



## Board Report

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

**SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2024**

**ACTION: RECEIVE AND FILE**

#### RECOMMENDATION

RECEIVE AND FILE status update report on NextGen Bus Ridership.

#### ISSUE

This report provides an assessment of Metro's bus ridership for the second quarter of the calendar year in 2024 (Q2 CY2024) consisting of April, May, and June 2024, compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by the day type (weekday, Saturday, Sunday), region, across Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length changes.

#### BACKGROUND

The Board adopted the NextGen Bus Plan at its meeting in October 2020. The Plan was designed to create a fast, frequent, and reliable bus system that will be rolled out in two phases: "Reconnect" and "Transit First."

- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.

While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability. Full restoration of NextGen Bus Plan service levels were completed in three phases between June and December 2022. Metro continues to operate the full NextGen bus service levels through 2023 and 2024, with improved reliability due to full bus operator staffing achieved by August 2023. However, a 1 - 2% operator shortage has existed since the December 2023 service change, when operator requirements increased due to more peak service from increased ridership and recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low, though higher than in the second half of CY2023.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro's 120 bus lines, summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and ridership recovery after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

**Table 1: NextGen Frequency Tiers as of Dec 2022**

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	31
Convenience Network (Tier 2)	12-15	12-15	20-30	15-30	24
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	39

When fully implemented, the Transit First scenario was expected to achieve a 15 - 20% increase in ridership. This expected ridership increase was attributed to increased speed of service and reduced travel times from the implementation of speed and reliability tool kit items, including new bus lanes, expanded transit signal priority, all-door boarding, as well as reinvestment of time savings for increased service frequencies. As of June 30, 2024, 49.7 lane miles of new bus priority lanes have been implemented on corridors such as 5<sup>th</sup> and 6<sup>th</sup> Sts plus Grand Av and Olive Sts in Downtown LA, as well as Alvarado St, Venice Bl, and La Brea Av.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

## **DISCUSSION**

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic, beginning in March 2020, had significant effects on Metro bus service levels and ridership and on societal changes such as increased telecommuting.

As of Q2 CY2024, average daily bus system ridership continues to show growth as ridership continues to recover to and exceed pre-COVID levels:

- Weekday ridership was 85.1% (up slightly from 83.7% in Q1 CY2024)
- Saturday ridership was 92.4% (down slightly from 94.0% in Q1 CY2024)
- Sunday ridership was 100.3% (up from 98.3% in Q1 CY2024)

Weekday ridership has consistently increased with each new quarter of data. Saturday and Sunday ridership, while at higher recovery levels, fluctuate more with factors such as special events, weather, and smaller number of days in the quarter. This quarter saw Saturday recovery decline slightly and

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Sunday increase, while the reverse occurred the previous quarter.

The San Fernando Valley continues to show the highest ridership recovery in Q2 CY2024 compared to the four other service areas, at 91.3% of pre-pandemic Q2 CY2019 levels on weekdays (up from 88.5% last quarter), 101.4% Saturday (down from 103.2% last quarter), and 114.5% Sunday (up from 109.1% last quarter), benefitting from NextGen Bus Plan investments.

The proportion of boardings in Equity Focus Communities throughout the system remains around 1% above pre-pandemic levels on weekdays.

Midday weekday Q2 CY2024 ridership recovery was at 88% of pre-pandemic levels (up from 87% last quarter), exceeding both AM peak (74%, up from 70% last quarter) and PM peak (82%, up from 79% last quarter) recovery. This aligns with the focus on investing service hours in the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter, and below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles. This reflects post-COVID changes to trip making (increased telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1 - 5 mile trips.

There were 18 lines/line groups on weekdays (up from 12 in Q1), 24 lines/line groups on Saturdays (down slightly from 26), and 40 lines/line groups on Sundays (up from 34), exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024.

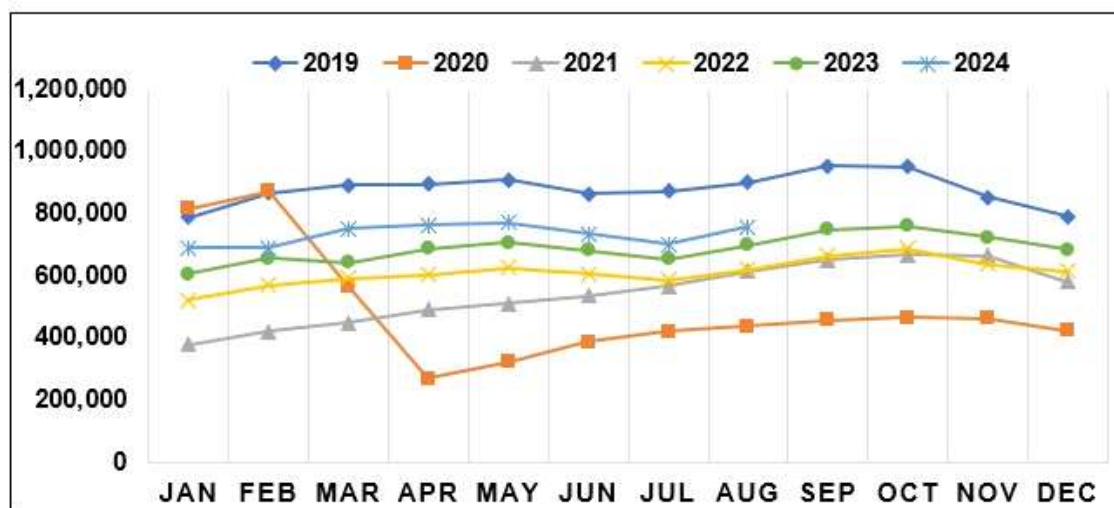
Attachment A provides a more detailed analysis. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q2 CY2019 (pre-COVID and pre-NextGen) and the same period of Q2 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID-19 pandemic in early 2020 and the subsequent recovery in ridership and initial service restoration in 2021 based on the implementation of the NextGen Bus Plan.

### Ridership Trends from 2019 to 2024

The complete restoration of bus service in December 2022, combined with more reliable service delivery and programs such as GoPass for students and the streamlined LIFE Program for low-income riders, contributed to much stronger ridership recovery through 2023 and will continue in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-COVID average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969, respectively). (See Attachment A Chart 6: Average Weekday Ridership 2019 - 2024).

### **Average Weekday Metro Bus Ridership (2019-2024):**



### Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest weekday ridership recovery rate at 91.3% in Q2 CY2024 (up from 88.5% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line Bus Rapid Transit (BRT) with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the eastern San Fernando Valley were restructured to match regional travel patterns focused on North Hollywood. The Q2 CY2024 San Fernando Valley area average weekday ridership compared to Q1 CY2024 was up 11.1%, indicating ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q2 2024 were as follows, each improving compared to the previous quarter:

- San Gabriel Valley: 81.3% (up from 79.2% in Q1 CY2024)
- Gateway Cities: 80.9% (up from 75.9% in Q1 CY2024)
- Westside Central: 83.5% (up from 82.5% in Q1 CY2024)
- South Bay Cities: 85.5% (up from 80.8% in Q1 CY2024)

The Gateway Cities area's overall recovery is lowest as it is impacted by several factors; Line 130 on Artesia BI was transferred to municipal operators, and several lines were replaced by Metro Micro. The 2019 data also contains ridership for New Blue bus bridges, which were temporary bus services in place of the Blue Line rail service.

For Q2 2024 average Saturday ridership, San Fernando Valley again showed the highest recovery at 101.4% (down slightly from 103.2% in Q1 CY2024), while other areas were at 81.3 to 90.1% (similar to 79.8 to 90.9% in Q1 CY2024). Saturday ridership recovery slightly decreased in Q2 CY2024 compared to Q1 CY2024, while Sunday showed the opposite trend with overall improvement in Q2

CY2024.

Average Sunday ridership recovery increased to an overall 100.3%. San Fernando Valley's recovery rate was 114.5% (up from 109.1% in Q1 CY2024), and other areas increased between 88.6% and 99.1% (up from 83.7% to 96.0%). Sunday Q2 CY2024 ridership recovery rates increased in all five service areas compared to Q1 CY2024, with South Bay Cities and Westside Central nearly fully recovered (99.1% and 98.1%, respectively).

The table below shows the percentage change in average daily ridership by service area between Q2 CY2023 and Q2 CY2024.

<b>Change in Average Daily Ridership by Service Area Q2 CY2024 versus Q2 CY2023</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
Gateway Cities	10.1%	6.3%	9.3%
San Fernando Valley	11.2%	7.6%	9.4%
San Gabriel Valley	11.2%	5.2%	4.9%
South Bay Cities	13.7%	9.8%	11.4%
Westside Central	6.4%	2.8%	3.6%

(See Attachment A: Charts 10 - 12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q2 CY2024)

#### Ridership by Time Period

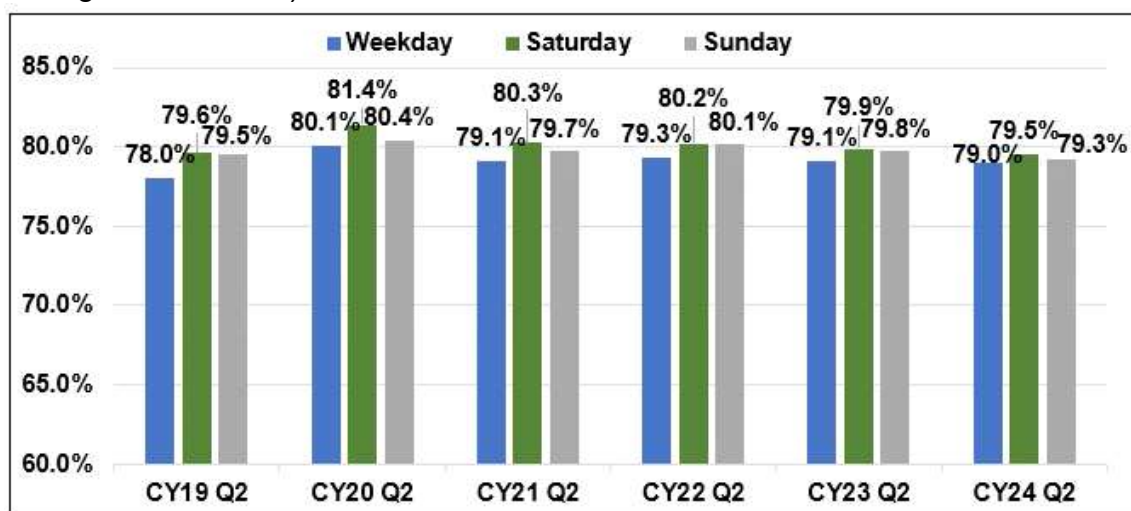
As of Q2 CY2024, early AM and AM peak period ridership remains the least recovered at 77% and 74% of 2019 levels, respectively. Meanwhile, the PM peak and evening recovery rates were 82% and 83%, respectively. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-COVID) levels at 88%, 91%, and 92%, respectively. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays.

Weekend ridership recovery by time of day was higher than weekdays in Q2 CY2024. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM, midday, PM peak, and evening were slightly more recovered at 89%, 88%, 88%, and 91%, respectively. This means that these periods are leading the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 95% and 98%, respectively, with their usage likely dominated by those dependent on transit. Sunday recovery rates by time period for Q2 CY2024 were closer together, between 97% and 100%. However, early AM was 112% (up from 106% in Q1 CY 2024), the only period to exceed 100% in Q2 CY 2024 compared to Q2 CY 2019, with the late evening period reaching 100%. (Attachment A Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q2 CY2019 - Q2 CY2024)

#### Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q2 CY 2020, when COVID was most active, compared to pre-COVID. By Q2 CY2024, EFC boardings were still around 1% higher than pre-COVID on weekdays and had returned to pre-COVID levels on weekends. The trips made in the early part of COVID are likely attributed to people who reside in EFCs and rely on transit for access to essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1% increase in the share of weekday boardings that will continue to be seen in EFCs in 2023 and 2024. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-COVID.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q2 CY2019 through Q4 CY2024)



Lines traveling through Equity Focus Communities for which ridership recovery has been strongest (over 90% recovered weekdays and weekends) include:

- Line 207 Western Av
- Line 204 Vermont Av Local
- Line 53 Central Av
- Line 55 Compton Av
- Line 105 Vernon Av
- Line 108 Slauson Av
- Line 110 Gage Av
- Line 111 Florence Av
- Line 117 Century Bl
- Line 202 Willowbrook Av
- Line 603 serving Hoover St,
- Line 66 serving W 8<sup>th</sup> St and E Olympic Bl in East LA
- Line 251 on Soto St through East LA and Huntington Park
- Line 611 Huntington Park Shuttle

- Line 605 Boyle Heights Shuttle
- Line 665 Eastern Av Shuttle and;
- J Line 910/950 BRT between El Monte and Harbor Gateway/San Pedro

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (examples include Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30). Metro will continue monitoring ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address the impacts coming out of COVID.

#### Average Trip Length

Metro's bus system average passenger (unlinked) trip length dropped from 4.2 to 4.3 miles to just below 3.0 miles in the COVID-19 pandemic year of 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered from 2022 through 2024, average passenger trip lengths increased and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A: Chart 17 Average Passenger Trip Length)

#### Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q2 CY2024 versus Q2 CY2019 for each day type (weekday, Saturday, Sunday). Due to changes involved in restructuring lines and groups of lines for the NextGen Bus Plan, this analysis must, in some cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership. In Q2 2024, 120 Metro bus lines were operating, and ridership recovery rates for this analysis are based on 82 weekdays, 75 Saturdays, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D.

The overall bus system ridership recovery rate in Q2 CY2024 was 85.1% for weekdays, 92.5% for Saturdays, and 100.3% for Sundays compared to Q2 CY2019 as a pre-COVID baseline. There were 18 (up from 12 in Q1) weekday, 24 Saturday (down slightly from 26 in Q1), and 40 (up from 34 in Q1) Sunday lines/line groups exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a

vital component of more robust ridership recovery:

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday	75 Total Saturday	74 Total Sunday
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7

The Tier 1 and Tier 2 higher frequencies continue to show stronger recovery, while some of these lines also include route changes to better connect riders to key destinations.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has reduced daily work-related trips due to increased telecommuting, negatively impacting many downtown service industry businesses. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work as well as for leisure and entertainment events occurring in this area.

This pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Also, notable ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate, happened. The ridership recovery rate for the corridor overall was 88.7% on weekdays (up from 87.2% in Q1), with the Local Line 204 having a recovery rate of 109.3% (up from 108.5% in Q1). By comparison, the Vermont Rapid Line 754 serves a high-EFC-density corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 67.7% (up from 65.7% in Q1). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 120.7%; Rapid 65.9%) and Sunday (Local 113.5%; Rapid 86.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40 - 60 minute frequency) had low ridership recovery and, in most cases, no NextGen route changes, as well as a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to 30-minute service intervals to see what impact that might have on their ridership recovery.



Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details for line-level ridership can be found in Attachment A and data tables in Attachments B, C, and D. This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q3 CY2024 (July through September 2024) as the basis for the next ridership report to be presented in January 2025.

### Speed and Reliability

Progress on such speed and reliability implementations include 49.7 lane miles of new bus priority lanes implemented as of June 30, 2024 across Metro's service area. Updates on upcoming and recent projects are listed below:

#### *La Brea Avenue Bus Priority Lanes (Metro Line 212)*

In August 2023, Metro completed the 5.7 lane-mile peak-period bus priority lanes on La Brea Av between Sunset Bl and Olympic Bl. In March 2024, Metro surveyed Line 212 riders to gather feedback regarding the effects of bus lanes on riders. Of the 110 riders surveyed, 77% are regular Line 212 riders, 64% experienced faster bus speeds, and 54% experienced improved bus reliability.

#### *Sepulveda Boulevard and Ventura Boulevard Bus Priority Lanes (Metro Line 234)*

In October 2023, LADOT completed the implementation of this 10.8 lane-mile project. This project provides full-time bus priority lanes along Sepulveda Bl between Ventura Bl and Rayen St, and morning peak-period bus priority lanes on a segment of westbound Ventura Bl between Vesper Av and Sepulveda Bl. Metro conducted surveys of Line 234 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 132 riders surveyed, 74% are regular Line 234 riders, 75% experienced faster bus speeds, and 75% experienced improved bus reliability.

#### *Roscoe Boulevard Bus Priority Lanes (Metro Line 152)*

In June 2024, LADOT began installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av and is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction is expected to be completed at the end of October 2024.

#### *Florence Avenue Bus Priority Lanes (Metro Line 111)*

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority

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Lanes project. Design for the Unincorporated LA County portion is expected to be completed in November 2024. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County, with construction expected to begin by early 2025.

### *Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)*

As part of the Vermont Transit Corridor project, Metro will deliver quick-build bus priority lanes to key segments of the corridor ahead of the larger BRT project. This will bring speed and reliability improvements to over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl and a 7.5 lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station as quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community Based Organization (CBO) partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Ave, regarding the overall BRT project and the quick-build bus lanes, which will be delivered as soon as 2025.

### Bus Lane Enforcement

Metro continues to partner with LADOT to have a dedicated parking patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders get to their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, and the second half is expected to be complete with the procurement of new buses due to be delivered starting in FY25 Q2.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT and is in place awaiting the program's start. The outreach will focus on the affected BLE corridors and include general program informational materials for a wider audience. Metro's partner agency, LADOT, is working to amend the City's municipal code to allow citations under the BLE program. City Council approved these changes on October 8, 2024. A concurrent 60-day warning and outreach effort commenced November 1, 2024. A full community engagement plan has been developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

### EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities that are historically more transit-dependent. A central goal of the NextGen Bus Plan was to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC). Nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the Los Angeles County poverty line threshold for a household of four of \$109,000 ( [HUD 2023 Income Limits <](https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf) [https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf>](https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf) )

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the COVID-19 pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service as well as speed and reliability enhancements that continue to be implemented. Through the provision of a fast, frequent, reliable network, the NextGen plan has provided these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue monitoring ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, enough service capacity is provided based on ridership, and all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, as well as the Service Council meetings, where service changes are explained and discussed with the public. These channels provide valuable insight into riders' key customer experience concerns.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goals:

Goal #1: Provide high-quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single-occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

## **NEXT STEPS**

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will also continue to hire new bus operators to remain fully staffed and reliably deliver full service daily. In addition, Two additional bus priority lane corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered during FY2025, and 14.9 additional lane miles are in planning (Vermont Av, Santa Monica Bl). Additional transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals. The next update is planned for the Board in January 2025, tracking the detailed progress on ridership recovery during Q3 CY2024.

### **ATTACHMENTS**

Attachment A - NextGen Ridership Analysis Q2 CY2024

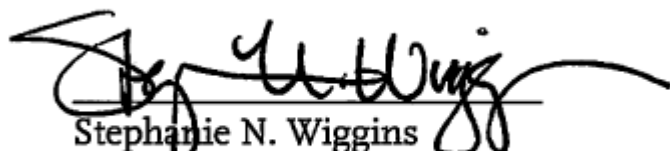
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

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Stephanie N. Wiggins  
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### NextGen Ridership Analysis – Q2 CY2024

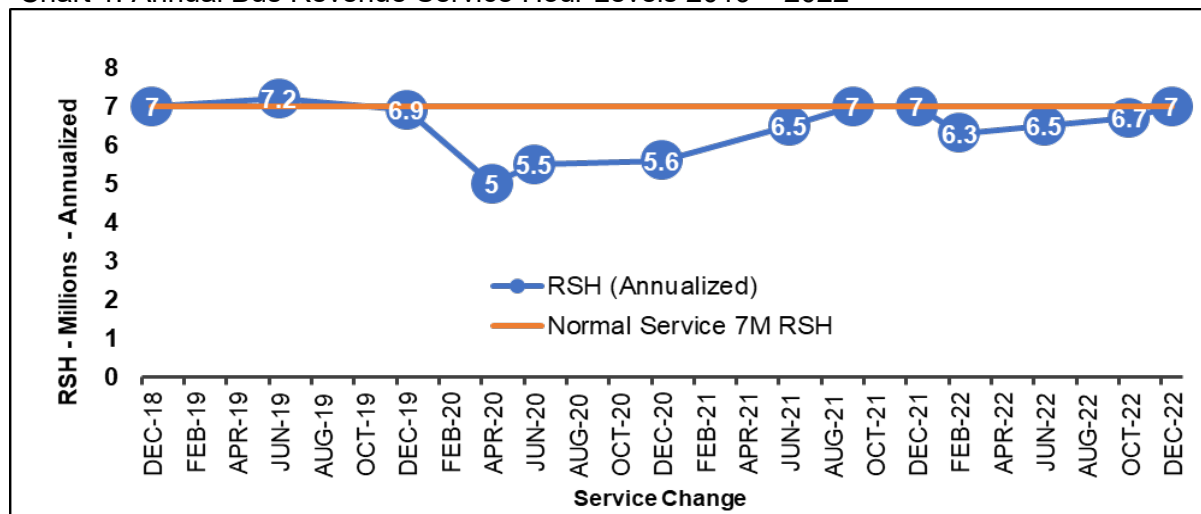
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall has occurred in operator numbers during CY24 Q1 and Q2.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2024 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

#### Metro Bus Service Levels:

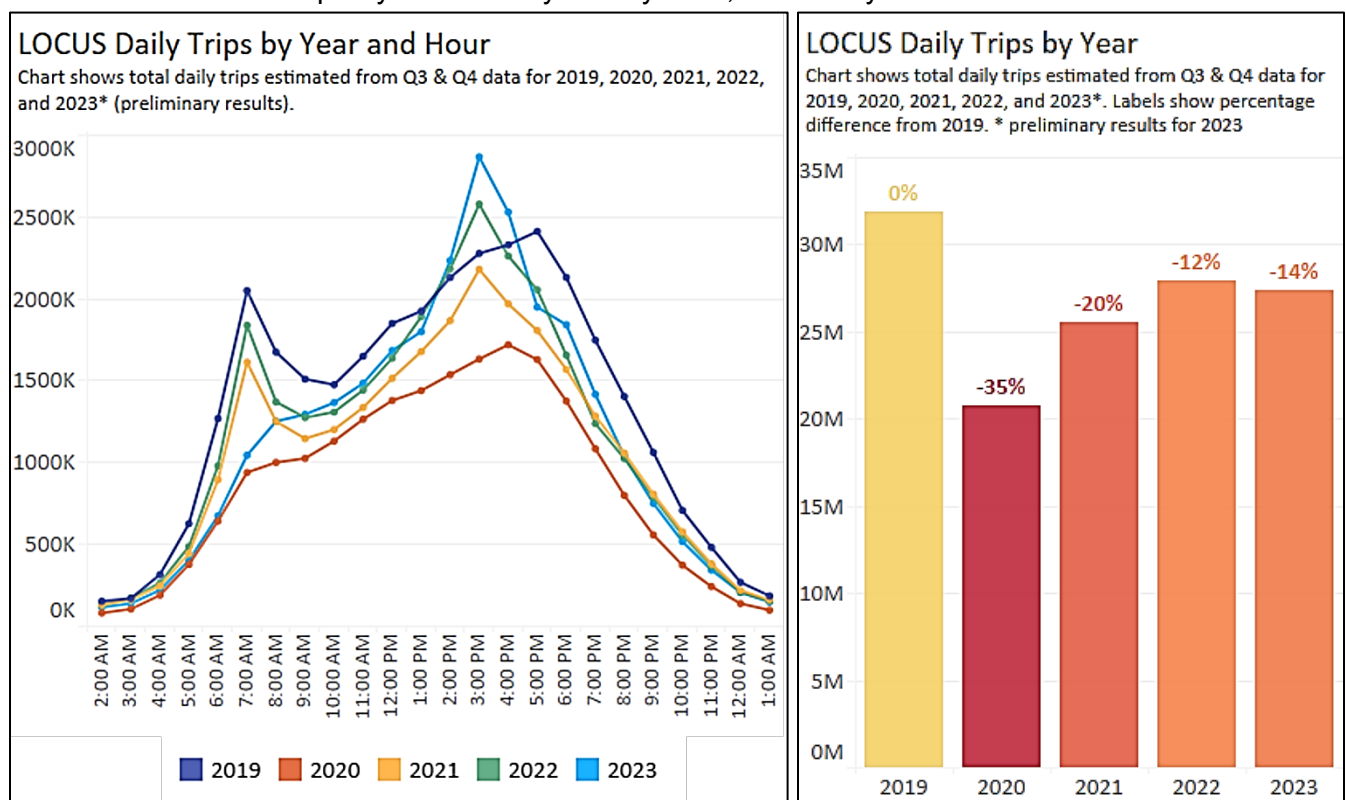
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

Chart 1: Annual Bus Revenue Service Hour Levels 2019 – 2022



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24 Q1 and Q2, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

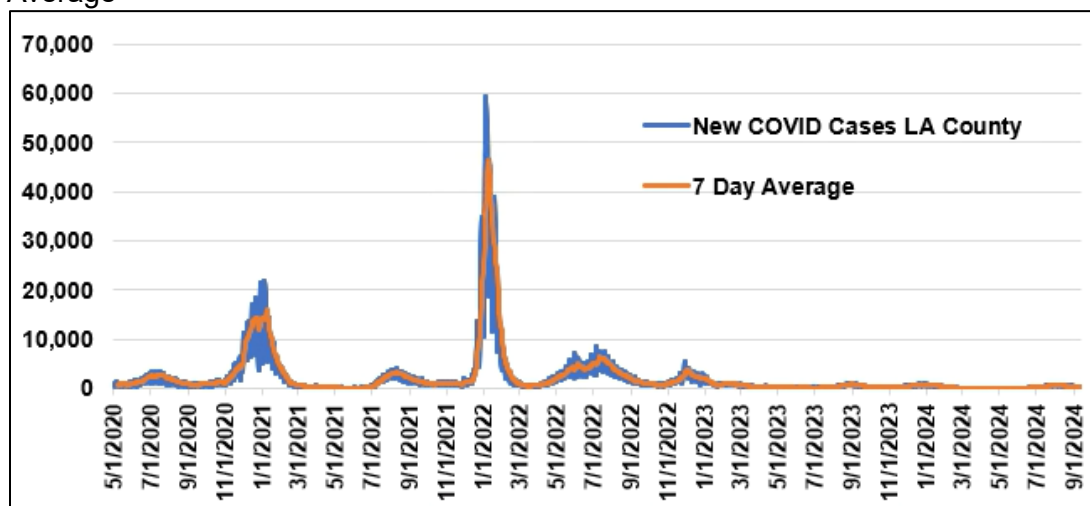


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to

less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers have remained very low throughout 2023 and into 2024, with a minor increase in reported cases in winter 2023-2024 and the summer 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



### **Weekday Bus System Ridership**

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

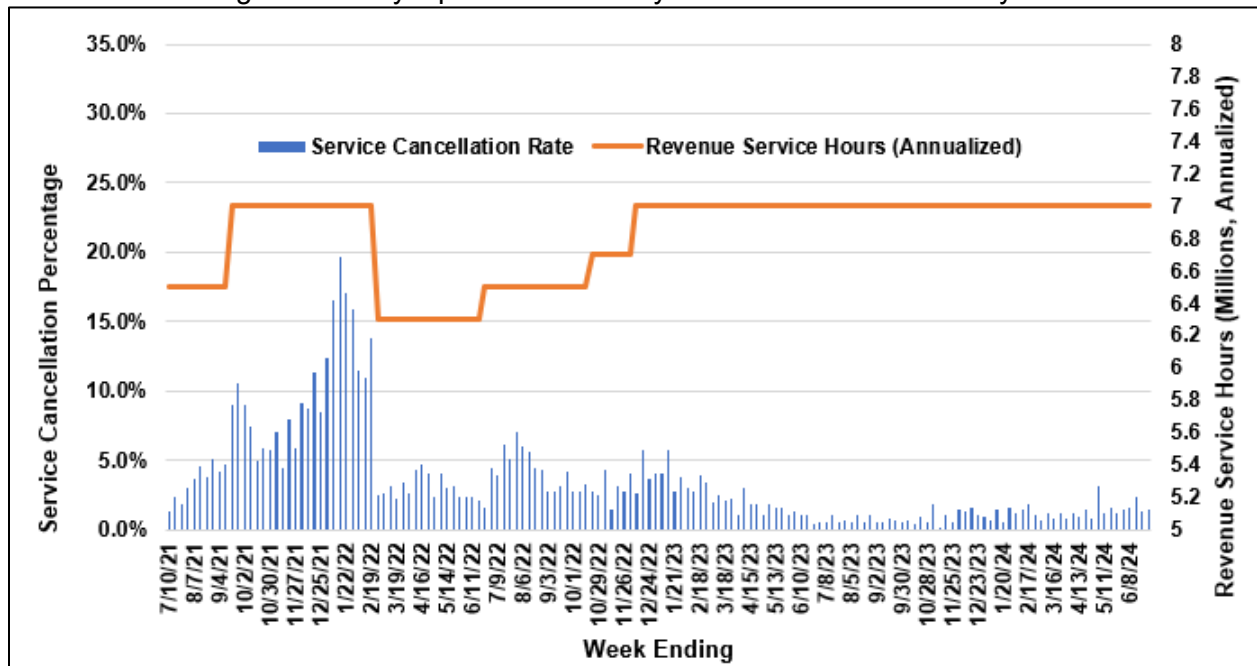


Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



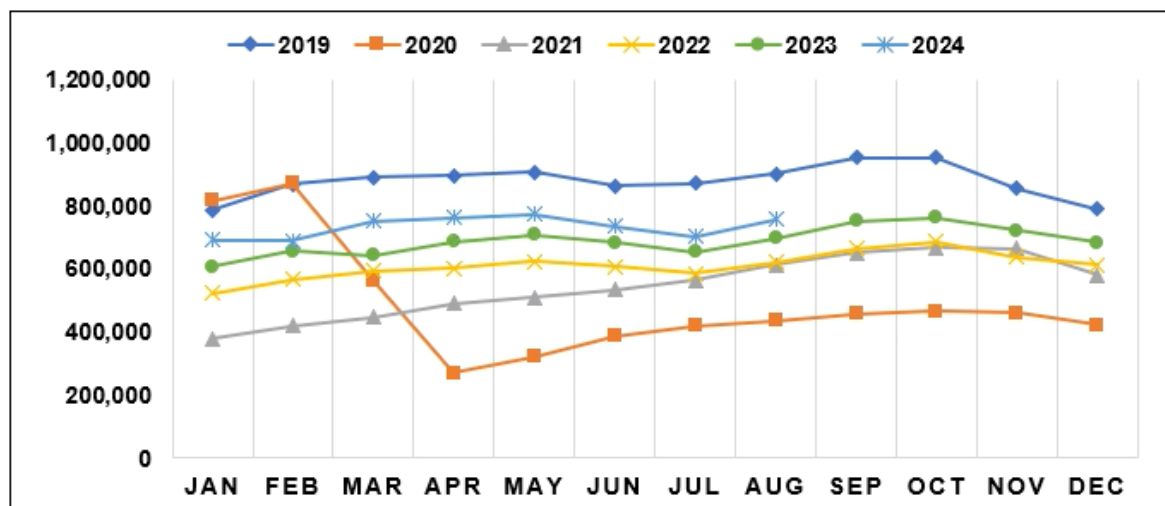
Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges



(such as poor turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during Q1 and Q2 CY2024. New operator class sizes have been increased again to turn around this trend. Service cancellation numbers remained low, though higher than they were in the second half of CY2023. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 83.4% for Q4 CY2023, increasing to 83.7% in Q1 CY2024 and to 85.1% in Q2 CY2024. In May 2024, weekday ridership averaged 772,000, a post-COVID record.

Chart 6 – Average Weekday Ridership 2019 – 2024



### **Saturday Bus System Ridership**

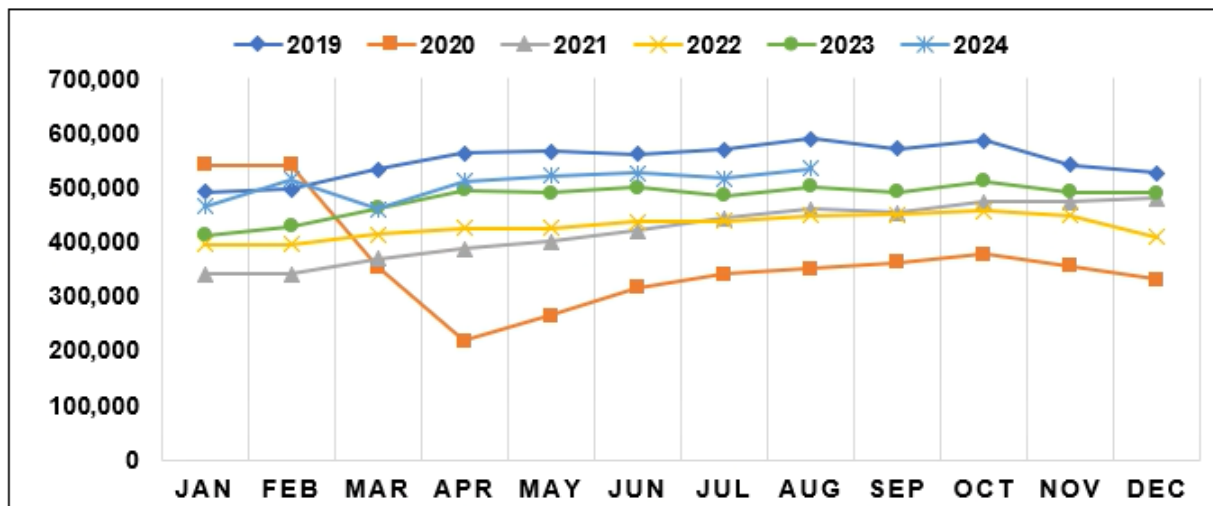
Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7.

As seen with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024, then dropped slightly to 92.4% for Q2 CY2024. Weekend ridership can

vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

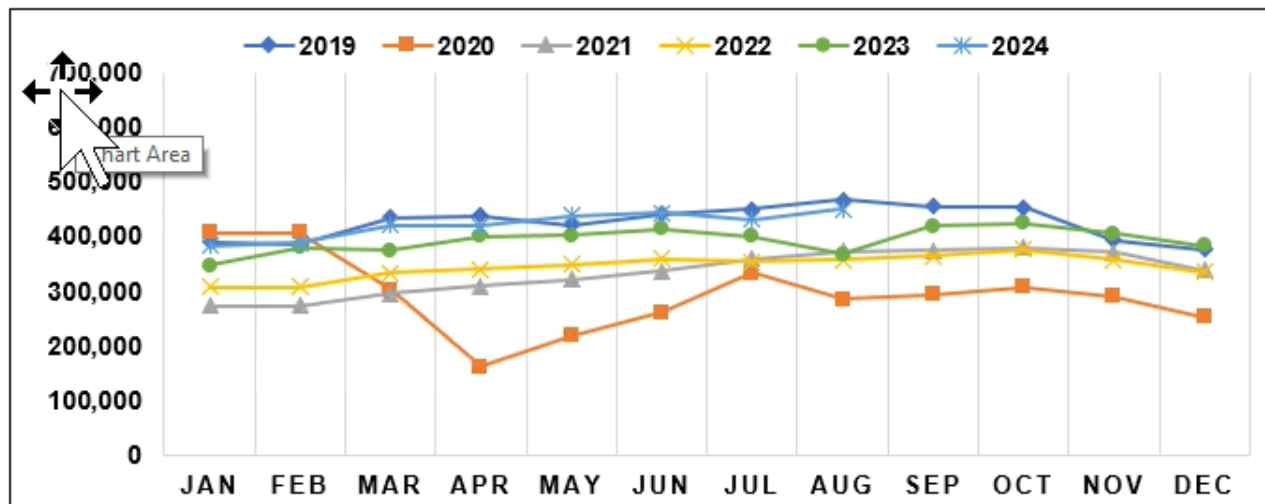
Chart 7: Average Saturday Bus Ridership 2019–2024



### Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

Chart 8: Average Sunday Bus Ridership 2019-2024



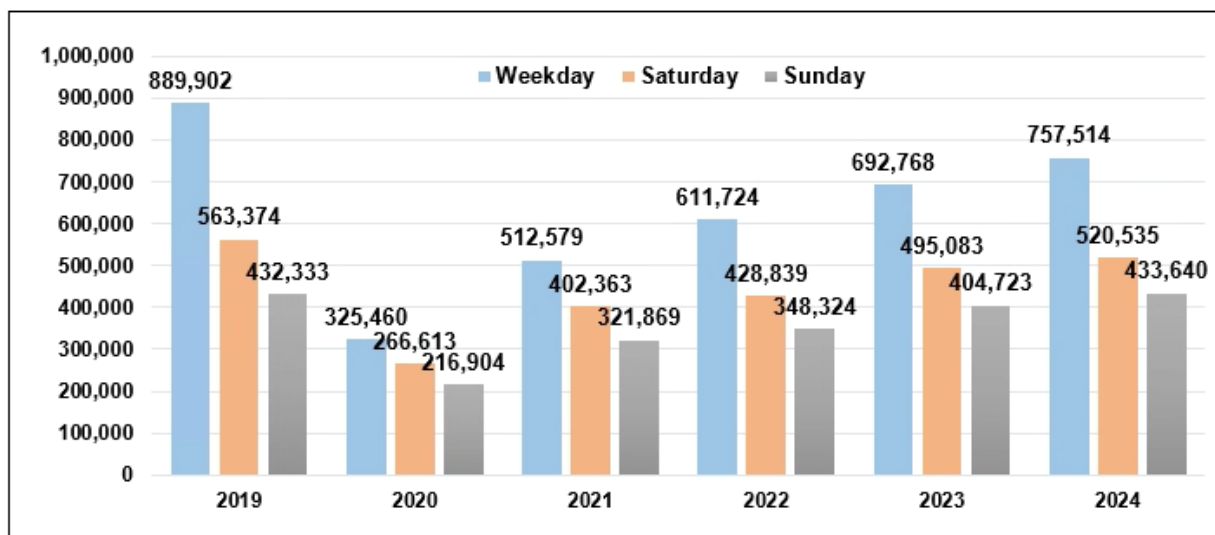
By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023,

Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024 but rebounded to 100.3% in Q2 CY2024, the first recorded quarter with fully recovered Sunday ridership.

### **Current Ridership**

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022. This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021, and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and December 2022 as operator numbers increased. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q2 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q2 CY 2019 – Q2 CY 2024



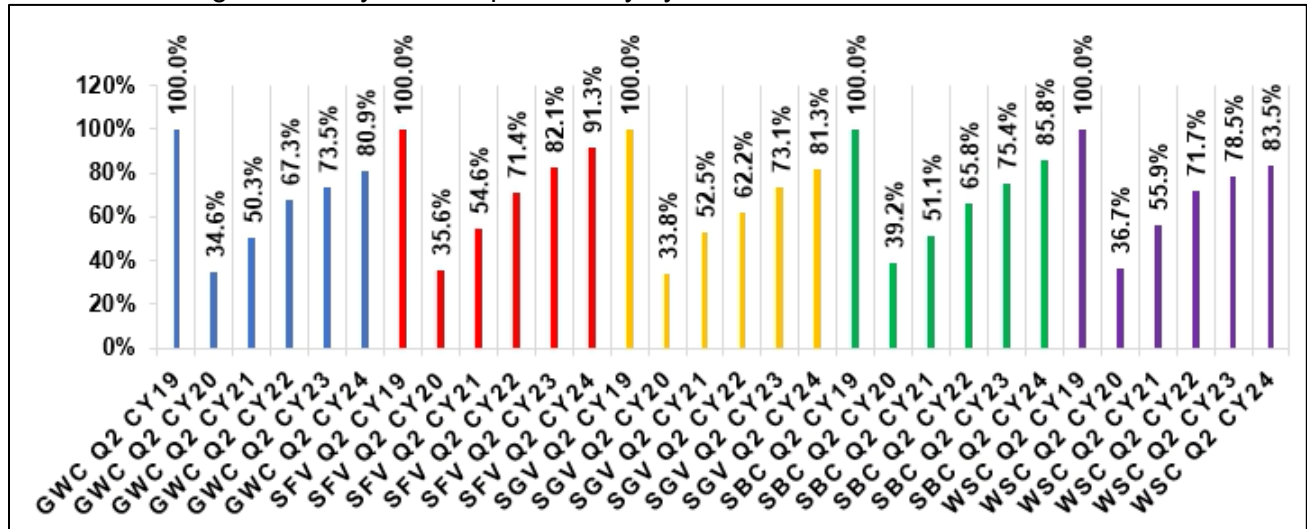
Full service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 continuing into 2024 compared to the more limited ridership growth seen in 2022.

### **Bus System Ridership by Service Area**

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC)

areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 91.3% in Q2 CY2024 (up from 88.5% in Q1 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 85.8% for the South Bay Cities, 83.5% for Westside Central service area, 81.3% for San Gabriel Valley service area, and 80.9% for the Gateway Cities service area. All five areas improved over their Q1 CY2024 recovery rates, so the ridership recovery is broad-based.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q2 CY2019 - Q2 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:

- Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
- Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
- Line 18 increased from every 10 to 7.5 minutes weekday midday (6<sup>th</sup> - Whittier)
- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
- Line 30 increased from every 12 to 10 minutes midday (Pico BI)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- Tier 2:
  - Line 10 increased from every 20 to 15 minutes midday
  - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
  - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
  - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
  - Line 45 increased from every 15 to every 10 minutes midday
  - Line 51 increased from every 12 to 7.5 minutes midday
  - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
  - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
  - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday

- Line 210 increased from every 20 to every 10 minutes peak and midday
- Line 212 increased from every 12-15 to every 10 minutes peak and midday
- Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies
  - Line 110 increased from every 24 to every 15 minutes midday
  - Line 117 increased from every 18-20 to every 15 minutes peak and midday
  - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
  - Line 125 increased from every 25-35 to every 20 minutes peak and midday
  - Line 232 increased from every 22 to every 15 minutes peak
  - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
  - Line 202 added new 60-minute midday service
  - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

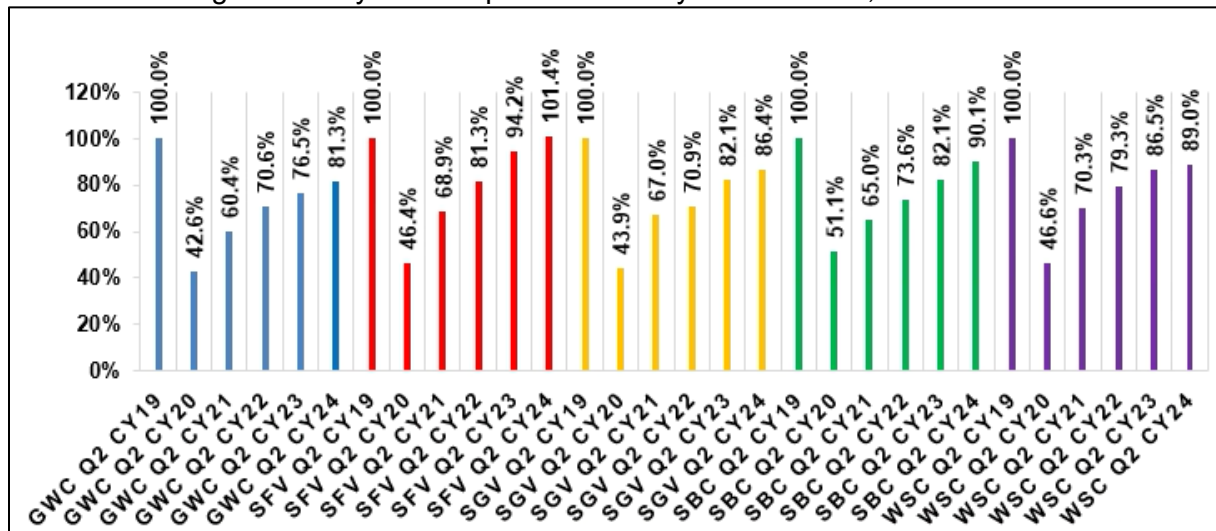
- Tier 1: five local lines had frequency improvements:
  - Line 53 increased from every 15 to every 10 minutes midday
  - Line 60 increased from every 18 to every 10 minutes midday
  - Line 105 increased from every 18-20 to every 10 minutes peak and midday
  - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
  - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
  - Line 127 added new 60-minutes peak and midday
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:

- Line 70 increased from every 15 to every 7.5 minutes peak and midday
- Line 78 increased from every 20 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q2 CY2019 – Q2 CY2024



Saturday ridership recovery has occurred across all regions between Q2 2019 and Q2 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.4%, slightly down from the 103.2% for Q1 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 81.3% (up from 79.8% in Q1 CY2024) on the lower end for Gateway Cities to 90.1% (up from 87.1% in Q1 CY2024) for South Bay Cities at the higher end, with San Gabriel Valley at 86.4% (down slightly from 88.3% in Q1 CY2024) and Westside Central at 89.0% (down slightly from 90.9% in Q1 CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11.

San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230

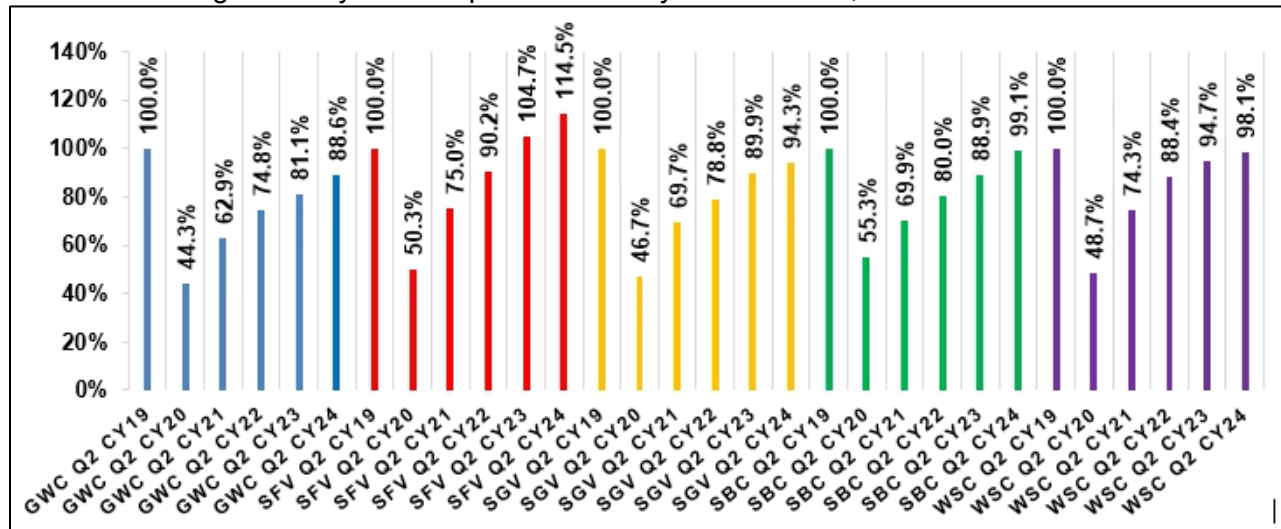


and 690)

- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). The Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q2 CY2019 – Q2 CY2024



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q2 CY 2020 and Q2 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (114.5%, up from 109.1% recovered in Q1 CY2024). The Westside Central, San Gabriel Valley, and South Bay Cities all showed increased recovery rates compared to Q1 CY2024, with 88.6% for Gateway Cities (up from 83.7%), 94.3% for San Gabriel Valley (up from 93.8%), and almost fully recovered for Westside Central at 98.1% (up from 96.0%) and South Bay Cities at 99.1% (a big jump up from 90.7%).

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239)). The same refocus of



two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
  - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
  - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
  - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
  - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
  - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
  - Line 33 increased from every 20 to 10 minutes peak hours and midday
  - Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2:
  - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
  - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
  - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
  - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
  - Line 45 increased from every 15 to every 10 minutes Sunday
  - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
  - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
  - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday

- Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
- Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: two local lines had frequency improvements made:
  - Line 125 increased from every 40 to every 30 minutes Sunday
  - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1:
  - Line 53 increased from every 20 to every 15 minutes Sunday
  - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
  - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
  - Line 127 added new 30-60 minute Saturday and Sunday service
  - Lines 128 and 258 added new 60-minute Sunday service
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

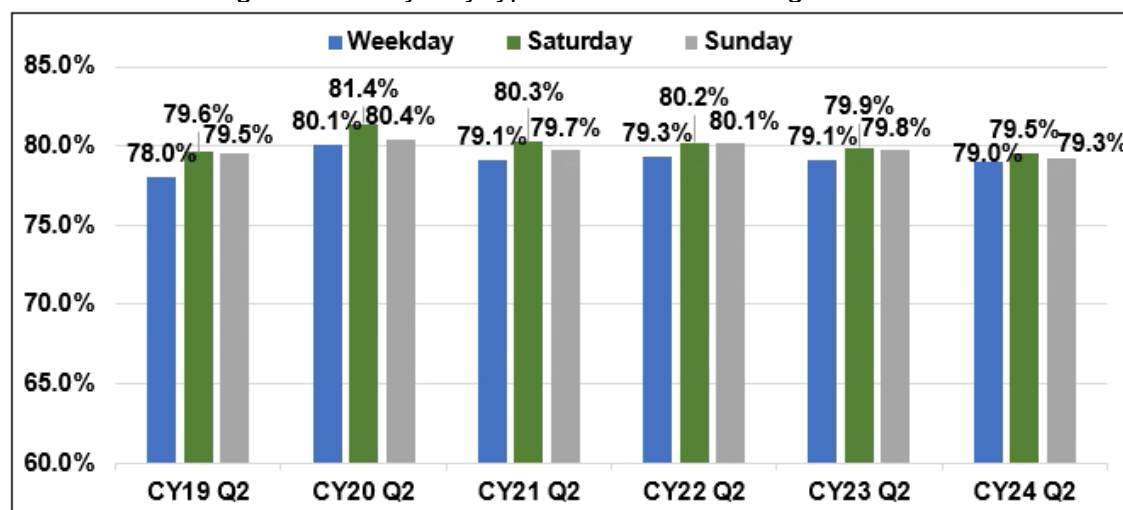
#### Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q2 CY2019 (pre-NextGen and pandemic) through Q2 CY2024.

The proportion of boardings occurring in EFCs increased by 2.1% weekdays, 1.89% Saturdays, and 0.9% Sundays as was expected in the early, most impactful years of the

COVID-19 pandemic as those with limited other options still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.0% higher, but weekends returned to the same level as the pre-pandemic share of boardings in Q1 and Q2 of CY2024. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q2 CY2019 through Q2 CY2024



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

### **Average Ridership by Time of Day**

Weekday ridership by time period for Q2 CY2020 through CY2024 compared to Q2 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q2 and least percentage of recovery by Q2 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic. PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday period, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 1 provides a comparison of percentage of ridership recovery by time period for Q2 CY2020 and Q2 CY2024.

Table 1: Weekday Ridership Percentage compared to pre-COVID (Q2 CY2019) Ridership

	Q2 CY2020	Q2 CY2024
Early AM (4 am – 6 am)	12%	77%
AM Peak (6 am – 9 am)	13%	74%
Midday (9 am to 3 pm)	29%	88%
PM Peak (3 pm – 7 pm)	20%	82%
Evening (7 pm – 10 pm)	31%	83%
Late evening (10 pm to 12 am)	37%	91%
Owl (12 am – 4 am)	44%	92%

Q2 CY2020 was the most impacted quarter for COVID, as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership by Time Period – Q2 CY2019 – Q2 CY2024

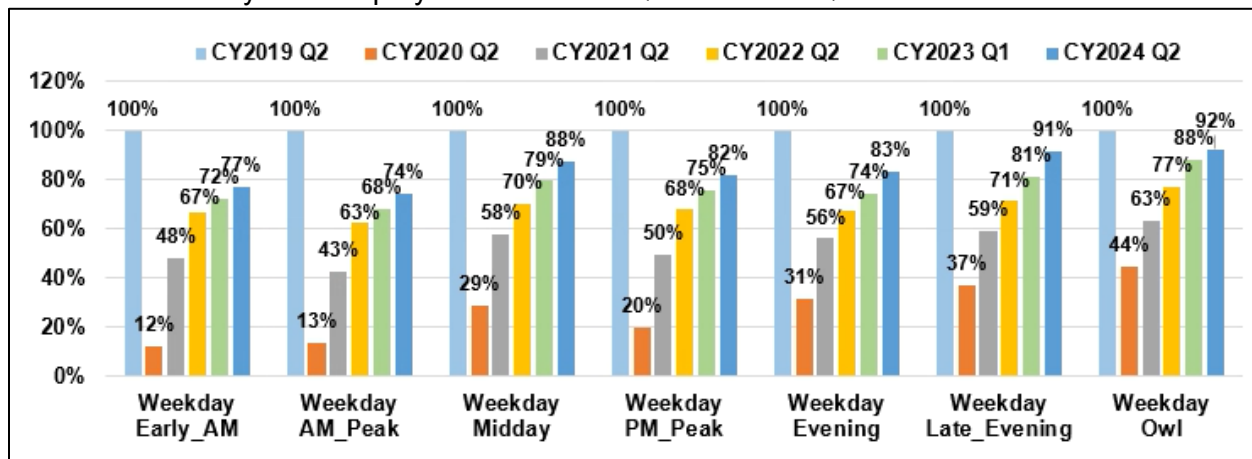
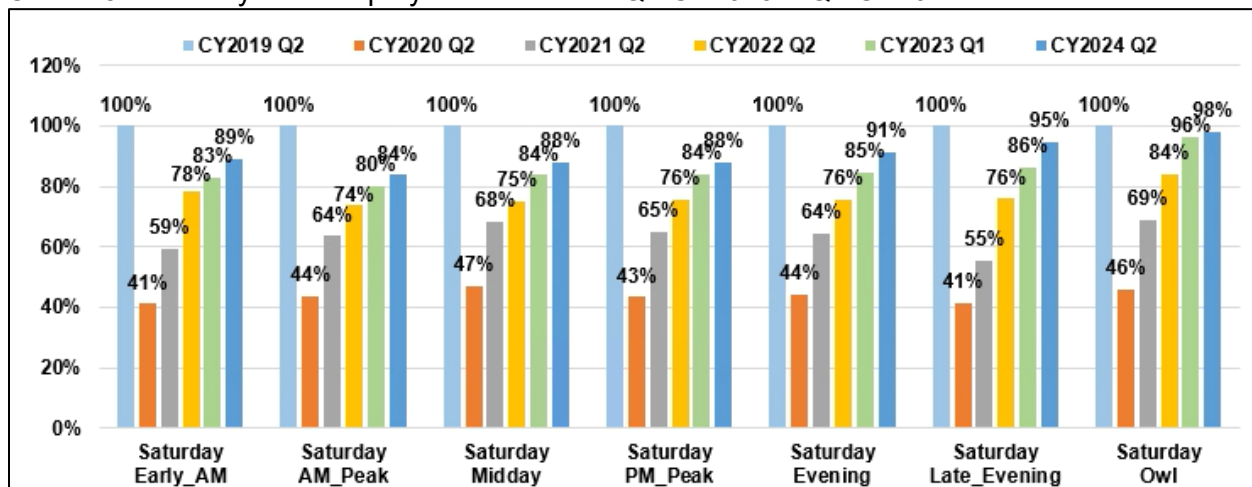
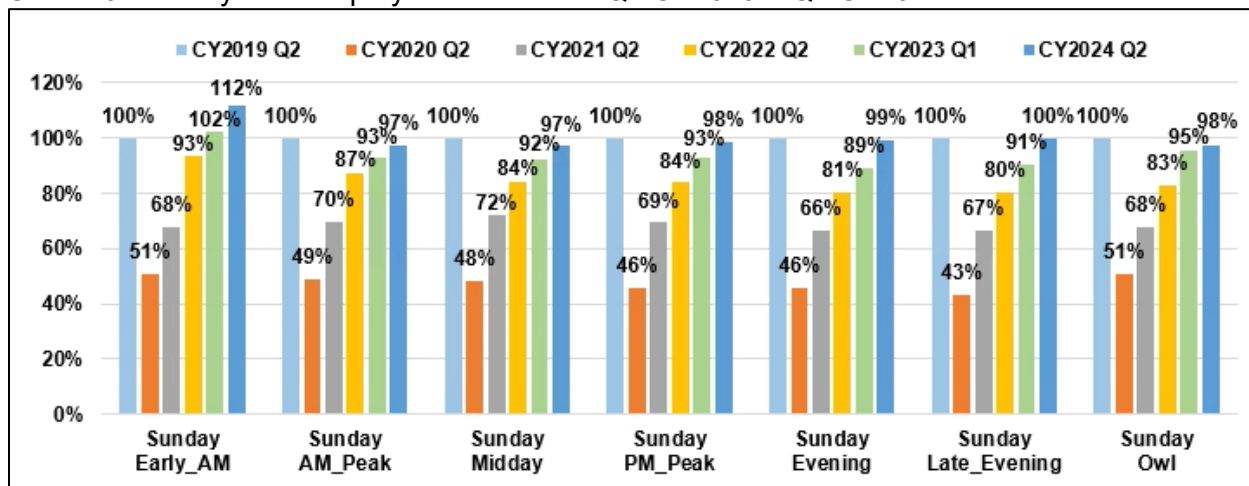


Chart 15: Saturday Ridership by Time Period – Q2 CY2019 – Q2 CY2024



Q2 CY2020 Saturday ridership declined to 41-47% of Q2 CY2019 ridership by time period. Largest declines were in early AM and late evening (to 41%) and slightest declines were for the midday (9 am to 3 pm) and Owl periods ridership which declined to 46-47% in Q2 CY 2020 compared to Q2 CY2019 (pre-COVID). The most recovered time periods as of Q2 CY2024 are the late evening and Owl periods which showed recovery rates of 95% and 96% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods have recovered to between 88% and 91%, with exception of the AM peak at 84%. This suggests a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access. The AM peak work travel does not seem to have returned as much as midday through evening and even early AM ridership, so telecommuting may even be impacting some Saturday jobs.

Chart 16: Sunday Ridership by Time Period – Q2 CY2019 – Q2 CY2024



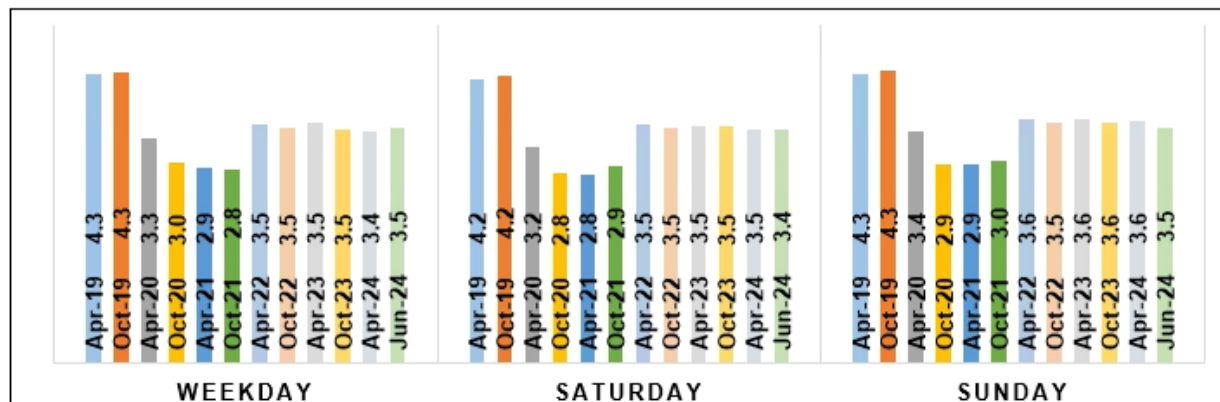
Sunday ridership was the most resilient of all day types in Q2 CY2020, with the late evening showing the largest drop to 43% of Q2 CY2019 pre-COVID ridership. The smallest decline was for the early AM and Owl periods (51%), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services. Other time periods dropped to between 46% and 49% of Q2 CY2020 ridership, again showing the most resilience compared to other day types. By Q2 CY2024, the largest ridership recovery on Sunday was during the early AM at 112%, similar to the result for this time period in Q1 CY2024. Other time periods all showed recovery of between 97% and 100% compared to Q2 CY2019 levels. These overall results suggest the most transit dependence on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

### **Average Passenger Trip Length**

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to

2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



### **Ridership by Line and Line Group**

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 2 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q2 CY2024 was 85.1% for weekday, 92.4% for Saturday, and 100.3% for Sunday when compared to Q2 CY2019 as a pre-COVID baseline. There were 18 weekday (up from 12 in Q1), 24 Saturday (slightly less than the 26 in Q1), and 40 Sunday lines/line groups (up from 34 in Q1) exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Table 2: Ridership Recovery Distribution, Q2 CY2024 versus Q2 CY2019

<b>Average % Ridership Recovery Q2 CY2024 versus Q2 CY2019</b>	<b>Number of Weekday Lines/ Line Groups</b>	<b>Number of Saturday Lines/ Line Groups</b>	<b>Number of Sunday Lines/ Line Groups</b>
>= 140.0%	0	2	4
130.0 – 139.9%	0	2	5
120.0 – 129.9%	1	2	7
110.0 – 119.9%	6	7	7
100.0 – 109.9%	11	11	17
90.0 - 99.9%	18	21	17
80.0 - 89.9%	19	14	12
70.0 - 79.9%	13	9	4
60.0 - 69.9%	8	6	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
20.0 – 29.9%	1	0	0
<b>Total Lines/Line Groups</b>	<b>82</b>	<b>75</b>	<b>74</b>

### **Service Reliability**

Q2 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q2 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q2 CY2024, operator numbers were about 1-2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023. This decline was due to an increase in operator requirements as of December 2023 service change together with some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators, in order to restore full staffing. Service cancellations should not be a major factor hampering further ridership recovery.

### **Service Frequency:**

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 85.1% recovered: 19-Tier 1, 13-Tier 2, 6-Tier 3, and 8-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 92.4% recovered with a mix of 14-Tier 1, 11-Tier 2, 8-Tier 3, and 7-Tier 4 lines/line groups.
- Sunday lines that were over the system average 100.3% recovered were a mix of 15-Tier 1, 10-Tier 2, 8-Tier 3, and 7-Tier 4 lines/line groups.



### **NextGen Tier 1 Highest Frequency Lines:**

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for NextGen Tier 1 service included a high of 119.8% again for Line 66 serving E Olympic/W 8<sup>th</sup> St. This line also had strong recovery on Saturdays at 106.6%, and Sundays at 133.2% ridership. Fourteen other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 109.3% weekday, 120.7% Saturday, 113.5% Sunday.
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 101.3% weekday, 114.3% Saturday, 129.7% Sunday.
- Central Av Line 53: 99.7% weekday, 102.4% Saturday, 122.6% Sunday
- Slauson Av Line 108: 98.9% weekday, 96.1% Saturday, 117.9% Sunday
- Florence Av Line 111: 98.8% weekday, 93.2% Saturday, 96.0% Sunday
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 98.6% weekday, 101.2% Saturday, 111.0% Sunday
- Santa Monica Bl Line 4: 95.6% weekday, 101.4% Saturday, 106.0% Sunday
- Soto St Line 251: 94.8% weekday, 95.6% Saturday, 104.0% Sunday.
- Vernon/La Cienega Line 105: 93.6% weekday, 94.2% Saturday, 107.1% Sunday
- Venice Bl Line 33: 92.4% weekday, 88.9% Saturday, 96.0% Sunday
- Western Av Line 207: 92.1% weekday, 99.2% Saturday, 106.9% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 92.0% weekday, 115.6% Saturday, 122.5% Sunday
- Ventura /Reseda group (Lines 150, 240, 244): 90.7% weekdays, 105.0% Saturday, 109.0% Sunday

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.
- Line 761 now provides all-day, all-week Rapid service on Van Nuys Bl in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced



other bus lines there).

- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266.
- New bus lanes on Venice BI Line 33.

An additional 4 NextGen Tier 1 lines or line groups met or exceeded system average weekday ridership recovery of 85.1%, serving key corridors of Huntington/Las Tunas group (Lines 78, 179) (dropped to 89.2% from 90.3% in Q1), Hawthorne BI/MLK BI (Line 40), La Brea Av (Line 212) and Garvey/Cesar Chavez (Line 70), and Hollywood/Fairfax - Pasadena group (Lines 180, 217 – up from 81.9% in Q1 to 85.2%).

In Q2, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 83.9% weekdays from 96.0% (Q1), with 96.5% Saturday and 107.7% Sunday.
- G Line (Orange) BRT service at just 60.1% recovered weekdays (no improvement from Q1), with 67.6% recovery Saturday and 76.0% Sunday. The G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. Other notable lines were:
- Vermont Rapid Line 754 had only 67.7% recovery weekdays (slightly higher than 65.7% reported for Q1). It experienced very high cancellations in 2022 and to some extent, the line still sees higher cancellations than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 109.3% (also improved from 108.5% in Q1) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 65.9% recovery and Sundays 86.3%, compared to Line 204 recovery rates of 120.7% Saturdays and 113.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- Line 28 on W Olympic BI – 70.6%% (up from 69.0%) recovered weekday, 77.4% Saturday, 83.7% Sunday
- Line 30 serving Pico BI – 77.0% (up from 74.5%) recovered weekday, 71.6% Saturday, 81.2% Sunday.

Both Lines 28 and 30 now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service.

- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (74.0% weekday up from 71.3% in Q1, 76.3% Saturday, 94.7% Sunday), though it may also partially relate to loss of Rapid Line 745 service on this corridor.
- Line 210 on Crenshaw with 80.4% recovery weekday (up from 78.2% in Q1, 88.4% Saturday, 102.2% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 51 on W. 7<sup>th</sup> St and Avalon with weekday recovery at a low 77.0% (down slightly from 78.1%) and 75.2% Saturday, 82.6% Sunday. Line 66 likely gained ridership in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 81.7% (up from 80.0% in Q1) recovery weekday (84.4% Saturday, 95.4% Sunday), and Line 4 (95.6% recovered weekday, 101.4% Saturday, 106.0% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line 60 on Long Beach BI between downtown LA and Compton is 78.4% recovered weekdays (down from 79.4% in Q1), 75.3% Saturday, and 85.6% Sunday, with this line being heavily focused on downtown LA.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 95.6% on Santa Monica BI to a low of 70.6% on W Olympic. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

### **NextGen Tier 2 Lines**

NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to their improved frequencies of

weekday all-day 15-minutes under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 110.0% weekday, 125.1% Saturday, 129.2% Sunday
- Vanowen St Line 165: 109.3% weekday, 114.5% Saturday, 130.6% Sunday
- Nordhoff St Line 166: 105.3% weekday, 116.6% Saturday, 144.1% Sunday
- Victory Bl Line 164: 102.3% weekday, 89.9% Saturday, 98.4% Sunday
- Roscoe Bl Line 152: 97.6% weekday, 110.1% Saturday, 127.0% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle – 111.2% recovery weekdays, 150.4% Saturday, 136.2% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av – 105.8% recovery weekdays, 95.2% Saturday, 109.3% Sunday) between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 100.7% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday recovery was 101.0% with improvement from 18-minute to 12-minute frequency, though Sunday was lower at 91.3% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Lines 110 (Gage Av – 102.1% recovery weekdays, 97.2% Saturday, 115.3% Sunday) and 117 (Century Bl – 93.9% recovery weekdays, 94.3% Saturday, 104.6% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They have also recovered strongly on weekends even without significant frequency improvements.

- Line 115 (Manchester-Firestone) increased to 85.7% from 80.9% weekdays: Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change). Line 115 weekend recovery was slightly below average with 92.2% Saturday and 99.0% Sunday.
- Line 224 (Lankershim BI) in Q2 CY2024 exceeded system average weekday ridership recovery rate at 88.5% (up from 85.1% in Q1). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 108.3% Saturday and 122.4% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 260 (Atlantic BI) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 86.6%. Its weekend recovery was slightly below average at 90.9% Saturday and 97.8% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate.

Three other Tier 2 lines, Lines 81 (Figueroa St), Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates at 79.3%, 83.5% and 80.1% respectively. These lines are discussed in more detail below.

- Line 81 (Figueroa St): With 79.3% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders off this bus line, though other riders may just be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 89.8% and Sunday at 96.4%.
- Line 94 (San Fernando Rd): This line was significantly restructured in the NextGen Bus Plan. It now offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). The Line 94 group had stronger weekend recovery, with 105.0% Saturday and 120.6% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.
- Line 206 (Normandie Av): In contrast to Lines 81 and 94 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day

weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 82.5% Saturday and 90.8% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery.

Four other lines/line groups in NextGen frequency Tier 2 had well below system average ridership recovery weekdays:

- Line 76 on Valley Bl: 70.8% weekday, 69.6% Saturday, 74.1% Sunday
- Line 14/37 on Beverly Bl/W Adams: 70.7% weekday, 83.0% Saturday, 90.6% Sunday
- Line 35/38 Washington Bl/W Jefferson: 68.7% weekday, 67.2% Saturday, 77.7% Sunday
- Line 10/48 Melrose Av/Main-San Pedro: 64.5 weekdays, 63.9% Saturday, Sunday 75.6%

The common aspect of these lines is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While these lines recovery rates have generally improved since Q4 CY2024, there may be marketing opportunities.

### **NextGen Tier 3 and 4 Lines**

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (128.4% recovery weekdays, the highest of all bus line/line groups, 107.4% Saturday, 112.9% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (114.4% recovery weekdays, 117.4% Saturday, 135.5% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (111.0% recovery weekdays, 105.0% Saturday, 130.9% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 110.3% recovery weekdays and 138.2% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and

weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.

- Line 92 between downtown LA and Sylmar via Glenoaks BI (105.6% recovery weekday, 95.1% Saturday, 112.8% Sunday) is likely benefitting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 100.8% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 344 Rancho Palos Verdes service (100.5% recovery weekday, 95.2% Saturday, 104.4% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 128 serving Alondra BI through the Gateway Cities showed 97.9% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 611 Huntington Park Shuttle (93.6% recovery weekdays, 110.0% Saturday, 105.8% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a much-improved recovery of 93.2% (up from 79.8% in Q1) recovery weekdays, likely related to increasing worker and student travel to CSULA. It had 164.6% recovery Saturday, and 182.1% Sunday, the highest recovery rates weekends for any Metro bus line, with weekend ridership results due to the expanded span of service weekend mornings.
- Express Line 577 between El Monte Station and Long Beach VA (92.8% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 120 on Imperial Highway with 91.2% recovery weekday, 93.3% Saturday, and 105.4% Sunday, without any route or frequency changes
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (89.2% recovery weekdays, 92.6% Saturday, 102.9% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.

- Line 169 on Saticoy St in San Fernando Valley with 86.8% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- San Pedro group of Lines 205, 246, and 550, with 85.9% recovery weekday, 93.9% Saturday, and 108.5% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (29.7% recovery weekdays (down from 31.9% in Q1), 32.3% Saturday, 33.2% Sunday) operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (53.7%, up from 48.6% in Q1), only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also announced downsizing of staffing in 2024.

Key aspects of other Tier 3 and 4 lines with lower than average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 82.4% weekday, but 130.9% Saturday, and 157.1% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 81.9% weekdays, 83.6% Saturday, 95.6% Sunday with no major changes in service levels or route. This line has a focus on downtown LA.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 81.7% recovery weekdays, 86.2% Saturday, and 90.5% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 265 (Paramount Bl) with 76.7% recovery weekdays, 74.5% Saturday, 86.1% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership will be monitored to see if the frequency improvement results in a ridership increase

as expected.

- Line 62 (Telegraph Rd) with 74.5% recovery weekday, 74.8% Saturday, and 84.3% Sunday was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.
- Line 134 (Santa Monica – Malibu) with 72.8% recovery weekdays, 76.1% Saturday, and 104.5% Sunday, so much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 161 (Canoga Station – Thousand Oaks) with 71.6% recovery weekdays, 92.5% Saturday, and again a high 114.7% Sunday recovery rate. Improved recovery on all day types.
- Line 158 (Plummer/Woodman) with 71.5% recovery weekdays and higher recovery of 82.2% Saturday, 86.0% Sunday. Slight improvements for weekday and Saturday recovery with new short line to provide 30-minute instead of hourly service weekdays were introduced in June 2024. Ridership will be monitored to see if the frequency improvement results in a ridership increase.
- Line 167 (Devonshire-Coldwater Canyon) with 68.7% recovery weekdays, and higher recovery of 82.6% Saturday, 86.5% Sunday, so more significant recovery rate improvement weekend. Limited by hourly type frequency.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 65.4% recovery weekdays, but much higher and increased weekend recovery at 105.2% Saturday, 144.0% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast.
- Line 102 (La Tijera-Exposition Bl) with 61.5% recovery weekdays (up from 55.3% in Q4 CY2023), 73.2% Saturday, 80.4% Sunday, is low likely due to the hourly service level now offered.
- Line 218 (Studio City – Beverly Hills) with 58.7% (big drop from 66.9% in Q1) recovery weekday, 84.8% Saturday, 84.6% Sunday. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 56.8% recovery only offers peak-hour weekday service, with mostly school student ridership.
- Line 96 (Riverside Dr) with 54.8% recovery weekdays, 66.0% Saturday, 83.0% Sunday, is consistently low, though weekends improved. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA.
- Line 209 (Van Ness Av) with 46.4% recovery only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs.



Limited by hourly frequency and lack of key destinations.

#### Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 63.6% overall weekdays (up from 58.1% in Q1), but above average and much higher 100.2% Saturday, and 109.3% for Sunday (weekend recovery rates increased). This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, though they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl will be restored in the June 2024 service change, and Lines 267 and 686 will be merged into new Line 267 with 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery.

#### **Bus Speed and Reliability:**

As part of the NextGen Bus Plan, almost 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Roscoe Bl (expected completion by end of October 2024) and Florence Av (construction in first half of 2025) plus expanded transit signal priority and all door boarding programs also launching in first half of 2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Balboa BI	236	1,555	235/236	1,997	128.4%	53.9	81.2	150.6%	28.8	24.6	85.2%
E Olympic BI/W 8th St	066	11,026	066	13,213	119.8%	187.7	272.6	145.2%	58.7	48.5	82.5%
Rosemead BI	266	4,850	266	5,547	114.4%	129.4	191.9	148.3%	37.5	28.9	77.1%
LAC USC Medical Center Shuttle	605	2,128	605	2,367	111.2%	54.9	64.6	117.7%	38.8	36.6	94.5%
Rosecrans Av	125	4,608	125	5,117	111.0%	142.7	178.1	124.8%	32.3	28.7	89.0%
Tampa Av & Winnetka Av	243	1,578	242	1,741	110.3%	52.9	63.6	120.2%	29.8	27.4	91.8%
Sherman Way	163	9,076	162	9,983	110.0%	199.8	246.1	123.2%	45.4	40.6	89.3%
Vermont Av Local	204	20,941	204	22,889	109.3%	274.9	334.7	121.8%	76.2	68.4	89.8%
Vanowen St	165	7,702	165	8,415	109.3%	189.5	221.4	116.8%	40.6	38.0	93.5%
Compton Av	055	7,390	055	7,818	105.8%	176.2	199.7	113.3%	41.9	39.1	93.3%
Downtown LA - Glenoaks BI - Sylmar	092	5,668	092	5,988	105.6%	185.8	237.2	127.7%	30.5	25.2	82.8%
Nordhoff St	166	5,690	166	5,989	105.3%	148.8	150.1	100.9%	38.2	39.9	104.3%
Victory BI	164	6,022	164	6,161	102.3%	167.3	204.4	122.2%	36.0	30.1	83.7%
Gage Av	110	8,015	110	8,181	102.1%	205.3	227.3	110.7%	39.0	36.0	92.2%
Van Nuys BI Local	233	11,321	233	13,129	101.3%	703.3	789	112.2%	41.2	37.2	90.3%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,876	761	7,356							
Sepulveda BI Local	234	5,417	234	8,875							
Sepulveda BI - Westside Rapid	734	6,138									
Reseda/Ventura/Van Nuys Rapid	744	4,239									
Willowbrook Av	202	250	202	252	100.8%	19.2	27.9	145.3%	13.0	9.0	69.4%
Hoover St	603	7,406	603	8,480	100.7%	225.8	235	104.1%	37.3	36.1	96.8%
Silver Lake	201	1,015									
Hawthorne BI, Rancho Palos Verdes	344	1,408	344	1,415	100.5%	63.6	63.3	99.5%	22.1	22.4	101.0%
Central Av	053	11,530	053	11,498	99.7%	237.0	291.3	122.9%	48.6	39.5	81.1%
Century BI	117	8,717	117	8,695	99.7%	222.5	233.9	105.1%	39.2	37.2	94.9%
Slauson Av	108	14,824	108	14,665	98.9%	331.9	376.3	113.4%	44.7	39.0	87.3%
Florence Av	111	15,150	111	14,963	98.8%	282.1	347.9	123.3%	53.7	43.0	80.1%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
3 <sup>rd</sup> St	016	21,165	016	20,104	98.6%	426.1	486.1	114.1%	49.7	42.9	86.4%
			617	759							
Alondra BI	128	1,114	128	1,091	97.9%	47.8	43.6	91.2%	23.3	25.0	107.4%
Roscoe BI	152	10,491	152	10,236	97.6%	225.7	231.6	102.6%	46.5	44.2	95.1%
Santa Monica BI Local	004	14,686	004	24,000	95.6%	642.1	633.4	98.6%	39.1	37.9	96.9%
Santa Monica BI Rapid	704	10,421									
Soto St	251	8,543	251	14,529	94.8%	337.2	359		45.4	40.5	89.1%
Soto St - Griffin Av	252	2,141									
Soto St Rapid	751	4,640									
Vernon Av, La Cienega BI	105	10,963	105	15,750	93.6%	356.1	348.5	97.9%	47.3	45.2	95.6%
Vernon Av, La Cienega BI Rapid	705	5,870									
Huntington Park Shuttle	611	1,527	611	1,429	93.6%	55.8	50.1	89.8%	27.4	28.5	104.2%
CSULA - City Terrace Shuttle	665	600	665	559	93.2%	27.1	34.9	128.8%	22.1	16.0	72.3%
El Monte - Long Beach VA Express	577	816	577	757	92.8%	66.1	79.3	120.0%	12.3	9.5	77.3%
Venice BI Local	033	10,446	033	17,003	92.4%	494.3	500.7	101.3%	37.2	34.0	91.2%
Venice BI Rapid	733	7,956									
Western Av Local	207	16,401	207	26,299	92.1%	425.2	440.2	103.5%	67.2	59.7	89.0%
Western Av Rapid	757	12,155									
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	16,400	910/950	15,080	92.0%	427.5	389.6	91.1%	38.4	38.7	100.9%
Imperial Hwy	120	3,572	120	3,258	91.2%	137.6	131.9	95.9%	26.0	24.7	95.2%
Ventura BI Local	150	8,492	150	3,180	90.7%	517.3	518.5	1.00232	34.6	31.3	90.5%
			240	11,256							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,783							
Reseda/Ventura/Van Nuys Rapid	744	4,239									
Ventura BI Rapid	750	2,578									
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	5,096	232	4,544	89.2%	188.8	197.2	104.4%	27.0	23.0	85.4%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	8,894	078	7,016	89.2%	364.1	314	86.2%	24.4	25.3	103.5%
			179	919							
Downtown LA - Foothill BI	090	7,054	090	6,169	88.5%	579.5	627.6	108.3%	31.9	26.8	84.0%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Hollywood Way	222	1,376	222	1,176							
Lankershim BI	224	7,106	224	6,696							
Whiteoak Av, Woodley Av	237	2,035	237	1,621							
Whiteoak Av	239	895									
Foothill BI			690	1,127							
MLK - Hawthorne BI	040	14,158	040	14,635	88.4%	415.6	440.2	105.9%	39.8	33.2	83.5%
Hawthorne BI Rapid	740	2,392									
La Brea Av	212	11,603	212	10,208	88.0%	240.2	300.1	124.9%	48.3	34.0	70.4%
Saticoy St	169	2,255	169	1,958	86.8%	87.0	80	92.0%	25.9	24.5	94.4%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,661	260	10,753	86.6%	379.6	329.3	86.7%	35.2	35.1	99.8%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,695	660	807							
Montebello - Downtown LA via Cesar Chavez Av	068	5,086			86.5%	582.3	595.3	102.2%	39.9	33.7	84.6%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,688									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	071	1,489	070	15,952							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	434	106	4,139							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,532									
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,510	205	2,921	85.9%	289.8	291.4	100.6%	25.7	21.9	85.4%
San Pedro - Harbor Gateway Transit Center - USC	550	1,415	550	376							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,511	246	3,090							
Manchester Av - Firestone BI	115	14,191	115	12,160	85.7%	301.9	291.8	96.7%	47.0	41.7	88.7%
Hollywood - Pasadena	180	8,333	180	9,639	85.2%	594.4	583.9	98.2%	36.9	32.0	86.7%
Hollywood BI Fairfax BI	217	6,265	217	9,037							
Hollywood/Fairfax - Pasadena Rapid	780	7,323									
Whitter BI W 6th St	018	17,780	018	21,143	83.9%	1180.5	1275.3	108.0%	50.8	39.5	77.7%
Wilshire BI Local	020	13,118	020	9,302							
Wilshire BI Rapid	720	29,092	720	19,892							
Downtown LA - San Fernando Rd - North Hollywood	094	4,358	094	7,031	83.5%	454.0	404.8	89.2%	26.7	25.0	93.7%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,873	294	1,459							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,723									
Burbank BI Oxnard St	154	778	154	536							
Riverside Dr	155	1,386	155	1,094							
North Hollywood - Pasadena Express	501	1,481	501	1,220	82.4%	93.0	83.7	90.0%	15.9	14.6	91.5%
Downtown LA - Norwalk - Disneyland	460	4,971	460	4,069	81.9%	219.4	178.5	81.4%	22.7	22.8	100.6%
Sunset BI (became Sunset BI - Alvarado St)	002	11,950	002	19,049	81.7%	496.5	472.4	95.1%	47.0	40.3	85.8%
Alvarado St	200	11,376									
Laurel Canyon BI	230	4,097	230	3,348	81.7%	100.3	93.1	92.8%	40.8	36.0	88.0%
Crenshaw BI Local	210	10,382	210	13,577	80.4%	376.6	347.2	92.2%	44.9	39.1	87.2%
Crenshaw BI Rapid	710	6,514									
Normandie Av	206	11,333	206	9,078	80.1%	189.9	202.6	106.7%	59.7	44.8	75.1%
Figueroa St	081	13,498	081	10,382	79.3%	415.2	353.3	85.1%	39.8	37.1	93.2%
Downtown LA - Eagle Rock via York BI	083	2,400									
Silver Lake - East Hollywood	175	612	182	2,716							
Downtown LA - Artesia via Long Beach BI	060	14,394	060	15,074	78.4%	419.8	426.8	101.7%	45.8	35.3	77.1%
Long Beach BI Rapid	760	4,838									
Avalon BI, W 7th St	051	24,021	051	18,492	77.0%	415.0	429.6	103.5%	57.9	43.0	74.4%
Pico BI	030	11,887	030	9,154	77.0%	297.8	231.6	77.8%	39.9	39.5	99.0%
Paramount BI	265	1,435	265	1,100	76.7%	51.6	47.1	91.3%	27.8	23.4	84.0%
Telegraph Rd	062	4,209	062	3,135	74.5%	159.4	127.5	80.0%	26.4	24.6	93.1%
Broadway Local	045	13,886	045	13,557	74.0%	475.5	414.3	87.1%	44.2	37.5	84.9%
Broadway Rapid	745	6,344									
Compton BI, Somerset BI	127	785	127	1,988							
Santa Monica - Malibu via Pacific Coast Hwy	534	1,653	134	1,203	72.8%	80.4	59.9	74.5%	20.6	20.1	97.7%
Canoga Station - Thousand Oaks	161	1,140	161	816	71.6%	55.7	49.2	88.3%	20.5	16.6	81.0%
Plummer St, Woodman Av	158	2,036	158	1,455	71.5%	58.5	49.9	85.3%	34.8	29.2	83.8%
Valley BI	076	8,553	076	6,059	70.8%	212.4	214.9	101.2%	40.3	28.2	70.0%
Beverly BI - W Adams BI	014/037	16,948	014/037	11,982	70.7%	382.5	277	72.4%	44.3	43.3	97.6%
Olympic BI Local	028	8,686	028	10,172	70.6%	401.1	309	77.0%	35.9	32.9	91.6%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Olympic BI Rapid	728	5,721									
Washington BI/W Jefferson BI	035/038	7,875	035/038	5,410	68.7%	209.5	152	72.6%	37.6	35.6	94.7%
Coldwater Canyon Av - Devonshire St	167	2,173	167	1,493	68.7%	89.8	69.5	77.4%	24.2	21.5	88.8%
Vermont Av Rapid	754	20,589	754	13,935	67.7%	238.9	231.7	97.0%	86.2	60.1	69.8%
Westwood - Pacific Palisades	602	1,882	602	1,230	65.4%	76.9	54.5	70.9%	24.5	22.6	92.2%
Melrose Av/Main St/San Pedro St	010/048	11,501	010/048	7,415	64.5%	284.3	216.2	76.0%	40.5	34.3	84.8%
Pasadena - Highland Park - Eastern Av	256	1,416	256	578	63.6%	675.1	497.4	73.7%	21.8	18.8	86.3%
Fremont Av - Eastern Av - Garfield Av	258	2,590	258	2,107							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,797	267	1,313							
El Monte - Pasadena via Baldwin Av	268	1,727	268	691							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,571	287	1,002							
Pasadena - Altadena via Lake Av, Lincoln Av			662	2,098							
Los Robles Av (687); Allen Av (686)	687	1,226	686	223							
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,375	487/489	1,340							
La Tijera BI, Exposition BI	102	2,508	102	1,543	61.5%	90.1	68.6	76.1%	27.8	22.5	80.8%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	22,061	901	13,262	60.1%	345.6	296.9	85.9%	63.8	44.7	70.0%
Manhattan Beach BI	218	900	218	528	58.7%	50.0	34.3	68.6%	18.0	15.4	85.5%
Prairie Av/Inglewood Av	211/215	595	211/215	338	56.8%	33.8	27	79.9%	17.6	12.5	71.1%
Riverside Dr	096	1,325	096	726	54.8%	85.7	47.6	55.5%	15.5	15.3	98.6%
Caltech - Pasadena - Jet Propulsion Laboratory	177	432	177	232	53.7%	15.5	16.1	103.9%	27.9	14.4	51.7%
Van Ness Av/Arlington Av	209	841	209	390	46.4%	44.0	31.4	71.4%	19.1	12.4	65.0%
Warner Center Shuttle	601	1,207	601	359	29.7%	73.9	37.1	50.2%	16.3	9.7	59.2%
Manhattan Beach BI	126	185			Discontinued	13.8	N/A	N/A	13.4	N/A	N/A
Artesia BI	130	2,436			Transferred to Municipal Agencies	106.6	N/A	N/A	22.9	N/A	N/A
Boyle Av	254	755			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	174			Discontinued	10.3	N/A	N/A	16.9	N/A	N/A
Windsor Hills - Inglewood	607	64			Discontinued	9.2	N/A	N/A	7.0	N/A	N/A

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
South Gate Shuttle	612	1,171			Replaced with Micro	53.6	N/A	N/A	21.8	N/A	N/A
LAX C Line Shuttle	625	371			Replaced with Micro	18.7	N/A	N/A	19.8	N/A	N/A
Glassell Park - Glendale College	685	513			Replaced with Micro	29.7	N/A	N/A	17.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
CSULA - City Terrace Shuttle	665	192	665	316	164.6%	13.7	30.2	220.4%	14.0	10.5	75%
LAC USC Medical Center Shuttle	605	810	605	1,218	150.4%	27.1	49.6	183.0%	29.9	24.6	810%
Tampa Av & Winnetka Av	243	707	242	977	138.2%	40.5	55	135.8%	17.5	17.8	102%
North Hollywood - Pasadena Express	501	556	501	728	130.9%	31.4	60.2	191.7%	17.7	12.1	68%
Sherman Way	163	5,311	162	6,646	125.1%	110.8	172.3	155.5%	47.9	38.6	80%
Vermont Av Local	204	14,879	204	17,955	120.7%	204.1	259.9	127.3%	72.9	69.1	95%
Rosemead BI	266	3,242	266	3,807	117.4%	93.7	126.5	135.0%	34.6	30.1	87%
Nordhoff St	166	2,740	166	3,194	116.6%	74.2	79.9	107.7%	36.9	40.0	108%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	7,165	910/950	8,283	115.6%	201.6	202.5	100.4%	35.5	40.9	115%
Vanowen St	165	3,841	165	4,399	114.5%	90.2	111.9	124.1%	42.6	39.3	92%
Van Nuys BI Local	233	8,826	233	9,656	114.3%	164	220.2	141.5%	44.4	35.8	81%
Sepulveda BI Local	234	6,530	234	5,662		182.2	179.1				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,537	761	3,984		34.6	139.6				
Roscoe BI	152	6,050	152	6,662	110.1%	137.4	170.4	124.0%	44.0	39.1	89%
Huntington Park Shuttle	611	937	611	1,031	110.0%	49.9	50.2	100.6%	18.8	20.5	109%
Downtown LA - Foothill BI	090	3,761	090	3,964	108.3%	126.5	144.9	136.7%	28.4	22.5	79%
Hollywood Way	222	816	222	705		52.9	56.8				
Lankershim BI	224	4,419	224	4,374		107.1	156.6				
Whiteoak Av, Woodley Av	237	856	237	1,017		60.3	68.7				
Foothill BI			690	605		0	47.1				
Balboa BI	236	650	236	698	107.4%	25.8	45.5	176.4%	25.2	15.3	61%
E. Olympic BI/W. 8th St.	066	8,958	066	9,552	106.6%	178.4	188.8	105.8%	50.2	50.6	101%
Westwood - Pacific Palisades	602	596	602	627	105.2%	50.9	50	98.2%	11.7	12.5	107%
Rosecrans Av	125	2,656	125	2,789	105.0%	101.4	106.9	105.4%	26.2	26.1	100%
Downtown LA - San Fernando Rd - North Hollywood	094	5,688	094	5,163	105.0%	183.6	167.5	163.8%	28.1	18.0	64%
Riverside Dr	155	861	155	860		46.1	61.9				
Burbank BI Oxnard St			154	424		0	35.9				

RSH = Revenue Service Hours



Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Magnolia BI North Hollywood - Burbank - Glendale	183	695				28.3	78.7				
Burbank - Sylmar San Fernando Rd			294	1,158		0	78.7				
Central Av	053	7,501	053	7,680	102.4%	181.2	208.4	115.0%	41.4	36.9	89%
Santa Monica BI Local	004	12,416	004	19,736	101.4%	357.7	464.9	85.7%	35.9	42.5	118%
Santa Monica BI Rapid	704	7,050				185	0				
3rd St.	016	15,102	016	14,935	101.2%	315.3	294.5	105.4%	47.9	46.0	96%
Robertson BI - Beverwil Dr			617	343		0	37.9				
Hoover St	603	5,303	603	5,921	101.0%	146.8	203.1	116.1%	33.5	29.2	87%
Silver Lake	201	562				28.2	0				
Pasadena - Highland Park - Eastern Av	256	772	256	437	100.2%	59	46.9	104.0%	16.1	15.5	96%
Fremont Av - Eastern Av - Garfield Av			258	928		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,273	267	560		67.5	27.3				
El Monte - Pasadena via Baldwin Av	268	1,030	268	433		55.3	29.3				
Arcadia - Santa Anita Av - El Monte			287	299		0	16.8				
Downtown LA - San Gabriel BI	487	1,109	487	507		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,497		0	75.3				
Los Robles Av (687); Allen Av (686)	687	622	686	157		45.1	15.6				
Western Av Local	207	19,312	207	19,167	99.2%	246	300.6	122.2%	78.5	63.8	81%
Gage Av	110	4,497	110	4,370	97.2%	133.7	111.3	83.2%	33.6	39.3	117%
Whitter BI W. 6th St.	018	11,938	018	16,165	96.5%	251.4	344.5	106.4%	41.7	37.8	91%
Wilshire BI Local	020	7,182	020	6,439		219.1	239.3				
Wilshire BI Rapid	720	18,980	720	14,175		443.1	388.3				
Slauson Av	108	8,929	108	8,585	96.1%	209.1	226.6	108.4%	42.7	37.9	89%
Soto St	251	7,595	251	8,099	95.6%	192.5	234.6	105.6%	38.1	34.5	91%
Soto St - Griffin Av	252	880				29.7	0				
Compton Av	055	4,781	055	4,552	95.2%	131.6	117.5	89.3%	36.3	38.7	107%
Hawthorne BI, Rancho Palos Verdes	344	932	344	887	95.2%	55.9	44.6	79.8%	16.7	19.9	119%
Downtown LA - Glenoaks BI - Sylmar	092	4,078	092	3,877	95.1%	148	158.7	107.2%	27.6	24.4	89%
Century BI	117	5,816	117	5,483	94.3%	147	125	85.0%	39.6	43.9	111%
Vernon Av, La Cienega BI	105	11,108	105	10,467	94.2%	223.6	223.6	100.0%	49.7	46.8	94%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,663	205	1,368	93.9%	83.9	87	100.5%	20.1	18.7	93%

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,780	246	2,322		79.4	109.9				
San Pedro - Harbor Gateway Transit Center	550	487				32.7	0				
Imperial Hwy	120	1,946	120	1,815	93.3%	87.9	87.6	99.7%	22.1	20.7	94%
Florence Av	111	10,846	111	10,109	93.2%	225.3	227.8	101.1%	48.1	44.4	92%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,542	078	4,261	92.8%	188.3	139.6	101.6%	29.4	26.9	91%
Rose Hill - Arcadia via Huntington Dr			179	881		0	51.8				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,437	232	3184	92.6%	137.9	134.6	97.6%	24.9	23.7	95%
Canoga Station - Thousand Oaks	161	642	161	594	92.5%	39.6	40.8	103.0%	16.2	14.6	90%
Manchester Av - Firestone BI	115	8,743	115	8,065	92.2%	190.9	185.5	97.2%	45.8	43.5	95%
Ventura BI	150	8,448	150	1,906	92.1%	237.9	90.9	119.9%	34.4	26.4	77%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	856	240	7,282		42.5	241.2				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,537	244	792		34.7	45.6				
Hollywood - Pasadena	180	10,061	180	7,775	91.6%	263.3	253.7	102.4%	36.5	32.7	90%
Hollywood BI Fairfax BI	217	5,343	217	6,342		158.9	178.6				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	8,037	260	6,488	90.9%	200.5	176.1	106.0%	40.1	34.4	86%
Pasadena - Altadena via Fair Oaks Av			660	818		0	36.5				
MLK - Hawthorne BI	040	9,993	040	10,480	90.2%	249.3	349	107.8%	35.9	30.0	84%
Hawthorne BI Rapid	740	1,625				74.5	0				
Victory BI	164	3,660	164	3,289	89.9%	107	108.4	101.3%	34.2	30.3	89%
Figueroa St	081	8,704	081	7,584	89.8%	209.2	202.9	139.5%	49.4	31.8	64%
Downtown LA - Eagle Rock via York BI	083	1,625	182	1,688		0	88.9				
Venice BI Local	033	7,727	033	12,837	88.9%	207.4	351.2	87.8%	36.1	36.6	101%
Venice BI Rapid	733	6,716				192.7	0				
Crenshaw BI Local	210	7,710	210	10,132	88.4%	195.4	315.9	102.0%	37.0	32.1	87%
Crenshaw BI Rapid	710	3,757		0		114.4	0				
Montebello - Downtown LA via Cesar Chavez Av	068	3,753	070	10,502	88.1%	98.6	291.9	95.9%	35.0	32.2	92%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,842				174.3	0				
Downtown LA - City Terrace - CSULA	071	507				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	2,103		0	99.8				

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,208				106.3	0				
La Brea Av	212	7,742	212	6,730	86.9%	188.8	188.2	99.7%	41.0	35.8	87%
Laurel Canyon BI	230	2,036	230	1,755	86.2%	61.9	62.3	100.6%	32.9	28.2	86%
Studio City - Beverly Hills	218	527	218	447	84.8%	34.7	32.4	93.4%	15.2	13.8	91%
Sunset BI (became Sunset BI - Alvarado St)	002	7,953	002	14,189	84.4%	239.4	379.6	97.5%	43.2	37.4	87%
Alvarado St	200	8,851				149.8	0				
Downtown LA - Norwalk - Disneyland	460	3,690	460	3,084	83.6%	177.3	151	85.2%	20.8	20.4	98%
Beverly BI - W. Adams BI	014/037	8,731	014/037	7,244	83.0%	213.4	209.4	98.1%	40.9	34.6	85%
Coldwater Canyon Av - Devonshire St	167	1,204	167	994	82.6%	69.2	68.8	99.4%	17.4	14.4	83%
Normandie Av	206	7,194	206	5,933	82.5%	129.7	137.8	106.2%	55.5	43.1	78%
Plummer St, Woodman Av	158	1,054	158	866	82.2%	42.6	43.2	101.4%	24.7	20.0	81%
Olympic BI Local	028	8,799	028	6,810	77.4%	260.9	209.3	80.2%	33.7	32.5	96%
Broadway Local	045	11,307	045	10,008	76.3%	272.4	259.3	92.0%	38.8	32.1	83%
Broadway Rapid	745	3,172				101.2	0				
Compton BI, Somerset BI			127	1,037		0	84.3				
Santa Monica - Malibu via Pacific Coast Hwy	534	1,187	134	903	76.1%	59.9	51.1	85.3%	19.8	17.7	89%
Downtown LA - Artesia via Long Beach BI	060	11,215	060	9,998	75.3%	269.9	318.6	91.8%	38.3	31.4	82%
Long Beach BI Rapid	760	2,065				77	0				
Avalon BI, W. 7th St.	051	19,025	051	14,311	75.2%	351.1	348.1	99.1%	54.2	41.1	76%
Telegraph Rd	062	2,690	062	2,012	74.8%	107.2	87.5	81.6%	25.1	23.0	92%
Paramount BI	265	792	265	590	74.5%	37.6	37.5	99.7%	21.1	15.7	75%
La Tijera BI, Exposition BI	102	1,708	102	1,251	73.2%	79.3	66.8	84.2%	21.5	18.7	87%
Pico BI	030	9,917	030	7,100	71.6%	238.2	175.1	73.5%	41.6	40.5	97%
Valley BI	076	6,240	076	4,342	69.6%	166.9	152.7	91.5%	37.4	28.4	76%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,990	901	8,786	67.6%	220.5	232.9	105.6%	58.9	37.7	64%
Washington BI/W. Jefferson BI	035/038	4,509	035/038	3,032	67.2%	142.7	104.5	73.2%	31.6	29.0	92%
Riverside Dr	096	765	096	505	66.0%	44.9	31.6	70.4%	17.0	16.0	94%
Vermont Av Rapid	754	14,045	754	9,254	65.9%	163.9	144.3	88.0%	85.7	64.1	75%
Melrose Av/Main St/San Pedro St	010/048	6,354	010/048	4,062	63.9%	187.6	144.2	76.9%	33.9	28.2	83%
Warner Center Shuttle	601	790	601	255	32.3%	70.7	37.1	52.5%	11.2	6.9	62%

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Alondra BI			128	694	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Artesia BI	130	1,138			Transferred to Municipal Agencies	57.3	0	N/A	19.9	N/A	N/A
Saticoy St			169	1,085	New Saturday service	0	66.2	N/A	N/A	16.4	N/A
Boyle Av	254	397			Discontinued	28.5	0	N/A	13.9	N/A	N/A
South Gate Shuttle	612	914			Replaced with Micro	51.8	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
CSULA - City Terrace Shuttle	665	145	665	264	182.1%	11.7	30.3	259.0%	12.4	8.7	70%
North Hollywood - Pasadena Express	501	417	501	655	157.1%	31.4	60.2	191.7%	13.3	10.9	82%
Nordhoff St	166	1,849	166	2,665	144.1%	55.9	79.9	142.9%	33.1	33.4	101%
Westwood - Pacific Palisades	602	384	602	553	144.0%	37.3	50	134.0%	10.3	11.1	107%
LAC USC Medical Center Shuttle	605	716	605	975	136.2%	27	49.6	183.7%	26.5	19.7	74%
Rosemead BI	266	2,461	266	3,334	135.5%	76	126.5	166.4%	32.4	26.4	81%
E. Olympic BI/W. 8th St.	066	5,561	066	7,409	133.2%	124.1	180.5	145.4%	44.8	41.0	92%
Rosecrans Av	125	1,831	125	2,396	130.9%	71.2	106.9	150.1%	25.7	22.4	87%
Vanowen St	165	2,695	165	3,519	130.6%	77	111.8	145.2%	35.0	31.5	90%
Van Nuys BI Local	233	6,851	233	8,700	129.7%	139.2	220.2	157.4%	38.5	31.7	82%
Sepulveda BI	234	4,920	234	4,734		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,399	761	3,643		34.6	139.6				
Sherman Way	163	3,851	162	4,975	129.2%	89.4	134.9	150.9%	43.1	36.9	86%
Roscoe BI	152	4,463	152	5,669	127.0%	102.8	170.4	165.8%	43.4	33.3	77%
Central Av	053	5,207	053	6,382	122.6%	125.7	210	167.1%	41.4	30.4	73%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	5,725	910/950	7,012	122.5%	201.6	202.5	100.4%	28.4	34.6	122%
Downtown LA - Foothill BI	090	2,460	090	3,430	122.4%	87	144.9	162.1%	25.6	19.4	76%
Hollywood Way	222	808	222	573		52.9	56.7				
Lankershim BI	224	3,450	224	3,747		92.3	156.6				
Whiteoak Av, Woodley Av	237	777	237	929		60.3	68.7				
Foothill BI			690	497		0	47.1				
Downtown LA - San Fernando Rd - North Hollywood	094	4,302	094	4,361	120.6%	160.3	165.4	158.8%	24.8	18.8	76%
Burbank BI Oxnard St			154	352		0	35.9				
Riverside Dr	155	518	155	719		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	518				26.3	0				
Burbank - Sylmar San Fernando Rd			294	1,007		0	78.7				
Slauson Av	108	6,082	108	7,172	117.9%	150.2	219	145.8%	40.5	32.7	81%
Gage Av	110	2,994	110	3,452	115.3%	98.9	111.3	112.5%	30.3	31.0	102%

RSH = Revenue Service Hours

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Canoga Station - Thousand Oaks	161	375	161	430	114.7%	27.4	40.8	148.9%	13.7	10.5	77%
Vermont Av Local	204	13,560	204	15,386	113.5%	196.5	257.9	131.2%	69.0	59.7	86%
Balboa BI	236	472	236	533	112.9%	25.8	45.5	176.4%	18.3	11.7	64%
Downtown LA - Glenoaks BI - Sylmar	092	2,993	092	3,377	112.8%	123.2	158.7	128.8%	24.3	21.3	88%
3rd St.	016	11,719	016	12,678	111.0%	242.8	294.5	136.9%	48.3	39.1	81%
Robertson BI - Beverwil Dr			617	330		0	37.9				
Pasadena - Highland Park - Eastern Av	256	581	256	396	109.3%	53.8	46.9	106.8%	12.7	13.0	102%
Fremont Av - Eastern Av - Garfield Av			258	776		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	955	267	419		67.1	27.3				
El Monte - Pasadena via Baldwin Av	268	778	268	402		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	232		0	16.8				
Downtown LA - San Gabriel BI	487	867	487	419		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,252		0	75.3				
Los Robles Av (687); Allen Av (686)	687	508	686	135		45.1	15.6				
Compton Av	055	3,472	055	3,794	109.3%	104	117.5	113.0%	33.4	32.3	97%
Ventura BI	150	6,411	150	1,692	109.0%	185.8	90.9	158.0%	34.7	23.9	69%
Topanga Canyon BI	245	308	244	606		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,399	240	6,547		34.7	233				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,259	205	1,191	108.5%	70.9	87	118.9%	18.4	16.7	91%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,354	246	2,108		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	428				33.9	0				
Whitter BI W. 6th St.	018	9,144	018	14,055	107.7%	203.8	345	133.9%	41.1	33.1	80%
Wilshire BI Local	020	5,508	020	5,838		183.4	238.9				
Wilshire BI Rapid	720	15,184	720	12,243		339.1	388.3				
Vernon Av, La Cienega BI	105	8,345	105	8,938	107.1%	167	220	131.7%	50.0	40.6	81%
Western Av Local	207	15,611	207	16,695	106.9%	206.2	300.6	145.8%	75.7	55.5	73%
Santa Monica BI Local	004	10,078	004	17,674	106.0%	282.2	464.9	107.0%	38.4	38.0	99%
Santa Monica BI Rapid	704	6,591				152.3	0				
Huntington Park Shuttle	611	823	611	871	105.8%	49.8	50.2	100.8%	16.5	17.4	105%
Imperial Hwy	120	1,547	120	1,630	105.4%	87.6	87.6	100.0%	17.7	18.6	105%
Century BI	117	4,293	117	4,490	104.6%	121.8	122.1	100.2%	35.2	36.8	104%

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Santa Monica - Malibu via Pacific Coast Hwy	534	814	134	851	104.5%	44.4	51.1	115.1%	18.3	16.7	91%
Hawthorne BI, Rancho Palos Verdes	344	725	344	757	104.4%	39.7	44.5	112.1%	18.3	17.0	93%
Soto St	251	5,605	251	6,579	104.0%	149.9	234.3	130.5%	35.3	28.1	80%
Soto St - Griffin Av	252	723				29.6	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,739	232	2,818	102.9%	119.8	134.6	112.4%	22.9	20.9	92%
Crenshaw BI	210	8,484	210	8,670	102.2%	189.3	311.4	164.5%	44.8	27.8	62%
La Brea Av	212	5,779	212	5,876	101.7%	136.9	187.6	137.0%	42.2	31.3	74%
Manchester Av - Firestone BI	115	6,584	115	6,515	99.0%	165.3	168.1	101.7%	39.8	38.8	97%
Victory BI	164	2,604	164	2,563	98.4%	87.7	108.1	123.3%	29.7	23.7	80%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,458	078	3,679	98.4%	166.7	139.6	114.8%	26.7	22.9	86%
Rose Hill - Arcadia via Huntington Dr			179	708		0	51.8				
Montebello - Downtown LA via Cesar Chavez Av	068	3,938			98.1%	102.2	0	125.1%	36.4	28.5	78%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	7,028	070	9,459		181.3	291.9				
Downtown LA - City Terrace - CSULA	071	434				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,719		0	99.8				
Hollywood - Pasadena	180	8,221	180	6,492	98.0%	238.4	253.7	117.6%	33.9	28.3	83%
Hollywood BI Fairfax BI	217	4,255	217	5,733		129.3	178.6				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,165	260	5,281	97.8%	166.9	176.1	127.4%	36.9	28.4	77%
Pasadena - Altadena via Fair Oaks Av			660	747		0	36.5				
Figueroa St	081	6,322	081	6,219	96.4%	161.4	203.1	123.2%	32.8	25.7	78%
Downtown LA - Eagle Rock via York BI	083	1,464				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,287		0	88.9				
Florence Av	111	8,909	111	8,556	96.0%	208.9	215.1	103.0%	42.6	39.8	93%
Venice BI Local	033	5,750	033	11,153	96.0%	170.1	349.5	98.8%	32.8	31.9	97%
Venice BI Rapid	733	5,862				183.8	0				
Downtown LA - Norwalk - Disneyland	460	2,847	460	2,722	95.6%	155.5	151.3	97.3%	18.3	18.0	98%
Sunset BI (became Sunset BI - Alvarado St)	002	6,323	002	12,711	95.4%	185.3	379.6	123.2%	43.3	33.5	77%
Alvarado St	200	7,001				122.7	0				
Broadway Local	045	8,396	045	8,778	94.7%	200.5	259.3	132.5%	39.3	28.1	71%
Compton BI, Somerset BI			127	881		0	84.3				

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Broadway Rapid	745	1,803				58.8	0				
MLK - Hawthorne BI	040	8,934	040	8,370	93.7%	245.7	297.8	121.2%	36.4	28.1	77%
Hoover St	603	4,928	603	4,938	91.3%	127.5	160.3	103.0%	34.7	30.8	89%
Silver Lake	201	479				28.1	0				
Normandie Av	206	5,946	206	5,401	90.8%	115.8	134.2	115.9%	51.3	40.2	78%
Beverly BI - W. Adams BI	014/037	6,981	014/037	6,323	90.6%	186	209.4	112.6%	37.5	30.2	80%
Laurel Canyon BI	230	1,624	230	1,470	90.5%	56.8	56.4	99.3%	28.6	26.1	91%
Coldwater Canyon Av - Devonshire St	167	1,038	167	898	86.5%	69.1	68.8	99.6%	15.0	13.1	87%
Vermont Av Rapid	754	8,906	754	7,688	86.3%	111.7	140.7	126.0%	79.7	54.6	69%
Paramount BI	265	628	265	541	86.1%	37.5	37.5	100.0%	16.7	14.4	86%
Plummer St, Woodman Av	158	807	158	694	86.0%	40.5	43	106.2%	19.9	16.1	81%
Downtown LA - Artesia via Long Beach BI	060	9,783	060	8,375	85.6%	224.7	304.6	135.6%	43.5	27.5	63%
Studio City - Beverly Hills	218	429	218	363	84.6%	25.1	32.4	129.1%	17.1	11.2	66%
Telegraph Rd	062	2,081	062	1,754	84.3%	89.4	86.5	96.8%	23.3	20.3	87%
Olympic BI Local	028	6,974	028	5,839	83.7%	226	209.3	92.6%	30.9	27.9	90%
Riverside Dr	096	571	096	474	83.0%	38.8	31.6	81.4%	14.7	15.0	102%
Avalon BI, W. 7th St.	051	13,829	051	11,429	82.6%	261.9	257.6	98.4%	52.8	44.4	84%
Pico BI	030	8,181	030	6,645	81.2%	203.1	175.1	86.2%	40.3	37.9	94%
La Tijera BI, Exposition BI	102	1,394	102	1,121	80.4%	78.1	66.8	85.5%	17.8	16.8	94%
Washington BI/W. Jefferson BI	035/038	3,001	035/038	2,331	77.7%	105.7	103.1	97.5%	28.4	22.6	80%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	10,231	901	7,775	76.0%	220.5	232.9	105.6%	46.4	33.4	72%
Melrose Av/Main St/San Pedro St	010/048	4,675	010/048	3,534	75.6%	146.3	144.2	98.6%	32.0	24.5	77%
Valley BI	076	4,962	076	3,679	74.1%	136	152.7	112.3%	36.5	24.1	66%
Warner Center Shuttle	601	696	601	231	33.2%	70.7	37.1	52.5%	9.8	6.2	63%
Alondra BI			128	522	New Sunday service	0	43.7	N/A	N/A	11.9	N/A
Tampa Av & Winnetka Av			242/243	814	New Sunday Service	0	55	N/A	N/A	14.8	N/A
Artesia BI	130	921			Transferred to Municipal Agencies	57.2	0	N/A	16.1	N/A	N/A
Saticoy St			169	840	New Sunday service	0	61.9	N/A	N/A	13.6	N/A



Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
South Gate Shuttle	612	804			Replaced with Micro	52.3	0	N/A	15.4	N/A	N/A



# **NextGen Ridership Update Quarter 2, Calendar Year 2024**

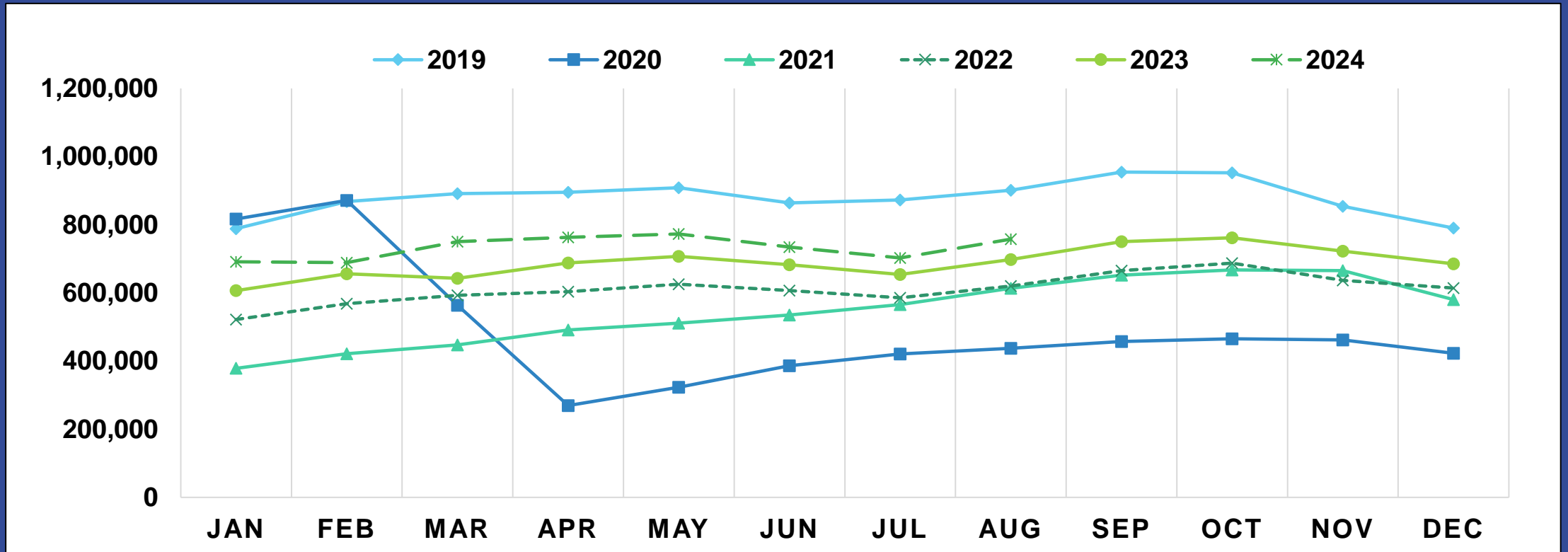
**Operations, Safety, and Customer Experience Committee**

**November 21, 2024**



**Metro<sup>®</sup>**

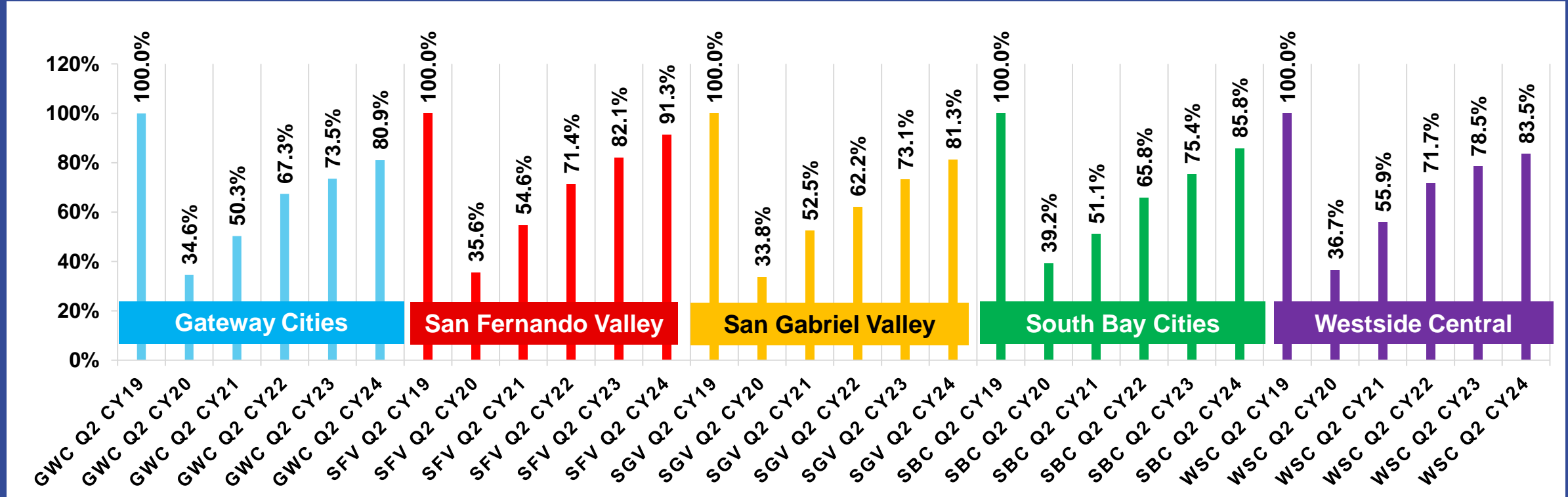
# Average Weekday Ridership 2019-2024



- Q2 average Weekday ridership improved to 85.1% of pre-COVID ridership (was 83.7% in Q1 CY2024). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.
- Q2 average Saturday ridership recovery dropped slightly to 92.4% of pre-COVID level (from 94.0%).
- Q2 average Sunday ridership recovery rebounded to 100.3% (98.3% in Q1 CY2024), the first recorded quarter with fully recovered Sunday ridership.



# Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2024



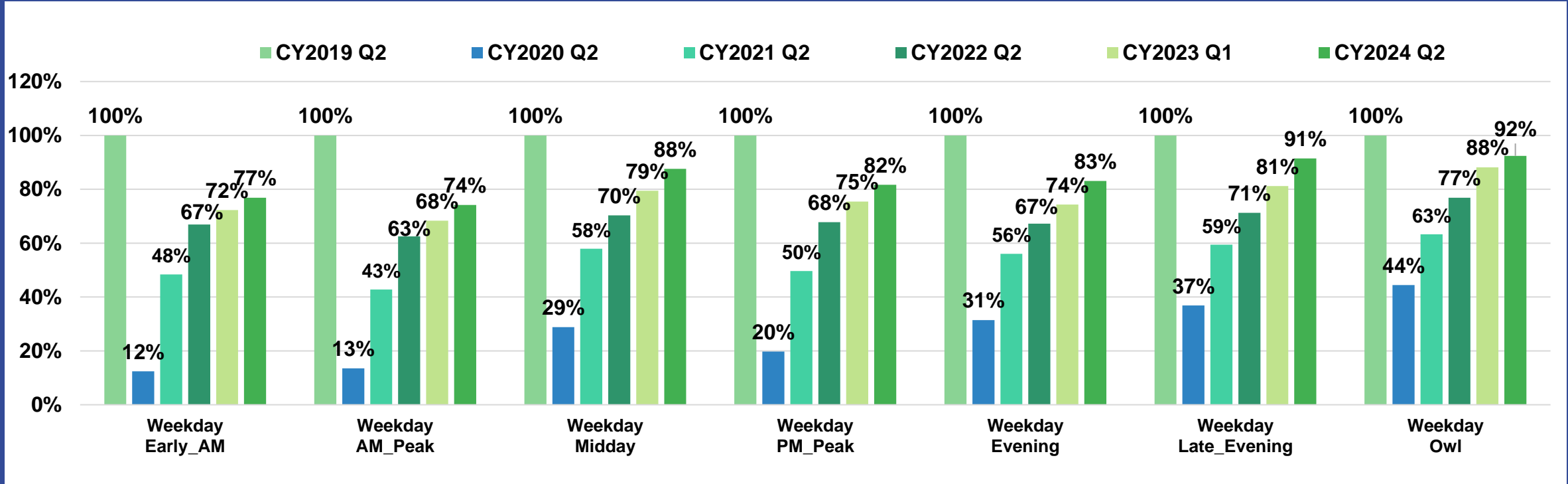
Weekday bus ridership recovery improved by around 6-10% in all five service areas between Q2 CY2023 and Q2 CY2024. Notably strongest recovery was in the San Fernando Valley at 91.3%. Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 114.5% recovery Sunday. The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (about the same as pre-COVID weekends).



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# Weekday Ridership by Time Period

## Q2 CY 2019 to Q2 CY2024



Midday ridership recovery (base) at 88% has exceeded both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 82% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 91% and 92% as these periods typically serve transit-dependent shift workers.



# Average Line/Group Ridership Recovery

- In Q2 2024, ridership recovered to above pre-pandemic levels on 18 weekday lines (up from 12 in Q1 CY2024), 24 Saturday lines (down from 26), and 40 Sunday lines (up from 34).
  - Weekday lines with ridership recovery above 85.1% average: 19-Tier 1, 13-Tier 2, 6-Tier 3, and 8-Tier 4
  - Saturday lines with ridership recovery above 92.4% average: 14-Tier 1, 11-Tier 2, 8-Tier 3, and 7-Tier 4
  - Sunday lines with ridership recovery above 100.3% average: 15-Tier 1, 10-Tier 2, 8-Tier 3, and 7-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday Lines	75 Total Saturday Lines	74 Total Sunday Lines
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7



## Bus Speed & Reliability Projects

DRAFT, 11/1/2024

### Metro Bus Lanes

- Installed
- Pending Installation
- Planned

### Jurisdictions

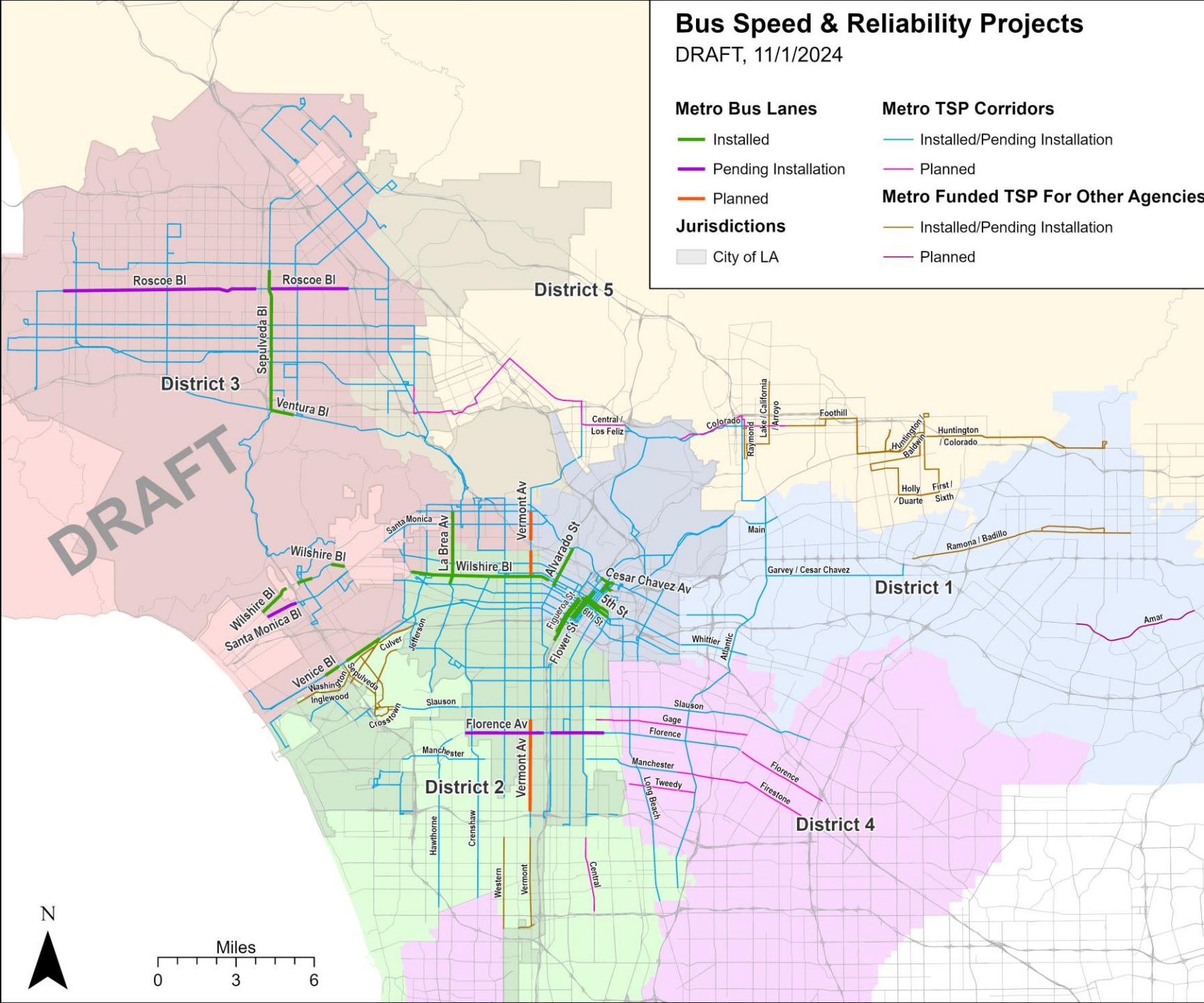
- City of LA

### Metro TSP Corridors

- Installed/Pending Installation
- Planned

### Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



## Speed & Reliability Updates

### Bus lane progress

- 49.7 lane miles complete
- 33.6 lane miles pending construction
- 11.3 lane miles in-progress

### Roscoe bus lanes next for completion

- 21 lane miles of peak-hour bus lanes, opening by end of October 2024

### Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

### Bus lane traffic and parking tradeoffs

- Traffic analysis is conducted for all bus lane projects in accordance with jurisdiction requirements
- Minor adjustments in parking hours are sometimes made, after extensive engagement and outreach to affected residents, businesses and communities

### Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026

### Bus stop consolidation

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for December 2024

### All door boarding

- Three pilot lines continue operation Launch system wide Q1 CY2025.

### Headway Based Operation Pilot

- Pilot completed for Line 16. Evaluating customer feedback

### Camera Based Lane Enforcement

- Approved by LA City Council October 2024.
- Program launched November 1, 2024