



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2024

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the fourth quarter of calendar year 2024 (Q4 CY2024) consisting of October, November, and December 2024 compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and 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 in improved bus speeds and direct revenue service hours saved on bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of the NextGen Bus Plan service levels were completed in phases by December 2022.

- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, which was achieved by August 2023.
- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to greater peak service from higher ridership and recruitment challenges. Recruitment efforts have since increased in response, and overall canceled service levels remain low. However, they remain higher than in the second half of CY2023. Full operator staffing was again achieved by January 2025, with cancellation rates reduced to generally under 1% on weekdays and Saturdays and below 2% on Sundays.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 117 bus lines (two lines were transferred to Pasadena Transit in December 2024), 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 support ridership recovery after a decrease 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 December 2024

Service Type	Peak Weekday	Midday Weekday	Evening	Daytime Weekend	Number of Lines
Core Network (Tier1)	5-10	5-10	10-15	7.5-15	29
Convenient Network (Tier 2)	10-12	10-12	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	36

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes, expanded transit signal priority, and reinvestment of time savings for increased service frequencies. Progress on such implementations includes 70.7 miles of new bus priority lanes implemented as of December 2024, and 24 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is nearer pre-COVID levels as of Q4, with average Sunday exceeding 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, which began in March 2020 and had significant effects on Metro bus service levels/ridership as well

as societal changes such as increased telecommuting.

As of Q4 CY2024, average daily bus system ridership continues to grow. The recovery rates of Q4 CY2024 compared to Q4 CY2019 are:

- Weekday ridership was 88.1% (up from 83.4% in Q4 CY2023; record Q4 post-COVID average weekday ridership of 804,963 in October 2024)
- Saturday ridership was 96.2% (up from 90.3% in Q4 CY2023; record Q4 post-COVID average Saturday ridership of 545,208 in October 2024)
- Sunday ridership was 107.4% (up from 100.0% in Q4 CY2024; record Q4 post-COVID average Sunday ridership of 450,972 in October 2024).

The San Fernando Valley continues to show the highest ridership recovery in Q4 CY2024 compared to the four other service areas at 98.0% of pre-pandemic Q4 CY2019 levels on weekdays (up from 89.4% in Q4 CY2023), 109.2% Saturdays (up from 101.5% in Q4 CY2023), and 125.7% Sundays (up from 113.4% in Q4 CY2023). Increased ridership of 8.6% occurred on weekdays over the same quarter of 2023, with a 7.7% gain on Saturday and a greater increase of 12.3% on Sunday. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially during off-peak frequencies. However, they were mainly Tier 2 lines with service improved all day on weekdays and 15-minute service with some weekend improvements as well.

This quarter, the proportion of boardings in Equity Focus Communities (EFCs) is around 0.7% above pre-pandemic levels on weekdays, with Saturdays and Sundays about the same as pre-pandemic levels. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements.

Midday weekday Q4 CY2024 ridership recovery was at 92% of pre-pandemic levels, exceeding both AM peak (76%) and PM peak (84%) recovery. This is aligned with investing service hours during the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting by office workers. The Owl period exceeded pre-pandemic levels, with a late evening period at 97% recovery. These two periods have the highest proportion of transit-dependent riders and declined the least during the pandemic. Performance of lines serving downtown LA and other areas with large offices, such as Westwood and Pasadena, will continue to be monitored as changes to corporate culture are shifting and requiring a return to in-office work by some workers, which may improve ridership recovery on such lines. These changes in office work arrangements are beginning to take effect in March 2025 for federal workers who are now required to attend their office all five workdays each week. Similarly, California state government employees must attend their office four workdays per week beginning in July 2025.

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

In Q4 CY2024, there were 25-weekday lines/line groups (up from 20 in Q3 and up from 11 in Q4

CY2023), 34 Saturday lines/line groups (up from 29 in Q3 and up from 18 in Q4 CY2023), and 53 Sunday lines/line groups (up from 43 in Q3 and up from 37 in Q4 CY2023) exceeding their pre-COVID Q4 CY2019 ridership numbers. The strongest recoveries continue to be those lines/line groups with significant NextGen improvements.

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line groups for average weekday, Saturday, and Sunday bus ridership observed between Q4 CY2019 (pre-pandemic and pre-NextGen) and the same period Q4 CY2024. The period of this analysis tracks the significant decrease in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration since 2021, based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and the introduction of new fare programs (e.g., GoPass for students and LIFE Program for low-income riders), have contributed to much stronger ridership recovery through 2023 and continued in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

Table 2: Comparison of Average Daily GoPass Boardings by Day Type and Year

Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

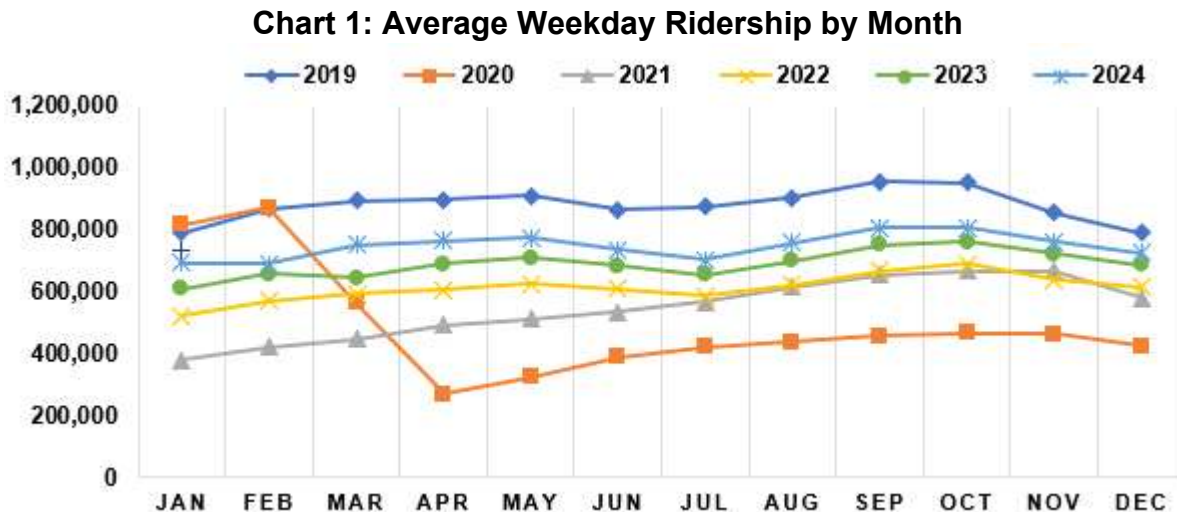
Table 3: Comparison of Average Daily LIFE Boardings by Day Type and Year

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth in these programs is due to new riders participating in them, much of this growth is from existing riders enrolling in them.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic 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). The highest monthly averages in 2024 were September (804,279) and October (804,963) 2024. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024).



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery at 98.0% in Q4 CY2024 (up from 89.4% in Q4 CY2023). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line 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 East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. The average weekday ridership of the Q4 CY2024 San Fernando Valley area average weekday ridership compared to Q4 CY2023 increased by 8.6%, indicating that ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q4 CY2024 were as follows, each increasing compared to the same quarter in CY2023:

- San Gabriel Valley: 83.7% (up 5.0% from 78.7% in Q4 CY2023)
- Gateway Cities: 85.1% (up 6.1% from 79.0% in Q4 CY2023)
- Westside Central: 85.3% (up 5.2% from 80.1% in Q4 CY2023)
- South Bay Cities: 90.1% (up 7.7% from 82.4% in Q4 CY2023)

South Bay Cities has a larger growth and recovery rate of the above service areas. Increased efforts will be given to the other three service areas to identify service improvement opportunities and generate higher ridership. For example, the Line 260 extension to Willowbrook and Line 665

frequency improvement in East LA were implemented in the December 2024 service change. Two small lines in the San Gabriel Valley service area (Pasadena) were also transferred in December 2024 to municipal operator Pasadena Transit to integrate their network for improved local travel options, as planned in NextGen. Also, new bus lanes on Roscoe Bl were implemented by the end of October 2024 to provide faster, more reliable service for Line 152 to better serve our riders and increase ridership.

Saturday's average recovery rate was 96.2% overall. San Fernando Valley again showed the highest recovery, at 113.4%, while other areas were 84.7% to 93.3%. Saturday ridership increased in all service areas by 6.6%-7.8% over the same quarter in CY2023. Gateway Cities had the highest increase, followed by San Fernando Valley at 7.5% and Westside Central with the lowest increase of 6.6%.

The average Sunday ridership recovery rate was 107.4% overall. San Fernando Valley's recovery rate was the highest at 125.7%, and three other service areas exceeded 100% recovery (101.8% for San Gabriel Valley, 103.5% for Westside Central, and South Bay Cities at 109.1%) for the first time, while Gateway Cities were at 95.2%. Sunday Q4 CY2024 ridership recovery rates increased by 11.2% for Gateway Cities (lowest recovery but largest increase) and 9.2% for Westside Central compared to Q4 CY2023.

Table 4: Percentage Change in Average Daily Ridership by Service Area and Day Type, Q4 CY 2024 compared to Q4 CY2023

Service Area	Weekday	Saturday	Sunday
Gateway Cities	7.7%	7.8%	11.2%
San Fernando Valley	9.6%	7.5%	10.9%
San Gabriel Valley	6.4%	6.8%	9.8%
South Bay Cities	9.3%	6.9%	10.2%
Westside Central	6.6%	6.6%	9.2%

Table 4 above shows full details of the percentage change in average daily ridership by service area between Q4 CY2023 and Q4 CY2024. See Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q4 CY2024.

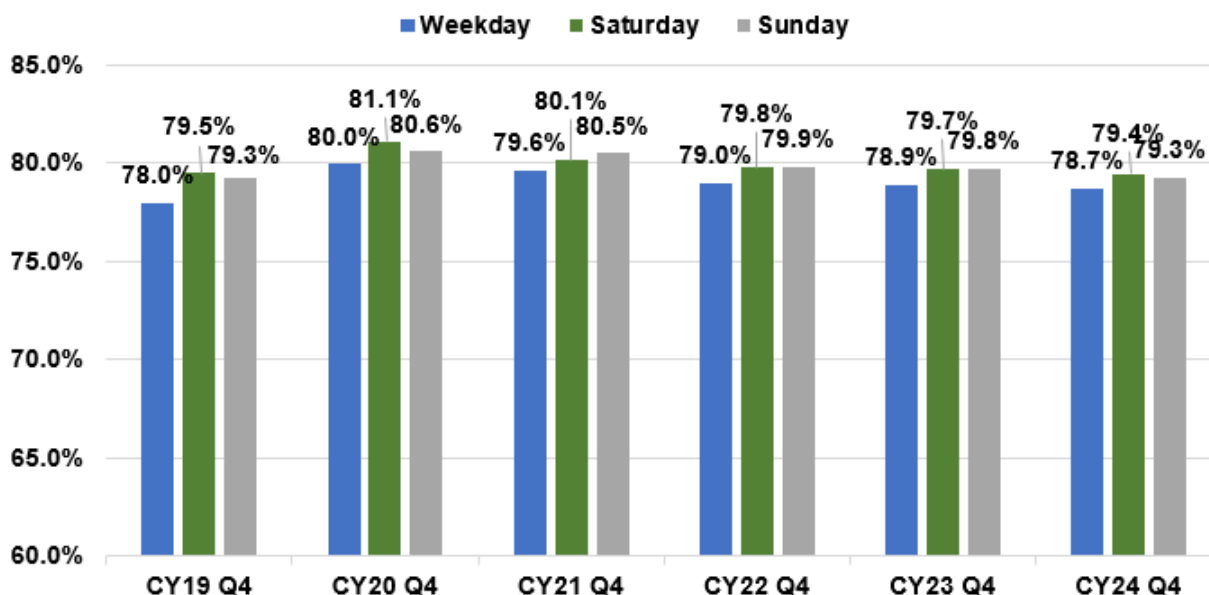
Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services.

By Q4 CY2024, EFC boardings were 0.7% higher than pre-COVID on weekdays and returned to pre-COVID levels on weekends. Trips during the early part of COVID were likely made by people who relied on transit to access essential jobs/services and mainly reside in EFCs. The NextGen Bus Plan

prioritized investing in frequency improvements for key lines serving EFCs, which is likely attributed to the 0.7% increase in the share of weekday boardings. This should continue in 2025 for EFCs, though these most recent results show recovery in non-EFC areas is also increasing. This change can also be attributed to choice riders using services in non-EFCs, which may have been slower to recover due to factors such as telecommuting post-pandemic.

Chart 2: EFC Ridership as a Percentage of Total Ridership



See Attachment A, page 16, for further discussion of bus system ridership in Equity Focus Communities.

Lines serving Equity Focus Communities with the strongest ridership recovery (over 90% recovered weekdays and weekends) include:

- Central Av Line 53
- Compton Av Line 55
- W 8th St and E Olympic Bl in East LA Line 66
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Florence Av Line 111
- Century Bl Line 117

- Willowbrook Av Line 202
- Vermont Av Local Line 204
- Western Av Line 207
- La Brea Av Line 212
- Atlantic Av Line 260
- Soto St East LA and Huntington Park Line 251
- Hoover St Line 603
- Boyle Heights Shuttle Line 605
- Huntington Park Shuttle Line 611

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 lower on lines serving Downtown LA, which have likely seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (e.g., Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30 serving the inner Westside). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by these office workers. This includes changes being implemented for federal government workers in March 2025 requiring full-time office attendance and California state government employees that will need to attend their office four days per week starting in July 2025.

Ridership by Time Period

As of Q4 CY2024, early AM and AM peak period ridership remains the least recovered at 80% and 76% of 2019 levels, respectively, while the PM peak and evening recovery rates were 84% and 86%, 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-pandemic) levels at 92%, 97%, and 101%, respectively, so the Owl period weekdays have fully recovered. 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. All time periods showed increases over the same quarter, Q4

CY2023, with the largest increases in midday (8%) and late evening (7%), with other time periods increasing by 4-6%.

Saturday AM peak ridership had the lowest recovery rate at 88%. In contrast, Saturday early AM, midday, PM peak, and evening showed higher recovery rates at 94%, 92%, 92%, and 96%, respectively, suggesting these periods led the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates, now exceeding pre-pandemic levels at 104% and 106%, respectively, with their usage likely dominated by those dependent on transit. The evening and late evening periods showed the most growth over Q4 CY2023, at 7% and 8%, respectively, with other time periods increasing by 4-6%.

Sunday recovery rates by time period for Q4 CY2024 were topped by early AM, which at 119% exceeded both the overnight Owl (111%) and late evening (106%) recovery rates. However, the late evening (10%) and Owl (9%) periods saw the largest increases over Q4 CY2023. Other Sunday periods saw good growth of between 5-8%. All periods on Sunday exceeded 100% in Q4 CY2024 compared to Q4 CY2019. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q4 CY2019 - Q4 CY2024.

Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased and remain at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips to address a market identified as a significant opportunity to grow ridership through the NextGen Bus study by providing 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 Q4 CY2024 versus Q4 CY2019 for each day type (weekday, Saturday, Sunday). Due to the NextGen Bus Plan change involving the restructure of bus lines and line groups, 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 at line level. In Q4 CY2024, 119 individual Metro bus lines were operating (though two were transferred to Pasadena Transit in December 2024). However, the ridership recovery rate analysis for this quarter is based on 82 weekday, 75 Saturday, and 74 Sunday lines/line groups to allow for a fair comparison. Detailed data is included in Attachments B, C, and D, respectively.

The overall bus system ridership recovery rate in Q4 CY2024 was 88.1% for weekdays, 96.2% for Saturdays, and 107.4% for Sundays, compared to Q4 CY2019 as a pre-COVID baseline. There were 25 (up from 20 in Q3) weekday, 34 Saturday (up from 29 in Q3), and 53 (up from 43 in Q3) Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 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:

Table 5: Line Recover by Tier and Day Type

Number of Lines/Groups with Above Average Recovery Q4 CY2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	17	15	17
Tier 2	12	11	11
Tier 3	6	8	8
Tier 4	10	5	8
Total	45	39	44

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 seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses and further reduced travel to downtown LA. 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 the many leisure and entertainment events occurring there.

This same 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. Notable ridership changes also occurred in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 91.3% on weekdays (up from 87.3% in Q3), with the Local Line 204 having a recovery rate of 112.0% (up from 105.7% in Q3). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 70.7% (up from 68.7% in Q3). 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 122.4%; Rapid 70.7%) and Sunday (Local 120.5%; Rapid 89.0%).

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 260 on Atlantic Av and 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, no NextGen route changes in most cases, and a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to a 30-minute service 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 that the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, 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 as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes and expanded transit signal priority (more details on these initiatives are in the next section). Staff will review ridership for Q1 CY2025 (January through March 2025) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on the increased speed of service/reduced travel times from implementing items from the speed and reliability toolkit. These items include new bus lanes and expanded transit signal priority, stop optimization, and reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 70.7 lane miles of new bus priority lanes implemented at the end of CY2024 across Metro's service area, with the Roscoe Bl bus priority lanes in San Fernando Valley being the latest to be implemented and completed at the end of October 2024. Updates on upcoming and recent projects are listed below:

Roscoe Boulevard Bus Priority Lanes (Metro Line 152)

At the end of October 2024, LADOT completed 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. It is the first project to be delivered as part of the North San Fernando Valley Transit Corridor Improvements Project.

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 Lanes project. The design for the Unincorporated LA County portion is expected to be completed in March 2025. 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. Construction is expected to begin in Q2 CY2025.

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

Metro will deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will improve the 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, as well as a 7.5-lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station for 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 partners have completed briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes. The northern segment of the quick-build bus lanes will begin construction starting as soon as March 2025, with the southern segment following afterward.

Bus Lane Enforcement

Metro continues partnering with LADOT to have dedicated parking enforcement details patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders arrive at their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro 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, with the second half expected to be complete in FY25 Q1.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT, and it is underway. The outreach effort will focus on the affected BLE corridors and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, worked to amend the City's municipal code to allow citations under the BLE program. The City Council approved these changes in October 2024. A warning period and outreach effort began on November 1 and ended on February 16, 2025, with fines being issued since February 17, 2025. A full community engagement plan is also being developed, with outreach conducted in English, Spanish, and other significant languages relevant to the program's communities.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have historically been more transit-dependent. A central goal of the NextGen Bus Plan is 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 a total annual earnings below \$50,000, and almost 6 in 10 are below the poverty line.

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 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 and speed and reliability enhancements that continue to be implemented. By providing a fast, frequent, reliable network designed through the NextGen process, there is a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring enough service capacity is provided based on ridership, and that 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 services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT to ensure continued progress.

This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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 2025 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will also continue implementing bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in mid-2025, tracking the detailed progress on ridership recovery during Q1 CY2025.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q4 CY2024

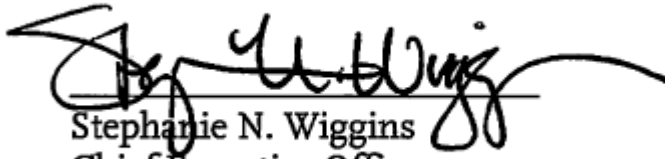
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

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

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

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

NextGen Ridership Analysis – Q4 CY2024

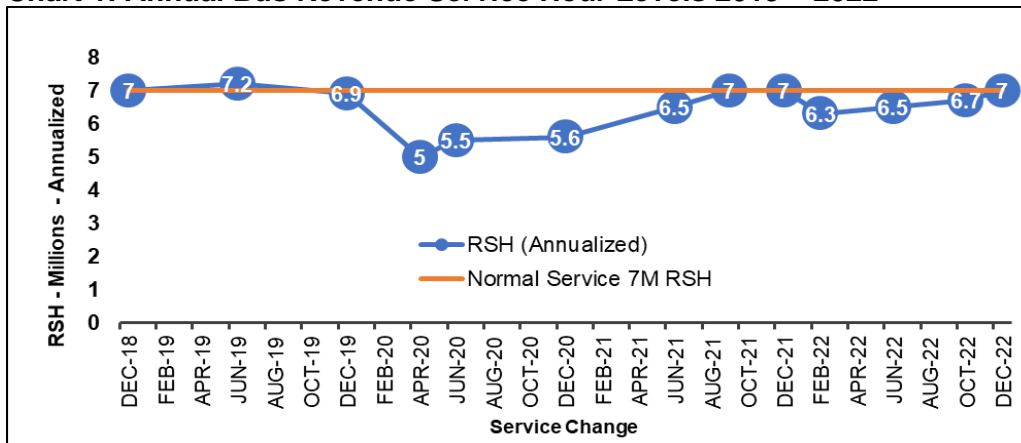
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel 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 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 occurred in operator numbers during CY24, causing a small increase in service cancellations. Full operator staffing was achieved again as of January 2025.

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 (when ridership peaked pre-COVID) and 2024, 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 service level restoration as ridership began to increase. The most significant restoration of service levels occurred in June 2021, going 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.

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



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. 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, when the 7 million RSH was restored; RSH have remained at that level since then. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

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, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. Full operator staffing was achieved in January 2025, with cancellation rates minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays.

Travel Demand:

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 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. 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 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as

Chart 2: Total Daily Trips in LA County Q3 & Q4 percentage difference from 2019, 2019-2024

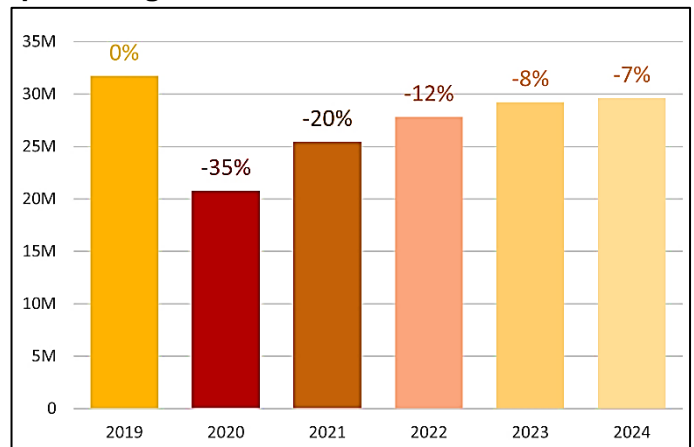
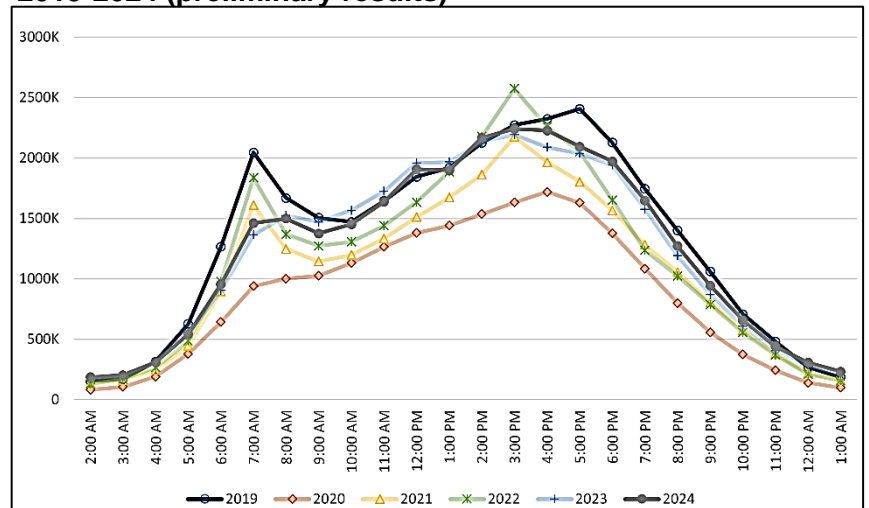


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

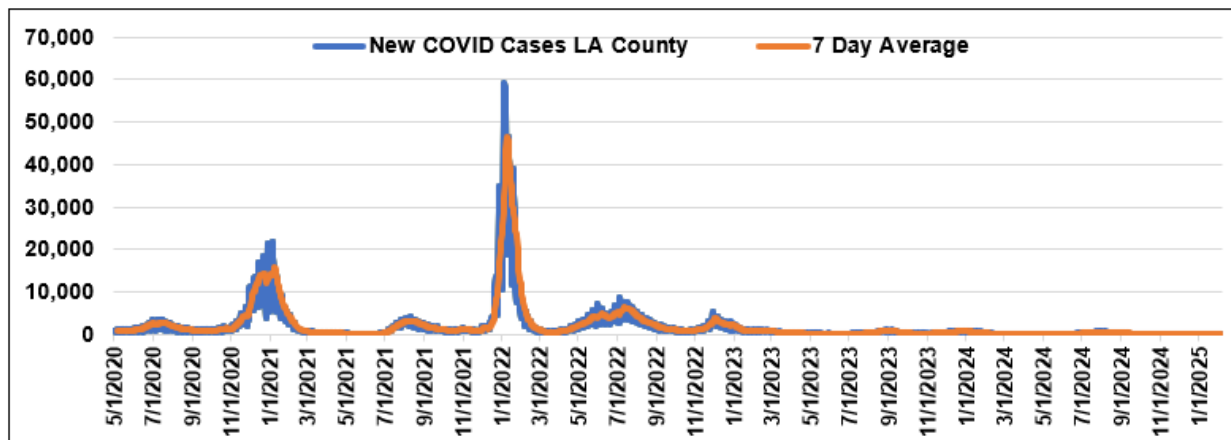


large a difference compared to AM peak. Some of this lack of recovery may relate to expanded online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership 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 remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 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. Spikes typically occur around holidays and other events when more people gather in groups. In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas).

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



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.

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

The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have converted to become LIFE or GoPass program participants as well as people new to riding Metro.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

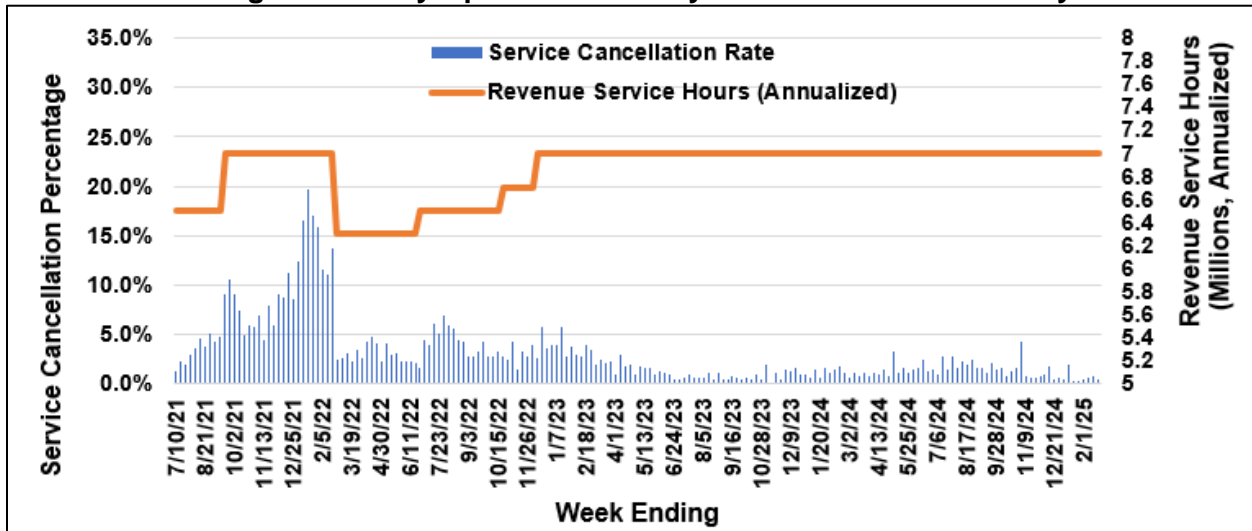
Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

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 low turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes have again been increased to reverse this trend; full operator staffing was restored by January 2025. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher through CY2024 than they were in the second half of CY2023 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). 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.

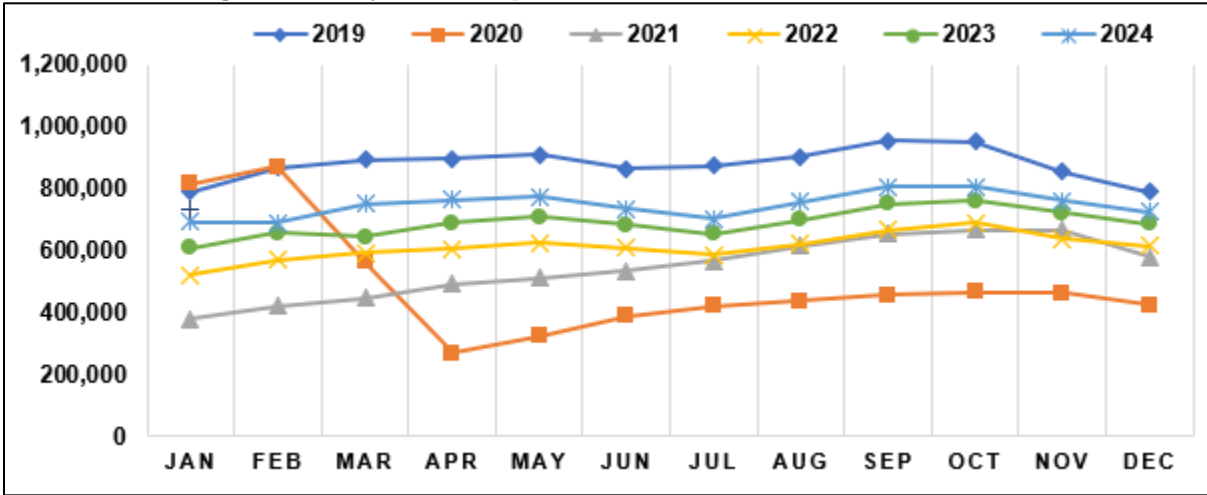
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



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 88.1% for Q4 CY2024, increased from 83.4% in Q4 CY2023. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024

(804,963), the first month of the Q4 reporting quarter.

Chart 6 – Average Weekday Ridership 2019–2024

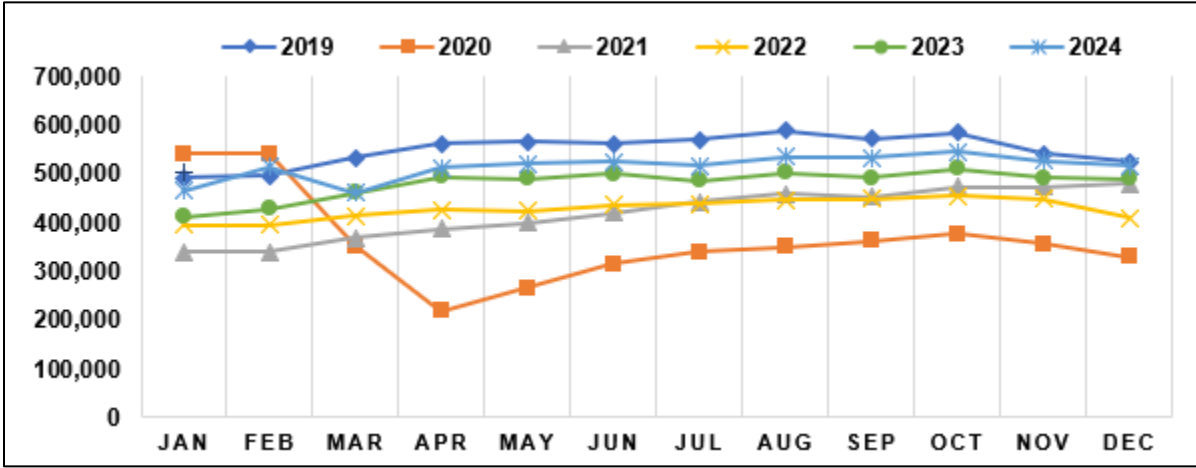


Metro continued to see monthly increases in ridership throughout CY2024 compared to the same months in CY2023.

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 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.

Chart 7: Average Saturday Bus Ridership 2019–2024



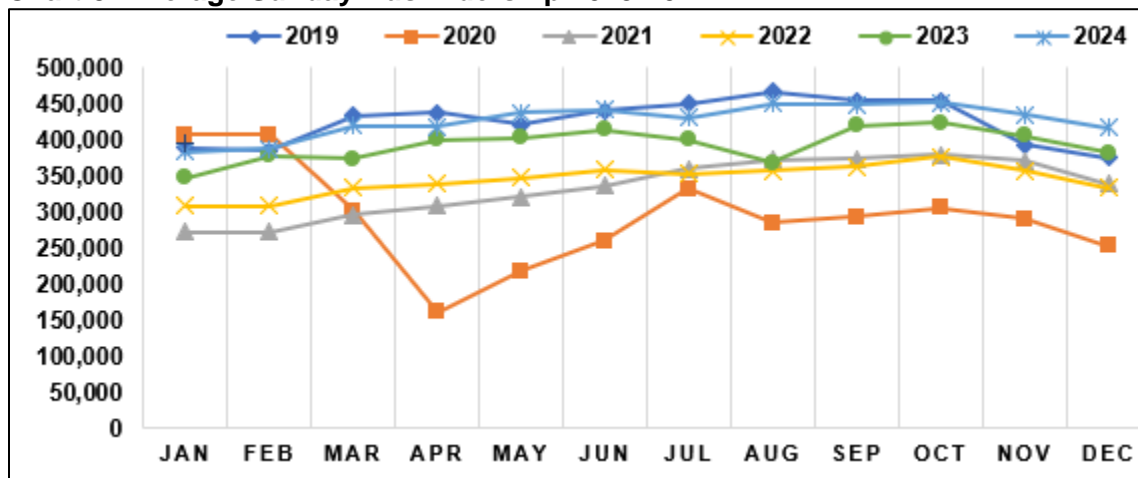
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday

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 96.2% for Q4 CY2024. Saturday has a post-pandemic average ridership record of 545,208 in October 2024. 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.

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 as depicted in Chart 8.

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. Growth continued for the first half of 2023, 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%, and this further increased to 107.4% in Q4 CY2024. Like weekdays and Saturday, Sunday had a post-pandemic average ridership record of 450,972 in October 2024.

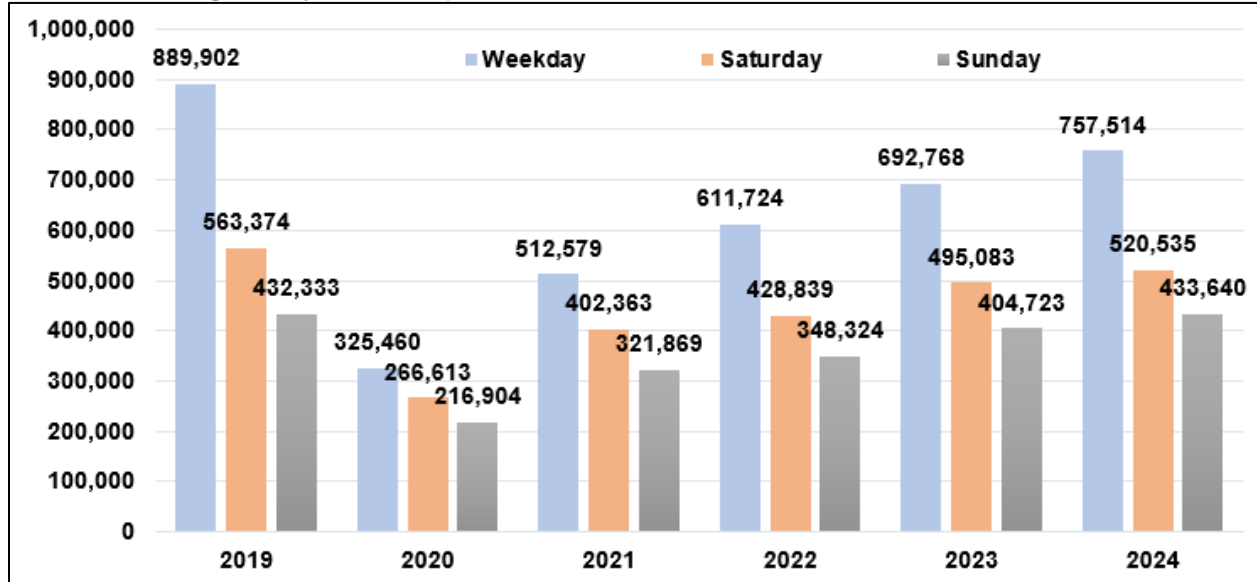
Current Ridership

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. Q4 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Chart 9: Average Daily Ridership Q4 CY 2019–Q4 CY 2024

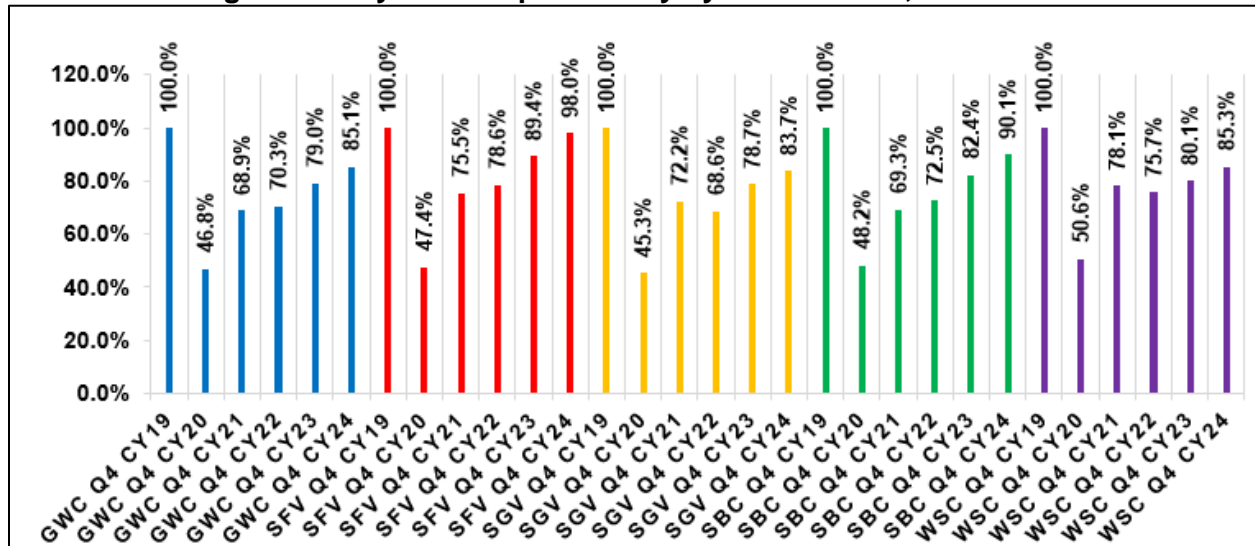


Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial gains in 2023 continuing into 2024, though growth between 2023 and 2024 is somewhat lower for weekday and Saturday ridership compared to between 2022 and 2023. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

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 98.0% in Q4 CY2024 (up 8.6% from 89.4% in Q4 CY2023). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 90.1% (up 7.7% from 82.4% in Q4 CY2023) for the South Bay Cities, 85.3% (up 5.2% from 80.1% in Q4 CY2023) for Westside Central service area, 83.7% (up 5.0% from 78.7% in Q4 CY2023) for San Gabriel Valley service area, and 85.1% (up 6.1% from 79.0% in Q4 CY2023) for the Gateway Cities service area. All five areas increased their average weekday ridership by between 6.4% and 9.6% compared to Q4 CY2023.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q4 CY2019-Q4 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines 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 (6th - Whittier)

- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th 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 (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- Tier 2: Three local lines had frequency improved:
 - 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:

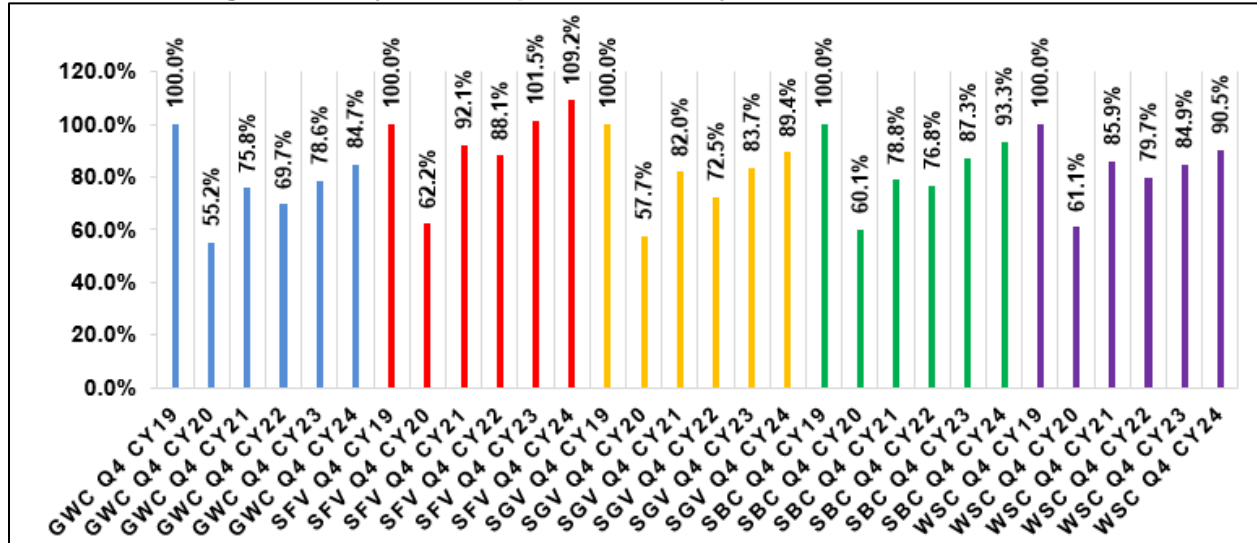
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 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 and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit

Chart 11: Average Saturday Ridership Recovered by Service Area, Q4 CY2019-Q4 CY2024



Saturday ridership recovery has occurred across all regions between Q4 2019 and Q4 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (109.2%, up 7.7% from 101.5% in Q4 CY2023), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 84.7% (up 6.1% from 78.6% in Q4 CY2023) on the lower end for Gateway Cities to 93.3% (up 6.0% from 87.3% in Q4 CY2023) for South Bay Cities at the higher end, with San Gabriel Valley at 89.4% (up 5.7% from 83.7% in Q4 CY2023) and Westside Central at 90.5% (up 5.6% from 84.9% in Q4 CY2023). The percentage of Saturday ridership recovery by area is shown in Chart 11. Increased ridership in Q4 CY2024 for the five service areas for average Saturday varied between 6.6% and 7.8% from Q4 CY2023.

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)

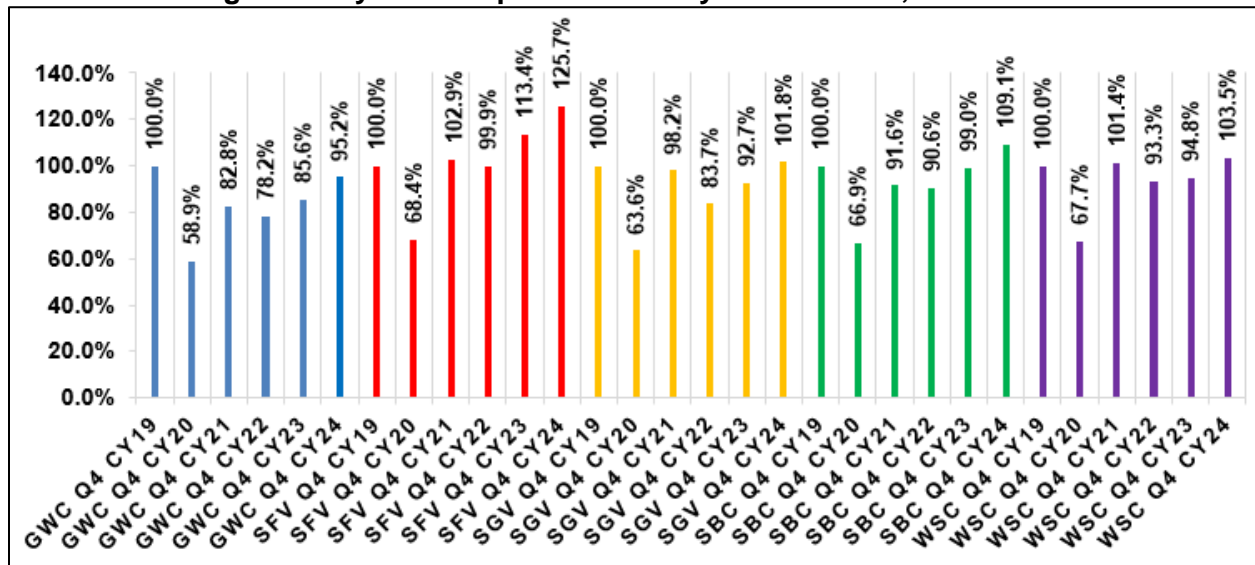
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

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). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q4 CY 2020 and Q4 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (125.7%, up 12.3% from 113.4% recovered in Q4 CY2023). The other four service areas showed improvement as follows:

- Gateway Cities: 95.2% (up 9.6% from 85.6% in Q4 CY2023)
- San Gabriel Valley 101.8% (up 9.1% from 92.7% in Q4 CY2023)
- Westside Central 103.5% (up 8.7 from 94.8% in Q4 CY2023)
- South Bay Cities 109.1% (up 10.1% from 99.0% in Q4 CY2023).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q4 CY2019–Q4 CY2024



Most notable is that four of five service areas have recovery exceeding 100% of pre-pandemic ridership levels from Q4 CY2019. Average Sunday ridership increased in each service area, by between 9.2% and 11.2%. While Gateway Cities had the lowest Sunday ridership rate below 100% at 95.2%, it had the largest increase in average Sunday ridership of 11.2%.

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 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 improvements consisted of:
 - 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 improved:
 - 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: Four lines had frequency improved:
 - 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: Changes were made to four lines:
 - 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.

In reviewing the Q4 CY2024 versus Q4 CY2023 recovery rates, there was strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rates continued to increase compared to Q4 of previous years.

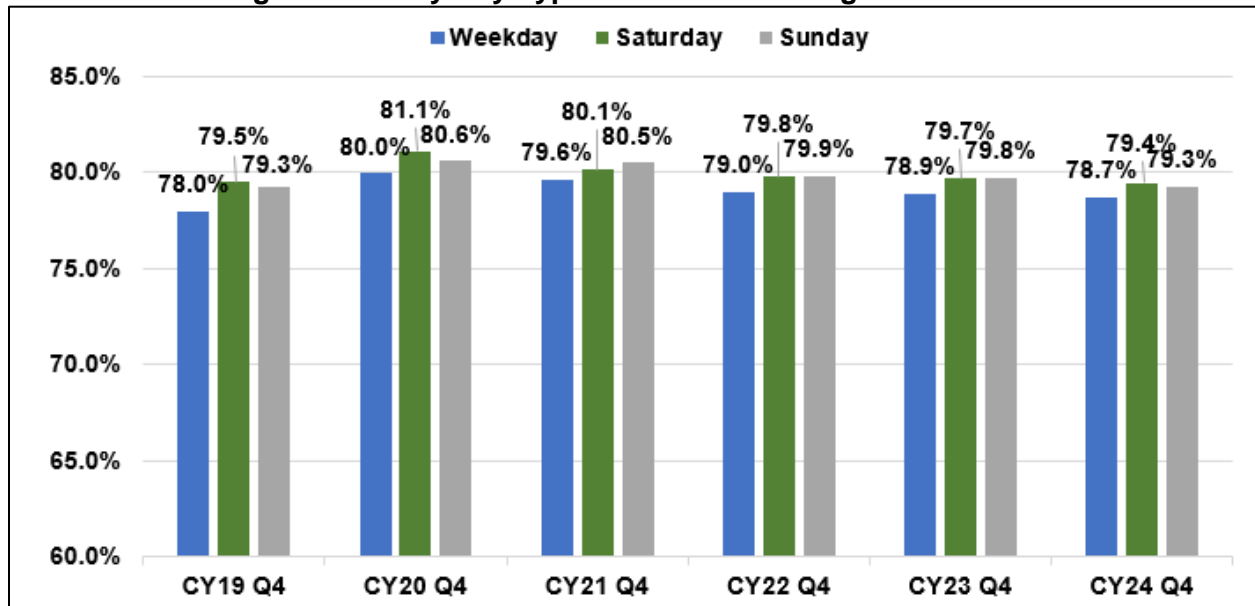
Table 3: Change in Average Daily Ridership by Service Area: Q4 CY2024 versus Q4 CY2023

Service Area	Weekday	Saturday	Sunday
Gateway Cities	7.7%	7.8%	11.2%
San Fernando Valley	9.6%	7.5%	10.9%
San Gabriel Valley	6.4%	6.8%	9.8%
South Bay Cities	9.3%	6.9%	10.2%
Westside Central	6.6%	6.6%	9.2%

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 Q4 CY2019 (pre-NextGen and pandemic) through Q4 CY2024.

Chart 13: Boardings in EFCs by Day Type: Q4 CY2019 through Q4 CY2024



The proportion of boardings occurring in EFCs increased in Q4 CY2020 by 2.0% weekdays, 1.6% Saturdays, and 1.3% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still

traveling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 0.7% higher, but weekends returned to the same level as the pre-pandemic share of boardings in Q4 CY2024 compared to Q4 CY2019. This suggests two factors: 1) that the NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be seeing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by office workers to places such as downtown LA.

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 Q4 CY2020 through CY2024 compared to Q4 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q4 and least percentage of recovery by Q4 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). 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, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q4 CY2020 and Q4 CY2024; Chart 14 depicts the weekday ridership recovery by time period for Q4 from calendar year 2019 through CY2024.

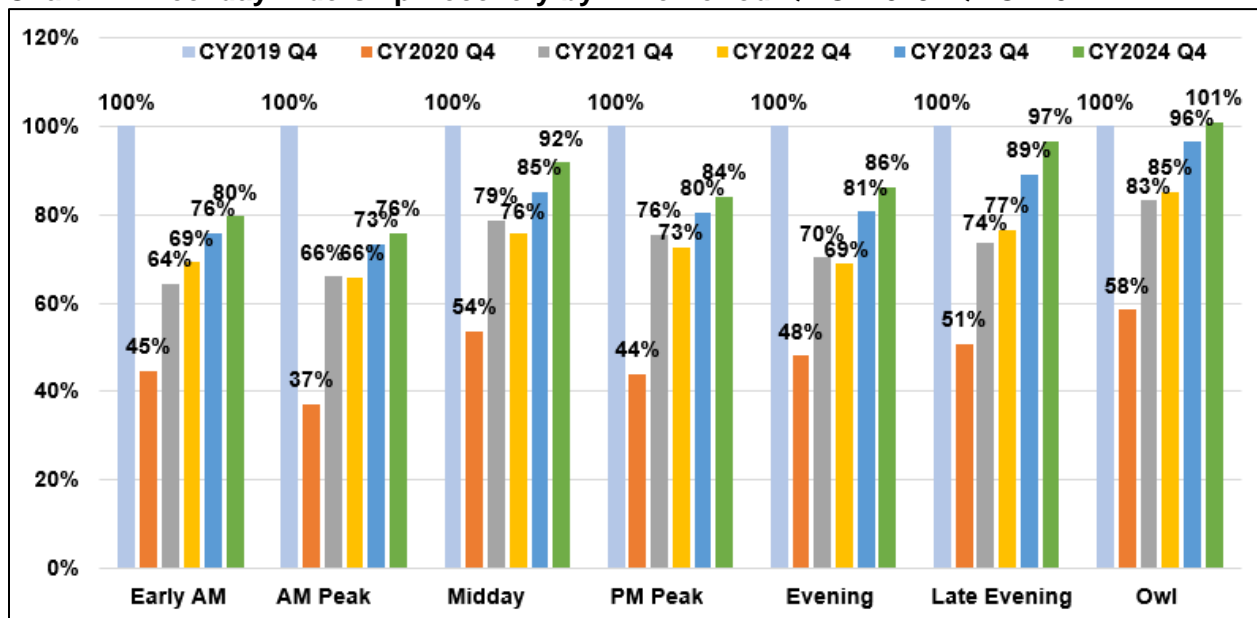
Table 4: Weekday Ridership By Time Period Percentage Compared to Height of COVID (Q4 CY2019) Ridership Decrease

Time Period	CY2020 Q4	CY2024 Q4
Early AM	45%	80%
AM Peak	37%	76%
Midday	54%	92%
PM Peak	44%	84%
Evening	48%	86%
Late Evening	51%	97%
Overnight Owl	58%	101%

Q4 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 and Q3 CY2020), 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 Recovery by Time Period Q4 CY2019–Q4 CY2024



Q4 CY2020 weekday ridership declined to 37-58% of Q4 CY2019 ridership by time period. Largest declines were in early AM, AM peak, PM peak, and evening (to 45%, 37%, 44%, and 48% respectively) and smallest declines were in midday (9 am to 3 pm), late evening, and Owl periods ridership which declined to 51-58% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID).

The most recovered time periods weekdays as of Q4 CY2024 are the midday, PM peak, evening, late evening and especially the overnight Owl periods which showed recovery rates of 92%, 84%, 86%, 97%, and 101% respectively. The AM peak and early AM peak weekday time periods during the day have recovered least at 80% and 76% respectively. The AM peak work travel does not seem to have returned ridership as strongly still, so telecommuting may be impacting most in that time period.

Q4 CY2020 Saturday ridership declined to 51-61% of Q4 CY2019 ridership by time period. Largest declines were in early AM, evening, and late evening, and Owl (to 54%, 52%, 51%, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm), and PM peak periods which declined to 56-61% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID). The most recovered time periods as of Q4 CY2024 are the early AM, evening, late evening and especially the overnight Owl periods which showed recovery rates of 94%, 96%, 104% and 106% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 88% and 92%, the lowest being the AM peak at 88%. This suggests a loss of both transit dependent and leisure trips in Q4 CY 2020. The AM peak work travel does not seem to have returned as much as midday and PM peak, though evening and even early AM

ridership and especially late evening and Owl (both fully recovered) have recovered the most on Saturday.

Chart 15: Saturday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024

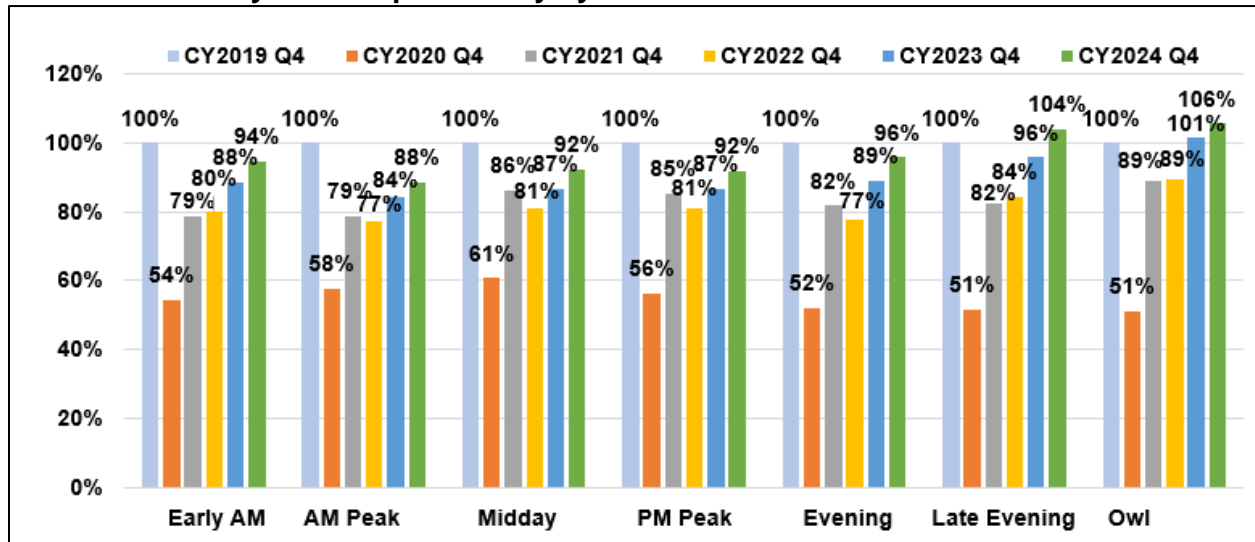
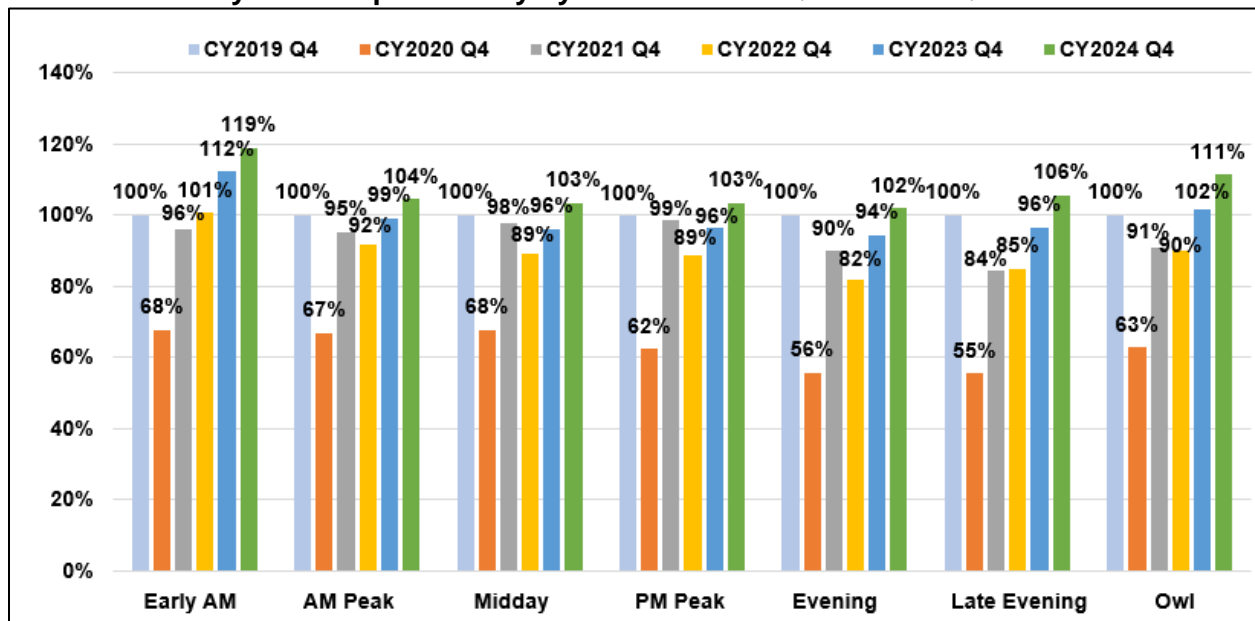


Chart 16: Sunday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024



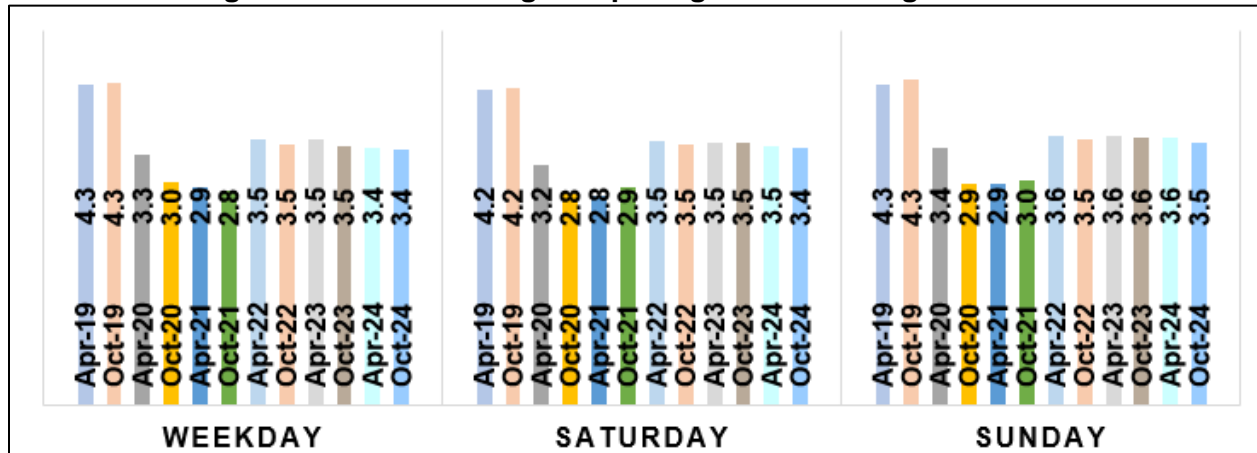
Sunday ridership was the most resilient of all day types in Q4 CY2020. Late evenings showed the largest drop to 55% of Q4 CY2019 pre-COVID ridership. PM peak, evening, late evening, and Owl periods showed large drops (to 62% 56%, and 63% respectively). The smallest declines were for the early AM, AM peak, and midday periods (to 68%, 67%, and 68% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as Sunday morning religious services. By Q4 CY2024, the largest ridership recovery on Sunday was during the early AM at 119%, similar to the result for this time period in Q3 CY2024 at 115%. Next best

recoveries were for the overnight Owl (111%) and late evening (106%). Other time periods all showed recovery of between 102% and 104% compared to Q4 CY2019 levels. These overall results suggest the highest 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.

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

Ridership by Line and Line Group

Ridership was assessed based on individual lines, and 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 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2024 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q4 CY2024 was 88.1% for weekday (up from 83.4% in Q4 CY2023), 96.2% for Saturday (up from 90.3% in Q4 CY2023), and 107.4% for Sunday (up from 100.0% in Q4 CY2023), when compared to Q4 CY2019 as a pre-COVID baseline. There were 25 weekday lines/line groups (up from 20 in Q3), 34

Saturday lines/line groups (up from 29 in Q2), and 53 Sunday lines/line groups (up from 43 in Q3) exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2024. The number of lines below 80.0% reduced to 23 lines weekdays, 11 lines Saturday, and 3 lines Sunday. The recovery appears broad based.

Table 5: Ridership Recovery Distribution, Q4 CY2024 versus Q4 CY2019

Average % Ridership Recovery Q4 CY2024 versus Q4 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 200.0%	0	0	1
150.0 – 199.9%	0	4	1
140.0 – 149.9%	0	1	7
130.0 – 139.9%	0	0	4
120.0 – 129.9%	3	6	12
110.0 – 119.9%	7	6	11
100.0 – 109.9%	15	17	17
90.0 - 99.9%	15	21	10
80.0 - 89.9%	19	9	8
70.0 - 79.9%	9	7	2
60.0 - 69.9%	9	2	0
50.0 - 59.9%	1	1	0
40.0 - 49.0%	3	0	0
30.0 - 39.9%	0	1	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	82	75	74

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.

Service Reliability

Q4 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q4 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 Q4 CY2024, bus operator numbers were about 1% below full requirement with 20% extra board after reaching full operator staffing as of August 2023.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as 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 an effort to return to full staffing, which was achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact CY2024 when cancellations did increase overall, causing less reliable service for more riders.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines with above average (> 88.1%) recovery weekdays (17 Tier 1, 12 Tier 2 lines/line groups) exceeded the number of less frequent lines/line groups (6 Tier 3 lines; 10 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line 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 96.2% recovered with a mix of 15-Tier 1 , 11-Tier 2 , 8-Tier 3 , and 5-Tier 4 lines/line groups, so more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 107.4% recovered were a mix of 17-Tier 1, 11-Tier 2, 8-Tier 3, and 8-Tier 4 lines/line groups, so just under twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

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 in Q4 CY2024 included a high of 122.1% again for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 111.7%, and Sundays at 129.6% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 112.0% weekday, 122.4% Saturday, 120.5% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 105.0% weekday, 123.4% Saturday, 138.1% Sunday.
- Soto St Line 251: 103.7% weekday, 103.8% Saturday, 116.9% Sunday
- Florence Av Line 111: 101.8% weekday, 98.4% Saturday, 100.6% Sunday
- Central Av Line 53: 100.5% weekday, 100.4% Saturday, 125.9% Sunday

- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 99.8% weekday, 102.3% Saturday, 109.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 98.1% weekdays, 100.8% Saturday, 120.9% Sunday
- Slauson Av Line 108: 97.3% weekday, 98.6% Saturday, 115.2% Sunday
- Venice BI Line 33: 94.6% weekday, 100.9% Saturday, 105.7% Sunday
- Santa Monica BI Line 4: 94.4% weekday, 101.4% Saturday, 109.4% Sunday
- Vernon/La Cienega Line 105: 93.1% weekday, 93.6% Saturday, 110.7% Sunday
- Western Av Line 207: 92.0% weekday, 104.6% Saturday, 113.7% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 91.0% weekdays, 98.4% Saturday, 100.0% Sunday)
- La Brea Av (Line 212) at 90.9% weekdays, 92.4% Saturday, 107.4% 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 BI 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 three NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 88.1% and mostly improved over their Q3 recovery rates:

- Hawthorne BI/MLK BI (Line 40) at 89.0% weekdays, 93.9% Saturday, 101.9% Sunday
- Garvey/Cesar Chavez (Line 70 group) at 89.0% weekdays, 95.7% Saturday, 108.4% Sunday

- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 88.2% weekdays, 95.9% Saturday, 105.5% Sunday

In Q4 CY2024, 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 85.9% weekdays, 97.7% Saturday, 108.1% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado: 84.9% weekdays, 93.5% Saturday, 107.6% Sunday. Line 4 appears to have gained 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.
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 83.0% weekday, 108.1% Saturday, 113.8% Sunday, with only Sunday showing an improvement over Q3.
- Line 210 on Crenshaw with 81.9% weekday, 93.2% Saturday, 120.7% 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. The recovery rates were improvements over Q3.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (though improved weekday and Sunday from last quarter) of 81.0% weekday, 76.7% Saturday, 93.9% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 80.9% recovered weekdays, 79.9% Saturday, and 91.8% Sunday, with this line being heavily focused on downtown LA. These results were an improvement over Q3 recovery rates.
- Line 51 on W 7th St and Avalon with 80.5% weekday, 82.2% Saturday, 95.2% Sunday, all improved rates over Q3. Line 66 ridership gains are likely 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 28 on W Olympic BI between downtown LA and Century City is 74.0% weekdays, 82.1% Saturday, 89.1% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen. Only Sunday improved the recovery rate over Q3 for this line.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 71.2% weekdays, 68.8% Saturday and 74.7% Sunday, impacted both by post-

pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024. Only Sunday saw an improved recovery rate over Q3 for this line.

- Vermont Rapid Line 754 is 70.7% recovery weekdays, 70.7% Saturday, 89.0% Sunday. These are all increase recovery rates over Q3. This line experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 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, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (112.0%) and weekends (Saturday 122.4%; Sunday 120.5%). 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).
- G Line BRT service at 65.2% weekdays, 79.1% Saturday, 83.7% Sunday (improvements for all day types from Q3). 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.

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 105.0% on the Sepulveda/Van Nuys group to a low of 74.0% on W. Olympic Bl. Broadway (Line 45), Long Beach BI (Line 60), Crenshaw BI (Line 210), were corridors where Rapid lines were replaced by high frequency local bus but 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 the improved all-day 15-minutes frequencies of weekday 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, with improved recovery rates over Q3 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 116.6% weekday, 141.2% Saturday, 149.8% Sunday
- Vanowen St Line 165: 109.4% weekday, 119.9% Saturday, 136.4% Sunday
- Nordhoff St Line 166: 109.2% weekday, 126.5% Saturday, 147.4% Sunday
- Victory Bl Line 164: 106.1% weekday, 96.7% Saturday, 110.9% Sunday
- Roscoe Bl Line 152: 102.0% weekday, 120.0% Saturday, 140.8% 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) – 108.1% weekdays, 160.8% Saturday, 142.3% 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. Recovery rates declined slightly over Q3 for this line.
- Line 55 (Compton Av) – 104.4% weekdays, 101.4% Saturday, 114.7% 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. Weekday and Saturday recovery rates rose slightly for this line over Q3 with a more significant increase Sunday.
- Lines 110 (Gage Av) – 103.6% recovery weekdays, 101.8% Saturday, 122.2% Sunday, and 117 (Century Bl) – 105.6% recovery weekdays, 103.0% Saturday, 123.3% Sunday. Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements. Recovery rates increased for both lines over Q3, especially Sunday.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 96.9% 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 94.4% with improvement from 18-minute to 12-minute frequency, Sunday 92.1% recovery with 15-minute in place of the previous 18-minute service. This

line has recovered strongly overall weekdays, with improved recovery rate over Q3, though both Saturday and Sunday recovery rates declined slightly over Q3.

- Line 260 (Atlantic Bl) 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 90.2%, with 94.9% Saturday, 105.3% Sunday in response to continued 20-minute service frequency. Only Saturday was slightly down in recovery rate compared to Q3, with good gains for weekday and Sunday recovery rates. 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.

Other Tier 2 lines had below average (<88.1%) weekday ridership recovery rates and are discussed in more detail below.

- Line 224 (Lankershim Bl) in Q4 CY2024 was just under the system average weekday ridership recovery rate at 88.0% (same as Q3). 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 115.6% Saturday, 132.0% Sunday, both improvements over Q3 recovery rates, especially 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 115 (Manchester-Firestone) recovery rate was 87.0% weekdays, 93.2% Saturday, 107.0% Sunday. Only Sunday showed an improvement in recovery rate with slight declines for weekday and Saturday over Q3. 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 206 (Normandie Av): Line 206 did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 87.0% weekday recovery rate, 90.0% Saturday and 95.7% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery. Unlike other lines discussed below, this line does not serve downtown LA. Line 206 recovery rates all improved over Q3.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 85.3% weekdays, 110.3% Saturday, 129.9% Sunday, with weekday and especially Sunday rates above Q3 but Saturdays a slight decline. It now offers 15-minute service (about twice as often as previously) 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). 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 81 (Figueroa St): Weekdays 79.7% 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 is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may 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 86.2% and Sunday at 102.1%. All days showed improved recovery rates over Q3, especially Sunday.
- Line 76 on Valley Bl: 76.1% weekday, 79.9% Saturday, 84.3% Sunday, with a focus on downtown LA. These recovery rates were all improvements over Q3.
- Line 14/37 on Beverly Bl/W Adams: 71.6% weekday, 86.0% Saturday, 91.5% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall. These recovery rates were all slight improvements over Q3.
- Line 35/38 Washington Bl/W Jefferson: 69.4% weekday, 76.2% Saturday, 89.6% Sunday, with a focus on downtown LA. The weekday rate saw a decline over the Q3 recovery rate, but weekends, especially Sunday, were an improvement over Q3.
- Line 10/48 Melrose Av/Main-San Pedro: 64.1 weekdays, 68.7% Saturday, Sunday 85.5%, with a focus on downtown LA. These recovery rates were all improvements over Q3, especially Sunday.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) 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 the recovery rates of these lines have generally improved in Q4 CY2024 compared to Q3, there may be marketing opportunities to promote them towards increasing ridership recovery.

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:

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had the highest Tier 3/4 recovery rate of 121.2% weekdays, 171.5% Saturdays (Sunday service was newly added). These were above the recovery rates for Q3. 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 235/236: serving Balboa Bl in the San Fernando Valley (120.6% recovery weekdays, 128.4% Saturday, 131.9% Sunday) 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. The recovery rates were above Q3 rates, especially weekends. 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.

- Line 125 on Rosecrans Av between the South Bay and Norwalk (115.0% recovery weekdays, 111.3% Saturday, 152.6% Sunday). The weekday recovery rate was slightly up, the Saturday rate was down, and the Sunday rate was significantly above Q3 rates. This line 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.
- Line 266 on Rosemead Bl between Lakewood and Pasadena (113.0% weekdays, 124.3% Saturday, 144.0% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes. The recovery rates were up for weekday and Sunday but slightly down for Saturday.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 112.0% 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. The recovery rate is up over Q3.
- Express Line 577 between El Monte Station and Long Beach VA (111.1% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) and the rate is up over Q3.
- Line 128 serving Alondra Bl through the Gateway Cities showed 110.7% recovery weekdays, even with hourly service, and is over Q3 performance. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.5% weekday, 109.3% Saturday, 125.7% Sunday, all improved recovery rates over Q3, especially Sunday) is likely benefiting 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 344 Rancho Palos Verdes service (103.5% recovery weekday, 104.9% Saturday, 124.6% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen. The recovery rate was up

over Q3 for all days.

- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (101.3% weekdays, 103.7% Saturday, 114.2% Sunday) did not have a route change but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday. The weekday recovery rate improved the most compared to weekends versus Q3.
- Line 169 on Saticoy St in San Fernando Valley had 94.8% recovery rate weekdays, a big jump over the Q3 rate. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 265 (Paramount Bl) recovery rate was 94.8% weekdays, 85.5% Saturday, 94.8% Sunday, an increased rate for weekdays and Sunday but a slight decline for Saturday compared to Q3. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.
- San Pedro group of Lines 205, 246, and 550, had 94.7% recovery weekday, 104.7% Saturday, and 120.8% Sunday, with all days showing increases compared to Q3. 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.
- Line 611 Huntington Park Shuttle (90.6% recovery weekdays, 106.9% Saturday, 109.1% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. This line showed a decline in recovery rate for weekdays and Saturday and a slight increase for Sunday compared to Q3.
- Line 158 (Plummer/Woodman) had 89.4% recovery weekdays, 90.8% Saturday, 102.4% Sunday. These rates were all an improvement over Q3 rates. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 86.8% weekday, 150.2% Saturday, and 148.6% Sunday, all improved slightly over Q3 recovery rates. 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 weekday telecommuting. 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 86.4% weekdays, 90.4% Saturday, 98.5% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA. The recovery

rate improved slightly for each day over Q3 rates.

- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 85.3%, slightly down compared to Q3. It had 174.3% recovery Saturday, and 216.4% Sunday, with Saturday slightly down and Sunday slightly up for recovery rates compared to Q3. These weekend ridership results due to the expanded span of service weekend mornings.
- Line 120 on Imperial Highway with 83.9% recovery rate weekday, 94.9% Saturday, and 110.9% Sunday, without any route or frequency changes. The weekday recovery rate declined slightly while the weekend rates increased compared to Q3 rates.

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 changes, and a lower percentage of route miles serving EFCs. Examples include:

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 79.4% recovery weekdays, 95.1% Saturday, and 99.3% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. The weekday recovery rate declined slightly while the weekend rates improved compared to Q3.
- Line 62 (Telegraph Rd) with 79.2% recovery weekday, 87.5% Saturday, and 91.0% Sunday showed improved recovery rates for each day compared to Q3 rates. The route 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 has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.
- Line 134 (Santa Monica – Malibu) with 70.0% recovery weekdays, 82.2% Saturday, and 110.8% Sunday. 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. The weekday and Saturday recovery rates declined which may be seasonal for Q4 (Fall-Winter) compared to Q3 (Summer).
- Line 161 (Canoga Station – Thousand Oaks) with 69.8% recovery weekdays, 81.7% Saturday, and again a high 123.7% Sunday recovery rate, with weekday and Saturday recovery rates declined but Sunday rate increased compared to Q3
- Line 218 (Studio City – Beverly Hills) with 67.3% recovery weekday, 92.1% Saturday, 109.6% Sunday showed improved recovery rates for all days compared to Q3. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 66.7% recovery weekdays, and higher recovery of 86.9% Saturday, 87.9% Sunday, so more significant recovery rate improvement on weekends but a decline in weekday recovery rate over Q3. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 66.3% recovery only offers peak-hour

weekday service, with mostly school student ridership. The recovery rate improved over Q3.

- Line 602 (Westwood/UCLA - Pacific Palisades) with 63.1% recovery weekdays, but much higher and increased weekend recovery at 111.4% Saturday and 142.3% Sunday. Recovery rates increased for all day types, especially weekends, compared to Q3 rate. This may relate to telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast.
- Line 102 (La Tijera-Exposition Bl) with 59.1% recovery weekdays, 72.8% Saturday, 82.9% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday and Saturday rates declined while Sunday rate increased compared to Q3 rates.
- Line 209 (Van Ness Av) with 49.0% recovery (same as for Q3) 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.
- Line 96 (Riverside Dr) with 43.4% recovery weekdays, 57.0% Saturday, 74.3% Sunday, is consistently low, with the three day type recovery rates declining compared to Q3. 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. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

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

- Line 601 Warner Center Shuttle (28.7%, a decline from 36.3% recovery weekdays in Q3, with 33.4% Saturday (up from 27.9% in Q3) , and 31.7% Sunday (down from 37.0% in Q3), 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) which only runs weekday peak periods has also seen a low ridership recovery (47.0%, down from 64.7% in Q3), likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing by 400 jobs in 2024. This line was transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

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 microtransit zones which replaced some fixed route service such as lines through Sierra Madre. 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 frequency was increased in December 2023, and Line 487 was truncated 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 BI was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 65.5% weekdays (up from 62.4% in Q3), but a high 105.3% Saturday (down from 112.4% in Q3), and 116.5% Sunday (up from 112.7% in Q3), so weekday and Sunday ridership recovered more in Q4 than Q3 here.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 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 BI, La Brea Av, and Sepulveda BI and in 2024 the Roscoe peak period bus lanes. 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 Florence Av and Vermont Av (construction in CY2025) plus an expanded transit signal priority program launching in CY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT B

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,478	66	12,792	122.1%	187.7	272.6	145.2%	55.8	46.9	84.1%
Tampa Av & Winnetka Av	243	1,591	242	1,928	121.2%	52.9	63.6	120.2%	30.1	30.3	100.8%
Balboa Bl	236	1,629	235/236	1,964	120.6%	53.9	81.2	150.6%	30.2	24.2	80.0%
Sherman Way	163	8,826	162	10,292	116.6%	199.8	246.1	123.2%	44.2	41.8	94.7%
Rosecrans Av	125	4,507	125	5,183	115.0%	142.7	178.1	124.8%	31.6	29.1	92.1%
Rosemead Bl	266	4,798	266	5,427	113.1%	129.4	191.9	148.3%	37.1	28.3	76.3%
Vermont Av Local	204	19,883	204	22,276	112.0%	274.9	334.7	121.8%	72.3	66.6	92.0%
Willowbrook Av	202	225	202	252	112.0%	19.2	27.9	145.3%	11.7	9.0	77.1%
El Monte - Long Beach VA Express	577	955	577	1,061	111.1%	66.1	79.3	120.0%	14.4	13.4	92.6%
Alondra Bl	128	1,080	128	1,196	110.7%	47.8	43.6	91.2%	22.6	27.4	121.4%
Vanowen St	165	7,792	165	8,525	109.4%	189.5	221.4	116.8%	41.1	38.5	93.6%
Nordhoff St	166	5,984	166	6,535	109.2%	148.8	150.1	100.9%	40.2	43.5	108.3%
LAC USC Medical Center Shuttle	605	2,223	605	2,404	108.1%	54.9	64.6	117.7%	40.5	37.2	91.9%
Downtown LA - Glenoaks Bl - Sylmar	92	5,502	92	5,915	107.5%	185.8	237.2	127.7%	29.6	24.9	84.2%
Victory Bl	164	6,012	164	6,380	106.1%	167.3	204.4	122.2%	35.9	31.2	86.9%
Century Bl	117	8,701	117	9,186	105.6%	222.5	233.9	105.1%	39.1	39.3	100.4%
Van Nuys Bl Local	233	11,052	233	13,327	105.0%	703.3	789	112.2%	40.3	37.8	93.6%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,378							
Sepulveda Bl Local	234	5,257	234	9,083							
Sepulveda Bl - Westside Rapid (734)	734	5,825									
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Compton Av	55	7,398	55	7,725	104.4%	176.2	199.7	113.3%	42.0	38.7	92.1%
Soto St	251	8,070	251	14,860	103.7%	337.2	359		42.5	41.4	97.4%
Soto St - Griffin Av	252	2,185									
Soto St Rapid	751	4,071									
Gage Av	110	7,743	110	8,020	103.6%	205.3	227.3	110.7%	37.7	35.3	93.6%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,430	103.5%	63.6	63.3	99.5%	21.7	22.6	104.0%
Roscoe Bl	152	10,455	152	10,665	102.0%	225.7	231.6	102.6%	46.3	46.0	99.4%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Florence Av	111	14,722	111	14,980	101.8%	282.1	347.9	123.3%	52.2	43.1	82.5%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,533	101.3%	188.8	197.2	104.4%	23.7	23.0	97.0%
Central Av	53	11,637	53	11,698	100.5%	237.0	291.3	122.9%	49.1	40.2	81.8%
3rd St	16	21,304	16	20,619	99.8%	426.1	486.1	114.1%	50.0	43.7	87.5%
Robertson BI - Beverwil Dr			617	642							
Ventura BI Local	150	8,277	150	3,162	98.1%	517.3	518.5	1.00232	33.8	33.1	97.9%
Reseda BI/Ventura BI Local			240	12,186							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,822							
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Ventura BI Rapid	750	2,342									
Slauson Av	108	15,044	108	14,638	97.3%	331.9	376.3	113.4%	45.3	38.9	85.8%
Hoover St	603	7,187	603	7,903	96.9%	225.8	235	104.1%	36.1	33.6	93.1%
Silver Lake	201	970									
Saticoy St	169	2,193	169	2,079	94.8%	87.0	80	92.0%	25.2	26.0	103.1%
Paramount BI	265	1,397	265	1,324	94.8%	51.6	47.1	91.3%	27.1	28.1	103.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	3,140	94.7%	289.8	291.4	100.6%	24.7	23.3	94.1%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	459							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	3,177							
Venice BI Local	33	10,229	33	16,870	94.6%	494.3	500.7	101.3%	36.1	33.7	93.4%
Venice BI Rapid	733	7,595									
Santa Monica BI Local	4	14,738	4	23,666	94.4%	642.1	633.4	98.6%	39.0	37.4	95.7%
Santa Monica BI Rapid	704	10,331									
Vernon Av, La Cienega BI	105	10,158	105	14,710	93.1%	356.1	348.5	97.9%	44.3	42.2	95.2%
Vernon Av, La Cienega BI Rapid	705	5,635									
Western Av Local	207	15,723	207	25,444	92.0%	425.2	440.2	103.5%	65.0	57.8	88.9%
Western Av Rapid	757	11,929									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,727	78	7,025	91.0%	364.1	314	86.2%	24.0	25.3	105.5%
Rose Hill - Arcadia via Huntington Dr			179	914							
La Brea Av	212	10,575	212	9,610	90.9%	240.2	300.1	124.9%	44.0	32.0	72.7%

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Huntington Park Shuttle	611	1,537	611	1,393	90.6%	55.8	50.1	89.8%	27.5	27.8	100.9%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,968	90.2%	379.6	329.3	86.7%	34.4	35.7	103.9%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	804							
Plummer St, Woodman Av	158	2,031	158	1,815	89.4%	58.5	49.9	85.3%	34.7	36.4	104.8%
Montebello - Downtown LA via Cesar Chavez Av	68	5,356			89.0%	582.3	595.3	102.2%	38.7	33.7	87.0%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,274									
Downtown LA - City Terrace - CSULA	71	1,544	70	15,670							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	4,362							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880									
MLK - Hawthorne BI	40	13,647	40	14,086	89.0%	415.6	440.2	105.9%	38.1	32.0	84.0%
Hawthorne BI Rapid	740	2,178			88.2%	594.4	583.9	98.2%	35.7	32.0	89.7%
Hollywood - Pasadena	180	8,147	180	7,785							
Hollywood BI Fairfax BI	217	6,506	217	10,899							
Hollywood/Fairfax - Pasadena Rapid	780	6,542									
Downtown LA - Foothill BI	90	7,144	90	6,059	88.0%	579.5	627.6	108.3%	32.1	26.9	83.8%
Hollywood Way	222	1,280	222	1,113							
Lankershim BI	224	7,224	224	6,740							
Whiteoak Av, Woodley Av	237	2,011	237	1,849							
Whiteoak Av	239	971									
Foothill BI			690	1,142	87.0%	301.9	291.8	96.7%	46.8	42.2	90.0%
Manchester Av - Firestone BI	115	14,135	115	12,301	87.0%	189.9	202.6	106.7%	55.1	44.9	81.6%
North Hollywood - Pasadena Express	501	1,522	501	1,321	86.8%	93.0	83.7	90.0%	16.4	15.8	96.4%
Downtown LA - Norwalk - Disneyland	460	4,949	460	4,277	86.4%	219.4	178.5	81.4%	22.6	24.0	106.2%
Whitter BI W 6th St	18	17,249	18	20,413	85.9%	1180.5	1275.3	108.0%	48.7	38.7	79.5%
Wilshire BI Local	20	12,679	20	8,954							
Wilshire BI Rapid	720	27,545	720	19,989							
CSULA - City Terrace Shuttle	665	724	665	620	85.6%	27.1	34.9	128.8%	26.7	17.8	66.5%

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Downtown LA - San Fernando Rd - North Hollywood	94	4,228	94	7,035	85.3%	454.0	404.8	89.2%	26.2	25.1	95.7%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,380							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,669									
Burbank BI Oxnard St	154	775	154	572							
Riverside Dr	155	1,341	155	1,170							
Sunset BI (became Sunset BI - Alvarado St)	002	11,853	002	19,294	84.9%	496.5	472.4	95.1%	45.8	40.8	89.2%
Alvarado St	200	10,875									
Imperial Hwy	120	3,663	120	3,073	83.9%	137.6	131.9	95.9%	26.6	23.3	87.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	20,015	910/950	16,618	83.0%	427.5	389.6	91.1%	46.8	42.7	91.1%
Crenshaw BI Local	210	10,114	210	13,408	81.9%	376.6	347.2	92.2%	43.5	38.6	88.8%
Crenshaw BI Rapid	710	6,266									
Broadway Local	45	11,583	45	13,588	81.8%	475.5	414.3	87.1%	40.0	37.6	93.9%
Broadway Rapid	745	6,656									
Compton BI, Somerset BI	127	804	127	1,984							
Downtown LA - Artesia via Long Beach BI	60	13,559	60	14,576	80.9%	419.8	426.8	101.7%	42.9	34.2	79.6%
Long Beach BI Rapid	760	4,462									
Avalon BI, W 7th St	51	22,950	51	18,485	80.5%	415.0	429.6	103.5%	55.3	43.0	77.8%
Figueroa St	81	13,252	81	10,076	79.7%	415.2	353.3	85.1%	39.3	36.8	93.6%
Downtown LA - Eagle Rock via York BI	83	2,465									
Silver Lake - East Hollywood	175	609	182	2,929							
Laurel Canyon BI	230	4,072	230	3,232	79.4%	100.3	93.1	92.8%	40.6	34.7	85.5%
Telegraph Rd	62	4,158	62	3,210	77.2%	159.4	127.5	80.0%	26.1	25.2	96.5%
Valley BI	76	8,079	76	6,148	76.1%	212.4	214.9	101.2%	38.0	28.6	75.2%
Olympic BI Local	28	8,406	28	10,492	74.0%	401.1	309	77.0%	35.4	34.0	96.0%
Olympic BI Rapid	728	5,776									
Beverly BI - W Adams BI	14/37	16,997	14/37	12,162	71.6%	382.5	277	72.4%	44.4	43.9	98.8%
Pico BI	30	11,903	30	8,474	71.2%	297.8	231.6	77.8%	40.0	36.6	91.5%
Vermont Av Rapid	754	19,994	754	14,138	70.7%	238.9	231.7	97.0%	83.7	61.0	72.9%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,550	134	1,085	70.0%	80.4	59.9	74.5%	19.3	18.1	94.0%

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Canoga Station - Thousand Oaks	161	1,151	161	803	69.8%	55.7	49.2	88.3%	20.7	16.3	79.0%
Washington BI/W Jefferson BI	35/38	7,571	35/38	5,258	69.4%	209.5	152	72.6%	36.1	34.6	95.7%
Studio City - Beverly Hills	218	933	218	628	67.3%	50.0	34.3	68.6%	18.7	18.3	98.1%
Coldwater Canyon Av - Devonshire St	167	2,300	167	1,535	66.7%	89.8	69.5	77.4%	25.6	22.1	86.2%
Prairie Av/Inglewood Av	211/215	587	211/215	389	66.3%	33.8	27	79.9%	17.4	14.4	83.0%
Pasadena - Highland Park - Eastern Av	256	1,548	256	462	65.5%	675.1	497.4	73.7%	22.3	19.8	88.9%
Fremont Av - Eastern Av - Garfield Av	258	2,709	258	2,247							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,880	267	1,866							
El Monte - Pasadena via Baldwin Av	268	1,751	268	774							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,497	287	976							
Pasadena - Altadena via Lake Av, Lincoln Av			662	2,125							
Los Robles Av (687); Allen Av (686)	687	1,239	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,424	487/489	1,408							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,401	901	13,964	65.2%	345.6	296.9	85.9%	61.9	47.0	76.0%
Melrose Av/Main St/San Pedro St	10/48	11,395	10/48	7,304	64.1%	284.3	216.2	76.0%	40.1	33.8	84.3%
Westwood - Pacific Palisades	602	1,662	602	1,048	63.1%	76.9	54.5	70.9%	21.6	19.2	89.0%
La Tijera BI, Exposition BI	102	2,516	102	1,487	59.1%	90.1	68.6	76.1%	27.9	21.7	77.6%
Van Ness Av/Arlington Av	209	835	209	409	49.0%	44.0	31.4	71.4%	19.0	13.0	68.6%
Caltech - Pasadena - Jet Propulsion Laboratory	177	362	177	170	47.0%	15.5	16.1	103.9%	23.4	10.6	45.2%
Riverside Dr	96	1,313	96	570	43.4%	85.7	47.6	55.5%	15.3	12.0	78.2%
Warner Center Shuttle	601	1,208	601	347	28.7%	73.9	37.1	50.2%	16.3	9.4	57.2%
Manhattan Beach BI	126	196			Discontinued	13.8	N/A	N/A	14.2	N/A	N/A
Artesia BI	130	2,493			Transferred to Municipal Agencies	106.6	N/A	N/A	23.4	N/A	N/A
Boyle Av	254	754			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	171			Discontinued	10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	52			Discontinued	9.2	N/A	N/A	5.7	N/A	N/A
South Gate Shuttle	612	1,083			Replaced with Micro	53.6	N/A	N/A	20.2	N/A	N/A

Line Description	Line (2019)	Avg Wkday Boardings 2019 Q4	Line (2024)	Avg Wkday Boardings 2024 Q4	Wkday Ridership Recovery 2024 vs 2019	Wkday RSH 2019	Wkday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
LAX C Line Shuttle	625	321			Replaced with Micro	18.7	N/A	N/A	17.2	N/A	N/A
Glassell Park - Glendale College	685	574			Replaced with Micro	29.7	N/A	N/A	19.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT C

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/RSH 2019	Productivity Boardings/RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,478	66	12,792	122.1%	187.7	272.6	145.2%	55.8	46.9	84.1%
Tampa Av & Winnetka Av	243	1,591	242	1,928	121.2%	52.9	63.6	120.2%	30.1	30.3	100.8%
Balboa Bl	236	1,629	235/236	1,970	120.9%	53.9	81.2	150.6%	30.2	24.3	80.3%
Sherman Way	163	8,826	162	10,292	116.6%	199.8	246.1	123.2%	44.2	41.8	94.7%
Rosecrans Av	125	4,507	125	5,183	115.0%	142.7	178.1	124.8%	31.6	29.1	92.1%
Rosemead Bl	266	4,798	266	5,427	113.1%	129.4	191.9	148.3%	37.1	28.3	76.3%
Vermont Av Local	204	19,883	204	22,276	112.0%	274.9	334.7	121.8%	72.3	66.6	92.0%
Willowbrook Av	202	225	202	252	112.0%	19.2	27.9	145.3%	11.7	9.0	77.1%
El Monte - Long Beach VA Express	577	955	577	1,061	111.1%	66.1	79.3	120.0%	14.4	13.4	92.6%
Alondra Bl	128	1,080	128	1,196	110.7%	47.8	43.6	91.2%	22.6	27.4	121.4%
Vanowen St	165	7,792	165	8,525	109.4%	189.5	221.4	116.8%	41.1	38.5	93.6%
Nordhoff St	166	5,984	166	6,535	109.2%	148.8	150.1	100.9%	40.2	43.5	108.3%
LAC USC Medical Center Shuttle	605	2,223	605	2,404	108.1%	54.9	64.6	117.7%	40.5	37.2	91.9%
Downtown LA - Glenoaks Bl - Sylmar	92	5,502	92	5,915	107.5%	185.8	237.2	127.7%	29.6	24.9	84.2%
Victory Bl	164	6,012	164	6,380	106.1%	167.3	204.4	122.2%	35.9	31.2	86.9%
Century Bl	117	8,701	117	9,186	105.6%	222.5	233.9	105.1%	39.1	39.3	100.4%
Van Nuys Bl Local	233	11,052	233	13,327	105.0%	703.3	789	112.2%	40.3	37.8	93.6%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,378							
Sepulveda Bl Local	234	5,257	234	9,083							
Sepulveda Bl - Westside Rapid (734)	734	5,825									
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Compton Av	55	7,398	55	7,725	104.4%	176.2	199.7	113.3%	42.0	38.7	92.1%
Soto St	251	8,070	251	14,860	103.7%	337.2	359		42.5	41.4	97.4%
Soto St - Griffin Av	252	2,185									
Soto St Rapid	751	4,071									
Gage Av	110	7,743	110	8,020	103.6%	205.3	227.3	110.7%	37.7	35.3	93.6%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,430	103.5%	63.6	63.3	99.5%	21.7	22.6	104.0%
Roscoe Bl	152	10,455	152	10,665	102.0%	225.7	231.6	102.6%	46.3	46.0	99.4%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Florence Av	111	14,722	111	14,980	101.8%	282.1	347.9	123.3%	52.2	43.1	82.5%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,533	101.3%	188.8	197.2	104.4%	23.7	23.0	97.0%
Central Av	53	11,637	53	11,698	100.5%	237.0	291.3	122.9%	49.1	40.2	81.8%
3rd St	16	21,304	16	20,619	99.8%	426.1	486.1	114.1%	50.0	43.7	87.5%
Robertson BI - Beverwil Dr			617	642							
Ventura BI Local	150	8,277	150	3,162	98.1%	517.3	518.5	1.00232	33.8	33.1	97.9%
Reseda BI/Ventura BI Local			240	12,186							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,822							
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Ventura BI Rapid	750	2,342									
Slauson Av	108	15,044	108	14,638	97.3%	331.9	376.3	113.4%	45.3	38.9	85.8%
Hoover St	603	7,187	603	7,903	96.9%	225.8	235	104.1%	36.1	33.6	93.1%
Silver Lake	201	970									
Saticoy St	169	2,193	169	2,079	94.8%	87.0	80	92.0%	25.2	26.0	103.1%
Paramount BI	265	1,397	265	1,324	94.8%	51.6	47.1	91.3%	27.1	28.1	103.8%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	3,140	94.7%	289.8	291.4	100.6%	24.7	23.3	94.1%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	459							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	3,177							
Venice BI Local	33	10,229	33	16,870	94.6%	494.3	500.7	101.3%	36.1	33.7	93.4%
Venice BI Rapid	733	7,595									
Santa Monica BI Local	4	14,738	4	23,666	94.4%	642.1	633.4	98.6%	39.0	37.4	95.7%
Santa Monica BI Rapid	704	10,331									
Vernon Av, La Cienega BI	105	10,158	105	14,710	93.1%	356.1	348.5	97.9%	44.3	42.2	95.2%
Vernon Av, La Cienega BI Rapid	705	5,635									
Western Av Local	207	15,723	207	25,444	92.0%	425.2	440.2	103.5%	65.0	57.8	88.9%
Western Av Rapid	757	11,929									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,727	78	7,025	91.0%	364.1	314	86.2%	24.0	25.3	105.5%
Rose Hill - Arcadia via Huntington Dr			179	914							
La Brea Av	212	10,575	212	9,610	90.9%	240.2	300.1	124.9%	44.0	32.0	72.7%
Huntington Park Shuttle	611	1,537	611	1,393	90.6%	55.8	50.1	89.8%	27.5	27.8	100.9%

Line Description	Line (2019)	Avg Sat Boardings 2019 Q4	Line (2024)	Avg Sat Boardings 2024 Q4	Sat Ridership Recovery 2024 vs 2019	Sat RSH 2019	Sat RSH 2024	% 2024 over 2019	Productivity Boardings/RSH 2019	Productivity Boardings/RSH 2024	Productivity % 2024 over 2019
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,968	90.2%	379.6	329.3	86.7%	34.4	35.7	103.9%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	804							
Plummer St, Woodman Av	158	2,031	158	1,815	89.4%	58.5	49.9	85.3%	34.7	36.4	104.8%
Montebello - Downtown LA via Cesar Chavez Av	68	5,356			89.0%	582.3	595.3	102.2%	38.7	33.7	87.0%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,274									
Downtown LA - City Terrace - CSULA	71	1,544	70	15,670							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	4,362							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880									
MLK - Hawthorne BI	40	13,647	40	14,086	89.0%	415.6	440.2	105.9%	38.1	32.0	84.0%
Hawthorne BI Rapid	740	2,178									
Hollywood - Pasadena	180	8,147	180	7,785	88.2%	594.4	583.9	98.2%	35.7	32.0	89.7%
Hollywood BI Fairfax BI	217	6,506	217	10,899							
Hollywood/Fairfax - Pasadena Rapid	780	6,542									
Downtown LA - Foothill BI	90	7,144	90	6,059	88.0%	579.5	627.6	108.3%	32.1	26.9	83.8%
Hollywood Way	222	1,280	222	1,113							
Lankershim BI	224	7,224	224	6,740							
Whiteoak Av, Woodley Av	237	2,011	237	1,849							
Whiteoak Av	239	971									
Foothill BI			690	1,142							
Manchester Av - Firestone BI	115	14,135	115	12,301	87.0%	301.9	291.8	96.7%	46.8	42.2	90.0%
Normandie Av	206	10,461	206	9,105	87.0%	189.9	202.6	106.7%	55.1	44.9	81.6%
North Hollywood - Pasadena Express	501	1,522	501	1,321	86.8%	93.0	83.7	90.0%	16.4	15.8	96.4%
Downtown LA - Norwalk - Disneyland	460	4,949	460	4,277	86.4%	219.4	178.5	81.4%	22.6	24.0	106.2%
Whitter BI W 6th St	018	17,249	018	20,413	85.9%	1180.5	1275.3	108.0%	48.7	38.7	79.5%
Wilshire BI Local	020	12,679	020	8,954							
Wilshire BI Rapid	720	27,545	720	19,989							
CSULA - City Terrace Shuttle	665	724	665	620	85.6%	27.1	34.9	128.8%	26.7	17.8	66.5%
Downtown LA - San Fernando Rd - North Hollywood	094	4,228	094	7,035	85.3%	454.0	404.8	89.2%	26.2	25.1	95.7%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,380							

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Magnolia BI North Hollywood - Burbank - Glendale	183	1,669									
Burbank BI Oxnard St	154	775	154	572							
Riverside Dr	155	1,341	155	1,170							
Sunset BI (became Sunset BI - Alvarado St)	2	11,853	2	19,294	84.9%	496.5	472.4	95.1%	45.8	40.8	89.2%
Alvarado St	200	10,875									
Imperial Hwy	120	3,663	120	3,073	83.9%	137.6	131.9	95.9%	26.6	23.3	87.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	20,015	910/950	16,618	83.0%	427.5	389.6	91.1%	46.8	42.7	91.1%
Crenshaw BI Local	210	10,114	210	13,408	81.9%	376.6	347.2	92.2%	43.5	38.6	88.8%
Crenshaw BI Rapid	710	6,266									
Broadway Local	45	11,583	45	13,588							
Broadway Rapid	745	6,656			81.8%	475.5	414.3	87.1%	40.0	37.6	93.9%
Compton BI, Somerset BI	127	804	127	1,984							
Downtown LA - Artesia via Long Beach BI	60	13,559	60	14,576	80.9%	419.8	426.8	101.7%	42.9	34.2	79.6%
Long Beach BI Rapid	760	4,462									
Avalon BI, W 7th St	51	22,950	51	18,485	80.5%	415.0	429.6	103.5%	55.3	43.0	77.8%
Figueroa St	81	13,252	81	10,076							
Downtown LA - Eagle Rock via York BI	83	2,465			79.7%	415.2	353.3	85.1%	39.3	36.8	93.6%
Silver Lake - East Hollywood	175	609	182	2,929							
Laurel Canyon BI	230	4,072	230	3,232	79.4%	100.3	93.1	92.8%	40.6	34.7	85.5%
Telegraph Rd	62	4,158	62	3,210	77.2%	159.4	127.5	80.0%	26.1	25.2	96.5%
Valley BI	76	8,079	76	6,148	76.1%	212.4	214.9	101.2%	38.0	28.6	75.2%
Olympic BI Local	28	8,406	28	10,492							
Olympic BI Rapid	728	5,776			74.0%	401.1	309	77.0%	35.4	34.0	96.0%
Beverly BI - W Adams BI	14/37	16,997	14/37	12,162	71.6%	382.5	277	72.4%	44.4	43.9	98.8%
Pico BI	30	11,903	30	8,474	71.2%	297.8	231.6	77.8%	40.0	36.6	91.5%
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Los Robles Av (687); Allen Av (686)	687	1,239	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,424	487/489	1,408							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,401	901	13,964	65.2%	345.6	296.9	85.9%	61.9	47.0	76.0%
Melrose Av/Main St/San Pedro St	10/48	11,395	10/48	7,304	64.1%	284.3	216.2	76.0%	40.1	33.8	84.3%
Westwood - Pacific Palisades	602	1,662	602	1,048	63.1%	76.9	54.5	70.9%	21.6	19.2	89.0%
La Tijera BI, Exposition BI	102	2,516	102	1,487	59.1%	90.1	68.6	76.1%	27.9	21.7	77.6%
Van Ness Av/Arlington Av	209	835	209	409	49.0%	44.0	31.4	71.4%	19.0	13.0	68.6%
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Riverside Dr	96	1,313	96	570	43.4%	85.7	47.6	55.5%	15.3	12.0	78.2%
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Manhattan Beach BI	126	196			Discontinued	13.8	N/A	N/A	14.2	N/A	N/A
Artesia BI	130	2,493			Transferred to Municipal Agencies	106.6	N/A	N/A	23.4	N/A	N/A
Boyle Av	254	754			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	171			Discontinued	10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	52			Discontinued	9.2	N/A	N/A	5.7	N/A	N/A
South Gate Shuttle	612	1,083			Replaced with Micro	53.6	N/A	N/A	20.2	N/A	N/A
LAX C Line Shuttle	625	321			Replaced with Micro	18.7	N/A	N/A	17.2	N/A	N/A
Glassell Park - Glendale College	685	574			Replaced with Micro	29.7	N/A	N/A	19.3	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 4, Calendar Year 2019 to Quarter 4, Calendar Year 2024

ATTACHMENT D

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	128	665	277	216.4%	11.7	30.3	259.0%	10.9	9.1	84%
Rosecrans Av	125	1,662	125	2,537	152.6%	71.2	106.9	150.1%	23.3	23.7	102%
Sherman Way	163	3,506	162	5,252	149.8%	89.4	134.9	150.9%	39.2	38.9	99%
North Hollywood - Pasadena Express	501	442	501	657	148.6%	31.4	60.2	191.7%	14.1	10.9	78%
Nordhoff St	166	1,800	166	2,654	147.4%	55.9	79.9	142.9%	32.2	33.2	103%
Rosemead BI	266	2,317	266	3,336	144.0%	76	126.5	166.4%	30.5	26.4	87%
LAC USC Medical Center Shuttle	605	709	605	1,009	142.3%	27	49.6	183.7%	26.3	20.3	77%
Westwood - Pacific Palisades	602	371	602	528	142.3%	37.3	50	134.0%	9.9	10.6	106%
Roscoe BI	152	4,152	152	5,846	140.8%	102.8	170.4	165.8%	40.4	34.3	85%
Van Nuys BI Local	233	6,356	233	8,602	138.1%	139.2	220.2	157.4%	35.9	31.5	88%
Sepulveda BI	234	4,590	234	4,847		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,329	761	3,503		34.6	139.6				
Vanowen St	165	2,692	165	3,672	136.4%	77	111.8	145.2%	35.0	32.8	94%
Downtown LA - Foothill BI	90	2,312	90	3,377	132.0%	87	144.9	162.1%	24.1	19.6	81%
Hollywood Way	222	657	222	616		52.9	56.7				
Lankershim BI	224	3,314	224	3,804		92.3	156.6				
Whiteoak Av, Woodley Av	237	753	237	982		60.3	68.7				
Foothill BI			690	506		0	47.1				
Balboa BI	236	426	236	562	131.9%	25.8	45.5	176.4%	16.5	12.4	75%
Downtown LA - San Fernando Rd - North Hollywood	94	4,022	94	4,417	129.9%	160.3	165.4	158.8%	23.2	19.0	82%
Burbank BI Oxnard St			154	369		0	35.9				
Riverside Dr	155	504	155	769		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	471				26.3	0				
Burbank - Sylmar San Fernando Rd			294	938		0	78.7				
E Olympic BI/W 8th St	66	5,497	66	7,125	129.6%	124.1	180.5	145.4%	44.3	39.5	89%
Central Av	53	4,934	53	6,213	125.9%	125.7	210	167.1%	39.3	29.6	75%
Downtown LA - Glenoaks BI - Sylmar	92	2,814	92	3,537	125.7%	123.2	158.7	128.8%	22.8	22.3	98%
Hawthorne BI, Rancho Palos Verdes	344	671	344	836	124.6%	39.7	44.5	112.1%	16.9	18.8	111%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Canoga Station - Thousand Oaks	161	379	161	469	123.7%	27.4	40.8	148.9%	13.8	11.5	83%
Century BI	117	4,112	117	5,070	123.3%	121.8	122.1	100.2%	33.8	41.5	123%
Gage Av	110	2,822	110	3,448	122.2%	98.9	111.3	112.5%	28.5	31.0	109%
Ventura BI	150	5,869	150	1,619	120.9%	185.8	90.9	158.0%	32.1	24.5	77%
Topanga Canyon BI	245	299	244	706		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,329	240	6,741		34.7	233				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,179	205	1,244	120.8%	70.9	87	118.9%	16.9	17.2	102%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,219	246	2,149		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	410				33.9	0				
Crenshaw BI	210	7,389	210	8,921	120.7%	189.3	311.4	164.5%	39.0	28.6	73%
Vermont Av Local	204	12,132	204	14,616	120.5%	196.5	257.9	131.2%	61.7	56.7	92%
Soto St	251	5,026	251	6,632	116.9%	149.9	234.3	130.5%	31.6	28.3	90%
Soto St - Griffin Av	252	649				29.6	0				
Pasadena - Highland Park - Eastern Av	256	570	256	327	116.5%	53.8	46.9	106.8%	12.5	13.6	109%
Fremont Av - Eastern Av - Garfield Av			258	868		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	939	267	653		67.1	27.3				
El Monte - Pasadena via Baldwin Av	268	783	268	427		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	241		0	16.8				
Downtown LA - San Gabriel BI	487	813	487	440		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,282		0	75.3				
Los Robles Av (687); Allen Av (686)	687	532	686			45.1	15.6				
Slauson Av	108	5,863	108	6,757	115.2%	150.2	219	145.8%	39.0	30.9	79%
Compton Av	55	3,154	55	3,617	114.7%	104	117.5	113.0%	30.3	30.8	102%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,493	232	2,847	114.2%	119.8	134.6	112.4%	20.8	21.2	102%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,469	910/950	7,362	113.8%	201.6	202.5	100.4%	32.1	36.4	113%
Western Av Local	207	14,123	207	16,054	113.7%	206.2	300.6	145.8%	68.5	53.4	78%
Victory BI	164	2,442	164	2,709	110.9%	87.7	108.1	123.3%	27.8	25.1	90%
Imperial Hwy	120	1,509	120	1,674	110.9%	87.6	87.6	100.0%	17.2	19.1	111%
Santa Monica - Malibu via Pacific Coast Hwy	534	701	134	777	110.8%	44.4	51.1	115.1%	15.8	15.2	96%
Vernon Av, La Cienega BI	105	7,420	105	8,217	110.7%	167	220	131.7%	44.4	37.4	84%

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Studio City - Beverly Hills	218	408	218	447	109.6%	25.1	32.4	129.1%	16.3	13.8	85%
Santa Monica BI Local	4	9,619	4	17,278	109.4%	282.2	464.9	107.0%	36.3	37.2	102%
Santa Monica BI Rapid	704	6,169				152.3	0				
3rd St	16	11,642	16	12,411	109.2%	242.8	294.5	136.9%	47.9	38.3	80%
Robertson BI - Beverwil Dr			617	306		0	37.9				
Huntington Park Shuttle	611	791	611	863	109.1%	49.8	50.2	100.8%	15.9	17.2	108%
Montebello - Downtown LA via Cesar Chavez Av	68	3,565			108.4%	102.2	0	125.1%	33.3	28.9	87%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,473	70	9,473		181.3	291.9				
Downtown LA - City Terrace - CSULA	71	401				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,844		0	99.8				
Whitter BI W 6th St	18	8,744	18	13,290	108.1%	203.8	345	133.9%	38.8	31.4	81%
Wilshire BI Local	20	5,152	20	5,501		183.4	238.9				
Wilshire BI Rapid	720	14,310	720	11,692		339.1	388.3				
Sunset BI (became Sunset BI - Alvarado St)	2	5,814	2	12,851	107.6%	185.3	379.6	123.2%	38.8	33.9	87%
Alvarado St	200	6,126				122.7	0				
La Brea Av	212	5,078	212	5,455	107.4%	136.9	187.6	137.0%	37.1	29.1	78%
Manchester Av - Firestone BI	115	6,385	115	6,833	107.0%	165.3	168.1	101.7%	38.6	40.6	105%
Venice BI Local	33	4,876	33	10,741	105.7%	170.1	349.5	98.8%	28.7	30.7	107%
Venice BI Rapid	733	5,285				183.8	0				
Hollywood - Pasadena	180	7,507	180	5,386	105.5%	238.4	253.7	117.6%	31.6	28.4	90%
Hollywood BI Fairfax BI	217	4,114	217	6,873		129.3	178.6				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,862	260	5,442	105.3%	166.9	176.1	127.4%	35.1	29.0	83%
Pasadena - Altadena via Fair Oaks Av			660	731		0	36.5				
Plummer St, Woodman Av	158	721	158	738	102.4%	40.5	43	106.2%	17.8	17.2	96%
Figueroa St	81	5,899	81	5,999	102.1%	161.4	203.1	123.2%	30.5	25.3	83%
Downtown LA - Eagle Rock via York BI	83	1,322				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,374		0	88.9				
MLK - Hawthorne BI	40	8,092	40	8,245	101.9%	245.7	297.8	121.2%	32.9	27.7	84%
Florence Av	111	8,470	111	8,523	100.6%	208.9	215.1	103.0%	40.5	39.6	98%

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,452	78	3,792	100.0%	166.7	139.6	114.8%	26.7	23.3	87%
Rose Hill - Arcadia via Huntington Dr			179	659		0	51.8				
Laurel Canyon BI	230	1,499	230	1,488	99.3%	56.8	56.4	99.3%	26.4	26.4	100%
Downtown LA - Norwalk - Disneyland	460	2,905	460	2,860	98.5%	155.5	151.3	97.3%	18.7	18.9	101%
Normandie Av	206	5,426	206	5,195	95.7%	115.8	134.2	115.9%	46.9	38.7	83%
Avalon BI, W 7th St	51	12,208	51	11,608	95.1%	261.9	257.6	98.4%	46.6	45.1	97%
Paramount BI	265	594	265	563	94.8%	37.5	37.5	100.0%	15.8	15.0	95%
Broadway Local	45	8,085	45	8,315	93.9%	200.5	259.3	132.5%	38.1	27.0	71%
Compton BI, Somerset BI			127	973		0	84.3				
Broadway Rapid	745	1,805				58.8	0				
Hoover St	603	4,628	603	4,695	92.1%	127.5	160.3	103.0%	32.8	29.3	89%
Silver Lake	201	468				28.1	0				
Downtown LA - Artesia via Long Beach BI	60	8,586	60	7,878	91.8%	224.7	304.6	135.6%	38.2	25.9	68%
Beverly BI - W Adams BI	14/37	6,794	14/37	6,218	91.5%	186	209.4	112.6%	36.5	29.7	81%
Telegraph Rd	62	2,089	62	1,900	91.0%	89.4	86.5	96.8%	23.4	22.0	94%
Washington BI/W Jefferson BI	35/38	2,721	35/38	2,439	89.6%	105.7	103.1	97.5%	25.7	23.7	92%
Olympic BI Local	28	6,721	28	5,987	89.1%	226	209.3	92.6%	29.7	28.6	96%
Vermont Av Rapid	754	8,712	754	7,754	89.0%	111.7	140.7	126.0%	78.0	55.1	71%
Coldwater Canyon Av - Devonshire St	167	1,043	167	917	87.9%	69.1	68.8	99.6%	15.1	13.3	88%
Melrose Av/Main St/San Pedro St	10/48	4,250	10/48	3,635	85.5%	146.3	144.2	98.6%	29.0	25.2	87%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,157	901	7,662	83.7%	220.5	232.9	105.6%	41.5	32.9	79%
Valley BI	76	4,575	076	3,856	84.3%	136	152.7	112.3%	33.6	25.3	75%
La Tijera BI, Exposition BI	102	1,305	102	1,082	82.9%	78.1	66.8	85.5%	16.7	16.2	97%
Pico BI	30	7,675	30	5,736	74.7%	203.1	175.1	86.2%	37.8	32.8	87%
Riverside Dr	96	526	96	393	74.7%	38.8	31.6	81.4%	13.6	12.4	92%
Warner Center Shuttle	601	662	601	210	31.7%	70.7	37.1	52.5%	9.4	5.7	60%
Alondra BI			128	583	New Sunday Service	0	43.7	N/A	N/A	13.3	N/A
Tampa Av & Winnetka Av			242/243	927	New Sunday Service	0	55	N/A	N/A	16.9	N/A

Line Description	Line (2019)	Avg Sun Boardings 2019 Q4	Line (2024)	Avg Sun Boardings Q4-2024	Sun Ridership Recovery 2024 vs 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2023 over 2019	Productivity Boardings/RSH 2019	Productivity Boardings/RSH 2024	Productivity % 2024 over 2019
Artesia BI	130	853			Transferred to Municipal Agencies	57.2	0	N/A	14.9	N/A	N/A
Saticoy St			169	956	New Sunday Service	0	61.9	N/A	N/A	15.4	N/A
South Gate Shuttle	612	722			Replaced with Micro	52.3	0	N/A	13.8	N/A	N/A



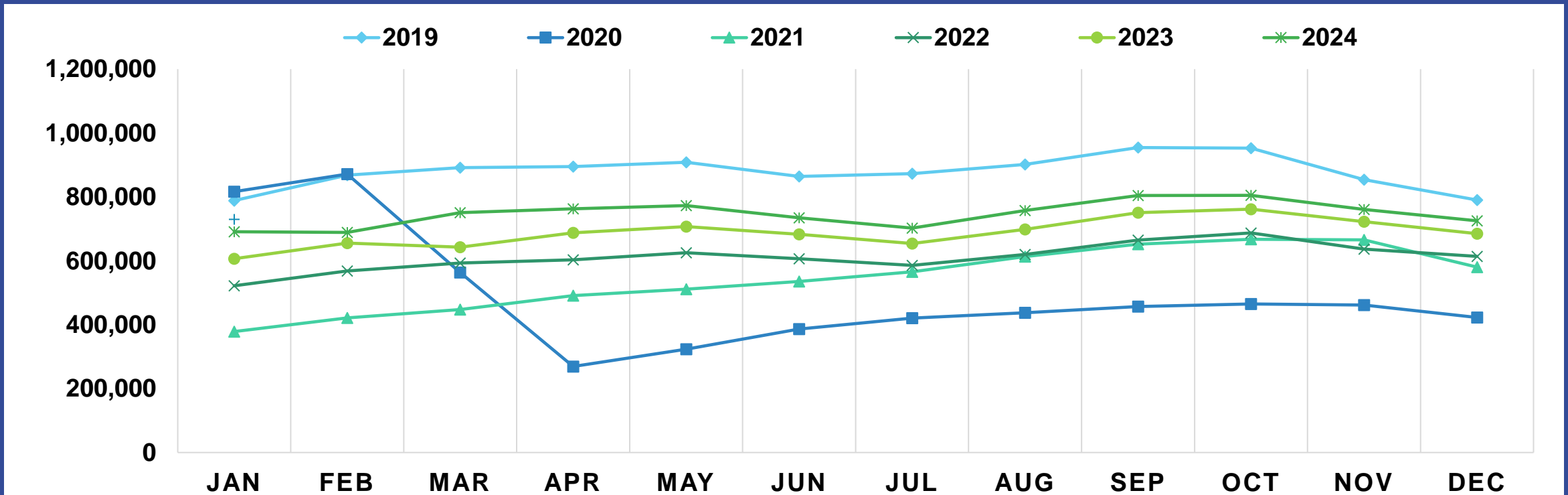
**NextGen Ridership Update
Quarter 4, Calendar Year 2024**

Operations, Safety, and Customer Experience Committee

April 17, 2025

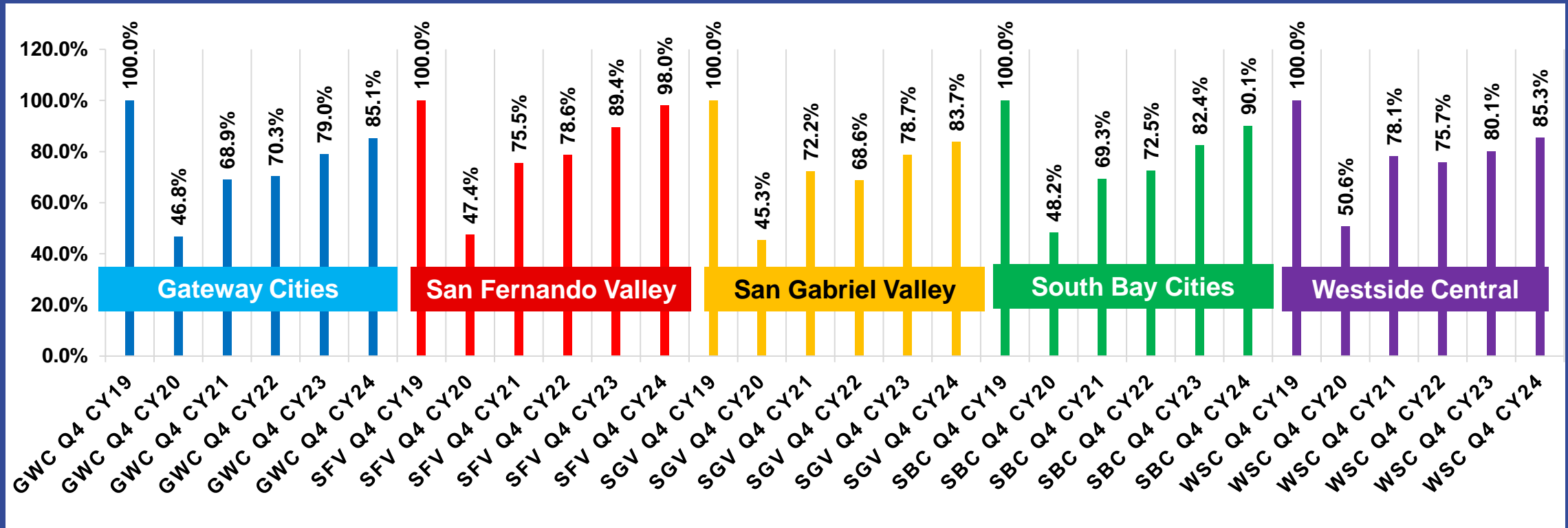
Metro[®]

Average Weekday Ridership 2019-2024



- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q4) was 88.1%. Highest average weekday ridership in Q4 was October 2024, a post-COVID record Q4 high of 804,963.
- Q4 average 2024 Saturday ridership recovery was 96.2% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 545,208 average Saturday boardings in October 2024.
- Q4 average 2024 Sunday ridership recovery was 107.4% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 450,972 average Sunday boardings in October 2024.

Average Weekday Ridership Recovery by Service Area Q4 CY2019 – Q4 CY2024



All service areas improved their recovery rates by 6.4-9.6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 98.0% weekdays. Similar pattern on weekends with San Fernando Valley at 109.2% recovery Saturday and 125.7% recovery Sunday. The EFC share of average weekday ridership is now 0.7% above pre-COVID levels.



Weekday Ridership by Time Period Q4 CY2019 to Q4 CY2024

Time Period	CY2020 Q4	CY2024 Q4
Early AM	45%	80%
AM Peak	37%	76%
Midday	54%	92%
PM Peak	44%	84%
Evening	48%	86%
Late Evening	51%	97%
Overnight Owl	58%	101%

Midday ridership recovery (base) at 85% continues to exceed 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 76% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 84% has stronger recovery than AM peak.
- Late evening and Owl ridership periods recovered most strongly at 97% and 101% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q4 CY2024, ridership fully recovered to above pre-pandemic levels on 25 weekday lines (up from 20 in Q2 CY2024), 34 Saturday lines (up from 29), and 53 Sunday lines (up from 43).
 - Weekday lines with ridership recovery above 88.1% average: 17-Tier 1, 12-Tier 2, 6-Tier 3, and 10-Tier 4
 - Saturday lines with ridership recovery above 96.2% average: 15-Tier 1, 11-Tier 2, 8-Tier 3, and 5-Tier 4
 - Sunday lines with ridership recovery above 107.4% average: 17-Tier 1, 11-Tier 2, 8-Tier 3, and 8-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 have recovered more slowly. Significantly improved ridership recovery for lines that received improved frequencies in June and December 2024

Number of Lines/Groups with Above Average Recovery Q4 CY2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	17	15	17
Tier 2	12	11	11
Tier 3	6	8	8
Tier 4	10	5	8
Total	45	39	44

Bus Speed & Reliability Projects

DRAFT, 3/21/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

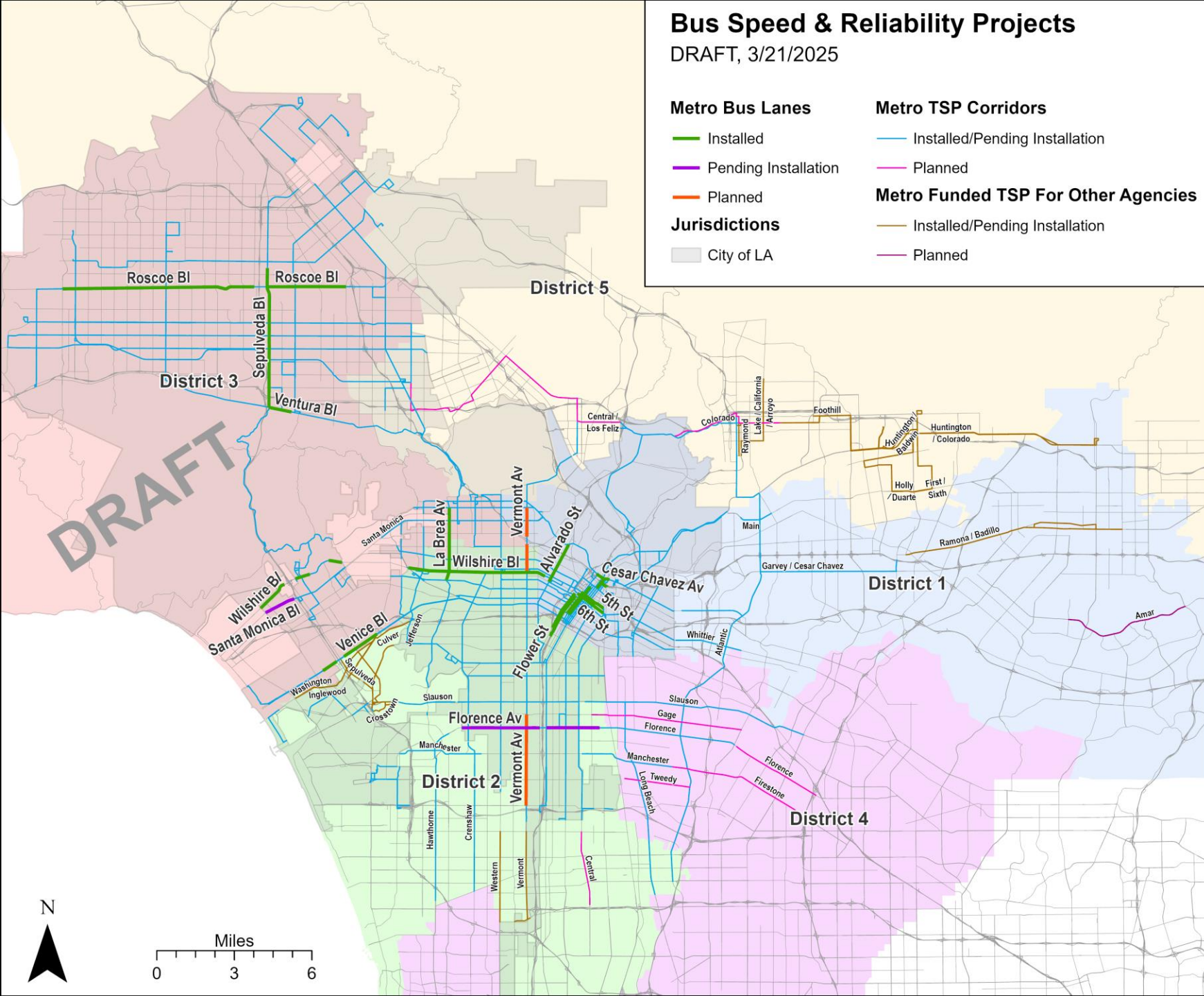
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 70.7 lane miles complete
- 12.6 lane miles pending construction
- 11.5 lane miles in-progress

Roscoe bus lanes completed

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

Recent on-board rider bus lane survey

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

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 June 2025

Headway Based Operation Pilot

- Pilot completed for Line 16

Camera Based Lane Enforcement

- Approved by LA City Council October 2024
- Phase 1 launched November 1, 2024
- Phase 2 launched February 17, 2025