



Board Report

File #: 2025-0305, **File Type:** Informational Report

Agenda Number: 43.

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

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2025

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 first quarter of calendar year 2025 (Q1 CY2025), consisting of January, February, and March 2025, compared to the pre-pandemic and start of 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 or 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.
- A 1-2% operator shortage has existed since December 2023, when the operator requirement increased due to greater peak service from higher ridership and recruitment challenges. Recruitment efforts were increased in response, and overall canceled service levels remain low. Full operator staffing was again achieved by January 2025, with cancellation rates during the first half of 2025 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 is another speed and reliability initiative that should begin implementation in CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is nearer pre-COVID levels as of Q1, with average Sunday ridership 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 Q1 CY2025, average daily bus system ridership continues to grow. The recovery rates of Q1 CY2025 compared to Q1 CY2019 are:

- Weekday ridership was 87.3% (up from 83.7% in Q1 CY2024)
- Saturday ridership was 103.3% (up from 94.0% in Q1 CY2024)
- Sunday ridership was 105.4% (up from 98.3% in Q1 CY2024).

The San Fernando Valley continues to show the highest ridership recovery in Q1 CY2025 compared to the four other service areas at 94.9% of pre-pandemic Q1 CY2019 levels on weekdays (up from 88.5% in Q1 CY2024), 116.3% Saturdays (up from 103.2% in Q1 CY2024), and 120.8% Sundays (up from 109.1% in Q1 CY2024). Increased ridership of 7.3% occurred on weekdays for the San Fernando Valley over the same quarter of 2024, with a 12.7% gain on Saturday and a 1.7% gain on Sunday. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially during off-peak frequencies for many Tier 2 lines (to 15-minute service), with their service improved all day on weekdays, with some weekend improvements as well.

This quarter, the percentage of boardings in Equity Focus Communities (EFCs) is around 1.2% above pre-pandemic levels for weekdays, with a 0.3% increase for Saturday and a slight 0.1% decline for Sunday compared to pre-pandemic levels. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements, especially off-peak weekdays.

Midday weekday Q1 CY2025 ridership recovery was at 90% of pre-pandemic levels, exceeding both AM peak (73%) and PM peak (80%) 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 showed the highest recovery at 94%, with the late evening period also high at 93% recovery. These two periods have the highest proportion of transit-dependent riders and declined the least during the pandemic. The 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 late March 2025 for federal workers who are now required to attend their office five workdays each week, so these impacts will be present in Q2 reporting. Similarly, California state government employees must attend their office four workdays per week beginning in July 2025, which will be reflected in Q3 reporting.

The average passenger trip length remains at 3.4 miles for weekdays and Saturday, with 3.5 miles for Sunday, the same as the previous few quarters. 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 Q1 CY2025, there were 28-weekday lines/line groups (up from 25 in Q4 CY2024 and up from 12 the same quarter of 2024), 50 Saturday lines/line groups (a big jump up from 34 in Q4 CY2024 and up from 26 the same quarter of 2024), and 50 Sunday lines/line groups (down from 53 in Q4 CY2024 but up from 34 the same quarter of 2024) exceeding their pre-COVID Q1 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 Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q1 CY2025. 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

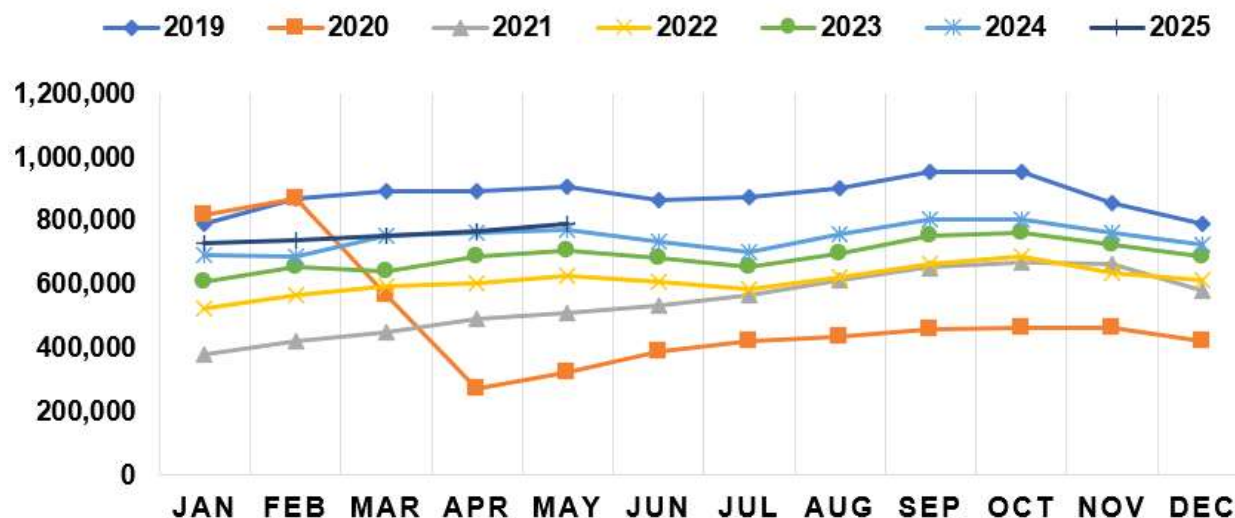
Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

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.

The post-pandemic average weekday ridership of 761,757 record 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. By comparison, in Q1 2025, the highest month for average weekday ridership was March 2025 with 753,249, though this was exceeded in May 2025 with 791,214 (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024).

Chart 1: Average Weekday Ridership by Month



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 94.9% in Q1 CY2025 (up from 88.5% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 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 Q1 CY2025 San Fernando Valley area average weekday ridership compared to Q1 CY2024 increased by 8.6%, indicating that ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q1 CY2025 were as follows, each increasing compared to the same quarter in CY2023:

- San Gabriel Valley: 76.9% (down 2.3% from 79.2% in Q1 CY2024 due to two bus lines moving to Pasadena Transit)

- Gateway Cities: 77.9% (up 2.0% from 75.9% in Q1 CY2024)
- Westside Central: 83.4% (up 0.9% from 82.5% in Q1 CY2024)
- South Bay Cities: 82.9% (up 2.1% from 80.8% in Q1 CY2024)

San Fernando Valley had the highest growth rate of 7.3% on weekdays, above that of the other four service areas that grew by between 1.2% and 2.9% over the same quarter of 2024. Increased efforts will be given to these and the other two service areas to identify service improvement opportunities and generate higher ridership. However, the San Fernando Valley service area had a three percent gain in revenue service hours as part of the NextGen Bus Plan, with no other service area having such gains in service. This is a likely primary reason for the ridership gains in the San Fernando Valley and the more limited growth and recovery in other areas.

Saturday's average recovery rate for Q1 CY2025 was 103.3% overall, an increase from 94.0% for the same quarter of 2024. San Fernando Valley again showed the highest recovery, at 116.3% (up from 103.2%), while other areas were 88.4% to 97.1% (up 79.8% from 90.9%). Saturday ridership increased in all service areas by 6.9%-12.7% over the same quarter in CY2024. San Fernando Valley and Gateway Cities had the highest increases at 12.7% and 10.7% respectively, with the other three service areas increasing by between 6.9% and 8.1%.

The average Sunday ridership recovery rate was 105.4% overall, up from 98.3% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 120.8% (up from 109.1% in Q1 CY2024), and three other service areas varied in recovery rate from 88.5% to 99.9% (up from 83.7% to 96.0% in Q1 CY2024). Sunday Q1 CY2025 ridership increased by 10.7% for the San Fernando Valley and by between 1.6% and 5.7% for the other four service areas compared to Q1 CY2024.

Table 4: Percentage Change in Average Daily Ridership by Service Area and Day Type, Q1 CY 2025 compared to Q1 CY2024

	Weekday	Saturday	Sunday
Gateway Cities	2.7%	10.7%	5.7%
San Fernando Valley	7.3%	12.7%	10.7%
San Gabriel Valley	-2.9%	7.3%	1.6%
South Bay Cities	2.7%	8.1%	5.4%
Westside Central	1.2%	6.9%	4.0%

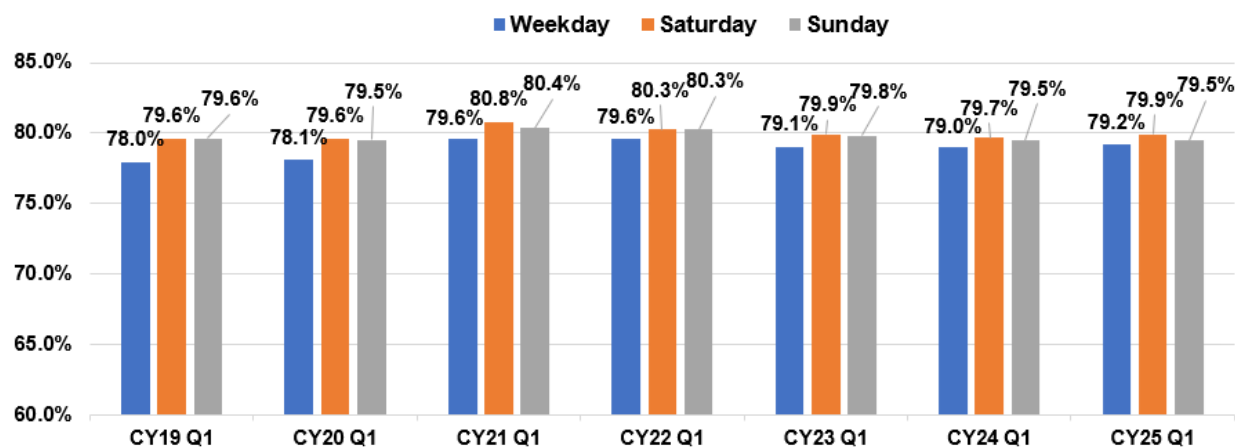
Table 4 above shows full details of the percentage change in average daily ridership by service area between Q1 CY2025 and Q1 CY2024. See Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q1 CY2025.

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 Q1 CY2025, EFC boardings were 1.2% higher than pre-COVID for weekdays, up 0.3% for Saturday, and slightly down 0.1% for Sunday compared to pre-COVID levels. 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 1.2% 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 100% 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
- Gage Av Line 110
- Century Bl Line 117
- Willowbrook Av Line 202

- Vermont Av Local Line 204
- Soto St East LA and Huntington Park Line 251
- Boyle Heights Shuttle Line 605

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 has 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 (any impacts would be seen in Q2 CY2025) and California state government employees who will need to attend their office four days per week starting in July 2025 (any impacts would be seen in Q3 CY2025).

Ridership by Time Period

As of Q1 CY2025, early AM and AM peak periods ridership for weekdays remain the least recovered at 75% and 73% of 2019 levels, respectively, though improved over the same quarter of CY2024 (73% and 70% respectively). The PM peak and evening recovery rates were 80% and 84%, respectively, again with improvements over the same quarter of CY2024 (79% and 81% respectively). By contrast, the base (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 90%, 93%, and 94%, respectively, again with improvements over the same quarter of CY2024 (87%, 90%, and 92% respectively). This suggests that fewer traditional office workers are commuting on transit during peak morning hours, though factors such as federal and state return-to-office directives may drive further recovery in Q2 and Q3 CY2025.

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 in recovery rates of between 1-3% over the same quarter, Q1 CY2024, though the recovery rate increases are much smaller than the increases seen between Q1 CY2023 and Q1 CY2024 which varied between 4-11% and were strongest for the base (midday) (9%), evening (9%), and late evening (11%), with other time periods increasing by 4-6%. The rate of recovery is slowing.

Saturday early AM and AM peak ridership had the lowest recovery rates, both at 91%. In contrast, Saturday base (midday), PM peak, evening, late evening, and Owl showed higher recovery rates at 98%, 96%, 97%, 99%, and 96%, respectively, so these periods are leading the Saturday ridership recovery, and may be impacted by work and leisure travel in the middle of the day into the evening. The base (midday) showed an impressive 11% increase in recovery rate. Other periods showed a 4-7% increase in recovery rate, except the Owl period, which declined slightly by 1% compared to the same quarter in CY2024.

Sunday recovery rates by time period for Q1 CY2025 were topped by early AM, which was 109%. However, the PM peak and evening recovery rates were also fully recovered (100% and 101% respectively), with other periods between 97 and 99% recovered. The evening period showed the largest increase in recovery rate (9%), while other periods increased between 2-6% compared to Q1 CY2024. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q1 CY2025.

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 remained 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 Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q1 CY2025 versus Q1 CY2019 for each day type (weekday, Saturday, Sunday). Due to the NextGen Bus Plan change involving the restructuring 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 the line level. In Q1 CY2025, 117 individual Metro bus lines were operating (two lines were transferred to Pasadena Transit in December 2024). However, the ridership recovery rate analysis for this quarter is based on 81 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 Q1 CY2025 was 87.3% for weekdays, 103.3% for Saturdays, and 105.4% for Sundays, compared to Q1 CY2019 as a pre-COVID baseline. There were 28 (up from 25 in Q4 CY2024 and from 12 in Q1 CY2024) weekday, 50 Saturday (big jump up from 34 in Q4 CY2024 and 26 in Q1 CY2024), and 50 (down from 53 in Q4 CY20-24 but up from 34 in Q1 CY2024) Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2025. The Saturday and Sunday results tend to show that these two days may be related, with

Saturday showing strong growth this quarter, with less growth on Sunday, which remains largely fully recovered. The review focused on lines showing above and below the 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 almost half 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 Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q1 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	17	17
Tier 2	12	13	12
Tier 3	10	11	10
Tier 4	8	6	5
Total	45	47	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 lower 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. Metro is also monitoring return-to-office initiatives of the federal and state governments that may help increase ridership recovery in Q2 and Q3 of CY2025.

This same pattern was noted for the G Line BRT service between North Hollywood, Canoga Park, and Chatsworth, with notably lower ridership recovery, especially on weekdays (59.6%) but also on weekends (Saturday 70.7%, and Sunday 73.9%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had just over 100% recovery rate weekdays and much higher weekends, and has shown a much stronger recovery, perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders appear not to be traveling as much for work in downtown LA (the G Line feeds the B Line rail to downtown LA), or other employment centers located in the San Fernando Valley, such as Van Nuys, or Warner Center post-COVID. Again, this may largely be linked to telecommuting by office workers, but Warner Center has also seen the closure of a mall. The G Line in Q1 CY2025 is also now being impacted by long-term detours for the Van Nuys grade separation project, which may divert more riders away from this service. There are also factors related to the poor performance of the signal

priority system and some safety-related issues in and around the G Line. Lastly, the G Line may have lost riders to the NextGen improvements to other transit lines in the San Fernando Valley.

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 91.7% on weekdays (up slightly from 91.3% in Q4 CY2024), with the Local Line 204 having a recovery rate of 114.5% (up from 112.0% in Q4 CY2024). 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 69.3% (down from 70.7% in Q4 CY2024). Line 754 saw notably high cancellation rates in 2022 and to some extent in 2023 and 2024, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 138.8%; Rapid 74.0%) and Sunday (Local 113.5%; Rapid 87.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 260 on Atlantic Av and Line 605, which serve 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, with no NextGen route or frequency 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 ridership growth potential some of these lines may have.

A new impact this Q1 CY2025 is from the devastating Palisades and Eaton Canyon fires in early January 2025. The impacts of the Palisades fire were primarily on two bus lines:

- Line 134 (Santa Monica - Malibu)
- Line 602 (Westwood - Pacific Palisades)

These lines were suspended for up to seven weeks. Line 134 is now operating but with a 10-mile zone without bus stops on Pacific Coast Highway (PCH) due to fire recovery activity. Line 602 western half from Bundy to PCH remains out of operation due to fire recovery efforts. These impacts are expected to remain in effect through at least the remainder of 2025. Ridership impacts have lowered recovery rates significantly for these two lines, which are seeing less than half their 2024 ridership levels (Line 134 weekday 30.3%, Saturday 42.1%, Sunday 61.4% recovery rates; Line 602 weekday 26.1%, Saturday 49.4%, Sunday 63.2%).

The Eaton fire at Altadena has impacted Lines 660 and 662, which link Altadena and Pasadena. Both lines remain south of Woodbury Rd (originally Washington Bl). Again, these impacts are expected to remain in place through 2025. Ridership has been impacted on these two lines, though not nearly as severe for Lines 134 and 602.

Bus Line Productivity

Data also consistently shows that increased revenue service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity of lines resulting from the NextGen Bus Plan changes.

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, the distribution of service hours changes between lines and even day types.

The following is a comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen, comparing Q1 2019 with Q1 2025:

- Weekday: 34.9 (2025) versus 38.2 (2019)
- Saturday: 35.2 (2025) versus 34.4 (2019)
- Sunday: 29.2 (2025) versus 33.7 (2019)

The weekday change in productivity is explained by a 2.7% decline in revenue service hours versus an 11.3% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours.

On weekdays, 15 of the 81 lines/line groups managed to exceed their former productivity level, while another 52 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers, as well as lines that had major changes or, in many cases, minimal changes. The lowest level was 37% of former productivity, though this line and the next lowest were both impacted by the January wildfires. Two other weekday underperformers were the G Line BRT in the San Fernando Valley (53.9%) and the Vermont Rapid Line 754 (68.5%), which both relate to very low ridership recovery.

There were 14 weekday lines with productivity under 20, 3 under 10, but two were wildfire-impacted lines (Lines 134, 602), and the other was the Willowbrook - Del Amo Line 202), and these may be opportunities to better align service and ridership levels to increase productivity. In contrast, the highest weekday productivity lines were the Vermont Av Local 204 (66), Vermont Av Rapid 754 (58.8), and Western Av Local 207 (57.1), which operate in the Hollywood-South LA area.

The Saturday productivity change is slightly positive, exceeding the former productivity level, with a 4.9% increase in ridership exceeding the 2.7% increase in service hours. This suggests the Saturday NextGen changes have allocated service hours to increase ridership and productivity.

On Saturday, 43 of the 74 lines/line groups managed to exceed their former productivity level, while another 28 lines/line groups exceeded 80.0% (the majority of these were over 90%). These were a

mix of all frequency tiers, as well as lines that had major changes or, in many cases, minimal changes. The lowest level was 49% of former productivity, though this line and the next lowest were both impacted by the January wildfires. One other Saturday underperformer was the G Line BRT in the San Fernando Valley, which relates to low ridership recovery.

There were 16 Saturday lines with productivity under 20, 3 under 10, but two were wildfire-impacted lines. The other was the Warner Center shuttle, which may be an important opportunity to better align service and ridership levels to increase productivity. In contrast, the highest Saturday productivity lines were the Vermont Av Local 204 (70.4), Vermont Av Rapid 754 (65.2), and Western Av Local 207 (66.2), which operate in the Hollywood-South LA area.

While the Sunday ridership was up 7.0% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong.

On Sunday, of the 74 lines/line groups, 16 managed to exceed their former productivity level. These were a mix of all frequency tiers, as well as lines that had, in many cases, minimal changes. The lowest level was 47% of former productivity, though this line and the next lowest were both impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels.

There were 24 Sunday lines with productivity under 20, 3 under 10, but they were wildfire-impacted lines. The other Warner Center shuttle may be an important opportunity to better align service and ridership levels to increase productivity. In contrast, the highest Sunday productivity lines were the Vermont Av Local 204 (56.7), Vermont Av Rapid 754 (52.3), and Western Av Local 207 (53.5), which operate in the Hollywood-South LA area.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, D). These ridership recovery and productivity 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 Q2 CY2025 (April through June 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, 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:

Sunset Bl Boulevard Bus Priority Lanes (Metro Line 2)

Metro will begin outreach on the Sunset Bl Bus Priority Lane project in Summer 2025. This 8.4 lane-mile project on Sunset Bl, between Vermont Av and Havenhurst Dr, will improve bus speed and reliability for the over 19,000 daily weekday riders on Metro Line 2. The project proposes to convert existing peak-hour parking lanes on Sunset Bl to peak-hour bus priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2025, the designs were completed for both the City of LA and the Unincorporated LA County portions of the Florence Av Bus Priority Lanes project. 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 Q3 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 in summer 2025, with the southern segment following afterward.

Bus Lane Enforcement (BLE)

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.

Metro has completed the required 60-day education and outreach effort on the affected BLE lines. There are now 100 vehicles equipped with photo/video capabilities that are capturing vehicles stopped or parked on bus lanes during posted operating hours, as well as at bus stops along the affected routes. The initial phase of the BLE program is now fully operational as of May 12, 2025. A bus lane enforcement expansion program is in early development

Metro is working with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits. This extended BLE program effort is targeted to begin in the mid-summer timeframe.

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 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 that enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Planned service changes are agendaized and presented in detail publicly at the affected Service Council region's meetings for feedback from Councilmembers and members of the public. 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, comments received through Customer Care, and general public comment received through 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.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it assesses Metro bus ridership trends. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*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 Q1 CY2025

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

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

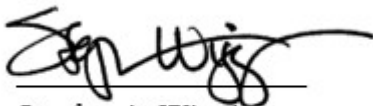
Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

Prepared by:

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

Reviewed by:

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

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

NextGen Ridership Analysis – Q1 CY2025

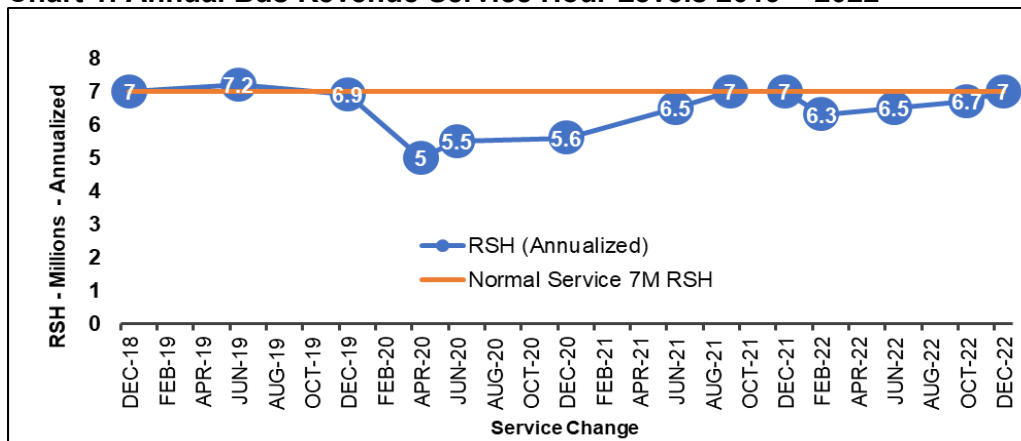
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel 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. Another impact specific to a small group of lines in Q1 CY2025 is the devastating Palisades and Eaton fires and impacts from their ongoing recovery efforts.

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) through the first quarter of 2025, 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 through Q1 CY2025. 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 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

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

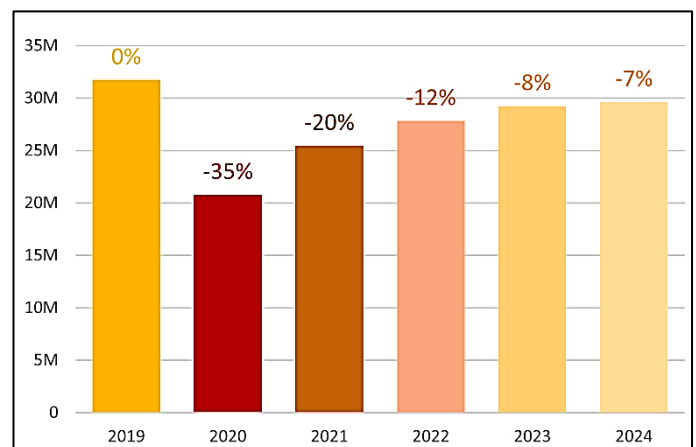
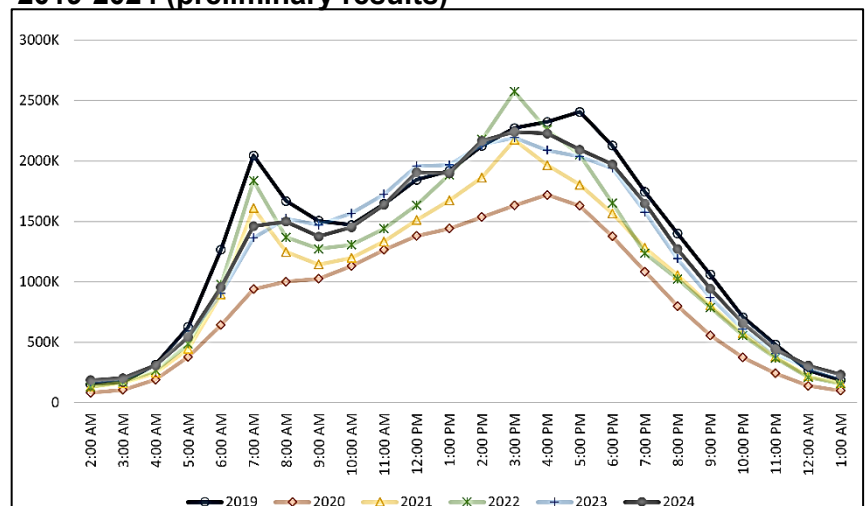


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

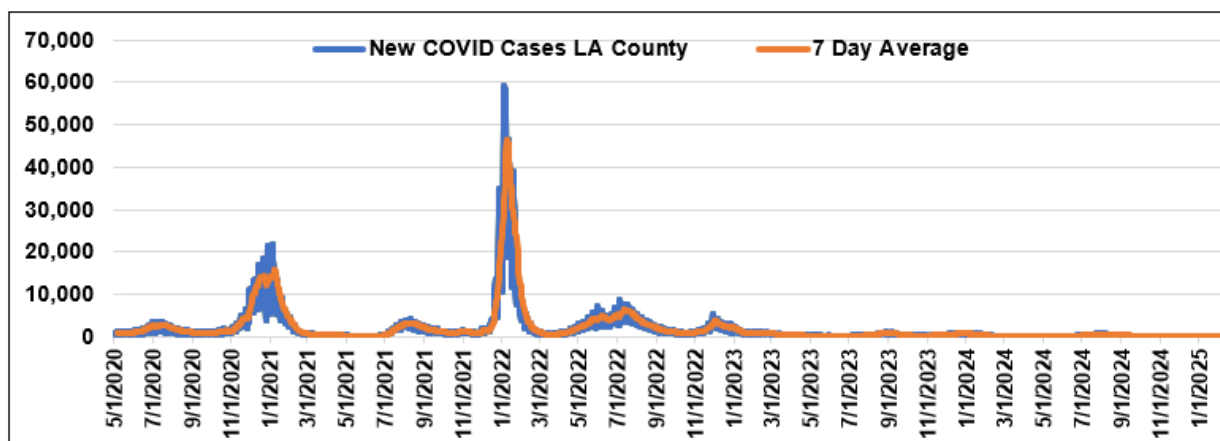


time period (“commuter peak”) has recovered to less than pre-COVID, though not as large a difference compared to AM peak. Some of this lack of recovery may relate to expanded online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored 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). COVID case count data ceased being reported in detail in early 2025, so Chart 4 ends in January 2025.

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

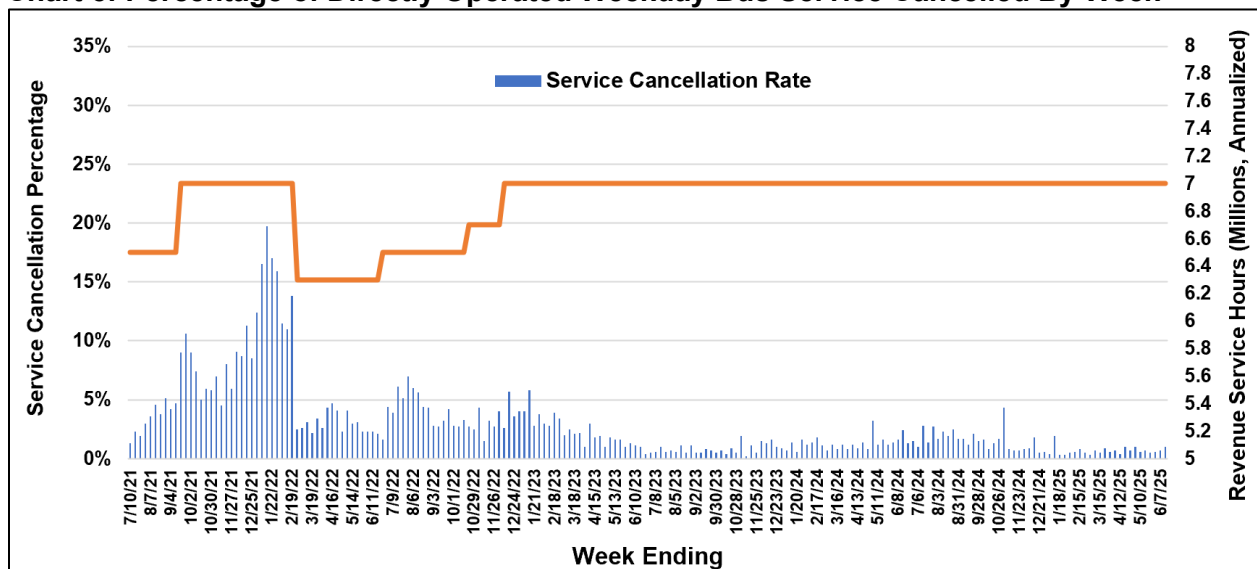
Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

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 were again increased to reverse this trend; full operator staffing was restored by January 2025 and has remained at full levels through the first half of 2025. Service cancellation numbers remained lower (generally under 2% weekdays and Saturdays, and 4% Sundays), through CY2024 than they were in the second half of CY2023 and have been even lower in CY2025 (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.

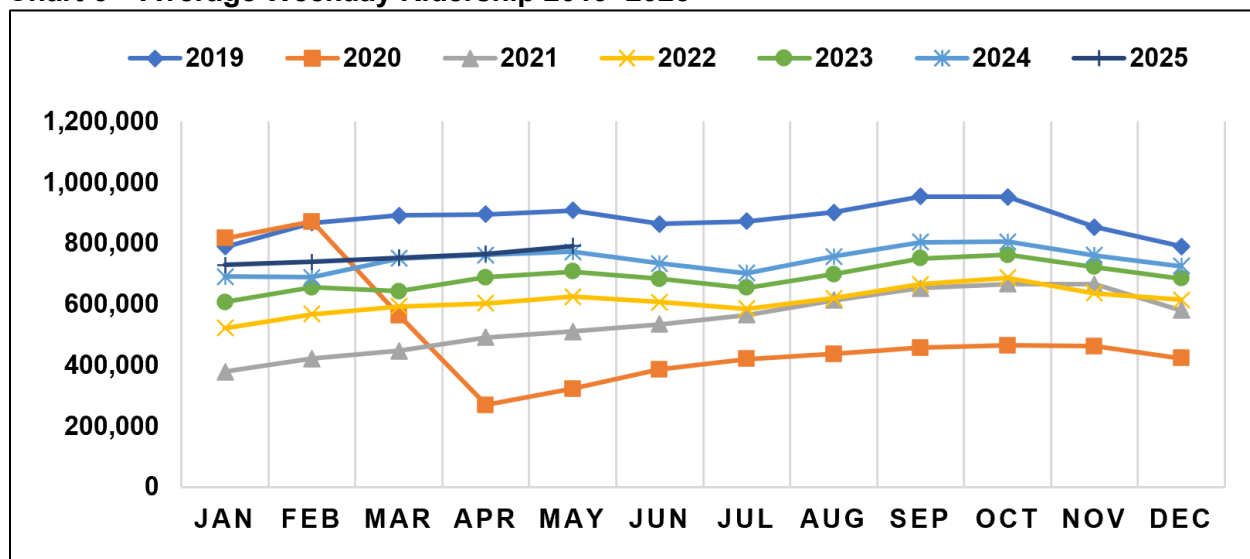
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



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 87.3% for Q1 CY2025, increased from 83.7% in Q1 CY2024. 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. In Q1, the highest average weekday ridership was for March 2025 at 753,249, with even higher average weekday ridership recorded for May 2025 at 791,214.

Chart 6 – Average Weekday Ridership 2019–2025



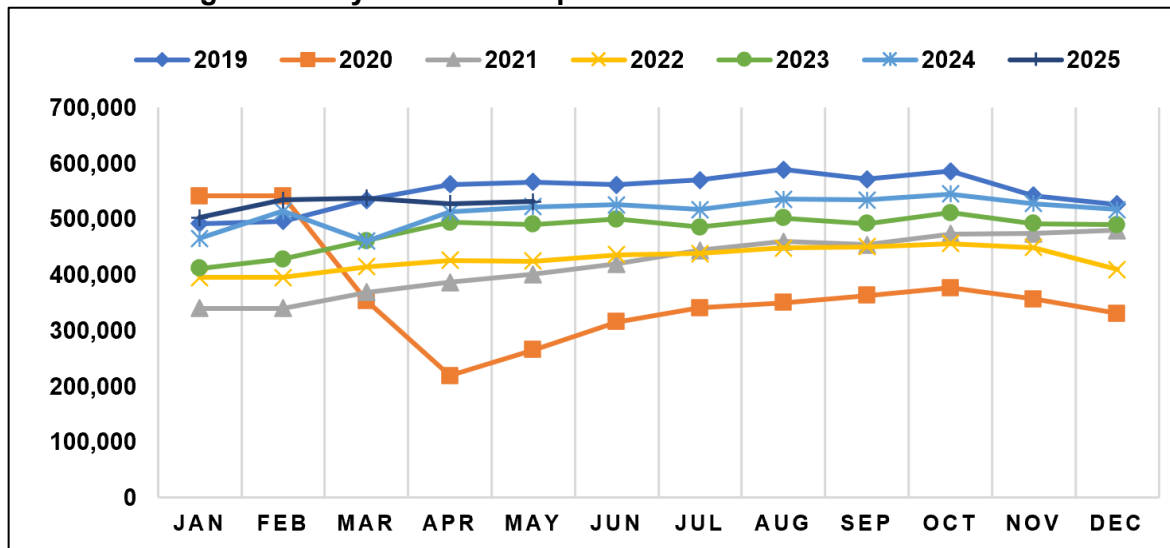
Metro continued to see monthly increases in ridership in Q1 CY2025 compared to the same months in CY2024.

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, improved service in 2023 with gains in ridership seen since then.

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 Q1 CY2024, Saturday bus ridership was 94.0% of pre-COVID levels and that recovery increased significantly to 103.3% for Q1 CY2025. Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in Q1 CY2025 being 537,710 in March 2025. 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. Saturday ridership recovery was particularly strong in Q1 CY2025, exceeding 100%.

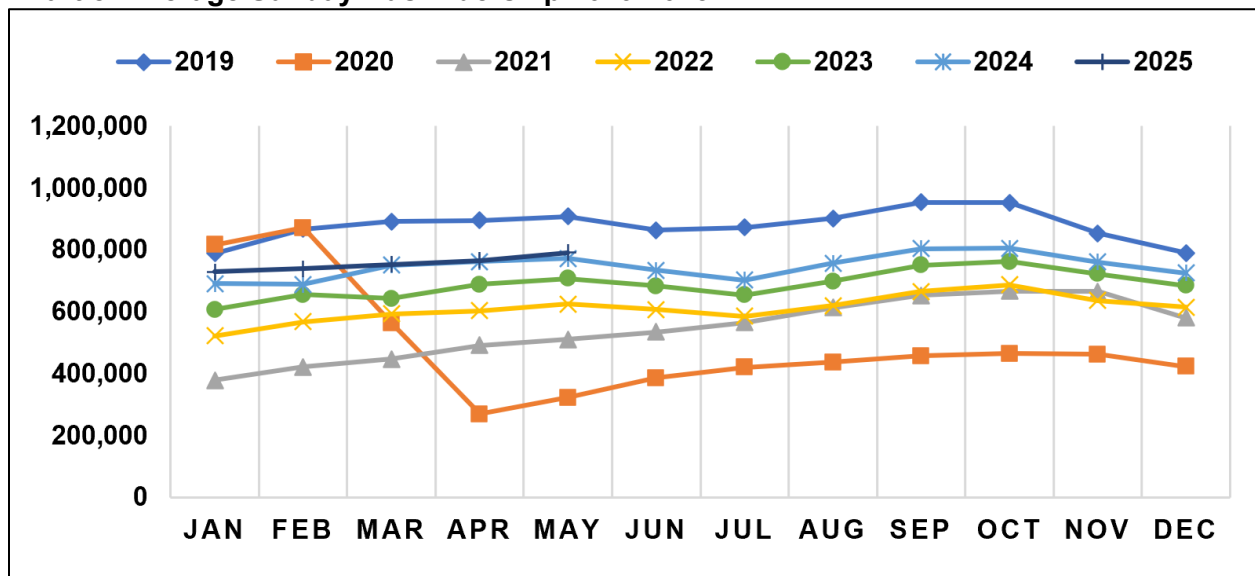
Chart 7: Average Saturday Bus Ridership 2019–2025



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 2019–2025



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 Q1 CY2024, Sunday bus ridership recovery was 98.3%, and this further increased to 105.4% in Q1 CY2025. Like weekdays and Saturday, Sunday had a post-pandemic average ridership

record of 450,972 in October 2024, and a further record was set in May 2025 at 454,686. The highest average Sunday monthly ridership in Q1 CY2025 was 446,803 in February 2025.

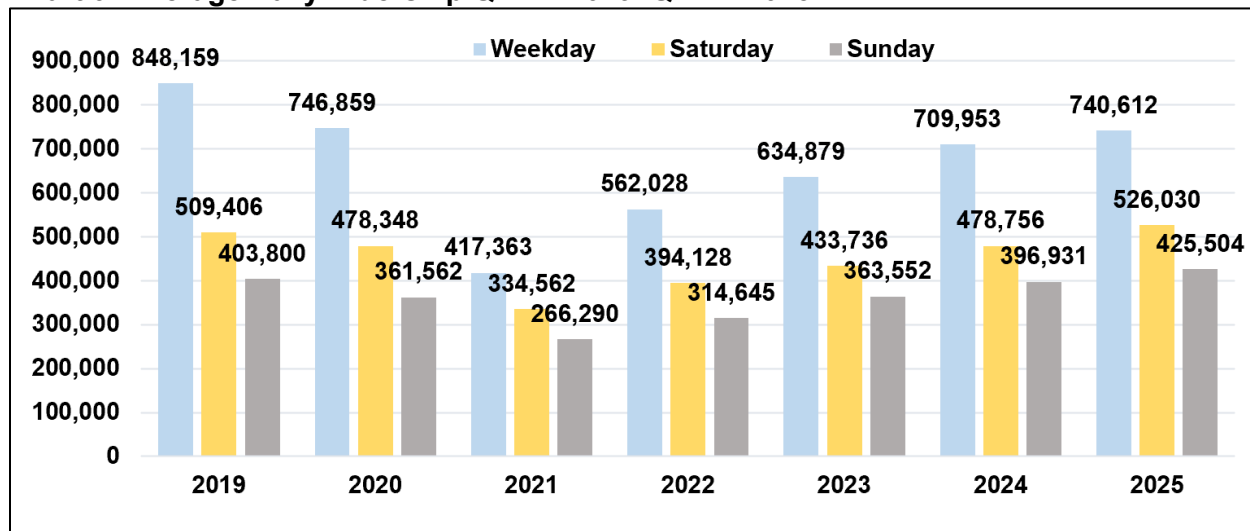
Current Ridership

After an initial very large increase of over 140,000 average weekday rides in Q1 CY2022 over Q1 CY2021 from the low point of pandemic ridership in 2021, there were increases of over 70,000 average weekday rides between both Q1 CY 2022 and Q1 CY 2023, and Q1 CY2023 to Q1 CY2024. A smaller increase of 30,000 was seen between Q1 CY2024 and Q1 CY2025. While growth may have slowed, ridership recovery appears to be continuing, so it may be too soon to declare a “new normal” for weekday ridership.

On Saturdays, Q1 CY2021 to Q1 CY2022 saw an increase in average Saturday rides of almost 60,000 with subsequent year over year increases of almost 40,000 (Q1 CY2023 over Q1 CY2022), then 35,000 (Q1 CY 2024 over Q1 CY2023). However, the most recent average Saturday rides for Q1 CY2025 was 47,000 higher than for Q1 CY2024, showing an increase in growth.

On Sundays, Q1 CY2021 to Q1 CY2022 saw a big increase in average Sunday rides of around 48,000 with subsequent year over year increases of around 28,000 (Q1 CY2023 over Q1 CY2022), then 33,000 (Q1 CY 2024 over Q1 CY2023). However, the most recent average Sunday rides for Q1 CY2025 was around 28,000 higher than for Q1 CY2024, so this quarter, Saturday appears to have done better than Sunday for ridership growth, though both increased.

Chart 9: Average Daily Ridership Q1 CY 2019–Q1 CY 2025

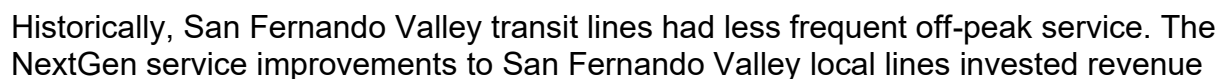


Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appears to be continuing. Based on Q1 CY2025 ridership data, it is likely too soon to declare new normal for either Saturday or Sunday ridership as recovery appears to be continuing on both these days.

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 ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023 but growth continues for all three day types (weekday, Saturday, and Sunday).

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, with the exception of San Gabriel Valley weekdays due to the transfer of two Metro bus lines in that area to Pasadena Transit. This change saw one weekend bus line also transferred but impacts were less on weekends and ridership was still up both on Saturday and Sunday in that service area.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q1 CY2019-Q1 CY 2025



service hours to improve 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 service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

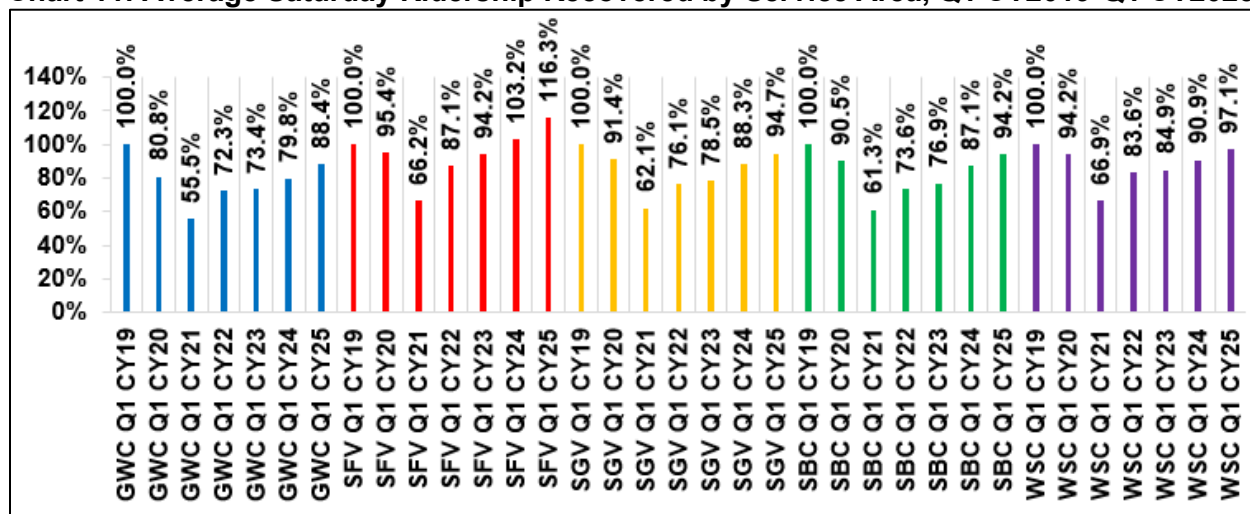
Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- 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 (this last change fully impacting Q1 CY2025 ridership as discussed above)

Saturday ridership recovery has occurred across all regions between Q1 2019 and Q1 CY2025. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (116.3%, up from 103.2% in Q1 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 88.4% (up from 79.8% in Q1 CY2024) on the lower end for Gateway Cities to 97.1% (up from 90.9% in Q1 CY2024) for Westside Central at the higher end, with San Gabriel Valley at 94.7% (up from 88.3% in Q1 CY2024) and South Bay Cities at 94.2% (up from 87.1% in Q1

CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11. Increased ridership in Q1 CY2025 for the five service areas for average Saturday varied between 6.9% and 12.7 from Q1 CY2024, with smallest growth for Westside Central and highest for Gateway Cities and San Fernando Valley service areas.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q1 CY2019-Q1 CY2025



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

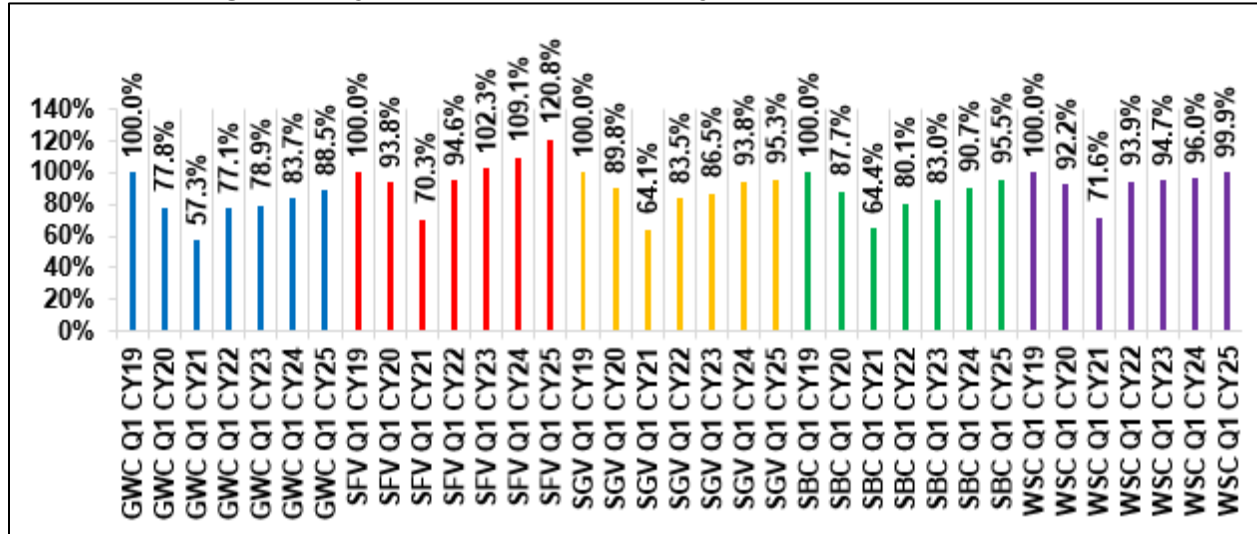
Three lines that previously had no weekend service gained Saturday service: Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q1 CY 2022 and Q1 CY2025. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (120.8%, up from 109.1% recovered in Q1 CY2024). The other four service areas showed improvement as follows:

- Gateway Cities: 88.5% (up from 83.7% in Q1 CY2024)
- San Gabriel Valley 95.3% (up from 93.8% in Q1 CY2024)

- South Bay Cities 95.5% (up from 90.7% in Q1 CY2024).
- Westside Central 99.9% (up from 96.0% in Q1 CY2024)

Chart 12: Average Sunday Ridership Recovered by Service Area, Q1 CY2019–Q1 CY2025



Most notable is that Westside Central service area almost reached a recovery rate exceeding 100% of pre-pandemic ridership levels from Q1 CY2019. Average Sunday ridership increased in each service area, by between 1.6% and 10.7%. While San Fernando Valley had the largest gain, with San Gabriel Valley having the smallest gain (it lost a line to Pasadena Transit). Gateway Cities, Westside Central, and South Bay Cities had increases of between 4.0% and 5.7%.

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

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

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes 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.

Table 3: Change in Average Daily Ridership by Service Area: Q1 CY2025 versus Q1 CY2024

	Weekday	Saturday	Sunday
Gateway Cities	2.7%	10.7%	5.7%
San Fernando Valley	7.3%	12.7%	10.7%
San Gabriel Valley	-2.9%	7.3%	1.6%
South Bay Cities	2.7%	8.1%	5.4%
Westside Central	1.2%	6.9%	4.0%

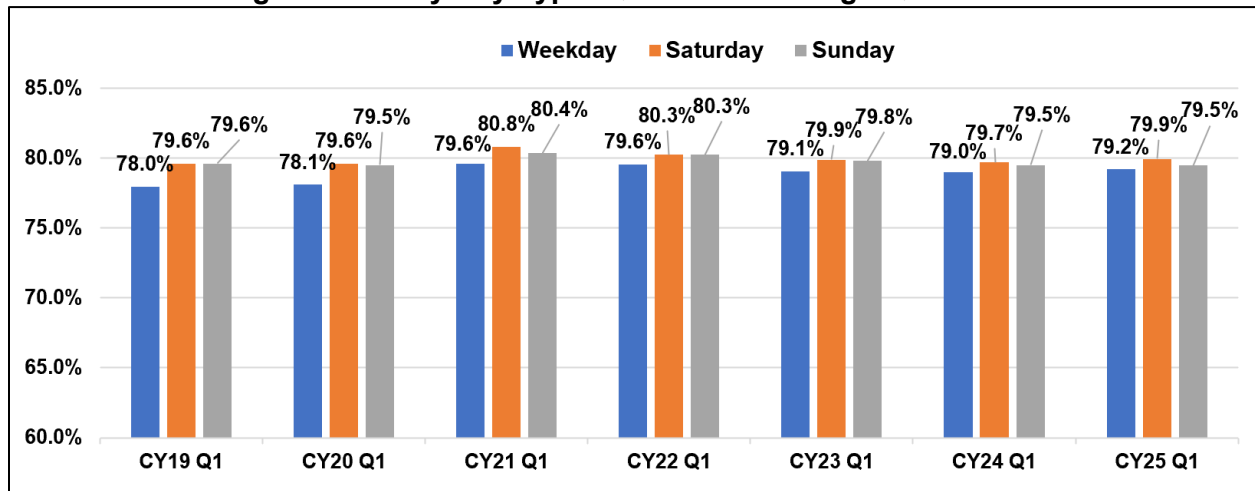
In reviewing the Q1 CY2025 versus Q1 CY2023 recovery rates, there was strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rates

continued to increase compared to Q4 of previous years.

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 Q1 CY2019 (pre-NextGen and pandemic) through Q1 CY2025.

Chart 13: Boardings in EFCs by Day Type: Q1 CY2019 through Q1 CY2025



The proportion of boardings occurring in EFCs increased in Q1 CY2021 by 1.6% weekdays, 1.2% Saturdays, and 0.8% 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 1.2% higher, but Saturday 0.3% higher and Sunday showing a slight decline of -0.1% in Q1 CY2025 compared to the pre-pandemic share of boardings in Q1 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 experiencing 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 Q1 CY2021 through CY2025 compared to Q1 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2021 Q1 (45% and 38% of pre-COVID

ridership) and consistently the lowest recovery rates through Q1 CY2025 (75% and 73% respectively). These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers. This has persisted in 2023 through 2025, though impacts may be seen from federal and state workers returning to the office more frequently later in 2025. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses.

PM peak was more resilient than AM peak, with a decline to 45% of pre-COVID ridership in Q1 CY2021, and has recovered to 80% as of Q1 CY2025. Evening ridership declined to 50% of pre-COVID ridership in Q1 CY2021 and had recovered slightly better than PM Peak at 84% by Q1 CY2025. The base (midday), late evening, and Owl periods had slightly less decline in Q1 CY2021, at 54%, 52%, and 58% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q1 CY2025 at 90%, 93%, and 94%. The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day.

Chart 14: Weekday Ridership Recovery Percentage by Time Period: Q1 CY2020 through Q1 CY2025 versus CY2019

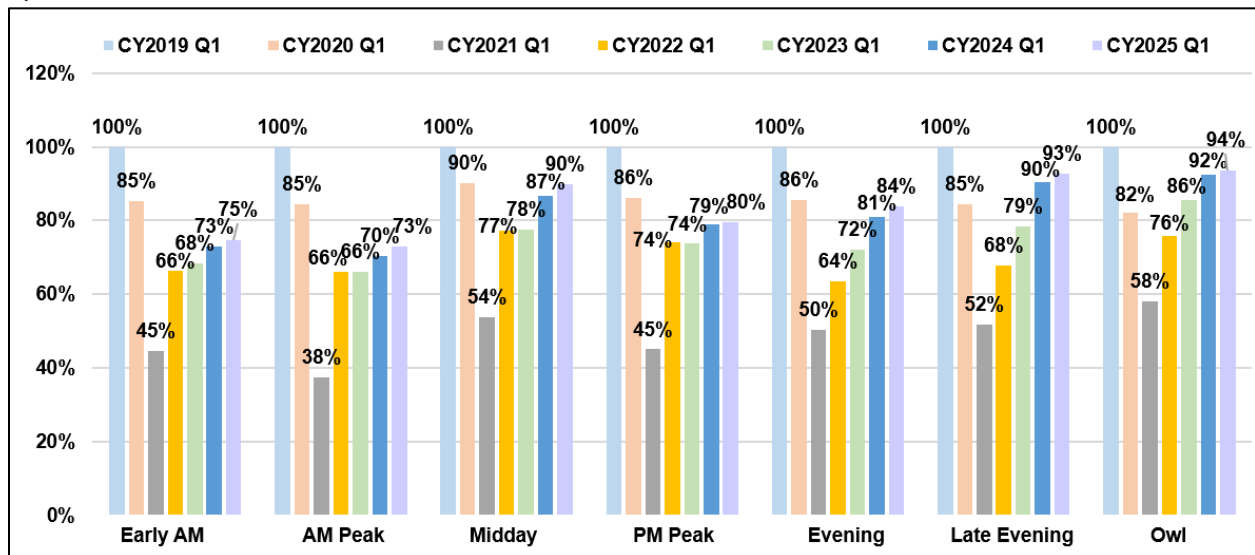
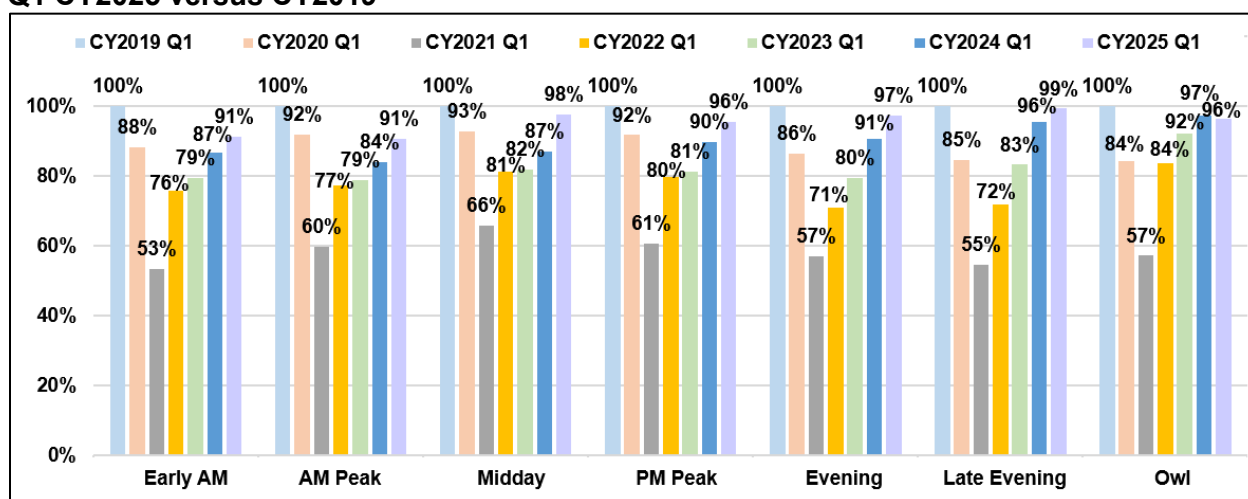


Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q1 CY2021 and Q1 CY2025; Chart 14 depicts the weekday ridership recovery by time period for Q4 from calendar year 2019 through CY2024. Q1 CY2021 was one of the most impacted quarters for COVID (though less so than Q2, Q3, and Q4 CY2020), as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q1 CY2021) Ridership Decrease

Time Period	CY2021 Q1	CY2025 Q1
Early AM (4 a.m.-6 a.m.)	45%	75%
AM Peak (6 a.m.-9 a.m.)	38%	73%
Base (9 a.m.-3 p.m.)	54%	90%
PM Peak (3 p.m.-6 p.m.)	45%	80%
Evening (6 p.m.-9 p.m.)	50%	84%
Late Evening (9 p.m.-12 a.m.)	52%	93%
Owl (12 a.m.-4 a.m.)	58%	94%

Chart 15: Saturday Ridership Recovery Percentage by Time Period: Q1 CY2020 through Q1 CY2025 versus CY2019

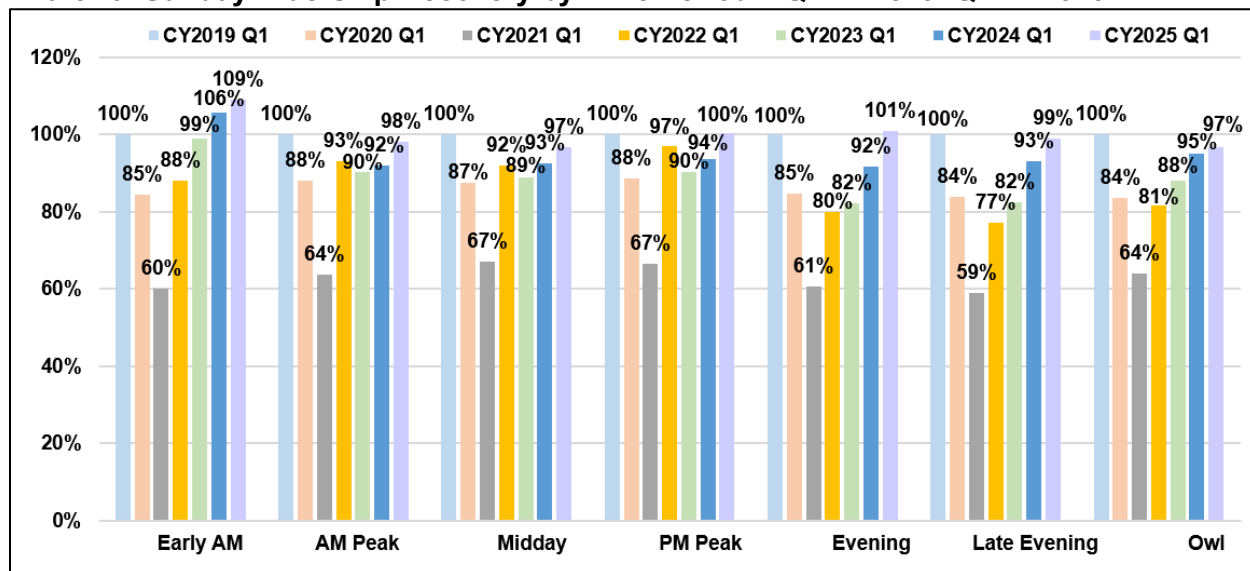


Q1 CY2021 Saturday ridership declined to 53-66% of Q1 CY2019 ridership by time period. Largest declines were in early AM, evening, and late evening, and Owl (to 53%, 57%, 55%, and 57% respectively) and slightest declines were for the AM peak, base (midday), and PM peak periods which declined to 60-66% in Q1 CY 2021 compared to Q1 CY2019 (pre-COVID). The most recovered time periods Saturday as of Q1 CY2025 are the base (midday), PM peak, evening, late evening and Owl periods which showed recovery rates of 98%, 96%, 97%, 99%, and 96% respectively, suggesting more riders reliant on transit continue to use services during these time periods, though the daytime periods may also be seeing increased usage for leisure trips. Other Saturday early AM and AM peak periods have recovered the least (both at 91%), suggesting stronger recover later in the day into the evening.

Sunday ridership was the most resilient of all day types in Q1 CY2021. Late evenings showed the largest drop to 59% of Q1 CY2021 pre-COVID ridership. AM Peak, evening, and Owl were the next most impacted periods (64%, 61%, and 64% respectively of Q1 CY2019 ridership), with early AM, base (midday), and PM peak least impacted (68%, 67%, 67% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

By Q1 CY2025, the largest ridership recovery on Sunday was during the early AM at 109%, similar to the result for this time period in Q4CY2024 at 119%. All other time periods showed high recovery rates between 98% and 101%, with PM peak and evening at 100% and 101% respectively being fully recovered compared to Q1 CY2019. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

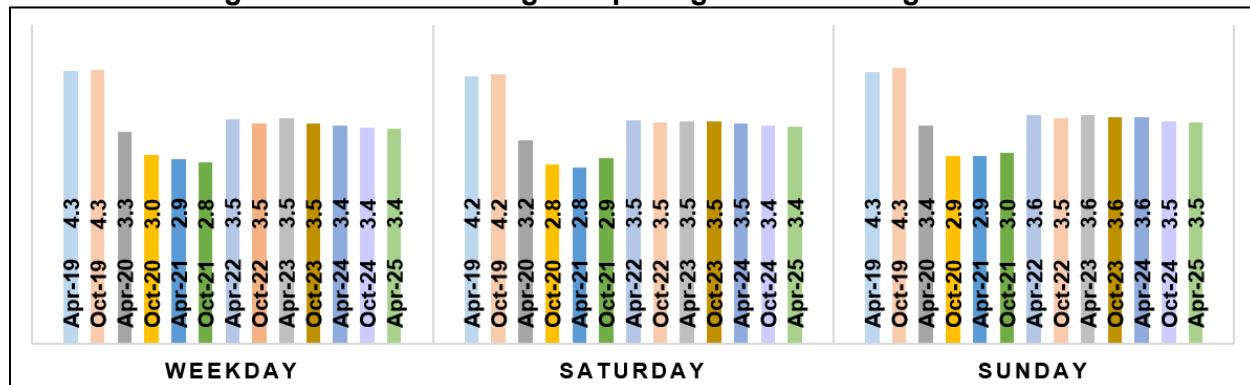
Chart 16: Sunday Ridership Recovery by Time Period – Q1 CY2019–Q1 CY2025



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 so far in CY2025. 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 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 2025.

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



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and 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 81 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: Ridership Recovery Distribution, Q1 CY2025 versus Q1 CY2019

Average % Ridership Recovery Q1 CY2025 versus Q1 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 200.0%	0	1	1
150.0 – 199.9%	0	4	3
140.0 – 149.9%	0	1	5
130.0 – 139.9%	0	7	5
120.0 – 129.9%	2	7	7
110.0 – 119.9%	12	11	13
100.0 – 109.9%	14	19	16
90.0 - 99.9%	15	11	9
80.0 - 89.9%	15	5	8
70.0 - 79.9%	11	5	3
60.0 - 69.9%	4	1	3
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	3	0
30.0 - 39.9%	2	0	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	81	75	74

Table 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q1 CY2025 compared to Q1 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q1 CY2025 was 87.3% for weekday (up from 83.7% in Q1 CY2024), 103.3% for Saturday (up from 94.0% in Q1 CY2024), and 105.4% for Sunday (up from 98.3% in Q1 CY2024), when compared to Q1 CY2019 as a pre-COVID baseline. There were 28 weekday lines/line groups (up from 25 in Q4 CY2024), 50 Saturday lines/line groups (a big jump up from 34 in Q4 CY2024), and 50 Sunday lines/line groups (down from 53 in Q4 CY2024, but up from the same quarter Q1 CY2-24) exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2025. The number of lines below 80.0% remained at 23 lines weekdays, dropped from 11 to 9 lines Saturday, and increased to 7 lines from 3 lines Sunday compared to last quarter, CY2024 Q4. The recovery appears broad based.

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

Q1 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q1 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 through 2025 to address the bus operator shortage. As of Q1 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

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. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained.

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 (>87.3%) recovery weekdays (15 Tier 1, 12 Tier 2 lines/line groups) exceeded the number of less frequent lines/line groups (10 Tier 3 lines; 8 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 103.3% recovered with a mix of 17-Tier 1, 13-Tier 2, 11-Tier 3, and 6-Tier 4 lines/line groups, so nearly 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 105.4% recovered were a mix of 17-Tier 1, 12-Tier 2, 10-Tier 3, and 5-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 Q1 CY2025 included a high of 121.4% 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. Fourteen (up from eleven last quarter) other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 114.5% weekday, 138.8% Saturday, 113.5% Sunday
- Central Av Line 53: 104.8% weekday, 100.4% Saturday, 129.7% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 103.8% weekday, 133.1% Saturday, 137.2% Sunday
- J Line El Monte – Harbor Gateway/San Pedro Line 910/950: 102.0% weekday, 138.8% Saturday, 142.3% Sunday
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 101.9% weekday, 110.0% Saturday, 116.6% Sunday
- Soto St Line 251: 101.2% weekday, 113.1% Saturday, 112.5% Sunday
- Slauson Av Line 108: 99.9% weekday, 113.3% Saturday, 122.9% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 98.8% weekdays, 110.5% Saturday, 122.3% Sunday
- Florence Av Line 111: 98.5% weekday, 105.2% Saturday, 96.2% Sunday
- Santa Monica Bl Line 4: 98.1% weekday, 114.9% Saturday, 110.9% Sunday
- Venice Bl Line 33: 97.7% weekday, 103.9% Saturday, 104.9% Sunday
- Vernon/La Cienega Line 105: 95.2.1% weekday, 109.1% Saturday, 110.3% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 94.5% weekdays, 111.6% Saturday, 108.5% Sunday
- Western Av Line 207: 93.2% weekday, 110.2% Saturday, 106.9% 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. In addition to Besides the high frequencies offered on both peak and midday weekdays, improved access is assisting the recovery of some of these lines such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys Bl in addition

to frequent Local Line 233

- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice BI Line 33

An additional three NextGen Tier 1 lines or line groups were below the system average 87.3% recovery rated weekdays, but above 70.0% recovered and are improving their recovery rates from the same quarter a year ago:

- Garvey/Cesar Chavez (Line 70 group) at 86.7% weekdays, 104.4% Saturday, 102.5% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- La Brea Av (Line 212) at 86.0% weekdays, 99.7% Saturday, 105.5% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plans so it no longer serves Hollywood BI between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines.
- Hawthorne BI/MLK BI (Line 40) at 85.7% weekdays, 96.9% Saturday, 92.4% Sunday. This line focuses on downtown LA and some Crenshaw BI ridership may have moved to the K Line.
- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 85.6% weekdays, 106.4% Saturday, 108.1% Sunday with these two lines sharing much alignment between Hollywood/Vine and Glendale. Wilshire BI/Whittier BI group based on Lines 18, 20, 720 at 84.05.9% weekdays, 103.3% Saturday, 106.0% Sunday. These lines all focus on downtown LA and are also impacted by stop closures on Wilshire BI due to D Line Subway Extension construction.
- Line 2 on Sunset merged with Line 200 on Alvarado: 83.6% weekdays, 98.2% Saturday, 103.0% 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.
- Line 60 on Long Beach BI between downtown LA and Compton at 80.0% recovered weekdays, 85.6% Saturday, and 88.0% Sunday, with this line being heavily focused on downtown LA.
- Line 51 on W 7th St and Avalon with 79.6% weekday, 83.9% Saturday, 84.8% Sunday. 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 210 on Crenshaw at 78.5% weekday, 101.2% Saturday, 106.0% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 28 on W Olympic BI between downtown LA and Century City at 75.9% weekdays, 90.0% Saturday, 89.7% 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 Eagle Rock as part of NextGen. Only Sunday improved the recovery rate over Q3 for this line.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 74.3% weekday, 81.7% Saturday, 95.1% 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 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 71.2% weekdays, 70.9% Saturday and 72.8% 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. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and Beverly Hills area. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024.
- Only two other Tier 1 lines had less than 70.0% recovery this quarter: Vermont Rapid Line 754 is 69.3% recovery weekdays, 74.0% Saturday, 87.3% Sunday. 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 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 (114.5%) and weekends (Saturday 138.8%; Sunday 113.5%). 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). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 58.6% weekdays, 70.7% Saturday, 73.9% Sunday. 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. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be

difficult to improve ridership recovery on this line.

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 103.8% on the Sepulveda/Van Nuys group to a low of 74.3% on the Broadway corridor (Line 45). Besides the Broadway corridor, Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach BI (Line 60), Crenshaw BI (Line 210), and W. Olympic BI (Line 28) 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 also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Nordhoff St Line 166: 117.7% weekday, 126.5% Saturday, 147.4% Sunday
- Sherman Way Line 162: 115.5% weekday, 141.2% Saturday, 149.8% Sunday
- Vanowen St Line 165: 111.9% weekday, 119.9% Saturday, 136.4% Sunday
- Victory BI Line 164: 110.2% weekday, 96.7% Saturday, 110.9% Sunday
- Roscoe BI Line 152: 102.3% weekday, 120.0% Saturday, 140.8% Sunday

Roscoe BI 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) – 116.8% weekdays, 193.9% Saturday, 147.8% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av) – 113.1% weekdays, 122.0% Saturday, 113.7% 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.

- Lines 110 (Gage Av) – 101.8% recovery weekdays, 108.6% Saturday, 122.5% Sunday, and 117 (Century Bl) – 102.4% recovery weekdays, 107.2% Saturday, 107.1% 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.
- 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 98.0% 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 104.1% with improvement from 18-minute to 12-minute frequency, Sunday 98.2% recovery with 15-minute in place of the previous 18-minute service.
- Line 224 (Lankershim Bl) in Q1 CY2025 was just under the system average weekday ridership recovery rate at 91.1%. 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 129.3% Saturday, 135.5% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 260/261 (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 260/261 maintained a recovery rate above average at 88.8%, 103.1% Saturday, 101.8% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity

Tier 2 lines that had below average (<87.3%) weekday ridership recovery rates are discussed in more detail below.

- Line 115 (Manchester-Firestone) recovery rate was 86.7% weekdays, 99.4% Saturday, 100.6% Sunday. 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 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 85.1% weekdays, 122.7% Saturday, 129.5% Sunday. 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 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 83.5% weekday recovery rate, 97.3% Saturday and 95.5% 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.
- Line 81 (Figueroa St): Weekdays 80.5% 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 99.7% and Sunday at 98.7%.
- Line 76 on Valley Bl: 76.2% weekday, 87.5% Saturday, 85.4% Sunday, with a focus on downtown LA. The alignment for this line was simplified in El Monte in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 74.0% weekday, 99.8% Saturday, 101.3% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 70.4% weekday, 78.4% Saturday, 86.0% Sunday, with a focus on downtown LA. improvement over Q3.
- Line 10/48 Melrose Av/Main-San Pedro: 64.5 weekdays, 73.4% Saturday, Sunday 81.6%, with a focus on downtown LA.

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 Q1 CY2025 compared to Q1 CY2024, 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:

- Line 235/236: serving Balboa Bl in the San Fernando Valley (129.9% recovery weekdays, 137.9% Saturday, 156.3% 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. 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, which was the highest recovery rate across the entire network.

- Line 266 on Rosemead Bl between Lakewood and Pasadena (118.9% weekdays, 136.2% Saturday, 146.1% 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.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 117.9% weekdays and 188.9% Saturdays (Sunday service was newly added). 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 125 on Rosecrans Av between the South Bay and Norwalk (117.4% recovery weekdays, 134.4% Saturday, 148.7% Sunday). 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 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 115.7%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 203.7% recovery Saturday, and 205.3% Sunday, the highest weekend recovery of any line. These weekend ridership results due to the expanded span of service weekend mornings on this line.
- Express Line 577 between El Monte Station and Long Beach VA (115.4% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra Bl through the Gateway Cities showed 109.9% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 108.3% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.2% weekday, 120.9% Saturday, 118.6% 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 (103.7% recovery weekday, 109.6% Saturday, 120.9% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 169 on Saticoy St in San Fernando Valley had 101.4% recovery rate weekdays, a big improvement. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (100.7% weekdays, 116.5% Saturday, 114.0% 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.
- Line 265 (Paramount Bl) recovery rate was 95.9% weekdays, 92.9% Saturday, 101.9% Sunday. 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 continued to respond on all days to the weekday frequency improvement.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 92.1% weekday, 104.8% Saturday, 110.2% 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 rates for weekends now exceed 100.0%.
- San Pedro group of Lines 205, 246, and 550, had 91.9% recovery weekday, 113.1% Saturday, 118.6% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 91.7% weekday, 156.5% Saturday, and 161.5% Sunday, all improved slightly over Q4 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 158 (Plummer/Woodman) had 91.3% recovery weekdays, 104.6% Saturday, 106.2% Sunday. These rates were all an improvement over Q4 rates. Continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on

Woodman, with Saturday now over 100% recovered.

- Line 611 Huntington Park Shuttle (88.9% recovery weekdays, 122.2% Saturday, 110.9% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change.

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 82.7% recovery weekdays, 104.8% Saturday, 109.0% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 120 on Imperial Highway with 81.9% recovery rate weekday, 103.9% Saturday, and 99.3% Sunday, without any route or frequency changes.
- Line 62 (Telegraph Rd) with 75.3% recovery weekday, 96.8% Saturday, and 96.5% Sunday, with the weekends showing improvement. This line was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk in the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.
- Line 218 (Studio City – Beverly Hills) with 75.0% recovery weekday, 107.1% Saturday, 110.7% Sunday showed improved recovery rates for all days compared to Q4. Limited by hourly type frequency. Saturday exceeded 100.0% recovery.
- Line 161 (Canoga Station – Thousand Oaks) with 72.7% recovery weekdays, 106.1% Saturday, and 126.1% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all increasing compared to Q4. Saturday exceeded 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 66.3% recovery weekdays, and higher recovery of 94.7% Saturday, 88.8% Sunday, a more significant recovery rate improvement on weekends but a slight decline in weekday recovery rate over Q4. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 63.1% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined over Q4.
- Line 102 (La Tijera-Exposition Bl) with 59.4% recovery weekdays, 80.6% Saturday, 79.1% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday and Saturday rates increased while Sunday rate decreased compared to Q4 recovery rates.
- Line 209 (Van Ness Av) with 51.6% recovery (up slightly over Q4) 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 296 (Riverside Dr, formerly Line 96) with 46.2% recovery weekdays, 69.2% Saturday, 69.2% Sunday, is consistently low, with the weekday rate up slightly, Saturday up more significantly, and Sunday down slightly compared to Q4. 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, so performance will be monitored regard.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 30.3% recovery rate weekdays (down from 70.0%), 42.1% Saturday (down from 82.2%), and 61.4% Sunday (down from 110.8%). This line was suspended for seven weeks in January/February 2025. While now back in operation, it has a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops are closed due to fire recovery efforts blocking safe access. Ridership is around half what it formerly was.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 26.1% recovery rate weekdays (down from 63.1% in Q4), 49.4% Saturday (down from 111.4% in Q4), and 63.2% Sunday (down from 142.3% in Q4). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remains out of service due to fire recovery efforts.

These impacts may remain in place for the remainder of CY2025, with continued reduced ridership.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 38.8% ridership recovery rate weekday, with 40.7% Saturday, and 39.7% Sunday; it 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.

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. Line 662 at Altadena has also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage.

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 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership. Recovery rate was 73.7% weekdays (up from 65.5% in Q4), and much higher at 102.1% Saturday (though down from 105.3% in Q4), and 98.5% Sunday (though down from 116.5% in Q4), so weekday ridership recovered more in Q1 compared to Q4.

Bus Service Productivity:

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million and that remains the same in CY2025. The following is the comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen comparing Q1 2019 with Q1 2025:

- Weekday: 34.9 (2025) versus 38.2 (2019)
- Saturday: 35.2 (2025) versus 34.4 (2019)
- Sunday: 29.2 (2025) versus 33.7 (2019)

The weekday change in productivity is explained by a 2.7% decline in revenue service hours versus an 11.3% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level. On weekdays, 15 of the 81 lines/line groups managed to exceed their former productivity level, while another 52 lines/line groups exceeding 80.0%. These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 37% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Two other weekday underperformers were the G Line BRT in the San Fernando Valley (53.9%) and the Vermont Rapid Line 754 (68.5%) which both relate to very low ridership recovery. There were 14 weekday lines with productivity under 20 (3 under 10 but two were wildfire impacted lines (Lines 134, 602), and the other was the Willowbrook – Del Amo Line 202) and these may be opportunities to better align service and ridership levels to increase productivity. The highest weekday productivity lines were the Vermont Av Local 204 (66), Vermont Av Rapid 754 (58.8) and Western Av Local 207 (57.1) which operate in the Hollywood - South LA area.

The Saturday productivity change is slightly positive, exceeding the former productivity level, with a 4.9% increase in ridership exceeding the 2.7% increase in service hours. On Saturday, 43 of the 74 lines/line groups managed to exceed their former productivity level, while another 28 lines/line groups exceeding 80.0% (majority of these were over 90%). These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 49% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

One other Saturday underperformer was the G Line BRT in the San Fernando Valley which relates to low ridership recovery. There were 16 Saturday lines with productivity under 20 (3 under 10 but two were wildfire impacted lines, the other was the Warner Center shuttle) which may provide an important opportunity to better align service and ridership levels to increase productivity. The highest Saturday productivity lines were the Vermont Av Local 204 (70.4), Vermont Av Rapid 754 (65.2) and Western Av Local 207 (66.2) which operate in the Hollywood - South LA area.

While the Sunday ridership was up 7.0% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative i.e. well below the former productivity level. On Sunday, of the 74 lines/line groups, 16 managed to exceed their former productivity level. These were a mix of all frequency tiers as well as lines that had in many cases minimal changes. The lowest level was 47% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 24 Sunday lines with productivity under 20 (3 under 10 but were wildfire impacted lines, the other the Warner Center shuttle) may be an important opportunity to better align service and ridership levels to increase productivity. The highest Sunday productivity lines were the Vermont Av Local 204 (56.7), Vermont Av Rapid 754 (52.3) and Western Av Local 207 (53.5) which operate in the Hollywood - South LA area.

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 Bl, La Brea Av, and Sepulveda Bl 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, Vermont Av (construction in CY2025) and Sunset Bl

(outreach in summer 2025) plus an expanded transit signal priority program launching in CY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025

ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa BI	236	1,467	235/236	1,906	129.9%	49.2	81.2	165.0%	29.8	23.5	78.7%
E Olympic BI/W 8th St	66	10,514	66	12,767	121.4%	195.5	270.8	138.5%	53.8	47.1	87.7%
Rosemead BI	266	4,540	266	5,400	118.9%	129.4	191.7	148.1%	35.1	28.2	80.3%
Tampa Av & Winnetka Av	242/243	1,539	242	1,813	117.9%	52.9	62.5	118.1%	29.1	29.0	99.7%
Nordhoff St	166	5,376	166	6,328	117.7%	151.5	155.9	102.9%	35.5	40.6	114.4%
Rosecrans Av	125	4,419	125	5,187	117.4%	147.0	178.3	121.3%	30.1	29.1	96.8%
LAC USC Medical Center Shuttle	605	2,089	605	2,440	116.8%	54.9	65.1	118.6%	38.1	37.5	98.5%
CSULA - City Terrace Shuttle	665	618	665	715	115.7%	26.8	45.5	169.8%	23.1	15.7	68.1%
Sherman Way	162/163	8,569	162	9,895	115.5%	212.5	245.2	115.4%	40.3	40.4	100.1%
El Monte - Long Beach VA Express	577	855	577	987	115.4%	63.8	76.5	119.9%	13.4	12.9	96.3%
Vermont Av Local	204	19,370	204	22,181	114.5%	275.2	334.5	121.5%	70.4	66.3	94.2%
Compton Av	55	6,921	55	7,830	113.1%	175.6	202.4	115.3%	39.4	38.7	98.2%
Vanowen St	165	7,575	165	8,478	111.9%	188.7	217.9	115.5%	40.1	38.9	96.9%
Victory BI	164	5,667	164	6,243	110.2%	168.2	199.8	118.8%	33.7	31.2	92.8%
Alondra BI	128	964	128	1,059	109.9%	47.8	43.6	91.2%	20.2	24.3	120.5%
Willowbrook Av	202	225	202	243	108.3%	19.2	26.9	140.1%	11.7	9.0	77.3%
Downtown LA - Glenoaks BI - Sylmar	92	5,406	92	5,794	107.2%	185.7	237.8	128.1%	29.1	24.4	83.7%
Central Av	53	11,097	53	11,632	104.8%	232.1	291.5	125.6%	47.8	39.9	83.5%
Van Nuys BI Local	233	10,625	233	12,779	103.8%	704.6	776.5	110.2%	38.7	36.5	94.2%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,826	761	6,767							
Sepulveda BI Local	234	5,028	234	8,776							
Sepulveda BI - Westside Rapid (734)	734	5,770									
Reseda/Ventura/Van Nuys Rapid	744	4,037									
Hawthorne BI, Rancho Palos Verdes	344	1,352	344	1,402	103.7%	64.0	65.3	102.0%	21.1	21.5	101.7%
Century BI	117	8,388	117	8,591	102.4%	210.8	233.9	111.0%	39.8	36.7	92.3%
Roscoe BI	152	10,340	152	10,577	102.3%	229.3	243.2	106.1%	45.1	43.5	96.4%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	15,717	910/950	16,039	102.0%	427.5	388.1	90.8%	36.8	41.3	112.4%
Gage Av	110	7,728	110	7,865	101.8%	207.2	228.7	110.4%	37.3	34.4	92.2%
Saticoy St	169	2,086	169	2,115	101.4%	85.2	83.7	98.2%	24.5	25.3	103.2%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Soto St	251	7,846	251	14,560	101.2%	344.1	360.1		41.8	40.4	96.7%
Soto St - Griffin Av	252	2,038									
Soto St Rapid	751	4,498									
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	4,380	232	4,413	100.7%	192.5	198.9	103.3%	22.8	22.2	97.5%
3rd St	16	20,082	16	19,855	101.9%	426.6	469.4	110.0%	47.1	43.6	92.6%
Robertson Bl - Beverwil Dr			617	616							
Slauson Av	108	14,594	108	14,580	99.9%	332.2	380.4	114.5%	43.9	38.3	87.2%
Ventura Bl Local	150/240	7,970	150	3,199	98.8%	537.9	505.1	93.9%	31.9	33.5	105.2%
Reseda Bl/Ventura Bl Local			240	11,833							
Topanga Canyon Bl (245); De Soto Av (244)	244/245	2,546	244	1,911							
Reseda/Ventura/Van Nuys Rapid	744	4,037									
Ventura Bl Rapid	750	2,598									
Florence Av	111	14,533	111	14,319	98.5%	285.6	346.8	121.4%	50.9	41.3	81.1%
Santa Monica Bl Local	4	13,983	4	23,335	98.1%	640.1	631.3	98.6%	37.2	37.0	99.5%
Santa Monica Bl Rapid	704	9,800									
Hoover St	603	6,700	603	7,492	98.0%	232.4	234.2	100.8%	32.9	32.0	97.2%
Silver Lake	201	946									
Venice Bl Local	33	9,620	33	16,659	97.7%	496.9	506.6	102.0%	34.3	32.9	95.8%
Venice Bl Rapid	733	7,436									
Paramount Bl	265	1,305	265	1,252	95.9%	50.6	61	120.6%	25.8	20.5	79.5%
Vernon Av, La Cienega Bl	105	9,871	105	14,385	95.2%	356.9	345.2	96.7%	42.3	41.7	98.4%
Vernon Av, La Cienega Bl Rapid	705	5,237									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	8,239	78	6,893	94.5%	346.9	311.9	89.9%	23.8	25.0	105.1%
Rose Hill - Arcadia via Huntington Dr			179	897							
Western Av Local	207	15,631	207	25,160	93.2%	427.5	440.7	103.1%	63.2	57.1	90.4%
Western Av Rapid	757	11,367									
Downtown LA - Norwalk - Disneyland	460	4,539	460	4,179	92.1%	211.5	181.2	85.7%	21.5	23.1	107.4%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,440	205	2,981	91.9%	289.7	290.3	100.2%	24.6	22.6	91.7%
San Pedro - Harbor Gateway Transit Center - USC	550	1,320	550	434							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	3,142							
North Hollywood - Pasadena Express	501	1,390	501	1,274	91.7%	100.2	82.6	82.4%	13.9	15.4	111.2%
Plummer St, Woodman Av	158	1,927	158	1,759	91.3%	58.9	73.7	125.1%	32.7	23.9	72.9%
Downtown LA - Foothill BI	90/91	6,645	90	5,850	91.1%	584.4	615.2	105.3%	29.5	26.2	88.9%
Hollywood Way	222	1,226	222	1,034							
Lankershim BI	224	6,583	224	6,426							
Whiteoak Av, Woodley Av	237	1,913	237	1,722							
Whiteoak Av	239	859									
Foothill BI			690	1,081							
Huntington Park Shuttle	611	1,460	611	1,298	88.9%	56.4	49.7	88.1%	25.9	26.1	100.9%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,281	260	10,862	88.8%	390.3	335.7	86.0%	32.9	34.0	103.2%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,555	660	536							
Montebello - Downtown LA via Cesar Chavez Av	68	4,771			86.7%	612.3	591.9	96.7%	36.6	32.9	89.7%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,404									
Downtown LA - City Terrace - CSULA	71	1,526	70	15,365							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	379	106	4,089							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,361									
Manchester Av - Firestone BI	115	13,653	115	11,809	86.5%	302.8	291.6	96.3%	45.1	40.5	89.8%
La Brea Av	212	10,655	212	9,161	86.0%	253.7	291.1	114.7%	42.0	31.5	74.9%
MLK - Hawthorne BI	40	13,648	40	13,596	85.7%	422.0	425.6	100.9%	37.6	31.9	85.0%
Hawthorne BI Rapid	740	2,214									
Hollywood - Pasadena	180	7,524	180	7,077	85.6%	618.5	615.6	99.5%	33.3	28.7	86.0%
Hollywood BI Fairfax BI	217	5,938	217	10,562							
Hollywood/Fairfax - Pasadena Rapid	780	7,150									
Downtown LA - San Fernando Rd - North Hollywood	94	4,100	94	6,760	85.1%	460.9	402.3	87.3%	25.1	24.5	97.5%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,806	294	1,335							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Magnolia BI North Hollywood - Burbank - Glendale	183	1,590									
Burbank BI Oxnard St	154	753	154	608							
Riverside Dr	155	1,311	155	1,133							
Whitter BI W 6th St	18	17,181	18	20,171	84.0%	1213.5	1295.7	106.8%	47.1	37.1	78.6%
Wilshire BI Local	20	12,258	20	8,677							
Wilshire BI Rapid	720	27,758	720	19,174							
Sunset BI (became Sunset BI - Alvarado St)	2	11,340	2	18,475	83.6%	496.3	472.5	95.2%	44.5	39.1	87.8%
Alvarado St	200	10,767									
Normandie Av	206	10,805	206	9,020	83.5%	197.9	203.3	102.7%	54.6	44.4	81.3%
Laurel Canyon BI	230	3,898	230	3,224	82.7%	101.7	90.2	88.7%	38.3	35.7	93.2%
Imperial Hwy	120	3,444	120	2,819	81.9%	137.2	135.1	98.5%	25.1	20.9	83.1%
Figueroa St	81	12,885	81	10,002	80.5%	407.3	361.7	88.8%	39.4	35.7	90.7%
Downtown LA - Eagle Rock via York BI	83	2,333									
Silver Lake - East Hollywood	175	812	182	2,906							
Downtown LA - Artesia via Long Beach BI	60	13,572	60	14,272	80.0%	430.6	427.3	99.2%	41.4	33.4	80.6%
Long Beach BI Rapid	760	4,273									
Avalon BI, W 7th St	51/52	22,847	51	18,181	79.6%	414.6	432.3	104.3%	55.1	42.1	76.3%
Crenshaw BI Local	210	9,962	210	12,762	78.5%	372.8	350.4	94.0%	43.6	36.4	83.5%
Crenshaw BI Rapid	710	6,301									
Valley BI	76	8,168	76	6,221	76.2%	225.4	213.8	94.9%	36.2	29.1	80.3%
Olympic BI Local	28	8,186	28	10,321	75.9%	395.0	309.3	78.3%	34.4	33.4	96.9%
Olympic BI Rapid	728	5,421									
Telegraph Rd	62	3,980	62	2,995	75.3%	159.8	127.8	80.0%	24.9	23.4	94.1%
Studio City - Beverly Hills	218	846	218	634	75.0%	50.0	32.5	65.0%	16.9	19.5	115.3%
Broadway Local	45	13,654	45	13,305	74.3%	483.1	394.8	81.7%	42.4	38.5	90.9%
Broadway Rapid	745	6,038									
Compton BI, Somerset BI	127	793	127	1,913							
Beverly BI - W Adams BI	14/37	16,113	14/37	11,921	74.0%	384.1	281.5	73.3%	42.0	42.3	100.9%
Canoga Station - Thousand Oaks	161	1,068	161	777	72.7%	55.6	50.5	90.8%	19.2	15.4	80.0%
Pico BI	30	11,547	30	8,217	71.2%	298.1	206.8	69.4%	38.7	39.7	102.6%
Washington BI/W Jefferson BI	35/38	7,547	35/38	5,314	70.4%	206.3	149.5	72.5%	36.6	35.5	97.2%
Boyle Av	754	19,679	754	13,628	69.3%	229.1	231.7	101.1%	85.9	58.8	68.5%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Coldwater Canyon Av - Devonshire St	167	2,096	167	1,390	66.3%	89.9	66.5	74.0%	23.3	20.9	89.6%
Melrose Av/Main St/San Pedro St	10, 48	11,142	10, 48	7,189	64.5%	285.6	219.2	76.8%	39.0	32.8	84.1%
Prairie Av/Inglewood Av	211/215	577	211/215	364	63.1%	33.0	25.1	76.1%	17.5	14.5	82.9%
Pasadena - Highland Park - Eastern Av	256	1,390	256		59.5%	667.7	468.4	70.2%	21.2	18.0	84.9%
Fremont Av - Eastern Av - Garfield Av	258	2,435	258	2,182							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,731	267	1,770							
El Monte - Pasadena via Baldwin Av	268	1,579	268	743							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,439	287	967							
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,391							
Los Robles Av (687); Allen Av (686)	687	1,147	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,410	487/489	1,363							
La Tijera BI, Exposition BI	102	2,312	102	1,372	59.4%	89.6	68.4	76.3%	25.8	20.1	77.7%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,886	901	12,819	58.6%	345.9	376.2	108.8%	63.3	34.1	53.9%
Van Ness Av/Arlington Av	209	725	209	374	51.6%	43.9	31.4	71.5%	16.5	11.9	72.1%
Riverside Dr	96	1,255	296	580	46.2%	85.7	47.5	55.4%	14.6	12.2	83.4%
Warner Center Shuttle	601	957	601	372	38.8%	74.8	34.5	46.1%	12.8	10.8	84.2%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,360	134	413	30.3%	80.4	59.9	74.5%	16.9	6.9	40.7%
Westwood - Pacific Palisades	602	1,901	602	496	26.1%	77.0	54.4	70.6%	24.7	9.1	37.0%
Caltech - Pasadena - Jet Propulsion Laboratory	177	373			Transferred to Municipal Agency	15.5		N/A	16.1	N/A	N/A
Manhattan Beach BI	126	169			Discontinued	13.7		N/A	12.3	N/A	N/A
Artesia BI	130	2,342			Transferred to Municipal Agencies	106.6		N/A	22.0	N/A	N/A
Boyle Av	254	708			Discontinued	37.3		N/A	19.0	N/A	N/A
Manchester Av Express	442	169			Discontinued	11.8		N/A	14.4	N/A	N/A
Windsor Hills - Inglewood	607	57			Discontinued	9.1		N/A	6.2	N/A	N/A
South Gate Shuttle	612	1,088			Replaced with Micro	53.7		N/A	20.3	N/A	N/A
LAX C Line Shuttle	625	312			Replaced with Micro	18.7		N/A	16.7	N/A	N/A
Glassell Park - Glendale College	685	463			Replaced with Micro	29.7		N/A	15.6	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025

ATTACHMENT C

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
CSULA - City Terrace Shuttle	665	188	665	384	203.7%	13.7	29.1	212.4%	13.8	13.2	96%
LAC USC Medical Center Shuttle	605	702	605	1,361	193.9%	27.1	46.5	171.6%	25.9	29.3	113%
Tampa Av & Winnetka Av	242/243	627	242/243	1,185	188.9%	40.5	55	135.8%	15.5	21.5	139%
North Hollywood - Pasadena Express	501	466	501	730	156.5%	31.4	59.3	188.9%	14.9	12.3	83%
Nordhoff St	166	2,299	166	3,521	153.1%	74.2	80.1	108.0%	31.0	44.0	142%
Sherman Way	162/163	4,699	162	6,785	144.4%	110.1	170.8	155.1%	42.7	39.7	93%
Vermont Av Local	204	13,095	204	18,170	138.8%	203.4	258.2	126.9%	64.4	70.4	109%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,431	910/950	8,927	138.8%	201.6	205.5	101.9%	31.9	43.4	136%
Balboa BI	236	550	236	759	137.9%	25.8	45.5	176.4%	21.3	16.7	78%
Rosemead BI	266	2,962	266	4,033	136.2%	93.7	126.4	134.9%	31.6	31.9	101%
Vanowen St	165	3,403	165	4,610	135.5%	89.7	111.7	124.5%	37.9	41.3	109%
Rosecrans Av	125	2,239	125	3,009	134.4%	101.4	106.4	104.9%	22.1	28.3	128%
Van Nuys BI Local	233	8,033	233	9,927	133.1%	163.9	220.2	140.0%	39.6	37.6	95%
Sepulveda BI Local	234	5,727	234	6,045		182.5	173.9				
Reseda/Ventura/Van Nuys Rapid	744	1,313	761	4,087		34.65	139.5				
Roscoe BI	152	5,598	152	7,252	129.6%	134.4	171.6	127.7%	41.6	42.3	101%
Downtown LA - Foothill BI	90/91	3,307	90	4,074	129.3%	126.7	144.5	136.3%	25.0	23.7	95%
Hollywood Way	222	689	222	772		52	56.6				
Lankershim BI	224	3,936	224	4,619		107.1	154.6				
Whiteoak Av, Woodley Av	237	731	237	1,116		60.3	69.7				
Foothill BI			690	623		0	46.4				
Downtown LA - San Fernando Rd - North Hollywood	94	4,988	94	5,195	122.7%	184.4	167.3	129.8%	24.6	23.3	95%
Riverside Dr	155	769	155	928		45.2	59.8				
Burbank BI Oxnard St			154	495		0	34.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	587				28.3	0				
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)			294	1,167		0	72.8				
Huntington Park Shuttle	611	832	611	1,016	122.2%	49.9	46.7	93.6%	16.7	21.8	131%
Compton Av	55	4,030	55	4,919	122.0%	132.6	124.2	93.7%	30.4	39.6	130%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Glenoaks BI - Sylmar	92	3,571	92	4,318	120.9%	146.8	159	108.3%	24.3	27.2	112%
E Olympic BI/W 8th St	66	8,089	66	9,764	120.7%	179.8	188.8	105.0%	45.0	51.7	115%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,776	232	3,234	116.5%	137.9	137	99.3%	20.1	23.6	117%
Santa Monica BI Local	4	11,148	4	20,125	114.9%	357.9	469.6	86.5%	32.3	42.9	133%
Santa Monica BI Rapid	704	6,373				185	0				
Slauson Av	108	8,240	108	9,335	113.3%	207.5	223.3	107.6%	39.7	41.8	105%
Central Av	53	6,908	53	7,828	113.3%	180.9	204.6	113.1%	38.2	38.3	100%
Soto St	251	6,850	251	8,493	113.1%	190.3	234.1	106.4%	34.1	36.3	106%
Soto St - Griffin Av	252	658				29.7	0				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,520	205	1,536	113.1%	83.9	86	99.4%	18.3	20.8	114%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,600	246	2,512		79	108.5				
San Pedro - Harbor Gateway Transit Center - USC	550	459				32.7	0				
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	4,826	78	4,530	111.6%	186.2	139.7	101.3%	25.9	28.6	110%
Rose Hill - Arcadia via Huntington Dr			179	856		0	48.9				
Ventura BI Local	150/240	7,668	150	2,000	110.5%	237.4	82.4	116.0%	31.2	29.7	95%
Topanga Canyon BI (245); De Soto Av (244)	244/245	837	240	7,929		42.5	236.9				
Reseda/Ventura/Van Nuys Rapid	744	1,313	244	922		34.65	45.6				
Western Av Local	207	17,947	207	19,785	110.2%	262.3	299	114.0%	68.4	66.2	97%
Victory BI	164	3,212	164	3,557	110.7%	106.4	109.1	102.5%	30.2	32.6	108%
3rd St	16	13,742	16	14,803	110.0%	317	284.7	100.5%	43.3	47.4	109%
Robertson BI - Beverwil Dr			617	309		0	33.9				
Hawthorne BI, Rancho Palos Verdes	344	934	344	1,024	109.6%	56	44.6	79.6%	16.7	23.0	138%
Vernon Av, La Cienega BI	105	9,156	105	9,991	109.1%	222.6	223.9	100.6%	41.1	44.6	108%
Gage Av	110	4,095	110	4,446	108.6%	131.7	112.1	85.1%	31.1	39.7	128%
Century BI	117	5,181	117	5,556	107.2%	146.7	125.1	85.3%	35.3	44.4	126%
Studio City - Beverly Hills	218	493	218	527	107.1%	34.7	32.4	93.4%	14.2	16.3	115%
Hollywood - Pasadena	180	8,894	180	6,262	106.4%	262.4	230.6	116.2%	32.3	29.6	92%
Hollywood BI Fairfax BI	217	4,721	217	8,228		158.9	259.1				
Canoga Station - Thousand Oaks	161	583	161	619	106.1%	39.6	40.8	103.0%	14.7	15.2	103%
Florence Av	111	10,040	111	10,565	105.2%	227.1	227.3	100.1%	44.2	46.5	105%

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Norwalk - Disneyland	460	3,260	460	3,416	104.8%	177.1	153.7	86.8%	18.4	22.2	121%
Laurel Canyon BI	230	1,786	230	1,871	104.8%	61.9	63.3	102.3%	28.9	29.6	102%
Plummer St, Woodman Av	158	982	158	1,027	104.6%	42.6	43.2	101.4%	23.0	23.8	103%
Montebello - Downtown LA via Cesar Chavez Av	68	3,323	70	11,384	104.4%	98.8	292	95.5%	32.1	35.1	109%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	6,302				175.3	0				
Downtown LA - City Terrace - CSULA	71	467				29.4	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	2,264		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	2,975				103.9	0				
Hoover St	603	5,147	603	5,912	104.1%	147.1	204.2	116.6%	32.4	29.0	89%
Silver Lake	201	534				28.1	0				
Venice BI Local	33	6,644	33	13,135	103.9%	208.4	360.9	89.0%	31.2	36.4	117%
Venice BI Rapid	733	5,994				197.2	0				
Imperial Hwy	120	1,669	120	1,734	103.9%	87.9	94.8	107.8%	19.0	18.3	96%
Whitter BI W 6th St	18	11,202	18	16,046	103.3%	251.3	344.5	108.5%	38.5	36.6	95%
Wilshire BI Local	20	6,494	20	6,369		220.5	248.4				
Wilshire BI Rapid	720	17,520	720	13,978		443.8	400.3				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,325	260/261	6,886	103.1%	210.5	187.2	105.8%	34.8	33.9	97%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)			660	667		0	35.5				
Pasadena - Highland Park - Eastern Av	256	698	256		102.1%	59	0	89.7%	14.5	16.5	114%
Fremont Av - Eastern Av - Garfield Av			258	1,123		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,131	267	788		66.9	46.2				
El Monte - Pasadena via Baldwin Av	268	909	268	490		54.6	29.8				
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)			287	316		0	15.8				
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487	985	487	540		70.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,123		0	74.1				
Los Robles Av (687); Allen Av (686)	686/687	568				45.1	0				
Crenshaw BI Local	210	6,847	210	10,414	101.2%	195.7	316.7	102.1%	33.2	32.9	99%
Crenshaw BI Rapid	710	3,438				114.4	0				

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Beverly BI - W Adams BI	14/37	7,663	14/37	7,649	99.8%	213.2	208.9	98.0%	35.9	36.6	102%
Figueroa St	81	7,849	81	7,300	99.7%	208	203.2	102.7%	32.8	31.8	97%
Downtown LA - Eagle Rock via York BI	83	1,471	182	1,995		76.5	88.9				
La Brea Av	212	6,629	212	6,608	99.7%	187.5	187.3	99.9%	35.4	35.3	100%
Manchester Av - Firestone BI	115	8,053	115	8,006	99.4%	191.6	185.4	96.8%	42.0	43.2	103%
Sunset BI (became Sunset BI - Alvarado St)	2	7,036	2	14,868	98.2%	239	379.6	97.4%	38.8	39.2	101%
Alvarado St	200	8,097				150.6	0				
Normandie Av	206	6,363	206	6,192	97.3%	129.6	138.3	106.7%	49.1	44.8	91%
MLK - Hawthorne BI	40	8,874	40	10,107	96.9%	249.6	348.2	103.1%	30.9	29.0	94%
Hawthorne BI Rapid	740	1,555				88.2	0				
Telegraph Rd	62	2,330	62	2,255	96.8%	106.4	94.2	88.5%	21.9	23.9	109%
Coldwater Canyon Av - Devonshire St	167	1,082	167	1,025	94.7%	69.2	70.6	102.0%	15.6	14.5	93%
Paramount BI	265	697	265	648	92.9%	37.6	37.5	99.7%	18.5	17.3	93%
Olympic BI Local	28	8,247	28	7,424	90.0%	255	208.9	81.9%	32.3	35.5	110%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	76	5,585	76	4,885	87.5%	169	152.8	90.4%	33.1	32.0	97%
Downtown LA - Artesia via Long Beach BI	60	9,770	60	9,959	85.6%	274.1	320.2	91.1%	33.1	31.1	94%
Long Beach BI Rapid	760	1,858				77.3	0				
Avalon BI, W 7th St	51/52	17,515	51	14,692	83.9%	368.2	349.9	95.0%	47.6	42.0	88%
Broadway Local	45	10,836	45	10,055	81.7%	274.7	260.3	89.7%	36.6	33.3	91%
Broadway Rapid	745	2,931				101.8	0				
Compton BI, Somerset BI			127	1,190		0	77.3				
La Tijera BI, Exposition BI	102	1,500	102	1,209	80.6%	78.8	66.4	84.3%	19.0	18.2	96%
Washington BI/W Jefferson BI	35/38	4,047	35/38	3,173	78.4%	142.7	102.3	71.7%	28.4	31.0	109%
Boyle Av	754	12,727	754	9,422	74.0%	164.7	144.5	87.7%	77.3	65.2	84%
Melrose Av/Main St/San Pedro St	10, 48	5,897	10, 48	4,328	73.4%	187.9	145.3	77.3%	31.4	29.8	95%
Pico BI	30	9,073	30	6,437	70.9%	240.4	138.3	57.5%	37.7	46.5	123%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	11,806	901	8,342	70.7%	220.5	288.4	130.8%	53.5	28.9	54%
Riverside Dr	96	639	296	442	69.2%	44.9	31.4	69.9%	14.2	14.1	99%
Westwood - Pacific Palisades	602	555	602	274	49.4%	50.9	49.7	97.6%	10.9	5.5	51%
Santa Monica - Malibu via Pacific Coast Hwy	534	942	134	397	42.1%	59.9	51.3	85.6%	15.7	7.7	49%
Warner Center Shuttle	601	674	601	275	40.7%	71	33.8	47.6%	9.5	8.1	86%

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Alondra BI			128	694	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Artesia BI	130	1,073			Transferred to Municipal Agencies	57.3		N/A	18.7	N/A	N/A
Saticoy St			169	1,300	New Saturday service	0	66	N/A	N/A	19.7	N/A
Boyle Av	254	352			Discontinued	28.1		N/A	12.5	N/A	N/A
South Gate Shuttle	612	776			Replaced with Micro	52.7	0	N/A	14.7	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025

ATTACHMENT D

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
CSULA - City Terrace Shuttle	665	151	665	310	205.3%	11.7	29.1	248.7%	12.9	10.7	83%
North Hollywood - Pasadena Express	501	396	501	640	161.5%	31.4	59.3	188.9%	12.6	10.8	86%
Nordhoff St	166	1,737	166	2,791	160.7%	55.7	80	143.6%	31.2	34.9	112%
Balboa BI	236	406	236	635	156.3%	25.8	45.5	176.4%	15.7	14.0	89%
Rosecrans Av	125	1,611	125	2,396	148.7%	71.1	106.4	149.6%	22.7	22.5	99%
LAC USC Medical Center Shuttle	605	683	605	1,009	147.8%	27	46.4	171.9%	25.3	21.7	86%
Vanowen St	165	2,487	165	3,652	146.8%	76.9	112.1	145.8%	32.3	32.6	101%
Rosemead BI	266	2,357	266	3,443	146.1%	76	126.4	166.3%	31.0	27.2	88%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	5,051	910/950	7,189	142.3%	201.6	205.5	101.9%	25.1	35.0	140%
Sherman Way	163	3,589	162	5,022	139.9%	88.7	133	149.9%	40.5	37.8	93%
Roscoe BI	152	4,237	152	5,863	138.4%	102.9	171.9	167.1%	41.2	34.1	83%
Van Nuys BI Local	233	6,222	233	8,392	137.2%	139.2	220.2	155.0%	34.8	30.8	89%
Sepulveda BI	234	4,378	234	4,908		168.5	171.0				
Sepulveda BI - Westside Rapid	744	1,309	761	3,044		34.65	139.5				
E Olympic BI/W 8th St	66	5,230	66	7,175	137.2%	124.1	181.3	146.1%	42.1	39.6	94%
Downtown LA - Foothill BI	90/91	2,265	90	3,350	135.5%	87.7	143.9	160.6%	23.2	19.6	84%
Hollywood Way	222	667	222	550		52.6	56.6				
Lankershim BI	224	3,223	224	3,799		92.3	154.6				
Whiteoak Av, Woodley Av	237	652	237	1,019		60.3	69				
Foothill BI			690	504		0	46.4				
Central Av	53	4,807	53	6,235	129.7%	123.5	203.2	164.5%	38.9	30.7	79%
Downtown LA - San Fernando Rd - North Hollywood	94	3,937	94	4,273	129.5%	160.9	164.8	154.3%	22.7	19.1	84%
Burbank BI Oxnard St			154	401		0	34.9				
Riverside Dr	155	489	155	776		28.4	60.1				
Magnolia BI North Hollywood - Burbank - Glendale	183	478				26.3	0				
Burbank - Sylmar San Fernando Rd			294	902		0	72.8				
Canoga Station - Thousand Oaks	161	347	161	438	126.1%	27.4	40.8	148.9%	12.7	10.7	85%
Slauson Av	108	5,643	108	6,934	122.9%	149.6	211.6	141.4%	37.7	32.8	87%
Gage Av	110	2,800	110	3,430	122.5%	98.4	112.1	113.9%	28.5	30.6	108%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Ventura BI	150/240	5,973	150	1,593	122.3%	188.9	82.6	151.5%	31.9	25.8	81%
Topanga Canyon BI	244/245	295	244	707		13.7	45.6				
Sepulveda BI - Westside Rapid	744	1,309	240	6,964		34.65	231.2				
Hawthorne BI, Rancho Palos Verdes	344	667	344	807	120.9%	39.7	44.5	112.1%	16.8	18.1	108%
Victory BI	164	2,311	164	2,745	118.8%	87.8	109.1	124.3%	26.3	25.2	96%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,265	205	1,243	118.6%	70.9	86	120.2%	18.0	17.8	99%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,259	246	2,226		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	550	401				32.6	0				
Downtown LA - Glenoaks BI - Sylmar	92	2,906	92	3,446	118.6%	121.4	159	131.0%	23.9	21.7	91%
3rd St	16	10,862	16	12,383	116.6%	241.8	284.7	131.8%	44.9	39.8	89%
Robertson BI - Beverwil Dr			617	285		0	33.9				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,612	232	2,978	114.0%	119.8	137	114.4%	21.8	21.7	100%
Compton Av	55	3,112	55	3,538	113.7%	103.1	116.3	112.8%	30.2	30.4	101%
Vermont Av Local	204	12,745	204	14,466	113.5%	196.5	255.3	129.9%	64.9	56.7	87%
Soto St	251	5,127	251	6,494	112.5%	148.6	229.3	128.7%	32.4	28.3	87%
Soto St - Griffin Av	252	646				29.5	0				
Santa Monica BI Local	4	9,220	4	16,697	110.9%	282.7	469.6	108.0%	34.6	35.6	103%
Santa Monica BI Rapid	704	5,834				152.3	0				
Huntington Park Shuttle	611	760	611	843	110.9%	49.8	46.7	93.8%	15.3	18.0	118%
Studio City - Beverly Hills	218	394	218	436	110.7%	25.1	32.4	129.1%	15.7	13.5	86%
Vernon Av, La Cienega BI	105	7,378	105	8,137	110.3%	165.1	220.5	133.6%	44.7	36.9	83%
Downtown LA - Norwalk - Disneyland	460	2,580	460	2,842	110.2%	153.1	150.7	98.4%	16.9	18.9	112%
Laurel Canyon BI	230	1,429	230	1,559	109.0%	57	56.4	98.9%	25.1	27.6	110%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	4,199	78	3,817	108.5%	159.2	139.7	118.5%	26.4	24.2	92%
Rose Hill - Arcadia via Huntington Dr			179	741		0	48.9				
Hollywood - Pasadena	180/181	7,429	180	5,157	108.1%	239	230.5	133.1%	30.5	24.8	81%
Hollywood BI Fairfax BI	217	3,792	217	6,977		128.8	259.1				
Century BI	117	4,182	117	4,480	107.1%	121.7	122.1	100.3%	34.4	36.7	107%
Western Av Local	207	14,957	207	15,982	106.9%	224.9	299	132.9%	66.5	53.5	80%
Plummer St, Woodman Av	158	740	158	786	106.2%	37.9	43	113.5%	19.5	18.3	94%

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Whitter BI W 6th St	18	8,949	18	13,164	106.0%	203.3	345	136.8%	38.6	30.0	78%
Wilshire BI Local	20	5,112	20	5,440		183.9	248.4				
Wilshire BI Rapid	720	14,014	720	11,166		339.2	400.3				
Crenshaw BI	210	7,914	210	8,386	106.0%	189.8	308	162.3%	41.7	27.2	65%
La Brea Av	212	5,155	212	5,441	105.5%	136.9	187.6	137.0%	37.7	29.0	77%
Venice BI Local	33	5,162	33	10,908	104.9%	173.8	359.7	99.8%	28.9	30.3	105%
Venice BI Rapid	733	5,242				186.6	0				
Sunset BI (became Sunset BI - Alvarado St)	2	5,735	2	12,634	103.0%	185.3	379.6	123.1%	39.8	33.3	84%
Alvarado St	200	6,530				123	0				
Montebello - Downtown LA via Cesar Chavez Av	68	3,717			102.5%	102.3	0	123.9%	34.8	28.8	83%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,808	70	9,391		182.1	292				
Downtown LA - City Terrace - CSULA	71	409				29.5	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,813		0	96.9				
Paramount BI	265	566	265	576	101.9%	37.5	37.5	100.0%	15.1	15.4	102%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,865	260/261	5,381	101.8%	174.7	187.2	127.5%	33.6	26.8	80%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)			660	586		0	35.5				
Beverly BI - W Adams BI	14/37	6,211	14/37	6,291	101.3%	186.4	208.9	112.1%	33.3	30.1	90%
Manchester Av - Firestone BI	115	6,285	115	6,321	100.6%	165	168.4	102.1%	38.1	37.5	99%
Imperial Hwy	120	1,437	120	1,428	99.3%	87.7	87.7	100.0%	16.4	16.3	99%
Figueroa St	81	6,069	81	5,961	98.7%	160.3	202.5	123.5%	31.7	25.3	80%
Downtown LA - Eagle Rock via York BI	83	1,412				75.6	0				
Downtown LA - Eagle Rock via York BI			182	1,426		0	88.9				
Pasadena - Highland Park - Eastern Av	256	530	256		98.5%	53.8	0	91.6%	12.3	13.3	108%
Fremont Av - Eastern Av - Garfield Av			258	831		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	952	267	652		67.2	46.2				
El Monte - Pasadena via Baldwin Av	268	757	268	379		54.3	29.8				
Arcadia - Santa Anita Av - El Monte			287	239		0	15.8				
Downtown LA - San Gabriel BI	487	843	487	435		68.9	44.1				

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Pasadena - Altadena via Lake Av, Lincoln Av			662	981	98.2%	0	73.1	103.7%	30.3	28.7	95%
Los Robles Av (687); Allen Av (686)	686/687	490				45.1	0				
Hoover St	603	4,272	603	4,634		127.5	161.3				
Silver Lake	201	447			96.5%	28.1	0	97.4%	21.6	21.4	99%
Telegraph Rd	62	1,908	62	1,841	96.2%	211.3	213.6	101.1%	40.8	38.8	95%
Florence Av	111	8,621	111	8,291	95.5%	115.6	134.2	116.1%	48.3	39.7	82%
Normandie Av	206	5,588	206	5,334	95.1%	200.3	257.2	128.3%	38.6	28.6	74%
Broadway Local	45	8,270	45	8,575		0	77.3				
Compton BI, Somerset BI			127	1,005		60.5	0				
Broadway Rapid	745	1,807			92.4%	246.5	298	120.9%	34.0	26.0	76%
MLK - Hawthorne BI	40	8,382	40	7,741	89.7%	217.4	208.9	96.1%	31.2	29.1	93%
Olympic BI Local	28	6,789	28	6,087	88.8%	69.1	70.6	102.2%	14.2	12.4	87%
Coldwater Canyon Av - Devonshire St	167	982	167	872	88.0%	224.3	305.2	136.1%	38.8	25.1	65%
Downtown LA - Artesia via Long Beach BI	60	8,705	60	7,660	87.3%	111.4	140.7	126.3%	75.6	52.3	69%
Vermont Av Rapid	754	8,420	754	7,354	86.0%	105.7	102.2	96.7%	26.8	23.8	89%
Washington BI/W Jefferson BI	35/38	2,833	35/38	2,435	85.4%	137	152.8	111.5%	33.7	25.8	77%
Valley BI	76	4,623	76	3,948	84.8%	263.9	263	99.7%	48.9	41.6	85%
Avalon BI, W 7th St	51/52	12,906	51	10,945	81.6%	145	144.5	99.7%	30.7	25.1	82%
Melrose Av/Main St/San Pedro St	10, 48	4,446	10, 48	3,628	79.1%	78.1	66.4	85.0%	16.7	15.5	93%
La Tijera BI, Exposition BI	102	1,304	102	1,031	73.9%	220.5	288.4	130.8%	43.5	24.6	57%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,599	901	7,098	72.8%	204	138.3	67.8%	37.8	40.5	107%
Pico BI	30	7,704	30	5,607	69.2%	38.8	31.4	80.9%	13.1	11.2	85%
Riverside Dr	96	509	296	352	63.2%	37.3	49.7	133.2%	9.9	4.7	47%
Westwood - Pacific Palisades	602	371	602	234	61.4%	44.4	51.3	115.5%	14.5	7.7	53%
Santa Monica - Malibu via Pacific Coast Hwy	534	642	134	394	39.7%	71	33.8	47.6%	8.3	7.0	83%
Warner Center Shuttle	601	593	601	235	New Sunday Service	0	43.7	N/A	N/A	12.0	N/A
Alondra BI			128	522	New Sunday Service	0	55	N/A	N/A	17.3	N/A
Tampa Av & Winnetka Av			242/243	951	Transferred to Municipal Agencies	57.2	0	N/A	14.1	N/A	N/A
Artesia BI	130	809									

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Saticoy St			169	957	New Sunday Service	0	61.9	N/A	N/A	15.5	N/A
South Gate Shuttle	612	765			Replaced with Micro	52.7	0	N/A	14.5	N/A	N/A



NextGen Ridership Update Quarter 1, Calendar Year 2025

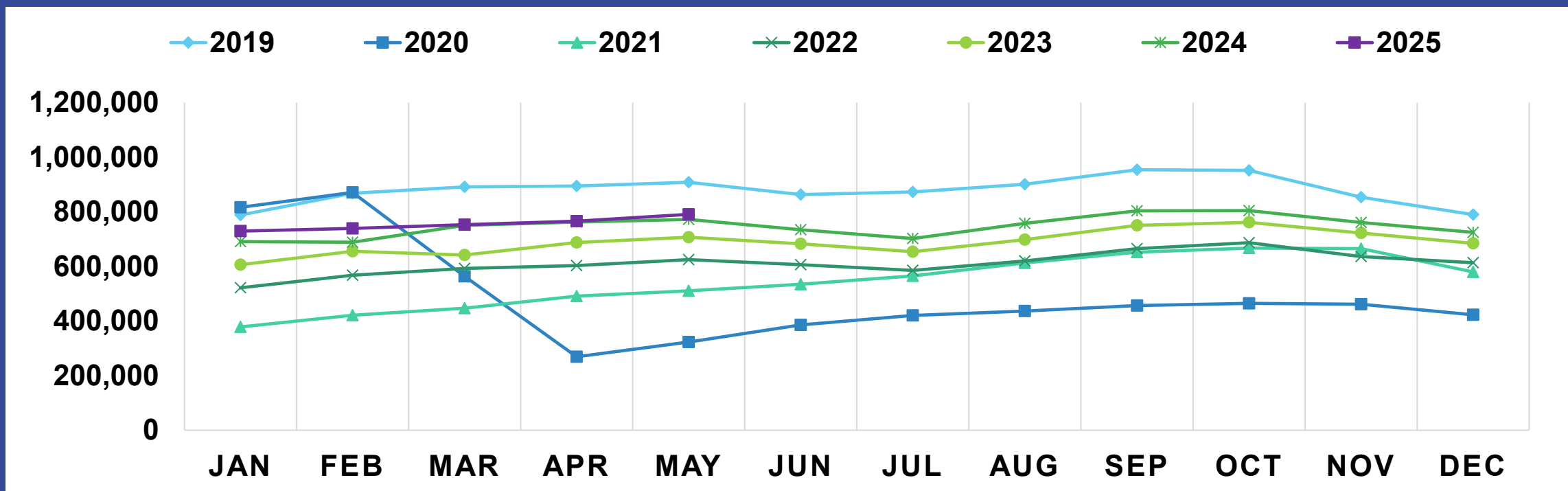
Operations, Safety, and Customer Experience Committee

July 17, 2025



Metro[®]

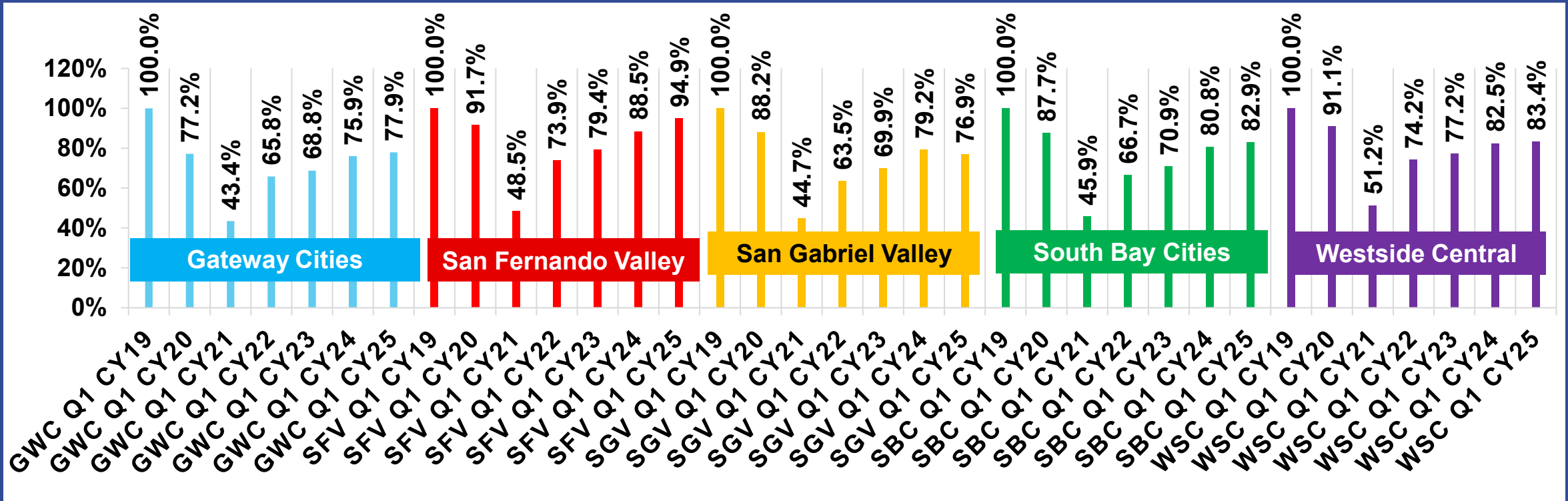
Average Weekday Ridership 2019-2025



- Average weekday ridership recovery (2025 versus pre-COVID 2019 Q1) was 87.3%, up from 83.7% in Q1 CY2024. Highest average weekday ridership in Q1 was March 2025 at 753,249. Growth is slowing as monthly data above shows.
- Q1 CY2025 average Saturday ridership recovery was 103.3%, a big jump up from pre-COVID 2019 Q1 level of 94.0% in Q1 CY2024, with a Q1 high of 537,710 average Saturday boardings in March 2025.
- Q1 CY2025 average Sunday ridership recovery was 105.4% of pre-COVID 2019 Q1 level, up from 98.3% in Q1 CY2024, with a Q1 record post-COVID high of 454,686 average Sunday boardings in February 2025.



Average Weekday Ridership Recovery by Service Area Q1 CY2019 – Q1 CY2025



Four service areas improved their recovery rates led by San Fernando Valley up 6.4%, with three other areas up by 0.9-2.1% compared to Q1 CY2024. San Gabriel Valley was down -2.3% due to two lines moved to Pasadena Transit. The San Fernando Valley area continues to show the most weekday ridership recovery at 94.9% weekdays. Similar pattern on weekends with San Fernando Valley at 116.3% recovery Saturday and 120.8% recovery Sunday. The EFC share of average weekday ridership is now 1.2% above pre-COVID levels.



Metro

Weekday Ridership by Time Period

Q1 CY2021 to Q1 CY2025

Time Period	CY2021 Q1	CY2025 Q1
Early AM (4 a.m.-6 a.m.)	45%	75%
AM Peak (6 a.m.-9 a.m.)	38%	73%
Base (9 a.m.-3 p.m.)	54%	90%
PM Peak (3 p.m.-6 p.m.)	45%	80%
Evening (6 p.m.-9 p.m.)	50%	84%
Late Evening (9 p.m.-12 a.m.)	52%	93%
Owl (12 a.m.-4 a.m.)	58%	94%

Midday ridership recovery (base) at 90% 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 73% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 80% has stronger recovery than AM peak.
- Late evening and Owl ridership periods recovered most strongly at 93% and 94% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q1 CY2025, ridership fully recovered to above pre-pandemic levels on 28 weekday lines (up from 25 in Q4 CY2024), 50 Saturday lines (up from 34), and 50 Sunday lines (down from 53).
- 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 service changes. May see increased ridership in later quarters based on federal and state workers returning more days to their offices.
- Productivity (boardings/revenue service hour) has improved Saturday (more ridership increase than service hour increase), but declined weekdays (due mainly to lower ridership recovery) and Sunday (due to significant service investment exceeding ridership growth).

Number of Lines with Above Average Recovery in Q1 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	17	17
Tier 2	12	13	12
Tier 3	10	11	10
Tier 4	8	6	5
Total	45	47	44

Bus Speed & Reliability Projects

DRAFT, 5/15/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

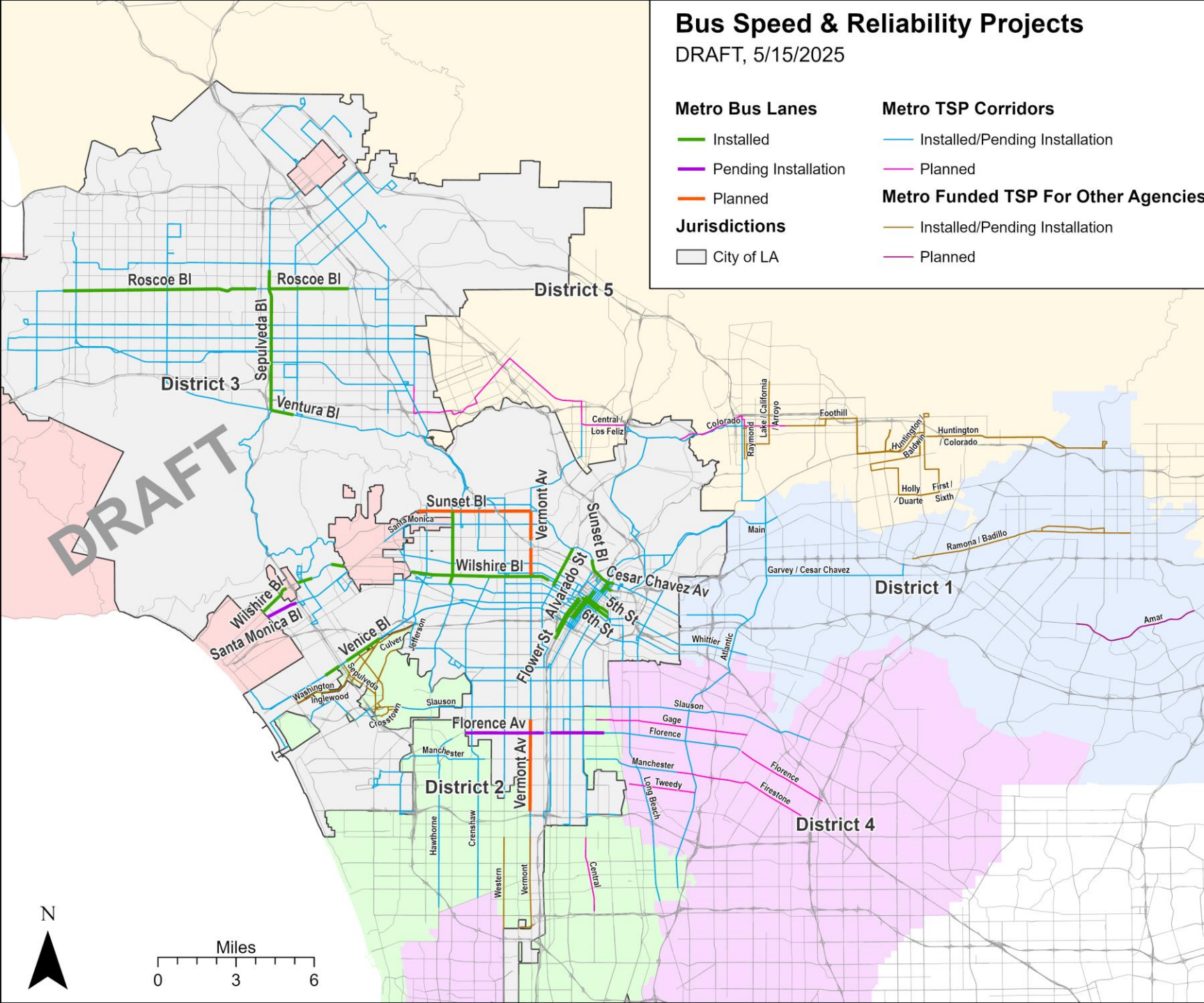
- City of LA

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

Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

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

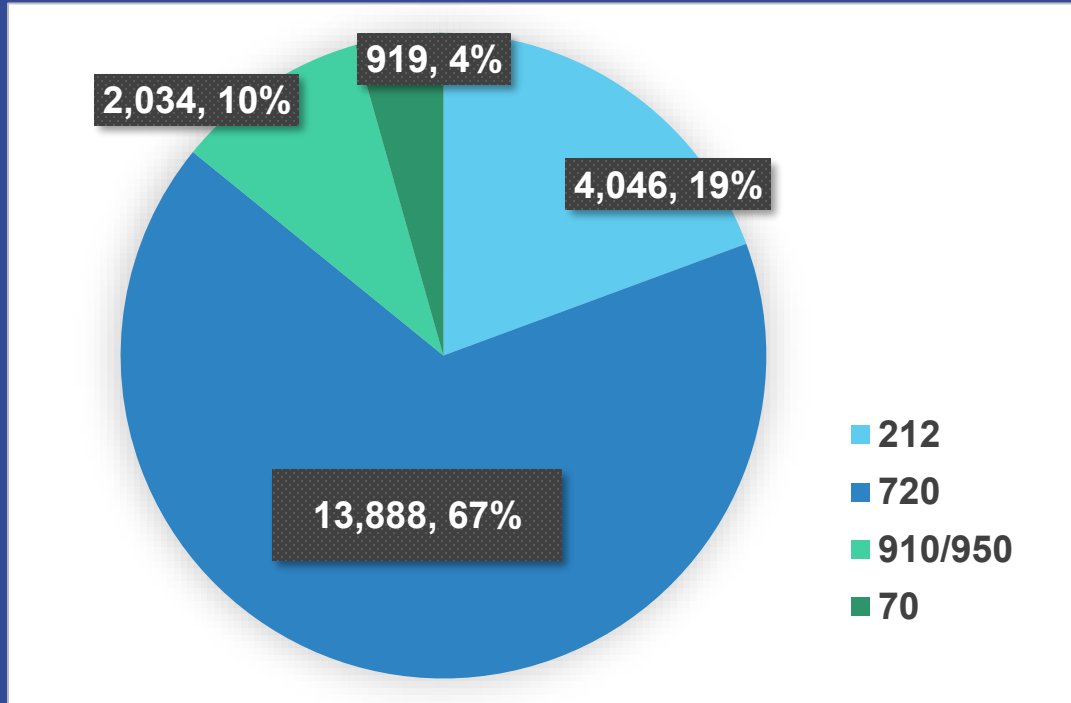
- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for June 2025

Headway Based Operation Pilot

- Pilot completed for Line 16

Bus Lane Enforcement (BLE) Program **March 2025 Update**

Violations by Route

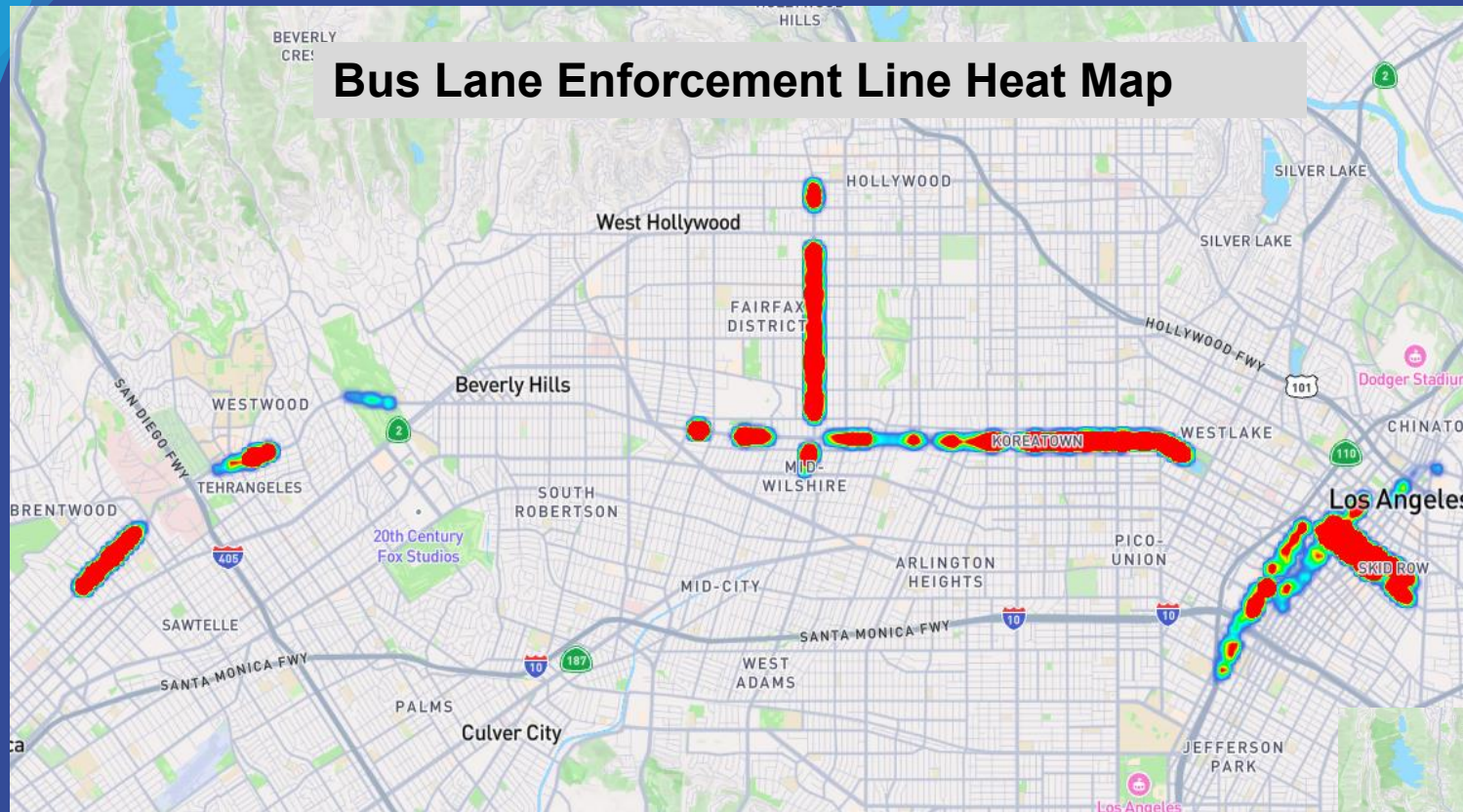


- Approved by LA City Council October 2024
- Phase 1 launched November 1, 2024
- Phase 2 launched February 17, 2025
- Full implementation as of May 12, 2025
- Implemented on routes 212, 720, 910/950, 70
- 22.69 miles of bus lanes
- 160 bus stops enforced

March 2025 Enforcement

- 74% (175) of all bus lane locations with 10+ events
- 43% (69) of bus stops with 10+ events
- 807 bus lane events per mile
- 2,587 bus stop events
- 11% unique vs repeat offenders
- 20,887 events
- 7,337 events rejected
- 4,353 events exceeding the 15-day issue date
- **9,187** citations processed

Bus Lane Enforcement Line Heat Map



Top 5 Reasons for Event Rejections

- Poor Image
- No Violation
- Signage Conflict
- Awaiting Right Turn
- Local/State/Federal/Authorized Transit Vehicle

Top 5 Bus Stop Violation Locations

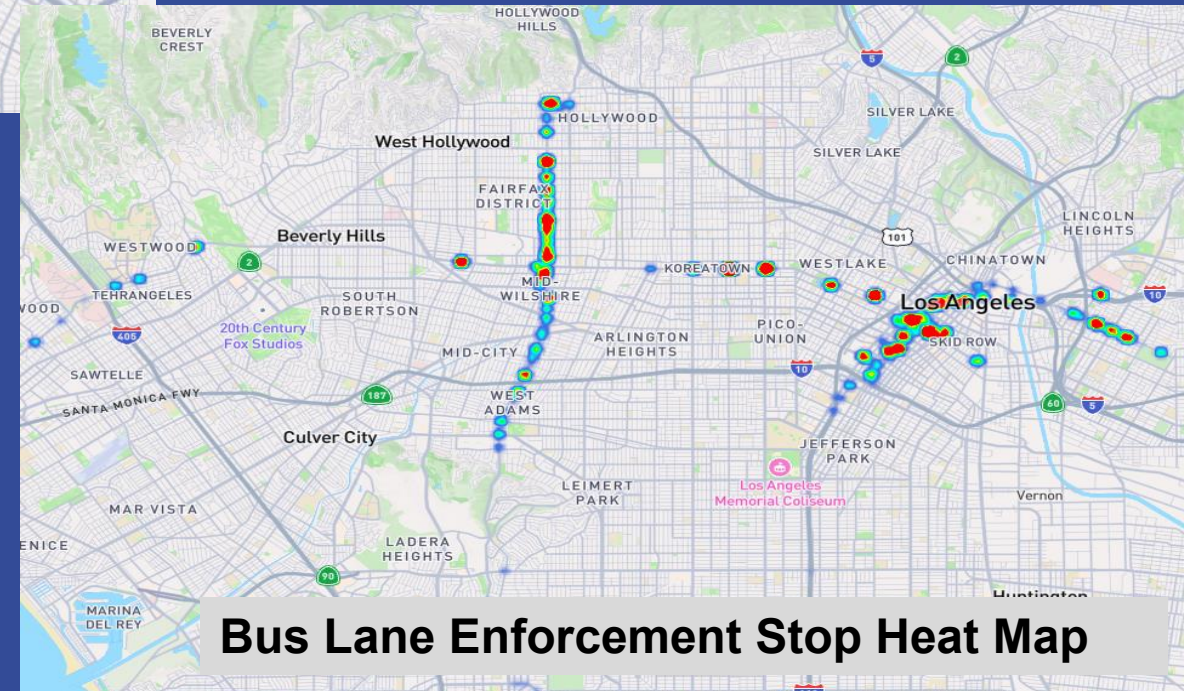
- 6th St @ Broadway: **116**
- Olive St @ Kosciusko: **86**
- 6th St @ Hope St: **82**
- Grand Av @ 3rd St: **81**
- Olive St @ Olympic Blvd: **76**

Top 5 Bus Lane Violation Locations

- Eastbound 6th St @ Grand Av: **804**
- Eastbound 6th St @ Broadway: **670**
- Westbound Wilshire Blvd @ Shatto Pl: **529**
- Southbound La Brea Ave @ 1st St: **486**
- Westbound Wilshire Blvd @ Kenmore Av: **471**



Metro



Bus Lane Enforcement Stop Heat Map