Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

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.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

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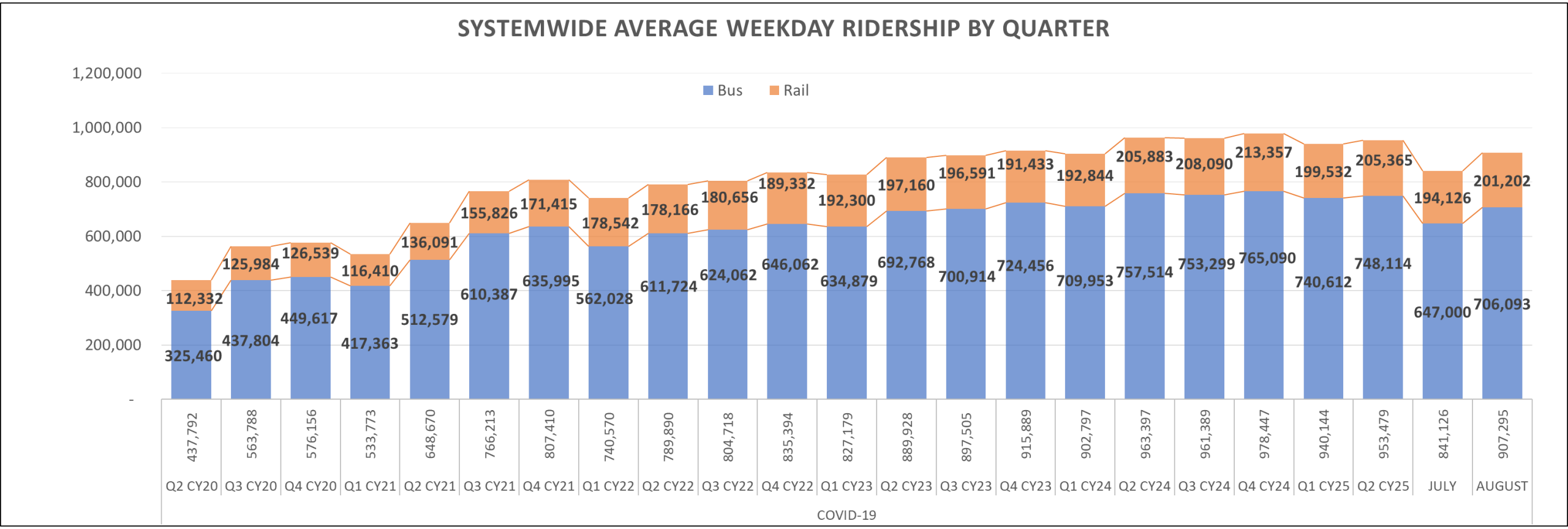
Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
September 18, 2025

Ridership Update



August Total Ridership Percentage Change 2025 over 2024:

- Bus: -7.9% Rail: -2.2%
- Monitoring ridership for impacts from workers returning to full time office attendance.

August Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

	2025	2019	%Pre-Covid
• DX:	907,295	1,169,680	78%
• SA:	667,206	755,167	88%
• SU:	573,658	605,214	95%

Average Weekday Rail Ridership By Line - Aug 2025					
Line	**Aug-25**	**% Recovery**	**Aug-24**	**% Recovery**	**Aug-19**
A/E/L	114,859	71.3%	115,802	71.9%	161,139
B/D	60,170	47.1%	65,690	51.5%	127,642
C/K	26,173	89.3%	23,856	81.4%	29,295

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using 2018 data for A Line due to New Blue impacts. K Line started operation in Oct 2022.

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.1% in August 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 76.4% in August 2025 (rail station data available month to month)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

August 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Aug-25	Aug-24	% of Line Miles in EFC
5, 18	207	Western Av	2.2%	5.0%	89%
5, 18	204	Vermont Av Local	1.9%	6.9%	98%
2	60	Long Beach Bl	1.7%	4.2%	61%
2	105	Vernon Av/La Cienega Bl	1.4%	2.6%	57%
2	55	Compton Av	1.4%	4.7%	83%
5	108	Slauson Av	1.4%	6.1%	55%
5	212	La Brea Av	1.3%	5.5%	54%
18	115	Manchester Av/Firestone Bl	1.2%	4.7%	47%
13	720	Wilshire Bl Rapid	1.2%	3.4%	33%
18	210	Crenshaw Bl	1.2%	5.9%	58%

Week Ending/ Day of Week	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 9/14/24	1.2%	1.4%	5.5%
Week Ending 9/13/25	0.4%	0.6%	0.8%
Week Ending 9/6/25	0.5%	0.2%	0.1%
August 2025	0.6%	0.6%	0.9%
July 2025	0.4%	0.5%	0.8%
June 2025	0.6%	0.7%	1.7%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Stops & Zones – The Magic of Bus Stop Change

Service Changes

- Manage 12,000 Bus Stops
- Average 600 bi-annual bus stop changes
- Vision Zero relocated 1,500 stops to far side (ongoing)
- NextGen 5,600 bus stop changes (2021)

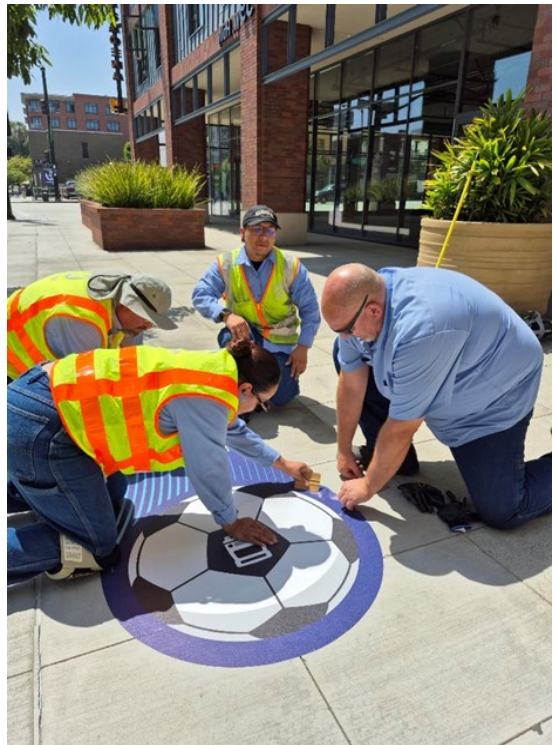
Enhancing the Future

One Bus Stop at a Time

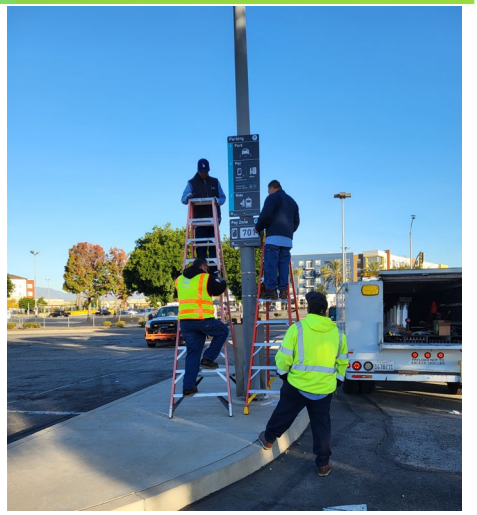
- 50 e-paper signs with solar lights were installed (proof of concept contract)
- 100 more e-paper signs with solar light installations are in planning

Special Projects:

- 50 Wayfinding decals and signs installed for FIFA World Cup 2025
- Replaced 460 signs for the LAX/Metro Transit Center name change
- Replaced 140 signs for the Lynwood Station destination change



Stops & Zones – Cleaner and Safer Communities



August 2024 to August 2025

- Collected 44,000 bags of trash
- Serviced 39,000 bus stops