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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 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 third quarter of calendar year 2025 (Q3 CY2025), consisting of July, August, and September 2025, compared to the pre-pandemic, pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and will be rolled out in two phases: "Reconnect" and "Transit First."
- Reconnect was the initial phase to restructure the existing network and was implemented over three 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 (RSHs) 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 was completed in phases by December 2022.
- Full NextGen bus service levels have been operated since then into 2025 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 remained

low. However, they were higher than in the second half of CY2023.

- Full operator staffing was again achieved by January 2025, with cancellation rates during the first three quarters 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, 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 (Tier 1)	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 and expanded transit signal priority, with reinvestment of time savings for increased service frequencies. Progress on implementation includes 71.7 miles of new bus priority lanes as of December 2025, and 23 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority is a speed and reliability initiative that should begin implementation in CY2026, with ongoing optimization of bus stops and terminals.

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.

DISCUSSION

This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth to be supported by implementing the remaining Transit First bus speed and reliability improvements.

Most notable in this particular quarter is the impact of immigration enforcement activities, which resulted in reduced ridership for weekday, Saturday, and Sunday compared to the same quarter in 2024. Similar declines were first seen in June in Q2 CY2025 after over 2.5 years of continuous year-over-year ridership increases.

The ridership recovery rates of Q3 CY2025 as a percentage of Q3 CY2019 are as follows, and compared to the recovery rates for Q3 CY2024:

- Weekday was 77.6% (down from 82.9% in Q3 CY2024)
- Saturday was 85.4% (down from 91.6% in Q3 CY2024)
- Sunday was 92.8% (down from 97.1% in Q3 CY2024).

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), has contributed to much stronger ridership recovery in 2023, 2024, and continuing in 2025. 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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

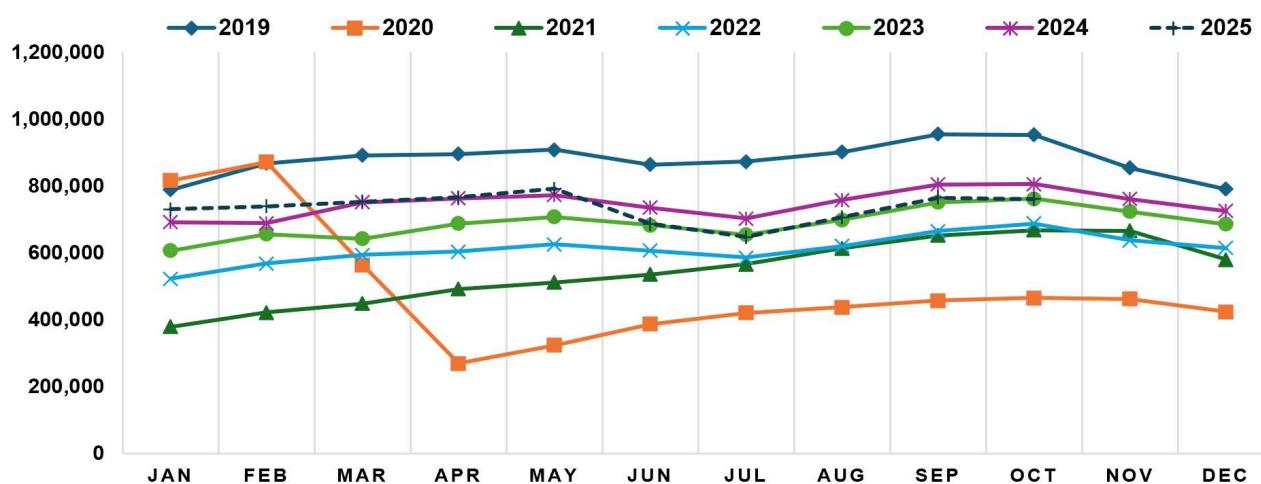
Table 3: Comparison of Average Daily LIFE Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	+4,277	+1,950	+3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

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

The highest monthly averages for post-pandemic weekday ridership in 2024 were in September (804,279) and October (804,963). In 2025, the highest month was May 2025 (791,214). However, average weekday ridership declined year over year in June (686,215, down 6.6%), July (647,000, down 7.9%), August (706,093, down 6.8%), September (764,647, down 4.9%) and October 2025 (760,709, down 5.5%) returning to CY2023 levels, with a Q3 CY2025 average weekday ridership decline of 6.4%. The most impacted months were June through August, with lesser declines in September and October. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2025).

Chart 1: Average Weekday Ridership by Month



Average Saturday bus ridership also showed year-over-year declines in June (10.2%), July (9.7%), August (6.8%), September (3.8%), and October 2025 (3.5%) after increases in April and May. Average Q3 Saturday bus ridership showed a 6.8% decline over the same quarter in 2024. The declines were less in the most recent months of September and October. Sunday also showed declines, though smaller than weekday and Saturday, in June (2.9%), July (6.3%), August (4.5%), September (2.4%), and October (1.9%), so the most recent two months showed less impact. The Q3 CY2025 average Sunday ridership showed a 4.4% decline over the same quarter in 2024, again showing less impact than weekday and Saturday in Q3 CY2025.

Ridership by Service Area

On average, the Metro bus system's weekday ridership recovery rate was 77.6% in Q3 FY2025. The ridership recovery rate was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest rate of weekday ridership recovery at 88.9% in Q3 CY2025 (down from 89.6% in Q3 CY2024). This recovery rate, in part, shows the 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, in place of 20-30 minute frequencies. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. These changes resulted in a 3% gain in RSHs, with no other service area having such gains in service hours. 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.

The average Q3 CY2025 weekday ridership of the San Fernando Valley area compared to Q3 CY2024 decreased slightly by 0.8%, indicating that ridership growth has impacted even this service area in Q3, noting that in Q2 CY2025, it had still shown a year-over-year increase (and was the only service area that showed growth in Q2 CY2025). The impacts from immigration enforcement activities appear to have impacted the most in Q3, though it still had the smallest decline of all five service areas, by far. The other four service areas all declined between 4.7%-9.1% over the same quarter of 2024, with the Gateway Cities service area again showing the largest decline as in Q2 CY2025.

The weekday ridership recovery rates of the other four Service Council areas in Q3 CY2025 all

declined compared to the same quarter in CY2024:

- San Gabriel Valley: 73.8% (down 3.6% from 77.4%)
- Gateway Cities: 72.3% (down 7.3% from 79.6% in Q3 CY2024)
- Westside Central: 88.4% (down 4.1% from 92.5% in Q3 CY2024)
- South Bay Cities: 91.9% (down 7.2% from 99.1% in Q3 CY2024)

The average Q3 CY2025 Saturday recovery rate was 85.4% overall, a 7.2% decrease from 91.6% for the same quarter of 2024. San Fernando Valley again showed the highest recovery at 100.0% (down slightly from 100.8%), while other areas were 73.4% to 84.1% (down from 81.8% to 91.3%). Saturday ridership decreased 0.6% for the San Fernando Valley over the same quarter in CY2024. The other four service areas decreased by between 5.0%-10.3%, with the largest decline in the Gateway Cities area.

The average Sunday ridership recovery rate was 92.8% overall, down from 97.1% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 111.2% (up 0.6% from 110.6% in Q3 CY2024, the only area to show an increase), and the four other service areas varied in recovery rate from 72.3% to 91.9% (down from 77.4% to 99.1%, a decrease of between 3.6%-7.3% from Q3 CY2024). Again, the Gateway Cities service area saw the largest decline. This was consistent for all day types; it appears this service area reacted most significantly to the immigration enforcement actions, which in all areas are negating in part of the potential of the NextGen improvements.

Table 4: Percentage Change in Average Daily Q3 CY2025 Ridership by Service Area and Day Type compared to Q3 CY2024

Service Area	Q3 CY 2025 Weekday	Q3 CY 2025 Saturday	Q3 CY 2025 Sunday
Gateway Cities	-9.1%	-10.3%	-10.0%
San Fernando Valley	-0.8%	-0.6%	0.5%
San Gabriel Valley	-4.7%	-5.0%	-5.6%
South Bay Cities	-5.8%	-7.9%	-7.3%
Westside Central	-6.9%	-7.7%	-4.5%

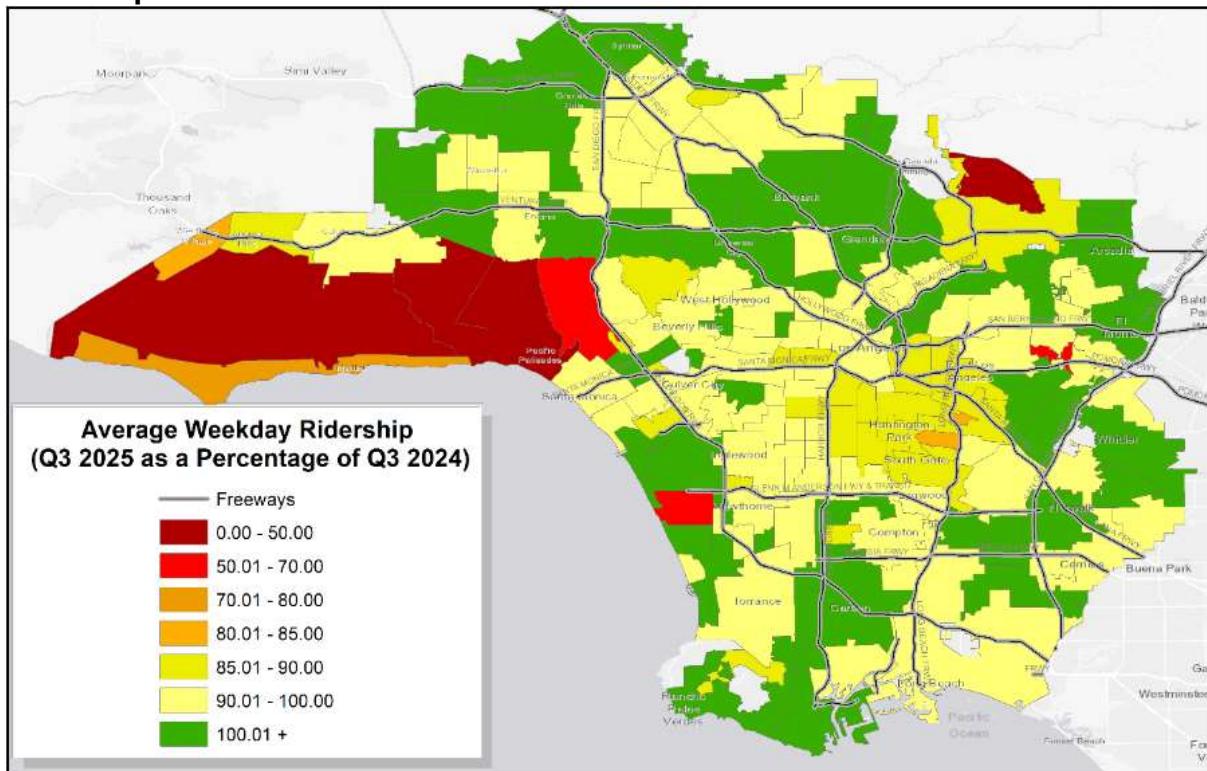
Table 4 above shows full details of the percentage change in average daily ridership by service area between Q3 CY2025 and Q3 CY2024. See Attachment A, Charts 10-12,

Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q3 CY2019 - Q3 CY2025.

Map 1 shows a comparison of average weekday ridership for June 2025 as a percentage of June 2024 ridership, illustrating by LA City neighborhood and other LA County cities the level of ridership decline. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration raids were most common.

Map 1: Q3 2025 Average Weekday Ridership as a Percentage of Q3 2024 Average Weekday

Ridership



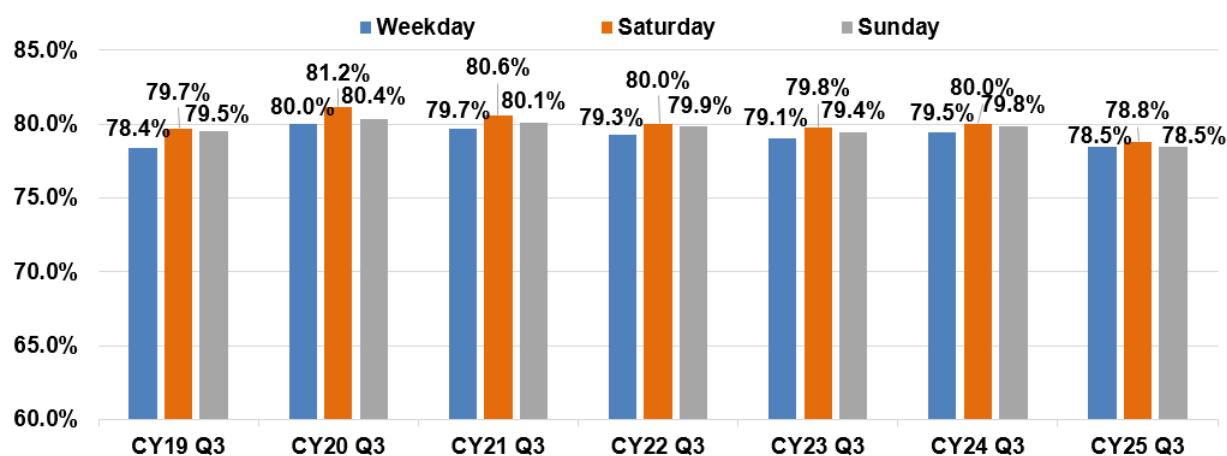
Ridership in EFCs

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. 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

By Q3 CY2025, EFC boardings as a proportion of total boardings were just 0.1% higher for weekdays, down 0.9% for Saturday, and down 1.0% for Sunday compared to pre-COVID levels. The declines in the proportion of EFC boardings may be attributable to the immigration enforcement being most concentrated in EFCs, meaning many who normally rely upon transit sought alternative transportation or forewent travel altogether.

See Attachment A, page 16, for further discussion of bus system ridership in EFCs.

Chart 2: EFC Ridership as a Percentage of Total Ridership By Day Type



Lines serving EFCs with the strongest ridership recovery (over 100% recovered weekdays and weekends) include:

- Line 204: Vermont Av Local
- Line 605: Boyle Heights Shuttle
- Line 665: City Terrace Indiana St

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

Ridership by Time Period

As of Q3 CY2025, weekday early AM and AM peak period ridership remains the least recovered at 70% and 67% of 2019 levels, respectively; these are also lower than in the same quarter of CY2024 (78% and 74% respectively) likely due to the ridership drop in Q3 FY2025 resulting from immigration enforcement actions. The PM peak and evening recovery rates were 75% and 78%, respectively, again reflecting declines, most significantly in the PM peak, over the same quarter of CY2024 (81% for both). The midday period also saw a reduction in recovery rate, from 85% in Q3 CY2024 to 82% in Q3 CY2025, smaller than that seen in the peak periods.

In contrast, late evening and Owl periods' share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 92%, and 96%, respectively, with improvements over the same quarter of CY2024 (90% and 95% respectively). These were the only time periods to show ridership growth in this quarter.

The better midday recovery rate for weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. However, in Q3, all time periods except late evening and Owl showed declines in recovery rates of between 3%-8% over the same quarter in CY2024, though the recovery rate declines are most significant in the early AM, AM, and PM peak periods, with smaller declines in the midday and early evening periods.

Saturday early AM, AM peak, midday, PM peak, and evening ridership had the lowest recovery rates at 84%, 75%, 82%, 83%, and 87% respectively, each declining from Q3 CY2024 (92%, 84%, 87%, 88%, and 90% respectively), with the declines in early AM and AM peak highest at 8% and 9% respectively (others were 5% or less). In contrast, Saturday late evening and Owl showed higher recovery rates at 99% and 101% (up from 96% and 99% respectively). As with weekdays, the late evening and Owl periods showed the most resilience and were the only Saturday time periods with increased ridership recovery.

Sunday recovery rates by time period for Q3 CY2025 were topped by early AM, which was 110%, down from 115% in Q3 CY2024. The AM peak, midday, and PM peak, and evening each showed a decline in recovery rates at 89%, 88%, 88%, and 91% respectively (down from 98%, 95%, 95%, and 94% respectively), with the AM peak showing the largest decline in recovery rate at 9%, but midday and PM peak were also down 7%. In contrast, the late evening and Owl periods showed increases in recovery rate at 97% and 103%, up from 95% and 102% respectively, compared to Q3 CY2024, so all three day types showed growth in these time periods.

See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019-Q3 CY2025.

Average Trip Length

The Metro bus system's average (unlinked) passenger 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 increased and were at 3.4 miles for each day type in the most recent data, well below pre-COVID lengths. COVID has transitioned trip-making to shorter trips to address a market for short trips already identified as a significant opportunity to grow ridership in the NextGen Bus study. This change in average passenger trip length is seen for weekdays and weekends, with weekday and Saturday at 3.3 miles and Sunday at 3.4 miles average passenger trip lengths when most recently measured. Even with the recent declines in ridership, average trip length was relatively stable, with just a very slight decline in average passenger trip length for weekday and Saturday. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q3 CY2025 versus Q3 CY2019 for each day type (weekday, Saturday, Sunday) and provides an overview of lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers. Due to the NextGen Bus Plan change involving the restructure of bus lines and line groups, this analysis must, in many 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 Q3 CY2025, 117 individual Metro bus lines were operating. However, the ridership recovery rate analysis for this quarter is based on 81 weekday, 75 Saturday, and 74 Sunday lines/line groups. . Detailed data is included in Attachments B, C, and D, respectively.

Using Q3 CY2019 as a pre-COVID baseline and in comparison to Q3 CY2024, the overall Q3

CY2025 bus system ridership recovery rate was 77.6% for weekday (down from 82.9%), 85.4% for Saturday (down from 91.6%), and 92.8% for Sunday (down from 97.1%). No day type had an improved ridership recovery rate.

Table 5: Q3 CY2025 Number of Fully Recovered Lines Versus CY2019 Ridership

Day Type	Q3 CY2025	Q2 CY2025	Q2 2024
Weekday	14	19	20
Saturday	15	32	29
Sunday	30	44	43

In Q3 CY2025, there were 14 weekday recovered lines/line groups, 15 Saturday lines/line groups, and 30 Sunday lines/line groups; for all types, recovery was down from Q2 CY2025 and Q3 2024. The strongest recoveries continue to be those lines/line groups with significant NextGen improvements.

The higher 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, even with declines in weekday and Saturday recovery in Q3 CY2025 versus Q3 CY2024:

Table 6: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18 (22.2%)	14 (18.6%)	14 (18.9%)
Tier 2	16 (19.7%)	13 (17.3%)	12 (16.2%)
Tier 3	8 (9.8%)	7 (9.3%)	7 (9.4%)
Tier 4	11 (13.5%)	6 (8.0%)	5 (6.7%)
Total	53 (65.4%)	40 (53%)	38 (51%)

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

A common denominator of lower ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. In addition to reduced daily work-related trips due to increased telecommuting and the negative impacts on many downtown service industry businesses, some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the Metro Regional Connector and Metro bus network for those returning to office work there, as well as the many cultural attractions and entertainment events based there.

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 (55.6%) but also on weekends (Saturday 65.1%, and Sunday 67.6%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had both a 79.4% weekday recovery rate and much higher weekends (99.0% Saturday; 102.2% Sunday), perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders do not appear to be traveling post-COVID 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. Warner Center has also seen the closure of a mall. The G Line 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 in Q3 CY2025.

Notable ridership changes also occurred on the Vermont corridor, a very high EFC corridor where frequent Local and Rapid bus service continues to operate. The corridor's overall ridership recovery rate was 81.0% on weekdays, with the Local Line 204 having a recovery rate of 102.2% in Q3 CY2025. By comparison, Vermont Rapid Line 754, which operates with the same frequency as the local line but on a limited stop format, had a ridership recovery rate of 59.6% in Q3 CY2025. 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 110.0%; Rapid 57.2%) and Sunday (Local 99.6%; Rapid 69.7%).

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 above 100%. Another example is Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40-60 minute frequency) had low ridership recovery, 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.

The devastating Palisades and Eaton Canyon fires that occurred in early January 2025 (Q1) also had a continued impact through Q3 CY2025. The Palisades fire primarily impacted two bus lines: Line 134 (Santa Monica - Malibu) and Line 602 (Westwood - Pacific Palisades). These lines were suspended for up to seven weeks. Line 134 is now operating, but with a 5-mile zone with limited 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. The no-stop zone on Line 134 has since been reduced from 10 miles to around 5 miles, but impacts are expected to continue through at least the remainder of 2025 into Q1 CY2026. Ridership impacts have been lower on Line 134 in Q3, thanks to the service being restored and the no-stop zone being reduced. Q3 CY2025 Line 134 weekday ridership recovery was 47.6%, Saturday 57.7%, Sunday 77.7% while Line 602 weekday was 29.4%, Saturday 37.0%, and Sunday 45.9%.

The Eaton fire in Altadena impacted Lines 660 and 662, which link Altadena and Pasadena. Operation of these lines was shortened approximately half a mile to Woodbury Rd (originally further south at Washington Bl). The full Line 602, 660, and 662 routes were restored with the December 14,

2025 service change.

Bus Line Productivity

Data also consistently shows that increased RSHs 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 (passenger boardings/RSHs) 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. The 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 was changed between both lines and day types. The following is a comparison of bus system productivity (passenger boardings per revenue service hour) Q3 CY2025 and pre-NextGen Q3 CY2019:

- Weekday: 33.1 passenger boardings per revenue service hour (2025) versus 40.5 (2019)
- Saturday: 32.1 passenger boardings per revenue service hour (2025) versus 38.6 (2019)
- Sunday: 28.2 passenger boardings per revenue service hour (2025) versus 37.2 (2019)

The weekday change in productivity is explained by a 1.8% decline in RSHs versus a 19.9% decline in ridership between 2019 and 2025. 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, especially with the recent decline in ridership due to immigration enforcement.

On weekdays, only 3 of the 81 lines/line groups managed to exceed their former productivity level, while another 48 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers, as well as some lines that had major changes, as well as in many cases, minimal changes. The lowest level was 53.3% of former productivity, on a line impacted by the January wildfires.

There were 11 weekday lines with productivity under 20 boardings per revenue service hour, and 2 additional lines with under 10 boardings per revenue service hour. Two of these 13 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134, 602), and the lowest were the Willowbrook - Del Amo Line 202 and Warner Center Shuttle Line 601. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 14.4% decrease in ridership but a 3.1% increase in service hours.

On Saturday, 7 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level seen on a line was 55% of former productivity, though this line was impacted by the January wildfires. There were 18 Saturday lines with productivity under 20 passengers per revenue service hour and an additional two under 10.0%.

While the Sunday ridership was down 6.7% overall, the service hours were up 23.0% 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, though still impacted by the recent immigration enforcement.

The 74 Sunday lines/line groups are a mix of frequency tiers as well as lines that had, in many cases, minimal changes. Of those 74, only 1 managed to exceed its former productivity level. The lowest level was 34% of former productivity, though this was again, on a line 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 22 Sunday lines with productivity under 20 passengers per revenue service hour, and another 2 lines that were under 10.

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204, Vermont Av Rapid 754, and Western Av Local 207, which operate in the Hollywood - South LA area.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

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 line/line groups for average weekday, Saturday, and Sunday bus ridership observed between Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q3 CY2025.

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, expanded transit signal priority, and all-door boarding; more details on these initiatives are in the next section.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the NextGen Transit First scenario is designed to increase ridership based on the increased speed of service/reduced travel times by 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 to increase service frequencies.

Progress on such speed and reliability implementations includes 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 the 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 Bus Priority Lanes (Metro Line 2):** Metro began 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 Hayvenhurst 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 Av Bus Priority Lanes (Metro Line 111):** In Summer 2025, construction of this peak-hour bus lane project in the City of LA and Unincorporated LA County began. 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. This project is expected to be completed in Winter 2026 and will bring improved speed and reliability to riders of Metro Line 111.

Vermont Av Bus Priority Lanes (Metro Lines 204 & 754): Metro is working on plans to 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 for over 36,000 daily weekday riders ahead of the larger project.

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 completed the required 60-day education and outreach effort on the affected BLE lines, and the initial phase of the BLE program began operations as of May 12, 2025. There are now 100 Metro buses 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. A bus lane enforcement expansion program is in early development, while bus lane performance is being reviewed and will be reported on in the next quarterly report.

Metro also collaborated with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits at the City's request. Outreach began on July 1, 2025, and enforcement began on September 2, 2025.

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, though as of 2025, this is only true for weekdays. 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. However, the impact of immigration enforcement in keeping people away from the Metro bus system is negating the potential of the NextGen Bus Plan for increasing ridership. These impacts will be monitored closely.

Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns. Examples that influenced the December 2025 service change included requests from various customers to restore service in the fire recovery areas in both Pacific Palisades and Altadena, as well as comments regarding lines for improving service reliability and capacity (to avoid overcrowding).

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. Meanwhile, it is important to see an end to immigration enforcement to allow many riders the confidence to ride the Metro system. Another update is planned for the Board in March 2026; staff will track and detail ridership for Q4 CY2025 (October through December 2025) as the basis for the next ridership report.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q3 CY2025

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

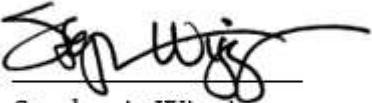
Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

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

Attachment E - NextGen Service Tier Changes

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

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



Stephanie Wiggins
Chief Executive Officer

NextGen Ridership Analysis – Q3 CY2025

In reviewing recent Metro ridership trends, it is important to look at significant events that occurred over the last five years (2019 through 2024):

- Implementation of the NextGen Bus Plan between December 2020 to December 2021.
- 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.
- A national bus operator shortage resulting in a 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023 and has been maintained as of January 2025.

In examining Q3 CY2025 ridership, other events that impacted ridership include:

- A small group of lines significantly impacted by the devastating Palisades and Eaton fires and their ongoing recovery efforts.
- Full time or more frequent return to office for Federal and other workers beginning in March 2025, though the Federal workforce numbers have also been significantly reduced.
- Most significantly, immigration raids which started in LA County in June 2025 appear to have significantly reduced ridership, with some riders fearful of being in public, including riding the Metro bus system. This decline in ridership was present throughout Q3 CY2025.

Analysis and discussion are provided regarding how the above changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership changes between Q3 CY2019 (when ridership peaked pre-COVID) through the third quarter of 2025, as well as ridership by area, EFC/non-EFC, time of day, line/line group level, and average passenger trip lengths.

Metro Bus Service and Cancellation 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.

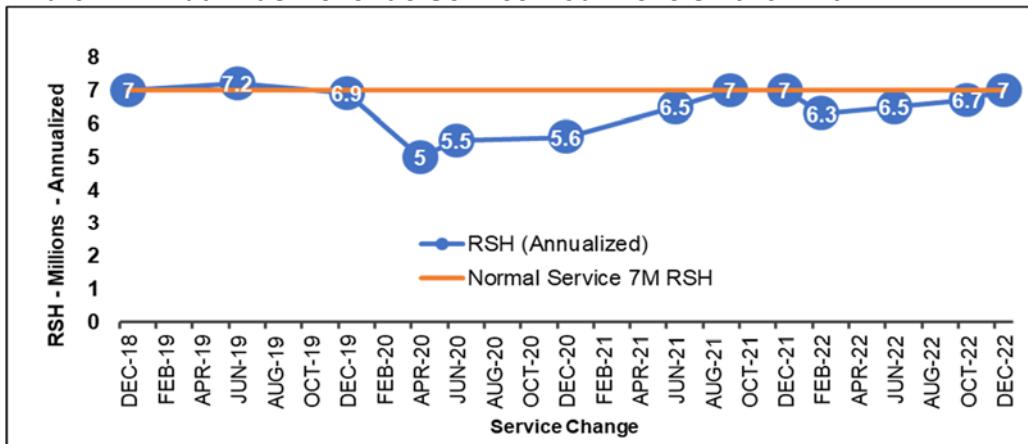
NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to recover.

The most significant restoration of service levels occurred in June 2021, going from 5.6 million to 6.5 million annual RSH as well as implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

The full 7 million annual revenue service hours was scheduled by September 2021, and the third and final wave of NextGen Bus Plan changes were implemented by December

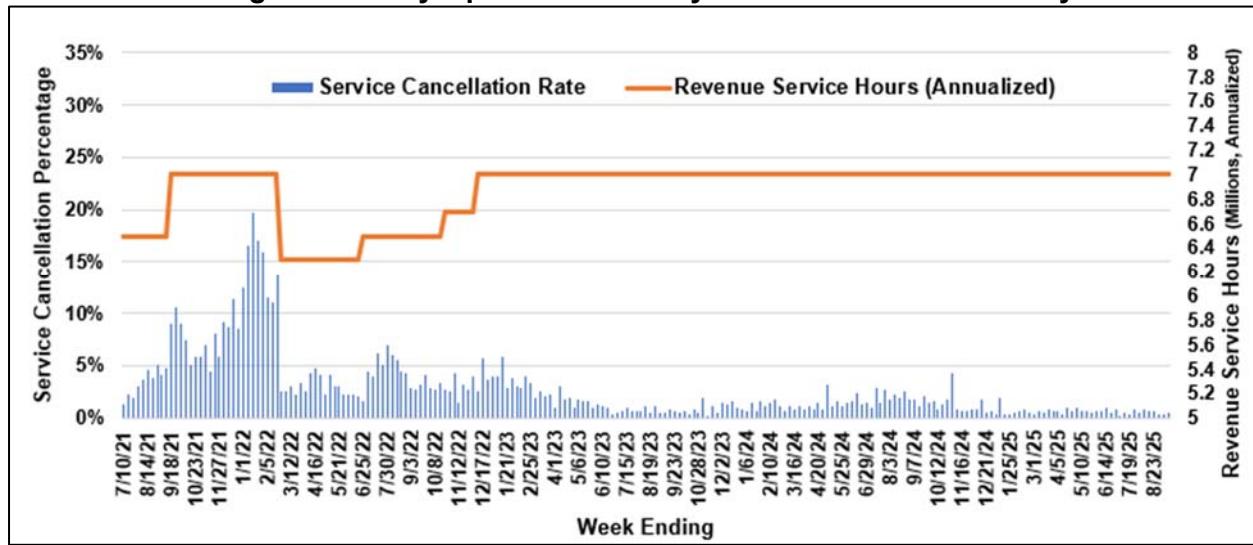
2021 with ridership also continuing to increase as COVID recovery continued. However, a shortage of bus operators nationwide negatively impacted LA Metro delivery daily of full bus service levels.

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



With increased bus operator hiring and improved levels of bus operator hiring and availability, full bus service was restored gradually during the remainder of 2022, with this restoration process was completed by December 2022. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023. Chart 2 shows the bus service cancellation rates peaking in 2022 with significant improvements in subsequent years.

Chart 2: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



Operator staffing was 1-2% below full levels in CY2024, which impacted service delivery, but cancellation rates remained below 5% and usually below 2% on weekdays and Saturdays. Full operator staffing was again achieved in January 2025 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service, and cancellation rates have been minimized to usually less than 1% weekdays and

Saturdays and below 2% Sundays during 2025.

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. 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%). Total travel demand overall remained about 8% below pre-COVID levels in 2023 and 7% below in 2024; in 2025, to date, it is now around just 2% below. However, patterns by time of day are mixed. AM peak travel volumes have finally recovered in 2025 after remaining well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and data for 2024 shows them matching pre-COVID midday volumes but in 2025 they have declined below pre-COVID levels.

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, 2024, and 2025. The same pattern is seen for evening and overnight hours.

Some of this lack of recovery in overall travel may relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) may be continuing but with some decline as more workers return to more days per week in office. These trends will continue to be monitored, especially regarding the impact of immigration raids moving forward, to foster understanding of bus ridership patterns.

Chart 2: Percentage difference of Total Daily Trips in LA County compared to 2019, 2019-2025 (preliminary results)

LOCUS Daily Trips by Year

Chart shows total daily trips in Los Angeles county for Q3&Q4 data for 2019, 2020, 2021, 2022, 2023, 2024 and 2025* (preliminary Q3). Labels show percentage difference from 2019.

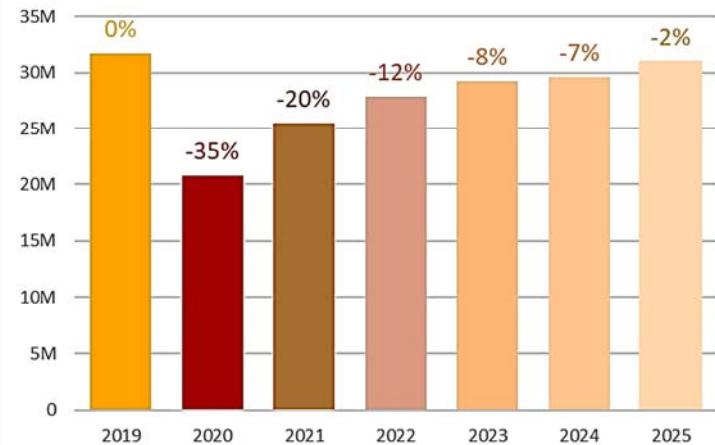
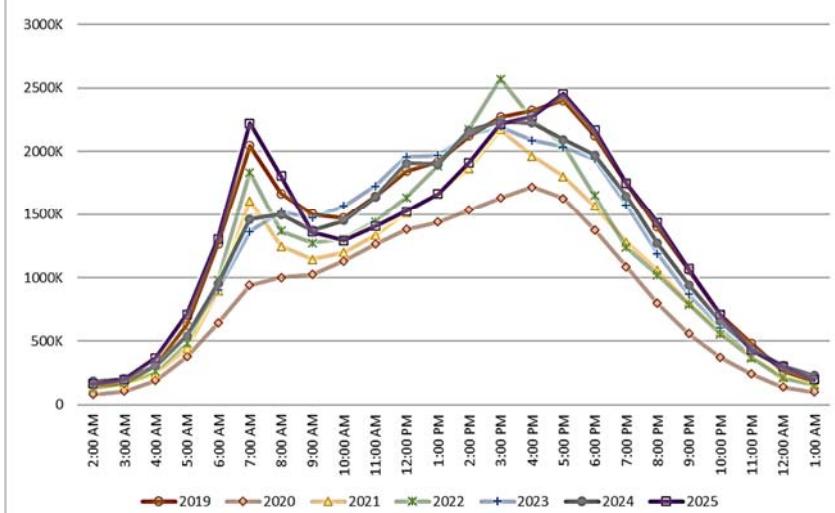


Chart 3: LA County Total Daily Trips By Year and Hour, 2019-2025 (preliminary results)

LOCUS Daily Trips by Year and Hour

Chart shows total daily trips in Los Angeles county for Q3&Q4 data for 2019, 2020, 2021, 2022, 2023, 2024 and 2025* (preliminary Q3).

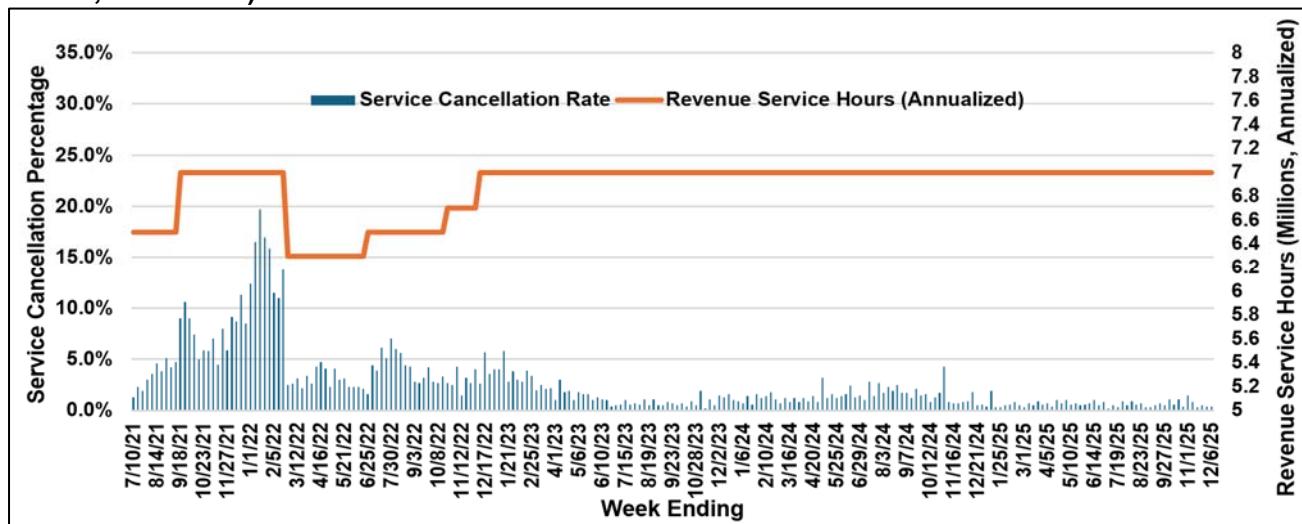


COVID Cases:

Chart 5 provides a reference to the periods when COVID was most active in our community, which may be reflected in ridership data. 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 were likely underreported in recent years and are having less impact on overall travel over the last two years as people have adapted to living with COVID. Spikes typically occurred 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 5 ends in January 2025. Some media reports suggested a local surge in COVID cases occurred in summer 2025 though no official data from LA County was available to validate these reports.

Chart 5: 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 COVID-19 pandemic onset, weekday ridership recovery began steadily 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 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 steadily increased 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.

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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	4,277	1,950	3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth of these programs is due to new rider participation, much of this growth is from existing riders enrolling in them. As with general ridership, these programs may see a decline in growth due to the impacts of immigration enforcement.

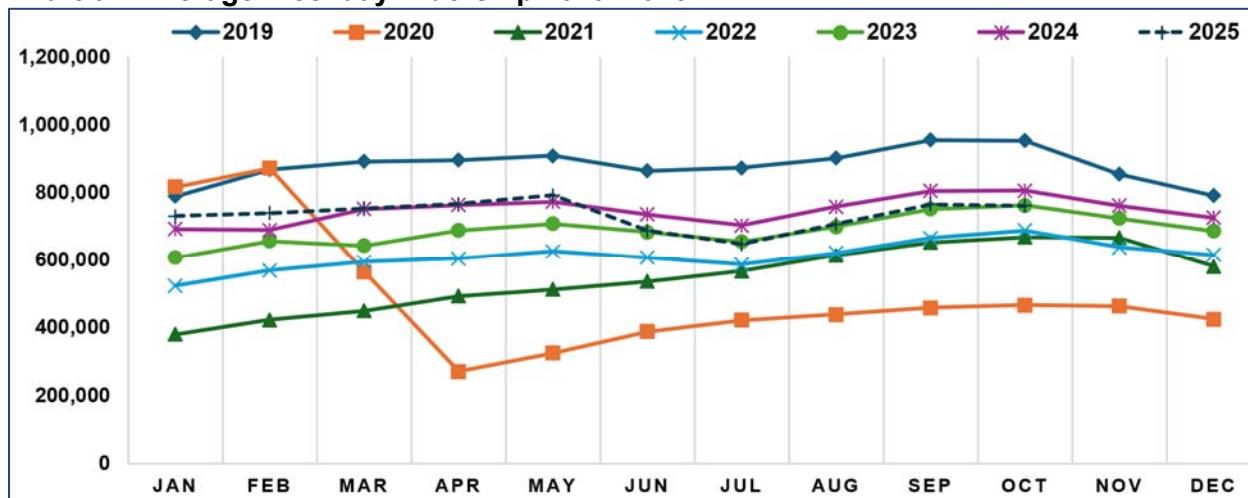
The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due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

Complete restoration of bus service by December 2022, combined with more reliable

service delivery and continued GoPass and LIFE Program outreach efforts have contributed to much stronger ridership recovery through 2023 and continued through 2024 and 2025. 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 become LIFE or GoPass program participants as well as people new to riding Metro.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership showed strong growth through 2023 and 2024 but slower growth in early 2025. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 77.6% for Q3 CY2025, a significant decrease from 82.9% in Q3 CY2024 (704,993 average weekday boardings, down from 753,299). In October 2024, weekday ridership set a post-COVID record of 804,963. In Q3, the highest average weekday ridership in 2025 to date was recorded in May 2025 at 791,214 and next best was September 2025 at 764,647; the months of June 2025 (Q2), and July, August, and September 2025 (Q3) have seen reductions in average weekday ridership over the same months of 2024 (6.6%, 7.9%, 6.8%, 4.9% respectively), but the decline has been reducing. The June decline resulted in the recovery rate for Q2 overall declining to 84.1% compared to 85.1% for Q2 CY2024. These are the first year over year declines in over 2.5 years and coincide with immigration raids occurring in LA County, resulting in fear for many people about being in public, including riding Metro buses. October, the first month of Q4 CY2025, also showed a 5.5% decline in average weekday ridership.

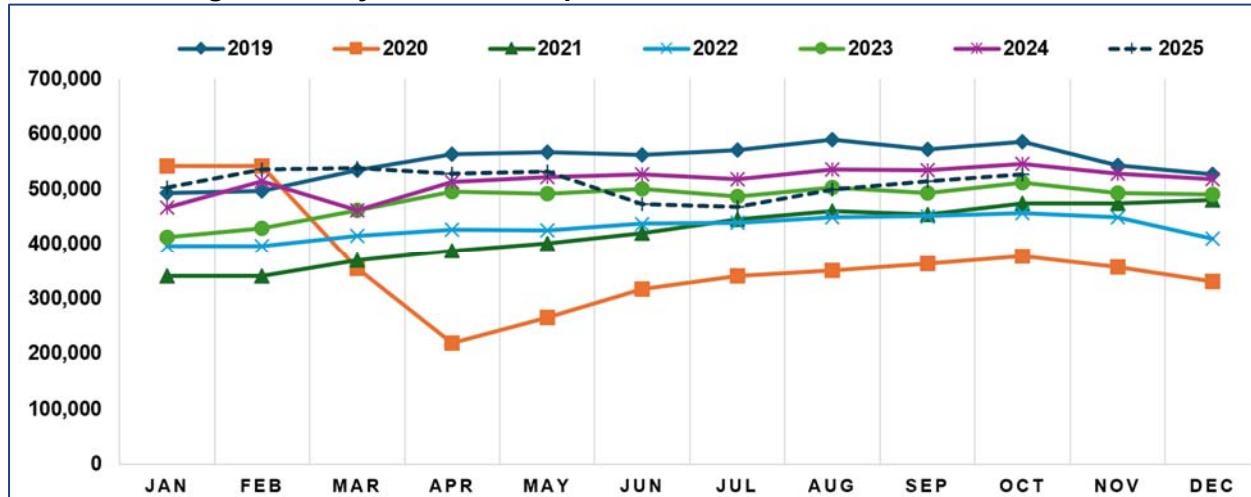
Chart 6 – Average Weekday Ridership 2019–2025



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. Saturday service reliability was also an issue in 2022 due to the operator shortage and resulting service cancellations and improved with restoration of full service in December 2022 which, together with more operator hiring, improved service in 2023 with gains in ridership seen since then.

Chart 7: Average Saturday Bus Ridership 2019–2025



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. In Q3 CY2024, Saturday bus ridership was 91.6% of pre-COVID levels; that recovery declined significantly to 85.4% for Q3 CY2025 (average Saturday ridership Q3 CY 2025 493,818 versus 529,646 in same quarter of 2024). Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in CY2025 being 537,710 in March 2025. Like weekdays, the months of June, July, August, September, and October 2025 showed average Saturday ridership at or below 2023 levels, a significant decline compared to 2024, with declines of 10.2%, 9.8%, 6.8%, 3.8%, and 3.5% respectively, so the decline has been waning. These declines are believed to be the result of immigration raids occurring in LA County. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

Sunday Ridership

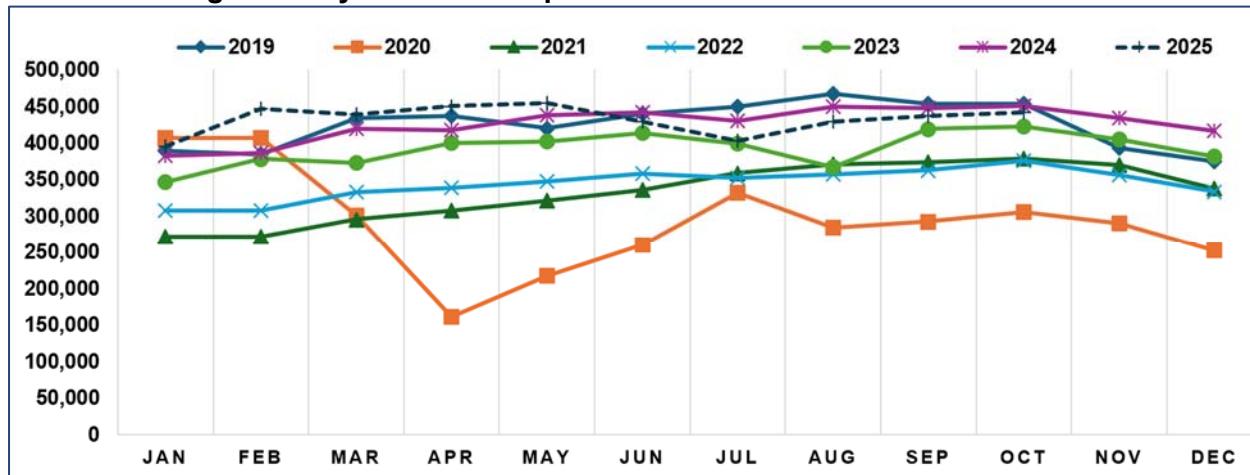
Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

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 storm event on Sunday August 20, 2023.

As of Q3 CY2024, Sunday bus ridership recovery was 97.1%; this had declined to 92.8% in Q3 CY2025 (423,288 average Q3 CY2025 versus 442,681 in same quarter 2024). Sunday set a post-pandemic average ridership record in May 2025 at 454,686.

June, July, August, September, and October 2025 Sunday average ridership all showed declines, 2.9%, 6.3%, 4.5%, 2.4%, and 1.9% respectively, so the decline has diminished. The Sunday Q2 result overall still managed to show an increase overall from Q2 CY2024, unlike weekday and Saturday, but all three day types were down in Q3 CY2025.

Chart 8: Average Sunday Bus Ridership 2019-2025



Current Ridership

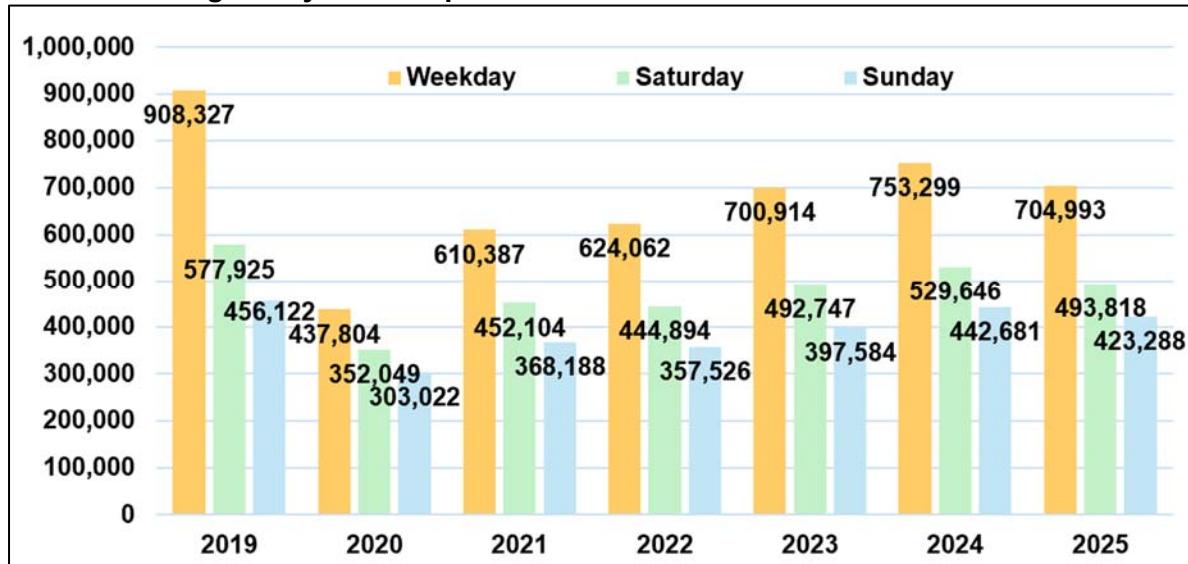
After an initial very large increase of 172,583 average weekday rides in Q3 CY2021 over Q3 CY2020 from the low point of pandemic ridership in 2020, there was a further though slowing increase of 13,675 average weekday rides between Q3 CY2021 and Q3 CY2022 due to service delivery problems in 2022, then an increase of 76,852 from Q3 CY2022 to Q3 CY2023, and a further increase of 52,385 between Q3 CY2023 and Q3 CY2024. However, Q3 2025 versus Q3 CY2024 saw a large decrease of 48,306 in average weekday ridership. While (slowed) growth continued up to Q2 CY2024, the Q3 CY2025 decline in ridership recovery is believed to be a result of immigration raids in LA County making some fearful of being in public, including riding the Metro bus system. This is an unfortunate interruption to over two years of continuous increases in ridership recovery. This impact continued in October 2025. It will be critical to understand what conditions will need to be present to restore the confidence of people to return to riding the Metro bus system.

On Saturdays, Q3 CY2020 to Q3 CY2021 saw an increase of 100,000 in average Saturday rides with subsequent year over year decrease of 7,210 to Q2 CY2022, then increases of 47,853 (Q3 CY2023 over Q3 CY2024), then 36,899 (Q3 CY2024 over Q3 CY2023), but a decline of 35,828 (Q3 CY2025 over Q3 CY2024) erasing almost all the gains of the previous year. The CY2025 ridership in Q3 continues the first post-pandemic period Saturday decline. Again, this appears to have been impacts of immigration raids that began in June.

Q3 CY2020 to Q3 CY2021 saw a large increase in average Sunday rides of around 65,116, but with a subsequent decline year over year of 10,662 (Q3 CY2022 over Q3

CY2021) due to service delivery problems, then a robust of 40,058 increase (Q3 CY2023 over Q3 CY2022), and 45,097 increase (Q3 CY2024 over Q3 CY2023). The average Sunday ridership for Q3 CY2025 decreased 19,393 from Q3 CY2024. Again, this Q3 CY2025 decline appears to have been related to fear resulting from immigration raids. Q3 CY2025 average daily ridership between 2019 and 2024 is shown in Chart 9.

Chart 9: Average Daily Ridership Q3 CY2019–Q3 CY2025



Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appeared to continue until June 2025 when immigration raid impacts began. Based on Q3 CY2025 ridership decline, it is likely too soon to declare new normal for weekday, Saturday, or Sunday ridership as recovery was still continuing on each day types until mid-2025.

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 continued for all three day types (weekday, Saturday, and Sunday). Now the challenge will be restoring confidence in people being in public including being on the Metro bus system.

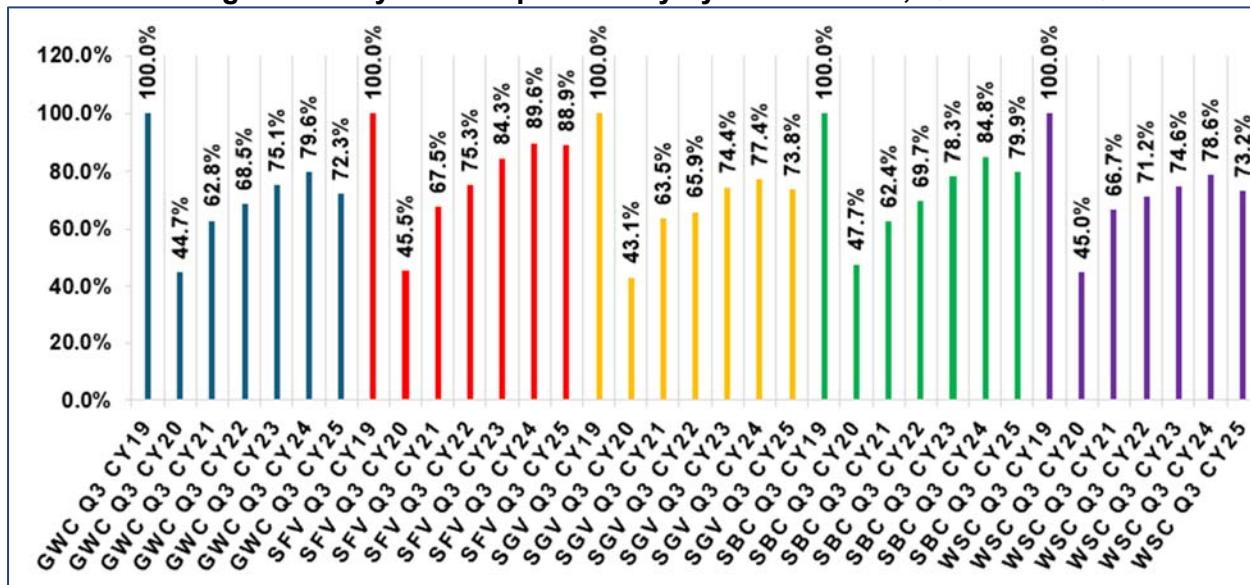
Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has declined in Q3 CY2025 after increases each previous year post-pandemic in each of the five Metro Council areas after the large decline in 2020. In 2025, declines were seen compared to Q3 CY2024 for weekday, Saturday, and Sunday for all five Service Council areas. Declines were particularly pronounced in the Gateway Cities, and the least in the San Fernando Valley service area, which still showed an increase for Sunday.

Comparing ridership recovery for Q3 CY2025 to Q3 CY2024, the San Fernando Valley shows the most weekday ridership recovery at 88.9% (down from 89.6%). The other four service areas all showed declines which varied between 79.9% (down from 84.8%) for the South Bay Cities, 73.2% (down from 78.6%) for Westside Central service area, 72.3% (down from 79.6%) for Gateway Cities service area (the most impacted service area), and 73.8% (down from 77.4%) for the San Gabriel Valley service area.

All five areas decreased their average weekday ridership compared to Q3 CY2024: San Fernando Valley decreased least by 0.8%, with declines of 6.9% for Westside Central, 9.1% for Gateway Cities (largest impact), 5.8% for South Bay Cities, and 4.7% in San Gabriel Valley.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019-Q3 CY2025



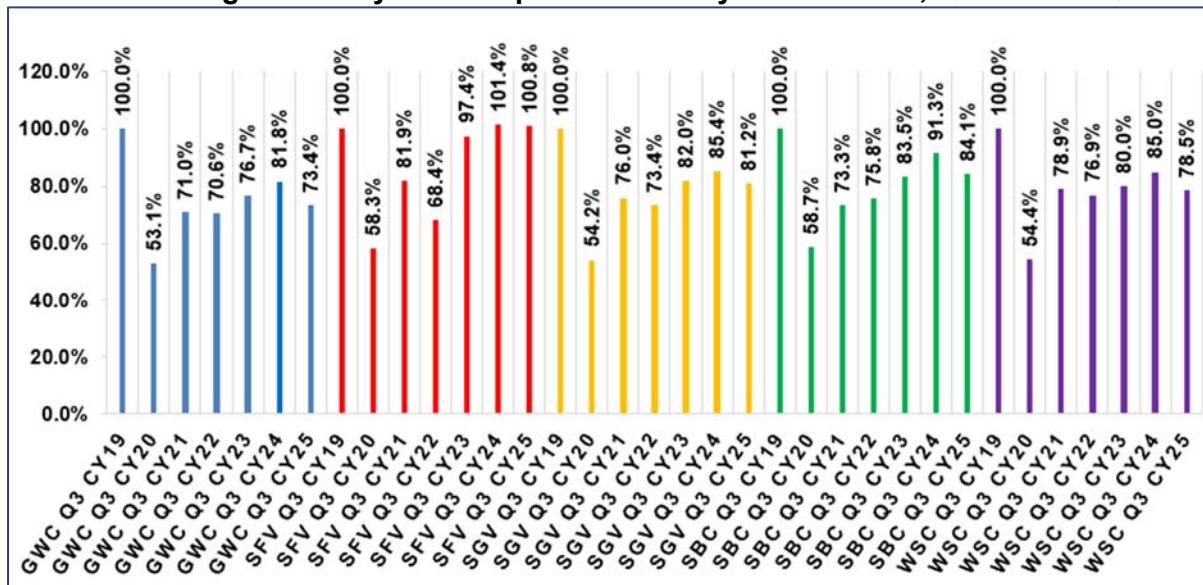
Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue service hours to improve frequency in the midday weekdays. See Attachment E for NextGen tier change details by region.

A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through NextGen Bus Plan implementation. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the less ridership decline in the difficult Q3 CY2025 where declines were seen in all five service areas. As detailed in Appendix E, all areas had service improvements through NextGen Bus Plan, though they were unable to compensate for the declines in ridership resulting from immigration raids of starting in June 2025.

As with weekday, Saturday ridership recovery improved between Q3 CY2019 and Q3 CY2025. San Fernando Valley service area had the highest recovery rate (100.8%, down slightly from 101.4% in Q3 CY2024), and continued to exceed pre-pandemic ridership. The other four areas showed declined recovery rates over Q3 CY2024. On

the lower end was Gateway Cities at 73.4% (down from 81.8%), with Westside Central (down to 78.5% from 85.0%), San Gabriel Valley (down to 81.2% from 85.4%) and South Bay Cities (down to 84.7% from 91.3%) in Q3 CY2024. The percentage of Saturday ridership recovery by area is shown in Chart 11. Again, these Q3 declines all appear to result from ridership declines in all three months of the quarter, continuing from the decline first seen in June 2025 when the immigration enforcement activities began. Overall, when comparing average Saturday ridership between Q3 CY2025 and Q3 CY2024, San Fernando Valley saw the smallest decline (0.6%), with the other four areas showing declines ranging from San Gabriel Valley (5.0%) Westside Central (7.7%), South Bay Cities (7.9%), and again like weekday the largest decline was for Gateway Cities (10.3%) on Saturday.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019-Q3 CY2025

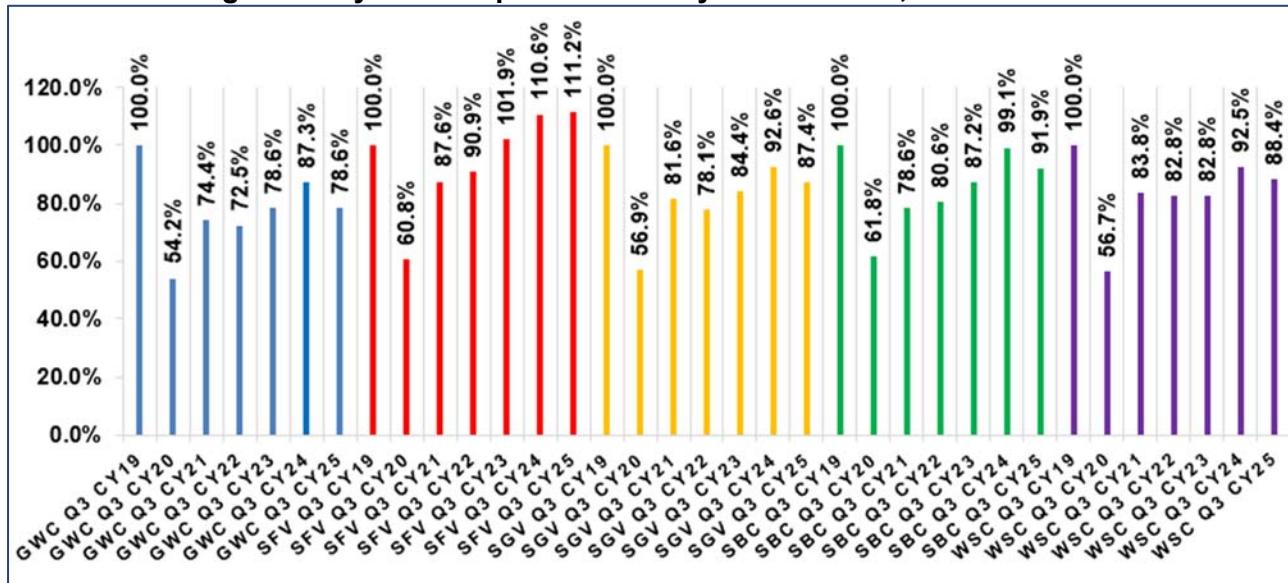


The San Fernando Valley Saturday service increases appear to have helped this service area to have the lowest decline in ridership even in the difficult Q3 CY2025:

- 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 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.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019–Q3 CY2025



Sunday ridership recovery by area is displayed in Chart 12. As with weekdays and Saturdays, the San Fernando Valley was the only area to improve ridership recovery and has continued to exceed its pre-COVID 2019 ridership (111.2%, up from 110.6% recovered in Q3 CY2024). The other four service areas showed declines compared to Q3 CY 2024 as follows:

- Gateway Cities: 87.3% (down from 78.6%), was the most impacted area
- San Gabriel Valley 87.4% (down from 92.6%)
- South Bay Cities 99.1% (down from 91.9%)
- Westside Central 92.5% (down from 88.4%)

Average Sunday ridership increased only in San Fernando Valley (0.5%). Declines occurred in the other four service areas: San Gabriel Valley (5.6%), Gateway Cities (10.0%), Westside Central (4.5%), and South Bay Cities (7.3%) compared to Q3 CY2024.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or Saturday ones, but were still significant and likely helped support the slight ridership growth continuing in Q3 CY2025 in this service area: Changes in frequency, days of operation, and routing have likely combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve further ridership recovery in this area.

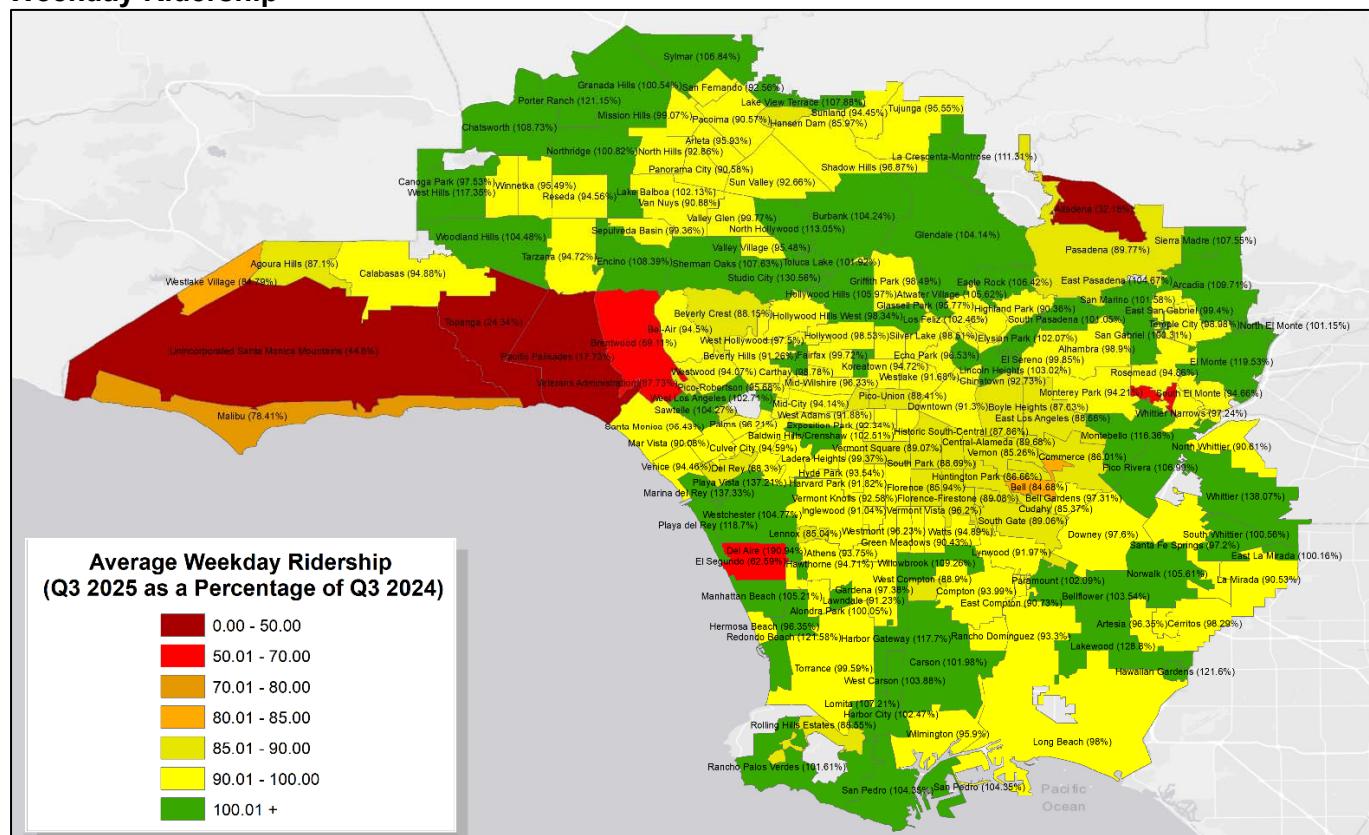
Though the other four service areas also received NextGen service improvements, they all showed ridership declines that likely were the result of the immigration enforcement actions that began in June 2025.

Table 3: Change in Average Daily Ridership by Service Area and Day Type Compared to Q3 CY2024

Service Area	Q3 CY 2025 Weekday	Q3 CY 2025 Saturday	Q3 CY 2025 Sunday
Gateway Cities	-9.1%	-10.3%	-10.0%
San Fernando Valley	-0.8%	-0.6%	0.5%
San Gabriel Valley	-4.7%	-5.0%	-5.6%
South Bay Cities	-5.8%	-7.9%	-7.3%
Westside Central	-6.9%	-7.7%	-4.5%

In reviewing overall Q3 CY2025 versus Q3 CY2024 recovery rates, there was only ridership growth in San Fernando Valley, with declines in all four other service areas for all day types, with especially pronounced declines in Gateway Cities service area, which is also where some of the most higher profile immigration raids were occurring. It will be critical to see an end to such immigration actions that are keeping people away from public spaces, including the Metro bus system.

Map 1: Q3 CY2025 Average Weekday Ridership as a Percentage of Q3 CY2024 Average Weekday Ridership



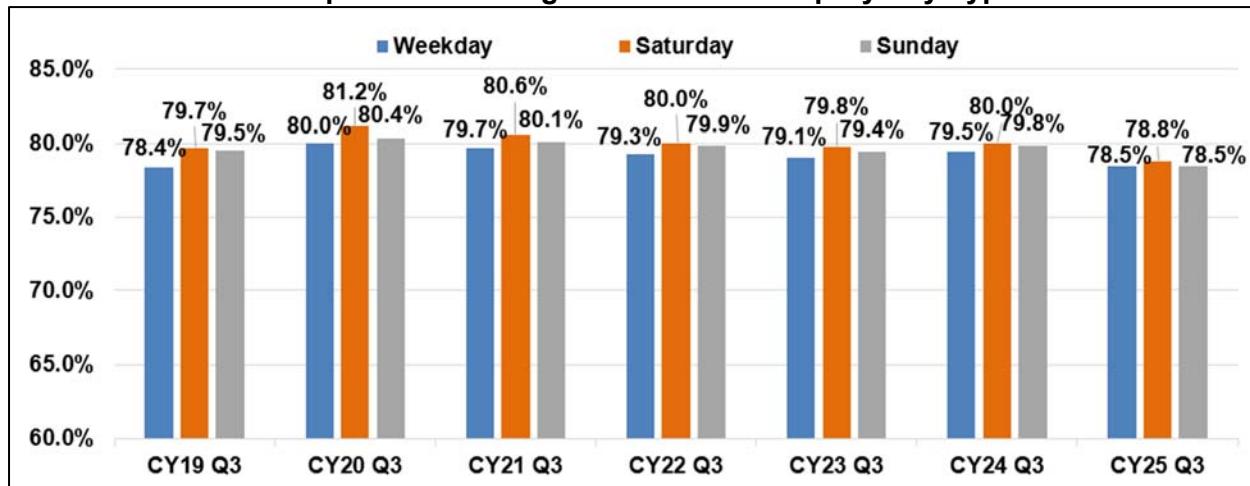
Map 1 shows a comparison of average weekday ridership for Q3 CY2025 as a percentage of Q3 CY2024 ridership, illustrating the level of ridership decline by LA City neighborhood and LA County cities. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires. Other declines are more moderate but are notably

larger declines concentrated in parts of the southeast LA (Gateway Cities) region where immigration enforcement were most common.

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 Q3 CY2019 (pre-NextGen and pandemic) through Q3 CY2025.

Chart 13: EFC Ridership as a Percentage of Total Ridership By Day Type



The proportion of boardings occurring in EFCs increased in Q3 CY2021 by 1.6% weekdays, 1.5% Saturdays, and 0.9% 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 for jobs and services as needed. This increased share of boardings dropped in more recent years, with weekdays still 0.1% higher, but Saturday 0.9% lower and Sunday 1.0% in Q3 CY2025 compared to the pre-pandemic share of boardings in Q3 CY2019. This suggests that: NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas, and; that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by Federal government and other office workers to places such as downtown LA, but have declined most recently, likely due to impacts to ridership from immigration raids first seen in June 2025, which could be expected to impact EFC areas more than non-EFC areas.

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. However, immigration raids may have disproportionately negative impacts in EFCs where some who may be more reliant on transit may have immigration status concerns that are keeping them off the system.

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 some 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 Q3 CY2025), and California state government employees who will need to attend their office four days per week starting in July 2026 (any impacts would be seen in Q3 CY2026). However, the impact of immigration enforcement in reducing ridership since June 2025 remains at the time of the compilation of this report the key issue to be overcome to allow ridership growth to be restored.

Average Ridership by Time of Day

Weekday ridership by time period for Q3 CY2020 through CY2025 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM, AM peak and PM peak periods ridership as having the largest percentage of declines in 2020 Q3 (to 44%, 37% and 43% of pre-COVID ridership respectively) and consistently the lowest recovery rates through Q3 CY2025 (70%, 67%, and 75% respectively). These time periods are those most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers and also appear to have seen the biggest impacts from immigration enforcement actions that began in Jun 2025. Other factors may be federal and other workers returning to the office more frequently in 2025, though the size of the federal workforce has declined. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses, however, immigration enforcement may be affecting school attendance as well; LAUSD cited a drop of approximately 4% in enrollment at the start of the current school year, which coincided with the start of the immigration actions, and some schools have offered virtual options for those students who are hesitant to attend in person.

PM peak was slightly more resilient than AM peak in Q3 CY2025. Midday and evening ridership declined to 49% and 48% of pre-COVID ridership in Q3 CY2020 and had recovered slightly better than PM peak at 82% and 78% by Q3 CY2025. The late evening and Owl periods had slightly less decline in Q3 CY2020, at 50% and 58% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q3 CY2025 at 92%, and 96% (up from 90% and 95% respectively). 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 and these were the only two periods to continue to improve ridership recovery over Q3 CY2024 levels. All other time periods weekdays saw recovery rates decline, with most significant drops in early AM, AM peak, and PM peak. Again, these declines are likely due to immigration enforcement actions that have resulted in ridership declines beginning in June 2025.

Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2025; Chart 14 compares the weekday ridership recovery by time period for Q3 from calendar years 2020 and CY2025. Q3 CY2020 was

the most impacted quarter for COVID as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Chart 14: Q3 Weekday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019

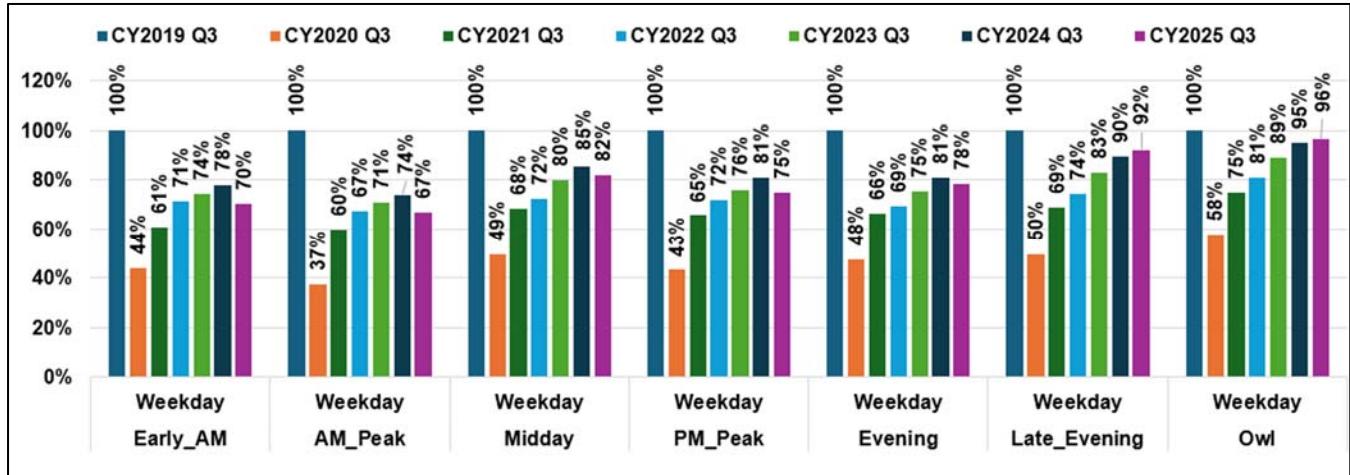
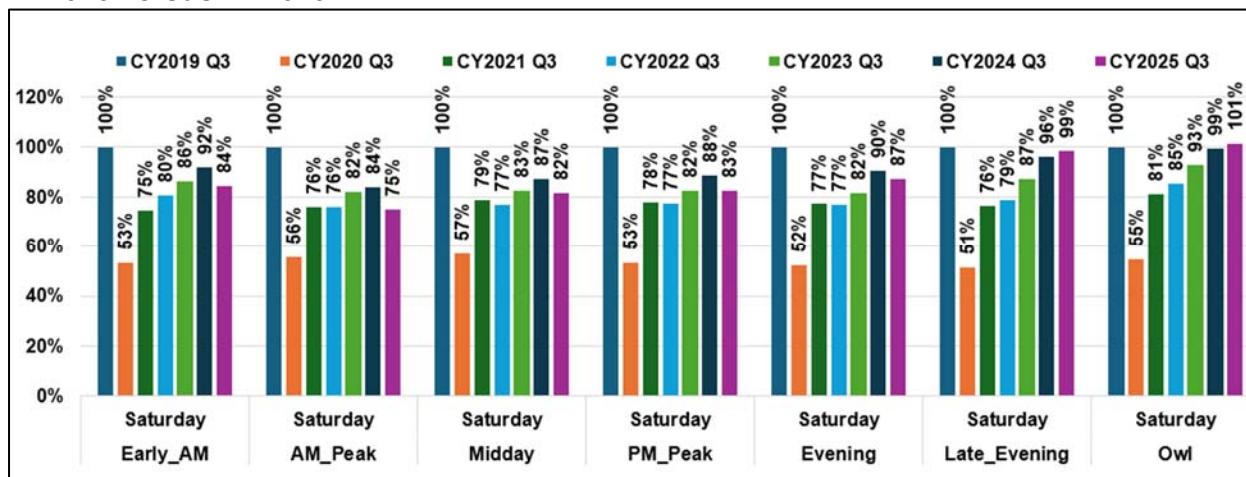


Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q3 CY2020) Ridership Decrease

Time Period	CY2020 Q3	CY2025 Q3
Early AM (4 a.m.-6 a.m.)	44%	70%
AM Peak (6 a.m.-9 a.m.)	37%	67%
Midday (9 a.m.-3 p.m.)	49%	82%
PM Peak (3 p.m.-6 p.m.)	43%	75%
Evening (6 p.m.-9 p.m.)	48%	78%
Late Evening (9 p.m.-12 a.m.)	50%	92%
Owl (12 a.m.-4 a.m.)	58%	96%

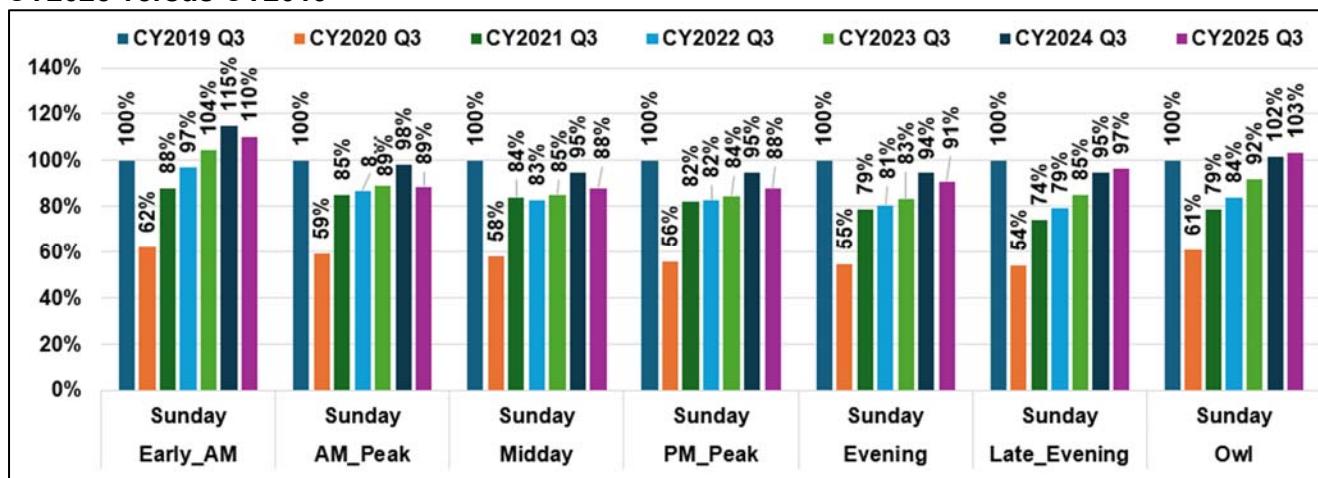
Q3 CY2020 Saturday ridership declines were fairly even over all time periods with time period recovery rates compared to Q3 CY2019 pre-pandemic of 51-57%. The most recovered daytime time periods Saturday as of Q3 CY2025 are the early AM, midday, and PM peak at 84%, 82%, and 83% respectively, though all had declined from Q3 CY2024, with AM peak much lower at 75% recovery. Stronger recovery rates were seen for Saturday evening, late evening, and Owl periods which showed recovery rates of 87%, 99%, and 101% respectively, suggesting that more riders reliant on transit continue to use services during these time periods. The highest recovery over Q3 CY2024 were in the late evening and Owl periods which both increased, while evening declined slightly. Only the Owl period remained fully recovered. The Saturday early AM and AM Peak periods showed the largest daytime declines in recovery from Q3 CY2024 of 8% and 9% respectively. These declines are likely due to the impact of immigration raids just as was seen on weekdays.

Chart 15: Q3 Saturday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



Sunday ridership was the most resilient of all day types in Q3 CY2020, with recovery rates varying between 54% and 62% across all time periods compared to Q3 CY2019 pre-pandemic, with early AM and Owl periods the least reduced and evening plus late evening showing the most decline. The early AM and Owl time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

Chart 16: Q3 Sunday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



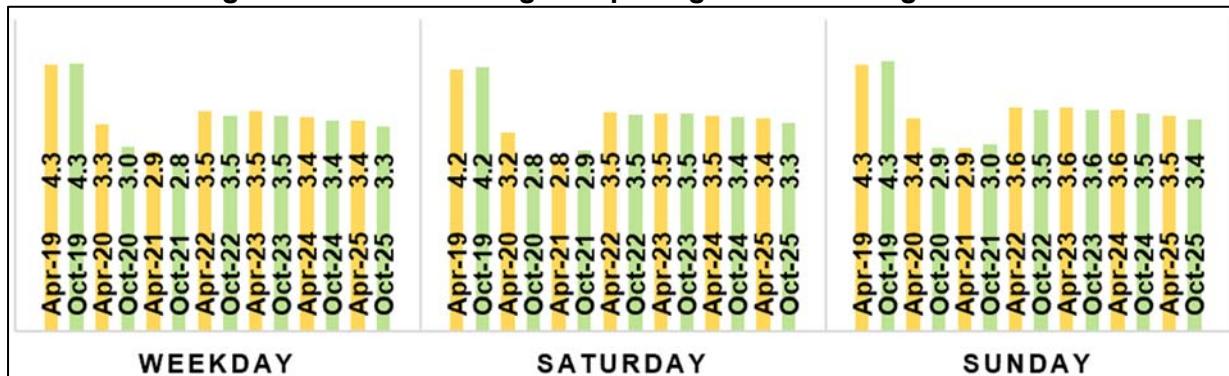
By Q3 CY2025, the largest ridership recovery on Sunday was during the early AM at 110% (down from 115% in 2024). Other time periods that showed high recovery rates were late evening (97%, up from 95%) and Owl (103%, up from 102%). Recovery rates for AM peak, midday, PM peak and evening were similar at 89%, 88%, 88%, and 91% respectively, with these all showing declines of 9% for AM peak, 7% for midday and PM peak, and 3% for evening compared to Q3 CY2024. Late evening and Owl periods were the only ones to show increased recovery rates over 2024. Only Owl and early AM periods were fully recovered in Q3 CY2025 compared to Q3 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, even with the impact of immigration raids.

Average Passenger Trip Length

Trip length dropped from 4.2-4.3 miles to 2.8-3.0 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around 3.3-3.4 miles in Q3 CY2025. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2025



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 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. All three day-types showed a 3.3-3.4-mile average passenger trip length, even with the impact of immigration raids.

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 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2025 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Referring to Q3 CY2019 as a pre-COVID baseline, the overall system ridership recovery rate in Q3 CY2025 compared to Q3 CY2024 was 77.6% for weekday (down from 82.9%), 85.4% for Saturday (down from 91.6%), and 92.8% for Sunday (up from 97.13%).

There were 14 weekday lines/line groups (down from 20 in Q3 CY2024), 15 Saturday

lines/line groups (a big decline from 29 in Q3 CY2024), and 30 Sunday lines/line groups (down from 43 in Q3 CY2024). This is most likely the result of the ridership decline in June 2024 resulting from immigration raids.

Table 5: Ridership Recovery Distribution, Q3 CY2025 versus Q3 CY2019

Average % Ridership Recovery Q3 CY2025 versus Q3 CY2019	Number of Weekday Lines/Line Groups	Number of Saturday Lines/Line Groups	Number of Sunday Lines/Line Groups
>= 140.0%	0	3	2
130.0 – 139.9%	0	1	3
120.0 – 129.9%	0	2	5
110.0 – 119.9%	5	3	5
100.0 – 109.9%	9	6	15
90.0 - 99.9%	13	17	11
80.0 - 89.9%	20	21	16
70.0 - 79.9%	12	9	10
60.0 - 69.9%	12	7	4
50.0 - 59.9%	5	4	1
40.0 - 49.0%	3	0	1
30.0 - 39.9%	1	2	0
20.0 – 29.9%	1	0	1
Total Lines/Line Groups	81	75	74

The higher 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, even with declines in weekday, Saturday, and Sunday recovery in Q3 CY2025 versus Q3 CY2024:

Table 6: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18 (22.2%)	14 (18.6%)	14 (18.9%)
Tier 2	16 (19.7%)	13 (17.3%)	12 (16.2%)
Tier 3	8 (9.8%)	7 (9.3%)	7 (9.4%)
Tier 4	11 (13.5%)	6 (8.0%)	5 (6.7%)
Total	53 (65.4%)	40 (53%)	38 (51%)

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. However, ridership decline since June 2025 has worked against further recovery of line level ridership and productivity which is discussed below.

Service Reliability

Q3 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 CY2019. This was achieved by hiring a significant number of new bus operators in 2022 through 2025 to address the bus operator shortage. As of Q3 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 turnout rate for candidates to start training. The training attendance rate has since increased, as have new operator class sizes in an effort to maintain 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. Cancelation rates have been below 1.0% consistently for weekday and Saturday in 2025, with Sunday also improved to consistently below 2.0% cancellations.

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/line groups with above average ($>77.6\%$) recovery weekdays (18 Tier 1, 16 Tier 2 lines/line groups) is nearly double the number of less frequent lines/line groups (8 Tier 3 lines; 11 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. However, the Tier 4 lines had improved significantly.
- The above-average pattern existed for Saturday lines that were over the system average of 85.4% recovered with a mix of 14 Tier 1, 13 Tier 2, 7 Tier 3, and 6 Tier 4 lines/line groups, so more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 92.4% recovered were a mix of 14 Tier 1, 12 Tier 2, 7 Tier 3, and 5 Tier 4 lines/line groups, so like Saturday more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

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 Q3 CY2025 weekday ridership recovery for NextGen Tier 1 service included a high of 105.5% for Line 66 serving E Olympic/W 8th St. This line had a Saturday recovery rate of 91.8%, and Sunday at 113.1% ridership. Only one other Tier 1 line/line group (down from three last quarter) exceeded 100.0% recovery weekdays:

- Vermont Local (Line 204): 102.2% weekday, 110.0% Saturday, 99.6% Sunday

Another four Tier 1 lines/line groups were below 100.0% recovery weekdays but met or exceeded 90.0% recovery. In the previous quarter there were 13 total lines/line groups that met or exceeded 90.0% recovery rate compared to just 6 this quarter, showing the significant ridership decline seen this quarter.

- Sepulveda/Van Nuys group (based on Lines 233, 234, 761): 93.8% weekday, 104.7% Saturday, 115.1% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 93.0% weekdays, 97.0% Saturday, 113.2% Sunday
- Slauson Av (Line 108): 90.7% weekday, 92.2% Saturday, 106.8% Sunday
- Soto St (Line 251): 90.6% weekday, 86.9% Saturday, 95.5% 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 high frequencies offered on both peak and midday weekdays, improved access is assisting the recovery of some of these lines such as:

- Line 66 serves Commerce Center and is 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 108 extends further into Commerce and Pico Rivera with a new connection to Line 266

An additional 13 NextGen Tier 1 lines or line groups were below 90.0% recovery but at or above the system average 77.6% recovery rate for weekdays:

- Santa Monica Bl (Line 4): 89.0% weekday, 95.5% Saturday, 99.4% Sunday
- 3rd St (Line 16, includes Line 617 Beverly Hills Shuttle): 88.8% weekday, 90.6% Saturday, 100.9% Sunday
- Central Av (Line 53): 88.6% weekday, 91.0% Saturday, 105.6% Sunday, with Line 53 now serving the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Florence Av (Line 111): 87.7% weekday, 80.8% Saturday, 84.0% Sunday

- Vernon/La Cienega (Line 105): 86.7% weekdays, 88.4% Saturday, 97.0% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 86.4% weekdays, 89.0% Saturday, 89.1% Sunday
- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 84.2% weekdays, 95.6% Saturday, 102.0% Sunday with these two lines sharing much of the alignment between Hollywood/Vine and Glendale. This line group improved to above average.
- Western Av (Line 207): 83.6% weekdays, 92.1% Saturday, 96.9% Sunday.
- Venice BI (Line 33): 83.4% weekday, 83.5% Saturday, 84.6% Sunday, with new bus lanes on Venice BI.
- La Brea Av (Line 212) at 80.2% weekdays, 83.3% Saturday, 95.9% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plan so it no longer serves Hollywood BI between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines. This line improved to above average performance.
- J Line El Monte – Harbor Gateway/San Pedro (Line 910/950): 79.4% weekday, 99.0% Saturday, 102.2% Sunday
- Hawthorne BI/MLK BI (Line 40) at 79.4% weekdays, 84.5% Saturday, 83.8% Sunday. This line focuses on downtown LA; some Crenshaw BI ridership may have moved to the K Line. This line improved to above average performance.
- Line 210 on Crenshaw at 78.6% weekday, 87.9% Saturday, 100.5% 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. This line improved to above average performance.

An additional 10 NextGen Tier 1 lines/line groups were below the system average 77.6% recovery rate for weekday (was 14 below average last quarter):

- Garvey/Cesar Chavez (Line 70 group) at 77.5% weekdays, 83.9% Saturday, 92.4% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- Line 2 on Sunset merged with Line 200 on Alvarado: 76.7% weekdays, 79.1% Saturday, 88.4% 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, though more so on this line that was refocused on the USC area.
- Z bklh#E#Z kluhu#d#urxs#edvhg#rq#Lines 18, 20, 720 at 74.9% weekdays, 83.6% Saturday, 90.5% Sunday. These lines all focus on downtown LA and are being impacted by stop closures on Wilshire BI due to D Line Subway Extension

construction. Immigration enforcement activities may have also impacted Line 18 in the East LA/Montebello-Commerce area.

- Line 28 on W Olympic BI between downtown LA and Century City at 69.5% weekdays, 76.8% Saturday, 79.6% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the segment between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7th St and Avalon with 67.7% weekday, 66.7% Saturday, 72.8% 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 60 on Long Beach BI between downtown LA and Compton at 64.4% recovered weekdays, 64.6% Saturday, and 71.9% Sunday, with this line being heavily focused on downtown LA. Immigration enforcement activities may have also impacted Line 60 more in the Huntington Park-South Gate area.
- 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 64.3% weekday, 65.6% Saturday, 79.6% 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, and/or the loss of Rapid Line 745 service on this corridor.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 61.8% weekdays, 55.9% Saturday and 59.7% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and the Beverly Hills area. This line also had weekday and weekend frequency reduced in line with NextGen Bus Plan in mid-2024.

Only two other notable Tier 1 lines had less than average recovery this quarter:

- Vermont Rapid Line 754 was 59.6% recovered weekdays, 57.2% Saturday, 69.7% Sunday. This line experienced very high cancellations in 2022 and to some extent, 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 (102.2%) and weekends (Saturday 110.0%; Sunday 99.6%). 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 55.6% weekdays, 65.1% Saturday, 67.6% 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 pre-COVID riders, 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 single high-frequency lines 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 93.8% on the Sepulveda/Van Nuys group to a low of 64.3% on the Broadway corridor (Line 45). Besides the Broadway corridor, Hollywood/Fairfax/Colorado (Line 180/217), 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. These results are likely attributable mostly to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

Again, it should be stressed that the declines compared to previous quarters seen in Q3 CY2025 are believed to be largely attributable to the immigration enforcement actions keeping some riders away from the Metro bus system, though these negative impacts have declined since they peaked in July 2025.

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-minute 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:

- Sherman Way Line 162: 107.8% weekday, 125.6% Saturday, 128.9% Sunday
- Victory BI Line 164: 103.5% weekday, 92.5% Saturday, 100.7% Sunday
- Vanowen St Line 165: 100.9% weekday, 108.5% Saturday, 122.7% Sunday
- Nordhoff St Line 166: 100.4% weekday, 116.0% Saturday, 135.7% Sunday
- Roscoe BI Line 152: 92.8% weekday, 105.6% Saturday, 121.9% Sunday

Roscoe BI weekday recovery was notably lower (below 100.0% this quarter weekdays), 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): 102.2% weekdays, 135.2% Saturday, 134.8% 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): 95.1% weekdays, 92.7% Saturday, 104.6% 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 increase in frequency 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) 93.7% recovery weekdays, 88.9% Saturday, 106.5% Sunday, and 117 (Century BI) 97.6% recovery weekdays, 90.5% Saturday, 98.5% Sunday (all below 100.0% this quarter). 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 93 (Hoover St – formerly Line 603 renumbered to better match the line numbering system in June 2025 service change) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line reached 84.9% weekdays, above average this quarter, 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 84.0% (below 100.0% recovery this quarter) with improvement from 18-minute to 12-minute frequency; Sunday 80.2% recovery with 15-minute service in place of the previous 18-minute service.
- Line 224 (Lankershim BI) in Q3 CY2025 was above the system average weekday ridership recovery rate at 84.3%. 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 107.6% Saturday, 121.0% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 115 (Manchester-Firestone) recovery rate was 81.8% weekdays, 86.3% Saturday, 91.3% 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 80.6% weekdays, 104.7% Saturday, and 119.6% 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) 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 a 79.8% weekday recovery rate, 82.2% Saturday and 86.9% 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, though this line had above average recovery in this quarter.
- 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 78.5%, 84.8% Saturday, 89.2% Sunday (below 100.0% this quarter) 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 (<77.6%) weekday ridership recovery rates are discussed in more detail below.

- Line 81 (Figueroa St): Weekdays 71.3% recovery, 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 76.9% and Sunday at 84.6%.
- Line 76 on Valley Bl: 70.5% weekday, 70.5% Saturday, and 75.9% Sunday. 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: 66.8% weekday, 79.5% Saturday, 87.6% Sunday, with a focus on downtown LA and serving some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 62.3% weekday, 64.8% Saturday, 74.4%

Sunday, with a focus on downtown LA.

- Line 10/48 Melrose Av/Main-San Pedro St: 60.2% weekdays, 59.3% Saturday, 71.3% Sunday, with a focus on downtown LA.

The common aspect of the five lines above is that they all focus on downtown LA as their key destination; the recovery of downtown LA will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally declined in Q3 CY2025 compared to Q3 CY2024 and Q2 CY2025, this is likely due to the impacts of the immigration enforcement activities keeping some riders off the system. This decline in ridership has lessened since July 2025.

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. However, among these were some lines that still met or exceeded 100.0% ridership recovery weekdays, even with the impact of immigration enforcement activities during Q3 CY2025:

- Line 235/236 (Balboa Bl in the San Fernando Valley): 119.3% recovery weekdays, 111.7% Saturday, 114.7% Sunday. These lines appear to have responded well to the 30-minute combined service now offered compared to 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 and had the highest weekday recovery rate across the entire network.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 112.5%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 167.4% recovery Saturday, and 213.8% Sunday, the highest weekend recovery of any line. These weekend ridership results are due to the line's expanded weekend mornings span of service.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (111.1% recovery weekdays, 100.6% Saturday, 121.3% 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 266 on Rosemead Bl between Lakewood and Pasadena (110.1% weekdays, 120.0% Saturday, 133.7% 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.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 110.1% 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. It however did exceed 100.0% recovery rate in Q3, a significant improvement over 91.6% in Q2 CY2025.

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 108.4% weekdays and 145.7% 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 92 between downtown LA and Sylmar via Glenoaks Bl (104.9% weekday, 96.1% Saturday (below 100.0% this quarter), 108.8% 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.
- The following Tier 3 and 4 lines were at or above average recovery rate weekdays ($\geq 77.6\%$):
 - Line 344 Rancho Palos Verdes service (95.4% recovery weekday, 86.6% Saturday, 105.8% Sunday, with weekday and Saturday below 100.0% recovery this quarter) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
 - Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway was 94.4% weekdays (improved from last quarter), 95.0% Saturday, 105.8% Sunday and had a recent route change in the LAX area associated with the opening of the new LAX/Metro Transit Center in June 2025 together with the new C and K Line rail operating patterns. It was also previously improved to 15-minute peak service in place of the previous 22-minute peak service weekday. Line 158 (Plummer/Woodman) had 93.7% recovery weekdays, 88.4% Saturday, 100.3% Sunday. The line shows 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 dropping to below 100.0% recovered and Sunday over 100.0% recovered this quarter.
 - Express Line 577 between El Monte Station and Long Beach VA (93.6% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) but the ridership recovery rate declined significantly.
 - Line 128 serving Alondra Bl through the Gateway Cities showed 92.8% 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, though this recovery rate declined significantly. This line operates in

the Gateway Cities where ridership decline was more significant (see also lines 62, 120, 202, 232, 265, 460, 577, 611), though other area lines generally saw more moderate declines.

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 89.5% weekday, 143.1% Saturday, and 151.0% Sunday, with weekdays and Sunday improved over Q1 recovery rates and Saturday declined slightly but still high. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan, but recovery may be hampered 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 169 on Saticoy St in San Fernando Valley had an 89.0% recovery rate weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- San Pedro group of Lines 205, 246, and 550, had 87.8% recovery weekday, 98.9% Saturday (below 100.0% this quarter), and 108.8% 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. Line 550 now operates weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 120 on Imperial Highway with 85.4% recovery rate weekday, 91.2% Saturday, and 96.3% Sunday, without any frequency change, though it was extended to LAX City Bus Center and then to LAX/Metro Transit Center when that facility opened in June 2025. Improved recovery rate weekday and Saturday like many other lines serving Gateway Cities but declined Sundays.
- Line 265 (Paramount Bl) recovery rate was 84.6% weekdays, 73.3% Saturday, 78.1% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 81.6% weekday, 81.6% Saturday, 89.1% 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 declined to below 100.0% in this quarter, though even these as well as weekdays declines are similar to what was seen with many lines serving the Gateway Cities.
- Line 611 Huntington Park Shuttle (78.1% recovery weekdays, 95.6% Saturday, 86.6% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. Like other Gateway City lines, this one showed decline for weekday and especially Sunday.

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 77.4% recovery weekdays, 82.4% Saturday, 88.5%. This line is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. Ridership declined for weekday, Saturday, and Sunday.
- Line 62 (Telegraph Rd) with 67.6% recovery weekday, 74.0% Saturday, and 80.7% Sunday, with declines for both the weekdays and weekends as commonly shown for Gateway City lines. This line was not changed significantly in route nor frequency other than straightening the line in downtown Norwalk as part of 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; extra trips were added in June and December 2024. The line was rerouted slightly in the Boyle Heights area in June 2025 to avoid traffic delays.
- Line 161 (Canoga Station – Thousand Oaks) with 64.4% recovery weekdays, 73.6% Saturday, and 107.1% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all decreasing compared to Q2 CY2025 and Saturday remains below 100.0% recovery.
- Line 218 (Studio City – Beverly Hills) with 63.5% recovery weekday, 81.7% Saturday, 87.6% Sunday. This Q3, Saturday and Sunday recovery rates declined to below 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 63.4% recovery weekdays, and higher recovery of 74.3% Saturday, 75.0% Sunday, a slight recovery rate decline weekdays but a more significant decline weekends over Q2. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 57.9% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined over Q2 which also had seen a decline.
- Line 102 (La Tijera-Exposition Bl) with 56.4% recovery weekdays, 64.8% Saturday, 65.5% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday, Saturday and Sunday rates all declined compared to Q2 recovery rates, especially Sunday.
- Line 296 (Riverside Dr, formerly Line 96) with 46.6% recovery weekdays, 64.5% Saturday, 69.7% Sunday, is consistently low, with the weekday and Sunday rates down slightly, but Saturday up compared to Q2. This line as Line 96 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 no longer enters downtown, and performance will be monitored.
- Line 209 (Van Ness Av) with 46.6% recovery (down slightly from 47.8% in Q2) 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.

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

- Line 134 (Santa Monica – Malibu) with 47.6% recovery rate weekdays (up slightly from 45.6% recovery rate in Q2 but down from 70.0% pre-fire), 57.7% Saturday (up from 55.0% in Q2 but down from 82.2% pre-fire), and 77.7% Sunday (up from 69.3% in Q2 but down from 110.8% pre-fire). This line was suspended for seven weeks in January/February 2025. While now back in operation, it had a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops closed due to fire recovery efforts blocking safe access. This was reduced to a 5-mile closed section during Q3, helping with ridership recovery as described.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 29.4% (up slightly from 27.6% in Q2) recovery rate weekdays (but down from 63.1% pre-fire), 37.0% Saturday (down from 42.0% in Q2 and even more so from 111.4% pre-fire), and 45.9% Sunday (down from 56.9% in Q2 and even more so from 142.3% pre-fire). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remained out of service in Q3 CY2025 due to fire recovery efforts. These impacts remained in place for the remainder of CY2025, with continued reduced ridership, until the full line was restored December 14, 2025.

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

- Line 601 Warner Center Shuttle had 30.1% ridership recovery rate weekday (up slightly from 28.4% in Q2), with 30.9% Saturday (down from 34.3% in Q2), and 27.7% Sunday (down from 33.7% in Q2); This line 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 both 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. Lines 660 and 662 at Altadena had 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. These lines both returned to full normal operations from December 14, 2025.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, 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, and Lines 177 and 256 became Pasadena Transit lines. Recovery rate was 56.2% (down slightly from 58.1% in Q2) weekdays, and much higher at 82.6% (though down from 92.6% in Q2) Saturday, and 88.1% (down from 103.5% in Q2) Sunday, so weekday, Saturday, and Sunday ridership recovery rates all declined in Q3 compared to Q2, and none were better than Q4 CY2024, not surprising when considering the Eaton fire impacts on Altadena.

Bus Service Productivity:

Data consistently shows that increased RSHs 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 (passenger boardings/RSHs) 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 was changed between both lines and day types. The following is a compares bus system productivity (passenger boardings per revenue service hour) Q3 CY2025 and pre-NextGen Q3 CY2019:

- Weekday: 33.1 passenger boardings per revenue service hour (2025) versus 40.5 (2019)
- Saturday: 32.1 passenger boardings per revenue service hour (2025) versus 38.6 (2019)
- Sunday: 28.2 passenger boardings per revenue service hour (2025) versus 37.2 (2019)

The weekday change in productivity is explained by a 1.8% decline in RSHs versus a 19.9% decline in ridership between 2019 and 2025. 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, especially with the recent decline in ridership due to immigration enforcements.

On weekdays, only 3 of the 81 lines/line groups managed to exceed their former productivity level, while another 48 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers as well as some lines that had major changes, as well as in many cases, minimal changes. The lowest

level was 53.3% of former productivity, on a line impacted by the January wildfires.

There were 11 weekday lines with productivity under 20 boardings per revenue service hour, and 2 additional lines with under 10 boardings per revenue service hour. Two of these 13 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134 and 602); the lowest were the Willowbrook – Del Amo Line 202 and Warner Center Shuttle Line 601. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 14.4% decrease in ridership but a 3.1% increase in service hours.

On Saturday, 7 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level seen on a line was 55% of former productivity, though this was on a line impacted by the January wildfires. There were 18 Saturday lines with productivity under 20 passengers per revenue service hour and an additional two under 10.

While Sunday ridership was down 6.7% overall, the service hours were up 23.0% 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, though still impacted by the recent immigration enforcements.

The 74 Sunday lines/line groups are a mix of frequency tiers as well as lines that had, in many cases, minimal changes. Of those 74, only 1 managed to exceed its former productivity level. The lowest level was 34% of former productivity, though this was again, on a line 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 22 Sunday lines with productivity under 20 passengers per revenue service hour, and another 2 lines that were under 10.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204, Vermont Av Rapid 754, and Western Av Local 207, which operate in the Hollywood - South LA area.

More line-level ridership details 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.

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 the most notable speed improvements and resulting time savings are being experienced on the Sepulveda Bl corridor, and post-implementation surveys on all new bus lane corridors find that riders also perceive the speed improvements by on these corridors.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

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, and Sunset Bl (outreach in fall 2025) plus an expanded transit signal priority program launching in CY2026.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa Bl	236	1,580	235/236	1,886	119.3%	53.9	81.2	150.6%	29.3	23.2	79.2%
CSULA - City Terrace Shuttle	665	658	665	740	112.5%	26.8	45.5	169.8%	24.5	16.3	66.3%
Rosecrans Av	125	4,355	125	4,837	111.1%	142.6	178.3	125.0%	30.5	27.1	88.8%
Rosemead Bl	266	4,797	266	5,280	110.1%	129.4	191.8	148.2%	37.1	27.5	74.3%
Willowbrook Av	202	234	202	257	110.1%	19.2	26.9	140.1%	12.2	9.6	78.6%
Tampa Av & Winnetka Av	243	1,582	242/243	1,715	108.4%	52.9	62.6	118.3%	29.9	27.4	91.6%
Sherman Way	163	8,846	162	9,536	107.8%	201.2	246	122.3%	44.0	38.8	88.2%
E Olympic Bl/W 8th St	66	10,736	66	11,329	105.5%	194.5	271.1	139.4%	55.2	41.8	75.7%
Downtown LA - Glenoaks Bl - Sylmar	92	5,800	92	6,081	104.9%	185.0	237.6	128.4%	31.4	25.6	81.6%
Victory Bl	164	5,898	164	6,105	103.5%	166.7	200.6	120.3%	35.4	30.4	86.0%
Vermont Av Local	204	20,623	204	21,083	102.2%	273.1	335	122.7%	75.5	62.9	83.3%
LAC USC Medical Center Shuttle	605	2,085	605	2,130	102.2%	54.9	65.7	119.7%	38.0	32.4	85.4%
Vanowen St	165	7,588	165	7,654	100.9%	191.4	219.1	114.5%	39.6	34.9	88.1%
Nordhoff St	166	5,765	166	5,786	100.4%	151.2	155.9	103.1%	38.1	37.1	97.3%
Century Bl	117	8,659	117	8,452	97.6%	211.9	233.9	110.4%	40.9	36.1	88.4%
Hawthorne Bl, Rancho Palos Verdes	344	1,416	344	1,351	95.4%	64.0	65.2	101.9%	22.1	20.7	93.6%
Compton Av	55	7,481	55	7,112	95.1%	174.5	200.9	115.1%	42.9	35.4	82.6%
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	4,685	232	4,424	94.4%	188.8	199.8	105.8%	24.8	22.1	89.2%
Van Nuys Bl Local	233	11,259	233	11,829	93.8%	703.0	773.6	110.0%	40.6	34.6	85.2%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,928	761	6,578							
Sepulveda Bl Local	234	5,280	234	8,381							
Sepulveda Bl - Westside Rapid (734)	734	5,917									
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Gage Av	110	7,733	110	7,246	93.7%	207.8	228.8	110.1%	37.2	31.7	85.1%
Plummer St, Woodman Av	158	1,951	158	1,828	93.7%	58.6	73.8	125.9%	33.3	24.8	74.4%
El Monte - Long Beach VA Express	577	880	577	824	93.6%	66.0	76.5	115.9%	13.3	10.8	80.8%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019	
Ventura BI Local	150	8,508	150	3,094	93.0%	515.5	507.9	98.5%	33.7	31.8	94.4%	
Reseda BI/Ventura BI Local			240	11,379								
Topanga Canyon BI (245); De Soto Av (244)	245	2,404	244	1,683								
Reseda/Ventura/Van Nuys Rapid	744	4,174										
Ventura BI Rapid	750	2,291										
Alondra BI	128	1,121	128	1,042	90.6%	340.4	360.1	105.8%	42.4	36.3	85.6%	
Roscoe BI	152	10,602	152	9,844								
Slauson Av	108	15,112	108	13,706								
Soto St	251	8,258	251	13,063								
Soto St - Griffin Av	252	2,023										
Soto St Rapid	751	4,143			89.5%	93.2	82.7	88.7%	16.4	16.5	100.8%	
North Hollywood - Pasadena Express	501	1,529	501	1,368								
Santa Monica BI Local	4	14,976	4	22,965		89.0%	640.7	631.6	98.6%	40.3	36.4	90.3%
Santa Monica BI Rapid	704	10,821										
Saticoy St	169	2,291	169	2,039								
3rd St	16	20,860	16	17,858	88.6%	424.2	467.9	110.3%	49.2	39.6	80.5%	
Robertson BI - Beverwil Dr			617	671								
Central Av	53	12,044	53	10,675								
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,555	205	3,006	87.8%	289.7	290.4	100.2%	25.7	22.5	87.6%	
San Pedro - Harbor Gateway Transit Center - USC	550	1,430	550	424								
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,470	246	3,117								
Florence Av	111	14,788	111	12,968		87.7%	281.9	346.8	123.0%	52.5	37.4	71.3%
Vernon Av, La Cienega BI	105	10,019	105	13,482								
Vernon Av, La Cienega BI Rapid	705	5,537				86.4%	364.0	312.7	85.9%	24.1	24.3	100.5%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,788	78	6,696								
Rose Hill - Arcadia via Huntington Dr			179	894								
Imperial Hwy	120	3,706	120	3,163	85.4%	138.2	135.1	97.8%	26.8	23.4	87.3%	
Hoover St	603	7,202	93	6,924		84.9%	225.8	234.2	103.7%	36.1	29.6	81.8%
Silver Lake	201	956										
Paramount BI	265	1,354	265	1,146		84.6%	50.6	61	120.6%	26.8	18.8	70.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Foothill BI	90	7,039	90	5,871	84.3%	583.4	614.9	105.4%	32.0	26.2	81.9%
Hollywood Way	222	1,330	222	1,167							
Lankershim BI	224	7,325	224	6,234							
Whiteoak Av, Woodley Av	237	2,090	237	1,810							
Whiteoak Av	239	905									
Foothill BI			690	1,059							
Hollywood - Pasadena	180	8,293	180	7,467	84.2%	593.9	615	103.6%	36.4	29.6	81.3%
Hollywood BI Fairfax BI	217	6,723	217	10,740							
Hollywood/Fairfax - Pasadena Rapid	780	6,612									
Western Av Local	207	16,536	207	23,854							
Western Av Rapid	757	11,993			83.6%	417.6	440.6	105.5%	68.3	54.1	79.2%
Venice BI Local	33	10,438	33	15,562							
Venice BI Rapid	733	8,232									
Manchester Av - Firestone BI	115	13,932	115	11,401	81.8%	301.8	291.6	96.6%	46.2	39.1	84.7%
Downtown LA - Norwalk - Disneyland	460	5,155	460	4,206	81.6%	218.1	181.4	83.2%	23.6	23.2	98.1%
Downtown LA - San Fernando Rd - North Hollywood	94	4,285	94	6,605	80.6%	455.2	404.8	88.9%	26.5	24.0	90.6%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,832	294	1,256							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,744									
Burbank BI Oxnard St	154	786	154	609							
Riverside Dr	155	1,403	155	1,237							
La Brea Av	212	11,214	212	8,999	80.2%	246.2	292	118.6%	45.6	30.8	67.7%
Normandie Av	206	10,936	206	8,732	79.8%	189.9	203.5	107.2%	57.6	42.9	74.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	18,717	910/950	14,856	79.4%	423.2	388.1	91.7%	44.2	38.3	86.5%
MLK - Hawthorne BI	40	13,992	40	12,759	79.4%	415.9	425.9	102.4%	38.6	30.0	77.6%
Hawthorne BI Rapid	740	2,074									
Crenshaw BI Local	210	10,210	210	13,011	78.6%	376.6	350.7	93.1%	44.0	37.1	84.4%
Crenshaw BI Rapid	710	6,346									

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	260	9,517	260	9,867	78.5%	379.1	335.3	88.4%	34.8	30.9	88.8%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)	762	3,691	660	507							
Huntington Park Shuttle	611	1,501	611	1,172	78.1%	56.4	49.7	88.1%	26.6	23.6	88.6%
Montebello - Downtown LA via Cesar Chavez Av	68	5,504									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,454									
Downtown LA - City Terrace - CSULA	71	1,567	70	14,022							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	419	106	3,770							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,003									
Laurel Canyon Bl	230	3,980	230	3,082	77.4%	100.2	91	90.8%	39.7	33.9	85.3%
Sunset Bl (became Sunset Bl - Alvarado St)	2	12,018	2	17,913							
Alvarado St	200	11,344			76.7%	497.4	473.5	95.2%	47.0	37.8	80.5%
Whitter Bl W 6th St	18	17,903	18	18,333							
Wilshire Bl Local	20	13,457	20	8,571							
Wilshire Bl Rapid	720	29,353	720	18,590							
Figueroa St	81	13,618	81	9,267							
Downtown LA - Eagle Rock via York Bl	83	2,411									
Silver Lake - East Hollywood	175	600	182	2,583							
Valley Bl	76	8,409	76	5,926	70.5%	212.3	214.4	101.0%	39.6	27.6	69.8%
Olympic Bl Local	28	8,276	28	9,832							
Olympic Bl Rapid	728	5,865			69.5%	401.8	310.1	77.2%	35.2	31.7	90.1%
Avalon Bl, W 7th St	51	23,912	51	16,189	67.7%	405.5	430	106.0%	59.0	37.6	63.8%
Telegraph Rd	62	4,286	62	2,898	67.6%	159.1	127.8	80.3%	26.9	22.7	84.2%
Beverly Bl - W Adams Bl	14/37	16,885	14/37	11,285	66.8%	384.1	282.3	73.5%	44.0	40.0	90.9%
Downtown LA - Artesia via Long Beach Bl	60	14,652	60	12,704							
Long Beach Bl Rapid	760	5,074			64.4%	423.6	424.2	100.1%	46.6	29.9	64.3%
Canoga Station - Thousand Oaks	161	1,141	161	735	64.4%	55.9	50.4	90.2%	20.4	14.6	71.4%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Broadway Local	45	13,828	45	11,623							
Broadway Rapid	745	6,436									
Compton Bl, Somerset Bl	127	755	127	1,892							
Studio City - Beverly Hills	218	940	218	597							
Coldwater Canyon Av - Devonshire St	167	2,191	167	1,389							
Washington Bl/W Jefferson Bl	35/38	7,710	35/38	4,803							
Pico Bl	30	12,054	30	7,451							
Melrose Av/Main St/San Pedro St	10/48	11,508	10/48	6,932							
Vermont Av Rapid	754	20,413	754	12,157							
Prairie Av/Inglewood Av	211/215	554	211/215	321							
La Tijera Bl, Exposition Bl	102	2,575	102	1,452							
Pasadena - Highland Park - Eastern Av	256	1,506	256	0							
Fremont Av - Eastern Av - Garfield Av	258	2,675	258	2,157							
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	2,783	267	1,865							
El Monte - Pasadena via Baldwin Av	268	1,760	268	699							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,556	287	961							
Pasadena - Altadena via Lake Av, Lincoln Av		0	662	1,338							
Los Robles Av (687); Allen Av (686)	687	1,176	686								
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	487/489	3,453	487/489	1,362							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,118	901	11,744							
Santa Monica - Malibu via Pacific Coast Hwy	534	1,735	134	826							
Riverside Dr	096	1,372	296	640							
Van Ness Av/Arlington Av	209	827	209	385							
Warner Center Shuttle	601	960	601	289							
Westwood - Pacific Palisades	602	1,782	602	524							
Manhattan Beach Bl	126	179			Discontinued	13.8	N/A	N/A	13.0	N/A	N/A
Artesia Bl	130	2,536			Transferred to Municipal Agencies	106.6	N/A	N/A	23.8	N/A	N/A

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Caltech - Pasadena - Jet Propulsion Laboratory	177	357			Transferred to Municipal Agency	15.5	0	0.0%	23.0	N/A	N/A
Boyle Av	254	771			Discontinued	37.5	N/A	N/A	20.6	N/A	N/A
Manchester Av Express	442	161			Discontinued	10.3	N/A	N/A	15.6	N/A	N/A
Windsor Hills - Inglewood	607	53			Discontinued	9.2	N/A	N/A	5.8	N/A	N/A
South Gate Shuttle	612	1,143			Replaced with Micro	53.9	N/A	N/A	21.2	N/A	N/A
LAX C Line Shuttle	625	307			Replaced with Micro	18.7	N/A	N/A	16.4	N/A	N/A
Glassell Park - Glendale College	685	449			Replaced with Micro	29.7	N/A	N/A	15.1	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

ATTACHMENT C

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 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	205	665	344	167.4%	13.7	29.1	212.4%	15.0	11.8	79%
Tampa Av & Winnetka Av	243	703	242/243	1,024	145.7%	40.5	55	135.8%	17.3	18.6	107%
North Hollywood - Pasadena Express	501	519	501	743	143.1%	31.4	55.1	175.5%	16.5	13.5	82%
LAC USC Medical Center Shuttle	605	816	605	1,103	135.2%	27.1	46.5	171.6%	30.1	23.7	79%
Sherman Way	163	4,950	162	6,216	125.6%	110.8	170.2	153.6%	44.7	36.5	82%
Rosemead BI	266	3,164	266	3,797	120.0%	93.7	126.5	135.0%	33.8	30.0	89%
Nordhoff St	166	2,645	166	3,069	116.0%	74.2	80.2	108.1%	35.6	38.3	107%
Balboa BI	236	635	236	709	111.7%	25.8	45.5	176.4%	24.6	15.6	63%
Vermont Av Local	204	14,714	204	16,183	110.0%	204	258.7	126.8%	72.1	62.6	87%
Vanowen St	165	3,731	165	4,049	108.5%	89.6	111.8	124.8%	41.6	36.2	87%
Downtown LA - Foothill BI	090	3,799	090	3,844	107.6%	126.7	139.3	134.0%	28.7	23.0	80%
Hollywood Way	222	828	222	740		52.9	56.6				
Lankershim BI	224	4,361	224	4,266		106.7	153				
Whiteoak Av, Woodley Av	237	943	237	1,179		60.3	69				
Foothill BI			690	654		0	46.5				
Roscoe BI	152	6,123	152	6,464	105.6%	134.4	169.8	126.3%	45.6	38.1	84%
Van Nuys BI Local	233	8,845	233	8,463		163.9	220.0				
Sepulveda BI Local	234	6,510	234	5,409		182.2	167.9				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,489	761	3,762		36.1	139.3				
Downtown LA - San Fernando Rd - North Hollywood	094	5,613	094	4,966	104.7%	184.9	163.1	126.7%	27.5	22.7	83%
Riverside Dr	155	823	155	985		45.6	58.3				
Burbank BI Oxnard St			154	485		0	34.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	677				28.3	0				
Burbank - Sylmar San Fernando Rd			294	1,008		0	71.5				
Rosecrans Av	125	2,691	125	2,708	100.6%	101.4	106.3	104.8%	26.5	25.5	96%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,120	910/950	8,037		99.0%	201.6	205.8			

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 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
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,727	205	1,507	98.9%	83.9	86	99.5%	20.4	20.3	99%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	246	1,777	246	2,443		78.9	108.5				
San Pedro - Harbor Gateway Transit Center	550	491				32.7	0				
Ventura Bl	150	8,206	150	1,854	97.0%	237.8	86.3	116.7%	33.9	28.1	83%
Topanga Canyon Bl (245); Reseda/Ventura (240)	245	979	240	7,665		42.5	236.3				
Reseda Bl - Ventura Bl - Van Nuys Bl Rapid (744)/De Soto Av (244)	744	1,489	244	834		35	45.5				
Downtown LA - Glenoaks Bl - Sylmar	092	4,133	092	3,971	96.1%	148	156.4	105.7%	27.9	25.4	91%
Hollywood - Pasadena	180	9,731	180	6,061	95.6%	263.3	231.7	116.2%	36.0	29.7	82%
Hollywood Bl Fairfax Bl	217	5,474	217	8,480		158.9	258.7				
Huntington Park Shuttle	611	910	611	870	95.6%	49.9	46.8	93.8%	18.2	18.6	102%
Santa Monica Bl Local	004	12,649	004	19,442	95.5%	357.7	470.4	86.7%	37.5	41.3	110%
Santa Monica Bl Rapid	704	7,703				185	0				
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	3,372	232	3,205	95.0%	137.9	135.2	98.0%	24.5	23.7	97%
Compton Av	055	4,562	055	4,228	92.7%	132.1	124.4	94.2%	34.5	34.0	98%
Victory Bl	164	3,610	164	3,338	92.5%	113.3	107.3	94.7%	31.9	31.1	98%
Slauson Av	108	9,157	108	8,441	92.2%	207.5	224.3	108.1%	44.1	37.6	85%
Western Av Local	207	19,418	207	17,879	92.1%	246.2	299.4	121.6%	78.9	59.7	76%
E Olympic Bl/W 8th St	066	8,594	066	7,890	91.8%	179.8	188.8	105.0%	47.8	41.8	87%
Imperial Hwy	120	2,045	120	1,865	91.2%	87.9	94.8	107.8%	23.3	19.7	85%
Central Av	053	7,801	053	7,096	91.0%	181.8	204.5	112.5%	42.9	34.7	81%
3rd St	016	15,009	016	13,272	90.6%	317.1	284	100.3%	47.3	42.8	90%
Robertson Bl - Beverwil Dr			617	324		0	33.9				
Century Bl	117	6,030	117	5,455	90.5%	147	125.3	85.2%	41.0	43.5	106%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,629	078	4,217	89.0%	188.3	139.7	100.1%	29.9	26.6	89%
Rose Hill - Arcadia via Huntington Dr			179	792		0	48.8				
Gage Av	110	4,433	110	3,939	88.9%	133.3	112.1	84.1%	33.3	35.1	106%
Vernon Av, La Cienega Bl	105	10,210	105	9,026	88.4%	223.1	226.4	101.5%	45.8	39.9	87%

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Plummer St, Woodman Av	158	1,076	158	952	88.4%	42.6	43.4	101.9%	25.3	21.9	87%
Crenshaw BI Local	210	7,586	210	10,026	87.9%	195.4	318.2	102.7%	36.8	31.5	86%
Crenshaw BI Rapid	710	3,816				114.4	0				
Soto St	251	7,597	251	7,363		191.6	234.4		38.3	31.4	82%
Soto St - Griffin Av	252	881			86.9%	29.7	0				
Hawthorne BI, Rancho Palos Verdes	344	1,014	344	878		56.2	44.6	79.4%	18.0	19.7	109%
Manchester Av - Firestone BI	115	8,835	115	7,625	86.3%	190.9	186.5	97.7%	46.3	40.9	88%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,991	260	6,176		200.5	187.2	111.0%	39.9	30.5	76%
Pasadena - Altadena via Fair Oaks Av			660	603		0	35.3				
MLK - Hawthorne BI	040	9,682	040	9,312	84.5%	249.7	348.4	107.9%	34.1	26.7	78%
Hawthorne BI Rapid	740	1,336				73.2	0				
Hoover St	603	5,925	93	5,486		146.8	204.2	116.7%	37.3	26.9	72%
Silver Lake	201	603			84.0%	28.2	0				
Montebello - Downtown LA via Cesar Chavez Av	068	3,755	070	9,876		98	292.7	95.6%	34.4	30.3	88%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,652			83.9%	174.3	0				
Downtown LA - City Terrace - CSULA	071	483				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,910		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,155				106.3	0				
Whitter BI W 6th St	018	12,342	018	14,203	83.6%	250.6	344.1	108.8%	43.4	33.3	77%
Wilshire BI Local	020	7,365	020	6,087		219.3	248.9				
Wilshire BI Rapid	720	19,908	720	12,836		443.1	400.6				
Venice BI Local	033	7,674	033	12,142	83.5%	208.6	361.2	89.0%	35.8	33.6	94%
Venice BI Rapid	733	6,865				197.2	0				
La Brea Av	212	7,531	212	6,275	83.3%	187.9	188	100.1%	40.1	33.4	83%

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 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
Pasadena - Highland Park - Eastern Av	256	740	256	0	82.6%	59	0	88.6%	15.5	14.5	93%
Fremont Av - Eastern Av - Garfield Av			258	944		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	1,241	267	758		67.5	46.3				
El Monte - Pasadena via Baldwin Av	268	1,023	268	428		55.3	29.8				
Arcadia - Santa Anita Av - El Monte			287	241		0	15.8				
Downtown LA - San Gabriel Bl	487	1,032	487	495		72.4	44				
Pasadena - Altadena via Lake Av, Lincoln Av			662	979		0	73.5				
Los Robles Av (687); Allen Av (686)	687	617	686	0		45.1	0				
Laurel Canyon Bl	230	1,992	230	1,642	82.4%	61.7	61.5	99.7%	32.3	26.7	83%
Normandie Av	206	7,017	206	5,765	82.2%	129.8	138.6	106.8%	54.1	41.6	77%
Studio City - Beverly Hills	218	563	218	460	81.7%	34.7	32.4	93.4%	16.2	14.2	87%
Downtown LA - Norwalk - Disneyland	460	3,881	460	3,166	81.6%	177.6	153.7	86.5%	21.9	20.6	94%
Florence Av	111	10,933	111	8,837	80.8%	225.3	227.5	101.0%	48.5	38.8	80%
Beverly Bl - W Adams Bl	014/037	8,829	014/037	7,017	79.5%	212.9	209.1	98.2%	41.5	33.6	81%
Sunset Bl (became Sunset Bl - Alvarado St)	002	8,151	002	13,459	79.1%	239.4	379.2	97.4%	43.7	35.5	81%
Alvarado St	200	8,861				149.8	0				
Figueroa St	081	9,128	081	6,508	76.9%	207.9	202.9	140.4%	51.9	28.4	55%
Downtown LA - Eagle Rock via York Bl	083	1,662	182	1,789		0	89				
Olympic Bl Local	028	8,809	028	6,762	76.8%	260.9	208.9	80.1%	33.8	32.4	96%
Coldwater Canyon Av - Devonshire St	167	1,249	167	928	74.3%	69.2	67.2	97.1%	18.1	13.8	77%
Telegraph Rd	062	2,786	062	2,062	74.0%	106.1	94.2	88.8%	26.3	21.9	83%
Canoga Station - Thousand Oaks	161	700	161	516	73.6%	39.6	40.7	102.8%	17.7	12.7	72%
Paramount Bl	265	751	265	550	73.3%	37.6	37.5	99.7%	20.0	14.7	73%
Valley Bl	076	6,088	076	4,294	70.5%	166.9	152.8	91.6%	36.5	28.1	77%
Avalon Bl, W 7th St	051	18,491	051	12,335	66.7%	350.5	349.9	99.8%	52.8	35.3	67%
Broadway Local	045	11,534	045	8,567	65.6%	272.4	260.2	90.2%	39.2	28.5	73%
Broadway Rapid	745	3,129				101.8	0				
Compton Bl, Somerset Bl			127	1,048		0	77.3				
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,085	901	7,863	65.1%	220.5	254.1	115.2%	54.8	30.9	56%

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 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
La Tijera BI, Exposition BI	102	1,747	102	1,132	64.8%	78.8	66.5	84.4%	22.2	17.0	77%
Downtown LA - Artesia via Long Beach BI	060	11,110	060	8,581	64.6%	270	321.1	92.5%	38.3	26.7	70%
Long Beach BI Rapid	760	2,173				77	0				
Riverside Dr	096	790	296	510	64.5%	44.9	31.4	69.9%	17.6	16.2	92%
Washington BI/W Jefferson BI	035/038	4,435	035/038	2,851	64.3%	142.7	105.3	73.8%	31.1	27.1	87%
Melrose Av/Main St/San Pedro St	010/048	6,529	010/048	3,873	59.3%	187.8	148.4	79.0%	34.8	26.1	75%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,221	134	704	57.7%	59.9	52.4	87.5%	20.4	13.4	66%
Vermont Av Rapid	754	14,153	754	8,093	57.2%	164.7	144.8	87.9%	85.9	55.9	65%
Pico BI	030	9,693	030	5,423	55.9%	239.4	138.1	57.7%	40.5	39.3	97%
Westwood - Pacific Palisades	602	620	602	229	37.0%	50.9	31.5	61.9%	12.2	7.3	60%
Warner Center Shuttle	601	745	601	230	30.9%	70.5	33.8	47.9%	10.6	6.8	64%
Alondra BI			128	570	New Saturday service	0	43.7	N/A	N/A	13.0	N/A
Saticoy St			169	1,150	New Saturday service	0	65.6	N/A	N/A	17.5	N/A
Artesia BI	130	1,280			Transferred to Municipal Agencies	57.3	0	N/A	22.3	N/A	N/A
Boyle Av	254	402		0	Discontinued	28.5	0	N/A	14.1	N/A	N/A
South Gate Shuttle	612	929		0	Replaced with Micro	52.7	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

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Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 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	140	665	299	213.8%	11.7	29.1	248.7%	12.0	10.3	86%
North Hollywood - Pasadena Express	501	441	501	666	151.0%	31.4	60.4	192.4%	14.1	11.0	78%
Nordhoff St	166	1,894	166	2,570	135.7%	56.2	79.9	142.2%	33.7	32.2	95%
LAC USC Medical Center Shuttle	605	708	605	954	134.8%	27	46.4	171.9%	26.2	20.6	78%
Rosemead BI	266	2,509	266	3,355	133.7%	76	126.4	166.3%	33.0	26.5	80%
Sherman Way	163	3,869	162	4,986	128.9%	89.1	132.8	149.0%	43.4	37.5	86%
Vanowen St	165	2,798	165	3,433	122.7%	77	112.9	146.6%	36.3	30.4	84%
Roscoe BI	152	4,592	152	5,596	121.9%	102.9	170.2	165.4%	44.6	32.9	74%
Rosecrans Av	125	1,925	125	2,334	121.3%	71.1	106.4	149.6%	27.1	21.9	81%
Downtown LA - Foothill BI	90	2,482	90	3,424	121.0%	87.4	144.1	160.6%	26.0	19.6	75%
Hollywood Way	222	727	222	659		52.9	56.6				
Lankershim BI	224	3,565	224	3,612		92.3	154.5				
Whiteoak Av, Woodley Av	237	832	237	988		60.3	68.9				
Foothill BI			690	523		0	46.4				
Downtown LA - San Fernando Rd - North Hollywood	94	4,235	94	4,208	119.6%	160.6	165.4	154.7%	24.5	19.0	77%
Burbank BI Oxnard St			154	422		0	34.9				
Riverside Dr	155	534	155	830		28.4	59.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	511		0		26.3	0				
Burbank - Sylmar San Fernando Rd			294	855		0	72.8				
Van Nuys BI Local	233	6,987	233	7,617	115.1%	139.1	220.2	156.3%	39.2	28.9	74%
Sepulveda BI	234	5,070	234	4,710		168.5	175.9				
Sepulveda BI - Westside Rapid	744	1,381	761	3,143		35	139.5				
Balboa BI	236	490	236	562	114.7%	25.8	45.5	176.4%	19.0	12.4	65%
Ventura BI	150	6,448	150	1,722	113.2%	184.8	82.4	155.1%	35.0	25.6	73%
Topanga Canyon BI	245	313	244	704		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,381	240	6,794		34.3	232.5				
E Olympic BI/W 8th St	66	5,625	66	6,362	113.1%	124.1	181.1	145.9%	45.3	35.1	77%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 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
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,459	205	1,287	108.8%	70.9	86	120.2%	20.0	18.1	91%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	246	1,357	246	2,243		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	550	428		0		32.6	0				
Downtown LA - Glenoaks Bl - Sylmar	92	3,288	92	3,563	108.4%	122.4	159	129.9%	26.9	22.4	83%
Canoga Station - Thousand Oaks	161	401	161	429	107.1%	27.4	40.8	148.9%	14.6	10.5	72%
Slauson Av	108	6,377	108	6,808	106.8%	150.2	215.7	143.6%	42.5	31.6	74%
Gage Av	110	3,044	110	3,243	106.5%	98.6	111.4	113.0%	30.9	29.1	94%
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	2,796	232	2,958	105.8%	119.8	134.5	112.3%	23.3	22.0	94%
Hawthorne Bl, Rancho Palos Verdes	344	712	344	753	105.8%	39.7	44.5	112.1%	17.9	16.9	94%
Central Av	53	5,439	53	5,746	105.6%	125.6	202	160.8%	43.3	28.4	66%
Compton Av	55	3,426	55	3,585	104.6%	104	115.6	111.2%	32.9	31.0	94%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,697	910/950	6,846	102.2%	201.6	201.8	100.1%	33.2	33.9	102%
Hollywood - Pasadena	180	8,013	180	5,343	102.0%	238.4	230.4	133.4%	34.4	26.3	77%
Hollywood Bl Fairfax Bl	217	4,617	217	7,545		128.8	259.3				
3rd St	16	11,744	16	11,549		242.3	294.5	135.5%	48.5	36.1	74%
Robertson Bl - Beverwil Dr			617	298	100.9%	0	33.9				
Victory Bl	164	2,667	164	2,686		100.7%	87.9	109.3			
Crenshaw Bl	210	8,626	210	8,669		100.5%	191.6	308	160.8%	45.0	28.1
Plummer St, Woodman Av	158	812	158	815	100.3%	39.9	43	107.8%	20.4	19.0	93%
Vermont Av Local	204	13,994	204	13,939	99.6%	196.5	255.3	129.9%	71.2	54.6	77%
Santa Monica Bl Local	4	10,419	4	17,382	99.4%	282.2	464.9	107.0%	40.2	37.4	93%
Santa Monica Bl Rapid	704	7,064		0		152.3	0				
Century Bl	117	4,601	117	4,531		98.5%	121.8	122.1	100.2%	37.8	37.1
Vernon Av, La Cienega Bl	105	8,115	105	7,869	97.0%	167	220.3	131.9%	48.6	35.7	74%
Western Av Local	207	15,888	207	15,389	96.9%	206.2	299	145.0%	77.0	51.5	67%
Imperial Hwy	120	1,708	120	1,644	96.3%	87.6	87.7	100.1%	19.5	18.7	96%
La Brea Av	212	5,831	212	5,589	95.9%	136.9	187.5	137.0%	42.6	29.8	70%
Soto St	251	5,547	251	6,025	95.5%	149.9	229.3	127.7%	35.1	26.3	75%
Soto St - Griffin Av	252	759		0		29.6	0				

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 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	
Montebello - Downtown LA via Cesar Chavez Av	68	3,896		0	92.4%	102.2	0	124.8%	35.9	26.6	74%	
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,913	70	8,737		181	292					
Downtown LA - City Terrace - CSULA	71	420		0		29.6	0					
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,637		0	98.3					
Manchester Av - Firestone BI	115	6,882	115	6,281	91.3%	165.3	168.4	101.9%	41.6	37.3	90%	
Whitter BI W 6th St	18	9,566	18	12,475		203.4	345	136.7%	43.1	28.6	66%	
Wilshire BI Local	20	5,771	20	5,163		183.9	247.7					
Wilshire BI Rapid	720	16,000	720	10,728		339.1	400.3					
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,349	260	5,118	89.2%	166.9	176.2	126.8%	38.0	26.8	70%	
Pasadena - Altadena via Fair Oaks Av			660	546		0	35.5					
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,830	78	3,676		166.7	139.7	113.1%	29.0	22.8	79%	
Rose Hill - Arcadia via Huntington Dr			179	627		0	48.9					
Downtown LA - Norwalk - Disneyland	460	3,107	460	2,769	89.1%	154.5	151.1	97.8%	20.1	18.3	91%	
Laurel Canyon BI	230	1,614	230	1,428		56.8	56.4	99.3%	28.4	25.3	89%	
Sunset BI (became Sunset BI - Alvarado St)	2	6,507	2	11,860	88.4%	185.3	379.6	123.1%	43.5	31.2	72%	
Alvarado St	200	6,915		0		123	0					
Pasadena - Highland Park - Eastern Av	256	582	256	0	88.1%	53.8	0	90.9%	13.3	12.8	97%	
Fremont Av - Eastern Av - Garfield Av			258	817		0	55.9					
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,005	267	636		67.1	46.2					
El Monte - Pasadena via Baldwin Av	268	817	268	354		54.5	29.8					
Arcadia - Santa Anita Av - El Monte			287	210		0	15.8					
Downtown LA - San Gabriel BI	487	897	487	453		70.8	44.1					
Pasadena - Altadena via Lake Av, Lincoln Av			662	933		0	73.1					
Los Robles Av (687); Allen Av (686)	687	560	686	0		45.1	0					
Beverly BI - W Adams BI	14/037	7,201	14/037	6,305		87.6%	186.4	209.4	112.3%	38.6	30.1	78%
Studio City - Beverly Hills	218	436	218	382		87.6%	25.1	32.4	129.1%	17.4	11.8	68%
Normandie Av	206	6,041	206	5,249		86.9%	115.7	134.2	116.0%	52.2	39.1	75%
Huntington Park Shuttle	611	842	611	729		86.6%	49.8	46.7	93.8%	16.9	15.6	92%

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 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
Venice BI Local	33	5,993	33	10,598	84.6%	170.4	349.5	97.9%	35.1	30.3	86%
Venice BI Rapid	733	6,536		0		186.6	0				
Figueroa St	81	6,946	81	5,707	84.6%	160.3	202.9	123.6%	35.6	24.3	68%
Downtown LA - Eagle Rock via York BI	83	1,448		0		75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,393		0	88.9				
Florence Av	111	9,016	111	7,577	84.0%	208.9	214.3	102.6%	43.2	35.4	82%
MLK - Hawthorne BI	40	8,929	40	7,484	83.8%	246.6	298	120.8%	36.2	25.1	69%
Telegraph Rd	62	2,225	62	1,796	80.7%	89.3	86.2	96.5%	24.9	20.8	84%
Hoover St	603	4,890	93	4,336	80.2%	127.5	161.3	103.7%	34.7	26.9	77%
Silver Lake	201	514		0		28.1	0				
Broadway Local	45	8,788	45	7,582		200.5	255.7	127.8%	41.0	25.6	62%
Compton BI, Somerset BI			127	934	79.6%	0	77.3				
Broadway Rapid	745	1,905		0		60.1	0				
Olympic BI Local	28	7,348	28	5,846	79.6%	225.7	208.6	92.4%	32.6	28.0	86%
Paramount BI	265	630	265	492	78.1%	37.5	37.5	100.0%	16.8	13.1	78%
Santa Monica - Malibu via Pacific Coast Hwy	534	858	134	667	77.7%	44.4	51.1	115.1%	19.3	13.1	68%
Valley BI	76	4,865	76	3,695	75.9%	136.2	152.8	112.2%	35.7	24.2	68%
Coldwater Canyon Av - Devonshire St	167	1,126	167	845	75.0%	69.1	68.8	99.6%	16.3	12.3	75%
Washington BI/W Jefferson BI	35/38	3,055	35/38	2,272	74.4%	105.7	100.2	94.8%	28.9	22.7	78%
Avalon BI, W 7th St	51	13,852	51	10,083	72.8%	262.2	262.8	100.2%	52.8	38.4	73%
Downtown LA - Artesia via Long Beach BI	60	9,970	60	7,169	71.9%	224.3	304.8	135.9%	44.4	23.5	53%
Melrose Av/Main St/San Pedro St	10/48	4,785	10/48	3,410	71.3%	146	144.6	99.0%	32.8	23.6	72%
Vermont Av Rapid	754	9,444	754	6,581	69.7%	111.4	140.7	126.3%	84.8	46.8	55%
Riverside Dr	096	597	296	416	69.7%	38.8	31.4	80.9%	15.4	13.2	86%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,998	901	6,760	67.6%	220.5	232.9	105.6%	45.3	29.0	64%
La Tijera BI, Exposition BI	102	1,507	102	987	65.5%	78.1	66.8	85.5%	19.3	14.8	77%
Pico BI	030	8,335	030	4,980	59.7%	203.6	138.3	67.9%	40.9	36.0	88%
Westwood - Pacific Palisades	602	425	602	195	45.9%	37.3	49.7	133.2%	11.4	3.9	34%
Warner Center Shuttle	601	751	601	208	27.7%	71	33.9	47.7%	10.6	6.1	58%
Alondra BI			128	492	New Sunday Service	0	43.7	N/A	N/A	11.3	N/A

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 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	900	New Sunday Service	0	61.9	N/A	N/A	14.5	N/A
Tampa Av & Winnetka Av			242/243	880	New Sunday Service	0	55	N/A	N/A	16.0	N/A
Artesia Bl	130	1,051		0	Transferred to Municipal Agencies	57.2	0	N/A	18.4	N/A	N/A
South Gate Shuttle	612	803		0	Replaced with Micro	52.3	0	N/A	15.3	N/A	N/A

Summary of NextGen Frequency Changes

NextGen Bus Plan service frequency improvements were implemented through the service changes that occurred between December 2020 through December 2022.

Gateway Cities

Weekday frequency change highlights 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

Weekend frequency change highlights 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

San Gabriel Valley

Weekday frequency change highlights 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

Weekend frequency change highlights 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.

San Fernando Valley

Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94). A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through revenue service hours investment 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)

Saturday service frequency increases were also significant and appear to support growing regional ridership.

- **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.

San Fernando Valley Sunday service frequency increases were also significant and are likely supporting ridership growth:

- **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 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).

South Bay Cities

Weekday frequency change highlights 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
 - J Line Express service 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

Weekend frequency change highlights 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.

Westside Central

Weekday frequency change highlights 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 Bl)
 - 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 Bl)
 - Line 30 increased from every 12 to 10 minutes midday (Pico Bl)
 - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice Bl)

- 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

Weekend frequency change highlights 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.



NextGen Ridership Update Quarter 3, Calendar Year 2025

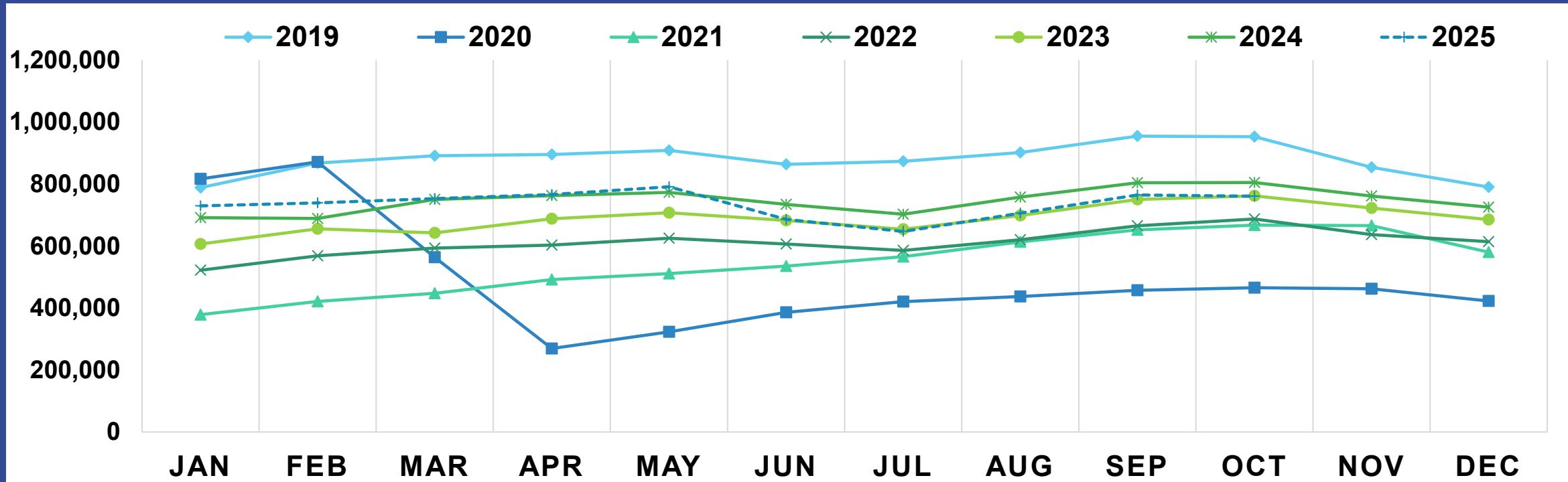
Operations, Safety, and Customer Experience Committee

January 15, 2026



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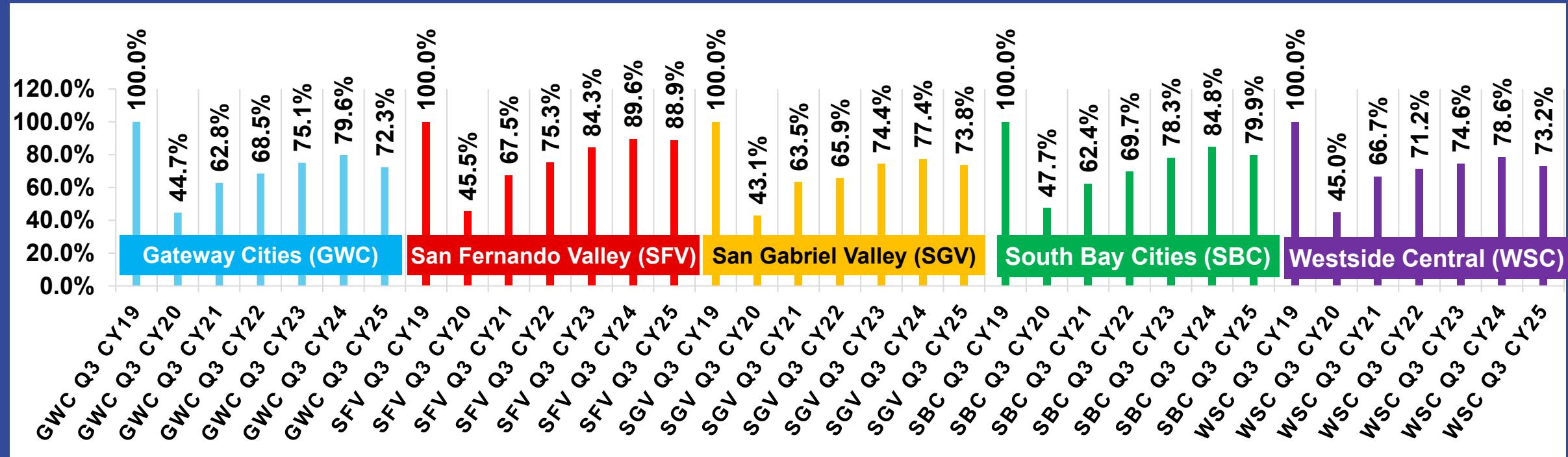
Average Weekday Ridership 2019-2025



- Average weekday ridership recovery (Q3 CY2025 versus pre-COVID 2019 Q3) declined by 5.3% from 82.9% to 77.6%, compared to the same quarter in CY2024. The downward trend to CY2023 levels seen first in last quarter continued in July (-7.9%), August (-6.8%), September (-4.9%), and October (-5.5%) as immigration actions likely continued to impact ridership.
- Average Q3 CY2025 Saturday bus ridership recovery showed a 6.2% decline over the same quarter in 2024, from 91.6% to 85.4% in Q3 CY2024. Declines reduced each month through the quarter.

Average Weekday Ridership Recovery by Service Area

Q3 CY2019 – Q3 CY2025

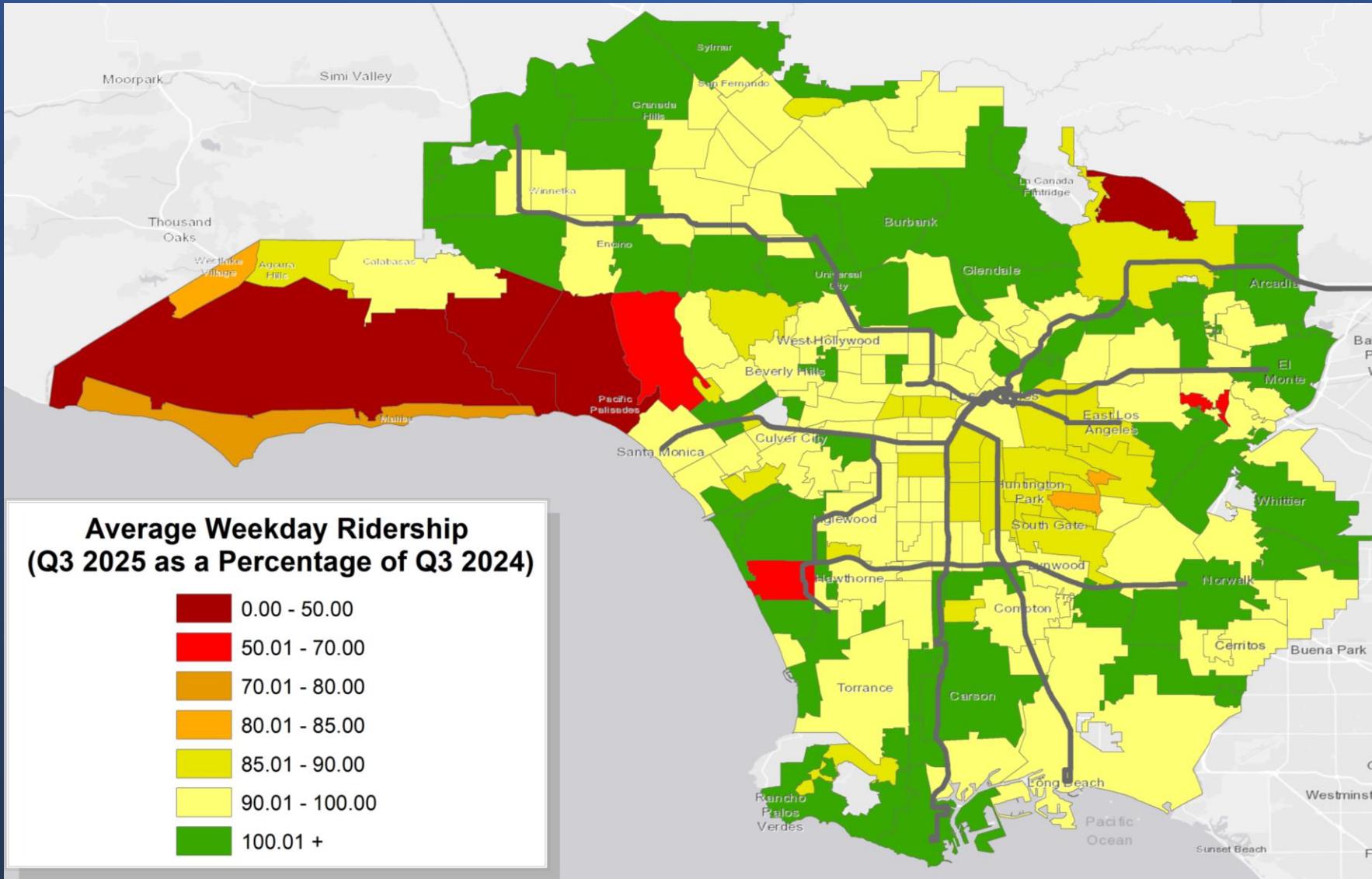


- SFV showed the highest rate of weekday ridership recovery at 88.9% in Q3 CY2025 (down 0.7% from Q3 CY2024). The other four areas were down by 3.6.-7.3% compared to Q3 CY2024. Largest declines were in GWC.
- SFV at 100.0% Saturday (0.8% decrease) and 111.2% Sunday (0.6% increase) compared to Q3 CY2024. Weekend recovery for the other four areas declined (5.0%-10.3% Saturday and 3.6%-7.3% Sunday).
- The EFC share of average weekday ridership declined to just 0.1% above pre-pandemic levels weekdays but has declined slightly on weekends (0.9-1.0% lower than pre-pandemic).



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Q3 2025 Average Weekday Ridership as Percentage of Q3 2024



Noticeably larger declines are seen in the areas impacted by the January 2025 fires and in parts of the southeast LA region where immigration actions were most common.

Weekday Ridership by Time Period

Q3 CY2020 to Q3 CY2025

Time Period	CY2020 Q3	CY2025 Q3
Early AM (4 a.m.-6 a.m.)	44%	70%
AM Peak (6 a.m.-9 a.m.)	37%	67%
Midday (9 a.m.-3 p.m.)	49%	82%
PM Peak (3 p.m.-6 p.m.)	43%	75%
Evening (6 p.m.-9 p.m.)	48%	78%
Late Evening (9 p.m.-12 a.m.)	50%	92%
Owl (12 a.m.-4 a.m.)	58%	96%

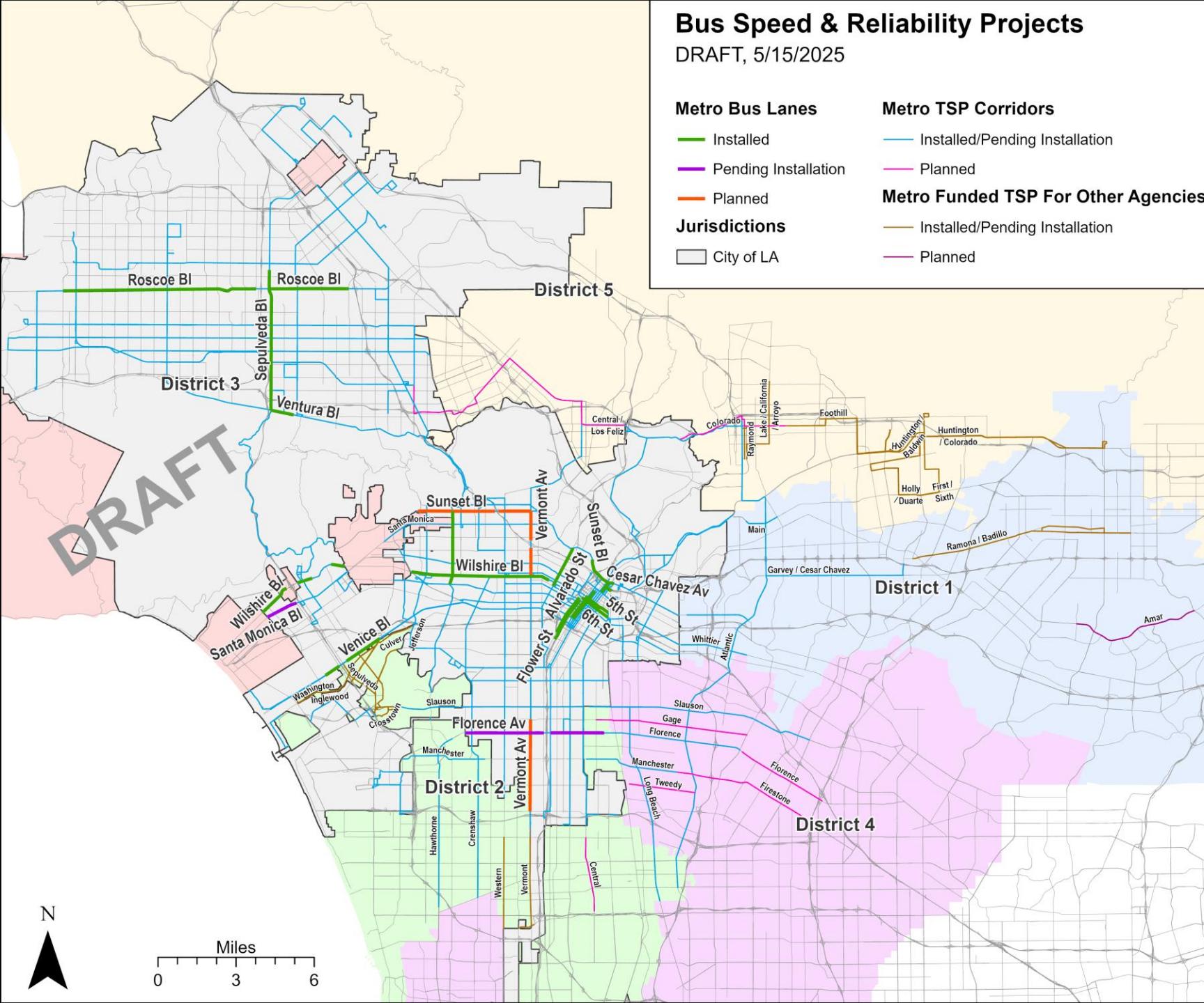
Midday ridership recovery (base) at 82% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies.

- AM peak remains most subdued at 67% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 75% has stronger recovery than AM peak but both peaks saw the biggest declines in recovery.
- Late evening and Owl ridership periods recovered most strongly at 92% and 96% as these periods typically serve transit-dependent shift workers. These periods were the only ones to increase their recovery rates in Q3.

Average Line/Group Ridership Recovery

- In Q3 CY2025, number of lines with ridership fully recovered to above pre-pandemic levels fell significantly, to 14 weekday lines (down from 19 in Q3 CY2024), with 15 Saturday lines (down from 32 in Q3 CY2024), and 30 Sunday lines (down from 44 in Q3 CY2024), likely mostly due to the immigration actions.
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings, but many of the busiest lines also saw the biggest declines in Q3 CY2025.
- Ridership declines were widespread in Q3 CY2025, with highest declines in Gateway Cities, likely due to the impact of immigration actions. Four lines had large declines associated with the Eaton and Palisades fires.
- Lines serving downtown LA and other regional office locations and some lines with lower frequency continue to recover more slowly, with better ridership recovery for lines receiving improved frequencies.
- Productivity (boardings/revenue service hour) in Q3 CY2025 compared to pre-pandemic was reduced for weekday, Saturday, and Sunday due to significant service investment exceeding ridership growth which has slowed due to the impact of immigration actions.

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	14	14
Tier 2	16	13	12
Tier 3	8	7	7
Tier 4	11	6	5
Total	53 (65%)	40 (53%)	38 (51%)



Speed & Reliability Updates

Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending installation
- 11.5 lane-miles planned

Florence Av

- 10.2 lane-miles under construction

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

- 318 stops consolidated to balance speed and accessibility on Metro's busiest lines.

Headway Based Operation Pilot

- Pilot completed for Line 16

Bus Lane Enforcement (BLE) Program October 2025 Update

Initial Enforcement Impacts

- Route 910/950 had a **15%** reduction in total events from prior month
- Bus Stop 8464 (eastbound Wilshire/Vermont) had a **55%** reduction in events from prior month
- Number of repeat offenders declined **27%** since launch of the program in May 2025

Month	# of Repeat Violators
May 2025	2,158
June 2025	1,933
July 2025	2,176
August 2025	1,874
September 2025	1,745
October 2025	1,590

October 2025 Events per Route

- 212: 3,278
- 910/950: 1,600
- 720: 10,734
- 70: 362

Events Captured v Accepted



October 2025 Enforcement

- Bus lane/stop events: 15,974 / 704
- 69% (165) of all bus lane locations with 10+ events
- 45% (79) of bus stops with 10+ events
- 1.3 events per operating hour
- 17,244 unique violators; 1,590 repeat offenders
- 9% of vehicles with multiple violations
- Unable to read state most common reason for rejected events (5,355 or 57% of total rejected events)



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Impacts of enforcement on individual line performance to be reviewed