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metro.net**SEPTEMBER 22, 2020**

TO: BOARD OF DIRECTORS

**THROUGH: PHILLIP A. WASHINGTON
CHIEF EXECUTIVE OFFICER**

**FROM: JAMES T. GALLAGHER
CHIEF OPERATIONS OFFICER**

SUBJECT: COVID-19 RIDERSHIP AND SERVICE LEVEL ANALYSIS

ISSUE

With the onset of the COVID-19 pandemic impacting Metro's ridership, revenues, and other resources necessary to provide the full complement of bus and rail service, transit service was reduced in April 2020. Specifically for bus, service levels were reduced by 30%. As ridership began recovering in May 2020, service levels were increased in June 2020 to match line level increases in ridership and to begin implementing the specific service improvements proposed in the NextGen Bus Plan. This report provides an analysis of the changes in ridership and service levels as Metro continues to navigate through the uncertainty of the COVID-19 pandemic. The report also supports the approach to restore service according to the principles of the NextGen Bus Plan.

DISCUSSION

Baseline Ridership Trends

As with most transit agencies in the country, Metro experienced systemwide ridership declines starting at the end of FY14. Over the past six years, ridership on the bus system decreased by 24%, from 1,147,737 average weekday boardings in February 2014 to 871,412 in February 2020. In FY16 the CEO established an internal Task Force to identify the causes of the ridership decline. The Task Force identified several reasons, many of which lead to the conclusion that Metro's existing bus network is misaligned with current travel demand, including:

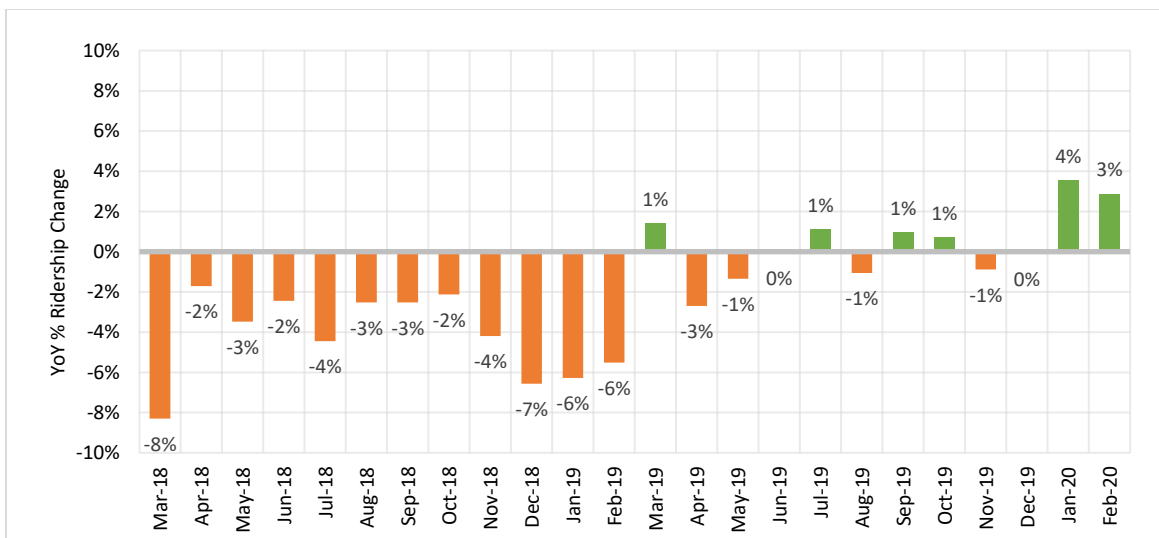
- Changing travel patterns and access to and from transit
- Shifts in demographics/lifestyles and changing workforce travel behavior
- Slower overall travel times (including wait times) and reliability issues
- New travel options such as mobility on-demand

Metro embarked on the NextGen Bus Study in 2018 to reverse the ridership trend by positioning the bus network to be relevant and reflective of the transforming landscape of transportation and travel demand within LA County. After a significant amount of data analysis and public and stakeholder engagement, it became evident that fast, frequent and reliable service is critical towards building a competitive and attractive network, especially during the midday, evenings and weekends when there are the greatest opportunities to grow ridership. Therefore, in addition to restructuring the route network to better connect people to where they want to go, a major emphasis of NextGen is to standardize frequencies throughout the day for all bus lines based on service tiers.

Currently, bus schedules are written based on the Board-adopted load standard of 130% (pre-COVID-19) seated capacity with a minimum frequency of every 60 minutes. While this practice promotes resource efficiency by ensuring just enough service is provided to meet the demand, this largely reactive framework can result in frequencies and service spans for bus lines that may be inconsistent and can change from service change to service change, impacting transfers and schedule consistency. To ensure the core network has consistent frequencies and span of service, NextGen categorized all bus lines into service tiers based on ridership, transit propensity, equity, and overall travel demand. Each tier is assigned a frequency designation by time of day and day of week, with Tier 1 and 2 services being the most frequent and Tier 3 and 4 being the least. This method promotes consistency within each tier and between service changes, and simplifies the bus system for ease of use while maintaining efficiency. Stabilizing frequencies by service tiers improves the attractiveness and competitiveness of the service, which is expected to increase ridership particularly in the off-peak periods as identified in the NextGen Bus Study as major growth opportunities.

Immediately prior to COVID-19, the ridership decline began leveling off, with January and February 2020 posting 3-4% gains compared to the previous year. This change in trend provided an ideal platform for NextGen to bolster the ridership recovery and growth within the region. Figure 1 presents the percent change in ridership compared to the previous year. As shown, the ridership decline began reversing starting in July 2019 and continued through February 2020. During this period, the bus system posted an average monthly growth of 0.9% with much greater increases in the last two months.

Figure 1
Year over Year (YOY) Change in Ridership (March 2018 – February 2020)

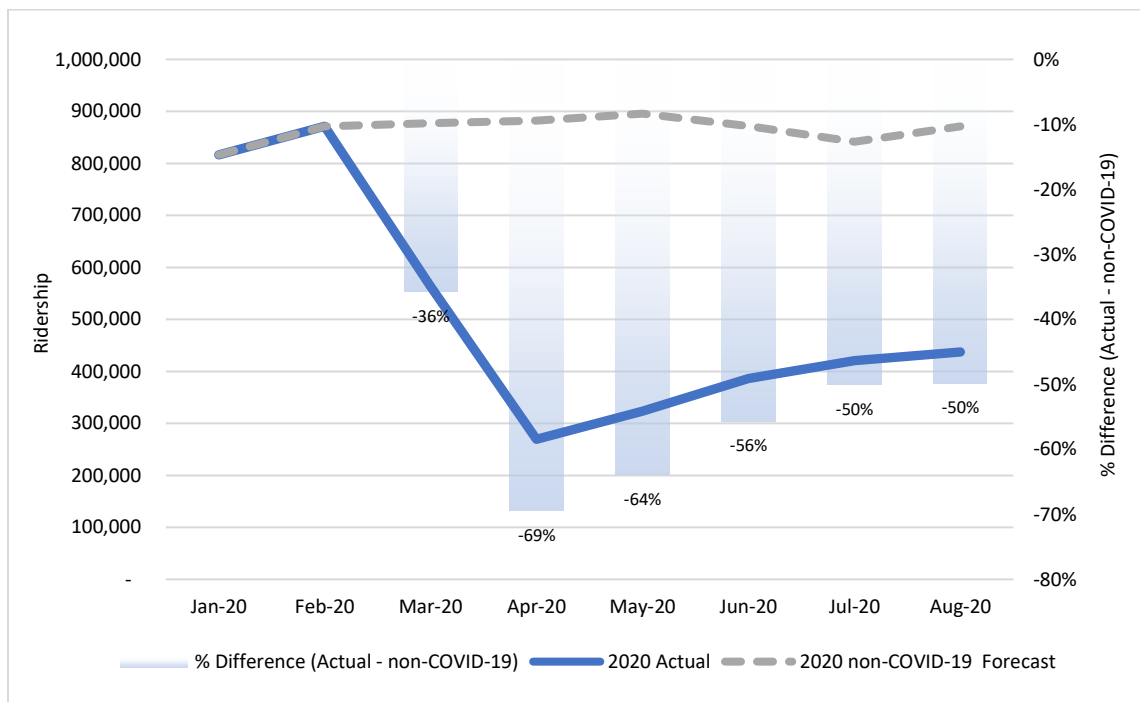


COVID-19 Impacts on Ridership and Service Levels

Systemwide

As Metro’s ridership began recovering, the COVID-19 pandemic hit LA County in March 2020, with Safer at Home orders significantly impacting travel. Figure 2 shows the forecasted ridership trend with and without COVID-19. If the pandemic never materialized in the county, ridership would have been expected to grow every month by an average of 0.9% compared to the previous year. Unfortunately, the pandemic resulted in a significant ridership decline starting in March 2020 with a low of 269,356 in April 2020, representing a 69% decline from the forecasted non-COVID-19 April 2020 ridership. Ridership increased between May and July 2020 as Safer at Home orders were relaxed and has remained steady at about 50% reduction from non-COVID-19 forecasts since then.

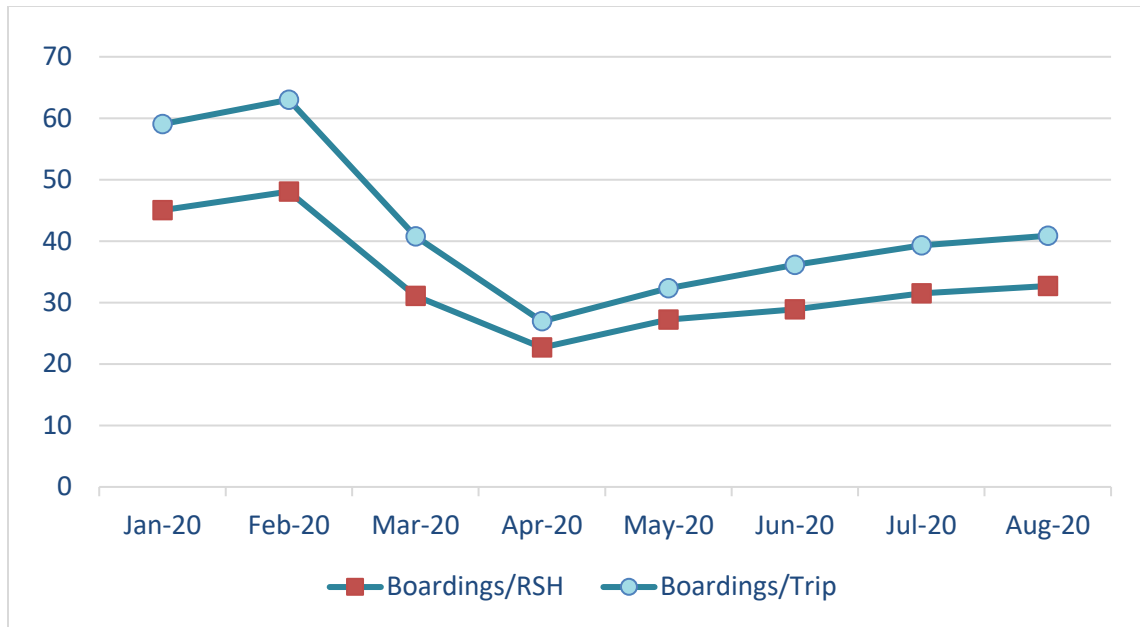
Figure 2
Forecasted non-COVID-19 Ridership vs. Actual (January 2020 – August 2020)



Metro Operations has responded quickly to the dynamic changes in ridership. As a result of reductions in ridership, revenues, and available operators due to COVID-19 quarantines and childcare/family needs, bus service was reduced to an enhanced Sunday schedule effective April 19, 2020. This change represented a 30% reduction in Revenue Service Hours (RSH). Operations continued to monitor ridership and loads on every trip of every bus line, and on June 21, 2020 when ridership rebounded slightly, roughly 500K additional RSH were added to the bus system. Scheduled speeds were also increased by 2% systemwide on weekdays as vehicular traffic was reduced, which allows more Revenue Service Miles (RSM) and number of trips to be provided per RSH. In fact, the Wilshire corridor (Lines 20 and 720) saw a 6% increase in speed on average throughout the day, while the J Line (Silver) experienced close to 10% speed improvement.

While service is currently at 80% of pre-COVID-19 levels, Operations has responded smartly by building back service from April 2020 on the lines that experienced the greatest ridership and loads, based on the principles of the NextGen service tiers. As a result, efficiency has improved from April 2020 levels with a 44% improvement in boardings per RSH and 52% increase in boardings per trip since then. Figure 3 provides details on service performance since January 2020.

Figure 3
Boardings per Revenue Service Hour and Trip (Weekdays)

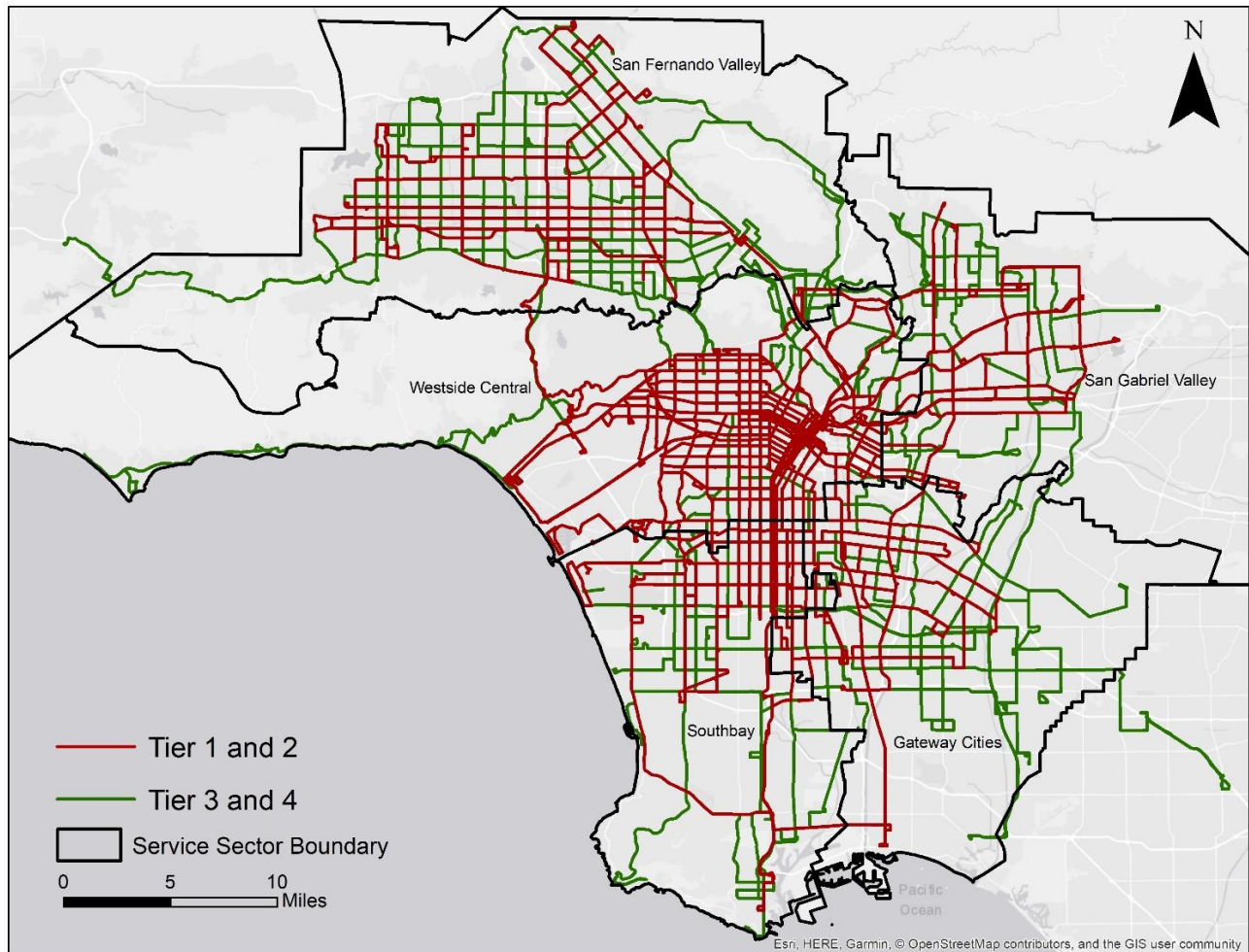


While not yet back to pre-COVID-19 performance, staff anticipates meeting and exceeding February 2020 performance if service continues to recovery based on prudent financial management (considering ridership, revenues, resources, and performance) and the NextGen Bus Plan.

Service Tiers and Lines

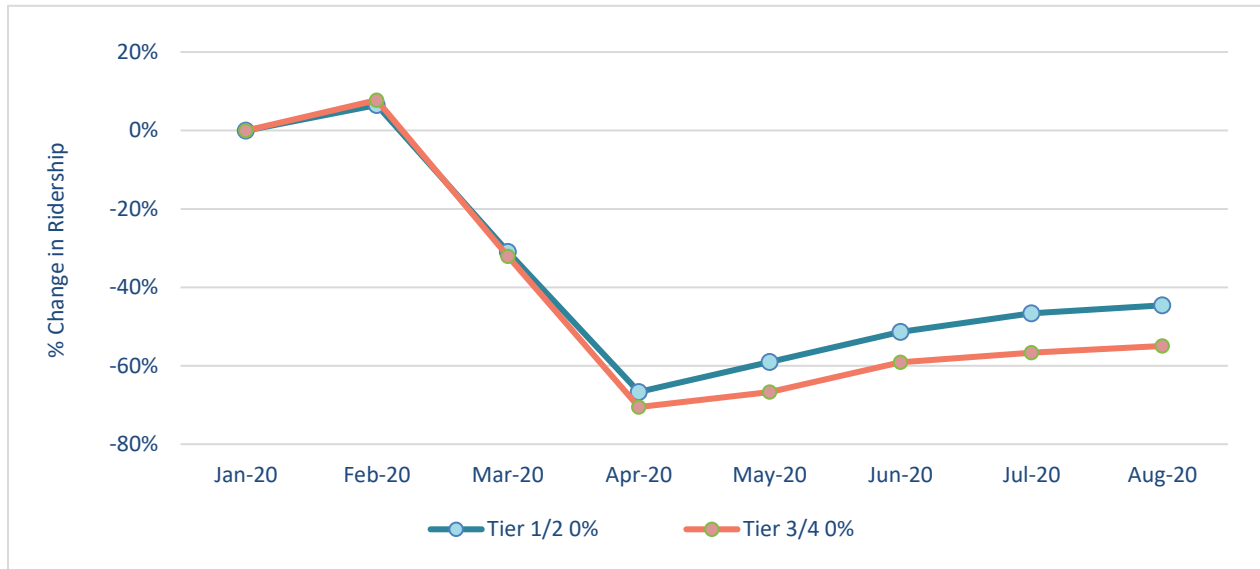
Figure 4 shows Metro bus lines categorized by service tiers, with Tiers 1 and 2 being the heaviest ridership corridors, and thus designated for the most frequent service under NextGen, and Tiers 3 and 4 being the least busy bus lines with less frequency focused on maintaining service coverage throughout the county. Attachment A lists all Metro bus lines along with their Service Tier designation and Regional Service Council affiliation (the service council where the majority of the line resides).

Figure 4
Metro Bus Lines by Service Tier



Diving into the data by service tiers and lines reveal that while ridership on Tier 1 and 2 and Tier 3 and 4 lines dropped a similar amount in March 2020, Tier 3 and 4 lines dropped a greater percentage in April 2020, and have recovered at a slower rate compared to Tier 1 and 2 lines. Figure 5 shows the percent change in ridership when compared to January 2020 levels. In February 2020, ridership on Tier 3 and 4 lines actually increased at a slightly greater percent compared to Tier 1 and 2 lines. However, as the pandemic took effect, ridership on Tier 3 and 4 lines dropped more significantly than on Tier 1 and 2 lines. As ridership began to recover starting in May 2020, Tier 1 and 2 lines grew at a faster rate compared to Tier 3 and 4 lines. In August 2020, ridership on Tier 1 and 2 lines are down by 45% compared to January 2020 vs. 55% for Tier 3 and 4 lines.

Figure 5
Percent Change in Ridership Since January 2020



% Change in Ridership from Jan 2020 by Service Tiers								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	0%	6%	-31%	-67%	-59%	-51%	-47%	-45%
Tier 3 and 4	0%	8%	-32%	-71%	-67%	-59%	-57%	-55%

Based on the greater ridership recovery on Tier 1 and 2 lines, the June 21, 2020 service changes focused on improving service levels on those lines. Figure 6 presents the change in share of RSH by service tiers for the December 2019, April 2020, and June 2020 service changes. As shown, the share of RSH attributed to Tier 1 and 2 lines has increased by 1% over the past two service changes, in line with the ridership increases and principles of the NextGen Bus Plan.

Figure 6
Share of Revenue Service Hours by Service Tiers

	Service Change		
	Dec 15, 2019	Apr 19, 2020	June 21, 2020
Tier 1 and 2	76%	77%	78%
Tier 3 and 4	24%	23%	22%

Figure 7 presents the efficiency of the April and June 2020 service changes. As shown, all tiers are improving in riders per RSH, however, Tier 1 and 2 lines are improving at a greater rate. The performance of all tiers decreased by 31-32% in March compared to January 2020, but Tier 1 and 2 lines improved by four percentage points since then while Tier 3 and 4 lines are two percentage points lower than March 2020. **Therefore, as ridership and resources continue to recover, the service will continue to be repositioned towards higher frequencies on Tier 1 and 2 lines as proposed under the NextGen Bus Plan.**

Figure 7
Ridership per Revenue Service Hour (RSH) and Percent Change Since January 2020

Ridership/RSH								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	51	54	35	25	31	33	36	37
Tier 3 and 4	32	34	22	15	17	19	20	21

% Change in Ridership/RSH Since Jan 2020								
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Tier 1 and 2	0%	6%	-31%	-50%	-39%	-36%	-30%	-27%
Tier 3 and 4	0%	8%	-32%	-54%	-48%	-41%	-38%	-35%

Attachment A provides the percent change in ridership by line from January to August 2020. The three reference months to focus on are January 2020 (pre-COVID-19), April 2020 (the lowest point in ridership during the pandemic) and August 2020 (highest point in recover to date). From January to April 2020, Line with the greatest declines were generally in the San Fernando Valley, San Gabriel Valley and Westside/Central, and 17 out of the top 25 were Tier 3 and 4 lines. Schools and colleges transitioning to remote learning contributed to many of the declines, including Lines 126 (Redondo Beach), 175 (Silver Lake), 211 (South Bay), 236 (Balboa BI SFV), 602 serving UCLA and high schools in Pacific Palisades, and 71, 665, J Line (Silver) all serving Cal State LA. In addition, downtown LA commute trips have decreased significantly including on Lines 76 (DTLA – El Monte via Valley BI), 487/489 (San Gabriel Valley - DTLA), J Line (Silver) (San Pedro – DTLA – El Monte), with many employees telecommuting.

South Bay Cities and Gateway Cities represented 14 of the top 25 lines with the least ridership loss. Almost two thirds, or 15 lines were categorized as Tier 1 and 2. Tier 1 lines included Lines 18 (Whittier BI/6th St), 51/52 (Avalon – 7th St), 60/760 (Long Beach BL), 66 (Olympic BI/8th St), 111 (Florence BI), 204 (Vermont Av), 207 (Western Av), 210 (Crenshaw BL/Vine St), 233 (Van Nuys BI), 234 (Sepulveda BI SFV), 251 (Soto St), 733 (Venice BI).

From April to August 2020, lines with the greatest percent recovery were primarily Tier 1 and 2 lines located in the Westside/Central, San Fernando Valley and San Gabriel Valleys. These are the areas that experienced greater declines from January to April 2020, so it appears that previous riders are returning to the bus system. Some of the lines experiencing the highest ridership increase were Lines 16 (3rd St.), 18 (Whittier/6th St), 45 (Broadway), 66 (Olympic BI), 81 (Figueroa), 105 (Vernon Av), 111 (Florence Av) and 251 (Soto St) where Operations made multiple service additions due to heavy loads.

Lines with the least ridership increase during this period were largely Tier 3 and 4 lines in the South Bay Cities, perhaps because this area represented the least ridership loss from the pandemic.

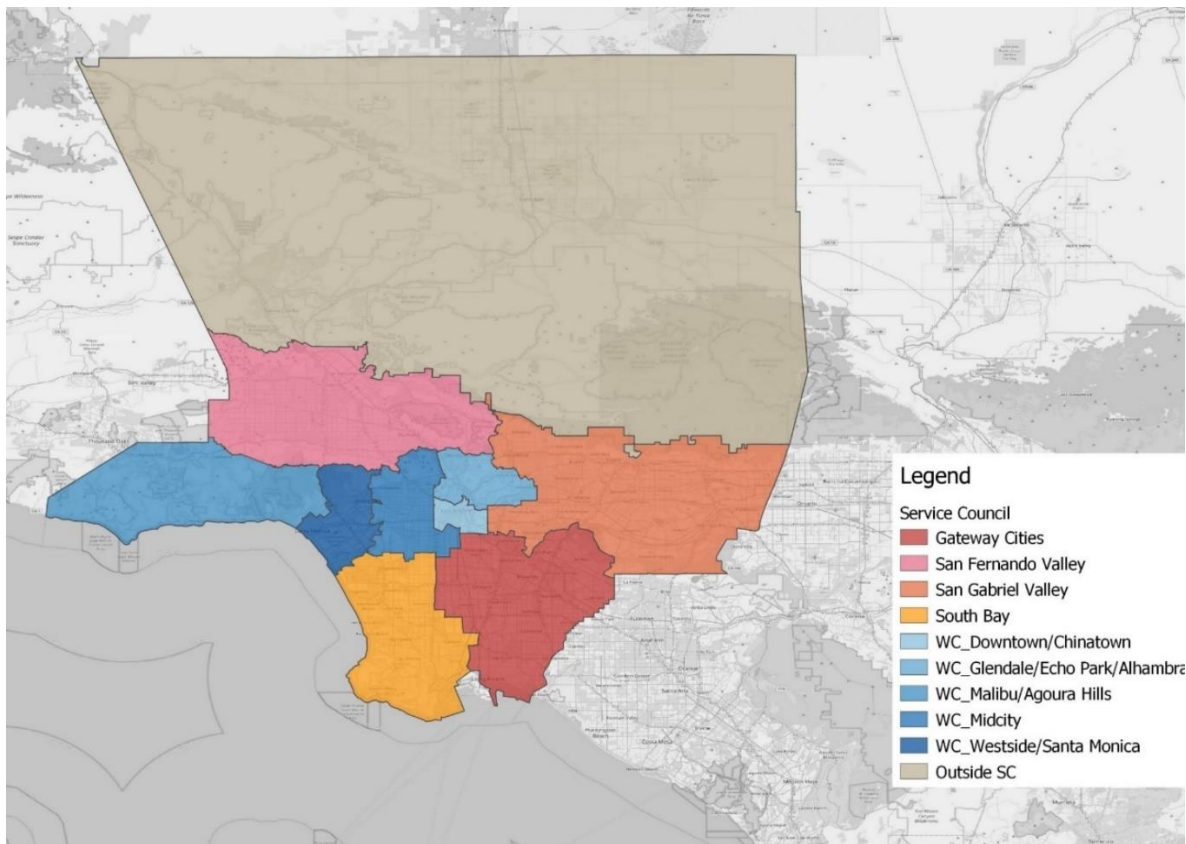
Service Council Areas

Figure 8 shows a map of the five Regional Service Councils that govern Metro bus service changes:

- Gateway Cities (GWC)
- San Fernando Valley (SFV)
- San Gabriel Valley (SGV)
- South Bay Cities (SBC)
- Westside/Central (WSC)

The Westside/Central Service Council area was further divided into five sub areas as the entire service area represents about 57% of all ridership within the Metro bus system.

Figure 8
Metro Regional Service Council Areas



As Figure 9 shows, ridership is not evenly distributed throughout the service area. Based on bus stop boarding data, the WSC area as a whole represents nearly 60% of all ridership on the Metro bus system. With the WSC divided into 5 separate subareas, the highest ridership areas include WSC (Mid City), WSC (Downtown/Chinatown) and SFV. Therefore, the same percentage change in ridership for these areas have significantly more impact to the overall bus network ridership compared to areas with lower ridership.

Figure 9
Ridership and Share of Ridership by Regional Service Council Areas

Ridership by Service Council								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	95,772	102,551	68,015	34,317	41,083	48,690	52,941	55,275
San Fernando Valley	135,693	147,729	94,083	43,147	50,652	60,880	64,764	67,107
San Gabriel Valley	45,712	47,886	30,377	13,593	16,686	20,107	21,698	22,487
South Bay	68,196	72,812	49,099	26,085	28,906	33,991	36,031	37,146
WSC_Downtown/Chinatown	144,440	151,927	100,772	50,363	62,197	71,776	80,260	83,530
WSC_Glendale/Echo Park/Alhambra	49,722	53,223	33,018	13,994	17,250	21,565	23,202	24,077
WSC_Malibu/Agoura Hills	2,769	3,043	1,732	690	788	923	1,029	1,121
WSC_Midcity	242,533	259,479	165,997	77,788	94,888	115,265	125,915	130,746
WSC_Westside/Santa Monica	29,980	30,982	19,347	8,629	10,090	12,340	13,987	14,684
Outside Service Area	1,757	1,780	1,259	750	689	796	918	982
Grand Total	816,573	871,412	563,699	269,356	323,231	386,332	420,745	437,154

Share of Ridership by Service Council								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	12%	12%	12%	13%	13%	13%	13%	13%
San Fernando Valley	17%	17%	17%	16%	16%	16%	15%	15%
San Gabriel Valley	6%	5%	5%	5%	5%	5%	5%	5%
South Bay	8%	8%	9%	10%	9%	9%	9%	8%
WSC_Downtown/Chinatown	18%	17%	18%	19%	19%	19%	19%	19%
WSC_Glendale/Echo Park/Alhambra	6%	6%	6%	5%	5%	6%	6%	6%
WSC_Malibu/Agoura Hills	0%	0%	0%	0%	0%	0%	0%	0%
WSC_Midcity	30%	30%	29%	29%	29%	30%	30%	30%
WSC_Westside/Santa Monica	4%	4%	3%	3%	3%	3%	3%	3%
Outside Service Area	0%	0%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%

As shown in Figure 10, even though WSC (Mid City) and SFV both experienced the same percentage decrease in ridership of 68% between January and April 2020, the actual ridership loss in SFV was only 56% of the loss in WSC (Mid City). Therefore, it is important to consider both the percent and absolute change in ridership when identifying trends to help forecast future service needs as ridership recovers.

Based on the data in Figure 10, it appears that GWC, WSC (Downtown/Chinatown) and WSC (Mid City) all recovered more than the regional average from April to August 2020. This trend is promising as those three areas combined represent 62% of systemwide ridership. Likewise, WSC (Malibu/Agoura Hills) and Outside Service Areas recovered the least, however, they only represent less than 1% of total ridership combined. Therefore, it appears that ridership is recovering at a faster rate in areas that traditionally carry the majority of trips, so efforts should continue to focus on improving service in these core areas as well as areas that declined the least, including SBC and GWC.

Figure 10
Change in Ridership Since January 2020 by Regional Service Council Areas

Change in Ridership Since January 2020								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	-	6,779	(27,757)	(61,455)	(54,689)	(47,082)	(42,831)	(40,497)
San Fernando Valley	-	12,035	(41,610)	(92,547)	(85,041)	(74,813)	(70,930)	(68,587)
San Gabriel Valley	-	2,174	(15,335)	(32,119)	(29,025)	(25,605)	(24,014)	(23,225)
South Bay	-	4,616	(19,096)	(42,110)	(39,289)	(34,205)	(32,164)	(31,049)
WSC_Downtown/Chinatown	-	7,487	(43,668)	(94,077)	(82,243)	(72,664)	(64,180)	(60,909)
WSC_Glendale/Echo Park/Alhambra	-	3,502	(16,704)	(35,728)	(32,471)	(28,157)	(26,520)	(25,645)
WSC_Malibu/Agoura Hills	-	274	(1,037)	(2,079)	(1,981)	(1,846)	(1,740)	(1,648)
WSC_Midcity	-	16,946	(76,535)	(164,744)	(147,644)	(127,268)	(116,617)	(111,787)
WSC_Westside/Santa Monica	-	1,002	(10,633)	(21,351)	(19,890)	(17,641)	(15,993)	(15,297)
Outside Service Area	-	23	(498)	(1,006)	(1,068)	(960)	(839)	(775)
Average	-	54,839	(252,874)	(547,217)	(493,342)	(430,241)	(395,828)	(379,419)

% Change in Ridership Since January 2020								
Service Council	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Gateway Cities	0%	7%	-29%	-64%	-57%	-49%	-45%	-42%
San Fernando Valley	0%	9%	-31%	-68%	-63%	-55%	-52%	-51%
San Gabriel Valley	0%	5%	-34%	-70%	-63%	-56%	-53%	-51%
South Bay	0%	7%	-28%	-62%	-58%	-50%	-47%	-46%
WSC_Downtown/Chinatown	0%	5%	-30%	-65%	-57%	-50%	-44%	-42%
WSC_Glendale/Echo Park/Alhambra	0%	7%	-34%	-72%	-65%	-57%	-53%	-52%
WSC_Malibu/Agoura Hills	0%	10%	-37%	-75%	-72%	-67%	-63%	-60%
WSC_Midcity	0%	7%	-32%	-68%	-61%	-52%	-48%	-46%
WSC_Westside/Santa Monica	0%	3%	-35%	-71%	-66%	-59%	-53%	-51%
Outside Service Area	0%	1%	-28%	-57%	-61%	-55%	-48%	-44%
Average		7%	-31%	-67%	-60%	-53%	-48%	-46%

CONCLUSION

In conclusion, immediately prior to COVID-19, Metro bus ridership was on a road to recovery. Unfortunately, the pandemic has resulted in drastic ridership declines. However recent trends since April 2020 show that ridership is rebounding, particularly on Tier 1 and 2 lines and within the core areas of the system. Many of these are the same key corridors identified through the NextGen Bus Study as the areas with the greatest opportunities for growth.

NEXT STEPS

It is important to continue to monitor ridership from multiple angles to ensure service recovery is focused where and when needed, and according to the principles of the NextGen Bus Plan. Please contact Conan Cheung, SEO, Service Planning, Scheduling and Analysis at (213) 418-3034 or cheungc@metro.net with questions or comments.

ATTACHMENTS

- A – Metro Bus Ridership Trends by Line During COVID-19
- B – Top 25 Lines with Highest Percent Decline in Ridership Between January-April 2020
- C – Top 25 Lines with Highest Percent Increase in Ridership Between April-August 2020

Attachment A
Metro Bus Ridership Trends by Line During COVID-19

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year							Percent Change Month to Month																		
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20	Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20
2	Downtown LA - Pacific Palisades via Sunset Bl	1	WSC	5%	5%	-37%	-74%	-70%	-63%	-58%	8%	1%	2%	2%	-2%	-2%	2%	5%	5%	-11%	-16%	15%	7%	-40%	-57%	16%	20%	13%	13%
4	Downtown LA - West LA - Santa Monica via Santa Monica Bl	1	WSC	6%	7%	-33%	-65%	-56%	-48%	-41%	7%	3%	-1%	2%	-1%	-1%	3%	5%	0%	-7%	-11%	8%	8%	-36%	-48%	28%	18%	13%	13%
10	10 Downtown LA - West Hollywood via Temple St & Melrose Av 48 Downtown LA - Avalon Station via Main St & South San Pedro St	1	WSC	2%	3%	-42%	-78%	-76%	-67%	-60%	9%	5%	-2%	4%	-8%	-7%	9%	12%	1%	-13%	-20%	16%	11%	-41%	-63%	15%	24%	16%	16%
14	14 Downtown LA - Beverly Hills via Beverly Bl 37 Downtown LA - Fairfax/Washington via Adams Bl	1	WSC	2%	3%	-38%	-75%	-73%	-67%	-61%	8%	2%	-1%	5%	-3%	-7%	7%	9%	1%	-10%	-18%	15%	8%	-38%	-61%	14%	22%	10%	10%
16	16 Downtown LA - Century City via 3rd St 17 Downtown LA - Culver City Station via Robertson Bl.	1	WSC	3%	1%	-37%	-71%	-65%	-55%	-46%	8%	1%	1%	3%	-2%	-7%	3%	9%	-1%	-4%	-10%	3%	7%	-37%	-54%	27%	26%	12%	12%
18	Wilshire Center - Montebello via Sixth St & Whittier Bl	1	WSC	1%	1%	-34%	-65%	-52%	-45%	-34%	6%	2%	1%	-1%	0%	-2%	1%	5%	-1%	-6%	-11%	8%	5%	-33%	-46%	33%	15%	19%	19%
20	Downtown LA - Santa Monica via Wilshire Bl	1	WSC	5%	1%	-37%	-73%	-69%	-62%	-60%	7%	2%	0%	2%	0%	4%	0%	2%	-1%	-6%	-15%	13%	3%	-36%	-58%	17%	22%	10%	10%
28	Century City - Downtown LA - Eagle Rock via Olympic	1	WSC	-1%	-3%	-40%	-73%	-63%	-48%	-42%	6%	0%	2%	2%	-6%	0%	-3%	7%	0%	-5%	-12%	9%	4%	-38%	-55%	42%	33%	12%	12%
30	Downtown LA - Santa Monica Via Venice Bl	1	WSC	3%	2%	-35%	-68%	-58%	-50%	-45%	6%	3%	0%	0%	-2%	-1%	3%	4%	1%	-6%	-9%	5%	5%	-34%	-50%	29%	19%	7%	7%
33	Downtown LA - Santa Monica via Venice Bl	1	WSC	8%	5%	-35%	-70%	-67%	-54%	-45%	9%	3%	0%	4%	-5%	1%	3%	8%	-1%	-9%	-13%	12%	6%	-36%	-54%	15%	31%	22%	22%
35	35 Downtown LA - Fairfax/Washington via Washington Bl 38 Downtown LA - Fairfax/Washington via Jefferson Bl	2	WSC	1%	4%	-36%	-70%	-71%	-61%	-54%	8%	2%	-1%	5%	-6%	-8%	8%	14%	-1%	-11%	-20%	18%	12%	-37%	-54%	3%	24%	9%	9%
40	South Bay Galleria - Union Station via Hawthorne Bl, Crenshaw Bl & ML King Bl	1	SBC	4%	5%	-28%	-60%	-53%	-44%	-35%	7%	3%	0%	2%	0%	-4%	-1%	6%	1%	-8%	-9%	10%	7%	-30%	-45%	22%	19%	10%	10%
45	Lincoln Heights - Rosewood via Broadway	1	WSC	-2%	-3%	-38%	-66%	-54%	-47%	-37%	5%	3%	-4%	2%	0%	-5%	2%	7%	0%	-8%	-15%	13%	4%	-34%	-47%	38%	15%	13%	13%
51	Downtown LA - Compton - Harbor Gateway Transit Center via Avalon Bl	1	SBC	1%	0%	-33%	-63%	-56%	-49%	-37%	7%	1%	2%	0%	-1%	-3%	2%	4%	0%	-9%	-9%	8%	6%	-33%	-44%	19%	16%	21%	21%
53	Downtown LA - CSU Dominguez Hills via Central Av	1	SBC	6%	5%	-33%	-66%	-63%	-56%	-47%	8%	3%	0%	-1%	-2%	1%	4%	10%	-2%	-10%	-17%	15%	8%	-34%	-49%	8%	16%	20%	20%
55	Downtown LA - Imperial Station via Compton Av	2	GWC	7%	4%	-38%	-71%	-66%	-58%	-50%	15%	3%	-3%	5%	-2%	-6%	5%	14%	-1%	-11%	-23%	19%	11%	-39%	-54%	23%	21%	11%	11%
60	Downtown LA - Artesia Station via Long Beach Bl	1	GWC	4%	-2%	-33%	-65%	-56%	-51%	-44%	13%	1%	0%	1%	5%	-6%	3%	4%	-1%	-12%	-12%	12%	6%	-31%	-47%	26%	15%	9%	9%
62	Downtown LA - Hawaiian Gardens via Telegraph Rd	3	GWC	3%	-2%	-31%	-65%	-66%	-59%	-53%	5%	1%	4%	0%	0%	0%	2%	1%	1%	-6%	-12%	8%	0%	-29%	-47%	-4%	22%	14%	14%
66	Wilshire Center - Montebello via Olympic Bl & 8th St	1	SGV	-2%	-3%	-34%	-67%	-56%	-44%	-22%	6%	3%	1%	1%	-1%	-5%	1%	7%	0%	-7%	-10%	5%	5%	-30%	-49%	34%	26%	31%	31%
68	Downtown LA - Montebello via Cesar E. Chavez	4	SGV	15%	12%	-31%	-69%	-61%	-49%	-50%	11%	5%	1%	-1%	-3%	4%	4%	11%	-4%	-8%	-19%	16%	8%	-36%	-55%	26%	26%	2%	2%
70	Los Angeles - El Monte via Garvey Av	1	SGV	-4%	-5%	-44%	-74%	-65%	-57%	-52%	2%	5%	0%	-2%	-1%	-4%	4%	4%	0%	-7%	-13%	11%	0%	-38%	-53%	32%	21%	8%	8%
71	Downtown LA - Cal State LA via Wabash Av & City Terrace Dr	4	SGV	3%	3%	-36%	-81%	-78%	-73%	-73%	14%	2%	-4%	-2%	-10%	1%	11%	16%	-4%	-11%	-25%	25%	14%	-36%	-72%	18%	10%	1%	1%
76	El Monte - Downtown LA via Valley Bl	2	SGV	-3%	-5%	-45%	-80%	-70%	-64%	-58%	0%	5%	3%	-1%	-1%	-4%	3%	4%	-2%	-5%	-13%	12%	-2%	-39%	-62%	45%	19%	12%	12%
78	Arcadia - Los Angeles via Huntington Dr & Las Tunas Dr	1	SGV	3%	7%	-38%	-75%	-69%	-63%	-59%	0%	8%	0%	2%	0%	-4%	3%	3%	-4%	0%	-13%	9%	4%	-37%	-59%	23%	20%	8%	8%
81	Eagle Rock - Exposition Park via Figueroa	1	WSC	5%	1%	-38%	-73%	-66%	-59%	-53%	7%	3%	1%	1%	-3%	-1%	2%	7%	-1%	-8%	-15%	15%	4%	-37%	-57%	26%	19%	13%	13%
83	Eagle Rock - Downtown LA via York	4	WSC	2%	-2%	-38%	-68%	-62%	-58%	-53%	6%	2%	0%	-2%	-1%	-1%	3%	4%	2%	-5%	-16%	11%	3%	-36%	-48%	15%	12%	9%	9%
90	Los Angeles - Sunland via Foothill Bl, Cañada Bl and Glendale Av	3	SFV	4%	6%	-38%	-75%	-73%	-67%	-64%	3%	7%	0%	3%	-4%	-3%	-1%	15%	1%	-9%	-19%	16%	6%	-37%	-60%	11%	16%	6%	6%
92	Sylmar Station to Downtown Los Angeles via Glenoaks Bl, Brand Bl, Glendale Bl, Temple St, Spring St and Main St	3	SFV	2%	4%	-44%	-77%	-72%	-64%	-61%	3%	6%	3%	-1%	0%	-3%	3%	5%	0%	-7%	-15%	12%	5%	-43%	-58%	21%	28%	5%	5%
94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	2	SFV	3%	5%	-35%	-64%	-45%	-33%	-26%	2%	6%	2%	1%	-2%	-3%	3%	1%	1%	-8%	-12%	14%	3%	-34%	-43%	52%	20%	7%	7%
96	Downtown LA - Burbank Station via Griffith Pk Dr & Riverside Dr (PT)	4	SFV	-1%	7%	-36%	-75%	-77%	-72%	-71%	-4%	4%	3%	1%	2%	-1%	4%	1%	1%	-6%	-18%	15%	5%	-38%	-59%	-9%	25%	1%	1%
102	LAX City Bus Center - South Gate Via La Tijera-Exposition	4	GWC	10%	10%	-30%	-67%	-60%	-49%	-48%	8%	3%	2%	5%	-4%	-1%	5%	7%	0%	-10%	-16%	17%	7%	-34%	-53%	27%	24%	1%	1%

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year						
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20
211	South Bay Galleria - Redondo Beach via Prairie Av, Inglewood Av	4	SBC	12%	8%	-36%	-80%	-82%	-73%	-62%
212	Hawthorne - Hollywood via La Brea	1	SBC	2%	1%	-39%	-71%	-67%	-60%	-53%
217	Hollywood/Vine Station - Culver City Transit Center via Hollywood - Fairfax	1	WSC	11%	9%	-35%	-74%	-73%	-67%	-63%
218	Studio City - Beverly Hills via Laurel Canyon Bl (PT)	4	WSC	11%	11%	-28%	-69%	-76%	-67%	-64%
222	Sun Valley - Hollywood via Hollywood Way	3	SFV	2%	3%	-37%	-74%	-70%	-65%	-63%
224	Sylmar-Universal City via San Fernando Rd, Lankershim Bl	2	SFV	10%	11%	-30%	-65%	-61%	-58%	-55%
230	San Fernando - Studio City via Laurel Canyon Bl	3	SFV	6%	3%	-39%	-75%	-73%	-62%	-59%
232	Long Beach - LAX via Pacific Coast Hwy & Sepulveda Bl (PT)	2	SBC	4%	8%	-27%	-56%	-53%	-46%	-37%
233	Lake View Terrace - Sherman Oaks via Van Nuys Bl	1	SFV	7%	7%	-30%	-60%	-53%	-39%	-28%
234	Sherman Oaks - Sylmar via Sepulveda Bl & Brand Bl	1	SFV	3%	3%	-32%	-63%	-58%	-47%	-39%
236	Sylmar Station - Encino via Balboa	3	SFV	8%	10%	-34%	-77%	-78%	-67%	-65%
237	237 Mission Hills - Hollywood via Woodley, Chandler, Cahuenga 656 Owl Service Hollywood - Panorama City via Cahuenga, Chandler and Van Nuys	4	SFV	4%	2%	-39%	-70%	-64%	-55%	-49%
239	Encino - Sylmar/San Fernando Metrolink Station via White Oak Av, Rinaldi St	4	SFV	13%	18%	-30%	-74%	-67%	-52%	-50%
243	Porter Ranch - Woodland Hills via Tampa Av. & Winnetka Av.	3	SFV	12%	8%	-40%	-79%	-77%	-63%	-60%
245	Woodland Hills - Chatsworth via Topanga Canyon Bl & De Soto Av	3	SFV	12%	3%	-43%	-82%	-84%	-75%	-68%
246	San Pedro - Harbor Gateway Transit Center via Avalon Bl	3	SBC	-1%	-5%	-36%	-59%	-56%	-44%	-44%
251	Cypress Park - Lynwood via Soto St	1	WSC	3%	2%	-34%	-65%	-56%	-42%	-36%
252	Montecito Heights - Boyle Heights via Soto St.	4	WSC	9%	10%	-36%	-73%	-76%	-67%	-61%
254	Boyle Heights - Watts via Boyle Av & Lorena St (PT)	4	GWC	6%	6%	-22%	-53%	-42%	-40%	-33%
256	Commerce - Altadena via Eastern Av & Hill Av (PT)	4	SGV	11%	9%	-32%	-67%	-71%	-66%	-67%
258	Altadena - Paramount via Lake - Fremont - Eastern	4	SGV	6%	3%	-38%	-74%	-72%	-65%	-63%
260	Altadena - Artesia Station via Fair Oaks Av & Atlantic Bl	2	SGV	2%	-2%	-40%	-73%	-67%	-57%	-51%
265	Pico Rivera - Lakewood Center Mall via Paramount Bl	3	GWC	7%	3%	-36%	-75%	-72%	-62%	-56%
266	Pasadena - Lakewood via Rosemead Bl & Lakewood Bl (PT)	3	SGV	8%	4%	-33%	-68%	-69%	-60%	-53%
267	264 Duarte - Altadena via Duarte Rd & Altadena Dr 267 Altadena - El Monte via Temple City Bl & Lincoln Av	3	SGV	2%	4%	-41%	-78%	-80%	-72%	-70%
268	La Cañada Flintridge - El Monte via Baldwin Av & Washington Bl	3	SGV	2%	2%	-38%	-79%	-76%	-72%	-68%
344	Harbor Gateway Transit Center - Palos Verdes via Hawthorne Bl	4	SBC	4%	2%	-33%	-68%	-69%	-57%	-54%
442	Hawthorne - Union Station via Hawthorne Bl, La Brea Av, Manchester Bl. & Harbor Transitway	4	SBC	-14%	-17%	-40%	-78%	-100%	-100%	-100%
460	Downtown LA - Disneyland via Harbor Transit way & I-105 Fwy	3	GWC	6%	4%	-31%	-65%	-62%	-56%	-52%
487	El Monte Station - Sierra Madre Villa Station - Downtown LA	2	SGV	0%	-1%	-45%	-85%	-82%	-76%	-75%
501	NOHO to Pasadena Shuttle	3	SFV	6%	6%	-23%	-71%	-79%	-77%	-74%
534	Malibu - Washington / Fairfax Transit Hub via Pacific Coast Hwy	4	WSC	13%	12%	-29%	-62%	-63%	-58%	-52%

Percent Change Month to Month																								
Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20						
19%	-5%	1%	11%	-13%	-23%	26%	21%	-3%	-11%	-23%	30%	15%	-43%	-69%	0%	29%	9%	9%						
5%	3%	1%	2%	-4%	-1%	3%	6%	-2%	-7%	-14%	13%	4%	-38%	-52%	15%	18%	16%	16%						
5%	3%	1%	3%	-3%	4%	3%	6%	-2%	-7%	-11%	9%	4%	-38%	-60%	6%	20%	16%	16%						
3%	6%	0%	1%	0%	1%	3%	6%	-2%	-2%	-20%	18%	3%	-31%	-57%	-22%	38%	9%	9%						
0%	5%	8%	-4%	-3%	1%	2%	6%	1%	-8%	-23%	23%	2%	-36%	-56%	14%	12%	8%	8%						
4%	5%	2%	2%	-1%	0%	2%	3%	2%	-8%	-13%	11%	6%	-34%	-48%	12%	6%	9%	9%						
17%	5%	-3%	6%	-13%	-4%	6%	18%	0%	-9%	-28%	23%	13%	-38%	-60%	13%	24%	4%	4%						
-1%	5%	9%	-3%	3%	-7%	1%	6%	-2%	-5%	-15%	16%	3%	-28%	-35%	4%	18%	9%	9%						
7%	5%	1%	0%	-4%	-2%	4%	5%	0%	-7%	-14%	13%	7%	-31%	-43%	19%	24%	16%	16%						
10%	5%	2%	2%	-5%	-6%	5%	11%	2%	-11%	-21%	16%	10%	-31%	-44%	15%	19%	9%	9%						
11%	3%	2%	7%	-13%	-5%	14%	15%	-1%	-9%	-26%	23%	13%	-38%	-64%	0%	30%	1%	1%						
9%	6%	0%	1%	-5%	0%	5%	8%	-4%	-7%	-21%	18%	7%	-37%	-50%	20%	20%	15%	15%						
18%	2%	-1%	0%	-19%	4%	11%	29%	-4%	-7%	-35%	35%	23%	-39%	-64%	28%	18%	8%	8%						
18%	3%	0%	6%	-16%	-6%	8%	23%	-2%	-7%	-30%	29%	14%	-43%	-66%	20%	34%	2%	2%						
18%	3%	-4%	9%	-20%	-10%	17%	14%	1%	-4%	-23%	23%	9%	-43%	-70%	-6%	29%	15%	15%						
13%	1%	-2%	2%	-5%	0%	4%	4%	1%	-11%	-14%	9%	8%	-32%	-36%	10%	18%	0%	0%						
7%	4%	1%	0%	-3%	-1%	1%	8%	-2%	-8%	-14%	13%	5%	-32%	-47%	28%	27%	8%	8%						
10%	6%	-3%	6%	-9%	-14%	10%	22%	1%	-11%	-25%	28%	11%	-38%	-59%	-6%	27%	0%	0%						
4%	3%	4%	2%	0%	-8%	9%	6%	2%	-11%	-18%	18%	4%	-24%	-37%	26%	2%	3%	3%						
19%	3%	-3%	-1%	-11%	3%	10%	20%	2%	-13%	-32%	29%	16%	-35%	-53%	-14%	7%	0%	0%						
16%	2%	0%	-2%	-5%	-1%	10%	16%	1%	-13%	-29%	23%	12%	-38%	-58%	4%	20%	3%	3%						
10%	2%	1%	1%	-2%	-6%	1%	10%	0%	-8%	-18%	15%	6%	-37%	-54%	23%	25%	9%	9%						
14%	4%	-1%	3%	-7%	-8%	11%	13%	0%	-9%	-19%	13%	9%	-35%	-61%	16%	23%	8%	8%						
8%	2%	4%	1%	-5%	-3%	3%	8%	1%	-8%	-13%	12%	3%	-34%	-50%	-5%	24%	15%	15%						
7%	4%	-1%	-1%	-9%	-3%	4%	23%	-1%	-9%	-29%	25%	10%	-40%	-63%	-10%	28%	3%	3%						
4%	-3%	10%	-1%	11%	-5%	-4%	5%	1%	-3%	-8%	0%	4%	-41%	-62%	12%	30%	9%	9%						
6%	1%	0%	3%	-3%	0%	1%	6%	-2%	-7%	-7%	8%	3%	-34%	-52%	-1%	37%	6%	6%						
8%	-2%	0%	1%	4%	-12%	-3%	10%	8%	-10%	-24%	10%	4%	-28%	-64%	-100%	n/a	n/a	n/a						
6%	4%	4%	-1%	3%	-1%	3%	3%	0%	-9%	-15%	11%	4%	-32%	-48%	10%	18%	10%	10%						
8%	2%	0%	-3%	-8%	-1%	9%	14%	-3%	-8%	-25%	25%	7%	-43%	-72%	14%	19%	4%	4%						
1%	2%	2%	5%	-1%	-2%	5%	7%	1%	-7%	-23%	23%	1%	-25%	-62%	-25%	11%	9%	9%						
3%	7%	7%	1%	2%	7%	4%	0%	-8%	-9%	-10%	11%	2%	-32%	-43%	-2%	18%	23%	23%						

Line	Description	Service Tier	Service Council Area	Percent Change Year over Year						
				Jan 19 - Jan 20	Feb 19 - Feb 20	Mar 19 - Mar 20	Apr 19 - Apr 20	May 19 - May 20	Jun 19 - Jun 20	July 19 - July 20
550	Exposition Park / USC - San Pedro via Harbor Transitway	3	SBC	-2%	-5%	-43%	-72%	-74%	-71%	-70%
577	El Monte Station - Long Beach VA Medical Center via I-605 Fwy (PT)	3	GWC	11%	1%	-32%	-73%	-72%	-64%	-61%
601	Warner Center Circulator	2	SFV	-6%	0%	-11%	-61%	-49%	-45%	-59%
602	Westwood - Pacific Palisades via Sunset Blvd.	3	WSC	13%	3%	-46%	-84%	-86%	-79%	-68%
603	Glendale Galleria - Grand Station via Hoover St. & Rampart Bl (PT)	2	SFV	8%	8%	-28%	-58%	-57%	-46%	-39%
605	LAC/USC Medical Ctr - Boyle Heights via Soto St, 4th St & Lorena St (PT)	2	SGV	8%	10%	-25%	-67%	-70%	-62%	-63%
607	Windsor Hills - Inglewood Shuttle (PT)	4	SBC	-27%	-5%	-31%	-44%	-70%	-39%	-45%
611	Huntington Park Shuttle	4	GWC	5%	7%	-24%	-57%	-51%	-34%	-30%
612	South Gate Shuttle	4	GWC	4%	5%	-32%	-62%	-56%	-41%	-33%
625	Green Line Shuttle - World Way West (PT)	4	SBC	-13%	-21%	-26%	-74%	-82%	-79%	-85%
665	Cal State LA - City Terrace Shuttle	3	SGV	9%	16%	-30%	-77%	-81%	-74%	-73%
685	Glendale - Glassell Park via Verdugo Rd	4	WSC	9%	12%	-29%	-67%	-76%	-69%	-68%
687	Altadena - Pasadena - Colorado Bl & Allen Av; Los Robles Av & Fair Oaks Av	4	SGV	-1%	3%	-30%	-69%	-74%	-68%	-60%
704	Downtown LA - Santa Monica via Santa Monica Bl	1	WSC	7%	9%	-32%	-70%	-70%	-62%	-61%
705	West Hollywood - Vernon via La Cienega Bl & Vernon Av	1	WSC	8%	8%	-32%	-63%	-53%	-46%	-61%
710	South Bay Galleria - Wilshire Center via Crenshaw Bl	1	SBC	2%	2%	-35%	-68%	-63%	-57%	-56%
720	Santa Monica - Commerce via Wilshire Bl & Whittier Bl	1	WSC	0%	-1%	-32%	-66%	-61%	-57%	-53%
728	Downtown LA - Century City via Olympic Bl	1	WSC	7%	6%	-38%	-76%	-60%	-54%	-64%
733	Downtown LA - Santa Monica via Venice Bl	1	WSC	4%	6%	-34%	-64%	-51%	-44%	-47%
734	Sherman Oaks - Sylmar/San Fernando Station via Sepulveda Bl. - Brand Bl. - Truman St.	1	SFV	4%	5%	-37%	-69%	-60%	-50%	-45%
740	EXPO/Crenshaw Station - South Bay Galleria via Hawthorne	2	SBC	4%	-2%	-43%	-67%	-58%	-58%	-56%
744	Reseda - Ventura - Van Nuys Blvds.	1	SFV	8%	8%	-36%	-70%	-64%	-53%	-50%
745	Downtown Los Angeles - Harbor Freeway Station via Broadway	1	WSC	5%	0%	-39%	-79%	-73%	-71%	-71%
750	Warner Center - Universal City via Ventura Bl	3	SFV	-9%	-10%	-49%	-77%	-66%	-54%	-45%
751	Cypress Park - Huntington Park via Soto Street	1	WSC	-9%	-11%	-41%	-73%	-59%	-53%	-50%
754	Athens - Hollywood via Vermont Ave	1	SBC	5%	4%	-32%	-69%	-70%	-64%	-59%
757	Hawthorne - Hollywood via Western Av	1	SBC	6%	2%	-41%	-68%	-59%	-53%	-51%
760	Downtown LA - Lynwood via Long Beach Bl	1	GWC	-5%	-11%	-43%	-69%	-54%	-51%	-50%
762	Pasadena - Artesia Blue Line Station via Fair Oaks & Atlantic	2	SGV	1%	1%	-39%	-66%	-56%	-47%	-48%
770	Los Angeles - El Monte via Cesar E Chavez Av & Garvey Av	1	SGV	-8%	-9%	-45%	-76%	-66%	-57%	-54%
780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	1	SGV	-12%	-9%	-51%	-83%	-76%	-68%	-62%
788	Valley-Westside Express	3	SFV	9%	12%	-34%	-69%	-52%	-41%	-100%
794	Downtown Los Angeles - Burbank Station via San Fernando Rd, Brand Bl	3	SFV	-2%	0%	-38%	-70%	-60%	-52%	-49%
901	Metro Orange Line: Warner Center - North Hollywood - Chatsworth Metrolink Station	1	SFV	-2%	-2%	-36%	-72%	-68%	-60%	-58%
910	Metro Silver Line: El Monte - Downtown LA - Harbor Gateway Transit Center - San Pedro	1	SGV	24%	16%	-31%	-76%	-73%	-68%	-64%

Percent Change Month to Month																							
Jan 19 - Feb 19	Feb 19 - Mar 19	Mar 19 - Apr 19	Apr 19 - May 19	May 19 - Jun 19	Jun 19 - July 19	July 19 - Aug 19	Aug 19 - Sept 19	Sept 19 - Oct 19	Oct 19 - Nov 19	Nov 19 - Dec 19	Dec 19 - Jan 20	Jan 20 - Feb 20	Feb 20 - Mar 20	Mar 20 - Apr 20	Apr 20 - May 20	May 20 - Jun 20	Jun 20 - July 20	July 20 - Aug 20					
11%	4%	-1%	3%	-4%	-1%	5%	7%	-2%	-10%	-24%	16%	7%	-37%	-52%	-4%	10%	0%	0%					
44%	-2%	-3%	-11%	-15%	-3%	25%	42%	0%	-18%	-47%	44%	31%	-34%	-61%	-6%	6%	5%	5%					
-4%	2%	6%	-3%	0%	-2%	-1%	-1%	3%	1%	-2%	-5%	2%	-9%	-53%	28%	7%	-27%	-27%					
25%	-5%	-6%	8%	-20%	-26%	63%	16%	-11%	-3%	-20%	20%	14%	-50%	-73%	-2%	21%	11%	11%					
5%	4%	3%	1%	0%	-6%	4%	7%	-1%	-4%	-11%	7%	5%	-31%	-40%	3%	25%	7%	7%					
12%	4%	-4%	6%	-14%	-4%	7%	19%	1%	-10%	-19%	17%	14%	-28%	-57%	-5%	9%	-6%	-6%					
-8%	-11%	2%	37%	-24%	-19%	18%	25%	-5%	-23%	-2%	-4%	20%	-35%	-17%	-28%	57%	-27%	-27%					
5%	1%	1%	3%	-5%	-3%	6%	4%	1%	0%	-18%	14%	7%	-29%	-43%	17%	29%	3%	3%					
6%	6%	2%	1%	-2%	-5%	3%	5%	2%	-7%	-21%	19%	7%	-32%	-43%	17%	32%	7%	7%					
3%	-8%	8%	4%	-4%	3%	-12%	4%	0%	-4%	-24%	24%	-6%	-14%	-62%	-27%	8%	-23%	-23%					
24%	5%	-9%	1%	-16%	-5%	27%	33%	-4%	-15%	-33%	22%	33%	-37%	-70%	-17%	16%	0%	0%					
15%	20%	-7%	8%	-18%	-13%	-5%	59%	3%	-11%	-27%	9%	18%	-24%	-57%	-22%	8%	-11%	-11%					
7%	5%	2%	-3%	-5%	-5%	6%	11%	1%	-8%	-22%	14%	12%	-28%	-55%	-16%	14%	20%	20%					
5%	3%	1%	3%	-2%	1%	5%	2%	-1%	-8%	-10%	9%	7%	-36%	-55%	2%	24%	3%	3%					
7%	1%	0%	5%	-7%	-2%	6%	8%	-1%	-5%	-12%	11%	6%	-36%	-46%	36%	5%	-29%	-29%					
9%	5%	-3%	4%	-2%	-7%	1%	9%	1%	-9%	-17%	16%	9%	-33%	-53%	21%	14%	-5%	-5%					
5%	1%	2%	-1%	1%	1%	1%	-1%	-1%	-5%	-12%	12%	3%	-31%	-49%	13%	12%	11%	11%					
4%	1%	3%	1%	-3%	2%	2%	4%	-2%	-4%	-9%	8%	3%	-41%	-60%	65%	11%	-18%	-18%					
5%	1%	1%	3%	-2%	4%	4%	-1%	-2%	-8%	-8%	8%	7%	-37%	-44%	40%	10%	0%	0%					
5%	3%	3%	0%	-3%	-2%	2%	3%	2%	-6%	-18%	21%	6%	-38%	-49%	29%	19%	8%	8%					
14%	1%	1%	2%	4%	-21%	1%	12%	2%	-6%	-13%	13%	7%	-41%	-42%	34%	3%	-17%	-17%					
12%	3%	4%	-4%	-7%	-1%	3%	12%	1%	-5%	-21%	15%	12%	-39%	-52%	16%	21%	6%	6%					
10%	1%	-2%	2%	3%	-6%	5%	5%	0%	-11%	-13%	12%	4%	-38%	-66%	30%	12%	-5%	-5%					
8%	4%	-2%	-7%	-6%	-14%	8%	6%	2%	-4%	-15%	10%	6%	-41%	-56%	51%	23%	4%	4%					
8%	2%	1%	1%	-4%	-13%	2%	7%	1%	-8%	-19%	16%	6%	-33%	-53%	52%	9%	-6%	-6%					
10%	0%	-1%	5%	-1%	-7%	4%	6%	0%	-9%	-14%	15%	9%	-35%	-54%	2%	17%	8%	8%					
9%	2%	2%	2%	1%	-8%	4%	7%	2%	-9%	-14%	11%	5%	-40%	-45%	29%	17%	-5%	-5%					
12%	2%	4%	1%	12%	-7%	2%	6%	-3%	-15%	-21%	9%	5%	-35%	-44%	51%	19%	-3%	-3%					
14%	5%	-3%	3%	-6%	-6%	5%	20%	-1%	-10%	-26%	15%	13%	-36%	-46%	34%	11%	-8%	-8%					
7%	4%	0%	0%	-6%	-9%	2%	9%	-1%	-7%	-20%	17%	5%	-37%	-56%	44%	17%	-1%	-1%					
4%	4%	-1%	2%	-3%	-14%	2%	10%	-2%	-5%	-15%	8%	7%	-44%	-66%	48%	29%	2%	2%					
8%	1%	0%	0%	-5%	1%	4%	9%	2%	-8%	-18%	18%	11%	-41%	-52%	54%	16%	-100%	-100%					
4%	4%	-1%	0%	-2%	-4%	5%	3%	4%	-6%	-19%	14%	6%	-35%	-52%	33%	19%	2%	2%					
12%	1%	-1%	1%	-10%	-4%	3%	13%	1%	-7%	-22%	18%	12%	-35%	-57%	17%	13%	0%	0%					
20%	2%	-1%	-3%	-2%	5%	9%	16%	5%	-14%	-27%	23%	12%	-40%	-66%	12%	16%	17%	17%					

Attachment B
Top 25 Lines with Highest Percent Decline in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	WSC	Tier 3/4	175	Silver Lake - Hollywood via Hyperion Av & Fountain Av	687	92	-87%
2	WSC	Tier 3/4	602	Westwood - Pacific Palisades via Sunset Blvd.	1872	293	-84%
3	SGV	Tier 3/4	487	El Monte Station - Sierra Madre Villa Station - Downtown LA	3,226	546	-83%
4	SFV	Tier 3/4	245	Woodland Hills - Chatsworth via Topanga Canyon Bl & De Soto Av	2,532	475	-81%
5	SGV	Tier 3/4	71	Downtown LA - Cal State LA via Wabash Av & City Terrace Dr	1,432	288	-80%
6	SFV	Tier 3/4	155	Sherman Oaks - Burbank Station via Riverside Dr, Olive Av	1,181	238	-80%
7	SGV	Tier 1/2	780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	6,037	1,230	-80%
8	SBC	Tier 3/4	211	South Bay Galleria - Redondo Beach via Prairie Av, Inglewood Av	585	120	-79%
9	SFV	Tier 3/4	183	Sherman Oaks - Glendale via Magnolia Bl	1,592	337	-79%
10	WSC	Tier 1/2	745	Downtown Los Angeles - Harbor Freeway Station via Broadway	5,940	1,295	-78%
11	SFV	Tier 3/4	243	Porter Ranch - Woodland Hills via Tampa Av. & Winnetka Av.	1,521	341	-78%
12	SGV	Tier 1/2	76	El Monte - Downtown LA via Valley Bl	7,807	1,766	-77%
13	SGV	Tier 3/4	268	La Cañada Flintridge - El Monte via Baldwin Av & Washington Bl	1,593	363	-77%
14	SGV	Tier 1/2	910	Metro Silver Line: El Monte - Downtown LA - Harbor Gateway Transit Center - San Pedro	17,213	3,955	-77%
15	WSC	Tier 1/2	10	10 Downtown LA - West Hollywood via Temple St & Melrose Av 48 Downtown LA - Avalon Station via Main St & South San Pedro St	10,528	2,561	-76%
16	SGV	Tier 3/4	267	264 Duarte - Altadena via Duarte Rd & Altadena Dr 267 Altadena - El Monte via Temple City Bl & Lincoln Av	2,615	640	-76%
17	SFV	Tier 1/2	166	Chatsworth - Pacoima via Nordhoff St & Osborne St	5,541	1,360	-75%
18	SBC	Tier 3/4	126	Manhattan Beach - Hawthorne Station via Manhattan Beach Bl	167	41	-75%
19	WSC	Tier 1/2	728	Downtown LA - Century City via Olympic Bl	5,626	1,386	-75%
20	SGV	Tier 3/4	665	Cal State LA - City Terrace Shuttle	572	142	-75%
21	SFV	Tier 3/4	236	Sylmar Station - Encino via Balboa	1,470	369	-75%
22	SFV	Tier 3/4	92	Sylmar Station to Downtown Los Angeles via Glenoaks Bl, Brand Bl, Glendale Bl, Temple St, Spring St and Main St	5,315	1,342	-75%
23	SFV	Tier 3/4	158	Chatsworth Metrolink Station - Sherman Oaks via Devonshire St. & Woodman Av	1,833	463	-75%
24	GWC	Tier 3/4	127	Compton Station - Downey via Compton Bl & Somerset Bl	803	204	-75%
25	WSC	Tier 1/2	217	Hollywood/Vine Station - Culver City Transit Center via Hollywood - Fairfax	6,297	1,610	-74%

Top 25 Lines with Lowest Percent Decline in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	GWC	Tier 3/4	202	Willowbrook to Wilmington via Alameda	204	98	-52%
2	SBC	Tier 3/4	246	San Pedro - Harbor Gateway Transit Center via Avalon Bl	2,168	1,012	-53%
3	SBC	Tier 3/4	442	Hawthorne - Union Station via Hawthorne Bl, La Brea Av, Manchester Bl. & Harbor Transitway	139	63	-55%
4	GWC	Tier 3/4	611	Huntington Park Shuttle	1,487	642	-57%
5	SFV	Tier 3/4	601	Warner Center Circulator	922	396	-57%
6	SFV	Tier 1/2	234	Sherman Oaks - Sylmar via Sepulveda Bl & Brand Bl	4,797	2,040	-57%
7	SFV	Tier 1/2	233	Lake View Terrace - Sherman Oaks via Van Nuys Bl	10,630	4,503	-58%
8	SBC	Tier 1/2	207	Athens - Hollywood via Western Ave	15,563	6,535	-58%
9	SBC	Tier 1/2	204	Athens - Hollywood via Vermont Ave	18,629	7,796	-58%
10	GWC	Tier 3/4	612	South Gate Shuttle	1,071	444	-59%
11	SBC	Tier 1/2	40	South Bay Galleria - Union Station via Hawthorne Bl, Crenshaw Bl & ML King Bl	13,514	5,599	-59%
12	SBC	Tier 1/2	51	Downtown LA - Compton - Harbor Gateway Transit Center via Avalon Bl	21,979	8,813	-60%
13	WSC	Tier 3/4	534	Malibu - Washington / Fairfax Transit Hub via Pacific Coast Hwy	1,473	580	-61%
14	SGV	Tier 1/2	762	Pasadena - Artesia Blue Line Station via Fair Oaks & Atlantic	3,250	1,267	-61%
15	WSC	Tier 3/4	685	Glendale - Glassell Park via Verdugo Rd	431	168	-61%
16	GWC	Tier 1/2	60	Downtown LA - Artesia Station via Long Beach Bl	12,979	5,050	-61%
17	SFV	Tier 3/4	94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	4,100	1,586	-61%
18	GWC	Tier 1/2	760	Downtown LA - Lynwood via Long Beach Bl	3,749	1,436	-62%
19	WSC	Tier 1/2	18	Wilshire Center - Montebello via Sixth St & Whittier Bl	16,602	6,345	-62%
20	SBC	Tier 1/2	111	LAX to Norwalk via Florence Av	14,515	5,495	-62%
21	WSC	Tier 1/2	251	Cypress Park - Lynwood via Soto St	7,671	2,894	-62%
22	SBC	Tier 1/2	210	South Bay Galleria - Hollywood via Crenshaw Bl	9,893	3,711	-62%
23	GWC	Tier 3/4	62	Downtown LA - Hawaiian Gardens via Telegraph Rd	3,975	1,491	-62%
24	SGV	Tier 1/2	66	Wilshire Center - Montebello via Olympic Bl & 8th St	9,848	3,679	-63%
25	WSC	Tier 1/2	733	Downtown LA - Santa Monica via Venice Bl	7,479	2,793	-63%

Attachment C
Top 25 Lines with Highest Percent Increase in Ridership Between April and August 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	SBC	Tier 3/4	126	Manhattan Beach - Hawthorne Station via Manhattan Beach Bl	41	100	144%
2	SGV	Tier 1/2	66	Wilshire Center - Montebello via Olympic Bl & 8th St	3,679	8,658	135%
3	WSC	Tier 1/2	28	Century City - Downtown LA - Eagle Rock via Olympic	2,276	5,016	120%
4	WSC	Tier 1/2	105	West Hollywood - Vernon via La Cienega Bl & Vernon Av	3,373	7,225	114%
5	SGV	Tier 1/2	780	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	1,230	2,583	110%
6	SFV	Tier 1/2	750	Warner Center - Universal City via Ventura Bl	614	1,241	102%
7	SGV	Tier 1/2	76	El Monte - Downtown LA via Valley Bl	1,766	3,553	101%
8	SFV	Tier 3/4	94	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	1,586	3,167	100%
9	SGV	Tier 1/2	180	Pasadena - Hollywood via Colorado Bl and Hollywood Bl	2,638	5,235	98%
10	SFV	Tier 3/4	183	Sherman Oaks - Glendale via Magnolia Bl	337	658	95%
11	WSC	Tier 1/2	33	Downtown LA - Santa Monica via Venice Bl	3,004	5,765	92%
12	WSC	Tier 1/2	18	Wilshire Center - Montebello via Sixth St & Whittier Bl	6,345	12,046	90%
13	WSC	Tier 1/2	45	Lincoln Heights - Rosewood via Broadway	4,692	8,906	90%
14	SFV	Tier 3/4	154	Tarzana - Burbank via Burbank Bl & Oxnard St	220	414	88%
15	WSC	Tier 1/2	16	16 Downtown LA - Century City via 3rd St	6,015	11,301	88%
16	WSC	Tier 1/2	251	17 Downtown LA - Culver City Station via Robertson Bl.	2,894	5,314	84%
17	SBC	Tier 1/2	111	Cypress Park - Lynwood via Soto St	5,495	10,073	83%
18	SFV	Tier 1/2	233	LAX to Norwalk via Florence Av	4,503	8,201	82%
19	SFV	Tier 3/4	237	Lake View Terrace - Sherman Oaks via Van Nuys Bl	618	1,117	81%
20	SFV	Tier 1/2	734	237 Mission Hills - Hollywood via Woodley, Chandler, Cahuenga	1,907	3,421	79%
21	GWC	Tier 3/4	127	656 Owl Service Hollywood - Panorama City via Cahuenga, Chandler and Van Nuys	204	365	79%
22	GWC	Tier 1/2	760	Sherman Oaks - Sylmar/San Fernando Station via Sepulveda Bl. - Brand Bl. - Truman St.	1,436	2,556	78%
23	WSC	Tier 1/2	4	Compton Station - Downey via Compton Bl & Somerset Bl	5,033	8,895	77%
24	SGV	Tier 1/2	70	Downtown LA - Lynwood via Long Beach Bl	2,549	4,500	77%
25	WSC	Tier 1/2	81	Downtown LA - West LA - Santa Monica via Santa Monica Bl	3,639	6,420	76%
				Los Angeles - El Monte via Garvey Av			
				Eagle Rock - Exposition Park via Figueroa			

Top 25 Lines with Lowest Percent Increase in Ridership Between January and April 2020

Service Council	Tier	Line	Description	Ridership			
				Jan-20	Apr-20	Change	
1	SBC	Tier 3/4	625	Green Line Shuttle - World Way West (PT)	84	63	-25%
2	WSC	Tier 3/4	685	Glendale - Glassell Park via Verdugo Rd	168	135	-20%
3	SBC	Tier 3/4	607	Windsor Hills - Inglewood Shuttle (PT)	29	24	-17%
4	SFV	Tier 3/4	501	NOHO to Pasadena Shuttle	418	392	-6%
5	SFV	Tier 3/4	601	Warner Center Circulator	396	378	-5%
6	SGV	Tier 3/4	256	Commerce - Altadena via Eastern Av & Hill Av (PT)	481	466	-3%
7	SBC	Tier 3/4	550	Exposition Park / USC - San Pedro via Harbor Transitway	383	388	1%
8	SGV	Tier 3/4	665	Cal State LA - City Terrace Shuttle	142	144	1%
9	WSC	Tier 1/2	705	West Hollywood - Vernon via La Cienega Bl & Vernon Av	1,983	2,015	2%
10	SGV	Tier 1/2	605	LAC/USC Medical Ctr - Boyle Heights via Soto St, 4th St & Lorena St (PT)	718	730	2%
11	SGV	Tier 3/4	687	Altadena - Pasadena - Colorado Bl & Allen Av; Los Robles Av & Fair Oaks Av	380	417	10%
12	GWC	Tier 3/4	577	El Monte Station - Long Beach VA Medical Center via I-605 Fwy (PT)	246	273	11%
13	SBC	Tier 1/2	740	EXPO/Crenshaw Station - South Bay Galleria via Hawthorne	769	854	11%
14	SBC	Tier 3/4	205	Imperial/Wilmington Sta. - San Pedro via Wilmington Av, Vermont Av & Western Av (PT)	1,313	1,521	16%
15	SFV	Tier 3/4	96	Downtown LA - Burbank Station via Griffith Pk Dr & Riverside Dr (PT)	331	396	20%
16	SGV	Tier 3/4	267	264 Duarte - Altadena via Duarte Rd & Altadena Dr	640	769	20%
17	SBC	Tier 3/4	125	267 Altadena - El Monte via Temple City Bl & Lincoln Av	1,549	1,866	20%
18	WSC	Tier 3/4	218	Plaza El Segundo - Norwalk Station via Rosecrans Av (PT)	276	340	23%
19	GWC	Tier 3/4	120	Studio City - Beverly Hills via Laurel Canyon Bl (PT)	1,174	1,459	24%
20	WSC	Tier 3/4	252	Aviation Station - Whittwood Mall via Imperial Hwy	573	719	25%
21	SBC	Tier 1/2	710	Montecito Heights - Boyle Heights via Soto St.	2,056	2,638	28%
22	SBC	Tier 3/4	130	South Bay Galleria - Wilshire Center via Crenshaw Bl	886	1,151	30%
23	SFV	Tier 3/4	236	Redondo Beach - Cerritos via Artesia Bl (PT)	369	482	31%
24	SBC	Tier 1/2	232	Sylmar Station - Encino via Balboa	2,167	2,838	31%
25	SBC	Tier 1/2	754	Long Beach - LAX via Pacific Coast Hwy & Sepulveda Bl (PT)	6,313	8,347	32%
				Athens - Hollywood via Vermont Ave			