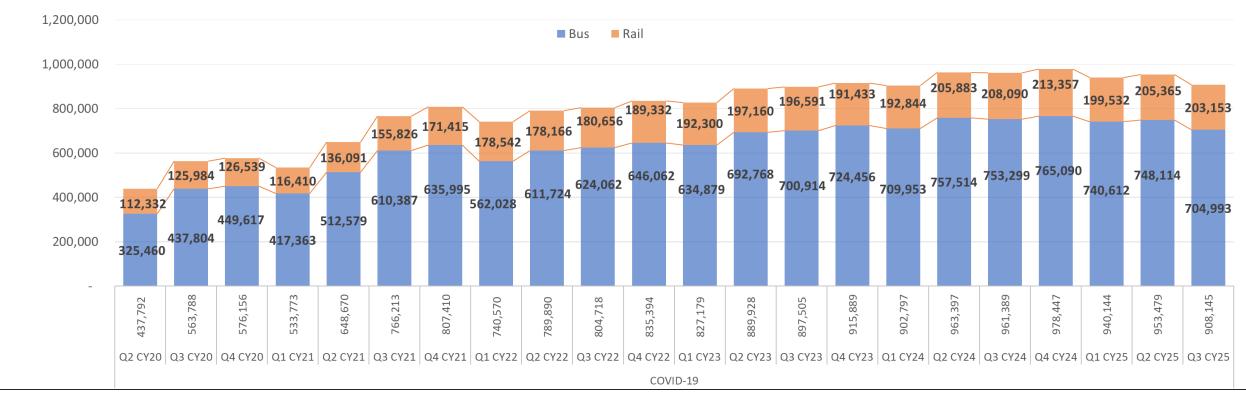
# **COO Monthly Report**

# Ridership Update

#### SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



#### **September Total Ridership Percentage Change 2025 over 2024:**

- <u>Bus</u>: -2.9% <u>Rail</u>: +1.7%
- Monitoring ridership for impacts from workers returning to full time office attendance.

### **September Average Daily Ridership Percentage of Pre-Pandemic:** <u>Systemwide</u>:

	<u>2025</u>	<u>2019</u>	%Pre-Covid	
•	DX: 979,403	1,224,521	80%	
•	SA: 690,232	738,673	93%	
•	SU: 586,481	590,723	99%	

Average Weekday Rail Ridership By Line - Sep 2025						
Line	Sep-25	% Recovery	Sep-24	% Recovery	Sep-19	
A/E/L	123,784	78.1%	122,995	77.6%	158,462	
B/D	62,897	48.0%	70,745	54.0%	131,033	
C/K	28,075	92.8%	25,380	83.9%	30,239	

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

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

- <u>Bus</u> Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.3% in September 2025 (bus stop data available month to month)
- Rail Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 76.1% in September 2025 (rail station data available month to month)

## Cancelled Service

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

#### **September 2025 Top Ten Highest Service Cancellations by Line**

Division	Line	Name	Sep-25	Sep-24	% of Line Miles in EFC
2	51	Avalon Bl/W. 7th St.	1.5%	3.3%	75%
5, 18	207	Western Av	1.4%	5.1%	89%
18	115	Manchester Av/Firestone Bl	1.4%	2.7%	47%
13	720	Wilshire Bl Rapid	1.4%	2.7%	33%
13	33	Venice BI	1.3%	2.5%	41%
5, 18	204	Vermont Av Local	1.3%	4.7%	98%
4	7, 13	Santa Monica Bl	1.2%	2.1%	39%
18	40	Hawthorne BI/MLK BI	1.2%	2.1%	52%
2	60	Long Beach Bl	1.1%	2.7%	61%
15	92	Glenoaks Bl	1.1%	2.3%	36%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 10/12/24	0.80%	1.60%	2.20%
Week Ending 10/11/25	0.50%	0.40%	1.00%
Week Ending 10/4/25	0.90%	0.60%	2.20%
September 2025	0.40%	0.60%	1.50%
August 2025	0.60%	0.60%	0.90%
July 2025	0.40%	0.50%	0.80%
June 2025	0.60%	0.70%	1.70%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

# A Line to Pomona Stations

FH2B Total

Ridership remains strong at existing FH2A stations while additional ridership builds at new FH2B stations, Week 39 2024 vs 2025 indicating that we are attracting new riders and not just changing patterns of existing riders. Overall, average weekday ridership across the A/E Lines was up 0.6% in September 2025 over September 2024, in part from the new A Line stations. Arcadia Monrovia Duarte/City of Hope Irwindale Azusa Downtown APU/Citrus College Glendora San Dimas La Verne Pomona North 2024 Week 39 2025 Week 39 Station **Daily Boardings** Glendora Station 444 San Dimas Station 420 La Verne / Fairplex Station 291 Pomona North Station 1,782

2,937



























Food Fun!!



## Bus Roadeo Winners:

#### **Bus Competition:**

1<sup>st</sup>: Nelson Zapata (Div 13)

2<sup>nd</sup>: Daniel Alcala (Div 1)

3rd: Felipe Patlan-Gutierrez (Div 2)

#### **Mechanic Competition:**

1st:Division 13

Alain Gomez Octavio Ortega Ramirez Edward Hinojosa

2<sup>nd</sup>: Division 18

Chun Yin Lau

Aaron Prado

Jose Sanchez

Flor Amaya (Alternate)

3rd: Division 3

Arnold Del Toro

Reynaldo Alvarado

Ray Reyes Mateo

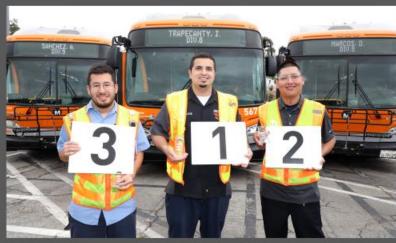
#### **Service Attendants:**

1st: Jacob Trafecanty (Div 8)

2<sup>nd</sup>: Domingo Marcos (Div 5)

3rd: Alec Sanchez (Div 9)













# Dodger Stadium Express

### Metro met with the Dodgers twice (Aug. 12 and Sept. 23)

- Discussions on Dodger Stadium Express (DSE) included:
  - Operational Costs
  - Sponsorship Revenue Sharing Options
  - The fan journey, operational improvements, and enhanced wayfinding in and around Dodger Stadium
- Conversations with the Dodgers are ongoing and Metro is developing a schedule for additional meetings.

### Dodger Stadium Express (DSE) Operations:

- Dodgers took action in response to Metro request to relocate Dodger Stadium Rideshare Lot, removing a major bottleneck for DSE buses entering the stadium after games, reducing rider wait times.
- Discussions with LADOT indicate implementing a bus lane on Sunset Bl eastbound after games may delay buses overall from traffic impacts.
- 2025 season saw record ridership for Union Station DSE of 335,789 (up 26.9%). South Bay DSE also increased by 1.5%.
  - Union Station DSE saw 61% repeat riders and 39% new riders
  - DSE Union Station riders arrived Union Station by car (60%), Metro Rail & Bus (mostly A and B/D) (26%) and by Regional Rail (5%).

## 2025 Union Station DSE (Regular Season)

Ridership: 335,789 Increase from last year: 26.92%

Annual Ridership Record: 2025 (335,789 so far)

# 2025 South Bay DSE (Regular Season)

Ridership: 63,158

Increase from last year: 1.48%

Annual Ridership Record: 2019 (70,056)

# **Current DSE Operations Budget**

Dodger Stadium
Express costs are
broken down by
region and are
directly impacted
by Metro
contractor, LADOT,
and LAPD hourly
rates.

	FY26	FY27	FY28
Operation Cost	\$1,522,334.94	\$1,557,267.39	\$1,559,047.93
Supervision Cost	\$59,850.00	\$59,850.00	\$59,850.00
Bus Lane Cost	\$167,200.00	\$167,200.00	\$167,200.00
LAPD Motor Officer Cost	\$131,100.00	\$144,210.00	\$158,631.00
<b>DSE Union Station Cost</b>	\$1,880,484.94	\$1,928,527.39	\$1,944,728.93
Operation Cost	\$824,726.66	\$856,643.34	\$892,127.74
Supervision Cost	\$39,900.00	\$39,900.00	\$39,900.00
DSE South Bay Cost	\$864,626.66	\$896,543.34	\$932,027.74
TOTAL DSE COSTS	\$2,745,111.60	\$2,825,070.73	\$2,876,756.66