



NextGen Ridership Update Quarter 2, Calendar Year 2025

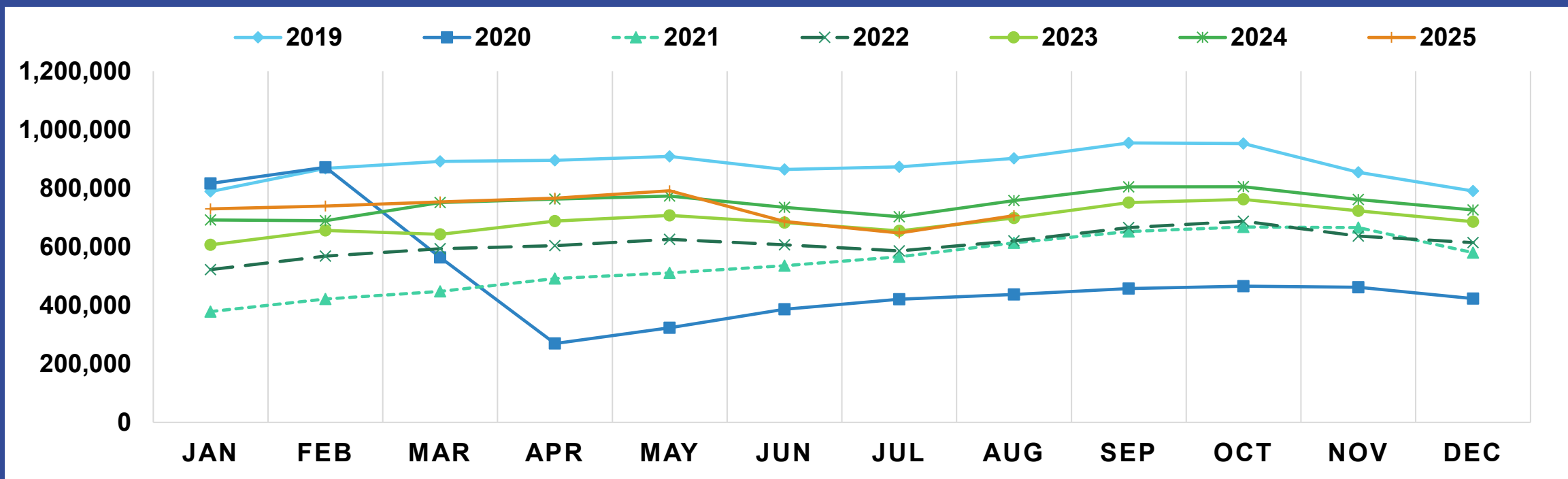
Operations, Safety, and Customer Experience Committee

October 16, 2025



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Average Weekday Ridership 2019-2025

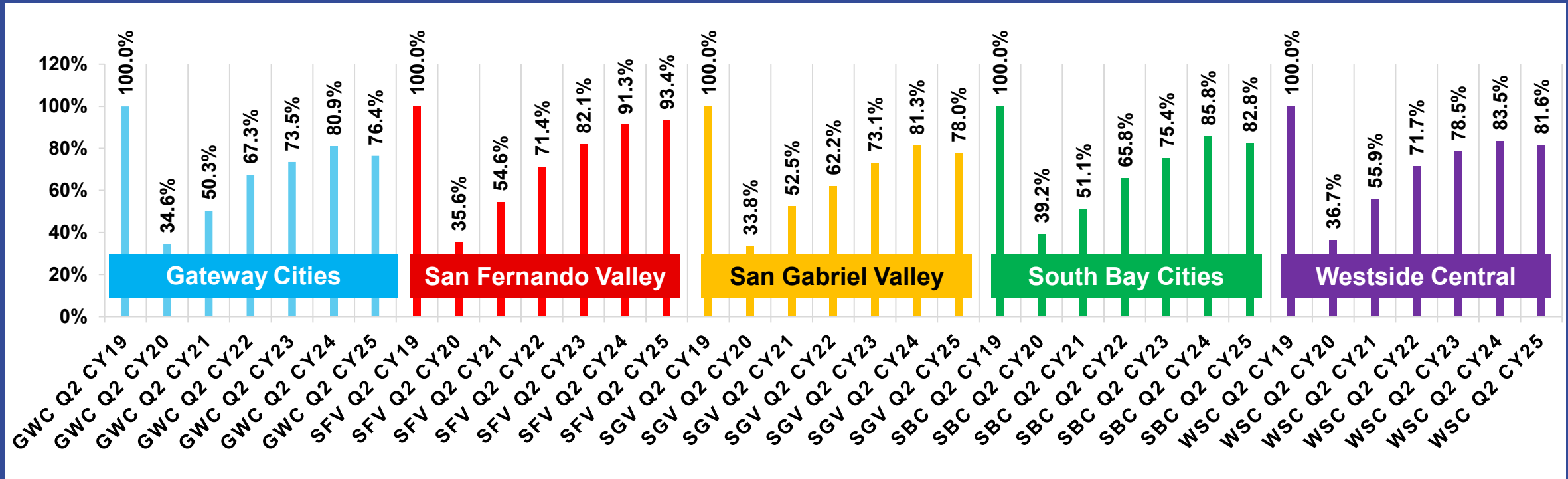


- Average weekday ridership recovery (Q2 CY 2025 versus pre-COVID 2019 Q1) declined for the first time in 2.5 years to 84.1%, down from 85.1% in Q2 CY2024. April (+0.4%) and May (+2.4%) were up, but June (-6.6%) was significantly down, likely an impact from immigration enforcement.
- Q2 CY2025 average Saturday ridership recovery was 90.9%, down from 92.4% in Q2 CY2024. April (+3.0%) and May (+1.8%) were up but June (-10.2%) was significantly down.
- Q2 CY2025 average Sunday ridership recovery was 102.8% of pre-COVID 2019 Q1 level, up from 100.3% in Q2 CY2024, thanks to strong growth in April (+7.7%) and May (+3.8%), even with a decline (-2.9%) in June 2025 compared to 2024.



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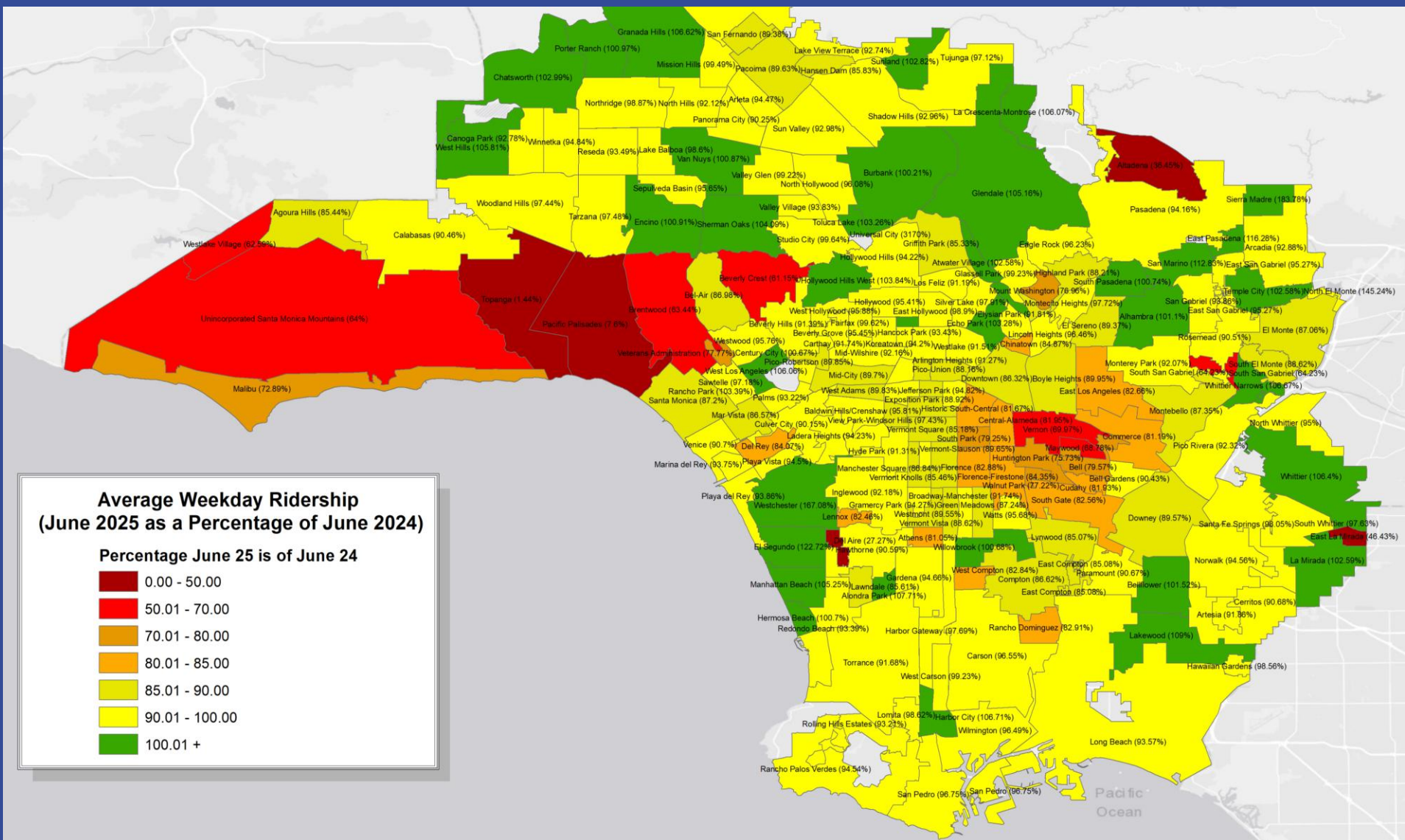
Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2025



- Only the San Fernando Valley (SFV) service area had an improved recovery rates in Q2 CY2025: weekdays up to 93.4%, while the other four areas were down by 1.9-4.5% compared to Q2 CY2024. Largest declines were in Gateway Cities.
- SFV at 102.4% Saturdays (1.0% increase) and 117.4% (2.9% increase) Sundays compared to Q2 CY2024. Weekend recovery for the other four areas declined (-2.7% to -6.1% Saturday and -1.9 to -4.8% Sunday).
- The EFC share of average weekday ridership continues to hold at 1.0% above pre-pandemic levels weekdays but has declined slightly on weekends.



June 2025 as % of June 2024 Average Weekday Ridership



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

Weekday Ridership by Time Period

Q2 CY2019 to Q2 CY2025

Time Period	CY2021 Q2	CY2025 Q2
Early AM (4 a.m.-6 a.m.)	48%	74%
AM Peak (6 a.m.-9 a.m.)	43%	70%
Base (9 a.m.-3 p.m.)	58%	86%
PM Peak (3 p.m.-6 p.m.)	50%	76%
Evening (6 p.m.-9 p.m.)	56%	82%
Late Evening (9 p.m.-12 a.m.)	59%	93%
Owl (12 a.m.-4 a.m.)	63%	95%

Midday ridership recovery (base) at 86% 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 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 76% 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 93% and 95% as these periods typically serve transit-dependent shift workers. These periods were the only ones to increase their recovery rates.



Average Line/Group Ridership Recovery

- In Q2 CY2025, ridership fully recovered to above pre-pandemic levels on 19 weekday lines (down from 28 in Q1 CY2025 but up from 18 in Q2 CY2024), with 32 Saturday lines (down from 50 in Q1 CY2025, but up from 24 in Q2 CY2024), and 44 Sunday lines (down from 50 in Q1 CY2025 but up from 40 in Q2 CY2024).
- 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 Q2 CY2025.
- Ridership declines were widespread in Q2 CY2025 in June 2025 due to immigration enforcement.
- Lines serving downtown LA and other regional office locations and with lower frequency continue to recover more slowly, with better ridership recovery for lines receiving improved frequencies.
- Productivity (boardings/revenue service hour) in Q2 CY2025 compared to pre-pandemic was reduced for weekday, Saturday, and Sunday due to significant service investment exceeding ridership growth.

Number of Lines with Above Average Recovery in Q2 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	16	12
Tier 2	14	13	13
Tier 3	9	11	9
Tier 4	4	5	4
Total	42 (52%)	45 (60%)	38 (51%)

Bus Speed & Reliability Projects

DRAFT, 5/15/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

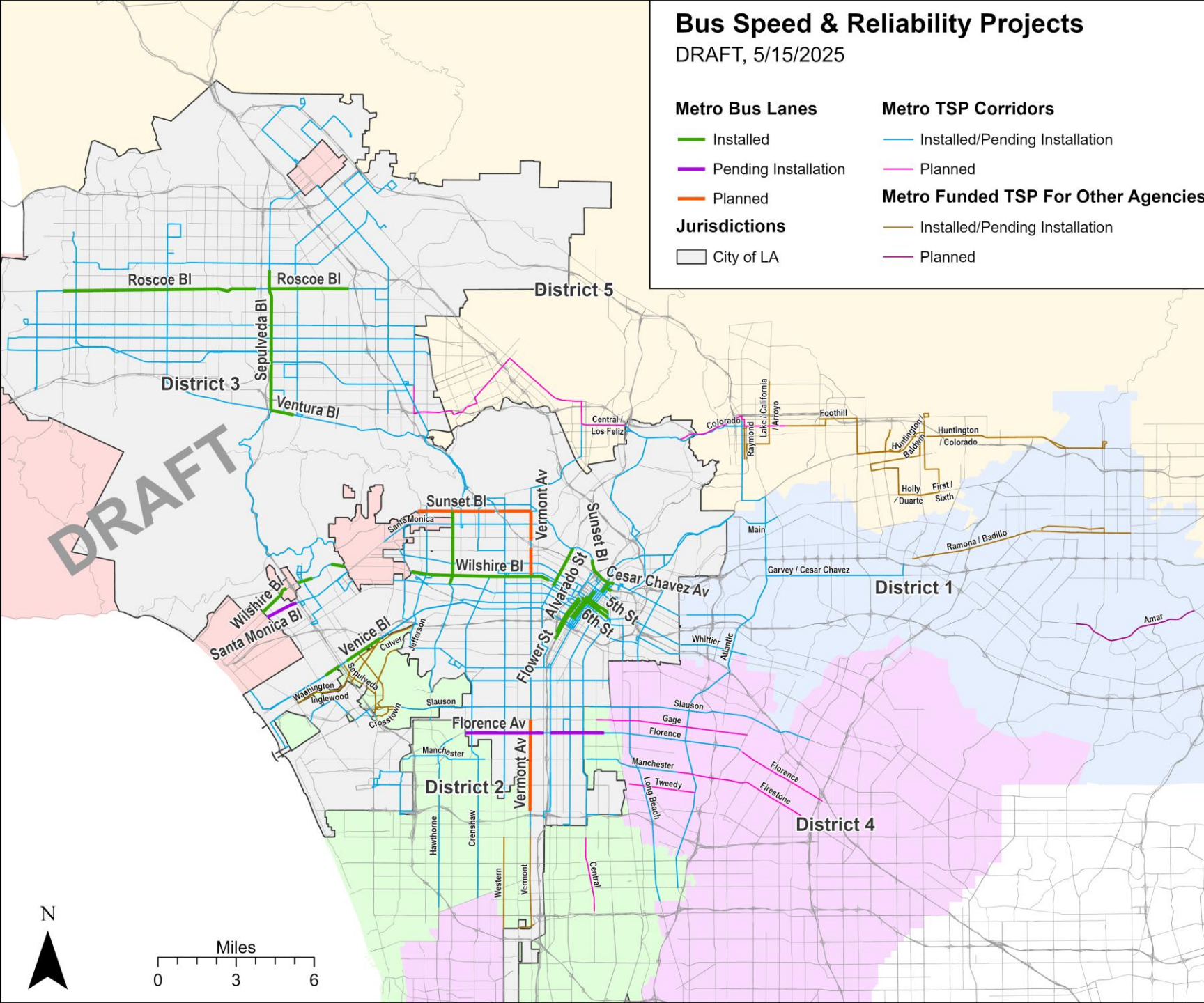
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending 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.

All door boarding

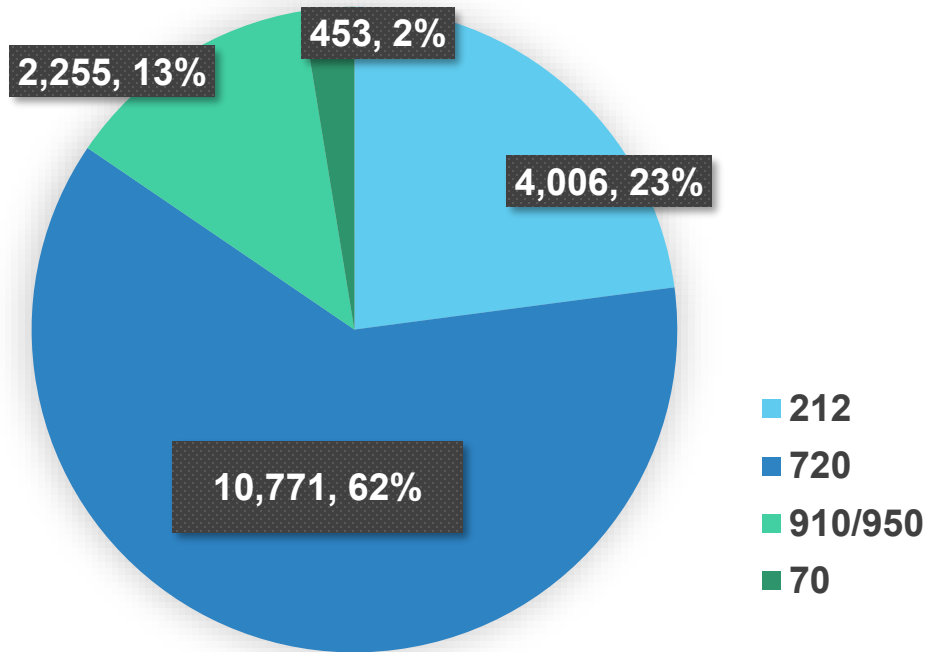
- Three pilot lines continue operation
- Launch systemwide pending successful testing and software update.

Headway Based Operation Pilot

- Pilot completed for Line 16

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

Violations by Route

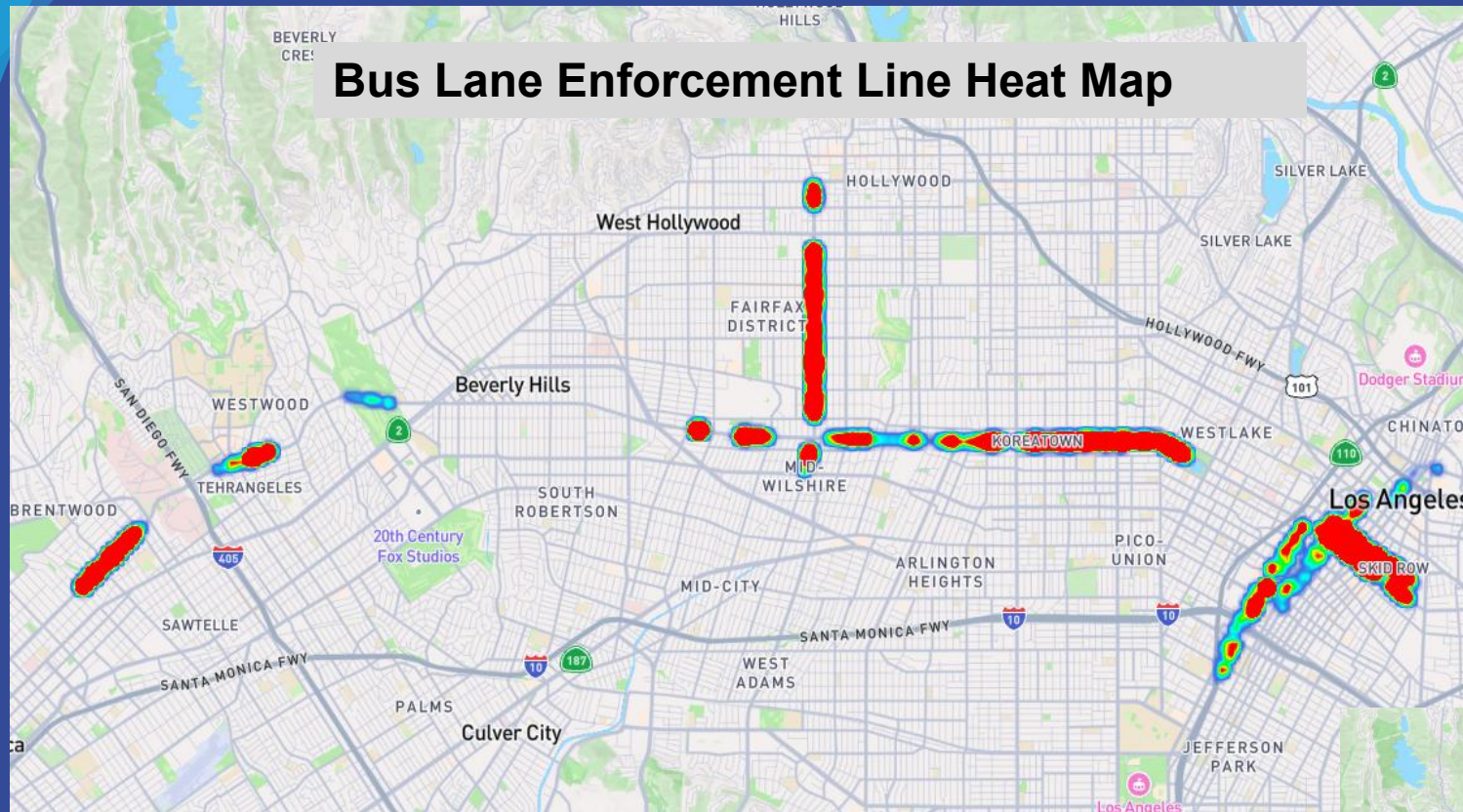


- Approved by LA City Council October 2024
- 100 bus fleet vehicles launched May 12, 2025
- Implemented on Lines 212, 720, 910/950, 70
- West Hollywood launched on Lines 212 on July 1, 2025
- 22.69 miles of bus lanes
- 183 bus stops enforced

August 2025 Enforcement

- 74% (177) of all bus lane locations with 10+ events
- 46% (85) of bus stops with 10+ events
- 771 bus lane events per mile
- 5,325 bus stop events
- 10% repeat offenders
- 22,361 events
- **16,222** citations processed

Bus Lane Enforcement Line Heat Map



Top 5 Reasons for Event Rejections

- No Violation
- Vehicle – Authorized Transit
- Unable to Read State
- Vehicle - Local/State/Federal Government
- Vehicle - Utilities

Top 5 Bus Stop Violation Locations

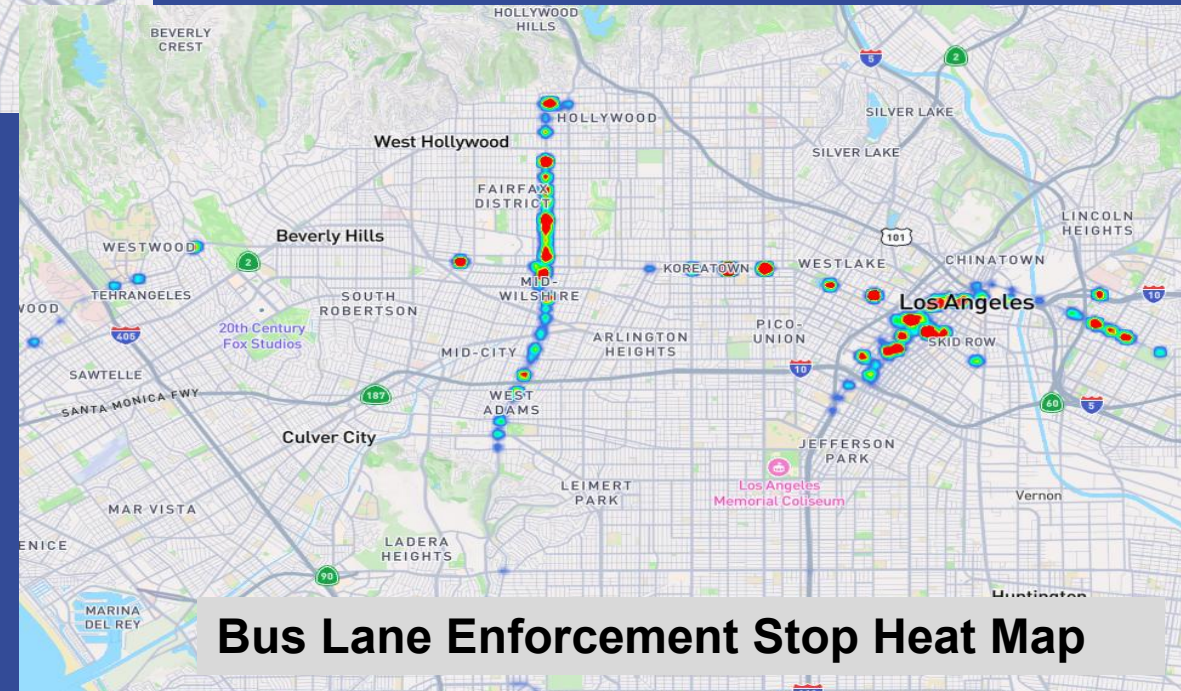
- Olive St @ Olympic Bl: **389**
- Wilshire Blvd @ Irolo St: **316**
- Cesar Chavez Av @ Chicago: **282**
- Grand Av @ 3rd St: **203**
- Grand Ave @ 8th St: **195**

Top 5 Bus Lane Violation Locations

- Eastbound 6th St @ Grand Av: **684**
- Eastbound 6th St @ Broadway: **567**
- Westbound Wilshire Blvd @ Shatto Pl: **537**
- Southbound Flower St @ Cameron Ln: **480**
- Southbound La Brea Av @ 1st St: **459**



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Bus Lane Enforcement Stop Heat Map