



NextGen Ridership Update Quarter 2, Calendar Year 2024

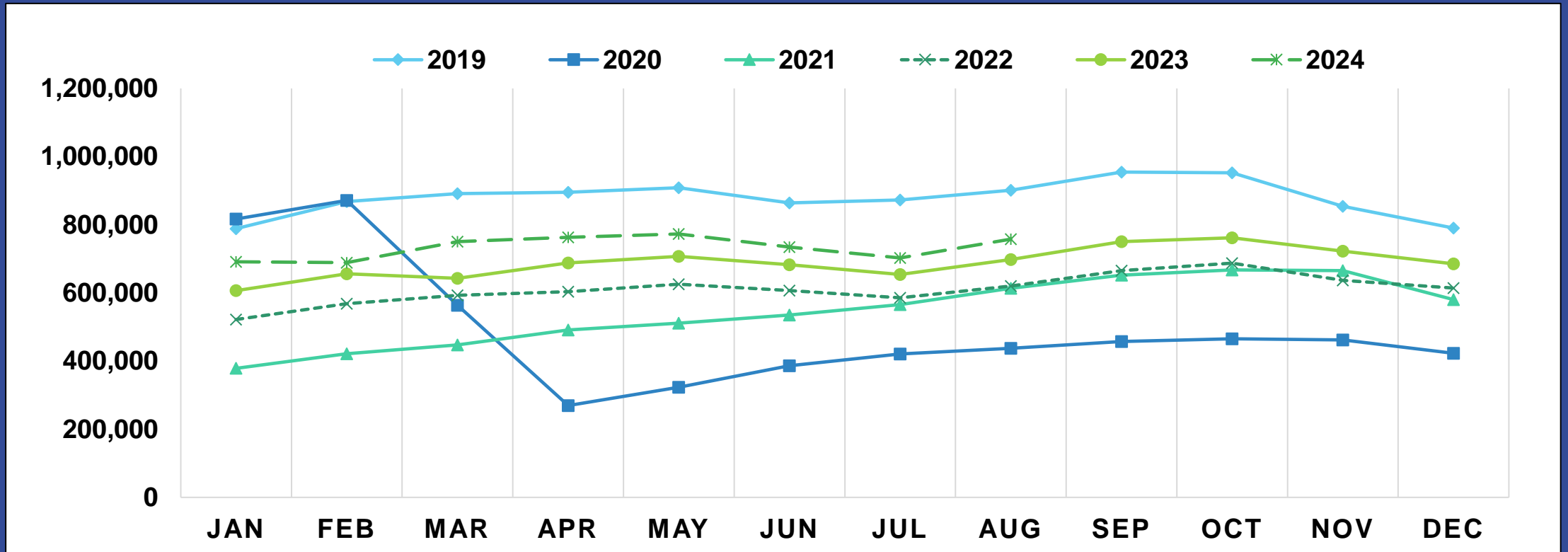
Operations, Safety, and Customer Experience Committee

November 21, 2024



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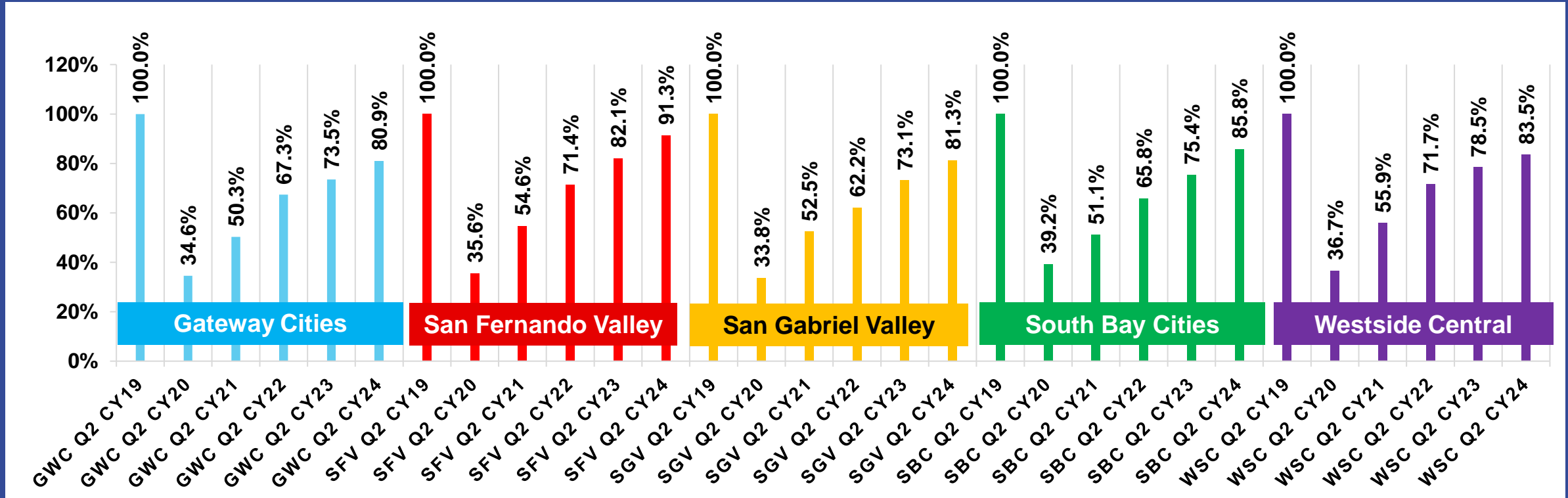
Average Weekday Ridership 2019-2024



- Q2 average Weekday ridership improved to 85.1% of pre-COVID ridership (was 83.7% in Q1 CY2024). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.
- Q2 average Saturday ridership recovery dropped slightly to 92.4% of pre-COVID level (from 94.0%).
- Q2 average Sunday ridership recovery rebounded to 100.3% (98.3% in Q1 CY2024), the first recorded quarter with fully recovered Sunday ridership.



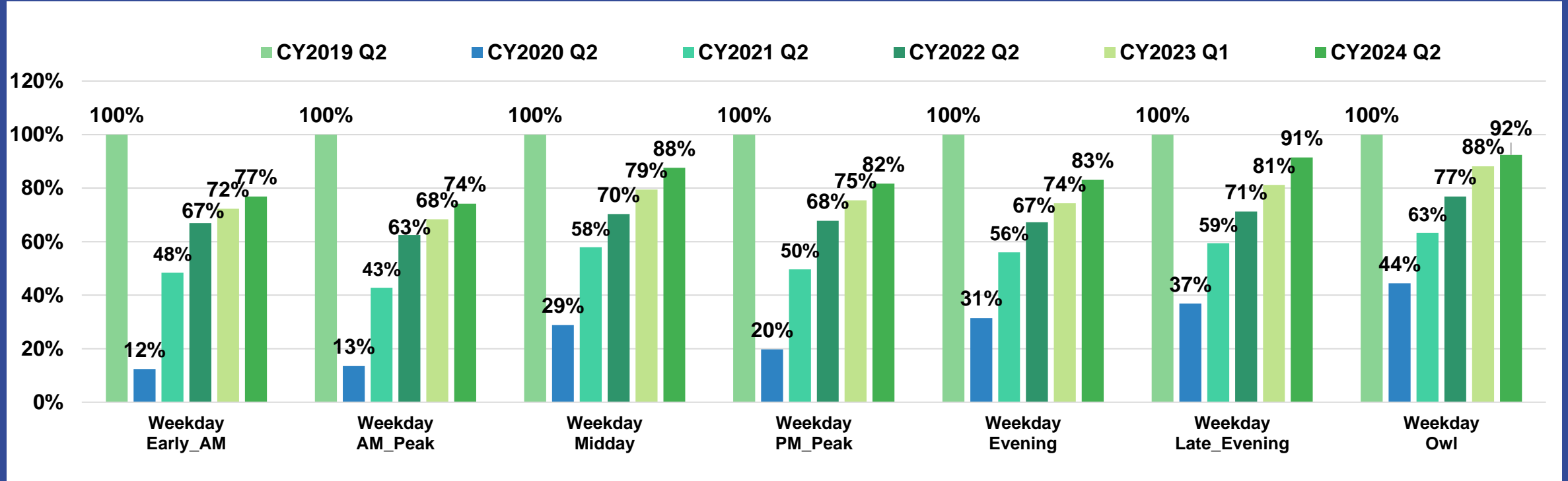
Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2024



Weekday bus ridership recovery improved by around 6-10% in all five service areas between Q2 CY2023 and Q2 CY2024. Notably strongest recovery was in the San Fernando Valley at 91.3%. Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 114.5% recovery Sunday. The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (about the same as pre-COVID weekends).



Weekday Ridership by Time Period Q2 CY 2019 to Q2 CY2024



Midday ridership recovery (base) at 88% has exceeded 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 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 82% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 91% and 92% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q2 2024, ridership recovered to above pre-pandemic levels on 18 weekday lines (up from 12 in Q1 CY2024), 24 Saturday lines (down from 26), and 40 Sunday lines (up from 34).
 - Weekday lines with ridership recovery above 85.1% average: 19-Tier 1, 13-Tier 2, 6-Tier 3, and 8-Tier 4
 - Saturday lines with ridership recovery above 92.4% average: 14-Tier 1, 11-Tier 2, 8-Tier 3, and 7-Tier 4
 - Sunday lines with ridership recovery above 100.3% average: 15-Tier 1, 10-Tier 2, 8-Tier 3, and 7-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday Lines	75 Total Saturday Lines	74 Total Sunday Lines
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7



Bus Speed & Reliability Projects

DRAFT, 11/1/2024

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

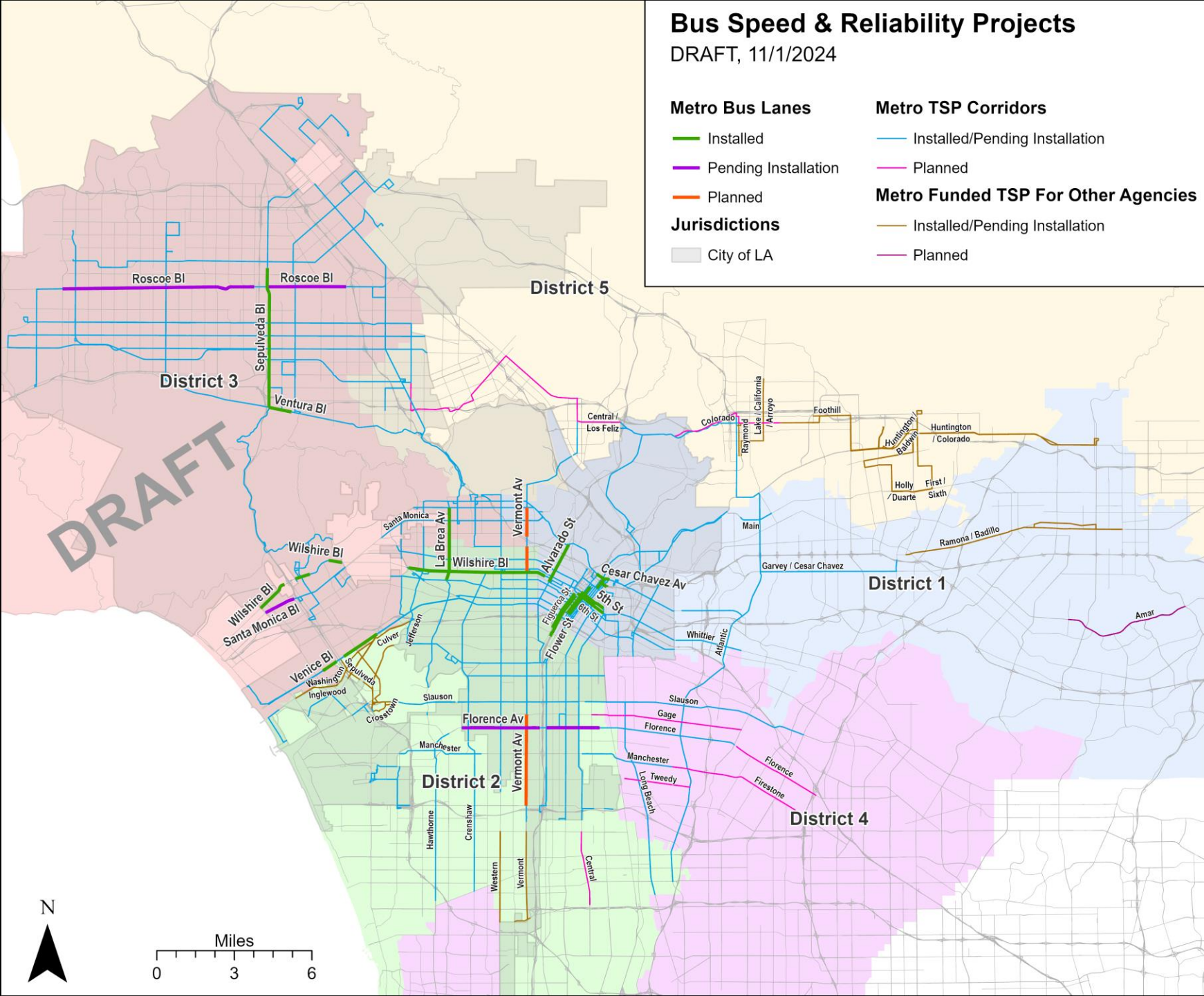
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 49.7 lane miles complete
- 33.6 lane miles pending construction
- 11.3 lane miles in-progress

Roscoe bus lanes next for completion

- 21 lane miles of peak-hour bus lanes, opening by end of October 2024

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Bus lane traffic and parking tradeoffs

- Traffic analysis is conducted for all bus lane projects in accordance with jurisdiction requirements
- Minor adjustments in parking hours are sometimes made, after extensive engagement and outreach to affected residents, businesses and communities

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

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for December 2024

All door boarding

- Three pilot lines continue operation Launch system wide Q1 CY2025.

Headway Based Operation Pilot

- Pilot completed for Line 16. Evaluating customer feedback

Camera Based Lane Enforcement

- Approved by LA City Council October 2024.
- Program launched November 1, 2024