

NextGen Ridership Analysis – Q1 CY2024

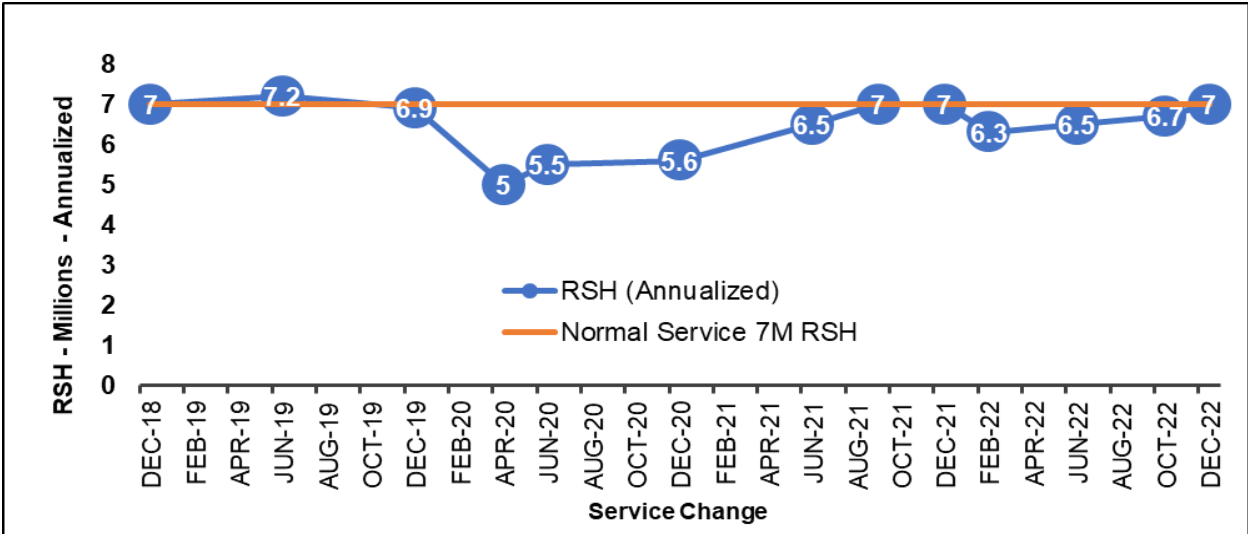
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020, and the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022 (restored by December 2022 and full operator staffing by August 2023).

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2024 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

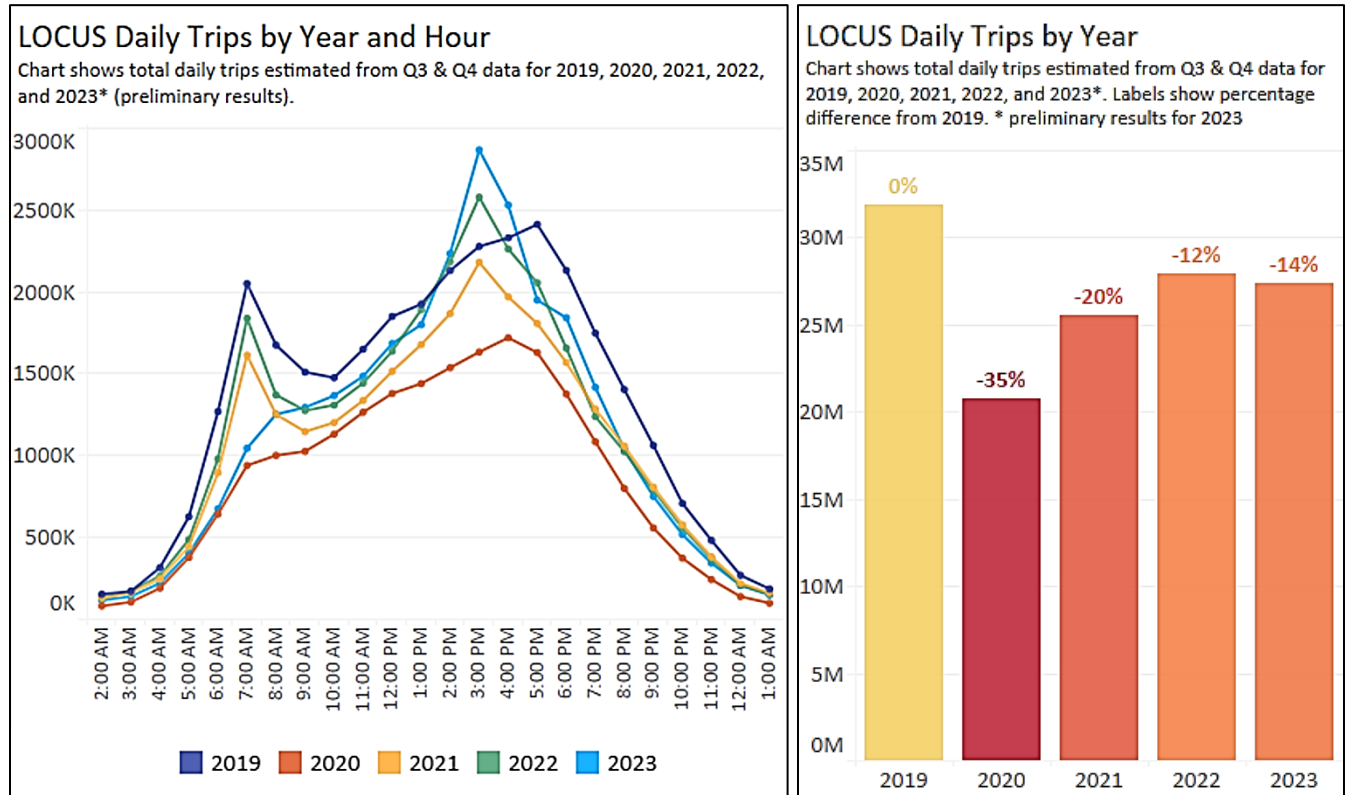
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

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



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

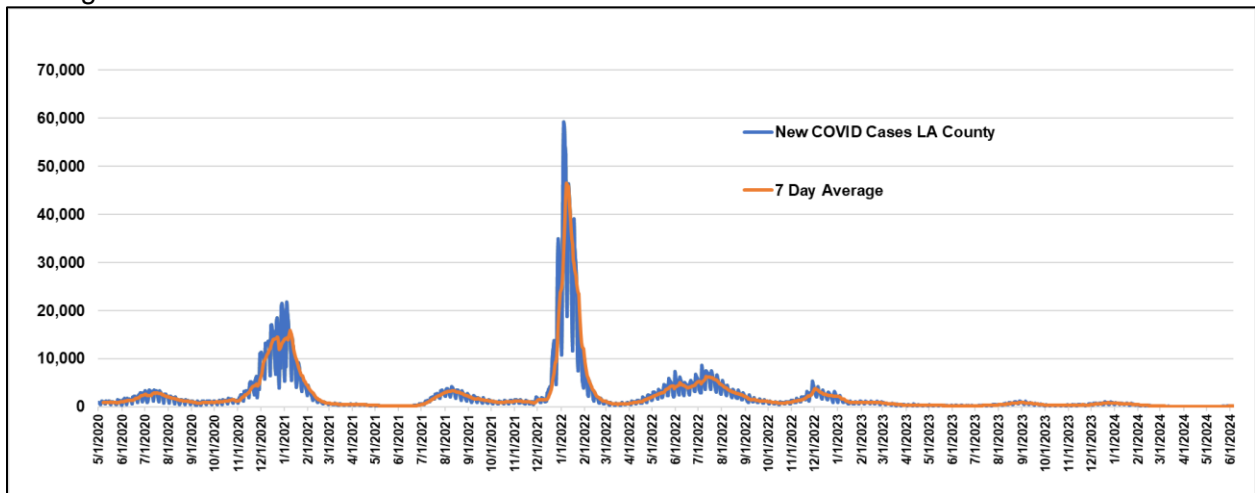


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (5 PM peak). These trends will

continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. 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 have remained very low throughout 2023 and into 2024.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This growth was similar to that 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.

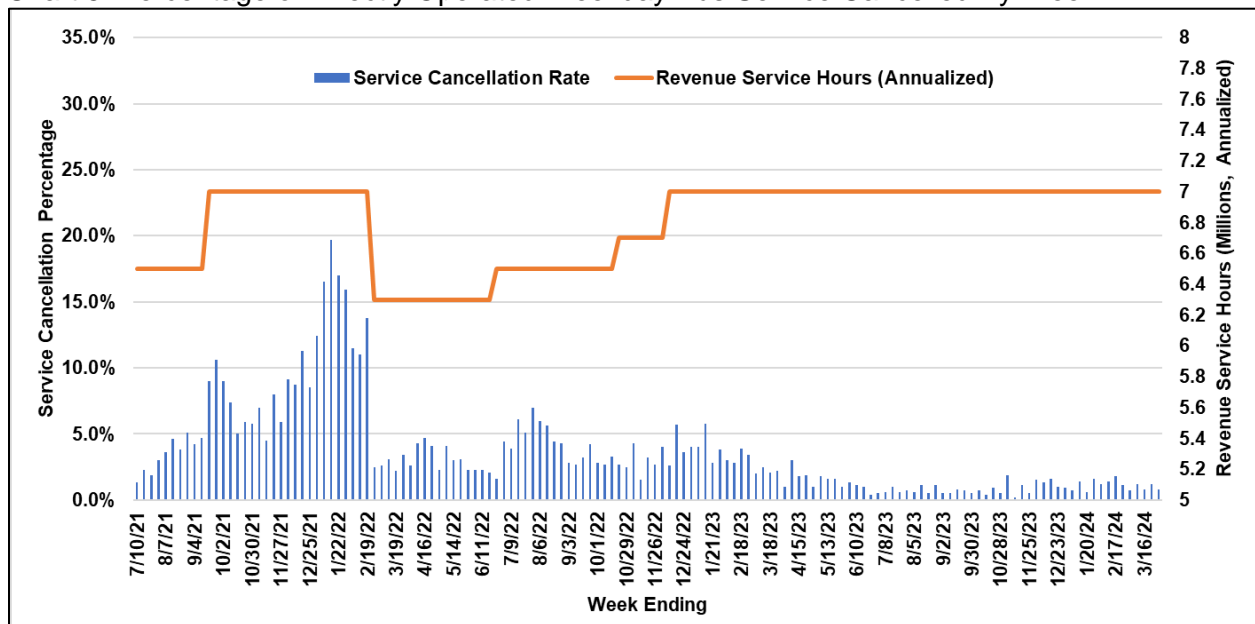
The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus 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 growth continued steadily 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 fares 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.

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.

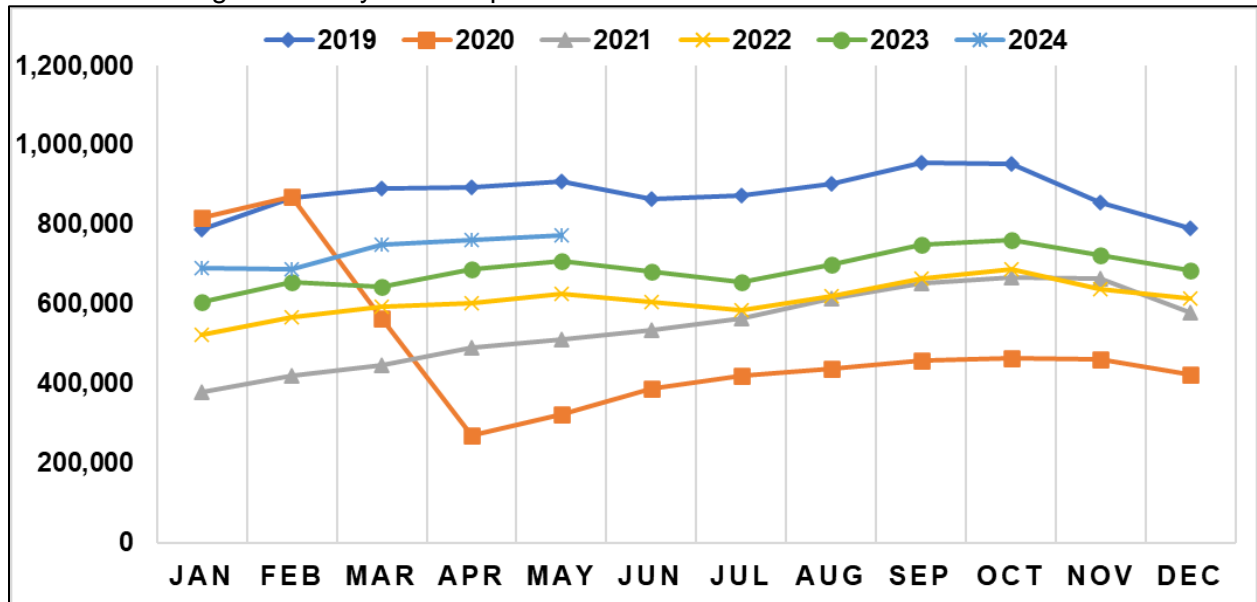
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as poor turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during Q1 CY2024. New operator class sizes have been increased again to turn around this trend. Service cancellation numbers remained low. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, with Q4 CY2023 Weekday ridership at 83.4% of pre-COVID 2019 levels and increasing to 83.7% in Q1 CY2024. In May 2023, weekday ridership exceeded 700,000 for the first time since COVID impacts were felt. In September and October 2023 as well as March through May 2024, average weekday bus ridership exceeded 750,000 for the first time since the pandemic.

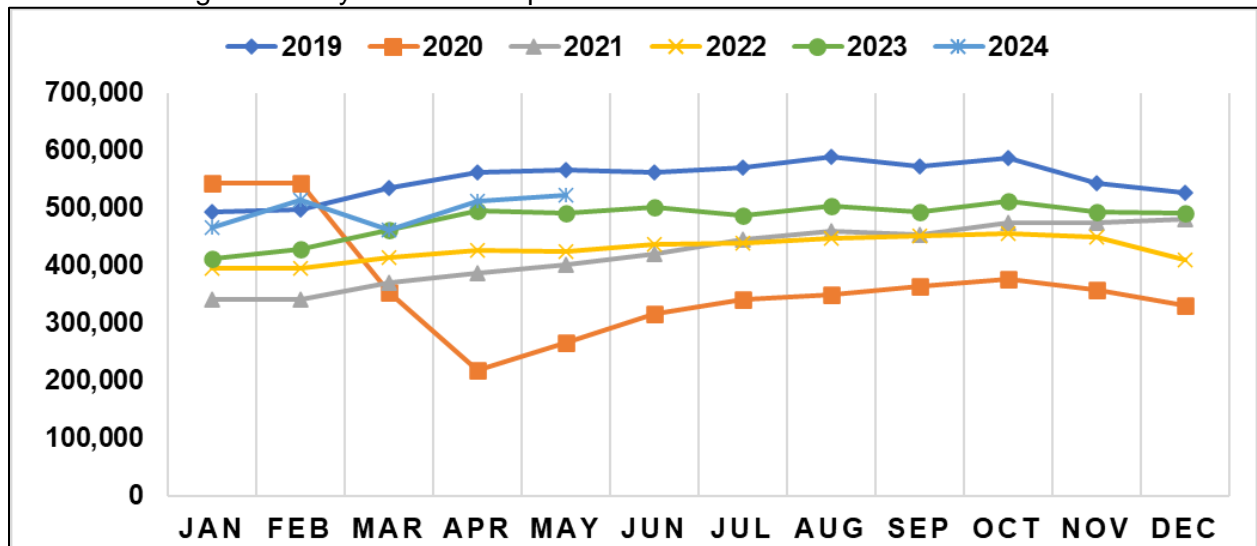
Chart 6 – Average Weekday Ridership 2019 – 2024



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.

Chart 7: Average Saturday Bus Ridership 2019–2024



As seen with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

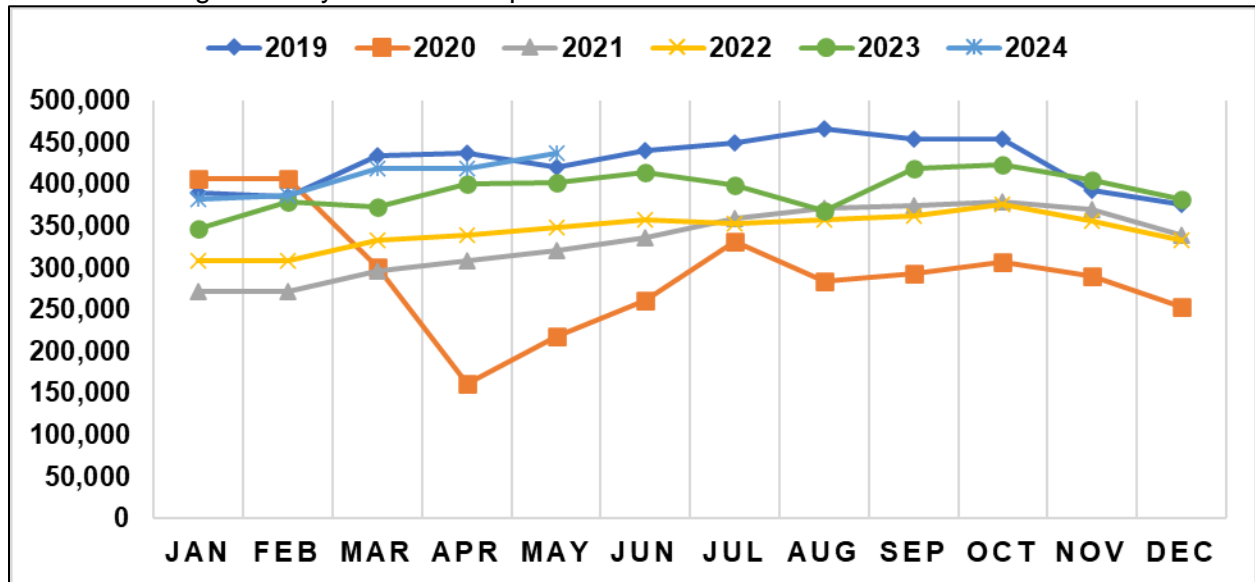
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024.

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.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancelations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024.

Chart 8: Average Sunday Bus Ridership 2019-2024

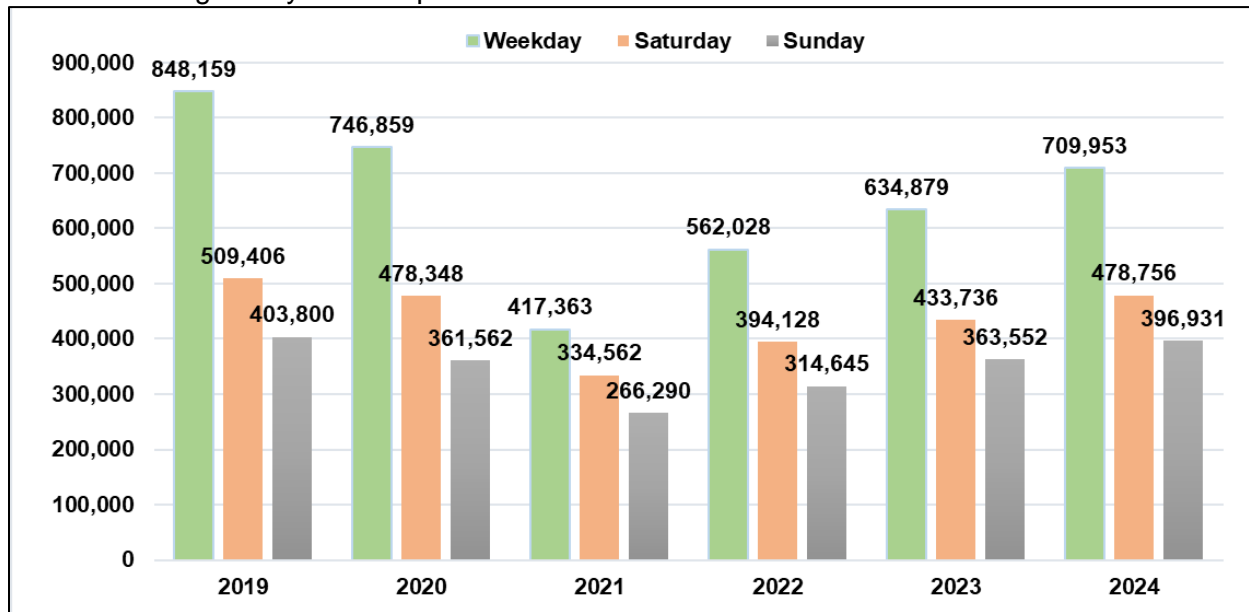


Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase more

incrementally between Q4 CY2021 and Q4 CY2022. This slower rate of growth weekdays, or a slight decline in the case of weekends in Q4 CY2022 may be expected after the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3 as well as to bus service reliability problems at that time. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q1 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q1 CY 2019 – Q1 CY 2024

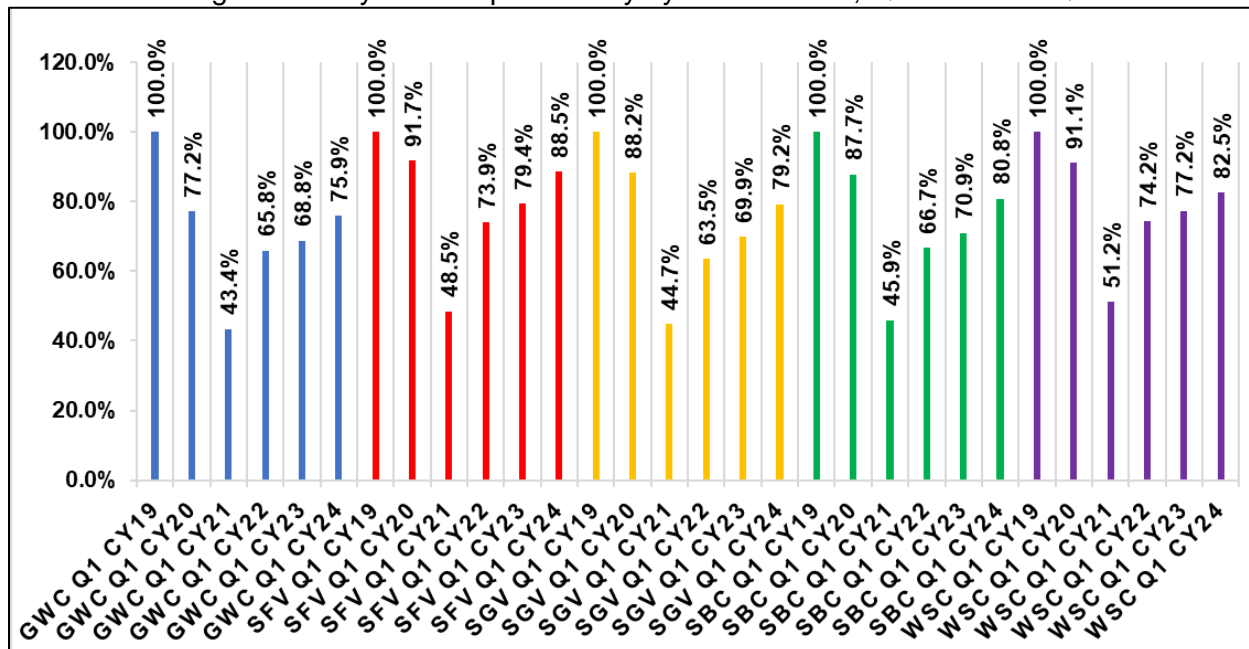


Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a bus operator shortage. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service restoration and improved reliability together with the LIFE and GoPass fare programs have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 continuing into 2024 compared to the more limited ridership growth seen in 2022.

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 occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 88.5% in Q1 CY2024. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 82.5% for the Westside Central service area and 75.9% for the Gateway Cities service area.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q1 CY2019 - Q1 CY 2024



Historically, the San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays 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)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays 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 BI)

- 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 BI)
- Line 30 increased from every 12 to 10 minutes midday (Pico BI)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
- 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
- Tier 2:
 - 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

Highlights from NextGen frequency changes weekdays 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
 - Express service J Line 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.

Highlights from NextGen frequency changes weekdays 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
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

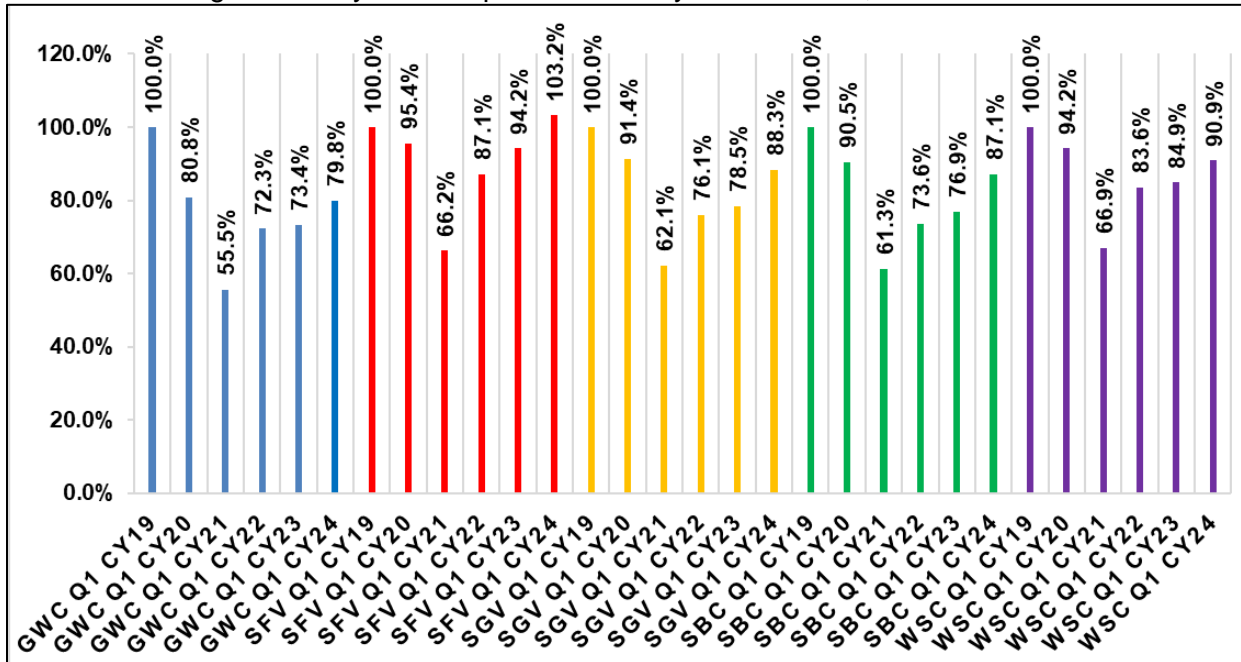
Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- 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
 - Line 180 increased from every 12 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.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q1 CY2019 – Q1 CY2024



Saturday ridership recovery has occurred across all regions between Q1 2019 and Q1 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (103.2%), continuing to exceed its pre-COVID ridership. The other four areas show recovery rates between 79.8% on the lower end (Gateway Cities) and 87.1% (South Bay Cities) at the higher end. The percentage of Saturday ridership recovery by area is shown in Chart 11.

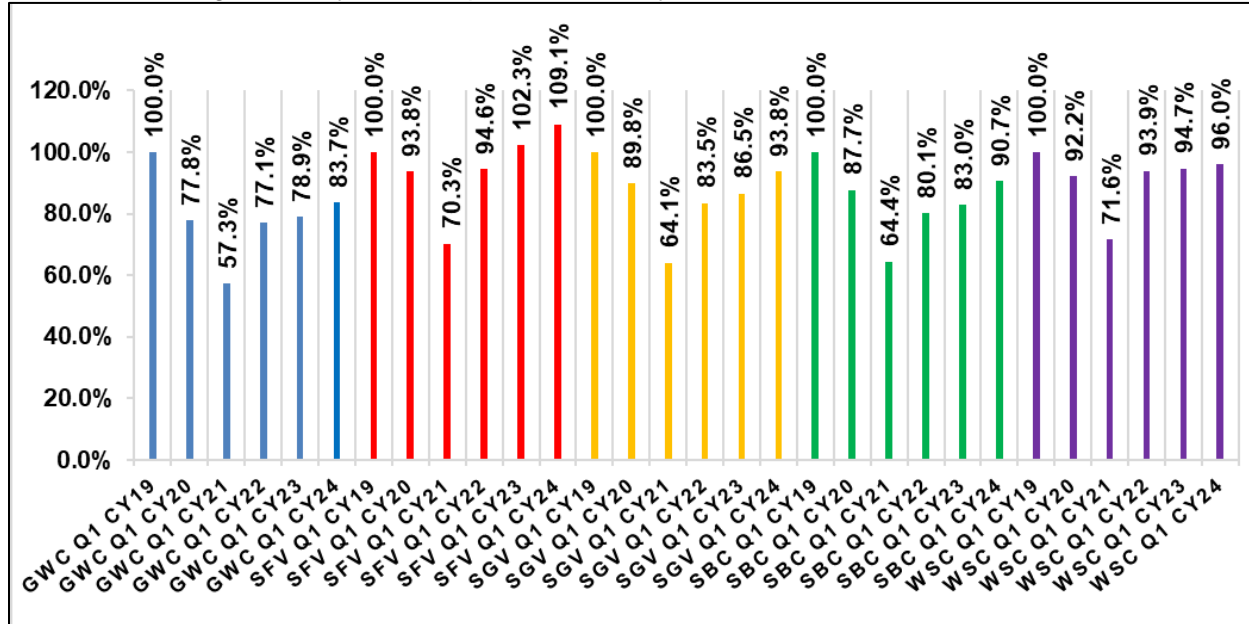
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- 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). The 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, Q1 CY2019 – Q1 CY2024



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q1 CY 2020 and Q1 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (109.1% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates between 90% and 96%. The Gateway Cities area again shows the least recovery (83.7% recovery).

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- 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 in the San Fernando Valley 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). The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes 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
 - Line 217 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Tier 2:
 - 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

Highlights from NextGen weekend frequency changes 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 improvements made:
 - 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.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1:
 - 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:
 - 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

Highlights of NextGen weekend frequency changes 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.

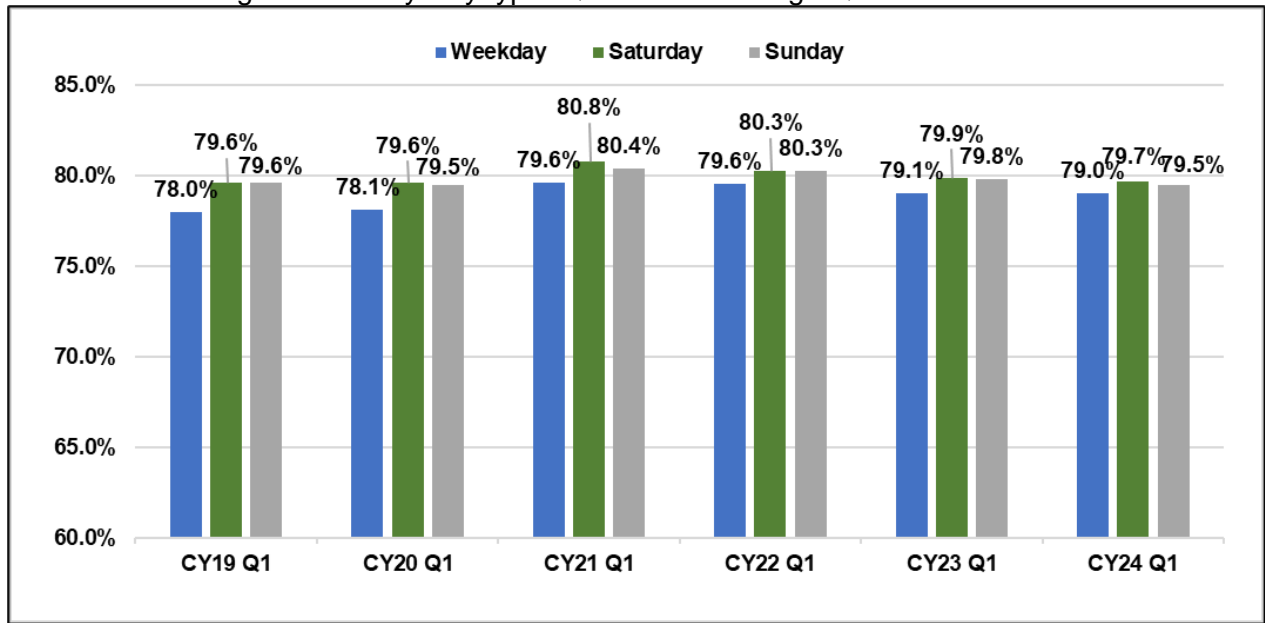
Bus System Ridership of Equity Focus Communities (EFC)

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 Q1 CY2019 (pre-NextGen and pandemic) through Q1 CY2024.

The proportion of boardings occurring in EFCs increased by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful years of the COVID-19 pandemic as those with limited other options still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1% higher, but weekends returned to the same level as

the pre-pandemic share of boardings. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q1 CY2019 through Q1 CY2024



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.

Average Ridership by Time of Day

Weekday ridership by time period for Q1 CY2020 through CY2024 compared to Q1 CY2019 (pre-COVID) ridership showed AM peak ridership as having the largest percentage of decline to 38% in 2021 Q1 and least percentage of recovery to 70% by Q1 2024. Similar patterns were seen in the early AM (4 am to 6 am) with a decline to 45% and recovery to 73%. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023) as well as students who studied from home during the early years of the pandemic.

By comparison, the weekday base 9 am to 3 pm period (decline to 54% in Q1 CY2021, recovery to 87% in Q1 CY2024), late evening 10 pm to 12 am (decline to 52%, recovery to 90%) and most of all, the overnight Owl period (decline to 58%, recovery to 92%) showed the most resilience through the pandemic period. The base result was

consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in base period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

PM peak (declined to 44%, recovered to 80%) and evening (declined to 48%, recovered to 81%) ridership were more resilient than AM peak and early AM ridership, but less resilient than the base, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023.

Chart 14: Weekday Ridership by Time Period – Q1 CY2019 – Q1 CY2024

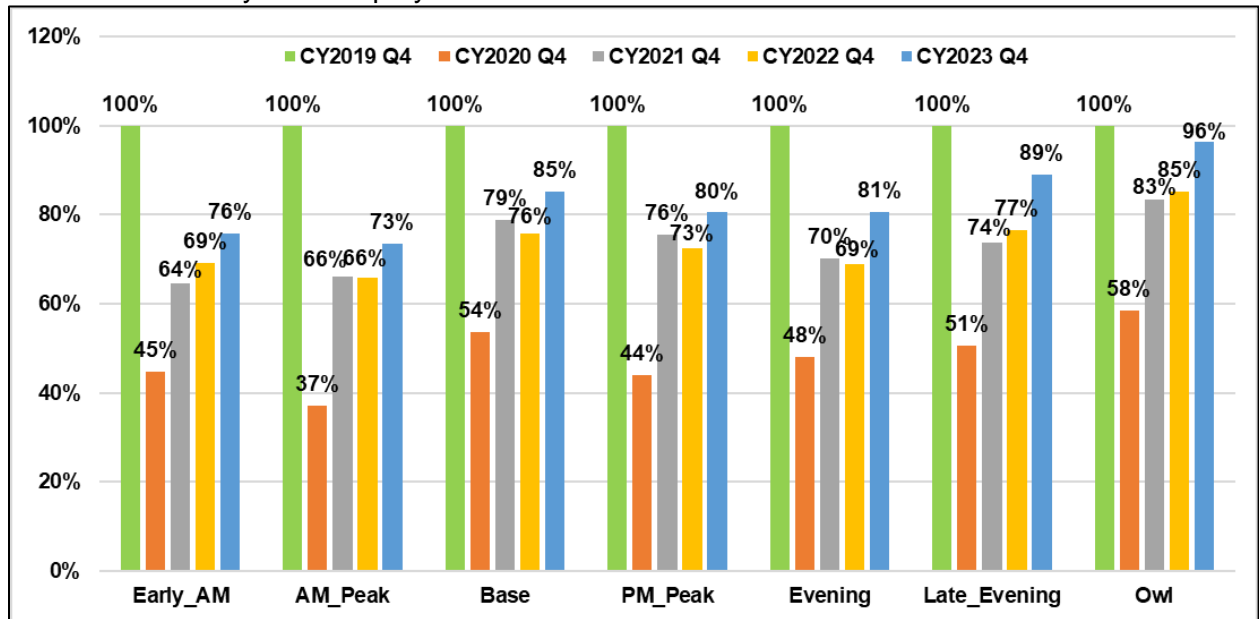
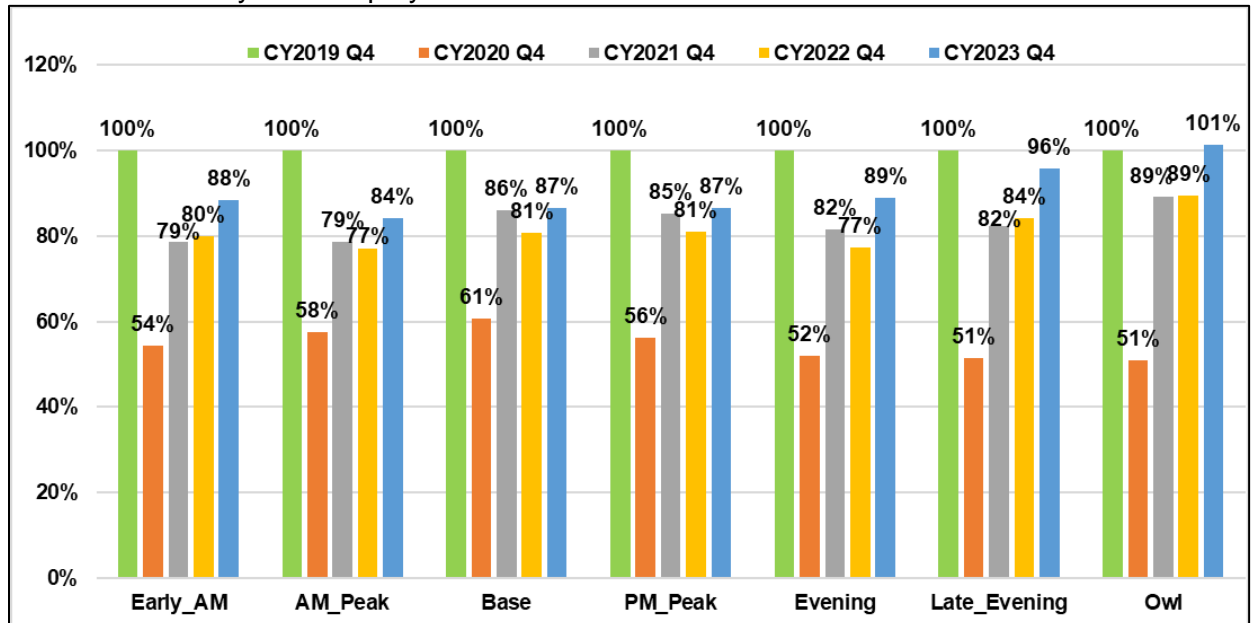
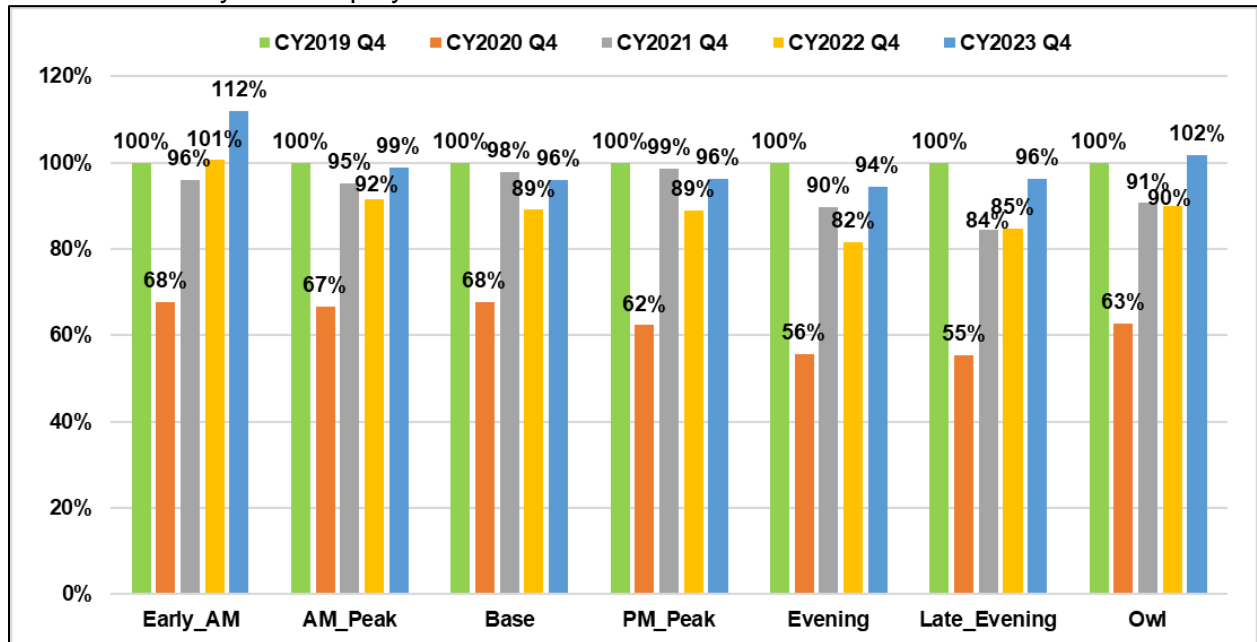


Chart 15: Saturday Ridership by Time Period – Q1 CY2019 – Q1 CY2024



Most notable about Saturday ridership was that base 9 am to 3 pm ridership declined the least to 66% in Q1 CY 2021 compared to Q1 CY2019 (pre-COVID) with early AM, AM peak, PM peak, evening, late evening, and Owl periods all declining more significantly (to 53%, 60%, 61%, 57%, 55% and 57% respectively). These time periods have seen similar recovery rates between 84% and 91%, except late evening and Owl periods which showed recovery rates of 96% and 97% respectively in Q1 CY2024, suggesting a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access.

Chart 16: Sunday Ridership by Time Period – Q1 CY2019 – Q1 CY2024



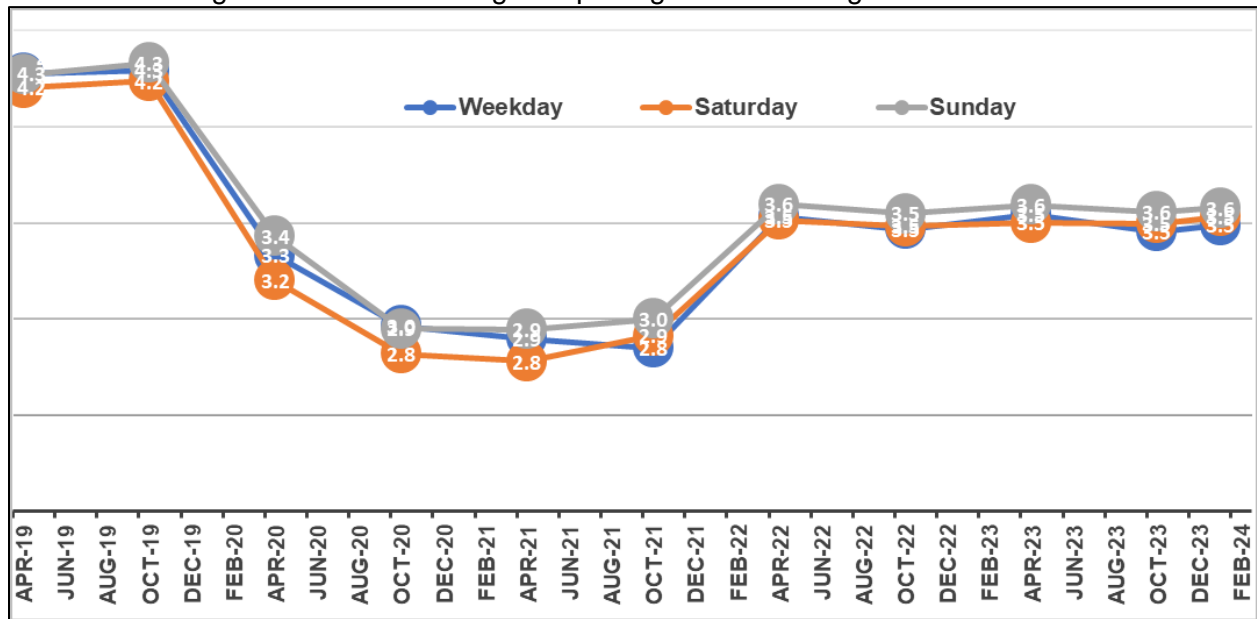
For Sunday ridership, the early AM, evening, and late evening periods saw the greatest declines (to 59-61% in Q1 CY2021), with the AM peak and Owl periods next most impacted (64% in Q1 CY2021), and base and PM peak periods the least impacted (67% in Q1 CY2021) compared to Q1 CY 2019 (pre-COVID). This suggests riders in these time periods were more reliant on transit for essential trips to jobs and services. The pattern of decline here is similar to Saturdays where the base and PM peak periods were the most resilient. By Q1 CY2024, the largest ridership recovery on Sunday was during the early AM at 106%, while other time periods all showed recovery of between 92% (AM Peak) and 95% (Owl) compared to Q1 CY2019 levels.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also 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 two points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and in some cases 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 82 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 1 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q1 CY2024 was 83.7% for weekdays, 94.0% for Saturday, and 98.3% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 12 weekday, 26 Saturday, and 34 Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024.

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 recovery. 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.

Table 1: Ridership Recovery Distribution, Q1 CY2024 versus Q1 CY2019

Average % Ridership Recovery Q1 CY2024 versus Q1 CY2019	Number of Weekday Lines/Line Groups	Number of Saturday Lines/Line Groups	Number of Sunday Lines/Line Groups
>= 140.0%	0	4	2
130.0 – 139.9%	0	0	3
120.0 – 129.9%	1	4	8
110.0 – 119.9%	2	6	6
100.0 – 109.9%	9	12	15
90.0 - 99.9%	23	21	19
80.0 - 89.9%	16	12	9
70.0 - 79.9%	14	10	11
60.0 - 69.9%	10	4	0
50.0 - 59.9%	4	1	0
40.0 - 49.0%	2	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

Service Reliability

Q1 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q1 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q1 CY2024, operator numbers were about 1-2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023. This decline was due to an increase in operator requirements as of December 2023 service change together with some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators, in order to restore full staffing. Service cancellations should not be a major factor hampering further ridership recovery.

Service Frequency:

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 83.7% recovered: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 94.0% recovered with a mix of 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4 lines/line groups.
- Sunday lines that were over the system average 98.3% recovered were a mix of

14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-Tier 4 lines/line groups.

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 weekday ridership recovery for Tier 1 NextGen service included a high of 116.0% for Line 66 serving E Olympic/W 8th St (this line also had strong recovery on Saturdays at 105.2%, and Sundays at 124.6% ridership). Fourteen other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 108.5% weekday, 123.8% Saturday, 109.5% Sunday.
- Central Av Line 53: 99.3% weekday, 102.0% Saturday, 119.7% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 98.8% weekday, 116.6% Saturday, 123.3% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 97.8% weekday, 94.6% Saturday, 101.1% Sunday 108.9%
- Wilshire BI/Whitter BI group based on Lines 18, 20, 720: 96.0% weekday, 97.3% Saturday, 105.6% Sunday
- Slauson Av Line 108: 95.9% weekday, 96.3% Saturday, 111.6% Sunday
- Florence Av Line 111: 94.2% weekday, 90.9% Saturday, 89.4% Sunday
- Santa Monica BI Line 4: 93.7% weekday, 100.3% Saturday, 104.0% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 93.7% weekday, 117.9% Saturday, 121.2% Sunday
- Soto St Line 251: 92.8% weekday, 96.1% Saturday, 99.0% Sunday.
- Vernon/La Cienega Line 105: 92.0% weekday, 98.2% Saturday, 104.5% Sunday
- Western Av Line 207: 90.8% weekday, 100.2% Saturday, 102.6% Sunday
- Venice BI Line 33: 90.3% weekday, 90.1% Saturday, 91.5% Sunday
- Huntington/Las Tunas group of Lines 78, 179: 90.3% weekday, 95.8% Saturday, 96.4% 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. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are 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 BI 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 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266.
- New bus lanes on Venice BI Line 33.

An additional 4 NextGen Tier 1 lines or line groups met or exceeded system average weekday ridership recovery weekdays of 83.7%, serving key corridors of Hawthorne BI/MLK BI (Line 40), Ventura /Reseda group (Lines 150, 240, 244), La Brea Av (Line 212) and Garvey/Cesar Chavez (Line 70).

There were ten Tier 1 lines/line groups with below system average ridership recovery. Most notable among this group is the G Line (Orange) BRT service at just 60.1% recovered weekdays, down from 63.2% in Q4 CY2023. The 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 weekday discretionary riders may be significantly impacting the recovery of this BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- Vermont Rapid Line 754 had only 65.7% recovery weekdays (slightly higher than 64.6% reported for Q4 2023). It experienced very high cancellations in 2022 and to some extent, the line still sees higher cancellations than many other lines, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 108.5% (also improved from 103.5% in Q4 CY2023) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 65.8% recovery and Sundays 76.3%, compared to Line 204 recovery rates of 123.8% Saturdays and 109.5% Sundays. 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).
- Other Tier 1 lines that had significant NextGen route changes include Line 28 on W Olympic BI – 69.0% (up from 67.9%) recovered weekday, 77.0% Saturday, 79.6% Sunday) and Line 30 serving Pico BI – 74.5% (up from 73.6%) recovered weekday, 71.8% Saturday, 79.5% Sunday); both now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service. Similarly, the north and south ends of Line 45 on Broadway moved to other lines which helps explain its lower

recovery (71.3% weekday (down from 78.0%), 71.6% Saturday, 88.3% Sunday), though it may also partially relate to loss of Rapid service on this corridor.

- Line 210 on Crenshaw with 78.2% (down from 81.5%) recovery weekday (91.3% Saturday, 101.1% 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.
- Line 66 likely gained ridership from the area west of Westlake/MacArthur Park, where Line 51 was removed from, with Line 51 recovery at a low 78.1% (up slightly from 77.1%) weekday (77.6% Saturday, 80.8% Sunday). Line 51 is heavily focused on Downtown LA.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 80.0% (up from 78.3%) recovery weekday (86.4% Saturday, 92.5% Sunday), with Line 4 (93.7% recovered weekday, 100.3% Saturday, 104.0% Sunday) gaining 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.
- Line group of Lines 180 and 217 serving Pasadena, Glendale, Hollywood and Hollywood-Fairfax has recovered 81.9% weekdays, 90.7% Saturdays, and 95.2% Sundays.
- Line 60 on Long Beach BI between downtown LA and Compton is 79.4% recovered weekdays, 79.6% Saturday, and 85.4% Sunday, with this line being heavily focused on downtown LA.

A key component of the Tier 1 lines was the creation of a single high-frequency line 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 93.7% on Santa Monica BI to a low of 69.0% on W Olympic. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

The 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 their improved frequencies of weekday all-day 15-minutes 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 still 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: 108.7% weekday, 127.1% Saturday, 127.9% Sunday
- Nordhoff St Line 166: 102.1% weekday, 124.8% Saturday, 131.6% Sunday
- Vanowen St Line 165: 102.0% weekday, 118.1% Saturday, 127.9% Sunday
- Victory Bl Line 164: 99.7% weekday, 90.7% Saturday, 98.6% Sunday
- Roscoe Bl Line 152: 92.4% weekday, 108.8% Saturday, 116.6% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way.

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 – 102.1% recovery weekdays, 166.6% Saturday, 133.4% 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 – 99.1% recovery weekdays, 97.0% 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 frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in December 2023 service change in response to strong ridership.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 97.8% recovery on weekdays, 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 was 101.4% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 94.1% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Lines 110 (Gage Av – 95.4% recovery weekdays, 94.7% Saturday, 108.2% Sunday) and 117 (Century Bl – 93.9% recovery weekdays, 96.0% Saturday, 98.9% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They have also recovered strongly on weekends even without significant frequency improvements.
- Two other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates at 81.6% and 79.3% respectively, while Line 260 (Atlantic Bl) had weekday recovery rate still slightly above average at 84.6%. Lines 94 and 260 were both significantly

restructured, which may in part have impacted their lower overall recovery:

- Line 94 offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood, with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency line. The Line 94 group had stronger weekend recovery, with 109.2% Saturday and 111.5% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining from the Line 94 changes.
- Line 260 offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Its weekend recovery was slightly below average at 92.8% Saturday and 97.8% Sunday 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, and this is taken into account in the ridership recovery rate.
- In contrast to Lines 94 and 260 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 88.4% Saturday and 90.6% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 224 (Lankershim BI) in Q1 CY2024 exceeded system average weekday ridership recovery rate at 85.1% (up from 82.2% in Q4 CY2023). 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 109.0% Saturday and 115.4% 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.
- Two other Tier 2 lines were below the system average: Lines 81 (Figueroa St) with 77.4% recovery and Line 115 (Manchester-Firestone) with 80.9% recovery weekdays.
 - Line 81 serves Downtown LA from both Northeast LA and South LA and was part of a complex line restructuring in Northeast LA, an area served by the A Line which now utilizes the new Regional Connector through downtown LA. This change included a new direct link from Highland Park to East Hollywood (Line 182). This area may benefit from the marketing of both A Line light rail and the NextGen Bus Plan's new Line 81 and 182 services. Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 90.3% and Sunday at 92.0%.
 - Line 115 did not have significant route changes but did receive a 12-minute weekday peak frequency, a slight increase over the previous 14-minute service (off-peak frequencies did not change). Line 115 weekend recovery

was slightly below average with 87.2% Saturday and 96.5% Sunday.

Four other lines/line groups in NextGen frequency Tier 2 had well below system average ridership recovery weekdays:

- Line 76 on Valley Bl: 70.5% weekday, 70.6% Saturday, 76.6% Sunday
- Line 14/37 on Beverly Bl/W Adams: 68.7% weekday, 87.2% Saturday, 88.9% Sunday
- Line 35/38 Washington Bl/W Jefferson: 66.5% weekday, 68.1% Saturday, 73.4% Sunday
- Line 10/48 Melrose Av/Main-San Pedro: 63.3% weekdays, Saturday 64.7%, Sunday 70.9%

The common aspect of these lines is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While these lines recovery rates have generally improved since Q4 CY2024, there may be marketing opportunities.

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. There were a few high performers in terms of above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (121.1% recovery weekdays (highest of all bus line/line groups), 111.8% Saturday, 122.4% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the 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. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (112.3% recovery weekdays, 113.6% Saturday, 125.8% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (105.7% recovery weekdays, 110.4% Saturday, 125.8% Sunday), similar to Line 266 above, 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.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 104.9% recovery weekdays and 140.2% Saturdays (service was newly added Sundays). 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 BI (102.0% recovery weekday, 103.5% Saturday, 105.6% Sunday) is likely benefitting 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.
- Line 344 Rancho Palos Verdes service (101.9% recovery weekday, 95.2% Saturday, 94.7% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 128 serving Alondra BI through the Gateway Cities showed 98.4% 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.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 98.0% 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.
- Express Line 577 between El Monte Station and Long Beach VA (95.5% recovery, weekday-only service) may be benefitting from recent high gas prices as well as the improved 30-minute peak service (previously 48 minutes on average).
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (92.8% recovery weekdays, 97.1% Saturday, 94.2% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 120 on Imperial Highway with 87.7% recovery weekday, 98.3% Saturday, and 102.6% Sunday, without any route or frequency changes
- Line 611 Huntington Park Shuttle (85.2% recovery weekdays, 106.7% Saturday, 103.1% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 84.2% weekdays, 86.0% Saturday, 96.0% Sunday with no major changes in service levels or routing. This line may require more promotion coming out of the pandemic, especially with recent increases in gas prices. This line has a focus on downtown LA and has improved recovery all day types this quarter.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (31.9% recovery weekdays, 36.8% Saturday, 34.1% Sunday) 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 weekdays and weekends.

- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (48.6%, down from 57.3% in Q4 CY2023, only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also announced downsizing of staffing in 2024.

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 change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 169 on Saticoy St in San Fernando Valley with 82.5% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- San Pedro group of Lines 205, 246, and 550, with 81.9% recovery weekday, 89.9% Saturday, and 97.2% Sunday, all slight reductions from Q4 CY2023. 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, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 80.3% weekday, but 153.0% Saturday, and 156.1% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 79.8% recovery weekdays (up from 75.0% in Q4 CY2023), likely related to increasing worker and student travel to CSULA. It had 143.7% recovery Saturday, and 162.4% Sunday, with weekend ridership results due to the expanded span of service Sunday mornings.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 76.7% recovery weekdays, 82.8% Saturday, and 86.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 134 (Santa Monica – Malibu) with 75.9% recovery (up from 69.3% in Q4 CY2023) weekdays, 80.7% Saturday, and 103.1% Sunday, so much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 62 (Telegraph Rd) with 74.0% recovery weekday (down slightly from Q4 CY2023), 77.0% Saturday, and 79.4% Sunday was not changed significantly in

route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.

- Line 265 (Paramount Bl) with 73.0% recovery weekdays, 69.1% Saturday, 83.0% Sunday. This is a low-frequency hourly line planned for NextGen frequency improvement (40-45 minute weekdays) in June 2024.
- Line 161 (Canoga Station – Thousand Oaks) with 70.9% (up from 65.8% in Q4 CY2023) recovery weekdays, 88.3% Saturday, and again a high 117.9% Sunday recovery rate. Improved recovery on all day types.
- Line 158 (Plummer/Woodman) with 67.9% recovery weekdays, with higher recovery of 80.0% Saturday, 86.9% Sunday. Slight improvements for weekday and Saturday recovery with new short line to provide 30-minute instead of hourly service weekdays to be introduced in June 2024.
- Line 218 (Studio City – Beverly Hills) with 66.9% (up from 61.4% in Q4 CY2023) recovery weekday, 75.2% Saturday, 77.5% Sunday. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 65.4% (slightly up from 62.9% in Q4 CY2023) recovery weekdays, but higher recovery of 86.9% Saturday, 87.8% Sunday, so more significant recovery rate improvement weekend. Limited by hourly type frequency.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 64.5% recovery weekdays (decline from 69.6% in Q4 CY2023), but much higher and increased weekend recovery at 121.6% Saturday, 135.7% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips.
- Line 102 (La Tijera-Exposition Bl) with 58.9% recovery weekdays (up from 55.3% in Q4 CY2023), 74.4% Saturday, 70.8% Sunday, is low likely due to the hourly service level now offered.
- Line 96 (Riverside Dr) with 53.3% recovery weekdays, 58.0% Saturday, 71.3% Sunday, is consistently low and weekends declined slightly. This line was cut back to the north end of downtown LA near Union Station.
- Lines 211/215 (Inglewood Av/Prairie Av) at 51.9% recovery (down from 57.8% in Q4 CY2023) only offers peak-hour weekday service. Other than some well-used trips of school student ridership, this line has some very low usage trips that will be discontinued.
- Line 209 (Van Ness Av) with 45.0% recovery (up slightly from 43.0% in Q4 CY2023) only runs weekdays, has hourly frequency, and was significantly shortened. 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.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 58.1% overall weekdays (down slightly from 60.2% in Q4 CY2023), but above average and much higher 104.2% Saturday, and 105.2% for Sunday (weekend recovery rates increased). 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 they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. 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 will be restored in the June 2024 service change, and Lines 267 and 686 will be merged into new Line 267 with 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery.

Bus Speed and Reliability:

As part of the NextGen Bus Plan, almost 50 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. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. 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 on Roscoe Bl and Florence Av plus expanded transit signal priority and all door boarding programs during FY2025.