

NextGen Ridership Analysis – Q3 CY2024

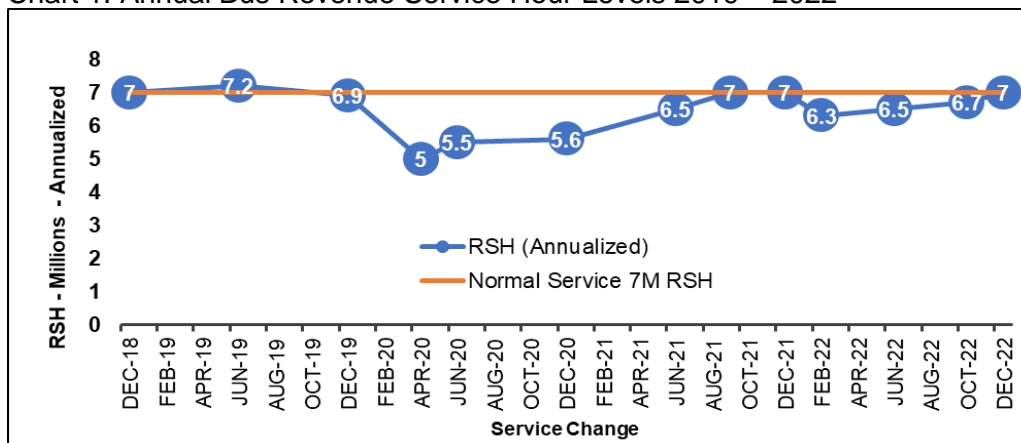
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall has occurred in operator numbers during CY24 Q1, Q2, and Q3.

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 (when ridership peaked pre-COVID) and 2024, 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.

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



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. 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 and has remained at that level ever since. 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. Operator staffing has been 1-2% below full levels in CY24 Q1, Q2, and Q3, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Travel Demand:

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 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. 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 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as large a difference compared to AM peak. Some of this lack of recovery may relate to expanded

Chart 2: Total Daily Trips in LA County Q3 & Q4 percentage difference from 2019, 2019-2024

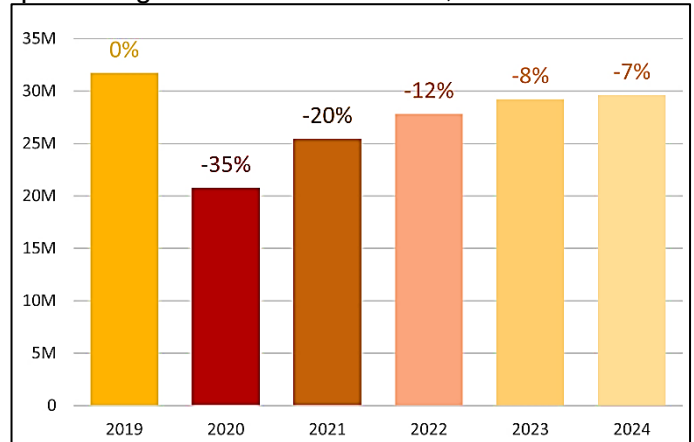
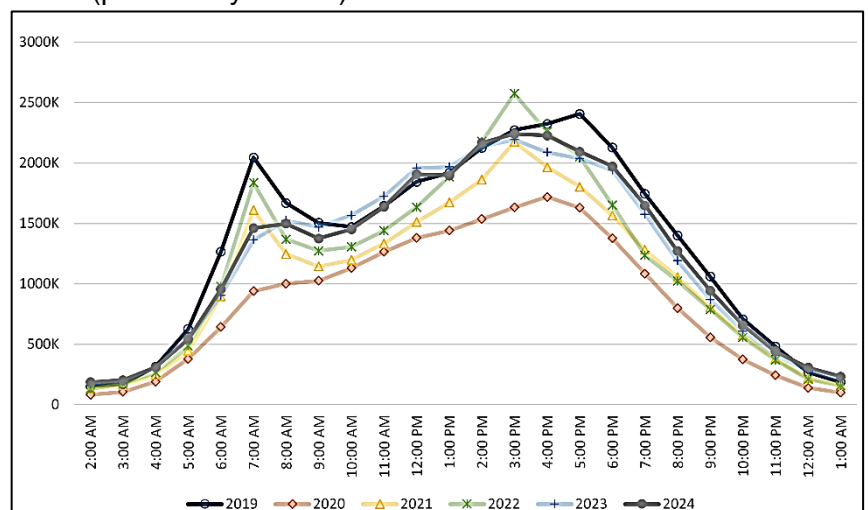


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

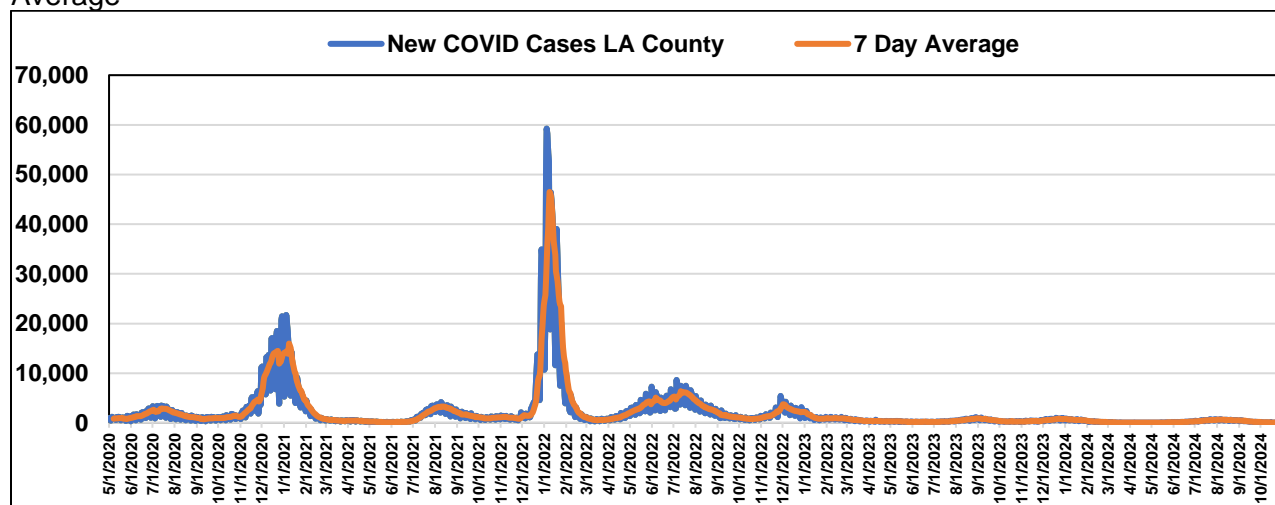


online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to help understand bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

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 remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and the summer 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID.

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 ridership recovery was similar to the travel demand recovery 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 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

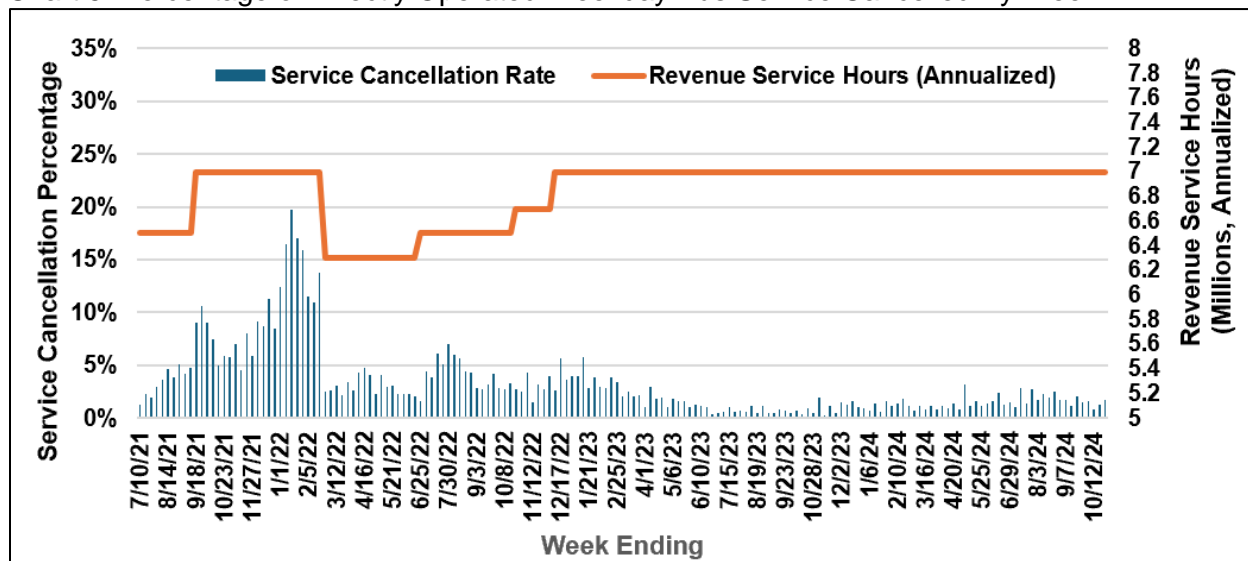
ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

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 fare collection 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

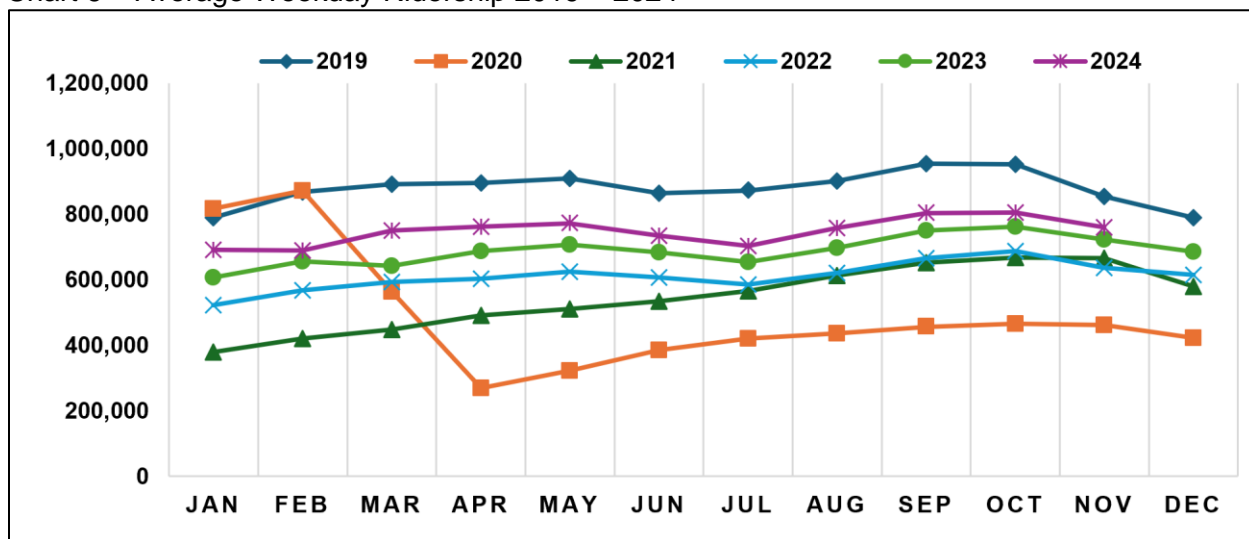


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2%

in operator numbers during Q1, Q2, and Q3 CY2024. New operator class sizes have again been increased to reverse this trend. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher than they were in the second half of CY2023 (which were under 1% for weekdays and Saturdays). 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, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 83.4% for Q4 CY2023, increasing to 83.7% in Q1 CY2024 and to 85.1% in Q2 CY2024, though declining to 82.9% in Q3 CY2024. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024 (804,963).

Chart 6 – Average Weekday Ridership 2019 – 2024



While Metro saw continued month over month increases in ridership, this particular quarter showed a lower set of recovery rates compared to the previous quarter Q2 2024 compared to the same quarter in CY2019. The CY2019 Q3 quarter had strong ridership with over 900,000 average weekday boardings, almost 578,000 Saturdays, and 456,000 Sundays and slightly lower ridership recovery in Q3 CY2024.

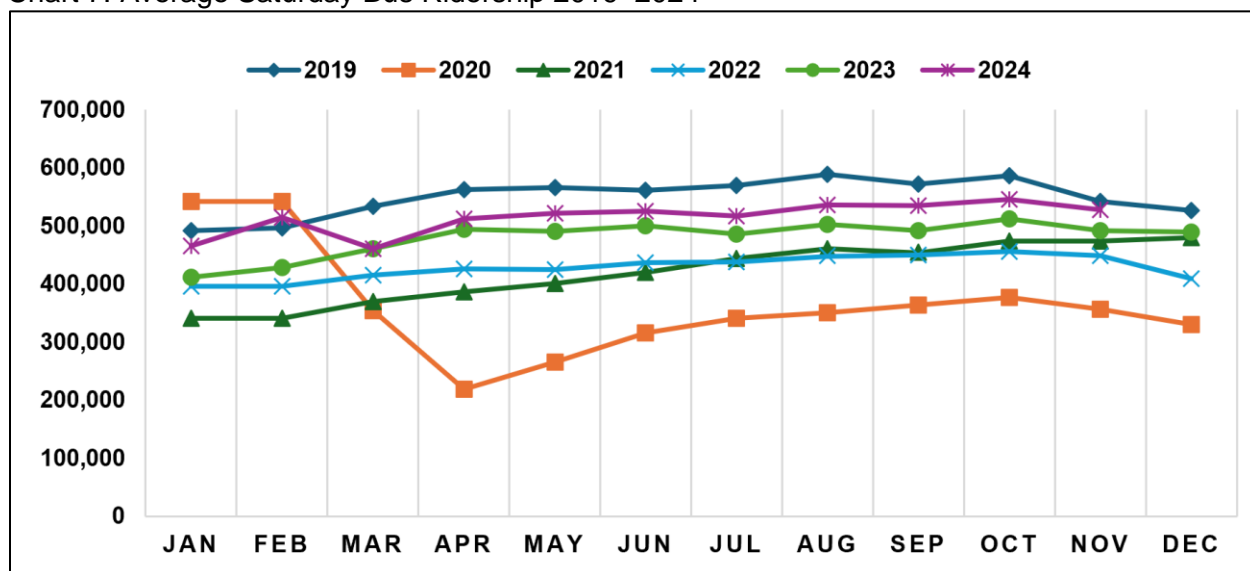
Saturday Bus System Ridership

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. As 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 during 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, then dropped slightly to 92.4% for Q2 CY2024, with a further drop to 91.6% in Q3 CY2024. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

Chart 7: Average Saturday Bus Ridership 2019–2024

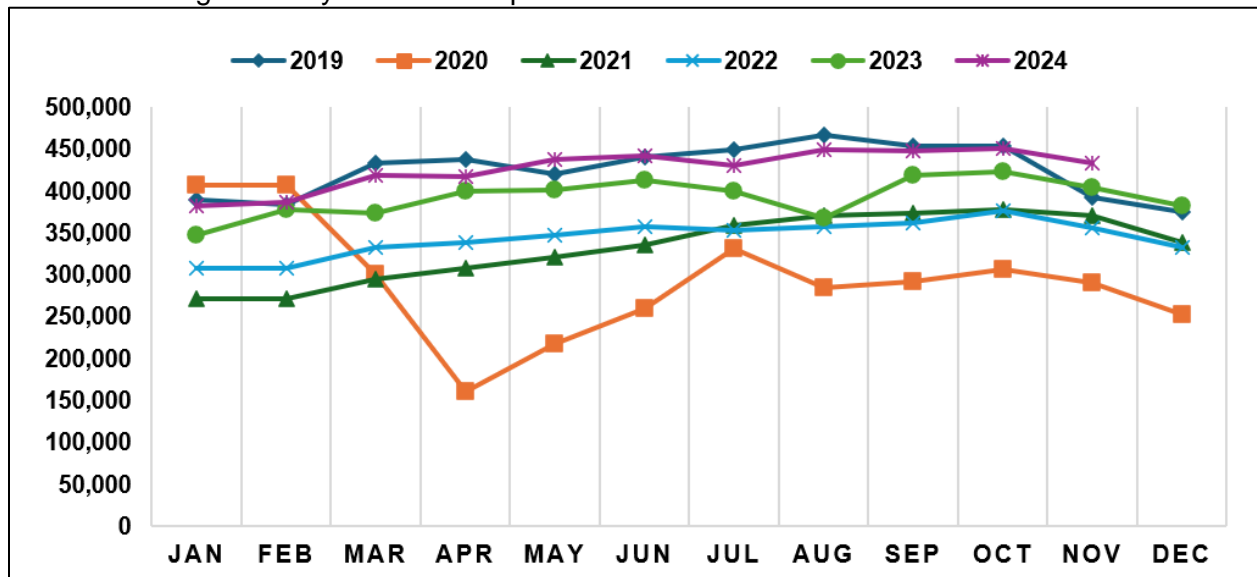


Sunday Ridership

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 cancellations 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 94.0% 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, rebounded to 100.3% in Q2 CY2024 (the first recorded quarter of fully recovered Sunday ridership), then declined to 97.1% in Q3 CY2024. As mentioned above, these declines in recovery rates are partly in relation to the comparative growth in the same quarter in CY2019 and may also relate to the variability of weekend ridership for which the number of days is smaller; thus, any individual day can have more impact on the average.

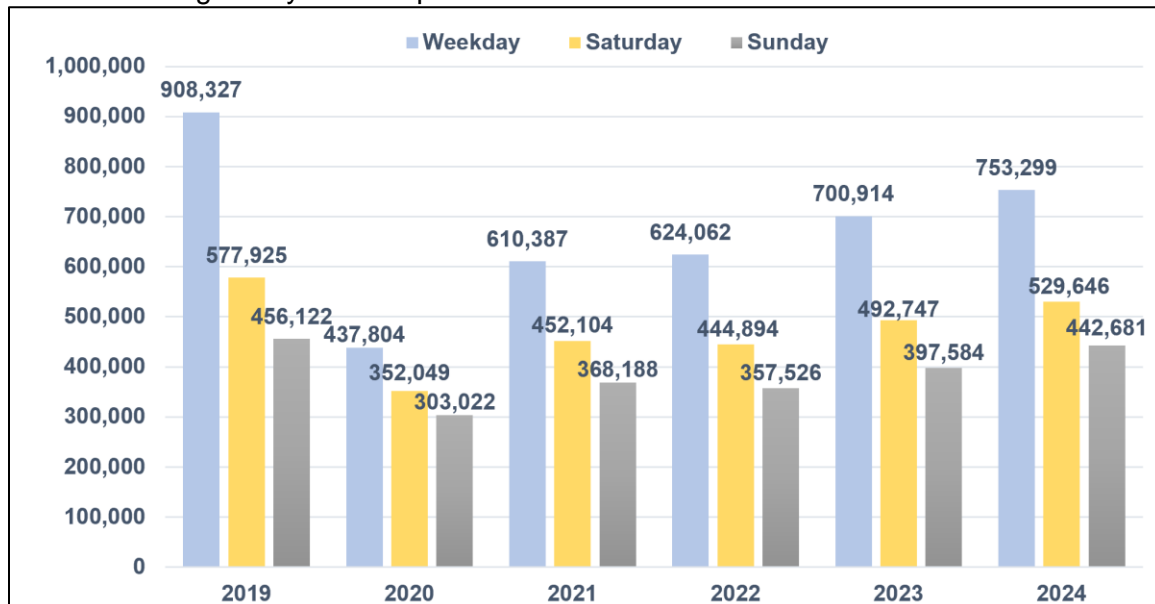
Chart 8: Average Sunday Bus Ridership 2019-2024



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 incrementally between Q4 CY2021 and Q4 CY2022.

Chart 9: Average Daily Ridership Q3 CY 2019 – Q3 CY 2024



This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and

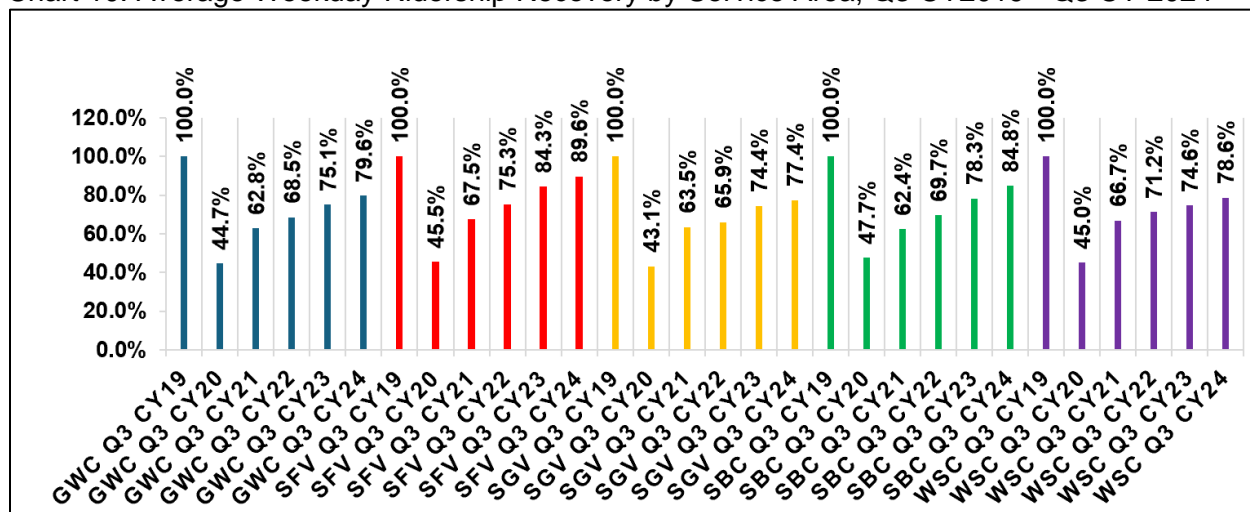
December 2022 as operator numbers increased. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q3 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Full-service restoration and improved service reliability thanks to full bus operator staffing, 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, though weekday and Saturday growth this quarter appeared to slow compared to 2023 over 2022 growth. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

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 89.6% in Q3 CY2024 (down from 91.3% in Q2 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 84.8% (down from 85.8% in Q2) for the South Bay Cities, 78.6% (down from 83.5% in Q2) for Westside Central service area, 77.4% (down from 81.3% in Q2) for San Gabriel Valley service area, and 79.6% (down from 80.9% in Q2) for the Gateway Cities service area. All five areas declined slightly compared to Q2 CY2024 recovery rates, though they all still saw average weekday ridership increase, so the ridership recovery decline may relate more to the high ridership experienced in Q3 of CY2019.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019 - Q3 CY 2024



Historically, 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 (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- 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:

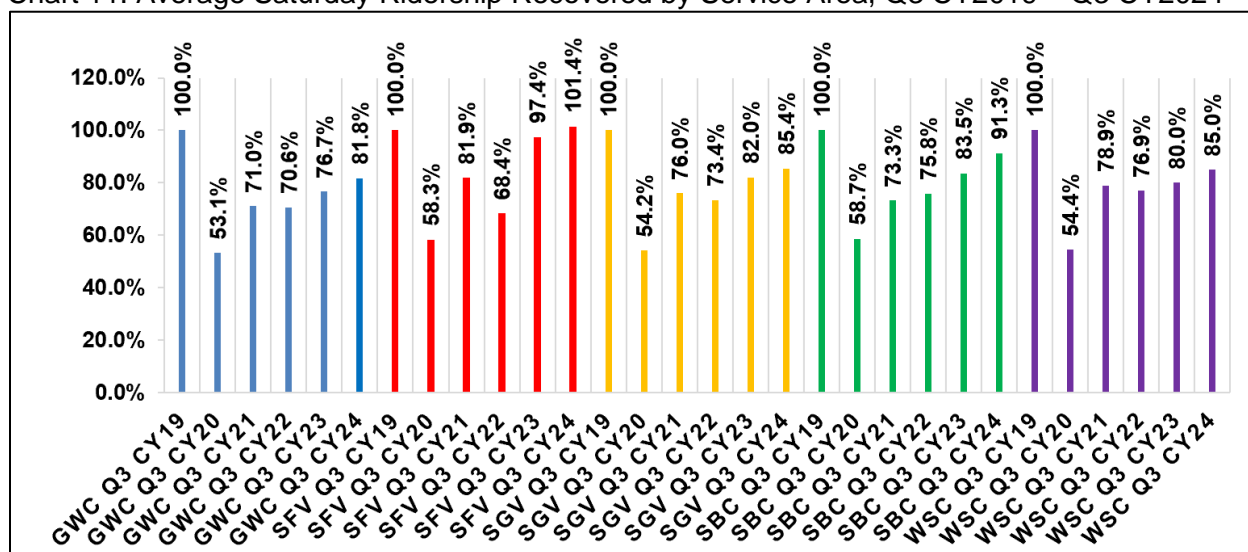
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 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
- 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.

Saturday ridership recovery has occurred across all regions between Q3 2019 and Q3 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.4%, unchanged from Q2 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 81.8% (up from slightly from 81.3% in Q2 CY2024) on the lower end for Gateway Cities to 91.3% (up from 90.1% in Q2 CY2024) for South Bay Cities at the higher end, with San Gabriel Valley at 85.4% (down slightly from 86.4% in Q2 CY2024) and Westside Central at 85.0% (down from 89.0% in Q2 CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



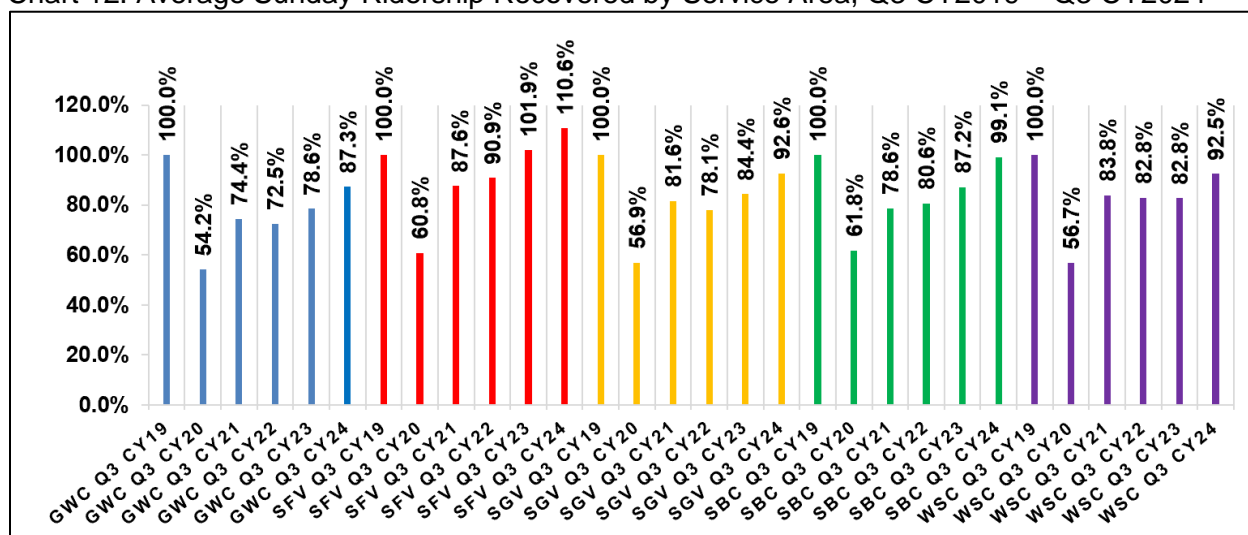
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- 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). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q3 CY 2020 and Q3 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (110.6%, up from 1114.5% recovered in Q2 CY2024). The Westside Central, San Gabriel Valley, and South Bay Cities all showed decreased or at best, stable recovery rates compared to Q2 CY2024. Results were 87.3% (down from 88.6% in Q2) for Gateway Cities, 92.6% for San Gabriel Valley (down from 94.3% in Q2), and a 92.5% (down from 98.1%) in Q2 for Westside Central, and South Bay Cities at 99.1% (same as 99.1% in Q2).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



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 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
- 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.

In reviewing the Q3 CY2024 versus Q3 CY2019 recovery rates, while in many cases the recovery rates showed a decline compared to Q2 rates, there was still strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rate decline relates more to the strength of the Q3 CY2019 ridership.

Table 1: Change in Average Daily Ridership by Service Area - Q3 CY2024 versus Q3 CY2023

Service Area	% Change in Average Weekday Ridership Q3 CY24 vs Q3 23	% Change in Average Saturday Ridership Q3 CY24 vs Q3 23	% Change in Average Sunday Ridership Q3 CY24 vs Q3 23
Gateway Cities	6.0%	6.6%	11.1%
San Fernando Valley	6.3%	4.1%	8.6%
San Gabriel Valley	4.0%	4.2%	9.7%
South Bay Cities	8.3%	9.3%	13.7%
Westside Central	5.3%	6.2%	11.7%

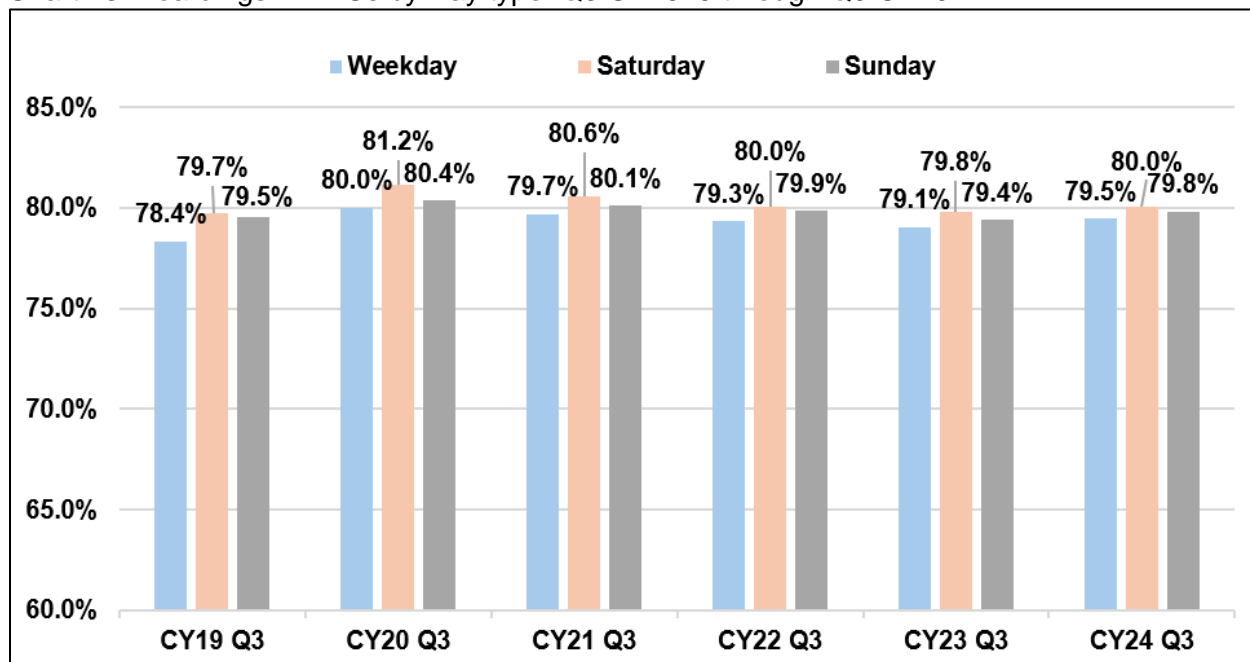
Bus System Ridership of Equity Focus Communities (EFC)

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 Q3 CY2019 (pre-NextGen and pandemic) through Q3 CY2024.

The proportion of boardings occurring in EFCs increased in Q3 CY2020 by 1.6% weekdays, 1.5% Saturdays, and 0.9% Sundays as was expected in the early, most

impactful year of the COVID-19 pandemic as those with limited other options were still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.1% higher, but weekends returned to closer to the same level as the pre-pandemic share of boardings in Q1, Q2, and as of Q3 CY2024, both Saturday and Sunday were 0.3% above pre-COVID rates for boardings in EFCs. 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: Q3 CY2019 through Q3 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 Q3 CY2020 through CY2024 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q3 and least percentage of recovery by Q3 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late

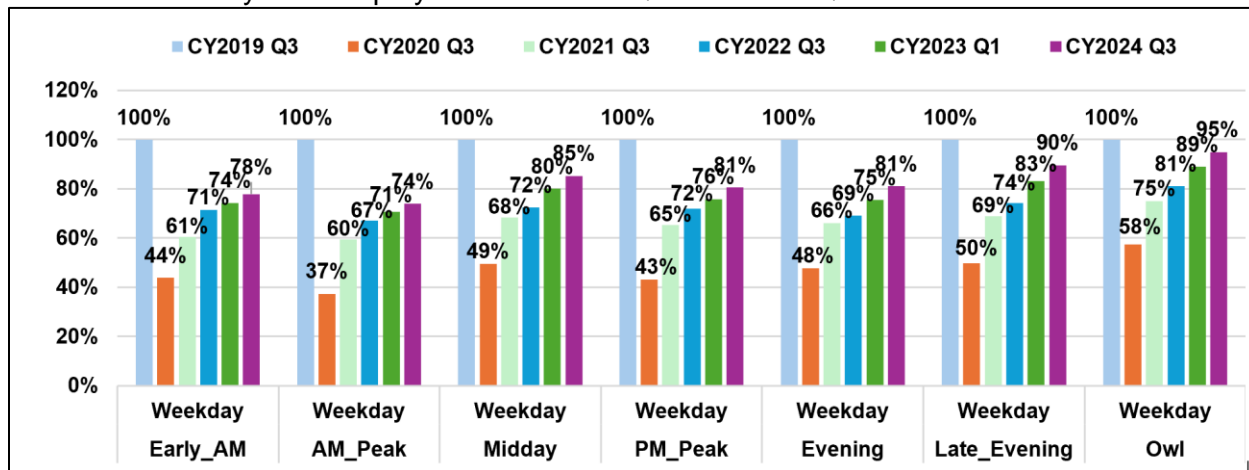
evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday period, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 2 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2024.

Table 2: Weekday Ridership Percentage compared to pre-COVID (Q3 CY2019) Ridership

Time Period	Day Type	CY2020 Q3	CY2024 Q3
Early AM	Weekday	44%	78%
AM Peak	Weekday	37%	74%
Midday	Weekday	49%	85%
PM Peak	Weekday	43%	81%
Evening	Weekday	48%	81%
Late Evening	Weekday	50%	90%
Overnight Owl	Weekday	58%	95%

Q3 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 CY2020), as the pandemic began impacting in the second half of March 2020. 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 midday 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.

Chart 14: Weekday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



Q3 CY2020 Saturday ridership declined to 41-47% of Q3 CY2019 ridership by time period. Largest declines were in early AM, PM peak, evening, and late evening (to 53, 53, 52, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm) and Owl periods ridership which declined to 55-57% in Q3 CY 2020 compared to Q3 CY2019 (pre-COVID). The most recovered time periods as of Q3 CY2024 are the early AM, evening, late evening and especially the overnight Owl

periods which showed recovery rates of 92%, 90%, 96% and 99% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 84% and 88%, the lowest being the AM peak at 84%. This suggests a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access. The AM peak work travel does not seem to have returned as much as midday through evening and even early AM ridership, so telecommuting may even be impacting some Saturday jobs.

Chart 15: Saturday Ridership by Time Period – Q3 CY2019 – Q3 CY2024

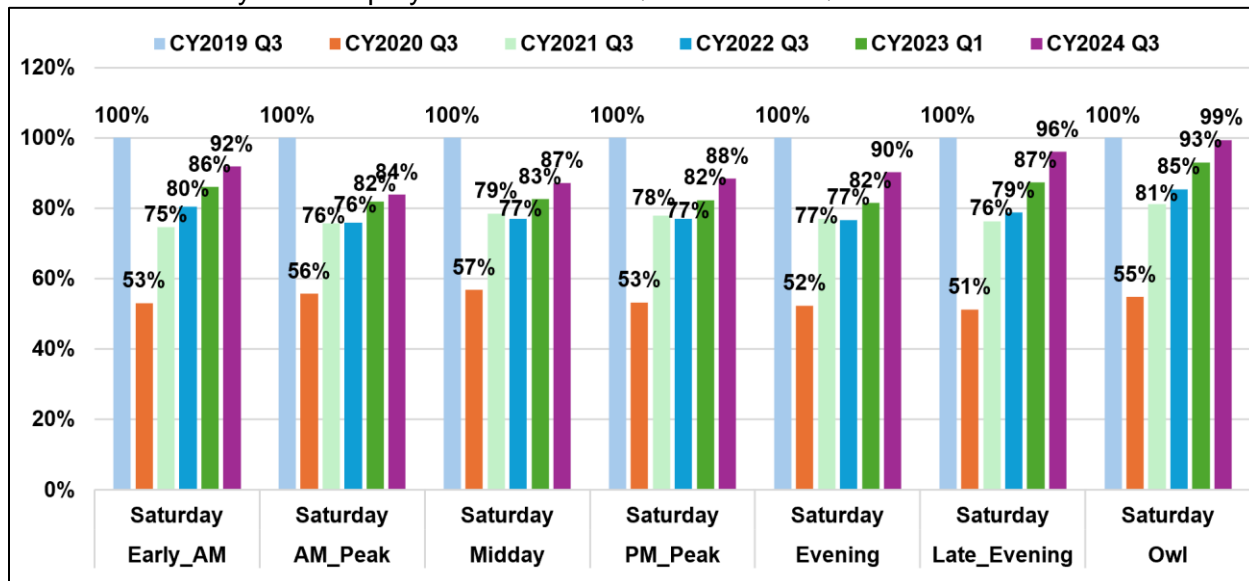
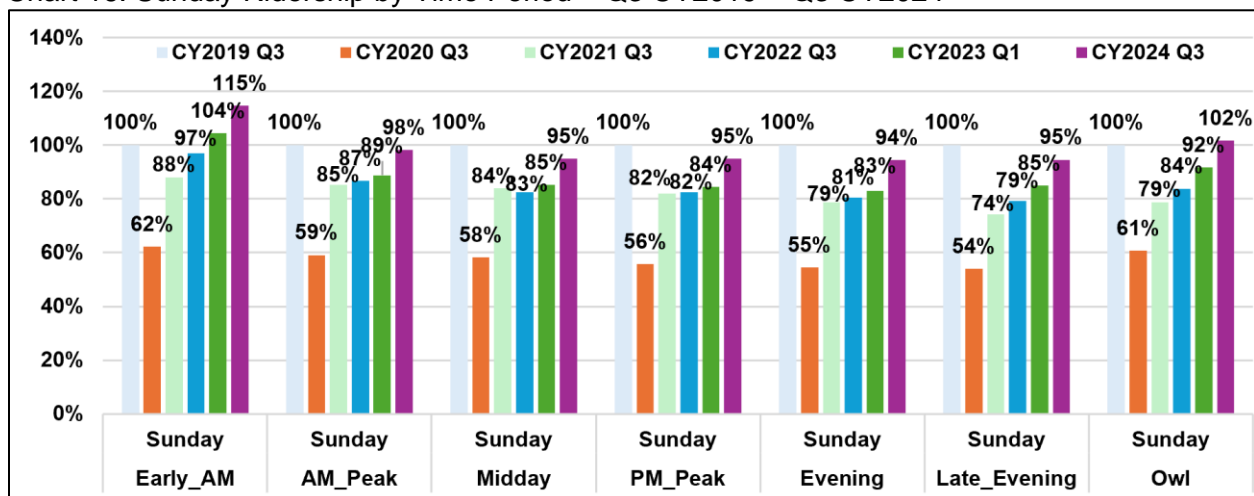


Chart 16: Sunday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



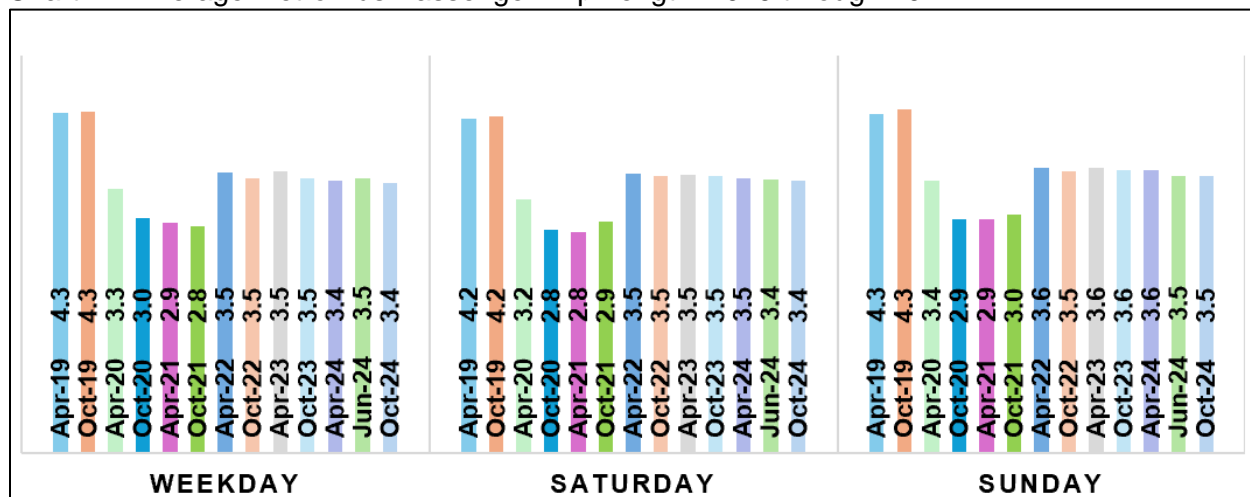
Sunday ridership was the most resilient of all day types in Q3 CY2020, with the late evening showing the largest drop to 54% of Q3 CY2019 pre-COVID ridership. Evening and PM peak also showed large drops (to 55% and 56% respectively). The smallest declines were for the early AM, AM peak, midday, and overnight Owl periods (to 62%,

59%, 58%, and 61% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services. By Q3 CY2024, the largest ridership recovery on Sunday was during the early AM at 115%, similar to the result for this time period in Q2 CY2024. Next best recoveries were for the overnight Owl (102%) and AM peak (98%). Other time periods all showed recovery of between 94% and 95% compared to Q3 CY2019 levels. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

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 various 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 3 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2023 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q3 CY2024 was 82.9% for weekday,

91.6% for Saturday, and 97.1% for Sunday when compared to Q3 CY2019 as a pre-COVID baseline. There were 20 weekday lines/line groups (up from 18 in Q2), 29 Saturday lines/line groups (up from 24 in Q2), and 43 Sunday lines/line groups (up from 40 in Q2) exceeding their pre-COVID Q3 CY2019 ridership numbers in Q3 CY2024. The number of lines below 80.0% recovered declined weekdays and Saturdays but went up by one on Sunday. The recovery appears broad based.

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. 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 3: Ridership Recovery Distribution, Q3 CY2024 versus Q3 CY2019

Average % Ridership Recovery Q3 CY2024 versus Q3 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
> = 200.0%	0	0	1
150.0 – 199.9%	0	2	0
140.0 – 149.9%	0	2	3
130.0 – 139.9%	0	1	4
120.0 – 129.9%	0	3	6
110.0 – 119.9%	5	11	10
100.0 – 109.9%	15	10	19
90.0 – 99.9%	13	21	14
80.0 – 89.9%	24	13	11
70.0 – 79.9%	12	7	4
60.0 – 69.9%	9	4	1
50.0 – 59.9%	1	0	0
40.0 – 49.0%	2	0	0
30.0 – 39.9%	1	0	1
20.0 – 29.9%	0	1	0
Total Lines/Line Groups	82	75	74

Service Reliability

Q3 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 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 Q3 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 as well as 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 an effort to return to full staffing, which should be achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact especially in Q2 and Q3 CY2024 when cancellations did increase overall, causing less reliable service for more riders.

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 82.9% recovered: 18-Tier 1 (down from 19 in Q2), 18-Tier 2 (up from 13 in Q2), 8-Tier 3 (down from 11 in Q2), and 11-(up from 8 in Q2) Tier 4 lines/line groups had above average ridership recovery, so the recovery in Q3 was with Tier 2, 3, and 4 lines.

- 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 91.6% recovered with a mix of 18-Tier 1 (up from 14 in Q2), 15-Tier 2 (up from 11 in Q2), 8-Tier 3 (unchanged from Q2), and 4-Tier 4 (down from 7 in Q2) lines/line groups.
- Sunday lines that were over the system average 97.0% recovered were a mix of 16-Tier 1 (up from 15 in Q2), 14-Tier 2 (up from 10 in Q2), 8-Tier 3 (unchanged from Q2), and 8-Tier 4 (up from 7 in Q2) lines/line groups.

NextGen 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 NextGen Tier 1 service included a high of 119.6% again for Line 66 serving E Olympic/W 8th St. This line also had strong recovery on Saturdays at 110.6%, and Sundays at 126.7% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 105.7% weekday, 118.5% Saturday, 104.1% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 103.9% weekday, 118.5 Saturday, 125.8% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 100.8% weekday, 101.9% Saturday, 111.9% Sunday

- Florence Av Line 111: 99.4% weekday, 93.3% Saturday, 95.9% Sunday
- Soto St Line 251: 98.5% weekday, 98.2% Saturday, 104.9% Sunday
- Central Av Line 53: 97.5% weekday, 102.1% Saturday, 117.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 95.9% weekdays, 100.0% Saturday, 111.8% Sunday
- Slauson Av Line 108: 95.0% weekday, 94.1% Saturday, 104.9% Sunday
- Santa Monica BI Line 4: 94.1% weekday, 100.7% Saturday, 100.8% Sunday
- Vernon/La Cienega Line 105: 94.1% weekday, 96.9% Saturday, 104.4% Sunday
- Venice BI Line 33: 91.7% weekday, 90.7% Saturday, 91.7% Sunday

Notably the following lines has fallen below 90.0% recovery weekdays:

- Western Av Line 207: 89.1% weekday, 100.1% Saturday, 103.2% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 86.9% weekday, 110.6% Saturday, 110.6% 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 five NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 82.9%:

- Hawthorne BI/MLK BI (Line 40) at 88.2% weekdays (97.6% Saturday, 95.0% Sunday)
- Huntington/Las Tunas group (Lines 78, 179) at 87.9% weekdays (95.5% Saturday, 94.6% Sunday)

- La Brea Av (Line 212) at 86.3% weekdays (89.5% Saturday, 96.4% Sunday)
- Garvey/Cesar Chavez (Line 70 group) at 85.6% weekdays (96.0% Saturday, 102.7% Sunday)
- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 83.4% weekdays (94.2% Saturday, 97.6% Sunday)

In Q3, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 82.8% weekdays (down from 83.9 in Q2), with 94.7% Saturday and 102.7% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 82.3% (up slightly from 81.7% in Q2) recovery weekday (90.0% Saturday, 98.4% Sunday). Line 4 appears to have gained 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 210 on Crenshaw with 80.2% recovery weekday (92.6% Saturday, 105.7% 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 28 on W. Olympic BI between downtown LA and Century City is 74.3% recovered weekdays (83.5% Saturday, 83.7% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7th St and Avalon with weekday recovery at a low 74.0% (down from 77.0% in Q2) and 76.1% Saturday, 80.7% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (73.3% weekday, down from 74.6% in Q2, 78.8% Saturday, 90.5% Sunday), though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 73.3% recovered weekdays (down from 78.4% in Q2), 75.5% Saturday, and 81.3% Sunday, with this line being heavily focused on downtown LA.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is

71.5% recovered weekdays (69.4% Saturday and 69.8% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA.

- Vermont Rapid Line 754 had only 68.7% recovery weekdays (slightly higher than 67.7% reported for Q2). It experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. 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 105.7% (down from 109.3% in Q2) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 69.0% recovery (up from 65.9% in Q2) and Sundays 83.7%, compared to Line 204 recovery rates of 118.5% Saturdays and 104.1.5% 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).
- G Line (Orange) BRT service at 64.8% (up from 60.1% in Q2) recovered weekdays, with 74.3% recovery Saturday and 77.1% Sunday (improvements all day types from Q2). 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 riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets.

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 103.8% on the Sepulveda/Van Nuys group to a low of 73.3% on Broadway (Line 45) and Long Beach BI (Line 60) corridors. 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

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 the improved all-day 15-minutes frequencies of weekday 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, with mostly improved recovery rates over Q2 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 114.2% weekday, 137.6% Saturday, 138.4% Sunday
- Vanowen St Line 165: 108.7% weekday, 122.9% Saturday, 133.4% Sunday
- Nordhoff St Line 166: 107.5% weekday, 125.3% Saturday, 145.1% Sunday
- Victory Bl Line 164: 104.1% weekday, 95.5% Saturday, 100.8% Sunday
- Roscoe Bl Line 152: 97.9% weekday, 117.0% Saturday, 128.7% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

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) – 109.0% recovery weekdays, 162.5% Saturday, 148.2% 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) – 102.4% recovery weekdays, 101.2% Saturday, 106.8% 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 the December 2023 service change in response to strong ridership.
- Lines 110 (Gage Av) – 102.0% recovery weekdays, 100.5% Saturday, 108.9% Sunday), and 117 (Century Bl – 102.7% recovery weekdays, 99.3% Saturday, 107.7% 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 frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 93.2% 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 recovery was 96.5% with improvement from 18-minute to 12-minute frequency, though Sunday was lower at 93.0% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.

- Line 224 (Lankershim Bl) in Q3 CY2024 exceeded system average weekday ridership recovery rate at 88.0% (down slightly from 88.5% in Q2). 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 114.7% Saturday and 126.7% 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.
- Line 260 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 87.2% (up slightly from 86.6% in Q2). Its weekend recovery was slightly below average at 95.2% Saturday and 100.7% 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; this is taken into account in the ridership recovery rate.
- Line 115 (Manchester-Firestone) increased to 87.1% from 85.7% in Q2 weekdays: Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change). Line 115 weekend recovery was 95.6% Saturday and 98.8% Sunday.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 84.6% weekdays. It now offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). The Line 94 group had stronger weekend recovery, with 110.9% Saturday and 126.2% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.

Other Tier 2 lines had below average (<82.9%) weekday ridership recovery rates and are discussed in more detail below.

- Line 206 (Normandie Av): 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. It had an 81.4% weekday recovery rate. Line 206 weekend recovery was 85.9% Saturday and 86.7% 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. Unlike other lines discussed below, this line does not serve downtown LA.
- Line 81 (Figueroa St): With 75.6% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which

likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 84.7% and Sunday at 88.3%.

- Line 14/37 on Beverly Bl/W Adams: 71.2% weekday, 85.1% Saturday, 89.3% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 76 on Valley Bl: 71.0% weekday, 76.5% Saturday, 78.6% Sunday, with a focus on downtown LA.
- Line 35/38 Washington Bl/W Jefferson: 70.7% weekday, 72.1% Saturday, 81.0% Sunday, with a focus on downtown LA.
- Line 10/48 Melrose Av/Main-San Pedro: 63.8 weekdays, 68.0% Saturday, Sunday 79.8%, with a focus on downtown LA.

The common aspect of five of the six lines above (excluding Line 206) 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 the recovery rates of these lines have generally improved since Q3 CY2024 (except Lines 81 and 10/48), there may be marketing opportunities to promote them towards increasing ridership recovery.

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 above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (118.6% recovery weekdays, the highest of all bus line/line groups, 112.7% Saturday, 116.2% 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:

- Line 125 on Rosecrans Av between the South Bay and Norwalk (114.7% recovery weekdays, 115.9% Saturday, 131.8% 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 110.3% recovery weekdays and 148.7% Saturdays (Sunday service was newly added). 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.
- Rosemead Bl Line 266 service between Lakewood and Pasadena (109.9% recovery weekdays, 125.4% Saturday, 136.1% 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 202 serving Willowbrook Av in the high EFC Compton area saw 105.2% 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.
- Line 92 between downtown LA and Sylmar via Glenoaks BI (102.0% recovery weekday, 101.7% Saturday, 109.4% 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.
- Express Line 577 between El Monte Station and Long Beach VA (101.8% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra BI through the Gateway Cities showed 101.2% 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 344 Rancho Palos Verdes service (99.7% recovery weekday, 99.8% Saturday, 121.9% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (98.4% recovery weekdays, 103.4% Saturday, 113.0% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 611 Huntington Park Shuttle (94.6% recovery weekdays, 111.5% Saturday, 108.3% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- San Pedro group of Lines 205, 246, and 550, with 88.7% recovery weekday, 101.0% Saturday, and 114.4% Sunday. 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 265 (Paramount BI) with 87.1% recovery weekdays (up from 76.7% in Q2), 86.3% (up from 74.5% in Q2) Saturday, and 90.0% (up from 86.1% in Q2) Sunday. This is a low-frequency hourly line that received planned NextGen

frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 85.4% weekdays, 87.5% Saturday, 96.0% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a much-improved weekdays recovery of 85.4%. It had 180.8% recovery Saturday (highest for the system but a small line), and 213.8% Sunday (again, highest recovered for the system). These weekend ridership results due to the expanded span of service weekend mornings.
- Line 169 on Saticoy St in San Fernando Valley with 85.9% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 120 on Imperial Highway with 84.3% recovery weekday, 90.9% Saturday, and 100.9% Sunday, without any route or frequency changes
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 83.5% weekday, but 143.1% Saturday, and 146.0% 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 158 (Plummer/Woodman) with 83.5% weekdays (up from 71.5% in Q2), and 86.1% Saturday (up from 82.2% in Q2), and 91.6% (up from 86.0% in Q2) for Sunday. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service weekdays.

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

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 80.8% recovery weekdays, 90.9% Saturday, and 92.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 62 (Telegraph Rd) with 74.7% recovery weekday, 84.6% Saturday, and 83.6% Sunday. The route 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 has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.

- Line 134 (Santa Monica – Malibu) with 74.6% recovery weekdays, 89.4% Saturday, and 108.5% Sunday. 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 161 (Canoga Station – Thousand Oaks) with 71.1% recovery weekdays, 90.0% Saturday, and again a high 119.6% Sunday recovery rate. Improved recovery on Sundays with declines on other day types.
- Line 167 (Devonshire-Coldwater Canyon) with 68.5% recovery weekdays, and higher recovery of 84.7% Saturday, 82.7% Sunday, so more significant recovery rate improvement on weekends. Limited by hourly type frequency.
- Line 218 (Studio City – Beverly Hills) with 63.8% recovery weekday, 86.5% Saturday, 103.9% Sunday. Limited by hourly type frequency but increased recovery in Q3, especially for Sundays.
- Line 102 (La Tijera-Exposition Bl) with 61.9% recovery weekdays, 77.4% Saturday, 76.9% Sunday. This line's recovery is low likely due to the hourly service level now offered.
- Lines 211/215 (Inglewood Av/Prairie Av) at 61.0% recovery only offers peak-hour weekday service, with mostly school student ridership.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 54.7% recovery weekdays, but much higher and increased weekend recovery at 84.0% Saturday (down from 105.2% in Q2), and 110.6% (down from 144.0% in Q2) for Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast, but the increases seen in Q2 dropped significantly for all day types.
- Line 209 (Van Ness Av) with 49.0% recovery only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. 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.
- Line 96 (Riverside Dr) with 48.8% recovery weekdays, 69.6% Saturday, 81.5% Sunday, is consistently low, though weekends improved. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line will become Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

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

- Line 601 Warner Center Shuttle (36.3% recovery weekdays (up from 29.7% in Q2), with 27.9% (down from 32.3% in Q2) Saturday, and 37.0% (up from 33.2% in Q2) 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 (64.7%, up from 53.7% in Q2), only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing in 2024. This line is being transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) 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. 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 was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 62.4% weekdays (down from 63.6% in Q2), but a high 112.4% Saturday (up from 100.2% in Q2), and 112.7% Sunday (from 109.3% in Q2), so weekend ridership is recovering much more here.

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 (completed at the end of October 2024) and Florence Av (construction in first half of 2025) plus expanded transit signal priority and all door boarding programs also launching in first half of 2025.