



NextGen Ridership Update Quarter 3, Calendar Year 2024

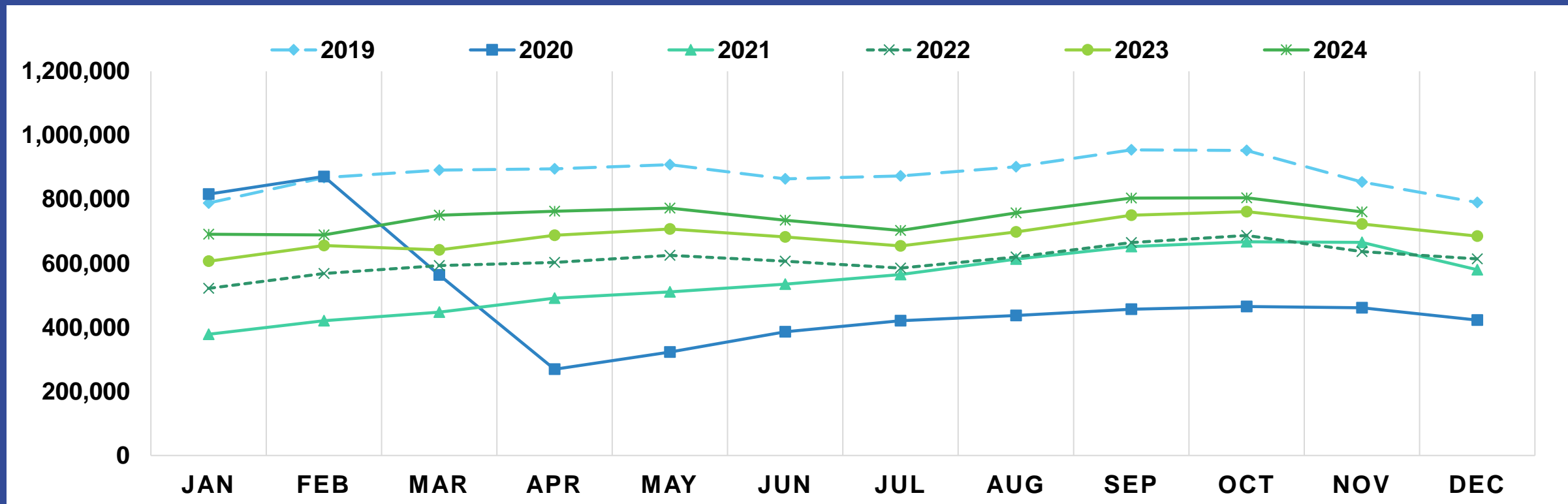
Operations, Safety, and Customer Experience Committee

February 20, 2025



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Average Weekday Ridership 2019-2024

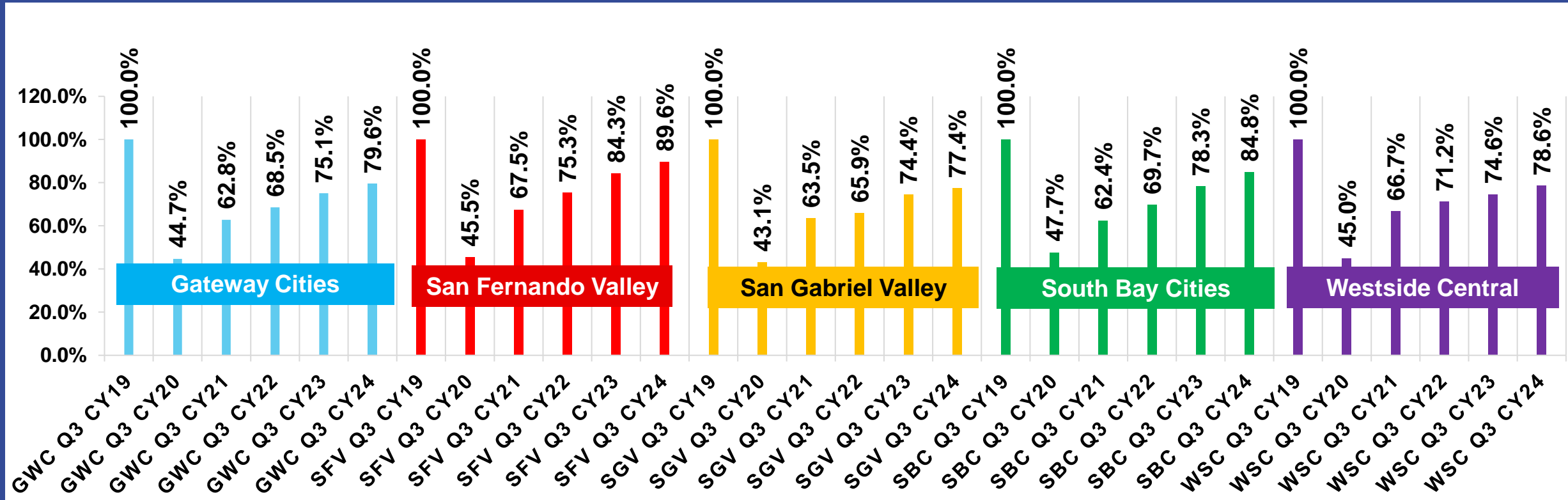


- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q3) was 82.9%. Highest average weekday ridership in Q3 was September 2024, a post-COVID record Q3 high of 804,279, the first time over 800,000 post-COVID.
- Q3 average 2024 Saturday ridership recovery was 91.6% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 535,684 average Saturday boardings in August 2024.
- Q3 average 2024 Sunday ridership recovery was 97.0% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 449,902 average Sunday boardings in August 2024.



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Average Weekday Ridership Recovery by Service Area Q3 CY2019 – Q3 CY2024



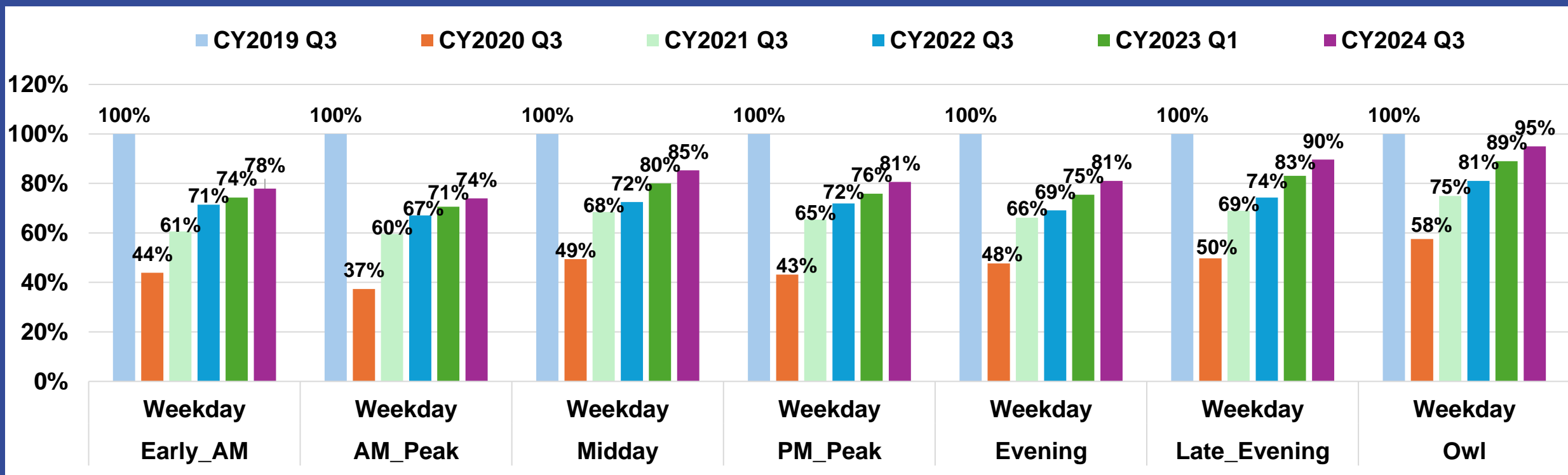
All service areas improved their recovery rates by 3-6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 89.6% weekdays. Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 110.6% recovery Sunday. The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (slightly above pre-COVID levels weekends).



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Weekday Ridership by Time Period

Q3 CY2019 to Q3 CY2024



Midday ridership recovery (base) at 85% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 81% has stronger recovery than AM peak. Late evening and Owl ridership periods recovered most strongly at 90% and 95% as these periods typically serve transit-dependent shift workers.



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Average Line/Group Ridership Recovery

- In Q3 CY2024, ridership fully recovered to above pre-pandemic levels on 20 weekday lines (up from 18 in Q2 CY2024), 29 Saturday lines (up from 24), and 43 Sunday lines (up from 40).
 - Weekday lines with ridership recovery above 82.9% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 11-Tier 4
 - Saturday lines with ridership recovery above 91.6% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 4-Tier 4
 - Sunday lines with ridership recovery above 97.0% average: 16-Tier 1, 14-Tier 2, 8-Tier 3, and 8-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency have recovered more slowly. Low frequency lines that had increased frequencies in the June 2024 service change improved much more than other lines. Additional lines were improved in the December 2024 service change.

Number of Lines/Groups Above Average Recovery Q3 2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	18	16
Tier 2	15	15	14
Tier 3	8	8	8
Tier 4	11	4	8
Total	52	45	46