

NextGen Ridership Analysis – Q3 CY2025

In reviewing recent Metro ridership trends, it is important to look at significant events that occurred over the last five years (2019 through 2024):

- Implementation of the NextGen Bus Plan between December 2020 to December 2021.
- 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.
- A national bus operator shortage resulting in a 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023 and has been maintained as of January 2025.

In examining Q3 CY2025 ridership, other events that impacted ridership include:

- A small group of lines significantly impacted by the devastating Palisades and Eaton fires and their ongoing recovery efforts.
- Full time or more frequent return to office for Federal and other workers beginning in March 2025, though the Federal workforce numbers have also been significantly reduced.
- Most significantly, immigration raids which started in LA County in June 2025 appear to have significantly reduced ridership, with some riders fearful of being in public, including riding the Metro bus system. This decline in ridership was present throughout Q3 CY2025.

Analysis and discussion are provided regarding how the above changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership changes between Q3 CY2019 (when ridership peaked pre-COVID) through the third quarter of 2025, as well as ridership by area, EFC/non-EFC, time of day, line/line group level, and average passenger trip lengths.

Metro Bus Service and Cancellation 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.

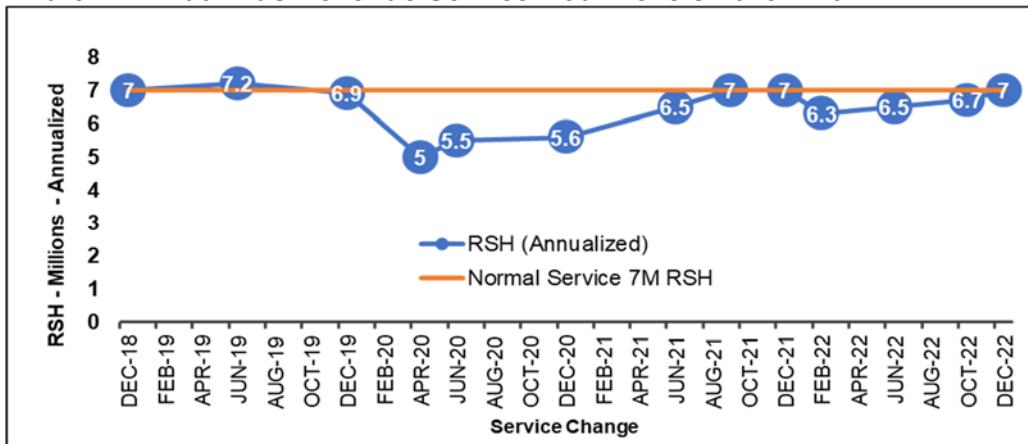
NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to recover.

The most significant restoration of service levels occurred in June 2021, going from 5.6 million to 6.5 million annual RSH as well as implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

The full 7 million annual revenue service hours was scheduled by September 2021, and the third and final wave of NextGen Bus Plan changes were implemented by December

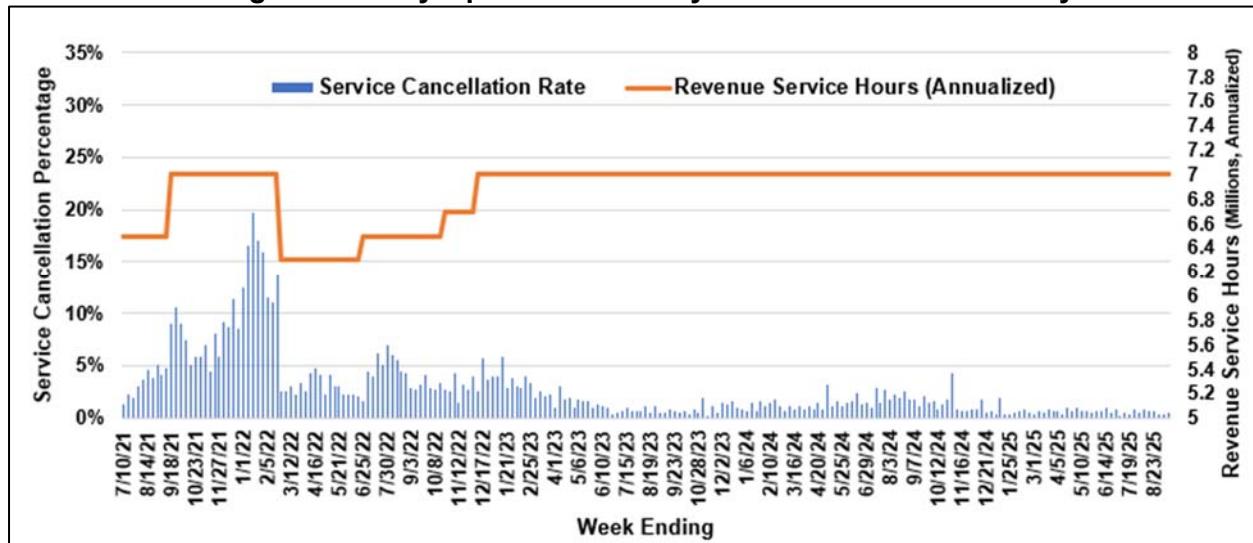
2021 with ridership also continuing to increase as COVID recovery continued. However, a shortage of bus operators nationwide negatively impacted LA Metro delivery daily of full bus service levels.

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



With increased bus operator hiring and improved levels of bus operator hiring and availability, full bus service was restored gradually during the remainder of 2022, with this restoration process was completed by December 2022. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023. Chart 2 shows the bus service cancellation rates peaking in 2022 with significant improvements in subsequent years.

Chart 2: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



Operator staffing was 1-2% below full levels in CY2024, which impacted service delivery, but cancellation rates remained below 5% and usually below 2% on weekdays and Saturdays. Full operator staffing was again achieved in January 2025 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service, and cancellation rates have been minimized to usually less than 1% weekdays and

Saturdays and below 2% Sundays during 2025.

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. 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%). Total travel demand overall remained about 8% below pre-COVID levels in 2023 and 7% below in 2024; in 2025, to date, it is now around just 2% below. However, patterns by time of day are mixed. AM peak travel volumes have finally recovered in 2025 after remaining well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and data for 2024 shows them matching pre-COVID midday volumes but in 2025 they have declined below pre-COVID levels.

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, 2024, and 2025. The same pattern is seen for evening and overnight hours.

Some of this lack of recovery in overall travel may relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) may be continuing but with some decline as more workers return to more days per week in office. These trends will continue to be monitored, especially regarding the impact of immigration raids moving forward, to foster understanding of bus ridership patterns.

Chart 2: Percentage difference of Total Daily Trips in LA County compared to 2019, 2019-2025 (preliminary results)

LOCUS Daily Trips by Year

Chart shows total daily trips in Los Angeles county for Q3&Q4 data for 2019, 2020, 2021, 2022, 2023, 2024 and 2025* (preliminary Q3). Labels show percentage difference from 2019.

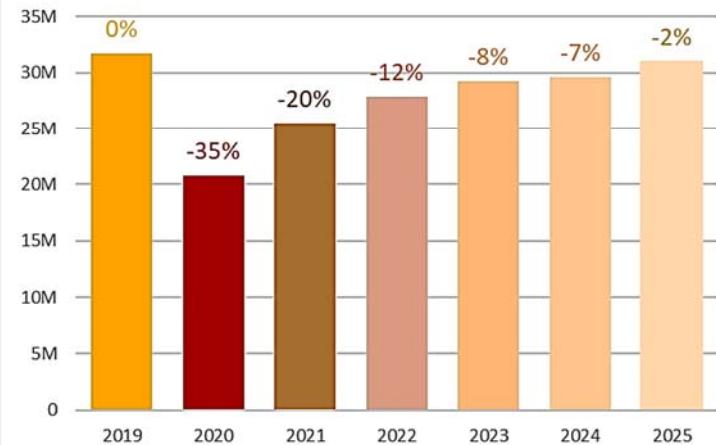
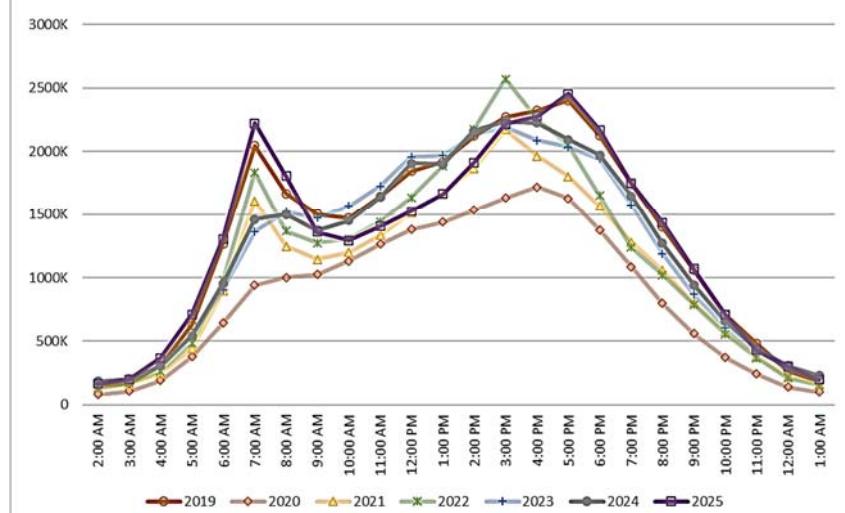


Chart 3: LA County Total Daily Trips By Year and Hour, 2019-2025 (preliminary results)

LOCUS Daily Trips by Year and Hour

Chart shows total daily trips in Los Angeles county for Q3&Q4 data for 2019, 2020, 2021, 2022, 2023, 2024 and 2025* (preliminary Q3).

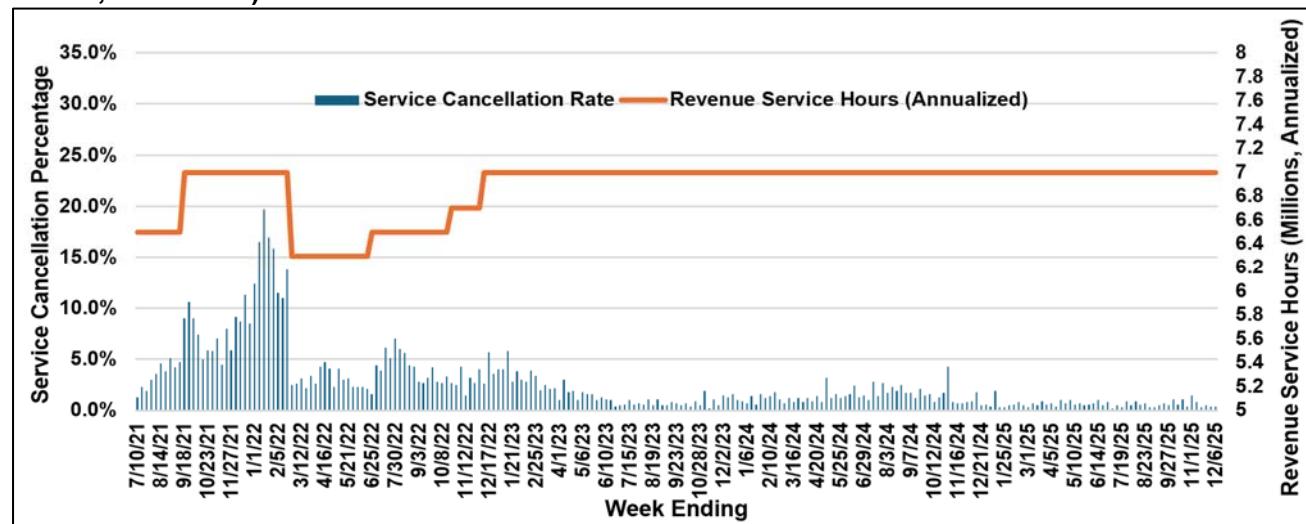


COVID Cases:

Chart 5 provides a reference to the periods when COVID was most active in our community, which may be reflected in ridership data. 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 2024-2025 and the summers of 2023 and 2024. Cases were likely underreported in recent years and are having less impact on overall travel over the last two years as people have adapted to living with COVID. Spikes typically occurred around holidays and other events when more people gather in groups.

In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas). COVID case count data ceased being reported in detail in early 2025, so Chart 5 ends in January 2025. Some media reports suggested a local surge in COVID cases occurred in summer 2025 though no official data from LA County was available to validate these reports.

Chart 5: New Daily COVID Cases and 7-Day Average for LA County (excluding Long Beach, Pasadena)



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the COVID-19 pandemic onset, weekday ridership recovery began steadily 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 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 steadily increased 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.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	4,277	1,950	3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth of these programs is due to new rider participation, much of this growth is from existing riders enrolling in them. As with general ridership, these programs may see a decline in growth due to the impacts of immigration enforcement.

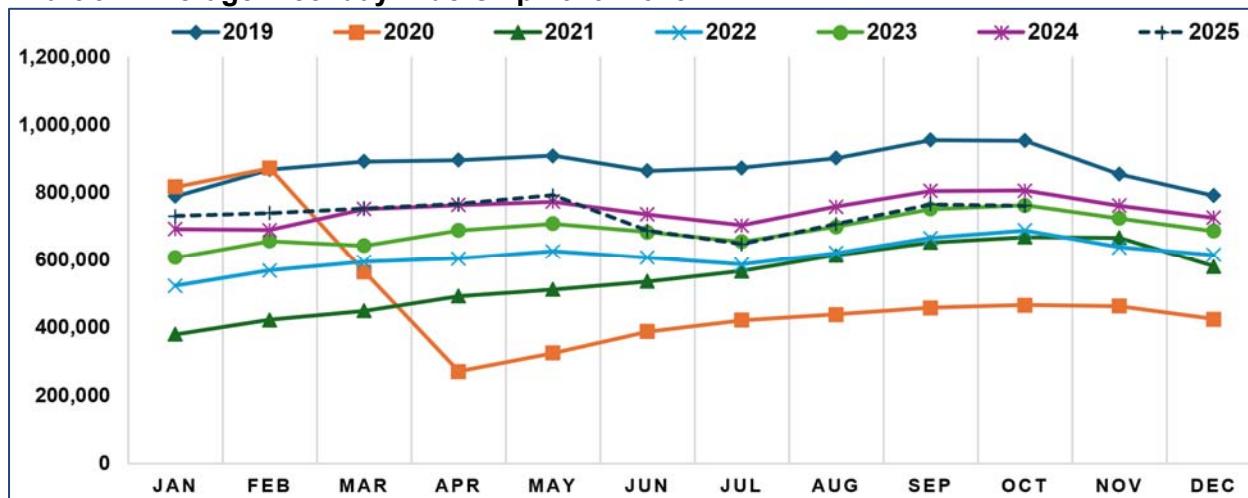
The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Complete restoration of bus service by December 2022, combined with more reliable

service delivery and continued GoPass and LIFE Program outreach efforts have contributed to much stronger ridership recovery through 2023 and continued through 2024 and 2025. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership. The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have become LIFE or GoPass program participants as well as people new to riding Metro.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership showed strong growth through 2023 and 2024 but slower growth in early 2025. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 77.6% for Q3 CY2025, a significant decrease from 82.9% in Q3 CY2024 (704,993 average weekday boardings, down from 753,299). In October 2024, weekday ridership set a post-COVID record of 804,963. In Q3, the highest average weekday ridership in 2025 to date was recorded in May 2025 at 791,214 and next best was September 2025 at 764,647; the months of June 2025 (Q2), and July, August, and September 2025 (Q3) have seen reductions in average weekday ridership over the same months of 2024 (6.6%, 7.9%, 6.8%, 4.9% respectively), but the decline has been reducing. The June decline resulted in the recovery rate for Q2 overall declining to 84.1% compared to 85.1% for Q2 CY2024. These are the first year over year declines in over 2.5 years and coincide with immigration raids occurring in LA County, resulting in fear for many people about being in public, including riding Metro buses. October, the first month of Q4 CY2025, also showed a 5.5% decline in average weekday ridership.

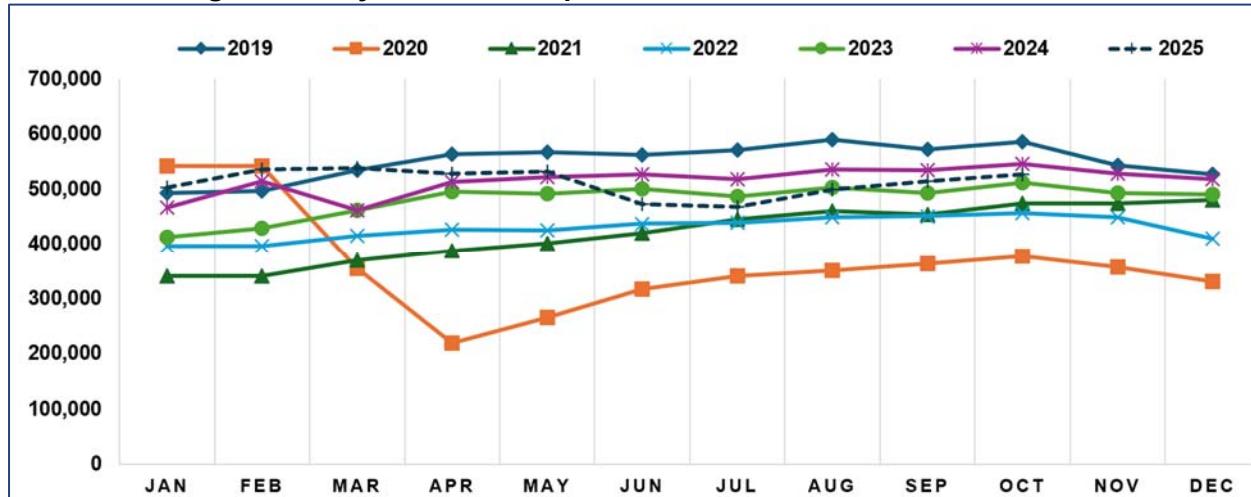
Chart 6 – Average Weekday Ridership 2019–2025



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. Saturday service reliability was also an issue in 2022 due to the operator shortage and resulting service cancellations and improved with restoration of full service in December 2022 which, together with more operator hiring, improved service in 2023 with gains in ridership seen since then.

Chart 7: Average Saturday Bus Ridership 2019–2025



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. In Q3 CY2024, Saturday bus ridership was 91.6% of pre-COVID levels; that recovery declined significantly to 85.4% for Q3 CY2025 (average Saturday ridership Q3 CY 2025 493,818 versus 529,646 in same quarter of 2024). Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in CY2025 being 537,710 in March 2025. Like weekdays, the months of June, July, August, September, and October 2025 showed average Saturday ridership at or below 2023 levels, a significant decline compared to 2024, with declines of 10.2%, 9.8%, 6.8%, 3.8%, and 3.5% respectively, so the decline has been waning. These declines are believed to be the result of immigration raids occurring in LA County. 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.

Sunday Ridership

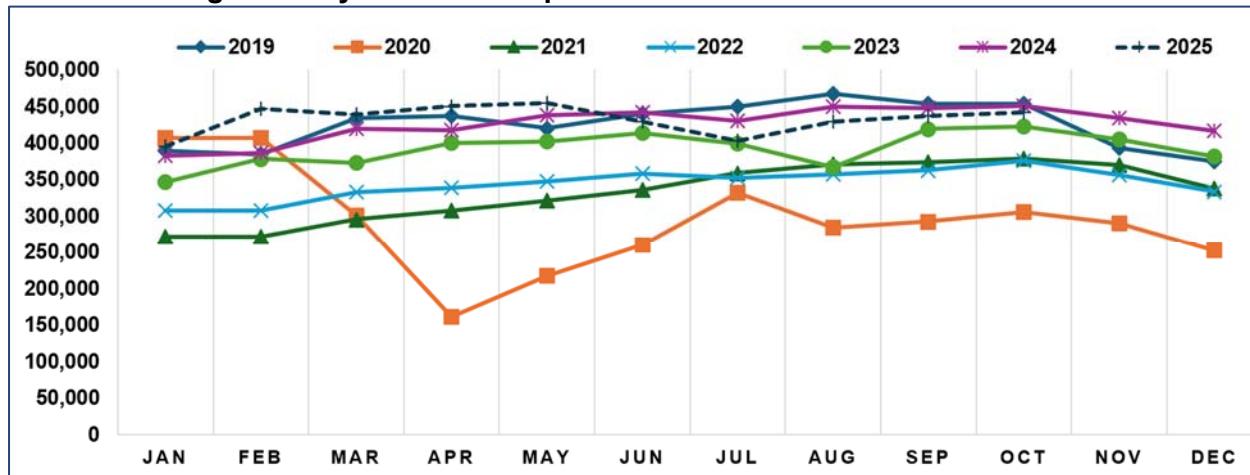
Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

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. Growth continued for the first half of 2023, 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 storm event on Sunday August 20, 2023.

As of Q3 CY2024, Sunday bus ridership recovery was 97.1%; this had declined to 92.8% in Q3 CY2025 (423,288 average Q3 CY2025 versus 442,681 in same quarter 2024). Sunday set a post-pandemic average ridership record in May 2025 at 454,686.

June, July, August, September, and October 2025 Sunday average ridership all showed declines, 2.9%, 6.3%, 4.5%, 2.4%, and 1.9% respectively, so the decline has diminished. The Sunday Q2 result overall still managed to show an increase overall from Q2 CY2024, unlike weekday and Saturday, but all three day types were down in Q3 CY2025.

Chart 8: Average Sunday Bus Ridership 2019-2025



Current Ridership

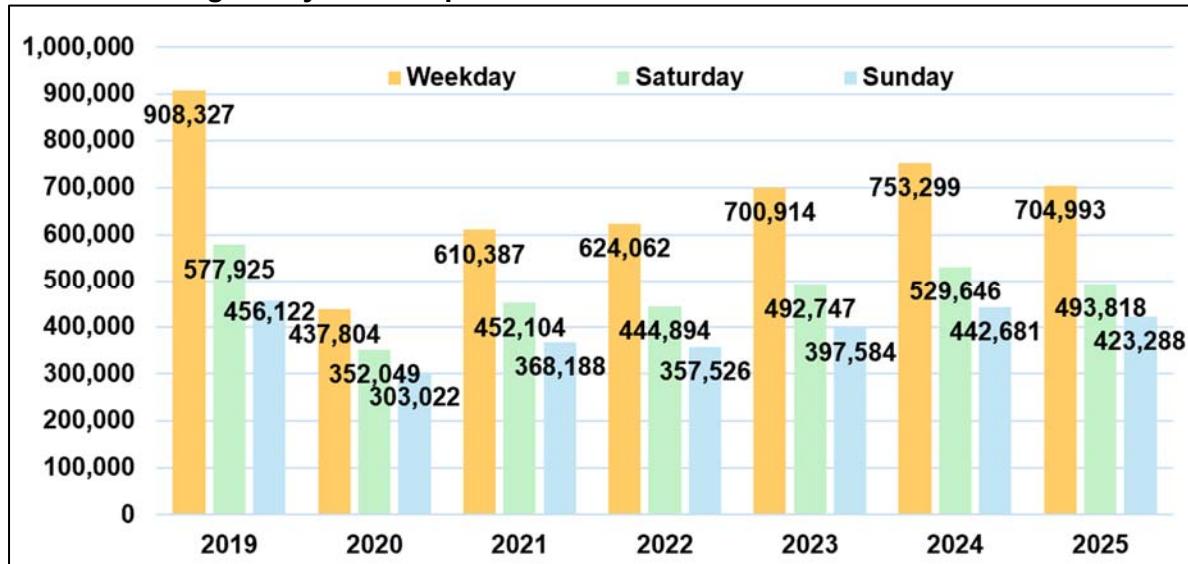
After an initial very large increase of 172,583 average weekday rides in Q3 CY2021 over Q3 CY2020 from the low point of pandemic ridership in 2020, there was a further though slowing increase of 13,675 average weekday rides between Q3 CY2021 and Q3 CY2022 due to service delivery problems in 2022, then an increase of 76,852 from Q3 CY2022 to Q3 CY2023, and a further increase of 52,385 between Q3 CY2023 and Q3 CY2024. However, Q3 2025 versus Q3 CY2024 saw a large decrease of 48,306 in average weekday ridership. While (slowed) growth continued up to Q2 CY2024, the Q3 CY2025 decline in ridership recovery is believed to be a result of immigration raids in LA County making some fearful of being in public, including riding the Metro bus system. This is an unfortunate interruption to over two years of continuous increases in ridership recovery. This impact continued in October 2025. It will be critical to understand what conditions will need to be present to restore the confidence of people to return to riding the Metro bus system.

On Saturdays, Q3 CY2020 to Q3 CY2021 saw an increase of 100,000 in average Saturday rides with subsequent year over year decrease of 7,210 to Q2 CY2022, then increases of 47,853 (Q3 CY2023 over Q3 CY2024), then 36,899 (Q3 CY2024 over Q3 CY2023), but a decline of 35,828 (Q3 CY2025 over Q3 CY2024) erasing almost all the gains of the previous year. The CY2025 ridership in Q3 continues the first post-pandemic period Saturday decline. Again, this appears to have been impacts of immigration raids that began in June.

Q3 CY2020 to Q3 CY2021 saw a large increase in average Sunday rides of around 65,116, but with a subsequent decline year over year of 10,662 (Q3 CY2022 over Q3

CY2021) due to service delivery problems, then a robust of 40,058 increase (Q3 CY2023 over Q3 CY2022), and 45,097 increase (Q3 CY2024 over Q3 CY2023). The average Sunday ridership for Q3 CY2025 decreased 19,393 from Q3 CY2024. Again, this Q3 CY2025 decline appears to have been related to fear resulting from immigration raids. Q3 CY2025 average daily ridership between 2019 and 2024 is shown in Chart 9.

Chart 9: Average Daily Ridership Q3 CY2019–Q3 CY2025



Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appeared to continue until June 2025 when immigration raid impacts began. Based on Q3 CY2025 ridership decline, it is likely too soon to declare new normal for weekday, Saturday, or Sunday ridership as recovery was still continuing on each day types until mid-2025.

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 ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023, but growth continued for all three day types (weekday, Saturday, and Sunday). Now the challenge will be restoring confidence in people being in public including being on the Metro bus system.

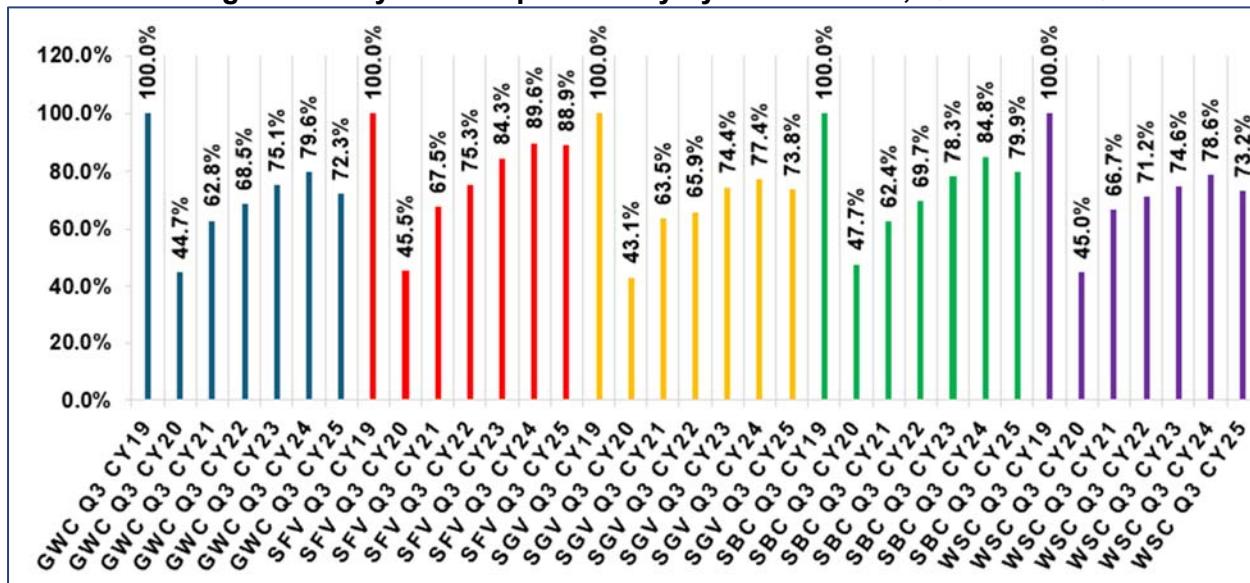
Bus System Ridership by Service Area

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 declined in Q3 CY2025 after increases each previous year post-pandemic in each of the five Metro Council areas after the large decline in 2020. In 2025, declines were seen compared to Q3 CY2024 for weekday, Saturday, and Sunday for all five Service Council areas. Declines were particularly pronounced in the Gateway Cities, and the least in the San Fernando Valley service area, which still showed an increase for Sunday.

Comparing ridership recovery for Q3 CY2025 to Q3 CY2024, the San Fernando Valley shows the most weekday ridership recovery at 88.9% (down from 89.6%). The other four service areas all showed declines which varied between 79.9% (down from 84.8%) for the South Bay Cities, 73.2% (down from 78.6%) for Westside Central service area, 72.3% (down from 79.6%) for Gateway Cities service area (the most impacted service area), and 73.8% (down from 77.4%) for the San Gabriel Valley service area.

All five areas decreased their average weekday ridership compared to Q3 CY2024: San Fernando Valley decreased least by 0.8%, with declines of 6.9% for Westside Central, 9.1% for Gateway Cities (largest impact), 5.8% for South Bay Cities, and 4.7% in San Gabriel Valley.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019-Q3 CY2025



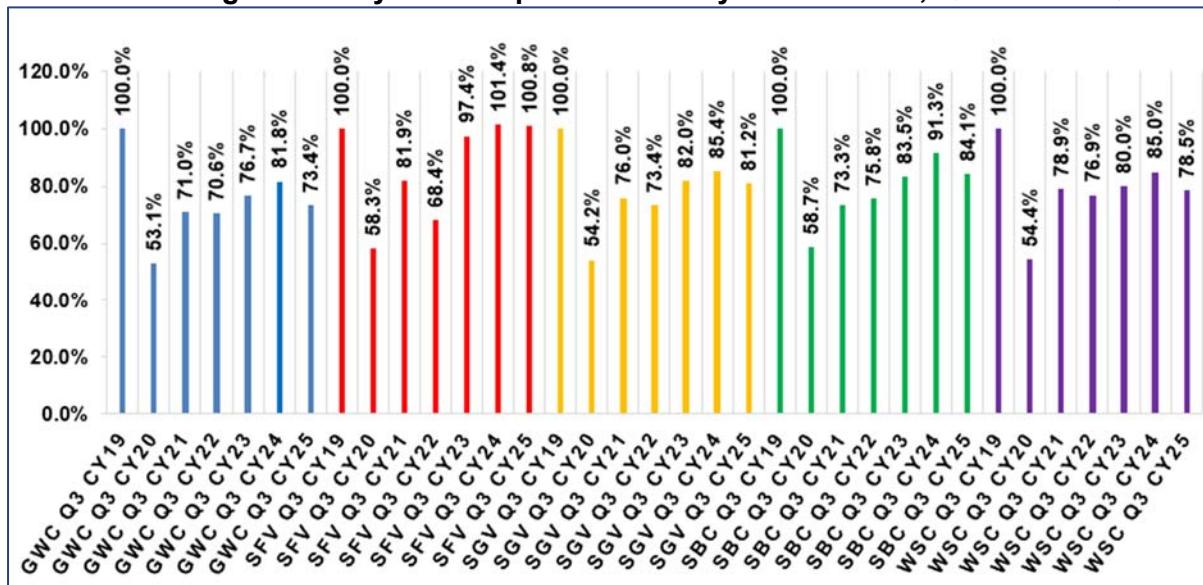
Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue service hours to improve frequency in the midday weekdays. See Attachment E for NextGen tier change details by region.

A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through NextGen Bus Plan implementation. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the less ridership decline in the difficult Q3 CY2025 where declines were seen in all five service areas. As detailed in Appendix E, all areas had service improvements through NextGen Bus Plan, though they were unable to compensate for the declines in ridership resulting from immigration raids of starting in June 2025.

As with weekday, Saturday ridership recovery improved between Q3 CY2019 and Q3 CY2025. San Fernando Valley service area had the highest recovery rate (100.8%, down slightly from 101.4% in Q3 CY2024), and continued to exceed pre-pandemic ridership. The other four areas showed declined recovery rates over Q3 CY2024. On

the lower end was Gateway Cities at 73.4% (down from 81.8%), with Westside Central (down to 78.5% from 85.0%), San Gabriel Valley (down to 81.2% from 85.4%) and South Bay Cities (down to 84.7% from 91.3%) in Q3 CY2024. The percentage of Saturday ridership recovery by area is shown in Chart 11. Again, these Q3 declines all appear to result from ridership declines in all three months of the quarter, continuing from the decline first seen in June 2025 when the immigration enforcement activities began. Overall, when comparing average Saturday ridership between Q3 CY2025 and Q3 CY2024, San Fernando Valley saw the smallest decline (0.6%), with the other four areas showing declines ranging from San Gabriel Valley (5.0%) Westside Central (7.7%), South Bay Cities (7.9%), and again like weekday the largest decline was for Gateway Cities (10.3%) on Saturday.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019-Q3 CY2025

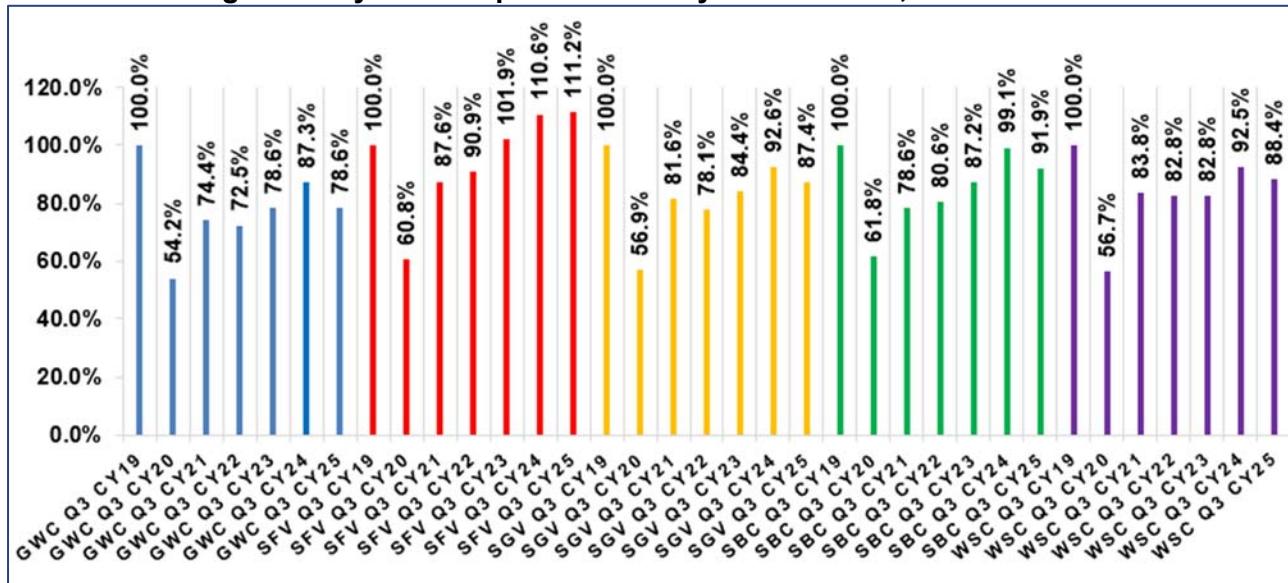


The San Fernando Valley Saturday service increases appear to have helped this service area to have the lowest decline in ridership even in the difficult Q3 CY2025:

- 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 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.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019–Q3 CY2025



Sunday ridership recovery by area is displayed in Chart 12. As with weekdays and Saturdays, the San Fernando Valley was the only area to improve ridership recovery and has continued to exceed its pre-COVID 2019 ridership (111.2%, up from 110.6% recovered in Q3 CY2024). The other four service areas showed declines compared to Q3 CY 2024 as follows:

- Gateway Cities: 87.3% (down from 78.6%), was the most impacted area
- San Gabriel Valley 87.4% (down from 92.6%)
- South Bay Cities 99.1% (down from 91.9%)
- Westside Central 92.5% (down from 88.4%)

Average Sunday ridership increased only in San Fernando Valley (0.5%). Declines occurred in the other four service areas: San Gabriel Valley (5.6%), Gateway Cities (10.0%), Westside Central (4.5%), and South Bay Cities (7.3%) compared to Q3 CY2024.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or Saturday ones, but were still significant and likely helped support the slight ridership growth continuing in Q3 CY2025 in this service area: Changes in frequency, days of operation, and routing have likely combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve further ridership recovery in this area.

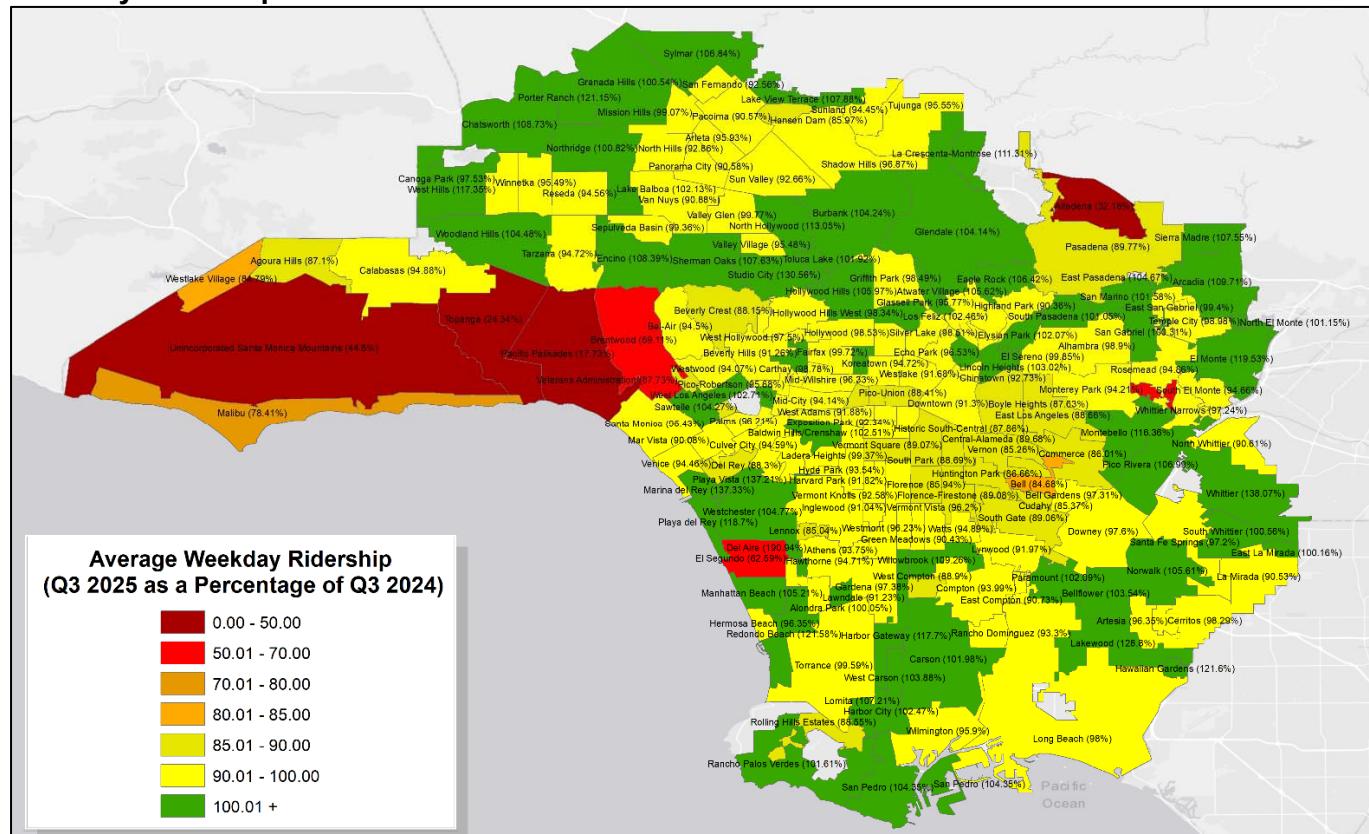
Though the other four service areas also received NextGen service improvements, they all showed ridership declines that likely were the result of the immigration enforcement actions that began in June 2025.

Table 3: Change in Average Daily Ridership by Service Area and Day Type Compared to Q3 CY2024

Service Area	Q3 CY 2025 Weekday	Q3 CY 2025 Saturday	Q3 CY 2025 Sunday
Gateway Cities	-9.1%	-10.3%	-10.0%
San Fernando Valley	-0.8%	-0.6%	0.5%
San Gabriel Valley	-4.7%	-5.0%	-5.6%
South Bay Cities	-5.8%	-7.9%	-7.3%
Westside Central	-6.9%	-7.7%	-4.5%

In reviewing overall Q3 CY2025 versus Q3 CY2024 recovery rates, there was only ridership growth in San Fernando Valley, with declines in all four other service areas for all day types, with especially pronounced declines in Gateway Cities service area, which is also where some of the most higher profile immigration raids were occurring. It will be critical to see an end to such immigration actions that are keeping people away from public spaces, including the Metro bus system.

Map 1: Q3 CY2025 Average Weekday Ridership as a Percentage of Q3 CY2024 Average Weekday Ridership



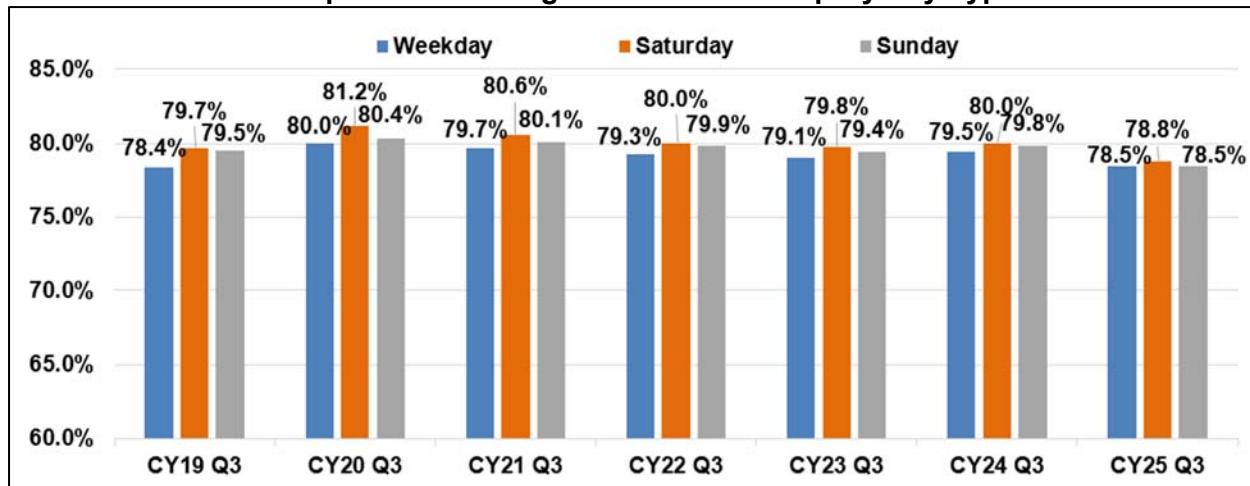
Map 1 shows a comparison of average weekday ridership for Q3 CY2025 as a percentage of Q3 CY2024 ridership, illustrating the level of ridership decline by LA City neighborhood and LA County cities. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires. Other declines are more moderate but are notably

larger declines concentrated in parts of the southeast LA (Gateway Cities) region where immigration enforcement were most common.

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 CY2025.

Chart 13: EFC Ridership as a Percentage of Total Ridership By Day Type



The proportion of boardings occurring in EFCs increased in Q3 CY2021 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 traveling on transit for jobs and services as needed. This increased share of boardings dropped in more recent years, with weekdays still 0.1% higher, but Saturday 0.9% lower and Sunday 1.0% in Q3 CY2025 compared to the pre-pandemic share of boardings in Q3 CY2019. This suggests that: NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas, and; that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by Federal government and other office workers to places such as downtown LA, but have declined most recently, likely due to impacts to ridership from immigration raids first seen in June 2025, which could be expected to impact EFC areas more than non-EFC areas.

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. However, immigration raids may have disproportionately negative impacts in EFCs where some who may be more reliant on transit may have immigration status concerns that are keeping them off the system.

Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by some office workers. This includes changes being implemented for federal government workers in March 2025, requiring full-time office attendance (any impacts would be seen in Q3 CY2025), and California state government employees who will need to attend their office four days per week starting in July 2026 (any impacts would be seen in Q3 CY2026). However, the impact of immigration enforcement in reducing ridership since June 2025 remains at the time of the compilation of this report the key issue to be overcome to allow ridership growth to be restored.

Average Ridership by Time of Day

Weekday ridership by time period for Q3 CY2020 through CY2025 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM, AM peak and PM peak periods ridership as having the largest percentage of declines in 2020 Q3 (to 44%, 37% and 43% of pre-COVID ridership respectively) and consistently the lowest recovery rates through Q3 CY2025 (70%, 67%, and 75% respectively). These time periods are those most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers and also appear to have seen the biggest impacts from immigration enforcement actions that began in Jun 2025. Other factors may be federal and other workers returning to the office more frequently in 2025, though the size of the federal workforce has declined. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses, however, immigration enforcement may be affecting school attendance as well; LAUSD cited a drop of approximately 4% in enrollment at the start of the current school year, which coincided with the start of the immigration actions, and some schools have offered virtual options for those students who are hesitant to attend in person.

PM peak was slightly more resilient than AM peak in Q3 CY2025. Midday and evening ridership declined to 49% and 48% of pre-COVID ridership in Q3 CY2020 and had recovered slightly better than PM peak at 82% and 78% by Q3 CY2025. The late evening and Owl periods had slightly less decline in Q3 CY2020, at 50% and 58% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q3 CY2025 at 92%, and 96% (up from 90% and 95% respectively). The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day and these were the only two periods to continue to improve ridership recovery over Q3 CY2024 levels. All other time periods weekdays saw recovery rates decline, with most significant drops in early AM, AM peak, and PM peak. Again, these declines are likely due to immigration enforcement actions that have resulted in ridership declines beginning in June 2025.

Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2025; Chart 14 compares the weekday ridership recovery by time period for Q3 from calendar years 2020 and CY2025. Q3 CY2020 was

the most impacted quarter for COVID as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Chart 14: Q3 Weekday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019

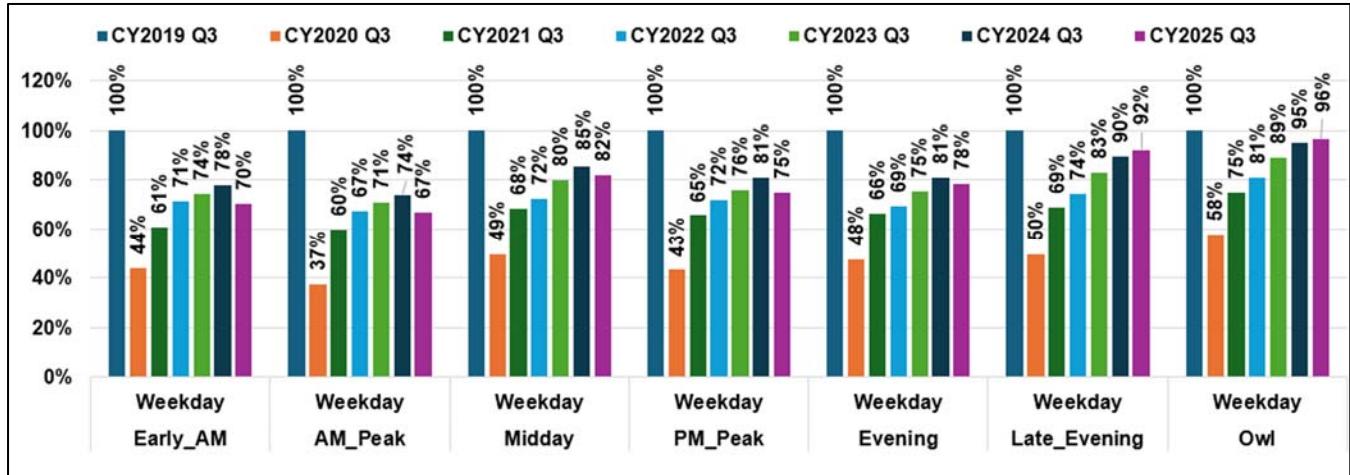
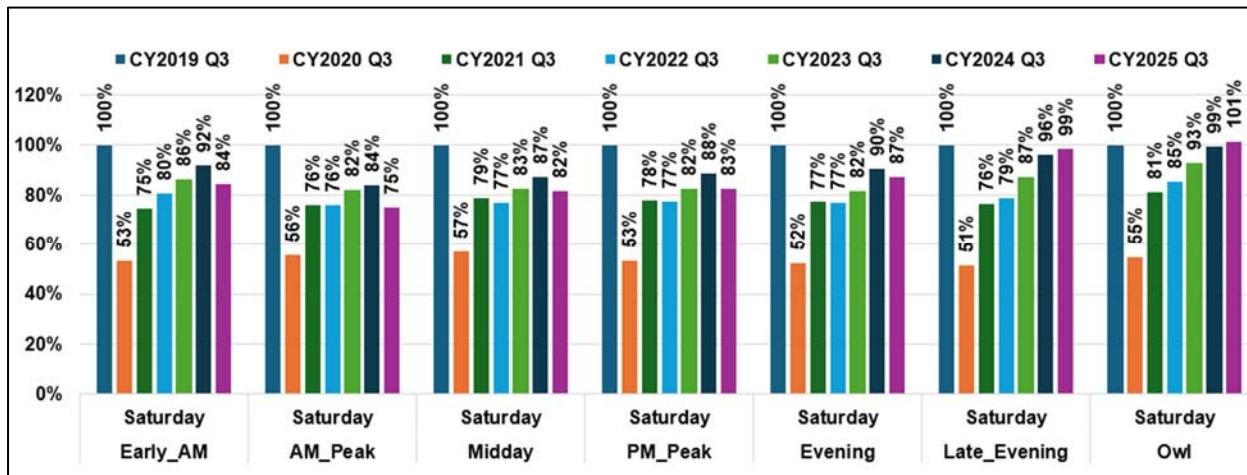


Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q3 CY2020) Ridership Decrease

Time Period	CY2020 Q3	CY2025 Q3
Early AM (4 a.m.-6 a.m.)	44%	70%
AM Peak (6 a.m.-9 a.m.)	37%	67%
Midday (9 a.m.-3 p.m.)	49%	82%
PM Peak (3 p.m.-6 p.m.)	43%	75%
Evening (6 p.m.-9 p.m.)	48%	78%
Late Evening (9 p.m.-12 a.m.)	50%	92%
Owl (12 a.m.-4 a.m.)	58%	96%

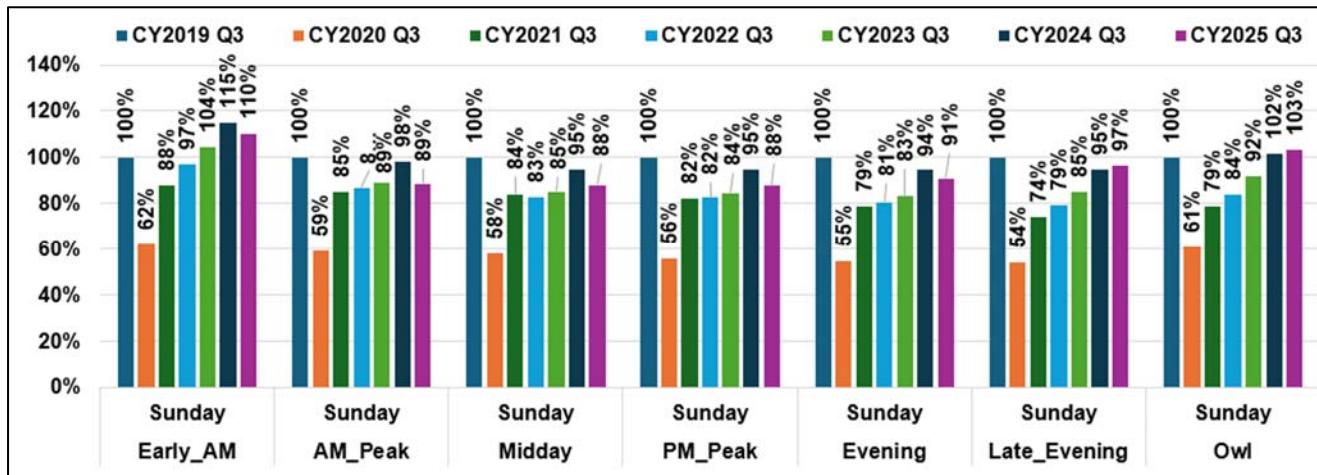
Q3 CY2020 Saturday ridership declines were fairly even over all time periods with time period recovery rates compared to Q3 CY2019 pre-pandemic of 51-57%. The most recovered daytime time periods Saturday as of Q3 CY2025 are the early AM, midday, and PM peak at 84%, 82%, and 83% respectively, though all had declined from Q3 CY2024, with AM peak much lower at 75% recovery. Stronger recovery rates were seen for Saturday evening, late evening, and Owl periods which showed recovery rates of 87%, 99%, and 101% respectively, suggesting that more riders reliant on transit continue to use services during these time periods. The highest recovery over Q3 CY2024 were in the late evening and Owl periods which both increased, while evening declined slightly. Only the Owl period remained fully recovered. The Saturday early AM and AM Peak periods showed the largest daytime declines in recovery from Q3 CY2024 of 8% and 9% respectively. These declines are likely due to the impact of immigration raids just as was seen on weekdays.

Chart 15: Q3 Saturday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



Sunday ridership was the most resilient of all day types in Q3 CY2020, with recovery rates varying between 54% and 62% across all time periods compared to Q3 CY2019 pre-pandemic, with early AM and Owl periods the least reduced and evening plus late evening showing the most decline. The early AM and Owl time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

Chart 16: Q3 Sunday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



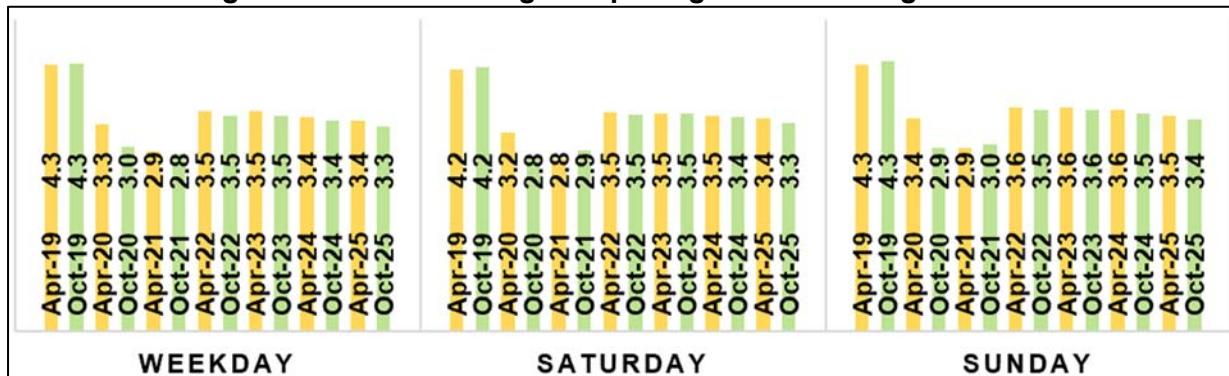
By Q3 CY2025, the largest ridership recovery on Sunday was during the early AM at 110% (down from 115% in 2024). Other time periods that showed high recovery rates were late evening (97%, up from 95%) and Owl (103%, up from 102%). Recovery rates for AM peak, midday, PM peak and evening were similar at 89%, 88%, 88%, and 91% respectively, with these all showing declines of 9% for AM peak, 7% for midday and PM peak, and 3% for evening compared to Q3 CY2024. Late evening and Owl periods were the only ones to show increased recovery rates over 2024. Only Owl and early AM periods were fully recovered in Q3 CY2025 compared to Q3 CY2019. These overall

results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays, even with the impact of immigration raids.

Average Passenger Trip Length

Trip length dropped from 4.2-4.3 miles to 2.8-3.0 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around 3.3-3.4 miles in Q3 CY2025. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2025



As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths increased, though not back to 2019 levels. The NextGen Bus Plan was 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 2025. All three day-types showed a 3.3-3.4-mile average passenger trip length, even with the impact of immigration raids.

Ridership by Line and Line Group

Ridership was assessed based on individual lines, and 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 81 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 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2025 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Referring to Q3 CY2019 as a pre-COVID baseline, the overall system ridership recovery rate in Q3 CY2025 compared to Q3 CY2024 was 77.6% for weekday (down from 82.9%), 85.4% for Saturday (down from 91.6%), and 92.8% for Sunday (up from 97.13%).

There were 14 weekday lines/line groups (down from 20 in Q3 CY2024), 15 Saturday

lines/line groups (a big decline from 29 in Q3 CY2024), and 30 Sunday lines/line groups (down from 43 in Q3 CY2024). This is most likely the result of the ridership decline in June 2024 resulting from immigration raids.

Table 5: Ridership Recovery Distribution, Q3 CY2025 versus Q3 CY2019

Average % Ridership Recovery Q3 CY2025 versus Q3 CY2019	Number of Weekday Lines/Line Groups	Number of Saturday Lines/Line Groups	Number of Sunday Lines/Line Groups
>= 140.0%	0	3	2
130.0 – 139.9%	0	1	3
120.0 – 129.9%	0	2	5
110.0 – 119.9%	5	3	5
100.0 – 109.9%	9	6	15
90.0 - 99.9%	13	17	11
80.0 - 89.9%	20	21	16
70.0 - 79.9%	12	9	10
60.0 - 69.9%	12	7	4
50.0 - 59.9%	5	4	1
40.0 - 49.0%	3	0	1
30.0 - 39.9%	1	2	0
20.0 – 29.9%	1	0	1
Total Lines/Line Groups	81	75	74

The higher number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups which make up almost half of all bus lines with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery, even with declines in weekday, Saturday, and Sunday recovery in Q3 CY2025 versus Q3 CY2024:

Table 6: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18 (22.2%)	14 (18.6%)	14 (18.9%)
Tier 2	16 (19.7%)	13 (17.3%)	12 (16.2%)
Tier 3	8 (9.8%)	7 (9.3%)	7 (9.4%)
Tier 4	11 (13.5%)	6 (8.0%)	5 (6.7%)
Total	53 (65.4%)	40 (53%)	38 (51%)

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. However, ridership decline since June 2025 has worked against further recovery of line level ridership and productivity which is discussed below.

Service Reliability

Q3 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 CY2019. This was achieved by hiring a significant number of new bus operators in 2022 through 2025 to address the bus operator shortage. As of Q3 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turnout rate for candidates to start training. The training attendance rate has since increased, as have new operator class sizes in an effort to maintain full staffing, which was achieved in January 2025. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained. Cancelation rates have been below 1.0% consistently for weekday and Saturday in 2025, with Sunday also improved to consistently below 2.0% cancellations.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines/line groups with above average ($>77.6\%$) recovery weekdays (18 Tier 1, 16 Tier 2 lines/line groups) is nearly double the number of less frequent lines/line groups (8 Tier 3 lines; 11 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery. However, the Tier 4 lines had improved significantly.
- The above-average pattern existed for Saturday lines that were over the system average of 85.4% recovered with a mix of 14 Tier 1, 13 Tier 2, 7 Tier 3, and 6 Tier 4 lines/line groups, so more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 92.4% recovered were a mix of 14 Tier 1, 12 Tier 2, 7 Tier 3, and 5 Tier 4 lines/line groups, so like Saturday more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

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 Q3 CY2025 weekday ridership recovery for NextGen Tier 1 service included a high of 105.5% for Line 66 serving E Olympic/W 8th St. This line had a Saturday recovery rate of 91.8%, and Sunday at 113.1% ridership. Only one other Tier 1 line/line group (down from three last quarter) exceeded 100.0% recovery weekdays:

- Vermont Local (Line 204): 102.2% weekday, 110.0% Saturday, 99.6% Sunday

Another four Tier 1 lines/line groups were below 100.0% recovery weekdays but met or exceeded 90.0% recovery. In the previous quarter there were 13 total lines/line groups that met or exceeded 90.0% recovery rate compared to just 6 this quarter, showing the significant ridership decline seen this quarter.

- Sepulveda/Van Nuys group (based on Lines 233, 234, 761): 93.8% weekday, 104.7% Saturday, 115.1% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 93.0% weekdays, 97.0% Saturday, 113.2% Sunday
- Slauson Av (Line 108): 90.7% weekday, 92.2% Saturday, 106.8% Sunday
- Soto St (Line 251): 90.6% weekday, 86.9% Saturday, 95.5% 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. In addition to high frequencies offered on both peak and midday weekdays, improved access is assisting the recovery of some of these lines such as:

- Line 66 serves Commerce Center and is 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 Bl 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 108 extends further into Commerce and Pico Rivera with a new connection to Line 266

An additional 13 NextGen Tier 1 lines or line groups were below 90.0% recovery but at or above the system average 77.6% recovery rate for weekdays:

- Santa Monica Bl (Line 4): 89.0% weekday, 95.5% Saturday, 99.4% Sunday
- 3rd St (Line 16, includes Line 617 Beverly Hills Shuttle): 88.8% weekday, 90.6% Saturday, 100.9% Sunday
- Central Av (Line 53): 88.6% weekday, 91.0% Saturday, 105.6% Sunday, with Line 53 now serving the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Florence Av (Line 111): 87.7% weekday, 80.8% Saturday, 84.0% Sunday

- Vernon/La Cienega (Line 105): 86.7% weekdays, 88.4% Saturday, 97.0% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 86.4% weekdays, 89.0% Saturday, 89.1% Sunday
- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 84.2% weekdays, 95.6% Saturday, 102.0% Sunday with these two lines sharing much of the alignment between Hollywood/Vine and Glendale. This line group improved to above average.
- Western Av (Line 207): 83.6% weekdays, 92.1% Saturday, 96.9% Sunday.
- Venice BI (Line 33): 83.4% weekday, 83.5% Saturday, 84.6% Sunday, with new bus lanes on Venice BI.
- La Brea Av (Line 212) at 80.2% weekdays, 83.3% Saturday, 95.9% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plan so it no longer serves Hollywood BI between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines. This line improved to above average performance.
- J Line El Monte – Harbor Gateway/San Pedro (Line 910/950): 79.4% weekday, 99.0% Saturday, 102.2% Sunday
- Hawthorne BI/MLK BI (Line 40) at 79.4% weekdays, 84.5% Saturday, 83.8% Sunday. This line focuses on downtown LA; some Crenshaw BI ridership may have moved to the K Line. This line improved to above average performance.
- Line 210 on Crenshaw at 78.6% weekday, 87.9% Saturday, 100.5% 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. This line improved to above average performance.

An additional 10 NextGen Tier 1 lines/line groups were below the system average 77.6% recovery rate for weekday (was 14 below average last quarter):

- Garvey/Cesar Chavez (Line 70 group) at 77.5% weekdays, 83.9% Saturday, 92.4% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- Line 2 on Sunset merged with Line 200 on Alvarado: 76.7% weekdays, 79.1% Saturday, 88.4% 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, though more so on this line that was refocused on the USC area.
- Z bklh#E#Z kluhu#d#urxs#edvhg#r#q#Lines 18, 20, 720 at 74.9% weekdays, 83.6% Saturday, 90.5% Sunday. These lines all focus on downtown LA and are being impacted by stop closures on Wilshire BI due to D Line Subway Extension

construction. Immigration enforcement activities may have also impacted Line 18 in the East LA/Montebello-Commerce area.

- Line 28 on W Olympic BI between downtown LA and Century City at 69.5% weekdays, 76.8% Saturday, 79.6% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the segment between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7th St and Avalon with 67.7% weekday, 66.7% Saturday, 72.8% 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 60 on Long Beach BI between downtown LA and Compton at 64.4% recovered weekdays, 64.6% Saturday, and 71.9% Sunday, with this line being heavily focused on downtown LA. Immigration enforcement activities may have also impacted Line 60 more in the Huntington Park-South Gate area.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 64.3% weekday, 65.6% Saturday, 79.6% 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, and/or the loss of Rapid Line 745 service on this corridor.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 61.8% weekdays, 55.9% Saturday and 59.7% 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 East LA that was replaced by the E Line rail extension through Regional Connector to East LA. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and the Beverly Hills area. This line also had weekday and weekend frequency reduced in line with NextGen Bus Plan in mid-2024.

Only two other notable Tier 1 lines had less than average recovery this quarter:

- Vermont Rapid Line 754 was 59.6% recovered weekdays, 57.2% Saturday, 69.7% Sunday. This line experienced very high cancellations in 2022 and to some extent, saw higher cancellations in 2023 and 2024 than many other lines, so it may take 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, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (102.2%) and weekends (Saturday 110.0%; Sunday 99.6%). 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). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 55.6% weekdays, 65.1% Saturday, 67.6% Sunday. 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 pre-COVID riders, even on weekends, which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be difficult to improve ridership recovery on this line.

A key component of the Tier 1 lines was the creation of single high-frequency lines 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 93.8% on the Sepulveda/Van Nuys group to a low of 64.3% on the Broadway corridor (Line 45). Besides the Broadway corridor, Hollywood/Fairfax/Colorado (Line 180/217), Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach BI (Line 60), Crenshaw BI (Line 210), and W Olympic BI (Line 28) were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays. These results are likely attributable mostly to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

Again, it should be stressed that the declines compared to previous quarters seen in Q3 CY2025 are believed to be largely attributable to the immigration enforcement actions keeping some riders away from the Metro bus system, though these negative impacts have declined since they peaked in July 2025.

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-minute 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 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: 107.8% weekday, 125.6% Saturday, 128.9% Sunday
- Victory BI Line 164: 103.5% weekday, 92.5% Saturday, 100.7% Sunday
- Vanowen St Line 165: 100.9% weekday, 108.5% Saturday, 122.7% Sunday
- Nordhoff St Line 166: 100.4% weekday, 116.0% Saturday, 135.7% Sunday
- Roscoe BI Line 152: 92.8% weekday, 105.6% Saturday, 121.9% Sunday

Roscoe BI weekday recovery was notably lower (below 100.0% this quarter weekdays), 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): 102.2% weekdays, 135.2% Saturday, 134.8% 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): 95.1% weekdays, 92.7% 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 increase in frequency 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) 93.7% recovery weekdays, 88.9% Saturday, 106.5% Sunday, and 117 (Century BI) 97.6% recovery weekdays, 90.5% Saturday, 98.5% Sunday (all below 100.0% this quarter). Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 93 (Hoover St – formerly Line 603 renumbered to better match the line numbering system in June 2025 service change) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line reached 84.9% weekdays, above average this quarter, 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 84.0% (below 100.0% recovery this quarter) with improvement from 18-minute to 12-minute frequency; Sunday 80.2% recovery with 15-minute service in place of the previous 18-minute service.
- Line 224 (Lankershim BI) in Q3 CY2025 was above the system average weekday ridership recovery rate at 84.3%. 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 107.6% Saturday, 121.0% 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 115 (Manchester-Firestone) recovery rate was 81.8% weekdays, 86.3% Saturday, 91.3% Sunday. 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 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 80.6% weekdays, 104.7% Saturday, and 119.6% Sunday. It now offers 15-minute service (about twice as often as previously) 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). 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.
- Line 206 (Normandie Av) did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had a 79.8% weekday recovery rate, 82.2% Saturday and 86.9% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery, though this line had above average recovery in this quarter.
- Line 260/261 (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 260/261 maintained a recovery rate above average at 78.5%, 84.8% Saturday, 89.2% Sunday (below 100.0% this quarter) 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. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity.

Tier 2 lines that had below average (<77.6%) weekday ridership recovery rates are discussed in more detail below.

- Line 81 (Figueroa St): Weekdays 71.3% recovery, 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 76.9% and Sunday at 84.6%.
- Line 76 on Valley Bl: 70.5% weekday, 70.5% Saturday, and 75.9% Sunday. The alignment for this line was simplified in El Monte in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 66.8% weekday, 79.5% Saturday, 87.6% Sunday, with a focus on downtown LA and serving some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 62.3% weekday, 64.8% Saturday, 74.4%

Sunday, with a focus on downtown LA.

- Line 10/48 Melrose Av/Main-San Pedro St: 60.2% weekdays, 59.3% Saturday, 71.3% Sunday, with a focus on downtown LA.

The common aspect of the five lines above is that they all focus on downtown LA as their key destination; the recovery of downtown LA will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally declined in Q3 CY2025 compared to Q3 CY2024 and Q2 CY2025, this is likely due to the impacts of the immigration enforcement activities keeping some riders off the system. This decline in ridership has lessened since July 2025.

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. However, among these were some lines that still met or exceeded 100.0% ridership recovery weekdays, even with the impact of immigration enforcement activities during Q3 CY2025:

- Line 235/236 (Balboa Bl in the San Fernando Valley): 119.3% recovery weekdays, 111.7% Saturday, 114.7% Sunday. These lines appear to have responded well to the 30-minute combined service now offered compared to 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 and had the highest weekday recovery rate across the entire network.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 112.5%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 167.4% recovery Saturday, and 213.8% Sunday, the highest weekend recovery of any line. These weekend ridership results are due to the line's expanded weekend mornings span of service.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (111.1% recovery weekdays, 100.6% Saturday, 121.3% Sunday). This line 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.
- Line 266 on Rosemead Bl between Lakewood and Pasadena (110.1% weekdays, 120.0% Saturday, 133.7% Sunday) is likely due to an improved 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 110.1% 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. It however did exceed 100.0% recovery rate in Q3, a significant improvement over 91.6% in Q2 CY2025.

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 108.4% weekdays and 145.7% 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.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (104.9% weekday, 96.1% Saturday (below 100.0% this quarter), 108.8% Sunday is likely benefiting 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.
- The following Tier 3 and 4 lines were at or above average recovery rate weekdays ($\geq 77.6\%$):
 - Line 344 Rancho Palos Verdes service (95.4% recovery weekday, 86.6% Saturday, 105.8% Sunday, with weekday and Saturday below 100.0% recovery this quarter) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
 - Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway was 94.4% weekdays (improved from last quarter), 95.0% Saturday, 105.8% Sunday and had a recent route change in the LAX area associated with the opening of the new LAX/Metro Transit Center in June 2025 together with the new C and K Line rail operating patterns. It was also previously improved to 15-minute peak service in place of the previous 22-minute peak service weekday. Line 158 (Plummer/Woodman) had 93.7% recovery weekdays, 88.4% Saturday, 100.3% Sunday. The line shows continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman, with Saturday dropping to below 100.0% recovered and Sunday over 100.0% recovered this quarter.
 - Express Line 577 between El Monte Station and Long Beach VA (93.6% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) but the ridership recovery rate declined significantly.
 - Line 128 serving Alondra Bl through the Gateway Cities showed 92.8% 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, though this recovery rate declined significantly. This line operates in

the Gateway Cities where ridership decline was more significant (see also lines 62, 120, 202, 232, 265, 460, 577, 611), though other area lines generally saw more moderate declines.

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 89.5% weekday, 143.1% Saturday, and 151.0% Sunday, with weekdays and Sunday improved over Q1 recovery rates and Saturday declined slightly but still high. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan, but recovery may be hampered by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 169 on Saticoy St in San Fernando Valley had an 89.0% recovery rate weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- San Pedro group of Lines 205, 246, and 550, had 87.8% recovery weekday, 98.9% Saturday (below 100.0% this quarter), and 108.8% 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. Line 550 now operates weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 120 on Imperial Highway with 85.4% recovery rate weekday, 91.2% Saturday, and 96.3% Sunday, without any frequency change, though it was extended to LAX City Bus Center and then to LAX/Metro Transit Center when that facility opened in June 2025. Improved recovery rate weekday and Saturday like many other lines serving Gateway Cities but declined Sundays.
- Line 265 (Paramount Bl) recovery rate was 84.6% weekdays, 73.3% Saturday, 78.1% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 81.6% weekday, 81.6% Saturday, 89.1% 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. The recovery rates for weekends declined to below 100.0% in this quarter, though even these as well as weekdays declines are similar to what was seen with many lines serving the Gateway Cities.
- Line 611 Huntington Park Shuttle (78.1% recovery weekdays, 95.6% Saturday, 86.6% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. Like other Gateway City lines, this one showed decline for weekday and especially Sunday.

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 77.4% recovery weekdays, 82.4% Saturday, 88.5%. This line is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. Ridership declined for weekday, Saturday, and Sunday.
- Line 62 (Telegraph Rd) with 67.6% recovery weekday, 74.0% Saturday, and 80.7% Sunday, with declines for both the weekdays and weekends as commonly shown for Gateway City lines. This line was not changed significantly in route nor frequency other than straightening the line in downtown Norwalk as part of the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce; extra trips were added in June and December 2024. The line was rerouted slightly in the Boyle Heights area in June 2025 to avoid traffic delays.
- Line 161 (Canoga Station – Thousand Oaks) with 64.4% recovery weekdays, 73.6% Saturday, and 107.1% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all decreasing compared to Q2 CY2025 and Saturday remains below 100.0% recovery.
- Line 218 (Studio City – Beverly Hills) with 63.5% recovery weekday, 81.7% Saturday, 87.6% Sunday. This Q3, Saturday and Sunday recovery rates declined to below 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 63.4% recovery weekdays, and higher recovery of 74.3% Saturday, 75.0% Sunday, a slight recovery rate decline weekdays but a more significant decline weekends over Q2. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 57.9% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined over Q2 which also had seen a decline.
- Line 102 (La Tijera-Exposition Bl) with 56.4% recovery weekdays, 64.8% Saturday, 65.5% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday, Saturday and Sunday rates all declined compared to Q2 recovery rates, especially Sunday.
- Line 296 (Riverside Dr, formerly Line 96) with 46.6% recovery weekdays, 64.5% Saturday, 69.7% Sunday, is consistently low, with the weekday and Sunday rates down slightly, but Saturday up compared to Q2. This line as Line 96 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 became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line no longer enters downtown, and performance will be monitored.
- Line 209 (Van Ness Av) with 46.6% recovery (down slightly from 47.8% in Q2) 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.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 47.6% recovery rate weekdays (up slightly from 45.6% recovery rate in Q2 but down from 70.0% pre-fire), 57.7% Saturday (up from 55.0% in Q2 but down from 82.2% pre-fire), and 77.7% Sunday (up from 69.3% in Q2 but down from 110.8% pre-fire). This line was suspended for seven weeks in January/February 2025. While now back in operation, it had a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops closed due to fire recovery efforts blocking safe access. This was reduced to a 5-mile closed section during Q3, helping with ridership recovery as described.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 29.4% (up slightly from 27.6% in Q2) recovery rate weekdays (but down from 63.1% pre-fire), 37.0% Saturday (down from 42.0% in Q2 and even more so from 111.4% pre-fire), and 45.9% Sunday (down from 56.9% in Q2 and even more so from 142.3% pre-fire). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remained out of service in Q3 CY2025 due to fire recovery efforts. These impacts remained in place for the remainder of CY2025, with continued reduced ridership, until the full line was restored December 14, 2025.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 30.1% ridership recovery rate weekday (up slightly from 28.4% in Q2), with 30.9% Saturday (down from 34.3% in Q2), and 27.7% Sunday (down from 33.7% in Q2); This line 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 both weekdays and weekends.

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 microtransit 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 frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch. Lines 660 and 662 at Altadena had also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage. These lines both returned to full normal operations from December 14, 2025.

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, Lines 267 and 686 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership, and Lines 177 and 256 became Pasadena Transit lines. Recovery rate was 56.2% (down slightly from 58.1% in Q2) weekdays, and much higher at 82.6% (though down from 92.6% in Q2) Saturday, and 88.1% (down from 103.5% in Q2) Sunday, so weekday, Saturday, and Sunday ridership recovery rates all declined in Q3 compared to Q2, and none were better than Q4 CY2024, not surprising when considering the Eaton fire impacts on Altadena.

Bus Service Productivity:

Data consistently shows that increased RSHs implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity (passenger boardings/RSHs) of lines resulting from the NextGen Bus Plan changes.

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, the distribution of service hours was changed between both lines and day types. The following is a compares bus system productivity (passenger boardings per revenue service hour) Q3 CY2025 and pre-NextGen Q3 CY2019:

- Weekday: 33.1 passenger boardings per revenue service hour (2025) versus 40.5 (2019)
- Saturday: 32.1 passenger boardings per revenue service hour (2025) versus 38.6 (2019)
- Sunday: 28.2 passenger boardings per revenue service hour (2025) versus 37.2 (2019)

The weekday change in productivity is explained by a 1.8% decline in RSHs versus a 19.9% decline in ridership between 2019 and 2025. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours, especially with the recent decline in ridership due to immigration enforcements.

On weekdays, only 3 of the 81 lines/line groups managed to exceed their former productivity level, while another 48 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers as well as some lines that had major changes, as well as in many cases, minimal changes. The lowest

level was 53.3% of former productivity, on a line impacted by the January wildfires.

There were 11 weekday lines with productivity under 20 boardings per revenue service hour, and 2 additional lines with under 10 boardings per revenue service hour. Two of these 13 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134 and 602); the lowest were the Willowbrook – Del Amo Line 202 and Warner Center Shuttle Line 601. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 14.4% decrease in ridership but a 3.1% increase in service hours.

On Saturday, 7 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level seen on a line was 55% of former productivity, though this was on a line impacted by the January wildfires. There were 18 Saturday lines with productivity under 20 passengers per revenue service hour and an additional two under 10.

While Sunday ridership was down 6.7% overall, the service hours were up 23.0% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong, though still impacted by the recent immigration enforcements.

The 74 Sunday lines/line groups are a mix of frequency tiers as well as lines that had, in many cases, minimal changes. Of those 74, only 1 managed to exceed its former productivity level. The lowest level was 34% of former productivity, though this was again, on a line impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 passengers per revenue service hour, and another 2 lines that were under 10.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204, Vermont Av Rapid 754, and Western Av Local 207, which operate in the Hollywood - South LA area.

More line-level ridership details can be found in the report (Attachment A) and data

tables (Attachments B, C, D). These ridership recovery and productivity results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, and expanded transit signal priority; more details on these initiatives are in the next section.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 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 and in 2024, the Roscoe peak period bus lanes. Data shows the most notable speed improvements and resulting time savings are being experienced on the Sepulveda Bl corridor, and post-implementation surveys on all new bus lane corridors find that riders also perceive the speed improvements by on these corridors.

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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 Florence Av, Vermont Av, and Sunset Bl (outreach in fall 2025) plus an expanded transit signal priority program launching in CY2026.