



NextGen Ridership Update Quarter 4, Calendar Year 2024

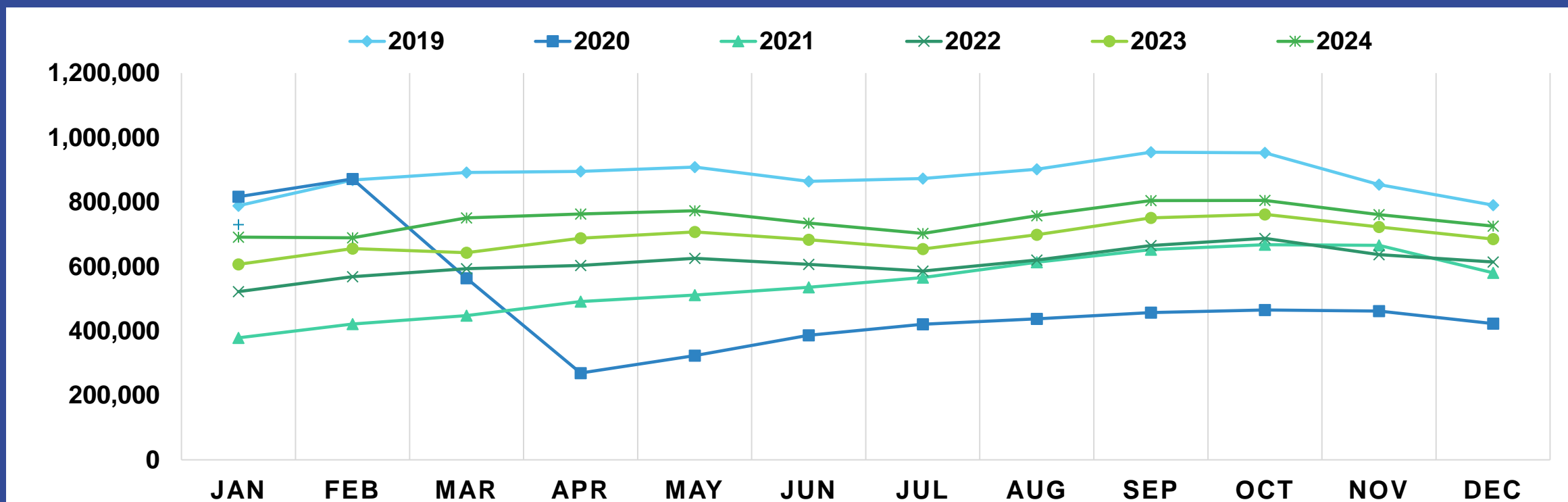
Operations, Safety, and Customer Experience Committee

April 17, 2025



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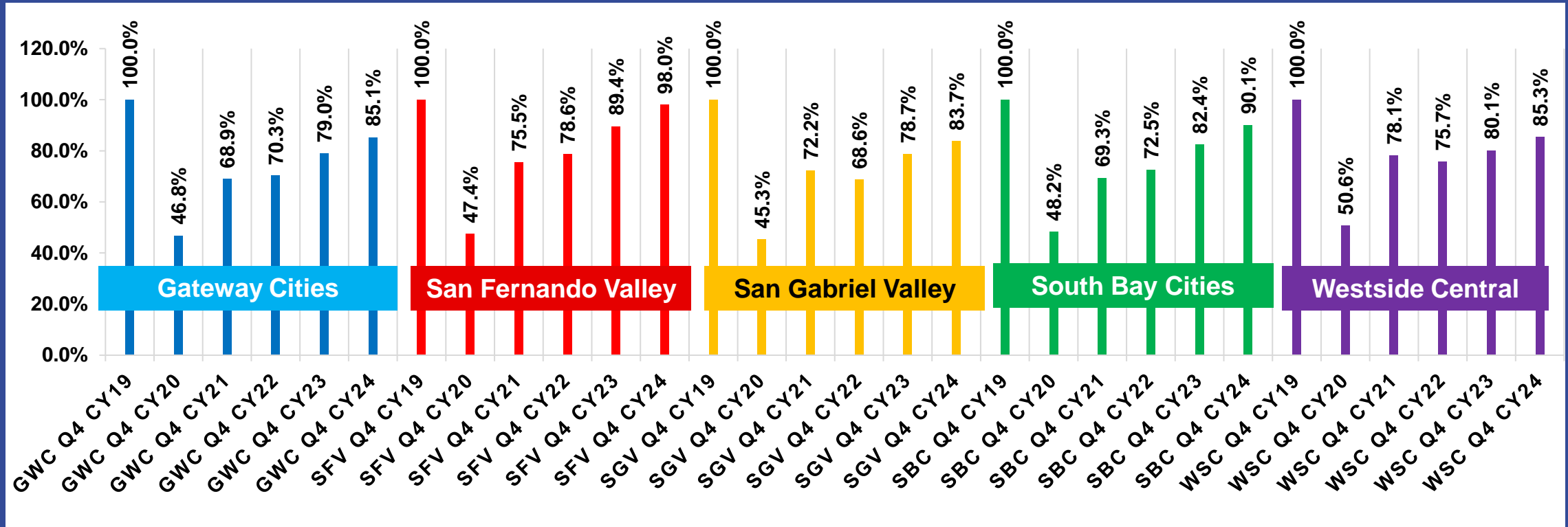
Average Weekday Ridership 2019-2024



- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q4) was 88.1%. Highest average weekday ridership in Q4 was October 2024, a post-COVID record Q4 high of 804,963.
- Q4 average 2024 Saturday ridership recovery was 96.2% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 545,208 average Saturday boardings in October 2024.
- Q4 average 2024 Sunday ridership recovery was 107.4% of pre-COVID 2019 Q4 level, with a Q4 record post-COVID high of 450,972 average Sunday boardings in October 2024.



Average Weekday Ridership Recovery by Service Area Q4 CY2019 – Q4 CY2024



All service areas improved their recovery rates by 6.4-9.6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 98.0% weekdays. Similar pattern on weekends with San Fernando Valley at 109.2% recovery Saturday and 125.7% recovery Sunday. The EFC share of average weekday ridership is now 0.7% above pre-COVID levels.



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Weekday Ridership by Time Period

Q4 CY2019 to Q4 CY2024

Time Period	CY2020 Q4	CY2024 Q4
Early AM	45%	80%
AM Peak	37%	76%
Midday	54%	92%
PM Peak	44%	84%
Evening	48%	86%
Late Evening	51%	97%
Overnight Owl	58%	101%

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 76% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 84% has stronger recovery than AM peak.
- Late evening and Owl ridership periods recovered most strongly at 97% and 101% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q4 CY2024, ridership fully recovered to above pre-pandemic levels on 25 weekday lines (up from 20 in Q2 CY2024), 34 Saturday lines (up from 29), and 53 Sunday lines (up from 43).
 - Weekday lines with ridership recovery above 88.1% average: 17-Tier 1, 12-Tier 2, 6-Tier 3, and 10-Tier 4
 - Saturday lines with ridership recovery above 96.2% average: 15-Tier 1, 11-Tier 2, 8-Tier 3, and 5-Tier 4
 - Sunday lines with ridership recovery above 107.4% average: 17-Tier 1, 11-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. Significantly improved ridership recovery for lines that received improved frequencies in June and December 2024

Number of Lines/Groups with Above Average Recovery Q4 CY2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	17	15	17
Tier 2	12	11	11
Tier 3	6	8	8
Tier 4	10	5	8
Total	45	39	44

Bus Speed & Reliability Projects

DRAFT, 3/21/2025

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

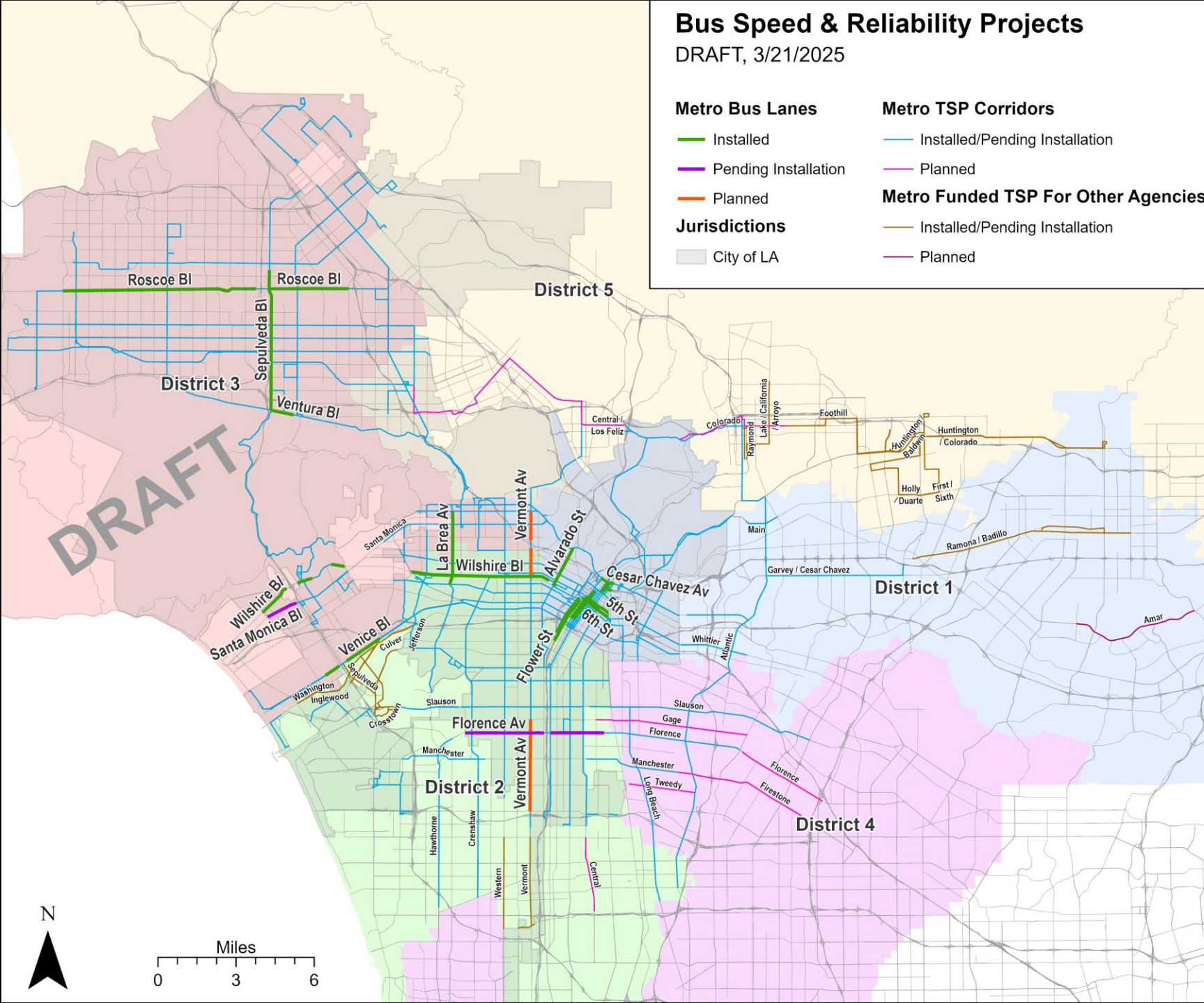
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 70.7 lane miles complete
- 12.6 lane miles pending construction
- 11.5 lane miles in-progress

Roscoe bus lanes completed

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

Recent on-board rider bus lane survey

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

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026

Bus stop consolidation

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for June 2025

Headway Based Operation Pilot

- Pilot completed for Line 16

Camera Based Lane Enforcement

- Approved by LA City Council October 2024
- Phase 1 launched November 1, 2024
- Phase 2 launched February 17, 2025