



# NextGen Ridership Update Quarter 1, Calendar Year 2024

Operations, Safety, and  
Customer Experience Committee  
July 18, 2024



**Metro**<sup>®</sup>

# NextGen Bus Plan Ridership Update

This report provides an assessment of Metro bus system ridership for Q1 (January 1 – March 31) CY 2024. Ridership is analyzed by:

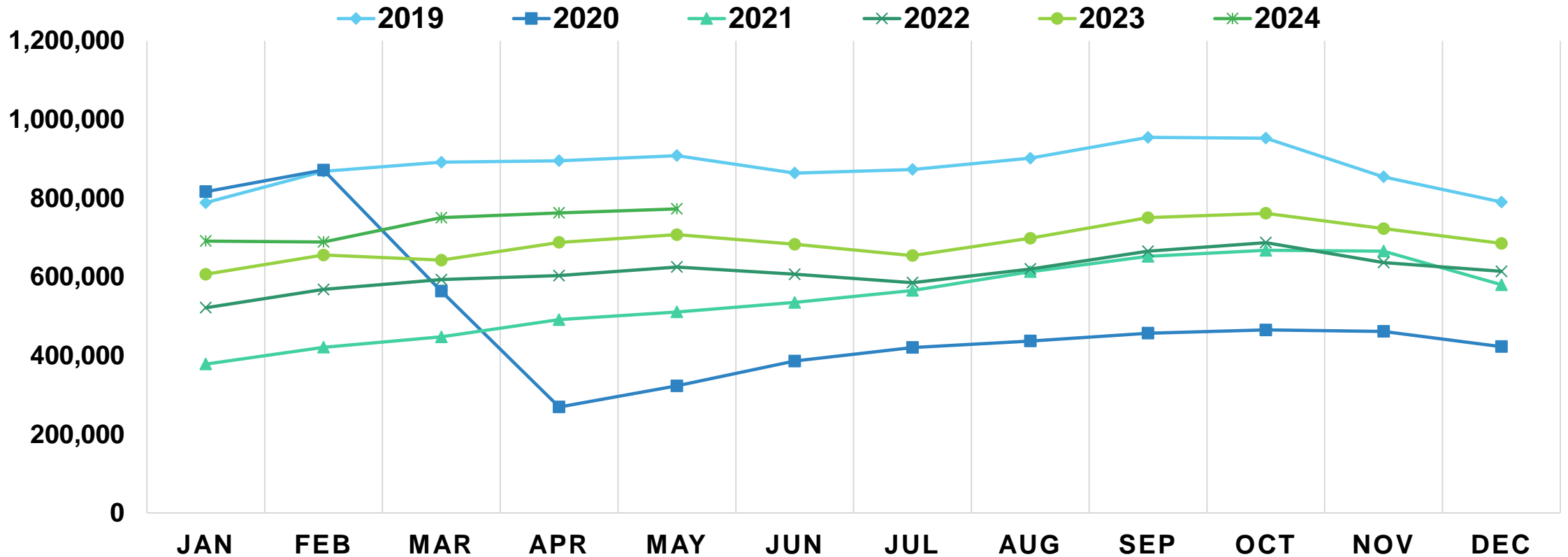
- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and
- Changes in average passenger trip length

The report compares the ridership from Q1 CY2019 (pre-pandemic) with Q1 CY2024 when service was fully restored (7 million revenue service hours annualized) based on the NextGen Bus Plan, with full bus operator staffing.

Another update will be provided in fall 2024 covering bus system ridership for Q2 CY2024.



# Average Weekday Ridership 2019-2023



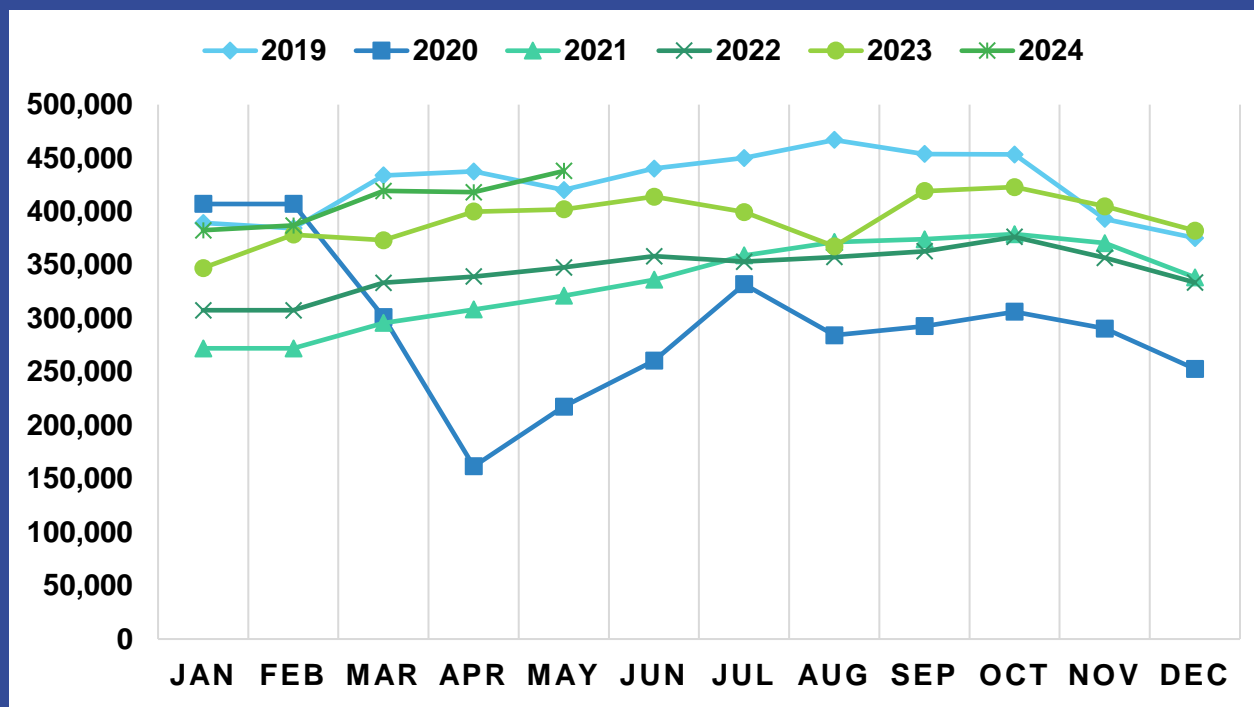
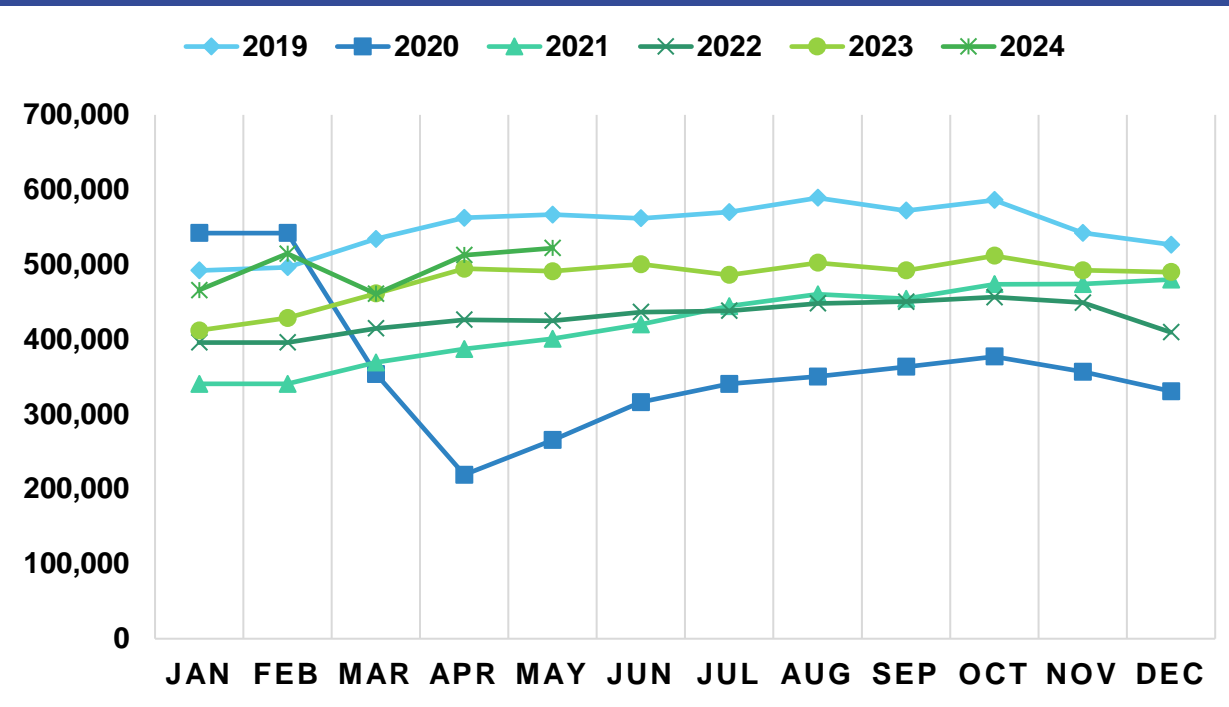
Service has remained at full 7 million revenue service hours (RSH) since December 2022. Average weekday ridership consistently remained above 2022 levels in 2024, including Q1. Ridership recovery improved in Q1 to 83.7% of pre-COVID ridership (was 83.4% in last update covering Q4 CY2023). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.



# Weekend Ridership

## Average Saturday Ridership 2019 – 2024

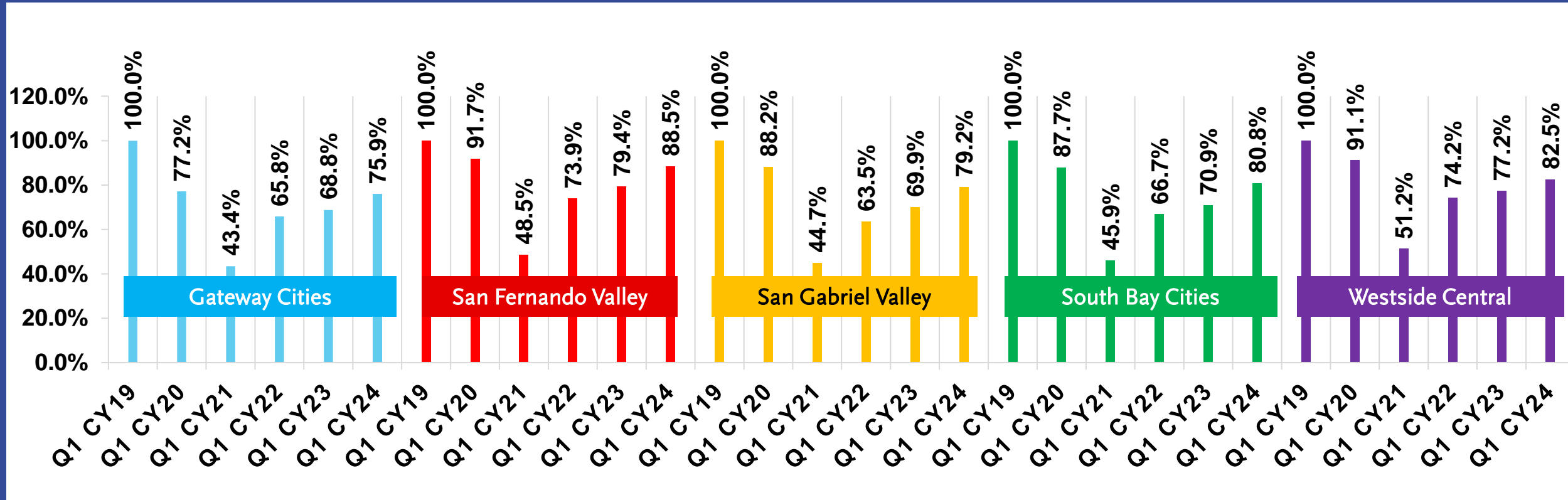
## Average Sunday Ridership 2019 – 2024



Q1 CY2024 average Saturday ridership recovery improved to 94.0% of 2019 pre-COVID level (was 90.3% in last report that reviewed Q4 CY023).

Q1 CY2024 average Sunday ridership recovery declined slightly to 98.3% of 2019 pre-COVID level (was 99.97 in Q4 CY2023).

# Average Weekday Ridership Recovery by Service Area Q1 CY2019 – Q1 CY2024



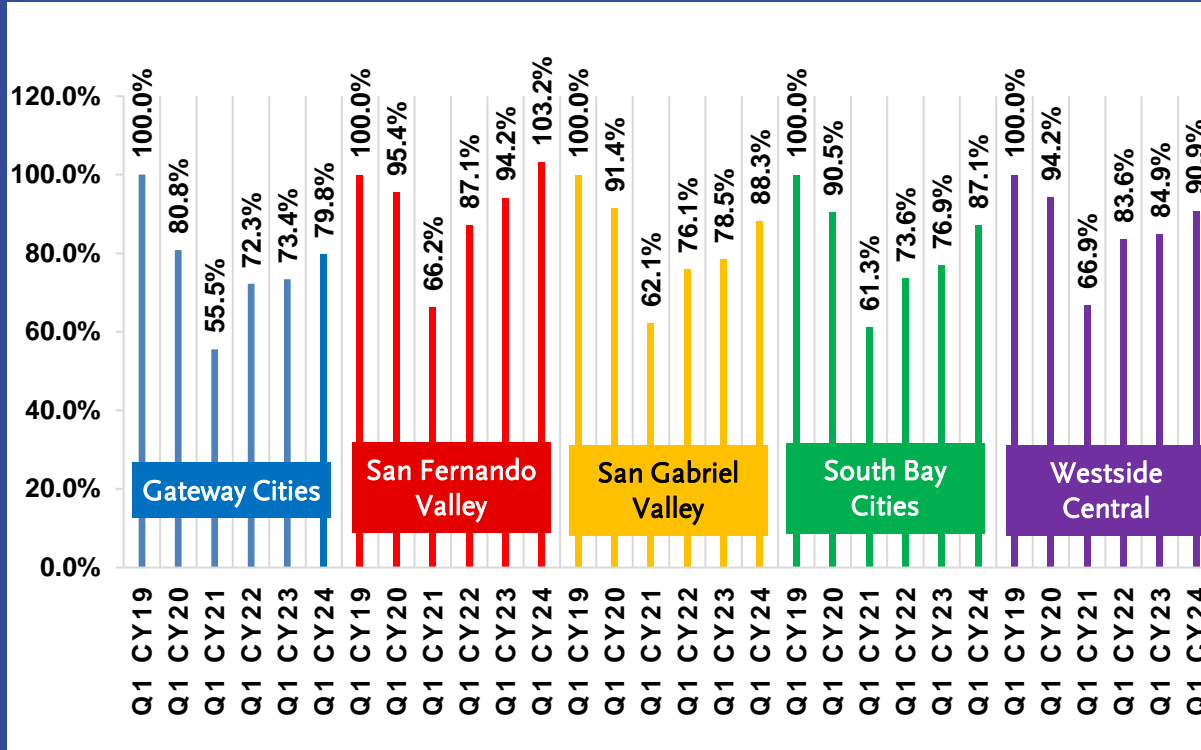
Weekday bus ridership has grown year over year in each of Metro’s regions when comparing Q1 CY2023 with Q1 CY2024. Recovery improved by around 5-10% in all five service areas between Q1 CY2023 and Q1 CY2024. Notably strongest recovery in the San Fernando Valley at 88.5%, the next best recovery being the Westside Central area at 82.5%.



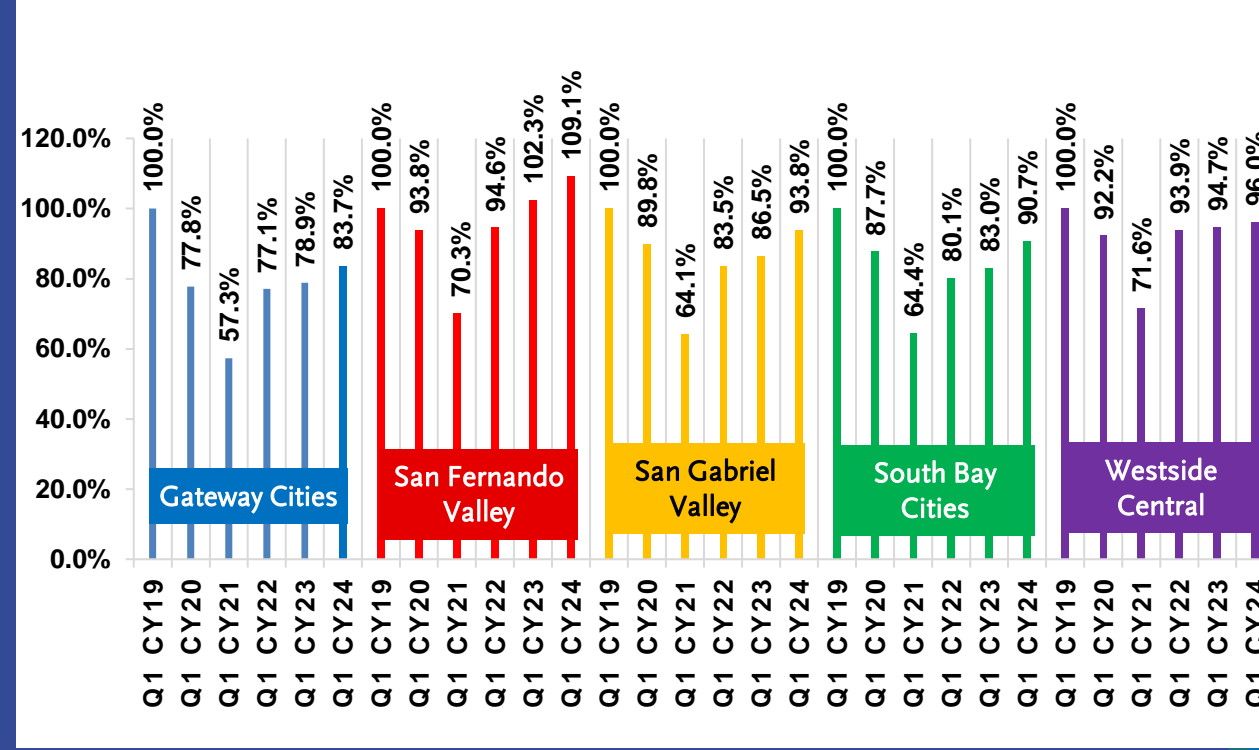
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# Saturday and Sunday Ridership

## Average Saturday Bus Ridership 2019–2024

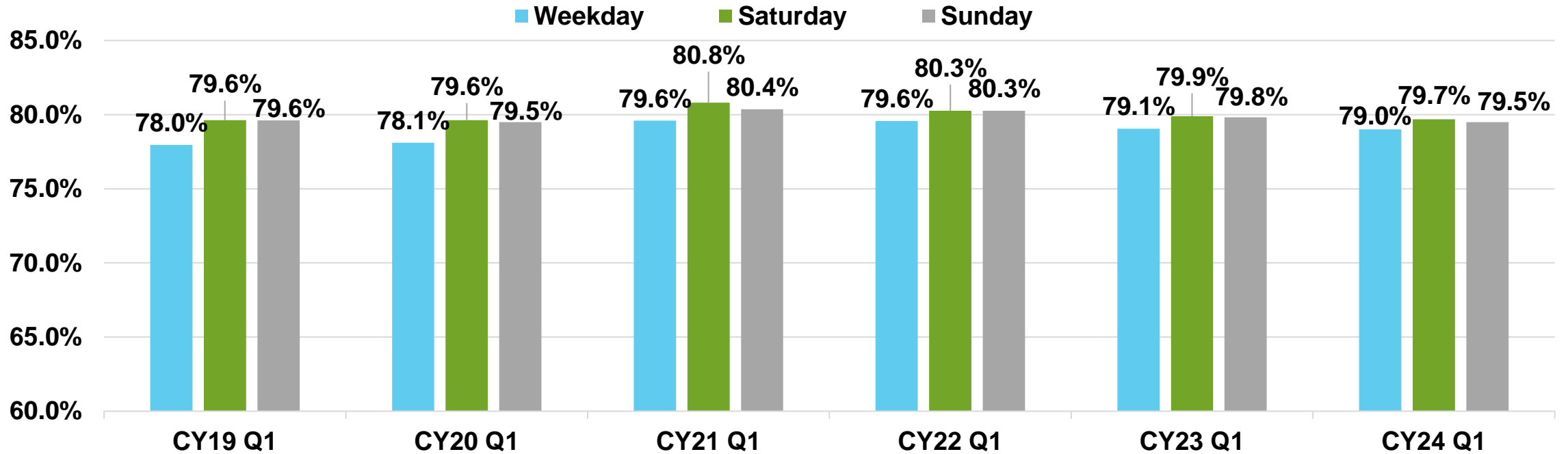


## Average Sunday Bus Ridership 2019-2024



Each area improved by 5-10% or more between Q1 CY2023 and Q1 CY2024 for both average Saturday and Sunday ridership. San Fernando Valley showed the most recovery, exceeding pre-pandemic 2019 ridership levels both Saturday and Sunday, with Westside Central next best recovery 90.9% Saturday/96.0% Sunday.

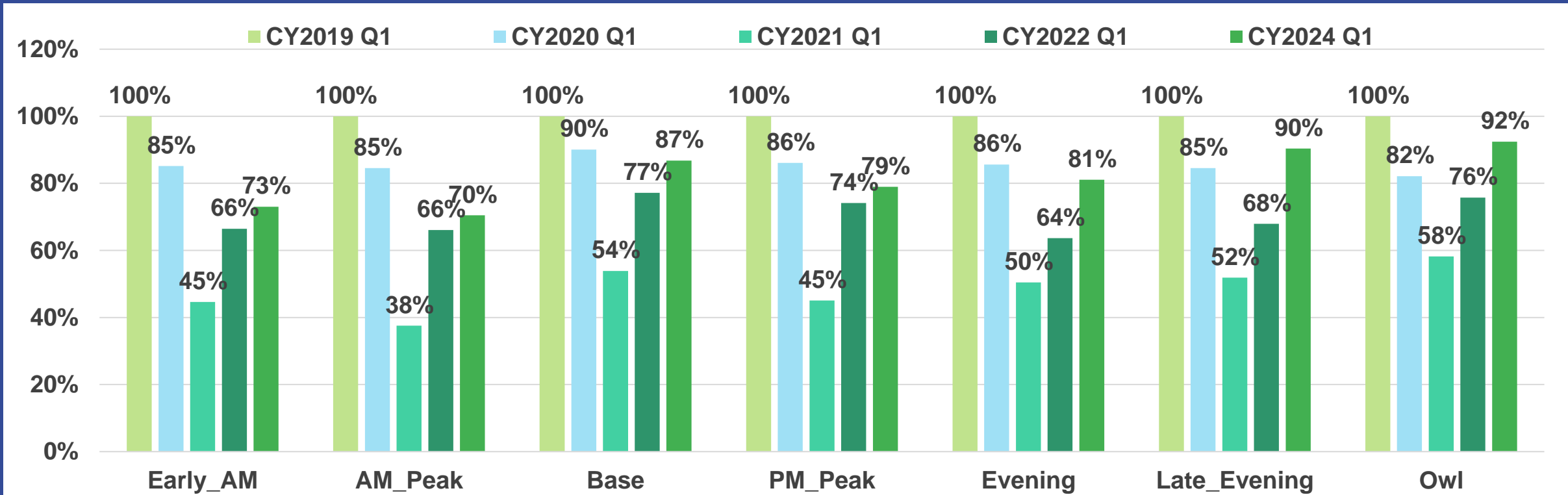
# Ridership Percentage in Equity Focus Communities Q1 CY2019 – Q1 CY2024



Equity-Focus Community share of bus ridership (boardings) grew most in CY21 Q1. The EFC share remains above pre-pandemic levels weekdays (about the same as pre-COVID weekends) suggesting the NextGen Bus Plan continues to be beneficial to these communities, where it peaked early in the COVID period when people travelled for essential jobs and services.



# Weekday Ridership by Time Period Q1 CY 2019 to Q1 CY2023

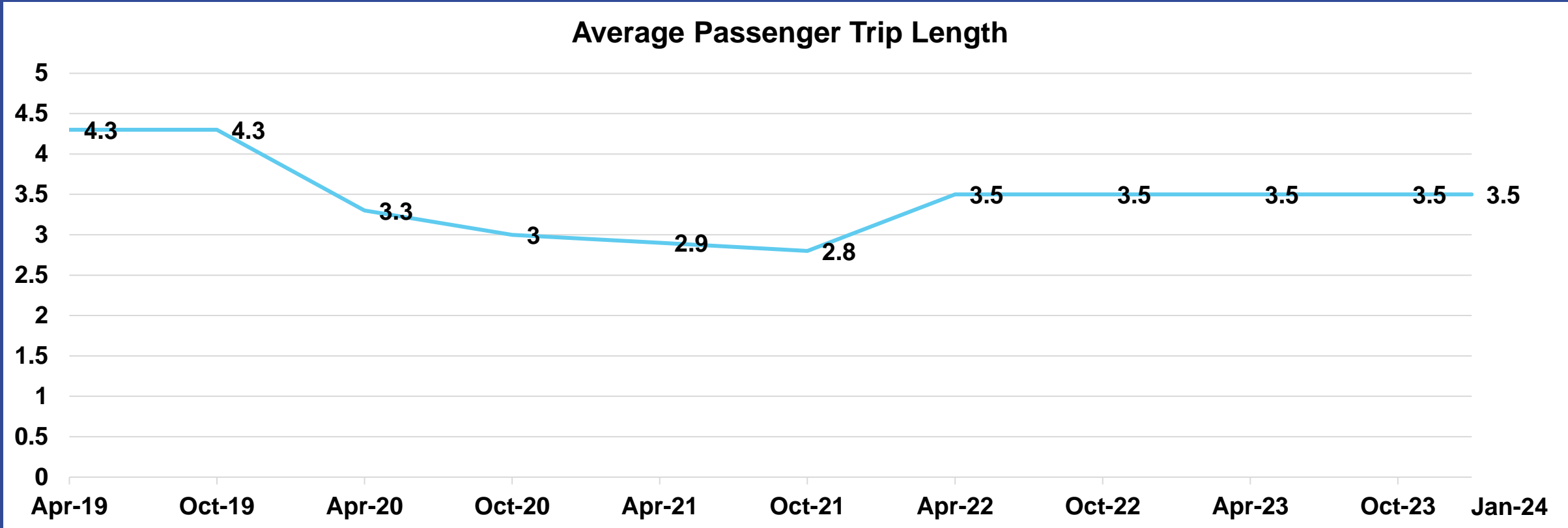


Midday ridership recovery (base) at 87% has exceeded both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 79% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 90% and 92% as these periods typically serve transit-dependent shift workers.





# Average Weekday Bus Passenger Trip Length



Average passenger trips lengths (unlinked) declined from 4.3 miles to just under 3 miles with the pandemic. They have remained lower than pre-pandemic lengths at around 3.5 miles. This is consistent with the NextGen Bus Plan which was designed to attract an increased share of shorter-distance travel through improved local bus frequencies.



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# Average Line/Group Ridership Recovery

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

- In Q1 2024, ridership recovered to above pre-pandemic levels on 12 weekday lines (up from 11 in Q4 CY23), 26 Saturday lines (up from 18), and 34 Sunday lines (down slightly from 37).
  - Weekday lines with ridership recovery above 83.7% average: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4
  - Saturday lines with ridership recovery above 94.0% average: 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4
  - Sunday lines with ridership recovery above 98.3% average: 14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-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 continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.



# Speed & Reliability Update

## Bus Lane Progress:

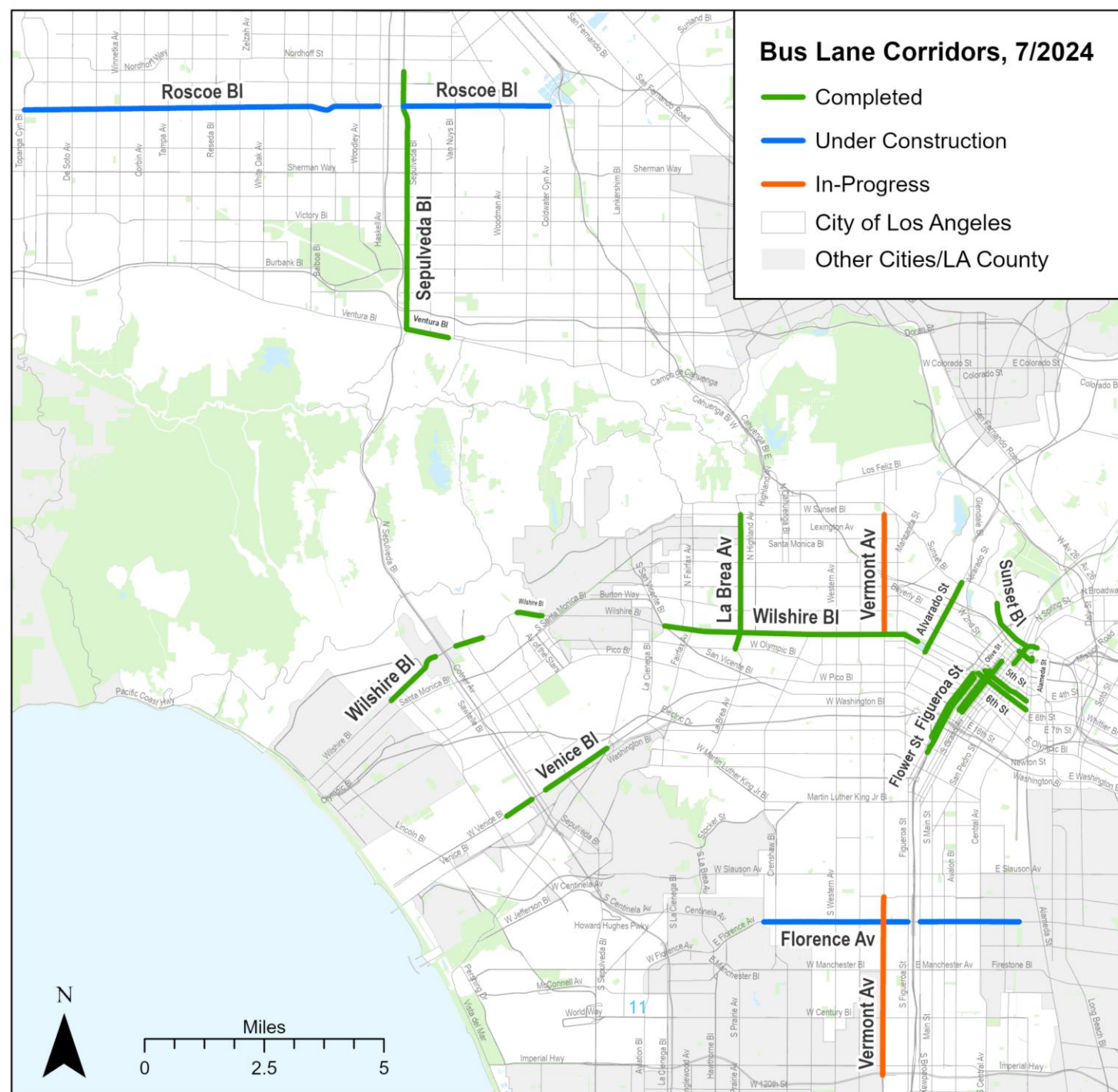
- 49.7 lane-miles Completed
- 31.2 lane-miles Under Construction
- 12.5 lane-miles In Progress

## Under Construction:

- Roscoe Bl, **complete fall 2024**
- Florence Av, **complete end of 2024**

## In-Progress

- Vermont Av near-term, **complete as soon as early 2025**



# Conclusions

- Weekday and Saturday ridership recovery continued in Q1 CY2024 above levels seen in the Q4 CY 2023 review, while Sunday ridership remains highest at just below 100% recovered (though slightly lower than Q4 CY2023). The NextGen Bus Plan appears to be supporting ridership growth with post-COVID records set in May 2024 for weekday, Saturday, and Sunday.
- EFC shares of ridership remain larger than pre-pandemic weekdays, with midday ridership recovery leading the daytime ridership recovery, and average trip length remained shorter. These results are all consistent with the NextGen Bus Plan focus on growing off-peak and shorter-distance ridership.
- NextGen bus priority lanes continue to be expanded in support of the highest-frequency 10 minute or better Tier 1 network.
- Additional frequency improvements as planned in the NextGen Bus Plan for low frequency lines were a focus of the June 2024 service change, to improve the ridership recovery lagging on these lines. Further such improvement will be explored for the December 2024 service change.
- Frequency improvements for 10-minute weekday peak service for the North San Fernando Valley Transit Corridor Improvements Project Roscoe Bl and Nordhoff St corridors together with new peak period bus lanes on Roscoe Bl will also support ridership growth on these two key corridors.



**Questions?  
Thank You**