

NextGen Ridership Analysis – Q4 CY2024

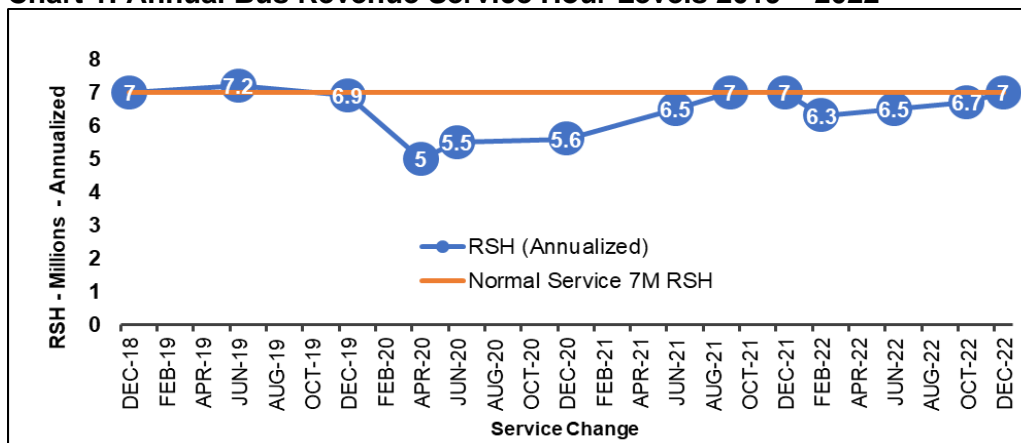
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall occurred in operator numbers during CY24, causing a small increase in service cancellations. Full operator staffing was achieved again as of January 2025.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 (when ridership peaked pre-COVID) and 2024, as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to increase. The most significant restoration of service levels occurred in June 2021, going from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

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



Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021. However, the national shortage of bus operators led to high service cancellation

levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, when the 7 million RSH was restored; RSH have remained at that level since then. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. Full operator staffing was achieved in January 2025, with cancellation rates minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays.

Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as

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

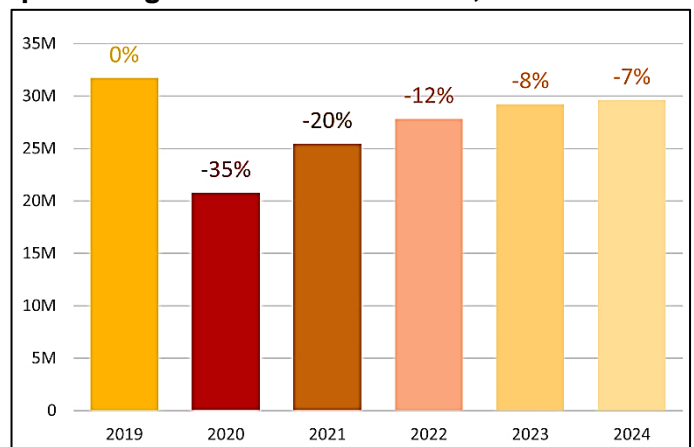
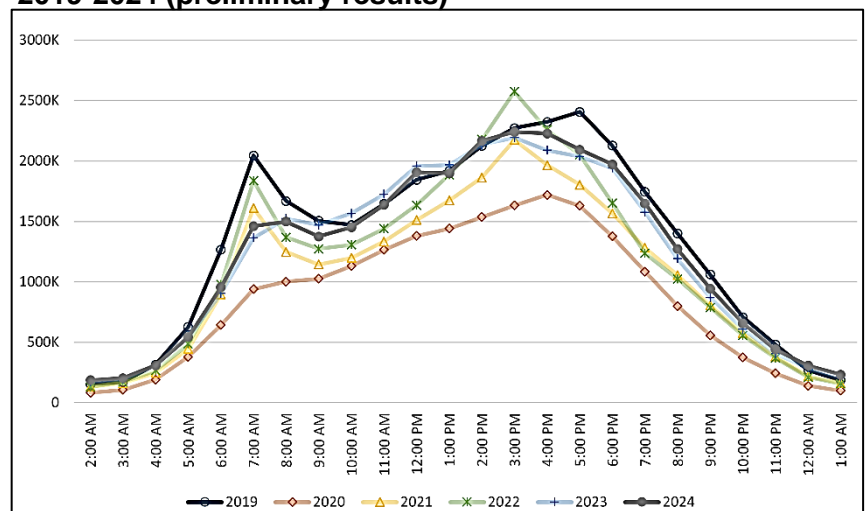


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

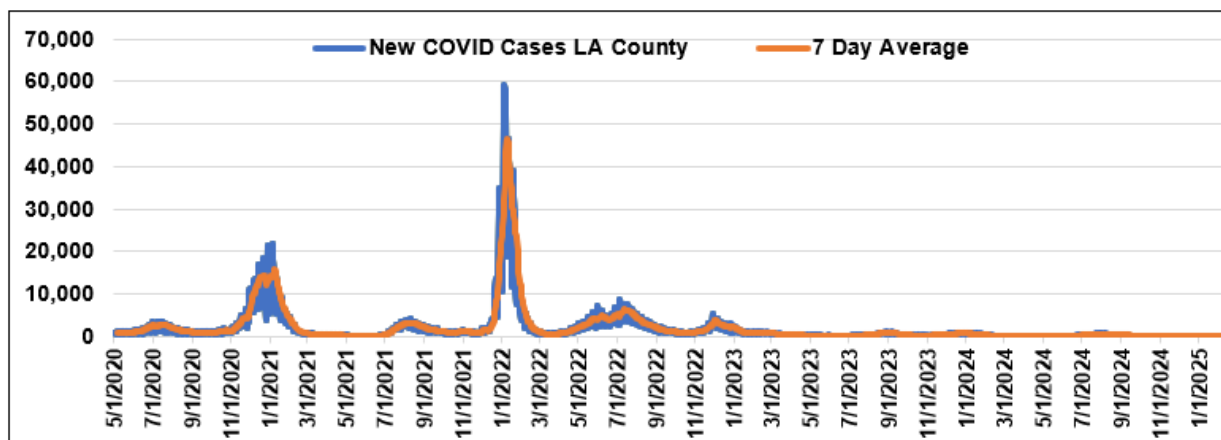


large a difference compared to AM peak. Some of this lack of recovery may relate to expanded online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID. Spikes typically occur 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).

Chart 4: 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 onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

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

Complete restoration of bus service by December 2022, combined with more reliable service delivery and programs such as GoPass for students and LIFE Program for low-income riders, have contributed to much stronger ridership recovery through 2023 and continuing in 2024. 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 converted to become LIFE or GoPass program participants as well as people new to riding Metro.

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

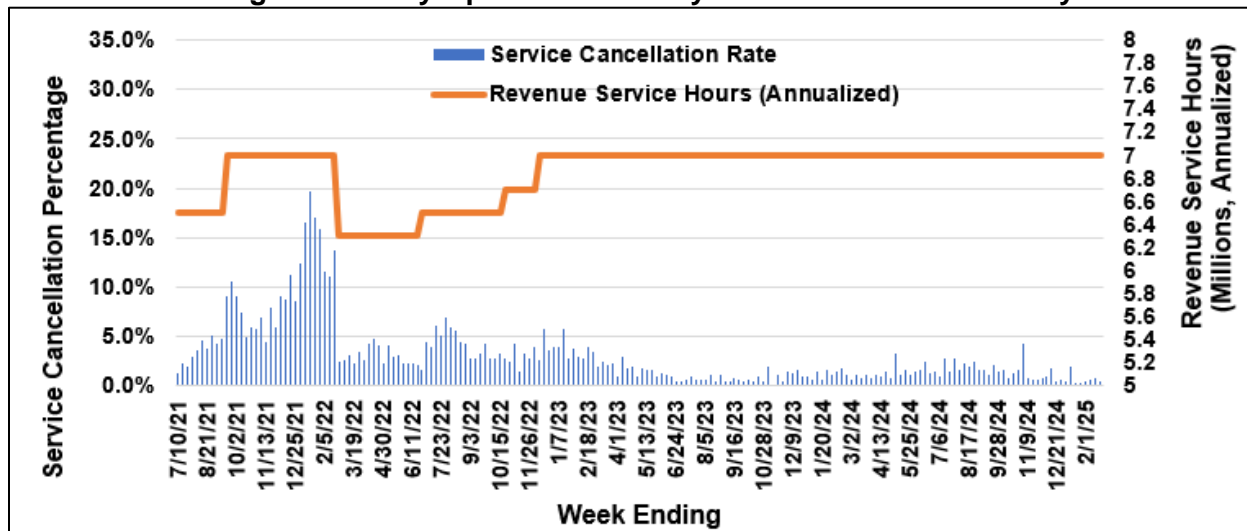
Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	10%	19%	31%

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

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	21.8%	28.3%	29.8%

Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change, and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes have again been increased to reverse this trend; full operator staffing was restored by January 2025. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher through CY2024 than they were in the second half of CY2023 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

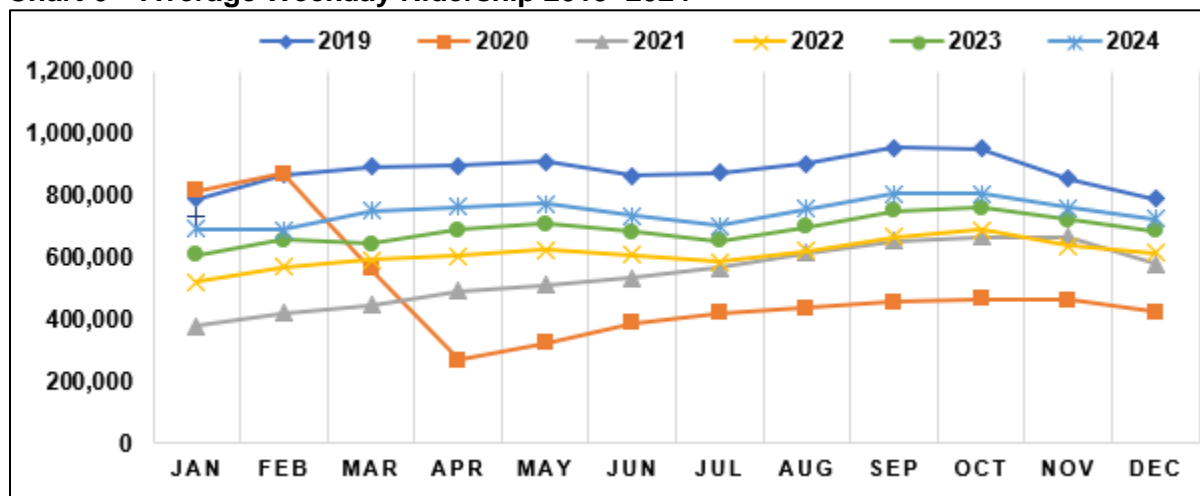
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 88.1% for Q4 CY2024, increased from 83.4% in Q4 CY2023. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024

(804,963), the first month of the Q4 reporting quarter.

Chart 6 – Average Weekday Ridership 2019–2024

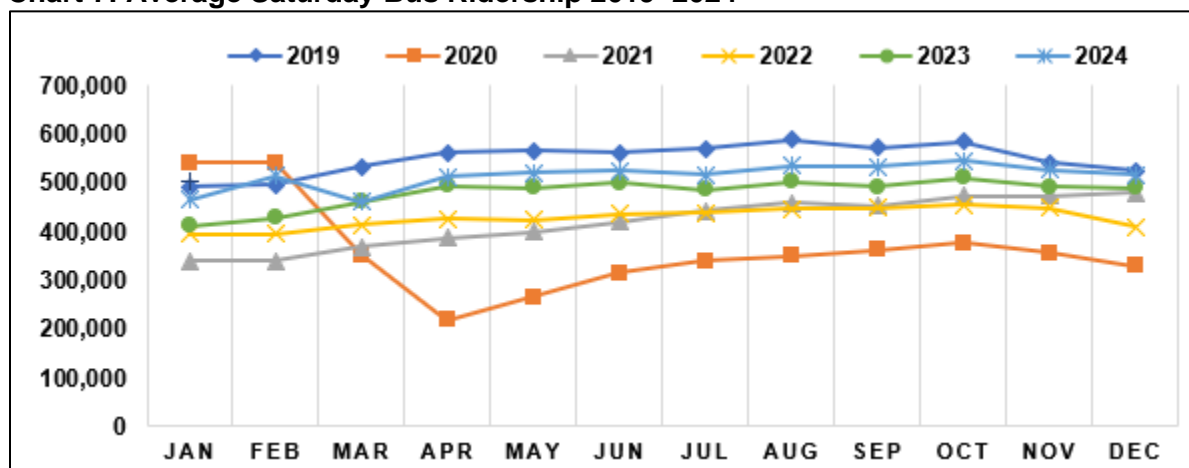


Metro continued to see monthly increases in ridership throughout CY2024 compared to the same months in CY2023.

Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. As with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

Chart 7: Average Saturday Bus Ridership 2019–2024



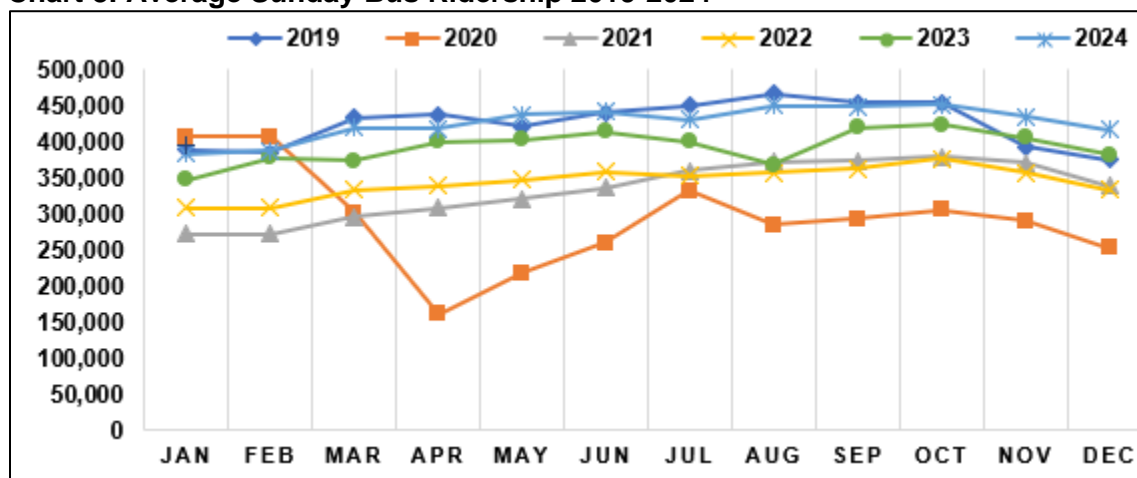
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday

season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 96.2% for Q4 CY2024. Saturday has a post-pandemic average ridership record of 545,208 in October 2024. 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.

Chart 8: Average Sunday Bus Ridership 2019-2024



By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. 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 rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, and this further increased to 107.4% in Q4 CY2024. Like weekdays and Saturday, Sunday had a post-pandemic average ridership record of 450,972 in October 2024.

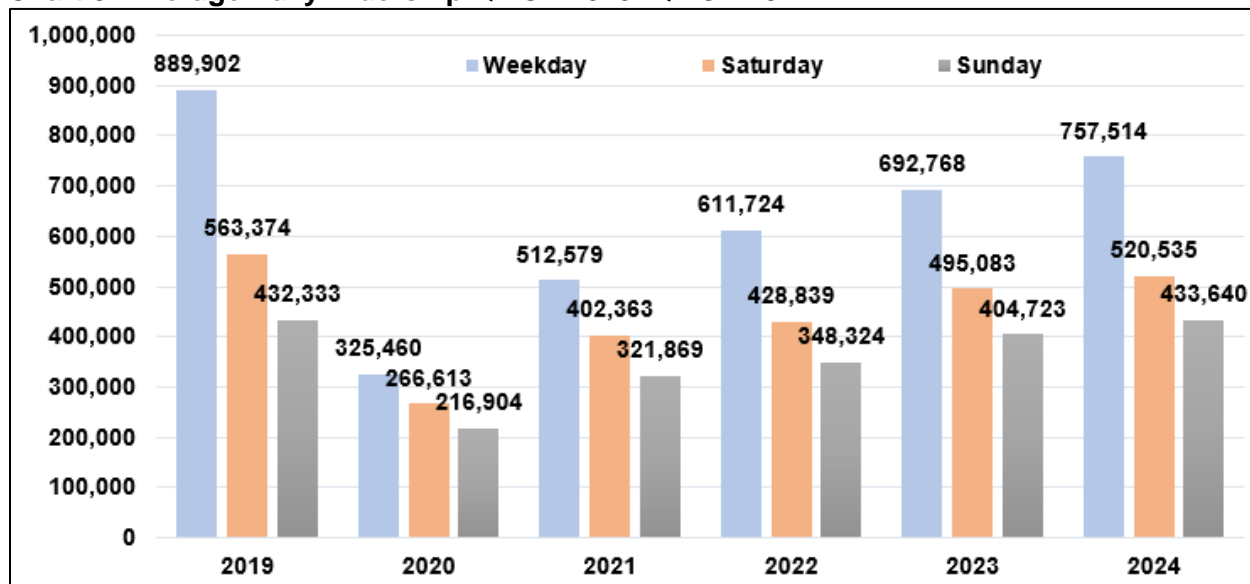
Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022.

This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and December 2022 as operator numbers increased. The growth from 2022 to 2023 and

continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q4 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Chart 9: Average Daily Ridership Q4 CY 2019–Q4 CY 2024

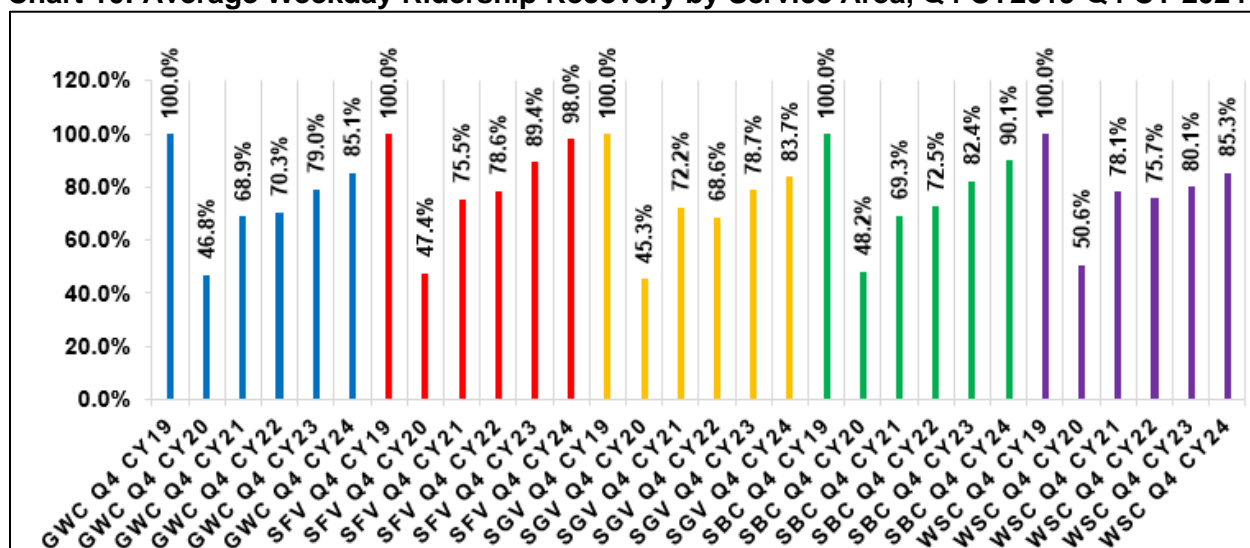


Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial gains in 2023 continuing into 2024, though growth between 2023 and 2024 is somewhat lower for weekday and Saturday ridership compared to between 2022 and 2023. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV), and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery at 98.0% in Q4 CY2024 (up 8.6% from 89.4% in Q4 CY2023). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 90.1% (up 7.7% from 82.4% in Q4 CY2023) for the South Bay Cities, 85.3% (up 5.2% from 80.1% in Q4 CY2023) for Westside Central service area, 83.7% (up 5.0% from 78.7% in Q4 CY2023) for San Gabriel Valley service area, and 85.1% (up 6.1% from 79.0% in Q4 CY2023) for the Gateway Cities service area. All five areas increased their average weekday ridership by between 6.4% and 9.6% compared to Q4 CY2023.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q4 CY2019-Q4 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)

- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic Bl)
- Line 30 increased from every 12 to 10 minutes midday (Pico Bl)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice Bl)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic Bl)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- Tier 2: Three local lines had frequency improved:
 - Line 10 increased from every 20 to 15 minutes midday
 - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
 - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
 - Line 210 increased from every 20 to every 10 minutes peak and midday
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday

- Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies:
 - Line 110 increased from every 24 to every 15 minutes midday
 - Line 117 increased from every 18-20 to every 15 minutes peak and midday
 - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

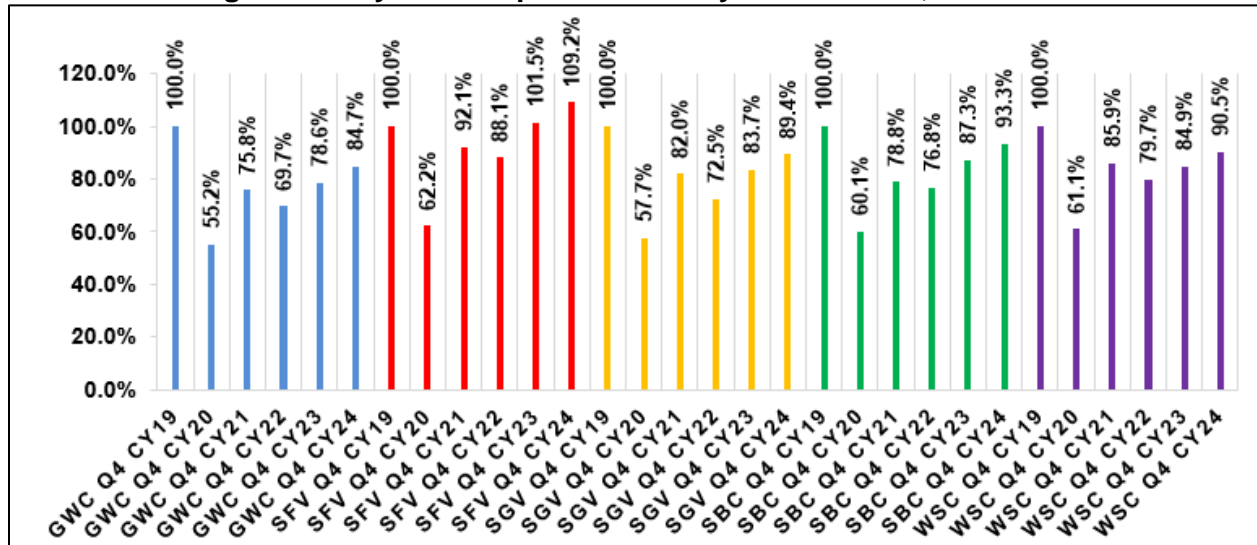
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday
 - Line 78 increased from every 20 to every 10 minutes midday

- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit

Chart 11: Average Saturday Ridership Recovered by Service Area, Q4 CY2019-Q4 CY2024



Saturday ridership recovery has occurred across all regions between Q4 2019 and Q4 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (109.2%, up 7.7% from 101.5% in Q4 CY2023), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 84.7% (up 6.1% from 78.6% in Q4 CY2023) on the lower end for Gateway Cities to 93.3% (up 6.0% from 87.3% in Q4 CY2023) for South Bay Cities at the higher end, with San Gabriel Valley at 89.4% (up 5.7% from 83.7% in Q4 CY2023) and Westside Central at 90.5% (up 5.6% from 84.9% in Q4 CY2023). The percentage of Saturday ridership recovery by area is shown in Chart 11. Increased ridership in Q4 CY2024 for the five service areas for average Saturday varied between 6.6% and 7.8% from Q4 CY2023.

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

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230

and 690)

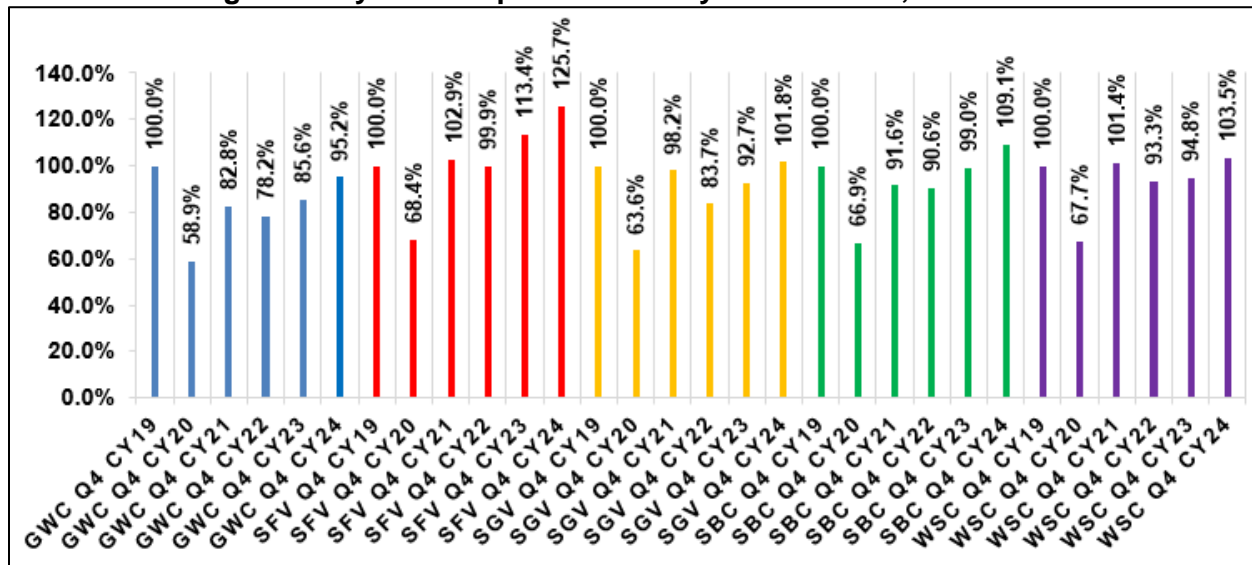
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q4 CY 2020 and Q4 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (125.7%, up 12.3% from 113.4% recovered in Q4 CY2023). The other four service areas showed improvement as follows:

- Gateway Cities: 95.2% (up 9.6% from 85.6% in Q4 CY2023)
- San Gabriel Valley 101.8% (up 9.1% from 92.7% in Q4 CY2023)
- Westside Central 103.5% (up 8.7 from 94.8% in Q4 CY2023)
- South Bay Cities 109.1% (up 10.1% from 99.0% in Q4 CY2023).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q4 CY2019–Q4 CY2024



Most notable is that four of five service areas have recovery exceeding 100% of pre-pandemic ridership levels from Q4 CY2019. Average Sunday ridership increased in each service area, by between 9.2% and 11.2%. While Gateway Cities had the lowest Sunday ridership rate below 100% at 95.2%, it had the largest increase in average Sunday ridership of 11.2%.

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

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: Nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
 - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
 - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
 - Line 33 increased from every 20 to 10 minutes peak hours and midday
 - Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2 improvements consisted of:
 - Line 14/37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
 - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: Two local lines had frequency improved:
 - Line 125 increased from every 40 to every 30 minutes Sunday
 - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1: Four lines had frequency improved:
 - Line 53 increased from every 20 to every 15 minutes Sunday
 - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
 - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4: Changes were made to four lines:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday

- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

In reviewing the Q4 CY2024 versus Q4 CY2023 recovery rates, there was strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rates continued to increase compared to Q4 of previous years.

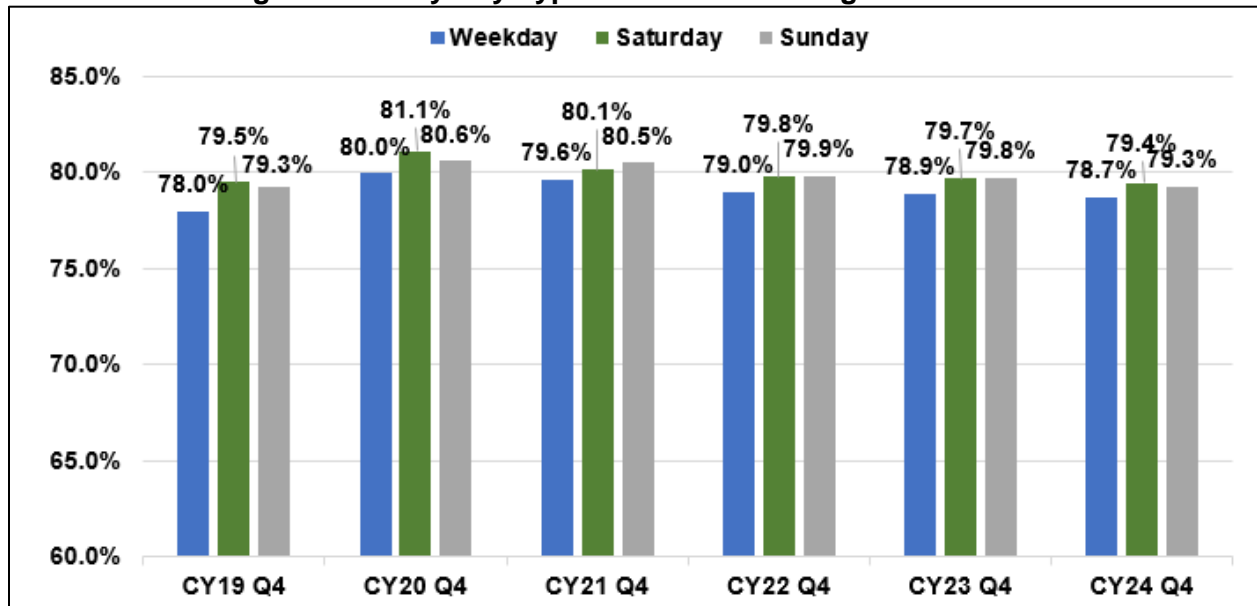
Table 3: Change in Average Daily Ridership by Service Area: Q4 CY2024 versus Q4 CY2023

Service Area	Weekday	Saturday	Sunday
Gateway Cities	7.7%	7.8%	11.2%
San Fernando Valley	9.6%	7.5%	10.9%
San Gabriel Valley	6.4%	6.8%	9.8%
South Bay Cities	9.3%	6.9%	10.2%
Westside Central	6.6%	6.6%	9.2%

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 Q4 CY2019 (pre-NextGen and pandemic) through Q4 CY2024.

Chart 13: Boardings in EFCs by Day Type: Q4 CY2019 through Q4 CY2024



The proportion of boardings occurring in EFCs increased in Q4 CY2020 by 2.0% weekdays, 1.6% Saturdays, and 1.3% 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 as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 0.7% higher, but weekends returned to the same level as the pre-pandemic share of boardings in Q4 CY2024 compared to Q4 CY2019. This suggests two factors: 1) that the NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be seeing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by office workers to places such as downtown LA.

This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Weekday ridership by time period for Q4 CY2020 through CY2024 compared to Q4 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q4 and least percentage of recovery by Q4 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q4 CY2020 and Q4 CY2024; Chart 14 depicts the weekday ridership recovery by time period for Q4 from calendar year 2019 through CY2024.

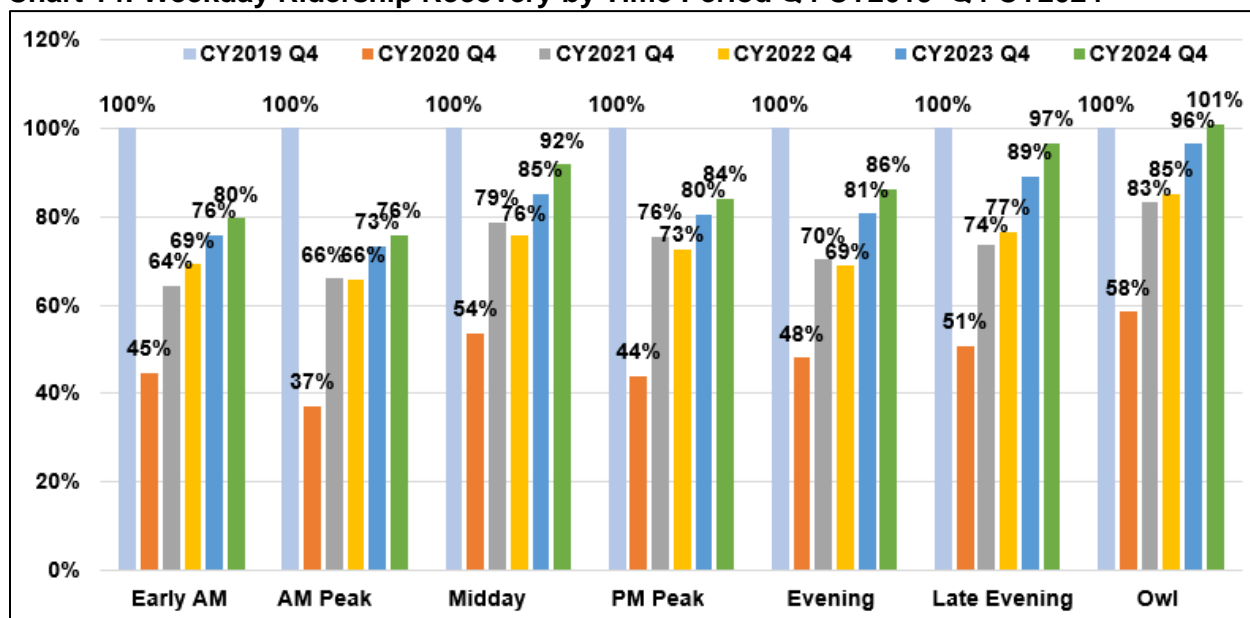
Table 4: Weekday Ridership By Time Period Percentage Compared to Height of COVID (Q4 CY2019) Ridership Decrease

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%

Q4 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 and Q3 CY2020), as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period

service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership Recovery by Time Period Q4 CY2019–Q4 CY2024



Q4 CY2020 weekday ridership declined to 37-58% of Q4 CY2019 ridership by time period. Largest declines were in early AM, AM peak, PM peak, and evening (to 45%, 37%, 44%, and 48% respectively) and smallest declines were in midday (9 am to 3 pm), late evening, and Owl periods ridership which declined to 51-58% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID).

The most recovered time periods weekdays as of Q4 CY2024 are the midday, PM peak, evening, late evening and especially the overnight Owl periods which showed recovery rates of 92%, 84%, 86%, 97%, and 101% respectively. The AM peak and early AM peak weekday time periods during the day have recovered least at 80% and 76% respectively. The AM peak work travel does not seem to have returned ridership as strongly still, so telecommuting may be impacting most in that time period.

Q4 CY2020 Saturday ridership declined to 51-61% of Q4 CY2019 ridership by time period. Largest declines were in early AM, evening, and late evening, and Owl (to 54%, 52%, 51%, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm), and PM peak periods which declined to 56-61% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID). The most recovered time periods as of Q4 CY2024 are the early AM, evening, late evening and especially the overnight Owl periods which showed recovery rates of 94%, 96%, 104% and 106% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 88% and 92%, the lowest being the AM peak at 88%. This suggests a loss of both transit dependent and leisure trips in Q4 CY 2020. The AM peak work travel does not seem to have returned as much as midday and PM peak, though evening and even early AM

ridership and especially late evening and Owl (both fully recovered) have recovered the most on Saturday.

Chart 15: Saturday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024

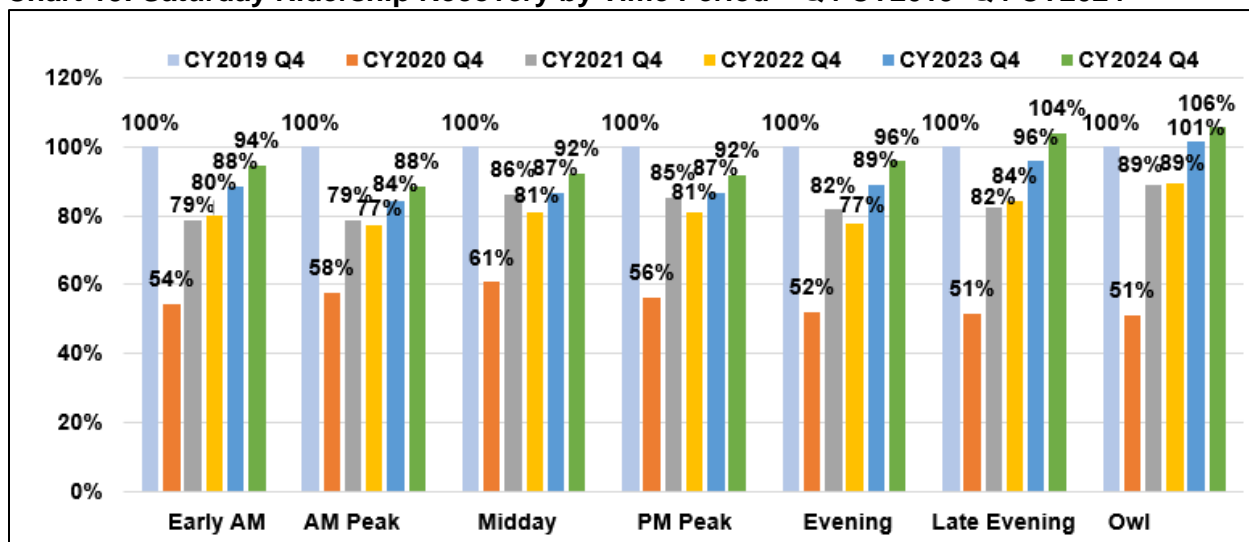
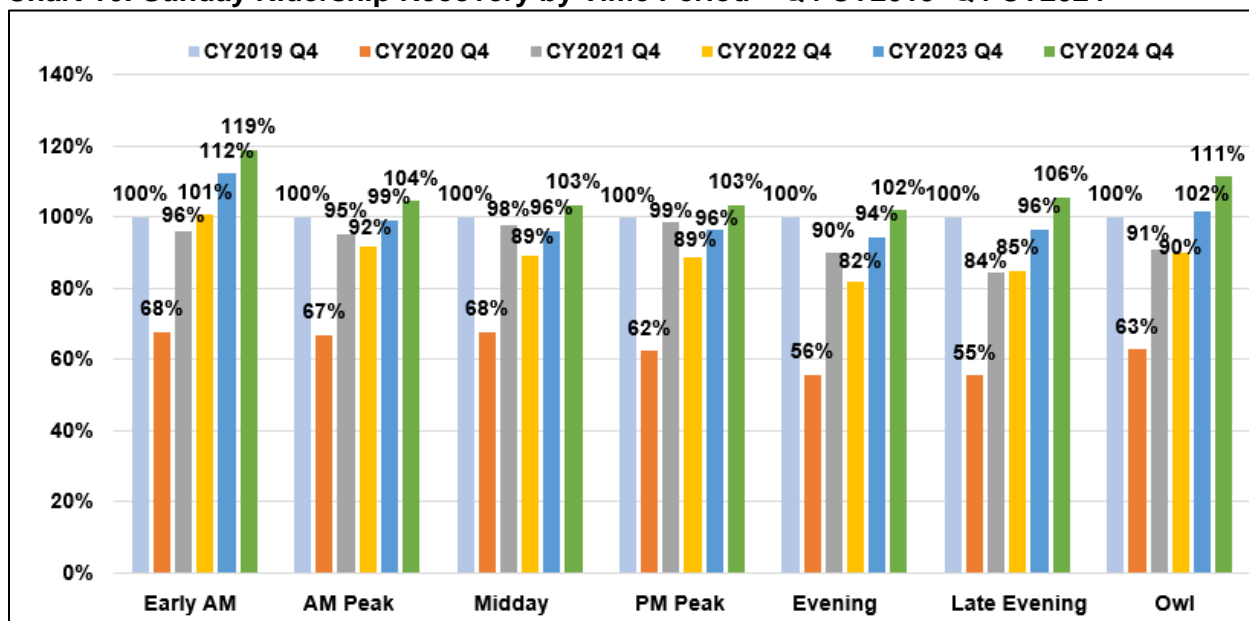


Chart 16: Sunday Ridership Recovery by Time Period – Q4 CY2019–Q4 CY2024



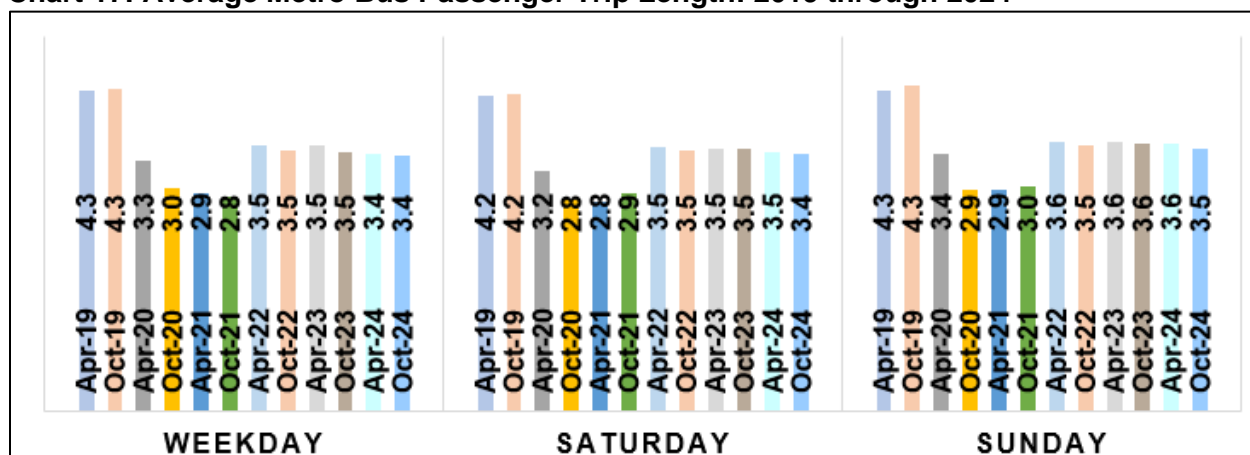
Sunday ridership was the most resilient of all day types in Q4 CY2020. Late evenings showed the largest drop to 55% of Q4 CY2019 pre-COVID ridership. PM peak, evening, late evening, and Owl periods showed large drops (to 62%, 56%, and 63% respectively). The smallest declines were for the early AM, AM peak, and midday periods (to 68%, 67%, and 68% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as Sunday morning religious services. By Q4 CY2024, the largest ridership recovery on Sunday was during the early AM at 119%, similar to the result for this time period in Q3 CY2024 at 115%. Next best

recoveries were for the overnight Owl (111%) and late evening (106%). Other time periods all showed recovery of between 102% and 104% compared to Q4 CY2019 levels. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2024.

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 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2024 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q4 CY2024 was 88.1% for weekday (up from 83.4% in Q4 CY2023), 96.2% for Saturday (up from 90.3% in Q4 CY2023), and 107.4% for Sunday (up from 100.0% in Q4 CY2023), when compared to Q4 CY2019 as a pre-COVID baseline. There were 25 weekday lines/line groups (up from 20 in Q3), 34

Saturday lines/line groups (up from 29 in Q2), and 53 Sunday lines/line groups (up from 43 in Q3) exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2024. The number of lines below 80.0% reduced to 23 lines weekdays, 11 lines Saturday, and 3 lines Sunday. The recovery appears broad based.

Table 5: Ridership Recovery Distribution, Q4 CY2024 versus Q4 CY2019

Average % Ridership Recovery Q4 CY2024 versus Q4 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 200.0%	0	0	1
150.0 – 199.9%	0	4	1
140.0 – 149.9%	0	1	7
130.0 – 139.9%	0	0	4
120.0 – 129.9%	3	6	12
110.0 – 119.9%	7	6	11
100.0 – 109.9%	15	17	17
90.0 - 99.9%	15	21	10
80.0 - 89.9%	19	9	8
70.0 - 79.9%	9	7	2
60.0 - 69.9%	9	2	0
50.0 - 59.9%	1	1	0
40.0 - 49.0%	3	0	0
30.0 - 39.9%	0	1	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	82	75	74

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.

Service Reliability

Q4 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q4 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q4 CY2024, bus operator numbers were about 1% below full requirement with 20% extra board after reaching full operator staffing as of August 2023.

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 turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which was achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact CY2024 when cancellations did increase overall, causing less reliable service for more riders.

Service Frequency

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

- The high number of Tier 1 and Tier 2 lines with above average (> 88.1%) recovery weekdays (17 Tier 1, 12 Tier 2 lines/line groups) exceeded the number of less frequent lines/line groups (6 Tier 3 lines; 10 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.
- The above-average pattern existed for Saturday lines that were over the system average 96.2% recovered with a mix of 15-Tier 1, 11-Tier 2, 8-Tier 3, and 5-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 107.4% recovered were a mix of 17-Tier 1, 11-Tier 2, 8-Tier 3, and 8-Tier 4 lines/line groups, so just under 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 weekday ridership recovery for NextGen Tier 1 service in Q4 CY2024 included a high of 122.1% again for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 111.7%, and Sundays at 129.6% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 112.0% weekday, 122.4% Saturday, 120.5% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 105.0% weekday, 123.4% Saturday, 138.1% Sunday.
- Soto St Line 251: 103.7% weekday, 103.8% Saturday, 116.9% Sunday
- Florence Av Line 111: 101.8% weekday, 98.4% Saturday, 100.6% Sunday
- Central Av Line 53: 100.5% weekday, 100.4% Saturday, 125.9% Sunday

- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 99.8% weekday, 102.3% Saturday, 109.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 98.1% weekdays, 100.8% Saturday, 120.9% Sunday
- Slauson Av Line 108: 97.3% weekday, 98.6% Saturday, 115.2% Sunday
- Venice BI Line 33: 94.6% weekday, 100.9% Saturday, 105.7% Sunday
- Santa Monica BI Line 4: 94.4% weekday, 101.4% Saturday, 109.4% Sunday
- Vernon/La Cienega Line 105: 93.1% weekday, 93.6% Saturday, 110.7% Sunday
- Western Av Line 207: 92.0% weekday, 104.6% Saturday, 113.7% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 91.0% weekdays, 98.4% Saturday, 100.0% Sunday)
- La Brea Av (Line 212) at 90.9% weekdays, 92.4% Saturday, 107.4% Sunday)

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice BI Line 33

An additional three NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 88.1% and mostly improved over their Q3 recovery rates:

- Hawthorne BI/MLK BI (Line 40) at 89.0% weekdays, 93.9% Saturday, 101.9% Sunday
- Garvey/Cesar Chavez (Line 70 group) at 89.0% weekdays, 95.7% Saturday, 108.4% Sunday

- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 88.2% weekdays, 95.9% Saturday, 105.5% Sunday

In Q4 CY2024, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 85.9% weekdays, 97.7% Saturday, 108.1% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado: 84.9% weekdays, 93.5% Saturday, 107.6% 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.
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 83.0% weekday, 108.1% Saturday, 113.8% Sunday, with only Sunday showing an improvement over Q3.
- Line 210 on Crenshaw with 81.9% weekday, 93.2% Saturday, 120.7% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays. The recovery rates were improvements over Q3.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (though improved weekday and Sunday from last quarter) of 81.0% weekday, 76.7% Saturday, 93.9% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 80.9% recovered weekdays, 79.9% Saturday, and 91.8% Sunday, with this line being heavily focused on downtown LA. These results were an improvement over Q3 recovery rates.
- Line 51 on W 7th St and Avalon with 80.5% weekday, 82.2% Saturday, 95.2% Sunday, all improved rates over Q3. 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 28 on W Olympic BI between downtown LA and Century City is 74.0% weekdays, 82.1% Saturday, 89.1% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen. Only Sunday improved the recovery rate over Q3 for this line.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is 71.2% weekdays, 68.8% Saturday and 74.7% 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. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024. Only Sunday saw an improved recovery rate over Q3 for this line.

- Vermont Rapid Line 754 is 70.7% recovery weekdays, 70.7% Saturday, 89.0% Sunday. These are all increase recovery rates over Q3. This line experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (112.0%) and weekends (Saturday 122.4%; Sunday 120.5%). The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- G Line BRT service at 65.2% weekdays, 79.1% Saturday, 83.7% Sunday (improvements for all day types from Q3). G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 105.0% on the Sepulveda/Van Nuys group to a low of 74.0% on W. Olympic Bl. Broadway (Line 45), Long Beach BI (Line 60), Crenshaw BI (Line 210), were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minutes frequencies of weekday under NextGen. During midday weekdays, these lines

previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, with improved recovery rates over Q3 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 116.6% weekday, 141.2% Saturday, 149.8% Sunday
- Vanowen St Line 165: 109.4% weekday, 119.9% Saturday, 136.4% Sunday
- Nordhoff St Line 166: 109.2% weekday, 126.5% Saturday, 147.4% Sunday
- Victory Bl Line 164: 106.1% weekday, 96.7% Saturday, 110.9% Sunday
- Roscoe Bl Line 152: 102.0% weekday, 120.0% Saturday, 140.8% Sunday

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

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle) – 108.1% weekdays, 160.8% Saturday, 142.3% 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. Recovery rates declined slightly over Q3 for this line.
- Line 55 (Compton Av) – 104.4% weekdays, 101.4% Saturday, 114.7% Sunday between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership. Weekday and Saturday recovery rates rose slightly for this line over Q3 with a more significant increase Sunday.
- Lines 110 (Gage Av) – 103.6% recovery weekdays, 101.8% Saturday, 122.2% Sunday, and 117 (Century Bl) – 105.6% recovery weekdays, 103.0% Saturday, 123.3% Sunday. 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. Recovery rates increased for both lines over Q3, especially Sunday.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 96.9% weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan, Saturday recovery was 94.4% with improvement from 18-minute to 12-minute frequency, Sunday 92.1% recovery with 15-minute in place of the previous 18-minute service. This

line has recovered strongly overall weekdays, with improved recovery rate over Q3, though both Saturday and Sunday recovery rates declined slightly over Q3.

- Line 260 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 90.2%, with 94.9% Saturday, 105.3% Sunday in response to continued 20-minute service frequency. Only Saturday was slightly down in recovery rate compared to Q3, with good gains for weekday and Sunday recovery rates. 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.

Other Tier 2 lines had below average (<88.1%) weekday ridership recovery rates and are discussed in more detail below.

- Line 224 (Lankershim Bl) in Q4 CY2024 was just under the system average weekday ridership recovery rate at 88.0% (same as Q3). 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 115.6% Saturday, 132.0% Sunday, both improvements over Q3 recovery rates, especially 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 87.0% weekdays, 93.2% Saturday, 107.0% Sunday. Only Sunday showed an improvement in recovery rate with slight declines for weekday and Saturday over Q3. 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 206 (Normandie Av): Line 206 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 an 87.0% weekday recovery rate, 90.0% Saturday and 95.7% 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. Unlike other lines discussed below, this line does not serve downtown LA. Line 206 recovery rates all improved over Q3.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 85.3% weekdays, 110.3% Saturday, 129.9% Sunday, with weekday and especially Sunday rates above Q3 but Saturdays a slight decline. 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 81 (Figueroa St): Weekdays 79.7% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 86.2% and Sunday at 102.1%. All days showed improved recovery rates over Q3, especially Sunday.
- Line 76 on Valley Bl: 76.1% weekday, 79.9% Saturday, 84.3% Sunday, with a focus on downtown LA. These recovery rates were all improvements over Q3.
- Line 14/37 on Beverly Bl/W Adams: 71.6% weekday, 86.0% Saturday, 91.5% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall. These recovery rates were all slight improvements over Q3.
- Line 35/38 Washington Bl/W Jefferson: 69.4% weekday, 76.2% Saturday, 89.6% Sunday, with a focus on downtown LA. The weekday rate saw a decline over the Q3 recovery rate, but weekends, especially Sunday, were an improvement over Q3.
- Line 10/48 Melrose Av/Main-San Pedro: 64.1 weekdays, 68.7% Saturday, Sunday 85.5%, with a focus on downtown LA. These recovery rates were all improvements over Q3, especially Sunday.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved in Q4 CY2024 compared to Q3, there may be marketing opportunities to promote them towards increasing ridership recovery.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels:

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had the highest Tier 3/4 recovery rate of 121.2% weekdays, 171.5% Saturdays (Sunday service was newly added). These were above the recovery rates for Q3. 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 235/236: serving Balboa Bl in the San Fernando Valley (120.6% recovery weekdays, 128.4% Saturday, 131.9% Sunday) appears to have responded well

to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. The recovery rates were above Q3 rates, especially weekends. 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.

- Line 125 on Rosecrans Av between the South Bay and Norwalk (115.0% recovery weekdays, 111.3% Saturday, 152.6% Sunday). The weekday recovery rate was slightly up, the Saturday rate was down, and the Sunday rate was significantly above Q3 rates. 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 (113.0% weekdays, 124.3% Saturday, 144.0% 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. The recovery rates were up for weekday and Sunday but slightly down for Saturday.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 112.0% 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. The recovery rate is up over Q3.
- Express Line 577 between El Monte Station and Long Beach VA (111.1% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) and the rate is up over Q3.
- Line 128 serving Alondra Bl through the Gateway Cities showed 110.7% recovery weekdays, even with hourly service, and is over Q3 performance. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.5% weekday, 109.3% Saturday, 125.7% Sunday, all improved recovery rates over Q3, especially 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.
- Line 344 Rancho Palos Verdes service (103.5% recovery weekday, 104.9% Saturday, 124.6% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen. The recovery rate was up

over Q3 for all days.

- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (101.3% weekdays, 103.7% Saturday, 114.2% Sunday) did not have a route change but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday. The weekday recovery rate improved the most compared to weekends versus Q3.
- Line 169 on Saticoy St in San Fernando Valley had 94.8% recovery rate weekdays, a big jump over the Q3 rate. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 265 (Paramount Bl) recovery rate was 94.8% weekdays, 85.5% Saturday, 94.8% Sunday, an increased rate for weekdays and Sunday but a slight decline for Saturday compared to Q3. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.
- San Pedro group of Lines 205, 246, and 550, had 94.7% recovery weekday, 104.7% Saturday, and 120.8% Sunday, with all days showing increases compared to Q3. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 611 Huntington Park Shuttle (90.6% recovery weekdays, 106.9% Saturday, 109.1% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. This line showed a decline in recovery rate for weekdays and Saturday and a slight increase for Sunday compared to Q3.
- Line 158 (Plummer/Woodman) had 89.4% recovery weekdays, 90.8% Saturday, 102.4% Sunday. These rates were all an improvement over Q3 rates. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 86.8% weekday, 150.2% Saturday, and 148.6% Sunday, all improved slightly over Q3 recovery rates. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 86.4% weekdays, 90.4% Saturday, 98.5% 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

rate improved slightly for each day over Q3 rates.

- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 85.3%, slightly down compared to Q3. It had 174.3% recovery Saturday, and 216.4% Sunday, with Saturday slightly down and Sunday slightly up for recovery rates compared to Q3. These weekend ridership results due to the expanded span of service weekend mornings.
- Line 120 on Imperial Highway with 83.9% recovery rate weekday, 94.9% Saturday, and 110.9% Sunday, without any route or frequency changes. The weekday recovery rate declined slightly while the weekend rates increased compared to Q3 rates.

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 79.4% recovery weekdays, 95.1% Saturday, and 99.3% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. The weekday recovery rate declined slightly while the weekend rates improved compared to Q3.
- Line 62 (Telegraph Rd) with 79.2% recovery weekday, 87.5% Saturday, and 91.0% Sunday showed improved recovery rates for each day compared to Q3 rates. The route was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.
- Line 134 (Santa Monica – Malibu) with 70.0% recovery weekdays, 82.2% Saturday, and 110.8% Sunday. Much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu. The weekday and Saturday recovery rates declined which may be seasonal for Q4 (Fall-Winter) compared to Q3 (Summer).
- Line 161 (Canoga Station – Thousand Oaks) with 69.8% recovery weekdays, 81.7% Saturday, and again a high 123.7% Sunday recovery rate, with weekday and Saturday recovery rates declined but Sunday rate increased compared to Q3
- Line 218 (Studio City – Beverly Hills) with 67.3% recovery weekday, 92.1% Saturday, 109.6% Sunday showed improved recovery rates for all days compared to Q3. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 66.7% recovery weekdays, and higher recovery of 86.9% Saturday, 87.9% Sunday, so more significant recovery rate improvement on weekends but a decline in weekday recovery rate over Q3. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 66.3% recovery only offers peak-hour

weekday service, with mostly school student ridership. The recovery rate improved over Q3.

- Line 602 (Westwood/UCLA - Pacific Palisades) with 63.1% recovery weekdays, but much higher and increased weekend recovery at 111.4% Saturday and 142.3% Sunday. Recovery rates increased for all day types, especially weekends, compared to Q3 rate. This may relate to telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast.
- Line 102 (La Tijera-Exposition Bl) with 59.1% recovery weekdays, 72.8% Saturday, 82.9% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday and Saturday rates declined while Sunday rate increased compared to Q3 rates.
- Line 209 (Van Ness Av) with 49.0% recovery (same as for Q3) only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.
- Line 96 (Riverside Dr) with 43.4% recovery weekdays, 57.0% Saturday, 74.3% Sunday, is consistently low, with the three day type recovery rates declining compared to Q3. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

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

- Line 601 Warner Center Shuttle (28.7%, a decline from 36.3% recovery weekdays in Q3, with 33.4% Saturday (up from 27.9% in Q3) , and 31.7% Sunday (down from 37.0% in Q3), operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) which only runs weekday peak periods has also seen a low ridership recovery (47.0%, down from 64.7% in Q3), likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing by 400 jobs in 2024. This line was transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of

Metro's busiest 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.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 65.5% weekdays (up from 62.4% in Q3), but a high 105.3% Saturday (down from 112.4% in Q3), and 116.5% Sunday (up from 112.7% in Q3), so weekday and Sunday ridership recovered more in Q4 than Q3 here.

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 speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as Florence Av and Vermont Av (construction in CY2025) plus an expanded transit signal priority program launching in CY2025.