



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2024

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update report on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the second quarter of the calendar year in 2024 (Q2 CY2024) consisting of April, May, and June 2024, compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by the day type (weekday, Saturday, Sunday), region, across Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length changes.

BACKGROUND

The Board adopted the NextGen Bus Plan at its meeting in October 2020. The Plan was designed to create a fast, frequent, and reliable bus system that will be rolled out in two phases: "Reconnect" and "Transit First."

- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.

While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability. Full restoration of NextGen Bus Plan service levels were completed in three phases between June and December 2022. Metro continues to operate the full NextGen bus service levels through 2023 and 2024, with improved reliability due to full bus operator staffing achieved by August 2023. However, a 1 - 2% operator shortage has existed since the December 2023 service change, when operator requirements increased due to more peak service from increased ridership and recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low, though higher than in the second half of CY2023.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 120 bus lines, summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and ridership recovery after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of Dec 2022

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	31
Convenience Network (Tier 2)	12-15	12-15	20-30	15-30	24
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	39

When fully implemented, the Transit First scenario was expected to achieve a 15 - 20% increase in ridership. This expected ridership increase was attributed to increased speed of service and reduced travel times from the implementation of speed and reliability tool kit items, including new bus lanes, expanded transit signal priority, all-door boarding, as well as reinvestment of time savings for increased service frequencies. As of June 30, 2024, 49.7 lane miles of new bus priority lanes have been implemented on corridors such as 5th and 6th Sts plus Grand Av and Olive Sts in Downtown LA, as well as Alvarado St, Venice Bl, and La Brea Av.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic, beginning in March 2020, had significant effects on Metro bus service levels and ridership and on societal changes such as increased telecommuting.

As of Q2 CY2024, average daily bus system ridership continues to show growth as ridership continues to recover to and exceed pre-COVID levels:

- Weekday ridership was 85.1% (up slightly from 83.7% in Q1 CY2024)
- Saturday ridership was 92.4% (down slightly from 94.0% in Q1 CY2024)
- Sunday ridership was 100.3% (up from 98.3% in Q1 CY2024)

Weekday ridership has consistently increased with each new quarter of data. Saturday and Sunday ridership, while at higher recovery levels, fluctuate more with factors such as special events, weather, and smaller number of days in the quarter. This quarter saw Saturday recovery decline slightly and

Sunday increase, while the reverse occurred the previous quarter.

The San Fernando Valley continues to show the highest ridership recovery in Q2 CY2024 compared to the four other service areas, at 91.3% of pre-pandemic Q2 CY2019 levels on weekdays (up from 88.5% last quarter), 101.4% Saturday (down from 103.2% last quarter), and 114.5% Sunday (up from 109.1% last quarter), benefitting from NextGen Bus Plan investments.

The proportion of boardings in Equity Focus Communities throughout the system remains around 1% above pre-pandemic levels on weekdays.

Midday weekday Q2 CY2024 ridership recovery was at 88% of pre-pandemic levels (up from 87% last quarter), exceeding both AM peak (74%, up from 70% last quarter) and PM peak (82%, up from 79% last quarter) recovery. This aligns with the focus on investing service hours in the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter, and below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles. This reflects post-COVID changes to trip making (increased telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1 - 5 mile trips.

There were 18 lines/line groups on weekdays (up from 12 in Q1), 24 lines/line groups on Saturdays (down slightly from 26), and 40 lines/line groups on Sundays (up from 34), exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024.

Attachment A provides a more detailed analysis. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q2 CY2019 (pre-COVID and pre-NextGen) and the same period of Q2 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID-19 pandemic in early 2020 and the subsequent recovery in ridership and initial service restoration in 2021 based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

The complete restoration of bus service in December 2022, combined with more reliable service delivery and programs such as GoPass for students and the streamlined LIFE Program for low-income riders, contributed to much stronger ridership recovery through 2023 and will continue in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-COVID average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969, respectively). (See Attachment A Chart 6: Average Weekday Ridership 2019 - 2024).

Average Weekday Metro Bus Ridership (2019-2024):



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest weekday ridership recovery rate at 91.3% in Q2 CY2024 (up from 88.5% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line Bus Rapid Transit (BRT) with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the eastern San Fernando Valley were restructured to match regional travel patterns focused on North Hollywood. The Q2 CY2024 San Fernando Valley area average weekday ridership compared to Q1 CY2024 was up 11.1%, indicating ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q2 2024 were as follows, each improving compared to the previous quarter:

- San Gabriel Valley: 81.3% (up from 79.2% in Q1 CY2024)
- Gateway Cities: 80.9% (up from 75.9% in Q1 CY2024)
- Westside Central: 83.5% (up from 82.5% in Q1 CY2024)
- South Bay Cities: 85.5% (up from 80.8% in Q1 CY2024)

The Gateway Cities area's overall recovery is lowest as it is impacted by several factors; Line 130 on Artesia BI was transferred to municipal operators, and several lines were replaced by Metro Micro. The 2019 data also contains ridership for New Blue bus bridges, which were temporary bus services in place of the Blue Line rail service.

For Q2 2024 average Saturday ridership, San Fernando Valley again showed the highest recovery at 101.4% (down slightly from 103.2% in Q1 CY2024), while other areas were at 81.3 to 90.1% (similar to 79.8 to 90.9% in Q1 CY2024). Saturday ridership recovery slightly decreased in Q2 CY2024 compared to Q1 CY2024, while Sunday showed the opposite trend with overall improvement in Q2

CY2024.

Average Sunday ridership recovery increased to an overall 100.3%. San Fernando Valley's recovery rate was 114.5% (up from 109.1% in Q1 CY2024), and other areas increased between 88.6% and 99.1% (up from 83.7% to 96.0%). Sunday Q2 CY2024 ridership recovery rates increased in all five service areas compared to Q1 CY2024, with South Bay Cities and Westside Central nearly fully recovered (99.1% and 98.1%, respectively).

The table below shows the percentage change in average daily ridership by service area between Q2 CY2023 and Q2 CY2024.

Change in Average Daily Ridership by Service Area Q2 CY2024 versus Q2 CY2023	Weekday	Saturday	Sunday
Gateway Cities	10.1%	6.3%	9.3%
San Fernando Valley	11.2%	7.6%	9.4%
San Gabriel Valley	11.2%	5.2%	4.9%
South Bay Cities	13.7%	9.8%	11.4%
Westside Central	6.4%	2.8%	3.6%

(See Attachment A: Charts 10 - 12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q2 CY2024)

Ridership by Time Period

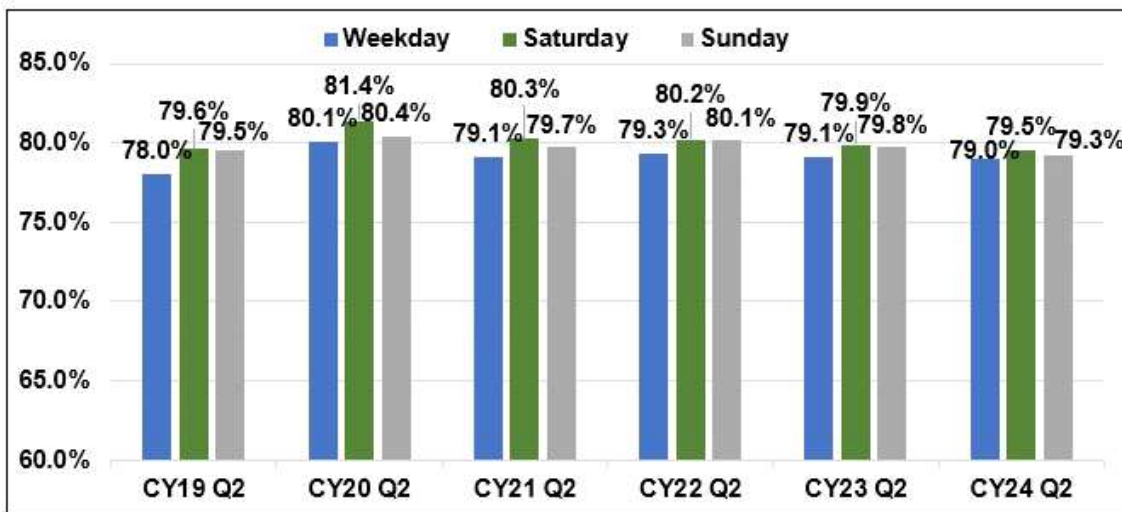
As of Q2 CY2024, early AM and AM peak period ridership remains the least recovered at 77% and 74% of 2019 levels, respectively. Meanwhile, the PM peak and evening recovery rates were 82% and 83%, respectively. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-COVID) levels at 88%, 91%, and 92%, respectively. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays.

Weekend ridership recovery by time of day was higher than weekdays in Q2 CY2024. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM, midday, PM peak, and evening were slightly more recovered at 89%, 88%, 88%, and 91%, respectively. This means that these periods are leading the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 95% and 98%, respectively, with their usage likely dominated by those dependent on transit. Sunday recovery rates by time period for Q2 CY2024 were closer together, between 97% and 100%. However, early AM was 112% (up from 106% in Q1 CY 2024), the only period to exceed 100% in Q2 CY 2024 compared to Q2 CY 2019, with the late evening period reaching 100%. (Attachment A Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q2 CY2019 - Q2 CY2024)

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q2 CY 2020, when COVID was most active, compared to pre-COVID. By Q2 CY2024, EFC boardings were still around 1% higher than pre-COVID on weekdays and had returned to pre-COVID levels on weekends. The trips made in the early part of COVID are likely attributed to people who reside in EFCs and rely on transit for access to essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1% increase in the share of weekday boardings that will continue to be seen in EFCs in 2023 and 2024. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-COVID.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q2 CY2019 through Q4 CY2024)



Lines traveling through Equity Focus Communities for which ridership recovery has been strongest (over 90% recovered weekdays and weekends) include:

- Line 207 Western Av
- Line 204 Vermont Av Local
- Line 53 Central Av
- Line 55 Compton Av
- Line 105 Vernon Av
- Line 108 Slauson Av
- Line 110 Gage Av
- Line 111 Florence Av
- Line 117 Century Bl
- Line 202 Willowbrook Av
- Line 603 serving Hoover St,
- Line 66 serving W 8th St and E Olympic Bl in East LA
- Line 251 on Soto St through East LA and Huntington Park
- Line 611 Huntington Park Shuttle

- Line 605 Boyle Heights Shuttle
- Line 665 Eastern Av Shuttle and;
- J Line 910/950 BRT between El Monte and Harbor Gateway/San Pedro

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (examples include Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30). Metro will continue monitoring ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address the impacts coming out of COVID.

Average Trip Length

Metro's bus system average passenger (unlinked) trip length dropped from 4.2 to 4.3 miles to just below 3.0 miles in the COVID-19 pandemic year of 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered from 2022 through 2024, average passenger trip lengths increased and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A: Chart 17 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q2 CY2024 versus Q2 CY2019 for each day type (weekday, Saturday, Sunday). Due to changes involved in restructuring lines and groups of lines for the NextGen Bus Plan, this analysis must, in some cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership. In Q2 2024, 120 Metro bus lines were operating, and ridership recovery rates for this analysis are based on 82 weekdays, 75 Saturdays, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D.

The overall bus system ridership recovery rate in Q2 CY2024 was 85.1% for weekdays, 92.5% for Saturdays, and 100.3% for Sundays compared to Q2 CY2019 as a pre-COVID baseline. There were 18 (up from 12 in Q1) weekday, 24 Saturday (down slightly from 26 in Q1), and 40 (up from 34 in Q1) Sunday lines/line groups exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a

vital component of more robust ridership recovery:

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday	75 Total Saturday	74 Total Sunday
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7

The Tier 1 and Tier 2 higher frequencies continue to show stronger recovery, while some of these lines also include route changes to better connect riders to key destinations.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has reduced daily work-related trips due to increased telecommuting, negatively impacting many downtown service industry businesses. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work as well as for leisure and entertainment events occurring in this area.

This pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Also, notable ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate, happened. The ridership recovery rate for the corridor overall was 88.7% on weekdays (up from 87.2% in Q1), with the Local Line 204 having a recovery rate of 109.3% (up from 108.5% in Q1). By comparison, the Vermont Rapid Line 754 serves a high-EFC-density corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 67.7% (up from 65.7% in Q1). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 120.7%; Rapid 65.9%) and Sunday (Local 113.5%; Rapid 86.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro’s service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40 - 60 minute frequency) had low ridership recovery and, in most cases, no NextGen route changes, as well as a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to 30-minute service intervals to see what impact that might have on their ridership recovery.

Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details for line-level ridership can be found in Attachment A and data tables in Attachments B, C, and D. This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q3 CY2024 (July through September 2024) as the basis for the next ridership report to be presented in January 2025.

Speed and Reliability

Progress on such speed and reliability implementations include 49.7 lane miles of new bus priority lanes implemented as of June 30, 2024 across Metro's service area. Updates on upcoming and recent projects are listed below:

La Brea Avenue Bus Priority Lanes (Metro Line 212)

In August 2023, Metro completed the 5.7 lane-mile peak-period bus priority lanes on La Brea Av between Sunset Bl and Olympic Bl. In March 2024, Metro surveyed Line 212 riders to gather feedback regarding the effects of bus lanes on riders. Of the 110 riders surveyed, 77% are regular Line 212 riders, 64% experienced faster bus speeds, and 54% experienced improved bus reliability.

Sepulveda Boulevard and Ventura Boulevard Bus Priority Lanes (Metro Line 234)

In October 2023, LADOT completed the implementation of this 10.8 lane-mile project. This project provides full-time bus priority lanes along Sepulveda Bl between Ventura Bl and Rayen St, and morning peak-period bus priority lanes on a segment of westbound Ventura Bl between Vesper Av and Sepulveda Bl. Metro conducted surveys of Line 234 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 132 riders surveyed, 74% are regular Line 234 riders, 75% experienced faster bus speeds, and 75% experienced improved bus reliability.

Roscoe Boulevard Bus Priority Lanes (Metro Line 152)

In June 2024, LADOT began installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av and is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction is expected to be completed at the end of October 2024.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority

Lanes project. Design for the Unincorporated LA County portion is expected to be completed in November 2024. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West BI and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County, with construction expected to begin by early 2025.

Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)

As part of the Vermont Transit Corridor project, Metro will deliver quick-build bus priority lanes to key segments of the corridor ahead of the larger BRT project. This will bring speed and reliability improvements to over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset BI and Wilshire BI and a 7.5 lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station as quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community Based Organization (CBO) partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Ave, regarding the overall BRT project and the quick-build bus lanes, which will be delivered as soon as 2025.

Bus Lane Enforcement

Metro continues to partner with LADOT to have a dedicated parking patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders get to their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, and the second half is expected to be complete with the procurement of new buses due to be delivered starting in FY25 Q2.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT and is in place awaiting the program's start. The outreach will focus on the affected BLE corridors and include general program informational materials for a wider audience. Metro's partner agency, LADOT, is working to amend the City's municipal code to allow citations under the BLE program. City Council approved these changes on October 8, 2024. A concurrent 60-day warning and outreach effort commenced November 1, 2024. A full community engagement plan has been developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities that are historically more transit-dependent. A central goal of the NextGen Bus Plan was to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC). Nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the Los Angeles County poverty line threshold for a household of four of \$109,000 ([HUD 2023 Income Limits < https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf >](https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf))

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the COVID-19 pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service as well as speed and reliability enhancements that continue to be implemented. Through the provision of a fast, frequent, reliable network, the NextGen plan has provided these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue monitoring ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, enough service capacity is provided based on ridership, and all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, as well as the Service Council meetings, where service changes are explained and discussed with the public. These channels provide valuable insight into riders' key customer experience concerns.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

Goal #1: Provide high-quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single-occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will also continue to hire new bus operators to remain fully staffed and reliably deliver full service daily. In addition, Two additional bus priority lane corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered during FY2025, and 14.9 additional lane miles are in planning (Vermont Av, Santa Monica Bl). Additional transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals. The next update is planned for the Board in January 2025, tracking the detailed progress on ridership recovery during Q3 CY2024.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q2 CY2024

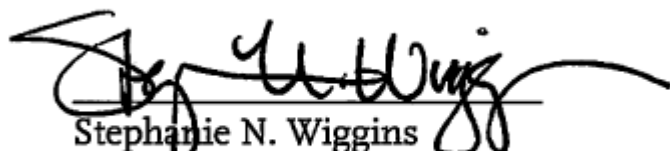
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

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