

2025 Second Quarter Ridership

Transportation Committee

John Harper, Metropolitan Transportation Services – Manager of Contracted Services

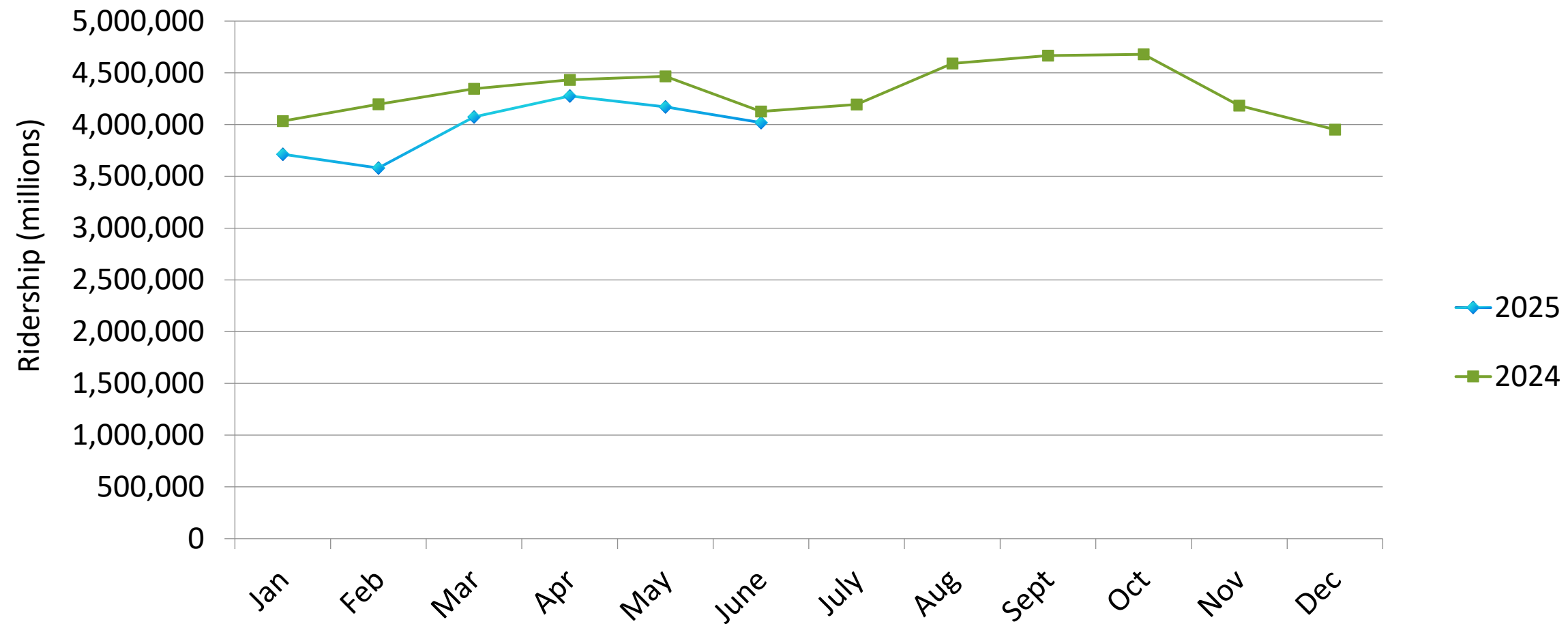
Joey Reid, Metro Transit – Principal Data Scientist



August 2025

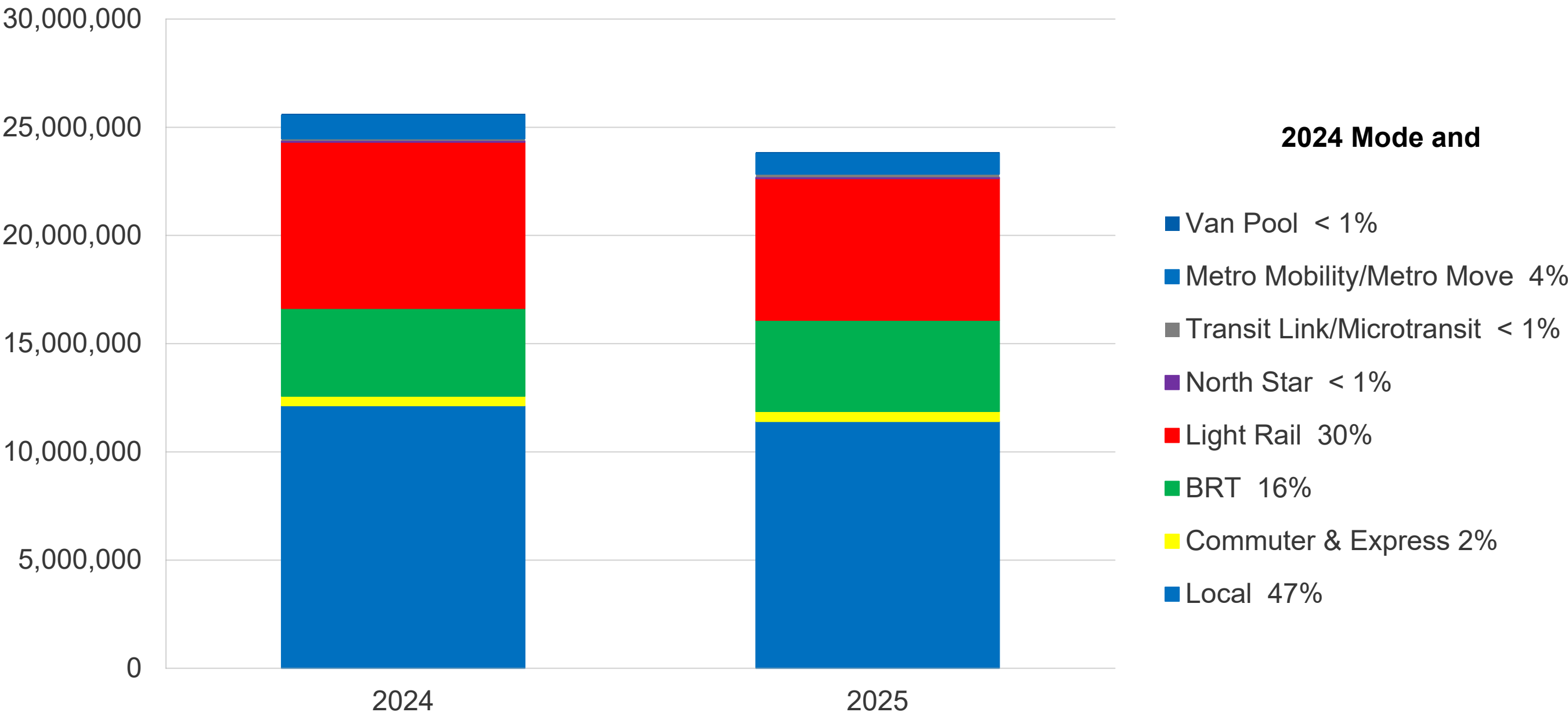
Council Ridership – Q2 2025

2024 Total: 25,602,160 2025 Total: 23,837,660 (-7%)



Council Ridership by Mode – Q2 2025

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Council Ridership by Mode – Q2 2025

2024 Total: 25,602,160

2025 Total: 23,837,660 (-7%)

Mode	2024	2025	Nominal Change	% Change
Bus	16,632,394	16,078,117	-554,277	-3%
Light Rail	7,680,474	6,551,814	-1,128,660	-15%
NorthStar	60,043	59,627	-416	-1%
Demand Response	1,191,544	1,111,768	-79,776	-7%
Vanpool	37,705	36,334	-1,371	-4%
Council Total	25,602,160	23,837,660	-1,764,500	-7%

Bus Ridership – Q2 2025

2024 Total: 16,632,394

2025 Total: 16,078,117 (-3%)

Bus Mode	2024	2025	Nominal Change	% Change
Local	12,132,339	11,406,706	-725,633	-6%
Bus Rapid Transit	4,056,718	4,211,965	155,247	4%
Express	443,337	459,446	16,109	4%
Council Total	16,632,394	16,078,117	-554,277	-3%

Demand Response Ridership – Q2 2025

2024 Total: 1,191,544

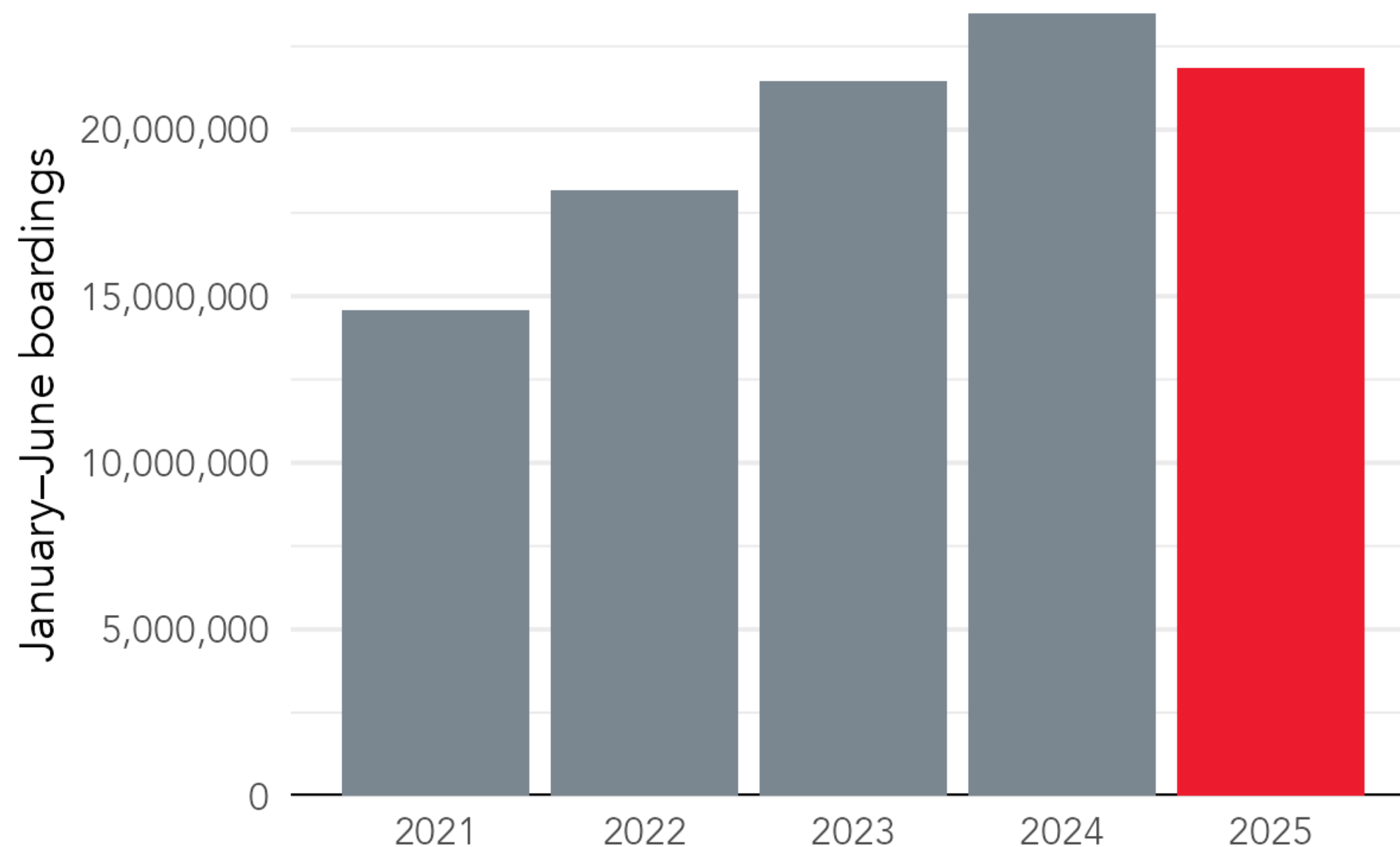
2025 Total: 1,111,768 (-7%)

Program	2024	2025	Nominal Change	% Change
Transit Link	65,339	69,918	4,579	7%
Micro Transit	30,659	75,020	44,361	145%
Metro Mobility (Special Transp)	1,086,980	860,814	-226,166	-21%
Metro Move (Special Transp)	8,566	106,016	97,450	N/A
Council Total	1,191,544	1,111,768	-79,776	-7%

Understanding Ridership Trends

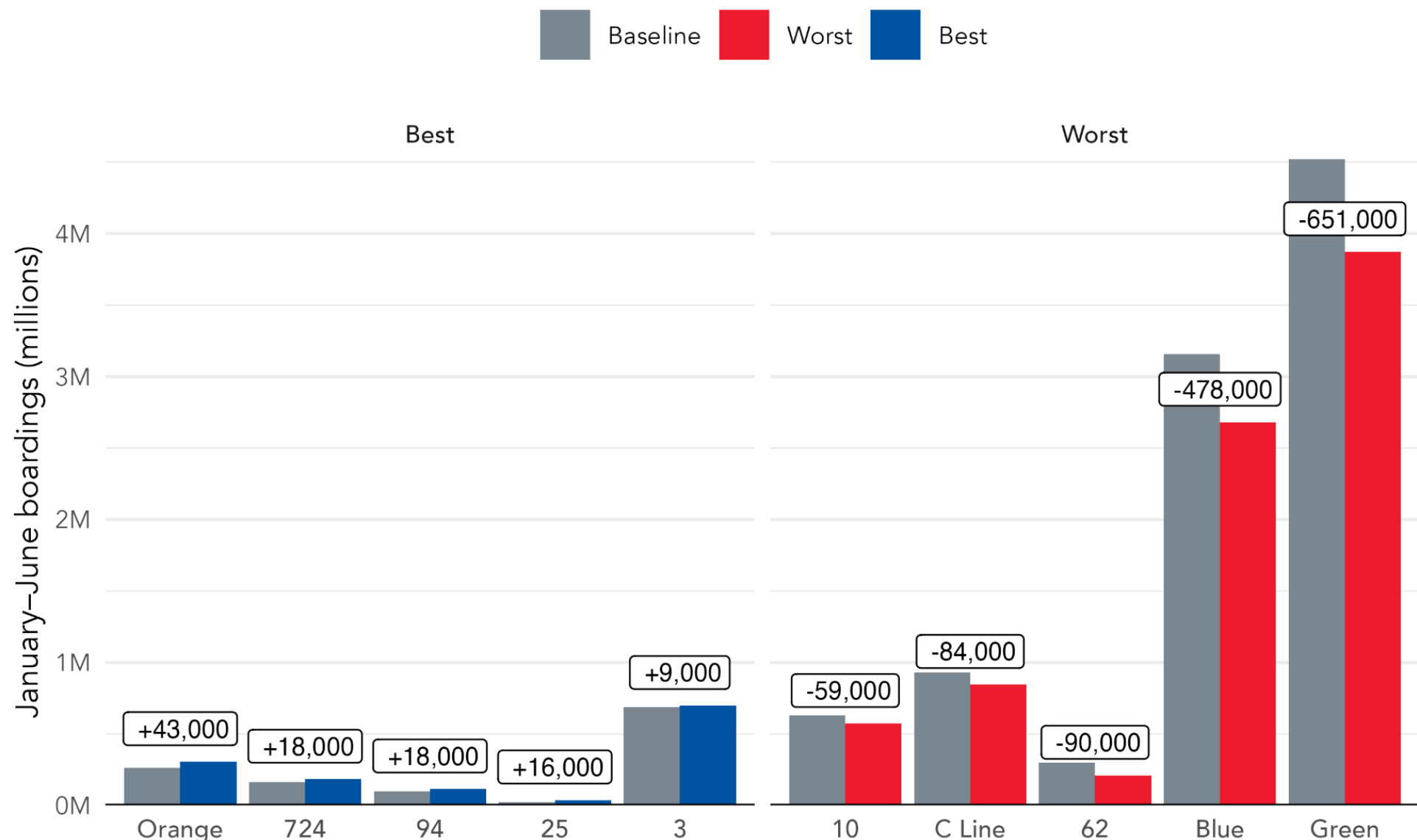


Metro Transit Systemwide Ridership



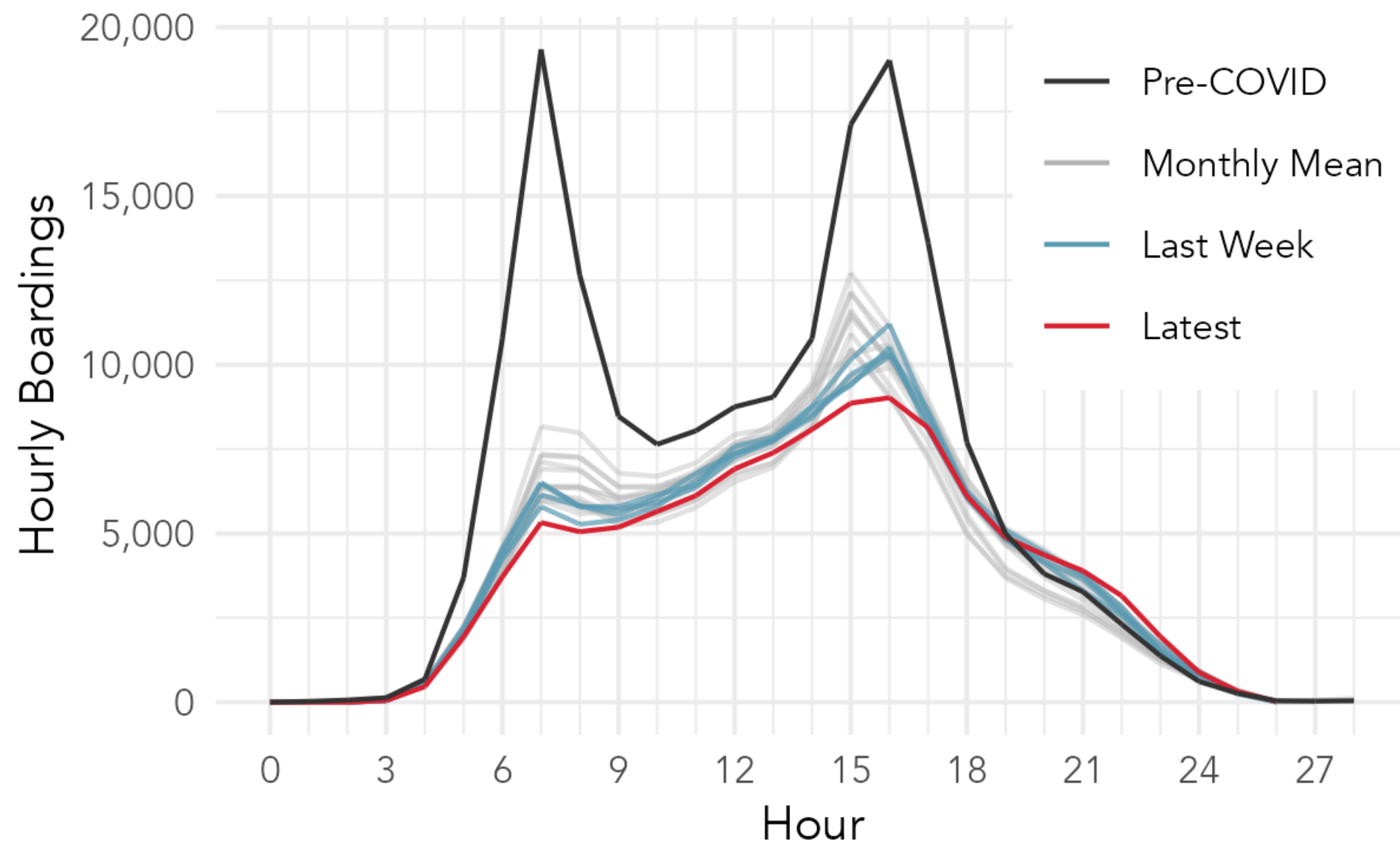
- Ridership through Q2 is down 7% from 2024
- 2025 is similar to 2023

Metro Transit Systemwide Ridership



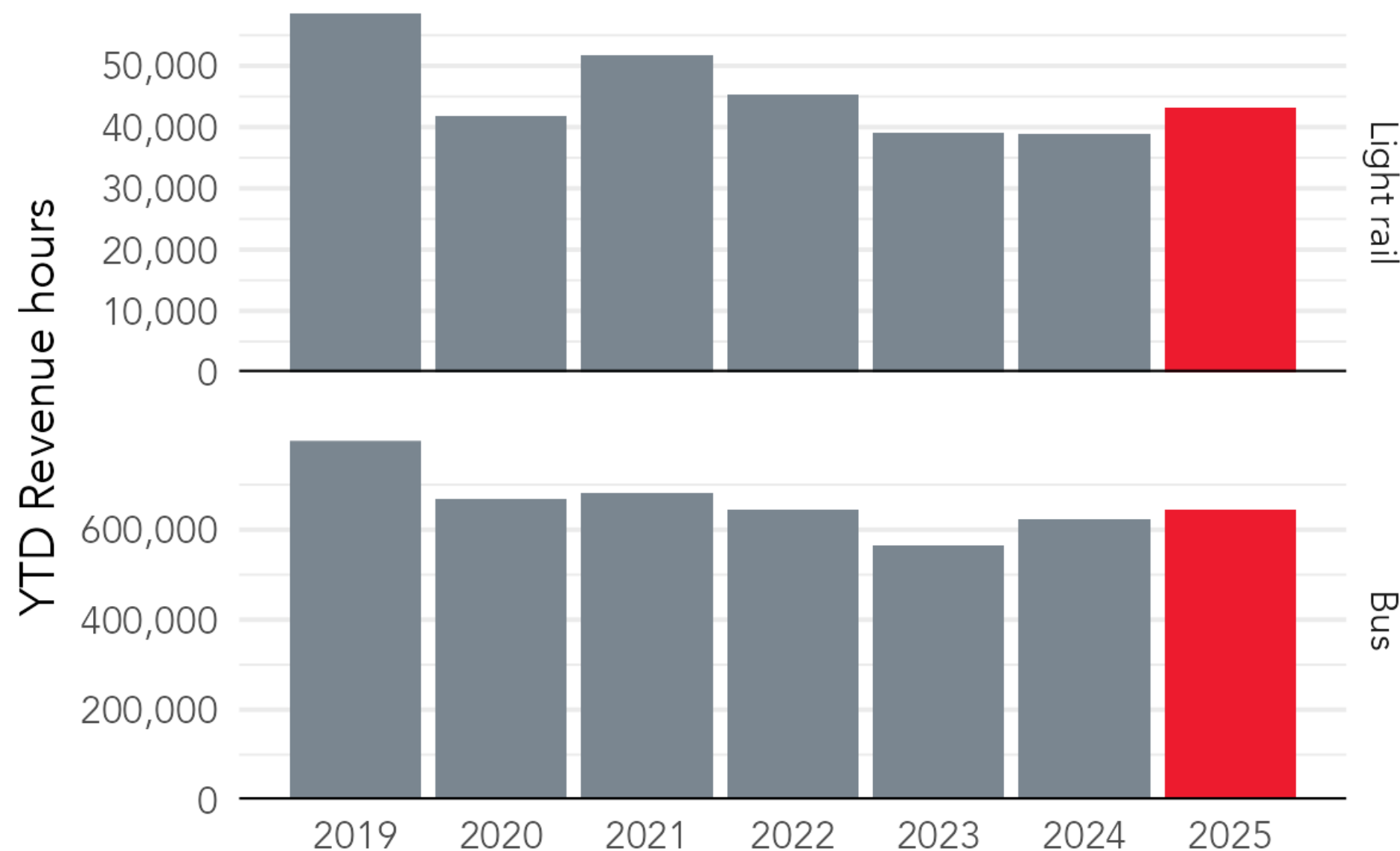
- Blue and Green lines are 61% of decline

Slowest growth in AM Peak



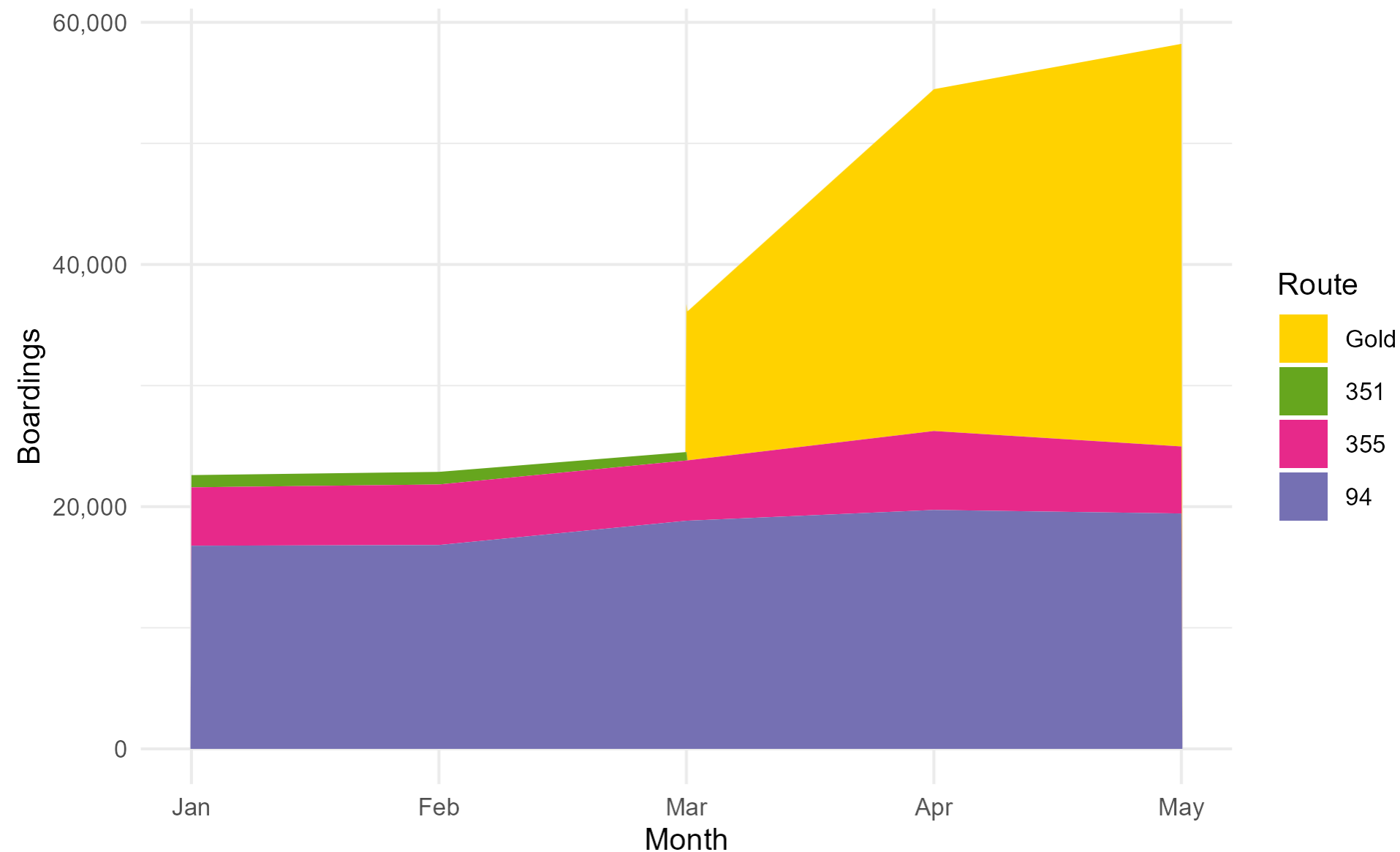
- Early, midday, PM Peak, evening all at highest since 2020
- AM peak stable over last few years

Service increased in last two years



- Light rail service added August 2024
- Growth in bus service over last two years

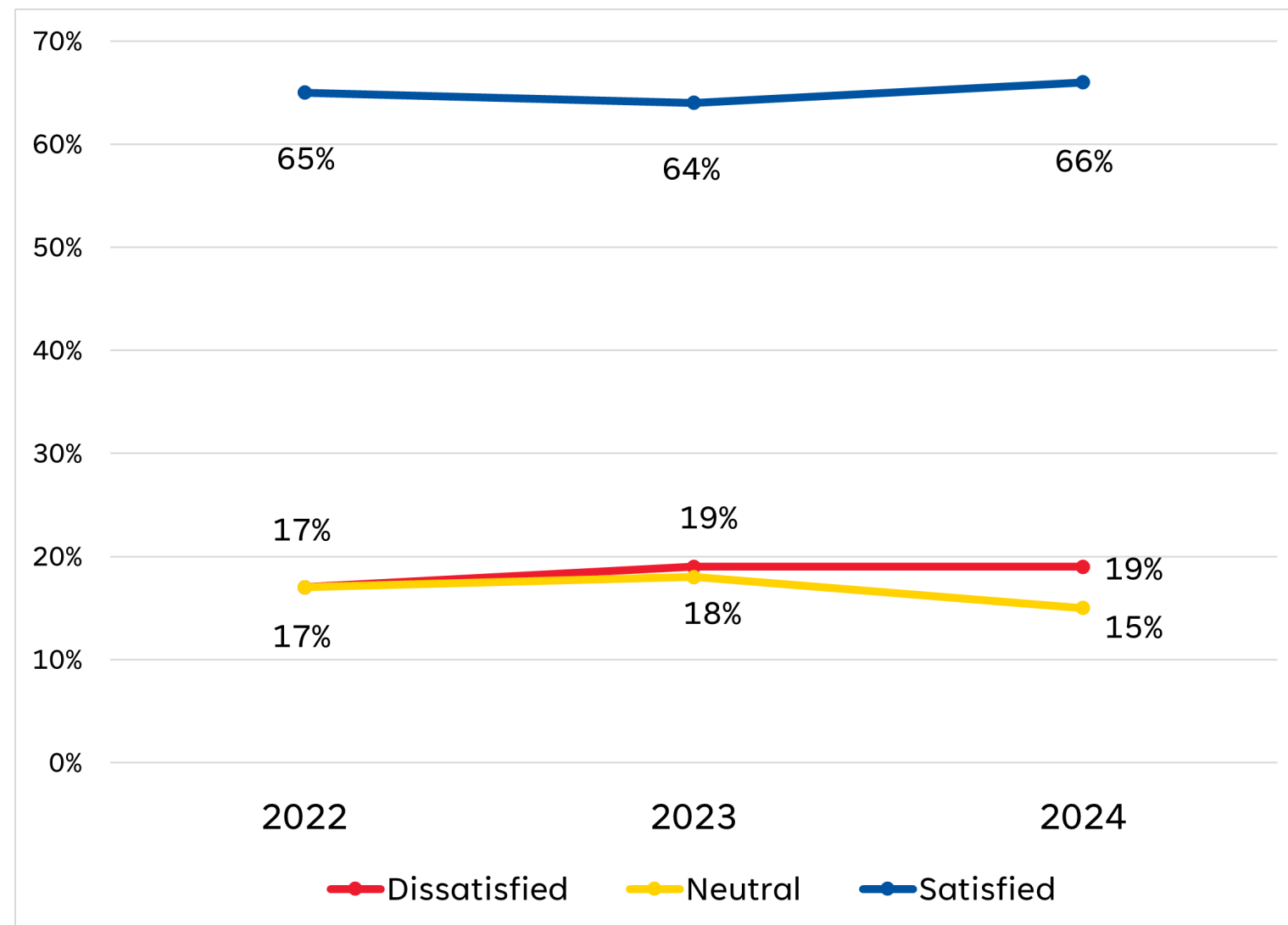
Gold / 94 Corridor Ridership



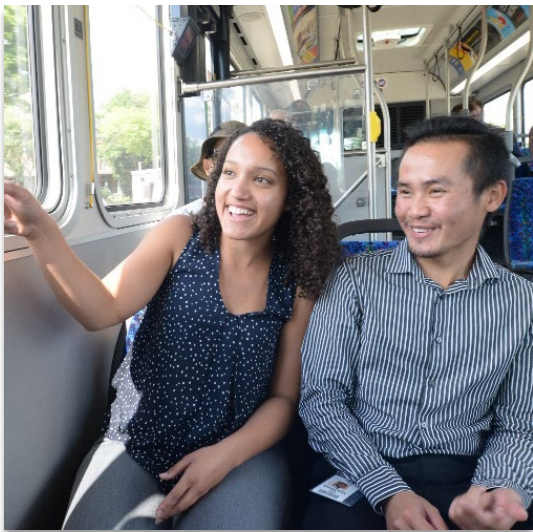
- Gold Line ~1100 boardings per weekday and Saturdays
- Route 94 up 4% since Gold Line opening
- Corridor ridership more than doubled since Gold Line

Overall customer satisfaction has remained stable

- Two out of three respondents are satisfied or very satisfied with their experience.
- By mode
 1. Commuter/Express bus
 2. Local bus
 3. BRT
 4. LRT



A greater share of riders feel safe



On board
buses

64%

Improved 3 points

Waiting at bus
stops

48%

Improved 7 points

On board
trains

41%

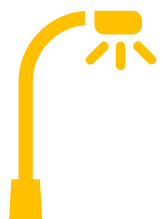
Improved 8 points

Waiting at train
stations

36%

Improved 7 points

Visible presence improves perception of safety and may have short-term impacts on ridership



TRIP and Police improve the perceptions of safety



Agents began boarding vehicles and inspecting fares and enforcing the code of conduct in early 2024.

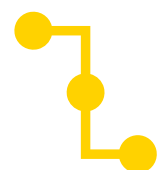


TRIP Agents are making an impact!

Safe, fast and frequent service grows ridership in the long-term



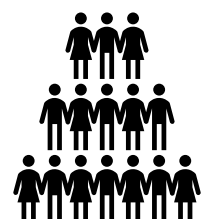
Riders report they would ride more if they feel safer



High-frequency service (15-minutes or better like Gold Line!) has increased steadily since early 2022 and Network Now service improvements continue



On average, residents can reach more jobs on transit than anytime in the last 4 years



Commuter market likely to improve as return-to-office mandates expand

