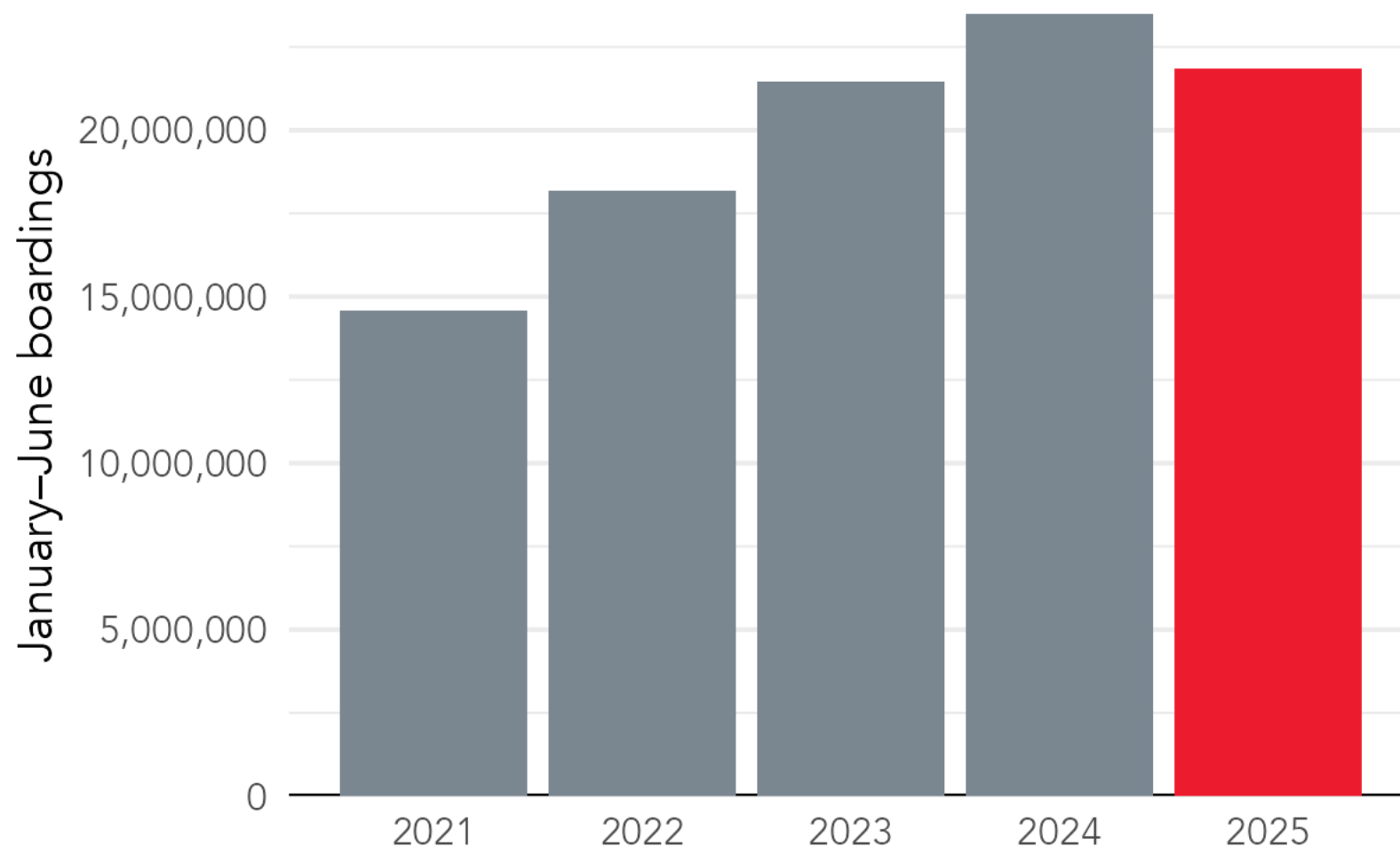




Quarter 2 Ridership Brief

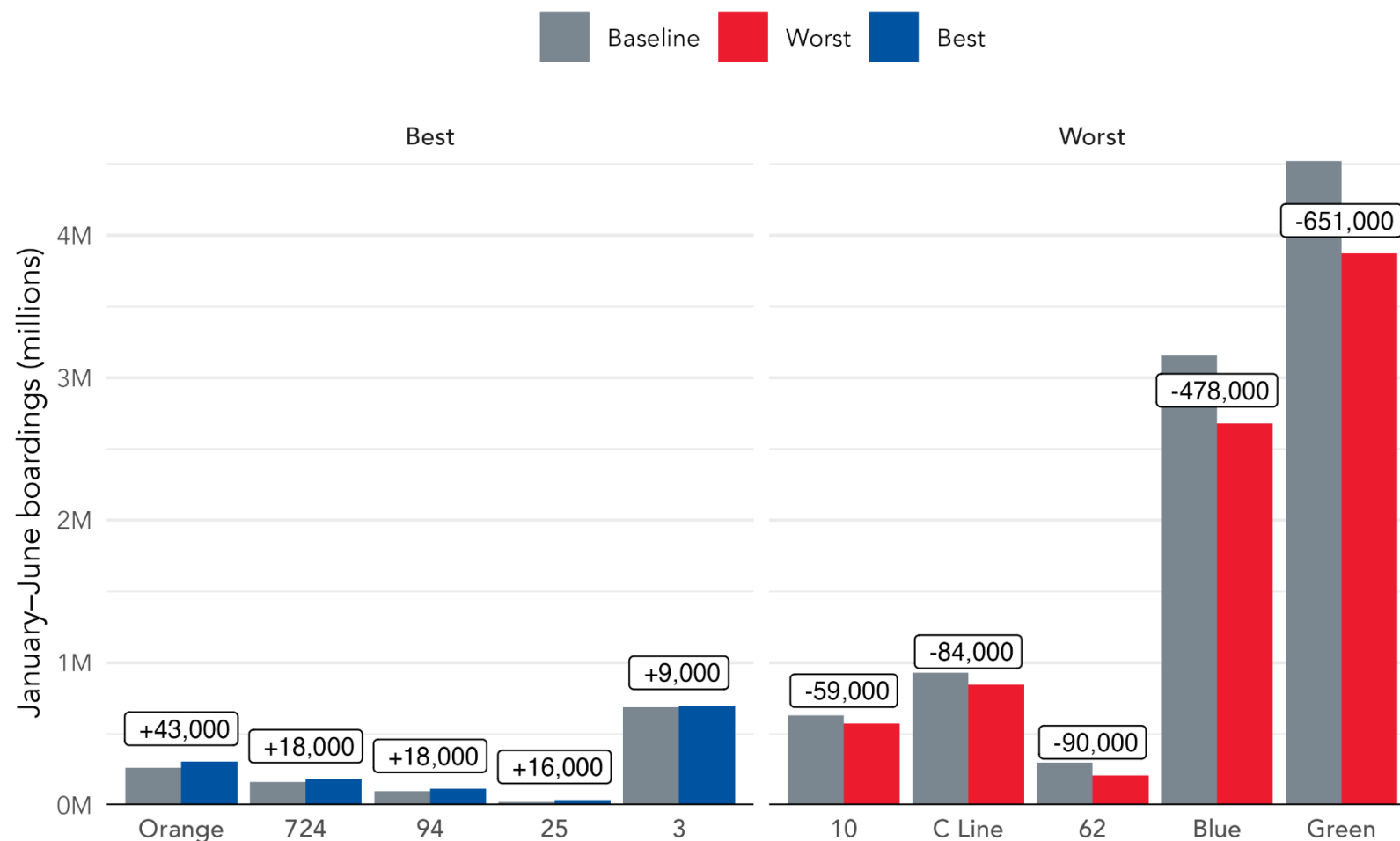
- Joey Reid | Principal Data Scientist

Metro Transit Systemwide Ridership



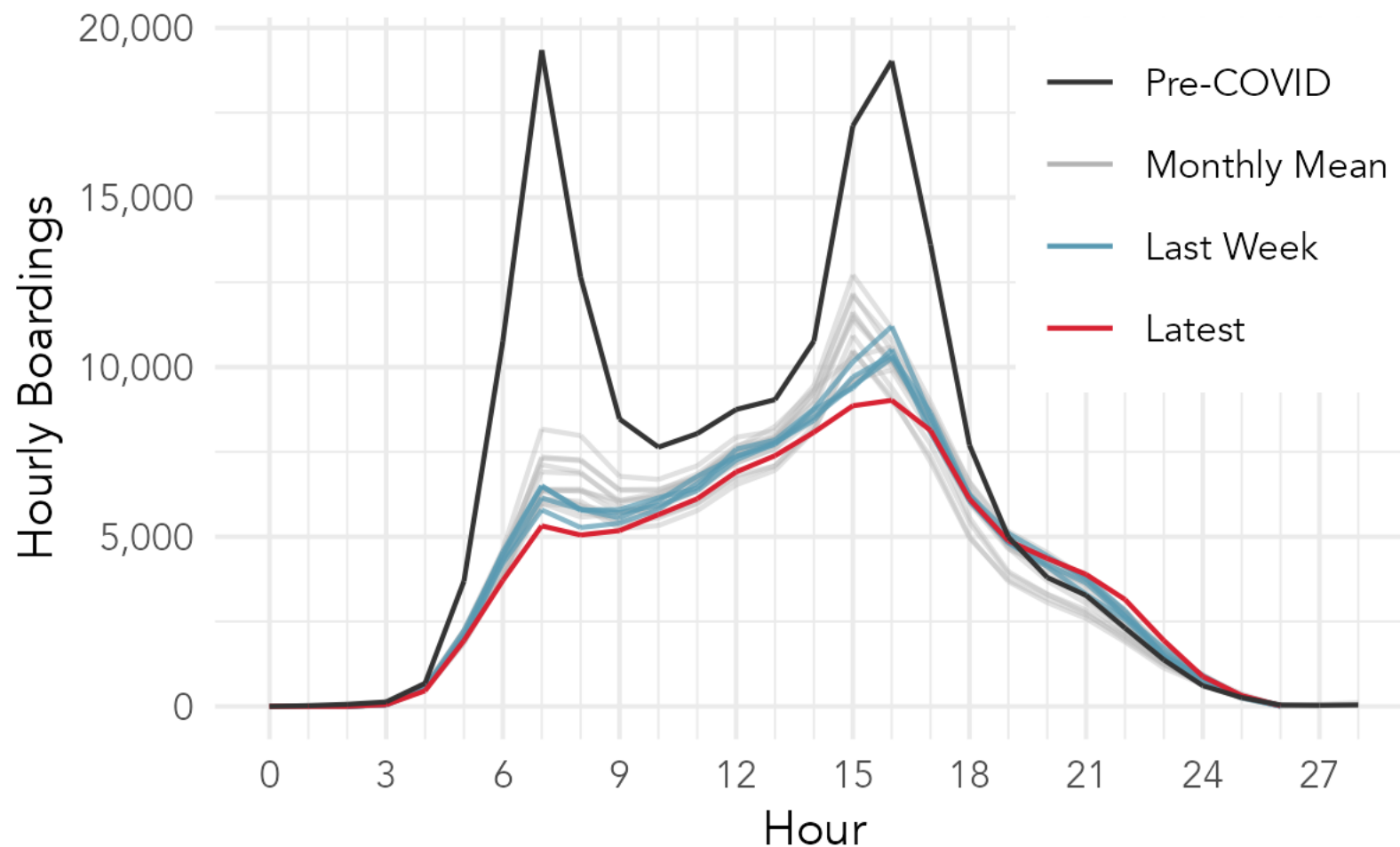
- Ridership through Q2 is down 7% from 2024
- 2025 is similar to 2023

Metro Transit Systemwide Ridership



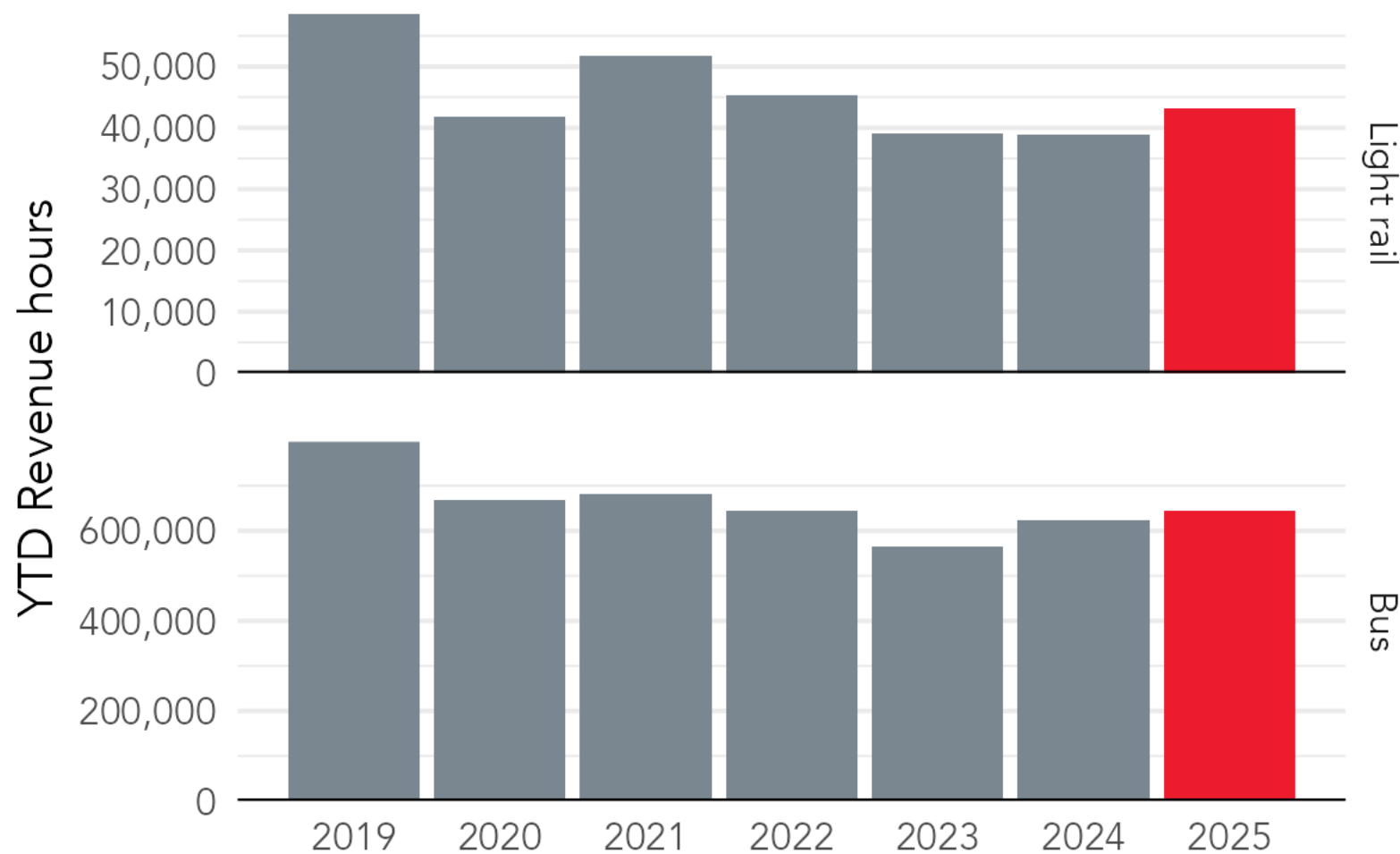
- Blue and Green lines are 61% of decline

Slowest growth in AM Peak



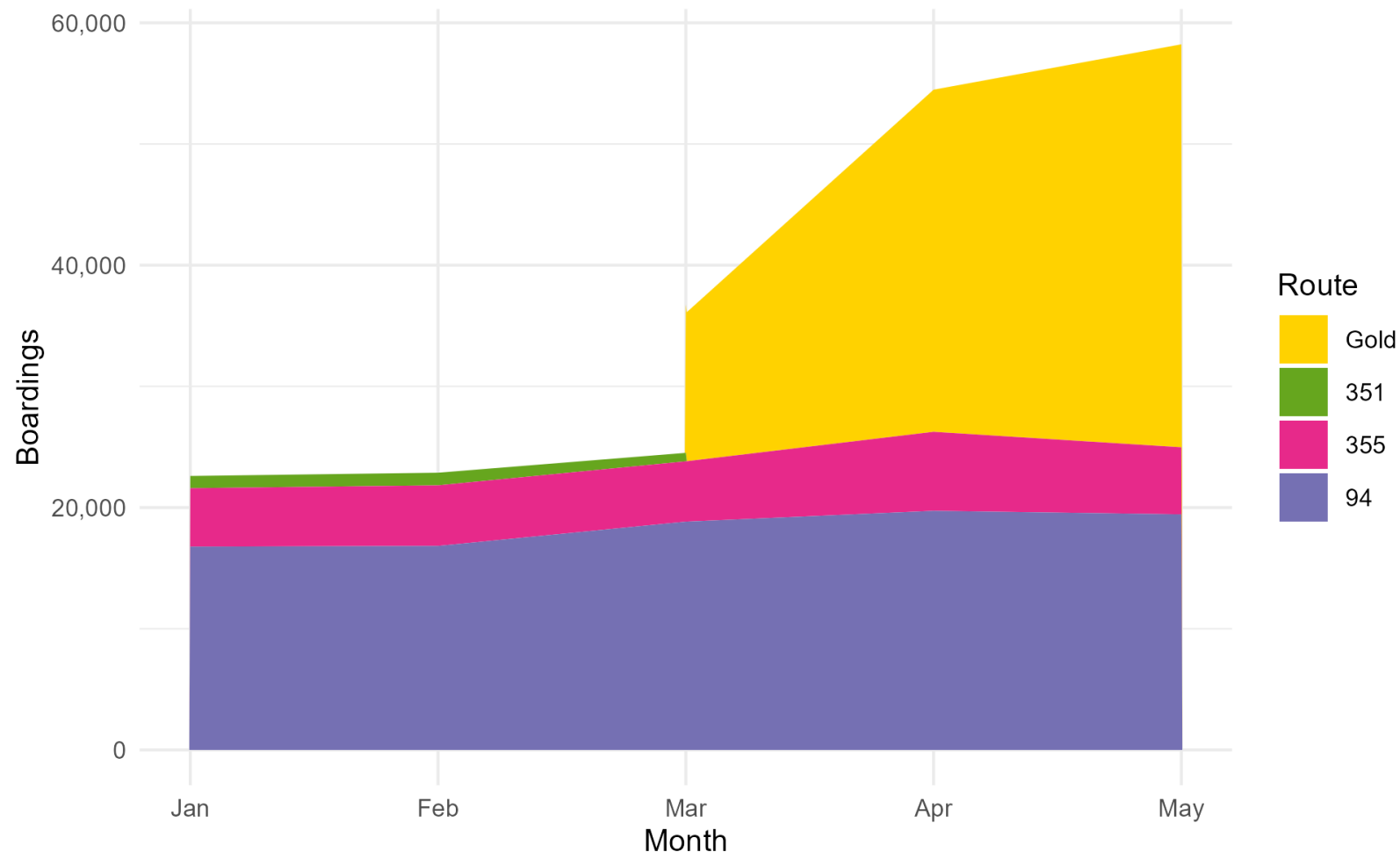
- Early, midday, PM Peak, evening all at highest since 2020
- AM peak stable over last few years

Service increased in last two years



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

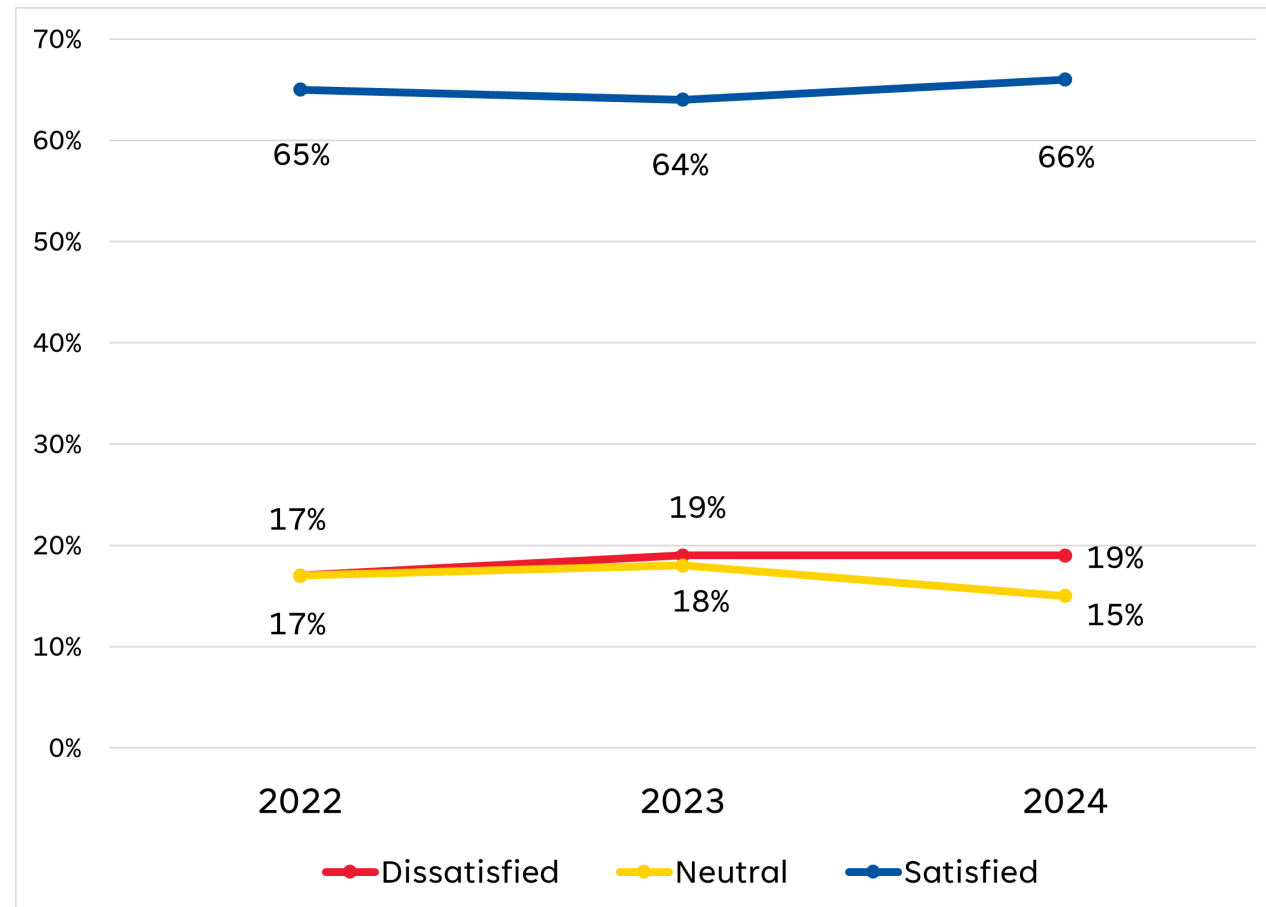
Gold / 94 Corridor Ridership



- 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%

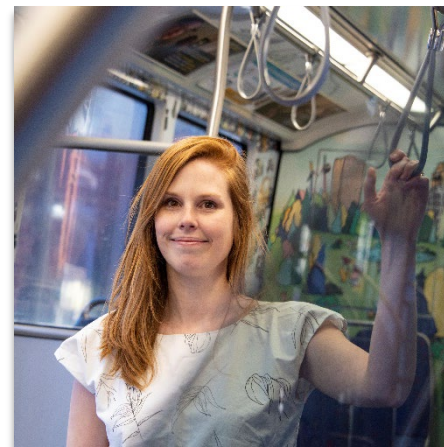
Improved 3 points



Waiting at bus
stops

48%

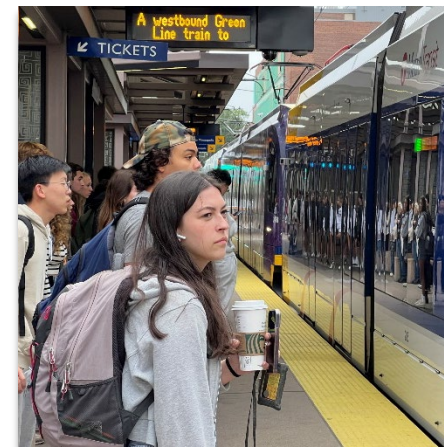
Improved 7 points



On board
trains

41%

Improved 8 points

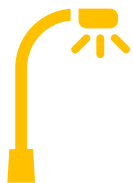


Waiting at train
stations

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.

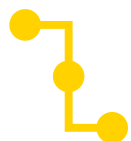


TRIP Agents are making an impact!

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



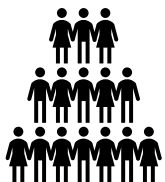
Riders report they would ride more if they feel safer



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