

Metro South Bay Service Council Monthly Meeting Review for May 9, 2025
Overview Compiled by David Mach, Vice-Chairman

A Safety Tip was given by Vice-Chair David Mach, advising everyone to be aware of their surroundings. Plan ahead and give yourself plenty of time for the trip.

Minutes from the April 11, 2025 meeting were approved.

Ms. Joanna Lemus with LA Metro, as Senior Manager for the Civil Rights Programs provided a presentation on Metro's updated Title VI policies. Metro is required to update and submit this plan every 3 years. The plan includes General Requirements such as complaint procedures, public participation plan, Limited English proficiency plan, and others. It also includes Metro's System-wide Service Standards and Policies, collect and report demographic data, monitoring its transit service, evaluate its service and changes, and provide the results of the Service and Fare Equity Analysis. Metro is also keeping its major service change threshold at 25% and its disparate impact and disproportionate burden at 5%. Metro staff plans to bring the updated Title VI program to the Metro Board this summer.

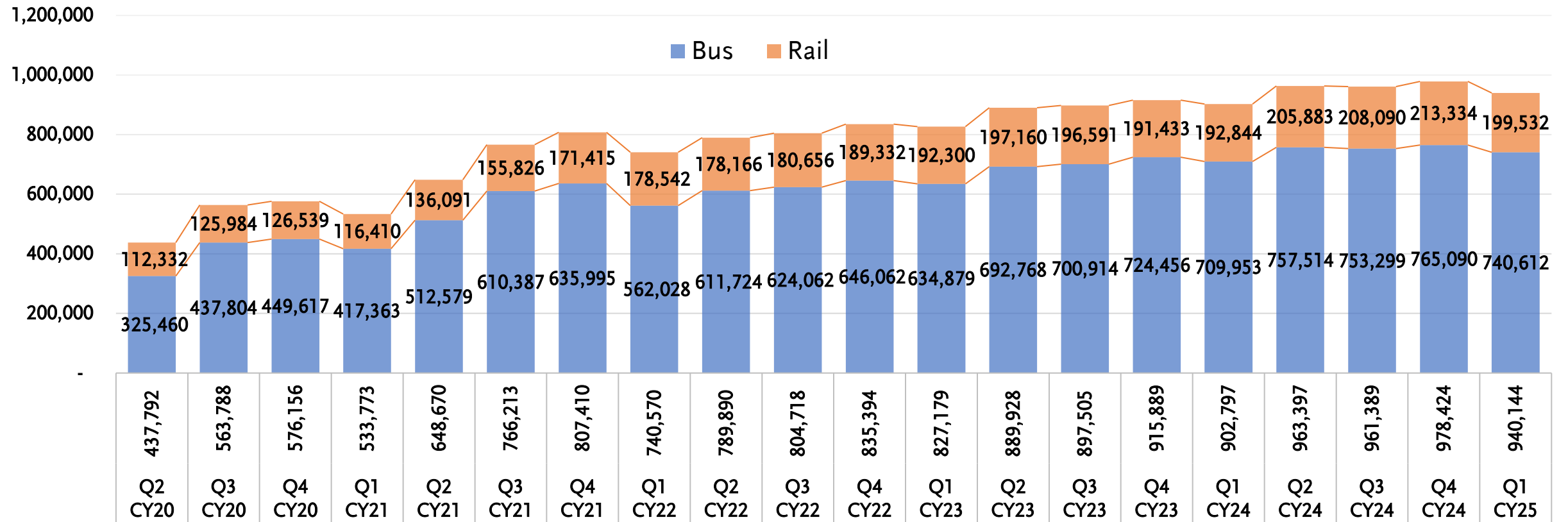
The Service Council also received the Station Experience Quarterly Update by Blanca Buenrostro, Metro Facilities Maintenance Supervisor. Ms. Buenrostro provided update on the elevator open door program. This program ensures elevators doors at Metro stations remain open when not in use. It also allows attendants to visually monitor the elevators and report any issues with maintenance. The program aims to deter unwanted activity inside the elevators and provide customer-facing support to riders. Program launched at Harbor Freeway Station and El Monte Bus Station but will be expanding to other stations in the near future.

The Metro Regional Performance Report began with Senior Executive Officer Joe Forgiarini Planning Manager, providing updates on bus cleanliness, bus ridership, on-time performance, customer complaints, bus breakdowns and the continuing reduction of cancelled services. Average weekday ridership for Bus is now at 84.5% of pre-Covid numbers in 2019. Rail average weekday ridership is 65.8% of pre-Covid numbers. System wide ridership on weekdays is 79.6% of pre-pandemic levels. Metro Micro ridership was 51,792 for March 2025. Canceled service is improving and trending below 2%. The Dodger Stadium Express (DSE) has seen strong ridership increase, especially from Union Station with close to 80% higher compared to last year. Metro team is the Grand Champion by winning 1st place in several categories at the APTA International Bus Roaddeo. Lastly, LAX/Metro Transit Center Station is scheduled to open on June 6, 2025. The new hub will connect the C and K Lines and include a 16-bay bus plaza, link 5 Metro and 8 municipal bus lines.

Respectfully submitted on May 14, 2025

David Mach,
Vice-Chairman - Metro South Bay Service Council

Systemwide Average Weekday Ridership Update



March Total Ridership Percentage Change 2025 over 2024:

- Bus: 2.7% Rail: 1.6%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

March Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:	2025	2019	%Pre-Covid
• DX:	957,592	1,202,296	80.0%
• SA:	702,694	709,148	99%
• SU:	577,698	592,298	98%

COVID-19

Average Weekday Rail Ridership By Line - March 2025					
Line	Mar-25	% Recovery	Mar-24	% Recovery	Mar-19
A/E/L	114,198	62.7%	113,813	62.5%	182,032
B/D	66,033	48.3%	65,976	48.3%	136,622
C/K	24,112	83.0%	25,531	87.9%	29,056

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using March 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.5% in March 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)