

Metro South Bay Service Council Monthly Meeting Review for February 14, 2025  
Overview Compiled by Donald Szerlip, Chairman

A Safety Tip was given by Scott Greene, Transportation Planning Manager, advising those using the rear door on buses to use the yellow bars when exiting.

Minutes from the January 10, 2025 meeting were approved.

The Council received its first Station Experience Report from Facilities Maintenance Supervisor Blanca Buenrostro. This report replaces the Quarterly Cleanliness Ratings report, though the backup data for that report was part of the Council's package. The revised report concentrates on the rider's experience when using Metro facilities. All 150+ bus and rail stations, plus transit centers, are evaluated quarterly to identify and resolve any issues impacting the station experience. In the South Bay region, a Classical Music pilot program was expanded to include the Rosa Parks Bus Transit Center. Throne Restrooms, already successfully placed at the Harbor Gateway Transit Center, were also added to the Willowbrook/Rosa Parks Transit Center. Other pilot programs include TAP to exit rail stations and an Open-Door Program for elevators to eliminate usage as a bedroom or bathroom, and to mitigate negative odors. Fence repairs at the Marine Ave K Line station and new bird abatement measures installed at the Harbor Gateway Transit Center were also highlighted.

Brought forward was a request from Councilmember Bob Wolfe to consider renaming the Douglas K Line Station. Bob noted that Douglas Street was only 2 short miles long and that its name held little geographical value for the majority of riders since it no longer was an entry to Douglas/McDonald Douglass Aircraft Company. He suggested that the geographic location description, as codified in the Station Naming Protocols, would better serve our passengers were the station renamed the Sepulveda/Douglas Station. Following a lively discussion, the Council voted to move the renaming request forward to the Board and directed staff to prepare a letter advocating for the name change.

Regional updates, presented by Senior Executive Officer Joe Forgiarini, celebrated the year over year December ridership increases of 7% on bus and 11.5% on rail. Updates were given regarding the relocation of the line 857 bus bridge stops at the Westchester/Veterans Station to improve access for passengers. Also announced was the completion of installation on all 2009 buses of the protection barriers for drivers. In record time. An overview was presented about how our system was effected by the recent high winds and fires. Newly received rail cars include a first in the nation fire mist suppression system, a passenger counting system and USB outlets. LCD info systems including active line maps are in each car and there will now be open

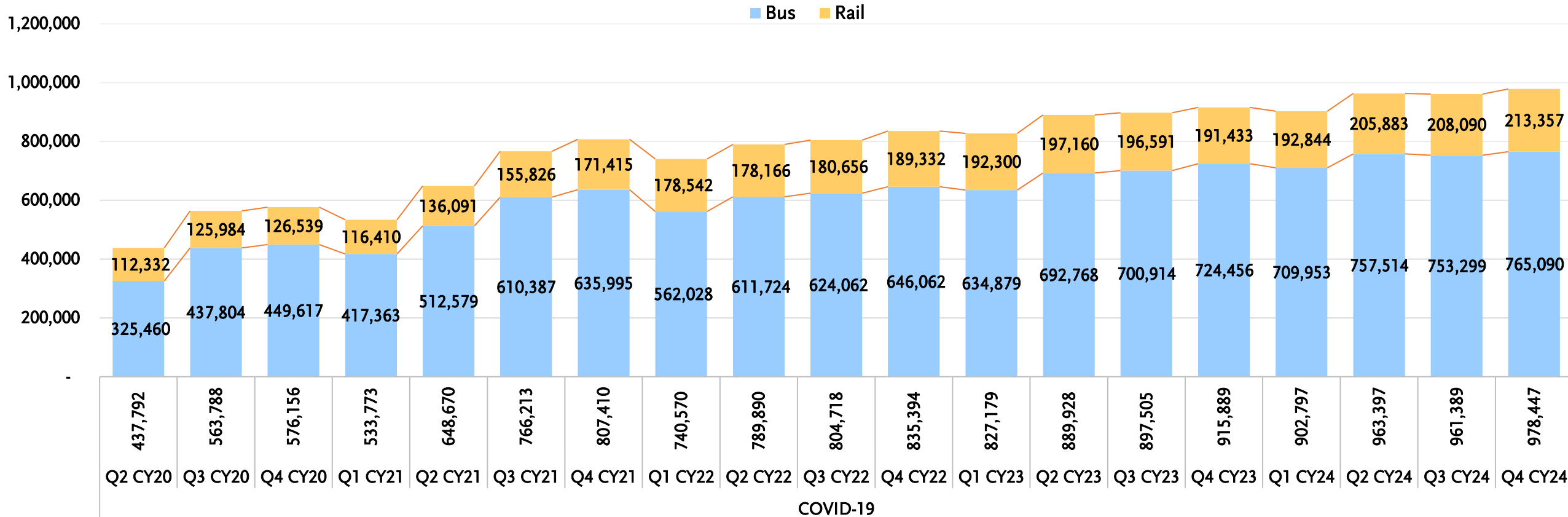
gangways between cars. Details were supplied about the staff evaluations being performed regarding the K Line extension to Torrance.

The meeting concluded following Council Member Comments and Public Comments on Non-agenda Items.

Respectfully submitted on February 19, 2025

Donald Szerlip  
Chair - Metro South Bay Service Council

# Systemwide Average Weekday Ridership Update



**December Total Ridership Percentage Change 2024 over 2023:**

- Bus: 7.3%
- Rail: 11.5%

**December Average Daily Ridership Percentage of Pre-Pandemic:**

| Systemwide:   |           |            |
|---------------|-----------|------------|
| 2024          | 2019      | %Pre-Covid |
| • DX: 930,111 | 1,096,174 | 84.9%      |
| • SA: 669,174 | 710,509   | 94.2%      |
| • SU: 548,027 | 526,817   | 104.0%     |

**Average Weekday Rail Ridership By Line – December 2024**

| Line  | Dec-24  | % Recovery | Dec-23 | % Recovery | Dec-19  |
|-------|---------|------------|--------|------------|---------|
| A/E/L | 113,995 | 78.2%      | 98,338 | 67.5%      | 145,791 |
| B/D   | 66,813  | 51..2%     | 59,202 | 45.4%      | 130,522 |
| C/K   | 23,975  | 81.3%      | 23,024 | 78.0%      | 29,501  |

Note: Recovery compares 2024 and 2023 against 2019 with A/E/L compared as a group due to Regional Connector. K Line started operation in October 2022 so 2019 data is only C Line.

**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 78.7% in November 2024 (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)