

Metro South Bay Service Council Monthly Meeting Review for January 5,2026
Overview Compiled by Donald Szerlip, Chairman

This was the first meeting at our new day and time – First Mondays at 5:00 PM. All Council members were in attendance.

A Safety Tip was given by Transportation Planning Manager Matt Lazo. He advised everyone to wait for the bus to come to a complete stop before exiting or boarding.

Minutes from the November 14, 2025 meeting were approved.

Allison Higgins, Senior Director of TAP Technical Systems, gave us an update and preview of Credit & Debit Card Payments for regular fare riders. The program will launch in spring of 2026 and will work for all contactless cards from Amex, Mastercard, Visa, Discover, Union Pay and JCB (the last 2 are overseas providers). Plastic cards may be used, as can cards in Apple, Google and Samsung Wallets stored on smart phones and watches. Contactless payment will launch simultaneously on all 27 agencies across the region accepting TAP cards for fares. Reduced fares, such as Senior, LIFE and Student GoPass, will not be available, except by using the actual TAP cards, until an upgrade later in the year.

The Station Experience Update was presented by Jorge Martinez, Transportation Planning Manager. Updates were provided about the TAP-to-Exit (T2E) Program at Union, North Hollywood and Pomona North Stations; new Faregate designs using full height gates which have yielded up to 82% Year-over-Year valid entries at numerous stations; and the stations' mini makeover along the J Line. In response to many of the Council's comments and concerns, Metro has upgraded wayfinding signage between the Expo/Crenshaw E & K Line stations to assist passenger transfers. Installation of Throne Restrooms has been an overwhelming success and locations are continuing to increase. Finally, partnering with LA County Registrar-Recorder/County Clerk's Office, Metro has installed multiple Vote-by-Mail Drop Boxes at various locations, each in clear view of CCTV cameras. In the November, 2025 election more than 7,200 ballots were collected at Metro stations, a 26% increase from Nov., 2024.

Regional updates were presented by Wayne Wassell, Service Planning Director, Transportation Planning Manager Matt Lazo and Andy Sywak, Community Relations Manager. Highlights included average weekday ridership systemwide in October, 2025 of 216,000+, the highest since pre-pandemic. There was discussion about Bus Pass Ups and possible solutions, the use of transit during the Dodgers parade & stadium celebration and the feasibility study being performed regarding a San Pedro to Long Beach Water Taxi for use during the 2028 Olympics.

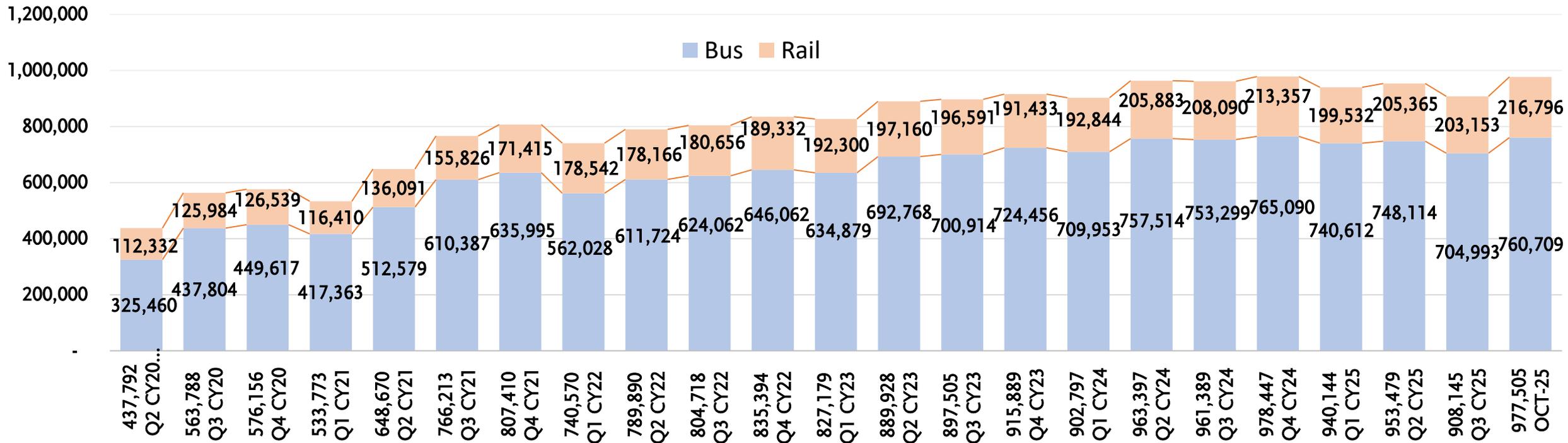
The meeting concluded following Council Member Comments and Public Comments on Non-agenda Items.

Respectfully submitted on January 11, 2026

Donald Szerlip

Chair - Metro South Bay Service Council

Systemwide Average Weekly Ridership Update



October Total Ridership Percentage Change 2025 over 2024:

- Bus: -5.0% Rail: +0.3%
- Monitoring ridership for impacts from workers returning to full time office attendance.

Oct Average Daily Ridership Percentage of Pre-Pandemic:

2025	2019	%Pre-Covid
• DX: 977,505	1,222,507	80%
• SA: 710,855	751,546	95%
• SU: 591,888	588,849	101%

Average Weekday Rail Ridership By Line - Oct 2025

Line	Oct 2025	% Recovery	Oct 2024	% Recovery	Oct 2019
A/E/L	125,192	78.9%	123,118	77.6%	158,755
B/D	63,504	42.8%	70,637	53.6%	131,696
C/K	28,100	92.9%	26,544	87.8%	30,236

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using 2018 data for A Line due to New Blue Impacts.

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 79.2% in October 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 76.7% in October 2025 (rail station data available month to month)