



Santa Monica Department of Transportation

# Annual Report 2023–24

Sustainable Mobility in Action



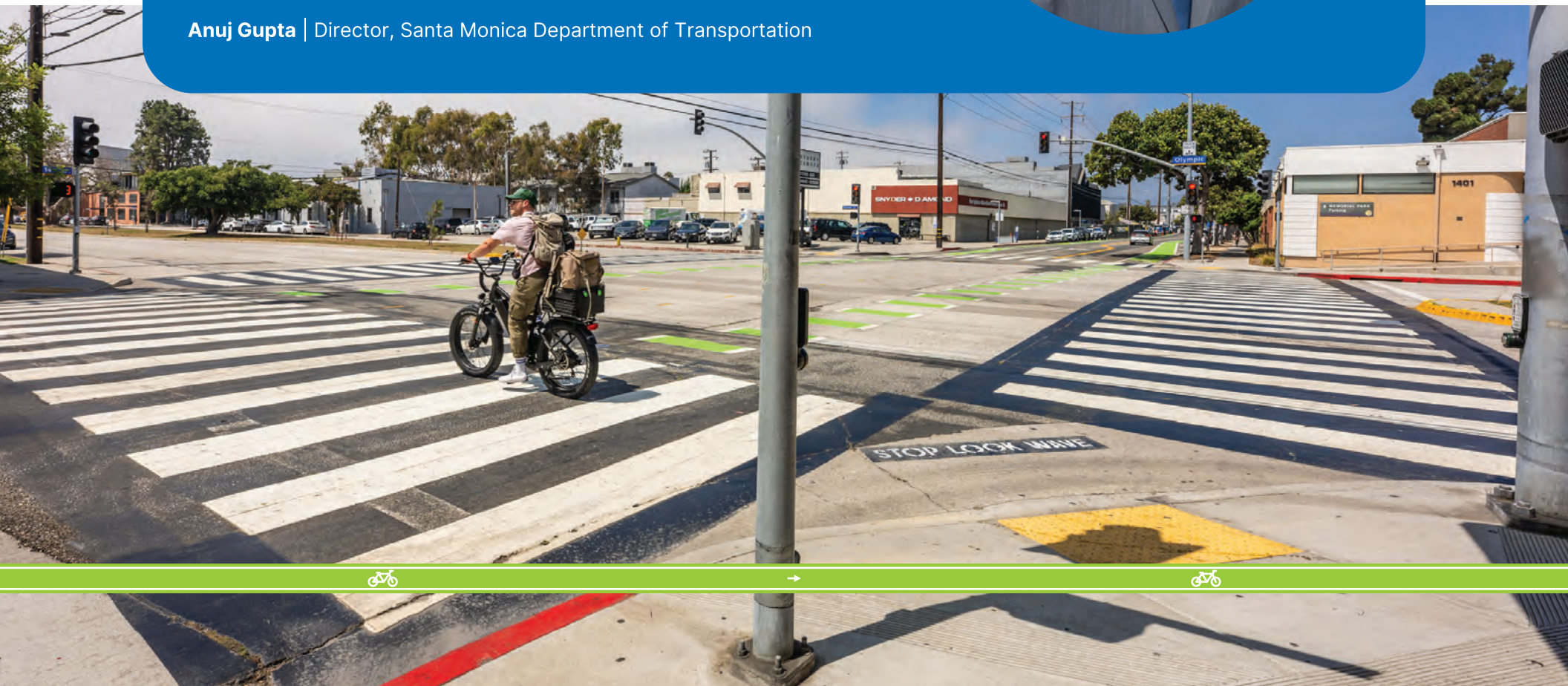
**Building a  
Safer, Greener,  
Connected  
Future for All.**

## Dear Santa Monica Community,

I'm proud to reflect on the remarkable progress we've made in creating a more connected, safe, and sustainable transportation network. From expanding our pedestrian and bike infrastructure to deploying our electric bus fleet, our efforts have been guided by a commitment to equity, safety, and environmental stewardship. These achievements are a testament to the collaborative spirit of our team and our partners, working together to make Santa Monica a model for resilient urban mobility.

Looking ahead to FY 2024-25, our focus will be on building upon this momentum. We are dedicated to advancing projects that improve access to opportunity for all residents, enhance roadway safety, and further reduce our city's carbon footprint. Together, we will continue to create a transportation system that not only meets the needs of today but also paves the way for a more sustainable and inclusive future.

**Anuj Gupta** | Director, Santa Monica Department of Transportation





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The **Santa Monica Department of Transportation (DOT)** is reimagining the way a city moves. In a place where streets and sidewalks are more than just pathways, we're designing a future where every journey—whether by foot, bike, bus, or motor vehicle—connects people to opportunity in a way that is safe and sustainable.





This year, we've focused on improvements that make an impact now and for the future. By upgrading bike lanes, modernizing bus services, enhancing pedestrian access, and optimizing operational efficiency, we've built a transportation network that supports Santa Monica's growth, well-being, and sustainability.

**"More bike lanes and pedestrian friendly infrastructure along with more reliable public transportation and less cars in Santa Monica is always going to be the best outcome for this city."**

Santa Monica Community Member, via Instagram



At the Santa Monica Department of Transportation (DOT), our vision is to create a safe and sustainable transportation network that is equitable and accessible for all. We are dedicated to reducing congestion, lowering emissions, and improving quality of life by offering diverse transportation options that meet the needs of our entire community.



A public transit system, led by Big Blue Bus and in collaboration with LA Metro, providing reliable, safe, high-quality service that connects people to opportunities while reducing traffic and emissions.



A growing network of cycling infrastructure, including protected bike lanes, offering safe, comfortable and sustainable options for people of all ages and abilities to experience our dynamic community in new ways.



Pedestrian pathways that encourage walking as a healthy, primary mode of travel, with well-maintained sidewalks and crosswalks supporting safe, walkable neighborhoods.



Expanding micromobility options such as e-scooters and e-bikes, providing flexible, convenient connections to public transit and reducing dependency on single-occupancy vehicles.



A transportation system that prioritizes accessibility and equity, ensuring that seniors, low-income residents, and individuals with disabilities have access to discounted, high-quality transit services.



Maintaining a wide variety of safe and accessible parking lots, structures, and on-street meters, many of which offer quick and convenient EV charging stations.



**3.8**  
**Lane Miles**  
of new and  
upgraded bike  
lanes



**19**  
Electric Buses  
in Service (10%  
of fleet)



**8.6 million**  
passengers on  
Big Blue Bus

## Key activities in FY 2023-24

The past year has been one of significant growth and innovation for the Santa Monica Department of Transportation. As we continue to build a complete and connected transportation network, our focus on accessibility, safety, and environmental sustainability has resulted in numerous milestones. From upgrading bike lanes and reducing carbon emissions through electric buses, to improving accessibility for seniors and individuals with disabilities, these achievements reflect our commitment to enhancing the quality of life for all residents.

**195**

Buses on track  
for upgraded  
communications  
system  
(CAD/AVL)



**72**  
curb ramps  
upgraded to ADA  
standards



**222**  
crosswalks  
refreshed



**\$28.3M**  
in grants  
secured



**90,000**  
parking permits  
issued



# Awards

Santa Monica DOT received recognition for its innovative and impactful projects that align with the City's goals of sustainability, equity, and safety. These prestigious awards highlight our ongoing commitment to creating a more connected and livable community. We are proud to work in close collaboration with numerous City Departments and partners across the community.



## Complete Streets Award

The Safe Streets for 17th Street and Michigan Avenue project received the 2023 Complete Streets Award for its innovative approach to enhancing pedestrian and cyclist safety. This project improved mobility by creating a safe, car-free environment that promotes sustainable travel.



## American Planning Association Excellence in Sustainability Quality of Life Award

The Active Aging Pilot Program was honored with the 2024 Quality of Life Award for improving the mobility and independence of seniors through tailored transportation services. This initiative empowered adults aged 65+ to navigate the city safely and confidently, enhancing their quality of life.



## National Council on Aging Innovator Award

DOT's Mobility On Demand Every Day (MODE) program received the 2024 Innovator Award for providing curb-to-curb, on-demand transportation for older residents. This program has delivered over 3,000 rides annually, improving accessibility and independence for seniors across Santa Monica.



# Our Commitment to Good Governance

Through strategic planning, audit compliance, grant acquisition, and staff recruitment, we ensure our projects and services remain sustainable and compliant, supporting long-term transportation goals.



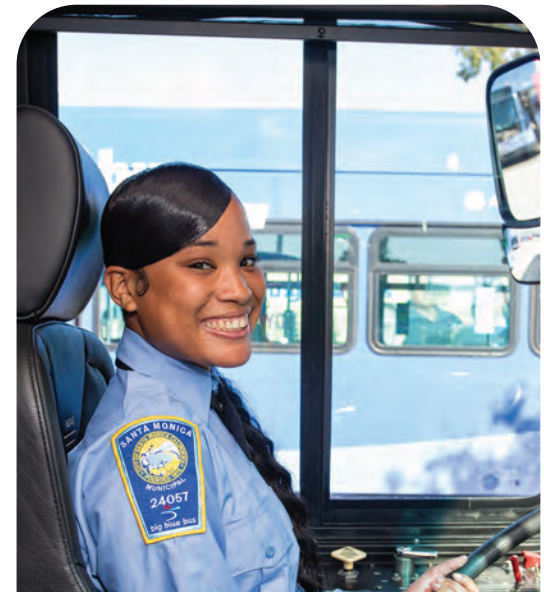
## Compliance and Audits

DOT's completion of the last two triennial FTA reviews with no findings—an achievement reached by fewer than 8% of transit agencies nationwide—demonstrates Big Blue Bus's exceptional performance and unwavering commitment to federal compliance and effective public transit operations.



## Grant Acquisition and Stewardship

We prioritize responsible financial management, securing grants, and utilizing public funds efficiently to enhance infrastructure and transit services for the city.



## Staff Recruitment and Retention

Our commitment to empowering and recruiting top talent, with a focus on motor coach operators, ensures our team receives continuous training to uphold the highest standards, driving innovation and excellence throughout DOT initiatives.



# Advancing the City of Santa Monica's Priorities – Progress in FY 2023–24

## Overview of the Priority Areas

The Santa Monica DOT aligns its transportation initiatives with the city's five strategic priorities to foster a more connected, sustainable, and equitable community. Each project is carefully designed to contribute to these broader goals:



## Addressing Homelessness

By offering affordable transportation options, DOT connects vulnerable populations to essential services such as shelters, healthcare, and job opportunities. These efforts help ensure mobility is not a barrier but a vital support for individuals on their path to stability.



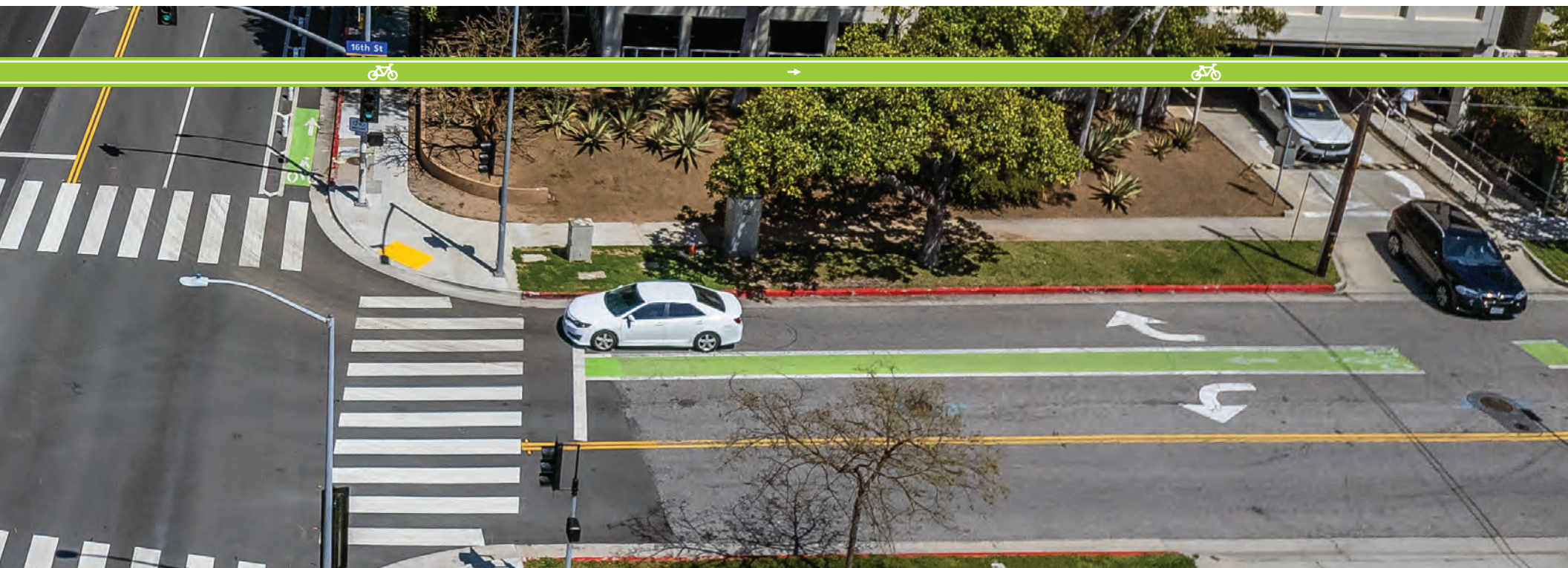
## Justice, Equity & Diversity

Transportation equity is at the core of DOT's mission. Programs like low-income fare options, discounted passes, and ADA-compliant infrastructure upgrades are designed to ensure underserved communities have equal access to transportation, creating a more inclusive city where all residents can benefit from mobility services.



## Clean & Safe

The safety of our customers and staff is our priority and is critical to promoting public trust in the transportation system. We're committed to achieving Vision Zero—the elimination of fatal and severe injury crashes—through investments in roadway design and operation. We're advancing initiatives including Transit Safety Officers, security cameras, and facility upgrades to create an environment where residents, workers, and visitors can travel confidently and safely across the city.



## Sustainable & Connected

Santa Monica's commitment to environmental sustainability is supported through a range of multimodal transportation initiatives, including expanded bike lanes, electric buses, and EV infrastructure. These efforts not only reduce the city's carbon footprint but also help connect neighborhoods and reduce dependency on cars, fostering a more environmentally responsible urban landscape.

## Economic Growth & Cultural Vitality

A strong transportation system fuels economic growth by providing efficient access to business districts, cultural venues, and community events. By expanding transportation options, DOT helps maintain Santa Monica's reputation as a vibrant, thriving city for residents, businesses, and visitors.

**Each of the initiatives highlighted on the following pages reflects DOT's commitment to advancing the City of Santa Monica's strategic priorities, ensuring that transportation contributes to a safer, more equitable, and sustainable future for everyone.**



# Sustainable & Connected

## Building a Greener, More Accessible Future

As part of Santa Monica's strategic focus on Sustainability and Connectivity, DOT is leading efforts to increase mode shift and foster a more environmentally responsible, multimodal transportation system. Santa Monica's active transportation efforts have resulted in a combined walking and biking commute rate of 12.4%, outpacing other cities in Los Angeles County. By expanding eco-friendly transit options and improving access to active modes of transportation, DOT is helping the city achieve its sustainability goals while ensuring the community is more connected than ever.

### Big Blue Bus 5-Year Service Plan



#### Brighter Blue Approved

Informed by a comprehensive analysis and an extensive 18-month community and stakeholder outreach effort, the City Council approved a 5-year service plan that will result in more frequent service, expanded service hours, and improved connectivity. These enhancements play a critical role in making public transit more reliable and appealing, helping reduce congestion and emissions.

### Battery Electric Bus (BEB) Fleet Expansion



#### 19 Electric Buses In Service

In line with Santa Monica's sustainability efforts, 19 battery electric buses ran 333,561 miles this year reducing greenhouse emission by over 22 thousand pounds. The long-term plan includes charging infrastructure for a total of 195 buses advancing the department's transition to zero-emission public transit.

### Sustainable Transportation Expansion



#### Zero-Emission Infrastructure Advanced

We continue to prioritize sustainable infrastructure to support a cleaner, multimodal future. With a \$22.9 million TIRCP grant, Big Blue Bus (BBB) is adding five battery electric buses and expanding charging infrastructure for over 100 buses, advancing the city's Fleet Electrification Master Plan. These efforts are vital steps toward a zero-emission fleet by 2030 and reinforce our commitment to reducing emissions and enhancing transit connectivity.

### Capital Improvement Projects



#### New Bike Lanes and Curb Extensions Completed

To further enhance the city's sustainable mobility network, nearly 3.8 new and upgraded bike lane miles were installed, promoting cycling routes across Santa Monica. In addition, 39 new curb extensions were completed to ensure accessibility for all residents, reinforcing the city's commitment to inclusivity and safety.



# Clean and Safe

## Protecting a Well-Maintained Transportation System

The Clean & Safe priority is fundamental to Santa Monica's transportation network, ensuring that residents, workers, and visitors can move confidently through well-maintained and secure public spaces. This year, DOT focused on enhancing security measures, improving pedestrian infrastructure, and maintaining the cleanliness of critical areas like parking structures and downtown spaces.



### Transit Safety Officer Program

Big Blue Bus's introduction of Transit Safety Officers strengthened safety and security across high-traffic routes and key bus stops. By providing real-time assistance and addressing rider concerns, these officers have improved the overall transit experience, ensuring a safer, more welcoming environment for Big Blue Bus passengers.



### Speed Survey

Santa Monica's Speed Survey prompted speed limit reductions across more than 30 miles of streets, aligning speeds with safety goals to support Vision Zero and enhance enforcement efforts, creating safe roads for all.



### Daily Cleaning and Maintenance

Routine cleaning and maintenance of the downtown area and parking facilities continued throughout the year, with teams from Parking Administration, SP+, and the Public Works Department collaborating to ensure that public spaces remain clean and welcoming.



### Vision Zero

To eliminate fatal and severe injury crashes from our streets, DOT is constantly adjusting our network. We installed refreshed 222 crosswalks across the city and added 2 new ones. We modernized signal timing and added new stop signs at key intersections. We cut the ribbon on transformational projects like the Safe Streets for 17th Street and Michigan Avenue project, all in the name of reducing traffic collisions and improving pedestrian and cyclist safety.



### Security Enhancements

To improve safety in public areas, DOT installed 37 new security cameras in parking structures (Structures 2, 4, 5, 7, 8, Main Library, and Civic Structure) and engaged a security firm to patrol downtown Santa Monica parking structures. We also worked closely with the Santa Monica Police Department and Metro to enhance transit security, including the addition of on-board security services, ensuring that the public can use transportation options confidently.

### Completed Safety Enhancements



**16**

intersections upgraded to all-way stops



**20**

Crosswalk Flashing Beacons (RRFBs)



**182**

traffic signals maintained



# Economic Growth & Cultural Vitality

## Creating Pathways to Prosperity and Community

Transportation plays a pivotal role in supporting Santa Monica's economic growth and enriching its cultural vitality. The Department of Transportation has worked to improve access to business districts, cultural centers, and community attractions, ensuring that residents and visitors can easily engage with the city's rich economic and cultural offerings. This year's transportation initiatives have helped facilitate smoother transit, enhanced parking solutions, and supported local businesses and events, reinforcing the connection between transportation and economic prosperity.

### Big Blue Bus Ridership Growth

This year, Big Blue Bus ridership increased by 11%, much of the growth was driven by the local workforce and students leveraging free or reduced pass programs. Making access easier for these groups helps promote economic growth across the City.

### Open Streets Events

DOT reviewed traffic control plans and coordinated bus rerouting to support Open Streets events and neighborhood block parties ensuring safe and smooth transportation for the community. These efforts enabled residents to gather, support local businesses, and strengthen community connections, contributing to Santa Monica's cultural vitality and economic growth.

### Construction and Development Permits

DOT reviewed approximately 2,000 permits for construction and development projects. Our review ensures that new projects further the City's land-use and sustainability goals by providing the infrastructure needed to support our multi-modal transportation network. These efforts are key to supporting Santa Monica's long-term economic growth and development.



# Addressing Homelessness

## Enhancing Access to Critical Services through Reliable Transportation

Transportation is a vital link in Santa Monica's efforts to address homelessness, providing individuals with access to shelters, medical care, and community resources. DOT's initiatives this year have focused on improving reliable and affordable transportation options for vulnerable populations, reducing barriers and supporting the city's broader mission to connect individuals experiencing homelessness with the resources they need.

### Bus Passes for Social Service Agencies

DOT distributes bus passes to local social service agencies, enabling case managers to provide their clients with transportation to shelters, healthcare appointments, and other vital services.



### Facilitating Housing Development

DOT has supported policies, including Plan Check processes and parking lot redevelopment, to facilitate the construction of market rate and affordable housing. These efforts contribute to the city's ongoing work to address homelessness by ensuring that transportation infrastructure is aligned with new housing developments, creating accessible communities for all.



# Justice, Equity & Diversity

## Promoting Inclusive, Accessible Transportation for All

Equity is at the heart of Santa Monica's transportation strategy, ensuring ensuring that everyone, regardless of income, age, or ability, has access to affordable, reliable transportation. In FY 2023-24, DOT expanded programs, enhanced infrastructure, and celebrated staff diversity and inclusion through participation in events like Black History Month, Hispanic Heritage Month, and Santa Monica Pride. By focusing on discounted fares, low-income transit passes, and accessibility enhancements, DOT continues to build a transportation system that truly serves all community members.



### Low-Income Transit Passes and Discounted Fares

Regional free and discounted pass programs such as LIFE (low income) and GoPass (K-12) are accepted on Big Blue Bus ensuring transit remains affordable and accessible for all.

### Accessibility Enhancements for Residents of All Abilities

DOT prioritized infrastructure upgrades that benefit individuals with disabilities, including ADA-compliant ramps and accessible public transportation options. These enhancements support our goal of making transportation truly inclusive.

### Mobility on Demand Every Day (MODE)

DOT continues to offer the MODE on-demand transit service to seniors and adults with disabilities. The service provides discounted Lyft rides within the City and certain medical facilities outside the City, essential for this population.



**39,771** MODE  
rides in FY 23-24

# Looking Ahead

## Driving the Future of Mobility and Community Transformation

DOT is shaping a bold and vibrant future with initiatives that enhance mobility, elevate community spaces, and cater to the evolving needs of our residents. Our focus is on sustainable growth, innovation, and creating a more connected, beautiful city.

DOT is committed to:



### Implementing the Brighter Blue 5 Year Plan

Increasing bus frequency and expanding service hours to meet the growing demand for safe, reliable, high-quality transit service.



### Designing & Installing Mobility Capital Projects

Evaluating and improving roadways so that all road users feel safe and calm. Completing pedestrian safety enhancements at 6 local schools is a current priority.



### Leveraging Technology

Enhancing the safety and reliability of our multimodal network by testing emerging technologies to keep bike and bus lanes free of obstructions. Adapting to the evolving landscape of Autonomous Vehicles through regular coordination with providers.

Each initiative strengthens transportation access, reduces barriers, and fosters community connections, ensuring Santa Monica's network serves everyone. The focus ahead is on resilience, creating a future where transportation supports freedom, safety, and equity for all.



### **Expanding Shared Micro-Mobility**

Introducing a new shared mobility provider, deploying more e-bikes, and improving sidewalk order and accessibility to offer seamless, flexible travel options for a more connected city.



### **Increasing Battery Electric Buses**

Furthering our transition to a 100 percent battery electric, zero-emissions fleet and ensuring our workforce is trained in operating and maintaining the new buses.



### **Analyzing and Improving Parking**

Completing a comprehensive parking analysis to ensure parking availability aligns with demand and upgrading facilities to support our vibrant community.



### **Preparing for International Events**

Collaborating with regional partners to ensure seamless transportation for the 2026 World Cup and LA28 Olympic and Paralympic Games.

# Appendix



## Pedestrian and Bicycle Safety Improvement Projects

### Current Projects Underway

- Projects in Construction or Completed FY23-24
- Projects in Design in FY23-24

### Existing Bike Network

- Bike Lane
- ..... Bike Route
- Protected Bikeway



0 0.25 0.5  
Miles



# Big Blue Bus Key Performance Indicators for FY2023-24





# System-wide Summary

Annual Key Performance Indicators	FY20-21	FY21-22	FY22-23	This Year FY23-24	% Change from FY22-23
Big Blue Bus Total Ridership	5,027,105	6,312,168	7,741,258	8,604,201	11%
Average BBB Weekday Ridership	15,490	20,253	24,964	27,940	12%
Average BBB Saturday Ridership	10,879	12,066	14,339	15,245	6%
Average BBB Sunday Ridership	9,175	9,604	11,552	12,633	9%
Passenger Miles Travelled	16,877,929	22,325,873	27,245,573	29,853,721	10%
Revenue Miles	3,700,401	3,921,249	3,860,997	3,925,400	2%
Revenue Hours	396,706	413,078	410,708	429,615	5%
Number of Motor Coach Operators	294	281	272	290	7%
Ridership per VRH	12.7	15.3	18.8	20.0	6%
On-Time %	74%	71%	69%	69%	0%
Early %	13%	9%	8%	7%	-1%
Late %	13%	20%	23%	24%	1%
Miles between Roadcalls	14,178	11,065	11,872	11,855	-0.1%
Complaints per 100K Passengers	24.4	16.0	11.3	12.5	11%
Compliments per 100K Passengers	3.7	1.6	2.4	3.3	38%
Preventable Accidents per 100k Mi	1.6	2.0	3.1	2.6	-17%
Share of Cash Fare Transactions	50%*	0%*	18%	19%	1%
MODE Ridership	20,734	28,822	32,896	39,771	21%
Average Weekday MODE Ridership	73	106	122	147	21%
Average Saturday MODE Ridership	28**	38	47	54	14%
Operating Costs	\$69,895,151	\$69,811,667	\$77,142,652	\$78,276,686	1%
Operating Cost per VRH	\$176.19	\$169.00	\$187.83	\$182.20	-3%
Operating Cost per Passenger Mile	\$4.14	\$3.13	\$2.83	\$2.62	-7%
Operating Cost per Passenger	\$13.90	\$11.06	\$9.97	\$9.10	-9%
Maintenance Operating Costs	\$14,273,083	\$13,677,113	\$15,716,864	\$14,588,407	-7%
Maint. Operating Cost per VRH	\$35.98	\$33.11	\$38.27	\$33.96	-11%
Fare Revenue	\$1,989,658	\$5,617,869	\$5,779,724	\$5,986,480	4%
Avg Passenger Fare	\$0.40	\$0.89	\$0.75	\$0.70	-7%
Subsidy per Passenger	\$13.51	\$10.17	\$9.22	\$8.40	-9%
Farebox Recovery	3%	8%	7%	8%	0.2%

\*Fare collection suspended between Mar 2020 and Jan 2021. Contactless pilot (no cash collected) initiated Jul 2021.

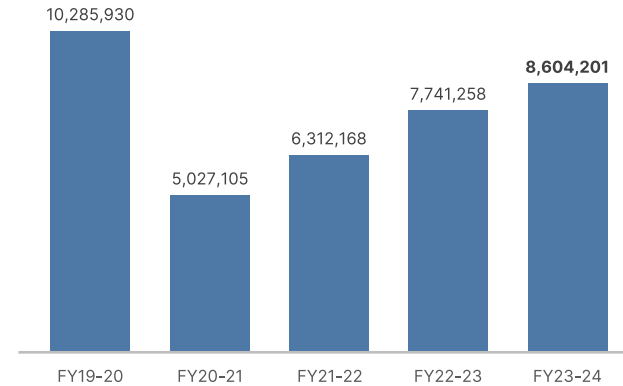
\*\*Weekend service reinstated May 2021



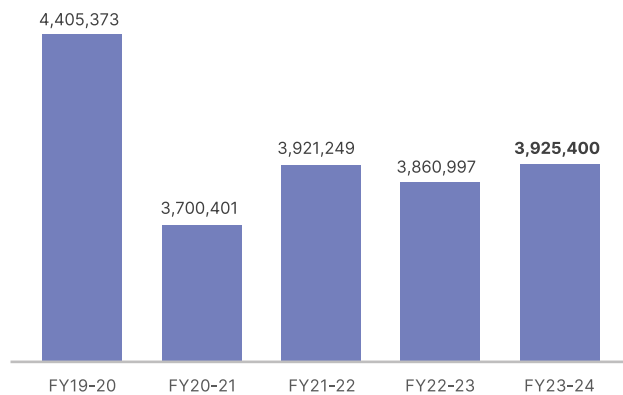
# Performance by Route



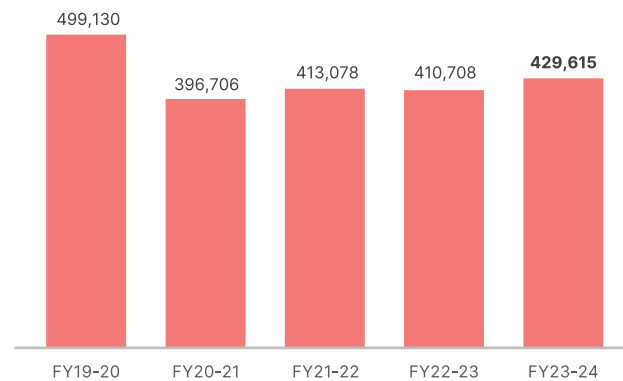
## BBB Total Passengers FY2020-24



## BBB Vehicle Revenue Miles FY2020-24

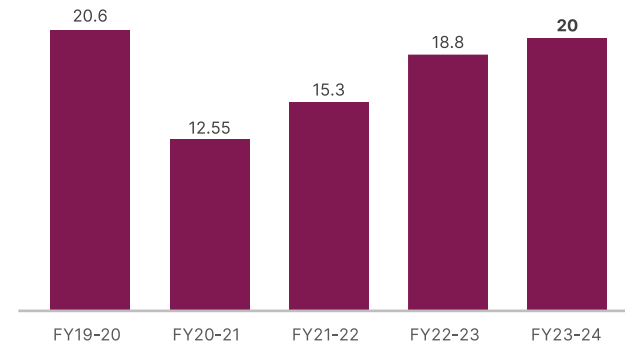


## BBB Vehicle Revenue Hours FY2020-24

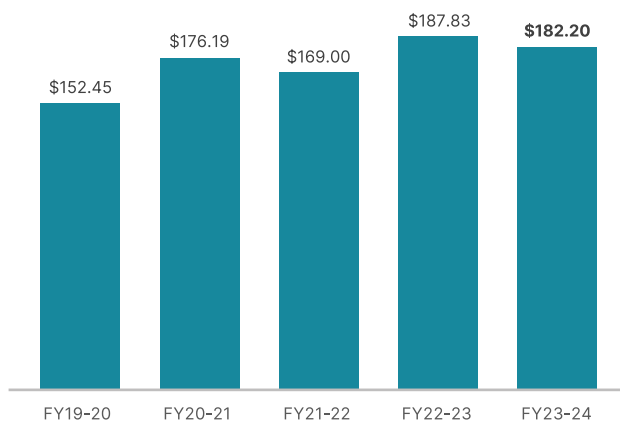




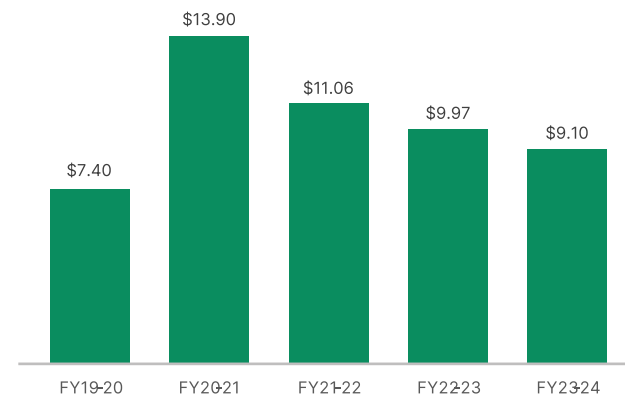
## Passengers per Vehicle Revenue Hour FY2020-24



## Operating Cost per Revenue Hour FY2020-24

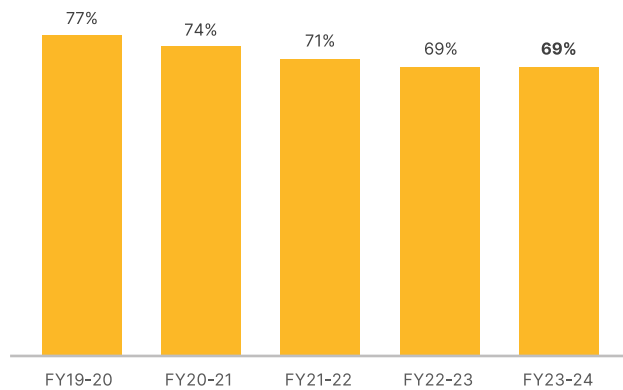
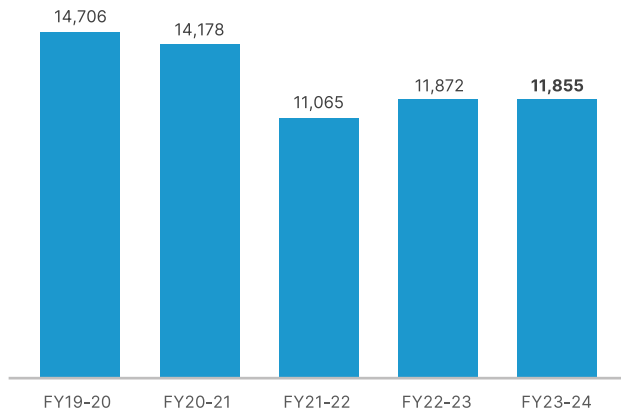


## Operating Cost per Passenger FY2020-24

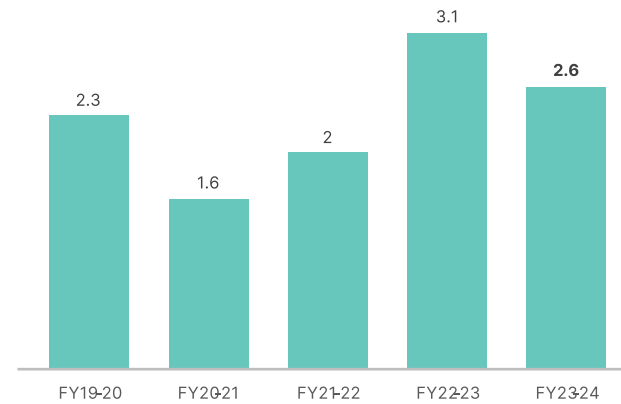




## Miles Between Roadcalls FY2020-24



## Preventable Accidents per 100,000 Miles FY2020-24

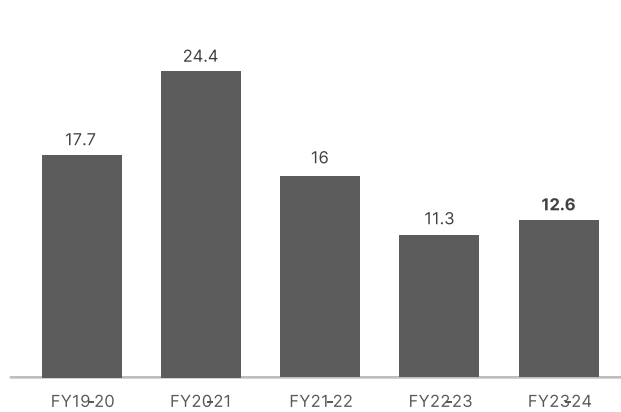


## On-Time Performance FY2020-24

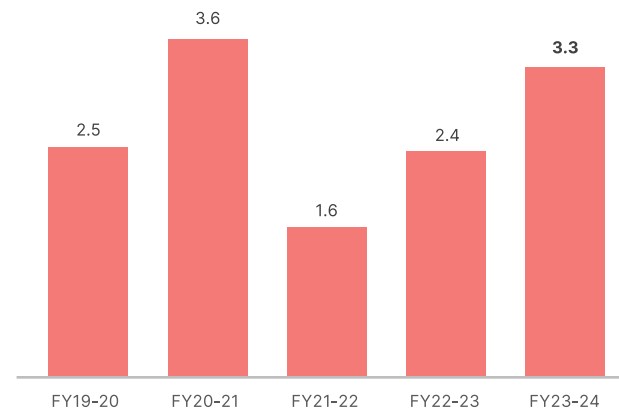




## Complaints per 100,000 Passengers FY2020-24

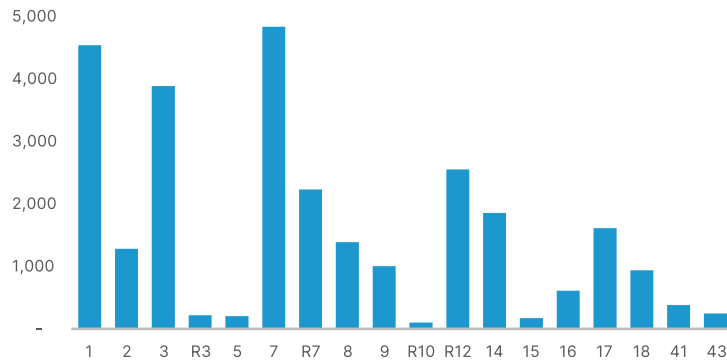


## Compliments per 100,000 Passengers FY2020-24

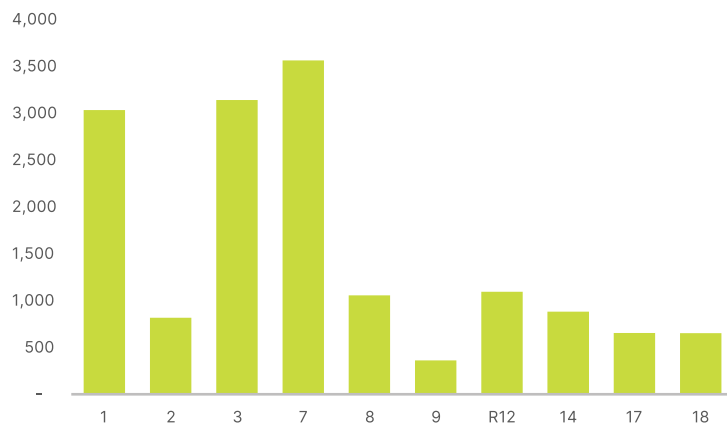


# Performance by Route

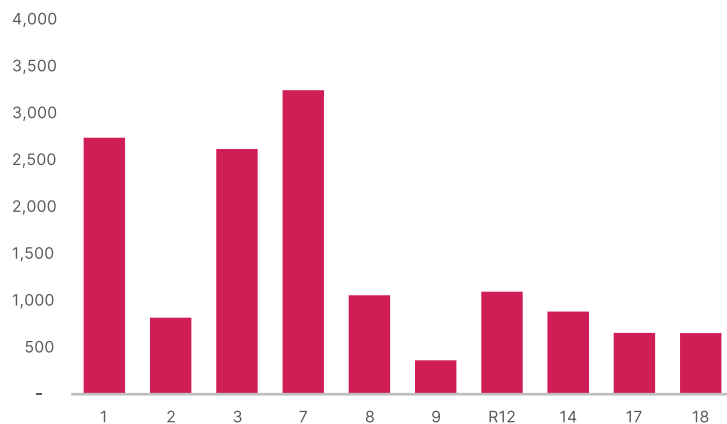




**Passengers  
by Route**  
Average Weekday



**Passengers  
by Route**  
Average Saturday

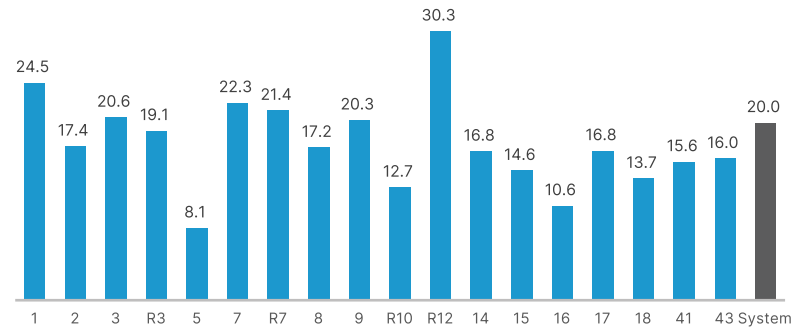


**Passengers  
by Route**  
Average Sunday

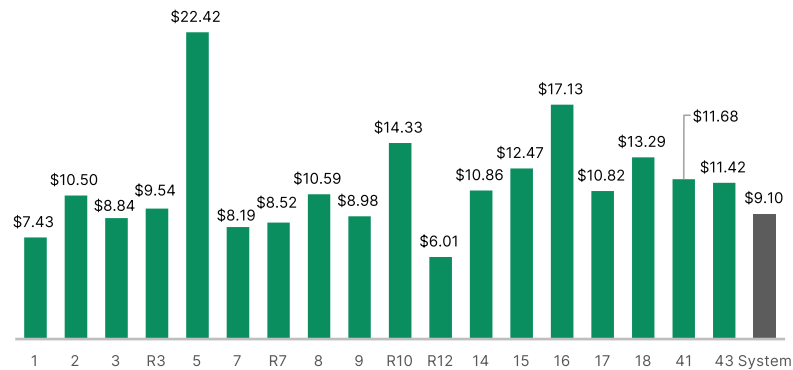




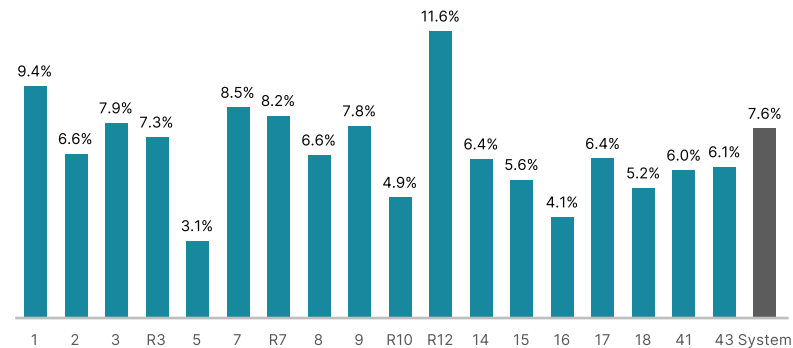
## Passengers per Vehicle Revenue Hour by Route All Service Days



## Operating Cost per Passenger by Route All Service Days



## Farebox Recovery by Route All Service Days



## Weekday

Route	Boardings /Day	Rev Hours /Day	Boardings /Rev Hour	Trips /Day	Daily Boardings /Trip	Gross Cost	Fare Revenue /Day	Net Cost	Net Cost /Daily Boardings	Title VI Route	% of Pre-COVID Boardings	% of Pre-COVID Hours
R12	2,551	80	32	153	17	\$14,742	\$1,775	\$12,967	\$5.08	No	66%	76%
1	4,538	185	25	180	25	\$33,887	\$3,157	\$30,730	\$6.77	No	75%	87%
7	4,834	215	22	152	32	\$39,417	\$3,363	\$36,053	\$7.46	Yes	79%	90%
3	3,884	186	21	153	25	\$34,074	\$2,703	\$31,371	\$8.08	No	90%	106%
9	1,002	45	22	66	15	\$8,340	\$697	\$7,642	\$7.62	No	71%	82%
R7	2,231	104	21	76	30	\$19,141	\$1,552	\$17,589	\$7.88	No	48%	68%
R3	215	11	19	9	24	\$2,067	\$150	\$1,917	\$8.91	No	13%	20%
8	1,386	75	19	71	20	\$13,711	\$964	\$12,747	\$9.20	No	48%	62%
2	1,281	70	18	79	16	\$12,908	\$891	\$12,017	\$9.38	No	52%	68%
14	1,854	108	17	93	20	\$19,741	\$1,290	\$18,451	\$9.95	No	78%	117%
17	1,611	93	17	89	18	\$17,070	\$1,121	\$15,949	\$9.90	No	108%	106%
41	379	24	16	38	10	\$4,459	\$264	\$4,195	\$11.06	No	45%	91%
43	244	15	16	33	7	\$2,803	\$170	\$2,633	\$10.80	No	41%	84%
15	170	12	15	26	7	\$2,133	\$118	\$2,015	\$11.86	No	35%	41%
18	935	66	14	53	18	\$12,051	\$651	\$11,400	\$12.19	No	63%	72%
R10	99	8	13	6	17	\$1,432	\$69	\$1,363	\$13.73	Yes	89%	53%
16	609	57	11	52	12	\$10,498	\$424	\$10,075	\$16.55	No	100%	120%
5	202	25	8	24	8	\$4,554	\$140	\$4,414	\$21.88	No	27%	40%
<b>Total/ Avg</b>	<b>27,829</b>	<b>1,369.3</b>	<b>20</b>	<b>1,341</b>	<b>21</b>	<b>\$253,026</b>	<b>\$19,499</b>	<b>\$233,527</b>	<b>\$8.39</b>		<b>66%</b>	<b>80%</b>

## Saturday

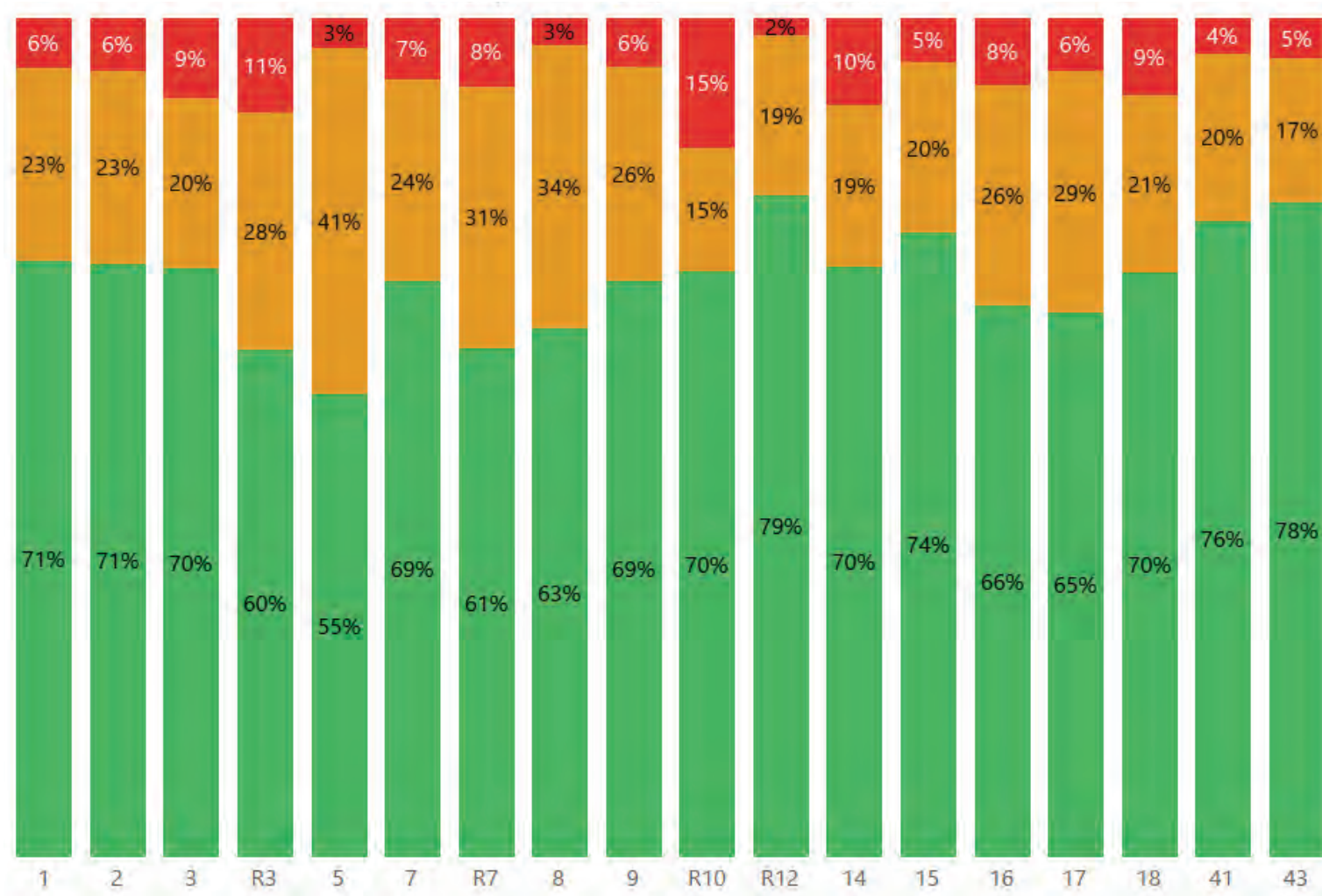
Route	Boardings /Day	Rev Hours /Day	Boardings /Rev Hour	Trips /Day	Daily Boardings /Trip	Gross Cost	Fare Revenue /Day	Net Cost	Net Cost /Daily Boardings	Title VI Route	% of Pre-COVID Boardings	% of Pre-COVID Hours
R12	1,093	38	29	79	14	\$6,881	\$760	\$6,120	\$5.08	No	105%	94%
1	3,032	116	26	116	26	\$20,979	\$2,109	\$187,870	\$6.22	No	79%	81%
7	3,561	153	23	126	28	\$27,807	\$2,478	\$25,329	\$7.11	Yes	84%	87%
3	3,139	143	22	129	24	\$25,964	\$2,184	\$23,780	\$7.57	No	83%	93%
14	881	53	17	55	16	\$9,608	\$613	\$8,995	\$10.21	No	86%	92%
2	816	50	16	64	13	\$9,135	\$568	\$8,567	\$10.49	No	77%	83%
9	361	23	16	36	10	\$4,175	\$251	\$3,924	\$10.87	No	13%	58%
17	654	42	16	49	13	\$7,640	\$455	\$7,185	\$10.99	No	138%	92%
8	1,055	66	16	65	16	\$11,998	\$734	\$11,264	\$10.68	No	84%	95%
18	652	50	13	42	16	\$8,971	\$454	\$8,517	\$13.05	No	93%	81%
Total/ Avg	14,424	748.9	19	775	19	\$133,159	\$10,607	\$122,552	\$8.50		86%	93%

## Sunday

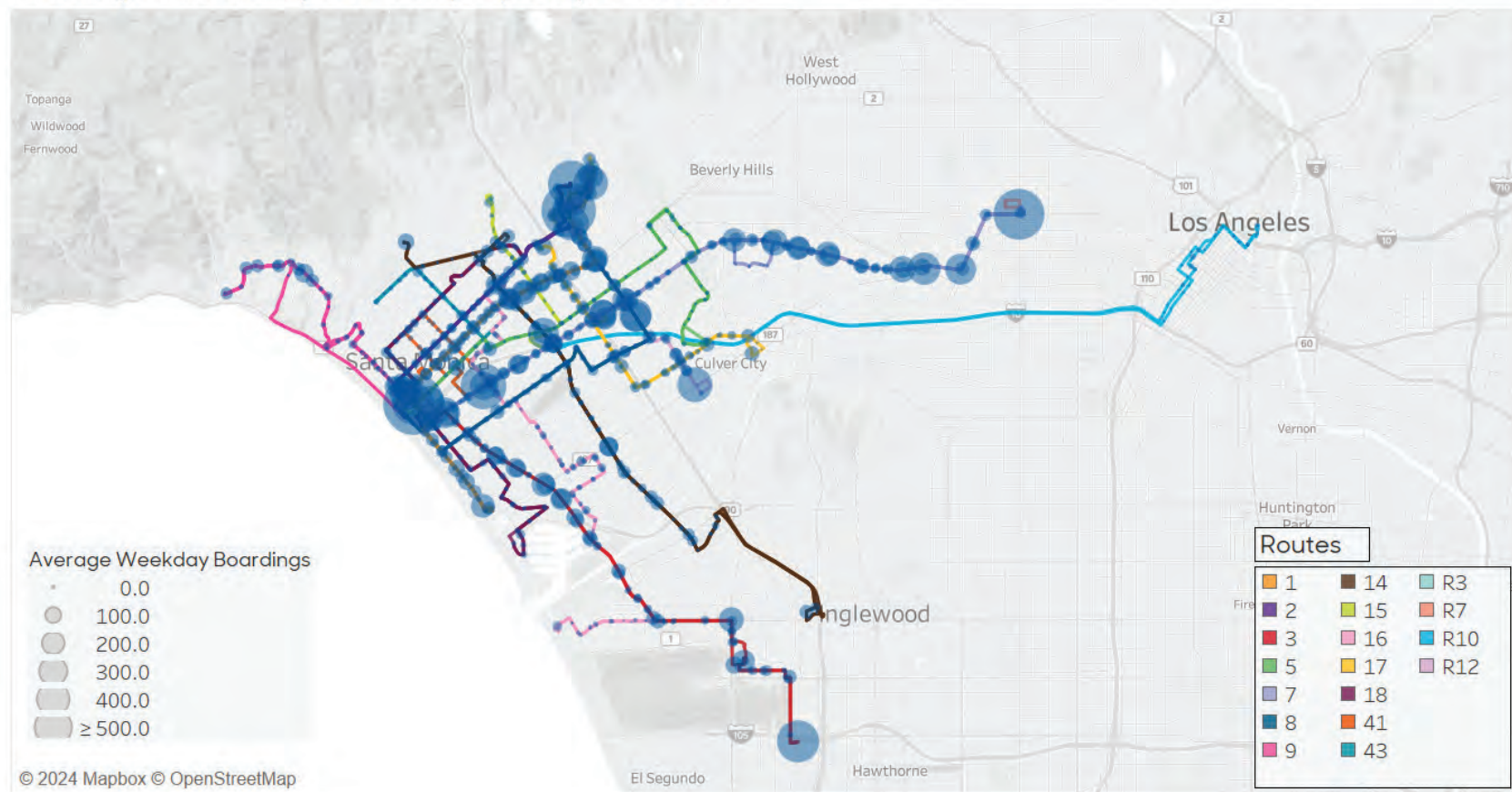
Route	Boardings /Day	Rev Hours /Day	Boardings /Rev Hour	Trips /Day	Daily Boardings /Trip	Gross Cost	Fare Revenue /Day	Net Cost	Net Cost /Daily Boardings	Title VI Route	% of Pre-COVID Boardings	% of Pre-COVID Hours
1	2,638	116	23	116	23	\$20,988	\$1,836	\$19,152	\$7.26	No	84%	89%
7	3,083	154	20	125	25	\$27,861	\$2,145	\$25,717	\$8.34	Yes	87%	93%
R12	749	38	20	79	9	\$6,929	\$521	\$6,408	\$8.56	No	91%	100%
3	2,568	143	18	129	20	\$25,999	\$1,787	\$24,212	\$9.43	No	85%	94%
2	685	50	14	64	11	\$9,146	\$476	\$8,670	\$12.66	No	19%	31%
17	582	42	14	49	12	\$7,656	\$405	\$7,251	\$12.47	No	149%	92%
14	708	53	13	55	13	\$9,610	\$493	\$9,117	\$12.87	No	96%	138%
8	805	66	12	65	12	\$11,984	\$560	\$11,424	\$14.19	No	86%	101%
9	251	23	11	36	7	\$4,207	\$174	\$4,033	\$16.09	No	81%	65%
18	564	49	11	42	13	\$8,972	\$392	\$8,580	\$15.21	No	111%	88%
Total/ Avg	12,840	747.6	17	773	17	\$133,353	\$8,789	\$124,564	\$9.70		90%	94%



## On-Time Performance by Route

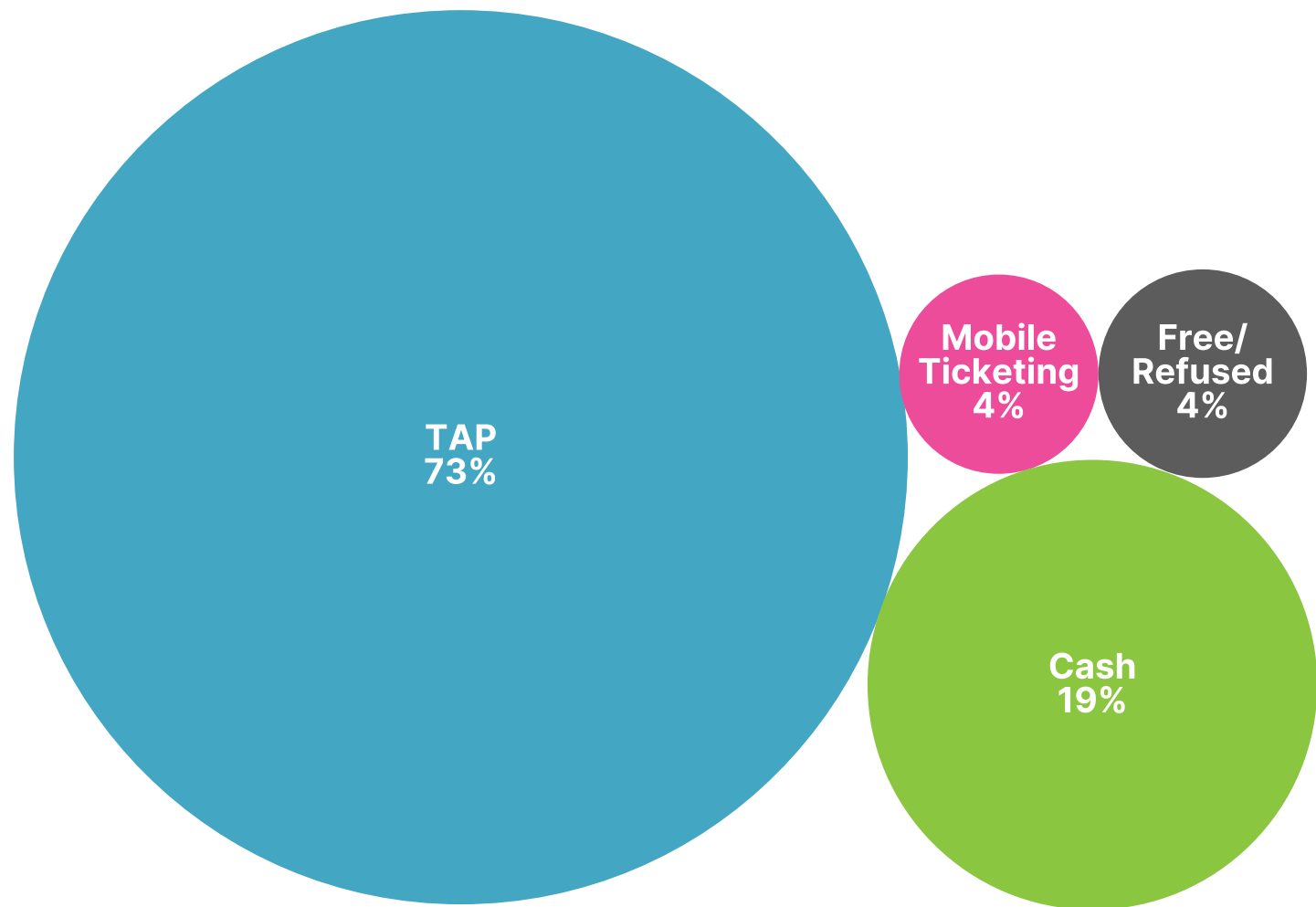


## Average Weekday Ridership by Stop



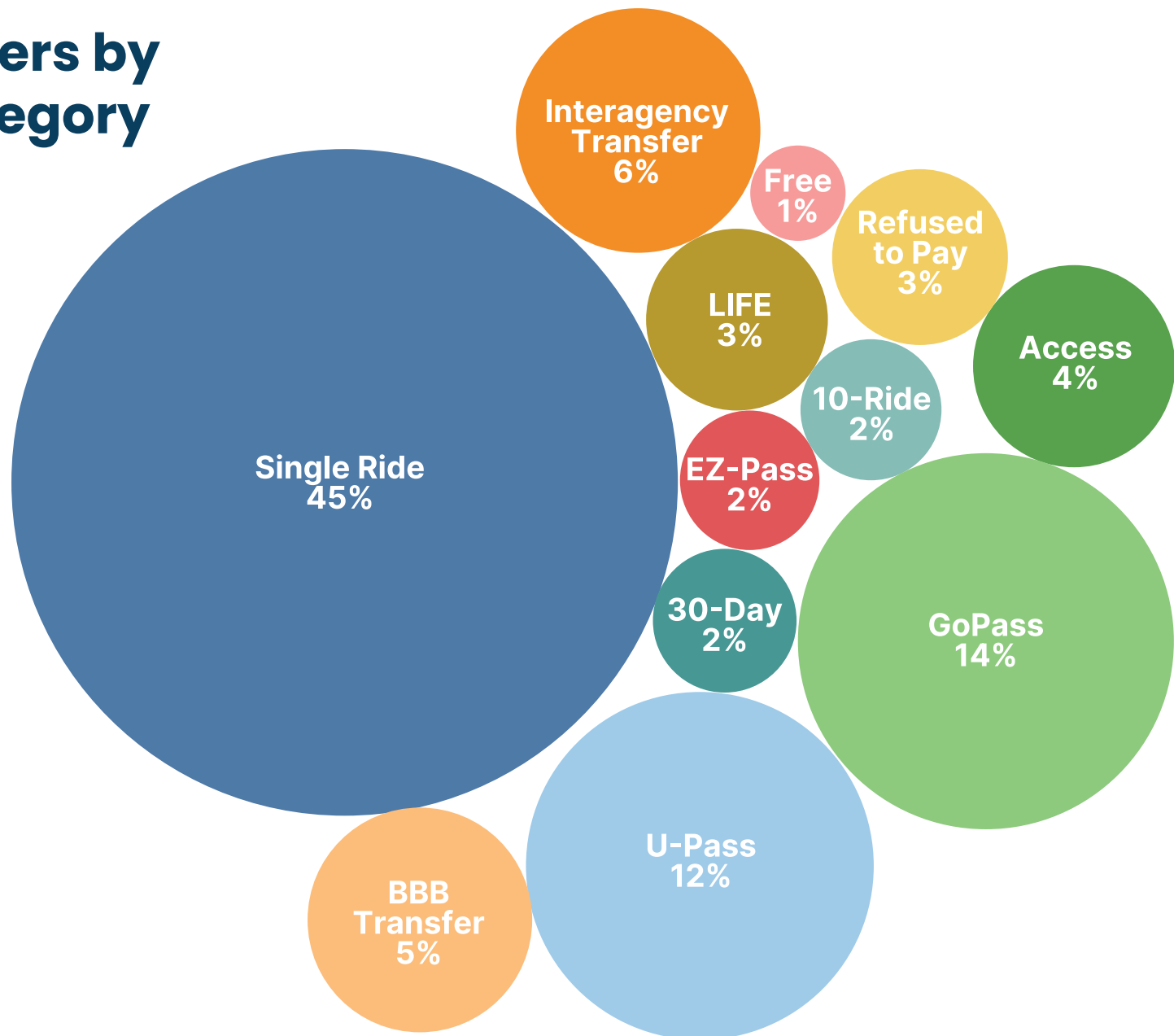


## FY23-24 Passengers by Fare Media



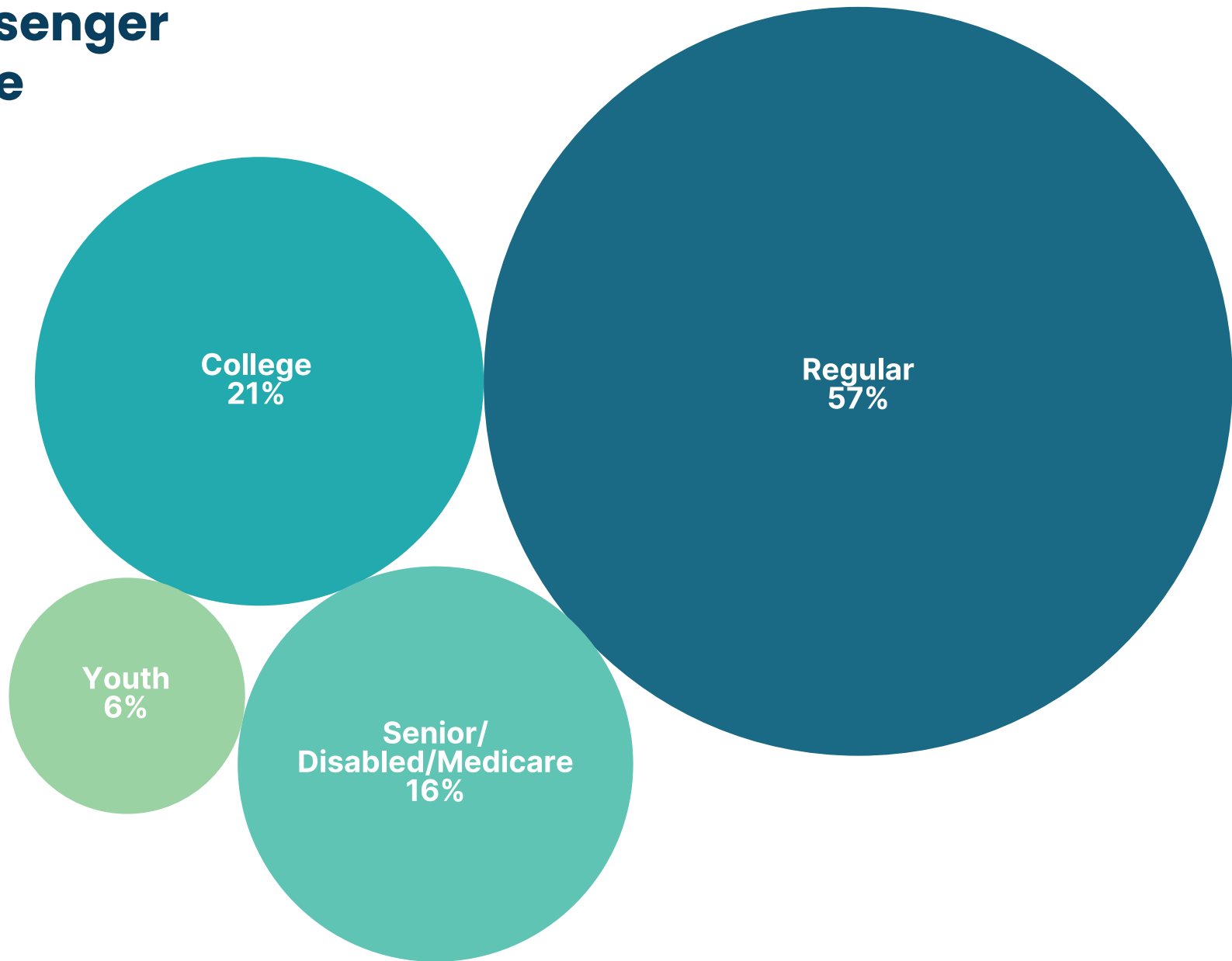


## FY23-24 Passengers by Fare Category



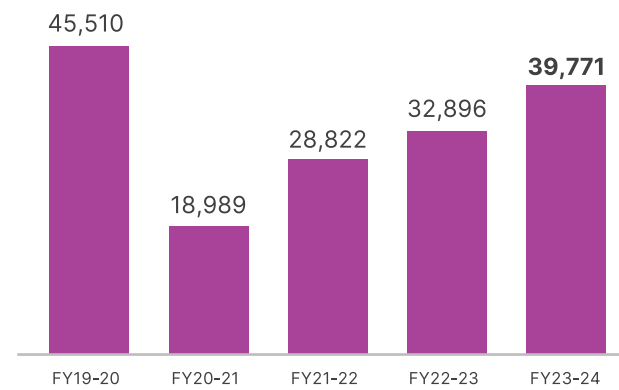


## FY23-24 Passenger Type





## Mobility on Demand Every Day (MODE) Passengers FY2020-24





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