



Santa Monica Department  
of Transportation

# **Short Range Transportation Plan**

**FY 2025-27**





This Short Range Transportation Plan (S RTP) update is prepared in accordance with the Los Angeles County Metropolitan Transportation Authority (Metro) and Federal Transit Administration (FTA) planning requirements.

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# MESSAGE FROM THE DIRECTOR

The Santa Monica Department of Transportation is redefining mobility across the region by promoting safe, reliable, convenient, sustainable, and accessible travel options for all. We are committed to building a transportation network that advances community needs and values, guided by innovation and excellence in planning, design, user experience, sustainability, and safety.

Since the COVID-19 pandemic, we have reimagined our Big Blue Bus system to make every journey seamless and welcoming, ensuring our services can support major events such as the 2026 FIFA World Cup, 2027 Super Bowl, and the 2028 Olympic and Paralympic Games. We are strengthening our operations to meet today's demands and future challenges—increasing service frequency and connections, improving systemwide safety, electrifying our fleet, and enhancing rider amenities like seating, shading, and onboard Wi-Fi.

Looking ahead, we will focus on protecting and empowering all who rely on our system to access opportunities—and we encourage you to join us in shaping a transit experience that works better for everyone.



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



# INTRODUCTION

The Santa Monica Department of Transportation (SMDOT) is a department of the City of Santa Monica, governed by the City's seven-member City Council. Established in 2020, SMDOT combines Big Blue Bus with the City's Mobility and Parking Divisions to provide a more coordinated and comprehensive approach to transportation.

## Transit Division

Santa Monica's public transit service began in 1928 with a twelve-mile route linking the Civic Center and beach area to Central Los Angeles via Pico Boulevard. Originally known as the Santa Monica Municipal Bus Lines and later adopting the official name of Big Blue Bus in 1997, the system now operates 17 routes and delivers more than 10 million passenger trips annually.



## Mobility Division

The Mobility Division leads citywide transportation planning, policies and programs in collaboration with the public to support a multi-modal community. The Division works to ensure a safe transportation network for people of all ages, abilities, and incomes while advancing healthier, more sustainable travel. Its efforts include roadway safety enhancements, traffic signal operations, demand management, innovative mobility programs, and private property development review.

## Parking Division

The Parking Division oversees 5,800 on-street parking meters and 42 facilities, ensuring efficient operations, financial accountability, and customer service while supporting broader mobility goals. The Parking Division also administers citation processing, merchant and employee validation programs, and special event parking. Through innovative technology, data analytics, and regulatory compliance, the Division safeguards parking assets and enhances access for the community.



Together, Big Blue Bus, Mobility and Parking deliver an integrated transportation system that expands travel choices, manages demand, and enhances quality of life for Santa Monica and the Westside region.







## SECTION I

# Department of Transportation

MOBILITY, PARKING, TRANSIT



# MOBILITY DIVISION

SMDOT continually evaluates opportunities to enhance city streets so people walking, biking, riding transit, driving or scooting can travel safely and comfortably. These investments provide meaningful quality-of-life benefits with protected bike lanes shown to reduce rider injuries by up to 90%.

For all major projects, the Mobility Division conducts robust community outreach to incorporate local perspectives alongside empirical data such as collision statistics, traffic volumes, and speeds. Designed to be inclusive and lower barriers to participation, our outreach efforts have included bilingual meetings, open houses with snacks and childcare, pop-ups at neighborhood events, focus groups, walk audits, and in-street project demonstrations. Feedback is collected in person and online through map-based surveys and email.





## Recent Mobility Projects

### Pedestrian Improvements at Six Schools

Enhanced safety near six elementary schools with curb extensions, ADA-compliant ramps, a flashing beacon, landscaping, and refreshed crosswalk striping

### Michigan Avenue and 20th Street Bike and Pedestrian Connection

Extended the Michigan Avenue Neighborhood Greenway east from 19th Court to 21st Street, including a new mixed-use pathway, enhancements over the 20th Street Bridge with a separate pedestrian path and a two-way protected bike lane, pedestrian-scale lighting, fencing, and landscaping

## Planned Technology Improvements

Bike lane enforcement cameras will be installed on up to seven parking enforcement vehicles, with deployment planned in FY2026. An automated curb management system is also in the planning stage via a Request for Information. The system will integrate video and sensor technologies, data collection, and payment or enforcement tools to support smart curbs and loading zones, improve curbside access, and reduce unsafe blockages of red curbs, bike lanes, and center left-turn lanes. The Division aims to identify, procure, and deploy this technology by FY2027.



# PARKING DIVISION

SMDOT's Parking Division continues to modernize Santa Monica's parking system to improve customer convenience, safeguard revenues, and support the City's broader transportation and mobility goals. Through targeted investments in technology, infrastructure, and customer focused strategies, the Division is enhancing the overall parking experience while aligning parking policies with the City's evolving mobility priorities.

The Parking Division manages a citywide parking system that includes approximately 5,800 on street parking meters and 42 off street public parking facilities located in Downtown Santa Monica, beach areas, and other key destinations. The division focuses on providing safe, accessible, and well-maintained facilities, supporting efficient circulation and ensuring compliance with regulatory requirements, including coordination with the California Coastal Commission on beach access and parking.





## Recent Parking Projects

### License Plate Recognition (LPR) Implementation

Deployment of LPR systems in 10 City-owned downtown structures will streamline entry and exit, reduce congestion, and improve payment compliance. The system also enhances public safety by enabling the Santa Monica Police Department to identify stolen vehicles, stolen plates, and missing persons.

### Parking Rate Study

Beginning in Summer 2024, staff and a consultant evaluated all City-owned lots, structures, meters, and permits. The proposed updates, presented to City Council in August 2025, simplify parking rates to ensure consistency and fairness while incorporating new meter technology to improve management and efficiency.

## Upcoming Initiatives

### Parking Facility Tax (Measure K)

Approved by voters in November 2024, this measure raised the City's Parking Facility Tax on privately operated lots and structures by 8%, for a total rate of 18%. The increase is projected to generate approximately \$6.7 million annually to support vital City services and projects.

### Facility Improvements

The stairways and landing areas in Parking Structures 4 and 5 are being resurfaced with durable, waterproof resin to improve safety, functionality, and overall appearance.

### User-friendly Payment Options

Modern solutions such as text-to-pay and scan-to-pay are being introduced at facilities and meters to expand customer choice, increase accessibility, and reduce operational costs associated with equipment and supplies.



# TRANSIT DIVISION

Big Blue Bus (BBB) is the primary provider of local fixed-route transit service for the City of Santa Monica and surrounding Los Angeles communities including Pacific Palisades, West Los Angeles, Brentwood, Westwood, Palms, Mar Vista, Cheviot Hills, Mid-City, Westchester, Marina del Rey, Venice, and Playa Vista. BBB also provides regional connections to the Los Angeles International Airport (LAX), Metro Rail's A, C, D, E, and K lines, as well as Metrolink and Amtrak intercity services.

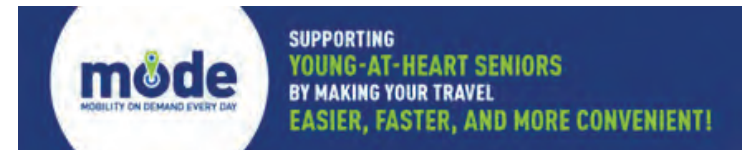
In addition to serving key employment and residential centers, BBB plays a vital role in supporting major educational institutions, including the University of California, Los Angeles (UCLA), Santa Monica College (SMC), and Santa Monica High School, by providing students, faculty, and staff with safe, reliable, and sustainable access to campus.

Since its inception, BBB has continuously adapted its services to meet changing travel patterns across the region. Today, the agency operates 17 routes across approximately 58 square miles, providing more than 10 million rides annually.



## Mobility On Demand Every Day

SMDOT also operates the Mobility On Demand Every Day (MODE) program, an on-demand, supplemental paratransit service for Santa Monica residents aged 65 or older, or 18 and over with a disability. MODE offers greater flexibility and convenience than traditional dial-a-ride services, by leveraging transportation network companies such as Lyft to provide on-demand trips for both ambulatory and non-ambulatory riders. Customers can request rides directly through a mobile app or by calling the call center.





# ROUTE INFORMATION

BBB operates 17 fixed routes serving the Westside of Los Angeles County. These routes are organized into three main service categories:

| Category | Network Role  | Routes  |
|----------|---|---|
| LOCAL    | Provides fixed route service along major and secondary corridors and serves larger local destinations and intermodal connections. | 1, 2, 3, 5, 7, 8, 9, 14, 15, 16, 17, 18, 41, 43, 44 |
| RAPID    | Provides limited-stop fixed route service between destinations of strong regional importance.                                     | R12   |
| COMMUTER | Augments the local network with additional peak-hour fixed route service to key destinations.                                     | R10   |

## SERVICE AREA, MAPS & SCHEDULES

See [Routes & Schedules](#) » for a complete detailed description of the current schedules of BBB routes.

# SERVICE CHANGES SINCE LAST SRTP

Since the last SRTP, several route adjustments have been made to restore service to pre-COVID levels and advance the Brighter Blue Five-Year Service Plan, a comprehensive initiative focused on enhancing frequency, expanding hours, and improving regional connections.

See “Planned Service Changes” section for additional details.



The following table summarizes recent changes to all routes as of August 2025:

| Route | Change since last SRTP   |
|-------|--|
| 1     | No changes   |
| 2     | Minor re-route   |
| 3     | Route 3 was rerouted in June 2025 to serve the new LAX/Metro Transit Center, which provides connections to Metro Rail's C and K lines as well as several other buses. The new route results in discontinued service south of Century Blvd. and to Metro Rail's Aviation/Imperial C Line Station. |
| R3    | Service discontinued in August 2025 and replaced with increased Route 3 service  |
| 5     | No changes   |
| 7     | Service frequency increased to every 7.5-10 minutes on weekdays  |
| R7    | Service discontinued in August 2025 and replaced with increased Route 7 service  |
| 8     | Minor re-route   |
| 9     | Service was temporarily suspended due to Palisades Fire in January 2025 and reinstated at reduced service levels in August 2025  |
| R10   | No changes   |
| R12   | Increased frequency to 10-11 minutes all day on weekdays   |
| 14    | Weekday frequency changed to every 15 minutes, and southern terminus re-routed from Metro Rail's Westchester/Veterans K Line Station to the Culver City Transit Center   |
| 15    | No changes   |
| 16    | Extended to Playa Del Rey  |
| 17    | Weekday frequency increased to every 15 minutes, with earlier and later operating hours  |
| 18    | No changes   |
| 41    | No changes   |
| 42    | Service discontinued in July 2024  |
| 43    | Service span was increased on weekdays and weekends during midday and evenings, and service was extended to Downtown Santa Monica via 4th Street in August 2025  |
| 44    | Service was reduced to every 20 minutes and re-routed to serve Santa Monica College's Performing Arts Center   |



# PLANNED SERVICE CHANGES

- ▶ **Brighter Blue Five-Year Service Plan**
- ▶ **Transit Service Guidelines**
- ▶ **FIFA World Cup 26 and LA28 Olympic and Paralympic Games**

## Brighter Blue Five-Year Service Plan

In July 2024, the City Council adopted BBB's Brighter Blue Five-Year Service Plan. The plan aims to provide riders with fast, sustainable, and reliable access to jobs, healthcare, education and other essential services, while delivering a world-class transit experience for major events, including the 2026 FIFA World Cup and 2028 Summer Olympics.



Brighter Blue responds to post-pandemic travel behavior and a rapidly growing regional rail network. Based on a comprehensive analysis of current services and an 18-month community and stakeholder outreach effort, riders are beginning to experience the following enhancements:



More frequent service on most routes, including a high frequency network with weekday service every 10 minutes or better on select corridors during peak hours



Expanded operating hours, with most routes starting earlier, ending later, and running on weekends



Improved connectivity to key destinations, such as the LAX/Metro Transit Center, Culver City Transit Center and the Metro Rail D Line extension



Implementation of Brighter Blue is occurring over a five-year period and depends on continued hiring and training of motor coach operators, developing timetables, installing new bus stops, and public communication. Some changes also rely on the timely opening of new Metro Rail stations. All enhancements are tentatively scheduled for completion by 2027, coinciding with the extension of the Metro Rail D Line to Westwood/VA Hospital Station.

A tentative implementation plan is outlined below:

| December 2024  | August 2025  | August 2026  | August 2027  | 2028   |
|--|--|--|--|--|
| <b>Implemented Change(s):</b><br>Changes impacted by the opening of the LAX/Transit Center | <b>Implemented Change(s):</b><br>Changes to SMC serving routes | <b>Proposed Change(s):</b><br>Changes to UCLA serving routes | <b>Proposed Change(s):</b><br>Changes impacted by the opening of the Westwood/VA Hospital D Line Station | <b>Proposed Change(s):</b><br>Remaining frequency and expanded service hour changes (if any) |
| <b>Routes:</b><br>3, R3, 14  | <b>Routes:</b><br>5, 7, R7, E7, 9, 16, 41, 42, 43, 44          | <b>Routes:</b><br>1, 2, 8, R12, 17, 18                       | <b>Routes:</b><br>2, 14, 15, 16  | <b>Routes:</b><br>TBD  |

See the [Brighter Blue Five-Year Service Plan](#) » for additional information.

## Transit Service Guidelines

In March 2025, the Santa Monica City Council approved updated Transit Service Guidelines, formerly known as the “Big Blue Bus Service, Design, Performance and Evaluation Guidelines.” The revisions include updated service frequency, span of service, bus stop amenity placement standards and a route-by-route analysis to identify Title VI routes.

The updated guidelines specify start and end times for local, commuter and rapid routes, with recommended service spans tailored to high- and low- ridership corridors. Standardized frequencies were replaced with frequency ranges that set minimums, maximums, and goals, enabling service to better respond to passenger demand.



These guidelines are consistent with the goals of the Brighter Blue Five-Year Service Plan.

**See the Transit Service Guidelines for additional information**





# FIFA World Cup 26 and LA28 Olympic and Paralympic Games



Many service improvements under the Brighter Blue Five-Year Service Plan are designed to support regional transit needs as Los Angeles welcomes the world for both the FIFA World Cup 26 and the LA28 Olympic and Paralympic Games. Enhancements include increased frequency and extended service spans, particularly on key routes that provide access to venues and new rail stations.

BBB is also participating in regional coordination with Metro and other stakeholders to align resources and operations during these events. These megaevents present opportunities to further enhance service through funding or transit improvements, such as dedicated bus lanes, to better serve the region's transportation needs.





# FLEET AND FACILITY IMPROVEMENTS

- ▶ **Bus Purchases**
- ▶ **SB1 State of Good Repair**
- ▶ **Zero-Emission Infrastructure Master Plan**





# Fleet & Facility Improvements

## Bus Purchases

BBB continues to advance capital improvements in line with its Fleet Management Plan and long-term sustainability goals, with bus replacements ongoing as funding allows. Fifteen Gillig 35-foot battery electric buses were recently accepted and placed into service, increasing the battery electric fleet to 34 buses or 18% of the total fleet. In May 2025, BBB executed a contract modification with Gillig to purchase an additional thirty 40-foot battery electric buses, scheduled for delivery in early 2027.

## SB1 State of Good Repair

Senate Bill (SB) 1, the Road Repair and Accountability Act of 2017, provides formula funds through two programs: State of Good Repair (SGR) and State Transit Assistance. SGR funds support transit capital projects, including bus replacements and related improvements. BBB anticipates receiving approximately \$1.6 million annually from SB1 SGR for these projects.

# Zero-Emission Infrastructure Master Plan

In October 2019, BBB launched development of its Zero-Emission Infrastructure Master Plan to guide the transition of its operations and facilities to a fully zero-emission fleet by 2030. The Plan outlines key milestones and infrastructure upgrades over the next decade.

Final design for Phases 2 through 5 were completed in March 2025, and as of November 2025, BBB has awarded the contract for construction of new electric bus charging infrastructure. Groundbreaking is anticipated in Spring 2026, with planned upgrades including gantry structures, charging dispensers, and electrical switchgear.

BBB is also rehabilitating its Administration Building, which includes seismic retrofitting to enhance structural safety and resilience.





# IMPLEMENTATION OF NEW TECHNOLOGIES

- ▶ Automated Bus Lane Enforcement (ABLE)
- ▶ Computer Aided Dispatch/Automatic Vehicle Locator
- ▶ Modernized Onboard Safety and Video Recording System
- ▶ Vehicle and Operator Scheduling System
- ▶ Optimizing Resource Management

## Automated Bus Lane Enforcement (ABLE)

In 2025, SMDOT, in coordination with the Santa Monica Police Department, officially launched the Automated Bus Lane and Bus Stop Enforcement (ABLE) program, authorized under California Assembly Bill 917 (AB 917, 2021). This legislation permits transit agencies to use forward-facing cameras on buses to enforce parking violations in bus lanes and at bus stops.

The ABLE program utilizes two front-facing cameras mounted inside BBB vehicles, equipped with license plate recognition technology, to automatically detect and record illegally parked vehicles. To date, ten buses have been outfitted with the system.

ABLE improves reliability and on-time performance by keeping buses unimpeded, enhances safety by reducing lane merging and allows passengers to board directly at the curb. By discouraging illegal use of bus lanes and stops, the program advances BBB's commitment to an efficient, equitable, and sustainable transit system while supporting the City's broader goals for clean streets and safe neighborhoods through investment in a high-quality, multimodal transportation network.



## Computer Aided Dispatch/ Automatic Vehicle Locator (CAD/AVL) System

A new CAD/AVL system, deployed in phases since early 2022, provides real-time bus tracking, dispatch, communication, and reporting tools. Operations fully transitioned to the new vendor by late 2024, including Voice over Internet Protocol (VoIP) communications, eliminating radio tower maintenance and leasing, and consolidating NTD reporting and schedule adherence. Full adoption and contract sign-off is expected in 2026.



## Modernized Onboard Safety and Video Recording System

BBB is piloting a next-generation onboard video recording and network management system on two buses to assess performance, reliability, and operational benefits prior to a fleet rollout.

The system introduces several advancements, including high-definition cameras with continuous recording, integrated audio capture, and secure wireless data transfer. Network connectivity enables authorized safety and operations staff to remotely access and download video footage, eliminating the need to physically retrieve storage devices.

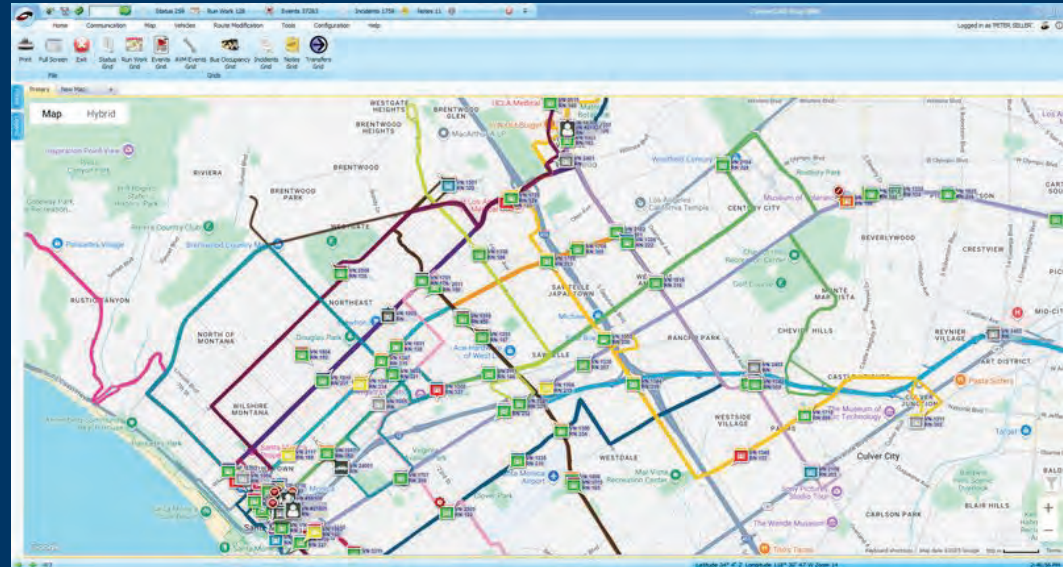
In emergencies, the system also supports live video and audio streaming, enhancing situational awareness and improving coordination with law enforcement and first responders. This capability strengthens BBB's commitment to passenger and operator safety while improving incident response and investigative efficiency.

Based on the results of the pilot, BBB plans to competitively procure and implement such a system fleetwide, replacing legacy onboard video equipment and ensuring modern, scalable, and consistent safety infrastructure across all buses.



## Vehicle and Operator Scheduling System

BBB plans to issue a Request for Proposals in 2026 to procure a new vehicle and operator scheduling system. The current system, last procured in 2011 and only minimally updated since, no longer meets evolving operational needs. Replacing it with modern technology will provide planning and operations staff with improved tools to design and manage service more efficiently and effectively.



## Optimizing Resource Management

BBB leverages technology to improve efficiency, track assets, and reduce lifecycle costs across its operations. The CAD/AVL system provides real-time vehicle location data, while the Enterprise Asset Management (EAM) software monitors maintenance and fueling for all City of Santa Monica vehicles, enabling staff to calculate the total cost per mile of operation. BBB continues to integrate and enhance these tools to strengthen asset tracking and bus stop management.



## EAM Software Upgrades

BBB plans to upgrade the Trapeze EMS system in 2026 to strengthen preventative maintenance, streamline repairs and fueling, and reduce lifecycle costs.



## Fare Collection System Enhancements



BBB upgraded the Genfare system with new hardware and software, including the Cashlink cloud-hosted revenue reporting platform to improve data accuracy, security, and reliability. Fareboxes were also programmed to accept QR-coded mobile tickets, expediting boarding and improving mobile ticketing data quality.



# AMERICANS WITH DISABILITIES ACT

Following its FY2024 FTA Triennial Review, BBB was found to be in full compliance with all Americans with Disabilities Act (ADA) requirements. The entire fleet is equipped with low-floor kneeling capability, ramps, wheelchair securement areas, clear signage, and automated voice annunciators to assist riders with visual impairments. Stop announcements are made both inside the bus and externally for waiting passengers. All new and replacement vehicles will continue to be fully ADA-compliant.

BBB is also a member agency of Access Services, Inc., the county-wide ADA-mandated complementary paratransit service for Los Angeles County. BBB staff actively contributes to Access Services' Transit Professionals Advisory Committee and currently serves as Chair.



# REGIONAL COORDINATION

BBB collaborates closely with Los Angeles Metro and other municipal transit agencies to ensure seamless and efficient transit service across the region. Through these partnerships, BBB advances shared goals such as reducing passenger travel times, improving access to real-time information, optimizing resource management, and exploring joint procurements.



BBB supports these efforts through active participation in the following regional programs and working groups:

**Bus Rapid Transit Service**

**Metro Transit Security  
Working Group**

**Metro Bus Operations  
Subcommittee**

**Metro Technical Advisory  
Committee**

**Metro Westside Central  
Service Sector Council**

**Transit Access Pass (TAP)  
Operating Group**

**Westside Cities Council of  
Governments**

**Coordinated Real-Time  
Transit Information  
Program**



# REDUCING PASSENGER TRAVEL TIME

Through the Brighter Blue initiative and ongoing analyses, BBB has identified several key corridors for targeted travel time improvements. Most efforts require coordination with regional partners and present unique challenges:





### **4th Street (Downtown Santa Monica)**

Seven BBB routes operate along portions of 4th Street, all connecting to Metro Rail's Downtown Santa Monica E Line Station. Adding bus-only lanes would significantly improve reliability and travel times for riders in this corridor.

### **Pico Boulevard (Santa Monica and Los Angeles)**

BBB's busiest corridor faces design tradeoffs. In Santa Monica, bus-only lanes would require removing a travel lane or the median. However, in Los Angeles, Pico's designation as part of the High Injury Network under Measure HLA creates opportunities for transit enhancements, which BBB continues to pursue in coordination with the Los Angeles Department of Transportation (LADOT) and other partners.

### **Westwood Boulevard (Westwood/Rancho Park Metro E-Line Station to UCLA)**

This heavily used corridor serves multiple transit agencies in addition to five BBB routes. With Metro Rail's D Line extension expected to open in 2027, BBB is advocating for 24-hour bus lanes between Wilshire Boulevard and LeConte Avenue, along with additional enhancements south to the Westwood/Rancho Park E Line Station.

### **Lincoln Boulevard (Venice and Marina del Rey)**

In coordination with Caltrans, BBB is advancing peak-hour bus-only lanes in Venice, scheduled for installation in 2026. These will add one mile to the existing bus-only lanes on Lincoln Boulevard in Santa Monica.

### **Santa Monica Boulevard (West Los Angeles to Westwood)**

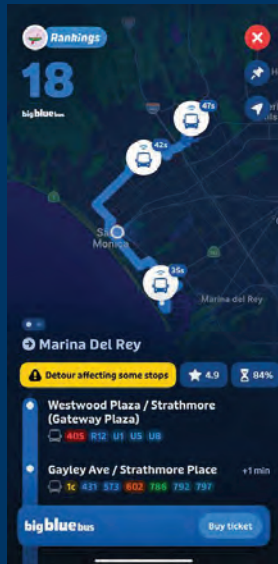
BBB is working with Caltrans to implement peak-hour bus-only lanes between Centinela Avenue and Sepulveda Boulevard, targeted for completion in 2026. The project also includes bus stop re-spacing and safety upgrades. A separate study is exploring the feasibility of extending lanes west to 26th Street within the City of Santa Monica.

### **Wilshire Boulevard (West Los Angeles to Westwood)**

While bus-only lanes already exist along this corridor, enforcement has historically been inconsistent. Since AB 917 (2021) authorized camera-based enforcement, Metro has increased roadway monitoring, leading to reduced unauthorized parking and improved reliability for BBB's Route 2. BBB is also coordinating with LADOT to expand its ABLE program into Los Angeles, which would further strengthen compliance and travel time reliability.

# IMPROVING CUSTOMER INFORMATION SERVICES

BBB has significantly expanded its communication channels to make transit information more accurate, accessible, and sustainable.



## Digital Platforms

BBB offers a mobile-responsive website with trip-planning tools that integrate with real-time partners such as Swiftly and Google Maps. Real-time arrival predictions also feed into third-party apps, voice/text systems, and bus stop displays, ensuring consistency across channels.



## Onboard and Stop-Based Information

High-definition onboard screens provide next-stop announcements, route details, and weather updates. Free Wi-Fi is also available on all buses. In 2023, SMDOT partnered with stakeholders to integrate transit location and arrival predictions into a new network of interactive digital kiosks throughout Downtown Santa Monica, further expanding access to real-time information.

## Real-Time Alerts

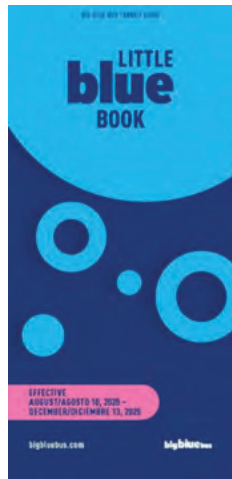
Service disruptions such as detours or added/cancelled trips are now communicated more efficiently through the new CAD/AVL platform, which pushes consistent updates across the BBB website, third-party apps, and bus stop displays.



## Language Access Services

BBB has refined the tone, design, and formatting of its customer materials to improve readability, accessibility, and consistency. Efforts include the use of clear language, consistent fonts and colors, bilingual English and Spanish materials, and inclusive outreach strategies that help customers easily understand service information and policy updates.

In support of its Limited English Proficiency Plan, BBB also provides translation and interpretation services in more than 200 languages. Information about these services, along with Title VI protections, is displayed onboard vehicles and online, ensuring riders are aware of available language assistance and can access transit information equitably.



## Rider Guide and System Map

Since 2015, BBB has consolidated its route schedules into the award-winning Little Blue Book Transit Guide (LBB). The guide is updated two to three times annually and includes maps, fare information, and rider resources. Large-format system maps also highlight current routes and future regional rail connections.







# IMPROVING PASSENGER TRAVEL EXPERIENCE & SAFETY

- ▶ Fare Programs and Payment Innovations
  - ▶ Better Blue Bus Stops Program
  - ▶ Safety and Security
  - ▶ Community Engagement
- 



## Fare Programs and Payment Innovations

Affordability remains a cornerstone of BBB's customer experience strategy. The agency participates in several regional programs, including:

### Low-Income Fare is Easy (LIFE)

Free or discounted fares for low-income residents in Los Angeles County

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### GoPass

Free rides for K-12 and community college students

### U-Pass/BruinGO

Free or reduced fares for college students, including UCLA

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### E-Pass

Employer-sponsored free rides for workers

### Any Line Any Time

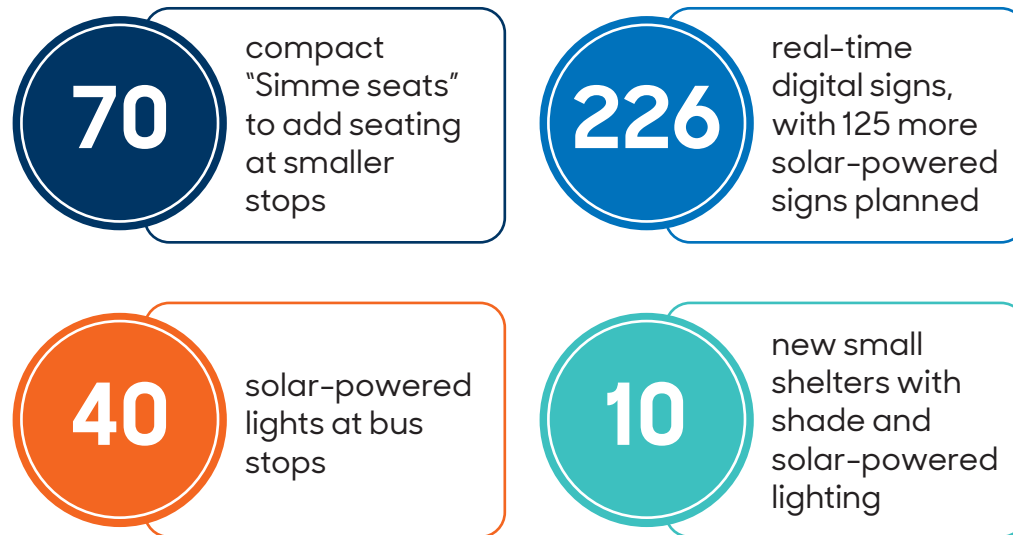
Free transit for Santa Monica College staff and faculty

BBB also continues to expand fare payment options. The agency participates in the regional TAP system, offers mobile ticketing through apps such as Transit and Google, and plans to introduce open payment technology in 2026, enabling customers to pay directly with credit or debit cards at fare validators.



## Better Blue Bus Stops Program

Improving customer experience at the bus stop level is a key priority for BBB. Following a comprehensive review of all 935 stops to assess ADA compliance, safety, lighting, shade, seating, and real time information, BBB has begun targeted upgrades to address identified needs and rider feedback. These improvements include:



Complementing these investments, BBB has also launched an Adopt-A-Stop volunteer program that engages community members, businesses, and organizations to help maintain bus stops through light cleaning, condition monitoring, and issue reporting. The program strengthens community stewardship, enhances stop cleanliness and safety, and offers participants incentives such as free transit rides and branded merchandise. Together, these efforts reinforce BBB's commitment to a safe, accessible, and welcoming transit system while fostering shared responsibility between the agency and the community it serves.

See the [Better Blue Bus Stops Program](#) » for additional information.



## Safety and Security

The Department of Homeland Security has designated BBB as a Tier 1 Agency, qualifying the agency for federal funding to strengthen safety at facilities, transit hubs, and transfer points such as the Downtown Santa Monica Transit Mall. A series of assessments, including a Threat and Vulnerability Assessment (2017) and Targeted Baseline Assessments (2018–2019), identified opportunities to enhance preparedness and response. BBB continues to work closely with the Santa Monica Police Department and transit operators across Los Angeles County to align security strategies and best practices.

In recent years, BBB has modernized its security systems by installing automated gates with cameras, expanding solar lighting at bus stops, and planning fleetwide replacement of onboard video and recording systems. Building on these investments, the Transit Safety Officer (TSO) Program was launched in March 2024, deploying unarmed guards to ride buses and patrol stops. TSOs serve as visible deterrents to crime, support operators and assist during incidents.





BBB also maintains strong partnerships with local law enforcement and first responder agencies to ensure passenger and employee safety. These collaborations include joint de-escalation and situational awareness training for Motor Coach Operators, targeted enforcement in areas of concern, and coordinated emergency preparedness exercises. Specialized training scenarios with units such as SWAT allow law enforcement to practice response protocols for critical incidents, including hijackings and bomb threats. Through these proactive efforts, BBB strengthens its ability to prevent, respond to, and recover from security-related events while promoting a safe and resilient transit environment.

In August 2025, BBB implemented the Prohibition Order Program under SB 1417, granting the agency authority to temporarily bar individuals arrested for acts of violence, threats, or other serious offenses committed on buses or at transit facilities. Orders can last from 30 days to one year, with staff trained in implementation and an advisory committee providing oversight to ensure fairness. This program complements broader customer experience initiatives, including the Brighter Blue Five-Year Service Plan and the Better Blue Bus Stops Program. Together with the TSO Program, these efforts reinforce BBB's commitment to a safer, more accessible, and enjoyable transit system for all riders.



## Community Engagement

BBB designs its engagement activities to ensure inclusive participation, transparent communication, and equitable access across the diverse populations it serves. These efforts support BBB's goals of maintaining accessibility, safety, reliability, convenience, and sustainability.



BBB uses a mix of in-person and online engagement through community workshops, pop-up events, hearings, surveys, contests, and creative submissions, complemented by partnerships with community-based organizations and advocacy groups. Materials are provided in English and Spanish, with translation and interpretation in over 200 languages, ensuring participation from underrepresented and limited-English-proficient riders.





Public education is a central focus. BBB provides clear information on reduced-fare programs, youth and senior discounts, income-based fare options, and employer-sponsored benefits. Materials and direct assistance help residents understand eligibility, enrollment, and the benefits of affordable transit.

Engagement also raises awareness of systemwide improvements, such as ABLE, fleet electrification, new safety measures, and upgraded customer amenities. Coordinated campaigns and presentations build community understanding of safety protocols, service reliability, and environmental goals.

Feedback gathered through these efforts directly informs service design, operations, and policy development. By institutionalizing inclusive engagement practices, BBB fosters transparency, responsiveness, and trust, ensuring decisions reflect community needs and priorities.





## SECTION II

# Transit Financial & Operational Tables

**TABLE L-1  
SANTA MONICA BIG BLUE BUS  
FARE STRUCTURE FY 2026**

| FARE CATEGORIES                     | TYPES OF FIXED ROUTE SERVICE |
|-------------------------------------|------------------------------|
|                                     | <b>LOCAL</b>                 |
| <b>Individual Fares</b>             |                              |
| Regular/Student <sup>4</sup>        | \$1.50 cash                  |
| Senior (62 yrs.+)/Disabled/Medicare | \$0.75 cash                  |
| <b>Day Pass</b>                     |                              |
| Regular/Student                     | \$4.50                       |
| Senior (62 yrs.+)/Disabled/Medicare | \$1.75                       |
| <b>7-Day Pass</b>                   |                              |
| Regular                             | \$16.00                      |
| <b>10 Rides</b>                     |                              |
| Regular/Student                     | \$10.00                      |
| Senior (62 yrs.+)/Disabled/Medicare | \$5.00                       |
| <b>30 Day Pass</b>                  |                              |
| Regular                             | \$55.00                      |
| Senior (62 yrs.+)/Disabled/Medicare | \$27.00                      |

**NOTES:**

1. There is no fare differential between peak and off-peak periods.
2. Children age 5 and under ride free with a paying adult (up to two children per adult)
3. The Big Blue Bus participates in the inter-agency EZ Transit Pass Program. The monthly cost for an EZ transit pass for local service is \$110 (regular) and \$42 (senior/disabled/Medicare).
4. Regular Fares \$1.25/Reduced Fares \$0.60 for TAP or mobile ticket only



**TABLE L-2  
SANTA MONICA BIG BLUE BUS  
FLEET INVENTORY AS OF JUNE 30, 2025**

| Year Built     | Make      | Model     | Seats | Length | Width | Fuel    | Number Of Vehicles |                     |                     |                |                  |                       |         |     | Eligible Year Of Replacement |
|----------------|-----------|-----------|-------|--------|-------|---------|--------------------|---------------------|---------------------|----------------|------------------|-----------------------|---------|-----|------------------------------|
|                |           |           |       |        |       |         | Owned/Leased       | Fixed-Route Service | Paratransit Service | Active Service | With Major Rehab | Emergency Contingency | Pre ADA | ADA |                              |
| 2025           | Gillig    | G28B      | 30    | 35     | 102   | Battery | 2                  | 2                   |                     | 2              |                  |                       |         | 2   | 2037                         |
| 2021           | Gillig    | G28D      | 39    | 40     | 102   | Battery | 18                 | 18                  |                     | 18             |                  |                       |         | 18  | 2033                         |
| 2019           | Gillig    | G28D      | 39    | 40     | 102   | Battery | 1                  | 1                   |                     | 1              |                  |                       |         | 1   | 2033                         |
| 2018           | Gillig    | G31D      | 39    | 40     | 102   | CNG     | 19                 | 19                  |                     | 19             |                  |                       |         | 19  | 2030                         |
| 2018           | Gillig    | G31D102N4 | 26    | 30     | 102   | CNG     | 7                  | 7                   |                     | 7              |                  |                       |         | 7   | 2028                         |
| 2017           | Gillig    | G31D102N4 | 39    | 40     | 102   | CNG     | 19                 | 19                  |                     | 19             |                  |                       |         | 19  | 2029                         |
| 2017           | Gillig    | G27D102N4 | 39    | 40     | 102   | CNG     | 6                  | 6                   |                     | 6              |                  |                       |         | 6   | 2029                         |
| 2015           | New Flyer | XN60      | 56    | 60     | 102   | CNG     | 7                  | 7                   |                     | 7              |                  |                       |         | 7   | 2027                         |
| 2015           | Gillig    | G27E102N2 | 26    | 30     | 102   | CNG     | 4                  | 4                   |                     | 4              |                  |                       |         | 4   | 2025                         |
| 2015           | Gillig    | G27D102N4 | 39    | 40     | 102   | CNG     | 11                 | 11                  |                     | 11             |                  |                       |         | 11  | 2027                         |
| 2013           | Gillig    | G27D102N4 | 39    | 40     | 102   | CNG     | 57                 | 57                  |                     | 57             |                  |                       |         | 57  | 2025                         |
| 2011           | El Dorado | EZ Rider  | 29    | 30     | 102   | CNG     | 9                  | 9                   |                     | 9              |                  |                       |         | 9   | 2021                         |
| 2011           | NABI      | 40LFW     | 38    | 40     | 102   | CNG     | 9                  | 9                   |                     | 9              |                  |                       |         | 9   | 2023                         |
| 2011           | NABI      | 60BRT     | 53    | 60     | 102   | CNG     | 20                 | 20                  |                     | 20             |                  |                       |         | 20  | 2023                         |
| 2010           | El Dorado | EZ Rider  | 29    | 30     | 102   | CNG     | 4                  | 4                   |                     | 4              |                  |                       |         | 4   | 2020                         |
| Total Vehicles |           |           |       |        |       |         | 193                | 193                 |                     | 193            |                  |                       |         | 193 |                              |

**TABLE L-3  
SANTA MONICA BIG BLUE BUS  
HISTORICAL AND PROJECTED FLEET CHARACTERISTICS**

| FLEET CHARACTERISTICS                            | SYSTEM TOTAL    |                 |                 |
|--|-----------------|-----------------|-----------------|
|  | FY 2025 Audited | FY 2026 Audited | FY 2027 Audited |
| Peak hour fleet                                  | 123             | 134             | 161             |
| Spare for maintenance                            | 70              | 59              | 32              |
| Spare Ratio* (Line 2 divided by Line 1)          | 57%             | 44%             | 20%             |
| Emergency Contingency Reserve                    |                 |                 |                 |
| Inactive Fleet: Vehicles Not Serviceable         | 0               | 0               | 0               |
| <b>Total Vehicles (Sum Lines 1,2,4, &amp; 5)</b> | <b>193</b>      | <b>193</b>      | <b>193</b>      |

\*Received FTA approval for spare ratio deviation

**TABLE L-4(A)**  
**HISTORICAL AND PROJECTED FINANCIAL STATUS SOURCES AND APPLICATION OF CAPITAL FUNDS**  
**BY YEAR OF EXPENDITURE (\$000)**

| <b>MODE: BUS<br/>SOURCE OF CAPITAL FUNDS:</b> | <b>2025 Audited</b> | <b>2026 Estimated</b> | <b>2027 Planned</b> |
|---|---------------------|-----------------------|---------------------|
| <b>FEDERAL CAPITAL GRANTS</b>                 |                     |                       |                     |
| FTA Sec. 5309 (Sec. 3)                        | -                   | -                     | -                   |
| FTA Grants                                    |                     |                       |                     |
| FTA Sec. 5307 (Sec. 9)                        | 3,625               | 14,518                | 14,518              |
| Other Federal                                 | 137                 | -                     | -                   |
| <b>STATE CAPITAL GRANTS AND SUBVENTIONS</b>   |                     |                       |                     |
| TDA (ART 4) current from unallocated          | 2,426               | 10,000                | 3,000               |
| TDA from prior years reserves                 |                     |                       |                     |
| TDA (ART 8)                                   |                     |                       |                     |
| STA current from unallocated                  | -                   | -                     | -                   |
| STA from prior years reserve                  |                     |                       |                     |
| Other State - TIRCP                           | -                   | 1,095                 | 1,095               |
| Other State                                   | 575                 | -                     | -                   |
| <b>LOCAL CAPITAL GRANTS</b>                   |                     |                       |                     |
| System Generated                              |                     |                       |                     |
| General Fund                                  |                     |                       |                     |
| Prop. A Local Return                          |                     |                       |                     |
| Prop. A Discretionary Carry Over              |                     |                       |                     |
| Prop. C Discretionary                         |                     |                       |                     |
| Prop. C Local Return                          |                     |                       |                     |
| Prop. C 5% Security                           |                     |                       |                     |
| Prop C MOSIP                                  | 9,003               | 4,482                 | 7,288               |
| Prop. C Other                                 |                     |                       |                     |
| Measure R Bus Capital                         | -                   | 411                   | 411                 |
| Prop 1B PTMISEA Bridge Funds                  | 307                 | -                     | -                   |
| Prop 1B Transit Security Bridge Funds         | 69                  | -                     | -                   |
| Other Local - SB1 SGR                         | 561                 | 1,262                 | 1,262               |
| <b>TOTAL CAPITAL REVENUE</b>                  | <b>16,703</b>       | <b>31,769</b>         | <b>27,574</b>       |
| <b>TOTAL CAPITAL EXPENSES</b>                 | <b>16,703</b>       | <b>31,769</b>         | <b>27,574</b>       |



**TABLE L-4(B)**  
**HISTORICAL AND PROJECTED FINANCIAL STATUS**  
**BY YEAR OF EXPENDITURE (\$000)**

| SOURCE OF OPERATING FUNDS:                    | 2025 Audited  | 2026 Estimated | 2027 Planned  |
|---|---------------|----------------|---------------|
| <b>FEDERAL CASH GRANTS AND REIMBURSEMENTS</b> |               |                |               |
| FTA Sec. 5307 (sec. 9) Operating              |               |                |               |
| FTA Sec. 5310 (operating) (dial-a-ride)       | 162           | 0              | 0             |
| <b>STATE GRANTS AND REIMBURSEMENTS</b>        |               |                |               |
| TDA Current from Unallocated                  | 25,734        | 15,442         | 25,734        |
| STA Current from Unallocated                  | 5,820         | 5,692          | 5,820         |
| other state (specify): SB1                    | 4,414         | 4,284          | 4,414         |
| <b>LOCAL CASH GRANTS AND REIMBURSEMENTS</b>   |               |                |               |
| Passenger Fares                               | 6,455         | 6,163          | 6,163         |
| Special Transit Service                       |               |                |               |
| Charter Service Revenues                      |               |                |               |
| Auxiliary Transportation Revenues             | 2,584         | 2,000          | 2,000         |
| Non-transportation Revenues                   | 9,792         | 4,340          | 4,340         |
| Prop. A 40% Discretionary                     | 14,965        | 15,236         | 15,236        |
| Prop. A 25% Local Return                      | 602           | 601            | 601           |
| Prop. A Incentive Fund                        |               |                |               |
| Prop. A Interest                              |               |                |               |
| Measure R Local Return                        |               |                |               |
| Measure R - Operating                         | -             | 9,958          | 9,958         |
| Measure M - Operating                         | 11,199        | 9,851          | 9,851         |
| Prop. C 40% Discretionary                     |               |                |               |
| Prop. C 20% Local Return                      |               |                |               |
| Prop. C 5% Security                           | 1,289         | 999            | 999           |
| Prop. C Interest                              |               |                |               |
| BSIP & Foothill Mitigation                    | 1,854         | 1,751          | 1,751         |
| ALT FUEL TAX CREDIT                           | 819           | -              | -             |
| MOSIP   |               |                |               |
| Other Local Revenue                           | 58            | 61             | 61            |
| One Time Fund - ARPA                          | -             | -              | -             |
| One Time Fund - CRRSAA                        | -             | -              | -             |
| <b>TOTAL OPERATING REVENUES</b>               | <b>85,746</b> | <b>76,379</b>  | <b>86,928</b> |
| <b>TOTAL OPERATING EXPENSES</b>               | <b>85,746</b> | <b>76,379</b>  | <b>86,928</b> |

**TABLE L-5**  
**Transit Performance Measures Report**  
**LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY**  
**Fiscal Year 2024 TPM Report Form**

**Attachment A**

Agency Name: City of Santa Monica's Big Blue Bus

Status: Audited

| Annual Totals             | FAP Funded                             |         |                          |            | Non-FAP Funded                  |                     |         |       |               | Total MTA Funded | Other Codes <sup>2</sup> | System Total | NTD Reference Total All Modes Rpt# |
|---------------------------|--|---------|--------------------------|------------|---------------------------------|---------------------|---------|-------|---------------|------------------|--------------------------|--------------|------------------------------------|
|                           | TDA, STA & Proposition A Discretionary |         |                          | FAP Total  | Proposition C 40% Discretionary |                     |         |       | Non-FAP Total |                  |                          |              |                                    |
|                           | Local                                  | Express | Dial-A-Ride <sup>1</sup> |            | TSE                             | Base Re-Structuring | BSIP    | MOSIP |               |                  |                          |              |                                    |
| Total Vehicle Miles       | 4,380,731                              | 48,280  |                          | 4,429,011  |                                 |                     | 47,623  |       | 47,623        | 4,476,633        | 63,646                   | 4,540,279    | S-10                               |
| Vehicle Service Miles     | 3,856,237                              | 27,405  |                          | 3,883,642  |                                 |                     | 41,759  |       | 41,759        | 3,925,400        | 62,148                   | 3,987,548    | S-10                               |
| Total Vehicle Hours       | 449,031                                | 3,421   |                          | 452,452    |                                 |                     | 4,865   |       | 4,865         | 457,317          | 6,699                    | 464,016      | S-10                               |
| Vehicle Service Hours     | 423,256                                | 1,789   |                          | 425,045    |                                 |                     | 4,570   |       | 4,570         | 429,615          | 6,476                    | 436,091      | S-10                               |
| Unlinked Passengers       | 8,487,753                              | 24,916  |                          | 8,512,669  |                                 |                     | 91,532  |       | 91,532        | 8,604,201        | 29,258                   | 8,633,459    | S-10                               |
| Passenger Revenue         | 6,333,724                              | 17,335  |                          | 6,351,059  |                                 |                     | 68,289  |       | 68,289        | 6,419,348        | 10,477                   | 6,429,825    | F-10                               |
| Aux. Rev/Local Subs.      | 10,616,407                             | 75,510  |                          | 10,691,916 |                                 |                     |         |       |               | 10,691,916       |                          | 10,691,916   | F-10                               |
| Op. Cost Less Depr.       | 82,527,794                             | 721,183 |                          | 83,248,977 |                                 |                     | 895,126 |       | 895,126       | 84,144,103       | 760,852                  | 84,904,955   | F-30                               |
| Full Time Equiv Employees |  |         |                          | 403        |                                 |                     |         |       |               |                  |                          | 403          | R-10                               |
| Active Vehicles           | 191                                    | 2       |                          | 193        |                                 |                     | 1       |       |               | 194              | 38                       | 232          | S-10                               |
| Peak Vehicles             | 121                                    | 2       |                          | 123        |                                 |                     | 1       |       |               | 124              | 38                       | 162          | S-10                               |
| DAR Seat Capacity         |  |         |                          |            |                                 |                     |         |       |               |                  |                          |              | A-30                               |
| Base Fare                 | 1.25                                   | 1.25    |                          |            |                                 |                     |         |       |               |                  | 1.50                     |              |                                    |
| Effective Date            |  |         |                          |            |                                 |                     |         |       |               |                  |                          |              |                                    |

1- "Included Dial - A - Ride" only includes operations that historically have been included in the FAP calculations.

2-a- Agencies that have Proposition A 5% of 40% Incentive Funds for their Sub-regional Paratransit program, please insert data here.

2-b- Please Describe 2a:

| EZ Pass Data included above: |          |
|------------------------------|----------|
| Revenue                      | \$88,836 |
| Unlinked Passengers          | 151,778  |

Prepared by: Enny Chung Graham \_\_\_\_\_  
 Date

Approved by: \_\_\_\_\_  
 General Manager Date

**TABLE L-6**  
**PERFORMANCE AUDIT FOLLOW-UP OF DRAFT RECOMMENDATIONS FROM THE LAST COMPLETED PERFORMANCE AUDIT**  
**FY2022-2024**

| PERFORMANCE AUDIT<br>RECOMMENDED ACTIONS  | OPERATOR PROGRESS<br>TO DATE |
|---|------------------------------|
| BBB update its methodology for reporting "local subsidies" and "auxillary" revenues as it relates to TPM reporting. | Completed                    |



**TABLE L-7**  
**SANTA MONICA BIG BLUE BUS**  
**FY2025-2027 SUMMARY OF CAPITAL PROJECTS**

| Project Name                          | Total Request |            |            |
|---------------------------------------|---------------|------------|------------|
|                                       | FY 2025       | FY 2026    | FY 2027    |
| Bus Components Replacement Program    | 6,121,237     | 6,366,564  | 6,372,133  |
| Yard Improvements                     | 50,000        | 716,255    | 53,045     |
| Technology Equipment                  | 2,247,251     | 1,517,251  | 1,079,349  |
| Bus Stop Amenities                    | 75,000        | 77,250     | 79,568     |
| Service Vehicles                      | 538,377       | 165,000    | 110,000    |
| Bus Replacement Program               | 2,242,693     | 14,518,136 | 42,000,000 |
| Shop Equipment                        | 905,321       | 100,000    | 100,000    |
| Facility Upgrades & Renovations       | 2,297,032     | 940,199    | 596,737    |
| Telecommunication Services            | 70,905        | 73,028     | 72,519     |
| Customer Experience                   | 636,982       | 182,509    | 130,438    |
| Universal Fare System                 |               |            |            |
| Transit Security                      |               |            |            |
| Radio Tower Equipment                 | 110,000       | 120,000    | 122,000    |
| Fiber Optic Network                   |               |            |            |
| Stars Software Implementation         |               |            |            |
| Safety & Security                     |               |            |            |
| Prop 1B Safety and Security           |               |            |            |
| Transit Oriented Development          |               |            |            |
| Dial-A-Ride Vehicles                  |               |            |            |
| 7th Street Fencing Upgrade            |               |            |            |
| Two-way Communication System          |               |            |            |
| Fleet Asset Management                | 111,102       | 116,657    | 122,490    |
| Scheduling and Operations Mgmt System |               |            |            |



**Department of Transportation  
City of Santa Monica**

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# **Short Range Transportation Plan**

## **FY 2025-27**