



CITY of CALABASAS
CITY COUNCIL AGENDA REPORT

DATE: JANUARY 13, 2023

TO: HONORABLE MAYOR AND COUNCILMEMBERS

FROM: ROBERT YALDA, PUBLIC WORKS DIRECTOR/CITY ENGINEER

SUBJECT: AMENDMENT TO IDEAL GENERAL SERVICES, INC. 2021 CONTRACT TO CREATE A DEMAND-RESPONSE PROGRAM

MEETING DATE: JANUARY 25, 2023

SUMMARY RECOMMENDATION:

Staff recommends Council approve Amendment No. 1 to the 2021 Professional Services Agreement with Ideal General Services, Inc, amending the scope of services, expiration date, and total compensation.

BACKGROUND:

In 2021, Council approved the existing contract with Ideal General Services, Inc. (IGS) to operate our Dial-A-Ride program for 3 years and not to exceed amount of \$743,904.00. IGS has been the City's Dial-A-Ride operator since 2016 and has operated without issue and the City constantly receives compliments for the service.

Per the City's 2030 General Plan, City Staff has monitored the established transit system and made adjustments to the program to meet the changing needs. Since 2010 the City's weekend transit service, the Calabasas Trolley, has seen reduction in ridership and has reduced operations to match when users utilize the program. Since our transit program's return from Covid-19, there has been a drastic reduction in trolley riders, especially outside of the summer months. Staff has determined that introducing a public Demand-Response Program for weekends will

help encourage riders to utilize weekend transit options and close gaps in transit needs.

DISCUSSION/ANALYSIS:

According to the Federal Transit Administration (FTA), the definition of Demand Response System is “one where passenger trips are generated by calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick the passengers up and transport them to their destinations” (1988 FTA Circular 2710.2A). The existing Dial-A-Ride Program is classified as a Demand Response where approved passengers call a day in advance to make a request for a trip, but this service is only available to seniors and riders with disabilities and rides must be pre-approved. This is in contrast to the existing Trolley Program which operates on a fixed route to set locations throughout the City at set times and is open to the public for use. Demand Response allows for greater flexibility in our transit program and for our riders.

Staff presented this program to the Traffic and Transportation Commission at the November 22, 2022 Meeting. Commissioners provided comments and supported the new program.

This weekend program will replace the weekend trolley service for a majority of the year. Since ridership during the summer is higher, the Trolley Program will switch to a summer-only program, following the same 10-week schedule as the Beach Bus. This 10-week schedule falls between the end and beginning of school for LVUSD students.

Trolley maintenance is also a large factor in our decision to make this shift. Since service resumed in August 2021, maintenance costs for the trolley has totaled \$5,705.80. Maintenance for Ideal’s Dial-A-Ride vans are covered by Ideal instead of by the City. This increase in contract amount will also enable IGS to purchase new vans which will help keep their fleet from aging.

Currently, the trolley is operating its seasonal “Winter Hours” 10:00 AM to 2:00 PM on Saturdays and has been experiencing an average of 5 riders each week since October 29 when this schedule change went into effect. Dial-A-Ride operates 9:00 AM to 5:00 PM on Saturdays and 10:00AM to 4:00 PM on Sundays. The proposed Demand Response Service would operate Saturday and Sunday 9:00 AM to 5:00 PM.

Weekend passengers would be allowed to request a trip from anywhere in the City to anywhere in the City for the standard Dial-A-Ride fare of \$2.50. Passengers can also travel from anywhere in the City to one of the set out of city locations for a

\$4.00 fare. The existing out of city stops that the Dial-A-Ride program already utilizes are as follows:

- Kaiser Permanente, Woodland Hills
- West Hills Medical Center
- Tarzana Regional Medical Center
- Fallbrook Center, West Hills
- Topanga Plaza, Canoga Park
- The Village, Woodland Hills
- St. Mel Catholic Church/Adult Club, Woodland Hills
- West Valley Jewish Community Center, West Hills
- Woodland Hills Community Church/Primetimers Club

Staff would like to add an additional stop to the G (Orange) Line Canoga Station to better connect passengers with Metro's service.

In order to improve response times, 2 drivers would be utilized (instead of the 1 driver we typically have on the weekend) and the drivers would wait for calls on opposite sides of the City. The Trolley operates on a 1-hour route, but utilizing a Demand Response program with 2 drivers could allow for 15-minute response, saving time for passengers.

The trolley would still remain available for use for special events such as the Hidden Hills Parade, Jolly Trolley, and the Red Trolley Tour.

FISCAL IMPACT/SOURCE OF FUNDING:

If we completely replace the Trolley Program with the proposed Demand Response Program, a savings of approximately \$40,000 is expected per year. However, if the Trolley Program is continued through the summer as proposed, the Demand-Response program will save approximately \$26,000 a year (excluding maintenance costs and fare revenue).

With the proposed increase in service provided by IGS, Staff is recommending an extension in the contract by three years and a change in contract amount to \$1,520,755. This includes the cost of the contract between effective date and the new expiration of January 2026.

The Dial-A-Ride and Trolley programs are both funded by LACMTA's Proposition A and Proposition C. As this new program would save money there is no negative impact to our source of transit funding.

Staff are also in the process of applying to several grants which would help offset the costs of this program and provide improved service.

REQUESTED ACTION:

Staff recommends Council approve Amendment No. 1 to the 2021 Professional Services Agreement with Ideal General Services, Inc, amending the scope of services, expiration date, and total compensation.

ATTACHMENTS:

Attachment A: Ideal General Services Inc. 2021 Contract

Attachment B: Amendment No. 1 to Professional Services Agreement