

IDEAL GENERAL SERVICES, INC.

Mailing Address:

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To City of Calabasas

At the request of the City of Calabasas, Ideal Transportation began providing residents with "On Demand" services beginning Feb. 18, 2023.

The idea behind this program is to provide all residents of the City with On-Demand public transit using the Dial-a-ride vehicles. Based on the availability of drivers, a dispatcher provides riders with an approximate time line for pick-up. There are two stations for service vehicles. Vehicle #1 is located on the west side of the City and will assist residents from the Lost Hills area to the east side of town at the Commons. Vehicle #2 will service the east side which includes Mulholland and Parkway Calabasas area to transport residents to the west side of the City.

Comments that we have received from riders and drivers are as follows:

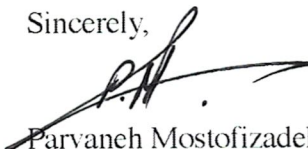
1. The program needs to be advertised that it is NOT an Uber service. It is for City residents only and service is within the boundaries of the City and the 9 locations outside the city, No other destinations permitted with no exceptions.
2. Multiple passengers should be permitted to ride together to a destination.
3. Some residents have requested assistance entering and exiting the vehicle. This service cannot be provided, and these residents shall be referred to the Access program for their transportation needs.

Within one month, utilizing minimal advertising, we had a full schedule of riders, and many have expressed strong satisfaction with the service. Our numbers are an indication as to the success of this program.

As always, Ideal is providing our best service. We always clean and disinfect the vehicle after each trip and ensure complete satisfaction from our riders.

Ridership reports have been provided to City staff. Please Provide 9 locations outside the City and Number of Access to your advertising, and please feel free to contact me with any additional questions.

Sincerely,



Parvaneh Mostofizadeh, CEO