



CITY of CALABASAS

TRAFFIC & TRANSPORTATION COMMISSION AGENDA REPORT

DATE: OCTOBER 16, 2024

TO: TRAFFIC AND TRANSPORTATION COMMISSION

FROM: TRA'A BEZDECNY, ASSISTANT ENGINEER

SUBJECT: TRANSIT UPDATE

**MEETING
DATE: OCTOBER 22, 2024**

BACKGROUND:

The City began its transportation services in early 2000's and has expanded and improved ever since. Striving for efficiency, staff identifies ways to enhance services and maximize available resources to better serve the Calabasas residents and public transit riders.

DISCUSSION:

New Contract:

In August 2024, LAZ took over the City's Shuttle Services Contract and began operating Line 1, the Trolley, and the Beach Bus. City staff meets with LAZ's Transportation Manager weekly to discuss key performance indicators (safety score, on time performance, and busses down), ridership, special events, and customer service.

Line 1:

Line 1 is the City's free fixed-route shuttle that provides transportation throughout the City Monday through Friday, except Calabasas holidays. Since August 1st there has been an average weekly ridership of 115, an increase of 62% from October 2023.

Lines 2-5:

Lines 2, 3, 4, and 5 are the City's peak-hour routes which operate once in the morning and once in the afternoon in an effort to alleviate peak-hour traffic surrounding Calabasas schools. Passengers must pre-purchase fare at City Hall and can purchase one-time tickets for \$1.00 each or an unlimited annual pass for \$154.00. So far this fiscal year, 72 passes have been

sold and there has been an average weekly ridership of 500. In August, the lines were updated to better align with school bell schedules.

Trolley:

The trolley ran its summer service between the Saturday of Memorial Day Weekend (May 25th) and the Saturday of Labor Day Weekend (Sept. 2nd). The trolley operates a free fixed route service throughout the City. Service will resume in 2025.

Beach Bus:

In 2024, Calabasas did not run an individual Beach Bus route due to low ridership in previous years. The City instead modified Line 1 to offer a stop connecting Calabasas residents to the Agoura Hills Beach Bus. Staff expects to resume the Beach Bus in 2025 with modifications to increase ridership.

Dial-a-Ride:

The City's Dial-a-Ride Service offers door-to-door transportation service for Calabasas residents who are seniors 65 and older or have disabilities. Riders pay \$2.50 for service anywhere within City Limits and \$4.00 for service to set locations outside Calabasas, connecting residents with outside medical, community, and recreational centers.

Microtransit:

The City's Pilot Microtransit Program is a door-to-door service on the weekends that is open to the public. Riders can call our Dial-a-Ride service provider to request a ride day-of. The destinations and fares are currently the same as Dial-a-Ride.

Staff is working to bring the program out of Pilot in 2025. A survey is currently available on the City's Website to give feedback on the existing program and to make recommendations for the final program. The survey has been advertised in the City's e.News, at the Senior Center, and on the City's Transit fleet. Questions include how often the individual currently uses transit, what their preferred fare would be, and other suggestions. Staff will utilize the metrics and present an analysis to City Council on November 13th for further direction.

The survey can be accessed by going to:

<https://www.cityofcalabasas.com/services/microtransit-survey>

Mobile App:

Passio Go is a currently available for download on smartphones and can be accessed via computer and can be utilized by passengers to see where Calabasas busses are and check for stops, times, and receive system updates. Passio, in conjunction with the on-board Samsara system, is able to monitor shuttle location, passenger load, and retains customer comments. As a user, passengers will be able to see where their nearest stop is, what time a bus will be there next, where that bus will take them, and how many people are currently onboard. Users can easily customize the app with saved routes and stops

The system is in testing and Staff expects to begin advertising by mid-November.

Senior Center Class:

On October 9th, staff led a class for the Senior Center to introduce seniors to transportation options available to them. The Mobility Alternatives for Seniors (MAS) Class taught seniors how to utilize City-provided services, regional services, and private services. The class will be held on periodically and will be modified as services are updated.

SOURCE OF FUNDING:

The City's transportation services are funded by Propositions A and C, Los Angeles County sales taxes. The annual budget for the program for Fiscal Year 2025 is \$1,051,000. The City is currently completing annual auditing with Los Angeles County Metro and the Federal Transit Administration to ensure compliance of capital and operation projects with respective guidelines.

REQUESTED ACTION:

This is an informational item only and requires no action.