

REPORT TO CITY COUNCIL

DATE: MAY 28, 2008

TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL

FROM: GREG RAMIREZ, CITY MANAGER

BY: AMY BRINK, DIRECTOR OF COMMUNITY SERVICES
LOUIS CELAYA, ASSISTANT TO THE CITY MANAGER

SUBJECT: DISCUSSION REGARDING DIAL-A-RIDE PROGRAM ENHANCEMENTS

For several years, the City of Agoura Hills has provided Dial-a-Ride (DAR) paratransit services for residents of Agoura Hills, and through separate agreements with the County of Los Angeles and the County of Ventura, has also provided services for both county residents. In April of 2008, the City received notification from the County of Ventura that it wished to withdraw from the partnership and would be exercising its termination clause within the agreement, citing its desire to directly provide DAR services for its residents and also save costs. The effective date of the County of Ventura's withdrawal is June 30, 2008. A majority of the service for the County of Ventura was to Oak Park and primarily consisted of domestic service providers traveling into and returning from Oak Park.

While the City is disappointed to see the departure of the County of Ventura from the partnership, it does offer the City an excellent opportunity to provide long awaited service enhancements to the existing service. These service enhancements were not previously available due to the lack of extra capacity resulting from service to Oak Park in the early morning and late afternoon hours. For several weeks, staff has been working with our transportation consultant, Patti Post and Associates, and representatives from First Transit, Inc., to develop new service enhancements to the existing service. The following service enhancements are being proposed:

1. Expand service to Westlake Village and Thousand Oaks and open service to the general public. Currently, DAR only transports senior and disabled Agoura Hills residents to and from specific places in Westlake Village and Thousand Oaks.
2. Provide scheduled daily service to Kaiser Permanente Hospital in Woodland Hills and nearby commercial areas.
3. Start an after school service, the "Ladyface Loop." This will connect Lindero Canyon Middle School, Agoura Hills Recreation Center, Agoura Hills Library, Agoura Hills/Calabasas Community Center, and Agoura High School.

The proposed enhancements are scheduled to be implemented in phases as "pilot programs," to allow staff the ability to adequately market each new program. Item one is scheduled to

commence shortly after July 1, followed by September 1 for items two and three. If proven successful, modifications to the programs will be examined. Additionally, other procedural changes will be made to the program to include: 1) continue transporting Oak Park residents to and from the Agoura Hills Senior Center, if they are members of the Agoura Hills Senior Recreation Program, and 2) continue to transport Agoura Hills residents to and from Oak Park.

Staff anticipates the proposed enhancements will continue to improve the program and offer our residents more viable transportation methods and also meet the needs of our current DAR services provider.

However, it should be noted, that if the program enhancements are not successful, First Transit, Inc., could possibly return to request a renegotiation of the contract rate, as the recent agreement was based upon on total service hours, including Ventura County service.

RECOMMENDATION

Staff respectfully recommends the City Council discuss and provide direction on the Dial-A-Ride program enhancements.