



# CITY OF COSTA MESA

## Administrative Services Department

### MEMORANDUM

TO: Allan Roeder, City Manager

FROM: Jana M. Ransom, Recreation Manager

THROUGH: Stephen M. Mandoki, Administrative Services Director

DATE: September 1, 2005

**SUBJECT: Supplemental Information on Western Transit Systems  
Senior Mobility Program**

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The City of Costa Mesa is proposing to extend the agreement with Western Transit Systems for the first option period of October 1, 2005 – September 30, 2006. As noted in the City Council Agenda Report, Western Transit provides services to the City for the Senior Mobility Program. The following is additional information regarding the type of services provided by Western Transit.

The report states that “prior to October 2002, the City and Costa Mesa Senior Center jointly offered a transportation service to seniors. The Senior Center provided a driver, and the City supplied the vehicle, including maintenance. Services were limited by the driver’s schedule. This arrangement served approximately 300 passengers per month”. The driver was an employee of the Senior Center and they would make several transit runs throughout the day, picking people up and dropping them off, primarily at the Senior Center, although there would be some trips to stores, banks or other appointments.

In October 2002, Western Transit began their contract services with the City to provide a more flexible transportation service. Western Transit provides a driver to operate the senior bus that is owned and maintained by the City. The transportation service now provided is termed “demand based”. Under a demand based program, the seniors call to schedule a pick up and delivery time and location. The Western Transit driver is then responsible for scheduling the various pick-ups and working with the seniors to accommodate the most passengers. Under this system, the seniors determine where they need to go and when, which allows them the ability to schedule appointments and Western Transit determines the most appropriate route to provide service to the most passengers. As noted in the report, under this program, Western Transit is now transporting over 900 passengers per month, a 200% increase over the prior service.

The fees charged by Western Transit are paid by the City through a grant from OCTA. The

OCTA grant provides cities with the ability to provide services specific to their senior needs. Cities are able to establish programs that allow greater flexibility than traditional “fixed route” transit. Costa Mesa began the Senior Mobility program in October 2002 when Western Transit was selected to provide the driver services.

If you need any additional information, please let me know.