



**OPEN MEETING**

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MOBILITY AND VEHICLES COMMITTEE**

**Wednesday, February 7, 2018 – 1:30 p.m.  
Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

**AGENDA**

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for December 4, 2017
5. Chair's Remarks
6. Member Comments (Items Not on the Agenda)
7. Response to Member Comments
8. Department Head Update

**Consent:**

None

**Reports:**

9. Transportation & Maintenance Manager Reports
10. Ridership Report

**Items for Discussion and Consideration:**

11. Hand Sanitizer on Buses

**Items for Future Agendas:**

None

**Concluding Business:**

12. Committee Member Comments
13. Date of Next Meeting – Wednesday, April 4, 2018
14. Adjournment

Judith Troutman, Chair  
Bruce Hartley, Staff Officer  
Telephone: 949-597-4650

**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MOBILITY AND VEHICLES COMMITTEE**

**Monday, December 4, 2017 – 1:30 p.m.**  
**Laguna Woods Village Community Center Board Room**  
**24351 El Toro Road, Laguna Woods, CA 92637**

**MEMBERS PRESENT:** JoAnn diLorenzo – Acting Chair, Ray Gros, Steve Parsons, John Frankel, Andre Torng (substituting for Reza Bastani), Prakash “Cash” Achrekar

**ADVISORS:** Gloria Moldow

**MEMBERS ABSENT:** Judith Troutman, Reza Bastani, June Greenwald, Marion Levine (Advisor)

**OTHERS PRESENT:** Juanita Skillman

**STAFF PRESENT:** Bruce Hartley, Andrew Harrell, David Collins, Kayla Aninzo

**1. Call to Order**

Acting Chair diLorenzo called the meeting to order at 1:29 p.m.

**2. Acknowledgment of Media**

No press was present.

**3. Approval of the Agenda**

By consensus, the agenda was approved.

**4. Approval of Meeting Report for October 2, 2017**

The Regular Meeting Report of October 2, 2017, was approved by directors who were present at the previous meeting.

**5. Chair’s Remarks**

Acting Chair diLorenzo gave her welcoming remarks and informed the Committee that Judith Troutman, GRF Mobility & Vehicles Chair, will be at the next meeting in February. She looks forward to learning a lot with the guidance of Staff and the Committee.

## **6. Member Comments (Items Not on the Agenda)**

- Suellen Zima (823-D) commented on Transportation services and suggested that a group be formed to review ideas.
- Shirley Niederkorn (184-A) inquired about Christmas Eve and holiday Transportation services. She suggested that future bus purchases should have enough room for walkers and wheelchairs.
- Vashti Williams (726-P) commented that she enjoys coming to the Mobility and Vehicles Committee meetings. She commented on Plan-A-Ride services.

## **7. Department Head Update**

Bruce Hartley, General Services Director, summarized the activity in his division.

Judith Troutman is the new Chair of the GRF Mobility and Vehicles Committee meeting. Mr. Hartley will meet with Chair Troutman before the next meeting to discuss the direction of the Committee. The annual Transportation Awareness Day (TAD) was held last month, where Staff addressed minor modifications to Transportation services. The event provided residents a chance to speak one on one with Transportation Coordinators, Staff, alternative transportation representatives, and other sponsors.

GRF approved vehicle and equipment purchases of approximately \$1 million for 2018. Specifications are being put together to go out to competitive bid. The approved budget provided for the purchase of two new buses. The early release of funding allowed staff to move forward with specifications for buses that meet resident needs. Staff is looking at gas and electric bus options, preferably smaller, nine passenger busses with low floors and access ramps to accommodate walkers, wheelchairs, and power carts. Staff will come back to the GRF Board for award. The two buses are expected to be delivered in early 2018.

Bruce Hartley announced that the City of Laguna Woods will be doing a roadway slurry project on El Toro Road between Moulton and Valencia on the week of December 18<sup>th</sup>. This project restricts access to Gates 1 and 5, and will impact bus service, slowing down fixed bus routes. Staff is working with the City on a plan to mitigate traffic delays during that week. He informed the Committee that OCTA Access and Yellow Cab vehicles inside the community are permitted to service residents. They are 'on demand' services that regularly service our residents by individual request.

### **Consent:**

None



**Reports:**

**8. Monthly Transportation Reports (Drew Harrell)**

Drew Harrell, Transportation and Maintenance Services Manager, gave a brief overview of the Transportation reports. The reports provided information on total gallons of fuel used per month and total fuel costs per month, in comparison to data from the previous year.

Several Directors commented on the Transportation reports. Acting Chair diLorenzo inquired about fuel costs and fuel management. Director Torng requested to see a report for cost per rider. Advisor Moldow inquired about the status of charging stations for electric vehicles.

Bruce Hartley responded to Committee member comments. The Purchasing department advertised a Request for Proposal to manage fuel purchasing and tank compliance for the fueling facilities located at the Service Center and Golf Course. Upon implementation, fuel tanks will be monitored electronically. The proposals are expected in January. Staff will present Transportation reports that include financial data and ridership count at the next meeting. Charging stations are located at the Community Center at a lower cost for residents.

**9. Transportation Awareness Day Report (Drew Harrell)**

Drew Harrell provided a report on Transportation Awareness Day.

The annual Transportation Awareness Day (TAD) was held on November 17 at Clubhouse 5, in commemoration of Denise Dowd "Denny" Welch. The event was created in 2003 to help inform residents of the transportation programs offered by Laguna Woods Village. At the event, Transportation presented minor adjustments that will take effect in January 2018. In addition to Village Transportation services, local sponsors like OCTA Access, Yellow Cab, and Age Well showcased their services as alternative options to residents.

**Items for Discussion and Consideration:**

**10. M&V Committee Mission Statement**

Acting Chair diLorenzo tabled this item for the February meeting.

**Items for Future Agendas:**

**11. Ridership Report**

**Concluding Business:**

**14. Committee Member Comments**

Advisor Moldow commented that benches should be installed for bus riders in the community.

Director Tornig agreed with the installation of benches.

Director Frankel commented on the demographics of the community.

Director Parsons agreed with the installation of benches.

Director Gros explained the limitations of a Committee and went over proper procedures for any major changes in the community.

Acting Chair diLorenzo thanked the Committee for their attendance. She appreciated hearing comments and working with Staff.

**15. Date of Next Meeting – Monday, February 5, 2018**

**16. Adjournment**

The meeting was adjourned at 2:41 p.m.



JoAnn diLorenzo, Acting Chair  
GRF Mobility & Vehicles Committee

## **STAFF REPORT**

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**DATE:** February 7, 2018  
**FOR:** GRF Mobility & Vehicles Committee  
**SUBJECT:** Transportation & Maintenance Manager Reports

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### **RECOMMENDATION**

Receive and file report.

### **BACKGROUND**

At each meeting of the Mobility and Vehicles Committee, Transportation Services provides information related to particular programs and/or operational costs for the Village fleet of vehicles and equipment. Staff varies the reports each meeting to provide a broad spectrum of information on a variety of topics.

### **DISCUSSION**

The Fleet Services operation maintains a total of 499 units owned by the Golden Rain Foundation and operated by VMS employees to deliver service to the Village. Utilizing specialized software programs, detailed maintenance, repair and operational costs are tracked for each vehicle. Previously, the Committee was provided with a fuel cost comparison from the previous year to present. Staff discussed trends shown in the data and explained the fluctuation in fuel use.

#### **Grant Requirements Related to Buses:**

The Golden Rain Foundation (GRF) currently operates sixteen buses. Detailed information for each bus, including manufacturer, model, year, serial number, odometer reading, and unit number are shown in Attachment 1. Grant funding was utilized to purchase all of the buses, with some level of matching funds provided by GRF. The grants require GRF to operate each bus for seven years or 200,000 miles; whichever occurs first, before full ownership is transferred to GRF and the terms of the grant are fulfilled.

Six of the sixteen buses have reached seven years since purchase and are no longer under grant restrictions. Two of those buses will be traded in with the acquisition of two buses recently purchased. None of the six buses reached the minimum miles (200,000) that are required to fulfill the grants; instead they reached expiration by minimum length of service (seven years). The remaining 10 buses were purchased between the years 2012-2015 and continue to be within the stipulations of the grants. The table (ATT-1) shows the "Remaining Miles" and "Projected Expiration." These columns demonstrate the relationship between the fulfillment of the grant requirements by mileage. The projected expiration dates by mileage exceed the date of contracts' end by year. This concludes that all of the buses will meet the minimum seven years of usage before they reach the minimum miles of 200,000.



#### Easy Rider and Plan-A-Ride Services:

Monday through Friday there are 8 fixed-route buses that operate in the Village (Easy Rider), providing transportation services to all residential neighborhoods in the Village and many nearby commercial areas. Buses depart at the top of each hour from Clubhouse 1 and return 5 minutes prior to the top of each hour. Designated transfer points are located at The Towers, Gate 5, Gate 7, and Clubhouse 1. These transfer points allow residents to reach their desired destination more quickly without having to return to Clubhouse 1 to transfer to another neighborhood route. There are no designated bus stops inside residential areas, except at GRF facilities. Residents are picked up or dropped off at any safe area along the residential routes, always at the discretion of the driver. The commercial routes have designated stops where the buses stop each hour and 'request stops' where riders may get on or off by request to the driver or by calling the Transportation office.

In addition to the 8 fixed routes, Plan-A-Ride is offered as an alternative. This on-demand type service will pick up a resident at a specific location and deliver them to their destination by appointment. Reservations for Plan-A-Ride typically are required by noon the day before for morning appointments and by 3 p.m. the same day for evening appointments. Same-day requests are accepted, but will only be filled if space is available; with medical appointments and prior appointments receiving priority. If staff is unable to accommodate the time slot requested, an alternative time will be offered if available. Residents may request re-occurring reservations for itineraries that are always on the same day and time to eliminate the need to repetitively request reservations.

Plan-A-Ride operates 7 days per week and is the only transportation service offered on Saturday, Sunday and VMS observed holidays. Plan-A-Ride does not operate on Christmas Day and New Year's Day due to low ridership. A description of the transportation programs is attached (ATT-2).

#### **FINANCIAL ANALYSIS**

None

**Prepared By:** Andrew Harrell, Transportation and Maintenance Services Manager

**Reviewed By:** Lori Moss, Community Manager

Bruce Hartley, General Services Director

#### **ATTACHMENT(S)**

Attachment 1: Bus Grant Information

Attachment 2: Transportation Services



### Unit Inventory Report

#### VMS

Unit	Description	License#	Year	End of Contract	Make	Model	Serial#	Last Reading	Remaining Miles	Projected Exp.	Notes
702881	Ameritrans	8L51617	2008	OWN	INT	AMERITRAN	1HVTBAFM47W501829	178003	N/A		No longer under grant
702906	Ameritrans Bus	6HSG450	2009	OWN	INT	AMERITRAN	1HVBTFM08W555081	149558	N/A		No longer under grant
702907	Ameritrans Bus	6HAP135	2009	OWN	INT	AMERITRAN	1HVBTAFM16W325188	125531	N/A		No longer under grant
702983	Champion Bus	8V75526	2006	OWN	INT	CHAMPION	1HVBTAFM86W325186	171171	N/A		No longer under grant
702984	Champion Bus	8V75524	2007	OWN	INT	CHAMPION	4DRASAFS57W463477	145264	N/A		No longer under grant
702985	Champion Bus	8V75525	2008	OWN	INT	CHAMPION	4DRASAFM08W517060	158027	N/A		No longer under grant
A00739	2012 E-Z Trans	88572D1	2012	2019	INT	GENERAL	5WEASSKMXBH332264	108717	91283	2020	7 years or 200,000
A00740	2012 E-Z Trans	31240F1	2012	2019	INT	GENERAL	5WEASSKM6BH332262	119767	80233	2020	7 years or 200,000
A00741	2012 E-Z Trans	88571D1	2012	2019	INT	GENERAL	5WEASSKM6BH332259	127898	72102	2020	7 years or 200,000
A03012	2014 ARBOC	94764R1	2014	2021	ARBOC	4500	1GB6G5BL7E1171666	92106	107894	2021	7 years or 200,000
A03013	2014 ARBOC	19362S1	2014	2021	ARBOC	4500	1GB6G5BL9E1170311	87877	112123	2021	7 years or 200,000
A03014	2014 ARBOC	94780R1	2014	2021	ARBOC	4500	1GB6G5BL2E1170229	91731	108269	2021	7 years or 200,000
A03016	2014 ARBOC	26514T1	2014	2021	ARBOC	4500	1GB6G5BL0E1182542	75700	124300	2021	7 years or 200,000
A03625	2015 ARBOC	80248X1	2015	2022	ARBOC	4500	1GB6G5BL8F1248806	54187	145813	2022	7 years or 200,000
A03626	2015 ARBOC	80247X1	2015	2022	ARBOC	4500	1GB6G5BL3F1286489	47720	152280	2022	7 years or 200,000
A03627	2014 ARBOC	80250X1	2014	2021	ARBOC	4500	1GB6G5BL7F1287872	55055	144945	2022	7 years or 200,000





Laguna Woods Village®  
*Where new adventures begin*

## The Easy Rider Service – Fixed Routes

- The Easy Rider bus service operates eight routes
- Hours of operation are Monday through Friday between 9 a.m. to 5 p.m.
- All routes begin at Clubhouse 1 at the top of the hour

## Plan-A-Ride Service (Demand Response)

Hours of Operation:

- Between 8 a.m. and 10:30 p.m. Monday through Saturday
- Sunday 8 a.m. to 6 p.m. Last Pick up at 5:45 p.m.
- The Plan-A-Ride (Demand Response) service requires you to call one day in advance by noon to schedule a trip
- Same day confirmation will be provided beginning at 4 p.m.
- You may call the same day to check for any available time slots

## **STAFF REPORT**

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**DATE:** February 7, 2018  
**FOR:** GRF Mobility & Vehicles Committee  
**SUBJECT:** Ridership Report

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### **RECOMMENDATION**

Receive and file report.

### **BACKGROUND**

Periodically, staff provides an update on the number of trips Village residents and their guests take on the buses and vans provided via the Easy Rider, Plan-A-Ride and various special transportation programs in the community. At the meeting of December 4, 2017 the Committee requested data on ridership.

Transportation offers various services to the residents of Laguna Woods Village. The 'Easy Rider' is a fixed-route type service that operates Monday through Friday with eight routes traveling throughout the community and to local commercial destinations. Plan-A-Ride is an alternative service provided which is a demand response type service that operates seven days per week and on most holidays. In addition to those daily services, two shuttle buses provide weekly destination shopping to local retail centers; two weekly shuttles support the Docent Tours (new and prospective residents) as well as a once per month excursions.

Residents are able to travel with a guest or caregiver on the Easy Rider and Plan-A-Ride. Proper identification must be provided and scanned from all residents and caregivers upon boarding the bus. Caregivers are given a distinct identification card that allows them to ride the bus without the company of a resident, for resident support purposes only; not for personal use. Residents comprise 83 percent of all the trips taken on Village transportation. Guests and caregivers account for 13 percent of all trips, with the remaining 4 percent from all other miscellaneous passengers including staff.

### **DISCUSSION**

Each bus rider is required to scan their Resident ID card (with an RFID chip attached) as they access the bus. Tracking software records each trip and generates ridership data. This enables staff to determine how many trips were taken, what route or program the riders were utilizing, the time and date of the trip and to calculate a variety of statistical data. Staff has access to ridership data per day, per hour, per route or per program. In addition, the cost per trip or the cost of each program may be calculated from this data.

The Easy Rider program includes 1E, 2E, 3E, 4E, 1W, 2W, 3W, and 4W. These routes operate throughout the year but ridership fluctuates monthly (ATT-1). January and February are the months with the fewest riders at approximately 9,000 rides per month. March through August are the peak months with the highest ridership at approximately



14,000 rides per month. Ridership in September through December is consistent, with approximately 11,000-12,000 trips per month.

Throughout the year routes 3E, 3W, and 4E are the most heavily traveled, with a consistent number of trips. Routes 2E and 2E are less traveled throughout the year. The ridership on Routes 1E (lowest usage of all routes) and 2E are the lowest of all the routes. The difference between the ridership on Route 3E and Route 1E is approximately 700 trips per month. Fewer residents in the Route One neighborhoods utilize Village transportation services.

During the week, the Easy Rider operates between 9 a.m. and 5 p.m. Plan-A-Ride operates Monday through Sunday 8 a.m. to 10:30 p.m. Attachment Two (ATT-2) shows trips per day and by the hour for both programs. Between the two services, the hours most heavily traveled are between 9 a.m. and 3 p.m. As indicated in the attachment the most ridership is between 10 a.m. and noon, with the least after 5 p.m. at one percent. This data will be very useful to determine how to maximize service to residents and reduce operating costs.

The average cost per trip is shown in the table below. The cost is calculated by dividing the total annual Transportation budget by the total annual number of trips from all programs.

2015:	\$13.33 per trip
2016:	\$13.39 per trip
2017:	\$12.93 per trip

A conclusion could be drawn that the cost per trip in 2017 decreased as a result of efficiencies in service, including route reductions that resulted in the need for fewer transfers for a rider to reach their destination.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Andrew Harrell, Transportation and Maintenance Services Manager

**Reviewed By:** Bruce Hartley, General Services Director

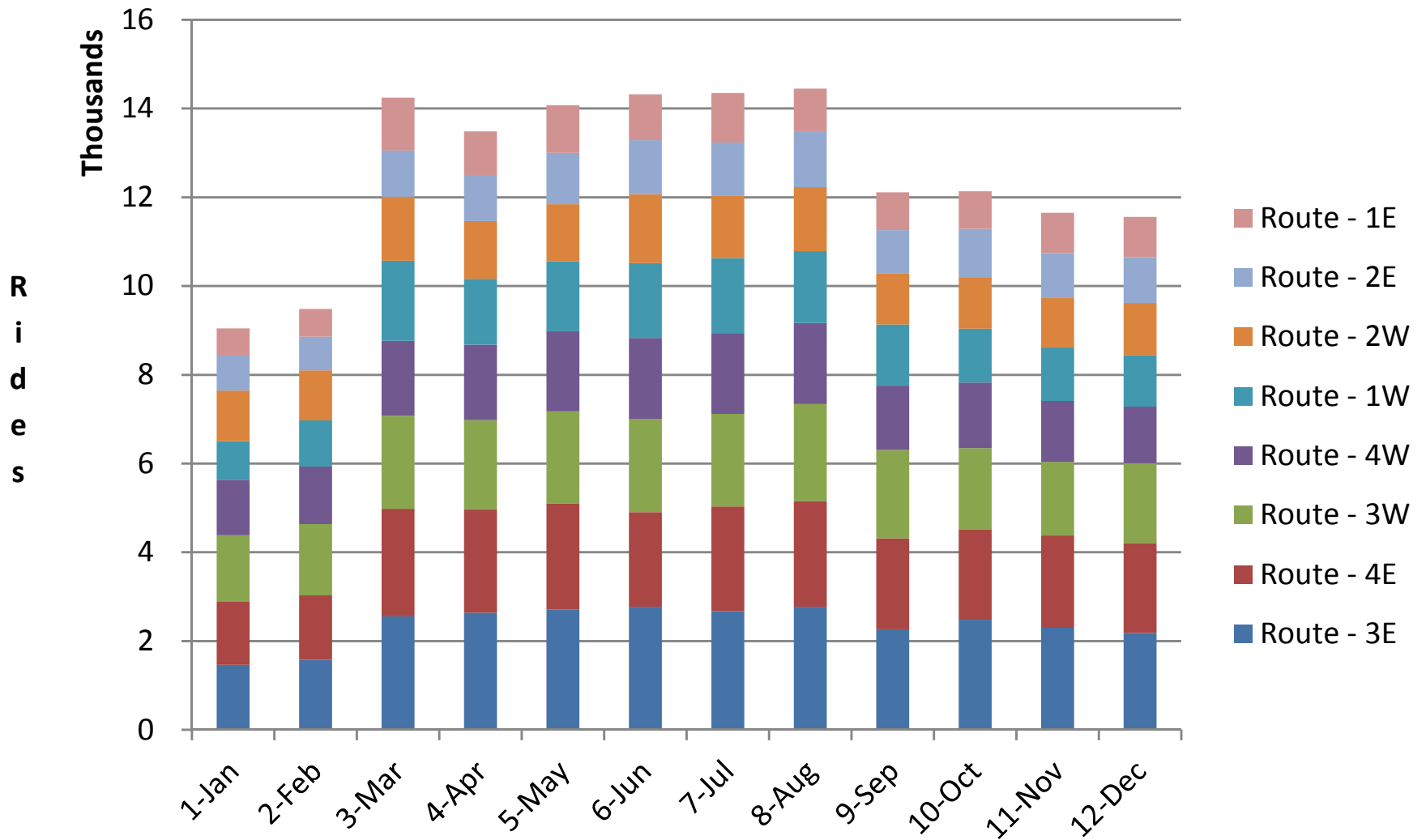
Lori Moss, Community Manager

### **ATTACHMENTS**

Attachment 1: Easy Rider Trips per Month by Route

Attachment 2: Easy Rider and Plan-A-Ride Trips by Day of the Week

# Easy Rider Rides per Month by Route





Rides  
by Day of Week and Hour of Day

Total Rides	Week Day							Grand Total	Percentage
Hour of Day	1-Mon	2-Tue	3-Wed	4-Thu	5-Fri	6-Sat	7-Sun		
7:00 AM	2	1	2	4	3	1	3	16	0%
8:00 AM	443	361	467	459	402	161	305	2,598	2%
9:00 AM	3,073	3,666	3,495	3,846	3,355	2,526	1,016	20,977	12%
10:00 AM	3,967	4,544	4,425	3,944	4,038	2,907	1,704	25,529	15%
11:00 AM	3,663	4,258	4,121	4,109	3,816	2,904	1,402	24,273	14%
12:00 PM	4,016	4,573	4,291	4,253	3,924	2,929	1,611	25,597	15%
1:00 PM	3,501	3,743	3,885	3,743	3,628	2,544	1,495	22,539	13%
2:00 PM	2,870	3,008	3,254	3,139	3,294	2,146	1,182	18,893	11%
3:00 PM	2,462	2,301	2,621	2,742	2,315	1,841	849	15,131	9%
4:00 PM	1,189	1,343	1,177	1,212	1,127	841	439	7,328	4%
5:00 PM	287	314	364	265	230	501	100	2,061	1%
6:00 PM	203	287	309	294	255	281	5	1,634	1%
7:00 PM	89	169	198	120	403	128	3	1,110	1%
8:00 PM	83	158	229	196	89	106	2	863	1%
9:00 PM	123	204	176	126	265	168		1,062	1%
10:00 PM	10	25	10	6	6	9	4	70	0%
<b>Grand Total</b>	<b>25,981</b>	<b>28,955</b>	<b>29,024</b>	<b>28,458</b>	<b>27,150</b>	<b>19,993</b>	<b>10,120</b>	<b>169,681</b>	<b>100%</b>
<b>% of Total</b>	15%	17%	17%	17%	16%	12%	6%	100%	

## **STAFF REPORT**

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**DATE:** February 7, 2018  
**FOR:** GRF Mobility & Vehicles Committee  
**SUBJECT:** Hand Sanitizer on Buses

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### **RECOMMENDATION**

Authorize staff to purchase hand sanitizer in an amount not to exceed \$6,000 to be installed on Village buses and be made available year around.

### **BACKGROUND**

Staff has received requests from bus riders to add hand sanitizer to the Village buses to provide a healthier environment for residents who ride the buses and must touch surfaces as they enter and exit the buses.

### **DISCUSSION**

The Transportation Division utilizes 16 buses and three vans to provide services to the community. The high numbers of residents riding the buses creates concerns for potentially spreading germs; especially during flu season. Staff is recommending the addition of hand sanitizers to the buses. Two options for hand sanitizers are available, one in the form of liquid (gel or foam) or wipes (ATT-1). Liquid hand sanitizers would require mounting in a safe location in the bus and including a 'catch tray' to accommodate spills or drips. Hand sanitizer wipes would eliminate spills, though the estimated monthly cost is higher than liquid or foam sanitizers. It is recommended that liquid hand sanitizers be provided on the buses and that wipes be provided on the vans, where space for the liquid hand sanitizers is limited.

### **FINANCIAL ANALYSIS**

Funding for the purchase of hand sanitizers is available from the Transportation Services budget. The initial program cost will not exceed \$6,000 for 2018.

**Prepared By:** Bruce Hartley, General Services Director

**Reviewed By:** Lori Moss, Community Manager

### **ATTACHMENT(S)**

Attachment 1: Bus Hand Sanitizer



<b><u>Bus Hand Sanitizer</u></b>				
<b><u>Options Wipes &amp; Liquid (Gel/Foam)</u></b>				
<b>Hand Sanitizer Wipes</b>	<b>Amount</b>	<b>1 x Cost</b>	<b>Monthly</b>	<b>Yearly</b>
DISPENSER	\$ 44.55	\$ 801.90		
REFILL ( 2 pack - 1200ct)	\$ 79.94		\$ 719.46	\$ 8633.52

<b>Liquid Hand Sanitizer</b>	<b>Amount</b>	<b>1 x Cost</b>	<b>Monthly</b>	<b>Yearly</b>
DISPENSER	\$ 17.49	\$ 314.82		
TRAY (6 pack)	\$ 44.10	\$ 132.30		
GEL ( 4 case) 4800 apps	\$ 58.95		\$ 530.55	\$ 6366.30
FOAM ( 2 case)	\$ 53.19		\$ 478.71	\$ 5744.52