



OPEN MEETING

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

**Wednesday, June 6, 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 April 4, 2018
5. Chair's Remarks (Plan-A-Ride Demonstration Video Presentation)
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. Demonstration of "Ride Now" Plan-A-Ride Scheduling System
11. Evaluation of Alternative Transportation Options: Neighborhoods 1, 2, and the Towers

Items for Discussion and Consideration:

12. M&V Committee Charter

Items for Future Agendas:

13. Evaluation of Alternative Transportation Options

Concluding Business:

14. Committee Member Comments
15. Date of Next Meeting – Wednesday, August 1, 2018
16. Adjournment

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

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OPEN MEETING

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

**Wednesday, April 4, 2018 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637**

MEMBERS PRESENT: Judith Troutman – Chair, Ray Gros, John Frankel, Roy Bruninghaus, Juanita Skillman (substituting for Reza Bastani), Cash Achrekar, John Dalis

ADVISORS: Gloria Moldow

MEMBERS ABSENT: Reza Bastani

OTHERS PRESENT: Katheryn Freshley, Diane Phelps, Bert Moldow, Joan Milliman

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

1. Call to Order

Chair Troutman called the meeting to order at 1:30 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 February 7, 2018

Chair Troutman revised the wording under the Department Head Update on page 2 of 6 of the report to replace "The budget shows a decrease of approximately \$50,000 compared to last year, which is the result of the reduction in bus operational expense and bus driver hours," with, "The 2018 Transportation budget reflects a \$50,000 reduction in operating expenses as compared to the 2017 budget. There was an increase of \$85,590 in charges to the budget from other departments, primarily Vehicle Maintenance, for the maintenance and operation of the buses that resulted in a net reduction of \$35,431."

The Regular Meeting Report of February 7, 2018, was approved by consensus as amended.

5. Chair's Remarks

Chair Troutman had no remarks.

6. Member Comments (Items Not on the Agenda)

- Suellen Zima (823-D) asked about future transportation plans.
- Mary Wall (239-D) commented on bus routes and the purchase of new vehicles.
- Kathryn Freshley (5490-N) commented that the agenda package was not available on the Village website.
- Richard Fumanti (277-A) commented that he was looking forward to the online capabilities of Plan-A-Ride and asked about pedestrian access to Gate 1 during construction.

7. Response to Member Comments

Staff and several directors responded to member comments. Chair Troutman encouraged residents to take a chance on same day Plan-A-Ride reservations.

Bruce Hartley, General Services Director, commented that an alternative route for the Towers and Neighborhood 1 will be presented at the next meeting. Any transportation changes will come to the Committee prior to GRF Board approval. The new ARBOC Spirit of Independence bus was generally well received. Bus information meetings are intended for new residents and riders and are provided to residents at no additional cost. Residents can still call for Plan-A-Ride reservations, but will have the option of doing so online in the future. Staff will see to it that future agenda packages are made available online. There will be pedestrian access to Gate 1 during construction.

Chair Troutman announced that the Committee currently has one and may have two advisor vacancies. Director Dalis suggested that the Committee reconsider reducing the size of buses.

Staff Officer Hartley commented that all buses are ADA compliant and have the ability to accommodate wheelchairs, walkers, and power carts. Staff finds that smaller buses improve transportation efficiencies and allow for easy access into cul-de-sacs. There is currently no manufacturer that produces ADA compliant electric vehicles.

Suellen Zima (823-D) asked about the configurations of the new bus.

The bus floor plan was presented to the Committee and members in the audience. The windows, main door, and roof hatch serve as emergency exits. Staff stated that all GRF buses have fire suppression systems for the engine compartment.

8. Department Head Update

Bruce Hartley, General Services Director, highlighted the improvements in Transportation under the management of Drew Harrell. Staffing now forms a more cohesive group. The renovation and reorganization of office space has created a positive work environment and provides a solid foundation for the customer service that staff delivers to residents. A proposed vehicle replacement budget will be submitted to the GRF Board for consideration in June. A preliminary Transportation budget can be presented to the Committee.

Consent:

None

Reports:

9. Transportation & Maintenance Manager Reports

Drew Harrell, Transportation and Maintenance Services Manager, presented the reports. On April 1, 2018, Transportation began testing scheduling software, 'Ride Now', created for the unique needs of Laguna Woods Village Transportation. Transportation introduced a new 2017 ARBOC Spirit of Independence bus to the fleet. The bus does not require a commercial license to operate. Hand sanitizers were installed in all buses. The square luggage rack system in the new bus is being reconfigured to meet Transportation needs. Plan-A-Ride has had a consistent flow of riders since the beginning of January this year. The lunch relief program has been met with mixed reviews and potential improvements are being evaluated.

Several directors commented on this item. Chair Troutman commented that younger residents are moving into the community and will make a difference in ridership. Advisor Moldow commented that buses should have route identifiers displayed on the inside.

Suellen Zima (823-D) asked about reoccurring reservations and commented that Transportation vehicles are difficult to see at night.

Mr. Harrell responded that the new software can accommodate reoccurrences. The software is still in the testing phase, which could take up to one month. Staff meets with the software developers daily to address issues that come up during the testing phase.

Items for Discussion and Consideration:

None

Items for Future Agendas:

10. M&V Committee Charter (June)

11. Demonstration of New Scheduling System (June)

12. Alternative Transportation Options for Neighborhood 1 and the Towers (June)

Concluding Business:

13. Committee Member Comments


Director Achrekar asked if rider information is recorded and suggested promotional programs to increase ridership.

Staff Officer Hartley commented that rider information is not recorded. Promotional programs can be carried out by advisors and Bus Buddies.

14. Date of Next Meeting – Wednesday, June 6, 2018

15. Adjournment

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



Judith Troutman, Chair
GRF Mobility & Vehicles Committee

STAFF REPORT

DATE: June 6, 2018
FOR: GRF Mobility & Vehicles Committee
SUBJECT: Transportation & Maintenance Manager Reports

RECOMMENDATION

Receive and file report.

BACKGROUND

At each meeting of the Mobility and Vehicles Committee, the Transportation and Maintenance Services Manager provides information related to Transportation and the operational costs of the Village fleet and equipment. The reports are varied each meeting and are submitted to the Committee to provide a broad spectrum of information on a variety of topics. At the meeting of April 4, 2018 the Committee was provided with an update on 'Ride Now', the new Plan-A-Ride scheduling software, status of new buses, and an update on the implementation of hand sanitizers on buses.

DISCUSSION

Lunch Relief Program Changes

The Lunch Relief program was a new program implemented in January 2018 to eliminate the use of part-time drivers during the day to reduce operating costs and to provide drivers sufficient time for a mid-shift meal break without having to stop bus routes in the process. Currently, the Lunch Relief program involves transferring riders at Clubhouse 1 and stopping four buses while the drivers have lunch, and then alternating with the other four buses an hour later so that all eight drivers receive their meal break as required by law. This program has caused confusion for many bus riders and is challenging for others that rely upon wheelchairs, walkers, or power carts, which must be secured, unsecured, and re-secured following a transfer. Additionally, this typically results in the buses running late on the next leg of the route. Staff has received many comments about this program.

To improve the rider experience during the lunch relief hours and still provide the proper meal break periods for drivers, improvements were implemented. All transfer points have been consolidated to Clubhouse 1. The Lunch Relief program will operate in three periods: 11 a.m., noon, and 1 p.m., and will now include the addition of three lunch relief drivers. The part-time lunch relief drivers will relieve two fixed route drivers at 11 a.m., and three will be relieved at noon and 1 p.m. The three relief drivers will drive three separate buses rather than the eight already in route. These changes are expected to improve the program while benefitting bus riders by not



requiring a transfer and not creating any confusion of which bus is going where they want to go. This program was implemented on Monday, June 4, 2018.

Additionally, to provide a more efficient and comfortable meal break program and to expedite the movement of buses during the meal periods, a break room was established at Clubhouse 1 especially for bus drivers. With an exclusive area designated for drivers, they can now take their break in a comfortable environment and not lose any time prior to their assigned bus returning for their afternoon schedule.

Driver Audits

During the month of June, the Transportation department will be conducting driver audits. This program, regularly conducted in the past, is being prioritized to ensure that the Village bus drivers are performing their duties correctly and that the high level of customer service expected of staff is being delivered. The Transportation Supervisor or other staff will randomly be riding all the bus routes to observe drivers, passengers, and generally see first-hand how the Easy Rider program is operating. Audits will be performed on a more regular basis going forward.

New Vehicles

All of the new vehicles approved in the 2018 business plan have been purchased and have been delivered or are in the process of being delivered. While the majority of these are replacement vehicles, there are some new additions to the fleet as well as some changes in the types of vehicles being purchased.

The replacement vehicles targeted the elimination of older vehicles in the fleet; primarily those with high maintenance and repair costs. An age study of the fleet revealed the average age of the fleet to be approximately nine to 16 years, depending on the category of the vehicle, with many vehicles over 20 years old. A concerted effort is being made to identify categories of vehicles that are problematic and focus on the replacement of those to reduce the mechanic hours necessary to repair them and their overall operating costs.

Some changes to the fleet include the transition to the Ford Transit-250, which has been introduced by Ford to replace the older style passenger and cargo (work) vans. These modern, front-wheel drive vehicles offer higher fuel efficiencies, lower maintenance needs, greater storage capacity, and include safety features such as backup cameras, supplemental restraint systems, anti-lock brakes, and other features that are now standard on most all vehicles sold. Additionally, the new Ford Transit Connect will begin to replace the many Vantage 'Vango' utility vehicles in the fleet which are now ten years old with repair parts scarce and costly. The Ford Transit Connects will be a considerable improvement as Vango's are limited in storage capacity due to their size and do not have the driver safety systems of a modern vehicle. Fleet Maintenance is standardizing all of the interior equipment and parts storage systems, specific to each work center, to further reduce the time and cost of mechanics 'customizing' each vehicle purchased.



Prepared By: Drew Harrell, Transportaton and Maintenance Services Manager

Reviewed By: Bruce Hartley, General Services Director

ATTACHMENT(S)

ATT-1: Vehicle Replacement

Replace Unit: 1999 Ford F-250



Replacement Unit: 2018 Ford F-250



Replace Unit: 1999 Ford E-250



Replacement Unit: 2018 Ford Transit-250



Replace Unit: 2009 Vantage Vango



Replacement Unit: 2018 Ford Transit Connect



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STAFF REPORT

DATE: June 6, 2018
FOR: GRF Mobility & Vehicles Committee
SUBJECT: Evaluation of Alternative Transportation Options: Neighborhoods 1, 2, and the Towers

RECOMMENDATION

Receive and file report.

BACKGROUND

Currently there are two transportation programs that serve the residents and guests of the Village. The Easy Rider fixed route system consists of a total of eight buses that serve four numbered neighborhoods of the Village and two commercial areas comprised of a wide variety of medical and shopping opportunities. This program operates Monday through Friday from 9 a.m. to 5 p.m. In addition, the Plan-A-Ride program provides an on-demand type of transportation service, connecting residents with their destinations through a reservation system. This program operates Monday through Saturday from 8 a.m. to 10:30 p.m., and on Sunday from 8 a.m. to 6 p.m.

The ridership of each of the eight routes varies significantly. Routes three and four have total daily trips of 1100 to over 1500 trips per day. However, routes one and two average between 500 and 700 total trips per day. Routes one and two include the Towers.

Transportation Staff frequently received comments from residents that while trips from the Towers to commercial areas are timely, the return trips often take an hour or more, depending on transfers. Staff explored options that would increase service to the Towers and not reduce service to the other residents in the route one and two areas (Gates 9, 10, and 11).

DISCUSSION

The initial concept that Staff developed was to increase the level of service to the Towers and to reallocate buses from low ridership fixed routes to a Plan-A-Ride concept. This would reduce travel and wait times for residents of the Towers, while providing an on-demand type of service to neighborhoods one and two, where ridership is significantly lower than most other areas of the Village. It was initially thought that this concept may yield cost savings by reducing the number of buses needed to provide service to the Towers and surrounding neighborhoods.



Staff conducted an analysis of ridership for all the routes. Based on ridership data collected on buses and through ride scheduling software, it was determined that residents of the Towers take 124 trips per day, Monday through Friday. This includes riders on the Easy Rider fixed routes and Plan-A-Ride. In order for the Towers to be supported solely by Plan-A-Ride, three additional vehicles would be needed to accommodate the average of 12 trips per hour. These three buses would be dedicated only to Tower residents. The Easy Rider fixed route buses would no longer service the Towers. The other part of this concept involved converting Easy Rider service to neighborhoods one and two to Plan-A-Ride.

To convert all fixed route trips servicing neighborhoods one and two (including the Towers) to a Plan-A-Ride program, it would require a minimum of eight vehicles and 10 additional drivers. Attachment 1 shows the trip count for each route and separates trips for the Towers. With two buses now servicing the area, it would require the purchase of six additional buses at a cost of \$650,000.

The Easy Rider fixed routes for neighborhoods three and four provide for up to 150 trips per hour. Due to the high volume of these two routes, it is not feasible to implement a Plan-A-Ride program, as it would require up to 30 vehicles and over 40 drivers to cover implement.

Due to the high numbers of buses and drivers required to implement this concept, Staff has determined that it is not viable. Additional alternatives are being developed and will be presented at future meetings of the M&V Committee for evaluation and direction.

ATTACHMENT

ATT-1: Ridership Information – March 2018

March 2018

Fixed Routes: 1 & 2	Mon	Tue	Wed	Thur	Fri
1E	128	180	141	121	185
1W	127	118	119	189	134
2E (Includes Towers)	147	155	141	126	184
2W	134	158	216	222	146
Total Trips Per Day:	536	611	617	658	649
Trips Per Hour:	27	31	31	33	32
PAR Vehicles Needed (10 Hours):	5	6	6	7	6

Fixed Routes: 3 & 4	Mon	Tue	Wed	Thur	Fri
3E	386	324	369	309	478
3W	294	266	263	358	366
4E	303	302	277	341	384
4W	257	256	228	294	294
Total Trips:	1240	1148	1137	1302	1522
Trips Per Hour:	124	115	114	130	152
PAR Vehicles Needed (10 Hours):	25	23	23	26	30

Towers: Fixed Routes 1 & 2 Only	Mon	Tue	Wed	Thur	Fri
1E	31	42	38	39	44
1W	38	31	36	53	42
2E	6	4	1	2	4
Total Fixed Routes Towers Only	75	77	75	94	90
Trips Per Hour:	8	8	8	9	9
PAR Vehicles Needed (10 Hours):	2	2	2	2	2

Towers: PAR Only	Mon	Tue	Wed	Thur	Fri
Total Round Trip:	38	49	37	49	37
Trips Per Hour:	4	5	4	5	4
PAR Vehicles Needed (10 Hours):	1	1	1	1	1

Towers: Fixed and PAR	Mon	Tue	Wed	Thur	Fri
Total Round Trip:	113	126	112	143	127
Trips Per Hour:	11	13	11	14	13
PAR Vehicles Needed (10 Hours):	2	3	2	3	3



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STAFF REPORT

DATE: June 6, 2018
FOR: Mobility & Vehicles Committee
SUBJECT: M&V Committee Charter

RECOMMENDATION

Provide Staff direction.

BACKGROUND

On December 6, 2011 the Board of Directors of the Golden Rain Foundation (Board) changed the name of the Bus Services Committee to the Laguna Woods Village Mobility and Vehicles Committee (Attachment 1).

The Board established the general duties and responsibilities for the Committee as shown in the resolution. The main focus of the Committee was determined to be as a liaison between the transportation and vehicle maintenance functions of the Managing Agent and the Board for issues related to the purchase, operation, and replacement of vehicles, as well as the insuring optimal operation, promotion, and scheduling of the Village bus program.

At the August 2017 meeting of the M&V Committee, the Chair created a working group comprised of one Committee member, one Advisor to the Committee and Staff to develop a Mission Statement that would focus the direction and scope of the Committee to address those issues that are within the purview of the Committee's original charter. The working group never met to begin the assignment. At the December 2017 meeting, Judith Troutman, the new Committee Chair, directed Staff to work with the Committee to update the Charter for the M&V Committee and assist the Committee in clearly reestablishing the mission of the Committee.

DISCUSSION

Several Committee members submitted suggested changes to the existing Charter. Those changes have been incorporated into the draft Charter (See Attachment 2). Changes that would be deleted are shown as struck through so that it is clear what language would be removed.

The new language clarifies the role of the Committee in several areas. This will be helpful to Staff and new members that are appointed to the Committee in the future. Two proposed additions, number two and number six, shown in italics, propose significant changes in the scope of the Committee that Staff does not recommend.

Item number two establishes a commitment for the Village transportation program to always meet the changing needs of the community. With an aging demographic, this may not always be possible, and committing to achieving that may prove problematic or encourage legal action when a resident believes we must meet their unique needs regardless of cost or other impacts.

Item number six would require all purchases of any item for Transportation, whether budgeted or not, to be reviewed by the M&V Committee. Day-to-day oversight and involvement in business operations would be extremely inefficient and is not the role of an advisory committee to the Board.

While Staff supports the overall draft Charter; Staff does not support the two above items as presented and recommends the wording be discussed and modified.

FINANCIAL ANALYSIS

There may be future financial impacts of an unknown amount associated with the amended Charter.

Prepared By: Bruce Hartley, General Services Director

Reviewed By: Siobhan Foster, Chief Operation Officer

ATTACHMENT(S)

ATT-1: GRF Resolution 90-11-146

ATT-2: Proposed Draft Charter

RESOLUTION 90-11-146

WHEREAS, the Bus Services Committee was established pursuant to Article 7, Section 7.1.1 of the Bylaws of this Corporation; and

WHEREAS, on November 22, 2011 the Board of Directors agreed to change the name to the Laguna Woods Village Mobility and Vehicles Committee;

NOW THEREFORE BE IT RESOLVED, December 6, 2011, that the Board of Directors of this Corporation hereby assigns the general duties and responsibilities imposed upon all standing committees to the Laguna Woods Village Mobility and Vehicles Committee as follows:

1. Serve as a working liaison between the GRF Board and the Managing Agent's Vehicle Maintenance Department, specific to all transportation issues to ensure that vehicles and any associated equipment are appropriate for the intended services.
2. Recommend, evaluate, review and approve any proposed service modification to the Laguna Woods Village bus system and present these modifications to the GRF Board of Directors for final approval and implementation.
3. Approve the specifications recommended for the purchase and replacement of Golden Rain Foundation vehicles and recommend appropriate action to the GRF Board for final approval.
4. Review all unbudgeted requests for vehicles and recommend appropriate action to the finance committee.
5. Ensure that the equipment and fixtures owned or leased by GRF for use by the Transportation and Vehicle Maintenance departments are maintained as necessary to sustain a consistent level of performance to meet the requirements of the community.
6. Review and maintain bus schedules and bus routing providing recommendations that will improve the level of service to the community.
7. Develop, enhance and provide comprehensive educational literature and training classes for the bus riding community.
8. Work to promote the optimum and most efficient use of vehicle and related equipment at GRF Facilities.

RESOLVED FURTHER, that Resolution 90-06-10, adopted February 7, 2006 is hereby superseded and cancelled.

RESOLUTION 90-18-XXX
(DRAFT) Mobility and Vehicles Committee Charter

WHEREAS, the Bus Services Committee was established pursuant to Article 7, Section 7.1.1 of the Bylaws of this Corporation; and

WHEREAS, November 22, 2011 the Board of Directors agreed to change the name to the Laguna Woods Village Mobility and Vehicles Committee; and

WHEREAS, December 6, 2011, the Board of Directors assigned the general duties and responsibilities of the Laguna Woods Village Mobility and Vehicles Committee; and

WHEREAS, (Month-Day-Year), the Board of Directors has revised the general duties and responsibilities of the Laguna Woods Village Mobility and Vehicles Committee;

NOW THEREFORE BE IT RESOLVED, that the Mobility and Vehicles Committee shall:

1. Serve as liaison between the Golden Rain Foundation Board of Directors (GRF Board) and the Managing Agent for all transportation issues and to ensure that transportation facilities, equipment, fixtures, and vehicles are appropriate for the transportation services provided to Members.
2. *Develop policies and procedures to ensure that the GRF Transportation System meets the ever-changing needs of the Laguna Woods Village Community and make recommendations to the GRF Board for final approval.*
3. Review and approve a long-range plan prepared by the Managing Agent to improve the efficiency and effectiveness of the GRF Transportation System with a focus on new and emerging technology and make recommendations to the GRF Board for final approval.
4. Review and approve any major service modifications to the Laguna Woods Village transportation system that are proposed by the Managing Agent and present these modifications to the GRF Board for final approval.
5. Review and approve the specifications recommended by the Managing Agent for the purchase and replacement of GRF vehicles and make recommendations to the GRF Board for final approval.
6. *Review and approve all budgeted and unbudgeted requests for transportation facilities, equipment, fixtures, and vehicles submitted to the Committee by the*

Managing Agent and recommend appropriate action to the GRF Finance Committee.

7. Ensure that the transportation facilities, equipment, and fixtures owned or leased by the GRF Board are maintained by the Managing Agent to sustain a high level of efficient performance.
8. Review and approve bus schedules, bus routing plans or other alternative transportation programs developed by the Managing Agent. Provide recommendations to the Managing Agent that will ensure both a high level of service to the Members and an efficient use of transportation resources. Present these modifications to the GRF Board for final approval.
9. Ensure that the Managing Agent develops and provides an effective Customer Service Program to the Members that ensures educational literature, training classes, alternative transportation information and direct Member support are provided at the highest level of quality and effectiveness.
10. Work together with the GRF Media and Communications Committee and the Managing Agent's Communications Manager to keep residents informed of all matters related to and affecting the GRF Transportation System.
 1. ~~Serve as a working liaison between the GRF Board and the Managing Agent's Vehicle Maintenance Department, specific to all transportation issues to ensure that vehicles and any associated equipment are appropriate for the intended services.~~
 2. ~~Recommend, evaluate, review and approve any proposed service modification to the Laguna Woods Village bus system and present these modifications to the GRF Board of Directors for final approval and implementation.~~
 3. ~~Approve the specifications recommended for the purchase and replacement of Golden Rain Foundation vehicles and recommend appropriate action to the GRF Board for final approval.~~
 4. Review all unbudgeted requests for vehicles and recommend appropriate action to the finance committee.
 5. ~~Ensure that the equipment and fixtures owned or leased by GRF for use by the Transportation and Vehicle Maintenance departments are maintained as necessary to sustain a consistent level of performance to meet the requirements of the community.~~

- ~~6. Review and maintain bus schedules and bus routing providing recommendations that will improve the level of service to the community.~~
- ~~7. Develop, enhance and provide comprehensive educational literature and training classes for the bus riding community.~~
- ~~8. Work to promote the optimum and most efficient use of vehicle and related equipment at GRF Facilities.~~

RESOLVED FURTHER, that Resolution 90-11-146, adopted December 6, 2011 is hereby superseded and cancelled.