



**OPEN MEETING**

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

**Wednesday, October 7, 2020 – 1:30 p.m.  
Laguna Woods Village Community Center  
Virtual Meeting**

**AGENDA**

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for August 5, 2020
5. Chair's Remarks
6. Member Comments (Items Not on the Agenda)

***The Community Center is closed and this will be a virtual meeting which Members may view on the Village website under Residents>Governance>Board Meeting Videos. Member comments will be read during the meeting and the committee will respond. Members may request to speak via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee meeting in the subject line of the email or you may call 949-268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and unit number.***

7. Response to Member Comments

**Reports:**

8. Director's Report

**Items for Discussion and Consideration**

9. Destination Shopping Fee

**Items for Future Agendas:**

10. Alternative Fuel Vehicles
11. DOJ 5310 Grant



**OPEN MEETING**

12. Lyft Inc. Contract Renewal

**Concluding Business:**

13. Committee Member Comments

14. Date of Next Meeting – Wednesday, December 2, 2020 1:30 p.m.

15. Adjournment

Don Tibbetts, Co-Chair  
Chris Laugenour, Staff Officer: 949-597-4638

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

**Wednesday, August 5, 2020 – 11:00 a.m.**  
**Laguna Woods Village Community Center**  
**Virtual Meeting**

**MEMBERS PRESENT:** Don Tibbetts, Judith Troutman, John Frankel, Elsie Addington, Reza Bastani, Egon Garthoffner, John Dalis

**ADVISORS:**

**MEMBERS ABSENT:** Craig Wayne

**OTHERS PRESENT:** Juanita Skillman, Berton Moldow

**STAFF PRESENT:** Chris Laugenour, Francisco Perez, Eileen Paullin, Elizabeth Cortez, Kelli Newton

- 1. Call to Order**  
Co-Chair Tibbetts called the meeting to order at 11:01 a.m.
- 2. Acknowledgment of Media**  
No media present.
- 3. Approval of the Agenda**  
Agenda was approved by acclamation.
- 4. Approval of Meeting Report for February 5, 2020**  
The Regular Meeting Report of February 5, 2020 was approved by acclamation.
- 5. Chair's Remarks**  
None
- 6. Member Comments (Items Not on the Agenda)**  
No member comments.
- 7. Response to Member Comments**  
None

Reports:

**8. Director's Report**

Mr. Laugenour reviewed ridership trends and COVID-19 impacts on the Transportation programs. Since the end of March 2020, Fixed-Routes, Journey, and BOOST programs reduced its operating hours due to State required social distancing restrictions. Ridership for these programs decreased as a result of the restrictions. Destination Shopping program has been suspended until further notice. As a result of the reduction in service level, staffing levels and hours have decreased. GRF received one 18 passenger bus that was approved in 2019 Capital budget.

Items for discussion and consideration:

**9. Advertising on Wellness Bus – Memorial Care**

A Wellness Route sponsorship agreement with MemorialCare was proposed to generate additional revenue for the Transportation program. Eileen Paulin, Director of Marketing, provided an overview of the proposal from MemorialCare. After discussion, Co-Chair Tibbetts entertained motion to recommend the proposal to the GRF Board. Director Dalis moved motion. Committee approved motion with no objections to recommend proposal to the GRF board.

**10. Vehicle Inventory/Replacement Strategy**

The GRF Vehicle Inventory was reviewed and a vehicle replacement schedule based on vehicle age, mileage, condition, and maintenance history was presented by Mr. Laugenour. GRF owns and operates over 400 vehicles/trailers. Of those vehicles, 42 percent of fleet exceeds its recommended replacement schedule. Director Troutman entertained motion to recommend to the GRF Board the approval of the vehicle replacement strategy and the 2021 proposed vehicle replacement recommendations that are included in the Capital Improvement Program. Director Addington second the motion. Committee approved motion with no objections.

Items for Future Agendas:

**11. Alternative Fuel Vehicles**

**12. DOJ 5310 Grant**

**13. Review of Charter Resolution (added by Chair Troutman)**

Concluding Business:

**14. Committee Member Comments**

Director Garthoffner recommended reducing fleet size since there are many older vehicles with low mileage.

Director Moldow suggested looking at financing options when purchasing vehicles due to rates being low. In addition, Director Moldow asked about the State requirements regarding diesel vehicles.

**15. Date of Next Meeting – Wednesday, October 7, 2020 1:30 PM**

**16. Adjournment**

The meeting was adjourned at 12:02 p.m.

*Don Tibbetts*

[Don Tibbetts \(Aug 13, 2020 15:38 PDT\)](#)

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Don Tibbetts, Co-Chair  
GRF Mobility & Vehicles Committee

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## STAFF REPORT

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**DATE:** October 7, 2020  
**FOR:** Mobility and Vehicles Committee  
**SUBJECT:** General Services Director's Report

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### **RECOMMENDATION**

Receive and file report.

### **BACKGROUND**

At each meeting of the Mobility and Vehicles Committee, the General Services Director provides information related to the Village transportation program and the operational costs of the Village vehicle maintenance program. The reports are varied each meeting and are submitted to the Committee to provide a broad spectrum of information on a variety of topics.

### **DISCUSSION**

The Bus transportation system consists of the following three programs:

The **Fixed Route** service also known as the **Easy Rider** provides transportation for residents through neighborhood fixed routes and commercial fixed routes. A total of nine 18 passenger shuttle buses are used for this program.

Laguna Woods Village **Journey** program provides curb-to-curb transportation for preapproved residents with medical needs. Residents schedule their rides in advance by calling the Transportation office. Journey drivers are employed by Village Management Services. One shuttle bus is used for this program.

**BOOST** on-demand rideshare is a contractual partnership with Lyft Inc. BOOST services Laguna Woods Village residents when the Fixed Route service is not operating. Residents can schedule a ride via mobile application or by calling the Transportation office. Drivers are contracted through Lyft Inc. and use their personal vehicles.

Ridership trends of Laguna Woods Village Transportation programs for the period of January 2020 through August 2020

Total number of individual riders: (monthly average)

Easy Rider: 367

Journey: 45

BOOST Concierge: 36

Total number of trips: (monthly average)

Easy Rider: 4,391

Journey: 164

BOOST: 195

When residents and their guests ride the Village buses or utilize the Journey or BOOST programs, their trips are tracked. Each time a rider enters a bus, the RFID chip on their Identification Card records a 'trip.' Trips provided through the Journey program are tracked by the 'Ride Now' scheduling software. Trips provided through the BOOST rideshare program are tracked by data provided by Lyft Inc.

Ridership trends for the Easy Rider fixed route, Journey program, and BOOST program were significantly affected by State required COVID-19 social distancing practices.

### **COVID-19 Impact on Easy Rider Fixed Route**

Beginning March 21, 2020 the Fixed Route program reduced its operating hours to Monday through Friday 9:00 a.m. to 5:00 p.m. to adjust to COVID-19 social distancing requirements. In addition, Commercial Route Two (C2) was consolidated into Commercial Route One (C1). Since then, ridership decreased from a monthly average of 564 users to 249 users in second and third quarter. Trips decreased with a monthly average of 8,700 in first quarter to 3,110 trips in second and third quarter. See attachment #1.

Recently, due to increased demand, the Commercial Route Two (C2) was reinstituted to ensure that all social distancing requirements are met and adhered to.

### **COVID-19 Impact on Journey**

Journey continues to operate Monday through Sunday however hours reduced to 8:00 a.m. to 3:30 p.m. Ridership decreased from a monthly average of 58 users to a monthly average of 37 users in second and third quarter. In the month of August, there has been a significant increase in the number of trips and individual users. This is due to the "reopening" of some commercial and medical offices throughout the Village. Additionally, staff is proactively encouraging riders to utilize the Saturday service when a weekend reservation is not available. See attachment #2.

### **COVID-19 Impact on BOOST**

Beginning March 24, 2020 BOOST reduced its operating hours to Monday through Friday 7:00 a.m. to 9:00 a.m. only. All weeknight and weekend hours were suspended in response to the Governor's Stay at Home order and the closing of all Clubhouses and activities. Subsequently, ridership decreased significantly from a monthly average of 85 users to 6 users in the second and third quarter. BOOST trips decreased from a monthly average of 448 trips in the first quarter to 44 trips in the second and third quarter. See attachment #3.



Destination Shopping program has been suspended beginning March 2020 and continues to be suspended until further notice.

### **COVID-19 Impact on Staffing**

As a result of the reduction in service level, staffing levels and hours have been impacted. Currently F/T staff is assigned to work 4-5 days per week and P/T staff hours have been almost eliminated.

### **Vehicle Purchases/Repairs**

GRF received three Ford Edge vehicles that were approved in the 2020 Capital Budget. This is the first phase of transitioning all Security vehicles to the Ford Edge model.

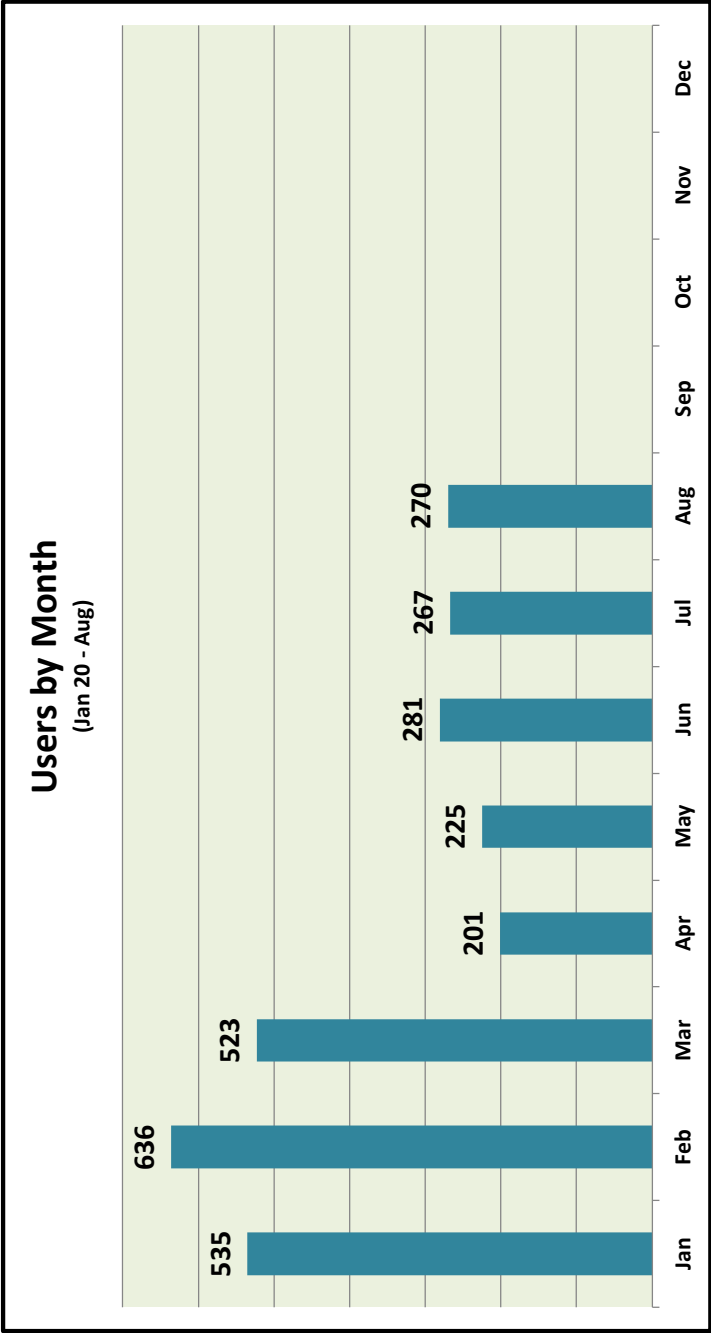
Staff is also performing a detailed review of all vehicles to determine appropriate inventory levels throughout all departments

**Prepared By:** Chris Laugenour, Director of General Services

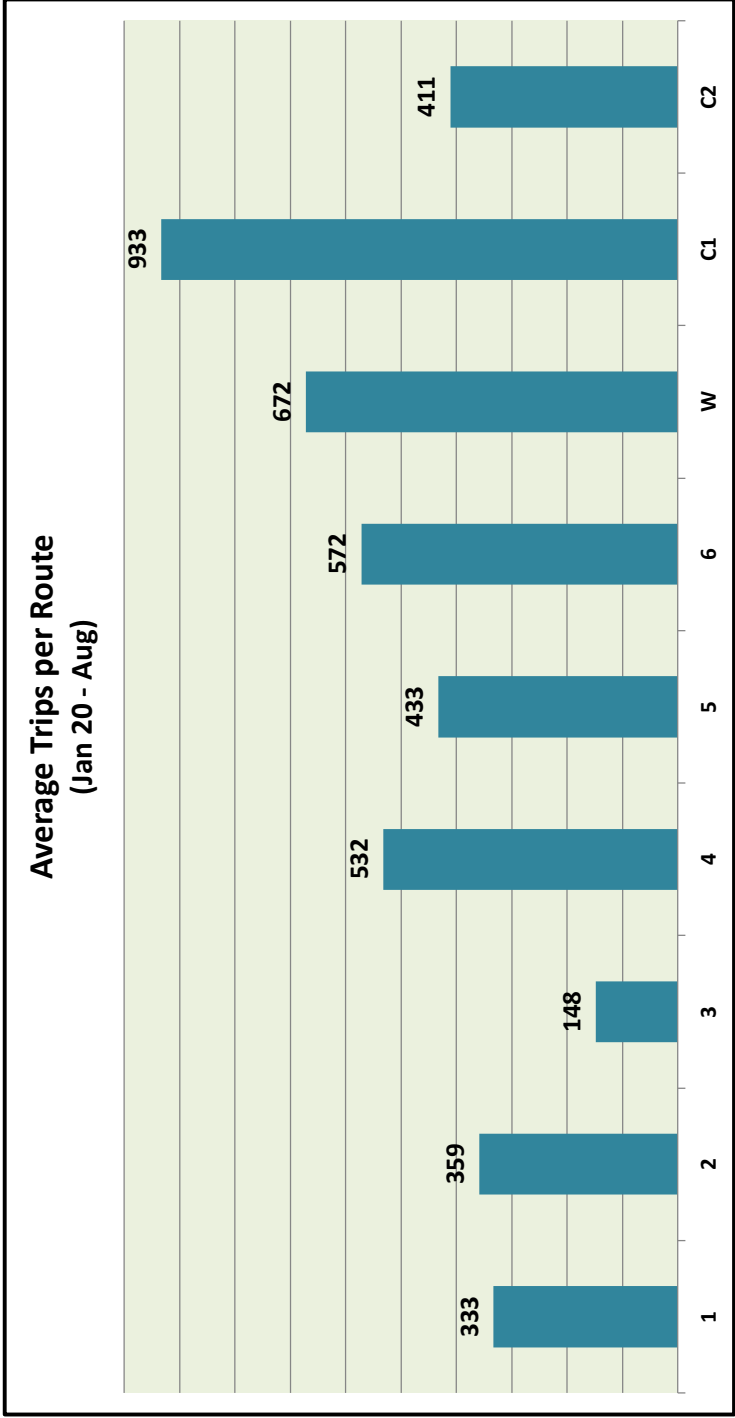
### **ATTACHMENT(S)**

ATT-1: Easy Rider Year to Date Ridership  
ATT-2: Journey Year to Date Ridership  
ATT-3: BOOST Year to Date Ridership

2020 Fixed Route Ridership



# 2020 Fixed Route Ridership

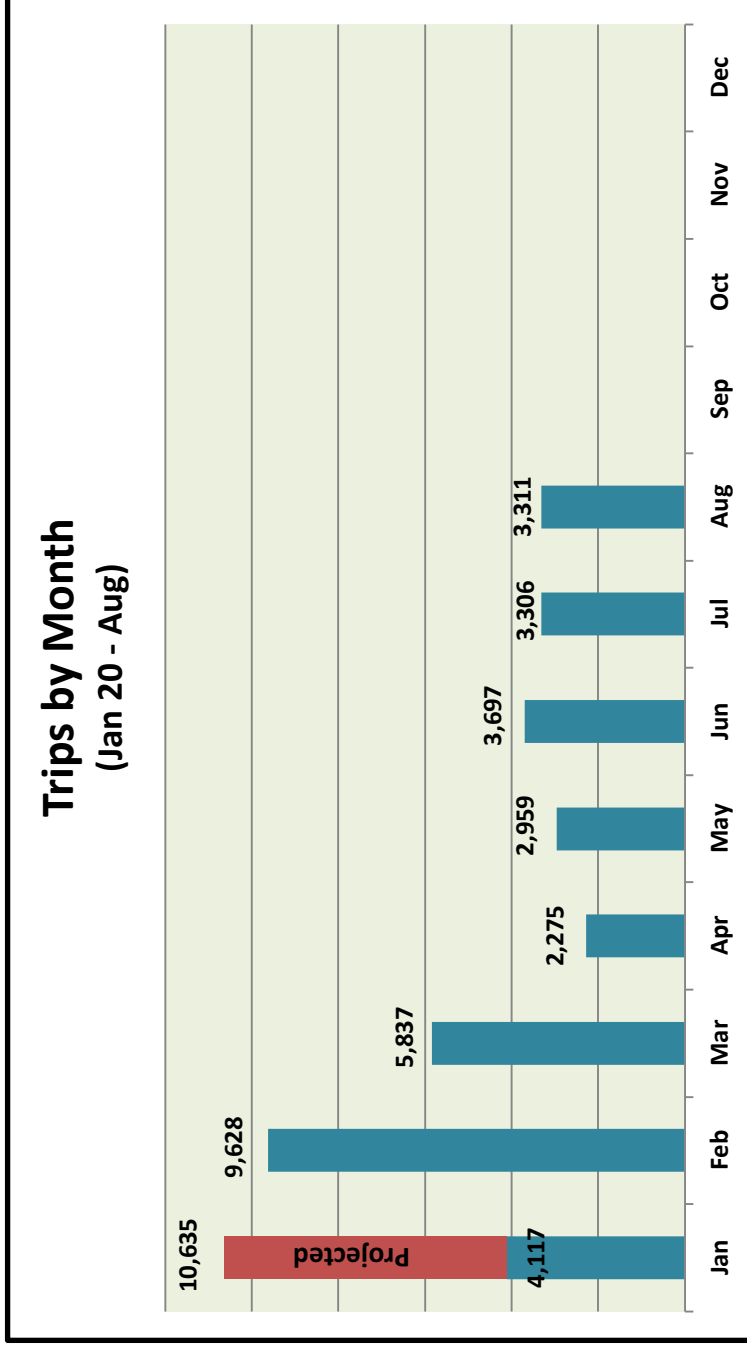


Commercial 2 was consolidated into Commercial 1 from March 21, 2020 to August 2, 2020



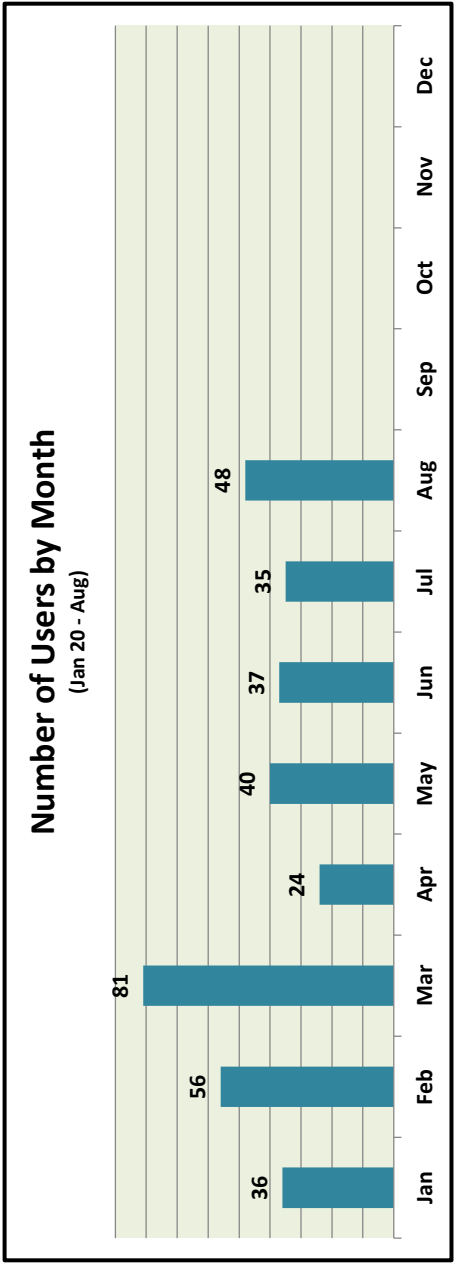
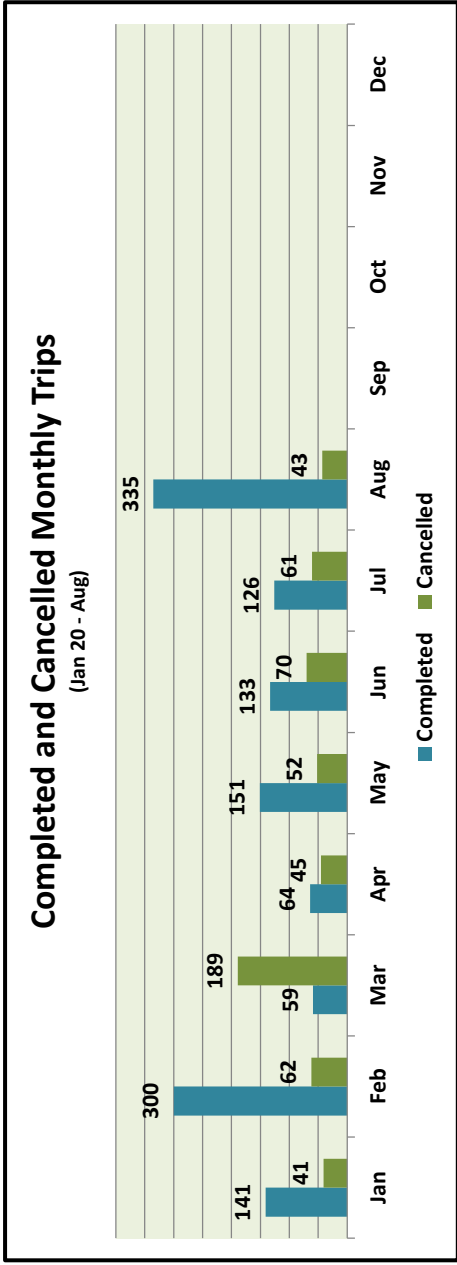
# 2020 Fixed Route Ridership

ATT - 1

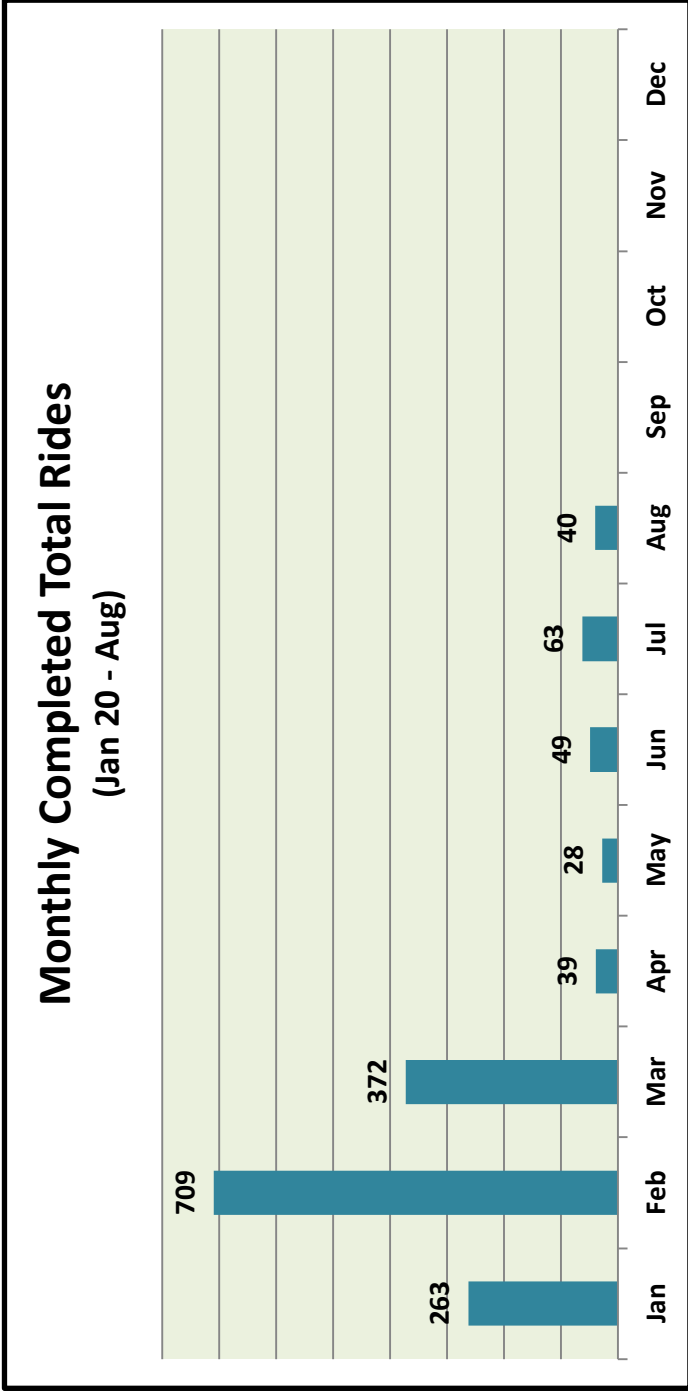


# 2020 Journey Ridership

ATT - 2

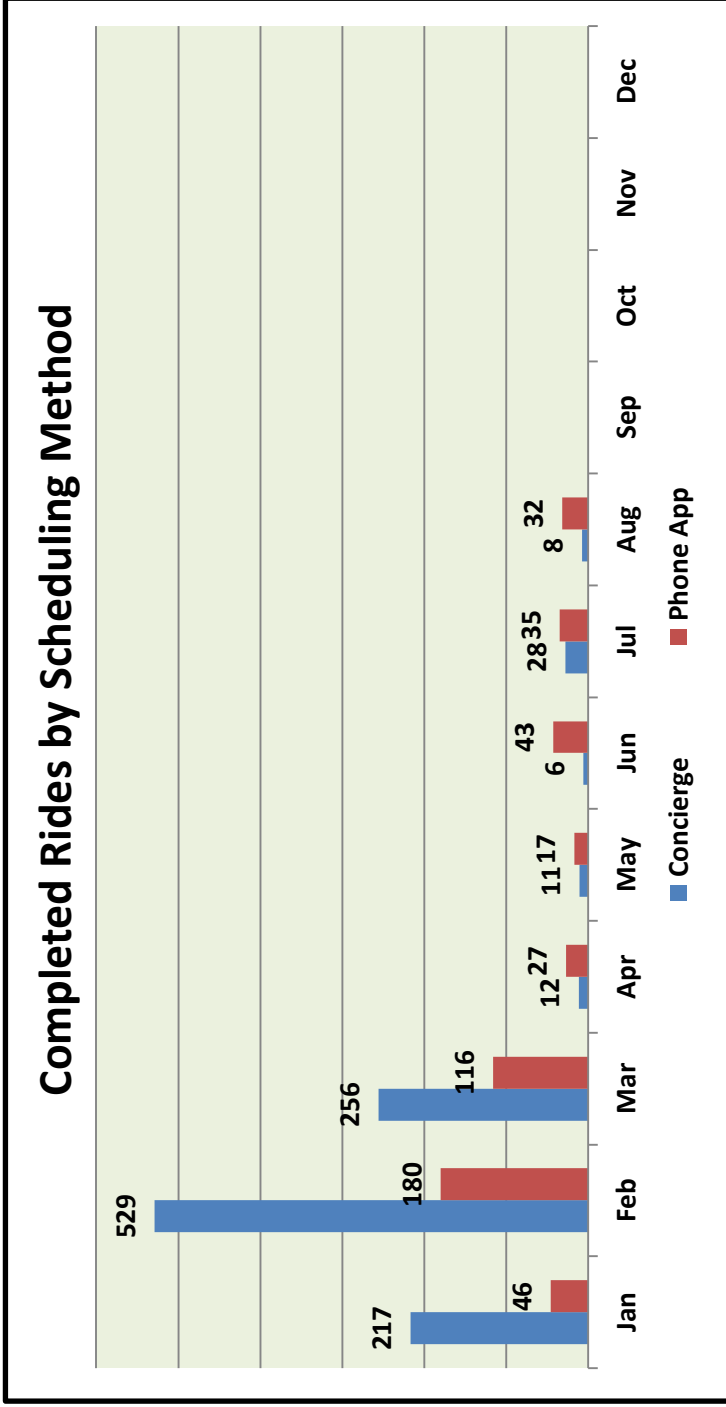


# 2020 BOOST Ridership



# 2020 BOOST Ridership

ATT - 3



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## **STAFF REPORT**

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**DATE:** October 7, 2020  
**FOR:** Mobility & Vehicles Committee  
**SUBJECT:** Destination Shopping Fee

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### **RECOMMENDATION**

That the Board of Directors approve of a fee of \$10 to participate in the Destination Shopping Transportation program.

### **BACKGROUND**

Destination Shopping is a transit program for residents that began in May 2017. One shuttle bus is used three times a month to take residents to selected shopping locations outside of Laguna Woods Village transportation perimeters. Some destinations include Costco and Walmart shopping centers, Sprouts at the Arbor center, and 99 Ranch Market centers. Residents are allotted two hours to shop and two departure time slots are offered to choose from.

Due to the COVID -19 restrictions, the Destination Shopping was suspended. Before the suspension, the program had consistently high ridership rates with an average of 131 riders per month in 2019. Due to the increasing popularity of the program, reservations for Destination Shopping are made by a lottery system.

### **DISCUSSION**

Currently, there is no fee to attend the Destination Shopping program. In an effort to ensure fiscal stability in the GRF Transportation program, a proposed rider fee of \$10 is recommended to offset overall operating cost. This proposed fee is consistent with fees administered by both Recreation and the Towers excursion programs.

### **FINANCIAL ANALYSIS**

The program's operational cost is \$246.49 per trip. This takes into account marketing, staffing, and fuel cost. The proposed fee per rider is ten dollars. Considering a current shuttle bus can hold up to 16 passengers per trip, a total of up to \$160 would be collected per trip. This will offset over 50% of the operational cost per trip. The table below outlines in detail the cost of the program per trip.

Operational Cost per Trip

	Unit of Measure	Rate	Cost
Admin. Staff	1.5 hours	\$ 64.49	\$ 96.74
Trans. Staff	3 hours	\$ 43.15	\$ 129.45
Materials	135 flyers	\$ 0.10	\$ 13.50
Shuttle Bus Gas	22 miles/9mpg	\$ 2.72	\$ 6.80
Total			\$ 246.49

**Prepared By:** Elizabeth Cortez, Administrative Coordinator

**Reviewed By:** Chris Laugenour, Director of General Services

**Committee Routing:** Mobility & Vehicles Committee