



OPEN MEETING

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

**Tuesday, October 29, 2019 – 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 October 2, 2019
5. Chair's Remarks
6. Member Comments (Items Not on the Agenda)
7. Response to Member Comments

Items for Discussion and Consideration

8. Transportation System Service Recommendations

Items for Future Agendas:

9. Bus Policy Updates – Use by Non-Profit Agencies
10. ADA Policy Review

Concluding Business:

11. Committee Member Comments
12. Date of Next Meeting – Wednesday, December 4, 2019
13. Adjournment

Ray Gros, Chair
Chris Laugenour, Staff Officer: 949-597-4638

Page Intentionally Left Blank

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

Wednesday, October 2, 2019 – 2:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Ray Gros-Chair, Don Tibbets, Judith Troutman, Jon Pearlstone, John Frankel, Elsie Addington, John Dalis

ADVISORS: Vashti Williams

MEMBERS ABSENT: Andre Torng

OTHERS PRESENT: Diane Phelps, Bert Moldow, Jim Matson, Annette Sabol, Joan Milliman, Beth Perak

STAFF PRESENT: Chris Laugenour, Francisco Perez, Tiffany Rivas, Elizabeth Cortez, Siobhan Foster, Ellyce Rothrock, Becky Jackson

1. Call to Order

Chair Gros called the meeting to order at 2:32 p.m.

2. Acknowledgment of Media

Media present- meeting recorded for future reference.

3. Approval of the Agenda

The agenda was approved by consensus.

4. Approval of Meeting Report for August 7, 2019

The Regular Meeting Report of August 7, 2019 was approved by consensus.

5. Chair's Remarks

Chair Gros addressed to the audience that he is impressed with the report and stated that a lot of resident questions and concerns will be answered in the final recommendations. He also informed the audience that a special meeting will be held at the end of month.

6. Member Comments (Items Not on the Agenda)

Larry Irion: Discussed PAR software and that the software incorrectly confirms rides. Also suggested schedulers get educated on Laguna Woods routes.

Suellen Zima (823-D): Discussed PAR and asked the committee to have PAR vehicles enter cul-de-sacs in the evening.

David Kay: Asked the committee how long it will take to go over the report.

Shirley Niederkorn: Commented on her bus experience with a bus transfer and advised the audience to have a positive mindset while riding the buses.

7. Response to Member Comments

Director Troutman: Addressed Larry Irion and advised him of the bus schedules available at the front desk.

Francisco Perez: Addressed the issue of some cul-de-sacs not being accessible to LW transportation vehicles.

Director Troutman: Added that with the different vehicles in transportation some buses can fit in cul-de-sacs and some cannot.

Consent:

None

Reports:

8. Transportation & Maintenance Manager's Reports

Chris Laugenour highlighted that ridership decreased in August 2019. The decrease of PAR ridership could be due to the challenge with the telephone system. The telephone system is currently being looked into by IT department. In addition, Mr. Laugenour addressed to the audience that a special M & V meeting will be held on October 29, 2019. The purpose of this meeting is to present staff formal recommendations after reviewing recommendations from Fehr & Peers and receiving input from Committee members and residents.

Items for Discussion and Consideration:

9. Transportation Study Final Report - Fehr and Peers

Director Dalis: Thanked Jeremiah for the report.

Director Addington: Asked if commercial bus routes that travel through the neighborhood will be picking up residents on sidewalks.

Director Frankel: Spoke about his concern with cancelations and asked what the cost of cancelations is and if there should be a policy developed.

Director Pearlstone: Spoke about ridership satisfaction as it correlates to user understanding.

Director Tibbets: Asked how residents will be qualified for the new PAR system.

Ms. Williams: Spoke about the past LYFT program and Bus Buddy Program.

Suellen Zima: Spoke about evening bus transportation system.

Bert Moldow: Suggested to the committee a call back system might be a solution for cancelations. He also suggested that Aldi's shopping center to be a central transfer point.

David Kay: Spoke positively about the recommendations. He suggested a separate phone line for calls for request stops.

Jeanne Rudy: Thanked Jeremiah for the report. Spoke about her challenges with getting through to the transportation line. In addition, she spoke about her concern with not being eligible for PAR under the new guidelines.

Items for Future Agendas:

10. Bus Policy Updates – Use by Non-Profit Agencies

11. ADA Policy Review

Concluding Business:

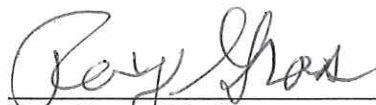
12. Committee Member Comments

13. Special Meeting Date – Tuesday October 29, 2019

14. Date of Next Meeting – Wednesday December 4, 2019 1:30 PM

15. Adjournment

The meeting was adjourned at 4:12 p.m.



Ray Gros, Chair
GRF Mobility & Vehicles Committee

Page Intentionally Left Blank

STAFF REPORT

DATE: October 29, 2019
FOR: Mobility & Vehicle Maintenance Committee
SUBJECT: Short Range Transit Plan – Implementation Plan

RECOMMENDATION

That the Board of Directors:

1. Authorize implementation of operational changes to the Laguna Woods Village Transportation system effective January 2020 and within the approved 2020 business plan based on recommendations contained in the Fehr & Peers Short Range Transit Plan to increase ridership and efficiency while enhancing travel convenience for residents; and
2. Authorize the Transportation Division to commence negotiations with Lyft rideshare to provide on-call transportation services during nonfixed route operating hours.

BACKGROUND

On October 3, 2018, the Mobility & Vehicles Committee discussed the effectiveness of the existing fixed-route Easy Rider and reservation-based Plan-A-Ride services and unanimously voted to authorize issuance of a request for proposal for a contractor to review bus services. On March 5, 2019, the Golden Rain Foundation approved an agreement with Fehr & Peers to evaluate the transportation system's overall efficiency and service quality, review service delivery methods and provide recommendations for enhancement.

On October 2, 2019, Fehr & Peers presented the final Short Range Transit Plan (SRTP) to the Mobility & Vehicles Committee. The SRTP reviews the current service design and community perceptions on the transit services along with service data (from VMS and collected in the field) to make near-term recommendations. This analysis reflects input from a number of community engagement opportunities, multiple conversations with staff including bus drivers and firsthand experience riding the buses and talking directly with bus riders.

Through the community engagement process, Fehr & Peers identified the following critical issues:

- Long-term riders are unhappy with the fixed-route bus system due to its limitations in frequency and flexibility;
- Plan-A-Ride cannot accommodate demand resulting from opening eligibility to all residents;

- Deficiencies with Plan-A-Ride scheduling system;
- Perception of inefficiency due to large buses carrying few passengers; and
- Difficulty understanding bus system.

To address these critical issues and by consulting with bus riders, residents and bus drivers on such things as major destinations and modes of travel currently used, Fehr & Peers provided the following service recommendations:

1. Redesign fixed-route system to be neighborhood based, with shorter route intervals to reduce waiting times;
2. Implement “commercial route” to circulate throughout five primary shopping plazas;
3. Incorporate a “wellness route” to provide service to local medical offices and hospital;
4. Operate fixed-route program on Saturdays;
5. Revise Plan-A-Ride policy and scheduling to prioritize trips for customers with disabilities that preclude them from using fixed-route service;
6. Implement specific improvements to the Plan-A-Ride scheduling and phone systems; and
7. Identify partnership opportunities with AgeWell Senior Services.

DISCUSSION

Upon review of the SRTP prepared by Fehr & Peers, the Transportation Division evaluated each recommendation to ensure timing and operational feasibility while maintaining budgetary compliance and controls. Specifically, all proposed changes to the bus system assume that operational service hours remain consistent with existing levels and all expenses would tie into the approved operational budget for 2020 while ensuring a timely and efficient bus system. After comprehensive evaluation and adherence to the parameters outlined above, the Transportation Division recommends the implementation of the adjustments below to the transportation system.

Fixed-Route System

Incorporate all recommendations made by Fehr & Peers to improve efficiency and substantially reduce overall trip time for residents. This will include the following:

1. Six “neighborhood routes” using one bus each circulating to Clubhouse 1 every 30 minutes;
2. One “wellness route” using one bus traveling to medical plazas and hospital along Paseo De Valencia and Calle De La Louisa circulating to Clubhouse 1 every 30 minutes;
3. One “commercial route” using two buses running concurrently in opposite directions serving five main shopping plazas: Moulton Plaza (Big Lots!), Stater Bros. Plaza, Willowtree Plaza (Aldi), Valencia Center (Mother’s Market) and Oakbrook Village (Trader Joes) stopping at Clubhouse 1 every 30 minutes;
4. Clubhouse 1 serving as “hub” for all transfers;
5. Operate fixed routes six days per week, Monday through Saturday; and
6. Suspend service to “neighborhood routes” and “wellness route” for 30 minutes per day (12:30 to 1:00 p.m.) for driver lunch break.

The proposed fixed-route system detailed in Attachment 1, would operate between 9 a.m. and 5 p.m. Monday through Saturday and significantly enhance resident experience in traveling from home to other community destinations by doubling the frequency of service currently being offered. Additionally, the implementation of separate wellness and commercial routes will simplify route design and make it easier for residents to reach their chosen destinations.

The proposed expansion of the fixed-route system will increase the number of buses in operation from eight to nine, and the addition of Saturday service will provide a needed and desired service. The overall cost for the proposed expanded system is approximately \$651,000 per year, which is \$155,000 more than the current five-day-per-week, eight-bus fixed-route system.

The only proposed service level reduction would be during the 30-minute lunch break from 12:30 to 1 p.m. for the neighborhood and wellness routes. The 30-minute service break results in an operational savings of approximately \$43,570 per year and helps offset the costs associated with the proposed increase in number of routes and addition of Saturday service. The commercial route would continue operation without any break.

Plan-A-Ride System

Re-institute the “Lift” program to serve residents with disabilities that preclude them from using fixed-route service and rename the service to the “Journey” program. The Journey program will operate seven days a week from 8 a.m. to 5 p.m., which is consistent with the hours of the current Plan-A-Ride program. Participation in the program will be limited to residents who are approved through an eligibility assessment. The Journey program is estimated to provide approximately 5,000 rides per year at an estimated annual cost of \$73,150.

To facilitate the needs of our residents outside of fixed-route operating hours (Monday through Saturday from 8 to 9 a.m. and 5 to 10 p.m. and 8 a.m. to 5 p.m. on Sunday), the Transportation Division has had preliminary conversations with Lyft rideshare to provide on-call transportation services to all residents. The concept is to have rides available to residents within 10 minutes during these hours without having to make an advanced reservation. To facilitate the proposed program, it is recommended that the board authorize the Transportation Division to commence formal negotiations with Lyft rideshare.

The proposed program would be named “Boost,” with rides arranged by using a mobile application or calling the Transportation Division. There would be no charge to the resident as long as the trip stays within the Village transportation system boundaries. The estimated cost for the Boost service would be approximately \$70,000 based on 10,000 rides annually.

The total cost of the proposed Plan-A-Ride system consisting of both the Journey and Boost programs is estimated to be \$143,150, which would be a decrease of \$192,950 from the current plan-a-ride system operating cost of \$336,100.

Tours and Excursions

The Transportation Division currently provides shuttle services for a number of Village programs, including destination shopping, docent tours, Recreation Department excursions and other special events throughout the year. These tours and excursions are popular and cost approximately \$21,000 per year to operate.

FINANCIAL ANALYSIS

The total 2020 operating budget for the Transportation Division is \$1,935,817, including staffing of 16.57 FTE bus drivers, 5 FTE support staff and various administrative costs. Additionally, the budget includes \$696,728 for allocated expenses, which covers the estimated cost of maintenance, fuel and overhead.

The proposed transportation system with expansion of fixed routes, scaling of the Plan-A-Ride program and provision of after-hours Lyft services is designed and projected to cost \$1,904,247 in 2020 and be funded within the approved 2020 budget as outlined below.

Table 1
Cost Comparison: Current Transportation Program with Proposed Program

Program Component	Approved 2020	Proposed 2020	Difference
Fixed-route	496,000	651,000	155,000
30-minute break: Neighborhood, wellness routes	0	(43,570)	(43,570)
Plan-a-ride	336,100	0	(336,100)
Journey (paratransit)	0	73,150	73,150
Boost (after-hours service) *	0	70,000	70,000
Tours and excursions *	21,000	21,000	0
Allocated expenses (fleet/fuel)	696,728	746,728	50,000
Admin/Schedulers/Training	385,989	385,989	0
Total	1,935,817	1,904,247	(31,570)

** Note: Boost on-call transportation service and tours/excursions are identified as potential shared cost programs to be reviewed by GRF Alternative Revenue and Cost Sharing Task Force.*

Any service enhancement beyond this level would result in the need for additional funding.

Prepared By: Chris Laugenour, Sr. Transportation & Maintenance Manager
Reviewed By: Siobhan Foster, COO
Committee Routing: Mobility & Vehicles Committee

ATTACHMENT(S):

ATT-1: Proposed Fixed Route Maps

[illegible]

A map of the Laguna Hills area in Orange County, California. A red line traces a route starting from the west side of the map, passing through the Laguna Woods Village area, and ending near the Stater Bros. Supermarket. The route is labeled "Route 2" and "Direct connection Towers to Stater Bros.".

LAGUNA WOODS
VILLAGE
TRANSPORTATION
STUDY[illegible]

[illegible]LAGUNA WOODS
VILLAGE
TRANSPORTATION
STUDY

Route 5
Serving Clubhouse 3

Sources: Esri, Airphoto, DE, VISC, NGA, NASA, COM, N, Robinson, NCEAS, NLS, OS, NIMA, GeoIntelligence, GSA, GeoInt, FEMA, Intermap and the GIS user community

Route 6

Laguna Woods

Laguna Woods Village

Laguna Woods Community Club

Laguna Woods Medical Center

Laguna Woods High School

Source: Esri, DeLorme, NAVTEQ, USGS, Intermap, Inc., Swisstopo, IGN, etc., © 2011 Garmin, © 2011 Garmin Ltd.

LAGUNA WOODS
VILLAGE
TRANSPORTATION
STUDY[illegible]

LAGUNA WOODS
VILLAGE
TRANSPORTATION
STUDY

Page Intentionally Left Blank