



OPEN MEETING

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

**Wednesday, February 5, 2020 – 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 29, 2019, and November 27, 2019
5. Chair's Remarks
6. Member Comments (Items Not on the Agenda)
7. Response to Member Comments

Reports:

8. Director's Report
 - New Bus System Update
 - Bus Purchase Update
 - Ridership Data for 2019
 - Age Well Update

Items for Discussion and Consideration

9. ADA Policy Review
10. Committee Charter Resolution Review

Items for Future Agendas:

11. Bus Policy Updates – Use by Non-Profit Agencies & Resident Groups

Concluding Business:

12. Committee Member Comments
13. Date of Next Meeting – Wednesday, April 1, 2020
14. Adjournment

Judith Troutman, Chair
Chris Laugenour, Staff Officer: 949-597-4638

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**REPORT OF REGULAR 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, Laguna Woods, CA 92637

MEMBERS PRESENT: Ray Gros-Chair, Don Tibbets, Judith Troutman, Steve Parsons (filling in for Craig Wayne), John Frankel, Elsie Addington, John Dalis, Reza Bastani

ADVISORS:

MEMBERS ABSENT: Craig Wayne

OTHERS PRESENT: Diane Phelps, Juanita Skillman, Lynn Jarrett, Annette Soule, Beth Perak

STAFF PRESENT: Chris Laugenour, Francisco Perez, Tiffany Rivas, Elizabeth Cortez, Siobhan Foster, Eileen Paulin, Ellyce Rothrock, Jeff Parker, Tim Moy, Chuck Holland, Catherine Laster, Pamela Bashline

1. Call to Order

Chair Gros called the meeting to order at 1:30 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 October 2, 2019

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

5. Chair's Remarks

Chair Gros read over the recommendation topics presented by consultants Fehr and Peers at the October 2nd, 2019 Mobility & Vehicle meeting. He stated staff has done a tremendous job working with the consultants. He believes the audience will be happy with staff recommendations. He suggested to the audience to give the recommendations a chance.

6. Member Comments (Items Not on the Agenda)

Several residents expressed concern and frustration regarding the Plan-A-Ride scheduling process and difficulty with getting an appointment when calling Transportation.

A resident suggested to the committee that bus excursions/tours should have a charge. Spoke about the bus drivers and their busy schedules.

A resident complimented the bus drivers and asked the committee about rules and regulations regarding scooters on the buses.

7. Response to Member Comments

Mr. Laugenour: Addressed that many of the upcoming recommendations will incorporate identified issues; once recommendations are approved it is important to educate the community and train the bus drivers on the new bus routes and transportation system.

Chair Gros: Stated the staff recommendations will still need to be approved by the GRF board.

Director Troutman: Thanked the members who spoke; apologized to those who have been inconvenienced by the transportation system software.

Items for Discussion and Consideration

8. Transportation System Service Recommendations

Mr. Laugenour summarized his report outlining staff recommendations to improve the Transportation Systems. Important recommendations include the following:

- A redesigned fixed route system that incorporates neighborhood, commercial and wellness routes with pick-ups every 30 minutes.
- Expand the Fixed Route service to include Saturdays.
- Re-prioritize Plan-A-Ride services to focus on those with medical disabilities.
- Negotiate with Lyft Rideshare to provide on-call services during the evening hours and all day Sunday.

Committee members and residents shared comments and a motion was made by Director Troutman and seconded by Director Dalis to approve staff recommendations. The motion was approved unanimously by the Committee.

Items for Future Agendas:

- 9. Bus Policy Updates – Use by Non-Profit Agencies**
- 10. ADA Policy Review**
- 11. Staff Turnover Report**

Concluding Business:

12. Committee Member Comments

The committee thanked staff for the report and for the work entailed in providing the recommendations.

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

14. Adjournment

The meeting was adjourned at 3:10 p.m.



Ray Gros, Chair
GRF Mobility & Vehicles Committee

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

Wednesday, November 27, 2019 – 9:30 a.m.
Willow Conference Room
24351 El Toro Road

MEMBERS PRESENT: Don Tibbets, Egon Garthoffner, Elsie Addington, John Dalis, John Frankel, Reza Karimi, Judith Troutman

ADVISORS: No advisors present

MEMBERS ABSENT: Craig Wayne

OTHERS PRESENT: Anne McCary, Yvonne Horton, Bunny Carpenter

STAFF PRESENT: Jeff Parker, Chris Laugenour, Elizabeth Cortez

1. Call to Order
Chair Troutman called meeting to order at 9:30 AM
2. Approval of the Agenda
Approved by unanimous consent
3. Chair's Remarks
Thanked all for their attendance on short notice

Items for Discussion and Consideration

4. Agreement with Lyft Ridershare for on-call transportation services during non-fixed route operating hours

Mr. Laugenour presented the draft Ridership Agreement with Lyft Inc. to members. Mr. Laugenour addressed the terms of agreement, service geofence, projected expenditures and user operation. Members asked questions related to the draft agreement including estimated annual amount, and service operations.

Director Addington moved to recommend agreement with Lyft Inc. to the GRF Board. Director Dalis second the motion. The motion to recommend agreement with Lyft Inc. to the GRF Board was adopted unanimously, 7-0.

CLOSED MEETING**Concluding Business:****5. Adjournment**

The meeting was adjourned at 10:07 a.m.



Judith Troutman, Chair
Chris Laugenour, Staff Officer: 949-597-4638

STAFF REPORT

DATE: February 5, 2020
FOR: Mobility and Vehicles Committee
SUBJECT: General Services Director's Report

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

Ridership trends for Plan-A-Ride and Easy Rider for the period of January through December 2019.

Total number of individual riders: (monthly average)
Fixed Route: 540
Plan-A-Ride: 304

When residents and their guests ride the Village buses or utilize the Plan-A-Ride program, their trips are tracked. Each time a rider enters a bus, the RFID chip on their Resident Identification Card records a 'trip.' Drivers record guests manually. Trips provided through the Plan-A-Ride program are tracked by the 'Ride Now' scheduling software.

For the 2019 year, Plan-A-Ride provided an average monthly total of 1,985 completed rides, with the highest daily utilization occurring on Saturday and Sunday each week. The detail on Plan-a-Ride participation is shown on Attachment #1.

The Easy Rider fixed route program provided a monthly average of 7,926 trips per month in 2019, and showed an increase over the last quarter. This fixed route system operates Monday through Friday and ridership is fairly consistent each day with Fridays being the busiest. See Attachment #2. This does not include those residents that participated in the Destination Shopping, monthly excursions or the weekly docent tours.

The Destination Shopping ridership continues to grow as the program gains popularity. Participation was fairly consistent throughout the year, with a reduction in August due to the holiday season.

Transit System Update

Staff instituted the new Transportation System on January 20, 2020. To date, the system seems to be working well, and staff is making minor adjustments during the first few weeks to correct some scheduling issues and help make the system operate more efficiently.

Vehicle Purchases/Repairs

GRF will be receiving two new 18 passenger buses that were approved in the 2019 Capital budget. One is anticipated to be delivered in February, and the other in March.

Grant Update

GRF currently owns and operates 16 buses. Fourteen of those were purchased utilizing Federal Transportation Administration (FTA) 5310 Grant Funds. The grants paid approximately 88% of the total purchase price. Four buses purchased within the past year were funded entirely from GRF Reserve Funds. There are no restrictions on the use of the four new buses.

The 5310 Grant program requires that grant-funded buses be operated for seven years or 200,000 miles before the title is transferred to the grant recipient and use restrictions expire. Currently three buses are still part of the grant requirements, and staff is mandated to report the daily ridership and hours of operation of these buses in the grant program semi-annually to meet the contractual requirements set by the FTA. No fees may be charged to patrons that ride a bus that was purchased with grant funds until after the restrictions expire.

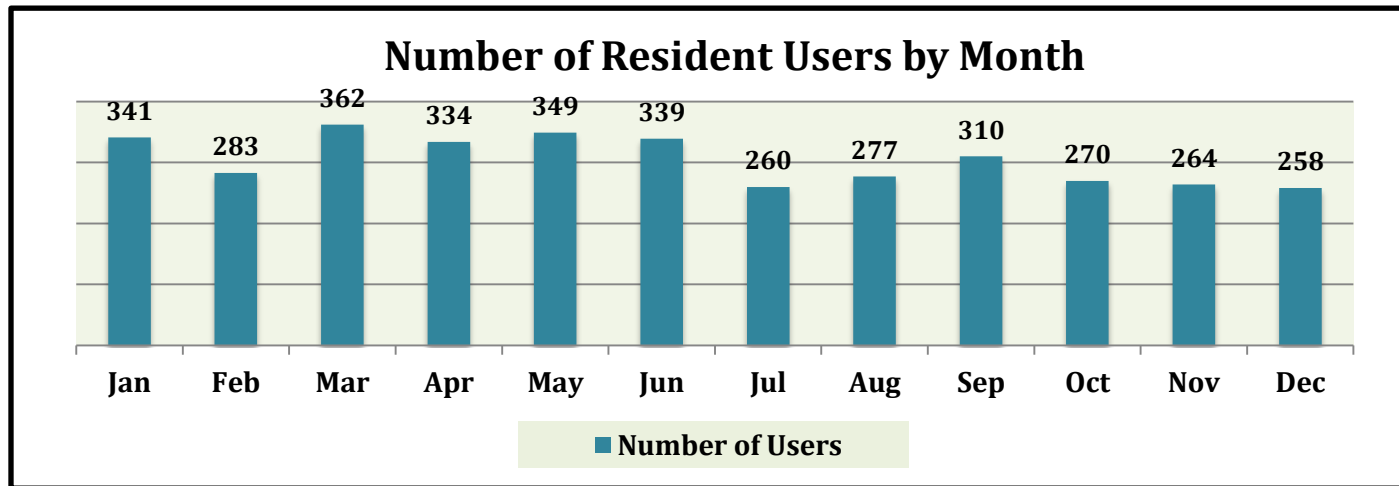
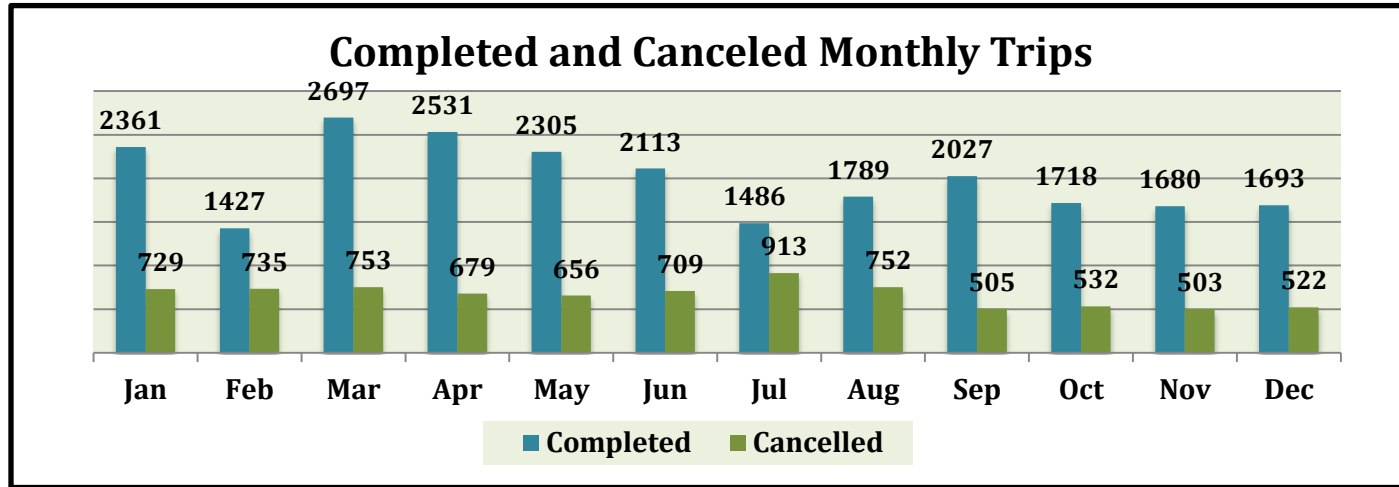
Prepared By: Chris Laugenour, General Services Director

ATTACHMENT(S):

ATT-1: Plan-A-Ride Year to Date Ridership
ATT-2: Easy Rider Year to Date Ridership
ATT-3: Destination Shopping Ridership

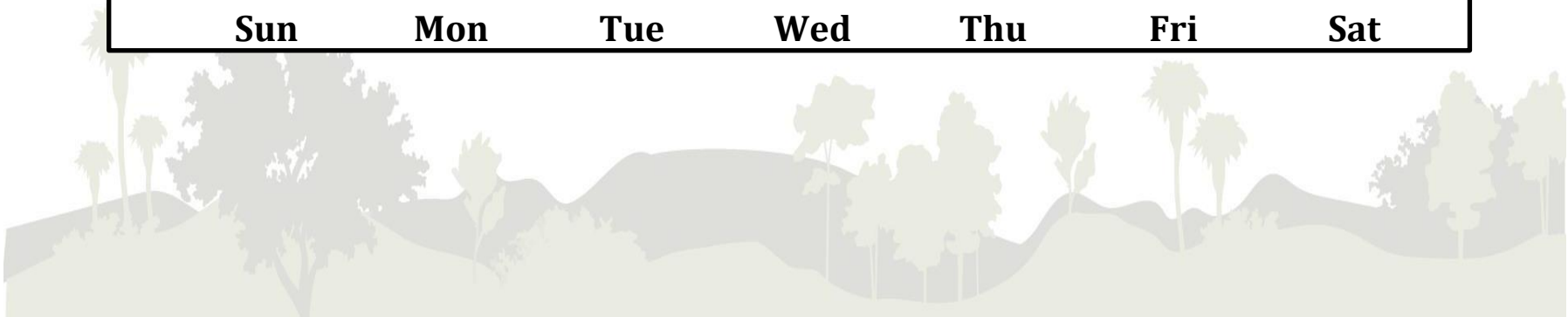
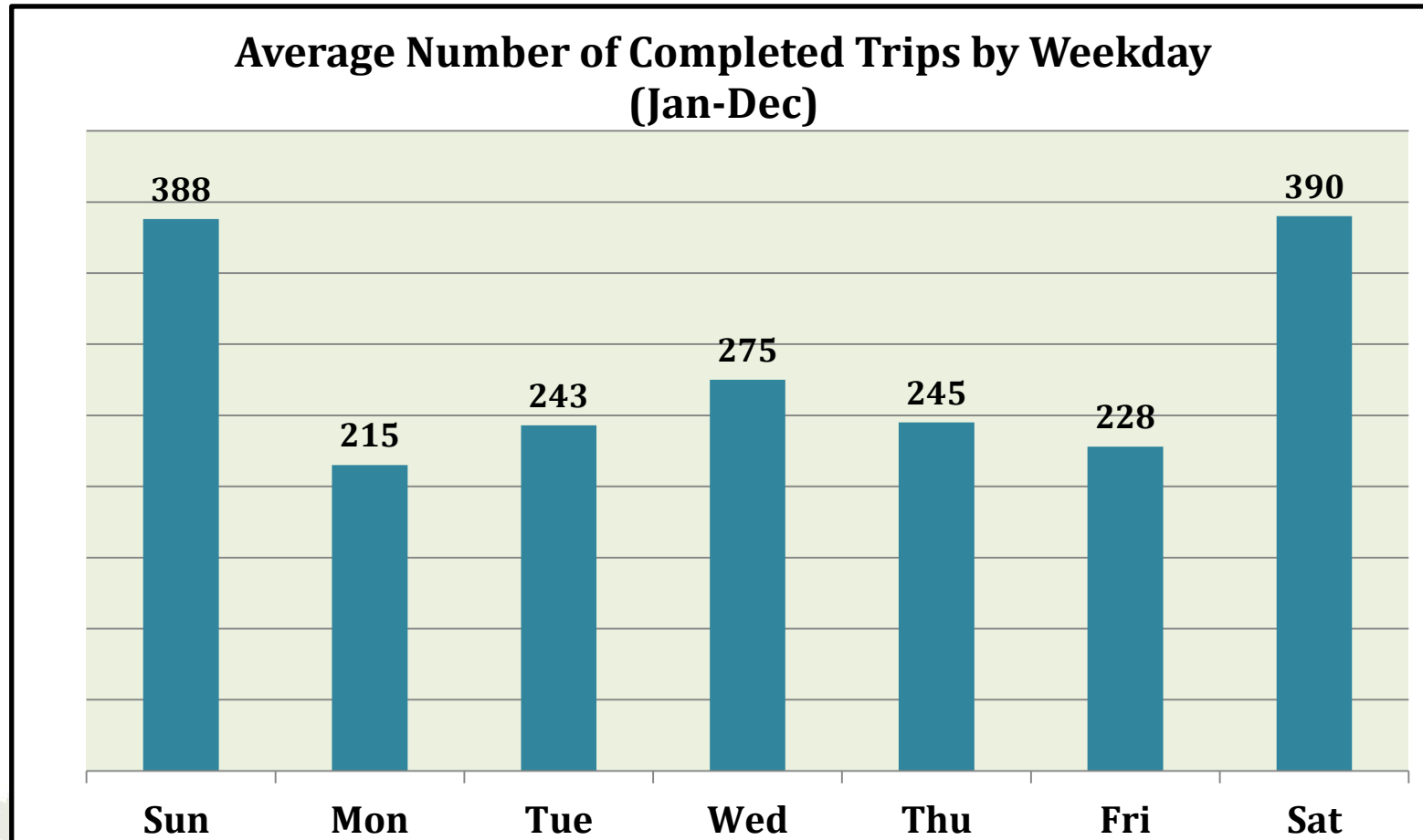
2019 Plan-A-Ride Ridership

ATT - 1



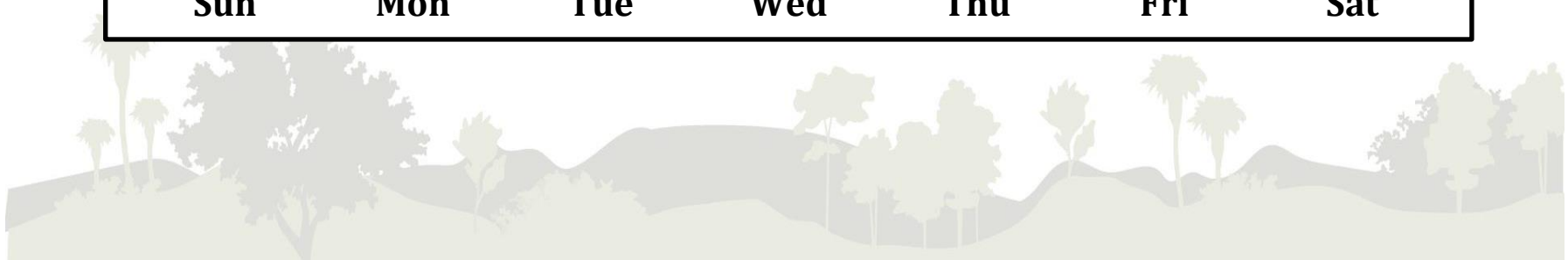
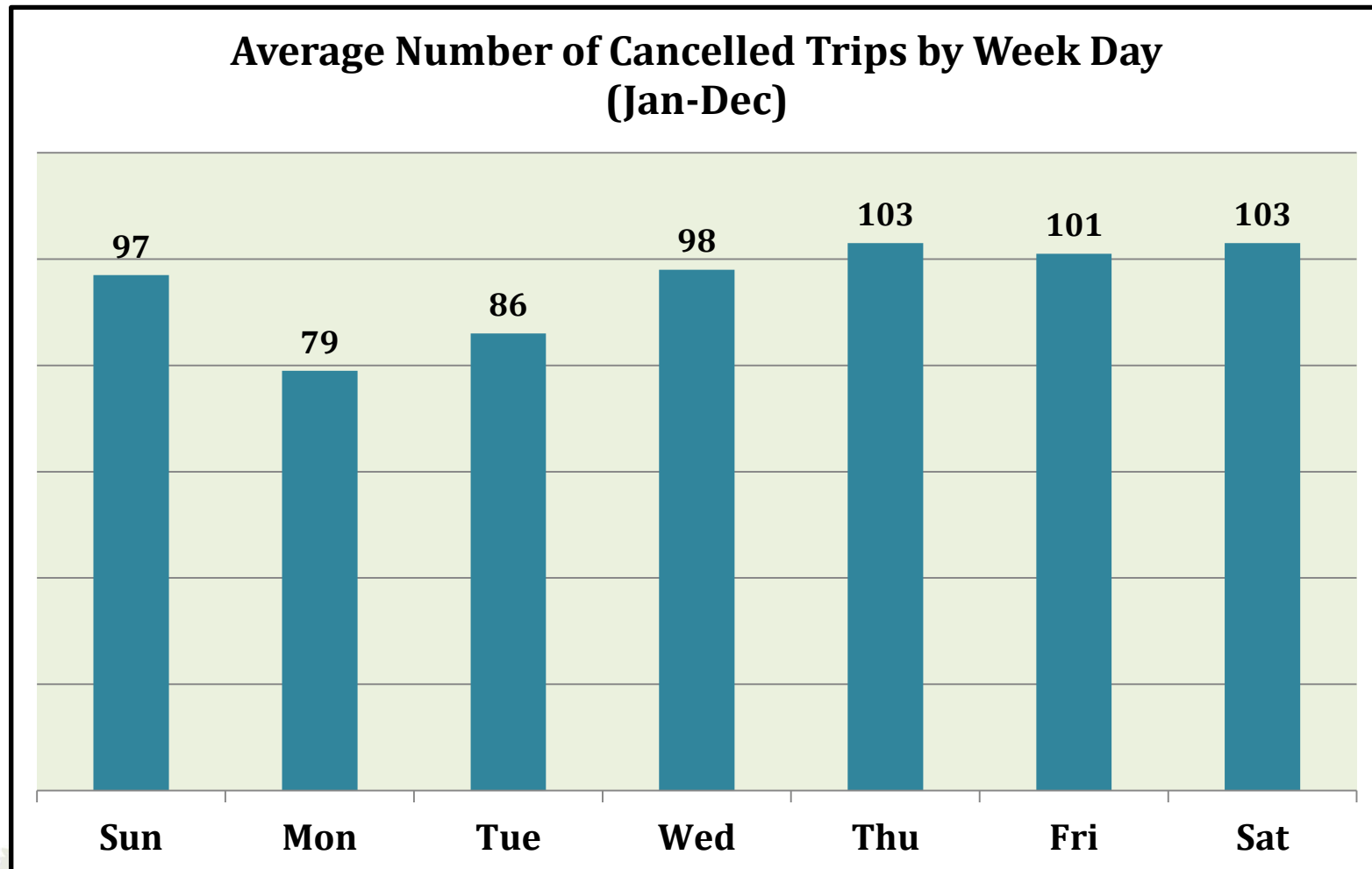
2019 Plan-A-Ride Ridership

ATT - 1



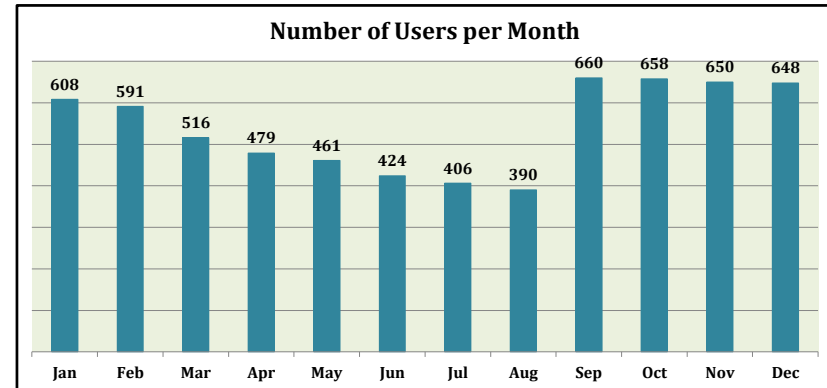
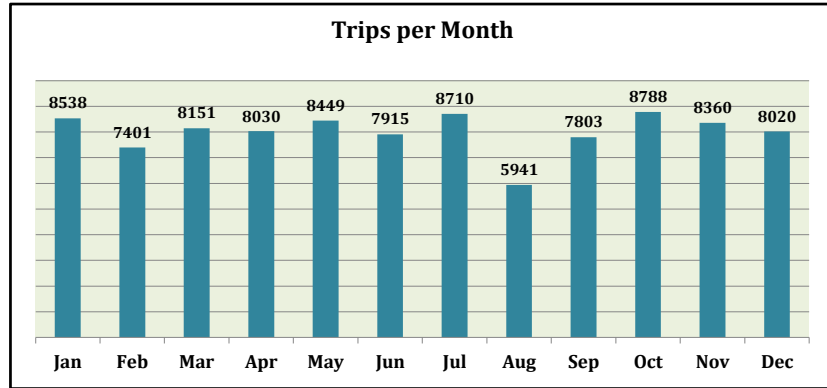
2019 Plan-A-Ride Ridership

ATT - 1



2019 Fixed-Route Ridership

ATT - 2

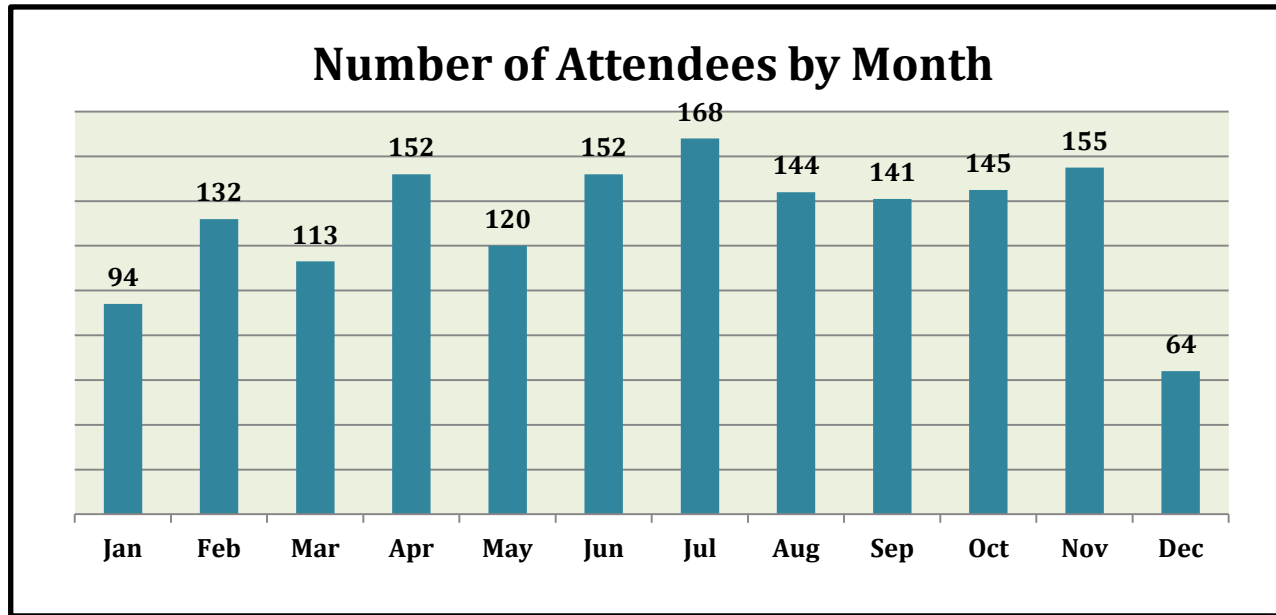


| Fixed-Route Trips by Week Day | | | | | | |
|-------------------------------|------|------|------|------|------|-------|
| | Mon | Tue | Wed | Thu | Fri | Total |
| Jan | 1457 | 1646 | 1961 | 1661 | 1813 | 8538 |
| Feb | 1181 | 1590 | 1475 | 1312 | 1843 | 7401 |
| Mar | 1690 | 1586 | 1240 | 1406 | 2229 | 8151 |
| Apr | 1599 | 1543 | 1228 | 1278 | 1384 | 7032 |
| May | 1119 | 1586 | 1948 | 1730 | 2066 | 8449 |
| Jun | 1571 | 1474 | 1585 | 1585 | 1700 | 7915 |
| Jul | 2083 | 1924 | 1940 | 1125 | 1638 | 8710 |
| Aug | 1098 | 1109 | 1051 | 1391 | 1292 | 5941 |
| Sep | 1810 | 1551 | 1437 | 1451 | 1554 | 7803 |
| Oct | 1644 | 1894 | 1669 | 1967 | 1614 | 8788 |
| Nov | 1591 | 1816 | 1538 | 1913 | 1502 | 8360 |
| Dec | 1773 | 1585 | 1393 | 1612 | 1659 | 8022 |



2019 Destination Shopping

ATT - 3



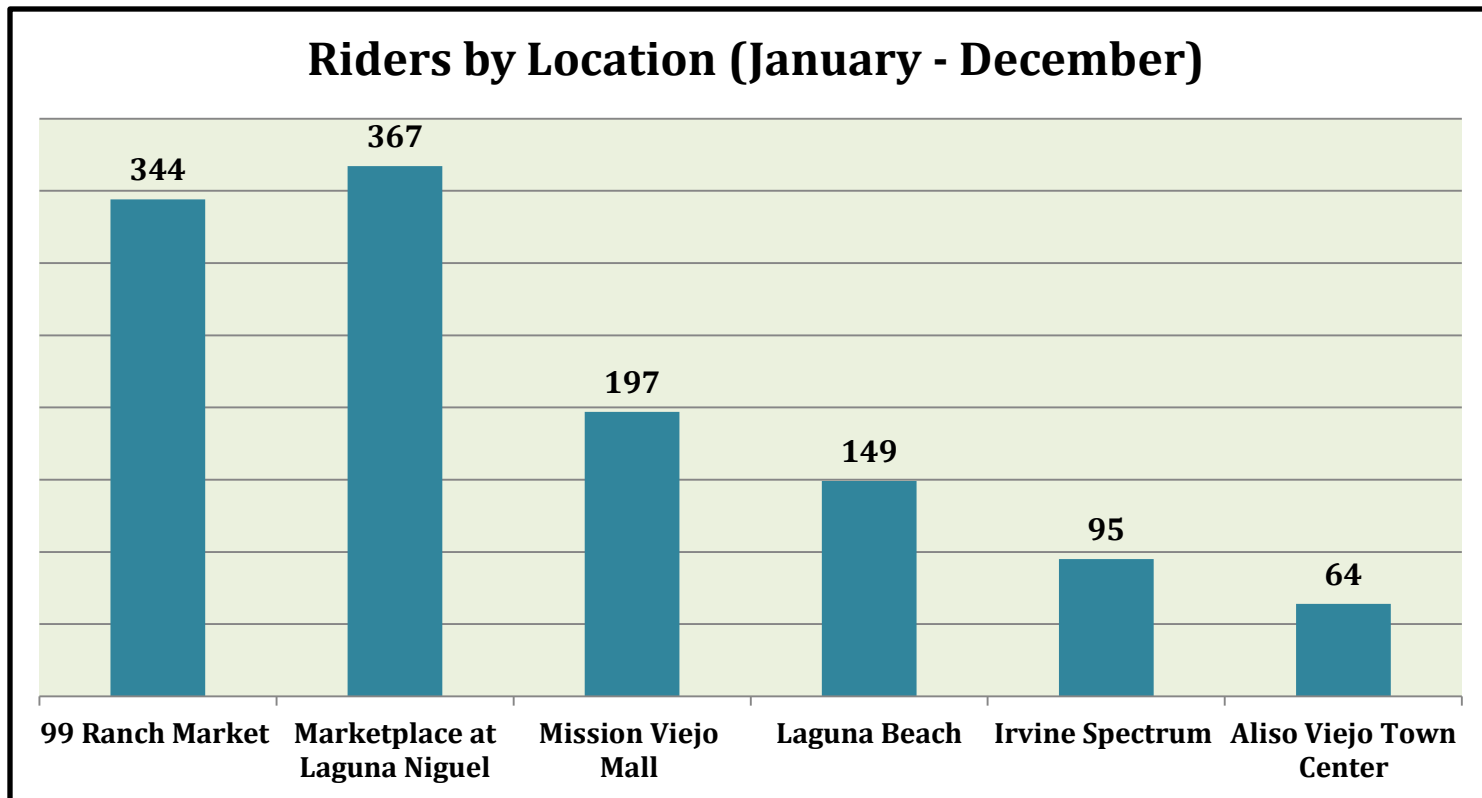
Service offered Tuesday only.

Locations include: 99 Ranch (Culver & Jeffrey location), Marketplace at Laguna Niguel, Mission Viejo Mall, Aliso Viejo Town Center, Irvine Spectrum, and Laguna Beach, The Arbor (newly added).

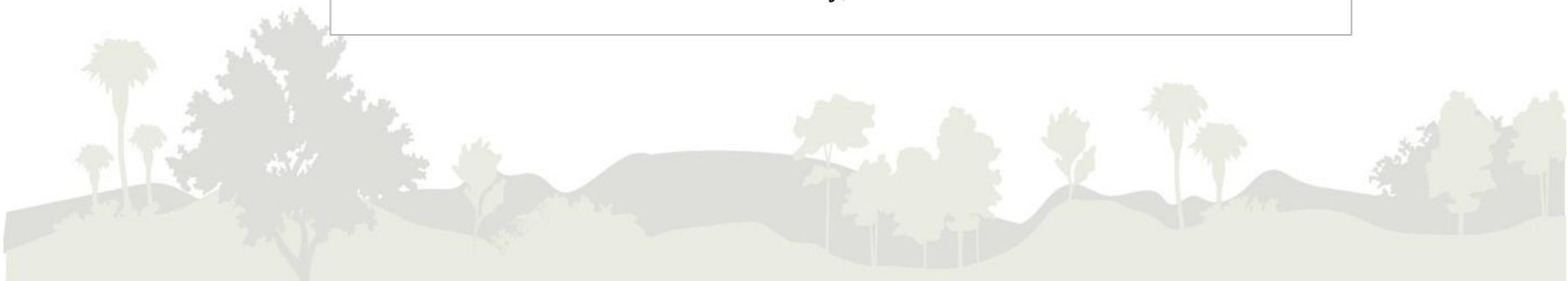
Seats are filled to capacity for most locations.

2019 Destination Shopping

ATT - 3



99 Ranch Market and Marketplace at Laguna Niguel are the most popular trips and therefore scheduled monthly, while the other locations rotate.



STAFF REPORT

DATE: February 5, 2020
FOR: Mobility & Vehicles Committee
SUBJECT: ADA Compliance Policy

RECOMMENDATION

That the Board of Directors approve the Americans with Disabilities Act (ADA) Compliance policy for the Golden Rain Foundation (GRF) Transportation Services program.

BACKGROUND

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

The Golden Rain Foundation currently owns and operates 16 buses as part of the transportation service in Laguna Woods Village. Three of these buses were recently purchased using the Federal Transportation Administration (FTA) 5310 Grant program and are required to meet the grant requirements. One such grant requirement is the mandate that all participants adhere to federal ADA transportation requirements and maintain a written policy stating such.

DISCUSSION

The attached ADA Compliance Policy incorporates the requirements of the FTA 5310 grant and includes such clauses as Portable Oxygen Use, Securement of Mobility Devices, Personal Care Attendants, Service and Support Animals and Paratransit Eligibility Requirements. This Compliance Policy has been reviewed by GRF legal staff to ensure completeness and applicability to our transportation program as it relates to accessibility and usability to residents with disabilities to the maximum extent.

Additionally, having this policy will be beneficial when applying for future grants for transportation-related purchases.

FINANCIAL ANALYSIS

There is no financial impact associated with the approval of the policy

Prepared By: Chris Laugenour, Director of General Services

Reviewed By: Siobhan Foster, Chief Operating Officer

ATTACHMENT(S)

ATT-1: ADA Compliance Policy

**Laguna Woods Village
Transportation Department
ADA Compliance Policy**

The Golden Rain Foundation has received grants from the federal Department of Transportation for purchase of transportation vehicles, conditional upon Golden Rain Foundation complying with the Americans with Disabilities Act regarding the use of those vehicles. Accordingly, Golden Rain Foundation and Village Management Services Inc. adopt the within policy as a voluntary measure, even though the Americans with Disabilities Act otherwise does not apply to Laguna Woods Village, a private community.

ADA Policy

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of Village Management Services Inc. Transportation that, when viewed in their entirety, services, programs, facilities, and communications provided by Village Management Services Inc. Transportation, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49 CFR 37.105

1. Holiday Closures

Village Management Services Inc. Transportation will not run fixed route system on a limited schedule on the following nationally recognized holidays: New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, and Thanksgiving Day and Christmas Day.

Village Management Services Inc. Transportation will run on a limited On Demand Plan A Ride reservation schedule on Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, and Thanksgiving Day. Rides can be scheduled up to a week in advance for holiday trips.

2. Approved Equipment

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements (e.g. the combined weight of the wheelchair/occupant exceeds that of the lift specifications. Additionally, Village Management Services Inc. Transportation can accommodate mobility devices that meet following minimum standards:

- *Wheelchair* means a mobility aid belonging to any class of three or more wheels, usable indoors, designed or modified for and use by individuals with mobility impairments, whether manually operated or powered
- Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.

The mobility device must be in good working order; with batteries charged, tires inflated, footrests attached, and all parts secure. (49 CFR 37.3)

3. Mobility Device Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position. Again, this is not mandatory.

4. Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

5. Securement Policy

Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Village Management Services Inc. Transportation cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

6. Stop Announcements

Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Transit operators will announce other stops upon request. (49 CFR 37.167 (a-c))

7. Personal Care Attendants

A Personal Care Attendant (PCA) may ride with you at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. You must provide your own PCA if you need one. Please let us know on your application form whether or not you will be using a PCA. This information will guarantee a place for him or her to ride with you.

Guests and companions may ride with you on Village Management Services Inc. Transportation. Guests and companions must pay regular fare. A companion is anyone who rides with you who is not designated as your PCA. (49 CFR 37 (d))

8. Service and Support Animals

A service animal is any guide dog, signal dog, or miniature horse individually trained to work or perform tasks for an individual with a disability. A support animal is an animal necessary to accommodate a resident's disability. In order to ride Village Management Services Inc.

Transportation:

- The service or support animal must be on a leash or in a container, remain under direct control of the owner, and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain at rider feet or on rider lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals. (49 CFR 37.167 (d))

9. Boarding Assistance

Operators shall position the bus to make boarding and exiting as easy as reasonably possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed. Bus operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

10. Maintenance of Lifts or Ramps

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available. (49.CFR 37.163)

11. Priority Seating

Upon request, bus operators shall ask – but not require – passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

12. Reserved Seating

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

13. Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any Golden Rain Foundation property or vehicle, including vehicles, bus stops, or stations:

- Smoking or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Possessing an unissued transfer.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

14. Notification of Policy

Village Management Services Inc. Transportation will notify the public of the ADA policy on the website and in the riders guide.

15. Paratransit

- a. *Eligibility Requirements:* A person may access Village Management Services Inc. Transportation Paratransit if you have a disability or disabling health condition that prevents you from independently using our buses some or all of the time. 49 CFR 37.123

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to ride our buses is the basis for eligibility.

Applications will be reviewed by Village Management Services Inc. Transportation based on the following eligibility qualifications. You are eligible for Village Management Services Inc. Transportation Paratransit service if you:

- are unable to board, ride, or exit a lift-equipped bus without assistance,
OR
- need to use a lift but it cannot be deployed safely at your bus stop,
OR

- have a disability that prevents travel to and from your bus stop under certain conditions,
AND
- are certified to use Village Management Services Inc. Transportation Paratransit.

Village Management Services Inc. Transportation will respond to applicants in writing within 14 days of receiving the application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received.

- b. *Categories of Eligibility:* A Village Management Services Inc. Transportation Transit applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

| Category Type | Description | Type of eligibility |
|---------------|---|---------------------|
| Category 1 | A person with a disability who cannot independently ride transit | Unconditional |
| Category 2 | Prevented by disability or combination of disability and architectural barriers from getting to the boarding area | Conditional |
| Category 3 | Prevented from using fixed route during a certain amount of time | Temporary |

- c. *Service Area:* Village Management Services Inc. Transportation Paratransit service is provided within 3/4 of a mile of Village Management Services Inc. Transportation fixed-route service, except for commuter routes. 49 CFR 37.131 (a)
- d. *Origin to Destination Service:* Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips 49.CFR 37.129

| Trip Type | Descriptions |
|--------------|---|
| Curb to Curb | Customer taken from curb of pickup to curb of destination |
| | |

- e. *Trip Scheduling:* Paratransit trips can be scheduled between 7 days and 4:30 the day before the trip. No trip reservations will be accepted the day of the trip. Rides will be curb-to-curb unless previously arranged
- f. *Trip Cancellation:* Paratransit trips must be canceled 24 hours in advance.
- g. *Missed/ Late Cancels:* After two missed trips the customer will receive a warning letter. Upon the fourth missed trip the customer will receive a phone call. Upon the fifth missed trip the customer can be suspended from service for up to 6 months.

- h. *Trips Denials:* Village Management Services Inc. Transportation will count all denials for service. One denial of a multi-legged trip will count as a denial for each leg of the trip.
- i. *Paratransit Hours:* Village Management Services Inc. Transportation Paratransit operates the same hours as the Village Management Services Inc. Transportation fixed route system
 - Monday-Friday: 9:00-5:00pm
 - Monday-Friday: Evening Service 5:00pm-10:30pm
 - Saturday: 8:00am- 10:30pm
 - Sunday: 8:00am-10:30pm

16. Visitor Certification

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under Village Management Services Inc. Transportation eligibility procedures. For individuals who reside outside the Village Management Services Inc. Transportation service jurisdictions, Village Management Services Inc. Transportation shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

17. Complaint Process

Village Management Services Inc. Transportation is committed to providing safe, reliable, and accessible transportation options for the community. Village Management Services Inc. Transportation has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Village Management Services Inc. Transportation at (949) 597-4659, or in person at Village Management Services Inc. Transportation's administration office located at 28031 Via Campo Verde, Laguna Woods, CA. 92637 (RCW 46.07b)

18. Reasonable Modification

Requests for modifications of Village Management Services Inc. Transportation policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Village Management Services Inc. Transportation is best able to address and accommodate a request when customers make their requests for before the trip. Contact Village Management Services Inc. Transportation office customer service for questions

19. Direct Threat

If a person is violent, seriously disruptive, or engaging in unsafe or illegal conduct Village Management Services Inc. Transportation may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be

excluded [from service] if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (49CFR 37.5 App. D/ 29 CFR 36.208)

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and/or its furnishings)
- Doing violence to others or to oneself
- Behavior that is unsafe, seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Violations of service animal policy by failing to control one's service animal
- Violations of operating rules governing the provision of transportation system-wide
- Engaging in illegal conduct.
- Other conduct judged by Village Management Services Inc. Transportation to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.

Passengers who excluded from the system due to a direct threat may request an administrative appeal by contacting Village Management Services Inc. Transportation at 949-597-4659

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RESOLUTION 90-18-36
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, August 7, 2018 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. Perform the duties imposed upon all standing committees as set forth in the resolution entitled, "General Duties of Standing Committees".
2. Serve as liaison between the Golden Rain Foundation Board of Directors (GRF Board) and the Managing Agent for all transportation issues.
3. Develop policies and procedures for the GRF Transportation System that strives to meet the needs of the Laguna Woods Village Community.
4. Review long-range plans prepared by the Managing Agent to improve the efficiency and effectiveness of the GRF transportation system with an emphasis on new and emerging technology; focusing on operational and energy efficiency and make recommendations to the GRF Board for final approval.
5. Review major service modifications to the Laguna Woods Village transportation system that are proposed by the Managing Agent and present those modifications to the GRF Board for final approval.
6. Review the specifications recommended by the Managing Agent for the procurement of GRF vehicles.
7. Review requests submitted to the Committee by the Managing Agent for transportation services and vehicles that require supplemental funding and recommend appropriate action to the GRF Finance Committee.

8. 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.
9. Review 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.
10. Ensure that the Managing Agent develops and provides an effective Customer Service Program that includes educational literature, training classes, alternative transportation information and direct rider support.
11. Work together with the GRF Media and Communications Committee and the Managing Agent's Communications staff to keep residents informed of all matters related to and affecting the GRF Transportation System.

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