



OPEN MEETING

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

**Wednesday, May 15, 2024, 11:00 AM
24351 El Toro Road, Laguna Woods, CA
Board Room/Virtual**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:

1. Join the Committee meeting via a Zoom link at: <https://us06web.zoom.us/j/93335974508> or by calling 669-900-6833 Access Code: 933 3597 4508
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of the Agenda
4. Approval of Meeting Report for February 7, 2023
5. Chair's Remarks
6. Member Comments (Items not on the Agenda)
7. Response to Member Comments
8. Director's Report
 - 2023 Ridership

Items for Discussion:

9. Review Mobility and Vehicles Charter
10. Senior Mobility - City Program Flyer

Items for Future Agendas:

To be determined

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: Wednesday, August 7, 2024
- Adjournment

*A quorum of the GRF Board or more may also be present at the meeting.

Juanita Skillman, Chair
Robert Carroll, Staff Officer
Telephone: 949-597-4638

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

Wednesday, February 7, 2023 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Juanita Skillman (Acting Chair), Ryna Rothberg, Alison Bok, Nancy Carlson, SK Park, Moon Yun, Sue Stephens, Elsie Addington (Advisor), Vashti Williams (Advisor)

OTHERS PRESENT: Ellen Leonard (United)

STAFF PRESENT: Robert Carroll, Angelo Ocampo, Erik Nunez, Francisco Perez, Sandra Spencer

1. Call to Order

Co-Chair Skillman called the meeting to order at 1:30 p.m.

2. Acknowledgment of Media

None present.

3. Approval of the Agenda

Hearing no objections, the agenda was approved by unanimous consent.

4. Approval of Meeting Report for November 6, 2023

The meeting report for November 6, 2023, was unanimously approved as written.

5. Chair's Remarks

Director Skillman commented that Director Rothberg requested that Director Skillman be the Co-Chair of the committee, effective immediately, and to chair this meeting specifically. Director Skillman requested review of the charter for Mobility and Vehicles Committee be included at the May meeting of the committee.

6. Member Comments (Items Not on the Agenda)

- A member commented on the Senior Mobility Program provided by the City of Laguna Woods.

7. Response to Member Comments

- Director Yun commented that he believes the Senior Mobility Program is a good program to use.

- Director Carlson commented on the habits of using the available transportation options.
- Director Park commented on the routes.
- Advisor Williams commented on the bus routes and how convenient it is for the residents.

8. Director's Report

Mr. Carroll provided the committee with an overview of the Laguna Woods Village transportation ridership for the Fixed-Route, Journey, and BOOST transportation programs.

Mr. Carroll provided information on ridership numbers for the Destination Shopping program. He also commented on Transportation updates, including new meeting schedules and targeted areas to increase awareness.

Staff also provided a map of Laguna Woods Transportation boundaries.

- Staff provided a list of GRF vehicles and specialty equipment units.
- Staff provided an update on where the transportation hub will temporarily operate.
- Director Bok requested a report detailing the cost of each program for 2024.
- Director Carlson requested a description of the titles on the graphs.
- Advisor Williams commented on the differences between each program.

Items for Discussion

9. 2024 Vehicle CIP – Security Vehicles Specification

Director Rothberg joined the meeting at 2:15 p.m.

- Director Bok made a motion to approve the security vehicles specification. Director Carlson seconded the motion. A discussion followed.
- Director Carlson commented on the addition of new security vehicles.
- Mr. Nunez commented on the utilization of the vehicles per employee and the factors involved in determining how many vehicles were needed to fully equip the Department.
- Director Skillman made a motion to approve the specifications of the security vehicles. The motion was seconded and the motion failed by a vote of 3/4/0.

- After further discussion, Director Carlson suggested the committee reconsider the vote and another vote was taken. Director Carlson moved the motion Director Bok seconded the motion and passed by a vote 5/2/0.

10. 2024 Vehicle CIP – Transportation Bus Specification

- Director Carlson made a motion to approve the transportation bus specifications. Director Rothberg seconded the motion and the motion passed by a vote of 5/2/0.

Items for Future Agendas:


- Review of the GRF Mobility and Vehicles Committee Charter

Concluding Business:

Committee Member Comments - None

Date of Next Meeting – Wednesday, May 1, 2024, at 1:30 p.m.

Adjournment - The meeting was adjourned at 3:32 p.m.


GRF Mobility and Vehicles Committee Meeting
February 7, 2024 15:57:00

Juanita Skillman
Co-Chair

Ryna Rothberg, Co-Chair
Juanita Skillman, Co-Chair
Robert Carroll, Staff Officer
Telephone: 949-597-4242

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STAFF REPORT

DATE: May 15, 2024
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 fleet. The reports are varied at each meeting and are submitted to the Committee to provide a broad spectrum of information on a variety of topics.

DISCUSSION

The Village 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 passenger shuttle buses are used for this program.

The 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 to two shuttle buses are used for this program.

The **BOOST** on-demand rideshare program is provided via 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 Data and Trends

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.

Easy Rider (Fixed Route)

Beginning March 21, 2020, the Fixed Route program reduced its operating hours to Monday through Friday, 9 to 5 p.m., to adjust to COVID-19 social distancing requirements, subsequently causing a reduction in ridership. Ridership prior to the decrease in March 2020 was at 9,628 trips for the month of February 2020. Ridership gradually increased beginning the second quarter of 2021, concluding the year with an overall monthly average of 5,302 rides for 2021. For 2022, the monthly ridership averaged 6,333 trips for January through December. The average monthly ridership between January to December 2023 was 6,705 trips. Currently, the average monthly ridership between January to March 2024 is 6,769 trips. See attachment #1.

Journey (Paratransit)

Journey continues to operate Monday through Sunday, with its hours operating from 8 to 4 p.m. Ridership decreased in March 2020, with a gradual increase beginning the third quarter of 2020. For 2021, the monthly average of completed rides was 512 trips. In 2022, the average number of completed rides increased, with a monthly average of 605 completed trips from January through December. The average number of completed trips between January and December 2023 was 530 trips. Currently, the average number of completed trips between January and March 2024 is 509 completed trips. See attachment #2.

BOOST Program (Lyft Rideshare)

Beginning March 24, 2020, BOOST reduced its operating hours to Monday through Friday, 7 to 9 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, BOOST trips decreased substantially in 2020. Trips gradually increased in the second quarter of 2021, totaling a monthly average of 149 trips from January through December. The total monthly average for 2022 was 417 trips. The average number of completed trips between January and December 2023 was 524. Currently, the average number of completed trips between January and March 2024 is 641. See attachment #3.

In late March 2021, Boost's operating hours extended to Sundays for transportation to Church. In mid-June 2021, after the Village Clubhouses reopening, BOOST's operating hours extended to include evenings and weekends. Current Boost hours are:

- Monday through Friday, 7 to 9 a.m. and 5 to 10 p.m.
- Saturday, 8 a.m. to 10 p.m.
- Sunday 8 a.m. to 5 p.m.

Update on Transportation Budget by Program

General Services staff is working on breaking out the Transportation budget by program for presentation at an upcoming meeting.

Upcoming Transportation Pop-Up Booth Locations

Date	Location
5/09/2024	Administration Building
7/11/2024	Temp. Hub
10/17/2024	Towers

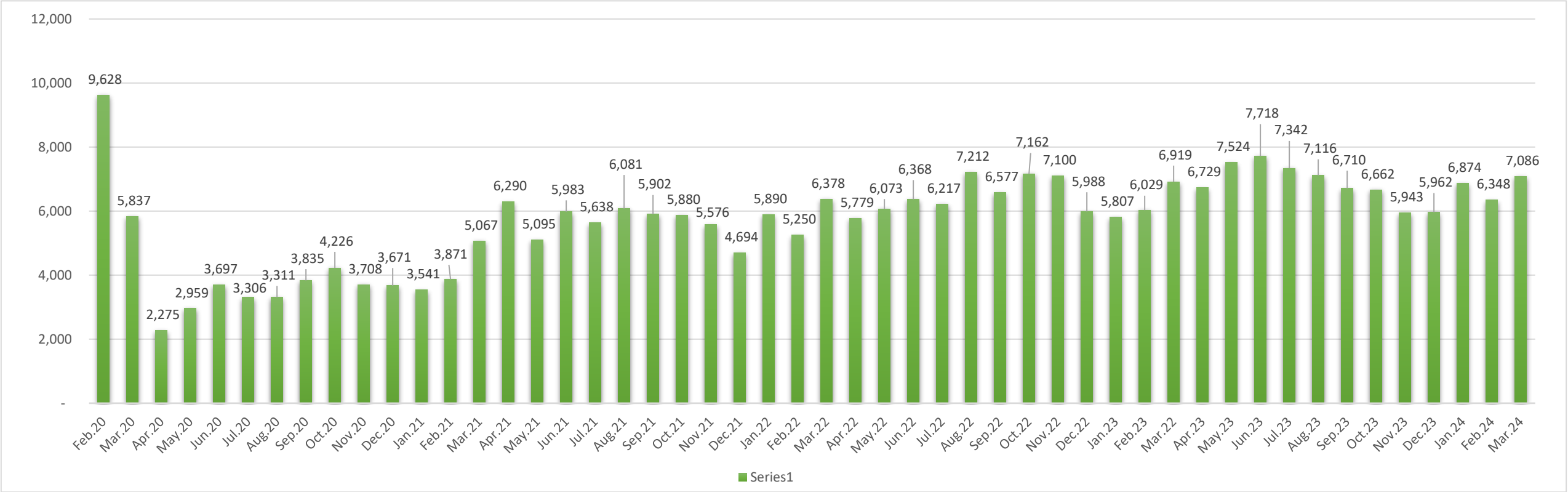
Prepared By: Robert Carroll, Director of General Services

ATTACHMENT(S)

ATT-1: Easy Rider Year to Date Ridership
ATT-2: Journey Year to Date Ridership
ATT-3: BOOST Year to Date Ridership
ATT-4: Laguna Woods Village Transportation Boundaries

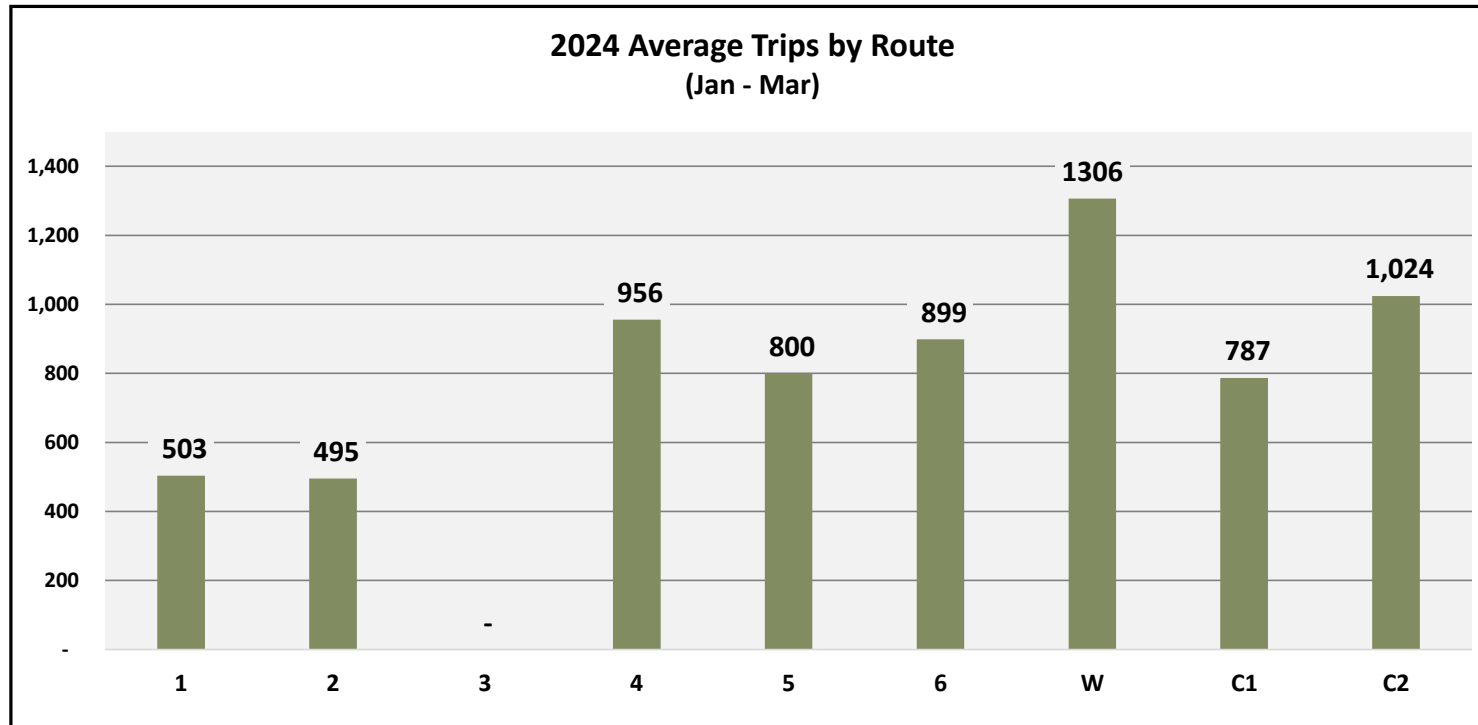
Easy Rider (Fixed Route)

General Services Department
Transportation Division
Easy Rider Program Ridership
February 2020 Through March 2024



Fixed Route Ridership by Route

Easy Rider (Fixed Route)

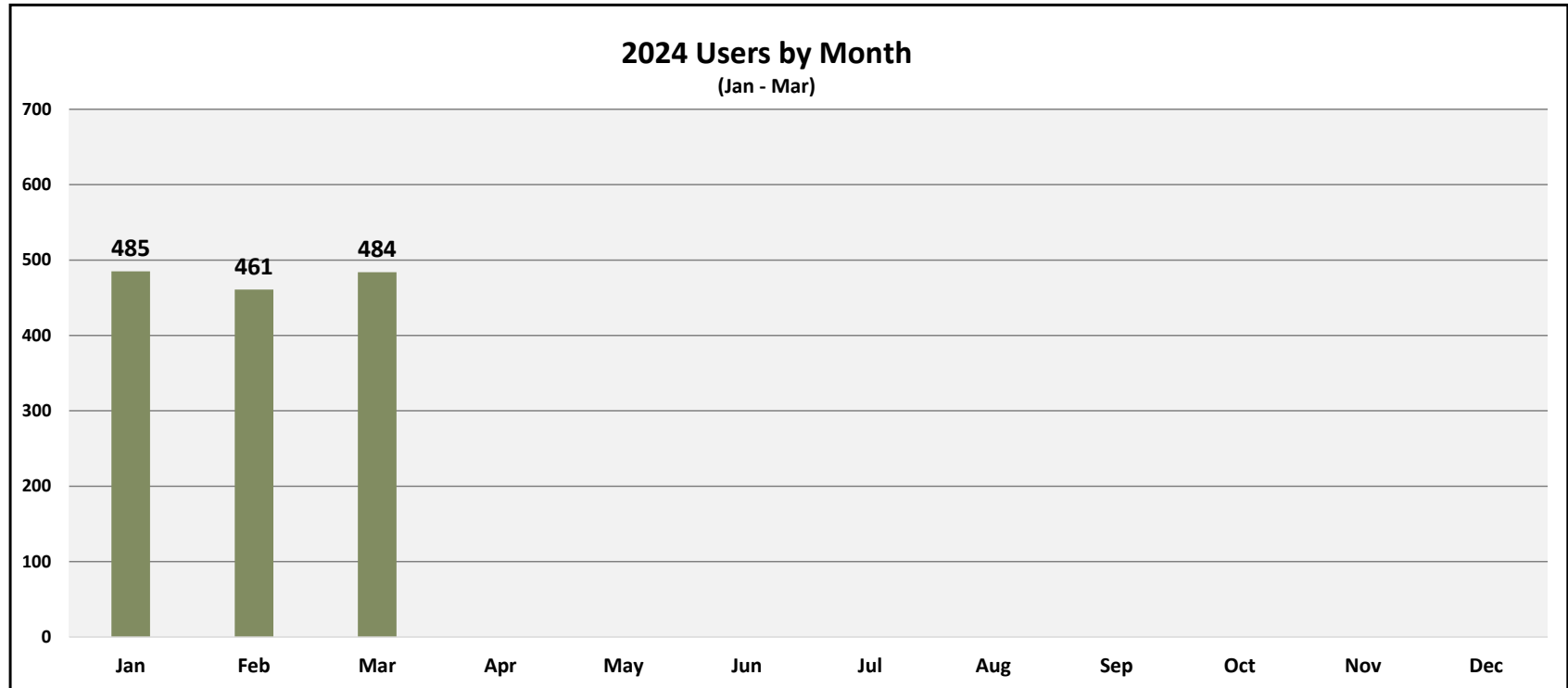


**Route 3 was temporarily suspended beginning mid July 2021*



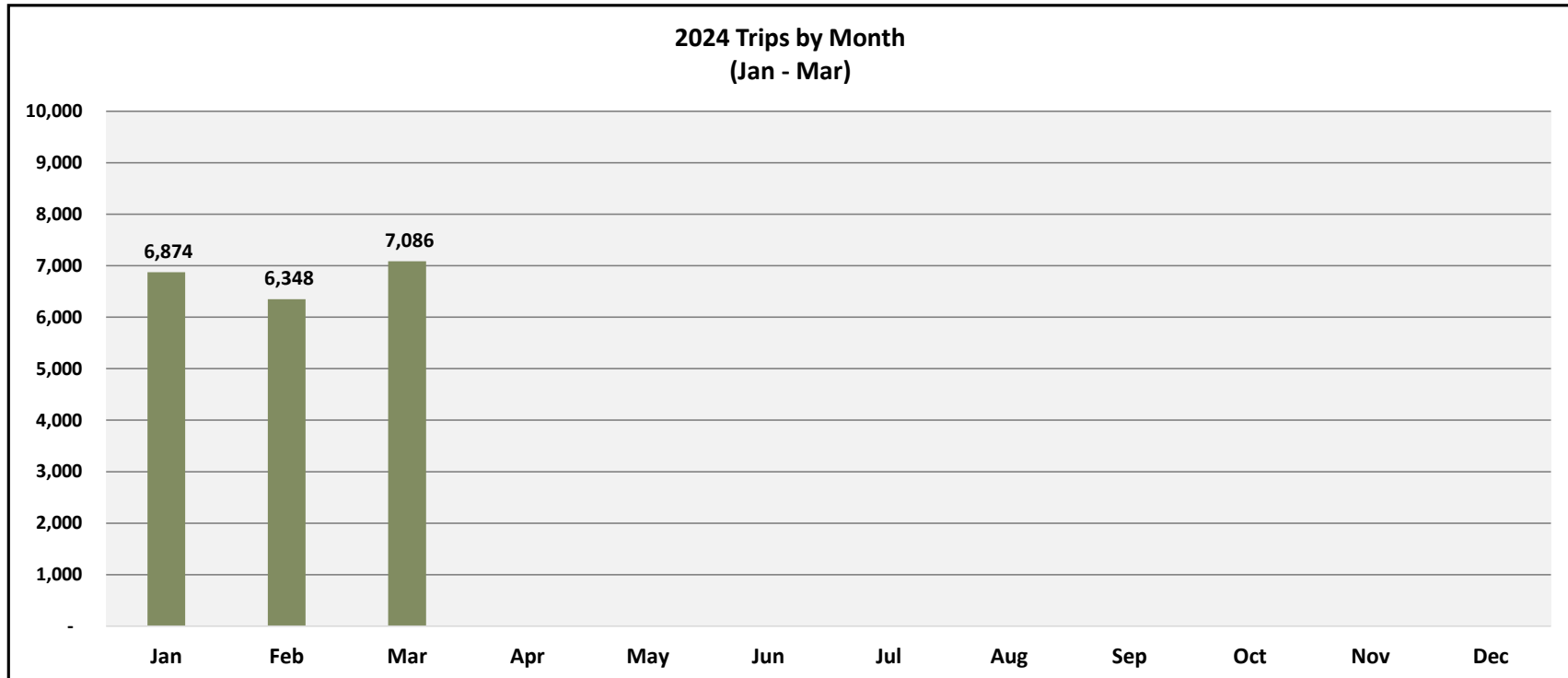
Fixed Route Ridership by User

Easy Rider (Fixed Route)

**February 2020 ridership was 636 users*

Fixed Route Ridership by Trips

Easy Rider (Fixed Route)

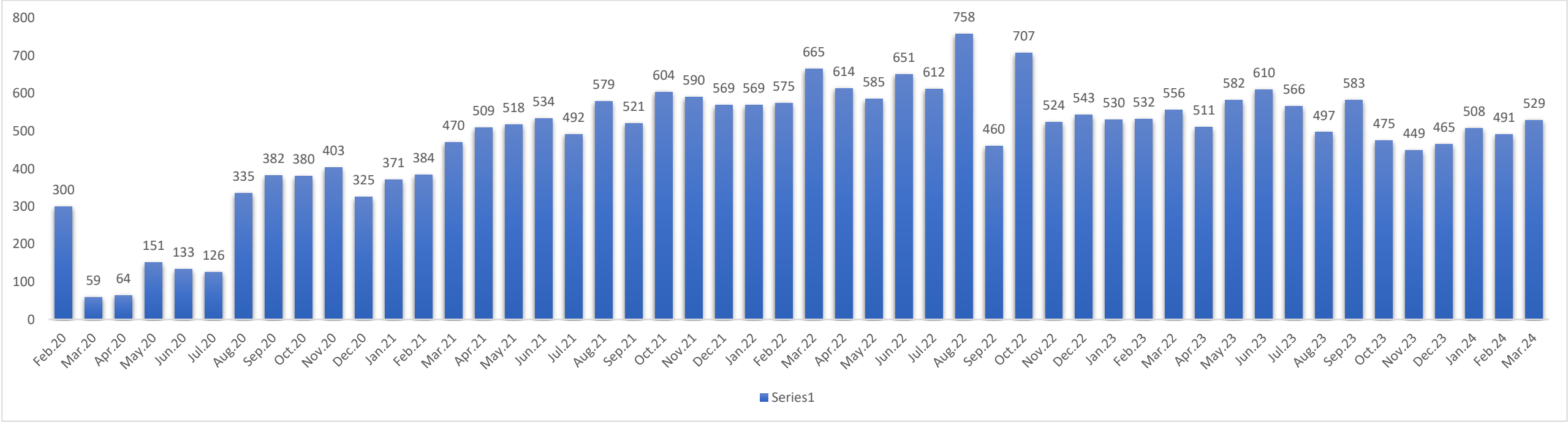


**February 2020 ridership was 9,628 trips*



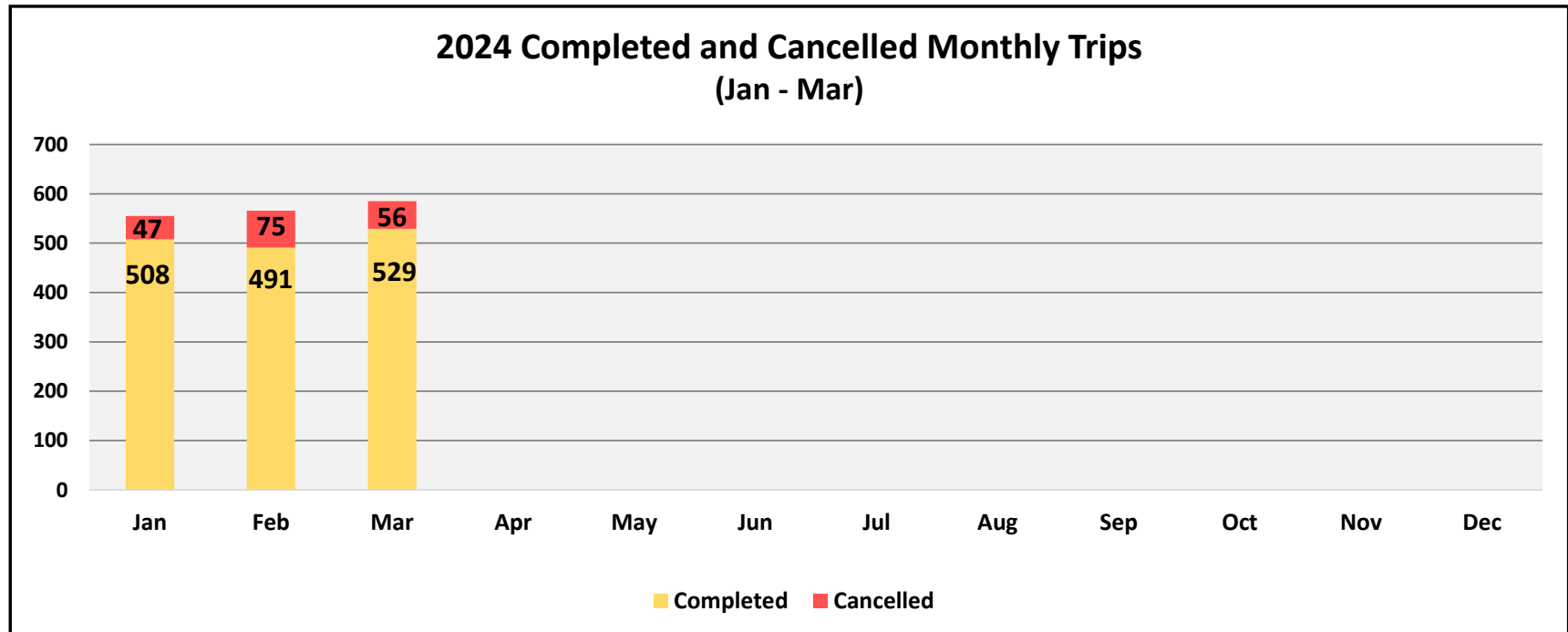
Journey (Para-transit)

General Services Department
Transportation Division
Journey Program Ridership
February 2020 Through March 2024



Journey Ridership by Trips

Journey (Para-transit)

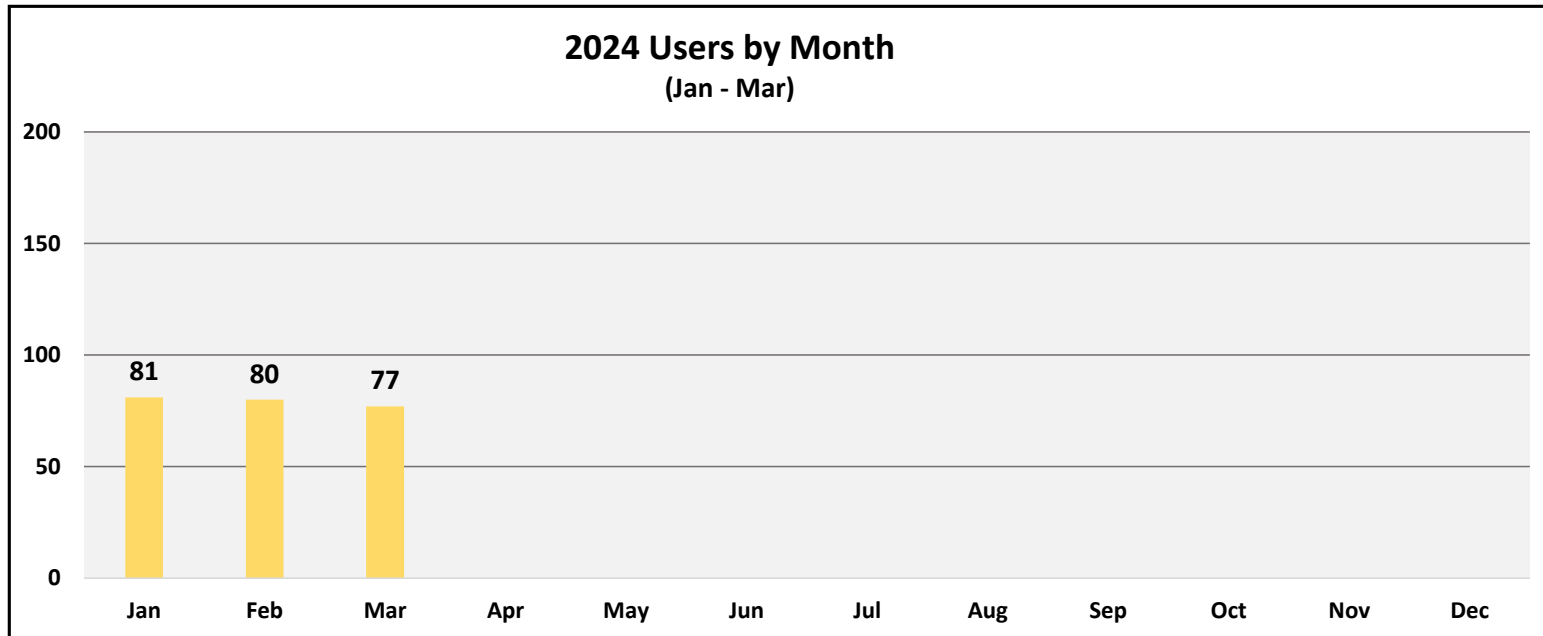


**February 2020 ridership was at 300 trips (New program initiated January 2020)*



Journey Ridership by User

Journey (Para-transit)

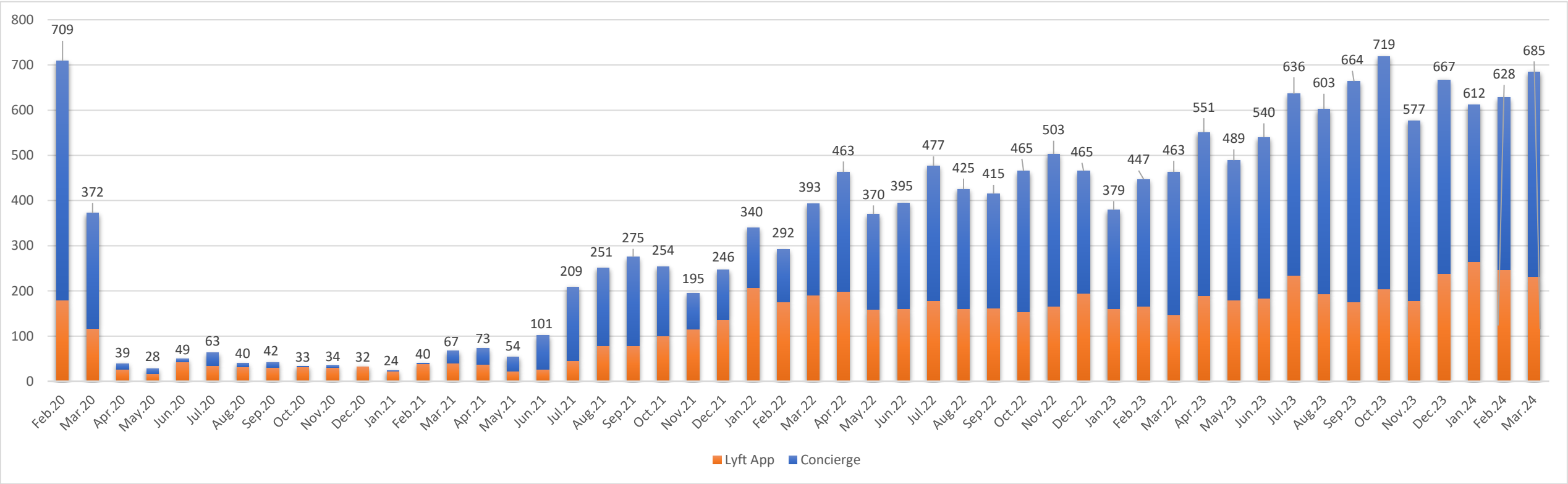


**February 2020 ridership was at 124 users*



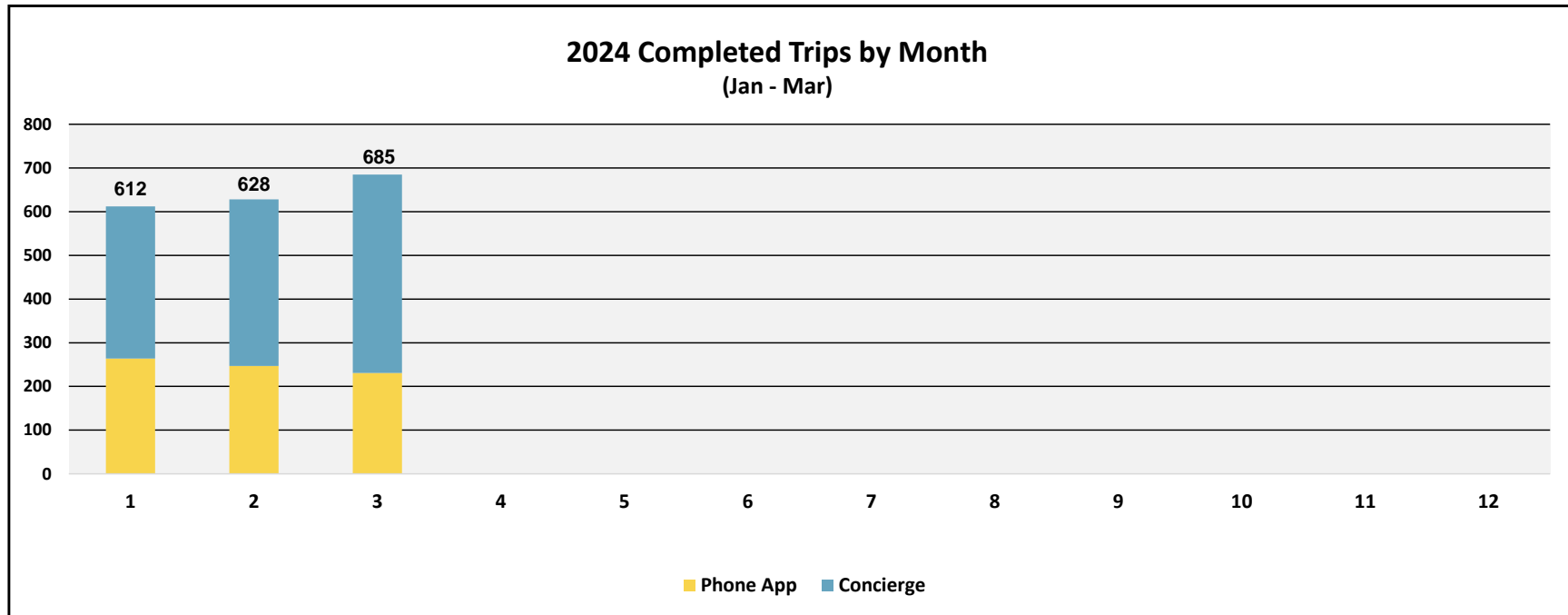
BOOST Program (Lyft Rideshare)

General Services Department
Transportation Division
Boost Program Ridership
February 2020 Through March 2024



BOOST Ridership by Scheduling Method

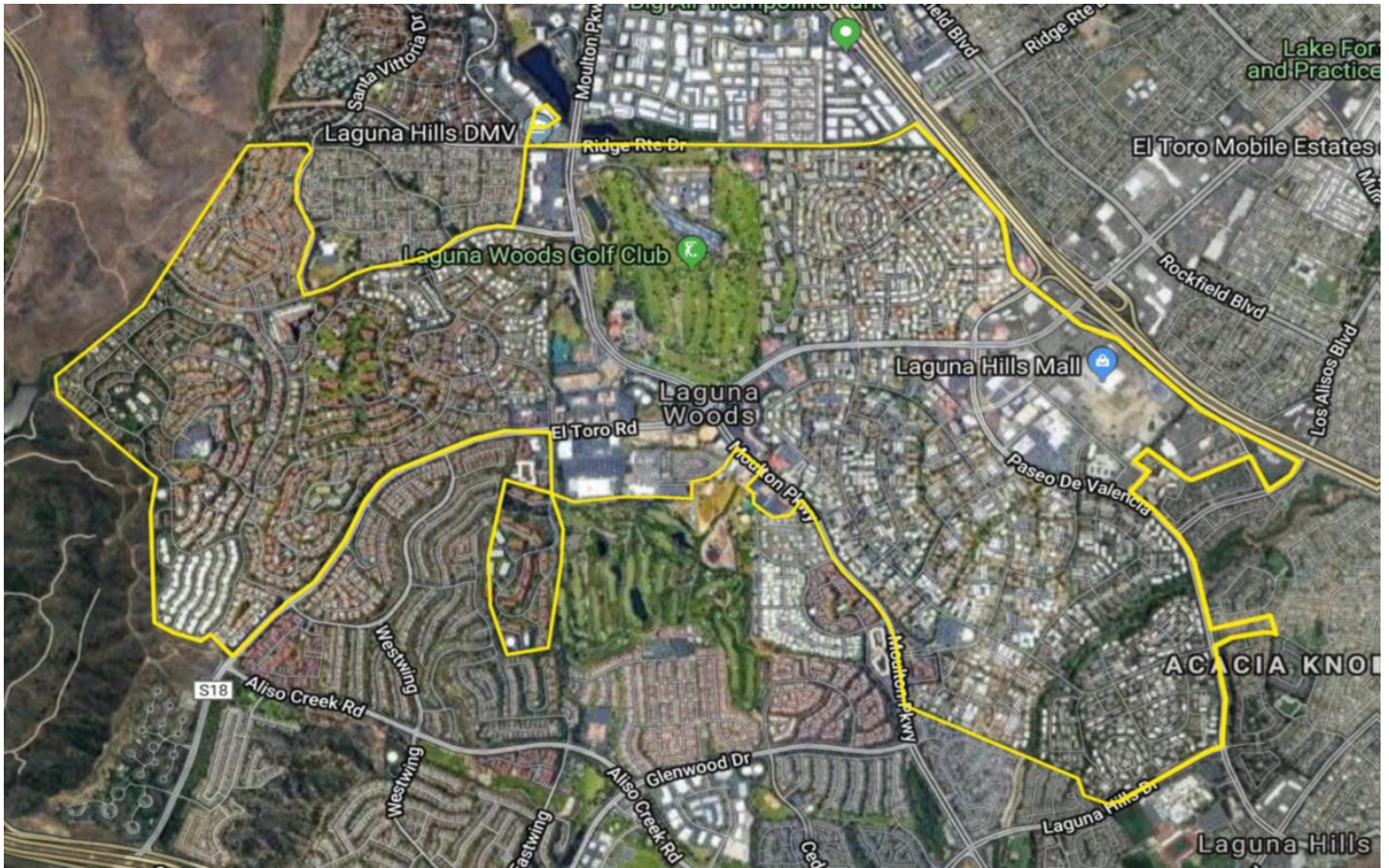
BOOST Program (Lyft Rideshare)



****February 2020 ridership was 703 trips***



Laguna Woods Village Transportation Boundaries



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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.

Director Sabol Soule made a motion to approve the amended Mobility and Vehicles Committee Charter. Director Moldow seconded the motion and it passed by unanimous consent.

(d) Entertain a Motion to Approve the Disaster Preparedness Task Force Charter

Director Troutman made a motion to waive the reading of the following Resolution. Director Sabol Soule seconded the motion and it passed by unanimous consent.



The **Senior Mobility Program** subsidizes the cost of taxi travel for Laguna Woods residents who are at least 60 years of age.

Made possible, in part, with the generous support of the Orange County Transportation Authority and Orange County's Measure M2 (OC Go) half-cent sales tax, the Senior Mobility Program promotes lifelong mobility through the provision of affordable, older adult-oriented transportation services.

- **NO ENROLLMENT FEE**
- **UP TO TWO GUESTS RIDE FREE**
(when picked up with an enrolled resident)
- **WHEELCHAIR ACCESSIBLE TAXIS AVAILABLE**



Enrolled residents receive an identification card that reduces regular California Yellow Cab fares to the following co-pays, for all trips starting or ending in Laguna Woods:

\$0

to or from
**Laguna Woods City Hall/
Public Library**

\$0

to or from
Irvine Station
(access to Amtrak,
Metrolink, and OCTA buses)

\$5

for trips
**up to 10 miles
within Orange County**
(each way)

\$10

for trips
**over 10 miles
within Orange County**
(each way)

\$15

to or from
VA Long Beach

\$25

to or from
John Wayne Airport

Agenda Item # 10
Page 1 of 2



City of Laguna Woods
For more information,
please call City Hall at
(949) 639-0500.



3/2024

HOW IT WORKS

1 **Enroll in the Senior Mobility Program**

City Hall is located at
24264 El Toro Road, Laguna Woods, CA 92637.
(enrollments are valid through June 30, 2025)

2 **Call California Yellow Cab at (714) 948-2040**

to schedule your trip and let them know you are enrolled in the Senior Mobility Program.

Please have your Senior Mobility Program identification card ready before you call.

*(scheduling trips at least 24 hours in advance is recommended)
(wheelchair accessible taxis are available on request)*

3 **Grant access to the taxi**

If you live in Laguna Woods Village, **use DwellingLive** or **call Gate Clearance at (949) 597-4301** to let them know a taxi will be picking you up.

4 **Show your Senior Mobility Program identification card**

to the taxi driver at the start of your trip.

5 **Pay your co-pay**

when you arrive at your destination.

*(pay by cash, Visa, Mastercard, American Express, or Discover)
(tipping is optional)*