REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MOBILITY AND VEHICLES COMMITTEE

Monday, October 2, 2017 – 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 August 2, 2017
5. Chair’s Remarks
6. Member Comments (Items Not on the Agenda)
7. Department Head Update

Consent:
None

Reports:

8. Monthly Transportation Reports (Drew Harrell)
9. Easy Rider Bus-Marketing and Community Outreach (Becky Jackson)
10. 2018 Bus Schedule (Drew Harrell)
11. 2018 Business Plan Update for Transportation and Fleet Services (Bruce Hartley)

Items for Discussion and Consideration:
None

Items for Future Agendas:
12. M & V Committee Mission Statement
13. Ridership Report

Concluding Business:
14. Committee Member Comments
15. Date of Next Meeting – Monday, December 4, 2017
16. Adjournment

Beth Perak, Chair
Bruce Hartley, Staff Officer
Telephone: 597-4650
REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION MOBILITY AND VEHICLES COMMITTEE

Wednesday, August 2, 2017 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Beth Perak-Chair, Joan Milliman-Vice Chair, John Parker (substituting for Ray Gros), John Frankel, Annette Sabol Soule (substituting for Steve Parson), Janey Dorrell, Andre Tomg

ADVISORS: Gloria Moldow, Marion Levine

MEMBERS ABSENT: Cheryl Campero, Steve Parsons, Ray Gros

OTHERS PRESENT: Kathryn Freshly, Diane Phelps, Prakash "Cash" Achrekar

STAFF PRESENT: Bruce Hartley, Drew Harrell, Gary Anderson, David Collins, Becky Jackson, Cheryl Silva and Kayla Aninzo

1. Call to Order
Chair Perak called the meeting to order at 1:32 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 June 5, 2017
The Regular Meeting Report of June 5, 2017, was approved by consensus as presented.

5. Introduction of New Advisors: Gloria Moldow and Marion Levine
Chair Perak introduced the new advisors Gloria Moldow and Marion Levine.
6. **Chair's Remarks**

Chair Perak greeted the audience and commented on how busy she has been the last two months. This committee has one of the greatest challenges with the improvements that are being implemented for the residents. She thanked members of the community for being here to make the transportation system better for the village.

7. **Member Comments (Items Not on the Agenda)**

- Larry Irion (682-O) commented about the bus system from his cul-de-sac to Clubhouse 3.
- Penny Irion (682-O) asked staff if cell phones were required get a ride back. She would like the Board to consider going back to the old schedule.
- Suellen Zima (823-D) commented about accommodating disabled members that need transportation and how members can communicate their problems in the community to staff. Asked when the new schedule would be implemented. Thanked Ms. Jackson for her energy and upbeat approach which has made improvements to transportation. Asked staff how much money has been allocated to the new passenger buses and if the new buses would be accessible to disabled members.
- Vashti Williams (726-P) commented about the new bus schedule.
- Shen-Yann Chiu (3522-A) requested a bus for the Polynesian Club in September to the Performing Arts Center in San Gabriel. Members responded by saying that if one club is approved all would have to be approved. The request was not granted.

Several Directors responded to member comments. Joan Milliman pointed out that the Village buses are not suited for long distances. Gloria Moldow stated that several directors ride the buses.

Bruce Hartley, General Services Director, responded to the member comments regarding the new vehicles. Smaller 10 passenger vehicles that have seats that can be reconfigured would be the best choice for our community. The new vehicles are designed with room in the bus for storage of grocery carts and other items.

Gloria Moldow asked if the committee had a Mission Statement for the M & V Committee.

Joan Milliman moved that the Committee establish a Study Group to come up with a mission statement for the Transportation Services operation. Chair Perak appointed Study Group members Joan Milliman, Gloria Moldow, Marion Levine, Bruce Hartley and the Chair. Joan Milliman will lead the study group. Motion was seconded by John Parker.

The motion passed by a unanimous vote.
8. Department Head Update

Bruce Hartley, General Services Director, summarized activity in his Department.

In October, staff will review the changes in the budget for the 2018 year and discuss changes to the current bus service with the committee. Staff is seeking input from the members at the next meeting regarding changes they would like to see, if any, on the current eight bus routes for 2018.

Starting on September 3rd, staff will test Plan-A-Ride (on-demand services) on Sundays and holidays. Reservations for the service will be the same as the current Plan-a-Ride program. The on-demand service style program will be advertised heavily over the next four weeks, with a report brought back to the Committee in the future. Staff is also testing new ride scheduling software that may be implemented on a broader scale in the future.

Consent:

9. Monthly Transportation Reports (Drew Harrell)

Drew Harrell, Transportation and Maintenance Services Manager, gave a brief overview of the bus and vehicle reports.

The Consent Calendar was approved by consensus.

Several directors and members asked staff to change the reports and provide more comprehensive data with more relevant information that includes trends. Committee members directed that the staff reports have a narrative for each of the exhibits; identify trends in the data and outline significant details.

Reports:

10. Easy Rider Marketing and Advertising Update (Becky Jackson)

Becky Jackson, Operations Specialist, provided an update on the destination shopping and bus excursions. The June excursion to Laguna Beach and the July excursion to the Sawdust Festival in Laguna Beach were completely booked. Staff called residents on the waitlist to fill last minute cancellations. Staff uses the ‘Easy Rider’ bus newsletter, Village Television, the ‘Breeze,’ ‘What’s Up in the Village,’ and weekly e-mail blasts to keep residents informed. The Transportation Department collaborated with the Recreation and Special Events Department to provide shuttle service for the Fourth of July Celebration. The weekly destination shopping on Tuesdays has been expanded to additional locations, including the Irvine Spectrum, Mission Viejo Mall and locations that include Costco and Walmart. Staff is involved in local Chamber of Commerce mixers and is working with the developer of the Five Lagunas to coordinate services and bus stops in the future. Staff continues to network with local businesses to obtain coupons
and discounts for Village bus riders. A rider survey will be released in August to assist staff on providing better services to residents. Monthly Bus Information Meetings on the third Wednesday of the month at Clubhouse 1 continue to provide valuable information to new or prospective resident bus riders. Bus ridership continues to grow.

Joan Milliman asked staff to provide more detailed bus information and ridership trends on the Bus Ridership Data report.

Chair Perak directed staff to include in Ms. Jackson’s monthly reports, the same format as requested of the Transportation Manager’s reports; a narrative for each spreadsheet explaining relevant data; information on trends in the information and a discussion of any significant details.

Suellen Zima (823-D) commented on the transportation survey and is looking forward to seeing how staff will use the data collected.

11. Alternative Transportation Options for Mobility Impaired Patrons (Bruce Hartley)

Bruce Hartley, General Services Director, provided a report to address alternative transportation options for mobility impaired patrons. He stated that although the current bus system provides daily service that meets the needs of most riders, it is not intended as medical transportation. Transportation has smaller vans to accommodate residents with physical or other limitations which assist residents in wheel chairs, power carts or need assistance getting in or out of the vehicles. There are a few occasions when Village vehicles do not meet the unique needs of a particular resident; however, there are local and regional government programs that provide medical transportation at no-cost or reduced costs covered by insurance. Staff is developing a resource guide to help residents select the best transportation option that will meet their needs. Staff distributed a draft ‘Transportation Resource Guide’ for Committee Members to review and provide comment. Staff would like the Committee’s input for the guide.

Several directors provided positive feedback about the Transportation Resource Guide.

Suellen Zima (823-D) asked staff to confirm with the City the taxi voucher rate for Laguna Woods Village.

Kathryn Freshley, GRF Director, commented that the transportation Mission Statement should include what level of service can be provided to the community. The Mission Statement should be communicated to realtors and prospective buyers. The bus system was never designed to meet all the transportation needs of the community.

Items for Discussion and Consideration:

None
**Items for Future Agendas:**

12. 2018 Business Plan Update (Bruce Hartley)

Staff received several questions about the 2018 budget and staff will provide a report at the October meeting.

**Concluding Business:**

13. Committee Member Comments

Director Torng asked what help can be provided for members that cannot afford the taxi vouchers.

Director Parker commented that we are on the verge of having driverless vehicles in the future which will change everything in transportation overnight.

Advisor Levine commented that this meeting is interesting and thanked the committee for allowing her to serve as an advisor.

Director Dorrell commented that staff is doing a wonderful job.

Director Sabol-Soule commented that she likes the alternative transportation brochure.

Vice-Chair Milliman commented that she would like to see changes to the bus schedule so that it is easier for the residents to use.

Chair Perak thanked staff for their hard work on the alternative transportation resource guide. She asked Joan Milliman to head the Study Group for the Mission Statement. She commented that for Members that are identified by Social Services as in need, will be given taxi vouchers.

14. Date of Next Meeting – Monday, October 2, 2017

15. Adjournment

The meeting was adjourned at 3:25 p.m.

Beth Perak, Chair
GRF Mobility & Vehicles Committee
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STAFF REPORT

DATE: October 2, 2017
FOR: GRF Mobility & Vehicles Committee
SUBJECT: Monthly Transportation Reports

RECOMMENDATION
Receive and file report.

BACKGROUND
At each meeting of the Mobility and Vehicles Committee, Transportation Services provides information related to the operational costs for the Village fleet of vehicles and equipment; including specific costs for operating the buses. At the meeting of August 2, 2017 the Committee requested that staff provide reports that are more relevant to operational issues and in a format that is easier to understand.

DISCUSSION
Bus Repair Costs per Vehicle by Model Year

The Fleet Services operation maintains a fleet of 396 vehicles owned and operated by the Golden Rain Foundation. Utilizing specialized software programs, detailed repair and operational costs (fuel) are tracked. Previously, the Committee was provided aggregated information presented in a spreadsheet format. In Attachment 1 the annual repair costs for the 16 Village buses is presented graphically to show costs based on the age of the bus. What the graph shows is that the two buses which are the oldest and used the least, have the lowest repair costs, which is expected, since they are operated sparingly. Of the remaining 14 buses, the seven that are between five and 10 years of age have a significantly higher annual repair cost than the seven that are less than five years of age.

What this information shows is that at some point after the first five years of operation and prior to reaching the 15 year life expectancy for a bus, there is a point in time where it may be cost effective to replace the bus with a new, more efficient vehicle. This information is useful in evaluating the value of vehicle leasing opportunities, which replaces vehicles on a shorter service life-cycle to take advantage of the remaining re-sale value of the asset.

Vehicle Repair Costs (non-bus) per Vehicle by Model Year:

Attachment 2 depicts the annual repair costs per vehicle for the remainder of the Village fleet of vehicles and equipment. This is a much more challenging graphic upon which to base conclusions. With the exception of six vehicles, the bulk of the fleet is between five and 25
years of age. This is a very broad range and for some of the older vehicles/equipment is beyond the typical expected service life. The annual repair costs trend significantly higher for the vehicles in the 10 to 15 year range, but less so for the oldest vehicles. Further analysis of the older vehicles would identify if there is something unique to that age range of vehicles or if they are used significantly less for some reason, and therefore are receiving less repair and maintenance. When vehicles reach about five years of service, the repair costs tend to increase by about 35 percent. What compounds that statistic is that there are 184 vehicles in that age range, which means the cost of repairs, has the potential to increase dramatically in the next few years. Staff will be analyzing this more thoroughly.

FINANCIAL ANALYSIS

None

Prepared By: Andrew Harrell, Transportation & Maintenance Services Manager
Reviewed By: Lori Moss, Community Manager  
Bruce Hartley, General Services Director

ATTACHMENT(S)

Attachment 1: Annual Bus Repair Costs per Vehicle by Model Year
Attachment 2: Annual Repair Costs per Vehicle by Model Year (non-bus)
12 Mos. Repair Cost Per Bus
By Model Year

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12 Mos. Repair Cost Per Vehicle By Model Year (non-bus)

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STAFF REPORT

DATE: October 2, 2017
FOR: Mobility & Vehicles Committee
SUBJECT: Easy Rider Bus - Marketing and Community Outreach

RECOMMENDATION
Receive and file report.

BACKGROUND
The Mobility and Vehicles Committee adopted the Transportation Improvement Work Plan in July 2016. The plan was developed to increase ridership and realize efficiencies in the operation of the Village transportation system. The third point in the five-step Work Plan, Marketing, was created to increase ridership and make bus operations more transparent to residents via an outreach program. This report is provided at each M&V Committee meeting highlighting the new and improved programs and outlining the continuous efforts of staff to meet the goals of the Work Plan.

DISCUSSION
Staff continues to coordinate with staff of the Recreation and Special Events Department, Clubhouse Staff and the Senior Public Affairs Specialist. The bus excursions to date have been very popular, with locations that accommodate resident’s desires for more opportunities for enrichment of culture, music, art and entertainment. The August trip to the Angels baseball game was well received. The September excursion on 24th will take residents to SOKA University for a jazz concert. The trip is sold out, with two full buses. Recreation Staff will continue to follow up with confirmation phone calls to those pre-registered and strive to reassign as many last minute cancellations as possible to those on the waiting list. Staff prepares a newsletter each month with updated information on new programs and shopping incentives. Weekly information spots on Village Television, articles in the ‘Breeze’ and ‘What's Up in the Village’ continue to provide the most updated information to potential and current bus riders.

The weekly destination shopping program continues to afford residents with a fun and stress free way to visit alternative market places and purchase items from stores that are not available on the daily commercial routes. Staff has streamlined the reservation process and has created a regular schedule of three destinations while implementing three additional venues visited less frequently to provide variety.
Laguna Woods Village has been a member of the local Chamber of Commerce for several months with staff continuing to network at ‘mixers’ and meetings. Through this effort, staff has acquired sponsors and resources for the upcoming Transportation Awareness Day in November. Transportation staff has been working diligently, identifying donors, vendors, coordinating reservations, volunteers and details for the event. Staff continues investigation of alternative transportation services and private charter bus options to assist Village clubs seeking transportation for club excursions. Staff will attend the upcoming Village Presidents’ Club mixer where information will be provided to the clubs about alternative resources for excursions through a charter company.

Weekly appearances on Village Television by Transportation staff have assisted in providing information to our residents in respect to other important programs such as the new weekend and holiday Plan-A-Ride changes; carport cleaning, issues related to refuse collection and many other programs.

Staff continues building the relationship with volunteers in the Bus Buddy program through a monthly breakfast, the third Monday of each month at 9:00 am. Staff successfully recruited volunteers for the Transportation Survey the week of August 14 through 18 at three locations, Library, Clubhouse One and the Towers. Staff is compiling the results and will present them at the December meeting.

The Operations Specialist and Transportation Coordinators continue with monthly Bus Information Meetings on the third Wednesday at Clubhouse One and the fourth Monday at the Towers. These have been well received and continue to provide a valuable orientation to new or prospective resident bus riders.

**FINANCIAL ANALYSIS**

There are no fiscal impacts associated with this report.

**Prepared By:** Becky Jackson, Operations Specialist

**Reviewed By:** Drew Harrell, Transportation and Maintenance Services Manager  
Bruce Hartley, General Services Director  
Lori Moss, Community Manager

**ATTACHMENT(S)**

Attachment 1: Bus Information Meeting 2017 Monthly Attendance  
Attachment 2: Bus Information Meeting Annual Attendance History  
Attachment 3: 2017 Month Bus Ridership Count
Bus Information Meeting 2017

No Meeting in February

Agenda Item 9
Attachment 1
Ridership per Month

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STAFF REPORT

DATE: October 2, 2017
FOR: Mobility & Vehicle Maintenance Committee
SUBJECT: 2018 Bus Schedule

RECOMMENDATION

Receive and file report.

BACKGROUND

Ridership on Village buses drops by approximately 40 percent on Saturdays and 60 percent on Sundays as compared to weekday route usage. This results in most buses travelling routes for eight hours per day, on the weekends, with very few riders. To improve service, reduce wait times and achieve savings in operational costs, the daily Plan-A-Ride program was made available in September for all day service on Sundays and holidays. This program change has reduced the number of buses operating and has saved driver hours. Now that residents are familiar with the service, it is apparent that Plan-A-Ride is working.

The Easy Rider utilizes a combination of full-time and part-time bus drivers on a daily basis to staff the eight fixed routes, the morning and evening Plan-A-Ride, transportation of mobility challenged residents; and weekly Docent Tours, Destination Shopping and monthly Excursions. With an average weekly need for over 770 hours of bus driving, as many as 25 bus drivers are scheduled to work.

In the 2017 Business Plan, with the reduction in the number of bus routes from 11 to 8, the Transportation budget was reduced from the previous year, with salary savings from fewer mechanics and a reduction in bus drivers. However, with the addition of a second mobility van to the Plan-A-Ride program and the launching of the destination shopping/excursion programs, the salary savings did not meet projections. This resulted in more overtime by full time drivers and the need to schedule part time driver hours above the desired three to five hours per week. This leads to part-time drivers approaching their maximum annual hour limit at a much earlier point in the year. The daily use of part time drivers needs to be reduced and the practice of using full time drivers when it results in overtime must be remedied.

DISCUSSION

In order to operate within the 2018 budget for overtime and part time driver hours, Transportation will effectively manage schedules, while still providing the same level of service
to Village residents. This will be done by reducing the number of driver hours, resulting in some minor changes to the fixed route system and expanding Plan-A-Ride services to include Saturdays, beginning November 1, 2017 (Attachment 1).

In these very low unemployment rate times, it has been difficult to recruit both full and part time drivers. Staff does not expect to reduce the current amount of drivers with the adjustments described in the attachment.

**FINANCIAL ANALYSIS**

Savings of approximately $300,000 in salary and operational costs in the Transportation and Fleet Services programs.

**Prepared By:** Andrew Harrell – Transportation & Maintenance Services Manager

**Reviewed By:** Lori Moss, Community Manager
Bruce Hartley, General Services Director

**ATTACHMENT(S)**

**Attachment 1:** Alternating Lunch Relief for Drivers
Alternating Lunch Relief for Drivers:

Adjustment of services on the fixed routes from two buses to one from 12:30 to 1:00 p.m. and from 1:30 to 2:00 p.m. daily. It is described in more detail below:

- On the routes that begin at Clubhouse #1 at 12:00 pm, the buses will cover the four residential areas for 30 minutes and will return to Clubhouse #1; transferring riders to routes 1W, 2W, 3E and 4E for the Commercial Area. Drivers from routes: 1E, 2W, 3E and 4E will take a 30 minute lunch break from 12:30 to 1:00 pm.

- On routes that begin at Clubhouse #1 at 1:00 p.m. the bus run will cover the residential areas for 30 minutes and return to Clubhouse #1, transferring riders to 1E, 2E, 3W and 4W for the Commercial Area. Drivers from routes 1W, 2W, 3E and 4E will take a 30 minute lunch break from 1:30 to 2:00 p.m.

Bus service in residential areas will not be interrupted. Four buses will stop at Clubhouse #1 for 30 minutes from 12:30 to 1:00 pm; passengers will transfer to the other four buses at 12:30 p.m. to continue on with the Commercial portion of the routes. At 1:00 p.m. all buses will continue their normal routes. This solution would eliminate the need for lunch relief provided by part time drivers, saving 42 driver hours per week. There may be a slight impact on riders using 1W and 2W. It will add an additional 5 - 10 minutes to their trip. The transfer locations at the Towers and Gate 7 at 12:30 and 1:30 p.m. will be discontinued. The new transfer point will be at Clubhouse 1 at 12:30 and 1:30 p.m.

Solution 2 – Saturday Plan-A-Ride:

Saturday Plan-A-Ride will replace operating the traditional eight fixed routes. This demand response model will provide direct service to the weekend riders, thus reducing the need for the full complement of eight drivers. As with the weekday Plan-A-Ride, residents wishing to travel by Village buses on Saturday and Sundays or Holidays will call in advance (including same day) to schedule a direct pickup and delivery to their destination. This allows residents service from 8:00 a.m. to 10:30 p.m. on Saturdays and 8:00 a.m. to 6:00 p.m. on Sundays.
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STAFF REPORT

DATE: October 2, 2017
FOR: GRF Mobility & Vehicles Committee
SUBJECT: 2018 Business Plan Update for Transportation and Fleet Services

RECOMMENDATION
Receive and file report.

BACKGROUND
Each year the Golden Rain Foundation Board of Directors (Board) approves the Business Plan for the upcoming fiscal year. The approved Business Plan is the adopted budget that provides the funding for the delivery of services to the Village and its residents. The two work centers that are within the purview of the M&V Committee are Transportation and Fleet Services (Vehicle Maintenance). This report will provide an overview of the 2018 budget for each of those operations.

DISCUSSION
At the Special Meeting of the Board of Directors on September 5, 2017, the proposed 2018 Business Plan was approved. The plan includes the operating funds for Transportation and Fleet Services, as well as identifying specific vehicle and equipment purchases through the Capital Plan.

The Transportation work center provides bus and specialty transportation for Village residents on a daily basis. In 2018 service levels will change very little. Total staffing in the Transportation office will remain unchanged, with bus schedulers, driver coordinators and the operations specialist staying at the 2017 levels and a small shift from part-time to full-time drivers. Transportation programs will continue to meet the needs of the Village, with additional expansion of the weekend Plan-A-Ride program and a change in how bus drivers are managing meal breaks, which will result in some additional rider transfers during the middle of the day. Excursions will remain at one per month, with Destination Shopping continuing its weekly rotation to a variety of market places.

The approved Transportation work center budget of $1.28 Million reflects a net reduction of approximately $50,000 or 4% (before allocation of overhead for maintenance and fuel costs). A savings in operational costs was achieved through a combination of reduced personnel and overtime hours. With the new bus schedule improvements being implemented in January 2018 it is anticipated that the demand for part-time drivers will be lower and not require the current levels of weekly hours and overtime by full-time drivers that were experienced in 2017. Offsetting the operational savings is an increased allocation from Vehicle Maintenance for the repair and fuel costs associated with the Transportation fleet.
Fleet Services maintains a fleet of 396 vehicles and pieces of equipment utilizing day and evening work shifts and a variety of private vendors for parts and services. The total Fleet Services budget for 2018 is approximately $2 million (before allocations), reflecting a savings of $260,000 or 11% compared to the current budget. The savings is primarily related to a reduction in the anticipated fuel budget and the transfer of a manager position out of Fleet Services and into the General Services Division’s administrative costs. Nearly the entire budget for fleet services is allocated out to the work centers as overhead, based on vehicles assigned to each area of operation.

Vehicle and equipment purchases are funded through the Capital Reserve Expenditures Plan, which sets aside reserve funding for the replacement of GRF assets such as buildings and infrastructure as well as vehicles. The 2018 Capital Plan was approved by the Board with funding of $1,006,000 for the replacement of 21 existing and the addition of 3 new vehicles or pieces of equipment (Attachment 1).

**FINANCIAL ANALYSIS**

Financial impacts of the changes noted above have been incorporated into the 2018 Business Plan.

**Prepared By:** Bruce Hartley, General Services Director

**Reviewed By:** Lori Moss, Community Manager

Betty Parker, Financial Services Director

**ATTACHMENT(S)**

Attachment 1: 2018 GRF Approved Vehicle & Equipment Purchases
## 2018 CAPITAL PLAN - APPROVED VEHICLES & EQUIPMENT

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<td>(2) Bus - 9 passenger - WC 970</td>
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<td>(1) Scissor lift WC932</td>
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### Tractor

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<td>(1) Tractor/Backhoe WC 936</td>
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### Trucks - Pickups (3/4 ton)

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<td>(2) Ford F-250 Regular Cab Pickup - WC530</td>
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<td>(1) Ford F-250 Super Duty Long Bed - WC917</td>
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### Trucks - Pickups (small)

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### Utility Vehicles

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### Van - Cargo

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<tr>
<td>(2) Ford Transit Van XL - WC 914, 926, 932</td>
<td>Plumbing, Facilities &amp; Painting</td>
<td>$70,000</td>
</tr>
</tbody>
</table>

### Van - 9 Passenger

<table>
<thead>
<tr>
<th>Description</th>
<th>Work Center</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit Xlt Passenger van - WC530</td>
<td>Landscape</td>
<td>$35,000</td>
</tr>
</tbody>
</table>

**Total:** $1,006,000