



OPEN MEETING

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

**Wednesday, October 3, 2018 – 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 31, 2018
5. Chair's Remarks
6. Member Comments (Items Not on the Agenda)
7. Response to Member Comments
8. Department Head Update

Consent:

None

Reports:

9. Transportation & Maintenance Manager Report

Items for Discussion and Consideration:

10. Weekend Fixed Route Bus Service Costs
11. Shopping Carts on Buses

Items for Future Agendas:

12. Service Animals on Buses and Plan-A-Ride Vehicles
13. Oxygen generators and respiratory support devices on buses

Concluding Business:

14. Committee Member Comments
15. Date of Next Meeting – Wednesday, December 5, 2018
16. Adjournment

Judith Troutman, Chair
Bruce Hartley, Staff Officer
Telephone: 949-597-4650

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

Friday, August 31, 2018 – 9:30 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Judith Troutman, Ray Gros, Bert Moldow, Cash Achrekar, Juanita Skillman for Reza Bastani, Roy Bruninghaus, John Frankel, John Dalis,

ADVISORS: Shelva Lenzkes, Vashti Williams

MEMBERS ABSENT: Reza Bastani

OTHERS PRESENT: Maxine McIntosh, Andre Torng, Jim Juhan, Joan Milliman, Beth Perak, June Greenwald

STAFF PRESENT: Bruce Hartley, Andrew Harrell, Lulu Boctor, Tiffany Rivas, Eileen Paulin

1. Call to Order

Chair Troutman called the meeting to order at 9:30 a.m.

2. Acknowledgment of Media

Brooke Becher

3. Approval of the Agenda

Agenda was approved unanimously by Committee

4. Approval of Meeting Report for August 1, 2018

The Regular Meeting Report of August 1, 2018, was approved by consensus.

5. Chair's Remarks

Chair Troutman read an article from August 23, 2018 Globe "Artist of Change"

6. Member Comments (Items Not on the Agenda)

Larry Irion 682-O- Spoke about the change from eleven to eight routes.

Mary Wall 239-D- Spoke about the vehicles and budget.

Doris Irion 3134-A- Suggested Directors to ride the buses and commented that "Plan A Ride" was a failure.

Patricia Gothard 61-Q- Spoke about bus routes.

Maxine McIntosh 68-C- Spoke about elections.
Suellen Zima 823-D- Spoke about the bus system and was against the 8 bus route system and supports the "Heritage Plan".
Marilynn Handelman 345-C- Supports "Plan A Ride"
Gary Warren 888-P- Spoke about bus routes and grants on the website.
Patricia D'Luna 243-F- Spoke about weekend "Plan A Ride".
Begonia Erickson 2384-3A- Spoke about destination shopping and transportation voicemail.
Helen Edelstein 712-C- Praised the drivers and commented on the Plan A Ride and fixed routes.
Mary Wall had budget questions
Gary Warren 888-P- Spoke about grants and fixed routes
Maxine McIntosh spoke about bus route changes
Larry Irion 682-O spoke about bus routes
Begonia Erickson 2384-3A- Suggested we hire a bus scheduling consultant

7. Response to Member Comments

Chair Troutman responded to Ms. Zima, Ms. Wall and Ms. D'Luna.
Mr. Hartley responded to Mr. Warren regarding grants.
Chair Troutman mentioned the meeting will be replayed September 5, 2018 at 2:00 pm, September 9, 2018 at 11:30 am and September 19, 2018 at 2:00 pm.
Director Moldow responded to Ms. McIntosh about washers and dryers.
Mr. Bruninghaus spoke about problems with transportation phone system.
Director Cash responded to Mr. Irion.
Director Skillman commented that the bus use in United Mutual is four times more than the use in Third Mutual and spoke about Plan A Ride and excursions.
Director Dalis spoke about cost sharing.

Consent:

None

Reports:

8. Evaluation of Alternative Transportation Options

Mr. Hartley gave an overview of the Evaluation of Alternative Transportation Options

Director Bruninghaus supports Plan A Ride.
Mr. Harrell commented that Plan A Ride growth for 2018 is ten percent year to date and projected twenty percent by the end of the year.
Patricia Gothard – commented that she always gets different answers about why the buses are not available.

Elsie Addington 2121-Q- supports buses.
June Greenwald 1356- Spoke about no weekend holiday bus service.

Director Moldow asked Mr. Hartley for more information on the bus options.
Director Frankel liked option three.
Director Frankel made a motion to accept staff's third alternative but with the hours of 9am to 5pm. Staff would bring an adjusted cost to the next GRF Finance meeting for recommendations to the GRF Board. This motion was seconded by Roy Bruninghaus and passed unanimously.
Director Moldow amended motion. Amendment failed for lack of second.
Advisor Williams supports seven day fix routes.
Committee voted unanimously to end member comments
Begonia Erickson suggested to change fix routes 10:00 am – 5:00 pm on weekends

Concluding Business:

9. Committee Member Comments

Chair Troutman spoke about "Plan A Ride"
Advisor Lenzkes agreed with number Staff Alternative #3 but suggested operating hours of 9:00 am - 3:00 pm.
Director Dalis supported the old system.
Director Frankel supported the fix route.
Director Skillman provided historical information about bus service in the Village.
Director Cash liked the result of the meeting.
Chair Troutman thanked residents for attending the meeting.

10. Date of Next Regular Meeting – Wednesday, October 3, 2018

11. Adjournment

The meeting was adjourned at 11:38 AM.



Judith Troutman, Chair
GRF Mobility & Vehicles Committee

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STAFF REPORT

DATE: October 3, 2018
FOR: Mobility and Vehicles Committee
SUBJECT: Transportation and Maintenance Services Manager's Report

RECOMMENDATION

Receive and file report.

BACKGROUND

At each meeting of the Mobility and Vehicles Committee, the Transportation and Maintenance Services Manager 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

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.

In August of this year, Plan-A-Ride provided a total of 2,951 rides, with the highest daily utilization occurring on Friday, Saturday and Sunday each week. The weekend ridership for the month was 1,078. For the current year through the end of August, there have been 22,423 total rides provided by the program. See Attachment 1.

The Easy Rider fixed route program provided 9,700 trips in August, with a total of 71,184 trips provided year to date. See Attachment 2. This does not include those residents that participated in the Destination Shopping, monthly excursions or the weekly docent tours. With the exception of the month of April, there were over 9000 trips made each month on the fixed route bus system.

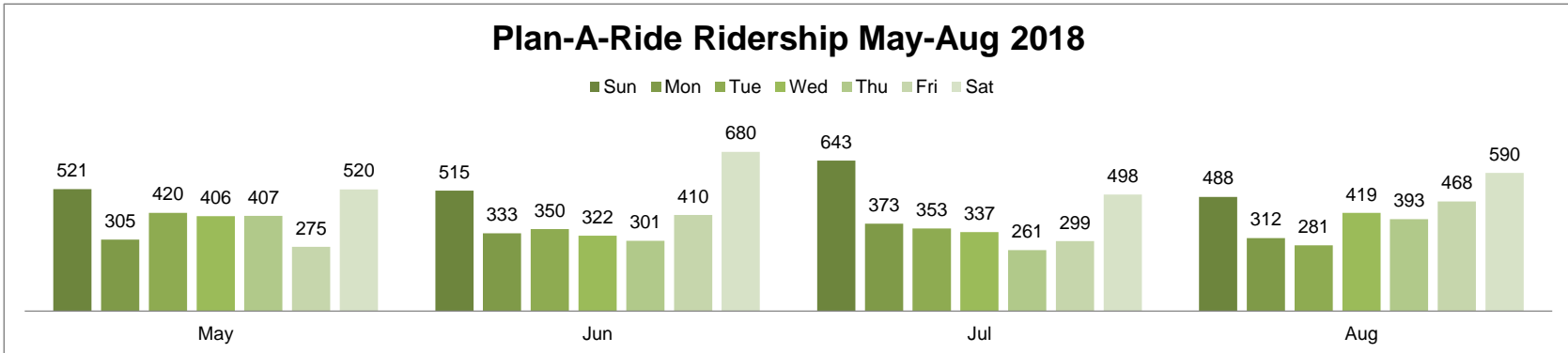
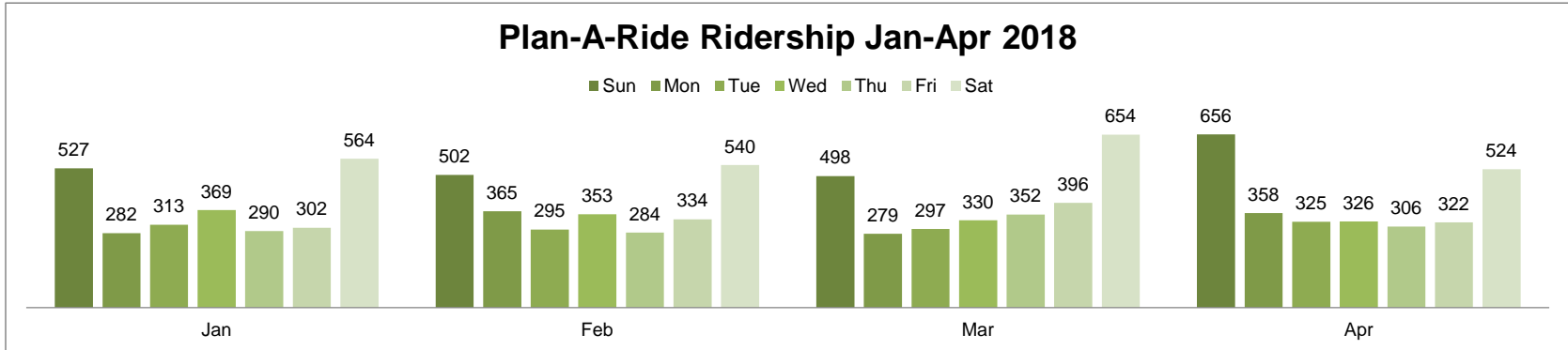
Grant Update

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. Two buses purchased within the past year were funded entirely from GRF Reserve Funds, with two grant-funded buses traded-in as part of the purchase. There are no restrictions on the use of the two 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. The attached table (Attachment 3) shows the ownership status of all of the buses. Currently, four are no longer under grant restrictions and are owned by GRF. Three buses will reach the seven year service requirement in 2019, while the remaining seven buses will reach that milestone in 2021 or 2022. Staff is required to report the daily ridership and hours of operation of the buses in the grant program semi-annually to meet the contractual requirements set by the FTA. No fees may be charges to patrons that ride a bus that was purchased with grant funds until after the restrictions expire.

Prepared By: Bruce Hartley, General Services Director

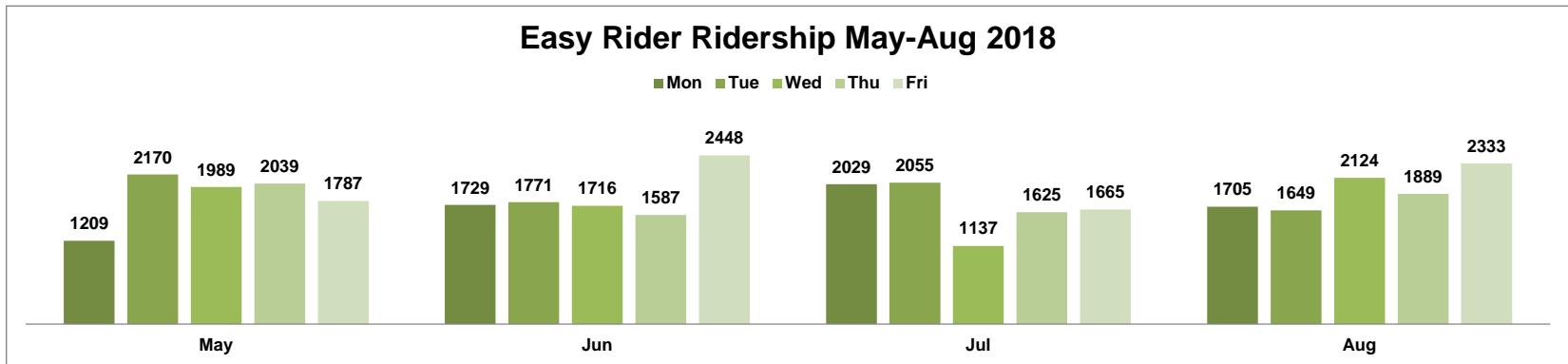
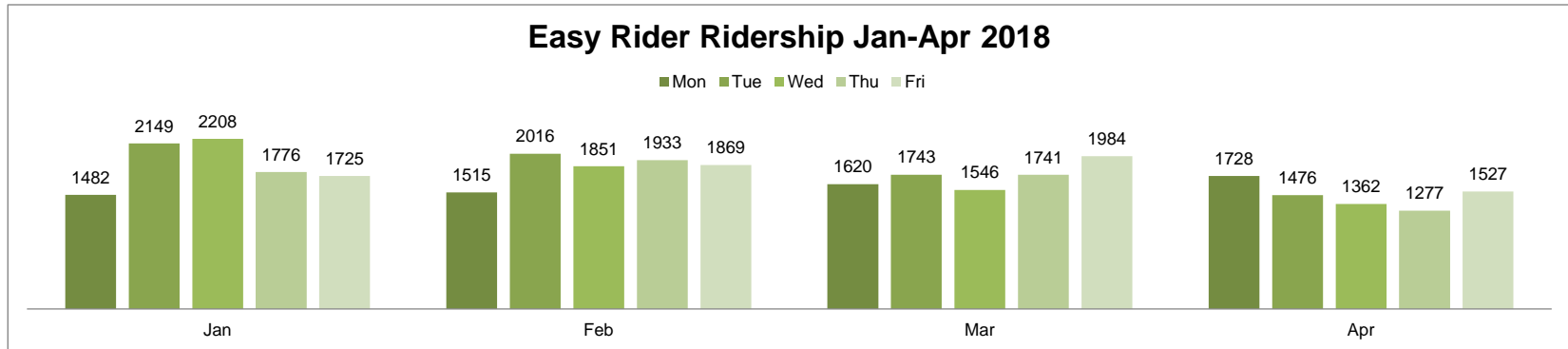
ATTACHMENT(S):

- ATT-1: Plan-A-Ride Year to Date Ridership
- ATT-2: Easy Rider Year to Date Ridership
- ATT-3: Grant Status of Buses



	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Monthly Total
January	527	282	313	369	290	302	564	2,647
February	502	365	295	353	284	334	540	2,673
March	498	279	297	330	352	396	654	2,806
April	656	358	325	326	306	322	524	2,817
May	521	305	420	406	407	275	520	2,854
June	515	333	350	322	301	410	680	2,911
July	643	373	353	337	261	299	498	2,764
August	488	312	281	419	393	468	590	2,951
Grand Total	3,862	2,295	2,353	2,443	2,201	2,338	7,245	22,423





	Mon	Tue	Wed	Thu	Fri	Monthly Total
January	1,482	2,149	2,208	1,776	1,725	9,340
February	1,515	2,016	1,851	1,933	1,869	9,184
March	1,620	1,743	1,546	1,741	1,984	8,634
April	1,728	1,476	1,362	1,277	1,527	7,370
May	1,209	2,170	1,989	2,039	1,787	9,194
June	1,729	1,771	1,716	1,587	2,448	9,251
July	2,029	2,055	1,137	1,625	1,665	8,511
August	1,705	1,649	2,124	1,889	2,333	9,700
Grand Total	13,017	15,029	13,933	13,867	15,338	71,184



Bus Grant Status

Unit	Description	Year	End of Contract	Make	Model	Mileage	Remaining Miles	Notes
C01738	2017 ARBOC	2017	OWN	FORD	TRANSIT350HD	5561	N/A	No Grant
C01559	2017 ARBOC	2017	OWN	DODGE	DODGE	20455	N/A	No Grant
702881	Ameritrans Bus	2008	OWN	INT	AMERITRAN	186611	N/A	No longer under grant
702907	Ameritrans Bus	2009	OWN	INT	AMERITRAN	130359	N/A	No longer under grant
702984	Champion Bus	2007	OWN	INT	CHAMPION	153020	N/A	No longer under grant
702985	Champion Bus	2008	OWN	INT	CHAMPION	173527	N/A	No longer under grant
A00739	2012 E-Z Trans	2012	2019	INT	GENERAL	108719	91281	7 years or 200,000
A00740	2012 E-Z Trans	2012	2019	INT	GENERAL	127176	72824	7 years or 200,000
A00741	2012 E-Z Trans	2012	2019	INT	GENERAL	130929	69071	7 years or 200,000
A03012	2014 ARBOC	2014	2021	ARBOC	4500	109234	90766	7 years or 200,000
A03013	2014 ARBOC	2014	2021	ARBOC	4500	102232	97768	7 years or 200,000
A03014	2014 ARBOC	2014	2021	ARBOC	4500	107162	92838	7 years or 200,000
A03016	2014 ARBOC	2014	2021	ARBOC	4500	94014	105986	7 years or 200,000
A03625	2015 ARBOC	2015	2022	ARBOC	4500	68222	131778	7 years or 200,000
A03626	2015 ARBOC	2015	2022	ARBOC	4500	61993	138007	7 years or 200,000
A03627	2014 ARBOC	2014	2021	ARBOC	4500	73424	126576	7 years or 200,000



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STAFF REPORT

DATE: **October 3, 2018**
FOR: **Mobility and Vehicles Committee**
SUBJECT: **Weekend Fixed Route Bus Service Costs**

RECOMMENDATION

Provide direction on a policy change to re-establish weekend fixed route bus service, and if approved, recommend to the Board an unbudgeted operating expenditure of \$96,000 to accommodate this service level for the remaining two months of 2018, and \$560,000 for 2019.

BACKGROUND

At the August 31, 2018, Special Meeting of the Mobility and Vehicles Committee, the Committee recommended the re-establishment of weekend fixed route bus service to the Village. At that time, Staff provided estimated costs for several alternatives. The Committee's direction was to provide eight routes from 9:00 a.m. to 5:00 p.m. Staff has calculated more accurate cost projections for the Committee to consider.

DISCUSSION

The re-establishment of the weekend fixed-route bus service will require additional drivers and will increase operating costs. The 2018 Business Plan reflected a reduction in driver hours and operating expenses that were anticipated with the implementation of the Lunch Relief Program and the weekend Plan-A-Ride program. Early in the year, at the direction of the CEO, the Lunch Relief program was eliminated. This resulted in additional operational costs that were not included in the 2018 budget. The current personnel costs for the additional part time driver hours are running approximately 17% over budget at a cost of slightly more than \$100,000 year to date. This unbudgeted cost is projected to be approximately \$150,000 by December 31, 2018. Further, the 2019 Business Plan does not include the continuation of this the costs associated with the elimination of the Lunch Relief Program and does not include the cost for restoring weekend fixed route service.

The added cost to operate the eight fixed routes on the weekend for November and December 2018 and for the entire year in 2019 are:

Item	Nov. - Dec. 2018 Cost	2019 Cost
Personnel Costs:	\$26,000	\$155,000
Operational Costs (fuel & maintenance):	\$70,000	\$405,000
Total Unbudgeted Amount:	\$96,000	\$560,000.00

The above figures include the net cost after reducing weekend Plan-A-Ride and shifting those buses and drivers to fixed routes. Weekend Plan-A-Ride would operate 9:00 a.m. to 10:30 p.m. on Saturday and end at 6:00 p.m. on Sunday utilizing only three vehicles and reservations would be prioritized to accommodate medical appointments or other high priority requests.

FINANCIAL ANALYSIS

There is no current-year funding for the implementation of the proposed weekend fixed route service. With the implementation of the fixed route weekend service, and a reduction in the Plan-A-Ride reservations offered, the operational costs for November and December 2018 would be approximately \$96,000. Additionally, the Transportation budget is projected to be approximately \$150,000 over budget by year end due to the elimination of the cost saving Lunch Relief Program.

Continuing this service level next year, which is not included in the approved 2019 business plan, would cost approximately \$560,000. These costs would be added to the 2020 Business Plan, with an increase in the assessment of approximately \$3.66 per manor per month. However, if the unbudgeted costs in 2018 or 2019 are not offset by other operational savings, the resulting deficit would have to be recovered in the 2020 Business Plan as well, further increasing the per manor per month assessment requirements.

Prepared By: Bruce Hartley, General Services Director

Reviewed By: Siobhan Foster, Chief Operating Officer

Betty Parker, Chief Financial Officer

STAFF REPORT

DATE: October 3, 2018
FOR: Mobility and Vehicles Committee
SUBJECT: Shopping Carts on Buses

RECOMMENDATION

Receive and file report.

BACKGROUND

At the August 31, 2018, Special Meeting of the Mobility and Vehicles Committee, the Committee directed staff to provide information at the next meeting regarding the applicable rules for traveling with shopping carts on Village buses.

DISCUSSION

The GRF Transportation operation provides fixed route and demand response type transportation services to all residents of the Village and their guests or caregivers. The goal of the program is to provide the highest quality customer service to all of the riders. Part of meeting that goal includes accommodating not only the individual physical limitations of the riders, but to provide a safe efficient means for residents to complete their shopping and support their needs to carry purchased goods on the buses. This is accomplished by allowing riders to either carry on grocery bags or to allow the use of a wheeled cart to carry their purchases.

There are established 'Bus Rules and Regulations' that were developed in the past by Transportation and are updated periodically as the need arises. See Attachment 1. The rules, as they relate to bringing packages or shopping carts on the buses are as follows:

- Please keep aisles clear of packages, shopping carts, walkers, canes and other mobility devices. These items are to be folded and secured by the driver at all times.
- The number of carry-on packages is limited to no more than a passenger can carry onto the bus in one bus entry and no more than the passenger can manage with two hands. Bags and/or packages are required to fit on the passenger's lap and/or between their feet while seated.
- Shopping Carts recommended size: 15" x 17" x 36"

While there have been questions and inquiries from bus riders regarding size limitations of shopping carts, it is quite clear that the stated size is only a recommendation. Larger shopping carts have the potential to exceed the space of the specified storage areas on the newer buses but otherwise may be accommodated. Patrons may not tie or hang items from the shopping cart and the cart may not remain in the seat row or the main aisle of the bus. They must be secured by the driver in the appropriate location to insure driver and rider safety. It is at the sole discretion of the driver as to whether a cart poses a safety issue either by its size, configuration or weight. If it is determined to be a safety concern, a rider may be asked to call for a Plan-A-Ride or make other transportation arrangements.

FINANCIAL ANALYSIS

None

Prepared By: Bruce Hartley, General Services Director

Reviewed By: Siobhan Foster, Chief Operating Officer

ATTACHMENT(S):

ATT-1: Bus Rider Rules and Regulations

BUS RIDER RULES AND REGULATIONS

The following Rules and Regulations apply to all passengers using the Laguna Woods Village Bus Transportation System

IDENTIFICATION

- All bus riders are asked to display their resident ID card or Access pass to the driver or confirm they are in the company of a resident when entering the bus. *Since the bus service automatically permits gate entry to passengers there is no exception to this requirement.*

SPEAKING WITH THE DRIVER

- The bus will not move until all passengers are seated. After speaking with the bus driver passengers are to be seated immediately.
- The bus driver is not allowed to talk with passengers while the bus is in motion.
- Notify the driver of bus transfer prior to finding a seat.

ENTERING AND EXITING THE BUS

- Please do not loiter or block entryways and ramp areas.
- Passengers are to wait for the door to be opened and if applicable the ramp to be deployed before entering or exiting the bus.
- Passengers are required to ring the buzzer/bell before reaching their desired destination or transfer point.

PACKAGES

- Please keep aisles clear of packages, shopping carts, walkers, canes and other mobility devices. These items are to be folded and secured by the driver at all times.
- The number of carry-on packages is limited to no more than a passenger can carry onto the bus in one bus entry and no more than the passenger can manage with two hands. Bags and/or packages are required to fit on the passenger's lap and/or between their feet while seated.
- Shopping Carts recommended size: 15" x 17" x 36"

MISCELLANEOUS

- Please remain seated at all times while the bus is in motion.
- We ask you be considerate of other passengers and the driver when it comes to using your cell phone on the bus.
- Listening to radios with or without earphones is not permitted on the bus.
- Eating or drinking is not permitted on the bus.

Times listed on the Daily Boarding Schedule are departure times from your location; it is important that residents be at their pick up location **Five minutes** before the scheduled pick up time.

Your cooperation is appreciated,

Laguna Woods Village Transportation Department

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