

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

Wednesday, August 7, 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, Jim Matson, Jon Pearlstone, John Frankel, Elsie Addington, Andre Torng

ADVISORS: Vashti Williams

MEMBERS ABSENT: John Dalis

OTHERS PRESENT: Cash Achrekar, Diane Phelps, Juanita Skillman, Annette Sabol Soule, Bert Moldow, Lynn Jarrett

STAFF PRESENT: Chris Laugenour, Francisco Perez, Tiffany Rivas, Elizabeth Cortez

1. Call to Order

Chair Gros called the meeting to order at 1:30 p.m.

2. Acknowledgment of Media

No press was present.

3. Approval of the Agenda

The agenda was approved by consensus.

4. Approval of Meeting Report for June 5, 2019

The Regular Meeting Report of June 5, 2019 was approved by consensus.

5. Chair's Remarks

Chair Gros notified the audience that he has been working with Mr. Laugenour on the next steps of the Transportation Evaluation. He mentioned there will be information regarding the phone system in the manager's report.

6. Member Comments (Items Not on the Agenda)

Suellen Zima (823-D): Spoke about PAR and brought a copy of a suggested bus schedule for the Committee to review.

Annie Funk (663-B): Spoke about PAR and her dependency on the service due to having a visual impairment. She shared her recent experience with having difficulty in reaching the PAR scheduling office. She requested prioritization for visually impaired drivers.

David Kay (5360): Spoke about the Fixed Routes and PAR. Suggested to the Committee, a seven-day Fixed Route schedule and suggested PAR have a separate phone line.

Sylvia Heyman (46-D): Spoke about PAR and her difficulty with getting an appointment. She suggested bringing back the Lyft Bus program.

Eve Friedman (4003-1G): Spoke about LW Transportation bus drivers and suggested drivers have more educational training on residents with disabilities. Also spoke about PAR, and suggested there be more drivers.

Larry Irion (682-O): Spoke about PAR and his difficulty with reaching the scheduling office. He suggested this be addressed as soon as possible.

7. Response to Member Comments

Chair Gros reminded members that the Committee cannot make definitive changes but can only make recommendations to GRF board. He stated the Committee will make the appropriate recommendations that will help the residents.

Director Tornig: Expressed appreciation for those who organized the attendance of residents with visual loss.

Director Addington: sympathized with member's comments. She expressed her frustration in waiting for solutions to the transportation system.

Director Tibbets: sympathized with members who had negative experience with transportation service. Spoke about PAR and suggested we need to look more into this service.

Mr. Laugenour addressed members by stating the complexity of the Transportation system is one of the challenges faced when trying to make the system more effective for everyone. Mr. Laugenour stated he will not provide recommendations until he feels comfortable with its success. He stated that when he is ready, a special M&V Committee meeting will be held to review and make final preparations of the recommendations. After the recommendations have been finalized and reviewed by the Committee they will be presented to the GRF board at the appropriate time. In addition, Mr. Laugenour addressed member's comments by apologizing to those

members who have had negative experiences with Transportation services. He stated that is not acceptable and will be addressed. He stated that it is highly important that residents be treated with the utmost respect. Chris Laugenour, publicly thanked Ms. Jeanne Bray who organized the attendance of residents with visual impairment. He shared with the Committee that Ms. Bray provided training at the last Driver meeting on techniques helpful for working with those who are visually impaired.

Reports:

8. Transportation & Maintenance Manager's Reports

Mr. Laugenour gave an overview of the report including ridership data, transit study update, new bus update and phone call data. There was discussion among the Committee members and residents on ideas to improve the overall reservation process including better tracking, incorporating volunteers, and software improvements.

9. Agreement with Age Well for Fuel Purchase

Mr. Laugenour presented to the Committee a fuel purchase program with Age Well. Director Tibbets recommended and Director Addington seconded resulting in all in favor.

Items for Future Agendas:

10. ADA Policy Review

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

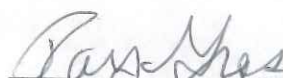
Concluding Business:

12. Committee Member Comments

13. Date of Next Meeting – Wednesday October 2, 2019 - 1:30 PM

14. Adjournment

The meeting was adjourned at 3:07 p.m.



Ray Gros, Chair
GRF Mobility & Vehicles Committee