



OPEN MEETING

**REPORT OF 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, Laguna Woods, CA 92637**

MEMBERS PRESENT: Judith Troutman, Don Tibbets, Egon Garthoffner, Craig Wayne, John Frankel, Elsie Addington, Reza Bastani

ADVISORS: Vashti Williams

MEMBERS ABSENT: John Dalis

OTHERS PRESENT: Juanita Skillman, Annette Sabol Soule

STAFF PRESENT: Chris Laugenour, Francisco Perez, Elizabeth Cortez

1. Call to Order

Chair Troutman called the meeting to order at 1:31 p.m.

2. Acknowledgment of Media

No media present

3. Approval of the Agenda

Agenda was approved by acclamation

4. Approval of Meeting Report for October 2, 2019

The Regular Meeting Report of October 29, 2019 and November 27, 2019 was approved by acclamation.

5. Chair's Remarks

None

6. Member Comments (Items Not on the Agenda)

None

7. Response to Member Comments

None

Reports:

8. Director's Report

Mr. Laugenour reviewed the changes of the Transportation services implemented January, 2020. Since the start of the system, trial modifications were made to a few of the routes on the Easy Rider Fixed-Route program. Fixed-Routes are being closely monitored as tweaks may be made to ensure efficiency. Director Addington recommended clearly marketing the 30 minute closure of neighborhood routes for driver's lunches.

The Journey Program is initially working well, and two eligibility assessment dates have already been conducted with residents.

The BOOST program is being highly utilized and there has been some difficulty in matching Lyft drivers with the residents' addresses. Staff is working on proactive basis to fix this issue and recently the number of missed rides is decreasing each day. As a solution to preventing no-shows, rides booked through concierge will be created with specified notes to the driver. Chair Troutman suggested including landmarks in LYFT driver notes. Chair also suggested reminding LYFT of the learning curve our residents require for using BOOST thusly requesting a grace period for cancellation charges.

In addition, Mr. Laugenour noted two new buses are expected to be received March 2020. Ridership data for the year 2019 is included in the report for historical data. Mr. Laugenour also shared with the committee that staff is working with Age Well to develop a collaborative relationship to improve overall transportation services to the Village.

Items for discussion and consideration:

9. ADA Policy Review

A formal ADA policy was presented to be in compliance with a federally funded grant that was used to purchase three of Laguna Woods Transportation buses. After discussion the Chair entertained motion to accept ADA policy, Director Tibbets moved motion, Director Addington second motion. Committee unanimously voted to approve the policy. (6-0)

10. Committee Charter Resolution Review

Chair entertained motion to accept charter as presented, motion was second, Committee voted unanimously to approve the Charter Resolution without changes. (6-0)

Items for Future Agendas:

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

Concluding Business:

12. Committee Member Comments

Director Bastani suggested color page maps of the routes. Director Garthoffner complimented on the Fixed-Route 30 minute intervals. Director Tibbets complimented staff on their great work on the Transportation changes and commented on the reduction of resident complaints. Chair thanked staff for the report.

13. Date of Next Meeting – Wednesday April 1, 2020 1:30 PM

14. Adjournment

The meeting was adjourned at 3:02 p.m.



Judith Troutman, Chair
GRF Mobility & Vehicles Committee