

AGENDA of THE LAGUNA WOODS CITY COUNCIL

**Regular Meeting
February 18, 2009
2:00 P.M.**

**Council Chambers
Laguna Woods City Hall
24264 El Toro Road
Laguna Woods, CA 92637**

AGENDA DESCRIPTION: The Agenda descriptions are intended to give notice, to members of the public, of a general summary of items of business to be transacted or discussed. The listed Recommended Action represents staff or a particular Committee's recommendation. The City Council may take any action, which it deems to be appropriate on the agenda item and is not limited in any way by the recommended action. Any person wishing to address the City Council on any matter, whether or not it appears on this agenda, is requested to complete a "Request to Speak" form available at the door. The completed form is to be submitted to the City Clerk prior to an individual being heard by the City Council. Whenever possible, lengthy testimony should be presented to the City Council in writing (8 copies) and only pertinent points presented orally. Requests to speak to items on the agenda shall be heard at the appropriate point on the agenda; requests to speak about subjects not on the agenda will be heard during the Public Comment section of the meeting.

I. CALL TO ORDER

II. FLAG SALUTE

III. ROLL CALL

COUNCILMEMBERS: Hack Rhodes Robbins
 Ross, Mayor Pro Tem Ring, Mayor

IV. PRESENTATIONS

- 4.1 Orange County Fire Authority Presentation to Mayor Ring: Battalion Chief Ed Fleming
- 4.2 Orange County Human Relations Commission Annual Report: Commissioner Kenneth Inouye

V. CITY PROCLAMATIONS

- 5.1 Commendation - Catherine (Morrison) Zimmermann – 100th Birthday

VI. CONSENT CALENDAR

All matters listed under the Consent Calendar are considered routine and will be enacted by one vote. There will be no separate discussion of these items unless Members of the City Council, the public, or staff request specific items be removed from the Consent Calendar for separate action.

- 6.1 City Council Minutes

RECOMMENDED ACTION: Approve the minutes from the January 21, 2009 regular and special meetings.

- 6.2 Approve the reading by title of all ordinances and resolutions. Said ordinances and resolutions that appear on the public agenda shall be determined to have been read by title only and further reading waived.

RECOMMENDED ACTION: Waive reading of ordinances and resolutions.

- 6.3 Treasurer's Report

RECOMMENDED ACTION: Receive and File January 2009 monthly and Fiscal Year 2008-09 Second Quarter Treasurer's Reports.

- 6.4 Warrant Register

RECOMMENDED ACTION: Approve the February 18, 2009 Warrant Register in the amount of \$1,167,400.43.

6.5 Revised Exhibit B to Resolution No. 09-02

RECOMMENDED ACTION: Approve the revised Exhibit B to the Resolution of Necessity to Acquire Property for the El Toro Road/Moulton Parkway Intersection Improvements (Resolution No. 09-02)

VII. PUBLIC HEARINGS

None

VIII. CITY COUNCIL

None

IX. CITY MANAGER'S REPORT

9.1 Animal Services

RECOMMENDED ACTION:

- A. Introduce and approve first reading of an ordinance modifying the number of animals allowed in residential units, entitled

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING TITLE 5: ESTABLISHING A LIMIT ON ANIMALS THAT MAY BE KEPT IN A RESIDENTIAL STRUCTURE

- B. Introduce and approve an ordinance requiring mandatory spay-neutering of cats and dogs, entitled:

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING TITLE 5: ANIMALS OF THE LAGUNA WOODS MUNICIPAL CODE TO ESTABLISH A MANDATORY STERILIZATION PROGRAM FOR DOGS AND CATS

9.2 Greening the Woods Blue Ribbon Committee Report and Recommendations

RECOMMENDED ACTION: Review Greening the Woods final report, discuss recommendations and provide direction to staff as to proceeding with Priority One and Two recommendations.

9.3 Go Local Step 1 Project Report and Transportation Needs Assessment

RECOMMENDED ACTION:

A. Approve recommendations from the Go Local Step 1 Project Report and Transportation Needs Assessment for submission to the Orange County Transportation Authority for potential Step 2 implementation:

1. Add a Laguna Woods extension and midday service to the proposed Laguna Hills/Lake Forest shuttle to the Irvine Transportation Center.
2. Establish enhanced wayfinding information and communications to assist potential riders in using Metrolink service.

B. Approve recommendations from the Report for implementation by the City:

1. Develop and implement a public transit vision that encourages use of transit as a Greening the Woods action.
2. Apply for federal funding to establish a Mobility Manager to assist residents and workers in the use of transit services.
3. Establish lower-denomination booklets of Taxi Bucks.

X. CITY ATTORNEY'S REPORT

XI. COMMITTEE REPORTS

11.1 Transportation Corridor Agencies (Councilmember Hack)

11.2 Southern California Water Committee (Councilmember Hack)

11.3 Orange County Library Board (Councilmember Robbins)

11.4 Orange County Fire Authority (Councilmember Rhodes)

11.5 Laguna Canyon Foundation (Councilmember Rhodes)

11.6 Coastal Greenbelt Authority (Mayor Ring)

11.7 Vector Control District Board (Board Member Bouer)

XII. PUBLIC COMMENTS

XIII. CITY COUNCIL COMMENTS AND ANNOUNCEMENTS

XIV. CLOSED SESSION

City Council will meet in closed session to confer with legal counsel regarding one matter of pending litigation: City of Laguna Woods vs. Raintree Realty LLC. Case No. 05 CC 09350 pursuant to the provisions of Government Code Section 54956.9(a).

XV. ADJOURNMENT

The next meeting will be at 2:00 p.m. on March 18, 2009 at the Laguna Woods City Hall, 24264 El Toro Road, Laguna Woods, CA 92637.

AMERICANS WITH DISABILITIES ACT: In compliance with Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk at (949) 639-0500 (Voice) or, TDD (949) 639-0535 or the California Relay Service at (800) 735-2929 if you have a TDD or (800) 735-2922 if you do not have a TDD. Notification 48 hours prior to the meeting should enable the City to make reasonable arrangements to assure accessibility to the meeting.

AGENDA: The City Council agenda and agenda back-up materials are available from the Office of the City Clerk, after 4:30 p.m., on the Friday prior to the City Council meeting. The office of the City Clerk is located at Laguna Woods City Hall, 24264 El Toro Road, Laguna Woods, CA 92637. Copies of the agenda are provided at no cost. Agenda back-up materials are available at City Hall for inspection and copies are available at no charge prior to the meeting. A per page copy cost does apply after the meeting. If you wish to be added to the e-mail or regular mail list to receive a copy of the agenda, a request must be made to the City Clerk in writing. Copies of the agenda are mailed only if stamped, self-addressed envelopes are provided. The City of Laguna Woods mailing address is 24264 El Toro Road, Laguna Woods, CA 92637. Phone: (949) 639-0500, FAX (949) 639-0591.

5.1
COMMENDATION -
CATHERINE (MORRISON) ZIMMERMANN -
100TH BIRTHDAY

City of Laguna Woods Certificate of Commendation

Catherine (Morrison) Zimmermann

Born February 12, 1909

WHEREAS, Catherine Zimmermann will celebrate her 100th Birthday on February 12, 2009 and is a role model for all generations; and

WHEREAS, Catherine Zimmermann has witnessed many technological innovations and changes in our world, including the advent of air travel, development of the automobile and the widespread use of electricity; and

WHEREAS, Catherine Zimmermann has been a long time resident of Laguna Woods since June 26, 1976;

NOW, THEREFORE, BE IT RESOLVED, that the Laguna Woods City Council does hereby deem it an honor and pleasure to extend this commendation to Catherine Zimmermann on the occasion of her 100th birthday, with congratulations and best wishes for many happy years in the future.

Dated this 18th of February 2009.

Robert Ring, Mayor

Attest: Yolie Trippy, Deputy City Clerk

**ITEMS 6.1 – 6.6
CONSENT CALENDAR SUMMARY**

City of Laguna Woods Agenda Report

FOR: February 18, 2009 City Council Meeting

TO: Honorable Mayor and Councilmembers

FROM: Leslie A. Keane, City Manager 

Agenda Item: Consent Calendar

Recommendation:

Approve all proposed actions on the February 18, 2009 Consent Calendar by single motion and Council action.

Discussion:

In general, the Consent Calendar contains routine matters or matters that have already been discussed by Council. It is adopted in total with a single motion and Council action. However, if any councilmember or member of the public has questions or wishes to discuss an item further, it may be removed from the Consent Calendar and placed later in the agenda for discussion and action. The way to remove an item from the Consent Calendar is to request its removal, by agenda item number, immediately prior to the adoption of the Consent Calendar. Members of the public may fill out a request to speak on the item they wish removed and the City Clerk will note the item. No reason need be given with the request. Items pulled from the Consent Calendar are not discussed at the time they are pulled; they are scheduled for discussion immediately after action on the balance of the Consent Calendar.

The February 18th Consent Calendar contains the following five items:

- 6.1 Approval of the minutes from the January 21, 2009 regular and special meetings, as submitted.

ITEMS 6.1 – 6.5

- 6.2 Approval of a motion to allow reading proposed ordinances and resolutions by title only – this is a standard practice in cities. If this motion is not approved, all ordinances and resolutions must be read out loud in their entirety during the Council Meeting.
- 6.3 Approval of a motion to receive and file the January 2009 monthly and Fiscal Year 2008-09 Second Quarter (July 1 – December 31, 2008) Treasurer's Reports. These reports identify the City's current liquid assets and their location. At the end of January, the City had approximately \$11.4 million in cash on hand and in other liquid assets.
- 6.4 Approval of the February 18, 2009 Warrant Register, as submitted, in the amount of \$1,167,400.43. This amount is larger than normal because it contains funding for the acquisition of property associated with the Moulton Parkway Smart Street Project and progress payments for Ridge Route Linear Park construction. A list of all warrants is included in the agenda packet; detailed information about individual warrants is available in the Assistant City Manager's office.
- 6.5 Approval of modification to Exhibit B (2 maps) of Resolution N0. 09-02. On January 21, 2009, the City Council approved the Resolution of Necessity to Acquire Property for the El Toro Road/Moulton Parkway Intersection Improvements. Attached to the resolution were two maps designated as Exhibit B that reflected the interests in the property to be acquired by the City, either as permanent easements or temporary construction easements. At the request of the Golden Rain Foundation (GRF), and in order to more closely reflect the negotiations and intent of the City and GRF, the interests described as easements on Exhibit B have been re-characterized by the City Engineer as fee interests or temporary construction easements.

The above matters are routine and/or have been reviewed by the Council on other occasions. Staff recommends that they be approved as part of the February 18, 2009 Consent Calendar.

If you have questions about any of the above items, feel free to call me prior to the meeting so that I may provide additional information.

6.1
MINUTES
REGULAR AND SPECIAL MEETINGS

CITY OF LAGUNA WOODS, CALIFORNIA
CITY COUNCIL MINUTES
REGULAR MEETING
January 21, 2009
2:00 P.M.

I. CALL TO ORDER

Mayor Ring called the Regular Meeting of the City Council of the City of Laguna Woods to order at 2:05 p.m.

II. FLAG SALUTE

Councilmember Rhodes led the flag salute.

III. ROLL CALL

COUNCILMEMBERS: PRESENT: Hack, Rhodes, Robbins, Ross, Ring
ABSENT: None

STAFF PRESENT: City Manager Keane; City Attorney McEwen; Assistant City Manager Reilly; Deputy City Clerk Trippy

IV. PRESENTATIONS

Mayor Ring announced that this City Council meeting is the first to be broadcast with closed captioning. Viewers will need to enable the feature on their televisions.

4.1 Orange County Sheriff-Coroner Sandra Hutchens introduced herself to the City Council and made brief remarks. She thanked the City for choosing the Orange County Sheriff's Department for police services and stated that she is committed to being attentive to the City's needs.

V. CITY PROCLAMATIONS

None.

VI. CONSENT CALENDAR

Moved by Councilmember Robbins, seconded by Mayor Pro Tem Ross, and carried unanimously to approve Consent Calendar Items 6.1 – 6.6.

6.1 City Council Minutes

Approved City Council minutes from the regular meeting of December 10, 2008.

6.2 Approved the reading by title of all ordinances and resolutions. Said ordinances and resolutions that appear on the public agenda shall be determined to have been read by title only and further reading waived.

6.3 Treasurer's Report

Received and filed the December 2008 monthly Treasurer's Report.

6.4 Warrant Register

Approved the January 21, 2009 Warrant Register in the amount of \$594,620.04.

6.5 City Council Ad Hoc Audit Committee

Appointed Mayor Ring and Councilmember Robbins to an ad hoc Audit Committee.

6.6 Development Impact Fees – Fiscal Year 2007-08 Annual Report

Received and filed the Fiscal Year 2007-08 Development Impact Fee Fund Report.

VII. PUBLIC HEARINGS

7.1 Housing Element

City Manager Keane provided background on the Housing Element and noted that the Draft Housing Element has been approved by the State Department of Housing. It will be certified following the City Council's adoption. Since the last Council discussion on this matter, Staff made minor changes in regard to the State's final concerns about affordable housing issues, including the addition of an incentive program and references to the Inclusionary Housing Ordinance.

The public hearing, continued from the November 2008 Regular Meeting, was opened.

There were no requests to speak. The public hearing was closed.

Moved by Councilmember Hack, seconded by Councilmember Rhodes, and carried unanimously to approve **Resolution No. 09-01** amending the City's Housing Element entitled:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA, APPROVING THE AMENDMENT OF THE LAGUNA WOODS GENERAL PLAN TO UPDATE THE HOUSING ELEMENT TEXT FOR THE 2006-2014 PERIOD

7.2 Inclusionary Housing Regulations

City Manager Keane noted that this is the third discussion of the proposed Inclusionary

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Housing Regulations. The first reading of the Ordinance was approved at the December 10, 2008 Regular Meeting.

City Manager Keane summarized the agenda report, including issues previously raised by the Golden Rain Foundation (GRF).

City Manager Keane reiterated that the proposed ordinance gives the City Council the ability to waive provisions and alter requirements on a case-by-case basis.

The public hearing was opened.

Cris Trapp, Professional Community Management, on behalf of GRF, reiterated previous objections regarding the requirement to construct inclusionary units that are the same as those in market range units in a project, up to four bedrooms. GRF would also like the inclusionary housing ordinance to be limited to the amount of units needed to fulfill the Regional Housing Needs Assessment (RHNA) allocation.

City Manager Keane stated that the Planning Advisory Committee supported the four-unit recommendation and is confident that City Council could make exceptions.

There being no further requests to speak, the public hearing was closed.

Councilmember Hack stressed the importance of conforming to State laws pertaining to new housing, avoiding potential lawsuits by allocating on a pro-rata share, and allowing the City Council to exercise flexibility as issues arise.

Moved by Councilmember Robbins, seconded by Councilmember Hack, and carried unanimously to adopt **Ordinance No. 09-01** establishing affordable housing regulations, entitled:

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, ADDING CHAPTER 13.25 TO THE LAGUNA WOODS MUNICIPAL CODE, ESTABLISHING INCLUSIONARY HOUSING REGULATIONS

VIII. CITY COUNCIL

8.1 City Council Advisory Committee Appointments

City Manager Keane reviewed the list of nominations for the City's advisory committees (Land Use and Design Review, Public Safety, and Community Services).

Moved by Councilmember Robbins, seconded by Mayor Pro Tem Ross, and carried unanimously to ratify Councilmember appointments to Citizen Advisory Committees.

8.2 Appointments to Regional Boards and Committees

City Manager Keane reviewed the list of proposed appointments to regional boards and committees. City Manager Keane also noted that at a prior meeting, the City Council

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appointed former Councilmember Bob Bouer to a two-year term as the City's representative to the Orange County Vector Control District.

Moved by Councilmember Robbins, seconded by Councilmember Rhodes, and carried unanimously to appoint individual Councilmembers and staff to represent the City of Laguna Woods on various regional boards and committees.

IX. CITY MANAGER'S REPORT

9.1 Acquisition of Property for El Toro Road/Moulton Parkway Intersection Improvements

City Manager Keane introduced Assistant City Manager Reilly who provided the report.

In October 2001, the City Council approved an agreement with the County of Orange for Moulton Smart Street project design and authorized staff to proceed with right of way acquisition. In January 2004, the City Council approved final design of the project. The first phase of this project – Moulton/El Toro intersection - requires the acquisition of three parcels, all of which list the Golden Rain Foundation (GRF) as the owner of record. This phase must be initiated as soon as possible or \$2.5 million in grant funding will be lost.

On March 27, 2007, the City submitted an offer to GRF to acquire the properties, including a Summary of the Appraisal. On August 13, 2008, GRF made a counter offer, which resulted in a second appraisal by the City. Finally, in November and December 2008, offers were mailed to GRF to acquire the parcels fronting the Equestrian Center and the golf course. Information statements and appraisal summaries submitted with the offer contained all the factual disclosures required by Government Code Section 7267.2, which outlines the process by which a Resolution of Necessity may be adopted.

Assistant City Manager Reilly stated that, to date, GRF has not agreed to the City's offer or submitted a counter offer. A Notice of Hearing Regarding Adoption of a Resolution of Necessity to Acquire Property by Eminent Domain was delivered to GRF on January 7, 2009. The Notice advised GRF that if an agreement for sale was not reached, the City Council would consider adopting said resolution at its January 21, 2009 meeting.

The acquisition of said properties as outlined in the proposed resolution will serve a public purpose, necessary and consistent with the City's General Plan.

The public hearing was opened.

Cris Trapp, Professional Community Management, on behalf of GRF, stated that while GRF has not responded to the City's offer, a meeting has been scheduled with City staff to attempt to resolve negotiations.

Councilmember Hack expressed his desire for a mutually agreeable outcome, as well as his concerns regarding lengthy negotiations that might result in the loss of project funds.

There being no further requests to speak, the public hearing was closed.

Moved by Councilmember Hack, seconded by Councilmember Robbins, and carried unanimously to approve **Resolution No. 09-02** authorizing the commencement of eminent domain proceedings to acquire interests in real property as described in the Resolution of Necessity for street improvements at the intersection of El Toro Road and Moulton Parkway, entitled:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA, FINDING AND DETERMINING THAT THE PUBLIC INTEREST AND NECESSITY REQUIRE THE ACQUISITION OF A PORTION OF 24312 EL TORO ROAD AND 24112 MOULTON PARKWAY FOR THE STREET WIDENING AND IMPROVEMENT OF MOULTON PARKWAY, A PUBLIC PURPOSE

9.2 Fiscal Year 2008-09 Mid-Year Budget Review

City Manager Keane reviewed the 2008-09 Mid-Year Budget, including an anticipated 6% decrease in revenues and staff reorganization to reduce expenditures. With the proposed changes to the City's expenditure budgets and adoption of the proposed resolutions, the budget will be adjusted to meet currently anticipated funding and staffing constraints. In accordance with budget policy, the City will continue to meet all current year obligations with current year revenues and special revenues will continue to be committed to the projects for which they are intended.

Councilmember Rhodes asked where the money allocated for the acquisition of the City Hall building is reflected.

City Manager Keane responded that it is included in the Capital Improvement Budget and carried over each year until it is expended or returned to the budget it originated from.

Resident Libby Marks asked for clarification on the wording "number one (1) denotes an exempt position" next to certain employee titles.

City Manager Keane explained that those employees are exempt from the Federal Labor Standards Act and, thus, are not compensated for overtime.

Moved by Councilmember Hack, seconded by Councilmember Rhodes, and carried unanimously to approve two resolutions implementing changes to the Fiscal Year 2008-09 Budget:

Resolution No. 09-03 entitled:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING RESOLUTION 08-11 AND THE FISCAL YEAR 2008-2009 BUDGET

Resolution No. 09-04 entitled:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS,

CALIFORNIA, AMENDING RESOLUTION NO. 08-18 ESTABLISHING A
COMPENSATION SCHEDULE FOR CITY EMPLOYEES**X. CITY ATTORNEY'S REPORT**

City Attorney McEwen discussed the issuance of special event permits and questions raised as to the rights of private groups to bar uninvited speakers from events on public property. A recent case in Nevada underscored the rights of uninvited speakers, except in cases of public safety.

XI. COMMITTEE REPORTS

11.1 Transportation Corridor Agencies (Councilmember Hack)

Councilmember Hack stated that all projects are currently on hold due to the current state of the economy and the limited funding available.

11.2 Southern California Water Committee (Councilmember Hack)

Councilmember Hack announced that the Governor and the Committee are committed to working together to come up with solutions to the State's water shortage.

11.3 Orange County Library Board (Councilmember Robbins)

Councilmember Robbins reported that the Board of Supervisors has hired a consultant to review the Orange County Public Library's allocation formula. The consultant's report is due within 100 days and will be presented at a special meeting of the Library Advisory Board.

11.4 Orange County Fire Authority (Mayor Pro Tem Ross)

Mayor Pro Tem Ross announced that she has been asked, once again, to participate in the review process for the Battalion Chief Exam.

11.5-11.6 Laguna Canyon Foundation and Coastal Greenbelt Authority (Mayor Ring)

Mayor Ring combined both committee reports.

Mayor Ring reported that the Laguna Canyon Foundation is in the process of moving its office to the former American Legion Hall in Laguna Beach. He also noted that nearly 65,000 people visited the Laguna Coast Wilderness Park/Nix Nature Center in 2008 and that park rangers have installed mileage charts on the trails. The Foundation's work relative to Proposition 21 has been suspended in light of the State's current financial situation.

Councilmember Rhodes, who also serves on the Laguna Canyon Foundation's Board, discussed how fortunate Laguna Woods residents are to live adjacent to the wilderness park.

11.7 Vector Control District Board (Board Member Bouer)

Board Member Bouer stated that there are no significant vector problems to report, nor are there any

signs of the West Nile Virus in Orange County.

XII. PUBLIC COMMENTS

Resident Dorothy Fredericks asked for clarification in regard to the property affected by the El Toro Road and Moulton Parkway Intersection Improvements.

Assistant City Manager Reilly explained that the property begins at the entrance of the equestrian center and ends at Rossmoor Properties as it intersects with Moulton Parkway. He will provide a copy of the map from the agenda report after the meeting.

Cris Trapp, Professional Community Management on behalf of GRF, corrected a statement made by Councilmember Hack earlier in the meeting. Decisions to develop Laguna Woods Village property would be made by GRF and not Professional Community Management.

Resident Eddie Kensick asked who was responsible for towing inside Laguna Woods Village.

City Manager Keane informed Mr. Kensick that the City is not responsible for towing vehicles from private property and suggested that he contact GRF for more information.

Resident Marilyn Sortino requested an update on the San Sebastian project.

City Manager Keane noted that work is being done and routine inspections are being made. The property owner (Standard Pacific), recently met with local real estate agents and announced that occupancy information would not be made available until the project is complete.

XIII. CITY COUNCIL COMMENTS AND ANNOUNCEMENTS

City Manager Keane announced that the annual Mayor's Breakfast will take place on January 30, 2009. The event is presented in conjunction with the Laguna Woods Chamber of Commerce and will include a "State of the City" address from Mayor Ring.

Councilmember Robbins announced that the Friends of the Laguna Woods OC Library will present a reader's theatre production of *Laura*, starring the Old Pros, on January 24, 2009.

At Councilmember Hack's request, City Manager Keane discussed a recent problem with City Hall's elevator that resulted in the Fire Authority being called. The elevator is being repaired.

Mayor Pro Tem Ross thanked those who wished her well following her recent car accident.

XIV. CLOSED SESSION

There was no closed session.

XV. ADJOURNMENT

The meeting was adjourned at 3:50 p.m. The next meeting will be at 2:00 p.m. on February 18, 2009 at the Laguna Woods City Hall, 24264 El Toro Road, Laguna Woods, California.

YOLIE TRIPPY, Deputy City Clerk

Adopted: February 18, 2009

ROBERT RING, Mayor

V. PUBLIC COMMENTS

None.

VI. ADJOURNMENT

The meeting was adjourned at 2:004 p.m. to a Regular Meeting at 2:05 p.m. on Wednesday, January 21, 2009 at Laguna Woods City Hall, 24264 El Toro Road, Laguna Woods, CA 92637.

YOLIE TRIPPY, Deputy City Clerk

Adopted: February 18, 2009

ROBERT RING, Mayor

6.2
WAIVE READING OF ORDINANCES AND
RESOLUTIONS
(No Report)

6.3
TREASURER'S REPORT

City of Laguna Woods
Treasurer's Report
January 31, 2009

CASH ON HAND1. Investments/General Fund

Local Agency Investment Fund	\$	<u>9,728,933</u>
Subtotal	\$	9,728,933

2. Investments/Transportation Fund

Local Agency Investment Fund	\$	<u>635,819</u>
Subtotal	\$	635,819

3. Other Interest & Non-Interest Bearing/General & Transportation

Petty Cash Funds	\$	205
Analyzed Checking Account	\$	<u>1,018,908</u>
Subtotal	\$	1,019,113

TOTAL	\$	<u><u>11,383,865</u></u>
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Note: LAIF reports interest earnings quarterly.



CITY of LAGUNA WOODS

Bob Ring
Mayor

January 30, 2009

Brenda B. Ross
Mayor Pro Tem

Robert Bouer
Councilmember

Milt Robbins
Councilmember

Bert Hack
Councilmember

Leslie A. Keane
City Manager

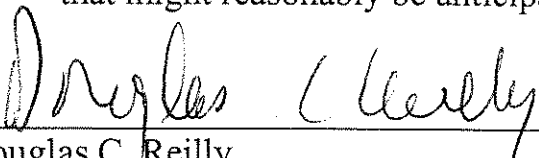
TO: Honorable Mayor and Councilmembers
FROM: Douglas C. Reilly, Assistant City Manager and
Deputy Treasurer
SUBJECT: Quarterly Treasurer's Report: 2nd Quarter,
FY 2008/2009 (October 1 – December 31, 2008)

Attached is the 2nd Quarter, FY 2008/2009 Treasurer's Report for the period October 1 – December 31, 2008. The information provided includes a:

- ◆ Report showing quarter-ended Cash on Hand in the City's interest-bearing Local Agency Investment Fund (LAIF) account and in the interest-bearing City checking account and petty cash funds;
- ◆ Copy of the latest LAIF Remittance Advice showing quarter-ended principal balance and interest earned.

As Deputy City Treasurer, I certify that:

- ◆ All investment actions executed since the last report have been made in full compliance with the City of Laguna Woods Investment Policy; and
- ◆ The City of Laguna Woods will meet all expenditure obligations that might reasonably be anticipated for the next six months.



Douglas C. Reilly
Assistant City Manager &
Deputy City Treasurer

City of Laguna Woods
Quarterly Treasurer's Report
July 1, 2008 - December 31, 2008

CASH ON HAND1. Investments/General Fund

Local Agency Investment Fund	\$	<u>9,728,933</u>
Subtotal	\$	9,728,933

2. Investments/Transportation Fund

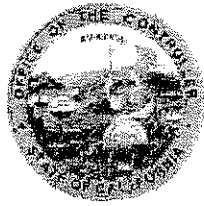
Local Agency Investment Fund	\$	<u>635,819</u>
Subtotal	\$	635,819

3. Other Interest & Non-Interest Bearing/General & Transportation

Petty Cash Funds	\$	351
Analyzed Checking Account	\$	<u>164,452</u>
Subtotal	\$	164,803

TOTAL	\$	<u><u>10,529,555</u></u>
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Note: LAIF reports interest earnings quarterly.



JOHN CHIANG
California State Controller

LOCAL AGENCY INVESTMENT FUND
REMITTANCE ADVICE

Agency Name	LAGUNA WOODS
Account Number	98-30-413

As of 01/15/2009, your Local Agency Investment Fund account has been directly credited with the interest earned on your deposits for the quarter ending 12/31/2008.

Earnings Ratio		.00006948964923038
Interest Rate		2.54%
Dollar Day Total	\$	979,721,805.78
Quarter End Principal Balance	\$	10,296,671.79
Quarterly Interest Earned	\$	68,080.52

6.4
WARRANT REGISTER

CITY OF LAGUNA WOODS
WARRANT REGISTER - FY 2009
February 18, 2009

ITEM 6.4

CK #	WR #	Vendor	Account	Item/Purpose	Amount
106985	09-0829	American General	001.6100.8110	Employee Benefit/D. Reilly/Jan-Mar 2009	42.40
			001.6100.8110	Employee Benefit/R. Fox/Jan-Mar 2009	119.78
106986	09-0830	AT & T	001.6590.7232	Telephone/White Pages/Jan 2009	2.32
106988	09-0831	Michael Balliet	001.6700.7350	Solid Waste & Recycling Consulting/December 2008	1,935.00
			290.6700.7349		1,350.00
			300.6700.7349		300.00
106989	09-0832	Bank of America/Credit Card	2601	See Below	359.74
106994	09-0833	County of Orange/Sheriff Department	230.6600.7351	Law Enforcement Communication Charges/3rd Qtr	125.00
106996	09-0834	ICMA Retirement Corporation	001.6100.7303	Quarterly Plan Fee/3rd Quarter FY 08/09	125.00
106998	09-0835	Konica Minolta	001.6100.7222	City Hall Color Copier Fees/2nd Quarter FY 08/09	53.62
				City Hall Copier Fees/2nd Quarter FY 08/09	210.00
106999	09-0836	Los Angeles Times	001.6100.7221	Newspaper Delivery/Jan-Jun 2009	134.40
107001	09-0837	Muni Management Association of So CA	001.6100.7203	OC Regional Event/Macon/Jan. 2009	10.00
107011	09-0838	Southern California Edison	100.6700.7237	Traffic Signal Controllers/ December 2008	428.00
			001.6700.7236	Residential Streetlights/United/December 2008	490.85
			001.6700.7236	Residential Streetlights/Third/December 2008	4,024.24
			100.6700.7237	Right-of-Way/December 2008	2,020.96
107012	09-0839	Southern California Water Committee	001.6100.7203	Luncheon Meeting/Hack/January 23, 2009	60.00
107013	09-0840	Transamerica Occidental Life	001.6400.8110	Employee Benefit Program/Verrall	97.79
107015	09-0841	Yolie Trippy	001.6100.8110	Employee Benefit Program/January 2009	432.00
107019	09-0842	Allied Mechanical	001.6590.7234	Building Maintenance/City Hall	1,433.00
107020	09-0843	American General	001.6100.8110	Employee Benefit/Keane/Jan-Mar 2009	127.20
107021	09-0844	AT & T	001.6590.7232	Telephone/581-3974/December 2008	345.69
107022	09-0845	AT & T	001.6590.7232	Telephone/458-3487/January 2009	30.99
107023	09-0846	B&H	001.6590.7251	PEG Equipment	349.95
107024	09-0847	Louanne Bergh	190.0000.2610	Taxi Voucher Refund	12.00
107025	09-0848	Ben Berman	190.0000.2610	Taxi Voucher Refund	60.00
107027	09-0949	California Yellow Cab	260.6700.7369	Taxi Voucher Program/December 2008	24,564.00
			260.6700.7369	NEMT/December 2008	3,604.00
107030	09-0950	Captioning Unlimited	001.6100.7391	Closed Captioning for City Council Mtg./Jan. 2009	200.00
107031	09-0951	CIT Technology	001.6100.7222	Copier Lease/City Hall	641.12
			001.6100.7222	Copier Lease/Historical Society	118.18
107032	09-0952	Commpro	001.6100.7391	Website Hosting Services/February 2009	295.00
107033	09-0953	Corporate Business Interiors	001.6100.7221	City Hall/Office Furniture	797.57

107034	09-0954	County of Orange/Sheriff Department	001.6600.7351	Sheriff Services/January 2009	97,568.75
			230.6600.7351		10,000.00
107035	09-0955	Curbside	001.6700.7349	E-Waste/December 2008	3,035.04
				Household Hazardous Waste/December 2008	2,869.00
				Medical Waste Collection/December 2008	89.00
				Fluorescent Tube Collection/Dec. 2008	134.32
				Battery Collection/Dec. 2008	528.00
107036	09-0956	D & E Electrical Contractors, Inc.	001.6700.7257	Residential Streetlight Rewiring/January 2009	5,453.00
			001.6700.7236	Monthly Maintenance/January 2009	930.00
			001.6590.7234	City Hall Elevator Circuit Replacement/January 2009	1,268.86
			001.6700.7236	City Hall Electrical Maintenance/January 2009	438.49
107038	09-0957	Data Ticket	001.6600.7391	Parking Citation Processing/December 2008	8.15
				Parking Citation Processing/September 2008	83.18
				Parking Citation Processing/August 2008	2.01
107039	09-0958	Mildred Dow	190.0000.2610	Taxi Voucher Refund	40.00
107040	09-0959	El Toro Water District	001.6700.7341	City Hall/Landscape Irrigation/January 2009	2,201.96
107041	09-0960		001.6700.7341	Dog Park Irrigation/January 2009	76.21
107042	09-0961	Muriel Heyman	190.0000.2610	Taxi Voucher Refund	40.00
107043	09-0962	Images by Dwayne	001.6100.7221	City Hall/Councilmember Portrait/Rhodes	257.52
107045	09-0963	League of CA Cities/OC Division	001.6000.7203	Division Meeting/Hack, Rhodes/January 2009	100.00
			001.6100.7203	Division Meeting/Keane, Reilly/January 2009	100.00
107046	09-0964	Madison Materials	365.6700.7349	In-Home Bulky Item Recycle & Safe Disposal	106.54
					139.65
107047	09-0965	Mykaton Construction	001.0000.4501	Waste Diversion Plan Deposit Refund/BP #22053C	990.00
107048	09-0966	Office Depot	001.6100.7221	Office Supplies	73.47
			001.6100.7221	Office Supplies/Historical Society	60.62
107051	09-0967	RS Elevator	001.6590.7234	City Hall/Elevator Repair	3,627.00
107052	09-0968	Scandia Construction	010.0000.4501	Waste Diversion Deposit Refund/BP	750.00
107053	09-0969	Sierra Installations	001.6590.7906	Change Out Banners/January 2009	1,700.00
107054	09-0970	Sonitol	001.6590.7234	City Hall/Service Call	195.00
107055	09-0971	South OC Chamber of Commerce	001.6000.7201	Membership Dues/2008-09	3,500.00
107058	09-0972	Southern California Edison	001.6700.7236	Residential Streetlights/Third/January 2009	40.62
107059	09-0973		001.6590.7231	Residential Streetlights/City Hall/January 2009	1,007.38
107062	09-0974	Coppola Construction	001.0000.4401	Waste Diversion Deposit Refund/BP #20766C	900.00
107063	09-0975	Signs by Creation Unlimited	001.6100.7221	Supplies/Logo Signs/Decals	172.40
107065	09-0976	El Toro Water District	001.6590.7231	City Hall/Landscape Irrigation/January 2009	79.25
107066	09-0977		001.6590.7231	City Hall/January 2009	28.00
107067	09-0978	Ernestine Jones	001.6100.7204	Mileage Reimbursement/Oct. 2008-Feb. 2009	88.47

107068	09-0979	League of CA Cities/OC Division	001.6000.7201	Membership Dues/2009	8,165.63
107071	09-0980	Planning Directors Assoc. of OC	001.6100.7203	Planning Directors Meeting/Feb 2009	25.00
107073	09-0981	Doug Reilly	001.6100.7204	Mileage Reimbursement/Dec. 2008-Feb. 2009	269.48
107074	09-0982	Sierra Display, Inc.	001.6590.7906	Anniversary Banners	2,824.13
107075	09-0983	Southern California Edison	001.6700.7236	Residential Streetlights/United/January 2009	1,022.16
107076	09-0984		100.6700.7346	Traffic Signal Controllers/January 2009	826.19
107077	09-0985		001.6700.7236	Residential Streetlights/Third/January 2009	34.97
107078	09-0986		001.6700.7236	Residential Streetlights/Third/January 2009	35.20
107079	09-0987		001.6700.7236	Residential Streetlights/Third/January 2009	38.78
107080	09-0988		001.6700.7236	Residential Streetlights/Third/January 2009	38.04
107081	09-0989		001.6700.7236	Residential Streetlights/Third/January 2009	39.21
107082	09-0990	The Gas Company	001.6590.7231	City Hall/January 2009	306.73
107083	09-0991	TruGreen Landscape	100.6700.7341	Monthly Maintenance/December 2008	394.28
107087	09-0992	Ware Disposal	362.6700.7349	Recycling Pilot Program/Blue Recycle Bins	51,054.80
			001.6400.7357	Recycle Bins/Lids Replacement	15,332.23
107088	09-0993	WLC Architects	001.6590.7259	Architectural & Engineering Services/Dec 2008	7,236.00
	09-0994	ABM Janitorial	001.6590.7234	Janitorial Supplies/January 2009	112.26
	09-0995	AT & T	001.6590.7232	Telephone/452-0600/January 2009	200.69
	09-0996		001.6590.7232	Telephone/639-0500/January 2009	182.46
	09-0997		001.6590.7232	Telephone/770-9359/January 2009	15.61
	09-0998		001.6590.7232	White Pages/February 2009	2.32
	09-0999	Aliso Creek Printing	001.6100.7222	Printing/Business Cards/Ring	59.26
	09-1000	Bank of America/Credit Card	2601	See Below	322.27
	09-1001	CA Municipal Treasurer's Association	001.6100.8110	Membership Dues/Apr. 2009-Mar. 2010	195.00
	09-1002	Lynn Capouya	100.6590.7600	Professional Services/Ridge Route Linear Park	943.00
	09-1003	Kiley Company	140.6590.7600	Traffic Mitg./Appraisal Services/Moulton Smart Street	4,500.00
	09-1004	County of Orange/Sheriff	001.6600.7351	Law Enforcement Communication Charges/2nd Qtr	48.00
	09-1005		001.6600.7351	Sheriff Services/February 2009	97,568.75
			230.6600.7351		10,000.00
	09-1006	County of Orange	001.6100.7307	General Election Processing Services/November 2008	30,447.25
	09-1007	County of Orange/Signals	110.6700.7343	Signal Maintenance/July-August 2008	19,300.87
	09-1008			Signal Maintenance/September 2008	4,876.76
	09-1009	County of Orange/Streets	110.6700.7343	Street Maintenance/December 2008	12,274.37
	09-1010	Donahue, Hawran & Malm	001.6590.7260	Appraisal Services/City Hall Acquisition	4,725.00
	09-1011	Kristar, Inc.	001.6400.7357	Storm Drain Filter Maintenance/January 2009	4,620.00
	09-1012	League of CA Cities	001.6000.7201	2009 Annual Membership Dues	6,342.00
	09-1013	Mr. & Mrs. Miller	190.0000.2610	Taxi Voucher Refund	82.00

09-1014	Office Depot	001.6100.7221	Office Supplies	27.11
		001.6100.7222	Printing Supplies	411.37
09-1015	Orange County Register	001.6100.7224	Public Notices/January 2009	105.56
09-1016	Marina Landscaping	100.6590.7600	Fuel Tax/Capital Project/December 2008	161,725.41
09-1017	Overland, Pacific & Cutler	140.6590.7600	Traffic Mitigation/Capital Projects/December 2008	3,575.00
09-1018	Planning Directors Assoc of OC	001.6100.7201	Annual Membership Dues/2009	125.00
09-1019	Sonitrol	001.6590.7234	Replace OSY Switch/Service Call	448.09
09-1020	Sonitrol	001.6590.7234	City Hall/February 2009	47.61
09-1021	El Toro Water District	001.6590.7231	City Hall/Landscape Irrigation/January 2009	83.96
09-1022		001.6590.7231	City Hall/January 2009	28.00
09-1023	Southern California Edison	001.6700.7236	Residential Streetlights/Third/January 2009	38.77
09-1024		001.6700.7236	Residential Streetlights/Third/January 2009	35.75
09-1025	Burke Williams & Sorensen, LLP	001.6100.7301	Legal Services/Retainer/December 2008	997.52
		001.6590.7260	Legal Services/City Hall Acquisition/December 2008	5,734.80
09-1026	CA Society of Muni Finance Officers	001.6100.7203	Division Meeting/Jones/March 2009	32.00
09-1027	Redflex	001.6600.7371	Redlight Photo Enforcement/February 2009	27,350.00
09-1028	Commpro	001.6100.7391	Website Hosting Services/March 2009	295.00
09-1029	Office Max	001.6100.7221	Office Supplies	454.28
09-1030	Orkin	001.6590.7234	City Hall/February 2009	73.69
09-1031	RS Elevator	001.6590.7234	City Hall/February 2009	152.08
09-1032	Southern California Edison	100.6700.7237	Safety Light Over Traffic Signals/January 2009	425.08
09-1033		001.6700.7236	Residential Streetlights/Third/January 2009	4,015.82
09-1034		001.6700.7236	Residential Streetlights/United/January 2009	485.41
09-1035		100.6700.7237	Right-of-Way/Streetlights/Third/December 2008	2,015.00
09-1036	TruGreen Landscape	100.6700.7341	Landscape Maintenance/January 2009	8,962.00
09-1037		100.6700.7341	Landscape Maintenance/Extra Work/January 2009	5,523.22
		001.6700.7342	Landscape Irrigation/Special Projects/January 2009	26,000.00
09-1038	Curbside	001.6700.7349	E-Waste/December 2009	4,345.56
09-1039			Household Hazardous Waste/January 2009	4,028.25
09-1040			Medical Waste Collection/January 2009	89.00
09-1041			Fluorescent Tube Collection/January 2009	93.10
09-1042			In-House Bulky Item Collection/January 2009	9,550.00
09-1043			Battery Collection/January 2009	448.00
09-1044	Orange Coast Title	140.6590.7600	Traffic Mitigation/Capital Projects/February 2009	164,925.00
09-1045	California State Treasurer	001.0000.1170	Traffic Mitigation/Capital Projects/February 2009	106,866.00
09-1046	D & E Electrical, Inc.	001.6700.7257	Residential Streetlight Rewiring/January 2009	3,797.00
09-1047	Madison Materials	365.6700.7349	In-House Bulky Item Collection/January 2009	179.56

09-1048	Dennis D. Nelson, P.E.	100.6700.7332	Traffic Engineering Services/December 2008	5,360.00
09-1049		100.6590.7600	Fuel Tax/Capital Project/December 2008	5,150.00
09-1050		140.6590.7600	Traffic Mitigation/Capital Projects/December 2008	6,410.00
09-1051		001.6700.7341	Landscape Maintenance Inspection/Dec. 2008	2,992.50
09-1052		010.6700.7331	Deposit Based Engineering Services/December 2008	515.00
09-1053	Hogle-Ireland	001.6400.7322	Plan Checking Services/Fee Based/December 2008	3,997.50
09-1054		001.6400.7321	Building & Safety Inspection/December 2008	10,061.50
09-1055		001.6400.7320	CDBG Inspection Services/December 2008	144.50
09-1056		001.6400.7311	Current Planning Services/December 2008	14,758.00
09-1057		001.6400.7312	Advance Planning/Housing Element/Nov.-Dec. 2008	2,580.00
09-1058	Yolie Trippy	001.6100.8110	Employee Benefit Program/February 2009	432.00
09-1059	Citistreet	001.6100.8110	CalPers 457 Plan/January 2009	291.37
		001.6400.8110		300.00
09-1060	Vanguard Trust	001.6100.8110	ICMA 457 Plan Contributions/January 2009	930.39
		001.0000.2601		650.00
09-1061	CalPers/Health	001.6100.8110	Employee Benefit Program/March 2009	2,284.48
		001.6400.8110		425.11
		001.6100.7391		43.09
09-1062	Leslie Keane	001.6100.7204	Automobile Allowance/March 2009	450.00
09-1063	Douglas Reilly	001.6100.8110	Employee Benefit Program/March 2009	51.00
		001.6590.7232	Cell Phone Reimbursement/March 2009	79.50
09-1064	Sandra Verrall	001.6590.7232	Cell Phone Reimbursement/March 2009	25.00
09-1065	Ernestine Jones	001.6100.8110	Employee Benefit Program/February 2009	205.72
09-1066				100.00
09-1067	CitiStreet/CalPers 457 Plan	001.6100.8110	Employee Benefit Program/January 2009	320.91
		001.6400.8110		300.00
09-1068	Vantage Point/ICMA 457 Plan	001.0000.2601	Employee Contributions/January 2009	650.00
		001.6100.8110	Employee Benefit Plan/January 2009	749.56
		001.6100.8110		300.00
09-1069	AFLAC	001.6100.8110	Employee Benefit Program/March 2009	125.40
		001.6400.8110		116.50
		001.6100.8110		43.30
09-1070		001.6100.7303	Program Fees/March 2009	25.00
09-1071	Managed Health Network	001.6100.8110	Employee Benefit Program/March 2009	21.03
		001.6400.8110		2.47
		001.6100.8110		1.20
09-1072	Delta Dental	001.6100.8110	Employee Benefit Program/March 2009	493.79
		001.6400.8110		42.84

09-1073	Principal Financial Group	001.6100.8110	Employee Benefit Program/March 2009	369.61
		001.6400.8110		38.22
09-1074	Vision Service Plan	001.6100.8110	Employee Benefit Program/February 2009	115.19
		001.6400.8110		20.30
09-1075	Bert Hack	001.6000.8102	February Compensation	300.00
09-1076	Milt Robbins	001.6000.8102	February Compensation	300.00
09-1077	Robert Ring	001.6000.8102	February Compensation	300.00
09-1078	Martin Rhodes	001.6000.8102	February Compensation	300.00
09-1079	Brenda Ross	001.6000.8102	February Compensation	300.00
09-1080	ADP	001.6100.8101	Payroll Ending 01/02/09 Full-time Staff	20,785.13
		001.6100.8102	Payroll Ending 01/02/09 Part-time Staff	236.25
		001.0000.2601	Deferred Comp/Payroll Ending 01/02/09	-325.00
		001.0000.2180	FSA Payable/Payroll Ending 01/02/09	-110.00
		001.6400.8101	Payroll Ending 01/02/09 Full-time Staff	1,864.29
		001.6100.8111	Payroll Taxes- Employer	2,943.48
		001.6400.8111	Payroll Taxes- Employer	142.62
		001.6100.2601	Deferred Comp/Payroll Ending 01/02/09	-1,158.11
09-1081	ADP	001.6100.7303	Payroll Processing	94.79
09-1082	CalPERS Retirement	001.6100.8112	Retirement System/Payroll Ending 1/02/09	3,771.04
		001.6400.8112		338.24
09-1083	ICMA Retirement Corporation	001.6100.8101	Deferred Comp/Payroll Ending 01/02/09	374.23
		001.0000.2601	Deferred Comp/Payroll Ending 01/02/09	1,158.11
09-1084	ADP	001.6100.8101	Payroll Ending 01/16/09 Full-time Staff	21,936.84
		001.6100.8102	Payroll Ending 01/16/09 Part-time Staff	425.13
		001.0000.2601	Deferred Comp/Payroll Ending 01/16/09	-325.00
		001.0000.2180	FSA Payable/Payroll Ending 01/16/09	-110.00
		001.6400.8101	Payroll Ending 01/16/09 Full-time Staff	1,852.00
		001.6100.8111	Payroll Taxes- Employer	3,166.87
		001.6400.8111	Payroll Taxes- Employer	141.68
		001.6100.2601	Deferred Comp/Payroll Ending 01/16/09	-1,232.16
		190.6500.8101	Payroll Ending 01/16/09 Full-time Staff	487.50
		190.6500.8111	Payroll Taxes- Employer	37.30
09-1085	ADP	001.6100.7303	Payroll Processing	101.73
09-1086	CalPERS Retirement	001.6100.8112	Retirement System/Payroll Ending 01/16/09	3,929.77
		001.6400.8112		336.01
09-1087	ICMA Retirement Corporation	001.6100.8101	Deferred Comp/Payroll Ending 01/16/09	374.23
		001.0000.2601	Deferred Comp/Payroll Ending 01/16/09	1,232.16

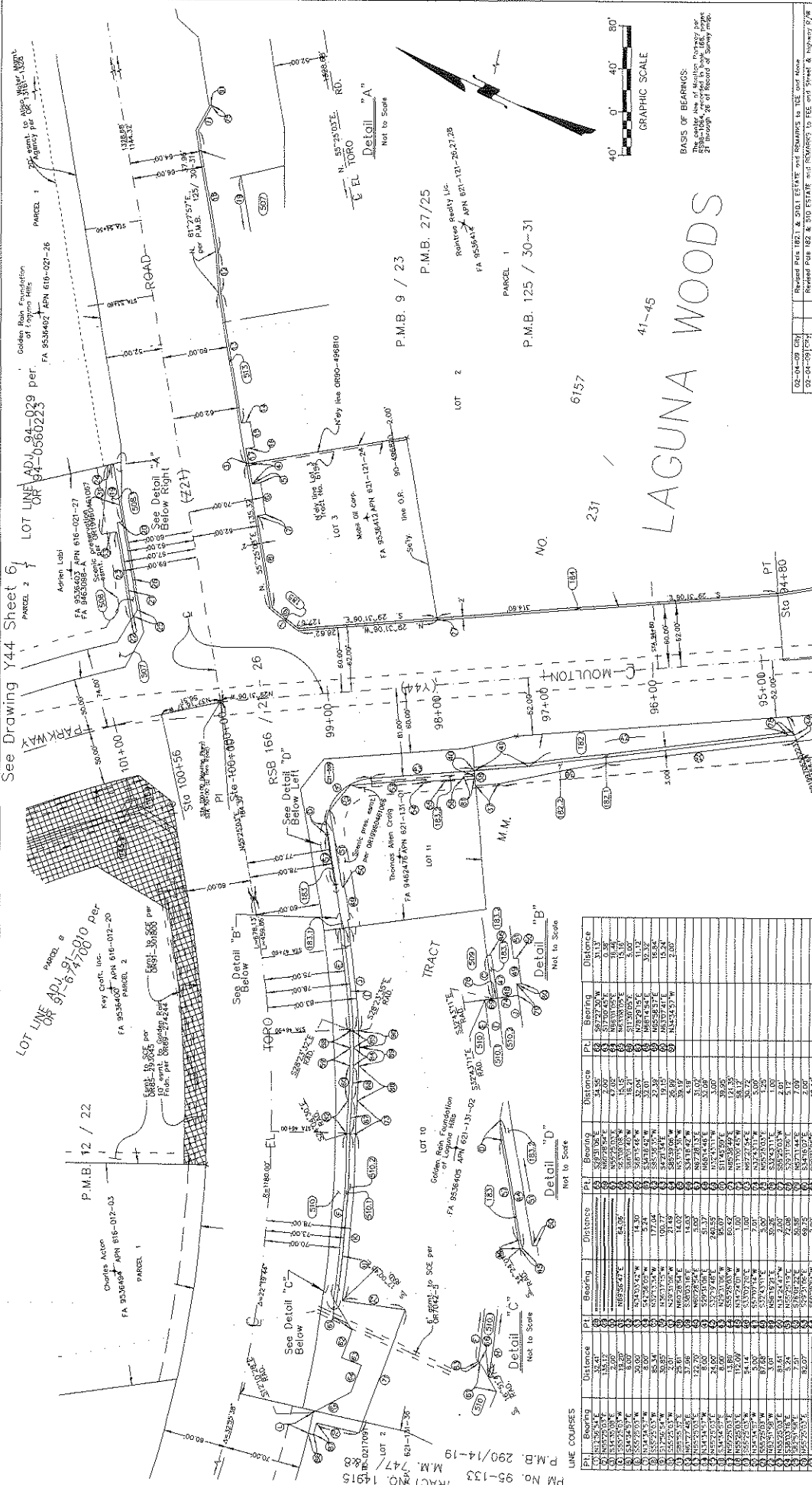
09-1088	ADP	001.6100.8101	Payroll Ending 01/30/09 Full-time Staff	19,980.00
		001.6100.8102	Payroll Ending 01/30/09 Part-time Staff	769.25
		001.0000.2601	Deferred Comp/Payroll Ending 01/30/09	-325.00
		001.0000.2180	FSA Payable/Payroll Ending 01/30/09	-70.00
		001.6400.8101	Payroll Ending 01/30/09 Full-time Staff	1,852.00
		001.6100.8111	Payroll Taxes- Employer	2,176.77
		001.6400.8111	Payroll Taxes- Employer	141.67
		001.6100.2601	Deferred Comp/Payroll Ending 01/30/09	-1,219.80
		190.6500.8101	Payroll Ending 01/30/09 Full-time Staff	487.50
		190.6500.8111	Payroll Taxes- Employer	37.30
09-1089	ADP	001.6100.7303	Payroll Processing	99.75
09-1090	CalPERS Retirement	001.6100.8112	Retirement System/Payroll Ending 01/30/09	4,068.45
		001.6400.8112		336.01
09-1091	ICMA Retirement Corporation	001.6100.8101	Deferred Comp/Payroll Ending 01/30/09	374.23
		001.0000.2601	Deferred Comp/Payroll Ending 01/30/09	1,219.80
	TOTAL			1,167,400.43

Void Check(s): 107026, 107049, 107056, 107057, 107070

January				
Debit	Debit	Office Max	Office Supplies/Cable & Mouse for Redlight Laptop	43.08
Debit	Debit	English Garden	Flowers for Condon Funeral	232.74
Debit	Debit	Overnite Express	Delivery Services	83.92

February				
Debit	Debit	Mr. Video	Office Supplies/Senior Mobility Program	113.98
Debit	Debit	Overnite Express	Delivery Services	40.87
Debit	Debit	BJ's Restaurant	Lunch Meeting/Keane	24.33
Debit	Debit	The Seminar Group	Course Materials/Hack	100.00
Debit	Debit	Office Max	Office Supplies	43.09

6.5
REVISED EXHIBIT B
TO RESOLUTION NO. 09-02



CURVE COURSES

PI	Delta	Radius	Length
1	33.705°	45.00'	65.3'
2	21.059°	142.00'	7.00'
3	15.519°	45.00'	4.7'
4	73.545°	125.00'	15.58'
5	22.717°	153.00'	11.72'
6	41.939°	125.00'	20.2'
7	41.939°	125.00'	20.2'
8	53.500°	125.00'	20.00'
9	57.025°	125.00'	4.80'

PI	Bearing	Distance	PI	Bearing	Distance
1	N 88° 15' 00" W	15.17	1	S 17° 00' 00" E	0.98
2	N 88° 15' 00" W	15.17	2	S 17° 00' 00" E	0.98
3	N 88° 15' 00" W	15.17	3	S 17° 00' 00" E	0.98
4	N 88° 15' 00" W	15.17	4	S 17° 00' 00" E	0.98
5	N 88° 15' 00" W	15.17	5	S 17° 00' 00" E	0.98
6	N 88° 15' 00" W	15.17	6	S 17° 00' 00" E	0.98
7	N 88° 15' 00" W	15.17	7	S 17° 00' 00" E	0.98
8	N 88° 15' 00" W	15.17	8	S 17° 00' 00" E	0.98
9	N 88° 15' 00" W	15.17	9	S 17° 00' 00" E	0.98
10	N 88° 15' 00" W	15.17	10	S 17° 00' 00" E	0.98
11	N 88° 15' 00" W	15.17	11	S 17° 00' 00" E	0.98
12	N 88° 15' 00" W	15.17	12	S 17° 00' 00" E	0.98
13	N 88° 15' 00" W	15.17	13	S 17° 00' 00" E	0.98
14	N 88° 15' 00" W	15.17	14	S 17° 00' 00" E	0.98
15	N 88° 15' 00" W	15.17	15	S 17° 00' 00" E	0.98
16	N 88° 15' 00" W	15.17	16	S 17° 00' 00" E	0.98
17	N 88° 15' 00" W	15.17	17	S 17° 00' 00" E	0.98
18	N 88° 15' 00" W	15.17	18	S 17° 00' 00" E	0.98
19	N 88° 15' 00" W	15.17	19	S 17° 00' 00" E	0.98
20	N 88° 15' 00" W	15.17	20	S 17° 00' 00" E	0.98
21	N 88° 15' 00" W	15.17	21	S 17° 00' 00" E	0.98
22	N 88° 15' 00" W	15.17	22	S 17° 00' 00" E	0.98
23	N 88° 15' 00" W	15.17	23	S 17° 00' 00" E	0.98
24	N 88° 15' 00" W	15.17	24	S 17° 00' 00" E	0.98
25	N 88° 15' 00" W	15.17	25	S 17° 00' 00" E	0.98
26	N 88° 15' 00" W	15.17	26	S 17° 00' 00" E	0.98
27	N 88° 15' 00" W	15.17	27	S 17° 00' 00" E	0.98
28	N 88° 15' 00" W	15.17	28	S 17° 00' 00" E	0.98
29	N 88° 15' 00" W	15.17	29	S 17° 00' 00" E	0.98
30	N 88° 15' 00" W	15.17	30	S 17° 00' 00" E	0.98
31	N 88° 15' 00" W	15.17	31	S 17° 00' 00" E	0.98
32	N 88° 15' 00" W	15.17	32	S 17° 00' 00" E	0.98
33	N 88° 15' 00" W	15.17	33	S 17° 00' 00" E	0.98
34	N 88° 15' 00" W	15.17	34	S 17° 00' 00" E	0.98
35	N 88° 15' 00" W	15.17	35	S 17° 00' 00" E	0.98
36	N 88° 15' 00" W	15.17	36	S 17° 00' 00" E	0.98
37	N 88° 15' 00" W	15.17	37	S 17° 00' 00" E	0.98
38	N 88° 15' 00" W	15.17	38	S 17° 00' 00" E	0.98
39	N 88° 15' 00" W	15.17	39	S 17° 00' 00" E	0.98
40	N 88° 15' 00" W	15.17	40	S 17° 00' 00" E	0.98
41	N 88° 15' 00" W	15.17	41	S 17° 00' 00" E	0.98
42	N 88° 15' 00" W	15.17	42	S 17° 00' 00" E	0.98
43	N 88° 15' 00" W	15.17	43	S 17° 00' 00" E	0.98
44	N 88° 15' 00" W	15.17	44	S 17° 00' 00" E	0.98
45	N 88° 15' 00" W	15.17	45	S 17° 00' 00" E	0.98
46	N 88° 15' 00" W	15.17	46	S 17° 00' 00" E	0.98
47	N 88° 15' 00" W	15.17	47	S 17° 00' 00" E	0.98
48	N 88° 15' 00" W	15.17	48	S 17° 00' 00" E	0.98
49	N 88° 15' 00" W	15.17	49	S 17° 00' 00" E	0.98
50	N 88° 15' 00" W	15.17	50	S 17° 00' 00" E	0.98
51	N 88° 15' 00" W	15.17	51	S 17° 00' 00" E	0.98
52	N 88° 15' 00" W	15.17	52	S 17° 00' 00" E	0.98
53	N 88° 15' 00" W	15.17	53	S 17° 00' 00" E	0.98
54	N 88° 15' 00" W	15.17	54	S 17° 00' 00" E	0.98
55	N 88° 15' 00" W	15.17	55	S 17° 00' 00" E	0.98
56	N 88° 15' 00" W	15.17	56	S 17° 00' 00" E	0.98
57	N 88° 15' 00" W	15.17	57	S 17° 00' 00" E	0.98
58	N 88° 15' 00" W	15.17	58	S 17° 00' 00" E	0.98
59	N 88° 15' 00" W	15.17	59	S 17° 00' 00" E	0.98
60	N 88° 15' 00" W	15.17	60	S 17° 00' 00" E	0.98
61	N 88° 15' 00" W	15.17	61	S 17° 00' 00" E	0.98
62	N 88° 15' 00" W	15.17	62	S 17° 00' 00" E	0.98
63	N 88° 15' 00" W	15.17	63	S 17° 00' 00" E	0.98
64	N 88° 15' 00" W	15.17	64	S 17° 00' 00" E	0.98
65	N 88° 15' 00" W	15.17	65	S 17° 00' 00" E	0.98
66	N 88° 15' 00" W	15.17	66	S 17° 00' 00" E	0.98
67	N 88° 15' 00" W	15.17	67	S 17° 00' 00" E	0.98
68	N 88° 15' 00" W	15.17	68	S 17° 00' 00" E	0.98
69	N 88° 15' 00" W	15.17	69	S 17° 00' 00" E	0.98
70	N 88° 15' 00" W	15.17	70	S 17° 00' 00" E	0.98
71	N 88° 15' 00" W	15.17	71	S 17° 00' 00" E	0.98
72	N 88° 15' 00" W	15.17	72	S 17° 00' 00" E	0.98
73	N 88° 15' 00" W	15.17	73	S 17° 00' 00" E	0.98
74	N 88° 15' 00" W	15.17	74	S 17° 00' 00" E	0.98
75	N 88° 15' 00" W	15.17	75	S 17° 00' 00" E	0.98
76	N 88° 15' 00" W	15.17	76	S 17° 00' 00" E	0.98
77	N 88° 15' 00" W	15.17	77	S 17° 00' 00" E	0.98
78	N 88° 15' 00" W	15.17	78	S 17° 00' 00" E	0.98
79	N 88° 15' 00" W	15.17	79	S 17° 00' 00" E	0.98
80	N 88° 15' 00" W	15.17	80	S 17° 00' 00" E	0.98
81	N 88° 15' 00" W	15.17	81	S 17° 00' 00" E	0.98
82	N 88° 15' 00" W	15.17	82	S 17° 00' 00" E	0.98
83	N 88° 15' 00" W	15.17	83	S 17° 00' 00" E	0.98
84	N 88° 15' 00" W	15.17	84	S 17° 00' 00" E	0.98
85	N 88° 15' 00" W	15.17	85	S 17° 00' 00" E	0.98
86	N 88° 15' 00" W	15.17	86	S 17° 00' 00" E	0.98
87	N 88° 15' 00" W	15.17	87	S 17° 00' 00" E	0.98
88	N 88° 15' 00" W	15.17	88	S 17° 00' 00" E	0.98
89	N 88° 15' 00" W	15.17	89	S 17° 00' 00" E	0.98
90	N 88° 15' 00" W	15.17	90	S 17° 00' 00" E	0.98
91	N 88° 15' 00" W	15.17	91	S 17° 00' 00" E	0.98
92	N 88° 15' 00" W	15.17	92	S 17° 00' 00" E	0.98
93	N 88° 15' 00" W	15.17	93	S 17° 00' 00" E	0.98
94	N 88° 15' 00" W	15.17	94	S 17° 00' 00" E	0.98
95	N 88° 15' 00" W	15.17	95	S 17° 00' 00" E	0.98
96	N 88° 15' 00" W	15.17	96	S 17° 00' 00" E	0.98
97	N 88° 15' 00" W	15.17	97	S 17° 00' 00" E	0.98
98	N 88° 15' 00" W	15.17	98	S 17° 00' 00" E	0.98
99	N 88° 15' 00" W	15.17	99	S 17° 00' 00" E	0.98
100	N 88° 15' 00" W	15.17	100	S 17° 00' 00" E	0.98

DATE	BY	REVISIONS
02-09-09	City	Revised Plan 182, 1 & 5101 EXHIBIT and REVISIONS to TCE user Name
02-02-09	City	Revised Plan 182 & 510 EXHIBIT and REVISIONS to TCE and Street & Highway 6/16
05-09-08	City	Revised Plan 512 and 513
07-22-07	City	Revised Plan 512 and 513

ORANGE COUNTY PUBLIC FACILITIES AND RESOURCES DEPT.
 PREPARED BY RIGHT-OF-WAY ENGINEERING SECTION
 RIGHT-OF-WAY MAP
 MOULTON PARKWAY
 El Toro Road Intersection
 MAP NO. Y44 SHEET 5
 DATE 1 May 1990
 SCALE 1"=40'

PARCEL NO.	GRANTOR	GRANTEE	DATE	REMARKS
182	Golden Rain Foundation of L.L.H.	County of Orange	03/18/90	
183	Key Cont. Inc. et al.	County of Orange	02/24/91	
184	Thomas Allen Craig	County of Orange	02/24/91	
185	Thomas Allen Craig	County of Orange	02/24/91	
186	Thomas Allen Craig	County of Orange	02/24/91	
187	Thomas Allen Craig	County of Orange	02/24/91	
188	Thomas Allen Craig	County of Orange	02/24/91	
189	Thomas Allen Craig	County of Orange	02/24/91	
190	Thomas Allen Craig	County of Orange	02/24/91	
191	Thomas Allen Craig	County of Orange	02/24/91	
192	Thomas Allen Craig	County of Orange	02/24/91	
193	Thomas Allen Craig	County of Orange	02/24/91	
194	Thomas Allen Craig	County of Orange	02/24/91	
195	Thomas Allen Craig	County of Orange	02/24/91	
196	Thomas Allen Craig	County of Orange	02/24/91	
197	Thomas Allen Craig	County of Orange	02/24/91	
198	Thomas Allen Craig	County of Orange	02/24/91	
199	Thomas Allen Craig	County of Orange	02/24/91	
200	Thomas Allen Craig	County of Orange	02/24/91	
201	Thomas Allen Craig	County of Orange	02/24/91	
202	Thomas Allen Craig	County of Orange	02/24/91	
203	Thomas Allen Craig	County of Orange	02/24/91	
204	Thomas Allen Craig	County of Orange	02/24/91	
205	Thomas Allen Craig	County of Orange	02/24/91	
206	Thomas Allen Craig	County of Orange	02/24/91	
207	Thomas Allen Craig	County of Orange	02/24/91	
208	Thomas Allen Craig	County of Orange	02/24/91	
209	Thomas Allen Craig	County of Orange	02/24/91	
210	Thomas Allen Craig	County of Orange	02/24/91	
211	Thomas Allen Craig	County of Orange	02/24/91	
212	Thomas Allen Craig	County of Orange	02/24/91	
213	Thomas Allen Craig	County of Orange	02/24/91	
214	Thomas Allen Craig	County of Orange	02/24/91	
215	Thomas Allen Craig	County of Orange	02/24/91	
216	Thomas Allen Craig	County of Orange	02/24/91	
217	Thomas Allen Craig	County of Orange	02/24/91	
218	Thomas Allen Craig	County of Orange	02/24/91	
219	Thomas Allen Craig	County of Orange	02/24/91	
220	Thomas Allen Craig	County of Orange	02/24/91	
221	Thomas Allen Craig	County of Orange	02/24/91	
222	Thomas Allen Craig	County of Orange	02/24/91	
223	Thomas Allen Craig	County of Orange	02/24/91	
224	Thomas Allen Craig	County of Orange	02/24/91	
225	Thomas Allen Craig	County of Orange	02/24/91	
226	Thomas Allen Craig	County of Orange	02/24/91	
227	Thomas Allen Craig	County of Orange	02/24/91	
228	Thomas Allen Craig	County of Orange	02/24/91	
229	Thomas Allen Craig	County of Orange	02/24/91	
230	Thomas Allen Craig	County of Orange	02/24/91	
231	Thomas Allen Craig	County of Orange	02/24/91	
232	Thomas Allen Craig	County of Orange	02/24/91	
233	Thomas Allen Craig	County of Orange	02/24/91	
234	Thomas Allen Craig	County of Orange	02/24/91	
235	Thomas Allen Craig	County of Orange	02/24/91	
236	Thomas Allen Craig	County of Orange	02/24/91	
237	Thomas Allen Craig	County of Orange	02/24/91	
238	Thomas Allen Craig	County of Orange	02/24/91	
239	Thomas Allen Craig	County of Orange	02/24/91	
240	Thomas Allen Craig	County of Orange	02/24/91	
241	Thomas Allen Craig	County of Orange	02/24/91	
242	Thomas Allen Craig	County of Orange	02/24/91	
243	Thomas Allen Craig	County of Orange	02/24/91	
244	Thomas Allen Craig	County of Orange	02/24/91	

LINE COURSES


PT.	Bearing	Dist.	Dist. from	Dist. to
1	S. 41° 47' 24" W.	5.00	5.00	33.37
2	S. 45° 27' 56" E.	10.00	15.00	43.37
3	N. 35° 35' 28" E.	11.00	26.00	54.37
4	N. 35° 35' 28" E.	11.00	37.00	65.37
5	N. 35° 35' 28" E.	11.00	48.00	76.37
6	N. 35° 35' 28" E.	11.00	59.00	87.37
7	N. 35° 35' 28" E.	11.00	70.00	98.37
8	N. 35° 35' 28" E.	11.00	81.00	109.37
9	N. 35° 35' 28" E.	11.00	92.00	120.37
10	N. 35° 35' 28" E.	11.00	103.00	131.37
11	N. 35° 35' 28" E.	11.00	114.00	142.37
12	N. 35° 35' 28" E.	11.00	125.00	153.37
13	N. 35° 35' 28" E.	11.00	136.00	164.37
14	N. 35° 35' 28" E.	11.00	147.00	175.37
15	N. 35° 35' 28" E.	11.00	158.00	186.37
16	N. 35° 35' 28" E.	11.00	169.00	197.37
17	N. 35° 35' 28" E.	11.00	180.00	208.37
18	N. 35° 35' 28" E.	11.00	191.00	219.37
19	N. 35° 35' 28" E.	11.00	202.00	230.37
20	N. 35° 35' 28" E.	11.00	213.00	241.37
21	N. 35° 35' 28" E.	11.00	224.00	252.37
22	N. 35° 35' 28" E.	11.00	235.00	263.37
23	N. 35° 35' 28" E.	11.00	246.00	274.37
24	N. 35° 35' 28" E.	11.00	257.00	285.37
25	N. 35° 35' 28" E.	11.00	268.00	296.37
26	N. 35° 35' 28" E.	11.00	279.00	307.37
27	N. 35° 35' 28" E.	11.00	290.00	318.37
28	N. 35° 35' 28" E.	11.00	301.00	329.37
29	N. 35° 35' 28" E.	11.00	312.00	340.37
30	N. 35° 35' 28" E.	11.00	323.00	351.37
31	N. 35° 35' 28" E.	11.00	334.00	362.37
32	N. 35° 35' 28" E.	11.00	345.00	373.37
33	N. 35° 35' 28" E.	11.00	356.00	384.37
34	N. 35° 35' 28" E.	11.00	367.00	395.37
35	N. 35° 35' 28" E.	11.00	378.00	406.37
36	N. 35° 35' 28" E.	11.00	389.00	417.37
37	N. 35° 35' 28" E.	11.00	400.00	428.37
38	N. 35° 35' 28" E.	11.00	411.00	439.37
39	N. 35° 35' 28" E.	11.00	422.00	450.37
40	N. 35° 35' 28" E.	11.00	433.00	461.37
41	N. 35° 35' 28" E.	11.00	444.00	472.37
42	N. 35° 35' 28" E.	11.00	455.00	483.37
43	N. 35° 35' 28" E.	11.00	466.00	494.37
44	N. 35° 35' 28" E.	11.00	477.00	505.37
45	N. 35° 35' 28" E.	11.00	488.00	516.37
46	N. 35° 35' 28" E.	11.00	499.00	527.37
47	N. 35° 35' 28" E.	11.00	510.00	538.37
48	N. 35° 35' 28" E.	11.00	521.00	549.37
49	N. 35° 35' 28" E.	11.00	532.00	560.37
50	N. 35° 35' 28" E.	11.00	543.00	571.37
51	N. 35° 35' 28" E.	11.00	554.00	582.37
52	N. 35° 35' 28" E.	11.00	565.00	593.37
53	N. 35° 35' 28" E.	11.00	576.00	604.37
54	N. 35° 35' 28" E.	11.00	587.00	615.37
55	N. 35° 35' 28" E.	11.00	598.00	626.37
56	N. 35° 35' 28" E.	11.00	609.00	637.37
57	N. 35° 35' 28" E.	11.00	620.00	648.37
58	N. 35° 35' 28" E.	11.00	631.00	659.37
59	N. 35° 35' 28" E.	11.00	642.00	670.37
60	N. 35° 35' 28" E.	11.00	653.00	681.37
61	N. 35° 35' 28" E.	11.00	664.00	692.37
62	N. 35° 35' 28" E.	11.00	675.00	703.37
63	N. 35° 35' 28" E.	11.00	686.00	714.37
64	N. 35° 35' 28" E.	11.00	697.00	725.37
65	N. 35° 35' 28" E.	11.00	708.00	736.37
66	N. 35° 35' 28" E.	11.00	719.00	747.37
67	N. 35° 35' 28" E.	11.00	730.00	758.37
68	N. 35° 35' 28" E.	11.00	741.00	769.37
69	N. 35° 35' 28" E.	11.00	752.00	780.37
70	N. 35° 35' 28" E.	11.00	763.00	791.37
71	N. 35° 35' 28" E.	11.00	774.00	802.37
72	N. 35° 35' 28" E.	11.00	785.00	813.37
73	N. 35° 35' 28" E.	11.00	796.00	824.37
74	N. 35° 35' 28" E.	11.00	807.00	835.37
75	N. 35° 35' 28" E.	11.00	818.00	846.37
76	N. 35° 35' 28" E.	11.00	829.00	857.37
77	N. 35° 35' 28" E.	11.00	840.00	868.37
78	N. 35° 35' 28" E.	11.00	851.00	879.37
79	N. 35° 35' 28" E.	11.00	862.00	890.37
80	N. 35° 35' 28" E.	11.00	873.00	901.37
81	N. 35° 35' 28" E.	11.00	884.00	912.37
82	N. 35° 35' 28" E.	11.00	895.00	923.37
83	N. 35° 35' 28" E.	11.00	906.00	934.37
84	N. 35° 35' 28" E.	11.00	917.00	945.37
85	N. 35° 35' 28" E.	11.00	928.00	956.37
86	N. 35° 35' 28" E.	11.00	939.00	967.37
87	N. 35° 35' 28" E.	11.00	950.00	978.37
88	N. 35° 35' 28" E.	11.00	961.00	989.37
89	N. 35° 35' 28" E.	11.00	972.00	1000.37
90	N. 35° 35' 28" E.	11.00	983.00	1011.37
91	N. 35° 35' 28" E.	11.00	994.00	1022.37
92	N. 35° 35' 28" E.	11.00	1005.00	1033.37
93	N. 35° 35' 28" E.	11.00	1016.00	1044.37
94	N. 35° 35' 28" E.	11.00	1027.00	1055.37
95	N. 35° 35' 28" E.	11.00	1038.00	1066.37
96	N. 35° 35' 28" E.	11.00	1049.00	1077.37
97	N. 35° 35' 28" E.	11.00	1060.00	1088.37
98	N. 35° 35' 28" E.	11.00	1071.00	1099.37
99	N. 35° 35' 28" E.	11.00	1082.00	1110.37
100	N. 35° 35' 28" E.	11.00	1093.00	1121.37
101	N. 35° 35' 28" E.	11.00	1104.00	1132.37
102	N. 35° 35' 28" E.	11.00	1115.00	1143.37
103	N. 35° 35' 28" E.	11.00	1126.00	1154.37
104	N. 35° 35' 28" E.	11.00	1137.00	1165.37
105	N. 35° 35' 28" E.	11.00	1148.00	1176.37
106	N. 35° 35' 28" E.	11.00	1159.00	1187.37
107	N. 35° 35' 28" E.	11.00	1170.00	1198.37
108	N. 35° 35' 28" E.	11.00	1181.00	1209.37
109	N. 35° 35' 28" E.	11.00	1192.00	1220.37
110	N. 35° 35' 28" E.	11.00	1203.00	1231.37
111	N. 35° 35' 28" E.	11.00	1214.00	1242.37
112	N. 35° 35' 28" E.	11.00	1225.00	1253.37
113	N. 35° 35' 28" E.	11.00	1236.00	1264.37
114	N. 35° 35' 28" E.	11.00	1247.00	1275.37
115	N. 35° 35' 28" E.	11.00	1258.00	1286.37
116	N. 35° 35' 28" E.	11.00	1269.00	1297.37
117	N. 35° 35' 28" E.	11.00	1280.00	1308.37
118	N. 35° 35' 28" E.	11.00	1291.00	1319.37
119	N. 35° 35' 28" E.	11.00	1302.00	1330.37
120	N. 35° 35' 28" E.	11.00	1313.00	1341.37
121	N. 35° 35' 28" E.	11.00	1324.00	1352.37
122	N. 35° 35' 28" E.	11.00	1335.00	1363.37
123	N. 35° 35' 28" E.	11.00	1346.00	1374.37
124	N. 35° 35' 28" E.	11.00	1357.00	1385.37
125	N. 35° 35' 28" E.	11.00	1368.00	1396.37
126	N. 35° 35' 28" E.	11.00	1379.00	1407.37
127	N. 35° 35' 28" E.	11.00	1390.00	1418.37
128	N. 35° 35' 28" E.	11.00	1401.00	1429.37
129	N. 35° 35' 28" E.	11.00	1412.00	1440.37
130	N. 35° 35' 28" E.	11.00	1423.00	1451.37
131	N. 35° 35' 28" E.	11.00	1434.00	1462.37
132	N. 35° 35' 28" E.	11.00	1445.00	1473.37
133	N. 35° 35' 28" E.	11.00	1456.00	1484.37
134	N. 35° 35' 28" E.	11.00	1467.00	1495.37
135	N. 35° 35' 28" E.	11.00	1478.00	1506.37
136	N. 35° 35' 28" E.	11.00	1489.00	1517.37
137	N. 35° 35' 28" E.	11.00	1500.00	1528.37
138	N. 35° 35' 28" E.	11.00	1511.00	1539.37
139	N. 35° 35' 28" E.	11.00	1522.00	1550.37
140	N. 35° 35' 28" E.	11.00	1533.00	1561.37
141	N. 35° 35' 28" E.	11.00	1544.00	1572.37
142	N. 35° 35' 28" E.	11.00	1555.00	1583.37
143	N. 35° 35' 28" E.	11.00	1566.00	1594.37
144	N. 35° 35' 28" E.	11.00	1577.00	1605.37
145	N. 35° 35' 28" E.	11.00	1588.00	1616.37
146	N. 35° 35' 28" E.	11.00	1599.00	1627.37
147	N. 35° 35' 28" E.	11.00	1610.00	1638.37
148	N. 35° 35' 28" E.	11.00	1621.00	1649.37
149	N. 35° 35' 28" E.	11.00	1632.00	1660.37
150	N. 35° 35' 28" E.	11.00	1643.00	1671.37
151	N. 35° 35' 28" E.	11.00	1654.00	1682.37
152	N. 35° 35' 28" E.	11.00	1665.00	1693.37
153	N. 35° 35' 28" E.	11.00	1676.00	1704.37
154	N. 35° 35' 28" E.	11.00	1687.00	1715.37
155	N. 35° 35' 28" E.	11.00	1698.00	1726.37
156	N. 35° 35' 28" E.	11.00	1709.00	1737.37
157	N. 35° 35' 28" E.	11.00	1720.00	1748.37
158	N. 35° 35' 28" E.	11.00	1731.00	1759.37
159	N. 35° 35' 28" E.	11.00	1742.00	1770.37
160	N. 35° 35' 28" E.	11.00	1753.00	1781.37
161	N. 35° 35' 28" E.	11.00	1764.00	1792.37
162	N. 35° 35' 28" E.	11.00	1775.00	1803.37
163	N. 35° 35' 28" E.	11.00	1786.00	1814.37
164	N. 35° 35' 28" E.	11.00	1797.00	1825.37
165	N. 35° 35' 28" E.	11.00	1808.00	1836.37
166	N. 35° 35' 28" E.	11.00	1819.00	1847.37
167	N. 35° 35' 28" E.	11.00	1830.00	1858.37
168	N. 35° 35' 28" E.	11.00	1841.00	1869.37
169	N. 35° 35' 28" E.	11.00	1852.00	1880.37
170	N. 35° 35' 28" E.	11.00	1863.00	1891.37
171	N. 35° 35' 28" E.	11.00	1874.00	1902.37
172	N. 35° 35' 28" E.	11.00	1885.00	1913.37
173	N. 35° 35' 28" E.	11.00	1896.00	1924.37
174	N. 35° 35' 28" E.	11.00	1907.00	1935.37
175	N. 35° 35' 28" E.	11.00	1918.00	1946.37
176	N. 35° 35' 28" E.	11.00	1929.00	1957.37
177	N. 35° 35' 28" E.	11.00	1940.00	1968.37
178	N. 35° 35' 28" E.	11.00	1951.00	1979.37
179	N. 35° 35' 28" E.	11.00	1962.00	1990.37
180	N. 35° 35' 28" E.	11.00	1973.00	2001.37
181	N. 35° 35' 28" E.	11.00	1984.00	2012.37
182	N. 35° 35' 28" E.	11.00	1995.00	2023.37
183	N. 35° 35' 28" E.	11.00	2006.00	2034.37
184	N. 35° 35' 28" E.	11.00	2017.00	2045.37
185	N. 35° 35' 28" E.	11.00	2028.00	2056.37
186	N. 35° 35' 28" E.	11.00	2039.00	2067.37
187	N. 35° 35' 28" E.	11.00	2050.00	2078.37
188	N. 35° 35' 28" E.	11.00	2061.00	2089.37
189	N. 35° 35' 28" E.	11.00	2072.00	2100.37
190				

9.1
ANIMAL SERVICES

City of Laguna Woods Agenda Report

FOR: February 18, 2009 City Council Meeting

TO: Honorable Mayor and Councilmembers

FROM: Leslie A. Keane, City Manager 

Agenda Item: Animal Services

Recommendation

- A. Introduce and approve first reading of an ordinance modifying the number of animals allowed in residential units, entitled

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING TITLE 5: ESTABLISHING A LIMIT ON ANIMALS THAT MAY BE KEPT IN A RESIDENTIAL STRUCTURE

- B. Introduce and approve an ordinance requiring mandatory spay-neutering of cats and dogs, entitled:

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING TITLE 5: ANIMALS OF THE LAGUNA WOODS MUNICIPAL CODE TO ESTABLISH A MANDATORY STERILIZATION PROGRAM FOR DOGS AND CATS

Background

In 2000, the City of Laguna Woods approved a contract with the City of Laguna Beach for animal control and shelter services. As a part of the contract process, Laguna Woods adopted Laguna Beach animal fees and regulations.

Periodically since incorporation, the city's manager's office has convened representative of Laguna Woods' animal organization to discuss issues and proposals for change. Such groups were instrumental in recommendations to

ITEMS 9.1

proceed with construction of A Place for Paws, the City's dog park, and the shift of enforcement and shelter services from the County of Orange to Laguna Beach.

In 2008, the city manager established a permanent fifteen member advisory committee, which incorporates stakeholders representing residents who both own and do not own animals. This committee is recommending two changes to the City's Municipal Code:

- A. Modification to the limit of animals allowed per residence.
- B. Mandatory spay-neutering requirements for dogs and cats that reside within the City of Laguna Woods.

Both proposals contain exceptions for special circumstances.

Discussion

A. Limit on Number of animals allowed per residential dwelling

Laguna Beach's residential animal limits are based on the size of a dwelling unit and lot; these regulations allow only one cat and one dog in the majority of residences in the City of Laguna Woods. The animal services advisory committee is recommending a maximum limit of three cats and/or dogs per residential unit citywide. In coming up with this recommendation, it discussed several other alternatives, among these a limit of five animals, of which not more than two could be dogs.

The proposed ordinance (attached) sets a three animal limit with no restrictions on type of animal; it does, however, apply only to cats and dogs. The proposal contains a provision to grandfather in residences which currently have more animals up to a limit of six, by way of a no-fee permit. Residents residing in the community at the effective date of the ordinance would have 180 days to apply for such a permit. Exceptions beyond this period would require a "private kennel permit", in accordance with existing Laguna Beach procedures.

The proposed ordinance contains exceptions for litters of puppies/kittens under the age of four months and temporary fostering.

As of the date of this report, the City has received 28 written responses from residents on this matter:

- 7 in favor of keeping and enforcing a one cat and one dog limit

ITEMS 9.1

- 9 in favor of modifying the limit to allow no more than three cats **or** two dogs
- 9 in favor of a three animal – cat or dog - limit
- 4 recommending that the City set no limit on animals

There is no standard animal limit in Orange County. The County and cities using its services are restricted to three dogs and three cats per residence. The City of Irvine has a three animal requirement similar to that being proposed. The Cities of Mission Viejo, San Clemente and Dana Point allow four animals. The City of Costa Mesa has a five animal limit.

As noted above, Laguna Beach's animal limit is based on the size of the living quarters and associated enclosed lot – one dog and one cat is permitted if the area is less than 2,500 square feet; two dogs and two cats are permitted in areas between 2,500 and 5,000 sq. feet. All of the above cities have provisions for private kennels through a permit process.

Nothing in the current or proposed animal limit regulation would prohibit a private property owner or homeowners association from establishing a lower limit.

Public Safety Advisory Committee

The City's Public Service Advisory Committee met on February 11, 2009 to discuss the proposed ordinance. That committee voted 9-0-0 to support a three animal limit, with the further restriction that no more than two dogs be allowed.

B. Mandatory Spay-Neutering of Cats and Dogs

The Animal Services Committee has also proposed regulations requiring that all dogs and cats – with certain exceptions – residing in the City be spay-neutered. The following animals would be exempt from this requirement:

1. Animals under the age of four months;
2. Competition cats and dogs meeting certain designation and/or show requirements;
3. Purebred dogs registered with a recognized organization;
4. Dogs used by a law enforcement agency for law enforcement purposes;
5. Qualified service or assistance cats and dogs;
6. Cats and dogs which are unable to be spayed or neutered without a high likelihood of suffering serious bodily harm or death due to age or infirmity (must obtain written confirmation from California licensed veterinarian.)

ITEMS 9.1

As of the date of this report, the City has received 34 written responses from residents on this matter:

- 25 in favor of mandatory spay-neuter regulations (2 of these if the City offers financial assistance to low income residents)
- 9 opposed to mandatory spay-neuter regulations

A number of written objection to any type of mandatory spay neutering have been received from individuals who do not reside in Laguna woods and from national Breed organizations.

In addition, the Laguna Woods Cat Club has informed us that at meeting with 75 members present, that Club voted unanimously to support mandatory spay-neutering as proposed by the City's Animal Services Committee.

During discussion of the proposed ordinance, the issue of financial need was raised. The recommended implementation date of the ordinance is January 1, 2010. This date is recommended to allow staff and the committee to seek grant or other assistance to help offset the cost of spay-neutering for low income residents.

No city in Orange County currently has mandatory spay-neuter regulations. Although, the Orange County Grand Jury recommended that the County proceed with such regulations, the Board of Supervisors declined to adopt such regulations. State law requires that all animals adopted from a municipal or county shelter be spayed-neutered before adoption. The County of Riverside and Cities of Belmont and Clearlake require animals that are impounded to be spay-neutered prior to return to their owners. The Counties of Santa Cruz and Sacramento and the Cities of Clerarlake, Pacific Grove, Los Angeles and San Mateo require mandatory spay-neutering for cats and dogs; the County of Los Angles requires mandatory spay-neutering for dogs only.

Although not raised by residents, several national animal organizations have made the claim that neutering or spaying large working dogs such as a Rottweiler prior to one year may lead to future health concerns. Staff believes that the exceptions provided in the ordinance for registration with a Purebread organization and/or the ability of a veterinarian to exempt a dog due to health concerns will mitigate this concern.

Public Safety Advisory Committee

The City's Public Service Advisory Committee met on February 11, 2009 to discuss the proposed ordinance. That committee voted 9-0-0 to support the

ITEMS 9.1

proposed ordinance as drafted, with the further recommendation that the City establish a financial assistance program for low income residents prior to the January 1, 2010.

Alternative Program Proposal

The proposal for mandatory spay neutering is an attempt to reduce the thousands of unwanted animals picked up in Orange County and euthanized at shelters. Responsible pet owners who control their animal – dogs always on leash and never left outside unattended and cats kept indoors – are not generally a significant part of this problem. As an alternative to mandatory spay-neutering of all dogs and cats, the City could establish a program targeted at pet owners that let their pets roam freely in the community. Ordinances similar to this in the County of Riverside and the Cities of Belmont and Clearlake, require mandatory spay-neutering for animals picked up off leash.

Fiscal Impact

Municipal Code violations have established fines and penalty fees that cover the cost of enforcement. The private kennel license fee, established by the City of Laguna Beach, covers the cost to investigate and issue this type of permit. The proposed animal limit regulations include a no-fee permit for current residents who exceed the new limit. The cost of this activity is estimated not to exceed \$2,500 and can be absorbed within the existing budget.

The Public Safety Advisory Committee has recommended that the City consider implementing a spay-neuter subsidy program for low income residents. Staff would research available funding and return to the Council prior to the implementation date of that ordinance, if approved.

Conclusion

A fifteen member advisory group, representing both pet and non-pet owners, residents from in and outside the gated community of Laguna Woods Village and members of the Laguna Woods Canine and Cat Clubs, is recommending that the City Council take action to revise current animal residency restrictions and implement mandatory spay-neutering requirements. The City Council's Public Safety Advisory Committee has endorsed these two proposals, modifying the animal residency to restrict dogs to two per residence, without a private kennel permit.


ITEMS 9.1

An announcement that the City is considering modifications to its current animal regulations has been publicized in the gated community of Laguna Woods Village, on the City's website and in the Orange County Register. Interested persons have been encouraged to comment on the proposals.

If introduction and first reading is approved for either or both ordinances, they would be re-agendized for final adoption at the Council's March 18, 2009 meeting.

Attachment: Ordinances (2)


American Veterinary Medical Association Policy Statement


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Issues

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AVMA policy

Early-Age (Prepubertal) Spay/Neuter of Dogs and Cats

(Approved by the AVMA House of Delegates 1994; revised by the AVMA Executive Board April 1999, April 2004)

The AVMA supports the concept of early (prepubertal, 8 to 16 weeks of age) spay/neuter in dogs and cats in an effort to reduce the number of unwanted animals of these species. Just as for other veterinary medical and surgical procedures, veterinarians should use their best medical judgment in deciding at what age spay/neuter should be performed on individual animals.

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ORDINANCE NO. 09-_____

AN ORDINANCE OF THE CITY OF LAGUNA WOODS,
CALIFORNIA, AMENDING TITLE 5: ESTABLISHING A LIMIT
ON ANIMALS THAT MAY BE KEPT IN A RESIDENTIAL
STRUCTURE

THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA,
DOES ORDAIN AS FOLLOWS:

SECTION 1. Section 5.02.010 (85) is hereby amended to read as follows:

Section 5.02.010 (85) *Private kennel or cattery* means any individual house, apartment, condominium, cooperative or other living quarters, where four or more dogs or four or more cats or any combination of four or more dogs and cats, over the age of four months are kept or maintained solely for the pleasure and enjoyment of the owner.

Animals at a private kennel/cattery shall not exceed a maximum of six cats or dog or any combination thereof.

SECTION 2. Chapter 5.02.045 “Number of Animals Permitted” is hereby added to the Laguna Woods Municipal Code as follows:

(a) A maximum of three cats or three dogs or any combinations thereof are permitted in any residence within the City, without a private kennel license.

(b) Household animals being fostered as a part of a not-for-profit organization/agency program shall not be included for the purpose of determining the number of household animals. The foster program shall be registered with the City and an individual animal shall be fostered in a particular residence for a period of no more than six months.

(c) Exception Permit. Individuals residing in the City on the effective date of this ordinance, who have more than the maximum number of animals as specified in Section 5.02.045, but not more than six animals, in their household shall apply for an exception permit from the City Manager within 180 days of the effective

date of this ordinance. The exception permit shall specific to the animals in the household at the time the permit is issued.

SECTION 3. The provisions and requirements of Chapter 5.05 shall become effective July 1, 2009.

PASSED, APPROVED AND ADOPTED THIS ___ DAY OF _____, 200_.

Robert Ring, Mayor

ATTEST:

YOLIE TRIPPY, Deputy City Clerk

APPROVED AS TO FORM:

STEPHEN A. MCEWEN, City Attorney

STATE OF CALIFORNIA)
COUNTY OF ORANGE)
CITY OF LAGUNA WOODS)

I, YOLIE TRIPPY, Deputy City Clerk of the City of Laguna Woods, California DO HEREBY CERTIFY that the foregoing Ordinance No. 09-__ was duly introduced and placed upon its first reading at a Regular Meeting of the City Council on the 18th of February, 2009, and that thereafter, said Ordinance was duly adopted and passed at a Regular Meeting of the City Council on the __- day of _____, 200_ by the following vote to wit:

AYES: COUNCILMEMBERS:
NOES: COUNCILMEMBERS:
ABSENT: COUNCILMEMBERS:

YOLIE TRIPPY, Deputy City Clerk

ORDINANCE NO. 09-_____

AN ORDINANCE OF THE CITY OF LAGUNA WOODS, CALIFORNIA, AMENDING TITLE 5: ANIMALS OF THE LAGUNA WOODS MUNICIPAL CODE TO ESTABLISH A MANDATORY STERILIZATION PROGRAM FOR DOGS AND CATS

THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA, DOES ORDAIN AS FOLLOWS:

SECTION 1. Section 5.02.010 of the Laguna Woods Municipal Code is hereby amended to add the following sections:

Section 5.20.010 (05) (9) "Competition dog or cat" means a dog or cat which is used to show, to compete or to breed, which is of a breed recognized by and registered with the American Kennel Club (AKC), United Kennel Club (UKC), American Dog Breeders Association (ADBA), The Cat Fanciers' Association (CFA), or other valid registry approved by the Department per Department policy and meets at least one of the following requirements:

- (1) The dog or cat has competed in at least three dog or cat shows or sporting competition sanctioned by a national registry or approved by the Department, within the last 365 days; or
- (2) The dog or cat has earned a conformation, obedience, agility, carting, herding, protection, rally, sporting, working or other title from a purebred registry referenced above or other registry or sport association approved by the Department; or
- (3) The owner or custodian of the dog or cat is a member of a purebred breed club, approved by the Department, which maintains and enforces a code of ethics for animal breeding that includes restrictions from breeding individuals with genetic defects and life threatening health problems that commonly threaten the breed; or
- (4) Dogs or cats which are appropriately trained and which are actually used for the herding of other animals, or as livestock guardians, hunting dogs, or such dogs or cats designated as breeding stock by an appropriate agency or organization approved by the Department after consultation with knowledgeable professionals; or

(5) Dogs or cats boarded in a licensed kennel, which boards and professionally trains such animals for use and resale.

Section 5.02.010 (07) "Animal Services Manager" means the individual or individuals designated by the Laguna Woods City Manager as responsible for animal licensing and shelter services.

Section 5.02.010 (08) "Custodian" is any person who intentionally provides care or sustenance for a dog or cat on behalf of another, or represents the interests of the owner.

Section 5.02.010 (28) "Incapable of breeding" means any dog or cat which has been examined by a California licensed Veterinarian and determined to not be capable of reproducing. A certificate of sterility, signed by the Veterinarian must be provided upon demand.

SECTION 2. Chapter 5.05, "Mandatory Spay and Neuter Program for Dogs and Cats" is hereby added to the Laguna Woods Municipal Code as follows:

Mandatory Spay and Neuter Program for Dogs and Cats

Sections:

5.05.010 Mandatory spaying, neutering of dogs and cats.

5.05.020 Unaltered dog license. Requirements.

5.05.030 Denial or revocation of unaltered dog license. Grounds and re-application.

5.05.040 Appeal of denial or revocation of unaltered dog license.

5.05.050 Unaltered cat requirements

5.05.060 Penalties.

5.05.070 Impoundment of an unaltered dog or cat.

5.05.080 Effective date.

5.05.010 Mandatory spaying, neutering of dogs and cats.

(a) No person may own, keep, or harbor a dog or cat over the age of four months in violation of this section. An owner or custodian of an unaltered dog must have the animal spayed or neutered, or provide a certificate of sterility, or obtain an unaltered dog license in accordance with Section 5.05.020. An owner or custodian of an unaltered cat must have the animal spayed or neutered, or provide a certificate of sterility, or show compliance with Section 5.05.050.

(b) The owner or custodian of a dog which is unable to be spayed or neutered without a high likelihood of suffering serious bodily harm or death due to age or infirmity, must obtain written confirmation of that fact from a California licensed Veterinarian. The writing must also state the date by which the dog may be safely spayed or neutered. If the dog is unable to be spayed or neutered within 30 days, the owner or custodian must apply for an unaltered dog license.

(c) The owner or custodian of a cat which is unable to be spayed or neutered without a high likelihood of suffering serious bodily harm or death due to age or infirmity, must obtain written confirmation of that fact from a California licensed Veterinarian. The writing must also state the date by which the cat may be safely spayed or neutered or that it is unable to be spayed or neutered.

5.05.020 Unaltered dog license. Requirements.

An owner or custodian of an unaltered dog over the age of four months must obtain an annual unaltered dog license for the dog. The license shall be issued if the Animal Services manager has determined that all of the following conditions are met:

(a) The dog is one of the following: a competition dog as defined in Section 5.02.010; a dog used by a law enforcement agency for law enforcement purposes; a qualified service or assistance dog as defined in Section 5.02.010; or a dog which is unable to be spayed or neutered as set forth in Section 5.05.010.

(b) The owner or custodian has submitted the required application together with all required license fees; and the unaltered dog will be maintained in accordance with the provisions of Laguna Woods Municipal Chapter 5.02: Animals, and with all applicable state animal care and control laws.

5.05.030 Denial or revocation of unaltered dog license. Grounds and re-application.

(a) The Animal Services Manager may deny or revoke an unaltered dog license for one or more of the following reasons:

(1) The applicant or licensee is not in compliance with all of the requirements of Section 5.05.020;

(2) The City has received at least two complaints, verified by the Animal Services Manager, that the applicant or licensee has allowed a dog to run

loose or escape, or has otherwise been found to be neglectful of his or her dog or other animals;

(3) The applicant or licensee has been previously cited for violating a state law, county code or other municipal provision relating to the care and control of animals;

(4) The unaltered dog has been adjudicated by a court or an agency of appropriate jurisdiction to be a potentially dangerous or vicious, or to be a nuisance within the meaning of the Laguna Woods Municipal Code or under state law;

(5) Any unaltered dog license held by the applicant has been revoked;

(b) Re-application for unaltered dog license:

(1) When an unaltered dog license is denied, the applicant may re-apply for a license upon a showing that the requirements of Section 5.05.020 have been met.

(2) When an unaltered dog license is revoked, the owner or custodian of the dog may apply for a new license after a thirty-day waiting period upon a showing that the requirements of Section 5.05.020 have been met. No part of an unaltered dog license fee is refundable when a license is revoked and the applicant shall pay the full fee upon re-application.

(c) Fees. Return and reapplication.

(a) If an unaltered dog license is denied, one half of the fee shall be returned to the applicant. The applicant shall pay the full fee upon reapplication.

(b) No part of an unaltered dog license fee is refundable when a license is revoked and the applicant shall pay the full fee upon re-application.

5.05.040 Appeal of denial or revocation of unaltered dog license.

(a) Request for hearing.

(1) The Animal Services Manager shall mail to the owner or custodian a written notice of his or her decision to deny or revoke an unaltered dog license pursuant to section 5.05.030. The written notice shall include the

reason(s) for the denial or revocation. The owner or custodian may request a hearing to appeal the denial or revocation. The request must be made in writing within fourteen (14) days after the notice of intent to deny or revoke is mailed. Failure to submit a timely written hearing request shall be deemed a waiver of the right to appeal the license denial or revocation."

(2) Hearing officer. The hearing shall be conducted by the City Manager or his/her designee.

(3) Notice and conduct of hearing. The City shall mail a written notice of the date, time, and place for the hearing not less than ten days before the hearing date. The hearing date shall be no more than thirty days after the City's receipt of the request for a hearing. Failure of the owner or custodian or his or her agent to appear at the hearing will result in forfeiture of the right to a hearing. The hearing will be informal and the rules of evidence will not be strictly observed. The City shall mail a written decision to the owner or custodian within ten days after the hearing. The decision of the hearing officer shall be the final administrative decision.

(b) Change in location of dog. If the dog is moved after the City has issued a letter of intent to deny or revoke, but has not yet denied or revoked the license, the owner or custodian must provide the City with information as to the dog's whereabouts, including the current owner or custodian's name, address, and telephone number.

5.05.050 Unaltered cat requirements.

An owner or custodian of an unaltered cat over the age of four months must have the animal spayed or neutered, or provide a certificate of sterility, or show that the cat is a competition cat as defined in Section 5.02.010 or a cat which is unable to be spayed or neutered as set forth in Section 5.05.010.

5.05.060 Penalties.

The penalties for violations of any provision of this part are as follows:

(a) First violation. A first violation shall be an infraction punishable by a fine not to exceed \$250. If the owner or custodian fails to correct the underlying cause of the violation within 30 days after being notified of the violation, it shall be deemed a second violation.

(b) Second violation. A violation within a year of a first violation shall be deemed a second violation. A second violation is a misdemeanor punishable by imprisonment in the county jail for a period not to exceed six months or by a fine not to exceed \$1,000, or by both such fine and imprisonment. Each subsequent violation within one year shall be considered an additional misdemeanor.

5.05.070 Impoundment of unaltered dog or cat.

(a) When an unaltered dog or cat is impounded, the owner or custodian may reclaim the unaltered animal, one time, when one of the following occurs:

(1) The animal is spayed or neutered by a veterinarian chosen by the City at the expense of the owner or custodian. Such expense may include additional fees due to extraordinary care required;

(2) The owner or custodian may arrange for another City approved veterinarian to spay or neuter the animal, and shall pay to the City the cost to deliver said animal to the chosen veterinarian. The cost to deliver the animal shall be based on the City's actual costs. The veterinarian shall complete and return to the City within ten days, a statement confirming that the animal a) has been spayed or neutered, or b) is incapable of breeding, or c) the animal's health would be endangered by the spay/neuter process. After said statement has been issued, the veterinarian may release the animal to the owner or custodian; or,

(3) At the discretion of the Animal Services Manager, the animal may be released to the owner or custodian if he or she signs a statement under penalty of perjury, representing that the animal will be spayed or neutered and that he or she will submit a statement within ten (10) days, signed by the veterinarian, confirming that the dog has been spayed or neutered or is incapable of breeding. If the statement is not received within ten (10) days, the owner shall be in violation of this section and subject to administrative citation in conformance with Laguna Woods Municipal Code Chapter 1.06; or

(4) The owner or custodian demonstrates compliance with unaltered dog license requirements contained in Section 5.05.020 or unaltered cat requirements contained in Section 5.05.050.

(b) Costs of Impoundment. The owner or custodian of the unaltered dog or cat shall be responsible for the costs of impoundment, which shall include daily board

costs, vaccination/medication, and any other diagnostic or therapeutic applications as provided in Chapter 5.08.

5.05.080 Effective date.

The provisions and requirements of Chapter 5.05 shall become effective January 1, 2010.

PASSED, APPROVED AND ADOPTED THIS __ DAY OF _____, 200_.

Robert Ring, Mayor

ATTEST:

YOLIE TRIPPY, Deputy City Clerk

APPROVED AS TO FORM:

STEPHEN A. MCEWEN, City Attorney

STATE OF CALIFORNIA)
COUNTY OF ORANGE)
CITY OF LAGUNA WOODS)

I, YOLIE TRIPPY, Deputy City Clerk of the City of Laguna Woods, California DO HEREBY CERTIFY that the foregoing Ordinance No. 09-__ was duly introduced and placed upon its first reading at a Regular Meeting of the City Council on the 18th of February, 2009, and that thereafter, said Ordinance was duly adopted and passed at a Regular Meeting of the City Council on the __ day of _____, 200_ by the following vote to wit:

AYES: COUNCILMEMBERS:
NOES: COUNCILMEMBERS:
ABSENT: COUNCILMEMBERS:


YOLIE TRIPPY, Deputy City Clerk

9.2
GREENING THE WOODS
BLUE RIBBON COMMITTEE REPORT
AND RECOMMENDATIONS

City of Laguna Woods Agenda Report

FOR: February 18, 2009 City Council Meeting

TO: Honorable Mayor and Councilmembers

FROM: Leslie A. Keane, City Manager 

Agenda Item: Greening the Woods Blue Ribbon Committee Report and Recommendations

Recommendation

Review Greening the Woods final report, discuss recommendations and provide direction to staff as to proceeding with Priority One and Two recommendations.

Background

In March 2007, the City Council of the City of Laguna Woods adopted a resolution (Resolution No. 07-09) and executed the U. S. Mayors' Climate Protection Agreement. The broad goal of the Climate Protection Agreement is to reduce manmade greenhouse gas emissions by 7% below 1990 levels by 2012. To attain the goal, signators to the agreement commit to pursue twelve specific policies.

In signing the March 2007 Agreement, the City Council made the decision to set the City on a path toward energy efficiency and overall environmental stability.

In November 2007, the City Manager's Office formed a blue ribbon committee to discuss environmental issues affecting Laguna Woods and its residents, and to brainstorm and develop practice recommendations that could be presented to the City Council and homeowner associations within the city.

The committee was intended to be a broad-based – but limited membership – consortium of community stakeholders that would meet for approximately 10 months. The homeowners associations in Laguna Woods Village were each asked to name a member to the committee, as was a local environmental organization –

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Earthworks. The City Manager also solicited members from the City's Community Services and Planning Advisory Committees and a resident at large. In addition, PCM – the City's largest employer – and the local chamber of commerce were asked to participate.

At its first meeting in December, the Committee agreed to add members from three Village clubs – Smart Ideas, the Garden Club and the Discussion Club, bringing committee membership to twelve. Attendance at meetings fluctuated, but a core group of eight members attended most meetings and approved the final report and recommendations.

At its initial meetings, the Committee selected five issue areas on which to focus its efforts:

1. Renewable energy (energy reduction and alternative energy sources)
2. Water conservation
3. Recycling (recycling and purchase of recyclable and recycled materials)
4. Alternative transportation fuels and methods
5. Green building policies and incentives

Discussion

The Greening the Woods Committee believes that cities are important players in setting and implementing land use, transportation, and solid waste policies. Choices made by cities can transform urban living toward a more livable and sustainable path, both environmentally and economically. The Committee believes that the City of Laguna Woods can impact the environment both directly and indirectly through many means:

- Within city boundaries, the City can set transportation, land use, and recycling policies that prescribe environmental protection directly and leverage market resources by making environmental decisions more profitable or easier. The City of Laguna Woods should strive to act as a catalyst for creation of an environmental economy that simultaneously builds supply and demand for environmental services.

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- The City can serve as an example to businesses and other cities by adopting new environmental technologies and policies for its own day-to-day activities.
- The City can extend its influence by working with organizations that operate both inside and outside of Laguna Woods (e.g., Laguna Woods Village, OCTA, County of Orange).
- The City can work to educate its residents and businesses about environmental issues so that they will make informed environmental choices.
- The City can coordinate volunteer resources from individuals, homeowner associations and organizations.

The focus of the Committee's report and its recommendations is how to achieve a vision of a prosperous, vital and environmentally friendly economy for the City of Laguna Woods. The report contains 110 recommendations designed to reduce natural resource use.

In this context, the report is intended to serve as a guide to help the City pursue work plans that meet the objectives identified above. The document does not, for the most part, include specific budgetary and organizational recommendations to implement each measure. Rather, if approved by the City Council, staff working with committee members would develop specific implementation plans.

After identifying all of its recommendations, the Committee reviewed possible timelines for implementation and recommended priority based on feasibility and anticipated funding. Recommendations are listed under each category with the following priority designations:

- Priority 1: Begin implementation efforts in the current fiscal year
(January – June 2009)
- Priority 2: Begin implementation efforts in Fiscal Year 2009-2010 (July 2009 – June 2010)
- Priority 3: Future implementation - date not specified

The Committee agreed that since public education and outreach efforts are critical to the success of any program, all recommendations under this category should be ranked as Priority 1.

ITEM 9.2

Of the 110 recommendations, 60 are identified as Priority 1 (including all 30 education and outreach recommendations) and 36 are identified as Priority 2. Some of the recommendations – 14 – relate to both the City and private homeowner associations; 21 of the recommendations are outside of the City's enforcement jurisdiction. The Committee suggests that the report, if endorsed by the City Council, be forwarded to the appropriate homeowner associations for their consideration.

Fiscal Impact

Many of the proposed recommendations have a cost; some, however, may result in cost savings that are sufficient to off-set the cost and result in future savings. The current budget contains sufficient funding to establish an environmental committee and to begin work on recommendations approved by the Council. Prior to implementation of recommendations that cannot be accomplished with existing resources, staff would return to Council with specific proposals, including a cost benefit analysis.

Conclusion

The community of Laguna Woods has a distinguished record of active commitment to the environment. A permanent challenge to both the City of Laguna Woods and its residents, however, is the thoughtful management of its natural resources such that both human and natural environments flourish. Such efforts are not one-time decisions but rather are important components of a coordinated environmental policy.

The members of the Greening the Woods Committee recognize the challenges associated with trying to maintain the spirit, natural charm and small town atmosphere of Laguna Woods in the face of growth and development pressures. The Committee's mandate was to review environmental practices related to residential components of the community and city maintained facilities, programs, and services; and to develop practical recommendations for consideration by the City Council. The Committee took this not as a limitation on what it should look at, but as an opportunity to recommend actions which would enable the City to continue to set the example, not only to its citizens and businesses, but to other municipalities as well.

Attachment: Greening the Woods – Final Report and Recommendations



Greening the Woods

Final Report and Recommendations

February 2009

Prepared By: The Laguna Woods Greening the Woods Committee



Greening the Woods

*Meeting the needs of the present without compromising the ability
of future generations to meet their own needs*

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- C: U. S. Mayors Climate Protection Agreement
- D: Greening the Woods Committee membership

INTRODUCTION

The community of Laguna Woods has a distinguished record of active commitment to the environment. A permanent challenge to both the City of Laguna Woods and its residents, however, is the thoughtful management of its natural resources such that both human and natural environments flourish. Such efforts are not one-time decisions but rather are important components of a coordinated environmental policy.

Because the contributions to environmental problems can be highly dispersed over wide areas and across long periods of time, it can be difficult to connect the causes to the problems. For these reasons, sound environmental management typically requires a mixture of enlightened government intervention, public-private partnerships, and civic leadership coupled with regional, systemic thinking.

The members of the Greening the Woods Committee recognize the challenges associated with trying to maintain the spirit, natural charm and small town atmosphere of Laguna Woods in the face of growth and development pressures. The Committee's mandate was to review environmental practices related to residential components of the community and city maintained facilities, programs, and services; and to develop practical recommendations for consideration by the City Council. The Committee took this not as a limitation on what it should look at, but as an opportunity to recommend actions which would enable the City to continue to set the example not only to its citizens and businesses but to other municipalities as well.

While there is a great deal of work to be performed for the City of Laguna Woods to retain its reputation as an environmental leader, the Committee is nonetheless pleased to be able to note a number of positive efforts, large and small, already undertaken by the City. These include:

- Preservation of Woods End and Laguna Laurel open space (189 acres)
- Tree preservation and maintenance regulations
- Exceeding the goal of 50% waste diversion; prior year diversion was 68%
- City Hall energy efficient roof and heating/cooling system
- Low income resident energy efficient equipment retrofit program (CDBG)
- Urban run-off inspection program
- Alternative transportation trails
- Restrictive anti-smoking regulations (earned an A from the American Lung Association)
- Drop off recycling programs at City Hall – white paper, fluorescent bulb, cell phones, small electric appliances, ink cartridges, batteries and medications
- Door to door e-waste and u-waste residential pick-up programs
- Use of rubberized asphalt on City roads
- Gave away 2,000 compact florescent bulbs

- Requirement that all construction and demolition waste in the City be sent to a specialized materials recycling facility

A complete list of current City environmental initiatives is included as Exhibit A.

In addition, the gated communities of Laguna Woods Village, which includes 95% of the current residential units in the City, has implemented the following:

- All common area green waste is composted
- Use of reclaimed water on the 27-hole golf course
- Implementation of drought tolerant re-landscape program in common areas communitywide
- Installation of timer or photo-sensor controls for exterior lighting
- Village-wide newspaper recycling program
- Drop off recycling area
- Provide garden plot areas for residents

A complete list of the Village's environmental initiatives is included as Exhibit B.

Throughout the Committee's work, the overriding themes for environmental leadership focused on regionalism, sustainability, and community collaboration.

Regionalism—Environmental problems, more than most challenges facing city government, have a tendency to have both causes and effects beyond the boundaries of the City. Because protection of Laguna Wood's environment so often involves activities beyond our borders, it is imperative that the City collaborate with neighboring jurisdictions in order to manage environmental resources knowledgeably and effectively. As an important step, the City must regularly consult with its neighbors and engage in air quality, transportation and watershed-based planning.

Sustainability—The concept of sustainability is multifaceted and not always easy to define. These difficulties notwithstanding, the City must incorporate a test of environmental sustainability in its decision-making processes. Simply put, the City must examine whether practices can be continued indefinitely without long-term degradation of the City's environment and without contributing to such degradation outside our borders.

Community Collaboration—Collective action is essential to the amelioration of many of our environmental problems. Classic examples include conservation of resources, waste reduction, and recycling. If all residents and businesses contribute to efforts to conserve water, generate less waste and recycle more materials, Laguna Woods can have a substantial effect on our

environment. Through community outreach and education, as well as taking a leadership role, the City can not only improve its own environmental practices but also leverage its efforts by enhancing the collective actions of its citizens for a better environment.

BACKGROUND

In March 2007, the City Council of the City of Laguna Woods adopted a resolution (Resolution no. 07-09) and executed the U. S. Mayors' Climate Protection Agreement (Exhibit C). The broad goal of the Climate Protection Agreement is to reduce manmade greenhouse gas emissions by 7% below 1990 levels by 2012. To attain the goal, signators to the Agreement commit to pursue the following policies:

1. Inventory global warming emissions in City operations and in the community, set reduction targets and create an action plan.
2. Adopt and enforce land-use policies that reduce sprawl, preserve open space, and create compact, walkable urban communities.
3. Promote transportation options such as bicycle trails, commute trip reduction programs, incentives for car pooling and public transit.
4. Increase the use of clean alternative energy such as investing in "green tags," advocating for the development of renewable energy resources, recovering landfill methane for energy production, and supporting the use of waste- to- energy technology.
5. Make energy efficiency a priority through building code improvements, retrofitting City facilities with energy efficient lighting and urging employees to conserve energy and save money.
6. Purchase only Energy Star equipment and appliances for City use.
7. Practice and promote sustainable building practices using the U.S. Green Building Council's LEED program or a similar system.
8. Increase the average fuel efficiency of municipal fleet vehicles; reduce the number of vehicles; launch an employee education program including anti-idling messages; convert diesel vehicles to bio-diesel.

9. Evaluate opportunities to increase pump efficiency in water and wastewater systems; recover wastewater treatment methane for energy production.
10. Increase recycling rates in City operations and in the community.
11. Maintain healthy urban forests; promote tree planting to increase shading and to absorb CO₂; and
12. Help educate the public, schools, other jurisdictions, professional associations, business and industry about reducing global warming pollution.

In signing the March 2007 Agreement, the City Council made the decision to set the City on a path toward energy efficiency and overall environmental stability.

COMMITTEE PROCESS

In November 2007, the City formed a blue ribbon committee, under the auspices of the City Manager, to discuss environmental issues affecting Laguna Woods and its residents, and to brainstorm and develop practical recommendations that could be presented to the City Council and homeowner associations within the City.

The Committee was intended to be a broad-based – but limited membership – consortium of community stakeholders that would meet for approximately 10 months. The homeowners associations in Laguna Woods Village were each asked to name a member to the Committee, as was a local environmental organization – Earthworks. The City Manager also solicited members from the City’s Community Services and Planning Advisory Committees and a resident at large. In addition, PCM – the City’s largest employer – and the local chamber of commerce were asked to participate. At its first meeting in December, the Committee agreed to add members from three Village clubs – Smart Ideas, the Garden Club and the Discussion Club, bringing committee membership to twelve (Exhibit D). Attendance at meetings has fluctuated, but a core group of eight attended the majority of the meetings and approved the final report.

The first meeting of GTW was held on December 13, 2007. At this meeting, the Committee agreed to the following protocols:

- As a Staff rather than a City Council appointed Committee, meetings would not be open to the public; however, at least one public meeting would be scheduled to take testimony from interested members of the public.

- The focus of Committee discussions would relate to City facilities and residential properties in the City only, although information regarding the commercial sector would be included where appropriate.
- The Committee would set much of its own agenda although its basic purpose would be to recommend environmental standards and goals for consideration by the City Council and homeowner association boards in Laguna Woods Village.
- Committee members would recognize that, from diverse points of view, new opportunities and ideas can come forth. All Committee member ideas and suggestions have value and would be welcomed and considered respectfully, regardless of individual member biases.
- The Committee would seek consensus in developing its recommendations while recognizing that consensus on every issue may not be possible. Recommendations which obtained a majority of the Committee support would be included in the final report.
- Committee members were charged to consider the entire Laguna Woods community in preparing recommendations, and not to limit the focus on areas of special interest.
- Meetings would be held once a month; speakers (public utilities, Laguna Woods Village staff, and an environmental building architect) would be invited to make presentations.

At the Committee's second meeting, members engaged in a strategic plan exercise to determine issues and goals. Prior to that meeting, participants were asked to rank the following issues to identify areas on which the committee would focus:

- energy use reduction
- water conservation
- water pollution
- alternative energy sources
- recycling
- purchase of recyclable and recycled materials
- green building
- carbon emission reductions
- alternative-fuel transportation
- other (individual member issues)

Four issues were selected in the following order of importance:

1. Renewable energy (energy reduction and alternative energy sources)
2. Water conservation
3. Recycling (recycling and purchase of recyclable and recycled materials)
4. Alternative transportation methods and fuels.

Green building was added as a fifth issue during the following months. The Committee did not include carbon emission reduction as a specific goal because it believes that attainment of improvements in those areas which are identified will result in a significant reduction in carbon emissions.

The strategic planning session focused on specific goals for each issue area; education was included as a goal under each issue.

The Committee held two public meetings to solicit input from interested parties; the first in May, prior to preparation of the draft report, and the second in September after the draft report had been released for comment. The draft report was available at city hall and on the City's website for 30 days; individuals were encouraged to comment by letter, email or telephone call.

GTW met through October 2008, when the final report was completed and available for public review. It is anticipated that the report will be presented to the City Council for discussion and action in February 2009.

SUMMARY GOAL STATEMENTS

1. Financial Impact Analysis

For capital projects like buildings and roads, additional initial investment can result in significant overall savings over the life of a project. Therefore, in evaluating the cost of proposed projects, life cycle assessment, rather than cost/benefit analysis, should be used. Life cycle assessments incorporate the long term, including such things as energy consumption, maintenance and materials disposal, thus reflecting much more accurately all the energy and environment-related impacts of a project.

2. Sustainable Mobility

City residents should become less dependent on fossil fuels for transportation. A new balance should be sought among other modes of transportation: bicycling/walking, electric vehicles (golf carts/scooters/motorized bicycles/Segways), public transport and gasoline fueled vehicles. The City should encourage residents and businesses to explore innovative options that reduce vehicle congestion on public and private streets.

3. Sustainable Land Use

The City should incorporate an analysis of potential effects on greenhouse gas emissions and urban runoff into all of its land use decisions. This may involve, among other things, reducing the amount of paved surface and increasing the amount of planted areas for cooling, CO2 absorption and runoff percolation; reducing the need for short and long

distance transport of goods; improving the walking and outdoor experience for residents and visitors; and reducing water use.

4. Sustainable Construction

The City should participate in understanding, supporting, developing and implementing state-of-the-art practices for energy efficiency and sustainable building practices. As a part of its efforts, the City should assure that its own buildings meet the highest environmental standards possible and should incorporate currently available green building practices into its construction codes and approval processes.

5. Water Use Efficiency and Sustainable Sourcing

Water is becoming a scarce commodity. The supply, conveyance, treatment and distribution of water and wastewater also use significant amounts of electricity. The City should, therefore, strongly encourage the reduction of water use and develop landscape design and maintenance guidelines and incorporation of water saving measures into its codes. The City should also encourage the development of less energy-intensive water sources such as rainwater catchment and recycling.

6. Public Outreach

Ultimately, the City's success in attaining any of its environmental goals will depend largely on the extent to which its citizens are aware of the issues and actively engaged in addressing them. The City should inform the community about the health, safety and economic benefits of reducing carbon emissions and attaining sustainability on an ongoing basis through the use of flyers, newsletters, its website and television channel. This goal statement is a critical element in this report and as such recommendations for public information and outreach are included under every issue topic.

7. Environmental Committee

Greening the Woods is a blue ribbon committee charged with investigating a situation and identifying recommendations. When its final report is complete, the Committee will cease to function. However, many of the recommendation in this report will require concentrated effort over a long period of time. The GTW Committee believes that the City Manager should form a standing environmental advisory committee that can assist staff in implementing recommendations approved by the City Council.

ISSUE BASED GOALS AND RECOMMENDATIONS

Cities are important players in setting and implementing land use, transportation, and solid waste policies. Choices made by cities can transform urban living toward a more livable and sustainable path, both environmentally and economically. The City of Laguna Woods can impact the environment both directly and indirectly through many means:

- Within city boundaries, the City can set transportation, land use, and recycling policies that prescribe environmental protection directly and leverage market resources by making environmental decisions more profitable or easier. The City of Laguna Woods should strive to act as a catalyst for creation of an environmental economy that simultaneously builds supply and demand for environmental services.
- The City can serve as an example to businesses and other cities by adopting new environmental technologies and policies for its own day to day activities.
- The City can extend its influence by working with organizations that operate both inside and outside of Laguna Woods (e.g., Laguna Woods Village, OCTA, County of Orange).
- The City can work to educate its residents and businesses about environmental issues so that they will make informed environmental choices.
- The City can coordinate volunteer resources from individuals, homeowner associations and organizations.

The focus of this report and its recommendations is about how to achieve a vision of a prosperous, vital and environmentally friendly economy for the City of Laguna Woods. The report contains 110 recommendations designed to reduce natural resource use.

In this context, the report is intended to serve as a guide to help the City pursue work plans that meet the objectives identified above. The document does not, for the most part, include specific budgetary and organizational recommendations to implement each measure. Rather, if approved by the City Council, the Committee will develop specific implementation plans.

After identifying all of its recommendations, the Committee reviewed possible timelines for implementation and recommended priority based on feasibility and anticipated funding. Recommendations are listed under each category with the following priority designations:

- Priority 1: Begin implementation efforts in the current fiscal year (January – June 2009)**
- Priority 2: Begin implementation efforts in Fiscal Year 2009-2010 (July 2009 – June 2010)**
- Priority 3: Future implementation; date not specified**

The Committee agreed that since public education and outreach efforts are critical to the success of any program, all recommendations under this category should be ranked as Priority 1.

Issue 1 Renewable energy – Reduce the community’s dependence on traditional electric energy sources.

- **GOAL** Reduce cost and use of electricity.

Recommendations:

Priority 1

- Relamp all public buildings; recommend that HOAs relamp all community buildings.
- Reduce office equipment phantom loads at City Hall and HOA buildings (turn off appliances not in use; power bars).
- Assist residents in applying for electric use subsidy programs.
- Provide physical assistance to residents who want to relamp their homes.
- Promote/provide incentives for purchase of EnergyStar appliances.
- Recommend HOA’s investigate and implement a bulk EnergyStar appliance purchasing program (HOAs).

Priority 2

- Provide free energy efficient equipment samples (compact fluorescent bulbs, shower heads, aerators, etc.).
- Implement cool roof and paint technology on residential and community facilities (City and HOAs).
- Expand City’s energy efficient retrofit program (heat pumps, thermostats, fans and double pane windows) for low income residents.
- Relamp City street lights and traffic signals to assure most current energy efficient bulbs and fixtures.

- Replace incandescent and mercury vapor parking lot lights and walkway lights with energy efficient alternatives; consider solar powered lighting where appropriate (City and HOAs).

Priority 3

- Use sensors, rather than timers, for exterior building and parking lot lights (City and HOAs).

- GOAL Increase use of alternative energy sources.

Recommendations:

Priority 1

- Establish City and HOA standards for rooftop solar panels on multistory buildings.

Priority 2

- Utilize latest technology thin film solar panels with significantly lower cost and weight factors on flat roof areas, including buildings and carports. (City and HOAs)
- Work with SCE to establish solar panels on large flat roof buildings (City and HOAs).
- Implement a City sponsored low/no interest loan program for property owners who want to install solar panels.

Priority 3

- Install solar heating systems in recreational swimming pools (HOAs) and community laundry rooms; consider co-generation for community centers adjacent to pools.
- Consider enclosing City Hall and community center parking areas and top with solar panels.
- Implement cogeneration facilities for community pools (HOAs).

- **GOAL** Provide education and public outreach.

Recommendations:

Priority 1

- Establish and maintain a list of speakers available to provide energy conservation information at meetings in the community.
- Implement an environmental movie series at City Hall.
- Provide information and resources (how to, where to, available tools and equipment) for residents who want to reduce their electricity use via the flyers, the City's newsletter, website and TV channel 31.
- Conduct routine publicity campaigns, including tips for easy energy use reductions.
- Offer discounts for room use to clubs who schedule at least one program per year on energy reduction (HOAs).
- Schedule periodic meetings at City Hall at which residents can talk to SCE staff regarding energy use and current incentive programs.
- Provide brochures to residents about building modifications that may reduce energy use and costs.
- Publicize/expand City's current residential energy audit program.

Issue 2 Water Conservation – Conserve water, reduce runoff to the ocean and use recycled water where appropriate.

- **GOAL** Reduce water usage.

Recommendations:

Priority 1

- Establish an irrigation system maintenance schedule that reduces water line leaks (City and HOAs).
- Work with ETWD to provide incentives/disincentives for excess water use (tiered billing).
- Assist residents in receiving water conservation rebates.

- Install sustainable landscape in public areas, including new Moulton Parkway streetscape, using native plants that are adapted to local soils and climate, creating a water efficient landscape that reduces the need for irrigation and provides local habitats for insects, birds, and small mammals.
- Prohibit washing down sidewalks, driveways, patios and walkways.
- Require individual meters in all new residential properties.
- Develop and implement a program to reduce leaks (HOA).

Priority 2

- Eliminate water faucets in carports (HOAs).
- Upgrade and retrofit plumbing and irrigation systems with state of the art water conserving technologies, such as automated sensor landscape watering systems (City and HOAs).
- Investigate the use of artificial turf and use where appropriate (City and HOA).

Priority 3

- Use recycled water for public and HOA landscaped areas where appropriate.
- Require dual plumbing for use of recycled water for new commercial and/or residential developments.
- Investigate possible use and payback of individual unit water meters in existing residential properties that are master metered.

- GOAL Eliminate dry weather water runoff.

Recommendations:

Priority 1

- Prohibit individual car washing on paved surfaces, including streets, cul de sacs and driveways.
- Prohibit washing down sidewalks, driveways, patios and walkways unless water is diverted into a landscaped area.
- Increase enforcement of City's runoff regulations related to landscape sprinkler overflow (Volunteers in Code Enforcement).

Priority 2

- Install grate filters in all street and parking lot catch basins – public and private – in City; seek grant funding for equipment.
- Discourage use of impervious surfaces such as concrete or asphalt in new development and reconstruction projects.

- GOAL Provide education and public outreach (work cooperatively with El Toro Water District).

Recommendations:

Priority 1

- Establish a speakers' bureau to provide water conservation information at meetings in the community.
- Implement an environmental movie series at City Hall.
- Provide information and resources (how to, where to, available tools and equipment) for residents who want to reduce their water use via the flyers, the City's newsletter, website and TV channel 31.
- Conduct routine publicity campaigns, including costs savings for water reductions.

Issue 3 Recycling – Increase the use of recycled products and decrease the amount of recyclable materials being discarded in landfills.

- GOAL Make it easy to recycle.

Recommendations:

Priority 1

- Provide incentives and disincentives that support recycling, such as increased/decreased costs for trash collection.
- Provide additional opportunities for recycling – expand City programs curbside and door step collection.
- Establish a source separation pilot program; locate bins at various locations in residential communities for recyclable materials (at Clubhouses, carports, City Hall)

Priority 2

- Provide resources – information and equipment – to make recycling easier.
- Establish a program for telephone book recycling.
- Make no or low cost shopping bags easily available to residents.

Priority 3

- Investigate automated can recycling machines that could be located at various locations in the City.
- Make recycling mandatory for curbside collection residents.

- GOAL Decrease landfill use.

Recommendations:

Priority 1

- Purchase recycled and recyclable materials (City and HOAs).

Priority 2

- Ban the use of polyurethane citywide in food facilities and at public meetings or meeting to which members of the public are invited.
- Decrease the use of non-recyclable plastic materials at City Hall and in HOA community centers.
- Impose a surcharge fee for plastic bag use in stores.
- Reduce the use of paper as a communications tool at City Hall and encourage similar reduction to by businesses and HOAs.
- Investigate benefits of composting vs. methane gas recovery for disposal of green waste and consider whether or not to allow an increase in the size of the Village compost facility.
- Require recycling in commercial areas of the City and audit major waste generators.
- Investigate the benefits of using of recycled material for sidewalks and private street paving and reconstruction.

- **GOAL** Provide education and public outreach.

Recommendations:

Priority 1

- Establish a speakers' bureau to provide recycling/conservation information at meetings in the community.
- Implement an environmental movie series at City Hall.
- Provide information and resources (how to, where to, available tools and equipment) for residents who want to recycle) via the flyers, the City's newsletter, website and TV channel 31.
- Provide information about recycled products via flyers and the City's website.
- Maintain and publish (via flyers and the City's website) a list of organizations and agencies collecting recyclable materials.
- Provide clear information about existing recycling efforts via a letter to all residents.
- Schedule community town hall meetings to discuss recycling opportunities.

Issue 4 Alternative Transportation Methods - Promote the use of alternative transportation systems and fuels.

- **GOAL** Reduce carbon based fuel usage.

Recommendations:

Priority 1

- Revise City parking standards to recognize and support golf cart parking and encourage businesses to identify golf cart, hybrid and alternative fueled vehicle priority parking.
- Reduce idling on City streets by synchronizing traffic signals.

Priority 2

- Develop a scale of preference points for alternative fuels that can be used in the award of contracts.
- Install bicycle racks, golf cart and mobility scooter parking in all public areas.
- Restrict golf cart paths to use by electric vehicles.

- Offer shuttle service to airports and train stations in lieu of taxi service or at a greater discount.
- Provide van/bus trip service to popular destinations.

Priority 3

- Convert buses/trash trucks and other vehicles owned, leased or operated by City and its service providers to run on alternative fuels or other non-fossil fuel based technology.
- Work with employers to provide employees with incentives to use alternatives to single-occupant commuting, such as flexible schedules, transit incentives, special parking for hybrid cars and car pool vehicles, and telecommuting.

- GOAL Provide opportunities to support alternative fueled vehicles in the City of Laguna Woods.

Recommendations:

Priority 1

- Provide zoning incentives for the development of alternative fuel stations.

Priority 2

- Complete citywide multimodal trail system plan, allowing alternative access to all residents to all areas of the City.
- Establish electric charging stations at destination locations in the City.
- Provide information and location maps for alternative fuel stations.

Priority 3

- Complete construction of multimodal trail system.

- GOAL Provide education and public outreach.

Recommendations:

Priority 1

- Promote the use of alternative transportation systems:
 - Provide OCTA and Village bus schedule and contact information at public places and via City website and TV channel 31.
 - Provide written information about alternative routes to popular destinations via City website and newsletter.
 - Provide printed material at City Hall about alternative fueled vehicles.
 - Modify City map to include golf cart, walking and bicycle trails.
 - Distribute information about “how to” reduce gasoline consumption via flyers, City newsletter, website and TV channel 31.
 - Provide information about how and where to charge electric vehicles via flyers, City newsletter, website and TV channel 31.
 - Provide a map of community golf cart paths and information about how to get where by golf cart, scooter and bicycle.

Issue 5

Green Building – encourage the use of building design and construction that results in the conservation of resources, the reduction of toxic pollutants and green house gas emissions.

- GOAL Encourage the use of building design and construction that results in the conservation of resources, the reduction of toxic pollutants and green house gas emissions.

Recommendations:

Priority 1

- Establish voluntary green building certification programs for new construction and remodeled residential units.

- Provide incentives (reduced fees and quicker plan check/permit issuance) for green construction.
- Revise environmental impact procedures to include a review of a proposed project's carbon emissions.
- Develop and implement sustainable landscape standards for streetscapes and public areas.
- Maintain current garden center acreage somewhere within the City and recommend that HOAs develop regulations giving preference to users that grow edible landscape.
- Prohibit the use of charcoal in individual owned barbeques in the City; establish a permit process for use at community events.

Priority 2

- Develop and implement sustainable landscape standards for new commercial and residential construction.
- Revise the City's Quimby fee ordinance to establish a preference for open space preservation.
- Establish an open space/building development ratio for future development in the City.

Priority 3

- Stop providing firewood to residents (HOA) and encourage use of alternative fuel in fireplaces.
- Establish a carbon footprint for the City and develop a program to reduce CO₂e (carbon dioxide emission equivalents).

- GOAL Provide education and public outreach.

Recommendations:

Priority 1

- Promote diverse, locally-owned and operated sustainable businesses.
- Provide a green building resource guide – list of materials and businesses that supply green building materials.
- Schedule informational meetings for residents who want to go “green”.

- Provide carbon emission reduction information (emission amounts for typical activities and credit opportunities), approaches and strategies that individual residents can use.

CONCLUSION

The Committee believes that urban sustainability is no longer an option. Instead, it represents prudent governance and provident management by and for the people. The recommendations in this report contain a wide range of initiatives that form a strategy toward fulfilling urban environmental accords, such as the U. S. Mayors Climate Protection Agreement. There are 110 recommendations within five issue areas – renewable energy, water conservation, recycling, alternative transportation and green building. Some of the recommendation will require the support of governing officials and a commitment of funding. But, many involve simply a new way of handling ordinary tasks that will actually save individuals and the community money.

The overall theme of this report is the need for public education. The Committee believes that if the public has the facts and the resources, many environmental goals can be attained by individuals without the need for government intercession. If Greening of the Woods is to be successful, it must engage a broad range of stakeholders. No one owns the environment; every individual, group and/or administrative unit needs to play a role.

Although individual efforts to reduce greenhouse gases and improve the environment may appear to be small, as persons working in concert with each other, we can achieve significant reductions.

EXHIBITS

GREENING OF THE WOODS
CURRENT CITY EFFORTS/ACTIVITIES

City Purchasing

- Ordinance - requiring purchase of recycled materials
- City uses recycled paper
- Rubberized asphalt on streets
- Ordinance - no Styrofoam in city hall or at any city event

Recycling

- 85% City's bin trash, including 70% of residential bins) go to a MRF for source separation
- Voluntary curbside recycling
- Electronic/U/Household hazardous waste door to door pick up at no cost to residents
- Battery drop off at stores and city hall
- Fluorescent bulb drop off at city hall
- Medication drop off at city hall
- Sharpes' program
- White paper/printer cartridge drop off at City hall
- Small electronic device drop off at city hall
- The City's current diversion rate is 68%

Water Conservation

- Educational information at city hall and published in quarterly WaterWords newsletter mailed to all residents

Electricity

- City Hall refurbishment included energy efficient roof and heating/cooling system
- Energy efficiency retrofit program for low income residents
- Free home energy audits for residents

EXHIBIT A

Water Pollution

Active enforcement program

Educational material at city hall and published in quarterly WaterWords

Air Quality

Golf cart paths

Anti-smoking ordinance

Greening

Plans for re-landscaping of public property will add trees

Landscape Advisory Committee

Tree City USA program

Foster tree parent program

Tree maintenance ordinance -- removal permits required for significant trees;
trees must be replaced based on sizes, not numbers.

LAGUNA WOODS VILLAGE



COMMUNITY CENTER

Laguna Woods Village

24351 El Toro Road, Laguna Woods, CA 92637
Phone: (949) 597-4200

RECEIVED

MAY 22 2008

CITY CLERK
CITY OF LAGUNA WOODS

May 21, 2008

Leslie Keane, City Manager
City of Laguna Woods
24264 El Toro Road
Laguna Woods, CA 92637

Re: Green Home Certification

Dear Ms. Keane,

In reviewing the criteria established in the Irvine Green Home Program by which buildings or homes can become "Green Certified," I have itemized criteria which are currently implemented in Laguna Woods Village herein that would contribute to a green certification of Community structures.

1. SITE & LANDSCAPE

- Construction and demolition waste is recycled.
- Drought tolerant landscape is installed as part of the Re-landscaping Program.
- Turf areas are minimized where feasible.
- Sprinkler systems are upgraded to improve efficiency as part of the Irrigation Retrofit Program. This includes the use of equipment that minimizes "drift".
- Reclaimed water is used on 26 of the 27 holes at the main golf course, the Driving Range and some practice areas, as well as for a large percentage of the nursery stock.
- By the end of 2008 the irrigation system will be computerized and weather sensitized.
- Stormwater is directed through grass or landscaped areas before entering storm drains in various portions of the Community.

2. FOUNDATION, FRAME and ROOFING

- Engineered lumber for beams and headers larger than 4x6 is often used.
- Engineered lumber for I-Joists and Web Trusses is often used.
- The Community is currently evaluating potential use of roof products certified by the Cool Roof Rating Council.
- Roofing materials with 40 year warranty are used on sloped roofs.
- Steel stud construction is used during repairs (upon occasion) and for new facilities.

3. PLUMBING

- Installation of low flow showerheads.
- Installation of water efficient low flow toilets (dual-flush).
- Installation of high efficient electric water heaters.

4. LIGHTING & APPLIANCES

- Installation of pin-type compact fluorescent lamps for hardwired fixtures.
- Installation of timer or photo-sensor controls for exterior lighting.

EXHIBIT B

- Installation of Energy Star dishwashers.
- Toilet leak detection using Blue Dye tablets during Preventative Maintenance schedules.
- Installation of high efficient, low water consuming clothes washing machines.
- Installation of Energy Star refrigerators.

5. HVAC

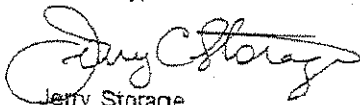
- Ductwork is tested for leakage.
- South facing windows oftentimes are protected from direct sunlight with trees, awnings, eaves, or overhangs.
- HVAC systems with non-HCFC refrigerants are installed and in compliance with the Clean Air Act. Certified appliance technicians reclaim old refrigerants.
- High efficiency HVAC filters are installed.
- Vent range hoods to the outside are installed and comply with all AQMD regulations.
- Use of high efficient, NOx Pool Boilers to meet SCAQMD emission regulation 1146.2.
- HVAC systems with highest SEER rating and controlled by a computer-based Energy Management System.

8. INDOOR AIR QUALITY

- Low VOC interior paints are used.
- Low VOC water-based wood finishes are used.
- Low VOC construction adhesives are used.

Please feel free to call me if you have any questions.

Sincerely,



Jerry Storage
Director of Maintenance & Security

RESOLUTION NO. 07-09

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA WOODS, CALIFORNIA, ENDORSING THE U.S. MAYORS' CLIMATE PROTECTION AGREEMENT

WHEREAS, the U.S. Conference of Mayors has adopted strong policy resolutions calling for cities, communities and the federal government to take actions to reduce global warming pollution; and

WHEREAS, the Inter-Governmental Panel on Climate Change (IPCC), the international community's most respected assemblage of scientists, is clear that there is no longer any credible doubt that climate disruption is a reality and that human activities are largely responsible for increasing concentrations of global warming pollution; and

WHEREAS, recent, well-documented impacts of climate disruption include average global sea level increases of four to eight inches during the 20th century; a 40% decline in Arctic sea-ice thickness; and nine of the ten hottest years on record occurring in the past decade; and

WHEREAS, climate disruption of the magnitude now predicted by the scientific community will cause extremely costly disruption of human and natural systems throughout the world including: increased risk of floods or droughts; sea-level rises that interact with coastal storms to erode beaches, inundate land, and damage structures; more frequent and extreme heat waves; more frequent and greater concentrations of smog; and

WHEREAS, on February 16, 2005, the Kyoto Protocol, an international agreement to address climate disruption, entered into force in the 141 countries that have ratified it to date; 38 of those countries are now legally required to reduce greenhouse gas emissions on average 5.2 percent below 1990 levels by 2012; and

WHEREAS, on August 31, 2006, the California Legislature reached an agreement with Governor Arnold Schwarzenegger to reduce the state's greenhouse-gas emissions, which effectively puts California in line with the Kyoto initiative.

WHEREAS, many leading US companies that have adopted greenhouse gas reduction programs to demonstrate corporate social responsibility have also publicly expressed preference for the U.S. to adopt precise and mandatory emissions targets and timetables as a means by which to remain competitive in the international marketplace, to mitigate financial risk and to promote sound investment decisions; and

WHEREAS, state and local governments throughout the United States are adopting emission reduction targets and programs and that this leadership is bipartisan, coming from Republican and Democratic governors and mayors alike; and

WHEREAS, many cities throughout the nation, both large and small, are reducing global warming pollutants through programs that provide economic and quality of life benefits such as

EXHIBIT C

reduced energy bills, green space preservation, air quality improvements, reduced traffic congestion, improved transportation choices, and economic development and job creation through energy conservation and new energy technologies; and

WHEREAS, 418 mayors representing over 60 million Americans have agreed to support the U.S. Mayors Climate Protection Agreement which reads:

The U.S. Mayors Climate Protection Agreement

We urge the federal government and state governments to enact policies and programs to meet or beat the Kyoto Protocol target of reducing global warming pollution levels to 7% below 1990 levels by 2012, including efforts to: reduce the United States' dependence on fossil fuels and accelerate the development of clean, economical energy resources and fuel-efficient technologies such as conservation, methane recovery for energy generation, wind and solar energy, fuel cells, efficient motor vehicles, and biofuels;

We urge the U.S. Congress to pass the bipartisan Climate Stewardship Act sponsored by Senators McCain and Lieberman and Representatives Gilchrist and Olver, which would create a flexible, market-based system of tradable allowances among emitting industries; and

We will strive to meet or exceed Kyoto Protocol targets for reducing global warming pollution by taking actions in our own operations and communities such as:

- Inventory global warming emissions in City operations and in the community, set reduction targets and create an action plan.
- Adopt and enforce land-use policies that reduce sprawl, preserve open space, and create compact, walkable urban communities;
- Promote transportation options such as bicycle trails, commute trip reduction programs, incentives for car pooling and public transit;
- Increase the use of clean, alternative energy by, for example, investing in "green tags", advocating for the development of renewable energy resources, and recovering landfill methane for energy production;
- Make energy efficiency a priority through building code improvements, retrofitting city facilities with energy efficient lighting and urging employees to conserve energy and save money;
- Purchase only Energy Star equipment and appliances for City use;
- Practice and promote sustainable building practices using the U.S. Green Building Council's LEED program or a similar system.

EXHIBIT C

- Increase the average fuel efficiency of municipal fleet vehicles; reduce the number of vehicles; launch an employee education program including anti-idling messages; convert diesel vehicles to bio-diesel;
- Evaluate opportunities to increase pump efficiency in water and wastewater systems; recover wastewater treatment methane for energy production;
- Increase recycling rates in City operations and in the community;
- Maintain healthy urban forests; promote tree planting to increase shading and to absorb CO2; and
- Help educate the public, schools, other jurisdictions, professional associations, business and industry about reducing global warming pollution.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Laguna Woods endorses the US Mayors Climate Protection Agreement and urges all Orange County cities to take similar action.

PASSED, APPROVED AND ADOPTED on this 21st day of March, 2007.

Milton Robbins

MILTON ROBBINS, Mayor

ATTEST:

Susan M. Condon
SUSAN M. CONDON, City Clerk

STATE OF CALIFORNIA)
COUNTY OF ORANGE) ss.
CITY OF LAGUNA WOODS)

I, SUSAN M. CONDON, City Clerk of the City of Laguna Woods, do HEREBY CERTIFY that the foregoing Resolution No. 07-09 was duly adopted by the City Council of the City of Laguna Woods at a regular meeting thereof, held on the 21st day of March 2007, by the following vote:

AYES:	COUNCILMEMBERS:	Bouer, Ring, Ross, Hack, Robbins
NOES:	COUNCILMEMBERS:	None
ABSENT:	COUNCILMEMBERS:	None

Susan M. Condon
SUSAN M. CONDON, City Clerk

GREENING OF THE WOODS COMMITTEE MEMBERS

Jim Davis
Earthworks Club

Margreta Roberto
Laguna Woods Village Smart Ideas Club

Bevan Strom
United Laguna Hills Mutual

Ray Gros
Golden Rain Foundation

Russ Ridgeway
Professional Community Management, Inc.

Marlene Bridges,
Laguna Hills-Laguna Woods Chamber of Commerce

Marion Levine
Laguna Woods Community Services Committee

Mark Stein
Resident-at-large

Leslie Keane
Laguna Woods City Manager

The following stakeholder organizations were asked to participate, but declined:

Third Laguna Hills Mutual
Laguna Woods Village Garden Club
Laguna Woods Village Discussion Club


9.3

**GO LOCAL STEP 1 PROJECT REPORT AND
TRANSPORTATION NEEDS ASSESSMENT**

City of Laguna Woods Agenda Report

DATE: February 18, 2009 City Council Meeting

TO: Honorable Mayor and Councilmembers

FROM: Douglas C. Reilly, Assistant City Manager 

Agenda Item: Go Local Step 1 Project Report and Transportation Needs Assessment

Recommendation:

- A. Approve recommendations from the Go Local Step 1 Project Report and Transportation Needs Assessment for submission to the Orange County Transportation Authority for potential Step 2 implementation:
1. Add a Laguna Woods extension and midday service to the proposed Laguna Hills/Lake Forest shuttle to the Irvine Transportation Center.
 2. Establish enhanced wayfinding information and communications to assist potential riders in using Metrolink service.
- B. Approve recommendations from the Report for implementation by the City:
1. Develop and implement a public transit vision that encourages use of transit as a Greening the Woods action.
 2. Apply for federal funding to establish a Mobility Manager to assist residents and workers in the use of transit services.
 3. Establish lower-denomination booklets of Taxi Bucks.

Background

In July 2007, the City Council approved an agreement with the Orange County Transportation Authority (OCTA) to receive \$100,000 to conduct a Go Local Program Step 1 study of potential transportation services to nearby Metrolink rail stations, including the Irvine Transportation Center, update the Transportation Needs Assessment conducted in 2001, and develop service options for Council consideration. In August 2008, the funds were received from the OCTA and the

City hired two consultants to conduct the study – Heather Menninger of A-M-M-A Transit Planning and Selena Barlow of Transit Marketing, LLC, a specialist in community outreach.

Discussion

The Laguna Woods Go Local Step 1 study responds to OCTA's invitation to Orange County cities to conduct studies to identify strategies for increasing use of Metrolink rail services. A broad-based needs assessment was undertaken by the City's consultants, over approximately six months, that addressed several City goals. These included updating the Laguna Woods 2001 transportation needs assessment, identifying possible demand for Metrolink services, and preparing recommendations to the OCTA and the City of Laguna Woods for promoting increased public transit use and general resident mobility.

Data collection efforts involved a randomized survey to 1500 households that achieved a 30 percent response rate, or 585 persons. Community outreach events and activities held over three months involved communication with another 250 persons in various interview, community forum, and in-person survey settings. Field work included inventorying all bus stops within the City and identifying a range of existing transit and transportation-related resources.

A central finding of the study is that a substantial majority of Laguna Woods' residents - six out of ten - already use public transit of one form or another. While some of this usage is occasional (i.e., taxi voucher trips to and from John Wayne Airport), the City's trips per-capita transit utilization rates are twice the countywide rates, reflecting significant daily use of Laguna Woods Village bus services, OCTA fixed-route and ACCESS (Americans with Disabilities Act or ADA) services, the City's taxi voucher program, and South County Senior Services shuttle and non-emergency medical services. Almost 750,000 annual passenger trips were documented among these modes for 2007. Rail use was also reported at high rates – six percent of households use Metrolink regularly and another seven percent use Amtrak regularly (at least once weekly), while 26 percent of households reported occasional use within the past six months.

While the proportion of commuters in the general population is not as high in Laguna Woods as other cities, with just seven percent of households reporting regular, five-day-a-week commutes, over forty percent of households report traveling outside of the City every week, with travel initiated most often after 8 a.m. and before noon.

ITEM 9.3

Significant unmet needs were identified through this study. Chief among them was improved connectivity to the Irvine Metrolink station, improved communication for new or untested travelers, improved wayfinding (directional signs and maps) information at train stations and bus stops, and expanded support for new travelers, including use of Travel Ambassadors or travel buddies to assist potential new riders in learning how to use both bus and rail transit.

Specific proposals that the City could offer to OCTA would be:

- Proposed Laguna Woods-Laguna Hills-Lake Forest-Irvine Transportation Center route - Add a Laguna Woods extension and midday service to the proposed Laguna Hills/Lake Forest shuttle to the Irvine Transportation Center to bring residents and workers directly to and from the Irvine Metrolink station.
- Enhanced Wayfinding Information and Communications - Establish enhanced wayfinding (directional) information and communications to assist potential riders in using Metrolink service. This could include such tools as a map of the Irvine station and Trip Planner brochure showing how to use transit from Laguna Woods to a particular destination in a step-by-step approach that details all of the information necessary to make a successful trip.

The services and information connecting residents to a Metrolink station would be considered by the OCTA as part of a Step 2 project implementation phase, with operations and funding coming from that agency.

The report outlines additional proposals for City implementation:

- Develop and implement a public transit vision that encourages use of transit as a Greening the Woods action – Promote transit use as a lifestyle choice that saves money and reduces carbon-based emissions, including teaching younger visitors that transit is a viable transportation choice and that various forms of transit can address the special needs of residents who are physically frail, on a low-income, or no longer driving.
- Apply for federal funding to establish a Mobility Manager to assist residents and workers in the use of transit services – Establish a focal point for further developing transit services and information using federal funds that will be awarded this year on a competitive basis. The position could assist with volunteer initiatives (i.e., transit ambassadors), information development and dissemination, in-person or on-phone assistance with navigating use of transit services, and further enhancements of transit amenities. The federal

ITEM 9.3

funds are available on an 80% basis, requiring a 20% City match, which can be in-kind (i.e., office space, equipment, supplies, supervision). A more detailed proposal will be presented to the City Council at a future meeting if the concept is approved.

- Establish lower-denomination booklets of Taxi Bucks – Some residents cannot always afford to pay the \$40 required for a book of 100 Taxi Bucks. Others may not wish to buy so many Taxi Bucks since they are being purchased for back up transportation rather than for regular use. Establishing a lower-denomination booklet of 50 Taxi Bucks, sold for \$20, can address this issue and can be easily implemented administratively.

Fiscal Impact

The entire cost of the Go Local Step 1 Project Report and Transportation Needs Assessment study was paid by the OCTA through the \$100,000 Step 1 grant. Any services or information tools for connecting to a Metrolink station would have to be approved, funded and implemented by the OCTA in a Step 2 phase. As part of the analysis and discussion of such services, OCTA would seek funding from affected cities to help implement them, although some Go Local Step 2 funds have already been set aside by the OCTA Board to establish new services.

If the City Council wishes to go forward with the City proposals, staff will return with more detailed information at a future meeting.

Conclusion

The City recently concluded a study of transportation needs of residents and workers, services that could potentially meet those needs, including connections to nearby Metrolink rail stations, and service and information implementation options. The Go Local Step 1 Project Report and Transportation Needs Assessment was funded by a grant of the OCTA available to all cities in Orange County. Recommendations for new services will be considered by the OCTA for implementation with Go Local Step 2 funds.

Approved by:



Leslie A. Keane
City Manager



Laguna Woods–OCTA

Go Local Project Step 1

Transportation Needs Assessment

Final Report Presented to City Council
February 19, 2009



Dan Boyle & Associates, Inc.

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**Laguna Woods – OCTA
Go Local Project Step 1 – Transportation Needs Assessment**

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Laguna Woods – OCTA *Go Local* Project Step 1 – Transportation Needs Assessment

This report responds to OCTA’s invitation to Orange County cities to identify strategies for increasing use of Metrolink. A broad-based needs assessment was undertaken, addressing key study questions. These included updating the City of Laguna Woods 2001 transportation needs assessment, identifying latent demand for Metrolink, and preparing recommendations to OCTA, to the City of Laguna Woods and the Laguna Woods Village for promoting increased transit use and general resident mobility.

New data collection efforts involved a randomized household survey that achieved a 30 percent response rate, generating results from three percent of City households, 585 persons. Community outreach efforts involved communication with another 250 persons through interviews, community forums and intercept survey settings. Field work included inventorying bus stops and existing transit.

A central finding is that substantial numbers Laguna Woods residents currently use public transit, almost six out of ten households. The City’s trips per capita rates of utilization are twice countywide rates, reflecting significant daily use of the Laguna Village bus services, OCTA fixed-route and ACCESS services, and the City’s taxi voucher user-side subsidy program. Almost 750,000 annual passenger trips were documented among these modes for 2007.

Rail use was reported by eight percent of households on Metrolink or Amtrak at least once weekly, and another 26 percent of households report occasional use within the past six months. Eleven percent of households report rail as their “most recently used” public transit mode. Laguna Woods residents are not commuting in the proportions of other cities; 21 percent of household members report work-outside-the-home and just seven percent of householders report regular, five-day-a-week commutes. However, forty percent of responding householders travel outside the City weekly, with travel most often initiated after 8 a.m. and before noon.

Needs identified through this study were: improved connectivity to the Irvine Metrolink station, improved communication about services to ease concerns of new or untested travelers, improved way-finding information at train stations and more bus stop information, as well as expanded educational opportunities, including Travel Ambassadors or travel buddies to assist new riders. Local bus service improvements were also detailed. Specific proposals offered to OCTA, for consideration in the *Go Local* project step two phase, are:

1. Proposed Laguna Woods-Laguna Hills-Lake Forest to Irvine Station route, expanding the proposal presented by Laguna Hills and Lake Forest to start service within the City of Laguna Woods and to run through the mid-day, to bring these older adult residents directly to the Irvine station.
2. OCTA to Implement way-finding and improved communications tools to enhance Metrolink use, including such tools as the way-finding map of the Irvine station included in this document and the Trip Planner brochure detailing a sample trip, e.g. to the Los Angeles Music Center, to provide all transit information elements necessary to make a successful trip.

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Laguna Woods – OCTA Go Local Project Step 1 -- Transportation Needs Assessment

INTRODUCTION

This document presents the City of Laguna Woods-Orange County Transportation Authority (OCTA) Go Local Project Transit Needs Assessment, prepared in response to OCTA’s invitation to consider local transportation services in the context of existing and future rail services.

The *Go Local Project* recognizes that Metrolink will be the core of Orange County’s future rail transit system and that improvements in connections to rail services have the potential to increase use of Metrolink by Laguna Woods residents, its visitors and employees, thereby improving regional mobility for all. In addition, the City of Laguna Woods viewed this study as opportunity to broadly consider the transportation needs of its unique community of older adults -- formerly a Leisure World organization --appreciating that addressing mobility needs is critical to residents’ full and independent lifestyles.

An impressive finding reported here is that 56 percent of Laguna Woods households surveyed randomly report use some form of public transit. Among all surveyed households, six percent of households report commute trips on Metrolink, while over one-fourth of households use Metrolink for occasional trips and half of all households responding are interested in using Metrolink more often or to go farther. This project’s findings suggest that Laguna Woods citizens are already models for public transit use, doing so at significantly higher rates than younger members of the general public.

Tools to further increase use of both rail and other public transit modes are presented here, addressing a variety of mobility needs and opportunities identified by Laguna Woods residents.

STUDY QUESTIONS AND METHODOLOGY

Four organizing study questions provide a framework to report results and interpret findings.

1. What are new or changing mobility needs, since the 2001 Transportation Needs Assessment?

The City of Laguna Woods conducted a transportation needs assessment in 2001. This provides an opportunity to revisit that assessment to determine what new and changing needs might exist.

2. How can Metrolink use be increased by Laguna Woods residents and others associated with Laguna Woods?

To address OCTA’s desire to increase utilization of rail services, this report identified needs and barriers to use of existing service, and proposes strategies for increasing future Metrolink use.

3. What alternatives can be presented as possible OCTA Go Local projects?

Alternatives oriented towards increased Metrolink use suggested by this analysis are presented, some can be acted upon by OCTA in partnership with Laguna Woods and its neighboring cities while others independently by the City of Laguna Woods.

4. What City direction can be offered to improve mobility?

Other alternatives, oriented to generally improving the mobility of Laguna Woods residents are proposed, drawn from the collection and analysis of data.

This *Go Local Project* includes new data collection activities, builds upon the 2001 Needs Assessment, updates the resources available to City residents, undertook a substantial community involvement process, and analyzes collected information to consider and assess alternatives. Activities involved:

- New data collection efforts:
 - **Household survey** – A mail-back household survey was prepared and sent to a randomized sample of Laguna Woods households, approximately 1,420 addresses. A high response rate of almost 30 percent suggests findings are very representative of the community as a whole: 421 returned household surveys representing 585 individuals.
 - **Outreach** – Extensive community outreach involved community members in a variety of settings, including meetings with governance and community leaders, as well as several intercept survey opportunities to reach citizens, reaching an estimated 250 persons:
 - City Transportation Advisory Committee – 3 meetings
 - Intercept Surveys at the August Transportation Fair and at three local retail stores (Vons/ Stater Bros./ Longs) – 57 surveys/ 89 persons
 - 2 Community meetings widely noticed – one daytime and one evening
 - Laguna Woods Village Presidents’ Council – 100+ participants
 - Stakeholder Interviews – 16+ interviews
 - Neighboring cities – Laguna Hills & Lake Forest staff
- Route/ bus stop/ services update:

Field workers surveyed bus stops and transfer locations to develop an understanding of the paths-of-travel for seniors at Metrolink stations and to identify other obstacles impeding mobility. Collection of data included obtaining utilization data for all transit services.
- Analysis of collected information:

Various analytic tools were employed to understand the target population, levels of available services and service utilization rates, suggesting where gaps and unmet needs might exist.
- Service alternatives identified:

Analysis suggested various alternatives and direction. These included direction provided to three primary audiences: OCTA, City of Laguna Woods and Laguna Woods Village.

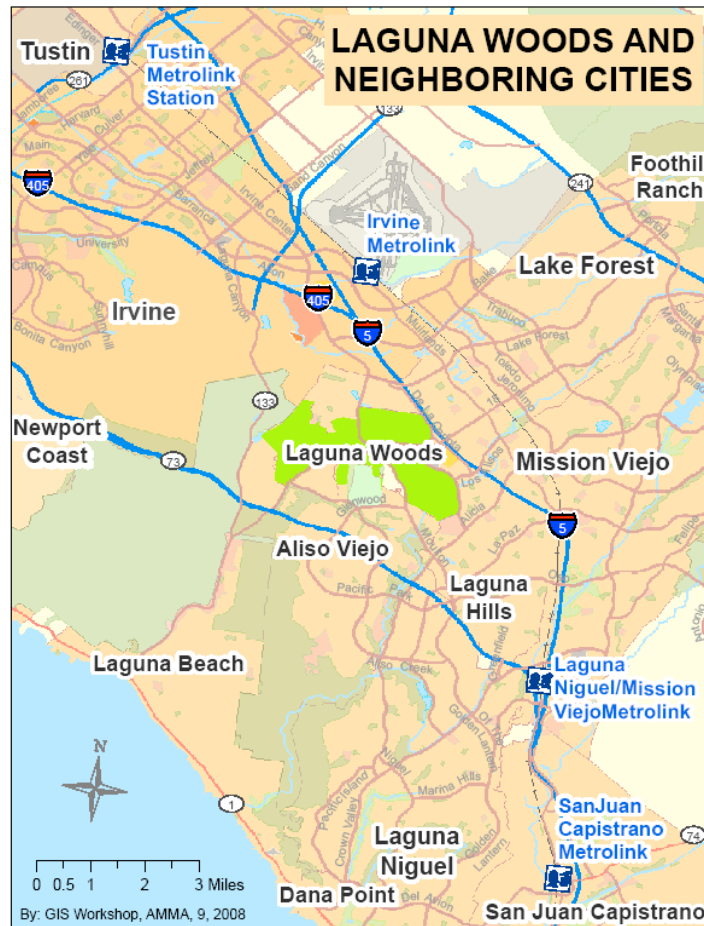
RESULTS

This section summarizes key characteristics of the City, to provide a context for findings and summarizes results from the household survey and outreach efforts.

ABOUT LAGUNA WOODS

The City of Laguna Woods, incorporated in 1999, is about 4 square miles in size, with a California Dept. of Finance estimated 2007 population of almost 18,500 persons. Laguna Woods, located in South Orange County, just inland from the Pacific Ocean, is unique in the state of California as 86 percent of its residents are aged 65 or older. The City encompasses largely but not exclusively the Laguna Woods Village private, gated seniors' community which is home to about 95 percent of the City's residents. The City's oldest seniors, at ages 85 and older, are more than twice the countywide average – 24.5% City population versus 12.1% of Orange County's total population.

Exhibit 1



Laguna Woods has a hilly terrain, making walking difficult for some, or when carrying groceries or shopping bags. Two major arterials bisect the community, Moulton Parkway and El Toro Road with about 16 security gates into the private Laguna Woods Village community located strategically along

bordering city streets. Local temperatures are generally temperate, given the community's proximity to the Pacific Ocean. Considerable mature landscaping provides shade from trees but waiting long periods in unprotected sunny areas can be uncomfortable for seniors.

Built in the mid-1960's, the Laguna Woods Village community was constructed in phases comprised of three corporations – United, Third Mutual and The Towers – which govern through three community associations whose members are elected by owners within each respective association. The three Association boards elect the board of the Golden Rain Foundation (GRF), the master community association. All four corporations contract with a private management company for the daily management and provision of core services, including maintenance, security, social services, recreation and maintenance, as well as the Village transportation service for residents.

The City of Laguna Woods is a General Law city governed by the Council/Manager form of government. The City Council is comprised of five Laguna Woods residents elected at large by registered voters of the City. Within its committee structure, the City's Transportation Advisory Committee advises the Council on matters relating to transportation services and capital projects. At the time of this study, it was comprised of 11 members appointed by the City Council. The Transportation Committee acts in an advisory capacity related to the operation and use of public rights-of-way, including roadway and pedestrian path design and placement of traffic safety devices (signals and signs), OCTA's transportation programs and the City's taxicab voucher program.

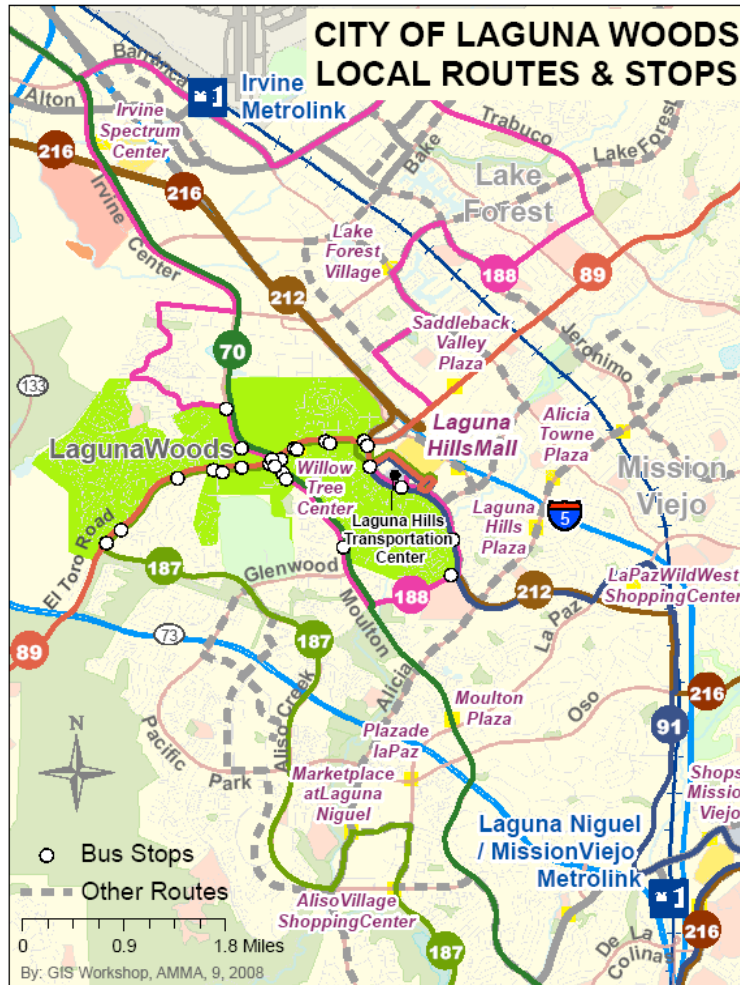
LOCAL TRANSIT RESOURCES

Transit options available to Laguna Woods residents are significant. Appendix A reports available services in greater detail. Clearly the majority of residents drive private autos, with almost 90 percent of surveyed households reporting ownership of one vehicle or more. Two in ten households own two or more vehicles with one in ten households reporting no owned vehicle. It has been well documented that the number of licensed drivers declines with age, particularly among persons aged 80 and older and with women more likely than men to relinquish driving sooner.

Rail Services -- Rail transit resources include the two Metrolink stations within reach of City residents: the Irvine station to the north, 5.5 miles from City Hall and reportedly used by over 90 percent of Laguna Woods Metrolink users. The Laguna Niguel/ Mission Viejo station, 6.3 miles to the south, is used by about 5 percent of these travelers. Small numbers of residents report traveling farther south to the San Juan Capistrano station to connect with the Coaster or with Amtrak, while a handful of residents report driving to the Santa Ana/Anaheim station.

OCTA Fixed-Route Services – Exhibit 2 shows current OCTA fixed-route services through the city. Laguna Woods' area service includes two peak hour weekday routes, with #188 serving the Irvine Metrolink Station and #187 on which one can travel deeper into south Orange County. There are three local routes, including #70, #89 and #91, which serves the Laguna Niguel/ Mission Viejo Metrolink Station. Two weekday express routes, #212 and #216, travel through the Laguna Hills Transportation Center with two trips daily, in each direction, serving numerous destinations.

Exhibit 2



OCTA ACCESS Services -- OCTA provides ACCESS services, its Americans with Disabilities Act (ADA) complementary paratransit program, to Laguna Woods residents who are ADA certified. ACCESS is a curb-to-curb transportation service for persons unable to use fixed-route services because of their disabilities. Currently there are 1,177 ACCESS registrants at Laguna Woods addresses, 6 percent of City residents. Of these, 264 have been active this year. Fewer than two percent of surveyed households reported recent use of OCTA’s ACCESS service, a lower usage level than might otherwise be expected, probably because of the range of alternative services.

City of Laguna Woods Taxi Voucher Programs -- The City has operated, since May 2002, a taxi voucher, or user-side subsidy program. In such programs, individuals pay a discounted price for trips by purchasing a voucher that costs only a portion of the actual trip cost. Eligibility is based upon age. Residents who are aged 60 and older can purchase tickets for discounted trips to selected destinations. Residents can purchase flat trip tickets of \$4 for short, local trips or to the Irvine Metrolink Station. They may purchase for \$16 a one-way trip to John Wayne Airport, limited to three trips a month. All taxis can carry multiple passengers per vehicle trip.

Additionally, residents may purchase up to \$100 of Taxi Bucks for the price of \$40 to travel throughout Orange County, for any purpose. For non-emergency medical trip purposes, residents may request a trip, provided by the City's contractor. These trips require small co-pays by the resident, ranging from \$4 to \$12 one-way and related to the trip distance. Residents are transported within the County or to neighboring L.A. County's Veterans Hospital in Long Beach. These programs are funded by the City, with OCTA support, through the Senior Mobility Program. Forty-four percent of responding survey households reported some use of the City's taxi programs, with seven percent indicating no awareness of the program.

Laguna Woods Village Buses – A privately operated bus service is run by the Laguna Woods Village, largely but not exclusively within the gated areas of the Village. This service is fare-free, funded through monthly maintenance fees paid by Village residents. There is an extensive 11-route, fixed-route service which operates seven days a week between 8 a.m. and 6 p.m. Additionally there is the B-Bus which provides early morning and evening service, when the Village fixed-routes are not operating. Residents must place a reservation for these trips. Similarly, the Lift-Bus provides those residents using mobility devices with accessible transportation within the Village grounds. Almost one-quarter of householders surveyed reported recent use of the Village buses. Overall ridership on the Village transportation system is significant, providing about 440,000 trips annually and over 800 one-way passenger trips per week.

Other Private or Specialized Shuttles -- Other entities, including the Renaissance/ Regency organization, offer specialized transportation services to Laguna Woods residents. South County Seniors Services, a local non-profit organization, also provides consumers trips to adult day care and adult day health care centers.

Golf Cart Transportation -- In addition to walking and bicycling, use of golf carts is an important option for some Laguna Woods residents. Appendix A addresses golf cart regulations and includes a map of existing golf cart trails and golf cart crossings within the Village. Seniors of all ages report using golf carts for a wide variety of trips purposes, of which golf is only one. Household survey respondents report that 13 percent of households own golf carts, with six percent of responding households using golf carts for regular, non-golf-related trips. Extrapolating from these findings, an estimated 1,500 golf carts are owned by all Laguna Woods' households.

UTILIZATION OF AVAILABLE TRANSPORTATION SERVICES

The preceding descriptions present the array of public transportation choices available to Laguna Woods residents. Residents' utilization patterns suggest that these are used significantly, at levels about twice that of citizens in the County as a whole use public transit, as measured in trips per capita. (Exhibit 3).

Detailed, available boarding information from 2007 allows for a comparison of follows, contrasting utilization in the City on various modes with that in Orange County as a whole (Exhibit 4). Annual transit use reported here is almost three-quarters of a million trips annually – 746,088 one-way passenger boardings. OCTA fixed-route boardings account for just fewer than six in ten trips while the Village fixed-route bus accounts for almost four in ten trips. These are very significant levels of trip-making, many taken by Laguna Woods residents on the Village buses, some by persons traveling to the City to work or visit and some by persons traveling through Laguna Woods.

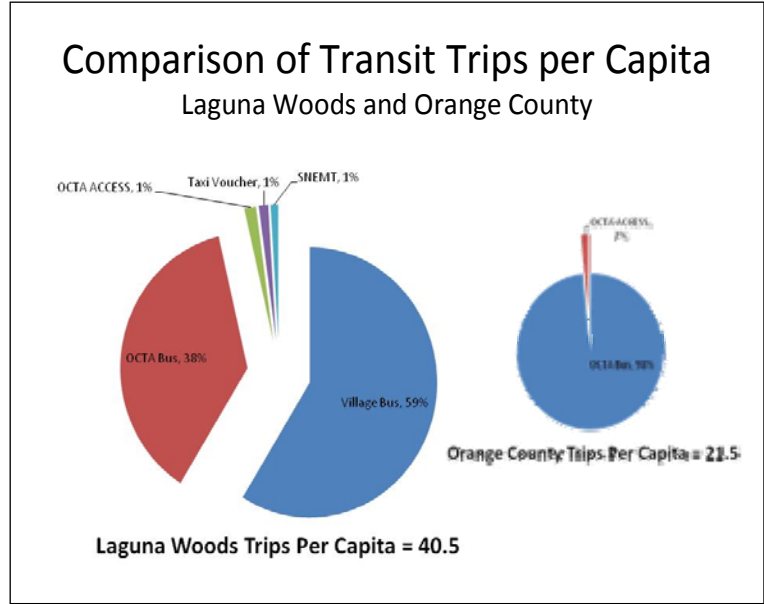


Exhibit 4

2007 Public Transit and Other Specialized Transit Trips Provided

Ca. State Dept. of Finance 2007 Population City of Laguna Woods [1] = 18,426	City of Laguna Woods		Orange County Total	
Ca. State Dept. of Finance 2007 Population for Orange County [1] = 3,098,121	One Way Passenger Trips	% All Trips	One Way Passenger Trips	% All Trips
Laguna Woods Village, Fixed Route	439,023	58.8%		
Laguna Woods Village Bus				
Public Bus, Fixed Route [2]	279,818	37.5%	65,181,592	97.8%
OCTA Fixed Route				
Public Demand Responsive [2]	11,093	1.5%	1,061,845	1.6%
OCTA ACCESS				
Senior Mobility Programs	8,928	1.2%	232,130	0.3%
City Taxi Voucher Service				
Senior Non Emergency Medical Transportation	7,226	1.0%	72,080	0.1%
South County Senior Services				
Other Coordinated Transportation	1,226	0.2%	69,143	0.1%
(SCSS) Senior Shopper Shuttle 776				
(SCSS) Door to Door Senior Center Shuttle 450				
ALL TRIPS: Including Village Bus, Public Transit, Senior Mobility Programs, Senior NEMT, and Coordinated Transportation Services trips.	746,088	100%	66,616,790	100%
Trips per Capita for 2007	40.5		21.5	
ALL FIXED ROUTE TRIPS: Including OCTA Fixed Route trips and Laguna Woods Village Bus trips.	718,841	96.3%	65,181,592	97.8%
Trips per Capita for 2007	39.0		21.0	
ALL DEMAND RESPONSE/ SPECIALIZED TRANSIT TRIPS: Public demand response, Senior Mobility Programs, and Senior NEMT, and Coordinated Transportation Services trips.	27,247	3.7%	1,435,198	2.2%
Trips per Capita for 2007	1.5		0.5	

Notes:

[1] State of California, Department of Finance, Race/Ethnic Population with Age and Sex Detail, 2000-2050. Sacramento, CA. July '07

[2] Orange County Transportation Authority FY 06/07 Statistics Summary. ACCESS trips are recorded bookings; may include no-shows.

In addition to the significant fixed-route transit use within Laguna Woods which accounts for 96 percent of all trips reported, there are other modes serving trips, although at much smaller proportions of total trips utilized. These include OCTA ACCESS trips at 1.5 percent or 11,000 trips, the City’s tax voucher program at 1.2 percent or 8,900 trips, non-emergency medical trips provided at one percent or 7,200 trips and a negligible number of other specialized trips provided by South County Senior Services (Exhibit 4).

Such supportive, specialized transportation programs are used at higher utilization levels than for the County as a whole, contrasting the 1.5 trips per capita they represent for Laguna Woods residents, versus the 0.5 trips per capita Countywide use of specialized transportation services (see “All Demand Response/ Specialized Transit Trips” – last line of Exhibit 4).

Boardings and alightings within the City of Laguna Woods suggest modest use of the Laguna Hills Transit Center average 49 boardings per day, with much higher travel levels through the Moulton Parkway and El Toro Road intersection stops, averaging 441 boardings per day (Exhibit 5). OCTA’s Route 188 connects the City with the Irvine Metrolink station during the a.m. and p.m. peak periods, showing proportionally more boardings and alightings at the Laguna Hills Transportation Center (Exhibit 6).

Exhibit 5

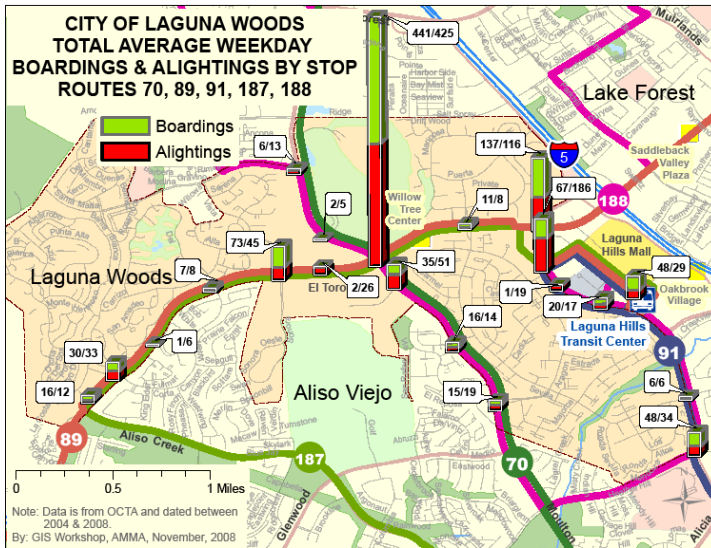
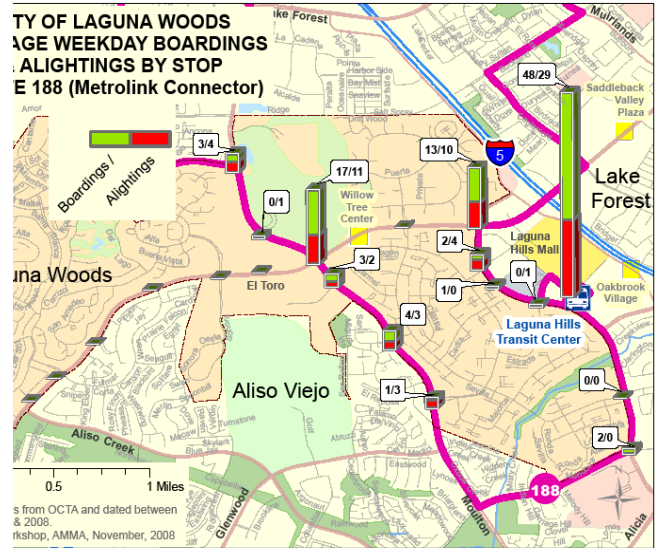


Exhibit 6



(larger versions of these exhibits are included in Appendix A)

SUMMARY OF HOUSEHOLD SURVEY RESPONSES

This household survey provides quantitative information about residents' mobility characteristics, as well as needs and strategies by which to address these needs. The mail back survey tool, based upon a comparable Go Local survey used by the City of Mission Viejo, was adapted to understand the mobility issues of this predominately older, non-commute oriented population.

Mailed to a randomized listing of households within the City limits, approximately 1,420 households received the survey representing a 10% sample of City residences. An impressive 30% return rate was received, with a total of 421 surveys completed and returned. Full results are presented in Appendix C-1 with an overview of key findings reported here. Appendix C-2 shows the final survey tool, initially tested by the City's Transportation Advisory Committee who worked through early versions of the survey.

About Respondents

- **Completed surveys represented 3 percent of the City's households**, in this randomized survey, reporting on behalf of 585 residents; average 1.4 persons per responding household.
- The **average age** of respondents was 77, with a range from 37 to 99 years of age. The distribution of ages was generally comparable to the City's census age categories, although a slightly higher proportion of persons under age 65 responded and a slightly higher proportion of the oldest group responded. Respondents were: 12 percent under age 65, 23 percent ages 65 to 74; 37 percent ages 75 to 84 and 22 percent ages 85 and older.
- **Licensed drivers** accounted overall for 80 percent of respondents, although just 63 percent of the oldest age group reports a licensed driver in the household.
- **Health conditions limiting travel** outside the home were reported by 17 percent of the overall population. This included 14 percent among those under age 65 which is a rate almost three times that of the County as a whole. For seniors, ages 65 to 74, just 7 percent report limiting health conditions and 14 percent of those 75 to 84. Among those 85 and older, 36 percent self-reported significant health conditions limiting their mobility.
- Fourteen percent of respondents reported **low household income**, income levels (\$25,000 or lower). This is more than double both the County's overall rate of 6 percent and almost three times the City's 2000 Census rate of 5 percent of households with income of \$25,000 or less. This suggests some survey bias with lower-income individuals more likely to respond.

About Work and Travel Times

- When asked about **work-outside-the-home**, two in ten individuals reported they work. Those younger than 65 were far more likely to be working, with almost six in ten (58 percent) reporting work schedules; almost a third of the younger seniors (30 percent) report working; one in ten of seniors ages 75 to 84 and just two percent of the oldest group (85+).

- Only one-quarter of workers report **regular, 8-hour, five-day-a week schedules** (7 percent of households) Three-quarters of those working report part-time, varying schedules (22 percent of households). Four in ten working individuals were most likely to leave their homes after 8 a.m. and before noon, with just one in ten leaving before 8 a.m.
- **Travel within Laguna Woods** is significant, with six in ten respondents (61 percent) reporting travel around the City five days a week or more. The age group 65 to 74 had the highest rate of such travel, at 75 percent, while those 85+ years reported just 43 percent travel at that rate.
- **Travel outside of Laguna Woods** five days a week was only slightly less, with four in ten (41 percent) of respondents, reporting regular five-day-a-week travel; for those under age 65 this climbed to 60 percent. However, more than half of those ages 65 to 74 and four in ten of those ages 75 to 84 travel five times a week outside of Laguna Woods.

About Travel Modes

- **Public transit use**, at varying levels, was reported by 56 percent of households, six in ten households! Private auto use is reported by three-quarters of the households for some or all trips. Sixteen percent are regularly using the Village shuttle or other residential shuttles. Ten percent of households report regular use of OCTA buses and for 19 percent of households, it was the most recently used transit mode. Three percent of households are using OCTA ACCESS. Almost two in ten households (18 percent) report regular use of the City's taxi voucher program.
- **Rail services** are used regularly by some residents: six percent report using Metrolink and seven percent report using Amtrak regularly. Another 26 percent of households report occasional use of trains. For 11 percent of households, Metrolink was the most recently used transit mode.
- **Metrolink destinations or trip purposes** served were least likely to be for work – just 2.3 percent of households use Metrolink for work; medical purposes were met by six percent of households; shopping trips were at eight percent of households. Dining and recreation trips on rail were most commonly reported rail trip purposes, by 15 percent of households,
- The **Irvine Metrolink station** was by far most likely to be used, with 32 percent of households reporting use of that station, while less than 2 percent are using Laguna Nigel/ Mission Viejo. Just a few households report traveling south to San Clemente or north to Anaheim.

About Travel Needs

- Although 64 percent of households anticipate they will be **still driving** within three years, 14 percent **don't expect to continue driving** and another 19 percent are **unsure they will be driving**. Combined, over three in ten households are uncertain about their own near-term driving status.

- Regarding **unmet transit needs**, and reflecting reasonable use of private auto, 45 percent of households report their current transportation needs are easily met. Twenty three percent of households report that most needs are met while one in ten households indicates they need more options and 2 percent of households report their needs are not met.
- Those **needing more transit options** are more likely to have more health conditions and/or be of lower income, expressing concerns about physically accessing services or about costs.
- **Rail travel needs** expressed include desire for better OCTA connections to the Irvine station, possibly from City Hall or a central location, less circuitous routing, improved mid-day travel, better connections between Village buses and OCTA services, and improved connections between Metrolink and the San Diego Coaster.
- **Rail information queries** included how to travel by train to selected destinations, how to use the ticket vending machine, and how to know more about transportation options at the destination's trip end.
- **OCTA bus needs** related largely to availability of information, finding it and understanding it. Some interest exists in expanding understanding of the connections to such destinations as Mission Viejo shopping, Fashion Island, Dana Point and Long Beach.
- **Laguna Woods Village buses** – and their drivers – are very much appreciated with many complimentary comments offered. Appreciative comments are made too by those who are not now using but anticipate that they may have to at some point. More than a few commented that they chose to come to Laguna Woods because of the transportation, should they need it.
- **Laguna Woods Village bus improvements** include interest in earlier Sunday service to assist early church-goers. Some concern was expressed that the **Lift-Bus** is over utilized as reservations even three-days out are reportedly, sometimes not served. Vehicle-related comments included a desire for quieter buses, painting or acquiring newer buses, obtaining hybrid fueled-buses and smaller vehicles. There was interest in more frequent bus service than the current hourly schedules. Service area expansion of the Village buses is desirable, with residents wishing to travel farther east on El Toro to stores in Laguna Hills and Lake Forest.
- **Laguna Woods City Taxi Program** is extremely popular, with residents conveying considerable appreciation for its availability, its reasonable cost and its value. About one-third of the 23 comments regarding the tax service were negative (30 percent). Negative experiences often were in relation to return trips home or waiting times for the taxi. There is interest in expanding the taxi program's reach to Los Angeles International Airport and concern by the lowest income that purchasing a \$40 book of tickets (with \$100 value) at one time was too much money and requesting smaller denomination options.
- **Other travel amenity requests** include benches on cul de sacs, more street lights, more golf cart trails – particularly into Laguna Woods shopping areas – with opportunity to rent golf carts.

SUMMARY OF COMMUNITY INPUT

The stakeholder interviews, community meetings and outreach efforts provided information about a wide array of transportation issues and needs, and have informed every aspect of our findings and of this report. Key themes emerging from the outreach activities are presented as they relate to the four project study questions and adding an important fifth thematic area.

1. What are new or changing mobility needs?

Residents of Laguna Woods Village make up the majority of the service area population. According to representatives of Golden Rain Foundation and the Mutual Boards, approximately one third of Laguna Village residents are low income, one third are still working and one third are wealthy. The Village has turnover/growth of about 10% per year. The average age of community members is 77, however newcomers are somewhat younger at 70.

The Internet is an important source of information for this population. It is estimated that 5000 of the 12,600 households have high speed internet access, and there is also internet access at the Clubhouses which is used by many. The group felt that newer residents are heavier users of the internet.

One important transportation issue among this largely retired population revolves around visits by their grandchildren. How do grandchildren get to Laguna Woods and how can the retiree plan outings with them while they are there.

Another important issue is the need for specialized transportation by seniors with increasing disabilities. This brought up the topic of changing eligibility criteria for the Senior Non-emergency Transportation Program. It was expressed that some lower income seniors who can no longer use the program, are unable to pay taxi fare for long distance medical trips. Concern about disabilities was also evident in the desire for low-floor buses and assistance boarding Metrolink trains.

2. How can we increase Metrolink use?

Suggestions for increased use of Metrolink revolved around three themes. Make it easier to get to and to navigate within the stations, provide an enhanced level of service during the off-peak and provide easier-to-understand information that is senior-friendly.

Perceived barriers to accessing the stations and trains:

- Most OCTA buses do not go enter the Metrolink station areas but travel along the adjacent streets. Travelers must get off the bus and find their way into the station, particularly difficult if one is using a mobility aid or carrying luggage.

- Automated fare machines are confusing to seniors. One respondent only uses Amtrak (not Metrolink) trains because she can't figure out how to buy a ticket and the "humans" only sell Amtrak tickets.
- Signage within the stations is not always clear. Finding where to park, the right platform, the elevator, etc. can be confusing for new passengers. They would really like to have someone to ask...possibly a volunteer ambassador who could direct them, help with fare machines, etc.
- Some seniors have trouble boarding the trains due to disability and were not aware they could use the wheelchair boarding platform.

Metrolink service limitations:

- Metrolink's current service schedule is oriented towards commute travelers, which most Laguna Woods residents are not. Using the service for recreational trips on weekends and in evenings can be difficult. For example, the last train to Orange County leaves Union Station at 6:30 p.m. on weeknights and 8:45 p.m. on weekends, making it impossible to use Metrolink to travel to downtown LA for evening concerts or other events.

Need for easy-to-understand communications:

- Planning a trip that involves OCTA, Metrolink and/or MTA can be a challenge for even a transit savvy individual. For seniors accustomed to driving themselves, it is very confusing and definitely a disincentive to using Metrolink. Even if they drive to the Metrolink station, they are likely to need to connect to another mode to reach their final destination. Thus, they simply don't do it.
- Suggestions for making the system easier to use included a single phone number to call for comprehensive trip planning; an easy to use/reliable on-line trip planner; and detailed trip plans written from a Laguna Woods perspective that would show how to use Metrolink to travel to popular destinations.

3. What alternatives can we present to OCTA for Go Local project consideration?

Outreach participants offered a variety of suggestions for enhancing OCTA's local services and for improving connections between OCTA and Metrolink. Their comments can be summarized into the following general themes:

- ***Current bus services to Metrolink are either not convenient or not available when needed.***
 - Route 188 provides service directly to the Irvine station, but only runs during commute hours on weekdays. The rest of the day, it requires two buses to get to the Irvine Station, and you still have to walk from the bus stop into the station. On Sunday, there is no bus service to the Irvine Station at all.

- Route 91 which serves the Laguna Nigel and San Clement Stations runs all day and on weekends, but also require a significant walk into the stations.

In order to build Metrolink ridership among Laguna Woods residents, it will be necessary to provide a direct, one-bus connection to the stations or promote usage of the taxi voucher program. The current bus services simply don't meet the needs of residents. One possibility is partnering with Laguna Hills and Forest Lakes to propose a direct shuttle service which would pickup residents in each of the three communities and provide more direct service to the Irvine Metrolink Station. To meet the needs of Laguna Woods residents, this service would need to include midday and weekend hours, use easily accessible vehicles, and perhaps have a driver who would assist riders in making the transfer from the bus to Metrolink.

- **Other suggestions for making Metrolink easier to use from Laguna Woods included:**
 - Providing enhanced way finding signage around the Metrolink stations (to direct both motorists and pedestrians) and within the stations.
 - Having volunteer or paid ambassadors staffing the platforms during non-commute hours to assist new riders in using the ticket machines, finding the correct platform, boarding and making connections to/from other modes.
 - Provide a safe place for parking of golf carts at the Laguna Hills Transportation Center to facilitate "park and ride" on OCTA buses.
- There were comments as well about the inconvenience of other bus routes, specifically the circuitous Route 70 to Dana Point and the poor routing to Saddleback College from Laguna Woods which requires a transfer.

4. What City direction can improve mobility?

The outreach meetings also explored needs for enhanced transportation within the Laguna Woods area. The community already enjoys a very high level of transportation services including several OCTA routes, eleven Laguna Village bus routes and an extensive taxi voucher program. However, there were suggestions for enhancing these to encourage additional use.

- Extend the Village bus routes to serve the CVS shopping center on the other side of the freeway. Residents have been told that the Village buses can't legally go this far, but the fact that they are already operating on city streets suggests this is not really the case.
- There are currently very good connections between the Village buses and OCTA routes at the Harbor Eye stop and at other locations. However, how to make these connections is not evident to the novice user...one must simply know that you can request the Village bus driver to take you to the Transportation Center or that the OCTA bus will pick you up at the Harbor Eye stop. Enhanced

signage and amenities to make the connection between the two systems clear would be helpful. It is important that the signage be senior friendly, with larger type than is currently used on many at-the-stop schedule signs.

- While many OCTA stops within Laguna Woods offer shelter and seating, some do not. Few of Village bus stops offer these amenities. Such comforts are important in encouraging seniors' use.
- While the taxi program is highly popular, not everyone was clear on exactly how it worked. There was particular confusion over how to arrange return trips. Increased education about the program would likely increase its usage. Some participants would also like to be able to buy their taxi vouchers on line, while others would like to see it expanded to include trips to LAX.
- Several times the concept of a pre-paid program for Laguna Woods residents was raised. Under such a program, Golden Rain Foundation would pay a small amount each month or year for each resident. In return, all residents would be able to use OCTA buses at no cost. There is precedent for such program with universities, employers and even neighborhoods (Boulder, CO), throughout the U.S.

5. Communications Strategies

Throughout the outreach effort, a commonly heard refrain was “communication is the most important thing.” Stakeholders are aware that the community has a high level of transportation options, but that many residents have little transit experience and are hence reluctant to try them. Fear of getting lost, fear of getting stranded, fear of looking stupid and simple confusion about where to begin all limit usage of local buses as well as Metrolink. Common suggestions and comments included:

- Travel training. Laguna Village provides weekly travel training classes where they teach newcomers to use the Village Shuttle system. Recently OCTA has begun participating in these classes. It seems the topic of Metrolink should also be integrated into the curriculum or into special classes.
- Village bus schedules are very confusing and so are OCTA schedules, according to participants in outreach meetings. “You need an easier way to understand the service.”
- One phone number was suggested – a single phone number for trip planning assistance for all transit. A similar approach to on-line information was suggested. (On-line trip planning does not appear to be fully integrated or reliable as various transit agency websites do not easily link to each other.)
- Better information at the bus stops, presented in a senior-friendly format, was suggested.
- Participants in several community meetings responded favorably to the concept of Laguna Woods-centric trip plans for travel by Metrolink and bus to popular destinations. These detailed trips plans

could be created as a monthly newsletter and would over time form a “library” of destinations. They could be distributed through the clubhouses and community centers, as well as made available on the internet. It was suggested that some of the 240 active clubs at Laguna Woods could plan outings using the trip plans. This would give residents Metrolink experience in a safe environment and prompt word-of-mouth promotion among peers.

FINDINGS

This section discusses the study implications in terms of potential markets, the ability to increase transit use by these markets, and the barriers or specific needs suggested.

POTENTIAL MARKETS

Several markets exist within Laguna Woods that can and clearly do use public transit services and have potential for increased use of Metrolink rail services. Three key markets identified are:

1. Residents of Laguna Woods
2. Visitors to Laguna Woods, including visiting family members and others connected to residents of the City; and
3. Employees traveling into Laguna Woods.

Increasing Transit Use by Residents of Laguna Woods

With six in ten households reporting some use of public transit services and four in ten indicating that use was within the past month, there is a very clear, existing market that can be invited to increase its utilization of public transit, based upon its existing knowledge of services. Existing riders can then, be invited to use public transit more broadly, traveling to a greater number of destinations. Markets among the residents break down as follows:

- ***Householders currently commuting to work on Metrolink*** were identified as upwards of 6 percent of household members. Given that 20 percent of householder members do work outside the home and that a quarter of these are working regular 8-hour, five day-a-week shifts, there is some opportunity for attracting additional commute trips to Metrolink.
- ***Non-commuting households***, but still traveling regularly outside of Laguna Woods, accounted for 41 percent of households. Between 6 percent and 7 percent of households are regularly using rail services, either Metrolink or Amtrak for some trips. Another 26 percent of households report using rail services occasionally. Additional trips by any of these individuals could potentially use Metrolink, particularly given interest expressed through community outreach and through the surveys for recreation, shopping and dining destinations that could be reached by rail.

- **New residents to Laguna Woods** are an important target market, mentioned in community outreach conversations and also surfacing in the household survey where they indicate that they have recently moved here and know nothing about available transit. Given that reported annual community turnover is in excess of 10 percent, this is an important market to specifically target.
- **Persons decreasing driving** are those residents who are driving for “some” trips but not all or are thinking that the time might come when they are no longer driving. These individuals might be more willing to drive less if they can be introduced to the freedoms and low-cost of public transportation services, both rail, bus and taxi.
- **Physically frail individuals** are those for whom independent travel is less and less possible, but still undertaken and even necessary. For these persons, the detailed information required to assure them that a trip is feasible will include distances, bus stop locations in relation to trains and other destinations, and schedule information for both outgoing and return trips. Those with some mobility limitation also need to understand where to board Metrolink trains.

Increasing Transit Use Among Visitors

- **Visitors to Laguna Woods** include relatives of residents, often children and grandchildren who have arrived in the region by plane or train and need to get to Laguna Woods on public transit. Information provided to residents to assist their relatives in taking safe and efficient travel to the City of Laguna Woods will be of help to such visitors.
- **Visitors’ day-trips are of interest**, including grandchildren for whom there is a push to create more activities making it more attractive to visit grandparents. All will benefit from residents’ knowledge of specific day-trips that can be taken on rail services. Whether this is down to meet the Coaster and travel to San Diego County or north to various destinations such as the Bower Museum in Orange or Union Station and Olvera Street, such day-trips can increase residents’ access to the wide array of opportunities the greater Los Angeles basin has to offer.

Increasing Transit Use Among Employees

- **Significant employers** within Laguna Woods include:
 - Laguna Woods Professional Management Company – 1000 employees
 - Manner Care Health Services – 150 employees
 - Home Depot – 110 employees
 - Olive Garden – 86 employees
 - Stater Brothers – 80 employees
 - Vons – 80 employees
 - Ayers Hotel – 60 employees

A small staff at the City of Laguna Woods, employees of the various residential associations and the services they provide, and at the retail locations at and adjacent to the Laguna Woods Willow Tree Shopping Center are among other local employers. Improved connections and

readily available information about Metrolink connections can serve the workers of these companies and organizations.

- **Employment by residents** is not insignificant with 14 percent of households indicating that they do have regular household workers in their home. Although only 1 percent of households indicated these workers currently travel on public transit, another 2 percent thought they might be aided by additional public transit.

BARRIERS AND AREAS OF SPECIFIC NEED

Bus/ Rail Connections During Mid-Day

Given the high level of use of the Irvine Metrolink station, anything that improves connections to this station is desirable. The Route #188 is currently operational only during peak hours. Conversely, a fair proportion of residents report current travel patterns during the mid-morning and early afternoon hours and interest in traveling on Metrolink during non-peak hours. One rail passenger commented that she was forced to take Amtrak because she could get there when it traveled through but it was both more expensive and it caused her to arrive at Union Station and use the Red Line during afternoon peak traffic periods.

Among household respondents 2 percent of households report they used OCTA buses to get to the rail stations. Another five percent traveled by taxi. As the largest group, twenty percent of households indicating that they travel by car to the Irvine Metrolink station and park, there may be some opportunity to attract these individuals from their cars.

Information and Communication Needs

Clearly both the community input exchanges and comments on the household survey indicate that additional information is needed to “de-code” public transit for Laguna Woods residents. That said, a significant number of persons are using public transit, including rail services, under the current communications strategies so this suggests increased opportunity only with more directed marketing materials, greater emphasis on a destination-orientation and Laguna Woods-centric orientation. Furthermore, communication strategies of all sorts can be directed both to new residents and to individuals who may be decreasing their driving to open up opportunities for both groups.

Several possible marketing strategies were discussed with both stakeholders and potential transit users. The following four Laguna Woods–centric communications strategies appear to have a high level of potential for increasing Metrolink ridership.

1. **“Day Tripper” Newsletter.** This strategy involves the development of a series of “Day Trip” guides in the form of a monthly newsletter. Each guide would provide a fun and detailed plan for making a particular trip from Laguna Woods to a key destination via public transit. Destinations featured for Laguna Woods’ senior population include Laguna Beach, Dana Point, Bowers Museum, Spectrum Center, San Diego, Disneyland, Getty Museum, etc.

Each “Day Tripper” includes such information in a colorful, easy to read, inviting formats.

- Step by step instructions for making the trip.
 - Map(s) showing the route, including exactly what to expect at transfer points.
 - Schedule information...and how to access updated schedule information on line.
 - Fares and how to pay your fare (e.g. how to buy a Metrolink ticket).
 - A comparison of costs to use transit compared to driving and parking for particular trip.
 - Fun facts about the destination.
2. **Internet Library of Day Trips.** Over time, these newsletters would provide a library of trip plans. This library could be made easily accessible on the internet (perhaps at a dedicated website such as the City’s LagunaWoodsDayTripper.com, and in hard copy at the various Village clubhouses, the Laguna Woods Library, and the Florence Sylvester Senior Center.
3. **Travel Training through Laguna Woods Village.** Laguna Woods Village currently conducts weekly transit classes for new riders using the Village bus system. OCTA has sometimes participated in these classes. The classes are a perfect venue for complete transit training, including the Village Shuttle, OCTA buses, Metrolink, the City Taxi Voucher program, and the Senior Non-Emergency Medical Program. Similar classes for residents living outside the Village could be held at the Senior Center.
4. **Encourage Metrolink Field Trips.** In conjunction with the publication of each Day Tripper newsletter, group trips based upon the new itinerary could be organized through the advisory committees to the City or to the Golden Rain Foundation or to the 200+ clubs which exist within the Village. Seniors traveling in a group would experience Metrolink and make bus-to-rail transfers in a safe, supported environment, giving them the experience and confidence to use transit subsequently on their own.

Way Finding Signage

Laguna Woods residents interviewed cited some challenges with accessing the Metrolink station. Key among these were the difficulty of getting from the OCTA bus stop to the station; the difficulty of boarding the train for those with mobility limitations; and confusion about how to buy a ticket from the Metrolink ticket vending machine. Such comments point “way-finding” information solutions to increase the confidence of new and potential users in considering their trip. Other strategies include:

- **Way finding Signage and Path of Travel Improvements.** Any enhancements which make finding the way from the bus stop to the Metrolink station would be useful. These might include way finding signage, additional curb cuts or other path of travel improvements.
- **Ambassadors at the Metrolink Station.** Ambassadors (similar to school crossing guards) at the Metrolink station could assist novice passengers with using the ticket machines, using the platform to board with wheelchairs, walkers or canes, or simply finding their way to the correct train.

Low Income Households and Public Transit as a Cost-Effective Alternative

There are households in Laguna Woods that struggle with income issues, at rates comparable to the County as a whole. Possibly these percentages will increase, both within the City and within the County, as the general economic picture unfolds for this region. Although the 2000 U.S. Census indicated that five percent of Laguna Woods households were at or below the poverty level, a somewhat higher proportion responded to the household survey and clearly indicated that low cost public transportation was critical to them. The recent high costs of fuel were identified as a reason for considering public transit.

In light of the changing picture for affordability, strategies for low-cost-to-the-rider transit options are desirable. The City’s taxi voucher program represents some opportunity for modification. Lower income households find the \$40 purchase price for the \$100 taxi bucks to be too costly. Lesser priced options would help. Other policy changes could be considered to ensure that lower income households obtain a safety-net level of taxi bucks, if needed, before trips to the airport are funded.

Community Pass Options

There was some interest in an “eco pass”, a mechanism where by residents could use OCTA buses for free based upon a contractual relationship established between the Village, with the City and OCTA. Some related programs were researched and selective findings are presented below (Exhibit 7). A fee to residents in the range of \$5 to \$12 per resident per month would be consistent with the most comparable examples considered here. This represents a significant benefit for households with income concerns. Selected community pass-type programs are summarized below.

Exhibit 7, Examples of Eco Pass Programs

Product/ Agency	Pricing	Available services	Identification
Eco Pass, Neighborhood Pass only <i>Boulder County, CO.</i>	\$5,600 annually. Actual price can vary since it’s based on a per-household contribution. Agency recommends minimum 50 households: (\$120 per household)	Can be used on RTD services including local, express, regional buses, Sky Ride to Denver International Airport, Boulder’s Community transit network, “N” Bus to Eldora Mountain Resort, light rail, and Call-n-Ride.	Photo ID card
ecoPass <i>Coconino County, AZ.</i>	Free	Free passes for employees that use the Mountain bus lines	n/a
Ecopass <i>Santa Clara County, CA.</i>	Varies, residents living in downtown San Jose - \$120/ resident Areas served by bus and light rail - \$90 per resident Areas served only by bus - \$60.	Free rides available on buses, light rail, and shuttles.	Photo ID card
KU on Wheels <i>University of Kansas Lawrence, KS.</i>	\$64.90 semester campus fee - \$129.80 annually Note: fee contributes to capital replacement of old KU vehicles that were not lift-equipped.	KU on Wheels, Lawrence Transit System, Jay Lift	No ID card required; transfer tckt. for boarding Lawrence Transit

RECOMMENDATIONS AND NEXT STEPS

This final section presents specific recommendations. Two are offered to OCTA: 1. a proposed Go Local route and 2. wayfinding/ communication tool projects. Discussion of the OCTA's Go Local evaluation criteria is included. Other recommendations are offered to the City of Laguna Woods and to Laguna Village governance groups.

GO LOCAL PROJECT ROUTE -- PROPOSED LAGUNA WOODS/ LAGUNA HILLS/ LAKE FOREST-IRVINE STATION

The City of Laguna Woods, after careful consideration of its residents' needs and consultation with neighboring cities, is proposing a Go Local route that will be integrated with the proposed Laguna Hills/Lake Forest service described in the two cities' Go Local submittal. The Laguna Woods portion of the route would enhance connections to Metrolink all day for residents of all three cities. As an additional benefit, the combined route would provide access to shops and restaurants on the way to the Irvine Transportation Center throughout the day.

The Laguna Hills/Lake Forest Go Local submittal connected park-and-ride lots in both cities with the Irvine Transportation Center. One route could serve both lots, or two routes could be established providing direct service from each city's park-and-ride lots to Irvine. Operational details are expected to be developed in Step 2 of the Go Local program.

The Laguna Woods Go Local proposal would accomplish two purposes:

1. The Laguna Woods portion of the route would serve residents of Laguna Woods at convenient locations such as at Gate 3. The parking lot at Clubhouse #3 has plenty of room to serve as a park-and-ride lot for automobiles and golf carts. Laguna Woods would be served by an extension of the Laguna Hills park-and-ride Go Local shuttle, thus not affecting the direct nature of the trip to and from the Irvine Transportation Center for Laguna Hills residents. The Golden Rain Foundation would have to agree to the suggested use of the Clubhouse parking for this purpose.
2. The addition of Laguna Woods would also entail midday service. The original Laguna Hills/Lake Forest Go Local submittal envisioned service only during peak periods. A free lunchtime shuttle was considered as part of the Laguna Hills/Lake Forest proposal. With Laguna Woods as a partner, midday demand to and from Irvine and along the route is critical, given the later travel start-times desired by residents, justifying the addition of midday service.

Exhibit 8



The proposed routing of the combined Laguna Woods-Laguna Hills route is presented in Exhibit 8. The Laguna Woods portion would start at Gate 3 on Moulton near Calle Aragon. The route would travel north on Moulton and east on El Toro, making stops along the way at established bus stops. It would then turn south on Paseo de Valencia to access the Laguna Hills Transportation Center park-and-ride location, the proposed terminus of the Laguna Hills Go Local route.

The proposed route would then follow the path envisioned in the Laguna Hills/Lake Forest Go Local submittal, north on Paseo de Valencia, east on El Toro (with stops along the way, including one at The Arbor, a new retail center on El Toro), then north on Muirlands and express via Muirlands-Barranca to the Irvine Transportation Center.

The exact routing in the vicinity of the Laguna Hills Mall would depend on the site chosen for the park-and-ride lot to be served.

The Laguna Hills/Lake Forest submittal assumed 5.5 hours of service per weekday. Addition of midday service will add six hours, or approximately 1,500 hours per year, to this total. Using the same assumption of \$80 per hour for contracted service, the cost of the additional service would be about \$122,000 per year. As noted in the prior submittal, a portion of the operating costs may be partially offset by fares collected, advertising on the vehicle or at park-and-ride locations, or by contributions from local businesses. Discussion with Village Bus program may enable dedicating a vehicle that is currently serving the Laguna Woods Village to the Go Local service. These and other details need to be further developed and refined by OCTA with the three cities and with the Golden Rain Foundation.

There is currently no direct bus service between Laguna Woods and the Irvine Transportation Center, making it complicated for Laguna Woods residents to use Metrolink or Amtrak unless they have a car or use a taxi. Parking is scarce at the Irvine Transportation Center, particularly for midday arrivals. As noted elsewhere, Laguna Woods residents have a keen interest in accessing Metrolink for various trip purposes.



GO LOCAL WAYFINDING AND COMMUNICATION PROJECT TO ENHANCE METROLINK USAGE

Go Local Project Findings identified various needs related to information that, if addressed, could help to increase utilization of Metrolink. Specific concerns about the train stations included need for “way-finding” information to increase the confidence of new users and potential users in considering their trip.

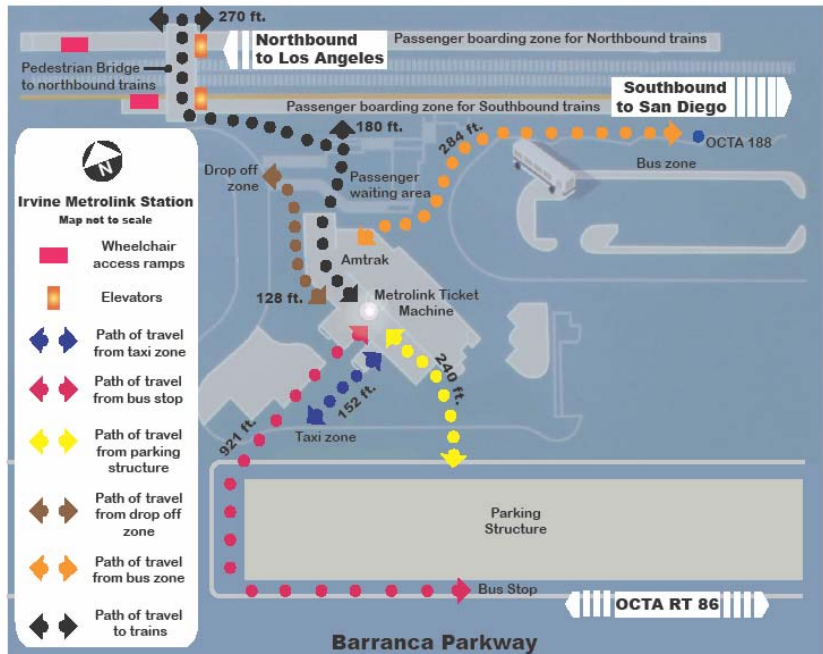
Additionally, need for comprehensive, targeted trip planning assistance was cited.

Rail Station Way-Finding Maps Another travel tool is a sample way-finding map of the Irvine Station.

Exhibit 9

The City’s Transportation Advisory Committee members offered input to help make this map of greatest value to seniors, adding information about distances between key points, locating the paths of travel from buses and identifying waiting areas.

Trip Planner Brochures Given the complexity to seniors that travel on Metrolink can represent, project resources were used to prepare a sample Trip Planner brochure. This eight-page brochure was



prepared to provide a Laguna Woods-centric plan for traveling to the Los Angeles Music Center, one of the locations that residents indicated was of interest.

The Trip Planner was built around four primary transit resources: the City's taxi voucher program, OCTA fixed-route, Metrolink, and L.A.'s Metro Redline. This illustrates both the complexity and the challenge of using rail and other public transit modes to move about the region. Such a customized communication tool enables trip-planning with confidence, assuaging some of the uncertainty that accompanies public transit use and inhibits potential travelers from trying it.

Comparative Travel Information Exhibit 10 presents destination information that is "Laguna Woods – centric" showing residents what kinds of costs and time they incur in driving private autos, versus the costs, time and routing for public transit travel to the same destination. Various destinations suggested through community outreach efforts are presented here. This is an example of the kinds of information that can be used to promote public transit, clearly as a cost-effective alternative, but also reflecting the comparable time requirements.

Ambassadors Program A final "tool", to support way finding and communication, is an Ambassadors program or volunteer-based information persons who are associated with Metrolink, but who might also be part of a City-based activity. Metrolink's role could be as limited as providing some information-based training and a t-shirt, while City or the Village takes on the organization and on-going leadership of such a volunteer effort.

OCTA and the City of Laguna Woods can share responsibility and roles in the development of these various "tools", working together to build an array of resources that promotes the accessibility of transit to seniors.

Exhibit 10, Destination Information Comparing Transit With Private Auto Travel

Destination	Metrolink Line	Transfer	Estimated one-way Distance	Driving Cost per Round-trip (AAA avg. of 58.5 cents per mile)	Estimated One-way Driving Time (based on Google Maps average time)	Estimated time on Metrolink including transfers * (based on schedule(s) and does not include wait times between transfers)	Metrolink Adult Weekday Fare (round-trip)	Metrolink Adult Weekend Fare (round-trip)	Metrolink Youth Weekend Fare (round-trip)	Metrolink Senior Fare (round-trip)
NORTH										
Union Station -Olvera Street -Philippe's	Orange County Line	None	42.2	\$49.37	44 min. to 1 hr. 40 min. (with traffic)	1 hr. 10 min.	\$17.00	\$12.75	\$8.50	\$8.50
Hollywood and Highland	Orange County Line	Yes Metro Red Line	49.3	\$57.68	53 min. to 2 hrs. (with traffic)	1 hr. 31. min.	\$17.00	\$12.75	\$8.50	\$8.50
Universal Studios/Citywalk	Orange County Line	Yes Metro Red Line	51.9	\$60.72	54 min. to 2 hrs. 10 min. (with traffic)	1 hr. 36. Min.	\$17.00	\$12.75	\$8.50	\$8.50
Disney Concert Hall	Orange County Line	Yes Metro Red Line or Purple Line	43.9	\$51.36	46 min. to 1 hr. 40 min. (with traffic)	1 hr. 12 min.	\$17.00	\$12.75	\$8.50	\$8.50
Norton Simon Museum	Orange County Line	Yes Metro Gold Line Metro 180/181	53.0	\$62.01	55 min. to 2 hrs. (with traffic)	1 hr. 49 min.	\$17.00	\$12.75	\$8.50	\$8.50
Anaheim Stadium	Orange County Line	No	14.6	\$17.08	18 min. to 30 min. (with traffic)	22 min.	\$10.75	\$8.00	\$5.00	\$5.50
EAST										
Mission Inn (Riverside)	Inland Empire Orange County Line	Yes Riverside Transit Agency, Route 49	41.0	\$47.97	45 min. to 1 hr. 40 min. (with traffic)	1 hr. 25 min.	\$16.75	\$12.50	\$8.50	\$8.50
SOUTH										
Old Town San Diego	Orange County Line	Yes Coaster Train	79.9	\$86.45	1 hr. 20 min. to 2 hrs. 30 min. (with traffic)	2 hrs. 17 min.	\$17.00	\$12.75	\$8.50	\$8.50
						<i>Transfer Fare</i>	\$12.00	\$12.00	Free	\$6.00
						<i>Total Fare</i>	\$29.00	\$24.75	\$8.50	\$14.50
San Diego Zoo	Orange County Line	Yes Coaster Train, Route 30, Route 7	79.3	\$85.80	1 hr. 23 min. to 2 hrs. 42 min. (with traffic)	2 hr. 52 min.	\$17.00	\$12.75	\$8.50	\$8.50
						<i>Transfer Fare</i>	\$12.00	\$12.00	Free	\$6.00
						<i>Total Fare</i>	\$29.00	\$24.75	\$8.50	\$14.50

* Free transfers on MTA services

OCTA BOARD-APPROVED EVALUATION CRITERIA FOR *GO LOCAL* PROGRAM RECOMMENDATIONS

OCTA adopted six criteria against which to assess projects brought forward through the *Go Local* process. Comments are offered on these, in relation to the two above-recommended projects proposed to OCTA Step 2 consideration.

- Local Jurisdiction Funding Commitments – The City of Laguna Woods currently subsidizes, in partnership with OCTA, a substantial taxi voucher program. Residents use this to travel to the Irvine station, with the household survey identifying this as the mode choice for almost two in ten traveling regularly by rail. The City’s support of the taxi voucher program averaged \$10,500 monthly over the past 18 months. Conceivably a defined proportion of such funds could be used for trips to the Irvine station.
- Proven Ability to Attract Other Financial Partners – The City of Laguna Woods and the Golden Rain Foundation, the master community association of Laguna Woods Village, have a history of working together and conceivably could partner with OCTA on aspects of these recommendations. Similarly, the neighboring cities of Laguna Hills and Lake Forest have identified the Irvine Station shuttle as their own priority *Go Local* initiative. Initial discussions with these cities’ representatives found a general receptiveness to initiating a Laguna Hills-Lake Forest-Irvine Station shuttle in Laguna Woods and running through the mid-day, thereby attracting a broader ridership base.
- Proximity to Jobs and Populations Centers -- This report documents significant, existing rail travel by Laguna Woods residents. Although just 21 percent of responding survey households are traditional commuters, over six percent of householders do regularly travel on Metrolink. In addition, sixty percent of households report weekly travel outside Laguna Woods with some proportion of these trips potentially attracted to additional rail use. Other target markets identified include visitors to Laguna Woods, including children and grandchildren, and those care provider/workers who travel into the city to work in residents’ homes.
- Regional Benefits – The relatively high use of rail by Laguna Woods residents – six percent of household regularly using it – represents a model for the region. Building upon this, and promoting its extent, not only benefits Laguna Woods’ residents but provides additional inspiration to other Orange County residents about the possibilities and value of rail travel. The proposed traveler information tools are of equal value to non-senior travelers, as they are to Laguna Woods residents and provide OCTA with communication models that can be readily used elsewhere.
- Ease and Simplicity of Connections -- OCTA’s current Route #188 connector to the Irvine Station operates during peak periods only. The proposed shuttle would provide more direct

routing to the Irvine Station. This shuttle would operate during the mid-day as well, covering the hours after 8 a.m. and before noon when a majority of Laguna Woods' residents report that they leave for trips outside the city.

- Cost-Effectiveness – The proposals presented for OCTA consideration are extremely cost effective -
 - an already proposed shuttle expanded to mid-day and originating in Laguna Woods;
 - various communications strategies and training tools.

The shuttle builds upon a proposal offered by two neighboring cities, promising to provide additional ridership to their route, as well as mid-day travelers likely to frequent restaurants in these cities along the proposed route. The communications tool, and the travel ambassador/ travel buddy initiatives described are not, in and of themselves, expensive in that they can be absorbed into various existing activities of OCTA.

Of greater importance is embracing the notion of improved and more detailed communication, rail-oriented travel training and other tools to provide potential users with that extra level of assistance that makes it possible for them to “try transit” and “try rail”. These are not expensive and hold significant promise for building ridership from among those considering Metrolink travel but uncertain as to how to start.

OTHER LOCAL IMPROVEMENTS

Several additional recommendations are offered to the City of Laguna Woods and to the Village governance groups.

1. Development of a public transit vision for the City which could embrace the following dimensions.

- Promote transit as a lifestyle --
 - Environmental friendly – a GREEN opportunity
 - Cost saving opportunity as fuel costs will rise again
- Encourage newcomers to Laguna Woods to try public transit, exploring its benefits
- Teach younger visitors, grandchildren, that public transit is a viable choice
- Promote transit education and communication
- Address special needs of residents physically frail, of low-income or no longer driving
- Develop coordination opportunities -- with OCTA, with neighboring cities, between the City and the Village Golden Rain Foundation, with the Florence Sylvester Senior Center

2. Consider City application for a Mobility Manager function when OCTA releases its Call for Projects for Section 5317, New Freedom funding sometime early in 2009.

Establishing a focal point for public transit within the City is desirable, given the number of resources available, the complexity to seniors in navigating those, and the City's own continuing commitment to transit. This pilot position is eligible for funding from Section 5317, for an 80 percent capital/ planning grant that requires a 20 percent local match, including in-kind match. Funding is potentially available for up to three-years. A Laguna Woods Mobility Manager could take on many of the roles described in this document, including volunteer initiatives, information tool development and dissemination, and monitoring contracts for taxis and overseeing further enhancement of transit amenities.

3. Review policies related to City's Taxi Voucher program.

There is value in reviewing the utilization of the existing taxi voucher program, clearly very popular with residents. Two concrete suggestions from consumers include establishing a lower denomination book, for those who cannot afford to purchase the \$100 valued taxi bucks for \$40 cash at one time. And related to that, consider ensuring that the City's lower income residents have some priority use of this service, particularly for regional medical trip purposes. By contrast taxi trips to the airport are discretionary and assume a basically sound financial base.

4. Extend Laguna Woods Village Shuttle across highway to CVS/Dollar Store Shopping Center

Laguna Woods residents are quite satisfied with the quality of the Laguna Village Shuttle system with one exception. They would like to have access to the shopping center on the "other side of the freeway" which includes stores that had not be located on the City's side of the freeway.

5. Secure 5310 Buses for Laguna Woods Village System

Laguna Woods Village has previously been awarded Federal Section 5310 grants to fund their vehicle purchases, currently at 88% Federal funding with 12% local match required. This strategy should be continued, with proposals submitted in each annual funding cycle. The next funding cycle is being announced in February 2009 for April 2009 grant submittals.

6. Explore Eco Pass opportunity for Laguna Woods Village

The Village governance may wish to offer, on behalf its residents, creating opportunity to use OCTA services for free and building upon some of the neighborhood pass opportunities discussed.

Appendices

- A. Resource Assessment Update
- B. Community Outreach Contacts
- C. Household Survey
 - C -1 Household Survey Report of Findings
 - C-2 Household Survey Cover Letter and Survey Tool
 - C-3 Selected Household Survey Data Reports

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Appendix A, Resource Assessment Update

INTRODUCTION

Documented here are key characteristics of the City of Laguna Woods which comprise its general public transit environment. These include population characteristics, OCTA fixed route and bus stop information, and summary information about other transit programs available to residents.

CITY DEMOGRAPHIC CHARACTERISTICS



The City's 2007 population estimate by the California Dept. of Finance, is 18,426, of whom 86 percent are age 65 and older (Exhibit A-1). This is substantially above the countywide average of just under 10 percent age 65 and older.

Predictably, the City has a very low, non-senior adult population of 13 percent of its total population, compared with the countywide average of 66 percent adults under age 65.

Lower income seniors, at five percent of the City's senior population, are comparable to the countywide average of six percent.

Considerable differences emerge between City and county for the distribution of ages and the proportion of seniors reporting disabilities that impact their going-outside-the-home, a 2000 census attribute. Laguna Woods has about half the proportion of younger seniors, ages 65 to 74 than does the county – 27.9 percent Laguna Woods City versus 53 percent County. For the middle aged group of seniors, ages 75 to 84 the difference is somewhat less – 47.6 percent City versus 34.7 percent County. Importantly, for the oldest seniors, ages 85+, the City has double the countywide average – 24.5 percent City versus 12.1 percent County of seniors reporting disabilities that impact their ability to go-outside-the-home.

**Exhibit A-1
City of Laguna Woods Demographic Characteristics**

2000 Census Attribute, Summary File 3	Laguna Woods People by Category [1] [2000 Census]	Laguna Woods People by Category [5] [2007 DOF Estimate]	% of Total Laguna Woods Population	Orange County [2007 DOF Estimate]	% of Total County Population
Total Population [1]	16,507	18,426	100.0%	3,098,121	100%
ADULTS 16-64 [2]	2,095	2,339	12.7%	2,041,055	65.9%
Low-income (ages 18-64) (Below poverty level as defined by the Census Bureau) [3] <i>Percentage of Low-Income for Adults (16-64)</i>	144 6.9%	161 6.9%	0.9%	185,829 9.1%	6.0%
Disability (non-institutionalized) Ages 16-64 [4] with a "go outside home" disability <i>Percentage of Adults 16-64 with a "go outside home" disability</i>	151 7.2%	169 7.2%	0.9%	144,945 7.1%	4.7%
SENIORS [2]	14,268	15,927	86.4%	303,473	9.8%
Seniors, ages 65-74, with % of all seniors	3,983	4,446	27.9%	161,209	53.1%
Seniors, ages 75-84, with % of all seniors	6,785	7,574	47.6%	105,394	34.7%
Seniors, ages 85+, with % of all seniors	3,500	3,907	24.5%	36,870	12.1%
Low Income Seniors (Below poverty level as defined by the Census Bureau) [3] <i>Percentage of Seniors 65+ below poverty level</i>	822 5.8%	918 5.8%	5.0%	18,231 6.0%	6.0%
Disability (non-institutionalized) Ages 65+ with a "go outside home disability" [4] <i>Percentage of Seniors 65+ with a "go outside home" disability</i>	2,393 16.8%	2,671 16.8%	14.5%	55,817 18.4%	1.8%

[1] Census 2000 Summary File 3, Total Population.

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age.

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age.

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities. Sub-Area data extrapolated from Census 2000 Geographic County Subdivisions.

[5] California Department of Finance Population Estimate 2008; subgroup estimates based upon percent of census 2000 populations

OCTA SERVICES AND AMENITIES



OCTA currently has seven routes operating in and around the City of Laguna Woods. These routes are depicted on Exhibit A-2 and additional detail provided in Exhibit A-3.

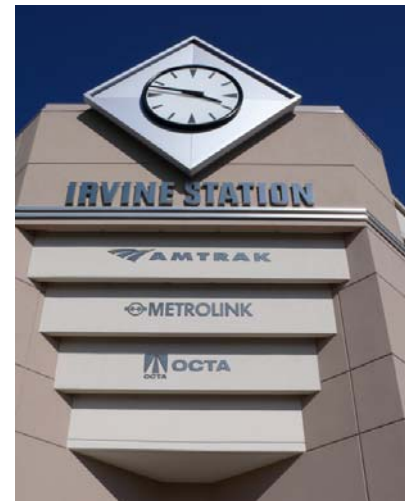
Express Routes Two express routes (#212 and #216) operate weekday service only, providing limited peak hour service for regional trips. The #212 has two trips daily in each direction, serving Irvine,

Laguna Hills, Mission Viejo, and San Juan Capistrano and stopping at the Laguna Hills Transit Center . The #216 provides one trip daily in each direction, traveling somewhat farther north and west to Costa Mesa from Laguna Hills, Mission Viejo and San Juan Capistrano and also stopping at the Laguna Hills Transit Center.

Peak Hour Service Two additional routes operate during peak hours only and serve more than the immediate environs, #187 serving cities to the south including Laguna Hills, Aliso Viejo, Laguna Niguel and Dana Point. Route 188 travels north and connects Laguna Woods to the Irvine Metrolink station, serving the cities of Irvine, Lake Forest and Laguna Hills. It does not provide mid-day service to the Irvine Metrolink station.

Local Service There are three local bus routes that serve a variety of destinations, operating throughout the day and seven-days-a-week.

- Route 70 operates with hourly frequency, traveling along Moulton through Laguna Woods and connecting it with cities to the north and west that include Huntington Beach, Westminster, Fountain Valley, Santa Ana and Irvine. Cities to the south served by Route 70 include Laguna Niguel and Dana Point.
- Route 89 travels east/west along El Toro Road and operates with 30 minute frequencies. Route 89 connects Laguna Woods with its neighboring cities including Laguna Hills and Lake Forest and to the south, Mission Viejo and Laguna Beach.
- Route 91 travels to South Orange County, providing 30 minute frequency service and connecting with Laguna Woods at the Laguna Hills Transit Center and generally serving destinations along the I-5 corridor, including the Irvine Metrolink station, Lake Forest, Laguna Hills, Laguna Niguel, Mission Viejo, San Juan Capistrano, Dana Point and San Clemente. Route 91 can be used to travel to the Laguna Niguel/ Mission Viejo Metrolink station or farther south to the San Clemente station to connect with the San Diego Coaster.



Utilization of local stops is depicted on Exhibit A-1, with Exhibit A-2 specifically looking at Route 188 which connects Laguna Woods with the Irvine Metrolink station during the morning and afternoon peak travel periods.

Exhibit A-2

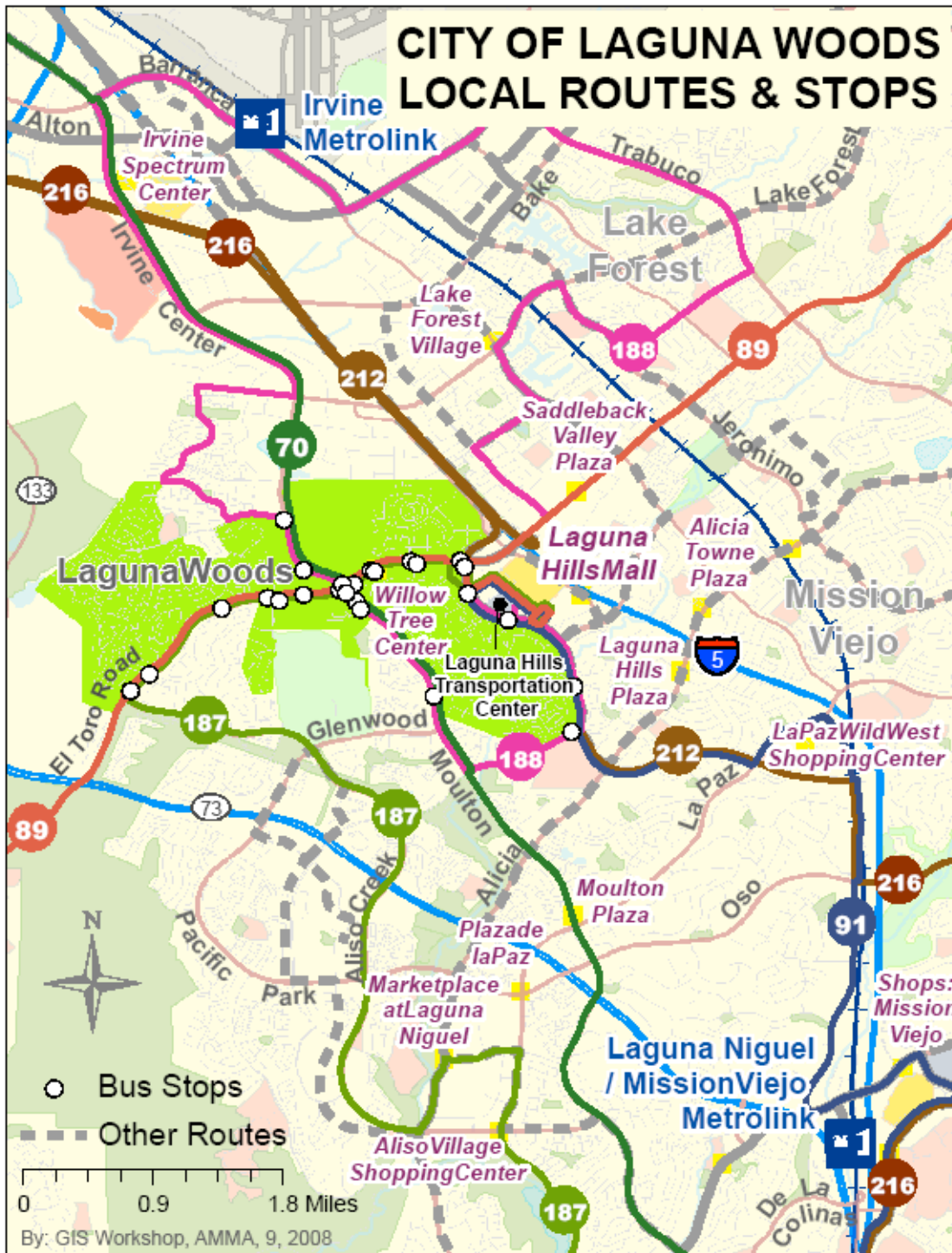


Exhibit A-3, OCTA Fixed Routes Serving Laguna Woods

Source: OCTA website www.octa.net

Route Number	Ave. Frequency / Weekday Service Span	Destination Cities	Specific Destinations	Route Notes
70	Weekday 60-min freq. 05:42 – 23:43 Saturday 40-min freq 06:40 – 22:50 Sunday 60-min freq. 07:04 – 20:08	Sunset Beach, Huntington Beach, Westminster, Fountain Valley, Santa Ana, Irvine, Laguna Woods, Aliso Viejo, Laguna Hills, Laguna Niguel, and Dana Point	Dana Point Harbor, Sea Country Senior and Community Center, Huntington Beach Mall, Golden West College, Mile Square Park, Irvine Spectrum, Irvine Valley College, Tustin Metrolink Station Area, Laguna Hills Senior Center, Tustin DMV	Weekday service to/from Dana Point during peak hours is improved to approximately 15-minute frequency.
89	Weekday 30-min freq. 05:04 – 22:55 Sat. & Sun. 05:28 – 23:34	Laguna Hills, Laguna Woods, Laguna Beach, Lake Forest, and Mission Viejo	Saddleback Hospital, Laguna Hills Mall, Laguna Hills Transportation Center, Portola Plaza, Laguna Beach Bus Station	
91	Weekday 30-min freq. 05:34 – 22:56 Sat. & Sun. 45-min freq. 06:50 – 19:59	Laguna Hills, Laguna Woods, Laguna Niguel, Mission Viejo, San Juan Capistrano, Dana Point, and San Clemente.	Laguna Hills Transportation Center, Laguna Hills Mall, Saddleback Hospital, Mission Hospital Regional Medical Center, Saddleback College, San Juan Capistrano Train Depot, Laguna Niguel/Mission Viejo Metrolink Station, Shops at Mission Viejo, Mission San Juan Capistrano	Weekend service can span 60-minutes during early morning or late trips.
187	Varies between 35-min to as much as 60-min freq. 05:30-18:20	Laguna Hills, Laguna Woods, Aliso Viejo, Laguna Niguel, and Dana Point	Laguna Hills Mall, Laguna Hills Transportation Center, Pacific Park Business Center, Marketplace at Laguna Niguel, Chet Holifield Federal Building, Aliso Viejo Town Center South Orange County Courthouse, Capistrano Beach Plaza	- Operates only during peak hours in mornings and afternoons. - Weekday service only.
188	45-min service 05:25 – 19:37	Irvine, Lake Forest Laguna Hills, Laguna Woods	Irvine Transportation Center (Amtrak/Metrolink), Irvine Spectrum, Wild Rivers, Laguna Hills Mall, Laguna Hills Transportation Center, and Saddleback Hospital	- Operates only a.m. peak hours and afternoons. - Weekdays only. - Route operated using mid-size or small buses.
Express Rte. 212	Two trips in each direction	ision, Laguna Hills, ision Viejo, San Juan Capistrano	Irvine Business Complex, Sheppard of the Peace Lutheran Church Park-and-Ride, Junipero Serra Park-and-Ride, Mission Viejo Church of Christ Park-and-Ride, John Wayne Airport, Laguna Hills Mall, Laguna Hills Transportation Center, Saddleback	Stops at Laguna Hills Transportation Center. Route operated using mid-size or small buses.
Express Rte. 216	One trip in both direction.	Costa Mesa, Laguna Hills, ision Viejo, San Juan Capistrano	South Coast Plaza, South Coast Metro, Harbor Gateway, and Laguna Hills Transportation Center	Stops at Laguna Hills Transportation Center.

Exhibit A-4

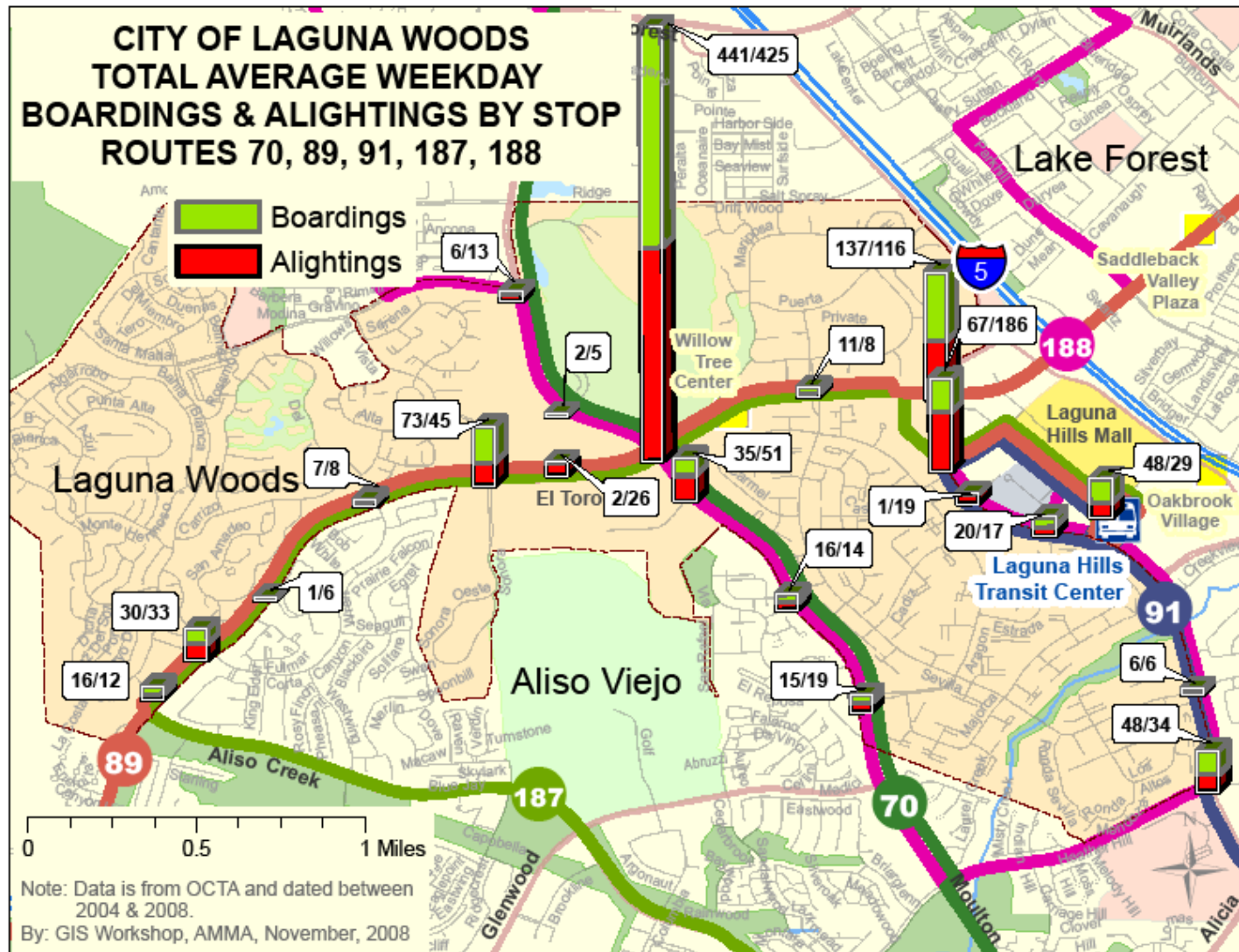
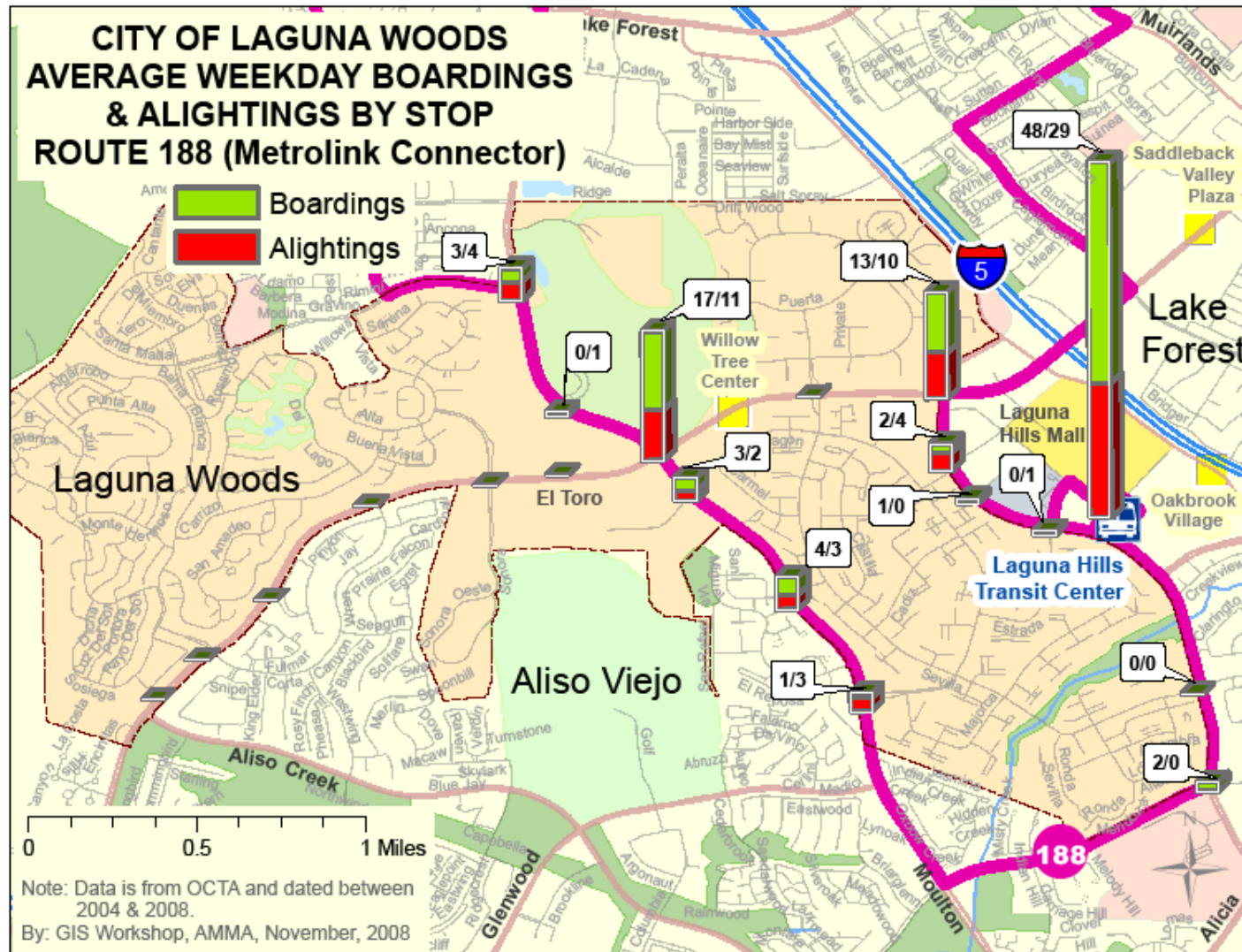


Exhibit A-5





Bus Stop Inventory A bus stop inventory was conducted to examine the level of amenities provided at bus stops along OCTA routes in Laguna Woods and surrounding area (Exhibit A-6). The level of amenities can be measured by the provision of items that enhance the transit users overall experience by providing information, comfort, and safety while waiting for a bus. Amenities include bus shelters, benches, trash receptacles, poles and signs, information cassettes (which are attached to poles), and stop beacons, which inform coach operators that a person is waiting at a stop. A total of forty-four stops were observed in and around Laguna Woods and Laguna Hills.

All stops observed have a bus stop pole, sign, and information cassette. One difference between the provision of amenities between the two cities is bus shelters. Bus shelters are provided at all stops in Laguna Woods but not in Laguna Hills. This is likely due to past requests of seniors and the fact that Laguna Woods has a contract with Clear Channel Outdoor to provide and maintain bus shelters.

Another difference observed between the two cities is the provision of information cassettes and beacons. Stops in Laguna Hills, depending on the location, provide larger information cassettes. These cassettes can hold multiple route information that the cassettes in Laguna Woods cannot. In addition, passenger-waiting beacons are available at certain stops in Laguna Hills. This is due to the fact that at these particular stops, it may be difficult for a coach operator to see a passenger waiting due to the lack of ambient lighting in the evening. Fortunately for stops in Laguna Woods, lighting is provided inside the shelter.

The level of bus stop amenities in Laguna Woods suggests there is little need for improvements. A few recommendations would be to provide information panels on the rear screens of shelters if route information in larger print is required. In addition, if reports of the inadequacy of lighting at stops are accurate, these particular stops should be examined and reported to Clear Channel Outdoor as the issue may be resolved simply by replacing a bulb.

Exhibit A-6, Stop Inventory of Amenities

Field Number	Routes	ON STREET	AT STREET	Stop No. (GIS ID)	Location at intersection	Direction on street	Shelter	Bench	Trash	Accessible	Info Cassette	Beacon	Sign & pole only
1	70 EB, 188 CCW	MOULTON	SANTA MARIA		FS	S	X	X	X	X	SML		
2	70 EB, 188 CCW	MOULTON	ENT CLUBHOU		FS	S	X	X	X	X	SML		
3	70 EB, 188 CCW	MOULTON	EL TORO		FS	S	X	X	X	X	SML		
4	70 EB, 188 CCW	MOULTON	VIA CAMPO VE		FS	S	X	X	X	X	SML		
5	70 EB, 188 CCW	MOULTON	CALLE CORTEZ		FS	S	X	X	X	X	SML		
6	70 EB, 188 CCW	MOULTON	CALLE ARAGON		NS	S	X	X	X	X	SML		
7	70 WB, 188 CW	MOULTON	CALLE ARAGON		NS	N	X	X	X	X	SML		
8	70 WB, 188 CW	MOULTON	VIA CAMPO VE		FS	N	X	X	X	X	SML		
9	70 WB, 188 CW	MOULTON	EL TORO		FS	N	X		2 X	X	SML		
10	89 SB, 188 CW	PASEO DE VALENCIA	Calle de la Plata		FS	S	X	X	X	X	SML		
11	89 SB, 188 CCW	El Toro	Paseo De Valencia	20	FS	S	X	X	X	X	SML		
12	89 SB	El Toro	Avd Sevilla	17	GATE	S	X	X	X	X	SML		
13	89 SB	El Toro	Moulton	15	FS	S	X	X	X	X	SML		
14	89 SB	El Toro	Moulton	9	FS	S	X	X	X	X	SML		
15	89 SB	El Toro	Town Center	8	FS	S	X	X	X	X	SML		
16	89 SB	El Toro	Calle Sonora	4	FS	S	X	X	X	X	SML		
17	89 SB	El Toro	Canyon/	3	FS	S	X	X	X	X	SML		
18	89 SB	El Toro	Calle Corta	2	FS	S	X	X	X	X	SML		
19	89 SB	El Toro	Aliso Creek	1	NS	S	X	X	X	X	SML		
20	89 NB	El Toro	ALISO CREEK		FS	N	X	X	X	X	SML		
21	89 NB	El Toro	CALLE CORTA		FS	N	X	X	X	X	SML		
22	89 NB	El Toro	TANAGER		FS	N	X	X	X	X	SML		
23	89 NB	El Toro	CANYON WREN		FS	N	X	X	X	X	SML		
24	89 NB	El Toro	Calle Sonora	5	FS	N	X	X	X	X	SML		
25	89 NB	El Toro	Moulton	12	FS	N	X		2 X	X	SML		
26	89 NB	El Toro	Moulton	16	FS	N	X	X	X	X	SML		
27	89 NB	El Toro	Avd Sevilla	18	FS	N					SML		
28	89 NB, 188 CW	Paseo de Valencia	EL TORO		FS	S			2 X	X	LRG		
29	89 NB, 91 NB	CALLE DE LA PLATA	Paseo de Valencia		FS	E		X			LRG	X	
30	91 SB, 188 CW	PASEO DE VALENCIA	AVD SEVILLA								LRG		
31	188 CW	Laguna Hills Drive	Paseo De Valencia	25	FS	W		X	X	X	SML		
32	188 CW	SANTA MARIA	MOULTON		FS	W	X	X	X	X	SML		
33	188 CW	SAN REMO	RIMINI		NS	N					SML		X
34	188 CW	SAN REMO	TARANTO		NS	N					SML		X
35	188 CW	SANTA VITTORIA	SAN REMO		FS	N					LRG		X
36	91 SB, 188 CW	PASEO DE VALENCIA	VIA ESTRADA		NS	S		X	X	X	LRG	X	
37	91 NB, 188 CCW	PASEO DE VALENCIA	HEALTH CENTER		FS	N				X	LRG		X
38	91 NB, 188 CCW	PASEO DE VALENCIA	CALLE DE LA MAGDALENA		FS	N		X	X	X	LRG	X	
39	188 CCW	PASEO DE VALENCIA	CALLE DE LA PLATA		FS	N		X	X	X	LRG	X	
40	188 CCW	SANTA VITTORIA	CAMINITO CRUZ		NS	S					SML		X
41	91 NB, 188 CCW	PASEO DE VALENCIA	Stockport		FS	N		X	X	X	LRG	X	
42	91 NB, 188 CCW	PASEO DE VALENCIA	Beckenham St		FS	N		X	X	X	LRG		
43	91 NB, 188 CCW	PASEO DE VALENCIA	Los Alisos Blvd		FS	N		X	X	X	LRG	X	
44	91 SB	PASEO DE VALENCIA	Laguna Hills		FS	S		X	X	X	SML		

Exhibits A-7-1 and A-7-2



Alternative bus stop signage could provide a light to notify bus drivers that a passenger was waiting to board. Upon pushing the button on the sign stanchion, the light is activated (potentially a solar light) and the bus driver is alerted to the passenger's presence.



Exhibit A-8-1



Existing bus information at stops is small print and consumers have indicated it is difficult to read, although they appreciate having schedule information available. Alternative schedule information could be that used by neighboring Laguna Hills which can provide a little more information in a format that is easier to read.

Exhibit A-8-2



During OCTA's development of its coordination plan, adopted by the OCTA Board of Directors in October 2008 as the Public Transit-Human Services Transportation Coordination Plan for Orange County, information on Laguna Woods transit' utilization was developed. Presented in Exhibits A-9 and A-10, these tables show the relative use by City residents' of OCTA's fixed-route services and ACCESS services.

In both instances, Laguna Woods is in the bottom quartile, ranked 31st in the county in terms of utilization of fixed-route services on a trips per capita basis and ranked 32nd among OCTA cities in terms of utilization of ACCESS services. As examined earlier in this report, these levels of use are lower-than-expected, in large part because of the significant quantities of trips provided by the Laguna Woods Village transportation program.

Exhibit A-9
OCTA FIXED ROUTE BOARDINGS
BY SENIORS AND LOW INCOME ADULTS
TRIP UTILIZATION RATIOS
ORANGE COUNTY CITIES
2007

Fixed Route Ranking	Orange County Cities	Fixed Route Boardings	Seniors & Low Income Adults	Boardings Per Senior	Trip Utilization Ratio
<i>1st Quartile</i>					
1	SANTA ANA	21,621,546	54,590	396.1	263%
2	ANAHEIM, ANAHEIM HILLS	10,841,297	51,378	211.0	140%
3	LAGUNA HILLS	992,353	4,827	205.6	137%
4	ORANGE	3,854,090	19,595	196.7	131%
5	COSTA MESA	3,420,584	18,067	189.3	126%
6	WESTMINSTER	2,905,858	16,559	175.5	117%
7	STANTON	1,189,853	7,216	164.9	110%
8	TUSTIN	1,299,032	8,136	159.7	106%
<i>2nd Quartile</i>					
9	GARDEN GROVE	3,986,351	28,880	138.0	92%
10	BUENA PARK	1,561,712	12,230	127.7	85%
11	FOUNTAIN VALLEY	907,230	7,713	117.6	78%
12	FULLERTON	2,653,633	23,105	114.9	76%
13	LAGUNA BEACH	442,558	3,996	110.8	74%
14	BREA	527,026	4,924	107.0	71%
15	LOS ALAMITOS	173,727	1,910	91.0	60%
16	NEWPORT BEACH, CORONA DEL MAR	1,118,668	14,509	77.1	51%
<i>3rd Quartile</i>					
17	HUNTINGTON BEACH	1,984,142	27,765	71.5	48%
18	LAKE FOREST, FOOTHILL RANCH	469,787	7,063	66.5	44%
19	DANA POINT, CAPO BEACH	386,197	6,011	64.2	43%
20	PLACENTIA	400,798	6,518	61.5	41%
21	LA HABRA	634,572	10,433	60.8	40%
22	IRVINE	1,189,661	19,979	59.5	40%
23	CYPRESS	374,359	6,501	57.6	38%
24	SAN JUAN CAPISTRANO	332,209	6,443	51.6	34%
25	MISSION VIEJO	616,107	12,107	50.9	34%
<i>4th Quartile</i>					
26	RANCHO SANTA MARGARITA	118,264	2,424	48.8	32%
27	LAGUNA NIGUEL	317,079	7,175	44.2	29%
28	LA PALMA	68,250	2,042	33.4	22%
29	SAN CLEMENTE	226,757	8,870	25.6	17%
30	ALISO VIEJO	44,687	1,899	23.5	16%
31	LAGUNA WOODS	279,818	14,277	19.6	13%
32	SEAL BEACH	175,896	9,704	18.1	12%
33	YORBA LINDA	59,710	5,454	10.9	7%
34	VILLA PARK	7,781	986	7.9	5%
All Orange County Cities		65,181,592	433,286	150.4	100%

Source: Census 2000, P8 & P41, OCTA

Note: Seniors include people 65 years of age and over

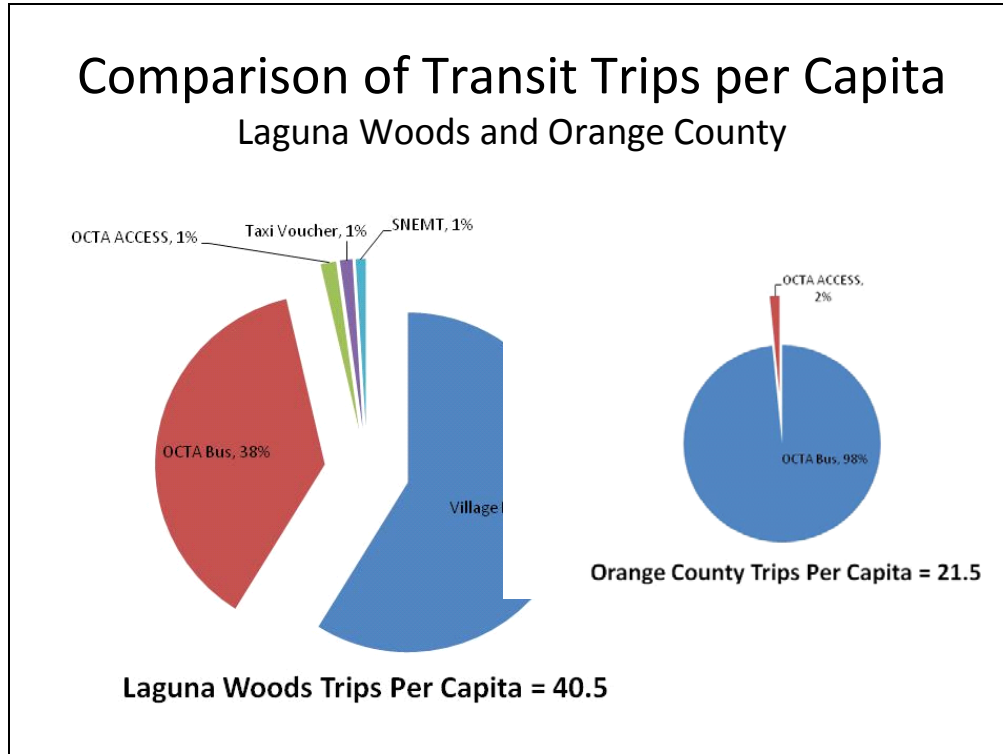
By: GIS Workshop, A-M-M-A, April, 2008

**Exhibit A-10
ACCESS BOOKINGS
BY SENIORS AND DISABLED ADULTS
TRIP UTILIZATION RATIOS
ORANGE COUNTY CITIES
2007**

Ranking	Orange County Cities	ACCESS Bookings	Seniors & Disabled Adults	Bookings Per Senior & Disabled Adult	Trip Utilization Ratio
<i>1st Quartile</i>					
1	MISSION VIEJO	102,279	12,220	8.4	311.6%
2	LAGUNA HILLS	23,553	4,761	4.9	184.2%
3	FOUNTAIN VALLEY	38,949	8,430	4.6	172.0%
4	LAKE FOREST, Foothill Ranch	25,927	6,660	3.9	144.9%
5	ORANGE	67,877	18,252	3.7	138.5%
6	GARDEN GROVE	106,117	28,541	3.7	138.4%
7	ANAHEIM, ANAHEIM HILLS	160,610	45,091	3.6	132.6%
8	COSTA MESA	43,986	14,737	3.0	111.1%
<i>2nd Quartile</i>					
9	SAN CLEMENTE	21,664	7,741	2.8	104.2%
10	IRVINE	37,466	14,235	2.6	98.0%
11	FULLERTON	53,815	20,455	2.6	98.0%
12	SANTA ANA	115,175	47,074	2.4	91.1%
13	BUENA PARK	28,190	11,583	2.4	90.6%
14	ALISO VIEJO	5,571	2,345	2.4	88.5%
15	STANTON	14,168	5,973	2.4	88.3%
16	CYPRESS	14,825	6,299	2.4	87.6%
<i>3rd Quartile</i>					
17	TUSTIN	17,599	7,971	2.2	82.2%
18	LAGUNA NIGUEL	15,210	7,072	2.2	80.1%
19	BREA	10,444	4,868	2.1	79.9%
20	SAN JUAN CAPISTRANO	12,080	5,771	2.1	77.9%
21	LOS ALAMITOS	3,757	1,808	2.1	77.4%
22	RANCHO SANTA MARGARITA	4,664	2,499	1.9	69.5%
23	DANA POINT, CAPO BEACH	9,706	5,598	1.7	64.6%
24	HUNTINGTON BEACH	42,838	25,175	1.7	63.4%
25	YORBA LINDA	9,896	5,950	1.7	61.9%
<i>4th Quartile</i>					
26	PLACENTIA	9,316	5,615	1.7	61.8%
27	WESTMINSTER	25,060	15,895	1.6	58.7%
28	LA PALMA	3,075	2,157	1.4	53.1%
29	VILLA PARK	1,431	1,027	1.4	51.9%
30	NEWPORT BEACH, CORONA DEL MAR	14,995	13,492	1.1	41.4%
31	LAGUNA BEACH	3,485	3,549	1.0	36.6%
32	LAGUNA WOODS	11,093	14,284	0.8	28.9%
33	LA HABRA	6,190	9,838	0.6	23.4%
34	SEAL BEACH	3,462	9,357	0.4	13.8%
All Orange County Cities		1,064,473	396,323	2.7	100.0%

When all modes of public transit are taken into account, including the Laguna Woods Village Bus and senior mobility initiatives that include the City’s Taxi Voucher program and the senior non-emergency medical transportation program, Laguna Woods residents’ trips per capita utilized are almost double that of the countywide average – 40.5 trips per capita by City residents as contrasted with 21.5 trips per capita taken on public transit by residents countywide (Exhibit A-11).

Exhibit A-11



LAGUNA WOODS VILLAGE BUS SERVICES



The Village provides its residents with three types of fee-fare transit services. First is the regular Village bus program with service routed throughout the Village on eleven routes that meet hourly at Clubhouse 1, circulating both within the Village and to adjacent City areas. The Village bus operates seven days a week, between 8 a.m. and 6 p.m.

Secondly, the B-Bus operates, by reservation, before and after the Village bus is running, starting at 6:15 a.m. and ending by 11 p.m.

The third service is the Lift-Bus which provides lift-equipped service to those who use mobility devices. It also operates by reservation only.

From the Household Survey -- Out of 94 respondents regarding the City of Laguna Woods Village Bus system, from the Laguna Woods Go Local Household Transportation Surveys, there were 27 negative comments regarding service. The negative comments comprised 28.72% of the survey sample. There were an array of comments, however, five negative topics were routinely mentioned including: (1) Excessive Bus Noise, (2) Excessive Bus Exhaust, (3) Buses are too large and empty, (4) Frequency of stops need to increase, and (5) Buses are inconvenient for short shopping trips. The data suggest that riders desire smaller buses or shuttle vans that are more environmentally friendly, with a higher frequency in stops, and short stops at shopping centers that wait for passengers.

Efforts were made, unsuccessfully, during the course of this study to procure files from the Village transportation department that could be encoded to provide a visual picture of the Village routing structure. Although the department provided files on two occasions, these were not of a type that could be effectively encoded to display routing.

City of Laguna Wood Taxi Voucher Program



There are three types of taxi vouchers:

- (1) General travel,
- (2) Special destination travel, and
- (3) Non-emergency medical travel.

In order to be eligible to purchase subsidized taxi vouchers, one must be a resident of the City of Laguna Woods and 60 years or older. Taxi service is available seven days a week and twenty-four hours a day; however vouchers must be

purchased from the Laguna Woods City Hall during regular business hours.

Qualified residents may purchase a *general travel* book containing \$100 taxi bucks at a cost of \$40.00. These vouchers can be used anywhere in Orange County as long as the resident starts or ends in the City of Laguna Woods. The number of taxi bucks required for a trip depends upon the distance one travels outside a core area. The traveler will be advised on cost when the ride is booked. *Special destination* taxi vouchers are available for travel to the Irvine Transportation Center of Irvine Spectrum (\$4.00 each way) and John Wayne Airport, Fashion Island, South Coast Plaza, or Orange County Performing Arts Center (\$16.00 each way and limited to 8 voucher per July – June fiscal year).

The City's *non-emergency medical* voucher program provides deeply discounted transportation to medical appointments. The prices are as follows: Trips up to 15 miles for \$4.00, Trips up to 20 miles for \$6.00, Trips up to 25 miles for \$8.00, and Trips over 25 miles \$12.00.

The City of Laguna Woods Taxi Voucher Program began in June 2002. During 2003, there were 5,489 passengers recorded, while in 2008 there is a projected ridership of 10,660, a growth of 94%. Yearly, from 2003 to 2008, the data shows trends in ridership that tend to be the lowest during the months of January to April, with a yearly peak during May through June and October through November. The five most frequented destinations of 2008 include, in order of greatest to least,

- Personal Business
- Medical Trips
- From John Wayne Airport to Laguna Woods
- To John Wayne Airport from Laguna Woods
- To the Irvine Transit Center

Exhibits A-12 through A-17 depict available voucher history on key variables.

Exhibit A-12

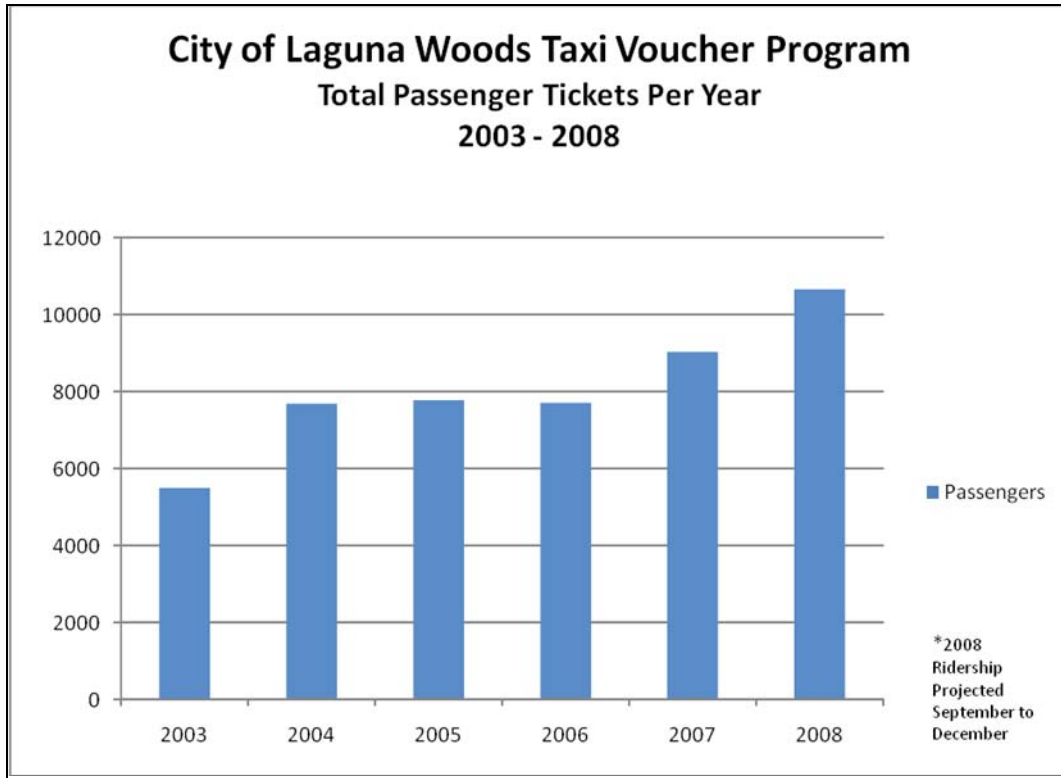


Exhibit A-13

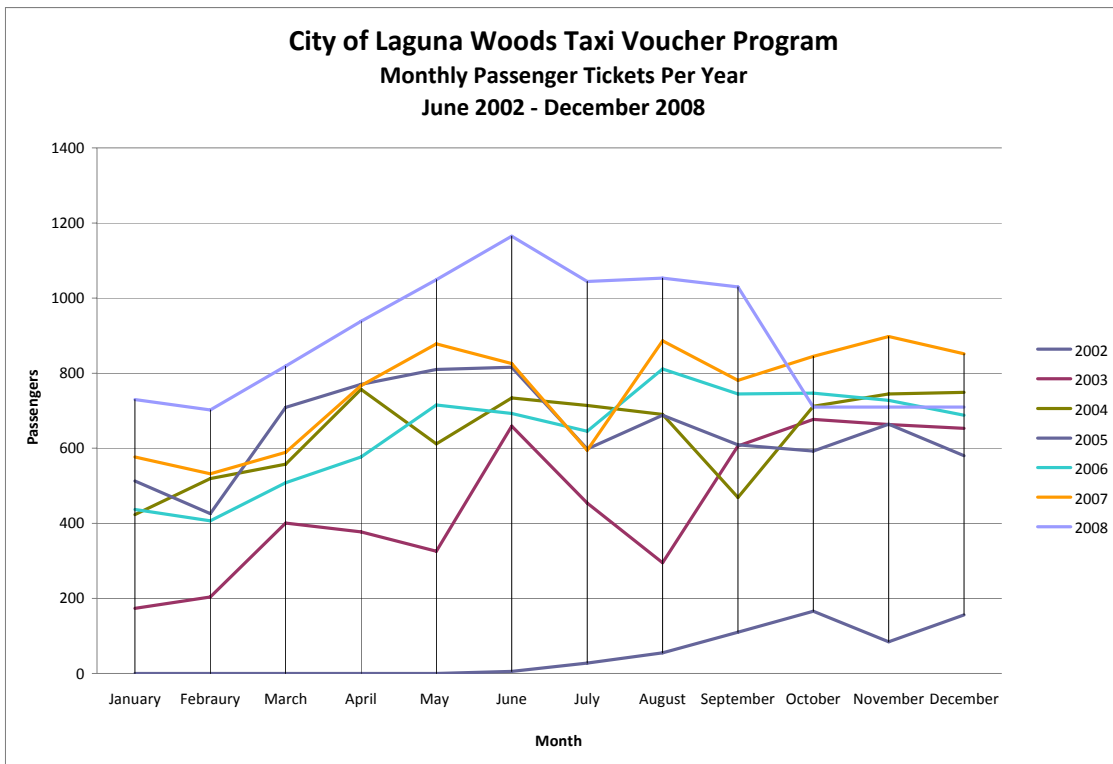


Exhibit A-14

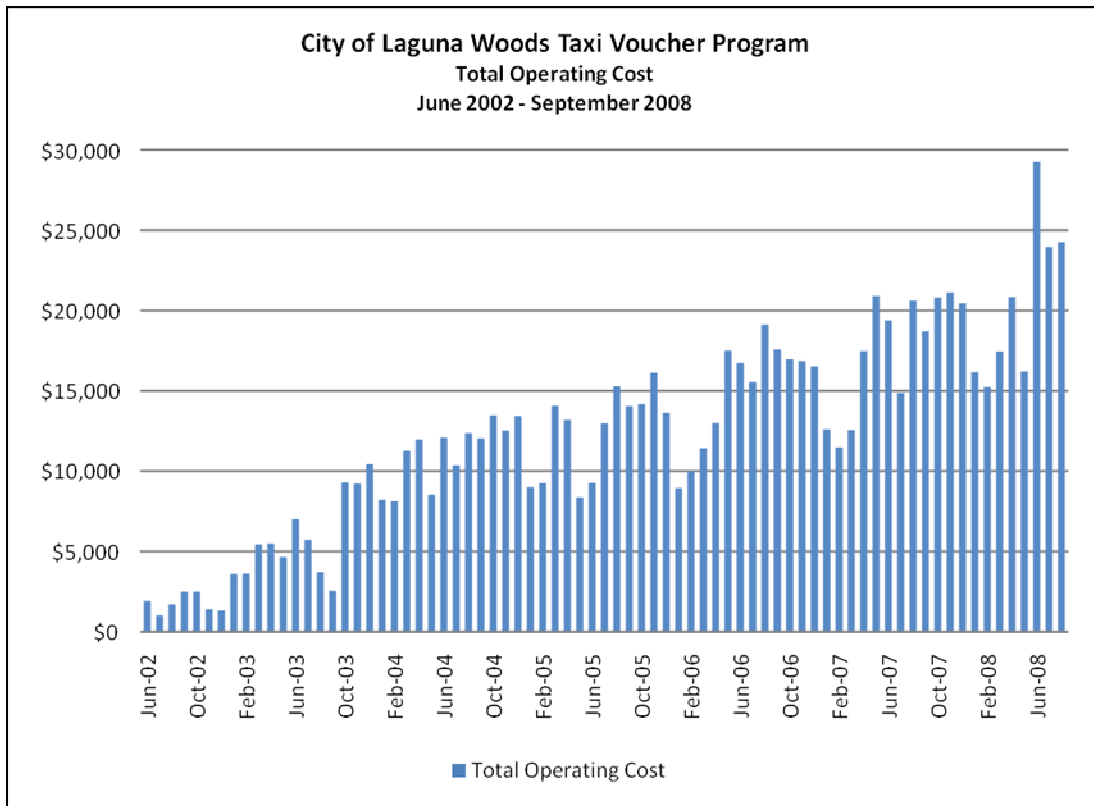


Exhibit A-15

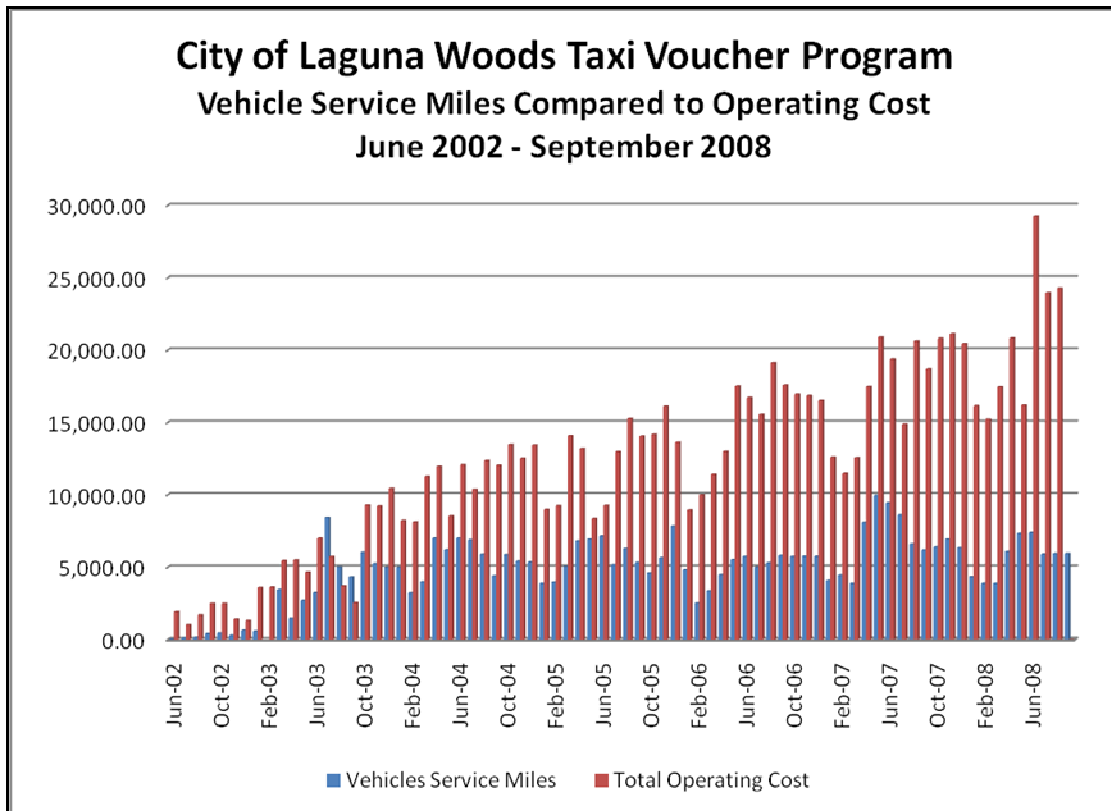


Exhibit A-16

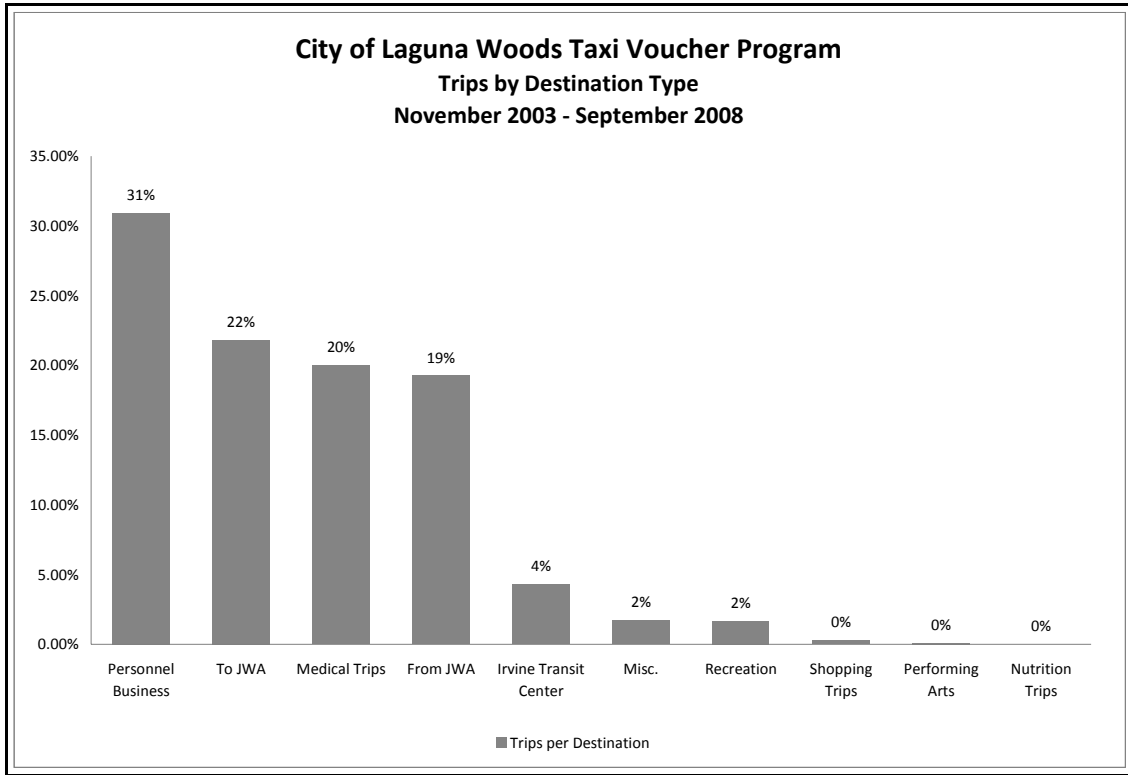
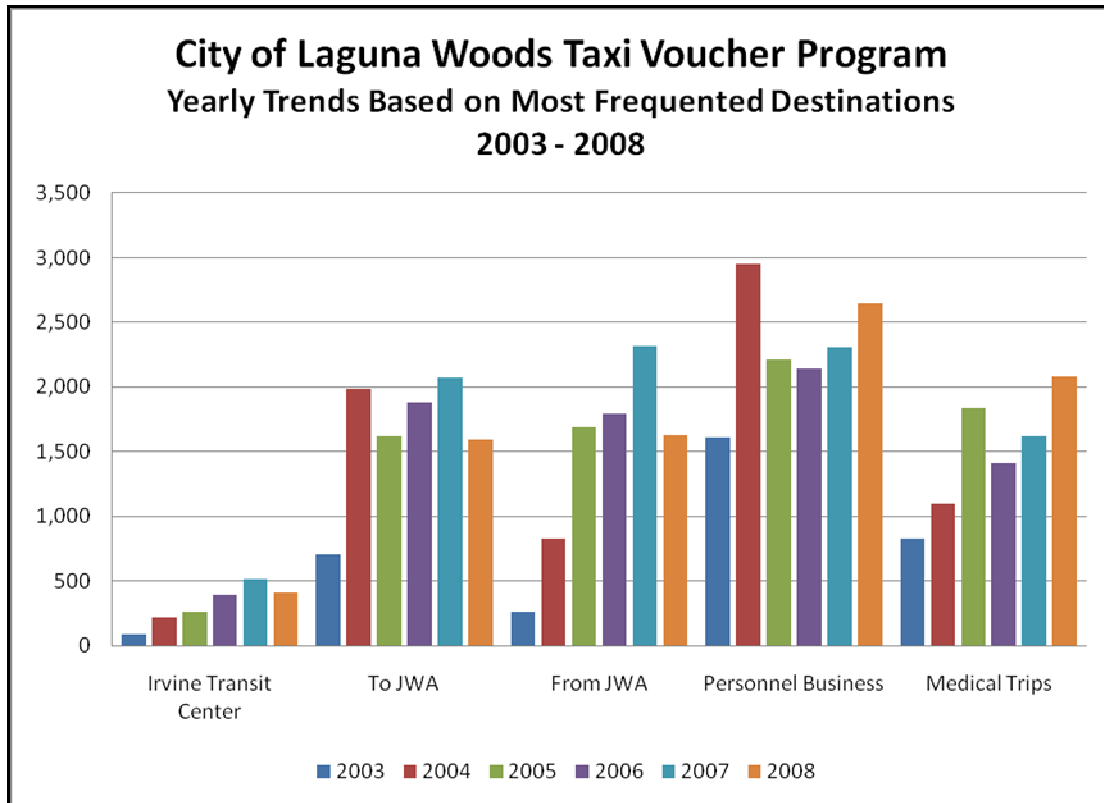


Exhibit A-17



From the Household Survey -- Out of 23 household survey respondents commenting upon the City of Laguna Wood Taxi Voucher Program, from the Laguna Woods Go Local Household Transportation Surveys, there were seven negative comments regarding service. The negative comments comprised 30.43% of the survey sample. There were an array of comments, however, four negative topics were routinely mentioned including: (1) Taxis are always late, (2) Taxi service is unreliable, (3) Wait for Taxi arrival is too long, and (4) One-day advance notice for taxi service is too difficult and/or inconvenient. The data suggest that riders need more reliable taxi service with greater flexibility in booking non-emergency medical trips.

GOLF CARTS



City of Laguna Woods Golf Cart Use and Trail Guide

Various golf car laws exist. Laguna Woods, CA has identified approved golf cart crossings and adopted the following ordinance for Golf Carts and Low-Speed Vehicles: *Golf Carts, an unladen vehicle weighing less than 1,300 pounds with a speed of no more than 15 miles per hour, may be operated on Golf Cart Paths. Low-Speed vehicles, an unladen vehicle weighing less than 1,800 pounds or less and is capable of speeds between 20 and 25 mile per hour, cannot be operated on a Golf Cart Path.*

The Community Civic Association of Laguna Woods, CA provides resources for the more than 1,600 Golf Car and Cart registered owners; including insurance information and Golf Cart trail maps. The Golf Cart trail maps currently feature the following destinations: Willow Tree Shopping Center (Vons and City Hall), Community Center in the Town Centre, Home Depot Shopping Center, Longs Drug Store Shopping Center, Garden Center 2, Maintenance Office and Warehouse, Cycling Bins, Broadband Head End Building, RV Storage Lot 2, Equestrian Center, and the Administration Building in Town Centre. The attached 2006 trail map further details Laguna Woods Golf Car and Cart routes.

Comments from the household survey focus on continued interest in improving Golf Car and Cart accessibility. Specifically, there has been a demand for the rental of Golf Cars and Carts and for increasing street access outside Laguna Woods Village. Within this randomized sample of 10 percent of Laguna Woods Village households, about five percent of respondents indicate that they use their golf cart daily for a variety of transportation purposes. Interest was expressed in having a mechanism to rent golf carts, if one did not wish to own one or could not afford to own one.

Exhibit A-18 presents the most recent map of golf cart trails and approved golf cart crossings around the City and the Village available (2006).

APPENDIX B – COMMUNITY OUTREACH

LAGUNA WOODS GO LOCAL PROJECT

COMMUNITY OUTREACH

Community Outreach Calendar of Activities

Date	Activity	Community Participants	Key Issues
	Transportation Fair	Laguna Village Residents	Bus stop amenities including information; Difficulty of getting to and navigating Metrolink stations.
8/28	Stakeholder Interview	Jack Issacson	OCTA Fixed Route Services
8/28	Stakeholder Interview	Libby Marks & Tom	SNEMT Program; Additional Stakeholders
8/28	Stakeholder Interview	Virginia Templeton	Communications and user friendly passenger information
8/28	Stakeholder Interview	Ralph Shafer, Village Shuttle	Coordination of Village buses with OCTA
9/23	Community Meetings (morning and evening meetings)	24 Laguna Woods Residents	Broad discussion of transportation modes and issues.
9/23	Village Board Members Meeting	Ken Hammer, Chair Transp. Committee Bob Miller, Pres. Golden Rain Trust Board Jim McNulty, Pres United Board Mary Stone, United Board Linda Wilson, United Board George Portlock Golden Rain Emeritus	
9/24	Stakeholder Meeting	Marv Rosenhaft, United Board	
9/24	Stakeholder Meeting	Shirley Witt, Florence Sylvester Senior Center	
9/24	Village Club President's Meeting	Representatives of over 100 clubs active in Laguna Village	
10/7	Meeting with Representatives of Neighboring Communities	Ken Rosenfield, Laguna Hills Ben Siegel, Lake Forest	Potential to expand their Go Local Shuttle to Metrolink to begin in Laguna Woods
October dates	Community Outreach Intercept Surveys	Residents shopping at Vons, Ralphs and Longs	
8/13, 10/8, 11/12, 12/16	City Transportation Advisory Committee Meetings	TAC Members	1 st - Review of project approach. 2 nd & 3 rd - Report of preliminary findings and discussion. 4 th – Present draft final report.

Appendix C – Household Survey Findings and Survey Tool

C-1 Household Survey Report of Findings

C-2 Household Survey Cover Letter and Survey Form

C-3 Household Survey Summary Data Reports and Respondent Comments

Appendix C-1

**LAGUNA WOODS GO LOCAL TRANSPORTATION
HOUSEHOLD SURVEY OVERVIEW**

INTRODUCTION

As an element of the City of Laguna Woods Go Local Transit Needs Assessment, the project team conducted a household survey to:

- Assess residents' transportation needs and current commute patterns; and
- To determine their potential interest in a shuttle service that could offer service to Metrolink stations and ways of increasing its use by residents.

The household survey accomplished the following:

1. Provided basic demographic information about responding households and individuals;
2. Documented patterns of travel with respect to work and school commute trips;
3. Assessed residents' current use of public transit, including OCTA buses and Metrolink trains; and
4. Residents' interest in potentially utilizing Metrolink more.

APPROACH

The project team in guided by City staff developed a survey tool which was tested by members of the City's Transportation Advisory Committee and subsequently approved for mailing.

The survey was mailed to 1500 households along with a cover letter, and a return envelope. This represented greater than a 10% sample of the City's 2007 projected 13,629 households.¹ The mailing list included owned and rental properties, stand-alone, single-family residences and apartment addresses. The complete survey is included as Appendix C-2.

SURVEY RETURN RATE

A total of 421 surveys were completed and returned. In addition, 69 surveys were returned as undeliverable from the original mailing of residences.

Returned surveys represent a 30 percent survey return rate. Completed surveys by 421 households reported a total of 585 individuals ages 37 and older, with an average of 1.4 persons per responding household. These represented four percent of the City's 2007 population, considered a high response rate for a survey of this type by most standards.

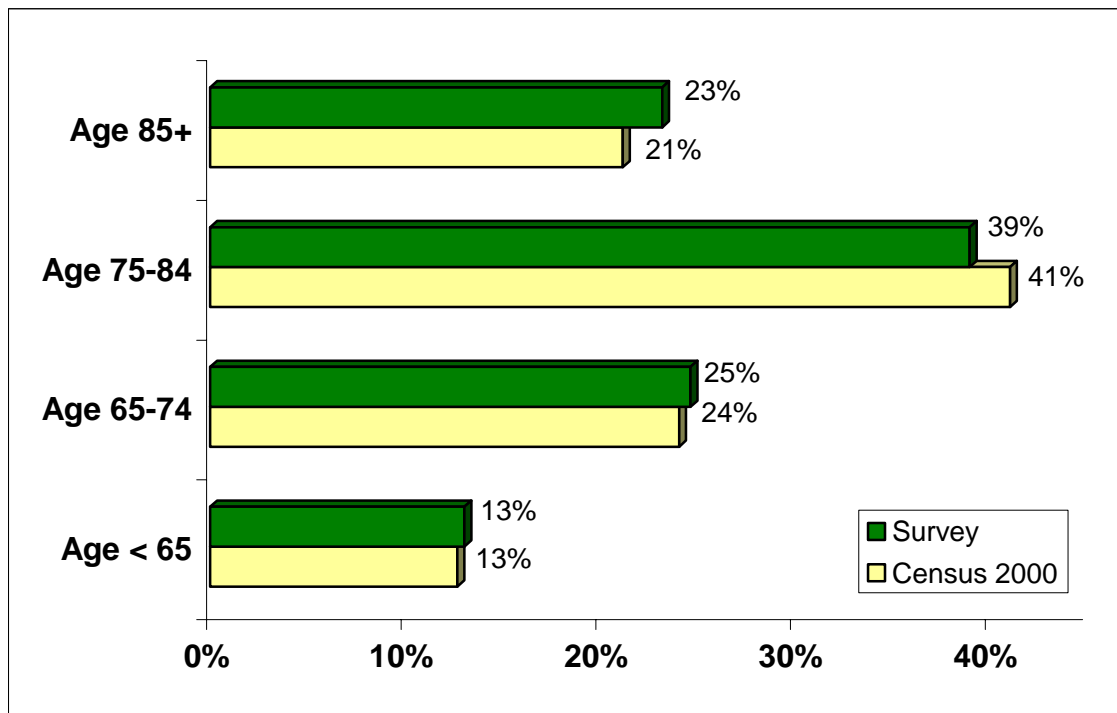
¹ Orange County Projections 2008 Report. Center for Demographic Research, California State University, Fullerton. Released March 2008.

SURVEY RESULTS

Responding Households and Individuals

Respondents were asked a total of seven questions about themselves and their households. The 551 individuals reporting their age were between the ages of 37 and 99 years of age, with the average age being 76.5. The group most represented was between 75 and 84 years of age at 37 percent, followed by 65 to 74 years of age at 23 percent, and age 85 and over at 22 percent. Twelve (12%) percent of respondents are reported to be younger than age 65 (Figure C-1). Thirty four (34) or six percent of individuals did not report their age.

**Figure C-1, Go Local Household Survey
Age of Survey Respondents Compared to U.S. Census**



Household survey age group proportions compare very favorably to the U.S. Census 2000 age distributions, indicating this survey is very representative of Laguna Woods residents.

Licensed Drivers

Eighty (80) percent of the 551 respondents that provided age information indicated that they were licensed drivers, while 13 percent self-reported as non-licensed drivers. An age-breakdown of the query about drivers' licenses revealed that 33 percent of seniors over age 85 were not licensed drivers. For responding seniors between the ages of 65 and 74, only three percent reported being non-licensed, and for responding seniors age 75 to 84, eleven percent reported being non-licensed. Survey respondents under the age of 65 reported that eleven percent of that age group are not licensed drivers. (Table C-1)

**Table C-1, Go Local Household Survey
Drivers License Status of Respondents**

<i>Individuals reporting Age</i>	All 551	Age:<65 72	Age:65-74 136	Age:75-84 215	Age:85+ 128
# licensed drivers	469 80%	60 83%	126 93%	187 87%	80 63%
# non-licensed drivers (>15 yrs)	77 13%	8 11%	4 3%	23 11%	42 33%
not reported	5 1%	4 6%	6 4%	5 2%	6 5%

Vehicles

When asked about available operating automobiles, 68 percent of responding households indicated that only one automobile is available for household members to drive, while only 20 percent of responding households reported having two or three available automobiles. Forty-four households (11 percent) do not report any operating automobiles for transportation. Only three households (one percent) reported having four or more vehicles (Table C-2).

**Table C-2, Go Local Household Survey
Available Automobiles**

0 vehicles	45	11%
1 vehicle	281	68%
2 to 3 vehicles	84	20%
4 or more vehicles	3	1%
Households Reporting	413	100%

When asked about the availability of vehicles, two-thirds of respondents (70 percent) indicated there was always a car available for their needs, while just over (14 percent) reported there was usually a car available for them. Only three percent indicated that there was never a car available and one percent reported that was sometimes a car available.

Golf Carts

Respondents were asked about golf carts, 58 households (13 percent) indicated ownership. Households were also asked to describe the common purpose or destination of golf cart trips. Less than half of those owning golf carts report using them on the golf course (48 percent), while more than half (57 percent) use them to go shopping or run errands. A third of households (33 percent) use golf carts to visit friends, and 20 percent of households are using golf carts for medical trips (Table C-3).

**Table C-3, Go Local Household Survey
Does anyone in your household own a golf cart?**

<i>Does anyone in household own a golf cart?</i>		% of total HH	
Yes	54	13%	
No	341	81%	
Not Reported	26	6%	
Total Households	421	100%	
<i>If yes, for what purposes do you use the golf cart?</i>		% of HH w/GC	
Shopping/errands	31	57%	
Golf	26	48%	
Visiting friends	18	33%	
Medical	11	20%	
Total Households with Golf Carts	54	100%	

Household Income

Household income was reported with four in ten households reporting income levels less than \$50,000 per year. Household income was also examined by the utilization and non-utilization of public transit which shows that 42 out of the 57 (74 percent) households that earn less than \$25,000 per year are using public transit. (Table C-4)

**Table C-4, Go Local Household Survey
Reported Household Income**

Household Income	All		Public Transit User		Public Transit Non-User	
Less than \$25,000	57	14%	42	16%	15	9%
\$25,000 - \$49,999	114	27%	65	25%	49	30%
\$50,000 - \$74,999	43	10%	26	10%	17	10%
\$75,000 - \$99,999	15	4%	10	4%	5	3%
\$100,000 or more	14	3%	6	2%	8	5%
Did not respond	178	42%	107	42%	70	43%
Total Households	421	100%	256	100%	164	100%

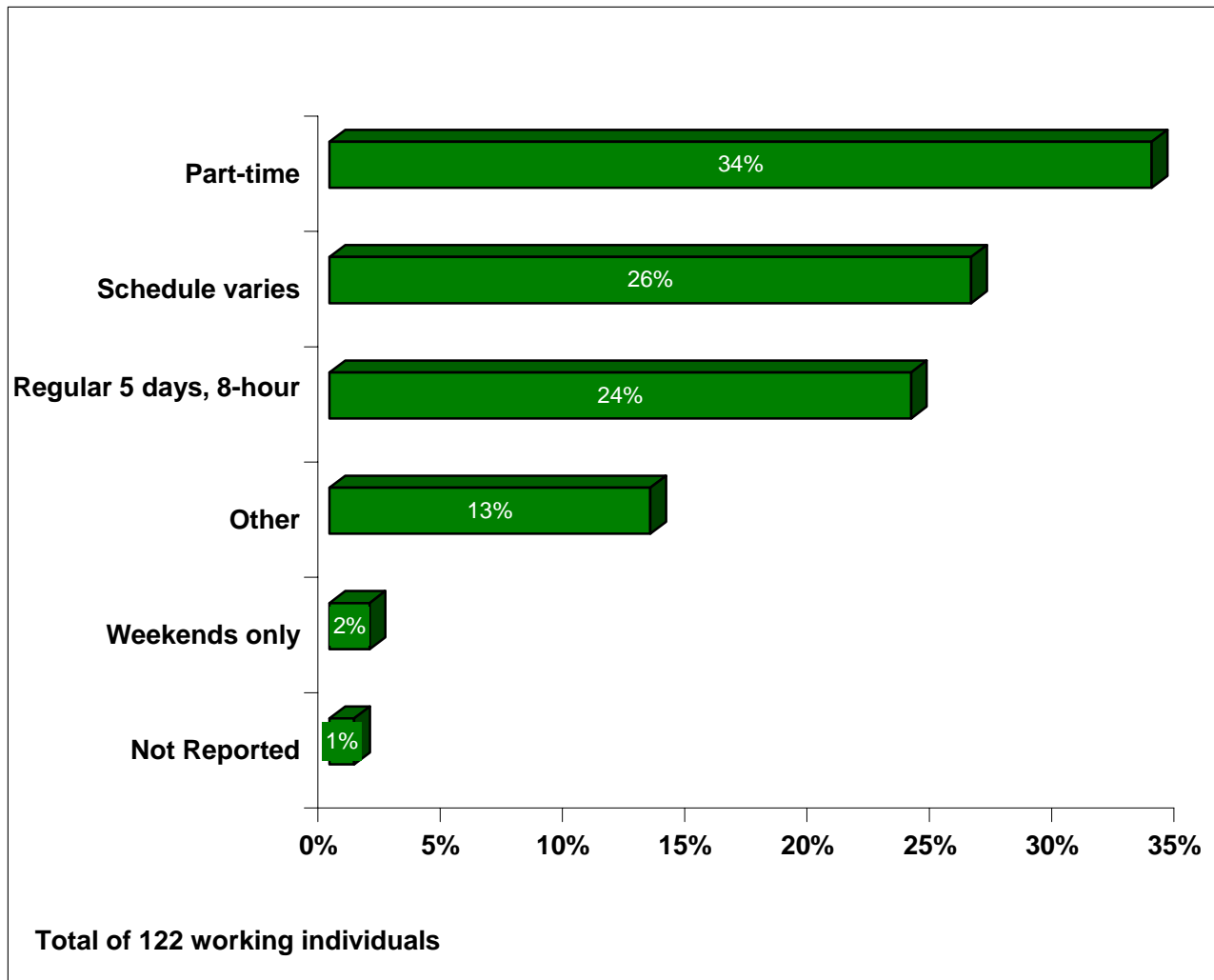
About Household Travel -- Commuting Travel Patterns

Respondents were asked about the work and activity commute patterns of household members, exploring a number of characteristics related to times and distances of travel, travel modes and preferences.

Trips Outside the Home

Among the 585 responding individuals, almost 21 percent report work outside the home (122 persons). Of these working individuals, 34 percent were working on a part-time basis and 26 percent had a work schedule that varied. Another 24 percent were working a traditional five day eight hour schedule and 13 percent reported working a schedule other than the choices provided on the survey. This leaves only two percent of household individuals that are working on weekends only and one percent not reporting a work schedule (Figure C-2).

Figure C-2, Go Local Household Survey
If work outside the home, what type of schedule does each family member have?



Trips Within and Outside of Laguna Woods

Survey respondents were asked how often they traveled within the City of Laguna Woods and the frequency of travel to cities or communities outside of Laguna Woods. The majority of household members are traveling five or more times per week, within and outside of the city. Important to this study; four in ten households report travel five days a week outside Laguna Woods (41 percent). The details of resident travel frequency are presented in Table C-5.

**Table C-5, Go Local Household Survey
How often is travel within and outside of Laguna Woods?**

<i>Travel Within Laguna Woods</i>		
5+ times per week	354	61%
2-4 times per week	154	26%
Once a week	20	4%
2-3 times per month	7	1%
Once a month or less	14	2%
Not Reported	36	6%
Total Individuals	585	100%
<i>Travel Outside of Laguna Woods</i>		
5+ times per week	240	41%
2-4 times per week	190	32%
Once a week	51	9%
2-3 times per month	33	6%
Once a month or less	33	6%
Not Reported	38	6%
Total Individuals	585	100%

Trip Destinations and Distances

When asked where household members travel for work, almost one in four indicated that they are traveling to the City of Irvine (24 percent). This was followed by the cities of Laguna Hills (21 percent), Lake Forest (14 percent), Mission Viejo (11 percent), and Laguna Niguel (9 percent). There are also modest levels of travel reported from Laguna Woods to the cities of Aliso Viejo, Laguna Beach, and San Clemente. (Table C-6)

**Table C-6, Go Local Household Survey
Where do family members travel to work?**

<i>Adjacent Communities</i>		
Irvine	32	24%
Laguna Hills	28	21%
Lake Forest	18	14%
Mission Viejo	14	11%
Laguna Niguel	12	9%
Aliso Viejo	11	8%
Laguna Beach	9	7%
San Clemente	7	5%
Total Responses	131	100%

Commute Hours

When asked about the hours of commuting when leaving home, a total of 25 percent, leave during a two-hour span in the morning that begins at 8 a.m. and ends by 10 a.m. Another 25 percent report a flexible schedule that changes daily (Table C-7).

Table C-7, Go Local Household Survey
What time does each family member LEAVE home for work or activities?

4:00 am to 5:59 am	8	1%
6:00 am to 7:59 am	54	9%
8:00 am to 9:59 am	146	25%
10:00 am to 11:59 am	102	17%
Between noon and 6:00 pm	48	8%
Evening hours, after 6:00 pm	3	1%
Varies each day	144	25%
Not Reported	80	14%
Total Individuals	585	100%

Return trips home are across a broader range of hours with 37 percent of the reported trips finding family members arriving at home between 2 p.m. and 5 p.m. Less than 10 percent are arriving home before 2 p.m. and less than 10 percent are arriving home after either 7 p.m. (Table C-8).

Table C-8, Go Local Household Survey
What time do family member GET HOME from home for work or activities?

Before 2:00 pm	49	8%
2:00 pm to 3:59 pm	111	19%
4:00 pm to 4:59 pm	104	18%
5:00 pm to 5:59 pm	70	12%
6:00 pm to 6:59 pm	42	7%
After 7:00 pm	47	8%
Not Reported	162	28%
Total Individuals	585	100%

Modes of Travel for Work or Activities

Households were asked how family members usually commute to work or activities, by the mode or means of transport used. Survey respondents were asked to check all modes of service that apply, and not surprisingly, the most commonly reported-mode is private auto, with 56 percent of individuals, or almost six out of ten respondents using their cars for all trips. One in five households (21 percent) report they use autos for some trips but not all. (Table C-9)

Of some encouragement to any review of alternatives to private auto commuting, 17 percent of respondents indicate they are in some type of carpool with family or friends for travel. The third highest service used, after autos, was the City Taxi Voucher Program at 18 percent of responding households. The Laguna Woods Village Bus is used by a reported 15 percent of responding individuals. (Table C-9)

Residents using Metrolink or Amtrak train services to commute to work or activities totaled eight percent combined. Separately, seven percent are using Amtrak and six percent are using Metrolink. The remaining individuals reported using OCTA public fixed route bus (10 percent), OCTA ACCESS paratransit services (2 percent), and the private residential shuttles (1 percent). Individuals reported walking or riding a bicycle to their destinations (12 percent) and six percent of respondents indicated the use of golf carts to access their destinations (Table C-9).

Table C-9, Go Local Household Survey
How do family members USUALLY commute to work or activities?

Mode of Travel	# of Responses	% of Total Individuals
For ALL trips, I use my car	326	56%
For SOME trips, I use my car	125	21%
City Taxi Voucher Program	105	18%
Family or friend drives	100	17%
Laguna Woods Village Bus	86	15%
Walk or bicycle	73	12%
OCTA fixed-route bus	60	10%
Amtrak	40	7%
Metrolink	37	6%
Golf cart	37	6%
OCTA Access	13	2%
Residential Shuttles	5	1%
Total Responses	1007	
Total Individuals "N"	585	100%

Current Transit Use and Interest in Riding Transit

Public Transit Use

When asked about how often they commuted either by bus or the train, somewhat larger numbers of household members indicated relatively recent travel on public transit. Two percent of household members reported travelling by bus or train today, with another nine percent using public transit within the last week. Only seven percent of respondents reported using public transit within the last month and another 11 percent traveling on the train or bus within the last six months. Twenty percent indicated public transit use of more than six months ago and 40 percent reported having never used public transit. (Table C-10)

Table C-10, Go Local Household Survey
How OFTEN do family members commute to work or school using public transit on the bus or train?

Today	14	2%
Within the last week	54	9%
Within the last month	43	7%
Within past 6 months	67	11%
More than 6 months ago	118	20%
Never	235	40%
<i>Not reported</i>	54	9%
Total Individuals	585	100%

Mobility Barriers

In efforts to gain a better understanding of travel barriers, residents were asked if anyone in their household suffers from a health condition or disability that limits ability to travel outside of the home. Twenty-five percent of household members reported a condition or disability that limits their ability to travel. Residents were asked to rate the severity of the condition or disability previously indicated, with 49 percent reporting a moderate severity, 33 percent reporting a slight severity, and 18 percent reporting a severe condition or disability (Table C-11).

Table C-11, Go Local Household Survey
Does anyone in your household have a health condition/disability that limits travel outside the home, and what is the severity of that condition/disability?

	ALL		Age: <65		Age: 65-74		Age: 75-84		Age: 85+	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Individuals	585	100	72	12%	136	23%	215	37%	128	22%
Health condition that limits travel										
Yes	146	25%	13	18%	15	11%	45	21%	64	50%
No	401	69%	57	79%	110	81%	157	73%	55	43%
Not reported	38	6%	2	3%	11	8%	13	6%	9	7%
Total Individuals	585	100%	72	100%	136	100%	215	100%	128	100%
Severity of health condition										
Slight	47	49%	6	46%	9	60%	15	33%	15	24%
Moderate	72	33%	6	46%	5	33%	22	48%	33	53%
Severe	26	18%	1	8%	1	7%	9	20%	14	23%
Total Reported	145	100%	13	100%	15	100%	46	100%	62	100%

When mobility related health conditions of survey respondents are considered in relation to age, not surprisingly older age groups have more health concerns and these are of greater severity.

Travel Patterns of Home Caregiver/Worker

Often times, individuals that have health conditions or disabilities require assistance from in-home caregivers or workers. Several questions were included in the survey about household workers who might use public transit, for the purpose of identifying market segments who conceivably could use transit to travel to home-based work destinations in Laguna Woods. Households were asked about the presence and travel patterns of these individuals, in which 14 percent of households indicated a caregiver or worker regularly travels to their homes. Households with caregivers/workers were also asked how frequently these individuals travel to their homes, with 34 percent reporting travel once a month or less, 26 percent reporting most weekdays, 17 percent reporting travel once per week or less and 12 percent traveling on some weekdays (Table C-12)

Respondents were also asked about the mode of transportation used by caregivers/workers. Eleven households (3 percent) reported caregiver use of public transit to travel to their homes and only eight households (2 percent) reported the need for additional public transit options to assist caregiver/worker in travel to their homes.

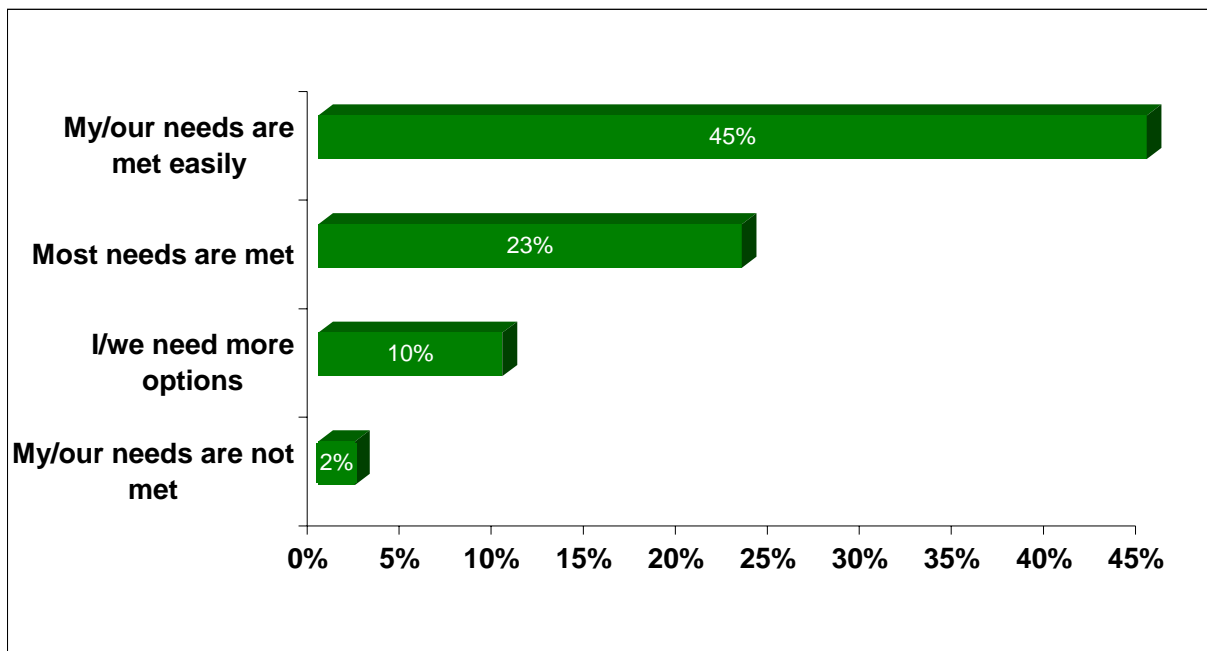
Table C-12, Go Local Household Survey
Do you have any home caregivers/workers who travel regularly to your home and how often do they travel?

<i>Home Caregiver/Workers in your home?</i>		
Yes	58	14%
No	341	81%
<i>Not reported</i>	22	5%
Total Households	421	100%
<i>How frequently do they visit?</i>		
Once a month or less	20	34%
Most weekdays	15	26%
Once a week or less	10	17%
Some weekdays	7	12%
<i>Not Reported</i>	6	10%
Total homes with caregivers	58	100%

Consumer Transportation Needs

In efforts to assess the availability and effectiveness of transportation choices in Laguna Woods, households were asked to describe how well their current transportation needs are being met. Encouragingly, 45 percent of responding households indicated that their transportation needs were easily met, with another 23 percent indicating that most of their transportation needs are being met. The area of concern is among the 10 percent of respondents that reported needing more transportation options to suit their needs and two percent of households that report unmet transportation needs (Figure C-3).

Figure C-3, Go Local Household Survey
How well are you current transportation needs being met?



About Use of Metrolink Rail Services

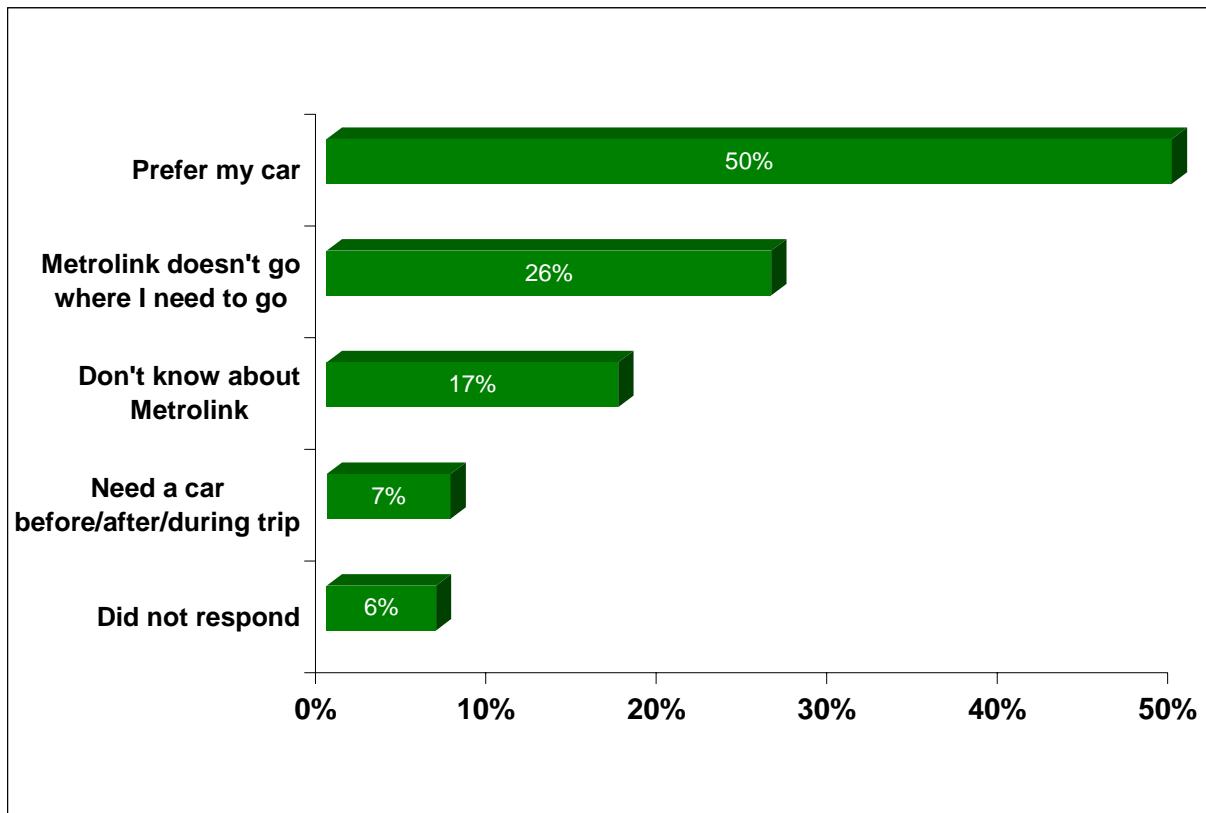
More than one in four, or a total of 109 households (27 percent), reported occasional use of Metrolink, with one percent using Metrolink weekly. (Table C-13).

Table C-13, Go Local Household Survey
Do you or your family members use train services?

Yes, at least weekly	4	1%
Yes, occasionally	109	26%
No	249	59%
<i>Not Reported</i>	59	14%
Total Households	421	100%

The primary goal of the *Go Local* Transit Needs Assessment is to increase Metrolink ridership. Understanding why residents do not use Metrolink is key to achieving this goal. Of the households that do not use Metrolink, 50 percent indicated that they would prefer using their car and seven percent indicated that a vehicle is needed before, during, or after their trip and not available to them if they take Metrolink. About a quarter of non-transit users believe that Metrolink does not reach the locations they need to visit (26 percent). Another 17 percent of households simply do not know about Metrolink services (Figure C-4).

Figure C-4, Go Local Household Survey
Why do you or your household members not use Metrolink?



There was significant interest expressed by 188 households (45 percent) in learning where Metrolink goes (Table C-14).

Table C-14, Go Local Household Survey
Would you or family members be interested in learning about where you can go using Metrolink?

Yes	188	45%
No	69	16%
Maybe	64	15%
<i>Not Reported</i>	100	24%
Total Households	421	100%

Stations currently used to access Metrolink by households are detailed in Table C-15.

Table C-15, Go Local Household Survey
Would you or family members be interested in learning about where you can go using Metrolink?

Irvine Station	135	90%
Laguna Niguel/Mission Viejo	10	7%
San Juan Capistrano	3	2%
Santa Ana	2	1%
Total Reported	150	100%

When asked how household members travel to Metrolink stations, 85 households (60 percent) drive alone to the station and park, 25 households (18 percent) are using the City Taxi Voucher Program, 22 households (15 percent) carpool with family or friends, and 10 households (7 percent) are using OCTA bus services as a means of traveling to Metrolink stations (Table C-16).

Table C-16, Go Local Household Survey
How do you or your family members travel to Metrolink stations?

Drive alone to station and park	85	60%
Taxi service	25	18%
Carpool	22	15%
OCTA Bus	10	7%
Total Reported	142	100%

About the Taxi Voucher Program

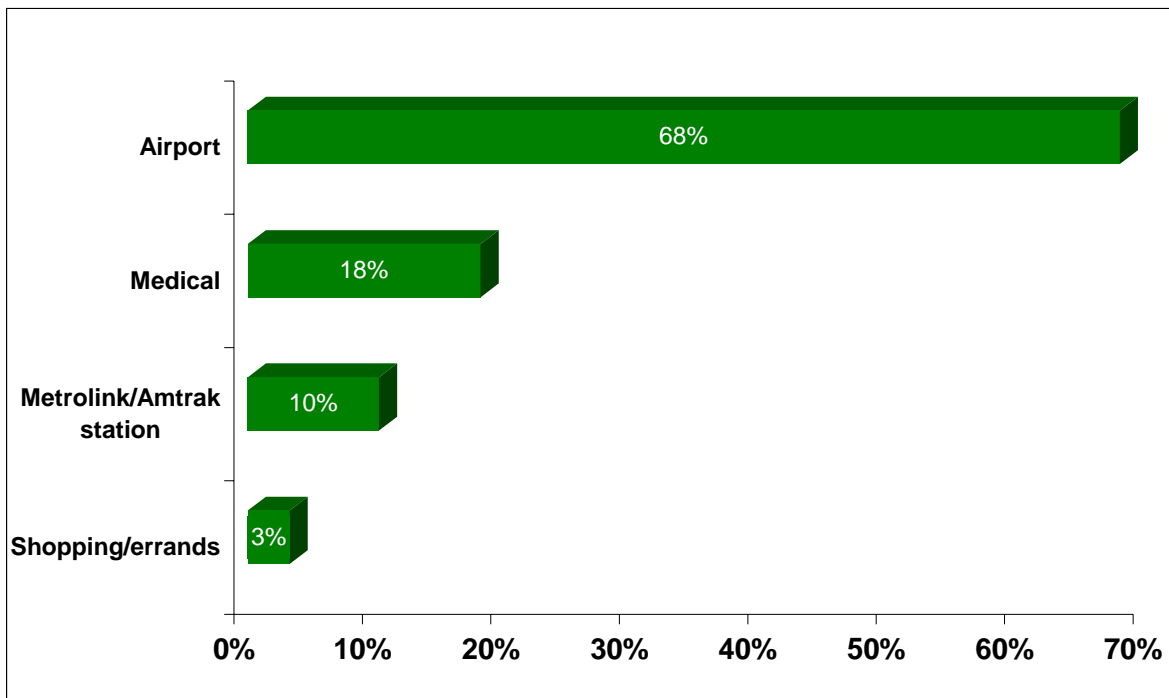
Utilization of the City's Taxi Voucher Program was reported by 187 households (44 percent). A total of 173 households (42 percent) have not used the Taxi Voucher Program and 30 households (7 percent) indicated that they were not aware that the program existed (Table C-17).

Table C-17, Go Local Household Survey
Have you or your household members used the City’s Taxi Voucher Program?

Yes	187	44%
No	173	42%
Not aware of the Taxi Voucher Program	30	7%
Not Reported	31	7%
Total Households	421	100%

The purpose or destinations of the trips of household members when using the Taxi Voucher Program were reported, most commonly, traveling to John Wayne Airport (68 percent). The other purpose/destinations were for medical trips (18 percent), traveling to Metrolink/Amtrak train stations (10 percent), and for shopping trips or running errands (3 percent). Less than one percent reported using the Taxi Voucher Program for the purpose of commuting to work (Figure C-5).

Figure C-5, Go Local Household Survey
For what purpose/destination do you use the Taxi Program?



Survey respondents were given space on the survey to provide comments regarding the Taxi Voucher Program. Comments were given by a total of 105 households, with 75 of those comments being positive in nature. Of the remaining 30 comments, 14 either expressed interest in knowing more about the program or stated that tickets had been purchased but yet to be used. There was some dissatisfaction by the remaining 16 households regarding on-time performance of the taxi service, the qualifying age limit of 60, conduct of the drivers, and the 24 hour advance reservation requirement.

Short Survey Outreach Results

Approach

A condensed version of the household survey was created to invite Laguna Woods residents to share information at community outreach meetings and selected destinations within the city. This one-page iteration was presented to residents at the Laguna Woods Transportation Fair, and in front of two local supermarkets. This version included a series of questions extrapolated from the full household survey but focused primarily on travel patterns and Metrolink use.

Household Information

The results from the short survey are reported by 57 households with 89 individual household members, representing an average of 1.6 persons per household. These individuals ranged in age from 14 to 96, with the average age being 70.3 years of age. The age group most represented was from 75 to 84 years at 31 percent, which is slightly less than the 36 percent represented by the full household survey.

Travel Patterns Outside the Home

When asked which mode family members used to travel to work or other activities, the Laguna Woods Village Bus ranked first among 38 individual household members, along with 28 individuals utilizing the Taxi Voucher Program. This varies from the full household survey where the Village Bus ranked fifth among mode options. This is not surprising as the majority of respondents were surveyed at super market locations that are top destinations for the Village Bus.

Transportation Needs

The majority of these respondents felt that their transportation needs are being met by the available transportation services. Only twelve of the 57 households felt that they needed more transportation options or their needs were not reasonably met. This represents 21 percent of this group, a level of concern almost double the comparable eleven percent of the general household survey.

About Metrolink

More than two-thirds of the residents surveyed did not use Metrolink, mostly because they felt it did not go where they needed to travel. Of those using Metrolink, almost all are driving themselves to the Irvine train station and park their cars. Encouragingly two-thirds of the surveyed households would be interested in learning about destinations that can be reached using Metrolink. Overall, the interest and utilization of Metrolink were consistent were unvarying on both survey groups.

Taxi Voucher Program

The City Taxi Voucher Program was reported to be used by half of the responding households, traveling an average of two times per month. This average reflects a range of one to as many as six trips per household per month. John Wayne Airport was the top destination, followed by the Irvine Metrolink/Amtrak station, the Laguna Hills Transit Center, and the San Juan Capistrano Metrolink/Amtrak station.



Laguna Woods City Hall - 24264 El Toro Rd., Laguna Woods, CA 92637
tel - 949-639-0500, fax - 949-639-0591

October 2008

Dear Laguna Woods Resident:

We are interested in hearing about your transportation ideas and needs! The City of Laguna Woods, in partnership with the Orange County Transportation Authority (OCTA), is reviewing local transportation services for two purposes:

1. The City is working with the OCTA to **improve connections to Metrolink train services** and to regional transportation hubs such as the Laguna Hills Transportation Center. Metrolink will be increasing the frequency of trains traveling along the Los Angeles – San Diego rail corridor to every 30-minutes starting in 2009.
2. The City is also **interested in finding ways** to make it easier for residents to move in and around the city or to destinations outside the city, including:
 - Improving connections between Village bus service and OCTA routes
 - Improving bus stop amenities, such as more benches
 - Improving frequency or directness of selected OCTA routes or adding new service
 - Improving the City's taxi voucher & non-emergency medical transportation service

Please assist us in identifying your mobility issues by completing and returning the enclosed survey. As this survey was sent to only 10 percent of Laguna Woods' households, as a sample of the whole population, we need your response. Even if you completed a similar, shorter survey for *Transportation Awareness Day*, please respond to this one too. Complete it by no later than Monday, October 13, 2008. You may return it in the enclosed postage pre-paid envelope or drop it by City Hall.

The survey is ANONYMOUS. However, if you are interested in participating in a focus group regarding transit options and improvements, you may give us your name and telephone number at the end of the survey. This is not required. Any contact information you provide will not be associated with your survey. Also, income information is OPTIONAL, but will help us understand residents' needs.

Again, thank you for your time and your interest in making Laguna Woods an easier place to get around!

Sincerely,

Douglas C. Reilly
Assistant City Manager

LAGUNA WOODS GO LOCAL HOUSEHOLD TRANSPORTATION SURVEY

HOUSEHOLD TRAVEL - WORK & NON-WORK TRIPS	Household member 1	Household member 2	Household member 3
5. How often do household members travel <u>within</u> Laguna Woods			
5 or more times per week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 – 4 times a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twice a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a month or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How often do household members travel <u>outside</u> Laguna Woods			
5 or more times per week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 - 4 times a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 - 3 times a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a month or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. What time does each family member LEAVE home for work or for other activities?			
4:00am to 5:59am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00am to 7:59am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am to 9:59am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00am to 11:59am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between noon and 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening hours, after 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Varies each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. What time do family members GET HOME from work or for other activities?			
Before 2:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00pm to 3:59pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4:00pm to 4:59pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5:00pm to 5:59pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00pm to 6:59pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After 7:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How do family members USUALLY travel to work or other activities (check all that apply)?			
For SOME trips, I use my car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For ALL trips, I use my car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laguna Woods Village Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential Shuttles (Avalon/Las Palmas, Regency, Palm Terrace)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA fixed-route bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Taxi Voucher Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golf cart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family or friend drives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk or bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:			

LAGUNA WOODS GO LOCAL HOUSEHOLD TRANSPORTATION SURVEY

HOUSEHOLD TRAVEL – OTHER TYPES OF TRIPS

Household
member 1

Household
member 2

Household
member 3

10. HOW OFTEN do family members travel to work or other activities using PUBLIC TRANSIT (BUS or TRAIN)?

One day a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two to three days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Four to five days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. When did any member of your household LAST use PUBLIC TRANSIT (BUS or TRAIN)?

Today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within the last week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within the last month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 6 months ago	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Which of these TRANSIT ALTERNATIVES were used on the last trip (Question # 11)? (Check all that apply)

Laguna Woods Village Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential Shuttles (Avalon/Las Palmas, Regency, Palm Terrace)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA fixed-route bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Taxi Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify _____			

13. Does anyone in your household have a health condition/disability that limits your travel outside the home?

Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. How would you rate the severity of the health condition/disability?

Slight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moderate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Severe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have any HOME CAREGIVERS/WORKERS who travel regularly to your home? Yes No

16. If yes, HOW FREQUENTLY does this individual come to your home?

Most weekdays Some weekdays Once a week or less Once a month or less

17. Does this home caregiver/worker USE PUBLIC TRANSIT to travel to your home? Yes No

18. If yes, might this caregiver/worker be aided by additional public transit services? Yes No

ABOUT LOCAL LAGUNA WOODS TRANSPORTATION SERVICES

19. HOW WELL are your current transportation needs being met?

My/our needs are met easily Most needs are met I/we need more options My/our needs are not met

20. Do you or family members USE TRAIN services? Yes, at least weekly Yes, occasionally No

If not, why?

It doesn't go where I need to go Prefer my car Need a car before / after / during work

Don't know about Metrolink/Amtrak trains Other, please specify _____

LAGUNA WOODS GO LOCAL HOUSEHOLD TRANSPORTATION SURVEY

21. If you or family members use Metrolink train services, which station is used?

- Irvine Station Laguna Niguel/Mission Viejo Station Other _____

22. If you or family members take Metrolink trains, how do you travel from your home to the station?

- OCTA bus Taxi service Drive alone to the station and park
 Other, please specify _____

23. Would you or family members be interested in learning about where you can go using Metrolink trains?

- Yes No Maybe

24. If yes, what types of places would you like to go using Metrolink?

<input type="checkbox"/> Get to work or school, in towns of:	<input type="checkbox"/> Medical destinations, in towns of:	<input type="checkbox"/> Dining or recreation, in towns of:
<input type="checkbox"/> Shopping, in towns of:	<input type="checkbox"/> Other destinations, please specify type and location:	

25. Have you or other family members in your household used the City's TAXI VOUCHER PROGRAM?

- Yes No No, not aware of the City's Taxi Voucher Program

26. If yes, how many times in the last month? _____

27. For what purpose/destination do you use the Taxi Program? Medical Shopping/errands

- Work Airport Metrolink/Amtrak station Other _____

Comments about the Taxi Voucher Program: _____

FINALLY, ABOUT YOUR HOUSEHOLD

28. How many OPERATING AUTOMOBILES, including trucks, cars, or vans, are owned or leased by your household?

- 0 vehicles 1 vehicle 2 to 3 vehicles 4 or more vehicles

29. Are there sufficient cars available for household members' personal transportation needs?

- Always Usually Sometimes Never

30. Do you expect to still be driving in 3 years?

- Yes No I don't know if I'll be driving in 3 years

31. Does anyone in your household own a GOLF CART? Yes No **If yes, how many?** _____

For what common purposes? Medical Shopping/errands Visiting Friends Golf

32. (OPTIONAL) Which of the following categories includes your total annual household income?

- Less than \$25,000 \$25,000 - \$49,999 \$50,000 - \$74,999
 \$75,000 - 99,999 \$100,000 or more Do not wish to respond

33. Do you have any additional comments about transportation services for Laguna Woods' residents?

Thank you for very much for taking time to complete this survey. Please return by October 13th, 2008, to the City of Laguna Woods in the enclosed, self-addressed envelope or drop it at City Hall.

(OPTIONAL) If you are interested in participating in a focus group regarding local transportation services, please provide the following information.

Name: _____ Phone Number: () - _____



LAGUNA WOODS GO LOCAL HOUSEHOLD TRANSPORTATION SURVEY

We are interested in improving transit connections within Laguna Woods and to Metrolink train stations for people that live or work in Laguna Woods. Your responses will help us identify options for transit services to better serve our community.

ABOUT YOUR HOUSEHOLD MEMBERS

1. What is/are the age(s) of persons living in your household?

Household member 1

Household member 2

Household member 3

_____ yrs

_____ yrs

_____ yrs

Is this a licensed driver?

Yes No

Yes No

Yes No

2. How do family members USUALLY travel to work or other activities? (check all that apply)

For SOME trips, I use my car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For ALL trips, I use my car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laguna Woods Village Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential Shuttles (Avalon/Las Palmas, Regency, Palm Terrace)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA fixed-route bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCTA Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metrolink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golf cart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family or friend drives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk or bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify: _____

3. How well are your current transportation needs being met?

My/our needs are met easily Most needs are met I/we need more options My/our needs are not met

4. Do you or household members regularly use train services? Yes No

If not, why? It doesn't go where I need to go Need a car before / after / during work Prefer my car

Don't know about Metrolink/Amtrak trains Other, please specify _____

5. If you or family members use Metrolink train services, which station is used?

Irvine Station Laguna Niguel/ Mission Viejo Station Other _____

6. If you or family members take Metrolink trains, how do you travel from your home to the station?

OCTA bus Taxi service Drive alone to the station and park

Other, please specify _____

7. Would any of your household members be interested in learning about where you can go using Metrolink trains? Yes No Maybe

8. Have you or anyone living in the household used the City Taxi Voucher Program? Yes No

9. If yes, how many times in the last month? _____

10. Where did you go? John Wayne Airport Irvine Metrolink/Amtrak station Laguna Hills Transit Center

San Juan Capistrano Metrolink/Amtrak station Laguna Hills/Mission Viejo Metrolink station Other _____

11. Do you have suggestions for improvements to transportation choices for Laguna Woods' residents?

Laguna Woods Go Local Household Transportation Survey Summary

421 Households; 585 Individuals; Average # reported per household: 1.4

1. Ages of household members

<u>76.5 / 77</u>	Avg Age (overall / avg of hh avg)
<u>37 - 99</u>	Range
Age distribution:	
<u>72</u>	<65
<u>136</u>	65-74
<u>215</u>	75-84
<u>128</u>	85+

Is each household member a licensed driver

<u>356</u>	hh's with <u>469 / 32</u> licensed/non-licensed drivers
<u>41</u>	hh's with no licensed driver (<u>45</u> non-licensed dr's)

2. Working household members

<u>122</u>	# respondants working
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3. If work is outside the home, what type of schedule...

<u>29</u>	Regular 5 days, 8-hour schedule
<u>32</u>	Schedule varies: selected days, varying hours
<u>41</u>	Part-time
<u>2</u>	Weekends only
<u>16</u>	Other

4. Where do family members travel for work or school?

<u>11</u>	Aliso Viejo
<u>32</u>	Irvine
<u>14</u>	Mission Viejo
<u>9</u>	Laguna Beach
<u>28</u>	Laguna Hills
<u>12</u>	Laguna Niguel
<u>34</u>	Within Laguna Woods
<u>18</u>	Lake Forest
<u>7</u>	San Clemente

5. Frequency of travel WITHIN Laguna Woods?

<u>354</u>	5 or more times a week
<u>154</u>	2-4 times a week
<u>20</u>	once a week
<u>7</u>	twice a month
<u>14</u>	once a month or less

6. Frequency of travel OUTSIDE Laguna Woods?

<u>240</u>	5 or more times a week
<u>190</u>	2-4 times a week
<u>51</u>	once a week
<u>33</u>	2-3 times a month
<u>33</u>	once a month or less

7. Leave for work/school?

<u>8</u>	4 am- 5:59 am
<u>54</u>	6 am- 7:59 am
<u>146</u>	8 am- 9:59 am
<u>102</u>	10 am-11:59 am
<u>48</u>	Between noon and 6 pm
<u>3</u>	Evening hours, after 6 pm
<u>144</u>	Varies

8. Home from work/school?

<u>49</u>	Before 2pm
<u>111</u>	2:00 pm to 3:59 pm
<u>104</u>	4:00 pm to 4:59 pm
<u>70</u>	5:00 pm to 5:59 pm
<u>42</u>	6:00 pm to 6:59 pm
<u>47</u>	after 7:00 pm
<u>30</u>	Varies

9. How do family members travel to work/activities?

<u>125</u>	For SOME trips, I use my car
<u>326</u>	For ALL trips, I use my car
<u>86</u>	Laguna Woods Village Bus
<u>5</u>	Residential shuttles
<u>60</u>	OCTA fixed-route bus
<u>13</u>	OCTA Access
<u>37</u>	Metrolink
<u>40</u>	Amtrak
<u>105</u>	City Taxi Voucher Program
<u>37</u>	Golf cart
<u>100</u>	Family or friend drives
<u>73</u>	Walk or bicycle

10. How OFTEN is public transit bus or train used?

<u>38</u>	One day a week
<u>29</u>	Two to three days a week
<u>20</u>	Four to five days a week
<u>20</u>	Never

11. When did any household member LAST use public transit (bus or train)?

<u>14</u>	Today
<u>54</u>	Within the last wk
<u>43</u>	Within the last mo
<u>67</u>	Within past 6 mos
<u>118</u>	More than 6 mos ago
<u>235</u>	Never

12. Which alternative was used for trip in #11?

<u>92</u>	Laguna Woods Village Bus
<u>3</u>	Residential shuttles
<u>79</u>	OCTA fixed-route bus
<u>5</u>	OCTA Access
<u>46</u>	Metrolink
<u>83</u>	Amtrak
<u>103</u>	City Taxi Voucher Program

13. Health conditions that limit travel outside home?

<u>146</u>	Yes
<u>401</u>	No

14. Health condition severity

<u>47</u>	Slight
<u>72</u>	Moderate
<u>26</u>	Severe

Laguna Woods Go Local Household Transportation Survey Summary, p2

421 Households; 585 Individuals; Average # reported per household: 1.4

About Local Laguna Woods Transportation Services

19. How well are current transportation needs being met?

<u>190</u>	My/our needs are met easily
<u>97</u>	Most needs are met
<u>44</u>	I/we need more options
<u>8</u>	My/our needs are not met

24. What types of place would you like to go using Metrolink?

<u>10</u>	Get to work or school
<u>24</u>	Medical destinations
<u>62</u>	Dining or recreation
<u>34</u>	Shopping
<u>89</u>	Other

20. Do you or family members use TRAIN services?

<u>4</u>	Yes, at least weekly	<u>109</u>	Yes, occasionally	<u>249</u>	No
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25. Has household used city's Taxi Voucher Program?

<u>187</u>	Yes	<u>173</u>	No	<u>30</u>	Not aware of the program
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If not, why not?

<u>61</u>	It doesn't go where I need to go
<u>116</u>	Prefer my car
<u>17</u>	Need a car before/after/during work
<u>40</u>	Don't know about Metrolink

21. If family member uses Metrolink train services, which station?

<u>135</u>	Irvine Station
<u>7</u>	Laguna Niguel / Mission Viejo Station
<u>4</u>	Other

26. If yes, how many times in the last month?

<u>2.2</u>	Avg
Range: <u>1</u> to <u>30</u>	

22. If use Metrolink, what travel mode from home to the station

<u>10</u>	OCTA Bus
<u>23</u>	Taxi service
<u>85</u>	Drive alone to the station and park
<u>16</u>	Other

27. Purpose/desination for using Taxi Program?

<u>39</u>	Medical
<u>7</u>	Shopping/errands
<u>1</u>	Work
<u>146</u>	Airport
<u>22</u>	Metrolin/Amtrak station
<u>0</u>	Other

23. Interested in where you can go using Metrolink trains?

<u>188</u>	Yes	<u>69</u>	No	<u>64</u>	Maybe
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Laguna Woods Go Local Household Transportation Survey Summary, p3

421 Households; 585 Individuals; Average # reported per household: 1.4

Household

15. Household workers travel regularly to the home

<u>58</u>	Yes	<u>341</u>	No
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16. If yes, how often?

<u>15</u>	Most weekdays
<u>7</u>	Some weekdays
<u>10</u>	Once a week or less
<u>20</u>	Once a month or less

17. Does this person use public transit for these trips?

<u>11</u>	Yes	<u>45</u>	No
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18. If yes, would add'l public trans services benefit this worker?

<u>8</u>	Yes	<u>16</u>	No
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28. # operational vehicles owned/leased

<u>45</u>	0 vehicles
<u>281</u>	1 vehicle
<u>84</u>	2 to 3 vehicles
<u>3</u>	4 or more vehicles

29. Sufficient cars for household needs?

<u>293</u>	Always
<u>58</u>	Usually
<u>6</u>	Sometimes
<u>13</u>	Never

30. Do you expect to still be driving in 3 years?

<u>269</u>	Yes	<u>57</u>	No	<u>78</u>	I don't know
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31. Does anyone in your household own a golf cart

<u>54</u>	Yes	<u>54</u>	Total owned	<u>341</u>	No
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for what common purposes?

<u>11</u>	Medical
<u>31</u>	Shopping/errands
<u>18</u>	Visiting friends
<u>26</u>	Golf

32. Annual household income

<u>57</u>	Less than \$25,000
<u>114</u>	\$25,000 - \$49,999
<u>43</u>	\$50,000 - \$74,999
<u>15</u>	\$75,000 - \$99,999
<u>14</u>	\$100,000 or more
<u>62</u>	Do not wish to respond

Laguna Woods Go Local Household Transportation SHORT Survey Summary

57 Households; 89 Individuals; Average # reported per household: 1.6

1. Ages of household members

70.3 / 70.8 Avg Age (overall / avg of hh avg)
 14 - 96 Range
 Age distribution:
 21 <65
 23 65-74
 28 75-84
 5 85+

Is each household member a licensed driver

40 hh's with 55 / 7 licensed/non-licensed drivers
 11 hh's with no licensed driver (12 non-licensed dr's)

2. How do family members travel to work/activities?

29 For SOME trips, I use my car
 28 For ALL trips, I use my car
 38 Laguna Woods Village Bus
 2 Residential shuttles
 23 OCTA fixed-route bus
 13 OCTA Access
 16 Metrolink
 22 Amtrak
 28 City Taxi Voucher Program
 12 Golf cart
 19 Family or friend drives
 21 Walk or bicycle

3. How well are current transportation needs being met?

17 My/our needs are met easily
 23 Most needs are met
 9 I/we need more options
 3 My/our needs are not met

4. Do household members use TRAIN services?

17 Yes 36 No

If not, why not?

11 It doesn't go where I need to go
 2 Prefer my car
 2 Need a car before/after/during work
 4 Don't know about Metrolink/Amtrak trains

5. If family member uses Metrolink train services, which station?

29 Irvine Station
 2 Laguna Niguel / Mission Viejo Station
 1 Other

6. If Metrolink is used, travel mode from home to station:

4 OCTA Bus
 4 Taxi service
 22 Drive alone to the station and park
 1 Other

7. Interested Metrolink train destinations?

32 Yes 12 No 6 Maybe

8. Has household used city's Taxi Voucher Program

26 Yes 26 No

9. If yes, how many times in the last month?

1.9 Avg

Range: 1 to 6

10. If yes, purpose/desination:

14 John Wayne Airport
 10 Irvine Metrolink/Amtrak station
 4 Laguna Hills Transit Center
 2 San Juan Capistrano Metrolink/Amtrak station
 1 Laguna Hills/Mission Viejo Metrolink station
 6 Other

Laguna Woods Go Local Household Transportation Survey Summary

Households: COMMENTS

33. Comments on transportation services for Laguna Woods residents:

310	HH user	#1 person can't drive due to eyesight would love to go to Costco, Restaurant, etc.
236	HH user	\$40 for taxi vouchers is too much to pay in one payment. Taxis are expensive. Vouchers should be \$1. The city should spend more on the RESIDENTS.
409	HH user	(1) we hear parking is a real hassle in Irvine, (2) we do not know how to use Dash, (3) the local bus to the Irvine station takes a circuitous route. Need express route from Tran. C. to Irvine.
230	HH user	Age should be 55 up, instead of 62. Also younger if disabled. I've needed help, didn't qualify at 55, even at 60. I'm told I have to be 62
154	HH user	Although I don't use the bus, I like knowing it's an option.
96	HH user	Amtrak North E South. Somewhere close, like Irvine. This personal direct approach is where the answers are for all problems in Laguna Woods.
69	HH user	Appreciate if they would stay on schedule, not too early, drivers and telephone service are very courteous. Appreciate the service.
149	HH user	Appreciate the services very much!
233	HH user	At this time we can still take advantage of the flexibility of our own car. However for people who cannot drive anymore our present system public transportation is unattached. Keep it up.
219	HH user	Buses are terrific! Keep schedule!
385	HH user	Buses are too big and too noisy.
327	HH user	Buses often smell bad and drivers frequently speed.
28	HH user	Buses seem awfully large. Also when buses gather at Club House I, exhaust emissions are quite unpleasant - can buses be turned off?
267	HH user	Buses should start at 8AM on Sundays in order to get to church for early Mass/Service. Golf carts should be allowed access to Laguna Hills Mall and all malls and food markets in nearby areas.
190	HH user	Consider using smaller shuttles for underutilized areas.
139	HH user	Cost is high to Costa Mesa, Hoag Hospital and doctors near there - Irvine and Barranca.
51	HH user	Don't ever let cuts be made in services.
372	HH user	Evening service most needed to and from theatre, dining in Orange County.
283	HH user	Getting to nearby shopping/entertainment Mecca's such as the \$0.99 store, Mission Viejo mall, Niguel movie complex, Irvine spectrum, etc. is a problem. Standing in sun or bad weather for bus is problem
207	HH user	Have some vision problems.
291	HH user	I am a 100% disabled vet, paralyzed on left side and do not drive - Your bus system works well for me. Thanks.
81	HH user	I am hoping you won't discontinue the 8:00 AM & 5:00 PM service.
15	HH user	I don't use the bus now, but I'm certainly glad we have buses. I may need it someday.
119	HH user	I drive until I can't drive anymore.
131	HH user	I have used LWV bus. Wonderful!
298	HH user	I may in the future, have need for bus service, etc. I hope it is still here and readily available.
302	HH user	I purchased in Laguna Woods because the buses were available when I can no longer drive myself.
238	HH user	I take the 8 o'clock AM bus to mass during the week - Mass begins at 9AM. This was a major consideration for me to move here. Why not make the Sunday and Saturday schedules the same.
223	HH user	I think it is a vital service and all of us might need to use it in the future. A comfort to know it's available.
183	HH user	I think the golf trails for golf carts to shopping areas are wonderful. I wish we had more of them.
73	HH user	I think the new buses are too big.
166	HH user	I want the services continued for I may need them someday (when I get old).
212	HH user	I was inducted 2x in US Army thru CA Draft. I want to use transportation to the LH VA Clinic. At present I use ACCESS.
417	HH user	I will give up driving when my car is no longer operational and/or I no longer can drive safely. Then I will use public transportation.
323	HH user	I would like to know more about OCTA schedules, to and from Laguna Woods to U.C.I campus.
412	HH user	I would use my taxi voucher book more frequently if I were sure the taxi would show up.
54	HH user	I'd like to visit a friend in Westminster - 7571 Westminster Blvd., Westminster, California

47	HH user	If I didn't have LWV buses I'd be housebound as I don't live near any facility but CB 3.
415	HH user	Inconvenient to get from square one to home, a bank deposit requires three bus changes and one on way home and grocery shopping a real problem.
58	HH user	Intend to start using Laguna Woods bus.
29	HH user	It would be nice to pick the schedule up at City Hall or some place easy to get to. Because of our plane couldn't fly into J.W that late we lost our return fare.
224	HH user	It's comforting to know that the village dock offer bus service when needed. Connections to Metro would be great!
102	HH user	Laguna Woods bus service is necessary and needs to be maintained as it is.
22	HH user	Laguna Woods Village Bus Routes are too roundabout and inconvenient.
134	HH user	Linking Laguna Woods bus with OCTA bus service would be helpful.
237	HH user	LW needs to be more golf cart friendly. If we had a golf cart other residential cities that are retirement in nature are more golf cart friendly, safer bicycle paths would also be nice.
62	HH user	LWV buses are underutilized (often empty) should try dial-up service with token charge.
120	HH user	Maintain our bus service. Look into hybrid. In London several large buses are using hybrid engines.
317	HH user	MetroLink does not run from Irvine to Los Angeles between 10 & 4, therefore, I have to use Amtrak at twice the price. It puts me on the red line during rush hour.
201	HH user	More info about connecting transportation to MetroLink and Amtrak stations.
259	HH user	More information on public transit.
2	HH user	Most of the bus drivers are very good. More stops, maybe 99 cent store, maybe start at 7am or run later to 7pm.
248	HH user	Need information on village bus service.
342	HH user	Need more street lights.
71	HH user	Need newsletter (email preferred!) on LW Transportation options and comments from the residents.
254	HH user	Need to get to hospital or doctor without having to call a day in advance.
129	HH user	New buses have jarring/inadequate shock absorbers. Hurt my back on a recent trip. They should be replaced! Until then, drivers must minimize over bumps.
135	HH user	No.
142	HH user	No.
397	HH user	Please do not limit the hours our buses run. This would definitely inconvenience us and other riders we know.
330	HH user	Please maintain present schedule on Laguna Woods bus service.
5	HH user	Please! Keep the LW bus system as it is - I use it most of the time instead of driving. I may not be driving that much longer.
408	HH user	Require small transport buses not monsters now being bought. Buses are never full except for clubhouse events. If you miss the bus you wait an hour. We do not count on bus service.
41	HH user	Roundtrip services to SNA - Airport, please!
373	HH user	Signs with paper schedules that can be changes should be posted at every bench. Signs and benches should be at every outside drop off point. I waited at Laguna Shopping center and finally walked.
266	HH user	Silent buses badly needed. Buses come and go too fast through gate 2. Expand service on OCTA route 212 with trip (SB) in PM. That gets to Main and Von Karman at 4:45PM and uses bus w/bike rack.
37	HH user	Since I have access to Gate 4 and Gate 3, I have made good use of OCTA, LWV transportation. I have taken other residents to M.V. Shopping Center, Fashion Island, Dana Point & Long Beach.
312	HH user	Since I live in Laguna Woods Village it would be nice if I could use the taxi program or if there was transportation to the airport.
143	HH user	The bus schedule on Sunday is very limited during daylight hours - none during the evening.
321	HH user	The Laguna Woods bus service is extremely important to some residents and should not be cut.
355	HH user	The larger buses that are currently in use are extremely noisy and the exhaust fumes are overwhelming. Small are much more practical for the needs of the majority.
319	HH user	The local Laguna Woods Village bus system is great - Thanks to all the bus drivers - The ACCESS bus is great -
77	HH user	The village bus could make a few stops to the stores on El Toro in Lake Forest - with a charge.
336	HH user	The village bus meets many of my needs. I love it.
43	HH user	There needs to be benches installed in cul de sacs!
292	HH user	Too many empty buses drive by. Voucher on demand system would be more feasible than regularly scheduled empty buses.
368	HH user	Took the bus once - took me 2.5 hrs. to get to the Community Center. Bus wouldn't stop at bench.
328	HH user	Use LWV bus service occasionally to go to classes and doctors appointment.

103	HH user	Was rejected for ACCESS. He has MS and tires easily. Although mind is alert at outset of bus trip, there is no way he can manage for about three hours of the bus experience. Need ACCESS, contact.
235	HH user	We are fortunate to have the Village buses, however, the once an hour x-fer schedule is inadequate. I never know if I'll need the bus. It might rain, for instance, on a day I planned to walk to class.
123	HH user	We are satisfied with the available transportation.
175	HH user	We don't use our bus service very much.
392	HH user	We go on cruises and would like to have taxi vouchers.
83	HH user	We need more convenient, cheap, frequent public transportation. Each bus stop should show destinations and times.
138	HH user	We need more options for Newport - train station - further. Malls or restaurants.
260	HH user	We need the city of LWV buses 8-6!
168	HH user	Wish our buses would go to the \$0.99 store and Ralphs market and SAS shoe store.
197	HH user	Wish there's more buses, especially Fridays.
244	HH user	Without a car one is unable to get to areas of South Coast Plaza, Costa Mesa, etc. Even Disneyland.
241	HH user	Would like Laguna Woods buses to go to CVS and Lake Forest.
221	HH user	Would like to know more about the lift bus of Laguna Woods - which I may need in the future (if this relates to the city)
231	HH user	Would like to see a way to takes bikes on our Village buses - maybe load in the back doors only if there's room, which there usually is. Agree to get off bus w/bike if mobility vehicles need room.
333	HH user	Would like transport services by public transit to go to Fashion Island again and to Amtrak - Irvine, also airport -
17	HH user	Would like transportation to Laguna Hills (Rockfield), \$0.99 store, etc.
209	HH user	Would love a golf cart. I want an easier way to get from my home in Laguna Woods to my job Gate 14. I want to use bus.
64	HH user	Yes - the Lift Bus is seldom available even if I call 3 days in advance.
324	HH user	Yes!! You need to consider setting Laguna Woods buses to more environmentally friendly. These diesel buses are obnoxious, smoke belching health hazards!!! Why not natural buses!
337	HH not	Admittedly I am not familiar with my neighbors needs, but I am amazed when I see anyone on a bus. They are usually empty.
297	HH not	At this time my car services all my needs (or taxi service to doctors or airport). In future would hire myself a driver or taxi service - if I can no longer drive.
314	HH not	City taxi service is exceptional value.
173	HH not	Do not wish to see covered bus stops with advertisements on them.
357	HH not	I admire Laguna Woods transportation needs of their elderly.
76	HH not	I am a new resident and I don't know much about anything.
370	HH not	I am handicapped. I use a 4 wheel walker. I rely entirely on the Laguna Woods Village Bus Service for all my transportation needs. Without the bus service I can't live here.
387	HH not	I appreciate what we have as far as our transportation system is concerned.
322	HH not	I don't know how long we will be driving our care and we will probably soon be interested in learning about available public transportation.
65	HH not	I live in L Village - how would I get to South Coast shopping center by train? What transportation mode would I have to take to go from Train Stations to Mae-Bach to train station - to my home?
341	HH not	I notice that Laguna Woods Village buses often are empty. The LWV association needs to re-assess the level of service offered.
14	HH not	I plan to try Amtrak to visit family in Ventura.
349	HH not	I think the LW buses are wonderful for the residents who need and use them. I would hate to see these services reduced for they relieve isolation and access to much needed services.
59	HH not	I would like rides to my doctors on Crown Valley, Mission Viejo
124	HH not	Information regarding golf cart village and routes.
274	HH not	New buses look ugly and heavy. They must need a lot of extra gas.
147	HH not	New Laguna Woods buses are unnecessary and way too large!
198	HH not	No
158	HH not	No
88	HH not	No
272	HH not	Rental of golf carts in the future might be useful.
121	HH not	Repaint the old buses - they're really ugly and out of date (LWV buses).

150	HH not	Services appear to be very good. We are still comfortable with car or cart and have not really investigated public transportation.
160	HH not	So far our needs are met.
286	HH not	So far we do not need these services. Someday I'm sure we will. It's part of why we moved here.
97	HH not	The bus vehicles are loud. These vehicles are too big; something like the shuttle vans used at airports would be more economical and less polluting.
296	HH not	This is a resident retirement facility. Transportation is provided on a regular schedule.
188	HH not	To enhance MetroLink use common bus service between station and city hall location (centrally located) will enable LWV residents to use service, especially for individuals who don't drive.
46	HH not	Too many empty buses
265	HH not	Too many LWV buses traveling their routes with few or no passengers.
130	HH not	Too many noisy, empty buses traveling too many times a day. Every 50 min. is too costly and not necessary. Cut the cost.
38	HH not	Travel to LAX direct.
91	HH not	Village buses are noisy and pollute the air - not convenient to go to closest grocery store - transfers are confusing - would prefer on call system - buses are frequently empty!
211	HH not	We feel the bus service is just great so many people need it.
232	HH not	We moved in recently so we haven't familiarized ourselves with what is available.
80	HH not	We used OCTA for my retarded daughter for the first year we were here, but she moved to a home and passed away in 8-9-07. They were moderately reliable about bringing her home.
402	HH not	When the time comes I will be so thankful there will be transportation available as there is now!
270	HH not	Will use in future when no longer driving.
228	HH not	Would be interested in additional info re: taxi program for Long Beach airport.
153	HH not	Would like to rent golf cart and check out all of Laguna Woods inside gates.
343	HH not	Would like transportation to Kaiser, Irvine, CA.
12	HH not	Would use all transportation services if and when unable to drive.