



Laguna Woods Village®

1-21-22 Transportation Informational Meeting Questions/Answers

“This is a well-thought-out program. How does this affect the GRF Trust Agreement?”—Carol Moore

The trust says GRF provides administration. It does not say that the trustee cannot contract with a corporation to provide a service for administering a program like our transportation program.

“Doesn’t GRF gain from not having the administrative cost of the bus employees?”

Yes. The anticipated operational savings of this program is \$109,000 annually, which includes administration and insurance.

“Can this plan (Age Well) be coordinated with Orange County Transportation Authority?”—Carol Moore

The program OCTA offers is “Access.” Prior to an individual riding on the OCTA Access buses, they must complete a lengthy authorization process in order to determine eligibility. The qualifying process can take more than 30 days, as the individual must be deemed to be handicapped through an OCTA in-person assessment. The major complaints that riders have with the Access program is that buses generally run late and riders can be on an Access bus for up to two hours. While Age Well could coordinate with OCTA to run the program as an Age Well back-up service, such coordination is not recommended due to the reasons enumerated above.

“The proposal doesn’t say that Age Well will hire our drivers; it says they will interview them in good faith. Has that changed?”—Elsie Addington

Age Well has agreed to hire all VMS staff impacted by this proposal; this change has been incorporated in the formal proposal submitted to the Golden Rain Foundation.

“The program cost is less than \$1 per manor per month on the operations side. Do you have the number savings on the capital side?”—Elsie Addington

Future capital expenditure savings is estimated at \$150,000 to \$200,000 per year, which would result in a per-manor-per-month savings of approximately \$1.31. Such savings, if approved, would be incorporated into the overall capital budget, which includes many other projects and priorities under consideration.

“It appears most of operating costs are from OCTA grants. What happens if OCTA decides to reduce support?”

There are no OCTA grants incorporated in the existing Village transportation program, nor would there be any grant funds associated with this proposal. Additionally, Age Well does not receive any operational grants from OCTA for its transportation-related programs.



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“I hope there will be readable documents uploaded of the proposal for residents to read.”

The proposal is a working copy and is being reviewed by staff and GRF board members. This proposal will be converted to a formal agreement that, if approved, would be made available for all residents to read.

“Will the Lyft program continue?”

Yes, the Lyft, or Boost, program will continue as is and will not be part of this proposal—with the exception that Age Well will assume our staff “call center” tasking (i.e., answer calls from residents who require assistance with the Lyft program). Age Well has agreed to hire the VMS employee assigned to the call center function. Program administration will be coordinated by both VMS and Age Well staff.

“Q and A document should be made available.”—*Jim Hopkins*

A Q and A document will be made available to all residents.

“Are there any problems with VMS employees working for Age Well?”—*Joan Milliman*

There are no legal issues with VMS employees working for Age Well. If approved, impacted staff would transfer to Age Well and no longer work for VMS.

“From where is Age Well getting \$537,000?”—*Marion Levine (Towers)*

Age Well would take out a vehicle loan to cover the cost of purchasing GRF buses.

“How is Age Well going to repay the loan?”—*Marion Levine (Towers)*

Age Well has the ability to pay for the buses in full with its existing savings; however, the company is choosing to acquire a vehicle loan from its financial institution and repay the loan via monthly installments. Either way, Age Well will pay GRF in full and up front prior to taking possession of the buses.

“Will the contract include a provision for Age Well to indemnify the Village from any liability resulting from a maintenance-related failure?”—*Sue Stevens (Towers)*

Yes, the contract will include provisions to indemnify and hold harmless the Village from any such liability.