



Laguna Woods Village®

## **March 18, 2022, Transportation Town Hall Meeting Questions and Answers**

### **Will Laguna Woods Village driver compensation and benefits transfer to Age Well?**

All drivers and impacted administrative staff will retain their seniority and be compensated at their existing hourly rate. The remaining benefits (i.e., health and dental) will be under the Age Well plan.

### **Will there be an employee (mainly driver) vetting process or probation period?**

Age Well has agreed to hire all impacted VMS employees. All impacted employees will be under the direction and supervision of Age Well.

### **Will the transportation coordinator and schedulers remain in the current VMS office or move elsewhere? When someone calls to schedule a ride, who answer the phone? Will the transportation phone number be the same or change?**

Transportation coordinators and schedulers will work at the Age Well transportation office, which is located in Lake Forest. When a resident calls to schedule a ride, a transportation coordinator or scheduler, working at Age Well, will answer the phone. The contact number for transportation needs will remain the same (949-597-4659).

### **With office staff moving to another location, who will manage immediate operational decisions? For example, will there be back-up in case a bus is missed to an appointment?**

All operational decisions will be managed by Age Well. VMS Transportation Supervisor Francisco Perez will provide oversight.

### **Are Age Well's buses smaller? I prefer not sit close to residents.**

Age Well will use existing Village transportation buses for the fixed-route program.

### **Does Age Well have buses with ramp accessibility similar to the Village buses?**

Age Well will purchase 12 buses from GRF and continue to use the existing buses with ramp accessibility.

### **If the Village is unhappy with Age Well at the end of one year, what's in the contract to get our buses back?**

In such an instance, GRF will be able to buy back buses with the \$583,000 being paid by Age Well for the original purchase. This money will be kept in the equipment fund if such a need arises.

### **Are resident complaints/concerns going to be appropriately investigated? Who will receive resident complaints?**

All complaints should be forwarded to either Age Well or the Village Transportation Division. All resident complaints will be initially investigated by Age Well management.

**With Age Well purchasing 12 of our 16 buses, what will happen with the four buses under the “special grant?”**

The four buses under grant requirements will have the option to be sold or kept as emergency backup. This decision will be made by the GRF board once the grant requirement expires later this calendar year.

**Will our buses be used for other Age Well transportation programs?**

Age Well will own the buses and may use them for other programs. That being said, Age Well will be using the buses in the Village transportation programs.

**Age Well currently charges \$2 for medical appointments. Will Age Well charge the Village for its services?**

This \$2 medical appointment charge is a County of Orange program and is unrelated to any Laguna Woods Village transportation program. Age Well will not charge any fee for Laguna Woods Village transportation programs within the existing Village transportation system boundaries. Village transportation programs will remain the same and will not be modified without the consent of GRF.

**Can Age Well provide nonmedical transportation services outside of the Village for a charge?**

This is something Age Well would consider in the future, although any such program would first need to be approved by the GRF Board of Directors.

**Will we still have the Journey program?**

The Journey program will remain and be operated by Age Well as included in this proposal.

**Who will handle Journey eligibility assessments?**

Resident approval assessment for enrolling in this program will still be coordinated by VMS staff.

**Will Journey scheduling parameters change under Age Well? For example, the earliest we can call to schedule a medical appointment is seven days in advance.**

There are no immediate plans to change any scheduling parameters. However, these types of operational issues are reviewed on a regular basis and will continue to be reviewed throughout the term of this contract. Any service changes must be approved by the Mobility and Vehicles Committee and the GRF Board of Directors.

**Will Village buses be wrapped with Age Well logos?**

Yes, the buses used by Age Well will feature the Age Well logo. They also will feature signage stating they are serving Laguna Woods Village.

**Who will fund the purchase of new buses?**

Age Well will secure a vehicle loan from its bank to finance the purchase of the vehicles.

**Will additional state mandates be placed on Village transportation programs? Will they be included in the contract?**

For the most part, no additional state mandates will affect the Village transportation program. From time to time, unforeseen government mandates may occur that all transit services must follow (i.e., mask wearing mandates for all riders during the pandemic). This issue will be discussed by legal counsel for contract inclusion.

**Will the docent, excursion and shopping tours still be coordinated by the Village?**

Coordination of these programs will remain under the direction of Village staff.

**Will Age Well provide any additional weekend service?**

Any increase to service levels must be approved by the Mobility and Vehicles Committee and the GRF Board of Directors.

**How will rides to evening clubhouse events be handled?**

Evening rides to clubhouse events will be coordinated by VMS Transportation Division staff using the Boost program (Lyft).

**Will the Village offer more opportunities to allow resident input on the proposal?**

Residents may provide input to the GRF Mobility and Vehicle Committee at any time.