

**MINUTES OF A REGULAR MEETING OF
THE TORRANCE COMMISSION ON AGING**

1. CALL TO ORDER

The meeting was called to order on October 13, 2015 at 9:33 a.m. in the Hosler Conference Room at the Bartlett Senior Citizen Center.

2. ROLL CALL/MOTIONS FOR EXCUSED ABSENCE

Present: Commissioners G. Davis, Kimmel-Dagostino, Virobik and Chairperson K. Davis

Absent: Commissioners Cohen, Kraemer and Miranda

Staff: Senior Recreation Supervisor Reed

MOTION: Commissioner G. Davis moved to approve the excused absences of Commissioners Cohen, Kraemer and Miranda; motion was seconded by Commissioner Virobik. The motion passed by a unanimous voice vote. (Absent Commissioners Cohen, Kraemer and Miranda)

3. FLAG SALUTE AND INSPIRATIONAL

Transit Administrative Analyst Lee led the Pledge of Allegiance.

Former Commissioner Griffith provided the following inspirations:

The man who says he is willing to meet you halfway, is usually a poor judge of distance.
Laurence J. Peter

It's not what you look at that matters. It's what you see.
Henry Davis Thoreau

A woman is like a tea bag. You never know how strong she is until she gets into hot water.
Eleanor Roosevelt

Chairperson K. Davis provided the following inspiration:

You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand.
Woodrow Wilson

4. ACCEPT AND FILE AFFIDAVIT OF AGENDA POSTING

MOTION: Commissioner Kimmel-Dagostino moved and Commissioner G. Davis seconded, to accept and file the Affidavit of Agenda Posting for its meeting of October 13, 2015. The motion passed by a unanimous roll call vote. (Absent Commissioners Cohen, Kraemer and Miranda)

5. APPROVAL OF MINUTES

MOTION: Commissioner G. Davis moved and Commissioner Virobik seconded, to approve the minutes of the Commission on Aging meeting of September 8, 2015, as submitted. The motion passed by a unanimous roll call vote. (Absent Commissioners Cohen, Kraemer and Miranda)

6. INTRODUCTION OF GUESTS

Lynn Michaels

Commissioner Griffith, Los Angeles County Commission for Older Adults (LACCOA)

Senior Librarian Coates, South East Library

Temporary Transit Administrative Analyst Ihenacho

Transit Administrative Analyst Lee

Environmental Quality & Energy Conservation Commissioner Endo-Roberts

7. DIAL-A-LIFT TAXI SWIPE CARD PROGRAM –Update from James Lee, Transit Department

Transit Administrative Analyst Lee noted that the Transit Department was committed to honoring retired Transit Administration Manager Mills' pledge to keep the Commission on Aging updated on the process of the swipe card program.

Transit Administrative Analyst Lee described the swipe card system and the tiered pricing for the tickets and reported that over 1000 people had been registered for swipe cards at the local library branches. He noted that there had been very few problems with either the equipment in the taxis or the software for the swipe cards. He noted that the paper tickets would be phased out by December.

Transit Administrative Analyst Lee reported that there had been a few instances of fraud by taxi drivers and explained that the Department had credited the swipe cards of the riders involved and had removed the drivers responsible from the program. He added that the Transit Department welcomed input from users of the swipe card program.

Transit Administrative Analyst Lee announced that the Department had completed the installation of new benches and noted the new aluminum benches were treated to stay cool in hot weather and fixed to the ground. He stated that there was new bus signage and shelters coming soon. He announced that the Department was in the process of phasing out the last of their diesel buses and were in negotiations to purchase 24 new compressed natural gas buses, noting that by the spring of 2016 the City would be one of the first agencies with a 100% alternative fuel fleet.

In response to a question from Former Commissioner Griffith, Transit Administrative Analyst Lee stated that a rider could request an Americans with Disabilities Act (ADA) van, but noted that most vans did not have a wheel chair lift. He noted that Access Services were better equipped to help a rider with a wheel chair. He added that he would forward information to the Commission on which of the taxi services had ADA vans available.

There was a discussion on curb to curb service and Access Services.

Transit Administrative Analyst Lee stated that riders could purchase up to eight rainy day tickets in their lifetime and noted that rainy day tickets did not expire. He added that the rainy day tickets were loaded to the swipe cards and used last.

Temporary Transit Administrative Analyst Ihenacho explained that riders could mail in a check to add tickets to the swipe card, as well as provide the Department with an email address to receive a email receipt for ticket purchases.

Transit Administrative Analyst Lee stated the Department would honor W-2s or a bank statement to verify income levels. He noted that the Transit office hours were: Monday through Thursday, 10:00 a.m. to 12:00 p.m. and 1:00 p.m. through 5:00 p.m. and alternate Fridays until 4:00 p.m. and added that staff was trained to explain the swipe card process.

There was a discussion on the problems of long hold times and no on-hold message for the phones at the Transit Department.

Commissioner Kimmel-Dagostino noted that it was very helpful to have someone demonstrate the use of the swipe card for first time users. She added that in order to be picked up outside of Torrance for a ride back to Torrance, it was necessary to call a taxi that was part of the swipe card program.

Transit Administrative Analyst Lee noted that the Department recommended that riders get the phone number of the taxi that transports them out of Torrance, so that they can call the same cab company for the return trip to Torrance. He added that the Department was also working on a solution for pickups at LAX.

Transit Administrative Analyst Lee reported that the new Torrance Transit Center would open in 2017 and added that there the center would include a flyaway service to LAX.

In response to a question from Ms. Michaels, Transit Administrative Analyst Lee noted that a rider could call the Department for information on available routes and connections and added that in the spring of 2016, there will be a locator system available through smart phones. Commissioner Kimmel-Dagostino added that Google maps also had route information available.

Environmental Quality & Energy Conservation Commissioner Endo-Roberts described some of the problems that she had experienced using the swipe card system. Transit Administrative Analyst Lee explained that the Department planned to post both a training manual and some short training videos online to help patrons better use the system. Temporary Transit Administrative Analyst Ihenacho stated that staff would continue to test the system to eliminate the bugs.

Chairperson K. Davis suggested that the Department present the transit training videos at library sites, especially during the "Seniors, Don't be Scammed" lectures.

Transit Administrative Analyst Lee stated that it was difficult to calculate the cost and time for some taxis rides, as it was dependent on the time of day and the traffic conditions. He noted that the swipe card system was now using the actual distant travelled and elapsed time to determine the fare.

Transit Administrative Analyst Lee thanked the Commission for their time.

8. SENIOR CITIZENS CONCERNS

A. City Council Activities

Commissioner Kraemer reported via email on the upcoming new Commission for Service Services.

Commissioner Kimmel-Dagostino noted that the Exxon-Mobil workshop would take place today before the City Council meeting at 5:30 p.m. Transit Administrative Analyst Lee stated that it would be a forum for the community to express their concerns.

Chairperson K. Davis stated that she would attend the Council meeting to announce the upcoming Woman's Club fundraiser.

B. Housing

Commissioner Virobik explained that Focal Point had few affordable housing choices to offer, but tried to work with their clients to explore other options, such as shared housing or out of area housing.

There was a discussion on shared housing programs and assisted living/six pack housing.

C. Health

None

D. Transportation

Commissioner Virobik reported that Focal Point had a record number of requests for transportation this month.

Former Commissioner Griffith reported that many local hospitals were hiring doctors and buying practices. She added that out of area hospitals like UCLA had set up satellite offices in Torrance to see patients, but that the doctors were only in the Torrance office for limited days and noted that patients had to travel farther to see the doctors on non-office days.

Environmental Quality & Energy Conservation Commissioner Endo Roberts discussed difficulties that doctors were encountering with the new medical coding requirements and maintaining profitable practices.

E. Community Programs

Commissioner Kimmel-Dagostino reminded the Commission that free flu shots were available on November 2.

Commissioner G. Davis reported that the Chamber of Commerce would sponsor a free National Business Expo on Monday, October 19 at the Torrance Marriot Hotel.

F. Focal Point Program

Commissioner Virobik reported the following Focal Point statistics for the month of:

September 2015

Total number of documented calls: 53	Total number of callbacks: 19
Miscellaneous calls: 64	Total number of walk-ins: 21
Total number of calls received: 117	
Of the documented calls:	
34% were for transportation	28% were for housing
17% were for in home services	

Commissioner Virobik stated that Focal Point was in the process of training a new volunteer.

G. Elder Abuse/Fraud

Commissioner G. Davis discussed two situations concerning spousal abuse.

Commissioner Virobik reported on an article which announced that the Financial Industry Regulatory Authority had approved an item to help firms better protect seniors and other vulnerable adults by placing temporary holds on a disbursement of funds and notifying a customer's contact when there was a belief that the financial exploitation was occurring.

11. ORALS/ANNOUNCEMENTS

Chairperson K. Davis reported that Mike Chamberlin had been a guest of the Torrance Woman's Club.

Commissioner Kimmel-Dagostino noted that the new section of the Del Amo Mall had opened on October 9. There was a discussion of available handicapped parking at the mall. Commissioner Kimmel-Dagostino stated that she would ask a question regarding the amount of available handicapped mall parking at the October 13 Council meeting.

Senior Librarian Coates distributed information on Life Planning Classes at the Katy Geissert Civic Center Library, and free flu shots sponsored by the Torrance Memorial Medical Center on October 17 at the Southeast Library from 11:00 a.m. to 1:00 p.m. and November 7 at the Katy Geissert Civic Center Library from 2:00 to 4:00 p.m. He noted that he and Senior Librarian Deleget would make a presentation before the Library Commission in November to detail to the Commission the senior services that the Library already offered, which include: audio books, large print material, data bases, Words on Wheels, Brain Boosting Bags and the senior services brochure. He noted that he could also do the presentation for the Commission, if they wished.

Commissioner G. Davis stated that South Bay Village would place information on the "Words on Wheels" Library program on their website.

There was a discussion of a music program for patients suffering from Alzheimer's. Senior Coates noted that he would look into the program for the Library.

Senior Librarian Coates stated that the Library had Braille books, but that patrons would need their own players. He added that the Library had books on a convenient to use "play-away" players.

Commissioner G. Davis reported that South Bay Village was doing well.

Chairperson K. Davis announced that Commissioner G. Davis was a candidate for a Hero's award in Orange County.

12. ADJOURNMENT

At 11:08 a.m., Commissioner Virobik moved to adjourn the meeting to the regular meeting on Tuesday, November 10, 2015 at 9:30 a.m. in the Hosler Conference Room at the Bartlett Senior Citizens Center. The motion was seconded by Commissioner G. Davis and a roll call vote reflected unanimous approval. (Absent Commissioners Cohen, Kraemer and Miranda)

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Approved as submitted November 10, 2015 s/ Rebecca Poirier, City Clerk
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