

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

1. CALL TO ORDER

The meeting was called to order on September 9, 2014 at 9:30 a.m. in the Hosler Conference Room at the Bartlett Senior Citizen Center.

2. ROLL CALL/MOTIONS FOR EXCUSED ABSENCE

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

Absent: None

Staff: Senior Recreation Supervisor Reed

3. FLAG SALUTE AND INSPIRATIONAL

Senior Recreation Supervisor Reed led the Pledge of Allegiance.

Former Commissioner Griffiths provided the following inspirations:

Promises are like crying babies in a theater, they should be carried out at once.
Norman Vincent Peale

A man may fall many times but he won't be a failure until he says someone pushed him.
Elmer G. Letterman

Talent is god-given. Be humble. Fame is man-given. Be grateful. Conceit is self-given.
Be careful.
John Wooden

Commissioner Kimmel-Dagostino requested that the meeting be adjourned in memory of all those who perished on September 11, 2001, at the Twin Towers, the Pentagon and Shanksville, Pennsylvania. Chairperson K. Davis requested a moment of silence.

Chairperson K. Davis provided the following inspiration:

Yesterday is history, tomorrow is a mystery, today is God's gift, that's why we call it the present.
Joan Rivers

Chairperson K. Davis read a thank you note from Senior Recreation Supervisor Wand and welcomed Senior Recreation Supervisor Reed to the Commission.

4. ACCEPT AND FILE AFFIDAVIT OF AGENDA POSTING

MOTION: Commissioner G. Davis moved and Commissioner Cohen seconded, to accept and file the Affidavit of Agenda Posting for its meeting of September 9, 2014. The motion passed by a unanimous voice vote.

5. APPROVAL OF MINUTES

MOTION: Commissioner Cohen moved and Commissioner G. Davis seconded, to approve the minutes of the Commission on Aging meeting of August 12, 2014, as submitted. The motion passed by a unanimous voice vote.

There was a discussion on whether minutes could be approved by Commissioners who were absent at the meeting that the minutes represented. Recording Secretary Seaman stated that she would ask City Clerk Poirier for a clarification.

6. INTRODUCTION OF GUESTS

Britt Huff, Executive Director, Healthcare and Elder Law Programs, (H.E.L.P.). She distributed a flyer for Life Planning Classes.

Julie Dojiri, Civic Affairs Chairperson for South Bay New Horizons

Senior Librarian Deleget, Walteria Library

Commissioner Griffith, Los Angeles County Commission for Older Adults (LACCOA), Chair of Health, Nutrition and Long Term Care Committees

Transit Administration Analyst Koger

Transit System Analyst Simlote

Transit Administration Manager Mills

Transit Administration Analyst Lee

7. PRESENTATION ON TORRANCE COMMUNITY TRANSIT PROGRAM SWIPE CARD SYSTEM

Transit Administration Manager Mills described the new swipe card system for the senior and disabled taxi program and noted that paper tickets would phased out over the coming months. He added that in order to implement the new card program, all of the users would be required to come in person one time to register, at either the West Annex or a satellite location. He noted that the Transit Department would pay the cost for the users to come to the registration sites.

Transit Administration Manager Mills stated that the registration requirement would allow the Transit Department to update their database and verify residency information for all users. He noted that the registration period would be last between 90 and 180 days, to lessen the impact on seniors and the disabled.

Transit Administration Manager Mills stated that once the transition was completed, users would be able to immediately upload additional funds to their swipe cards, instead of waiting a week or more for the paper tickets to be mailed.

Transit Administration Manager Mills stated that Requests for Proposals (RFP) for the software system had been submitted and were scheduled to be received back by October 6. He noted that the proposals would then be reviewed and the one chosen would go before the Council in November. He added that the selected company would then have 180 days to implement the program.

Transit Administration Manager Mills explained that currently the Transit Department processed approximately 70,000 paper tickets per year. He stated that the swipe cards would save considerable staff time and improve the transit experience for the senior and disabled riders.

Transit Administration Analyst Koger explained that the swipe card system would hold all of the user's ticket information and allow the user to swipe their card in the taxi. She noted that each ticket would still be worth \$13 in the system and that the user would still have the choice to use one or two tickets to pay for a single ride or pay for the difference in cash.

Transit Administration Analyst Koger explained that users would:

- still be able to purchase a bank of “rainy days vouchers”, which had no expiration date, unlike the regular vouchers, which expired in 90 days.
- be able to report lost swipe cards and quickly receive new cards with their remaining balances restored.
- be able to have any rainy day paper ticket values added to their swipe cards.
- be able to add value to their cards by mailing in a check, calling in by phone or going online with a credit card.

Transit Administration Analyst Koger stated that disabled users had no age restrictions, and paid \$1 per ride, Senior users needed to be 65 years or older and had tiered prices of either \$5, \$3, \$1 per ride, based on HUD income categories. She added that each ticket had a \$13 value, that there were no boundaries restrictions, but that users were cautioned to verify that a taxi company would be able to return to pick them up at a distant location.

Transit Administration Manager Mills stated that there would be several locations, staffed by Transit personnel, set up for users to come to sign up for the new cards.

In response to questions from Commissioner Cohen, Transit Administration Manager Mills stated that TAP cards were not part of this program. He also explained that tipping was not required, but users could tip if they so desired, although the vouchers could not be used to pay tips.

Transit Administration Manager Mills stated that the taxi companies in the program were: All Yellow, Bell Cab and South Bay Yellow / United Checker Cab Co-op. He noted that the drivers were not required to help users from the cab to the door and that United Checker Cab was the only cab company that took users back from the Los Angeles International Airport.

Transit Administration Manager Mills stated that the funding for the software system would most likely come from the Transit Fund of Prop C money.

Transit Administration Analyst Koger stated that there will be a phone number with a 24 hour answer system for reporting lost or stolen cards. She noted that the cards would have a user's picture, their name and an identifying code to indicate senior versus disabled user, but that it would not identify the user's income category.

In response to a question from Commissioner Kimmel- Dagostino, Transit Administration Analyst Koger stated that currently there would be no charge to replace a lost card.

Transit Administration Analyst Koger stated that the swipe card would use the same equipment that was currently used in the cabs to process credit cards and added that the taxi company would have no access to any address information through the swipe card.

Transit Administration Manager Mills stated that the process should be in place by the spring of 2015.

Transit Administration Manager Mills noted that the users would need to have some way to prove their Torrance residency to receive a swipe card and added that it was very helpful if utility bills were either in both spouses' names or if each person had at least one account in his/her name.

Responding to a question from Commissioner Cohen, Transit Administration Manager Mills stated that the Transit Department had a process in place for handling complaints and

issuing fines to the taxi companies and explained that if a cab was more than twenty five minutes late, then the ride was free.

Transit Administration Manager Mills explained that the department encouraged ride sharing and that each ticket voucher was good for up to three passengers.

Transit Administration Manager Mills requested that the Commissioners send any questions or concerns for this program to the Department. He noted that Transit would continue to update the Commission on the progress of the swipe card system.

In response to a question from former Commissioner Griffiths, Transit Administration Manager Mills stated that at this time, seatbelts would not be available on buses.

8. SENIOR CITIZENS CONCERNS

A. City Council Activities

Commissioner Kraemer reported that an appointment had been made to fill the empty Council seat and appointments had been made to Council Committees.

Commissioner Kraemer announced that the Citizen's Development and Enrichment Committee would meet at 4:00 p.m., September 9, to discuss City funding for the Rose Float.

Commissioner Kraemer reported that Wi-Fi was now working at the Bartlett Senior Citizen Center.

Commissioner Kraemer noted that funds had been donated for a new police dog and fourteen new electric car charging stations would be installed within the City. She added that there would be a discussion at the September 9 Council meeting on donation and clothing collection bins in the City.

Commissioner Kraemer distributed a list of the employee organization/associations within the City.

Commissioner G. Davis announced that the Commission on Aging Annual Report would be approved at the Council meeting of September 9, 2014.

B. Housing

Chairperson K. Davis reported that she had visited the open house at Welbrook Senior Living and she had viewed two different units. She noted that the studio unit was 500 square feet.

There was a discussion about the Sunrise Assisted Living Facility that was in the process of being built on Hawthorne Boulevard.

Commissioner Miranda stated that he would report on Health under the agenda items for Senior Citizens Concerns and Commissioner Cohen noted that he would report on Elder Abuse/Fraud.

C. Health

Commissioner Miranda stated that he had been conducting training sessions to educate seniors on the merging of Medicare and Medi-Cal coverage.

Commissioner Virobik reported on an article concerning a nursing home that had been using inappropriate kinds and dosages of psychiatric drugs on residents without their permission. She noted that the nursing home had settled a lawsuit with the AARP.

Commissioner Kraemer announced that the new Tower was opening at Torrance Memorial Medical Center.

Chairperson K. Davis reported on an article on the types of carbohydrates needed for a healthy diet.

There was a discussion on a Five Wishes presentation. Commissioner Miranda stated that he would arrange a presentation for the Commission on the Five Wishes program.

Chairperson K. Davis reported on an article by Helen Dennis on the differences between depression and grief.

D. Transportation

None

E. Community Programs

Senior Recreation Supervisor Reed reported that the signups for the next Senior Tours would begin on September 19.

Senior Librarian Deleget announced that the official State grant period for the Brain Boosters kits had ended and she had sent letters to various organizations stating that the kits were now available to borrow from the library. She thanked the Commission for their support of the program.

Senior Librarian Deleget noted that Senior Librarian Coates would be her alternate as liaison to the Commission. Senior Librarian Deleget added that Senior Librarian Coates had received a health program grant and would schedule a time at a future Commission meeting to discuss the program.

Chairperson K. Davis reported that Tracy Drake from the Madrona Marsh had spoken at a Woman's Club meeting and presented the history and development of the Marsh.

F. Focal Point Program

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

July 2014

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| Total number of documented calls: 62 | Total number of callbacks: 8 |
| Miscellaneous calls: 66 | Total number of walk-ins: 29 |
| Total number of calls received: 128 | |
| Of the documented calls: | |
| 16% were for transportation | 38.7% were for housing |
| 34% were for in home services | |

August 2014

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| Total number of documented calls: 52 | Total number of callbacks: 15 |
| Miscellaneous calls: 60 | Total number of walk-ins: 31 |
| Total number of calls received: 112 | |
| Of the documented calls: | |
| 23% were for transportation | 44.2% were for housing |
| 17.3% were for in home services | |

Commissioner Virobik stated that Focal Point had attended a “Seniors, Don’t Be Scammed” presentation. She noted that Wi-Fi service was now available at the Bartlett Senior Citizen Center and at Focal Point, and added that internet service would soon be connected to the computers at Focal Point.

In response to a question from Commissioner Virobik, Senior Recreation Supervisor Reed stated that it was advisable for Focal Point to have a wish list of items which could serve as a guideline for people who wished to give a donation to Focal Point.

There was a discussion on obtaining a computer for seniors’ use at the Bartlett Senior Citizen Center.

Commissioner Cohen stated that his mother had had a very good experience with Focal Point in Florida.

There was a discussion on how useful and effective the Focal Point Directory was to various agencies in the City.

There was a discussion on the Return Home Registry Program through the Police Department.

Senior Recreation Supervisor Reed stated that she would check on available dates for a joint meeting with the City Council.

Chairperson K. Davis stated that she would check with the Police Department Community Affairs Division and the Mayor’s office to arrange times for both to attend a Commission meeting.

G. Elder Abuse/Fraud

There was a discussion on phone scams involving credit cards, jury duty and the IRS. It was decided to inquire whether the information on various scams could be listed in the newsletter from the Bartlett Senior Citizen Center.

9. ORALS/ANNOUNCEMENTS

Commissioner G. Davis discussed the progress of the South Bay Senior Village Program and noted that a steering committee had met and a marketing meeting would be held on September 15. She noted that there were 55 people who were currently interested in the Village program. She explained that the South Bay Senior Village was currently working with Westchester Playa Village and using their liability insurance, their attorney and their staff to vet the volunteer drivers.

Commissioner Virobik stated that the South Bay Village Program needed a grant writer, legal advisor and more volunteers.

10. ADJOURNMENT

The meeting was adjourned at 11:26 a.m. to the regular meeting on Tuesday, October 14, 2014 at 9:30 a.m. in the Hosler Conference Room at the Bartlett Senior Citizens Center.

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| Approved as submitted October 14, 2014 s/ Rebecca Poirier, City Clerk |
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