

**THE CITY OF COSTA MESA
REGULAR MEETING OF THE
SENIOR COMMISSION**

January 12, 2016

The Senior Commission of the City of Costa Mesa, California met in regular session at 9:00 a.m. on Tuesday, January 12, 2016 at the Senior Center, 695 19th Street, Costa Mesa, California.

- 1. Call to Order: Chair Feeney**
- 2. Pledge of Allegiance: Vice Chair Adkins**
- 3. Roll Call**

Commissioners Present: Chair Feeney
 Vice Chair Adkins
 Commissioner Bauermeister
 Commissioner Healey
 Commissioner McGlinn
 Commissioner Perry

Commissioners Absent: Commissioner Krochman

Staff Present: Travis Karlen, Recreation Manager
 Yvette Aguilar, Senior Center Program Administrator
 Samantha Hall, Administrative Secretary
 Jessica Mejia, Deputy City Clerk

- 4. Approval of Minutes of the November 10, 2015 Meeting of the Senior Commission**

MOTION made by Vice Chair Adkins to approve the minutes with amendments. Seconded by Commissioner Healey. Motion carries 6-0 due to Commissioner Krochman being absent.

- 5. Public Comment:**

Public Comment:

1. Sharon Margolis – Sharon Margolis would like to know what the parameters of the Senior Council are. Are they only to overlook the senior center? Senior center services only small percentage of seniors, large percentage comes from other cities. How is the council addressing other issues and is it their duty to do so?
2. Charlene Ashendorf – Costa Mesa resident, commenting on communication: one of the best things we can offer at commission level, increase awareness. If you type in Costa Mesa Senior Center in browser, it still directs you to the old website, if you go to the city website, it's a small, pale blue website and many links are broken. People like myself with trifocals have trouble looking, flash photos are wonderful but extremely small, so you can't look at them and miss many things that are going on in the center. Wonderful that you've adopted a mission and a vision statement, hope that will be on the website and on the Chronicle, speaking of, didn't see

anything mentioning the commission, would like to recommend an article quarterly on the commission, what are you doing at this level? If you can't get the website going, might use Tony to get connected and have a blog on there so we can get connected and know what's going. Facebook page hasn't been updated since 2014, might be another way to get going, like to invite you to Costa mesa lunch only \$10; Mesa Verde book store will be renaming itself February 11.

6. Old Business

Bus Reservations – Progress Report

Yvette Aguilar presents report and recommends that senior commission receive and file this report and review on an annual basis.

Commissioner Healey remarks that the numbers are overwhelmingly that people are getting rides without calling for the request and asks, "How are they getting those rides?" Yvette responds that they (bus riders) are in communication with the driver. Commissioner Healey wants to know if there is a reason why they can't call. Yvette replies that they're just not calling. They're making reservations the day before hand, but we are not going to change that, however, we do request they call in the morning but that's the way it's been done.

Commissioner Perry expresses approval and says this is awesome! You guys are doing a phenomenal job. I love this service, I love that you guys offer this service.

Commissioner Bauermeister says he is pleased with the hotline, and the ability to call in and let concerns be known. Acknowledges that he sees 5 callers were turned away, but read that the bus was full, and to have that communication piece there, and to know [if] people aren't happy with it and why, sounds like you're really addressing the needs of the constituents.

Vice Chair Adkins states that most patrons are making their reservations prior to the day with the driver and asks if they are contacting Elaine today or tomorrow? Yvette replies that they ride on a more regular basis, so they see her [the driver] and we also have a log with all riders. Adkins asks for clarification [on the attached trip log], I'm going to pull up a date: Wednesday October 14, 10 calls, yet 43 trips. How can you have 10 calls and 43 trips, when 10 calls would be 20 trips. Yvette advises that the trips include the people that have made a call before hand. And some people are duplicated, and will ask for two trips.

Chair Feeney also asks for clarification on the total number of trips (duplicated) that first week, for instance, 29 calls, and 100 trips total. And then if they're duplicated, you would take the 109 trips, divided by 2, which gives you 54 trips. And you have 25 calls. Yvette advises if you're assuming that everyone is getting a ride to and from the center, then yes. But that's not the case. Chair Feeney states that 1339 trips provided, divided by 2, that's 670. 295 calls, so the difference is 375 riders did not call in. Majority did not call in, I had a problem with this last time you brought it forward, still have a problem with it. Says in the Chronicle,

specifically in the Chronicle on page 12, that you need to call in from 7:30 – 7:50 on the same day that service is needed. We have over 1100 Costa Mesa residents in our membership and they get the Chronicle, and they assume that they call in 7:30 – 7:50 on that day. Let me clarify for the audience, we have one bus that seats 14 people? Seats 15 people on average, bus only runs twice in the morning, bringing 50 people total to the senior center, if it only seats 15 or 16...

Commissioner Healey corrects Chair Feeney that if the bus transports 15 passengers twice, that would equal 30 Seniors. $15 + 15 = 30$

Chair Feeney agrees that Commissioner Healey is right, 30...and we have 1100 seniors. There's an awful lot of friends that have used the service, we're trying to get new people. The senior commission is to accommodate ALL seniors. There are 20,000 over 65 seniors, and 27,000, over a ¼ of our population, we were appointed to look over ALL of our seniors. I know it picks them up for the hairdresser and for shopping, if you have one or 2 people for the senior center, you're cranking up that bus. My recommendation last July, everybody had to call in, EVERYBODY. No side deals with the driver. Chair Feeney says she did some research and talked with Celeste at Oasis in Newport Beach. They used to use Western Transport and found they are expensive, then hired someone in the city. Van drivers start at \$19 an hour, and add 20% for benefits so \$54k per year. We pay Western Transit \$85k for one year, in essence, we pay Western Transit – we could save \$31,500 per year by hiring our own driver. The reason I picked Oasis is they are expensive. Goes as high as \$34 an hour, 8 years down the road, I can't imagine what Western will charge us in 8 years. If we are able to hire our own employee and have \$31k left over, we could hire another driver part time that could do the reservations and scheduling, and then we have city vans that are used in the parks and rec department and use that van to accommodate more seniors, the thing is with the van, they wouldn't have wheel chair access, so they'd have to be ambulatory. City needs to look at hiring our own driver and using that money for a part time driver and part time driver fills in for the drivers that are sick or on vacation or what not. Oasis has 4 full time and 3 part time, but that's them. But since we only have 1 bus, we need to be a lot more on top of it.

Travis responds that on [monetary] figures, pension liability, I don't know what that figure is but it [the monetary amount] is quite significant. When a new position is formed, has to be vetted through the union, could be different depending on the classification, but we can certainly investigate and give you raw numbers on what that would look like. The direction to the staff was that we were not increasing our workforce, looking at only adding one staff per year in the city, however we can come back with raw numbers.

Chair Feeney says if council members were aware of what we are paying, and I know they ok the contract, and to hire our own employee would be \$25, that's still a savings, the way that the bus scheduling is being handled now is NOT acceptable to me, we're dealing with the same people that we've been dealing with for years. This is the best of both worlds, we can hire a full time and a part time driver. Might have to bite the bullet, I would be more than happy to poll the commissioners and have it put on the next agenda, we want this a discussion with the next council.

Travis says we don't have any current data that supports need for a 2nd bus or a 2nd driver at this time. That's why we suggested to review this annually.

Chair Feeney advises she will be making a motion to bring this item back in 2 months with the following data:

For each day, how many trips are transported to the Senior Center?
How many for other purposes, each day?
How many called in that morning?
How many did NOT call in and made side arrangements with the driver?
And how many made arrangements with the driver, the day before, without calling in?
Each day for 2 months I would like that information, plus what it would cost to hire our own driver. Having that on the agenda, then I will poll the commission in 2 months to ask if they would like to go to city council. So that is my motion. Do I have a second?

Vice Chair Adkins asks for clarification on what the actual motion is.

Chair Feeney repeats her motion and asks for a second.

Vice Chair Adkins seconds the motion.

Commissioner Bauermeister states that it seems that people that want to get here, are getting here, or were given an alternative to get here. The hotline is a good thing as well, don't see that we're having a big problem getting people here. Chair Feeney reiterates that she doesn't think it's appropriate for the bus driver to do the scheduling.

McGlinn stated that part of the reason for pushing this idea is that we need to get more of our population involved. Right now we have, dare I say, an ol' girl's club. Talk to the bus driver, talk to the driver, supposed to call in, but the driver works for us, let's just say look, that's not an acceptable way, you have to call in, I really support what you're doing, and that's why I support your motion. Shut down the activity of the insiders using that bus. I think you did well.

Commissioner Perry remarks that it doesn't appear that the way it's being done is keeping anyone from using, it may not be the ideal way to schedule, but I don't understand the problem.

Chair Feeney says, when the city took it over, we had 300 members. We are probably accommodating how many for the bus each day? Well, it's actually on the report. It varies, that's true, but we need to get more people, and if you're dealing with the bus driver, it's easy for the bus driver to say "the bus is full". Staff is not monitoring the bus, only doing scheduling. Don't want to cut anyone off, the 9:30 bus is mostly coming for lunch. Only other bus is at 8:00 in the morning. 15 people out of 27,000. In the Chronicle, the ad is deceptive, it says to call in in the morning and she's making plans the day before. That's why I asked for those specific items, I want the breakdown daily.

Commissioner Bauermeister alerts that he sees this all too often, sometimes we fix small problems and create much bigger problems. We don't know that these people have access to phones even, [or] if the phone is busy, if people don't pick up. Certainly wanna track it if we see people not getting picked up, but seems like it could create bigger problems [to require a phone call], thinking about my mom, she'd much rather make that appointment than call.

Chair Feeney reminds that originally it had to be the DAY before, now when you look at Oasis and Huntington Beach, they have to make their reservation the day before, they'd just call in between 8 – noon. We need to accommodate the 50 or so people that ride the bus, but also need to accommodate the people that read 'The Chronicle' and want to ride the bus. That's why we need that 2nd bus.

Commissioner Bauermeister advises it doesn't look like from the stats we do.

Travis says we had several people who were speaking on their parent's behalf, but people forget that they're even going to be on the bus.

Commissioner Bauermeister requests the motion to be repeated. If it's just tracking I'm all for that.

Chair Feeney calls for public comments.

Jessica advises that there no speaker cards.

Chair Feeney repeats her motion: [data] for each day; how many are transported to the center, how many called in that morning to use that bus, how many did NOT call in, how many made arrangements the day before?

Commissioner Bauermeister clarifies that this is just to look at the data?

Chair Feeney responds yes, no public hearing.

Audience Bus rider interjects that she didn't sign card but thinks it's a good idea.

Pauline Eline asks only 5 complaints? How large is the bus at the other 2 centers?

Chair Feeney advises that [Newport Beach has] 4 full time drivers, so obviously they have 4 transportation. I do know that they have vans and they go out on Balboa.

Pauline Eline says their seating is much more, this poor woman is going back and forth, back and forth, I agree with what Travis said, I can forget that minute, that morning, there's just too much going on about this, there's so many people, they have cars, they have a person that can take them, that parking lot is jammed right now, it's not from the buses, I don't see but maybe 3 people that were on the bus, I don't see getting into a problem with it, I think some of your things are right on, but there's no problem, why make something more? There's other things to talk about I'm quite sure, there's other problems.

Chair Feeney says, "Ok your time is up. Edwina is next."

Travis asks speakers to go to the microphone.

Edwina Worsham states that she thinks I'm the only one here that rides the bus, seniors have complaints that we don't air out, what Ernie has suggested, I think it would be very beneficial to the bus riders. And that's it.

Chair Feeney thanks Edwina and says that the only comment before making

motion, people have memory lapses, I'm 75 years old, I have a calendar, I never miss an appointment, if I was going to come to the center I wouldn't forget.

Pauline Eline says you're right, you're absolutely right, they've been coming here for so many years, so hard to change a man to be the way you want him to right? It's a habit, the bus driver, they all know her, I'm just saying it's just hard to change.

Chair Feeney replies that some [Seniors] want to take classes and they've called and want to take a class but the bus is full so they can't and I do know that. Chair Feeney also asks what the current rate of pay is for city bus drivers.

Travis responds that he doesn't know what the rate of pay would be, as the city does not currently have any bus drivers.

MOTION: made by Chair Feeney to report on the following data covering a 2 month time span: How many trips to the Senior Center every day? How many trips for other purposes every day? How many called in each morning? How many did NOT call in and made side arrangements with the driver? How much would it cost to hire private driver for Senior Center? Seconded by Commissioner Healey. MOTION carries 6-0 with Commissioner Krochman being absent.

7. New Business

a) Senior Center Budget and Financial Analysis

Yvette presents report.

Chair Feeney asks for questions from staff.

Commissioner Bauermeister says he does have some questions, \$902,000 is what's allotted from the city?

Travis replies that is correct, you should note that DOES include the grants for the transportation.

Commissioner McGlenn advises [that he is] really interested in the cost per member, and the last time we met I was expounding probably too long on the phantom membership, I see we have the possibility of the phantom membership, but in the meantime would like to see the cost of the member, and would like to track that, to see how much per member we're spending in this facility. Think that's valuable information, most valuable as far as I'm concerned, it can stir us to begin to put together a strategic plan that defines goals and objectives and I would think that one of those goals and objectives would be to increase membership in Costa Mesa, and therefore the cost per member would proportionately begin to go down, the re-upping of people who are going to be members of the senior center, think we would see a drop, the cost proportionally will go up from that. That's why I'm looking for the cost per member.

Chair Feeney advises that she has figured it out. 1,711 registered members, for all members = \$524 per member; for just Costa Mesa members it's \$719 per

member.

Travis reminds that revenue we bring in does offset the cost for members.

Commissioner Healey asks if the adopted budget is actual numbers or estimated?

Travis responds this is the actual adopted budget for 15-16.

Commissioner Healey inquires has the city given you a limited budget, a figure that you have to stay within?

Travis responds in every budget, we always try to be as fiscally responsible as we can. If it's something we don't need, or a program that doesn't do well, we don't have it just to have it. Each financial document is vetted through several levels, so maybe a certain level wouldn't agree with, or we wouldn't purchase that item.

Commissioner Healey clarifies just because it's here doesn't mean we spend it?

Travis answers that's correct?

Commissioner Healey reiterates that the salaries are for 14 employees.

Yvette says [that is] correct.

Commissioner Healey asks you have income that comes in every year that offsets some of this? Where are those?

Travis advises I don't have the revenues [with me], but I can bring that and share that with you.

Commissioner Healey says it would give them a better idea.

Travis says I can get you those numbers.

Vice Chair Adkins questions who is not listed in the staff?

Travis replies a 30 hour per week coordinator.

Chair Feeney asks [if there are] any other questions? And then asks [if the] maintenance and operations (\$485,000+ figure) includes the grant for Western?

Travis replies [that] includes \$100,000 Hoag and Western grant.

Chair Feeney notes, in going over the Chronicle, that's \$26k per year.

Travis states, yes, approximately

Chair Feeney asks we have one full time senior center administrator, full benefits

Travis answers that is correct

Chair Feeney advises [that] part time gets no benefits.

Travis corrects [that statement] some get limited medical, comp time benefits, related to their hours.

Chair Feeney asks [why the] senior commission [budget] of \$4,650 isn't put into the costs.

Travis advises [that] in the city, all commissions, all have their own budget.

Chair Feeney asks Travis on the salary and benefits, one other question, is YOUR staff time that you spend on senior time issues, put in here as well?

Travis responds that is correct, my salary is spread out among my areas of responsibility.

Chair Feeney opens Public Comment.

Feeney – any comment cards?

Jessica – no comment cards.

b) Membership Tracking Software – Cost Analysis

Yvette Aguilar presents report.

Vice Chair Adkins asks if this goes into effect, are you going to have something at the front door, would you have something at the front door, right when the doors open up, right there?

Yvette advises probably at the front desk, so staff can monitor it, but doesn't mean you have to slide the card to get in the door.

Travis says [some that] have worked in a community center that used [the] active system, you must acknowledge, so it takes a physical volunteer to acknowledge the card every time. Requesting FY16-17 to review other membership software. Possibly putting out an RFP for a better system.

Vice Chair Adkins asks [if] this would be possibly next year.

Travis says right, the scanner at a cash register, kind of like that.

Vice Chair Adkins reports [that] we have so many seniors complaining right now about signing in that book.

Travis says we understand that, [and advises that the membership software] doesn't have a sign out feature.

Commissioner McGlinn asks [in] looking at the analysis [does that] printer includes software?

Travis advises [we] already own the software

Commissioner McGlinn inquires why wouldn't we use this to enter the building?

Travis advises that's a totally different system, the active system doesn't have a metallic reader.

Commissioner McGlinn says thank you.

Commissioner Bauermeister asks did I hear you're looking at a new system?

Travis responds we are looking for an RFP for a new system, but it is a recommendation that we will be doing, hoping to go for an RFP for a new system.

Commissioner Bauermeister questions so it would be best to go with what you are going to change over to?

Travis answers that is correct, with a new system, we may have to re-purchase all of that equipment at this time. If that gets cut in the budget

Commissioner Bauermeister says Madame Commissioner, seems like we would wait for new equipment

Chair Feeney agrees I would think so.

Chair Feeney opens Public Comment.

Jessica advises no comment cards.

MOTION: made by Commissioner Bauermeister to move forward with new equipment to be compatible with City, as Parks is currently working on an RFP for a new system. Seconded by Commissioner Perry. MOTION carries 6-0 with Commissioner Krochman being absent.

8. Senior Center Program Administrator's Report

Yvette Aguilar presents report.

Chair Feeney says great report.

Vice Chair Adkins corrects: under special events, breakfast with Santa, first of all my name is misspelled, and I wasn't here, but I understand he was really great.

Chair Feeney opens Public Comment.

Jessica says no cards.

9. Commissioners Comments

Commissioner Bauermeister wants to commend staff, says reports are professional and spot on, one of the biggest jobs as commissioners is communication and to report things. Want to praise you. A book Jim Collins wrote, the enemy of great is good, may sound like we're nitpicking, and we are, that's the way to make advancements and to improve things. But job well done.

Commissioner Perry has a couple of questions – may already exist, is there anywhere that lists the volunteer opportunities here at the center? Think that would be a good idea, list the openings, think a lot of people would like to be more involved but don't know how or where. If we're asking for their help.

Yvette responds we DO have it in the newsletter, doesn't list the opportunity, but says that we have volunteer opportunities.

Commissioner Perry again advises that she would like a specific list of opportunities.

Yvette says that we just don't want to limit people if they have a skillset that we are unaware of.

Chair Feeney interjects that [the notice] here it is on page 4.

Commissioner Perry shifts focus to recycling and comments that at the Santa breakfast all of the little water bottles going in the trash, can we have bins at events or around the building? Breakfast was great, well attended, could have fit more tables in, people that didn't get to go, if we squeezed the tables more, other than that, everything you guys are doing is wonderful, excited to be a part of this.

Commissioner Bauermeister asks for information on communications such as website and Facebook.

Travis advises that we can't get into the old senior communication website. The Facebook page is the old corporation's Facebook page, we are continuing to put info out on ours, see if we can look at that page and offer some suggestions. Certainly look into the webpage, can work with the webmaster.

Commissioner Bauermeister wants to ensure the community is able to locate the correct webpages.

Vice Chair Adkins advises I also want to tell you how much I appreciate all the special parties and events, seems like we're having something every few weeks, and want to encourage everyone for the evening of magic and dinner, I understand it's going to be

really good, for \$10 it would be worth it. Would like to see more commissioner's attend.

Commissioner Healey says I too want to commend staff, they have really rallied around and done what we wanted. Want to thank residents for coming. Want to address artwork, we have artwork here, that we are not displaying, but balance it with our own senior's art. So we can see the classes and the work that we are doing. Think it's important to get membership paperwork back in. My mother-in-law has entered her name 3 times, look forward to seeing what the number is going to be at the end. Happy New Year.

Commissioner McGlenn states I think we're making progress, I know there's a lot of work being done to do the right thing. Going to reiterate as I do every meeting, that we need a strategic plan, we now have a mission and vision, we have to define what are the goals, what action items are we going to do, who's responsible for them and what is going to be accomplished. Unless we do that we're just sort of blowing in the wind. Got to get an increase in the number of senior people in Costa Mesa, we're missing out on wisdom. I belong to Oasis, I can see what a vital senior center can look like. Nothing we can't do but if we don't plan it, we won't do it. Good job at this particular point.

Chair Feeney says my comments echo many, you're doing an outstanding job, you came in and everything was new, the staff was new, the seniors embraced the staff, the staff embraced the seniors, I really like that the staff interacts with the seniors, and the seniors appreciate that. I was at breakfast with Santa, then I found out it was our own Chris. This is some heck of a Santa, he was shaking people's hands, the food was awesome, I won't be to the February one, 52 years (wedding anniversary), he better take me somewhere, it's on Valentine's Day.

Commissioner Perry exclaims we're on Valentine's Day too!

Chair Feeney asks when you wrote your letter Yvette, for membership you mentioned it was necessary for CBDG funds, do we get other funds?

Travis answers yes, flooring, painting, new front counter, so they do need accurate reports for demographics.

Chair Feeney says I really do like that the fact that you put a deadline in and you're even going to make phone calls, really follow up with them, that's wonderful. City was closed during Christmas. Our senior center was open that week, from 8 – 1, so that seniors could come for some activity, lunch, whatever. I think that is OUTSTANDING. Cause Christmas can be hard on a lot of seniors if you're alone. With that I'll adjourn the meeting.

10. Adjournment

The meeting was adjourned at 10:30 am by Chair Feeney. The next regular scheduled Commission meeting is scheduled for March 8, 2016 at 9 a.m. at the Senior Center.



Prepared by Samantha Hall
PRC Secretary



Submitted by Travis Karlen
Recreation Manager