

**UNOFFICIAL UNTIL APPROVED**  
**MINUTES FOR THE REGULAR MEETING OF THE**  
**SENIOR CITIZENS COMMISSION**  
**COUNCIL CHAMBERS**  
**5655 JILLSON ST., COMMERCE, CALIFORNIA**  
**WEDNESDAY, APRIL 4, 2018 AT 12:30 PM**

**CALL TO ORDER**

The meeting was called to order by Chairperson Elenes at 12:30 p.m.

**PLEDGE OF ALLEGIANCE  
AND INVOCATION**

Vice-Chairperson Ortiz led those assembled in the salute to the flag and the invocation.

**ROLL CALL**

Chairperson: Elenes  
Vice-Chairperson: Ortiz  
Commissioners: Barragan, Gibson, & Zambrano

Absent: None.

Staff: Senior Center Supervisor Berroteran  
Senior Office Specialist Macias  
Senior Recreation Leader Patricia Perez

**WELCOME/INTRODUCTIONS**

None.

**PUBLIC COMMENT**

Commerce Resident Sharon Basic commented that she is happy with the new transportation change in regards to the Senior trips. She said the drivers are outstanding and very helpful and courteous. She is very disappointed that there are very few Seniors at this meeting. She witnessed many Seniors upset and complaining about the transportation change, but hardly any of them are in attendance.

Commerce Resident Gloria Nezahualcoyotl expressed her frustration with the new Dial-a-Ride service. She praises the transportation staff, however the Dial-a-Ride program has issues. Some Seniors are waiting too long to be picked up and the appointment system is not efficient. She feels the new arrangement is not working out. She is asking that the responsibility be returned to the Senior Center.

Commerce Resident Rosie Ortiz feels disappointed with the new transportation change. She feels there are too many issues with the appointment system as well as being picked up late. She suggested that the Senior Center help the transportation department with appointments.

Commerce Resident Lupe Cervantes asked if it was possible to add a bus pick-up in the Bristow Park area. It would be very helpful to the Senior residents who live in that area.

## **SCHEDULED MATTERS**

### **APPROVAL OF MINUTES**

Commissioner Barragan motioned to approve the minutes of March 7, 2018. Commissioner Zambrano seconded the motion. Motion passed.

### **SENIOR TRANSPORTATION**

Transportation Director Claude McFerguson addressed the Commission. He thanked the Commission for inviting them to make a presentation. He really appreciates the feedback because it gives them a better insight into what they can improve in their operations. The Senior Dial-a-Ride service started up in January of this year. Ridership increased from an average of 800 to 900 people a month to an average of 1600 to 1700 a month. It's a sizeable increase in a short amount of time and the department is trying their best to keep up with the demand. The on-time performance is at 87 percent, however, he is aware they have had some delayed pick-ups. He encourages anyone who may have an issue to please notify them as soon as possible, versus waiting until later, so they can be given the chance to rectify it as soon as they can. The goal of the Transportation Department is to meet the needs of all of their customers.

Transportation employees Martha Alvarez and Sergio Castro gave a bi-lingual presentation on the Senior Dial-a-Ride service. They provided information on the purpose of the service, the rules and procedures, as well as the process to schedule appointments and what to do when individuals need further assistance.

Director McFerguson reported that his department will be hiring additional staff soon to cover the influx of calls and requests. They have also been approved to hire five additional bus drivers to help with the increasing demand for rides. The reason Transportation took charge of Senior transportation is because it is the department's goal to provide more services to the Seniors. It will also allow for more federal funding to be brought to the City which in turn would mean more service to the Seniors. He is asking for the Seniors to please bear with them while they work out their system during this transition time. He wants them to know that it will get better.

### **STAFF REPORTS**

Senior Recreation Leader Patricia Perez reported the Senior Center had a Metro presentation today. The representatives showed the Seniors how to take public transportation.

April 5 Trip to Ronald Reagan Library. It is a \$19 fee for entry.

April 12 Anthem Blue Cross conducting a class on diabetes management at 12:30 p.m.

April 17 the Seniors will be making a luminarias craft for \$2.

April 19 Trip to the Victoria Gardens with shopping and lunch.

April 26 High Tea Event. Cost is \$3.

May 4 will be the Cinco de Mayo celebration. There will be a salsa contest, delicious food, and good music.

## **COMMISSION REPORTS**

Commissioner Zambrano felt it was a good meeting and felt it was great to have Transportation Director Claude McFerguson there so that he could address their concerns in person.

Someone has mentioned to him that the mini-blinds in the exercise room desperately need to be replaced. The two benches in front of the library should be re-painted. Also the paint is peeling off on the handrails going into the Senior Center.

Commissioner Gibson would like the Commission to send a letter of appreciation to Councilmember Altamirano and the Steven's Steak House for the breakfast they provided for the Seniors. She's been asked again as to why Steven's Steak House has not made their restrooms accessible to handicap individuals. Handicap people are really having a hard time getting in and out of the very small bathroom. And they cannot climb the stairs to the second bathroom. Today's Metro presentation was very good and informative. Ann and Pat work very hard for the Seniors and work very hard to get what the Seniors ask for.

Commissioner Barragan reported that she attended the breakfast provided by Mayor Pro Tem Altamirano, Councilmember Soria and Steven's Steak House. The food was delicious. She won a raffle prize. She really enjoyed it. She also attended the 2 mile walk with Ann. She really liked it. She thinks the bus drivers are great. Especially bus driver Manuel Macias. He is always very kind, courteous, and helpful to the Seniors.

Vice Chairperson Ortiz reported that he was surprised to be informed that the Senior softball team has been disbanded. He feels it's a shame and he hopes that the issues can be worked out.

Chairperson Elenes asked Ann why she scheduled the Cinco de Mayo celebration on a Friday during their social club meeting. Ann said she thought they were not having a meeting because it is a Senior Day at Camp Commerce and they usually don't have meetings on Camp days.

## **ADJOURNMENT**

Meeting adjourned at 1:34 p.m. The next Senior Citizens Commission meeting will be held on Wednesday, May 2, 2018 in the City of Commerce Council Chambers.