

South Bay Cities Council of Governments

Services for Seniors Working Group

Tuesday, May 26, 2015 Meeting Minutes

By Jenny Rivera and Grace Farwell

In Attendance: Shaunna Donahue, City of El Segundo; Diane T. Brown, City of Hawthorne; W.J. Bill Meyers, City of Hawthorne Senior Citizens Commission; Michelle Jordan, City of Inglewood; Darryl Kim, City of Redondo Beach; Britt Huff, City of Rolling Hills Estates Council Member, H.E.L.P.; Alvina Narayan, Access Services LA; Kerianne Lawson, Beach Cities Health District; Isabel Rodriguez, City of Hermosa Beach Resident; Sherry May, Palos Verdes Peninsula Village; Linda Collins, City of Inglewood Resident; Jeffrey Robinson, Guest Speaker – Area G Disaster Management; Jacki Bacharach, SBCCOG; Grace Farwell, SBCCOG; Steve Lantz, SBCCOG; Aaron Baum, SBCCOG

1. Welcome and Self Introductions
2. Grace Farwell recapped highlights from previous meeting
3. Overview of Disaster Management and Disaster Plans for the Older Population
 - Jeffrey R. Robinson, CEM, TLO
 - Jeffrey is the Disaster Management Area Coordinator and Executive Director for Area G. He assists in disaster planning and training for the 14 Cities of the South Bay Area (not including Carson) in Los Angeles County. He is also the liaison of those same cities in the Los Angeles County Office of Emergency Management.
 - His approach to disaster preparedness is education and common sense planning (don't make it harder than it is; think about what is needed to survive and then expand on it). Plans should include water, food, medication (include an extra week of meds; start ordering refills 2-3 days earlier each time as it takes approximately 3 months to accumulate an extra week's worth of meds), extra pair of eye glasses, etc. Put together a little backpack with special shoes, socks, underwear, soft clothing. The first 3-4 days following a disaster are very tough.
 - City staff working with older adults should talk with older adults individually; help them identify what they can do for themselves; help with the planning process. Learn about your city's disaster plan(s). Can also send messages through Next Door.
 - Provided Resources:
 - ✓ SNAP Pamphlet – Specific Needs Awareness Planning. A web based disaster registry system in Los Angeles County: <http://snap.lacounty.gov>. Anyone with Disabilities or Access and Functional Needs living in the County of Los Angeles should register with this system.
 - ✓ Disaster Preparedness For Seniors by Seniors (American Red Cross) http://www.redcross.org/images/MEDIA_CustomProductCatalog/m4640086_Disaster_Preparedness_for_Srs-English.revised_7-09.pdf

- ✓ Just In Case: Emergency Readiness for Older Adults and Caregivers (US Dept. of Health and Human Services, Administration on Aging)
http://www.aoa.gov/AoA_Programs/HCLTC/Caregiver/docs/Just_in_Case_030706_links.pdf

4. Lyft Transportation Services for Seniors

- Emily Castor, Director of Transportation Policy was not able to attend. Aaron Baum SBCCOG Environmental Analyst / EV Program Manager spoke about Mobility Options.
 - Aaron provided general information on Lyft Transportation Services. This prompted a discussion and comparison of existing services. Many of the attendees were able to give an account of their experiences with Lyft and Uber as well as personal preferences on these two. One comment: Lyft's mobile app does not provide actual trip rates. This lack of information gives seniors uncertainty of how much they will spend on a trip when they have to budget expenses carefully due to fixed incomes. Some said Uber was more economical when comparing prices for the same trips. Both are similar in comparison when it comes to customer service as it was noted that the same drivers work for both services. Also discussed was Dial-A-Ride, most attendees who have experience with this service agreed that this choice was the least expensive for the customer but also lacks customer service and some of the app features Uber offers, such as knowing your driver in advance and tracking your trip.
 - Discussion regarding seniors who are technology savvy and those that are not and may refuse to learn. It is estimated that approximately 60% to 70% of seniors served by those in attendance do not have or know how to operate a smart phone. Although the use of technology and accessing valuable information through apps and the use of the web may seem like a beneficial factor for seniors, things such as fear of the unknown and lack of understanding plays a big role on seniors resisting the use technology. It was agreed that a method has to be developed to entice seniors to be receptive to learning and using technology to aid them in becoming more independent.
 - Another topic discussed was door through door services. While it is physically and emotionally healthy for seniors to get out and about to get their own necessities, it is just as important to have the choice of having services delivered to their homes. Vons and other local grocery stores will deliver to your door. Some pharmacies and even office suppliers will also accommodate delivery. There are web based retailers, such as Amazon that have a wide range of available products and services with fast delivery.
 - Aaron presented a video as "food for thought" regarding Self Driving Vehicles. In the South Bay, 66% of trips are local and have a range of 7 miles. Having mobility options in place enables seniors the freedom to access basic everyday needs while being environmentally friendly. Looking to the future in terms of mobility, Aaron discussed self-driving cars, as well as the need for slow speed lanes for bikes, Segways, slow-speed cars, etc.

5. Additional Comments and Discussion

- Health care providers can reach everyone – hospital social workers – brochure re: preparing your life after surgery. Brochure available from Beach Cities Health District and Torrance Memorial Medical Center.
- Create class that sounds benign to learn smartphone. But need to do things on a daily basis. Too often, people don't remember passwords even when set up.
- On the Move very successful in El Segundo (max of 12 and always filled)

6. Follow-up Actions

- Grace Farwell is to follow up on the outcome of presenting the “Best Cities for Successful Pledge” to the SBCCOG Board of Directors.
 - The Board of Directors determined it was best to send to each city for consideration.
 - Jacki Bacharach sent it to each city.

7. Next meeting – Tuesday, July 28, 2015 @ 9:30 am