

South Bay Cities Council of Governments

Services for Seniors Working Group

Tuesday, January 26, 2016 Meeting Minutes

By Grace Farwell

In Attendance: Dylan Doukakis, City of El Segundo; Bill Meyers, City of Hawthorne Commission on Aging; Isabel Rodriguez, City of Hermosa Beach Parks & Recreation Commissioner; Michelle Jordan, City of Inglewood; Sandy Marchese, City of Palos Verdes Estates/PVE-CARES; Meghan Ballard, City of Redondo Beach; Alexa Davis, City of Rolling Hills Estates; Britt Huff, City of Rolling Hills Estates Council Member, H.E.L.P.; Cindy Snodgrass, City of Torrance; Bea Virobik, City of Torrance Commission on Aging/South Bay Village; Ghislaine (Ges) Davis, City of Torrance Commission on Aging/South Bay Village; Sherry May, Palos Verdes Peninsula Village; Sarah Wiltfong, Assembly Member David Hadley; Debra Petersen, Palos Verdes Library District; Deb Ripley, Palos Verdes Library District; Tara Guden, Beach Cities Health District; Eric Haack, Access Services LA; Danielle Valentino, LA Metro; Rhonda Ozanian, Bluedot; Jacki Bacharach, SBCCOG; Aaron Baum, SBCCOG; Grace Farwell, SBCCOG; Steve Lantz, SBCCOG; Guest Speakers: Katie Miller, uber; Scott Lien, grandPad

1. Welcome and Self Introductions
2. Minutes from the December 1, 2015 were approved. Motion made by Ghislaine (Ges) Davis and seconded by Bea Virobik.
3. Scot Lien, Co-Founder and CEO of grandPad, and Katie Miller, Marketing Manager of uber, were the guest speakers.
 - grandPad is a simple and safe tablet-based solution and private network that connects the core family with a platform built for seniors
 - grandPad “kit” includes tablet, charger, case, setup, stylus, shipping, LTE internet connectivity, capability to make telephone calls (and international calls), high-touch customer support, damage and theft insurance and replacement, software maintenance and upgrades, cloud data storage
 - Cost is \$60 per month; price is not expected to go up, rather may decrease over time
 - grandPad comes with 20 apps; uber is first 3rd party app; testing others, including misfit
 - Currently only available in English; Spanish is next; interest in Japanese; still easy to use as it is picture-oriented
 - Uber and grandPad have recently partnered as a way of making scheduling rides easier, all at the push of a button
 - Most technology is designed for youth and not designed for older adults; it can be too complex and frustrating

- Transportation is a big issue for older adults throughout the South Bay. Dial-a-ride services are very limited; Access Services, for those who qualify, can be very difficult; and having to rely on family and friends for trips to the market, doctors' offices, pharmacy, etc. can be stressful
 - Seniors are the biggest group of people who cancel or change doctors' appointments, and that is due, in large part, to being dependent on someone else for a ride
 - Seniors can feel disconnected and be stuck at home with no alternatives. This isolation can lead to depression and reduced life expectancy
 - Uber and grandPad are in the process of putting together a proposal to work with the SBCCOG and cities in the South Bay to develop a pilot project utilizing grandPads to schedule uber rides
 - Concerns related to types of drivers for uber and safety factor for seniors. Uber does a national background check, DMV, criminal, etc., but at this time no fingerprinting; there is a rating system following ride – rider can rate up to 5 stars
 - The SBCCOG cities have been asked to provide the following information:
 - What are the current programs in place to serve seniors in your city?
 - How much do those programs cost? Eligibility? Fare media, i.e. vouchers? Tickets?
 - What is the average time and distance seniors are traveling?
 - What are the major pain points to your current programs? (i.e. cost, inconvenience, etc)
 - How much are you spending for these programs?
 - In what way are the family members of the seniors in your community involved? Do you have direct communication with them or a way to market to them?
4. "Senior" Update from Assemblyman David Hadley's office
- Sarah Wiltfong, District Director mentioned that there will be Senior Forums in the Spring. She asked for ideas for topics.
5. Follow-up Actions
- City staff were asked to complete the questionnaire sent previously regarding transportation information and amount of money city's spend on these programs
 - Be on the lookout for additional requests from uber and grandPad as they put together a proposal for a pilot project in the South Bay
6. Next meeting – **Tuesday, March 22, 2016 @ 9:30 am**