

**TRUMBULL SENIOR CITIZEN COMMISSION**  
**MINUTES**  
**June 22, 2012**

**Commission members in attendance:** Linda Ciocci, Chairperson; Helen Weinstein, Secretary; Connie Cleary; Gary Raytar; Dorothy Merritt, Alternate.  
**Commission members not present:** Joan Mehlhorn, Vice Chairperson; Dee Chiota; Amy DeZenzo; Fran Hanna; Rita Grossi, Alternate.  
**Non-Commission members present:** Jean Ferreira, Senior Center Director.  
**Public Attendance:** Eric Cerino and Sylvia Jones.

*Meeting called to order: 10:00AM*

**Public Session:** Center member Sylvia Jones presented a publication entitled “Trumbull Answerbook 2012” and directed attention to a listing on page 10 (copy filed with minutes at Town Hall) indicating that the Center at Priscilla Place “houses the Senior Center and Teen Center”. She stated her opposition to the relocation of the Teen Center to the 23 Priscilla Place facility and shared recollections of issues that had occurred when the Teen Center was located on Priscilla Place before. Brief discussion followed, and L. Ciocci pledged to investigate whether or not the listing was in error, stating that neither she nor the Center Director had been notified of the matter. She further thanked S. Jones for bringing the issue to the attention of the commission.

Eric Cerino introduced himself to the commissioners. Eric has joined the Senior Center staff as a summer intern, providing administrative assistance in the Senior Center office. Also, he has initiated a beginner-level computer class open to all members. The commissioners welcomed him and thanked him for his contributions.

L. Ciocci closed the Public Session at 10:16am.

**Approval of Minutes:** Amended the minutes of May 25, 2012 as follows:

**Page 2**, under **Old Business**, first paragraph, line 4, change “... *forward to the ...*” to “... *forwarded to the ...*”.

**Page 2**, under **New Business**, second paragraph, line 4, change “... *attend accept for ...*” to “... *attend except for ...*”.

**MOTION** by H. Weinstein to approve the minutes of May 25, 2012 as amended, seconded by C. Cleary.

**VOTE:** Motion carried unanimously.

**Chairperson’s Report:** L. Ciocci informed the commissioners of a request by Center member Jennie DiBenedetto to have her late husband’s name included on the Senior Center Memorial Plaque which is displayed at the Center. J. DiBenedetto also would like to give the Center a plaque that was presented to her late husband so that it, too, can be displayed at the Center. J. Ferreira provided background information, noting that the latter plaque was presented to Mr. DiBenedetto in appreciation for his service and dedication to the Center. Discussion followed to establish the difference between this plaque and the Senior Center Memorial Plaque. D. Merritt shared a copy of the guidelines (copy filed with minutes at Town Hall) established for the latter. J. Ferreira expressed support for a “wall of

honor” that could be established at the Center where items, such as the recognition plaque for Mr. DiBenedetto, could be displayed. D. Merritt reminded all that a plaque exists that predates the Memorial Plaque and it, too, could be included in the display. The commissioners indicated support for this idea, stipulating that items considered for inclusion in a “wall of honor” display would require their final approval; acceptance of Mr. DiBenedetto’s plaque was agreed upon. L. Ciocci agreed to contact J. DiBenedetto, and J. Ferreira agreed to move forward with the “wall of honor” concept.

L. Ciocci asked for an update on the status of the cable service received at the Center. G. Raytar stated that he spoke with a representative of the cable service provider and with Jim Henderson, the Town Auditor, and has confirmation that the Center is receiving cable service in an appropriate manner.

L. Ciocci asked for an update on the status of the \$20,000 grant earmarked for the proposed kitchen upgrade(s). J. Ferreira stated that Allen White, Director of Facilities, has taken over the process at this point and that all questions going forward should be directed to Mr. White.

L. Ciocci asked D. Merritt for confirmation that she has resigned as Treasurer for the Senior Citizens’ Commission. D. Merritt confirmed her resignation.

**Secretary Report:** None.

**Center Director Report:** J. Ferreira provided commissioners with a copy of the *Performance Audit of the Trumbull Senior Center/Internal Audit Follow-Up Report* dated June 14, 2012 (copy filed with minutes at Town Hall) prepared by James Henderson. G. Raytar shared input received from J. Henderson, but not included in the formal report, that commission meeting minutes “were vague”. Commission Clerk, D. Donahue, indicated that she was adhering to the guidelines established by *Robert’s Rules of Order* which state “Not only is it not necessary to summarize matters discussed at a meeting in the minutes of that meeting, it is improper to do so. Minutes are a record of what was done at a meeting, not a record of what was said. [RONR (11th ed.), p. 468, ll. 16-18; see also p. 146 of [RONRIB](#).]”. Discussion of availability of tapes used to generate minutes followed; G. Raytar agreed to follow up on procedural guidelines for storing tapes and for gaining access to same. J. Ferreira proceeded to discuss the specific topics included in the audit report, providing background information on the formal responses and on the follow-up segments featured in the report. Lengthy discussion followed as the commissioners brainstormed on ways to improve the Senior Center operational and accounting procedures incorporating the findings of the audit. L. Ciocci requested that the clerk forward copies of the meeting materials to those commissioners not present to enable review of same prior to the next meeting. L. Ciocci further requested that a review of the *Performance Audit of the Trumbull Senior Center/Internal Audit Follow-Up Report* be placed on the Agenda for the September meeting so that commissioners can vote on implementing suggestions found in the audit report. J. Ferreira agreed to seek assistance to amend issues with the computerized accounting procedures currently used.

**Old Business:** None.

**New Business:** L. Ciocci directed attention to the proposed Services and Transportation Surveys (copies of each filed with the minutes at Town Hall) provided by the Director. The Director first explained the details of the transportation service as currently implemented in accordance with the *Trumbull Senior Transit General Statement of Duties and Regulations* (copy filed together with

minutes at Town Hall). Specific references to “door-to-door” service, as featured in many current informational sources used by the Center and by the Town of Trumbull, were discussed. Details on issues of liability associated with door-to-door service were discussed. Agreement was reached that the references to transportation services must be changed from “door-to-door” to “curbside”. Remaining elements of the proposed Transportation Survey were discussed, with suggestions/corrections established. Discussion of the specifics of the proposed Services Survey followed, and it was noted that the multiple opportunities within the proposed survey for suggestions and/or feedback would work toward improving the operation of the Senior Center. L. Ciocci suggested changing the Senior Center membership age requirement from 60+ to 55+. J. Ferreira stated that consideration of expanding the operational hours of the Senior Center may be appropriate to include together with the proposed age requirement change and added that any such changes may require an amendment to the Town Charter. Pros and cons of these proposed changes were considered; ultimately, the commissioners agreed to add the proposals as a feedback question on the Services Survey. Optimal methods for distribution of both surveys were discussed. The commissioners agreed that both surveys should be finalized for distribution (within the August Senior Citizens’ Newsletter and via the transportation drivers) over the summer months.

G. Raytar informed the commissioners that food and beverages were being consumed outside the Snack Bar and/or Nutrition Room and shared his concerns that this activity promoted potential issues (ants, rodents) of concern specifically to the items stored in the Food Pantry. J. Ferreira confirmed that policy exists prohibiting such activity and agreed to follow-up on this issue. G. Raytar added that he had been approached by Center members requesting that disposable cups be made available adjacent to the Center water fountains and agreed to follow up on that request. G. Raytar also announced an upcoming food drive at Porricelli’s Market from 10AM to 2PM on July 7<sup>th</sup> & 8<sup>th</sup> to benefit the Food Pantry, emphasizing that the inventory currently is very low.

D. Merritt provided information on a Telephone Reassurance program currently operating in the Town of Monroe and suggested implementing same for the Town of Trumbull. Pros and cons of this program were discussed. J. Ferreira suggested that a representative of the Senior Citizens’ Commission could attend the next Police Commission meeting to seek further information and feedback on this program. L. Ciocci asked D. Merritt and C. Cleary to go forward with this suggestion.

The next meeting of the Trumbull Senior Citizen Commission is scheduled for Friday, September 28, 2012, at 10:00AM.

**MOTION** was made by D. Merritt to adjourn the meeting, seconded by C. Cleary.

VOTE: Motion carried unanimously.

Adjourned: 11:32AM

Respectfully submitted,

---

Diane Donahue, Clerk

**Trumbull Senior Commission Meeting  
June 2012**

**Finance Report: See Attached report**

**Audit report attached**

Trumbull Senior Commission Special Agency- 7213-1300-75-522205

APRIL 2012

Date	Description	Reqs (-)	Deposit (+)	Remarks	Balance
5/1/12				BEGINNING BALANCE	\$26,169.72
6/1/12	Jazzercise II class	\$105.00		jazzercise class in April	\$26,064.72
6/1/12	art class	\$275.00		Art class for May	\$25,789.72
6/1/12	Jazzercise II class	\$175.00		classes for May	\$256,147.72
6/1/12	Chair Exercise	\$150.00		classes for May	\$25,464.72
6/4/12	MEMBERSHIP		\$131.00	MEMBERSHIP WEEK ENDING JUNE1	\$25,595.72
6/4/12	MEMBERSHIP		\$257.00	MEMBERSHIP WEEK ENDING JUNE1	\$25,852.72
6/1/12	ADS FOR NEWSLETTER		\$595.00	NORTHBRIDGE AND PARENTE	\$26,447.72
6/5/12	MEMBERSHIP FOR JUNE		\$309.00	MEMBERSHIP WEEK ENDING JUNE8	\$26,756.72
6/8/12	MEMBERSHIP		\$146.00	MEMBERSHIP WEEKENDING JUNE 8	\$26,902.72
6/8/12	MEMBERSHIP		\$177.00	MEMBERSHIP	\$27,079.72
6/13/12	MEMBERSHIP		\$163.00	MEMBERSHIP WEEK ENDING 6/14	\$27,242.72
6/13/12	MEMBERSHIP		\$232.00	MEMBERSHIP	\$27,474.72
6/19/12	SMILE-A-WHILE	\$233.91		REMAINDER OF LAST YEAR \$500.00 GRANT	\$27,240.81
6/19/12	MEMBERSHIP		\$187.00	MEMBERSHIP	\$27,427.81
6/19/12	MEMBERSHIP		\$245.00	MEMBERSHIP	\$27,672.81
	0				

TOWN OF TRUMBULL  
CONNECTICUT

DEPARTMENT OF FINANCE

TELEPHONE  
452-5000



CHECK REQUISITION

DATE 6/19/10

AMOUNT \$233.91

INVOICE # \_\_\_\_\_

ACCOUNT 7213-0075-522205

VENDOR # \_\_\_\_\_

PAYEE Joy Koch

ADDRESSEE 196- New Haven Ave #430  
Derby, Ct. 06418

FEDERAL IDENTIFICATION # \_\_\_\_\_

IF EMPLOYEE, EMPLOYEE PAYROLL # \_\_\_\_\_

PURPOSE \_\_\_\_\_  
Supplies - Remains of \$500.00  
from last allotment

REQUESTED BY [Signature]

DEPARTMENT Ceds

APPROVED \_\_\_\_\_

**SMILE AWHILE****JOY KOCH**

196 New Haven Avenue #430

Derby, CT 06418

Phone 203-735-2457

**INVOICE**

INVOICE #[100]

DATE: JUNE 14, 2012

**TO:**

Trumbull Senior Center

Priscilla Street

Trumbull, CT 06611

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
100.	Booklet Copies	.10	10.00
	DVD/CD Sleeves		30.82
	Stars (Dollar Store)		21.27
	Harris Communication DVD (God Bless America)		33.50
	David Wertman DVD Technical services rendered		125.00
	Shipping costs		4.10
	Costume misc.,( pigs, ears, etc.)		9.22
SUBTOTAL			233.91
SALES TAX			-
SHIPPING & HANDLING			-
TOTAL DUE			233.91

Make all checks payable to Joy Koch

If you have any questions concerning this invoice, contact above named.

Bridgeport Avenue Shell  
 99 Bridgeport Avenue  
 Shelton, CT, 06484-3254

086902-B002

05/26/2012 12:16:38 PM

Sales Receipt

Product Description	Sale Qty	Final Price
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Frvr LA Statehood	1	\$0.45
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First-Class Parcel (Domestic)	1	\$2.80
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(Domestic)

(GOSHEN, MA 01030)

(Weight: 0 Lb 7.45 Oz)

Del Conf	1	\$0.85
----------	---	--------

Total \$4.10

Cash \$5.10

Change (\$1.00)

Thank you!

Bill #: 1-14103-1-626422-1

Clerk: CLERK1

All sales final on stamps and postage

U.S. Postal Service Delivery Confirmation Receipt

DELIVERY CONFIRMATION NUMBER: 0312 0090 0003 3555 1212

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*Must shipping*

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David Wertman

DAVID WERTMAN



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SIBTOTAL		28.98

Standard Tax 6.35% 1.84

TOTAL \$30.82

Novus 30.82

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TOTAL ITEMS 2



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Billing Information:

ending in 2287 [Change](#)

Billing Address:

Same as shipping address [Change](#)

Gift Cards & Promotional Codes:

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Order Summary

Items:	\$9.22
Shipping & Handling:	\$0.00
Total Before Tax:	\$9.22
Estimated Tax To Be Collected:	\$0.00

Order Total: \$9.22

Estimated shipping: May 23, 2012 - May 24, 2012

Choose a shipping speed:

Standard (3-5 business days)



Elope Pig Nose Ear Tail Set

Elope Inc.  
\$9.22

Quantity: 1 [Change](#)

Sold by: TheJungleStore

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## Town Government

### Where are the town offices?

Trumbull Town Hall is at 5866 Main Street. The Recreation Department and Trumbull Monroe Health District are across Church Hill Road in Victorian house known as the Judge Aram Tellalian Building.

The Public Works Highway Department is on Middlebrooks Ave. The Center at Priscilla Place on Priscilla Place in the Nichols section of town, houses the Senior Center and Teen Center and Human Services Department.

Town offices are open from 9 to 5., Monday through Friday.

### Does the town have an official website?

Yes. It is [trumbull-ct.gov](http://trumbull-ct.gov). The town also maintains a presence in various social media, using the "Town of Trumbull" handle on both Facebook and Twitter.

### Who is the chief executive of the town?

The first selectman is Timothy M. Herbst, a Republican elected in 2009. At the time of his election, Herbst, then 29, was the youngest chief executive of any town in the state.

There also is a 21-member Town Council, which is responsible for directing the administration, policy-making and daily affairs of the town. The first selectman handles day-to-day administration, while the board handles major decisions. The first selectman is a full-time, salaried position.

The council meets once a month on the first Monday in the council chambers in Town Hall. The minutes of each meeting are on the town website, [trumbull-ct.gov](http://trumbull-ct.gov). Visit the website for

the agenda or check with the Town Clerk's office.

### Is there a directory of town officials?

Yes. Town officials are listed on the town's website, [trumbull-ct.gov](http://trumbull-ct.gov). There is also a list of officials and elected board members in this section of the AnswerBook.

### What is the town's budget?

The approved town budget for 2012-13 is \$155.2 million, an increase of 4.5% over the previous year, with about \$89 million of that dedicated to funding the town's public schools.

The complete town budget is online at [trumbull-ct.gov](http://trumbull-ct.gov).

### What is the town's bond rating?

Moody's has given the town a rating of AA2.

### What is the current tax rate

The current tax rate is 30.71 mills. This represents a real tax of \$30.71 on each \$1,000 of assessed value. Houses are assessed at 70% of their market value. If a house is assessed at \$300,000, the real estate taxes would be \$9,213.

### How often is property revalued?

State law requires a revaluation every five years, with a site visit every 10 years. Trumbull completed a revaluation in 2011. The most recent revaluation and information about each prop-

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## DRAFT FOR MEMORIAL PLAQUE

### PURPOSE

To memorialize any individual who contributed generously to the Trumbull Senior Center.

### QUALIFICATIONS

The Senior Center's Memorial Plaque was originated by the appointed commissioners during the 2010-2012 timeframe. Commencing in 2010, individuals who contributed generously of their time and talent to the Trumbull Senior Center will be recognized on the Memorial Plaque. There will be one commissioner and/or volunteer selected for the plaque.

### CRITERIA

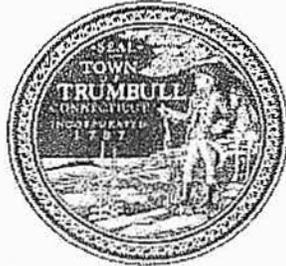
This person will be nominated by the Director and/or a Commissioner with the approval of a majority vote by the Senior Center's Commissioners.

### FUNDS

Funds to establish and maintain this plaque will be taken from the Senior Commission account.

### PLAQUE

This memorial recognizes individuals for their commitment and generosity to the Trumbull Senior Center.



# Performance Audit of the Trumbull Senior Center

Internal Audit Follow-up Report

TOWN OF TRUMBULL, CT

June 14, 2012

James W. Henderson

Financial/Accounting Controls Analyst

Town of Trumbull  
Office of the Financial/Accounting Controls Analyst

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Town of Trumbull  
Office of the Financial/Accounting Controls Analyst

**Foreword**

The internal audit function is an important tool of management for maintaining the integrity, efficiency and the effectiveness of financial systems and other management controls that are in place. The conducting of an effective internal audit is necessary to promote high standards of corporate governance.

Performance audits are defined as engagements that provide assurance or conclusions based on an evaluation of sufficient, appropriate evidence against stated criteria, such as specific requirements, measures, or defined business practice. A performance audit also provides objective analysis so that management and those charged with governance and oversight can use the information in this report to improve program performance and operations, reduce costs, facilitate decisions by those who are responsible to oversee or initiate corrective action and contribute to public accountability.

During the months of July and August of 2010 I conducted an internal audit review of the Trumbull Senior Center. That report documented eleven audit finding recommendations for implementation. This follow-up report is intended to be a reminder to the Senior Center Commission of those recommendations as well as an update to the Board of Finance on the progress of implementation of those recommendations as well as any new audit recommendations.

As part of the audit process I interviewed personnel at the Trumbull Senior Center and made various field observations. This follow-up review investigated the daily operations of the Senior Center and compared them to the standards of the National Institute of Senior Centers (NCOA).

The Senior Center Commission should only seek accreditation after making the recommended remedial changes to its culture and structure. Until the major recommendations of the prior audit report are implemented it would not be a worthwhile endeavor to seek accreditation at this time.

Respectfully submitted,



**James Henderson**  
**Financial/Accounting Controls Analyst**

## **Executive Summary**

This performance follow-up audit uses the National Institute of Senior Centers self –assessment guidelines as a basis to determine if the Trumbull Senior Center is meeting its mission in a nationally accepted professional manner. The basis utilized is compliance with nine standards of senior center operations.

### **Standard 1: Purpose**

A senior center shall have a written statement of its mission consistent with the senior center philosophy. It shall also have a written statement of its goals and objectives based on its mission and on the needs and interests of older adults in its community or service area. A senior center shall have written action plans that describe how its program will achieve goals and objectives. These statements shall be used to guide the character and direction of the senior center's operation and program.

### **Standard 2: Community**

A senior center shall participate in cooperative community planning, establish service delivery arrangements with other community agencies and organizations, and serve as a focal point in the community. A senior center shall be a source of public information, community education, advocacy, and opportunities for older adults.

### **Standard 3: Governance**

A senior center shall be organized to create effective relationships among participants, staff, governing structure, and the community in order to achieve its mission and goals.

### **Standard 4: Administration and Human Resources**

A senior center shall have clear administrative and human resources policies and procedures that contribute to the effective management of its operation. It shall be staffed by qualified personnel paid and volunteer capable of implementing its program.

### **Standard 5: Program Planning**

A senior center shall provide a broad range of group and individual activities and services that respond to the needs and interests of older adults, families, and caregivers in its community or service area.

### **Standard 6: Evaluation**

A senior center shall have appropriate and adequate arrangements to evaluate and report on its operation and program.

Town of Trumbull  
Office of the Financial/Accounting Controls Analyst

**Standard 7: Fiscal Management**

A senior center shall practice sound fiscal planning and management, financial record keeping, and reporting.

**Standard 8: Records and Reports**

A senior center shall keep complete records required to operate, plan and review its program. It shall regularly prepare and circulate reports to inform its governing structure, its participants, staff, funders, public officials, and the general public about all aspects of its operation and program.

**Standard 9: Facility**

A senior center shall make use of facilities that promote effective program operation and that provide for the health, safety, and comfort of participants, staff, and community.

### Background

Generally accepted government auditing standards require me to follow-up on all significant findings and recommendations to determine whether the areas audited have taken timely and corrective actions. The continued attention to significant findings and recommendations is necessary to ensure that the organization realizes the full benefits of the audit process.

In order to effectively monitor progress on findings and recommendations, I am maintaining a database of all audit findings that have been included in my reports. I will notify the Senior Center by memo regarding outstanding findings and ask that they respond back to me about their progress towards resolving those findings. Once the Senior Center responds, I will schedule a site visit so that I can observe any changes they have implemented and test the effectiveness of those changes to the overall operation of the Center. Those findings that have been satisfactorily addressed will be marked as such in my database and will require no future audit review. Those findings that are not fully implemented will not be marked in the database and will continue to appear on my future follow-up reports to the Board of Finance. Partial implementations will be noted as such and referenced for future follow-up review and completion.

### Purpose

The purpose of this audit is to determine the progress the Senior Center Commission has made in implementing the planned actions to address the audit findings of the performance review report issued on September 16, 2010.

### Scope

The scope will be the review and testing of audit findings that relate to the established criteria of the “**Minimum Standards for Senior Centers**” as developed by the National Institute of Senior Centers in conjunction with the National Council on Aging (NCOA).

### Methodology

As I have described in the background section above, a database will be utilized to track the status of all reported audit findings. Limited observation and test work will be performed to determine the effectiveness of any actions taken by management in response to the documented audit findings. I will review any on-going concerns with the Senior Center Commission, revise implementation plans and dates as required, and prepare a written report documenting those reviews.

I conducted this follow-up audit in accordance with **Generally Accepted Government Auditing Standards**. Those standards require that I plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for my findings and conclusions based on my audit objectives. I believe that the evidence obtained provides a reasonable basis for my findings and conclusions based on my audit objectives.

**Town of Trumbull**  
**Office of the Financial/Accounting Controls Analyst**

In applying these **Generally Accepted Government Auditing Standards**, I am responsible for using my professional judgment when I establish the scope and methodology for my work, determining the tests and procedures that should be performed, conducting the work, and reporting the results. I need to maintain integrity and objectivity when performing this work to make decisions that are consistent with the broader public interest in the program or activity that is under review. When reporting the results of my work, I am responsible for disclosing all material or significant facts that I know which if not disclosed could mislead knowledgeable users, misrepresent the results of my findings, or conceal improper or unlawful practices.

## **Recommendations Follow-up Review**

### **1) The Senior Center does not have a formal Mission Statement**

**Senior Center Commission response was:** *The Senior Center Director will compose a mission statement which will be reviewed and approved by the Trumbull Senior Center Commission.*

**Follow-up:** The Senior Center Commission has developed written statements that express its basic purpose and mission. The mission statement has been included in a pamphlet suitable for distribution to the public and Senior Center patrons. The Mission Statement document has been approved by the Senior Center Commission at its May 20, 2011 meeting.

**Recommendation is implemented**

### **2) Goals and objectives of the Senior Center should be detailed and measurable**

**Senior Center Commission response was:** *Goals and objectives will be composed by the Director which will be reviewed by the Senior Commission.*

**Follow-up:** The Director in conjunction with the Senior Center Commission has developed goals and objectives that will be included in a pamphlet that will be made available to the public. Per the original audit report they will be reviewed annually and modified as needed by the Senior Center Commission to reflect changes in either the service area or in the program level of service. The Senior Center Commission has approved the goals and objectives that were formulated at its May 20, 2011 meeting.

**Recommendation is implemented**

### **3) Governing documents should be developed**

**Senior Center Commission response was:** *Senior Center by-laws and charter does not exist other than for the Senior Commission itself. This item must be discussed with the First Selectman.*

**Follow-up:** The Senior Center Commission has developed a formal set of written by-laws that detail the organizational structure and the rules and responsibilities of its component groups. The Senior Center Commission has of this date not formally discussed the implementation of the by-laws with the First Selectman.

**Recommendation is not implemented**

4) Insufficient number of qualified personnel paid and unpaid

**Senior Center Commission response was:** *Staffing will be discussed by the Senior Center Commission and a decision to create a thirty-five (35) hour position will be at the discretion of the First Selectman.*

**Follow-up:** Budgetary constraints have prevented the hiring of a full-time thirty-five (35) hour per week employee. The number of unpaid volunteers to assist in the operations of the Senior Center has increased. This has enabled the Director to devote more time to the administrative and supervisory duties of her position at the Center.

**Recommendation is partially implemented**

5) Personnel policies and procedures should be incorporated into a manual

**Senior Center Commission response was:** *Many of these items are civil service matters and will be discussed with the Chief of Staff. We are looking for a booklet or employee manual. Senior Center staff is part-time except for the Director who is a union employee with a separate policy and grievance procedure.*

**Follow-up:** The personnel policies and procedures have been developed but, still need to be discussed with the Chief of Staff as well as the Civil Service Director before they can be implemented by the Senior Center Commission.

**Recommendation is not implemented**

6) Training of Senior Center Director, staff and volunteers

**Senior Center Commission response was:** *Training and skill improvement of the staff and volunteers need to be discussed with the Finance Department. We will need funding for such programs.*

**Follow-up:** The training of the Senior Center Director in aspects of financial management and the training of staff personnel in managing daily Center activities have not been acted upon at this time.

**Recommendation is not implemented**

**7) Documentation of emergency procedures**

**Senior Center Commission response was:** *The Director of the Senior Center and Senior Commission will meet with the Fire Department, EMS, Police Department, and Maintenance Supervisor for advice and information on testing of various pieces of safety equipment.*

**Follow-up:** Emergency procedures have been compiled and have been combined into a comprehensive manual for reference and use by the staff of the Senior Center as well as patrons of the Center.

**Recommendation is implemented**

**8) Inadequate Financial records and procedures**

**Senior Center Commission response was:** *The Senior Center will work with the Finance Director to establish accounting procedures and software.*

**Follow-up:** The Senior Center Director has developed formal procedures for the keeping of financial records and reporting financial results to the Senior Center Commission. Excel has been utilized to develop some very basic revenue and expense financial reports for the Senior Center Commission to review on a monthly basis.

**Recommendation is partially implemented**

**9) Accountability and reporting to the Senior Commission and the public**

**Senior Center Commission response was:** *The Senior Commission will establish a treasurer and manage the Senior Commission Special Agency Account. The Commission's fund raising account will be maintained with a deposit and requisition procedure for credits and debits. We will request advice and direction through the Finance Director. The Senior Center Commission has a monthly meeting which oversees the operation and function of the entire Senior Center and offers advice. At these meetings we discuss all aspects of the Centers functioning and have a financial report given. The Director only gives a monthly report of activities and upcoming events at the Center.*

**Follow-up:** Financial reports that would include at least a profit and loss statement have not been developed. Formal financial reports have not been received by the Commission for review on a monthly basis. The Senior Center Commission has been receiving basic reports of monthly revenues and expenses. The Director of the Senior Center needs to be able to report an accurate accounting of the Center's finances to the Commission and the public as well. The position of Treasurer has not been established by the Senior Center Commission.

**Recommendation is not implemented**

**10) Evaluation of Senior Center's progress**

**Senior Center Commission response was:** *The Senior Center Commission will formulate an evaluation form for participants of all activities. These evaluations will be discussed and presented to the Director for discussion. Surveys will be conducted quarterly.*

**Follow-up:** The Senior Center Commission as the governing entity of the facility has not conducted an overall evaluation of the Center's progress. An evaluation report should be compiled using the referenced criteria stated in the initial audit report as its basis for gauging progress toward accreditation status. While participant surveys are important the Senior Center Commission itself has to do an evaluation of the overall operation of the Senior Center to gauge progress toward accreditation.

**Recommendation is not implemented**

**11) Federal and State posting requirements for Senior Centers**

**Senior Center Commission response was:** *Federal and State postings for the Senior Center will be downloaded from the internet and posted by the staff member's office mail boxes. The Civil Service Department will be consulted.*

**Follow-up:** A number of the required Federal and State postings have not been displayed by the Senior Center Commission. The following are items that still need to be posted by the Senior Center Management:

- (1) Participant Grievance Procedures;
- (2) Emergency Procedures;
- (3) Evacuation Routes;
- (4) Proof of Quarterly Fire Drill -
- (5) Proof of Annual Fire/Building Inspection;
- (6) Proof of Annual Fire Extinguisher Inspection; -
- (7) OSHA Safety & Health Poster;
- (8) Phone Numbers for Fire Department, Police, Ambulance, Hospital, and Local Emergency Management Office;
- (9) Location of First Aid Kits and Fire Extinguishers

**Recommendation is partially implemented**

**New Findings and Recommendations**

**1) The Senior Center Commission does not follow the purchasing and procurement policy of the Town**

The Senior Center Commission has failed to follow the purchasing policy of the Town in its procurement of a 70" large screen TV for the price of three thousand four hundred ninety nine dollars and ninety seven cents (\$3,499.97) without the official approval of the purchasing authority.

**New Recommendation for the Senior Center Commission**

The Senior Center Commission should follow the purchasing policy outlined in the Town charter which states under Section G. Purchasing Contracts and Expenditures:

**Before any purchase is made or any contract for insurance, public work or services, other than professional services, involving an expenditure of more than one thousand dollars (\$1,000.00), is let, said purchasing authority shall procure quotes from at least three (3) sources, whenever practicable, and such quotes shall be open to any bidder who shall conform to the regulations which may be imposed by said purchasing authority when the quotes are requested.**

The Senior Center should have written purchasing procedures that includes: A.) an approving system for all purchases, B.) the names of persons authorized to contract or purchase for the Center, C.) obtaining competitive price quotes or bids, D.) separation of staff responsibilities for ordering and receiving functions.

**Response of Senior Center Management**

*The Vice Chairperson during a meeting of the Senior Commission on September 23<sup>rd</sup>, 2011 directed attention to the charter regarding Purchasing Policies and Procedures and specifically to the requirements to have three quotes available for review before making purchases of \$1,000 or more.*

**2) The Senior Center did not utilize its State Sales Tax Exemption**

An item was purchased on which the Senior Center paid sales tax and failed to use the Town municipal sales tax exemption.

**New Recommendation for the Senior Center Commission**

When the Senior Center Commission purchases equipment or furniture the Commission should always utilize the state sales tax exemption for municipalities.

**Response of Senior Center Management**

*The Senior Commission member who made the purchase failed to provide the tax exempt certificate at the time of sale.*

### **3) Employee work hours at Senior Center**

During my field work I observed one of the Senior Center bus driver's playing cards in the game room during hours he was on town work time.

#### **New Recommendation for the Senior Commission**

The Senior Commission should prohibit any employee of the Senior Center from participating in any Senior Center activities during their hours of work.

#### **Response of Senior Center Management**

I had a meeting with all staff members and it is understood that employees are not allowed to participate in center activities on idle time, breaks or town time. Corrective action was taken and his pay check was docked for time taken.

### **4) Theft of cable television signal**

While performing a cursory walk through of the facility I noticed that a large screen television in the snack room is illegally connected to cable television.

#### **New Recommendation for the Senior Commission**

The Senior Commission should immediately remove any illegal wiring from the premises and if it wishes to do so contact the local cable television provider and have the television connected legally to receive cable.

#### **Response of Senior Center Management**

Attached is a conversation with Charter communications and also a ticket # which Gary will provide stating that the connection is legal and acceptable.

We have many volunteers at the senior center and in the future Gary will not go up on the ladder, the custodian will provide all legal work.

## **New Findings and Recommendations**

### **1. The Senior Center Commission does not follow the purchasing and procurement policy of the Town**

The Senior Center Commission has failed to follow the purchasing policy of the Town in its procurement of a 70" large screen TV for the price of three thousand four hundred ninety nine dollars and ninety seven cents (\$3,499.97) without the official approval of the purchasing authority.

### **New Recommendation for the Senior Center Commission**

The Senior Center Commission should follow the purchasing policy outlined in the Town charter which states under Section G. Purchasing Contracts and Expenditures:

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The Senior Center should have written purchasing procedures that includes A.) An approving system for all purchases, B.) The names of persons authorized to contract or purchase for the Center, C.) Obtaining competitive price quotes or bids, D.) Separation of staff responsibilities for ordering and receiving functions.

### **Response of Senior Center Management**

A purchasing Policy and Procedure pamphlet was given to the commission back in September 2011. At the September meeting Joan Melhorn advised that we follow the purchasing procedure but no compliance was made and purchases were made. I submitted requisitions for receipts received from Gary Raytar and Connie Cleary. I re-submitted the purchasing policy procedure.

### **2. The Senior Center did not utilize its State Sales Tax Exemption**

An item was purchased on which the Senior Center paid sales tax and failed to use the Town municipal sales tax exemption.

### **New Recommendation for the Senior Center Commission**

When the Senior Center Commission purchases equipment or furniture the Commission should always utilize the state sales tax exemption for municipalities.

### **Response of Senior Center Management**

Senior Commission member Gary Raytar has received a tax exempt number and he will use it in the future.

### **3) Employee work hours at Senior Center**

During my field work I observed one of the Senior Center bus driver's playing cards in the game room during hours he was on town work time.

#### **New Recommendation for the Senior Commission**

The Senior Commission should prohibit any employee of the Senior Center from participating in any Senior Center activities during their hours of work.

#### **Response of Senior Center Management**

Had a meeting with the staff at the center and under no circumstances are employees allowed to participate in center activities on idle time, breaks or company time. Corrective action was taken and time was taken from his pay the following week.

### **4) Theft of cable television signal**

While performing a cursory walk through of the facility I noticed that a large screen television in the snack room is illegally connected to cable television.

#### **New Recommendation for the Senior Commission**

The Senior Commission should immediately remove any illegal wiring from the premises and if it wishes to do so contact the local cable television provider and have the television connected legally to receive cable.

#### **Response of Senior Center Management**

I called commission member Gary Raytar to discuss how the television was connected. Gary stated the cable is connected via a split and is legal. Gary called Charter Cable to discuss the legality of the matter and reported back to me that it was fine. I contacted Mr. Henderson who contacted the cable company and was told to have the cable company come in and put in an appropriate outlet and wiring. Gary will follow up at the next commission meeting and report to me.

## Recommendation Follow-up

\*\*\* Please note that throughout the internal audit of the Trumbull Senior Center, the Commission is referred to as "The Senior Center Commission". In the Municipal Code, Town of Trumbull, Connecticut, chapter 2, section 2-389-2-400, Division 18, formally identifies the commission as "Senior Citizens Commission". Please see attached page from the Trumbull Municipal Code.

1) The Senior Citizen Commission does not have a formal Mission Statement

Recommendation is implemented.

2) Goals and objectives of the Senior Center should be detailed and measurable

Recommendation is implemented.

3) Governing documents should be developed

Recommendation is not implemented

The Senior Center by-laws and Charter does not exist other than for the Senior Commission itself. The director has developed a formal set of written by-laws that detail the organization and rules and responsibilities of its component groups. The Center by Laws were presented to the Senior Citizen Commission at its May 20, 2011 meeting.

Follow-up: The Senior Citizen Commission should formally discuss the implementation of the bylaws with the First Selectman.

4) Insufficient number of qualified personnel paid and unpaid

Recommendation is partially implemented.

As previously stated, I have included a full time paid staff position and requested additional hours for office staff to cover my absence. I will recommend the hire of a full-time 35 hour per week employee in next budget.

5) Personnel policies and procedures should be incorporated into a manual

Recommendation is not implemented.

Follow-up: The director has submitted a lengthy manual to the Chief of Staff containing ideas, suggestions and policy itself. I believe Civil Service may be working on policy. My capacity as Director of Social Services/Senior Citizens does not allow for me to implement such procedure.

6) Training of Senior Center Director, staff and volunteers

Recommendation is not implemented.

Follow-up: I have received a new computer and simple ledger was e-mailed to me. I am utilizing this form. Apparently it is not sufficient and the Finance board would like a program to produce quarterly gain and loss report. No formal classes have been offered for town staff. I will put in another request. Staff is trained and aware of all aspects of daily center activities including transportation. Both staff members have come on board in the last year and have received individual formal training.

7) **Documentation of Emergency Procedures**

Recommendation is implemented

8) **Inadequate Financial records and procedures**

Recommendation is partially implemented

I have received a new computer and simple ledger was e-mailed to me. I am utilizing this form. Apparently it is not sufficient and the Finance board would like a program to produce quarterly gain and loss report. No formal classes have been offered for town staff. I will put in another request. Staff is trained and aware of all aspects of daily center activities including transportation. Both staff members have come on board in the last year and have received individual formal training.

9) **Accountability and reporting to the Senior Commission and the public**

Recommendation is not implemented

A Director's report is submitted to the clerk and she submits it to the town website to be viewed. The clerk sends my report and financial report one week in advance to the commission to review. This is done on a monthly basis. I am not sure about reports for loss and profit. Money is donated via ads grants and donations. How do I record loss or profit of donated money. My report gives detail of every dollar taken in, including names, dates etc. Every check requisition has a name, amount amount, pay and purpose listed. I feel that some sort of an accounting class should be given to me and my clerk who is also expected to input finances into the system. Position of Treasurer is not been established.

10) **Evaluation of Senior Center's Process**

Recommendation is not implemented

The Senior Commission has not conducted an overall evaluation. It is suggested that the Senior Commission itself has to do an evaluation of the overall operation of the Senior Center to gauge progress toward accreditation.

11) **Federal and State posting requirements for the Senior Center**

Recommendation is partially implemented

Will forward appropriate postings

designated in writing to act as a member of such Commission or Board and the hearing and determination of any such matter upon which said disqualification has occurred, except that replacement shall first be made from alternate members pursuant to the provisions of Sections 8-1b and 8-5a of the Connecticut General Statutes and Article VII, Sections 5 and 6 of the Trumbull Town Charter and subsection (a) through (g) above. Designees shall have the same political party affiliation, if any, as the member they replace. (Code 1962, §§ 2-38-2-42.1; Res. No. TC13-162, 11-8-90)

**Secs. 2-357-2-370. Reserved.**

**DIVISION 16. RESERVED\***

**Secs. 2-371-2-385. Reserved.**

**DIVISION 17. REGIONAL PLANNING  
AGENCY**

**Sec. 2-386. Adoption of state act.**

The town hereby adopts Public Act No. 613 of the 1959 Session of the General Assembly entitled "Act Concerning Regional Planning." (Code 1962, § 2-48(a))

**Sec. 2-387. Town representatives—Number; appointment.**

The town shall have such number of representatives on the Regional Planning Agency as is provided by statute. One (1) of such representatives shall be appointed by the Planning and Zoning Commission of the town as provided in section 8-31A of the General Statutes and the other representatives shall be appointed by the Chief Executive of the town. (Code 1962, § 2-48(b))

**Sec. 2-388. Same—Terms of office.**

The term of the Town Representative to the Regional Planning Agency appointed by the Planning and Zoning Commission shall expire on July

\*Editor's note—Res. No. TC14-66, adopted May 4, 1992, repealed Div. 16, §§ 2-371-2-372, which pertained to there-cycling commission. See the Code Comparative Table.

1, 1963, and the term of the representatives appointed by the Chief Executive Officer of the Town shall expire on July 1, 1964. Thereafter appointments shall be for four-year terms as existing terms expire.

(Code 1962, § 2-48(c))

**Secs. 2-389-2-400. Reserved.**

**DIVISION 18. SENIOR CITIZENS  
COMMISSION†**

**Sec. 2-401. Created; members; filling vacancies; officers.**

(a) There is hereby created a Commission to be known as the Commission on Senior Citizens.

(b) The Commission shall be composed of eight (8) members, to be appointed by the Chief Executive Officer. The members so appointed shall be persons interested in the consideration and solution of the problems of the senior citizens. All appointments to the Commission shall be for a term of two (2) years, except for the first appointment, when four (4) members shall be appointed for one (1) year. Each year Commissioners shall be appointed by the Chief Executive Officer to replace those whose terms have expired. In the event of death or resignation, a successor shall be appointed to serve for the unexpired term for which such member had been appointed. Each member shall serve until his successor is duly appointed and qualified.

(c) The Commission shall select a Chairman, a Vice-Chairman and a Secretary from within its ranks, and fill such other offices as it may determine.

(Code 1962, § 2-30)

**Sec. 2-402. Compensation of members.**

The members of the Senior Citizens Commission appointed pursuant to this division shall serve without compensation.

(Code 1962, § 2-31)

†Cross reference—Tax exemption for the elderly, § 18-31.

**Sec. 2-403. Purposes and duties.**

The Senior Citizens Commission shall have as its purpose the continuous study of the conditions and of the needs of elderly persons in the community in relation to housing, economics, employment, health, recreational and other matters. It shall analyze the services for the aged provided by the community, both by public and private agencies, and shall make recommendations to the Chief Executive Officer regarding the development and integration of public and private agencies, in cooperation with state and other services to the extent possible.  
(Code 1962, § 2-32)

**Sec. 2-404. Panel of alternate members.**

(a) There is hereby created a panel of alternate members of the Senior Citizens Commission consisting of two (2), which shall have the powers and duties granted under this division.

(b) Such members shall be electors of the town.

(c) Such members shall be appointed by the First Selectman.

(d) The terms of office shall be two (2) years. One (1) member shall be appointed to a term terminating on the first Monday of December, 1985. Upon expiration of each of the terms, a member shall be appointed for a two-year term.

(e) Any vacancy shall be filled by appointment by the First Selectman for the unexpired term.

(f) If a regular member of the Senior Citizens Commission is absent or disqualified, such absent or disqualified member shall designate an alternate. If the absent or disqualified member shall fail to designate an alternate, the majority of the regular members not absent or disqualified may designate an alternate to so act for the absent or disqualified member.

(Code 1962, §§ 2-32.1-2-32.6)

**Sec. 2-405. Funding; participation in state, federal, private programs.**

The town may make appropriations for the expenses of the Senior Citizens Commission. The

Commission is authorized and empowered to participate in the state, federal and private programs concerning the elderly.  
(Code 1962, § 2-33)

Secs. 2-406-2-420. Reserved.

**DIVISION 19. ARTS COMMISSION**

**Sec. 2-421. Established.**

The town shall have an Arts Commission as established in chapter VII, section 23 of the Charter.

**DIVISION 20. BOARD OF EDUCATION**

**Sec. 2-422. Established.**

The town shall have a Board of Education as established in chapter VII, section 3 of the Charter.

**DIVISION 21. BOARD OF HEALTH**

**Sec. 2-423. Established.**

The town shall have a Board of Health as established in chapter VII, section 10 of the Charter.

**DIVISION 22. BOARD OF TAX REVIEW**

**Sec. 2-424. Established.**

The town shall have a Board of Tax Review as established in chapter VII, section 2 of the Charter.

**DIVISION 23. BUILDING CODE BOARD OF APPEALS**

**Sec. 2-425. Established.**

The town shall have a Building Code Board of Appeals as established in chapter III, section 14D of the Charter.

**DIVISION 24. RESERVED\***

Secs. 2-426-2-430. Reserved.

\*Editor's note—Res. No. TC14-203, approved Aug. 5, 1993, disbanded the Convention and Visitors' Commission Hill and Harbor District; hence, Div. 24, § 2-426 has been repealed at the discretion of the editor.

You have been connected to TTD Mia .

TTD Mia : Hi! I'm glad you contacted Charter Communications. This is Mia. How can I make you smile today?

Don Darling : I want to know if you can splice into a an existing incoming line in order to hook another tv

TTD Mia : Would you like our technician to install an outlet so that you can access basic channels on the other TV?

Don Darling : No I just want to take the line going to an existing tv and add a splice connector and run another line, I worked as an electrician and we did this on many work sites in the greater BPT area.

TTD Mia : Oh, I see what you mean. You can do that, Don.

## Trumbull Senior Center Services Survey

The following survey will be conducted to measure satisfaction with The Trumbull Senior Center. This survey will be instrumental in identifying our participant's needs and the delivery of efficient services.

1. How often do you visit the Senior Center?

Daily \_\_\_\_\_ A few days a week \_\_\_\_\_ 3-5 times per month \_\_\_\_\_  
Once a month \_\_\_\_\_ Never \_\_\_\_\_ Comments: \_\_\_\_\_

---

2. Are You a member of the Trumbull Senior Center?

YES \_\_\_\_\_ NO \_\_\_\_\_

3. If yes, are you Trumbull resident or non-resident member?

Resident \_\_\_\_\_ Non-Resident \_\_\_\_\_

4. How long have you been a resident?

Less than 3 years \_\_\_\_\_ More than 3 years \_\_\_\_\_ 5+ years \_\_\_\_\_

5. If you are a member, do you think you receive good value for your Membership dues?

YES \_\_\_\_\_ NO \_\_\_\_\_

6. If no what changes or additions would you like to see with programing?

\_\_\_\_\_  
\_\_\_\_\_

7. Are there any PROGRAMS OR ACTIVITIES in which you would like to participate that are not offered at the Trumbull Senior Center?

YES \_\_\_\_\_ NO \_\_\_\_\_

8. If yes what programs or types of programs would like offered?

\_\_\_\_\_

9. Are you satisfied with the trips and cost of trips offered at the Senior Center?  
Please keep in mind that there must be a minimum of 40 persons on each trip in order for it not be cancelled.

YES \_\_\_\_\_ NO \_\_\_\_\_

If no why? \_\_\_\_\_

**10. Do you eat Lunch at Senior Community Cafe?**

**YES** \_\_\_ **NO** \_\_\_\_\_

**If yes are you satisfied with the meals?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**If no why?** \_\_\_\_\_

**Do you have any ideas or suggestions?** \_\_\_\_\_

**11. Do you read the monthly Senior Center Newsletter?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**Are there any improvements that you would like to suggest?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**If yes, what improvements you would you like to suggest?**

\_\_\_\_\_

**12. How do you find out about programs and services offered at the Trumbull Senior Center?**

**Monthly Newsletter** \_\_\_\_\_

**Town of Trumbull Website** \_\_\_\_\_

**Flyers in Building** \_\_\_\_\_

**Word of Mouth** \_\_\_\_\_

**Other** \_\_\_\_\_

**13. Do you volunteer at the Senior Center?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**If no, what could we do to encourage you to volunteer?**

\_\_\_\_\_

**14. The building satisfies my needs:**

**Always** \_\_\_\_\_ **Sometimes** \_\_\_\_\_ **Rarely** \_\_\_\_\_ **Never** \_\_\_\_\_

**If no what suggestions would you make for improvements?**

\_\_\_\_\_

**15. Would you attend programs or visit the Trumbull Senior Center if it were open during the evening?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**16. Would you attend programs or visit the Trumbull Senior Center if it were open during weekends?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**17. Are you satisfied with the services you have received from the information desk?**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**If no, why?** \_\_\_\_\_

**18. The process to purchase or renew membership is**

**Excellent** \_\_\_\_\_ **Good** \_\_\_\_\_ **Poor** \_\_\_\_\_

**19. The process to register for PROGRAMS is**

**Excellent** \_\_\_\_\_ **Good** \_\_\_\_\_ **Poor** \_\_\_\_\_

**20. New members are made to feel:**

**Welcome and aware of programs, policies and building layout** \_\_\_\_\_

**Welcome, but not aware of programs, policies or layout** \_\_\_\_\_

**Unwelcome, but aware of programs, policies and building layout** \_\_\_\_\_

**Unwelcome** \_\_\_\_\_

**Comments:** \_\_\_\_\_

**21. Attending the Trumbull Senior Center has improved my quality of life**

**YES** \_\_\_\_\_ **NO** \_\_\_\_\_

**Name** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

## Senior Transportation Services Survey

The following survey will be conducted to measure satisfaction with the Senior Transportation Services provided by the Trumbull Senior Center. This survey will be instrumental in identifying our client's needs and the delivery of efficient services.

When completing this survey please keep in mind that we are not a Taxi Service, and a waiting period should be expected. Rides are provided on an hourly basis and can accommodate up to three riders during a given hour.

1. Do you find it easy to schedule transportation appointments?  
\_\_\_\_ Comments: \_\_\_\_\_
2. Do you find the individual taking the appointment to be pleasant and helpful? \_\_\_\_ Comments: \_\_\_\_\_
3. Does the van arrive on time for your appointments?  
\_\_\_\_ Comments: \_\_\_\_\_
4. Are drivers polite and courteous?  
\_\_\_\_ Comments: \_\_\_\_\_
5. Do drivers abide by rules and regulations of the road?  
\_\_\_\_ Comments: \_\_\_\_\_
6. Do drivers pull over to the curb when using their cell phones?  
\_\_\_\_ Comments: \_\_\_\_\_
7. Is your wait time for the bus 30 minutes or less?  
\_\_\_\_ Comments: \_\_\_\_\_
8. Is the van clean and in good working condition?  
\_\_\_\_ Comments: \_\_\_\_\_
9. Are you returned from your trip in a prompt and courteous manner?  
\_\_\_\_ Comments: \_\_\_\_\_
10. Overall are you satisfied with the transportation service?  
\_\_\_\_ Comments: \_\_\_\_\_
11. Do you have any issues, concerns, ideas or information that may improve Our services? \_\_\_\_\_

Name \_\_\_\_\_ Telephone: \_\_\_\_\_

**TRUMBULL SENIOR TRANSIT**  
**GENERAL STATEMENT OF DUTIES AND REGULATION**

**Organization:**

Drivers are responsible to their dispatcher who is responsible to the Senior Center Director. The Director is responsible to the First Selectman and the Senior Commission.

**Policies:**

1. All drivers are required to have a drivers license from the state of Connecticut and will obtain a Public Service License.
2. Each driver must submit to the Civil Service Office a signed Doctor's statement indicating he or she is physically fit to operate a motor vehicle
3. Drivers must submit to the dispatcher all requests for vehicle repairs. The dispatcher will complete a work order and then submit to Highway Department. A copy will be placed on file with the dispatcher. No one is to take a vehicle to highway without first getting clearance or work orders from the dispatcher. When vehicles are to be serviced by agencies other than the town, the Purchasing agent is the only person who may schedule the repair of a vehicle.
4. Suggested changes and/or new policy recommendations are to be submitted in writing, to the dispatcher who will refer the memo to the Senior Center Director.
5. Vehicles are for the transportation of Trumbull Senior Citizens: A) to medical appointments; B) to and from nutrition site at the Senior Center; C) scheduled shopping trips; D) special events. This service is to be used for the transportation of seniors only. Any other requests shall be made to the dispatcher who will present it to the director or senior commission.

## TRANSIT DRIVER REGULATIONS

1. Comply with all traffic laws and rules of the road (Connecticut Drivers Manual).
2. Be sure that front seat riders have their seat belts on, passengers are seated and aisles are free of purses and bags.
3. Be courteous and helpful to all passengers and be patient with those who are slow.
4. All drivers must report any scheduled passengers who fail to respond to driver's pick up call.
5. Pickup and return seniors to the curb on their side of the street in front of their homes. The only time you may enter a driveway is to turn a vehicle. Put flashers on when passengers are entering or exiting the vehicle.
6. Put bus in Park before opening doors for passenger to enter or exit. Do not drive away until passenger has safely cleared the bus by at least 10 feet.
7. Driver must have a cell phone on them before leaving for duty.
8. If a person is injured on the bus or off the bus, you should not attempt to lift or move the person – call 911. If the injured party picks him/her self up and states they are fine you must call the center immediately and report it to the director or office staff (report all accidents no matter how small they may be).
9. The bus will leave the center at 1 p.m. to return passengers home after Nutrition Program and at a specific time for dances or special events. Seniors shall not be rushed or encouraged to leave these activities earlier than the specified time.
10. Passengers indicate the pickup and drop off location with the dispatcher when making reservations. If the pick up location is different than the drop off location the dispatcher shall alert the driver. Passengers may not change their drop off location with the driver. Should this occur refer it to the Dispatcher or Director. Pickup and drop off should both be a Trumbull address.
11. In the event that a senior should need a ride home because his/her transportation has failed; the driver should report this to the Director – if there is available space we will provide transportation.
12. If a driver has problems with a passenger who breaks the rules (verbal abuse, profanity or

inappropriate behavior) or acts in a rude manner to other passengers, you should firmly reinforce the rules. Do not participate in an argument; report this to the Director who will handle the situation. A written report should be made.

13. Do not operate a transit vehicle under the influence of liquor or drugs ( including some prescribed medications).
14. Do not leave the bus when picking up or delivering passengers. Should this be necessary; shift to park, shut off ignition (take keys with you) and set emergency brake.
15. During winter weather do not leave the bus to sand any icy spots or make path for seniors at their home.
16. Adverse comments by a driver to passengers regarding employment, fellow employee or other passengers is strictly forbidden.
17. You should not assist seniors onto transit vehicles or off. Do not escort into Doctor's office or into their home. If they need assistance they may bring a family member or aid to help them.
18. Family members, friends, unscheduled riders or employees are not allowed to use senior transportation unless they are a Trumbull resident 60 years of age and have registered with the dispatcher.