

# CITY OF IRWINDALE

5050 N. IRWINDALE AVE., IRWINDALE CA 91706 • PHONE: (626) 430-2200



## NOTICE AND AGENDA FOR REGULAR MEETING OF THE

### SENIOR CITIZEN COMMISSION

**June 24, 2024**

**9:00 AM**

**IRWINDALE COUNCIL CHAMBER**

**IRIS RODRIGUEZ** - Chair

**CAROL ACOSTA** - Vice Chair

**CHRISTINA FRAIJO** - Commissioner

**PATRICIA GONZALES** - Commissioner

**ROBERT LOPEZ** - Commissioner

Via Zoom Webinar at <https://us02web.zoom.us/j/88366337251>

**In the event that a Zoom broadcast is unavailable, staff will promptly notify the public through its social media platforms. The public meeting will proceed in accordance with The Brown Act.**

**Listen Over Phone: 1-669-900-6833; Webinar ID: 883-6633-7251**

**Spontaneous Communications:** The public is encouraged to address the Senior Citizen Commission on any matter listed on the agenda or on any other matter within its jurisdiction. The Senior Citizen Commission will hear public comments on items listed on the agenda during discussion of the matter and prior to a vote. The Senior Citizen Commission will hear public comments on matters not listed on the agenda during the Spontaneous Communications period.

Pursuant to provisions of the **Brown Act**, no action may be taken on a matter unless it is listed on the agenda. The Senior Citizen Commission may request that staff research and/or schedule certain matters for consideration at a future Senior Citizen Commission meeting.

**Americans with Disabilities Act:** In compliance with the ADA and Government Code section 54953(g), the City of Irwindale has adopted a reasonable accommodation policy to swiftly resolve accommodation requests. The policy can be found on the City's website: <https://www.irwindaleca.gov/DocumentCenter/View/8075/AB-2449-Reasonable-Accommodation-Policy>. If you need special assistance to participate in a Senior Citizen Commission meeting or other services offered by this City, including an electronic or printed copy of the City's reasonable accommodation policy, please contact City Hall at (626) 430-2200. Notification of at least 48 hours prior to the meeting or time when services are needed will assist the City staff in assuring that reasonable arrangements can be made to provide accessibility to the meeting or service.

**Note:** Staff reports are available for inspection at the office of the Chief Deputy City Clerk, City Hall, 5050 N. Irwindale Avenue, during regular business hours (8:00 a.m. to 6:00 p.m., Monday through Thursday).

## Code of Ethics

As City of Irwindale Senior Citizen Commissioners, our fundamental duty is to serve the public good. We are committed to the principle of an efficient and professional local government. We will be exemplary in obeying the letter and spirit of Local, State and Federal laws and City policies affecting the operation of the government and in our private life. We will be independent and impartial in our judgment and actions.

We will work for the common good of the City of Irwindale community and not for any private or personal interest. We will endeavor to treat all people with respect and civility. We will commit to observe the highest standards of morality and integrity, and to faithfully discharge the duties of our office regardless of personal consideration. We shall refrain from abusive conduct, personal charges or verbal attacks upon the character or motives of others.

We will inform ourselves on public issues, listen attentively to public discussions before the body, and focus on the business at hand. We will base our decisions on the merit and substance of that business. We will be fair and equitable in all actions, claims or transactions. We shall not use our official position to influence government decisions in which we have a financial interest or where we have a personal relationship that could present a conflict of interest, or create a perception of a conflict of interest.

We shall not take advantage of services or opportunities for personal gain by virtue of our public office that are not available to the public in general. We shall refrain from accepting gifts, favors or promises of future benefit that might compromise our independence of judgment or action or give the appearance of being compromised.

We will behave in a manner that does not bring discredit or embarrassment to the City of Irwindale. We will be honest in thought and deed in both our personal and official lives.

Ultimate responsibility for complying with this Code of Ethics rests with the individual elected and appointed official. In addition to any other penalty as provided by law, violation of this Code of Ethics may be used as a basis for disciplinary action or censure of a Council Member and/or Commissioner.

These things we hereby pledge to do in the interest and purposes for which our government has been established.

***IRWINDALE SENIOR CITIZEN COMMISSION***



**1. CALL TO ORDER****2. PLEDGE OF ALLEGIANCE****3. INVOCATION****4. ROLL CALL** Commissioners: Christina Fraijo, Patricia Gonzales, Robert Lopez; Vice Chair Carol Acosta, Chair Iris Rodriguez**5. AB 2449 DISCLOSURES**

Remote participation by a member of the legislative body for just cause or emergency circumstances

**6. CONSENT CALENDAR**

The Consent Calendar contains matters of routine business and is to be approved with one motion unless a member of the Commission requests separate action on a specific item. At this time, members of the audience may ask to be heard regarding an item on the Consent Calendar.

**A. Minutes of the Meeting Held May 20, 2024**

***Department: City Clerk***

Recommendation: Approve

**7. SPONTANEOUS COMMUNICATIONS**

This is the time set aside for members of the audience to speak on any item not on this agenda that is within the Commission's subject matter jurisdiction. The Senior Citizen Commission is an advisory body appointed by the City Council that reviews and provides recommendations on matters related to the senior citizens of the community. Except for very limited circumstances, state law prohibits any Commission discussion or action on items that are not on the agenda.

All members of the public are asked to observe the City's Rules of Procedure and Public Meeting Decorum. The City's Rules of Procedure and Public Meeting Decorum can be found on the City's website, and at Chapter 2.40 of the Irwindale Municipal Code. You may also contact the City Clerk's Office for copies.

Each speaker will be limited to 3 minutes unless such time limits are extended. If a member of the public wishes to donate their time to another speaker, both persons must be physically present and in attendance of the meeting. The Presiding Officer may, in his or her discretion, extend the 3-minute time limitation for the particular subject for all speakers. In no event shall the total amount of speaking time exceed 6 minutes per person for the subject under discussion. Organized groups of persons wishing to address the Board on the same subject should select a spokesperson to represent the group so as to avoid unnecessary repetition.

The Commission may regulate a speaker who is speaking too long or out of order, being unduly repetitious, discussing irrelevancies, or extending to items not within the subject matter jurisdiction of the Commission. Please be reminded that discrimination, abusive use of profanity, unruly disruption,

and violent or physically threatening conduct is discouraged. Members of the public shall not disrupt the orderly conduct of the meeting. The Presiding Officer will request that a person cease any disruptive conduct, and if not immediately stopped, will direct the person to be removed from the meeting.

## 8. NEW BUSINESS

At this time, members of the audience may ask to be heard regarding an item on New Business.

### A. Field Trip Policy

**Department: Public Services**

Recommendation: Finalize the Field Trip Policy and recommend approval to the city council.

## 9. SENIOR CENTER MANAGER UPDATE

## 10. PUBLIC SERVICES DIRECTOR UPDATE

## 11. FUTURE AGENDA ITEMS REQUESTED BY COMMISSIONERS

At this time, the Commission will deliberate and discuss whether these items should be placed on a future agenda. In order for any listed item to be placed on a future agenda for substantive discussion or action, the Commission must act by formal motion to direct the City Manager and/or the Public Services Director or Community Development Director to place the item on a future agenda.

## 12. ADJOURN

### AFFIDAVIT OF POSTING

I, Sylvia Tapia, Office Specialist, certify that I caused the agenda for the regular meeting of the Irwindale Senior Citizen Commission to be held on June 24, 2024, to be posted at the City Hall, Library, and Post Office on June 20, 2024.



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Sylvia Tapia  
Office Specialist

**IRWINDALE CITY COUNCIL CHAMBERS**  
**5050 N. IRWINDALE AVENUE**  
**IRWINDALE, CALIFORNIA 91706**

**Monday, May 20, 2024**  
**9:00 AM**

The Irwindale **Senior Citizen Commission** met in Special Session at the above time and place

### **CALL TO ORDER**

The meeting was called to order at 9:00 a.m.

### **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was conducted.

### **INVOCATION**

Vice Chair Acosta led the invocation.

### **ROLL CALL**

Present: Commissioners Christina Fraijo, Patricia Gonzales; Vice Chair Carol Acosta; Chair Iris Rodriguez  
Absent: Commissioner Robert Lopez  
Also Present: Elizabeth Rodriguez, Public Works Services Director; Eloise Beltran, Senior Center Manager; and Armando Hegdahl; Management Analyst

### **AB 2449 DISCLOSURES**

There were none.

### **CONSENT CALENDAR**

MOTION A motion was made by Commissioner Gonzales, seconded by Commissioner Fraijo, to approve the Consent Calendar. The motion was unanimously approved; Commissioner Lopez absent.

ITEM NO. 6.A Minutes of the Meeting Held April 22, 2024

The minutes of the meeting held April 22, 2024, were approved as presented.

### **SPONTANEOUS COMMUNICATIONS**

There were no speakers.

### **NEW BUSINESS**

There were none.

### **SENIOR CENTER MANAGER UPDATE**

Senior Center Manager Beltran presented the following update:

- 1) The Mother's Day Tea event held last week was well attended and those in attendance complimented staff for the beautiful decorations, delicious food, and great music.
- 2) A Father's Day Barbecue will be held on June 14.
- 3) The Senior Prom will be held on June 21.
- 4) Residents can begin signing up today for the Senior Summer Camp, which will take place Thursdays from June 20 through August 1.
- 5) Non-residents may begin signing up today for the trip to Pechanga Casino, which will likely sell out.

6) Sign-ups for Mt. Sac classes began on Friday and sign-ups for Irwindale classes begin today.

7) Representatives from the Los Angeles County Department of Public Health will visit the Irwindale Senior Center on May 31 to provide free Covid vaccinations.

8) The Bingo Fundraiser held on Friday was well attended with over \$700 raised.

9) A parking lot sale will be held on June 15. Vendor spaces are still available.

### **PUBLIC SERVICES DIRECTOR UPDATE**

Director Rodriguez presented the following update:

1) A Community Housing Workshop to discuss the 10-acre parcel on Allen Drive will be held on June 3.

2) The Community Development Department is conducting a public review of the environmental justice and safety element portion of the City's General Plan update. The review period ends June 17. The department is also conducting a public review of the Irwindale Gateway Specific Plan, ending June 27.

3) The Dan Diaz Recreation Center reroofing project has been completed, and the Recreation Department has returned to the facility. Library staff will return to the Library sometime next week.

4) The 4th Annual Recycling and Compost event will take place on June 15.

Responding to a question by Chair Rodriguez, Director Rodriguez indicated that only city residents will be permitted to participate in document shredding, though workers may not check for Resident ID cards.

Commissioner Fraijo asked about the availability of fountains at the parks, which Director Rodriguez elaborated on.

In response to a question by Commissioner Gonzales, Manager Beltran advised that tea events will be held once per month, potentially on the last Thursday of the month.

### **FUTURE AGENDA ITEMS REQUESTED BY COMMISSIONERS**

There were none.

### **ADJOURN**

There being no further items to discuss, the meeting was adjourned at 9:20 a.m.

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Armando Hegdahl, CMC  
Management Analyst

Approved as submitted at the meeting held \_\_\_\_\_

*City of*  
**IRWINDALE**  
**AGENDA REPORT**

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Date: June 24, 2024  
To: Honorable Chair and Members of the Senior Citizen Commission  
From: Elizabeth Rodriguez, Public Services Director  
Issue: Field Trip Policy

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**Public Services Director's Recommendation:**

Finalize the Field Trip Policy and recommend approval to the city council.

**Administrative Action:**

**Submitted by:**

Elizabeth Rodriguez, Public Services Director

**Prepared by:**

Elizabeth Rodriguez, Public Services Director

**Background and Analysis:**

At the February 26, 2024 Senior Citizen Commission meeting, staff presented the first draft of the Field Trip Policy for the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center. The Senior Citizen Commission held a discussion on this policy, which included field trip guidelines for waiting in line, signing up, holding participants accountable for attending the field trip, seating arrangements, and filling seats in the event of cancellations. The commission had no changes or additions to the policy.

Staff presented the same policy to the Parks & Recreation Commission at its March 6, 2024 meeting for their review and comments. Since the Parks & Recreation Commission had changes to the policy, this policy was brought back to the Senior Citizen Commission for consideration at its March 25, 2024 meeting. At this meeting, the Senior Citizen Commission agreed to the changes and also asked staff to look into the possibility of allowing individuals to show up the day of the trip to see if there are any tickets/spaces.

At the April 3, 2024 Parks & Recreation regular meeting, staff presented the second draft of the Field Trip Policy. The Parks & Recreation Commission discussed the policy changes and agreed upon the changes recommended at the March 6, 2024 Parks & Recreation regular meeting. Additionally, there were still some comments from the Parks & Recreation Commission regarding the following that also affect the Senior Center:

- Use of unused tickets;

- Purchasing procedures;
- Allowing individuals to show up the day of the field trip as to not lose money on the cost of the ticket(s) and for staff to have the required documents/waivers ready the day of the trip in order to replace no shows; and
- Requiring appeal forms to be submitted prior to the registration of the next field trip.

Staff reviewed and addressed many of the above-mentioned comments. Staff's first priority is to purchase tickets for field trips the day of the field trip at the venue; however, the policy for purchasing tickets is based on the guidelines set forth by the venue. Therefore, staff are sometimes required to make reservations and purchase tickets ahead of time. In many cases, these tickets are non-refundable and can only be used the day of the event. In these cases, staff are unable to offer these tickets to the public for purchase.

The attached revised Field Trip Policy addresses the concerns made by the Parks & Recreation Commission regarding individuals allowed to show up the day of the field trip and staff having the required documents/waivers ready to be signed by individuals who are replacing the no-shows.

Additionally, there is language that outlines the order in which individuals are selected to replace no shows the day of the field trip. Finally, staff added language requiring appeal forms to be submitted prior to the registration of the next field trip.

**Attachments:**

1. 6-24-2024 Field Trip Policy - POLICY



# Field Trip Policy

June 245, 2024

## I. SCOPE

This policy will provide guidelines as it relates to waiting in line, sign ups, attendance, seating arrangements, and filling seats in the event of cancellations for City run field trips across all departments.

## II. PURPOSE

The purpose of this policy is to establish guidelines that govern the process by which participants can sign up for field trips, staff can hold participants accountable in the event a participant misses a field trip and make clear the process in which open seats on field trips can be filled due to cancellations.

## III. DEFINITIONS

- A. **Attendee/Attendee list.** Individuals who physically wait in line the day of registration or the duration of the registration period to sign up for a ticket/spot on the list to attend a field trip. Each department will assign the total number of tickets/spots available for each field trip. An attendee is an individual who made it on the attendee list.
- B. **City Run Field Trip.** Any field trip that is offered by City Departments, including but not limited to the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center where participants sign up to attend a trip, whether the participant rides the City bus or takes their own vehicles.
- C. **Non-resident.** A person that does not live in the City of Irwindale, does not have an active Resident Identification Card, or is not a City of Irwindale Employee.
- D. **Participant.** Any person, resident or non-resident, who would like to sign up for a field trip whether on the attendee list, or standby list.
- E. **Resident Identification Card.** This card is to provide a method by which City staff can accurately identify eligible residents of the City of Irwindale for the purpose of providing a variety of benefits (i.e., aquatics, recreation, and senior center programs), which are only available to residents and/or provided to residents at a reduced or no cost as compared to non-residents.
- F. **Resident.** A person that lives in the City of Irwindale and has an active Resident Identification Card. A City of Irwindale Employee can also sign up as a resident participant and must present their employee identification card at the time of signup.
- G. **Standby List.** The standby list is for persons wishing to attend the field trip but were unable to secure a spot due to capacity limits. The standby list is also when a resident signs up and is placed on the Attendee List, the resident (per household) is allowed to place two (2) individuals on the standby list. In this case, the standby list is mostly for non-residents but can sometimes be for a resident friend or family member in another household that is unable to wait in line or doesn't have a Resident Identification Card.

The standby list has different priority tiers for the Dan Diaz Recreation Center Field Trips and the Senior Center Field Trips.

## **IV. PROCEDURES**

### **A. Overview**

In an effort to allow all those who would like to participate in City run field trips, a field trip policy will be implemented. The field trip policy will provide guidelines for all City run field trips. From cancellations before and after the deadline, clearly outlining how seating for trips is chosen, and defining the order in which participants are chosen in the event a sold-out trip has cancellations.

### **B. Education and Outreach**

Staff will ensure the placement of deadline information is included on all flyers, at the designated facilities, and on registration paperwork, which will remind participants and attendees of the deadline to cancel. During the registration process, staff will make an announcement reminding participants to notify staff of their cancellation by the deadline if they are no longer able to make the trip. Staff will contact the attendees the Monday before the trip to confirm their attendance. The deadline to cancel without any repercussions is by 6pm on Wednesday before the field trip date.

Staff will also ensure all flyers, designated facilities, and registration paperwork inform participants that they must be present 15 minutes before the departure time. Those attendees who are not present 5 minutes prior to the departure time may lose their ticket/spot if there is someone there the day of requesting a ticket/spot.

### **C. Lining Up for Field Trip Registration**

#### Dan Diaz Recreation Center

Registration begins at 6:00pm on the date specified on the Field Trip Flyer for residents and non-residents. Participants are allowed to line up prior to the 6:00pm registration time. Participants are only allowed to sign up individuals in the same household. Participants may have someone outside their household stand in line on their behalf; however, the participant must be the one that registers themselves and/or their household. The participant must be present by 6:00pm to sign up/purchase. A Resident ID or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### Irwindale Aquatics Center

Registration begins at 5:00pm on the date specified on the Field Trip Flyer for residents and non-residents. Participants are allowed to line up prior to the 5:00pm registration time. Participants are only allowed to sign up individuals in the same household. Participants may have someone outside their household stand in line on their behalf; however, the participant must be the one that registers themselves

and/or their household. The participant must be present by 5:00pm to sign up/purchase. A Resident ID or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### Irwindale Senior Center

Registration begins at 8:30am on the date specified on the Field Trip Flyer for residents, standby non-residents and non-residents. The Irwindale Senior Center opens for operations at 8:00am at which time participants line up to receive a numbered ticket. This allows participants to walk around, sit down, and/or get a beverage while they wait for registration to begin and the numbers to be called. Participants are only allowed to sign up individuals in the same household and must be the one that registers themselves and/or their household. The participant cannot have a participant from another household stand in line or get a numbered ticket for them. A Resident ID or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### **D. Standby List**

A standby list will be generated in the event that a participant(s) who wanted to sign up for the field trip but was unable to secure a spot or a resident attendee places an individual(s) on the standby list. The order will be as follows and all participants will be signed up in the order they were received per grouping:

- i. Dan Diaz Recreation Center/Irwindale Aquatics Center
  1. Top priority will go to a resident who stood in line the day of registration but the spots were already filled. During the registration period but after the first day of registration, residents are able to call in to place themselves and/or their household on the standby list. Those individuals calling in only apply to being placed on the standby list in the event that a field trip is full and must do so starting the day after registration up to the Friday before the event. Any spots that are still open for a field trip require the individual to come in person to sign up for the trip, fill out all necessary paperwork, and pay fees(if applicable).
  2. Next, residents placed on the standby list by a resident on the Attendee List.
  3. Then, non-residents placed on the standby list by a resident on the Attendee List.
  4. Finally, non-residents who signed up after the field trip is full.
- ii. Irwindale Senior Center Priority List
  1. Top priority will go to a resident who stood in line the day of registration, but the spots were already filled. During the registration period and after the first day of registration, residents are able to call in to place themselves and/or their household on the standby list. Those individuals calling in only apply to being placed on the standby list in the event that a field trip is full and must do so starting the day after registration up to the Friday before the event. Any spots that are still open for a field trip require the individual to come in person to sign up

- for the trip, fill out all necessary paperwork, and pay fees (if applicable).
2. Then, non-residents placed on the standby list by a resident on the Attendee List.
  3. Finally, non-residents who signed up after the field trip is full.

#### **E. Notifications of Cancellation Before the Deadline**

Participants\* must cancel their attendance on a field trip by 6:00pm on the Wednesday prior to the trip date. If this is completed, then no further action will be taken as the participant cancelled prior to the deadline. There are 3 ways to notify staff of cancellation:

1. Participant\* calls, speaks with staff or leaves a message on the main department phone line hosting the event.
  - a. Aquatics Center (626) 430-2248
  - b. Dan Diaz Recreation Center (626) 430-2224
  - c. Irwindale Senior Center (626) 430-2283
2. Participant\* emails the staff member listed as the contact on the flyer.
3. A written note signed and dated by Participant\* is dropped off at the front desk of the department hosting the field trip.

\*If participant is a minor, then only a parent or legal guardian may notify staff of a cancellation.

#### **F. Failure to Cancel After the Deadline**

This section only applies to the Adult/Family Field Trips offered through the Dan Diaz Recreation Center and Irwindale Aquatics Center, and the field trips offered through the Senior Center.

- i. First time cancelling after the deadline, the participant will receive a warning.
- ii. Second time cancelling after the deadline, the participant will not be able to sign up for the next trip until the non-resident registration date for the Adult/Family trips offered through the Dan Diaz Recreation Center and Irwindale Aquatic Center and the standby registration date for the field trips offered through the Irwindale Senior Center. Typically, departments will provide one trip per month.
- iii. Third time cancelling after the deadline, the participant will not be able to sign up for the next trip.
- iv. Should there be a fourth time cancelling after the deadline, the participant will meet with the Department Manager/Supervisor and Public Services Director

to determine why the participant continues to sign up for trips but does not attend the trip or cancel before the deadline.

- v. The procedures listed under i. – iv. above will reset each fiscal year.

## **G. Appeals Process**

If a participant has good reason for failing to cancel by the deadline, then they may write a formal appeal at the Administrative level. Appeals must be submitted in writing prior to consideration by the Public Services Director and the City Manager. Forms may be submitted to [erodriguez@irwindaleca.gov](mailto:erodriguez@irwindaleca.gov) prior to the next field trip and are available at the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center. Good reasons for cancellation are emergency situations that were not planned for including but are not limited to medical emergencies, custodial issues, etc.

## **H. Field Trips That Require Assigned Seating**

When a trip requires assigned seating, department staff will make it a priority to purchase seats in the same section. In the event that staff is not able to purchase seats in the same section, then staff will make every effort to select seats in similar sections. The goal will be to keep attendees seated together.

Seating is assigned by the department staff hosting the field trip. The department will do its best to assign the seats based on the order of the attendee list and will take into consideration keeping families from other households together. At times, the number of individuals who signed up will dictate where individuals are seated.

For example, if there are seven (7) seats in a row, then staff will have to consider the following different assigned group seating based on the attendee list and families attending that specific field trip:

- i. 2 attendees, 2 attendees, 3 attendees
- ii. 3 attendees, 4 attendees
- iii. 2 attendees, 5 attendees

Staff will review the attendee list to see if there are cluster groups that fit these different combinations and ensure that groups are not separated but seated together.

## **I. Filling Seats After A Field Trip is Full**

In the event that a field trip is completely booked and a participant cancels, then the empty seats shall be filled in the following order and is based on the standby priority list:

### **Dan Diaz Recreation Center/Irwindale Aquatics Center Priority List**

1. Those residents who physically stood in line the day of registration but did not receive a spot due to capacity limits will be contacted first in the order they

- signed up. Then residents who called in to be placed on the standby list during the registration period will be contacted in the order they signed up.
2. Next, residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.
  3. Then, non-residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.
  4. Finally, non-residents who signed up after the trip was full will be contacted in the order they signed up.

In the event that all four (4) of the above steps are completed and there are still tickets or seats available for the field trip, the Recreation Manager, Recreation Supervisors and Senior Recreation Leaders have the authority to contact individuals who have gone on past trips but did not sign up for the specific trip where tickets/seats are available as long as the individuals are contacted and sign all waivers/forms the morning of the schedule trip.

Furthermore, if there are no shows and/or tickets/seats available the day of the field trip, then individual(s) may show up 30 minutes before the departure time to request a ticket/seat for the field trip. The individual(s) must inform the staff member assigned to the trip that they are present for this reason. The staff member will then create a list and write the names of individuals requesting a ticket/seat the day of as they check in. Once all attendees arrive and staff has verified their attendance, then staff will acknowledge, 5 minutes before the departure time, whether or a not a ticket/seat is available. The following procedure will be used to fill tickets/seats:

- Staff will first check the stand-by list to see if the individual(s) are on the list and follow the order outlined above in this section.
- Next, residents not on the stand-by list. If more than one resident is present, then the order will be based on who checked in first with staff.
- Then, non-residents not on the stand-by list. If more than one non-resident, then the order will be based on who checked in first with staff.

All documents/waivers must be filled out and payments, if applicable, must be made at this time.

Staff will monitor this process to ensure that individuals are signing up for field trips. In the event that staff notices that an individual continuously shows up to fill a spot for the field trips but never signs up for these trips, then staff will reach out to that individual to understand why this is happening.

### **Irwindale Senior Center Priority List**

1. Those residents who physically stood in line the day of registration but did not receive a spot due to capacity limits will be contacted in the order they signed up. Then residents who called in to be placed on the standby list during the registration period will be contacted in the order they signed up.
2. Next, non-residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.

3. Finally, non-residents who signed up after the field trip was full will be contacted in the order they signed up.

In the event that all three (3) of the above steps are completed and there are still tickets/seats available for the field trip, the Senior Center Manager and full-time senior center staff have the authority to contact individuals who have gone on past trips but did not sign up for the specific trip where tickets/seats are still available as long as the individuals are contacted and sign all waivers/forms before the Senior Center closes at 2:30pm on the Friday before the trip.

Furthermore, if there are no shows and/or tickets/seats available the day of the field trip, then individual(s) may show up 30 minutes before the departure time to request a ticket/seat for the field trip. The individual(s) must inform the staff member assigned to the trip that they are present for this reason. The staff member will then create a list and write the names of individuals requesting a ticket/seat the day of as they check in. Once all attendees arrive and staff has verified their attendance, then staff will acknowledge, 5 minutes before the departure time, whether or a not a ticket/seat is available. The following procedure will be used to fill tickets/seats:

- Staff will first check the stand-by list to see if the individual(s) are on the list and follow the order outlined above in this section.
- Next, residents not on the stand-by list. If more than one resident is present, then the order will be based on who checked in first with staff.
- Then, non-residents not on the stand-by list. If more than one non-resident, then the order will be based on who checked in first with staff.

All documents/waivers must be filled out and payments, if applicable, must be made at this time.

Staff will monitor this process to ensure that individuals are signing up for field trips. In the event that staff notices that an individual continuously shows up to fill a spot for the field trips but never signs up for these trips, then staff will reach out to that individual to understand why this is happening.

*This policy will be reviewed one year after its approval to receive feedback from the public and staff on how this policy is impacting the community.*