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From: Mary Real <anewday4me2020@gmail.com>
Sent: Tuesday, February 23, 2021 11:08 AM
To: City Clerk
Subject: General Comments 2-23-2021 mtg city council

DISTRIBUTE TO ALL CITY COUNCIL MEMBERS
COMMITTEE REPORT
MEETING OF 2/23/2021

M Hamer, the current part time Senior Center mgr and full time employee of Park & Rec, emailed me this response to my ?'s about breakdowns in communicating requests for services by seniors to the wrong person as the fault of seniors "talking to the wrong person" not a decision maker! Her response **Which mgr. sent the referenced email, and when was it sent? Please forward that email to me so that manager can be addressed.**

I have concerns with this non response which illustrates my point of a breakdown in communications. There are not that many managers at the Sr. Ctr. to ask about breakdowns in communications. Why doesn't M Hamer talk to her boss Mike Pacheco, who sent the email to me? Do the Park & Recers think their system is working and that seniors concerns are being addressed in a timely manner or Do they (P & R employees) think that they do not have to respond to seniors? Are they so entitled to do whatever they want and either ignore seniors or lie to them?

If management does not SEE any problems or areas for improvement then how will they improve their performance for the benefit of seniors. Are they (P & R) content with the way things are? Do they have any goals to expand and improve the Sr. Ctr.?

M Hamer also said the the Sr. Ctr. offered WII bowling and only one person attended. After attempting the program over multiple months, we cancelled it due to low enrollment.

This lack of analyzing why a program does not work or has low attendance or any other excuse for not providing a fun and attractive experience to seniors seems to be a common thread from City employees at the Sr. Ctr who get paid their salary regardless! Maybe as part time employees, the Staff does not have the time or experience to ASK seniors why? Is it the cost of the class (especially Zoom classes) or the day or time of the class? Is it the fact that

there was only one Wii bowling machine so the spirit of competition or cheering the team on was missing? Does staff not want to provide a fun experience by socializing with seniors? You can not FIX what you don't SEE. What are your Goals for the Sr. Ctr.?

Kyle, who is the chef teaching the cooking class can not teach grilling because Staff sent the grill to the surplus storage!

They don't want men taking a cooking class on grilling? They didn't think about women wanting to grill food ? Or they

made a unilateral, and authoritarian decision without discussing it with co-workers or the Sr. Commission or Seniors???

What has Park & Rec actually achieved over the past decade???

Sincerely

Mary Lucid

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