



BILLERICA

COUNCIL ON AGING

Board Meeting Agenda

Wednesday, November 12, 2025: 5.30 PM to 7.00 PM

LOCATION: The COA: 25 Concord Road, Billerica

- Call to order by Board Chair – Rich Carroll, Esq.
 - Moment of Silence and Pledge of Allegiance
 - Attendance
 - Open Mic with 15 min time limit
 - Review and Approval of October 8, 2025 Meeting Minutes
 - Director's Report
 - Program and Financial updates
 - Patron Survey Results
 - Introduction of Health and Wellness Program Staff – Carolyn Savio and David Lamore
 - Board Discussions
 - Future Board Initiatives
 - Next Meeting Date: December 10, 2025
 - Adjournment
-

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BILLERICA

Director's Report

Program and Financial Updates

Financial Performance: On October 28th, which was our first day of registration for November programs we had 488 completed transactions, generating revenue of \$2,478 and the use of \$56 from credits in patron's wallet.

Conference Updates:

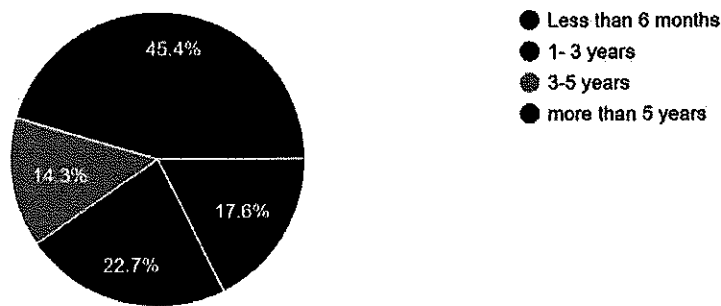
Rylee, David and I participated at MCOA's annual conference. It was a great opportunity to learn from our colleagues. One of the key takeaways from that conference was hearing from the Secretary of Executive Office of Aging and Independence, Robin Lipson, that we should all prepare for budget cuts, specifically our formula grant funding. As mentioned previously our formula grant does support the salary of 10 companions, one full time volunteer coordinator, 4 hr/week program associate, and 49 hours across three staff members.

Patron Survey – Throughout the month of October we had shared both a link (via Facebook) and paper copies for patrons to fill out a survey. The survey responses will help inform us of how to improve our programs/services for 2026.

We had 122 completed surveys – 97 from online and 25 paper

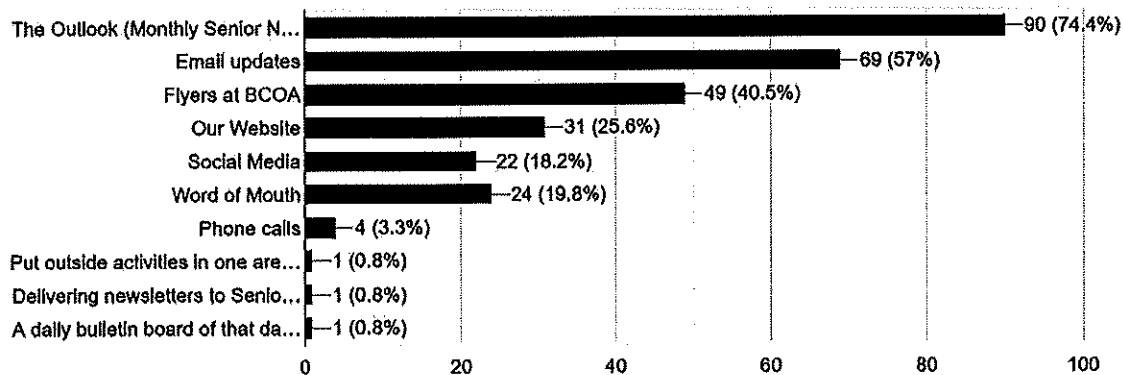
How long have you been a patron of this senior center?

119 responses



How do you prefer to get information about our upcoming programs and events? (Check all that apply)

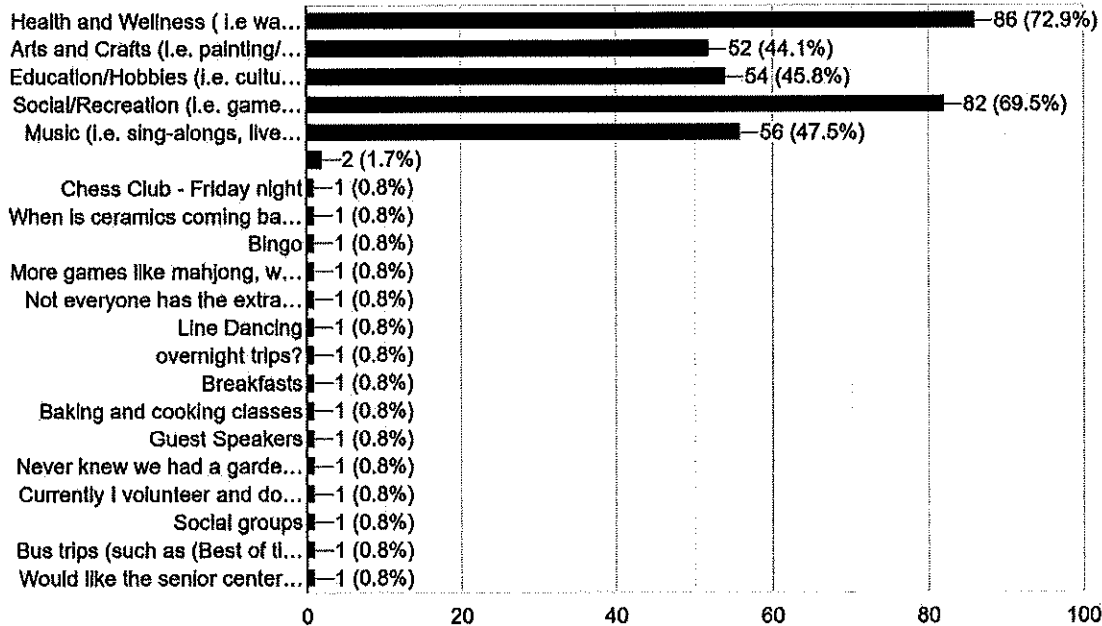
121 responses



2. Program Demand & Development

What types of programs are you most interested in? (Check all that apply)

118 responses



3. Operational & Facility Improvements

Responses frequently mention the physical space, administrative processes, and scheduling.

Area	Key Findings	Sample Suggestions/Comments
Space & Facility	Patrons noted a need for more space, often commenting on the center's size as a limiting factor.	Suggestions: Bigger place, more room, a new COA building, motion lights in the back parking lot.
Process	The sign-up process for classes is a point of friction, with some patrons disliking the new monthly sign-up policy. ** 8 out of 68 had this comment**	Suggestions: Automate registration/enrollment via My Active Center, offer an optional online sign-up, revert to pay-as-you-go.
Scheduling	There is demand for more activities and longer hours in the later afternoon and after 1 PM, especially for working seniors.	Suggestions: Increase fitness center hours, more programs after 1 PM, early evening events.

4. Center Environment & Culture

This theme captures feedback on staff, members, and the overall atmosphere.

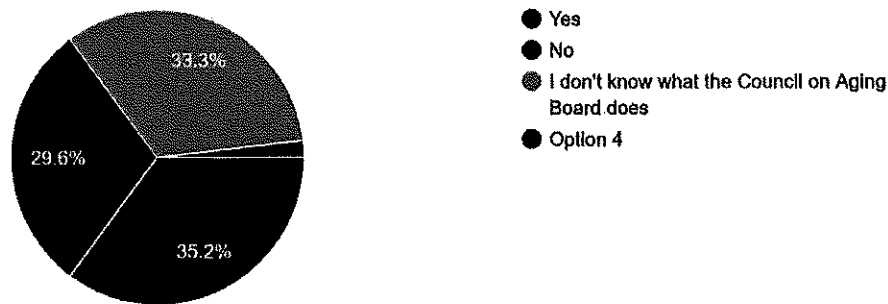
Area	Key Findings	Sample Responses
Strengths	The biggest strengths are consistently cited as the friendliness of the staff and members, the social outlet it provides, and the variety of offerings (especially fitness classes).	Quotes: "The people," "Gathering seniors together," "Friendly staff," "Various fitness classes."

5. Board Connection

A significant finding relates directly to the Council on Aging Board's visibility and

Are you more likely to attend a Council on Aging Board meeting if it were moved to an earlier time versus 5:30pm?

108 responses:





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DATE: November 5, 2025

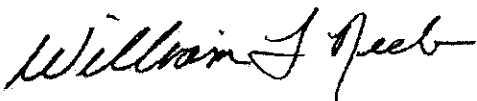
A MEETING OF THE: BOARD of Billerica Council on Aging

WILL BE HELD:

DATE: Wednesday, : November 12, 2025

TIME: 5:30 p.m. to 7.00 p.m.

PLACE: The Billerica COA, 25 Concord Road, Billerica

SIGNED: 
BOARD SECRETARY

ALL NOTICES MUST BE GIVEN TO THE TOWN CLERK'S OFFICE
AT LEAST 48 HOURS BEFORE A SCHEDULED MEETING IS
CALLED AND MUST BE POSTED IN THE CLERK'S OFFICE.