

Deerfield Park District

Recreation Center Advisory Committee

Minutes of February 27, 2020

The meeting of the Recreation Center Advisory Committee was called to order at 7:30 p.m. at the Sachs Recreation Center. The following were in attendance:

Present: Amy Carletti, Caroline Pfeffer, Dan Shapiro, Nick Snyder, Elizabeth Ury, Gil Antokal, Laura McCarty, Tony Korzyniewski, Tim Johnson, Jennie Michalik, Chris Moilanen, James Otto

Absent: Jen Pontikes, Jeff Nehila

The committee reviewed the meeting minutes of October 24, 2019 with no changes or additions.

Matters from the Public

There were no members of the public in attendance.

Thank You for Your Service

Tony thanked Jennifer Pontikes, Dan Shapiro and Elizabeth Ury for their service to the Recreation Center Advisory Committee.

Advisory Committee Applications

Applications are being accepted through March 1 for new committee members. Recommendations will go to the park board for approval at the March board meeting.

SRC Management Team Transition Overview

Due to the resignation of the Customer Service & Membership Manager, the management team structure was changed as of December 9, 2019. Tim was promoted from Fitness Manager to Assistant General Manager, Jennie will now be the Fitness & Wellness Supervisor and Chris will be the Facility Operations Supervisor.

Assistant General Manager Report

January Membership Report

Tony distributed the January Membership Report. The active SRC Fitness Membership was at 1,318 members through January 31, 2020 compared to 1,346 members through January 31, 2019.

Tim reported that staff is working on increasing internal communication throughout the center. An email chain is being created with the front desk staff. A new training process is being planned for the front desk staff. Tim would like to create staff and patron focus groups in the near future. Tim would also like to hold patron appreciation events/activities on a monthly basis. An onboarding process for new members has been created. A punch card is being designed for new members to receive after their first 30 days to provide free visits for friends. Staff is developing a

new orientation for new members on the fitness floor to show new members how to use all the equipment. Staff would like to offer a health assessment to new members in the future.

Member Recruitment Initiatives

Staff will be attending the monthly DBR Chamber Breakfast to promote Sachs. Staff explored the Renew Active program but determined that it would not be a good business decision at this time. Staff will be increasing their corporate outreach. Staff will begin a former member promotion by reaching out to people that have left the center over the last 11 years. Staff will be promoting a member referral program. Staff has recently discovered that we have member networks at the center. Our instructors are great at developing relationships with our patrons and we want to give them opportunities to continue to shine and grow relationships.

Membership Dues Increase

Membership dues are set to increase on April 1, 2020.

Membership Administration – Update

Tim thanked Jennie and Chris for their patience and knowledge in helping him with this transition. Tim commented that it is very important the membership renewals, membership cancellations, billing, errors and other issues get addressed in a timely manner. A new process has been developed to help eliminate issues with expired credit cards. Staff will alert the member the month prior to the card expiring to let them know. This will help to eliminate declined charges during monthly billing cycles. Tim reported that he is now doing all the banking and daily reconciliation.

Fitness & Wellness Supervisor Report

Winter Group Exercise Schedule

The winter schedule started in mid-January. Additions to the schedule include a Cycle class, an Aqua class, a new format called Joints in Motion and a few minimal time changes. The spring schedule will be out soon.

Committee member suggested having the instructors create various workouts that could be printed and shared with members that need workout ideas when there's no classes, etc.

Winter Fit Start

Winter Fit Start was held January 13 – February 17, 2020. The group was smaller, but we had 100% attendance at meetings. The 7 participants included 2 non-members that converted to annual memberships, and all 7 participants are continuing their personal training sessions. Nutrition sessions were increased to twice weekly to allow options for participants. The program included 3 personal training sessions and 1 Pilates Reformer session. The Spring Fit Start will begin in April.

Nutrition Workshop

A Nutrition Workshop is scheduled for March 18, 2020. The topic will be the Top 20 Tips for 2020. The workshop is free for members and \$5.00 for non-members.

Facility Operations Supervisor Report

Chris reported that he is responsible for the day-to-day schedule for the building, booking parties, rentals and events. The Chicago Sky season will be opening April 26 and they will be returning to the center for practice. Upcoming events include the North Shore Rhythmic Gymnastics Championship being held May 8 -1, the DHS Post Prom event on May 16 and a Bar Mitzvah on May 17. Other organizations that uses the facility include Club Momentum rents the gym 2 nights a week, Pegasus Soccer practices Thursday nights, Keshet Day School does Buddy Basketball on Mondays and a Special Olympics on Sundays, NSSD uses the gym on Mondays and Destination Imagination has been using the center a couple nights a week. In addition, we have weekly rentals for basketball, soccer practice and girls' feeder as well as birthday parties on the weekends. Nick is also teaching Jiu Jitsu on Saturday mornings.

Committee member asked if there was going to be a focus on promoting the center as a potential mitzvah venue. If so, there are vendor fairs that staff can attend to promote the center. Tony responded that staff has attended a few of those fairs in the past. The mitzvahs are very taxing on the staff and while there not a huge priority we do host them when we can.

2020 Capital Projects and Purchase Plan

Tony reported that 2020 Capital Projects and Purchase Plan was approved by the Park Board. Staff has already began implementing the plan with the purchase of a commercial washer and dryer which were installed last week. The west roof will be replaced this year. The initial bids came in over budget so staff is adjusting some application processes and will rebid the project. The Lobby Renovation Project is scheduled to start in mid-June and be completed by September 1. Also in the plan is the annual purchase of fitness equipment.

Indoor Cycle Studio

Staff has been addressing the humidity issue in the Indoor Cycle Studio. Our HVAC contractors were unable to determine the problem, so we hired an engineer. After receiving the final engineers report, a new HVC contractor was hired to complete the engineers' recommendations.

James reported that the problem is that when no one is in the room the air conditioning unit is short cycling which means it cools the room too quickly which dehumidifies the room and there's no reheat. Each particular piece of the unit was checked to make sure they were working properly. Now we need to make fine adjustments to make sure everything is working properly at the right time and at the right efficiencies when it is calling for different circumstances.

Other Items

Women's Steam Room

The floor in the women's steam room will be repaired next week. The work is all under warranty.

Weight Room

The wall in the weight room is being patched and painted. We have had moisture issues in the weight room wall over the years. With the work to the outside wall completed a couple years ago the moisture issue was resolved.

Thank you

Board Liaison Antokal thanked Jennifer, Dan and Elizabeth for their time, effort and service to the committee.

Highland Park Post Prom

Board Liaison Antokal reported that staff has been contacted regarding Highland Park High School holding a Post Prom event at Sachs. Information has been shared but no final decision has been made at this time.

Blood Drive

The Blood Drive is being held this Sunday, March 1 at the Jewett Park Community Center

Theater D

Theater D will be performing Alone Together Again in March 13-15 and March 20-22.

The next meeting is scheduled for Thursday, April 23, 2020 at 7:30 p.m.

There being no further business or additional discussion, the meeting of the Recreation Advisory Committee was adjourned at 8:32 p.m.