



CHAMPAIGN PARK DISTRICT

AGENDA

SPECIAL MEETING
BRESNAN MEETING CENTER
706 Kenwood Road
Champaign, Illinois

Wednesday, October 25, 2017
5:30 p.m.

A. CALL TO ORDER

B. COMMENTS FROM THE PUBLIC

C. NEW BUSINESS

1. Approval of an Amendment to a Tuition Assistance Agreement
Staff recommends approval of an Amendment to a Tuition Assistance Agreement between the Park District and an employee.
2. Approval of Change Orders No. 2 and 3 to the Springer Cultural Center Roof Project
Staff recommends authoring the Executive Director to approve Changes Orders No. 2 and 3 for the Springer Cultural Center Roof project.
3. Approval of Flower Island Fee Increase
Staff recommends increasing the Flower Island Program fee from \$11.10 per sq. ft. to \$12.00 per sq. ft. (an approximate 8% increase) for the 2018 season.
4. Approval of an Agreement with RATIO Architects, Inc. regarding Human Kinetics Park
Staff recommends approval of the agreement with Ratio Architect regarding the Human Kinetics Park project.

D. DISCUSSION ITEMS

1. Supplemental Budget Process
2. Solicitation of Community Input
3. Proposed Criteria for Capital Program Requests
4. Aquatics Report

E. COMMENTS FROM COMMISSIONERS

F. EXECUTIVE SESSION

The Board will convene into Executive Session under the Illinois Open Meetings Act, specifically 5 ILCS 120/2(c)(1) for the discussion of the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body, or legal counsel for the public body; (c)(3) the selection of a person to fill a public office; (c)(5) for the purchase or lease of real property for the use of the public body including meetings held for the purpose of discussing whether a particular parcel should be acquired; and (c)(6) the setting of a price for sale or lease of property owned by the public body.

The mission of the Champaign Park District is to enhance our community's quality of life through positive experiences in parks, recreation, and cultural arts.

G. RETURN TO REGULAR MEETING

H. EXECUTION SESSION ACTION ITEMS

1. Approval of a Memorandum of Understanding regarding Spalding Park

I. ADJOURN



REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 19, 2017

SUBJECT: Amendment to Tuition Agreement

Background

The Champaign Park District entered into an agreement with an employee to participate in the Heating and Air Conditioning (HVAC) program to obtain a certificate,

The employee has done well in the training and has used the knowledge he has gained in his daily work for the Park District. To date, the Park District has paid \$8,262.82 in tuition, fees and books. The Parkland advisor has noted that the employee has completed 36 hours and has 9 hours remaining with an anticipated graduation date of December 2018.

The total cost for the certificate program will exceed the original \$9,000 approved and is instead expected to cost a total not to exceed \$12,000. At the October 11, 2017 Board meeting, the amount requested for the program incorrectly included the extra credit hours needed to obtain an associate's degree along with the certification. The Park District's agreement with the employee is to assist in obtaining a certificate only. The staff member has been encouraged to go forward on his own to get an associate's degree. Furthermore, all books purchased for this certification shall become Park District property and be available for reference in the Operations Department library of materials.

Prior Board Action

The Board approved an exception to the Tuition Reimbursement Policy on October 26, 2016. In addition, the Board approved a not to exceed amount of \$9,000 for the HVAC certificate program.

Budget Impact

Staff recommends approval of the Amendment to the Tuition Assistance Agreement for an additional \$3,000.

Recommended Action

Staff recommends approval of the amendment to the tuition agreement.

Prepared by:

Reviewed by:

Tammy Hoggatt, SPHR SHRM-SCP
Director of HR, IT and Risk

Joe DeLuce, CPRP
Executive Director

**CHAMPAIGN PARK DISTRICT
AMENDMENT TO A TUITION ASSISTANCE AGREEMENT**

This Amendment to the Tuition Assistance Reimbursement Agreement is made, entered into, and effective this 25th day of October, 2017, by and between the Champaign Park District (hereinafter referred to as, "Park District") and James Kennedy (hereinafter referred to as, "Employee") and collectively referred to as the "Parties".

WHEREAS, Employee voluntarily applied to and been accepted into the Heating Ventilation and Air Conditioning (HVAC) certification program at Parkland Community College in Champaign, Illinois;

WHEREAS, the Park District and James Kennedy entered into a Tuition Assistance Reimbursement Agreement dated the 13th day of May, 2016 to financially assist Employee in paying for this education certification program; and

WHEREAS, the Parties now desire to amend the Tuition Assistance Agreement and revise the terms of financial assistance to Employee.

NOW THEREFORE, in consideration of the mutual covenants contained herein, it is hereby agreed as follows:

1. The Park District shall pay directly to Parkland Community College an additional \$3,000.00 toward tuition for the HVAC certification program into which Employee has been accepted and enrolled. The tuition assistance shall be paid in installment payments as billed by Parkland Community College.
2. All books shall become the property of the Park District.
3. All other terms and conditions of the Tuition Assistance Agreement including payment of fees and books shall remain the same.

IN WITNESS WHEREOF, the Parties have caused this document to be executed effective as of the date and year first above written.

Champaign Park District,
A municipal corporation

James Kennedy,
Employee

By: _____
Joseph DeLuce, Executive Director

James Kennedy

Date: _____

Date: _____



CHAMPAIGN PARK DISTRICT

REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 16, 2017

SUBJECT: Springer Roof Change Orders 2 and 3

Background

Change Order 1) This addressed the brick back up that was extremely deteriorated. Loose brick and mortar were removed and a smooth surface was created for the flexible flashing. This change order was approved by the Executive Director on 9/28/17.

Change Order 2) The original drawings for the brick replacement on the parapet wall did not include the area on the east side of the chimney. This change order will remove the existing 1st wythe of brick on the chimney from coping down to existing roof copper flashing on roof side. This brick has been previously parged and is crumbling. Once replaced, it will match the rest of the parapet wall.

Change Order 3) This addresses the need for 6 scuppers to be replaced. Some brick will need to be removed and replaced to fit new scuppers.

Prior Board Action

The Board of Commissioners approved the Springer Cultural Center masonry repairs at their September 13, 2017 Regular meeting and the roof replacement at their October 11, 2017 Regular meeting.

Budget Impact

\$575,000 was budgeted for the masonry work and the roof replacement. The original masonry base bid was \$87,625. Change order #1 was \$8,484, change order #2 is quoted at \$1,597, and change order # 3 is quoted at \$3,880. The roof replacement base bid is \$356,700. The total thus far is \$458,286. Please refer to the attached change order log.

Recommended Action

Staff recommends authorizing the Executive Director to approve Change Orders 2 and 3.

Prepared by:
Bret Johnson
Grounds & Maintenance Supervisor

Reviewed by:
Dan Olson
Director of Operations

RESOLUTION

WHEREAS, the Champaign Park District is a duly organized General Park District organized under the provisions of the Park District Code of the State of Illinois, as amended; and

WHEREAS, the Champaign Park District did at its October 11, 2017 regular board meeting award a contract for certain roof work at the Springer Cultural Center; and

WHEREAS, the award of the contract was to the lowest responsible bidder; and

WHEREAS, after the award of the contract, and during the course of work, it was determined that the original drawings for the brick replacement on the parapet wall did not include the area on the east side of the chimney and that there exists a need for six (6) scuppers to be replaced; and

WHEREAS, the contractor on the project has recommended the removal of the existing first wythe of brick on the chimney from coping down to existing copper flashing on roof side and removal and replacement of brick to fit new scuppers and such changes are summarized as follows:

Change Order No. Two – Remove existing 1st wythe of chimney; prep backup for new brick install to match adjacent roof parapet work; supply and install new brick at removed brick location with flashings; and wash down wall ease increase of \$1,597

Change Order No. Three – remove existing scupper; remove brick to fit new scupper and rough opening; provide new scupper at opening; wash down wall; and provide lift to access scuppers..... increase of \$3,880.00

Total Change Order increase (this resolution)\$5,477.00

WHEREAS, due to the already undertaken work, and the need to have the roof repaired at the earliest available time, the circumstance necessitate a change in the performance of the contract as awarded which were not reasonably foreseeable at the time of project bidding and contract award; and

WHEREAS, the proposed change in scope of work is germane to the original award and contract; and

WHEREAS, the changes in the contract terms for removal and replacement of new brick and scuppers, materials and price are in the best interests of the Champaign Park District and are authorized by law;

NOW, THEREFORE, BE IT RESOLVED by the Board of Park Commissioners of the Champaign Park District as follows:

That due to a change order in the scope of work regarding the replacement of the Springer Cultural Center roof, which repair needs were not reasonably foreseeable at the time of the contract award; which are germane to the original bid, award and proposed contract; and in order to proceed in the best interests of the Champaign Park District and as authorized by law and pursuant to the terms of the award, contract and documents incorporated therein, staff and officials of the Champaign Park District are hereby authorized to approve and execute such change orders as are reasonably necessary to conform and amend the awarded contract to undertake further repairs and installation of materials in order to complete the Springer Cultural Center roof project in a good and workmanlike manner at an additional cost of \$5,477.00.

Approved this 25th of October 2017.

CHAMPAIGN PARK DISTRICT

Attest: _____
Cindy Harvey, Secretary

By: _____
Craig W. Hays, President

Date: _____

Standard Contract Agreement Change Order

**English Brothers Company
807 N Neil Street
Champaign, IL 61820
PH: 217-356-0596 FAX: 217-356-6049**

Date: October 19, 2017

Project #: 5209

TO: Champaign Park District
706 Kenwood
Champaign, IL 61821

Springer Cultural Center
Exterior Masonry Repairs
301 North Randolph
Champaign, IL 61821

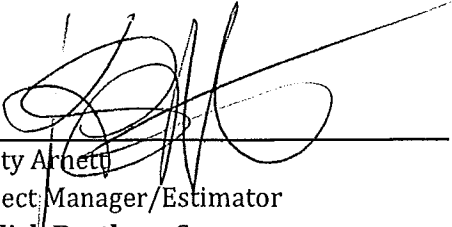
Contract Change Order #: 002

The following changes shall be added to and become part of the Standard Contract Agreement dated 9/14/17

- Remove existing 1st wythe of chimney from the coping down to existing roof copper flashing on roof. \$ 1,597.00
- Prep backup for new brick install to match adjacent roof parapet work.
- Supply and install new brick at removed brick location with flashings
- Wash down wall.

Original Contract Value	\$	87,625.00
Net Change by Previous Change Order(s)	\$	8,484.00
Increase/(Decrease) this Change Order	\$	1,597.00
Revised Contract Amount to Date	\$	97,706.00

Name:
Title:
Champaign Park District



Kristy Arnetto
Project Manager/Estimator
English Brothers Company

Completion date of the original subcontract will be adjusted by 0 days.
This Change Order Number and Description of Work is to be referenced on the required Pay Request form

Please execute and return one (1) original

(OVER)

Telephone 217-356-0596
FAX 217-356-6049

CO# 2

Mailing Address
PO Box 76, 61824



**ENGLISH BROTHERS
COMPANY**

GENERAL CONTRACTORS
807 N Neil St, Champaign, IL 61820

October 3, 2017

RFP PROPOSAL

RE: SPRINGER CULTURAL CENTER

RFP #4 – Remove brick at chimney roof side 1st wythe from coping to roof flashing

RFP #4 – Remove Brick at Chimney roof side

- Remove existing 1st wythe of chimney from coping down to existing roof copper flashing on roof side that is parged and crumbling
- Prep back up for new brick install to match adjacent roof parapet work
- Supply and install new Brick at removed brick location with flashings
- Wash Down Wall

For the Sum of = \$1,597.00

Exclusions: Work is limited to scope listed above; anything above and beyond this scope will be extra work.

Note: Please contact Kristy Arnett with any questions at 217-356-0596

Standard Contract Agreement Change Order

English Brothers Company
807 N Neil Street
Champaign, IL 61820
PH: 217-356-0596 FAX: 217-356-6049

Date: October 19, 2017

Project #: 5209

TO: Champaign Park District
706 Kenwood
Champaign, IL 61821

Springer Cultural Center
Exterior Masonry Repairs
301 North Randolph
Champaign, IL 61821

Contract Change Order #: 003

The following changes shall be added to and become part of the Standard Contract Agreement dated 9/14/17

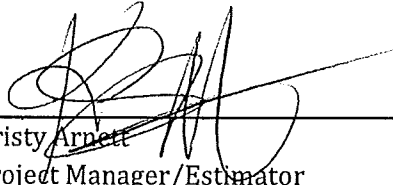
→ Remove existing scupper	\$ 3,880.00
→ Remove brick as required to fit new scupper and rough opening	
→ Provide new scupper at opening	
→ Wash down wall	
→ Provide lift ot access scuppers	

Original Contract Value	\$ 87,625.00
Net Change by Previous Change Order(s)	\$ 10,081.00
Increase/(Decrease) this Change Order	\$ 3,880.00
Revised Contract Amount to Date	\$ 101,586.00

Name:

Title:

Champaign Park District


Kristy Arnett

Project Manager/Estimator

English Brothers Company

Completion date of the original subcontract will be adjusted by 0 days.

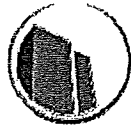
This Change Order Number and Description of Work is to be referenced on the required Pay Request form

Please execute and return one (1) original

(OVER)

Telephone 217-356-0596
FAX 217-356-6049

Mailing Address
PO Box 76, 61824



**ENGLISH BROTHERS
COMPANY**

GENERAL CONTRACTORS
807 N Neil St, Champaign, IL 61820

October 3, 2017

RFP PROPOSAL

**RE: SPRINGER CULTURAL CENTER
RFP #3 – New Scuppers (6) total**

RFP #3 – New scuppers

- Remove existing scupper
- Remove brick as required to fit new scupper and rough opening
- Provide new scupper at opening
- Wash Down Wall
- Provide lift to access scuppers

For the Sum of = \$3,880.00

Exclusions: Work is limited to scope listed above; anything above and beyond this scope will be extra work.

Note: Please contact Kristy Arnett with any questions at 217-356-0596

Springer Masonry and Roof Replacement Change Order Log

Current: 16 Oct 2017

Change Order						Remarks
Number	Date	Brief Description	Add	Deduct	Contract Sum	
	9/14/2017	Masonry Repairs			87,625.00	Original Contract
1	9/27/2017	Brick back up changes at parapet	8,484.00	0.00	96,109.00	
2	10/26/17	Remove brick at chimney roof side	1,597.00		97,706.00	
3	10/26/17	New Scuppers (6)	3,880.00		101,586.00	
	10/11/17	Roof Replacement			356,700.00	Original Contract
	10/26/17	Total			458,286.00	\$575,000 Budgeted



REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 20, 2017

SUBJECT: Flower Island Fee

Background

The Flower Island Program began in 1988 with a dedicated goal to "Improve the aesthetic condition of the community by planting flower islands through partnerships with the local business community". The program has been very successful, has been recognized with awards and provides job opportunities to seasonal and full-time employees.

In practice, sponsors of the islands pay a fee to cover the direct operating costs of their island, as well as an amount to fund islands on public properties such as schools, rights-of-way and not-for-profit organizations.

The program started with six beds in 1988 and currently has over 100 beds in the program. It remains a very successful and viable program for the community and the District.

Prior Board Action

Fee increases have been periodic throughout the life of the program, but were approved on an as-needed basis. A cost recovery goal of 75% was set by the Board in September of 2006 for the program. The program has had a cost recovery of approximately 62% since 2010. The most recent increase in fees was completed in 2012.

Budget Impact

The Flower Island Program has a FY2017 budget of \$195,360. Current participants in the program are charged \$11.10 per square foot which does not meet the 2006 cost recovery goal set by the Board. Even with the approval of this increase, staff will continue to evaluate the program over the next year for possible cost reductions and multi-year fee increase recommendations.

Recommended Action

Staff recommends increasing the Flower Island Program fee from \$11.10 per sq. ft. to \$12.00 per sq. ft. (an approximate 8% increase) for the 2018 season.

Prepared by:

Reviewed by:

Daniel Olson
Director of Operations

Joe DeLuce
Executive Director



REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 20, 2017

SUBJECT: Approval to Enter into Phase 1 Design Services Contract with Ratio Architects for Martens Center at Human Kinetics Park

Background

In May 2017 three architecture firms presented qualifications to Champaign Park District project team for the design of a prospective community center at Human Kinetics Park. Following deliberation, Executive Director was asked to negotiate a contract for Phase 1 design services with Ratio Architects.

Prior Board Action

September 27, 2017 Special Meeting—Board approved a Memorandum of Understanding among Champaign Park District, Champaign Parks Foundation, and Rainer and Julie S Martens Foundation to accept a donation of \$4.4 million toward future enhancements at Human Kinetics Park.

Budget Impact

Phase 1 design services include building schematic design and fundraising graphics support. The \$90,000 contract sum will be paid through the Park District's Human Kinetics Fund.

Recommendation

Champaign Park District Attorney has reviewed the contract; staff recommends approval for Executive Director to enter into Phase 1 Design Services Contract with Ratio Architects for Martens Center at Human Kinetics Park.

Prepared by:

Reviewed by:

Andrew Weiss
Director of Planning

Joe DeLuce
Executive Director



CHAMPAIGN PARK DISTRICT

REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 18, 2017

SUBJECT: Update on Supplemental Budget Process

Background

The Board of Commissioners approved an annual budget and appropriations ordinance on July 27, 2017 for fiscal year ending April 30, 2018. Since that time, the Virginia Theatre has an opportunity to put in a couple bids for shows that would exceed the approved budget and appropriations. In this circumstance, staff expect that the additional revenue generated will exceed the additional expenditures, resulting in a surplus. To comply with the legal appropriations set by Ordinance No. 620, the Board would need to take action to increase this amount. That being said, 65 ILCS 5/8-2-7 does allow the Park District Board of Commissioners to adopt a supplemental budget and appropriation ordinance which only affects revenue that was not available for appropriation when the budget was originally adopted. The supplemental budget and appropriation amount may not exceed this additional revenue estimate. This allows the Park District to modify the budget without going through the formal process of a public hearing, publication and the 30 day notice. For instance, if staff estimate additional revenues to be \$150,000 more than originally estimated; then the supplemental appropriation cannot exceed \$150,000.

The other option would be to adopt a formal budget amendment so as not to rely on the additional revenues but allow for the overage in budget and appropriations to occur.

Prior Board Action

Follow-up to the discussion on Virginia Theatre performances and impact to budget discussed at the October 11, 2017 regular meeting. Board consensus was to gather additional information on the budgeting impact and process for updating.

Budget Impact

None at this time.

Recommended Action

For discussion purposes only.

Prepared by:

Reviewed by:

Andrea N. Wallace, CPA
Director of Finance

Joe DeLuce, CPRP
Executive Director



CHAMPAIGN PARK DISTRICT

REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: September 6, 2017

SUBJECT: Solicitation of Community Input

Background

Each year during planning for capital projects there is reference to creating a process to prioritize projects. As such, staff created a Capital Prioritization Committee (Committee) to discuss and develop a methodology for ranking the capital project requests received by staff each year. The goal is to create a standard template that is utilized for each capital project requested to be "scored" against a set of criteria with the utmost goal of evaluating the projects on an objective basis. The Committee held its first meeting on August 24, has met two additional times, and consists of ten staff representing all divisions within the Park District. Through the meetings the common item that comes up revolves around community input. Not only is community input a criteria for the Distinguished Accreditation process, but also an evaluation criteria for the Government Finance Officer Association Distinguished Budget award. It is evident that while the Park District does obtain community input, it is generally project specific to prior Board approved projects. Members of the Committee have researched other park districts to see how they obtain such input. As we found out, it varies greatly. The Committee is seeking input from the Commissioners to find out if there is any interest in soliciting community involvement in a more formalized manner.

If the consensus of the Board is to move forward with soliciting community input in the future, then the Committee has provided some additional information on potential options to implement. Both of these options would require additional action to define the role, action, timing, etc., but this gives a frame of reference to consider.

1. Option 1 focuses on a long-term approach and would require the Board to create a community input/advisory committee whereby the members would be appointed by the Board. The members would consist of residents from different areas within the Park District boundaries, one or two Commissioners, and a staff liaison. This advisory committee would conduct public meetings, maintain minutes, and provide recommendations to the Capital Prioritization Committee, or other committee as necessary. It is possible that in the long-term, the community input committee could focus on Park District-wide topics throughout the year; however the initial year focus would be limited to capital projects only. After creating an advisory committee, an application process would be posted publicly for individuals to apply, and then the Board would make the final decision on appointments.
2. Option 2 focuses on the short-term and allows the Committee to hold public meeting(s) to gather community input on the current six year-capital improvement plan, and potentially other budget areas, as needed.

The mission of the Champaign Park District is to enhance our community's quality of life through positive experiences in parks, recreation, and cultural arts.

Once a decision is made on the community input method, this input would be factored into the criteria used in the overall template for prioritizing projects. The Committee is currently meeting on a weekly basis and intends to finalize a draft template of the capital prioritization scoring criteria to be brought back to the Board for input in the near future.

Prior Board Action

None

Budget Impact

None

Recommended Action

For discussion purposes and to obtain consensus from the Board of Commissioners on if there is any interest to obtain community input moving forward.

Prepared by:

Reviewed by:

Andrea N. Wallace
Director of Finance
On behalf of the Capital Prioritization Committee

Joe DeLuce, CPRP
Executive Director



CHAMPAIGN PARK DISTRICT

REPORT TO PARK BOARD

FROM: Joe DeLuce, Executive Director

DATE: October 18, 2017

SUBJECT: Criteria to Prioritize Projects for Capital Improvement Plan

Background

Each year during the planning for capital projects there is mention of creating a way to prioritize projects. As such, staff created a Capital Prioritization Committee to discuss and develop a methodology for ranking the capital project requests received by staff each year. The goal is to create a template that is utilized for each capital project requested to be "scored" against a set of criteria with the utmost goal of evaluating the projects on an objective basis. The committee held its first meeting on August 24, and has met regularly since. The committee consists of ten staff representing all divisions within the Park District.

Members of the committee have reviewed multiple templates used in other Park Districts. As we found out, it varies greatly, therefore it is important to ensure the criteria selected are specific to the Park District, rather than using an existing template from another agency. This should provide more uniform decisions on prioritizing capital projects in the future, provide clear direction to staff requesting projects, and assist us in achieving current and long-term goals.

The committee began by reviewing all the possible documents and plans throughout the Park District. Some of those included the board priorities, community needs assessment, master plans, comprehensive plan, strategic plan, etc. From those documents we discussed each one thoroughly and determined that since many of them ultimately roll into the strategic plan, we were quickly able to narrow down the list. The proposed criteria that the committee has agreed on and would like to present to the Board for their input is as follows:

- Legal Requirement(s)
- ADA Transition Plan
- ADA Compliance Standards
- Safety/Risk Concern
- Board Priorities
- Strategic Goal
- Replacement Schedule
- Capital Improvement Plan (prior year plan)
- Community Input Received
- Grant Funding

Each of the criteria require a yes/no response, then depending on the answer may have a follow-up question or action to complete. The intent is to score each project in an objective manner. The committee is requesting any projects valued at \$5,000 through \$500,000 be submitted utilizing this new template to allow review of all projects prior to inclusion in the budget process.

The mission of the Champaign Park District is to enhance our community's quality of life through positive experiences in parks, recreation, and cultural arts.

A draft of the capital template is attached for your reference as to see the whole process. Once there is consensus from the Board on the criteria, then the committee will finalize this template and roll out to staff in November or early December.

Prior Board Action

None

Budget Impact

None

Recommended Action

For discussion purposes and to get consensus from the Board of Commissioners on the criteria to be considered in ranking capital projects beginning in FYE2019.

Prepared by:

Reviewed by:

Andrea N. Wallace
Director of Finance
On behalf of the Capital Prioritization Committee

Joe DeLuce, CPRP
Executive Director

Champaign Park District Capital Project Request Form

Step 1: Project Description and Budget Request

Complete if total request is \$5,000 or more and useful life is greater than 2 years.

Estimated Start Date: _____

Facility/Location of Project: _____

Fiscal Year Funding is Requested For the Year Ended April 30: FYE2019

Project Name (Short Name)

Sample Project

Project Name (Longer, if needed)

Detailed Description of Project (should include justification to support project):

Budget

Capital Budget

Architectural & Engineering Design/Construction Docs**

\$ -

Equipment (value is \$10,000 or more)

\$ -

Building/Park Improvement (value is \$20,000 or more)

\$ - \$ -

Operating Budget

Routine Maintenance (occurs annually, does not extend life of asset, below \$10,000 for equipment and \$20,000 for building/park improvements)

\$ -

Periodic Maintenance (does not occur annually, does not extend life of asset, below \$10,000 for equipment and \$20,000 for building/park improvements)

\$ -

Architectural & Engineering costs - construction administration**

\$ -

Professional Fees (surveys)

\$ -

Legal Publication & Notices (for bid notices in paper)

\$ -

Technology will fall into Routine/Periodic Maintenance, includes all IT-related needs such as hardware/software/network/wireless, servers (if under \$10,000)

\$ - \$ -

Impact to operating budget in current and future fiscal year(s)

How will this project impact ongoing operating costs such as maintenance, repairs, labor, etc.?

What savings or additional costs will result from the completion of this project?

** does NOT include schematic designs, master plans, etc. as these are conceptual in nature only.

Project - Sample Project Capital Project Request Form

Step 2: Project Request Criteria & Sign Offs

New Construction, Equipment Or Vehicle

Replacement/Maintenance of Existing Capital

Please select which of the following items are applicable to project requested by entering items from the drop down lists.

Statutory/Legal Requirement

1=Yes, 0=No

Does this project satisfy a legal requirement to replace/upgrade?

0

If yes, please site reference

Does this satisfy completion of an item in the ADA Transition Plan?

1

If Yes, has the item been submitted for review to the ADA Compliance Officer?

1

If Yes, please obtain signature from ADA Compliance Officer below

Does this project meet or exceed ADA Compliance Standards?

0

If Yes, please obtain signature from ADA Compliance Officer below

Safety/Risk Mitigation

Is this a safety risk/concern?

0

If yes, has this been submitted to the safety committee for review?

0

If yes, please obtain signature from Risk Manager

Board Approved Documents/Plans

1=Yes, 0=No

Does the project address one of the Board/Agency Priorities (Goals)?

1

If yes, specify which one

Heritage

Does the project meet one of the strategic goals?

1

If yes, Please identify which strategic goal (specifically)

SG2-1st Time Opportunities

SG2.9 Identify sources to provide capital development funds for new parks, facilities and amenities.

Other Criteria

Is this item included on a replacement schedule (included in the Capital Improvement Plan)?

1

Was this item included on the prior year Capital Improvement Plan (6-year)?

1

Is this a recommendation by a community member/group?

1

Is grant funding available for this project?

0

If yes, has staff applied?

0

If yes, have we been awarded the funds?

\$

-

Total Score: 7

Authorizations

Please provide copies of estimates and other supporting documentation when submitted to the Department Head for review.

Staff Submitting Request	Date Submitted		
Department Head	Date Submitted	Approved	Denied
Risk Manager (as a member of Safety Committee) if request is approved = please provide copy of approved memo submitted	Date	Approved	Denied
ADA Compliance Officer if request is denied = please provide a written narrative as to the reason(s) why	Date	Approved	Denied
Capital Proritization Committee Approval	Date	Approved	Denied



CHAMPAIGN
PARK DISTRICT

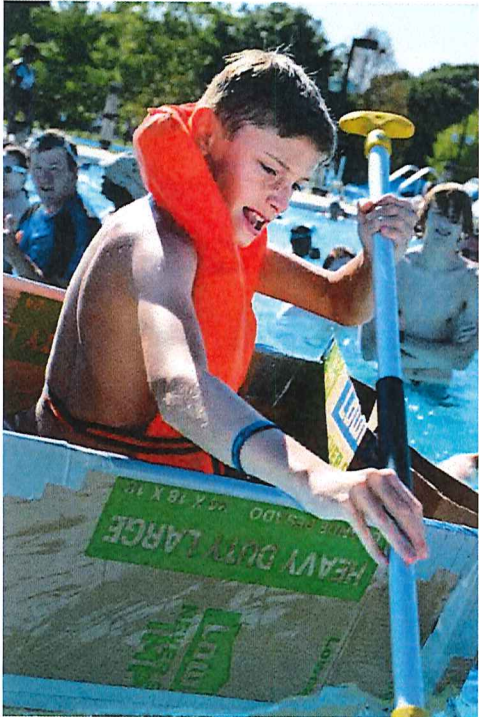
Recreation Department

AQUATICS REPORT



Introduction

Sholem Aquatic Center had a successful 2017 aquatic season. Staff welcomed 71,846 visitors and hosted several successful events this summer such as: the opening weekend Memorial Day celebration, Father's Day celebration, the Splish Splash Safety Bash (free for parents and their children), 4th of July celebration, a Sensory Friendly Pool Day, a Senior Swim Day, a movie night, an adult swim night, and the seventh annual Cardboard Cup races. The international award winning lifeguard staff received a large number of compliments about the diligence and training program that was highlighted by receiving three perfect score "Exceeds" from Ellis and Associates aquatic auditors. We experience extremely hot and cool temperatures this season leading to inconsistent attendance numbers even though it was a significantly drier summer than the 2016 season. Revenue and attendance at Sholem was down compared to last year. The following report outlines this season's successes and challenges.



Aquatic Safety

Unannounced Audits

The Champaign Park District's lifeguard staff has demonstrated a long history of excellence. This summer was no different. This year's staff received an "Exceeds" on all three unannounced Ellis and Associates (E&A) audits, not missing a single available point on any of the three audits. This has earned the Sholem lifeguard team the rank of Platinum Staff for the 2017 season placing them in the top 10% of all E&A facilities. To date, the lifeguard staff has received twenty three "Exceeds" over the past 9 seasons. We also had a lifeguard awarded the honor of Golden Guard by an Ellis auditor. A Golden Guard is defined by Ellis as, "Someone who epitomizes the perfect guard! A guard who is SO GOOD that an auditor watches and says WOW! That guard is the greatest!" No Champaign Park District lifeguard has been awarded this honor in many years. These are no small accomplishments as Ellis has client facilities in 40+ states as well as Mexico, Brazil, China, Spain, Bahamas, Korea, Egypt, Bahrain and Dubai just to name a few.

Rescues and First Aid

Sholem lifeguard staff put their skills to use in plenty of real scenarios this year. Staff performed 43 rescues this summer. Rescue data shows that lifeguards spent most of their time keeping our young grade school age patrons safe. Specifically, 63% of this season's rescues were for children ages 0-5 (21 out of the 27 saves in this age group were ages 4 or 5), and 35% were for children ages 6-12. The remaining 2% was an adult (age 25). 25 of these rescues were for male patrons and 18 were for female patrons. The time period with the most rescues is between the hours of 12pm and 4pm. In this four hour time frame there were 23 saves. This this makes sense when noting that day camps attend the pool from 1pm to 4pm on weekdays. It is also the heat of the day during which we see the largest bather-load. Each of these rescues ended quickly and safely without injury to patron or lifeguard, a meaningful statistic when contrasted to the 10 drowning-related deaths reported each day by the Centers for Disease Control (www.cdc.gov). Rescues by day were: Sunday's (11), Monday's (8), Tuesday's (4), Wednesday's (3), Thursday's (4), Friday's (4), and Saturday's (9). This year all day camp staff members went through a 2 hour training session about how to keep their campers safe at any aquatic facility. We had very few day campers need lifeguard assistance due to the camp staff doing

an excellent job of watching out for their campers. This is one reason why rescues throughout the week are down from previous years. We were not surprised to have more rescues on Saturday and Sunday since larger patron loads do correlate with more rescues.

The lifeguard staff handled two types of first aid situations this summer. The first was for very minor injuries which were recorded in the minor treatment log. There were 299 of these minor treatment entries, many of which were for very minor bloody noses or for needing a Band-Aid. The second type of first aid was for more serious injuries that may possibly require further treatment. Most of these cases were for more serious bloody noses and head or neck injuries. EMS was offered to be called in these cases. The amount of serious injury reports have decreased drastically from a few years ago. This can be explained by better rule enforcement to keep visitors safe and a more effective use of the minor treatment log. Last year we saw a jump in minor treatment log entries that continued into this summer. Overall, the main cause of injury this year was tripping and falling. This caused many situations that only required minor bandaging and care.

Due to excellent care by our pool staff, EMS was not needed at the pool this summer. Calling was offered for more serious injuries but always refused.

Survey Results

This season's survey received 231 responses. Of those, the largest percentage of respondents reported visiting Sholem one-two times per week (31%) followed by three-four times per week (26%). Few respondents reported visiting more than 5 times a week or less than once a month. Still, 16 respondents said that they came more than 5 times a week. 73% of respondents said they come once a week or more often.

This season's survey asked respondents about the quality of their overall experiences. In 2017, 90% of respondents ranked their experiences either "Excellent" or "Very Good." These percentages are a slight decrease from last year but only by a few percentage points.

The survey also asked if respondents would recommend Sholem to a friend. Of the 199 respondents to this question, 79% of respondents said "Definitely" and another 18% said "Maybe." Respondents who ranked this question lower often felt that the customer service from staff was lacking.

The survey also asked, in an open-ended format, "What do you enjoy most about Sholem Aquatic Center?" The most common responses were: the lazy river, the well trained lifeguard staff, Riverwalk, and the waterslides. Several respondents also mentioned the layout of the facility (everything is so close) and that the variety of depths offers an environment that suits children as well as their parents.

Respondents were also asked "If you could make one improvement at Sholem Aquatic Center, what would it be?" The most common responses were: add a diving well, add more lap lanes, add more features (slides, etc.), add more shade, keep the restrooms cleaner, extend open hours (open earlier in the spring, close later into the fall and have longer open hours during the day), and improve the speed and efficiency of the concessions stand operations. Patrons frequently bring these same concerns to staff's attention during the pool season. Of all the patron complaints about the facility, the most common is in regards to the diving well or other aquatic areas.

Finances

Discounted Rentals and Parties. This summer staff booked 24 parties for a total of \$9,107.06 in revenue generated. This holds fairly consistently with last year’s numbers in this area.

Holiday Programs and Pricing. Sholem’s holiday event results are fairly consistent with last year. The success of the holidays is very dependent on weather. Memorial Day we had a beautiful 84 degree day so we would expect high attendance and high revenue. Father’s day was the one day we expected to do better, but for a holiday it was surprisingly slow. Labor Day has lower revenue numbers because we run half price sales.



Table 1: Holiday and Event Revenue 2011 - 2017

	2017	2016	2015	2014	2013	2012	2011
Memorial Day	\$6,137.38	\$6,802	\$2,973	\$5,752	\$498	\$10,434	\$8,976
Father’s Day	\$2,396	\$4,181	\$2,413	\$1,070	\$1,053	\$2,651	\$485
4th of July	\$5,320	\$626 (rain)	\$4,412	\$1,723	\$3,712	\$8,234	\$4,749
Cardboard Boat	\$3,499	\$1,175	\$1,267	\$2,743	\$1,487	\$5,193	\$5,418
Labor Day	\$1,764	\$2,615	\$2,709	\$729	\$1,881	\$770	\$152

Budget Comparisons (through the first five months of this fiscal year)

Season pass sales grew this year (by \$7,056). We did see a decrease in daily admissions, but we attribute that to the extremely low attendance that we saw in August when the weather was very cool. Pool pass holders were given the perk of entering the pool 30 minutes before the public could enter. That may be why we saw an increase in sales there.

The table below reflects income and expenses for 12 months of 2010-2016. The 2017 year is only shown through the first four months of this fiscal year.

Table 3: Sholem Aquatic Center Budget Highlights 2010-2017 **only major revenue/expenses shown*

	2017	2016	2015	2014	2013	2012	2011	2010
Season Ticket Sales	\$118,292	\$111,236	\$108,180	\$114,323	\$129,335	\$173,471	\$210,965	\$223,787
Daily Admissions	\$212,725	\$254,689	\$225,750	\$161,145	\$166,626	\$269,469	\$282,670	\$283,835
Rental Sales	\$9,107	\$12,072	\$10,866	\$10,564	\$12,234	\$10,112	\$8,238	\$12,261
Program Fees	\$60,394	\$59,738	\$43,106	\$38,057	\$49,828	\$46,369	\$41,644	\$38,965
Staff Uniform Cost	\$7,445	\$12,931	\$4,664	\$4,359	\$1,674	\$2,435	\$5,228	\$7,464
Staff Training/Audits	\$10,533	\$10,110	\$10,568	\$11,952	N/A	N/A	N/A	N/A
Building Maint. Supplies	\$7,232	\$6,702	\$9,111	\$12,917	\$11,053	\$14,634	\$15,518	\$22,673
Building Repair	\$12,555	\$20,755	\$18,349	\$6,609	N/A	N/A	N/A	N/A
Cleaning Supply Cost	\$1,239	\$756	\$3,039	\$4,059	\$3,739	\$3,094	\$3,374	\$5,055
Chemical Cost	\$32,565	\$33,623	\$30,522	\$18,654	\$19,184	\$25,898	\$24,965	\$21,097
Program Supply Cost	\$2,412	\$5,869	\$575	\$961	\$896	\$4,362	\$4,979	\$2,874
Landfill Fees	\$720	\$978	\$1,519	\$1,266	\$3,042	\$1,566	\$1,925	\$1,848
Sanitary Fees	\$576	\$545	\$829	\$1,192	\$5,588	\$1,833	\$1,106	\$1,637
Gas & Electricity	\$37,325	\$31,224	\$28,612	\$44,937	\$31,768	\$50,497	\$73,316	\$69,584
Water	\$18,624	\$14,434	\$11,330	\$14,424	\$26,562	\$37,827	\$33,095	\$29,419
Total Staffing Payroll	\$297,644	\$321,969	\$277,159	\$258,603	\$285,731	\$248,110	\$247,332	\$326,433
Net	(27,381)	(\$60,052)	(\$8,465)	(\$55,844)	(\$74,326)	\$94,212	\$117,933	\$58,093

The Impact of Other Local Aquatic Centers and Pools

Sholem saw an increase in season ticket sales and program fees while rental sales and daily admission sales dropped a bit. We anticipated a drop in the daily admission numbers during the month of August. We had beautiful weather to be outside, but not to swim. With 14 days in the month of August having an average temperature in the 60s we knew attendance would decline. It is very clear that we need to invest in creating another “splash” amenity to Sholem to remain competitive with newer pools in the community (Crystal Lake and the YMCA specifically). We still see competition from other local pools, but when we have good weather we see that Sholem is still a summer destination. As part of the end-of-season Sholem survey, staff asked respondents, “Are there other local pools you attended this summer instead of Sholem?” Out of 231 respondents, 38% visited Crystal Lake at least once this summer instead of going to Sholem, 15% of the respondents visited the Urbana Indoor Aquatic Center at least once this summer instead of going to Sholem, and 19% of respondents visited the Stephens Family YMCA pool at least once this summer instead of going to Sholem. Other local pools that multiple respondents reported visiting were Rantoul, Tuscola, Lincolnshire, Indian Acres, apartment pools, and Campus Recreation facilities.

The survey also asked respondents what Sholem does better than other pools and what other pools do better than Sholem. By a vast majority, respondents said that the exceptional lifeguard staff is what Sholem does better than any other pools. Comments about our lifeguards this year included:

“The lifeguards and safety measures are far and away the best. Absolute top recommendations for the staff.”

“Lifeguard staff is honestly the best I've seen.”

“Lifeguard training seemed superior. I also felt like my daughter was watched better. I can see employees at Sholem all the time. It was hard to get one in Urbana.”

The main recommendations from patrons were to add onto or expand the facility.



Program, Event, and Daily Attendance

Daily Attendance

Daily attendance was down compared to 2016. The warm weather in June and July brought in large crowds, but our cooler August really hurt us. Sholem was scheduled to be open 101 days this season. Weekends are traditionally the best attended and highest revenue generating day of the week for the pool and the concessions stand.

As expected with a lower total attendance we saw a slight decrease in attendance in all areas. There also was a problem designating Residents and Non-residents within our numbers so the total is all in the "resident" columns. There is a simple solution to this, but it will have to be implemented next year. Our Tiny Tots numbers dropped more than anticipated. This may be due to a lack of enforcing swim lesson and swim team parents coming out to the ticket office to check in as tiny tots patrons before going to enjoy the program. This would explain why on paper there was a decrease in numbers. It is worth noting that we did have more Urbana pass-holders come to Sholem this year than in past years.

Table 4: Sholem Daily Attendance Data 2009 - 2017

Entry Type	2017	2016	2015	2014	2013	2012	2011	2010	2009
Lap Swim R	115	177	52	85	115	250	160	161	147
Lap Swim NR	0	1	0	4	13	35	36	35	21
Daily Admit R	15,148	17,748	17,932	14,333	14,191	23,109	25,814	25,363	20,244
Daily Admit NR	6,111	5,552	5,425	3,826	3,958	7,514	9,235	10,601	8,690
Tiny Tots R	952	2,118	731	603	1,150	1,106	626	502	303
Tiny Tots NR	0	70	60	57	235	285	94	129	70
Under 3 Free	4,224	5,790	571	198	7,146	2,659	3,166	2,657	3,706
Free Admit	1,257	1,400	856	17	644	1,213	753	1,049	899
CPD Groups	2,547	2,776	2,993	3,045	2,158	1,203	951	1,187	1,499
Community Groups	1,109	972	1,113	570	491	1,633	3,071	2,230	2,979
Twilight R	4,760	7,734	3,498	3,637	4,798	6,281	5,867	4,354	3,222
Twilight NR	0	986	263	338	474	1,048	997	966	583
Passholder Visits	17,596	21,836	20,595	19,826	20,397	28,505	31,358	36,128	32,417
\$4 Friday R	8,172	5,164	4,261	2,825	4,302	4,391	N/A	N/A	N/A
\$6 Friday NR	0	1,674	751	823	1,611	1,753	N/A	N/A	N/A
Urbana Passholders*	115	34	46	63	167	N/A	N/A	N/A	N/A
Program Visits**	7,474	14,826	5,689	871	12,190	N/A	N/A	N/A	N/A
Total Visits	71,846	88,858	64,796	51,121	74,040	80,985	82,128	85,362	74,780

Revenue and Attendance Trends

Saturday was Sholem’s highest attended day of the week (12,282 visits: Up from 12,212 visits last year). Sunday was second (12,007 visits). These numbers include attendance to all programs as well and general admittance.

Table 5: Sholem 2017 Daily Attendance by Day of the Week

Day of the Week	Daily Attendance	Daily Revenue	Pass Holder Visits	Total Attendance
Monday	8,222	\$35,657.13	2,900	11,122
Tuesday	6,842	\$27,107.75	2,125	8,967
Wednesday	6,659	\$25,918.25	2,448	9,107
Thursday	6,613	\$23,026.50	2,342	8,955
Friday	6,267	\$21,760.75	1,905	8,172
Saturday	9,662	\$46,921.25	2,620	12,282
Sunday	8,851	\$48,792	3,156	12,007

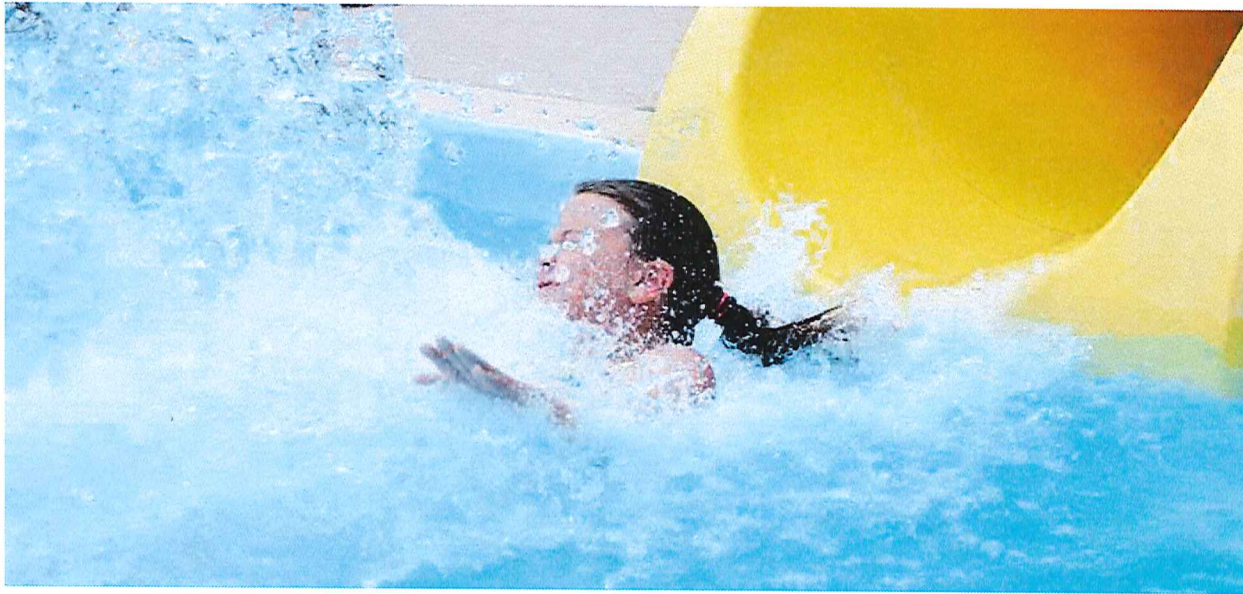
Season Passes

The system used to keep track of pass sales changed in 2017. We can no longer track new pass sales as opposed to renewal pass sales. The number in the “New Pass Sales” will be the total of all passes sold.

Sholem saw an increase in pool pass sales of 6% for the 2017 swimming season which is better than the 9% drop that occurred for the 2015 season. There has been a steady but small increase for the past three years after a very large drop from 2010 to 2014. Through our surveys, we are aware that the other newer pools are attractive with their offerings and do compete with our offerings. Those facilities such as the YMCA and the Crystal Lake Pool have drawn local customers away from Sholem. To see future increases in pass sales we would need to add new, attractive features to Sholem to draw people back.

Table 6: Sholem Pass Holder Data 2009 – 2017

	2017	2016	2015	2014	2013	2012	2011	2010	2009
New Pass Sales	2,279	1,012	1,042	1,346	834	1,242	1,779	1,739	1,986
Renewal Pass Sales	N/A	1,137	1,145	977	1,772	2,119	2,316	2,525	2,205
Total Passes Sold	2,279	2,149	2,187	2,323	2,606	3,361	4,095	4,264	4,191



Weather Data (Source: U. S. Climate Data)

This summer gave us a wide variety of weather conditions to deal with. We started off the summer extremely hot and progressively cooled off. In August we dealt with low temperatures that caused the cancellation of morning programs. In June we had high temperatures up to 97 degrees and in August we had high temperatures as low as 71 degrees. These extremes left us with a fairly typical average for the summer. We also had an incredibly low amount of precipitation at only 6.07”.

Table 7: Weather Statistics from 2011 – 2017 (Memorial Day – Labor Day)

Year	Average High Temperature	Maximum Temperature	Total rainfall
2017	84	97	6.07”
2016	83	92	12.48”
2015	83	94	14.70”
2014	82	93	15.44”
2013	84	97	10.95”
2012	88	101	9.46”
2011	86	99	5.79”

Program Registration Data

Sholem’s programming did incredibly well this year. With the addition of more sessions of some programs, we saw registration numbers jump. We also made sure to do thorough staff training in the spring to make sure we were offering the best programs in the community.

Table 8: Program Enrollment Data 2011-2017

Program	2017 Enrollees	2016 Enrollees	2015 Enrollees	2014 Enrollees	2013 Enrollees	2012 Enrollees	2011 Enrollees
Weekday Swim Lessons	653	478	465	570	588	719	768
Saturday Swim Lessons	Not offered	109	Not offered	88	77	54	32
Sunday Swim Lessons	157	141	219	68	42	Not offered	Not offered
Adult Swim Lessons	19	28	7	6	7	14	12
Private Swim Lessons	169	49	31	96	234	154	131
Junior Lifeguard	5	8	10	7	15	15	13
Sholem Sharks Swim Team	158	164	156	163	180	170	169
Sholem Sharks Pre-Team	29	30	31	27	27	25	48
Weekday Water Aerobics	218	180	170	161	199	230	195
Saturday/Sunday Water Aerobics	27	65	27	31	30	18	Not offered
Enrollment Totals	1,435	1,252	1,116	1,217	1,399	1,399	1,104

Swim Lessons

Group swim lessons were significantly up from last year even with the removal of Saturday lessons. Staff believes this is due in part to the better management of space when sharing the pool with swim team and other programs. Registration numbers increased throughout the summer indicating that word of mouth recommendations of our program played a big role in these bigger registration numbers. The end of season survey showed that there still some concerns about crowding in the pool, but better management of space allowed class sizes to increase. Private lessons are roughly three times what they were last year which is something our Swim Lesson Supervisor was very proud of. The amount of private lessons is the highest it has been since 2013.

Parents were very happy with our program overall. Survey results show that 94% of respondents ranked the program “Excellent” or “Good.” Most of the complaints stem from lack of space for swim lessons, competing for space with swim team, repetitive lesson plans, and a lack of enthusiasm from instructors. Very few lessons days were cancelled due to weather related issues.

Water Aerobics

Attendance in water aerobics was significantly up this year due to the addition of more water aerobics sessions. Jo Rodriguez, longtime water aerobics instructor, has developed a very loyal following and has done a great job with this program. Enrollment numbers have gone up for the last few years. We saw a further increase in weekday evening water aerobics classes, and we expect this trend to continue as this time is more accessible to people who work during the day. 100% of participants rated this program as “Excellent” or “Good”.

Swim Team

The Sholem Sharks had somewhat of a rebuilding year this year. Under the direction of the new coach, Jessica Leverenz, the Sholem Sharks placed in second place at conference. This program continues to be one of the most popular summer programs with parents involved who want to see the program succeed. Jessica initially struggled to communicate with and utilize the parents of participants, but became more comfortable with her position throughout the summer. Enrollment numbers are slightly down due to a few families being loyal to Jason Maddux (the former coach) rather than the team.



Due to pool crowding concerns voiced by parents in 2011, staff decreased the size of the team for the 2012 season. However, at the start of 2013 parents were upset about the waitlist and many parents said that we should increase the size of the team again to accommodate all interested children. Staff increased the team to accommodate all swimmers and staff scheduled swim lessons in the river to allow the swim team full use of the lanes. This program requires more space. A common complaint is the need for more coaches as well as a reorganization of the practice schedule.

Concessions

“The Oasis” Concessions Stand (*fiscal data mentioned is through the fourth month of this fiscal year*)

Overall net revenue was down in 2017, most likely due to lower sales (along with lower pool attendance) as well as higher staffing cost. Sholem’s top sellers by volume (excluding beverages) have remained constant over the past five seasons including the 2017 summer. Top sellers this year were pretzels with cheese, quarter candy, shaved ice, nachos with cheese, popcorn, hotdogs, and ice cream. End of year surveys show that people wish their service at the concession stand would be faster. A few also requested having healthier options.

Table 9: Concessions Financial History 2011 – 2017

	2017	2016	2015	2014	2013	2012	2011
Sales	\$75,338.55	\$90,782.14	\$82,263.08	\$58,635.48	\$63,060.92	\$93,554.55	\$98,299.69
Staffing Costs	\$21,419.13	\$13,395.21	\$19,395.64	\$20,640.33	\$18,852.16	\$22,559.67	\$23,220.26
Merchandise for Resale	\$37,262.44	\$40,248.72	\$29,907.57	\$24,545.97	N/A	N/A	N/A
Revenue	\$9,566.33	\$27,513.79	\$26,430.51	\$6,025.31	\$11,597.47	\$23,787.86	\$22,950.37

Based on this year’s survey, 56% of patrons felt the food selection was “Excellent” or “Good.” Additional survey results show that only 46% of patrons thought their speed of service was ‘Excellent” or “Good”. This is an area that is being looked at to raise this percentage for next year. Overall, the menu and prices stayed consistent with what they were last year.

Table 10: Concessions Survey Results: 2017

	Excellent	Good	Average	Fair	Poor
Food Selection	12.04% (21)	44.44%	36.11%	4.63%	2.78%
Prices	12.73%	39.09%	36.36%	8.18%	3.64%
Speed of Service	10.91%	34.55%	35.45%	10.00%	9.09%
Customer Service	19.64%	40.18%	23.21%	10.71%	6.25%

Communication and Customer Service

Social Media

Social media continues to be a strong point and is well maintained by the Park District Marketing team. Patrons frequently mentioned how much they appreciated the Facebook updates and Twitter closure alerts, and several told staff that it was great to be able to check social media from their phones before heading to the pool. Some did comment that they wish these would be updated more quickly if the pool closed, but all appreciated the accessibility to closure information through these avenues.

Staff Mentoring

Sholem’s Leadership and Mentoring Program had a successful season. Six (6) lifeguards were chosen to participate in this summer-long leadership and training program, taking on the role of “Head Guards”. Participants shadowed current lifeguard supervisors and completed sets of tasks commonly required of the aquatics supervisor team. They also met weekly to discuss the qualities of a leader and were invited to sit in on parts of supervisor meetings. They will now have previous experience with the lifeguard supervisor position if they are chosen to take on that role next year.

Media Presence

Over the course of the summer, several news outlets produced stories related to Sholem Aquatic Center that included: 1) a review of our programs during a WCIA special opening of the pool on May 26th, 2) water safety and the importance of attending a public pool with highly trained lifeguards (including a description of our lifeguard training), and 3) the closing of the pool and what we wanted the public to know about our closing weekend.



Community and Customer Service

While staff can't control weather, patronage, and lack of aquatic offerings for older teens, they could control the customer service that they provide to our patrons. The Sholem staff continued their tradition of community service again in 2017. Our lifeguards were praised for being kinder and easier to deal with than other lifeguard staffs in Central Illinois. Lifeguard and swim lessons staff provided water safety demonstrations, hosted a free water safety clinic for children and their parents, gave thorough water safety talks to CPD camps and visiting camps, participated in the Play It Safe event at the Leonhard Recreation Center, and the aquatics division also continued partnership with the Champaign Police Department, Champaign Fire Department, and Carle Foundation Hospital to provide water safety information and demonstrations to Unit 4 students through the *Risk Watch* program. Every 2nd and 4th grade class in Unit 4 schools was talked to about how to be safe around all water, not just at Sholem. It was great to have these students come to the pool and get the staff's attention to show off their safe practices.

There were several customer service highlights that included inviting the Champaign Fire Department to Sholem to do a 3 day training session on various in-water rescue techniques (such as spinals, back boarding, in water care, etc.). WCIA sent a news crew out to record the training and share it with the public on the evening news.

Challenges

While 2017 attendance was down from last year, we still saw tens of thousands of patrons this year. This provides opportunities for challenges to arise.

- 1) Lack of activities for youth/teens
- 2) Lack of aquatic space for programming
- 3) Staffing

The facility still lacks activities for youth/teens, but behavioral issues were not nearly as big of an issue as they were last year.

This lack of behavioral issues can be attributed to the new ID procedure that was put in place at Sholem. For teens (13-17 year olds) coming to the pool without a guardian, an ID is required. This serves two purposes. It gives us an accurate and constantly updating record of unattended minors who are in the facility. It also has proven to keep teens accountable for their actions. Some of the patrons that we had had issues with in past years were very well behaved this year. There were zero reported thefts and minimal police calls after the first couple of weeks of the summer once we enforced this new procedure.

Lack of aquatic space continues to provide difficult challenges to overcome year after year. While Sholem Aquatic Center does have several bodies of water for leisurely play and relaxation, it does not have enough dedicated space for lap swim, advanced swim lessons, swim team, and water aerobics activities all at the same time. One comment from pool goers this that they wish the pool could open up earlier and stay open later. This is just not possible while also trying to offer the variety of programs that we offer. We face an uphill battle to provide public programs that will fit many different time slots, ages, abilities, and needs of our community. More aquatic space for these types of programs is needed.

One of the biggest challenges this summer was staffing. With such a young staff (most of whom are students), there is always a high turnover rate from year to year. This year we hired several new staff that are replacing the old "guard" and getting acclimated to our system. We were pleased to hear that over 70% of the staff from this year plan to return next year. This is much better than the less than 40% that returned for the 2017 season and should lead to an even better staff in 2018 now that most of them will have at least a year of experience.

Prepared by:

Christopher Wendt
Aquatics Coordinator

Reviewed by:

Jameel Jones
Director of Recreation

