



1685 West Higgins Road  
Hoffman Estates, Illinois 60169

[heparks.org](http://heparks.org) t (847) 885-7500 f (847) 885-7523



**AGENDA**  
**REGULAR BOARD MEETING NO. 1016**  
**TUESDAY, APRIL 18, 2017**  
**7:30p.m.,**  
**Or immediately following A&F Committee Meeting**

1. ROLL CALL
2. PLEDGE OF ALLEGIANCE
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES
  - Regular Board Minutes 3/28/2017
5. COMMENTS FROM THE AUDIENCE
6. CONSENT AGENDA (Click each item to view)
  - A. Playground Installation Victoria, Colony and SFAC / M17-041
  - B. Seascape Parking Request / M17-042
  - C. Concession Agreement / M17-047
  - D. Supply and Installation of Fitness Equipment at PSSWC / M17-050
  - E. Open and Paid Invoice Register \$986,799.09
  - F. Revenue and Expenditure Report
  - G. Acceptance of B&G Minutes 3/7/2017
  - H. Acceptance of Rec Minutes 3/14/2017
  - I. Acceptance of A&F Minutes 3/21/2017
7. PRESIDENT'S REPORT
8. ADOPTION OF EXECUTIVE DIRECTOR'S REPORT
9. OLD BUSINESS
10. NEW BUSINESS
11. COMMISSIONER COMMENTS



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Regular Board Meeting No. 1016  
April 18, 2017  
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12. EXECUTIVE SESSION
  - A. Minutes, pursuant to Section 2(c)(21) of the Open Meetings Act
    - o 2/21/2017
  - B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(c)(1) of the Open Meetings Act.
  
13. POTENTIAL DISCUSSION AND POSSIBLE VOTE ON MATTERS FROM EXECUTIVE SESSION
  
14. ADJOURNMENT

ALL MEETINGS ARE HELD IN THE BOARDROOM OF THE SCOTT R. TRIPHAHN COMMUNITY CENTER & ICE ARENA AT 1685 W. HIGGINS ROAD IN HOFFMAN ESTATES UNLESS OTHERWISE SPECIFIED. IF AN ACCOMMODATION OR MODIFICATION IS REQUIRED TO ATTEND THESE PUBLIC MEETINGS PLEASE CONTACT JANE KACZMAREK AT [JKACZMAREK@HEPARKS.ORG](mailto:JKACZMAREK@HEPARKS.ORG) OR (847) 885-8500 WITH AT LEAST 48 HOURS' NOTICE.



1685 West Higgins Road, Hoffman Estates, Illinois 60169  
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**MINUTES  
REGULAR BOARD MEETING NO. 1015  
March 28, 2017**

**1. Roll Call:**

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on March 28, 2017 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioners Kaplan, Kilbridge, McGinn, Mohan, Bickham

Absent: Commissioners R. Evans, Kinnane

Also Present: Executive Director Bostrom, Deputy Director/A&F Director Talsma, Rec/Facilities Director Kies

Audience: Asst. IT Lonergan & friend, IT Manager Agudelo, Jodi Frailey, Compliance Monitor for Indiana, Illinois, Iowa Foundation for Fair Contracting; 50+ Program Manager Cuff, Superintendent of Recreation Palmer, Mr. K. Evans

**2. Pledge of Allegiance:**

Everyone present stood for the Pledge of Allegiance.

**3. Approval of Agenda:**

Commissioner Mohan made a motion, seconded by Commissioner Kaplan to approve the agenda as presented. The motion carried by voice vote.

**• Awards & Recognitions:**

President Bickham awarded the PT Employee of the 1<sup>st</sup> Quarter to Assistant IT Lonergan for his terrific support to the IT Department.

President Bickham awarded 50+ Program Manager Cuff the FT Employee of the 1<sup>st</sup> Quarter for her work with the 50+ program noting the tremendous growth of the program since she took on the position.

**4. Minutes:**

Commissioner Kilbridge made a motion, seconded by Commissioner Mohan to approve the minutes of the Special Board 2/21/17 and the Regular Board 2/28/17 meetings as presented. The motion carried by voice vote.

**5. Comments from the Audience:**

Jodi Frailey, Compliance Monitor for Indiana, Illinois, Iowa Foundation for Fair Contracting addressed the board with regard to concerns she had about Innovation Landscape that was on the agenda to be awarded the bid for playground installation.

Commissioner Mohan made a motion, seconded by Commissioner Kilbridge to move item B of the Consent Agenda Playground Installation Victoria, Colony and SFAC/M17-027 to item A of New Business for further discussion prior to the vote. The motion carried by voice vote.

**6. Consent Agenda:**

Commissioner Mohan made a motion, seconded by Commissioner Kilbridge to approve the Consent Agenda as amended.

On a Roll Call: Carried 5-0-2  
Ayes: 5 Kaplan, Kilbridge, McGinn, Mohan, Bickham  
Nays: 0  
Absent: 2 R. Evans, Kinnane

- A. Asphalt Patching and Pathway Renovation Work / M17-026
- B. Greens Mower Purchase / M17-029
- C. Bond Abatement Ordinance O17-002 / M17-035
- D. Open and Paid Invoice Register
- E. Revenue and Expenditure Report
- F. Acceptance B&G Minutes 2/7/2017
- G. Acceptance Rec Minutes 2/14/2017
- H. Acceptance A&F Minutes 2/21/2017

**7. President's Report:**

President Bickham reviewed the information on the Power Play Grant that was awarded to the park district and would be used to implement health and fitness programming in the STAR program.

He also noted that the district had attended the March 4 IAPD Legislative Breakfast and found more candor with the legislators than in the past.

He noted that the district had also attended the TIF meeting on March 21 with regard to the proposed Plum Farms development and that the district had voted for the TIFF. He also explained that there should be a public hearing within the next few weeks.

Finally, he explained that Robert Neel would not be returning as a Comm Rep due to the scheduling conflict with moving the committee meetings to the last two weeks of each month and there would be an opening on the B&G Committee.

**8. Adoption of Executive Director's Report:**

Commissioner Kaplan made a motion, seconded by Commissioner Kilbridge to adopt the Executive Director's Report as presented. The motion carried by voice vote.

**9. Old Business:**

None

**10. New Business:**

A. Playground Installation Victoria, Colony and SFAC / M17-027:

Jodi Frailey distributed information with regard to Innovation Landscapes and Fuertes Systems asking the board to review the information.

Executive Director Bostrom reviewed M17-027 noting that Innovation's references had been checked and the district was aware that Fuertes' staff was employed by Innovation. He also noted that Innovation was the low bidder.

President Bickham noted that Innovation was \$13,000 lower than the next bid.

Commissioner Mohan asked what the complaint was in light of the fact that Innovation was the low bid and appeared to be qualified.

Ms. Frailey explained that Innovation's ties to Fuertes Systems were disconcerting because of the outstanding taxes due by Fuertes, Fuertes law suits for not paying their outside contractors and that Innovation's President was Fuertes' Corporate Secretary as well as Rafael, past owner of Fuertes now employed by Innovation noting that he was listed on their certified payroll.

She went on to say that she had seen that Innovation Landscapes did not secure a playground during construction (an OSHA violation) and was using workers from Fuertes. She also referenced a park that Innovation had begun work on October 27, 2016 that was still not finished to date. She cited damage to playground equipment, broken sewer line, equipment not secure and that the playground manufacturer would not sign off on the structure. She explained that she wanted to bring that information to the attention of the board prior to the vote.

She also explained that the certified payroll forms were provided but that they did not pay that amount and offered to provide additional information. She explained that she was currently investigating and monitoring Innovation Landscapes work and that she worked for the Indiana, Illinois, Iowa Foundation for Fair Contracting in Cook County.

Commissioner McGinn asked how she was funded and she explained it was through signatory contractors in Union Local 150. She explained that she attended bid openings and followed low bidders through their project. President Bickham asked how she became involved with this project and she explained that she had been contacted by a contractor that attended the bid opening and had spoken with Director Buczkowski after the bid opening. She explained that information on this issue had been sent to Mr. Buczkowski.

Mr. K. Evans asked if Certificates of Insurance were checked for accuracy and it was noted that they were. Commissioner Mohan noted that they had to provide a bid bond and Deputy Director Talsma explained that they also had to provide a Payment and Performance Bond.

Ms. Frailey explained that Fuertes Systems was involuntarily shut down due to their tax lien of \$191,000 as well as 3 law suits (subcontractors that did not get paid including New Toys).

Executive Director Bostrom noted that Innovation was scheduled to begin demolition shortly with playground equipment scheduled to be delivered on the 14<sup>th</sup>. He explained that he could speak with Director Buczkowski on Wednesday with regard to the situation and that the item could be approved at the April 4<sup>th</sup> B&G Committee meeting and at a Special Board that same night without impacting the construction schedule. Ms. Frailey offered to email the documentation.

Commissioner Kaplan made a motion, seconded by Commissioner Kilbridge to table the item to the April B&G meeting. The motion carried by voice vote.

**11. Commissioner Comments:**

Commissioner Kaplan said it was good to start the golf season.

Commissioner Kilbridge noted that she had enjoyed Fish Fry.

Commissioner Mohan thanked the board and wished them good luck noting that April/May would be his final meeting.

Commissioner McGinn reminded everyone to vote on Tuesday.

**12. Adjournment:**

Commissioner McGinn made a motion, seconded by Commissioner Kaplan to adjourn the meeting at 7:55 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom  
Secretary

Peg Kusmierski  
Recording Secretary

**HOFFMAN ESTATES PARK DISTRICT  
REGULAR BOARD MEETING NO. 1016**

**EXECUTIVE DIRECTOR'S REPORT**

**April 2017**

**PARKS DIVISION**

1. Controlled burns; the three contractual sites are complete (Hunter's Ridge, Rohrssen, and Black Bear) and staff has completed 18 sites with 6 more remaining.
2. Staff has been over seeding the high profile natural areas with a custom blend of forbs and grasses.
3. Staff rebuilt about 25 worn out Seascape deck chairs.
4. Seascape fire suppression system is just about complete; it still needs to be connected to the facilities fire panel.
5. Coming up in April we will be working on prepping Seascape for opening, soccer goal repairs, turning on the Thor Guard system, opening the outdoor tennis and pickle ball courts, installing the lake fountains, getting the ballfields into practice condition, starting the 2017 mowing cycle.
6. Vehicle 500 replaced front brake pads, brake rotors, left front brake caliper and exhaust gasket flange.
7. Truck 520 replaced oxygen sensor.
8. Truck 511 replaced u joint on drive shaft.
9. Bus 534 replaced oil cooler.
10. Truck 516 installed new tires.
11. Safety lane inspection completed on dump trucks and trailers.
12. Completed maintenance and repair on all tractor implements, lift, chipper air compressor and small equipment.
13. Staff replaced the ignitor on RTU-11 at T.C.
14. We replaced the ejector pump in the Zamboni room at T.C.
15. We replaced the flame sensor on the spa boiler at T.C.
16. Staff repaired the wind screen on the parking lot fence at T.C.
17. We replaced the chlorine pump at PSSWC.
18. Staff replaced a flame roll out switch on RTU-3 (tennis court) at PSSWC.
19. Replaced a condenser motor in the walk in cooler at BPCC.
20. The flame sensor was replaced on RTU-1 at Vogelei.
21. Broken tile in front entrance of the gymnastics was replaced at Vogelei.
22. A new ping pong table was built for the teen center at Vogelei.
23. The card reader was repaired at the entrance to Bo's Run at WRC.
24. A new thermostat was installed in the mechanics shop at the parks department.



25. The lake aerator was repaired at Chestnut.
26. A new play panel was installed at Black Bear Playground.
27. The broken chain ladder was replaced at Community Park Playground.
28. Two worn out hanging pods were replaced at Huntington Park Playground.
29. Tennis pickleball nets are going up in the parks.
30. All the no ice use signs and flags are coming down as well as the no skating signs.

## **PLANNING & DEVELOPMENT**

### **1. Playground Improvements:**

Staff has met with the contractor and laid out all proposed projects which will begin the first week of April, weather permitting. First on the list is the demolition of equipment at Victoria South and removal of the concrete on the Victoria Path and Seascape pool deck. Playground equipment is scheduled to arrive on the 14<sup>th</sup> and will be installed once demolition at the playground sites is completed.

### **2. PSSWC shower wet areas renovation:**

Staff is working with DLA Architects to complete the plans and specs for the work in the wet areas of PSSWC. Bid will be released April 6 and opened April 20, 2017. Low bid recommendations will be presented to the B&G Committee meeting on May 2, 2017. This committee meeting will be followed by a Special Board meeting to approve the B&G recommendation. The project is currently scheduled to begin the second week of July with all work to be completed by September 29<sup>th</sup>.

To ensure that this project is done in the quickest possible manner, the district will be assessing liquidated damages of \$2,500 per day for each day the project is not substantially completed starting September 30<sup>th</sup> (no maximum). In reciprocation, if the contractor finishes prior to September 16<sup>th</sup>, they will be awarded an incentive of \$2,500 for each day prior to that date that they have achieved substantial completion (for a maximum 10 days).

### **3. TC Northside Renovation:**

Work on the project is now estimated at 75% completion with a target date of May 1<sup>st</sup> for turn over to the Recreation staff for installation of FFE items. The project is currently tracking at budget level. Additionally, there

will be a tour of the north side as the last agenda item of the B&G meeting.

## **RECREATION DIVISION**

### Upcoming Events

- [April 7](#) – Fish Fry
- [April 8](#) – Hoffman Walks event
- **April 8** - Nutrition Workshop, Gardening for Health
- **April 8** – Doggie Eggstravaganza
- **April 9** – Egg Slide
- [April 14](#) – Fish Fry
- [April 15](#) – Aqua Egg Hunt
- **April 16** – Easter Brunch
- **April 19-22** - Summer Guides get delivered to homes
- **April 26** – Summer Registration starts

### **Administration Updates:**

- The Illinois Park and Recreation Association will be hosting a member focus group on Professional Education at Willow Recreation Center on Friday, May 5<sup>th</sup> from 2:00-4:00pm. Superintendent of Recreation, Colleen Palmer, has been selected to participate in this focus group. IPRA will also be hosting an Awards Committee meeting at WRC on Wednesday, April 19<sup>th</sup> from 1:00-3:00pm.
- The Superintendent of Facilities, Katie Basile, has been selected to serve on the Board of Regents for the IPRA ProConnect for the upcoming 2017-2018 season. Planning meetings for the 2017-2018 season will begin within the month of April.
- The PSS&WC tennis court renovation is scheduled to take place during the month of August and will include the addition of 'blended lines' on the courts to support additional youth and senior programming options. The Operations Manager has worked with a representative from the USTA on securing a grant reimbursement to cover the cost of the blended line application.
- The second quarter 2017 Medic AED, CPR, and First Aid classes will be offered, with the initial class scheduled on April 18<sup>th</sup> & 19<sup>th</sup>. The medic classes are open to all HEPD team members. Class maximum is twenty four participants. Twenty one participants are currently registered for the April class. This year, a Spanish version will be offered to all Spanish speaking staff members. The class will be offered on May 17<sup>th</sup> and twenty three staff members are currently registered for the Spanish/English medic class.
- With the assistance of the Communications and Marketing Department, the Recreation Department has received a Power Play Grant through the Illinois Association of Park Districts (IAPD). This \$1000 grant will subsidize a weekly half-hour program that focuses on health, fitness and nutrition for STAR program participants.
- Director of Recreation and Facilities Kies is working with an Eagle Scout from Troop 397 on a Chimney Swift Tower that would be installed at Vogelei Park just west of the informational trail that aligns with the pond and band shell (they like

some shade, water and small naturalized areas). This spot was identified as a positive location by Director Kies and Director Giacalone. The smudge-gray Chimney Swift nimbly maneuvers over rooftops, fields, and rivers to catch insects. Its tiny body, curving wings, and stiff, shallow wingbeats give it a flight style as distinctive as its fluid, chattering call. This species has suffered sharp declines as urban chimneys fall into disuse or as new technology limits the ability for the bird to nest in these types of dwellings. This constraint leaves then only caves and hollow trees which are limited in nature, thus causing the inability for nesting opportunities. Conservation efforts have increased to keep this indigenous bird off the North America's Birds Watch List. The proposed tower would provide multiple Chimney Swift birds the opportunity to build nests and provide shelter during the inclement weather. Due to the timing of the project and when it was brought to the district, staff is trying to move swiftly to help this scout obtain his goal, while at the same time adding value back into our Vogeley Park "the Collection of Active Resources for Education & Stewardship (CARES)". A plaque explaining the piece and bird will be displayed in front of the tower, educating the community on the district's conservation efforts and indigenous bird. Parks & Maintenance department, as with any eagle project, will oversee the final installation to meet all safety and presentation standards set forth by the district. The pending Eagle Scout will complete a final presentation (with the results) to the Recreation Committee in May.

**From:** IAPD [<mailto:iapd@ilparks.org>]  
**Sent:** Tuesday, March 14, 2017 1:43 PM  
**To:** Colleen Palmer  
**Subject:** 2017 PowerPlay! Beyond School Program Grant



March 14, 2017

Colleen Palmer  
Superintendent of Recreation  
Hoffman Estates Park District  
1685 W. Higgins Road  
Hoffman Estates, IL 60169

[cpalmer@heparks.org](mailto:cpalmer@heparks.org)

Dear Colleen,

Congratulations! This year, IAPD is distributing \$34,000 in PowerPlay! grants to member agencies. On behalf of IAPD and the PowerPlay! grant committee, I am happy to inform you that your agency has been chosen to receive one of these grants for your **PowerPlay! Beyond School Grant Program**.

We will be mailing the checks out to your agency within the next two weeks. We will also be sending you a flash drive with the grant manual and a Park District Youth License Plate marketing kit. The marketing kit contains ready-to-use print advertisements, web advertisements, and radio and television public service announcements that you can use to publicize the license plate.

Thank you for making a difference in your community. We look forward to receiving success stories about your beyond school program.

Best personal regards,

A handwritten signature in black ink that reads "Peter M. Murphy". The signature is written in a cursive style with a long, sweeping tail on the letter "y".

Peter M. Murphy, Esq., CAE  
President & CEO

**Volunteers Summary:**

- Human Resources processed 2 new volunteers.
- PSSWC has a new volunteer to take care of their plants who spent 9.75 hours in February donating her time.
- The Friends of HE Parks had a Girls Night Out event 2/16. 4 Trustee volunteers worked 5 hours that night as well as an additional combined 15 hours contacting business for raffle prizes and collecting the prizes for the event for a total of 35 hours.
- Admin Staff was contacted by a Girl Scout Troop of 8 and is trying to place them for a volunteer opportunity in the parks system.



*Youth Athletics*

**Youth Baseball/Softball**

- The Hoffman Estates Youth Baseball program continued their indoor practice sessions throughout the month of March. The last practice session will be March 30<sup>th</sup> at Triphahn Center for all ages. Teams will be able to go outside starting the week of April 3<sup>rd</sup>.
- Coaches meetings/equipment pick are completed. Meetings were held the week of March 20<sup>th</sup> at Willow Recreation Center and equipment pick-up took place the week of March 27<sup>th</sup>
- Below are number comparisons as of March 2016 vs March 2017.
  - Note: Hoffman Stars are back again, they're just a rental and have 10U/11U and 13U teams. This affects our numbers at the older levels for baseball.

	<b>Shet.</b>	<b>Pinto</b>	<b>Mustang</b>	<b>Bronco</b>	<b>Pony</b>	<b>1/2G</b>	<b>3/4G</b>	<b>5/6G</b>	<b>Total</b>
<b>2016</b>	<b>51</b>	<b>56</b>	<b>32</b>	<b>12</b>	<b>31</b>	<b>4</b>	<b>14</b>	<b>13</b>	<b>213</b>
<b>2017</b>	<b>52</b>	<b>47</b>	<b>46</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>208</b>

**Baseball Field Rentals**

- It will be a busy spring/summer season at Cannon this year! Baseball fields at Cannon Crossings are booked every weekend from April 7, 2017 to July 8, 2017. The Hoffman Stars are back for another season and renting our fields again for 3 different age levels.

**Youth Basketball**

- Tournament teams - Our 3<sup>rd</sup>/4<sup>th</sup> grade boys and 5<sup>th</sup>/6<sup>th</sup> grade girls tournament teams competed in tournaments over the March 18<sup>th</sup> and March 25<sup>th</sup> weekends. They will compete in one more AAU tournament on April 8<sup>th</sup> at the Lake Barrington Field House.
- Boys Feeder Basketball wrapped up a successful season with a banquet at HEHS on March 20<sup>th</sup>.

### Indoor Soccer

- The indoor soccer program ended on Sunday, March 19<sup>th</sup> with 22 total participants.

### Adult Sports

- Spring adult sport registration is ongoing. New this spring we will be offering Wiffle Ball leagues on Wednesday nights and a Spring Training Adult Softball league on Mondays at Cannon Crossings.
- Our Spring Training Softball league will run starting Monday, April 3<sup>rd</sup> at Cannon Crossings. The league is designed to get games in before the Summer Season starts in May. We have 4 teams signed up!
- Adult Basketball – we had 9 teams (full league) registered on Monday nights at Willow Recreation Center for our winter league. Their season ends next week.

### Youth Spring Soccer

- Spring soccer registration opened up on March 1<sup>st</sup>.
- A coaches meeting was held on March 15<sup>th</sup>. This is the first time we have hosted a spring meeting (usually done before fall season) but thought it was necessary to get everyone back on the same page from the fall season. It was well received and the coaches are eager to begin the season.
- We have hired a part time Athletic Coordinator, Kyle Goddard, who will be heading up the outdoor soccer program, in addition to other athletic programming throughout the year. He has been busy contacting coaches, staff and referees and prep for the spring season.

### Gymnastics

- Gymnastics second session ended the week of 3/17 with 159 registered for the classes.

### Dance

- Dance recital information has gone out to all students during parent watch week. Class will resume the first week in April after spring break. Ticket and t-shirt information will go out the 2<sup>nd</sup> week in April.



### Early Childhood

Preschool	3/2016	3/2017	Var. +/-
3's Playschool	13 TC 13 WRC	15 TC 12 WRC	+2 TC -1 WRC

2's Playschool	30 TC 24 WRC	27 TC 17 WRC	-3 TC -7 WRC
Preschool	127 TC 69 WRC	121 TC 68 WRC	-6 TC -1 WRC
Early Learning Center*	38	40	+2
*Full Day Program			

- A Jim Gill Family Concert took place Friday, March 17 – 6:30-7:30pm in the TC gym. 200 people attended.
- A Saver's Fundraiser will be held April 3-7. Clothing, books, movies, CD's and household items will be collected. Profits will be used to help pay for paint in the Preschool classrooms.
- A Jimmy John's Fundraiser will be held Friday, April 7 from 10am-7pm at 66 E. Golf Rd. Preschool program receives 50% of sales with flyer. Profits used towards computer set up in classrooms.
- 

<b>STAR</b>	<b>3/2016</b>	<b>3/2017</b>	<b>Var. +/-</b>
District 54	329	365	+36
District 15	49	64	+15
WRC KSTAR	12	17	+5
<b>School Age Totals</b>	<b>390</b>	<b>446</b>	<b>+56</b>
<b>Days Off School</b>	<b>3/2016</b>	<b>3/2017</b>	<b>Var. +/-</b>
District 54	258 (5)	363 (6)	+105
District 15	127 (5)	117 (5)	-10
<b>School Age Totals</b>	<b>385</b>	<b>480</b>	<b>+95</b>

- With the assistance of the Communications and Marketing Department, the Recreation Department has received a Power Play Grant through the Illinois Association of Park Districts. This \$1000 grant will subsidize a weekly half-hour program that focuses on health, fitness and nutrition for STAR program participants.



### 50+ Club

<b>Membership</b>	<b>3/16</b>	<b>3/17</b>	<b>+/- Var.</b>
Total	539	649	+110

#### Classes offered in March

- (3)Basic Exercise, (3)Gentle Yoga, Line Dance, Tai Chi

#### Athletic opportunities offered in March

- Balloon Volleyball (Weekly), Billiards (Poplar Creek Bowl), Pickleball, Ping Pong, Volleyball and Walking Path/Track

## **Trips**

- Silent Sky (Oak Brook, 4/6); TheMART (Chi, 4/28)
- Spring trip to Niagara Falls (4/30-5/6) has 50 registrants (Pre-trip meeting on 4/3)

## **Evening/Special Programs in March**

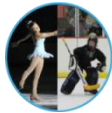
- Pub Quiz Night (3<sup>rd</sup> Thursdays/5:30 pm) – 18 participants (BPC)
- Free St Patty's themed lunch/tour at Rosewood Inverness Rehab/Nursing Community

## **Friday post lunch programs (March)**

- **3/3:** Garibaldi's "Lunch Bunch"
- **3/10:** Garibaldi's "Lunch Bunch"
- **3/17:** Rosewood Inverness
- **3/24:** Garibaldi's "Meet & Greet" Mindi Schwartz, 50+ Program Assistant

## **Other**

- Free Adult Health Clinic – 3 drop-ins
- Book Club met – 16 attendees (in partnership with the Schaumburg Township District Library)
- All furniture identified for new Lounge/Game Room
- Membership – 14 in 2008, more than 600 by end of 2016
- Prep continues for annual 50+ Open House
- Prep for Grand Re-Opening of 50+ Center



## *Ice Operations*

### **TESTIMONIALS & SOCIAL MEDIA COMMENTS**

On Facebook, Google Plus, Yelp, Twitter, etc.: Google:

#### **I.C.E Academy**

- The spring lessons program began on Monday April 3. Classes are being offered 4 days a week. At the time of this report registration was 189 skaters. That number will be updated in next month's board report.
- Staff is working on offering an off-ice beginning skating class. The class would focus on the current preschool classes at TC. The class would take place on artificial ice which will be great for a beginner skater. Staff hopes to be able to offer a 4 – 6 week class in May.

#### **Wolf Pack**

- Wolf Pack spring evaluations took place March 17-21. 179 hockey players are taking part in the program. The following is the number of teams at each level.
  - 2 Mite Teams
  - 2 Squirt Teams
  - 3 Pee Wee Teams
  - 2 Bantam Teams
  - 3 Girls teams (Wolverine) 1 of the teams is strictly a tournament team playing at U14. The other 2 are Squirt and Pee Wee level teams



playing in the Northwest Hockey League with all the teams listed above.

- Staff has developed an off – ice schedule for all teams.
- Equipment is starting to arrive for the off-ice area. The synthetic ice should be arriving the 2<sup>nd</sup> week in April.
- Spring hockey lesson started on April 3. At the time of the report 118 development hockey players are taking part in the program. Updated numbers will be in next months report.

**Ice Rink Information**

- Krolak Cup tournament April 1-2.
- Chi Town Shuffle tournament April 21-23
- All of the tournaments held the month of March were a success and without incidents.



*Prairie Stone<sub>tm</sub> Sports & Wellness Center*

<b>March Membership Totals</b>	<b><u>2016</u></b> 3232	<b><u>2017</u></b> 3074	<b><u>Var. +/-</u></b> (158)
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**TESTIMONIALS & SOCIAL MEDIA COMMENTS**

On Facebook, Google Plus, Yelp, Twitter, etc.:

Post Details

Reported stats may be delayed from what appears on posts

**Prairie Stone Sports & Wellness Center**  
Published by Lindsay Grace (9) · March 23 at 10:03am · 🌐

Did you know it's National Puppy Day! Having an animal is good for your health! If you're a PSS&WC member with a pet, leave a picture of your pet in the comments below to be entered into a drawing for a prize. Today only, March 23rd 2017. (If you are having trouble posting, try from a desktop computer or through your internet browser on your phone, as opposed to a Facebook app.)

**Happy National Puppy Day!**

Having a pet is good for your health!

*PSS&WC Members:*  
Share a photo of your pup in the comments below and be entered to win a prize!

**PRAIRIE STONE SPORTS & WELLNESS CENTER**

Get More Likes, Comments and Shares  
Boost this post for \$5 to reach up to 1,700 people.

616 people reached [Boost Post](#)

Denise Wilson, Albert Sietman and 2 others · 25 Comments

Like Comment Share

616 People Reached		
58 Likes, Comments & Shares		
4 Likes	4 On Post	0 On Shares
54 Comments	41 On Post	13 On Shares
0 Shares	0 On Post	0 On Shares
121 Post Clicks		
43 Photo Views	0 Link Clicks	78 Other Clicks 📊
NEGATIVE FEEDBACK		
0 Hide Post	0 Hide All Posts	
0 Report as Spam	0 Unlike Page	

- Click on the links below to see the social media video engagements during the month of March.

<https://www.facebook.com/PSSWC/videos/10154885413599003/>  
(Chad Lindstrom, Fitness Supervisor, introduces the 30-day squat challenge)

<https://www.facebook.com/PSSWC/videos/10154913525234003/>  
(Kyle Tomaska, Tennis Professional, provides an introduction to Cardio Tennis class)

### Member Services

- The enrollment special for March included a \$49 enrollment fee opportunity with prorated dues collected at the time of enrollment. Corporate enrollments were offered a discounted enrollment fee of \$29 with prorated March dues.
- The ongoing Friends in Fitness member referral program continued to be a primary force in generating new memberships in March. There were a total of 11 new member referrals in March.
- The PSS&WC enrollment special was advertised on each of the following:
  - District's electronic marquee signs throughout the community

- 10K direct mail postcard highlighting a special \$0 enrollment special with purchase of new member 3-pack of personal training along with a special discounted 1-week pass for \$15 opportunity; those who purchased the 1-week passes would be extended the opportunity to enroll at the conclusion of the week for \$0. (A total of two 3-packs of PT were sold in March along with twelve 1-week passes.)
  - VHE electronic marquee signs located at the corner of Shoe Factory Road and Beverly
  - The ENROLLMENT FEE banner on the north side building exterior
  - Select Facebook posts throughout the month
  - Guest and tour follow up targeted email via Retention Management
  - Both internal and e-based targeted marketing were utilized to inspire member referrals as well as to reach all HEPD clients throughout the community. The HEPD bi-monthly Eblast included the enrollment promotion details, and targeted emails through Retention Management continued to be sent throughout the month to promote the club cash incentive for member referrals.
  - HEPD and PSS&WC websites (scrolling banner updates)
- The number of credit card denials following March billing continued at a consistent pace in comparison to the previous recent months. The Member Services team resumed efforts to contact members proactively to obtain updated information for billing continued via mail and email during the month of March. These efforts also included phone calls and person-to-person contact upon check in at the Service Desk. While the Member Services team successfully managed the 90-day collection effort, significant collections were also achieved at the 60-day and current month levels, which translate to fewer potential 90-day cancellations after the New Year. This collaborative intensive collection effort resulted in another month of reduced 90-day cancellations, which significantly reduced the number of total cancellations than projected for the month of March.
- The Member Services team has been working with local school districts (U-46, D54, D211, D220, & D300) to promote the corporate membership opportunity along with a discounted one-week pass to teachers and district staff. An email was sent out through Retention management to all of the active members from these school districts to help us spread the word. The Membership team will continue to promote this opportunity to teachers through April & May.
- On March 9<sup>th</sup> PSS&WC “went live” again to promote Cardio Tennis with over 500 views and a reach of over 1,000. Kyle, the Tennis Pro leading the class and the rest of the students seemed to really enjoy being a part of the Facebook live experience.
- The Member Services team attended a health fair at Judson University on March 21<sup>st</sup> in Elgin. It was a great opportunity to promote the facility and membership to Judson students and faculty. These connections made will be valuable as we move forward to promote our summer pass in May.
- The Member Services team coordinated a month full of special events in March for members to inspire continued usage interest (see image below). Events included several special fitness group classes and workshops along with a number of fun activities, all of which help to bolster retention. The Member

Services team also continued to promote the series of online motivational quotes that are posted each Monday on social media to help motivate members to pursue fitness goals in the New Year and throughout. These 'motivational Monday' quotes are also printed and placed strategically throughout the club for members to discover during their workouts. A few highlights to note from the March wellness calendar:

- In March PSS&WC challenged the members and staff to a 30-day squat challenge. The challenge started with 50 squats on day one increasing to 250 on the final day and created quite the buzz in the club and on social media. Chad "went live" reaching over 1,400 people (and 550 views) to kick off the challenge and with four follow up posts throughout the month this challenge had a reach of over 3,375 people on Facebook. The squat challenge created a sense of comradery, competition, and fun amongst staff.
- National Puppy Day was on March 23<sup>rd</sup> and PSS&WC got in on the fun with an easy social media campaign. Over 20 members shared pictures of their furry friends creating a very engaging post with a strong sense of community for our members. The Puppy post reached over 600 people with 25 comments.
- A representative from Costco was present on Friday, 3/24 in the lobby to distribute healthy snacks and to converse with members about Costco membership opportunities.



**What's HAPPENING!**  
March 2017  
heparks.org hoffman estates park district  
heparks.org (847)885-7500

**FRIDAY NIGHT FISH FRY**  
EVERY FRIDAY 2/17 - 4/14  
from 4:00pm to 8:00pm  
All you can eat \$11.95  
Reservations 847-981-9555  
MEMBER OF POPULAR CREEK  
1400 Poplar Creek Drive, Hoffman Estates, IL  
847-981-9555

**St. Patrick's Day Lunch**  
Friday, March 17  
11am - 2pm  
Reservations 847-981-9555  
1400 Poplar Creek Drive, Hoffman Estates, IL  
847-981-9555

**hoffman WALKS**  
NO FEES OR REGISTRATIONS!  
HE PARKS PRESENTS  
A NEW series of FREE walking events, open to all ages. Pick up a Hoffman Walks Passport on the first event. Attend 3 and get a gift!  
Saturday, March 11 9-11AM  
at Triphahn Center  
Learn about the program and hear a presentation by Zac Marshall. Then, walk on the Indoor Track.

**Parents' Night Out**  
Only Saturday each month!  
March 18 4:30pm - 8:30pm  
13-17 months  
Make a night out and have some time to yourself! Your kids have a blast at Prairie Stone Sports & Wellness Center. Kids will participate in age appropriate activities including games, crafts, face painting, dining and so much more!  
Residents and PSCWC Members \$29  
Non Residents \$34  
March 18 7:00PM-11:00PM

**MARCH MADNESS**  
Golf Outing  
Sat. March 18  
10:00am Shotgun  
\$150 Per Team  
12 person teams  
What we include at  
http://prairiestone.com  
or call 847-791-2882  
for more details.

**Pot of Gold Climb**  
SATURDAY MARCH 18 1-3PM & 2-5PM  
Come and try your best at climbing for "gold" and \$100 prizes!  
See http://prairiestone.com for more information  
\$120 includes & PSCWC membership - \$150 includes equipment.  
Contact Drew Schmitt at 847-305-5433

**Don't wish for it... Work for it!**  
**PRAIRIE STONE SPORTS & WELLNESS CENTER**  
JOIN FOR \$0 ENROLLMENT IN MARCH!  
(w/ PURCHASE OF NEW MEMBER 3 PACK OF PERSONAL TRAINING; CERTAIN RESTRICTIONS AND PRORATED DUES APPLY).  
CONTACT US TODAY  
prairiestonesports.com 847-285-5400 5050 Sedge Blvd.


185018-51441\_PrairieStone\_MAR17\_JUMBO.PDF - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools 185018-51441\_Pra... x WellnessCalendar...

100%

**GET STARTED ON YOUR FITNESS GOALS THIS SPRING!**



**\$0 ENROLLMENT**  
w/ purchase of new member  
3-pack of Personal Training

847-285-5400  
www.prairiestonesports.com

Offer expires 4/30/17.  
Monthly dues and other restrictions apply.


**EXCLUSIVE OFFER**  
**ONE WEEK  
PASS ONLY \$15**

847-285-5400  
www.prairiestonesports.com

Limit 1 per guest. Must be 18 years of age or older.  
Expires 4/15/17. Club rules apply.

**PRAIRIE STONE**  
SPORTS & WELLNESS CENTER

- Cardiovascular & Strength Equipment
- Gymnasiums/Indoor Tennis Courts
- Group Fitness Classes **INCLUDED**
- Indoor Aquatics Area
- Personal Training
- Nutrition Programs
- Indoor Track & Climbing Wall
- **FREE** Childcare
- Physical Therapy By Athletic



**ALL ACCESS PASS**  
Prairie Stone Sports & Wellness Center members enjoy access to Wellness Recreation Center & Sports Center!

5050 Sedge Blvd. • Hoffman Estates  
**847-285-5400**  
www.prairiestonesports.com

00017 185018-51441

185018-51441\_PrairieStone\_MAR17\_JUMBO.PDF - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools 185018-51441\_Pra... x WellnessCalendar...

100%


**JOIN NOW FOR \$0 ENROLLMENT**  
WITH THE PURCHASE OF  
PERSONAL TRAINING 3-PACK\*

*Don't Wish for It...  
Work for It!*

\*monthly dues apply

**PRAIRIE STONE**  
SPORTS & WELLNESS CENTER

5050 Sedge Blvd. Hoffman Estates • 847-285-5400 • prairiestonesports.com



### **Operations and Fitness Departments:**

- PSS&WC hosted a variety of athletic rentals including large youth basketball and volleyball tournaments during the month of March, as well as several party rentals and overnight scout lock-ins. Though birthday parties and scout lock-ins are still offered at PSS&WC, efforts have been taken to transition to larger multi-court athletic rentals that reduce labor intensity while generating steadier revenue streams.
- PSS&WC hosted the Q1 FT employee staff meeting in March.
- A banner ad promoting Seascope Family Aquatic Center season passes was added to automated motivational letters that are sent weekly to all current PSS&WC members via Retention Management.
- The Operations Manager worked with First Serve and the HE Parks Business office on updating private and semi-private lesson tennis fees at PSS&WC effective in March.
- Preliminary efforts are underway to determine timelines and project details regarding the upcoming café and tennis court renovations. The tennis court renovation is scheduled to take place during the month of August and will include the addition of 'blended lines' on the courts to support additional youth and senior programming options. The Operations Manager has worked with a representative from the USTA on securing a grant reimbursement to cover the cost of the blended line application.
- The PSS&WC General Manager of Sales & Operations and the Superintendent of Facilities continue to work with the HEPD Directors and DLA architects to plan for the upcoming PSS&WC member club locker room renovation project, scheduled to begin within Q3. Meetings have been held to discuss project details and to prepare for the bid specifications/packet, to be posted within the month of April.
- The Superintendent of Facilities is providing support with the preparation for the HEPD PDRMA accreditation process. Safety Committee meetings have been attended and PDRMA preparation meetings have been established. All key team members will be involved to create a successful outcome for this year's accreditation process. Site visits will take place throughout Q2/3.
- The Higgins Educational Center outreach program provided by HEPD will begin on April 6<sup>th</sup>. The dance fusion class will be sponsored by Amita, therefore being able to be provided to the outreach program participants free of charge. The Superintendent of Facilities has coordinated a group fitness instructor from PSS&WC to teach the Thursday evening dance fusion classes throughout the spring and summer season.
- On April 20<sup>th</sup>, Zac Marshall, PSS&WC Personal Training Coordinator, will be presenting a fitness and wellness lecture for Hoffman U called "Belly Busters". Hoffman U lectures are educational sessions that are open to all FTE HEPD team members.
- PSS&WC has an upcoming Nutrition Workshop, Gardening for Health, on 4/8, taught by Kathy Brown. The seminar has been added to the monthly wellness calendar and marketed through the guide.
- Throughout April the personal training department will promote a 3 pack promo for new members through membership for new members.

- Within the area of group fitness class participation has again increased across the board! Highlighted classes include:
- Zumba 50 Friday Spin 25(MAX) Muscle Pump 25-30
- Fitness department has announced the bid to the public on 3/24 and will open the bid packets on 4/4 for the ordering of the new fitness equipment, as budgeted within the 2017 operating capital fund for PSS&WC.

**PSS&WC Aquatics**

- Aquatics Staff received an overall score of 96.3% on their first Starguard Audit that was performed on Saturday, April 1<sup>st</sup>.

<b>Swim Lesson Participants</b>	<b>2016</b>	<b>2017</b>
<b>Winter Session 1</b>	<b>150</b>	<b>137</b>
<b>Winter Session 2</b>	<b>168</b>	<b>206</b>
<b>Total Winter Swimmer</b>	<b>318</b>	<b>343</b>

**Var. + 25**

- Currently the Spring session of swim lessons has 235 participants enrolled but registration is still being taken as classes started the first week of April.

**Climbing Wall**

- The spring season we are offering an adult climbing class that will not only provide opportunities to climb, but participants will learn to belay and at the end of class will be certified to belay or auto climb for one year after the certification.

**Early Childhood Programming**

- Kid's First Sports basketball program has 18 participants. We are continuing to work with the C&M department to find ways to attract interest.



*Triphahn Center*

**Triphahn Center Fitness and Operations:**

<b><u>Membership</u></b>	<b><u>03/2016</u></b>	<b><u>03/2017</u></b>	<b><u>Var.</u></b>
<b><u>+/-</u></b>			
Fitness	974	914	(60)

**General Summary:**

- Dance World was held on 03/11.
- 2 New 50" flat screen TV's have been installed and are receiving great feedback from fitness members.



- New App Audio equipment is being shipped to TC for a Demo. John A. and Gary F. will install once it arrives. C&M will work on promotional marketing for new audio app.
- Northside project is still underway. Staff has been working with other facilities to accommodate programs and rentals.
- Lucky Day fitness promotion was held the week of March 13<sup>th</sup>. Any one registering for a membership during this time frame had the \$10 processing fee waived. There were 8 new memberships during this time which was actually 5 less than in the same timeframe of 2016.



### *Willow Recreation Center*

<b><u>Membership Fitness Totals</u></b>	<b><u>03/2016</u></b>	<b><u>03/2017</u></b>	<b><u>Var.</u></b>
<b><u>+/-</u></b>			
Fitness	320	319	(1)
Racquetball	62	57	(5)

#### **General Summary:**

- Staff as been working on a new agreement for Barrington Library to install book pick up & drop off boxes inside of Willow Recreation Center.
- Lucky Day fitness promotion was held the week of March 13<sup>th</sup>. Any one registering for a membership during this time frame had the \$10 processing fee waived. There were 5 new memberships during this time which was 2 more than in the same timeframe of 2016.



### *Dog Off-Leash Areas*

#### **Bo's run:**

- Breakdown for Bo's Run / Combo passes HE 130, Palatine 40, Barrington 24, Schaumburg 40, Arlington Heights / Mt. Prospect 5, Inverness 37. Additional towns are Rolling Meadows, Elk grove, Hanover Park & Streamwood.

#### **Freedom Run:**

- Breakdown for Freedom Run/ Combo passes Elgin – 186, HE – 78, Streamwood 78. Schaumburg – 20. Additional towns are Huntley, Hanover Park & S. Barrington, Elk Grove, Palatine, Wheeling & others.

<b><u>Dog Park Passes</u></b>	<b><u>03/2016</u></b>	<b><u>03/2017</u></b>	<b><u>+/- Var.</u></b>
Bo's Run	278	273	-5
Freedom Run	292	336	+44

Combo	81	69	-12
Total:	651	678	+27



## Communications and Marketing

### **COMMUNITY**

**Volunteer Earth Day Event** - The C&M Supt. is working with the Parks staff, Sears Holdings and the Village Public Works staff to coordinate an Earth Day volunteering event for Sears's associates. Approx. 30-50 Sears's employees will help plant 100 tree saplings at Essex Park on April 21.

**Hoffman Walks** – The first Hoffman Walks event took place on Sat. March 11 and was a great success with 30 attendees who first listened to a talk by Personal Trainer Zac Marshall, then were led on a walk around the Triphahn Center track for 30-75 minutes. The next event is planned for Sat. April 8, 9-11 am at Charlemagne Park.

### **PROGRAM PROMOTIONS**

Staff worked with program managers to promote registration for spring programs and summer camps; plus youth sports programs, 50+ events, trips and programs, St. Patrick's Day events, Hoffman Walks, Days off School Field Trips, Parent's Night Out, Giving Tree, Seascape Pass Winter Sale, Hockey and Figure Skating, BPC weddings and events.

Community Calendar Submissions to: Daily Herald, Chicago Tribune, Hoffman Estates and Schaumburg Chambers and Hoffman Estates Visitor's Bureau.

### **VIDEO**

This month, we featured the video "Summer Camp".

### **PRESS RELEASES/PUBLIC RELATIONS**

Articles that were printed or appeared online on the newspaper websites will be attachments at end of the Board Report.

- Hoffman Walks event

The following are press releases that were sent to the newspapers, but have not yet been picked up for print:

- Community Garage Sale Planned for Hoffman Estates
- Seascape Family Aquatic Center Wins Safety Award, Prepares for 2017 Opening Day
- Now Registering for Spring Classes and Summer Camp
- Photo idea was pitched to the Chicago Tribune Photo Editor about controlled burns

Also, the Village of Hoffman Estates included our Hoffman Walks event series in its March newsletter.

**Save the Date: Hoffman Walks**



The Hoffman Estates Park District invites you to a series of free walking events for all ages called Hoffman Walks.

Walking has many benefits, including more energy, improved strength and reduced risk of disease. The Park District will host a themed walking event once a month that will last approximately two hours. But feel free to stay as long as you'd like!

The next walk is on Saturday, April 8 at 9:00 am, at Charlemagne Park (3799 Bordeaux). Stroll around the beautiful pond to celebrate spring and all its critters and flowers. No fees or registration required.

[Learn More about Hoffman Walks!](#)


# Google Plus Reviews

☰ **Prairie Stone Sports & Wellness Center** 🔒 📱 🔔 👤

HOME INFO PHOTOS **REVIEWS** INSIGHTS

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←

	<b>SUJAY</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Mar 27, 2017
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*The user didn't write a review, and has left just a rating.*

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 Best practices for responding to reviews ▾


**Prairie Stone Sports & Wellness Center** – Mar 28, 2017 – [edit](#) – [delete](#)  
Thanks for the review, Sujay!

☰ **Prairie Stone Sports & Wellness Center** 🔒 📱 🔔 👤

HOME INFO PHOTOS **REVIEWS** INSIGHTS

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←

	<b>Kirtan Thakkar</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Mar 20, 2017
---	-----------------------	------------------------	---

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Great facility with great courts to play basketball

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 Best practices for responding to reviews ▾


**Prairie Stone Sports & Wellness Center** – Mar 21, 2017 – [edit](#) – [delete](#)  
Thanks for the review, Kirtan!

☰ **Prairie Stone Sports & Wellness Center** 🔒 📱 🔔 👤

HOME INFO PHOTOS **REVIEWS** INSIGHTS

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←

	<b>Mike Emerick</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Mar 17, 2017
---	---------------------	------------------------	---


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Great equipment rarely crowded.

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 Best practices for responding to reviews ▾


**Prairie Stone Sports & Wellness Center** – Mar 20, 2017 – [edit](#) – [delete](#)  
Thanks for the review, Mikel!


**Prairie Stone Sports & Wellness Center**







[HOME](#)
[INFO](#)
[PHOTOS](#)
[REVIEWS](#)
[INSIGHTS](#)

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**Hannah Detig**

**Rating**

★★★★★


**Review posted on**

Mar 17, 2017


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*The user didn't write a review, and has left just a rating.*


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Best practices for responding to reviews ▾



**Prairie Stone Sports & Wellness Center** - Mar 20, 2017 - [edit](#) - [delete](#)  
 Thanks for the review, Hannah!



**Prairie Stone Sports & Wellness Center**


[HOME](#)
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[INSIGHTS](#)

Replied!

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**Cedric Busse**

**Rating**

★★★★★


**Review posted on**

Mar 16, 2017


---

Well maintained zero depth pool with swim classes on weekends


---







Best practices for responding to reviews ▾




**Prairie Stone Sports & Wellness Center** - Mar 16, 2017 - [edit](#) - [delete](#)  
 Thanks for the review, Cedric!


**Prairie Stone Sports & Wellness Center**







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**Leslie Freeman**

**Rating**

★★★★★


**Review posted on**

Mar 15, 2017


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*The user didn't write a review, and has left just a rating.*

---



Best practices for responding to reviews ▾




**Prairie Stone Sports & Wellness Center** - Mar 15, 2017 - [edit](#) - [delete](#)  
 Thanks for the review!

Google My Business

Scott R. Triphahn Community Center & Ice Arena

You just got a 4-star review



— Juan Tovar

[Read review](#)

This review hasn't been approved yet and may be removed from your page. [Learn more about review policies](#)

Willow Recreation Center

Page Messages **Notifications** Insights

**Notifications**

- All
- Likes
- Comments (1)
- Shares (1)
- Other (6)
- + Activity
- Requests
- Promote Page
- Invite Friends
- Suggest Page
- Share Page

Amount You Owe: \$1.32 USD  
We were unable to charge your ad account. Please add a new payment method to your account.  
[Add Payment Method](#)

Number of people you can

**Willow Recreation Center**  
Published by Hootsuite [?] · 22 hrs · 🌐

Last chance...Lucky YOU! Get fit at Triphahn or Willow Fitness Centers, no enrollment fee when you join today. Monthly fees are as low as \$16/mo! <http://ow.ly/eAIF309I4Ik>

**Fitness Centers - Hoffman Estates Park District**  
Get fit in a Hoffman Estates District fitness center. Featuring state-of-the-art equipment, centers are located in three locations across Hoffman...  
HEPARKS.ORG

25 people reached [Boost Post](#)

Like Comment Share

Chronological

**Greta Shepherd** Any thoughts on expanding this location? The fitness center is very tiny. If it's in the budget you might want to consider removing the dog park to expand.  
Like Reply Message · 22 hrs

**Sandy Manisco** Greta, thanks for the feedback. I will forward to our Admin Team.  
Like Reply Message · 1 · 18 hrs

**Greta Shepherd** I would apply for a membership if the fitness was larger.  
Like Reply Message · 18 hrs

Write a reply...

Write a comment...

---

Hoffman Estates Park District

Page Messages **Notifications** Insights Publishing Tools Settings Help

Check-ins (1)  
Mentions  
Shares

Requests

Invite Friends to Like This Page  
Invite your friends to like Hoffman Estates P...

-  Rolando Delgado [Invite](#)
-  Beth Kahan [Invite](#)
-  Nancy Manisco [Invite](#)
-  Georgina Agrigiannis Roy [Invite](#)

See All Friends

Promote Page  
Suggest Page

**Christina Booker** reviewed Hoffman Estates Park District — 15  
4 hrs · 🌐

I am extremely disappointed with how my autistic child was treated within the spring break week. I had to leave work early two of the three days to pick her up because they could not/would not handle her even after they lost her belongings (meltdown certainty). Then staff spoke ill of me in front of my daughter. For future reference, a little compassion and nurturing goes a long way guys. I will use their services only when absolutely necessary for day care; never again a full day. Autism Awareness month is just around the corner. Knowledge is still lacking and our children are paying the price for it. Hopefully services improve.

 **Hoffman Estates Park District** ✓  
Recreation Center  
2,586 Likes  
33 talking about this

Like Comment Share

**Hoffman Estates Park District** Christina, we are sorry to hear you had this experience. We will forward your comments to Program Manager Martha Houston and someone will contact you to discuss what occurred.  
Like · Reply · Commented on by Sandy Manisco [?] · 37 mins

Write a comment...

Willow Recreation Center

Page Messages Notifications Insights

Notifications

- All
- Likes
- Comments (1)
- Shared (1)
- Other (5)

+ Activity

Requests

Invite Friends to Like This Page

Invite your friends to like Willow Recreation Center

- Rolando Delgado Invite
- Beth Kahan Invite
- Nancy Manasco Invite
- Georgina Aguirre-Roy Invite

See All Friends

Promote Page

Suggest Page

Share Page

Amount You Owe: \$1.32 USD  
We were unable to charge your ad account. Please add a new payment method to your account.

Willow Recreation Center  
Published by Hootsuite (7) · 16 hrs · 🌐

It's no joke! Buy an annual fitness membership on April 1 only and get a free month! <http://ow.ly/WF30acRf>

Buy a 1 Year Fitness Membership on April 1 only get 1 month free!

\$206 - TRIPHAH FITNESS CENTER  
\$173 - WILLOW RECREATION CENTER

25 people reached [Boost Post](#)

Like Comment Share

Chronological

Greta Shepherd I would sign up if only the fitness center was larger. Please consider expanding this facility. 🙏  
Like Reply Message · 11 hrs

Willow Recreation Center Thanks Greta, we have forwarded your wish to the management!  
Like Reply Commented on by Sandy Manasco (7) · Just now

Write a comment...

Hoffman Estates Park District

Page Messages Notifications Insights Publishing Tools Settings Help

Inbox 1 · Filter By

Search people and messages

Lee Ann Gustafson 1:50pm  
Thanks for sharing Lee Ann. Unfortunately...

Michelle Plunkett K. Thank you!

Carol H. Gordon Mar 1  
Hello Carol! So sorry I missed your mess...

Dawn Takagi Mar 1  
Yes, that can be confusing. Glad you fou...

Kids First Feb 1  
Do you have any photos you can send m...

Tina Fischer Jan 24  
Good enough. Appreciate the effort!

Liz Annie Jan 10  
Hi! The photo album is on the HE Parks L...

Melissa Drummond 10/10/16  
I believe it is sold out but please check h...

Charles TheMagician 11/11/16  
Charles send a photo

Jellean Martinez 10/31/16

Away

Lee Ann Gustafson  
View Profile

1:50 p.m. (UTC)

Check out this amazing athlete and her story. Then come meet the Paralympic Medalist in person (with her medals) at the MJJ Rec Center, Friday, March 24, 4-7 p.m. [www.amandamcgregory.com](http://www.amandamcgregory.com) PLUS catch Jv National Champion Rockford Charite playing Wheelchair Basketball! Food & Fun for FREE! [go.nju.edu/uc](http://go.nju.edu/uc)

Blog

News, results, and fun facts  
[www.amandamcgregory.com](http://www.amandamcgregory.com)

1:50 PM

Thanks for sharing Lee Ann. Unfortunately we can't help provide the event, but it sounds fascinating!  
Sent by Sandy Manasco (7)

About

- Liked since Mar 21, 2017
- Studied at Rockford University

Labels Add & Manage

Apply a label...

Add labels to help track and find conversations. Only admins can see labels.

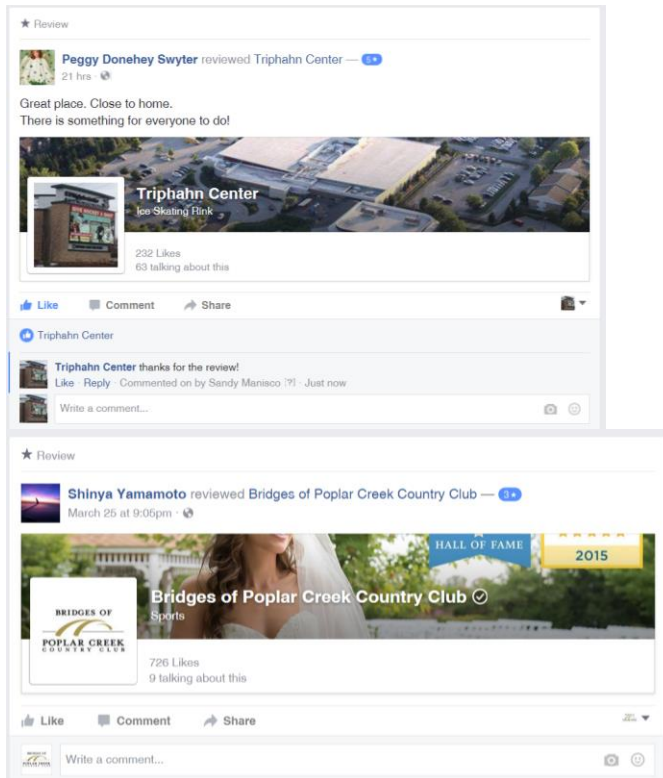
Your Notes Add Notes

Notes help you keep track of your conversations. Only admins can see notes.

Relationship

MARCH 21, 2017  
Liked your Page.

Write a reply...



### Facebook Comments:

Cristina Michelutti and son Dominic park cleanup

This resident and her son spent 2 hours cleaning up Victoria Park on March 22 when the weather was particularly nice. They picked up a considerable amount of trash; even bringing the recyclables home to put in their recycle bin. She sent us several before and after photos. We shared their effort on the park district's Facebook page.



**Cristina Michelutti**  
View Profile

MAR 22ND, 4:46PM


Hello, could you please send someone to Victoria Park off of Crowfoot Circle to pick up garbage before it blows all over the place? My 7 year old son and I spent 2 hours cleaning up the field around and behind the baseball field. It was a mess out there. We also picked up garbage and bottles by Victoria Park off of Wainsford and Bode Roads. That garbage I added to my own recycling.




Made in posts

**Hoffman Estates Park District**  
Published by Sandy Manisco [?] · March 22 at 5:10pm · 🌐

A big THANK YOU to Hoffman resident Cristina M and her 7-year-old son Dominic who spent the afternoon cleaning up their favorite park, Victoria Park on Crowfoot Circle. They picked up lots of trash that had blown into the park over the winter. They even took the recycled materials home to put in their own recycle bin. KUDOS! #parksandrecmatter #lovenmypark #nrpa #ilipra



1,169 people reached Boost Post

377 Views

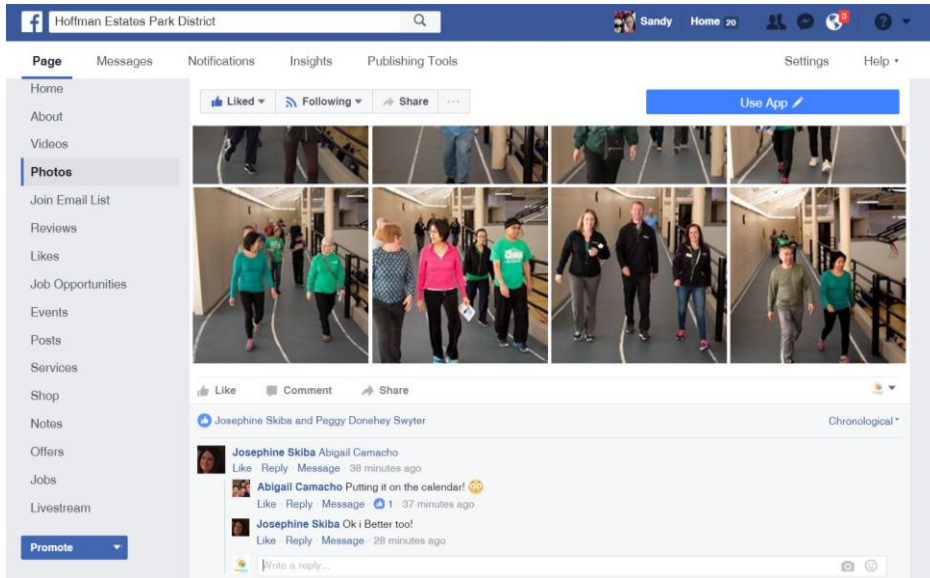
Like Comment Share

Michelle Renoe, Jenny Carlson and 27 others Chronological

**Joane McLeod** Jennifer Djordjevic, good citizen  
Like · Reply · Message · March 22 at 7:21pm

**Karen Bailey Prosser** Hopefully the good deed will inspire others! Way to go Cristina and Dom!  
Like · Reply · Message · March 22 at 7:37pm

Write a comment...

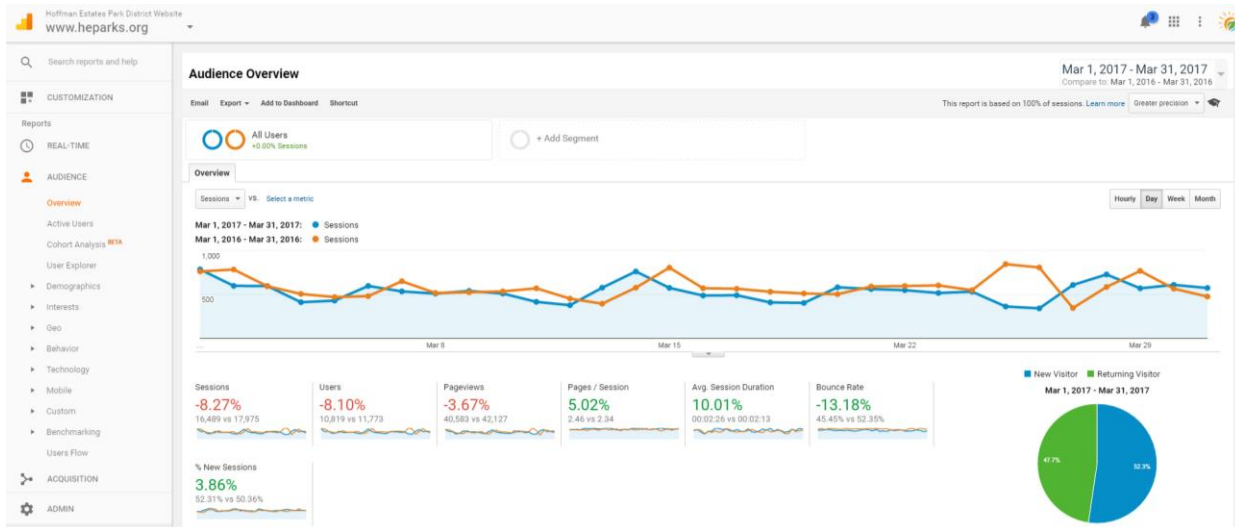


## MARKETING DASHBOARD



### Website HEParks.org – Source: Google Analytics

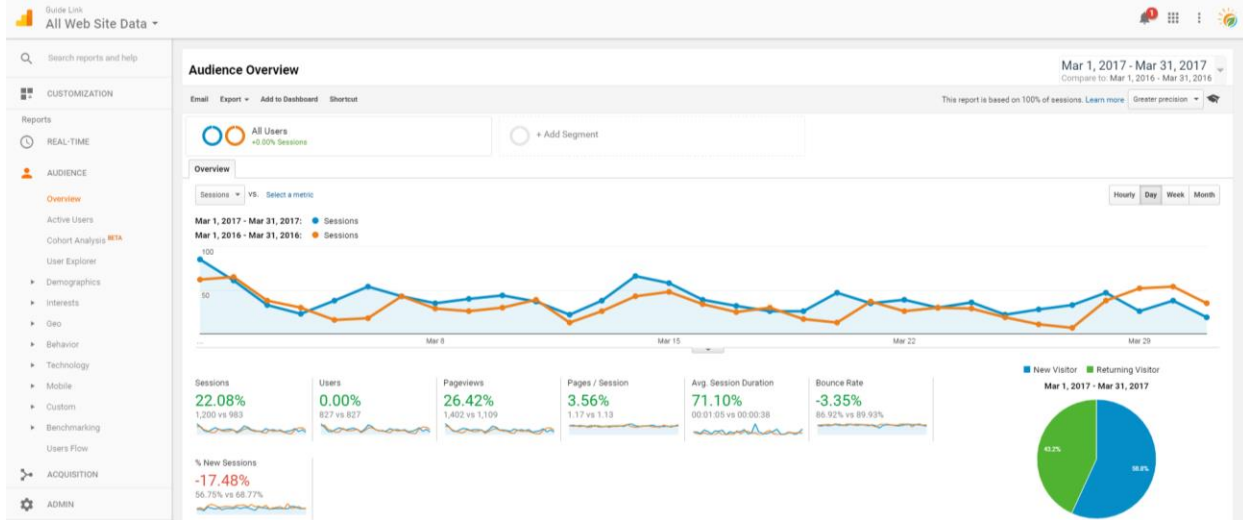
Hits to the website are down slightly, but the number of pages is up as is the length of each session. Suggests fewer visitors, but more meaningful engagement from those who did visit.



### Program Guide Online – Source: Google Analytics

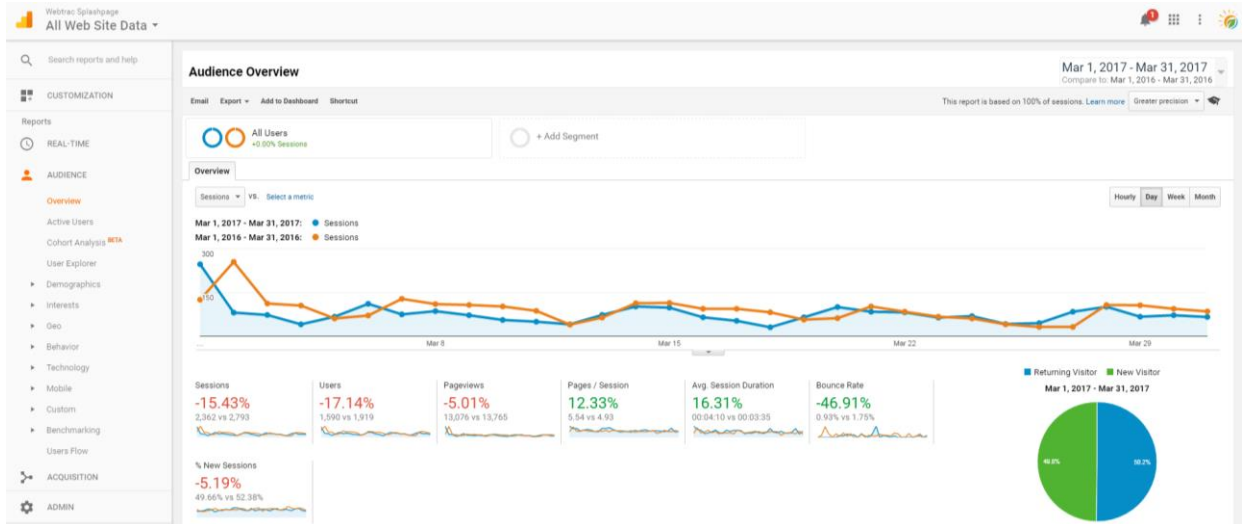
Hits to the online program guide are way up this month, likely due to the fact that

registration is open for spring sessions and summer camp.



### WebTrac/Online Registration Page Hits – Source: Google Analytics

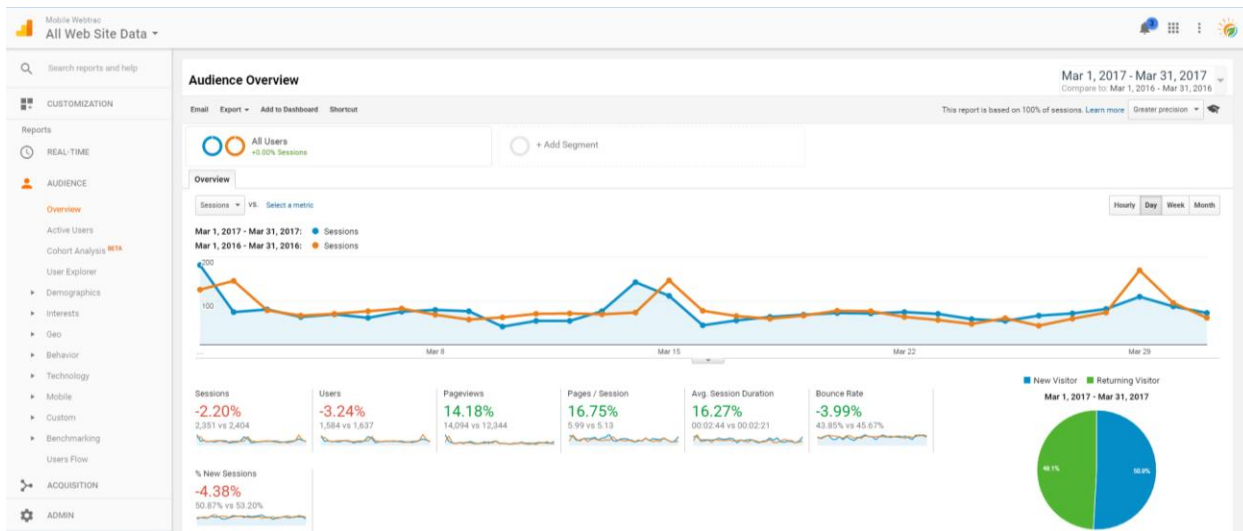
Hits to online registration have dropped this month as we have been driving more users to the mobile WebTrac page, with the increased use of mobile devices for web browsing. In electronic marketing, links go primarily directly to Mobile WebTrac pages.



### Mobile WebTrac – Google Analytics

The number of people accessing Mobile WebTrac from their mobile devices is leveled off this month. One strategy we use that is having a great impact is that when we post links on web, email and social media we typically link directly to mobile online registration pages. Unfortunately, we have found that the program details are harder to view on the Mobile

WebTrac, so for programs that we viewing the details are particularly important, we direct to another source, such as PDF of the program guide or regular WebTrac.



### Mobile Access – Source: Google Analytics

There has been a change this year in these figures. We are seeing an increase in desktop and mobile declining slightly. We believe this is due to the nature of new PCs that have entered the market. New PCs are more like tablets; they are smaller, more lightweight with detachable keyboards. While PCs get smaller, phones are getting bigger, resulting in less of a need for tablets. In addition, tablet owners are more likely to hold on to their tablets longer than their phones. (Source: TechCrunch.com 3/21/17 <https://techcrunch.com/2017/03/21/what-happened-to-tablet-sales/>)

Benchmark column indicates how users accessed HEparks prior to the app and mobile-friendly website. Responsive mobile-friendly website launched Oct 28, 2014; app launched April 25, 2014; mobile WebTrac launched in late November 2014.)

Source:	BENCHMARK	March 1-31, 2016	March 1-31, 2017	Change from last year
Google Analytics	Prior to App & responsive web: Feb 2013-2014			
Desktop	63%	47%	52%	+5
Mobile	27%	44%	42%	-2
Tablet	10%	7%	5%	-2



### Mobile App Downloads – Source: Apple iTunes & Google Play reports

The app has been available since April 25, 2014. C&M continues to promote various features of the app to increase usage. Below is a chart showing progress over the previous 10 months. As of October 2015, 667 mobile app users had Push Notifications turned on. Highest count was Aug 2016: 1,602

June 2016	July 2016	August 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	March 2017
1,525	1,560	1,602	1,547	1,530	1,461	1,478	1,493	1,501	1,538



### Facebook Reach

Facebook fans will now be reported as a total of all Facebook pages throughout the district, including:

- Bo's Run & Freedom Run Off L...
- Bridges of Poplar Creek Count...
- HE Parks 50+ Active Adults Club
- HE Parks Preschool
- HEPD Ice Arena
- HEPD Youth Theater
- Hoffman Estates Park District
- Prairie Stone Sports & Wellnes...
- Seascape Family Aquatic Center
- Triphahn Center
- Triphahn Fitness Center
- Vogelei Park
- Willow Recreation Center

Total fans for all pages as of March 31, 2017: 6,670

### Top 5 most successful posts this month for the main Hoffman Estates Park District page:

Post Message	Type	Posted	Lifetime: The number of impressions (Total Count)
Take a sneak peek inside the renovations at Triphahn Center today. It's coming along nicely. We're getting excited!	Video	3/9/17 11:43 AM	3250
Join us tomorrow, March 8th, for our first Paint Your Board Event at Bridges of Poplar Creek. No experience necessary, sign up now! Questions contact Bridget at 630-805-0924 <a href="http://b2signs.simplerix.com/EventDetails/29305/Time/64354/">http://b2signs.simplerix.com/EventDetails/29305/Time/64354/</a>	Photo	3/7/17 2:01 PM	2672
Join us March 8th - Paint Your Board Event at Bridges of Poplar Creek. No experience necessary! Questions contact Bridget at 630-805-0924 <a href="http://b2signs.simplerix.com/EventDetails/29305/Time/64354/">http://b2signs.simplerix.com/EventDetails/29305/Time/64354/</a>	Photo	3/5/17 1:15 PM	2377
Pot of Gold Climb 2017	Photo	3/18/17 10:00 AM	2005
Our first community walking event - join us each month for a free walking event at a different location. Thanks to Village Trustee Newell and Trustee Gaeta from the Village of Hoffman Estates Government for coming out to participate! Next up is Charlemagne Park on April 8. <a href="https://www.heparks.org/event/hoffman-walks-april-flowers/">https://www.heparks.org/event/hoffman-walks-april-flowers/</a>	Photo	3/11/17 10:00 AM	1971

### Top 10 Highest Posts Since October 2015

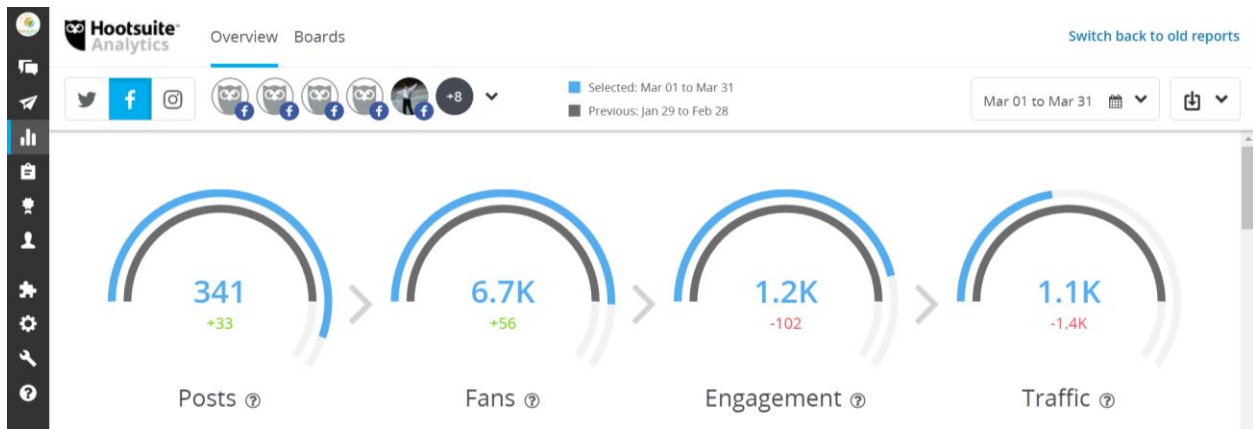
Post Message	Type	Posted	Lifetime: The number of impressions. (Total Count)
Qualified Kindergarten Enrichment Teachers and Counselors Needed. Please see our careers page for more info: <a href="https://goo.gl/X71UZs">https://goo.gl/X71UZs</a>	Photo	8/15/16 10:29 AM	6715
This week through Friday Aug 19 Seascape has short hours, 4-7:30 PM <a href="http://ow.ly/TY6l3037o3z">http://ow.ly/TY6l3037o3z</a>	Photo	8/15/16 7:55 AM	6710
#Pokémon Trainers comes to Black Bear Pk for our Gathering Sat Aug 27 10-11:30 catch 'em all! <a href="http://ow.ly/cCns3037nfO">http://ow.ly/cCns3037nfO</a>	Photo	8/13/16 12:55 PM	6168
Today our Half-Day Preschool is having their own Crazy Hair Day! How cute are they?	Photo	3/14/16 11:12 AM	6148
Congrats to figure skater, Tomoki Hiwatashi, who won a Gold Medal at Nationals! <a href="http://ow.ly/Xyalq">http://ow.ly/Xyalq</a> Tomoki trains @ Triphahn Ice Arena!	Link	1/26/16 8:00 AM	6119
#Pokémon Trainers come to Black Bear Pk for our Gathering Sat Aug 27 10-11:30 catch 'em all! <a href="http://ow.ly/cCns3037nfO">http://ow.ly/cCns3037nfO</a>	Photo	8/10/16 12:56 PM	5506
Due to weather conditions, we will be postponing our Pokemon Go event that was scheduled for today. Keep a look out for a new date and time on our HEParks social media pages!	Photo	8/27/16 7:30 AM	5285
Tomorrow! Come to the Open House for 50+ Active Adults! 9-11 AM Wed 8/17 at Triphahn Center <a href="http://ow.ly/soW53036YZb">http://ow.ly/soW53036YZb</a>	Photo	8/16/16 9:45 AM	5221
Wine lovers get your tickets for Uncorked & Untapped event at Bridges of Poplar Creek 9/23. <a href="http://ow.ly/Hj2x303tEtf">http://ow.ly/Hj2x303tEtf</a>	Photo	8/22/16 12:55 PM	5164
Congrats to August Best of Hoffman Chip Mahr who helped create a Monarch habitat in Hoffman. <a href="http://ow.ly/AS69303xt8r">http://ow.ly/AS69303xt8r</a>	Photo	8/24/16 7:00 AM	5130



### Engagement Report for All HE Parks' Facebook Pages

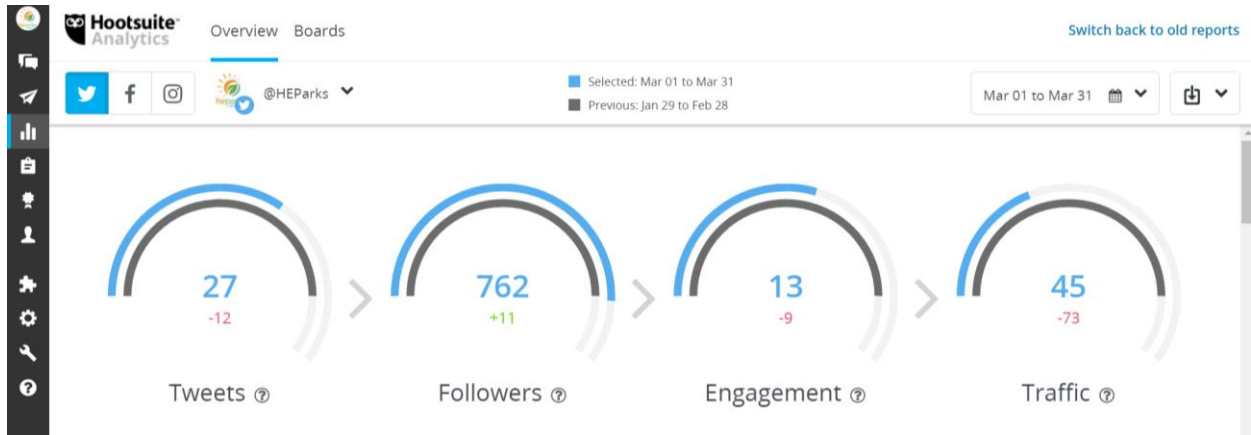
Source: Hootsuite

All Facebook pages: 6,670



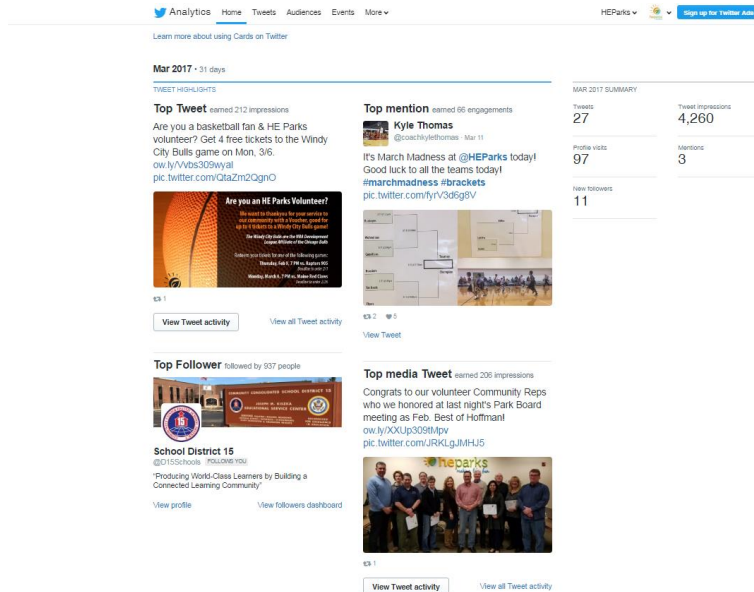


**Twitter Analytics**  
Source: Hootsuite  
@HEParks Twitter



**HE Parks' Twitter account**  
Source: Twitter  
@heparks

	Aug16	Sept16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17
Followers	707	713	718	726	730	741	751	<b>761</b>			
Impressions	7,146	5,599	5,973	3,964	3,870	4,882	4,740	<b>4,260</b>			
# of tweets	41	20	32	22	15	31	26	<b>27</b>			



**Instagram Reports**  
Source: Instagram  
@heparks

	Aug16	Sept16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17
Followers	86	91	109	107	109	109	<b>111</b>	<b>112</b>			

# of posts	10	9	23	8	6	6	0	0			
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### Conversion Rate – What percentage registered online?

The rate of online registration jumped significantly in March, from 36% at the end of February to 42% at the end of March. More and more people are registering online. Derived from a RecTrac Report that indicates the percent of registrations made online vs in person. Mobile-friendly email template began Nov 2015. Progress is being made each year in online registrations:

2011:	21%
2012:	26%
2013:	30%
2014:	33%
2015:	35%
2016:	37%
<b>2017 as of 3/31:</b>	<b>42.55%</b>



### Email Blast Results, Constant Contact

In mid-March, C&M revised the template of our emails to a one-column format to be more compatible with mobile screens. We will use the results below as a benchmark to assess the effectiveness of the new template going forward.

	<u>Sent/Open</u>	<u>Mobile</u>	<u>Bounces</u>	<u>Clicks</u>	
<u>Unsubscribes</u>					
2016 Fitness, Sports & Rec Benchmark	---/17.7%	50+%	8.8%	8%	0.22%
Hoffman Happenings 3/14 (old format)	19.6K/18.7%	61%	2.2%	11.2%	.2%
50+ Newsletter March	1061/36%	58%	3%	11.6%	0%

Opens = Emails our contacts received and viewed.

Mobile = Percent of emails opened on a mobile device.

Bounces = Emails sent, but not received by our contacts, indicates the quality of the data.

Clicks = Contacts who clicked on a link within our email.



### YouTube Metrics

Below is a list of our Top 10 Videos with the most traffic and minutes watched over the past 30 days.





# Hoffman Estates Park District HE Parks

Created: Jul 28, 2009 · Videos: 197

CHANNEL

Last month (Mar 1, 2017 – Mar 31, 2017)

### Watch time

Minutes



1,119 ▲

### Average view duration

Minutes



1:14 ▲

### Views



901 ▲

### Top 10 Videos

[Browse all content](#)

Video	↓ Watch time (minutes)	↓ Views
<a href="#">What is Pickleball?</a>	547 49%	396 44%
<a href="#">Wolf Pack Hockey Hosts Krolak Cup</a>	129 12%	35 3.9%
<a href="#">Park Info: Playground Workout, Bench Pushup</a>	120 11%	126 14%
<a href="#">Park Info: What is Bioswale?</a>	57 5.1%	38 4.2%
<a href="#">Park Info: Thor Guard</a>	54 4.9%	53 5.9%
<a href="#">Triphahn Center Renovation - March 2017</a>	24 2.1%	21 2.3%
<a href="#">Aqua Fit Swim Aerobic Class at Prairie Stone...</a>	21 1.9%	17 1.9%
<a href="#">Dreaming of Summer!</a>	19 1.7%	15 1.7%
<a href="#">Summer Campers 2016</a>	18 1.6%	15 1.7%
<a href="#">Park Info: What Is The Role of Fire?  </a>	16 1.5%	11 1.2%

## Bridges of Poplar Creek Board Report

### General Programs



326 guests have registered for Easter Brunch.  
Unfortunately March Madness was cancelled due to inclement weather.

### Golf Rounds

ROUND TOTALS.					
2013	2014	2015	2016	2017	5 Year Average
336	0	653	1,586	413	598
YTD ROUND TOTALS					
2013	2014	2015	2016	2017	5 Year Average
336	0	653	1,886	1,293	834

### Range Information

RANGE BASKET SALES TOTALS					
2013	2014	2015	2016	2017	5 Year Average
288	112	414	822	328	393
YTD RANGE BASKET SALES TOTALS					
2013	2014	2015	2016	2017	5 Year Average
288	112	419	951	894	533

## **Communications & Marketing**

### **Marketing/Advertising**



8 Email blasts went out promoting, Fish Fry, March Madness, Annual Pass Sales, Jr Golf League, Golf Shop Sales and Promotions, Easter Brunch and banquets.

### **Food & Beverage**

For the month of March we had a total of 15 events: (21 Events in 2016)

*The breakdown is as follows:*

6 breakfast meetings servicing 145 guests

1 shower servicing 48 guests

1 awards dinner servicing 105 guests

2 continental breakfast servicing 215 guests

4 church room rentals servicing 200 guests

1 50+ club event servicing 25 guests

March Madness canceled due to weather

We currently have 19 events booked for April (24 Events in 2016)

4 Breakfast meetings servicing 100 guests

3 continental breakfast meetings servicing 300 guests

1 memorial servicing 100 guests

1 room rental servicing 50 guests

8 showers servicing 300 guests

1 all day meeting with continental and lunch servicing 70 guests

1 birthday party servicing 50

### Wedding Count Update:

2017 = 14 ceremony and reception, 5 reception only, 5 ceremony only

We are currently offering variety of promotions based on time of season and date.

2018=2 ceremony and reception

2016 = 21 ceremony and reception, 4 reception only, 1 ceremony only.

2015 = 18 ceremony and reception, 5 reception only, 4 ceremony only







### Golf Maintenance Summary

Bunkers, bunkers and more bunkers is still the theme at the maintenance department at Bridges of Poplar Creek Country Club. All sand for the bunker renovation was delivered by Waupaca Sand & Solutions. The maintenance team has been working hard at placing sand in the bunkers, using a sand hauler with conveyer belt, work utility vehicles and rakes and shovels. The process for the bunkers at this stage is:

1. Place all sand in bunkers
2. Smooth out sand throughout the bunkers to a depth of 4" on the edges and 6" in the middle of each bunker
3. Repair edges of bunkers with new soil and sod
4. Tamp all sand to remove fluff in the sand (water the sand to help compact, mother nature is taking care of this)
5. Add sand to edges of bunkers once all repairs are finished
6. Rake bunkers for first time
7. Tamp sand again to compact
8. Rake bunkers, place golf rakes and open bunkers for play

Currently staff is working on steps 3 and 4. Mother Nature has not been our friend as of late with all the rain that we have been receiving. The target date for all bunkers on the course to be open for play is April 22, 2017.

Outside of bunkers staff has been working on the following:

-  Opening on-course bathrooms
-  Mowing all areas of the course except rough
-  Placing all golf course accessories on the course
-  IPM for poa annua seed head suppression
-  Constant course cleanup
-  Clubhouse grounds – tree bases, perennial pruning and overall cleanup

## **ADMINISTRATION & FINANCE**

### **Finance/Administration**

- Auditors were on-site the week of March 20<sup>th</sup> and completed their field work and testing that same week. In conjunction with the new BSA software application we were able to provide the auditors with a laptop connection to the ledger so that they could look up accounts payable invoices and purchase orders on their own. This allowed them to test items immediately without waiting for staff to pull documentation. The business department staff ensured the auditors would have what they needed by scanning all invoices greater than \$5,000 into BSA for the entire year even though we just went live in August. The auditors made special comment on how smoothly everything went.
- Staff worked on reviewing a possible agreement with Plum Farms development and the impact of the removal of the TIF application and its effect on the District.
- Staff attended the Ancel Glink employment law seminar at BPC. An overview of some of the latest employment law changes and trends were presented.
- Staff attended the Friends of HEParks quarterly foundation meeting. Staff received approval of a plan whereby the Foundation is sponsoring the renovation of the new 50+ game room with a \$30,000 endowment as well as on-going annual support.
- Staff presented at the 50+ Ambassadors meeting to present plans for the renovated north side of TC. A new pricing structure for the 50+ membership fee was presented and in the end positively received.
- Staff worked with the Recreation Department in evaluating the switchover from the use of the NAEYC accreditation program to the Excelerate Illinois accreditation program.
- Staff worked with the Recreation Department for finalizing a concession services RFP and license agreement with Flores Rosales for the District concession operations.
- Staff worked with the Recreation Department in finalizing an agreement for the future of the HUSC (Travel Soccer) program for the District.
- Staff presented a Hoffman-U on Purchase Order entry and fielded any questions to ensure staff comprehension of the new BSA PO system.
- Staff attended an NWSRA Foundation meeting that presented interesting options for how public foundations can most efficiently operate.
- Staff attended a final planning meeting to finalize the PSSWC locker room renovation project scope and bid requirements.
- The Northern Illinois Raptors have restructured and are under the new name of Wings & Talons. Staff is finalizing a new license agreement to incorporate the new name. No additional substantive changes are expected to the current agreement.
- Payroll Cycle Processing
  - 03/24/17      \$283,288.32
  - 04/07/17      \$278,250.48

### **Administrative Registration/EFT Billing**

- EFT Billings for:
  - a. TC/WRC/PSSWC Fitness Centers
  - b. ELC (weekly)
  - c. Sponsorship/Marquee Signs

- d. Dance
- e. Preschool
- f. STAR
- Administrative
  - a. Foundation Mailing
- Administrative Registration for:
  - a. Financial Assistance
  - b. Foundation Giving Tree
  - c. Park Permits
  - d. Spring Soccer

### **Human Resources**

- Processed 21 new part-time hires and 2 new volunteers.
- Attended Fishing Derby Meeting at HE Chamber of Commerce. Annual Chamber Community Fishing Derby at South Ridge Park will be Saturday, June 3, 2017. Deposit collected.
- Conducted Hoffman-U reviewing paperwork requirements for new-hires, including the updated Federal I-9 form.
- Attended annual PTAB/TOC Consortium meeting at District 54.
- Participated in interviews for FT Director of Parks and Facilities Services.
- Participated in interviews for BPCG FT Golf Operations Manager.

### **Technology**

- Disaster Recovery Plan & Redundancy
  - a. Purchased 2<sup>nd</sup> network switch for TC server room and are in the process of configuring that to act as failover switch in the event our Core switch becomes inoperable.
- TC North side renovation
  - a. Completed the installation of 2<sup>nd</sup> network switch to accommodate new POE devices.
  - b. AIO Timeclock computer is complete and ready for install. Began installing new security cameras.
  - c. Planning for projector at North Side location as well as upgrading current Boardroom projector.
- Evaluating new remote control software to replace LogMeIn.
  - a. Successfully transitioned to Splashtop from LogMeIn – Completed.
- Working with TC & WRC Facility Managers to implement AppAudio. AppAudio is a service and device that will enable patrons to listen to the audio of the televisions we have in our fitness centers through their smartphone via an app.
  - a. AppAudio sent out a demo and we are currently testing at both TC and WRC. So far the device has worked great. There is no lag in the audio and the wireless connection is stable.

- Evaluating Gregg Communications to replace ATI as our Shoretel Partner of Record
  - a. Decided to move our current Shoretel partner of record to Gregg Communications. Also chose 8-5 M-F support for our Shoretel network gear.

### **Advertising and Sponsorships**

- Newly acquired sponsors:
  - a. Fox Valley Fire & Safety
    - Marquee
  - b. Santa's Village
    - Ticket Fundraiser
  - c. Costco
    - Water Sponsor Party in the Park
    - Donation
  - d. L&M Insurance
    - Donation
  - e. Tate & Lyle
    - Donation
  - f. Synergy
    - Donation
  - g. Cabela's
    - Donation
  - h. Gold Rush Gaming
    - Donation
  - i. Vali Foods
    - Donation

# LINK TO ALL DIVISIONS' 2017 1Q GOALS

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