







1685 West Higgins Road, Hoffman Estates, Illinois 60169 **heparks.org t** (847) 885-7500 **f** (847) 885-7523

# AGENDA REGULAR BOARD MEETING NO. 1025 TUESDAY, JANUARY 23, 2018 7:00p.m.

- 1. ROLL CALL
- 2. PLEDGE OF ALLEGIANCE
- 3. APPROVAL OF AGENDA
- 4. AWARDS: Best of the Best of Hoffman 2017 Heather Kubinski
- 5. COMMENTS FROM THE AUDIENCE
- 6. RECESS FOR A&F COMMITTEE MEETING
- 7. RECONVENE FOLLOWING A&F COMMITTEE MEETING
- 8. APPROVAL OF MINUTES
  - A. Regular Board Minutes 12/12/2017
  - B. Public Meeting 12/12/2017
- 9. CONSENT AGENDA (Click each item to view)
  - A. Independent Contractor Agreements/M18-004
  - B. Open and Paid Invoice Register: \$660,889.72
  - C. Revenue and Expenditure Report
  - D. Acceptance of B&G Minutes 12/12/2017
  - E. Acceptance of Rec Minutes 12/12/2017
  - F. Acceptance of A&F Minutes 12/19/2017
- 10. PRESIDENT'S REPORT
- 11. ADOPTION OF EXECUTIVE DIRECTOR'S REPORT
- 12. OLD BUSINESS
- 13. NEW BUSINESS
- 14. COMMISSIONER COMMENTS
- 15. 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 OR (847) 885-8500 WITH AT LEAST 48 HOURS' NOTICE.





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# MINUTES REGULAR BOARD MEETING December 19, 2017

#### 1. Roll Call:

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on December 19, 2017 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner Bickham, K. Evans, R. Evans, Kilbridge,

Kinnane, McGinn, President Kaplan

Absent: None

Also Present: Executive Director Bostrom, Deputy Director/A&F Director

Talsma, Rec/Facilities Director Kies, P&D Director Buczkowski,

Parks Director Hugen, Golf Director Bechtold

Audience: Comm Rep Utas, Winner, Katis, Chhatwani, Musial, Sernett,

BOH Juan Ocegueda

#### 2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

#### 3. Approval of Agenda:

Commissioner Kinnane made a motion, seconded by Commissioner R. Evans to approve the agenda as presented. The motion carried by voice vote.

#### 4. Awards:

President Kaplan awarded Juan Ocegueda BOH for his hard work with the maintenance department.

President Kaplan also noted that the park district was awarded the Governmental Finance Officers Association (GFOA) Certificate for Excellence in Financial Reporting for 2016 Comprehensive Annual Financial Report (CAFR) and that it was the fourth year in a row.

He also introduced Lauren Sernett, new Comm Rep for the B&G Committee. Comm Rep Sernett said she was looking forward to working with all.

#### 5. Comments from the Audience:

None

#### 6. Recess for A&F Committee Meeting:

Commissioner McGinn made a motion, seconded by Commissioner Bickham to recess the Board Meeting at 7:08 p.m. for the purpose of convening the A&F Committee meeting. The motion carried by voice vote.

#### 7. Reconvene Following A&F Committee Meeting:

Commissioner McGinn made a motion, seconded by Commissioner K. Evans to reconvene to the Regular Board Meeting at 8:10 p.m. The motion carried by voice vote.

Present: Commissioner Bickham, K. Evans, R. Evans, Kilbridge, Kinnane,

McGinn, President Kaplan

Also Present: Executive Director Bostrom, Deputy Director Talsma, Directors

Buczkowski, Bechtold, Kies, Hugen

Audience: Comm Rep Sernett

#### 8. Approval of the Minutes:

Commissioner R. Evans made a motion, seconded by Commissioner Kinnane to approve the minutes of the Regular Board November 28, 2017 meeting as presented. The motion carried by voice vote.

Commissioner Bickham made a motion, seconded by Commissioner Kilbridge to approve the minutes of the Committee of the Whole November 14, 2017 meeting as presented. The motion carried by voice vote.

Commissioner R. Evans made a motion, seconded by Commissioner Kinnane to approve the minutes of the Special Board November 14, 2017 meeting as presented. The motion carried by voice vote.

#### 9. Consent Agenda:

Commissioner McGinn made a motion, seconded by Commissioner Kilbridge to approve the consent agenda as amended to include the typographical corrections to R17-003/M17-133 listed in the 12/19/17 A&F Minutes and the amended total to the B&A Ordinance 0-17-008 to remove the \$350,000 for the SFAC sand filters while retaining the \$530,000 cost of the same item.

- A. 2018 Playground Renovations/Armstrong & MacArthur M17-135
- B. Seascape Sand Filters M17-143
- C. Eagle Scout Project: ADA garden plots at Chino Park M17-137
- D. Flooring at Bridges of Poplar Creek / M17-139
- E. Wings and Talons Agreement M17-136
- F. Resolution prohibiting sexual harassment Resolution R17-003/M17-133
- G. Personnel Policy Manual Updates M17-134
- H. Tax Levy Ordinance O17-007 / M17-146
- I. Budget & Appropriation Ordinance O17-008 / M17-147
- J. Open and Paid Invoice Register: \$481,761.49
- K. Revenue and Expenditure Report
- L. Acceptance of B&G Minutes 11/21/2017
- M. Acceptance of Rec Minutes 11/21/2017
- N. Acceptance of A&F Minutes 11/28/2017

On a Roll Call: Carried 7-0-0

Ayes: 7 Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn, Kaplan

Nays: 0 Absent: 0

#### 10. <u>President's Report:</u>

President Kaplan noted that the Vacancy Brochure had been sent with regard to filling the Executive Director's positon and the district was moving forward with the process.

He also thanked everyone that reached out regarding Chino Park.

President Kaplan raised the question of animals in the building noting that he had seen an unmarked dog in TC. Director Kies noted that not all service dogs wore identifying vests and that sometimes pet owners brought their animals with them when they renewed their dog passes. Commissioner R. Evans noted that they also had comfort dogs. Comm Rep Sernett noted that anyone could get a letter on-line that their animal was a service/comfort animal and they could not be denied access. Deputy Director Talsma noted that they would all have to be trained or they could be asked to leave if they were disruptive to the public.

President Kaplan noted that he had attended the 50+ party and everyone had a great time. He also noted that Breakfast with Santa was well attended.

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President Kaplan noted that the new steam room directions were working well.

#### 11. Executive Director's Report:

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

#### 12. Old Business:

#### A. Chino Park Community Garden Plots:

President Kaplan asked to see who was going to attend the Village meeting on Chino Park noting that only one other Commissioner should participate in addition to himself. It was determined that Executive Director Bostrom, President Kaplan and Commissioner Kinnane would attend the meeting.

#### 13. New Business:

#### A. Review and Release of Executive session Minutes R17-004/M17-144:

Commissioner McGinn made a motion, seconded by Commissioner Kilbridge to approve R17-004 Review of Closed Session Minutes as outline in M17-144.

On a Roll Call: Carried 7-0-0

Ayes: 7 Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn,

Kaplan

Nays: 0 Absent: 0

#### 14. Commissioner Comments:

All the Commissioners wished everyone a Happy Holiday. Commissioner K. Evans said he was excited to be able to get to TC more often and that it was good to see how busy Saturdays were.

#### 15. <u>Executive Session:</u>

Commissioner Kilbridge made a motion, seconded by Commissioner Bickham to move to Executive Session at 8:23 pm for the purpose of:

- A. Minutes pursuant to Section 2(c)(21) of the Open Meetings Act.
- B. The purchase or lease of real property for the use of the public body pursuant to Section 2(c)(5) of the Open Meetings Act.
- C. The purchase or lease / sale of property owned by the public body pursuant to Section 2(c)(6) of the Open Meetings Act.

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D. Appointment, employment, compensation, discipline, performance, or dismissal of an employee pursuant to Section 2(c)(1) of the Open Meetings Act.

On A Roll Call: Carried 7-0-0

Ayes: 7 Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn, Kaplan

Nays: 0 Absent: 0

Commissioner R. Evans made a motion, seconded by Commissioner Bickham to reconvene to regular session at 9:32 pm. The motion carried by voice vote.

#### 16. <u>Discussion and Vote from Executive Session:</u>

President Kaplan announced in Open Session that the board had renewed Executive Director Bostrom's contract from January 1, 2018 through April 30, 2018 (or until his retirement date). He also noted that the board's consensus was to offer a 3.5% increase based upon 2017 performance and to award a \$5,000 bonus.

#### 17. Adjournment:

Commissioner Kinnane made a motion, seconded by Commissioner Kilbridge to adjourn the meeting at 9:34 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom Secretary

Peg Kusmierski Recording Secretary





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# MINUTES PUBLIC MEETING BUDGET AND APPROPRIATION ORDINANCE December 12, 2017

#### 1. Roll Call:

A public meeting of the Hoffman Estates Park District Board of Commissioners was held on December 12, 2017 at 6:45 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner K. Evans, R. Evans, Kilbridge, Kinnane, McGinn;

Commissioner McGinn chaired the meeting.

Absent: Commissioner Bickham, President Kaplan

Also Present: Executive Director Bostrom, Deputy Director/A&F Director

Talsma, Rec/Facilities Director Kies, P&D Director Buczkowski,

Golf Director Bechtold

Audience: Comm Rep Bettencourt, Friedman

#### 2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

#### 3. Approval of Agenda:

Commissioner Kilbridge made a motion, seconded by Commissioner R. Evans to approve the agenda as presented. The motion carried by voice vote.

#### 4. Public Input:

None

### 5. <u>Commissioner Comments:</u>

None

#### 6. <u>Adjournment:</u>

Commissioner R. Evans made a motion, seconded by Commissioner Kinnane to adjourn the meeting at 6:48 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. 1025

#### EXECUTIVE DIRECTOR'S REPORT

January 2018

#### **PARKS DIVISION**

- 1. Received bids for new filtration system at Seascape.
- 2. CAPRA information has been compiled nearing completion.
- 3. Ten In House controlled burns were completed in December.
- 4. Parks staff assisted at Bridges on 39 tree removals.
- Chipper Box was constructed for one of our small dump trucks to allow tree removals to be chipped directly into the box so that we can chip multiple trees without having to dump the truck beds.
- 6. Swans for district ponds were cleaned, repaired and ready to go out again in April.
- 7. Water meter reading were taken on a weekly basis.
- 8. Ice usage flags were placed at all necessary ponds.
- 9. RTU one and six were replaced at Willow. A crane company was used to lift old units off the building and place new units. In house staff hooked up both units and on unit six General Mechanical was hired to install new duct work fittings.
- 10. Fuel pumps had new check valves installed by outside contractor.
- 11. Completed maintenance and repair on all mowers and small equipment.
- 12. Truck 542 had the fuel filter replaced.
- 13. Vehicle 485 had new tires installed.
- 14. Preventative maintenance completed on Defender filters at PSS&WC.
- 15. Replaced automatic valve at PSS&WC lap pool filter.
- 16. The recirculating pump at PSS&WC activity pool was replaced.
- 17. Blower motor was replaced on RTU one at parks maintenance.
- 18. Drained and cleaned boiler water pipes and check valve at TC.
- 19. Staff assisted with Winter Fest setup, built new stand for the snow painting area and added electric outlet for snow globe bounce house.
- 20. Installed five new TV's at PSS&WC.
- 21. Constant HVAC repairs and assistance throughout the district.
- 22. Two snow removals and two separate ice salting events.

#### **Planning & Development**

#### 1. Park Projects 2018:

#### Tennis/Basketball Courts:

Staff has advertised for the resurfacing to be done at Cannon, Charlemagne, S. Ridge and Armstrong Park and offered all vendors the opportunity to inspect the sites prior to bad weather. Bids are due to be opened on February 6, 2018 and will be presented to the Buildings and Grounds Committee at the February 20, 2018 meeting and forwarded to the board for their February 27, 2018 meeting.

#### Playground Equipment:

Planning staff has released the bids for the supply of playground equipment for Armstrong and MacArthur School playgrounds. Preliminary designs are due back by January 17, 2018 and the list of accepted vendor designs will be posted on January 31st. The bid recommendations will also go to the February 20, 2018 Building and Grounds Committee with final approval from the February 27, 2018 Board Meeting.

#### Playground Installation:

Staff is working on the bid package for playground equipment install and will be released once the playground equipment supplier has been determined. Those bids will be opened in March and go to the March 20, 2018 Building and Grounds meeting and the March 27, 2018 Board Meeting. Construction on the install of the playground equipment can begin in April as soon as the weather permits.

#### Asphalt:

Planning staff is working on the asphalt (paving) bid. The bid package will be released and will be due to be opened for the March/April committee meeting recommendations. The asphalt projects include Pine Path, PSSWC Parking Lot Patch, Cannon Parking Lot Patch and Freedom Run Entry Path. The asphalt projects will begin as soon as the asphalt batch plants are open in the spring.

#### 2. Architectural Services for Building Envelopes:

Planning staff has released the RFQ (Request for Qualifications) for the Building Envelopes for the Hoffman Estates Park District. Twelve architectural firms have been contacted and forwarded a copy of and link to the RFQ that is posted online at the district's website.

#### **RECREATION & FACILITIES**

#### **UPCOMING EVENTS AS OF 12/5/2017**

• Jan 13 – Hoffman Walks on the Triphahn Center Track

• Jan 20 – Parents Night Out at PSSWC

Jan 30, 31 – Preschool Open House at TC & WRC

• **Feb 6** – Nutrition workshop at PSSWC

Feb 8 – Girls Night Out at First Place Sports Bar & Grill

• **Feb 9** – Mother Son Date Night at BPC

Feb 10 – Daddy Daughter Dance at BPC
 Feb 10 – Hoffman Walks at PSSWC

• **Feb 16** – Friday Fish Fry starts at BPC

• **Feb 23** – Friday Fish Fry at BPC

Feb 28 – Spring Registration begins

#### **Summary & Monthly Highlights**

- At the end of is a report on you will notice the Communication Survey that was conducted in December by the Survey Task Force Committee. The results are as follows: Users are satisfied with the website, program guide and email blast and still use these three methods of communication as their primary means of getting information about the park district.
- The ELC Program (Early Learning Center) name is being rebranded to better
  communicate exactly what the program offers. The new name will be Early
  Learning and Care Program, which better communicates the fact that it offers
  both a preschool curriculum as well as full day care. We are also working with
  the C & M department on some outreach efforts, cross-marketing, and
  incentives to continue to promote program.
- On December 8<sup>th</sup> Director Kies participated in the Illinois Park & Recreation Foundation meeting as an active board member. On December 12<sup>th</sup> Director Kies spoke at the IPRA Leadership Academy in collaboration with the University of Illinois on leadership, coaching, mentoring and on-boarding your team. On December 19<sup>th</sup> Director Kies attended the HE Chamber Holiday Luncheon and HE Chamber December board of directors meeting.
- In December, the Superintendent of Facilities coordinated a district winter coat drive for the organization, WINGS. This is a charitable organization providing support to adults and children escaping from domestic violence and abuse. The coat drive took place at TC, WRC, and PSS&WC. It was extremely successful, with over 200 coats donated by the HE Park District community!
- NEW this winter HEPD will offer a 3 v 3 indoor soccer league. As of the end of December, there were 24 players registered for the new league that is set to start on Sunday, January 21st.
- NEW Festive Family Photo Contest do you have a holiday photo tradition, ugly sweaters, matching pajamas, and zip-up onesies? Send in a picture of you and your family in your holiday threads for a chance to win some awesome prizes, your "four legged furry" family members are encouraged to be in the picture

- too. Photos will be entered via <u>socialmedia@heparks.org</u> through Wednesday January 3<sup>rd</sup>. Voting will take place on the District's Facebook site! Winners will be named January 10, 2018!
- The NEW 50+ Art Class Workshop took place on 12/4 sponsored by Visiting Angels.
- The Superintendent of Facilities, Katie Basile, serving as a Regent on the IPRA ProConnect Board helped to organize a team building event in December for the IPRA mentoring program at which time the volunteers worked together to fill food bags at the Feed My Starving Children organization.
- All Aboard Story Time Train ride went off without a hitch on Sunday, 12/3 to start our holiday season. There were 2 trains with a total of 122 on the first train and 120 on the second.
- Winterfest was the largest yet, with an estimated 700 attending the event. New
  at this year's event was a giant snow globe and if the wind had cooperated
  families would have been able to go inside and take pictures, but unfortunately
  it was just too windy. Staff had a wrap up meeting and talked about new
  additions and changes to next year's event.
- The Winter Dance Recital took place at Bridges on Saturday, 12/16. A stage was brought in and the classes were split into 4 different shows. The event ran very smoothly; thank you to the BPC team.
- The Recreation and Facilities Division is hosting a first time NEW job fair for seasonal and part time employees on Saturday, March 3<sup>rd</sup> from 9:30-11:30 at the Triphahn Center. All park district departments that employ part time staff will be participating in order to get a jump start on hiring for the spring and summer seasons.
- The 50+ Club held their annual Holiday Dinner Party on Thursday, December 7<sup>th</sup> at the Bridges of Poplar Creek Country Club with 72 guests in attendance. Everyone enjoyed the festive event with food, drinks, dancing, and raffles.
- The Hoffman Estates Youth Basketball night was hosted at the Windy City Bulls game on Saturday, December 16<sup>th</sup>. All of our in-house, feeder, and tournament teams were invited.
- A NEW week long "open house" the week of January 22--26 to welcome and invite
  potential new members to use our center for a week. They can participate in any of
  the drop-in programs, clubs and athletic based activities that will take place during
  the identified week. This will exclude all fee based classes. Also during that week,
  we'll do a membership appreciation morning to recognize and thank our current
  members with coffee, pastries and perhaps other give a ways.
- NEW this December, efforts were taken during the month to align with a neighboring community organization, the Salvation Army, to host an 'Angel Tree' Upwards of 75 members participated in the 'Angel Tree' program.
- NEW this winter: PSSWC is offering a Parent/child climbing class. Both parent and child will learn to climb, but parents will also be taught to belay and by the end of the class will be certified at Prairie Stone to belay for a year from the date of completion.

#### **Volunteers Summary**

- Human Resources processed 3 new volunteers.
- Foundation held a Joint Meeting. Six trustees attended for an hour each.

 PSSWC has a volunteer to take care of their plants who spent 3.25 hours donating her time.



#### Youth Winter Basketball League

- December was a busy month for our youth basketball league. Teams started practice at local District 54 and 15 schools the week of December 4<sup>th</sup>.
- Our new 3/4<sup>th</sup> grade tournament team competed in their first tournament on Saturday, December 30<sup>th</sup> in Barrington. The team was excited to get their first tournament under their belts.
- Girls Feeder basketball competed in a tournament on Saturday, December 30<sup>th</sup> as well. Girls Feeder basketball is back up and running after 6 seasons.
- Picture day took place on Saturday, December 16<sup>th</sup> for all teams; this went extremely smoothly as a result of moving it to a non-game day.
- Games will begin on Saturday, January 6<sup>th</sup> for our in-house program and Boys feeder will also start on January 6<sup>th</sup> with the Prospect Shootout.

Years	1/2 Coed		5/6 Boys					Boys Feeder		3/4 Tournament	Total
2016	59	58	40	53	21	21	4	32	0	0	288
2017	49	80	52	58	19	22	10	34	24	10	359
										Total	

#### + 71 Indoor 3 v 3 soccer

Registration took place in December for our Indoor Soccer 3v3 program. We had
a total of 30 players register as of January 8<sup>th</sup>, 2018. Games and practices will
start on Sunday, January 14<sup>th</sup>.



## Early Childhood

#### Preschool:

1 1000110011			
Three-school 17-18	14 TC	14 TC	0
	9 WRC	12 WRC	+3
2's Playschool 17-18	26 TC	30 TC	+4
	15 WRC	23 WRC	+8
Preschool 17-18	134 TC	128 TC	-6
	67 WRC	71 WRC	+4
Early Learning Center	39	30	-9
Preschool Totals	304	308	+4
District 54	359	360	+1
District 15	62	61	-1

Totals	547	560	+13
District 15 Full Day	40 (3)	31(3)	-30
District 54 Full Day	68 (3)	93 (3)	+25
WRC KSTAR	18	15	-3

rear to Date Membership total Members	<b>12/2016</b> 673**	<b>12/2017</b> 335***	<b>+/- Var</b> . (338)*
Month to Month Comparison 12/2017	10/2017	<b>11/2017</b> 272	303
335			

<sup>\*</sup>While membership numbers are down in comparison to this time last year. We continue to have renewals and brand new members. We are up 32 members from November (last month) and 96 members since September (since September that equates to a 29% increase in sales YTD). Staff is currently seeing more active members which is the goal, as compared to just having members who were paying the fee and not participating or only using it for trip pre-registration.

#### Marketing Plan- 50+

- We identified a 50+ community in west Hoffman Estates called Haverford Place. There are about 500 households in that community with people age 55-85. A few of those community members are members of our 50+ Center but others from that development only use PSSWC. C&M has sent a marketing piece to those homes in hopes of boosting additional membership from this community in 2018. Staff will also be meeting with their Board of Directors sometime in early 2018 during one of their board meetings to introduce myself and share what our center has to offer to their community.
- In conjunction with this marketing piece, we plan to offer a new week long "open house" the week of January 22–26 to welcome and invite potential new members to use our center for a week. They can participate in any of the drop-in programs, clubs and athletic based activities that will take place during the identified week. This will exclude all fee based classes. Also during that week, we'll do a membership appreciation morning to recognize and thank our current members with coffee, pastries and perhaps other give a ways.

#### Classes offered in December

(3)Basic Exercise, (1) Chair Fitness, (1) Chair Yoga (3)Gentle Yoga, Tai Chi

#### Athletic opportunities offered in November

 Balloon Volleyball (Weekly), Billiards (Daily), Pickle ball, Ping Pong (more time slots requested and we've had up to 12 people waiting to play at a time), Volleyball and Walking Path/Track

#### **Drop In Activities in December**

• Wii Bowling, Mah Johng, Cards, Games, Puzzles, Meet and Mingle, Yahtzee, Bunco and Mexican Train.

#### **Trips in December**

• A trip to the Lincoln Park Zoo Lights was held on Monday, December 18<sup>th</sup> with 23 attendees.

#### 50+ Clubs which met in December

- Pinterest Crafting Club met in December to create the Holiday Dinner centerpieces, which turned out very nicely. This social and talented group is continuing to grow. They plan to meet moving forward every 1st and 3rd Monday of the month. We currently have 7-10 active members in this group.
- Walking Wonders Club- This group meets every Tuesday morning from 10-11am
  where they walk the indoor track and socialize. We've continued to see the same
  returning 10 plus a few new faces each week. Many of these walkers are new to
  walking but they enjoy the socialization and exercise.

#### **Evening/Special Programs in December**

- The 50+ Club held their annual Holiday Dinner Party on Thursday, December 7<sup>th</sup> at the Bridges of Poplar Creek Country Club with 72 guests in attendance. Everyone enjoyed the festive event with food, drinks, dancing, and raffles.
- Pub Quiz Night (3<sup>rd</sup> Thursdays/5:30 pm) approximately 30 participants (held at TC).
   Prizes were sponsored by First Light Home Care and questions courtesy of Dr. Tom Hoover.
- Bingo at Culver's Hoffman Estates- held on Friday, December 29<sup>th</sup> with about 30 people in attendance.

#### Friday lunch programs in November

• 50+ Monthly Movie took place on 12/15, featuring A Miracle on 24<sup>th</sup> Street. We had 12 in attendance.

#### 50+ Lunch Bunch in November

• This newly created social group meets once a month and they dine at a local restaurant in Hoffman Estates or Schaumburg. This gives members an opportunity to get out of the 50+ Center and their homes to dine with others. In December the group dined at Garibaldi's. Everyone had a nice time.

#### New Opportunities/Highlights for December

 Bunco (which has been offered the last few months and never gone) actively met in December. Those who have been getting more involved in the 50+ Center - who play Mexican Train, attend Walking Club, Crafting Club and a few other things – have shown interest in Bunco. This group is meeting Wednesday afternoons.



#### I.C.E Academy

- Staff attended a US Figure Skating meeting with regard to the Winter Olympics in Feb 2018. Meeting discussed possible ideas for promoting skating in the Chicago land area where enrollment is down in the entire region.
- Basic Skills meeting will be held on Jan. 9 at TC Ice Arena
- Classes for the winter session will begin on Jan. 5

#### **Wolf Pack**

- U6/U8 Mite currently has 15 players enrolled for the 2 month season which begins in Jan.
- Staff met with members of the NIHL Wolfpack program regarding the spring 2018 season as well as plans for the 2018 fall season. Possibility of the NIHL club overseeing the entire Wolfpack hockey organization is being evaluated.
- Development classes will begin on Jan. 5

#### Ice Rink Information

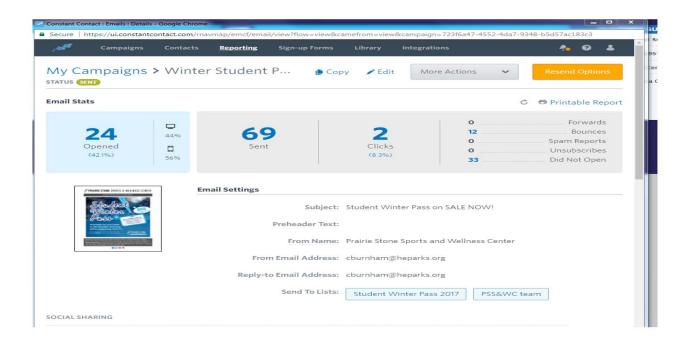
- Skate with Santa was held Sat. Dec. 16<sup>th</sup> from 1:30 3:00pm. Over 500 people were in attendance for the event. Give Hockey a Try was also held prior to and it had over 50 participants
- Staff have secured an April 22- 24 hockey tournament.



December Membership Totals	2017	2018	Var.
+/-			
Totals	2940	3,000	+ 60

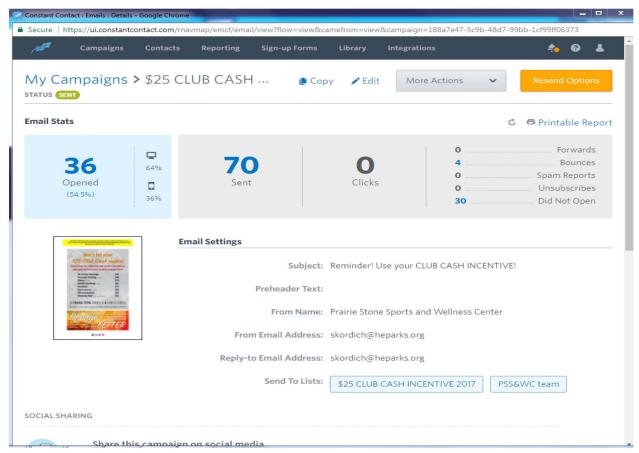
#### **SOCIAL MEDIA PROMOTIONS/POSTS**

On Facebook, Yelp, Google, Retention Management/Constant Contact, etc.

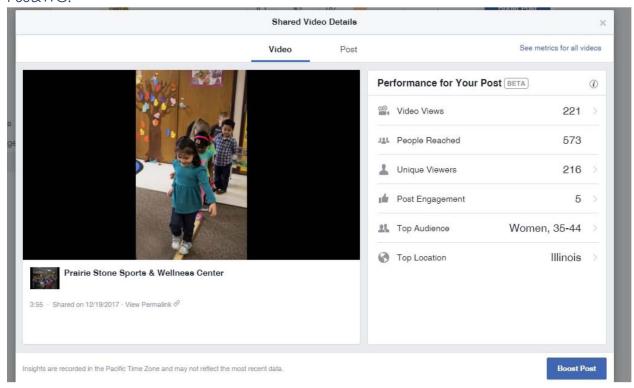


Example: Retention Management Eblast sent to previous student summer pass holders to promote the special student winter pass promotion (42.1% open rate).

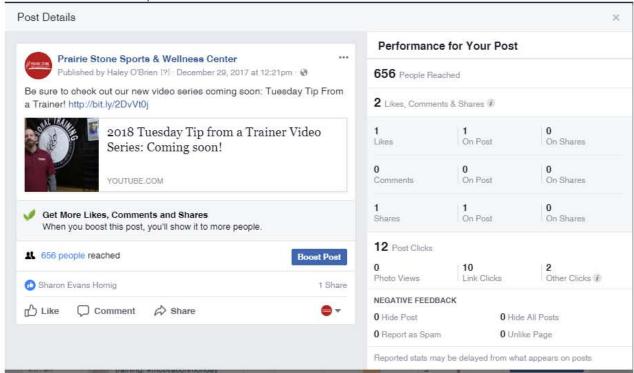
Example: Retention Management Eblast sent to new members in December who enrolled in October and November and who had received the special \$25 club cash incentive at the time of enrollment (54.5% open rate).



Example: Facebook post promoting 'Hoffman Happenings' and specific events at PSS&WC:



Facebook post highlighting the upcoming 'Tuesday Tip from a Trainer' video series to be launched in January 2018:



 Click on the links below to see the social media video engagements during the month of December: https://www.facebook.com/PSSWC/videos/10155743069709003/ (Video promotion of a special 'Mini Fitness Assessment' demonstration held in December.)

#### Member Services

- The Member Services team worked to continue with new membership promotional and recruitment efforts in December. The Member Services team finished the month successfully leading to a very strong year-end net of 60 members (exceeding the year end goal of 23 by 37 members!
- Student winter pass sales began in mid-December with a total of 52 passes sold.
- The PSS&WC enrollment special was advertised on each of the following:
  - o District's electronic marquee signs throughout the community
  - VHE electronic marquee signs located at the corner of Shoe Factory Road and Beverly
  - o The ENROLLMENT FEE banner on the north side building exterior
  - o 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 Member Services team coordinated a month full of special events in December for members to inspire continued usage interest (see December wellness calendar image below). Events included the promotion of special fitness activities along with recognition of special member 'fun' days that promote 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. These 'motivational Monday' quotes are also printed and placed strategically throughout the club for members to discover during their workouts.
- Efforts are continuing for the set up and design of the new club app designed by NetPulse that would increase the digital reach of the facility and strengthen the marketing and retention strategies by the Member Services team. The new club app would provide a user friendly platform of club related options that include fitness challenges, guest recruitment, push notifications, club check in capabilities, and a member news feed. The app would also have an integrated link to the App Audio app that is currently on order, which will provide audio links to the facility TV's. The development of the club app will take place during Q4 with a formal launch to members in FQ1 FY18 sometime following the start of the New Year.

December 2017 wellness calendar:



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

- PSS&WC has an upcoming Nutrition Workshop, Belly Busters, on 2/6, taught by Zac Marshall. The seminar has been added to the monthly wellness calendar and marketed through the guide and the AppAudio App.
- Group fitness class numbers have been strong early in the first quarter.

#### **Aquatics and Programming Departments:**

- Swim Lessons Winter Session 1 begins January 9. The first session of winter is typically the lowest session we run we currently are 5 participants above our last winter total with 142 currently enrolled.
- Kids First Soccer and Basketball along with climbing classes begin the week of January 8. Registration is still ongoing.
- New this winter: we are offering a Parent/child climbing class. Both parent
  and child will learn to climb, but parents will also be taught to belay and by
  the end of the class will be certified at Prairie Stone to belay for a year from
  the date of completion.
- Also new in 2018: Every 3 Monday of the month PS will be holding belay certification clinics that will allow individuals to become belay certified.
   Certified members will have access to climb the wall on their own when the

wall is available for a year from the date of their certification. Fees for certification are \$35 for members/residents and \$45 for non-residents.



#### **Triphahn Center Fitness and Operations:**

Membership	12/2016	12/2017	Var.
+/			
Total	863	854	(9)*

\*The fitness center saw another nice reduction in the negative variance from a month to month standpoint, in October the TC fitness center was at a (44), in November a (28) and now in December a (9). As expected the reduction continues to decrease as members who initially left to try other new clubs are now returning as they see value in the membership at TC. The aim is to continue to reduce that reduction in the negative variance.



Membership Fitness Totals	12/2016	12/2017	Var.
+/-			
Fitness/Racquetball Total	349	335	(14)



Dog Park Passes	12/2016	12/2017	+/- Var.
Bo's Run	297	318	+ 21
Freedom Run	321	321	+ 0
Combo	76	85	+ 9
Total	694	724	+ 30



#### **PROGRAM PROMOTIONS**

Staff worked with program managers to promote Winter Guide and Registration, youth sports programs, 50+ events, trips and programs; Holiday events, Hoffman Walks, ELC, BPC events, Parent's Night Out, Amazon Smile, Giving Tree, Hockey and Figure Skating, BPC weddings, golf, foundation events and programs.

Community Calendar Submissions to: Daily Herald, Chicago Tribune, Hoffman Estates Chamber, Barrington Patch and North Cook News.

#### **COMMUNICATION SURVEY**

At the end is a report on a Communication Survey that was conducted in December. The results as compared to the last survey done in 2013, are primarily unchanged. Users are still satisfied with the website, program guide and email blast and still use these three methods of communication as their primary means of getting information about the park district.

#### **CHAMBER EBLAST**

Breakfast with Santa Winter Fest Skate with Santa Hoffman Walks

#### **RETENTION MANAGEMENT EBLASTS TC & WRC FITNESS CENTERS**

Skate with Santa Winter Fest New Fitness Class, Pound New Audio App Group Fitness Racquetball/Wally ball

#### **OTHER**

**Hoffman Walks** -We had 8 people at our Hoffman Walks at Prairie Stone Sports & Wellness Center on Sat. Dec 2, where the weather allowed a walk on the nature trail adjacent to PSSWC.

#### **VIDEO**

 This month, we featured the video "December Hoffman Happenings" on heparks.org.

#### PRESS RELEASES/PUBLIC RELATIONS

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

Articles and photos submitted and (then ones that were published this month are at end of Board Report):

- Walking through Winter
- 50+ Classes Offered
- Glen Ellyn Speedskating Club

#### MARKETING DASHBOARD

#### Mobile Access – Source: Google Analytics

NOTE: "Prior to" 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.

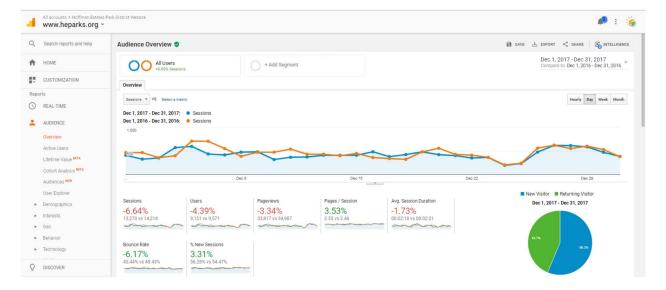
Source:	Prior to App &	Dec 1-31, 2016	Dec 1-31, 2017
Google	responsive web:		
Analytics	Feb 2013-Feb 2014		
Desktop	63%	72%	64%
Mobile	27%	22%	30%
Tablet	10%	5%	5%

<sup>\*</sup>A decrease in tablet views is speculated to be a result of more mobile phone use as mobile phone screens are increasingly larger. Staff is driving customers to the mobile family site. Tablet sales have leveled off. It is more convenient to use a smart phone which is always within reach. (http://time.com/3532882/people-arent-buying-tablets/)



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

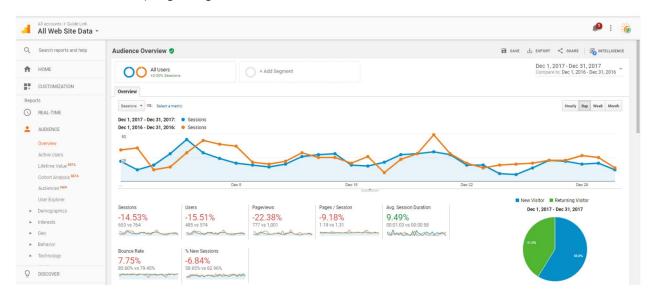
Hits to the website home page are slightly down.



# heparks

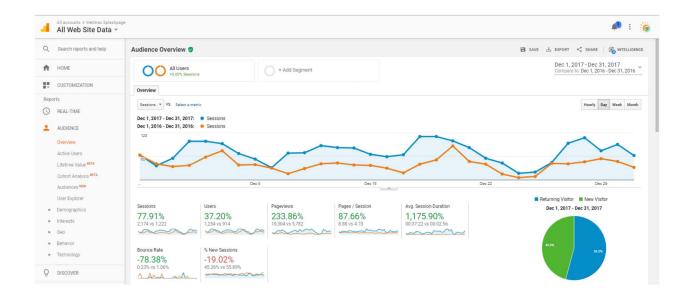
#### Program Guide Online – Source: Google Analytics

Hits to the program guide were down.



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

111 -6 Webtrac hits are down as visitors are migrating to webtrac, which is up. In December 2017, with the Rectrac upgrade, Webtrac became "responsive", eliminating the need heparks for mobile webtrac. The significant increases below are attributed to the combination of mobile webtrac and the main webtrac page, which is now responsive.

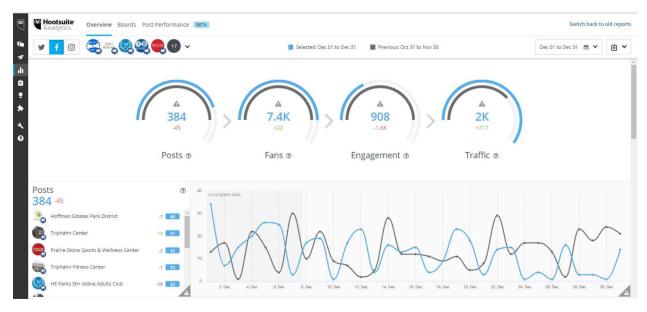




#### Facebook Reach

Source: Hootsuite

The chart below shows aggregates result of all HE Parks' Facebook pages, including Prairie Stone and Bridges of Poplar Creek. Total likes on all pages: 7,362 (last month 7,246)



**Top 5 Most Successful Posts last month for the main Hoffman Estates Park District page:** Source: Facebook Insights

Post Message	Туре	Posted	Lifetime: Post total reach (Total Count)
		12/18/1	
Thank you to all who was able to join us for Skate with Santa! Thank you to Seasons 52 for the treats!	Photo	7 10:08 AM	3761
Santa. Thank you to Scasons 32 for the treats.	111000	12/19/1 7 9:58	3,01
Hoffman Happenings January 2018	Video	AM	2935
Reminder; tomorrow is a day of ice! Join us here at the			
HE Parks Ice Arena for the Try Hockey for Free event running from 12-1 PM, then for the Skate with Santa from		12/15/1	
1:30-3 PM! Both events are free:		7 6:30	
http://ow.ly/2ccO30gSvLf	Photo	AM	2363
Bundle up and come out for some winter fun at Winter Fest! Snow or no snow, join us for crafts, s'mores, snow			
painting, ice sculptures, sleigh rides and more. This event		12/4/17	
is free! http://ow.ly/iWyr30gJv9I	Photo	7:00 AM	2177
Thank you to everyone who came out to eat and visit with		12/11/1 7 9:26	
Santa himself! A good time was had by all!	Photo	7 9.20 AM	2093

#### Top 10 Highest Posts Since October 2015

			Lifetime: The number of impressions.
Post Message	Type	Posted	(Total Count)
*UPDATE: Winners will be announced tomorrow afternoon, 11/08. *PLEASE READ* We ask that people vote for their favorite photo by using the "thumbs up" emoji and vote for the most creative costume using the "wow face" emoji. We are making this announcement on the post so that people can change their vote if they accidentally used the "heart" or "love" emoji instead of the "thumbs up" or "wow face" emoji. Votes that use emojis other than "thumbs up" or "wow face" will not be counted towards the total. Thank you! It's voting time! Thank you to all who submitted a picture of your furry friend in their Halloween Costume! Here is how you vote: Vote for your favorite photo with a "thumbs up" emoji and vote for the most creative costume with a "wow face" emoji on the individual photo of your choice in this Facebook album from Wednesday, November 1-Tuesday, November 7. Your pooch could either win Overall Best "Liked" or Most Creative Costume! Winners will be announced via Facebook on November 8, 2017. Good luck! Be sure to check out the Bo's Run & Freedom Run Off Leash Parks page to hear more about our dog parks!	Photo	11/1/17 10:02 AM	18,608
Help wanted! STAR Before & After School counselors are needed. \$9.25/hr Mon-Fri on school days. Read more: http://ow.ly/8rF630eV0ju	Photo	9/5/17 5:05 AM	10,648
, , , , , , , , , , , , , , , , , , , ,		5/14/17 10:00	
These are from the dancers at Willow from the Dance Recital!	Photo	AM	9149
Tomorrow, dine with us at Portillo's! From 5-8 PM, bring the family to Portillo's and 20% of the proceeds will benefit HE Parks Preschool!	Photo	9/4/17 1:01 PM	6877
Congratulations to Coach of the Month Marc Friedman! Over the past 29 years, he has coached boys' & men's baseball and more. Thanks Coach! http://ow.ly/ZfJV30e3907	Photo	7/31/17 11:05 AM	6791
Qualified Kindergarten Enrichment Teachers and Counselors Needed. Please see our careers page for more info: https://goo.gl/X71UZs	Photo	8/15/16 10:29 AM	6715
Sneak peek of Heart of Hoffman Cable TV access show! We are here with Mayor McLeod, Board President Robert Kaplan, and Executive Director Dean Bostrom.	Photo	6/20/17 3:33 PM	6581

Tune in for the July episode which will be featuring the Hoffman Estates Park District! This week through Friday Aug 19 Seascape has short hours, 4-7:30 PM

http://ow.ly/TY6I3037o3z

Sneak peek of Heart of Hoffman Cable TV access show! We are here with Mayor McLeod, Board President Robert Kaplan, and Executive Director Dean Bostrom. Tune in for the July episode which will be featuring the Hoffman Estates Park District! #Pokémon Trainers comes to Black Bear Pk for our Gathering Sat Aug 27 10-11:30 catch 'em all! http://ow.ly/cCns3037nfO

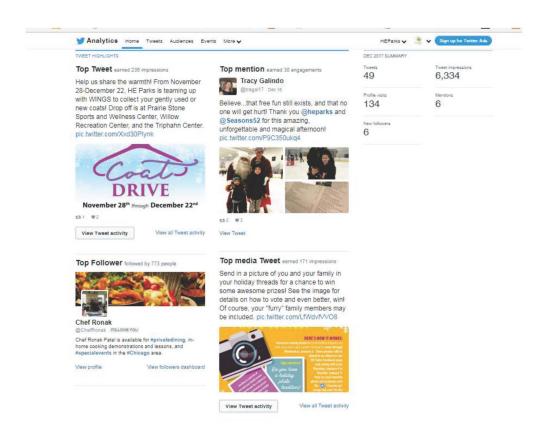
	8/15/16 7:55	
Photo	AM	6710
Photo	6/20/17 3:33	6602
	PM	
	8/13/16 12:55	
Photo	PM	6168



#### **HE Parks' Twitter account**

Source: Twitter – heparks only

	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17	July17	Aug17	Sept17	Oct 17	Nov 17	Dec17
Followers	730	741	751	761	763	769	770	787	805	813	820	821	831
Impressions	3,870	4,882	4,740	4,260	3,965	3,496	3,713	1,736	2,947	4,745	6,705	5,607	6,334
# of tweets	1.5	31	26	27	21	4	11	1	14	16	34	46	49





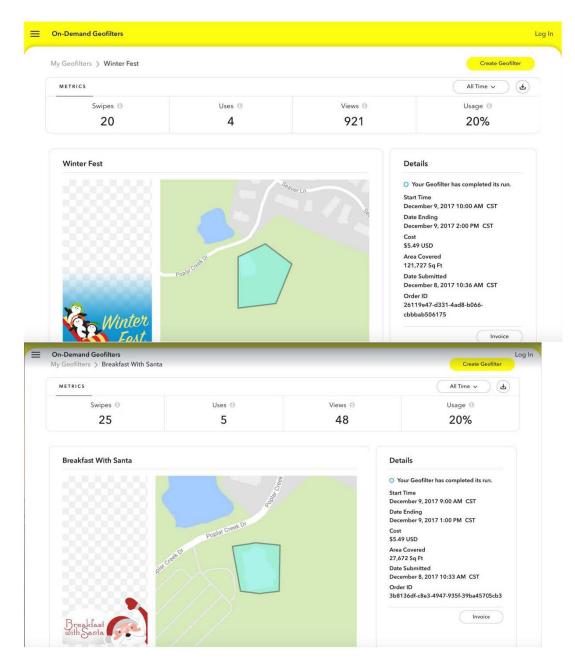
#### **Instagram Reports**

Source: Instagram @heparks & @prairiestonesports

	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17	July17	Aug17	Sept17	Oct17	Nov 17	Dec17
Followers	109	109	111	112	110	109	110	112	115	118	117	121	159
# of posts	6	6	0	0	2	3	3	3	5	9	23	15	8



#### **Snapchat Geofilters**



#### Conversion Rate – What percentage registered online?

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%

2017 as of 12/31	38%
2016:	37%
2015:	35%
2014:	33%
2013:	30%

Note: November data is temporarily unavailable due to Rectrac upgrade.



#### **Email Blast Results, Constant Contact**

	Sent/Open A	Mobile	Bounces	Clicks	Unsubscribes
2017 Fitness, Sports & Rec Benchn	nark/17.7%	50+%	8.8%	8%	0.22%
Hoffman Happenings	20K/17%	63%	1.6%	8%	0.2%
50+ Newsletter December	971/31%	56%	.7%	6.3%	0%

Opens = Emails our contacts received and viewed.

Mobile = Percent of emails opened on a mobile device.

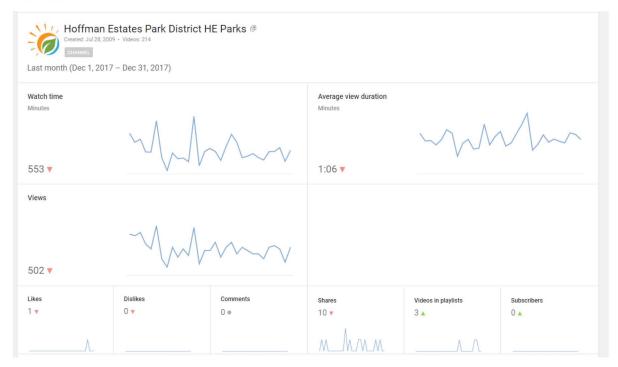
Bounces = Emails sent, but not received by our contacts, indicates the quality of the data.

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.



Top 10 Videos Browse all content						
Video	↓ Watch time (minus)	inutes)	4	Views	↓ Likes	↓ Comments
What is Pickleball?	200	36%	154	31%	1	0
Park Info: Playground Workout, Bench Pushup	75	13%	108	22%	0	C
Wolf Pack Hockey Hosts Krolak Cup	54	9.7%	15	3.0%	0	C
Park Info: Thor Guard	39	7.1%	43	8.6%	0	C
Hoffman Happenings January 2018	37	6.7%	24	4.8%	0	(
Park Info: What Is Bioswale?	25	4.6%	15	3.0%	0	(
All For You Renovation 2017: Before and Afte	21	3.9%	13	2.6%	0	0
Hoffman Happenings: November and Decem	18	3.3%	15	3.0%	0	C
Me & HEPD: Joe DeMaria and Nico Muira, Se	11	2.0%	12	2.4%	0	(
Aqua Fit Swim Aerobic Class at Prairie Stone	-11	1.9%	12	2.4%	0	

# Triphahn Center welcomes Glen Ellyn Speedskating Club

Submitted by Hoffman Estates Park

The Hoffman Estates Park District announced that the Glen Ellyn Speed Skating Club will now be operating at the Triphahn Center Ice Arena, 1685 W. Higgins Road, in Hoffman Estates, Founded in 1938, it is one of the old-est speedskating clubs in America.

America.

The club offers a three-week introductory program to speed skating and continued sessions called "learn to speed skate," where participants can expand and develop skills. The club is open to advanced skaters, as well as those who would like learn a new skill,

stay in shape and even com-pete at the highest levels.

The club will hold its team practices and speed skating lessons at the Triphahn Cen-ter on Sundays. The public is welcome to watch.

"We are really excited about this new partnership with HE Parks," said Head Coach Melissa Koenig, who is also a national competitor in the Masters division.

"The Triphahn facilities, both on and off ice, will allow us the opportunity to expand the program and provide our athletes with the ability to train at a high level close to home. "We are always working to

recruit new members into our clubs. We know it is a great, low-impact exercise and a great cross training sport for athletes like cyclists and tri-athletes, and we hope that this move will introduce this



The Hoffman Estates Park District announced that the Glen Ellyn Speed Skating Club will now be operating at the Triphahn Center Ice Arena in Hoffman Estates.

wonderful sport to a whole wonderful sport to a whole new group of families and athletes who may have never seen it except during the Olympics. We hope this exposure will encourage more people to get out and try speedskating."

Glen Ellyn Speed Skating Club has a long history of producing athletes that have gone

to national, international and Olympic success. Currently, club membership includes Junior World Team and university team members, numer-ous national age group cham-pions (junior ages through masters), and a number of national age group record holders.

The club has been two-time

National Long Track Club Champion and one-time National Short Track Club Champion. For information about the Triphahn Center Ice Arena, visit heparks.org or call (847) 885-7500.

[647] 883-7300. For information about the Glen Ellyn Speed Skating Club, visit glenellynspeedskat-ing.org or call (630) 403-8310.

HE Parks operates two community centers, twin ice are-nas, an 18-hole golf course, state-of-the-art fitness center, family aquatic center and more than 70 parks. Facilities include Triphahn

Community Center & Ice Arena, Willow Recreation Center, Bridges of Poplar Creek Country Club, Prairie

StoneTM Sports & Wellness Center, Seascape Family Aquatic Center and Vogelei

Aquanc Center and Vogelei Park & Barn. In 2013, HE Parks was accredited by the Commission for Accreditation of Park and Recreation Agencies. It has been recognized as an Illinois Distinguished Park and Rec-reation Agency by the Illinois Park and Recreation Asso-ciation and is the recipient of the National Gold Medal Award for Excellence in Parks & Becreation, Management & Recreation Management by the National Recreation & Parks Association, the highest national honor in the public

recreation category.

Glen Ellyn Speed Skating Club includes skaters of all ages, abilities, and inter-est levels: From recreational skaters who enjoy the car-dio workout and club envi-ronment to skaters who have Olympic and World Team

aspirations.

This past year, the members of the club included four Junior World Team members, numerous National Cham-pions (in all age groups), and skaters who are ranked in the top 10 in the country for their

top 10 in the country for their age groups.

Glen Ellyn Speedskating Club is a member of the Amateur Skating Association of Illinois and U.S. Speedskating.

Visit www.glenellyn-speedskating.org or stop by the Triphahn Center for more information.

information.

· Submit 'Your News' at www. dailyherald.com/share.

### **Health and fitness**

Events that focus on physical and mental health, well-being and fitness, including runs, exercise events, screenings and support groups. Deadline is two weeks before event date.

Holiday Dessert Class: 6:30 p.m. Thursday, Dec. 7, Purple Sprout Cafe, 341 E. Dundee Road, Wheeling. Join us for this special holiday dessert class where you will learn how to make healthy, gluvegan desserts. ten-free. Instructors will walk you through a hands-on workshop where you will learn how to make vanilla cheesecake, chocolates, and cupcakes. \$30. To register, viswww.eventbrite.com/e/ purple-sprout-cafe-holiday-dessert-class-tickets-40086614142.

HealthyHome 2017: Thursday. Dec. 7, to Saturday, Dec. 9, 1055 Glencrest Drive, Inverness. Dior Builders partners with the American Lung Association for Healthy Home 2017. Join healthy home initiative showcase and home tour 2017 to understand how to create healthy environments, from foundation to food. Setting a new precedent for green and healthful living, Healthy Home 2017 will be the very first home in the nation built under the newly revised American Lung Association Health House guidelines. \$20 for the tour benefits the American Lung Association. For information, visit www.healthyhome2017.com.

GriefShare: 10 a.m.-noon Saturday, Dec. 9, Prince of Peace Lutheran Church, 1190 N. Hicks Road, Palatine. Grief-Share is a weekly support group for people grieving the death of someone close. \$15 total for the 13 weeks of sessions. For information, visit www.poppalatine.org/grief-share.

Parents Night Out: 4:30-8:30 p.m. Saturday Dec. 9, Prairie Stone Sports & Wellness Center, 5050 N. Sedge Blvd., Hoffman Estates. Parents, take the night off and have some time to yourselves while the kids have a blast at Prairie Stone Sports & Wellness Center. Kids will participate in age-appropriate activities including games, crafts, active gym games, climbing wall (4+) and enjoy a pizza dinner and a movie. For kids ages 3-12. Cost is \$29-\$34. For information, visit www.heparks.org.

Low Back Pain & Sciatica — How to Heal Naturally: 11:15 a.m. Monday Dec. 11, North Suburban YMCA, 2705 Techny Road, Northbrook. Denise Schwartz, a licensed physical therapist who specializes in treating low back

pain and sciatica, will address the leading causes of low back pain, the No. 1 mistake sufferers make, and strategies for natural healing. Free. For information, visit nsymca.org.

Baby and Me with Advocate **Lutheran General Hospital:** 9:30 a.m. Monday, Dec. 11, Kohl Children's Museum, 2100 Patriot Blvd., Glenview. Baby & Me is a networking group for parents and their children up to 12 months to come and meet others in the same position — not just first time parents, but all those living with and caring for newborns, including grandparents and caregivers. A nurse representative from Advocate Lutheran General Hospital will be on hand to answer questions and facilitate discussions on early childhood development and parenting topics. For information, visit www.facebook.com/ events/125272104859361.

Chair Yoga: Noon-1 p.m. Wednesday, Dec. 13, Palatine Public Library, 700 N. North Court, Palatine. Explore gentle postures, breath work, meditation, and deep relaxation with Karen Fotopoulos, registered yoga teacher from Discover Yoga with Karen. Valid district cardholders only. To sign up, call (847) 358-5881, ext. 167, or visit www.palatinelibrary.org.



## From the community: Hoffman Estates Park District Encourages Walking Through Winter



he benefits of valking are numerous and the Hoffman Salaies Park District (HS Parks) is encouraging everyone to keep walking roughout the winfar with monthly walking enerts and a new walking pass available for its inotion track. (Posted by Hoffman Salaie and Parker - And Parker And Parker - And Parker -

By Community Contributor Hoffman Estates Park District

ECEMBER 12, 2017, 8:45 AM

The benefits of walking are numerous and the Hoffman Estates Park District (HE Parks) is encouraging everyone to keep walking throughout the winter with monthly walking events and a new walking pass available for its indoor track.

For just \$1 per visit, residents and non-residents can use the indoor track at the Triphahn Center at 1685 W. Higgins Rd. in Hoffman Estates. Walkers should stop at the service desk when they arrive to gain access to the track. Walkers should stay on the inside lanes, leaving the outer lanes for runners. Although strollers are not allowed on the track, children are welcomed to accompany parents for a walk on the track.



On one Saturday morning each month, HE Parks walkers can meet at a different park or facility for a community walk at events called Hoffman Walks. The events are planned through April, but more dates will be announced:

 $\label{eq:Jan.13} \mbox{ Jan. 13, 9-10:30 AM - Make Your Dreams Come True Day at Triphahn Center (1685 W. Higgins) - start the year right and set some goals before we walk.$ 

Feb. 10, 9-10:30 AM - Healthy Heart Walk at Prairie Stone Sports & Wellness Center (5050 Sedge Blvd). Wear read. Personal Trainer Zac Marshall will present "The Dangers of Sitting" before the walk.

March 17, 9-10:30 AM - Book Walk at Triphahn Center - The Palatine Public Library will read a story and we'll walk around the indoor track. Bring the kids!

April 21, 9-10:30 AM - Earth Day Walk at Tall Oaks Park (5670 Angouleme Ln) - HE Parks Turf and Horticulture Lead Steve Bessette will discuss how coyotes and humans can co-exist.

For more information about these and other opportunities to stay fit over the winter, visit heparks.org or call 847-885-7500.

This item was posted by a community contributor. To read more about community contributors, click here.









Higherer Board

#### Hoffman Estates Park District Encourages Walking Through Winter

The benefits of walking are many and the Hoffman Estates Park Ekstrict is enquiraging everyone to keep walking throughout the Winter.

By Sandy Markeyis, Palith Poncer | Don 11, 2017/10/44 and 1

#### ATTEN SE



#### 500 Business Cards \$8.50

Premium Cards, Glossy, Recycled or Matte. 100% Satisfaction Guarantee!

>





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Feb. 10, 9-10 go AM – Healthy Heart Walk at Frainc Stone Sports & Wellness Center (2020 Sodge Bird). Wear read, Fersonal Trainer Zac Marshall will present. The Dangers of Sitting' before the walk.



March 27, 9-48-39 AM: - Book Walk at Enghalm Center - The Palatine Public Library will read a story and we'll walk around the indoor truck. Ering the lode:

April so, p-seign AM - Earth Day Walk at Tail Cale Fack (pitch Angustems Le) - NE Facks Turk and Harrisoltum Lead Store Beautits will disease here says to and humans can ex-exist.

For more information about these and other opportunities to stay fit over the winter, with heparks org or sall \$42-052-7200.





#### **Constant Contact Survey Results**

**Survey Name:** Communications Survey 2017 **Response Status:** Partial & Completed

Filter: None

1/3/2018 1:40 PM CST



### How well do you agree with the following statements?

1 = I agree completely, 2 = I somewhat agree, but it could be better., 3 = I do not agree., 4 = No opinion.

Answer	1	2	3	4	Number of Response(s)	Rating Score*
The Park District keeps me well informed about upcoming park maintenance and improvements (such as playground upgrades).					224	1.7
The Park District keeps me well informed about upcoming community events.					224	1.3
The Park District keeps me informed about program offerings.					224	1.3

<sup>\*</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

In regards to our quarterly Program Guide that is mailed to Hoffman Estates residents, how easy is it to find the information you're looking for?



Answer	0%	100%	Number of Response(s)	Response Ratio
It's very useful and easy to read, I always find what I'm looking for.			138	60.5 %
Sometimes it takes me a while to find what I'm looking for, but I usually find it.			61	26.7 %
The guide is confusing and difficult to use, I have a hard time finding the information I'm looking for.			5	2.1 %
No opinion			22	9.6 %
No Response(s)			2	<1 %
		Totals	228	100%

\*
How useful is the quarterly Guide in informing you about upcoming programs and events?

1 = Always useful, 2 = Usually useful, 3 = No opninion, 4 = Rarely useful, 5 = Never useful

1	2	3	4	5	Number of Response(s)	Rating Score*
					187	1.6

<sup>\*</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

♣Please rank each of the following items in terms of their value within the quarterly Program Guide, from Highest Value to Least Value.

1 = Highest Value, 2 = Good Value, 3 = Neutral, 4 = Little Value, 5 = Least Value

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Program and class information						185	1.4
Event details and information						185	1.5
President's Letter						185	2.7
Facilities information - hours, phone, addresses						185	1.7
Park map						185	1.9
Party and rental information						185	2.4
Park Perspectives, newsletter stapled in the center						185	2.4

<sup>\*</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

The Program Guide is also available online. Instead of mailing a booklet to you, would you prefer to receive an email or postcard informing you that the Guide is ready to view, with a link to the online Guide?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, I prefer to browse and register completely online, I don't use the printed Guide.			25	10.9 %
No, I like to browse the printed Guide that I receive in the mail and register in person at a facility.			57	25.0 %
No, I like BOTH - to receive the printed Guide in the mail AND to browse and register online.			105	46.0 %
No Response(s)			41	17.9 %
		Totals	228	100%

*Do you use our	website, heparks.org?			
Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			150	65.7 %
No			57	25.0 %
No Response(s)			21	9.2 %
		Totals	228	100%

★How satisfied are you v	with our websi	te, heparks	.org				
1 = Very Satisfied, 2 = Mostly	Satisfied, 3 = Neu	ıtral, 4 = Som	ewhat Dissati	sfied, 5 = Vei	ry Satisfied	l	
	1	2	3	4	5	Number of Response(s)	Rating Score
						150	2.0

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

# \* When you visit our website heparks.org, what is usually your typical reason for visiting?

Answer	0%	100%	Number of Response(s)	Response Ratio
Seeking program/class information.			54	23.6 %
To register for a program or class.			51	22.3 %
Seeking contact information for staff.			3	1.3 %
To find calendar/schedule for a program.			13	5.7 %
Seeking event information.			19	8.3 %
I don't use the website.			6	2.6 %
Other			6	2.6 %
No Response(s)			76	33.3 %
		Totals	228	100%

How often do you visit our website heparks.org? Number of Response(s) Response Ratio 0% 100% Answer Daily 4 1.7 % Weekly 22 9.6 % Monthly 53 23.2 % 58 25.4 % Quarterly Annually 5 2.1 % Rarely or never 10 4.3 % No Response(s) 76 33.3 % Totals 228 100%

⊯In general, when you visit our website how easy is it to find what you're looking for? Please choose the statement that best fits.

Answer	0%	100%	Number of Response(s)	Response Ratio
I am able to find exactly wha I am looking for.			81	35.5 %
I am able to find a part of what I'm looking for.			40	17.5 %
I am usually able to find something better than what I'm looking for.			10	4.3 %
I'm not able to find what I'm were looking for.			5	2.1 %
I usually have no specific agenda in mind when I visit.			2	<1 %
Other			3	1.3 %
No Response(s)			87	38.1 %
		Totals	228	100%

Please rate the following attributes of our website. 1 = Well Above Average, 2 = Above Average, 3 = Below Average, 4 = Well Below Average, 5 = No opinion

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Ease of navigation						139	2.1
Freshness of content						139	2.0
Accuracy of information						139	1.9
Quality of content						139	1.9
Quantity of content						139	1.9
Layout/design						139	2.0
Customer support						139	2.4
Meeting your needs						139	2.0

<sup>\*</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

\*
How likely are you to recommend our website to a friend or colleague in the future?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			77	33.7 %
Somewhat likely			54	23.6 %
Somewhat unlikely			7	3.0 %
Very unlikely	1		3	1.3 %
No Response(s)			87	38.1 %
		Totals	228	100%



Do you have any suggestions for improving our website?

133 Response(s)

Answer	our bi-weekly email blast, Hoffm	100%	Number of Response(s)	Response Ratio
Yes			158	69.2 %
No			43	18.8 %
No Response(s)			27	11.8 %
		Totals	228	100%

Regarding our bi-monthly email newsletter, which statement below is most true for you?

Answer	0%	100%	Number of Response(s)	Response Ratio
I have received this email and I read it.			130	57.0 %
I'm on the email list, but don't recall getting the email.			12	5.2 %
I'm not on the email list.			6	2.6 %
I don't recall seeing it and I don't know if I'm on the mailing list.			7	3.0 %
I know I receive the email but I do not read it.			10	4.3 %
No Response(s)			63	27.6 %
		Totals	228	100%

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What suggestions do you have to improve our bi-monthly email newsletter?

161 Response(s)

If you do not currently receive our bi-monthly newsletter but would like to, please provide your information below. (We will not share your information with anyone. Read our Privacy Policy.)

Answers	Number of Response(s)
First Name	43
Last Name	43
Email Address	43
City	43
State/Province hr />(US/Canada)	43

\*Over the past 12 months, what have been the primary ways you have learned about Hoffman Estates Park District Programs and Activities? (select 3)

Answer	0%	100%	Number of Response(s)	Response Ratio
Quarterly Program Guide			132	73.7 %
Park District Website, heparks.org			86	48.0 %
From Friends and Neighbors			29	16.2 %
Newspaper articles			11	6.1 %
Direct Mail			12	6.7 %
Digital Billboard outside an HE Parks facility			29	16.2 %
Fliers at Park District facilities			26	14.5 %
School fliers/virtual backpack			4	2.2 %
Park District email newsletter			71	39.6 %
Newspaper advertisements/Daily Herald			5	2.7 %
Conversations with Park District Staff			26	14.5 %
Cable Access Television			1	<1 %
Other			15	8.3 %
		Totals	179	100%

1 = Extremely important, 2 = Somewhat important, it's nice to know., 3 = Not very important

Answer	1	2	3	Number of Response(s)	Rating Score*
Park Improvements, such as playground upgrades.				178	1.9
Community events like Party in the Park or Pumpkin Fest				178	1.6
Park maintenance projects and construction, such as controlled ecological burns.				178	1.7

<sup>\*</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

\*If you use social media sites, please indicate which ones you use on a regular basis, either for viewing and/or posting:

Answer	0%	100%	Number of Response(s)	Response Ratio
Facebook			115	64.6 %
Twitter			19	10.6 %
Pinterest			34	19.1 %
YouTube			40	22.4 %
Instagram			28	15.7 %
LinkedIn			16	8.9 %
Snapchat			12	6.7 %
I do not use social media.			48	26.9 %
Other			1	<1 %
		Totals	178	100%

If you are familiar with any of the Facebook pages of the Park District, please rank the type of posts that you like to receive from us.

1 = Very interested, 2 = Somewhat interested, 3 = Nuetral - it's okay, 4 = Not really intersted, 5 = Not at all interested/Don't use social media

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Event reminders						178	3.0
Article links on information related to health, wellness, fitness etc						178	3.4
News at the Park District			Ť			178	3.1
Photos of programs, facilities, parks						178	3.3
Videos						178	3.6
Environmental and conservation efforts at the Park District						178	3.4

<sup>&</sup>lt;sup>+</sup>The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## **Bridges of Poplar Creek Board Report**

#### **General Programs**



2018 League Contracts are being prepared and will be sent out mid-January. We have contacted all groups and we are expecting all leagues to return.



Preferred Tee Time Contracts were sent out mid-December. This year each preferred member will receive a Preferred Discount Pass with their Tee Time License along with a Special Gift for their support. We will be offering an early incentive program for those groups that renew their license by January 19th.



Breakfast with Santa had record numbers. We had 274 adults and 200 children attend the event. This event was once again combined with Winter Fest. The Winter Fest featured ice sculpting, snowball throwing contest, s'more station, arts and crafts, carriage rides, snow wall painting, and dance club performance. It was a huge success and had over 750 participants attend.

#### **Golf Rounds**

		ROUND TOTA	LS		
2013	2014	2015	2016	2017	5 Year Average
119	0	507	0	302	186
		YTD ROUND TO	TALS		
2013	2014	2015	2016	2017	5 Year Average
31,729	29,818	30,815	31,308	31,323	30,999
Range Information					
		RANGE BASKET S	ALES TOTALS		
2013	2014	2015	2016	2017	5 Year Average
11	0	63	2	102	36
	YT	D RANGE BASKET	SALES TOTALS	5	
2013	2014	2015	2016	2017	5 Year Average
18,228	18,446	18,546	18,823	19,540	18,717

### **Pass Sales**

Resident Passes For 2017	2016	2017
Resident Annual	3	4
Resident Individual	138	155
Resident Junior	1	2
Resident Senior	91	80
Total Resident Passes Sold YTD	233	241

Non Resident Passes Thru Sept	2016	2017
Non-Resident Annual	0	1
Preferred TT Pass	104	116
Non-Res Individual	20	12
Non-Res Junior	0	0
Non-Res Senior	58	53
Total Resident Passes Sold YTD	182	182

# **Hole In One Contest Update**

HOLE IN ONE MONTHLY SALES TOTALS					
2016	2017				
0	0				
YTD HOLE IN ONE SALES TOTALS					
2016	2017				
483	2,414				

#### **Communications & Marketing**

#### Marketing/Advertising



5 Email blasts went out promoting, Breakfast with Santa, Winter Fest, Holiday parties and more.



Social Media post included: 22 Facebook posts, 12 Instagram posts and 16 Twitter posts marketing all aspects of the facility and highlighting special events as they happened.

#### Food & Beverage

For the month of December we had a total of 8 events

The breakdown is as follows:

- 3 breakfast meetings servicing75 guests
- 3 holiday parties servicing 224 guests
- 1 all-day meeting with lunch and hors d oeuvres servicing 45 guests

Breakfast with Santa 474 Guests

We currently have 9 events booked for January

- 4 breakfast meetings servicing 100 guests
- 3 birthday parties servicing 150 guests
- 1 all-day meeting servicing 110 guests
- 1 hors d oeuvre reception servicing 35 guests

Wedding Count Update:

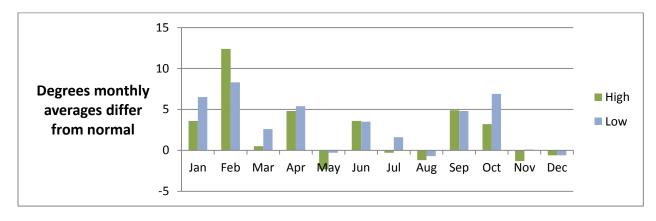
- 2018 = 8 ceremony and reception and 2 reception only
- 2017 = 14 ceremony and reception, 5 reception only, 5 ceremony only
- 2016 = 21 ceremony and reception, 4 reception only, 1 ceremony only.

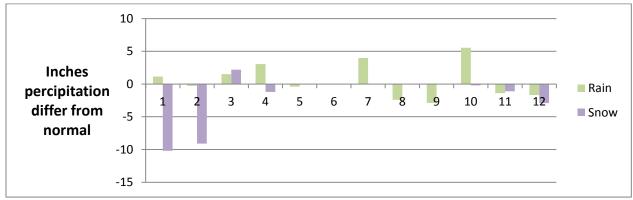
2015 = 18 ceremony and reception, 5 reception only, 4 ceremony only

#### **Golf Maintenance Summary**

Bridges of Poplar Creek Country Club

In December, we saw daily highs and lows averaging 34 and 20 degrees, this is in line with averages. We only saw .6" of precipitation which was about a quarter of what we average in December. We also saw about 5" total of snow over the month; this is down 3" from average. Overall temperature wise 2017 was a few degrees above normal, however when you look at each individual month you will see some higher values. We ended the year ahead when it comes to rain. That being said we still had quite a few times that we were very dry in 2017; it was a feast or famine situation when it came to rain. Below are charts showing how each month of 2017 differed from averages in temperature and precipitation.





The full-time staff was busy finishing preparations for winter in the beginning of the month. We had perfect conditions in the middle and later part of the month to take care of winter's tree work. With the help of the Parks Maintenance department we were able to remove all 33 trees on our list for winter removal.

#### Other tasks completed in December:

Finished topdressing all greens
Snow mold applications were completed on fairways
Removal of all course supplies
Painting on course accessories for next year

Painting on course accessories for next year
Worked on organizing and optimizing shop

Took inventory of supplies to help with purchasing in the new year Start on machinery preventative maintenance with on hand parts Superintendent and Assistant attended local continuing education

Native areas were burned with the help of Parks Maintenance Dept.

#### **ADMINISTRATION & FINANCE**

- Over the last few months Deputy Director Talsma has been working with Stonegate, LLC to procure an extension for the District's use of the billboard sign (located on I-90) that we currently receive from Stonegate and provide to the Wolves as part of our contract. As the Wolves contract will require extension notice next year, the District wanted to proactively secure long-term rights to the sign which currently expire in 2022. Working with Stonegate, Talsma jointly prepared an application to the Village. After presenting at the Village PB&Z Committee, he attended the Village Board meeting for approval. The topic was tabled by the Village Board. Talsma then worked with our attorney and the Village manager to supply additional information to the Village for their new meeting. That meeting was held January 8 and he once again presented to the Village Board. At this meeting the Village Board unanimously approved the extension of the special use permit. The billboard sign will now be available until 2042 for the District to use with the Wolves. At that time both the state and Village permits will expire or require new extensions.
- Staff will be meeting with Lauterbach & Amen on January 24, 2018 to begin the review of the 2017 meeting minutes and conduct preliminary 2017 audit field work including interviews with District staff.
- Staff has begun working on year-end account verification and preparation for the 2017 audit process.
- Staff is in final phases of the Rectrac upgrade. Once punch list is complete
  additional training focusing on training department heads and mangers will
  continue. This will allow a train the trainer empowering recreation and facility staff
  to train and answer questions for all front line staff. Detailed training and Hoffman
  U's will be utilized.
- Staff is focusing time on CAPRA requirements and uploading data and updated procedures to the new DMS software in preparation for self-assessment phase.
- The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment. Staff completed the PCI (Payment Card Industry) self-assessment questionnaire on December 12<sup>th</sup> and received certification for the next 12 months which includes vulnerability scans conducted monthly.
- The 2017 payroll files were closed in preparation of issuing and distributing W2 forms to staff.

- The 2017 accounts payable files were closed in preparation of issuing and distributing 1099 forms as required.
- The B&A Ordinance and Tax Levy Ordinance were filed with the county as required.
- Payroll Cycle Processing

12/15/17 \$274,787.69
 12/29/17 \$277,817.79
 01/12/18 \$238,160.09

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

- EFT Billings for:
  - a. TC/WRC/PSSWC Fitness Centers
  - b. ELC (weekly)
  - c. 50+
  - d. Sponsorship/Marquee Signs
  - e. STAR
  - f. Dance Company
  - g. Preschool
  - h. Hockey
- Administrative
  - Winter Guide review
- Administrative Registration for:
  - a. Financial Assistance
  - b. Foundation Giving Tree
  - c. Harper
  - d. All Aboard
  - e. Zoo Lights

#### **Human Resources**

- Processed 7 new part-time hires and 3 volunteers.
- Attended PDRMA Path webinar regarding 2017 wrap-up and 2018 changes. Updated website in 2018 as well as new 3<sup>rd</sup>-party contractor for health screening. More info to come in January 2018.
- Attended IAPD webinar on IL law requiring District to adopt, by ordinance/resolution, a sexual harassment policy. Edited existing sexual harassment policy to maintain compliance with all legal mandates. Approved by A&F and Board.
- Updated changes in personnel policy manual as suggested by legal counsel.
- Held December 2017 wrap-up Safety Committee meeting. Began planning activities for Safety Committee in 2018.
- Working on HR CAPRA items.

### **Technology**

- Hired full time IT Associate, Brett Lonergan.
- PARKS interior fiber installation complete. Comcast EDI (Ethernet Dedicated Internet) in the process of being installed and turned on. Preparing IT closet for DR equipment.
- Installed remote meter reading software in connection with Warehouse Direct. Switched to quarterly billing as opposed to monthly.
- Working on IT-related CAPRA categories. Composing the Narrative and providing evidence of compliance.
- Planning to purchase 2 LTE cellular extenders to provide phone coverage at PSSWC & WRC. There are certain locations within these facilities that do not have cellular coverage.
- Security Cameras
  - a. Interior cameras for the hallway leading to our Fitness center as well as Room 114 (previously Jerry's pro shop) are now installed and operational.
  - b. PSSWC Loading dock camera is installed and operational.

#### **Newly Acquired Advertising and Sponsorships**

- a. H & R Block
  - 2018 Marquee
- b. Proven Winners
  - 2018 Marquee
- c. Rosatis HE
  - Dec Marquee
- d. Lake Barrington Woods
  - 50+ Appreciation Week sponsor
- e. Nature's Path
  - In-Kind donation

# LINK TO ALL DIVISIONS' 4Q2017 GOALS