



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



**MINUTES
BUILDING AND GROUNDS MEETING
October 15, 2019**

1. Roll Call:

A regular meeting of the Hoffman Estates Park District Building and Grounds Committee was held on October 15, 2019 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Chairman Kinnane, Commissioner R. Evans, Comm Reps Aguilar, Bettencourt, Friedman, Poeschel and Sernett

Absent: None

Also Present: Executive Director Talsma, Director of Finance and Administration Hopkins, Director of Recreation Kapusinski, Director of Parks, Planning and Maintenance Hugen, Director of Golf and Facilities Bechtold

Audience: President Kaplan, Commissioners McGinn, K. Evans, Chhatwani, and Kilbridge; Comm Reps Macdonald, Wilson and Dressler; GM Tusa, see attached list.

2. Approval of Agenda:

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

3. Approval of the Minutes:

Comm Rep Poeschel made a motion, seconded by Comm Rep Aguilar to approve the minutes of the September 10, 2019 meeting as presented. The motion carried by voice vote.

4. Comments from the Audience:

None

5. Old Business:

None

6. New Business:

A. The Club at Prairie Stone Capital Plan/M19-097:

Executive Director Talsma reviewed the item noting that staff, committees and the board had been reviewing the need to renovate The Club which would include eliminating the tennis courts and tennis program in favor of utilizing those areas for growing fitness interest. He noted that they wanted to begin the work January 3, 2020.

Director Bechtold reviewed memo M19-097 and the six components to the renovation which included Court 1 conversion to multipurpose turf, Court 2 conversion to strength zone, Court 3 conversion to functional fitness zone, Group Fitness Studio #2 to include wood floors for mind and body classes, Kids Club enhancements and a Women's Workout Zone. He reviewed the costs for the renovations noting that Phase I would be \$500,000 and Phase 2 would be \$550,000. Director Bechtold also reviewed the possibility of receiving grant money that might cover some of the budget.

Executive Director Talsma noted that the project was intended to ensure the success of The Club. He noted that The Club only had 85 tennis memberships for their three tennis courts and that even with revenue from tennis lessons, the program was \$100,000 short each year for the maintenance and upkeep of the program and tennis equipment. He also explained that The Club was never intended to be a premier tennis club and that staff would be working with Hanover Park District and South Barrington Park District to arrange for The Club tennis members to join their programs at resident rates.

Commissioner R Evans asked if the possible grant funding would be for Phase 1 and Phase 2 and Executive Director Talsma noted that it would cover that along with other capital items such as carpeting and roofing. He explained that the district needed to make \$1,000,000 in improvements to The Club over the next years.

Comm Rep Sernett asked if they would scale the project back if they did not receive the grant funding and Executive Director Talsma noted that the project was not dependent on receiving the grant and would be renovated as planned with or without the additional funding.

Comm Rep Aguilar asked about the contingency amount and Executive Director Talsma noted that it was about 5% of the project.

Chairman Kinnane asked about a contingency for Phase 2 and it was noted that it would be budgeted if required when the time came for Phase 2.

Owen Chapla addressed the committee noting that his children took lessons at five times the cost of a tennis membership and asked if they had considered the impact on the children.

Executive Director Talsma address the audience explaining that this was an opportunity to make comments and not so much to ask questions but that in the case of a general question, he could address some of the items. He explained that the tennis program was run through an outside contractor and that the district received 30% of the fees. He also explained that in the last five years tennis lesson revenue had dropped from \$100,000 annually to \$50,000 and was continuing to decline.

Herald Manjouran addressed the board noting that this decision had been based on financial information and asked for a copy of the business report the decision was based upon. Executive Director Talsma noted that the report was available on the website and suggested that Mr. Manjouran contact him via email. Mr. Manjouran also noted that it appeared that the district had looked at the tennis and determined to let it go and he asked how much money was projected to be made with the renovation.

Chairman Kinnane addressed the audience explaining that tennis was going down and the district was having to subsidize the program. He noted that they were trying to keep The Club alive and had a consultant to tell the district how to turn this around. He explained that people were looking for high energy work outs and that The Club was not delivering that and the district needed to meet the community's needs. He explained that the district was looking to make the best business decisions for the district and the community.

Jo Anne Whittaker asked where the new Orange Theory members were today and if they continued their memberships and asked about a compromise for using a tennis court.

Chairman Kinnane explained that the district had tried for years to come up with ideas; that women wanted a dedicated space and The Club did not have the room for that as presently laid out. He explained that staff was looking to increase classes to 80-100 a week and needed space to do that. He noted at present The Club only had two work out areas and that the consultant had provided a 90 page report which was available online for the renovations to address the district's

concerns and community's needs. He noted that it had not been an easy decision for anyone involved.

Executive Director Talsma noted that the district wanted to take care of all the members. He also explained that they needed to attract a younger demographic to replace memberships and that the compromise the district had offered was to make arrangements with other tennis clubs to offer memberships at resident rates to The Club tennis members. He explained that looking at Courts 1, 2, 3 was the best plan for the growth of The Club noting that they were unable to grow the tennis program or support it with these limited numbers.

Manish Matta noted that he had not been asked or received a questionnaire on his community needs. He pointed out that the Schaumburg tennis club was similar to The Club and their management was very successful. He also noted that The Club had not asked their membership if they would be willing to pay additional per month.

Michael Kaden distributed his notes to the committee and addressed them saying that he had a background in raising money and wanted to talk about the risk factors. He noted that they had not provided a professional sales staff to promote the tennis membership and asked what they provided by way of retaining memberships. He also addressed the competition factor of dealing with fitness programs such as Orange Theory.

Comm Rep Sernett noted that the district had sent 6000 surveys to the community.

An unidentified participant noted that 80% of The Club was made up of non-residents. Chairman Kinnane noted that the district was happy to have outside participation but that they surveyed their residents when looking to make improvements or changes to district programming and facilities.

Richard Panichi noted that he lived close to outdoor tennis courts in Barrington and he was unable to use them over the summer as their park district had the courts booked with lessons. He asked the district to invest money into promoting the tennis program before cancelling the program. He also noted that there was no sales department to promote tennis memberships.

Joan Osika noted that she read all the information from the park district and did not remember seeing anything on The Club renovation and felt that the tennis members had not been asked about what was important to them. She also pointed out that she did not understand why the district felt they needed a Women's only workout and wondered about a law suit if they set area aside.

Karthic Chandon addressed the committee noting that he did not realize that the tennis rates had been reduced. He also noted that he knew people had tried to

enroll but were not allowed to. He explained that last year he had to wait for courts but not this year and that there were no programs for tennis running.

An unidentified participant addressed the committee noting that she came from Palatine to Hoffman Estates because of the tennis. She noted that she did not believe that the district supported the sales of tennis memberships to increase the program.

Alana Bliudzius addressed the committee asking when questions could be asked. Executive Director Talsma noted that the district had held two open meetings for questions and answers and that members were encouraged to email him directly. Ms. Bliudzius asked to see the dollars generated by non-members in the tennis program.

Iana addressed the committee noting that she moved from Champagne and that this area traveled to other areas to play tennis. She explained that when she joined The Club, no one knew about the facility or the tennis program.

Mimi Wise address the committee noting that her concern was that members would lose present fitness programs for the new fitness program. She suggested the district try a tennis league to improve memberships and noted that she wanted to be surveyed about her needs for the club.

An unidentified participant asked about options. They noted that other facilities were busy and asked why the district was not getting the information out.

Pat Masek asked why the district did not spend time promoting the courts.

Tanya King addressed the committee noting that she felt blindsided and that the district had not been transparent in this issue.

Calvin Fu asked if the district was borrowing money for the renovation but did not have a guarantee of success. He asked how his taxes would be impacted.

Executive Director Talsma explained that the district would not use tax dollars for this renovation, nor would they borrow money. Instead they would be using funds from the district's reserve accounts.

Kate Boetto addressed the committee noting that she felt this was a community issue and there were holes in the proposed plan. She noted that the survey was done within the district but irrelevant to The Club as they were so many non-residents without the input. She also noted that she believed the district was dismissing the voices of those that had English as a second language pointing out to the October 5, 2019 meeting and noting that people with trouble with the English language were not understood. She said she felt discriminated against and treated poorly by the Executive Director.

Loren Golden thanked the district for the courts and asked that they rethink their renovation of The Club.

Comm Rep Sernett made a motion, seconded by Comm Rep Bettencourt to recommend that the B&G Committee recommend to the Board to include the Phase One of the Club renovation project in the amount of \$500,000 as part of the 2020 District annual budget as outlined in M19-097. The motion carried by voice vote with Comm Rep Friedman abstaining.

Executive Director Talsma noted that this was a committee vote and recommendation to the board which would meet next week Tuesday at 7 p.m. at the Triphahn Center.

The B&G Committee took a break from 8:15 to 8:20 p.m.

B. Fertilizer and Chemical 2020 Early Order Bid/M19-099:

Director Hugen reviewed the item. Commissioner R. Evans asked if the vendors were the same as in the past and Director Hugen noted they were with the addition of BTSI. Commissioner R. Evans asked if the vendors were comfortable with partial bid acceptance and Director Hugen noted that they were and that it was an industry standard.

Commissioner R. Evans made a motion, seconded by Comm Rep Friedman to recommend the Board award the following: (A) Chicagoland Turf for low bid products in the amount of \$59,848.55; (B) Arthur Clesen for the low bid products in the amount of \$1,624,350; (C) Site One Landscapes for low bid products in the amount of \$5,039.64; (D) Advanced Turf for the low bid products in the amount of \$7,420.60; and BTSI for the low bid products in the amount of \$8,677.50. The motion carried by voice vote.

C. PPM Report and 3Q Goals:

Director Hugen reviewed the item noting that the floor for the ice rink had been poured with an independent contractor checking that it was level. He also noted that they would begin building ice on Tuesday.

Commissioner McGinn asked about the boards and Executive Director Talsma noted that they were being cleaned off and that the district would take over the advertising on them if the Wolves did not renew.

Commissioner K. Evans asked about continuing with the level checks and Director Hugen noted that they had a chart with the levels marked and when the ice would be taken down every 4-5 years, they could check for levels.

Director Hugen also acknowledged that Community Park projects had received a \$7,000 grant from the Mainstreet Organization of Relators and thanked Comm Rep Dressler for her assistance with the process.

Commissioner K. Evans asked about the roof project and how long it was taking. Director Hugen noted that it was due to the Kalwall installation. Executive Director Talsma noted that an issue had been found in the initial Kalwall system and been corrected prior to production of the panels for the park district which is what resulted in most of the delay.

Comm Rep Bettencourt made a motion, seconded by Comm Rep Sernett to send the PPM Report M19-098 and 3 Q Goals to the board as presented. The motion carried by voice vote.

7. Committee Member Comments:

Comm Rep Sernett noted that she appreciated the community comments and felt that the district had explored all options with The Club prior to making any renovation recommendations.

Comm Rep Bettencourt agreed.

Comm Rep Aguilar noted that the committee had reviewed all options prior to the vote.

Commissioner R. Evans congratulated BPC on their events and reminded other commissioners involved in the Board Development to get their information in. He also reminded all about the Foundation's Texas Hold'em for November 9, 2019 at BPC and asked for volunteers and participants.

A special thank you was given to Comm Rep Dressler for assisting the park district with the grant for Community Park. Comm Rep Dressler noted that it was due to the great job district staff did in responding to the opportunity.

8. Adjournment:

Comm Rep Bettencourt made a motion, seconded by Comm Rep Poeschel to adjourn the meeting at 8:40 p.m. The motion carried by voice vote.

Respectfully submitted,

Craig Talsma, Secretary
Peg Kusmierski, Recording Secretary

October 15, 2019

To: Hoffman Estates Park District
and Board of Commissioners

This petition is in addition to the online petition that was earlier published on Change.Org with regard to the proposed elimination of tennis courts at The Club at Prairie Stone. The earlier online petition garnered immense number of supporters from The Club at Prairie Stone as well as residents and taxpayers of Hoffman Estates. It was signed by over 400 individuals. Please view the attached link.

<https://www.change.org/p/board-of-commissioners-tennis-courts-at-heparks-the-club>

Upon further exploration of issues related to the "proposed" changes at The Club, it became clear, this is a community matter, which will affect *residents of all walks of life*. Thus, this Petition is supported by the residents and taxpayers of Hoffman Estates for the following reasons:

1. The Park District is proposing to spend \$875,000 (Phase One and Phase Two) of tax payers money without a comprehensive market study or proper business plan in place.
2. Highly questionable research to support the proposed "renovation" such as Community Wide Survey based on a mere 905 randomly chosen Hoffman Estates residents (1.8% of the H E population) and opinion of one outside fitness expert.
3. The park district held two informational meetings to discuss the proposed changes with the public, yet clearly was blocking any feedback given by the community. In fact, these meetings held October 1 and October 5, 2019 created more confusion, than answers.
4. The park district demonstrated abuse of power by being dismissive of public's concerns, and not fulfilling its responsibility of clearly conveying these concerns to the board of commissioners. Such conduct equals an abuse of servitude to the public.
5. The Park District has been dismissing voices of those, who use English as a second language. Many of these individuals come from countries, where democracy has been suppressed, thus they do not know, how to defend themselves. This was evident during the informational meeting on October 5, 2019 at The Club. The leader of this meeting, Executive Director of Park District, was patronizing, intimidating and dismissive of voices of those, who wanted to speak. This conduct is not acceptable on behalf of a public official. The indoor tennis courts are being occupied at large, by individuals, who were born outside of the US and speak with foreign accent. The elimination of tennis courts, is a discrimination against those, who cannot defend themselves!

6. Replacement of all three tennis courts with venues similar to Orange Theory and Cross Fit, which are already readily available in this area, is not consistent with meeting the community needs.
7. The proposed elimination of all the tennis courts was originally presented as a "renovation" This in itself is highly misleading and strongly suggests that the Park District has not been transparent with the community. This planned dismantling of the courts, the park district listed as "Tennis court and Fitness room renovation" in the list of capital projects for the year 2020, and on top of it added, for capital projects for 2014 "Tennis Crack and Resurface". This is only one of many examples of the Park District purposefully misleading the public. Attached link page 29 and page 30.

<https://www.heparks.org/wp-content/uploads/2019/09/HEParks-CMP-2019.pdf>

8. The Park District spent \$27,000 on court renovation just within the last 2 to 3 years and now the tennis courts are sought to be completely eliminated- this would be a prime example of rushed decisions and wasteful spending.

9. The Park District has paid scant attention to those members for whom English is not their first language and who are originally from various other parts of the globe, reflecting the diversity of the entire community. The Park District has purposefully failed to recognize that the tennis courts are widely utilized by members who hail from various countries in Europe, Asia, South Asia, the Middle East and so on. The proposed elimination of the tennis courts will most definitely ensure an exodus of such members to other facilities and the facility itself will no longer represent the actual diversity of Hoffman Estates.

10. No adequate justification for elimination of the ONLY three indoor tennis courts was given. Elimination of the tennis courts will mean that the only indoor tennis facility in the community will no longer be there. This will contradict the HEPD Strategic Plan, District Goal 1: "Provide healthy and enjoyable experiences for all people" and (objective 1 on page 20 "offer healthy and enjoyable experiences that promote equal access". The proposed "renovation" is contrary to parks district mission and will discriminate these, who support tennis.

11. An entire generation of children will be denied access to indoor tennis facilities at the Park District and will hence lose their access to one of the most universally beloved world sport. The residents of Hoffman Estates are deeply distressed by the Executive Director's remark the sport of Tennis is a "dying sport". This remark alone reveals how ill-informed and inadequately conceived the proposed changes are.

12. The Park District has not informed the taxpayers of Hoffman Estates on the likely impact of the proposed expenditures on their property taxes. According to published "Comprehensive Annual Financial Report", fiscal year 2018, the Park's District long term debt increased from \$ 65.7 millions to \$ 66.7 millions (not including other liabilities). It is important to note, that during the same time period, the park district collected \$ 604 000 more income from property taxes (9.5 millions in 2018 as compared to 8.9 millions in 2017). Despite this additional income from

taxpayers in 2018, HEPD compiled additional million of dollars in long term debt. This alarms Hoffman Estates residents.

13. The Park District has not considered the needs of Senior members who are already able to avail for discounted membership fees through their Insurance plans at other facilities that are significantly lower in price than this facility.

14. The Park District is seeking to apparently increase the current existing membership from 2900 to 4000 members. However, it appears quite likely that the Park District will only lose existing members in large numbers. Tennis members, families with young children, who lost free childcare services, and Senior Citizens will bound to feel alienated and will depart quickly once such draconian changes are implemented while newer members of a younger demographic will have no particular incentive to join this facility which is not at all dissimilar to countless other facilities that offer the same equipment, the same paid classes at a lower cost.

15. The Park District capital spending for the year 2018 was \$20 millions, out of which close to 50% was taxpayers money. It is important to note that, taxpayers money is a "subject to external restrictions on how they may be used. Essentially this restrictions represent property taxes."

The members of The Club at Prairie, residents and taxpayers of Hoffman Estates hereby request the Park District to re-think their proposed renovation at The Club, so the Park District can continue to **"provide healthy and enjoyable experience for all people"**. The community is requesting to make modifications to their proposed plan and consult with the public prior to presenting this plan for approval to Board of Commissioners. The Park District is requested to be more sensitive to the needs and feelings of the minority members for whom English is not their first language.

Thank you for your consideration.

A copy of this petition with signatures of the community members is being submitted on this day, the 15th of October 2019.

Mimi Wise
Kole Boello
MANISH MATTA
Liz Wilmes
Michael Kadson
Tanya King
Anna Panichi
G. Masek
John King
John King



Prairie Stone

3 messages

Michael Kadens <mkadens@earthlink.net>
Reply-To: Michael Kadens <mkadens@earthlink.net>
To: "mkadens7676@gmail.com" <mkadens7676@gmail.com>

Tue, Oct 15, 2019 at 4:05 PM

RISK FACTORS - PRAIRIESTONE BUILDING PROJECT

1. Marketing Plan and Sales Effort
 - HEPD Board minutes admit past neglect in this area, i.e., clear-cut, clearly designated sales staff not present. Implication from the minutes that it will be provided in conjunction with the Project, but no current evidence yet.
 - Is there a Marketing Plan?
 - Does the Plan, if any, provide details regarding Sales? Amount of \$ support; Nature of support; the qualifications for hires, e.g., experience level; familiarity with the industry; specific assignments/responsibilities; training?
 - How does the Plan, if any, and ultimate sales effort coincide with the progression of the actual Building Project?

Michael Kadens <mkadens@earthlink.net>
Reply-To: Michael Kadens <mkadens@earthlink.net>
To: "mkadens7676@gmail.com" <mkadens7676@gmail.com>

Tue, Oct 15, 2019 at 4:36 PM

2. Retention of Existing Membership
 - The Building Project as proposed is substantial. HOW MIGHT THE CHANGES IT BRINGS ALTER THE CHARACTER AND DEMOGRAPHICS OF THE OVERALL MEMBERSHIP?
 - Tennis Members will decrease radically as recognized by the Board but will it also modify the attitudes of a respectable number of other current members, and has that been considered at all?
 - The HEPD feels that PrairieStone can, should, and needs to have a larger membership. That is certainly a legitimate concern. However, at some point an increased number of members will likely be counter-productive, AND, the nature of who comprises that increase; their particular activities; and their impact on individual facets of the entire facility may not transition smoothly. Which of the following are potential causes of disruption and disaffection?
 - more crowded locker rooms; -more noise and tumult? -filled classes
 - increase in parking problems? -more fee-based classes? -lap pool availability

Handwritten initials/signature

Comment from the public

Stated in your Comprehensive Master Plan, years 2014-2019, on page 20 this body published the statement "Expand tennis opportunities in west Hoffman Estates", under the heading of "District Goal, providing healthy and enjoyable experiences that promote equal access". Further in the same document on Page 29, this body published the statement "Expand outdoor pickleball and tennis opportunities west of Route 59".

Yes, your constituents want the HEPD to provide tennis on the western side of Hoffman Estates and yes, we the constituents want our Park District to provide a "healthy and enjoyable experience that promotes equal access". Simply, we both want the same.

Yet this evening, we are here because this body is contradicting those issued words.

Somehow, you have rationalized that the dismantling of the indoor tennis courts at The Club meets the community needs when these courts are exclusive to our town. Why be redundant at The Club, when your Willow Recreation location duplicates what we already have. Even your recent survey from the ETC Institute ranks higher the need for both outdoor & indoor tennis courts, greater than the need for indoor sports fields for which you want to convert them to? You emphasize equal access and meeting community needs, but you are discriminating those who enjoy the game of tennis? What compels you to disregard the voices of your constituents, your survey and your Comprehensive Master plan? This board needs to re-think this decision!

**District Goal 1:
Provide healthy and
enjoyable experiences
for all people.**

Providing parks, facilities and opportunities that promote healthy and enjoyable experiences is central to the District's mission. We promote the benefits of parks and recreation by engaging and interacting with our community in a socially equitable manner.

Objectives

1 Offer healthy and enjoyable experiences that promote equal access

Performance Measures

- Number of programs/registrations
- Number of facility memberships/visits
- Number of demographically targeted programs/registrations
- Daily paid facility usage & total facility visits

2 Achieve customer satisfaction and loyalty

Performance Measures

- Community and participation survey data related to overall satisfaction and retention by percentage

3 Connect & engage our community

Performance Measures

- Number of special events & participations
- Number of partnerships/coop agreements
- Digital marketing/social media engagement
- Number of Foundation events participants

Initiatives: Timeline Definitions

<i>(annually)</i>	<i>continuously throughout the year or at least once per year</i>
<i>(short term)</i>	<i>within 2 years</i>
<i>(mid-term)</i>	<i>within 2-4 years</i>
<i>(long term)</i>	<i>5+ years</i>

Initiatives

- Create recreational programs and opportunities to target underserved demographic populations *(annually)*
- Educate parents regarding the child development benefits in our programs and services *(annually)*
- Educate residents regarding District financial stewardship and transparency *(annually)*
- Expand facility based special events that promote greater facility usage *(annually)*
- Improve the overall health outcomes of programs offered *(annually)*
- Increase cooperative efforts with neighborhoods and community associations on health related issues *(annually)*
- Increase volunteer involvement in District operations *(annually)*
- Develop performance measurement system to evaluate value in programming structure *(short term)*
- Develop plans to meet increased program needs of 50+ population *(short term)*
- Expand marketing communications with the use of social media and mobile applications *(short term)*
- Increase online registration through the implementation of mobile WebTrac *(short term)*
- Develop plans to renovate Chino Park to meet community needs *(short/mid-term)*
- Develop program life cycle model for all programs to assess meeting community needs and desires *(short/mid-term)*
- Evaluate facility space utilization to accommodate growing programming needs *(short/mid-term)*
- Expand pickleball opportunities and evaluate need for additional courts *(mid-term)*
- Develop brand identification and tagline to increase community awareness of District parks, programs, facilities and services *(mid-term)*
- Evaluate options and create conceptual plan for the former Safety Village site at WRC *(mid-term)*
- Expand specialized programming opportunities that utilize partnerships and contractual agreements *(mid-term)*
- Expand tennis opportunities in west Hoffman Estates *(mid-term)*
- Develop plans to incorporate water-based playground on north side of District *(mid/long term)*

Parks, Planning and Development Executive Summary

The District's planning and development efforts continue to focus on maintenance and upkeep of existing facilities. Renovation and/or rehabilitation of both facility and infrastructure has taken precedence over the need to create new facilities primarily due to the fact that the District is now close to landlocked and most areas have already been developed. This effort comes at a time when the life cycle end is occurring on many of the facilities that were constructed or renovated at about the turn of the century.

Major efforts to be addressed in the next five years include:

- Renovate 17 of the District's 45 playgrounds
- Patch and/or resurface approximately 2.5% of the 1,000,000 square feet of parking lots currently maintained by the District
- Crack fill and sealcoat the District's parking lot surfaces on a five year cycle
- Maintain all court areas to limit cracks to no greater than a quarter inch
- Continue to address the identified issues in the ADA transition plan in a timely manner

In addition to maintaining what the District already has to a high standard, future planning efforts will revolve around:

- Designing playgrounds to engage children and keep them active
- Expanding opportunities for the older population of the community in our parks
- Developing a community play space with a water play feature in north Hoffman
- Keeping and upgrading existing facilities compliant to ADA accessibility standards
- Planning for the expansion of 50+ Active Adults Center in the Triphahn Center
- Plan and development of community gathering places beginning with the development of Chino Park into a community garden and dog park
- Expand outdoor pickleball and tennis opportunities west of Route 59
- Replace District park rules and playground signs to reflect up-to-date information
- Convert former Willow Park Safety Village site into community gardens/children's early learning garden

- Do not interrupt others.
- Really focus on understanding the other person.
- Suspend judgment.
- Do not think about your response while the other person is still talking.
- Do not automatically advocate your views in your first response.
- Ask questions to make sure you understand the other person.
- Ask whether you can paraphrase what the other person said to make sure you heard them correctly.
- Really try to understand the reasons the other person believes what they believe