



**AGENDA**  
**REGULAR BOARD MEETING NO. 1021**  
**TUESDAY, SEPTEMBER 19, 2017**  
**7:00p.m.**

1. ROLL CALL
2. PLEDGE OF ALLEGIANCE
3. APPROVAL OF AGENDA
4. AWARDS
5. RECESS FOR A&F COMMITTEE MEETING
6. RECONVENE FOLLOWING A&F COMMITTEE MEETING
7. APPROVAL OF MINUTES
  - A. Regular Board Minutes 8/22/2017
  - B. Committee of the Whole Minutes 8/15/2017
8. COMMENTS FROM THE AUDIENCE
9. CONSENT AGENDA (Click each item to view)
  - A. Palatine Public Library Agreement / M17-102
  - B. HUSC Agreement, Revised / M17-105
  - C. Amita Sponsorship Agreement / M17-107
  - D. Electricity Fixed Rate Contract / M17-108
  - E. Open and Paid Invoice Register: \$964,511.96
  - F. Revenue and Expenditure Report
  - G. Acceptance of B&G Minutes 7/18/2017
  - H. Acceptance of Rec Minutes 7/18/2017
  - I. Acceptance of A&F Minutes 8/22/2017
10. PRESIDENT'S REPORT
11. ADOPTION OF EXECUTIVE DIRECTOR'S REPORT

**REGULAR BOARD MEETING NO. 1021**

September 19, 2017

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12. OLD BUSINESS
13. NEW BUSINESS
14. COMMISSIONER COMMENTS
15. EXECUTIVE SESSION
  - A. Minutes, pursuant to Section 2(C)(21) of the Open Meetings Act
    - o 8/22/2017
  - B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(c)(1) of the Open Meetings Act.
  - C. The purchase or lease/sale of real property **for the use of the public body**, pursuant to Section 2(c)(5) of the Open Meetings Act.
16. POTENTIAL DISCUSSION AND POSSIBLE VOTE ON MATTERS FROM EXECUTIVE SESSION
17. ADJOURNMENT



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**MINUTES  
REGULAR BOARD MEETING 1020  
August 22, 2017**

**1. Roll Call:**

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on August 22, 2017 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn, Kaplan (arrived 7:15 p.m.)

Absent: None

Also Present: Executive Director Bostrom, Deputy Director/A&F Director Talsma, Rec/Facilities Director Kies, P&D Director Buczkowski (arrived at 7:15 p.m.)

Audience: Superintendent Basile, Comm Rep Winner and Utas, CEO of Illinois Association of Park Districts Peter Murphy, BOH Bob Pearson and son

**2. Pledge of Allegiance:**

Everyone present stood for the Pledge of Allegiance.

**3. Approval of Agenda:**

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

**4. Awards:**

In President Kaplan's absence, Commissioner McGinn chaired the meeting and awarded the BOH to Bob Pearson noting that he has had a great impact on the growth of the tournament participation and the baseball program in general.

**5. Recess for A&F Committee:**

Commissioner R. Evans made a motion, seconded by Commissioner Bickham to recess the Board meeting at 7:05 p.m. for the A&F Committee. The motion carried by voice vote.

**6. Reconvene following A&F:**

Commissioner McGinn made a motion, seconded by Commissioner Kinnane to reconvene the Board meeting at 8:15 p.m. The motion carried by voice vote.

**7. Minutes:**

Commissioner K. Evans made a motion, seconded by Commissioner R. Evans to approve the minutes of the July 25, 2017 regular Board meeting as presented. The motion carried by voice vote.

Commissioner Kinnane made a motion, seconded by Commissioner McGinn to approve the minutes of the August 1, 2017 Special Board meeting as presented. The motion carried by voice vote.

**8. Comments from the Audience:**

None

**9. Consent Agenda:**

Commissioner Bickham made a motion, seconded by Commissioner R. Evans to approve the Consent Agenda as presented.

On a Roll Call:	Carried	7-0-0
Ayes:	7	Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn, Kaplan
Nays:	0	
Absent:	0	

- A. PSSWC Locker Room Project / M17-096
- B. PSSWC Custodial Bid / M17-097
- C. NWSRA Assessment / M17-094
- D. Balanced Scorecard / M17-095
- E. Open and Paid Invoice Register: \$710,587.74
- F. Revenue and Expenditure Report
- G. Acceptance of B&G Minutes 7/18/2017
- H. Acceptance of Rec Minutes 7/18/2017
- I. Acceptance of A&F Minutes 7/25/2017

**10. President's Report:**

President Kaplan noted that the park tour had been very informational and Volunteer Appreciation Night was great. He also noted that staff had asked him if the Commissioners would visit more facilities. President Kaplan noted that PIP was terrific and thanked BPC for accommodating a friend of his on the golf course last Saturday.

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

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

**12. Old Business:**

A. Engaging Community Reps (Mentoring Program)/M17-098:

President Kaplan reviewed the program and asked all Commissioners to make choices on who they would mentor from their Committees.

**13. New Business:**

None

**14. Commissioner Comments:**

Commissioner Kinnane noted his family had enjoyed SFAC pass holder night and felt PIP was well attended.

Commissioner McGinn agreed that PIP had a great crowd and that Volunteer Appreciation Night was also terrific. He noted that the park tour was good and he would like to see more of the north side in future tours.

Commissioner Bickham agreed that Volunteer Appreciation Night went well and PIP well attended. He congratulated Director Kies on his work with the Village establishing a partnership with the their Diversity Committee for PIP's entertainment events and noted that he was disappointed that the last music event at BPC had been cancelled suggesting a rain date in the future.

Commissioner K. Evans noted that he was out of town for many of the events but was looking forward to the Foundation's Uncorked event and the mentoring program.

Commissioner Kilbridge said it was nice to see new faces at the park tour and that Volunteer Night had been good.

Commissioner R. Evans said he thought everyone enjoyed the park tour and thought the mentoring program would improve Comm Rep participation in the district and at events. He also invited everyone to Uncorked.

President Kaplan noted that adding the basketball tournament at PIP was a good idea.

**15. Executive Session:**

Commissioner Bickham made a motion, seconded by Commissioner R. Evans to move to Executive Session at 8:15 pm for the purpose of:

- A. Minutes, pursuant to Section 2(c) (21) of the Open Meetings Act.
- B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2 (c) (11) 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.

On a Roll Call: Carried 7-0-0  
Ayes: 7 Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn, Kaplan  
Nays: 0  
Absent: 0

Commissioner McGinn made a motion, seconded by Commissioner Kilbridge to reconvene to regular session at 10:05 pm. The motion carried by voice vote.

**16. Potential Discussion and Vote from Executive Session:**

Commissioner Kinnane made a motion, seconded by Commissioner Kilbridge to have the board enter into a contract with IAPD in accordance with the terms of the proposal for an amount not to exceed \$10,420 and subject to legal review.

On a Roll Call: Carried 6-1-0  
Ayes: 6 Bickham, K. Evans, Kilbridge, Kinnane, McGinn, Kaplan  
Nays: 1 R. Evans  
Absent: 0

**17. Adjournment:**

Commissioner McGinn made a motion, seconded by Commissioner Kinnane to adjourn the meeting at 10:10 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom  
Secretary

Peg Kusmierski  
Recording Secretary



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**MINUTES  
COMMITTEE OF THE WHOLE  
August 15, 2017**

**1. Roll Call:**

A meeting of the Hoffman Estates Park District Committee of the Whole was held on August 15, 2017 at 6:30 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioners Bickham, K. Evans, R. Evans, Kilbridge, Kinnane, McGinn; Comm Rep Bettencourt, Castillo, Wittkamp, Chhatwani, Utas, Winner; President Kaplan

Absent: Comm Reps Dekirmenjian, Friedman, S. Triphahn, Dressler, S. Neel, Snyder, Katis, Musial

Also Present: Executive Director Bostrom, Rec/Facilities Director Kies, P&D Director Buczkowski, Parks Director Hugen, Golf Director Bechtold, Mechanic Bell

Audience: None

**2. Comments From the Audience:**

None

**3. Park Tour:**

At 6:35 p.m. those present loaded the bus to tour the parks. Mechanic Bell drove the bus. Director Buczkowski provided an overview of the PSSWC Wet Areas project and responded to several questions about the change orders and schedule of the project to date.

The Park Tour drove by or stopped at each of the district's parks on the west-side of Hoffman Estates with staff providing an overview of each parksite. The bus returned at 8:31 p.m.

**4. Committee Member Comments:**

None

**5. Adjournment:**

Comm Rep Bettencourt made a motion, seconded by Comm Rep Winner to adjourn the meeting at 8:31 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom  
Secretary

Peg Kusmierski  
Recording Secretary



Committee of the Whole  
August 15, 2017 - 3

**HOFFMAN ESTATES PARK DISTRICT  
REGULAR BOARD MEETING NO. 1021**

**EXECUTIVE DIRECTOR'S REPORT**

**September 2017**

**Parks Report**

1. Parks maintenance and Bridges maintenance will be going out to bid for our 2018 Fertilizer and Chemical purchases. We are going to combine the two purchases into one early order purchase so that we can take advantage of the early discount on a larger scale. The bids will be ready to be reviewed at the October B&G meeting.
2. Construction crew have planned to start laying new flooring at the old hockey pro shop area on Monday September 11, 2017.
3. We are holding our annual seed collection on 9/30/2017 at Charlemagne Park and signups can take place on the website.
4. The sand filters at Seascapes are being scheduled to be replaced in 2018 and part of this process it to obtain approved drawings for the permit process. Currently we are in the process of obtaining quotes from qualified architects. Once these drawings are obtained we will be looking to go to bid in November for the replacement of our sand filters in 2018.
5. Monthly landscape bed maintenance throughout the district continues.
6. Invasive weed control for this season is completed.
7. Regular mowing schedule continues to be on track with the improvement in weather conditions.
8. Seasonal tree trimming and maintenance is under way.
9. Requests for pricing on fall trees and plants were sent out.
10. Controlled Burn applications were received from the state for our 2017 – 2018 in house burns. Weather conditions permitting we have 25 sites planned for this coming burn season.
11. Burn Permit Applications were submitted to the Village and Cook County.
12. Renovation of the east soccer field at Cannon started and seeding completed on 9/7/18.
13. Additional native plants were planted in the Highland natural area.
14. Landscape repairs are underway at Field Park.
15. The second phase of landscape renovation at Seascapes has begun.
16. Windows in room 100 at TC were caulked to avoid water problems.
17. Bathroom door in room 100 at TC was repaired and now functioning.
18. Sauna door in TC men's locker room was repaired and shuts properly now.
19. Roof leaks were repaired by Olsen Roofing at PSS&WC, TC and Parks Maintenance. This is ongoing for the remainder of the year.

20. Poplar playground fence around the circle was removed and repaired.
21. Evergreen playground fence repair of maintenance gates was completed.
22. Bo's Run dog bridge was rebuilt on small dog side.
23. Freedom Run's dog bridge was repaired on small dog side.
24. Set up and take down of tents and accessories for Party in the Park.
25. New playground mulch was applied to Fairview, Highland, Charlemagne, Sundance, Willow and Bode-Salem.
26. Block wall for fishing area at Highland Park fell into the water and was removed and repaired.
27. Removed the trophy presentation stages from Triphahn Center ice area that have not been in use for almost five years.
28. Seascape was closed for the season and winter prep has begun.
29. Installed high efficient LED @ BPC maintenance garage/all district storage.
30. Installed LED E- lights @ BPC.
31. Blower motor RTU-3 @ PSSWC was replaced.
32. Installed new bubbler motor @ North Ridge & South Twin ponds.
33. Accutab chlorinators were installed PSSWC lap & Activity pool.
34. Installed new AC unit at WRC.
35. Truck 515 had water pump and muffler replaced.
36. Rear brake pads and rotors were replaced on Vehicle 492.
37. Bus 510 had air tank for suspension replaced.
38. Vehicle 498 needed an air conditioner charge.
39. Trailer 544 had new deck boards installed.
40. Daily maintenance and repair of all mowers and equipment.

**41. Dehumidification unit at ice rink:**

Over this past holiday weekend, we had the dehumidification unit air blower motor that supplies and returns the dehumidified and heated air to the rink 2 (north rink) go down. The failure of the dehumidifier caused the north rink to fog up to the point of not being able to see the scoreboard from the observation deck. Staff went up on the roof and tried to reset the unit, the motor would run for a few seconds then trip the starter which overloaded the unit causing it to shut down multiple times.

North Town Refrigeration was contacted and came out; they disconnected the motor unit from the circuit; the unit then ran for a minute or so and shut down again. They ultimately determined that it was the main blower fan motor that was causing the problem.

Without the dehumidifier running, the rinks can produce condensation on the walls and ceiling causing water to drop to the ice and form unsafe mounds of ice on the rink surface (stalagmites). If it drips fast enough it can make holes that go thru the ice surface to the concrete floor; these holes can cause our ice surface to be compromised, thus losing the ice entirely.

This motor is the original that came with the unit when we opened late 2004. The dehumidification units for both rinks were scheduled on the CAMP to be replaced in 2022 for \$60,000 each. Because of the need to respond quickly, the emergency repair for \$7,950 was approved which falls within the Executive Director's spending authority. The expense will be absorbed within the ICE operating budget. The air blower motor for rink 1 (south rink) was already replaced 6 years ago.

With this part (air blower motor) already replaced within both of the dehumidification units, both units are in good working order and should continue to operate efficiently until at least 2022 when they are both scheduled to be replaced per the manufacture's life expectancy of the dehumidification units.

## **PLANNING & DEVELOPMENT**

### 1. PSSWC Shower Renovation Project

Construction and renovation of the wet areas progresses as originally scheduled even with the addition of the extra work required to replace the subfloor under the proposed tile areas. This additional work was worked in along with the mechanical system installation with minimal additional overtime required. At this time, staff is estimating the cost for the additional floor preparation work including all labor, materials, profit and a 50% savings bonus to be under \$42,000. The original estimate on this work was \$70,000 plus a \$70,000 acceleration cost. While this final number is significantly less than what the contractor had initially presented, staff has always felt that based upon a time & material work authorization, the final cost would come in somewhere between \$30,000 and \$50,000. At this time, the floors are being waterproofed in preparation for the floor tile which is scheduled to begin on September 6<sup>th</sup>. All tile work will be completed in 14 days and the anticipated re-opening of the wet areas to the public will occur the original weekend of September 30<sup>th</sup>. Currently the overall budget for this project is tracking at \$850,000 or less.

### 2. RFP Roof design and engineering:

Planning staff is currently meeting with potential consultants to determine minimum requirements for preparation of roof replacement plans and specifications. Staff has prepared a budgetary number for this work as part of the 2019 Capital Plan. Upon completion of this research, those numbers will be confirmed by the results of this investigation. The actual RFP will be released by staff in February 2018. Bidding of this project will occur in the fall of 2018.

## UPCOMING EVENTS AS OF 9/5/2017

- **Sept 15** – Uncorked & Untapped
- **Sept 16** – Hoffman Walks at Cannon Crossings
- **Sept 16** – Doggie Carnival at Fabbrini Park
- **Sept 16** – Parents Night Out
- **Sept 29** – Chicago Wolves Pre-Season Game at TC
- **Sept 30** – Wildflower Seed Collecting Event
- **Oct 7** – BPC Final Challenge
- **Oct 8** – BPC Pro Am Scramble
- **Oct 14** – Hoffman Walks at Vogelei Park
- **Oct 14** – Pumpkin Fest
- **Oct 21** – Parents Night Out
- **Oct 28** – Halloween Bash
- **Oct 29** – Great Pumpkin Skate
- **Oct 29** – Pumpkin Swim
- **Oct 29** – PSSWC Member Open House
- **Oct 30** – Trick or Treat Climb

### Summary

On Saturday, August 5<sup>th</sup>, the park district hosted Party in the Park. The event was very well received from the community, along with the various partnerships and vendors who participated. Staff believes this was the highest attended Party in the Park outside of the 50<sup>th</sup> anniversary in 2014. Staff met and completed a SWOT analysis to determine the various opportunities to continue to enhance the event for next year.

### Volunteers Summary

- Human Resources processed 3 new volunteers.
- Volunteer Appreciation Night was held 8/7 with 18 hours of volunteer service on part of the HEPD Board and 150 volunteers present.
- PSSWC has a volunteer to take care of their plants who spent 7 hours donating her time.
- The Friends of HE Parks had a Quarterly Meeting 8/23/17. 21 Trustee volunteers attended 1.5 hours as well as an additional 1 hour in a prior meeting for a total of 22 hours.
- Administration staff was contacted by several participants looking for hours and will be placed with recreational opportunities.
- PIP had 4 hours of volunteer service.



*Youth Athletics*

### Youth Baseball/Softball

- 4/5 Tee Ball League- Our league kicked off the week of July 24<sup>th</sup>. We had 7 total teams registered. The same amount of teams as 2016 season. Teams practiced once during the week and played games on Saturdays.

- Fall Baseball- practices started the first week of August. We have had a record amount of players sign up for this season! This is double from this time last year. Teams practice twice a week. Games start Saturday, September 9th.

Year	Pinto	Mustang	Bronco	Pony	Colt	Total
Ages	6-9	8-10	11-12	13-14	15-18	
2016	0	13	14	14	0	<b>41</b>
2017	24	24	24	0	10	<b>82 = +41</b>

### Youth Summer Basketball League

- The NEW Youth Summer Basketball League finished up the week of August 26<sup>th</sup>. We had 75 players participate in this first year!

### Adult Sports

- Summer Softball Leagues- Summer Softball has come to an end. Registration for fall is currently going on; we currently have 8 teams this year as compared to 8 at this time last year.

### Youth Fall Soccer

- Soccer registration continued through the month of August and is ongoing. Currently there are 225 players signed up for soccer this fall as compared to 253 this time last year. New this season was a staff, player, parent and referee meeting that took place on August 31<sup>st</sup>. The meeting is set up so if parents/players have questions about rules or how the games are run they can bring those questions to the meeting.

### Dance

- Summer session of dance began the week of 6/12. There are a total of 100 students in the summer program as compared to 130 at this time last year. Dance class will be wrapped up the week of August 7<sup>th</sup> and fall register has started. Dance numbers for fall will be reported when that registration is complete.



## Early Childhood

### Preschool:

Three-school 17-18	15 TC	15 TC	+0 - Full
	7 WRC	12 WRC	+5 - Full
2's Playschool 17-18	25 TC	30 TC	+5 - Full
	12 WRC	22 WRC	+7
Preschool 17-18	132 TC	130 TC	(2)
	66 WRC	73 WRC	+7
Early Learning Center	34	29	(5)
Preschool Totals	291	311	+20

Bus Service	117	148	+ 31
Creative Arts Camp	130	57	(73)
Discovery Camp	217	232	+15
Explorers Camp	514	540	+ 26
3-Day Explorers Camp	451	543	+ 92
Early Arrival Camp	921	842	(79)
3-Day Early Arrival Camp	94	122	+ 28
Late Stay Camp	1034	975	(59)
3-Day Late Stay Camp	92	134	+ 42
Nature Camp	37	53	+ 16
Science Camp	108	91	(17)
Sports Camp	476	532	+ 56
Aug. Adventure Camp	131	112	(19)
Extended Week Camp	40	37	(3)
Teen Camp	344	420	+ 76
<b>Totals</b>	<b>4,706**</b>	<b>4,838**</b>	<b>+132</b>

\*\* Please note that these are camp slots and are not reflective of individual participation, as children could be enrolled in various camps throughout the summer.



Membership	8/2016	8/2017	+/- Var.
Total Members	626	216	(410)*

*\*This is the first month that reflects the previous pass structure as having been expired, this is a transition month. Customers are enrolling with the new pass type as they come to visit discovering their previous pass has expired. Letters were mailed out to all members reminding them of this change. We already have 4 new passes sold in September as of 9/5/2017. There were also many customers that only had a 50+ membership so they could play Pickleball at Fabbrini Park. We currently have 93 summer Pickleball passes active that will transfer over in 2018 with the new season.*

### Classes offered in August

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

### Athletic opportunities offered in August

- 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 August

- Wii Bowling, Mah Johng, Cards, Games, Puzzles, Meet and Mingle, Yahtzee, Bunco

### Trips

- 50+ Gold Pyramid House- 8/23 was a great success! We had 23+1 in attendance. Patrons are still talking about how unique this trip was.
- Chain O'Lakes- 7/20 was cancelled due to all the flooding along the Fox Lake. It's rescheduled for 8/31. 20 were registered but for our rescheduled date we had 13. This was a combined trip with South Barrington Park District Seniors. Everyone had a good time. Was just a little bit cool outside.

### Evening/Special Programs in August

- Pub Quiz Night (3<sup>rd</sup> Thursdays/5:30 pm) – 35 participants (50+ Center), dinner & prizes sponsored by Morizzo Funeral Homes, questions courtesy of Family Dentistry, HE
- Bingo at Culver's Schaumburg- 4<sup>th</sup> Tuesday in August
- Birthday Celebrations at Culver's in Hoffman Estates- 8/25. We had 30 in attendance compared to the usual 12/13 in attendance. What a great surprise!

### Friday lunch programs (August)

- Lunch & Lecture program took place on 8/11. Topic was "Chat about the Changes". Amita Health was our sponsor for the speaker. 25 were in attendance. A good first turnout.
- 50+ Annual Open House/Vendor Fair- 8/30<sup>th</sup>. We had just about 100 in attendance. Everyone enjoyed the many vendors provided and thoroughly enjoyed the lunch and entertainment.



## Ice Operations

### TESTIMONIALS & SOCIAL MEDIA COMMENTS

On Facebook:



The screenshot shows a Facebook post from González Cecilia, who reviewed HE Parks Ice Arena on April 20 at 9:28pm. The review includes a photo of children at the ice skating rink and the text "HE Parks Ice Arena Ice Skating Rink". Below the photo, it says "351 Likes" and "8 talking about this". A comment from Sandy Manisco says "HE Parks Ice Arena Thanks for the review!" and is dated "19 hours ago".



**I.C.E Academy**

- Summer camp and skating session concluded in Aug.
  - 139 skaters participated in the summer lesson program
  - 74 skaters participated in summer skating camp
- Fall skating lessons begin September 8<sup>th</sup>. Participation numbers will be in the September report once registration is complete.

**Wolf Pack**

- Wolf Pack evaluations for the NWHL will begin September 11<sup>th</sup>. Registrations for all levels have been strong. Number of teams will be given in the September report once registration is complete.
- Summer lessons and camp concluded in August.
  - Hockey camp participation was 149 hockey players
  - Hockey lessons concluded with 132 participants
  - The Moose Jaw summer hockey league concluded with a year-end tournament August 26-27. This was a highly successful program for its first year. Staff will be having a wrap up meeting with its key members to address a number of things to change for next season.

**Ice Rink Information**

- A free public skate session was held Sunday August 20. Approximatley 65 people attended.
- Staff is preparing for the PDRMA ICE review September 13<sup>th</sup>.
- Staff was able to secure the Glen Ellyn Speed Skating Club to move all of its ice time to the TC Ice Arena in 2017/2018. They will be skating on Sunday evenings for 2.5 hours. They will also be holding a competition in October -- more information to follow on this event.
- Chicago Wolves preseason game will be held on Friday Sept. 29 at 7pm.

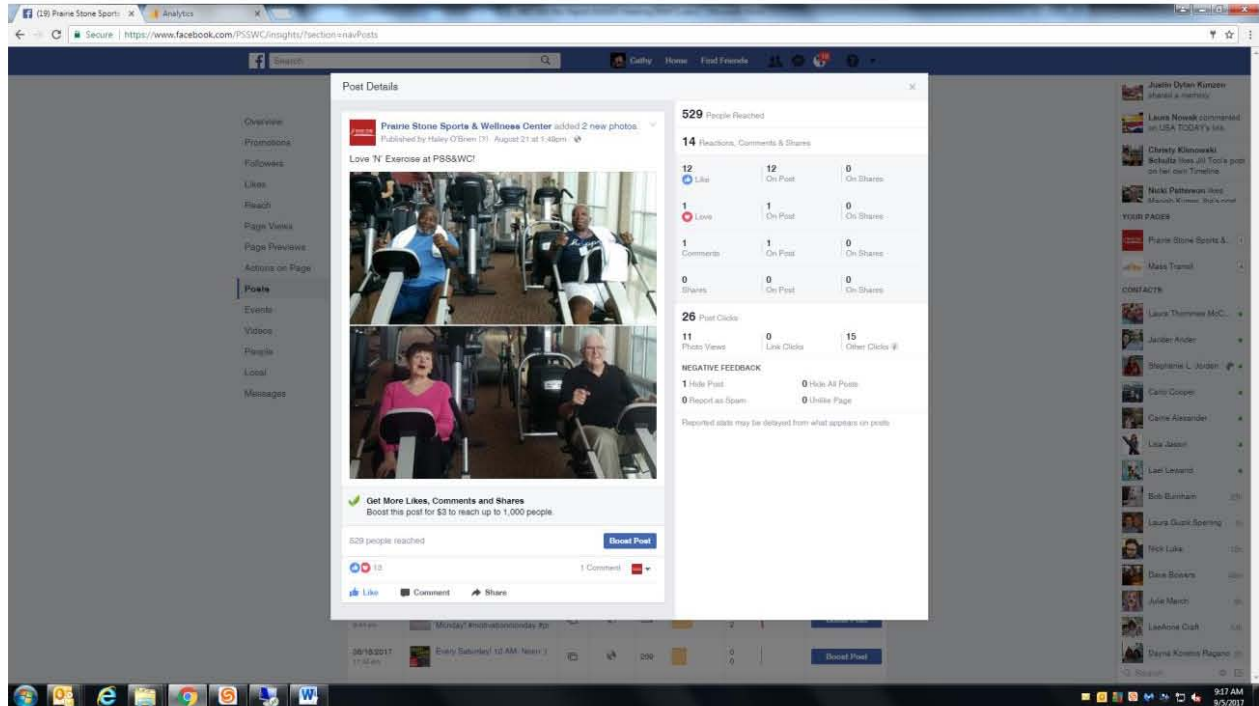


*Prairie Stone<sub>™</sub> Sports & Wellness Center*

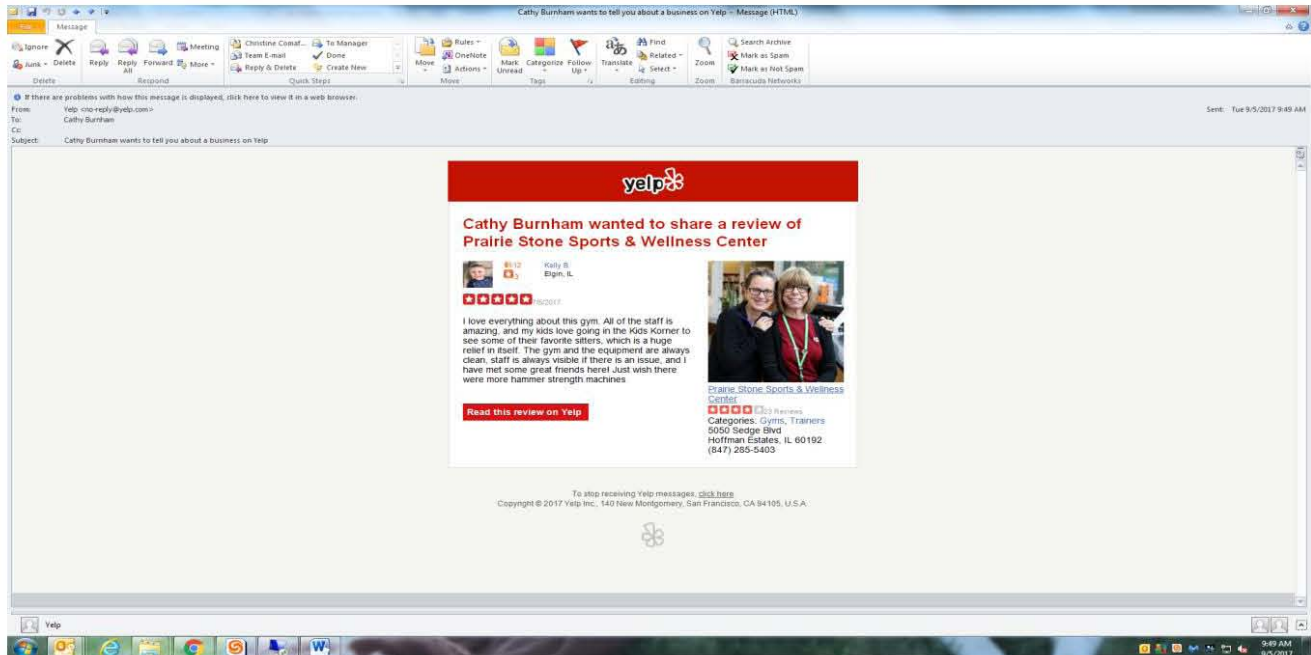
<b>August Membership Totals</b>	<b>2016</b>	<b>2017</b>	<b>Var. +/-</b>
Totals	3,003	3,091	+88

**SOCIAL MEDIA PROMOTIONS/POSTS**

On Facebook, Yelp, Google, Retention Management/Constant Contact, etc.:  
Example: Facebook post promoting our active senior members (529 people reached)



- Click on the link below to see the social media video engagements during the month of August:  
<https://www.facebook.com/PSSWC/videos/10155411881574003/>  
(Chad Lindstrom, Fitness Supervisor, announcing the arrival of new Octane cardio equipment – 1177 people reached!)  
<https://www.facebook.com/PSSWC/videos/10155427853419003/>  
(Inspiring video promoting personal training - 1842 people reached!)



## Yelp Review

## Member Services

- Member Services team with recruitment sustained through August leading to a 'new member' total that exceeded FY17 monthly projections. With cancellation totals also at a low level in August, the Member Services team has continued to gain net members for the third consecutive month. This strong August finish also marks the fourth consecutive month that the team has exceeded its new member monthly goal.
- The PSS&WC enrollment special was advertised on each of the following:
  - District's electronic marquee signs throughout the community
  - VHE electronic marquee signs located at the corner of Shoe Factory Road and Beverly
  - The ENROLLMENT FEE banner on the north side building exterior
  - Select Facebook posts throughout the month
  - Guest and tour follow up targeted email via Retention Management
  - Both internal and e-based targeted marketing were utilized to inspire member referrals as well as to reach all HEPD clients throughout the community. The HEPD bi-monthly Eblast included the enrollment promotion details, and targeted emails through Retention Management continued to be sent throughout the month to promote the club cash incentive for member referrals.
    - HEPD and PSS&WC websites (scrolling banner updates)
- The Member Services team coordinated a month full of special events in August for members to inspire continued usage interest (see August wellness calendar image below). Events included special fitness group classes and workshops along with a number of fun activities, such as the return of 'Member BINGO', which proved once again to be very popular among members, and a special

visit-based raffle event that awarded tickets to the USA Men's Volleyball tournament at the Sears Centre. The month concluded with a group 'book review' of 'When the Body Says No', hosted by one of the Personal Trainers. 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.

- Research efforts are continuing with regard to a 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.
- Efforts are currently ongoing to recruit interest in a new FT Member Services Associate position following the resignation of the Member Services Supervisor in the month of August. The new Associate will provide support to the existing Associate along with the current PT1 MS Associate and ensure that sales, administrative, and retention efforts remain strong.
- Contact has been made with two regional corporations in an effort to inspire corporate membership enrollment from among their respective employees. Vistex, located in Hoffman Estates, which employs 180 employees and has expressed interest in promoting membership to employees as part of their employee health program. Ambria, located in the Prairie Stone Business Park, expressed renewed interest in rekindling the corporate membership relationship established back in 2011. The Member Services team will be working through the month of September and into the final quarter of the current year to grow membership from both corporations.



**Operations and Fitness Departments:**

- PSS&WC hosted a variety of athletic rentals including the large 3-day National Classic Basketball youth basketball tournament as well as volleyball tournaments during the month of August. The facility also hosted several party rentals during the month, too. Though birthday parties and scout lock-ins are still offered at PSS&WC, efforts have been taken to transition to larger multi-court athletic rentals that reduce labor intensity while generating a higher ROI.
- The tennis court renovation took place the week of August 14<sup>th</sup> and included the addition of 'blended lines' on the courts to support additional youth and senior programming and also new USTA colored courts.
- The PSS&WC gymnasium floor will be refurbished within the week of September 18<sup>th</sup>. The gymnasium will be closed for use during this project from 9/18-9/30.
- The PSS&WC member club locker room renovation project are on-going and are currently on schedule to reopen at the end of September. Overall, the response has been very positive. Project details have been provided within the facility and the announcement has been made via the PSS&WC website. The locker room project renderings, along with product samples, have been posted within the facility. The entire PSS&WC team continues to relay a consistent and positive message to members about the project.
- The PSS&WC Custodial Services Bid packet was developed and announced, with the bid opening which occurred on August 8<sup>th</sup>. Two companies provided bids, with Perfect Cleaning Solutions being selected as the lowest (and qualified) bidder. Board approval was received. The new annual cleaning contract was effective as of September 1, 2017. With the new agreement, the male custodial staff person was removed from the updated bid process. Therefore, PSS&WC will be hiring a male custodial support staff person for the week day evenings.
- Fitness department has received all of the new fitness equipment! More and more members are utilizing the new equipment! The Fitness team has been providing demos on the new equipment.
- PSS&WC will be installing the new App Audio system this month! The system will allow for member to listen to TV audio and music throughout the entire facility by utilizing a smart phone App. The App will also be used for in-house marketing.
- PSS&WC has an upcoming Nutrition Workshop, Belly Busters, on 9/28, taught by Zac Marshall. The seminar has been added to the monthly wellness calendar and marketed through the guide.
- Group Swim Lessons starts the week of September 12.



<b>Pass Sales</b>	<b>08/2016</b>	<b>08/ 2017</b>	<b>Var.</b>
<b>+/-</b>			
Total	1,459	1,437	(22)

- We did not offer an End of the Season discounted Pass Sale this year.
- Seascope closed on Sunday, August 20.



## Triphahn Center

### Triphahn Center Fitness and Operations:

Membership	08/2016	08/2017	Var.
+/-			
Total	891	849	(42)

#### General Summary:

- Dance world was held on 8/12
- The portable wall was used at PIP on 8/5
- Rentals for the North side renovation continue to increase. September is almost fully booked.



## Willow Recreation Center

Membership Fitness Totals	08/2016	08/2017	Var.
+/-			
Fitness/Racquetball	346	338	(8)
Total			

#### General Summary:

- Harper College has renewed their agreement with HEParks. In addition to offering their programs in our guide and in our facilities HEParks will begin advertising some of the continuing education programs that will be held on the Harper campus and continue receiving the 70/30 split on all registrations taken through HEParks.



## Dog Off-Leash Areas

Staff continues planning the Doggie Carnival to be held September 16<sup>th</sup> at Fabbrini Park. This event will include doggie games with prizes, vendors, photo booth & give a ways.

#### Bo's run:

Breakdown: Combo passes HE 163, Palatine 43, Barrington 27, Schaumburg 28, Arlington Heights, Mt. Prospect 12 and Inverness 41.

Additional towns with a smaller percentage of membership are Rolling Meadows, Elk grove, Hanover Park & Streamwood.

**Freedom Run:**

- Breakdown: Combo passes Elgin 178, HE 105, Streamwood 87, and Schaumburg 17. Additional towns with a smaller percentage of membership include Huntley, Hanover Park & S. Barrington, Elk Grove, Palatine, Wheeling & others.

<b>Dog Park Passes</b>	<b>08/2016</b>	<b>08/2017</b>	<b>+/- Var.</b>
Bo's Run	292	313	+ 21
Freedom Run	332	339	+ 7
Combo	78	84	+ 6
Total	702	736	+34



*Communications and Marketing*

**PROGRAM PROMOTIONS**

Staff worked with program managers to promote Fall Guide and Registration, youth sports programs, 50+ events, trips and programs; Friday Fun in the Park, Hoffman Walks, STAR Before & After School, BPC events, Parent's Night Out, Giving Tree, Seascape events, Hockey and Figure Skating, BPC weddings, golf, Foundation events and programs.

Community Calendar Submissions to: Daily Herald, Chicago Tribune, Hoffman Estates Chamber.

**CHAMBER EBLAST**

- 50+ Open House
- Fall Registration
- Uncorked & Untapped

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

- Hoffman Walks
- New Fitness Class, Pound
- New Audio App

**OTHER**

Hoffman Walks -We had approx. 28 people at our Hoffman Walks at Fabbri Park on Sat. Aug 5.

Ice Skating Lessons – We placed an ad in the homework folders for the students of Nathan Hale Elementary School in Schaumburg to promote figure skating and hockey.

Hockey – The Schaumburg Park District ran an ad in their Aug. 30 Eblast promoting our hockey program, as part of our advertising trade. We will include an ad in our Winter Guide promoting their golf simulator.

**VIDEO**

This month, we featured the video "New Triphahn Center".

C&M is working with PSSWC to develop a series of fitness equipment videos for the website.

C&M staff created a video to promote the new 50+ activity center.

### **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 are at end of Board Report):

- HE Parks Holds Free Community Walking Program
- Community Invited to Explore New 50+ Center at Open House
- Pumpkin Fest Features Fall Fun
- Wine Event Fundraiser to Benefit Local Kids

### **REVIEWS & SOCIAL MEDIA COMMENTS**

Google Plus Review Examples

Note: The number of reviews on Google have increased exponentially in the past few months. We will report only the reviews that leave a comment of significance, not if they give a rating score only. Also, we've included the overall Google Review that appears on the right side of search results.



Google My Business

**Fabbrini Park**  
1704 Glenlake Road  
Hoffman Estates, IL 60169

- Home
- Posts NEW
- Info
- Insights
- ★ **Reviews**
- Messaging
- Photos

Replied!

←

	<b>Kazim Walji</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Aug 19, 2017
--	--------------------	------------------------	---

Can you fish there?

Best practices for responding to reviews ▾

**Fabbrini Park** – Aug 22, 2017 – [edit](#) – [delete](#)

Hello Kazim, yes fishing is allowed at Fabbrini Park. We have 15 fishing ponds in the park district, you can find them on page 48-49 of our Fall Program Guide, here: [https://www.heparks.org/program\\_guide\\_fall/?page=48](https://www.heparks.org/program_guide_fall/?page=48)

---

**Prairie Stone Sports & Wellness Center**  
5050 Hedge Boulevard  
Hoffman Estates, IL 60192-3712

- Home
- Posts NEW
- Info
- Insights
- ★ **Reviews**
- Messaging

Replied!

←

	<b>Jen McIlrath</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Aug 19, 2017
--	---------------------	------------------------	---

Love this place! Great staff, great facility, and very accommodating.

Best practices for responding to reviews ▾

**Prairie Stone Sports & Wellness Center** – Aug 29, 2017 – [edit](#) – [delete](#)

Thanks for the review Jen!

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**Scott R. Triphahn Community Center & Ice Arena**  
1685 W Higgins Rd  
Hoffman Estates, IL 60169-6998

- Home
- Posts NEW
- Info
- Insights
- ★ **Reviews**

Replied!

←

	<b>Jim Clifford</b>	<b>Rating</b> ★★★★★	<b>Review posted on</b> Aug 3, 2017
--	---------------------	------------------------	--

Great hockey Staff. Steve Centers, Jeff and Randy are always ready to help your knowledge of getting your child most prepared for success in youth hockey.

Best practices for responding to reviews ▾

## MARKETING DASHBOARD



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

NEW DATA! C&M is evaluating whether the mobile app is a useful tool for our residents or as a marketing channel. Meanwhile, Apple has changed its analytics. We now can only get information on the number of active users per month for those Apple users who have opted-in to allow their info to be tracked. Only 25% of our users have opted-in, so we are estimating a number 4 times this number to arrive at as accurate a number as possible. The numbers below are a total of Apple and Google Android users.



### Mobile Access – Source: Google Analytics

Desktop numbers have increased slightly for the first time in many years, instead of declined. This may indicate that we've hit at saturation point – there will always be a certain number of visitors that will visit via desktop. For example, during December with many people on vacation, it may have been easier to access the site via desktop. (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.)

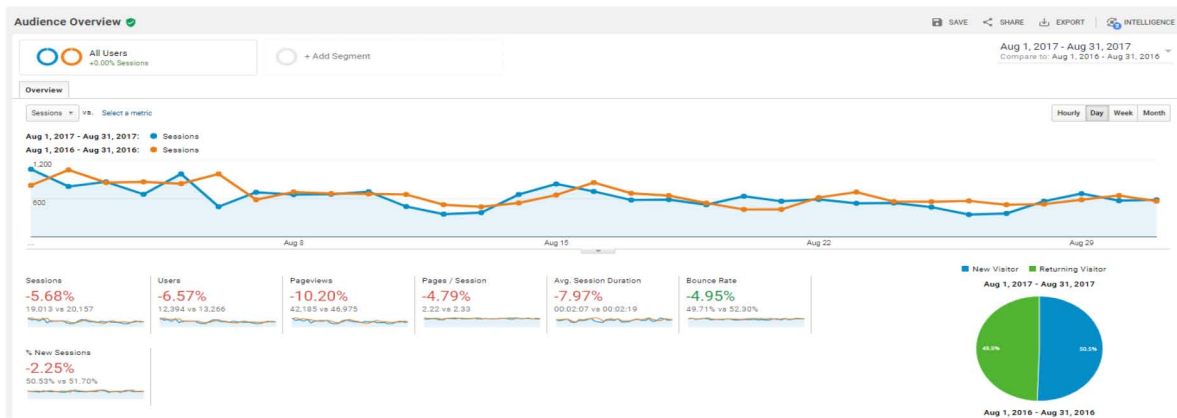
Source:	Prior to App & responsive web: Feb 2013-Feb 2014	Aug 1-31 2016	Aug 1-31, 2017	Change from last year
Google Analytics				
Desktop	63%	44%	44%	0
Mobile	27%	48%	52%	+4
Tablet	10%	5%	6%	+1

\*A decrease in tablet views is speculated to be a result of more mobile phone use as mobile phone screens are increasingly larger. 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/>)



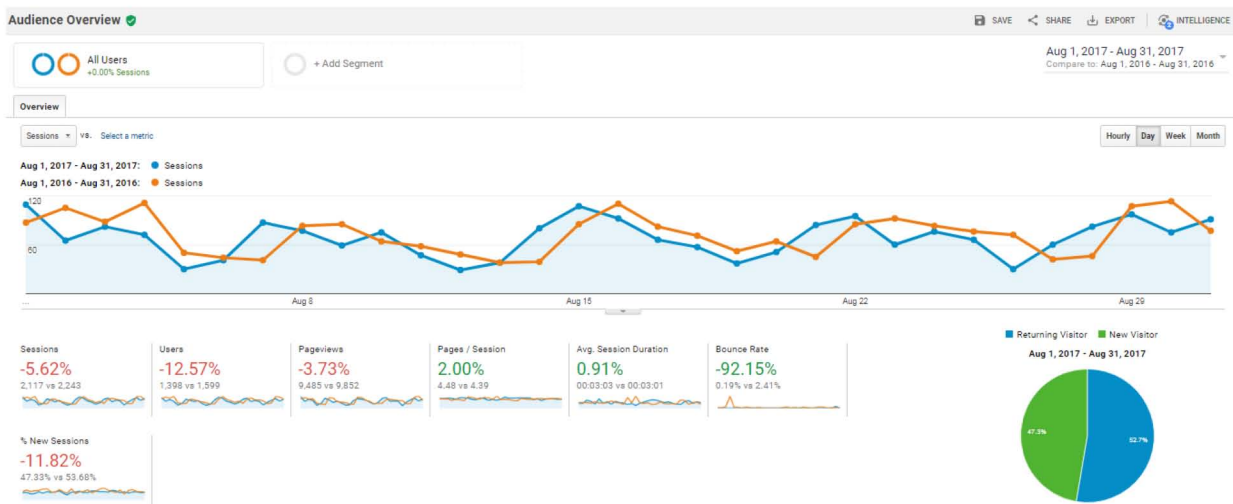
### Website HEParks.org – Source: Google Analytics

Hits to the website home page are slightly down.



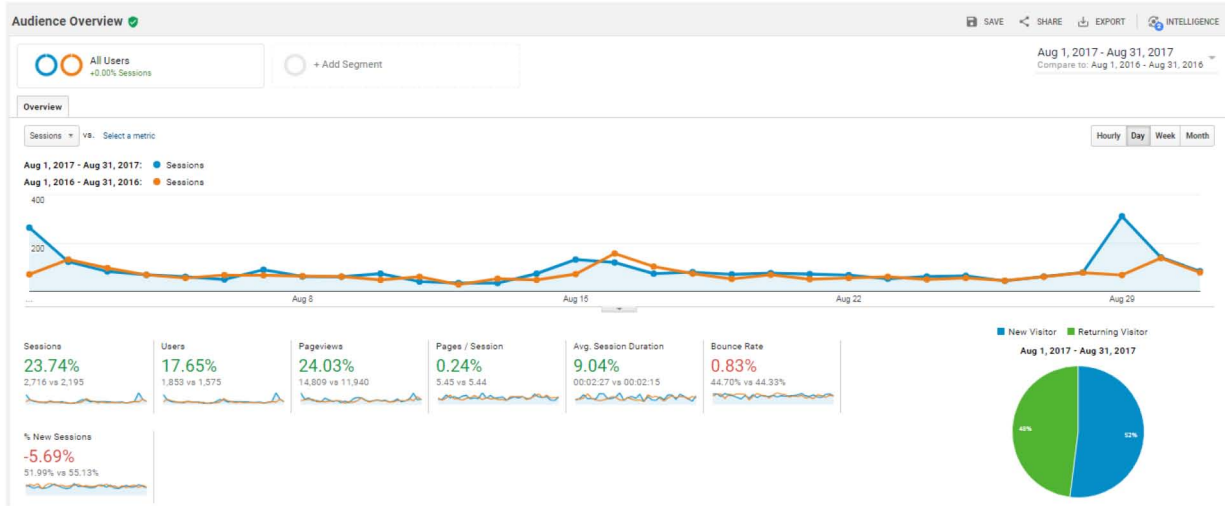
### WebTrac/Online Registration Page Hits – Source: Google Analytics

WebTrac hits are down as visitors are migrating to the mobile WebTrac, which is up considerably.



### Mobile WebTrac – Google Analytics

The number of people accessing Mobile WebTrac from their mobile devices is up significantly as compared to last year, and up significantly higher than those browsing WebTrac with a PC.



### Facebook Reach

Source: Hootsuite

Total number of fans from all HE Parks Facebook pages: 7,192

### Top 5 Most Successful Posts last month for the main Hoffman Estates Park District page:

Source: Facebook Insights

Post Message	Type	Posted	Lifetime: Post total reach (Total Count)
Congratulations to Coach of the Month Marc Friedman! Over the past 29 years, he has coached boys' & men's baseball and more. Thanks Coach! <a href="http://ow.ly/ZfjV30e3907">http://ow.ly/ZfjV30e3907</a>	Photo	7/31/17 11:05 AM	3589
Join us on September 5th from 5-8 PM at Portillo's! Bring in this flyer or show it on your smartphone and 20% of the proceeds will benefit the HE Parks Preschool. Can't wait to see you there!	Photo	8/27/17 8:01 AM	2077
Thank you to all who came out on Saturday, August 5 for Party in the Park! We had such a good time with you and your families. Also, thank you to all of our sponsors and vendors: Amita Health, Kind, Bath Planet, Renewal by Anderson, Club Photo Booth, Hoffman Estates Family Dentistry, Remax Suburban & Home, Garibaldi's Italian Eatery, Firehouse Subs, and Icebox! Lastly, thank you to Wild Daisy for the entertainment and all the staff that helped with the event. We look forward to next year!	Photo	8/8/17 9:00 AM	1920
The day is here! Come out for Hoffman Walks and Our biggest event of the year, Party in the Park! We can't wait to enjoy this beautiful day with you :)	Video	8/5/17 11:02 AM	1742
HE Parks employees joined in the eclipse fun today!	Photo	8/21/17 12:12 PM	1711

## Top 10 Highest Posts Since October 2015

Post Message	Type	Posted	Lifetime: The number of impressions. (Total Count)
These are from the dancers at Willow from the Dance Recital!	Photo	5/14/17 10:00 AM	9149
Congratulations to Coach of the Month Marc Friedman! Over the past 29 years, he has coached boys' & men's baseball and more. Thanks Coach! <a href="http://ow.ly/ZfJV30e3907">http://ow.ly/ZfJV30e3907</a>	Photo	7/31/17 11:05 AM	6748
Qualified Kindergarten Enrichment Teachers and Counselors Needed. Please see our careers page for more info: <a href="https://goo.gl/X71UZs">https://goo.gl/X71UZs</a>	Photo	8/15/16 10:29 AM	6715
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!	Photo	6/20/17 3:33 PM	6581
This week through Friday Aug 19 Seascape has short hours, 4-7:30 PM <a href="http://ow.ly/TY6I3037o3z">http://ow.ly/TY6I3037o3z</a>	Photo	8/15/16 7:55 AM	6710
#Pokémon Trainers comes to Black Bear Park for our Gathering Sat Aug 27 10-11:30 catch 'em all! <a href="http://ow.ly/cCns3037nfO">http://ow.ly/cCns3037nfO</a>	Photo	8/13/16 12:55 PM	6168
Today our Half-Day Preschool is having their own Crazy Hair Day! How cute are they?	Photo	3/14/16 11:12 AM	6148
Congrats to figure skater, Tomoki Hiwatashi, who won a Gold Medal at Nationals! <a href="http://ow.ly/Xyalaq">http://ow.ly/Xyalaq</a> Tomoki trains @ Triphahn Ice Arena!	Link	1/26/16 8:00 AM	6119
#Pokémon Trainers come to Black Bear Park for our Gathering Sat Aug 27 10-11:30 catch 'em all! <a href="http://ow.ly/cCns3037nfO">http://ow.ly/cCns3037nfO</a>	Photo	8/10/16 12:56 PM	5506
Due to weather conditions, we will be postponing our Pokémon Go event that was scheduled for today. Keep a look out for a new date and time on our HEParks social media pages!	Photo	8/27/16 7:30 AM	5285
Tomorrow! Come to the Open House for 50+ Active Adults! 9-11 AM Wed 8/17 at Triphahn Center <a href="http://ow.ly/soW53036YZb">http://ow.ly/soW53036YZb</a>	Photo	8/16/16 9:45 AM	5221



### HE Parks' Twitter account

Source: Twitter  
@heparks

	Aug16	Sept16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17	July17	Aug17
Followers	707	713	718	726	730	741	751	761	763	769	770	787 +2%	805 +2%
Impressions	7,146	5,599	5,973	3,964	3,870	4,882	4,740	4,260	3,965	3,496	3,713	1,736	2,947 +69%
# of tweets	41	20	32	22	15	31	26	27	21	4	11	1	14

Analytics Home Tweets Audiences Events More

HEPARKS Sign up for Twitter Ads

Aug 2017 - 31 days

TWEET HIGHLIGHTS

**Top Tweet** earned 235 impressions  
 Don't forget, tomorrow is Girls Give Hockey a Try for FREE at the Triphahn Ice Arena! [ow.ly/ScrJ30dOE1v](https://ow.ly/ScrJ30dOE1v)  
[pic.twitter.com/WyJbPZgK7I](https://pic.twitter.com/WyJbPZgK7I)

View Tweet activity View all Tweet activity

**Top Follower** followed by 557 people  

 Salma  
 @SalmaF FOLLOWING YOU  
 Bulls. Blackhawks. Cubs. White Sox. Bears  
[View profile](#) [View followers dashboard](#)

**Top mention** earned 30 engagements  
**Hawks Youth Hockey**  
 @bhyouthockey · Aug 2  
 Calling all girls! Give hockey a shot for FREE tomorrow night at @HEParks Triphan Center in Hoffman Estates! [heparks.org/2017/07/girls-...](https://heparks.org/2017/07/girls-...)  
[pic.twitter.com/nVdPNk4oml](https://pic.twitter.com/nVdPNk4oml)

View Tweet

**Top media Tweet** earned 221 impressions  
 Join us tomorrow morning for Full Day Preschool for 3-5 year olds Open House!  
[pic.twitter.com/NKj6VixA0](https://pic.twitter.com/NKj6VixA0)

View Tweet activity View all Tweet activity

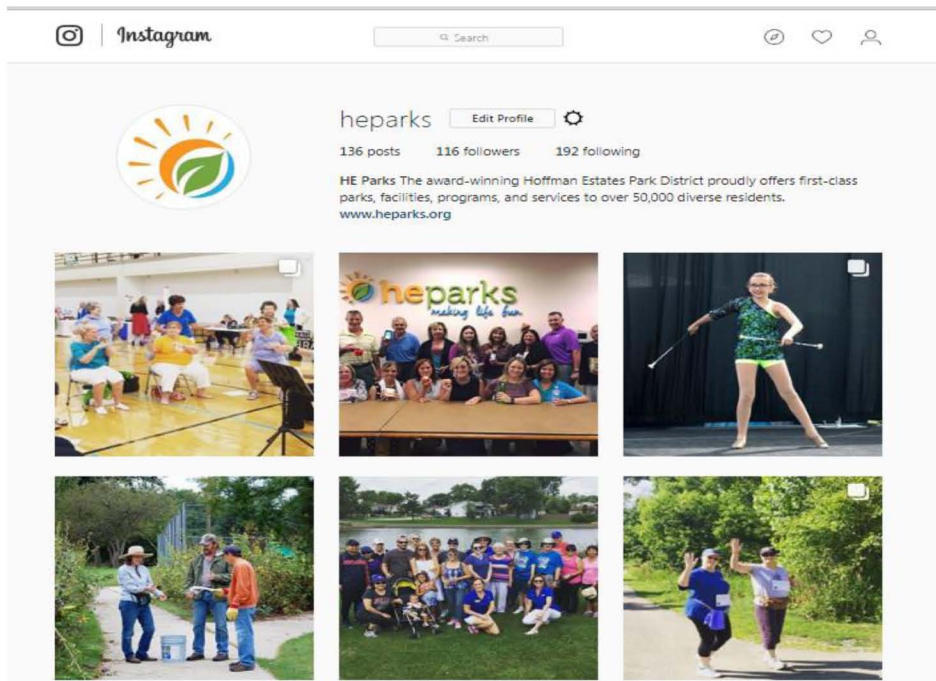
AUG 2017 SUMMARY

Tweets	14	Tweet impressions	2,947
Profile visits	167	Mentions	15
New followers	11		



**Instagram Reports**  
 Source: Instagram  
 @heparks

	Aug16	Sept16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	June17	July17	Aug17
Followers	86	91	109	107	109	109	111	112	110	109	110	112	115
# of posts	10	9	23	8	6	6	0	0	2	3	3	3	5



### 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%
2013:	30%
2014:	33%
2015:	35%
2016:	37%
<b>2017 as of 8/31</b>	<b>38%</b>



### Email Blast Results, Constant Contact

	Sent/Open	Mobile	Bounces	Clicks	Unsubscribes
2016 Fitness, Sports & Rec Benchmark	---/17.7%	50+%	8.8%	8%	0.22%
Hoffman Happenings 8/8	21.6K/18%	63%	2.7%	9.3%	0.2%
50+ Newsletter August	1062/36%	58%	3.4%	15%	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.

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

### **General Programs**



The fall session Jr Golf program is completed. We had 24 students in the two classes. In this session juniors learned the game with use of motor skills, range practice and on course play.

### **Golf Rounds**

#### **ROUND TOTALS.**

<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>5 Year Average</b>
<b>6,103</b>	<b>5,927</b>	<b>5,519</b>	<b>4,647</b>	<b>5,674</b>	<b>5,574</b>

#### **YTD ROUND TOTALS**

<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>5 Year Average</b>
<b>23,323</b>	<b>22,822</b>	<b>22,487</b>	<b>22,110</b>	<b>22,735</b>	<b>22,695</b>

### **Range Information**

#### **RANGE BASKET SALES TOTALS**

<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>5 Year Average</b>
<b>3,359</b>	<b>3,731</b>	<b>3,795</b>	<b>3,020</b>	<b>3,541</b>	<b>3,489</b>

#### **YTD RANGE BASKET SALES TOTALS**

<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>5 Year Average</b>
<b>14,403</b>	<b>14,702</b>	<b>14,708</b>	<b>15,104</b>	<b>15,626</b>	<b>14,909</b>

**Pass Sales**

<b><i>Resident Passes Thru June</i></b>	<b>2016</b>	<b>2017</b>
Resident Annual	3	4
Resident Individual	133	146
Resident Junior	1	2
Resident Senior	89	78
Total Resident Passes Sold YTD	226	230

<b><i>Non Resident Passes Thru April</i></b>	<b>2016</b>	<b>2017</b>
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 Contestant Update**

<b>HOLE IN ONE MONTHLY SALES TOTALS</b>	
<b>2016</b>	<b>2017</b>
<b>0</b>	<b>278</b>
<b>YTD HOLE IN ONE SALES TOTALS</b>	
<b>2016</b>	<b>2017</b>
<b>0</b>	<b>1,793</b>



## Communications & Marketing

### Marketing/Advertising



4 Email blasts went out promoting, Golf Specials, Live Music Events, Instructional Programs, Labor Day Weekend Specials, Golf Shop Sales and Promotions, and Banquets.



Social Media post included: 18 Facebook Posts, 9 Instagram Posts and 8 Twitter posts marketing all aspects of the facility and highlighting special events as they happened.

## Food & Beverage

For the month of August we had a total of 30 events: (23 Events in 2016)

The breakdown is as follows:

5 breakfast meetings servicing 125 guests

1 continental breakfast meeting for 25 guests

5 showers servicing 194 guests

1 birthday party servicing 70 guests

1 graduation party servicing 80 guests

1 retirement dinner servicing 101 guests

1 Quincenara servicing 218 guests

1 ceremony only servicing 120 guests

1 ceremony and reception servicing 138 guests

9 golf outings servicing 1139 guests

We currently have 22 events booked for September (25 Events in 2016)

4 Breakfast meetings servicing 100 guests

4 showers servicing 100 guests

7 golf outings servicing 650 guests

1 reception only for 102

4 ceremony and reception servicing 500 guests

1 Uncorked and Untapped servicing 100 plus guests

1 continental breakfast servicing 25 guests

Wedding Count Update:

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

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

2018= 5 ceremony and reception

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

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

### **Golf Maintenance Summary**

Bridges of Poplar Creek Country Club












Maintenance Report

In August we saw daily highs and lows averaging 80.7 and 62.2 degrees; this is within a few degrees of normal. Precipitation however was quite the opposite of what we saw last month. We only saw 2.5" in August, which is about half of our normal August precipitation total.

Early August was spent detailing the course before a portion of our staff members left to return to school. We also spent a few days in the middle of the month rehabbing the area just south of the chipping green. This area will be a second approach for people to practice off of. We were able to pull cores with our aerifier on 5 and 16 fairways and use them to propagate the new area from the material in the plugs. This is ideal because it took little to no material to create this area and it will match the fairways perfectly. Towards the end of the month we were also able to seed a nursery between the maintenance facility and 6 fairway. This will be an invaluable resource in the future if we encounter any damage on greens, tees, or fairways.

As the days got shorter and temperatures dropped we have shifted our focus on recovery and making the turf as strong as possible going into the winter. We were able to vent greens once in early August. Greens were also verticut and topdressed twice; this did a good job of removing excessive growth from the summer. We have also started to push fertility on playing surfaces again to help aid in recovery efforts. Lastly the biggest recovery/cultural practice of the fall is coming up at the end of September when will be core aerifying and solid deep tinning greens.

The maintenance staff also worked on the following tasks:

-  Overseeded weak areas in fairways
-  Hand watered playing surfaces
-  Edged and mowed bunker banks
-  Trimmed suckers on trees
-  Removed volunteer trees from native areas
-  Repaired irrigation
-  Pruned trees
-  Chemical applications
-  Filled divots on tees and select fairways
-  Weeded beds
-  Organized shop for PDRMA inspection

### **Finance/Administration**

- VSI RecTrac 3.1
  - Staff has begun a complete pre-audit reconciliation on unearned income and receivables as tracked with VSI RecTrac software in order to assure as clean a data base as possible prior to migration in November.
  - Staff has purged no longer used coding for pass and activity registration offerings and updated demographic rules for the Rectrac processing sort abilities.
  - Staff is in the process of creating a step by step guide for the front desks to aid in processing with new software.
- The business department attended a 2-day in house training session facilitated by the District's accounting software, BSA (Better Software & Answers). After using the software for nearly a year, this training offered staff an opportunity to review best practices and test additional options within the software.
- Deputy Director Talsma attended the Schaumburg Township strategic planning stakeholder meeting to provide community input for the development of the Township's strategic and long range plan.
- Deputy Director Talsma and Director of Maintenance & Facilities Hugen attended a joint meeting with the Village to discuss alternative energy and cooperative ideas with solar energy provider.
- Deputy Director attended the Illinois State Fair Park District Conservation day as a volunteer.
- Staff worked on nominations for the IAPD Best of the Best Gala, submitting applications in two categories.
- Staff attended a training session on the new Power DMS software to be utilized for our CAPRA accreditation.
- Staff is working with other departments with their budget preparation. First level of the budget process is due starting in mid-September.

- Payroll Cycle Processing
  - 08/25/17      \$342,904.15
  - 09/08/17      \$312,443.03

**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
- Administrative
  - a. 50+ mailing
  - b. Foundation mailing
  - c. 50+ fee updates
  - d. Life guard training refunds
- Administrative Registration for:
  - a. Financial Assistance
  - b. Foundation Giving Tree
  - c. Park Permits
  - d. STAR
  - e. Preschool
  - f. Hockey

**Human Resources**

- Processed 18 new part-time hires and 4 volunteers.
- Conducted Hoffman U on Independent Contractors.
- Successfully completed PDRMA on-site visit for parks division, score not yet received.
- Prepared for PDRMA on-site reviews for ice and golf, both scheduled for review in September.
- Attended Power DMS software training.

**Technology**

- GIS software is fully functional with remote access and maintenance has full access to the application.
- Preschool Laptops
  - a. All 7 laptops have been deployed and teachers have been trained on proper usage of the equipment and email.
- Retiring HEPD-APPS01 which is our last Windows 2003 server.

- a. Planning on moving Shared (S:) drive from hepd-apps01 to hepd-apps02. By doing so we will greatly enhance the ability to restore or recover files which have been accidentally deleted, overwritten, or have become corrupt, all without having to utilize the previous night's backup. This move will also help us increase the capacity of the S: Drive if the need arises.
- VSI RecTrac 3.1
  - a. Identifying users and creating new sign in protocol.
- Presented e-mail etiquette and e-mail best practices Hoffman U.

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

- a. Hogan Systems
  - 50+ Open House Sponsor
- b. H&R Block
  - 50+ Open House Sponsor
- c. Amita Health
  - Park Partner Renewal
- d. Golf Rose Animal Hospital
  - Annual Dog Park Sponsor
- e. Melt Canine Massage
  - Doggie Carnival Sponsor
- f. Stars in Training
  - Doggie Carnival Sponsor
- g. Chuy's Mexican Restaurant
  - Doggie Carnival Sponsor
- h. Culver's
  - Doggie Carnival Sponsor
- i. Culver's
  - Marquee Extension