

INFORMATIONAL MEMORANDUM

Tukwila Metropolitan Park District

TO: **Tukwila Pool MPD Board President**

FROM: Vanessa Zaputil, Tukwila Pool Advisory Committee Vice-Chairman

DATE: June 12, 2013

SUBJECT: **TPAC Committee Chair's Report**

ISSUE

Summary of the June meeting held at Tukwila Community Center

FINANCIAL IMPACT

N/A

BACKGROUND

Meeting date June 5, 2013

DISCUSSION

- 1) Stephanie Gardner informed TPAC that the only change to the suggested Scholarship Policy from legal was a minor policy numbering change. TPAC decided to recommend the Board of Commissioners consider reflecting policies on their records site. (See Recommendations below.)
- 2) TPAC discussed the upcoming summer swimming programs and distribution of materials. The Committee provided input to staff on increasing outreach for these and other programs.
- 3) TPAC continued our discussion on implementing a suggestion box at the pool for increasing opportunities for public comment, suggestions, etc. We reviewed a tracking spreadsheet, overview, and examples of language for a suggestion card and poster/sign. We decided to recommend that TPAC be tasked with this project in coordination with the contracted staff. (See Recommendations below.)
- 4) TPAC was advised by the MPD Board that discussions on the agenda regarding the RFP for legal and Executive Director job description input be tabled until directed by the Board.
- 5) TPAC plans to begin in July the process of prioritizing the Best Practices Recommendation given to the Board for the March Retreat. The Committee seeks guidance from the Board on priority of focus regarding this item.
- 6) TPAC received a notice of resignation from Bryan Nelson due to personal issues. The Committee thanked him for all his hard work and support during our first year

RECOMMENDATIONS

INFORMATIONAL MEMO

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- 1) TPAC recommends that the Board post MPD policies on the website, creating a section in their records, and adding the Scholarship Policy.
- 2) TPAC recommends implementing a suggestion box at the pool to increase community voice and involvement. (See attachments for more details)

ATTACHMENTS

- 1) May 8, 2013 TPAC Minutes
- 2) Suggestion Box Overview
- 3) Suggestion Box Tracking Example (spreadsheet)
- 4) Suggestion Card (example of language)
- 5) Suggestion Box Poster/Sign (example of language only)

Suggestion Box

Purpose:

To provide patrons an additional avenue to provide suggestions, feedback, comments to the Tukwila Pool Metropolitan Park District.

Background:

STP members commented that a suggestion box located at the pool could be a way of reaching out to patrons. It was noted that many ideas over the past CIP and year have been a result of Patron Suggestions. Some examples are: Privacy Change Areas, Improved ADA Access, Scholarship Program. These have provided a more comfortable and improved experience for pool patrons. TPAC members discussed the pros and cons at the May 8, 2013 meeting and decided to proceed with background work for a presentation for the June TPMPD meeting in support of the idea.

Process:

- TPAC Members will work with the Contracted Staff to acquire and install a secured suggestion box to be located in the lobby or other mutually agreed on prominent location at the Tukwila Pool. Key will be held by a designated TPAC Member.
- TPAC Members will work with Contracted Staff to produce and post appropriate signage and suggestion cards. Signage and cards will include language directing urgent and immediate needs to Contracted Staff.
- Contracted Staff will ensure the suggestion cards are adequately stocked and writing utensils provided as necessary.
- TPAC Members will collect suggestion cards at an interval no longer than quarterly, but will attempt to collect them monthly. At collection TPAC Member(s) will jointly prescreen the suggestion cards with Contracted Staff to identify operational issues.
- TPAC Members will develop an internal tracking system (spreadsheet) for all suggestion cards and review them at TPAC Meetings. This will become a standing agenda item.
- TPAC Members will make recommendations from the suggestion cards to the Board/Contracted Staff as appropriate.
- TPAC Members and Contracted Staff shall consider suggestion cards and spreadsheet entries to be confidential, however, they shall be made available to the Board as requested or needed.

Summary

TPAC feels this community outreach is a valuable resource for the TPMPD and would be happy to take on the added responsibility. There are future possibilities of expanding this outreach to include online surveys/suggestions.

ID	Date	Suggestion	User Name	Contact Info	Reviewed by TPAC	Recommendation to Board/Staff	Completed
1	5/25/2013	Pool was Perfect Temp	Swimmer jim	206.123.4567	N	TBD	TBD
2	5/27/2013	Backstroke Flags weren't in during lap swim	Backstroker Bob	backstroker@gmail.com	Y	Staff should Ensure backstroke flags are in for lap swims	4/15/2013
3	5/28/2013	Showers keep turning off	Lazy Susan	iluvshowers@hotmail.com	Y	Staff should e-mail explaining auto shut off showers are timed to encourage water	5/10/2013

***Tukwila Pool
Metropolitan Park District***

SUGGESTIONS
Your Voice Matters!

Date:	
Topic:	

Immediate Concerns should be directed to Pool Staff

Name: (Optional)	
Contact Info: (Optional)	
Would you like to be contacted?	

**Suggestions Collected by the Tukwila Pool Advisory Committee on behalf of the Board of Commissioners and will be considered Confidential.*

HOW YOUR SUGGESTIONS HAVE MADE A DIFFERENCE!

- **PRIVACY CHANGING STALLS**
- **FAMILY CHANGING ROOMS**
- **IMPROVED ADA ACCESS**
- **INCREASED PUBLIC SWIMS**
- **FOSTER HIGH SCHOOL
SWIM PROGRAM**
- **SCHOLARSHIP PROGRAM**

MINUTES

TUKWILA POOL ADVISORY COMMITTEE

MAY 8, 2013

PANCAKE CHEF

FINAL

ATTENDANCE: Jeri Frangello-Anderson, Vanessa Zaputil, Rick Still, Dave Puki, Bryan Nelson

Commissioners: De'Sean Quinn and Kate Kruller

CALL TO ORDER: 7:05 Bryan Nelson

APPROVAL OF APRIL 3, 2013 MINUTES:

Vanessa Zaputil made motion to accept April 3, 2013 minutes, Dave Puki seconded the motion

Business Items:

1) Review/Celebrate TPAC's accomplishments this past year:

Bryan thanked everybody by buying breakfast for all to thank everybody for all their hard work this last year. Dave Puki also wanted to send a special thank you to Rick Still and Robert for doing such a great job on the CIP project. It was great how much we were able to get done the funds that we had and how everything came together. De'Sean commented that it was a great partnership by all and the great achievements that were made. Vanessa also made a mention to how great the community involvement was with helping to support the pool and the renovation. De'Sean indicated that now the real works begins by being able to give the Patrons a great pool!

2) Officer Elections:

Rick Still indicated that he had received a letter of resignation from Vida Verdier from TPAC due to health issues. The question was asked about how we are to proceed at this point. Rick indicated that we will just be getting by with four for now until the volunteer applications for a new member are published. TPAC asked if there would be a posting at the pool. Rick indicated that the application would be available on the MPD Website. Bryan asked if there was anything needed to do for this, Rick indicated

that staff would take care of this. Bryan asked if it would be possible to reach out to individuals who had previously applied to TPAC in the initial round and Rick indicated that this was a good idea.

CHAIRMAN: Bryan Nelson will rotate out and nominated Vanessa to be the next Chairman, Vanessa would be happy to take on the challenge, but due to the need to telecommute in the winter months she deferred to nominate Dave Puki for the Chairman position. Dave happily accepted. Vanessa made the motion for Dave Puki to become the Chairman for the next year and Jeri seconded the motion.

VICE-CHAIR: Vanessa indicated that she would be happy to remain Vice-Chair, Jeri made motion for Vanessa Zaputil to remain Vice-Chair for the next year, Bryan Nelson seconded the motion.

SECRETARY: Vanessa made mention that per our by-laws that the Secretary doesn't have to be a member, but we can make this change to amend the by-laws to reflect that the Secretary be a TPAC member. Bryan and Vanessa asked Jeri if she would be willing to continue as Secretary for the next year. Jeri is more than happy to continue as Secretary. Vanessa made motion for Jeri to continue as Secretary, Bryan seconded.

3) Incorporating Patron Feedback:

Suggestion for a customer comment box to be added to the pool, to give Patrons the message that we care and want to hear what they think. Vanessa made mention that this would be a task that TPAC would be happy to take on, monitoring the comment box and bringing all comments to the board. The thought was that having the comment box independent from the staff will offer the citizens a chance to have their voice heard to help improve the pool. Rick made mention that with taking on this task, we should also be prepared for negative vs positive comments. TPAC to work on a formal proposal for the MPD board at next TPAC meeting for how TPAC will administer the suggestion box and request to the board to proceed. Bryan indicated that he could provide a template for capturing the patron feedback. Bryan also suggested an online feedback form. The pool is currently using Survey Monkey and possibly being able to link with this online service.

4) Update Summer School Swim:

Rick Still mentioned that they are still working out all the logistics for the Summer School Swim Program. The time slots that were mentioned earlier evidently are already filled, trying to work with the existing programs to be able to accommodate the students. Rick has been working with Dr. Matthes on the logistics. Vanessa made the suggestion to possibly extend the current lesson time to accommodate the summer school participants. Rick mentioned that roughly 400 students are signed up for summer school. The biggest issue the pool as this time is staffing for all these students.

8:02 Bryan Nelson, De'Sean Quinn and Kate Kruller exited meeting.

5) Update on King County Community Transformation Grant:

Rick commented that this grant was awarded to the City of Tukwila. The staff will get reimbursed to write policy. Currently Malcom and Amy are working on this, their time gets charged against the grant.

6) GAP Analysis:

Vanessa made a suggestion to hire Kevin Johnston to come in and evaluate the Tukwila Pool. Kevin is highly qualified and has great credentials when it comes to pools. Kevin Johnston was the facilitator for the Des Moines MPD retreat. Vanessa made motion that the MPD Board consider Kevin Johnston for an analysis of the Tukwila Pool focusing on operations, programming, marketing and revenue.

Recommendation from the board on what assistance TPAC can provide. Jeri seconded the motion.

Direction from the board for TPAC Workplan/Priorities:

RFP Lawyer

Best Practices

Executive Director Search, review, add input and research comps.

8:30: Vanessa made motion to adjourn, Jeri seconded

Minutes: JFA