

INFORMATIONAL MEMORANDUM

Tukwila Metropolitan Park District

TO: Tukwila Pool MPD Board President

FROM: David Puki, Tukwila Pool Advisory Committee Chairman

DATE: October 14, 2013

SUBJECT: TPAC Committee Chair's Report

ISSUE

Summary of the October meeting held at TCC

FINANCIAL IMPACT

N/A

BACKGROUND

Meeting date October 02, 2013

DISCUSSION

- 1) Discussion on the relevance of the TPAC committee brought forth a stirring conversation by all those in attendance. Please see the October TPAC Meeting Minutes for a more detailed report.
- 2) The committee had intended to discuss the success and funding requirements of the Scholarship Program but statistical data has not been provided as requested. This item has been tabled until information is made available to the committee.
- 3) Discussion continues on forming Key Partnerships with other area Pools per TPAC/MPD adopted best practices. Members reviewed and commented on lists of Public and Community operated Pools in the Seattle area. Several committee members have started to visit other facilities to learn more.
- 4) The Marketing and Advertising subcommittee met the day before our TPAC meeting and discussed the upcoming events at the pool. Amy presented the long range plan to the subcommittee.
- 5) The 2nd review of customer feedback was conducted. 3 comments were submitted. TPAC members agreed comments were staff issues. Verna presented a legal opinion from our MPD attorney that will require revisions to this procedure.
- 6) The TPAC committee would like to thank all those in attendance for this month's meeting. Especially Commissioners Robertson and Hougardy as well as Board President Seal and STP Communications Officer Jacque Carroll.

RECOMMENDATIONS

Tukwila Pool Advisory Committee
Tukwila Community Center Social Hall

Minutes

September 4, 2013

FINAL

Call to Order: 7:05 Dave Puki

Attendance: De'Sean Quinn, Kay Mulliner, Stephanie Gardner, Dave Puki, Vanessa Zaputil, Jeri Frangello-Anderson, and Allan Ekberg

Approval of August 7, 2013 minutes, Vanessa made motion to accept the August 7, 2013 minutes with no corrections and Jeri Frangello-Anderson seconded.

Business Items:

1. **Safety and Hygiene discussion:** Dave asked if any implementation for safety and hygiene would be part of the week long closure of the pool. Stephanie indicated that she had no new updates. Dave made mention that this year seems to be more children's standing on the benches in the locker room and that this appears to be an accident waiting to happen since these benches are very slick. Dave indicated that he had the opportunity to visit the Evergreen pool this last week and noticed that Evergreen had signs posted in the locker room indicating the standing on the benches is can result in serious injuries. Vanessa asked if there is a better way for us to get this message to staff and the board. Kay indicated that she had talked with Amy about the handicap shower and how the floor slopes and is very slick. Kay also mentioned that during the week closure they would be applying an acid wash to the floors to help rough up the surface. Vanessa asked what would be TPAC's best approach to address these issues besides what is presented in the minutes. Allen suggested that we should possibly present a punch list of items. De'Sean will talk with staff about current punch list items that have been brought up by TPAC and will follow up with responses to TPAC.
2. **2014 Programming Presentation and Fees review:** As of the August MPD meeting board recommend no fee increase. Dave asked the question of why we couldn't increase the fee to help cover the additional cost of operating the pool. Vanssa pointed out an interesting fact about classes in comparison with other pools for non-residents. Discussion was had about a 2% increase in fees to help plan for upcoming expenditures. De'Sean indicated that TPAC can always bring a recommendation to the board regarding the rate increases. TPAC understand the difficulty with raising rates for citizens, but would like to look at the possibility of raising rates for non-residents. Dave made a point about of how everybody should look at the pool as a

business and how we can succeed. TPAC to work thru email to work out the recommendation for the board

- 3. Forming Partnership with other Municipal Pools and Advisory Boards:** Dave presented a list of private membership pools in the area and Vanessa presented a list of forward thrust pools including the YMCA. Looking at these pools with an action plan of how we can get the community involved with the Tukwila Pool. Each pool offers different community involvement, like BBQ's , fundraising events etc.. These pools are in close proximity to the Tukwila Pool with similar geographics. With this list of pools this is the direction that we would like to take the pool to the next step to involve the community and enthusiasm. De'Sean mentioned that it might work best to break out by categories, for example what programs they offer, what are some of the things that are being offered by these pools that we would like to see offered. Vanessa did mention that touring the pools would be a good idea for next summer. Vanessa also mentioned that Des Moines is also planning a tour of a pool tour and we could possibly piggy back on to their tour. Vanessa to follow up with Gene at the Tukwila Pool. TPAC to look over the list and make a list of pools that we wish to follow.

De'Sean exited meeting at 8:00

- 4. Marketing and Advertising:** Vanessa asked if there had been any further Marketing Meetings, Stephanie indicated that her an Amy had just discussed putting together a meeting in the next couple of weeks now that summer is winding down. Discussion around how to get local businesses involved and possibly sponsor swims or to help raise funds for the scholarship fund. Vanessa brought up a very good point that being a business owner there are a few questions that will arise that will need to be answered. Tracking of the current scholarship program would be very helpful in helping to market to local business to help them understand what their money and time would be going for. It would be great to know that this amount of money went to helping kids get in the pool for the first time and where they advanced in the program, how much money was used for lessons and how many lessons. Stephanie indicated that we should put together a list of questions and answers TPAC would require to market the scholarship program to De'Sean that he could ask staff for tracking records. With this tracking information TPAC can then request guidance from the board on the direction that is needed. Vanessa mentioned that we can check the Parks and Recreation regarding the current policy in place for advertising.
- 5. Customer Feedback:** Vanessa met with staff on Tuesday to review all the comment cards submitted by patrons from the comment box. 14 comment cards were presented, with one comment asking for a response. TPAC decided that Vanessa would be the person to respond back to the recipient with a response regarding drinks at the pool, Kay indicated that the pool

does offer water for sale at the front desk. Staff responded to the various issues, Amy asked if she could receive the report matrix prior to the TPAC meeting so there is a chance for staff to respond. TPAC agreed that there was no serious issues that need to be presented.

6. Alan Ekberg brought up the Swimsuit need for the Foster High School swim program that was presented by Verna via email. Vanessa indicated that she had responded to Verna's email asking what the need was? How many need swimsuits? Dave also asked the question of how many of these kids don't know how to swim? Unfortunately due to the time constraint TPAC has had no time to try to come up with any fundraising for swimsuits.

Agenda Items 6 and 7 moved to next TPAC meeting October 2, 2013

Vanessa made motion to adjourn, Jeri seconded.

Meeting adjourned 8:35

Next Meeting: October 2, 2013

Tukwila Pool Advisory Committee
Special Meeting – TPAC Recommendations

Friendz Cafe

Minutes

September 7, 2013

Call to Order: 7:05 Dave Puki

Attendance: Dave Puki, Vanessa Zaputil, Jeri Frangello-Anderson, Kim McCoy

- 1) Entertain a motion for recommendation to the MPD Board of a fee increase in 2014
All members present with the exception of Kay Mulliner who had a previous engagement.
The proposed budget for the MPD was presented at the August 19th board meeting, with no fee increases. The proposed budget presented indicated a 1% increase in Programs and Rentals and the 1% tax revenue. It is not TPAC's responsibility to direct where the additional fee increase should be directed.

"TPAC recommends that the MPD Commissioners direct the 3rd Party Operator to provide a fee increase proposal that would generate 2% additional revenue in the categories of Programs and Rentals in 2014 to help defray rising costs. It is TPAC's intent in this request that the 3rd Party Operator suggest targeted increases and resident fees are minimally, if at all impacted."

Vanessa made the motion to accept the above draft language to present to the MPD Board at the September meeting. Kim seconded the motion.

- 2) Entertain a motion for recommendation to the MPD Board De'Sean Quinn on a workable list of hygiene and safety issues at the pool. The MBD Board to follow up with staff and preset responses at the October TPAC meeting. The reasoning for this punch list is that we have mentioned these items in the TPAC minutes in the past and TPAC is trying to get answers to questions that addressed at meetings.

Punch List:

A) Children standing alone on benches, which could result in injury. Possible signage to reflect the safety and concerns of standing on wet benches

B) Barriers or zones to keep parents or children away from the pool deck. Kim made comment that he had a conversation with staff and that staff had indicated that the possibility of putting foot prints on the floor showing the walking area with barefeet vs. street shoes.

C) Locker Room floors, slippery when wet. The use of powders by patrons and how this make the floor even more slippery.

D) Men's ADA shower seat broken

E) Periodic walk thru's of locker room by staff to improve the safety and customer experience.

F) Exterior side door being left open. Additional signage to help keep the door closed.

Kim made a motion to accept the above punch list memo items for Hygiene and Safety issues to present to staff to correct and Vanessa seconded.

Vanessa made motion to adjourn meeting and Kim seconded.

Meeting adjourned 9:05 am.

Tukwila Pool Advisory Committee

Friendz Café – 7:00 am

September 13, 2013

KJ Design Evaluation and Programming TPAC Interview

FINAL

Attendance: Dave Puki, Vanessa Zaputil, Kay Mulliner, Kim McCoy and Jeri Frangello-Anderson

Via Phone: KJ Design, Kevin and Karen Johnston

Dave Puki called meeting to order at 7:01am

Vanessa extend a thank you to KJ Design for reaching out to TPAC and taking the time to meet with TPAC to get additional input from TPAC for their report of the Tukwila Pool.

Karen started with asking the question of what is TPAC's objective and hope is. Vanessa answered that TPAC back in March had presented to the board a recommended "Best Practices". Kevin and Karen indicated that they didn't have this copy and Vanessa indicated that she would email the report to Kevin and Karen so they had it for review. Dave noted that this "Best Practices" was based off of a STP comparison report that had been presented. Karen indicated that they didn't have this comparison report. Along with the Best Practices, Vanessa indicated that she would also include the STP comparison report with the email that includes the "Best Practices". Karen indicated that their report would include what is being done well, what areas can be improved, a tier report if this was done or wasn't what could be done, management, programming etc.

Kevin asked if we had any input in regards to improving the programs or programming and governance of operations. Vanessa indicated the TPAC has been very involved in is developing and implementing the current scholarship program. Vanessa noted that high quality lessons is a priority, where the kids are benefiting and feeling confident with their ability. Karen noted that there is "Education" and "Recreation" system. Vanessa noted that during TPAC's scholarship discussions the key focus was for kids to be safe in the water, wasn't so much in regards to just getting kids in the pool, primary focus was safety and life prevention. Kim indicated that a few people at the pool have a concern if there was a change in operation staff they will lose their lap swim time. Currently there is a wide range of lap swim availability. Karen indicated that there report will include the recommendation is to always have at least one lane open for lap swimming. Karen also indicated that their report will also include the recommendation to go to a membership base. This gives some flexibility to members for using the pool.

Dave indicated that we created the MPD so that the pool could be independent of the city for funding. The hope was that there would be more public input and that the board would be more involved in what was going on. Most of the board isn't active with the pool. Currently there are 2 recommendations that TPAC has in front of the board and more than likely the board will pass aside.

The hope in creating the MPD was to promote the pool and the idea that everybody learn safety in the water. Currently TPAC has Safety and Hygiene issues in front of the board and there have been other recommendations presented that the board has dismissed. Karen and Kevin asked if TPAC had a list of the recommendation presented to the board that could be provided. Vanessa indicated that she would get this information together and email to Kevin and Karen.

Kevin asked if there is participation at the STP or TPAC meetings. Dave indicated that there a staff member usually present at every TPAC meeting along with one commissioner. Kim indicated that being the new member he has noted that there appears to be some animosity between staff and MPD on one hand and TPAC and STP on the other hand, would be great to see a more amicable relationship between operations, board members and the community.

Marketing, the city had never had to be involved in marketing of the pool. Dave indicated that STP learned that getting out in the public was key to letting the community know about the pool. TPAC realized this was very important and created a sub-committee, 1 staff, 1 pool employee and 1 TPAC member to help market the pool. Since the grand re-opening the marketing committee hasn't had any meetings. Kevin asked if there was a marketing budget, currently there is \$4000.00 for advertising. After the grand re-opening there has been no marketing meeting. This is a concern that the city is not looking at the pool as a business and promoting the pool to market addition participation.

Jeri left meeting at 7:45, Vanessa Zaputil continued minutes

Wellness programs. There was discussion about possibility of offering more wellness programs for our senior community and those who count on the pool for rehabilitation etc.. Kay spoke to the program she attends and felt a challenge was not necessarily marketing, but cost by senior homes in transporting and providing care givers.

Executive Director. Karen inquired as to the role of the Executive Director and whether their primary focus should be marketing. Vanessa indicated she felt that the role should be a candidate who has both skills to run a successful business and ability to work within the MPD as a leader and guide the Commissioners in decisions which are best for the MPD. There was discussion how marketing would naturally fall into that as a component of business and could be expanded with consultants who are specialists.

8:00 am. Conference Call ended.

The remaining members had further discussions regarding the long term vision of the pool. Members agreed that a new pool would be in the future and provisions would need to be made. Vanessa shared that Kevin had indicated at a previous meeting that in 10 - 15 years there would be significant capital needs for the pool and replacing would be the logical option. Kim agreed and noted that the life cycle replacement items 10 years or so out are significant. Kim shared he had visited the Aquatic Center in Bend OR and was very impressed. It included a 50M lap pool, a

outdoor/indoor pool, separate kid's pool, water park therapy pools and sauna. Members agreed that the general location of the Tukwila Pool was good. Kay felt that after the lease with the school was up, the school would not necessarily want to continue/sell the land to the MPD for a new pool, so an alternate location should be looked into. Members discussed the possibilities with the Highway revitalization program and that properties may be available through that. Kay also noted that since the MPD campaign that resident participation had been up. Vanessa agreed noting that prior reports showed 50% resident participation, and now it showed 60%.

8:30 am Motion to adjourn by Vanessa and seconded by Kim.