

INFORMATIONAL MEMORANDUM

Tukwila Metropolitan Park District

TO: Tukwila Pool MPD Board President

FROM: David Puki, Tukwila Pool Advisory Committee Chairman

DATE: November 4th, 2014

SUBJECT: TPAC Committee Chair's Report

ISSUE

Summary of the November meeting held at TCC

FINANCIAL IMPACT

N/A

BACKGROUND

Meeting date November 1st, 2014

DISCUSSION

- 1) Each subcommittee member presented an activity report to the committee and attendees. A question and answer period followed each report. For a more detailed account please see the November draft meeting minutes.
- 2) TPAC members discussed the 41st Birthday event and felt everything went well. Advertizing for the event was discussed and all agreed, improvements to marketing events are needed. Dave Perkins our new Aquatics Manager suggested an online survey to patrons as a way to get feedback and provide information. A suggestion to better utilize our Facebook page was made. Signage was discussed as another way to help non-patrons know where the Pool is located. Coordination of Pool events and activities with the School District was suggested. Finally several examples of marketing to key core groups were discussed as a way to reach out to citizens that aren't regular Pool users.
- 3) Kay Mulliner informed us that she would no longer be able to participate on the TPAC committee. We all thanked her for her contributions and dedicated service. Especially her fund raising efforts for the Scholarship Fund. Kay said she will still see us at the Pool.

TPAC RECOMMENDATIONS

None submitted for November.

Tukwila Pool Advisory Committee

November 1, 2014

"Draft" Minutes

Tukwila Community Center Meeting Room "B"

Call to Order: 8:10 Dave Puki

ATTENDANCE:

TPAC MEMBERS: Dave Puki, Vanessa Zaputil, Jeri Frangello-Anderson, Kay Mulliner, Kim McCoy

TP MPD Clerk: Kate Kruller

GUESTS: Diane Myers, Dave Perkins (Tukwila Pool Aquatics Manager)

Approval of October 4, 2014 Minutes, Vanessa made motion to accept minutes as printed and presented and Kim seconded. Unanimous vote

Dave wanted to make note that this is Kay Mulliner's last meeting and TPAC thanked her for all her hard work. Kay will not be a stranger to any of us, we will still see her at the pool and wish to recognize and thank her for all her support for fundraising for the scholarship fund with the swim-a-thon.

Business Item 1) Discussion of progress on transition to self-operation. Subcommittee activity reports and question and answer period for each subcommittee member.

Logistics: Jeri reported no meeting held in the last week and the next scheduled meeting was November 6th at Boulevard Park Library, 7-9 pm.

Budget: Vanessa Zaputil - Budget committee has been meeting weekly at City Hall, next meeting Sunday 11/2, 3:30 – 5:30 Hazelnut room. Final Recommendation for the Accountant/Bookkeeper to be presented. The last MPD meeting King County Treasurer was approved by the board, contracts to be presented to the President for signing. Financial policies have just started to be gone through, William Shore policies are being used as a guideline. 2015 budget is being based on no increase in revenue, trying to keep everything the same as previous due to transition. Loss of ED has been a big strain on the Financial Committee, Vanessa wanted to send out a huge thank you to Jennafer for all her hard work and how great she was to work with. Financial Committee has made the recommendation that Jacque Carroll be the liaison between all the committee meetings to help with communication. Joint meeting between budget and logistics to help facilitate everything between committees.

IT Committee: Kay and Kim. Budget still being worked through; hopefully committee will have numbers by end of day. Talks with Cascade Computer Maintenance regarding service have started. CCM offers to have computers drop shipped directly to their location and offer on premise training. CCM is located in Georgetown. Kim indicated that Firewall would price out around \$1200.00. Kim also has been looking into equipment like routers, printers etc. Looking into phone service with Broadview or Integra which

both offer T1 lines. Robert Eaton is currently working with committee regarding service. Committee to continue to work with Robert. Bottom-line is the pool will have internet/phone service on January 1 2015.

Business Item 2: Continued discussion on marketing the pool events during transition to reduce revenue loss and provide transition information to pool patrons.

41st Birthday Party went well. More participation would have been great with better advertising of the event. We were able to talk to a few patrons regarding the transition and provide the FAQ's regarding the pool transition. The staff was very accommodating during the event. TPAC was very concerned by a comment that was made by Rick Still at the MPD meeting that there were some negative comments about the pool and that things will be better. TPAC was very clear that there was no negativity presented. Marketing for the event was very conflicting due to what was published in the recreation guide and the Tukwila Reporter. It was noted that the suggestion box had no cards provided. Dave Perkins indicated that he believes he has found the key for this and will look into it. Dave Perkins also felt very strong about providing an online survey for patrons on what they want, what they like a they would like to see changed. Email blast with FAQ would be very helpful. Dave Perkins indicated that he would get in contact with Rick Still in regards to getting the information out to current patrons via Facebook. Signage for the pool would be very helpful for letting citizens know that we have a pool. Coordinating with School District would be a great way to get the information out to the general population like Backpack Express. Marketing to key core groups would be key. Example: Rotary Thanksgiving Lunch in November might be a good target to connect with patrons regarding the pool. Ideas were presented in regards to grand opening, open house to meet the staff, what is happening a friendly message to patrons to let them know that we are still here and we are here to better serve them.

Vanessa made motion to adjourn, Jeri seconded.

Next Meeting December 6, 2014

Tukwila Pool Advisory Committee

October 4, 2014

FINAL Minutes

Tukwila Community Center Meeting Room Arts "B"

Call to Order: 8:11 Dave Puki

ATTENDANCE:

TPAC MEMBERS: Vanessa Zaputil, Dave Puki, Jeri Frangello-Anderson, Kay Mulliner, Kim McCoy

TP MPD: President De'Sean Quinn (filling in for TMPD Clerk Kate Kruller)

TP MPD Executive Director: Jennafer Price-Cargill

GUEST: Diane Myers, Ellen Gengler, Jacque Carroll

Approval of September 6, 2014 Minutes: Vanessa made motion to accept minutes as presented, Kim seconded.

Business Item 1: Discussion of progress on transition to self-operation. Subcommittee activity reports and question and answer period for each subcommittee member:

Logistics: Dave Puki – Logistics committee meeting once a week and planning every week on Thursday's at Jennafer Price-Cargill's house. Next meeting October 8th at 6:30pm. Dave indicated that the Logistics' committee has decided to adopt the William Shore Policies and are going through each item one by one. Conversion and edits are being made to tailor to the Tukwila MPD. Currently the Logistics committee has gone through the 300 and 400 sections. Dave indicated that the plan is to continue existing contracts with current service providers and looking closely at which providers are necessary to keep the transition seamless. Current list of pool contractors was just received by Jennafer. Stephanie is putting together the current parks policies to give to the Logistics committee.

IT Committee: Kim McCoy , Allan Ekberg, Kate Kruller Jennafer Price-Cargill, Ellen Gengler

Kim indicated that the IT Committee met last Sunday at Jennafer's . Objectives, Prioritize and select contract/facilitate technology service processes and devices. Need to settle on final POS system, current system CLASS will no longer be supported after 2017. Looking at alternatives, Ellen has presented some options. Looking at options of server based or Cloud based system. One system that has been presented and investigated is REC Pro, which is server based. All the systems that are being explored will support on-line registration. Security with any system is key to protect patrons. City will be

removing hardware, but cabling to stay. Current phone system is VOIP Mitel, exploring other alternatives Comcast which can handle up to 23 phones, Integra and Century Link. Current schedule is for selection of research, selection and acquisitions of SOS.

October: IT Contractor, telecommunications and POS selection.

November: Records transfer, storage, setting up new devices

December: SOA Contracts, POS, up and running records transfer and training of staff to go live end of December.

Hiring Committee: Currently the EDC is working on an offer for Dave Perkins.

Budget and Finance Sub-Committee: Vanessa Zaputil – Working on presenting a transitional budget to the board. Treasurer recommendation. King County looks to be a good deal, with no charge. King County also does offer Investment Pool Management for a small fee. CPA and Bookkeeper still needed for tax filing. Currently the Committee is looking into all options that are available. Ellen presented information in regards to a 501C option. Currently working on a rough of the 2015 budget, this looks more like a line item budget. Ellen indicated that each committee seems to pivot around each other. Budget committee meets weekly at City Hall.

Business Item 2: Discussion on marketing pool events during transition to reduce loss and provide transition information to pool patrons: Need to increase revenues, there has been some uncertainty with the patrons about the transition the pool is going through. Where are we losing revenues? Lessons were down by half in August. Budget for 2013 we brought in \$237,000, 2014 was budget at a low figure of \$240,000, at current rate of revenue would only be at \$200,000 for 2014. What is the message is the MPD wants to send out to the community. Dave suggested a slogan "New Beginnings". FAQ handout for patrons to answer the common questions that are being asked. TPAC made recommendation to offer help with a table at the Pool Birthday party on October 18th to answer questions patrons have regarding the transition and provide answers. De'Sean indicated that he would pass the information on to the board to have TPAC man the table. Vanessa to email De'Sean with the FAQ information to be presented. December it would be great to put an article in the Tukwila Reporter regarding the pool transition. Vanessa asked about when looking at new IT solutions, email blasts would be very helpful, Kim also noted that looking at systems that can support text messaging also. Poster or banner in the lobby or pool was also suggested to help put out information to patrons. Future events to have a meet the staff at grand re-opening and it was strongly recommended that doing an event for appreciation for the current staff.

Business Item 3: Executive Director Update – Special meeting is being put together for October 9th location to be determined at 6:30 to take action for Aquatics Manager, IT Related Issues and an Executive Session for a couple of items. Ellen asked if there was anything needed from the Finance and

Budget Committee to be able to present the offer to the Dave Perkins. Kim indicated that he was presenting to the board to be an independent IT Contractor for the pool. Dave indicated that there would not be a conflict of interest with him continuing with TPAC.

Vanessa made motion to adjourn, Jeri seconded.

Next meeting November 1, 2014