

AGENDA

FITNESS CENTER ADVISORY COMMITTEE

REGULAR MEETING

WEDNESDAY, AUGUST 8, 2018, AT 9:30 A.M.
BOARD ROOM AT GATEWAY CLUBHOUSE

1. MEETING CALLED TO ORDER: Claudia Tierney, Chairman
2. ROLL CALL: Tierney, Herdering, Howard, King, Rapp, Remington, and Pyle, ex-officio member
3. APPROVAL OF REPORT OF JUNE 13, 2018 (Attachment)
4. ELECTION OF VICE CHAIRMAN
5. ELECTION OF SECRETARY
6. CHAIRMAN'S REPORT
 - a. Attendance Report for July 2018
7. CORRESPONDENCE AND ANNOUNCEMENTS
8. STAFF REPORTS
9. SUB-COMMITTEE REPORTS
10. RESIDENTS' FORUM

FCAC will follow Rossmoor custom and limit comments to 3 minutes.
11. UNFINISHED BUSINESS
 - a. Update on approved list of additional projects for the Fitness Center.
 - b. Review of access control system.
12. NEW BUSINESS
 - a. Discussion regarding the 2019 Fitness Center Operating Budget. (Attachment)
 - b. Discussion regarding the option to sell a limited number of non-resident sponsored memberships for the Tice Creek Fitness Center. (Attachment)
 - c. Discussion regarding the annual allocation of two free one-hour training sessions per resident. (Attachment)
 - d. Discussion regarding the hours of operation for the Tice Creek Fitness Center. (Attachment)

13. ADJOURNMENT

14. NEXT MEETING: Wednesday, September 12, 2018, at 9:30 a.m. in the Board Room at Gateway Complex.

CT/dr

cc: GRF Board

FITNESS CENTER ADVISORY COMMITTEE REPORT

REGULAR MEETING
WEDNESDAY, JUNE 13, 2018, AT 9:30 A.M.

A regular meeting of the Fitness Center Advisory Committee (FCAC) was called to order by the Chairman, Claudia Tierney, at 9:30 a.m. on Wednesday, June 13, 2018, in the Board Room at Gateway Complex.

Present, in addition to the Chairman, were Catherine S. Herdering, Vice Chairman, Charlotte A. Howard, Virginia Lee Rapp, and Geraldine Pyle, ex-officio member and GRB representative. Sherry S. Smith, Secretary, and Carol A. Green were excused. Also attending were Robert D. Kelso, President, and Kenneth Anderson, Director, GRF; Timothy O'Keefe, CEO; Jeffrey P. Matheson, Director of Resident Services; Julie Van Dusen, Fitness Manager; and three residents.

Attendance

The report of the Committee's regular meeting of May 9, 2018, was approved with one correction.

Report
Approved

The Chairman reported there were 26,370 combined visits to the Tice Creek Pools and Fitness Center in May. Mr. Matheson noted that the new turnstiles will be ready for activation in July, with staff prepared to assist residents with any entry problems. The new tracking ability will allow a count of both repeat and unique visits, guests and caregivers, and distinguish pool from fitness users. Staff is handing out control fobs for residents who have already registered for the access system and signing up more every day.

Chairman's
Report

There was no correspondence and no announcements.

Ms. Van Dusen reported that the backlog of people seeking assessments since the facility opened is beginning to lighten. Most staff have been scheduled for weekday mornings as this is the busiest time. Some classes are consistently packed and registration is beginning on iPads located at the desk for Bob and Katleen's classes. This sign-up process will help capture those who have not yet registered in the access system.

Staff
Reports

There were seventeen successful web classes in May, averaging five people; they will continue to be offered on Mondays and Fridays. Demo classes on new equipment continue on Mondays and Thursdays, with follow-up e-mails to residents who participate. There is a plan to make classes a series in July, with three to four new classes offered, and current classes with low participation being dropped. Cardio machines will begin to show ads for the gym soon, such as an announcement that the entrance fobs are available.

There were no Sub-Committee reports and no speakers for the Residents' Forum.

During Unfinished Business, a motion was made, seconded, and CARRIED UNANIMOUSLY to recommend revised Rule R102.0, Fitness Center Access and Use, updating and refining language from the Del Valle Complex to the Tice Creek Fitness Center.

Revised
Rule R102.0
Recom-
mended

The recommendation will now go to the Policy Committee for final GRF review and approval.

Mr. Matheson reported that Tilton Construction will oversee the additional projects approved by the GRF Board (additional lockers, cabinets, bar in the aerobics room, etc.). They will begin with the automatic door for the men's locker room, followed by the suit spinner and automatic door for the women's locker room. Extra lockers will arrive by the end of July. The front upper windows have already been tinted to reduce glare.

Update
re. Fitness
Center
Projects

The TRX utilization process has not been formalized yet. Right now residents sign out the straps at the front desk and most people requesting them are familiar with their use. Straps in the studio are available if no class is in session. The flaw remains that this process requires self regulation, which may not always work, e.g., those who have taken only one class may feel overconfident, putting themselves and the equipment at risk.

TRX
Update

Under New Business, Mr. Kelso asked for input on the guest policy as it is coming up for discussion at the GRF Policy Committee. Tap dancers have requested a waiver of the fee for non-resident members as their participation contributes to the experience for resident members. The cost of the guest fee could deter guest members from participating in performances, especially during intense rehearsal periods. They promise non-residents would not use the equipment or pools, leaving after rehearsals. They could have a special wrist band differentiating them from guests and caregivers. Would a half fee work (\$5 rather than \$10)? How would exceptions like this affect other clubs? What will happen when the access system spreads to other venues, such as Peacock Hall? FCAC discussed these same issues and felt that exceptions invited other groups to make the same request, diluting and weakening the guest policy for the Tice Creek Complex as well as future sites. Perhaps clubs could subsidize non-resident members, thus assuring the opportunity for their participation. These issues are still being discussed in the Policy Committee.

Discussion
re. Non-
Resident
Guest Fee
Exemption

New Signage: Ms. Van Dusen and Mr. Matheson presented images of proposed signage for the Fitness Center. In addition to continuing to use the rolling digital screen by the front desk, large posters will be displayed. One poster will show the professional staff with pictures, bios and skills. Specific areas will show appropriate signs with directions, such as Pilates, stretch, strength equipment and TRX. The pool area will also have pool rules displayed. The Committee was impressed with the images and thanked staff for their work.

Proposed
Signage for
Fitness
Center

The Chairman adjourned the meeting at 10:25 a.m.

Adjourn-
ment/
Next Mtg.
8/8/18

The next regular meeting of the FCAC will be held on **Wednesday, August 8, 2018, at 9:30 a.m. in the Board Room at Gateway Complex.**

Claudia Tierney, Chairman
Fitness Center Advisory Committee

Meeting Date: August 8, 2018

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION
FITNESS CENTER ADVISORY COMMITTEE**

REPORT PREPARED BY:

Jeff Matheson, Resident Services Director

REQUESTED ACTION/RECOMMENDATION:

Discussion regarding the 2019 Fitness Center Operating Budget.

BACKGROUND:

On an annual basis, the Finance Committee and the GRF Board of Directors reviews the draft operating budget for all GRF Departments. The Board then considers adoption of the final GRF operating budget during the end-of-month meeting in September. The adopted budget will determine the monthly GRF portion of the coupon for 2019. For 2018, the cost on the coupon for the Fitness Center budget is \$9.64 per manor per month.

Each year, the FCAC has the opportunity to review the Fitness Center budget and make recommendations to the Finance Committee and the GRF Board. During the August meeting, the Committee typically discusses level of service provided for programs, classes, equipment and staffing. In 2018, the Board authorized an increase in front desk staffing by allocating an additional 1.5 FTE positions.

The proposed budget is presented to the Finance Committee and the Board in two sections. The first section is the baseline budget based on the current level of service. The second section contains any recommendation for a change to the existing level of service. For example, the creation of a new program, the addition of new staffing, or new revenue opportunities, appears in the second section. The next several agenda items provide options for consideration by the Committee.

For this agenda item the goal is to review the current level of service to identify if there is a desire for changes in a given area.

Front Desk: In 2018, the Board approved the addition of 1.5 FTE for the front desk. The current level of staffing provides for two staff members during peak hours and one staff member during non-peak hours and on the weekends. Additional on call staffing was used in 2018 during the initial opening and during the initial start-up of the access

control system. It is not anticipated that additional front desk staff will be needed for 2019.

Floor Staffing: In 2016, the Board authorized 36 hours of floor staffing per week. This staff was also to serve as backup for the training staff to teach classes in their absence. The number of cancelled classes has been greatly reduced. In 2017, the FCAC recommended to the Board the addition of 1 FTE floor staff position for the 2018 budget. This recommendation was not included in the budget. Floor staffing during peak hours has been brought up as a concern by several resident members. Staff will review some changes being implemented to address this concern and some options for the Committee to consider, if additional floor staff is desired.

Training Staff: Currently, the training staff conducts the annual free training sessions, provides paid personal training, teaches small group training sessions, and teaches a variety of free group exercise classes. The training staff is also scheduled for specific floor coverage and provided prep time for personal training and classes. At the meeting, staff will review an activity report for the training staff for the months of April-July, 2018. The report will show the average number of hours the training staff is available for additional appointments. Currently, if a member wants a same day appointment there is typically one available, but it may not be the time or with the trainer the member desires. If a member wants a specific trainer or a specific day and time they may need to schedule several weeks out. The training staff conducts an average of 170 free group exercise classes per month. There is little capacity to add new classes based on the current staff levels. Outside contractors supplement the class schedule with fee-based classes. Some options to increase availability of training staff during peak hours are presented in the subsequent agenda items.

ALTERNATIVES AND OPTIONS:

It is recommended that the FCAC discuss the current level of service offered at the Fitness Center and discuss any desired changes.

ATTACHMENTS:

Staff Activity Report will be presented at the meeting.

Meeting Date: August 8, 2018

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION
FITNESS CENTER ADVISORY COMMITTEE**

REPORT PREPARED BY:

Jeff Matheson, Resident Services Director

REQUESTED ACTION/RECOMMENDATION:

Discussion regarding the option to sell a limited number of non-resident sponsored memberships for the Tice Creek Fitness Center.

BACKGROUND:

A portion of the Fitness Center operating budget is offset by generating revenue from personal training, small group training, and from the collection of lease payments from outside fitness instructors. Revenue helps lower the overall cost of operation that is covered by the monthly coupon.

With the expansion of the Fitness Center there is capacity for additional members. Equipment is rarely at capacity, causing members to wait for availability. With the exception of a few fitness and aquatic classes, most have capacity for additional participants. An option to generate additional revenue is to sell memberships to non-residents. Non-resident memberships could be capped to a maximum of 100. Non-resident members would need to be sponsored by a member. If 100 memberships were sold for a monthly fee of \$50, the revenue generated could be \$60,000 annually. An initial application fee would cover the cost to establish the membership. Additional revenue may be generated from increased personal training from the non-resident members.

The non-resident members would have all the same privileges as resident members. The membership to the Fitness Center would include the Tice Creek pools. The membership would not entitle the person to use any other GRF facility.

Should the FCAC recommend additional floor staffing for 2019, the cost for the staffing could be offset from the revenue generated from non-resident memberships. The cost for one FTE Fitness Specialist for floor staffing is approximately \$55,000.

ALTERNATIVES AND OPTIONS:

The Committee can discuss a number of alternatives such as increasing or decreasing the number of memberships, the cost, initiation fees, etc.

ATTACHMENTS:

None

Meeting Date: August 8, 2018

***SUMMARY REPORT
GOLDEN RAIN FOUNDATION
FITNESS CENTER ADVISORY COMMITTEE***

REPORT PREPARED BY:

Jeff Matheson, Resident Services Director

REQUESTED ACTION/RECOMMENDATION:

Discussion regarding the annual allocation of two free one-hour training sessions per resident.

BACKGROUND:

The current policy for the operation of the Fitness Center is to provide every resident with two free one-hour training sessions on an annual basis. Resident members are free to schedule these at any point during the year. On average, the fitness staff conducts just over 200 free sessions per month.

Personal training is one of the most beneficial services offered at the Fitness Center. Working with a certified trainer ensures members are properly informed of how to use the equipment and trainers provide programs that help members meet their fitness goals. Personal training is offered as 60-minute, 30-minute, or small group training. Many members use the free assessments as an initial orientation and then annually as a check-in to make sure they are still on the right track.

Providing the free sessions annually is a nice benefit for members; however, it does take away from other service the training staff could be engaged in. This includes conducting paid personal training or teaching free group exercise classes. Staff will review the availability of the training staff at the meeting.

There are several alternatives to consider for providing free training sessions:

1. Provide two free 30-minute assessments on an annual basis. A 30-minute session is easier to book, and it provides sufficient time for a basic orientation to the equipment or an annual check-in. By reducing the sessions from 60 minutes to 30 minutes, it frees up an average of 100 hours per month for paid training, additional group exercise classes, or floor time.

2. Provide one free 60-minute session annually for each resident. Reducing to one free session results in the same savings and there is some benefit to an hour-long session. Booking a 60-minute session, however, is more difficult based on trainer availability.
3. Provide each resident with two free 60 minute or 30-minute training sessions upon the creation of their membership. These sessions can be used whenever the resident decides; however, they do not renew annually.

ALTERNATIVES AND OPTIONS:

Changing the allocation of free training sessions can increase the availability of the staff without increasing staffing costs. The staff would be available for more paid training, which would generate additional revenue. If freeing up the trainers resulted in 40 additional paid training sessions, it would generate approximately \$28,000.

ATTACHMENTS:

None

Meeting Date: August 8, 2018

**SUMMARY REPORT
GOLDEN RAIN FOUNDATION
FITNESS CENTER ADVISORY COMMITTEE**

REPORT PREPARED BY:

Jeff Matheson, Resident Services Director

REQUESTED ACTION/RECOMMENDATION:

Discussion regarding the hours of operation for the Tice Creek Fitness Center.

BACKGROUND:

Currently the Tice Creek Fitness Center is open from 6:00 a.m. to 9:00 p.m. Monday-Friday and 6:00 a.m. to 6:00 p.m. on the weekends. This provides for a total of 99 hours per week of operation. The Fitness Center has peak times as well as slow times. Staffing and programs are scheduled according to peak attendance. Currently, the last hour of the night, Monday-Friday 8:00 p.m. to 9:00 p.m., is very slow between the pools and the Fitness Center. Attached is an attendance report showing the average attendance during these hours based on the day of the week.

On average there are 10-15 members in the facility during the last hour. Staffing includes a front desk attendant, a trainer, and at least one lifeguard.

An option for consideration is to close the facility at 8:00 p.m. Monday-Friday. The staffing resources allocated to this hour would be moved back in order to increase the availability of staff during peak hours. This shift would not result in cost savings; however, it would allow for better allocation of staffing serving the members during the peak use hours.

ALTERNATIVES AND OPTIONS:

A reduction in programming or a service can be seen as a take away and met with a great deal of resistance. In this case the resources dedicated to the last hour of operation are proposed to be reallocated to better serve the members during peak hours. Nonetheless, this may be met with a great deal of resistance. The Committee can seek input from members before making any recommendations to the Board.

ATTACHMENTS:

Hourly Attendance Report will be presented at the meeting.