

**City Council
Budget Work Session**

7:30 pm - Recreation

**Wednesday
May 3, 2017**

**Springhill Lake
Recreation Center**

Suggested Work Session Agenda:

- I. Welcome & Introductions
- II. Departmental Accomplishments - Director
- III. Departmental Issues - Director
- IV. Management Objectives – Council/Staff
- V. Line Item Budget Highlights
- VI. Other
- VII. Information Items

Gym

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up incl'd	Flooring	
Greenbelt Community Center	City of Greenbelt	5086 sq ft 340 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$45/hour Non-Resident \$55/hour	N/A	Hardwood	
Laurel Armory Anderson & Murphy Community Center 301-725-5300	City of Laurel	5760 sq ft 650 cap	M-F 9am-9pm Sa 9am-5pm Su 9am-4pm	Resident \$50/hour Non-Resident \$60/hour	No	Hardwood	
Bowie Gymnasium 301-809-2388	City of Bowie	8700 sq ft	M-F 10am-10pm Sa 9am-9pm Su 10am-9pm	Resident Non-Profit Athl. Organizations \$20.00/hour Non-Resident Non-Profit Athl. Organ. \$60.00/hour Resident Non-Profit Athletic Special Event \$40.00/hour Non-Resident Non-Profit Athl. Spec. Evnt \$120.00/hour Resident For-Profit Groups \$100.00/hour Non-Resident For-Profit Groups \$150.00/hour	N/A	Hardwood	
Twinbrook Community Center 240-314-8830	City of Rockville	6594 sq ft	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Resident \$70/hour Non-Resident \$80/hour	No	Wood	
Pip Moyer Recreation Center 410-263-7958	City of Annapolis	4700 sq ft	M-Th 6am-9pm F 6am-6pm Sa 8am-6pm Su 8am-6pm	Resident \$60/hour Non-Resident \$75/hour	No	Rubber	Must be a member to rent
Good Luck Community Center 301-552-1093	MNCPPC	5200 sq ft 299 cap	M-Th 9am-9pm F 9am-7pm Sa 9am-5pm Su 12pm-4pm	Resident \$60/hour-\$115/hour Non-Resident \$150/hour	No	Wood	

Multipurpose Room

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1407 sq ft 75 cap	M-Sa 9am-10pm Su 9am-7p	Resident \$40/hour Non-Resident \$50/hour	No	Marmoleum	Refrigerator Microwave Sink
Robert J. DiPietro Community Center 301-497-0300	City of Laurel	2200 sq ft 100 cap	Sa 5pm-12pm	Resident \$300/5 hours Non-Resident \$475/5 hours	No	Carpet & Wood	Refrigerator Stove
Rockville Senior Center 240-314-8800	City of Rockville (Dining Room)	1400 sq ft 100 cap	M-Th 5pm-11pm F 5pm-12am Sa 9am-12am Su 9am-12am	Weeknight-Weekend Member \$37/hour-\$62/hour Resident \$65/hour-\$109/hour Non-Resident \$93/hour-\$155/hour	Yes	Tile	
Casey Community Center 301-258-6366	City of Gaithersburg (Casey)	2040 sq ft 135 cap	M-Th 9am-9pm F-Sa 9am-11pm Su 9am-7pm	Individual Resident - NR \$90/hour - \$135/hour Non-Profit Resident - NR \$47/hour - \$70/hour Business Resident - NR \$110/hour - \$165/hour Fr-Sat 5 hour minimum	No	Tile	

Theatre Rehearsal

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1100 sq ft 35 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$30/hour Non-Resident \$40/hour	No	Tile	
Twinbrook Community Center 240-314-8830	City of Rockville	1144 sq ft 40 cap	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Comm. Organization \$41/hour Resident \$50/hour Non-Resident \$61/hour	No	Hardwood & Tile	Mirrors Sink Refrigerator Microwave
Rockville Senior Center 240-314-8800	City of Rockville (Azalea)	1025 sq ft 50 cap	M-Th 5pm-11pm F 5pm-12am Sa 9am-12am Su 9am-12am	Weeknight-Weekend Member \$25/hour-\$37/hour Resident \$43/hour-\$65/hour Non-Resident \$62/hour-\$93/hour	Yes	Carpet	
Pip Moyer Recreation Center 410-263-7958	City of Annapolis	900 sq ft	M-Th 6am-9pm F 6am-8pm Sa 8am-6pm Su 11am-6pm	Resident \$37/hour Non-Resident \$45/hour	No	Marmoleum	Must be a member to rent

Gallery, CMR, Senior Classroom

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	754 sq ft 35 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$25/hour Non-Resident \$35/hour	No	Tile	
Robert J. DiPietro Community Center 301-497-0300	City of Laurel (pre-school room)	800 sq ft 35 cap	M-F 4pm-10pm Sa 5pm-12am Su closed	Resident \$50/5 hours Non-Resident \$75/5 hours	No	Carpet	
Rockville Senior Center 240-314-8800	City of Rockville (Arts & Craft)	750 sq ft 40 cap	M-Th 5pm-11pm F 5pm-12am Sa 9am-12am Su 9am-12am	Weeknight-Weekend Member \$25/hour-\$37/hour Resident \$43/hour-\$65/hour Non-Resident \$62/hour-\$93/hour	Yes	Tile & Carpet	Refrigerator Piano
Twinbrook Community Center 240-314-8830	City of Rockville	572 sq ft 25 cap	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Comm. Organization \$33/hour Resident \$40/hour Non-Resident \$37/hour	Yes	Hardwood & Tile	Mirrors Sink Refrigerator Microwave
Casey Community Center 301-258-6366	City of Gaithersburg (Gaither, Peachtree)	555 sq ft 40 cap	M-Th 9am-9pm F-Sa 9am-11pm Su 9am-7pm	Individual Resident - NR \$47/hour - \$70/hour Non-Profit Resident - NR \$37/hour - \$55/hour Business Resident - NR \$80/hour - \$120/hour Fr-Sat 5 hour minimum	No	Carpet & Tile	
Good Luck Community Center 301-552-1093	MNCPPC	672 sq ft 40 cap	M-Th 9am-9pm F 9am-7pm Sa 9am-5pm Su 12pm-4pm	Resident \$35/hour-\$95/hour Non-Resident \$125/hour	No	Tile	

Dance Studio

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1100 sq ft 130 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$35/hour Non-Resident \$45/hour	No	Hardwood	Mirrors
Laurel Armory - Anderson & Murphy Community Center 301-497-0300	City of Laurel	300 sq ft 20 cap	M-F 9am-9pm Sa-Su 9am-5pm	Resident \$75/3 hours Non-Resident \$110/3 hours	No	Hardwood	

Kitchen

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	400 sq ft 5 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$50/hour Non-resident \$65/hour	N/A	Concrete	Convtn Oven Oven Refrigerator PGC Food Service License required
Rockville Senior Center 240-314-8800	City of Rockville	Not Available	M-Th 5pm-11pm F 5pm-12am Sa 9am-12am Su 9am-12am	Included in rental package with Carnation room or by the hour with other room rentals \$80-\$100 per event	N/A		Ice Oven Cooking not permitted Re-heating only
Casey Community Center 301-258-6366	City of Gaithersburg	Not Available	M-Th 9am-9pm F-Sa 9am-11pm Sun 9am-7pm	Included in rental with Casey room	N/A	Tile	

updated 01/30/17

Greenbelt Community Center			
Rent Comparison per square foot			
Tenant	Rent per year	Square Footage	Rent per square foot
Planning & Community Development	\$34,100.00	2,374	\$14.36
Greenbelt Nursery School (10 months)	\$27,731.10	3,024	\$9.17
Adult Care	\$37,408.08	4,200	\$8.91
Artist in Residence*	\$25,920.00	3,000	\$8.64
GATE	\$5,304.00	792	\$6.70
News Review	\$5,316.00	930	\$5.72
Arts Center Costume Shoppe	\$1,527.00	790	\$1.93

* All four studios are included in figures, however, one studio is currently being used as part-time office space and storage

1/12/2017

GREENBELT COMMUNITY CENTER
Waived Room Usage - Other Category Breakdown
Fiscal Year 2016

Group	Event	Frequency	Room(s)	Annual Value
American Red Cross	Blood Drive	9x Annual	201	\$3,240
ATHA	Meeting/Training	Varies	112, 114, 202	\$238
Golden Age Club	Meetings	Weekly	201	\$3,840
Greenbelt Concert Band	Rehearsals/Concert	Weekly	201	\$8,190
Greenbelt COOP	Annual Meeting	Annual	201	\$250
Greenbelt Labor Day Committee	Festival	Annual	All	\$8,546
Maryland Recreation and Parks	Meeting	Varies	103	\$70
Prince George's County	Primary Election	Even years	106	\$900
USCIS	Swearing In Ceremony	Annual	103, 106	\$455
SUBTOTAL				\$25,729
City Council	Advisory Board Banquet	Annual	106, 107	\$1,980
City Council	Council Meetings	Weekly	201	\$4,560
City Council	Election	Biennial	106	\$720
City Council	Holiday Party	Annual	106	\$338
City of Greenbelt	Be Happy, Be Healthy	Weekly	106	\$1,710
Museum	Lectures/Docent Dinner	Annual/Varies	201	\$900
Planning and Community Dev.	Meeting/Training	Varies	103, 114, 201, 202	\$655
Personnel	Health Fair	Annual	106	\$338
Personnel	Testing	Varies	201	\$160
Police	Meeting	Varies	201	\$160
Recreation	Artful Afternoon	Varies	106	\$315
Recreation	Art + Craft Festival	Annual	106, 107	\$3,189
Recreation	Arts Education	Varies	106, 201	\$2,011
Recreation	Contra Dances	Varies	106	\$1,035
Recreation	Meeting	Varies	106	\$45
Recreation	Moonlit Movie	Rain location	106	\$315
Recreation	Senior Nutrition Program	Daily	105, 107	\$78,113
Recreation	Senior Special Events	Annual	106	\$870
Senior Advisory Committee	Forum/Workshop	Annual	201	\$280
SUBTOTAL				\$97,694
TOTAL				\$123,423

Room Usage Table (waived reservations)			
Room	FY 2016		FY 2016
	Reservations	Hours Used	Value of rooms used
202	95	542	\$16,260
114	204	615	\$15,375
112	93	533	\$13,325
103	241	1,072	\$26,800
Other*	1,299	6,203	\$123,423
TOTAL	1,932	8,965	\$195,183

*Other represents rooms in the facility which were used for City functions or fees were waived for special situations.

FY 18 RECOGNITION GROUPS **SUBMITTALS**

OPERATING GRANT REQUESTS

Greenbelt Aquatic Boosters

Sharon Stafford 808-358-3610
shastafford@gmail.com

Greenbelt Babe Ruth

Ian Gleason 301-345-0383
ianerhs@terpmail.umd.edu

Greenbelt Boys & Girls Club

Orin Howard 202-352-6422
orinhoward@gmail.com

Greenbelt Concert Band

Elihu Zimet 301-977-2312
zimete@verizon.net

Greenbelt Cultural Arts

Winard Britt 334-546-8273
treasurer@greenbeltartscenter.org

Greenbelt Senior Softball

George Harrison 301-538-8636
gharrisonsr@verizon.net

Greenbelt Soccer Alliance

David Whiteman 301-345-1150
dnwhiteman@greenbeltsoccer.org

Greenbelt Youth Baseball

Matthew Elliott 240-462-0658
Grn_matt@yahoo.com

PROJECT GRANT REQUESTS

Boys to Men Mentoring Network for Greater Washington

Walter Augustine 202-333-7403 xt 111
waugustine@eicorp.net

Center for Dynamic Community Governance (CDCG)

Aileen Kroll 202-644-1129
aileen@dynamic-governance.org

Chesapeake Education Arts Research Society (CHEARS)

Maggie Cahalan 301-642-4851
Maggie@chears.org

FONDCA – Friends of the New Deal Café Arts

Chris Logan 240-495-4838
Chrislogan37h@gmail.com

BASIC APPLICATIONS

Astronomical Society of Greenbelt

Martha Gay 301-474-3305
Martylou.gay@gmail.com

Beaverdam Creek Watershed Watch Group

Susan Barnett 301-474-7465
susnbarn@earthlink.net

Celebrate the Greenbelt Forest Preserve & the Butterfly Brigade

Susan Barnett 301-474-7465
susnbarn@earthlink.net

Citizens to Conserve and Restore Indian Creek (CCRIC)

Lutz Rastaetter 301-286-1085
Lutz_rastaetter@yahoo.com

Girl Scout Troop 23007

Holly Wheeler 301-801-1147
Gstroop23007@gmail.com

Girl Scout Tropp 27

Aaron Marcavitch 508-325-6231
marcavitchfamily@verizon.net

Girl Scout Troop #3251

Terra Magnotto 301-204-0308
tnkmagnotto@aol.com

Greenbelt Climate Action Network

Lore Rosenthal 301-345-2234
simplicitygroupsmd@gmail.com

Greenbelt Community Development Corporation (GCDC)

Susan Walker 301-345-3597
swamswlicsw@gmail.com

Greenbelt Community Foundation

Melissa Ehrenreich 301-345-1346
melissaehrenreich@gmail.com

Greenbelt Community Garden Club

Martha Tomecek 301-614-0691
marthatomecek@yahoo.com

Greenbelt Computer Club

Mary Camp (w)301-503-8121 (h)301-441-3572
Camp.mj@hotmail.com

Greenbelt Dog Park Association

Marjorie Whitacre 301-345-3791
marjori whitacre@gmail.com

Greenbelt Farmers Market

Catherine Meetre 301-655-7008
treasurer@greenbeltfarmersmarket.org

Greenbelt Homeschoolers

L'il Dan Celdran 240-643-3768
dansquaredfitness@yahoo.com

Greenbelt Interfaith Leadership Association

Helen White 301-474-6440
whitesgbt@juno.com

Greenbelt Intergenerational Volunteer Exchange Service (GIVES)

Jean Cook 301-345-2597
eljmcook@verizon.net

Greenbelt Labor Day Festival Committee

Linda Ivy 301-675-0585
lindaivy@aol.com

Greenbelt Maker Space New Application

Eva Fallon 301-356-1856
outofyarn@gmail.com

Greenbelt Mamas & Papas

Jessica O'Roark 301-356-6966
joroark@gmail.com

Greenbelt Pottery Group

Madeleine Golde 301-233-5107
mtgolde@verizon.net

Greenbelt S.I.T.Y. Stars

Kimberly Bradshaw 301-503-6962
Kl_bradshaw@yahoo.com

Greenbelt Tennis Association

Theresa Henderson 301-345-1014
gta@greenbelt.com

Miss Greenbelt Scholarship Organization, Inc.

Devin Fendlay 240-838-9996
devin@missgreenbelt.com

Peace & Justice Coalition of PG County

Donna Hoffmeister 301-441-9377
Donna.hoffmeister@verizon.net

The GEMZ, INC New Application

Adeola Ariyo 301-437-8826
adeola@makemeagem.org

Transit Riders United of Greenbelt (TRU-G)

Stephen Holland 240-495-4793
stholland@gmail.com

Well-Wishers for the Animals of Greenbelt Shelter (WAGS)

Michele Touchet 301-602-8502
mtouchet@juno.com

MEMORANDUM

TO: NICOLE ARD, CITY MANAGER
FROM: STEPHEN PARKS, AQUATIC & FITNESS CENTER SUPERVISOR
SUBJECT: FACILITY CUSTOMER SATISFACTION SURVEY
DATE: APRIL 10, 2017
CC: JULIE MCHALE, DIRECTOR OF RECREATION
JOE MCNEAL, ASSISTANT DIRECTOR OF FACILITIES
GREG VARDA, ASSISTANT DIRECTOR OF PROGRAMS

From January 3rd - 17th a user survey was conducted at the Greenbelt Aquatic and Fitness Center (GAFC). There were **168** responses to the survey; **158** were completed online (52 via the web link, 106 via Facebook), while **10** were completed at the facility, with **126** respondents listed as Unknown. During the survey period, the surveys were made available to all users of the facility at the Welcome Counter, online at the City of Greenbelt website (WWW.GreenbeltMD.Gov) with links posted on the City & Facility Facebook page. An email was sent out to GAFC participants and pass holders that had valid email address in our RecTrac system, while the front Desk Staff were instructed to invite all who entered the facility to take a moment to complete the survey and drop the completed surveys in a locked drop box in the Lobby area.

This year's survey structure had two (2) major modifications made at the recommendation of Marketing and Communications Audit performed by LMD Marketing Agency. (1) Modify the first question that asked for a multiple response into two questions. (2) The tabulated responses were converted to a five-level Likert scale with a scored response:

Strongly Agree	- 5 point	Disagree	- 2 points
Agree	- 4 points	Strongly Disagree	- 1 point
Neutral	- 3 points		

There are 2 attachments to this memo which reflect responses to the survey: (1) Tabulated information from the "scored" responses with a percentage breakdown, (2) Listing of the written comments that were made on the surveys.

With the changes in the scale and rewording of the question regarding the satisfaction of their visit to the facility, **87%** of the participations had a "Satisfactory" visit, and **87%** stating they would recommend the facility to others. **"The Maintenance and/or Cleanliness of the facility was Satisfactory- Entrance Counter"** received the top score (4.44 out of 5). The area that received the lowest score was **"The Maintenance and/or Cleanliness of the facility was Satisfactory- Men's Locker Room Area"** (3.50 out of 5).

There were **124** comments made on the surveys. The comments were broken into 9 categories:

1. Compliments
2. Equipment Suggestions / Comments
3. Maintenance Issues / Public Works
4. Programming / Schedule Comments
5. Staff Comments
6. Temperature Issues
7. Pool Comments
8. Rules Issues
9. Miscellaneous Comments

There were many positive comments as well as some constructive criticism for staff to consider, some which the GAFC staff has already addressed at the facility while passing on other comments onto the appropriate people.

ATTACHMENT: (1) Scored Responses with Percentage Breakdown; (2) List of written comments

GAFC Survey- Winter '17

Statement	Average Score	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
My overall experience at the facility was satisfactory.	4.26	75	70	12	7	2	166
How likely are you to recommend this facility to someone else?	4.32	82	63	16	5	1	167
STAFF							
Please answer the following concerning Staff:							
Staff was prompt, reliable, and friendly	4.29	83	44	17	6	3	153
Staff was knowledgeable and fully answered my questions	4.29	77	49	19	4	2	151
Management was available to solve problems	4.00	58	39	41	7	1	146
Staff was complete on following through with inquiries	4.03	59	45	31	10	1	146
The Customer Service you received in the following areas was satisfactory:							
Entrance Counter	4.40	89	47	8	8	1	153
Pool Area	4.13	57	55	23	5	2	142
Fitness Wing	3.96	48	35	42	4	1	130
Please Specify Other _____	3.58	12	7	27	1	1	48
The Professionalism and or Appearance of the staff in the following areas was satisfactory:							
Entrance Counter	4.33	78	54	11	8	0	151
Pool Area	4.26	61	59	16	4	0	140
Fitness Wing	4.00	46	36	41	2	0	125
Please Specify Other _____	3.81	13	9	21	0	0	43
FACILITY							
The Maintenance and/or Cleanliness of the facility was Satisfactory:							
Entrance Counter	4.44	75	67	5	1	1	149
Pool Area	4.17	57	59	14	5	3	138
Fitness Wing	4.17	52	44	27	2	0	125
Men's Locker Room	3.50	12	17	38	0	3	70
Women's Locker Room	3.97	38	56	17	8	3	122
Please Specify Other _____	3.53	6	13	16	1	2	38
What time of the day did you visit?							
Open - 10a		100	26	10	136		
10a - 2p							
2p - 6p							
6p - Close							
What time of the day did you visit?							
Everyday		37	50	57	36		136
4-5/week							
3 or Fewer							
1st Time							
How frequently do you visit our facility?							
Treadmill		7	30	96	4		137
Bikes							
Weight							
Pool							
What areas of the facility do you frequent?							
Pass Holder		53	42	51	107		135
Non-Pass Holder							
What is the status of your membership?							
Guest							
Satisfactory Visit							
Total Responses							
Satisfactory Visit							87%

Lowest Average Score

Highest Average Score

G AFC Survey Comments- Winter '17

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Pool Comments	9
Rules Issues	10
Miscellaneous Comments	12

G AFC Survey Comments- Winter '17

Compliments

1. Big Thank You to all the staff. The classes are great, too.
2. Carol Mealey is superb at the front desk. Consistently make everyone feel welcome. She helps those who need assistance with grace and cheerfulness. Need more like her.
3. Cheryl is always around, visible and accessible and aware of issues & does what can to make the GAFC a great place
4. GAFC is sensational! Always friendly, well kept, professional, inviting! Especially appreciate Little Dan and fitness staff for enthusiasm, know how, and energy! Great management from Cheryl! An A-1 asset to our community! Can't say enough good things!
5. I am a big fan of the fitness center and routinely recommend it to my friends.
6. I appreciate this survey and the work everyone does to maintain and improve the fitness center.
7. I find the staff very friendly, accommodating, and overall exceptional.
8. I like all the improvements you have made to the facility with the updated equipment, new pool roof, and repairs to the locker rooms.
9. I love the Center and recommend it, especially to new residents of Greenbelt
10. I love the new Cybex equipment -- just wish to get there more often!
11. I was a pass-holder through last year, but it recently lapsed and I have paused due to budget. I am very grateful for the fitness wing upgrade and LOVE the stretching area--very grateful for selection of all fitness equipment.
12. I will be happy to tell you what a wonderful facility I think we have in GFAC. So many of the staff are eager and helpful and community building. I do think some of the guards are less friendly than others (Grayson is so kind and polite, as are many of the young women), but I think that's not a major concern. Thank you for all you do for all of us!
13. Is lovely to have staff who has been there the years- most are quite personable and encouraging which makes a big difference
14. It is clean and safe, has everything I need and is close and affordable. I understand that the excellent staff deserve raises, but PLEASE try not to make any facility improvements that will dramatically raise the fees.
15. Julie Magness is missed.
16. Love the GAFC.
17. Most issues are dealt with quickly and properly.
18. Nevertheless, it is friendly with a real sense of community on the part of the staff and the participants. As a senior, I appreciate the efforts that are made to be sensitive to the needs of the older population.
19. Overall the facility is a great value and an asset to the community.
20. Professional, caring staff. Very proud to show off our GAFC facility to friends and visitors.

GAFC Survey Comments- Winter '17

21. Suzie is doing a great job keeping us informed and updated although my family and I miss seeing Julie M there. I was always impressed with how quickly she learned the children's names for swim lessons and called them by name when they entered - that personal touch put my kids at ease before lessons.
22. Terrific pool and I've belonged too many in the area.
23. Thanks for your efforts--I am grateful!!!
24. Thanks so much for doing this survey - it's great to have an opportunity for feedback! We do love the GAFC and are grateful to have it in our community.
25. The fitness center is one of the best things about living in Greenbelt. Thank you.
26. Unfortunately, I suffered with an illness after enrolling in three activities. Therefore, I was unable to attend. I did attend a one-time paint class and found it to be outstanding. In addition, the staff is courteous, helpful and excellent.
27. Your staff is always friendly, informative and on top of everything. Really enjoy my membership here!

G AFC Survey Comments- Winter '17

Equipment Suggestions / Comments

1. A machine that would spin water out of our swimming suits would be nice too. I use the rowing machine - but that was not an option in your area listing
2. Also, install swimsuit wringers.
3. Could you consider getting a suit spinner
4. Great facility, one major exception is the lack of swimsuit extractor
5. I would like to see more free weights - I realize space is limited, but the limited weights that there are, without a proper bench, are hard to utilize.
6. I would love an adjustable bench in the weight room. (I steal the bench press bench but it doesn't incline.)
7. I'd like a clock in the stretching area, so I can use it to time the seconds.
8. It might be helpful to have some fact sheets/instructions sheets available on how to use some of the various equipment, such as the elliptical and rowing machine. Some of these are self-explanatory, but it would be nice to have some instructions available.
9. Need new outdoor seating next summer
10. Please get a weigh scale that everyone can use- Inc. wheelchair users!
11. Please provide Wi-Fi!
12. Replace the cantaloupe ball in the mat area of the Fitness Wing
13. The equipment is well maintained. However, the indoor pool basin appears to need an overhaul.
14. The locker rooms need an update, but are generally clean, less in summer
15. Those who participate in deep water aerobics require flotation belts, which the facility supplies. Many of them are in poor condition and badly need replacement. Also the locker they are kept in does not always close correctly. These details impact quality of experience.
16. Would like to have a swim suit dryer in locker rooms.

GAFC Survey Comments- Winter '17

Maintenance Issues / Public Works

1. Another hook is needed on the back of the shower doors. One hook is not sufficient and you end up throwing your towel or bathing suit over the top of the door. These doors used to have two hooks.
2. Barbara is very friendly and the women's bathroom is very clean during the hours she is there.
3. Bathrooms and locker room are disgusting.
4. I have repeatedly asked that the (new) overhead lighting in the pool area be adjusted so it is not so blindingly bright, especially when it is dark outside. The old lighting was just fine. The new lighting makes doing the backstroke almost impossible without experiencing visual discomfort. Please do something about this. I have been a faithful pass-holder for many years and I feel like my concerns have been unresolved going on a few years now.
5. I really wish that you could control the humidity that builds up in the locker room.
6. Locker rooms needs more frequent/thorough cleaning.
7. More handrails like there are in the shower of women's locker room; have them lining the walkway in the locker room from the lockers to the pool.
8. Please repair locker room ceiling. Showering below a great dirty hole is creepy.
9. Pool bottom needs to be cleaned more frequently. Have seen objects on bottom several consecutive days and dirt in general.
10. Sometimes the locker room is messy and showers can get cold. However, everything else is great. The staff is friendly and helpful.
11. The floor and walls in the men's locker room need scrubbing and disinfecting to clean and reduce the black moldy condition.
12. The grates in the Jacuzzi are very dangerous
13. The ladies' locker room is clean after the morning clean-up, but the hair builds up on the floor and in the drains over the hours afterward and sometimes it's gross. I'm not sure what the mechanism set up to address this outside of the regular cleaning hours.
14. The women's locker room often smells of urine and has trash and clumps of hair on the floor. It does not appear that it is hosed down or cleaned by anyone other than the professional cleaner who appears to come only once a day.

GAFC Survey Comments- Winter '17

Programming / Schedule Comments

1. A few years ago, an endurance swim class was scheduled on Sunday mornings. Class members showed up 3 times but no instructor appeared. Each time we were assured the instructor would appear the following week. Later it was cancelled for inadequate subscribers, when, in fact, an adequate number of participants appeared for the class --3 times. How poorly you treat your members!
2. Addition of Spin classes
3. I asked about programs for younger seniors, 55-65, and was told you had none. When I asked who to speak with about looking into them, it was suggested I write the City Council. No "manager" was in with whom I could speak when I asked about that as well.
4. I took a water yoga class in the pool. The facility was okay but the pool had entirely too much chlorine in it.
5. I usually only visit the "work out" parts of the facility. My advice: Do not beat yourself over the head with Mickey Mouse surveys. If nobody is organizing against you, you must be doing OK. I have no complaints or concerns. Kent Cockerham
6. It would be wonderful to have a designated party area adjacent to the pools (indoor or outdoor), as it would be a great option for summer birthdays. I'd be willing to pay an extra rental fee for that option. Currently there is a blanket prohibition on parties and I do not understand why.
7. More lanes for lap swimming.
8. Offer an Orientation session for those with disabilities. Recommend an Adaptive fitness programs.
9. SPIN classes would be great.
10. The Greenbelt pool is a boring place for kids to play.
11. The M/F Aquacize class 8-8:45 is not good, Wed are excellent- Denise quite good-energetic and fun. Monday, Wed classes are hardly worth attending. The instructor is lovely but the routine are repetitive, not challenging and outright boring. She is often late and classes are short. She hasn't been in the water this year. It is not cost effective for me to continue the class as I can do the "exercise" on my own. Wednesday w/ Denise is energetic & challenging as well as fun. We work out for almost an hour. She varies the routine & had us doing many good exercises
12. Would appreciate five full lap lanes consistently. The aquatic exercise classes don't appear to actually utilize that much space, and there is often a wait to split lap lanes.
13. Would like to see all pool lanes open from 12:00 noon until 1:30 or 2:00 PM. It is annoying when lanes are closed for classes during the busy lunch time period.

G AFC Survey Comments- Winter '17

Staff Comments

1. What exactly what do some staff do anyway? Often seen either working out or sitting in the lobby talking.
2. Good front staff but for one young woman who was impolite about sign in for class.
3. I also think the lifeguards need more training on how to handle individuals with special needs; I know many families with children with special needs such as autism do not use the facilities because they are afraid of being judged.
4. I checked disagree in #3 because after I make suggestions, such as the one above, which I have made before, in writing, I don't get any response. I realize you can't implement every suggestion, but please let me know if you can't, and if not, why not.
5. I don't sign up for personal training anymore because I want a trainer that is fit as it is not motivating to have a personal trainer (female) who is not fit and healthy.
6. I find several staff unprofessional and rude, carrying on conversations of a personal nature that shouldn't be held in a lobby area. They are rude and abrasive, as are some cashiers.
7. I have been a Greenbelt resident for 20 years and have held a pass for at least 7 of those years. Ms. Conrad is unfriendly and at times when you say hello she walks past without a reply. Kristen and Lois are also rude. Due to this I often consider going to Planet Fitness.
8. I used to be a pass holder in the years past. However, the inconsistencies of the pool rules and negative attitudes from lifeguards towards adults and children have prevented me from continuing to purchase a yearly pass.
9. It'd be nice if they'd wait until after closing-time before they clean up. If weight room is supposed to be open and available until 9:45pm, it'd be nice if they didn't start vacuuming until after 9:45.
10. Members/pass holders usually got an email with important information about closings for cleanings, staff meetings, classes, etc. and if those emails could be re-started it would be nice. The front staff seems to have different information about what is going on and talking to 1 staff person or another I can get different information regarding the same question. Providing more consistent and accurate information would be helpful and having all the staff on the same page would benefit this goal. Otherwise it is a great place to work out!
11. Suggestion - install a sauna (in the vending room area, maybe).
12. Teacher Denise was not prompt, late for class.

G AFC Survey Comments- Winter '17

Temperature Issues

1. Appreciate the pool water being on the warmer side lately. Nice too when the shower water runs warm enough. Occasionally it is barely warm.
2. Frequently the pool is uncomfortably cold to many, despite the posted temperature
3. Indoor pool is too cold especially in the winter. I have stopped taking water exercise classes in the colder months because of this. Heated pool doesn't even feel warm. I'm only in my 40's....I can tolerate cold, but pool is way too cold.
4. It has been great to have an improved temperature in the pool- water + air
5. It would be nice to have a better heat in mat room
6. Overall it is a wonderful facility. BUT the temperature of the indoor pool needs to be warmer. Those of us with arthritis have difficulty with the cool temperature. Been told that people want it cold. Consider higher temperature in the AM when most of seniors use the area, then lower the temperature when the "lunch time users" come in.
7. Please maintain the pool at 83.4; Please keep info board accurate as to temperature
8. Showers are chilly, both water and room temp.
9. Showers are often either too hot or too cold.
10. Sometimes showers too hot and then too cold. I am in the Aquacize class 8am M/W/W, teaching quality on M/W a waste!
11. Wish pool could be kept a little warmer although it's honestly been at least a year since I tried it.
12. Women's locker room could be warmer simply by putting plastic strips over outside entrance-- you can pass thru but it acts like buffer to cold.

GAFC Survey Comments- Winter '17

Pool Comments

1. A couple more things about the pool:
2. Food should be allowed on the grassy area, not just at the picnic tables.
3. In (mostly) the indoor pool, on occasion, a few people (either groups of teens, or a family) will take over a lap lane and treat it like their private pool--that is, they're not swimming laps but just hanging out, jumping in and out and playing in the water. One time I'd swear a family even had a picnic basket in the far-left corner. And the lifeguard staff seems a little intimidated about saying or doing anything. This is inappropriate when lap swimmers are doubled up in the lap lanes.
4. In the indoor pool, the concession area should be kept warmer for kids eating lunch/snack.
5. Never free time at pool, lanes often being used by other groups. Some people doing laps super slow and all over the place so can't share a lane. Kids in outdoor pool are out of control. So much so I didn't feel safe taking my toddler and didn't renew my Membership.
6. Regarding lap lanes: it would be great if lanes could have "fast" and "slow" designations (or "fitness" and "leisure"). It can be very challenging for a slower paddler to properly share a lane with a splashier lap swimmer.
7. The pool never seems clean, and the gutters (especially in the lap lanes) often smell of urine.
8. The pool smells bad and has algae too often.

GAFC Survey Comments- Winter '17

Rules Issues

1. Children should be allowed to have toys in the pool. This is a rule that is very loosely enforced, and my kids get confused when one lifeguard all of a sudden decides to enforce it.
2. Given that several lanes are designated for laps in the outdoor pool, we may not need adult swim time. The pool mostly clears out during adult swim and kids sit around bored and waiting to go back in. For the lap lanes, it would be great to designate a lane for those who are doing exercises other than swimming so that there is ample space for lap swimmers.
3. I would love to see more flexibility in what smaller children are allowed to bring into the pool. I greatly appreciate the swimming lesson staff.
4. Please, stop letting people wear street clothes in the pool. For all the signage that exists about this issue, it's ridiculous how often people do it.
5. Pool staff should maintain more discipline among children who scream at the top of their lungs. Problems with leaking diapers causing pool closure are unforgivable. The pool is not a nursery
6. Some rules are too strict and others not enforced. People, including adults and children need to shower at the facility before entering the pool. There still is eating at the pool sides occasionally and no one says a word. The guards are not empowered to enforce the rules????!!!
7. The pool rules are exceptionally strict. I understand that safety is a priority, but many of the rules are not about safety, and are much stricter than those of other area pools. Diving sticks and other small toys meant for the pool make the pool a lot more fun and are great tools for those learning to swim. Kickboards are similarly a good tool for those learning to swim and shouldn't be limited to lap lanes if they are used responsibly. Last summer I watched GAFC lifeguards ignore a group of teenagers playing volleyball in the outside pool, using the flags as a net. The outcome of this rule breaking? The kids had a great time and didn't bother anyone. They laughed and teased each other without getting out of control or blocking passage from one part of the pool to another. Based on conversations I've overheard between lifeguards, many of them think the rules are overly strict, but feel obliged to enforce them. I hope you'll invite the input of your lifeguards and reconsider the pool rules to make GAFC a little more fun for all.
8. There is a WIPE SWEAT sign in TREADMILL room only, it would be good to have them in other rooms also
9. We have bought a family pass twice over the last couple of years and have decided we are officially done buying any passes. Our boys have been struggling to learn to swim (one is deathly afraid of water) and have only been able to get him into one swim class due to the classes filling up on the weekends. And when trying to take him to the pool and teach him to swim by ourselves we have been told we can't use any of the devices/tools used in the swim classes to help him. He's not allowed to dive/pick up toys and he can't use any kickboards to get the feel for kicking and swimming. Apparently, this is all in the best interest of safety (I am confused how this has anything to do with safety), but this is no longer a place my kids feel comfortable being. We are buying family passes to another pool in college park where the kids can learn to swim, feel comfortable in the environment they are learning in, and maybe even have a tiny bit of fun while doing it. It appears the rules for the pool are catered toward adults, which is fine, but I strongly suggest not selling family passes if that is the case. This has been a continuous conversation among many of the families in greenbelt and as much as I love the

GAFC Survey Comments- Winter '17

services available in greenbelt, I no longer recommend the pool to any families. This is the one place where I feel like Greenbelt falls short and it's a shame, b/c both my husband and I were lifeguards and on swim team when we were younger. We also sail and canoe regularly and hope to teach our children the same appreciate for open water. I hope this feedback makes a difference in some way as I very rarely go this far in a survey.

10. We have had several interactions at the pool that are sub-par, though we are big community supporters and love having access to a public pool right in our neighborhood. The prohibition on toys in the outdoor pool during the summers is ridiculous - kids should be able to play with toys (whether they are balls, diving toys, or other) in the pool.
11. We will not be renewing our family 12-month membership. There are too many rules for the children that my kids complain about going to this pool and would much rather frequent other nearby pools, in which there are more fun things to do like a slide and less rules about what kids are allowed to do and how much noise that they can make. Recently when we went to the pool my pre-teen children were told that they were not allowed to use diving sticks in the shallow kid area (they were playing with two friends who also have a 12m family membership but are elementary aged.) Another time my children were practicing kicking, using kick boards, in the area where classes are held though there were no classes going on at that time. I was sitting on the bleachers and the lifeguard came over and told them that they could not use the kick boards unless they were in a lap lane! Which is absurd! They were using the kick boards in the way that they are intended to be used. If my kids were to take up a lap lane from actual lap swimmers I KNOW there would be several older members complaining. I think it's ridiculous that children are not allowed to use pool toys that are marketed for pool use; diving sticks/rings, water balls, pool noodles etc. I understand not allowing blow up pool floating devices that I get for safety reasons. But expecting children to come to a pool and be quiet and only swim laps is ABSURD! We won't be renewing. And several of our friends feel the same way who have children. Instead we will do the unlimited splash park membership during the summer with MNCPPC and in the winter, we will probably drive to the PG Sports and learning complex.
12. We will not be renewing our membership in 2017. The pool is not family friendly and the rules are not adequately posted so staff makes arbitrary decisions that impact kid's ability to learn to swim/not be afraid of the water and have fun. Recently we watch a staff member take a pool provided kickboard away from a mother and a two-year-old in the shallow end while she was trying to teach her child to kick. The pool rules clearly state that children who can't swim shouldn't be in the deep in so exactly where are children supposed to learn to swim with assistance? It's absurd how many rules there are to make the pool a completely not fun place to be/get kids exercise. It's sad because we live in walking distance and would prefer to frequent our community pool but after so many years of these instances and no one doing anything to make changes, we've decided that it's not worth the money or headache of dealing with staff. There are enough alternatives in the county that we can go elsewhere.
13. While the staff is professional and friendly; the amount of rules and posted, signage doesn't exactly welcome residents and guests. (Some of the signs even duplicate in the same spot.) There is an obvious atmosphere that the Council is catering mostly to the senior community and fears of litigation, and unfortunately, it is at the risk of appearing exclusive in its clientele and not family-friendly. This is especially prevalent with the outdoor pool in the summer where there is a large amount of power-tripping by teenage lifeguards when it comes to kids playing in the outdoor pool. In addition, resident kids over the age of 10 should be allowed to swim without an adult having to pay admission. The minimum age restriction is way too high.

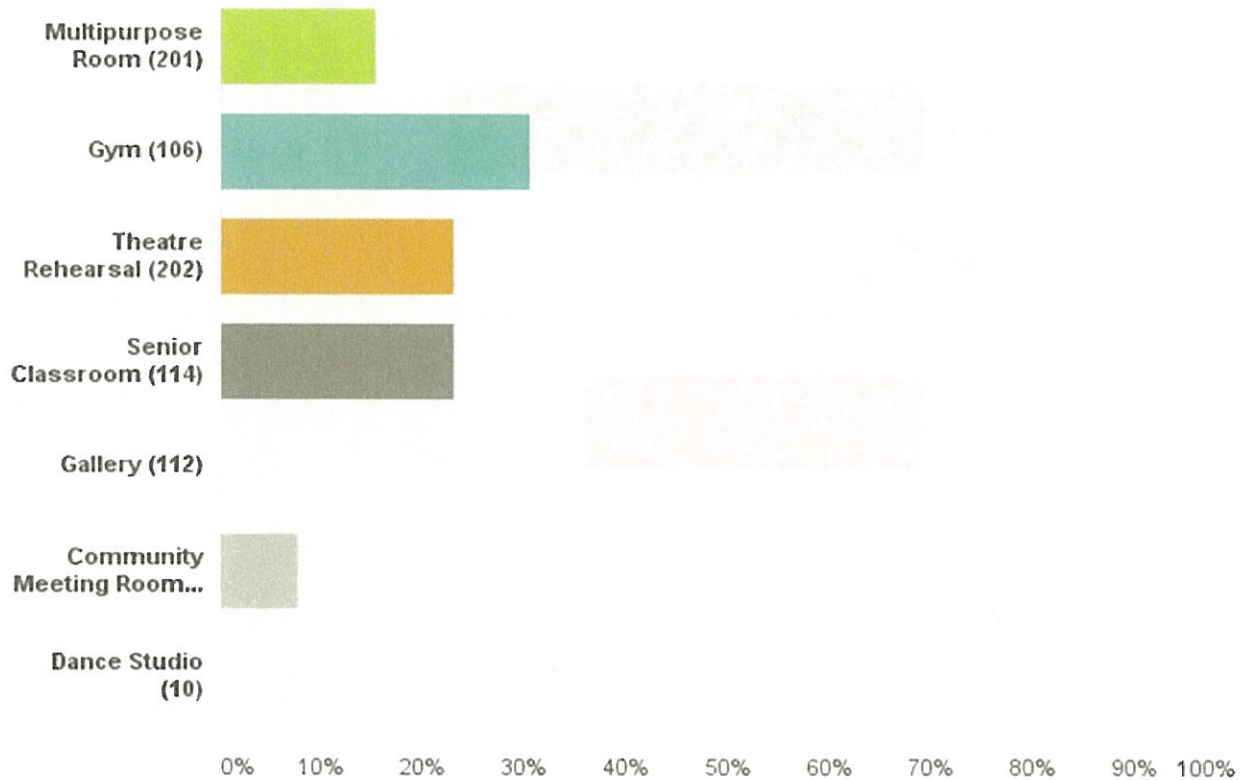
GAFC Survey Comments- Winter '17

Miscellaneous Comments

1. Cardio equipment faces a wall with mangrove photos you are forced to look at. Would be better out a window.
2. Come usually during summer months only
3. I haven't been to the fitness wing for a while, but I have used the equipment.
4. I only ticked items that I experienced, and hope that does not throw off any ratings you deserve for providing this essential service.
5. Instead of using the word "neutral" use "not applicable" (N/A) somewhere on your list on previous sheet(s). Also, if you are sending this e-mail to an individual, it would be nice if you reference the date at the Aquatic Center. I answered the questions but have no idea when I asked questions of the staff. I did say hello.
6. It would be nice to have some kind of tribute for Michael Maxwell
7. Keep the green punch cards.
8. Some of these questions do not apply
9. What prompted the sign about using the "Appropriate" locker room?

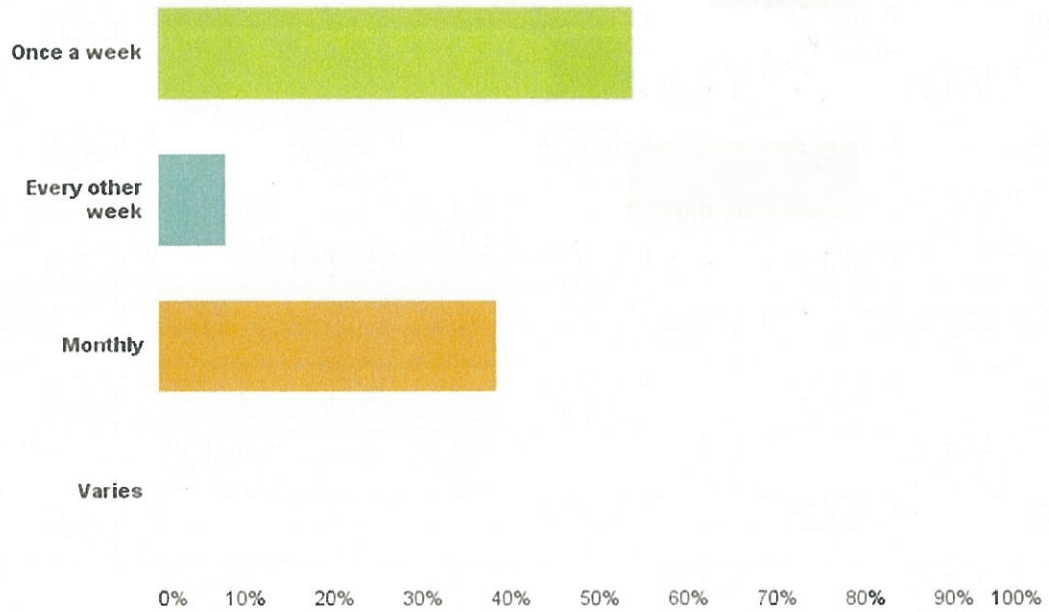
Greenbelt Community Center Reservation/Rental Survey 2016

What room do you/your group use in the facility most frequently?



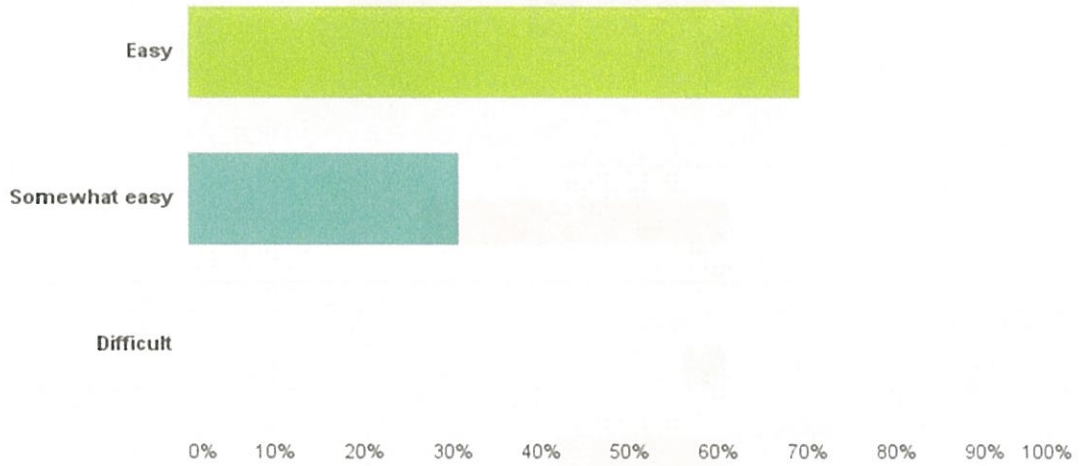
Answer Choices	Responses	Count
Multipurpose Room (201)	15.38%	2
Gym (106)	30.77%	4
Theatre Rehearsal (202)	23.08%	3
Senior Classroom (114)	23.08%	3
Gallery (112)	0.00%	0
Community Meeting Room (103)	7.69%	1
Dance Studio (10)	0.00%	0
Total		13

How often do you rent/use space?



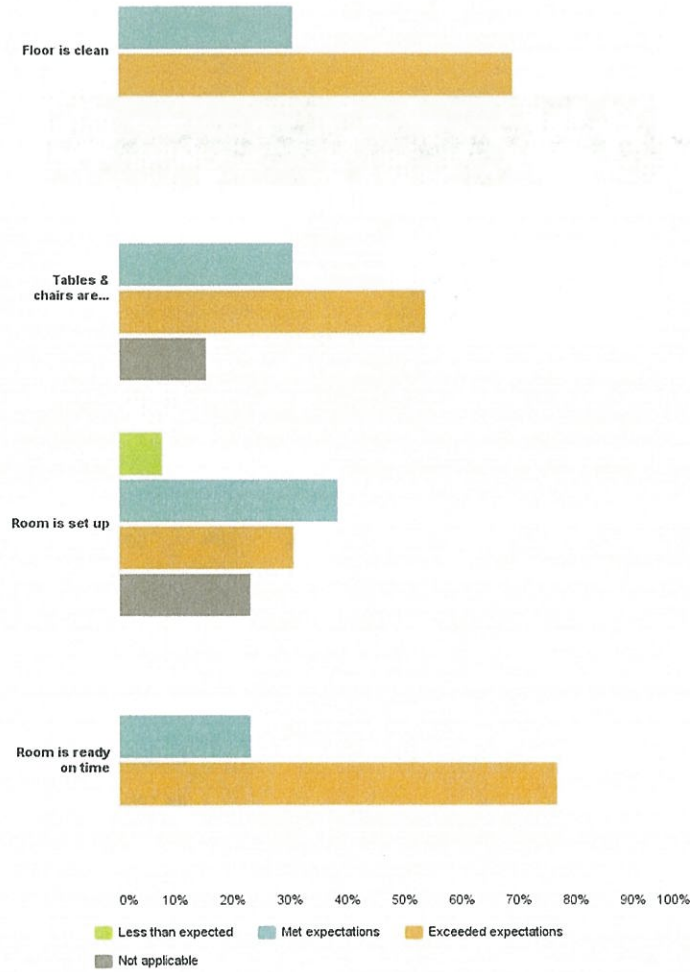
Answer Choices	Responses	
Once a week	53.85%	7
Every other week	7.69%	1
Monthly	38.46%	5
Varies	0.00%	0
Total		13

Please rate the overall process for reserving space.



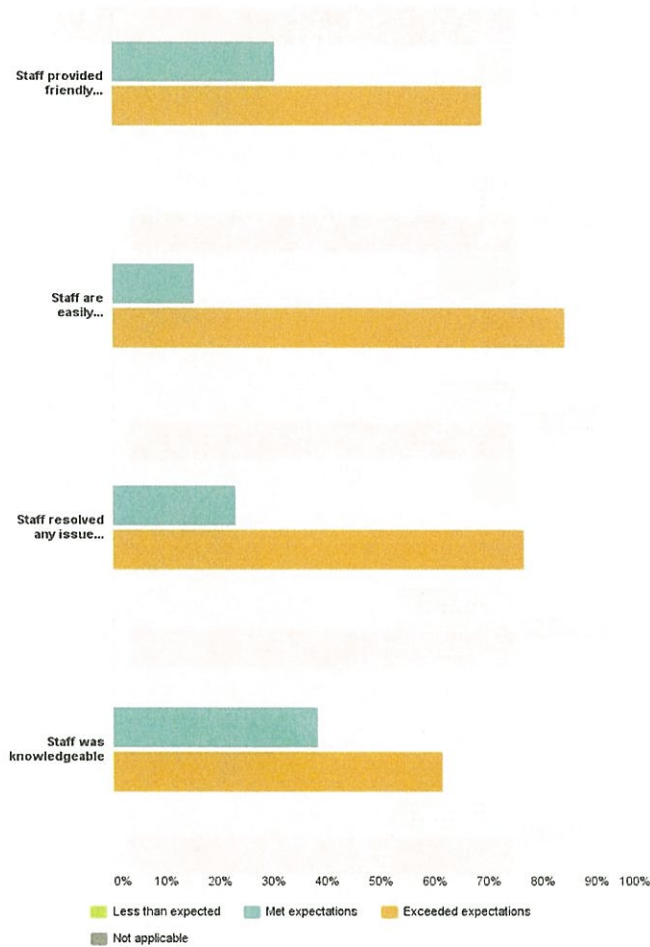
Answer Choices	Responses	
Easy	84.62%	11
Somewhat easy	15.38%	2
Difficult	0.00%	0
Total		13

Please rate the condition of the room you use most frequently.



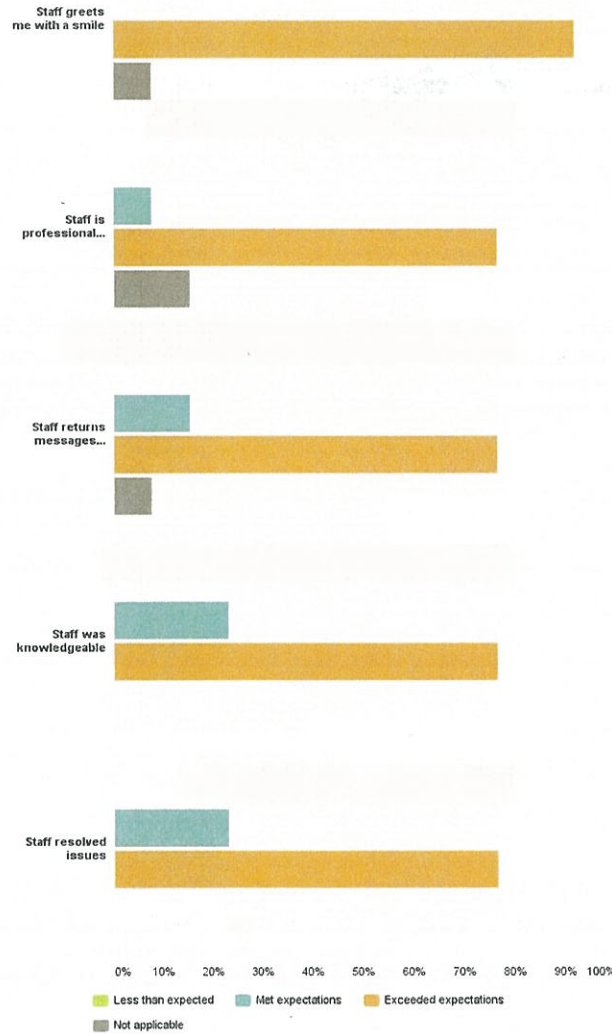
	Less than expected	Met expectations	Exceeded expectations	Not applicable	Total	Weighted Average
Floor is clean	0.00% 0	30.77% 4	69.23% 9	0.00% 0	13	2.69
Tables & chairs are clean	0.00% 0	30.77% 4	53.85% 7	15.38% 2	13	2.85
Room is set up	7.69% 1	38.46% 5	30.77% 4	23.08% 3	13	2.69
Room is ready on time	0.00% 0	23.08% 3	76.92% 10	0.00% 0	13	2.77

Please rate the Welcome Desk staff on their professionalism & customer service.



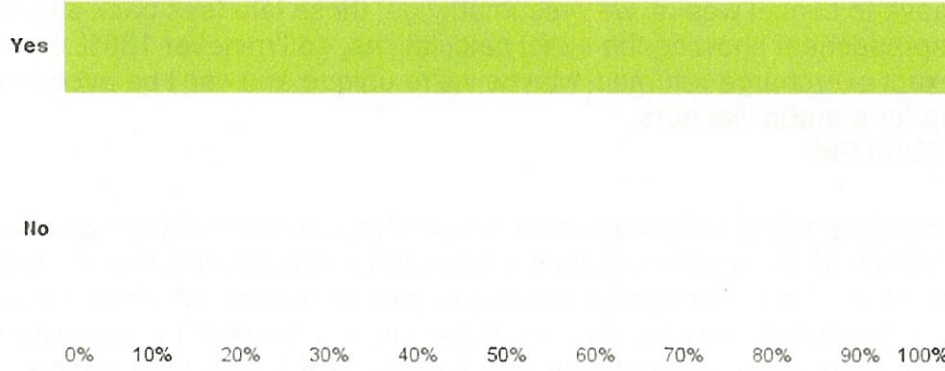
	Less than expected	Met expectations	Exceeded expectations	Not applicable	Total
Staff provided friendly greeting	0.00% 0	30.77% 4	69.23% 9	0.00% 0	13
Staff are easily approachable	0.00% 0	15.38% 2	84.62% 11	0.00% 0	13
Staff resolved any issue professionally	0.00% 0	23.08% 3	76.92% 10	0.00% 0	13
Staff was knowledgeable	0.00% 0	38.46% 5	61.54% 8	0.00% 0	13

Please rate the staff who processed your reservation request on their professionalism & customer service.



	Less than expected	Met expectations	Exceeded expectations	Not applicable	Total
Staff greets me with a smile	0.00% 0	0.00% 0	92.31% 12	7.69% 1	13
Staff is professional and helpful over phone	0.00% 0	7.69% 1	76.92% 10	15.38% 2	13
Staff returns messages promptly	0.00% 0	15.38% 2	76.92% 10	7.69% 1	13
Staff was knowledgeable	0.00% 0	23.08% 3	76.92% 10	0.00% 0	13
Staff resolved issues	0.00% 0	23.08% 3	76.92% 10	0.00% 0	13

My overall experience at the Community Center was positive & I would recommend the facility to a friend.



Answer Choices	Responses	
Yes	100.00%	13
No	0.00%	0
Total		13

Further feedback is welcome.

Thank you to all the staff associated with the Community Center. Everyone is wonderful and the meeting space and location is perfect for our Girl Scout troop.

12/13/2016 7:45 AM

I'm still challenged by the pay-in-advance/late fee policy. We are a pay as you go group (our players pay \$10 to play each week they join in) that has used the gym for close to 10 years. Often we don't have a month's worth of fees collected up front. Then we get hit with late fees. Then, if we have to cancel weeks, we presumably get those late fees back and on and on. There is no spreadsheet showing the exact calculations, so I'm never 100% sure that we are getting the exact overcharge returned. Maybe we're unique and can't be accommodated, but it is challenging for a group like ours.

11/11/2016 12:59 PM

Note: Regular renters (aka pattern renters) are permitted to reserve the same time/day each week/month on the agreement they will pay the entire month's fees on the first of the month. There are currently over two dozen pattern renters, which requires consistency in policy enforcement. Groups may avoid the "pay-in-advance" by reserving as they go, however, there is no guarantee the day/time they desire will be available. Invoices are emailed each month along with a follow-up invoice for late fees, if applicable. The invoices provide fee details.

The replacement overhead (LED?) lights in the gym are too bright. They are way, way brighter than the old fluorescent lights. We lose sight of the ball frequently because of them. Can the brightness be turned down on them?

11/10/2016 11:00 PM

Note: The new Gym lighting has been programmed appropriately for each user group based on their input. The above concern has been addressed.

We will continue to use this facility because of its great service from Becky and Frank.

11/10/2016 4:27 PM

INVENTORY OF OUTDOOR BASKETBALL COURTS

	Location	City Owned (Y/N)?	Size	Conditions
1	Center City (Buddy Attick Park)	Y	FULL	<i>Surface:</i> OK, <i>Nets:</i> OK <i>Rims:</i> OK, <i>Backboards:</i> OK
2	Center City (1 Court Crescent Road)	Y	HALF	<i>Surface:</i> OK, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> OK
3	Center City (2 Court Eastway)	Y	HALF	<i>Surface:</i> Rough, needs lines, <i>Net:</i> OK <i>Rim:</i> OK, <i>Backboard:</i> rusted
4	Center City (Greenbelt Elem. School)	N	3 HALF	<i>Surface:</i> OK, <i>Nets:</i> no nets <i>Rims:</i> 2 rusted; 1 OK, <i>Backboards:</i> OK
5	Center City (Ivy Lane, Boxwood)	Y	HALF	<i>Surface:</i> OK, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> Rusted
6	Center City (McDonald Field)	Y	HALF	<i>Surface:</i> Rough, <i>Net:</i> OK <i>Rim:</i> Rusted <i>Backboard:</i> OK
7	Center City (2 Court Northway)	Y	HALF	<i>Surface:</i> cracked, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> OK
8	Center City (Plateau and Ridge)	Y	HALF	<i>Surface:</i> cracked, <i>Net:</i> Needs new net <i>Rim:</i> rusted, <i>Backboard:</i> OK
9	Center City (73 Court Ridge)	Y	HALF	<i>Surface:</i> cracked, not level, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> OK
10	Center City (St. Hugh's)	Y	FULL	<i>Surface:</i> OK, <i>Nets:</i> OK <i>Rims:</i> OK, <i>Backboards:</i> OK
11	Center City (Stream Valley Park)	Y	HALF	<i>Surface:</i> OK, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> OK
12	Center City (Youth Center)	Y	FULL	<i>Surface:</i> Needs Color Coat/Lines, <i>Nets:</i> OK <i>Rims:</i> rusted, <i>Backboards:</i> OK

13	Center City (Mowatt Church)	N	HALF	<i>Surface:</i> OK, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> OK
14	Center City (University Square)	N	FULL	<i>Surface:</i> OK, <i>Nets:</i> OK <i>Rims:</i> OK, (1 removed), <i>Backboard:</i> OK (1 removed)
15	Greenbelt East (ERHS)	N	FULL	<i>Surface:</i> OK, <i>Nets:</i> no nets <i>Rims:</i> rusted, <i>Backboard:</i> OK
16	Greenbelt East (Mandan Park)	Y	FULL	<i>Surface:</i> OK, <i>Nets/Rims:</i> REMOVED <i>Backboards:</i> OK
17	Greenbelt East (Schrom Hills Park)	Y	FULL	<i>Surface:</i> cracked; not level in one corner, <i>Nets:</i> OK <i>Rims:</i> rusted, <i>Backboards:</i> OK
18	Greenbelt West (SHL Recreation Center)	Y	FULL	<i>Surface:</i> asphalt; OK, <i>Nets:</i> OK <i>Rims:</i> 1 rusted, <i>Backboards:</i> OK, One pole is bent.
19	Greenbelt West (Cherrywood Terrace)	N	2 FULL	<i>Surface:</i> OK, <i>Nets:</i> need replacements <i>Rims:</i> 2 rims removed, <i>Backboards:</i> OK
20	Greenbelt West (SHLES)	N	FULL	<i>Surface:</i> OK, <i>Nets:</i> OK <i>Rims:</i> OK, <i>Backboards:</i> OK

Updated 4-26-17

SUMMARY

(# of city owned basketball court locations/total # of basketball court locations)

Center City (11/14)

Greenbelt East (2/3)

Greenbelt West (1/3)

Greenbelt Recreation Department

2016 End of Season Camp Report

BACKGROUND

Information in this report is based on the 2016 camp season and not the fiscal year. Basing information on a camp season provides a better understanding of the numbers when compared to previous camp seasons. Using a fiscal year would require using outputs from two camps seasons and would not provide the optimal information needed to deliver a true assessment.

REGISTRATION

The Recreation Department offered 11 camps totaling 27 sessions. All sessions combined totaled 1,287 registrations serving children between the ages of 3½ and 16. Compared to 2015, overall registration is 52 registrations higher. Of the 1,287 registrations 736 or 57% were resident registrations. Historically resident registration hovers around 50%. This is the third consecutive year that resident registration has increased while non-resident registration has decreased.

FINANCIALS

All camp revenues produced \$436,081. Subtracting expenditures of \$296,367 equals net revenue of \$139,714. Camp expenses include part-time staff, contractors, transportation, field trips, amusement park tickets, supplies, staff training/orientation, uniforms and a contractual agreement with a Maryland Board Certified Registered Nurse (required by the DHMH).

Compared to 2015, camp revenues increased \$24,569 – directly related to the increase in registration and a 2% increase in camp fees. Conversely, expenses increased \$35,465.

The Greenbelt Kid's budget transferred \$15,884 to the Greenbelt Aquatic and Fitness Center budget for free swim visits, swimming lessons and fitness passes. It should also be mentioned that aftercare classes produced revenue of \$13,369 directly related to summer camp.

CAMP STAFF

Summer camp program serves as a first time work experience for unpaid internships and paid young adults. Part-time employees make up the camp staff. It should be noted that 72% of summer camp staff are Greenbelt residents and/or Eleanor Roosevelt High School graduates. These seasonal employees provided direct leadership and services to the community. The department provides orientation and training for all camp employees and interns.

CAMP FEE HISTORY

For the 2016 camp season, camp fees were raised 2% and the spread between resident and non-resident fees remained at 20%. For the 2017 camp season, fees increased slightly. Residents will pay \$3 - \$9 more per session depending on the camp. The spread between resident and non-resident fees will be adjusted and fall within 17% - 20% more than the resident rate. The decision to raise fees is based on the Consumer Price Index, Consumer Confidence Index, each camp's expenses and revenues, registration totals and competitor's fees. Attached is a Camp Fee History Table.

CONCERNS

1. The appearance of the Greenbelt Youth Center is bothersome. The rain barrels and the shrubs around the rain barrels have become an eyesore. The roof looks like its peeling away, though, there are no interior leaks. The storefront is old and beaten and interior walls need to be painted. This is especially disturbing since the Recreation Department's Business Office is located in the Youth Center.
2. Prince George's County passed legislation to raise the minimum wage to \$11.50 per hour by 2017. The City of Greenbelt decided to follow this Law. Part-time wages have increased from \$7.25 per hour to the present \$10.75 per hour. There is one more increase to 11.50 per hour due on October 1, 2017. Consequently, the minimum wage increase has eaten into camp's net revenue. Historically, the department has strived to obtain net revenue of 30%. For years this practice has been successful. However, this may not be possible without raising camp fees that could price the program out of the market. Staff will keep a close eye on this over the next few years and develop a new business model that will be conducive to the patrons and the City.
3. Online registration - We are frequently asked why we do not provide on-line registration. Certainly staff would like to make the registration process as convenient as possible for our customers. Unfortunately there are many issues with our present software (RecTrac) that prevent online registration for camps. In 2018 the department will be receiving a software update. It is hoped that the update will fix the online registration bugs related to camp registration.

Year to Year Camp Fees Comparison Chart

	CAMPS 2009	CAMPS 2010	CAMPS 2011	CAMPS 2012	CAMPS 2013	CAMPS 2014	CAMPS 2015	CAMPS 2016	CAMPS 2017
2 Week Camps									
Creative Kids 8:45-3:30pm Res./Non Res.	\$257/\$296	\$270/\$317	\$270/\$324	\$270/\$324	\$284/\$341	\$284/\$341	\$295/\$354	\$299/\$359	\$307/\$365
Camp Pine Tree 8:45-3:30pm Res./Non Res.	\$252/\$290	\$265/\$311	\$265/\$318	\$265/\$318	\$278/\$334	\$278/\$334	\$283/\$340	\$288/\$346	\$291/\$346
Kinder Camp Full Day 8:45-3:30 Res./Non Res.	\$236/\$271	\$248/\$291	\$259/\$310	\$259/\$310	\$273/\$328	\$273/\$328	\$283/\$340	\$287/\$344	\$294/\$348
Half Day 8:45-3:30 Res./Non Res.	\$142/\$163	\$149/\$175	\$159/\$191	\$159/\$191	\$165/\$198	\$165/\$198	\$171/\$205	\$173/\$208	\$180/\$212
Camp Encore 8:45-3:30pm Res./Non Res. 4 Weeks	\$515/\$592 4 Weeks	\$540/\$635 4 Weeks	\$540/\$648 4 Weeks	\$540/\$648 4 Weeks	\$539/\$646 4 Weeks	\$539/\$646 4 Weeks	\$559/\$671 4 Weeks	\$569/\$683 4 Weeks	\$573/\$683 4 Weeks
Youth on the Go 8:45-3:30pm Res./Non Res.	\$300/\$345	\$315/\$370	\$315/\$378	\$315/\$378	\$331/\$398	\$331/\$398	\$343/\$412	\$349/\$419	\$358/\$419
Circus Camp 8:45-3:30pm Res./Non Res.	\$285/\$328	\$299/\$351	\$313/\$374	\$313/\$374	\$329/\$395	\$329/\$395	\$351/\$417	\$371/\$437	\$376/\$443
G'belt Youth Circ 8:45-3:30 Res./Non Res.					\$682/\$818 4 weeks	\$682/\$818 4 weeks	\$726/\$862 4 weeks		
1 Week Camps									
Soccer Source 360 8:45-3:30pm Res./Non Res.							\$230/\$276	\$240/\$276	
Camp Explorer 8:45-3:30pm Res./Non Res.	\$158/\$182	\$158/\$186	\$166/\$199	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$185/\$222	
Circus Camp X 8:45-3:30pm Res./Non Res.	\$158/\$182	\$158/\$195	\$170/\$204	\$170/\$204	\$185/\$222	\$185/\$222	\$196/\$233	\$201/\$238	\$206/\$245
Spring Camp 8:45-3:30pm Res./Non Res.	\$158/\$182	\$158/\$186	\$166/\$199	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$184/\$221	\$194/\$232
Performance Camp 8:45-3:30pm Res./Non Res.									\$206/\$245
Spring Circus 8:45-3:30pm Res./Non Res.	\$158/\$182	\$166/\$195	\$170/\$204	\$170/\$204	\$179/\$215	\$179/\$215	\$190/\$228	\$190/\$228	\$194/\$232
Before Care 7:00-9:00am One Fee	\$45	\$50	\$50	\$50	\$50	\$50	\$55	\$55	\$60
Extended AC 3:30 - 6:00pm One Fee	\$60	\$63	\$63	\$63	\$64	\$64	\$65	\$65	\$70

2017 Summer Camp Fee Comparison - Other Jurisdictions

Greenbelt Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Pine Tree Two weeks	291	346	55	19%
Creative Kids Camp Two weeks	307	365	58	19%
Kinder Camp Two weeks	294 180/half	348 212/half	54 32	18.5% 18%
Spring Camp 1 Week	194	232	38	20%
Teen Camp Two weeks	358	419	61	17%

Before Care \$60 Res & NR

After Care 6pm \$70 Res & NR

Gaithersburg Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Quest (Camp Pine Tree)	245	310	65	26.5%
Arts Camp (Creative Kids Camp)	416/8 days	496/8 days	80	19%
Kinder Play (Kinder Camp)	146/half	176/half	30	20%
Gaither. On the Go (Camp Explorer)	170	207	37	22%
Camp XCELER8 (YOGO)	165/1 week	195/1 week	30	18%

After Care 6pm \$62 Res & NR \$88

M-NCPPC

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Explorers Camp (Camp Pine Tree)	220	285	65	30%
Art Camp-Making a Musical (Creative Kids Camp)	260	340	80	30.5%
Wee Wonder Camp (Kinder Camp)	120/half	155/half	35	29%
Spring Camp 1wk	198	257	59	30%
Sports & Travel Camp YOGO	260	340	80	31%

Before Care 7am - 9 **\$28 Res & NR \$37 Two weeks**
After Care 4:30 - 6pm **\$28 Res & NR \$37 Two Weeks**

Rockville Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
(Camp Pine Tree)	No good	comparison		
Way off Broadway (Creative Kids Camp)	555	579	24	4.5%
Funfit Adventures 1wk (Kinder Camp)	180/half 9am-12pm	199/half 9am-12pm	19	10.5%
School's Out 1wk (Spring Camp)	104	124	20	19%

Before Care 7:30 - 8:45 **\$50 Res & NR \$54 Two Weeks**
After Care 3pm - 6pm **\$119 Res & NR \$129 Two Weeks**

Takoma Park

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Rookie Camp 1 wk (Kinder Camp)	80	90	10	11%
Camp Takoma 1 wk (Camp Pine Tree)	125	145	20	16%
On Stage 1 wk (Creative Kids Camp)	245	265	20	8%
On Stage 2 wk (Camp Encore)	535	565	30	5.5%
Teen Camp 1 wk (YOGO)	120	140	20	17%

Before Care 7am – 9am
After Care 4pm – 6pm

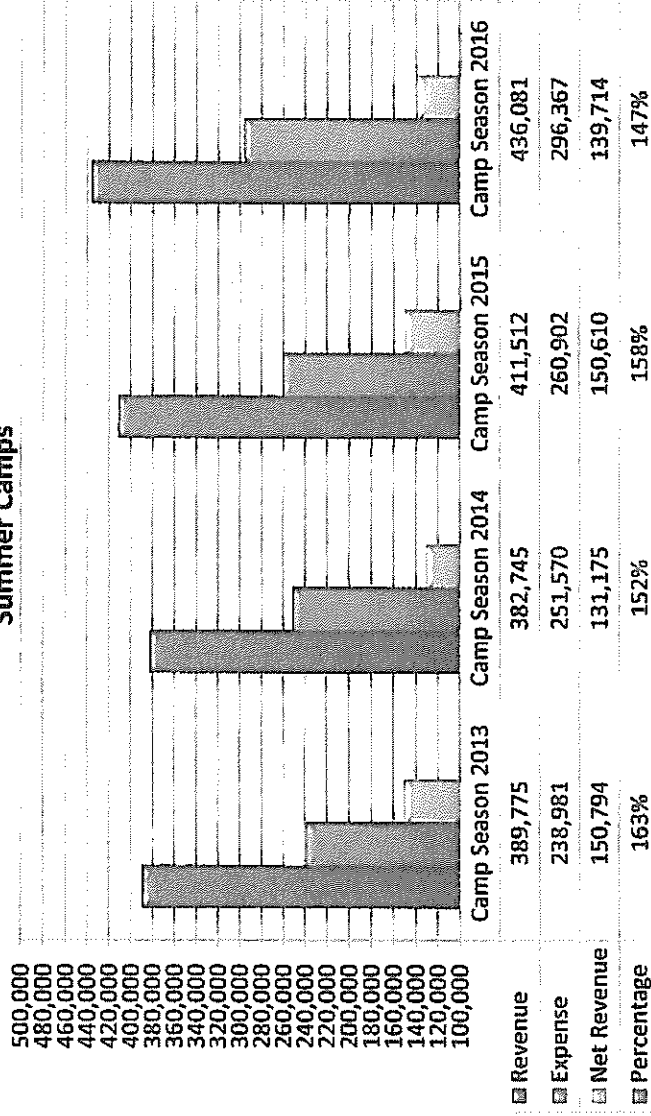
\$35 week Res/NR \$45
\$35 week Res/NR \$45

Hyattsville

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Magruder (Camp Pine Tree)	250	300	50	20%

Before Care 7:30am – 9am \$25 Res/NR Two Weeks
After Care 5pm – 6pm \$25 Res/NR Two Weeks

**Seasonal Comparison Chart
Summer Camps**



Comments:

1. Chart is based on camp season (CS) not fiscal year.
2. Revenue and expenses increased in CS 15 due to the addition of soccer camp.
3. CS16 expenses increased mainly due to minimum wage increase.
4. CS 16 Revenues increased due to a fee increase and higher registration.

Computer Lab Data Fiscal Year 16' (July 2015-June 2016)

Month	Total Attendance
July 2015	202
August 2015	258
September 2015	261
October 2015	245
November 2015	237
December 2015	240
January 2016	227
February 2016	255
March 2016	272
April 2016	201
May 2016	221
June 2016	195
Total:	2,814

Computer Lab Data Fiscal Year 17' (July 2016-June 2017)

Month	Total Attendance
July 2016	195
August 2016	244
September 2016	250
October 2016	238
November 2016	231
December 2016	225
January 2017	218
February 2017	257*
March 2017	268*
April 2017	205*
May 2017	223*
June 2017	188*
Total:	2,742*

***Notes projected numbers**

Advisory Committee/Board Information '17

Advisory Board Information (As of 4/12/17)

1. Number of Board Members: **102**

- ◆ With 2 Members on multiple boards/committees
 - Jane Young, Advisory Committee on Environmental Sustainability & The Green Team (Sub-committee of Greenbelt Committee on Environmental Sustainability)
 - Steven Skolnik, Board of Appeals & The Green Team (Sub-committee of Greenbelt Committee on Environmental Sustainability)

2. Number of Active GAFC Passes:

- ◆ Adult **2**
- ◆ Family **11**
- ◆ Senior **17**
- ◆ Single Parent Family **1**

3. Number of Board/Committee members that have Purchased a GAFC Pass: **63**

4. Never Purchased Pass: **38**

5. GAFC Pass Purchased Reduced Rate: **53**

6. GAFC Pass Purchased Normal: **10**

Advisory Committee/Board Information '17

These are current Advisory Board or Committee Members that have purchased a pass in the pass that paid normal rates. The ones that are expired have not renewed, as of: January 29, 2016

<i>Name</i>	<i>Expires On</i>	<i>Pas Status</i>	<i>Rate Paid</i>
Barnett, Susan	11/29/2009	Expired	Normal
Blue, Ken	3/3/2014	Expired	Normal
Hamlin, Reverend Daniel R.	9/7/2015	Expired	Normal
Hammett, Honora G.	3/26/2006	Expired	Normal
Hammett, Kevin G.	3/26/2006	Expired	Normal
James, William	4/1/2014	Expired	Normal
Martin, Jason	8/26/2016	Active	Normal
McElhenny, Katherine	9/1/2014	Expired	Normal
Miller, Maria Silvia	5/15/2016	Active	Normal
Ransom, Richard D.	4/23/2016	Active	Normal
Rudd, Robert T.	6/9/2010	Expired	Normal
Sharapi, Julia	12/2/2012	Expired	Normal
Zirkin, Stanley	9/5/2016	Active	Normal