

**City Council  
Budget Work Session**

**Recreation Department**

**Municipal Building  
7:30 p.m., Monday  
April 18, 2016**





# 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 \$65/hour Non-Resident \$75/hour	No	Wood	
Pip Moyer Recreation Center 410-263-7958	City of Annapolis	4700 sq ft	M-Th 6am-9pm F 6am-8pm Sa 8am-6pm Su 11am-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 \$55/hour-\$105/hour Non-Resident \$135/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 \$39/hour Resident \$45/hour Non-Resident \$56/hour	No	Hardwood & Tile	Mirrors Sink Refrigerator
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 \$28/hour Resident \$35/hour Non-Resident \$32/hour	Yes	Hardwood & Tile	Mirrors Sink Refrigerator
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 \$30/hour-\$85/hour Non-Resident \$110/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 & Non-Resident \$10/hour	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 03/22/2016



## Recreation Facility Rental Rate Increase History (4-28-2015)

Room Type/Location	Last Increase	Current Hourly Rate - R/NR	Proposed Increase	Room Tier Rating
Gym - CC	1-1-13	\$45/\$55	N/A	T-6
Gym - YC & SHLRC	7-1-12	\$45/\$55	N/A	T-6
Multi-Purpose Rm.-CC	1-1-13	\$40/\$50	N/A	T-5
Multi-Purpose Rm.-YC	7-1-12	\$35/\$45	N/A	T-4
Dance Studio - CC	1-1-13	\$35/\$45	N/A	T-4
Theater Rehearsal - CC	1-1-13	\$30/\$40	N/A	T-3
Kitchen - CC	7-1-08	\$50/\$65	N/A	T-K
Senior Classroom – CC	1-1-13	\$25/\$35	N/A	T-2
Gallery – CC	1-1-13	\$25/\$35	N/A	T-2
Comm. Mtg. Rm. - CC	1-1-13	\$25/\$35	N/A	T-2
Class Rm – YC & SHLRC	7-1-12	\$20/\$30	N/A	T-1
Clubhouse - SHLRC	7-1-06	\$20/\$30	N/A	T-1



---

---

## MEMORANDUM

---

---

**TO:** MICHAEL MCLAUGHLIN, CITY MANAGER *MPM*  
**FROM:** STEPHEN PARKS, AQUATIC & FITNESS CENTER SUPERVISOR  
**SUBJECT:** CUSTOMER SATISFACTION SURVEY  
**DATE:** DECEMBER 22, 2015  
**CC:** JULIE MCHALE, DIRECTOR OF RECREATION  
JOE MCNEAL, ASSISTANT DIRECTOR OF FACILITIES  
GREG VARDA, ASSISTANT DIRECTOR OF PROGRAMS

---

---

From November 23rd through December 11th a user survey was conducted at the Greenbelt Aquatic and Fitness Center. There were **118** responses to the survey; **92** were completed online (75 via the web link, 17 via Facebook), while **26** were completed at the facility, with **83** 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](http://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 and 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.

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 regards to the "scored" responses, the survey included (8) questions with a possible score and response of:

1. Not Applicable - 0 points
2. Less than expected - 1 point
3. Met expectations - 2 points
4. Exceeded expectations - 3 points

On the average, the Facility/Staff either met or exceeded expectations of the users surveyed **91.31%** of the time. **"Staff was prompt, reliable, and friendly"** received the highest score (2.582 out of 3). The area that received the lowest scores was **"Maintenance and/or cleanliness of the facility in the 'Other' category"** (1.66 out of 3), however there were no definable areas listed in the space provided. Therefore, **"Maintenance and/or cleanliness of the facility in the Men's Locker Room Area"** (1.944 out of 3) received the lowest definable area. On this survey the "Locker Room Area" was divided into the Men's & Women's area.

There were **78** comments made on the surveys. The comments were broken into 9 categories:

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

There are many positive comments as well as some constructive criticism for staff to consider and pass onto the appropriate people.

**ATTACHMENT:**

1. Scored Responses with Percentage Breakdown
2. List of written comments



Fall '15 GAFC Survey Analysis

Statement	Average Score	Exceeded Expectations	3 = Exceeded Expectations	Met Expectations	2 = Met Expectations	Less than Expected	1 = Less than Expected	Total Responses	
My overall experience here was good, and I would recommend this facility to my friends.	2.372	50	44%	55	49%	8	7%	113	
<b>Staff</b>									
Staff was prompt, reliable, and friendly	2.582	67	61%	40	36%	3	3%	110	
Staff was knowledgeable and fully answered my questions	2.505	55	53%	45	44%	3	3%	103	
Management was available to solve problems	2.400	42	49%	35	41%	8	9%	85	
Staff was complete on the following through with inquiries	2.400	42	47%	42	47%	6	7%	90	
Rate the Customer Service you received in the following area:									
Entrance Counter	2.573	66	60%	41	37%	3	3%	110	
Pool Area	2.367	36	40%	51	57%	3	3%	90	
Fitness Wing	2.338	26	38%	39	57%	3	4%	68	
Other	2.357	8	57%	3	21%	3	21%	14	
Rate the Professionalism and/or appearance of the staff in areas:									
Entrance Counter	2.464	54	49%	53	48%	3	3%	110	
Pool Area	2.400	35	41%	49	58%	1	1%	85	
Fitness Wing	2.253	25	33%	44	59%	6	8%	75	
Other	2.091	3	27%	6	55%	2	18%	11	
<b>Facility</b>									
Maintenance and/or cleanliness of the facility									
Entrance Counter	2.443	47	44%	59	56%	0	0%	106	
Pool Area	2.269	33	35%	52	56%	8	9%	93	
Fitness Wing	2.312	29	38%	43	56%	5	6%	77	
Locker Room Men	1.944	9	25%	16	44%	11	31%	36	
Locker Room Women	2.027	17	23%	43	57%	15	20%	75	
Other	1.667	1	11%	4	44%	4	44%	9	
What time of the day did you visit?									
	47	32%	37	25%	38	26%	27	18%	149
How frequently do you visit our facility?									
	5	5%	38	37%	60	58%	1	1%	104
What areas of the facility do your frequent?									
	48	22%	37	17%	48	22%	86	39%	219
What is the status of your membership									
	85	80%	17	16%	4	4%	106	91.31%	

Lowest Average Score

Highest Average Score





# Fall 2015 Survey Comments

## I. Compliments

- Great Facility
- Have been a member long enough to expect the high standards of the staff, so it is hard to exceed expectations! A great place: clean, knowledgeable, friendly, offers a wide variety of classes, events and self-initiated exercise opportunities at amazingly low prices. We are really lucky (and smart!) to live in Greenbelt.
- I expected you to be "A ok", and you were.
- I have lived in Greenbelt twice (1995-2006 and 2011 to present) and the Aquatic and Fitness Center is one of the best things available for Greenbelt residents.
- I like improvements to locker room, much appreciated
- I plan to use the Fitness Center more this winter than I have in the past winters. I do use the pool a lot in the summer but never quite sure how warm water will be in winter. I had a 6 week allergy in Sept/Oct then 2 week vacation, came back with a cold and today, 11/25, finally got to go to Fitness Center. Hopefully more often now if I can only keep myself healthy. The Aquatic and Fitness Wings look really nice after the renovations.
- Roof looks fantastic! love this pool more than any other pool I've seen
- I want to thank the staff for their kindness and concern when I had a medical incident at the GAFC. They reacted quickly and took good care of me. Thanks especially to Steve for answering stupid questions and responding to requests.
- The facility is great, management staff is excellent (special thank you to Julie Magness for her excellent customer service and kindness toward the kids!).
- Thank you for this wonderful offering to the community. I love the outdoor pool and never expected to even like an indoor pool, but this place is exceptional.
- Love the recent upgrades! This facility is a lifesaver for me as I have health issues for which lap swimming and time in the whirl pool are critical
- Love this place and the staff Well managed and maintained The Locker room really needs some upgrades
- Many patrons like coming here because friendly and small
- New pool roof is beautiful! When are you going to replace the outdated weight equipment? Julie Magness is a huge asset to your facility!

# Fall 2015 Survey Comments

## *II. Equipment Suggestions / Comments*

- They have a scoreboard style digital clock that even nearsighted people like me can read from the swimming lanes. Greenbelt should invest in one. That little round clock at the other end of the pool does not do the job. Greenbelt should also invest in one of these small wall mounted machines that squeeze the water out of ladies swimsuits. I've seen them at several other pools.
- This is minor, but annoying. The hair dryers in the ladies locker room are awful though they are brand new. To dry my hair I have to stand against the mirror, toughing it, because the airflow goes straight down, and I have to keep moving. It shuts off after a few seconds because it thinks no one is there. I am 5 feet tall. I was told by one of the staff that I was too short to keep the machine running. We don't have little girls who need to dry their hair? What about Asian women
- Would love to have a swim suit dryer installed if possible.
- Would love to have fractional weights for the universal weight system. Some of the increases in weight are too extreme: i.e. 20 lbs for the squat machine. It would be nice to increase weight by 5 - 10 lbs. The leg curl and extension machine are perfect examples of how you can adjust weight incrementally.
- Pool equipment such as float belts needs replacing, many belt latches broken.
- The weight equipment is very sub-standard. This is why I am not renewing my membership with you. For years we have complained about this and also about the lack of free weights, to no avail. For the price you charge, you should really think about an upgrade. I've now changed to L.A. Fitness; cheaper and better workout facilities.
- The gym equipment should allow people to work out for more than 30 minutes at one time.
- I was disappointed in the weight room. The machinery is very old and awkward to use. A polite staff member explained how to use it, but I felt it was so awkward to use that I would be in danger of hurting myself--it was awkward to grab hold of weights. I have found much more up-to-date equipment at gyms I have used previously.
- I would really like to use the weight room more, but the equipment is a bit old, not very intuitive to use (as far as adjusting seats, etc.), and the instructions for use of the equipment is not very well explained. Also, the minimum weight you can specify for most is far more than I should be working with (I have a rare joint condition and can't use over 10 lbs. on weight equipment). Having such a high weight minimum make the weight room useless for anyone elderly, with an injury, or, like me, young but with disabilities. I would use the weight room very frequently if there was better, more updated equipment. As it is, I'm too worried I'll hurt myself.
- It would be nice to have flat screen TVs ion the treadmill and/or bicycle rooms tuned to CCN or ESPN, for example.

## Fall 2015 Survey Comments

- Also it would be great to have free weights in the gym.
- Would like Wi-Fi in the facility.
- Some equipment is old and doesn't work well.

### *III. Miscellaneous Comments*

- Improvement in management of lost items would add a positive and might increase attendance. I do this for students at the U of MD and got a log of positive feedback. Lost items could be sorted. More valuable items could be tagged as to descript, date, etc.
- That TV has to go. Can't stand noises. TV noise is undesirable tone.
- Perhaps the men's locker room can be expanded into the office area.
- Please ask people who are not swimming laps to vacate the lap lanes when they are all occupied. Numerous times I come to swim laps and at least one lane is taken by someone walking the pool (which could be done in the non-lap lane area) or stretching in the lap lane making it inconvenient for lap swimmers.
- Pool-related: This has occurred a couple of times during the last year, when all of the other lap lanes were in use, generally in the indoor pool: a family or group of teens will "take over" the end lane and use it as their personal swimming pool. There won't be any serious lap swimming, and they'll be jumping in and out, sometimes veering into the adjacent lap lane in the path of a swimmer, and otherwise just playing. One family even had what almost looked like a picnic sitting on the corner bench by the deep end. Never mind this is in violation of stated rules, but this invariably happened when the lap lanes were already doubled up.

### *IV. Maintenance / Public Works Issues*

- At least one additional hook needs to be attached on the shower doors of the women's shower room to allow for at least a bathing suit and towel placement.
- The buildup of hair on the floors as the day progresses is not sanitary and a turnoff. One day last week, I mentioned to the lifeguards at the desk that there were gobs of hair on the floor. They didn't seem particularly interested, only mentioning that a lady cleans it daily. Ultimately, no action was taken.
- A lot of water is wasted in the shower area. Children of all ages, some with mothers, are turning on all showers and stand under one (as is normal). My suggestion is to ask members and visitors to watch their kids. Signs could be put up by the showers (PLEASE CONSERVE WATER, ONE SHOWER PER PERSON) or something similar. Another suggestion, each shower would run for 5 minutes after you put in a quarter (\$0.25). I have seen and used such showers at camp sides. Works great!!

## Fall 2015 Survey Comments

- Women's locker room could need a little attention with more frequent mopping of floor.
- 2 hair dryers in Women's Locker Room not working properly.
- The locker rooms need to be cleaned more frequently during outdoor pool season.
- Please get a key for the thermostat in the bike room. It is sometimes so cold as to be avoided. Today it was almost equal to the outside temps.
- Men's locker room is too hot. It's a waste of money and resources. I work out, cool down, and then sweat as I'm getting dressed. I've lowered the frequency of my visit because of this, and am frequenting other facilities more.
- Most of 2015 Men's Locker room was so dirty I would not walk w/out foot protection. The 1 time I did I got athlete's feet and a severe case too. Complaint often but pool was under staffed. Currently it is clean. Hope it stays that way. Thank you
- One of the showers in the women's locker room has been broken for over a year and was not fixed during the recent closure. Why not?
- The locker rooms need more clean-up when there are children's swim lessons in progress.
- I find the lighting installed over the pool to be blindingly bright when it's dark outside. Complaints about this lodged via e-mail have been referred to other departments with no response or resolution.
- Less than Expected- Men's locker room is too small and not well maintained.
- Other Comments- Strong urine smell from men's locker room
- Less than Expected- This is a hard survey to do since this building just went through a major overhaul. Hopefully the Women's lock room will be free of water on floor when it is in use a lot. Other than that, I have no complaints.
- Less than Expected- Women's bathrooms not as clean as expected
- Less than Expected- During the break, I went to other pools and noticed how much cleaner they were than the Greenbelt pool
- Other Comments- Front left corner of the pool nearest to the spa tub usually smells like urine, and I can't figure out why. Locker room still seems small and shabby.
- I have also occasionally been disappointed with the locker room and pool floor cleanliness. The area is often disgusting after heavy traffic times like swim team or classes and I would appreciate some cleaning being done during the day not just at the end of the day.



# Fall 2015 Survey Comments

## V. *Programming / Schedule Comments*

- This survey pertains to my experience during my kid's summer swimming classes. It was a great environment and very different, unlike other places that I have gone to (Rolling Crest Pool at Hyattsville). We look forward to returning again to your facility for additional classes. Thanks and Happy Holidays!
- I would use the pool more but classes are held without staggering them on alt nights so non lane swimmers can enjoy.
- Met Expectations- Classes and schedule

## VI. *Staff Comments*

- Most of the front desk staff is fine, but there are some who seem to have trouble with enrollment procedures for classes and/or managing the flow when a number of people are trying to pay for admission to the pool.
- Outside the "No Parking" area at the bottom of the steps seems to be always blocked, either a City of Greenbelt Truck/van, or some small grey car that appears to belong to a staff member at the place. It blocks access to pick up or drop-off of my ride. Is this their own private parking space? ground sign says no parking, guess they are privileged.
- Other Comments- Pool staffs are not friendly.
- Other Comments- The swim instructors are very patient and positive encouragement to children.
- Met Expectations- Class teachers
- Met Expectations- Help in exercise classes when instructor was not there
- Less than Expected- Children's swim instructors were lackluster. Every session repeats the same activities and the teachers did not seem to want to be there. They didn't know how to talk to kids or what kinds of things were appropriate for them.

## VII. *Social Issues*

- Have a child in the swim classes of the opposite gender -- any chance we could get another family restroom?
- I believe there needs to be a better solution for our transgender community to enjoy the pool and facilities without having to ask someone to open a door or gain access to the family restroom. The family locker room has to either be accessed by walking through the men/women's locker room or asking the staff to let you through the doors at the lobby. I have two sons and when they were younger I didn't feel

## Fall 2015 Survey Comments

comfortable sending them through the men's locker room alone. When I would ask staff to let us through the lobby door it was often received with eye rolls and sighs of frustration as my request clearly would pull a staff member from their duties to accommodate us. My point is that the family restroom is not easily accessible. Maybe a key fob at that door that would unlock the door with the swipe of your membership card? A person having to ask a staff member means they have to "out" themselves which is not appropriate or compassionate.

- I do not like the new sign requiring people to use the locker room of their genitals. That is an outmoded approach that isn't welcoming to trans members and their allies. People should use the locker room of the gender they identify with, and the pool staff needs to also work with their procedures to make access to the family changing room on the pool deck easier. The only time I've ever had issues w/ the gender of someone in the locker room is when some tween boys were goofing off and teasing girls, and the wording of a sign isn't going to help that. That is an issue for staff oversight and attentiveness.
- Would like to see cell phone use policy to ensure privacy during visit.
- The new locker room signage is not welcoming. It's important to me to be compassionate and understanding to transgender community members. It's not nice to question the anatomy of people who just happen to have faces or bodies that don't "fit well" with their gender. If a person identifies as female, she should have full use of the ladies locker room without interrogation or "drama". Same goes for someone who identifies as male, he should be able to use the men's locker room. Thank you for considering other's feelings. I look forward to reading your new sign with the correct language.
- The sign by the locker rooms about "anatomical gender" is pretty offensive. Was this intended to target transgender individuals? Is that even legal? I don't believe that the wording of the sign, regardless of intention, matches the values of Greenbelt. I am very offended. It's been a big black mark on an otherwise enjoyable year of swimming.
- I was so excited to see the renovations of the pool area and roof and deeply disappointed to read the new signage that greeted me at the locker rooms. The sign addressing "anatomical gender" is not only incorrect; it is rude and disrespectful to members of our community and personal friends of mine. Gender refers to internal sense of self, while anatomy refers to your actual body parts. Anatomical gender is a misnomer and doesn't exist. Please educate your staff and the writers of this sign. <http://www.ourbodiesourselves.org/health-info/separating-sex-and-gender/> Forcing people, who are transgender to stand out, ask publically to enter separately, wait and use the one private bathroom is discrimination and was outlawed in MD in 2014. <http://www.washingtonblade.com/2014/10/01/md-transgender-rights-law-takes-effect/> If someone is uncomfortable changing in the bathroom with someone else then they can choose to use the private bathroom or a shower stall. Forcing someone to use it based on gender expression is discrimination. I expect this sign to be changed because I believe our city and our staff to be a welcoming community to all LGBT members. Please let me know if I need to discuss this with the city council.

## Fall 2015 Survey Comments

The "anatomical gender" sign is offensive and creates a hostile environment for transgendered people. If the sign stays up, then I will not be renewing my family membership when it expires

- Please eliminate "anatomical" from the changing room entrance sign. If someone is over six they know what gender changing room is safest for them to change in and nothing should encourage other patrons to question them.
- Other facilities I visit have separate changing for children and adults so the adults and kids are not nude together. This is the only one I've been to where it is mixed. I hope that doesn't cause you any legal issues.
- Less than Expected- I found the sign at the entrance to the changing rooms offensive and threatening with its use of the term "anatomical gender" as if someone would check my underpants to see if I was in the 'right' changing room.
- Less than Expected- I believe there needs to be a better solution for our transgender community to enjoy the pool and facilities without having to ask someone to open a door or gain access to the family restroom.
- Less than Expected- Gender sign at the locker rooms is embarrassingly anti-trans. Makes me uncomfortable belonging to the pool.

### *VIII. Temperature Issues*

- I like the board at the entrance counter, and that water is usually 83 degrees
- I LOVE the pool. Since it reopened, the temp of the water has been perfect 83-84 degrees I am a lap swimmer in my 60's, and the water is most welcoming. When pool was closed, I swam at Eppley Rec Center at the University of Maryland.
- The water temperature in the pool has been maintained at about 84° which is what I really enjoy when I'm doing keep water aerobics so a special thank you to Steven.
- I swim regularly 2-3 times a week in the indoor pool once the outdoor pool is closed for the summer I find the water temperature OK, but know some other older women do no- they feel it too cold to swim comfortably. I don't know what to suggest, but women do feel temperature different from me and their needs should be considered
- Exceeded Expectations- Indoor pool water needs to be warmer in the winter months

# Fall 2015 Survey Comments

## *IX. General Other*

- Other Comments- Nudity and unsanitary shaving in open shower in women bathroom with children around
- Met Expectations- Family changing room
- Other Comments- I have not seen the renovations inside women locker room to evaluate

Greenbelt Community Center			
Rent Comparison per square foot			
Tenant	Rent per year	Square Footage	Rent per square foot
Planning & Community Development	\$32,500.00	2,374	\$13.69
Adult Care	\$37,408.08	4,200	\$8.91
Greenbelt Nursery School (10 months)	\$27,321.30	3,024	\$9.03
Artist in Residence*	\$25,840.80	3,000	\$8.61
News Review	\$5,304.00	930	\$5.70
Arts Center Costume Shoppe	\$1,521.00	790	\$1.93

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

2/8/2016



**GREENBELT COMMUNITY CENTER**  
**Waived Room Usage - Other Category Breakdown**  
**Fiscal Year 2015**

Group	Event	Frequency	Room(s)	Annual Value
American Red Cross	Blood Drive	8x Annual	201	\$3,024
Golden Age Club	Meetings	Weekly	201	\$3,780
Greenbelt Concert Band	Rehearsals	Weekly	201	\$8,788
Greenbelt COOP	Annual Meeting	Annual	201	\$200
Greenbelt Labor Day Committee	Festival	Annual	All	\$8,431
Maryland Public Television	Ken Burns' The Roosevelts	Once	106	\$608
PG Peace & Justice	Peace Month Activity	Annual	201	\$120
Prince George's County	Primary Election	Even years	106	\$968
USCIS	Swearing In Ceremony	Annual	103, 106	\$618
<b>SUBTOTAL</b>				<b>\$26,537</b>
City Council	Advisory Board Banquet	Annual	106, 107	\$2,430
City Council	Council Meetings	Weekly	201	\$4,960
City Council	Holiday Party	Annual	106	\$338
City of Greenbelt	Be Happy, Be Healthy	Weekly	106	\$1,665
Museum	Mtg/Lectures/Docent Dinner	Annual/Varies	201	\$1,100
Personnel	Health Fair	Annual	106	\$675
Personnel	Testing	Varies	201	\$320
Recreation	Artful Afternoon	Monthly	106	\$760
Recreation	Art + Craft Festival	Annual	106, 107	\$3,839
Recreation	Arts Education	Varies	10, 106, 201	\$893
Recreation	Meeting/Celebration	Varies	201	\$230
Recreation	Senior Nutrition Program	Daily	105, 107	\$73,800
Senior Advisory Committee	Forum/Workshop	Annual	201	\$320
<b>SUBTOTAL</b>				<b>\$91,330</b>
<b>TOTAL</b>				<b>\$117,867</b>

Room Usage Table (waived reservations)			
Room	FY 2015 Actual		FY 2015 Actual
	Reservations	Hours Used	Value of rooms used
202	82	482	\$14,460
114	215	658	\$16,450
112	129	946	\$23,650
103	234	989	\$24,725
Other*	1,264	5,311	\$117,867
<b>TOTAL</b>	<b>1,924</b>	<b>8,386</b>	<b>\$197,152</b>

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

# Greenbelt Recreation Department

## 2015 Camp Report

---

### BACKGROUND

This report will use information based on the 2015 camp season and not the fiscal year. Comparing expenses, revenues and registration based on a camp season will provide a better understanding of the numbers when compared to previous seasons. If the fiscal year was used in designing the report staff would have to use the outputs from two camps seasons. Doing this would not provide the optimal information needed to deliver a true assessment.

### REGISTRATION

The Recreation Department offered 12 camps totaling 31 sessions. All sessions combined totaled 1,235 registration serving children between the ages of 3 ½ and 16. Compared to 2014, overall registration is 36 registrations higher. Of the 1,235 registrations 702 or 57% were resident registrations. Historically resident registration hovers around 50%.

The increase in registration is mainly twofold: 1) The addition of a new one week soccer camp at Schrom Hills Park. 2) Increased marketing effort for Creative Kids Camp. Creative Kids Camp increased enrollment by 68 campers in 2015 compared to the 2014 camp season. These two items masked the lower than usual enrollment in Camp Pine Tree II and Kinder Camp. These two camps combined were 45 registrations lower compared to 2014.

### FINANCIALS

All camp revenues combined produced \$411,512. Subtracting expenditures of \$260,902 equals net revenue of \$150,610. Camp expenses include part-time staff, GAFC fees, transportation, field trips, amusement park tickets, supplies, staff training/orientation and a camp nurse.

Compared to 2014, camp revenues increased \$28,767. The increase in revenue is due to the addition of a one week soccer camp at Schrom Hills Park, higher enrollment in Creative Kids Camp and an increase in camp fees.

The Greenbelt Kid's budget transferred \$14,008 to the Greenbelt Aquatic and Fitness Center for free swim visits, swimming lessons and fitness passes. It should also be mentioned that the Arts Program produced gross revenue of \$8,018 for after care classes directly related to summer camps.

### CAMP STAFF

The summer camp program serves as a first time work experience for unpaid internships and paid young adults. Over 50 Interns provided 3,500 hours of service. Part-time employees make up the camp staff. It should be noted that 48% of the summer camp staff are Greenbelt residents. These seasonal employees

provided direct leadership and/or services to the community. The department provides training and orientation for all camp employees and interns.

The Recreation Coordinators do a great job in providing a workplace culture that is welcoming, learning oriented and appreciative to part-time staff and interns. They accomplish this by offering after work field trips, Friday lunches and team building activities that are fun and promote learning.

We have been very fortunate in retaining camp managers for many years. Their familiarity with the children, parents and staff bring a level of confidence to the program. However as this camp season approaches, staff will be interviewing for a new Camp Pine Tree Manager. This is due to the long time Camp Pine Tree Manager joining the full-time staff of the Recreation Department as an Office Associate. Staff has also been fortunate in hiring Camp Counselors that are eager to work in a summer camp environment. Many use their camp work experience as a building block to their career path. Each year former counselors join the full-time workforce as school teachers in public and private schools.

### **CAMP REGISTRATION FEE HISTORY**

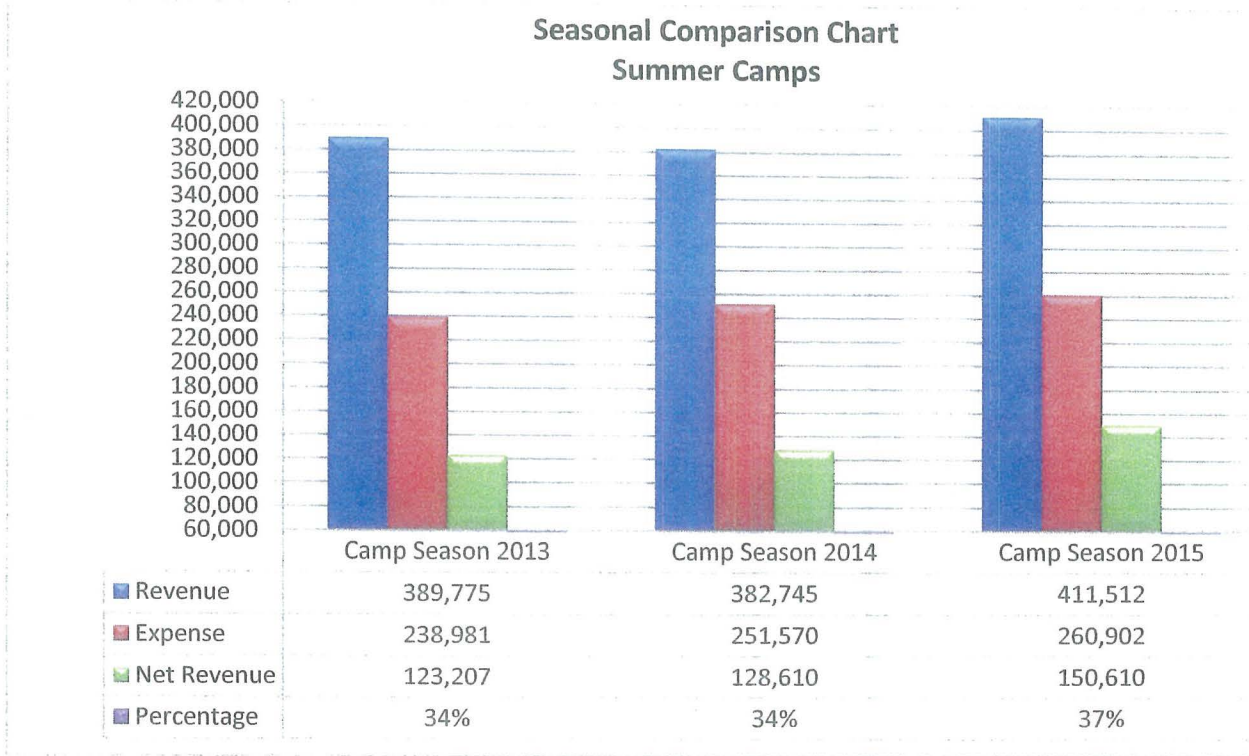
Camp Fees were raised 3.7% for camp season 2015. Prior to 2015, fees were increased 5% in 2013. For the 2016 camp season, camp fees were raised 2% and the spread between resident and non-resident registration will remain at 20%. The increase in fees is due to the legislative increase in minimum wage of 14%. Under the legislation, the County's minimum wage has incrementally increased from \$7.25 per hour to \$8.40 per hour to \$9.55 per hour on October 1, 2015. This October minimum wage will increase to \$10.75 per hour. The final increase to 11.50 per hour will take place on October 1, 2017.

### **CONCERNS**

Through general observation staff noticed children that have historically attended recreation department camps, attending the drop-in Summer Playground held by M-NCPPC at local schools and parks. Staff does not have a concrete answer as to why families made the switch but one could speculate that fees could be getting too expensive for our clientele. If revenue over expenditure is to continue with the 30% benchmark, fees will continue to rise to keep up with the minimum wage increase and the general cost of doing business.

Staff also believes that the 20% gap between resident and non-resident fees should be lowered to 17.5%. When camp fees increase for residents, non-resident fees increases at a greater rate. With the abundance of camps that are in close proximity of the recreation department it is important to consider non-resident rates so that non-resident fees due not substantially outpace our competitors.

Online registration needs to be a priority. 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.



**Comments:**

1. This chart is based on the Camp Season not the fiscal year.
2. Revenue and expenses increased in Camp season 2015 due to the addition of soccer camp.





## Year to Year Camp Fees Comparison Chart

	CAMPS 2008	CAMPS 2009	CAMPS 2010	CAMPS 2011	CAMPS 2012	CAMPS 2013	CAMPS 2014	CAMPS 2015	CAMPS 2016
<b>2 Week Camps</b>									
<b>Creative Kids</b> 8:45-3:30pm Res./Non Res.	\$257/\$296	\$257/\$296	\$270/\$317	\$270/\$324	\$270/\$324	\$284/\$341	\$284/\$341	\$295/\$354	\$299/\$359
<b>Camp Pine Tree</b> 8:45-3:30pm Res./Non Res.	\$252/\$290	\$252/\$290	\$265/\$311	\$265/\$318	\$265/\$318	\$278/\$334	\$278/\$334	\$283/\$340	\$288/\$346
<b>Kinder Camp</b> Full Day 8:45-3:30 Res./Non Res.	\$236/\$271	\$236/\$271	\$248/\$291	\$259/\$310	\$259/\$310	\$273/\$328	\$273/\$328	\$283/\$340	\$287/\$344
<b>Kinder Camp</b> Half Day 8:45-3:30 Res./Non Res.	\$142/\$163	\$142/\$163	\$149/\$175	\$159/\$191	\$159/\$191	\$165/\$198	\$165/\$198	\$171/\$205	\$173/\$208
<b>Camp Encore</b> 8:45-3:30pm Res./Non Res. 4 Weeks	\$515/\$592	\$515/\$592	\$540/\$635	\$540/\$648	\$540/\$648	\$539/\$646	\$539/\$646	\$559/\$671	\$569/\$683
<b>CIT</b> 8:45-3:30pm Res./Non Res.									
<b>Teen Treks</b> 8:45-3:30pm Res./Non Res. 1 Week	\$150/\$173								
<b>Youth On TheGo</b> 8:45-3:30pm Res./Non Res.		\$300/\$345	\$315/\$370	\$315/\$378	\$315/\$378	\$331/\$398	\$331/\$398	\$343/\$412	\$349/\$419
<b>Circus Camp</b> 8:45-3:30pm Res./Non Res.	\$285/\$328	\$285/\$328	\$299/\$351	\$313/\$374	\$313/\$374	\$329/\$395	\$329/\$395	\$351/\$417	\$371/\$437
<b>G'belt Youth Circ</b> 8:45-3:30 Res./Non Res.						\$682/\$818 4 weeks	\$682/\$818 4 weeks	\$726/\$862 4 weeks	
<b>1 Week Camps</b>									
<b>Soccer Source 360</b> 8:45-3:30pm Res./Non Res.								\$230/\$276	\$240/\$276
<b>Camp Explorer</b> 8:45-3:30pm Res./Non Res.	\$131/\$150	\$158/\$182	\$158/\$186	\$166/\$199	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$185/\$222
<b>Circus Camp X</b> 8:45-3:30pm Res./Non Res.	\$158/\$182	\$158/\$182	\$158/\$195	\$170/\$204	\$170/\$204	\$185/\$222	\$185/\$222	\$196/\$233	\$201/\$238
<b>Spring Camp</b> 8:45-3:30pm Res./Non Res.	\$131/\$150	\$158/\$182	\$158/\$186	\$166/\$199	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$184/\$221
<b>Camp Dance</b> 8:45-3:30pm Res./Non Res.	\$158/\$182								
<b>Spring Circus</b> 8:45-3:30pm Res./Non Res.	\$158/\$182	\$158/\$182	\$166/\$195	\$170/\$204	\$170/\$204	\$179/\$215	\$179/\$215	\$190/\$228	\$190/\$228

Baseball Camp 8:45-3:30pm Res./Non Res.									
Basketball Camp 8:45-3:30pm Res./Non Res.	\$141/\$162					\$40/\$50 1 Week ½ Day	\$40/\$50 1 Week ½ Day	\$52/\$65 1 Week ½ Day	\$40/\$50 1 Week ½ Day
Before Care 7:00-9:00am One Fee	\$40	\$45	\$50	\$50	\$50	\$50	\$50	\$55	\$55
Standard AC 3:30-5:15pm One Fee	\$45	\$50	\$53	\$53	\$53	\$53	\$54	\$55	
Extended AC 3:30 - 6:00pm One Fee	\$50	\$60	\$63	\$63	\$63	\$64	\$64	\$65	\$65
AC Classes 3:30pm-5:15pm Res/Non Res	\$52	\$63	\$63	\$63	\$63	\$85/\$110	\$85/\$110	\$85/\$110	\$85/\$110

## Summer Camp Fee Comparison - Other Jurisdictions

### Greenbelt Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Pine Tree Two weeks	284	341	57	20%
Creative Kids Camp Two weeks	299	359	60	20%
Kinder Camp Two weeks	287 173/half	344 208/half	57 35	20% 20%
Camp Explorer 1 Week	185	222	37	20%
Teen Camp Two weeks	349	419	70	20%

Before Care      \$55 Res & NR

After Care 6pm    \$65 Res & NR

### Gaithersburg Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Quest (Camp Pine Tree)	245	310	65	27%
Arts Camp (Creative Kids Camp)	520	620	100	19%
Kinder Play (Kinder Camp)	135/half	163/half	28	20%
Gaither. On the Go (Camp Explorer)	170	207	37	22%
Camp XCELER8 (YOGO)	307	358	51	17%

There is one fee for extended care, regardless of whether you need morning care, evening care, or both. Fees: Resident - \$61 Nonresident - \$87 per two weeks.

## 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)	234	306	72	30%
Wee Wonder Camp (Kinder Camp)	110/half	145/half	35	32%
Explorers Camp 1wk (Camp Explorer)	120	154	34	28%
Sports & Travel Camp YOGO	260	340	80	31%

Before Care 7am - 9                      \$25 Res & NR \$33 Two weeks

After Care 4:30 - 6pm                 \$28 Res & NR \$37 Two Weeks

## Rockville Recreation Department

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Explorers Camp (Camp Pine Tree)	405	429	24	6%
Way off Broadway (Creative Kids Camp)	415	439	24	6%
Funfit Adventures 1wk (Kinder Camp)	129/half 9am-12pm	135/half 9am-12pm	6	5%
School's Out 1wk (Camp Explorer)	175	195	20	11%

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
Camp Takoma 1 wk (Camp Pine Tree)	125	145	20	16%
On Stage 1 wk (Creative Kids Camp)	280	300	20	7%

Before Care 7am – 9am

\$35 week Res/NR

After Care 4pm – 6pm

\$35 week Res/NR

## Hyattsville

CAMP	RES FEE	NR FEE	DIFFERENCE	PERCENTAGE
Camp Magruder (Camp Pine Tree)	235	235	0	0%

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

After Care 5pm – 6pm \$25 Res/NR Two Weeks



## Computer Lab Data-FY 15 Actual

Month	Participation Total Attendance	Ages 11 & Under	Ages 12-17	Ages 18 & Over
Jul-14	145	40	102	3
Aug-14	255	94	156	5
Sep-14	240	56	181	3
Oct-14	237	108	129	0
Nov-14	259	124	131	4
Dec-14	222	81	136	5
Jan-15	230	85	143	2
Feb-15	264	92	169	3
Mar-15	277	101	172	4
Apr-15	231	94	137	0
May-15	251	90	158	3
Jun-15	227	84	139	4
<b>Total</b>	<b>2,838</b>			
SAGE Beginning Computer Class	400			
Pathways Class	330			
<b>Total Lab Use</b>	<b>3,568</b>			





**INVENTORY OF  
OUTDOOR BASKETBALL COURTS**

	<b>Location</b>	<b>City Owned (Y/N)?</b>	<b>Size</b>	<b>Conditions</b>
1	Center City (Buddy Attick Park)	Y	FULL	<i>Surface:</i> OK, <i>Nets:</i> 1 needs replacement <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> cracked, <i>Net:</i> OK <i>Rim:</i> rusted, <i>Backboard:</i> rusted
4	Center City (Greenbelt Elementary School)	N	3 HALF	<i>Surface:</i> OK, <i>Nets:</i> no nets <i>Rims:</i> 3 rusted, <i>Backboards:</i> 1 rusted; 2 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> cracked, <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> OK <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> OK, <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> rusted (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
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

## SUMMARY

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

Center City (11/14)  
Greenbelt East (2/3)  
Greenbelt West (1/3)