

HONEY LAKE VALLEY RECREATION AUTHORITY
GOVERNING BOARD MEETING
Special Meeting Minutes
August 1, 2017 – 3:00 p.m.
City Council Chambers 66 North Lassen Street Susanville CA 96130

Meeting was called to order at 3:01 p.m. by President Wilson.

Roll Call of Board of Board members present: Dave Meserve, David Teeter, Kathie Garnier and Brian Wilson. Tom Hammond; Absent.

Staff Present: Jared G. Hancock, Executive Officer, Ruth Ellis, Administrative Staff Assistant and Eric Heumann, Pool Manager/Director

APPROVAL OF AGENDA: Motion by Vice President Garnier, second by Board Member Teeter, to approve the agenda. Motion carried unanimously.

2 APPROVAL OF MINUTES: Approval of Minutes from the June 6, 2017 meeting, Motion by Garnier, second by Teeter, motion carried unanimously. Meserve, abstained.

3 PUBLIC COMMENT:

April Iturria (Public) shared about safety concerns, particularly for senior citizens, at the swimming pool. Ms. Iturria said she uses a walker, which is difficult to maneuver around the beach towels laying on the floor. In addition, the floor near the showers can get very slick and needs strips. She also suggested placing hooks near the lockers so people could hang towels and bags.

4 MATTERS FOR BOARD CONSIDERATION:

4A Update on Pool Operations

Mr. Hancock opened the item by stating the pool has been open for about four weeks and invited Mr. Heumann to give the report.

Mr. Heumann said sales exceeded initial estimates with revenues between June 28 and July 21 totaling \$41,384. Anticipated sales for August is \$36,000. Payments are collected through a Point of Sale system using Square and staff continues training and adding additional internal control and increasing efficiency.

He shared about the current staffing levels and the safety and first aid equipment at the pool. Floor mats have been ordered and should arrive by Aug. 2, but they are continuing to explore the best shower mat options for the facility.

Pool management has prepared a proposal for the purchase and installation of vending machines for snacks and beverages and is also exploring other concessions options.

Staff is working with the Lassen Aquatics Swim Team and Camille Buehler, Amy Clingensmith and Tina Hilburn are currently working on obtaining their coaching certification. They are proposing a five day a week swim academy in the fall to prepare swimmers for what the dynamics of a swim team environment would be and to identify potential participants.

Mr. Heumann stated that due to high attendance levels and other variables including wind and debris, a larger amount of chemicals have been used in the pool. Staff will continue to assess the usage and do a complete assessment of the chemical usage.

President Wilson thanked Mr. Heumann for his report and opened the matter up for questions.

Vice President Garnier asked Mr. Heumann what his opinion is about using non-skid surfaces rather than mats which will require a lot of maintenance and sanitizing. She asked about using the strips or a surface paint.

Mr. Heumann said the strips that sit on top of the tiles provide good traction when there is puddled water in areas like the showers. He continued mats are a better solution for the walkways, but while there are non-stick tiles in the bathroom, they don't work like they are intended to when water puddles.

Mr. Hancock said the board discussed the issue prior to the pool opening and the contractor provided a \$13,000 estimate to tile the area in the front and a lot of the cost was due to it being part of the entire job and prevailing wage was a factor. Now that the pool is completed, it would be a separate, smaller job and will fall under those thresholds.

He added staff worked with the building department to make sure whatever material that was proposed didn't create a tripping hazard or was in violation of ADA laws. Mr. Hancock continued that his personal preference is going with a surface paint rather than tile. If they got cost estimates now, they would find it is the \$13,000 they were looking at during the project.

Vice President Garnier stated there is a heavy duty primer that will work with the paint and because it is being used indoors, it will last eight years or more.

Mr. Hancock stated staff has been working with the County on a number of items regarding the Point of Sale System and the matter will be available at the next meeting to address a number of those issues that have come up with the purchasing system and credit cards.

There was general discussion about the positive feedback the board members have heard about the pool, swimming lessons and staff. Concerns were also shared about where swimming lessons were being held in the pool and having open swim at the same time.

Mr. Heumann said they are looking at portioning off the shallow end during lessons.

Director Teeter said the feedback he has received has been universally, "very good." He addressed some criticism he did receive and advised posted hours should be sacred and increase efficiency because the HLVRA is in a customer service business and that is where you are going to win and lose every battle.

He further added that now the pool is in operation, the board should have a regular meeting every month.

Mr. Hancock stated the next regularly scheduled meeting will be Tuesday, August 15.

Director Meserve said he agreed about the importance of monthly meetings as the board has a lot to look at right now and plan for the future.

He also shared concerns about recreation swim and swimming lessons going on at the same time.

Mr. Heumann said it hasn't been as much of an issue in the morning as it has been in the afternoon because attendance numbers have exceeded expectations. The intent is to portion off an area but leave some of the shallow end available for open swim. Currently the lifeguards are helping the instructors manage the situation.

Director Meserve stated in his experience lessons are done outside of public hours.

Mr. Heumann said that it something that can be considered but there has been a strong interest for recreational swimming especially in the summer.

Mr. Hancock said his experience is similar to Director Meserve's where there is a two hour window for swimming lessons, but there has been a lot of negative feedback about closing the pool for even a half an hour in the afternoon to address any pool maintenance or chemical needs. With the high demand for swim lessons and recreational swimming, it would be difficult to close the pool for a couple hours in the afternoon so they could have the space to themselves.

President Wilson asked about profit sharing with the swim team and he wanted to make sure staff was coordinating the accounting side with treasurer/tax collector Nancy Cardenas and there is a mechanism in place that she was comfortable with.

Mr. Hancock said nothing has been put in place yet. Staff has been working with the swim team group and the goal was to put it on as part of the update at the next meeting and get some indication from the board that is the pathway they can go down. Then the next time it comes back staff will work with the County staff as to what the appropriate mechanism in the budget would be and to facilitate that. If there is no way to do that then staff will look at alternative options, too.

President Wilson reiterated to bring in the treasurer's office early and not after the fact. He then asked how monthly pass renewals are being handled.

Mr. Heumann responded there is the ability to keep credit cards on file allowing for easier renewal. People can call, but staff was renewing as people were coming into the pool.

President Wilson asked about putting a system in place like a phone call or an email reminder.

Mr. Heumann said he initially planned to call people but also send out an email blast letting people know their pass expired and would they like to renew it.

Director Meserve asked if the passes were being kept on a month to month basis and not from the date they were purchased.

Mr. Hancock said concerns were raised about people purchasing a pass during the middle or last week of the month. Staff implemented a procedure where a customer could pay for half a month as long as they signed up for the next month, too. It might be good to look at offering a seasonal pass or have an automatic renewal to avoid having to reach out to people each month.

He asked Mr. Heumann how difficult it would be to monitor the 30 days from when people sign up.

Mr. Heumann said the date of the sale is time stamped and it would require going in and checking when the sale happened. His concern is how everything will come together once they integrate it with the scanning pass, but it could absolutely be date to date.

Mr. Hancock asked if the preference was having a 30 day pass from when a person signed up.

Director Meserve responded that it makes sense to him. If someone walks in and buys a 30 day pass, it's good for 30 days.

Mr. Hancock stated they would have to look at the tracking and if staff can accommodate that without slowing up the checking process, it could be an option that's offered.

There was general discussion about the monthly pass renewal process.

Mr. Hancock stated if they were going to have that discussion he would recommend having it in September as there will be some proposals for cash handling and credit card systems at the following meeting. Once the board makes a decision, it will enable staff to have a meaningful look at other available options.

President Wilson asked Mr. Heumann if he was getting what he needed from the board in moving forward on getting concessions. If staff waited two weeks to give the board a presentation, the season is basically done as far as selling concessions and it was part of the budget both on the revenue and expense side. The board will have to look at the budget next time to figure out if they made up for that loss by selling more monthly passes or swim lessons.

He asked Camille Buehler if she had any information to provide about the swim team.

Ms. Buehler stated they missed the U.S. swim season entirely as it runs from May to July, but insurance has to be in place to operate a swim team at the pool. Each swim team member would be charged \$47.00 a year to cover those expenses.

She added she met with Mr. Hancock to find a way to get kids in the water that wasn't necessarily through US Swimming. They came up with the swim academy as a compromise and it will help get their name out there and get the interest up so next season they can hit the ground running.

Richard Egan, County Administrative Officer, requested clarification that the JPA is maintaining a data base of customer credit cards. He expressed concern that it would pose a significant risk, especially without the adoption of a credit card cash handling policy in place.

Mr. Heumann responded that credit card information isn't stored when people just swipe their credit card to make a purchase, rather a customer can elect to save it through the Point of Sale system, No one is forced to save it, but it is there for convenience.

Director Teeter said he was uncomfortable with it and he never stores credit card information, but as long as the vendor is responsible and held liable for the information that is fine. His concern is the JPA would be the body responsible for the information.

President Wilson asked if Square is responsible for holding the information or is it a separate program.

Mr. Heumann responded it is inside Square, but he will double check.

Mr. Hancock stated that it is worth checking the risk.

Mr. Heumann said he will research that and present it at the next board meeting.

Nancy Cardenas, Treasurer/Tax Collector voiced concerns and said she wanted to bring a credit card handling policy to the board's next meeting. She added she thinks it's against VISA rules to hold credit cards as a government entity and she was going to check with the bank and VISA as it is a huge fraud risk if someone broke in and got access to all of the credit cards.

She further stated the City deposited \$24,000 back into the County's JPA Trust account and that continues to be an on-going issue as to where the City is collecting and depositing into the City's bank account credit card revenue earned by the JPA.

Ms. Cardenas continued she was disappointed they didn't start talking about banking until three weeks before the pool opened and policies should have been before the board prior to any money being taken. She also found out from a friend that credit cards were being accepted at the pool and these things make her upset and not confident that they are working together as a team.

As an elected official representing both City and County residents, keeping the people's money safe is very important to her. Both she and Auditor Diana Wemple are open to working with the JPA board on getting these things set up and did not have the opportunity to do so and now they find themselves backtracking.

President Wilson asked Ms. Cardenas if it would be helpful if she went to the pool and actually saw the system they were working with.

Ms. Cardenas responded yes and she would make an appointment to do that.

Ms. Iturria reiterated the need to make the showers safe and if the JPA wanted to make money they should sell items such as swim shoes.

Regarding the safety issues in the showers and lockers, he asked Mr. Heumann if they needed to wait two weeks to come back with a proposal or could it be something handled before then.

Mr. Hancock clarified the issues staff is trying to address in the front lobby are separate from the issues in the shower. Mats have already been purchased for the front area. He is familiar with the grip tape that can be put down and staff is researching other options, too. He is hesitant to say they are going to put the grip tape down if they came up with something that is better, but they are planning on implementing that right away and not waiting for another meeting.

5 **BOARD MEMBER ISSUES/REPORTS:** None.

6 **PUBLIC COMMENT ON CLOSED SESSION ITEMS:** None.

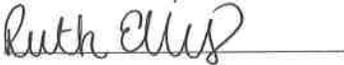
7 **ADJOURNMENT:**

Meeting adjourned at 3:56 p.m.



Brian Wilson, President

Respectfully Submitted by



Ruth Ellis, Administrative Staff Assistant

Approved at the September 19, 2017 meeting