

1. ROLL CALL

Present- Committee Members: Committee Chair Tom Kiddoo, Committee Vice Chair Pat Nolan and Pam Warren
Staff: Interim Recreation Director of Recreation Michael Labagh, Recreation Services Superintendent Jerrica Miller, Aquatics Superintendent Kacy Carmichael, Town Manager Eric Heil and General Government Intern Emily Myler.
Town Council: Councilor Scott Prince

Absent-

Committee Members: Kathy Ryan
Town Council: Councilor Lindsay Hardy and Mayor Sarah Smith Hymes.

Committee Chair Tom Kiddoo opened the meeting at 10:01 a.m.

2. APPROVAL OF THE AGENDA

Committee Vice Chair Pam Warren made a motion to approve the agenda for the January 18, 2022 meeting.
Committee Chair Tom Kiddoo seconded the motion and declared the agenda approved.

3. APPROVAL OF THE NOVEMBER 2022 MEETING MINUTES

Committee Chair Tom Kiddoo made a motion to approve the minutes from the November 16, 2021 meeting. Committee Vice-Chair Pat Nolan seconded the motion and Chair Kiddoo declared the minutes approved.

4. PUBLIC COMMENT

No public comments were made.

5. BUSINESS ITEMS

5.1 Recreation Department update

Recreation Director Labagh went over the 2021 membership and punch card sales. He said revenue was lower than before the pandemic but had increased from 2020. The Recreation Center is maintaining most operations with several programs, completion of capital improvements projects from last year and hiring for several positions. Coming up this year, the Recreation Department will complete resurfacing tennis/pickleball and basketball courts.

5.2 2022 Recreation Department Goals

Recreation Director Labagh reviewed the proposed 2022 department goals for his department, included in the Committee meeting materials available at Avon.org.

The Committee commented/inquired:

- How much revenue do birthday party rentals bring in?
- Vail Resorts has received a lot of negative press lately for not focusing on customer satisfaction and caring for employees. How is the Recreation Department working to quantify and improve customer and employee satisfaction and retention?
- How can the Recreation Center bolster adult programming such as yoga and fitness classes when it is difficult to attract instructors?

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Recreation Director Labagh said he doesn't know exactly how much revenue party rentals

provide but can find that information. Customer and employee satisfaction is an internal goal which ties into the first department goal on this list: "create recreation 'division-specific' work plans to ensure process is continued throughout the year and within the entire Department." It is difficult to have a strong class program without good instructors, and the Town's COVID-19 policies reduced their staff as well. The Department has increased wages for personal trainers and instructors to remain competitive. He is planning to continue offering digital fitness videos for people who can't find a live class.

Town manager Heil said the whole Town is working to better support employees including competitive wages and benefits and providing a good work environment, focusing on better teamwork across departments to give employees a better sense of the Town's mission and purpose. The Town has instituted an annual employee Pulse Survey. Many Recreation staff are younger and more mobile in their jobs, which provides a unique challenge. The number one challenge to hiring is a lack of affordable housing. Many employees received wage increases in 2021.

Recreation Services Superintendent Miller added that some staff members will begin teaching classes in addition to their regular duties soon.

5.3 Recreation Center Patrons Survey Final Draft discussion and timeline

Recreation Director Labagh showed the Committee the draft Recreation Center Patrons Survey. The Survey is planned to launch in March and early April to get as many respondents as possible. He asked for feedback on the content and timeline. He asked if there are any other operational or amenities improvements they would add to suggestions. He's looking forward to growing programs which address holistic health including cooking and nutrition classes and potentially childcare.

The Committee commented/inquired:

- There is no option to say respondents don't use the Recreation Center and why?
- Although a free towel service may be appreciated, there may be health concerns for staff handling patron's towels and smart use of water
- There should be a question about the cleanliness of the facilities
- There should be a question regarding the maintenance of exercise equipment
- Is there frequent feedback about the hump in the lazy river which makes it more difficult to use especially for those who are disabled?
- The Recreation Center has been very full lately, should there be any questions regarding capacity and ways to manage crowds?
- If capacity becomes an issue, would the Recreation Center go to a reservation system?
- Getting feedback on capacity limits could fuel plans for expansion

Recreation Director Labagh said guests can submit comment cards with a question regarding cleanliness, and that can be added to the Survey. Equipment maintenance is part of the 2022 Department goals, so that is an important question to add. He has noticed the hump in the lazy river and accessible design is an important focus across the Department. Most people didn't enjoy the reservation system used during the pandemic, but it may need to be an option to consider. He plans to do a final review in the March Committee meeting before it is launched.

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~~Town Manager Heil said the questions don't capture some of the interconnectivity and complexity~~

of planning for the area around the Recreation Center, and there needs to be more expert research on the possibilities and limitations. The questions should also consider how the Center can improve Avon's tourism in addition to supporting the local community.

5.4 Continuation of Ad Hoc Health and Recreation Committee

Recreation Director Labagh said the Health and Recreation Committee is set to expire in February. The Town Council is set to review its renewal. He wants to take this opportunity to review and adjust the purpose of the Committee. He said he'd like to expand focus from recreation to general health and wellbeing community-wide.

Town Manager Heil said he thinks Council appreciates the Committee, and it seems like the members are satisfied, but if there he would like to hear the Committee's comments on ways to improve. He would also like to work on a more concise definition of what "health" means in the Committee's work.

The Committee commented/inquired:

- There are many organizations in the area which serve the health needs of the community
- The Committee supports a lifestyle which contributes to overall health
- Health includes exercise and physical care, but also social opportunities and the sense of community that the Recreation Center provides, especially with fitness classes and upcoming programming on nutrition
- The Committee is doing a good job, maybe it's just important to articulate goals and purpose differently
- The Committee should increase membership and meeting attendance to increase diversity of perspectives. The process to change and add members should be easier. 8 or 9 would be a good number
- It would be good to have a Committee member who can speak for the Latinx community

Town Manager Heil said staff can post vacancies in February and the Mayor or Mayor Pro Tem can appoint new members quickly if the posting has been up at least 12 days. He wants a better understanding of what needs to be done to achieve the Committee's purpose. Exercise and recreation goals are well-established, but it would be helpful to have further discussion and definition of other areas like how the nutrition programs fit in or other areas of healthy lifestyle to expand into.

Recreation Director Labagh said the Recreation Center can begin by partnering with other organizations that can offer more diverse health services, and then begin to consider offering their own programs as staff increases. He will circle back on this discussion in the March Committee meeting.

6. ADJOURNMENT

Committee Chair Kiddoo motioned to adjourn the meeting and Committee Vice Chair Pat Nolan seconded the motion. Committee Chair Tom Kiddoo declared the meeting adjourned at 11:10 a.m.

Respectfully Submitted by
Emily Myler
General Government Intern