



Minutes of the Special Meeting and Regular Meeting of the Board of Park Commissioners of the Palatine Park District, Cook County, Illinois, held at the Village of Palatine Community Center, in Community Room B, in said District, at 200 East Wood Street in Palatine on Tuesday, January 23, 2018 at 6:00 p.m. and 7:00 p.m.

Special Meeting of the Board of Park Commissioners: Call to order at 6:00 p.m.

Commissioners Present

Nicholas Sawyer, President

Jennifer Rogers, Vice President

Susan Gould, Treasurer

John Cozza

Terry Ruff

Staff Present

Michael Clark, Executive Director

Keith Williams, Supt. of Recreation

Ed Tynczuk, Supt. of Parks & Planning

Steve Nagle, Supt of Facilities

Elliott Becker, Supt. of Finance

Cheryl Tynczuk, Supt. of District Services & Projects

Tina Becke, Asst. Supt. of Finance

Joshua Ludolph, Asst. Supt. of Facilities

Jim Holder, Asst. Supt. of Parks & Planning

Joan Scovic, Communications and Marketing Manager

Christine Rice, Customer Service Manager

Michael Noens, Digital Marketing Coordinator

Mario Bialek, Asst. Customer Service Manager

Cathy Lagealer, Parks Dept. Administrative Assistant

Jessie Feid Hankner, Payroll Specialist

Ellen Drahos, Payables Specialist

Trish Feid, Park Board Secretary/Executive Asst.

Approval of Agenda

Commissioner Cozza moved and Commissioner Gould seconded that the agenda for the special meeting be approved. By a voice vote, the agenda for the special meeting of January 23, 2018 was approved.

AYE: Terry Ruff, John Cozza, Susan Gould, Jennifer Rogers, Nicholas Sawyer

NAY: None

ABSENT: None

Motion carried.

The Board of Park Commissioners participated in a special meeting to review and discuss the 2018 District Budget. Supt. Becker stated that the intention of tonight's special meeting of the Board of Park Commissioners is for consensus of the budget's approval permitting the proposed budget to be available for public review during the 30 day inspection period. Then on February 27, 2018, the Board of Park Commissioners will have a public hearing prior to adoption of the 2018 Park District Budget at that regularly scheduled Board Meeting. Continuing with the special meeting, Supt. Becker thoroughly reviewed the budget in great detail highlighting the new structure of the District's Budget. Becker went over each financial fund section; he explained the 4 tier levels indicated for capital items, which is an organized hierarchy of prioritized order; and summarized the appendices exhibiting special budget detail. The Park Board provided helpful feedback and identified some areas of corrections; Supt. Becker will make the suggested changes and email the Park Board with the final draft. Becker complimented diligent efforts and the substantial amount of time by every department with compiling data. Becker also complimented Communications and Marketing Department for assembly and production of the budget. Director Clark recognized Supt. Becker with the amount of work that Becker dedicated on the comprehensive budget. The Park Board concurred with the presented budget and thanked Supt. Becker for his presentation of the District's 2018 Budget.

Adjournment

Commissioner Gould moved that the special meeting be adjourned. Commissioner Cozza seconded the motion which was unanimously approved by a voice vote. Motion passed at 6:59 p.m.

Regular Meeting of the Park Board of Commissioners: Call to order at 7:17 p.m.

Commissioners Present

Nicholas Sawyer, President	John Cozza
Jennifer Rogers, Vice President	Terry Ruff
Susan Gould, Treasurer	

Staff Present

Michael Clark, Executive Director	Joan Scovic, Communications and Marketing Manager
Keith Williams, Supt. of Recreation	Christine Rice, Customer Service Manager
Ed Tynczuk, Supt. of Parks & Planning	Michael Noens, Digital Marketing Coordinator
Steve Nagle, Supt of Facilities	Mario Bialek, Asst. Customer Service Manager
Elliott Becker, Supt. of Finance	Cathy Laegeler, Parks Dept. Administrative Assistant
Cheryl Tynczuk, Supt. of District Services & Projects	Jessie Feid Hankner, Payroll Specialist
Tina Becke, Asst. Supt. of Finance	Ellen Drahos, Payables Specialist
Joshua Ludolph, Asst. Supt. of Facilities	Trish Feid, Park Board Secretary/Executive Asst.
Jim Holder, Asst. Supt. of Parks & Planning	

Citizens and Guests

Randy Kochanski, PBA	Barbara Heller, Heller and Heller Consulting, LLC.
Tim Thompson, PBA	

Approval of Agenda

Commissioner Cozza moved and Commissioner Gould seconded that the agenda for the meeting be approved. By a voice vote, the agenda for the regular meeting of January 23, 2018 was approved.

AYE: Terry Ruff, John Cozza, Susan Gould, Jennifer Rogers, Nicholas Sawyer

NAY: None

ABSENT: None

Motion carried.

Approval of Consent Agenda

The Board reviewed the previously distributed items posted on the consent agenda. Commissioner Gould moved and Commissioner Cozza seconded that the consent agenda be approved. By a roll call vote, the following items under the consent agenda were approved: Regular Meeting Minutes of January 9, 2018; Adoption of Ordinance #18-02 for Surplus Property; and Warrant #2-including Expenses for Travel Expenses. In response to Commissioner Rogers’ question regarding certain trivial items listed on the surplus ordinance list, Supt. Becker said that staff is following required protocol. The result of the roll call vote follows:

AYE: Terry Ruff, John Cozza, Susan Gould, Jennifer Rogers, Nicholas Sawyer

NAY: None

ABSENT: None

Motion carried.

Comments from the Audience

No comments at this time.

Presentation

Supt. Williams welcomed Mr. Randy Kochanski to the Park Board meeting. Palatine Baseball Association (PBA) Board President Kochanski thanked everyone for their time tonight, stating that there is value and benefit of having affiliate group representatives attend annual park board meetings. Mr. Kochanski reviewed the different league levels in the PBA program including regular season baseball and softball; travel and fall ball for the 13 year old through young adult players. PBA has seen an increase in participation within some areas of the program. Mr. Kochanski acknowledged Supt. Williams, PBA liaison, and Asst. Supt. Holder, lead Park associate, for their continuous support and diligence; also, he praised the entire Parks Department expressing that PBA receives compliments on all of Palatine Park facilities throughout the season. Mr. Kochanski highlighted the forthcoming collaboration of the two affiliate organizations: Palatine Youth Baseball and Softball (PYBS) and Palatine Baseball Association (PBA). The leagues reached a tentative agreement to combine programs, the merge of partnership and board transitions are underway with many upcoming subcommittee meetings to work out the details for the start of the 2019 season. Continuing with the report, Mr. Kochanski mentioned a few of PBA's challenges this season; PBA experienced technical and website platform issues with the Park District field online application. Mr. Kochanski said that one of the PBA board members has found a solution to switch to an application called "SI Play" for a better user experience for coaches and league participants. Asst. Supt. Ludolph explained some of the concerns that the Park District has with the proposed application of SI Play; Director Clark suggested to have PBA talk with Park District's IT Department. Another concern is with the successful Fall Ball Program, which is very popular and attracting players from other towns to join the Palatine fall ball league; therefore, it is difficult to have enough field support to accommodate. The PBA program continues to set goals that shape the program and continue to develop opportunity of training, clinics, learning new skill sets and life lessons. Mr. Kochanski thanked Palatine Park District Board and staff for the time and support helping PBA to make the program successful. President Sawyer and the entire Board thanked Mr. Kochanski for the great report.

Regarding the Customer Service Delivery System Assessment Report, Supt. Becker welcomed Ms. Barbara Heller to the meeting. Supt. Becker reviewed the process, which started 2 years ago with staff's Customer Service Committee initiating the direction to improve both external and internal customer service of the District. Staff researched consultants and received Board Approval of the Customer Service Delivery System Program last fall. Tomorrow, the District will meet with Ms. Heller to set 2018 goals for customer service improvement. Ms. Heller told the Park Board that it is a pleasure to attend tonight's meeting and complimented the Board and staff for their awareness on the importance of customer service. This is an advantage, not only for the Park District, but it improves community communications; therefore, it is a revenue driver. The need of consistency with customer service builds a higher level of service. Ms. Heller highlighted the complex levels of various staff with the substantial amount of seasonal and regular part-time staff members along with full time staff positions. The Palatine Park District's results of assessment were very respectable; though, building a higher level of customer service and guidance to reach and exceed the current level is important for the customer experience. Ms. Heller reviewed her presentation of identifying a customer delivery service system program; she reviewed the assessment process including using the comprehensive study survey data; online survey results; customer/participant focus groups; and, employee focus groups. Ms. Heller highlighted the defined standards to provide consistencies; she will provide a tool for internal communications and shared thoughts on improving part-time staff connectivity. Ms. Heller will present staff with guidelines and an action plan. Regarding the performance excellence tool for measuring standards, Ms. Heller said that the top 2 areas are the customers and market knowledge. Additionally Ms. Heller will provide training on improving and developing customer loyalty via a PowerPoint

presentation. Ms. Heller is also in the process of creating a reference manual for the District. Supt. Becker added that Ms. Heller will be following through on the District's customer service delivery system program's implementation with staff by coming back to review every 30 days over the next 3 upcoming months. In response to Commissioner Ruff's question, Ms. Heller compared results from different industries in the private sector as well as other park districts. In regard to Commissioner Rogers' question, Ms. Heller will provide specific examples on ideas and how to guidelines with part-time staff. Ms. Heller reiterated that tonight's presentation reviewed the areas that need concentration; overall results of the Park District's customer service delivery system were very positive. The Park Board and staff thanked Ms. Heller for her assessment and presentation.

Departmental Reports

The Board reviewed the previously distributed Parks and Planning Department Report. Supt. E. Tynczuk highlighted that we have very good ice skating conditions. In preparation for 4th of July parade, Tynczuk asked about the design for hometown fest float; Commissioner Ruff suggested having the float a little wider, which would make it easier to move around; also regarding Sammy's (Park District's mascot) seating area on the float, staff is considering other options this year. Commissioner Rogers liked the float option for the parade; it had many positive benefits with accommodating the entire group. Staff responded to Commissioner Cozza's question regarding field maintenance fees besides the flat fees; the \$9 base package fee per player for maintenance and \$10 capital fee; and also additional fees for the nonresident participants. Clark complimented Asst. Supt. Holder on detailing the expenses and creating the cost recovery model to identify the needs with the actual tracking of expenses for several years. Clark gave direction for other staff to follow the same process with other affiliates groups' expenses. Asst. Supt. Holder said that he is currently working on Soccer with tracking their details. Staff added that the expense of lighting is billed for the hours used, which are invoiced separately.

The Board reviewed the previously distributed Facilities Department Report. Supt. Nagle highlighted several items including this Saturday's POC/IComplete fundraising event at Durty Nellie's; the facilities' 2016-2017 rentals survey statistics updates are available, which now reflects 2 year trending of information; upcoming retirement celebration for Fred Keller on February 28th; and, new way-finding signage has been posted throughout the facilities. Nagle said that Falcon Park hosted their first cricket tournament; the successful tournament worked out perfectly on the turf fields. Nagle mentioned that unfortunately he has sad news to report from Stables Manager Bruns, the Stables lost 2 horses, Zac and Cuddles, during winter break. Commissioner Ruff mentioned some great ideas he discovered from visiting with Falcon Park management staff during conference; one thought was for an outdoor patio at Falcon Park for hosting outdoor parties, weddings, etc. Commissioner Ruff complimented the creative ideas.

The Board reviewed the previously distributed Finance Department Report. Supt. Becker thanked the Park Board for the opportunity to attend conference; also, Becker had the pleasure to present a session this year. Other highlights mentioned include the District receiving the Government Finance Officers Association (GFOA) award; the new tax rates will be entered into the payroll system this week as a result of the new tax law. Becker said that he will be meeting with Eric Anderson next month in preparations of the rollover bond adoption at February 13, 2018 Park Board Meeting.

The Board reviewed the previously distributed District Services and Projects Department Report. Supt. C. Tynczuk highlighted that the District has started the new plan year for employees' health insurance package and we are working through a few minor adjustments. The District's IT Department is once again busy with many projects; regarding concerns with point of sales operations at the pools this season, IT has created the timeline and a contingency plan, in case there is a need. The Volunteer program continues to grow significantly; please review the specific report included.

President Sawyer noted there were no other Departmental Reports; the Park Board thanked staff for the Department Reports.

New Business

Regarding the final reporting to the Park Board of the Palatine Park District's Agency Work Plan Goals, Director Clark said that the findings are intended for informational purpose. Recapturing the summary, Clark thanked staff for a great year with continued alignment of the strategic plan direction. The year-end progress report demonstrates how staff is accomplishing and working towards goals and objectives from the District's Strategic Plan. Clark complimented staff on their determination with keeping on task and updating their progress throughout the year. Clark said that he is pleased with the year-end results, which are highlighted under the 2017 accomplishments' list, an impressive amount of work executed by each department. Clark acknowledged Executive Asst. Feid on her efforts to collect and organize all departmental worksheets and status reports then incorporating data into the document. Clark gave compliments to Graphic Designer Cinquegrani for making it look great! Director Clark complimented the reporting model, which has been working very well for staff on how we are implementing the direction and keeping everyone focused and on the same page as we start the 4th year implementing the Comprehensive Strategic Master Plan.

Executive Director's Reports

The Board reviewed the previously distributed Executive Director Report. Director Clark asked Marketing Manager Scovic to share the breaking news of Digital Marketing Marketing Coordinator Michael Noens' photograph being shown on the ABC 7 News at 6 p.m. tonight to highlight winning the "Wild Life" category for his photography. The Park Board and staff complimented Noens on his special acknowledgement! Director Clark said the Palatine Park District was recognized at the IPRA annual business luncheon meeting for the Oak Park renovation in coordination with the Playcore Group, in recognition of the renovation and the neighborhood surveying data process for the Oak Park Playground resource grant opportunity. With the undesirable winter weather conditions and continuous care of the Park District's facilities along with various HVAC repairs, Clark complimented Supt. Tynczuk, Asst. Supt. Holder and the entire Parks Department for their efforts with the snow removal and HVAC's exterior work. Clark reminded the Park Board of several upcoming events. Director Clark highlighted the impact fee check from the Village of Palatine, in the amount of \$38,000, for the Park District. Tonight, Director Clark said that President Sawyer will be officially signing the letter to apply for the State Accreditation Program for this year. Regarding the Fitness Center's Open House, which was a huge success with 40 new memberships and 14 new personal training signups, staff collected a great amount of survey data on ways to enhance and improve the Park District Fitness Center.

Regarding future agenda items, Commissioner Gould requested to have discussion of Hamilton Park items documented in the 2018 budget.

Commissioners' Comments

Commissioner Gould complimented Horticulture Manager, Corey Zak, regarding his interesting information in the Wood Street Review (WSR); Commissioner Gould added that she could see value in Corey having a column in the annual catalog by sharing his horticulture knowledge and helpful advice. For the month of February, Commissioner Gould's realtor office is collecting cards and lotto tickets for Park Foundation member Jack O'Connor; if interested to be part of the care packages, please bring your cards and various lottery tickets to the next Park Board Meeting.

Commissioner Ruff enjoyed State Conference and conversation with staff. Regarding the next Park Foundation fundraiser event, Commissioner Ruff would like to visit all affiliates prior to the fundraiser to encourage all affiliate groups' support. Director Clark said that Fred Hall has joined the Park Foundation; at

the last Foundation Meeting, Clark promoted an event at the golf course with golf, footgolf and disc golf, a family orientated event; Fred Hall is taking the lead of the event on behalf of the Park Foundation.

Commissioner Rogers said that she enjoyed the IAPD/IPRA State Conference with 3,704 attendees this year and Commissioner Rogers attended the annual business luncheon meeting. Highlighting that Illinois Association of Park Districts (IAPD) will celebrate their 90th anniversary and suggested to recognize the oldest state-wide association in the county with a resolution from the Palatine Park Board of Commissioners.

President Sawyer added that it was another good state conference.

Adjournment

There being no further business to come before the Board on this date, Commissioner Gould moved that the regular meeting be adjourned. Commissioner Cozza seconded the motion which was unanimously approved by a voice vote.

AYE: Terry Ruff, John Cozza, Susan Gould, Jennifer Rogers, Nicholas Sawyer

NAY: None

ABSENT: None

Motion passed at 9:31 p.m.

Respectfully submitted,

Trish Feid
Park Board Secretary

Attest:

Approved:

Trish Feid
Secretary

Nicholas Sawyer
President

Next scheduled Park Board meetings:

February 13, 2018
February 27, 2018
March 13, 2018