

MINUTES OF JUNE 6, 2023 SPECIAL BOARD MEETING
GLENCOE PARK DISTRICT
999 GREEN BAY ROAD, GLENCOE, ILLINOIS 60022

The meeting was called to order at 7:02pm and roll was called.

Commissioners present:

Carol Spain, President
Stefanie Boron, Vice President
Michael Covey, Treasurer
Bart Schneider, Commissioner
Jordan Spector, Commissioner

Staff present:

Lisa Sheppard, Executive Director and Secretary
Bobby Collins, Director of Recreation and Facilities
John Cutrera, Director of Finance and HR
Kyle Kuhs, Director of Parks and Planning
Erin Classen, Superintendent of Marketing and Comm.
Becky Moore, HR Manager
Jenny Runkel, Administrative Assistant

*Commissioner Covey arrived
at 7:18pm.*

Members of the public in attendance who signed in or spoke: Gabriel Castillo, RecStar Consultant

Matters from the Public: There was no one wishing to address the Board.

Full-Time and Year-Round Part-Time Staff Survey Presentation: Director Cutrera and HR Manager Moore introduced Gabriel Castillo from RecStar Consulting who conducted this year's employee survey and gave a presentation on the survey results attached to these minutes. The District utilized an outside survey group to instill staff confidence in confidentiality and provide the survey in both English and Spanish. 52% of our full-time and year-round part-time staff took the survey. Overall, the results were positive with incremental increases in Strongly Agree or Agree answers across all questions with room for improvement in communication. 94% of staff Strongly Agree or Agree to recommend working at the District with friends or family.

Commissioner Covey arrived at 7:18pm.

Recommendations included evaluating and expanding upon opportunities for enhanced communication and collaboration, utilizing the IDEA committee, investing in technology development and talent investment (generational communication types), qualitative over quantitative research (increase comments and focus groups), and act on things that the District can control within budgetary functions.

Mr. Castillo indicated he has seen almost every park and recreation district struggle with communications, silos, and making new staff feel like they are part of the team.

The District's focus for this survey was to continue with the same survey questions with a couple fine-tuned changes for better data. Mr. Castillo shared ideas for future surveys.

Focus groups during our Comprehensive Plan with the firm 110% should help hone into some of the issues of the District and instigate solutions. Staff committees and staff meetings will allow for further input. In addition, the current review of our Personnel Policy Manual and DEI will lead to training and communication improvements.

Overall, the District is looking to make improvements on the balance of quantitative and qualitative results and not overreacting to singular comments. For example, the Friday Update emails made an improvement in survey results over the last year; however, some staff indicated they do not read emails. Commissioner Covey suggested the use of gamification, like a quiz at the end of every Friday Update to gain points for prizes, thereby enticing staff to read our communications.

The survey results will filter down to managers, then teams and an all staff meeting. In addition, results will be posted in our staff breakrooms, on our intranet, and in a Friday Update.

Discussion on Procedures for Herbicides Use in Parks: Executive Director Sheppard and Director Kuhs presented the information to the Board and answered Commissioner questions. Currently, the District only treats athletic fields and high-profile areas and we are now seeing broadleaf weeds taking over our passive parks. Staff offered the option to continue only using herbicides on athletic fields and high-profile areas, treating all our green spaces to eliminate all broadleaf weeds, or to spot treat our parks. Staff and our stewardship contractor, Pizzo and Associates, recommend option three as being the most prudent measure. Staff also talked with the Village Sustainability Taskforce who supported this recommendation. The District will continue to post when areas are treated for the safety of the community.

Based on Board discussion, President Spain directed staff to proceed with spot treatment of our parks for invasive weeds.

Discussion on Participant and Parent/Guardian Code of Conduct Policy: Director Collins presented changes to the policy to the Board and answered Commissioner questions.

Staff proposed changes to improve clarity, emerging issues around discipline, include DEI and respect, refine discipline management procedure enforcement, and to outline discipline based on severity and frequency of violations. This is specifically for programming, other instances would fall under Conduct Ordinance No. 700 or under the DCFS code of conduct policy. There may be no refund for a program based on discipline, participants who are not a good fit for a program fall under the 100% Satisfaction Guarantee. The District tries to work with participants when programs are not a good fit to move them into a different program that fits the participant better, such as, with more support or activity level.

Per Board request, staff will review other policies to make sure discipline refunds are handled consistently.

Based on Board discussion and consensus, President Spain directed staff to advance the policy as presented for approval at the June 20 Board meeting with more clarity on refunds.

Discussion on OSLAD Grant: Executive Director Sheppard and Director Kuhs presented the information to the Board and answered Commissioner questions. Last year's grant application for the West Park project was not selected. Staff presented the project and suggested that the District not apply for the grant this year and instead reconsider once the Comprehensive Plan is complete and the priority list of infrastructure improvements needed is apparent.

Staff answered questions and Commissioners commented as follows. Our baseball infields and tennis courts surface are in need of improvement; however, there is not an urgent need for the other park amenities that were presented as part of the grant. The West Park tennis courts cost to be remilled in FY2025 is approximately \$200,000, with possible restriping to include two pickleball courts. Being forced to spend \$1.7 million without a plan of other park projects that need attention is not ideal. At any point, OSLAD grants can be taken away. The necessary to spend funds on amenities a park really doesn't need, even if the community and school children will use them was questioned.

Based on Board discussion and consensus, President Spain directed staff to table applying for an OSLAD grant until the completion of the Comprehensive Plan, but not necessarily table the West Park project. This will be discussed in more detail when the Board and staff discuss capital project improvements for next budget year.

Discussion on Radio Amplifier Purchase: Executive Director Sheppard and Director Kuhs presented the information to the Board and answered Commissioner questions. Public Safety indicated that their radios do not work in every part of our building. Updating our radio amplifier is a necessity to address this safety issue. It is a proprietary system that local governments utilize. This is a state bid and paid for out of our risk management account.

Based on Board discussion, President Spain directed staff to advance this item as presented for approval at the June 20 Board meeting.

Discussion on Vaccination Policy: Executive Director Sheppard presented the information to the Board and answered Commissioner questions. This is an updated policy following lifted COVID-19 restrictions. Staff are asking the Board to rescind the current COVID-19 Vaccination Policy and approve the updated Vaccination Policy that addresses all future required vaccinations.

Based on Board discussion, President Spain directed staff to advance this item as presented for approval at the June 20 Board meeting.

Discussion on NRPA Conference Delegates: Executive Director Sheppard presented the information to the Board and answered Commissioner questions. NRPA conference is October 10-12. Executive Director Sheppard recommended John, Bobby, Kyle, and Lisa

attend. Executive Director Sheppard indicated that we did budget for one commissioner to attend, if anyone was interested. If a commissioner could not attend, she requested consideration of the Early Childhood Director or the Assistant Director of Recreation and Facilities attend. Commissioners Covey and Spector indicated they would consider attending and would get back to Executive Director Sheppard. Commissioner Covey indicated that he would be in favor of sending the Early Childhood Director or the Assistant Director of Recreation and Facilities regardless if a Commissioner attends. Staff indicated that we did have additional funds budgeted to add one more person. Commissioner Covey also indicated that he thought the amount budgeted was low and recommended raising the not to exceed number to cover escalation of expenses.

Based on Board discussion, President Spain directed staff to advance this item as presented for approval at the June 20 Board meeting to include six individuals (exact names to be determined) with an increase in the not to exceed amount to cover escalation of expenses, but to stay within the GSA per diem amount.

Action Item:

Approval of Resolution No. 954 for Local Efficiency Committee: A motion was made by Commissioner Boron to approve Resolution No. 954 as presented. Commissioner Schneider seconded the motion. No discussion ensued. Roll call vote taken:

AYES: Boron, Covey, Schneider, Spector, Spain

NAYS: None

ABSENT: None

Motion passed.

Other Business: The District received two complaints from Duke Park neighbors regarding the unsightliness of porta-potties. We also received complaints from neighbors of children using their yards as a restroom. Staff indicated they will install a screen (that can be removed when the porta-potty is removed) to improve visual sightlines. The Executive Director also said she had conversations with the Village on ways to slow down traffic in front of Duke Park.

Preschool camp started this week with the remainder of camp starting next week. The crib wall project extended into this week.

Beach check-in is up top the majority of the time at Park and Hazel to reduce sneaking onto the beach and reduce patrons having to walk back up from the Halfway House after speaking with staff. Check-in is at the Halfway House on slow days to reduce staff.

Event plans on July 3 include fireworks, band, food trucks, and games at 5pm. The Fourth of July event features preschool games and the parade. Marketing is community-focused this year to keep the event more community centered. The boating beach is open on the 3rd until 6pm on the north side. The swimming beach will be closed on the 3rd and open on the 4th. The District is working with the Village on enhanced security, for example, Longwood Avenue will be closed to hold the food trucks. Park Avenue overlook will be closed this year due to safety concerns with overcrowding last year.

The Lakefront tennis courts color coat will be pushed until after the Fourth of July event.

Executive Session: There was no reason to go into closed session.

Adjourn: Commissioner Boron moved to adjourn the meeting at 8:43pm. Commissioner Schneider seconded the motion. The motion passed via voice vote.

Respectfully submitted,

Lisa M. Sheppard
Secretary

Glencoe Park District Employee Survey 2023 Board Presentation – June 6, 2023



Prepared by RecStar Consulting 2023



INTRODUCTION



***Gabriel Castillo, CPRP, MS
RecStar Consulting
President (Founder) CEO***

www.RecStarConsulting.com





Why Employee Surveys are Critical for Organizations:

- 1. Recognize Employee Needs:**
- 2. Improve Company Culture:**
- 3. Enhance Efficiency & Productivity:**
- 4. Establish Balance Between Employee Expectations & Organizational Needs:**
- 5. Increase Employee Satisfaction:**



Statistical Data Set

**100 staff members
(43 full-time and 57 part-time), and
52 employees completed the survey.
This represents a 52% response**

Survey Modality:

32 - Email & QR CODE - 19

Computer or Smartphone

English & Spanish



Prepared by RecStar Consulting 2023



Statistical Data Set

Administration: 15%	(Increase)
Recreation: 23%	(Increase)
Parks & Facilities Maint: 19%	(Increase)
Early Childhood: 34%	(Decrease)
Prefer not to answer: 7%	(Decrease)
Other (please specify): 2%	(Increase)



*New or Modified Questions for 2023

**Q8: I am proud to work for the Glencoe Park District,
and I would recommend Glencoe Park
District as a place to work to my friends or family.***

94% Strongly Agree or Agree



Prepared by RecStar Consulting 2023



*New or Modified Questions for 2023

Q11. Are there policies or procedures Glencoe Park District should review to be a more diverse, equitable, and inclusive workplace?

82% - No

13% - Yes



Major Takeaways

- Across multiple questions, the District showed a year-over-year incremental increase in the percentage of employees who selected “Strongly Agree” or “Agree” survey responses.



Questions 4-10, 13-14, and Questions 17-19



Major Takeaways

- Question 5, “I have the tools and resources I need to perform my job effectively” had an 20% increase in response rate from the 2022 to 2023.
- Question 12, “There is a strong feeling of teamwork and cooperation in my department” showed an 8% increase in the response rate from 2022 to 2023.



Specific survey questions that showed a marked increase in the “Strongly Agree” or “Agree

Room for Improvement

- Question 15, “The District keeps me informed of changes to policies and initiatives” showed a 13% decrease
- Question 16, “District-wide, employees communicate effectively from department to department” had a 17% decrease



Decrease in the “Strongly Agree” or “Agree” response rate from 2022 to 2023.



Recommendations



COLLABORATION & COMMUNICATION



Prepared by RecStar Consulting 2023



Recommendations

Connect & Break Down Silos



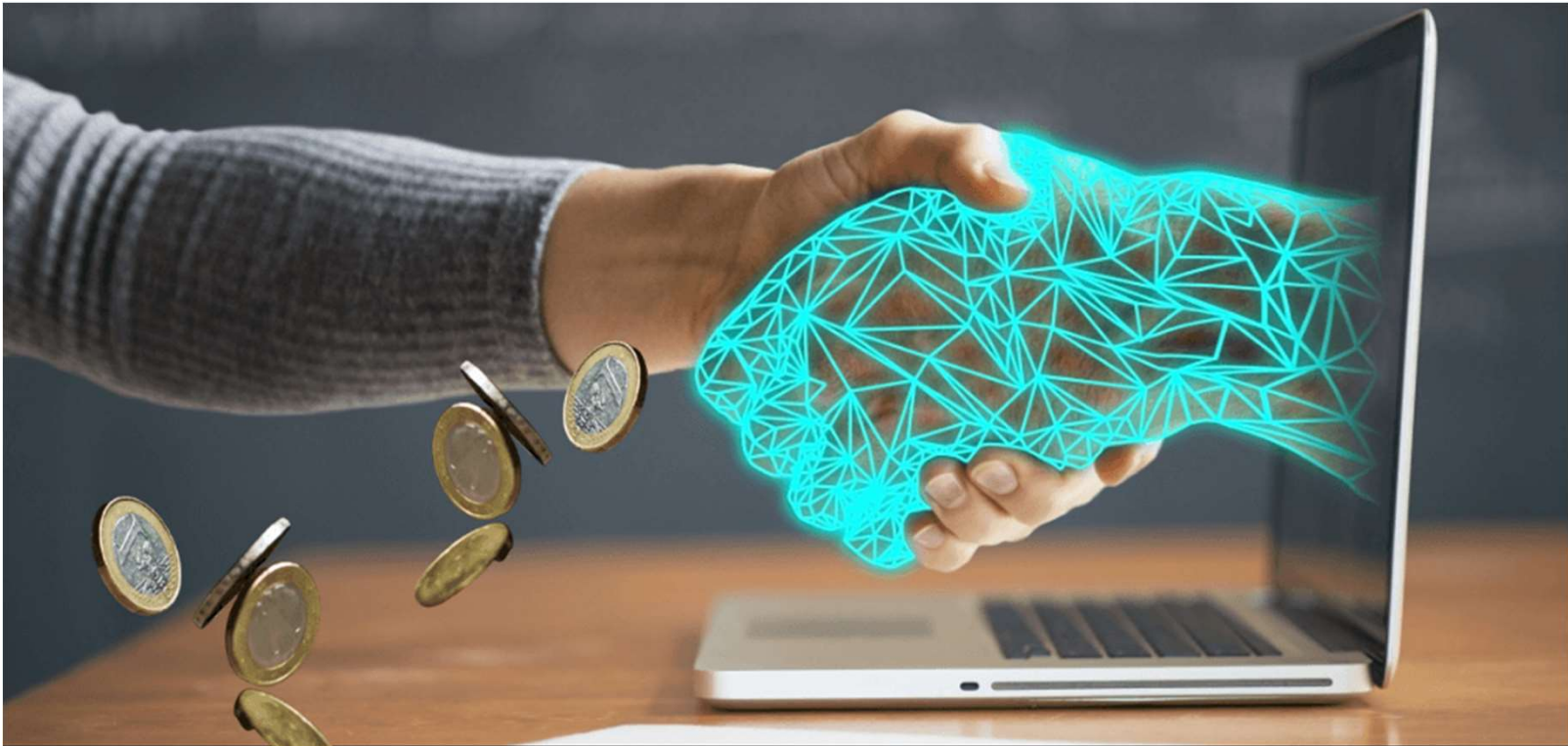


Recommendations



Prepared by RecStar Consulting 2023





INVESTING IN TECHNOLOGY DEVELOPMENT AS WELL AS TALENT INVESTMENT



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*Thank
you*



Gabriel Castillo, CPRP, MS

President/CEO

RecStar Consulting

gabriel@recstarconsulting.com



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