

ELMHURST PARK DISTRICT REGULAR BOARD MEETING

375 West First Street

Monday, March 12, 2018 - 7:00 p.m.

LWV Observer: B. Lipton

Attendance: All Commissioners except Ubriaco (excused);
3 public; no press; ~10 staff members; Director Rogers

1. Call to Order by President Spaeth

- A. No Commissioner Attendance Via Electronic Means
- B. Pledge of Allegiance
- C. Roll Call: All Commissioners present except Ubriaco (excused)

2. Additions/Deletions/Changes to Agenda None

- 3. Remarks/Correspondence from Visitors** Kevin Calkins spoke advocating that the PD consider lighting the Vietnam Memorial in Wilder Park –it would involve digging a trench from the electric set-up over by the portable stage. President Spaeth expressed interest in exploring this possibility.

4. Committee Reports

Gateway

- Participation numbers have continued to improve and have surpassed Winter 2017 numbers.
- Two job offers were made regarding the open Recreation Coordinator position and both candidates did not accept the job so the position is still open along with the other leader and aide positions. It appears that the monetary compensation is the reason for the withdrawal of both candidates. A part-timer at Gateway who is completing her degree in the next year may be interested in the position.
- The annual program survey that Gateway offered was to be administered every other year. 2016 was the last time the survey was completed so this year would be another survey year and should be on the radar. This would be in addition to the regular program surveys that take place.
- Planning for summer brochure and programs is continuing.
- . Four basketball teams participated in the qualifying tournament and two of those teams will be headed to the state tournament at ISU on St. Patrick's Day weekend.

5. Upcoming Committee Meetings

- A. Sugar Creek Golf Course - March 27, 2018
- B. Gateway - April 12, 2018

6. Consent Agenda - approved unanimously:

- A. Approval of February 26, 2018 Regular Meeting Minutes
- B. Approval of February 26, 2018 Closed Meeting Minutes
- C. Voucher Lists
- D. Appointment of Open Meetings Act Designees

7. Board Business - Unfinished (Old)

Registration Software Update by Director Rogers, on behalf of Comm's. Ennis & Graf

- The District's registration software, RecTrac from Vermont Systems, Inc. (VSI), ran at an unacceptably slow rate of speed during registration on February 24 causing a great deal of concern amongst residents trying to sign up for programs. The Board then decided to have the previously-formed Board ad hoc IT Committee, comprised of Commissioners Ennis and Graf, work with staff to seek solutions to the issue.
- Since that meeting, staff and the Ad-hoc Committee have been addressing the issue on the following multiple fronts:

Information Technology: Staff worked with VSI to understand the issues that caused unacceptably slow processing times last Saturday and have identified two items. First, they discovered that the registration software experienced issues processing receipts, documents, and patron transactions in turn causing patrons to experience significant slowdowns and web connections that were non-responsive. VSI has indicated an issue may reside in recently applied coding updates for logos on receipts and documents and is currently working on providing a system solution for the registration system. District staff had to remove all logos from all documents in the registration system, emailed or printed. Second, the VSI process for viewing documents online (which included the coding issues identified above) is to preview the document on screen in advance of printing or emailing to patrons. This process had been working fine on a daily basis, however the process failed on Saturday with the high volume of registrations in the first few minutes and caused the registration server to slow down to an unusable state by our residents. Upon analysis, VSI

has acknowledged their code for previewing of web documents on screen was inefficient resulting in this server performance issue and has directed that all web documents be sent directly to email without previewing. So the PD has turned off the streaming feature so that receipts are simply emailed to the residents.

Registration and Recreation: Recreation staff has been working to expand offerings where possible and registration staff has followed up with residents who contacted the District after experiencing difficulties and nearly all have been able to be accommodated. In the end this amounted to about 40 families.

Marketing & Communications In an effort to apologize and begin to restore the District's credibility, last Monday an apology letter was emailed to the 1,106 households who accessed the system on Saturday. As a reminder, 1,083 households completed their registrations on February 24. The letter was accompanied by a \$10 coupon able to be used toward a future registration. Within the first 24 hours, 76% of the emails had been opened by residents, some of whom immediately took advantage of the coupon. As of today there were 44 coupons used.

Following those actions, on Tuesday, March 6 the Board's Committee met with staff from multiple Departments to review the issue and discuss the District's next steps, both short and long term, concerning registration software. The meeting also included a nearly one-hour long conference call with VSI staff including their Chief Operating Officer, Director of Customer Support Services and Director of Municipal Support Services. During that call, VSI staff apologized, owned the problem and committed to resolving it and gaining back the District's trust. Items discussed during the call included, but were not limited to, software updates, load testing and vendor hosted solutions. Staff has since followed up the call by sending a timeline to VSI outlining the District's expectations for the near term future. This is a distinctly different response than the similar incident in 2016.

Staff left the meeting with direction to pursue the issue from both the short term perspective, doing everything that can be done to insure that the District's next registration on May 5, while much smaller, goes smoothly, and long term, gathering information about other software vendor options to help determine whether or not VSI is still the best option to meet the community's needs. Comm. Ennis notes that this will certainly be the software for the smaller May summer registration and the large volume Fall registration.

- A lengthy discussion followed among Comm's. Graf, Sheehan, Ennis, Spaeth: Comm. Graf comments that VSI performed a real 180 where they owned the problem and were very forthcoming to resolve the problem. He looks forward to making progress. Comm. Ennis notes that VSI is making some organizational changes to better address these problems. He comments that PD staff was very proactive and organized in identifying the problem quickly and bringing it to the attention of the vendor. Comm. Sheehan asked if there was something EPD could have done differently to make things run more smoothly, but Comm's. Graf, Ennis, and Dir. Rogers said no, we knew there was a problem within 3 minutes. A possible solution might be for EPD to host the software on our own server rather than having them host it, which is the situation now. Dir. Rogers states that at this time VSI still has not resolved the logo issue which could be a concern for residents' tax records. So the jury is still out whether VSI is the best vendor for this software. Comm. Sheehan suggests that VSI should pay the cost of the \$10 coupons; Dir. Rogers also notes that he will be asking them to cover the cost of load testing the software before the next few big registration dates. Comm Morisette-Moll asks what other PDs are using in surrounding communities. Dir. Rogers explains the solutions for several other towns; the most robust alternative, Active Track, is much more expensive (~\$350,000) where ours is about \$127,000 per year. Staff is continuing to get estimates for other vendors as well, just in case.

8. Board Business - New

ADA Transition Plan Review, by Angela. This issue goes back to 1990 when the ADA was enacted; basically it prohibits discrimination against, and segregation of, disabled citizens. EPD decided to provide more resources than the minimum required. Between 1992 and 2010 about \$3.5 million was spent on inclusion activities. From 2012 to date items completed include removal of barriers, some small and some large projects. The conservatory accessibility was tricky because of the need to maintain its historical architecture. Ten playgrounds were renovated. The 'Playground for Everyone' at Butterfield is a good example of the EPD going above & beyond ADA requirements. Others include bathrooms at Wagner; door weights minimized; Braille signage. Trees were trimmed to allow minimum 7 feet clearance. We still need to address cross-slopes of 2% at most facilities; replace water fountains; and a number of parks still have city sidewalks that need to be addressed jointly with the City. The full 500-page consultants' report is available on the website.

Comm. Spaeth asks approx. what percent of the capital spending per year is involved in this; Dir. Rogers estimates about 10% per year. This overlaps with general replacement/upkeep costs. Comm. Spaeth just would like to know what the costs for this are. Dir. Rogers notes that the law requires an audit, a plan, and progress toward meeting goals rather than iron-clad deadlines. The U. S. Justice Dept. is charged with enforcement.

Comm. Kies notes that former Commissioner Haggerty was a member of the national ADA board.

Wagner Community Center Roofing Project – Comm. Sheehan moves that the Board of Park Commissioners (1) awards the Wagner Community Center roofing project contract to Garland/DBS, Inc. in the base bid amount of \$203,719 based on U.S. Communities cooperative purchasing program; (2) approves Alternate #1 in the amount of \$60,207; (3) approves Alternate #3 in the amount of \$6,384; and (4) authorizes the Executive Director to execute said contract accordingly. Comm. Kies seconds. Anne presents the issue – it is a restoration not a full replacement; will allow PD to get additional life out of the current roof. There were 3 contractors who submitted bids. The work is planned for early August when recreational activities are winding down. Comm. Spaeth asks how long has the roof been there; the building had the existing roof since 1982 and that was what was there when PD bought the building in 2000. Approved unanimously.

9. Information Items

A. Commissioner Information Items

- Comm. Kies – On 3/14 she will attend the Senior Commission meeting at 1 pm at the library. She enjoyed having breakfast with fellow Comm's and Dr. Van Aken at the College.
- Dir. Rogers showed the College's new video that was shown at the meeting and includes a good deal of information on the PD. He notes the interconnections of the College and other community agencies.
- Comm. Graf says that the first prairie restoration of this season is on Saturday. Last weekend's St. Patrick's Day parade was a big success – excellent staff turnout and the PD dance team was very well-received.
- Comm. Spaeth felt welcomed by the Elmhurst College president's breakfast.

B. Future Agenda No comments

C. Staff Announcements

- The golf course had its first hole-in-one. The bridal show is coming up at the Wilder Mansion. Dads & Daughters will perform at the dance recital in June. Staff is rolling out Windows 10 software. Public washrooms will be opening up during Spring Break. Water meters will be replaced at the PD facilities in the next few weeks. Fields are being updated. The last family swim of the winter was last week at York. Lifeguard classes started up on weekends; the Wilder Park Easter egg hunt will be on March 31. Staff is working on adopt – a park. Dir Rogers reports on the first all-staff meeting last week. Thanks to all for taking part in the St Patrick's parade. No PD Board meeting on March 26th.

10. Adjournment 8:18 pm

NOTE: Meeting-related documents and audio can be accessed at:

<https://www.boarddocs.com/il/epd/Board.nsf/Public#>