



GLENCOE PARK DISTRICT
Committee of the Whole Meeting
Tuesday, September 5, 2023 at 7:00pm

Consistent with the requirements of the Illinois Compiled Statutes
5 ILCS 120/1 through 120/6 (Open Meetings Act), notices of this meeting were posted.
Location of the meeting is Takiff Center, 999 Green Bay Rd, Glencoe, IL 60022

AGENDA

- I. Call to Order
- II. Roll Call
- III. Matters from the Public
- IV. Discussion on Beach Season Pass Holder Survey
- V. Discussion on Renewal of IT Support Contract
- VI. Update on Comprehensive Plan Progress
- VII. Discussion on Naming Rights for Watts Recreation Center
- VIII. Park District Liaison Update on Village Planning Committee and Comprehensive Plan
- IX. Other Business
- X. Adjourn

The Glencoe Park District is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend this meeting and who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meeting or facilities, are asked to contact the Park District at 847-835-3030. Executive Director email: lsheppard@glencoe parkdistrict.com

Key rules governing participation

All comments will be limited to three (3) minutes per person and no longer than 30 minutes for all comments.



IV. Discussion on Beach Season Pass Holder Survey

Glencoe Park District
September 2023 Committee of the Whole Meeting

MEMORANDUM

TO: Board of Park Commissioners
FROM: Lisa Sheppard, Executive Director and Bobby Collins, Director of Recreation & Facilities
SUBJECT: 2023 Beach Pass Holder Survey
DATE: August 23, 2023

As we approach the end of the 2023 beach season, staff is preparing the annual beach pass holder survey, which is scheduled to be sent out to all pass holders on September 6. This survey is a valuable tool in gathering feedback from our residents and pass holders, enabling us to review our service levels and make informed decisions about the future operations of our lakefront operations.

The survey is designed to capture pass holders' opinions on their experiences throughout the season, including the quality of services, cleanliness, safety measures, and overall satisfaction with their beach pass. This feedback, in conjunction with attendance and financial data, forms the basis of our analysis of the past year's operations and guides our recommendations and potential changes for the upcoming seasons. Note that we do not formally survey daily fee visits, but there are satisfaction QR codes posted in the beach house, which can be completed by any beach visitor.

Leading up to and during the initial months of the beach season, it was clear that beach pass sales were trending back towards the pre-COVID mean. The Board expressed interest in obtaining historical data concerning beach pass sales and daily fees pre-dating the COVID-19 era. Staff will be providing that data in the 2023 Lakefront Report and presentation this fall. The report will firstly be presented to the Lakefront Advisory Group in October to gather feedback, which subsequently will be presented to the Board at the November committee meeting.

In addition, staff recognizes the potential value of Board members providing feedback on the forthcoming survey. At the September 5 Committee meeting, we are asking for Board input as we finalize the survey questions and prepare to distribute it. To ensure that we are capturing the right information to support informed decision-making, we ask you to review the draft survey questionnaire that is attached to this memo.

2023 Glencoe Beach Season Passholder Survey



The Glencoe Park District would like your feedback! The following 5-minute survey invites you to share your comments about Glencoe Beach. Your ideas will be incorporated into our plans for next summer.

By completing the survey, you can enter to win a 2023-24 Watts Ice Center Pass. Surveys must be completed by October 1, 2023, to qualify.

* 1. How often did you (or a family member) attend the Glencoe Beach this year? (Select one)

- More than 3 times a week
- 1 - 3 times a week
- 1 - 3 times a month
- 5 or fewer times all season

* 2. Please tell us how you (or family members) use the water at the beach.

- Lap Swim
- Go in to my waist to cool off
- Go in to my ankles to play near the shore
- Go out to deep end to play or active swim
- I don't go in the water

Other (please specify)

* 3. I find the swim area to be... (select one):

- Seldomly busy
- Busy on weekdays (Mon - Fri)
- Busy every weekend (Sat & Sun)
- Sometimes busy on the weekends (Sat & Sun)
- Busy all the time

Other (please specify)

* 4. Please rate the following Glencoe Beach amenities. If you did not use a particular amenity, please mark N/A for not applicable.

	Poor	Fair	Good	Very Good	Excellent	N/A
Beach House Restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sprayground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sun Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beach Rentals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beach Cart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

* 5. What do you primarily visit Glencoe Beach to do?

- Walk/exercise
- Swim
- Visit the Sprayground
- Enjoy on-water activities (sailing, kayaking, SUP)
- Sit on the sand/pier
- Play in the sand
- Other (please specify)

2023 Glencoe Beach Season Passholder Survey



Beach Experience

* 6. When thinking about the beach staff, including lifeguards, cashiers, and management, please rate the following attributes:

	Poor	Fair	Good	Very Good	Excellent
Cleanliness of Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of swimmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

* 7. Please rate the value of your 2023 Beach Season pass: (Select one)

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. Please rate your overall satisfaction with the Glencoe Beach during the 2023 season. (Select one)

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2023 Glencoe Beach Season Passholder Survey



Beach Experience

* 9. Compared to previous years, how was your experience at Glencoe Beach this year?

- It was better!
- It was the same.
- It was not as good.
- This was our first year visiting the Glencoe Beach.

Other (please specify)

* 10. Were you satisfied with the number of people on the beach when visiting?

- Yes
- No

* 11. Do you plan to purchase a season pass in 2024?

- Yes
- No
- Comments (please specify)

12. What can we do to make your season pass holder experience better next summer?

* 13. Glencoe Beach limited admission on weekday mornings, weekends, and holidays to season pass holders. Do you like this admission model?

- Yes
- No

Comments:

2023 Glencoe Beach Season Passholder Survey



* 14. The Glencoe Park District is currently assessing options for next season. Please select the option you like best.

- Weekend/holiday admission is for Season Pass Holders Only. Daily admission can be purchased on weekdays after 12pm (current structure)
- Admission fees and season passes are accepted during all operating hours.
- Other (please comment below)

Comments (please specify)

2023 Glencoe Beach Season Passholder Survey



Final Thoughts

15. Do you have any additional comments?

* 16. Are you a Glencoe resident?

Yes

No

* 17. How many people reside in your household? (Please select one answer):

1 - 2

3 - 4

5 or more

18. If you would like to be included in the drawing to win a 2023-24 Watts Ice Center Pass, please include your contact information below.

Name:

Email Address:

Phone Number:

V. Discussion on Renewal of IT Support Contract

Glencoe Park District
September 2023 Committee of the Whole Meeting

MEMORANDUM

TO: Board of Park Commissioners
 FROM: John Cutrera and Lisa Sheppard
 SUBJECT: ExcalTech Renewal
 DATE: September 5, 2023

Glencoe Park District's agreement with ExcalTech will expire this upcoming January. We have been with ExcalTech for 12 years and our most recent renewal with them was signed in January 2020.

The current contract with ExcalTech included their Total Support Solution (TSS) Diamond coverage. The Diamond coverage was an unlimited support and labor plan. This plan was phased out by ExcalTech. To offer a replacement for the Diamond TSS, ExcalTech provided a quote for their TSS Gold coverage. The Gold coverage provides the same unlimited support as did the Diamond plan. The main difference between the two plans is that labor is billed as incurred under the Gold plan compared to unlimited labor with the Diamond plan. Labor is based on a set rate and billed based on actual time incurred under the new plan.

Since the phase out of the unlimited labor brings a variable component into the cost analysis, staff requested ExcalTech provide a not to exceed maximum for all known projects at this time. These not to exceed maximums were then totaled and averaged out over the three-year contract. Staff also included a contingency off approximately 175 hours over the course of the contract to account for any unknown projects or changes to scope in existing projects.

The table below summarizes the expenditures incurred in previous years along with projected amounts for this fiscal year and the proposed estimated fees under a new three-year contract:

Fiscal Year		TSS/WebTrac Hosting	Estimated Labor*	Total	Avg. Monthly Cost	% Change
2019/20	Actual	\$ 89,859	N/A	\$ 89,859	\$ 7,488	
2020/21	Actual	87,603	N/A	87,603	7,300	-2.51%
2021/22	Actual	91,619	N/A	91,619	7,635	4.58%
2022/23	Actual	92,934	N/A	92,934	7,745	1.44%
2023/24	Projected	93,485	N/A	93,485	7,790	0.59%
2024/25	Proposed	76,760	20,124	96,884	8,074	3.64%
2024/26	Proposed	76,760	20,124	96,884	8,074	0.00%
2024/27	Proposed	76,760	20,124	96,884	8,074	0.00%

* TSS Gold Plan does not include unlimited labor. Labor has been estimated based on current known projects and contingency for unknown projects or changes in scope.



MEMORANDUM

When factoring in the additional labor, staff estimates an approximate increase of 3.64% in year one and no increases in the subsequent two years, which would be a very modest compared to increases we have seen in other operating costs.

While there have been some minor service issues throughout the years with ExcalTech; overall, staff has been pleased with their level of service, especially over the past year. ExcalTech was also instrumental in assisting reviewing current internet and phone contracts over the past year, which helped the District achieve significant savings on these costs. In addition, the District's servers are set to be decommissioned in November 2024, which will require a significant amount of time and planning. ExcalTech's institutional knowledge will be very beneficial throughout that process.

Based on the factors above and the very modest proposed fee increase, staff recommends we renew our contract for outsourced IT services with ExcalTech for an additional three-year term.

VI. Update on Comprehensive Plan Progress

No Documents

Update given at the meeting.

Glencoe Park District

September 2023 Committee of the Whole Meeting

VII. Discussion on Naming Rights for Watts Recreation Center

No Documents

Verbal discussion at the meeting.

Glencoe Park District
September 2023 Committee of the Whole Meeting

VIII. Park District Liaison Update on Village Planning Committee and Comprehensive Plan

**No Documents
Update given at the meeting.**

Glencoe Park District
September 2023 Committee of the Whole Meeting

IX. Other Business

**GLENCOE PARK DISTRICT
FINANCIAL LEGAL CALENDAR
PLANNING FOR FY 2024/2025**

SEPTEMBER 2023

Early September Staff works on options for 2023 Tax Levy.

OCTOBER 2023

10/3/2023 Committee meeting to discuss preliminary levy.

10/17/2023 October Board Meeting: Board formally determines amount of money estimated necessary to be raised by taxation in tax year 2023 for 2024/25 fiscal year.

10/20/2023 Department Heads submit capital project proposals/ideas (new and carryover items) to Executive Director. All items should be priced.

Week of October 23-27 Executive Director and Department Heads meet, discuss, and prioritize Capital Project proposals.

10/27/2023 Deliver notice of Levy Hearing for paper to publish on Thursday, 11/9/23 (must be no more than 14 days, no less than 7 days prior to hearing, which will be 11/21/23).

10/27/2023 Deadline to complete First Draft #1 program worksheets AND general budget worksheets to submit to the Director of Finance/HR.

NOVEMBER 2023

11/3/2023 Capital Project List finalized by Executive Director and submitted to Director of Finance/HR.

11/20/2023 First Draft #1 of general budget worksheets and program budget worksheets returned to staff from Director of Finance/HR for their revision/review.

11/21/2023 November Board Meeting: Levy Hearing held. Board adopts 2023 Tax Levy Ordinance.

DECEMBER 2023

- 12/1/2023 Deadline to complete First Draft #2 budget worksheets and program budget worksheets and submit to Director of Finance/HR for revisions.
- 12/26/2023 File 2023 Tax Levy Ordinance, Certificate of Presiding Officer, Certificate of Secretary with Cook County Tax Extension Office (Deadline to file: last Tuesday of December).

JANUARY 2024

- 1/16/2024 January Board Meeting: Board approves FY2024/25. Regular Board meeting dates.
- By 1/31/2024 Deadline to file tax-exempt status filing with Cook County.
Deadline to mail W-2s, 1099s, 1095s. (IRS Filing by 2/29/24)

FEBRUARY 2024

- 2/1/2024 Deadline to submit Economic Interest Statement file to County Clerk's Office.
- By 2/1/2024 **Final First Budget Draft** distributed to the Board for review.
- 2/6/2024 Finance Committee of the Whole to discuss budget. Additional meetings, if necessary.
- 2/20/2024 February Board Meeting: Board approval of Resolution to commit additional fund balance reserves to Master Plan Capital Fund 69.
- 2/20/2024 February Board Meeting: Pass BAO Transfer Resolution, if necessary.
- By 2/29/2024 Annual Worker Compensation Audit due to PDRMA.
Salary increase/annual evaluations.
Change IMRF posting - new salary/insurance information.
Change IPRA salary survey information.

MARCH 2024

- By 3/11/2024 Tentative preliminary date of audit fieldwork.
- By 3/15/2024 Proposed BAO copy is made available at administrative offices for public inspection. Document shall be available for no less than 30 days prior to the adoption of BAO on 4/16/24.

3/19/2024 March Board Meeting: Approve FY2024/25 Approval Draft as "working administrative budget." (BAO is adopted at April or May meeting once accurate prior year amounts are known.)

By 3/20/2024 Deliver notice to paper announcing public hearing on BAO to be published in local paper on 4/4/24.

3/31/2024 Deadline to file ACA Forms with IRS.

APRIL 2024

Mid-April PDRMA Annual Operating Expenditures/Audit Filing.

4/16/2024 April Board Meeting: As part of the agenda, a public hearing is held on the 2024/25 Estimated Revenue, Budget & Appropriations Ordinance (BAO). It must be adopted within 3 months after the beginning of the fiscal year, or June 1.

By 4/30/2024 File BAO with Cook County Clerk's Office.

MAY 2024

Early May Annual audit final fieldwork begins.

JUNE 2024

6/18/2024 Final audit and management letter presented to Board.

By 6/30/2024 Annual Operating Expenditures Report due to PDRMA.

JULY 2024

July/August Publish "Notice of Audit Availability" in local newspaper.

AUGUST 2024

June - August 2024 File Annual Audit and Comptroller's Annual Financial Report with Comptroller's Office. (These steps above must be completed within 180 days after the preceding fiscal year ends.)

Receive 2023 levy final EAV and Tax Extension from county. Update Tax Impact files on GPD website.

By August 31, 2024 File Unclaimed Property Report with IL Treasurer's Office.