

APPROVED

MINUTES OF THE GLENCOE BEACH AND LAKEFRONT ADVISORY GROUP MEETING APRIL 3, 2012. HELD
AT TAKIFF CENTER, 999 GREENBAY RD, GLENCOE ILLINOIS

The meeting was called to order at 7:38 p.m. by Andre Lerman, Chair and Commissioner.

Roll Call: In attendance were John Fitzgerald, Jon Ruderman, Seth Palatnik, Linda Singer, Tom Welch, Susan Isaacson, Andre Lerman, and Laurie Morse. Also in attendance from staff was Steve Nagle, Director of Operations, and David Johnson, Facilities Manager.

John Fitzgerald called a motion to approve the minutes of the January 12, 2012 meeting of the Glencoe Beach and Lakefront Advisory Group and Lisa Singer seconded the motion. The motion was approved unanimously.

There were no matters from the public at this time.

Steve Nagle then provided an update on beach related items that were approved by Park Board Action in February, referencing a March 30, 2012 memo to the Advisory Board (attached). Nagle noted that there was a \$5 increase for all season (bathing) beach tokens, and new rates for senior season tokens. There was a \$1 increase in the daily rate for non resident adult passes. The hours and dates open for staffing at the bathing beach were consistent with last year, with the exception of moving the closing time to 7 pm after August 5th, to adjust to shortened daylight hours in late season.

On the boating side, Nagle noted that there were slight increases in Non Resident rates for Sand and Rack spaces, and also for winter storage. Staffing for the boating beach was extended one weekend at the end of the season (Oct 21), and there was an extra hour added to time for staffing on weekends pre and post season. Boaters who opt out of winter storage will be asked to remove boats after October 21, and will be asked to notify beach staff if they need extra time for removal beyond that date.

New rental rates were established for Hobie rentals (\$30/hr. weekday, \$50/hour weekends) and a skippered rental rate was also set for weekends. Non Resident rates for Trellis rentals increased to \$450.

Staff reviewed options for shuttle service on weekends from the Metra parking lot and recommended against this for 2012 and agreed to continue to explore options for weekend parking with the Advisory Group.

Nagle also explained that new language was inserted into boat space rental agreements to enable Park District staff to work with Public Safety to initiate a process for removal of abandoned boats. He explained the step by step process, which through conclusion could take approximately 180 days from initial notice to the boat owner.

Nagle also briefed the Group on the Shared Aquatics agreement with Northbrook Park District, and recognized David Johnson for working out details.

Johnson then began an update on Beach Operations readiness for the 2012 season. He noted that openings for Lifeguard positions were posted on Craig's list, with local High Schools, and he has initiated conversations with leadership of the Northwestern University Sailing Program, who have indicated that

there would most likely be interest by their members. He said that he had some confirmed guards already and there have been 10 to 15 candidates so far, and is expecting more throughout April. He mentioned that he is a certified Red Cross trainer and is currently going through additional training. There will be additional training of staff this year on safety and also customer service. He plans on more in-service training for guards. Johnson mentioned that it is more difficult to staff the boat house as guards will need to double training, both as a lifeguard, and boat rescue training.

Johnson and Nagle then discussed the Operational Manual revisions in process. These included input from the risk agency PDRMA as a result of last August's inspection. There are other additions, including newer systems such as the sprayground. They plan to type up the new procedures and train on them, and then to let beach management be a part of the manual review.

With regard to rental hut operations, Nagle noted that he is working on making weekend operations seamless so patrons do not have to talk back and forth from the north and south beach and beach house to consummate a rental. Staff is also getting a hard line charge card to make the payment process easier.

John Fitzgerald asked about investments approved by the board. Steve mentioned that the board approved a \$20k investment in watercraft and John Fitzgerald asked what kind of boats staff is looking at. Johnson mentioned that he reviewed different fleets and that the Northwestern program recommended Hobie Getaways as a good choice. Fitzgerald echoed that they are very durable, a boat of choice for most resorts who rent Hobies, and a good transitional boat for those who may want to get more involved with sailing.

Nagle then talked about plans to expand the swim area with new swim buoys with an advance anchoring system and a process for the boat staff to reset the swim areas as needed after storms. Consider setting this up sometime in June after the water warms up. Also discussed were additions of modified, enlarged new guard chairs with a "pacific coast" ocean front style ramp for guards to make it easier to do rescues. Nagle also mentioned new signage plans to demarcate the enlarged swim areas as part of overall signage enhancements.

Staff then discussed maintenance. Nagle said that they hired a Saturday/Sunday maintenance position, and will add Friday's. That person will help with cleaning up the beach house, trash pickup, and other maintenance duties. Jon Ruderman asked about trash pickup upstairs in Lakefront Park. Nagle said that this is picked up once a day. Ruderman said that sometimes there is a lot of after hour's trash. Nagle told him he would provide a phone number if a special pickup is needed. Laurie Morse also asked about the recycling protocol for park district trash, and Nagle said that Waste Management was the vendor, and will find out more info and get back to her on any specific questions she has.

Nagle said that the former positions of admissions attendant, card driver and other non lifeguard positions will be consolidated into a new "Lakefront services" position which gives beach management more flexibility to shift staff around to do various functions, as needed. These positions will also help with maintenance duties, relieving guards of some of this responsibility.

With regard to the process for routine maintenance of items needing repair, Johnson mentioned that last year there seemed to be a breakdown between the time staff wrote up a ticket for repair and the time that the Park Department responded. Johnson's goal is to improve the quickness of response by improving communications, and having David and Steve review all such requests on a timely basis.

Water testing and safety was a topic of discussion. Nagle mentioned that staff will test water quality daily in compliance with state requirements. If the water is closed he plans to do quick notifications of alerts on the website, perhaps releasing posting right to the Beach Manager. Nagle also mentioned that he and Johnson participated in an Illinois EPA meeting on March 16 to learn about an initiative to determine a Total Maximum Daily Load (TDML) regarding potential cause of water impairment, based on data that Glencoe and others provide to the state. Currently, current beach rankings are listed on the IEPA website. Glencoe is ranked 217 out of 387 waterway owner sites. Part of this process is to receive input from the IEPA to then develop local plans and remedies to improve water quality. Nagle will keep the Advisory Group informed as this proceeds.

Lerman mentioned that the Advisory Group can play a role as an advocate for water quality, particularly when joint action is required with the Village of Glencoe. The Advisory Board can review findings in public meetings and possibly recommend that the Park Board take specific actions as appropriate or to recommend that the Park Board pass a resolution to encourage Village to take specific action as needed, such as passing a Steep Slope ordinance. Lerman noted that this group is uniquely positioned to advocate on behalf of the users of the beach, where water quality is an issue. This was put in a "parking lot" for discussion in future meetings.

Johnson then talked patron communications, and wants to create an atmosphere of helpful information, a daily schedule, special events signage about general beach goings on, info on rentals and other things at the halfway house including pricing for beach rentals, especially trellis. There will be an on line calendar of availability for the trellis so potential renters can see dates for consideration. Johnson also mentioned that staff is still reviewing admissions monitoring to make it a more effective process. Staff will be trained in customer service, including role playing and problem solving. He is still working on this.

Lerman asked about plans to ensure that there is sufficient boat staff to perform boat services and water rescues after mid August. Johnson said that this is a high priority, and that the Northwestern applicants could help in this regard, and that staff is identifying qualified candidates who are not leaving for college in Mid August.

Lerman mentioned the need for staff to create an atmosphere of both camaraderie and trust between full time staff and the guards to reduce HR "drama" and to increase retention. Ruderman agreed and noted that this is a very important issue to focus on. He shared his positive experiences as a guard when there was a high level of camaraderie and trust that made things easier. Nagle mentioned that there will be extra focus on this, including group activities to create a team feeling, employee recognition, etc. Johnson said he understands the need for seasonal staff to feel respected, it starts with training. Nagle said that there will be more emphasis in organizing for participation in the Lifeguard games between beaches. Fitzgerald also noted that the Boat Club makes sure that they include guards in any event where food is served.

Nagle then mentioned that this year there will be daily rental lockers at the beach house for swim patrons, similar to lockers at ski resorts, operated by an outside vendor on a revenue sharing basis. Other things mentioned by Nagle include a plan to weed out the rack space at the north beach, look at the cart barn and shed about the feasibility of a simple project to provide inside storage for paddle boards, and asking Parks staff to bring in a vendor to do a cost estimate of a solution for outside number lock for the ladies boat house bathroom for the fall season as a changing room option. He is also looking at the use of sand tires for boat trailers to overcome the additional 25 feet of sand between the end of

the boat ramp and the water. Johnson mentioned that staff has a marketing plan for the beach and plans additional communications prior to opening of season to promote seasonal tokens and rentals. Lerman then opened discussion about weekend parking solutions at the beach and told the group to think about possible solutions for the 2013 season. One suggestion was to consider a solution whereby weekend parking along Lakefront Park was restricted to Glencoe residents and also to non residents, who have special seasonal beach parking permits, offered for a nominal charge through the beach token application process, or in person at Village Hall. He said that he would like the Group to think about such a solution as they go to the beach on summer weekends to visualize what such a solution could look like. He noted that if in future discussion, the Advisory Group decided to recommend pursuing such a solution, they could suggest that the Park Board to an on line survey, following which the Board could pass a resolution recommending that the Village put the parking protocol in place. Any action would require approval of the Village of Glencoe trustees, so that this would be an open process with many public discussions.

Ruderman suggested that a log be kept about how far cars are parked on crowded weekends, and perhaps someone could eyeball the village stickers for cars parked around Lakefront Park on these weekends. Linda Singer agreed that any discussion should be fact based. Morse cautioned that any restrictions could influence daily pass attendance, and Lerman also acknowledged this and noted that it's important that nothing is done to detract from this revenue source. He said this process for now is strictly hypothetical discussions, and that he wanted the group to be able to discuss concepts around parking over the summer, including possible consideration of adding a shuttle option. Any recommended solution would need to take in all aspects, so he said there is now time urgency, just an opportunity to visualize options at this point.

Morse then briefly discussed the Street Ends task force and mentioned that the group was looking at an approach to keep the beach open, but have some restricted parking of some sort, and that discussions were still in a formative stage.

No additional matters were brought up by the public.

Under "Other matters", Lerman mentioned that he thought the cadence of meetings would be 6 to 8 a year, with monthly meetings perhaps at the beach, in June, July and August, to monitor ' working, what's not working, and perhaps to include a social element after some meetings. He suggested June 7, July 12th and August 6 as possible dates, and asked staff for their input. He also thanked everyone for keeping the meeting to 90 minutes.

Fitzgerald motioned for adjournment, and Ruderman seconded. Motion passed on voice vote. The meeting was adjourned at 9:08 pm.

Respectfully submitted,

Andre Lerman

Attachment



To: Andre Lerman, Commissioner
Glencoe Beach and Lakefront Advisory Group

Date: March 30, 2012

From: Steven Nagle, Director of Operations
David Johnson, Facilities Manager

SUBJECT: Update on 2012 Beach Operations

- Hiring / Training of Guards: Hiring is currently underway and lifeguard positions are posted on the Park District website. The lifeguard position has been updated with new guidelines to the job description including additional weekly “in-service hours” and more comprehensive lifeguard training. As of March 15, in-person interviews have begun with qualified job candidates. Lifeguard training will be conducted during the following times:

May 17-18	4 pm - 8 pm at Watts
May 19-20	10 am - 8 pm at New Trier
May 22-25	4 pm - 8 pm at Glencoe Beach
- Review of Operation Manual: The 2012 Beach and Boat Operations Manuals have received some off-season updating in January based on input from the Park District Risk Management Agency (PDRMA). Additional updates will take place over the next 3-4 weeks so we can review with the summer management team and then finalize them prior to all staff training in May. Several updated procedure documents will be added as new or changed systems are fully reviewed – Sprayground, charge cards, skippered rentals, in-service logs, and so on.
- New Swim Area: The process of properly marking and setting-up the new swim area is in preparation mode. New guard chairs, swim buoys, and swim line are being purchased. David has spent some time researching alternatives to anchoring systems. The boat staff will be required to perform a weekly adjustment to the swim area if needed. On-site determination of final sizing will take place in May. Staff will also reinforce the swim area with enhanced beach signage, management assistance and a shoreline visual aid like traffic cones.
- Maintenance Plan: During the season, beach services staff will monitor beach house cleanliness during the critical times Friday-Sunday. One change for the season is to combine beach services job types (cart driver, cashier, trellis attendant, beach attendant) into one position. The only exception will be that employees that are 17 and under will not

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operate the golf cart. Beach Services training will be conducted during the following times: May 22-25 4 -8 p.m. at Glencoe Beach. Other maintenance or repairs are handled via a work order with full time staff. The beach Cleaner/Groomer is operated 3 days a week in the early morning.

5. Rental Hut Operation: Steve updated the Rental Hut procedures last season with input from rental hut staff. New procedural documents, pricing, signage and staffing duties are being developed pending final hiring outcomes. Staffing models are being examined to determine best coverage options and shift times.
6. Admissions Monitoring: We spent about 2 hours on the beach in mid-March to review the signage plan as well as possible new ways to set-up the check-in stations. This included ideas about stronger no-vehicle use (minus Water Plant traffic) and semi-permanent storage in the Halfway House. More research is needed in this area. The customer approach methods and procedures will be a higher training point with the staff in May.
7. Special Events:

Family Campouts – June 29 and August 3
4th of July Celebration – July 4
Kick-Off Regatta – July 7
Concerts at the Beach – July 15 and August 5
Sailfest& Regatta – July 21
Kayak Excursions – July 21 and August 4
Sand Sculpture Contest – July 29
George Cup – August 11

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