



CITY COUNCIL WORK SESSIONS AGENDA

Budget Work Session - Recreation

Virtual

COUNCIL MEETINGS WILL BE ONLINE

Due to the COVID-19 precautions, the Council Meetings will be held online and is planned to be cablecast on Verizon 21, Comcast 71 and 996 and streamed to www.greenbeltmd.gov/municipaltv.

Resident participation:

Join By phone: (301) 715-8592

Meeting ID: 812 4551 0967

Password: 544113

In advance the hearing impaired is advised to use MD RELAY at 711 to submit your questions/comments or contact the City Clerk at (301) 474-8000 or email banderson@greenbeltmd.gov.

Monday, May 04, 2020

8:30 PM

Work Session Packet - *Agenda*

- *Introductions*
- *Council Discussion*
- *Questions and Answers*
- *Other Items*

Budget Work Session - Recreation

[Recreation COVID 19 response Memo.pdf](#)

[2019 Camp Report.pdf](#)

[Survey Memo January '20.pdf](#)

[facility comparison 20.pdf](#)

[GAFC- How can we improve survey- Form.pdf](#)

[GAFC Winter 2020 Results.pdf](#)

[GAFC Winter 2020 Survey Comments.pdf](#)
[Inventory of Outdoor Basketball Courts.pdf](#)
[Recreation Facility Rental Rates 1-23-20.pdf](#)
[Computer Lab Data Fiscal Data 19-20.pdf](#)

City Council Work Sessions Agenda Item Report

Meeting Date: May 4, 2020

Submitted by: Greg Varda

Submitting Department: Recreation

Item Type: Work Session Item

Agenda Section:

Subject:

Budget Work Session - Recreation

Suggested Action:

Attachments:

[Recreation COVID 19 response Memo.pdf](#)

[2019 Camp Report.pdf](#)

[Survey Memo January '20.pdf](#)

[facility comparison 20.pdf](#)

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MEMORANDUM

TO: NICOLE ARD, CITY MANAGER

FROM: JOE MCNEAL, CO-ACTING DIRECTOR OF RECREATION
GREG VARDA, CO-ACTING DIRECTOR OF RECREATION

SUBJECT: RECREATION DEPARTMENT – COVID 19 RESPONSE

DATE: APRIL 24, 2020

CC: DAVID MORAN, ASSISTANT CITY MANAGER

As the COVID-19 pandemic has unfolded in Maryland, the City and the Recreation Department have monitored recommendations and guidelines given by Federal, State and County governments and have taken steps to provide for the health and safety of patrons and staff.

All indoor Recreation facilities have been closed since March 13th. The Spring Session of classes, camps, etc. (March-May) were canceled. In subsequent days, permits previously issued for outdoor spaces (ball fields, picnic areas, trails, etc.) were rescinded along with closure of playgrounds until further notice. In addition, outdoor fenced areas have been closed (tennis courts, volley ball court, skate park, dog park) as well as the outdoor fitness area at Schrom Hills Park until further notice. Parks have remained open but usage is being closely monitored to ensure compliance with State restrictions related to COVID-19.

The City has continued to pay part-time/non-classified staff during the closure based on the number of hours they had been scheduled to work in the pay period before the shutdown. All the staff is very appreciative of the commitment the City has shown during the difficult time.

Staff has developed a Virtual Recreation Center (VRC) which provides content for all ages and interests at no cost. The Department is accepting ideas to expand content in order to ensure all interests are met, within the limitations of social media platforms. The breadth of offerings at the VRC is constantly growing and all are encouraged to visit regularly to experience the latest fun, healthy activities.

Staff continues to monitor developments related to COVID-19 and responds with adjustments to operations and programming as appropriate. Further, staff is researching and monitoring guidance related to the future “soft” openings of various aspects of department facilities, programs and services. It is unclear at this time what this will “look” like exactly. The Department will respond in a manner that is in full compliance with federal, state and county guidelines and requirements, with a keen eye toward participant and staff health and safety.

Greenbelt Recreation Department 2019 End of Season Camp Report

BACKGROUND

Information in this report is based on the 2019 camp season and not the fiscal year. Basing information on a camp season provides a better understanding of the numbers when comparing camp seasons. Using a fiscal year would require using outputs from two camps seasons and would not provide the optimal information needed to deliver a true assessment.

REGISTRATION

The Recreation Department offered 10 camps totaling 32 sessions. All sessions combined totaled 1,358 registrations serving children between the ages of 3½ to 16. Compared to 2018, there were 230 more registrations. Of the 1,358 registrations, 791 or 58% were resident registrations.

FINANCIALS

All camp revenue combined produced \$467,281. Subtracting expenditures of \$375,241 equals net revenue of \$92,040. Camp expenses include: part-time seasonal staff wages, contract instructor fees, transportation, field trips, amusement park tickets, supplies, staff training/orientation, uniforms and a contractual agreement with a Maryland Board Certified Registered Nurse (required by the Maryland State Department of Health.)

Compared to 2018, camp revenues increased \$48,855 and expenses also increased \$51,178. Two main reasons for the increase in revenue and expenditures are the return of Circus Camp and Spring Camp. Spring camp was cancelled in 2018 due to Prince George's County Board of Education pulling back spring break because of snow days used.

The Greenbelt Kid's budget transferred \$22,494 to the Greenbelt Aquatic and Fitness Center budget. This is the cost for free swim visits, swimming lessons and fitness passes. It should also be mentioned that aftercare classes produced revenue of \$18,709 directly related to the summer camp program.

CAMP STAFF

The summer camp program serves as a first time work experience for unpaid internships and mostly paid young adults. Seasonal part-time employees make up the camp staff. It should be noted that 72% of summer camp staff are Greenbelt residents and/or Eleanor Roosevelt High School graduates. With such a high percentage of local people employed, speaks to the level of talent in our own backyard. These seasonal employees and interns provided direct leadership and service to the community. The department provides orientation and training for all camp employees and interns.

CAMP FEE HISTORY

Camp Registration fees remained the same in 2019. Non-residents continue to pay 15% more than residents. For the 2020 camp season, fees will be increased 3%. When determining camp fees many items go into the decision process: Consumer Price Index, Consumer Confidence Index and competitor fees to name a few. However, the number one driver in determining camp fees is minimum wage. Over the next five years minimum wage will increase to \$15 per hour. Below is the City of Greenbelt's minimum wage schedule dating back to 2014 and looking forward to 2025.

2014	\$7.25
2015	\$8.40
2016	\$9.55
2017	\$10.75
2018	\$11.50
2019	\$11.50
2020	\$11.50
2021	\$11.75
2022	\$12.50
2023	\$13.25
2024	\$14.00
2025	\$15.00

The Department's goal to achieve a cost recovery of 30% is no longer an obtainable goal and hasn't been for the last two years. Numbers show that cost recovery has been hovering around the 20% mark since minimum wage increased to \$11.50. It will not be possible to increase camp fees to keep up with the drastic increase in minimum wage as it climbs towards \$15 per hour. The Department will need to reassess the cost recovery model over the next few years to determine an acceptable and achievable cost recovery rate.

CONCERNS

Camp Registration for the 2020 spring and summer season started last February. Camp enrollment was looking strong and all signs were pointing to a very successful summer. Obviously, the Covid-19 crisis has placed a hold on camp registration. Concerns for the 2020 camp season are as follows:

Safety- When can the camp program continue so that staff and campers are safe? Will the virus need to be eradicated before camp program can continue? Will the department need to provide personal protective equipment for staff? For campers?

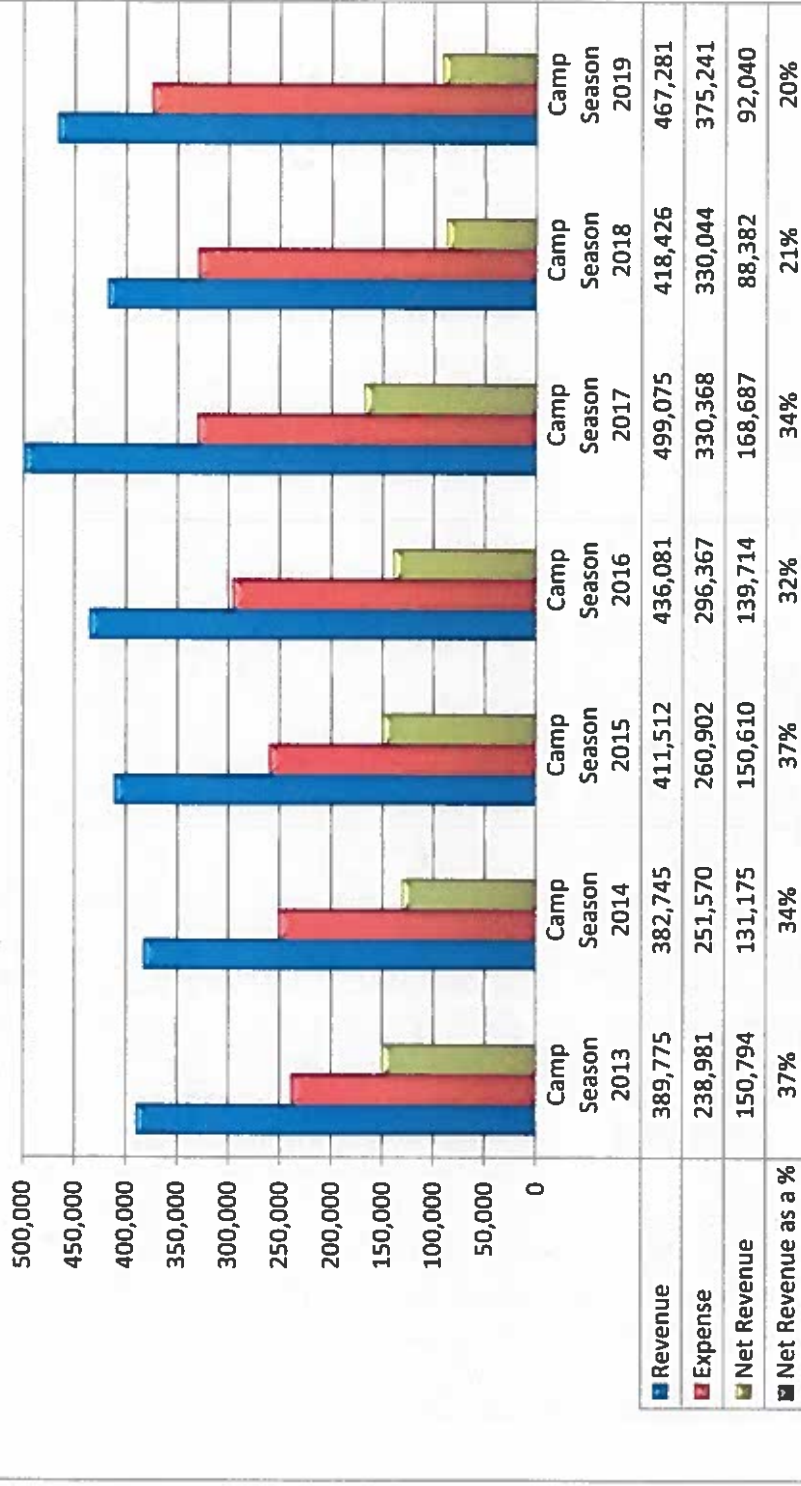
Economy - How will the economy react to the Covid-19 crisis? Will fees need to be adjusted so that camps are affordable to our customers? Staff will pay particular attention to the economy to assure that camp fees are fair for both the customer and the City.

Minimum Wage- The minimum wage bill passed last year will eventually raise minimum wage to \$15 per hour. However, there is an opportunity for a one-time pause in the law's planned minimum wage increases if there are certain negative reports on the economy. The Maryland Board of Public Works composed of the governor, treasurer and comptroller has the authority to make that decision.

Summer Camp Staff- Many of the seasonal camp staff depend on summer camp employment for many different reasons. I worry about them knowing that they depend on employment with the Recreation Department to supplement their income.

At this time there are no answers to any of these concerns. Staff will monitor all these issues and more. It is hoped that more clarity on how to safely manage the Covid-19 crisis becomes evident as research continues to come to light.

Seasonal Comparison Chart
Summer Camps



Comments:

1. Chart is based on camp season not a fiscal year.
2. Camp Season 17, both revenues, expenses increased due to the addition of a 5th two week session.
3. Camp Season 18, revenues expenses decreased due to not having Circus Camp or Spring Camp.
4. Camp Season 19, revenue and expenses increased due to the return of Circus Camp and Spring Camp.

Year to Year Camp Fees Comparison Chart

	CAMPS 2012	CAMPS 2013	CAMPS 2014	CAMPS 2015	CAMPS 2016	CAMPS 2017	CAMPS 2018	CAMPS 2019	CAMPS 2020
2 Week Camps									
Creative Kids 8:45-3:30pm Res./Non Res.	\$270/\$324	\$284/\$341	\$284/\$341	\$295/\$354	\$299/\$359	\$307/\$365	\$322/\$370	\$322/\$370	\$332/\$381
Camp Pine Tree 8:45-3:30pm Res./Non Res.	\$265/\$318	\$278/\$334	\$278/\$334	\$283/\$340	\$288/\$346	\$291/\$346	\$306/\$352	\$306/\$352	\$312/\$359
Kinder Camp Full Day 8:45-3:30 Res./Non Res.	\$259/\$310	\$273/\$328	\$273/\$328	\$283/\$340	\$287/\$344	\$294/\$348	\$309/\$355	\$309/\$355	\$318/\$366
Half Day 8:45-3:30 Res./Non Res.	\$159/\$191	\$165/\$198	\$165/\$198	\$171/\$205	\$173/\$208	\$180/\$212	\$189/\$217	\$189/\$217	\$195/\$224
Camp Encore 8:45-3:30pm Res./Non Res.	\$540/\$648 4 Weeks	\$539/\$646 4 Weeks	\$539/\$646 4 Weeks	\$559/\$671 4 Weeks	\$569/\$683 4 Weeks	\$573/\$683 4 Weeks	\$602/\$692 4 Weeks	\$602/\$692 4 Weeks	\$614/\$706 4 Weeks
Youth on the Go 8:45-3:30pm Res./Non Res.	\$315/\$378	\$331/\$398	\$331/\$398	\$343/\$412	\$349/\$419	\$358/\$419	\$376/\$432	\$376/\$432	\$384/\$440
Circus Camp 8:45-3:30pm Res./Non Res.	\$313/\$374	\$329/\$395	\$329/\$395	\$351/\$417	\$371/\$437	\$376/\$443		\$322/\$370	\$332/\$381
G'belt Youth Circ 8:45-3:30 Res./Non Res.		\$682/\$818 4 weeks	\$682/\$818 4 weeks	\$726/\$862 4 weeks					\$204/\$235 1 week
Festival Arts Camp 8:45-3:30pm Res./Non Res.									\$332/\$381
1 Week Camps									
Camp Explorer 8:45-3:30pm Res./Non Res.	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$185/\$222				
Circus Camp Parade 8:45-3:30pm Res./Non Res.	\$170/\$204	\$185/\$222	\$185/\$222	\$196/\$233	\$201/\$238	\$206/\$245			\$204/\$235
Spring Camp 8:45-3:30pm Res./Non Res.	\$166/\$199	\$175/\$210	\$175/\$210	\$181/\$217	\$184/\$221	\$194/\$232	\$25/\$35 Per day	\$204/\$235	\$204/\$235
Performance Camp 8:45-3:30pm Res./Non Res.						\$206/\$245	\$216/\$248	\$216/\$248	\$204/\$235
Spring Circus 8:45-3:30pm Res./Non Res.	\$170/\$204	\$179/\$215	\$179/\$215	\$190/\$228	\$190/\$228	\$194/\$232			\$204/\$235
Before Care 7:00-9:00am One Fee	\$50	\$50	\$50	\$55	\$55	\$60	\$63	\$63	\$65
Extended AC 3:30 – 6:00pm One Fee	\$63	\$64	\$64	\$65	\$65	\$70	\$74	\$74	\$76

2020 Camp Fee Comparison with Local Jurisdictions

Kinder Camp Comparison					
Half Day					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Kinder Camp Comparison	Wee Wonders				
R: \$189, NR \$217	R: \$120, NR \$156	Not Offered	Not Offered	Not Offered	Not Offered
Full Day					
R: \$309, NR \$355	Not Offered	Not Offered	Not Offered	Not Offered	No Offered

Camp Pine Tree Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Camp Pine Tree	Explorers	Day Camp	Camp Magruder	Camp Takoma	Summer Blast
R: \$306, NR: \$352	R: \$220, NR: \$286	R: \$230, NR: \$290	R: \$250, NR: \$300	R: \$280, NR: \$320	R: \$500, NR: \$550

Creative Kids Camp Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Creative Kids Camp	Play Production Camp			Center Stage Camp	Musical Camp
R: \$322, NR: \$370	R: \$270, NR: \$351	Not Comparisons	Not Offered	R: \$650, NR: \$710	R: \$575, NR: \$589

Circus Camp Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Circus Camp					
R: \$322, NR: \$370	Not Offered	Not Offered	Not Offered	Not Offered	No Offered

Performance Camp Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Performance Camp				Dance Camp	Dramatic Kids Camp
R: \$ 216, NR: \$248	Not Offered	Not Comparisons	Not Offered	R: \$325, NR: \$355	R: \$305, NR: \$315

Camp YOGO Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Camp YOGO	Teen Adventures Travel			Teens on the Move	Teens on the Go
R: \$ 376, NR: \$432	R: \$320, NR: \$416	R: \$ 250, NR: \$310	Not Offered	R: \$ 270, NR: \$310	R: \$610, NR: \$650

Camp Encore Comparison					
City of Greenbelt	MNCPPC P.G. Parks	City of Laurel	City of Hyattsville	City of Takoma Park	City of Rockville
Camp Encore	Musical Theater				
R: \$602, NR: \$692	R: \$480, NR: \$624	Not Offered	Not Offered	Not Offered	Not Offered

Notes:

Greenbelt is the only jurisdiction to offer a full day preschool camp.

Greenbelt's Camp fees are all inclusive, so a direct comparison is difficult. Camp Pine Tree's fee is all inclusive. Similar camps in other jurisdictions charge additional fees for field trips. Camp Pine Tree's fee also includes swim lessons, not available at other similar camps.

Creative Kids Camp, Performance Camp, Circus Camp & Camp Encore's fee is all inclusive. Most Performing Arts Camps charge an additional materials fee.

Greenbelt offers a variety of high quality day camps for ages 3 1/2 yrs-17yrs. While neighboring jurisdictions offer day camp programs, the quality of camp programs aligns closest with the programs offered by the City of Rockville.

MEMORANDUM

TO: NICOLE ARD, CITY MANAGER
FROM: STEPHEN PARKS, AQUATIC & FITNESS CENTER SUPERVISOR
SUBJECT: CUSTOMER SATISFACTION SURVEY
DATE: MARCH 5, 2020
CC: JOE MCNEAL, ASSISTANT DIRECTOR OF FACILITIES
GREG VARDA, ASSISTANT DIRECTOR OF PROGRAMS

From January 13th through February 6th a user survey was conducted at the Greenbelt Aquatic and Fitness Center. There were **36** responses to the survey; **28** were completed online, while **8** were completed at the facility, with **24** respondents listed as Unknown. During the survey period, the surveys were made available to all users of the facility at the Welcome Counter, online at the City of Greenbelt website (WWW.GreenbeltMD.Gov) with links posted on the City & Facility Facebook page. Notification was sent out to GAFC participants and pass holders and the front Desk Staff were instructed to invite all who entered the facility to take a moment to complete the survey and drop the completed surveys in a locked drop box in the Lobby area.

There are 2 attachments to this memo which reflect responses to the survey: (1) Tabulated information from the “scored” responses with a percentage breakdown, (2) Listing of the written comments that were made on the surveys.

With regards to the “scored” responses, the survey included (9) questions with a possible a scored response:

Strongly Agree	- 5 point	Disagree	- 2 points
Agree	- 4 points	Strongly Disagree	- 1 point
Neutral	- 3 points		

On the average, the Facility/Staff either met or exceeded expectations of the users surveyed **80.8%** of the time, with **91.67%** of the participations had a “Satisfactory” visit, and **88.89%** stating they would recommend the facility to others.

“Staff was prompt, reliable, and friendly” at the front counter received the highest score (**4.515** out of 5). The area that received the lowest scores was **“Maintenance and/or cleanliness of the facility” in the Men’s Locker Room Area** (**3.455** out of 5) received the lowest definable area.

There were **27** comments made on the surveys. The comments were broken into 8 categories:

- | | |
|--------------------------------------|---------------------------|
| 1. Compliments | 5. Staff Comments |
| 2. Equipment Suggestions / Comments | 6. Temperature Issues |
| 3. Maintenance / Public Works Issues | 7. General Other |
| 4. Programming / Schedule Comments | 8. Miscellaneous Comments |

There are many positive comments as well as some constructive criticism for staff to consider and pass onto the appropriate people.

ATTACHMENT: (1) Scored Responses with Percentage Breakdown; (2) List of written comments

Gym

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up incl'd	Flooring	
Greenbelt Community Center	City of Greenbelt	5086 sq ft 340 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$45/hour Non-Resident \$55/hour	N/A	Hardwood	
Laurel Armory Anderson & Murphy Community Center 301-725-5300	City of Laurel	5760 sq ft 650 cap	M-F 9am-9pm Sa 9am-5pm Su 9am-4pm	Resident \$50/hour Non-Resident \$60/hour	No	Hardwood	
Bowie Gymnasium 301-809-2388	City of Bowie	8700 sq ft	M-F 10am-10pm Sa 9am-9pm Su 10am-9pm	Resident Non-Profit Athl. Organizations \$25/hour Non-Resident Non-Profit Athl. Organ. \$60/hour Resident Athletic Special Event \$100/hour Non-Resident Athletic Special Event \$150/hour	N/A	Hardwood	
Twinbrook Community Center 240-314-8830	City of Rockville	6594 sq ft	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Resident \$75/hour Non-Resident \$90/hour	No	Wood	
Pip Moyer Recreation Center 410-263-7958	City of Annapolis	4700 sq ft	M-F 6am-9pm Sa-Su 8am-9pm	Resident \$60/hour Non-Resident \$75/hour	No	Rubber	Must be a member to rent
Good Luck Community Center 301-552-1093	MNCPPC	5200 sq ft 299 cap	M-Wed 9am-9pm Th 9am-9:30pm F-Sa 9am-7pm Su 12pm-4pm	Resident \$65/hour Non-Resident \$85/hour	No	Wood	

Multipurpose Room

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1407 sq ft 75 cap	M-Sa 9am-10pm Su 9am-7p	Resident \$40/hour Non-Resident \$50/hour	No	Marmoleum	Refrigerator Microwave Sink
Robert J. DiPietro Community Center 301-497-0300	City of Laurel	2200 sq ft 100 cap	Sa 5pm-12pm	Resident \$300/5 hours Non-Resident \$475/5 hours	No	Carpet & Wood	Refrigerator Stove
Rockville Senior Center 240-314-8800	City of Rockville (Dining Room)	1400 sq ft 95 cap	M-Th 5pm-11pm F 5pm-12am Sa-Su 9am-12am	Weeknight-Weekend Member \$37/hour-\$62/hour Resident \$65/hour-\$109/hour Non-Resident \$93/hour-\$155/hour	Yes	Tile	
Casey Community Center 301-258-6366	City of Gaithersburg (Casey)	2040 sq ft 135 cap	M-Th 9am-9pm F-Sa 9am-11pm Su 9am-7pm	Individual Resident - NR \$90/hour - \$135/hour Non-Profit Resident – NR \$47/hour - \$70/hour Business Resident – NR \$110/hour - \$165/hour Fr-Sat 5 hour minimum	No	Tile	

Theatre Rehearsal

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1100 sq ft 35 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$30/hour Non-Resident \$40/hour	No	Tile	
Twinbrook Community Center 240-314-8830	City of Rockville	1144 sq ft 40 cap	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Comm. Organization \$45/hour Resident \$55/hour Non-Resident \$65/hour	No	Hardwood & Tile	Mirrors Sink Refrigerator Microwave
Rockville Senior Center 240-314-8800	City of Rockville (Azalea)	1025 sq ft 30 cap	M-Th 5pm-11pm F 5pm-12am Sa-Su 9am-12am	Weeknight-Weekend Member \$25/hour-\$37/hour Resident \$43/hour-\$65/hour Non-Resident \$62/hour-\$93/hour	Yes	Carpet	
Pip Moyer Recreation Center 410-263-7958	City of Annapolis	900 sq ft	M-F 6am-9pm Sa-Su 8am-9pm	Resident \$37/hour Non-Resident \$45/hour	No	Marmoleum	Must be a member to rent

Gallery, CMR, Senior Classroom

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	754 sq ft 35 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$25/hour Non-Resident \$35/hour	No	Tile	
Robert J. DiPietro Community Center 301-497-0300	City of Laurel (pre-school room)	800 sq ft 35 cap	M-F 4pm-10pm Sa 5pm-12am Su closed	Resident \$50/5 hours Non-Resident \$85/5 hours	No	Carpet	
Rockville Senior Center 240-314-8800	City of Rockville (Arts & Craft)	750 sq ft 30 cap	M-Th 5pm-11pm F 5pm-12am Sa-Su 9am-12am	Weeknight-Weekend Member \$25/hour-\$37/hour Resident \$43/hour-\$65/hour Non-Resident \$62/hour-\$93/hour	Yes	Tile & Carpet	Refrigerator Piano
Twinbrook Community Center 240-314-8830	City of Rockville	572 sq ft 25 cap	M-F 6am-9:30pm Sa 8:30am-9:30pm Su 10am-6pm	Comm. Organization \$35/hour Resident \$40/hour Non-Resident \$45/hour	Yes	Hardwood & Tile	Mirrors Sink Refrigerator Microwave
Casey Community Center 301-258-6366	City of Gaithersburg (Gaither, Peachtree)	555 sq ft 40 cap	M-Th 9am-9pm F-Sa 9am-11pm Su 9am-7pm	Individual Resident - NR \$47/hour - \$70/hour Non-Profit Resident – NR \$37/hour - \$55/hour Business Resident – NR \$80/hour - \$120/hour Fr-Sat 5 hour minimum	No	Carpet & Tile	
Good Luck Community Center 301-552-1093	MNCPPC	672 sq ft 40 cap	M-Wed 9am-9pm Th 9am-9:30pm F-Sa 9am-7pm Su 12pm-4pm	Resident \$80/hour Non-Resident \$104/hour	No	Tile	

Dance Studio

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	1100 sq ft 130 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$35/hour Non-Resident \$45/hour	No	Hardwood	Mirrors
Laurel Armory - Anderson & Murphy Community Center 301-497-0300	City of Laurel	300 sq ft 20 cap	M-F 9am-9pm Sa-Su 9am-5pm	Resident \$75/3 hours Non-Resident \$95/3 hours	No	Hardwood	

Kitchen

Facility	Operated by	Size/ Capacity	Hours	Prices	Set up included	Flooring	
Greenbelt Community Center	City of Greenbelt	400 sq ft 5 cap	M-Sa 9am-10pm Su 9am-7pm	Resident \$50/hour Non-resident \$65/hour	N/A	Concrete	Convtn Oven Oven Refrigerator PGC Food Service License required
Rockville Senior Center 240-314-8800	City of Rockville	Not Available	M-Th 5pm-11pm F 5pm-12am Sa-Su 9am-12am	Can be rented with other room \$80-\$100 per event	N/A		Ice Oven Cooking not permitted Re-heating only
Casey Community Center 301-258-6366	City of Gaithersburg	Not Available	M-Th 9am-9pm F-Sa 9am-11pm Sun 9am-7pm	Included in rental with Casey room	N/A	Tile	

updated 04/22/2020

HOW CAN WE IMPROVE?

We hope you enjoyed your visit to the Greenbelt Aquatic & Fitness Center! To help us better serve you, please complete this survey and return it to front desk staff at your convenience.

Thank you!



Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My overall experience at the facility was satisfactory.	☐	☐	☐	☐	☐
Would you recommend the facility to someone else?	☐	☐	☐	☐	☐
Staff					
Staff was prompt, reliable, and friendly	☐	☐	☐	☐	☐
Staff was knowledgeable and fully answered my questions	☐	☐	☐	☐	☐
Management was available to solve problems	☐	☐	☐	☐	☐
Staff was complete on following through with inquiries	☐	☐	☐	☐	☐
The Customer Service you received in the following areas was satisfactory:					
Entrance Counter	☐	☐	☐	☐	☐
Pool Area	☐	☐	☐	☐	☐
Fitness Wing	☐	☐	☐	☐	☐
Please Specify Other _____	☐	☐	☐	☐	☐
The Professionalism and or Appearance of the staff in the following areas was satisfactory:					
Entrance Counter	☐	☐	☐	☐	☐
Pool Area	☐	☐	☐	☐	☐
Fitness Wing	☐	☐	☐	☐	☐
Please Specify Other _____	☐	☐	☐	☐	☐
Facility					
The Maintenance and/or Cleanliness of the facility was satisfactory:					
Entrance Counter	☐	☐	☐	☐	☐
Pool Area	☐	☐	☐	☐	☐
Fitness Wing	☐	☐	☐	☐	☐
Locker Room(s) ☐ Women ☐ Men	☐	☐	☐	☐	☐
Please Specify Other _____	☐	☐	☐	☐	☐
	Open – 10a	10a – 2p	2p – 6p	6p - Close	
What time of the day did you visit?	☐	☐	☐	☐	
	Everyday	4-5/week	3 or Fewer	1st Time	
How frequently do you visit our facility?	☐	☐	☐	☐	
	Treadmill	Bike	Weight	Pool	
What areas of the facility do you frequent?	☐	☐	☐	☐	
	Pass Holder	Non-Pass Holder	Guest		
What is the status of your membership?	☐	☐	☐		
Additional Comments:					
About You (Optional)					
Name:					
Address:		City:		State:	
				Zip:	
Phone:		Email:			



Greenbelt Recreation Department Aquatic and Fitness Center Survey

Dear Patron,

The Greenbelt Aquatic and Fitness Center is committed to improving the services provided to our customers. In order to achieve our goal, we need your assistance.

Staff would ask that you provide us an indication of your satisfaction level by completing the following survey.

The survey results will be utilized to improve our service delivery as we strive to enhance our community's quality of life and provide you with the highest quality aquatic and fitness experience possible.

Thank you for participating,

Stephen Parks
Aquatic & Fitness Center
Supervisor

GAFC January '19 Survey Results

Statement	Average Score	<u>Strongly Agree</u>	Agree	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	Total Responses
<i>My overall experience at the facility was satisfactory.</i>	4.444	21	12	2	0	1	36
<i>How likely are you to recommend this facility to someone else?</i>	4.417	21	11	3	0	1	36
STAFF							
<i>Please answer the following concerning Staff:</i>							
Staff was prompt, reliable, and friendly	4.294	17	12	4	0	1	34
Staff was knowledgeable and fully answered my questions	4.147	14	13	6	0	1	34
Management was available to solve problems	3.848	9	12	11	0	1	33
Staff was complete on following through with inquiries	3.806	10	9	10	0	2	31
<i>The <u>Customer Service</u> you received in the following areas was satisfactory:</i>							
Entrance Counter	4.515	19	12	2	0	0	33
Pool Area	4.094	10	15	7	0	0	32
Fitness Wing	3.917	10	4	9	0	1	24
Please Specify Other _____	3.400	3	0	6	0	1	10
<i>The <u>Professionalism and or Appearance</u> of the staff in the following areas was satisfactory:</i>							
Entrance Counter	4.424	16	15	2	0	0	33
Pool Area	4.194	13	12	5	1	0	31
Fitness Wing	3.864	8	6	6	1	1	22
Please Specify Other _____	3.556	2	3	3	0	1	9
FACILITY							
<i>The Maintenance and/or Clealiness of the facility was Satisfactory:</i>							
Entrance Counter	4.375	18	10	2	2	0	32
Pool Area	4.000	13	9	4	3	1	30
Fitness Wing	3.905	7	7	6	0	1	21
Men's Locker Room	3.455	3	1	5	2	0	11
Women's Locker Room	3.808	10	7	4	4	1	26
Please Specify Other _____	3.200	0	1	4	0	0	5
		Open – 10a	10a – 2p	2p – 6p	6p - Close		
What time of the day did you visit?		8	16	4	11		39
		Everyday	4-5/week	3 or Fewer	1 st Time		
How frequently do you visit our facility?		2	6	23	0		31
		Treadmill	Bikes	Weight	Pool		
What areas of the facility do your frequent?		5	6	11	25		47
		Pass Holder	Non-Pass Holder	Guest	Total Responses	Met or Exceed Expectation	
<u>What is the status of your membership?</u>		21	8	3	32	80.80%	

Highest Average Score

Lowest Average Score

GAFC Winter 2020 Survey Comments

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GAFC Winter 2020 Survey Comments

Compliments

- Best feeling ever in a new place.

Equipment Suggestions / Comments

- As a five-foot-tall woman I find the higher hair dryers are too high for me to use and the lower one has me bending double to use it, which is extremely uncomfortable and means I'm blocking the passage of others as they go from the lockers to the pool and vice versa.

Maintenance / Public Works Issues

- Water is wasted at shower area because there is no way to turn off the flow at most of the showers.
- Pool and locker rooms are not cleaned well.
- PLEASE make all shower faucets capable of being turned off by another push of the button. In women's locker room, 3 shower heads can be turned off in this way - save water, save my tax money and membership fees - make all showers turn-offable!
- Men's locker room is often crowded and floor is often dirty- maybe the floor can be hosed more frequently or bar floor mats installed
- I put a need for repair of the seat in the handicapped shower stall in the women's locker room over a month ago but the repair has not been made.

Programming / Schedule Comments

- Would it be possible to change the schedule for cleaning the hot tub so that it is available on Wednesday evenings by 7:45 pm after deep water aerobics ends?
- Since we have a Wed. evening class we cannot use the hot tub every other week. The hot tub provides important "therapy" for our joints and muscles and we wish the cleaning schedule could rotate days.
- Need more Aquatic classes for children.

GAFC Winter 2020 Survey Comments

- I would love it if you could vary the cleaning day for the hot tub or do it early enough so that it can be available by 7:45 when classes are done I am a faithful visitor at least 2x a week year round and rely on it after my class work out to relax my muscles. I have knee and back problems and arthritis in all my joints which is the entire reason I come to the pool. I just don't think it's fair that EVERY other Wed we don't have access to the hot tub. Why can't it be done on a Friday when there are no classes?
- I usually have a pass for summer but no more. It is no fun to come for fun in the sun and have a camp kid puke or  in the swimming pool and have to go home. Not worth the money.
- Every other week the hot tub is closed after our 7pm deep water class. It would seem fair if cleaning could be earlier, say, once a month, so that the pool would be filled and hot for us. Or, ideally, do the cleaning late at night or early in the morning, when the facility is closed.

Staff Comments

- Whenever I have a concern, it has been addressed from Stephen to guards to office staff to counter staff.
- The instructor and students made me feel comfortable and welcomed.
- Management does NOT know anything about bad behavior by unregulated children in the locker room.
- Last week there was an issue with the hot tube - potential to overflow. Lifeguards solution - using white barrel to THROW water onto the floor. High fall potential to everyone. Water splashed into drain, causing large bugs to appear. So much water my flip flops floated across the floor. Lifeguard did not take suggestion to sweep water into the drain. Just left slippery floor.
- I feel very positive about the staff of the fitness center.
- Enforcement of "rules" is spotty, arbitrary, and capricious.

Temperature Issues

- Please maintain pool at 83-84. 82 is cold for seniors.

GAFC Winter 2020 Survey Comments

General Other

- The only critique I have about the aquatics center is that women bring into the women's locker room boys who are definitely old enough to change on their own in the men's locker room. It is extremely uncomfortable. Or they can use the family changing room--which the only way you can get to is through the single sex locker rooms. I think this is a poor design and I wish the staff, if they see a family with children of different ages mention/stress/offer to the family the family changing room when they buy a day pass.
- The facility could use updates throughout. The child's pool usually has leaves in it making it not appealing.
- Overall this is a good pool. It gets a little gnarly towards the end of the day.
- Lately children and adults are throwing balls into the lap lanes and the main pool, hitting those walking/exercising, etc. Fine in the wading area, but again being hit with a thrown ball while swimming laps is very disturbing.

Miscellaneous Comments

- Please eliminate any breast cancer awareness notices, because they are fraudulent.
- I could expand on my dissatisfaction, but I'd rather focus on the thing that is especially disgraceful. On the bulletin boards that line the hallway, there is only one ad. 4 or 5 large boards, but just one ad. And that ad is RACIST in the crudest way. It promotes a boxer who fights under the name the Vanilla Gorilla (Roseann was fired over exactly the same language). Everyone I've talked to acknowledges that this is reference to race and the old racist dream of a Great White Hope. Many of us have complained of this to the staff. Greenbelt should not be spreading racism.
- I am really offended by the question regarding staff appearance!

INVENTORY OF OUTDOOR BASKETBALL COURTS

	Location	City Owned (Y/N)?	Size	Surface	Rim(s)	Backboard(s)	Net(s)
1	Center City (Buddy Attick Park)	Y	FULL	OK	<i>replace 1</i>	OK	<i>replace 1</i>
2	Center City (1 Court Crescent Road)	Y	HALF	OK	OK	OK	OK
3	Center City (2 Court Eastway)	Y	HALF	OK	OK	OK	OK
4	Center City (Greenbelt Elementary School)	N	3 HALF	OK	OK	OK	OK
5	Center City (Ivy Lane, Boxwood)	Y	HALF	OK	OK	OK	OK
6	Center City (McDonald Field)	Y	HALF	OK	OK	OK	OK
7	Center City (2 Court Northway)	Y	HALF	<i>Plan for resurfacing</i>	OK	OK	<i>detached</i>
8	Center City (Plateau and Ridge)	Y	HALF	OK	OK	OK	OK
9	Center City (73 Court Ridge)	Y	HALF	<i>not level</i>	OK	OK	OK
10	Center City (St. Hugh's)	Y	FULL	OK	OK	OK	OK
11	Center City (Stream Valley Park)	Y	HALF	OK	OK	OK	OK
12	Center City (Youth Center)	Y	FULL	OK	OK	OK	OK
13	Center City (Mowatt Church)	N	HALF	OK	OK	OK	OK
14	Center City (University Square)	N	HALF	OK	OK	OK	OK
15	Greenbelt East (ERHS)	N	3 HALF	OK	OK	OK	OK
16	Greenbelt East (Mandan Park)	Y	FULL	<i>rims removed</i>			
17	Greenbelt East (Schrom Hills Park)	Y	FULL	OK	OK	OK	OK
18	Greenbelt West (SHL Recreation Center)	Y	FULL	OK	OK	OK	OK
19	Greenbelt West (Cherrywood Terrace)	N	2 FULL	<i>One full court okay. Rims removed on other full court.</i>			
20	Greenbelt West (SHLES)	N	FULL	OK	OK	OK	OK

SUMMARY

(# of city owned basketball court locations/total # of basketball court locations)

Center City (11/14)
Greenbelt East (2/3)
Greenbelt West (1/3)

Recreation Facility Rental Rate Increase History (1-23-20)				
Room Type/Location	Last Increase	Current Hourly Rate - R/NR	Proposed Increase – R/NR	Room Tier Rating
Gym - CC	1-1-13	\$45/\$55	\$50/\$60	T-6
Gym - YC & SHLRC	7-1-12	\$45/\$55	\$50/\$60	T-6
Multi-Purpose Rm.-CC	1-1-13	\$40/\$50	\$45/\$55	T-5
Multi-Purpose Rm.-YC	7-1-12	\$35/\$45	\$40/\$50	T-4
Dance Studio - CC	1-1-13	\$35/\$45	\$40/\$50	T-4
Theater Rehearsal - CC	1-1-13	\$30/\$40	\$33/\$43	T-3
Kitchen - CC	7-1-08	\$50/\$65	N/A	T-K
Senior Classroom – CC	1-1-13	\$25/\$35	\$28/\$38	T-2
Gallery – CC	1-1-13	\$25/\$35	\$28/\$38	T-2
Comm. Mtg. Rm. - CC	1-1-13	\$25/\$35	\$28/\$38	T-2
Class Rm – YC & SHLRC	7-1-12	\$20/\$30	\$22/\$32	T-1
Clubhouse - SHLRC	7-1-06	\$20/\$30	\$22/\$32	T-1

Computer Lab Data Fiscal Year (July 2018-June 2019)

Month	Total Attendance
July 2018	145
August 2018	194
September 2018	200
October 2018	188
November 2018	180
December 2018	174
January 2019	218
February 2019	167
March 2019	226
April 2019	168
May 2019	181
June 2019	147
Total:	2,188

***Pathways Schools used lab for Young Entrepreneurship Program**

Computer Lab Data Fiscal Year (July 2019-June 2020)

Month	Total Attendance
July 2019	172
August 2019	221
September 2019	227
October 2019	215
November 2019	207
December 2019	201
January 2020	244
February 2020	257
March 2020	143
April 2020	0
May 2020	0
June 2020	?
Total:	1,887*

***Estimated**