



MINUTES

North Little Rock Senior Citizens Commission

March 25, 2019, 3:00 PM

Hays Center

The Senior Citizens Commission meeting was called to order by Robert Barnes at 3:00 PM.

Present were: Belinda Snow, Dorothy Romes, Dick Giddings, Marleene Calvin, Robert Barnes, Jim Lewis, and Beth White. Dick Blankenbeker and Eddie Powell was absent. A quorum was declared.

A motion was made by Marleene Calvin to excuse Dick Blankenbeker and Eddie Powell's absence. The motion was seconded by Jim Lewis. Motion passed unanimously.

A motion was made by Dick Giddings to approve the minutes of the previous meeting. The motion was seconded by Jim Lewis. Motion passed unanimously.

Director Bernadette Rhodes gave a financial overview, reporting that all is in good order. Ms. Rhodes reported that the equipment expense was a little high due to the new furniture. The reserve fund has not been transferred yet by Finance. Income is tracking ahead for the year, with only locker rentals behind predictions. Membership renewals have increased due to the new software, SchedulesPlus, alerting expired members as they check in. Outreach bank accounts will have Belinda Snow, Nancy White and Bernadette Rhodes as signers. A motion was made by Dick Giddings to accept the financial report and seconded by Marleene Calvin. Motion passed unanimously.

Ms. Rhodes gave a program update, including a review of her staff report to the Mayor. The program memo and staff report are attached. Black History Month Luncheon was a great success on Thursday, February 28th. Next year the luncheon will have to be at least partially catered. The volume of food needed is far greater than what the kitchen can prepare for. SchedulesPlus rolled out and we are working out small kinks but overall running very smoothly. We now accept credit card payments with a 2.5% fee passed on to the member. Vending machines have been switched and we are now getting 10% back in sales to the center. We have scheduled several artists' exhibits in the gallery and are now offering artists one reception evening where we provide light snacks and punch. April 8th our biennial Health Fair will be held in the lobby.

Ms. Rhodes gave a facility and equipment update and shared the Center's Facility Improvement Plan. Mr. Lewis asked Ms. Rhodes to check on the shower curtains in the women's locker room. The mildewed sheet rock in exercise room A & B will need to be a priority to fix. LED lighting will be installed as old lights go out. We will gradually transition the entire facility to LED lighting. The ballroom's A/V equipment upgrade will have to go out to bid. The Commission directed Ms. Rhodes to put it out to bid as long as opening the bid did not obligate the Hays Center to complete the job this year if it would put the Center over budget. The Desert Aire HVAC unit in the aerobics pool will need replacing in two years with an estimate of \$280,000 to replace. Ms. Rhodes advised the Commission that from 2018-2019 YTD, the Center had paid \$5,540 for

repairs to the unit. Ms. Rhodes will keep the Commission apprised of the cost of future repairs to the unit.

Commission members did a final review of the changes to the Hays Center's Member Policy. The policy had been updated to change the names of our memberships to Core and Extended Hours, to expand upgrade options, allow day passes to be purchased up to 5 times per year, and clarify that a valid membership card is required for day locker use. Dick Giddings made a motion to approve the policy updates. Jim Lewis seconded. The motion passed unanimously. Commissioners directed Ms. Rhodes to inform members of the policy changes through the Center's newsletter, Remind messaging app, and possibly a popup on the check-in screen.

The Commission discussed its policy on free ballroom rentals for nonprofits. Ms. Rhodes drafted guidelines for event rentals benefiting North Little Rock city departments. Guidelines stated that the Center would charge a \$100 flat fee for non-profits and city departments to rent the ballroom, and that non-profit events must pass profits from the event on to their partner city department. A motion was made by Dorothy Romes and seconded by Marleene Calvin to put the policy into effect May 1, 2019. Dick Giddings, Robert Barnes, and Jim Lewis voted in favor. Belinda Snow voted against. The motion passed.

A motion was made by Dick Giddings to adjourn. The motion was seconded by Marleene Calvin. The motion passed unanimously. The meeting adjourned at 4:10 pm.

Prepared by Chera Sbait, Hays Center Staff

Approved by Belinda Snow, Secretary

Memo To: North Little Rock Senior Citizens Commission
From: Bernadette Gunn Rhodes
Memo Date: March 20, 2019

What a month this has been! We have been consumed with two big things: our Black History Luncheon and our conversion to SchedulesPlus. Both have gone exceedingly well, but have required a lot of time, attention, and flexibility on the part of members and staff.

Average attendance in the last four weeks has been up 4% compared to the same period in 2018, but down 2% compared to the previous four weeks. We have been logging an average of 2,696 visits per week so far this year. 494 members visit the Center on an average weekday. We currently have 3,298 active members. This number appears to have gone down by 100 since last month's report, but I believe that through our transition to SchedulesPlus, we are getting a more accurate member count now.

Our Black History Month luncheon was a huge success. The ballroom was packed and the program was incredibly vibrant and well organized. Bernice Laney did a fantastic job coordinating all the performances. The staff cooked all the food for 250 people, which pushed them – and our kitchen – beyond our capabilities. They pulled it off only thanks to Bruce's personal (enormous) grill, huge pots, and gas burner. Next year, we will have to look at catering in at least part of the meal, and charging slightly more to make it possible. I don't see this event getting any smaller!

We rolled out SchedulesPlus for staff and members on March 6th. This included the front check-in station with touchscreen monitor, new membership management software, and a new point-of-sale system with receipt printers in the office and up front. Considering what a big change this has been, it has gone very smoothly. Some members have complained about the extra step checking in and out (pressing a button on the touchscreen monitor), but given how much more this software does for us, I believe this is an acceptable change. We have spent the past two weeks fine-tuning how we use SchedulesPlus, and we are now in a great place. One unexpected benefit of the new system is that the screen shows when a membership has expired. Members are actively being reminded to renew, and our renewal income has gone up as a result.

We have also started accepting credit and debit cards through FIS, the city's merchant processing vendor. Card transactions cost the customer a 2.5% service fee per City policy. We have found that for small transactions this is not an issue, but when the fee starts to exceed a couple dollars, members are opting to pay cash or check.

Check out the beautiful art in our gallery. Chera has been contacting local artists with the goal of having something different in the gallery each month. The art is for sale and the Center receives 10% of revenue. We have decided to host a reception for each artist one evening during their month. The Center is investing approx. \$25 for food and beverages per reception, with the hope that our proceeds from art sales will more than cover that cost.

Next month, on April 8, we are hosting our biennial Health Fair in the gallery.

On the facility end, HR and I conducted interviews for the Facility Manager position in late February. Three candidates were interviewed, and Bruce Vang scored the highest, so he is now our permanent, full-time Facility Manager. Bruce and I have updated our 2019 Facility Improvement Plan, which is included in your packet. There are a lot of improvements we would like (and need) to make. The top priority right now is replacing the mildewed sheet rock in the exercise room.

We have changed our coffee vendor, janitorial company, and vending machines. We now have better coffee (Westrock) at a lower price, are receiving 10% of vending machine revenue, and are saving money on janitorial supplies. I will quantify the savings over the next few months. Kudos to Jagur and Bruce for orchestrating these changes.

Thank you for your guidance on our member and rental policies at the last meeting. I have updated our member policy for your review. We can discuss the changes at our meeting and you may vote to approve them if you see fit. I have also put together a proposal for how to handle requests for co-sponsored rentals by city department-affiliated nonprofits. I will present it for your consideration.

I look forward to seeing you on March 25th.

Patrick Henry Hays Senior Citizens Center and Mayor's Office of Volunteer Services Monthly Report – March 2019

Member Statistics

- Our members logged 11,925 visits to the Hays Center (998 more than last month).
- The Commission has renamed our \$35 membership “Core Hours” and our \$150 membership “Extended Hours.”
- 108 new members joined the Hays Center this month for a total of 3,294 active members. *Note: total number of active members looks lower than last month's report, but I believe this is due to our transition to a new software system with more accurate reporting.*
- New member demographics:
 - 93 new “Core Hours” (\$35) members, 15 new “Extended Hours” (\$150) members.
 - 48 African American, 43 Caucasian, 1 two or more, 16 other/unknown.
 - 80 females, 28 males.
 - The youngest member to join this month was 50. The oldest was 88.

Deposits

- \$ 6,451.00 in new member fees
- \$13,473.72 in renewal fees
- \$ 4,020.00 in rental fees
- \$ 1,006.00 in trip fees
- \$ 543.00 in lunch/event sales

- \$ 339.00 in other revenue
- **\$25,832.72 Total (↑12.5% over last month)**

Activities

- Volunteer taught Origami class to members.
- Susan cooked a Mardi Gras-themed lunch.
- Held a 4-week course on memoir writing taught by a volunteer.
- 8 therapy dogs visited us from Therapy Dogs International.
- Angela taught a Precious Metal Clay jewelry class with about 12 participants.

Facility

- Auto Photocell was replaced for parking lot lights to ensure lights are operating properly.
- Started replacing fluorescent light fixtures with LED Panels as needed in the building.
- Hot water mixing valve replaced to ensure hot water consistency in showers.
- Exercise room projector screens replaced.
- Cable for Octane elliptical was changed out, and Sci-Fit Pro2 recumbent bicycle bearings upgrade was completed with Jack shaft, Idler, and Bi-directional bearing.
- Finished gathering quotes for building repairs and A/V upgrade.
- New swim suit wringer was installed.
- New locker room benches were assembled and put where needed.
- Floor electrical plugs replaced in fitness area due to short in plugs.

Trips

- We provided 18 trips, transporting a total of 119 people and collecting a total of \$1,048 in trip fees.
- Hays Center day trips went to Alma's A-Z, Dumas, Murry's Dinner Playhouse, Garvan Gardens, and Old Washington State Park.
- The Hays Center Quilters traveled to Heber Springs to show off their quilts.
- The Red Hat Society went out to eat and our Bean Bag Baseball teams traveled to three away games.
- Public senior housing residents traveled to medical appointments (4 trips) and grocery stores (3 trips).
- After driver, fuel, and meal costs, the transportation program netted -\$343.

Rentals

- 2 paid rentals
- 1 co-sponsored rental (NLR Woman's Club)
- Total rental income: \$1,125.00

Mayor's Office of Volunteer Services

- Hays Center volunteers reported 1,253 hours this month.
- Received 2 new volunteer applications.