

**MINUTES**  
**COMMUNITY LIFE AND HEALTH COMMITTEE MEETING**  
**THURSDAY, AUGUST 13, 2009**

Members Present:           Al Foster, Council  
                                  Brian Gleisser, Council  
                                  Jennifer Korach, Citizen Member  
                                  Mary Mulligan, Citizen Member  
                                  Jeri Chaikin, CAO  
                                  Pam Quinn, Director of Community Life

Others Present:            Annette Szalay, C.L. Business Services Mgr.  
                                  Barbara Barlow, League of Women Voters  
                                  Mary Lou Trepes, Sr. Adm. Ass't. – Health Dept.

The Meeting was called to order at 6:27 p.m. by Community Life and Health Chair Allen Foster.

**Approval of Minutes**

Chair Allen Foster asked for a motion to approve the Minutes of the May 14, 2009 Community Life and Health Committee Meeting. Councilman Brian Gleisser moved to approve the Minutes, and Citizen Members Jennifer Korach seconded the motion. All members present approved.

**Discussion of Focus Group – Pam Quinn, Community Life Director**

Community Life Director Pam Quinn said a Focus Group Meeting was held on June 10 with approximately 11 residents. Some of the things discussed at this meeting had been raised previously; but it was a good exercise and may want to do it again. Questions included what types of sports related activities do kids participate in. They also talked about convenience; and mentioned that Saturday mornings are difficult time-wise with young children in multiple sports. They also asked how they can make program better. A lot like the Hockey Program and Ice Show. They also discussed indoor swimming and the fact that the Middle School stopped opening their pool on Sundays. Custodial cost was an issue with this. There were lots of questions regarding the front office not always helpful. The registration window and physical space is not user friendly. They did renovate the registration office but cannot physically move them for more space. They added a fold down countertop for wheelchairs. Participants said they do receive a return call; and said last 18 months there has been improvement in customer service.

Pam Quinn said what she has done in response to some things they can do regarding customer service is they had a Customer Service training for full-time and part-time staff. Sandy Middleton of Human Resources came over to Thornton Park and held the training, which was very helpful

Pam Quinn said another concern brought up several times is the City Website which they mentioned was not easy to navigate. They are trying to make it a lot easier. The Focus Group also said they would like to see sport schedules on the website; and she thinks it's a good suggestion. The website could be updated and explored.

Mary Mulligan asked if registration can be done online.

Jennifer Korach asked if you can reserve a spot.

Pam Quinn said it's a two or three step process.

Jeri Chaikin said what will she do?

Pam Quinn said its manual.

Jennifer Korach said she thinks this is a downfall. With more kids doing activities and working families, she thinks they should be able to sign up using the website at their convenience at home. She feels everything should be accessible at her fingertips. We need to have a website as good as other cities.

Councilman Brian Gleisser asked whether or not we have money to do this.

CAO Jeri Chaikin answered that someone just needs to put this in. We can do it within the limits of our website and just need to figure how to pay it.

Chair Al Foster said in South Euclid they look to go elsewhere then.

Jennifer Korach said we are Saturday heavy. We pile everything on Saturday. In Beachwood they have a lot of Sunday things too and it balances out. Shaker has very few weekday activities – mostly Saturday where other cities have weekdays. Also, you can sign up and pay on line.

Jennifer Korach also asked why can't we use the elementary schools?

CAO Jeri Chaikin said we pay \$100,000.00 to schools for access; and it's at their discretion.

Community Life Director Pam Quinn said-only school aftercare is able to use the elementary schools and gyms after school. Mercer school aftercare is located in the gym so it makes it difficult to have sports in the gym. They just can't get access to gym due to heavy usage in the evenings. This would help alleviate a lot for us.

Jennifer Korach said we can get someone to advocate for Mercer.

CAO Jeri Chaikin said Mayor appointed a task force to look at the schools, city and library.

Councilman Brian Gleisser asked what would it take to update the website.

Pam Quinn said they had a meeting with the City's IT Department and Vickie Zoldessy, of Communications and Outreach. There is a cost for online registration and it depends on who wants to build the website.

CAO Jeri Chaikin said to go back to IT and see what needs to be done to make it easy to access.

Pam Quinn said what the participants asked for are to post the sports schedules on the website. It would be all on one site. She said we have not looked at this yet.

CAO Jeri Chaikin said we will look at this.

Councilman Brian Gleisser asked if we can get a report back.

CAO Jeri Chaikin said a report on this will be discussed at the September meeting.

Councilman Brian Gleisser said if we are not technologically competitive with internet online, we are a second rate city. He also stated that 65% low income households have internet access.

Citizen member Jennifer Korach said if no PC, you can have it on Blackberry. She also said she is able to receive on her Blackberry from Mercer School, a PTO letter on things they need for the school year. She said it was like a worksheet for dummies.

Councilman Brian Gleisser said school fees and all school schedules are on line.

Councilman Brian Gleisser said we need to talk to the IT people about Twitter.

CAO Jeri Chaikin said Information Technology is looking into all of this.

#### Cleanliness Issues – Thornton Park

Pam Quinn mentioned that cleanliness issues were also addressed in the Focus Group. Overall, restrooms, locker rooms are closed periodically four times a day for the prevention of staph infections. They do sanitize everything. Supervisor inspections are done on a daily basis. Lobby cleanliness has been improved with regular mopping and cleaning.

Mary Mulligan had a question on cleanliness and the rating of “2” for Thornton Park in May. She noticed that in June it also had a rating of “2”.

Pam Quinn said she couldn’t answer this. She daily inspects it and will have someone clean up if needed. Ms. Quinn also mentioned with the arena closed, it’s easier to keep clean. She thinks they may have been looking prior to June.

Jennifer Korach said she likes idea of revisiting these Focus Groups.

Pam Quinn said she received 15 survey cards. These cards are available at the pool and front desk. Three or four of the cards had e-mail or phone numbers which she responded to.

CAO Jeri Chaikin wanted to know what the cards said.

Pam Quinn said they wanted a 3 meter diving board in the swimming pool; but mentioned that our pool isn’t designed for that. Another card said they didn’t want as many children in pool; and Pam said she gave this person times when pool is not so crowded. She also mentioned a phone call she had the other day from a woman who was upset that kids were screaming and laughing at the pool. She also said others want more chairs on deck there, and she told her they periodically purchase them. Not too many complaints. They had only one issue with the basketball court.

CAO Jeri Chaikin asked what was this issue.

Pam Quinn said there was a fight. The police were notified and parents were called.

Pam Quinn also mentioned some pool fecal contamination and vomiting in pool. They had to close the pool three times to clean and put chemicals in. This occurred in both the tot pool and the main pool. They also had to close once because of storm and power surge and fuses blowing.

Councilman Brian Gleisser suggested having a Focus Group in the winter.

Pam Quinn summed up by stating they received many good suggestions and comments – not all bad. The exercise was very productive.

CAO Jeri Chaikin suggested it might be helpful for members of the Community Life & Health Committee to attend one of these Focus Groups.

Pam Quinn said all in all, for age of our facilities, it's not all bad. They need to look at the electrical at Thornton Park.

Councilman Brian Gleisser said we need to look at energy efficiency.

Pam Quinn agreed; and said we are doing what we can. We try to do the best we can and constantly change.

Citizen Member Mary Mulligan said in reference to turning over the gym to Recreation Department and the school needs to have a PTO meeting in the gym, this becomes a scheduling issue.

CAO Jeri Chaikin said it's a cost issue also to keep janitors on. She said every year we get less and less access.

Pam Quinn said custodians stay to 11:00 at night. She and Dr. Kreiner of the schools are working through a lot of these issues.

Chair Al Foster said he was out in Ashtabula. He attended a sports even in a large field house. One person is financing all of this. Don't know how Ashtabula can do this. He said the place is huge and amazing. They will hold college tournaments there.

Mary Mulligan wondered about building skills; and what is our emphasis with parent programs. Is it just a program where kids just recreate and have fun?

Pam Quinn said they do like to do skill development and as they get older, they start travelling and they are more competitive.

Jennifer Korach said we are also a low pressure district. There is a huge emphasis on competitive sports. She feels it's the right balance. She said she has a 6 year old. She wants them to have fun and then learn skills; and as they get older, they can become more competitive.

Mary Mulligan said she remembers Shaker Hockey Parent Run and communication with City and parent groups is good.

Pam Quinn said City offers hockey program and said baseball is separate – non-profit. It's a good balance.

Pam Quinn said there is a flag football program for skill development and the Shaker Fire Raiders for 5<sup>th</sup> graders tackle football.

Chair Allen Foster said they play at Cleveland Browns Stadium at half-time.

Pam Quinn also stated that our basketball league plays on the Cav's floor.

Chair Al Foster offered his thanks to everyone present and thanked Jennifer Korach that because she is so involved with her child she had a lot of perspective to offer at this meeting.

With no further questions or business, the meeting was adjourned at 7:17 p.m.

Respectfully Submitted,

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Mary Lou Trepes, Sr. Adm. Assistant  
Health Department