

Germantown Athletic Club Advisory Commission Minutes

**Wednesday, August 5, 2015 – 6:00 pm
Great Hall & Conference Center**

Members Present: Chairman Ric Wolbrecht, Mr. Frank Baker, Mr. Doug Geyer, Mr. Ron Fittes, Mr. Clint Hardin, Mr. Jim Hastings, Mr. Jason Herrington, Mrs. Kristin New, Mr. Jason Orman, Mr. Garth Thompson, and Alderman Forest Owens

Members Absent: None

City Staff Present: Mr. Phil Rogers, Mr. Curt Cromis, Mr. Andrew Pitts, and Mrs. Debbie Powers

Guest: Mr. Jack Bond
Mr. Steven Wilensky

Call to Order

Chairman Ric Wolbrecht called the August 5, 2015 meeting to order. It was held in the Conference Room at the Great Hall.

Approval of the Minutes

Chairman Ric Wolbrecht asked for a motion to approve the May minutes. Motion to approve the minutes was made by Mr. Garth Thompson and seconded by Mr. Clint Hardin. All were in favor.

Club Update:

Mr. Rogers open the meeting welcoming the guests and stating he had invited several guests to attend the meeting to participate in a focus group with the Commission Members in order to identify customer requirements for the Club. He explained each City department is tasked with reaching out and having similar meetings with their customer groups in an attempt to stay attuned to the customer needs and requirements.

Mr. Rogers stated as a staff person, he will act as facilitator and staff will not interject to their comments. He said he was going to ask the group as customers of the Club to interact in brainstorming on the consensus of the facility requirements and needs for improvements.

- Customer Recommendations/ Requirements
- Club score on Exceeds/ Meets/ or Opportunities of Improvement
- Parking Lot where he would park a recommendation that would be discussed, on the breakdown of the individual requirements.

Mr. Rogers and members then established key customers of the Athletic Club: Club Members, Employees, City employees, Residents and Non-member participants of key programs (swim team). Mr. Rogers named off the various amenities of the Club that are part of this survey.

Mr. Rogers and the group worked to list all customer requirements that they could think of. Next Mr. Rogers asked the group to vote with stickers, which of the ones they identified were of the most priority. Once the top few were determined, they were asked a series of questions that helped determine whether these customer requirements were being met or exceeded and what, if anything, could be done to improve particular service areas.

Top customer requirements included:

Facility Cleanliness - particular focus on:

- Bathrooms
- Locker rooms
- Trash/ recycle bins
- Staff need to maintain gym wipes on the floor
- Equipment cleaning
- Carpet
- Outdoor Pool

Operational Fitness Equipment – particular focus on:

- More equipment
- Preventative maintenance
- Parts Depot
- Current industry technology advancement

Staff:

- Attentive staff
- Standardize training
- Interaction with members
- Proactive with helping members
- Mature staff

- Proactive in taking the initiative to monitor time limits
- Instructive
- Shift consistency (training)
- Friendly, caring – name recognition
- Dress code – tattoos, piercings
- Fraternizing
- No Cell Phones
- Policies on discipline
- Name recognition
- More visual on the floor
- Communication

Programming – particular focus on:

- Group fitness- wider arrange of classes
- Time frames- request over lapping of classes
- Request for additional programs for pre-teens, and teens
- Additional Adult Programming

Mr. Rogers asked if there was anything else the group wanted to add to the list. Mrs. New asked what the next step in the process was. Mr. Rogers responded he and staff would set down and analyze the results of the requirements and look for measureable and tangible solutions. Any measures that could move forward would be incorporated in the Club's business plan for the next fiscal year.

Renovations:

Mr. Rogers reported on the renovations time line, and stated as part of the members concerns; the air handler is part of the renovations due to start this fall. He explained Phase 1 is expected to take four months.

Time Line:

- Pre-bid meeting was Friday July 24th
- Bids consist of Phase I: Nursery, Children's area, Spin, and Mind and Body
- Bids due back August 20
- Proposal expected to go to Board September 15
- Award contract September 16

Adjournment:

Meeting Adjourned