

Cary Park District Board of Commissioners

Committee of the Whole Meeting

January 9, 2025, 7:00pm

Community Center, 255 Briargate Rd. Cary, IL

Matters From the Public During Meetings – Board Policy 1-005d

1. The Board will hold Matters from the Public as part of any public open meeting.
2. Individuals interested in making comment will be asked to provide their name and asked to provide their address and/or their city/village of residence at the time they are recognized to comment during a public meeting. An individual who declines to provide their name, address or city/village of residence shall be allowed to comment.
3. Each individual indicating their interest to participate in Matters from the Public will be allowed up to five minutes to complete their comments. The Board may reduce this time limit if the need is so determined by majority vote of those present. The maximum amount of time that the Board will hear matters from the public at a meeting is thirty (30) minutes at a meeting. If members of the public are unable to comment due to time constraints, they should be encouraged to submit written comments or to attend another meeting when they may address the Board.
4. Individuals who have specific questions, or are interested in particular aspects of the District's operations or projects which may not appear on the published agenda should be encouraged to contact the Executive Director to review their questions or specific information.
5. The Matters from the Public portion of the agenda is for public comment only. It is improper for the Board to comment or respond to comments made during Matters from the Public.
6. The Board can temporarily modify or suspend these guidelines during a meeting if so determined by a majority vote of those present.

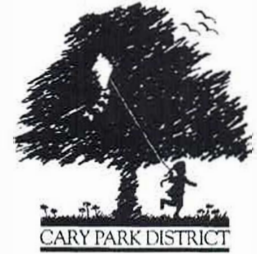
Regular, Special and Committee of the Whole Meetings

Regular and Special Board Meetings -- The Board may take final action on any matter posted to the Consent or Action Items portions of the agenda in a Regular or Special Board Meeting. Items posted under Discussion Items may not have final action considered.

Committee of the Whole Meetings – The Committee of the Whole is a recommending body only and no final action may be taken on any agenda item at a Committee of the Whole Meeting. Matters discussed and recommended during a Committee of the Whole Meeting are considered “draft(s)” until included on an agenda at a Regular or Special Board Meeting for final action.

Public Meeting Notice

Cary Park District
Board of Commissioners
Committee of the Whole
January 9, 2025
7:00 p.m.
Community Center
255 Briargate Road
Cary, Illinois



AGENDA

- I. Call to Order
- II. Roll Call, Pledge of Allegiance
- III. Matters from the Public, Commissioners and Staff
- IV. Approval of Minutes
 - A. December 12, 2024.
- V. Directions Items
 - A. For Direction to the Board for Consideration
 1. None.
- VI. Discussion Items
 - A. For Discussion/Information Only
 1. Review – Needs Assessment Survey, Comprehensive Master Plan Update 2025.
 2. Presentation – Sunburst Bay Aquatic Center Post Season Report.
- VII. Adjournment

Note: In compliance with the American with Disabilities Act, this and all other meetings of the Cary Park District are located in facilities that are physically accessible to those who have disabilities. If additional reasonable accommodations are needed for persons who qualify under the Act as having a "disability", please contact the Park District during normal business hours at 847-639-6100 at least 48 hours prior to any meeting so that such accommodations can be provided.

Providing exceptional recreation, parks and open space opportunities.

Cary Park District
Board of Commissioners
Committee of the Whole Meeting
December 12, 2024
7:00 PM
Community Center
255 Briargate Road
Cary, IL

Minutes

Board Members Present: Carasso, Stanko, Victor, Frangiamore.

Staff Present: Jones, Kelly, Horn, Krueger, Mach, Raica.

Guests Present: None.

Public Present: Al Tuman, Jenay DiOrio.

President Frangiamore called the meeting to order at 7:00 PM.

Frangiamore asked if there were any Matters from the Public, Commissioners, and Staff.

Under Matters from the Public, none.

Under Matters from Commissioners, Carasso shared she requested in writing to Jones that Policy 1-005, Board Meeting Structure, be added to the agenda for review by the Board at next week's Board meeting.

Under Matters from Staff, none.

The minutes from the November 14, 2024, COW meeting was presented for approval.

Jones provided Commissioners a revised draft of the minutes that included revisions from Stanko for the Board to review and consider. Frangiamore asked for question or comments. Victor and Carasso both stated they had no questions or comments. Frangiamore asked Stanko where the classification "natural area" came from. Stanko stated he is confident it is a classification from the National Recreation and Park Association (NRPA) but can double check to confirm. Frangiamore stated it is not a classification he can find that the Park District used in CMP Update 2016. Frangiamore highlighted a sentence added by Stanko and noted that he does not understand its inclusion. Stanko explained this matter that was discussed is being looked at in a very limited perspective and in his opinion doesn't address the whole picture. Stanko used the example of Water Tower Prairie. Stanko explained it is a site that deserves a sign, but there is no public access to the site. Further, Stanko stated park sites should be given proper names and that it was part of the discussion that took place that evening.

Stanko moved to approve the minutes as amended. Second by Victor.

Voice vote: Yes – 3. No – 1. Motion carried.

The first Direction Item was Alden Cary Horizon Development – Utility Easement Request. Jones stated the Board did not need to make a recommendation tonight; this is advisory discussion. Jones stated the Board may review the proposed easement and provide feedback to the developer on if it would consider it, consider it with conditions or are opposed to it entirely.

Jones introduced Michael Bailey from ADG Design. Bailey presented the potential request for a utility easement across a portion of Hoffman Park, to be a source of power for the Cary Horizon Senior Living Community that his group is developing. Bailey utilized multiple visuals/maps to provide a clear understanding of the request. Bailey explained they anticipate ComEd will direct power for the site to be pulled from an existing pole in the right of way of Cary-Algonquin Road in front of Hoffman Park. Bailey stated power would be tied to the site via direction boring and they anticipate the need to request and easement across a portion of Hoffman Park to complete this. Bailey stated they have reached out to ComEd to see if there are other options available where they would not need to pull power from the light pole and construct this easement but are waiting to hear back. Bailey highlighted the other possibilities to run power to the site that do not include Hoffman Park.

Frangiamore asked the Board if it had questions or comments. Carasso stated she would be open to the easement, if the developer is responsible for the construction and all restoration necessary to run power through the site. Stanko asked why the transformer box for the development is in the southwest corner of site if they knew they were going to need to pull from the pole shown? Bailey explained the mechanical room and electrical room are on the backside of the building shown and the transformer will be closer to this room. Bailey stated the largest expense to power the site is from the transformer to the mechanical room. Stanko asked about making the line shorter through another route. Bailey confirmed there potentially are other options that would make it easier for them to connect elsewhere and not even have to go through requesting an easement, but they are waiting to hear back from ComEd. Frangiamore asked for confirmation that the red line on the diagram is the preferred route, and the blue line is an alternative. Bailey confirmed yes. Frangiamore asked if the potential easement would be restricted to only ComEd (power only). Bailey confirmed yes.

Frangiamore stated there was no vote or final decision from the Board necessary at this time. Frangiamore asked if the Board would be open to an easement. Carasso, Victor, and Frangiamore all confirmed they would be open to it, if it is a restricted easement to only the ComEd utility (power). Stanko stated he is not in favor of an easement. Frangiamore confirmed the consensus of the Board was they are open to an easement but would need to consider it in final form in the future should the request be necessary.

The second Direction Items was Ordinance O-2024-25-08, Levy for the Year 2024. Jones stated the Board has reviewed and discussed this item on several previous occasions. Jones stated staff has prepared the direction of the Board in the final form of the ordinance to request property taxes to be collected for park and recreation purposes, for recommendation. Jones further stated the prepared levy ordinance presented, the Park District will not exceed the prior year's tax extension by more than 5%. He noted further that at the previous meeting of the Board on November 21, 2024 the Board announced the levy would not exceed 5% of the previous year's tax extension. Jones stated the Board is required by law to pass and file an annual levy ordinance no later than the last Tuesday in December.

Carasso moved to recommend Ordinance O-2024-25-08, Annual Levy Ordinance for the Year 2024 to the Board of Commissioners for approval. Second by Victor.

Frangiamore asked if there were questions from the Board. There were none.

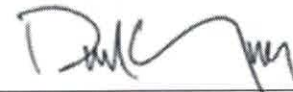
Voice vote: Yes – 4. No – 0. Motion carried.

The first Discussion Item was FY2025-26 Budget Calendar. Jones stated this calendar outlines the budget process now through May when the budget is approved. Stanko asked Jones to remind him of the Executive Director performance evaluation schedule. Jones shared he believed the review documents are distributed to Commissioners at the March Committee of the Whole meeting, returned to the Board President later that month, then Closed Session takes place to discuss the Executive Directors performance in April, and formal evaluation of the Executive Director will take place in late April or May. Jones stated he would provide the Board copy of the schedule and Board policy on the review of the Executive Director and share it the Board.

Motion to adjourn the meeting by Victor. Second by Stanko.

Voice vote: Yes – 4. No – None. Motion carried.

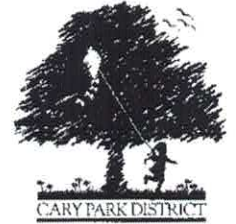
Meeting adjourned at 7:32 PM.



Daniel C. Jones, Secretary
Park District Board of Commissioners

Committee Memo

To: Committee of the Whole
From: Dan Jones, Executive Director
Date: January 9, 2025



RE: Review – Needs Assessment Survey, CMP Update 2025

Providing exceptional, recreation, parks and open space opportunities.

Introduction

The Board of Commissioners engaged Hitchcock Design Group (HDG) to assist the agency with the project Comprehensive Master Plan Update 2025 (CMP). This project will build from the CMP Update 2016 and achieve a new CMP Update by the end of 2025. Part of the engagement and feedback back phase of this project is the execution of a statistically valid Needs Assessment Survey.

Background

The statistically valid Needs Assessment Survey is one of several avenues undertaken as part of the project to collect feedback from the community. Others include an online survey (not statistically valid), public input meetings, public engagements on site, public project website and local government/community groups engagement meetings.

The Needs Assessment survey will be executed by a subconsultant to HDG, named ETC who conducts survey work such as this throughout the country. ETC will send the survey to households at random (random sample) and the results of the survey will be analyzed by ETC, a summary report provided with cross tabs and other benchmarking notations delivered. The benefits of using a statistically valid random sample survey as part of the effort to gather feedback is that the results of this tool may be stated as the opinion of the entire group (community) at a high confidence level within a margin of error that will be noted.

The purpose of the Board review of the survey is to confirm that nothing significant was missed and/or if there are any high level concerns the Board has about any of the questions as presented. Staff has reviewed multiple drafts of the survey and provided feedback which has been included in the final draft for Board review.

The schedule for execution of the Needs Assessment Survey is: final comments post Board review provided to HDG NLT January 10. ETC then will take two months to fully execute the survey, summarize results and prepare the report. Staff would anticipate in late March/early April 2025 the results will be provided to the Board.

Staff Recommendation

Staff recommends the survey as presented.

Motion To Consider

None. This item is for review, discussion and feedback.

Committee Memo

To: Committee of the Whole
From: Dan Jones, Executive Director
Sara Kelly, Deputy Director
Erica Hall, Superintendent of Recreation
Katie Tarosas, Facilities and Program Manager
Date: January 9, 2025



RE: Sunburst Bay Aquatic Center 2024 Post Season Report

Providing exceptional recreation, parks and open space opportunities.

Introduction

Staff desires to update the Board on the park and recreation programs and facilities of the Park District.

Background

Staff will provide an overview of the 2024 Sunburst Bay Aquatic Center season.

Staff Recommendation

None.

Motion(s) to Consider

None. This item is for update and discussion purpose only.



SUNBURST BAY AQUATIC CENTER

CARY PARK DISTRICT

2024 SEASON REPORT





INTRODUCTION

This year the Park District was in the third year of operating Sunburst Bay Aquatic Center at Cary-Grove Park. The Aquatic Center opened for the season on Saturday, May 25 and closed on Monday, September 2 (Labor Day).

OPERATION CHANGE FROM 2024

SEASON PASSES	5% ↑
DAILY ADMISSION	1.5% ↓
PUNCH PASSES	28% ↑
DAILY ATTENDANCE	3% ↓
CABANA RENTALS	33% ↑
SNACK SHACK GROSS REVENUE	7% ↑
SWIM LESSONS	19% ↑

WEATHER/CLOSURES

The 2024 season was particularly mild and rainy with quite a few storms, some of which caused property damage.

There were eighteen closures due to weather, four closures due to fecal incidents and thirty-seven closures due to maintenance/chemical related issues.

TEMPERATURE	2024	2023
50'S-60'S	6 DAYS	5 DAYS
70'S	47 DAYS	31 DAYS
80'S+	43 DAYS	57 DAYS

BUDGET SNAPSHOT

INCLUDES POOL OPERATION, SNACK SHACK, AND FACILITY MAINTENANCE

	ACTUAL <i>thru 8.31.24</i>	PROJECTED	BUDGETED
REVENUES	\$692,235	\$692,108	\$732,415
EXPENSES			
PERSONNEL	\$447,863	\$447,120	\$438,005
SERVICES	\$67,357	\$91,991	\$97,851
COMMODITIES	\$129,035	\$139,635	\$136,932
REPAIRS	\$6,873	\$7,664	\$6,900
TOTAL:	\$651,128	\$686,410	\$679,688
CONTRIBUTION TO OPERATIONS	\$41,107	+\$5698	\$52,727

Projected expenses between now and the end of the fiscal year account for utilities in the off season and hours for Head Pool Manager Shorten to assist with the extensive planning and hiring process for the next season. Actual revenue numbers compared to budgeted revenue differ by approximately \$35,000. Memberships and daily admissions came in lower than budgeted.

REVENUE COMPARISON

INCLUDES POOL OPERATION, SNACK SHACK, AND FACILITY MAINTENANCE

TOTAL SBAC ANNUAL GROSS REVENUE COMPARISON	
YEAR	TOTAL REVENUE
2022	\$446,088
2023	\$633,755
2024	\$692,108

TOTAL SBAC ANNUAL NET REVENUE COMPARISON	
YEAR	TOTAL REVENUE
2022	(\$18,597)
2023	\$23,218
2024	5,698

STAFF

One hundred thirty-one staff were hired at Sunburst Bay. Staff was made up of 55 lifeguards, 27 guest services staff, 14 admissions staff, 23 Snack Shack staff, 4 seasonal maintenance staff, and 8 pool managers. Although there was a 19% decrease in lifeguards hired, there was an overall 6% increase in the amount of staff compared to the previous season.

Manager Tarosas anticipates an increase in hourly wages as aquatic facilities in the area continue to create competition and it is very crucial, especially for lifeguards, to be fully staffed. Having an adequate number of staff also helps avoid any overtime which has taken place over the last three seasons due to not having enough staff to fill all shifts. The shortage of lifeguards continues to affect operations.

TRAINING

POOL STAFF

Training began on May 1. Fifty hours of training occurred during the preseason, which is a 25% increase from the previous season.

Weekly in-service trainings were held on Wednesday evenings. This year the time was changed to 7:00–9:00 pm to make sure staff who have a work permit would not miss important weekly meetings.



ADMISSIONS

Admissions staff started training mid-May over six sessions. The admissions staff trained on the computer in the admissions office and practiced everything that they would encounter in the season including registrations, membership sales, daily sales, Cabana rentals, and printing season passes.

SNACK SHACK

The Snack Shack staff had 12-15 hours of preseason training to get acclimated to the Snack Shack. This same staff also worked at Lions Park four weeks prior to Sunburst Bay's opening day. Additional training was held during the season to introduce newer items to the Snack Shack, as well as, tackling heavy-duty cleaning. Additional training will be held next season to help with deep cleaning to reduce the amount of time it takes to deep clean at the end of the season.

PROGRAMMING

SWIM LESSON FORMAT

During the off season Manager Tarosas and Head Manager Shorten developed Sunburst Swim School. Lesson plans were reformatted in an order that made sense for stroke progression. These lesson plans are still based on the Red Cross Learn to Swim curriculum but easier for the instructors to understand as they prepared their daily instruction. A more extensive training plan was implemented for staff during preseason.



SWIM LESSONS REGISTRATION REVENUE NUMBERS TAKEN FROM BUDGET REVIEW

Capacity was higher this year as many new lesson times were offered. Thirty-two sessions of swim lessons were canceled this season which is 18 more than the previous year. It was clear that some time slots are not favorable. This area will continue to be evaluated and modified.

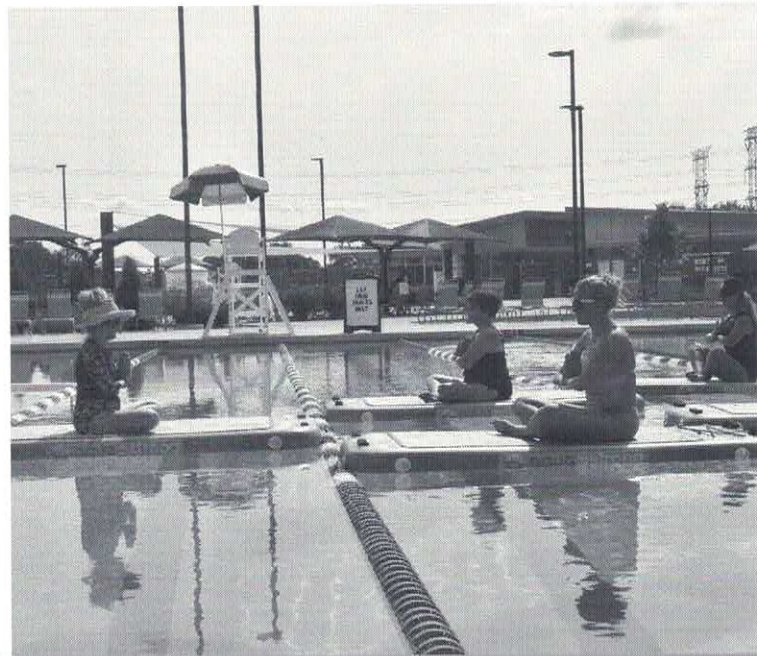
YEAR	REGISTERED/ TOTAL CAPACITY	% CAPACITY	\$ TOTAL
2024	536/1,386	39%	\$66,768
2023	527/697	75%	\$63,032
2022	516/716	72%	\$56,861
2021	541/702	77%	\$32,764
2020	128/272	47%	\$8,822
2019	455/636	72%	\$22,826

LAP SWIM

Additional lap swim times were added. Lap swim was offered Monday through Saturday 6:00-8:00 am and Sunday 8:00-10:00 am. Three lap lanes were available each day during open swim. Lap swim continues to be a popular offering at the pool. On average 8-15 lap swimmers would attend designated lap swim times.

AQUA FITNESS

Aqua fitness classes continued to be popular. By modifying the hours of operation, more space for programming such as aqua fitness was created. This season, aqua fitness classes were offered in two 4-week sessions instead of one long session. This provided more flexibility. Ten classes were offered each session: Total Body Aqua (1), Aqua Combat (2) (New to SBAC), Aqua Strut Strength and Stretch (3), Aqua Zumba (1) (New to SBAC), Surfboard Yoga Express (2) and Surfboard Yoga (1). Attendance increased by 50%.



ADMISSION

Guests had the option of purchasing a membership, a 10-visit punch pass, or a daily fee admission. The membership options available for purchase were: Adult, Youth, Senior or Family. Family memberships were valid for up to 4 family members. If there were more than 4 people in a family it was up to the guest to determine what combination of memberships would best suit their family's needs for the season.

There were no membership promotions leading up to the season and the need for membership promotions will continue to be evaluated prior to each season.

SEASONAL POOL MEMBERSHIP SALES COMPARISON

YEAR	PASSES	UNITS	MEMBERSHIP REVENUE
2024	1,617	4,874	\$255,641
2023	1,597	4,658	\$225,270
2022	1,417	4,100	\$178,688
2021	271	830	\$20,345
2020	N/A	N/A	NONE SOLD DUE TO COVID-19
2019	169	548	\$43,806



DAILY FEE BY YEAR

MONTH	2024	2023	DIFF OF 24/23	2022	2021
MAY	\$2,162	\$5,859	-\$3,697	\$0	\$78
JUNE	\$69,417	\$52,266	+\$17,151	\$35,146	\$8,309
JULY	\$70,597	\$74,794	-\$4,197	\$57,097	\$7,666
AUGUST	\$39,890	\$33,316	+\$6,574	\$22,375	\$4,788
SEPTEMBER	\$2,398	\$13,421	-\$10,843	\$2,524	\$634
TOTAL	\$184,464	\$179,656	+\$4,808	\$117,142	\$21,553

It is also important to note that of the \$184,464 collected in daily fees, \$91,332 were non-resident

ADMISSION

Pool attendance decreased by 3% from the previous season. Manager Tarosas believes the mild and wet summer contributed to this.

	MAY	JUN	JUL	AUG	SEPT
MEMBERSHIPS	566	13,085	11,934	6,143	502
DAILY ADMISSIONS	197	5,246	5,383	2,782	189
SWIM TEAM	435	2,957	1,295	N/A	N/A
SWIM LESSONS	N/A	1,018	1,147	110	N/A
GROUPS	N/A	913	1,637	478	25
TOTAL	1,198	23,219	21,396	9,513	716

MONTH	2024	2023	2022	2021	2020
MAY	1,198	2,525	0	61	N/A
JUNE	23,219	20,762	7,426	6,974	N/A
JULY	21,396	22,260	18,796	7,773	2,474
AUGUST	9,513	9,386	7,354	3,031	1,780
SEPTEMBER	716	2,983	629	381	144
TOTAL	56,042	57,916	34,205	18,220	4,398

RENTALS

AFTER HOURS RENTALS

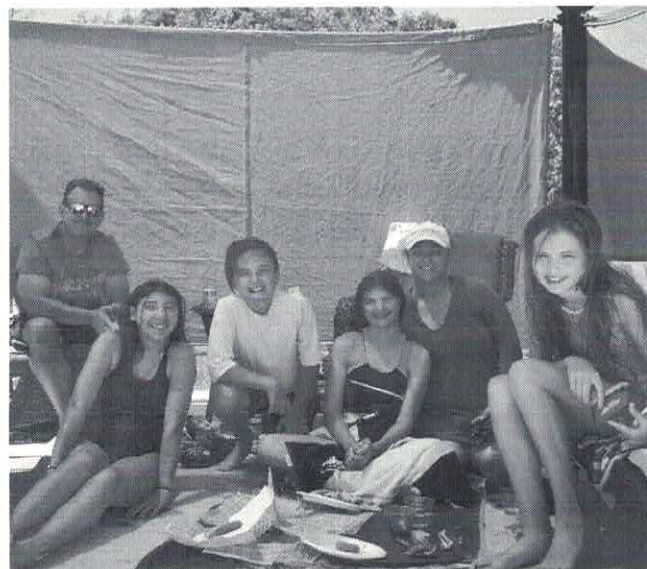
Twenty-eight after hours rentals were scheduled, which is a 2% decrease from the previous season. Rentals were offered Monday, Tuesday, and Thursday from 8:00-10:00 pm, Friday and Saturday from 7:00-9:00 pm and Sunday from 5:00-7:00 pm. These rentals were very popular and allowed a renter and their guests to have the entire pool facility. The Snack Shack continues to be closed during rentals. The Oasis Room could be rented for an additional fee. This is the second year that there was an option to rent one half of the facility with the flume slides shared if there were two rentals taking place, though that did not occur this year. Renting the whole facility continues to be a popular choice.

FUN IN THE SUN BIRTHDAY PARTY PACKAGE

Thirty-nine Fun in the Sun Birthday Parties were held which is a 12% decrease from the previous season. This will be evaluated in the off season in hopes of making the birthday party experience more personalized. Parties were offered Monday-Sunday either at 11:00 am-1:30 pm or 2:00-4:30 pm. Each party includes swimming, lunch, and cupcakes. Guests choose from a hot dog, pizza, or chicken fingers and each meal came with a juice box and chips. These parties took place in the Oasis Room and lunch was prepared through the Snack Shack.

CABANAS

Sunburst Bay Aquatic Center has 8 cabanas, four near the Reef and four near the Cove. Cabanas are by rental only and continue to be very popular with guests. Two timeslots were offered each day with several guests booking both timeslots to have the cabana for the entire day. There were 660 cabana rentals which is an increase of 163 or 33% from the previous season. Included with a cabana rental are unlimited pitchers of ice water, a Guest Services Staff member to wait on the guest, and the opportunity to order from the Snack Shack from the comfort of the cabana. A call light system was implemented this year where cabana renters could request assistance from Guest Service Staff by pressing the call light. This allowed Guest Services Staff to respond promptly when needed.



GROUP USE

Sunburst Bay Aquatic Center continues to accommodate groups for outings and field trips. The large grassy area is a perfect area for large groups to gather and enjoy the facility. There are 4 colored discs that are affixed to the outer perimeter fence and groups are assigned a color area to gather and keep their belongings. This helps keep groups organized on days when there is more than one group visiting the facility. Twenty-one outside group made reservations in addition to Camp ECHO who visited twice a week. Groups who visited included: Crystal Lake Park District, Wonderland Kids Academy, Quentin Road Baptist Church and a Wauconda Summer Camp.

CARY BARRACUDAS SWIM TEAM

The Cary Barracudas Swim Team began their season in mid-May with pre-season evening practices. Their regular early morning practices began the first week of June. The time trials event was also held during the first week of June as a mock meet in order to test all equipment. Their annual "Cash for Cudas" fundraiser was held in mid-June. SBAC staff and the swim team shared the lap lanes for a small portion of time when SBAC staff utilized two lanes for swim lessons. Lap swim also utilized two lanes during some swim practices as additional early morning lap swim time was desired based on feedback from last season's survey.

BARRINGTON SWIM CLUB

Barrington Swim Club rented four lanes for six weeks on Saturday as their home pool project was extended and not yet complete. This has been a great relationship and they had very positive feedback from their usage.



SNACK SHACK

INVENTORY

This year some new items were added to the Snack Shack menu: Chicken Caesar Wrap and Chicken BLT Wrap both with crispy or grilled chicken, and candy that wasn't chocolate. Manager Tarosas received feedback the previous season that some options, especially for those with allergies, would be appreciated. Towards the end of the season an accidental delivery of vanilla ice cream was received that Sysco could not take back so Manager Tarosas offered churro sundaes, ice cream scoops and ice cream sundaes. Due to the popularity, these items remained on the menu for the rest of the season. Rootbeer floats were popular and will be offered next season.

The top 5 most popular items:

- Dairy Queen Blizzards
- Fry Baskets
- Soda
- Churros
- Italian Ice

The 5 least popular items:

- House Salad with Crispy Chicken
- House Salad with Grilled Chicken
- Caesar Salad with Crispy Chicken
- Additional Cheese
- House Salad

SNACK SHACK	
APPS & SNACKS	ENTREES
NACHOS \$7.50	CHEESE PIZZA SLICE \$5.50
FRY BASKET \$5.50	PEPPERONI PIZZA SLICE \$5.50
CHEESE FRY BASKET \$6.50	WHOLE CHEESE PIZZA \$21.50
MOZZARELLA STICKS \$10.75	WHOLE PEPPERONI PIZZA \$21.50
PRETZEL BITES \$8.75	HOT DOG \$4.50
POPCORN \$2.75	CHICKEN TENDERS \$8.00
CHIPS \$2.25	HAMBURGER \$8.00
CANDY \$3.00	CHEESEBURGER \$8.50
<small>*Selling, See Patch Sizes</small>	CHICKEN SANDWICH \$8.00
CANDY \$2.50	<small>Crispy or Crispy</small>
CANDY \$4.00	BLT WRAP \$8.00
<small>Pepperc, Kit Kat</small>	CHICKEN CAESAR WRAP \$11.25
CANDY \$4.00	CHICKEN BLT WRAP \$12.25
<small>Meat Chunks</small>	CHICKEN SANDWICH \$12.00
DESSERTS	UNUSABLE \$8.00
CHURRO \$3.50	HOUSE SALAD \$8.00
ICE CREAM COOKIE \$4.50	HOUSE SALAD W/CHICKEN \$10.00
ITALIAN ICE \$3.25	CAESAR SALAD W/CHICKEN \$13.00
DAIRY QUEEN BLIZZARD \$6.50	
<small>Choc. Cookie Dough, Caramel Candy</small>	
BEVERAGES	MEALS <small>Meals include fries and a soda</small>
WATER \$2.50	HOT DOG MEAL \$8.00
SODA \$2.25	HAMBURGER MEAL \$8.75
ICED TEA \$6.00	CHEESEBURGER MEAL \$10.75
GATORADE \$4.50	CHICKEN TENDER MEAL \$14.00
CHOCOLATE MILK \$3.75	CHICKEN SANDWICH MEAL \$14.00
	<small>Crispy or Crispy</small>
	SIDES
	ADD CHEESE \$1.25
	ADD SAUCE \$0.75
	ADD BACON \$1.25
	CHEESE CLP \$1.25
	RANCH \$0.75

SUPPLIER

Sysco continued as the facility's main product supplier with deliveries on Tuesday and Friday. Due to the expansion of candy options, the bulk of candy and some soda flavors that Sysco did not carry were purchased through Sam's Club. Manager Tarosas also partnered with Dairy Queen to sell Blizzards.

CLEANING

Snack Shack Manager Arreola helped with deep cleaning and cleaned the fryers every 2 weeks. Next season, more efforts will be made bi-weekly to clean the hood vents to reduce the amount of time needed at the end of the season.

SAFETY AND RISK MANAGEMENT

There were three unannounced audits this season. These audits are used to test and review skills and to make sure the pool staff is operating safely and up to state and local standards. These audits are done by Councilman Hunsacker who is contracted by the Park District Risk Management Association (PDRMA).

FIRST AUDIT – JUNE 26

The pool staff did extremely well. The auditor was impressed by observations of the lifeguards in chairs and had zero corrections. They did well with their 10-20 scanning, rotations, and rule enforcement. The skills performed during this audit were: a simple active front approach rescue, a passive face down at the surface with rapid extrication, and an on-land CPR scenario using a bag valve mask and an AED. All skill scenarios and administrative paperwork were well done.

SECOND AUDIT – JULY 20

This auditor for this second audit was tough. Overall, staff did well but the auditor was testing more on an Emergency Action Plan (EAP) that was not specific to the EAP for Sunburst Bay. The skills performed during this audit were: active into a passive submerged with rapid extrication, an on-land CPR scenario, and a deep-water spinal. All paperwork passed and observations were good.

THIRD AUDIT – AUGUST 16

The skills performed during this audit were: an on land heart attack scenario, passive submerged into backboard extrication, and a simple passive at the surface rescue. Observations were excellent. During this audit staff learned that guidelines have changed, and lifeguards will need both an adult and infant mask in their hip packs whereas last year the solution was a universal mask.

EMS/POLICE RELATED EMERGENCIES

There were seven EMS calls, and three police calls this season. After the third EMS call, Manager Tarosas and Head Manager Shorten implemented a new whistle signal for the EAP that signaled additional assistance is needed from guest services staff. It also notified staff that 911 was called for an emergency on-land. This new whistle signal made on land emergencies run smoother. All ten emergencies that required assistance were handled in a quick and efficient manner.

FACILITY MAINTENANCE

This season, Crystal Clean, a contracted company, cleaned the locker rooms, bathrooms, and Oasis Room after hours. This was helpful to staff and kept the facility clean.

Four seasonal maintenance staff provided more coverage during the day for a variety of tasks including restocking supplies in the restrooms, assisting with biohazard clean up, taking out the garbage, power washing, and monitoring the chlorinators and acid drums. As Manager Tarosas has been more present with guiding and directing staff, it was discussed internally that next season supervision will shift to operations. The position will be renamed and include additional responsibilities. A task that will be added under this position is sanitizing the locker rooms daily.

Throughout the season the pools had to close 37 times for chemical related issues when either the PH went too high or Chlorine went too high or too low. The majority of these closures happened with the Splish and Splash flume slides and the culprit was often alkalinity. Park District staff met with representatives who helped design and build the facility to go over why these issues would be happening so frequently. The various settings on the slides were adjusted and that seemed to fix the issue that staff were facing day to day.

Sunburst Bay will be switching to a new and more user friendly chlorination system (Pulsar) next season. It is the hope that by implementing this chlorination system, there will be less maintenance and chemical related closures next season.

Staff scrubbed the stainless steel gutters and scum lines in the current channel and zero depth area bi-weekly. This seemed to stay on top of the rust looking areas on the gutters and the black scum line that would form in the zero depth and current channel area. This was done as an effort to keep the facility looking nice as guests do notice and question the scum lines and rust spots on the walls.

The flume slides need annual preventative maintenance which includes waxing, checking all bolts, and replacing failing caulk. Waxing flume slides is a very in-depth process that has many steps. Manager Tarosas found a contractor for next season who came highly recommended by other park districts as well as Six Flags Great America. This company will use products that are meant for gel coat surfaces. They will apply a pre-cleaner then a wax and then a moisturizer. This company also will check all sections and replace failing caulk as well as replace any failing bolts. This will be done on all three slides annually moving forward.

Winterization wrapped up in November. Newly implemented was a pre-season and post-season task list. New tasks were also added so that year-to-year these lists could be used as a guide. When opening this season it was discovered that three of the motor pumps seized over the winter. It became very difficult to start them during pre-season. Facility Maintenance Staff will be rotating the motors 3 times per week throughout the winter in order to keep the motors from seizing.

COMMUNICATION & MARKETING

Promotion of Sunburst Bay was coordinated through the Communications & Marketing Department. Emphasis was on creating brand awareness, generating revenue, and allowing visitors to share their experience with us. Below are highlights:

Summer Program Guide

The Program Guide became available on our website on April 1. Information on the facility, rentals, lessons, birthday parties, aqua fitness, and special events were included.

Digital Sunburst Bay Brochure

Information from the program guide was condensed into a separate digital brochure and posted to our website. This brochure was linked in e-mails and social media posts.

E-mails

There are over 11,000 subscribers to the district's email newsletters. The average open rate is 44%. Ten e-mails specific to Sunburst Bay went out to this list of subscribers. Plus, Sunburst Bay was included in nearly every general e-mail that was distributed throughout the summer.

Social Media

The Park District has a presence on Facebook, Instagram, and YouTube. Posts were made about Sunburst Swim School, special events, closings for Cary Barracuda Swim meets, aqua fitness, and other facility information regarding pricing, hours, and job openings. This year posts were made for Guest Service, Lifeguard, and Swim Instructor of the Week.

Swag Day

Swag Day was held on July 1. Staff distributed cooler bags and other Sunburst Bay swag.

Photography

The Marketing Coordinator attended the special events and select aqua fitness programs, swim lessons, and open swim times to take pictures of participants and guests. These photos were shared on social media, the Park District website, and on the lobby TV screen in the Community Center.

SURVEY RESULTS

After the season concluded, Director of Communications & Marketing Hughes along with Facilities and Program Manager Tarosas developed a comprehensive survey to evaluate the season. The survey was sent to 1,642 households and received 188 responses.

Below is a synopsis of those results.

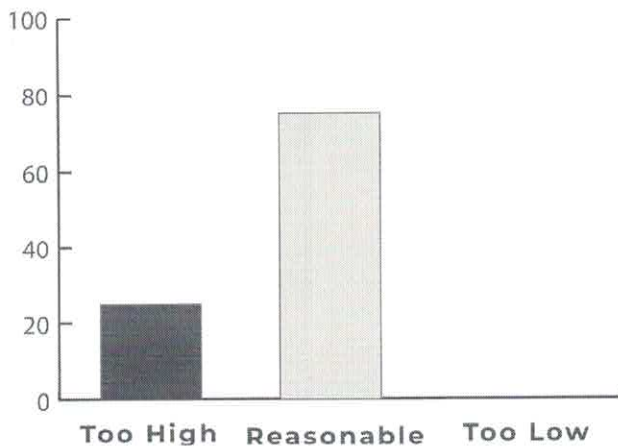
Question 1

What type of Sunburst Bay Aquatic Center Membership(s) did you purchase?



Question 2

What is your impression of the Sunburst Bay Aquatic Center Membership Fees?



Question 3

What member benefits would you like to see included with your Sunburst Bay Aquatic Center Membership?

- “More early entry days or later hours for members only.”
- “Picnic tables should be added to the grassy area.”
- “Guest passes with membership purchase.”
- “Members discount on concessions.”
- “Longer hours.”
- “Members should not have to pay for events – should be perk of being a member.”

Question 4

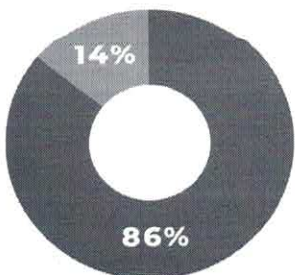
This year the hours of operation were Monday & Wednesday: 11:00 am-4:30 pm; Tuesday & Thursday, 11:00 am-7:30 pm; Friday: 11:00 am-6:30 pm; Saturday: 10:00 am-6:30 pm and Sunday, 10:00 am-4:30 pm. What timeframes did you or your family members visit the facility?

	% VISITED
WEEKDAYS ONLY	15%
WEEKENDS ONLY	6%
BOTH WEEKDAYS AND WEEKENDS	77%
11:00 AM - 3:00 PM	47%
3:00 - 7:30 PM	46%

Question 5

Lap Swim times this year were Monday-Friday, 6:00-8:00am; Saturday, 6:00-8:00am, Sunday, 8:00-10:00am plus three lap lanes available every day during open swim. Did you attend lap swim?

■ YES ■ NO



Question 6

Please rate the following in regards to Sunburst Bay:

	SATISFIED	NEUTRAL	DISSATISFIED
CLEANLINESS	89%	9%	2%
HOURS OF OPERATION	44%	27%	29%
EASE OF PURCHASING A MEMBERSHIP	90%	9%	1%
VARIETY OF SPECIAL EVENTS OFFERED	45%	52%	3%

Question 7

Please rate the following in regards to the Snack Shack.

	SATISFIED	NEUTRAL	DISSATISFIED
CLEANLINESS	77%	18%	5%
STAFF	69%	29%	2%
VARIETY OF ITEMS OFFERED	61%	34%	5%
PRICING	32%	43%	25%
HOURS OF OPERATION	51%	37%	12%

Question 8

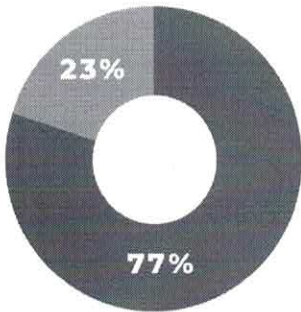
What items would you like to see offered at the Snack Shack?

- “Coffee – hot and iced”
- “Healthier options”
- “More dessert options”
- “Menu is great for a community pool”
- “Keep the wraps!”

Question 9

Would you be interested in breakfast from the Snack Shack?

■ YES ■ NO



Question 10

Please rate the following in regards to the lifeguards.

	SATISFIED	NEUTRAL	DISSATISFIED
ALERT	89%	9%	2%
RESPONSIVE	84%	13%	3%
ABLE TO COMMUNICATE EFFECTIVELY	76%	18%	6%
KNOWLEDGE OF LIFEGUARD SKILLS	77%	23%	0%

Question 11

Please rate the following in regards to Guest Services Staff.

	SATISFIED	NEUTRAL	DISSATISFIED
ALERT	85%	15%	0%
RESPONSIVE	41%	57%	2%
KNOWLEDGEABLE ABOUT FACILITY OPERATIONS	78%	20%	2%
HELPFUL DURING CABANA RENTALS	45%	55%	0%

Question 12

Please rate the following in regards to admissions staff.

	SATISFIED	NEUTRAL	DISSATISFIED
ALERT	92%	8%	0%
RESPONSIVE	91%	9%	0%
KNOWLEDGEABLE ABOUT FACILITY OPERATIONS	86%	13%	1%

Question 13

Did you or a family member participate in the following?

	YES	NO
ALOHA TO SUMMER	7%	93%
MEMBERS ONLY NIGHT	12%	88%
TWEEN NIGHT	16%	84%
FLOAT NIGHT	5%	95%
LATE NIGHT SWIM	18%	82%
FAREWELL TO SUMMER	12%	88%
CABANA RENTAL	29%	71%
FUN IN THE SUN PACKAGE	2%	98%
AFTER HOURS RENTAL	9%	91%
SUBSCRIBE TO RECEIVE E-MAIL NEWSLETTERS	70%	30%
SUBSCRIBE TO RECEIVE RAINOUT LINE ALERTS	46%	54%
DOWNLOAD THE PARK DISTRICT APP	32%	68%

Question 14

How did you receive information on Sunburst Bay Aquatic Center?

	% RECEIVED
SUMMER PROGRAM GUIDE	49%
SUNBURST BAY DIGITAL BROCHURE	42%
PARK DISTRICT WEBSITE	67%
E-NEWSLETTER	42%
FACEBOOK	26%
INSTAGRAM	3%
PARK DISTRICT APP	11%

Of the above selected, what was your primary way of receiving or referencing Sunburst Bay information. Please list only one.

- #1: E-mail newsletters
- #2: Park District Website
- #3: Summer Program Guide
- #4: Facebook
- #5: Sunburst Bay Digital Brochure
- #6: Park District App

Question 15

What would you like to see improved about rental options?

- "Shorter rental times"
- "Hourly rental times"
- "After Hours Rentals cost too much"
- "It would be great to see online which cabanas are available"
- "Loved the cabanas"

Question 16

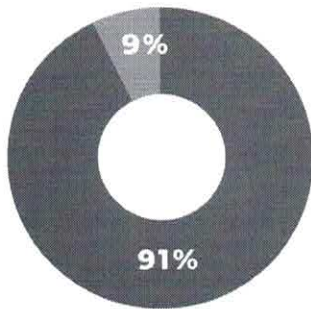
What type of special events would you like to see offered at Sunburst Bay?

- “Members should be free”
- “Yard games for the grassy area”
- “More late night open swims”
- “Loved the event offerings”
- “More Tween Nights”

Question 17

Were you registered in swim lessons through Sunburst Swim School?

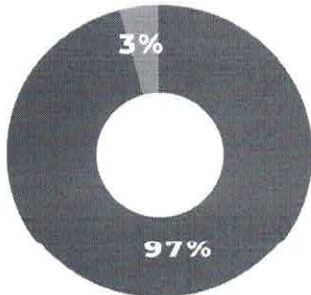
■ YES ■ NO



Question 18

Did you attend aqua fitness classes?

■ YES ■ NO



Question 19

Are there aqua fitness classes that are not offered that you would like to have offered?

Most answered No

“Water Polo Intramural”

Question 20

If there are any additional programs you would like to see offered at Sunburst Bay besides swim lessons and aqua fitness, please list them out.

“Stroke Clinics”

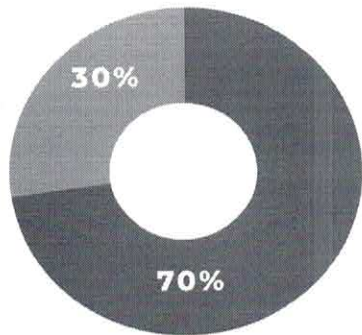
“Water Polo”

“Park District swim team”

Question 21

If Sunburst Bay started selling items such as t-shirts, sunscreen, swim diapers, etc. Would you purchase these items?

■ YES ■ NO



“Bags”

“Water bottles”

“Stickers”

“Hats”

“Towel clips”

“Sunglasses”

“Goggles”

“Sunscreen”

“Membership holders”

Question 22

What did you or your family enjoy most about Sunburst Bay?

"Lazy River"

"Lifeguards did not skip a beat"

"Lap Swim"

"Cabanas"

"Facility is wonderful; well cared for"

"Friendly staff"

Question 23

What improvements would you suggest be made at Sunburst Bay Aquatic Center?

"More shade for the lifeguards"

"Lifeguard dedicated to the turtle walk area"

"Picnic tables in the grassy area"

"Longer hours"

"Depth markers are inaccurate in deep pool"

"Scrub the scum lines more often"

"Keep doing what you're doing!"

"Pool needs to be painted already"

ADDITIONS, CHANGES, AND MODIFICATIONS MADE IN 2024

1. THEMED AFTER HOUR EVENTS

After hour special events were offered each Monday from 7:00-10:00 pm. In most cases pre-registration was available and required admission. Pass holders received discounted admission.

- June 3: Aloha to Summer
- June 10: Members Only! Friends and Family Night
- June 17: Tween Night
- June 24: Float Night
- June 28 (Friday): Stars N' Stripes Fest
- July 8: Adults Only
- July 15: Dive In Movie
- July 22: Tween Night
- July 29: Farewell to Summer

2. SUNBURST SWIM SCHOOL

Sunburst Swim School was developed with its own branding. The entire swim lessons curriculum was reformatted and implemented.

3. LIFE JACKET RENTAL

This was implemented to increase safety in and around the water. There was no cost for the rental, those interested needed to provide an ID in exchange for the life jacket. There were various sizes, and a pool manager would find the appropriate size for each individual to ensure the life jacket fit properly. All life jackets were numbered and inspected daily. Two hundred seventy-eight life jackets were rented this season.

4. HOURS OF OPERATION

Hours of operation were adjusted on Monday and Wednesday to allow swim lessons and aqua fitness to succeed in a less distracting environment. Early admission on Friday was added for members only.

5. CARY AREA PUBLIC LIBRARY PARTNERSHIP

Through a partnership, the Cary Area Public Library was on-site Saturday, July 27. Guests who showed their library card received discounted daily admission. Library staff engaged with guests by offering games, to-go crafts, and the opportunity to register for a library card if a guest did not already have one. Library staff also led two story-times in the zero-depth area of the pool.

SUMMER 2025 CHANGES TO SUNBURST BAY AQUATIC CENTER

Below are some changes for the 2025 season that Manager Tarosas will be looking at to improve Sunburst Bay operations.

1. Evaluate adding an additional position to help meet the demands of Sunburst Bay.
2. Coordinate pre-season training schedule for all departments at Sunburst Bay.
3. Hire 3-5 seasonal deck support staff and implement weekly cleaning schedule.
4. Restructure Guest Service responsibilities to improve cabana services.
5. Adjust Snack Shack schedule to account for less busy times at the facility.
6. Implement bi-weekly deep cleanings of the Snack Shack.
7. Improve the environment between all departments at the facility.
8. Adjust swim lesson time offerings to meet the needs of the community.
9. Offer additional members only opportunities at the facility.
10. Reconfigure zone maps and add an additional lifeguard for certain shifts.
11. Continue to evaluate ways to increase revenue.

NORTHWEST HERALD BEST OF THE FOX READERS CHOICE AWARDS



The Northwest Herald hosted their annual Best of the Fox Readers Choice Awards. Readers could write in their favorite businesses in a variety of different categories. All businesses must reside within McHenry County. Sunburst Bay Aquatic Center is proud to receive two awards:

One of the Best Swim Lessons: Sunburst Swim School

This is the second time the swim lesson program has received this award.

The Best Park/Outdoor: Sunburst Bay Aquatic Center

This is the first time Sunburst Bay received this award. There are many beautiful parks, facilities, and open spaces throughout McHenry County. The District is thankful to receive this award. This award reflects the support of the community and the commitment of Sunburst Bay Aquatic Center and Park District Staff.