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## MINUTES

Special Meeting of the Board of Commissioners  
Conducted at Fidalgo Pool and Fitness Center and Virtually  
April 10, 2023, 5:30 p.m.

### CALL TO ORDER

The meeting was called to order at 5:32 p.m.

Commissioners Present: C Mathes (Chair), K Hansen, J McNett

Commissioners Absent: A Olson, D Way

Staff Present: R Peterson, C Bigelow, J Claridge, K Durfee

### PUBLIC COMMENT

Public comment was received on the transition of the Point-of-Sale system from EZFacility over to CivicRec.

Marsha Brooks spoke about the difficulties of the system and the fact that Friends of Fidalgo Pool created a step-by-step guide for patrons to use going through the process. This allowed them to have it with them and not have to switch between computer screens to see the guides posted online.

Jennifer Lewis commented on ensuring there was a phone in option for those that had challenges with the computer system. Additionally mentioned the step-by-step guide at the front desk. Expresses concern over the photo waiver and its mandatory requirement.

Jenny Claridge spoke on the benefits to swim lesson families of the new system and the potential to grow our swim program.

Joanne Webster mentioned notifications about the new system not getting to the correct people and communication with non-residents.

Sally Turner commented on a lack of explanation on why the switch was necessary to the public. Also, she was unclear on how to add more than one item to the cart.

Jona Matevish has had experience with new software installations, and they are always challenging, but communication is key. Communication with patrons but also among the staff to ensure lessons learned are shared with all. Would be willing to pay an additional fee in addition to the Medicare fitness program.

Kelsey Durfee mentioned how busy the front desk was inputting all the information into the system and helping patrons getting logged in, to include adding cards on file. They are doing this in a fast-paced environment.

Arlene Stadler talked about the layout of the new system and how the classes for one of the choices weren't in time order. She also doesn't like how many steps it takes to register for classes.

Carla Bigelow spoke to the fact that the staff are learning and adjusting just as patrons are. There are changes being made to make things easier and smoother. There have been accommodations put in place for those patrons who do not have a computer or need additional help due to health limitations.

Lori Johnson commented on how the facility's more restrictive times and price increases have created a feeling of a boy's club and less of a public facility.

### **DIRECTOR/FINANCIAL/STAFF REPORTS**

The ED was asked by Commissioner Mathes about the trial period and testing of the system. The ED stated that half of the fee was paid in November to begin the transition process and the remaining would be due at the 6-month mark. The testing before going live to the entire facility was done through swim lesson signup. Lessons learned from that were put in place prior to the full launch.

The ED then gave an explanation on why the change was conducted. One of the early drivers was the inability to conduct swim lesson registrations online. Limitations in EZFacility would not allow us to get there. Families were spending 3-4 hours standing in line to signup and then possibly not be able to get into the class. In looking at options, CivicRec was chosen. The program is used by more than 1,000 entities across the US. In addition to the swim lesson advantages, it allows better administration of family memberships and account. It also allowed for management of scholarship funds provided by Friends of Fidalgo Pool and others. It maintained most of the capabilities we had in the old system. There are three main items that aren't currently included that the ED will continue to get added. 1) A public calendar view that allows selection of classes, 2) the ability to self-cancel, 3) the ability to see how many people are already registered for a class. Additionally, the ED recognized the number of steps to complete a transaction and is working to reduce them. There are also added administrative efficiencies realized by the staff with the new system.

The ED discussed the Medicare Fitness programs and the requirements that go with them. Carla Bigelow as the administrator provided additional information. An additional fee for programming cannot be charged based on the contracts. The access must be for senior focused group fitness classes and gym access. Most locations that is only a few senior focused fitness classes. FPFC has historically included fitness classes, gym access, lap swim, and aquatic classes. This does not affect the ability to collect out of district fees as those are separate from the classes and are assessed equally to all patrons that live outside the district.

The Commissioners asked about a video link as another option to aid people in the process. The ED will investigate the options.

### **EXECUTIVE SESSION**

The Board went into executive session at 6:34 PM to discuss employee performance until 6:45. The time was extended until 7:00 PM.

**ADJOURN**

The board returned from Executive Session and the meeting was adjourned at 7:00 p.m.