

Health and Fitness Advisory Committee Annual Report – FY 18

The members of the FY18 Health and Fitness Advisory Committee were Jessica Rennenkampf (Committee Chair), Mary Lou Henderson (Vice-Chair), Bob Berlett, Dave Bleyer, Leo Bruette, Jen Eckert, Laura Farro, Chadi Groome, Jeff Lunder, Jack Sacchetti, Larry Sorkin, Mary Helen Sprecher, and Cathy Weiss. The staff liaison was Steve Mendelsohn. The Committee met 5 times during FY18.

A. Committee accomplishments for FY18 (Fiscal year just ended):

- Met, at least quarterly and presented requests and concerns of members to CA staff. Worked together to creatively address and problem solve a variety of operational issues.
- Provided ongoing member & user feedback to staff regarding equipment, classes & special programs, customer service at the clubs, and overall user experience to effect improvement in multiple areas.
- Helped promote Clarabridge customer experience surveys, assisting CA in achieving response rates well over industry standards.
- Provided input for capital projects, including testimony before the Board at the January Budget Public Hearing about the importance of the proposed renovations at the Columbia Athletic Club.

B. Proposed Charge submitted for approval by the CA Board identifying items to be addressed by Committee in FY19 (Fiscal year just beginning) that align with the Committee's goals, CA's strategic plan and the President/CEO's goals and objectives:

- Support efforts for capital renovations by presenting budget testimony and justifications to CA Board.
- Support the renovation of the Athletic Club by socializing the changes to the membership and community at large and assisting CA in finding and resolving member pain points resulting from the shutdown.
- Provide ongoing member and user feedback to staff and suggestions for service

upgrades utilizing experiences, observations and communications in facilities to effect improvements in multiple areas and for various user groups.

- Help promote and utilize Clarabridge customer experience surveys and responses to further effect improvements.
- Forming subcommittees to advocate for planning and funding of operational initiatives to promote high levels of equipment and service delivery to the community that continue to enrich resident experience and quality of life.

C. Committee recommendations, if any, with justification, for consideration by CA Board:

Template approved 10/27/2016