



SENIOR
LEADERSHIP
TEAM

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President/
Chief Executive
Officer

Susan Krabbe
Vice President/
Chief Financial Officer

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Director of
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Dennis Matthey
Director of Open Space
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Monica McMellon-Ajayi
Director of
Human Resources

Michelle Miller
Director of
Community Services

Kristin Russell
Director of Planning
and Community Affairs

Chuck Thompson
Chief Information
Officer

Jackie Tuma
Director of
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June 2020

Office of the President/CEO

Following the march and vigil in Downtown Columbia on 2 June, the President/CEO issued a statement noting that “Columbia Association...stands with all peaceful efforts that lead to changing systems that perpetuate disparate treatment of anyone.” Mr. Matthews highlighted CA’s Mission to “*engage our diverse community and cultivate a unique sense of place to enhance the quality of life for everyone*” and CA’s Vision “*to create and support solutions to meet the evolving needs of our dynamic community.*” The statement noted that the march and vigil were “peaceful and safe” and ended by stating “We are so proud of our community... We are all in this together.” Several days following the march and vigil, there was a tweet from former President Barack Obama complimenting the many young people who organized and participated in this event. Also, there was an acknowledgement from Edward Norton.

The President/CEO attended the virtual annual meeting of the Howard County Chamber, a first in the 51-year history of the Chamber. The Chamber welcomed Charles (“Chuck”) Phillips, KCI Technologies, as its new Chair of the Board of Directors, together with six new board members.

The President/CEO continues his participation in virtual meetings of those entities in which he serves as a board or committee member, including the Howard County Economic Development Authority (EDA); the Incentives Committee of the EDA; Downtown Columbia Partnership; Howard County Chamber Board of Directors and Executive Committee; and the Inner Arbor Trust. The President/CEO also continues to participate in the County Executive’s weekly *Economic and Business Update* conference call.

Columbia Festival of the Arts is holding its *Columbia Film Festival* from 17-26 June 2020. The ten-day virtual event will feature movies, free live workshops, and audience Q&A’s with filmmakers. More information, including ticket prices and registration information for some events, may be found at <https://columbiainfestival.org/>

Downtown Columbia Partnership launched a new program to spread color and excitement throughout Columbia, with a focus on the Downtown area. Individuals are encouraged to “grab some sidewalk chalk, be creative (draw a picture, share an inspiring quotation, or thank our healthcare and other frontline workers), and then share their creations on Facebook and Instagram with the hashtags *#ColorColumbia* and *#ChalkYourWalk*.”

Two in-person events have been held to date. The first took place on 31 May and involved chalking the multi-use pathway from Howard County General Hospital, a Member of Johns Hopkins Medicine, to the lakefront. The second took place on 13 June at the Lakefront.



Department of Administrative Services

Highlights

The Administrative Services team continues to exemplify a level of teamwork, commitment and work ethic that is humbling and inspiring, in spite of the significant challenges – personally and professionally – each person is experiencing.

The Human Resources (HR) Division delivered the reopening protocols and training, described in the May President's report, to returning staff in facilities reopening on Saturday, 20 June. HR also continues to provide amazing support to team members on furlough. The HR and the Payroll teams are working relentlessly to make the transition a smooth process for fellow team members who are returning to work. Assistance from the Office of Audit and Advisory Services has been invaluable in checking the accuracy of pay transactions each pay period.

Information Technology (IT) Division team members physically inspected the systems in each of the reopening facilities to ensure applications are working properly, following more than three months of inactivity.

With invaluable analysis and advice from outside counsel, the Finance Team continues to see progress on new financing options for CA.

Challenges

The HR Division continues to seek creative alternatives to lessen the financial and other impacts to team members who are trying to navigate the Maryland State Unemployment system. Fortunately, through a contact of CA's HR project manager, a possible solution to this taxing situation has been identified, and CA's HR team has submitted the applicable material to the state. We hope to have a decision soon on this alternative.

Department of Sport and Fitness

Highlights

Tennis

Outdoor tennis expanded its offerings and opened to doubles play and lessons on 3 June. Since reopening in mid-May, Owen Brown and Wilde Lake Tennis Clubs have seen increasing traffic.

Golf

Hobbit's Glen and Fairway Hills Golf Clubs continue to see high usage for the driving range and 9- and 18-hole rounds. On 3 June, the golf clubs also brought back lessons for members.

Reopening Indoor Activities Centers

The Columbia Athletic Club, Supreme Sports Club, Columbia Gym, Long Reach Tennis Center, Columbia Swim Center, Haven on the Lake, and SportsPark spent the first two weeks of June preparing for their reopening on 20 June.

Department of Communications and Marketing

Highlights

During the third month of closure of our facilities and cancellation of programs due to the coronavirus pandemic, Department of Communications and Marketing (DCM) continued to support CA stakeholders, including fellow team members, through the following:

- **Reopen Preparations:** DCM prepared all signage, social media announcements and website updates to communicate reopening on Saturday, 20 June of CA fitness clubs, swim center, indoor tennis, and Haven on the Lake, as well as the dog park and some tot lots earlier in the month. The team continues to prepare for additional re-openings anticipated in the months ahead.
- **Communications:** DCM staff provided support to the Departments of Sport & Fitness (DSF) and Community Services (DCS) to communicate services that would not be reopening during 2020 due to the pandemic and other reasons, specifically outdoor pools and camps.
- **Customer and Member Service Center (CMSC):** CMSC staff continues to work remotely, with schedules focused on providing a one business day response to incoming email and telephone messages. As a result of revisions to the operating budget for Fiscal Year 2021, The Membership Advantage Program (which provided members access to Baltimore Ravens Tickets via an annual lottery, Orioles tickets, and movie theatre tickets) has been eliminated.
- **CA at home:** DCM continues to grow its library of on-line fitness and wellness videos and programming for family activities. See <https://www.columbiaassociation.org/blog/ca-at-home/>. DCM is preparing a business plan for *CA on Demand*, to transition CA at home to a subscription service post pandemic.
- **Work Processes:** DCM team members continue to refine remote work systems, procedures and tracking tools. The team has adapted well to the new realities of telework, making full use of the tools furnished and maintained by CA's IT Division.

Department of Open Space and Facility Services

Highlights

Sustainability

CA provided 350 live stakes (Red Osier Dogwood and Black Willow trees) to CA Weed Warriors through a grant from the Chesapeake Bay Trust to facilitate stream stabilization in Columbia. The live stakes were planted on two dates (6 May and 22 May) to accommodate the number of volunteers and comply with social distancing requirements

Facilities

CA staff continues to maintain many facilities in a "stand-by" mode until day-to-day operations can resume. These efforts include regular inspections of all facilities, exercising water fixtures, and making adjustments to HVAC systems to save energy, while also maintaining air quality. CA staff also facilitated the procurement of air sanitizing fans suitable for S&F facilities to support the provision of a healthy and safe environment for members, guests and team members.

Open Space

Reopening 157 of the 170 tot lots is now underway, together with various open space public access basketball courts located throughout the Columbia community. Turf maintenance continues in high-use areas, such as the three Columbia lakes, prioritized for better service to the community.

Capital Improvements

The Rustling Leaf / Farbell Row stabilization project is underway. When completed in mid-July 2020, this project will restore access to the Lake Elkhorn path system for the neighborhoods adjacent to Downdale Place.

Department of Community Services

Highlights

Camps continued to answer questions about its programs and process refunds.

School Age Services team members worked on re-opening contingencies.

The Teen Center held virtual meetings with parents and teens, and assisted the Howard County Police Department with holding dialogue sessions with teens.

The Senior Advisory Committee held a virtual meeting.

Office of Planning and Community Affairs

Highlights

The Office of Planning and Community Affairs (OPCA) has entered into a formal contract with Mahan Rykiel to develop and facilitate information sessions for the CA Board and senior staff the topic of planning principles as related to the New Town (NT) zoning concept and the future of Columbia.

Challenges

Without knowing exactly when facilities operated by the village community associations (villages) will reopen, planning for the future is difficult. Some villages are anxious to reopen facilities but the logistics of doing so (safety, etc.) are complicated.

Opportunities

The CA/consultant-led discussion of planning principles and CA's forthcoming participation in the County's process to update its General Plan provide opportunities for CA to facilitate community introspection on the Columbia community and visualize actions needed for a viable future. The results sought from both efforts are actionable plans vital to the ongoing advocacy of OPCA and CA on behalf of the Columbia community.

Thought of the Month

"Tradition is the albatross around the neck of progress."

Bill Veeck
Professional Baseball Executive, Owner, and Promoter