



CITY of CALABASAS

PARKS, RECREATION & EDUCATION COMMISSION AGENDA REPORT

DATE: **SEPTEMBER 8, 2020**

TO: **PARKS, RECREATION AND EDUCATION COMMISSIONERS**

FROM: **RAINE KISHIMOTO, RECREATION SUPERVISOR**

SUBJECT: **DISCUSSION OF T&SC PROGRAMMING AND FACILITY USAGE
DURING COVID-19**

MEETING DATE: **SEPTEMBER 14, 2020**

SUMMARY RECOMMENDATION:

Receive and file the report on programming and facility usage during COVID-19.

BACKGROUND:

In adherence to Los Angeles County protocols, the Tennis and Swim Center has been lifting restrictions in phases for the facility's reopening and usage. Programming and usage for patrons has slowly increased.

DISCUSSION/ANALYSIS:

The tennis portion of the facility reopened in mid-May with COVID-19 restrictions and new protocols in place for staff and members. Tennis members, both part and full time were invited back for singles play and limited tennis lessons. Members/Players are to call in for tennis reservations up to 48 hours in advance which is normal procedure. Check in is in an outside area rather than at the front desk.

All members were given the option to put their membership on a "COVID Freeze" with the understanding they could return at a later time. Due to the facility limitations, tennis members were not charged their full monthly membership fee. As the facility gradually reopens, with restrictions, membership payments have slowly increased on a monthly basis, and the COVID-19 freeze is gradually fading.

Following are the current membership totals:

Tennis:	940	139 (remaining on COVID-19 Freeze)
Health:	837	240 (remaining on COVID-19 Freeze)
Non-Primetime:	725	126 (remaining on COVID-19 Freeze)
Weekend Non-Primetime	269	

Zoom fitness class numbers averaged 45 per week in August.

Mid-June, L.A. County lifted the restrictions on gyms and public pools with COVID-19 limitation protocols. Staff began making preparations and putting procedures in place for members to return July 1, 2020. Due to the restrictions and limitations for patrons, staff designated specific call-in times for reservations for each area of the facility: tennis, aquatics and fitness.

The specific call times have facilitated an improvement. However, with only 7 phone lines, the optimum objective is not realized. Members have become discouraged with a frequent busy signal or a voice mail greeting. Most discouraging is when patrons finally get a live voice only to be met with information that the facility is booked.

Initially, we expanded the aquatic reservation of 3 swimmers every 25 minutes to 6 swimmers every 25 minutes. This did ease some of the frustration, but did not solve the daily issue. In theory, with the designated call times, it seemed a reasonable solution. However, the limited 7 phone lines do not support our plan. With this in mind, a proposed solution of possible enhancements will be introduced in agenda item #4 "Discussion of T&SC Membership Software Upgrade".

Staff is working on redesigning and improving the layout of both indoor and outdoor equipment to adjust to COVID-19 protocols. In addition, staff is looking into possible weather protection. To further accommodate mandates, staff is working on updating the pool and fitness schedules.

Staff has been approached by a production company to rent the facility for filming a movie. Nothing has been established as of this date.

REQUESTED ACTION:

Receive and file the report on programming and facility usage during COVID-19.

ATTACHMENTS:

2020 August Reservations Totals
2020 September Reservations Totals