



Responses Provided By Kurt Scholler, Interim Director, Community Fitness

1a. What is the "Kids Club?" Is this like Gymboree? Is this open to the children of our Students/Staff/Faculty? How is this different than the childcare we have been requesting for years and adding to our EMP goals?

The previous enterprise proposed this concept, yet under the SMCCCD Athletic Center model, there are no plans for development of this space yet. Further review and research will take place and is necessary particular to space needs and review of an SMCCCD approved operational model. It is not expected that this service will be provided at the time of opening, approximate date: August 1, 2022.

1b. In Kurt's [powerpoint presentation](#) from the May 20th meeting, it still mentions the "Kids Club" in the organizational chart as part of two separate positions. Which brings me to a new question: Are all of the positions listed in the Organizational Chart going to be filled this Spring? Or are there different phases for hiring the different positions, since not all of the planned facilities will be begin when Community Fitness opens?

The presentation included statement of a tiered approach to hiring in all areas, yet greater detail is provided here. CC-Athletic Center will not be filling all positions immediately in the Spring, yet will hire in phases. This will be a trickle of new hires and gradually ramp up as membership enrollment revenue supports this. While it is our intention to bring positions forward now, thusly to not continually add to the organizational chart and/or continually bring positions back to the board for approval. Similar to the CSM-Athletic Center; CC-Athletic Center will hire 60-70% of positions brought forward and add where needs are identified, in alignment with the approved staffing model and as the first quarter revenue progressions allow.

Under the SMCCD model, the Interim Athletic Center Manager will serve a role at 60% at CC-Athletic Center and 40% at CSM-Athletic Center. The Interim Fitness Operations Manager will serve 100% at CC-Athletic Center, overseeing the hiring and managing of 26-Fitness Team staff + 42 GEX Instructors and will be integrally involved in launching revenue generating Fitness Programming towards assurances of Membership Service and predetermined financial goals.

The Membership Services Coordinator and Membership Services Specialists, and student assistants will lead the initial efforts in tours, pre-sales and accounts, contracts, billing development and subsequent monthly dues billing. The software for membership also is supported with check-in systems tracking student and membership usage, trends, billing, and provides a measuring matrix and crucial KPI reporting.

The tiered hiring approach follows the organizational chart, beginning with positions at the top of initially and then leaning towards developing the Membership Support team in Pre-Sales. The broadly projected hiring goals and time-line is as follows:

Position:	Hiring Dates:	Start Dates:
Interim Athletic Center Manager	June 1	June 15
Interim Fitness Operations Manager	June 1	July 01
Group Exercise Instructor/Lead (1)	June 1	June 15
CSEA – Membership Services Coordinator	June 15	July 01
CSEA – Web Content Coordinator	June 15	July 01
CSEA – Membership Sales Specialists (2)	June 1-15	July 01
CSEA – Membership Sales Specialist (2)	July 15-30	Aug 01
CSEA - Office Assistant II (2)	July 15-30	Aug 01
Interim Manager/Coach	July 15-30	Aug 01
Student Assistants Tours (6)	May 15-31	June 01
Student Assistants Front Desk (12)	July 15-30	Aug 01
Group Exercise Instructors (41)	July 15-30	Aug 01
Personal Fitness Trainers (16)	July 15-30	Aug 01
Fitness Trainers (10)	July 15-31	Aug 01
Lifeguard I (6)	July 15-31	Aug 01
Lifeguard II (2)	July 15-31	Aug 01
Swim Instructors (8)	July 15-31	Aug 01

Which of the full-time positions will serve the building operations as a whole and thus assist with both academic operations and Community Fitness? Which of the full time positions will only help with the CommFit operations?

Full Time Position Interdepartmental Justification: 10-FT Inter-Department Support Roles

Community Fitness priority to students aligns daily with KAD outlines and objectives, yet the interdepartmental support goes far beyond KAD to support the sustainability of CAN1 and collaborative connective efforts inclusive of the following:

FACILITIES /IT /PUBLIC SAFETY /Advisory Board Initiatives /Campus Wide Event Days

Facilities; IT & Public Safety: All Full-Time COMFIT Managers, Coaches, Administrative Assistants, Program Coordinators and Sales Specialists serve in the role as Duty Captain – each of these positions hold a 4-hour staff, interdepartmental and membership advisory and supervisory segment 3’x weekly, requiring a facility walkthrough and report on each of the segments. The goal and result is that COMFIT is continually student and inter-collegiate department focused.

The result is that the Interim Director of Community Fitness receives 4 reports each morning, providing a predetermined review of the entire CAN1 facility inclusive of: safety, function, repair, staffing observations in each departments, Aquatics, water, front desk, IT, safety, signage, behavior and service assurance related issues.

The reports are received with immediate action, supporting College Facilities, IT, Public Safety and the Dean and Department of Kinesiology. This is communicated via emails, phone calls, meetings, work-orders or in emergency; via text, phone call and public safety involvement. The function is required of the positions mentioned and requires training and completion of a signed training module by each COMFIT sub-department lead.

The FT Community Fitness Duty Captains are the eyes and ears of CAN1 for: KAD, Facilities, IT, Public Safety and the student associate advisory committees and the membership; inclusive of student members, faculty members, corporate members and community members.

Initiative Support meetings: KAD, student & college initiative & college department collective Team Meeting takes place *IN-PERSON & ON SITE* every Wednesday. This Weekly meeting begins with the Interim Director of Community Fitness sharing KAD, college and SMCCD directives and goals. FT-Managers, Coaches, Administrative Assistants, Program Coordinators & Sales Specialists meet weekly as a group to discuss first needs of KAD communicated to key stakeholders in COMFIT. Strategies and action implementation plans are collectively identified. Active participation including agreement of responsibility to completion of task is undertaken with each colleague in attendance, with follow-up reports in subsequent meetings.

The 10 Full-Time Positions directly related to this function include:

- Interim Athletic Center Manager
- Interim Fitness Operations Manager
- Interim Coach/Manager Masters – Triathlon
- Program Services Coordinator – Aquatics
- Administrative Assistant – Front Desk
- Membership Services Coordinator – Membership
- Membership Sales Specialists (4) – Membership

While the previous 10 key FT positions support KAD and multiple college departments; the following 8-Full-time positions serve in a primary role to Community Fitness as follows:

- 1- Website Content Coordinator, (Supporting COMFIT Electronic Media)
- 1- Office Assistant II, (Supporting COMFIT Membership & Accounting)
- 2- Office Assistant II, (Supporting Front Desk Services)
- 4- Lifeguard II, (Supporting COMFIT Aquatics)

2. Will the same pool etiquette be applied to masters swimmers, and will it be enforced? Because at College of San Mateo Athletic Club I was told masters swimmers can do whatever they want, for example jump into the small pool lane

while it is occupied by another swimmer, socialize with others by the small pool, multiple swimmers sit in the first lane with others are swimming.

All members including those who participate in the Swimming and Masters Swim Program at the Athletic Centers are treated with equity and respect. Equity includes the continuation of enforced rules for all swimmers by the Director of Aquatics, Coach/Managers, Program Coordinators, Swim Instructors, General Manager, Lifeguards and Public Safety and assurance to abidance to those rules by members. Particular behavioral instances stated in this question, are not behaviors tolerated on the pool deck and do not occur without appropriate staffing response. Current standards and rules provided to all members include provisions and enforcement of the outline as follows:

The SMCCCD Community Fitness staff will protect the rights and privileges of rule-abiding members. Behavior deemed inappropriate by attending staff or management will be addressed with courtesy. Members who display intentional noncompliant behavior or actions affecting the safe operations of the facility to self or others will be asked to leave the fitness, exercise, or swim area to discuss corrections. Willful disruptions, (arguing and fighting) with members, staff or public safety will result in removal from the facility and may also result in the suspension of/or cancellation of the membership.

3. Kurt mentioned they needed "break even numbers" and then mentioned 3,000 and 6,000 but not what that limit line would be. What number "breaks even?"

There were actually two messages provided in the statement by the Interim Director of Community Fitness. One stating that an enterprise Community Fitness under the SMCCCD model, which operates under Auxiliary Services requires "net zero," break-even revenue to expense ratio in the operational budget for the location, which is referenced as the Athletic Center. The second message statement was inclusive of a mentioned 3,000 anticipated memberships in the first 3-months with a possible 6,000 membership number at the end of the second quarter. The budget is still in development, and thusly membership ratio to break even numbers are not available at this time.

4. How do the 10 full time CSEA jobs not affect our 50/50? Are they then really not part of our college? Do District jobs not affect our overall 50/50?

The SMCCCD Community Fitness enterprise operates under Auxiliary Services and is not funded by General Funds, therefore the CSEA positions do not affect the 50% calc. The 50% is used for the unrestricted general fund (fund 1). The Athletic Center is part of the enterprise fund / auxiliary services which is self-funded and outside of the general fund and therefore not part of the 50% law calculation. This is similar to the bookstores.

5. Kurt mentioned "fit-for-free" or \$1 per visit for students to access the facility. Would this affect students who are taking classes or athletes? Do they still have

to purchase memberships? How can we expect our students to pay even the reduced rate of \$14/mo?

Memberships for Students are as follows:

Enrollment:	Enrollment Fee:	Monthly Dues:	Discounted
Single Student	60	15	30

Community Fitness creates monthly incentives for students to join at discounted rates with the enrollment fee. For reference here, please see the month of April Student rates and incentives as follows:

April Special: 50% of enrollment Fee (entire month).

Join on Earth Day: Zero Enrollment Fee

Join during Spring Fling: Zero Enrollment Fee (3-days).

Community Fitness also offers an ongoing referral program, a \$50 discount towards enrollment provided to any new student member who is “referred-in” by a current member; also the current student member (who refers) will receive a 30% discount on their dues for referring a student who joins.

This typically drives student membership enrollment fees to \$0; (for the new member). This also reduces the referring student’s monthly dues to approximately \$10 per month.

Students of the KAD Department, have access to the Athletic Center while participating in instruction, and coached practice, under the guidance of a faculty member. Currently membership to use the facility during non-instructional classes or practice is required.

The fit-for-free concept is still under consideration, and highly popular. It would reward any student to use the facility for their best improved health benefits by providing \$1 back for each time they use the club. Thusly, a student working out 15 times monthly would pay \$0 monthly dues.

6. Can students use the locker rooms and entire facility?

Students have full access to the Athletic Center, inclusive of any of the locker rooms provided, under two scenarios. The first as academic students during instruction under faculty supervision and/or as a participating student athlete during faculty coaching. The second is during use as a Student Member.

The large Athletic Center locker rooms are available at all times to Student, Faculty and Community members, however *only students* may use the student locker rooms located on the “academic” side of the building.

7. Can Community Members and Faculty use the KAD academic training center, basketball court and dance studios?

No. Similar to the Student Locker Rooms, these areas are off-limits to non KAD students, non KAD faculty and community members. Only KAD Faculty and KAD students and participating sports athletes and coaches may use the “KAD Academic” teaching areas. Community Fitness will enforce this and work collaboratively on behalf KAD faculty and students.