

SENIOR CENTER UPDATE

Lauren Shrum | Parks, Recreation, & Community Services Director
City Council Meeting | May 23, 2023

INITIATIVES

Update from Council Meeting on February 7



Consolidated
Policy Manual



Council
Liaison



Defined
Roles



Member
Survey

CENTER OPERATIONS

- **Consolidated Manual**
Adopted from ACOG Best Practices
- **Re-Introduced Code of Conduct**
Member signatures on file
- **Written Warning Document**
Standardized documentation
- **Revised By-laws**
Unanimous vote of Advisory Board for approval
Volunteer Coordinator is now a staff position
- **Council Liaison**
Councilmember Watson

RESPONSIBILITIES

YMCA

Operations

Nutrition Compliance

Janitorial

Light Maintenance

Personnel

Member Engagement

City of Schertz

Membership Software

Nutrition Compliance

Contract Oversight

Utilities

Building Maintenance

Landscaping

Senior Center Advisory Board

Provide Input

Recommend Programs & Policies

SURVEY OVERVIEW

- **Survey Composition: Survey Monkey**

6 Questions; 1 Matrix, 4 Scales, 1 Open Ended

- **Collector Types: Online or In-Person**

E-mail Link: 198 | Paper Form: 40

- **Timeline: April 17-28**

Parks staff onsite M-F from 11am-12pm

- **Response Rate: 238**

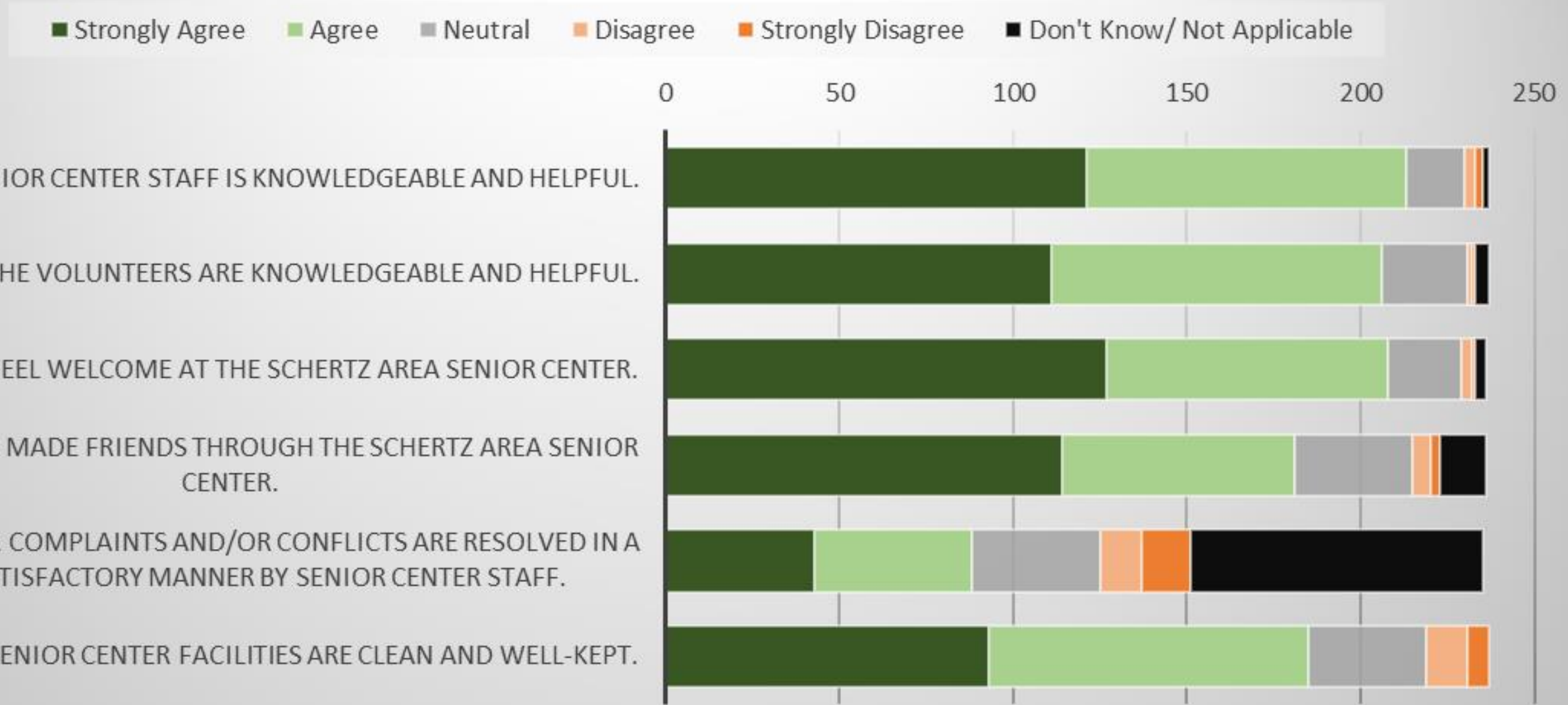
31% of Total Membership (772)

84% of Active Membership (283) (Estimate)

SENIOR CENTER SURVEY

Question 1

Q1. Please Rate the Following Statements:



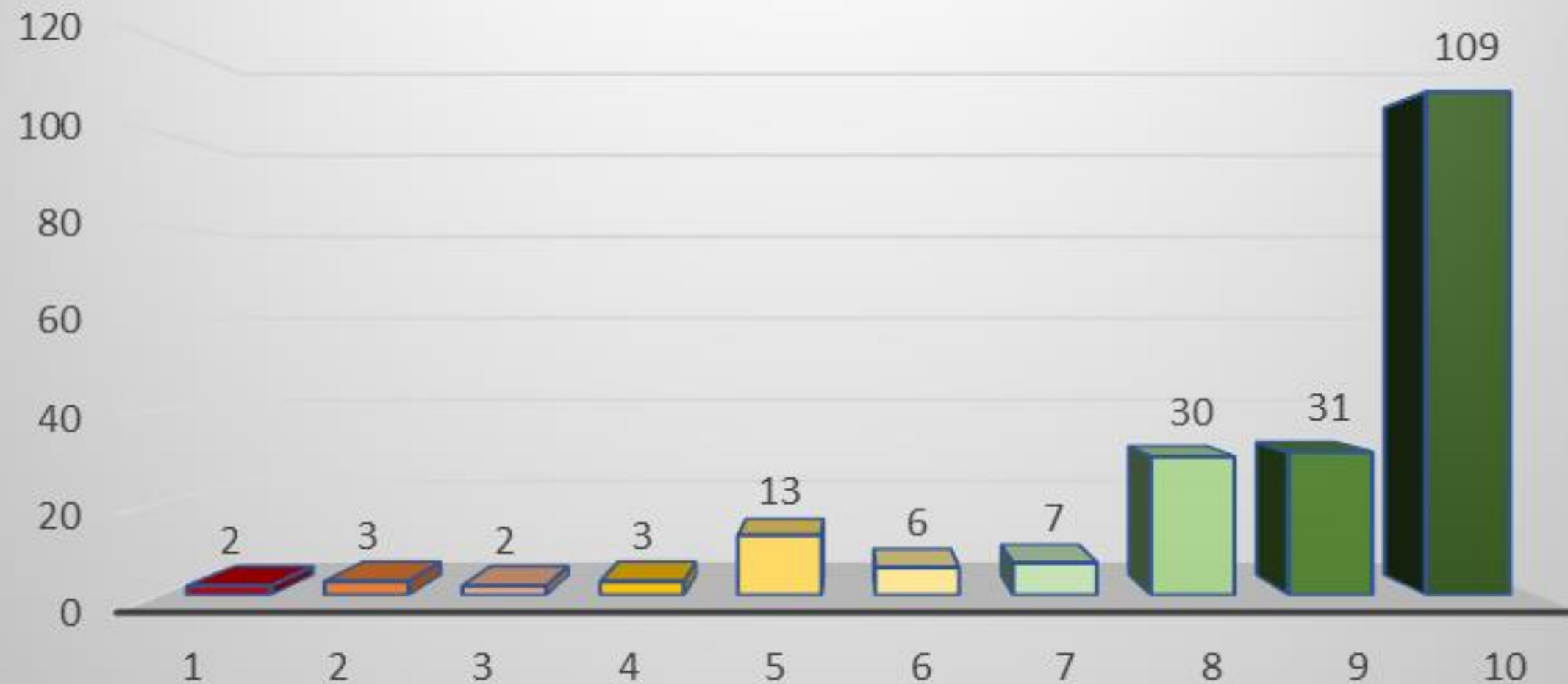
Answered: 238
 Skipped: 0
 Average:
 • Staff: 8.78
 • Volunteers: 8.7
 • Welcome: 8.84
 • Friends: 8.54
 • Complaints: 7.2
 • Cleanliness: 8.14

SENIOR CENTER SURVEY

Question 2

Answered: 206
Skipped: 32
Average: 8.67

Q 2. How would you rate Group Exercise Classes on a Scale of 1-10

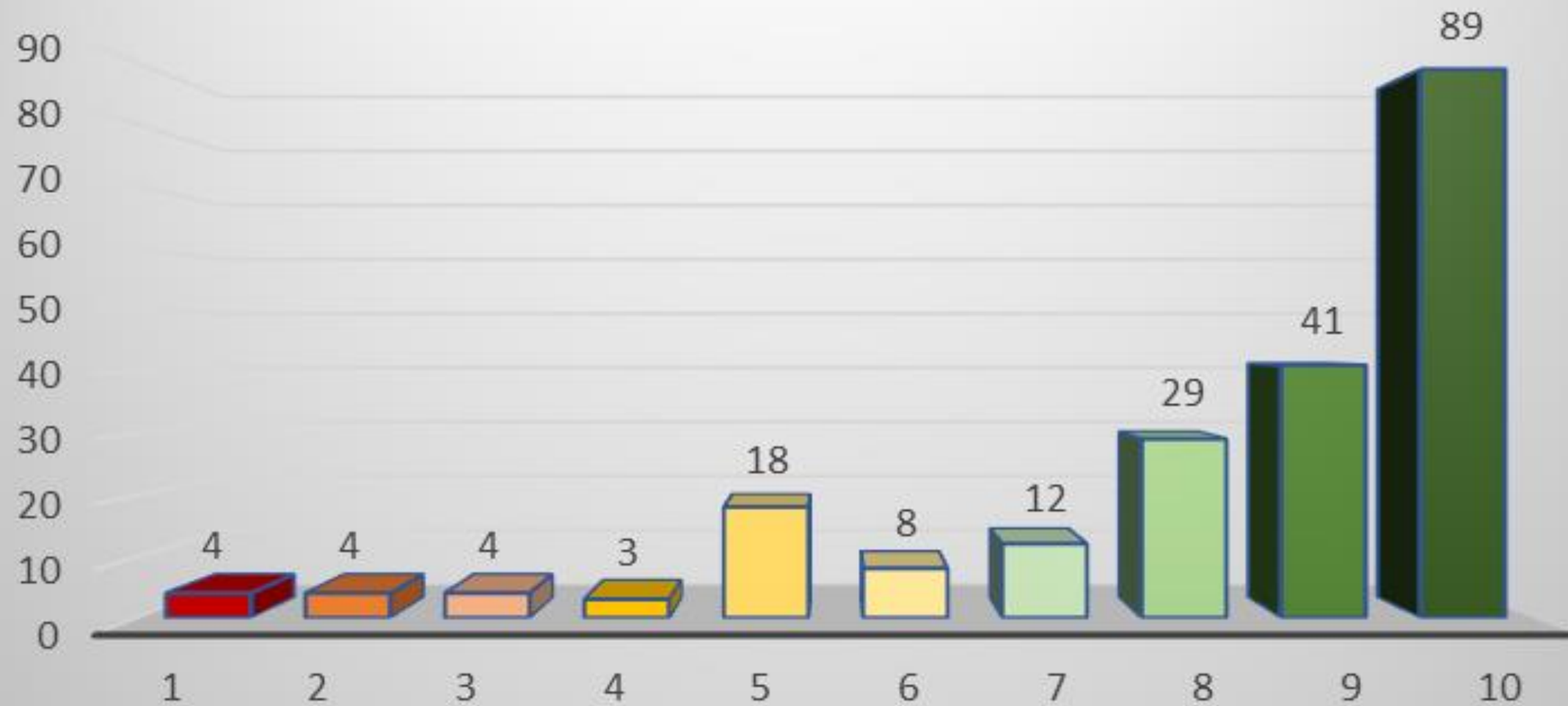


SENIOR CENTER SURVEY

Question 3

Answered: 212
Skipped: 26
Average: 8.25

Q3. How would you rate the Program Activities on a Scale of 1-10

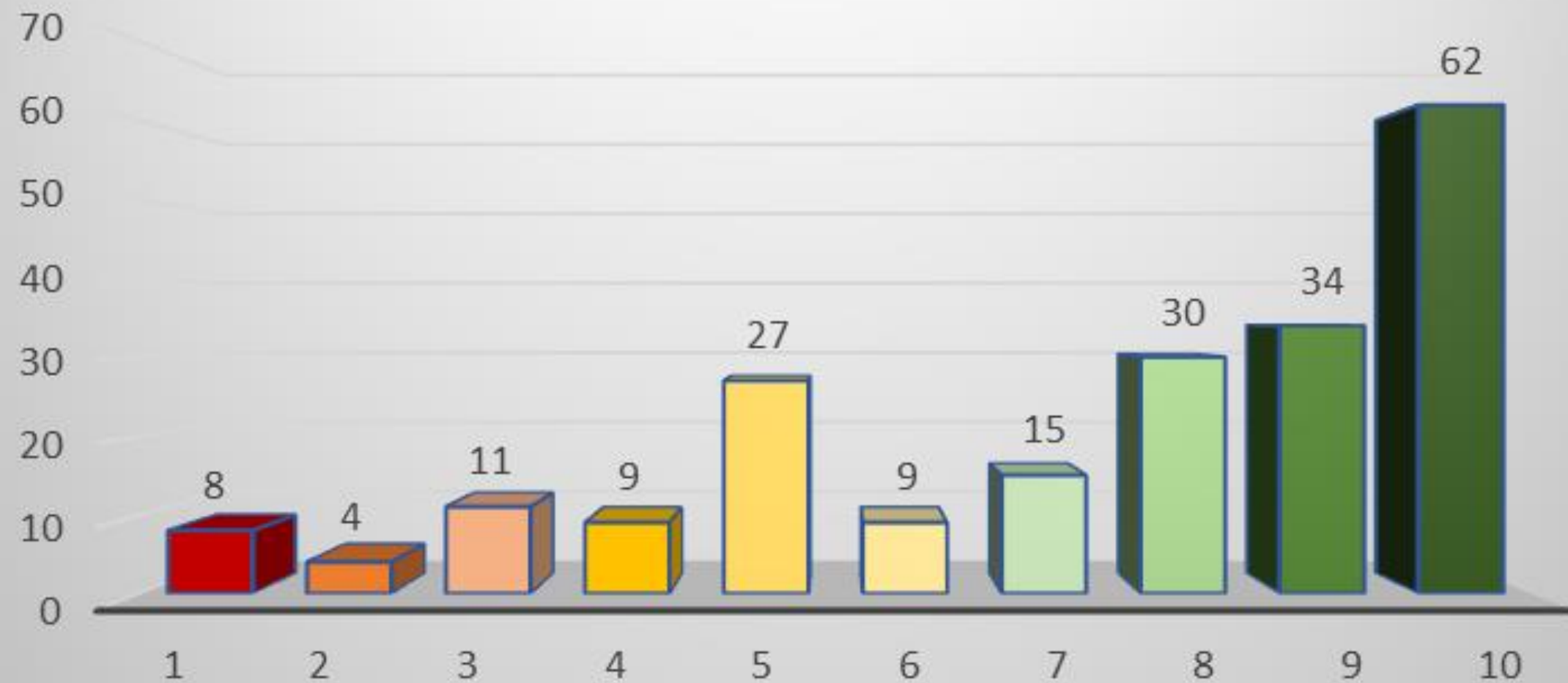


SENIOR CENTER SURVEY

Question 4

Answered: 209
Skipped: 29
Average: 7.39

Q4. How would you rate the Free Lunch Program on a scale of 1-10

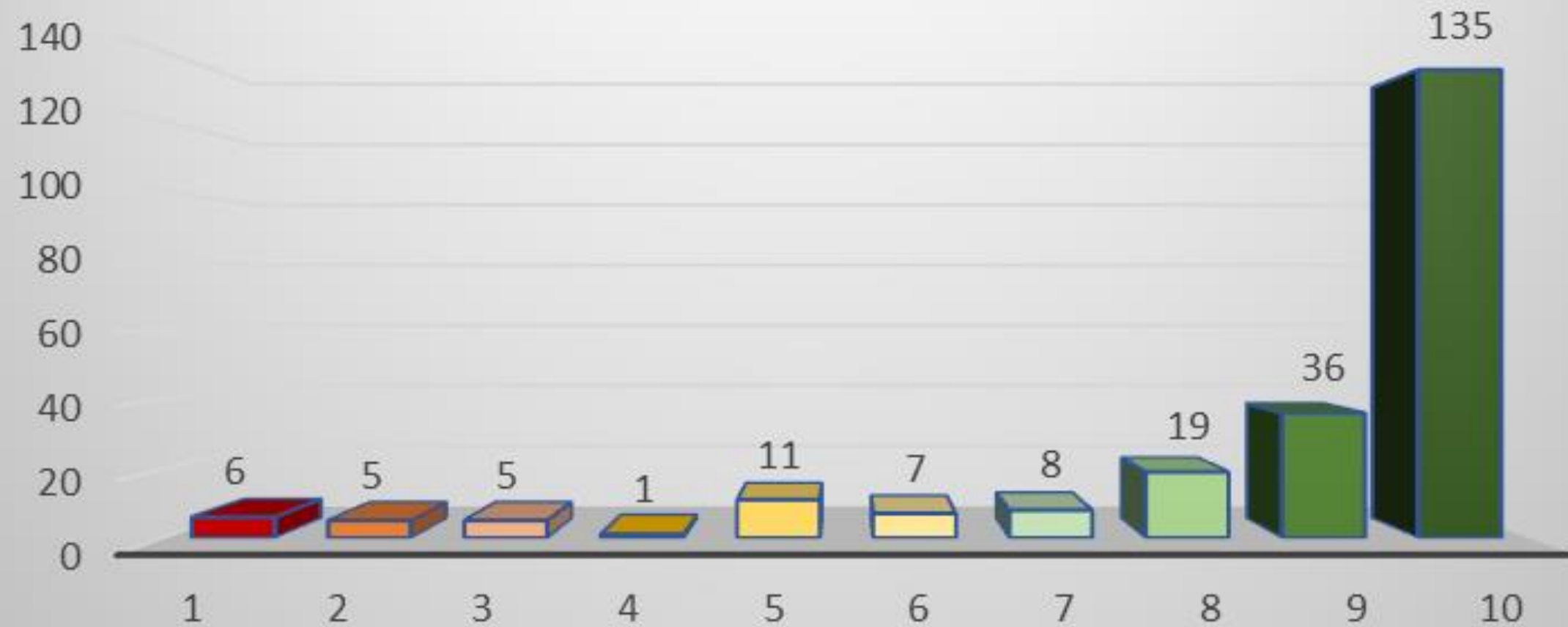


SENIOR CENTER SURVEY

Question 5

Answered: 233
Skipped: 5
Average: 8.64

Q5. How likely are you to refer the Schertz Area Senior Center to friends and family on a scale of 1-10



Cleanliness

8% responses (10) mentioned improving on cleanliness

Lunch Program

16% of responses (20) mentioned improving on the taste of meals served

Staff

39.2% of responses (49) mentioned staff- both positive & negative

Programs

27.2% of responses (34) mentioned additional program offerings

Operations

24% of responses (30) suggested changes to building operations

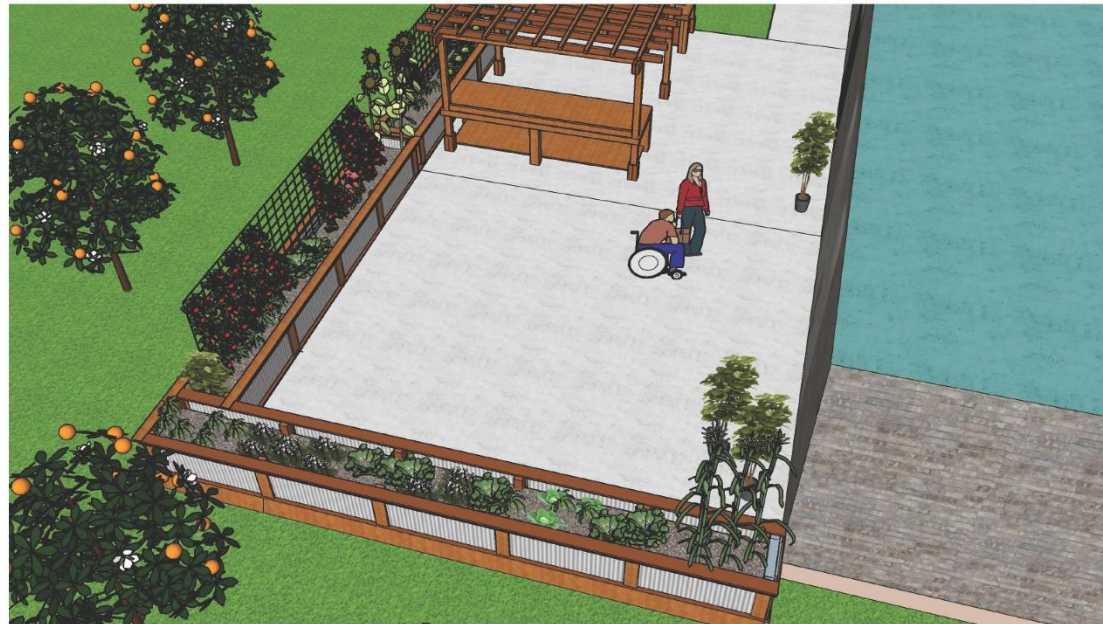
Positives

16.8% of responses (21) complimented Senior Center Staff/Instructors or Operations

Answered: 125

Skipped: 113

GARDEN PROJECT



Schertz Senior Center Planting Beds - Concept Layout

City of Schertz

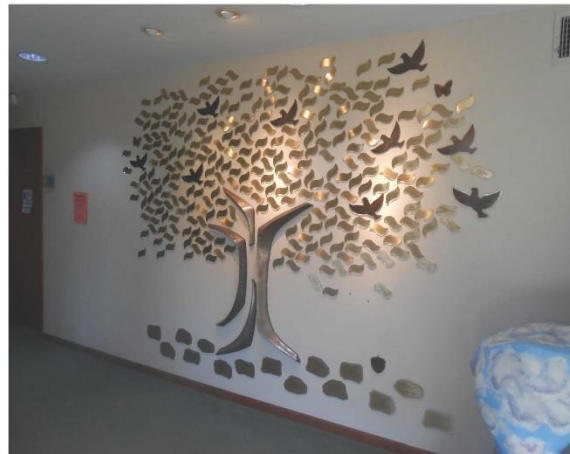
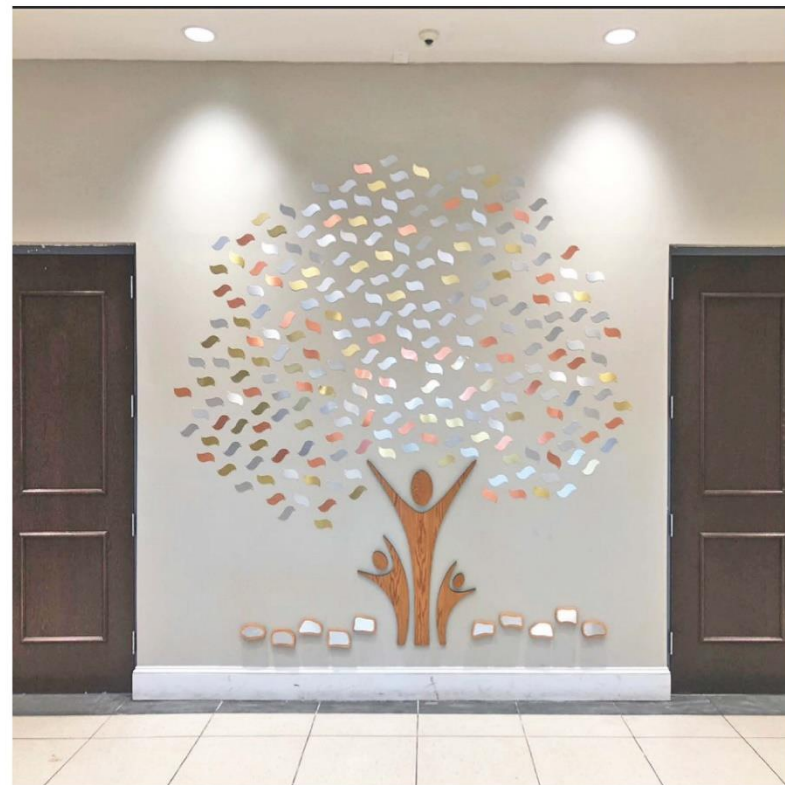
LUCK DESIGN TEAM

November 17, 2022

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SCHERTZ
COMMUNITY. SERVICE. OPPORTUNITY.

GARDEN PROJECT



COMMENTS & QUESTIONS