

# SCHERTZ AREA SENIOR CENTER OPERATIONS REVIEW

Lauren Shrum | Parks, Recreation, & Community Services Director  
City Council Meeting | May 21, 2024

SCHERTZ  
COMMUNITY. SERVICE. OPPORTUNITY.

# RESPONSIBILITIES

## *YMCA*

Operations

Nutrition Compliance

Janitorial

Light Maintenance

Personnel

Member Engagement

## *City of Schertz*

Membership Software

Nutrition Compliance

Contract Oversight

Utilities

Building Maintenance

Landscaping

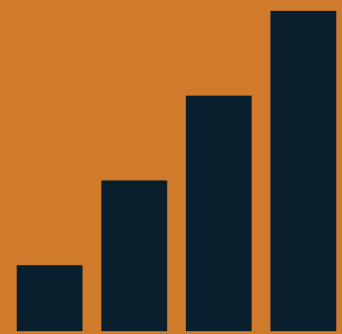
## *Senior Center Advisory Board*

Provide Input

Recommend Programs & Policies

# INITIATIVES

Update from Council Meeting on May 23, 2024



Level of  
Service



Garden  
Project



Member  
Survey

# CENTER OPERATIONS

- **Level of Service**

Amended hours based on member feedback

Working on:

- Adding back programs- Nutrition, Trips, Evenings
- Keeping up with Intake Forms
- Communication

- **Garden Project**

Addition Complete, tree planting to come

Memorial Tree finalization

Advisory Board working on Memorial Tree criteria

# SURVEY OVERVIEW

- **Survey Composition: Wufoo**

11 Questions; 10 Scales, 1 Open Ended

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

E-mails Link: 124 | Paper Form: 9

- **Timeline: April 15-26**

- **Response Rate: 133 (238 in 2023)**

17% of Total Membership (784)

- 31% of Total Membership in 2023

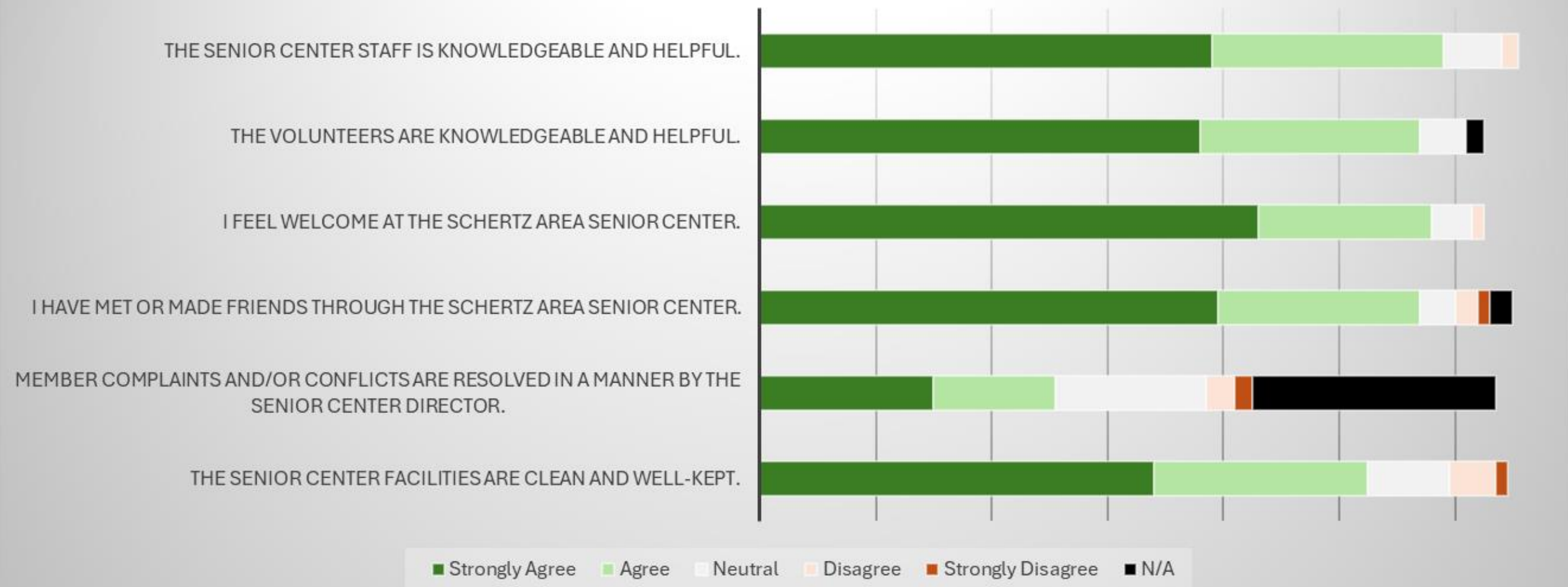
37% of Active Membership (362) (Estimate)

- 84% of Active Membership in 2023

# SENIOR CENTER SURVEY

## Questions 1-6

### Q1-6 Please Rate the Following Statements

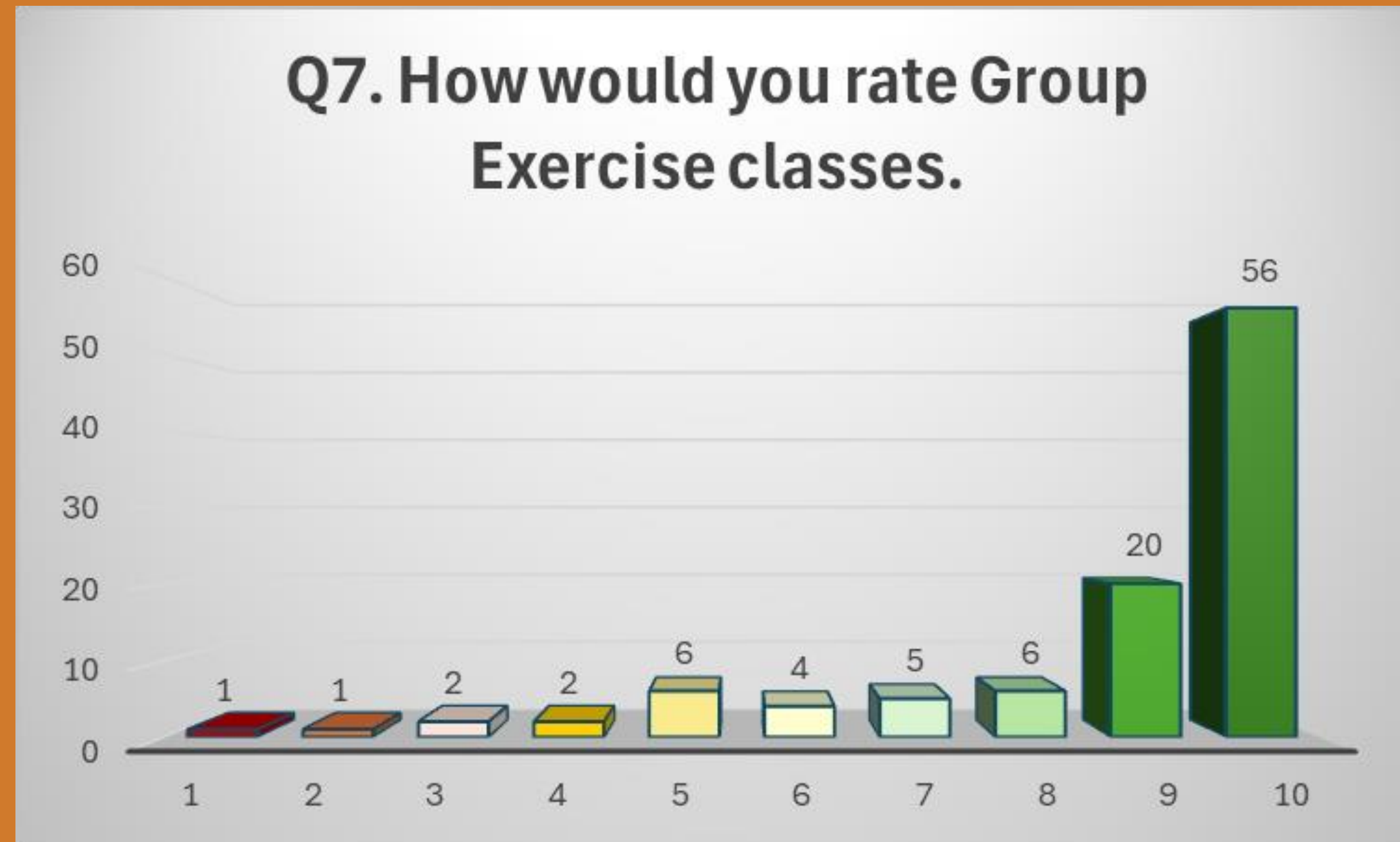


### 2024 Averages:

- Staff: 8.94
  - 2023: 8.78
  - 1.2% Increase
- Volunteers: 9.12
  - 2023: 8.7
  - 4.8% Increase
- Welcome: 9.2
  - 2023: 8.84
  - 4.1% Increase
- Friends: 8.66
  - 2023: 8.54
  - 1.4% Increase
- Complaints: 7.64
  - 2023: 7.2
  - 6.1% Increase
- Cleanliness: 8.5
  - 2023: 8.14
  - 4.4% Increase

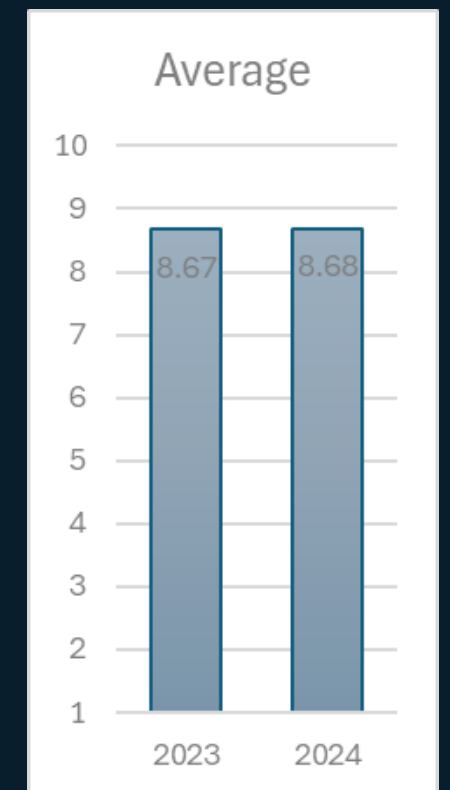
# SENIOR CENTER SURVEY

## Question 7



Answered: 103  
Skipped: 30  
Average: 8.68

- 2023: 8.67

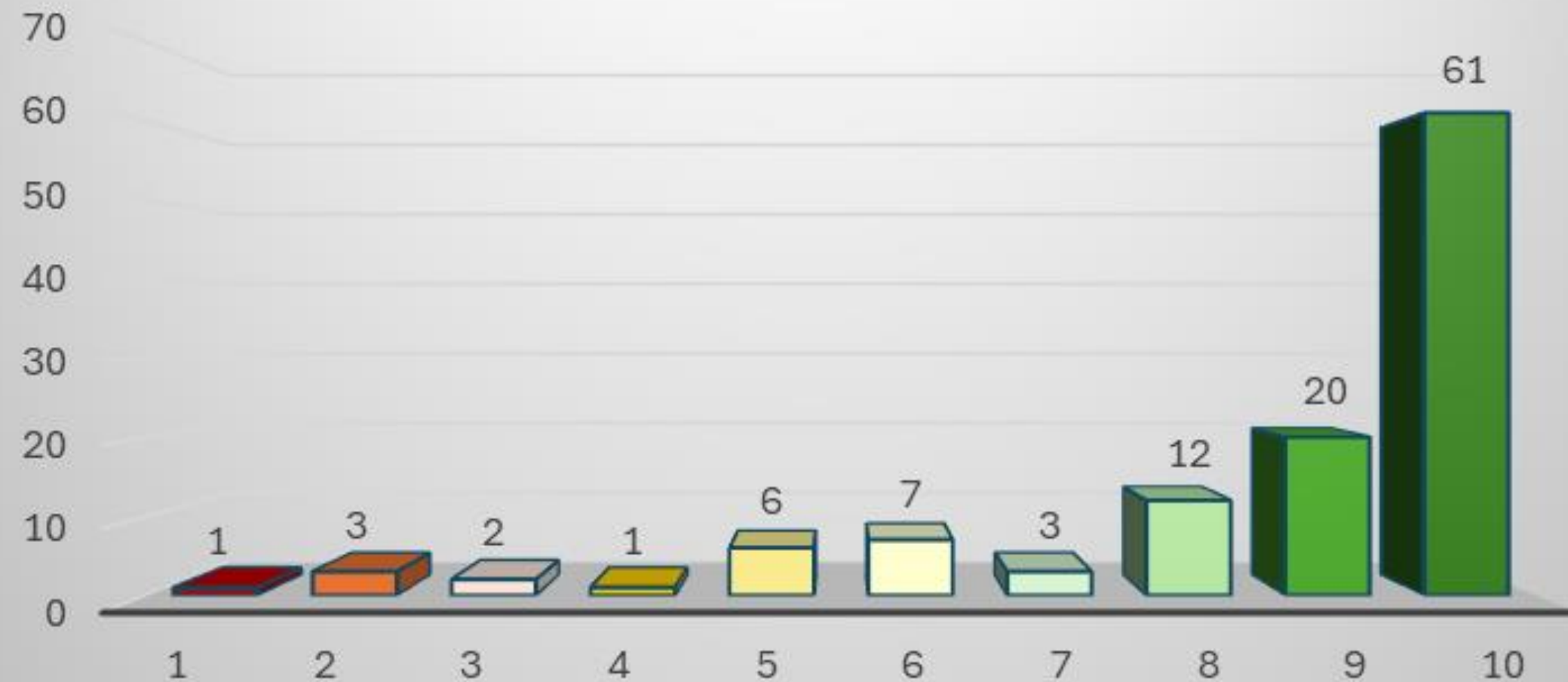


0.1% ↑

# SENIOR CENTER SURVEY

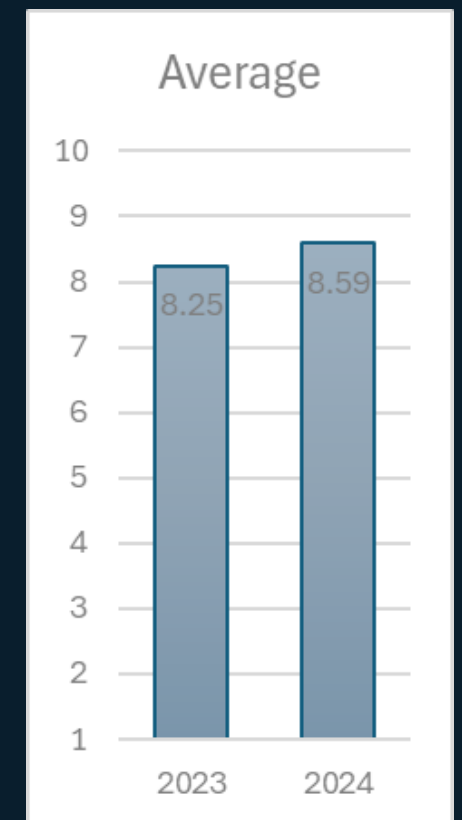
## Question 8

### Q8. How would you rate the Program Activities



Answered: 116  
Skipped: 17  
Average: 8.59

- 2023: 8.25

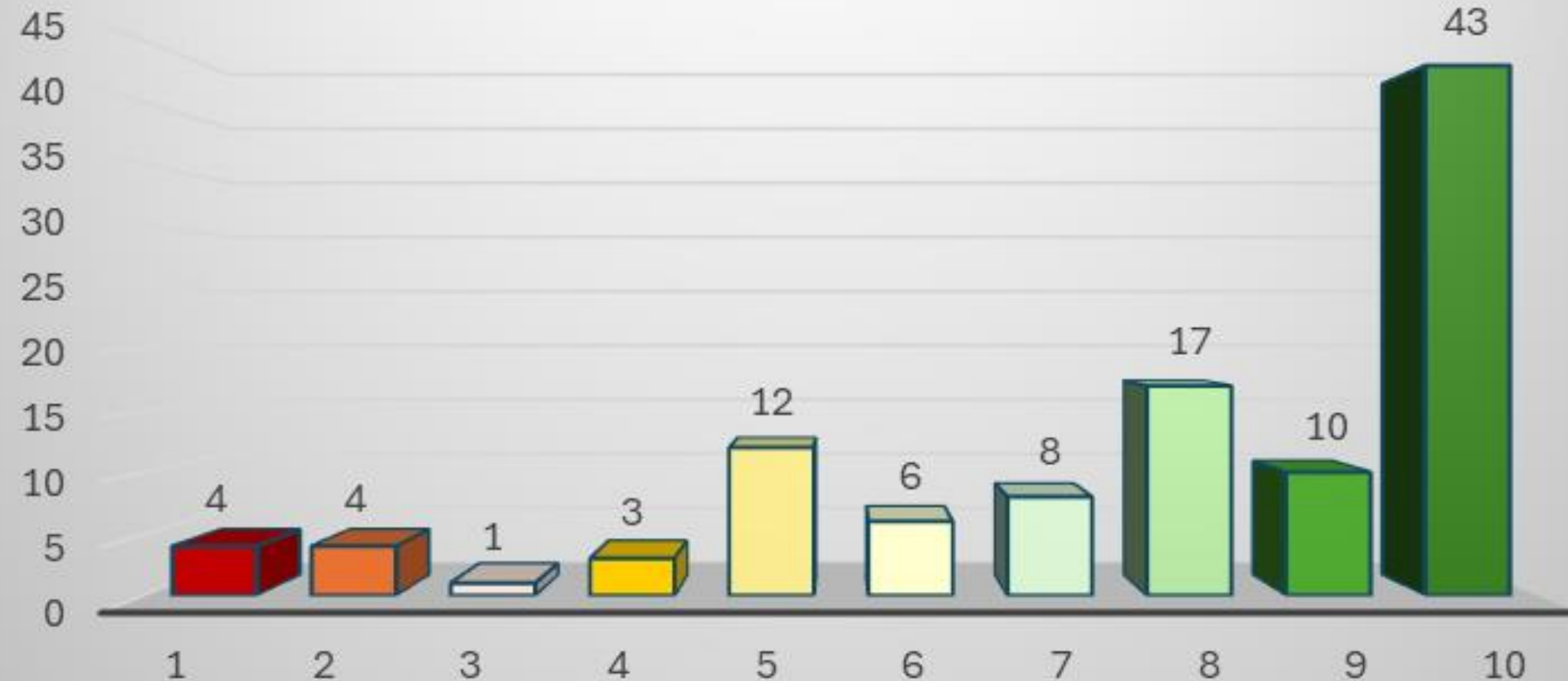


4.1% ↑

# SENIOR CENTER SURVEY

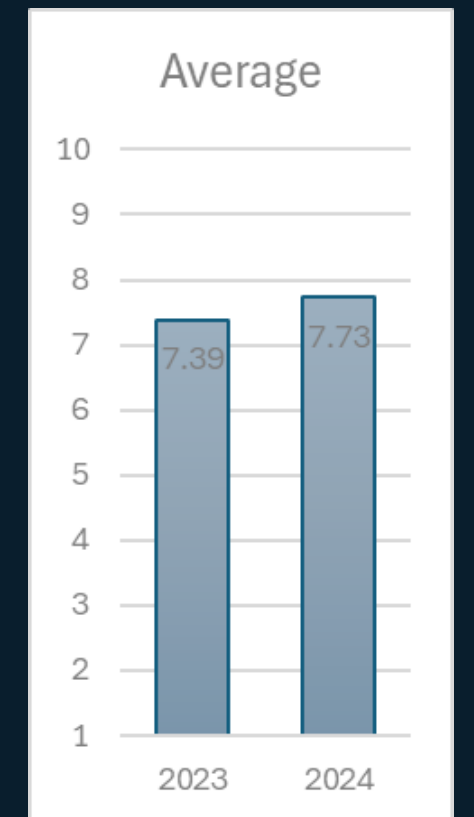
## Question 9

### Q9. How would you rate the Free Lunch Program



Answered: 108  
Skipped: 25  
Average: 7.73

- 2023: 7.39

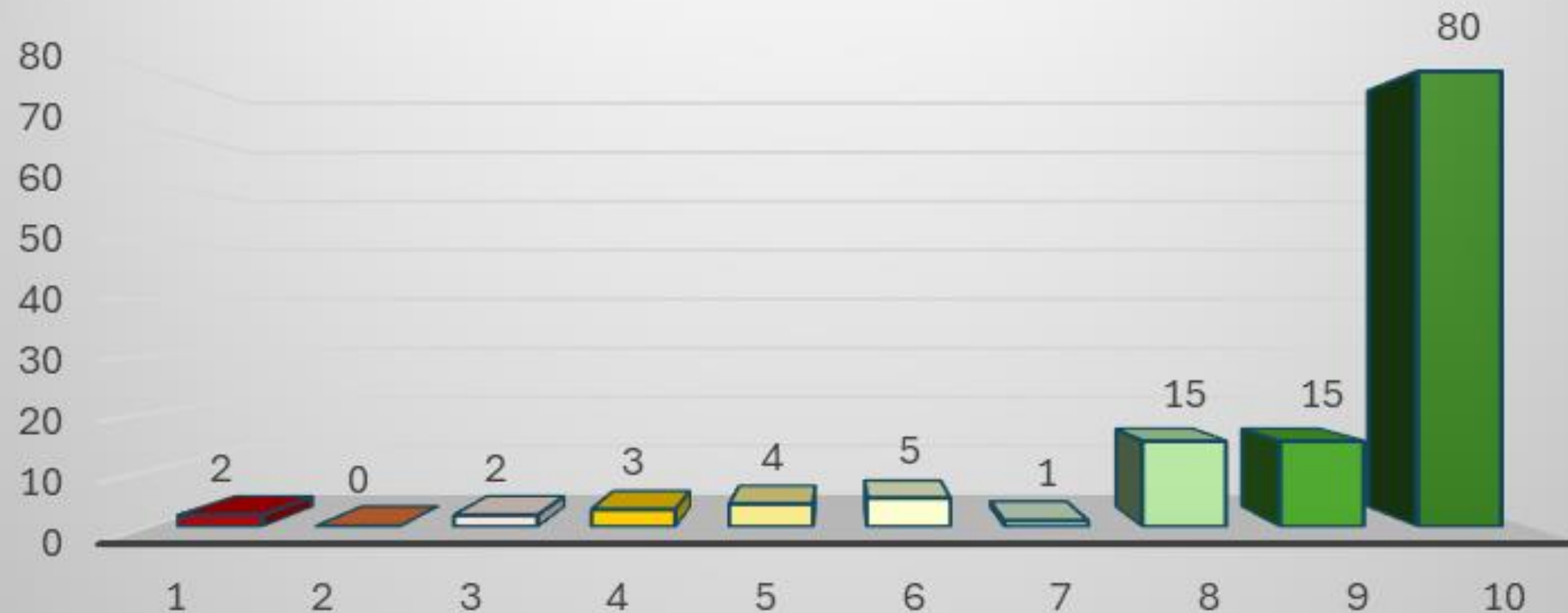


4.6% ↑

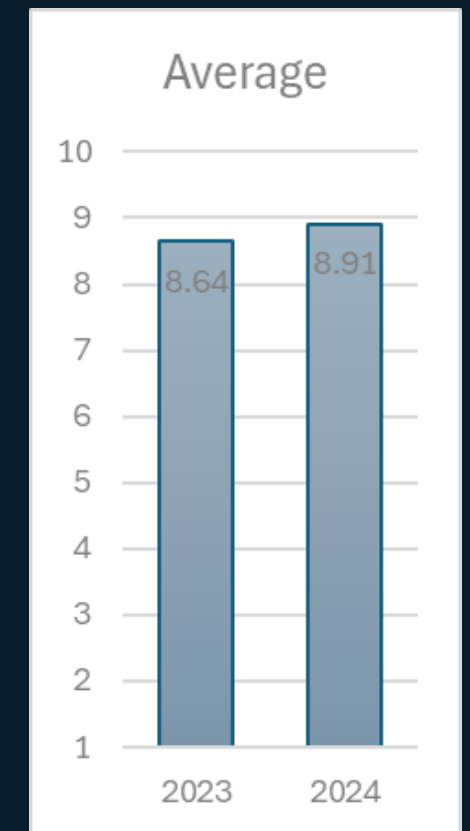
# SENIOR CENTER SURVEY

## Question 10

**Q10. How likely are you to refer the Schertz Area Senior Center to friends & Family**



Answered: 127  
Skipped: 6  
Average: 8.91  
• 2023: 8.64



3% ↑

## Cleanliness

8% of responses (5)  
mentioned increasing  
cleanliness

Same %

## Lunch Program

9% of responses (6)  
mentioned improving on the  
taste of meals served

Down 7%

## Staff

22% of responses (14)  
mentioned staff- both  
positive & negative

Down 17.2%

## Programs

14% of responses (9)  
mentioned additional  
program offerings

Down 13.2 %

## Operations

23% of responses (15)  
suggested changes to  
building operations

Down 1 %

## Positives

33% of responses (21)  
complimented Senior Center  
Staff/Instructors or  
Operations

Up 16.2%

**Answered: 64**

**Skipped: 67**

# COMMENTS & QUESTIONS