

September 24, 2014

The Facilities Committee is pleased to provide the Selectmen with an update on the valuable work and services provided by the Community Center, as well as our goals for the future.

The Community Center fills a critical community need for meeting rooms, educational and town events, recreational opportunities for people of all ages, and services for our seniors. The Facilities Committee meets once a month to review these programs and operations and to ensure their continued success. Further, we are pleased to welcome Sean Libby and Ralph Smith, representatives of the Board of Selectmen and the Council on Aging respectfully, as new members of our committee. Their addition to our existing team consisting of Chairman Lee Culver, Bill Griswold, and Brian Power, gives us a full Facilities Committee.

There are two significant and exciting dates to keep in mind relating to the Community Center. As of September 20, 2013, the last payment for the facility was made. Further, this coming February of 2015, the Community Center will be turning 15! The services provided by the Community Center are invaluable and we look forward to many more years of service and success.

As has become the norm, the Community Center has had a very successful year thus far and looks forward to continued success in the coming months. Our numbers continue to grow as more individuals and organizations take advantage of the many resources we have to offer. Our data for Community Center usage to date is as follows:

January:	8,792
February:	8,809
March:	9,671
April:	10,259
May:	10,336
June:	8,040
July:	7,847
August:	

We are also pleased to announce several policy and technology updates that will help to ensure the safety and security of Community Center staff and users. On the technology end, we have installed new security cameras throughout the building through a grant program. These allow us to be more aware of what is going on in the building and to take quicker action in the event of a threat or emergency situation. In keeping with the success and importance of these indoor security cameras, we are looking to install more cameras on the outside of the building.

On the policy side, we have two updates. We have a new Code of Conduct specifying appropriate behavior for patrons of the Community Center. Having this updated and established policy gives staff actionable steps to take in the event that someone has violated this code and further allows the Community Center to maintain its standing as a safe, healthy, and positive place for all its users and for the community as a whole. Further, we have a new Emergency/Disaster plan for the facility. This plan gives clear steps for staff to follow in the event of a fire, severe weather event, medical emergency, or any other threat that impacts the normal functioning of the Community Center. These steps will ensure the safety of patrons and staff and will help to maintain order in a potentially chaotic or overwhelming scenario.

Other improvements include our introduction of new software for logging our weight room memberships. The new “Sportsman” software allows us to keep member information in our computer database. A valuable component of this new software further allows us to issue each weight room member a membership card with an individualized bar code that they scan upon entering the weight room. This allows us to expedite the sign in process, to better account for how many people are using the room, and to ensure that everyone using the room is a paying member. Our data shows that from the beginning of the fiscal year, 222 people have already purchased one of our membership options and we have taken in over \$19,000 in revenue (see attached).

We are also pleased to begin offering birthday party packages for members in the community to use the space we have available for their celebrations. We have four unique packages that all include options for on site catering and set-up/break down services and allow groups to take advantage of our activity rooms, game room, gymnasium, and multi-purpose room. These are sure to provide a valuable service for those in our community.

Another goal we are actively working toward is the introduction of new programming, particularly on weekday afternoons and early evenings. These new programs will ensure that our services and opportunities are available to a broader segment of our community.

Our passport services continue to be in high demand and our numbers are always growing. This means we are serving more people in the community and meeting a significant need. Our extended hours and two qualified agents facilitate this continued success.

This summer, we also undertook a significant landscaping effort. The workers of J. Brown Inc. who were awarded the contract are working tirelessly to make the outside of the Community Center as beautiful and welcoming as the inside. The improvement is evident to all who use the facility.

Beginning in August, the Community Center began selling “Harwich” T-Shirts and sweatshirts. There are two styles of T-shirts and one style for sweatshirts. All of these options are available in adult sizes Small to 3X Large to ensure that they are available

and accessible to all interested in purchasing them. They are a promising revenue source as sales continue.

In addition to our new endeavors, we continue to provide our annual big events and celebrations. We will be putting on our Halloween party this October for the thirteenth year running. We are gearing up for this celebration and beginning to contact local businesses and organizations to make donations which make this event possible. Each year, we are able to provide an enjoyable and safe Halloween holiday experience for over 300 kids and families.

This holiday season, we will again be working with the Department of Children and Families to secure donations from other members in the community. This allows us to help children and families in the Cape Cod area and to ensure that all of these kids have a happy holiday celebration.

Further, our traditional egg hunt was a success this past April and we look forward to organizing it once again next year and to providing a fun and safe experience for our kids.

As always, we remain committed to the growth and success of the Community Center, both through ongoing and improved services and programming, and with the addition of new ones. We seek to always meet the new and continuing needs of the community, and we look forward to working with you and the larger public to meet these goals and to best serve the Town of Harwich.