

**MINUTES OF
PARKS AND RECREATION MEETING
OF THE
BOARD OF DIRECTORS**

January 24, 2018

THE STATE OF TEXAS
COUNTY OF HARRIS
OAKMONT PUBLIC UTILITY DISTRICT

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The Board of Directors (the "Board") of Oakmont Public Utility District (the "District") met in regular session, open to the public, at Auburn Lakes Recreation Center, the District's designated meeting place inside the boundaries of the District, on Wednesday, January 24, 2018 at 7:00 p.m.; whereupon, the roll was called of the members of the Board, to-wit:

Ty Warren	-	President
Shaun Hebert	-	Vice President
Kerry Simmons	-	Secretary
Bruce Bramlett	-	Assistant Secretary
Jennifer Smith	-	Assistant Secretary

All members of the Board were present, thus constituting a quorum.

Also in attendance, those who provided their names on the sign-in sheet attached hereto as Exhibit "A."

Additionally, in attendance were: Tina DeAses, The Risher Companies, the District's Recreation Manager ("Risher"); and Michael Murr of Murr Incorporated.

WHEREUPON, the meeting was called to order in accordance with the posted meeting notice, which is attached hereto as Exhibit "B".

HEAR FROM INTERIOR DESIGNER

The Board recognized an interior designer, who presented conceptual ideas for decorating the clubhouse. No action was taken.

HEAR FROM DEREK LUND AND AUTHORIZE SWIM TEAM

The Board recognized Mr. Lund, who presented the Board with a request for the Board to authorize a swim team for the Auburn Lakes neighborhood, including the use of the pool.

After discussion and consideration, upon a motion by Director Warren, seconded by Director Hebert, the Board, by majority vote, authorized the use of the Auburn Lakes Recreation

Center Pool by a swim team to be established by Mr. Lund, and requested the Board and Mr. Lund discuss the establishment of a membership fee. Director Simmons abstained from voting.

Mr. Lund then requested the Board consider purchasing the equipment listed on the attached Exhibit "C," which would be necessary for the use of the pool for the swim team. The Board took the request under consideration and tabled action thereon.

TAKE ACTION REGARDING POOL MANAGEMENT CONTRACT, INCLUDING TERMINATING CURRENT CONTRACT AND ENGAGING NEW MANAGEMENT COMPANY

The Board then conducted interviews for a pool management company. Greater Houston Pools Management, Inc., A-Beautiful Pools, and Aquatic Management of Houston all presented their qualifications and answers to the Board's questionnaire, copies of which are attached hereto as Exhibit "D," "E," and "F" respectfully.

After interviewing each company and discussing the qualifications thereof, upon a motion by Director Warren, seconded by Director Simmons, the Board voted unanimously to (i) terminate Greater Houston Pools Management, Inc., (ii) provide notice of termination, and (iii) engage Aquatic Management of Houston to provide pool management services to the District.

HEAR FROM SILVERSAND SERVICES

This item was addressed in the Recreation Center Manager's Report.

RECREATION CENTER MANAGER REPORT

The Board recognized Ms. DeAses, who presented the Recreation Center Manager's Report, a copy of which is attached hereto as Exhibit "G".

Ms. DeAses requested the Board to approve the purchase of LED lights to replace the standard light bulbs throughout the clubhouse and fitness center. She presented a proposal in the amount of \$1375, which does not include costs to repair wiring issues, if any are found. After discussion, upon a motion by Director Simmons, seconded by Director Hebert, the Board voted unanimously to authorize the replacement of the standard lightbulbs with LED lights at a cost not to exceed \$2,500, which includes any necessary wiring repairs that may be identified.

Ms. DeAses then presented a proposal for a poured concrete slab next to the pool pavilion. The Board tabled action on this matter.

Next, Ms. DeAses presented a quote to complete the welding on the park bench and to build a box to cover the cords to the cardio machines in the fitness center. Upon a motion by Director Simmons, seconded by Director Warren, the Board voted unanimously to approve the proposal at a cost not to exceed \$300.

Ms. DeAses then presented a proposal to replace the water pipe that burst at the pool pavilion. Upon a motion by Director Warren, seconded by Director Simmons, the Board voted

unanimously to authorize Evenflow Plumbing to complete the repair and replacement at a cost not to exceed \$260.

The Board then considered the purchase of a new water heater for the pool pavilion bathrooms. Ms. DeAses presented proposals, which are included in the Recreation Center Manager's Report. The Board tabled action on this item until such time as prices for tankless water heaters are presented as a comparison.

Ms. DeAses then presented a proposal from A+ Spring Electric for electrical projects in and around the clubhouse, pool, and fitness center. After consideration and discussion, upon a motion by Director Bramlett, seconded by Director Warren, the Board voted unanimously to the proposal as presented, including approving replacing the ground rod at the pool, installing a TV timer in the fitness center, and installation of outside outlets.

The Board then considered a proposal from Silversand Services to install a valve shutoff between an irrigation meter and backflow preventer to properly winterize the backflow preventer. Upon a motion by Director Bramlett, seconded by Director Warren, the Board voted unanimously to approve the Silversand Proposal as presented.

No other action was taken on any of the other proposals presented or included in the Recreation Center Manager's Report.

After full review of the report, upon a motion by Director Bramlett, seconded by Director Simmons, the Board voted unanimously to approve the Recreation Center Manager's Report.

HEAR FROM RECREATION COMMITTEE

The Recreation Committee then addressed the Board and requested authorization to approve repairs and replacements that may arise outside of Board meetings that are of an urgent manner. The Board discussed the authorization request and deliberated on the amount of authorization to be allowed.

After full discussion and consideration, upon a motion by Director Simmons, seconded by Director Warren, the Board voted unanimously to authorize the Recreation Committee to approve repairs and replacements relating to the District's recreation facilities that are of an urgent nature at a cost not to exceed \$5,000 per incident, so long as the Recreation Committee informs the other Board members of such purchases within 48 hours.

HEAR FROM HOA LIAISON COMMITTEE

The HOA Liaison Committee then reviewed for the Board the results of the discussion had with Mr. David Bowman regarding the purchase of a generator and a community disaster support action plan. The Board discussed the options for the purchase of the generator and considered the implications thereof.

Action was not taken on this matter.

HEAR DIRECTOR REPORTS

No Director reports were presented.

HEAR FROM THE PUBLIC

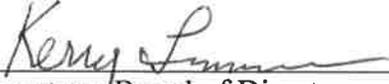
No comments were presented.

There being no other business to come before the Board, the meeting was adjourned.

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PASSED, APPROVED and ADOPTED this February 28, 2018.

(DISTRICT SEAL)


Secretary, Board of Directors



**AMENDED
OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

Notice is hereby given pursuant to V.T.C.A., Government Code, Chapter 551, that the Board of Directors of Oakmont Public Utility District will meet in **regular** session, open to the public, at **7:00 p.m.**, on **Wednesday, January 24, 2018**, at the **Auburn Lakes Recreation Center**, a meeting location inside the District, at which meeting the following items will be considered:

1. Hear from interior designer regarding clubhouse and recreation center, and consider authorizing painting of interior of clubhouse.
2. Hear from Derek Lund regarding establishing athletic program at Auburn Lakes Recreation Center, and consider taking action, including authorizing the District's attorney to prepare program implementation agreement.
3. Hear report from Recreation Center Manager, and consider acting thereon, including:
 - a. Review and consider approving proposals for purchase of recreation equipment, repairs to facilities, and/or authorizing camps and activities; and
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4. Consider taking action regarding pool management contract, including terminating current contract and considering engaging new pool management company.
5. Hear report from Landscape Architect and consider acting thereon, including:
 - a. Discuss proceeding with Master Park Plan design.
6. Hear from Silversand Services and consider authorizing proposals for landscaping maintenance.
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EXECUTED this 18th day of January, 2018.



OAKMONT PUBLIC UTILITY DISTRICT

By: _____

Mallory J. Craig
Coats Rose, P.C.

Attorneys for the District



DO NOT DETACH

CERTIFICATE OF POSTING OF NOTICE OF MEETING

THE STATE OF TEXAS §

COUNTY OF HARRIS §

OAKMONT PUBLIC UTILITY DISTRICT §

I, Christina N DeAsis, the undersigned, hereby state that I posted a copy of the attached Notice of Meeting of the Board of Directors of Oakmont Public Utility District at 25005 Northcrest Drive, Spring, Texas, the location inside the boundaries of the District designated for the posting of agendas, on the 19th day of JANUARY, 2018 at 8:30 AM, which time was not less than 72 hours prior to the scheduled time of the special meeting.

Christina N DeAsis - Christina N DeAsis
(Name)

4811-0138-0114, v. 1

**OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

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EXECUTED this 18th day of January, 2018.

(DISTRICT SEAL)



OAKMONT PUBLIC UTILITY DISTRICT

By: Mallory J. Craig
Mallory J. Craig
Coats Rose, P.C.
Attorneys for the District

**AMENDED
OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

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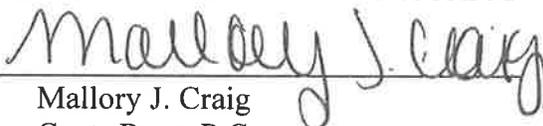
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EXECUTED this 18th day of January, 2018.



OAKMONT PUBLIC UTILITY DISTRICT

By: 
Mallory J. Craig
Coats Rose, P.C.
Attorneys for the District

of

**AMENDED
OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

1298963
01/19/2018 PERSONAL
\$9.00 MPR - NOTICE 118

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EXECUTED this 18th day of January, 2018.



FILED OAKMONT PUBLIC UTILITY DISTRICT

By: *Mallory J. Craig*

2018 JAN 19 AM 8:29 Mallory J. Craig
Coats Rose, P.C.

Attorneys for the District

Shirley J. Smith
COUNTY CLERK
HARRIS COUNTY, TEXAS



**OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

1298913
01/18/2018 PERSONAL
\$9.00 MPR - NOTICE MT

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EXECUTED this 18th day of January, 2018.

(DISTRICT SEAL)



OAKMONT PUBLIC UTILITY DISTRICT

By: Mallory J. Craig
Mallory J. Craig
Coats Rose, P.C.
Attorneys for the District

Steph St. Laurent
COUNTY CLERK
HARRIS COUNTY TEXAS

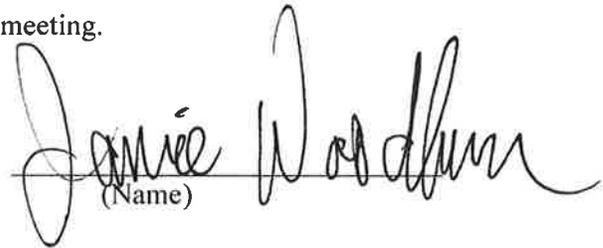
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FILED

CERTIFICATE OF POSTING OF NOTICE OF MEETING

THE STATE OF TEXAS §
COUNTY OF HARRIS §
OAKMONT PUBLIC UTILITY DISTRICT §

I, Janice Woodburn, the undersigned, hereby state that I posted the attached Notice of Meeting of the Board of Directors of Oakmont Public Utility District at the administrative office of the District, 9 Greenway Plaza, Suite 1100, Houston, Texas, on Friday, January 19, 2018, at 9:00 a.m., which time was not less than 72 hours prior to the scheduled time of the meeting.


(Name)

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OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING
PARKS AND RECREATION**

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EXECUTED this 18th day of January, 2018.



OAKMONT PUBLIC UTILITY DISTRICT

By:

Mallory J. Craig
Mallory J. Craig
Coats Rose, P.C.

Attorneys for the District

CERTIFICATE OF POSTING OF NOTICE OF MEETING

THE STATE OF TEXAS §
COUNTY OF HARRIS §
OAKMONT PUBLIC UTILITY DISTRICT §

I, Janice Woodburn, the undersigned, hereby state that I posted the attached Notice of Meeting of the Board of Directors of Oakmont Public Utility District at the administrative office of the District, 9 Greenway Plaza, Suite 1100, Houston, Texas, on Thursday, January 18, 2018, at 2:30 p.m., which time was not less than 72 hours prior to the scheduled time of the meeting.


(Name)

**OAKMONT PUBLIC UTILITY DISTRICT
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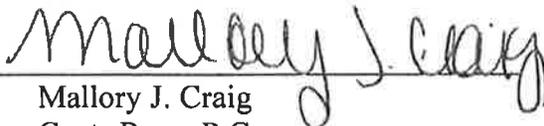
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(DISTRICT SEAL)



OAKMONT PUBLIC UTILITY DISTRICT

By: 
Mallory J. Craig
Coats Rose, P.C.
Attorneys for the District

Swim Suit					
Swim Gear: goggles, cap, towel, fins, etc					

	Swimmer
	Swimmer

1) How many pools will your company oversee this summer?

GHPMI oversees approximately 70 pool facilities during the summer months

2) Please explain who will have supervisory roles at our pool and the chain of command leading up to management team. And who is our point of contact?

5 lifeguards at Auburn Lakes

1 Pool Manager guard (assigned only to this pool)

1 Area Supervisor (oversee Auburn Lakes & 7 other pools)

1 Account Manager (oversee Auburn Lakes & 18 other pools) – Robert Vines (Full time staff)

3) How many staff members who will have direct responsibility at our pool will be Pool Operator certified?

3 CPO certified staff members will have responsibility at the pool; one of which is on our Technician team

4) How do you train your lifeguards? What certification program do you use? How is the training delivered to the staff? What on-going training do you perform with your lifeguards?

GHPM trains all lifeguards through the American Red Cross. The class is taken over a 3 day time period and the lifeguard must pass all aspects to the standards of the American Red Cross.

All staff members are then provided with on-going training through online testing and physical in-service trainings throughout the summer.

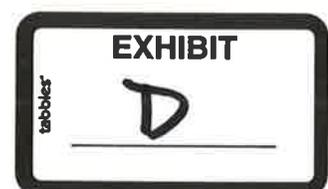
5) What is your ratio for lifeguard: patrons on the swimming pool deck?

We do not have a standard for lifeguards to patrons on the deck. The facility capacity will dictate how many can be inside the fence and our standard for pool occupancy is 20 patrons to one lifeguard.

6) What is included in your staff development program? How do you positively reward your staff for a job well done and how do you discipline when your expectations aren't met?

We have an intensive Supervisor training in March to provide them with the tools for the ongoing development of the lifeguards. The lifeguards are rewarded by end of the year bonuses and also prizes/gift cards throughout the summer for positive audits and inspections. The staff is disciplined by write ups and if the write ups exceed 3, they are removed from duty.

Greater Houston -
top 1 of pool
companies considered



7) How will you charge us for maintenance at the pool? For example- a sensor goes out on our pool chemical pump. It is a part kept in stock at your location.

Many parts are kept at our office, but our local supplier has most everything in stock.

a. What do you charge us for the part?

Depends on the part. We have set pricing for each component.

b. What is your travel charge?

We do not charge current clients trip charges for repairs or diagnostics

c. What is your labor rate?

\$85.00 per labor hour

d. What is your normal turn around time for having a maintenance person come to our location and replace a broken part?

If the part is in stock it will be repaired same day or within 24 hours.

e. How do you inform the board / recreation manager about maintenance problems?

The Account Manager or Repair Director will notify Risher and/or the Board for any approvals.

8) Can you attend monthly Oakmont PUD Recreation meetings May – August or send a company representative?

The Account Manager and/or VP of Operations will attend the Recreation Meetings.

9) How often will we receive pool statistics including chemical records, maintenance charts, and daily attendance?

We will deliver these via e-mail on a monthly basis moving forward.

10) What is your policy for thunder/ lightning at the pool?

30 minutes to clear the pool in the event of lightning, thunder, or heavy rain (must be able to see the main drains)

11) Do you offer swimming lessons? How is the money typically split between you and the facility?

Not at the Auburn Lakes pool facility. GHPM will be offering swim lessons through the local L.A. Fitness through SafeSplash Swim School on Kuykendahl and Louetta moving forward.

12) Does your company schedule pool parties? How is the money typically split between you and the facility?

Yes, we schedule pool parties through our office. The residents pay GHPM directly. Currently there is not a revenue sharing program but are willing to discuss implementing one.

13) If the board wants to have the pool open for a special event, without lifeguards, what is your reaction and how would you handle that situation?

We cannot tell a client when they can and can't have a special event, we would highly recommend lifeguards if there will be swimming and young children.

14) How much insurance does your company carry? What type of insurance does your company carry?

GHPM carries a 2 million dollar liability policy and then another 2 million dollar umbrella for each of our clients.

15) Who on your staff is responsible for overall pool cleanliness & maintenance and how often will the tasks be completed?

The Account Manager and Area Supervisor are responsible for holding the staff members accountable throughout the year.

a. Brushing & vacuuming the pool

Summer time – Lifeguards brush daily and vacuum twice per week
Winter – Pool Cleaner performs a Brush once every other week and Vacuum every other week.

b. Cleaning & stocking the bathrooms

Lifeguards clean daily and are checked hourly every day during open season.

c. Hosing off the deck

Lifeguards would do this daily or however many times desired by the association

16) Does your company have experience working with swim teams?

GHPM works with over 30 swim teams throughout the Houston and surrounding areas and works with 4 year-round swim teams. We are very successful and keep open communication with their contact representative.

17) Did any pools under your management in the 2017 pool season not open because of chemical imbalances, lifeguards not showing up, or any other items that were within the pool management company's control? (If it was just opening late, only reference pools that opened more than 1 hour late.) Please list those here as well as any other information pertaining to what happened & why the pool didn't open and how you rectified the situation.

- a. 2 pools in 2017 open over 1 hour late one time because the lifeguards didn't show up and they were a two lifeguard community. The area supervisor then had to open up with those facilities for several days to ensure the schedules were set. Our clock in system shows us who is and is not there, so any staffing issues are worked on prior to opening if and when they occur.

18) Is there any additional information you would like to share with the Oakmont PUD Board of Directors and Recreation Manager about your company and why your services make you the best team mate?

Please See attached Supplemental Document showing each area of which GHPM excels in the industry in each department and expands on many of the questions asked in the interview form

1) How many pools will your company oversee this summer?

We are still in the process of signing contracts but we will have 90-100 pools that are our clients this summer. Our pools and areas of responsibility are divided into smaller management areas, with staff capable of running a business themselves having smaller geographical areas. The Spring area where Oakmont is will have about 25 pools in the area.

2) Please explain who will have supervisory roles at our pool and the chain of command leading up to management team. And who is our point of contact?

At a two-lifeguard pool, the pool is staffed with 7 lifeguards. One of the 7 guards is the pool manager, 18 years old with previous lifeguard experience. Another one of the 7 guards is the pool assistant manager, 17 years old with previous lifeguard experience. They are onsite and assigned to only one pool. We also staff the pool with one-two head lifeguards (17 and up and lifeguarded before).

Above the lifeguard staff we have a supervisor. Our supervisors oversee 1-5 pools in a supervision role. Supervisors are 21 years old and have previous A-Beautiful Pools, Inc. lifeguard experience. We do not hire Supervisors that have not lifeguarded or managed for us before. They are required to lifeguard some shifts at the pool and spend at a minimum of an hour per day at the facility, working with staff and interacting with residents. You will get your supervisors contact information if you desire to communicate at this level.

Above the supervisor staff is our Area Director- referred to above with 20-25 pools in the Spring area that he is responsible for. The area director for Spring is Kyle Uran. He has been a lifeguard since he was 15. He achieved a degree in Recreation and returned to A-Beautiful Pools, Inc. for an upper management position. He has been an area director for more than 10 years. You will have direct access to Kyle as well as our office staff.

Additionally, our management and staff includes:

Michael Makohon, Repair and Construction Manager with 7 full time technicians in his charge. Our maintenance and repair program is at the top of the industry. We have paved the way in Splash Pad, Slide and ongoing pool maintenance programs that extend the life of your equipment. Michael's technicians take pride in their work and hard-working and efficient.

Michelle Abernathy, Office Manager with 5-8 full and part time office staff members to meet your needs in regard to pool parties, accounts payable and receivables, contracts, pool hours management, scheduling, etc. Michelle has been with us for over 6 years.

Luke Ward, Safety Director, runs all 16-20 of our in-house lifeguarding classes and oversees our auditing program for the summer. Luke has worked for us for over 5 years and the last two years in this capacity.

Heather Dominy, Vice President, oversees all operations for A-Beautiful Pools, Inc. and serves as a point of contact for many clients. Heather began, as many listed above, as a lifeguard at 15 and has been in the industry for 23 years, spending the last 16 years in her current role.

For example:

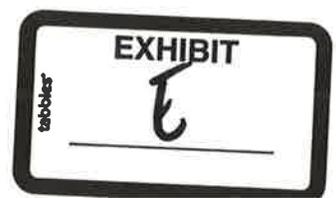
5 lifeguards at Auburn Lakes

1 pool supervisor guard (assigned only to this pool)

1 area manager (oversee Auburn Lakes & 3 other pools)

1 regional manager (oversee Auburn Lakes & 10 other pools)

3) How many staff members who will have direct responsibility at our pool will be Pool Operator certified?



Kyle Uran is a CPO, as well as Michael Makohon and all of our technicians. It is possible the pool supervisor could have a CPO or AFO certificate but they have not been assigned. Additionally, our technicians have appliance, electric and several other pool and spa certifications.

- 4) How do you train your lifeguards? What certification program do you use? How is the training delivered to the staff? What on-going training do you perform with your lifeguards?

A-Beautiful Pools, Inc trains our staff with the ILTP training for lifeguards by Ellis & Associates. A-Beautiful Pools, Inc. looks for a training agency that allows for hands on, specific, goal oriented training. We avoid agencies that utilize online training or video based training with requirements to videos that need to be shown. Our lifeguards learn and work best doing and performing instead of lectures and listening.

We have over 25 instructors on staff that work for A-Beautiful Pools, Inc. under our Safety Director.

A-Beautiful Pools, Inc. requires all lifeguards to recertify each and every summer both lifeguarding, first aid and CPR components. This exceeds the certification and industry standards in the Houston area.

A-Beautiful Pools, Inc. requires all lifeguard staff that will work for us to attend an A-Beautiful Pools, Inc. certification course. Our classes are the first exposure we have to staff. If we allow people to come in with certifications that do not attend class we miss some big exposure to their work ethic, responsibility and seriousness of this job. If a lifeguard comes to us with a current certification we allow them to attend one of our courses at no cost. It is a requirement for all lifeguards and staff that works for us to attend our training course each year.

Additionally, our lifeguards are required to attend weekly pool in-services and bi-weekly companywide in-services that are held on the Director Area level. These are in person. Skills, announcements and additional training is covered during these times. Lifeguards that do not have 4 hours of in-service each month are not allowed to be scheduled.

Also at the conclusion of a sub-par audit or skills test our lifeguards can attend remediation training that takes place throughout the summer. Remediation training allows for re-teaching when needed.

Management staff, Assistant Managers and above, are required to complete leadership training through an online, interactive module. There are two in person trainings each summer for our lifeguard managers.

Our lifeguards also attend a required onsite orientation at their pool, or a neighboring pool each summer for pool specific training. We also invite pool committees or board members to attend and meet the pool staff.

Our supervisor staff meets often within their area as needed, but officially every two weeks for additional training at our office in person. These meetings are a requirement.

- 5) What is your ratio for lifeguard: patrons on the swimming pool deck?

For 1-15 swimmers in one zone, one lifeguard is required on stand. If there are more than 15 people in one zone we look for two lifeguards to be on stand. If there are 2 people in the pool, but in more than one zone (ie one in shallow end and one on diving board) there is a requirement of two lifeguards on zone. A-Beautiful Pools, Inc. zone lifeguards before counting headcounts. Some pools can have one zone while others have several.

- 6) What is included in your staff development program? How do you positively reward your staff for a job well done and how do you discipline when your expectations aren't met?

Our staff development training begins in our lifeguarding course and includes customer service, facility maintenance, guest service, fair workplace, sensitivity and harassment training, A-Beautiful Pools, Inc. policies and procedures, staff rewards and discipline, etc. Because we require all of our lifeguards to attend class we use a period of class to start this initial training.

This training continues at the onsite orientation for the pool the lifeguard is assigned to.

Finally we provide follow up as needed in deficient areas throughout the summer in our In-services.

Our lifeguard staff is rewarded by:

- *Contests and challenges, gift cards, swag bags, etc*
- *A mid-season raise based on performance and inservice attendance*
- *End of the season raises based on hours worked up to \$1.00 more per hour by September*
- *Lifeguard Games, a fun competitive event in each area that include puzzles, relays, etc*
- *Lifeguard Competition and End of Season Party, a time for guards to show off their guard skills in a water rescue, first aid and customer service skills and attend an end of season party honoring and rewarding them. We have drawings, food, games and fun.*
- *Movie nights at an area level where the supervisors lifeguard the lifeguards and allow for fun and team building with raffles and food!*
- *We have also recently run Astros nights and Skate nights and rotate these every few years.*
- *Friday National Holidays, such as Crazy Hat Friday, Talk like a Pirate Friday, Braid Day Friday. We reward our lifeguards for participation and unique ideas.*
- *Fourth of July Decorating Contest- lifeguards can enter a contest to decorate their pool and get a bonus for winning!*
- *Lifeguard Appreciation Day- We deliver cookie cakes and sonic slushies to our lifeguards on an appreciation day for our staff (we also run a Customer Appreciation Day with goodies for each of our swimmers and games for kids!)*
- *We reward at each company in-service a: Platinum Pool, Metalic Manager, Silver Supervisor and Golden Guard. They are given towels, bonus's, YETI or RTIC cups, shirts, etc.*
- *Our lifeguards strive to meet certain goals and reward levels on a punch card they wear on their lanyard. They are rewarded with a special YETI signifying their completion!*
- *All of the above are done on a companywide level with many area directors and supervisors awarding guards daily and weekly with pizza, drinks, food, movie tickets, etc.*

7) How will you charge us for maintenance at the pool?

Parts + Labor

For example- a sensor goes out on our pool chemical pump. It is a part kept in stock at your location.

a. What do you charge us for the part?

Retail charge on the part

b. What is your travel charge?

Included in labor

c. What is your labor rate?

\$90.00 per hour

- d. What is your normal turn around time for having a maintenance person come to our location and replace a broken part?

There are a lot of variables in this question. Urgent items that take down pool circulation in the summer are given priority and responded to within 24 hours. Other items can be 2-4 days.

- e. How do you inform the board / recreation manager about maintenance problems?

Primarily in writing through email, but we are happy to customize this process to however the community would like us to.

- 8) Can you attend monthly Oakmont PUD Recreation meetings May – August or send a company representative?

Yes. Sometimes these meetings fall on our supervisor meeting or event days (Mondays and Tuesdays) and if this conflict exists we will communicate the conflict immediately and make every effort to send a rep or meet a staff, board or committee member before or after the meeting.

- 9) How often will we receive pool statistics including chemical records, maintenance charts, and daily attendance?

This data will be delivered every two weeks in an excel spreadsheet via email to the contact provided.

- 10) What is your policy for thunder/ lightning at the pool?

Pool is closed for twenty minutes. If the weather is dangerous and imminent we encourage residents to head home for safety.

- 11) Do you offer swimming lessons? How is the money typically split between you and the facility?

We do not offer swimming lessons companywide but only at facilities that have a good turnout. More details on your past programming would be needed before this is answered for Oakmont. We have our fees we charge and can collect on behalf of any HOA charges if notified.

- 12) Does your company schedule pool parties? How is the money typically split between you and the facility?

We do schedule pool parties. We charge lifeguard per hour rates only. If the HOA has a rental fee or deposit for damages we can collect this and deliver to HOA if requested.

- 13) If the board wants to have the pool open for a special event, without lifeguards, what is your reaction and how would you handle that situation?

This is strictly up to the owners or HOA. We would not be onsite, open the facility or close the facility for an un-lifeguarded event, but you, as owners are welcome to do what you would like. If you requested our opinion as industry experts on an un-lifeguarded event more information would be needed (age, time, type of event) etc.

- 14) How much insurance does your company carry? What type of insurance does your company carry?

A-Beautiful Pools, Inc. carries a 3 million dollar per occurrence policy after our additional umbrella policy provides coverage.

A-Beautiful Pools, Inc. carries:

General Liability Insurance

Umbrella Coverage Insurance

Auto Insurance

Workers Comp Insurance

Errors and Omissions Insurance

15) Is there any additional information you would like to share with the Oakmont PUD Board of Directors and Recreation Manager about your company and why your services make you the best team mate?

There are a few talking points that I would like to expand upon. We strive to exceed the industry standards in regard to safety and service. We also strive to exceed the expectations of our clients in overall service. We have listed several of those ways above. A few additional ways we feel we do this are listed below:

1. *A-Beautiful Pools, Inc. has an internal auditing program that are constantly evaluating lifeguard performance. This is accomplished through unannounced audits where a lifeguard is observed in the stand. We also conduct skills testing in our audits as well with live victims and mannequins. Last year and the proceeding two years we have had three fulltime auditors on staff each summer.*
2. *Availability:*
 - a. *During business hours we have our office manager and staff answer the phone when you call us. We do not utilize an answering system unless a staff member is not in (after you speak to a staff member to help you or find you an answer.)*
 - b. *Our area directors cell phone number is posted on the front gate at each pool, as well as the office emergency number. We are always just a phone call away, even after office hours.*
3. *Safety: In additional to our above standard training program, delivery and requirements for staff, our lifeguards are trained in Oxygen administration and each of our clients has oxygen at their facility provided by A-Beautiful Pools, Inc. Our lifeguards are also trained in AED and if there is one on site ABP staff can use it in an emergency and provide maintenance for the machine to make sure it is in working order.*

Finally, I would like to comment on size of our firm and growth. We are a family owned company that has achieved our success and company size based on intentional growth and client appreciation.

Each year we send out our renewal contracts in July/August so we can intentionally take a look at where we are with our clients and our key employees. We never want to grow in a way that jeopardizes our quality for our clients. We look at existing clients and their expectations before accepting or seeking new business.

Additionally, in a similar frame of mind, our key management employees all grew and expanded together. Many of us lifeguarded together from the ages of 15-17 (Kyle, Heather, Michael and Aubrey- the Cypress director) with others being staff that we trained and grew from new lifeguards (Sam- the Katy Director and Luke). We do not operate in a way that requires us to find key management staff to fill pools.

Please let us know if you would like to meet again to discuss any of the above points or any additional points or concerns.

Thank you,

Heather Dominy

Vice President

A-Beautiful Pools, Inc.

- 1) How many pools will your company oversee this summer?
 - a. **Currently we are at 38 facilities and will limit to 42 to control growth and customer service. We average 5-6 new customers each year since 2014. 90% of the facilities we manage are in the Spring / Klein / Tomball / Cypress corridor. We have four other facilities within 5 miles of Auburn Lakes.**
- 2) Please explain who will have supervisory roles at our pool and the chain of command leading up to management team. And who is our point of contact?
 - a. **Your primary point of contact will be the Regional Director for that area. You will also have my cell phone and my Human Resources Director cell phone number for 24/7 contact. Auburn Lakes will have a dedicated pool manager or assistant manager and one will be in the schedule all hours the pool is open. We have seasonal supervisors who are all CPO (Certified Pool Operator) and LGI (Lifeguard Instructors). The pool is visited daily by one of the management team named above. Each visit a "Pool Vision" electronic form will be completed and sent to you and any other board member wishing to see the reports.**

For example:

5 lifeguards at Auburn Lakes

1 pool supervisor guard (assigned only to this pool)

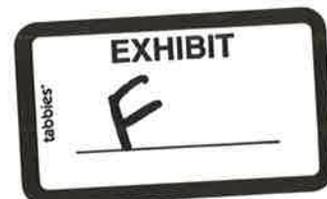
1 area manager (oversee Auburn Lakes & 3 other pools)

1 regional manager (oversee Auburn Lakes & 10 other pools)

- 3) How many staff members who will have direct responsibility at our pool will be Pool Operator certified?
 - a. **All year round and experienced staff will be CPO certified and LGI certified.**
- 4) How do you train your lifeguards? What certification program do you use? How is the training delivered to the staff? What on-going training do you perform with your lifeguards? **We train all of our Lifeguards in American Red Cross. We hold 20 – 25 classes each year.**

Lifeguards will receive the following training, in addition to Red Cross Lifeguarding Certification:

- a. **Silhouette Awareness Training**
- b. **Body on the Bottom Training**
- c. **Zone Designation Training**
- d. **Pre-Season Safety Skills Check**
- e. **In-Service Training**
- f. **General Staff Meeting training**
- g. **Customer Service Training**
- h. **On-Site Training**
- i. **Chemical Safety & Handling Training Program**



j. CPR Updates

k. Blood-borne Pathogen Training

Lifeguards are trained using the following proprietary Training Materials & Manuals:

- a) Lifeguard Manual**
 - b) Lifeguard Workbook**
 - c) Enhanced Lifeguard Online Training (3 ½ hours)**
 - d) Pool Manager Manual**
 - e) Body on the Bottom Training System**
 - f) Body on the Bottom Training Video**
 - g) Zone Designation Training Manual**
 - h) Swim Lesson Manual**
 - i) General Staff Meeting Handbook**
 - j) Lifeguarding Video**
 - k) Diving Board Rules Video**
 - l) 5-Minute Scanning Strategy Video**
 - m) Disappearing Dummies Video**
- 5) What is your ratio for lifeguard: patrons on the swimming pool deck?
- a. We base the number of staff on the number people in the facility following the Dept. of Health Max. number of user's equation. In general terms, we will have enough Lifeguards in surveillance positions on the pool to safely cover all zones regardless of the number of people in the actual pool.**
- 6) What is included in your staff development program? How do you positively reward your staff for a job well done and how do you discipline when your expectations aren't met?
- a. We perform in-service training / staff appreciation days every two weeks throughout the summer. Staff are rewarded with pizza, snacks, drinks at these events. Supervisors carry ice water daily to hand out to staff each visit. Staff who go "above and beyond" get gift cards and appreciation t-shirts. We offer an end of season performance bonus up to \$0.50 for each hour worked all summer. Staff who step up to cover shifts or work double shifts receive pizzas at work.**
- 7) How will you charge us for maintenance at the pool? For example- a sensor goes out on our pool chemical pump. It is a part kept in stock at your location.
- a. What do you charge us for the part?**
 - i. I'm not sure what you are referring to as a "sensor" If Auburn Lakes owns the chemical controllers we will only charge to the part if it needs to be replaced. If**

we supply the controllers there is no charge for replacement parts. Ive seen competitors invoices for various parts over the ast three years and I feel as though we are very generous with pricing on all parts.

- b. What is your travel charge?
 - i. ***Zero, we only charge for after hours or out of season emergency calls. Because your pool will be visited daily regardless there is no travel charge to come to the facility for a repair.***
- c. What is your labor rate?
 - i. ***There is no labor rate for general minor day to day repairs or routine maintenance at the facility because we will be there daily regardless. If we replace a parts at the facility we only charge for the part.***
- d. What is your normal turn around time for having a maintenance person come to our location and replace a broken part?
 - i. ***1-2 hours if it's an emergency, 3-4 if its not an emergency but definitely as soon as we are contacted we will send someone to investigate or repair the problem.***
- e. How do you inform the board / recreation manager about maintenance problems?
 - i. ***We use "pool Vision" electronic forms. Repair proposals will be sent on a Repair Door Tag via email with an estimated to repair the problem.***
- 8) Can you attend monthly Oakmont PUD Recreation meetings May – August or send a company representative?
 - a. ***Yes. General Manager or Human Resource Director can attend.***
- 9) How often will we receive pool statistics including chemical records, maintenance charts, and daily attendance?
 - a. ***We can provide all of these as often as you need them. We keep log books at the pool for chemicals and number of people in the pool. Our "pool vision" forms are kept on file after each visit however we automatically send them daily to the primary customer contact.***
- 10) What is your policy for thunder/ lightning at the pool?
 - a. ***We follow the guidelines of NOAA, ARC, National Lightning Safety Institute and National Weather Service. (See attached a sign we will post at the facility)***
 - i. ***"At the first clear sound of Thunder or first visible lightning evacuate the pool and pool deck and seek shelter in a substantial building or hard top vehicle" Wait 30 minutes after the last clear and distinct sound of thunder to resume activities.***
- 11) Do you offer swimming lessons? How is the money typically split between you and the facility?
 - a. ***We can offer Private swim lessons at the facility. Through years of experience we have found that private or semi-private lessons are more beneficial to the students than group lessons. These are usually taught by a Lifeguard or instructor before the pool is open for the day. They can be booked and paid on-line. We pay the instructor 50% of the lesson fee. If Auburn Lakes requires a commission we can adjust the lesson fees to accommodate.***

- 12) Does your company schedule pool parties? How is the money typically split between you and the facility?
- a. ***Pool Parties can be booked and paid on-line. We only charge for the Lifeguards for the event. If Auburn Lakes requires a fee for using the facility or reserving an area we can add that to the on-line fee and reimburse Auburn Lakes the amount.***
- 13) If the board wants to have the pool open for a special event, without lifeguards, what is your reaction and how would you handle that situation?
- a. ***We have many customers who have events at the facilities that don't want lifeguards. If the event is out of normal operating hours where Lifeguards would normally be present it doesn't affect us. Auburn Lakes would be totally liable for any incidents as our insurance would not cover the property for these events.***
- 14) How much insurance does your company carry? What type of insurance does your company carry?
- a. ***We carry \$20 million in General and Professional liability. This includes the Texas min requirements for Workers Comp and Auto.***
- 15) Is there any additional information you would like to share with the Oakmont PUD Board of Directors and Recreation Manager about your company and why your services make you the best team mate?
- a. ***We are not a huge management company and therefore we offer a more personalized customer friendly service. We have controlled our growth each year so that we do not become overwhelmed during the season. We treat our staff like family and our customers how we would like to be treated. We are responsive to any and all concerns. Our goal is to make sure every patron has a safe, fun and enjoyable experience in a clean well maintained facility.
My customers have described me a "very easy to work with" "flexible" and "always willing to meet the customers needs". Myself and Janet Anderson are available 24/7 during the season to attend to any needs of the customers.***

When Thunder Roars Go Indoors!



At the first clear sound of thunder or the first visible lightning, evacuate the pool and pool deck and seek shelter in a substantial building or a hard-top vehicle.

Wait 30 minutes after the last clear and distinct sound of thunder to resume activities.



National Lightning
Safety Institute





The Pool Management Group

Aquatic Management of Houston

LIGHTNING & THUNDER POLICY

The National Lightning Safety Institute

When **THUNDER** is heard, the **pool should be cleared** and there will be a grace period of **30 MINUTES**. Every time that thunder is heard the 30 MINUTE time will start over.

When **LIGHTNING** is seen, the **pool deck area should be cleared**. The patrons are asked to move to a safer area and there will be a grace period of **30 MINUTES**. Every time that lightning is seen the 30 MINUTE time will start over.

During Storms

- Patrons should seek shelter and stay away from tall trees or objects, metal objects, standing pools of water and open fields
- Land line telephones should only be used in emergency situations
- Avoid using locker room showers as lightning can travel through plumbing

Storm Facts

- **ALL** thunderstorms produce lightning and are dangerous
- Lightning often strikes as far as 10 miles away from rainfall
- You are in danger of lightning if you can hear thunder
- Lightning's behavior is random and unpredictable
- Lightning can travel sideways for up to 10 miles even when the sky looks blue & clear

- Pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring. Lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.





RISHER FITNESS MANAGEMENT

Risher Fitness Mission Statement

Our mission here at Risher Fitness Management is to provide safe and fun recreation, fitness, special events, and wellness opportunities for all residents. We strive to promote and enhance healthy lifestyles and well-being in a welcoming environment for both children and adults alike. Providing a clean, fun, and quality experience in every one of the recreation centers we manage with qualified and certified employees. We aim to offer you with the best and most positive environment you will find in any community recreational setting. Through quality customer service and community activities we hope to bring each community closer together.

Employees

The employees at the Auburn Lakes Recreation Center working under Risher Fitness Management, Inc. (RFM) for the month included:

- Management Team: Tina DeAses, Jenifer Cox
- Fitness Room Attendants: Angelica Antonello, Alex Fontana, Hanny Homonko

Fitness Center

	12/4 - 1/19
Total Entrees	2131
Fitness Center Orientations	2
2017 Total Entries	9027

Clubhouse

Group Fitness Classes	PiYo, HIIT it, Boot Camp* NEW
Risher Program	5
Resident Reservations	6

Pool

Pool will re-open in May 2018

Monthly Expenses 12/4 – 1/19:

Company	Invoice/Service	Cost
Vanguard	Cleaning all areas 1/ week (pool pavilion included)	\$391.00
AT & T phone	Land line	\$65.00
Direct TV	Clubhouse TV	\$49.99
Ready Refresh	Water service	\$31.90
Comcast	Cable service for Fitness Center	\$169.93

For Mallory

	Paid by Bookkeeper	707.82
Gordon Safe & Lock	Key changes at pool area	390.45
AT & T Internet	Internet Services	64.37
A+ Spring Electric	Check water heater, replace lights	158.00
SJ Cleaning Services	Steam clean carpet & cleaning of CH	200.00
Supplies & Projects	(Detailed list sent to board)	2294.46
	Total Paid by Risher	3107.28
	Grand Total	3815.10

Monthly Income

Monthly Income Source	\$
Pool Passes	0
Clubhouse Rental Income (Dec 4 – Jan 19)	\$600
Cleaning Deposit Withheld	\$500
Rec Pass	\$0
Total	\$1100

Yearly Income

2017 Income Source	\$
Pool Passes	\$1670
Access Cards/ Fitness Center Pass	\$1170
Reservations	\$7950
Total	\$10,790



Maintenance Repairs Completed since Dec 9

- 1) Clubhouse –
 - a. Applied touch up paint
 - b. Cleaned all tables & chairs
- 2) Silversand Services
 - a. Completed services on Maintenance crew service dates: 12/13/17 and 12/27/17
 - b. General Updates:
 - i. Irrigation systems have been shut down and freeze protected due to weather.
 - ii. We were not able to properly freeze protect the backflow for the irrigation at the clubhouse. The water source from the meter feeds the irrigation as well as the

water for the recreation center. If we turn off water meter and de-pressurize the backflow, we will also turn off the water for the recreation center. We have the water turned off on the backflow. (Quote attached.)

- c. Outstanding items:
 - i. Maps marked with location of irrigation controllers, backflows, and valves has been emailed to management on 1/4/18.

Maintenance Issues

- 1) Submitted to Jones & Carter
 - a. Cracks in weight room ceiling, hallway, crown molding, cardio room – putting on 1-year warranty list
 - b. Buillion submitted quote to repair damaged Sun Tek in Dec
 - c. Damage at trim board around Club House windows – will wait for dry weather and apply caulk / repaint
 - d. Water pipe busted at the Pool Pavilion on 1.18.18 – bids below
 - e. Dead fish at East Pond – Reported to Lake Pro
- 2) Submitted to Silversand Services
 - a. Plants in flower beds died & smell funny (Silversand replied, "Some may or may not be dead as it is a perennial and needs to be cut back so it can push out new growth on spring. Will have the crew trim them back next time they are on site.)
- 3) Submitted to Key Lighting Concepts & Oelo
 - a. Trim is loose at a couple of locations. Reported

Discussion Items & Quotes

- 1) **LED Lighting Project**
 - a. Key Lighting Concepts \$1,375.00 – sample light outside Clubhouse
 - b. TAG Electric \$3,162.00
- 2) **Concrete slab poured**
 - a. JJ Concrete – Asphalt \$3,470.00
 - i. Inside pool area & trash can area both included
 - b. Ryan Massey Construction Co \$3,000.00
 - i. Inside pool area & trash can area both included
 - c. Texas Concrete & Blacktop \$2750.00
 - i. Inside pool area & trash can area both included
 - d. Tommy Pye \$4,000.00
 - i. Inside pool area & trash can area both included
- 3) **CGL Designs & Salvage**
 - a. Quote includes
 - i. Welding bench back on at playground and build black box to cover cardio cords \$300
 - ii. Build 4-5' high cedar fence attaching to existing metal gate to cover a/c units & 4-5' high cedar fence and metal work to hide trash cans ~\$900
- 4) **Plumber Projects**
 - a. Replacing water heaters
 - i. REI Plumbing \$2,030.00
 - ii. JD Precision Plumbing \$1,830.00
 - iii. Pro Plumbers \$1,600.00
 - iv. Evenflow Plumbing \$1,875.00

Approved up to \$2500 for incidentals

no action

Approved \$300

no action - want prices for in demand water heaters (under sink units)

- b. Busted water pipe at pool pavilion on Jan 18
 - i. JD Precision Plumbing \$700.00
 - ii. Evenflow Plumbing \$260.00
- 5) **A+ Spring Electric Projects**
 - a. Replacing ground rod at pool chemical building \$700
 - b. Install a TV timer to turn on at 4:30 AM off at 11:00 PM \$200.00
 - c. Hand Dryers – probably too expensive because they require so much power \$75
 - d. Outside outlets for Christmas lights \$350
 - i. Both buildings if power is on the inside wall adjacent to desired location
 - e. Travel charge \$75
 - f. These are all estimates given over the phone from the electrician.
- 6) **Silversand Services** \$518.61
 - a. Quote 41086
 - i. Install a gate valve shutoff for the water supply between the water meter and the backflow. This will allow the backflow to be properly freeze protected so it does not crack or damage from the freezing temperatures and also so the irrigation can be isolated from the meter.
- 7) **Add below wording to the Clubhouse Reservation paperwork**
 - a. This reservation is for the inside of the Clubhouse for your designated 24 hours only. Any use of the exterior of the Clubhouse must be discussed and approved by the Recreation Manager 72 hours prior to reservation date.
 - i. Items to discuss- food trucks, "yard bling", Christmas lights, BBQ pits, tent/party outside the clubhouse area.
- 8) **Signage**
 - a. New plaques added to columns outside buildings
 - i. See example
- 9) **Proposed February lights schedule**
 - a. Winter Olympics Opening Ceremony – Feb 9
 - b. Fat Tuesday- Feb 13
 - c. Valentine's Day – Feb 14
 - d. President's Day – Feb 19
- 10) **Greater Houston Pool Management Quote for Pool Deck**
 - a. New Pool Anchors for backstroke \$1220.00
 - b. 5 Starting Block Anchor Holes \$1525.00
 - c. Installation of 2 New Recall Rope Anchors \$600.00
- 11) **Upcoming Risher Programs**
 - a. Healthy Back Presentation by Sterling Ridge Orthopaedics and Sports Medicine – January 31
 - b. Nutrition Presentation by Masters in Dietetics– March (Date not set yet)
- 12) **Ruts at Ponds**
 - a. Residents say the problem is golf carts driven by kids

Approved for Evenflow Plumbing to complete work.

Approved all projects

Approved

DISCUSS with Mallory. but want to add to form

no action - Tina do more layouts approved

no action at this time