

Normal Township Special Meeting of the Board

Wednesday, March 4th at 1PM

Normal Township Activity and Recreation Center

600 E Willow, Normal, Illinois, 61761

Agenda

1. Call Meeting To Order: Krystle Able called the meeting to order at 1:03pm
2. Roll Call: All Board voting members were present with the exception of Tanner Starr, due to employment reasons. Also present was the Clerk and members of the ARC management staff.
3. Public Comment: None.
4. New Business
 - a. Approval to add Susan Evens to the Senior Advisory Board: passed unanimously
 - b. Update on Annual Meeting Agenda: Krystle updated the Board on when the Agenda would be required to be posted and what it must contain.
 - c. 2025 Year End ARC Performance Discussion: The Board reviewed year-end reports put together by ARC managers and discussed the highlights and opportunities.
 - d. Hours of the ARC: The Board discussed opening the ARC until 7pm on Fridays, so the operating schedule would be the same for all days but Saturday, with the hopes of expanding Saturday hours in the future. The Board asked how many people would need to be hired to cover the extra hours and if there were any perceived positives and/or negatives.
 - e. ARC Management Scheduling Policy Discussion: A decision was made to institute a new ARC Management Scheduling Policy (passed unanimously).
 - f. Organizational Chart Presentation: An updated org chart was presented to the Board members and the ARC managers by Krystle. The Board reviewed several new job descriptions for the following roles: Executive Assistant to the Normal Township Supervisor (this role is replacing the role previously known as GA/EA Case Manager or Bookkeeper), Normal Township Human Resources Manager, Normal Township Lead Custodian, and Lead MSR and Volunteer Coordinator Keyholder. All job descriptions and positions were discussed and voted on by the Board. Passed unanimously.
 - g. Open Forum for Managers to Present Ideas and Feedback to the Board: Sammi presented the Board with a Membership Growth Analysis deep dive she had completed. This looked closely at retention and churn rates looking forward three years. The research took revenue impact into consideration and allowed her to direct her focus on how many members the ARC needed to retain and how many were needed to grow. She also presented potential growth strategies. This insight was appreciated. The Board asked clarifying questions.
 - h. Executive Session to discuss personnel matters – Session was closed for discussion.
 - i. Session reopened.
5. Board Good and Welfare: No Good and Welfare at this time.

6. Adjournment: The meeting was adjourned at 4:16pm.