

Caryl Management Advisory Committee
Meeting of April 6, 2022 – 9:00 a.m. – Great Hall, Dover Town House/Zoom
MINUTES – approved

Present in person: Jen James, Bob Springett, Ruth Townsend, Kathy Weld, Janet Claypoole, Chris Dwelley, Mark Ghiloni, and Karl Warnick.

Present remotely: Chris Boland, Camille Johnston, and Ford Spalding.

Kathy opened the meeting at 9:10 a.m., with thanks to Chris Dwelley and Janet Claypoole for joining us, and Dave Sullivan and Felicia Hoffman for having facilitated the hybrid in-person/Zoom meeting for us.

1. **Approval of Minutes:** The minutes of March 9, 2022 were approved as presented.
2. **Hours of operation:** The Committee continued its discussion from last meeting on this topic, confirming that the CCC should be open from 6 a.m. to 10 p.m. on weekdays, especially in winter. It was noted that COA programming is heaviest in mornings, while P&R programming tends to be heaviest in afternoons and evenings, and both are expected to increase with the new facility.

To start, we plan to continue with the current full staffing weekdays from 8 a.m. – 5 p.m., and have only a custodian to staff the early and late hours. For Saturdays, which are busy for P&R especially from November to March, there was agreement to start off with operational hours, staffed, from 9 a.m. – 4 or 5 p.m. Saturday or Sunday rentals outside of normal open hours, e.g., birthday parties or other events, would require a staff presence. The importance of a staffing schedule to match the hours of operation was stressed.

3. **Discussion Regarding Position Description:** Chris Dwelley presented the working group's position description labeled "director/coordinator," noting it contained input from CMAC's research, other towns, and our P&R and COA directors. Kathy presented CMAC's position description for a "coordinator," reviewed and approved by CMAC in March 2021, and briefly noted both the similarities and the main differences between the responsibilities represented in each description.

As at previous meetings, questions resurfaced about the appropriate title and description for the position that encompasses the necessary tasks and responsibilities; whether that person would report to the P&R Director or the Town Administrator; the effect on the current management structure of an additional manager in charge of the entire facility and its operations. Discussion included the following observations/statements:

- The working group position description is modeled on best practices from other towns, particularly Lexington, and seeks to best optimize the jobs of the P&R and COA directors, as well as the value of the new building.
- We should let the market decide the title for the position description.
- Having an additional director/manager position per the working group scenario would in essence create another department whose manager would report to the Town Administrator, thus splitting facility management and greatly reducing the

collaboration and cohesion that currently exists and that we aim to preserve in our new community facility.

- Our current staff is more than capable and prepared to expand the scope of CCC programming encompassing all ages and types of activities.
- The two areas of greatest need are marketing/communications for the CCC overall; and administrative assistance in its daily operations, such as scheduling spaces for programs and rentals; maintaining records; procuring volunteers for the welcome desk; and interacting with custodial staff, as well as with present and potential users of the CCC. Having these responsibilities covered by a coordinator reporting to the P&R director will enable the P&R and COA directors and their teams to drive expanded programming and make the CCC successful.
- “Best practices” modeled after a town the size of Lexington may not automatically be “best practice” for Dover with one-fifth the population of Lexington.
- It’s good to study other towns and take note of their organizational structure and experience, but ultimately, the decision comes down to what’s best for Dover and what its citizens will support.

In closing, Chris Dwellee encouraged CMAC members to see this project through to its conclusion, given the fact that CMAC takes its direction from the BOS and was created to advise the BOS on matters related to the CCC. In preparing its recommendation to the BOS on CCC staffing and budget within the overall Town budget, CMAC should make sure that these topics are thoroughly vetted, and aim for presentation to the BOS in a public meeting by the end of September. The Committee asked Chris to provide a list of any remaining information considered necessary for a complete report.

4. **Topics for next meetings:** Rental fees; CCC budget: current format or change; facility maintenance; position description (ongoing) and salary comparisons; other?
5. **Date for CMAC-BOS discussion re future of CMAC:** No date was set. Kathy will check on BOS meeting dates in June and notify the Committee.
6. **Next CMAC meetings:** Meetings were scheduled for Thursday, April 28, Wednesday May 11, and Wednesday May 25, all at 9:00 a.m.
7. **Adjournment:** Upon motion made and seconded, the meeting was adjourned at 10:45 a.m.

Respectfully submitted,

Kathy Weld