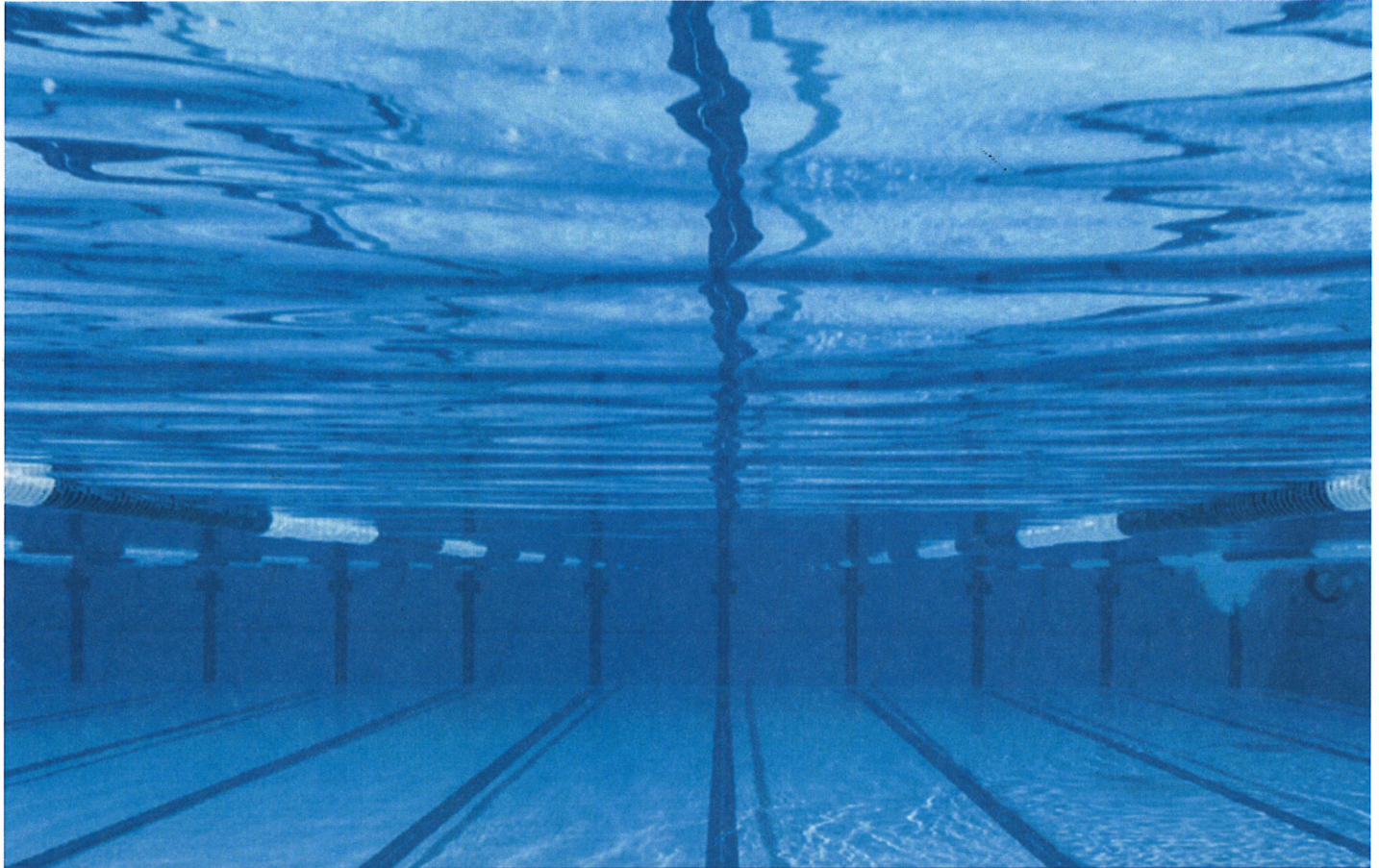




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# UNITED POOL MANAGEMENT

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570 COLONIAL PARK DRIVE, SUITE 306

ROSWELL, GA 30076

PHONE: 844-POOL-MGT

EMAIL: [CORPORATE@UNITEDPOOLS.COM](mailto:CORPORATE@UNITEDPOOLS.COM)

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At United Pool Management, we have the ability to manage any facility. Our top-notch management structure and our ongoing industry training is what sets us apart from other aquatic management teams. From our senior TEAM, CSR's, lifeguards and technicians, we partake in the best training practices in the industry. We are here to make sure your facility operates at the highest level of service possible, ensuring a safe and fun facility.



On behalf of United Pools, I wish to thank you for allowing us the opportunity to bid and compete for your business. Enclosed you will find the requested information for the Recreation and Aquatic Center Operations/Management for the City of Sherwood. This letter should serve as our cover letter, letter of intent and general overview of the enclosed material.

We have reviewed the proposal documents and have a full and clear understanding of the services required by the City of Sherwood. Our primary objective is to ensure that facility guests enjoy a safe, fun filled experience. We do this by focusing on three objectives: 1) Safety and Quality Assurance, 2) Fun through Innovative Programming, and 3) Guest Education.

**Guest Safety** - Our team members have been placed through a stringent safety-training program prior to beginning work at the facility. Additionally, we have developed the most comprehensive quality assurance programs in the industry. Training and safety audits happen consistently throughout the year to ensure our team members are prepared at all times.

**Guest Fun** - Our nationwide success is established on fresh and creative ideas designed to implement innovative programs capable of supplementing existing activities. Facilities can fall into daily, non-creative routines, which leads to decreased satisfaction. You can be assured that United Pools will bring fun to the pool with numerous activities planned over the course of 2017, and years to come.

**Guest Education** - We recognize that every guest has an opportunity to learn something new. Whether education is in the form of innovative play, swim techniques, fitness classes, fair play, teamwork, team competition, or safety, we want our guests to learn something new. We plan to provide an environment where swimming and exercise become a lifetime interest for your guests.

Over the past 38 years we have introduced many programs that have been extremely successful. We will work within the community and desires of the guests to bring new and innovative ideas. Being familiar and aware of the unique tasks it takes to run facilities like the Sherwood Recreation and Aquatic Center, we are ready to continue to go above and beyond in making this the region's most sought after facility. This proposal reflects our sincere interest in serving the City of Sherwood and we look forward to your favourable response.

Lastly, but most importantly, we offer these services to only a select few communities each year. Our services are often sought out for our ability to turn operations into a family type environment.

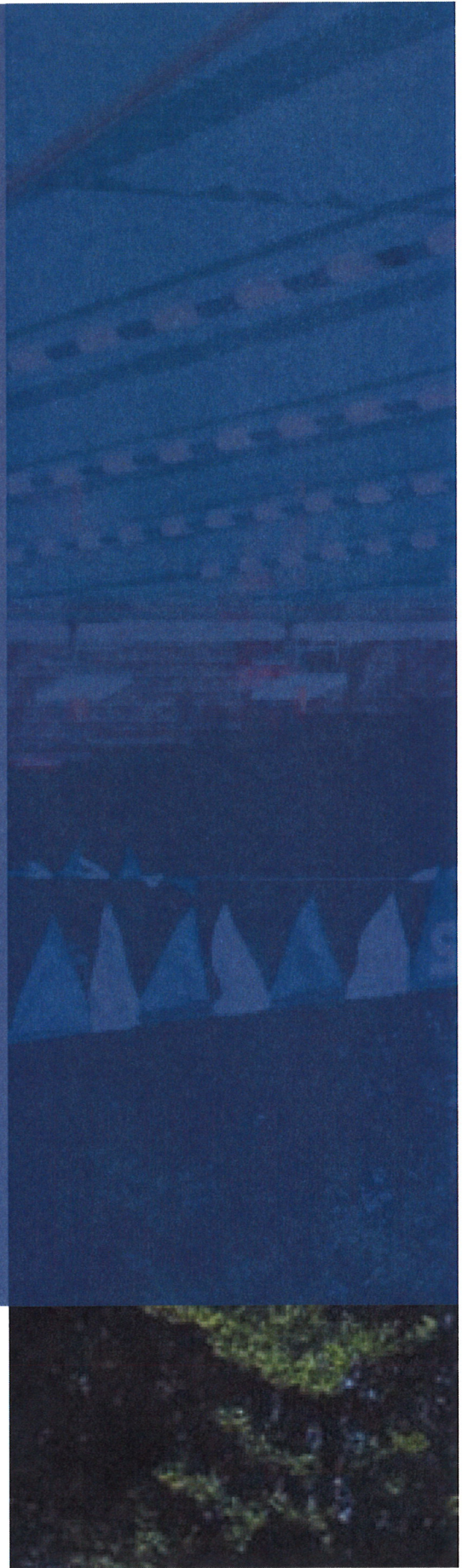
In order to answer any questions the city may have, I have listed my direct number below. Thank you in advance for your time and assistance, and we look forward to partnering with the City of Sherwood.

Sean Legg  
President, United Pool Management  
844-POOL-MGT ext. 407  
Sean@unitedpools.com  
www.unitedpools.com



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# WE MANAGE EXPERIENCES RECREATION & AQUATIC FACILITIES

United Pools has grown and changed since launching the pool management concept in 1979. We started with one local neighborhood in DeKalb County, Georgia. United Pools now operates facilities nationwide and employs team members from over 15 different countries. United Pools is dedicated to diversity and inclusiveness in all aspects of operation while maintaining a commitment to excellence. United Pools continues to develop along with our industry leaders by being part of many trade organizations. We actively participate in the Association of Pool & Spa Professionals (APSP), National Swimming Pool Foundation (NSPF), American Red Cross (ARC), National Recreation & Parks Association (NRPA) just to name a few. United Pools is committed to providing the most comprehensive management services program in the industry. Each year, every aspect of our company is reviewed for improvements to our customer and team member experience. These improvements have re-

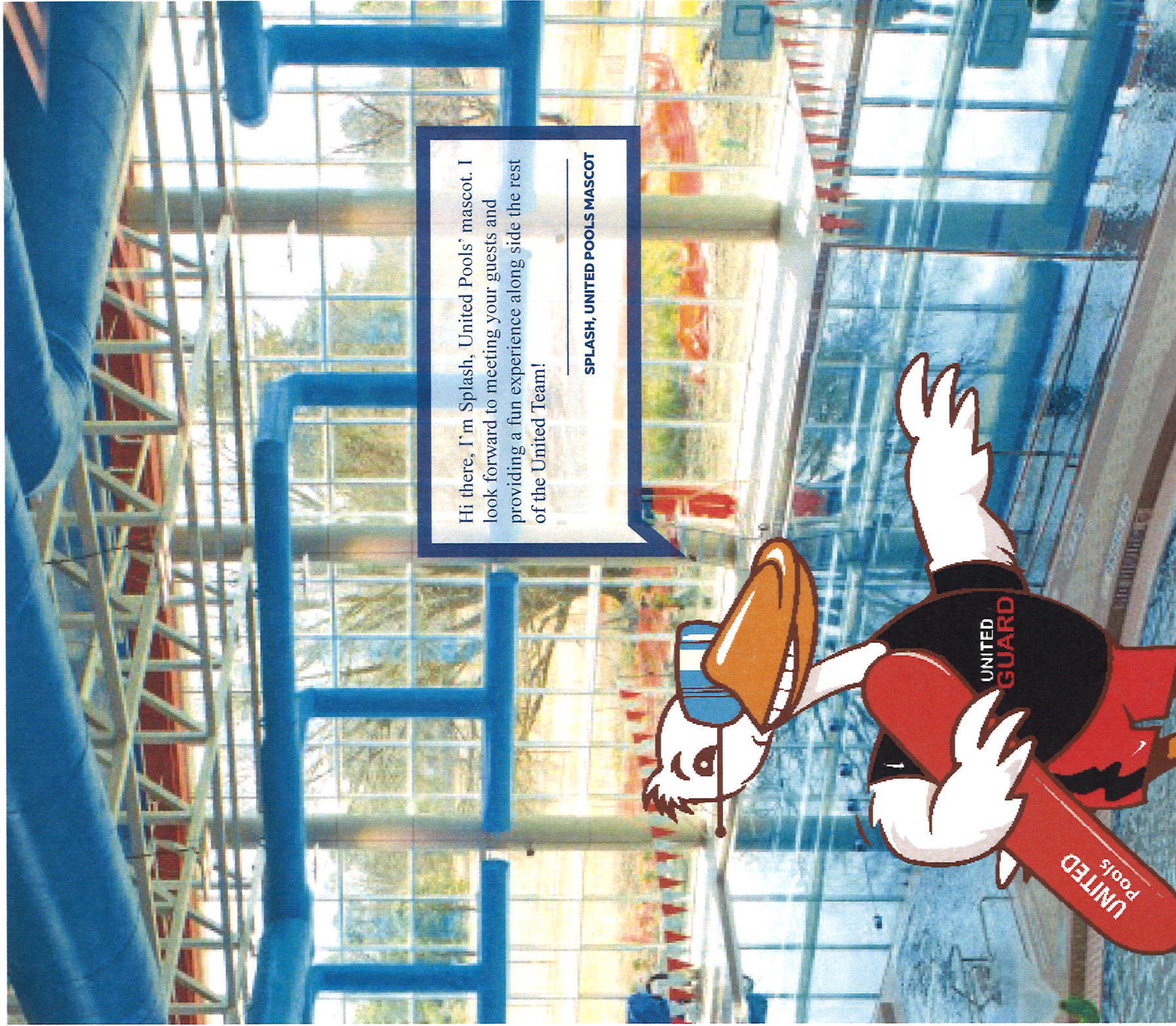
sulted in consistent upgrades to technology, communications, and management tools.

The United team, from senior management to our front line team members, receives the most comprehensive training and continuing education programs available to provide you with the ultimate water park experience.

United Pools has been managing recreation and aquatic facilities across the country. Management has included: operations, aquatic and fitness programming, concessions, lifeguard training and staffing, and pro shops. We have operated water parks from Atlanta to Illinois, Natatoriums from Queens, New York to Bethel, Alaska, and community pools everywhere in between. Below is a sample list of facilities we have managed over our storied 38 year history:

Confidential Information Removed





Hi there, I'm Splash, United Pools' mascot. I look forward to meeting your guests and providing a fun experience along side the rest of the United Team!

**SPLASH, UNITED POOLS MASCOT**



# MANAGEMENT TEAM

## SEAN LEGG

### PRESIDENT

Sean has been with United Pools for over 15 years. Sean will be the direct contact for the City throughout the proposal and negotiation process. He has the direct authority to bind United Pools and speak on behalf of the Board of Directors. Each of the individuals listed below will work under Sean's oversight.

Confidential Information Removed







## OUR TEAM

United Pools has a complete management team in place to handle all aspects of this project. Listed to the left are the team members that will be directly involved with the over site and management of the Sherwood Recreational and Aquatic Center. Our staff is complete with professionals in all phases of our industry. Once the City has made a decision to partner with United Pools, our full time management team will spring into action. United Pools has managing experience for all types of aquatic and recreation facilities across the country dating back to 1979 and each team member has a minimum of 4 years experience with United Pools managing different aspects of those facilities.





# OUR PROJECTS

Confidential Information Removed



Confidential Information Removed





## UNDERSTANDING AND APPROACH

We have reviewed the proposal documents and have a full and clear understanding of the goals laid out by the City of Sherwood, Oregon. Our goals mirror those that were spelled out in the requirements. We have spent decades, since 1979, developing a facility management program rooted in accomplishing these goals.

Our program is based on three key principles. Each principle is the foundation of every aspect of our operation. Our client's satisfaction comes from provided management services that fully commit to each of these principles.

- Safety
- Participation
- Fiscal Responsibility

As you review our bid proposal, you will see how each of these principles is the driving force behind how our company is organized, the management approach we take, and the goals we have set for the operation of this facility. Our success has come from working with many local governments to provide a management

package that is the safest, most used, and financially sound in the industry.

### SAFETY

United Pool Management has been managing aquatic facilities since 1979. Over that time we have grown from a small Atlanta based operation to a national firm operating in over 28 states. We are one of the oldest and largest management firms in the country. The most fundamental aspect of any management operation is safety. United Pools has refined our program over the last 38 years to create the safest and most efficient management program in the country

United Pool Management uses the Red Cross program for all facility safety. Our senior staff carries all certifications required to operate this facility. Our Facility Manager assigned to this project will carry all ARC certification requirements to train and audit our staff.

Although our certification requirements for our staff are extensive, we also have many other programs and procedures in place to maintain the

safest facilities in the country. The following are examples of these that supplement the ARC programs we use today:

- Risk Management Plan
- Emergency Action Plan
- Operations Manual
- Monthly Facility Inspection Reports
- Lifeguard and Instructor Audits

As local agencies continue to stress the need for programming and additional services, the priority for our company will always remain on providing a secure and safe environment for patrons that use all of our facilities.

### PARTICIPATION

Our ability to grow consistently in the public sector has been our endless drive to create more participation in public facilities. We have developed an extensive list of programs and events that we offer to our clients. Over the years, we have broadened the focus of our management program. In the past 12 years, we have seen an explosion in the amount of activities and outlets for all age



groups and demographics. The new opportunities have eroded the participation levels of many programs and the services for the local government throughout the country. United Pool Management quickly saw the erosion and started developing opportunities to increase the usage of aquatic facilities for all our clients. We understand that the mission of Real Estate Division is to provide outlets and activities for their residents. United Pools shares this mission and our management program is focused on providing these additional opportunities.

“If you build it, they will come, maybe?” Having two state of the art facilities is a huge investment. However, just because you build it, doesn’t guarantee that people will use it. Aquatic facilities need to be more than just bodies of water for people to swim in from time to time. There has to be a solid program package offered with the new facility to keep those patrons coming back.

United Pool Management will do extensive research from the very start in the Sherwood area to identify what is currently available to the residents and determine the type of program package that will fill the needs that aren’t currently being met and start offering a higher level of service to clients that already have a choice on where they can receive programs such as swim lessons, water aerobics, or parties and events.

Our programming will be offered in sections throughout the operational season. This allows our team to constantly update our schedules and programs offered. If we have a class or event that is not meeting our participation goals, we will remove it and replace it with a new activity. The level of flexibility allows us to constantly improve our offering and our service to the residents of Sherwood.

We also take advantage of technology. We have developed state of the art technologies that allow every resident to have access to schedules and registration for programs and events from any computer or smart phone in the world. Increasing access to programs increase participation dramatically in all clients that had to register manually onsite. We have seen jumps as high as 80% in new registration once this technology is implemented.

#### FISCAL RESPONSIBILITY

United Pool Management has had great success with local governments across the country because we understand the dynamics of the budget process and limits on taxpayer money to fund these types of operations. On average we save our facilities 20% to 30% annually.

United Pools services a wide array of clients. This has provided us with unmatched buying power. We are able to use this buying power along with well-established management practices to reduce the operational costs of all facilities we manage. United Pool Management spends about \$0.75 for our competitors \$1.00.

Our technology also allows us to track and account for labor through a computerized clock in system. This allows us to closely monitor actual hours worked. Human error being removed allows for us then to only pay for the hours an employee worked, versus what the schedule might say. Closely monitoring this process allows us to keep operational cost down for our clients.

United Pool Management’s experience and management structure is a perfect match for the new direction of the Sherwood Recreation and Aquatic Center. We are confident after reviewing the RFP our proposal addresses the needs of the City.





# OPERATING POLICIES

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## COMMUNICATION:

Communication is necessary to execute an operation like the Sherwood Recreation and Aquatic Center. United Pools has put together a comprehensive communication plan so that the company and the City remain in constant open communication.

United Pools is leading the industry in technology with our Facility Audit Reports. These reports will be filled out and automatically sent to the City any time one of our technicians or region managers visit a facility. These reports will help you stay up to date on exactly what is happening at your facility.

The company will send out a minimum of two emails each month to keep you up to date on company news and topics that are relative to your facilities. Weekly phone calls will take place on an agreed upon day to discuss ongoing operations and any pertinent matters with the City. It is also important to United Pools that we do not miss phone calls even after our offices are closed. We will have an after hours phone line to make sure all of your concerns are taken care of in a timely manner.

In the unlikely event than an emergency does happen at one of the facilities, the City as well as the representative in Real Estate Division will receive a phone call from one of our senior staff members.

## ADMINISTRATIVE REPORTING:

**POOL PAPERWORK:** We have been investing in our data recording for over 38 years. In those 38 years we have learned that every duty can be accomplished if set to a specific and purposeful time line. We have created an action checklist that our team completes every hour of every day. The paper work is audited in the FAR and each of our team members is held accountable for ensuring a safe and well-operated facility. We keep each of our records for 7 years and store them digitally for ease of tracking and sharing.

**INVENTORY REQUESTS:** United Pools is constantly investing in systems that serve people. One example is our inventory request system. If any of our team members need a product, service item or repair, they can log onto [United-Pools.com/Team Members](http://United-Pools.com/Team Members) and fill out an Inventory Request

Form. This form is then sent to the service department for processing. Each of these tools are stored and routed through our cloud-based server.

**SAFETY AUDITS:** We are in the safety business and there is no greater priority than the safety of the guests. Our safety record proves our commitment to safety. With over 38 years of excellence, United Pools is the industry leader in safety and operations. This is in large part to our Team Member Safety Audits. Every summer our American Red Cross Instructors and Liaisons canvas each of our facilities and audit our onsite team. They put the team through mock drownings with high intensity scenarios... while they are on the job. Each team member is scored based on their reaction to the mock rescue and must pass with an 80% or higher. This audit covers everything including entry, CPR, Spinal rescue, unconscious victims in the water and much more. We are confident that these audits will offer assurance that guests at facility are safe.

**TEAM MEMBER MEETINGS:** An important aspect of creating a team environment is assuring we work well together. Every other week, we mandate that all team members meet with our executive and middle management team. These meetings our imperative as each of our team members learn from one another. As you can imagine, the impact on each of our team members leaving the meetings only strengthens the operations at each of the facilities. We also go over OSHA compliance , hospitality training and administrative tasks to ensure that everyone is performing at the highest level of quality.

**STORAGE PROCEDURES:** All of our documents are stored on our cloud-based server with bank level encryption ensuring the highest standards of data security for our team and our customers.

**FACILITY WIFI CAMERAS:** United Pools believes full-time oversight assures everyone involved with pool operations are secure. United Pool's management team can access these cameras any time from any internet connected device.



# AUTOMATED FACILITY AUDIT REPORTS



Automated reports sent to you as they are submitted.

Real time photos and information on your facility.

Geo-tagged for exact locations!

## Walt Disney World - Yacht Club

Submission Date: **07/19/2015 15:00:00** Technician: **Smith, Taylor** Report: **15071915**

Phone Operational	Current Weather	Tag Location
Yes	Sunny	34.214703 -84.542428

### TEAM Report

TEAM Member on Duty	Candice
Was the lifeguard in full uniform?	Yes
Was the lifeguard in the stand?	No
Was the CPR mask and First Aid Kits at the stand?	Yes
Was the paperwork filled out correctly?	Yes



Additional Comments: Pool is in immaculate and safe condition. Great job Candice.

The video is protected behind a password-protected fire wall so that only authorized entry will be allowed. The cameras provide an unparalleled approach to oversight and security.

### AUDIT REPORTS:

United Pools has created and implemented and industry leading facility audit report (FAR). This FAR creates unlimited transparency for the between United Pools and the City of Sherwood. Each of our Regional Managers will complete a FAR on the facility daily, which includes data points on facility cleanliness, pool water chemistry, customer satisfaction, usage, team member reporting as well as images and geo location tags. Once completed and submitted the FAR will be emailed to the agents with the City to review at their leisure. Everything we do at United Pools revolves around our two most important pillars, our team members and our customers.

90% OF ALL ACCIDENTS CAN BE AVOIDED BY HAVING THE MOST UP-TO-DATE INFORMATION ON YOUR FACILITY. LET US KEEP YOU INFORMED WITH REAL TIME UPDATES SO YOU CAN MAKE THE BEST DECISIONS FOR YOUR GUESTS.



TEAM REPORT



FACILITY REPORT



POOL REPORT

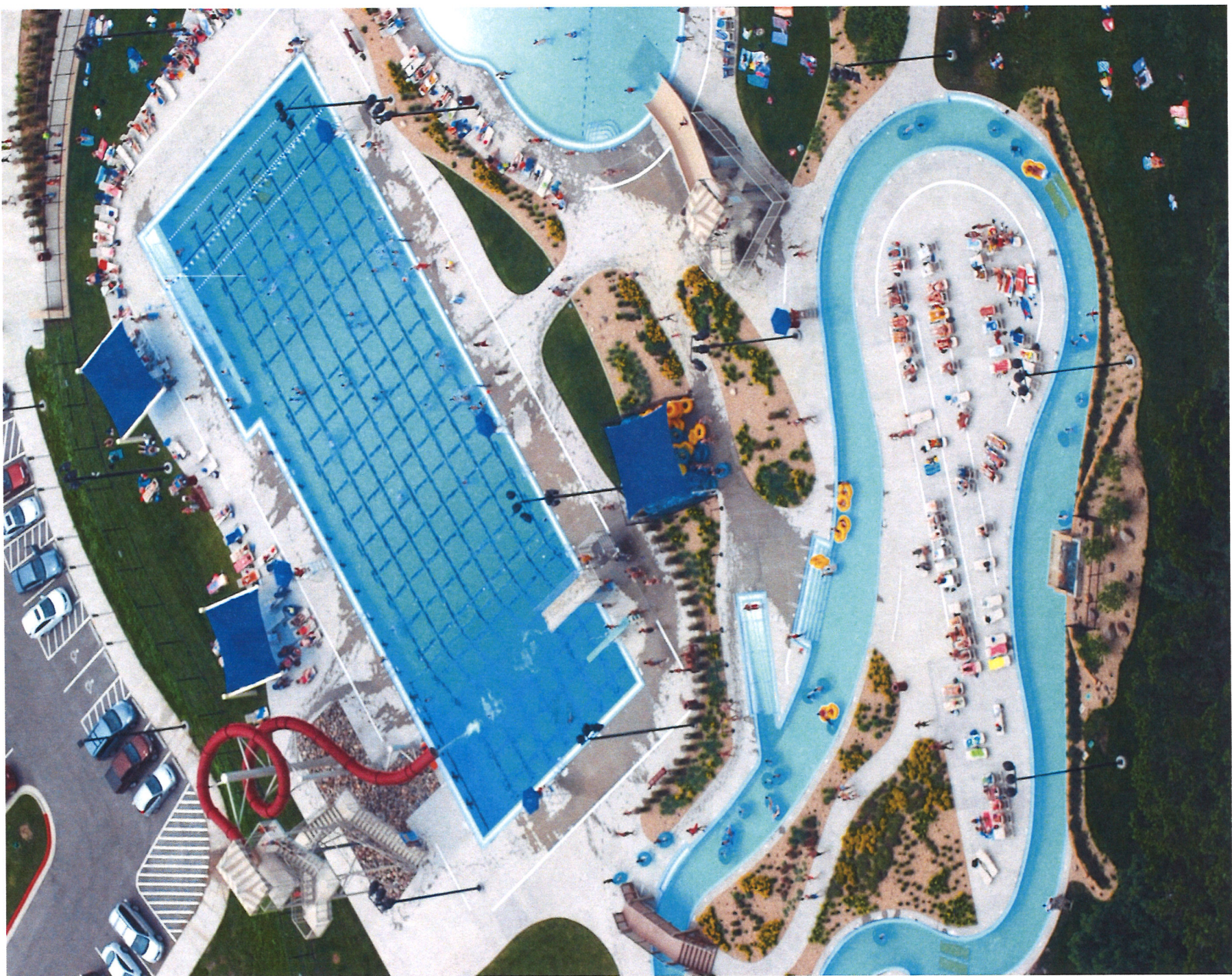


INVENTORY REPORT

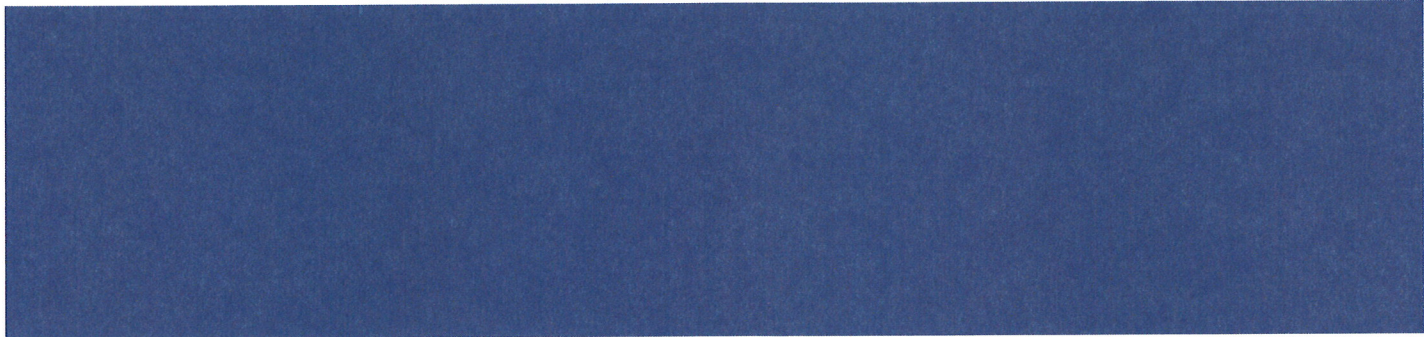
United Pool Management | [www.unitedpools.com](http://www.unitedpools.com) | 1-844-POOL-MGT

**OUR STATE OF THE ART TECHNOLOGY DEEMS US A CUTTING EDGE MANAGEMENT TEAM.**









## »» QUALITY ASSURANCE

The team at United Pools is constantly being evaluated to ensure that everyone serves to the highest standards. This is done through normal day to day operations as well as a specific approach we take that is unique in our industry. We employ a 4 -step approach to quality control and quality assurance:

Step 1 - Throughout each facility we operate we advertise that we want customers feedback. We use signs and banners and ask that all comments be emailed directly to team@unitedpools.com.

Step 2 - Our team values feedback so much that we pay each team member for getting "Tell us how were doing" forms completed. We pay our team members \$1.00 for each "TUHWD" (staff and facility evaluations) that is sent into our corporate office.

Step 3 - Every July each of our team members must complete a Team Member Review Test. The information in this test will quiz them on every aspect of their training as well as day to day operations. From ARC review to administrative tasks to general day-to-day tasks, we make sure that every team

member is on top of their game. They must make a 90% or better to remain on the schedule. Any individual that does not make at least a 90% will be put through further training before returning to work.

Step 4 - Internal safety audits are done at each facility within the United Pools network. The audits are mock drownings and scenarios that simulate real life emergencies. These audits are monitored by an United Pools auditor and the team member will be critiqued on how they handle the scenario. Safety audits are very educational, with the auditor being able to make suggestions based on the performance of the rescuer.



»»

**Quality Assurance -**  
Prevention of quality problems through planned and systematic activities including documentation.

**Quality Control -**  
The activities or techniques used to achieve and maintain the product quality, process and service.





## »» MARKETING + PROGRAMMING

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Marketing will be executed based on advertising plans. We will utilize local resources to market the facility and programming. Social media is also a large platform for marketing programs and events happening at the water parks. Social Media posts include the program scheduling, information about special events, important facility information, news about our team members, business partner spotlights and much more. Fliers are updated based on advertising plans and will be posted around the city within the school system, local businesses and other available outlets.

In building relationships, the facility, along with United Pools will be present in the community in ways other than just being at the facility. We enjoy having the opportunity to donate items like day passes, lessons, and even memberships when community wide events are happening to spread the word about The Cove and DropZone facilities among the local communities as well as visitors.

United Pools will create a web portal for The Cove and DropZone that will be linked to the city's website as well as our website. In this web portal, we will provide monthly updates, we will post our schedule for all programs offered at the facilities. This web portal will also give residents the ability to register and pay for all classes, events, parties, and programs on-line.

In addition to the web portal, we will create an email database for all residents and non-residents. We will send out weekly marketing emails for The Cove and DropZone. Each email will highlight one of the programs or events we have scheduled for the first of each programming session. Each email will provide a direct link to the web portal for registration information.

A Program Guide for the facilities will be generated and distributed to all residents in and surrounding Sherwood. Each Program Guide will provide a list of all programs, scheduling information, and registration

deadlines for all programming offered. Our Program Guide will also be sent to all business partners in the community. We will market the facilities to schools, day cares, houses of worship, community groups, movie theaters, local businesses and any other groups that can use the aquatic services we can provide. We will also work with Day Camps to provide discounted Learn to Swim Programs and Water Safety Classes.

A set of brochures will also be created to market the facility. Brochures will be placed at all city facilities and any other facilities that will give us permission to advertise.

United Pools will also market the facilities using social media efforts in applications such as:

- Facebook
- Twitter
- Instagram
- Snapchat

Our dynamic approach to marketing will help generate revenue from parts of the city that have not been reached.



No recreational programming will be successful without creative and targeted marketing. Marketing today is much different than just 10 years ago. We are living in the information age. Consumers want more information than ever before in making effective purchasing decisions. Most people can access that information through devices like tablets and smart phones. Having a successful programming is only as good as the marketing plan behind it.

## PROGRAMMING

United Pools recognizes the importance of offering a wide variety of programs for targeted users. Below is a sample list of proposed programs to be offered at the Riverside facilities:

- General Admission
- Facility Memberships
- Room Rentals for Parties and Events
- Sports Leagues
- Children's sports classes
- Studio Rentals
- Fitness Classes
- Camps
- Swim Lessons
- Lifeguard and Instructor Programs
- Water Safety Courses
- Aquatic Programs
- Poolside Health and Wellness
- and MUCH MORE

United Pools has created a marketing plan that allows us to target offerings in our four core values. Any Successful marketing plan is achieved through these three basic keys:

- Goal Establishment
- Target User Groups
- Data Retention

Goal Establishment – Setting goals for your programming is the first essential key in a successful marketing program and a successful aquatics program. United Pools will review your facility's participation history to establish short and long term goals for participation. In order to implement our marketing program, we will establish participation goals for all four-core values. From these goals, we can determine where and how our marketing campaign will be focused.

Target User Groups – Once the Program Package has been created, it is important to use marketing techniques that will get as much information as possible to the targeted user groups for the programs offered. Historically, marketing for aquatic programming has been handled through mass mail outs. Marketing to everyone is too broad and not necessary. Today, we can successfully identify the user groups of the aquatic programs we will offer. Defining user groups will limit the time and money necessary to reach the participation goals set for the operation.

Data Retention – Retention of data from previous participation is the best resource for future marketing plans. The use of the internet provides many avenues to collect data on participants. We use many forms of media to collect this data. Platforms such as Facebook, Twitter, and Instagram provide great avenues to collect data from interested participants directly. Our records show that 88% of all users of recreation facilities will be repeat users of programming in the future. To help collect data on each user in our programs, we have developed a program management software to handle all data collection and registration for all events. This software will collect all data from users of the facilities as well as everyone that communicates through other media platforms. United Pools has spent a significant amount of time and money developing a data retention plan to provide instant and direct marketing to the user groups necessary to meet our established goals for each operation. Marketing is an integral part of any successful aquatics program. The ability to reach those targeted user groups will help create the database necessary to effectively meet the established participation goals for each operation.





# STAFFING PLAN

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United Pools will begin the hiring process immediately after a contract has been finalized. The Talent Acquisition Team will oversee the hiring process and perform interviews on all qualified candidates for all positions offered at the Recreation and Aquatic Center.

We anticipate hiring for the following positions:

- Facility Manager
- Program Director
- Administrative Service Assistants
- Customer Service Representatives Manager
- Customer Service Representatives
- Maintenance Staff and Technicians
- Pool Supervisors
- Senior Lifeguards
- Lifeguards
- Program specific instructors

## TEAM MEMBER TRAINING/CERTIFICATIONS

All team members will hold a minimum of American Red Cross First Aid/CPR/AED Training. Those in need of certification or recertification will be required to attend our in-house American Red Cross certification courses. Additional position related certifications will also be required by United Pools. United Pools prides itself on keeping the entry costs low for UP team members. We do this by providing certification courses at a lower cost than our competitors and other providers. Course details are as follows:

- CPO - We will have CPO courses with our in-house CPO Instructors. This is required for the facility manager, technicians, maintenance and pool supervisor positions. The course covers topics necessary for pool operators including a section for local and state codes. Certification is valid for five (5) years.
- LGT –We will have classes scheduled for team members with our in-house American Red Cross certified instructors. This is required for lifeguard

positions. ARC certifications are the most common certifications United Pools accepts for its team members. The course details include training in lifeguarding, CPR, First Aid and AED for the professional rescuer. This certification is valid for two (2) years.

- ARC CPR, First Aid and AED Training – We will have classes scheduled for team members with our inhouse American Red Cross certified instructors. The course will cover adult and pediatric CPR/ First Aid/ AED. This certification is valid for two (2) years.

All team members will be required to attend United Pools In-service Orientation and Position Specific Facility Operator Training prior to the beginning work. These trainings serve as the first and second portion of our three part-training program.

All team members will hold a minimum of American Red Cross First Aid/CPR/AED Training. Those in need of certification or recertification will have the opportunity to attend our in-house American Red Cross certification courses.

- In-service training – This training will cover all company policies and procedures, hospitality



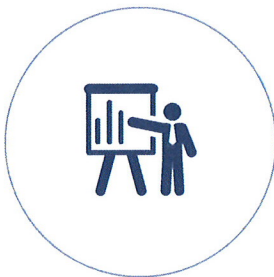
training, OSHA standards, important dates and many more important topics. This training is mandatory for all team members.

- Facility Operator Training – Team Members with their supervisors. Facility operator training is mandatory for all team members.

The third and final portion of our training will be a team member review test. This test will cover company policies and procedures as well as information specific to their lifeguard or CPR/First Aid/AED training. The review test will be taken prior to the July 4th holiday.



*Applications are easily accessed via our company website, and recruiting is the Talent Acquisition Officer's main priority. Potential applications will be placed through a stringent of background checks and testing to ensure they are the right fit for your facility.*



*We place our team members through training that guarantees a quality service to be provided. Through safety audits and constant surveillance, United Pools and its team remain vigilant through all operations.*



*With our highly trained personnel and management team, operations will be held in a professional matter that is guaranteed to produce groundbreaking results.*



**MANAGEMENT TRAINING:** United Pools prides itself on maintaining a strong management team. One aspect the company focuses on is continued training for our senior staff, whether it is for management, hospitality, marketing, etc. We are constantly looking for ways to improve on our team as a whole. United Pools has invested in sending our senior management staff to award-winning leadership training at the Disney Institute.

**CERTIFICATION:**

Up to date certifications are mandatory for United Pools team members. All team members must have valid certifications on file and will be reminded of recertification needs as the time approaches. Team



members will have an opportunity to update certifications in order to continue on in their positions without any interruption. Logs are kept with each team member's certification expiration date. Team members will not be assigned a position or be placed on a scheduled without a complete file. Team members must turn in all required documents including necessary certifications.

United Pool is an equal opportunity employer. Each individual that applies will be considered for the position they are applying for regardless of race, ethnicity, religion, gender or sexual orientation. Each applicants must go through the interview process whereby the Human Resources department will qualify each applicant based on personality and ability. Once the applicants passes the interview process they will be mandated to return copies of any certifications, driver licenses, social security cards, background check authorizations, drug testing authorizations, signed personnel agreements and proof of work history if applicable before starting any team member training.

United Pools is extremely proud of their team member retention rate. Not only to we retain our team members but they have the opportunity to move up within the company. Although United Pools as a whole is stretched across the United States, each of our operational teams maintain a small family feel that provides our team members with assurance.

Staffing numbers will be determined based on agreed upon operational hours between the City and Untied Pools.



Annual Budget - United Pools will reduce the annual operations budget by a minimum of 15% including the cost of the Fixed Fee. Additionally, United Pools will increase the annual revenues by a minimum of 10%. We will accomplish these goals as outlined in the previous sections of the response to the RFP.



## FINANCIAL

**Cost Plus and Fixed Fee Type Contract** - This is a Cost Plus and Fixed Fee type proposal. This proposal provides for the reimbursement of allowable incurred costs to the extent prescribed in the approved annual budget that UPM and the City will agree upon. The approved annual budget establishes an estimate of total cost for the purpose of obligating funds and establishing a ceiling that the Operator may not exceed (except at their own risk) without the approval of the City. Allowable incurred costs are those costs directly attributable to operations and maintenance of the Facility. For the purposes of this proposal, allowable incurred costs are those defined in the approved annual budget, are reasonable and prudent, and conform to generally accepted accounting practices.

Operator is expected to handle all revenue generated from Operation of the Facility. Operator is to submit that revenue to the City monthly along with the monthly budget reports. Such revenue will be a projection in each Budget and the budget shall be amended annually to reflect the

previous year's revenue. Revenue derived from Operation of the Pool is the property of the City and not compensation to the Operator.

**Invoicing** –  
*Fixed Fee:* The Operator shall invoice their fixed fee each month in advance.

*Costs:* Operator shall submit monthly statements of incurred costs to the city. The revenues will be held by the operator to offset all costs associated with the operations. Any costs that exceed the operational revenues will be billed to the city and sent in along with the monthly statement. Any revenues that exceed the cost of the operations will be submitted to the city along with the monthly statement. It is anticipated that the revenues will exceed the operational costs on an annual basis.

**Annual Operating Budgets** - The Operator will submit an Annual Operating Budget covering the period beginning July 1 and ending June 30 the following year. The City will review the budget and will discuss it

with Operator prior to implementation. All budgets must be approved by the city. City understands Operator may need to modify the budget to accommodate more revenue growth. Any modifications are to be discussed and approved in writing by the City. The Annual Operating Budget will include projected revenue.

**Rates** - The Operator's rates and charges to the public must be approved by the City in accordance with the annual budget process, Applicable Laws, and through guidelines promulgated by the City from time to time. All rates and charges to the public by the Operator for services shall be reasonable and appropriate for the type and quality of facilities and/or services required.

**Accounting System** - The Operator shall maintain an accounting system under which its accounts can be readily identified with its system of accounts classification. Such accounting system shall be capable of providing the information required by this Contract, including but not limited to the Operator's repair and maintenance obligations. The Op-



erator's system of accounts classification shall be directly related to the Operator's annual budget, monthly and annual financial reports and invoicing.

Monthly Reports - The Operator shall submit a monthly financial report to the City. The report shall be in numerical accounting format and include copies of any approvals provided by the City the previous month.

The numerical accounting report shall provide actual costs and revenues versus budgeted amounts for each category of accounts classification, reported for the specific month and cumulative for the year. Deviations from the operations plan, annual budget, or maintenance plan require advance written approval from the City. The monthly report shall provide a record of all such approvals provided by the City the previous month.

In addition to the monthly financial reports, the Operator shall provide a monthly statistical and narrative report on the usage of the Facility. The report shall be in a form and format as approved by the City. The report shall be submitted with the monthly statements.

Inventory - The Operator shall perform an annual inventory of the real property – Assigned Land, Real Property Improvements and Equipment. The inventory report shall be certified as true and correct by an officer of the Operator and submitted either before or along with the final invoice for that budget year.

Accounting Records - For all expenditures made for the operations and maintenance of the Facility, the Operator shall maintain auditable records including invoices, billings, canceled checks, and other documentation satisfactory to the City.

Compensation - All personnel employed by the Operator shall be paid in accordance with the minimum Local/Federal Wage and Hour laws. The Operator shall be responsible for the payment of all employment taxes and Social Security taxes related to the employment of said personnel including workmen's compensation and unemployment insurance.





# MAINTENANCE

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We pride ourselves on quality and attention to detail and are confident you will see excellence in the work we perform.

The preventive maintenance program involves the act of taking precautionary steps to troubleshoot, not avoid, issues before they arrive. It involves regular servicing and checking of critical resources and their supportive infrastructure to insure smooth functioning of the key components of the facility. The goal is to improve the overall operative efficiency of the key components.

The Preventive Maintenance Plan is broken into six categories:

1. Daily
2. Weekly
3. Monthly
4. Quarterly
5. Semi-Annually
6. Annually

United Pools will write a thorough maintenance plan to include all aspects of the Sherwood Recreation and Aquatic Facility once a partnership has been made. United Pools will work with in-house resources and local partnerships to keep the costs of the maintenance plan as low as possible for the City.