

**SPECIAL TOWN COUNCIL MEETING  
BUDGET REVIEW**

**AGENDA**

**In accordance with Governor Lamont's Executive Order 7B and social distancing guidelines recommended by the CDC to slow community spread of COVID-19, this meeting is physically closed to the public. The public may view the meeting live at <https://mansfieldct.gov/video> or on Charter Spectrum Cable Channel 191 (the website is recommended as it is a higher image clarity).**

**Public Comment will be accepted by email at [Budget2021@Mansfieldct.org](mailto:Budget2021@Mansfieldct.org) or by USPS mail and must be received prior to the meeting**

Call to Order/Roll Call

1. Staff Reports/Communications
2. Silver Sneakers Survey
3. Budget Review – Discussion and Proposed Adjustments
4. Public Comment

Adjournment

**Flagged Items - Manager's Proposed Budget FY 2020/21**

Date	Item Flagged	Councilor	Page	Action	Disposition
1 4/1/2020	Communications position	Freudman	Pg. 21		
2 4/1/2020	Contributions to Area Agencies	Freudman	Pg. 184		
3 4/1/2020	HR Specialist position	Freudman	Pg. 21		
4 4/1/2020	Resident State Troopers program	Freudman	Pg.23		
5 5/1/2020	Area Agencies - reduce Verteran's \$3,000, and increase Windham No Freeze \$3,000	Freudman	Pg. 184		
6					
7					
8					
9					
10					

**Requested Items - Manager's Proposed Budget FY 2020/21**

	<b>Date</b>	<b>Request</b>	<b>Councilor</b>	<b>Page</b>	<b>Action</b>	<b>Disposition</b>
1	4/1/2020	Additional information on high school youth services program and delivery methods	Ausburger	Pg. 175	Distributed 4/16/20	Schneider
2	4/1/2020	Revised staffing page breaking down Human Services by division	Moran	Pg. 179	Distributed 4/22/20	Trahan
3	4/1/2020	Information on change in values due to revaluation	Shaiken		Distributed 4/22/20	Trahan
4	4/16/2020	Projected Debt Service FY25/26 including new elementary school	Freudmann	Pg. 249	Distributed 4/22/20 - Slide 22	Trahan
5	4/19/2020	Town by Town Cost per Pupil	Freudmann		Distributed 4/22/20	Trahan
6	4/22/2020	Info. on change in value due to revaluation for commercial properties	Shaiken		Distributed 5/11/20	Trahan
7	4/22/2020	Prioritization and additional information on proposed capital projects	Berthelot		Distributed 5/11/20	Carrington/Trahan
8	4/22/2020	Prioritization of new staffing positions			Distributed 5/11/20	Carrington/Trahan
9	5/11/2020	Several options for getting to a zero mill rate	Shaiken		Distributed 5/26/20	Carrington/Trahan
10	5/11/2020	Requested not to reduce contribution to fund balance	Schurin			

**Future Suggetions/Discussions**

	Date	Item	Councilor	Page	Action	Disposition
1	4/1/2020	MERS discussion in Personnel Committee	Schurin	Pg. 203		
2						
3						

**Town of Mansfield**  
**Potential Adjustment to the Town Manager's Proposed Budget**  
**FY 2020/21**  
**As of May 26, 2020**

	<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>	<b>Other</b>
Proposed Budget - Town and Board	\$ 44,093,040	\$ 44,093,040	\$ 44,093,040	\$ 44,093,040
<b>Budget Additions:</b>				
Correction to Planning Department Salaries & Benefits	40,000	40,000	40,000	40,000
Adjustment to Planning Department for Reclassification	7,200	7,200	7,200	7,200
Total Additions	<u>47,200</u>	<u>47,200</u>	<u>47,200</u>	<u>47,200</u>
<b>Budget Reduction Options:</b>				
Staffing Adjustments - Defer to January 1, 2021				
Hiring PW Full-time laborer	37,500	37,500	37,500	
Upgrade of laborers to truck drivers	8,800	8,800		
Hiring FT Communications Specialist - <b>Town Share</b>	22,700	22,700	22,700	
Hiring FT Communications Specialist - <b>Board Share</b>	22,700	22,700	22,700	
Increasing Human Services Early Childhood Coord. To FT	6,950	6,950		To Be
Increasing Police Admin Assistant to FT	7,550	7,550		Determined
Fire Prevention- Water Hydrants	1,000			
Fire & Emergency Services - Non-capitalized Equipment	2,000	1,300		
Human Services - Travel & Conference Fees	1,300			
Library - Juvenile Materials	1,000			
Library - Adult Materials	1,000			
Transfer Out - Medical Pension Trust	30,000	35,000	59,600	
Total Reduction	<u>142,500</u>	<u>142,500</u>	<u>142,500</u>	<u>-</u>
Adjusted Budget	43,997,740	43,997,740	43,997,740	44,140,240

**Town of Mansfield  
Estimated Tax Warrant and Levy  
FY 2020/21**

<b>Amount to Raise by Taxation</b>	<b>Dollars</b>	<b>Equiv. Mill Rate</b>
1. Proposed Budget		
Mansfield School Board	\$ 23,467,540	
Town General Government	20,530,200	
Total Town	43,997,740	
Region 19 General Fund Contribution	11,027,801	
Total Expenditure Budgets	\$ 55,025,541	48.56
2. Plus: Fund Balance Reserve	128,000	0.12
3. Less:		
Tax Related Items	724,750	
Non-Tax Revenues	19,631,320	
App. Of Fund Balance	-	
Total Other Revenues	20,356,070	17.96
Amount to Raise by Taxes (current levy)	\$ 34,797,471	30.71
<b>Tax Warrant Computation</b>		
1. Amount to Raise by Taxes (current levy)	\$ 34,797,471	30.71
2. Amount of Abatement	291,000	0.26
3. Reserve for Uncollected Taxes (98.7% coll rate)	452,367	0.40
4. Release Reserve for Tax Appeals	-	
5. Elderly Programs	22,000	0.02
6. Estimated Pro-rated Assessments	-	
Total Tax Warrant	\$ 35,562,838	31.38
<b>Mill Rate Computation</b>		
1. Tax Warrant	35,562,838	
-----	-----	= 31.38
2. Taxable Grand List - RE & PP - Final	1,133,261,177	
Proposed Mill Rate	31.38	
Current Mill Rate	31.38	
Increase (Decrease)	0.00	
Percent Increase (Decrease)	0.00%	
06/30/20 Estimated Fund Balance	7,196,956	13.1%
Proposed Increase	128,000	
06/30/21 Projected Fund Balance	7,324,956	13.3%

**Town of Mansfield**  
**Capital Projects Fund Financing Plan - 2020/21**

	Budget 2020/21	LOCIP	CNR Fund	Other Funds	State and Federal Grants	Town Aid Road Fund
<b>General Government</b>						
Furniture & Fixtures	15,000		15,000			
Software	255,000		-	255,000		
<b>Total General Government</b>	<b>270,000</b>	<b>-</b>	<b>15,000</b>	<b>255,000</b>	<b>-</b>	<b>-</b>
<b>Public Safety</b>						
Fire and Emergency Services						
Communication Equipment	10,000			10,000		
Fire Ponds	8,000		8,000			
Life Safety Equipment	10,000		10,000			
Ambulance Stretcher & Load System	50,000		50,000			
Personal Protective Equipment	25,000		25,000			
Protective Clothing Extractor/Dryer	20,000		20,000			
Replacement Ambulance 607	170,000		170,000			
<b>Total Public Safety</b>	<b>293,000</b>	<b>-</b>	<b>283,000</b>	<b>10,000</b>	<b>-</b>	<b>-</b>
<b>Public Works</b>						
Bridges	5,000		5,000			
Engineering CAD Upgrades	5,000		5,000			
Guiderails Imprv/Replacements	50,000		50,000			
Grapple Truck	85,000			85,000		
Large Dump Trucks w/plows	105,000		105,000			
Mini Excavator	120,000		120,000			
Pickup/small dump truck	70,000		70,000			
Replace Street & Sidewalk Lights	5,000			5,000		
Road/Resurfacing	1,100,000	185,000	815,000			100,000
Storrs Center Improvements	15,000		15,000			
Swap Shop Building	50,000			50,000		
Transp/Walkways per Town's Priority	35,000		35,000			
Trees	90,000		90,000			
<b>Total Public Works</b>	<b>1,735,000</b>	<b>185,000</b>	<b>1,310,000</b>	<b>140,000</b>	<b>-</b>	<b>100,000</b>
<b>Facilities Management</b>						
<b>Town</b>						
Animal Shelter Building Repairs						
Brick Repairs	11,000		11,000			
Bus Garage Building Repairs	62,000			62,000		
Comm Center Building Repairs	175,000		175,000			
Custodial Equipment	12,000		12,000			
Day Care Building Repairs	5,000		5,000			
Fire Stations Building Repairs	15,000		15,000			
Fleet Trucks	30,000		30,000			

**Town of Mansfield**  
**Capital Projects Fund Financing Plan - 2020/21**

	<b>Budget 2020/21</b>	<b>LOCIP</b>	<b>CNR Fund</b>	<b>Other Funds</b>	<b>State and Federal Grants</b>	<b>Town Aid Road Fund</b>
<b>Facilities Management (cont'd)</b>						
Library Building Repairs	35,000		35,000			
Maintenance Projects	30,000		30,000			
Nash Zimmer Transportation Center	66,930			66,930		
Public Works Building Repairs	35,000		35,000			
Roof Repairs	35,000		35,000			
Senior Center Building Repairs	15,000		15,000			
Town Hall Building Repairs	40,000		40,000			
<b>Education</b>						
School Building Maintenance	150,000		150,000			
<b>Total Facilities Management</b>	<b>716,930</b>	-	<b>588,000</b>	<b>128,930</b>	-	-
<b>Community Services</b>						
Fitness - Equipment	55,840			55,840		
Invasive Control	20,000		20,000			
Park Improvements	30,000		30,000			
Playscapes and Playground Surfacing	50,000		50,000			
Human Services Van	64,000		39,000	25,000		
<b>Total Community Services</b>	<b>219,840</b>	-	<b>139,000</b>	<b>80,840</b>	-	-
<b>Community Development</b>						
Positioning & Marketing Plan	50,000		50,000			
Zoning/Subdivision Regulations	65,000		65,000			
<b>Total Community Develop.</b>	<b>115,000</b>	-	<b>115,000</b>	-	-	-
<b>Education</b>						
Technology Infrastructure	150,000		150,000			
<b>Total Education</b>	<b>150,000</b>	-	<b>150,000</b>	-	-	-
<b>TOTAL C.I.P. 2019/20</b>	<b>\$ 3,499,770</b>	<b>\$ 185,000</b>	<b>\$ 2,600,000</b>	<b>\$ 614,770</b>	<b>\$ -</b>	<b>\$ 100,000</b>

Potential Adjustments  
To Manager's Proposed Budget  
**\*\*FOR TOWN COUNCIL DISCUSSION\*\***  
\*\* May 26, 2020\*\*

No.	Description	General Fund Expenditures				CNR Fund	Pass = 1 Fail = 0
		Adjustment	Town	Board	Total		
<b>Manager's Proposed Budgets</b>		<b>\$ 20,602,800</b>	<b>\$ 23,490,240</b>	<b>\$ 44,093,040</b>	<b>\$ 3,542,840</b>	<b>\$ 2,717,730</b>	
1	Correction to salaries & benefits - Planning department	40,000	40,000		40,000		
2	Adjustment for Planning Reclassification	7,200	7,200		7,200		
3	Various cuts - to be determined	(142,500)	(119,800)	(22,700)	(142,500)		
4		-	-	-	-		
5		-	-	-	-		
6	Adjustment to CIP - Parking Garage Lighting - Proposal \$77,780 less Eversource Rebate \$10,850 = \$66,930	(43,070)	-	-	(43,070)		
7		-	-	-	-		
8		-	-	-	-		
9		-	-	-	-		
10		-	-	-	-		
11		-	-	-	-		
12		-	-	-	-		
13		-	-	-	-		
14		-	-	-	-		
15		-	-	-	-		
16		-	-	-	-		
17		-	-	-	-		
18		-	-	-	-		
19		-	-	-	-		
20		-	-	-	-		
21		-	-	-	-		
22		-	-	-	-		
23		-	-	-	-		
24		-	-	-	-		
25		-	-	-	-		
26		-	-	-	-		
27		-	-	-	-		
28		-	-	-	-		
<b>Budgets As Amended</b>		<b>\$ (138,370)</b>	<b>\$ 20,530,200</b>	<b>\$ 23,467,540</b>	<b>\$ 43,997,740</b>	<b>\$ 3,499,770</b>	<b>\$ 2,717,730</b>
					<b>Mansfield's Share of Region 1</b>		
							<b>11,027,801</b>



## MEMO

**To:** John Carrington, Interim Town Manager  
**CC:** Curt Vincente, Director of Parks & Recreation  
**From:** Cherie Trahan, Director of Finance  
**Date:** May 21, 2020  
**Subject:** **Parks & Recreation Fund Operating Budget**

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As we have discussed with the Town Council, the Parks and Recreation Fund has been operating at a projected deficit primarily due to the reduced revenue generated by the Silver Sneakers program. The forced closure of the community center and cancellation of programs due to the pandemic has further complicated the situation.

Looking at the fund activity as of March 31<sup>st</sup>, adjusted by our post-COVID-19 operations, I am projecting an operating loss of approximately \$100,000 for FY 2019/20. This is a difficult number to predict as guidance on re-opening continues to change, and consumer financial means and confidence in attending the community center and programs is hard to determine. However, Curt Vincente, Parks & Recreation Director and I are committed to minimizing losses as we try to provide services to the community.

I have completed a review of General Fund operating revenues and expenditures and due to the reduction in the fringe benefit rate charged for the Resident State Trooper (RST) program, I recommend an adjustment to be done at yearend transferring at least a portion of the surplus to the Parks and Recreation Fund. Since we will be faced with the same operating concerns in the coming fiscal year, I will recommend a transfer that will cover the current year operating loss as well as an amount to provide support for next year. I am estimating a total transfer of approximately \$200,000 - \$250,000 will be needed. All of this will come from savings in the RST line item and will not impact the proposed FY 2020/21 General Fund Budget.

With that said, it is critical that a sustainable program and funding plan be determined for the Parks and Recreation program going forward. I believe the support provided by the yearend surplus will provide enough time for the development of such a plan. Staff will continue working on an adjusted budget for next year, one that reflects operations impacted by the Coronavirus and revenues generated by the Silver Sneakers program. Director Vincente and I will be available to answer questions from the Town Council on May 26<sup>th</sup>.



**Town of Mansfield  
Agenda Item Summary**

**To:** Town Council  
**From:** John C. Carrington, Interim Town Manager  
**CC:** Curt Vincente, Director of Parks and Recreation, Jay O'Keefe, Assistant Director of Parks and Recreation, Kimberly Rontey, Member Services Coordinator, Cherie Trahan, Director of Finance  
**Date:** May 26, 2020  
**Re:** Silver Sneakers Survey

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A handwritten signature in black ink, appearing to be "John C. Carrington", is written over the "From:" line of the header.

**Subject Matter/Background**

As part of the Fiscal Year 2020-21 budget reviews, staff presented an issue paper on the sustainability of the Parks and Recreation Fund at the budget workshop on April 16, 2020. The Silver Sneakers program was identified as a concern and several options were offered for discussion. Staff recently conducted a survey with all Silver Sneakers members in order to obtain further insight into the usage patterns of these members. Currently there are 1,632 Silver Sneakers members at the Community Center (661 residents and 971 non-residents). 1,031 surveys (using the Constant Contact platform) were sent out via email. Those who might have previously unsubscribed to our Constant Contact communications were resent links to the survey from Microsoft Outlook. It should be noted that some Silver Sneakers members either do not have emails or use a common email with another family member who may also be a Silver Sneakers member, which would account for the difference in total members versus emails sent out. There were 526 responses to the survey however, 52 of those 526 were only partially completed. Therefore, 474 survey responses provided the most complete information for reporting in the summary. This is a 46 percent response rate.

**Financial Impact**

There are many variables that effect the outcomes of the Silver Sneakers program revenue. Participation increases could potentially solve the Parks and Recreation Fund sustainability issue because the total numbers of members is high for a facility of our type according to Tivity Health. Tivity Health is a third party management company that oversees and manages the Silver Sneakers program contract for the insurance companies that offer this benefit. A higher participation rate would bring in a significant amount of revenue and this additional revenue would potentially be a positive for the long term growth of the Parks and Recreation Fund balance. To date, lack of or limited participation is cause for concern, despite efforts by staff to encourage and engage members.

**Legal Review**

The Silver Sneakers contract was originally reviewed by the Town Attorney and the Town's Insurance Company, CIRMA, prior to its execution in 2014.

**Recommendation**

It is recommended that the Town Council use the information provided in the survey and prior information presented by staff to determine next steps for Parks and Recreation Fund sustainability issue.

**Attachments**

- 1) Silver Sneakers Member Survey Summary dated May 7, 2020

## Silver Sneakers Member Survey Summary – 5.7.2020

526 responses

**Total Completed Surveys:** 474

**Partially Completed Surveys:** 52 – this data was excluded from summary data outlined below EXCEPT for Question 1. Most of these 52 partially completed responses did not answer beyond the first question. 7 did not even answer the first question. Responses from this pool can be supplied upon request.

### **Question 1: Approximately how often do you visit the Mansfield Community Center?**

Results from all 526 responses:

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Every day/almost every day	35	6.6%
4-5 days/week	83	15.7%
2-3 days/week	207	39.3%
1 day/week or bi-weekly	111	21.1%
I do not use my Mansfield Community Center membership	83	15.7%
No Responses	7	1.3%
<b>Total</b>	<b>526</b>	<b>100%</b>

### **Question 2: What time of day do you typically visit the Center?**

- Indicated peak times:
  - 10am-12pm (42%)
  - 8am-10am (34.3%)
  - 12pm-3pm (19.2%)
- Other timeframes had less than 10% of responses reporting as their visit time.
- Responses from Question 1 who indicated they do NOT use their membership were not asked this question.

### **Question 3: How long is your typical visit to the Center?**

- 50% of responses indicated 1 hour visits
- 27.6% of responses indicated 2 hour visits

### **Question 4: Which areas of the facility do you frequent?**

- Question allowed for “multiple answers” selection.

- 73.4% of responses indicated Fitness Center/Track
- Next highest “use” areas were Therapy Pool (25.7%), Main Pool (24.5%), and Silver Sneakers Classes (22.1%)
- Basketball gym/Gymnasiums, Other Fitness Classes, and Sitting room had results in the teens
- Child Care and Teen Center each comprised <1% of responses

**Question 5: Which of the following programs (drop-in/free to members) offered by the Mansfield Community Center have you heard of or attended? Check all that apply.**

Answer	0%	100%	Number of Responses	Response Ratio
Coffee and Coloring			<a href="#">32</a>	12.8%
70 Going on 17			<a href="#">7</a>	2.8%
Group Track Walks			<a href="#">50</a>	20.0%
Book Club			<a href="#">23</a>	9.2%
Health and Fitness Seminars			<a href="#">137</a>	55.0%
FitPass			<a href="#">87</a>	34.9%
Pickleball			<a href="#">130</a>	52.2%
Futsal			<a href="#">2</a>	<1%
40+ Basketball			<a href="#">18</a>	7.2%
Starting Strong Fitness Orientation			<a href="#">57</a>	22.8%
		<b>Totals</b>	<b>249</b>	<b>100%</b>

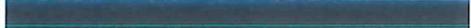
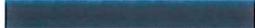
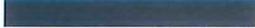
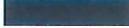
- Response to this questions was not required.

**Question 6: Are you aware that the Community Center does not receive any insurance reimbursement if you do not visit the Center, or do not swipe your Community Center membership card at the start of your visit?**

- 42.8% of responses were not aware of the importance of visiting/swiping in.

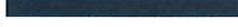
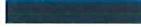
Answer	0%	100%	Number of Responses	Response Ratio
Yes			<a href="#">271</a>	57.1%
No			<a href="#">203</a>	42.8%
No Responses			0	0.0%
		<b>Totals</b>	<b>474</b>	<b>100%</b>

**Question 7: Please select any of the following sources you use to locate information on the Mansfield Community Center (check all that apply)**

Answer	0%	100%	Number of Responses	Response Ratio
Mansfield Parks and Recreation Seasonal Program Brochures			<a href="#">338</a>	73.4%
Flyers around the Center			<a href="#">185</a>	40.2%
E-mail Newsletters			<a href="#">270</a>	58.6%
Facebook			<a href="#">40</a>	8.6%
Instagram			<a href="#">2</a>	<1%
Community Center Website			<a href="#">187</a>	40.6%
Town of Mansfield Website			<a href="#">97</a>	21.0%
WILL Radio			<a href="#">10</a>	2.1%
Willimantic Chronicle			<a href="#">43</a>	9.3%
Other ( <a href="#">View all</a> )			<a href="#">13</a>	2.8%
		<b>Totals</b>	<b>460</b>	<b>100%</b>

- “Other” consisted primarily of “friends”.
  - Additional singular comments reflected instructors, personal trainers, and front desk.
  - One comment reflected challenges with the MCC website
- Response to this question was not required.

**Question 8: Regarding participation in Silver Sneaker classes (select all that apply):**

Answer	0%	100%	Number of Responses	Response Ratio
I am regularly registered for and participate in Silver Sneakers classes			<a href="#">79</a>	23.6%
I am occasionally on the wait-list for one or more Silver Sneakers classes			<a href="#">54</a>	16.1%
I am regularly on the wait-list for one or more Silver Sneakers classes			<a href="#">26</a>	7.7%
I regularly "drop in" to Silver Sneakers classes when space allows			<a href="#">23</a>	6.8%
I occasionally "drop-in" to Silver Sneakers classes, as my preference			<a href="#">36</a>	10.7%
I would attend Silver Sneakers classes held at another location (ex. Mansfield Senior Center)			<a href="#">55</a>	16.4%
I would attend more Silver Sneakers classes if they were available			<a href="#">119</a>	35.6%
I would pay to take programs that are similar in nature to Silver Sneakers classes			<a href="#">48</a>	14.3%
I currently pay to participate in other fitness programs at the Mansfield Community Center			<a href="#">71</a>	21.2%
Other ( <a href="#">View all</a> )			<a href="#">55</a>	16.4%
		<b>Totals</b>	<b>334</b>	<b>100%</b>

- “Other” responses included (most prevalent first):
  - Member does not participate in classes
    - Lack of interest in group classes
    - Exercise independently/use pools
    - Inability to register/classes fill too quickly
    - Unaware of Silver Sneakers classes
    - Would attend Silver Sneakers pool classes/more variety
  - Participates in other (non-Silver Sneaker) group classes. Examples:
    - Pickle ball
    - Yoga
    - Swim Lessons
  - Utilize services at other gyms/independently
  - Center closed for pandemic shortly after joining
  - Does not participate for health reasons
- Comments – 121 comments
  - Many comments reflected points already referenced above in “other”
    - No desire to attend classes/member exercises independently
    - Frustration with registration process, classes filling, need for more classes
    - Lack of awareness of Silver Sneakers classes
    - Center closed after joining due to pandemic
    - Health challenges for themselves or family members prohibiting attendance
  - Several comments questioned the possibility of paying an additional fee or charge towards membership
    - Those referencing this expressed willingness to do so.
    - Some indicated full pay classes/memberships to be cost prohibitive.
  - Many comments expressed program importance for wellbeing.
  - A representative sampling of comments below:

“The Silver Sneakers classes have really enhanced my life. The exercise is great, but just as important is the camaraderie with other students in my classes, as well as the instructors. I live alone and since I retired, my life has become quite solitary. So its wonderful to see and talk to people of all ages on a regular basis. I love the track because it gives me an opportunity to walk regularly with one of my classmates no matter what kind of weather we're experiencing.”

“This facility is very important to members of the Silver Sneakers program. Some of us pick our health care supplemental insurance based on this being available at the MCC. The pools are invaluable in keeping seniors healthy and active. Many of us meet there, make new friends and try new things offered by Silver Sneakers. Please keep this absolutely necessary program. Thank you”

“The variety does not excite me. It is too limited. I find the bubble in Tolland a much better fit. they don't charge for special programs and they have more variety.”

“I need the gym!! Otherwise all I do is stay at home and hurt myself with free weights. I would gladly pay for a membership the way we used to do if it were necessary.”

“I take a yoga class at Super Future Fitness in Willimantic with the same great yoga instructor (Sharon) and it costs me nothing through Silver Sneakers. It is easy to sign up for and it is welcoming and hassle-free (unlike the Mansfield Community Center).”

"I am 77 have had two hip replacements and a posterior lumber interbody fusion between L4 and L5 and L5 and S1. My regular program of lap swimming and weight training is 5 days per week. This enable me to keep riding my horses at a competitive level. So acces to the gym is imperative. The nearest alternative is in Vernon twice the distance from my home."

"in addition to the morning classes, the early-mid-afternoon time seems to be under-utilized and would appeal to me as a time slot for classes (classes starting at 2 or at 3) – I have other commitments on a couple of mornings and would consider attending additional classes if they were offered at those times. I am a very active 66 year old and started Silver Sneakers last year."

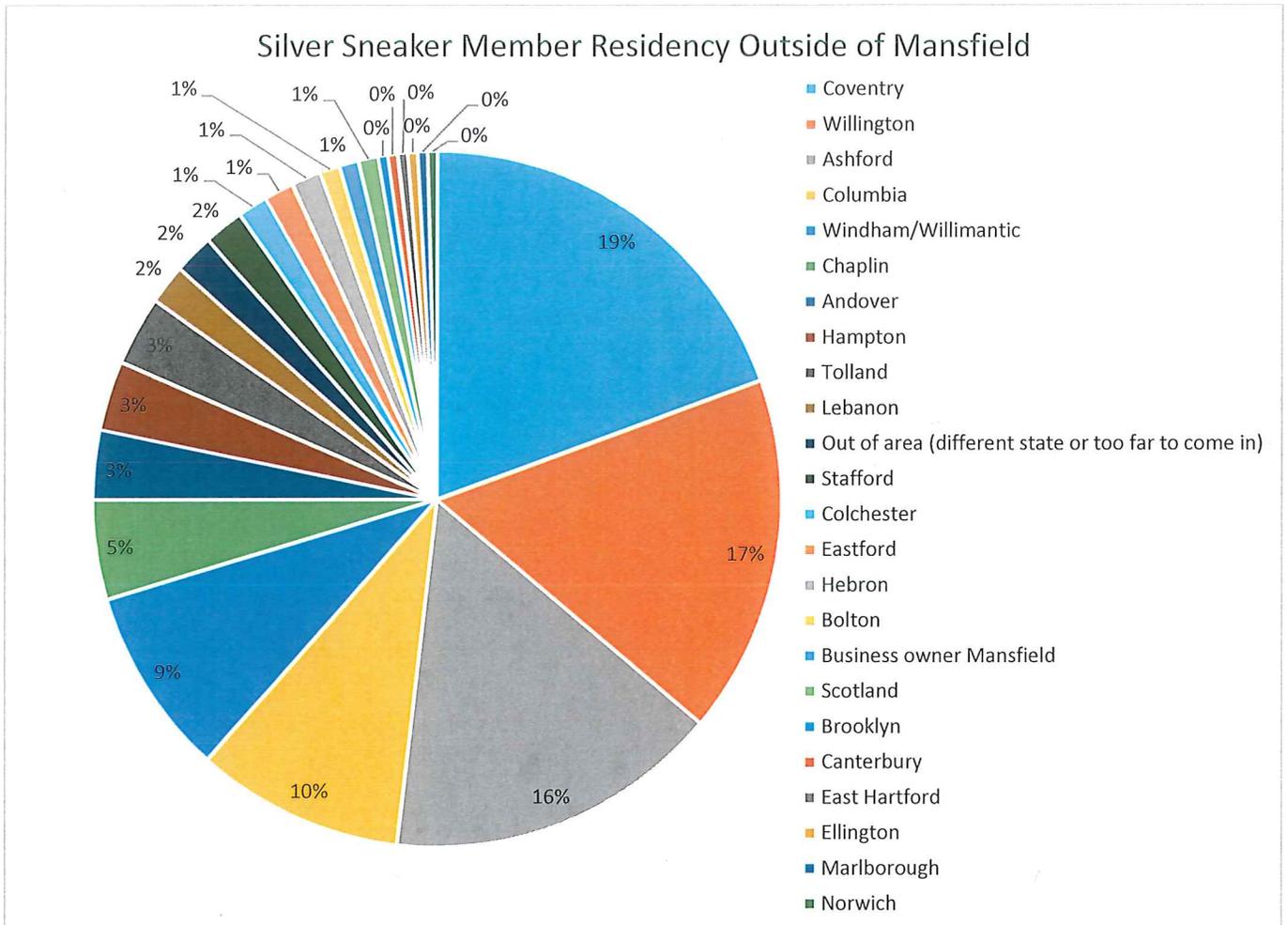
"I have taken various classes at MCC including functional strength, so I found the Silver Sneakers were not challenging enough for me. I do occasionally drop into such classes."

"I rely on the Community Center for aerobics/fitness classes as well as for the friendly interaction I have with class members and instructors. When we moved here from out of state it was the place I made my first friends."

"Silver Sneakers yoga got me started on yoga, which I will do for the rest of my life. It's especially helped me with sleep, the lack of which had been disabling. Also, I'm not sure I could afford a Center membership."

**Question 9: Are you a Mansfield resident?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			207	43.6%
No (please indicate town of residency below)			267	56.3%
No Responses			0	0.0%
<b>Totals</b>			<b>474</b>	<b>100%</b>



Representative sampling of comments below:

“Live in East Hartford CT but enjoy the therapy pool and regular pool as well as the track”

“If it weren’t for Silver Sneakers, I couldn’t afford Mansfield Community Center”

“Coventry. The program is a big part of my life. I have been thankful for it.”

“Canterbury CT and it is a 45 minute drive to get there. But I love the therapy pool but as a full time sub teacher, I have had no time to use it. When I stop teaching this year, I will have time to use it.”

"The community Center is a 'gem'. a much needed resource for our community"

"I live in the northeastern part of Coventry. And that's part of the reason we made a donation to the center, because as I've said I like the center and staff and it's very accessible to me (about 10-minute drive)."

"I live in Chaplin. I attend the aqua therapy class due to my doctor's recommendation."

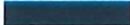
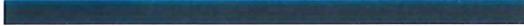
"I live in Willimantic and find it very convenient to go to Mansfield."

"Colchester. Excellent programs and facility!!"

"We, Susan Johnson and I, reside in Willimantic. As former town attorney of Mansfield for 14 years, including the time when the Center was built, we are committed to its continued success. It is a wonderful facility and we will be happy to do all we can to help you all including radio interviews on our Friday WILI talk show "Let's Talk About It.""

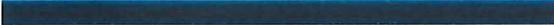
"Hampton, appreciate the opportunity to work out at the Mansfield Fitness Center. It is well run and has a lot to offer."

**Question 10: Do you travel or live out of Connecticut for extended periods during the year?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			93	19.6%
No			374	78.9%
No Responses			6	1.2%
		Totals	474	100%

- Responses were not required
- 57 Comments. Travel frequency was widely varied, but most indicated travel to be between 2 weeks and 3 months. Longest travel lengths amounted to approx. 6 months annually.

**Question 11: Are you a member of any other local clubs or fitness centers?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			82	17.2%
No			392	82.7%
No Responses			0	0.0%
		Totals	474	100%

**Question 12: If the Mansfield Community Center did not offer Silver Sneakers, would you maintain you Mansfield Community Center membership?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			132	27.8%
No			251	52.9%
Other <a href="#">(view all)</a>			91	19.1%
No Responses			0	0.0%
<b>Totals</b>			<b>474</b>	<b>100%</b>

- Approximately half of responses who provided a definitive “yes/no” indicated they would maintain a membership
- Overall only 27.8% definitively said, “yes”
- “Other” responses ranged from “probably not”, “not sure”, “maybe”, “probably”
  - some indicated they would pay to participate in classes, but not necessarily maintain membership.
  - Many referenced affordability as a concern
- Comments: 115 (Random sampling below).
  - Comments overwhelming spoke to concerns over membership affordability for seniors.

“Would have to check out all options. I did look at 3 silver sneakers fitness centers and found that Mansfield community center was the best fit for me. Being retired I have that whole fixed income thing that I gave to take into consideration.”

“Live too far away in Hampton CT”

“There is no way that I could afford your membership! I can barely afford to pay for the 3 classes I take!”

“It is very expensive for a single retired person. Depends on the cost. I usually just walk as classes are full that I Wish to take...so to pay to walk ... Really need to think about that.”

“I pay for classes, regular fitness classes. If I were to have to pay regular dues in addition to the regular fitness classes that I pay for I would have to let go of my membership.”

“I could not afford your out-of-town membership fees.”

“Yes, I would ABSOLUTELY maintain my membership if I had to pay for it.”

“Too expensive for us. And we would miss the exercise that we get there. I have noticed that I feel much better when I exercise. Since Covid 19, not being able to get out to exercise I notice that I don't feel as energetic and I miss the visiting and social aspect of pickle ball.”

“Depends. If there was a fee just to play pickle ball, I would pay.”

“I would happily pay a senior discounted price for membership.”

“I don't understand why the MCC should be expected to cover salaries for their workers during the quarantine period when the library, senior center, town hall, senior center and all the other depts that are closed aren't expected to cover salaries. We understand that these are exceptional times in which we live. I'm guessing that the biggest cost in the MCC budget is salaries, just as is the case for all other departments. Laying off staff won't help the situation we are in any more than layoffs anywhere else in town service would accomplish. I hope that there can be some equality in distributing the unusual burdens everybody is experiencing.”

**Question 13: What would encourage you to visit the Center more frequently? (check all that apply)**

Answer	0%	100%	Number of Responses	Response Ratio
More Silver Sneakers classes			<a href="#">172</a>	46.9%
More health lectures/seminars			<a href="#">93</a>	25.4%
More social activities			<a href="#">38</a>	10.3%
Bring-a-Friend days			<a href="#">40</a>	10.9%
Workout-buddy program			<a href="#">32</a>	8.7%
Fitness Center Orientation			<a href="#">63</a>	17.2%
Swim Clinics			<a href="#">67</a>	18.3%
Wider variety of basketball gym drop-in programs (ex. Badminton, volleyball, etc.)			<a href="#">11</a>	3.0%
Other ( <a href="#">View all</a> )			<a href="#">64</a>	17.4%
<b>Totals</b>			<b>366</b>	<b>100%</b>

- Responses were not required.
- All "Other" responses listed below:

I have a pretty set routine, so none of the above  
 Group classes in the fitness therapy pool  
 tai chi and chi gung for recovering health  
 I don't need any further motivation  
 longer lap swim hours  
 just need to work it in my schedule  
 Longer Novice pickleball sessions  
 Art or Craft classes  
 My body working better.  
 NRA - Classes  
 More bikes but not spin bikes. .  
 I cannot drive at night so have not been able to go to evening presentation. fo  
 Other outdoor programs  
 Things for wherlchair bound adults  
 If I had more energy and motivation to get there  
 I go as as much as I would ever go  
 The Center needs a good cleaning and sprucing up. Locker rooms need attention.  
 Travel lectures.  
 More frequent visits to Storrs.  
 my wife would come for a mid-morning Zumba class 3 times a week  
 more therapy guided exercises.  
 conflict with swim lessons  
 Pool schedules change and are inscrutable  
 More Pickelball times  
 gentle yoga later in the morning

More safe classes for people with dementia  
Special classes  
maybe more yoga classes  
Warmer main swimming pool  
Nothing  
More personal time  
skiing  
Pleased with current activities  
If I lived in Ct. I would like to utilize the health lectures  
More equipment  
Bicycle repair classes