



Center for Health & Fitness
Member Working Group – Summary Report
Meeting #3
October 15, 2024

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1. Introduction

Beach Cities Health District (BCHD) has developed a Member Working Group (MWG) to engage local participants in planning for the relocation of its Center for Health & Fitness (CHF). The MWG is an informal, voluntary group of CHF members who represent a broad range of interests and ideas focused on the center's continued success as a fitness and preventive health resource for the community, and participation is by invitation and recommendation from the BCHD board and staff.

This report summarizes recent MWG activities and feedback received at the third MWG meeting.

1.1 Purpose of Member Working Group

Community Working Groups such as this provide a forum for integrating member input. MWG participants represent the interest of various areas of the CHF membership and serve as an ambassador of these interests. Working Groups such as this are limited in scope to the planning the relocation of CHF, are not a formal voting body and are organized to enhance input into the planning process.

2. MWG MEETING NO. 3 – October 15, 2024

2.1 Overview

The third MWG meeting for the CHF convened in the Café at 514 N. Prospect in Redondo Beach. The attendee list, made up of involved CHF members from the three Beach Cities communities, was developed by staff.

Seven members attended this meeting, and six members were unable to attend. The format provided opportunities for participants to actively engage in meaningful discussion and share valuable information, insights and feedback with the staff and project team members.

The meeting, led by Cristan Mueller, Chief Health Operations & Communications Officer for BCHD, opened with reintroductions of MWG members, and an overview of the agenda. The agenda included MWG feedback and a series of group activities designed to identify the pros and cons of CHF today, solicit ideas for how to improve CHF at its new location, and a prioritization exercise to help determine the issues of greatest importance to the members.

Also in attendance were Tom Bakaly, CEO of BCHD; Dan Smith, Director of Communications; Cliff Neiman, The Neiman Group Architects; Julie Lumbao, CHF Programs Manager; and Bernadette Johnson, CHF Member Services Manager. Cindy Foster, CHF Health & Fitness General Manager, joined via Zoom.

Cristan initiated the first exercise, which asked the MWG members to place sticky notes identifying the features of CHF they like on large sheets of paper attached to the walls around the room. Each large sheet included categories as follows:

- **General**
 - Lobby/Reception
 - Restrooms and Locker Rooms
- **Fitness Floor**
 - Weight Area
 - Equipment Area
 - Stretching Area
 - Cardio Area
- **Classrooms**
 - Yoga/mat Pilates Room
 - Reformer Pilates Room
 - Private Reformer Pilates Room
 - Massage Rooms
 - Dietitian Room/Meeting Room/Assessment Room
 - Aerobic Room
 - Silvers Room
 - Small Group Training Room
- **Other**
 - Other Features not captured elsewhere

MWG members took time to walk around the room and place their notes in the appropriate categories.

Dan then led a discussion about each comment (comments are summarized in Section 2.3 along with photos in Appendix A).

Cristan then initiated the second exercise, which asked the MWG members to place sticky notes identifying the features of CHF they would like to improve or new features they would like to see added in the new CHF location on the same large sheets attached to the walls

around the room.

Dan then led a discussion about each comment (comments are summarized in Section 2.3 along with photos in Appendix A).

Finally, Cristan asked MWG members to prioritize their concerns and new ideas by giving each member five dots to place on the issues/ideas they believed were most important. (Those priorities are summarized in Section 2.3 along with photos in Appendix A).

The meeting concluded with a brief discussion of the next steps for the group to move forward with the project.

Throughout the meeting, MWG members were encouraged to contribute feedback.

2.2 Summary of Participation

MWG Participants

Name	City of Residence	Attended
Joni Ackerman	Redondo Beach	No
Elias Altenes	Torrance	No
John Bunn	Torrance	No
Carol Cutting	Manhattan Beach	Yes
Georgette Gantner	Redondo Beach	No
Dennis Heck	Redondo Beach	Yes
Nikki Hoffman	Redondo Beach	Yes
Nancy Henningsen (in place of Fred Lukin)	Redondo Beach	Yes
Carol Newton	Redondo Beach	Yes
Dennis McLean	Redondo Beach	Yes
Laurie McLean	Redondo Beach	Yes
Chantal Saltzman	Redondo Beach	No
Ron Werner	Manhattan Beach	No

2.3 Summary of Feedback:

Feedback was solicited during the exercises outlined above, and input from the Member Working Group is summarized below.

- **General**

- Lobby/Reception

POSITIVES	NEGATIVES/NEW IDEAS
Lobby chairs for recovery and use as chat area are terrific	Support staff should wear larger name tags <i>(cited by two members)</i>
The staff is very welcoming / Love the greetings and smiles / Excellent staff that is friendly, knowledgeable, professional <i>(cited by four members)</i>	Gets crowded, especially when someone has difficult swiping their card to enter
Nice gathering place	Need additional check-in machines <i>(cited by four members) *</i>
Good for informational flyers	Sanitizers not maintained
Open area for socializing	Need a social space with drink carts *
	Need to separate meeting areas from front lobby *

- Restrooms and Locker Rooms

POSITIVES	NEGATIVES/NEW IDEAS
So clean / Cleanliness / Very Clean <i>(cited by seven members)</i>	Use shower doors instead of curtains
	Reduce size of men's locker room (under-utilized)
	Women's locker room is adequate but soap dispensers are not maintained <i>(cited by two members)</i>

- **Fitness Floor**

- Weight Area

POSITIVES	NEGATIVES/NEW IDEAS
Tons of options for working out (<i>cited by two members</i>)	The free weight area is too tight and gets crowded quickly (<i>cited by two members</i>)
Variety of equipment is good (<i>cited by two members</i>)	Need a separate weight room

○ Equipment Area

POSITIVES	NEGATIVES/NEW IDEAS
Variety of equipment / Excellent variety for a total body workout (<i>cited by three members</i>)	Reduce the free weights space – redirect to pin weights / Universal machines to save space
Great light and views	Some members sit on equipment for 20+ minutes chatting with friends (<i>cited by four members</i>)
	Add a monitor or post time limits

○ Stretching Area

POSITIVES	NEGATIVES/NEW IDEAS
Option with stretch tables (<i>cited by two members</i>)	Need a larger stretching space / More tables? More area to stretch (<i>cited by four members</i>) *
Foam rollers / Blocks / Mats (<i>cited by three members</i>)	Relocate stretching area to an area without as much foot traffic (<i>cited by two members</i>) *

○ Cardio Area

POSITIVES	NEGATIVES/NEW IDEAS
Open area <i>(cited by two members)</i>	Treadmills are in high demand <i>(cited by two members)</i>
Windows / Light / Space to move <i>(cited by three members)</i>	

- **Classrooms**

- Yoga/mat Pilates Room

POSITIVES	NEGATIVES/NEW IDEAS
Nice ambiance <i>(cited by two members)</i>	Need larger yoga rooms <i>(cited by two members)</i>
	Need more yoga rooms <i>(cited by two members) *</i>
	Suggest 15 minutes between classes to allow for socialization and equipment “put away”
	Need proper and adequate store age for yoga props <i>(cited by two members)</i>

- Reformer Pilates Room

POSITIVES	NEGATIVES/NEW IDEAS
	Need bigger reformer room <i>(cited by two members)</i>

- Private Reformer Pilates Room

POSITIVES	NEGATIVES/NEW IDEAS
Large space for private/semi-private workouts	
Lots of options	

- Massage Rooms

POSITIVES	NEGATIVES/NEW IDEAS
Massage rooms are warm and cozy (<i>cited by two members</i>)	Small massage room – need noise barrier (<i>cited by two members</i>)
Large massage room	Need to do a better job of promoting the availability of the massage room to the community *
Calm environment	

- Dietitian Room/Meeting Room/Assessment Room

POSITIVES	NEGATIVES/NEW IDEAS
Private space to discuss personal issues (<i>cited by two members</i>)	

- Aerobic Room

POSITIVES	NEGATIVES/NEW IDEAS
Large, multi-uses (<i>cited by two members</i>)	Need larger rooms or more aerobics/body sculpt/bench and ball classes *
Variety of exercise classes available to meet everyone's needs (<i>cited by two</i>	Exclude cycling from outdoor classes **

<i>members)</i>	
Multiple rooms makes it easy to host classes simultaneously (<i>cited by two members</i>)	Ensure soundproof exercise rooms
Mirrors are key for balance – excellent	Need new exercise bands (<i>cited by two members</i>)
Continue to create a variety of classes (ie newest one is tai chi)	Need more classes offered or bigger classrooms to accommodate high demand ***
Atmosphere and energy that comes from the great instructors	
Equipment is pretty good – variety of weights, steps, mats, etc.	
Thank you for doing better bike maintenance and adding new bikes	

○ Silvers Room

POSITIVES	NEGATIVES/NEW IDEAS
Exercise instructors are experts in their areas (<i>cited by two members</i>)	Need more space for classes – 25+ in a class is too crowded (<i>cited by two members</i>)
Good cabinet space (<i>cited by two members</i>)	Carpeting doesn't work with today's athletic shoes and causes stumbling (<i>cited by three members</i>)
	Too much stuff is stacked against walls/mirrors and limits visibility – perhaps add more storage space (<i>cited by two members</i>)

○ Small Group Training Room

POSITIVES	NEGATIVES/NEW IDEAS
	Need better equipment storage *

- **Other**

- Other Features not captured elsewhere

POSITIVES	NEGATIVES/NEW IDEAS
Positive energy of CHF staff (<i>cited by two members</i>)	Need a hydration station / water bottle or thermal cup refill station (<i>cited by five members</i>) *
Feeling of community	Add weight loss group meetings (<i>cited by three members</i>)
Monday night virtual Zumba class with Monica V. *	Room schedule should be posted at entrance of room (<i>cited by three members</i>)
	Need to prioritize all exercise classes, weights, etc. because there won't be as much space in the new location
	Purchase email lists and share the CHF story **
	Need better temperature control / flow **
	Would love some new classes such as an easy-to-follow dance class and kick boxing *
	Need to update some equipment – bands are about to break
	Socialization is key – need to add a juice / coffee / smoothie bar ***
	Need more yoga classes *
	Need more stairs to third floor

	location if CHF is moved to 510 Building ***
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On the tables above stars indicate on which items MWG members placed dots to identify their highest priority items.

Questions and Other Discussion

Members had the opportunity to ask questions and provide feedback to Cliff Neiman, The Neiman Group Architects; to discuss ideas and concerns about the potential new CHF location in the 510 Building. The group provided the following feedback:

- The current CHF space is approximately 15,000 square feet, while the proposed space in the 510 Building is about 1,000 square feet smaller – Cliff told the group that the current CHF had to make due with the configuration that was in place when the center was opened, but that the new space in 510 offers the opportunity to be more efficient with space planning and that even though that space may be slightly smaller, a better design could make it feel bigger and more efficient.
- Sound attenuation – Cliff told the group that it is virtually impossible to fully sound-proof any room, and that soundproofing methods are often cost-prohibitive, but that is something that will be evaluated through the design process.
- Weight load – Cliff told the group that while many of the machines may seem heavy, strategic placement should enable the building to accommodate their weight. He added that the structural load would be evaluated and that there is a possibility that some reinforcement may need to take place, but that this is something that will be evaluated through the design process.
- Staircase location in the 510 building – Cliff told the group that moving staircases can be cost-prohibitive and oftentimes those locations and sizes are mandated by code. He added that the stairs and locations can be evaluated through the design process.

Cliff provided a basic timeline for the group, indicating that his team is currently working on a “fit diagram” – basically a sketch of what goes where in the new space. Today’s feedback will be used to help complete that effort. Once that is complete, his team will move into the design development phase in which structural, mechanical and electrical engineers will be brought in to evaluate the new design and identify any needs/requirements. This will include spatial requirements, potential sound mitigation opportunities and cost evaluations for all the idea/options currently being discussed so BCHD can prioritize and make informed decisions about what to include and/or eliminate in the new space.

- Next meeting **Tuesday, November 19, noon – 1 p.m.**

APPENDIX A

Photos of the WMG feedback exercises

GENERAL

LOBBY/RECEPTION

LOBBY

CHAIRS TO
RECOVER +
CHAT
TERRIFIC!

✓
VERY
WELCOMING
LOVE THE
GREETING + SMILE

nice
gathering
space

SUPPORT STAFF
SHOWS WARM
LARGER NAME
TAGS ✓

Open area for
socializing

Excellent staff.
friendly, helpful,
knowledgeable.
professional ✓

~~GETS CROWDED~~
GETS CROWDED
ESPECIALLY WHEN
SOMEONE HAS
DIFFICULTY
SWIPING

IDEA:
2 CHECKIN
MACHINES
?
Additional
check in
machines ✓

SEPARATE
MEETING AREA
From Front
Lobby ✓

RESTROOMS/LOCKERS

Good for
in formation
Players

W. LOCKER ROOM
ADEQUATE ✓
BUT SOAP
DISPENSERS
NOT MAINTAI-
NED

LOCK SPACE
BY DRINK CARS

Sanitizer
Not
maintained

SO CLEAN ✓

Very Clean
Restrooms:
Gym floor ✓

cleanliness ✓✓

SHOWER
DOORS INSTEAD
OF CURTAINS

SHOWER SIZE
LOCKER ROOM -
LITTLE USE

FITNESS FLOOR

WEIGHT AREA

✓
TONS OF
OPTIONS FOR
WORKING OUT

Variety of equipment
is good ✓

Free weight
area is tight
and gets
crowded quickly ✓

Separate
weight
room

EQUIPMENT AREA

variety in
equipment

GREAT LIGHT
AND VIEWS
LOTS OF
MACHINES ✓

EQUIPMENT
EXCELLENT
VARIETY FOR
TOTAL BODY
WORKOUT ✓

REDUCE FREE
WEIGHT SPACE -
REDIRECT TO
PIN WEIGHTS &
SAVES SPACE

EQUIPMENT ✓
SOME MEMBERS
SIT ON EQUIPMENT
FOR 20+ MINUTES
CHATTING WITH
FRIENDS. PERHAPS
A MONITOR OR
POSTED LIMITS?

FITNESS FLOOR

STRETCHING AREA

option
w/ stretch
tables ✓

FOAM
ROLLERS
Blocks ✓✓
MATS ✓

larger
stretching
space ✓

More Tables,
More Area
to stretch ✓

STRETCHING AREA
RELOCATE TO AN
AREA WITHOUT
SO MUCH FOOT
TRAFFIC ✓

CARDIO AREA

WINDOWS
LIGHT ✓✓
SPACE TO
MOVE

open
area ✓

Treadmills are
in high demand.
✓

CLASSROOMS

YOGA / MAT PILATES ROOM

nice
ambiance ✓

LARGER
YOGA
Rooms ✓

More YOGA
Rooms ✓

SUGGEST 15min
BETWEEN
CLASSES
TO ALLOW FOR
SOCIALIZATION
& EQUIPMENT
"Put Away"

Proper Storage
and adequate
for yoga
props ✓

REFORMER PILATES ROOM

Bigger
Reformer
Room ✓

PRIVATE REFORMER PILATES ROOM

lots of
large
space
for private/
semi private

CLASSROOMS

MASSAGE ROOMS

Massage Rooms
are warm and
cozy ✓

large
massage room
calm
environment

small massage
Room -
needs noise
barrier ✓

PROMOTE
MASSAGE
THERAPY w/
community

DIETITIAN ROOM / MEETING ROOM / ASSESSMENT ROOM

private
space to
discuss ✓
personal issues

CLASSROOMS

AEROBIC ROOM

LARGE -
MULTI
USES ✓

Multiple rooms
Makes it easy
to host classes
simultaneously ✓

Continue to
create a
variety of
classes i.e.
newest one
tai chi

ATMOSPHERE
ENERGY THAT
COMES FROM THE
GREAT INSTRUCTORS

EQUIPMENT
IS PRETTY GOOD
VARIETY OF
WEIGHTS -
SIGNS - MATS ETC

THANK YOU
FOR DOING
BETTER BIKE
MAINTENANCE
+ NEW BIKES

New
exercise
bands ✓

Variety of
exercise
classes
available to
meet
everyone's
needs ✓

CLASSROOMS
MIRRORS ARE
KEY FOR
BALANCE ✓
EXCELLENT!

larger
rooms or
more aerobics/
body sculpt/
senior ball
classes ✓

EXCLUDE OTHER
FROM OUTDOOR
CLASSES

ENSURE
SOUND PROOF
EXERCISE ROOMS

CLASSROOMS
NEED MORE
CLASSES OFFERS
OR
BIGGER CLASSROOMS
TO ACCOMMODATE
HIGH DEMAND

SILVERS ROOM

Exercise
instructors --
experts in
their areas ✓

good
cabinet
space ✓

Need for
spaces for
classes --
25+ in a class
is too crowded ✓

SILVERS ROOM
CARPETING
DOESN'T WORK
WITH TODAY'S
ATHLETIC SHOES
... CAUSES
STUMBLING ✓

SILVERS ROOM
TOO MUCH STUFF
STACKED AGAINST
WALLS/MIRRORS
LIMITS VISIBILITY
PERHAPS MORE
STORAGE? ✓

SMALL GROUP TRAINING ROOM

Better
Equipment
Storage!!! ✓

OTHER

POSITIVE
ENERGY
CHF
STAFF ✓

Feeling of
community

Hydration
System ✓

Water bottle
or thermal
cup
Refill station ✓

weight loss
group
meetings ✓

Room Schedules
POSTED AT
ENTRANCE
OF ROOM ✓

NEED TO
PRIORITIZE
ALL EXERCISE
CLASSES
WEIGHTS ETC
WON'T HAVE
AS MUCH SPACE
IN 510 BLD

ALTERNATE SMALL
LOTS & SPACE
THE CAP
STORY

Monday night
Virtual Zumba
class with
Monica ✓

temperature
control/flow

MORE
YOGA
CLASSES ✓

WOULD LOVE
SOME NEW
CLASSES -
AN EASY TO
FOLLOW DANCE
CLASS
KICK BOXING
UPDATE SOME
EQUIPMENT -
BANDS ABOUT TO
BREAK

SOCIALIZING
IS KEY:
JUICE SMOOTHIE
COFFEE
BAR

510 BLD
STAIRS
TO 3RD FLOOR