



**CITY OF ALBANY
PARKS & RECREATION COMMISSION
Calapooia Room, City Hall
Thursday, January 15, 2009
6:00 p.m.**

MINUTES

Commission members present: Mike Graham, Sharon Edwards, Russ Allen, John Vandepas

Commission members absent:

Staff present: Ed Hodney, Parks & Recreation Director; Katie Nooshazar, Parks and Recreation Program Manager; Rob Romancier, Parks and Recreation Program Manager; Craig Carnagey, Parks and Recreation Facilities Maintenance Manager; Tari Hayes, Parks and Recreation Administrative Assistant

Guests present:

1. CALL TO ORDER

Chair Graham called the meeting to order at 6:00 p.m.

2. MINUTES

The minutes of the December 3, 2008 meeting were approved.

3. BUSINESS FROM THE PUBLIC – None

4. ACTION ITEMS - None

5. DISCUSSION ITEMS

a) Refund policy update (handout) - Nooshazar

Nooshazar provided the commission with a handout of a draft refund policy, the philosophy behind it and an implementation plan.

Philosophy

- In order to provide the best possible service to all our customers and to ensure that program resources are maximized, the department feels it's essential to establish a refund policy that is equitable, fair, consistent, and easy to administer.
- Currently there are a variety of refund policies in place throughout the department. Refunds are available in some programs that are not available in others.
- Because many of the programs are paid for by user fees, it's also important that class minimums are met in order to have the program take place. If the classes are below minimum, they are cancelled. This penalizes customer's who didn't cancel, made arrangements, and who were ready to participate.
- We have a limited amount of days available for shelter or facility rentals. In the summer our weekend rentals are often at maximum capacity. Last minute cancellations result in lost opportunities to provide that resource to someone else who might have wanted to use it.

Policy

Park, Shelter, ACP and Cool! Rentals (abbreviated)

- Fees and deposits are due at time of reservation. Cancel more than 30 days, full refund. Cancel less than 30 days, forfeit rental fees but get deposit back minus processing fee.

Sr. Center and Tournament rentals (abbreviated) - these rentals often involve additional planning such as meetings with the renter, planning facilities and staff time, and have numerous rental fee combinations, additional advance planning is needed resulting in a large investment of personnel time.

- All deposits are due at time of reservation and rental fees are due 30 days prior. Cancel more than 30 days forfeit deposit but get fees back. Cancel less than 30 days, forfeit fees but get deposit back.

Individual/Teams

- Participant cancels, refund only if another participant is found. If replacement is found, full refund less a processing fee.

No rental fee or deposit may be transferred to another day or facility.

The department is currently reviewing deposit requirements.

Implementation

- The revised policy is to be implemented with the spring quarter brochure and offerings. In programs that have this existing policy, it is currently being applied successfully.
- Staff will be trained on the new policy in order to ensure consistent application of the policy. A set of FAQ's will be provided in order to provide consistent and customer friendly responses.
- The policy will be placed on the Parks and Recreation Department website as well as distributed with each registration in order to ensure customer awareness.

The commission discussed the policy and agreed that a consistent policy is important to both staff and the customer. They understood the need to recoup some of the costs and fees lost due to late cancellation. They are happy with the implementation policy and trust that it will be communicated consistently and effectively.

Allen wondered if the option of finding a replacement, similar to the individual policy, could be added to the Park Shelter, ACP and COOL rental section. The recreation program will take another look at that option and report back in February.

FEBRUARY AGENDA ITEM: Follow up on the refund policy

6. REPORTS AND UPDATES

a) Capital Projects Report – Hodney (handout)

- Eads Park replacement – Council has authorized the purchase of an additional parcel, increasing the size of the park to 2.6 acres as well as satisfying State and Federal agency requirements that the City purchase new park land to replace the former park, which was previously develop with Federal grant funds
- East Albany Neighborhood Park – City Council has elected not to purchase the property at this time. Staff has been asked to negotiate an option to purchase the site at a later date.
- Kinder Park– Park construction is 55% complete and the department expects to open the park by June 30.
- YMCA at Timber Linn Pak – City Council will review the proposed project in a work session on February 9.

- East Thornton Lake Nature Area – grant funding answer due Mid-March
- Albany Bike Park – the task force has developed a vision for the project and has narrowed the location down to two spots. The taskforce was presented with potential designs from three construction companies in January. The group reviewed and submitted a request for updated plans from the companies. The next step is to update the City Council on the progress of the task force and seek further direction.

7. ANNOUNCEMENTS

- Jill Van Buren has been appointed a new Park and Recreation Commissioner by the Mayor effective January, 2009.
- Chair Graham asked that elections for Chair and Vice-Chair be held at the February Commission meeting.
- Allen asked to have a report on youth sports fees for outside agencies at the February Commission meeting.
- Budget planning is underway for FY 09-10. The Commission will add budget discussion as an agenda item for the February Commission meeting.

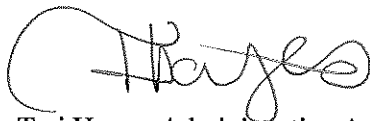
8. NEXT MEETING

The next regularly scheduled meeting is February 4, 2009 at 6:00 p.m. in the Calapooia Room in City Hall.

9. ADJOURNMENT

The meeting was adjourned at approximately 7:04 p.m.

Respectfully submitted,



Tari Hayes, Administrative Assistant
Albany Parks and Recreation