

RESOLUTION NO. 1159

A RESOLUTION ADOPTING PARK FACILITY APPLICATION PROCEDURES AND FEES; AND REPEALING RESOLUTION NO. 891.

WHEREAS, the Wilsonville City Council adopted Resolution #891 on January 21, 1992, implementing park facility application procedures and fees; and repealing Resolution #732; and

WHEREAS, the Parks and Recreation Advisory Board, after mailing public hearing notices to representatives from adult and children's sports organizations and advertising in the Wilsonville Spokesman, held a public hearing on October 24, 1994, to review City staff's recommendations regarding field reservation fee increases and to gather additional evidence and testimony from all interested parties into the public record; and

WHEREAS, the Parks and Recreation Advisory Board, at their January 10, 1995 meeting reviewed the results of a survey conducted of park facility rental applicants finding a majority of respondents in favor of the current Wilsonville Park Reservation System; and

WHEREAS, the Parks and Recreation Advisory Board has duly considered the subject and has reviewed the recommendations of the Operations Manager and the Recreation Director; and

WHEREAS, the City of Wilsonville finds that in order to provide an orderly and efficient use of its parks and recreation facilities to their fullest potential, a reservation system is necessary. It shall be the policy of the City of Wilsonville to make city-owned parks and recreation facilities available, under capable supervision, for community activities of a recreational or civic nature, and thus necessitating the collection of fees as set forth below. The City Council authorizes the Recreation Director to approve applications for any park and recreation facility use or to deny any and all permits if such action is necessary for the best interest of the City of Wilsonville.

NOW, THEREFORE, THE CITY OF WILSONVILLE RESOLVES AS FOLLOWS:

I. Classifications

Pertaining to the approval of facility use applications.

Group I - City sponsored activities.

Group II - Wilsonville Community organization sponsored programs
& service groups.

a) Non-profit organization(s) whose sole purpose is to serve the citizens of Wilsonville. Examples: Lion's Club, Girl Scouts or Boy Scouts, Wilsonville Jr. Softball/Baseball Association, Wilsonville Community Sharing, Women of Wilsonville, and approved fundraising activities.

Group III - School District (West Linn/Wilsonville, Canby & Sherwood) Activities.

Group IV - Adult Sports Leagues.

a) Teams sponsored by businesses and organizations within the City of Wilsonville will have priority in scheduling.

Group V - City of Wilsonville Residents, Businesses, and/or Taxpayers.

A resident is defined as:

a) A person who resides within the City limits or is a City of Wilsonville taxpayer;

b) An organization or business whose office is located within the City limits, or is a Wilsonville taxpayer, and/or 50% of the members reside in the City. Examples: Church sponsored functions or a local Wilsonville Business Company Picnic;

c) An employee of the City if they are a participant in a group wishing a reservation.

Group VI - Non-City Residents, Businesses or non-City of Wilsonville taxpayers.

Final determination of a group's classification will be made by the Parks and Recreation Director. A penalty fee will be assessed if a group submits an application listing an improper classification.

II. Reservation Application Time Schedule

Advance reservations will be accepted by classification group as set forth below:

Group I, II, & III - Will be accepted beginning the first Monday in February.

Group IV - Will be accepted beginning the second Monday in February.

Group IV - Will be accepted beginning the third Monday in February.

Group V - Will be accepted beginning the fourth Monday in February.

All reservations will be accepted on a first-come, first-served basis. Proper identification may be required at time of application. NOTE: If any of the above acceptance dates fall on a holiday recognized by the City of Wilsonville, reservations will be accepted on the following business day.

III. Reservation Time Blocks

Although specific facilities may be reserved for exclusive use, the City of Wilsonville parks are open to the public during regular park hours.

Park shelter reservations will be allowed during the following time blocks: 8 a.m. to 2 p.m. and 3 p.m. to 9 p.m. from May 1 through September 30. Ball field reservations will be allowed during the following time blocks: 9 a.m. to 12 noon, 1 p.m. to 5 p.m., and 6 p.m. to 10 p.m. from May 1 through September 30. Local school ball field reservations will be allowed during the following time blocks: 10:30 a.m. to 4:30 p.m., 5:30-9 p.m., and 5:30 to 9 p.m. from May 1 through September 30. A reservation of more than one block of time may be made in a single day by a single group. For those reserving more than one block of time, the interval between the time blocks will be usable by the reserving party at no extra charge.

IV. Procedures

Reservation applications are processed as follows:

1. Reservations are accepted in person by the Parks and Recreation Department, located at Wilsonville City Hall, 30000 S. W. Town Center Loop East, Wilsonville, OR 97070. Payment will be accepted in the following forms: Check, payable to the City of Wilsonville, cash, or Visa/Mastercard. Reservations made in person will receive priority.

2. Reservations are accepted over the phone by the Parks and Recreation Department, 682-1011. Payment must be made using a Visa/Mastercard. An application must be signed and returned to the City of Wilsonville within five working days.

3. Reservations are accepted by mailing to City Hall, 30000 S. W. Town Center Loop East, Wilsonville, OR 97070. Mail-in reservations are processed at the end of the business day according to the Application Time Schedule listed above.

4. All fees must accompany a completed and signed application form.

5. A Special Use Permit Application must be submitted and approved by the Recreation Director for anything exceeding the basic use of the facilities. Examples: Dunk tank, fundraising, live music, amplification systems, food concessions, etc.

6. Reservation is not confirmed until applicant receives a signed copy of the Facility Use Application. This copy must accompany the Applicant on the day of the reservation.

7. All park facilities are open to the public on first-come, first served basis unless an approved reservation has been completed. The name of the user group is posted

at the appropriate site on the day of the reservation. A reservation is required for groups of twenty-five (25) or more persons.

8. All park users and reservations groups shall abide by the Wilsonville Code 3.000 to 3.030 which is posted at the park entrance.

V. Fee Schedule

All fees listed below include a non-refundable \$10 application fee.

FEES ARE FOR SIX HOUR BLOCKS

	CLASS I, II, III	CLASS IV, V Resident	CLASS VI Non-Resident
	\$10 application fee.		
<u>Memorial Park</u>			
River Shelter ("C")	No fee.	\$ 75.00	\$ 125.00
*Maximum 250 people. Close to restrooms and river access. Includes bar-b-que grill, electricity, water, fireplace, 15 picnic tables, horse shoe pit and large grassy area.			
Hidden Shelter ("D")	No fee.	\$ 60.00	\$ 100.00
*Maximum 200 people. Secluded, shady shelter close to horse arena and ballfield #3. Includes bar-b-que grill, electricity, water, and 15 picnic tables. Surrounding area is very wooded, small open grass area.			
Playground Shelter ("B")	No fee.	\$ 25.00	\$ 45.00
*Maximum 50 people. Gazebo shelter close to playground equipment and restroom facilities. Includes bar-b-que grill, water fountain and 8 picnic tables. This picnic area is close to the park loop road and ballfields.			
Entrance Area ("A")	No fee.	\$ 25.00	\$ 45.00
*Maximum 50 people. Large open area with six picnic tables and a bar-b-que grill. Located west of entrance road.			
Optional: Additional picnic tables may be requested, if available, for an additional fee of \$5 per table.			

	CLASS I, II, III	CLASS IV, V Resident	CLASS VI Non-Resident
<u>Sportsfields:</u>			
Prepared Field	No fee.	\$ 35.00	\$ 45.00
*Note: Prepared field includes the lining and dragging of in-field one time. Equipment to rake and line the fields may be rented from the Parks and Recreation Department.			
Non-Prepared	No fee.	\$ 10.00	\$ 15.00
Lights	No fee.	\$ 10.00	\$ 15.00
Lights Key Deposit	\$ 10.00	Not available.	Not available.

Lighted Tennis Courts

Tournament Use	No fee.	\$ 25.00	\$ 45.00
Horse Arena	No fee.	\$ 25.00	\$ 45.00

Boones Ferry Park:

31240 S. W. Boones Ferry Road

Gazebo Shelter	No fee.	\$ 60.00	\$ 100.00
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*Maximum 150 people. Gazebo shelter close to playground equipment and restroom facilities. Includes bar-b-que grill and 8 picnic tables. This river frontage neighborhood park is quiet, secluded with minimal park use. Ideal for weddings, receptions, and family reunions.

Tauchmann House Kitchen

No fee.	\$ 10.00 per hr. *\$25 min.	\$ 15.00 per hr. *\$30 min.
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*Located in Boones Ferry Park. Older residential house with small kitchen equipped with stove, refrigerator with small top freezer and sink.

Optional: Additional picnic tables may be requested, if available, for an additional fee of \$5 per table.

Cleaning/Damage Deposit:

All applications must include a separate cleaning/damage deposit check, dated for the day of the event.

Following the reservation, a Park staff member will inspect the park facility and determine if the user group left the facility clean and caused no damage. The Parks and Recreation Department office will then return the applicants cleaning/damage deposit check by mail if approved within two weeks. The Parks and Recreation Department reserves the right to keep all or part of the cleaning/damage deposit if the user group leaves the facility damaged or if excessive clean-up is required.

Amount of refundable Damage Deposit: \$50.00 if alcohol will not be on site.

Amount of refundable Damage Deposit: \$150.00 if alcohol will be on site.

For all league season reservations, there will also be a \$100.00 non-refundable cleaning and damage deposit charged. This is to cover the additional clean-up time required during the season.

Refunds:

Any group seeking a refund of reservation and/or cleanup/damage deposit because of inability to use facilities as reserved, shall submit a written statement or refund request to include:

1. Name of group, address, and telephone number.
2. Name, address and phone number of person/group to whom refund is to be paid.
3. The reason for seeking the refund and the amount requested. Any refund

request must be approved by the Recreation Director.

The following timelines will be adhered to with regards to refund requests:

1. If the City receives written notification within thirty (30) days prior to the reservation date, all fees except for the non-refundable ten dollar (\$10) application fee will be returned.

2. If the City receives written notification between twenty nine (29) days and fifteen (15) days of the reservation date, fifty percent (50%) of the reservation fees paid shall be returned.

3. If the City receives written notification from fifteen (15) days before the reservation date, all fees will be forfeited except for the refundable cleaning/damage deposit.

4. The City of Wilsonville reserves the right to cancel any park facility reservation due to inclement weather or causes beyond our control. If the City cancels the reservation, the applicant may select another available date for their reservation at no additional cost, or may request a full refund. If the applicant cancels the reservation, all refunds will adhere to the above policy.

VI. Certificate of Insurance:

All reservations for league play or tournament play shall require a copy of insurance which includes a hold harmless clause for the City of Wilsonville. A copy of insurance must accompany the reservation application and payment.

VII. Guidelines:

1. Alcohol Use - Is by permit and only in designated areas. The Parks and Recreation Department will issue alcohol permits which must accompany user groups during reservation. The sale of alcohol must be pre-approved by the O.L.C.C. Alcoholic beverages or their consumption shall be limited to wines and beer only. Applicant is responsible and assumes all risk regarding liabilities that may arise by those attending and drinking alcohol. The applicant is also responsible for ensuring that all persons who drink are of a legal age and all state alcohol laws are obeyed.

2. Radios or any sound amplifying equipment must not be operated so as to disturb other park users. (Use of a public address system or amplifying equipment is allowed by permit only).

3. Any decorations used within the facility area must be removed at the conclusion of the rental period. Signs, other than those within the rental area, are not permitted. All user groups must leave the facility in the same condition as it was when they arrived.

4. No motorized vehicles shall be allowed on any fields or used in any park except on roads provided for such purposes unless a Vehicle Load Permit is issued.

5. Volleyball poles are available upon request at the time of application, if not previously reserved. Applicant must provide volleyball net and ball.

6. If an applicant requires additional time to set-up/prepare for their event or activity, they must reserve and pay for the facility on the original application.

VIII. Hot Air Balloons:

1. Commercial and Recreational - One year permit valid from January 1-December 31.

Permit Fee: \$100

One time launch permit fee: \$10

2. Tethered balloons will be allowed in the park

One time permit fee \$15

3 Rules and regulations - Commercial and Recreational Hot Air Balloons

a. No launch before 6:30 a.m.

b. Provide certificate of insurance.

c. Provide 5 X 7 color photograph of balloon.

d. Provide registered N Number (N#). Provide license number of chase vehicle.

e. Must abide by all FAA Regulations which includes maintaining a 500' minimum altitude over all residential areas. Balloons must rise immediately after a launch to a 500 foot altitude. Climb rate must be at least 200-250 feet per minute.

f. No landing within city limits without prior written permission of property owner, unless an emergency.

g. Any violation of the Rules and Regulations will result in permit being revoked.

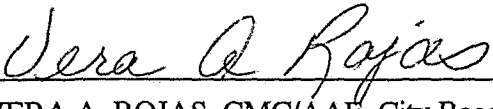
Repeal of Prior Resolutions:

Upon adoption of this resolution by the City Council, Resolution No. 891 is hereby repealed.

ADOPTED by the Wilsonville City Council at a special meeting thereof this 24th day of January, 1995, and filed with the Wilsonville City Recorder this date.


GERALD A. KRUMMEL, Mayor

ATTEST:



VERA A. ROJAS, CMC/AAE, City Recorder

SUMMARY of Votes:

Mayor Krummel	<u>AYE</u>
Councilor Lehan	<u>AYE</u>
Councilor Hawkins	<u>AYE</u>
Councilor Leahy	<u>AYE</u>
Councilor Leo	<u>AYE</u>



City of
WILSONVILLE
in OREGON

30000 SW Town Center Loop E
Wilsonville, Oregon 97070
FAX (503) 682-1015
(503) 682-1011

**PARKS & RECREATION DEPARTMENT
MEMORANDUM**

DATE: January 19, 1995
TO: Honorable Mayor & City Council
FROM: Glenn Milnor, Recreation Director
Steve Munsterman, Operations Manager
SUBJECT: Park Fees - Resolution CB-R-851-95

SUMMARY:

Enclosed is a resolution that reflects the consensus of the Parks & Recreation Advisory Board to implement park rental fees and reservation time blocks that best meet the needs of the public and also accurately reflects the cost of providing the service. This proposed resolution will repeal Resolution #891. The resolution includes one increase of \$10.00 to the ball field reservation fee. The new resolution also changes the field reservation time blocks. By staggering the reservation time blocks, the parks maintenance staff should be able to better prepare the various use areas without the conflict of everything needing to be prepared at the same time.

To meet the requirements of the serial levy, the parks crews are committed to prepare both Wood Middle School and Wilsonville High School fields. This service will require the transporting of tractors and other field equipment to the various locations. Therefore, the resolution limits ball reservation on those fields to not start prior to 10:30 a.m.

Finally, last April the City Council unanimously adopted Ordinance No. 425, amending the rules and regulations for City Parks. The enclosed resolution includes language regarding alcohol consumption that mirrors the previously adopted ordinance.

RECOMMENDATION:

Present Resolution CB-R-851-95 to City Council on the consent agenda at the January 24, 1995 meeting for adoption.

BACKGROUND:

In January 1992, while faced with an increasing demand for park use, Wilsonville adopted a park facility application procedure and fees resolution repealing Resolution No. 732. In April 1994, while faced with a growing intolerance for abusive behavior in City Parks, Wilsonville adopted Ordinance No. 425 amending the rules and regulations for City Parks.

Recently, the Parks & Recreation Advisory Board reviewed a report from Steve Munsterman, Operations Manager, regarding actual cost in preparing ball fields for user groups of Memorial Park. For the past two years, the City has been providing preparation of the fields at a price below the actual cost of operations. The current fee is \$25.00 per field per time block. Steve's report, enclosed, prompted the Board to hold a special public hearing on October 24, 1994 to discuss the issue with all interested parties. The Board subsequently discussed the issue further at their January 10, 1995 meeting, thoroughly reviewing staff recommendations, public input, survey results reporting the satisfaction of service from previous park users and cost analysis. The Board voted unanimously to recommend changes as outlined in Resolution No. CB-R-851-95 to City Council for adoption.

DISCUSSION:

The City of Wilsonville is providing a field prepping service to park reservation groups at a price below the actual cost of operations. The Parks and Recreation Advisory Board has recommended increasing the current \$25.00 per field, per time block rate \$10.00 to adequately reflect the true cost of providing this service. The actual estimated cost is closer to \$32.00 per field per prepping. Based on last year's 165 field reservations, it is calculated that the \$10.00 increase will bring in approximately \$1,650 additional for park maintenance.

The serial levy established that the City would provide for maintenance of fields at the Wilsonville High School and Wood Middle School. By adopting the proposed field reservation time blocks and the 10:30 a.m. restriction on school fields, the crews will be able to adequately prep each user area.

The removal of a non-refundable fee of \$20.00 to ensure the reservation site is properly prepared from Section V of Ordinance No. 891 is because the department staff could not support the findings to charge this fee. Groups are already paying reservation fees of up to \$300.00 per day, we and they assume for that very purpose.

Finally, the additional wording regarding alcohol consumption simply further defines the City's standing on this issue and closely mirrors the ordinance passed last April amending the rules and regulations for City Parks.

CITY OF WILSONVILLE
30000 S. Town Center Loop E.
Wilsonville, OR 97070
(503) 682-1011

PLEASE CIRCLE CLASSIFICATION:
 Group I-City Group IV-Adult Leagues
 Group II-Community Group V-Residents
 Group III-School Group VI - Non-Res.

PARK FACILITY APPLICATION

TO BE COMPLETED BY APPLICANT:

PICNIC SHELTER

Date of Activity: _____

Time Block: 8 a.m. to 2 p.m.
and/or

Please Circle Facility(s) & Fee:

3 p.m. to 9 p.m.
BALL FIELD Time Block:
 9 a.m. to 12 noon &/or 1-5 p.m.
 &/or 6 p.m. to 12 p.m.

Wilsonville Memorial Park:

	Group I, II, III	Group IV, V	Group VI
	\$10 fee per application.		
River Shelter ("C")	No fee.	\$ 75.00	\$ 125.00
Hidden Shelter ("D")	No fee.	\$ 60.00	\$ 100.00
Playground Shelter ("B")	No fee.	\$ 25.00	\$ 45.00
Entrance Area ("A")	No fee.	\$ 25.00	\$ 45.00

Equipment Kits	\$ 15.00	\$ 15.00	\$ 15.00
Fee is per kit/per time block:	Softball	Volleyball	Game Kit Tennis
Prepared Field	No fee.	\$ 25.00	\$ 45.00
Non-Prepared	No fee.	\$ 10.00	\$ 15.00
Lights	No fee.	\$ 10.00	\$ 15.00
Lights Key Deposit	\$ 10.00	\$ 10.00-Group IV Only	Not available.
		Group V - Not Available.	

Lighted Tennis Courts	No fee.	\$ 25.00	\$ 45.00
Horse Arena	No fee.	\$ 25.00	\$ 45.00

Boones Ferry Park:			
Gazebo Shelter	No fee.	\$ 60.00	\$ 100.00
Tauchman House Kitchen	No fee.	\$ 10.00 per hr. *\$25 min.	\$ 15.00 per hr. *\$30 min.

Organization or Individual Requesting Use: _____

Contact Person: _____ Day Phone: _____ Evening Phone: _____

Mailing Address: _____

Describe Type of Activity: _____

Number in Group: _____ Alcohol Permit Requested? Yes No

I have read, understand and agree to comply with all the guidelines and regulations set forth on the back of this form and in the attached Resolution No. CB-R-851-95.

I shall hold harmless and indemnify the City of Wilsonville, its officers, agents and employees for all claims arising from their use of the park facilities resulting in bodily injury, property damage, or personal injury, including but not limited to, settlements, judgments, costs and attorneys' fees.

Signature: _____ Date: _____

*MC/VISA #: _____ Expiration Date: _____

Cardholder Name: _____ Signature: _____

A copy of this form will be returned to you after approval and should be taken to the park on the day of your reservation.

<i>Office Use Only:</i>			
User Fees Due:	\$ _____		
Other:	\$ _____		
Total Due:	_____	Other (i.e., table moving, special use, etc.)	
		Cash	Check #
			VISA/Mastercharge
			Auth #:
Deposits: *Separate check, dated for day of the activity.			
Refundable Cleaning/Damage Deposit:	\$ 50.00 (no alcohol to be on site)		
	\$150.00 (alcohol will be on site)		
Total Due:	_____	Cash	Check #
Reservation #: 95-	_____		
Application Approved:	_____	Date	_____
	Recreation Director		

**COST ESTIMATE FOR
BASEBALL/SOFTBALL
FIELD PREPARATION**

Daily Field Preparation

Drag & Line Field

Park Aide (1)	-	1 hr.	\$8.00 per hr.	\$ 8.00
Vehicle		1 hr.	\$5.00 per hr.	\$ 5.00
Consumable Supplies			\$2.00	<u>\$ 2.00</u>
Daily Direct Cost per Field:				<u>\$15.00</u>

Weekly Field Preparation

Work up and level infield, paint lines outfield

Park Aide (1)	-	1 hr.	\$ 8.00 per hr.	\$ 8.00
Utility Worker		1 hr.	\$14.00 per hr.	\$14.00
Vehicle	-	1 hr.	\$ 5.00 per hr.	\$ 5.00
Tractor	-	1 hr.	\$15.00 per hr.	\$15.00
Consumable Supplies			\$ 5.00	<u>\$ 5.00</u>
Weekly Prep Direct Cost Per Field:				<u>\$47.00</u>

\$47.00 per week divided by 7 days = **\$6.66 per day**

Ongoing Operations & Maintenance

Litter pickup, minor maintenance i.e. backstops, fences, bleachers, benches, signage, scheduling:

Park Aide (1)		2 hrs. wkly.	\$ 8.00 per hr.	\$16.00
Utility Worker		1 hr. wkly.	\$14.00 per hr.	\$14.00
Senior Utility Worker		1 hr. wkly	\$21.00 per hr.	<u>\$21.00</u>
Direct Weekly Ongoing Operations & Maintenance Cost				<u>\$51.00</u>

\$51.00 per week divided by 7 days = **\$7.28 per day**

dist. @ 10-24-94 special meeting

Preseason Preparation & Post Season Close-out

Inspection, purchasing, major and minor repairs, install/remove bases, import soil amendments, level, till, finish, grade, and drag:

Park Aide I (4)	4 x \$ 8.00 per hr. =	\$ 32.00
Utility Worker	6 x \$14.00 per hr. =	\$ 84.00
Senior Utility Worker	4 x \$21.00 per hr. =	\$ 84.00
Vehicle	3 hrs. x \$5.00 per hr. =	\$ 15.00
Dump truck	2 hrs. x \$20.00 per hr. =	\$ 40.00
Tractor	3 hrs. x \$15.00 per hr. =	\$ 45.00
Consumable Supplies		\$300.00
Annual Pre & Post Season		
Direct Costs per Field		\$600.00
	$\$600.00 \div 22 \text{ wks in season} =$	\$ 27.27
	$\$ 27.27 \div 7 \text{ days per wk} =$	\$ 3.03/day

Per Day Cost Estimates

Daily Field Preparation	\$15.00
Weekly Field Preparation	\$ 6.66
Ongoing Maintenance & Operation	\$ 7.28
Annual Pre & Post Season	<u>\$ 3.03</u>
	\$31.97

These cost estimates do not include Turf Maintenance tasks (mowing, fertilization, aeration, weed control, irrigation) nor do they include replacement of the structures themselves as they wear out (20 yrs.) i.e. backstops, lighting, fences, irrigation systems, etc. or upgrading of facilities.



City of
WILSONVILLE
in OREGON

PUBLIC WORKS DEPARTMENT 9000 SW Town Center Loop E
Wilsonville, Oregon 97070
OPERATIONS DIVISION FAX (503) 682-1015
(503) 682-1011

MEMORANDUM

DATE: JANUARY 5, 1995
TO: PARK & RECREATION ADVISORY BOARD
FROM: STEVE MUNSTERMAN, OPERATIONS MANAGER *SM*
SUBJECT: 1994 PARK USER SURVEY RESULTS

In your packets was included a compilation of the 1994 Park User Survey. This survey was mailed to the 123 users of park facilities who had reservations during the 1994 Calendar Year.

Eight questions were asked, requesting a yes or no answer and comments. The final question requested suggestions as to what could be done to improve park user experiences. The results were compiled to show the number answered yes or no and a third answer for "not applicable" or other answer. In response to comments given, the Property Management Section has identified several steps to take to improve service for park users. They are as follows:

1. Secure placement of portable toilet facilities at Picnic Area "D"
2. Increase efforts at controlling bees and wasps.
3. Provide new or additional direction signage
4. Additional entrance signage
5. Explore some type of shelf/tables near electrical outlets of Areas "C" and "D".

Glenn and Pam will be able to further address the results as they relate to the Reservation Process (Questions 1 thru 5).

Overall, I was quite encourage by the results of the survey and plan to continue with an ongoing customer satisfaction survey throughout the 1995 season.

sm/js

pc: Jeff Bauman
Glenn Milnor
Arlene Loble
Property Management

PARK USER SURVEY RESULTS 1994

Question 1: Are Park Reservation forms easily understood and user friendly?

Yes: 54

No: 0

Other/NA: 1

"Yes" comments:

- "Yes, once your office has completed the form, it's easily understood as all the information is contained."
- "However, there was some confusion regarding what area we were in."
- "Service level and forms were good."
- "Add lines on reservation form for special requests (hours, equipment, etc.)"
- "It has been a while--I can't recall having a problem"

"No" comments:

- there were none.

"Other/NA" comments:

- "I personally did not fill out these forms--that individual is no longer with our company."

Question 2: "Is the process for making a Park reservation easily understood and user friendly?"

Yes: 54

No: 1

Other/NA: 0

"Yes" comments:

- "...and I am always impressed that your office remembers us...each year."
- "The staff in the office was extremely helpful and courteous."
- "But it would be nice if the confirmation could be held awaiting receipt of the check via mail."
- "The form could be a lot more clear"

"No" comments:

- "It takes too long to verify the reservation."

"Other/NA" comments:

- there were none.

Question 3: "Were your questions and/or special requests responded to correctly and in a timely manner?"

Yes: 52

No: 0

Other/NA: 3

"Yes" comments:

- "They were very accommodating when there was a misunderstanding on pickup and return of the volleyball equipment. Thank you!"

- "Pam has always been very friendly and helpful."

- "I changed my mind in the middle and staff was very accommodating."

- "It would be helpful if several individuals were able to answer questions and process the paperwork."

"No" comments:

- there were none

"Other/NA" comments:

- "Somewhat. We reserved a volleyball set for our company picnic this past summer and had to round it up ourselves from another picnic site."

Question 4: "Were you able to reserve your choice of day and area/facility?"

Yes: 48

No: 6

Other/NA: 1

"Yes" comments:

- "No volleyball net was available, although we had reserved one--also, spot was reserved for another group, but everything got straightened out."
- "Lovely spot."
- "We didn't get the one we were expecting but liked the one we got better."

"No" comments:

- "And I did have some confusion there--thought we had the entire day--but it worked out just fine! Thanks!"
- "We called too late to get the area we wanted. (We'll call earlier next year.)"
- "But we waited until the last minute!"
- "Such a popular park; I got a late start. Not your fault."
- "We would have liked the largest picnic site, but it was already taken for the day we selected. Everything worked out fine though at the 'Hidden Shelter' area. Everyone had a good time!"

"Other/NA" comments:

- "Facility, yes; date, no. I went to your office on the first day possible for local businesses to make reservations and all the Saturdays and Sundays in July and August were gone."

Question 5: Does the use of time blocks work for you? (Time blocks divide the user day into two time periods; 9:00 AM - 2:00 PM and 3:00 PM - 9:00 PM)

Yes: 35

No: 15

Other/NA:

"Yes" comments:

- "Enabled us to have a gathering on a weekday after work."
- "These are useful for us."
- "I wanted 11 AM - 3 PM and it was granted."
- "Best would be 11:00 - 3:30, but that doesn't utilize best use of space, so afternoon worked best for us."
- "If both time blocks are used a reduced price seems logical--no extra set up etc. needed."

"No" comments:

- "11:00 - 4:00 would be more reasonable for us."
- "Our company picnic is from 11:00 - 4-5:00 PM"
- "Had to reserve the entire day to start the picnic at 11:00 AM - 4:00 PM."
- "Had to pay for both blocks and barely used either (1:00 PM - 4:00PM)."
- "We usually have to reserve the whole day so that we can use it between 12:00 PM and 6:00 PM,"
- "Need longer in the morning."
- "Since we are a church and we used the shelter for our church picnic, we had to rent the shelter for both time slots in order to have our picnic immediately following our worship service at 1:00 PM."
- "These hours are fine for company picnics, softball games, etc. but they aren't appropriate for our day camp or other special use activities."
- "Need 10:00 AM - 6:00 PM--time for set-up, picnic, and clean-up."
- "We always need two time blocks for our company picnic-- weekdays should get a discount for double time blocks (weekdays rarely filled anyway)."
- "Older people can't get to a picnic at 9:00 AM, so hours are not good. We had to reserve from 12:00 on in order for people to get there. Locally, hours might be OK."
- "We reserved our area from morning till dusk or close. Worked out well."

"Other/NA" comments:

- "OK, I signed up for both."
- "Questionable--a lunch party starting at 11:00 does not leave much time! No one arrives at 9:00 AM."
- "Not ideal."

Question 6: "Were the park restrooms clean and usable?"

Yes: 45

No: 2

Other/NA: 8

"Yes" comments:

- "Wish you had another one at the more private picnic area so again older people wouldn't have to go so far."

"No" comments:

= "Too far away from shelter D, so we rented Sanicans for our own use. Had problems with general public using our Sanicans."

= "Restrooms near Area C were flooded with water and debris."

"Other/NA" comments:

- "There was no restroom set up at our site as there was before when we had that spot--we had to drive to a restroom."

- "Too far away from Area D.

- "Fairly good"

- "I was unable to attend the function but heard only positive comments."

Question 7: "Was the park area/facility clean, ready, and usable as you anticipated?"

Yes: 47

No: 4

Other/NA 4

"Yes" comments:

- "The first day of our camp is always a problem; since staff are unaware of our arrival time, they don't have the facilities unlocked and ready for use."
- "Always"
- "We had no problems when using a large area of the park. it was, overall, an excellent place for our event."
- "There were a lot of bees in the area."
- "Playing field was yellow and dry in August."

"No" comments":

- "For the most part it was clean, but a couple of tables were dirty."
- "Major wasp nest in the kiosk [shelter]; spent first hour killing bees."
- "We had trouble getting the equipment (they never delivered it or picked it up as promised.)"
- "We had to find tables and move them ourselves."

"Other/NA" comments:

- "It was OK. Could have been swept, and it would have been nice to have wood for a fire."
- "Could have been a lot better."

Question 8: "If you had contact with park section field staff, were they courteous, helpful, and informed?"

Yes: 39

No: 1

Other/NA: 15

"Yes" comments:

- "Very nice."
- "One of them brought us a bee trap and spray. He was very helpful."
- "Your staff is always friendly and helpful!"
- "They were helpful, informative, and made it their work to make sure we had a good BBQ."
- "However, we could not find them to unlock the gate to access our area; had to drive up into town."
- "Very. Staff on field were great."
- "Absolutely."
- "Friendly and helpful."
- "Very helpful. Let us pack everything into the cars next to our area."

"No" comments:

- "We needed more garbage cans. The staff told us to just stack the garbage bags; then we were later charged for not cleaning up."

"Other/NA" comments:

- there were none.

Question 9: "What could be done to improve your park use experience?"

- "The only problem our group had with the park was the bees under one of the shelters. The park was great and we're looking forward to using it next year. Thanks"
- "More large picnic areas would be nice. Everything else is great."
- "We had a great time."
- "Mark the entrance with a more visible sign."
- "Our experience was great."
- "Enlarge the signs on the road. I've been to the park numerous times and I still drive past the driveway!"
- "Since you have so many groups that get together some form of sign holder would be good, for directional signs, starting at the first turn down to the park.""
- "It was a good experience--no problems."
- "Everything was great and we had a good time. Thank you."
- "No complaints. All aspects have been excellent!"
- "Everything is always wonderful and well coordinated through the city."
- "Hang insect repellent near the shelters--bees were bad this year."
- "Try to get rid of the yellow jackets."
- "The park is a very nice facility--maintained very well."
- "Everything was fine, except you could take better care of the grass on your fields."
- "One time block per day."
- "Set up a (portable) restroom at the site."
- "Less expensive!"
- "Irrigate more field area."
- "Wasp or bee traps in the shelters."
- "Bees; hornets were such a hassle."
- "Tables by the plugs so you had a place to set hot pads, etc. on. You really do a great job. No complaints. We were impressed."
- "Please make sure there is communication between office and park staff regarding our hours of operation and our overnight use of the park [Girl-Scout camp]."
- "I believe it is run well, very well."
- "A sign with instructions on how to use the BBQ would have been helpful for us, but maybe we aren't as bright as the average BBQ gourmet?"
- "I have had a great experience each of the two years we have been there and can think of nothing other than the time frames."
- "Nothing. It was fine! Thanks!"