



RECREATION COMMISSION WORK SESSION MARCH 27, 2024

ALPHARETTA CITY HALL
COMMUNITY ROOM
2 PARK PLAZA
5:30 PM

1. WORK SESSION ANNOUNCEMENTS

This meeting agenda is for work session purposes only. Items will be discussed by the members of the Board or Commission, but no formal action will be taken on today's agenda items.

2. CALL TO ORDER

3. ROLL CALL

4. WORK SESSION ITEMS

a. Recreation Severe Weather & Refund Policies

Discussion and consideration of revisions to the Department of Recreation, Parks & Cultural Services current Registration, Procedures and Refund Policies.

b. Brooke Street Park Concert Series Update

Recreation, Parks & Cultural Services Director's update on the latest series of concerts showcased at Brooke Street Park.

c. Recreation Commission Review

Review and open discussion on the current approach utilized by the Recreation Commission and the possibility of new methods to help further the City's vision for recreation, parks, and art and culture.

d. Recreation, Parks & Cultural Services - Fiscal Year 2025 Preliminary Outlook

A brief report regarding the current outlook from the working version of the fiscal year 2025 budget for the Recreation, Parks & Cultural Services Department.

5. ADJOURNMENT



STAFF REPORT

Department: Recreation, Parks & Cultural Services
Submitted By: Christine Young
Meeting Date: March 27, 2024

AGENDA ITEM:

Recreation Severe Weather & Refund Policies

Discussion and consideration of revisions to the Department of Recreation, Parks & Cultural Services current Registration, Procedures and Refund Policies.

STAFF RECOMMENDATION:

This report is presented for Recreation Commission discussion and information purposes. No vote or formal action is requested at this time.

ITEM DESCRIPTION:

BACKGROUND:

Programming for Severe Weather:

The current policy for severe weather is based on the decisions of Fulton County Schools. The addition of "delayed" allows for staff to follow the policy in the event Fulton County postpones the start of school or a teacher's workday until a later time than normally scheduled due to weather/road conditions.

Refund Policy:

Omitting calling in by phone to cancel camps, and requiring email cancellation requests allows staff to have a record of parents' requests. This eliminates any confusion that may occur with a verbal request.

RECOMMENDATION EXPLANATION:

1. Insert delay of programming based on Fulton County School's schedule for both teacher workdays and student days, to stay consistent with the current policy of following FCS protocol in the event of severe weather.
2. Omit phone cancellations for camps and require email cancellations only to provide a clear record and to lessen the possibility of miscommunication and disputes. Should a call come in to cancel a camp, an email will be provided by staff for official cancellation of said camp(s).

ATTACHMENTS:

1. RPCS Registration & Refund Policy (2024 Revised)



Registration and Refund Policies and Procedures

REGISTRATION POLICIES AND PROCEDURES:

Purpose: The City of Alpharetta Recreation, Parks and Cultural Services Department (“ARPCS”) has established Registration Policies and Procedures to provide a fair, consistent, and efficient processes for the general public to register for recreation programs.

1. **Priority Registration** for ARPCS programs begins two (2) weeks before Open Registration. Priority Registration is for City of Alpharetta residents. During Priority Registration, City of Alpharetta residents may register online at <https://www.alpharetta.ga.us/government/departments/recreation-parks>, by fax 678-297-6151 or by mail or in person at the Alpharetta Community Center, 175 Roswell Street, Alpharetta 30009.
2. **Open Registration** for ARPCS programs is held two (2) weeks after the start of Priority Registration. Registration methods available during Open Registration include online (for applicable programs), in person, by fax, by mail, or by email.
3. **Late Registration** for ARPCS classes will be allowed up to the half way point in any session.
4. Under the terms of a Memorandum of Understanding:
 - a. The City of Johns Creek Parks and Recreation Department, residents of the City of Johns Creek may participate in the recreational activities of youth lacrosse, youth baseball, youth soccer, and youth softball under the same fee structure as City of Alpharetta residents.
 - b. The City of Milton Parks and Recreation Department, residents of the City of Milton may participate in the recreational activities of youth softball, youth football, and Camp Joyful Soles under the same fee structure as City of Alpharetta residents.
 - c. This privilege shall be in effect for the duration of the MOU between the Cities.
5. ARPCS does not typically accept program registrations over the phone. Exceptions may be made if deemed appropriate by City staff in their sole discretion due to unforeseen circumstances, i.e. issues with the City of Alpharetta server that affects the capability of a customer to register online for a program. ARPCS staff will email receipts to customers who register over the phone, and will send an Activity Registration Form with Liability Waiver and Concussion Awareness Policies and Procedures for the customer to complete and send back to ARPCS before the first scheduled class or practice.
6. ARPCS does not guarantee space in any recreation program to anyone.
7. A City of Alpharetta Resident is defined as any person whose legal domicile is located within the taxpaying jurisdiction of the City of Alpharetta. Proof of residency must be provided upon request.
8. Any person living outside of the City of Alpharetta who wishes to register for programs will be charged an additional 50% to 75%, depending on program, of the resident registration fee in order to participate in ARPCS recreation programs.
9. Non-resident fee for adult athletic programs is \$25 per person on the team roster per season.

10. **Minimum Registration:** All programs have a predetermined minimum number of participants who need to be enrolled (paid) in order for the class to “make.” If the minimum enrollment is not reached before the program begins, the class will be cancelled or postponed.
11. **Maximum registration:** All programs are limited in size and are filled on a first come, first serve basis. If a program has reached its capacity, names will be placed on a waiting list. City of Alpharetta residents will be given priority on the wait list as space in programs becomes available.
12. The City of Alpharetta provides equal opportunity without regard to race, color, religion, sex, national origin, age, veterans’ status, and disability. The City of Alpharetta complies with the Americans With Disabilities Act (ADA) of 1990 and will provide reasonable accommodations to members of the public, if so requested.
13. ARPCS program participants must adhere to the Participant and Spectator Code of Conduct. Call 678-297-6100 or email recreation@alpharetta.ga.us for a copy of this policy or visit the City of Alpharetta website at <https://www.alpharetta.ga.us/government/departments/recreation-parks/resources>. 
14. **Postponements Due to Inclement Weather:** If inclement weather occurs, check our “RainoutLine” app; directions for acquiring and setting up the app are listed on the General Information page of the current ARPCS Activity Guide found at <https://www.alpharetta.ga.us/government/publications/recreation-parks-activity-guides>.
15. **Programming for Severe Weather:** When Fulton County Schools are delayed (teacher work days and scheduled school days), closed, or release students early due to a severe weather event or threat of a severe weather event, ARPCS programs and activities will be delayed/canceled. Program delays/cancellations will be posted on the City of Alpharetta website www.alpharetta.ga.us, ARPCS’ Facebook and Twitter pages and on the Rainout Line app. Whenever possible, program participants will be notified of program delays/cancellations by ARPCS or the program instructor/coach. Participants may also contact the Recreation Center where the program will be held to check on the status of the program or email recreation@alpharetta.ga.us. Make-up class dates/times (if applicable) will be announced at the next scheduled activity meeting. The Department may allow certain programs, activities, or rentals to be held if safe conditions allow. This decision is at the discretion of the Department Director or his/her designee, after consultation with City of Alpharetta Department of Public Safety officials who will evaluate the forecasted impact of the weather event in the Alpharetta area. If Fulton County Schools are not in session, the decision to delay/cancel activities will be made by the Department Director or his/her designee, after consultation with City of Alpharetta Department of Public Safety.
16. **Cash Policy:** Cash payments for programs and rentals must be paid with exact change. Customers paying with cash will be offered a payment receipt.
17. **Credit Card Policy:** ARPCS accepts Visa, MasterCard, American Express, and Discover. Card holder may be asked to present a photo ID at the time of processing and sign a copy of the receipt. The customer is responsible to submit a completed Activity Registration Form to ARPCS prior to the first scheduled class or practice.
18. **Check Policy:** Checks are payable to ARPCS (Alpharetta Recreation, Parks & Cultural Services). Payee must show valid photo ID upon request.
19. **Make-Up Classes:** Classes postponed by the department or the instructor due to emergencies, holidays or other reasons will be rescheduled if possible, by the instructor. Classes missed by the participant will not be made up or refunded.

20. **Family Discount:** Any family that has more than one of its IMMEDIATE family members registering for the SAME program (including but not limited to the following: same activity number, same season/week of the same program with different age groups, spouses in same program, etc.) will receive a 10% discount off individual resident registration fee per additional person. IMMEDIATE FAMILY is defined as the same family/same household. The first person pays the regular registration fees. Discount applies to children and adult programs. No discounts will be granted to family members registering for separate programs. Discount applies to residents and non-residents. Due to computer registration software limitations, this discount is not available to participants who register on-line. Contact 678-297-6100 for assistance with a family discount.
21. **Scholarships:** ARPCS has a Scholarship Program for qualified City of Alpharetta residents. Call 678-297-6048 or email recreation@alpharetta.ga.us for more information.
22. **Employee Discount:** City of Alpharetta employees, boards, commissions and ACVB staff, their spouses, and children 17 and under may be eligible for a discount on ARPCS programs. Call 678-297-6100 or email recreation@alpharetta.ga.us for current employee discount policy.

REFUND POLICIES AND PROCEDURES:

Purpose: Refund Policies and Procedures are designed to ensure customer satisfaction by providing clearly defined time periods for customers who are unable or unwilling to continue participating in an ARPCS recreation program for any reason to request a refund of program registration fees. Call 678-297-6100 or email recreation@alpharetta.ga.us for assistance with transfer or refund requests.

- A. **Refund Policy for Recreation Classes:** Refunds will be issued prior to the second class meeting. No refunds will be issued thereafter.
- B. **Refund Policy for Camps:** Cancellations must be received by email to recreation@alpharetta.ga.us or phone before Thursday 5pm on the week *prior* to the scheduled start of camp. No refunds will be issued for cancellations after Thursday 5pm.
- C. **Refund Policy for ARPCS Youth Athletic Leagues and Aquatics Teams:** Cancellations must be received by email or phone prior to the first scheduled game/meet. No refunds will be issued thereafter. For youth athletic associations, refer to the refund policies of these groups. Youth Athletics Association contact information is included in the current ARPCS Activity Guide. <https://www.alpharetta.ga.us/government/publications/recreation-parks-activity-guides>
- D. **Refund Policy for Adult Athletic Leagues:** No refunds will be issued to teams requesting refunds, except under special circumstances as approved by the Department Director or his/her designee.
- E. **Refund Policy for Open Gym and Pool Passes:** Refunds will be issued within 10 days from the date of purchase. No refunds will be issued after the ten days from issuance has passed.
- F. **All refunds are subject to a \$5 service fee.**

ARPCS reserves the right to change the registration and refund policies and procedures without notice.



STAFF REPORT

Department: Recreation, Parks & Cultural Services
Submitted By: Morgan Rodgers
Meeting Date: March 27, 2024

AGENDA ITEM:

Brooke Street Park Concert Series Update

Recreation, Parks & Cultural Services Director's update on the latest series of concerts showcased at Brooke Street Park.

STAFF RECOMMENDATION:

This report is presented for Recreation Commission discussion and information purposes. No vote or formal action is requested at this time.

ITEM DESCRIPTION:

BACKGROUND:

The popularity of concerts in Downtown Alpharetta has greatly increased. Several programs are addressing this, such as Music Match, Performance Permits, Town Green Concert Series, Home By Dark Brooke Street Concert Series, and Wire & Wood Songwriters Festival. Last year, the Rotary Club hosted a concert in Brooke Street Park featuring Mother's Finest, with several local non-profits benefiting from the sponsorships and tables sold.

The Rotary Club has requested to host four (4) concerts in 2024 in Brooke Street Park. Events in Brooke Street Park must be city-sponsored events, so the request was discussed during the work session of the February 5, 2024, City Council meeting. Based on the comments from this work session, the Rotary Club's request to hold four (4) concerts in Brooke Street in 2024 was approved. The city will work with the Club to ensure that all policies and park rules are followed during the setup, the concert and the cleanup. The City will also determine if the weather conditions require the cancelation of the concerts at Brooke Street. If the concerts are canceled, the concerts will be held at Union Hill Park under the event venue pavilion. The concert series will be called Summer Evenings in the Park and is currently scheduled for May 25th, June 22nd, August 24th, and September 28th.

In addition, the 7th Annual Home By Dark Concert Series will also be held in Brooke Street Park in 2024. Dates for 2024 are May 11th, June 8th, July 13th, August 10th, and September 14th.

ATTACHMENTS:

None



STAFF REPORT

Department: Recreation, Parks & Cultural Services
Submitted By: Dennis Mitchell
Meeting Date: March 27, 2024

AGENDA ITEM:

Recreation Commission Review

Review and open discussion on the current approach utilized by the Recreation Commission and the possibility of new methods to help further the City's vision for recreation, parks, and art and culture.

STAFF RECOMMENDATION:

This report is presented for Recreation Commission discussion and information purposes. No vote or formal action is requested at this time.

ITEM DESCRIPTION:

This agenda item is being introduced at the request of Recreation Commission Chair Dennis Mitchell. The hope is to allow for an open discussion among commissioners regarding the current meeting process and whether a new approach should be introduced to better advance the commission's purpose for the City. New ideas include site visits versus work sessions, etc.

ATTACHMENTS:

None



STAFF REPORT

Department: Recreation, Parks & Cultural Services
Submitted By: Morgan Rodgers
Meeting Date: March 27, 2024

AGENDA ITEM:

Recreation, Parks & Cultural Services - Fiscal Year 2025 Preliminary Outlook

A brief report regarding the current outlook from the working version of the fiscal year 2025 budget for the Recreation, Parks & Cultural Services Department.

STAFF RECOMMENDATION:

This report is presented for Recreation Commission discussion and information purposes. No vote or formal action is requested at this time.

ITEM DESCRIPTION:

This agenda item is being introduced to inform the Recreation Commission on the current status of the Fiscal Year 2025 budget that the department is required to submit to the Finance Department. The discussion will include yearly priorities, new initiatives, and capital requests. The budget document will be reviewed by the City's leadership team, the City Administrator, the Mayor, and finally the full City Council.

ATTACHMENTS:

None