City of Daly City  
Regular Meeting  
RECREATION COMMISSION  

Tuesday, August 28, 2012 – 6:00 p.m.  
City Hall Council Chambers – 2nd Floor  
333 – 90th Street, Daly City, CA  94015  

For those wishing to address the Recreation Commission on any item on the Agenda or under Public Appearances/Oral Communications, please complete a Speaker Card located at the entrance to the City Council Chambers and submit to a Staff Member as early in the meeting as possible. 

Persons with disabilities who require auxiliary aids or services in attending or participating in this meeting should call the Library and Recreation Services Department as soon as possible prior to the meeting. 

CALL TO ORDER  
PLEDGE TO THE FLAG  
ROLL CALL  

APPROVAL OF MINUTES  
Meeting of June 26, 2012  

APPROVAL OF AGENDA  

PRESENTATION  
Peninsula Partnership  

REPORTS  
1. Director’s Report:  
   a. Health and Safety Fair Survey Results – Benson  
   b. Performance Measures and Customer Satisfaction Surveys – Benson  

2. Election of Officers  

ANNOUNCEMENTS AND COMMUNICATIONS  

PUBLIC COMMENT  
Speakers are limited to two minutes, unless modified by the Chair. The Commission cannot take action on any matter raised under this item. 

AGENDA BUILDING FOR NEXT MEETING:  September 25, 2012  
• Facility and Field Rental Policy and Fees  
• Payment Guidelines for Structured Recreation Programs  
• Westlake Park Garden Deli Rebranding  

ADJOURNMENT  

AVAILABILITY OF PUBLIC RECORDS:  
All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the City Clerk’s Office, City Hall located at 333-90th Street, Daly City, CA during normal business hours, at the same time that the public records are distributed or made available to the legislative body.
ROLL CALL
Recreation Commission:
Present: Chair Teresa Proaño, Vice Chair Thomas Ledda, Commissioners Genevieve Jopanda, Gerardo Murillo and Jack Pastor.

Staff Present:
Assistant City Manager/Interim Director Kerry Burns; Assistant to the Director Tim Birch; Recreation Services Manager Denise Brown; Administrative Assistant Judy Bush

APPROVAL OF MINUTES
Motion made by Vice Chair Thomas Ledda and seconded by Commissioner Jack Pastor to approve the minutes of the May 22, 2012, Recreation Commission Meeting. Unanimously approved.

APPROVAL OF AGENDA
Motion made by Commissioner Pastor and seconded by Commissioner Murillo to approve the June 26, 2012, Agenda of the Recreation Commission. Unanimously approved.

REPORTS
1. Director’s Report:
   a. Surplus Property: Parks and Recreation Logo Apparel
      Recreation Services Manager Denise Brown reviewed the Staff Report and asked for input on the Department’s preference for surplusing of “Parks and Recreation Department” logoed apparel.

      After answering questions from Commissioners, Ms. Burns stated staff will explore non-profits that have agencies overseas. Commissioner Jopanda stated she has a sponsor for cargo that ships to an agency in the Philippines and will provide Mrs. Brown with the contact information.

   b. Update on Summer Programs:
      Mrs. Brown summarized the Summer 2012 Recreation Programs.

      Aquatics Program: On June 18, Phase II of the Aquatics Program was implemented, which included the master’s swim and semi-private swim programs and additional lap swim hours. Swim lessons had a huge, mass registration for summer classes. Summer weekday classes are approximately 80% full. The Aquatics Camp had a full camp for week one.

      Mrs. Brown reviewed the special events scheduled; which are, Summer Kickoff Carnival, Toddler Extravaganza, Movie Night, and End of Summer Luau.

      Approximately 140 participants were in the water at the Summer Kickoff Carnival and participation has increased for the adult swim lessons and the weekend recreation swim program.
Youth Baseball League: Another successful season with twenty-eight teams and approximately 336 players participated.

Summer Youth Recreation Program (SYRP): SYRP has begun and participation is low at one of the sites with only eight participants. The SYRP Program is now an all day program (9:00am to 5:00pm) or half day. The number of participants per site are: Panorama (8); Westlake (69); Gellert Park (56); Westmoor Clubhouse (28) and JF Kennedy (44). There are seven more weeks with fees for full day $60 for residents and $75 for non-resident and half day fees are $30 residents and $42 non-residents.

Volunteer Leadership Program (VLP): The total number of volunteers for the first week is 113. The Volunteer Program gives 13-18 year olds (7th – 12th grade) the experiences of building professional growth, personal development, and service to the Daly City community. The Volunteer has the opportunity to train and work with staff at one of our five program sites.

Junior Giants: In conjunction with the Summer Youth Recreation Program Daly City has a baseball league in partnership with the Giants Community fund. Over 450 participants enrolled in three age levels. The participants learn confidence, leadership, teamwork and integrity. Mrs. Brown reviewed the schedule of practice and game schedules.

Summer Camps: Mrs. Brown reviewed the enrollment of the following Camps: Soccer Camp (17); Volleyball (21); All Sports (46); Theatre Camp (8); Fun Engineering (7) morning camp and (8) afternoon camp.

Mrs. Brown reviewed the information and registration flyers of the Volunteer Leadership Program and Summer Youth Recreation Program

Ms. Burns informed the Commission that the Libraries are half way through their Summer Reading Program and reviewed the upcoming Summer Reading Program events.

Commissioner Pastor added that the Volunteer Program provides the experience of interviewing and when asked what they have done in the community the Volunteer will be able to provide a list.

Vice Chair Ledda commented that if there are opportunities for the older youth to coach. It’s a good way to keep the youth involved in the community as well.

ANNOUNCEMENTS AND COMMUNICATION
Chair Proaño announced our next meeting July 24, 2012 at 6:00pm in the City Council Chambers.

Ms. Burns read a letter from a proud grandpa regarding the Giammona Pool. The letter spoke of the positive swim experience of his grandchildren. The letter wrote about the understanding and positive attitude from each instructor, a willingness to help each student and always keeping a watchful eye of each child. The children look forward, with enthusiasm, to come to the pool each day. The patron stated
that the program is outstanding and expressed praise for Romeo Benson (Aquatics Program Coordinator/Recreation Supervisor); Chris Mariano (Recreation Coordinator) and John Lindstrom (Lifeguard). Ms. Burns recognized them publicly what is outstanding work and shared the letter with the Commission.

Ms. Burns recognized Jennifer Der and Denise Brown for the great leadership they showed the creative development of the Aquatics Program. Mrs. Brown thanked everyone and accepted the praise on behalf of the staff and commented it was definitely a team effort.

PUBLIC COMMENT
None.

AGENDA BUILDING
Interim Director/Assistant City Manager Kerry Burns introduced and reviewed items at the July Commission Meeting:

- Facility Rental Reservation Policy and Fees
- Election of Officers

Ms. Burns spoke that the Special Joint Meeting, with the Library Board of Trustees, will be October 23, which is the date of the regularly scheduled Commission Meeting. The Special Joint Meeting will begin at 6:00pm and may take a couple of hours. The items to be covered at the Special Joint Meeting will be:

- Strategic Plan for FY2013
- Annual Report FY12
- Performance Measures

ADJOURNMENT
Motion made by Commissioner Jopanda and seconded by Vice Chair Ledda to adjourn the meeting. The meeting was unanimously adjourned at 6:37p.m.
Subject: Performance Measures and Customer Satisfaction Surveys

Recommended Action
Staff recommends the Recreation Commission review and provide input on the attached Customer Satisfaction Surveys.

Background/Discussion
The surveys presented for the Recreation Commission’s review were created to collect data related to the Recreation Division’s Performance Measures contained in the current Biennial Budget. These surveys seek to collect feedback from the community on how the Recreation Division is performing relative to its Fiscal Year 2012-13 Performance Measures. These surveys target the following areas:

- Youth Recreation Program (both Summer and Afterschool);
- Youth athletics leagues;
- Senior lunch program at the Doelger Café and Lincoln Park Community Center;
- Online registration usage and ease of use;
- Teen programs;
- Customer service; and,
- Overall customer satisfaction.

As the Commission may recall, the Recreation Division has the following Performance Measures to assess its performance during the current fiscal year:

1. Percent of customers who believe participation in a library or recreation program or class improved their quality of life;
2. Percent of patrons and customers who rate customer services as good to excellent;
3. Percent of youth and teens who report classes/programs/events/leagues made a positive difference in their lives;
4. Percent of customers rating the quality of classes/programs/events/leagues as good to excellent;
5. Percent of customers who rate the online registration process as easy or very easy to use;
6. Percentage of participants who use the online registration process to enroll in a class or program;
7. Percentage of customers who rate the cleanliness and set-up for a facility rental as good to excellent;
8. Percent of participants who rate the weekday Doelger Senior Center and Lincoln Community Center lunch program as good to excellent; and,
9. Percent of attendees who rate cultural celebrations as good to excellent.

Program participants would complete a survey after completion of the program, class or league. Participants would also have an opportunity to complete the survey online.
Performance Measures and Customer Satisfaction Surveys
Meeting Date: August 28, 2012

**Fiscal Impact**
None.

**Conclusion**
Staff is available to provide any additional information desired by the Recreation Commission.

Respectfully submitted,

Denise Brown
Recreation Services Manager

Kerry E. Burns
Assistant City Manager and
Interim Director of the
Department of Library and
Recreation Services

Attachments:
City of Daly City Department of Library and Recreation Services
Athletic Program - Survey

Data collected from this evaluation will be used to provide the Daly City Department of Library and Recreation Services insight into how well the Athletic programs are reaching its intended objectives. Please read each question, then fill-in the response that best applies to you.

1. What Athletic program did you participate in?
   ___ Showcase League
   ___ Tennis
   ___ Youth Basketball League
   ___ Youth Baseball League
   ___ Youth Flag Football
   ___ Other: ___________________________

2. I would rate the Athletic Program as:
   ___ Poor
   ___ Fair
   ___ Good
   ___ Excellent

3. The athletic program has made a positive difference in my life.
   ___ Yes
   ___ No

4. I believe the Athletic program provides me a safe place to recreate.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

5. I believe the Athletic program provides me with opportunities to develop my athletic skills and understanding of the sport.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

Continue to back side.
6. The facility staff and coordinator were helpful in assisting and responding to any questions or concerns I had.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

7. I believe the Coach was a role model to the team and highly advocated the rules and sportsmanship.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

8. Did you register for the Athletic program online?
   ____ Yes  ____ No
   If “Yes”, complete the following question.
   I would rate the online registration process as:
   ____ Very Difficult
   ____ Difficult
   ____ Easy
   ____ Very Easy
   If “No”, complete the following questions.
   Why not? _____________________________________________
   How did you register for the Athletic program?
   ____ Administration Office
   ____ Other: ___________________________________________

Please take a moment to make any comments.

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Thank you for participating and completing the survey. Please submit to facility staff.
City of Daly City Department of Library and Recreation Services  
After School Youth Recreation Program - Survey

Data collected from this evaluation will be used to provide the Daly City Department of Library and Recreation Services insight into how well the After School Youth Recreation Program (AYRP) is reaching its intended objectives. Please read each question, then fill-in the response that best applies to you and your child.

1. I would rate the AYRP program as:
   ____ Poor
   ____ Fair
   ____ Good
   ____ Excellent

2. The overall AYRP program has made a positive difference in my child’s(ren’s) life.
   ____ Yes
   ____ No

3. I believe the AYRP program provides my child a safe place to recreate after school.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

4. I believe the AYRP program provides my child opportunities to engage in a wide variety of activities (e.g. arts and crafts, drama, music, game play) after school.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

5. The AYRP staff was helpful in assisting and responding to any questions or concerns I had.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

Continue to back side.
6. Did you register for the AYRP program online?
   ____ Yes  ____ No

   If “Yes”, complete the following question.
   I would rate the online registration process as:
   ____ Very Difficult
   ____ Difficult
   ____ Easy
   ____ Very Easy

   If “No”, complete the following questions.
   Why not? _____________________________________________
   How did you register for the AYRP program?
   ____ Administration Office
   ____ At AYRP location
   ____ Registration Night

7. At what AYRP location is your child(ren) registered?
   ____ Daniel Webster  ____ M.H. Tobias
   ____ Junipero Serra  ____ Panorama

8. Average number of days attended AYRP weekly:
   ____ 1  ____ 3  ____ 5
   ____ 2  ____ 4

Please take a few more moments to make any additional comments.
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Thank you for participating and completing the survey. Please submit to AYRP staff.
How are we doing?

City of Daly City Department of Library and Recreation Services
Recreation Class - Survey

Data collected from this evaluation will be used to provide the Daly City Department of Library and Recreation Services insight into how well our classes are reaching its intended objectives. Please read each question, then fill-in to the response that best applies to you.

1. What class are you participating in? ________________________________

2. Instructor name? ________________________________

3. I would rate the class as:
   ___ Poor
   ___ Fair
   ___ Good
   ___ Excellent

4. The class has made a positive difference in my life.
   ___ Yes
   ___ No

5. The instructor demonstrated enthusiasm when teaching the class.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

6. The instructor was knowledgeable of the class topic.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

Continue to back side.
7. The instructor was able to provide a variety of demonstration, explanation and practice while teaching the class.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

8. The instructor provided enough individual skill correction for improvement.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

9. The Department of Library and Recreation Services has provided me a variety of classes and opportunities to engage and participate in during my leisure time.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

10. Did you register for the class online?
    ____ Yes  ____ No
    If “Yes”, complete the following question.
    I would rate the online registration process as:
    ____ Very Difficult
    ____ Difficult
    ____ Easy
    ____ Very Easy
    If “No”, complete the following questions.
    Why not? ____________________________________________
    How did you register for the class?
    ____ Administration Office
    ____ Other: ________________________________

Please take a moment to make additional comments.

_____________________________________________________________________________
_____________________________________________________________________________

Thank you for participating and completing the survey. Please submit to facility staff.
City of Daly City Department of Library and Recreation Services
Summer Youth Recreation Program - Survey

Data collected from this evaluation will be used to provide the Daly City Department of Library and Recreation Services insight into how well the Summer Youth Recreation Program (SYRP) is reaching its intended objectives. Please read each question, then fill-in the response that best applies to you and your child.

1. I would rate the SYRP program as:
   ___ Poor
   ___ Fair
   ___ Good
   ___ Excellent

2. The SYRP program has made a positive difference in my child’s (ren’s) life.
   ___ Yes
   ___ No

3. I believe the SYRP program provides my child a safe place to recreate during summer.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

4. I believe the SYRP program provides my child opportunities to engage in a wide variety of activities (e.g. arts and crafts, drama, music, game play) during the summer.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

5. The SYRP staff was helpful in assisting and responding to any questions or concerns I had.
   ___ Strongly Agree
   ___ Agree
   ___ Disagree
   ___ Strongly Disagree

Continue to back side.
6. Did you register for the SYRP program online?
   ____ Yes  ____ No
   If “Yes”, complete the following question.
   I would rate the online registration process as:
   ____ Very Difficult
   ____ Difficult
   ____ Easy
   ____ Very Easy
   If “No”, complete the following questions.
   Why not? _____________________________________________
   How did you register for the SYRP program?
   ____ Administration Office
   ____ At SYRP location
   ____ Registration Night

7. At what SYRP location is your child(ren) registered?
   ____ Gellert Park   ____ Westmoor Park
   ____ JFK School     ____ WestlakePark

8. What SYRP program did you attend?
   ____ All Day (9:00am—5:00pm)
   ____ Half Day (1:00pm—5:00pm)

9. Average number of days attended SYRP weekly:
   ____ 1  ____ 3  ____ 5
   ____ 2  ____ 4

Please take a moment to make additional comments.
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Thank you for participating and completing the survey. Please submit to SYRP staff.
Data collected from this evaluation will be used to provide the Daly City Department of Library and Recreation Services insight into how well the Teen programs are reaching its intended objectives. Please read each question, then fill-in the response that best applies to you.

1. What Teen program(s) are you participating in?
   ____ North County Youth Collective (NCYC)
   ____ Teen Leadership Program (TLC)
   ____ Volunteer Leadership Program
   ____ Other: ___________________________

2. I would rate the Teen program as:
   ____ Poor
   ____ Fair
   ____ Good
   ____ Excellent

3. The Teen program has made a positive difference in my life.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

4. I believe the Teen program provides me a safe place to recreate during non-school hours.
   ____ Strongly Agree
   ____ Agree
   ____ Disagree
   ____ Strongly Disagree

Continue to back side.
5. I believe the Teen program provides me with opportunities to engage in a wide variety of activities (e.g. self enrichment, arts and crafts, drama, music, active play) during non-school hours.

____ Strongly Agree
____ Agree
____ Disagree
____ Strongly Disagree

6. The Teen program staff was helpful in assisting and responding to any questions or concerns I had.

____ Strongly Agree
____ Agree
____ Disagree
____ Strongly Disagree

7. I believe the Teen staff have provided me with multiple opportunities to develop as an individual and as a future leader.

____ Strongly Agree
____ Agree
____ Disagree
____ Strongly Disagree

8. Did you register for the Volunteer Leadership Program online?

____ Yes  ____ No

If “Yes”, complete the following question.
I would rate the online registration process as:

____ Very Difficult
____ Difficult
____ Easy
____ Very Easy

If “No”, complete the following questions.
Why not? _____________________________________________
How did you register for the Volunteer Leadership Program?

____ Administration Office
____ At program location

Please take a moment to make additional comments.

_________________________________________________________________________

Thank you for participating and completing the survey. Please submit to Teen staff.
City of Daly City
Department of Library and Recreation Services

Customer Satisfaction Survey

Your feedback is important to us.
Please let us know how we’re doing.

How would you rate the quality of the meal at the lunch program here at the Doelger Senior Center?

_____ Excellent
_____ Good
_____ Fair
_____ Poor

Your feedback is important to us.
Please let us know how we’re doing.

How would you rate the quality of the meal at the lunch program here at the Doelger Senior Center?

_____ Excellent
_____ Good
_____ Fair
_____ Poor
Customer Satisfaction Survey

How would you rate the quality of the meal at the lunch program here at the Lincoln Community Center?

_____ Excellent
_____ Good
_____ Fair
_____ Poor
Deluxe Custodial Request  Servicio de Limpieza de Lujo

Date of Use  Fecha del uso

Renter’s Name  Nombre del Inquilino
Organization  Organizacion

Your deposit will be refunded by the City, within 45 days of your event, providing all terms and conditions of the signed contract have been met by the rental party.

It is the responsibility of the facility attendant to explain to the person in charge of the event, that if the items indicated below have not been completed on time, all or part of their rental deposit may be withheld.

The following checklist should be completed by the facility attendant before the renter leaves the facility.
3. Garbage and trash have been removed and placed in the dumpster.  
   *La basura se ha quitado y ha sido colocado en el depósito afuera.*  
   yes  no

4. Food and utensils have been removed.  
   *La comida y los útiles se han quitado.*  
   yes  no

5. Floor has been spot mopped.  
   *El piso ha sido fregado.*  
   yes  no

**RESTROOM, LOBBY AND PARKING LOT**  
**LOS BANOS, EL VESTIBULO, Y EL TERRENO QUE ESTACIONA:**

1. Restrooms have been left in a clean and orderly condition, toilets have been flushed and left in working order.  
   *Los baños se han dejado en una condición limpia y ordenada, los lavabos se han limpiado y dejaron servible.*  
   yes  no

2. Restroom walls and stalls are free from graffiti.  
   *Las paredes de baños y establos son libres del graffiti.*  
   yes  no

3. Hall and restrooms are free from damage.  
   *El vestíbulo y los baños son libres del daño.*  
   yes  no

4. Lobby and outside areas are free from bottles, cans and party litter, etc.  
   *El vestíbulo y las áreas exteriores son libres de botella, latas, basura del partido,*  
   yes  no

5. Parking lot free from bottles, cans, party litter, etc.  
   *El terreno que estaciona liberta de botella ,latas Basura del partido,*  
   yes  no

**Recycling = Reciclaje**

1. Eighty-five percent (85%) of all cans, bottles, and clean cardboard have been recycled in provided recycling bins or renter has opted to take the recycling items with them.  
   *Ochenta y cinco por ciento (85%) de todos los latas, botellas, y cartones limpios son reciclados en el receptaculo de reciclaje proporcionado o si el inquilino decide llevarse el reciclaje con ellos.*  
   Yes  No

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**Attendance**  
**Alcohol**  
**Dancing**  
**Music**  
**Sales**

Asistencia: Alcohol: Baile: Musica: Ventas:

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**Comments**  
**Comentarios:**

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**Notice to Renter Advierta al Inquilino:**

The facility attendant’s comments on this checklist may be revised or altered after administrative and/or custodial staff complete their inspections and additional clean-up or repair of any damage is required.

Los comentarios del asistente de la facilidad en esta lista de verificación se pueden revisar o pueden ser alterados, si después que administrativo y la persona de custodio completa sus inspecciones y adicional limpia o la reparación de cualquier daño se requiere.

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**Question for Renter: How would you rate the cleanliness and set-up of the facility rental upon arrival?**

_____ Excellent  _____ Good  _____ Fair  _____ Poor

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Facility Attendant Signature  
**Firma de asistente de la facilidad/y fecha**

Renter’s Signature  
**Firma de Inquilino / fecha**

Print Name  Facility Attendant  
**Nombre del asistente en imprimir**

Time of Renter’s Signature  
**Hora que firmo el Inquilino**