

City of Daly City  
Regular Meeting  
**RECREATION COMMISSION**

Tuesday, August 28, 2012 – 6:00 p.m.  
City Hall Council Chambers – 2<sup>nd</sup> Floor  
333 – 90<sup>th</sup> 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

(Action)

APPROVAL OF AGENDA

(Action)

PRESENTATION

Peninsula Partnership

REPORTS

1. Director's Report:
  - a. Health and Safety Fair Survey Results – Benson (Presentation)
  - b. Performance Measures and Customer Satisfaction Surveys – Benson (Presentation)
2. Election of Officers (Action)

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 333-90<sup>th</sup> 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.*

**DALY CITY RECREATION COMMISSION**  
DALY CITY CIVIC CENTER – COUNCIL CHAMBERS  
MINUTES – JUNE 26, 2012

The meeting was called to order by Recreation Commission Chair Teresa Proaño at 6:02pm.

**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 surplus 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 (7<sup>th</sup> – 12<sup>th</sup> 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.



**Meeting Date:** August 28, 2012

**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:

## How are we doing?

### 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.

## How are we doing?

### 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.

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Thank you for participating and completing the survey. Please submit to facility staff.

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.

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Thank you for participating and completing the survey. Please submit to facility staff.

## How are we doing?

### 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.

## How are we doing?

### 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.

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Thank you for participating and completing the survey. Please submit to AYRP staff.

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.

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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.

# 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.

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Thank you for participating and completing the survey. Please submit to facility staff.

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.

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Thank you for participating and completing the survey. Please submit to facility staff.

## How are we doing?

### 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.

## How are we doing?

### 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.

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Thank you for participating and completing the survey. Please submit to SYRP staff.

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.

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Thank you for participating and completing the survey. Please submit to SYRP staff.

## How are we doing?

### City of Daly City Department of Library and Recreation Services Teen 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 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)
- Volunteen 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.

## How are we doing?

### City of Daly City Department of Library and Recreation Services Teen 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 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)
- Volunteen 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 Volunteering 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 Volunteering Leadership Program ?

- Administration Office
- At program location

Please take a moment to make additional comments.

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Thank you for participating and completing the survey. Please submit to Teen staff.

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 Volunteering 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 Volunteering Leadership Program ?

- Administration Office
- At program location

Please take a moment to make additional comments.

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Thank you for participating and completing the survey. Please submit to Teen staff.

## How are we doing?

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

## How are we doing?

City of Daly City

Department of Library and Recreation Services

### *Customer Satisfaction Survey*

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

\_\_\_\_\_ Excellent

\_\_\_\_\_ Good

\_\_\_\_\_ Fair

\_\_\_\_\_ Poor

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### *Customer Satisfaction Survey*

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**City of Daly City Parks and Recreation Department  
Ciudad De Daly City y Departamento de Parques y Recreacion**

**RENTAL CLEAN-UP CHECKLIST  
LISTA DE VERIFICACION DE LIMPIEZA GENERAL DE RENTA**

Deluxe Custodial Request *Servicio de Limpieza de Lujo* \_\_\_\_\_

Date of Use *Fecha del uso* \_\_\_\_\_ Facility *Facilidad* \_\_\_\_\_

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.

*Su deposito sera reintegrado por la ciudad dentro de 45 dias de su acontecimiento que proporciona todos terminos y las condiciones del contrato firmado han sido reunidos por el partido de la renta. He leído y han entendido la norma del reembolso y la lista de verificación de rentenera.*

\_\_\_\_\_  
**Renter's Signature  
Firma Del Inquilino**

\_\_\_\_\_  
**Date  
Fecha**

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.

*Es la responsabilidad del asistente de la facilidad de explicar a la persona en carga, si los terminos indicaron debajo no han sido completado puntual, todo o parte de su deposito de la renta se puede retener.*

**The following checklist should be completed by the facility attendant before the renter leaves the facility.**

*La lista de verificación siguiente debe ser completada por el asistente de la facilidad antes de que el inquilino sale de la facilidad.*

**RENTAL FACILITY**

**LA FACILIDAD DE RENTA:**

- |    |   |     |    |
|----|---|-----|----|
| 1. | Function was over and renter and guests cleaned up and were out at the agreed upon time.<br><i>La función estaba sobre y el inquilino y los huéspedes limpiaron y se fueron el acordó tiempo.</i>   | yes | no |
| 2. | All decorations have been removed, including all tape from the walls, doors, lights, tables and chairs. <i>Todas las decoraciones se han quitado, incluyendo toda la cinta de sillas, paredes, puertas, luzes, mesas.</i>   | yes | no |
| 3. | Trash has been removed from the rental facility and placed in dumpster<br><i>La basura se ha quitado de la facilidad y han colocado la basura en el deposito afuera.</i>  | yes | no |
| 4. | Walls, windows and floors have been left in the condition in which they were found. Spot mop all spills.<br><i>La pared, las ventanas y los pisos se han dejado en la condición en que ellos estaban integrados. Fregar derramar.</i>   | yes | no |
| 5. | Tables and chairs (seats and backs) have been wiped off, tape and ribbon have been removed and equipment properly put away.<br><i>Las mesas y las sillas (los asientos y las espaldas) ha sido limpiado, la cinta se han quitado y el equipo guardo apropiadamente. (En el Café Doelger y Salón De Lincoln las tablas y las sillas necesitan ser vuelto a un uniforme estableció.</i> | yes | no |

**KITCHEN**

**COCINA:**

- |    |  |     |    |
|----|--|-----|----|
| 1. | Sinks, stoves, refrigerator (including inside), appliances and counters have been cleaned and wiped down.<br><i>Fregaderos, estufas, refrigerador (incluyendo adentro) los aparatos y los mostradore se han limpiado y han sido enjugados hacia abajo.</i> | yes | no |
| 2. | Stoves are clean from spilled and baked on food.<br><i>Las estufas están limpias de comidas y derramars.</i>   | yes | no |

3. Garbage and trash have been removed and placed in the dumpster. yes no  
*La basura se ha quitado y ha sido colocado en el depósito afuera.*
4. Food and utensils have been removed. yes no  
*La comida y los útiles se han quitado.*
5. Floor has been spot mopped. yes no  
*El piso ha sido fregado.*

**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. yes no  
*Los baños se han dejado en una condición limpia y ordenada, los lavabos se han limpiado y dejaron servible.*
2. Restroom walls and stalls are free from graffiti. yes no  
*Las paredes de baños y establos son libres del graffiti.*
3. Hall and restrooms are free from damage. yes no  
*El vestíbulo y los baños son libres del daño.*
4. Lobby and outside areas are free from bottles, cans and party litter, etc. yes no  
*El vestíbulo y las áreas exteriores son libres de botella, latas, basura del partido, etc.*
5. Parking lot free from bottles, cans, party litter, etc. yes no  
*El terreno que estaciona liberto de botellas, latas Basura del partido, etc.*

**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 yes no  
*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 \_\_\_\_\_

Attendance                  Alcohol                  Dancing                  Music                  Sales  
*Asistencia: \_\_\_\_\_ Alcohol: \_\_\_\_\_ Baile: \_\_\_\_\_ Musica: \_\_\_\_\_ Ventas: \_\_\_\_\_*

**Comments**

*Comentarios:* \_\_\_\_\_

**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.*

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

\_\_\_\_\_ **Excellent**      \_\_\_\_\_ **Good**      \_\_\_\_\_ **Fair**      \_\_\_\_\_ **Poor**

\_\_\_\_\_  
**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*