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**PARKS, RECREATION & FACILITIES
MANAGEMENT**

Niki Wendt, Recreation Manager

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TO: Parks & Recreation Committee

FROM: Niki Wendt, Recreation Manager

DATE: January 23, 2017

RE: Action: Request Approval of Updated Pool Rental Reservation and General Use Policy

Please find attached a copy of the updated Pool Rental and Reservation and General Use Policy. These updates would replace the current policy last approved December 12, 2012. The Parks, Recreation and Facilities Management Department has experienced an average 60 pool rentals annually. Recent improvements including new shade pavilions and rental room at Erb Pool will increase the demand for rentals. The changes being recommended address changes in operations, costs and hours of operation towards our goal of continuous improvement and customer service.

The recommended changes include the following:

- Rental end time changed from 10:45 to 10:30 p.m. When the end time was 10:45 p.m., we were running into issues with user groups not exiting the pool/park prior to 11:00 p.m. which is when all City of Appleton Parks are closed. By ending 15 minutes earlier, this will expedite the closure of the pool and allow guests and staff to be out by 11:00 p.m. park closing time.
- In the Facility Reservation and Payment of Rental Fees Section, we identify that all renters of City owned pools must be at least 18 years of age.
- A statement was added under miscellaneous provisions noting we will allow only one rental at any given time.

- A Pool Rental and Decoration Information and Closing checklist was added for renters to further define their responsibilities when renting a City of Appleton owned Pool. An addition was made noting charges for damage or additional required cleaning.
- Minimum rental length was changed to one hour from one and a half hours to be consistent with requests we've had/comments we've received over the past few years.
- Other changes made to the policy identify specific areas of use for the new Erb Pool including birthday party packages, multi-purpose rooms, and shade pavilion areas. These changes are also under the Rental of Pool Facilities Section.
- Language was added regarding food carry-ins and receiving pre-approval from staff prior to the rental.
- Late reservation fee was increased from \$7.00 to \$20.00 to reflect personnel costs incurred when making changes to reservations. If a refund is required, it is noted there will be a \$10.00 processing fee (was previously \$5.00).
- The final change to this policy involve the rental fees of our pools and special use areas. After information was gathered from 14 different municipalities in the State of Wisconsin that operated an aquatic facility, it was evident that Appleton was not charging enough for private use of their pools. This increase in price will be more reflective of the actual cost of operating a pool that covers staff costs, utilities and private use.

In addition, we updated language and formatting to make the document easier to read and interpret. Thank you to the Attorney's office for their review and input to improve this policy.

Please contact me at 832-3925 or niki.wendt@appleton.org with any questions.