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| CITY OF SAN DIEGO, CALIFORNIA DEPARTMENT INSTRUCTION | NUMBER DI 7.25 | DEPARTMENT PARK & RECREATION |
| SUBJECT RECREATION CENTER PROGRAMS AND RELATED FACILITY OPERATIONS | PAGE 1 | EFFECTIVE DATE June 28, 2017 |
| | SUPERSEDES see below | PAGES DATED |

I. PURPOSE

To establish policies and procedures for employees to make City buildings and grounds available for use by the public and to efficiently provide recreation programs to members of San Diego communities.

II. AUTHORITY

Policy of the Park and Recreation Department Director.

III. POLICY

It is the policy of the Park and Recreation Director that Park and Recreation facilities be available to the general public for rental, in accordance with the Park and Recreation Department Fee Schedule, and that Park and Recreation staff and facilities support the recreational needs of the communities in which they are located. Guidelines contained in the Department Instruction are based on City rules and regulations including, the City Charter, the San Diego Municipal Code, Council Policies, Citywide Cash Handling Practices, and Administrative Regulations.

IV. SCOPE

Recreation Staff (defined as Recreation Aides, Recreation Leaders, Assistant Recreation Center Directors, Recreation Center Directors, and related classifications) assigned to the City's recreation centers, gymnasiums, skate parks, and activity centers will follow the appropriate procedures within this Department Instruction according to the activity being performed.

Aquatics staff will follow the appropriate chapter and section of the Park and Recreation Department Swimming Pool Manual Revision July 2006.

Authorized by:  _____

Date: 6/29/17

This document supersedes and replaces DI 5.9, 12/6/1985 and DI 5.12, 6/15/1986

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V. PROCEDURES

A. Facility Use Permit Issuance

The appropriate Facility Use Permit must be completed for rental of all Park and Recreation Department Recreation Facilities (including athletic areas, buildings, gymnasiums, activity centers, special events, teen centers, weight rooms, skate parks, recreation centers, and similar venues).

Each Recreation Facility will set specific hours (dates/times) for permit processing provided by the Recreation Facility. The set hours will be based on what works best in the specific community. Any deviations from the set hours will be on an exception basis and by appointment.

All Recreation Facilities that collect cash and/or checks shall post a sign that reads: "You will receive a receipt with any cash or check transaction. If you did not receive your receipt, please ask the staff member to provide it to you."

A-1. Steps for Permit Issuance:

1. The patron completes the Facility Use Permit application either online or on site. All applications will be issued by the use of the City's current online software provider.
2. Due to the complexity of calculating fees for permits, a Recreation Staff member assigns fees according to the Park and Recreation Department Fee Schedule.
3. Recreation Staff collects payment and provides a copy of the registration receipt to the patron. Patron may pay for permit with cash, check, or credit card. Checks are immediately stamped with City and Recreation Council restrictive endorsement as appropriate. Acceptance of checks or credit cards requires a picture identification. Patrons shall not be charged a credit card fee if processing a permit at a Recreation Facility.
4. Recreation Staff issues printed receipt to the patron utilizing on-line registration software.

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5. Recreation Staff reviews mandated information with the patron (i.e., Best Management Practices [BMP] for Storm Water Pollution Prevention, City Rules and Regulations, Refund Policy, etc.), receives necessary signatures from patron and attaches copies of signed documents and insurance to the printed Facility Use Permit.
6. Reservations are automatically added to the online reservation software calendar. Cash and/or check is placed in cash register or is attached to the receipt and placed in the safe.
7. Recreation Center Director files signed Facility Use Permit and attachments in the binder and makes an entry in the log used to document facility reservations, as appropriate. Facility Use Permits remain on site for up to three years per the record retention policy.
8. Recreation Staff deposits cash and/or checks in the bank in accordance with San Diego Municipal Code (SDMC) §22.0704.
9. Any activity assigned to a Recreation Center Director within this procedure may be delegated to an Assistant Recreation Center Director or Out-of-Class Recreation Center Director as necessary.

A-2. Reconciliation and Review of Permit Issuance:

The Recreation Center Director completes a Deposit Reconciliation Report (DRR). The DRR must be reviewed and approved by the Area Manager prior to deposit. Once complete, the DRR is forwarded to the Administration Office.

The Area Manager reviews the DRR and compares the Facility Use Permits to the entries on the calendar to determine that all Recreation Facility users were permitted and paid the appropriate fees. Any noted discrepancies must be documented and resolved promptly. If it appears that loss or theft of funds has occurred, the Area Manager must report the matter to the District Manager and a decision will be made on the appropriate course of action to take.

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A-3. Internal Controls:

The Department’s Accountability Review Committee will randomly review all Recreation Facilities and Facility Use Permits according to the Process Narrative PN-0338.

B. Class and Activity Registration

The appropriate Class/Activity Registration must be completed for all Park and Recreation Department classes or activities held in Recreation Facilities.

Each Recreation Facility will set specific hours (dates/times) for registration for classes and other activities provided by the Recreation Facility. The set hours will be based on what works best in the specific community. Any deviations from the set hours will be on an exception basis and by appointment.

Fees received may be split between the City and Recreation Council. Refer to the Park and Recreation Department Fee Schedule for the appropriate fee calculation and separation of fees between the City and Recreation Council.

All Recreation Facilities that collect cash and checks shall post a sign that reads: “You will receive a receipt with any cash or check transaction. If you did not receive your receipt, please ask the staff member to provide it to you.”

B-1. Registration Process:

1. Recreation Staff is responsible for using the online registration software for all class and activity registration. Recreation Center Director or equivalent is responsible for entering class and activity data into the online registration software by designated due dates. Fees assigned to each class or activity shall be established in accordance with the Park and Recreation Department Fee Schedule.
2. Patron may enroll and pay online for classes and activities at any time and may be subject to transaction and credit card fees. Patron may also enroll at a Recreation Facility during designated hours. Recreation Staff will enroll participants using the current online registration software, collect payment and issue a printed receipt to the patron.

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3. A Waiver of Liability must be approved online by the patron at time of enrollment and is attached to the receipt.
4. If a waiver of a City fee is requested, a Fee Waiver Form must be completed and on file. Fee waivers must comply with the guidelines in the Park and Recreation Department Fee Schedule.
5. Because most City staff-run activities and classes are free or low cost, any cash collected is usually very nominal to help offset the cost of supplies and snacks provided by the Recreation Council. As such, the collected monies will be credited to the Recreation Council's accounts. Recreation Staff collects payment and provides a copy of the registration receipt to the patron.
6. Patron may pay for classes and activities with cash, check, or credit card. Checks are immediately stamped with Recreation Council or City restrictive endorsement as appropriate. Acceptance of checks or credit cards requires a picture identification. Patrons shall not be charged a credit card fee if enrolling at a Recreation Facility.
7. Recreation Staff attaches cash or check payment to the registration receipt and puts it in the safe or uses a small envelope to put cash in safe with registration receipt number written on the envelope. Those sites that have a cash register will put the cash and/or checks in the cash register drawer until it is appropriate to remove the cash to the safe.
8. Recreation Center Director reviews the registration receipts and rosters for accuracy of charges.
9. Recreation Staff removes all monies from the safe and deposits them into the City's bank account and/or Recreation Council's bank account depending on the appropriate destination of the funds per the Department Fee Schedule. For deposits into the City's bank account, Recreation Staff deposits cash and/or checks in the bank in accordance with San Diego Municipal Code (SDMC) §22.0704.
10. Any activity assigned to a Recreation Center Director within this procedure may be delegated to an Assistant Recreation Center Director or Out-of-Class Recreation Center Director as necessary.

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B-2. Additional Processes for Independent Contractor Classes:

1. Recreation Staff will follow the Registration Process #1-9 above for registration for independent contractor classes and activities at Recreation Facilities.
2. A Session Summary Log is prepared by the Recreation Center Director, dividing collected monies among the City, Recreation Council and Independent Contractor.
3. When the Independent Contractor is ready for payment, a request for the amount due is provided to the Recreation Center Director.
4. Recreation Center Directors or Recreation Council Bookkeeper prepares checks for the Independent Contractor and City Surcharges. The Recreation Center Director presents the checks for payment, corresponding vouchers, and Session Summary Log to the Recreation Council, at the Recreation Council's next regularly scheduled meeting, for approval to pay. Area Manager or higher must approve, by signing all vouchers.
5. Recreation Council approves, authorized Recreation Council signatories sign checks, and return to Recreation Center Director for distribution.
6. Recreation Center Director issues a printed receipt to Recreation Council for City Surcharges.
7. Recreation Center Director deposits City Surcharges in City's bank account and presents payment to the Independent Contractor. For deposits into the City's bank account, Recreation Staff deposits cash and/or checks in the bank in accordance with San Diego Municipal Code (SDMC) §22.0704.
8. Any activity assigned to a Recreation Center Director within this procedure may be delegated to an Assistant Recreation Center Director or Out-of-Class Recreation Center Director as necessary.

B-3. Reconciliation and Review of Class and/or Activity Registration:

Recreation Center Director completes a DRR. Financial reports from online registration software are used to verify accuracy of funds collected. The DRR must be reviewed and

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approved by the Area Manager prior to deposit. Once complete, the DRR is forwarded to the Administration Office.

In the event that a refund or transfer is requested for a class or program, the patron will make a request at the Recreation Facility in which they enrolled for the program. If approved, the Recreation Staff will follow proper refund or transfer procedures and obtain the patron's signature acknowledging the refund or transfer. There shall be no credit to the patron's online registration account.

The Area Manager reviews the DRR and compares it to the class/activity roster or Session Summary Log (as appropriate) to identify any discrepancies between funds deposited and funds collected. Any discrepancies must be documented and resolved promptly. The funds collected and deposited should be the same amounts and should be the correct fees for the number of participants on the roster(s). If the amounts differ, the Area Manager must determine the reason for the difference. If it appears that loss or theft of funds has occurred, the Area Manager must report the matter to the District Manager and a decision will be made on the appropriate course of action to take.

B-4. Internal Controls

The Department's Accountability Review Committee will randomly review all Recreation Facilities and Facility Use Permits as established in Process Narrative PN-0338.

C. Special Events, Teen Centers, and Weight Rooms

Recreation Staff must be vigilant in handling cash at these sites and during these activities. All monies collected will be deposited in the Recreation Council bank account and credited to the appropriate activity in the Recreation Council books.

C-1. Special Event Central Cash Collection Point:

At special events, Recreation Staff may handle cash. However, in no case will Recreation Staff be the sole cash handler at a Recreation Council sponsored special event. Recreation Staff must set up central cash collection points where numbered tickets are sold and may be used to purchase any goods or services at all booths and attractions at the special event, unless the good or service is being sold by a vendor authorized to participate in the special event. If Recreation Staff will be selling the tickets, there should be at least one

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other person (volunteer, Recreation Council member, or Recreation Staff) accompanying the staff member during the occurrence of the ticket sales. The second person involved in the receipt of monies must verify the amount of funds collected at the event. The monies collected must be entered into the online registration software with a printed receipt and deposited in the Recreation Council's bank account as soon as possible, in accordance with established procedures and the deposits submitted to the Area Manager for approval. Upon completion of the event, the Recreation Staff shall complete a Special Event Financial Report and submit it to the Area Manager for approval.

C-2. Teen Center Snack Bars:

The Recreation Center Director must ensure proper control of any monies received by Teen Centers. If a Teen Center takes in monies for items such as snack bars, the Recreation Center Director must control the receipt of those monies from the Recreation Facility office. The Recreation Staff may do this through a numbered ticket sales system in one of the following ways:

- Single-use ticket is purchased at the Recreation Facility office and taken to the Teen Center to receive the goods.
- Multiple-use numbered ticket, which is typically sold at a discount, is purchased at the Recreation Facility office and taken to the Teen Center to receive the goods. As patrons make purchases, the number of opportunities to use the ticket is reduced after each usage, either by marking on the ticket or punch hole system.

Recreation Staff must enter all monies collected through the Teen Center into the online registration software with a printed receipt, and Recreation Staff must deposit the funds into the Recreation Council's bank account as soon as possible, in accordance with established procedures. Recreation Staff will credit the deposit to the Teen Center account in the Recreation Council books. The Area Manager must review and approve all deposits.

C-3. Weight Room Management:

Weight rooms should provide opportunities for monthly memberships as well as daily use passes. Monthly memberships may be controlled by using a membership log. Memberships and daily use passes must be sold from the Recreation Facility office using the online registration software and a printed receipt shall be issued for monies received. All monies collected must be deposited in the Recreation Council's bank account as

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possible, in accordance with established procedures and the deposits submitted to the Area Manager for approval.

In each of the above activities, the Area Manager must compare the DRR to the receipts or number of tickets sold, to verify correct monies are being taken in.

D. Skate Parks

Skate parks are free and open to the public for daily use. Recreation Staff shall ensure skate park rules and regulation signs are posted. Skate park patrons must adhere to posted City rules and regulations.

Unlighted skate parks are available for rental during daylight only. Rental is for a minimum of two (2) hours. Insurance and/or a security deposit may be required. Permits for non-exclusive use of the skate park can be obtained at the designated Recreation Facility during specific hours (dates/times) for issuance of permits. The set hours will be based on what works best in the specific community. Any deviations from the set hours will be on an exception basis and by appointment.

Recreation Staff will follow the process for issuing and reviewing Facility Use Permits for skate parks as established in Section V-A of this Department Instruction.

VI. PROCESS CHECKLISTS

A. Facility Use Permit Issuance Checklist

Recreation staff shall:

- Prepare permit using online registration software.
- Assign fees in accordance with the Park and Recreation Department Fee Schedule and collect correct payment in full (checks and credit cards require a picture ID). Payment plans are not allowed.
- Verify patron’s identity for payments made by check or credit card with a picture ID and immediately stamp the check(s) with City and Recreation Council endorsement, as appropriate.

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- Print two (2) duplicate receipts; attach one to the permit and put one in the safe with the cash or check payment.
- Issue a printed receipt and permit to the patron along with copies of the City Rules and Regulations, Refund Policy, and BMP Storm Water Pollution Prevention.
- Provide mandatory information and answer any questions the patron has about the permit or the permitting process (i.e., BMP Storm Water Pollution Prevention, City Rules and Regulations, Refund Policy, etc.).
- File permit with signed attachments (BMP Storm Water Pollution Prevention, Refund Policy, Insurance, etc.) in a binder in numerical order, as appropriate.
- Ensure City money is reconciled, recorded, and deposited in accordance with San Diego Municipal Code (SDMC) §22.0704, including City Treasurer depositing guidelines. Deposits must be made daily unless location has written approval for the City Treasurer.

B. Class/Activity Registration Checklist

Recreation staff shall:

- Enroll patron for class or activity using online registration software. Locate the patron's account in the online registration software or create an account for them if one does not exist. Select desired classes/activities and prepare the total payment due including processing fees.
- Determine if a waiver of the City fee is being requested. If a waiver of a City fee is requested, a Fee Waiver Form must be completed and on file. Fee waiver approvals must comply with the Park and Recreation Department Fee Schedule.
- Collect correct payment and provide a copy of the registration receipt to the patron.
- Verify patron's identity for payments made by check or credit card with a picture ID and immediately stamp the check with City and Recreation Council endorsement, as appropriate.

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- Attach payment to the registration receipt and place it in the safe or use a small envelope to put cash in safe with the registration receipt number written on the envelope. Those sites that have a cash drawer will put the cash and/or checks into the cash drawer until it is appropriate to remove the cash and place in the safe. In addition, Recreation Staff will keep the registration receipt in a secure location for the site supervisor.
- Recreation Staff will use the roster to determine total monies collected.
- For Independent Contractor classes only, prepare a Session Summary Log dividing collected monies among City, Recreation Council, and Independent Contractor.
- Ensure City money is reconciled, recorded, and deposited in accordance with San Diego Municipal Code (SDMC) §22.0704, including City Treasurer depositing guidelines. Deposits must be made daily unless location has written approval for the City Treasurer.
- When a check is received from the online registration vendor for all transactions processed with a credit card either online or in the office, this check must be deposited on a separate bank slip with the next deposit in compliance with depositing cash handling procedures.

VII. SAMPLE FORMS

1. [Facility Use Permit](#)
2. [Facility Use Permit Receipt](#)
3. [Park and Recreation Department Class/Activity Registration Receipt](#)
4. [Class/Activity Roster](#)
5. [Session Summary Log](#)
6. [Deposit Reconciliation Report](#)
7. [Recreation Council Payment Voucher](#)
8. [Special Event Financial Report](#)