

CITY OF GLENDALE  
PARKS AND RECREATION ADVISORY COMMISSION MEETING  
GLENDALE MUNICIPAL OFFICE COMPLEX  
5850 W. GLENDALE AVENUE – B3  
September 21, 2015  
6:00 P.M.

MEMBERS PRESENT: Barbara R. Cole, Chair  
Manuel Padia, Vice Chair  
Jeri Ann Soper  
John Faris  
Robert Irons  
Kerry Dewberry  
Hannah Burdick  
Lorrie Moreno

MEMBERS ABSENT: None

OTHERS PRESENT: Tim Barnard, Assistant Director  
Mike Gregory, Parks, Recreation & Neighborhood Services Administrator  
Paul King, Parks & Recreation Manager  
Kyle White, Recreation Coordinator

I. CALL TO ORDER

Chair Cole called the meeting to order at 6:10 p.m.

II. ROLL CALL

Chair Cole took roll call.

III. APPROVAL OF MINUTES

**Commissioner Soper motioned, seconded by Commissioner Dewberry, to approve the August 24, 2015 meeting minutes as written. Motion carried 8 – 0.**

IV. BUSINESS FROM THE FLOOR

None.

Mr. Gregory introduced new Commissioner Moreno of the Yucca District and new student Commissioner Burdick. The new Commissioners gave a brief background of themselves.

V. INTRODUCTION OF A PAR COURSE AT GRAND CANAL LINEAR PARK

Mr. King provided a presentation on disc golf and the possibilities of designing and constructing a disc golf course in southern Glendale at Grand Canal Linear Park. Mr. King explained that the initial suggestion was made by Mr. Ryan Mapus, a resident and local realtor, who approached staff with the idea of developing a Par 72 disc golf course in Glendale. Mr. King noted that there is currently a 9-hole disc golf course at Thunderbird

Paseo Park, which gets a lot of compliments. The course is free to use and there are no reservations for tee times necessary. Mr. King's presentation included the following highlights:

- What is Disc Golf?
  - Very similar to golf – same rules
  - Takes less time
  - Fun for novice and expert levels
  - Use a disc similar to a Frisbee
  - Great exercise, lots of recreation benefits
- Why Disc Golf?
  - Increase use of passive park space in linear trail system.
  - GCL has great natural obstacles already in place. Trees, shrubs, steep inclines. However, also has open line of vision.
  - The sport began in the early 1970's and is increasing in popularity. Anyone can play.
- Project Goals
  - Create the only Par 72 Disc Golf Course in the state
  - Target GCL trail between 83<sup>rd</sup> and 99<sup>th</sup> Avenues
  - Draw large amounts of use and tournaments
  - Build and maintain the course through Partners N' Parks volunteer program with local enthusiasts.
  - Increase park amenities
  - Reduce vandalism through high use and ownership by participants
- Project Scope
  - Tee pads – 5x10 feet concrete pads (picture displayed)
  - Install 18 disc baskets (picture displayed)
  - Park benches
  - Additional amenities such as restroom facility and water fountains
- Cost to Build
  - \$12,000 - \$15,000
  - With volunteer support and potential sponsors, this amount can be reduced
- Ongoing Maintenance Needs
  - Clean tees and baskets after flood events
  - Regular mowing and tree trimming
  - Volunteers perform litter pick up, tee sweeping and basket care

Commissioner Irons asked if players need to bring their own discs. Mr. King replied in the positive. Commissioner Irons asked if the course would need to be staffed. Mr. King replied in the negative, adding that it would be run in a similar fashion to the course at Thunderbird Paseo.

Commissioner Dewberry asked how the Thunderbird Paseo was funded. Mr. King explained that the City built the course in the mid-90's as part of the overall park project. Mr. Barnard added that the Partners N' Parks program would be utilized to put a volunteer group in place to assist with light upkeep.

Chair Cole asked if the course would have lighting. Mr. King stated that there is some pathway lighting, however, the course itself would not have lighting. The intent is for play from sun up to sun down.

Chair Cole requested further definition of a Par 72 course. Vice Chair Padia provided clarification.

Mr. Gregory commented that the park is a trail way first and the design focus will be to ensure that the game would not cross over the walking paths. Mr. Barnard explained that signage will be installed along the path to highlight the existence of disc golf in the park.

Mr. King noted that disc golf has been growing in popularity and it was highlighted on television's Sports Center's Top Plays over three times in 2015. Furthermore, Ultimate Frisbee was just added as an Olympic sport.

Vice Chair Padia wondered if the course could accommodate a PDGA tournament. Mr. King replied that it could be a possibility; however, staff would have to work with the PDGA regarding the tournament process.

Vice Chair Padia inquired about rental or user fees for a large group. Mr. King stated that staff is currently discussing a variety of funding possibilities from sponsorships to honor-system pay to play envelopes.

**Commissioner Faris motioned, seconded by Commissioner Dewberry, to move forward with staff recommendation to proceed with a conceptual design of a disc golf course at Grand Canal Linear Park. Motion carried 8 – 0.**

## VI. IMPLEMENTATION OF A WORK ORDER SYSTEM

Mr. Gregory explained that staff is currently researching a variety of web-based electronic work order systems to enhance the customer service in the Audio Visual arena. Mr. Gregory added that the Audio Visual Program provides city-wide audio visual support to various departments including Police, Fire, City Manager and City Council. The Audio Visual area is managed by one-full time staff member who has an exceptionally high level of knowledge.

Mr. Gregory anticipated that the new, web-based work order system would provide an enhanced level of customer service by providing work order access through computers, email, live chat or smart phone. Other benefits include:

- Real-time access: staff and the customer can access the system from nearly anywhere and any device
- Flexibility to create a customer biography and work history, which creates a “typical” history for quicker service
- Increased efficiency: the work order system will be user friendly and customizable for each customer
- Faster technical resolution: staff can troubleshoot from their own desk
- Better reporting and analytics: staff will be able to provide estimated and actual direct and indirect costs

Mr. Gregory announced that staff has engaged several companies over the last several months and has narrowed the search down to two companies. It is anticipated that a company will be selected by the end of September and approval of the contract by the City's Attorney's Office shortly thereafter. The goal is for a fully functional system as soon as possible. Mr. Gregory noted that the preliminary project cost is approximately \$400.00-\$500.00.

Mr. Barnard clarified that while the Audio Visual department consists of one-staff member, temporary employees are utilized for events requiring more staff. Mr. Gregory added that the permanent staff member is rarely at his desk or in the office, but rather out assisting users, so this system will allow him to manage customer requests while out in the field.

Commissioner Dewberry asked if this was an email-based system. Mr. Gregory explained that it would be a web-based work order system which does not integrate with the current IT system. However, emails can be

sent from the work order system to the customers.

Vice Chair Padia asked how work orders in the system would be prioritized. Mr. Gregory gave a brief explanation of the priority process and provided examples of different scenarios and automated responses. Commissioner Dewberry commented that initially, system users may be frustrated if they are not top priority, but once the system is in place for a while; they will adjust to how the system works.

Vice Chair Padia wondered how a single staff member could handle the potential of two or three high-priority emergencies at once. Mr. Gregory explained that currently, customers leave a voicemail and might not get a response immediately if he is out of the office working with another customer. Therefore, a web-based system will be an improvement and allow for a quick return response. Also, the web-based system will help quantify the volume of work in the department and could be used to support the need for additional staff.

Chair Cole asked if a request in the new system would have to be approved by management before the work is completed. Mr. Gregory stated that the estimated cost would be communicated directly to the customer and, depending on cost; the decision would be made by the department whether or not to proceed. Mr. Gregory added that the fund to be utilized is entered immediately into the work order system. Commissioner Dewberry noted that the new system will provide more accurate data in regards to billing and customer needs.

Mr. Gregory stated that the Commission will be kept up to date on the issue.

## VII. ARROWHEAD MALL PROGRAMMING

Mr. Barnard announced that staff was approached this summer by Arrowhead Mall management to discuss the possibility of conducting recreation programs and services in the mall's community room area, which is near the food court.

Mr. Barnard stated that an extensive renovation/remodeling of the mall is being planned. Mr. Barnard commented that after meeting with mall management and discussing several programming opportunities, it was agreed that initial offerings would include special interest class programming, such as exercise, art, music, CPR, photography and self-defense classes. Mr. Barnard noted that a tentative schedule has been drafted and a meeting will be held this Friday with mall management with the goal of finalizing the schedule. Mr. Barnard added that once the schedule is finalized, staff will bring the agenda item back to the Commission for final discussion of the proposed programming and review of any required lease and/or use agreement.

Commissioner Irons asked if the mall would charge the department for use of the facility. Mr. Barnard stated that this has not been discussed yet. Commissioner Irons asked if the rooms at the Foothills Recreation and Aquatics Center (FRAC) were fully utilized. Mr. Barnard stated that the special interest classes that would be scheduled at the mall would be classes that are full at the FRAC or to draw new users due to the different location.

Commissioner Faris asked if the room at the mall would require staffing. Mr. Barnard replied that the class instructor would be paid to be on site and run the class. Commissioner Faris asked which staff member would be responsible for running the program at the mall. Mr. Barnard stated that Ms. Lori Palmer would be the contact.

Chair Cole suggested programming after 5:00 p.m. so that people who work during the day can participate in a class.

Commissioner Irons suggested educational classes, such as a children's reading program.

Vice Chair Padia suggested special interest classes with a tie-in to shops in the mall, such as a hair styling class offered by a salon in the mall. Vice Chair Padia commented that a cross-promotion could be very beneficial.

Mr. Barnard thanked the Commissioners for their comments and suggestions.

### VIII. 2015 AQUATIC UPDATE

Mr. White provided a summary of the aquatics activities and statistics over the spring and summer, which included the following information:

#### Summer 2015 Update:

- Recreation swim attendance steady at Rose Lane (22,293), down at Foothills (28,241)
  - Attendance decrease overall
  - Revenue increase due to a larger non-resident attendance
- Group swim lesson attendance up at Rose Lane (583), steady Foothills (1,075)
  - Lesson attendance and revenue both increased overall
- Rental revenue down at Rose Lane (\$1,938), up at Foothills (\$32,231 – all time high)
  - Revenue steady overall
- Private lesson attendance up at Rose Lane (73 – all time high), steady at Foothills (230)
  - Lesson attendance and revenue both increased overall
- Water Aerobics attendance (1,145) and revenue (\$4,412) are both down due to reducing classes to try new programs and expanding rentals
- New concession stand at Rose Lane for Summer 2015
  - \$11,333.75 in gross revenue
  - \$5,973.19 in product expense
  - \$4,290.65 in staffing costs
  - \$1,372.91 in net revenue

#### New Look:

- Pictures of improvements to equipment, slides, and pool decking at FRAC were displayed. New life guard t-shirts were designed and purchased.

#### Summer 2016 Upcoming:

- Community Development Block Grant (CDGB)
  - Rose Lane Projects Only
    - ADA Updating and Compliance
      - The City had a self-initiated ADA compliance audit in 2012
      - Minor to major items found
    - New Audio and Visual Security
      - Replace existing 8 cameras (2 of which do not function)
      - Replace malfunctioning DVR
      - Replace entire sound system
    - Parking Lot Refurbishment
      - The parking lot is in need of a new top coat and repainting lines
    - Pool Deck Painting
      - Rose Lane's pool deck has held up surprisingly well.
      - The deck is ten years old and will need to be updated soon
      - Painting the pool deck will be adequate for another summer
    - Safety Equipment

- Major purchase of safety equipment in 2015
- Grant will be used to buy remaining items
- Rose Lane Consultants
  - PROS Consulting
    - Hired to gain perspective of how to better serve the community

Chair Cole inquired as to the total of the grant request. Mr. White replied that \$143,500 in CDBG funds has been received. Chair Cole asked for details on life guard classes. Mr. White explained that life guard classes are held at FRAC's heated pool in December and March. Rose Lane does not have a heated pool, so classes would have to be held at the end of summer, which is not optimum for hiring in the spring.

Chair Cole asked if PROS Consulting would be paid with CDBG funds. Mr. Barnard replied in the negative, noting that PROS would be paid from the department's operational budget.

Mr. White thanked the Commissioners for the opportunity to present.

## IX. STAFF UPDATES

Mr. Gregory provided an update, which included the following highlights:

1. Staff will apply to the upcoming CDBG cycle for the following three areas:
  - a. Neighborhood Services
  - b. Sands Park: redevelopment of playground area
  - c. ADA deficiency resolutions due to the 2012 ADA Audit
2. RFP's
  - a. Foothills Sports Complex Concessions
  - b. Glendale Youth Sports Complex Concessions
  - c. X-Court Pro Shop for BMX and Skateboard – Focus on educational STEM perspective

Mr. King provided an update, which included the following highlights:

1. A third Park Manager has been hired.
2. A Playground Equipment Service Worker will be on board soon.
3. Recruitment will begin for several other positions: several permanent positions with temporary status and a full-time Service Worker II position.
4. The Enrique Banda Ball Field has been recently renovated. A meeting will be held soon with the Partners N' Parks group in regards to ongoing maintenance.
5. The construction project on a section of the New River Trail has been completed. The section extended along 99<sup>th</sup> Avenue from Glendale Avenue to Northern Avenue. A grand opening will be held on October 12<sup>th</sup> at 9:00 a.m. and all are invited.

Mr. Gregory announced that Ms. Diane Williams has interviewed, been offered and accepted the position of Operations Manager for the Civic Center, replacing Mr. Mario Rochin. Commissioner Faris asked if Ms. William's prior position has been filled yet. Mr. Gregory replied in the negative, explaining that the paperwork for posting approval has been submitted.

Mr. Barnard stated that the City Council approved the naming of the Enrique Banda Ball Field at the last Council meeting. The signage will be installed and the Partner's N Parks group, Vice Mayor Hugh and Councilmember Aldama will share the cost.

Commissioner Faris inquired as to the staff member responsible for managing the Amphitheater. Mr. Gregory explained that Mr. Strunk holds ultimate responsibility. Mr. Gregory added that Mr. Fred Abraham, Parks Manager, will handle the maintenance, and reservations for the site will be handled by the Parks and Recreation staff. Commissioner Faris stressed the need for one staff member for overall management and suggested Ms. Diane Williams. Mr. Gregory praised the capability of Ms. Williams but noted that she will be extremely busy with promoting and managing the Civic Center. Mr. Gregory will, however, send on the suggestion to Mr. Strunk. Mr. Barnard stated that management will review current operations and determine if there is a staff member who could take on sole responsibility.

#### X. COMMISSION COMMENTS

Commissioner Irons suggested a Commission meeting at the Arrowhead Community Center.

Chair Cole welcomed the new Commissioners.

#### XI. ADJOURNMENT

**The meeting was adjourned at 7:55 p.m. by consensus.**

The next regular meeting will be held on October 19, 2015, at 6:00 p.m. at City Hall in the Glendale Municipal Office Complex, 5850 W. Glendale Avenue, B-3.

Respectfully submitted,

Denise Kazmierczak