

DEPARTMENTAL OPERATING INSTRUCTIONS

 CITY OF RALEIGH, N.C.	MANUAL			
	Parks, Recreation and Cultural Resources			
SUBJECT Policy for User Fees and Charges of Programs and Services	NUMBER	REV	EFFECTIVE DATE	PAGE OF
		1.0	7/1/2016	1 7
	SUPERSEDES	PREPARED BY	APPROVED BY	
		Scott Payne, Assistant Director	Diane Sauer, Director	

1.0 Purpose

Fees and charges are necessary to provide financial support to Raleigh Parks, Recreation and Cultural Resources (PRCR) for the operation and maintenance of programs, facilities, and services. Revenue generated by these fees constitutes only a portion of funds required for operating and maintaining the entire park system, including programs and services.

The purpose of this policy is to provide a framework and guidance to City staff as they develop ideas and proposals for fees and charges. This policy ensures decision-makers (Council and City Administration) fee development and implementation will:

- 1) Be guided by the community's understanding of benefit for the complete array of PRCR programs and services;
- 2) Be administered fairly and equitably, pricing programs and services proportionally to where the benefit accrues with respect to the participant and non-participants (taxpayers who choose to not participate); and
- 3) Safeguard programs and services availability for citizens regardless of financial means.

2.0 Organizations All Divisions

3.0 References

4.0 Policy

It is the mission of the PRCR department to connect and enrich the community through exceptional experiences. This policy supports the provision of innovative, creative and specialized programs and services on an equitable basis through a comprehensive system of fees and charges. Through a systematic process, PRCR's broad arrays of programs are organized into similar categories of service. With guidance from the community these categories of programs and services are classified into tiers of service based upon where the benefit of the program or service accrues.

General cost recovery guidelines will be established for services and programs for which fees and charges are collected and will be maintained by the PRCR Director. Consistent with the Department's mission to never deny access to programs or services due to economic status, a fee assistance program will be administered by PRCR.

The chart below presents the five pricing classifications. Aligning the programs and services with the benefit accrual, from mostly community to mostly individual, provides guidance and direction to PRCR on the pricing of programs and services.

Pricing Classifications					
Type of Program or Service	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Who benefits?	All people in the community	Mostly people in the community	An even combination of people in the community and the individuals who participate	Mostly the individuals who participate	Only the individuals who participate

Utilizing the pricing classifications, the PRCR Director or his/her designees shall have the authority to create and modify pricing for programs and services, as needed, due to changes in facilities, City of Raleigh residency, market conditions and/or other variables as determined.

5.0 Guided by the pricing classifications, pricing for use of or access to city-owned assets, i.e. rental of athletic fields, gate entrance into a swimming pool, Pullen and John Chavis Memorial Park amusement ride tickets, etc., will be reviewed on an annual basis. Proposed pricing changes will follow a public participation process through the Parks, Recreation and Greenway Advisory Board (PRGAB) recommendation to City Council for consideration and approval.

6.0 Governance

This policy once adopted by City Council will be reviewed once every three (3) years by PRCR and City of Raleigh Finance Department to ensure pricing for categories of service is within policy goals or market conditions. Pricing classifications will be measured against program and services cost recovery goals to determine progress made towards achieving policy goals during the three year period.

Substantive changes proposed to the policy must be reviewed by the PRGAB for recommendation to City Council.

City Council will review and approve substantive changes to the policy.

7.0 Authentication

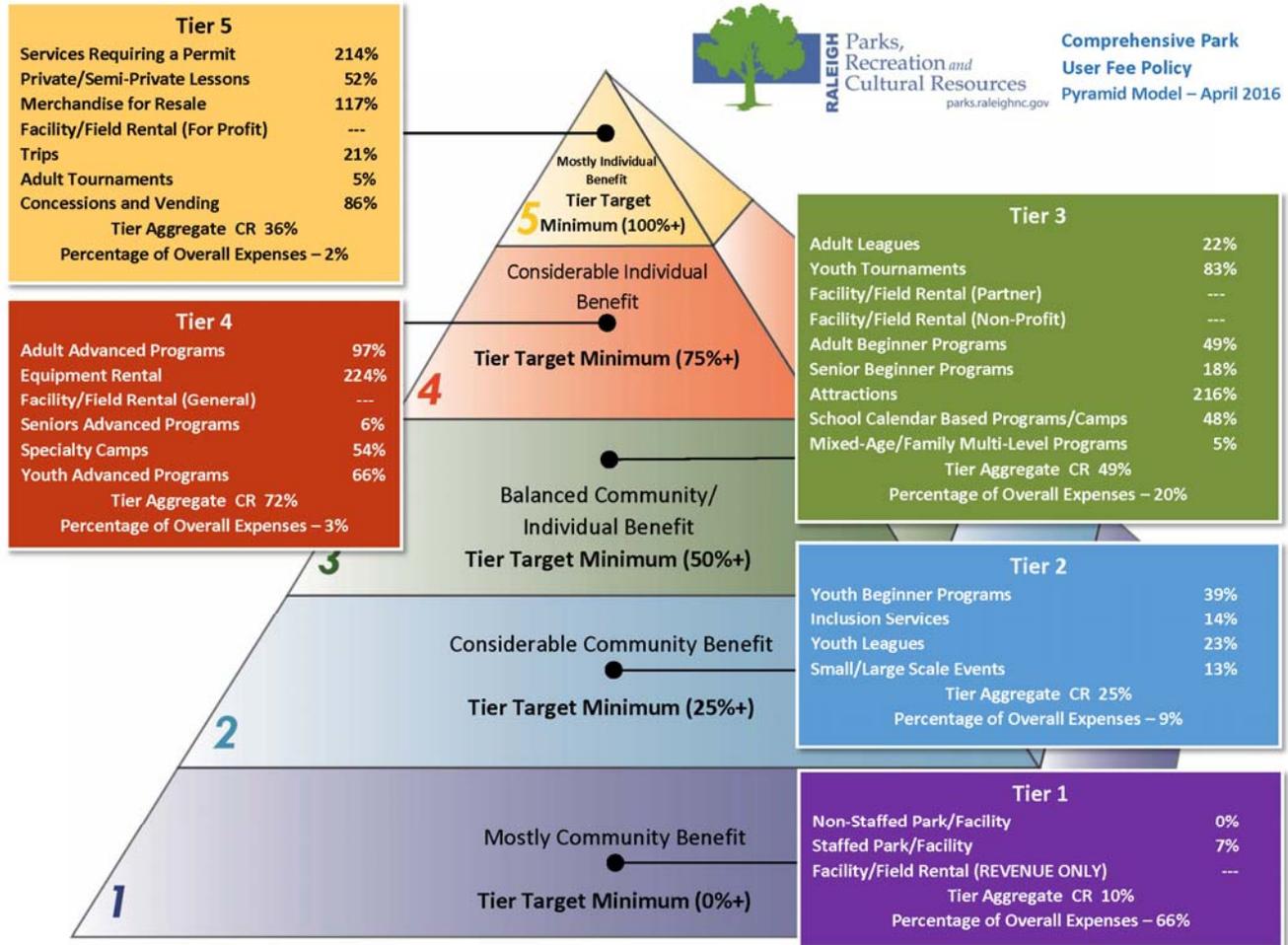
City Council Approval on May 3, 2016

Appendix: PRCR Benefit Accrual and Cost Recovery Pyramid
 PRCR Categories of Service
 PRCR Financial Assistance Program

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Benefit Accrual and Cost Recovery Target Pyramid



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RALEIGH PARKS, RECREATION AND CULTURAL RESOURCES (PRCR) CATEGORIES OF SERVICE (28 CATEGORIES)

Tier 5 Mostly Individual Benefit

Services Requiring a Permit – permitted services that may or may not be attached to a rental (examples: private boat launching, fishing, commercial photography permit, private use of public space, alcohol permit, etc.).

Private/Semi-Private Lessons – lessons arranged for one to three students with a specific instructor and/or time, regardless of skill level (examples: sailing lessons, skateboarding lessons, private swim lessons, private tennis lessons, etc.).

Merchandise for Resale – agency merchandise sold for individual or team use (examples: programmatic supplies and equipment, gift shops, etc.).

Facility and Field Rental – For-Profit Organization – rentals for exclusive use of spaces and/or facilities on a one-time or one season basis for-profit organizations (examples: room, gymnasium, field, tennis court, shelter, facility, etc.).

Trips – day, overnight, and extended trips that provide opportunities for participants to visit selected destinations (examples: VIP beach trip, NC mountains, Paris, Alaska, etc.).

Adult Tournaments – scheduled one-time multi-game, potentially multi-day sporting events for adults that are organized and/or managed by agency or outside organizations, may or may not be officiated and/or judged, and may or may not be scored, providing an individual or a team experience for participants with the intent to play a game/match-format or to compete. These require a permit.

Concession and Vending – food, beverage, or other merchandise sold for individual use or consumption (examples: vending machines, in-house program concessions, outside vendors, etc.).

Tier 4 Considerable Individual Benefit

Adult Advanced/Competitive Lesson, Class, Clinic, Program and Workshop – group recreational and/or instructional programs and activities for adults with a focus on advanced and/or competitive activities; has a skill level pre-requisite for attendance (examples: high level tennis drills, refining swim stroke, etc.).

Equipment Rentals – various agency-owned equipment available to renters, which may or may not include staff drivers, supervision or led activities (examples: banquet chairs/tables, audio/video equipment, theatrical performing equipment, tennis ball machine, boats, sports equipment, educational materials, bleachers, portable stage, tents, barricades, etc.).

Facility and Field Rental – General Public – rentals for exclusive use of spaces and/or facilities on a one-time or one season basis by the general public (examples: room, gymnasium, field, tennis court, shelter, facility, etc.).

Senior (ages 55 and up) Advanced/Competitive Lesson, Class, Clinic, Program and Workshop – group recreational and/or instructional programs and activities for seniors with a focus on advanced and/or competitive activities; has a skill level pre-requisite for attendance (examples: high level tennis drills, refining swim stroke, etc.).

Specialty Camps – same as above but with a specific theme and/or specialized instruction

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(examples: specialty track-out camps, astronomy, dance all day, wonderful weather, SnackTales, Explorers, etc.).

Youth (ages 0-17) Advanced/Competitive Lesson, Class, Clinic, Program and Workshop – group recreational and/or instructional programs and activities for youth with a focus on advanced and/or competitive activities; has a skill level pre-requisite for attendance (examples: high level tennis drills, refining swim stroke, etc.).

Tier 3 Balanced Community/Individual Benefit

Adult Leagues – department scheduled multi-game athletics for adult participants of multi-skill levels groups that are organized and/or managed by agency, may or may not be officiated and/or judged, and may or may not be scored, providing a team experience for participants with the intent to play a game/match-format or to compete on a recreational level (examples: sand volleyball, softball, basketball, kickball, etc.).

Youth Tournaments – scheduled one-time multi-game, potentially multi-day sporting events for youth that are organized and/or managed by agency or outside organizations, may or may not be officiated and/or judged, and may or may not be scored, providing an individual or a team experience for participants with the intent to play a game/match-format or to compete. These require a permit.

Facility and Field Rental – Partner Organization – rentals for exclusive use of spaces and/or facilities on a one-time or one season basis partner organizations that meet the eligibility criteria, including inter-governmental partners and intra-governmental partners (examples: room, gymnasium, field, tennis court, shelter, facility, etc.).

Facility and Field Rental – Non-Profit Organization – rentals for exclusive use of spaces and/or facilities on a one-time or one season basis non-profit organizations who are a registered 501 (c)(3) agency (examples: room, gymnasium, field, tennis court, shelter, facility, etc.).

Adult Beginner/Intermediate/Multi-Level Lesson, Class, Clinic, Program and Workshop – entry level group recreational and/or instructional programs and activities for adults including educational classes and athletics operated, taught, or managed by agency through contract or staff; no pre-requisite for attendance (examples: acrylic painting, line dance, low-level tennis skills, learning swim basics, yoga, beginning pottery, etc.).

Senior (ages 55 and up) Beginner/Intermediate/Multi-Level Lesson, Class, Clinic, Program and Workshop – entry level group recreational and/or instructional programs and activities for seniors including educational classes and athletics operated, taught, or managed by agency through contract or staff; no pre-requisite for attendance (examples: acrylic painting, line dance, low-level tennis skills, learning swim basics, yoga, Tablet Tips for Seniors, etc.).

Attractions – an admission entitling the user to access an attraction/park/facility/activity that is either registered or walk up and is actively managed, programmed, or attended by agency staff or volunteers (examples: Pullen/Chavis attractions, historic sites, museum, trolley, etc.).

School Calendar Based Programs/General Purpose Camps – non-licensed or licensed, general purpose recreational camps and programs with a social, and/or recreational and/or educational focus which may include field trips and/or skills programs during times when school is not in session (examples: X-Press Plus, W.O.W., Teen X-Treme, Track-out, TOPS, CAPS, teacher workday programs, before and after school programs, etc.).

Mixed age/Family-Multi-Level Lesson, Class, Clinic, Program and Workshop – entry

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level group recreational and/or instructional programs and activities for families or mixed ages including educational classes and athletics operated, taught, or managed by agency through contract or staff; no pre-requisite for attendance (examples: Family Nature Night, Adventure Canoe/Kayak Trips, Family Bird Hike, Nature Sensory Play, Native American Stories).

Tier 2 Considerable Community Benefit

Youth (ages 0-17) Beginner/Intermediate/Multi-Level Lesson, Class, Clinic, Program and Workshop – entry level group recreational and/or instructional programs and activities for youth including educational classes and athletics operated, taught, or managed by agency through contract or staff; no pre-requisite for attendance (examples: acrylic painting, line dance, low-level tennis skills, learning swim basics, yoga, beginning pottery, etc.).

Inclusion Services – provides for universal accommodation and programs to any agency activity, park and/or facility providing leisure opportunities to people with disabilities. Inclusion services are intended to comply with the Americans with Disabilities Act (ADA federal mandate).

Youth Leagues – department scheduled multi-game athletics for youth participants of multi-skill levels that are organized and/or managed by agency, may or may not be officiated and/or judged, and may or may not be scored, providing a team experience for participants with the intent to play a game/match-format or to compete on a recreational level (examples: basketball, soccer, football, etc.).

Small-Scale/Large-Scale Special Events – department led community events typically offered on an annual basis that may or may not require registration (examples: Community Art Day, Haunted Mordecai Festival, Holiday Express, Boo Bash, Egg Hunt, Summer Concert Series, Gallery Opening receptions, etc.).

Tier 1 Mostly Community Benefit

Non-Staffed Park/Facility Usage – drop-in use of park/facility/natural area/trail/canoe launch/activity that is non-registered and non-instructed, and is not monitored by agency staff/volunteer supervision (examples: trail/multi use path use, playgrounds, parks, self-guided tours, dog parks, disc golf, skate park, etc.)

Staffed Park/Facility Usage – drop-in use of a park/facility/activity that is non-instructed, and is monitored by agency staff/volunteer supervision (examples: drop-in gym, open swim, art center, pickleball, tot time, Fitness Rooms, Badminton, computer lab, aquatic facilities, presentation of art exhibits/Block Gallery or Art Center Gallery program, etc.).

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**City of Raleigh Parks, Recreation and Cultural Resources
Financial Assistance Program**

I. Financial Assistance:

- A. The City of Raleigh Parks, Recreation and Cultural Resources Department strives to make programs available to all who will benefit from them. Our goal is never to deny access to recreation programs regardless of economic status. Thanks to generous donations and support, we are able to provide fee assistance to those in need. Individuals who meet the criteria established by the Department may be granted the privilege of reduced prices.
- B. The Financial Assistance Program provides financial assistance to Individuals who qualify based on the U.S. Department of Housing and Urban Development’s income limits for Wake County. The reduction of fees is provided on a sliding scale based on family size, income, and other financial circumstances. Individuals must submit a completed financial assistance application in order to be considered for financial assistance.
- The financial assistance application must be accompanied by a most recent 1040 Tax Form and last two paycheck stubs of all working adults. These alternate documents will be accepted if the patron does not file a Federal Income Tax return and is currently unemployed:
 - o Unemployment Benefits or Proof of Retirement Statement
 - o Social Security Benefits Statement
 - o Disability Pay Statement
 - o Nutrition Assistance Statement (SNAP)
 - o Current Temporary Assistance for Needy Families (TANF) Statement
 - o Financial Aid Paperwork and Full-Time Student Verification
 - Individuals who qualify will receive a fee reduction of 25% or 50%.
 - o 25% assistance for households that meet the Low Income Limit category of the U.S. HUD’s income guidelines for Wake County.
 - o 50% assistance for households that meet the Very Low Income Limit category U.S. HUD’s income guidelines for Wake County.
 - o Additional assistance may be provided for households that meet the Extremely Low Income Limit category of U.S. HUD’s income guidelines pending the approval of the Department’s Director.
- C. All individuals who wish to register for programs provided by the City of Raleigh PRCR Department are eligible to apply for financial assistance. In order to maximize the available funding, financial assistance is not available for activities that cost less than \$15, specialty camps, organizations, adult teams, special events, trips, or rentals.
- Financial Assistance Options
 - o Fee Reduction: This option reduces the amount due for those unable to pay the full program fee. Approved applicants will receive a scholarship to cover a percentage of the registration fee. Fee reduction will not cover the entire cost of programs. Applicants will be notified of final payment amount and payment due date by email or phone.

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- Payment Plan: Alternative payment schedule to allow installment payments over a specified time period. Installments are calculated based on the program fee, number of payments, and specified time period.
- Fee Reduction and Payment Plan: This is a combination of options 1 and 2 to help make a program affordable for the participant. This option is geared toward school programs and camps.

D. Requesting Financial Assistance:

- Individuals may request the financial assistance application at any City of Raleigh Parks, Recreation and Cultural Resources facility or by contacting the Financial Assistance Program Administrator.
- Individuals must complete the financial assistance application and submit it with the required financial documentation.
- The Program Administrator will review and verify the application and required financial documentation. All applications are kept confidential.
- The Program Administrator will notify individuals of application status and give deadline for final payment amount by email and/or phone.

E. The financial assistance process is evaluated and reviewed each year to ensure that the Department is effective and efficient in meeting the needs of the community. Research is completed throughout the year to review other agency guidelines and to examine our Department's financial assistance application review process.

