

Parks & Recreation Commission Special Meeting Minutes

December 14, 2023 – 7:00 p.m.

CALL TO ORDER

Chair Vickers called to order the special Parks and Recreation Commission meeting at 7:00 p.m. from the Remillard Room at the Operation Services Center, 3333 Bush Rd.

Chair Vickers led the Pledge of Allegiance and provided opening remarks.

ROLL CALL

Present: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers
Absent: Commissioner Brown

AGENDA AMENDMENTS

None.

MINUTES

1. Approve regular meeting minutes of November 9, 2023.

MOTION: It was m/s by Deckert/Rittmuller to approve the special meeting minutes of November 9, 2023. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

None.

3. Public Comment from the audience regarding items not listed on the agenda.

Chair Vickers opened public comment.

There were no speakers.

Chair Vickers closed the item for public comment.

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

4. Recommend City Council approve a multi-year agreement with Lifetime Tennis, Inc. (DBA Lifetime Activities, Inc.) for bocce operations and maintenance at Centennial Park for up to five years for an amount not to exceed \$216,015.57

Recommendation: Recommend City Council approve a multi-year agreement with Lifetime Tennis, Inc (DBA Lifetime Activities, Inc.) for bocce operations and maintenance at Centennial Park for up to five years for an amount not to exceed \$216,015.57

Heidi Murphy, Director of Library and Recreation, presented the item and answered questions from commissioners.

Chair Vickers opened the item for public comment.

There were no speakers.

Chair Vickers closed the item for public comment.

MOTION: It was motioned by Deckert to recommend the City Council approve the contract with Lifetime Activities for bocce services, reducing the contract to three years, with no additional administrative extensions. The motion failed for lack of a second.

MOTION: It was m/s by Vickers/Immadi for people involved in playing to have a lockbox, be trained to maintain the courts properly, manage the league themselves, and then on a monthly basis have City staff come through to maintain the courts.

Ayes: Commissioners Immadi, Chair Vickers
Abstain: Commissioners Berberich, Rittmuller
Noes: Commissioner Deckert
Absent: Commissioner Brown

The motion was declared as not passing and a new motion was made.

MOTION: It was m/s by Immadi/Rittmuller to recommend staff coordinate with the bocce users to identify no to low-cost options to operate a bocce league and maintain the courts at

Centennial Park, including having the bocce participants maintain the courts and run the leagues. The motion passed by the following vote:

Ayes: Commissioners Berberich, Immadi, Ritmuller, Chair Vickers.

Noes: Commissioner Deckert

Absent: Commissioner Brown

5. Review and approve the Parks and Recreation Commission Meeting Schedule for 2024

Recommendation: Review and approve the Parks and Recreation Commission Meeting Schedule for 2024

Heidi Murphy, Director of Library and Recreation, presented the item and answered questions from commissioners.

Chair Vickers opened the item for public comment.

There were no speakers.

Chair Vickers closed the item for public comment.

MOTION: It was m/s by Deckert/Rittmuller to accept the 2024 Parks and Recreation Commission Meeting Schedule as drafted (with meetings on the second Thursday of each month, excluding April for the Commission/Committee and Mayor's Award Dinner). The motion was passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.

Noes: None

Absent: Commissioner Brown

6. Review and select committee assignments for 2024

Recommendation: Review and select committee assignments for 2024

Heidi Murphy, Director of Library and Recreation, presented the item and answered questions from commissioners.

Chair Vickers opened the item for public comment.

There were no speakers.

Chair Vickers closed the item for public comment.

MOTION:

BPTC:

It was m/s by Vickers/Berberich to select Rittmuller as representative and Deckert as alternate. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

Community of Character:

It was m/s by Deckert/Rittmuller to select Immadi as representative and Berberich as alternate. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

Heritage Tree Review Board:

It was m/s by Berberich/Vickers to select Deckert as representative and Vickers as alternate. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

Public Art Selection Subcommittee:

It was m/s by Deckert/Vickers to select Brown as representative and Deckert as alternate. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

Co-Sponsored Sports User Group:

It was m/s by Deckert/Rittmuller to select Berberich as representative and Vickers as alternate. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

7. Select Commission Chairperson and Vice Chairperson for 2024

Recommendation: Select Commission Chairperson and Vice Chairperson for 2024

Heidi Murphy, Director of Library and Recreation, presented the item and answered questions from commissioners.

There were no speakers.

MOTION: It was m/s by Decker/Vickers to select Commissioner Brown as Chairperson for 2024. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

MOTION: It was m/s by Vickers/Decker to select Commissioner Immadi as Vice Chairperson for 2024. The motion passed by the following vote:

Ayes: Commissioners Berberich, Deckert, Immadi, Ritmuller, Chair Vickers.
Noes: None
Absent: Commissioner Brown

COMMISSION REPORTS

8. Committee Meetings

- A. Bicycle, Pedestrian and Trails Committee – No report
- B. Community of Character – Commissioner Immadi provided a report
- C. Heritage Tree Review Board – Chair Vickers provided a report
- D. Public Art Selection Sub-Committee – No report
- E. Sports Council – No report.

9. Other brief reports on any meetings, conferences, and/or seminars attended by the Commission members.

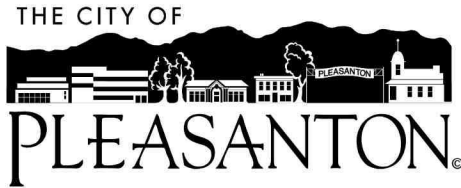
None.

MATTERS INITIATED BY THE COMMISSION

None

ADJOURNMENT

There being no further business Chair Vickers adjourned the meeting at 8:28 p.m.



Parks & Recreation Commission Meeting Minutes

January 11, 2024 – 7:00 p.m.

CALL TO ORDER

Chair Brown called to order the meeting of the Parks and Recreation Commission at 7:00 p.m. from the Remillard Room at the Operation Services Center, 3333 Bush Rd.

Chair Vickers led the Pledge of Allegiance and provided opening remarks.

ROLL CALL

Present: Commissioners Deckert, Immadi, Ritmuller, Vickers, Chair Brown.

Absent: Commissioner Berberich

AGENDA AMENDMENTS

None.

MINUTES

1. Approve regular meeting minutes of December 14, 2023.

Moved to the next agenda.

MEETING OPEN TO THE PUBLIC

2. Introductions/Awards/Recognitions/Presentations

None.

3. Public Comment from the audience regarding items not listed on the agenda.

Chair Brown opened public comment.

There being no speakers Chair Brown closed the item for public comment.

MATTERS FOR THE COMMISSION'S REVIEW/ACTION/INFORMATION

4. Review and Discuss the Sports Co-Sponsorship Athletic Field Allocation Handbook

Recommendation: Review and Discuss the Sports Co-Sponsorship Athletic Field Allocation Handbook

Aaron Bueno, Recreation Manager, presented the item and answered questions from commissioners.

Chair Brown opened the item for public comment.

There were no speakers.

Chair Brown closed the item for public comment.

5. Review and Discuss the Parks Maintenance Division Report for July 2023 – December 2023

Recommendation: Review and Discuss the Parks Maintenance Division Report for July 2023 – December 2023

Giacomo Damonte, Parks Division Manager, presented the item and answered questions from commissioners.

Chair Brown opened the item for public comment.

There were no speakers.

Chair Brown closed the item for public comment.

6. Review and Discuss the Landscape Architecture Projects Status Report for July 2023 – December 2023

Recommendation: Review and Discuss the Landscape Architecture Projects Status Report for July 2023 – December 2023

Matt Gruber, City Landscape Architect, presented the item and answered questions from commissioners.

Chair Brown opened the item for public comment.

There were no speakers.

Chair Brown closed the item for public comment.

COMMISSION REPORTS

7. Committee Meetings

- A. Bicycle, Pedestrian and Trails Committee – No report
- B. Community of Character – Commissioner Immadi provided a report
- C. Heritage Tree Review Board – No report
- D. Public Art Selection Sub-Committee – No report
- E. Co-Sponsor User Group – No report.

8. Other brief reports on any meetings, conferences, and/or seminars attended by the Commission members.

None.

MATTERS INITIATED BY THE COMMISSION

MOTION: It was m/s by Immadi/Vickers to have staff bring an information item to the commission regarding the field audit process for the Co-Sponsor User Groups.

Ayes: Commissioners Deckert, Immadi, Rittmuller, Vickers, Chair Brown
Noes: None
Absent: Commissioner Berberich

ADJOURNMENT

There being no further business Chair Brown adjourned the meeting at 9:08 p.m.

February 8, 2024
Item 5

**TITLE: REVIEW AND RECOMMEND A MULTI-YEAR AGREEMENT WITH
LIFETIME TENNIS, INC. (DBA LIFETIME ACTIVITIES, INC.) FOR BOCCE
OPERATIONS AND MAINTENANCE AT CENTENNIAL PARK**

SUMMARY

Beginning in 2021, the City of Pleasanton contracted out bocce operations and maintenance at Centennial Park to Lifetime Activities, Inc. (Lifetime), including adult bocce leagues, court maintenance, and drop-in play. A new tennis operations agreement with Lifetime was approved on December 5, 2023. Entering into an additional and separate agreement with Lifetime for bocce operations would enable modified bocce services to continue to serve the Pleasanton community in a fiscally responsible manner.

RECOMMENDATION

Review and recommend a multi-year agreement with Lifetime for bocce operations and maintenance at Centennial Park.

BACKGROUND

The City has contracted with Lifetime for bocce operations at Centennial Park since 2021. During this term, Lifetime acted as the City's agent in all matters of oversight for bocce programs and maintenance at Centennial Park. The last agreement with Lifetime expired on December 31, 2023.

In September 2023, the City issued a Request for Qualifications for Tennis Operations and Maintenance with a response date of October 9, 2023. In addition to tennis, the City sought a contractor to continue providing bocce operations and maintenance. After City staff reviewed qualifications and interviewed interested vendors, Lifetime was recommended as having the best experience, capabilities, and competitive cost structure to provide tennis, pickleball, and bocce operations and maintenance. The new tennis and pickleball agreement with Lifetime was adopted by the City Council at its meeting on December 5, 2023. Because bocce is held at a separate location and the compensation structure with Lifetime differs for bocce compared to tennis and pickleball, staff recommended a separate agreement for bocce operations.

At its December 14, 2023 meeting, staff brought forward a five-year agreement for services with Lifetime Activities to continue bocce operations. The Parks and Recreation

Commission voted not to recommend the agreement for services to the City Council for approval and instead to have staff explore low to no-cost models to provide bocce service in Pleasanton.

DISCUSSION

Staff from the City and Lifetime met with approximately 75 of the 163 unique registered league bocce players on Wednesday, January 10, 2024, at the Tennis and Community Park to discuss options for lowering the cost of the bocce program for the City.

The Recreation Master Fee Schedule (Attachment 1) and some starting concepts for conversation (Attachment 2) were shared with the bocce group to help facilitate the discussion of modifying the program to meet cost recovery goals.

The bocce players were unanimous that they were unable to run their own league at this time. Staff researched other city bocce ball programs and found only one that offers a self-run league. All others are supported by the city, and information was scarce on overall costs to compare (Attachment 3). As such, the conversation with the bocce players focused on increasing fees to better offset costs and meet the cost recovery percentage outlined in the City's Master Fee Schedule.

Cost Recovery Metrics

According to the City's Master Fee Schedule, this "contractor-led" league belongs in the 76-100 percent cost recovery category.

For comparison, the "City-led" Adult Softball League from 2023 can be used to understand expenses incurred by the City for a similar program. The cost recovery category for a City-led league is 51-75 percent.

Cost to run the adult softball league (excluding maintenance) = \$298,550.22

Revenues collected = \$191,608

Number of Weeks = 13 (avg)

Number of Players = 15 (avg)

ADULT SOFTBALL PROGRAM Cost Recovery Level When Excluding Maintenance	Avg Cost/Team	Avg. Cost/Individual/ Season	Avg. Cost/Individual/ Week
Current League Fees (64% Cost Recovered)	\$1114	\$75	\$5.77

Maintenance costs were excluded as those have not previously been incorporated into any of the cost recovery numbers.

Using this same methodology, the bocce players and City staff recommend a similar cost recovery metric that excludes maintenance costs when calculating the percent of cost recovery for the program.

The cost to run the bocce league (excluding maintenance) = \$28,398 for the calendar year 2024:

Number of Weeks = 10 (avg.)

Number of Players = 10 (avg.)

Assumed Team Number per Season = 20

BOCCE PROGRAM Cost Recovery Level When Excluding Maintenance	Avg. Cost/Team (r/nr)	Avg. Cost/Individual/ Season	Avg. Cost/Individual/ Week
Current League Fees (33% Cost Recovered)	\$168	\$16.80	\$1.68
100% Cost Recovered	\$492.80	\$49.28	\$4.93
76% Cost Recovered	\$374.53	\$37.45	\$3.75
51% Cost Recovered	\$251.33	\$25.13	\$2.51

Increasing the per-team fee to \$374.53, based on 20 teams per season, results in a 76% cost recovery for the program (excluding maintenance). The bocce players overwhelmingly support this fee increase to offset the cost of Lifetime running the bocce league.

Differences Between the Updated Proposed Agreement and the December 2023 Proposed Agreement:

The primary differences between the December 2023 proposed agreement and the current proposed agreement (Attachment 4) are a shorter term, increased revenues to offset expenditures, and reduced court maintenance from nine to seven hours per week. Below is a table that describes some of these differences and similarities:

Current Proposed Agreement	December 2023 Proposed Agreement
One-year term, with two possible extensions	Three-year term, with two possible extensions
Reduced Annual Costs to the City	Higher Annual Costs to the City
Year 1 - \$28,398	Year 1 - \$38,688
Year 2 - \$31,238	Year 2 - \$41,116.80
Year 3 - \$34,361	Year 3 - \$43,428.48
Assumes higher user fees and higher revenue generation	Assumes lower user fees and lower revenue generation
*Assumes a lower number of teams (14) in the not-to-exceed amount	Assumes a higher number of teams (16) in the not-to-exceed amount
Provides two league divisions for three seasons	Provides two league divisions for three seasons
Provides regular maintenance for the bocce courts at 7 hours per week	Provides regular maintenance for the bocce courts at 9 hours per week
Includes clauses for marketing by both parties	Did not include marketing by both parties

* 14 teams were chosen as a minimum for several reasons:

- Lifetime is concerned about the large fee increase limiting the number of teams that sign up to play
- Each night of bocce can host 10 teams
- If fewer than 7 teams register to play on a given night, Lifetime is not required to offer services on that night, Lifetime may consolidate league play to one evening instead of two evenings
- With one night of league play, expenses (excluding maintenance) would be reduced by half.

In the current proposed agreement, the City would pay Lifetime for all costs in excess of revenue collected. The not-to-exceed amount is based upon 14 teams signing up for each league, each season. The league, in its current, two-night form, can host 20 teams per season, which reduces the City's not-to-exceed amount by each team registration fee, each season. With 20 teams, the annual costs for the City are:

Year 1 - \$21,656
Year 2 - \$23,822
Year 3 - \$26,204

City staff expect that with increased marketing, the league will reach its maximum enrollment each season.

Maintenance Costs

Maintenance costs are still included as part of the proposed agreement with Lifetime. Proper maintenance is crucial for this City amenity to retain its useful life and serve Pleasanton residents into the future.

Contracting maintenance services to Lifetime costs less than using internal City staff. The cost proposed by Lifetime for a full year of maintenance of the courts is \$14,560 in Year 1 of the proposed agreement. The cost for City staff would be approximately \$34,000 for the same number of maintenance hours.

There are other benefits of contracting maintenance to Lifetime, including:

- Lifetime staff are responsive to user feedback as these are the same staff that run the leagues. This reduces staff time spent managing complaints.
- Combining hours for court maintenance and league oversight provides enough hours to attract and retain reliable, trustworthy, dedicated, and high-quality staff in the program, providing stability to the program and the players.
- It does not detract from the maintenance of all the other City parks and amenities that need attention from the City's internal staff team.

In comparison, the Adult Softball Complex, with a total acreage of 9.6 acres, costs approximately \$192,000 to maintain, not including the tower/field house maintenance or costs associated with the field lighting operation and maintenance.

The City supports the maintenance of all of its sports fields and amenities, including baseball fields, soccer fields, softball fields, swimming pools, etc. This is the best practice to maintain the life, usability, and quality of City resources for the benefit of the community.

Staff Recommendation

Based upon the high level of service provided by Lifetime to the bocce community, staff recommends continuing to contract bocce operations to Lifetime with new cost-saving measures included. In the proposed agreement, Lifetime would continue to operate adult bocce leagues and oversee court maintenance on a year-to-year basis, with player fees increasing annually to keep up with expense increases.

A one-year agreement, with two potential one-year extensions, allows both parties to reevaluate the bocce program regularly and make necessary adjustments based upon community and/or fiscal needs.

Key aspects of the Agreement are summarized below. Lifetime commits to:

- Oversee the City's adult bocce leagues at Centennial Park:
 - Two league divisions are held Tuesday and Wednesday evenings, 6:00-10:00 pm
 - Spring, Summer, and Fall seasons offered
- Provide maintenance services at the Centennial Park bocce courts

- A term of one year with the possibility of two, one-year extensions
- Not-to-Exceed Contract prices (expenses incurred by Lifetime in excess of revenue collected for the league):

Year 1 Calendar Year 2024: \$28,398

Potential
Extension #1: Calendar Year 2025: \$31,238

Potential
Extension #2: Calendar Year 2026: \$34,361

Note: The numbers above are based upon calendar years (January 1 – December 31), due to the terms of the proposed contract and the proposed seasons. The numbers listed below in the Fiscal Impact section are based on fiscal years (July 1 – June 30).

The drop-in bocce program will be self-run, with players having access to the maintenance shed for minor court preparation. The details of this program will be coordinated with the players and City staff.

EQUITY AND SUSTAINABILITY

Not applicable, as this item is an administrative matter of City business.

OUTREACH

An email to all bocce participants was sent on December 8, 2023, notifying them of the Parks and Recreation Commission meeting on December 14, with a link to the agenda packet for review. A meeting was held at the Tennis and Community Park on January 10, 2024, to discuss concepts with bocce players. Another email was sent on February 5, 2024, notifying the bocce community of the Parks and Recreation Commission meeting on February 8, with a link to the agenda packet for review.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan (Attachment 4)

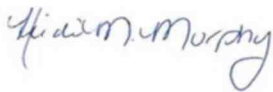
- *Funding Our Future*, Strategy 1 - Develop a long-term strategy for funding operations and maintenance needs to ensure the reliability of community-owned facilities and infrastructure and continuity of City services.
- *Building A Community Where Everyone Belongs*, Strategy 3 - Implement high-priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.
- *Investing In Our Environment*, Strategy 7 - Continue to invest in parks, bicycle, and pedestrian infrastructure, and public art to improve traffic safety, promote climate resilience, and increase equitable access to cultural and recreational opportunities

- Library and Recreation Strategic Plan (Attachment 5)
 - Goal B Community Engagement, Customer Service and Communication, Strategy 12 - Identify opportunities for increasing our partnerships with City departments, local agencies, businesses, and organizations to extend the reach of the department to meet community needs and interests.

FISCAL IMPACT

Funds for this service contract have been allocated in the Adult Sports operational budget, 00150303-430107. Total compensation will not exceed \$9,465.91 for a portion of Fiscal Year (FY) 2023/24, \$29,344.33 in FY 2024/25 if the Agreement is extended, \$32,278.76 in FY 2025/26 if the Agreement is extended, and \$22,907.51 for a portion of FY 2026/27 if the Agreement is extended, for a not to exceed the amount of \$93,996.52. Details of the cost breakdown for the extensions by fiscal year can be found in Exhibit A of the agreement.

Submitted by:



Heidi Murphy
Director of Library and Recreation

Attachments:

1. Master Fee Schedule, Recreation
2. Potential Bocce Options
3. Bocce Comparisons
4. Agreement for Services
5. [Citywide Strategic Plan \(online\)](#)
6. [Library and Recreation Strategic Plan \(online\)](#)

CITY OF PLEASANTON

MASTER FEE SCHEDULE

Attachment 1

VIII. Recreation

Eff 06.21.2022

A separate fee schedule for recreation programs is adopted annually by the City Council. The City Council authorizes staff to adjust and provide current and new programs for a fee based on the established cost recover guidelines established below:

A. Programs/Classes/Services which provide mostly community benefit will recover 0-25% of all related costs.

Examples include, but are not limited to:

- Community / Special Events
- Volunteer Programs
- Facility & Field Rentals: PUSD /Cosponsor Groups
- Public Art

B. Programs/Classes/Services which provide considerable community benefit will recover 26-50% of all related costs.

Examples include, but are not limited to:

- Facility & Field Rentals: Pleasanton Based Non-Profits (>75% residents)
- Gallery Exhibits
- Senior Programs

C. Programs/Classes/Services which provide balanced individual and community benefit will recover 51-75% of all related costs.

Examples include, but are not limited to:

- City Staff Facilitated Classes, Programs, Clinics, Camps, Leagues, and Workshops

D. Programs/Classes/Services which provide mostly considerable individual benefit will recover 76-100% of all related costs.

Examples include, but are not limited to:

- Facility & Field Rentals: Pleasanton Residents (Private Use) and All Other Non-Profits (<75% residents)
- Theater Shows
- Contract Instructor Facilitated: Classes, Programs, Clinics, Camps, Leagues, and Workshops
- Preschool

E. Programs/Classes/Services which provide mostly individual benefit will recover at least 101% of all related costs.

Examples include, but are not limited to:

- Facility & Field Rentals: Non-Residents (Private Use) and Businesses

Potential Bocce Options

1. Increase User Fees to Better Offset the Cost of the Program

Cost to run the bocce league (excluding maintenance) = \$29,568

Number of Weeks = 10 (avg.)

Number of Players = 10 (avg.)

Cost Recovery Level When Excluding Maintenance	Avg. Cost/Team (r/nr)	Avg. Cost/Individual/Season	Avg. Cost/Individual/Week
Current League Fees (33% Cost Recovered)	\$168	\$16.80	\$1.68
100% Cost Recovered	\$492.80	\$49.28	\$4.93
76% Cost Recovered	\$374.53	\$37.45	\$3.75
51% Cost Recovered	\$251.33	\$25.13	\$2.51

Similar Program = Adult Softball League

Cost to run the adult softball league (excluding maintenance) = \$298,550.22

Revenues collected = \$191,608

Number of Weeks = 13 (avg)

Number of Players = 15 (avg)

Cost Recovery Level When Excluding Maintenance	Avg Cost/Team	Avg. Cost/Individual/Season	Avg. Cost/Individual/Week
Current League Fees (64% Cost Recovered)	\$1114	\$75	\$5.77

Similar Program = Contractor-Led Youth Sports

Avg Cost Recovery Level = 92%

(Pricing, length, locations, sports vary)

2. Become a Co-Sponsored Organization and Create a Self-Run League

Co-Sponsorship requirements:

- Designated 501(c)3 organization

- Comprised of at least 75 participants
- Participant enrollment comprised of at least 70% of Pleasanton residents
 - Participants will only be counted once towards residency. Participants include only players registered and actively participating within the organization's program(s)
- Comply with the City's Insurance Requirements. The insured's name must match the name listed on the Field Use Application. Minimum of\$ 2, 000,000 general liability insurance.

The process would be the same as it is for current co-sponsored organizations:

- Request the use of courts on a seasonal basis
- Pay court rental fees seasonally (fees are not currently charged, but are being analyzed currently to offset the cost of maintenance and field allocation costs, within the cost recovery category 0-25%)
- City manages basic maintenance
- Self-prep for courts prior to league play (similar to baseball, etc.).

3. **Non-Co-Sponsored/Self-Run Bocce League**

- Resident rental rate (Currently no fee schedule for bocce court rentals, this would need to be established)
- Self-run league
- City manages basic maintenance
- Self-prep for courts prior to league play (similar to baseball, etc.).

4. **City Run Bocce Program (Not Recommended)**

City of Pleasanton- actual costs fully burdened FY 24					
	Staff	hours	weeks	rate	cost
Maintenance- PLMW-II	1	9	52	\$93	\$43,524
League- Rec Leader III	2	8	33	\$47	\$12,408
Sr Admin- L&R Coord.	1	4	52	\$91	\$18,928
City of Pleasanton Cost				TOTAL	\$74,860
Lifetime-Contract Proposal				TOTAL	\$48,288

Due to higher costs and low staffing levels, this option is not recommended by City staff.

Other Ideas

Attachment 3

	Brentwood	Danville	Concord	Pleasant Hill
City run or self run league?	City	City	Self run	City
Night League is offered	2 leagues, Wednesday night (18+ league) 6-10pm and Thursday morning (50+ league) 8:30am - 1pm	Monday - Friday	Sun - Fri	Sunday and Monday
Number of teams per league/divison			5 to 9	27 max
How many times if the league offered each year?		Spring, Summer, Fall	Spring and Summer	Spring and Summer
Cost of league	\$110 per team	\$225, plus \$10 per non-res		\$300, plus \$12 per non-res
Do you provide playoffs?	Top 4 teams advance	Top 4 teams advance		Yes
Are playoffs covered in the league fee?	Yes	Yes		
Do you provide awards for the winner?		Yes - shirts		Yes - shirts
Who does the court maintenace?		Outside contractor	City does major maintenace. Participants do prep.	Parks Department and league participants
Times per week?		3 days a week		Daily
Cost of maintenace?		\$25,000		unknown
Is there any equipment needed?		City provides		~500 per season
Tempoary staff on site during league?	Yes	1 staff		No
Do the league participants provide anything?	Managers of each team keep score and are responsible for reporting results at the end of the night	Managers of each team keep score and are responsible for reporting results at the end of the night	Self run league	Prep courts and keep score

AGREEMENT FOR BOCCE OPERATIONS AND MAINTENANCE SERVICES

THIS AGREEMENT FOR BOCCE OPERATIONS AND MAINTENANCE SERVICES ("Agreement") is made and entered into this ____ day of _____, 2024, by and between Lifetime Tennis, Inc., a California corporation ("Lifetime"), DBA Lifetime Activities, whose address is 1901 South Bascom Avenue, #1225, Campbell, CA 95008 and telephone number is (925) 931-3449, and the City of Pleasanton, a municipal corporation ("City").

WHEREAS, the City issued a Request for Qualifications for Tennis Operations and Maintenance with a response date of October 9, 2023, which RFQ included bocce operations and maintenance; and

WHEREAS, after City staff reviewed qualifications and interviewed interested vendors, Lifetime was recommended as having the best experience, capabilities, and competitive cost structure to provide bocce operations and maintenance;

WHEREAS, City staff and Lifetime have negotiated an Agreement that reflects the City's goal to achieve a 76% cost recovery rate for staff and administration (excluding maintenance) with compensation to Lifetime adjusted based on the number of teams that register each season, to a maximum of twenty (20) teams; and

In consideration of the mutual promises set forth in this Agreement, the parties agree as follows:

1. Bocce Services to be Provided. The following bocce services shall be provided by Lifetime:

A. Bocce leagues at Centennial Park

1) Organization and management of bocce leagues

- i. Two leagues, held Tuesday and Wednesday evenings, 6:00-10:00 p.m., and Three seasons: Spring, Summer, and Fall, are offered during the months of March-May; June -August, and September-November, respectively.
 1. However, if during any season less than fourteen (14) bocce teams register, Lifetime may consolidate league play to one evening instead of two evenings. Lifetime is not required to offer services for an evening where less than seven (7) bocce teams are registered to play.
- ii. Provide and manage an online registration system for leagues.
- iii. Provide all necessary and appropriate equipment for league play, including, but not limited to balls and measuring devices.

- B. Maintenance and repair of bocce courts, including, but not limited to:
- 1) Brushing courts with a dragboard
 - 2) Removing leaves and debris
 - 3) Wetting and rolling courts when needed to prevent dust
 - 4) Adding surface materials when needed for surface leveling and patch depressions
 - 5) Maintenance services year-round, Monday through Friday, totaling nine hours per week. Hours per day may vary depending on court and seasonal needs.
 - 6) Procure and maintain all necessary supplies, materials, and equipment to fulfill these maintenance requirements. Lifetime may utilize the Centennial Park storage unit adjacent to the courts for supplies and equipment. Supplies and equipment include, but are not limited to rakes, dragboard, and heavy roller.

Lifetime may provide bocce court rentals and bocce lessons for a fee to the community that will not be subsidized by the City.

- C. Customer Service Response Time. Lifetime shall provide customer service related to bocce services, which may include, but is not limited to, responding to in-person, telephone, and online inquiries within two business days.

- D. Responsible for Employees. Lifetime shall recruit, hire, train, discharge, evaluate, supervise, and pay Lifetime's employees.

- 1) Lifetime shall be responsible on an ongoing basis for ensuring that all of Lifetime's employees, contractors' employees, independent contractors, and volunteers that have a position of supervisory or disciplinary authority over a child under the age of eighteen (18) [whether such child is utilizing a service or is an employee] have been background checked and meet the requirements of California Public Resources Code §5164(a)(1) and California Penal Code §11105.3. Lifetime shall provide proof thereof when requested by the City.

- E. Safety and Security.

- 1) Lifetime shall post appropriate caution signs at Centennial Park bocce courts to alert personnel and the public of any unsafe conditions when Lifetime becomes aware of such unsafe conditions.
 - i. Lifetime shall immediately protect any unsafe condition, correct any unsafe practices, and promptly notify the City per Section 5.B.1.i., below.
- 2) No later than 24 hours after the occurrence of an injury or damage to persons or property at Centennial Park bocce courts, Lifetime shall submit to the City per Section 5.B.1.i., below, a City incident/accident report and cooperate with any City investigation.

- F. Outreach and Marketing. Lifetime shall market the services being provided pursuant to this Agreement. This may include promotional events, advertising, information on Lifetime's website, and other forms of public outreach to increase awareness and utilization of services.

G. Data and Monetary Transaction Collection. Lifetime shall: (1) collect data regarding service usage and provide such data annually to the City for City analysis; (2) have monetary transaction procedures that comply with all laws and regulations and make financial information available for audit by the City upon reasonable request.

H. Contracts Exceeding One Year. Before Lifetime enters into any contract exceeding a one-year term for contractors to provide any of the services or maintenance provided for in this Section 1, Lifetime shall submit such contract to the City for the City's review and approval.

2. Term. Lifetime shall begin providing services on January 1, 2024 and complete by December 31, 2024.

a. The parties may mutually agree to extend the term of this Agreement for up to two additional terms of 12 months each. Such extension may occur administratively upon execution of an amendment by the City Manager and Lifetime.

3. Compensation. The parties acknowledge that compensation paid by the City to Lifetime is variable based on the number of teams which register each season, as set forth in Exhibit A.

a. Lifetime shall invoice the City by the end of May for the Spring season, by the end of August for the Summer season, and by the end of November for the Fall season. Each invoice shall include the number of teams which were registered that season.

b. If the Agreement is extended as described in Section 2.a. above, then the compensation for the extended period (which may include the entirety of 2025 and the entirety of 2026) shall be as provided in Exhibit A.

4. Fees Charged by Lifetime. The parties agree that the registration fees for bocce teams shall be set at the following amount per team in each season:

- o Calendar Year 2024: \$374.53
- o Calendar Year 2025: \$411.98 Potential Extension #1
- o Calendar Year 2026: \$453.18 Potential Extension #2

The parties further agree that bocce team registration fees shall be collected and retained by Lifetime as partial payment for the services provided pursuant to this Agreement. The Compensation provided in Section 3 is in addition to the registration fees that Lifetime collects and retains pursuant to this Section 4.

5. Facility and Promotion Provided by City.

A. Two bocce courts at Centennial Park at 5353 Sunol Blvd., Pleasanton, CA.

B. Centennial Park facilities are provided by City to Lifetime subject to the following conditions and limitations:

- 1) Condition of Facilities. City and Lifetime shall do a walk-through of Centennial Park facilities prior to the commencement of the term of this Agreement. City makes no representations or warranties concerning the condition of such facilities.
 - i. Notification. Lifetime shall promptly notify City by email at abueno@cityofpleasantonca.gov and by phone at 925.931.5345 upon discovery of any potential workmanship or material defect in any improvement at the Centennial Park facilities, or upon discovery of any unauthorized or illegal use or activity at the Centennial Park facilities.
- 2) Damage. City shall be responsible for repairing vandalism and damage that occurs to the bocce courts outside of league play at the Centennial Park bocce courts.
- 3) Bulbs. City is responsible for the maintenance and replacement of court light bulbs at the Centennial Park bocce courts.
- 4) Right of Possession. Lifetime acknowledges that City retains the right to enter and inspect the Centennial Park facilities, and that the City has rights as the owner of Centennial Park.
- 5) Public Parking Lots. Lifetime acknowledges that the parking lot at the Centennial Park facility is open to the public and is not exclusive for persons using the Centennial Park facilities for bocce services provided by Lifetime.
- 6) Improvements to Centennial Park. If Lifetime proposes any capital or facility improvements at Centennial Park to improve bocce activities beyond the maintenance and repair set forth in Section 1.B., above, the City and Lifetime must reach mutual written agreement regarding the scope of the work, cost and responsibility for payment of such cost. City retains absolute discretion whether to proceed with any improvements proposed by Lifetime.
- 7) Promotion. City shall promote the bocce league in the City's Activities Guide, social media posts, and make/distribute flyers in the City's reasonable discretion.

6. Indemnification. Lifetime shall hold harmless, defend, and indemnify the City, its officers, and employees, against any and all claims, costs, demands, causes of action, lawsuits, losses, expenses or liability, including attorneys' fees, arising from or the alleged acts or omissions of Lifetime, its contractors, or agents, or anything arising from this Agreement.

7. Insurance. During the term of this Agreement, Lifetime shall maintain in full force and effect, at its own cost and expense, insurance coverages with insurers licensed to provide insurance in California. Lifetime shall have the obligation to furnish City, as additional insured, the minimum coverages identified below, or such greater or broader coverage for City, if available in the Lifetime's policies:

A. General Liability and Bodily Injury Insurance. A commercial general liability insurance for at least \$1,000,000 each occurrence and \$5,000,000 aggregate and provide that the City, its officers, employees, and agents are named additional insureds under the policy as evidenced by an additional insured endorsement satisfactory to the City Attorney. The policy shall state in writing either on the Certificate of Insurance or attached rider thereof that this insurance will operate as primary insurance for work performed by Lifetime and its subcontractors and that no other insurance effected by City or other named insured will be called on to cover a loss covered thereunder.

B. Automobile Liability Insurance. Automobile liability insurance in an amount not less than \$2,000,000 per person/per occurrence.

C. Workers' Compensation Insurance. Workers' Compensation Insurance for all of Lifetime's employees, all in strict compliance with State laws, and to protect the City from any and all claims thereunder, including waiver of subrogation.

D. Sexual Abuse/Molestation. Insurance for all activities/services/work involving minors, including but not limited to recreation or athletic activities. Said insurance shall cover damages arising out of actual, perceived, or threatened physical abuse, mental injury, sexual molestation, negligent hiring, employment, supervision, training or investigation, reporting to proper authorities, and retention of any person for whom Lifetime is responsible, including, but not limited to Lifetime and Lifetime's employees and volunteers. Coverage shall be written on an occurrence basis in an amount not less than \$3 million per occurrence. Any annual aggregate limit shall not be less than \$4 million. Coverage can be provided by a separate policy or as an endorsement to the commercial general liability policy with City named as an Additional Insured. These limits shall be exclusive to this required coverage. Incidents relating to or arising out of physical abuse, mental injury, or sexual molestation, whether committed by one or more individuals, and irrespective of the number of incidents or injuries or the time period or area over which the incidents and injuries occur, shall be treated as a separate occurrence. Coverage shall include the cost of defense and defense shall be provided outside the coverage limit. Lifetime also agrees to and warrants that its assigned employees and volunteers shall undergo mandatory Sexual Abuse/Molestation/Mandatory Reporter training.

E. Certificate of Insurance. Lifetime shall file a certificate of insurance with the City prior to the City's execution of this Agreement, and prior to providing the services set forth in this Agreement. The Certificate of Insurance shall provide in writing that the insurance afforded by this Certificate shall not be suspended, voided, canceled, reduced in coverage or in limits without providing notice to the City in accordance with California Insurance Code section 677.2 which requires the notice of cancellation to: 1) include the effective date of the cancellation; 2) include the reasons for the cancellation; and 3) be given at least 30 days prior to the effective date of the

cancellation, except that in the case of cancellation for nonpayment of premiums or for fraud, the notice shall be given no less than 10 days prior to the effective date of the cancellation. Notice shall be sent by certified mail, return receipt requested. In addition, the insured shall provide thirty (30) days prior written notice to the City of any cancellation, suspension, reduction of coverage or in limits, or voiding of the insurance coverage required by this agreement. The City reserves the right to require complete certified copies of policies.

7. Independent Contractor. The Lifetime is an independent Lifetime retained by the City to perform the work described herein. All personnel employed by Lifetime, including contractors, and personnel of said contractors, are not and shall not be employees of the City.

8. Breach and Termination. If either party is in breach of any term of this Agreement, that non-breaching party shall provide the breaching party with written notice simultaneously by email and by U.S. mail, detailing the nature of the breach. The breaching party shall have ten (10) business days to cure such breach or shall contact the non-breaching party if additional time is needed, and non-breaching may grant additional time, in the non-breaching party's discretion, for the breaching party to cure any breach.

If the breaching party fails to timely cure the breach within the time period granted, the nonbreaching party may terminate this Agreement by providing written notice simultaneously by email and by U.S. mail.

9. Hazardous Materials. Lifetime agrees that neither Lifetime nor any of its contractors or sub-contractors shall cause or permit any hazardous material to be brought upon, kept, used, stored, generated, or disposed of in, on, under, or about Centennial Park. Hazardous material includes any material or substance defined as a hazardous substance, waste, pollutant or contaminant pursuant to 42 U.S.C. Sections 9601 et seq. or Sections 25140 and 25281 of the California Health & Safety Code.

10. Miscellaneous Provisions.

A. Lifetime and its contractors shall not unlawfully discriminate against any employee, applicant for employment, or customer, because of race, color, ancestry, religion, sex, gender identity, national origin, marital status, age, physical disability, mental disability, medical condition or sexual orientation.

B. Lifetime shall certify that it complies with The Drug Free Workplace Act of Cal. Government Code §§8350 et. seq., and provide proof thereof when requested by the City.

C. Lifetime shall maintain a City of Pleasanton business license for the duration of this Agreement, and all other required licenses and certifications for the services provided under this Agreement.

D. Lifetime shall not assign or transfer this Agreement.

E. If either City or Lifetime waive a breach of this Agreement, such waiver shall not constitute a waiver of other or succeeding breaches of this Agreement.

F. Lifetime covenants that other than this Agreement and the agreement for tennis and pickleball services, Lifetime has no financial interest with any official, employee or other representative of the City. Lifetime and its principals do not have any financial interest in real property, sources of income or investment that would be affected in any manner by the performance of Lifetime's services under this Agreement. If such an interest arises, Lifetime will immediately notify the City.

G. California law shall govern any legal action pursuant to this Agreement with venue in the applicable court or forum for Alameda County.

H. This Agreement may be executed in multiple counterparts, each of which shall be an original and all of which together shall constitute one agreement. Counterparts may be delivered via facsimile, electronic mail (including pdf or any electronic signature complying with U.S. federal E-Sign Act of 2000 (15 U.S. Code §7001 et seq.), California Uniform Electronic Transactions Act (Cal. Civil Code §1633.1 et seq.), or other applicable law) or other transmission method, and any counterpart so delivered shall be deemed to have been duly and validly delivered and be valid and effective for all purposes.

I. This Agreement constitutes the entire understanding of the parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the date and year first above written.

CITY OF PLEASANTON

LIFETIME TENNIS, INC.

Gerry Beaudin, City Manager

By: _____
Signature

Print name

ATTEST:

Title: _____

Jocelyn Kwong, City Clerk

[As Lifetime is a corporation, two signatures are needed per Cal. Corporations Code §313]

APPROVED AS TO FORM:

Daniel G. Sodergren, City Attorney

By: _____
Signature

Print name

Rev. 1/24

Title: _____

EXHIBIT A

For the term of the Agreement, and any extensions, in addition to registration fees for bocce teams that Lifetime collects and retains, as provided in Section 4 of the Agreement, the additional not-to-exceed amount payable by City to Lifetime pursuant to Section 3 of the Agreement shall be as follows:

TERM: Calendar Year 2024: \$28,398

POTENTIAL
EXTENSION #1: Calendar Year 2025: \$31,238

POTENTIAL
EXTENSION #2: Calendar Year 2026: \$34,361

The parties acknowledge that the not-to-exceed amounts stated above are based on fourteen (14) bocce teams registering per season for each of the three seasons paying the per team per season registration fee amounts set forth in Section 4 of the Agreement. The parties agree that if more than fourteen (14) teams register in any season, the compensation described in this Exhibit A which is paid to Lifetime will be decreased by Three hundred seventy four dollars and fifty three cents (\$374.53) in calendar year 2024, and if the Agreement is extended, four hundred eleven dollars and ninety eight cents (\$411.98) in calendar year 2025, and four hundred fifty three dollars and eighteen cents (\$453.18) for calendar year 2026 for each team registering above fourteen (14) teams for that season.

When Lifetime invoices the City at the end of each season, Lifetime shall include in its invoice the number of teams which were registered for that season.

After receipt of an invoice, the City may request that Lifetime makes information about Lifetime's costs and expenses related to bocce services under this Agreement available to City staff during Lifetime's regular business hours for audit.

City and Lifetime may agree at the end of each season whether Lifetime will submit an invoice which requests a pro-rata share of the compensation described in this Exhibit A allocated by 1/3 for each season, less any decrease for more than Fourteen (14) teams registered; or whether Lifetime will wait for the end of the Fall season to seek payment of such compensation.

February 8, 2024
Item 6

**TITLE: REVIEW AND COMMENT ON THE PILOT PARK AMBASSADOR
PROGRAM**

SUMMARY

The Parks and Recreation Commission requested that staff review the Livermore Area Recreation and Park District (LARPD) Park Ambassador Program and bring back a similar program concept for the City of Pleasanton. This report summarizes the research done on the LARPD program and recommends a pilot program for the City of Pleasanton.

RECOMMENDATION

Review and comment on the pilot Park Ambassador Program.

BACKGROUND

At the August 10, 2023, Parks and Recreation Commission meeting, Commissioner Deckert recommended adding an Adopt-a-Park program to the City of Pleasanton, modeled after the LARPD program during the Matters Initiated portion of the meeting. The commission agreed.

City staff worked with staff from LARPD to learn about the program, including the positives and negatives, lessons learned, and gather materials they use successfully to run their program.

DISCUSSION

This program enlists volunteers, or Park Ambassadors, to help keep our parks clean, safe, and enjoyable. Each volunteer is assigned a neighborhood park, or a portion of a larger community park, to visit each week or as the volunteer's schedule allows. Park Ambassadors act as an additional set of eyes and ears to assist maintenance staff as well as being a resource for other citizens using the parks. Ambassadors are encouraged to learn about the history of their assigned park as well as some of the plants and trees. Responsibilities include but are not limited to, reporting any safety hazards, reporting broken or vandalized amenities, removing litter, and light weeding. Ambassadors are not park police and their role is not to enforce park rules, which could lead to a confrontation between the Ambassador and park user.

In the City's pilot program, Park Ambassadors will take part in a group onboarding meeting or possibly work one-on-one with a city employee for onboarding if no

upcoming onboarding meetings are scheduled. During this meeting, the Ambassador Handbook will be reviewed (see Attachment 1), and staff will go over the program, responsibilities, rules, issues to report, how to report issues using the City's MaintStar service request portal, dos and don'ts, and how to report volunteer hours. Ambassadors will also be provided a tool kit that will include a vest with a logo, bucket, and litter grabber.

The initial concept for the pilot program would be to solicit a small group of volunteers to adopt a park in their neighborhood, take part in the Ambassador onboarding, and begin volunteering in their assigned park. Staff recommends the initial pilot volunteer group be the Parks and Recreation Commission members, and potentially expand from there depending upon the success of the pilot program. Success will be measured through tracking of issues reported in MaintStar and feedback from the pilot participants.

The proposed Park Ambassador program could provide many benefits to the City's parks and the community. The benefits include reporting hazardous conditions and maintenance issues, removing litter, and keeping a watchful eye on the park in general. It will also provide an opportunity for volunteerism in an informal and at-your-own-pace format.

The impacts of a full-scale program would largely be on staff time. The initial staff time required can be divided into the creation of the program, which would include getting the literature finalized, webpage created, program responsibilities delegated, community outreach, and Ambassador onboarding. Once the program is running, depending on the number of volunteers, additional staff time could be required to process additional work requests, request investigations if the issues reported are not clear or already known, and follow-up communications.

In our discussion with LARPD, staff cited benefits that include: providing an opportunity for citizens to get involved in the parks and community, having another person on the parks team, as well as having a group of volunteers to solicit for larger volunteer projects. They noted that their program is fairly informal and impacts on the staff are not overly burdensome. LARPD staff does respond to every Ambassador question and/or request. Their program was developed based on community feedback to provide volunteer opportunities, and not due to a lack of park maintenance. LARPD indicated that participation in the program can vary and is typically in the ten-to-twenty-person range.

EQUITY AND SUSTAINABILITY

Not applicable, as this item is an administrative matter of City business.

OUTREACH

None at this time.

STRATEGIC PLAN ALIGNMENT

This action advances the following Citywide goals and strategies:

ONE Pleasanton Citywide Strategic Plan (Attachment 2)

- *Funding Our Future*, Strategy 1 - Develop a long-term strategy for funding operations and maintenance needs to ensure the reliability of community-owned facilities and infrastructure and continuity of City services.
 - *Building A Community Where Everyone Belongs*, Strategy 3 - Implement high-priority items from the Library and Recreation Strategic Plan to continue to deliver activities and programs that meet the needs and interests of the community.
 - *Investing In Our Environment*, Strategy 7 - Continue to invest in parks, bicycle, and pedestrian infrastructure, and public art to improve traffic safety, promote climate resilience, and increase equitable access to cultural and recreational opportunities.
- Library and Recreation Strategic Plan (Attachment 3)
 - Goal B Community Engagement, Customer Service and Communication, Strategy 12 - Identify opportunities for increasing our partnerships with City departments, local agencies, businesses, and organizations to extend the reach of the department to meet community needs and interests.

FISCAL IMPACT

The fiscal impacts are not currently quantified and will vary depending on the popularity of the proposed program. Administratively, staff time will be required for program development and promotion, webpage creation, correspondence, Park Ambassador onboarding meetings, tracking volunteer waivers and work hours, and providing program updates to the Parks and Recreation Commission. Customer Service staff time will be required to manage additional MaintStar work requests, some of which could be duplicates submitted by citizens. Parks Division staff time will be required to review and respond to Park Ambassador requests, provide request status updates, as well as general communications between the Park Ambassadors and Park Supervisors and/or the Parks Division Manager. Additional staff time will be required to order and assemble the Ambassador tool kits, which initially will include a vest with logo, bucket, and litter grabber.

Submitted by:



Giacomo Damonte

Attachments:

1. Draft Program Guide
2. LARPD Park Ambassador Handbook
3. [Citywide Strategic Plan \(online\)](#)
4. [Library and Recreation Strategic Plan \(online\)](#)

CITY OF PLEASANTON

PARK AMBASSADOR PROGRAM

CITY OF PLEASANTON - LIBRARY AND RECREATION

400 Old Bernal Ave.

925-931-3400

CITY OF PLEASANTON – PUBLIC WORKS

3333 BUSCH RD.

925-931-5500

PLEASANTON, CA 94566

CONTACTS

Parks Division Manager:

Giacomo Damonte

gdamonte@cityofpleasantonca.gov

Recreation Supervisor:

TBD

@cityofpleasantonca.gov

925-931-3400

Pleasanton Police (Non-Emergency)

925-931-5100

Parks Staff / Public Works Customer Service

M-F 7:00 am – 3:30 pm

pwd@cityofpleasantonca.gov

925-931-5500

Animal Control

Lost, Injured or Dead Animals

Call Police Non-Emergency

925-931-5100

ABOUT THE PROGRAM

This program enlists volunteers to help keep our parks clean, safe, and enjoyable. Each volunteer is assigned a neighborhood park, or a portion of a larger community park, to visit each week or as the volunteer's schedule allows.

Ambassadors will act as the eyes and ears of their assigned park through regular visits and reporting feedback.

AMBASSADOR RESPONSIBILITIES

- Learn your park's history, flora and fauna, and park amenities to share with visitors.
- Report any safety hazards, graffiti, damaged park amenities, or broken sprinklers.
- Litter removal and light weeding as needed.
- Provide park usage information.

RULES AND REGULATIONS

- Your safety is of utmost importance. While visiting or working in your park, please exercise safety precautions and do not feel compelled to do anything or go anywhere that you are uncomfortable with.
- Ambassadors should visit their assigned park weekly.
- Please abide by ALL posted park rules and be familiar with park boundaries.
- Park visits are to be during park hours only (dawn to dusk).
- It is not your responsibility to enforce the park rules or confront other park users. Providing information on the park rules when asked is fine or refer them to Public Works Customer Service at 925-931-5500.
- Keep your Park Ambassador kit with you during your park visit.
- Report your volunteer hours to the Library and Recreation Department utilizing the provided form or website link.

Volunteer Hours Report:

<https://www.cityofpleasantonca.gov/your-community/pleasanton-library/get-involved/>

REPORTING A PROBLEM

Report the following issues by using the MaintStar portal

<https://cityofpleasanton.maintstar.co/portal/#/default-1/1/myRequests>. Be sure to identify yourself as a Park Ambassador when submitting issues.

- Downed trees, broken tree limbs
- Graffiti. Please include a photo and information on the specific location of the graffiti.
- Damaged park amenities such as benches, playground equipment, drinking fountains, etc.
- Broken sprinklers or water bubbling up from the ground. Please include a photo and information on the specific location of the issue.
- Non-operable pathway lights. Please include the park name, light pole number, and a photo.
- Hazardous materials, drugs, syringes, etc.
- Illegal dumping
- Construction of unauthorized bike jumps or bike tracks

To report urgent safety concerns please call Public Works Customer Service at 925-931-5500.

If you find dead, injured, or lost animals please contact Pleasanton Police non-emergency at 925-931-5100.

Call 9-1-1 in cases of:

Fire, injured or incapacitated persons, found weapons or firearms, or any other emergency.

DOs

- DO use the litter grabber to pick up any litter.
- DO place all bagged litter/trash in park trash cans to ensure pick up.
- DO be mindful of your surroundings and keep out of harm's way.
- DO be mindful of park maintenance activities.
- DO wear your Park Ambassador vest, sturdy close-toed shoes, work gloves, and clothing that is appropriate for the work being done and the weather conditions. You are a representative of the City of Pleasanton.
- DO carry a cell phone for emergencies.
- DO enjoy yourself! If you're enjoying and appreciating the park and outdoors, your neighbors will too.

DO NOTs

- DO NOT attempt to enforce any violation. Your focus is on being an ambassador for the park, not an enforcer.
- DO NOT go into any bodies of water, canals, channels, or creeks.
- DO NOT pick up heavy/awkward objects, such as tires or discarded appliances. Report these items via the MaintStar portal. Parks maintenance staff will remove the objects.
- DO NOT pick up any items that you suspect are toxic or hazardous, such as syringes, soiled or bloody clothing, chemical containers, suspicious packages, or weapons. When in doubt, leave it be and report it via the MaintStar portal.
- DO NOT pick up dead animals or attempt to move or pick up sick animals. This includes birds. Call Animal Control via the Police Department non-emergency line at 925-931-5100.
- DO NOT attempt to work in inclement weather or on hot days. Heat illness can be serious.
- DO NOT enter any construction site.
- DO NOT enter park maintenance staff work areas.



Livermore Area Recreation and Park District

NEIGHBORHOOD PARK AMBASSADOR PROGRAM

PARK AMBASSADOR HANDBOOK

"LET'S PARK!"

**ROBERT LIVERMORE
COMMUNITY CENTER**

4444 East Avenue
Livermore, 94550
(925) 373-5700

CONTACTS

Community Outreach Supervisor:

David Weisgerber
dweisgerber@larpd.org
925-373-5765

Volunteer Coordinator:

Andrea McGovern
amcgovern@larpd.org
925-373-5724

Livermore Police (Non-Emergency)

925-371-4987

Parks Staff

M-F | 7 am - 3:30 pm or Voicemail
925-960-2440

Park Staff Weekend Contact

925-382-3331

Animal Control

Lost, Injured or dead animals
925-371-4987

ABOUT THE PROGRAM

This program enlists volunteers to help keep our parks clean, safe, and green. Each volunteer would be assigned a neighborhood park or section of a larger community park to visit each week.

Ambassadors will act as the eyes, ears, and experts of their neighborhood park through regular visits and reporting feedback.

AMBASSADOR RESPONSIBILITIES

- Learn your park's history, flora, and fauna to share with visitors
- Report any safety hazards, graffiti, damaged equipment or broken sprinklers
- Assist with special projects
- Update informational kiosks with current program information
- Light weeding and litter removal as needed
- Provide park usage information
- Assist with implementing future programming in parks



RULES AND REGULATIONS

- Your safety is of utmost importance. While working in your designated park, please exercise safety precautions and do not feel compelled to do anything or go anywhere that you are uncomfortable with.
- Ambassadors should visit their assigned park weekly.
- Please abide by ALL posted park rules and be familiar with park boundaries.
- Park visits are to be completed during park hours only (dawn to dusk).
- Keep your Park Ambassador Kit with you during your park visit.
- Park Ambassadors under the age of 18 must be accompanied by an adult.
- **Fill out a Park Visit Report after each visit (see below)**

Park Visit Report:
bit.ly/parkreport

If you find dead, injured, or lost animals:

Call Animal Control at 925-371-4987

Call 9-1-1 (or Livermore Non-Emergency PD: 371-4987 in cases of:

Fire, injured or incapacitated persons, found weapons or firearms or any other emergency

REPORTING A PROBLEM

Report the following issues using community feedback at larpd.org

- Downed trees, broken tree limbs
- Cracked or lifted concrete
- Graffiti (take pictures and provide specifics about the area)
- Damaged park bench or playground equipment (use caution tape and report)
- Yellowing grass areas, dying plants or trees (take pictures and provide specifics about the area)
- Broken sprinklers, leaky pipes
- Hazardous materials, drugs, syringes, etc.,
- Any safety hazards not mentioned

Reporting a safety concern

Please email Andrea McGovern at amcgovern@larpd.org to notify of any safety concerns.

DOs

DO complete a report form after each visit.

DO use the litter grabbers to pick up any litter.

DO place all bagged litter/trash in park trash cans to assure pick up.

DO be mindful of your surroundings and keep out of harms' way.

DO avoid contact with areas where herbicides have been recently applied.

DO wear your Park Ambassador vest, sturdy close toed shoes, safety gloves and clothing that is appropriate for the weather conditions and as a representative of LARPD.

DO carry a cell phone for emergencies.

DO HAVE FUN! If you're enjoying the park, your neighbors will, too.

DO NOTs

DO NOT attempt to enforce any violations. Your job is to be an ambassador, not enforcer.

DO NOT go into any bodies of water or creeks.

DO NOT pick up heavy\awkward objects, such as tires or pieces of scrap metal – Report these items via Emaint so the Park Maintenance dept can pick them up for you.

DO NOT pick up any items that you suspect are toxic or hazardous, such as syringes, bloody clothing, chemical containers, suspicious packages or weapons.

DO NOT pick up dead animals – Call Animal Control.

DO NOT attempt to work in inclement weather.

DO NOT enter any construction areas.

