

# Parks and Recreation Commission



## REGULAR MEETING MINUTES

**Date:** 9/28/2022  
**Time:** 6:30 p.m.  
**Location:** Zoom

### A. Call To Order

Vice Chair Baskin called the meeting to order at 6:45 p.m.

### B. Roll Call

**Present:** Baskin, Bunyagidj, Diepenbrock, Theriault  
**Absent:** Bryman, Brosnan, Joshua  
**Staff:** Library and Community Services Director Sean Reinhart, Acting Assistant  
Community Services Director Rondell Howard, Management Analyst Ashley Walker

### C. Public Comment

- Brian Kissel requested clarification regarding when survey findings for pickleball will be addressed by the Commission.

### D. Presentations and Proclamations

#### D1. Registration management software update

Management Analyst Walker made the presentation (Attachment).

The Commission thanked staff for the update and expressed excitement for the new software.

#### D2. Commemorative park amenities

Director Reinhart made the presentation (Attachment).

The Commission received clarification regarding commemorative park amenities requests and the potential for a waitlist.

### E. Regular Business

#### E1. Approve minutes from August 24, 2022 meeting (Attachment)

**ACTION:** Motion and second (Diepenbrock/ Theriault), to approve the minutes from the August 24, 2022 meeting, passed 4-0 (Bryman, Brosnan, and Joshua absent).

#### E2. Establish a procedure for the annual selection of Chair and Vice Chair (Staff Report PRC-2022-023)

Item E2. was continued to the October 26, 2022 meeting.

E3. Review results of recreation and community programs survey (Staff Report PRC-2022-024)

- Brian Kissel spoke in support of prioritizing pickleball.
- Pierre Cintra spoke in support of pickleball.

The Commission discussed ideas and best practices for using survey results when programming for the new Menlo Park Community Campus (MPCC).

**F. Informational Items**

F1. Parks and Recreation Commission work plan update (Staff Report PRC-2022-025)

Director Reinhart introduced the item and reported that City Council reviewed and approved the Parks and Recreation Commission work plan on September 20, 2022, with the request to add the development of recommendations for City-hosted community events.

F2. Parks and Recreation Commission tentative agenda calendar (Attachment)

- Vice Chair Baskin requested Commissioner Diepenbrock join agenda planning for the October 26, 2022, meeting.
- Commissioner Diepenbrock suggested moving pickleball item to the top of October meeting.

**G. Commissioner Reports**

G1. Individual Commissioner reports

- Commissioner Diepenbrock spoke on attending a tour of Flood Park.
- Commissioner Bunyagidj spoke on the annual Resource Fair.
- Commissioner Theriault spoke on the Belle Haven Park pilot.
- Vice Chair Baskin thanked staff for their work on adult softball.

**H. Adjournment**

Vice Chair Baskin adjourned the meeting at 8:03 p.m.

Rondell Howard, Acting Assistant Community Services Director



# XPLOR RECREATION

Software implementation update

Parks and Recreation Commission September 28, 2022

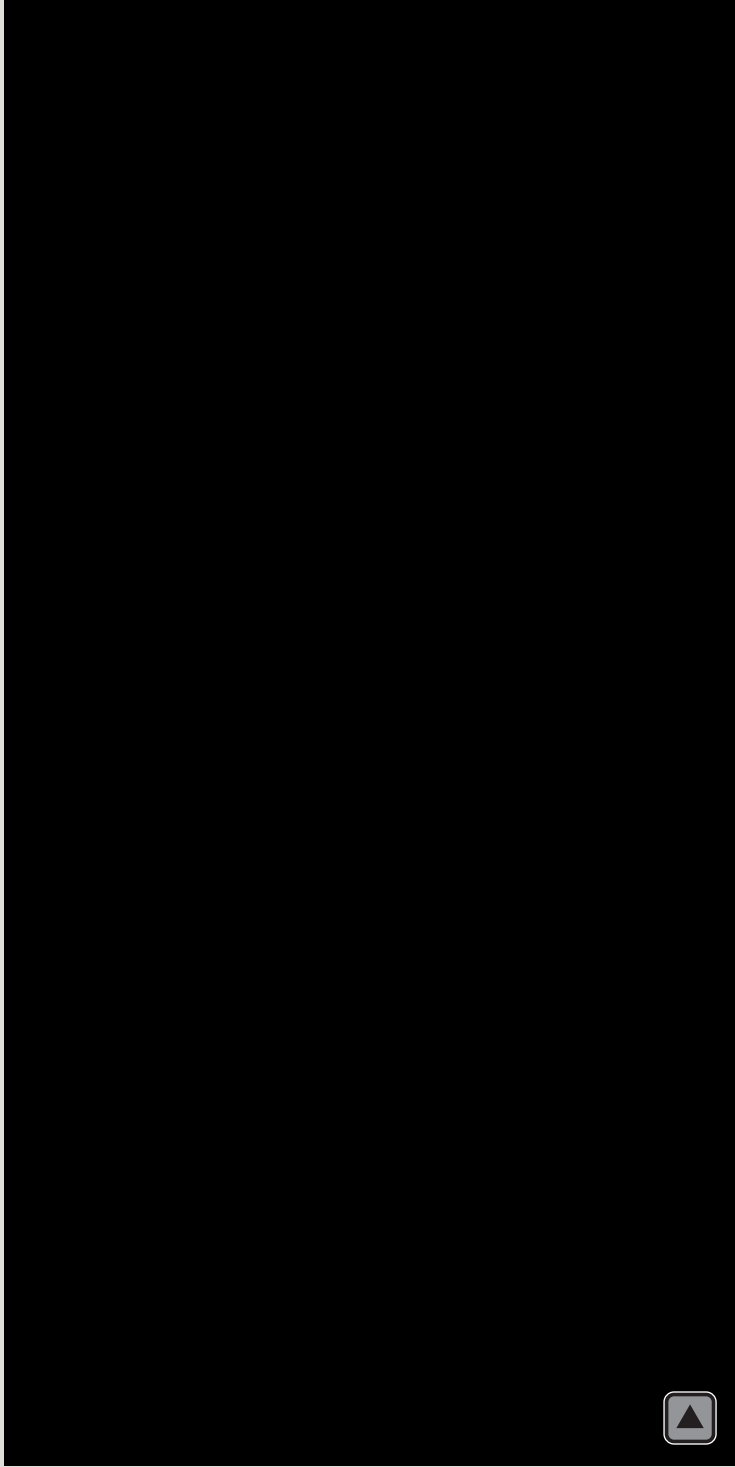






# CURRENT USER EXPERIENCE

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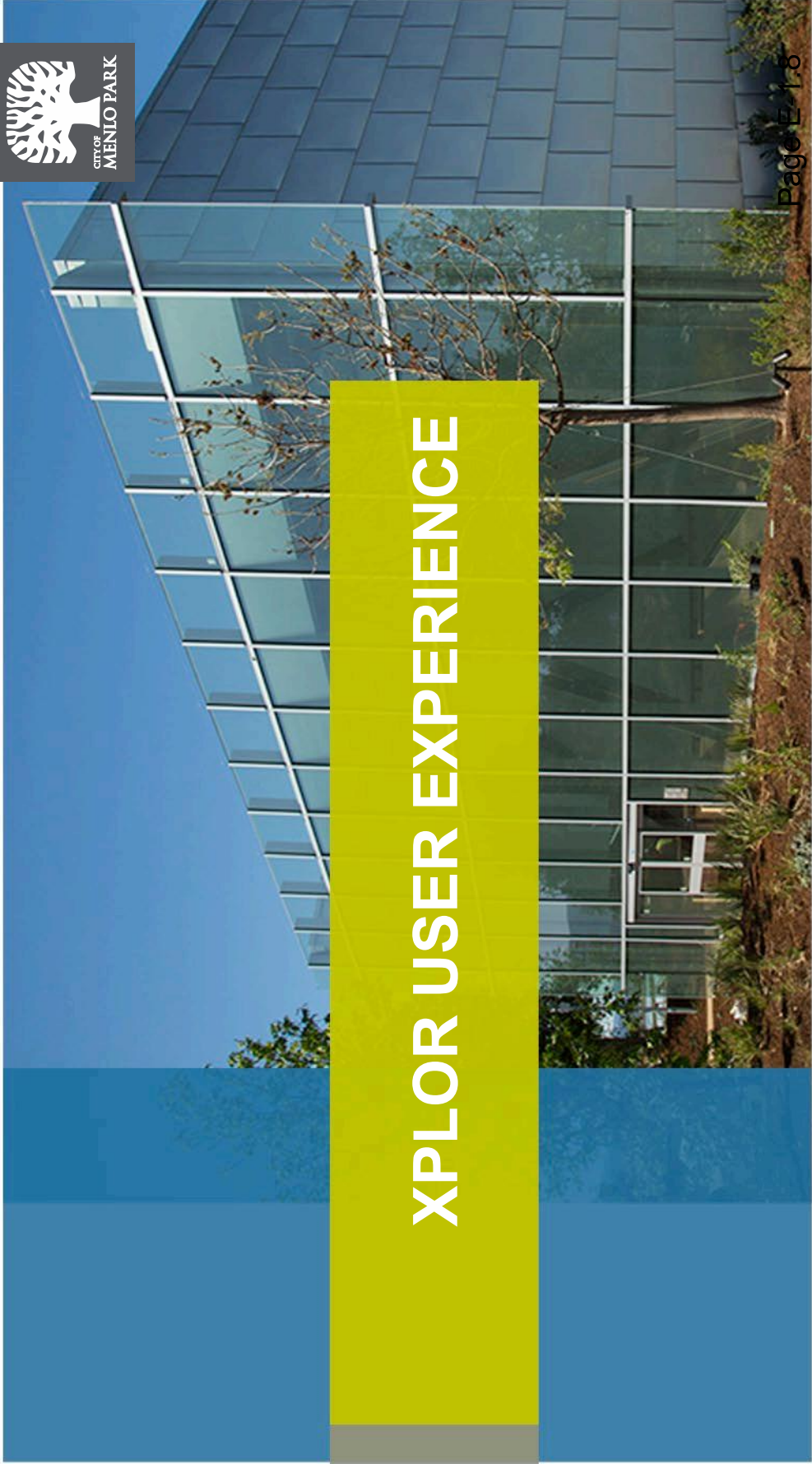
## CURRENT USER EXPERIENCE

- Limited or no ability to reserve online
- User must call a staff member
- Contracts are PDF attachments, no digital signatures
- Inconsistency in descriptions and formatting
- Not intuitive to navigate
- Doesn't meet user expectations



## CURRENT USER EXPERIENCE

- City council adopted the IT master plan which called for a new registration system to address these issues.
- On March 8, 2022 City Council authorized Xplor Recreation (formerly known as PerfectMind) as the new registration system.



# XPLOR USER EXPERIENCE



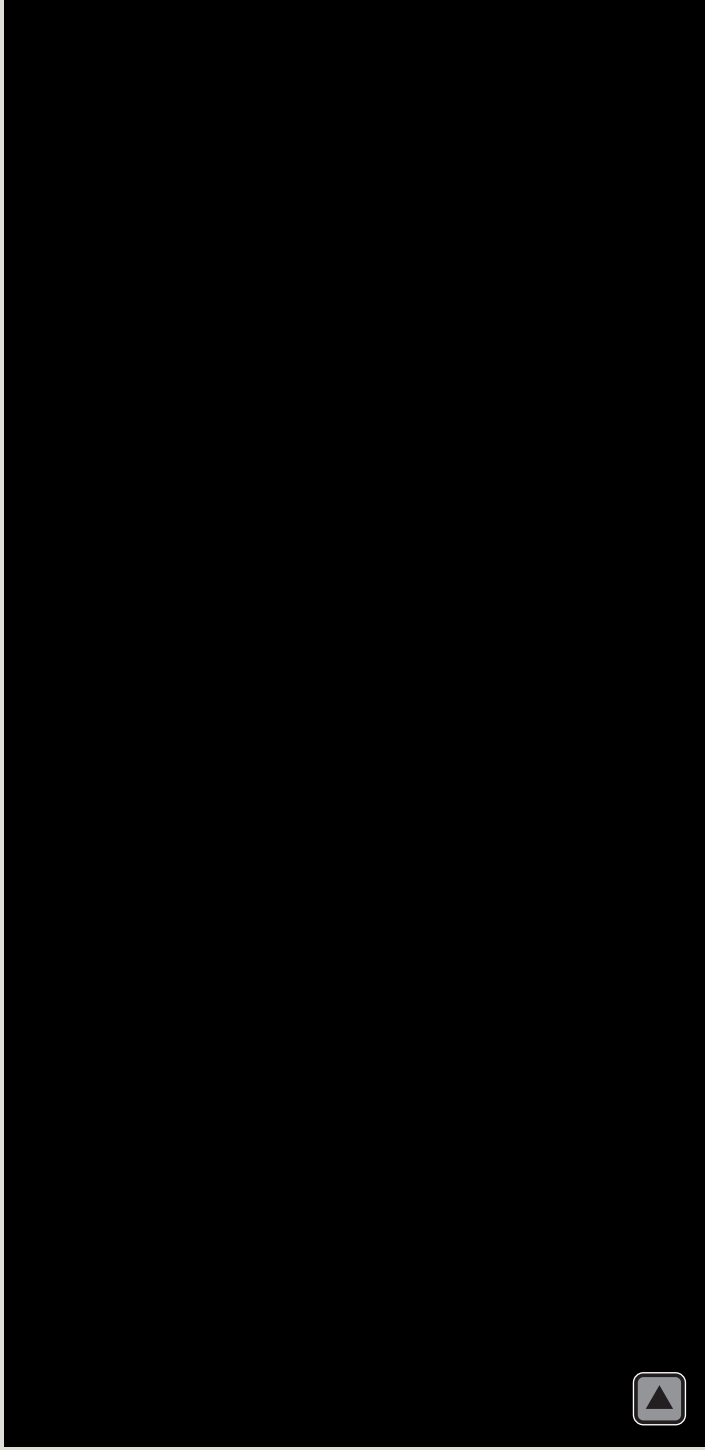


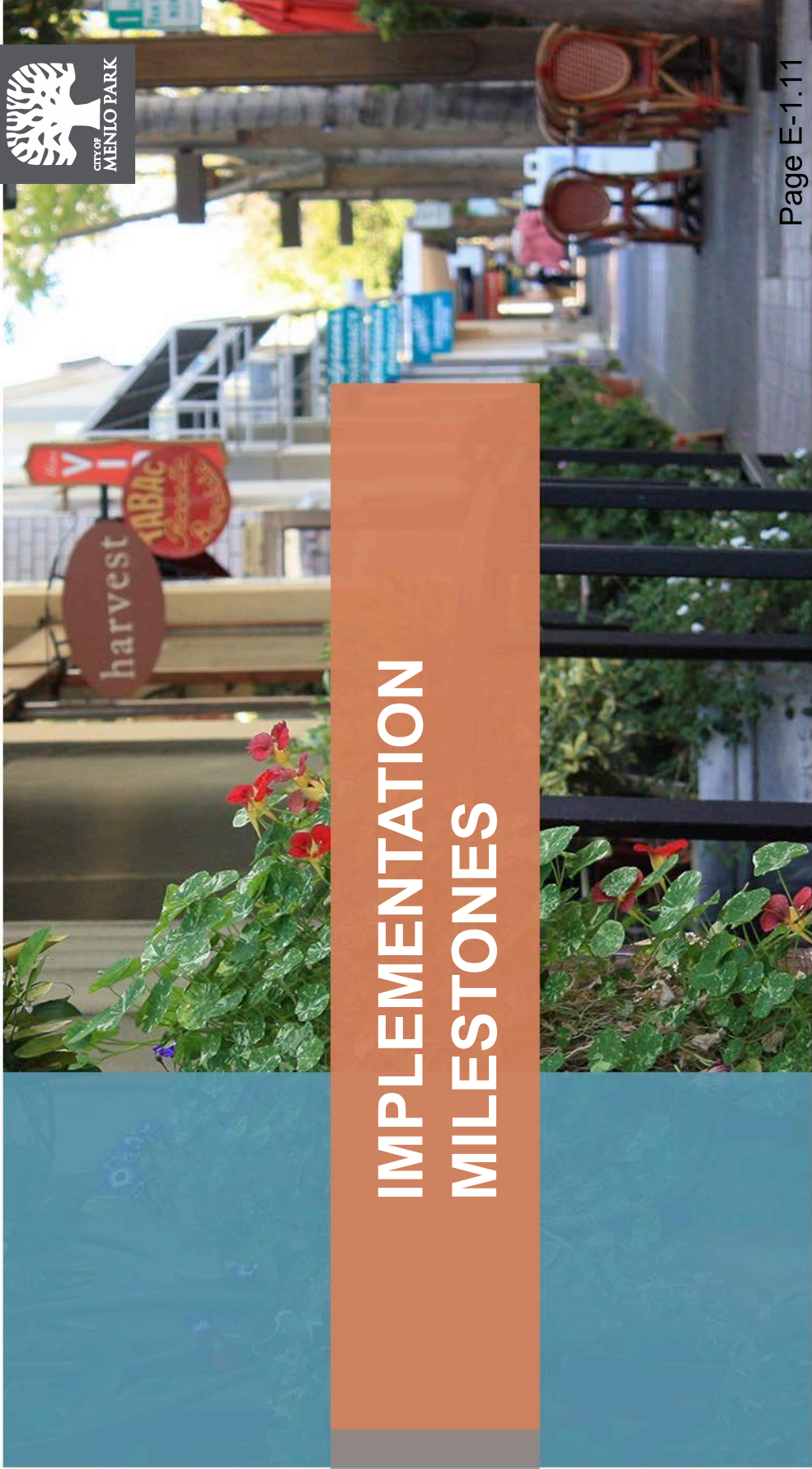
## XPLOR SOFTWARE USER EXPERIENCE

- Ability to reserve online
- User may book certain facilities without contacting staff
- Contracts are a more interactive experience
- Descriptions will be consistent
- User experience is more aligned with expectations
- Demo is a test site (not final product)



# XPLOR SOFTWARE USER EXPERIENCE





# IMPLEMENTATION MILESTONES



## COMPLETED CONFIGURATIONS

- General ledger codes
- Fees
- Staff permissions
- Locations
- Facilities (parks, rooms, fields)
- Contracts
- Services
- Payment plans (for child care)





## UNDER CONSTRUCTION CONFIGURATIONS

- Facility amenity specifics
- Facility rental agreement online questionnaire
- User experience testing
- Child care registration
- Activities and courses
- Data transfer – senior accounts, current facility rentals, account credits
- Photos and maps
- Automatic confirmation of residency



# USER TRAINING



- Staff have undergone over 100 hours of training during configuration
- Next steps for training:
  - 1. Power user training
  - 2. Post-training follow-up
  - 3. Staff training (customer service and front-line staff)



## USER ACCEPTANCE TESTING

User acceptance testing ensures that end-users accept a software's functionality before it goes live to the public.

Staff members from different divisions and levels will attempt to use the software for realistic business scenarios.

Each attempt will receive a pass/fail rating. Failed items will be resolved with retraining or reconfiguration.

In total, staff will perform and test approximately 200 tasks.





# TENTATIVE TIMELINE

|  |                       |
|--|-----------------------|
|  |                       |
| Configuration validation                                   | October               |
| Bank reconciliation training                               | October               |
| Acceptance form e-training and documentation               | October               |
| Power user training and post-training follow-up            | October/November      |
| User acceptance training                                   | October/December      |
| Additional training by MP staff/Xplor staff                | January               |
| Final acceptance form tests due – Go live acceptance tests | January               |
| Go-live preparation  | January               |
| Remote go-live assistance                                  | February              |
| <b>Go-live date</b>  | <b>February/March</b> |
| Post implementation stabilization                          | February/April        |
| Account management hand-off                                | April/May             |





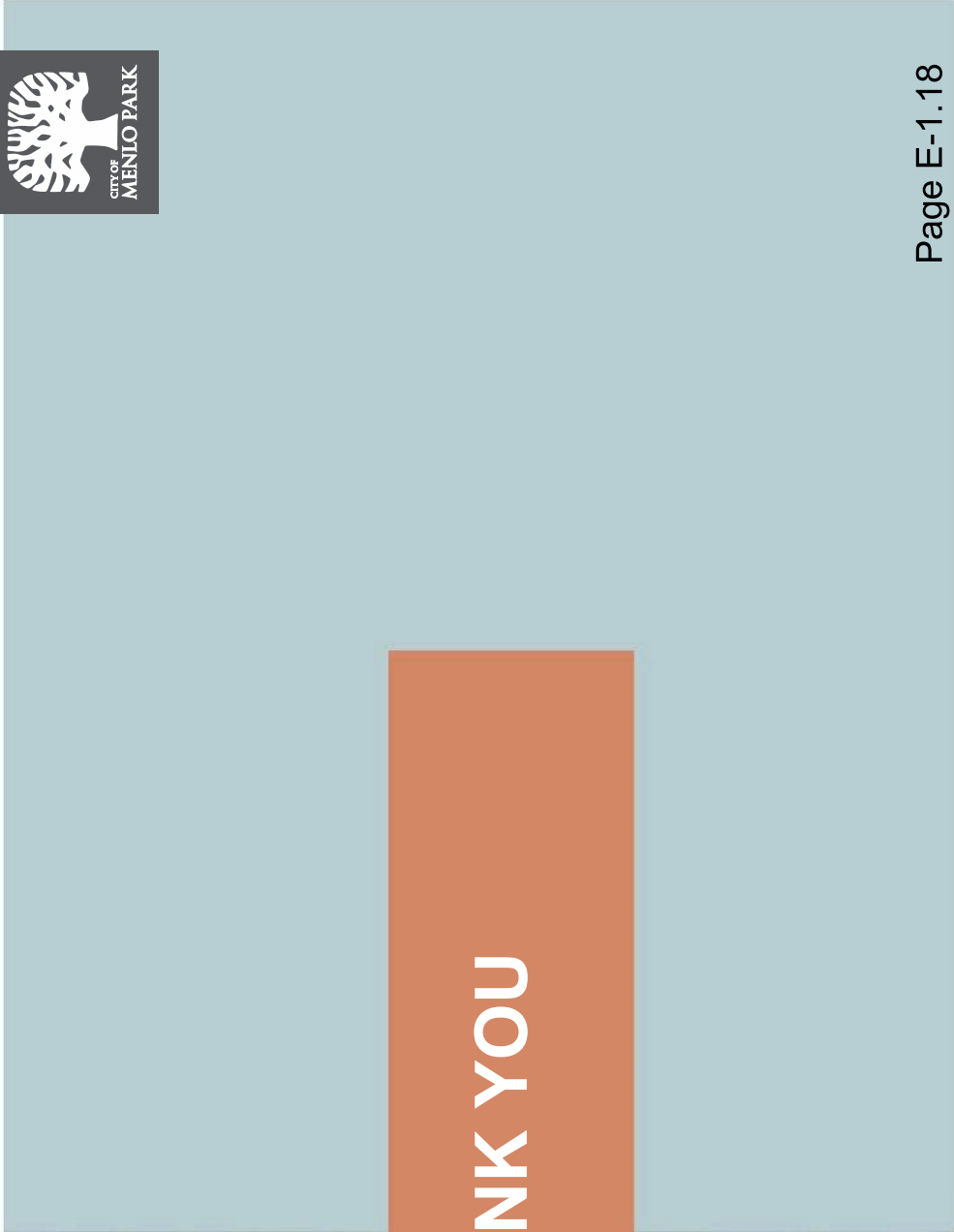
## EXAMPLES TO EXPLORE

- City of Surrey (Embedded Widgets)
  - Recreation Page: <https://www.surrey.ca/parks-recreation/recreation-programs>
  - Program Reg: <https://www.surrey.ca/parks-recreation/activities-registration/broad-search>
- Greater Sudbury (Link Widgets)
  - Community Centre Page (scroll down to the bottom of the page to see the Registration and Facility Booking buttons): <https://www.greatersudbury.ca/play/recreational-facilities/community-centres/>
- City of London (Link Widgets)
  - Rentals: <https://london.ca/living-london/recreation/recreation-rentals>
  - Programs: <https://london.ca/living-london/recreation/programs-courses-registration>
- Bruce Museum (Membership Link Widget)
  - <https://www.brucemuseum.ca/about-us/fees-membership/membership/>
- CRD (Facility Booking Embed Widget)
  - <https://www.crd.bc.ca/ssiparc/facilities/picnic-shelter-gazebo>





**THANK YOU**



# COMMEMORATIVE PARK AMENITIES

Parks and Recreation Commission – September 28, 2022

# Commemorative park amenities

- Plaques or other memorials placed in parks to honor deceased individuals
- Typical locations: park benches, stones, occasionally trees
- Current/past practice:
  - Interested parties encouraged to donate the cost to install a memorial
  - Approximately \$5,000 for a bench with commemorative plaque
  - Public Works coordinated with requesting party on location, verbiage, type of memorial
  - Request-driven; case-by-case evaluation



# Current status

- No written criteria is in place for evaluating memorial requests
- No written policy exists for repairing, replacing, or removing memorials
- No comprehensive written inventory of memorials
- No policy is in place to define the quantity and types of memorials given park can and should have
- No provision exists for memorial requests that lack financial resources to donate the cost of installation
- No public transparency into the process for creating and installing memorials in public spaces.

# Proposed criteria

Prioritize memorials that meet the following criteria:

- Honoree has been deceased at least one year at the time of the request
- Honoree had a significant impact to the Menlo Park community
  - Served on an elected or appointed body in Menlo Park
  - Made significant volunteer contributions to Menlo Park
  - Was a long time employee of the city of Menlo Park
  - Was a recognized Menlo Park community leader
  - Contributed meaningfully to the civic health and progress of Menlo Park
  - Other notable contributions to the community above and beyond the ordinary

# Proposed process

Require one or more of the following steps prior to installing a commemorative park amenity:

1. A City Council proclamation in memory of the departed individual includes direction to install a memorial in their memory
2. A recommendation by a majority of the Parks and Recreation Commission to install a memorial to the departed individual (if the recommendation remains subject to approval by the City Council and/or City Manager)
3. A formal written request (application) submitted to and approved by the City Manager or their designee.

# Repair and maintenance

- The City will maintain any commemorative amenity until it deteriorates beyond its usable lifespan or is damaged beyond reasonable repair.
- The City reserves the right to remove any memorial that has been evaluated and deemed beyond reasonable repair.
- Once removed, the City will not replace any amenity unless the replacement process is completed again.
- The City shall maintain an accurate inventory of all memorials on City property and shall evaluate their condition at least every four years.
- Honoree's family may take ownership of any amenity that is removed from the City.



# Cost of installation

- Community members are welcome and encouraged to donate the cost of installing a memorial
- Memorials made by proclamation of the City Council shall be in the City's expense
- Selection and placement of commemorative amenities shall not be influenced by the ability or inability of interested parties to financially contribute or donate toward the cost.

