

Community Feedback

D1	No attendees.
D2 / D7	<ul style="list-style-type: none"> o The community wants more information regarding Cost of Service Data and want to know how to access it. o The community recommends having standardize fees for similar programs across the city. o The community wants the process to be thoughtful on pricing; taking into consideration seniors, youths, lower income. o The community wants the money should go directly to the department versus the General Fund. o Regarding scholarship / afterschool programs – the community doesn't think that the 80/20 rule works in all areas o The Community feels that the scholarship program is very important. o Seniors are willing to pay more for services if its equitable. o If prices increase, emphasize on quality.
D3	<ul style="list-style-type: none"> o The community wants a middle option for Cost of Service questions, a combination of both. o The community wants the City to continue offering a variety of classes. o The community feels that certain communities may have different level of benefits o The City should analyze individual community service. o The Community feels that Anti-gang and Anti-litter programs should be a public service. o The public needs more time to provide community input. o The community felt that they needed flexibility with pricing.
D4 & Therapeutics	<ul style="list-style-type: none"> o The community feels that public facilities and services should be top priority. o There is concern regarding the availability / use of facilities for neighborhood groups who partner with the city for outreaching efforts. o The community thinks that it is important to secure outside funding and support. o The community feels that private programs do provide benefit to community.
D5 & Sports	<ul style="list-style-type: none"> o There is discontent in the community about increasing fees. o There is support for increasing fees using various proposed strategies. o There are pricing concerns regarding low-income areas, seniors, and youth. o The community needs more specific information for cost of services. o The community supports increasing fees to continue maintenance and programs. o To keep costs down some residents felt that the department should evaluate and eliminate programs. o The community feels that the City should benchmark pricing and provide financial assistance to low-income. o The community feels that the City should find other alternatives to raise funds without increasing fees. o The community does not want the City to charge neighborhood associations and SNI groups, but charge others outside of the neighborhood. o Some in the community feels that neighborhood associations are private and should be charged. o Fees should be applied to pay for things such as wheel chair ramps. o PRNS is credited for making a difference and helping the community by preventing kids from gangs. o PRNS has well organized programs such as clean slate, teen centers, and after school programs that have great benefits. o The City should look at corporations like Nike for sports related programs.
D6 & Neighborhood Parks	<ul style="list-style-type: none"> o Regarding Resident/ Non Resident Fees <ol style="list-style-type: none"> 1. Neighborhoods should get exclusivity or discount for local facilities and programs 2. San Jose residents should get discounts, while Non- residents should pay more o The Community feels that people would rather pay more than eliminate services. o The Community feels that people are in favor of higher prices for peak hours/seasons.
D8 & Regional Parks	<ul style="list-style-type: none"> o If PRNS cannot compete in competitive prices – not sure if we should be in that type of business. o The City should increase / diversify recreation programs rather than reduce or/and eliminate programs. o The City should find ways for youth to get active o The City should track value of in-kind services. o The community feels that the City should take thoughtfulness into consideration about pricing programs. o There should be a price structure difference between resident and non-residents. o The City needs to improve information outreach to the public. o The City should research what competitors are charging and then decide on pricing strategy. o The City should analyze costs and improve efficiency.
D9 & Aquatics	<ul style="list-style-type: none"> o The community would like to be able to arrange and manage their own activities in the city facilities. Qualified volunteers should be allowed to staff the center with no city employees or janitors present. o City employees could actively help and train citizen groups, who would like to use the facilities, and instruct them how to use and care for the facilities. o The community feels that programming should become systematic. The City should look at participation levels, eliminate low benefit programs or advertise to increase participation. o The City should know the purpose of program and evaluate outcome. o The community wants to the City to keep the centers open and recommended allowing those who want to pay more as well as offering low prices. o The City should look at direct community benefit not just amount of money being generated. <p>The major themes are accessibility, fees and charges, residents who depend on our programs and will not be able to afford higher rates.</p>
D10	<ul style="list-style-type: none"> o The community feels that overhead expenditures are high and inefficient. o Most attendees were concerned with senior nutrition; afraid programs will be cut or will be priced too high; they want prices kept low or free. o During the meeting, there was a lot of confusion with cost of service and specifically “units of service.” o Public restrooms in Parks should stay open on holidays too.

<p>Senior Centers Region 1 & 2</p>	<ul style="list-style-type: none"> o The senior community may be able to pay fees for some services as long as there is also a sliding scale in place for those on limited or fixed incomes. o The senior community through it's volunteerism and Advisory Councils are already providing significant support (financial and in-kind) to existing senior programs and services. o The community feels that aggressive marketing of programs, services, classes and rental opportunities is still needed. o The City needs to institute changes within the senior community on an incremental (slow) basis so seniors have time to adjust to the changes/fees.
<p>Senior Centers Region 3 & 4</p>	<ul style="list-style-type: none"> o There is disagreement with the definition of private benefit: All benefit levels still have some community benefit. o PRNS should provide data showing disbursements among programs. o The group seeks consistency in pricing for similar programs. o Group felt strongly about programs and services for seniors being a necessity and that even a Gerontology Class had public benefit because it keeps the senior mentally and physically active which benefits the entire community. o The community wanted an in-between option for Cost of Service questions.