

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 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.
Senior Centers Region 1 & 2	<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.

Senior Centers
Region 3 & 4

- There is disagreement with the definition of private benefit: All benefit levels still have some community benefit.
- PRNS should provide data showing disbursements among programs.
- The group seeks consistency in pricing for similar programs.
- 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.
- The community wanted an in-between option for Cost of Service questions.