

1. Public Services Agenda June 21, 2022

Documents:

[PUBLIC SERVICES AGENDA 06 21 22.PDF](#)

2. Public Services Packet June 21, 2022

Documents:

[PUBLIC SERVICE PACKET 06 21 22.PDF](#)

3. Public Services Minutes June 21, 2022

Documents:

[PUBLIC SERVICES MINUTES 06 21 22.PDF](#)

-NOTICE OF MEETING-
Public Services Committee Tuesday June 21st, 2022
5:30 P.M.
Carthage City Hall, Council Chambers
326 Grant, Carthage MO 64836

AGENDA

Old Business

1. Consider and approve minutes from the previous meeting.

Citizens Participation (Citizens wishing to address the Council or Committee should notify the City in advance and provide the item they want to address in written format at least 24 hours before the meeting. Please call Chelsea Cholley at the Parks & Recreation office at 417-237-7035 or email c.cholley@carthagemo.gov.)

New Business

1. Consider and Discuss Pricing and Cost Recovery Policy
2. Consider and Discuss Merchant services for CivicRec Park Department software.

Staff Reports

Other Business

ADJOURNMENT

**PERSONS WITH DISABILITIES WHO NEED SPECIAL ASSISTANCE CALL
417-237-7000 (VOICE) OR 1-800-735-2466 (TDD VIA RELAY MISSOURI) AT LEAST 24 HOURS
BEFORE MEETING.**

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PUBLIC SERVICES COMMITTEE MINUTES

Tuesday, May 17th at 5:30 pm

Carthage City Hall, Council Chambers

Public Services Committee Members Present: Ceri Otero, Ed Hardesty, Trudy Blankenship, Brandi Ensor

Members Absent: N/A

Staff Present: Greg Dagnan, Mark Peterson, Chelsea Cholley

Non-Members – Caleb Stiles, Abi Almandinger, John Hacker, Robin Blair

Councilwoman Otero called the meeting to order at 5:32 pm.

Old Business

1. Consider and approve minutes from the previous meeting.

Ms. Ensor moved to correct the names of those making motions.

Motion Carried

Ms. Ensor moved to approve the minutes as amended.

Motion Carried

New Business

1. Consider and Discuss Pricing and Cost Recovery Policy.

Mr. Peterson discusses the need for a pricing and cost recovery policy and outlines the Price and Recovery Policy draft that has been created to identify in what cases there will be a need to set pricing to recover costs. The Pricing and Cost Recovery policy draft outlines pricing and how it is determined. Mr. Peterson states that this is determined by the Cost Recovery Pyramid, the foundation of the pyramid representing the community benefit that is mainly serviced by taxes and as you move up in the pyramid the pricing is more likely to need added user fees for activities with more individual benefit. Mr. Peterson states that this will also need to have the ability to adapt to provide a consistent level of service to the community. Mr. Peterson requested the committee members provide feedback and suggestions to complete the draft. This Pricing and Cost recovery Policy is planned to be brought back to the Public Service Meeting in June with a final draft for committee action.

No action was taken.

2. Consider and Discuss Special Events Guidelines.

Mr. Peterson discusses the need for Special Event Guidelines to help determine what would define a special event and what the processes would need to be followed by those interested in putting on events. Currently, there have not been any set processes or guidelines for special events readily available for those who are needing to know what is required to put on an event. Mr. Peterson explains that these in conjunction will help us determine prices, insurance that is needed, and any documentation the city may need from individuals. This will create consistent information for anyone interested in organizing any events in any city building, parks, or needing special services from police or fire. The Special event Guidelines are in draft form and committee members are requested by Mr. Peterson to provide feedback.

No action was taken.

3. Consider and Discuss Professional Services Recommendation for Phase I; Our Town, Our Time Projects.

Mr. Peterson discussed the RFQ that was processed with a response from four companies. There were responses received from Paragon Architecture, Hunter & Millard Architects Inc., GLMV Architecture, and Tompkins Architects. They were informed to provide information on team qualifications, experience with the scope of services needed, previous references, the familiarity of Carthage, the staff availability, and their rates. Based on that information Mr. Peterson provided the recommendation of GLMV Architecture due to the qualifications of their team and experience. GLMV Architecture has staff that has experience and familiarity with the Our Town, Our Time projects from previous experience with the Our Town, Our Time Master plan.

Mr. Haredesty motioned to accept the On-call Engineering and Architecture proposal from GLMV Architecture.

Motion Passed Unanimously

4. Consider and Discuss Sudstock 2022.

Mr. Stiles is requesting to use Municipal Park Saturday, June 25th, 12 pm-3 pm for Sudstock, an event hosted by The Alliance of SWMO and Carthage Caring Communities Coalition. Mr. Stiles explained that this event had been previously named Mudstock and will be an event open to the public to participate in raising

funds that will be used to provide education, resources, And activities to the children and families of Carthage.

Mr. Hardesty motioned to approve the use of Municipal Park from 12 pm-3 pm for Sudstock 2022 on June 25th.

Motion Passed Unanimously

Staff Reports

-Mr. Peterson states there is potential to trade Walnut Bottoms for property adjacent to Kellogg Lake. Our Master Plan recommendation for Walnut Bottoms is to abandon the property. It currently is closed to the public due to safety issues and the adjacent property owner's request. The committee stated they would be interested in getting more information on trading Walnut Bottoms. This will be further researched and brought to the committee at a later date.

-Mr. Peterson states that there is an opportunity to receive property the Methodist Church currently owns in hopes to be used by the city and Farmers Market. This would allow more space and a covered area for the Farmer's Market and would not take up Central Park property. The committee was interested in getting more information on this opportunity. This will be further researched and brought back to the committee at a later date.

-Mr. Peterson stated that Great American Day went well and had a good turnout.

- Food Truck Friday for April was successful with wonderful attendance.

Councilman Hardesty made a motion to adjourn.

Motion Passed

Meeting adjourned at 7:22pm.

May 2022 Parks Report

General:

Currently the Parks and Recreation Department crew consists of the Parks Superintendent, 2 full time staff, and 4 Seasonal employees. May still provided a challenge with finding staff. Near the end of the month, we were able to acquire a majority of our allotted Team. We had one full time and one seasonal staff scheduled to start the first week of June.

The month of May consists of getting Municipal Pool and Central Pool cleaned and/or painted, filled, and brought online for the season. Pressure washing Municipal Pool generally takes 2 team members approximately 2 weeks to clean prior to filling. In years where painting is required, this takes an additional 2 weeks or preparation and painting.

Parks Superintendent had multiple meetings with Vision Carthage, Sudstock planning committee, Saddle Club, YMCA, and other groups, preparing for upcoming events.

Municipal Park:

Reassembled plumbing in Pool House and turned on water. Pressure washed pool, repaired broken ladder steps, installed drain covers, and started filling pool. Due to waiting on a decision if the pool was going to open for the season, due to budget constraints, we were a week behind schedule to begin work. The pool was slated to open 5-28-22, but due to water level being too low for opening day, we called on CWEP and the Fire Department to assist with filling the pool to proper level. Pool was able to open on 5-29-22.

Set up and cleaned up from multiple reservations, school visits to the playground, weddings, family reunions, and birthday parties.

Central Park:

Delivered 40 picnic tables, 21 trash barrels, and barricades for Food Truck Friday. Arrived at 5:30 am Saturday morning to clean up from FTF. Emptied and removed trash barrels, cleaned up ground trash, removed barricades, cleaned and stocked restrooms, and picked up trash from library, church, school, and Fire Department lots. Set up and cleaned up from multiple school outings, reservations, and a wedding.

Griggs Park:

Trimmed park and sprayed for weed control.

Used a backpack blower to clear Pickleball Courts, basketball court, and Skate Park.

Carter Park:

Picked up multiple limbs that had fallen. Ground trash is always a challenge around the park, and usually the most time consuming task during daily clean up.

Kellogg Lake:

Cleaned up debris from flooding. During most floods, we get multiple trees, logs, rocks, gravel, and asphalt left behind in grassy area that we mow. We spend several days walking the entire park to clean up to prevent damage to mowers and protect the citizens. There is also an issue during floods of the road leading down to the Spring River on the South side washing out during floods. This typically creates a hole that is around 4 foot deep, 8 foot wide, and around 40 feet long. This hole has to be filled in prior to opening the gate and allowing access to the river. This requires a backhoe or skid steer getting a

scoops of gravel from the piles along the river, putting them in the hole, spreading it out, packing it in, and the leveling out the bank. This takes 2 to 3 days on average.

Freer Park:

Due to the heavy rains during the month, we were unable to mow weekly. Because of this, once we were able to mow, the grass was very tall and thick, so mowing had to be done slowly, and took multiple times mowing over several days to get it looking better.

Fair Acres:

Fair Acres was a challenge this month. Typically we have two Team members running daily operations, but due to the inability to find additional staff, we were limited to one. With the rain, warm weather, and lack of staff, the park was not able to be maintained to our level of satisfaction. Whenever possible, additional staff was sent out to assist. By the end of the month, we were able to bring the park back up to acceptable standards, and acquire additional staff to maintain at that level.

Roundabouts:

Mowed and trimmed weekly

Pulled weeds from flowerbeds

Senior Center:

Mowed and trimmed weekly

Police Department:

Sprayed all areas around building and parking lot.

Special Events:

Food Truck Friday

TARGETED BUDGETED ROUNDS.....				20,000	2021 - 2022	DIFFERENCE			
	AVG %	BUDGETED 22		ACTUAL		MONTHLY		CUMULATIVE	
	17 - 21	MONTHLY	CUMULATIVE	MONTHLY	CUMULATIVE	AMOUNT	PERCENT	AMOUNT	PERCENT
Jul	13.49%	2,698	2,698	3,246	3,246	548	20.31%	548	20.31%
Aug	12.46%	2,493	5,191	3,174	6,420	681	27.32%	1,229	23.68%
Sep	11.90%	2,379	7,570	2,931	9,351	552	23.20%	1,781	23.53%
Oct	8.03%	1,606	9,176	1,915	11,266	309	19.24%	2,090	22.78%
Nov	4.62%	924	10,100	1,094	12,360	170	18.40%	2,260	22.38%
Dec	2.92%	584	10,684	1,277	13,637	693	118.52%	2,953	27.63%
Jan	2.70%	540	11,224	406	14,043	-134	-24.81%	2,819	25.11%
Feb	3.31%	662	11,886	384	14,427	-278	-41.96%	2,541	21.38%
Mar	6.36%	1,272	13,158	1,230	15,657	-42	-3.27%	2,499	19.00%
Apr	8.49%	1,698	14,855	1,779	17,436	81	4.79%	2,581	17.37%
May	11.34%	2,269	17,124	2,670	20,106	401	17.67%	2,982	17.41%
Jun	14.38%	2,876	20,000	0	20,106	-2,876	-100.00%	106	0.53%
TOTAL	100.00%	20,000							

TARGETED BUDGETED REVENUES				\$ 460,580.00	CITY REVENUE REPORTS	DIFFERENCE			
	AVG %	BUDGETED 22		ACTUAL		MONTHLY		CUMULATIVE	
	17 - 21	MONTHLY	CUMULATIVE	MONTHLY	CUMULATIVE	DOLLAR	PERCENT	DOLLAR	PERCENT
Jul	13.49%	\$ 62,142.90	\$ 62,142.90	\$ 69,440.05	\$ 69,440.05	\$ 7,297.15	11.74%	\$ 7,297.15	11.74%
Aug	12.13%	\$ 55,863.14	\$ 118,006.04	\$ 66,322.69	\$ 135,762.74	\$ 10,459.55	18.72%	\$ 17,756.70	15.05%
Sep	10.75%	\$ 49,532.01	\$ 167,538.06	\$ 70,314.56	\$ 206,077.30	\$ 20,782.55	41.96%	\$ 38,539.24	23.00%
Oct	8.40%	\$ 38,696.40	\$ 206,234.46	\$ 44,260.26	\$ 250,337.56	\$ 5,563.86	14.38%	\$ 44,103.10	21.38%
Nov	4.51%	\$ 20,775.64	\$ 227,010.10	\$ 28,250.37	\$ 278,587.93	\$ 7,474.73	35.98%	\$ 51,577.83	22.72%
Dec	3.35%	\$ 15,432.49	\$ 242,442.59	\$ 26,529.77	\$ 305,117.70	\$ 11,097.28	71.91%	\$ 62,675.11	25.85%
Jan	2.06%	\$ 9,466.80	\$ 251,909.39	\$ 10,287.40	\$ 315,405.10	\$ 820.60	8.67%	\$ 63,495.71	25.21%
Feb	2.63%	\$ 12,126.11	\$ 264,035.51	\$ 36,155.35	\$ 351,560.45	\$ 24,029.24	198.16%	\$ 87,524.94	33.15%
Mar	6.58%	\$ 30,313.87	\$ 294,349.38	\$ 35,063.82	\$ 386,624.27	\$ 4,749.95	15.67%	\$ 92,274.89	31.35%
Apr	9.72%	\$ 44,759.23	\$ 339,108.61	\$ 61,049.25	\$ 447,673.52	\$ 16,290.02	36.39%	\$ 108,564.91	32.01%
May	11.89%	\$ 54,775.84	\$ 393,884.45	\$ 71,483.32	\$ 519,156.84	\$ 16,707.48	30.50%	\$ 125,272.39	31.80%
Jun	14.48%	\$ 66,695.55	\$ 460,580.00	\$ 0.00	\$ 519,156.84	-\$ 66,695.55	-100.00%	\$ 58,576.84	12.72%
TOTAL	100.00%	\$ 460,580.00							

TARGETED BUDGETED EXPENDITURES.....				\$684,243	2021-22	DIFFERENCE			
	AVG %	BUDGETED 22		ACTUAL		MONTHLY		CUMULATIVE	
	17 - 21	MONTHLY	CUMULATIVE	MONTHLY	CUMULATIVE	AMOUNT	PERCENT	AMOUNT	PERCENT
Jul	6.19%	37,609.96	37,609.96	\$48,940.04	\$48,940.04	\$11,330.08	30.13%	\$11,330.08	30.13%
Aug	9.35%	56,791.64	94,401.60	\$40,281.02	\$89,221.06	-\$16,510.62	-29.07%	-\$5,180.54	-5.49%
Sep	8.31%	50,504.86	144,906.46	\$48,167.36	\$137,388.42	-\$2,337.50	-4.63%	-\$7,518.04	-5.19%
Oct	8.85%	53,756.77	198,663.23	\$58,783.57	\$196,171.99	\$5,026.80	9.35%	-\$2,491.24	-1.25%
Nov	7.13%	43,341.12	242,004.34	\$32,117.11	\$228,289.10	-\$11,224.01	-25.90%	-\$13,715.24	-5.67%
Dec	8.11%	49,254.89	291,259.23	\$45,709.85	\$273,998.95	-\$3,545.04	-7.20%	-\$17,260.28	-5.93%
Jan	6.75%	41,008.35	332,267.59	\$35,258.89	\$309,257.84	-\$5,749.46	-14.02%	-\$23,009.75	-6.93%
Feb	5.32%	32,351.01	364,618.59	\$30,504.24	\$339,762.08	-\$1,846.77	-5.71%	-\$24,856.51	-6.82%
Mar	6.39%	38,815.95	403,434.54	\$0.00	\$339,762.08	-\$38,815.95	-100.00%	-\$63,672.46	-15.78%
Apr	7.01%	42,602.94	446,037.48	\$0.00	\$339,762.08	-\$42,602.94	-100.00%	-\$106,275.40	-23.83%
May	6.87%	41,771.32	487,808.80	\$0.00	\$339,762.08	-\$41,771.32	-100.00%	-\$148,046.72	-30.35%
Jun	10.81%	65,673.50	553,482.30	\$0.00	\$339,762.08	-\$65,673.50	-100.00%	-\$213,720.22	-38.61%
TOTAL	91.09%	553,482.30							

May 2022
Golf Report

2022 Rounds – 2670

Green Fee	Membership	Cart Fees	Driving Range	Monthly City Revenue
\$35,767.00	\$10,866.00	\$20,561.00	\$2,736.00	\$69,930.00

May 2021 revenue- \$64, 310.50 Rounds - 2767
May 2020 revenue- \$51,916.75 Rounds – 2095

May was a good month for us. Our rounds and revenue exceeded historical averages. Rounds were up 401, and revenues were up \$15,154.16. This was a great month in terms of historical averages. Our golf playable hours for May were similar to historical weather averages. We had 6 events and 3 weekly leagues in May. We sold 2 senior, 2 family, 5 single, 1 senior w/cart, and 7 junior memberships. The balance was monthly membership revenue.

The golf course is in great shape. Definitely in the best condition in the area right now. Our numbers represent that as well. Hopefully, we will keep this momentum.

Our Golf Operation Supervisor Tyler Markham and his fiancé are due in August. Tyler will be taking dome FMLA leave when their bay arrives. This will put us in problematicult spot staff related for some critical times. We are working to be prepared for that.

Events and activities are full speed right now. We are looking good going into the summer.

Golf Maintenance Report

On Course

- 1 Aerified collars with Pencil tines
- 2 #6 Pond application for algae
- 3 Bug application for ants around greens
- 4 Pulled three dead trees and re-planted three new ones
- 5 Verticut once and top-dressed twice
- 6 Two foliar apps and one wetting agent app
- 7 Added sand and reworked all bunkers from washouts
- 8 First fairway granular application applied
- 9 Cut and rolled seven pallets of sod and layed on Number 1 and #10 and various smaller spots throughout course
- 10 Weedeated around all trees, bunkers, and sprinkler heads
- 11 Added pond dye to #6 pond
- 12 Started hand watering daily
- 13 Had to blow greens off daily of oak tassels

Shop

- 1 Changed HOC of 2700s to .125
- 2 Trying to figure out re-gen on fairway unit
- 3 Replaced idler pulley on Toro 4000
- 4 Changeover blades to verticut reels to rollers back to blades on 2500
- 5 Greased all equipment including skid steer

Office \ Professional

- 1 Increased amount of irrigation to obtain TDR measurement standards put into place
- 2 Ordered Fearless Leadership and Turfgrass Management books thru the GCSAA
- 3 Two meetings with Chemical reps
- 4 OTA scholarship and research tournament
- 5 GCSAA Webinar.

2021

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT.	OCT.	NOV.	DEC.
AUDITORIUM												
4-8 hrs.	6	5	6	7	7	5	4	6	6	11	9	4
8-12 hrs.	0	5	3	4	5	3	5	8	2	1	2	3
set-up	0	5	3	1	2	0	4	2	1	3	0	1
Total	<u>7</u>	<u>13</u>	<u>12</u>	<u>12</u>	<u>14</u>	<u>8</u>	<u>13</u>	<u>16</u>	<u>9</u>	<u>15</u>	<u>11</u>	<u>8</u>
BASEMENT AUD.												
4-8 hrs.	5	1	10	6	3	5	2	2	6	8	24	20
8-12 hrs.	0	0	0	1	1	1	0	0	1	3	0	0
Total	<u>5</u>	<u>1</u>	<u>10</u>	<u>7</u>	<u>4</u>	<u>6</u>	<u>2</u>	<u>2</u>	<u>7</u>	<u>11</u>	<u>4</u>	<u>20</u>
Drivers Testing												
Total	<u>3</u>	<u>3</u>	<u>5</u>	<u>4</u>	<u>4</u>	<u>10</u>	<u>23</u>	<u>5</u>	<u>3</u>	<u>3</u>	<u>5</u>	<u>4</u>
(License Bureau)												
BAXTER												
Total	<u>31</u>	<u>28</u>	<u>31</u>	<u>30</u>	<u>31</u>	<u>30</u>	<u>31</u>	<u>31</u>	<u>30</u>	<u>31</u>	<u>30</u>	<u>31</u>
FOYER												
Total	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
BASEMENT (MISC)												
Basement Office #1	31	28	31	30	31	30	31	31	30	31	30	31
UFCW (leased)												
Basement Office #2	31	28	31	30	31	30	31	31	30	31	30	31
BCTGM (leased)												
Basement Office #3	31	28	31	30	31	30	31	31	30	31	30	31
USW (leased)												
Basement Office	0	0	0	0	0	0	0	0	0	0	0	0
Basement Office	0	0	0	0	0	0	0	0	0	0	0	0
EPA												
Meeting Rooms	2	1	1	1	1	1	1	1	2	2	3	2
Total	<u>95</u>	<u>85</u>	<u>94</u>	<u>91</u>	<u>94</u>	<u>91</u>	<u>94</u>	<u>94</u>	<u>92</u>	<u>95</u>	<u>93</u>	<u>95</u>

CIVIL WAR MUSEUM ATTENDANCE

DATE	DAY	CARTHAGE	TOURIST	LOCATION UNLISTED	GRAND TOTAL	SALES	DONATIONS
05/01/22	SUNDAY	0	2	0	2		
05/02/22	MONDAY	CLOSED	0	0	0		
05/03/22	TUESDAY	6	6	0	12		
05/04/22	WEDNESDAY	2	4	0	6		
05/05/22	THURSDAY	1	6	0	7		
05/06/22	FRIDAY	1	8	0	9		
05/07/22	SATURDAY	12	12	0	24		
05/08/22	SUNDAY	5	12	0	17		
05/09/22	MONDAY	CLOSED	0	0	0		
05/10/22	TUESDAY	2	11	0	13		
05/11/22	WEDNESDAY	1	16	0	17		
05/12/22	THURSDAY	1	10	1	12		
05/13/22	FRIDAY	4	18	3	25		
05/14/22	SATURDAY	2	30	0	32		
05/15/22	SUNDAY	0	2	0	2		
05/16/22	MONDAY	CLOSED	0	0	0		
05/17/22	TUESDAY	3	25	0	28		
05/18/22	WEDNESDAY	3	27	0	30		
05/19/22	THURSDAY	1	15	0	16	\$ 746.30	\$ 386.00
05/20/22	FRIDAY	0	26	0	26		
05/21/22	SATURDAY	22	129	0	151		
05/22/22	SUNDAY	8	37	0	45		
05/23/22	MONDAY	CLOSED	0	0	0		
05/24/22	TUESDAY	1	21	0	22		
05/25/22	WEDNESDAY	2	20	0	22		
05/26/22	THURSDAY	1	5	0	6	\$ 710.80	\$ 192.00
05/27/22	FRIDAY	2	22	0	24		
05/28/22	SATURDAY	4	48	0	52	\$ 190.90	
05/29/22	SUNDAY	0	13	0	13		
05/30/22	MONDAY	CLOSED	0	0	0		
05/31/22	TUESDAY	1	12	0	13		
TOTAL		85	537	4	626	\$ 1,648.00	\$ 578.00

City of Carthage

Parks and Recreation Pricing and Cost Recovery Policy

SECTION I. INTRODUCTION

Carthage Parks and Recreation offers a wide range of facilities and partners with others to ensure that recreation programs and special events are available for all age groups. Carthage Parks and Recreation collects a variety of program and facility use fees but is still primarily supported by the City of Carthage's General Fund, Parks and Stormwater Tax, and capital improvement funds from local foundations.

Historically, there have not been established program fees; however, the suggested new Pricing and Cost Recovery Policy recommends giving the Director of Parks and Recreation authority to set all user fees and pricing strategies working with the Public Services Committee. This will enable the Department to quickly respond to market trends and community needs by implementing pricing methods as appropriate to meet financial sustainability.

To identify recommended cost recovery rates for Carthage, the Pricing and Cost Recovery Policy will use national benchmark information, local market conditions, and user survey information for all parks and recreation programs and services.

In developing the Pricing Policy, the Parks and Recreation Department is suggesting the following policy to move the organization forward in maintaining a sustainable system and operating in the most efficient manner:

"The Carthage City Council hereby authorizes the Director of Parks and Recreation to set all user fees and pricing strategies based on input from the Public Services Committee in accordance with the established cost recovery goals as outlined in this policy."

SECTION II. PURPOSE

The Pricing and Cost Recovery Policy is a mechanism for allocating the use of public funds, creating a financially sustainable approach for recreational services and facilities, maximizing the use of programs and facilities, and ensuring affordable access to programs and services. The Pricing and Cost Recovery Policy allow city administration, users, department staff, department partners, and citizens-at-large to better understand the philosophy behind the pricing of programs and services. The Pricing and Cost Recovery Policy presents a cost-of-service template to be used to determine the level of cost recovery for direct and indirect costs for each core program category.

SECTION III POLICY

A. RECOMMENDATIONS

The following recommendations were developed to address key issues to support and act on implementing the pricing policy and creating a more sustainable and efficient Department:

- Establish a cost recovery range for each program area and allow the Director of Parks and Recreation to set prices with input from others, as needed, while keeping within the cost recovery goals approved by the City Council
- Review prices annually as operational costs increase. Adjust prices to stay within

established cost recovery goals

- *Children* will include ages 17 and younger and *Senior Adult* will include people 62 and older
- Establish cost recovery goals for new facilities before they are built and require architects/engineers to design to that operational goal
- Develop a permit rate with a percentage of gross revenue for private operators who generate private gain with no capital or operational cost investment
- Determine not-for-profit 501-C-3 status for all outside users seeking special permits that allow them to gain personal revenue off city-owned facilities prior to permitting

The City of Carthage is committed to providing outstanding public parks, recreation facilities and recreation programs. The increasing demands for additional park usage, recreation programs/facilities and services, coupled with rising operating and capital costs, make it challenging to maintain existing levels of service. The establishment of a Pricing and Cost Recovery Policy is designed to provide the Parks and Recreation Department with consistent guidelines in pricing facilities, programs and services.

The Pricing and Cost Recovery Policy allows elected officials, users, staff, partners, and citizens-at-large to understand the philosophy behind pricing of products and services offered. The Pricing and Cost Recovery Policy is based on the true costs to provide programs and services. Staff will be developing the true cost to provide the services, programs and facilities through a cost of service model.

B. TYPES OF FEES AND CHARGES

The following definitions are provided to clarify the meaning of terms used within this policy document:

1. **Admission Fees:** Fees to enter a building or enclosed structure or facility, as in a fee to enter an aquatic facility.
2. **Rental Fees:** Payments made for the privilege of exclusive use of park property or facilities of any kind.
3. **User Fees:** Fees for use of a facility amenity or participation in a program or activity.
4. **Sales Revenue:** Revenue obtained from the operation of concessions, sale of merchandise and other property.
5. **Special Service Fees:** Fees for supplying extraordinary articles, commodities, activities or services that may not be considered standard or routine functions of the Agency, such as private lessons and staff support required for special events.
6. **Membership Fees:** Charges that entitle individuals to multiple use of a facility for a predetermined number or duration. Examples include Annual Passes, Individual Passes, etc. to aquatic facility.
7. **License and Permit Fees:** Fees to obtain written consent to perform some lawful action, typically after permission has been granted by the Agency.
8. **Non-Profit Organization Fees:** Fees available only to non-profit organizations with Internal Revenue Service 501(c)(3) tax-exempt status or is listed as a non-profit organization with the Secretary of State's office.
9. **Vendor Permit Fees:** Fees for the privilege of selling goods and services on city property.

C. OTHER DEFINITIONS

Direct Costs: Those costs that can be directly and exclusively attributed or assigned to a specific service or program.

Enterprise Funds: Used to account for a distinct business activity by the Agency that involves no tax subsidy. In enterprise accounting, the full cost of doing business plus debt service, depreciation and contributions to reserve funds are included in financial reports.

Indirect Costs: Those costs that can be attributed to more than one (1) program or service and are not generally a part of the user's direct experience. These costs may be somewhat constant or "fixed" regardless of the level of program participation or facility usage. Examples would include program administration and supervisory staff salaries, departmental administrative staff salaries and costs for a facility or vehicle used for different programs.

Cost Recovery: To recover the cost of providing a particular service through fees, charges, or funding source other than tax dollars. The level of cost recovery will vary depending upon the program or service.

Administrative Fee: This fee covers a portion of the indirect costs associated with the administration of all programs. It covers items such as processing and credit card fees, making materials, advertising, and other support costs.

Agency: Refers to the Parks and Recreation Department.

Agency Co-Sponsored: Services that are organized, promoted, and conducted in part by Agency staff and in part by an outside agency, organization or individual(s) and are the negotiated responsibility of both parties as defined by a contract or letter of agreement.

Agency Sponsored: Services or programs that are organized, promoted, and conducted by the City of Carthage Parks and Recreation Agency.

Agency Facilitated: Services or programs that are organized, promoted, and conducted by an outside agency, organization, or individual(s) with limited assistance from Agency staff. These services or programs are the responsibility of the outside group. Agency involvement includes permission to use an Agency facility or promotional assistance.

Normally a contract or letter of agreement defines these levels of service.

Special Park Fund: A fund established to support a specific park, facility, or program. In lieu of the City's "general fund," monies are accrued in a special capital fund. The Agency's Parks and Recreation Board may recommend expenditures.

Director: The Director of Parks and Recreation or his designee.

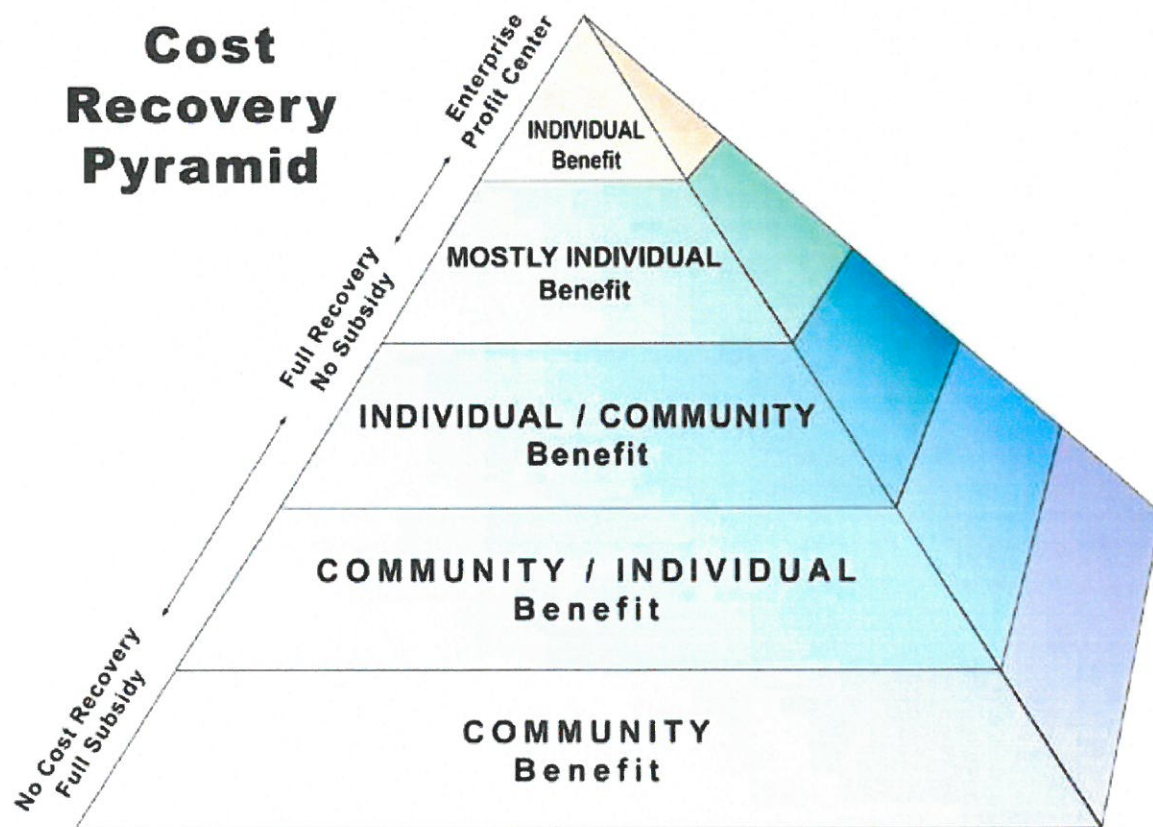
Service: Any program, class, event, activity, sales, or rental opportunity provided by the Agency.

SECTION IV: PRICING POLICY GUIDELINES

D. Cost Recovery Pyramid

A pyramid pricing model illustrates a pricing philosophy based on establishing fees commensurate with the benefit received. Descriptions regarding each level of the pyramid are provided, however, the model is intended as a discussion point and is very dependent on department and agency philosophies to determine what programs and services belong on each level. Cultural, regional, geographical and resource differences play a large role in this determination.

The pyramid model found below graphically represents this concept. The model is followed by a description of each level of the pyramid. The foundational level of the pyramid represents the mainstay of a public parks and recreation program. It is the largest service level and most heavily tax supported. Programs appropriate to higher levels of the pyramid should be offered only when the preceding levels below are full enough to provide a foundation for the next level. This is intended to represent the public parks and recreation mission while reflecting the growth and maturity of an organization.



1. COMMUNITY Benefit (0-25% Cost Recovery)

The foundational level of the pyramid is the largest and represents those programs, core services, facilities and services that benefit the community as a whole. These programs, facilities

and services increase property values, provide safety, and enhance quality of life for the residents of Carthage. The community generally pays for these basic services and facilities through taxes. These services shall be offered to agency residents at minimal or no fee. Most of the tax support of the agency supports this level of the pyramid.

Some examples of programs and facilities in this category are:

- Park maintenance
- Playgrounds
- Unscheduled outdoor play courts (basketball, tennis)
- Community wide special events
- Trails

2. COMMUNITY/Individual Benefit (26-50% Cost Recovery)

The second smaller level of the pyramid represents programs, facilities and services that promote individual physical and mental well-being and provide recreational skill development. They are generally the more traditionally expected services and beginner instructional levels. These programs, services and facilities shall be assigned fees based on a specified percentage of direct and indirect costs that represents a tax subsidy to account for the COMMUNITY Benefit and participant fee to account for the Individual Benefit.

Some examples of programs and facilities in this category are:

- Picnic shelters and reservations

3. INDIVIDUAL/Community Benefit (51-75% Cost Recovery)

The third and smaller level of the pyramid represents services that promote individual physical and mental well-being and provide an intermediate level of recreational skill development. This level provides more INDIVIDUAL and less Community Benefit and should be priced to reflect this.

Some examples of programs and facilities in this category are:

- Scheduled access to sports fields from user groups
- Youth Sports Leagues

4. MOSTLY INDIVIDUAL Benefit (76-100% Cost Recovery)

The fourth and smaller level of the pyramid represents specialized services generally for specific groups with a competitive focus. In this level programs and services should be priced to recover full cost.

Some examples of programs and facilities in this category are:

- Adult sports leagues

5. INDIVIDUAL Benefit (100% + Cost Recovery)

The fifth and smallest level of the pyramid represents activities that have a profit center potential and may fall outside of the core mission. In this level programs and services should be

priced to recover full cost plus.

Some examples of programs and facilities in this category are:

- Company picnics and facility rentals
- Tournaments
- Concessions in certain areas

B. PRICING ADJUSTMENTS

The following adjustments may be considered when determining fees and charges for services.

1. SPECIAL GROUPS:

Non-Profit Organizations: These organizations often utilize Department facilities to conduct activities, including fundraising, which supports the non-profit organization's mission. As a way for the Agency to support these efforts, reduced fees may be established for organizations possessing Internal Revenue Service 501(C)(3) tax-exempt status or listed as a non-profit organization with the Secretary of State's Office.

Senior Citizens: Due to the fixed income of many residents sixty-two (62) years and over, the agency may establish senior adult fees.

Youth: Reduced fees may be established for youth sixteen (16) years of age or younger.

Special Agreements: It may be necessary to give specific organizations a waiver or discount based on a special agreement that benefits our Agency. A school use agreement is an example.

2. PRIME TIME RATES

Fees and charges may be increased during prime times of the day, week, month, or year. Prime time pricing is used to:

- Control or limit use during periods of high demand or potential overuse, and
- Encourage use during periods of low demand or under use.

Generally, for other than highly individual and mostly individual category programs, the increases shall not exceed the direct and indirect cost of providing services.

3. DISCOUNT PROGRAM

The Agency recognizes that individuals and families may be unable to financially afford fee-based services but still desire the opportunity to experience a broad spectrum of leisure activities. To ensure fee-based leisure opportunities are available to all, the department offers a scholarship program based on the participants enrollment level in the school's free or reduced lunch program.

4. WAIVERS

The Director of Parks and Recreation is authorized to waive or discount fees and charges when such action is determined to be in the best interests of the Agency or City.

C. DETERMINING FEES AND CHARGES

Fees and charges will be determined through the following process:

1. Determine the direct costs of providing the service/program (includes materials, hourly staff time, transportation, equipment, any special fees such as admission tickets, etc.)
2. Add an administrative fee of up to 7.5% of all expenses.
3. Determine the appropriate Service Level classification and calculate the fees or charges using the appropriate cost recovery guideline.
4. If warranted, adjust the fee, or charge as outlined. No fee increase shall be more than 10% in one year.
5. Identify the market rate or current fee being charged for similar services. This evaluation is conducted to ensure the recommended fees do not significantly vary from the rates being charged by other entities for similar services.
6. Consider inflationary factors for services.
7. Consider any budgetary mandates that may affect the fee/charge setting process.

SECTION V: OTHER REVENUE SOURCES

A. CONTRACTUAL OR VENDOR PERMIT REVENUES

The agency is authorized to issue concessionaire or vendor permits to qualified individuals, groups and businesses. The purpose of these permits is to enhance visitor enjoyment when using agency facilities and to generate revenue for the agency. Permits may be issued for the following goods and services:

1. Food and beverages
2. Certain amusement equipment and inflatable apparatus as approved by the Director
3. Other goods and services as approved by the Director

B. GIFTS AND DONATIONS

A gift or donation to the agency may be either cash for a specific item, or the item itself. The agency will make every effort to honor the wishes of the contributor; however, there may be instances where receipt of the intended donation is not in the best interests of the agency. In such cases, the agency may decline acceptance. If the contribution does not cover the entire cost, the money will be accumulated toward the purchase of that item. If additional contributions are not made to purchase the item, the donor may either select an alternate gift or have the Agency determine where the donation may be best used.

C. GRANTS

Professional staff of the agency may investigate the possibilities of securing a grant or outside funding sources for agency facilities and programs. All agency grant applications must be reviewed and approved by the Director. Depending upon the grant amount, formal acceptance by the Mayor and City Commission is required as defined by city policy.

D. MANAGEMENT AGREEMENTS

Management Agreements are negotiated and awarded for the complete operation of a special facility. This type of agreement is instituted when agency operation(s) of the facility is either

cost prohibitive or is not cost-effective; or when the operation(s) require a level of expertise beyond the capabilities of agency staff. The agency receives a percentage of the gross receipts and/or a minimum monthly rental rate. The length of terms and conditions of renewal may vary.

E. SPONSORSHIPS

Staff pursues corporate and other sponsorships of events, programs, and facilities on a non-going basis. These arrangements may involve the donation of funds, volunteer time, equipment, supplies, services, or labor by the corporate sponsor in return for name recognition of that sponsor's contribution and involvement.

The decision of whether or not to enter into a sponsorship agreement shall always depend on the Agency's philosophy, leisure needs of the community and the best interests of the City. Generally, sponsorships will be solicited through established programs or campaigns. Major individual, non-recurring, or "one-time" sponsorships, such as the title sponsorship for an event or facility will be reviewed and approved by the Director of Parks and Recreation.

F. MARKET FEE ANALYSIS

The Agency regularly conducts a market analysis that incorporates price points of other service providers when determining pricing. This market analysis is taken into consideration and is a determining factor when setting Agency fees and charges.

As with all Agency policy decisions, service levels will be determined through staff, board, and citizen input.

CARTHAGE PARKS & RECREATION COST RECOVERY PYRAMID MASTER PROGRAM LIST

1. Community Benefit (0 -25%)

- Community Wide Special Events
- Parks and Trails
- Free Play

2. Community /Individual Benefit (26 -50% Cost Recovery)

- Shelter Reservations

3. Individual /Community Benefit (51 -75% Cost Recovery)

- Recreation Youth Athletic Leagues
- Youth Instructional Classes
- Educational Classes or Trips
- Youth Camps /Clinics
- Therapeutic Recreation Trips
- Fitness Classes
- Center Reservations

4. Mostly Individual Benefit (76 -100% Cost Recovery)

- Special Interest Classes or Programs
- Recreational Trips
- Adult Athletic Leagues /Tournaments
- Center Reservations

5. Highly Individual Benefit (100%+ Cost Recovery)

- Competitive Tournaments
- Competitive Team / League Activities
- Golf Course Operations



PRICING FEE SCHEDULE

Forte Payment Systems is proud to provide a robust processing platform and flexible pricing strategies:

- **Service Fee Model** – in a service fee model approach, the citizen pays a service fee for processing their transaction. Your office absorbs no cost.
- **Absorbed Model** - credit card/debit card Merchant Services, Electronic Check Services and the Secure Gateway are absorbed by your office.

Service (Convenience) Fee Pricing Option:

MasterCard, Visa, Discover and American Express cards

2.85% of the payment amount with a minimum fee of \$2.00 based upon volume.

Visa Debit (Tax Program only)

\$3.95 Per transaction

Electronic check – online WEB payments

Includes Forte Verification for known accounts.

eCheck Transaction Tiers	Fees	Frequency
\$0.00 to \$50,000.00	\$1.75 w/Verification	Per Transaction
\$50,000.01 to \$75,000.00	\$3.00 w/Verification	Per Transaction
\$75,000.01 to \$100,000.00	\$6.00 w/Verification	Per Transaction
\$100,000.01 to \$150,000.00	\$10.00 w/Verification	Per Transaction
\$150,000.01 + \$250,000.00	\$15.00 w/Verification	Per Transaction

Absorbed Pricing Option:

Emerging Market and Public-Sector Rate Structure

Processing Costs:	Fees	Frequency
Option 1. Visa, MasterCard, Discover	2.85%	Per Transaction
Option 2. Visa, MasterCard, Discover, American Express	*Pass Thru pricing + \$0.20+ .40bpts*	Per transaction
American Express	*Pass Thru pricing + \$0.20	Per Transaction
Forte Protect (End-2-End Encryption)	\$0.10	Per transaction
Forte Protect (Key Injection Fee)	\$2.25	One time Per Device
Account Updater (Optional)	\$0.35	Per Transaction
Account Updater (Optional)	\$25.00	Per Month
Credit Card Chargeback Fee	\$25.00	Per Chargeback
Batch Fee	\$0.00	No Charge - Waived
ACH Fee-debits/credits	\$0.50 with Forte Verify	Per Transaction
ACH Return Fee	\$2.00	Per Return
Monthly Fee	\$5.00	Each Month per Merchant Account

Manual Billing (single bill for multiple merchant accounts)	\$50.00	Monthly
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*Pass Thru pricing includes the direct interchange dues, assessments and all other fees that are charged directly from the associations. Forte Payment Systems believes in transparent pricing, meaning that we utilize a *Pass-Thru Plus* pricing model. Interchange pass thru pricing is a form of credit card processing that allows the actual cost of the processing (*interchange fees & assessments) to be passed directly through to your office. The advantage of this pricing strategy is that it is transparent and, in most instances, provides the lowest processing costs.

Forte's fees include: Total volume processed multiplied by bpts
Total # of transactions processed by per item fee

Gateway Only Pricing Option:

Fee Description	Fee	Frequency
Forte Gateway Fee	\$0.15	Per Transaction
Monthly Gateway Fee	\$19.95	Per Merchant ID

Equipment and Service Pricing:

The following table reflects our Equipment and Service Offerings

Standard Product	Description	Fees and Cost of Equipment
VeriFone V400c Terminal (Standalone)		\$299.00 per terminal plus shipping
VeriFone V400c Terminal (Hybrid with cables)		\$350.00 per terminal plus shipping
MagTek eDynamo		\$155 per devise plus shipping
MagTek eDynamo and Counter-Top Docking Station Bundle (recommended)		\$190/Device with Docking station plus shipping

Select pricing option(s) desired: Absorbed Pricing

Service Fee Pricing

Gateway Only Pricing

Option 1 ☐ Option2 ☐ Dual Bill ☐

☐
☐

*Required Merchant Signature: _____

Melanie Blizzard

From: Whittaker, Chase <cwhittak@authorize.net>
Sent: Tuesday, June 14, 2022 10:45 AM
To: Melanie Blizzard
Subject: Authorize.Net - Gateway & Merchant Account

CAUTION: This email originated from outside of the organization. Verify all requests or information before clicking any links.

Authorize.Net

A Visa Solution

Thank you for your interest in setting up an Authorize.Net Payment Gateway and merchant account. You'll find our pricing is simple and straightforward and the additional services we provide are a bonus with your account. We're committed to providing the solutions, award-winning support and strength you need to stand on—so your business is good to grow.

Monthly Fee	\$25.00
Per-Transaction Fee	\$0.30 + 2.9% (fixed)

Additional Services:

- Advanced Fraud Detection Suite™	Included
- Automated Recurring Billing™	Included
- Customer Information Manager	Included
- Digital Invoicing	Included

[Start your application here >](#)

If you have any questions regarding pricing, features, or the application, please feel free to call me at [1.888.323.4289](tel:1.888.323.4289).

Melanie Blizzard

From: Hyman, Timothy <Timothy.Hyman@elavon.com>
Sent: Wednesday, June 15, 2022 1:31 PM
To: Melanie Blizzard
Subject: Elavon quote

CAUTION: This email originated from outside of the organization. Verify all requests or information before clicking any links.

Here is the quote for setting up card not present account. Here are the 2 different plans and below that are the questions we need answered to send merchant agreement. I think the basic plan OR surcharge plan will be best for you starting out. You can reach me at 678-731-5344

Basic Plan

2.60% + \$0.10 swiped/chip
2.90% + \$0.30 ecommerce/invoice
3.5% + \$0.15 per transaction keyed in (you key in card)
\$10 monthly fee

Surcharge Pricing

On this plan we pass fees on to your customer for all credit card sales
\$10 month PCI compliance fee
Credit Card fees
Card not present 3.50% (your customer pays fee)
1% + \$0.25 debit card charged to you (we are not allowed to surcharge on debit cards)
Converge included

Here are the questions I would need answered to send you an electronic application

What is legal name of business? Do you have a separate DBA?
What is business address?
Do you have separate shipping address for UPS?
What is business phone number?
What year did your business start?
What is type of business? (LLC, Corp, Sole Prop, tax exempt, ect)
What is your tax ID?
Are you the owner of the business? If yes what percentage? If no, what is your title?
What is your name?
What is your date of birth for verification?
What products or services are you selling?
What is your average transaction in \$? (for 1 sale)
What is your expected highest transaction in \$? How often
What is your estimated monthly volume in \$?
What is your bank routing and account number?
Do you want surcharge or basic plan?

Thanks

PUBLIC SERVICES COMMITTEE MINUTES

Tuesday, June 21st at 5:30 pm

Carthage City Hall, Council Chambers

Public Services Committee Members Present: Ceri Otero, Ed Hardesty, Trudy Blankenship, Brandi Ensor

Members Absent: N/A

Staff Present: Greg Dagnan, Mark Peterson, Chelsea Cholley

Non-Members: Abi Almandinger

Councilwoman Otero called the meeting to order at 5:30 pm.

Old Business

Consider and approve minutes from the previous meeting. Councilwoman Ensor motioned to approve the minutes.

Motion Carried.

New Business

1. Consider and Discuss Pricing and Cost Recovery Policy.

Mr. Peterson discussed that this is the Pricing and Cost Recovery that was brought to the committee last month for input with only corrections made to grammar items. Mr. Peterson requests approval of the policy by the committee to be moved to a full council vote. Committee members questioned the use of the gender term on page 3 under the definition of "director." The use of "his" will be replaced with "their." Committee members agreed that page 6 under the discount program is not broad enough. Since it would not currently apply to many programs, it would be best to remove that paragraph until it is needed. Finally, committee members discussed that on page 8, under community benefit, "Community Wide Special Events" should be clarified by adding "public" in the language. Mr. Peterson agrees to make these changes before it moves to the full council.

Councilman Hardesty motioned to approve the Pricing and Cost Recovery Policy with approved amendments to move to the full council.

Motion Passed Unanimously

2. Consider and Discuss Merchant Services for CivicRec Park Department Software.

Mr. Petersons discussed the need for merchant services for the Parks Department software, CivicRec. Our current merchant services provider does not work with our program. Hence, it is currently the responsibility of the public user to go to another web page to enter the amounts they need to pay. It does not connect back with our website to confirm the payment. CivicPlus recommended 3 Software companies that are compatible with CivicRec. CSGForte, Authorize.Net, & Elavon. The committee agreed that the best option would be CSGForte as they are the only of the three options that allow both a Service Fee Model. It was agreed that currently, the Service Fee model would be best, and it can be reviewed again in the future if needed.

Councilwoman Blankenship motioned to approve CSGForte as Merchant Services for CivicRec using the Service Fee Model to and moved to the full council.

Motion Passed Unanimously

Staff Reports

Mr. Peterson discussed Lime Scooters and changing some of the geofenced parking boundaries. He will move the Central Park parking location to a parking lot on the south side of the square due to complaints of the scooters blocking the a Central Park sidewalk making it inaccessible to those who need to use the sidewalk with mobility devices. In addition, Mr. Peterson discussed changing Fair Acres to a slow zone due to complaints about how the scooters are used throughout Fair Acres. The committee agreed and mentioned possibly opening up the geofencing to more expansive areas for Marian Days.

Mr. Peterson discussed that Park Department is working with the Missouri Education Program to assist with the Summer Work Program. This program runs from June 21st to July 29th. We now have 7 workers that one supervisor accompanies. All are paid by the Department of Elementary and Secondary Education and insured by them. They will be working at the parks, painting, mowing, weed eating, and other maintenance from 7:30-11:30 am.

Mr. Peterson informed the committee of an incident at Fair Acre where a transformer was hit and moved off of its base, damaging it. It will cost approximately \$35,000 to replace. Parks and Recreation are working with Youth Softball and Carthage PD to locate who damaged it in hopes of working with their insurance to cover the damage cost.

Mr. Peterson mentioned the Parks and Recreation Department lost a full-time staff member. The position has already been filled by an employee who has previously worked seasonally for the past few summers.

Mr. Peterson stated that capital projects for Memorial Hall were set to update the ceiling and lighting cannot move forward due to issues with the epoxy flooring not being able to handle the weight of the machinery needed to do the work without damaging the flooring. We have looked at further options to do the job, such as scaffolding, but it dramatically increases the time and

workload, which in turn raises the prices of the project. This project will be reassessed and a carryover for the next fiscal year.

Mr. Peterson discussed the previously approved Tree Inventory and Tree Maintenance capital project that would have provided funds for work on Central Park trees to be removed, pruned, and trimmed had been cut. He mentions that this Park is considered a level 5 maintenance park. The significance of Central Park for many special events, including the Sparkle in the Park, FTF, and others, that we should still do this work. There are safety concerns that need to be addressed. Mr. Peterson mentioned he would reallocate funding from the Memorial Beautification capital item to handle this need for the parks. The committee agreed that tree maintenance in parks and Central Park is currently more important.

Mr. Peterson stated that on July 1st, Carthage Parks and Recreation would be working with a maintenance software company, Brightly. This capital item was vetted through national contracted pricing with Sourcewell. This addresses the need for maintenance management, work orders, inventory management, and budget forecasting for all Park related facilities and inventories.

Councilman Hardesty made a motion to adjourn.

Motion Passed

Meeting adjourned at 6:50 pm.