



FAIRFAX COUNTY PARK AUTHORITY



M E M O R A N D U M

TO: Chairman and Members
Park Authority Board

VIA: John W. Dargle, Jr., Director

FROM: Barbara Nugent, Director
Park Services Division

DATE: October 23, 2009

Agenda

Park Services Committee
Wednesday, October 28, 2009 – 6:30 p.m.
Board Room – Herrity Building
Chairman: Edward S. Batten Sr.
Vice Chair: Frank Vajda

1. STARS Customer Service – Presentation*
2. Fee Waiver Request – Discussion*

*Enclosures



If accommodations and/or alternative formats are needed, please call (703) 324-8563. TTY (703) 803-3354

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Committee Agenda Item
October 28, 2009

PRESENTATION

STARS Customer Service

Developing service improvement strategies from customer feedback is an integral part of the Park Authority's business strategy for maintaining customer loyalty and program growth. This is particularly the case with the STARS Customer Service Management System program where management staff has been actively engaged in developing and managing a comprehensive customer service system. Staff will provide an overview of this program, summarizing key components, initiatives and accomplishments.

ENCLOSED DOCUMENTS:

None

STAFF:

John W. Dargle, Jr., Director

Cindy Messinger, Deputy Director/COO

Barbara Nugent, Director, Park Services Division

Janet Weaver, Division Management Asst, Park Services Division

Emilie Danco, Central Services Coordinator, Park Services Division

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FEE WAIVER REQUEST SUMMARY
Park Services Committee
October 28, 2009

Fee Waiver Request – Commission Fee

BACKGROUND:

Mr. Frank from Comhaltas Ceoltoiri Eireann (CCE) has requested a fee waiver of the commission fee of \$50 or 15% of the gross revenue, whichever amount is greater, for money that they receive for admissions at a folk dance event at Frying Pan Farm Park on October 10, 2009, November 14, 2009, and December 12, 2009. The goal of the event is to raise money to promote Irish music and culture.

The group states in their letter that if they are required to pay the Business Activity License fees, they will need to raise admission fees to cover their costs. They have been attempting to keep the cost low to encourage attendance. Admission fees from this event pay for facility rental, decorations, and admissions, and offsets losses from other events by this group.

STAFF RECOMMENDATION:

Staff recommends that this request be denied. The Park Authority has a long standing policy that anyone making sales or collecting money at a park is subject to paying the Park Authority a fee of \$50 or 15% of the gross sales, whichever amount is greater. It is difficult to weigh the merits of one cultural event at a park against another group or event, so staff recommends that the policy continue to be applied uniformly to all user groups.

Attachment

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