

## RESOLUTION NO. 2024-56-3533

### A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF IRWINDALE ADOPTING A FIELD TRIP POLICY FOR THE DAN DIAZ RECREATION CENTER, IRWINDALE AQUATICS CENTER AND THE IRWINDALE SENIOR CENTER.

**WHEREAS**, the Irwindale Recreation Department is experiencing increased enrollment in popular free field trips offered to Irwindale residents, including field trips offered at the Dan Diaz Recreation Center, the Irwindale Aquatics Center, and the Irwindale Senior Center; and

**WHEREAS**, the provision of free field trips to the community serves an important public purpose of encouraging community involvement, socialization, networking and interaction among citizens and families and provides for good physical and mental health in order to improve the quality of life of the community; and

**WHEREAS**, increased enrollment in these trips creates standby lists and individuals are not calling in to cancel their attendance or do not show the day of the trip, which causes the City of Irwindale or the Irwindale Community to lose the cost of the ticket; and

**WHEREAS**, in order to provide residents on a field trip standby list with increased opportunities to obtain a seat/ticket to a field trip and to ensure that the City's funds are used in a fiscally responsible manner, staff has requested that the Irwindale City Council ("City Council") impose a Field Trip Policy on trips offered by the City through the Dan Diaz Recreation Center, Irwindale Aquatics Center and Irwindale Senior Center; and

**WHEREAS**, the Field Trip Policy outlines the field trip guidelines for waiting in line, signing up, holding participants accountable for attending the field trip, seating arrangements, and filling seats in the event of cancellations; and

**WHEREAS**, the Field Trip Policy provides that it shall be reviewed one year after its approval to receive feedback from the public and staff on how the Field Trip Policy has impacted the community; and

**WHEREAS**, the Senior Citizen Commission reviewed and provided comments on the Field Trip Policy at the February 27, 2023, February 26, 2024, March 24, 2025, and June 24, 2024 commission meetings, and recommended the City Council approve and adopt the Field Trip Policy; and

**WHEREAS**, the Parks & Recreation Commission reviewed and provided comments on the Field Trip Policy at the May 3, 2023, March 6, 2024, April 3, 2024, and June 6, 2024 commission meetings, and recommended the City Council approve and adopt the Field Trip Policy; and

**WHEREAS**, after its latest review of the proposed Attendance Policy at the September 6, 2023 commission meeting, the Parks & Recreation Commission recommended that the City Council approve and adopt the Policy; and

**WHEREAS**, based on the recommendations from the Parks & Recreation Commission and the Senior Citizen Commission, the City Council hereby desires to approve the City of Irwindale Field Trip Policy.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF IRWINDALE DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:**

**SECTION 1.** The City Council hereby adopts the Recitals above as true and correct and incorporates them herein by reference.

**SECTION 2.** The City Council hereby approves and adopts the City of Irwindale Field Trip Policy for the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center. City staff is hereby authorized to utilize and implement the Field Trip Policy, attached hereto as **Exhibit "A"**.

**SECTION 3.** If any section, subsection, sentence, clause, phrase, or portion of this Resolution, or the application thereof to any person or circumstances, is, for any reason, held invalid or unconstitutional by any court of competent jurisdiction, such invalidity or unconstitutionality shall not affect the application of any other section, subsection, sentence, clause, phrase, or portion of this Resolution, and to this end the invalid or unconstitutional section, subsection, sentence, clause, phrase of this Resolution are declared to be severable. The City Council hereby declares that it would have adopted this Resolution and each section, subsection, sentence, clause, phrase, part or portion thereof, irrespective of the fact that any one or more sections, subsections, sentences, clauses, phrases, parts or portions thereof be declared invalid or unconstitutional.

**SECTION 4.** The Chief Deputy City Clerk shall certify the adoption of this Resolution which shall, in turn, have immediate effect.

PASSED, APPROVED and ADOPTED this 24<sup>th</sup> day of July 2024.

  
Albert F. Ambriz, Mayor

ATTEST:

  
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Laura M. Nieto, MMC  
Chief Deputy City Clerk

STATE OF CALIFORNIA        }  
COUNTY OF LOS ANGELES    } ss.  
CITY OF IRWINDALE         }

I, Laura M. Nieto, Chief Deputy City Clerk of the City of Irwindale, do hereby certify that the foregoing Resolution No. 2024-56-3533 duly adopted by the City Council of the City of Irwindale, at a regular meeting held on the 24<sup>th</sup> day of July 2024, by the following vote:

AYES:       Councilmembers: Breceda, Garcia, Ortiz, Mayor Ambriz

NOES:       Councilmembers: Burrola

ABSENT:    Councilmembers: None

ABSTAIN:   Councilmembers: None

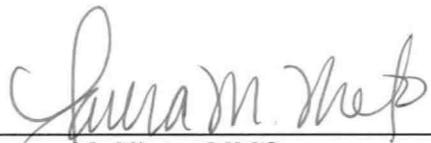
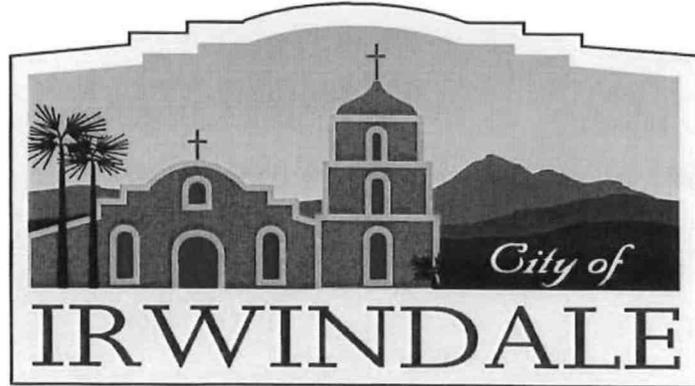
  
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Laura M. Nieto, MMC  
Chief Deputy City Clerk

EXHIBIT "A"



# Field Trip Policy

July 24, 2024

*City of Irwindale*

## I. SCOPE

This policy will provide guidelines as it relates to waiting in line, sign ups, attendance, seating arrangements, and filling seats in the event of cancellations for City run field trips across all departments.

## II. PURPOSE

The purpose of this policy is to establish guidelines that govern the process by which participants can sign up for field trips, staff can hold participants accountable in the event a participant misses a field trip and make clear the process in which open seats on field trips can be filled due to cancellations.

## III. DEFINITIONS

- A. Attendee/Attendee list.** Individuals who physically wait in line the day of registration or the duration of the registration period to sign up for a ticket/spot on the list to attend a field trip. Each department will assign the total number of tickets/spots available for each field trip. An attendee is an individual who made it on the attendee list.
- B. City Run Field Trip.** Any field trip that is offered by City Departments, including but not limited to the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center where participants sign up to attend a trip, whether the participant rides the City bus or takes their own vehicles.
- C. Non-resident.** A person that does not live in the City of Irwindale, does not have an active Resident Identification Card, or is not a City of Irwindale Employee.
- D. Participant.** Any person, resident or non-resident, who would like to sign up for a field trip whether on the attendee list, or standby list.
- E. Resident Identification Card.** This card is to provide a method by which City staff can accurately identify eligible residents of the City of Irwindale for the purpose of providing a variety of benefits (i.e., aquatics, recreation, and senior center programs), which are only available to residents and/or provided to residents at a reduced or no cost as compared to non-residents.
- F. Resident.** A person that lives in the City of Irwindale and has an active Resident Identification Card. A City of Irwindale Employee can also sign up as a resident participant and must present their employee identification card at the time of signup.
- G. Standby List.** The standby list is for persons wishing to attend the field trip but were unable to secure a spot due to capacity limits. The standby list is also when a resident signs up and is placed on the Attendee List, the

resident (per household) is allowed to place two (2) individuals on the standby list. In this case, the standby list is mostly for non-residents but can sometimes be for a resident friend or family member in another household that is unable to wait in line or doesn't have a Resident Identification Card.

The standby list has different priority tiers for the Dan Diaz Recreation Center Field Trips and the Senior Center Field Trips.

#### **IV. PROCEDURES**

##### **A. Overview**

In an effort to allow all those who would like to participate in City run field trips, a field trip policy will be implemented. The field trip policy will provide guidelines for all City run field trips. From cancellations before and after the deadline, clearly outlining how seating for trips is chosen, and defining the order in which participants are chosen in the event a sold-out trip has cancellations.

##### **B. Education and Outreach**

Staff will ensure the placement of deadline information is included on all flyers, at the designated facilities, and on registration paperwork, which will remind participants and attendees of the deadline to cancel. During the registration process, staff will make an announcement reminding participants to notify staff of their cancellation by the deadline if they are no longer able to make the trip. Staff will contact the attendees the Monday before the trip to confirm their attendance. The deadline to cancel without any repercussions is by 6pm on Wednesday before the field trip date.

Staff will also ensure all flyers, designated facilities, and registration paperwork inform participants that they must be present 15 minutes before the departure time. Those attendees who are not present 5 minutes prior to the departure time may lose their ticket/spot if there is another Participant present the day of requesting a ticket/spot.

##### **C. Lining Up for Field Trip Registration**

###### Dan Diaz Recreation Center

Registration begins at 6:00pm on the date specified on the Field Trip Flyer for residents and non-residents. Participants are allowed to line up prior to the 6:00pm registration time. Participants are only allowed to sign up individuals in the same household. Participants may have someone outside their household stand in line on their behalf; however, the Participant must be the one that registers themselves and/or their household. The Participant must be present by 6:00pm to sign up/purchase. A Resident ID

or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### Irwindale Aquatics Center

Registration begins at 5:00pm on the date specified on the Field Trip Flyer for residents and non-residents. Participants are allowed to line up prior to the 5:00pm registration time. Participants are only allowed to sign up individuals in the same household. Participants may have someone outside their household stand in line on their behalf; however, the Participant must be the one that registers themselves and/or their household. The Participant must be present by 5:00pm to sign up/purchase. A Resident ID or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### Irwindale Senior Center

Registration begins at 8:30am on the date specified on the Field Trip Flyer for residents, standby non-residents and non-residents. The Irwindale Senior Center opens for operations at 8:00am at which time Participants line up to receive a numbered ticket. This allows Participants to walk around, sit down, and/or get a beverage while they wait for registration to begin and the numbers to be called. Participants are only allowed to sign up individuals in the same household and must be the one that registers themselves and/or their household. The Participant cannot have a Participant from another household stand in line or get a numbered ticket for them. A Resident ID or City Employee Card is required if the attendee is registering as a Resident or placed on the Standby List as a Resident.

#### **D. Standby List**

A standby list will be generated in the event that a Participant(s) who wanted to sign up for the field trip but was unable to secure a spot or a resident attendee places an individual(s) on the standby list. The order will be as follows and all Participants will be signed up in the order they were received per grouping:

- i. Dan Diaz Recreation Center/Irwindale Aquatics Center
  1. Top priority will go to a resident who stood in line the day of registration but the spots were already filled. During the registration period but after the first day of registration, residents are able to call in to place themselves and/or their household on the standby list. Those individuals calling in only apply to being placed on the standby list in the event that a field trip is full and must do so starting the day after registration up to the Friday before the event. Any spots that are still open for a field trip require the individual to come in person to sign up for the trip, fill out all necessary paperwork, and pay fees(if applicable).

2. Next, residents placed on the standby list by a resident on the Attendee List.
  3. Then, non-residents placed on the standby list by a resident on the Attendee List.
  4. Finally, non-residents who stood in line to sign up for the trip or signed up after the field trip is full.
- ii. Irwindale Senior Center Priority List
1. Top priority will go to a resident who stood in line the day of registration, but the spots were already filled. During the registration period and after the first day of registration, residents are able to call in to place themselves and/or their household on the standby list. Those individuals calling in only apply to being placed on the standby list in the event that a field trip is full and must do so starting the day after registration up to the Friday before the event. Any spots that are still open for a field trip require the individual to come in person to sign up for the trip, fill out all necessary paperwork, and pay fees (if applicable).
  2. Then, non-residents placed on the standby list by a resident on the Attendee List.
  3. Finally, non-residents who stood in line to sign up for the trip or signed up after the field trip is full.

#### **E. Notifications of Cancellation Before the Deadline**

Participants\* must cancel their attendance on a field trip by 6:00pm on the Wednesday prior to the trip date. If this is completed, then no further action will be taken as the participant cancelled prior to the deadline. There are 3 ways to notify staff of cancellation:

1. Participant\* calls, speaks with staff or leaves a message on the main department phone line hosting the event.
  - a. Aquatics Center (626) 430-2248
  - b. Dan Diaz Recreation Center (626) 430-2224
  - c. Irwindale Senior Center (626) 430-2283
2. Participant\* emails the staff member listed as the contact on the flyer.
3. A written note signed and dated by Participant\* is dropped off at the front desk of the department hosting the field trip.

\*If participant is a minor, then only a parent or legal guardian may notify staff of a cancellation.

## **F. Cancellation After the Deadline and No-Shows**

This section only applies to the Adult/Family Field Trips offered through the Dan Diaz Recreation Center and Irwindale Aquatics Center, and the field trips offered through the Senior Center.

- i. First time cancelling after the deadline or no-show, the Participant will receive a warning.
- ii. Second time cancelling after the deadline or no-show, the Participant will not be able to sign up for the next trip until the non-resident registration date for the Adult/Family trips offered through the Dan Diaz Recreation Center and Irwindale Aquatic Center and the standby registration date for the field trips offered through the Irwindale Senior Center. Typically, departments will provide one trip per month.
- iii. Third time cancelling after the deadline or no-show, the Participant will not be able to sign up for the next trip.
- iv. Should there be a fourth time cancelling after the deadline or no-show, the Participant will meet with the Department Manager/Supervisor and Public Services Director to determine why the participant continues to sign up for trips but does not attend the trip or cancel before the deadline. The Public Services Director shall meet with the City Manager to discuss the issue and provide a recommendation. The City Manager shall, in his or her discretion, determine the final consequence or action to be taken, if any. The City Manager's determination shall be final.
- v. The procedures listed under i. – iv. above will reset each fiscal year.

## **G. Appeals Process**

If a participant has good reason for failing to cancel by the deadline, then they may write a formal appeal at the Administrative level to be excused. Appeals must be submitted in writing prior to consideration by the Public Services Director. Forms may be submitted to [erodriguez@irwindaleca.gov](mailto:erodriguez@irwindaleca.gov) prior to the next field trip and are available at the Dan Diaz Recreation Center, Irwindale Aquatics Center, and Irwindale Senior Center. Good reasons for cancellation are emergency situations that were not planned for including but are not limited to medical emergencies, custodial issues, etc. The Public Services Director shall, in his or her discretion, determine whether or not the failure to cancel before the deadline should be excused. Determinations of the Public Services Director may be appealed to the City Manager, whose decision shall be final.

## **H. Field Trips That Require Assigned Seating**

When a trip requires assigned seating, department staff will make it a priority to purchase seats in the same section. In the event that staff is not able to purchase seats in the same section, then staff will make every effort to select seats in similar sections. The goal will be to keep attendees seated together.

Seating is assigned by the department staff hosting the field trip. The department will do its best to assign the seats based on the order of the attendee list and will take into consideration keeping families from other households together. At times, the number of individuals who signed up will dictate where individuals are seated.

For example, if there are seven (7) seats in a row, then staff will have to consider the following different assigned group seating based on the attendee list and families attending that specific field trip:

- i. 2 attendees, 2 attendees, 3 attendees
- ii. 3 attendees, 4 attendees
- iii. 2 attendees, 5 attendees

Staff will review the attendee list to see if there are cluster groups that fit these different combinations and ensure that groups are not separated but seated together.

Participants who need or are requesting special accommodations, such as wheelchair accessible seating, must notify staff at the time of sign-up.

## **I. Filling Seats After A Field Trip is Full**

In the event that a field trip is completely booked and a participant cancels, then the empty seats shall be filled in the following order and is based on the standby priority list:

### **Dan Diaz Recreation Center/Irwindale Aquatics Center Priority List**

1. Those residents who physically stood in line the day of registration but did not receive a spot due to capacity limits will be contacted first in the order they signed up. Then residents who called in to be placed on the standby list during the registration period will be contacted in the order they signed up.
2. Next, residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.
3. Then, non-residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.
4. Finally, non-residents who stood in line to sign up for the trip or signed up after the trip was full will be contacted in the order they signed up.

In the event that all four (4) of the above steps are completed and there are still tickets or seats available for the field trip, the Recreation Manager, Recreation Supervisors and Senior Recreation Leaders have the authority to contact individuals who have gone on past trips but did not sign up for the specific trip where tickets/seats are available as long as the individuals are contacted and sign all waivers/forms the morning of the schedule trip.

Furthermore, if there are no shows and/or tickets/seats available the day of the field trip, then individual(s) may show up 30 minutes before the departure time to request a ticket/seat for the field trip. The individual(s) must inform the staff member assigned to the trip that they are present for this reason. The staff member will then create a list and write the names of individuals requesting a ticket/seat the day of as they check in. Once all attendees arrive and staff has verified their attendance, then staff will acknowledge, 5 minutes before the departure time, whether or a not a ticket/seat is available. The following procedure will be used to fill tickets/seats:

- Staff will first check the stand-by list to see if the individual(s) are on the list and follow the order outlined above in this section.
- Next, residents not on the stand-by list. If more than one resident is present, then the order will be based on who checked in first with staff.
- Then, non-residents not on the stand-by list. If more than one non-resident, then the order will be based on who checked in first with staff.

All documents/waivers must be filled out and payments, if applicable, must be made at this time.

Staff will monitor this process to ensure that individuals are signing up for field trips. In the event that staff notices that an individual continuously shows up to fill a spot for the field trips but never signs up for these trips, then staff will reach out to that individual to understand why this is happening.

### **Irwindale Senior Center Priority List**

1. Those residents who physically stood in line the day of registration but did not receive a spot due to capacity limits will be contacted in the order they signed up. Then residents who called in to be placed on the standby list during the registration period will be contacted in the order they signed up.
2. Next, non-residents placed on the standby list by a resident on the Attendee List will be contacted in the order they signed up.
3. Finally, non-residents who stood in line to sign up for the trip or signed up after the field trip was full will be contacted in the order they signed up.

In the event that all three (3) of the above steps are completed and there are still tickets/seats available for the field trip, the Senior Center Manager and full-time senior center staff have the authority to contact individuals who have gone on past trips but did not sign up for the specific trip where tickets/seats are still available as long as the individuals are contacted and sign all waivers/forms before the Senior Center closes at 2:30pm on the Friday before the trip.

Furthermore, if there are no shows and/or tickets/seats available the day of the field trip, then individual(s) may show up 30 minutes before the departure time to request a ticket/seat for the field trip. The individual(s) must inform the staff member assigned to the trip that they are present for this reason. The staff member will then create a list and write the names of individuals requesting a ticket/seat the day of as they check in. Once all attendees arrive and staff has verified their attendance, then staff will acknowledge, 5 minutes before the departure time, whether or a not a ticket/seat is available. The following procedure will be used to fill tickets/seats:

- Staff will first check the stand-by list to see if the individual(s) are on the list and follow the order outlined above in this section.
- Next, residents not on the stand-by list. If more than one resident is present, then the order will be based on who checked in first with staff.
- Then, non-residents not on the stand-by list. If more than one non-resident, then the order will be based on who checked in first with staff.

All documents/waivers must be filled out and payments, if applicable, must be made at this time.

Staff will monitor this process to ensure that individuals are signing up for field trips. In the event that staff notices that an individual continuously shows up to fill a spot for the field trips but never signs up for these trips, then staff will reach out to that individual to understand why this is happening.

*This policy will be reviewed one year after its approval to receive feedback from the public and staff on how this policy is impacting the community.*