

Junior Guard
Registration



RECOMMENDED ACTION

- Staff recommends the City Council maintain the current Junior Guard registration process.



BACKGROUND

- Prior to 2016 Junior Guard Registration was in-person with Returning Guards given priority.
- Spring 2016 introduced the first online registration with 2 tiers, Returning Guard priority
- Online registration systems are prone to bottleneck for competitive programs
- 2017 offered 4 tiers:
 - Returning Residents
 - Returning Non-Residents
 - New Residents
 - Open Registration



BACKGROUND

- 2022 Recreation switched to CivicRec which was not able to support 4 tiers
 - Returned to the former 2 tiers
- The Department will be modifying the age distributions
- Other agencies:
 - Santa Cruz: 4 tiers
 - Returning Resident, New Resident, Returning Non-Residents, Open.
 - State Parks: First Come First Serve



DISCUSSION

To improve registration process and to meet need, an evaluation of priority registration and age distribution has been conducted.

Recommended Option 1: Maintain Current Two-Tier System (Returning and New)

- 2 Tiers: Returning Guards and New Guards
- Aligns with goals of skill progression in ocean safety
- No delay to catalog publication
- Least disruptive to participants



DISCUSSION

Option 2: Two Tiers by Residency (Resident and Non-Resident)

- Sixty percent of the program are residents
 - Majority of non-residents are from Live Oak and Aptos
- Would limit access to long term non-resident participants
- Participants entering at an older age division may be removed due to safety
- Recreation “Residency” includes SUESD Boundaries



DISCUSSION

Option 3: Three Tiers (Any variation of Returning, R/NR and Open)

- CivicRec does not have simple filters for this option
- Staff would manually create filters
 - Require permanent staff time (OT)
 - Likely result in errors and confusion for participants.
- No Perfect registration system



Registration Set Up Process

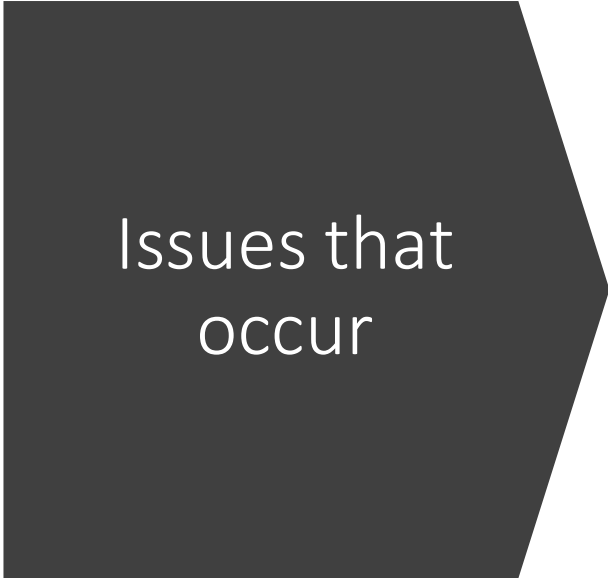
Staff develops each CivicRec activity selection

- Age divisions, session 1 & 2, AM & PM
- Total 29 CivicRec activity selections

Priority Steps

- Staff develops returning guard prerequisite
- Adds prerequisite to each activity selection
- Sets time for registration to open
- 2nd tier action
 - Staff manually removes prerequisite from all 29 activity selections





Issues that
occur

Some filters override others

Activity not set up properly

Unforeseen glitch

Staff problem solving during peak period

Duplicate accounts not included in prerequisite

Waitlist fail to form

Payments are not processed

Incomplete registration

Payment taken without registration

Participant confusion

Internet speed

FISCAL IMPACT



- Options 1 and 2 no fiscal impact other than potential enrolment loss
- Option 3 would incur additional cost due to overtime estimated to be \$4,026. Staff time needed to problem solve, unknown.

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Questions

