



2024

City of Albuquerque

Golf Operations and Concession Manual

Parks and Recreation Department



Golf Management Division

CITY OF ALBUQUERQUE
PARKS & RECREATION
DEPARTMENT

FOREWORD

The Parks and Recreation Department's Golf Management Division (GMD) is committed to providing affordable, quality golf and the high quality maintenance of municipal golf facilities. This manual provides policies and procedures that support Golf Management Division's purpose. As of fiscal year, 2020 the City of Albuquerque's Golf Management Division is funded through the City of Albuquerque general fund. Revenues generated by the Golf Division include green fees and revenue sharing generated from cart and range ball rentals, pro shop sales and food and beverage sales to include alcohol sales.

"Four Great Courses and One Albuquerque!"

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INTRODUCTION

Golf Management Division is responsible for managing all aspects of the City's golf program including oversight of concessionaires and the overall maintenance of each golf course. Independent concessionaires are responsible for managing the business operations and concession activity at each of the City's four golf courses and the City manages the day-to-day grounds maintenance of each course.

DEFINITIONS

90° Degree Rule: Carts are not to be driven on fairways until 90 degrees to the ball. Only then should the cart leave the path, driving directly to the ball. Following the golf shot, the golfer then drives directly back to the cart path at 90 degrees.

Chief Administrative Officer (CAO): The Chief Administrative Officer of the City of Albuquerque.

Coordination Fee: A Fee collected for coordination/organization of a tournament.

Director: The Director of the City's Parks and Recreation Department.

Nuisance Bird Control Dog: A canine with specialized training in the humane control of nuisance birds at golf courses and airports, and the ability to perform these tasks upon command of its handler. There will be a limit of two (2) working dogs on 27-hole golf courses. Only one (1) working dog will be allowed at Puerto Del Sol Golf Course.

Point of Sale (POS) System: Computerized system used to record all monetary transactions, including but not limited to green fees, pro-shop sales, food and beverage sales, golf lessons, golf banquets, alcohol sales, and any other business that is part of the Concessionaire's operation in which money is exchanged.

Service Animal: (Service Animal as Defined by Title II and Title III of the ADA) A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or tasks performed by a service animal must be directly related to the individual's disability.

Shotgun: A simultaneous start of a tournament at each golf hole.

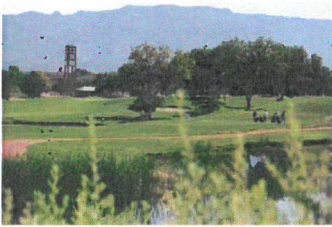
Tournament: A championship series of games or athletic contests where competitors compete for a prize. For City of Albuquerque purposes, a tournament is further defined as any group greater than thirty two (32) players that compete for a prize.

MUNICIPAL GOLF COURSES

City golf courses are open 364 days out of the year (CLOSED on Christmas Day) from dawn to dusk (Season Dependent). Golf Management Division maintains 90 holes of golf and four driving ranges. The driving range at Puerto Del Sol Golf Course is unique in that it is lighted and available for evening practice from Memorial Day through the Albuquerque International Balloon Fiesta in October (weather permitting). The City maintains the following four golf courses in three of the major quadrants of Albuquerque. Easily accessible locations and affordable rates contribute to the value public courses provide to the community.

NORTH EAST ALBUQUERQUE

ARROYO DEL OSO GOLF COURSE



Arroyo Del Oso (ADO) Golf Course is located in the Bear Canyon Arroyo in NE Albuquerque. This 27-hole course is noted for its interesting topography, large greens, rolling fairways and features six holes that water hazards come into play. ADO was opened in 1965 and was built out to its current 27-hole configuration in 1987 with the addition of the 9-hole “*Dam 9*” course.

The “*Dam 9*” course shares double duty as a municipal golf course and as an Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA) facility. Parts of the “*Dam 9*” course are located adjacent, and for some holes within the Bear Canyon Arroyo and serve as a temporary water storage basin during significant summer monsoon rain events.

ADO’s primary 18-hole course is 6,545 yards (Par 72) from the rear tees and 6,015 (Par 73) from the forward tees. In 1981, Golf Digest Magazine rated Arroyo Del Oso among the “Top 50 Municipal Golf Courses” in the nation. Arroyo Del Oso meets the needs of intermediate and advanced golfers.

This course is irrigated with reclaimed water from the Albuquerque Bernalillo County Water Utility Authority (ABCWUA). The use of reclaimed water promotes increased water conservation by reducing dependency on the potable water supply.

Arroyo Del Oso Golf Course
7001 Osuna Rd NE
Albuquerque, NM 87109
505-884-7505

LOS ALTOS GOLF COURSE



Los Altos is the oldest of the City's four courses – having opened for business in 1960. This course was built to favor the weekend golfer with a natural slice. The course is intended for relatively fast play. A good foursome can play an 18-hole round in less than four hours while the 9-hole Executive (Par 29) Course is designed specifically for golfers with limited time because of its strategic layout and shortened length.

The 18-hole course measures 6,180 yards (Par 71) from the rear tees and 5,895 yards (Par 74) from the forward tees. Los Altos presents an apparently easy flat terrain next to Interstate 40. The course also features two large lakes, numerous mature trees and large sand traps. Los Altos is ideal for the beginner to intermediate golfer. The course provides a pro shop, banquet facility and grill.

Los Altos Golf Course
9717 Copper NE
Albuquerque NM 87123
505-298-1897

SOUTH EAST ALBUQUERQUE

PUERTO DEL SOL GOLF COURSE



Puerto Del Sol is Albuquerque's only golf course that provides a lighted driving range that is open seven nights a week – Memorial Day through the Albuquerque International Balloon Fiesta in October (weather permitting). Puerto Del Sol was built in 1978. The course is located at the intersection of Gibson and Girard right next to the Albuquerque International Airport.

Puerto Del Sol was rated as an *“Outstanding 9-Hole Course”* by the National Golf Foundation and features ample-sized greens and wide, tree-lined fairways. The course provides for an easier walk making it popular with beginner golfers, seniors and a great opportunity for looking to get some exercise. This course measures 3,030 yards from the championship tees, 2,830 yards from the regulation tees, and 2,525 yards from the forward tees. The 9-hole Par is 35 for both

men and women.

The course is irrigated with reclaimed water from the Albuquerque Bernalillo County Water Utility Authority (ABCWUA) since May 29, 2013. The use of reclaimed water promotes increased water conservation by reducing dependency on the potable water supply.

Puerto Del Sol Golf Course
1800 Girard SE
Albuquerque, NM 87106
(505)265-5636

NORTHWEST ALBUQUERQUE

LADERA GOLF COURSE



Ladera Golf Course is located on Albuquerque's Westside and was opened in 1980. The views of the Sandia Mountains to the east and the five "*Sister Volcanoes*" to the west are unmatched in the City. This 27-hole, 240 acre course is noted for the longest playing yardage of any of the other three City golf courses. Ladera measures 7,107 yards from the championship tees, 6,618 yards from the regulation tees (Par 72) and 5,966 yards from the forward tees (Par 72). Ladera Golf Course also includes a 25-acre Driving Range for golf lessons and ball rentals, a 9000 + square foot practice putting green, and a practice chipping green. Ladera provides some the best practice facilities in New Mexico.

As with Arroyo Del Oso, Ladera Golf Course serves a dual purpose as a City golf course and as a retention basin for the Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA).

Ladera includes a snack bar and a banquet facility (8,651 sq. ft.) with an occupant load of 300 individuals. The banquet hall is the largest banquet hall of the four municipal courses and is available for private rentals. The Ladera banquet facility is used for parties, community functions and special events and is complimented with a full-service kitchen, banquet hall and snack bar / restaurant.

Since 2011, the City has invested \$5,000,000 in capital improvement projects that include a complete irrigation system renovation, green and fairway turf renovation and 4.5 miles of concrete, cart path improvements. Green and fairway capital improvement renovations of the "Front Nine" and "Back Nine" were completed in October 2014.

Ladera Golf Course

3401 Ladera Drive NW
Albuquerque, New Mexico 87120
(505)836-4449

GOLF COURSE CONCESSIONAIRES

The City of Albuquerque operates each golf course by contracting the services of a Professional Golfers' Association (PGA) member to operate the Pro Shop, Clubhouse, Banquet Hall and Restaurant. Current concessionaires and contract expirations for each course are identified below.

Golf Course	Concessionaire (DBA)	Concessionaire	Contract Expiration
Arroyo Del Oso	New Mexico Golf Ltd.	Jose "Tony" Hidalgo Jr.	March 20, 2029
Puerto Del Sol	CDK Golf, LLC	Colby Reddoch, David Muttitt, Kevin Richards	May 13, 2029
Ladera	Bill Harvey Golf, LLC	Bill Harvey	May 5, 2026
Los Altos	C.R. Golf LLC	Colby Reddoch	December 26, 2024

GENERAL OPERATIONAL POLICIES

BACKGROUND

The Golf Management Division (GMD) of the City's Parks and Recreation Department (PRD) is responsible for oversight of concessionaire operations and maintenance of the golf course grounds.

ALBUQUERQUE MUNICIPAL GOLF COMMON RULES

As Adopted by:

United States Golf Association
Sun Country Golf Association
National Golf Foundation

- Replace divots on fairway and repair your ball mark on the green, as well as one other.

- If looking for a lost ball, wave the group behind you to play through your group.
- Tee off only between markers on tee boxes or specified forward locations
- Smooth footprints in the sand bunkers.
- Do not lay golf bags or take carts onto the green with the exception of ADA compliant vehicles.
- Play no more than one ball.
- Call “fore” loudly if ball is in danger of hitting another player.
- Do not play unless the players in front of you are out of range.
- Mark your ball with a ball marker. Do not scratch or dig into the green.
- Lay the flag pole gently on the green, do not throw it down.
- Play holes in a natural sequence; no cutting across holes.
- Do not walk through the sand bunkers or hazards.
- Move off the green immediately after putting out.
- Make efforts to maintain the proper pace of play.
- Mark scores away from greens.
- Players are allowed five minutes to look for a lost ball.

ALCOHOL / LIQUOR SALES

Dispensing of liquor on a City owned and operated golf course shall comply with all prevailing laws, rules and regulations of the State of New Mexico and the City of Albuquerque. The Liquor License is owned by the City of Albuquerque and is subsequently leased / rented to the golf course concessionaire for a percentage of alcohol sales as defined by the existing liquor license agreements.

ANNUAL PASSES

A variety of annual passes are available for sale at each course’s pro shop and at the Golf Management Division located at 6401 Osuna NE. Contact Golf Management Division for details.

- Golf passes are not refundable except in unusual circumstances - Pro-rated refund requests may be approved by the Golf Superintendent. Requests for pro-rated refunds shall be made in writing to the Golf Management Division. Should a refund be approved it will be made in accordance with the schedule identified on the Annual Pass Policy and Use Agreement.
- Refunds are not available on PM Passes and special promotions.

CHILDREN

Children ages 10 - 13 are allowed to play golf on municipal golf courses when accompanied by a parent, guardian or other adult (responsible for the actions of the child). Children under age 10 are encouraged to play on the Parks and Recreation Division’s 6-hole “Pitch and Putt” course located at Balloon Fiesta Park.

- Children under age 13 are allowed to use the practice areas with adult supervision or the approval of the Golf Professional.

COMPLIMENTARY PLAY

The Director/PRD and/or the City's Chief Administrative Officer (CAO) may approve complimentary play on City of Albuquerque golf courses. Complimentary play is also designed to assist in the transfer or exchange of information, programs, and technologies that impact golf operations. It also provides opportunities to educate and inform those who are involved in golf operations.

Complimentary golf is not available during weekdays, weekends or holidays before 10:00 am without approval of the Director/PRD and/or the City's Chief Administrative Officer (CAO); at no time will complimentary play displace paying customers to include annual pass holders. Complimentary play is limited to the following:

- Participants in an event sponsored by the City for promotion of conventions, tourism, economic development, and industrial development.
- Members of the PGA and GCSAA
- CAO, Deputy CAO, Directors/PRD and elected officials of the City of Albuquerque.
- Pro shop/concessions employees on their "home" course.
- Golf Management Division employees on any municipal golf course.
- Municipal Golf Advisory Board (GAB) Members are awarded one complimentary play upon attendance of a regularly scheduled GAB meeting.

CONCESSION CART

Golf Course food and beverage cart services are provided for municipal golf courses by the concessionaire. Concession carts are expected to provide food and beverages to customers during play and shall make rounds throughout the day during peak use.

CONDUCT OF PLAYERS

All players should conduct themselves in a manner that enforces the ethics, traditions and integrity of the game of golf. In doing so, players shall:

- Refrain from loud, abusive and vulgar language.
- Be courteous and avoid actions that may endanger persons or property (i.e., throwing of clubs, hitting balls into the group ahead).
- Dress appropriately (wear a shirt, shorts, slacks, skirt, and shoes).
- Be familiar with rules of etiquette and follow them.
- Obey the instructions of the Course Marshals.
- As a condition of play golfers are responsible for damages or injury to property, vehicles, or persons on or off the course. The City of Albuquerque will not be liable.

COURSE CONTROL / MARSHALLING/ PATROLLING

Golf Course Marshals and marshaling services are provided for municipal golf courses by the concessionaire. A minimum of one Course Marshal is required during peak times (9am-3pm). Course Marshals are authorized to enforce the following rules of play.

- All players shall have an age appropriate (Jr. or Sr.) paid green fee or authorized receipt in their possession. Players not able to provide information regarding payment of a green fee will be required to pay such fees and may be subject to removal from the course. Season cardholders / golfers with memberships shall register and obtain a receipt for each round prior to play.
- Each player shall have a set of clubs.
- Wearing metal spike shoes is not permitted on any course or practice area.
- Players should make every effort to finish the round of play in four hours and thirty minutes. The Course Marshal is authorized to assist with speed of play by requiring slow playing groups to *"pick up the pace"*, *"skip a hole"*, or allow faster groups to *"play through"*.
- Individuals utilizing a golf facility do so at their own risk.
- Threesomes and foursomes have priority over individuals and twosomes. Golf Professionals have the right to pair players whenever course conditions dictate.
- Five players in a group are not permitted before 11:00 AM and shall not impede the pace of play. Golf carts are recommended to assist with an appropriate pace of play.
- Redeemed rain checks are subject to verification by Course Marshal with an original receipt.

GIFT CARDS

City of Albuquerque, Golf Division will provide specifications for the gift card medium that is compatible with the current (Point of Sale) POS system. All gift card transactions shall be reported through the POS.

EXISTING PAPER GIFT CERTIFICATES

According to New Mexico state law, existing paper gift cards and paper gift certificates shall be honored by the issuing golf course concessionaire until redeemed. The purchase money for the gift certificate is expected to be held in escrow indefinitely. Use of the old paper gift certificates shall be handled as follows:

- When tendered as payment, existing, old gift cards and certificates shall be entered into the current POS system. Zero balance gift cards shall be turned into the Golf Management Division with the prospective End of Month packet.

- Each golf course concessionaire / pro shop shall submit the outstanding inventory of all existing gift cards and paper gift certificates by July 1 – the start of the new fiscal year.
- Each golf course concessionaire / pro shop shall maintain the ongoing, outstanding inventory of all existing gift cards and paper gift certificates. This inventory shall be reported to the Golf Management Division with the prospective End of Month packet.
- Golf course concessionaires are no longer authorized to issue any paper gift certificates.

NEW GIFT CARDS

Any gift card sold at a municipal golf course is valid and redeemable at any City golf course. The gift card serves as a form of tendered payment and is not specific for use at the issuing golf course pro shop.

- Gift cards may be used to redeem purchases of green fees, merchandise, food, golf lessons and beverages.
- All gift card transactions shall be entered in the City's point of sale (POS) system. Gift card transactions are automatically tracked by the POS system.
- The City of Albuquerque will hold all funds received from the purchase of gift cards in a separate escrow account until the gift card is redeemed as required by The City of Albuquerque Treasury Department.
- The golf course concessionaires will be responsible for all of the costs associated with new gift cards to include but not be limited to the purchase of gift card control numbers, the purchase of media and the production of art work.

HOURS OF OPERATION

City owned golf courses are open for daily play, dawn to dusk. The courses are closed on Christmas Day.

- Golf Professional(s), in agreement with the Golf Management Division may close a course (or portions of a course) for emergency repairs, maintenance, or weather related events.
- In the event of a course closure, the pro shops and/or concession operations may remain open at the discretion of the Golf Course Supervisors and/or the concessionaire.
- Puerto Del Sol's lighted driving range may be open up to 7 days a week from May 1 until September 30 from dawn until 10:30pm.

LIFETIME MEMBERSHIP PASSES

Golf Management Division's Lifetime Golf Membership Pass Policy

A golfer may qualify for a Lifetime Golf Membership Pass singularly or in combination of the following:

- Applicant has resided in the City of Albuquerque for a minimum of ten (10) years;
- Long-standing City of Albuquerque, Golf Management Division annual pass member;
- Long-standing City of Albuquerque, golf course association member; and
- Long-standing playing history at a City of Albuquerque Golf Course or courses

Application Process: Upon reaching 85 years of age applicants may contact the Golf Management Division to initiate the application process. The application packet is processed by the Golf Management Division and routed for approval. Upon Director approval, the application will be forwarded to the City's Chief Administrative Officer (CAO) for final approval. Award of the lifetime pass is contingent upon final CAO approval.

Application Packet shall include the following:

- Letter of participation describing the golfer's playing history at the City's municipal golf courses. The letter should include the number of years as an annual pass holder, the number of years as an association member at a City course, and any other volunteer or community/City golf program involvement such as being a member of the City's Golf Advisory Board.
- Copy of the applicant driver's license or valid New Mexico state identification.
- A letter or letters of support that document golf course participation. The letters of support have been historically provided by golf course concessionaires and Professional Golf Association (PGA) members.

Approval Process:

- Director/PRD Approval: Once the application packet has been completed and approved by the Golf Management Division Superintendent, Golf Management Division will turn the packet into the Director/PRD for signature approval. The Director/PRD will forward the approved application onto the Mayor's office for COA approval.
- CAO Approval: Once the Mayor's Office returns an approved application packet, the Golf Management Division will contact the applicant and complete the process by issuing a valid Lifetime Golf Membership Pass to the applicant.

Lifetime Golf Membership Pass Award: The award of a Lifetime Golf Membership Pass should always be coordinated through the department's Public Information Officer with the Office of the Mayor. Such an award should always be considered and used as a good news story to promote quality of life, lifelong recreational pursuits and affordable golf at the City's municipal golf courses.

Lifetime Golf Membership Award Expiration/Renewal/Use:

- Renewal: A lifetime pass does not expire. The Golf Management Division is interested in knowing how many lifetime members are still actively playing the game of golf at City courses. Lifetime pass holders will be asked to renew their membership at no charge every two years simply by contacting the Golf Management Division. The intent of

renewing the lifetime pass is to know how many lifetime members are still active at City courses.

- Pass Use: Lifetime golf passes may be used seven days a week at any of the City's municipal golf courses.

LIGHTNING / HAZARDOUS WEATHER ALERT

At the time a siren or similar signal is sounded as a hazardous weather alert, players on the course shall immediately suspend play and seek shelter. The safest shelter will always be the golf course clubhouse. A double signal will be sounded when it is determined to be safe to resume play, at which time the players should continue from the point at which play was suspended.

NUISANCE BIRD CONTROL DOG

Waterfowl and other birds can be destructive to turf grass areas including greens, tees and fairways on the City's golf courses. Their droppings also affect the beauty, enjoyment and playability of the golf course for customers. Nuisance Bird Control Dog (NBCD) use is an industry recognized control method to reduce the negative impacts of nuisance birds. NBCD's are canines with fully specialized training in the humane control of nuisance birds at golf courses and airports. A NBCD has the ability to perform these tasks upon the command of its handler. There will be a limit of two (2) NBCD's at any time on a 27-hole golf course. Only one (1) NBCD will be allowed at any time at the Puerto Del Sol Golf Course. All Nuisance Bird Control Dog's shall be easily identifiable by wearing a vest with NBCD clearly displayed on it at all times while working on the course. NBCD's that are not physically engaged in the control of nuisance birds on the course shall remain on leash or kenneled at all times. Under no circumstances, animals other than NBCD's are permitted on the golf course that are not certified service animals.

PRACTICE AREAS

Practice areas are open daily (except Christmas Day). Practice areas may be temporarily closed for maintenance or a hazardous weather-related event.

- Practice areas may be closed to the general public by the Golf Professional no earlier than:

MONTH	TIME
January to March	4:00 PM
April	6:00 PM
May	7:00 PM
June to August	7:30 PM
September	7:00 PM

October	6:00 PM
November to December	4:00 PM

- The Puerto Del Sol practice areas may remain open until 10:30 PM during daylight savings time (usually Memorial Day through the Albuquerque International Balloon Fiesta held in October, weather permitting.)

PROFESSIONAL GOLFERS' ASSOCIATION (PGA) OF AMERICA

On an annual basis (on or before January 31), the Concessionaire at each golf course shall submit a photo copy of the most current PGA Class A Classification Card(s) to the Golf Management Division.

RAIN CHECKS OR DAY OF PLAY REFUNDS

Rain Checks may be issued if player pays for 18-hole play and if:

- Player has played less than 10-holes, a 9-hole rain check will be issued
- Player has played less than 5-holes, a 18-hole rain check will be issued.

Rain Checks may be issued if player pays for 9-hole play and if:

- Player has played less than 3-holes, a 9-hole rain check will be issued

Rain Check Redemption:

- Rain checks cannot be used on afternoon rates, and sundown rates; or combined with any other coupons and/or special rates.

The Starter is responsible for validation of rain check with receipt upon redemption.

RESTRICTED AREAS AND USES

For safety and security reasons, certain areas of golf courses may have limited or restricted general public access for activities such as bicycle riding, fishing, walking, pet walking, jogging, running, roller blading, skate boarding, etc. Signs outlining rules and permissible use are posted in prominent places at each golf course. No pets are allowed on golf courses, with the exception of nuisance bird control dogs (proof of bird control certification and training will be required), and other service animals during normal business from dawn to dusk. See Appendix 1.

RIDING AND HAND CARTS

- The golf courses allow the use of rental riding carts only. **Privately owned riding carts are not allowed.**
- The golf courses allow the use of rental and privately owned hand carts. Hand carts include battery operated "*pull carts*".
- The 90-degree rule is to be observed at all times for riding carts, including handicap flag carts.

- At no time are riding carts to be driven within 30 feet of the collar of the green. Riding carts are restricted to paved paths around greens and tees with the exception of ADA compliant vehicles or a handicap flag has been requested and issued by the Pro shop.
- Hand carts are not allowed on greens or manicured areas with the exception of ADA compliant vehicles.
- The Golf Professional, or designee, will determine the requirements to rent riding or hand carts.
- ADA accessible, single-rider golf carts are available at Arroyo del Oso and Puerto Del Sol Golf Courses.

SPECIAL TEE TIMES

Any men's and/or women's golf association, formed and recognized at a City Golf Course, may reserve a group starting time at the course of regular play, on a weekday coordinated with the Golf Professional. Each association shall furnish the Golf Professional with a schedule of tee times desired on an annual basis.

The number one tee will be reserved for only as long as necessary to accommodate the members of the association. During play, up to 144 players are allowed and shall be approved by the Golf Professional. The Golf Professional will post a public announcement in at least two general public areas notifying the public of the policy regarding men's and women's golf association starting times.

TEE TIME RESERVATIONS

Online and phone reservations will only be accepted no more than seven (7) days in advance of a requested tee time at Arroyo Del Oso, Ladera and Los Altos regulation eighteen-hole courses. The Executive Courses at Ladera, Los Alto, the "Dam nine" at ADO, and the nine-hole Puerto Del Sol Golf Course will be open for play on a first-come, first-serve basis. Both online and in-person customers will only be allowed to book one tee time per call or transaction. A requestor may only reserve or control one tee time reservation per day. Requestor will be financially responsible for the number of players for which he/she is requesting a tee time. A requestor shall not transfer control of a tee time/reservation to another party for any fee or compensation. Upon check-in, the requestor may pay for any portion of the group's fees or each individual will be responsible for their spot on that group. If the requestor and/or a member of that group fails to show and no cancellation has been made online or by phone at least twenty-four (24) hours prior to the tee time, the original requestor will be responsible for 100 percent of the fees associated with the unused tee time and/or any unused slots associated with the tee time. Exceptions for emergencies may be granted on a case-by-case basis by the Director upon written request.

- The original requestor will be financially responsible for 100 percent of any vacant spots for a reservation or a tee time that is not cancelled at least 24 hour prior to the tee time.

- If a group consistently fails to be present for a schedule starting time, the Golf Professional has the discretion to disallow future starting time reservations.
- A group may have access to the tee only after the entire group has paid the appropriate green fees.

TOURNAMENTS

A tournament is defined as a championship series of games or athletic contests where competitors compete for a prize. For City of Albuquerque purposes, a tournament is further defined as any group greater than thirty two (32) players that compete for a prize. Tournaments, tournament play, and the tournament fee structure shall be approved by the Superintendent of the Golf Management Division and the Director/PRD.

Traditional golf tournaments commonly include a fee structure that includes the following: green fees, cart rental fees, range fees, food and beverage fees, coordination fees (i.e. a tournament administration fee), gift card fee (i.e. a prize) and a benefit fee – paid if the tournament is a fund-raising event.

The Concessionaire shall have the right to charge a fee for tournament administration and preparation costs. The Director/PRD and/or the Chief Administrative Officer retain course operations authority, including the right to close the course for periods of time, identifying areas of play and to limit the amount of play including the right to reduce or waive Green Fees for non-traditional tournaments where it serves the welfare of the community.

- A group may use City golf courses for tournament play. Applications are available in the golf pro shop and shall be submitted at least 21 days before the date of play. The Golf Professional will act upon the application immediately upon receipt of the application.
- Tournaments shall have a minimum of 32 players.
- Each organization sponsoring a tournament is limited to one weekend event per year on each of the four City courses. The men's and women's golf association, at their respective courses, may select the starting time for their weekend tournaments, not to exceed one weekend tournament per month.
- Three professional-amateur (Pro-Am) tournaments will be allowed at each course each calendar year with the recommendation of the Golf Superintendent and the approval of the Parks and Recreation Department Director.
- Starting times for tournaments are recommended to back up from no earlier than 1:00 PM (May through August). During the remaining months of daylight savings time, starting times back up from no earlier than 11:00 AM. Tournaments held by course associations may choose a starting time that is mutually agreed upon by the Golf Professional and the Association.
- Puerto Del Sol is a 9-hole golf course. The application of certain parts of this section may not apply.

- Extraordinary maintenance and/or course preparation costs for a tournament may be passed along to the tournament organizer from the Golf Management Division (except Men's' and Women's City Tournament)
- Tournament organizers are encouraged to make use of available facilities for post tournament functions. Use of non-course food or prize providers requires approval from the Superintendent of the Golf Management Division and the Director.
- Tournament organizers and Golf Professionals are encouraged to design a Tee-Off schedule that alleviates any unused tee times to the general public.
- Annual membership passes may be used for league tournaments. PM passes are not valid for League tournaments.
- For Non-League tournaments on weekdays, annual passes may be used; however, a tournament green fee rate of \$5.50 (weekday tournament rate less the weekday 18 regular rate) will be charged. Rate is subject to change.
- Annual passes may not be used for non-league tournaments scheduled on weekends.

TOURNAMENT APPROVAL

For all tournaments, the Golf Management Division Superintendent shall be notified in writing by the 15th day of the month preceding the proposed/requested tournament. The notice will include an outline of costs and tournament fees that will be applied to the event. Full tournament green fees shall be charged unless otherwise agreed to by parties and as approved by the Director/PRD and/or the Chief Administrative Officer. The waiver or reduction of full tournament green fees can only be authorized by the Director using the City Reduced or Waived Green Fee Form (Appendix 3). Tournament play, fee structure, prizes, etc. shall be recommended by the Superintendent of the Golf Management Division.

The tournament and the tournament fee structure shall be approved by Golf Management Division before being scheduled by the golf course concessionaire or golf course professional. Requests for tournament play and scheduling should be turned into the Golf Management Division by the 15th day of the month preceding the proposed / requested tournament.

“SHOTGUN” TOURNAMENTS”

The minimum number of players required for a “*shotgun*” tournament will be 108 on weekdays and 120 on weekends. Back nine “shotguns” may be held if a tournament has a minimum of 60 players.

- Recommended shotgun starting times for play are the following:

MONTH	START TIME
November – February	9:00 AM
March	8:30 AM
April	8:00 AM

May - August	7:00 AM
September – October	8:00 AM

The Golf Management Division encourages all patrons to contact each pro shop for current tournament schedules and events.

TOURNAMENT FEE REDUCTIONS AND WAIVERS

Tournament fee reductions and/or a waiver of tournament green fees may be requested from the Director/PRD through the Golf Management Division Superintendent. Fee reductions and waivers are reviewed on a case-by-case basis and shall be approved by the Director and/or the City's Chief Administrative Officer (CAO). A green fee waiver/reduction request form shall be filled out and submitted for approval to the Golf Management Division.

GOLF MANAGEMENT DIVISION FEE WAIVER REQUESTS

Parks and Recreation Department (PRD) Policy on Fee Waiver Requests

Organizations and individuals requesting a waiver of PRD fees are required to submit a written request to the Director through the Golf Management Division. The Parks and Recreation Department will evaluate fee waiver requests on a case by case basis. Only the Director or the Chief Administrative Officer have the authority to approve a fee waiver request.

General Guidelines for Consideration of a Fee Reduction or Waiver:

- **Is the fee waiver request for a City golf course?** Operating costs are expected to be recovered through golf course revenues. Requests for waiver of golf course green fees or tournament fees should be evaluated with respect to the potential negative impact on golf course revenues.
- **Does the fee waiver for a tournament benefit the City of Albuquerque?** The waiver of tournament fees will be evaluated on a case by case basis. The tournament fee waiver will be evaluated based on the expected economic or promotional benefit to the City for example, tournaments that increase local tourism. However, events, such as the Men's and/or Woman's City Golf Tournament, featuring residents of the metropolitan area still have the benefit of show-casing the amenities of Albuquerque.
- **Is the fee waiver request for a City golf course banquet facility?** Fees for banquet facility use should rarely be waived. The golf course banquet facilities are operated under contract. However, from time to time, neighborhood organizations have asked to use the golf course banquet hall as a meeting area. Use of the banquet hall may be granted provided that the fee waiver request does not displace a previously scheduled fee event. The Director/PRD and the Concessionaire should concur with such a request.
- **What is the benefit to the community?** The community benefit should be evaluated on a case by case basis. Fee waiver requests should receive favorable consideration when

the benefit to the community closely relates to the mission of the Parks and Recreation Department.

- **Is the person or organization (requesting a fee waiver) charging a fee for the event?** If the organization is charging a fee for the event, then it is reasonable for the Department to charge a fee for the rental and/or program fee.
- **What is the impact on existing Department operations or facility availability?** The granting of a fee waiver should have minimal impact on existing operations. Fee waivers, reduction and/or facility rentals may be more favorably considered during the facility's slow season. Events with fee waivers shall not displace previously scheduled revenue generating events.

Golf Management Division (GMD) Policy on Fee Waiver Requests

- Requests by elected officials from outside City government may be waived for weekday play and approved by the Director.
- Requests by elected officials within or outside City Government to use Banquet rooms for public meetings may be approved jointly by the Concessionaire and the Director provided that the room is not in use for any other event.
- Requests for the use of banquet rooms for meetings conducted by Neighborhood Associations, registered with the City of Albuquerque Office of Neighborhood Coordination, may be approved jointly by the Concessionaire and the Director provided that the room is not in use for any other event.
- Requests for greens fee reductions or tournament fee waivers by public interest, non-profit organizations, commercial businesses and other groups may be approved as follows:
 - \$0 to \$2,500: by the Director for weekday events
 - \$2,501 & Up: Recommended by the Director and approved by the Chief Administrative Officer.
 - All requests for weekend green fees or tournament waivers shall be recommended by the Director and approved by the Chief Administrative Officer.
 - Fee reduction or waiver requests for use of banquet room for public interest, non-profit organizations, commercial businesses and other groups shall be approved by the concessionaire, except as noted above.

USE OF CITY PROPERTY / GOLF COURSES

Any request to use any part of City of Albuquerque golf course property shall be recommended by the Golf Management Division Superintendent and approved by the Director and/or the Chief Administrative Officer. Contact the Golf Management Division to obtain a usage of City Property /Golf Course Form. This includes any and all areas such as gazebos, banquet rooms and the golf course.

ALBUQUERQUE PUBLIC SCHOOLS JOINT USE AGREEMENT

HIGH SCHOOL USE OF CITY OWNED GOLF COURSES

The City of Albuquerque had entered into a Joint Use Agreement with the Albuquerque Public School (APS) System for the use of turf areas (i.e. City parks). The Golf Courses will seek to codify a policy through an agreement with APS. In the meantime, the Golf Course will continue with on their ongoing practices. The agreement provided that APS high school golf teams may book municipal golf course use with no green fee charge. Non-APS high schools are required to pay green fees for practices and/or tournaments.

Current operating practice for APS high school golf teams include, but are not limited to the following:

- Each golf course may honor privileges to a maximum of four Albuquerque Public School golf teams.
- The team coach or assistant coach shall be present at all times in order for players to be allowed to practice on any area of the golf facility including play on the course.
- Practice times will begin after 3:00 PM.

GOLF COURSE RATES

- *Article 8: Municipal Golf Courses, Section 10-8-4 Administrative Rate Setting*

Green fees charged for the right to use municipal golf course facilities shall be established by rules adopted by the Parks and Recreation Department of the City of Albuquerque. The same procedure may be used to create special rate programs to include but not be limited to annual passes. Any such rule shall be adopted under the procedures of Chapter 2, Article 15 ROA 1994.

Article 15 ROA 1994 specifically outlines how rules and regulations that in any manner regulate the conduct of the public will be adopted by the City of Albuquerque. The following procedures are required:

- (A) When the city agency proposes to adopt rules or regulations, it shall first have the Chief Administrative Officer appoint a city employee to serve as a hearing officer to conduct the public hearings required in this article.*
- (B) The hearing officer shall submit a report to the head of the city agency that will administer the proposed rules or regulations and to the Chief Administrative Officer. The report shall describe in general terms the public comment received, the city agency response to that public comment, if any, and shall contain recommendations for changes to the proposed regulations when appropriate.*
- (C) The rules or regulations shall not go into effect until signed by the Chief Administrative Officer and filed with the City Clerk. (Ord. 43-2007)*

In addition, the **Municipal Golf Advisory Board (MGAB)** under City Ordinance *Article 8: Municipal Golf Courses, Section 10-8-2 Duties and Power of the Board*:

(E) Make recommendations for green fee and membership changes.

City of Albuquerque, green fee rates were last increased in 2018 through the processes described (above) – with the intent of generating more revenue for the golf fund. The increase in revenue was not realized. Municipal golf rounds have continued to decrease at a steady rate of 1 – 3% per year since the decline in the Albuquerque economy in 2008.

GOLF ADVISORY BOARD

The Municipal Golf Advisory Board (MGAB) was created by City ordinance. (*Article 8: Municipal Golf Courses, Section 10-8-1 Municipal Golf Advisory Board*) The Board consists of 11 members and four nonvoting members (golf professionals of each course). Members serve for three year terms.

The duties and powers of the Board are outlined in *Article 8: Municipal Golf Courses, Section 10-8-2 Duties and Powers of Board*. The Board shall act in an advisory capacity to the Mayor, Council and staff of the Parks and Recreation Department. The Board shall promote and encourage private and public programs to further the development and public awareness of, and interest in the municipal golf courses. The Board shall act in an advisory capacity to the Department of Parks and Recreation in connection with the development and promotion in golf. In carrying out its duties and powers the Board shall:

- (A) Keep itself informed of the needs of the golf courses and serve as a public forum for discussion.*
- (B) Recommend to the Mayor and Council policies for overall development of the Golf Courses to include plans for additional facilities, and ways and means of financing improvements.*
- (C) Seek input and work cooperatively with the Metropolitan Parks and Recreation Advisory Board.*
- (D) Evaluate operational policies and procedures.*
- (E) Make recommendations for green fee and membership changes.*
- (F) Review audited revenue and expenditure reports.*

The MGAB regularly meets on the third Thursday of the month in the 3:00 PM hour. Meeting locations are shared among Arroyo Del Oso, Ladera and Los Altos golf courses. Prospective Board members may apply for membership on the City's website: www.cabq.gov – search for “boards and commission memberships”. Board members with expired terms are eligible to continue serving as a board member until they are reappointed or replaced.

POINT OF SALE (POS)

GENERAL

The Concessionaire shall use the current City's Point of Sale system to record all business transactions, including but not limited to green fees, pro-shop sales, other concession sales, golf lessons, banquets, alcohol sales, and any other business transactions that may be part of the Concessionaire's operation. All items for sale or any special merchandise orders are subject to the City of Albuquerque's Cash Management Policies and Procedures Manual (Revised 08/04/09).

The POS system software and hardware (including all computers, cameras, printers, firmware, and any other attached devices) are and shall remain the property of the City. The Concessionaire shall not use the POS system, computers, printers, or any other devices for anything other than City golf course business.

MONEY HANDLING & REPORTING

The City of Albuquerque's current designated bank of record shall be used. Any checks written for green fees shall be made payable to the City of Albuquerque.

Green Fees and Daily Transaction Cash Report. The Concessionaire shall be responsible for collecting all Green Fees and all other cash received for Concessions, and shall deposit the Green Fees and all other cash received for Concessions, daily, seven (7) days a week in the bank designated by the City to the credit of the City by close of business each day. (See Administrative Instruction No. 2-8: Handling and Deposit of Public Monies). If the City's designated bank is closed then the deposit shall take place on the next day the City's designated bank is open. The Concessionaire shall prepare and submit a true and accurate Daily Cash Report on the form approved by the Director and shall deliver it as required by the Director. In regards to the Green Fees and all other cash received for Concessions, the Concessionaire is the fiduciary of the City. Credit or barter accounts shall not be extended for daily Green Fees or for all other cash received for Concessions to any customer. Violation of this provision is cause for immediate termination of the concessionaires' contract with the City of Albuquerque.

DAILY CASH DEPOSITS

The Concessionaire is the fiduciary of the City and shall follow regulations as outlined by State Statute. City Treasury (as required by State Statute NMSA 1978, Section 6-10-2 and 6-10-3) requires that City cash sites enter deposits daily. City Treasury is obligated to have daily cash deposits entered into PeopleSoft within a 24 hour period. The municipal golf courses are considered to be City cash sites.

The Concessionaire is required to manage and prepare two deposits to the current designated bank:

- One deposit for all Food and Beverage Sales, and
- One deposit for all Pro-Shop Sales.

City Treasury and the Golf Management Division will monitor concessionaires for daily deposit compliance. Treasury monitoring ensures that revenue collected at the cash-site is recorded correctly and assigned to the Golf Enterprise Fund.

DAILY DEPOSIT RECONCILIATION

The Golf Revenue Coordinator in conjunction with the Assistant Superintendent will reconcile deposits with Point of Sale information on a daily basis (Monday through Friday). Friday, Saturday and Sunday deposits are reconciled at Golf Management Division on Monday. Upon completion of the reconciliation process, the Revenue Coordinator will authorize an electronic “automated clearing house” (ACH) transaction to the Concessionaire (via City Treasury). Percentage payment amounts (due to the City) are automatically deducted at that time.

This reconciliation process and discrepancies in the reconciliation process are routinely reviewed by the Parks and Recreation Fiscal Division Manager to ensure compliance with State Law, City Regulations and the Concessionaire Contracts. “Automated clearing house” (ACH) transactions routinely take 48-96 hours before posting in the Concessionaire’s identified bank account.

PERCENTAGE PAYMENTS

The Percentage Payments (as identified in the Concessionaire contract) are automatically tracked in the City’s Point of Sale system and deducted from the electronic funds transfer on a daily basis (as outlined above).

APPENDIX 1

SERVICE ANIMALS

(Defined by Title II and Title III of the ADA)

I. Service Animal Defined by Title II and Title III of the ADA

A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or tasks performed by a service animal must be directly related to the individual's disability. It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an animal into a service animal. Examples of animals that fit the ADA's definition of "service animal" because they have been specifically trained to perform a task for the person with a disability:

Types:

A **Guide Dog or Seeing Eye Dog** is a carefully trained dog that serves as a travel tool for persons who have severe visual impairments or are blind. <http://www.seeingeye.org>

A **Hearing or Signal Dog** is a dog that has been trained to alert a person who has a significant hearing loss or is deaf when a sound occurs, such as a knock on the door.

A **Psychiatric Service Dog** is a dog that has been trained to perform tasks that assist individuals with disabilities to detect the onset of psychiatric episodes and lessen their effects. Tasks performed by psychiatric service animals may include reminding the handler to take medicine; providing safety checks or room searches, or turning on lights for persons with Post Traumatic Stress Disorder; interrupting self-mutilation by persons with dissociative identity disorders; and keeping disoriented individuals from danger.

A **SSigDOG** (sensory signal dogs or social signal dog) is a dog trained to assist a person with autism. The dog alerts the handler to distracting repetitive movements common among those with autism, allowing the person to stop the movement (e.g., hand flapping).

A **Seizure Response Dog** is a dog trained to assist a person with a seizure disorder. How the dog serves the person depends on the person's needs. The dog may stand guard over the person during a seizure or the dog may go for help. A few dogs have learned to predict a seizure and warn the person in advance to sit down or move to a safe place.

NOTE: Under the Title II and III of the ADA, service animals are limited to dogs. However, entities must make reasonable modifications in policies to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals with disabilities

II. Other Support or Therapy Animals

While **Emotional Support Animals** or **Comfort Animals** are often used as part of a medical treatment plan as therapy animals, ***they are not considered service animals under the ADA.*** These support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals. Therapy animals provide people with therapeutic contact, usually in a clinical setting, to improve their physical, social, emotional, and/or cognitive functioning.

III. Handler's Responsibilities

The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way and the person with a disability does not control the animal, a business or other entity does not have to allow the animal onto its premises. Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal. A business has the right to deny access to a dog that disrupts their business. For example, a service dog that barks repeatedly and disrupts another patron's enjoyment of a movie could be asked to leave the theater. Businesses, public programs, and transportation providers may exclude a service animal when the animal's behavior poses a direct threat to the health or safety of others. If a service animal is growling at other shoppers at a grocery store, the handler may be asked to remove the animal.

- 1.) The ADA requires the animal to be under the control of the handler. This can occur using a harness, leash, or other tether. However, in cases where either the handler is unable to hold a tether because of a disability or its use would interfere with the service animal's safe, effective performance of work or tasks, the service animal must be under the handler's control by some other means, such as voice control.
- 2.) The animal must be housebroken. The ADA does not require covered entities to provide for the care or supervision of a service animal, including cleaning up after the animal.
- 3.) The animal should be vaccinated in accordance with state and local laws.

NOTE: An entity may also assess the type, size, and weight of a miniature horse in determining whether or not the horse will be allowed access to the facility.

IV. Handler's Rights

- 1.) Public Facilities and Accommodations Title II and III of the ADA makes clear that service animals are allowed in public facilities and accommodations.
- 2.) A service animal must be allowed to accompany the handler to any place in the building or facility where members of the public, program participants, customers, or clients are allowed. Even if the business or a public program has a "no pets" policy, it may not deny entry to a person with a service animal. Service animals are not pets. So, although a "no pets" policy is perfectly legal, it does not allow a business to exclude service animals.
- 3.) When a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of his disability. Only two questions may be asked:

A. Is the animal required because of a disability?

B. What work or task has the animal been trained to perform?

These questions should not be asked, however, if the animal's service tasks are obvious. For example, the questions may not be asked if the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability.

- 4.) A public accommodation or facility is not allowed to ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal. Local laws that prohibit specific breeds of dogs do not apply to service animals.
- 5.) A place of public accommodation or public entity may not ask an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees. Entities cannot require anything of people with service animals that they do not require of individuals in general, with or without pets. If a public accommodation normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.
- 6.) Employment Laws prohibit employment discrimination because of a disability. Employers are required to provide reasonable accommodation. Allowing an individual with a disability to have a service animal or an emotional support animal accompany them to work may be considered an accommodation. The Equal Employment Opportunity Commission (EEOC), which enforces the employment provisions of the ADA (Title I), does not have a specific regulation on service animals.
- 7.) In the case of a service animal or an emotional support animal, if the disability is not obvious and/or the reason the animal is needed is not clear, an employer may request documentation

The EEOC, in the Interpretive Guidance accompanying the regulations, stated that guide dogs may be an accommodation..."For example, it would be a reasonable accommodation for an employer to permit an individual who is blind to use a guide dog at work, even though the employer would not be required to provide a guide dog for the employee."...to establish the

existence of a disability and how the animal helps the individual perform his or her job. Documentation might include a detailed description of how the animal would help the employee in performing job tasks and how the animal is trained to behave in the workplace. A person seeking such an accommodation may suggest that the employer permit the animal to accompany them to work on a trial basis. Both service and emotional support animals may be excluded from the workplace if they pose either an undue hardship or a direct threat in the workplace.

For the most current and accessible version, please visit <http://adainfo.us/serviceanimalbook>

APPENDIX 2

GOLF MANAGEMENT DIVISION

HISTORY

New Mexico and Albuquerque in particular, has proven to be well suited for golfers with over 300 days of sunshine per year, a mild climate and moderate temperatures – creating some of the most hospitable golfing conditions in the country. New Mexico featured 76 golf courses in 2014. Albuquerque’s first golf course was established around 1920. By the late 1950’s and into the 1960’s, the city experienced significant growth in the number of golf courses.

The City of Albuquerque opened its first golf course, Los Altos, in 1960 and its second golf course, Arroyo del Oso in 1965. By 1980, the City had expanded to its current four citywide courses, adding Puerto del Sol and Ladera. By the mid-1980’s, the golf course market in Albuquerque was heavily segmented between the public courses (City of Albuquerque and the University of New Mexico) and the private membership-only country clubs including: Tanoan, Paradise Hills, Albuquerque Country Club and Four Hills Country Club.

The popularity of casinos on Native American reservations surrounding Albuquerque has led to the development of casinos as resort destinations – complete with golf courses, spas, restaurants and valet parking. Beginning with Isleta in 1996 and followed by Sandia Pueblo in 2005, the reservation/resort style golf courses have quickly attracted both the country club and public golfers alike. This increased competition combined with the economic recession in 2008 has contributed to an overall decline in the number of golf rounds played on the City’s municipal courses.

ORGANIZATION

The Golf Management Division operates the four municipal golf courses using a two-part model. Golf course operations are contracted out to concessionaires via a competitive bidding process. Golf course turf maintenance is provided by City of Albuquerque employees.

Golf Management Division administration positions include:

- GOLF MANAGEMENT DIVISION SUPERINTENDENT

- ASSISTANT SUPERINTENDENT

- GOLF REVENUE COORDINATOR

- ADMINISTRATIVE ASSISTANT

GOLF COURSE MAINTENANCE

Each Golf Course has a Course Supervisor. The Golf Course Supervisor is responsible to insure the courses are maintained at the highest standards possible within the constraints of budget and weather conditions. The Course Supervisors also are responsible for:

- Status of each course reported to the Golf Advisory Board monthly.
- Quarterly reports provided to the Chief Administrative Officer and Chief Operations Officer at regular meetings with Concessionaries and Parks and Recreation administration.
- Possession of a New Mexico Public Applicator's License and maintaining the license by attending continuing education classes.
- Scheduling annual turf management training for maintenance staff. Attending annual training in October/November with SW Turf Grass Association.
- Conduct weekly on site review with Golf Superintendent each site.



APPENDIX 3

City of Albuquerque
Parks and Recreation Department
P. O. Box 1293
Albuquerque, New Mexico 87012
David J. Simon, Director
Office: (505) 768-5354 Fax (505) 768-5305

FEE WAIVER / FEE REDUCTION REQUEST FORM

Organization Name: _____

Organization Address: _____

Point of Contact: _____

Address: _____ City: _____ State/Zip: _____

Office Phone: _____ Cell Phone: _____ Email: _____

Check Appropriate Box:

- | | | | |
|-------------------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> Non Profit | <input type="checkbox"/> Commercial (For Profit) | <input type="checkbox"/> Government | <input type="checkbox"/> Neighborhood Organization |
| <input type="checkbox"/> Individual | <input type="checkbox"/> Political Event | <input type="checkbox"/> Other | |

(Non-profit groups with 501 (c) status shall provide IRS proof of 501 (c) status.)

Please provide the following information:

Name of the Event: _____

Location of the Event / Facility Requested: _____

Date(s): _____ Start Time: _____ End Time: _____

Expected Number of Participants / Number of Players: _____

Fee Waiver / Reduction Amount Requested: _____

Details/Description: *(Include relevant information about the event.)*

Event Fees and Charges: *(Please answer the following questions about the event.)*

Will the organization / individual be charging a fee for the event? Yes No

If yes, what type of fees?

Benefit to Albuquerque: *(Describe how the waiver / reduction of fees for this event will benefit the City and/or the Parks and Recreation Department.)*

General Information:

Fees for the Parks and Recreation Department's programs, facilities and activities have long honored the profession's historical roots in social equity and affordability. The municipal golf courses, in particular, are operated as an enterprise fund with the expectation that the costs of operation and maintenance be covered by golf course revenues. This request for fee waiver / reduction will be evaluated with the above information and the answer to the following questions.

- What is the requestor's user group or category?
- Is the organization or individual charging a fee for the event?
- What is the impact of the event on existing Parks and Recreation Department operations or facility availability?

- What is the impact on the Parks and Recreation Department revenues and operating budget?
- What is the benefit to the community?

OFFICIAL USE:

Record Entry Date: _____

Recommended By: _____

Approved By: _____ **Date:** _____

Appendix 4

AI NO: 2-8

CASH HANDLING, DEPOSITING, AND RECORDING OF PUBLIC MONIES

TITLE: Cash Handling, Depositing, and Recording of Public Monies

PRIMARY DEPARTMENT: Department of Finance and Administrative Services

1. General The purpose of this Administrative Instruction is to reaffirm the City's policy on the cash handling, depositing, and recording of City (public) monies.

City monies include, but are not limited to: checks, currency (cash/coins, Traveler's check, money orders, cashier's checks, EFTs (ACH/Wires), credit/debit cards, checking/savings accounts.

2. General Deposit Requirements

a. The Treasury Division of the Department of Finance and Administrative Services will administer the City's Cash Handling Policy and Procedures manual.

b. The Treasury Division is responsible for the cash management and investment of public monies. Each department shall obtain authorization from the Treasury Division prior to establishing a cash site. Special event or temporary locations for receiving cash must obtain prior authorization from the Treasury Division.

c. Each City department receiving monies at authorized cash sites on behalf of the City shall formally designate persons to receive, deposit and record these monies to the general ledger utilizing the PeopleSoft System Accounts Receivable Deposit module within twenty-four (24) hours of receiving monies pursuant to Section 6-10-2 through 6-10-3 NMSA 1978 and the City's Cash Handling Policy & Procedures manual. Names of designated persons (designated as a "Custodian") responsible for handling City monies shall be submitted to the Treasury Division, and additions and deletions shall be submitted as they occur.

d. The Custodian will be responsible for all monies issued to their cash site. Substitute Custodians may be designated for coverage purposes; however, the Custodian will have the ultimate responsibility to ensure policies and procedures are in place for the safe guarding of monies handled.

e. The Fiscal Manager of each Department is responsible for overseeing and ensuring the fiscal integrity of daily deposits as well as the recording of deposits to the general ledger within twenty-four (24) hours of receiving monies, including, but not limited to, ensuring proper internal controls and segregation of duties are in place for all cash sites, and ensuring the policy and procedures are updated on a regular basis.

f. Persons receiving public monies shall prepare miscellaneous cash receipts or other approved documents acknowledging receipt of public monies and shall issue the receipts to those who remit monies to the City.

g. Persons depositing public monies shall deliver such monies directly to the City Fiscal Agent or designated primary cash site before the close of the business day following the receipt of such funds pursuant to Section 6-10-2 through 6-10-3 NMSA 1978, and the City's Cash Handling Policy and Procedures manual. Under certain conditions, within this same time period and with prior approval of the City Treasurer, public monies may be deposited in a properly designated bank account and bank location.

h. Persons recording any public monies received shall post the amounts to appropriate accounting codes. Questions regarding coding of financial documents and/or recording or

transactions should be referred to the Accounting Division (Fiscal Section) of the Department of Finance and Administrative Services

- i. All departments shall receive authorization from the Treasury Division prior to conducting business with the City's designated fiscal agent bank.

3. Erroneous Deposit Requirements

a. An Erroneous Deposit is an excess deposit that does not have a bank transaction to reconcile to.

b. Erroneous Deposits may occur due to the following reasons, including, but not limited to:

- Cash site entered duplicate entries;
- Cash site selected wrong bank account;
- Cash site delayed deposit entries (passed 24 hours) - Goes to Miscellaneous Revenue

(must process a journal entry);

- Cash site combined deposits;
- Cash site entered incorrect amounts;
- Cash site had deposit corrections/adjustments; or
- Cash site had on-line sales (i.e. numerous departments using one merchant ID, or one deposit in bank with too many entries in PeopleSoft).

c. Each cash site is responsible for reversing their own erroneous deposits each month from the general ledger. Fiscal Managers for each department will be responsible for ensuring their erroneous deposits for their cash sites are reversed. Failure to comply will misstate the city's financial records.

d. All erroneous deposits from a prior month shall be reversed by the eighth (8th) business day of the current month.

4. Miscellaneous Revenues Deposit Requirements

a. A "Miscellaneous Revenue Deposit" is a deposit that is entered using an external transaction into the PeopleSoft System by the Treasury Division and posted to a Miscellaneous Revenue account.

b. Deposits not entered within twenty-four (24) hours of receipt will be entered by the Treasury Division using an external transaction that will be posted to a Miscellaneous Revenue account for the corresponding department.

c. Fiscal Managers shall ensure that a journal entry is processed from their departments "Miscellaneous Revenue" account to the valid revenue account. Failure to comply may misstate the City's financial records.

5. Failure to Comply

City employees found to be in violation of this Administrative Instruction may be subject to disciplinary action pursuant to the City's Personnel Rules and Regulations, and access to the PeopleSoft system may be suspended.

REFERENCES: Section 6-10-2 through 6-10-3 NMSA 1978 and the City's Cash Handling Policy & Procedures manual.

RECOMMENDED BY:



David Salas, Superintendent, Golf Management Division
Parks and Recreation Department

6/20/24
Date

APPROVED:



David J. Simon, Director
Parks and Recreation Department

6/21/24
Date

