CRAB Meeting Minutes: Wednesday, March 9, 2016 at 16:00 EST

**Members Present:** Donna Matsushita (Hawaii), Don Inman (Southeast), Russ Gale (Northwest), Dawn Smith (HQ), Brandon Lavin (Hawaii), Lisa Weaver (Mid Atlantic), Douglas Hasselbring (EURAFSWA), Kim Hansen (Southwest), Joann Reyes (NG HQ), Mike Morris (Mid Atlantic), Shaun Ally (Japan), Peter Samuelson (NDW), Megan Stadlman (Mid Atlantic), James Duff (JRM)

1. **Minutes from Monday, February 4, 2016**

* **CNIC** –Presented Minutes from Thursday, February 4, 2016 for vote and acceptance.
* **CRAB** – Voted to unanimously approve. No opposed

1. **Discussion on Park and Pavilion Standardized SOP**
   1. **CNIC** – Presented the Park and Pavilion Standardized SOP for discussion and Park and Pavilion Form (Enclosure 1) for review:
   * CNIC/Question posed by CRAB on the form:
     + Does Privacy Act Statement need to be included?
   * CRAB 100% voted YES.
   * CNIC/Question posed to the CRAB for the form:
     + What is the purpose of the rank line?
     + CNIC: Purpose is to capture demographic information.
     + CNIC: Is the CRAB in favor or retaining the rank line?
   * CRAB 100% vote for yes. No Opposed
   * CNIC/Question posed to the CRAB from comments submitted on the form from prior edits.
     + Is a Hold Harmless statement needed?
   * CRAB 100% vote for yes. No Opposed.
   * CNIC/Question posed to the CRAB for the form:
     + Form States: “I have read, acknowledge, and agree to follow, all presented rules and policies and have been provided a copies of both CNIC and local requirement.”
     + Comment from CRAB: This seems to say that we will be holding the customer to CNIC SOP and also our specific location rules?
     + CRAB Response: Yes, there may be a local installation SOP that may be more detailed and the customer agrees to abide by both the local installation and the CNIC SOP (once produced).
     + Recommendation by Mid Atlantic: Add “subject to local installation policy.” NW also commented that the local SOP should align with overarching CNIC SOP; however local SOP may be more detailed.
     + CRAB 100% vote to retain language as presented.
   * CNIC/Question posed to the CRAB for the form:
     + What is the procedure for payment and deposits? Form has date of deposit but not how much the customer paid, so do not know how much to return. I do see Deposit paid. Is this the cleaning deposit?
     + CRAB Response: The deposit helps to secure the space; deposit holds people to their commitment of reservation.
     + CNIC stated that RecTrac is able to take and return deposits.
     + CRAB: Currently, NW is doing deposits; there is a time limit on the return of the deposit for the customer to come back in the facility.
     + CRAB: HI stated that the customer comes back in to obtain the deposit return and staff goes through reservations to call them to remind them to come in to get the deposit refund.
     + CNIC: based on the use of VeriFone with RecTrac, the deposit can be returned via cc with original RecTrac receipt #
     + CNIC stated that legal just worked with us on electronic ticketing wording with emailing electronic tickets for customers who phone in to make purchases; similar language could be drafted for the deposit and return of deposit scenarios. Information on CR G2 under Navy Ticket & Travel Board Minutes
     + CNIC stated that from the newest update of RecTrac – the customer’s receipt number will tie to the credit card with the new VeriFone system and refunds can be processed directly to the customers’ credit card just by having the receipt number.
     + CRAB: EURAFSWA stated that only one base in region in EUR has RecTrac; CRAB needs to look at the processes for processing of deposits if bases don’t have RecTrac.
   * CNIC/Question posed to the CRAB for the form:
     + CRAB: If deposit is required, it will require that personnel be scheduled on the weekends to check unmanned park areas in order to either charge a cleaning fee or refund a deposit.
     + CRAB Suggestion: Yes, all acknowledge that staff needs to go out and inspect appropriately – either that night or the next morning.
   * CNIC/Question posed to the CRAB for the form:
     + CRAB: Do staff inspect for SOP compliance prior to retuning the deposit?
     + CRAB: If staff inspects, they must sign off that they approved returning the deposit.
     + CRAB 100% vote to add a Staff acknowledgement line.
   1. **CNIC – Are we charging or not charging for the Pavilions?**

* Yes or No? What is the recommendation?
  + CRAB NDW: Roughly $60K per year would be lost in income for JBAB in NDW. Recommendation is to charge and continue to charge; however, would not be opposed to not charging for command functions; currently JBAB in NDW does charge for tenant commands but for installation commands on Mon-Thurs, pavilion rental is free for command functions.
  + CRAB HI: Roughly $80-90K per year would be lost for HI revenue if they waived the collection of fees. Current process is that command functions are free Mon-Fri; however, they do have Blackout dates for holidays. HI charges for everything else; i.e. private bookings/parties and charges different rate for special events.
  + CRAB SW: For San Diego pavilion rentals is a money generator; recommend to charge for certain facilities and waive for others. Final recommendation is to not charge for command functions; however, charge for private parties.
  + CRAB EURAFSWA; wants to circulate this amongst their bases again and will get back to us.
  + CRAB Japan; wants to check with other bases; currently for Yokosuka charges for camp grounds but not for pavilions.
  + CRAB SE: currently not charging for command events; wants to circulate it again.
  + CRAB Guam: Recommends no charge for commands Mon-Fri.
  + CRAB Mid Atlantic: will circulate through region again.
  + CRAB NW: currently waives command fees for command usage regardless of day; applies fees for all others
  + CRAB HQ/JR/DS/LG/LH: Recommends commands free Mon-Fri; charge for all other.

1. **Summer Reading Program**
   1. As presented in the CR Training Workshops over the past year; the responsibility of summer reading will be housed with Community Recreation for those sites without a Library.
   2. In prior Fiscal Years it has been homed with CYP; however, the summer reading should be offered to all eligible participants, not just those enrolled or participating in the CYP program. Hence the reason it is being delivered through Community Recreation going forward. The program can reach multiple participants, BOTH with CYP and Community Recreation partnering together. Community Rec and CYP should partner together to deliver this great activity to the eligible patrons for DOD.
   3. Summer Reading can increase the student’s reading abilities and help to maintain or improve their reading level from the end of a school session to the start of a school year. It is a wonderful program to offer and great programming for the Community Rec programs for each site.
   4. Summer Reading materials are starting to ship this month, March 2016. The materials are being shipped to the Community Rec POCs at each installation.
   5. Summer Reading prizes were purchased for each site and shipped to Community Rec POC (as provided to Nellie and Patty in January 2016).
   6. There will be a live training (online similar to Connections) on March 31, 2016 to train the sites on the correct tracking and program delivery SOPs for Summer Reading. CRAB is to please pass this information to the installations.
2. **Marketing and Branding Guide for MWR Community Recreation bases.** 
   1. MWR Community Recreation Branding Guide was provided to circulate to the joint bases or joint regions: JRM, JBPHH and JBAB.
3. **Retractable Banner order.**
   1. Banner order is being processed. The order numbers submitted for each installation were reviewed and some orders paired down to co-align with budget due to the expense of the banners (cost $139 each).
4. **NOLS course Jim Creek**
   1. May 16-20. Course is currently full.
   2. Leslie Hogan will be sending out the details for the attendees in the next 5 days.
   3. Max participation at 21 participants.
   4. Organizing a separate class with Japan Region. Class will need to be added to the contract; Leslie Gould working.
5. **WAFA course Naples**
   1. May 23-27; Currently there are only 2 seats remaining as open.
   2. Patricia Owens will be sending out the details for the attendees for this course.
   3. Doug with EURAFSWA will confirm with Bahrain if they need an additional seat for their ODR program under CR.
6. RecTrac Board Discussion
   1. Nominations are due by April 15th for both boards (Ticket and Travel Board and RecTrac Board).
   2. One contact from each region; primary and secondary are to be nominated.
   3. These two boards should have board members who can represent all aspects of Community Rec, not just the Ticket and Travel side.
7. **Other Topics Discussed:**
   1. **Liberty standards are in the process of being rewritten.**
   2. **There will be training for delivery of SAQ for the Liberty Staff and some of the Community Rec Staff for September 2016. Dates and locations are TBD and will be distributed.**
   3. **Procedure for circulating CRAB and Advisory Board Drafted SOPs**
      1. CRAB members should circulate the SOPs to their installations.
      2. CRAB members should consolidate feedback from each of their installations in one document.
      3. CRAB members should circulate the SOPs and changes with their Region N92s.
      4. When the SOPs are finally approved by the CRAB for submission to CNIC, N92, there should be minimal changes that result once the CNIC N92 circulates it back out to the Regional N92s. The Region N92s should have seen the SOP at least three to four times by the time it is finally approved by the CRAB. There should be no surprises to the Regional N92s.
   4. **Great American Camp Out**
      1. June is the 100 year anniversary of the National Park Service.
      2. Community Rec and Navy Getaways is considering the following promotion for installations that choose to participate:
         1. We would like to encourage our military members and their families to get out and camp.
         2. We would offer a promotional program that is a member (where there is a Navy Getaways) stays at a Navy Getaways and then participates in a Community Recreation program, i.e. leisure skill, activity or CR promoted event, then they would get either entered into a drawing for a grand prize or they receive promotional giveaways items.
         3. More guidance to follow on this.
         4. Would be open and funded through a grant process for installations who chose to participate
         5. Will draft the marketing options for the installations with a partnered Navy Getaways and Community Rec promotion.
         6. For installations without a Navy Getaways there would be the option for the patron to show that they camped at a National Park or a State Park and participated in a CR activity to also qualify for the promotion.
         7. The Great American Military Campout (or Navy’s Great American Camp Out) will take place the weekend of June 25, 2016.
   5. **Question from Mid Atlantic to the CRAB:** 
      1. Currently some bases interested in starting a CR Base Garage-sell. Does any member of the CRAB have SOP/Procedures that we can share to help the other bases start this new program.
      2. Hawaii will forward an example of the SOPs/Procedures. They have been offering this program for 6-7 years in Hawaii; will send to SW/MA:
   6. **Discussion if other Bases have used “Tile” for use of the new Logo for MWR Community Rec?**
      1. Recommendation is to look at the “projection of the logo” to be able to use it for leisure for travel showcase or multiple options: Suggested look to Event direct decor for options**.**

**Next CRAB Call is scheduled for April 19th, 2016 at 16:00.**