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MAR 3 - 2004

Memorandum City Office

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Sara L. Hensley

SUBJECT: PRNS/PARKS DIVISION -
NEW TELEPHONE TREE

DATE: 03-01-04

Approved

Date

3.2.04

INFORMATION

This is to announce that as of March 8, 2004, the Parks, Recreation and Neighborhood Services-Parks Division will 'go live' with a new telephone tree. At that time, the public will be able to call 27-PARKS (277-2757) and access information 24/7 about the following Parks Division services:

- *Picnic Reservations (reservable sites, their capacities and amenities)
- *Air Jumper/Bounce House Requests (guidelines and process for making requests)
- *Directory of Parks (description of every San José park with their location and amenities)
- *Special Attractions (information on dog parks, pools in parks, Happy Hollow, Raging Waters, etc.)
- *Directions to Leininger Center (and Okayama room rentals)
- *Special Park Use (special events in parks, wedding reservations and wedding and commercial photography permits)
- *Family Camp (information on programs, requesting brochures and making reservations)
- *Reporting Park Concerns

During Leininger Center business hours (Monday – Friday 8:00 a.m. – 5:00 p.m.), a receptionist will be available for callers who choose to transfer out of the telephone tree for further information and/or to reach Parks Division staff.

As part of the project's implementation, some telephone numbers will be changing, and staff is in the process of updating all City-wide Directory information associated with the telephone tree implementation.

We are most delighted with the prospect of providing the public with 24/7 information. If you have any questions regarding the telephone tree or would like further information, please contact Julie Mark at (408) 277-5531.

for SARA L. HENSLEY
Director of Parks, Recreation
and Neighborhood Services

cc: Senior and Executive Staff