



New Non-Resident Fee Policy Frequently Asked Questions (FAQs) August 2009

Q: What is the non-resident policy?

A: The new policy establishes procedures for determining non-resident fees for Aquatics, Parks and Recreation programs, facilities and services. Due to increased fiscal demands for new and expanded services, coupled with demands from non-residents, this policy is necessary to maintain existing quality levels of service for Chandler residents.

Q: Why does Chandler need a non-resident policy?

A: The City's Community Services Department is committed to offering residents a wide range of services and activities at the lowest overall cost. This new non-resident fee policy has been implemented by the Parks & Recreation Board to apportion to non-residents an equalized fee so that they contribute to the funding of aquatics, parks and recreations programs, facilities and services on an equitable basis with residents that pay City taxes.

Q: How is the non-resident fee determined?

A: Non-resident fees are 25% higher than the resident rate and are then rounded up to the next dollar.

Q: When does the non-resident policy take effect?

A: Effective with the Fall 2009 registration period, which begins Saturday, August 8, all classes, activities, programs and rentals outlined in the Break Time and other related services provided by the Community Services Department will have a non-resident fee that applies to all participants who don't reside within Chandler's City limits.

Q: How will residents be verified so they don't pay the non-resident fee?

A: The residency verification will be more of an informative phase that will be lightly enforced during this first registration. A person is considered a resident by maintaining a residence or owning a business within the city limits of Chandler. As the enforcement of residency validation unfolds in the coming months, a customer's status will be verified by staff based on one of the following methods:

- Picture ID with local address
- Current (within last month) water or utility bill
- Voter registration card
- Hunting/fishing license
- Current vehicle registration
- Business license and check imprinted with a Chandler address

When customers register in person or use the drop-off method, a customer service representative will request a copy of one of these documents to confirm residency. For mail-in registration, customers will be reminded via the Break Time registration language and by future follow-up correspondence from staff to receive the proper form of ID. All copies of customer information received by staff will be shredded immediately following residency verification in the recreation registration software database.

Q: Are people who live in Sun Lakes or on County Islands considered residents?

A: Yes, for the time being they can be counted as residents until such time as our recreation registration software is able to decipher addresses that don't fall within the actual corporate limits of the City of Chandler.

Q: What if a customer has a P.O. box? Is that proof of residency in Chandler?

A: A P.O. box is not considered a physical address in the city and is not an acceptable form of proof to validate residency in Chandler. Customers will need to eventually present proof of an actual physical address within the City's limits.

Q: Does this new policy change the registration timeline or procedures?

A: As always, residents will be given a one-week priority registration period for each season. For this fall, residents can begin signing up for classes and programs on Saturday, Aug. 8, while non-residents will have to wait until Friday, Aug. 14. The winter registration for Chandler residents begins on Saturday, Nov. 7, while non-resident registration starts on Fri., Nov. 13.

The Break Time registration regulations and procedures remain the same except that drop-in and mail-in registrants will need to provide a copy of residency to verify their status to receive the resident rates. For online registration, periodic random residency checks will be made in the database. Customer services representatives will follow-up with registrants that show up as non-residents to update information or request the necessary ID to verify current Chandler residency.

Q: What if customers have more specific question related to determining my residency verification?

A: For further assistance, please call 480-782-2727 or visit www.chandleraz.gov/registration.

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