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Contact Information

Who is in charge of Sioux City Parks and Recreation?

Sioux City Parks and Recreation is under the purview of the City of Sioux City government. The Sioux City government consists of a City Council, City Manager, and Department Heads. The Parks and Recreation Director is Matt Salvatore.

Who does maintenance in the Parks and public facilities?

The park and other public facilities maintenance is excellently cared for by a crew overseen by the Parks Superintendent Kelly Bach. The office is located at 1723 18th Street,

Who cares for the City Cemeteries?

The three city cemeteries are Floyd, Graceland Park, and Logan Park. There is a Cemetery Supervisor that oversees the daily maintenance of these cemeteries.

Who oversees the Swimming Pools in Sioux City?

The City has a maintenance crew that manages the preventative care, maintenance, and chemicals. There is a Supervisor who provides programming for the pools including the swimming lessons, lap swims, open hours, concessions, birthday/private parties, and community events.

Who creates and oversees Recreation Programs?

A Recreation Supervisor plan and implement the various recreational opportunities for both youth and adult programs as well as family events.

Who controls Long Lines Family Rec Center?

The Parks and Recreation Department oversees Long Lines Family Rec Center (LLFRC) and the Climbing Wall; and, provides assistance with reserving times, daily maintenance, and event planning.

What phone number should I call if I have interest, questions, or concerns?

The primary numbers are:

<i>Parks and Recreation Director</i>	<i>712-279-6250</i>
<i>Parks and Recreation</i>	<i>712-279-6126</i>
<i>Long Lines Family Rec</i>	<i>712-224-5124</i>
<i>Park Maintenance</i>	<i>712-279-6929</i>
<i>Cemetery Maintenance</i>	<i>712-279-6269</i>
<i>Aquatics</i>	<i>712-279-6126</i>
<i>Recreation</i>	<i>712-279-6126</i>

Enrolling On-Line Questions and Answers

Where do I go to register On-Line?

*To register on-line access use the sioux-city.org website and click on Parks and Recreation; once there, you can select On-Line Registration. Or you can type the address in your search bar:
<https://webtrac.siuox-city.org>*

How do I begin the On-Line enrollment process?

***Existing Households:**

*If you have **previously registered for any event or booked any facilities** your information is on file. You should have received an email with your logon and password to access your account. If you need this information again, please call us and we can resend your user name and password. You will be asked to change your password at your first sign-in session.*

***New Households:**

*Create a new account/user id. Select “Need an Account?” under the log in area of the center right hand side. Complete your data and save your information. You may add additional family members on the next screen or by going to “My Account / Change Member Data” at a later date.
Please note: the system may not allow you to continue to create a new household if you use the same address/email/phone numbers already used by another household. If you feel your information is new (i.e. you have a house or cell previously owned by someone else) please call us and we can override on our end.

Why does the program ask me to update my information every time I log on?

You do not have to update unless you have changes. If you get this screen every time you log on, simply click “home” on the upper left and you will bypass that section. If you do have some changes—make your changes and save/finish;. If you can not move from this screen, click “home”. The system randomly performs household checks and balances and you may have been chosen for that by the system.

I have a household credit but it won't apply it online.

This is not available for On-Line registrations or reservations. If you need to apply a previous credit, this can only be done with Parks and Recreation staff assistance.

How can I find what I am looking for faster than going into each icon or picture/category?

You may search with key word(s) that may best fit what you are searching for on the site. Examples would be shelter, wedding venue, soccer, golf, etc..

How do I register for an event?

When you find the event in which you want to participate, select the shopping cart to begin the enrollment process. A new bar will appear at the bottom and you will select “Enroll Now” and checkmark the family member to enroll. Add to cart and when the waiver appears agree to the terms to proceed to the payment screen.

At the payment screen, you will submit minimal information about your payment, When it is time to enter the actual card information, you will be taken to a secured processing server site to complete this step.

How do I register multiple persons for one event?

You may select multiple people at the bottom after you click on the program. When the names appear you are allowed click to checkmark the box in front of multiple names. If you need to add a new member, go under the Change Member Data under My Account. If the program is a “couple’s” event, please be sure to enroll both participants.

How do I register a team for an event?

*You will register the team as the **Team Name**, and as secondary guardian you will add the Team Manager and contact information.*

I have multiple households under my name and contact information—which one do I pick?

Contact the Parks and Recreation Office and if appropriate we can merge the information to consolidate into the most recent household information.

I have members listed in my household that no longer live here. Can I change that?

You are not able to remove members from your household as there could be historical records associated with that person. If you want, you may call the Parks and Recreation Office and we can make that person inactive. The person will still be enrolled in your household.

That person—if an adult—could call and ask to be placed in their own household status and the Office will do their best to move their records to their own household. However, it does not always work to move all historical records. At that time the only option is to just make them “inactive” in the existing household.

Swimming Pool Questions and Answers

What pools are located in Sioux City?

Sioux City has three outdoor swimming facilities:

- *Riverside Family Aquatic Center , 1301 Riverside Blvd*
- *Leif Erikson Swimming Pool, 1100 31st Street*
- *Lewis Swimming Pool, 1621 Sioux Trail*

Check our website or annual brochure for hours and fees.

How do I know the Pool is safe?

The City hires and provides training for all our aquatic personnel. Each aquatic employee attends pre-season training related to their specific job. Our Lifeguards are certified through the American Red Cross classes. Our Water Safety Instructors must obtain additional training also provided with American Red Cross and pass certified standards before they can teach lessons. Even our cashiers and concession workers obtain training for their skills and customer service needs. Multiple trainings and in-services are held throughout the aquatic season to keep our staff professionally up-to-date.

How do I know the water in the pool is safe?

Our pool staff regularly tests and confirms the chemicals in the water daily. When an incident happens that may cause unsafe conditions Staff will require patrons to exit the water, and then proceed with proper procedures to ensure the water is completely safe before allowing patrons back into the water.

Our Building Maintenance Staff also test the water and monitors equipment (pumps, structures, filters, etc.) to comply with the high safety standards. And one final insurance that the Pool are safe is the Public Department of Health regularly samples and submits the pool water for extensive lab results for many various water-borne issues.

Why won't they let my child dive off the board and why do they randomly make a child prove their swimming skills before entering water?

Safety is our main priority. For you child's safety, the Lifeguard will test them to be sure they have the proper skills before letting them enter deeper water including the diving wells area. Lifeguards may also review general pool rules and may restrict a child if they are not following the basic safety rules and courtesy rules (i.e. running on the deck, reckless pool play, and even common courtesy failure).

Continued

How does weather affect the pool open hours?

There are policies in place that staff follows. One policy is the air temperature must be above 65°. If there is any lightening or thunder nearby, pools may have delayed opening times and/or patrons may be asked to exit the water until safe to re-enter. A pool closure may be enforced if inclement weather persists.

How will I know if lessons were cancelled due to bad weather?

City Staff will determine that with as much notice as possible, however, sometimes it is raining at 9 a.m. and cleared up by 9:50 a.m. — so staff does wait as long as possible. Once a lesson is cancelled in the a.m., then all a.m. lessons are cancelled. This does allow the evening lessons to continue if the weather clears up before start times. If you do not receive a call and are in doubt, please call.

When lessons are cancelled, Friday is the traditional make up date. If there are multiple lessons to make up, the instructors will do their best to include all pertinent materials in the time allowed. We cannot guarantee all lessons can be held, but we do our best to ensure your child receives all the instruction before they pass a level.

Recreation Activity & Sport League Questions and Answers

Where can I find the information on what is offered for which age groups?

You may obtain one of our annual brochures at city facilities such as the libraries, City Hall, Long Lines Family Rec Center, the Art Center, and the Museum. These brochures are also sent home through the Sioux City Community Schools elementary grades and the Sioux City Catholic Schools elementary grades.

You may also find the information on the City web Sioux-City.org and the on-line registrations site [Webtrac](#)

How far in advance can I register for a program?

You may register for most programs a few months in advance of their start date. The DEADLINE is more important to be aware of for each program. Most programs have late fees if you enroll after the deadline.

Can I request my child be on the same team with another child?

No, although the Recreation Division has tried to comply with your requests in the past, this will no longer be an option. Children are randomly assigned to the teams. The exception is if a parent or adult relative has volunteered to be a Team Leader, the child and adult will be on the same team.

Who do I call for weather-related cancellations?

For a Youth Sport League, you may call to hear a recording of cancellations. For Aquatic programs, the pool staff will generally notify you if classes are cancelled or postponed for make up. Staff members or instructors may call you if other youth programs have to be cancelled or reset. Finally, when possible, Parks & Recreation will try to post these announcements publicly via available media and Facebook / web pages.

I did not purchase t-shirts for Youth Sports but now I need them?

You may still purchase t-shirts for the same fee charged during registration. You can usually purchase and obtain them from the facility supervisor on game days. You can stop into the Parks & Rec Admin office at Long Lines Family Rec Center during regular business hours (Monday—Friday, 8:00 a.m. to 4:30 p.m.) to purchase.

LONG LINES FAMILY REC CENTER

Why can't I rent Long Lines Family Rec Center online?

Long Lines Family Rec Center (LLFRC) is a fairly complex facility with multiple courts, court combinations, conference rooms, and meeting rooms. There are many various types of activities that could be held in LLFRC. To best serve your needs please call our staff to make your reservation.

What kind of rentals can be held in the LLFRC facility?

Sporting events including basketball, volleyball, soccer, dodge ball, floor hockey, and more; special events such as quinceanera, community event, wedding, family reunion, funeral reception, and graduation parties have been nicely accommodated in our various rooms. Corporate meetings and training facilities are available in LLFRC.

When can I come in to get ready for my party or event?

You are only allowed the time you have rented. If you need additional time to set up, decorate, or prep for your event, you will need to consider that into your reservation time and pay for the extra time.

Can I bring alcoholic beverages or my own food into the facility?

You may bring in your own food or have it catered in the facility. Please note: there is not a kitchen in the facility.

No outside alcohol of any kind is allowed in the facility. You may have alcohol served at your event if you make arrangements with CenterPlate Catering. They will be able to offer sales of beer/wine/soda/water. If they are your beverage service they do require you to purchase all beverages through their service. All arrangements and all payments are separate from Long Lines.

If you do have alcoholic beverages served, it requires security officers. This arrangement is made directly by LLFRC and has additional fees applied to your rental.

How many people can LLFRC accommodate?

LLFRC can accommodate very small parties or several hundred persons at one event. Call to see how your event can be managed at LLFRC.

SPECIAL EVENTS

To maintain a community rich in spirit and creativity, the City of Sioux City strives to promote an environment that is conducive to hold City-wide special events. The City of Sioux City is happy to assist and support your event as long as the guidelines set forth are followed.

Why do I need a Special Event packet?

Completing the Special Event Packet will assist with coordinating your event and providing the support you may need from the City. The packet gives you a good outline to follow for your event to be successful.

Where can I get a Special Event packet?

You may download the packet from the [Sioux-City.org /Parks](http://Sioux-City.org/Parks) , or stop into Parks & Recreation Administration at 401 Gordon Drive in the east side of the Long Lines Family Rec Center, or you may request a packet be sent via email.

How do I know if I need a Special Event packet?

If your event will utilize city owned property, require any safety or health certificates, or need security support you should fill out a Special Event.

How much lead time does the City need for my event to be approved?

It is always best to plan a considerable time ahead to be sure you have adequate time to obtain all permits, insurances, and signatures you may need for your event. The City requests a minimum of sixty (60) days ahead of your event date to route the packet.

Do I have to pay a fee to fill out the packet?

You may complete the packet as a guide for your event. If your event does fit the requirements to have the packet routed or you need City support and accommodations, there are fees associated with the routing and other services.

Special Event Planning Application Process

Step-by-Step

1. An event coordinator should first contact Parks and Recreation Department for an application (download on-line [The Special Events Planning Guide](#) , emailed, or pickup) and discuss the proposed event to determine if there are any conflicts with the date and time and to go over the logistics for the event.
2. Submit application at least 60 days prior to the event with a permit fee of \$50. If a street closure(s) is requested your group may be required to rent them from an outside vendor. If the event has sound a \$25 fee is required for a sound permit issued by the Police Department. There may be other fees also associated with your event depending upon your needs.
3. At this time since the application is a hard copy document, the document is scanned and then emailed to the Special Events Planning Team: Parks and Rec, City Administration/Building Maintenance, City Administration/City Clerk, Legal, Transit, Planning and Zoning, Police, Fire, Engineering, Parks, Streets/Sign and Signal, City Administration/Parking, and Events Facilities Department.
4. Parks and Recreation Admin will obtain approval or denial from the various departmental staff, via email, within two weeks of receipt (max).
5. If a department sees a potential issue or conflict with a Special Event request, the staff member is to contact the coordinator to discuss. However, to expedite the process, Parks and Rec staff may opt to make contact to resolve the matter.
6. Once all departments have approved an event request the following will happen:
7.
 - A. If the event is located on City property and does not include a street closure, the event coordinator is issued a permit approving the event.
 - B. If the event is located on City property and requires a street closure, then P&R staff will develop an RCA & Resolution for City Council approval. Once the City Council has approved the request, a permit is issued to the event coordinator.

Note: Three things that hold up the process are:

- * Street Closure request primarily in the downtown area. Event Coordinators are required to contact any commercial and/or residential property owner and inform them of the street closure;
- * Event Coordinators are to submit an event map. An event will not be approved if a map is not included with the application;
- * All events must have a Certificate of Insurance with liability of \$1million and list the City as an additional insured. If the certificate does not have that information, we will not process the request.