

Short Term Improvements Aiding the Development of the Life Long Learning Center at Fort Worden

The Fort Worden Partners

Accommodation rates / Rental issues

(Hospitality & Services Group)

- ☐ Parks needs to guarantee rates for complete fiscal years so that partners can budget future events and annual tuition fees.
- ☐ Off season rates to encourage fall and winter rentals will:
 - ☐ *Create incentives to encourage*[1] Partners to try new programs when there is less financial risk
 - ☐ Keeps guest / students at the Fort when rates in Port Townsend are low
 - ☐ Attracts new clientele who might have found facilities cost prohibitive in the past
- ☐ We are aware of the complexity of determining accommodation rates and would like to help. We recommend a task force that is comprised of Parks Staff, Partners, LTAC and the PDA review the current rates and propose pricing structure to additionally support:
 - ☐ Flexible Food Plan requirements
 - ☐ Longer term rentals to keep residential students on campus
 - ☐ Reduced rates to promote youth programming
 - ☐ Intern housing
 - ☐ Wider range of housing options for low end travellers:
 - ☐ Dorm accommodation
 - ☐ More campsites
 - ☐ *Faculty Housing - to utilize and share what is available on campus...making it easier and more affordable to house Faculty | Artists | Leaders | Facilitators*

Accommodation Quality

(Hospitality & Services Group)

- ☐ Improve dorms (primarily Building 225)
 - ☐ Furnish the common / gathering areas
 - ☐ **(IT Group)** Wireless access (Cama Beach has already public access wifi. We'd like to see Fort Worden leverage that protocol / policy)
- ☐ Improve ADA access to accommodation. There is only one building with easy ADA access

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Amenities / Catering

(Hospitality & Services Group)

- ☐ Cable House as pub / grill with outdoor seating[2]
- ☐ Playground - *Note: Friends have the funding*
- ☐ Competitive prices on box lunches/ affordable meals for youth groups[3]
- ☐ *Standardize lunch and dinner times to fit all groups. This way a group schedules lunches around a standard time. 12:00-1:30 lunch 6:00-7:30 dinner...this ensure we meet group numbers for meals and have servery open.*
- ☐ *For smaller groups and to create more of a sense of "Hearth" ...utilize the fireplace flyer area in Commons A for seating smaller groups. This creates more of a relational atmosphere with food service and clients (smaller groups). When Company A (?) (South side is not rented out to a group) allow it to be utilized as "sunny-side" seating for groups....instead of the NorthSide of the building which is cold and does not have any natural sunlight.*
- ☐ *Continental breakfast is offered daily from 7-10 am*
- ☐ *If any combined guest count reaches 50 full breakfast guests, open from 7:30-8:30 am*
- ☐ *If any combined guest count reaches 50 full lunches, open from 12-1 pm*
- ☐ *If any 50 combined guest count reached 50 full dinners, open from 5:30-6:30 pm*
- ☐ *Box lunches / bag lunches-these are available through Bon Appetit*
- ☐ *Provision for buskers, street musicians to perform at pub-We would love to have them in Local Goods in the evening*

Shared Services and Infrastructure

- ☐ **(IT Group)** Improved the accommodation booking system
 - ☐ Efficient for customer, with friendly service
 - ☐ 24 hour service for both booking and check-in
 - ☐ Minimal wait times for callers
 - ☐ Shared master calendar
 - ☐ Partners shared the concern that turning over our guests to a frustrating booking process could result in losing students/customers etc
- ☐ **(Retail Group)** *Bon Appetit is opening a "mercantile" retail area this spring offering local products and gift items. All partners are welcome to consign their gift items which is certain to generate interest in your programs*
- ☐ **(Hospitality & Services Group)** *Shared back services for education organizations (eg. shared ADA accessibility staff)*

Improved communication between Parks (or managing entity) and Partner/ programming organizations[4]

- ☐ **(Communication / Coordination Group)** Create a structure that ensures accurate communication with programming organizations
 - ☐ confirming dates and reservations in a timely manner
 - ☐ confirm and secure pricing through fiscal year
 - ☐ notify renter when buildings are taken offline
 - ☐ provide host organization with Ranger contact info and schedules
 - ☐ exchange emergency contact procedures and information
- ☐ **(Signage Group)** Upgrade signage in Fort. Specifically:
 - ☐ More signage at road junctions to speed navigation
 - ☐ Open up the signboard at Wheeler Theater to all active partners - to promote and share with the public of 'What is Happening at the Fort this week...or in the future...with specific emphasis on overnight programming...to help market and fill (open to the public enrollment) programs for residential learning.

Program Space

- ☐ **(Hospitality & Services Group)** Additional classroom space - Centrum could offer more classes (increasing program size) in the Summer if there were more rooms available. There are buildings that could be emptied and cleaned up.
- ☐ **(Hospitality & Services Group)** A barbeque on the beach can be incredibly memorable for program attendees. The partners would like the ability to book the Kitchen Shelter for a half day at relatively short notice - we suggest allowing the Partners to book kitchen shelter for \$75 one week out. Partners are willing to take on the clean up and trash removal to minimize the[5] impact on Fort staff..

Transportation

- ☐ **(Hospitality & Services Group & IT Group)** Creating a shuttle program with standardized times of arrival. 4 pm on Friday for check in and leave on Sunday (at an agreed upon program time)...Sunday arrival too for a program start. Very difficult to get Canadians here from the Ferry with public transport