



Returning Renter Canoe Rack Rental Process for 2019:

2018 Canoe Rack renters in good standing are given priority to rent the same rack in 2019 if their rental is processed, or their application is received, prior to the return priority deadline. The priority rental period begins October 31, 2018 at 9:00 a.m. and the deadline is 4:30 p.m. December 14, 2018. For the first time we will be processing rentals online*, paper applications still accepted.

Online rentals*:

1. Go to webtrac.bloomingtonmn.gov to sign in. **Because you rented with us last year you already have an account with us!** If you haven't used our online system in the past, or if you've forgotten your user name or password, use the "Forgot your Password" button (to reset your password) or the "Forgot your Username" button (to be sent your username).
2. Once you have signed in, click on the photo labeled Canoe Rack Rentals.
3. Change the date in the upper left corner to 05/01/2019.
4. All racks will be displayed (you may need to scroll down or beyond the first page) but you will only be able to process the rental on the same rack as you rented in 2018*. If you don't recall your rack number, check out the site map on our website (<https://www.bloomingtonmn.gov/pr/rentals-and-reservations>) and if that doesn't work, give us a call – anyone in our office can assist you.
5. Payment is required at time of rental and if you use the online system you should receive a receipt. If you do not please contact our office!

Paper rentals:

1. The 2019 application packet, including the application form, was emailed to all 2018 renters in good standing at 9:00 a.m. October 31, 2018.
2. Forms are currently available in our office.
3. Return renter applications WILL NOT be available on the website.
4. Completed paper applications must be received with signature and payment no later than December 14th at 4:30 p.m.
Applications may be emailed to MEvans@BloomingtonMN.gov, returned by U.S. mail, dropped off in person (address below) or faxed (if faxing, please call to confirm receipt).

Changing racks:

There will be an opportunity for you to request a different rack for 2019 than you had in 2018. Both online and on the paper form that question will be asked along with questions about your canoe/kayak such as serial number, etc. Don't miss that spot to make your change request! All requests to change racks (online and paper requests) will be processed in the order received after the return renter deadline has passed on December 14, 2018.

*The only exception to the use of the online system is if you were assigned an accessible rack in 2018 and you do not currently meet the qualifications to rent an accessible rack. If this is the case a paper application should be submitted as soon as possible as once the return renter deadline has passed requests to change racks will be processed in the order received.

Any questions on the canoe rack rental process should be directed to Mara at 952-563-8882.