

City of Calistoga

Staff Report

TO: Calistoga Pool Advisory Committee
FROM: Olivia Lemen, Recreation Manager
DATE: October 21, 2011
SUBJECT: Calistoga Community Pool Survey

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2 **ISSUE:** The survey for the 2011 pool season is now underway and feedback is
3 being accepted until October 24th.

4
5 **RECOMMENDATION:** Review survey and assist in spreading the word.

6
7 **BACKGROUND/DISCUSSION:** With the completion of the third swimming
8 season at the pool, a survey is being distributed to offer community feedback of
9 the season. The results of this survey will be used to modify and enhance current
10 programming and create new opportunities based on community desires.

11
12 The survey was published on October 4th and will collect results through October
13 24th. Surveys will be translated into Spanish and be available in the following
14 locations:

- 15 • On-line (paper-less copy)
 - 16 ○ <https://www.surveymonkey.com/s/CalistogaPool>
- 17 • Link to on-line version via our web site
- 18 • Paper copy at City Hall
- 19 • Notice and web site link on Channel 28
- 20 • Notice up on community bulletin boards (Cal Mart, Roastery, ect)
- 21 • Schools –Have a staff at a table with information and survey
- 22 • Facebook page
- 23 • Other opportunities that present themselves

24
25
26 **ATTACHMENTS:** Copy of the survey.

2011 Community Pool Survey

1. General Information

Please tell us a little bit about you and your family.

1. I am:

- Male
 Female

2. My age (in years) is:

- | | |
|-----------------------------|-----------------------------|
| <input type="radio"/> 0-12 | <input type="radio"/> 35-44 |
| <input type="radio"/> 13-18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 19-24 | <input type="radio"/> 55 + |
| <input type="radio"/> 25-34 | |

3. Household:

- | | |
|---|--|
| <input type="radio"/> Self only | <input type="radio"/> Self, partner and children |
| <input type="radio"/> Self and partner | <input type="radio"/> Other |
| <input type="radio"/> Self and children | |

4. My children's age in years are (if applicable):

- | | |
|-------------------------------|--------------------------------|
| <input type="checkbox"/> 0-3 | <input type="checkbox"/> 11-13 |
| <input type="checkbox"/> 4-6 | <input type="checkbox"/> 14 + |
| <input type="checkbox"/> 7-10 | |

5. I live:

- Inside Calistoga city limits
 0-5 miles from city limits
 5+ miles from city limits

2011 Community Pool Survey

2. Calistoga Community Pool

Please give us your feedback on the 2011 season of the Calistoga Community Pool.

1. Our family attendance at the pool this summer could be categorized as:

- We visited at least 3 times a week
- We visited at least once a week
- We visited at least once a month
- We visited at least once this season
- We came by but never swam
- Calistoga has a community pool?

2. The programs I / my family participated in this summer (please mark all that apply):

- Lap swimming (open swim for adult fitness)
- Water Aerobics Classes (instructor led)
- Recreation swimming (open swim for youth, teens and adults)
- Youth Swim Lessons
- Adult Swim Lessons
- Teen Nights
- Family Nights
- Diving Classes
- Lifeguard or Jr. Lifeguard Training
- Other (please specify)

2011 Community Pool Survey

3. Please rate the following for the 2010 season:

| | Excellent | Good | Fair | Poor | Very poor | Did not participate |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Swim Lessons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreation Swimming | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Lap Swimming | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Water Aerobics Classes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to Information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication/Advertising | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Facility Amenities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Customer Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Facility Safety | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Facility Cleanliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please provide additional feedback on any of the above responses:

4. Do you know the pool has various pass options?

Yes

No

If No, please tell us how to better provide you with fee information:

5. Please tell us more about the fees and passes at the pool.

| | Excellent value | Moderate value | Poor value | Not worth it | Not applicable |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Early Bird Season Pass | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Season pass | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Multi-visit pass | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Daily visit fee | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Swim Lessons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Snack Bar | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Additional Feedback:

3. Community Pool Survey

1. What other programs or activities would you and your family like to see to bring you to the pool more often?

2. How do you find out about pool and recreational activities for your family?

Local newspapers

City of Calistoga web site

School packets

Lincoln Ave. banner

Word of mouth

Other community bulletin boards

Cal-Mart bulletin board

Facebook

TV/Radio

Twitter

Internet

Other (please specify)

3. In the past year, someone in my family participated in:

Youth Soccer League

School based after school programs

Little League

Rianda House, Senior Center

Cub Football

Teen leadership opportunities

Cub Hoops

Senior Casino Trips

School Sports

Gardening Workshops

School Music program

College level courses

School Art program

Recreation programs outside of Calistoga

Boys and Girls Teen Center

Gymnastics programs outside of Calistoga

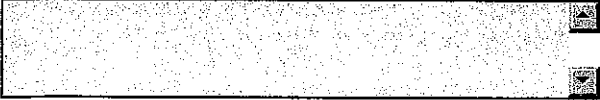
City of Calistoga adult fitness classes

Dance programs outside of Calistoga

Other (please specify):

2011 Community Pool Survey

4. Please use this space for any additional feedback or comments about our second season of the pool:



4. Stay in touch!

1. Would you like to receive emails regarding pool and other recreational programs?

No, thank you.

Yes (please input your email below):

The City of Calistoga Recreation Department has a new web site at www.calistogarecreation.com.

You can find schedules, fees and even register online via this web site.

We are also on Facebook! Become a fan of the Calistoga Community Pool Facebook and get all the latest information!