

City of Calistoga

MEMO

TO: Calistoga Pool Advisory Committee
FROM: Olivia Lemen, Recreation Manager
DATE: December 2, 2011
SUBJECT: 2011 Pool Season Survey Results

1
2 During the month of October 2011, Recreation Services hosted a comprehensive
3 pool survey regarding the 2011 pool season. Notifications regarding the survey
4 were posted in the following places:

- 5 • The city web site
- 6 • Public access television
- 7 • Facebook
- 8 • Both newspapers
- 9 • The Family Center



10 Paper copies of the surveys were handed out to the following groups:

- 11 • Family Center (Spanish)
- 12 • City Hall
- 13 • Recreation Services Office







14
15 More than 85 survey responses were collected and analyzed. This information
16 along with actual attendance numbers will be utilized to create the programming
17 for the upcoming 2012 season.

18
19
20 **ATTACHMENTS:**
21 10-31-2011 Survey Results
22
23






1. I am:

		Response Percent	Response Count
Male		26.1%	23
Female		73.9%	65
answered question			88
skipped question			0






2. My age (in years) is:

		Response Percent	Response Count
0-12		2.3%	2
13-18		1.1%	1
19-24		0.0%	0
25-34		19.5%	17
35-44		17.2%	15
45-54		17.2%	15
55 +		42.5%	37
answered question			87
skipped question			1




3. Household:

		Response Percent	Response Count
Self only		13.8%	12
Self and partner		33.3%	29
Self and children		20.7%	18
Self, partner and children		28.7%	25
Other		3.4%	3
		answered question	87
		skipped question	1







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

		Response Percent	Response Count
0-3		26.4%	14
4-6		26.4%	14
7-10		34.0%	18
11-13		15.1%	8
14 +		43.4%	23
		answered question	53
		skipped question	35











5. I live:

		Response Percent	Response Count
Inside Calistoga city limits		72.1%	62
0-5 miles from city limits		15.1%	13
5+ miles from city limits		12.8%	11
		answered question	86
		skipped question	2

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

		Response Percent	Response Count
We visited at least 3 times a week		32.5%	26
We visited at least once a week		33.8%	27
We visited at least once a month		12.5%	10
We visited at least once this season		10.0%	8
We came by but never swam		6.3%	5
Calistoga has a community pool?		5.0%	4
		answered question	80
		skipped question	8

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

		Response Percent	Response Count
Lap swimming (open swim for adult fitness)		33.3%	24
Water Aerobics Classes (instructor led)		43.1%	31
Recreation swimming (open swim for youth, teens and adults)		50.0%	36
Youth Swim Lessons		23.6%	17
Adult Swim Lessons		2.8%	2
Teen Nights		9.7%	7
Family Nights		13.9%	10
Diving Classes		2.8%	2
Lifeguard or Jr. Lifeguard Training		4.2%	3
Other (please specify)		4.2%	3
		answered question	72
		skipped question	16

8. Please rate the following for the 2011 season:

	Excellent	Good	Fair	Poor	Very poor	Did not participate	Response Count
Swim Lessons	20.0% (11)	14.5% (8)	3.6% (2)	3.6% (2)	1.8% (1)	56.4% (31)	55
Recreation Swimming	37.5% (21)	19.6% (11)	3.6% (2)	0.0% (0)	3.6% (2)	35.7% (20)	56
Lap Swimming	34.5% (19)	14.5% (8)	5.5% (3)	0.0% (0)	0.0% (0)	45.5% (25)	55
Water Aerobics Classes	47.5% (29)	9.8% (6)	3.3% (2)	0.0% (0)	0.0% (0)	39.3% (24)	61
Access to Information	20.3% (12)	33.9% (20)	18.6% (11)	5.1% (3)	3.4% (2)	18.6% (11)	59
Communication/Advertising	13.6% (8)	18.6% (11)	39.0% (23)	3.4% (2)	3.4% (2)	22.0% (13)	59
Facility Amenities	32.3% (20)	35.5% (22)	11.3% (7)	1.6% (1)	1.6% (1)	17.7% (11)	62
Customer Service	33.3% (21)	30.2% (19)	12.7% (8)	1.6% (1)	6.3% (4)	15.9% (10)	63
Facility Safety	47.6% (30)	27.0% (17)	7.9% (5)	3.2% (2)	0.0% (0)	14.3% (9)	63
Facility Cleanliness	41.3% (26)	28.6% (18)	6.3% (4)	4.8% (3)	4.8% (3)	14.3% (9)	63
Please provide additional feedback on any of the above responses:							27
answered question							75
skipped question							13

Page 2, Q3. Please rate the following for the 2011 season:

1	Buenas clases, te gusto el instructor!	Nov 28, 2011 1:40 PM
2	Aqua muy fria	Nov 28, 2011 1:38 PM
3	tiene de maciado claro y fumicos	Nov 28, 2011 1:21 PM
4	Love the Pool!	Nov 28, 2011 12:33 PM
5	Love It!	Nov 28, 2011 12:28 PM
6	The pool should be open longer hours for recreational swim. The hours for family use are too limited and pool is not available at the best times of the day for children. Amazed that season is so short; for such an expensive asset the pool should be open more of the year.	Oct 21, 2011 8:51 PM
7	upon entering and exiting , only one time, the whole summer, did the staff member smile. one time only. the one who did smile once, she was a short blond girl with short hair if it was not up, it might have been up. in addition, the guards were rather overzealous every time in not allowing anyone to dive off diving board during adult swim. they did this several times to perfectly polite customers on the diving board ... they asked them to turn around, get back down ladder and not to dive so they themselves could take turns jumping off their guard post. i thought this was not good as they gave themselves preference over a paying guest. they did this many times during adult swim. their was a very unfriendly rude guard always reacting before she could properly access a situation. her name is kelly. she was a drag. if i saw her there, i would just go home. she would never let me warm up 4 water aerobics. if the lady did not start right a t 5:30, i would start moving my arms to warm up and such and she would run over tto tell me the pool was not open yet , although their were many ladies already in the pool. about smiling, btw, i smiled and was quite relaxed when i made it over to the pool and only one time did any staff member smile back, even when i bought snacks, no smile at all. zero. many of the guards seem to have an power trippin attitude and in my opinion abused their authority. also, many times, thier were not enough chairs. maybe a few more tables would be good. i can not believe you do not have ice at the pool. the drinks were not kept cold enough and certainly can not stay cold and i can not slam a soda. what about ice tea. they have that in a can also. sweet leaf is a good brand. i heard many people say there could be more umbrellas, but , i know it's your pool and you make the rules.	Oct 21, 2011 4:39 PM
8	Perhaps the water features in the children's pool do not need to be on all the time.	Oct 20, 2011 1:13 PM
9	1)Thank you the chlorine level is much better than previous years. 2)Would be great to start aerobics classes when high school swimming starts in March and continue season longer. We are missing out on all the Indian summers. 3)Aerobics classes become over-full in high season--need more classes--more teachers(Stacey can't do it all) 4)Participants are scrabbling over the few higher resistance water weights. Need more with Stacey input. Thank you	Oct 20, 2011 9:16 AM
10	I must have written 3 times in the suggestion box about the cleanliness of the changing room(floor is all moldy) and the hair/junk filled drains at the showers. You need to hire a janitorial service instead of thinking these lovely young	Oct 18, 2011 4:06 PM

Page 2, Q3. Please rate the following for the 2011 season:

	lifeguards are going to do it. It reflects so badly on our lovely pool. Terri Piper Johnson	
11	Cleanliness was poor, the ladies in H2O aerobics did ask several times to clean the sides of the pool	Oct 18, 2011 9:10 AM
12	A better snack bar would keep us there longer. One lifeguard was just over the top bossy in a not nice way, but most of the staff are wonderful. signage in town might draw folks. I'm not sure visitors know about the pool.	Oct 15, 2011 8:52 AM
13	I wish the pool would have stayed open at least another month.	Oct 13, 2011 7:25 PM
14	It would be nice to have expanded lap swim times and also to have one lane set up for lap swimming during recreation swim.	Oct 13, 2011 6:50 PM
15	the drinks need to be cold and additional snacks can be a moneymaker	Oct 13, 2011 5:30 AM
16	I think that you have to get more coverage in the local papers, do some sandwich boards prior to the family nights by the entrance and just get the word out more on your special events, because they were great!!!!	Oct 11, 2011 12:04 PM
17	Most of the office staff are not knowledgable or helpful. Cleanliness improved in late August.	Oct 10, 2011 6:02 AM
18	The Pool must be kept cleaner. Often the blue tiles on the side of the Pool are grimey. This leaves a very bad impression. There should always be enough equipment for the classes. I would recommend buying a few pieces of water aerobics equipment to try it out first before investing money in quantities. The new small bar bells are awesome while the large ones are not challenging at all. Who knew?	Oct 8, 2011 4:17 PM
19	Please keep the pool open for more months.	Oct 8, 2011 12:10 PM
20	teen lap swimming would be a good addition	Oct 6, 2011 7:03 PM
21	LAP SWIM HOURS WERE NOT AS CONVENIENT IN 2011	Oct 6, 2011 5:49 PM
22	The front desk person was often on iphone and barely looked up or was out in the pool area	Oct 6, 2011 9:01 AM
23	The lifeguards were invariably professional and friendly.	Oct 6, 2011 8:45 AM
24	Equipment for classes not very functional. Not good research before ordering.	Oct 5, 2011 9:01 PM
25	The bathrooms could have been cleaner. Stacey F. ought to be consulted on the aerobics class equipment purchasing.	Oct 5, 2011 8:38 PM
26	pool was not always clean	Oct 5, 2011 12:53 PM
27	why such a short season	Oct 5, 2011 12:40 PM

Page 2, Q4. Do you know the pool has various pass options?

1	I'm sure it's on the website.??	Oct 15, 2011 8:52 AM
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9. Do you know the pool has various pass options?

	Response Percent	Response Count
Yes 	84.0%	68
No 	16.0%	13
If No, please tell us how to better provide you with fee information:		1
answered question		81
skipped question		7

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

	Excellent value	Moderate value	Poor value	Not worth it	Not applicable	Response Count
Early Bird Season Pass	47.4% (27)	19.3% (11)	3.5% (2)	7.0% (4)	22.8% (13)	57
Season pass	40.0% (20)	14.0% (7)	8.0% (4)	12.0% (6)	26.0% (13)	50
Multi-visit pass	36.0% (18)	22.0% (11)	2.0% (1)	8.0% (4)	32.0% (16)	50
Daily visit fee	25.9% (14)	31.5% (17)	5.6% (3)	7.4% (4)	29.6% (16)	54
Swim Lessons	23.9% (11)	19.6% (9)	2.2% (1)	8.7% (4)	45.7% (21)	46
Snack Bar	18.6% (8)	14.0% (6)	7.0% (3)	14.0% (6)	46.5% (20)	43
Additional Feedback:						10
answered question						71
skipped question						17

Page 2, Q4. Do you know the pool has various pass options?











Page 2, Q5. Please tell us more about the fees and passes at the pool.

1	Need to advertise the Early Bird Pass better so that more people can eligible or make accommodations for people who have a hard time paying.	Nov 28, 2011 12:33 PM
2	Season passes and multi-visit passes should be less expensive for residents - no real financial incentive to purchase a season pass. Love the pool facility and the staff, but it shouldn't be so expensive for those who wish to use it regularly.	Oct 21, 2011 8:51 PM
3	if the staff was nicer and more welcoming and pleasant and kind, i would have showed up more often. especially entering and exiting, they should greet you with a welcoming smile and when you leave , they should thank you for coming at the very least.	Oct 21, 2011 4:39 PM
4	The season pass would have been a better deal for us if the weather had been better this summer!	Oct 20, 2011 1:13 PM
5	Senior rate? Local rate? I did know about them.	Oct 15, 2011 8:52 AM
6	Great to have Early Bird Season Pass!! Thanks	Oct 13, 2011 6:50 PM
7	I The passes should be carried over if not used; or also offer an annual membership which would include other benefits--i.e. 4 classes etc	Oct 13, 2011 5:30 AM
8	I would love to see a solution to the freezer and lack of ice cream options, so great on a hot day. Also I think it is a good idea to build some relationships with the local restaurants, pizza delivery etc so that familys can opt to have food delievered to the pool, often times lessons were late and we ordered pizza for delivery....it was great! More hearty food is a good idea, although I know the restrictions likely prohibit it!	Oct 11, 2011 12:04 PM
9	Please please try to keep the pool open May through October, I just adore water aerobics.	Oct 5, 2011 3:28 PM
10	We found out about the pool late in the summer so we always paid daily and we are non-residents. Next year we are going to buy a season pass.	Oct 4, 2011 6:45 PM

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

	Response Count
	34
answered question	34
skipped question	54

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

	Response Percent	Response Count
Local newspapers 	51.4%	36
School packets 	4.3%	3
Word of mouth 	60.0%	42
Cal-Mart bulletin board 	8.6%	6
TV/Radio 	1.4%	1
Internet 	14.3%	10
City of Calistoga web site 	27.1%	19
Lincoln Ave. banner 	20.0%	14
Other community bulletin boards 	8.6%	6
Facebook 	10.0%	7
Twitter	0.0%	0
Other (please specify)		12
answered question		70
skipped question		18

Page 3, Q1. What other programs or activities would you and your family like to see to bring you to the pool more often?

1	mas horarios accesibles para la tarde mas instructores preparados	Nov 28, 2011 1:44 PM
2	tener mas juegos los insturcotes paraqi los ninos se sienta con mas confianza	Nov 28, 2011 1:41 PM
3	noche de familia	Nov 28, 2011 1:39 PM
4	noches de familia	Nov 28, 2011 12:56 PM
5	los papas convivan mas con los hijos	Nov 28, 2011 12:39 PM
6	Family Swim, Evenings open later	Nov 28, 2011 12:34 PM
7	I'm there daily when in town.	Oct 27, 2011 3:19 PM
8	Synchronized Swimming	Oct 23, 2011 12:59 PM
9	More time for recreational swim. There isn't enough time for children and families. Very disappointed to see the pool unused so frequently when it is reserved for adult use.	Oct 21, 2011 8:55 PM
10	better water aerobics class. the instructor soes not seem at all like she really wants to be there. it is the same workout every day, and every year so far. makes for boring workout. nicer gaurds and staff would be better. ice with possible fountain soda and ice tea, frozen snickers, steamed hot dogs, please be kind and welcoming to guests, not stuck up and "greater than thou" airs from teenage guards. it is not a war and no one is against them.	Oct 21, 2011 4:50 PM
11	I would like to see year round use of pool	Oct 21, 2011 1:23 AM
12	Later hours would be great. I usually got to the pool (meeting my wife and daughter) just in time for closing!	Oct 20, 2011 1:15 PM
13	The water aerobics classes get over-full in the middle of summer and could be expanded.	Oct 20, 2011 9:17 AM
14	extended lap season	Oct 20, 2011 9:10 AM
15	Aqua aerobics every morning plus the evening sessions.	Oct 19, 2011 5:39 PM
16	Synchronized swimming deep water aerobics	Oct 18, 2011 4:37 PM
17	More Teen Pool nights! Longer season in Sept.	Oct 17, 2011 5:42 PM
18	Morning swim times in the summer	Oct 15, 2011 8:54 AM
19	It works for me but could be open weekends in October maybe?	Oct 13, 2011 2:23 PM
20	night swims, permanent staff , rather than totally rellyng on students-if required stude do not show up-pool does not open.	Oct 13, 2011 5:32 AM
21	More water aerobics. Longer season. At least beginning of May to end of September	Oct 11, 2011 3:34 PM

Page 3, Q1. What other programs or activities would you and your family like to see to bring you to the pool more often?

22	More Friday night get-togethers. Bar-B-Cue, swimming,visiting and getting to know new friends.	Oct 11, 2011 1:31 PM
23	adult swim lessons	Oct 11, 2011 1:05 PM
24	The family nights were so great! I think that the pool did an amazing job of building community and think we can do more. I believe that there are many options to work with the school and local businesses to bring more collaboration.	Oct 11, 2011 12:14 PM
25	Contract the pool out and save the residents money	Oct 11, 2011 6:22 AM
26	I think the Pool should host parties, fundraisers, and other events to encourage revenue. Are any of the "pool less" spas sending their guests to the Pool? We have heard that the Pool might open in March for the swim team. Even though it will be cold I think the aerobics ladies would participate in classes on the swim team days if you offered it. And I am sure lap swimmers would also come on those days. So could the Pool open on a limited schedule in March?	Oct 8, 2011 4:22 PM
27	EXPANDED LAP SWIM HOURS FOR SESSIONS 1 & 3	Oct 6, 2011 5:57 PM
28	Extended hours to enjoy the evening. More water games for family, adults, children. Opening the pool for the 4th of July night to watch fireworks, special pricing?	Oct 5, 2011 8:44 PM
29	Extended season at least til end of September.	Oct 5, 2011 7:39 PM
30	Water polo?	Oct 5, 2011 5:20 PM
31	weight machines & aerobic exercise equipment	Oct 5, 2011 4:42 PM
32	Longer season	Oct 5, 2011 12:55 PM
33	more water aerobics classes pool open longer in the season	Oct 4, 2011 8:42 PM
34	Have one pool open all year round. Take a look at the community pool in American Canyon. They put up a dome over the pool in colder weather. This would be great!!!!	Oct 4, 2011 8:33 PM



















Page 3, Q2. How do you find out about pool and recreational activities for your family?

1	Calistoga Family Center	Nov 28, 2011 1:41 PM
2	Calistoga Family Center	Nov 28, 2011 1:39 PM
3	Calistoga Family Center	Nov 28, 2011 1:20 PM
4	Calistoga Family Center	Nov 28, 2011 12:56 PM
5	live close by	Nov 28, 2011 12:34 PM
6	I have been a pool supporter for years!	Nov 28, 2011 12:29 PM
7	postings at pool	Oct 27, 2011 3:19 PM
8	at the pool itself	Oct 23, 2011 12:59 PM
9	saw it there	Oct 21, 2011 4:50 PM
10	As a resident you can't help know about the pool since the first day Sylvia Scott thought about starting a pool committee.	Oct 11, 2011 1:31 PM
11	we know a recreation dept exists in most cities	Oct 11, 2011 6:22 AM
12	Chamber email blasts	Oct 5, 2011 12:55 PM

Page 3, Q3. In the past year, someone in my family participated in:

1	Zumba fitness classes offered by clinic and family center	Nov 28, 2011 12:34 PM
2	Food Bank	Oct 23, 2011 12:59 PM
3	Programs at Connolly Ranch, Music Together in Santa Rosa.	Oct 20, 2011 1:15 PM
4	I don't believe there is a school art program martial arts outside of school music lessons outside of school	Oct 11, 2011 12:14 PM
5	Art classes at the Art Center.	Oct 8, 2011 4:22 PM
6	frequent workouts at a gym; spend most time away from Calistoga	Oct 5, 2011 4:42 PM
7	Sonoma Valley Boys and Girls Club- sports, camp and after school programs.	Oct 4, 2011 6:53 PM

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

		Response Percent	Response Count
Youth Soccer League		18.4%	9
Little League		14.3%	7
Cub Football		14.3%	7
Cub Hoops		6.1%	3
School Sports		16.3%	8
School Music program		26.5%	13
School Art program		14.3%	7
Boys and Girls Teen Center		18.4%	9
City of Calistoga adult fitness classes		22.4%	11
School based after school programs		30.6%	15
Rianda House, Senior Center		10.2%	5
Teen leadership opportunities		8.2%	4
Senior Casino Trips		2.0%	1
Gardening Workshops		2.0%	1
College level courses		12.2%	6
Recreation programs outside of Calistoga		28.6%	14
Gymnastics programs outside of Calistoga		4.1%	2
Dance programs outside of Calistoga		12.2%	6
Other (please specify):			7
answered question			49

skipped question 39

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

Response
Count

38

answered question 38

skipped question 50

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

Response
Percent Response
Count

No, thank you.  65.7% 44

Yes (please input your email
below):  34.3% 23

answered question 67

skipped question 21

Page 3, Q4. Please use this space for any additional feedback or comments about our second season of the pool:

1	los cupones que dieron para las clases de 30 dolares por nino estuvieron demaciado bien para mi familia para las clases de natacion. Ojala ubiera el ano siguiente ubiera mas cupones.	Nov 28, 2011 1:44 PM
2	solo queria saber y que tiene tanto cloro o quimicos el agua fue un problema para los ojos y el quimico en el agua.	Nov 28, 2011 1:24 PM
3	Wish it was open later times and longer season	Nov 28, 2011 12:34 PM
4	possibility of a swim team or swim meets to bring in revenue.	Nov 28, 2011 12:29 PM
5	This was a great season 3 at Calistoga Pool. The staff were friendly and professional, the facility clean, and lap swim options adequate. Our community is blessed to have this facility and the number one priority for improvement is to ACTIVELY work to have the pool open year around. It's easy to focus on the past (what an effort to build the pool) and present (open season was extended two weeks) and cite the reasons why the pool can't be open year around. My recommendation is that the Pool Advisory Committee focus on the future and create the Vision and action plans to have the pool be open year around. To achieve this Vision, a brainstorming session with the PAC and other interested parties should be held to create ideas in 3 areas: 1. FUNDRAISING • Community fundraising event(s) planned and organized by community leaders and held at donated venues could be developed to capture large donor contributions. • A swim event where swimmers solicit donations and SWIM for CALISTOGA POOL (like Swim for Women with Cancer at Mills College) could encourage swimmers and bring more awareness about the pool. • Approach major Calistoga Vineyards/Resort Facilities and offer "naming rights" for the pool for an endowment type major corporate donation (e.g.: Silverado Pool of Calistoga). This is done for most professional sports facilities and could be applied to the pool. 2. INCREASING REVENUE • Increase costs for existing programs, create new programs, and explore all avenues of revenue enhancement. 3. DECREASING EXPENSES • All pool expenses should be reviewed to see where savings could be realized. In looking at all the pools I use, it seems like Calistoga has more staffing than other facilities. Flexible staffing and cross training could likely allow less staff. If any energy is being used to heat the pool, that should be discontinued as the pool is generally too warm. LAP SWIMMING While adequate times are provided for lap swimming, it would be nice to see it expanded. It would also be beneficial to have one lane available for swimming laps during recreation swim periods. I would also suggest that lanes be designated during lap swimming: fast medium slow. It would be good to start circle swimming as standard practice because people now split lane and see 2 swimmers as a full lane. As volume grows, this ingrained practice gets harder to change. Would be good to do it at the start of a swim season. Create some clear Lap Swim Etiquette guidelines as some swimmers are unclear on sharing lanes. Attached at the end is an example from Santa Rosa pools. SHOWERING BEFORE POOL ENTRY It seemed like there were fewer people entering the pool without showering so the large sign at entry may have helped. I would also suggest that the cashier remind people as they enter that showering is requested. TEXTING WHILE ON THE JOB There should be a policy of no texting while on the job for all staff. Office staff, in particular, seem to spend their time texting. PICTURES OF STAFF It would be nice to post pictures of each staff member with their name and job title on the wall across from the cashier. There were people I spoke with frequently, but	Oct 27, 2011 3:19 PM

Page 3, Q4. Please use this space for any additional feedback or comments about our second season of the pool:

	never knew their names. It's also a great way to honor the staff.	
6	Keep up the good work !	Oct 23, 2011 12:59 PM
7	Please provide more hours during the week for children and family recreation.	Oct 21, 2011 8:55 PM
8	please be welcoming to guests. notice i did not say more welcoming, as they were never welcoming. i hope they start by being welcoming. any where else i go in town, when i show up repeatedly, it is certainly recognized. even if i show up once, i should still be welcomed.	Oct 21, 2011 4:50 PM
9	Do the pool fees cover operating expenses!	Oct 21, 2011 6:17 AM
10	I would like year round use of pool if possible, or at least a longer season - April though October	Oct 21, 2011 1:23 AM
11	I loved this season, wish it was open longer! Let's open earlier in 2012!!!	Oct 19, 2011 5:39 PM
12	Stacey Fernandez, H2O aerobics instructor was excellent, always professional and made new people feel comfortable. Please, please extend the time that the pool is closed, the weather in Calistoga is hot and beautiful in late September and October and we all need to stay healthy. Thank you,	Oct 18, 2011 9:12 AM
13	Great job - keep up the excellent work!	Oct 17, 2011 5:42 PM
14	longer water aerobics & lap swimming season please	Oct 15, 2011 6:26 PM
15	too many rules	Oct 13, 2011 9:19 PM
16	Please have a longer water aerobics class season.	Oct 13, 2011 7:27 PM
17	It would be nice if the pool stayed open later in the season closing the pool so early dosent give people anywhere to swim and as hot as the valley stays the pool could be open till November. especially the weekends	Oct 13, 2011 3:20 PM
18	Thank You! I love it!	Oct 13, 2011 2:23 PM
19	Front desk people need to be more vigilant about making everyone pay.	Oct 11, 2011 3:34 PM
20	I thoroughly enjoyed the water aerobics classes taught by Stacy Fernandez. I do wish they started a lot earlier in the season and ended later in the year. Isnt there any way the pool can be covered so it can be used all year long? what a waste with all the broo haha that it took to even get a community pool to only use it a very few months a year.	Oct 11, 2011 1:05 PM
21	I brought many many friends this season from out of town to introduce them to the pool. Having lived in SF for many summers I know how much people need to escape the fog and I know if there was more pr on the pool, more people would make the daily pilgrimage. I used to go do lessons and swimming in Terra linda and spend the whole day there. I also used to drive all the way to Livermore to a great pool there and spend the whole day, I didn't mind the drive at all to escape the fog. We were there almost everyday this summer. I used to come in the summers and there was never anywhere to swim so I value the pool immensely. I feel that the staff was mature, professional and endearing. Jean	Oct 11, 2011 12:14 PM

	<p>was dedicated to training them well and I always felt at ease under their care. The pool is an amazing resource and we just have to get the word out about all the fantastic things that went on this summer. I even met people from as far away as Fairfield that would make the voyage to spend the day at the pool noting that it was the best pool between here and there, with the grass and beauty. Lastly I think it is a community unifier! I met so many great families and had such a great social time this summer there! Send anyone my way who says that resources are being wasted on a pool and I'll change their mind!!! Thanks to everyone for their very hard work!</p>	
22	the pool costs too much and we support doing away with the recreation dept and the pool until this city gets financially back on track	Oct 11, 2011 6:22 AM
23	1.) The longer the season, the better. The water aerobics class is my only option for organized local exercise with my health limitations. I will pay more for a longer season. 2.) I would suggest 5-10 minutes between programs for transition. For example, if water aerobics is from 5:30-6:30, have the prior activity end by 5:20, and the next start at 6:40. 3.) Try to stagger swim lessons at different times than the aerobics class so the lessons only take up one lane during class time. The class is so popular, it gets really crowded when two lanes are taken for classes.	Oct 10, 2011 6:09 AM
24	The temp of the pool was perfect.	Oct 6, 2011 9:02 AM
25	I work in several spas in Calistoga as a massage therapist. Loved being able to swim before or after work.	Oct 6, 2011 8:46 AM
26	We wish pool will stay open through the whole year	Oct 6, 2011 8:45 AM
27	It might be beneficial for the water aerobics teacher to participate in ordering equipment for the classes that is best for producing the muscle tone and balance for the students. Equipment is not cheap, so ordering what produces the best results is important.	Oct 5, 2011 9:10 PM
28	Keep up the good work!	Oct 5, 2011 8:44 PM
29	We are grandparents who have kids and grandkids with us in the summer. The pool is great.	Oct 5, 2011 8:01 PM
30	We could use more equipment for water aerobics and the instructor should help decide what to buy so we have the right things.	Oct 5, 2011 7:39 PM
31	Facility and staff are terrific, a great community asset. But I suggest editing this last question to refer to the "third" season.	Oct 5, 2011 4:42 PM
32	Would like to see it open during the week after school starts. The weather is still warm, but cannot swim.	Oct 5, 2011 3:34 PM
33	Fabulous addition to our town.	Oct 5, 2011 3:29 PM
34	More equipment for water aerobics - not enough to go around. Ask instructor about equipment before ordering in order to get the proper 'stuff'.	Oct 5, 2011 1:35 PM
35	I love the pool and Stacey is an excellent instructor. It would be nice if the water	Oct 5, 2011 12:55 PM

Page 3, Q4. Please use this space for any additional feedback or comments about our second season of the pool:

aerobics classes could be offered year round, and if you could get some stronger equipment for the classes.

36	would like to have a Masters Swim program in Calistoga	Oct 5, 2011 12:28 PM
37	Keep open at least one pool all year....	Oct 4, 2011 8:33 PM
38	I would like to see floaties allowed in the kids pool, such as noodles. It's nice to float while the kids play since they are too you to leave alone.	Oct 4, 2011 6:53 PM