

# City of Calistoga

## MEMO

**TO:** Community Pool Advisory Committee  
**FROM:** Olivia Lemen, Recreation Manager  
**DATE:** September 13, 2012  
**SUBJECT:** 2012 Pool comments – April -September 6, 2012

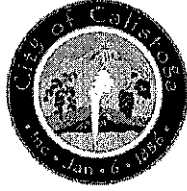
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2 **BACKGROUND/DISCUSSION:**

3 The comment box is located outside the pool office door within the front gate of  
4 the pool. It provides community members an opportunity to leave messages and  
5 feedback for pool staff on-going. Staff will then respond directly to those who  
6 request it and post general responses above the box to those which require an  
7 answer. Attached to this staff report is a raw list of the comments obtained this  
8 year as well as the 3 response sheets which were posted at the pool.  
9

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11 **ATTACHMENTS:**

- 12 1) Comment Box Responses May 26-June 10  
13 2) Comment Box Responses June 11-June 22  
14 3) Comment Box Responses June 23-July 11  
15 4) List of all comments  
16



## Calistoga Community Pool

### Comment Box Responses

May 26<sup>th</sup> – June 10th

*There are too many rules at this pool.*

We agree that there are a lot of rules at this pool. Our rules follow suggested safety guidelines set by the American Red Cross. Our first concern is patron safety at all times. If you have any questions about a particular rule, please feel free to ask any guard for a detailed explanation. Enjoy the summer!

*Please make the water temperature cooler. It is much to hot when I swim laps.*

We strive to keep the water temperature at 84 degrees. Sometimes the water does get warmer during the summer months naturally, but we try to keep it on target. If the pool is running particularly warm, we will leave the covers off at night. Thank you!

*Why is the pool not getting covered at night? Please have the guards cover it so it is not cold in the morning. Thanks.*

We actually have been covering the pools almost every night so far this year. The exception to this rule has been if the pool has needed to be fully vacuumed by our staff early in the morning. Our goal has been to really give pool cleaning and weekly maintenance a priority. We try to coordinate our cleaning days to correspond to a warm night. The other reason the pool might not be covered overnight is if the water temperature is above 84 degrees. We strive to keep as constant as possible for the enjoyment of all our patrons. Thank you!



## Calistoga Community Pool

### Comment Box Responses

June 11<sup>th</sup> – June 22<sup>nd</sup>

#### ***Why can't we bring floating devices into the pool?***

We do not allow floating devices such as life jackets to be worn in the pool because it typically gives children a false sense of security and the child ends up wondering into deeper water than they can actually swim in. Life jackets can be dangerous if not properly fitted and sized. The wearer has to be strong enough to tilt the head back to avoid going face-down in the pool. Often children are not strong enough to stay face-up. We want individuals to stay in an appropriate depth of water for their swimming skills.

#### ***Why do you encourage showering before entering the pool?***

We encourage showering before entering the pool so that our facility stays as clean as possible. A quick rinse before entering the water goes a long way to clean off any dirt or bacteria that is on your body. You shower to remove perspiration from your body along with perfume, deodorant and other substances we might put on our body.

#### ***I was here and the pool was at capacity, so we were not allowed in. What determines capacity?***

For safety reasons, we have 1 guard per every 20 people. Occasionally, depending on the swimming skills of the people at the pool and the experience of the lifeguards working, that ratio changes slightly. We apologize for the wait to get in to the facility. Safety is always our first priority. Thank you!



## Calistoga Community Pool

### Comment Box Responses

June 23<sup>rd</sup> – July 11<sup>th</sup>

#### ***Why can't we have toys in the pool?***

We do not allow floating toys such as noodles, blow-up lounge chairs or lifejackets to be used in the pool because they typically give children a false sense of security and the child ends up wondering into deeper water than they can actually swim in. We do not allow hard toys in the pool because they are dangerous when thrown. We do allow soft toys in the pool as long as they are not posing a danger to others.

#### ***Can you require people to shower before entering the pool?***

We are not allowed to require people to shower, but we do encourage showering before entering the pool so that our facility stays as clean as possible. A quick rinse before entering the water goes a long way to clean off any dirt or bacteria that is on your body. You shower to remove perspiration from your body along with perfume, deodorant and other substances we might put on our body.

#### ***I was here and the pool was at capacity, so we were not allowed in. What determines capacity?***

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## Calistoga Community Pool Comment Box

### May – August 2012

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- This pool is awesome!
- I love coming here to this pool☺
- Awesome pool!
- Don't post a timetable, then change.
- (POS Staff) is awesome, she deserves a raise by a lot!
- The lifeguards jump in so quickly
- Very disappointed the hours changed before Labor Day! Also, the swim rules are ridiculous. No climbing on backs?! Fun for kids, essential for parents with multiple children.
- Dear CCP, you should put a bee hive to utilize all the bees who have taken residence at the pool lately. You can sell the honey for extra money. "Calistoga Community Pool Honey," 'fed on spilt soda and soggy chips'. Anyway, just a thought.
- The water is mineral?
- Hello, what about leaving the pool longer this year such until mid or end October, even if it's a limited schedule (could even be limited to weekends) if staffing is an issue.
- Omg! What a clean facility that you have here in Calistoga. BEAUTIFUL!
- Hi☺
- Thank you for providing such a beautiful place for Calistoga.
- When I arrived for lap swim, the front window person was busy texting away and barely looked up. I then watched adult after adult enter the pool without showering after a day sweating this heat. With each new arrival the smell of perfume, body oil, and body odor increased making swimming less and less enjoyable. Why can't the front person encourage people to shower before entering pool?
- You need to check your filtration system.
- Vamos a Nadar en familia hoy estubo bien, nada mas que falta jamon y mas pan.
- Vamos a Nadar was very nice, except the food would have been nice if we had some meat/bread. Kids were really hungry! Staff was great!
- Why can't we bring floating toys?
- Beautiful swim today! Cleanest I have ever seen the pool!
- Thanks for the very attentive and considerate staff.
- Why do you need to shower before you go into the pool?
- I was here when more people were here and today they won't let us in☹
- Do you offer lifeguard training?
- People should leave sandals or thongs on side of stairway entrance (not blocking stairways)
- Children should not be jumping into pool on sides of stairway, this is an entrance to pool.
- You guys rock!

- Hurts eyes
- (Lifeguard) good
- You're the best
- Your water was very salty
- (Head Lifeguard) is awesome! I love her, she's the best☺
- What is love? Baby don't hurt me.. no more. I enjoy swimming.
- (POS Staff) needs to work on her people skills.
- Pool= awesome!
- Why can't kids have toys (soft ones)? No masks, only goggles- why?
- Nom nom nom
- New snacks
- No back stroke flag up for lap swim= DANGEROUS!
- You guys should think about getting new snacks.
- Love the water, love the temperature, love the chairs, love the price.
- HAHAHAAAAAAAA P.S (Lifeguard) and (POS Staff) are very generous and awesome.
- I don't think you should have to shower before you get into the pool.
- Really clean around the office during family night
- If you had four (Lifeguard) watching the pool, I would feel safe for all the kids. He does a great job.
- The two young ladies lifeguarding today were not paying attention. Kids were throwing kids in the pool from the side and in the area that says 'no diving' one of them was letting 4 young boys dive. Normally I come here with Ray kids and feel so safe. We left because I didn't want to see anything happen. (Lifeguard) pays great attention.
- Need more umbrellas and shade!
- Need more shade!
- (Lifeguard) takes responsibility for job.
- Too much chlorine
- I love the new pen!
- I love this pool. Love, family.
- I want it to open early, like 12, not 1.
- Free food would be awesome!
- Make drinking water and pool colder.
- I love this pool
- Awesome!
- I love swimming
- I don't like the pool because someone pooped in it.
- Why don't you let kids bring floaties?
- You need a bench in the waiting area outside of gate☺
- Clean the pool floor
- Doesn't the pool have toxic chlorine?
- Thank you
- Add a water slide

- It was awesome
- It was fun, I had an awesome time.
- This pool is really racist.
- Less chlorine!
- (Lifeguard) does good a lot.
- Make adult breaks shorter and higher board!
- The water feature in the kiddy pool occupies a lot of space and is often too splashy for many of the children who want to stay in the shallow end. Perhaps it could run only half the time with some breaks?
- Kudos for the lap swim etiquette guidelines. Suggest you make them bigger and post in both dressing rooms. Would also help to designate fast/medium/slow lanes so similarly paced swimmers select appropriate lane. Get people oriented to designated lanes so as volume grows and circle swim is more frequent, people are in lanes already sorted by pace. –(Community Member)
- FUN
- Deep and back stroke flags were NOT up either Saturday or Sunday. I almost hit my head watching for them until I realized there was none. They are important.
- Awesome
- There was only one lifeguard on duty on Tuesday during swim lessons and water aerobics. Standing in between the two pools, there was no way that she could effectively see all swimmers, especially the swim lesson kids at the deep end. This seems unsafe. I thought there was always supposed to be one lifeguard per pool?
- Dear Calistoga Pool, it's been a great season up until recently. I'm having to miss some water aerobics lessons due to burning skin. Several others have concerns about the chlorine levels. I'm not the only one whose swim suit has suddenly lost color and/or elastic. Earlier in the season, everything was fine, now I'm having to swim in Santa Rosa. Just wondering about the chemical levels? Thank you! – (Community Member)