













1. I am:

		Response Percent	Response Count
Male		22.7%	10
Female		77.3%	34
answered question			44
skipped question			1






2. My age (in years) is:

		Response Percent	Response Count
0-12		0.0%	0
13-18		4.4%	2
19-24		0.0%	0
25-34		2.2%	1
35-44		28.9%	13
45-54		15.6%	7
55 +		48.9%	22
answered question			45
skipped question			0

3. Household:

		Response Percent	Response Count
Self only		18.2%	8
Self and partner		34.1%	15
Self and children		4.5%	2
Self, partner and children		36.4%	16
Other		6.8%	3
		answered question	44
		skipped question	1

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

		Response Percent	Response Count
0-3		22.7%	5
4-6		18.2%	4
7-10		40.9%	9
11-13		13.6%	3
14 +		40.9%	9
		answered question	22
		skipped question	23











5. I live:

		Response Percent	Response Count
Inside Calistoga city limits		56.8%	25
0-5 miles from city limits		25.0%	11
5+ miles from city limits		18.2%	8
		answered question	44
		skipped question	1

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		57.1%	24
We visited at least once a week		19.0%	8
We visited at least once a month		11.9%	5
We visited at least once this season		4.8%	2
We came by but never swam		7.1%	3
Calistoga has a community pool?		0.0%	0
		answered question	42
		skipped question	3


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)		52.6%	20
Water Aerobics Classes (instructor led)		42.1%	16
Recreation swimming (open swim for youth, teens and adults)		44.7%	17
Youth Swim Lessons		28.9%	11
Adult Swim Lessons		2.6%	1
Teen Nights		10.5%	4
Family Nights		18.4%	7
Diving Classes		2.6%	1
Lifeguard or Jr. Lifeguard Training		5.3%	2
Other (please specify)		2.6%	1
	* answered question		38
	skipped question		7


8. Please rate the following for the 2012 season:

	Excellent	Good	Fair	Poor	Very poor	Did not participate	Response Count
Swim Lessons	14.7% (5)	8.8% (3)	5.9% (2)	0.0% (0)	2.9% (1)	67.6% (23)	34
Recreation Swimming	27.3% (9)	18.2% (6)	0.0% (0)	0.0% (0)	0.0% (0)	54.5% (18)	33
Lap Swimming	24.2% (8)	33.3% (11)	3.0% (1)	0.0% (0)	0.0% (0)	39.4% (13)	33
Water Aerobics Classes	41.2% (14)	11.8% (4)	2.9% (1)	0.0% (0)	0.0% (0)	44.1% (15)	34
Access to Information	34.3% (12)	34.3% (12)	11.4% (4)	0.0% (0)	2.9% (1)	17.1% (6)	35
Communication/Advertising	28.6% (10)	34.3% (12)	17.1% (6)	5.7% (2)	2.9% (1)	11.4% (4)	35
Facility Amenities	29.4% (10)	47.1% (16)	5.9% (2)	2.9% (1)	0.0% (0)	14.7% (5)	34
Customer Service	38.9% (14)	33.3% (12)	8.3% (3)	5.6% (2)	2.8% (1)	11.1% (4)	36
Facility Safety	51.4% (19)	27.0% (10)	10.8% (4)	0.0% (0)	0.0% (0)	10.8% (4)	37
Facility Cleanliness	35.1% (13)	37.8% (14)	13.5% (5)	2.7% (1)	0.0% (0)	10.8% (4)	37
* Please provide additional feedback on any of the above responses:							15
answered question							41
skipped question							4


9. Specific SWIM LESSON feedback: (Please skip if not applicable)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
My child enjoyed the session;	45.5% (5)	54.5% (6)	0.0% (0)	0.0% (0)	11
Each class started and ended on time;	58.3% (7)	41.7% (5)	0.0% (0)	0.0% (0)	12
The instructor was prepared;	58.3% (7)	33.3% (4)	8.3% (1)	0.0% (0)	12
My child received adequate individual attention;	36.4% (4)	27.3% (3)	27.3% (3)	9.1% (1)	11
My child learned the skills I expected;	45.5% (5)	27.3% (3)	18.2% (2)	9.1% (1)	11
There was adequate pool space for my child's program;	36.4% (4)	54.5% (6)	9.1% (1)	0.0% (0)	11
There was adequate equipment for all the participants;	50.0% (6)	50.0% (6)	0.0% (0)	0.0% (0)	12
 Additional Comments (please explain any Strongly Disagree):					6
answered question					12
skipped question					33

10. Specific WATER AEROBICS feedback: (Please skip if not applicable)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
I enjoyed the classes;	72.2% (13)	22.2% (4)	5.6% (1)	0.0% (0)	18
Each class started and ended on time;	83.3% (15)	11.1% (2)	5.6% (1)	0.0% (0)	18
The instructor was prepared;	83.3% (15)	16.7% (3)	0.0% (0)	0.0% (0)	18
The class provided the variety I desired;	66.7% (12)	11.1% (2)	22.2% (4)	0.0% (0)	18
I received adequate instruction for new skills;	72.2% (13)	16.7% (3)	5.6% (1)	5.6% (1)	18
The class provided the workout I expected;	77.8% (14)	11.1% (2)	11.1% (2)	0.0% (0)	18
There was adequate pool space for the class;	50.0% (9)	33.3% (6)	16.7% (3)	0.0% (0)	18
There was adequate equipment for all the participants;	33.3% (6)	33.3% (6)	27.8% (5)	5.6% (1)	18
 Additional Comments (please explain any Strongly Disagree):					11
answered question					18
skipped question					27



11. Specific LAP SWIM feedback: (Please skip if not applicable)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
The lap swim times worked for my schedule;	22.2% (4)	72.2% (13)	5.6% (1)	0.0% (0)	18
There was adequate pool space for my needs;	50.0% (9)	44.4% (8)	5.6% (1)	0.0% (0)	18
There was adequate pool equipment for my needs;	55.6% (10)	44.4% (8)	0.0% (0)	0.0% (0)	18
The lifeguard was alert and responsive to my needs;	58.8% (10)	29.4% (5)	5.9% (1)	5.9% (1)	17
 Additional Comments (please explain any Strongly Disagree):					6
answered question					18
skipped question					27

12. Specific REC SWIM feedback: (Please skip if not applicable)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
The rec swim times worked for our schedule;	37.5% (6)	62.5% (10)	0.0% (0)	0.0% (0)	16
There was adequate pool space for our needs;	37.5% (6)	56.3% (9)	6.3% (1)	0.0% (0)	16
The lifeguards were alert and responsive to our needs;	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	16
The lifeguards were courteous and helpful;	56.3% (9)	43.8% (7)	0.0% (0)	0.0% (0)	16
The office staff were courteous and provided good customer service;	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	16
There was enough pool deck furniture for our needs;	12.5% (2)	68.8% (11)	18.8% (3)	0.0% (0)	16
* Additional Comments (please explain any Strongly Disagree):					7
answered question					16
skipped question					29


13. Do you know the pool has a variety of pass options?

		Response Percent	Response Count
Yes		90.2%	37
No		9.8%	4
* If No, please tell us how to better provide you with fee information:			3
answered question			41
skipped question			4












14. 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
Pre-Season Pass (April 2-May 11)	40.6% (13)	34.4% (11)	6.3% (2)	0.0% (0)	18.8% (6)	32
Early Bird Discount	66.7% (22)	6.1% (2)	0.0% (0)	0.0% (0)	27.3% (9)	33
Season Pass (May 12-Sept 16)	60.6% (20)	18.2% (6)	0.0% (0)	0.0% (0)	21.2% (7)	33
Multi-visit pass	36.0% (9)	16.0% (4)	4.0% (1)	0.0% (0)	44.0% (11)	25
Daily visit fee	35.5% (11)	25.8% (8)	3.2% (1)	0.0% (0)	35.5% (11)	31
Swim Lessons	23.1% (6)	15.4% (4)	0.0% (0)	0.0% (0)	61.5% (16)	26
Snack Bar	16.0% (4)	0.0% (0)	4.0% (1)	4.0% (1)	76.0% (19)	25
				 Additional Feedback:		8
				answered question		37
				skipped question		8

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

	Response Count
	14
 answered question	14
skipped question	31

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

		Response Percent	Response Count
Local newspapers		57.9%	22
School packets		5.3%	2
Word of mouth		63.2%	24
Cal-Mart bulletin board		10.5%	4
TV/Radio		2.6%	1
Internet		34.2%	13
City of Calistoga web site		42.1%	16
Lincoln Ave. banner		10.5%	4
Other community bulletin boards		2.6%	1
Facebook		18.4%	7
Twitter		2.6%	1
	* Other (please specify)		4
answered question			38
skipped question			7

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

	Response Count
	16
* answered question	16
skipped question	29

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

		Response Percent	Response Count
No, thank you.		68.6%	24
Yes (please input your email below):		31.4%	11
		answered question	35
		skipped question	10

Pg. 4 Q 7

Page 2, Q2. The programs I / my family participated in this summer (please mark all that apply):

1 B'day party

Sep 21, 2012 5:36 PM

Page 2, Q3. Please rate the following for the 2012 season:

1	Love Stacey but it would be wonderful if she would vary the routine. She added a few new moves this season but we need more.	Oct 23, 2012 2:11 PM
2	See addendum to pool survey.	Oct 22, 2012 2:59 PM
3	Need a little more shade near the kids pool for families with small children in the water who are also attending to babies on the sidelines	Oct 16, 2012 12:48 PM
4	Hi, although I love the community pool, heavy chlorine in the rec/kids pool is a huge problem. Every time my kid came home from swim lessons his eyes were red and puffy. It got to the point where I stopped swim lessons for him, because it was too miserable. He has no problem swimming at Meadowood or at the Angwin pool -- so it is not an allergy issue. The chlorine in the rec pool needs to get under better control OR you need an alternative -- salt chlorine? Something is going wrong with the chlorine and you are driving families that would otherwise use the pool away. Lifeguards and pool staff continue to be great -- very warm and proactive. Thanks.	Oct 15, 2012 1:26 PM
5	I would have visited more but it felt overwhelming to seek out the information. I procrastinated doing it until the season is now over. :(Maybe I'll do better next year ...or maybe 'adult' hours could be posted in the news paper?	Oct 4, 2012 2:55 PM
6	The pool seems awfully small.	Oct 4, 2012 2:41 PM
7	The outdoor shower area needs to be cleaned daily. The drains need cleaning, tiles at showers need cleaning. The facility cleanliness needs to be improved.	Oct 3, 2012 4:12 PM
8	The only glitch to lap swimming were the "surprises"- eg a special event during lap time or showing up in the morning to find the football team had taken all the lanes (this happened more than once). It is great they're swimming - but maybe another time?	Oct 3, 2012 4:04 PM
9	I have been participating in the water aerobics classes for 3 years. I want to commend Stacy for her classes, she is the best! I would like to see the pool open for more months and to have the water aerobics classes every weekday from 9-10:30 am. Next year please make sure the pool is covered every evening. The water temperature, at times is much too cold. Thank you for our beautiful pool - Dariann Lopez	Sep 25, 2012 9:50 AM
10	water aerobics keeps me young	Sep 25, 2012 9:46 AM
11	Staff is inconsistent. Some are knowledgeable, friendly, and helpful. Others are not well informed, some are even rude. Stacy is a great instructor. Mon-Wed evening water aerobics classes are too late for most people to attend. You could get better attendance if it was earlier.	Sep 23, 2012 3:34 PM
12	Would love more trees for shade. Would love more individualized children's swim lessons for learning to swim. More recreational swim hours in the spring and fall would also be great. Overall we love the pool, thanks!	Sep 20, 2012 12:20 PM
13	I noticed higher levels of chlorine later in the summer, affecting my skin and swim wear.	Sep 19, 2012 1:15 PM

Pg. 5 Q8

Page 2, Q3. Please rate the following for the 2012 season:

- | | | |
|----|--|----------------------|
| 14 | You had 1 swim teacher there that was awesome! Maryann or Mary? Your teachers, aside from Maryann, are just kids with a summer job. They obviously don't give a rats behind about little kids. They have no business being swim teachers. They turn their backs on 3 yr olds just so the parents can cringe and hope their child doesn't fall and start sucking in water. You should always have 2 teachers with a group of students. I removed my kids from your classes because after two full seasons of lessons we've got absolutely nothing to show for it. | Sep 17, 2012 9:06 PM |
| 15 | Needed a manager, jean did an excellent job but someone needed to be there full time. Kids were left to run the pool far too often. Sometimes leaving them short staffed. Thank god you had jean. | Sep 17, 2012 8:42 PM |

Pg. 6 Q9

Page 3, Q1. Specific SWIM LESSON feedback:
(Please skip if not applicable)

- | | | |
|---|--|-----------------------|
| 1 | Wonderful, caring instructors. | Oct 15, 2012 1:36 PM |
| 2 | Swim lessons sometimes had 8 children in one lane with one instructor. Need to consistently limit class size and instructor/participant ratio. | Sep 24, 2012 12:23 PM |
| 3 | I don't think my child was ready, alas. | Sep 21, 2012 11:51 AM |
| 4 | Classes were sometimes merged with too many kids per instructor. | Sep 21, 2012 5:07 AM |
| 5 | If you have 5 kids in a class that's 25 minutes long and only one teacher?? It's ridiculous to think there's any individual attention. If any single attention is given all the other kids are now at risk. Could be a great place for kids to learn if you HIRE SOME REAL TEACHERS. | Sep 17, 2012 9:11 PM |
| 6 | Teachers could be better trained in swim techniques and managing large groups of kids. | Sep 17, 2012 8:45 PM |

Pg. 7 Q10

Page 3, Q2. Specific WATER AEROBICS feedback:
(Please skip if not applicable)

1	need more Styrofoam heavy weights Earlier monday/wednesday evening classes 5:30? too difficult to exercise later w/o dinner too late for dinner afterwards.	Oct 23, 2012 2:16 PM
2	We don't have enough of the challenging dumbbells	Oct 23, 2012 2:12 PM
3	instructor could give more detailed instruction to new comers	Oct 9, 2012 4:49 PM
4	As participants gain strength, they need equipment to fit their abilities, which fell somewhat short.	Oct 8, 2012 9:26 AM
5	Class is boring, same old routines/exercises every time. Needs to be some variety, need more dumbbells.	Oct 3, 2012 4:13 PM
6	need more equipment and daily weekday classes in the morning.	Sep 25, 2012 9:51 AM
7	need more heavier weights	Sep 25, 2012 9:46 AM
8	not enough big bar bells. Stacey is excellent, very professional.	Sep 25, 2012 9:44 AM
9	It gets very crowed when there are swim lessons at the same time as class. We need more of the high resistant (light blue) water weights.	Sep 23, 2012 3:36 PM
10	many times - when kid swim instructions were happening - the space was limited because of swimming lanes in place	Sep 21, 2012 5:39 PM
11	Happy this was a part of the membership.	Sep 17, 2012 8:45 PM

Pg. 8 Q11

Page 3, Q3. Specific LAP SWIM feedback:
(Please skip if not applicable)

1	See addendum to pool survey attached.	Oct 22, 2012 3:00 PM
2	I would like more week day options between 11 and 3	Oct 16, 2012 12:32 PM
3	would love to have friday evening and sunday morning lap swim for extended season	Oct 9, 2012 4:49 PM
4	usually except football team; also diving cut down the lanes on Sundays.	Oct 3, 2012 4:05 PM
5	The red rubber jackets usually are not pulled over the lane line tightening mechanisms, which can be dangerous if sharing lanes.	Sep 27, 2012 11:04 PM
6	Since lap swimming in the evening often shared the pool with swim lessons and was more crowded, I would recommend morning lap swim be scheduled every day.	Sep 21, 2012 5:07 AM

B.9 Q12

Page 3, Q4. Specific REC SWIM feedback:
(Please skip if not applicable)

1	Chlorine in rec pool is a terrible. Water is clear but taste's terrible and my kid came home after every swim with red, puffy eyes. I think chlorine problem is driving families away from using the pool. I have not noticed this problem at other pools with my kids. This is an ongoing problem that seemed substantially worse this year and needs to be corrected or an alternative found. It is not enough to say that chlorine levels were in the acceptable range, because even if they were, the chlorine experience was still bad in the rec pool.	Oct 15, 2012 1:36 PM
2	would have been nice to have lap swim and rec swim on friday evening and sundays for extended season. Also, would be nice to have more umbrellas in high/warm season	Oct 9, 2012 4:49 PM
3	My kids had fun. Thanks.	Oct 4, 2012 2:56 PM
4	A few more lounge chairs, please.	Sep 24, 2012 12:23 PM
5	Would like more family swim nights.	Sep 21, 2012 5:07 AM
6	Three times we were turned away due to not enough guards. Not good for tourism or locals. Family nights staffed with only kids.	Sep 17, 2012 8:45 PM
7	It was a much better summer at the pool with the lifeguards paying attention to safety instead of just yelling and blowing their whistles all day Jose Sanchez showed great leadership on the deck and helped to set a more positive tone. Lifeguards should leave parents and kids be, unless there is clear negligence. We don't need 16 year olds telling us what is safe for our children, especially if I am playing with my child.	Sep 17, 2012 2:42 PM

B.9 Q13

Page 4, Q1. Do you know the pool has a variety of pass options?

1	More community advertising	Oct 4, 2012 2:57 PM
2	post it on your building? and in newspaper..	Oct 4, 2012 2:56 PM
3	If our children goes to one of the Calistoga schools than they should get in for free.	Sep 17, 2012 7:37 PM

Pg. 10 Q14

Page 4, Q2. Please tell us more about the fees and passes at the pool.

1	I'll need to find out!	Oct 23, 2012 2:16 PM
2	See addendum to pool survey attached.	Oct 22, 2012 3:00 PM
3	I would prefer higher quality snacks - healthier fresh food, even if more expensive.	Oct 9, 2012 4:52 PM
4	I purchased pre-season, season, and post season passes!	Oct 3, 2012 4:05 PM
5	Fees are reasonable.	Sep 24, 2012 12:24 PM
6	Get more snacks. Some healthier options would be nice.	Sep 17, 2012 9:12 PM
7	There could be so many better food options. Would be good to sell them at a separate window than admissions as often this held up entrants while children decided on what chips they wanted.	Sep 17, 2012 8:47 PM
8	senior rates are good value and make more participation possible	Sep 17, 2012 4:50 PM

Pg. 10 Q15

Page 5, Q1. What other programs or activities would you and your family like to see to bring you to the pool more often?

1	Perhaps change out one or 2 of the water aerobics to another kind of aerobic activity. Races? I don't what they are, have to investigate other programs.	Oct 23, 2012 2:13 PM
2	Masters Swim Team / Workout Program	Oct 22, 2012 3:01 PM
3	More food at the pool -- regular swim/barbeque or taco truck nights/afternoons.	Oct 15, 2012 1:40 PM
4	-UC masters swim team -Lap swim, rec swim and water aerobics offered on a systematically longer season (mid march - mid nov)	Oct 9, 2012 5:00 PM
5	Evening pick up water polo matches for teens, and other teen-oriented events. Independence day rental of facility for fireworks parties.	Oct 8, 2012 9:29 AM
6	Deep water aerobics classes Aqua Zumba with music	Oct 3, 2012 4:17 PM
7	Masters swim earlier in the morning, but you knew that already! (grin)	Sep 27, 2012 11:07 PM
8	put a cover (bubble) for the pool so we could swim all year	Sep 25, 2012 9:47 AM
9	More family nights. What about some family events?	Sep 24, 2012 12:29 PM
10	As mentioned earlier in the survey, an earlier evening water aerobics class on Monday and Wednesday. 5:30 or 6:00 would be great.	Sep 23, 2012 3:39 PM
11	More family swim nights.	Sep 21, 2012 5:18 AM
12	Masters Swimming Water Polo More water aerobics	Sep 19, 2012 1:19 PM
13	More family nights that are more organized with fun themes and games.	Sep 17, 2012 8:52 PM
14	None that I can think of.	Sep 17, 2012 5:07 PM

Pg. 11 Q16

Page 5, Q2. How do you find out about pool and recreational activities for your family?

1	mainly friends	Oct 23, 2012 2:17 PM
2	Recreation Department newsletters	Oct 15, 2012 1:40 PM
3	Email	Sep 27, 2012 11:07 PM
4	Newsletter	Sep 17, 2012 12:57 PM

Pg. 11 Q17

Page 5, Q3. Please use this space for any additional feedback or comments about our second season of the pool:

1	I'd like to see the season extended permanently thru October	Oct 23, 2012 2:17 PM
2	See attached addendum - I would appreciate feedback.	Oct 22, 2012 3:01 PM
3	it would be nice if the pool were solar heated and open all year! Also, why not have the pool open on Sundays during extended when you have access to student lifeguards?	Oct 16, 2012 12:33 PM
4	I don't think this was the second season....	Oct 15, 2012 1:40 PM
5	What about a baby program? The city can improve marketing the pool both in-town and out of town: - signs /banner on lincoln - additional / bigger signage in town - advertising via hotels, camping, chamber of commerce, spanish community, mobile homes. - too many tourists I met in town do not know there is a public pool in Calistoga - We need to build synergy with neighboring towns (st. Helena) to have a longer season and family share costs. - we need a gibber "tank" of lifeguards (recruit in town and out of town when necessary - we should have a thank you board for donors of the pool - It would be nice to have flags and a big sign at the corner of washington and north oak to signal when pool is open -	Oct 9, 2012 5:00 PM
6	Lifeguards - I've noticed lifeguards dozing off during the morning aerobics classes! And they don't patrol the pool and check the corners as they do at other pools I've used. I understand it must be boring but they need to be alert at least. And walk around the pool area every 15 minutes would keep their eyes open!	Oct 3, 2012 4:17 PM
7	Isn't this our 4th season?	Sep 27, 2012 11:07 PM
8	excellent	Sep 25, 2012 9:47 AM
9	Great season for the kids! Our kids wish there were more flexibility with rules about floating toys (noodles, floats, balls), especially when attendance is low.	Sep 24, 2012 12:29 PM
10	Thank you so much for the early and late season passes. Water aerobics is one of the few exercises that I can participate in because of health issues, so I really appreciate the extended seasons.	Sep 23, 2012 3:39 PM
11	It took a while for staff to get organized this year, but ended up well. Lifeguards did an excellent job. General promotion was lacking this year. Information, notifications, and schedules needed to be more frequently updated. For example, there was no promotion for family nights. Staff needs to be more aware of scheduled activities. Overall, a very enjoyable summer at the pool!	Sep 21, 2012 5:18 AM
12	I truly wish the swim teachers were true teachers and not just kids	Sep 17, 2012 9:14 PM
13	There has to be an adult and well trained sufficient staff at the pool? The gals at the office need to be better trained. There needs to be some additional shade options. The staff needs to be more consistent with upholding the rules of the pool. If you think the city has financial problems now just wait till someone gets injured at the pool due to lack of supervision! We cannot hire all highschoolers if they are not going to be available once school starts there needs to be better planning and management of the staff. We should never turn people away or	Sep 17, 2012 8:52 PM

B.11 Q17

Page 5, Q3. Please use this space for any additional feedback or comments about our second season of the pool:

have lifeguards working long shifts. Without sufficient relief. The kids were Wesome and again Jean was the glue that held it LI together! You should do something nice for the staff and jean for all their ownership and hard hard work during the summer.

- | | | |
|----|---|----------------------|
| 14 | Please make rec swim last longer in the day! | Sep 17, 2012 5:41 PM |
| 15 | Congratulations! Still so happy about the community based funding that got the pool open. I smile every time I pass it while visiting my father-in-law on Cedar St. | Sep 17, 2012 5:07 PM |
| 16 | + appreciate the very diligent, amiable staff + how about some larger locker boxes in changing rooms? | Sep 17, 2012 4:53 PM |

Olivia Lemen

From: tom sherman [chakraman@mac.com]
Sent: Friday, October 19, 2012 2:46 PM
To: Olivia Lemen
Cc: Kerry@tomedywines.com
Subject: Addendum to Pool Survey 2012

To Olivia Lemen and the Calistoga Pool Advisory Committee:

I am taking this opportunity to express my deep concerns about the functioning of the Calistoga Pool this season from my perspective as a lap swimmer. My comments are based on my experience as a daily lap swimmer who uses 5 pools on a regular basis (Public Pools: Calistoga Pool, Finley Pool in Santa Rosa, Benicia Pool, Oakland Temescal Pool and a private health club pool: Club One Oakland Pool). When I compare my experience with the lap swimming programs of these pools, Calistoga does not stack up well. My primary issues are:

1. Calistoga Pool is the only of the public pools where life guards do not sit in the elevated lifeguard stands. Calistoga pool is lax in terms of guard's attention on the pool. Numerous times during this season, I got out of the pool to ask non staff friends of the lifeguard to please quit talking to/distracting the lifeguard from carrying out the responsibility they were being paid for: giving their full attention to the swimmers in the pool. The worst example was 4 non staff friends chatting up a guard whose eyes were on their friends while the pool was full of swimmers. I had to ask one guard in particular to please watch the pool and quit talking: once she was chatting with two non staff friends. These kids were obviously admitted to the pool without paying, stood around fully clothed with no intent to swim, and quickly departed when I asked them not to distract the guard. On other occasions it was the front desk person sitting with the guard. I stopped and watched their interaction the first time. It was a full 2 minutes the guard did not even look at the pool. I asked the front office person to please not distract the guard. As I approached the pool on my bike the next time I came to the pool the same 2 young women were again sitting chatting. When the front desk person saw me, she quickly ran back to the office while I locked up my bike. Because I had just challenged this behavior two days prior, I said to the front desk person: Do you not understand the guards full attention need to be on the pool? The staff member angrily gave me attitude and said " how do you know what we are talking about? We could be talking about pool business."

This is totally unacceptable behavior for a lifeguard and to me reflects poor training of the guards and front office staff. **THIS IS A CRITICAL SAFETY ISSUE.**

RECOMMENDATIONS:

1. Emphasize in training for life guards that their full attention must be **ON THE POOL** and that they must **NOT** engage in side conversations while they are on duty as a guard.
2. Require all guards to be in the lifeguard chair at all times while they are guarding the pool.
3. Provide customer interaction training for front office staff. Emphasize customer interaction and communication skills.

2. Calistoga Pool has more staffing than any of the other pools. Both Finley Pool and Oakland Temescal pools are staffed with one guard during lap swimming with far more swimmers in the pool at all times then Calistoga Pool. Both pools lap swim hours are staffed by a total of 2 staff: one at the front desk greeting customers and handling payment/entry. Benicia Pool has more staffing because there are generally 3 pools in use during lap swims, but only one guard is assigned to the lap swim pool which has far more lanes and swimmers then Calistoga. One evening at Calistoga pool, I counted 4 guards and 3 blue shirt support staff. I

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watched as the guards who were not guarding the pool were tossing a ball on the awning above the office as if playing basketball. When I got out pool to return my kickboard after watching this fiasco for more than 10 minutes of my swim, I joking said, "I sure hope you all are not on the payroll." I then went on to request that the backstroke flags please be put up in the deep end. Playtime immediately ceased and two of the guards quickly moved to put up the flags. I had to ask on 5 occasions this season for the backstroke flags to be put up in the deep end after hitting my head watching for the **backstroke flags** that were not in place the first time. **THIS IS A CRITICAL SAFETY ISSUE.** I wrote feedback notes on this issue twice when I exited the pool, but it clearly had no impact and again to me reflect poor training / staff attention to safety. **If money is such an issue for running the pool, why is the pool so obviously over staffed???**

RECOMMENDATIONS:

1. Reassess staffing levels at Calistoga pool in comparison to other pools.
2. Assure there is a flexible staffing plan where scheduled staff are sent home on days where volume is low.
3. Look at cross training opportunities to maximize utilization of staff. Consider 2 guards which alternate between front desk and guard responsibilities. This is how all the Oakland pools generally operate.

3. Calistoga Pool allows non swimmers on the pool deck during lap swim in an "uncontrolled manner." In addition to non-paid friends being allowed on the pool deck to chat with and distract guards, when lessons and lap swim periods overlap the pool deck is over run with families watching the lessons. On multiple occasions, small kids were running around the deck while mom sat texting away not watching their kids. Parents tend to clog the shower areas with seating and I was very uncomfortable several times while small girls stood watching me shower with their moms paying no attention. None of the other pools have this problem: Lap swim does not overlap with lessons at Temescal or Finley. Benicia Pool provides bleacher seating for parents near the infant and child pool and restricts parents to that seating.

RECOMMENDATIONS:

1. Provide bleacher seating for families OUTSIDE pool or allow only PAID patrons inside and on pool deck area if it is felt necessary to allow families on the pool deck during lessons.
2. If no swimmers are permitted on pool deck, provide bleacher seating AWAY from the shower area and restrict parents and families to this seating so small kids are not running wild and gawking at people while they shower
4. **Calistoga Pool is lax in terms of reinforcing the recommendation that swimmers shower before entering the pool.** While showering before entering the pool is recommended, nothing is done to reinforce this recommendation other than a sign at the front entrance. This issue is a much bigger problem at Calistoga Pool than any of the other pools I swim at. It is gross to be in the pool when an unshowered swimmer enters the pool. The smell of body oils, perfumes, deodorants is immediately apparent and offensive.

RECOMMENDATIONS:

1. Prior to next season, put an article in the paper advocating a "culture of clean" for Calistoga Pool. Reinforce the shower before entering the pool recommendation to the general public before the season starts.
2. Train front desk staff to politely reinforce the shower before entering pool recommendation to patrons as they enter the pool. We are paying a person to sit there....utilize this staff member to greet each patron and reinforce this recommendation.
3. Train guards to politely reinforce this recommendation if they see patrons who have not showered about to enter the pool.

5. Additional lap swim recommendations: ,

1. All the pools I swim in utilize circle swimming and designated lanes based on swimmer's

pace. While this is not a big issue at Calistoga Pool now, it will become increasingly important as volume increases. Designate lanes for SLOW/MEDIUM/FAST so swimmers self select into lanes based on speed. Facilitate it being easy for a third swimmer to enter lanes by circle swimming. People begin feeling they "own a lane" and 2 swimmers per lane is a full lane the longer side by side swimming is the norm.

2. While adequate times are provided for lap swimming, it would be nice to see it expanded (especially Sunday during extended season). It would be beneficial to have one lane available for swimming laps during recreation swim periods.

GENERAL POOL RECOMMENDATIONS:

1. LEADERSHIP AND STRATEGIC PLAN

In last year's survey I wrote:

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.**

I repeat my above recommendations from last year's survey. As a community member, it is hard to know exactly what action has been taken by the CPAC during 2012 since the last minutes posted on the Calistoga City website are from the February 24, 2012 CPAC meeting. Our community has a beautiful outdoor pool facility that serves our needs 7 months per year. There is space available at the site and many potential options to develop a complete recreation/fitness complex for our community. I'm sure there are potential partners (e.g.: YMCA) to create a vision for a intergenerational recreation complex. Minimally, or as a starting point, the pool could be domed. An RFP competition to solicit architectural visions of what is possible could engage architectural

students/interested professionals in creating potential concepts for a dome or concepts for a total recreation complex could that could serve as a springboard for fundraising. My fundamental question is: **WHERE IS THE LEADERSHIP FOR AN EFFORT TO PROACTIVELY MOVE TOWARDS HAVING CALISTOGA POOL OPEN YEAR AROUND? What specific actions are being taken to bring this about?**

In addition to the above, I make the following recommendations for next year's schedule and fees.

1. Rather than mess with pre season/post season and extra fees/administrative expenses required in pre/post season passes, I recommend having a pool season from April 1 - October 31 (longer if possible). Starting on the first day of a month and ending on the last day of the month allows for a monthly fee schedule. Consider moving to **ONLY** a monthly pass fee or flexipass fee (for increments of 10 swims) for adult and seniors swimmers with a program fee added for special programs requiring additional staff (e.g.: water aerobics). Only offer a season pass to families (up to 5 members) for non-school months when kids and families primarily utilize the pool. Changing the fee structure along these lines could lead to higher revenue for the pool and a simpler administrative process eliminating pre/post fee processing. Below are fee schedules from the public pools I utilize. I suggest an analysis of additional pool fee structures and fees from area pools be studied to come up with a streamlined, revenue enhancing fee structure for Calistoga Pool. If money is the issue that limits expanding pool availability, perhaps we all need to pay a bit more to support the pool becoming more self sustaining.

I WOULD APPRECIATE FEEDBACK ON DISCUSSION HELD AND ACTION TAKEN ON THIS INPUT FROM YOU AND OR THE PAC.

OAKLAND POOLS:

Lap Swim Fee – Outdoor Pools

Adult	\$5.00
Senior	\$3.00
Monthly Lap Pass	\$80.00
Adult Pass Book of 10 Swims	\$40.00
Senior Pass Book of 10 Swims	\$21.00

SANTA ROSA POOLS:

Drop-In:

\$5.00 General Admission

\$4.00 Senior 55+ and Disabled

Flexipass (5 visit minimum):

- \$4.50/visit General Admission
- \$3.50/visit Senior (55+) and Disabled

Monthly Pass:

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- \$55.00 General Admission
- \$45.00 Senior (55+) and Disabled

BENICIA POOL:



Daily Fees for Calistoga Residents (anyone living within the 94515 zip code):

General Admission Youth (2-17)	\$2
General Admission Seniors (55+)	\$3
General Admission Adults (18+)	\$4
Water Aerobics/Arthritis Adult	\$5
Water Aerobics/Arthritis Senior	\$4
Stroke Clinics	\$10

Daily Fees for Non-Residents:

General Admission Youth (2-17)	\$3
General Admission Seniors (55+)	\$5
General Admission Adults (18+)	\$6
Water Aerobics/Arthritis Adult	\$8
Water Aerobics/Arthritis Senior	\$6
Stroke Clinics	\$15

Multi-Use Passes will be available for your convenience:

Res. Youth 10 Visit Pass	\$18
Res. Senior 10 Visit Pass	\$27
Res. Adult 10 Visit Pass	\$36
Res. Water Aerobics/Arthritis Adult 10x	\$45
Res. Water Aerobics/Arthritis Senior 10x	\$36
Non. Res. Youth 10 Visit Pass	\$27
Non. Res. Senior 10 Visit Pass	\$40
Non. Res. Adult 10 Visit Pass	\$54
Non. Res. Water Aerobics/Arthritis Adult 10x	\$72
Non. Res. Water Aerobics/Arthritis Senior 10x	\$54