

City of Calistoga

Staff Report

TO: Community Pool Advisory Committee
FROM: Olivia Lemen, Recreation Manager
DATE: July 31, 2013
SUBJECT: June/July attendance numbers and comments

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19

ISSUE:

Review the June/July attendance numbers and the comments/response placed in the comment box at the pool.

BACKGROUND/DISCUSSION:

Pool staff track daily attendance for each program. This is compiled for historical data and is used to help make programmatic decisions in the future. The raw data is attached for CPAC members to review.

Additionally, staff regularly check and respond to comments left in the comment box. The consolidation of comments and responses are posted at the pool window, right next to the comment box. Attached are those comments and responses.

ATTACHMENTS:

- 1) June Attendance Numbers
- 2) July 3, 2013 comments
- 3) July 25, 2013 comments

Calistoga Community Pool
Comment Responses – July 25, 2013

“Your staff and lifeguards are so helpful and friendly!”

“Your staff is wonderful, thank you.”

“You have the nicest kids working for you – well done!”

Thank you so much for your kind words and recognition on how hard our staff work. We are very proud of the staff team who keep the Calistoga pool running, clean, safe and a great place to spend an afternoon. We think they are doing a great job and glad to know you think so too!

“I think you should have a lost and found.”

We do keep lost and found in the pool office and collect items left at the facility at the end of each day. If you have lost an item, please check with one of our office staff.

“Bees in the garbage cans! Perhaps move them to the left of the men’s room – at least we won’t be in danger of getting our bare bodies stung. Or change garbage sack more frequently!”

We have been challenged with the bee “situation” all season long. We have already taken steps to change the lids to keep the bees out of the garbage cans. We have consulted multiple bee experts about possible solutions of removal – which isn’t an option unless we can find their current hive. We have successfully located multiple yellow-jacket nests and have removed those. Our staff do the best they can keeping the garbage cans empty, taking garbage out after the peak usage during the day. With more than 300 people coming through the facility daily, there will just be some sort of attractant on the facility premise at all times. Relocating garbage bins isn’t necessarily the answer as then we have a garbage/cleanliness issue. We continue to monitor the situation and welcome ideas which get us closer to the solution.

“Hi there! I am a new member, joined for water aerobics with Stacey. Great class – need more equipment: noodles, weights. Class has grown and is bringing more numbers and \$\$\$. Thanks!”

“Need more equipment”

“Please get more equipment for water aerobics classes.”

...

We have placed an order and the new equipment will be in shortly.

Calistoga Community Pool
Comment Responses – July 3, 2013

“The health department is not going to be happy with this water quality.”

“Too much chlorine.”

“Chlorine balance bad.”

“I cut my swim early because my nose was burning from the chemicals in the water.”

Thank you for your feedback on the water of the large lap pool. We assure you, our water chemistry is well within health department range. We were just inspected in the end of June. We are struggling with TDS (total dissolved solid) issues that can only be resolved by draining the entire pool and re-filling which we plan to do at the end of the season. The chlorine is highest in the morning as the pool has caught up from the bather load the day before and doesn't have the sun or body contact yet in the day to burn it off. We struggle with these major weather swings that we have had this past month and finding a place which can stay above Health Department range of 2 ppm and keep up with our bather load. We have heard your frustration and distress and continue to monitor it very closely.

“Bathrooms are very dirty! Need to clean them more often.”

“I just wanted to let you know and give you a comment about the bathrooms. They are really disgusting. It seems like they aren't being cleaned on a regular basis. I can see dry pee on the toilets in the women's bathrooms. There is dust all over! The doors are also very dirty. As well as the sinks. Toilet paper, all over the ground. I personally wouldn't go in there to wash my hands.”

Our restroom are thoroughly cleaned and disinfected every night. Additionally, our lifeguards walk through the restrooms about every 15 minutes during rec swim to identify address any “emergency” issues. Unfortunately, we are unable to do a deep cleaning in the middle of program times (middle of rec swim or swim lessons) so there are times when the restrooms are abused throughout the day and we are not able to get to it until the end. We assure you that they are cleaned daily.

“Class too crowded. Try first come, first serve and cut it off at a number that matches how much equipment you have.”

That is a great idea. We will discuss this with our instructors and take it into consideration.

“Yay for Marianne's energy! Great Class!”

We are glad you enjoyed Marianne as she subbed for our water exercise classes. Thank you Marianne!!

“Vending machines = no long lines!”

That is a good idea, we will look into it for future years.

“I love the pool!”

“The pools tempacher (temperature) is osome (awesome)! ☺

“You're the best!!”

We are happy to hear your experience was good.

June 2013

	Date	AM Lap	AM WaterX	Mid Lap	Rec Total	PM WaterX	PM Lap	Special Event	What was the weather like?
Sat	6/1	x	15	20	230	x	x		HOT!
Sun	6/2	x	x	14	200	x	x		HOT!
Mon	6/3	10	21	x	x	x	7		HOT!
Tues	6/4	x	x	x	x	13			warm
Wed	6/5	9	13	4	x	x	4		
Thur	6/6	x	x	x	118	15	4		HOT!
Fri	6/7	9	19	4	119	x	x		HOT!
Sat	6/8	x	35	14	334	x	x		HOT!
Sun	6/9	x	x	7	43	x	x		cloudy
Mon	6/10	1	12	3	3	x	2		thunder/rain
Tues	6/11	x	x	5	33	13	6		warm
Wed	6/12	7	15	5	143	x	9		warm
Thur	6/13	x	x	4	95	12	4	21	golden 82
Fri	6/14	12	28	9	172	x	x	57	warm
Sat	6/15	x	29	12	206	x	x		HOT!
Sun	6/16	x	x	11	257	x	x		HOT!
Mon	6/17	13	27		59	x	2		warm
Tues	6/18	x	x	7	78	18	6		warm
Wed	6/19	13	19	7	100	x	4		warm
Thur	6/20	x	x		99	12	3		
Fri	6/21	14	25	12	128	x	x	42	warm/hot
Sat	6/22	x	23	13	203	x	x		HOT!
Sun	6/23	x	x	3	46	x	x		cloudy
Mon	6/24	7	20	0	0	x	2		rainy
Tues	6/25	x	x	3	0				
Wed	6/26	10	19	3	24	x			cloudy
Thur	6/27	x	x	10	107	14	3	33	HOT!
Fri	6/28	7	23	6	228	x	x		Flamin
Sat	6/29	x	21	15	306	x	x		HOT!
Sun	6/30	x	x	17	255	x	x		
Daily Average		9	21	8	133	14	4		