

City of Calistoga

Staff Report

TO: Community Pool Advisory Committee
FROM: Olivia Lemen, Recreation Manager
DATE: September 18, 2014
SUBJECT: End of Season Survey

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ISSUE:

Review the draft of the End of Season Survey and make a recommendation.

BACKGROUND/DISCUSSION:

A community survey has been hosted at the end of every pool season since it opened in 2009. The questions have been expanded but ranking and general questions have remained the same to allow staff to track progress over the course of the various seasons. The proposed survey schedule is as follows:

Survey launched: September 22nd Survey available in paper and online
Survey closes: October 6th
Survey reviewed: October/November CPAC meeting

Surveys will be available in the following locations:

- On-Line
- At the pool
- City Hall
- Family Center
- Recreation Offices

ATTACHMENTS:

- 1) End of Season Survey draft

2014 Draft Survey Questions:

1. I am:

- Male
- Female

2. My age (in years) is:

3. Household:

- Self only
- Self and partner
- Self and children
- Self, partner, and children
- Other

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

5. I live:

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

6. 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?

7. 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)

8. Please rate the following for the 2014 season:

- Swim Lessons
- Recreation Swimming
- Lap Swimming
- Water Aerobics Classes
- Access to Information
- Communication/Advertising
- Facility Amenities
- Customer Service
- Facility Safety
- Facility Cleanliness

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

- My child enjoyed the session;

Each class started and ended on time;
The instructor was prepared;
My child received adequate individual attention;
My child learned the skills I expected;
There was adequate pool space for my child's program;
There was adequate equipment for all the participants;

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

I enjoyed the classes;
Each class started and ended on time;
The instructor was prepared;
The class provided the variety I desired;
I received adequate instruction for new skills;
The class provided the workout I expected;
There was adequate pool space for the class;
There was adequate equipment for all the participants;

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

The lap swim times worked for my schedule;
There was adequate pool space for my needs;
There was adequate pool equipment for my needs;
The lifeguard was alert and responsive to my needs;

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

The rec swim times worked for our schedule;
There was adequate pool space for our needs;
The lifeguards were alert and responsive to our needs;
The lifeguards were courteous and helpful;
The office staff were courteous and provided good customer service;
There was enough pool deck furniture for our needs;

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

Pre-Season Pass (April 7-May 9)
Combine and Save Pass Sale
Season Pass (May 10-Sept 14)
Post-Season Pass (Sept 15-Oct. 18)
Multi-visit pass
Daily visit fee
Swim Lessons
Snack Bar

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

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

Local newspapers
School packets
Word of mouth
Cal-Mart bulletin board
TV/Radio
Internet
City of Calistoga web site
Lincoln Ave. banner
Other community bulletin boards
Facebook
Twitter

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

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