



## REGULAR MEETING AGENDA

**Date:** 2/23/2022

**Time:** 6:30 p.m.

**Location:** [Zoom.us/join](https://zoom.us/join) – ID# 861 6441 7229

### NOVEL CORONAVIRUS, COVID-19, EMERGENCY ADVISORY NOTICE

Consistent with Government Code section 54953(e), and in light of the declared state of emergency, and maximize public safety while still maintaining transparency and public access, members of the public can listen to the meeting and participate using the following methods.

- How to participate in the meeting
  - Access the meeting real-time online at:  
[Zoom.us/join](https://zoom.us/join) –Meeting ID# 861 6441 7229
  - Access the meeting real-time via telephone at:  
(669) 900-6833  
Meeting ID# 861 6441 7229  
Press \*9 to raise hand to speak

Subject to Change: Given the current public health emergency and the rapidly evolving federal, state, county and local orders, the format of this meeting may be altered or the meeting may be canceled. You may check on the status of the meeting by visiting the City's website [www.menlopark.org](http://www.menlopark.org). The instructions for logging on to the Zoom webinar and/or the access code is subject to change. If you have difficulty accessing the Zoom webinar, please check the latest online edition of the posted agenda for updated information ([menlopark.org/agenda](http://menlopark.org/agenda)).

### Special Meeting ([Zoom.us/join](https://zoom.us/join) – ID# 861 6441 7229)

#### A. Call To Order

#### B. Roll Call

#### C. Public Comment

Under "Public Comment," the public may address the Parks and Recreation Commission on any subject not listed on the agenda. Each speaker may address the City Council once under public comment for a limit of three minutes. Please clearly state your name and address or political jurisdiction in which you live. The Parks and Recreation Commission cannot act on items not listed on the agenda and, therefore, the Commission cannot respond to non-agenda issues brought up under public comment other than to provide general information.

#### D. Presentations

D1. Burgess Park play area and Willow Oak Park renovation updates

D2. Aquatics program annual report ([Staff Report PRC-22-03](#))

**E. Regular Business**

- E1. Approve the minutes for the regular meeting of the Parks and Recreation Commission of January 26, 2022 ([Attachment](#))

**F. Informational Items**

- F1. Department updates
- F2. Parks and Recreation Commission work plan update
- F3. Parks and Recreation Commission tentative agenda calendar ([Attachment](#))

**G. Commissioner Reports**

- G1. Individual Commissioner reports

**H. Adjournment**

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item. For appeal hearings, appellant and applicant shall each have 10 minutes for presentations.

If you challenge any of the items listed on this agenda in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Menlo Park at, or prior to, the public hearing.

Any writing that is distributed to a majority of the Commission by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available by request by emailing the city clerk at [jaherren@menlopark.org](mailto:jaherren@menlopark.org). Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620.

Agendas are posted in accordance with Government Code §54954.2(a) or §54956. Members of the public can view electronic agendas and staff reports by accessing the City website at [menlopark.org/agenda](http://menlopark.org/agenda) and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at [menlopark.org/notifyme](http://menlopark.org/notifyme). Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 02/17/2022)



## STAFF REPORT

### Parks and Recreation Commission

Meeting Date: 2/23/2022

Staff Report Number: 22-PRC-003

Presentation: Aquatics program annual report

### Recommendation

Staff recommends that the Commission review and comment on the aquatics program annual report.

### Policy Issues

As a duly appointed advisory body to the City Council, the Parks and Recreation Commission advises the City Council on matters related to the City's parks and recreation facilities.

### Background

The City of Menlo Park owns two aquatics facilities – Burgess Pool and Belle Haven Pool. Belle Haven Pool is temporarily closed effective May 30, 2021 for construction of the Menlo Park Community Campus (MPCC) project. The MPCC project will include a new aquatics facility on the same site as the old, and is scheduled to open in 2023. The Burgess Pool is not impacted by the MPCC project and remains in operation.

The Burgess Pool is operated by third party service provider. Team Sheepar, Inc. has operated Burgess Pool since 2006, and operated the Belle Haven Pool from 2012 until its closure for construction in 2021. Aquatics programming includes swim instructors and certified lifeguards to provide lap swim, open swim, youth swim team, youth and adult swim lessons, youth camps, masters swim, aqua-fit classes, lane rentals for community swim teams and other community groups.

### City Council review of aquatics operator agreement

The City Council's most recent review of the service agreement with Team Sheepar took place in a duly noticed public meeting on February 8, 2022<sup>1</sup>. At that time, the City Council approved an extension of the current agreement through August 31, 2023 or the opening of the new Menlo Park Community Campus (MPCC) facility, whichever comes first.

The City Council also directed staff to:

- Conduct a community-wide survey of all residents to gather input on community needs and desires for aquatics programs;
- Analyze the cost for the City to directly provide aquatics services;
- Return to the City Council with the above information for a study session and additional direction;
- Prepare a request for proposals (RFP) in autumn 2022 for an aquatics operator at the Burgess Pool and MPCC aquatics center, with the start of the new operator agreement timed to coincide with the

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<sup>1</sup> <https://beta.menlopark.org/files/sharedassets/public/agendas-and-minutes/city-council/2022-meetings/agendas/20220208-city-council-agenda-packet.pdf>

projected summer 2023 opening of the MPCC facility. Team Sheeper, Inc. would be invited and encouraged to respond to the RFP.

It is expected that the Parks and Recreation Commission would receive a report on the aquatics community survey results and the RFP process in advance of the City Council study session.

## **Analysis**

Per the terms of the third party service provider agreement, Team Sheeper, Inc. “shall prepare and provide an annual report no later than January 30 of each year to City staff, which will be presented to the City’s Parks & Recreation Commission for review and comment by the Commission at its February meeting.”

The aquatics annual report was prepared by Team Sheeper, Inc., and is included as Attachment A. Their five main objectives for the coming year are:

- Retain current aquatics staff
- Recruit new aquatic staff members and partners to assist in rebuilding legacy programs
- Provide youth group swim lessons
- Provide an abundance of low cost open/family swim opportunities
- Provide a comprehensive water therapy program

The COVID-19 pandemic and economic downturn impacted the operating hours and capacity for the City’s aquatics facilities. Public health orders and restrictions severely limited the capacity and availability of aquatics programs during 2021.

Most aquatics program elements have been restored at Burgess Pool, however the pandemic has not fully subsided and operations continue to be disrupted as a result. The Belle Haven Pool is not scheduled to reopen until summer of 2023.

## **Impact on City Resources**

This review of the existing aquatics program does not place any new impact City resources.

## **Environmental Review**

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it will not result in any physical change in the environment.

## **Public Notice**

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

## **Attachments**

A. 2021 Aquatics Annual Report

Report prepared by:  
Nick Szegda, Assistant Director of Library Services



Staff Report #: 22-PRC-003

Report reviewed by:  
Sean Reinhart, Library and Community Services Director



# 2021 ANNUAL AQUATIC REPORT

January, 2022

Presented by  
Team Sheep Inc./Menlo Swim and  
Sport

Prepared for the City of Menlo  
Park Parks and Recreation  
Commission

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## Introduction

We are once again proud to be in the position to deliver this annual report to the City of Menlo Park Parks and Recreation Commission. This submission signifies that we were able to survive a year that included:

1. 6 months of regulated and competitive reservations for pool usage
2. Highly restrictive guidelines impacting and limiting community usage of the facility.
3. Pandemic weariness from all involved.

This year also included:

1. 6 months of unrestricted usage for lap and team swimmers.
2. Community and staff members making the awkward transition from isolation to integration in the aquatic setting
3. Working to rebuild a decimated work force and resurrect pandemic deleted programming.

Navigating the path forward to provide the best service in the safest environment was a chore that required constant interpretation of data and information distributed by various governmental sources that required us to then package and deliver evolving rules of engagement to our sometimes anxious but always supportive community of swimmers. We discovered through the survey that they most always felt safe and protected.

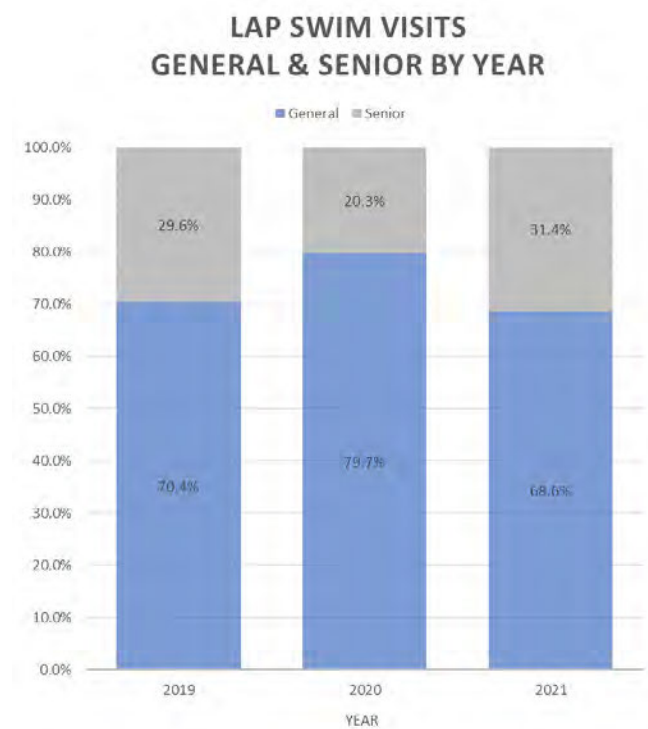
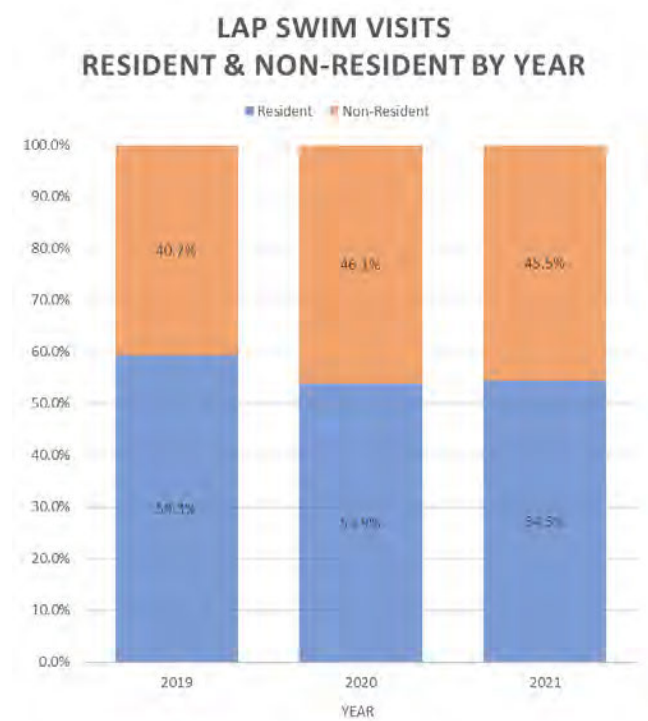
A highlight in this report is showing with supporting data how the Menlo Park lap swim program has risen to prominence and is the leader in the Bay Area as measured in time available to swim, space available to swim and value of that swim experience.

Needless to say, 2021 had plenty of distractions and complexities. Many of the hurdles have been thankfully cleared. We are looking forward to the New Year with the intention to settle into a rhythm of serving, rebuilding, and rejuvenating.

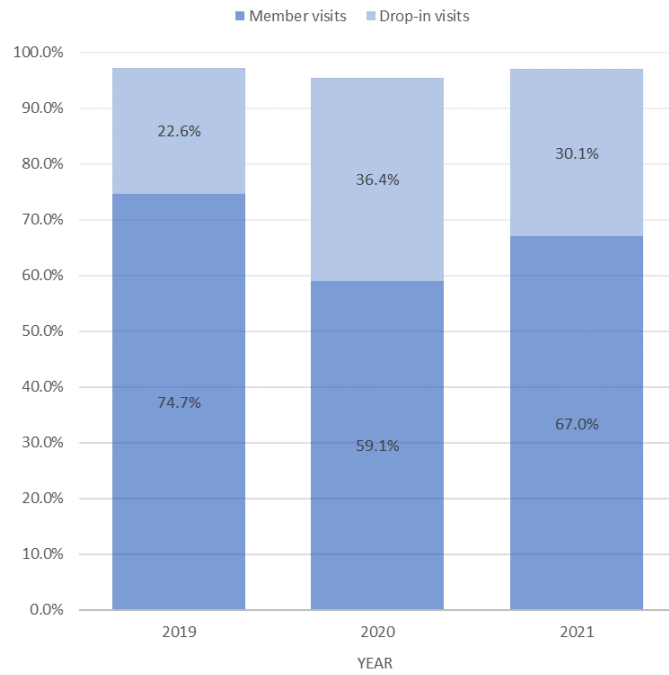
We will continue our search to strike the balance to achieve peace and contentment for all user groups of Burgess Pool.

## Program Statistics (2019, 2020 and 2021 Comparison)

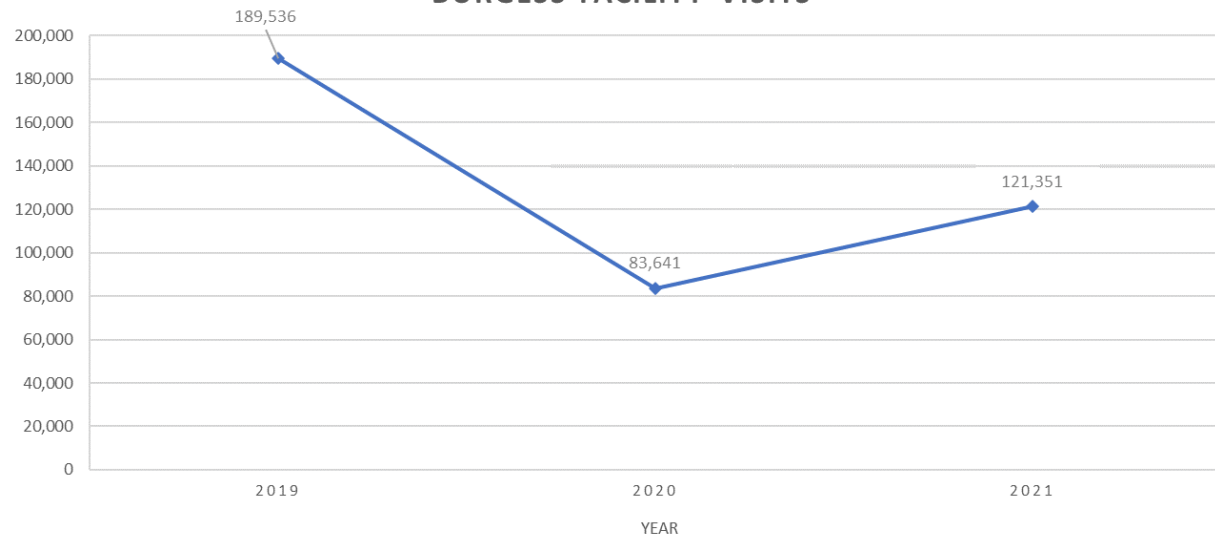
### Burgess



## LAP SWIM VISITS MEMBER & DROP-IN BY YEAR

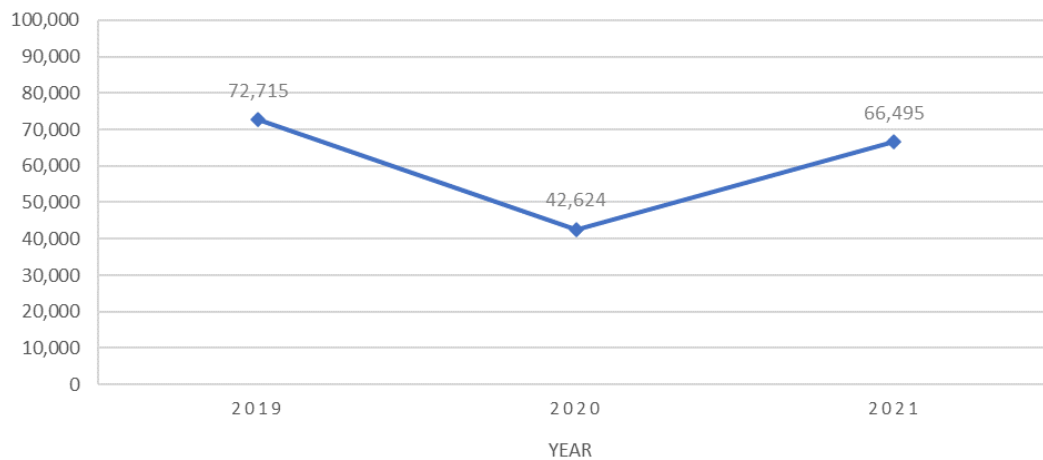


## BURGESS FACILITY VISITS

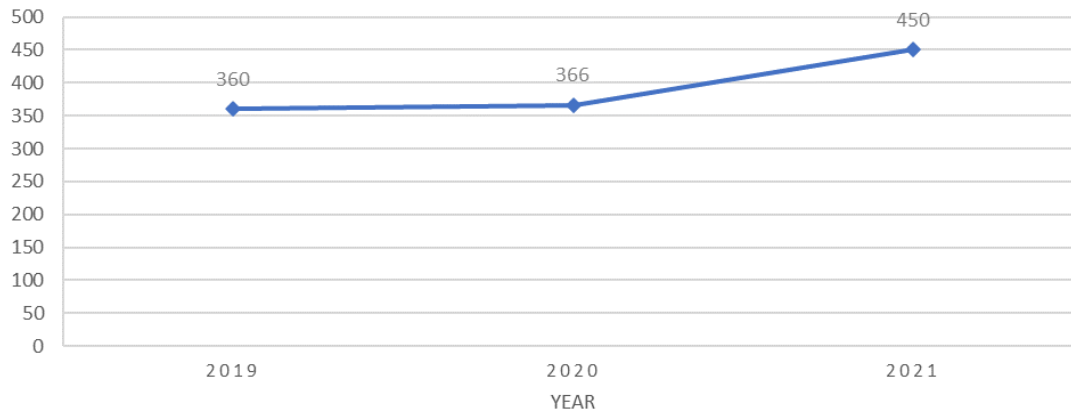


Facility visits	2019	2020	2021
Lap Member Visits	55,801	26,364	45,895
Lap Drop Ins	16,914	16,260	20,600
Open Drop Ins	19,980	2,328	7,805
Menlo Masters	17,164	9,273	15,749
Camp	6,030	4,830	5,730
Swim Lessons	44,558	9,576	5,242
Bridge Swim	0	0	2,600
Aqua Fit	9,089	1,010	930
Youth Teams	24,200	14,000	16,800
<b>TOTAL</b>	<b>189,536</b>	<b>83,641</b>	<b>121,351</b>

### BURGESS TOTAL LAP SWIM VISITS

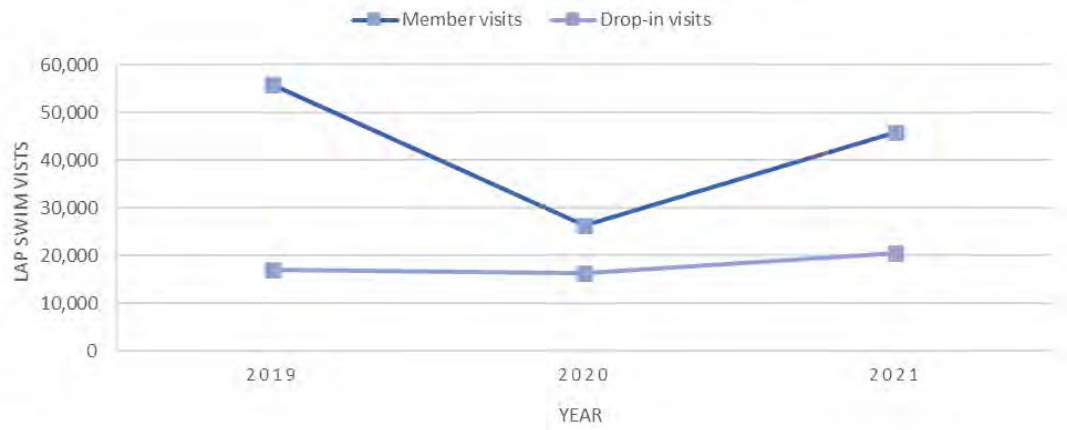


### BURGESS LAP SWIM AVERAGE MONTHLY MEMBERS

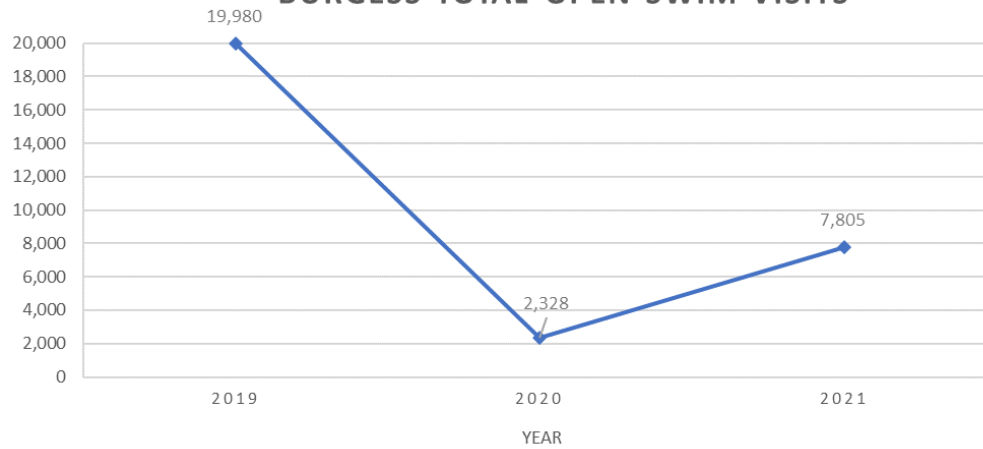




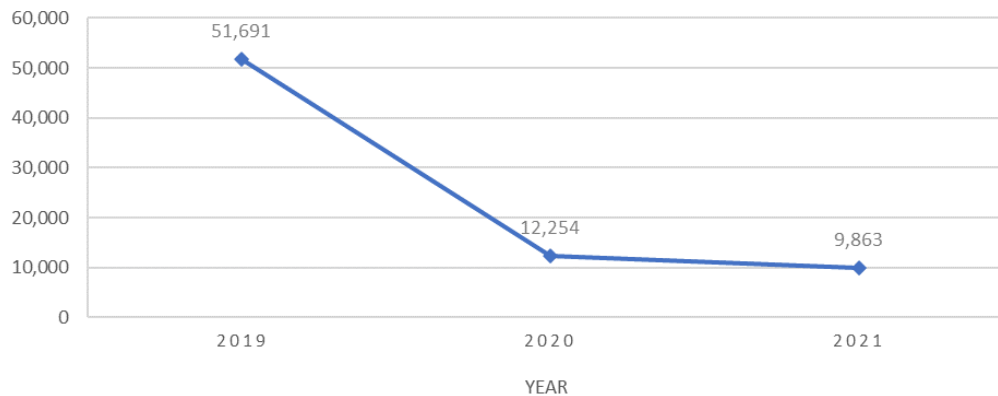
## BURGESS LAP SWIM MEMBER VISITS & DROP-INS



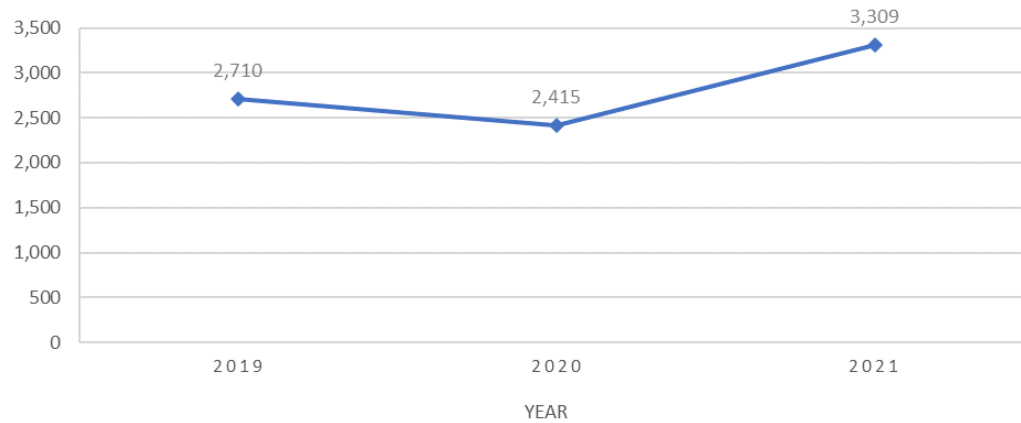
## BURGESS TOTAL OPEN SWIM VISITS



## BURGESS SWIM LESSONS

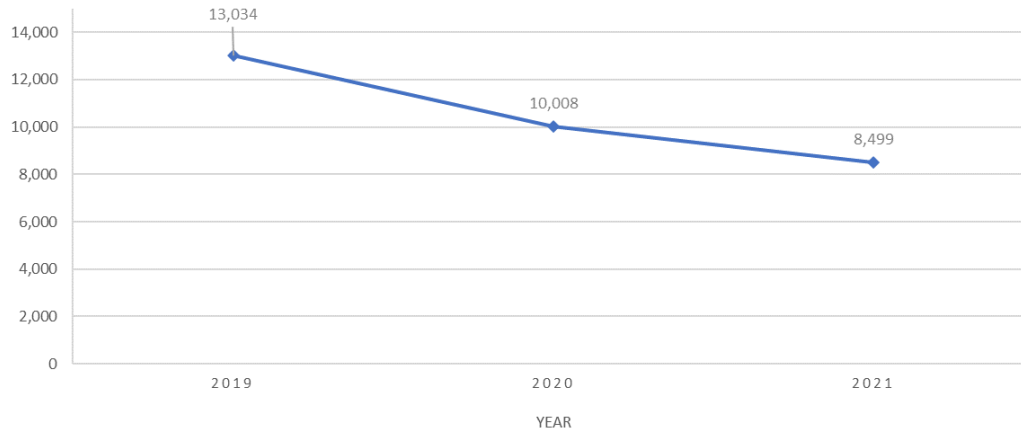


### BURGESS CAMP LESSONS



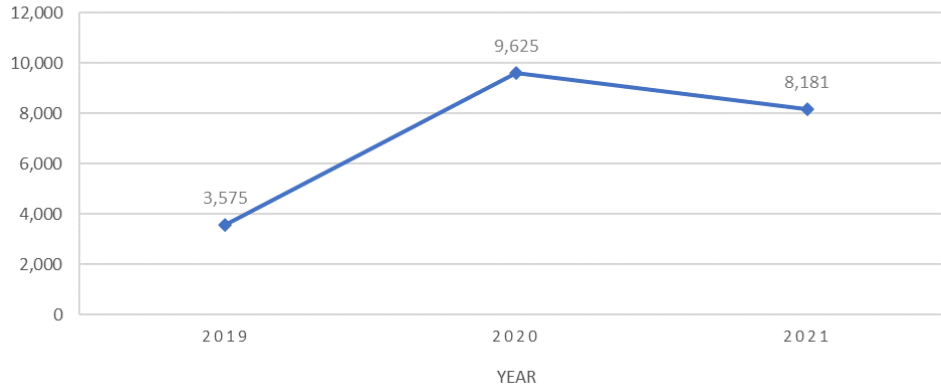
### Belle Haven

#### BELLE HAVEN FACILITY VISITS

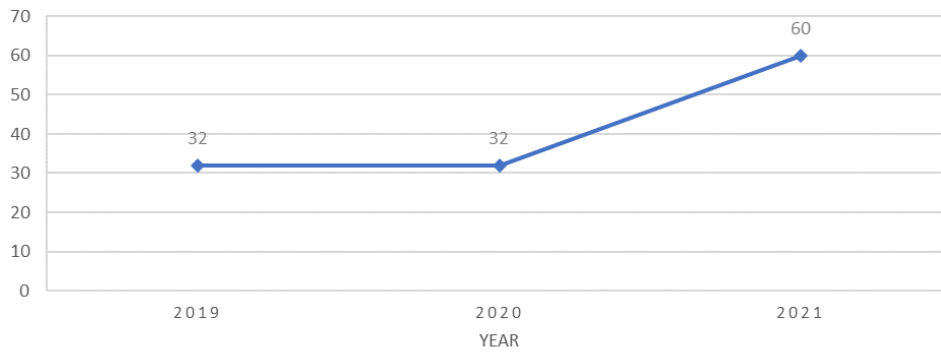


Belle Haven Facility visits	2019	2020	2021 (Jan-May)
Lap Member Visits	1,351	4,481	4,979
Lap Drop-Ins	2,224	5,144	3,202
Open Drop-Ins	3,485	319	318
Swim Lessons	4,354	64	0
Youth Water Polo	1,620	0	0
<b>TOTAL</b>	<b>13,034</b>	<b>10,008</b>	<b>8,499</b>

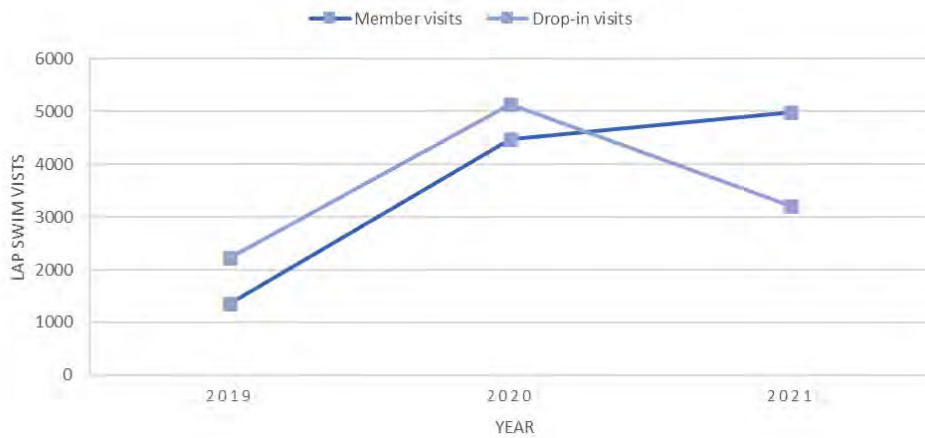
### BELLE HAVEN TOTAL LAP SWIM VISITS



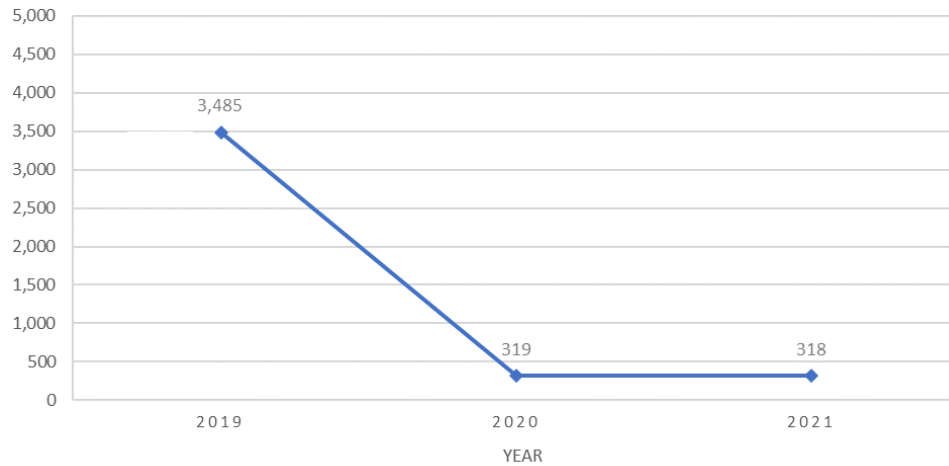
### BELLE HAVEN LAP SWIM AVERAGE MONTHLY MEMBERS



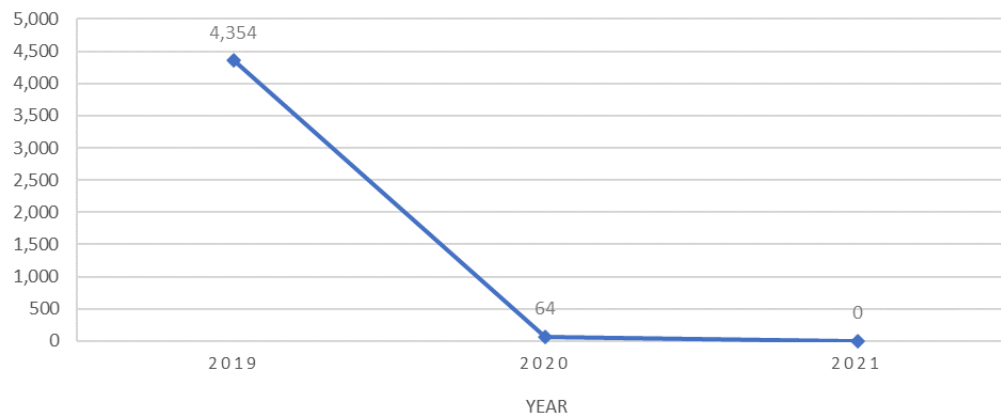
### BELLE HAVEN LAP SWIM MEMBER VISITS & DROP-INS



### BELLE HAVEN TOTAL OPEN SWIM VISITS



### BELLE HAVEN SWIM LESSONS



## Burgess Program Hours

Pool Schedule allocation by program for previous year and projections for upcoming year.

Program	2021		2022 (Projected)	
	Summer	Non-Summer	Summer	Non-Summer
Lap Swim	92	92	92	92
Open Swim	48	14	54	18
Swim School	56	56	56	56
Menlo Masters	17	17	17	17
Aqua Fit	2	3	10	10
Camp	35	0	35	0
Youth Teams	22	21	22	22

## Program Fees

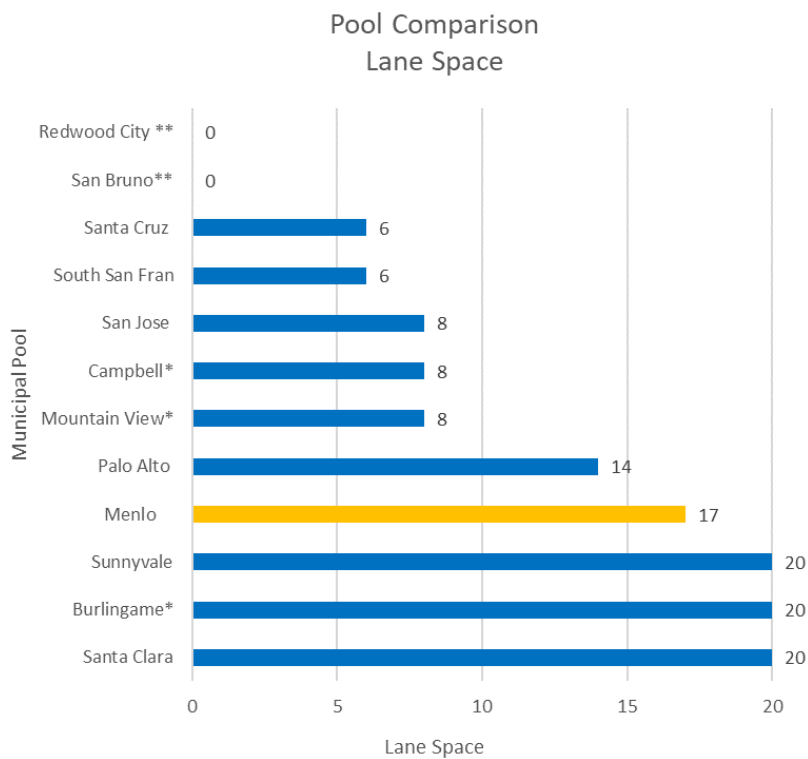
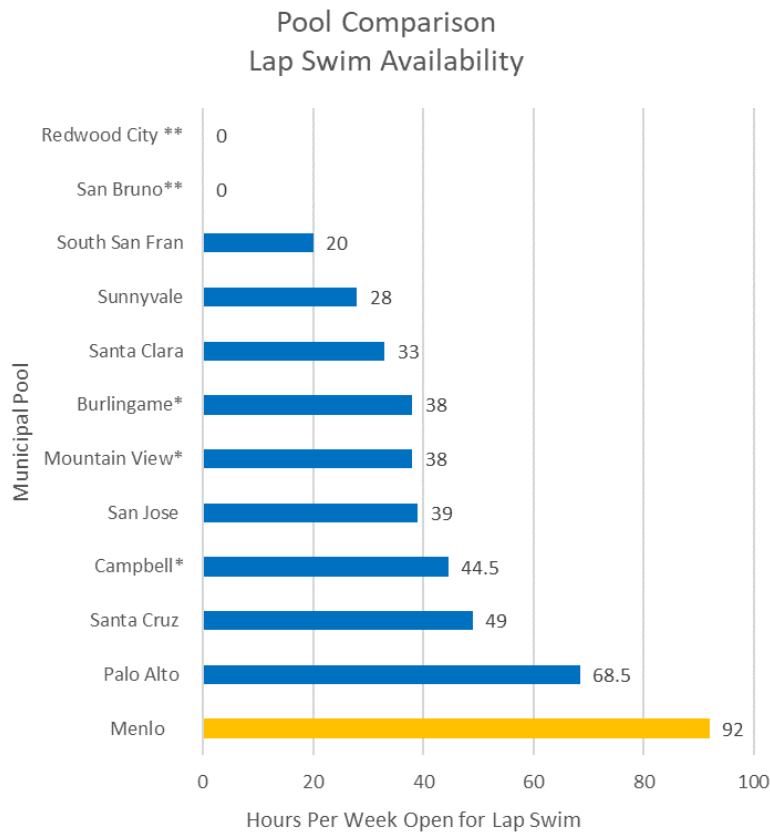
Membership Pricing	Monthly Fee						Annual Team Fee
	Resident			Non-Resident			
	General	Senior	Student	General	Senior	Student	
Lap Swim	\$64	\$54	—	\$69	\$59	—	—
Menlo Masters	\$114	\$104	\$104	\$114	\$104	\$104	\$30
Aqua Fit	\$78	\$70	—	\$78	\$70	—	—
Triathlon	\$180	—	—	\$180	—	—	\$60

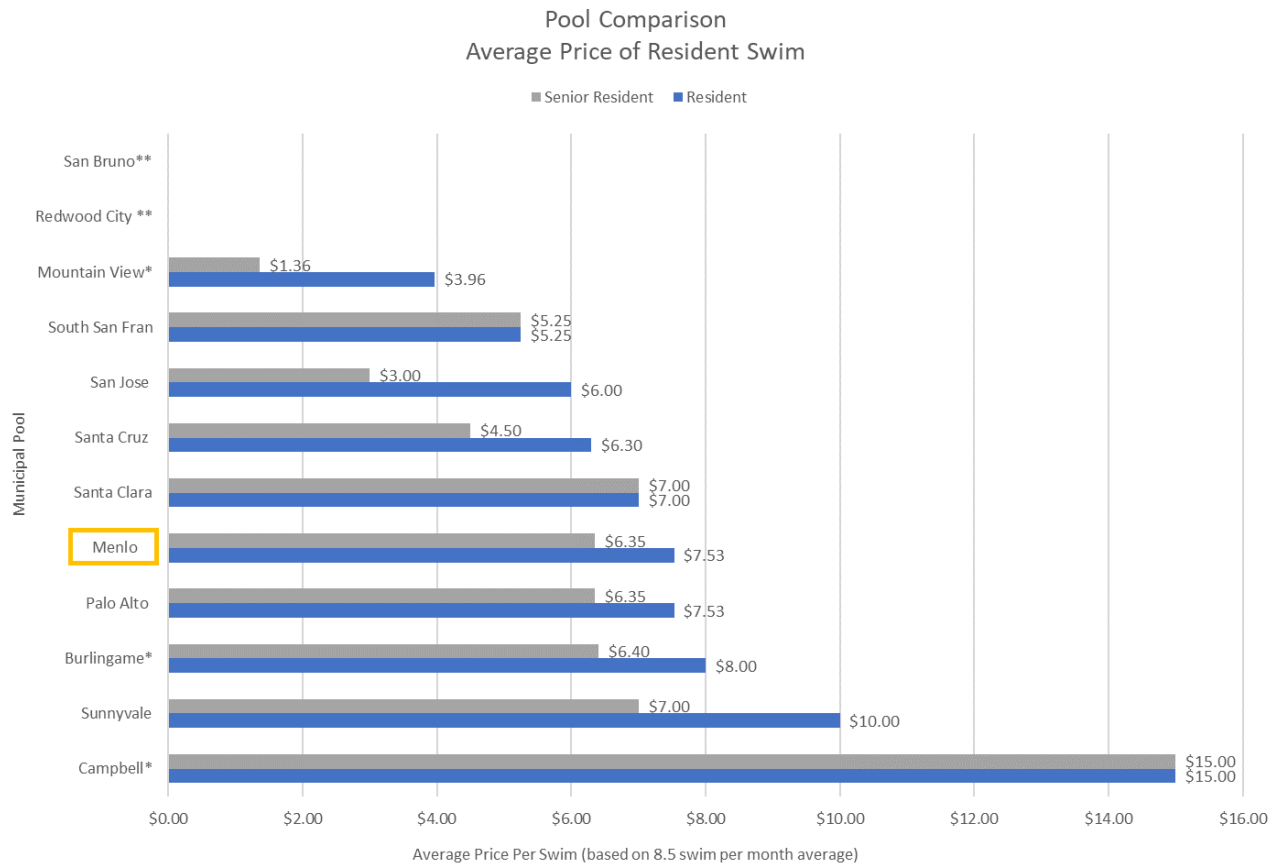
Average swims per member per month: 8.5

Average cost per swim	Resident	Non-Resident
General	\$7.53	\$8.12
Senior	\$6.35	\$6.94

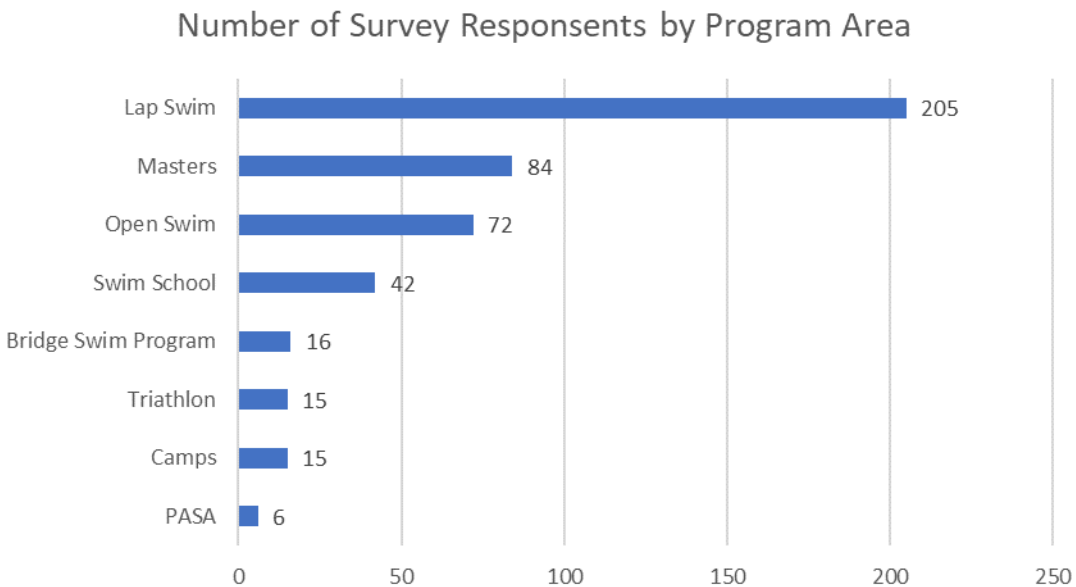
Drop In Pricing	Resident				Non-Resident			
	General	Senior	Child	Family	General	Senior	Child	Family
Lap Swim	\$9	\$8	—	—	\$10	\$9	—	—
Open Swim	\$9	—	\$5	\$28	\$10	—	\$6	\$30
Masters	\$20	—	—	—	\$20	—	—	—
Aqua Fit	\$20	—	—	—	\$20	—	—	—

## Local Pool Comparisons



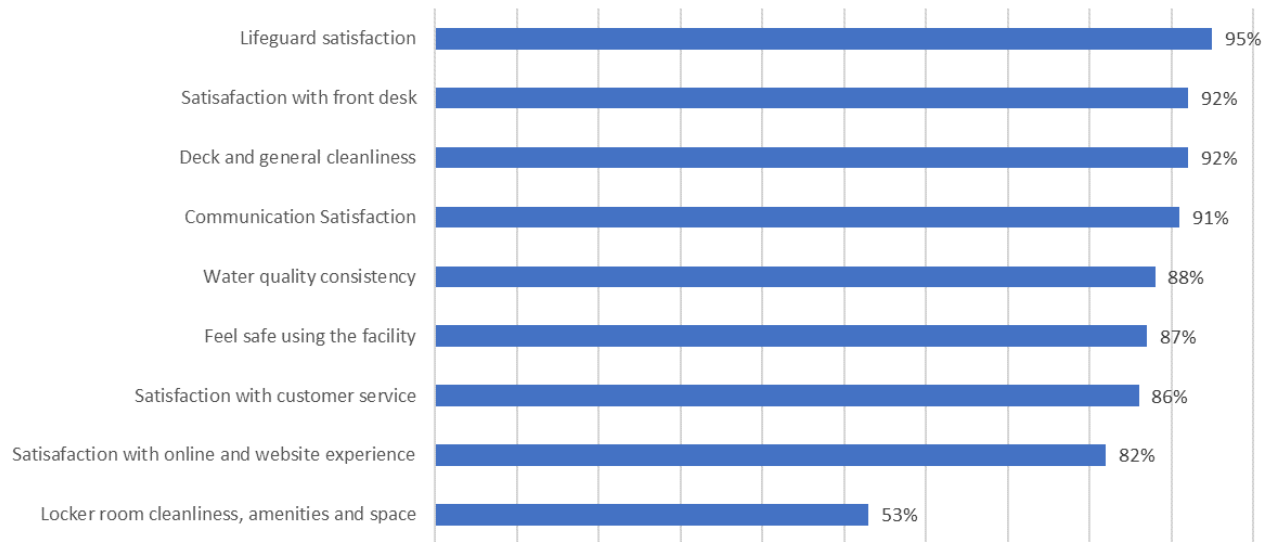


## Survey Responses

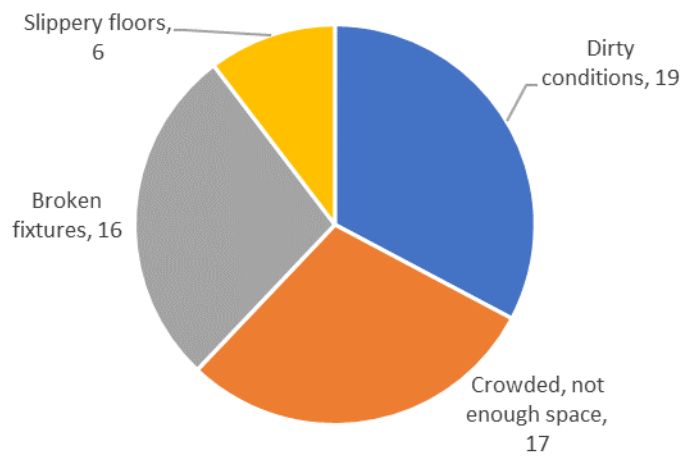




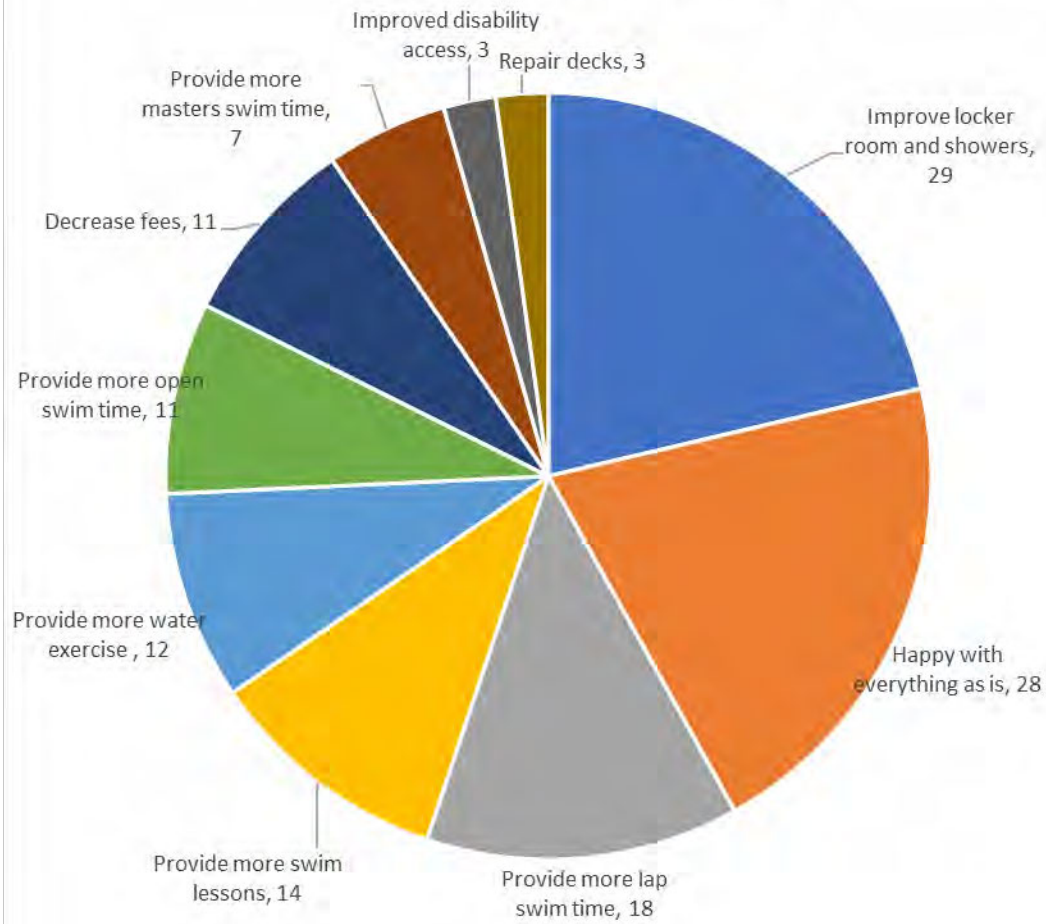
### Survey Responses- Overall Experience



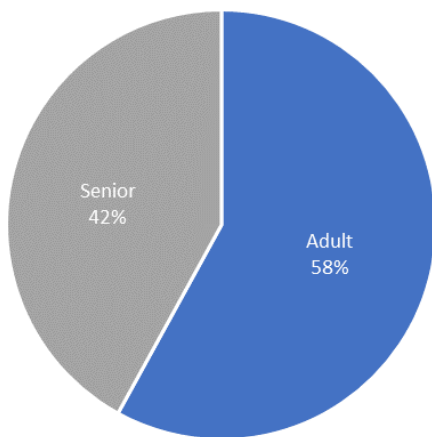
### Locker Rooms Summary Survey Comments



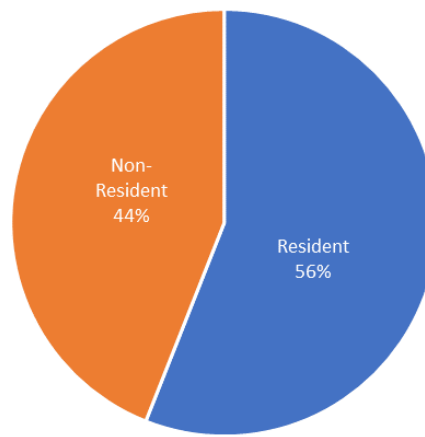
## What We Can Improve Summary of Survey Comments



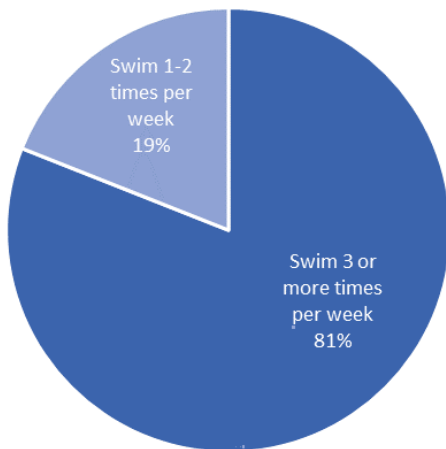
Lap Swim Survey Respondents



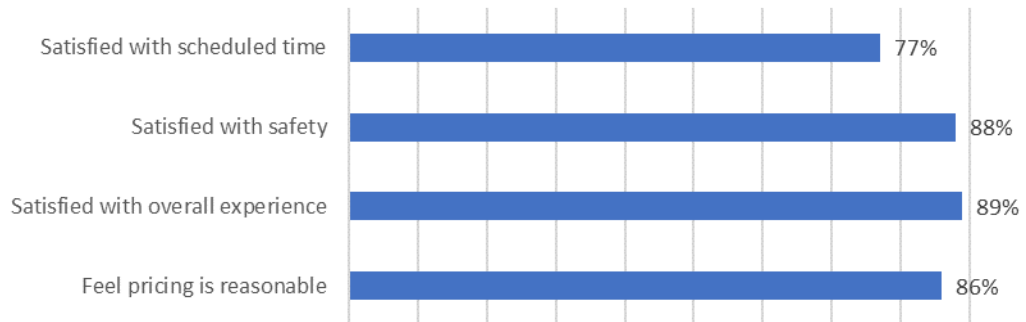
Lap Swim Survey Respondents



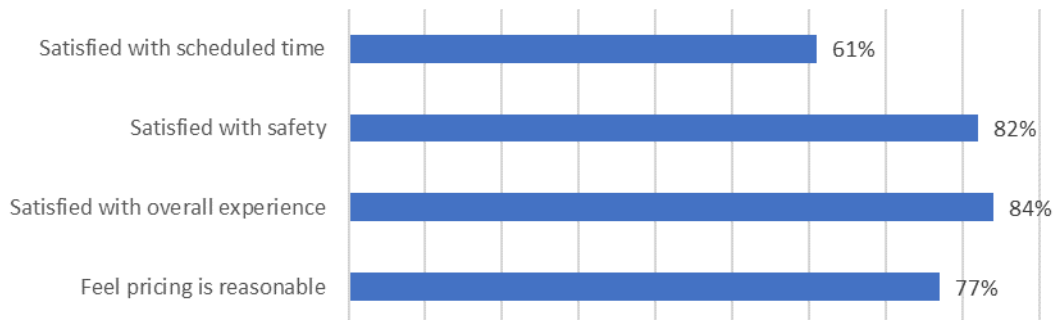
### Lap Swim Survey Respondents



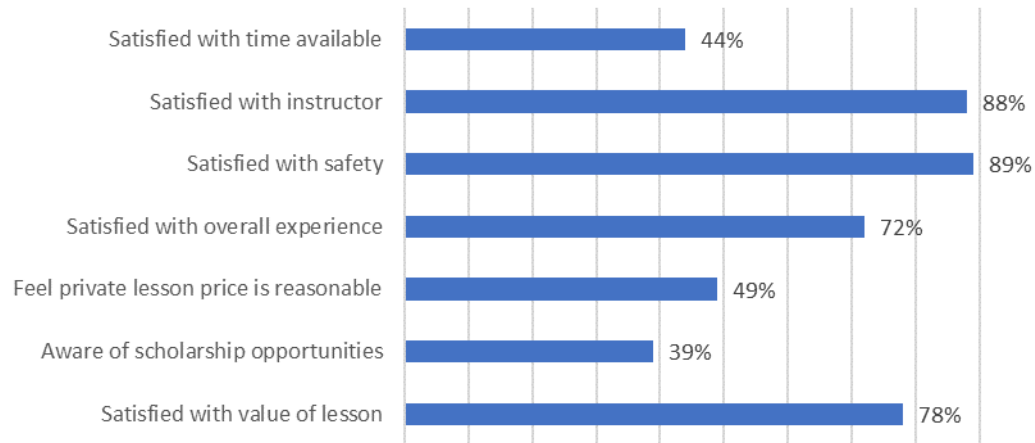
### Lap Swim Survey Responses



### Open Swim Survey Responses



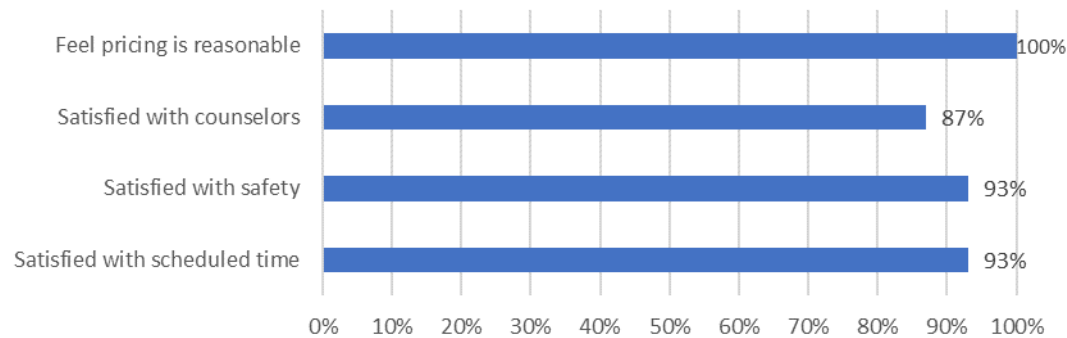
### Swim School Survey Responses



### Bridge Swim Program Survey Responses



### Camps Survey Responses



### Triathlon Survey Responses



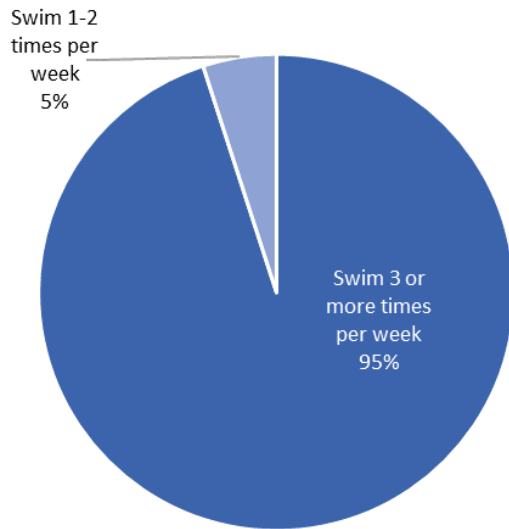
### PASA Survey Responses



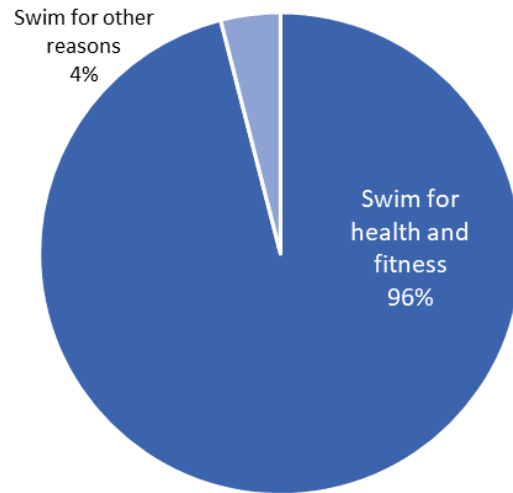
## Bridge Swim Program Survey Responses



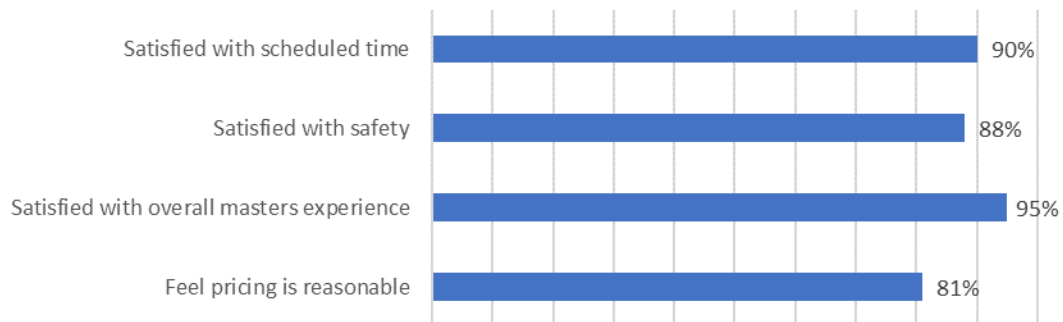
## Masters Survey Respondents



## Masters Survey Respondents



## Masters Survey Responses



## Employee Data

<b>Employees</b>	
Lifeguards	27
Managers	3
Swim Instructors	5
Coaches	5
Team Managers	2
Custodian/ Maintenance	1
Service Center/ Front Desk	6
CEO, CFO, Director of Operations	3
<b>Total</b>	<b>52</b>

All Lifeguards, Managers, Swim Instructors are Red Cross First Aid, CPR and AED certified. Managers Custodian and Director of Operations are Certified Pool Operators.

## Risk Management Documentation

### Emergency Action Procedures (EAP)

The Emergency Action Plan (EAP) is a protocol that describes the roles and responsibilities of the staff during an emergency. EAPs are a very important aspect of lifeguarding because by designating roles prior to emergencies, lifeguards can rescue and treat victims more quickly and effectively. This can only be achieved when the EAP is known by all and practiced with regularity. Emergencies are not all the same, it follows that the response to a passive drowning victim in the water would differ from that of a stroke victim on land. While there will be areas of crossover from one plan to the next, it is important that you are aware of each plan and when to activate them. Palo Alto Swim and Sport has three main EAPs: Water Based Emergency, Land Based Emergency, and Environmental Emergency.

### Water Based Emergency

Reacting to water based emergencies is the main reason lifeguarding exists as a profession. Three common examples of water-based emergencies include: distressed swimmers, drowning victims and nonfatal submersion victims. Injuries and sudden illness can occur either in or out of the water. When incidents occur in water then you have a water based emergency.

Common examples of injuries and sudden illness may include: head, neck or back injuries, severe bleeding, wounds, fractures, dislocations; heart attacks, breathing and cardiac emergencies, seizures and strokes, temperature-related emergencies such as cramps, heat exhaustion, heat stroke and hypothermia.

Water based emergencies require at least two guards in order to extricate the victim from the water, meaning that those lifeguards cannot perform patron surveillance. To speed rescue and prevent collateral damage the pool must be empty of patrons, or in the process of being evacuated, while extricating a victim. Because of these reasons the pool will remain closed until the emergency is over and all lifeguards can return to duty.

### **EAP - Water Based Emergency**

1. Primary rescuer performs 3 short, loud whistle blasts and yells “WATER EMERGENCY, CLEAR THE POOL”. All guards on deck respond by echoing the 3 whistle blasts and yelling “WATER EMERGENCY, CLEAR THE POOL” [L] [SEP]
2. Secondary rescuer tells the front desk and informs them as to the nature of the emergency and if they need to call 911- if that has been determined yet. [L] [SEP]
3. Primary rescuer performs rescue and calls for backboard if needed. [L] [SEP]
4. Secondary rescuer gathers equipment such as, the AED, Oxygen, and backboard and then assists with rescue. [L] [SEP]
5. Other guards will take on the role first of assisting with treatment by obtaining equipment (oxygen, AED, BVM, etc.) and communicating with front desk to ensure 911 has been called; and second by assisting with crowd control – pool evacuation, keeping walkways clear and directing EMS personnel to the appropriate location.
6. Primary and secondary rescuers should stabilize and treat victim until EMT’s arrive.

Treatment should always be performed by the person with the highest level of training. This means that after water extrication a different lifeguard may take over treatment. Lifeguards will only stop treatment once EMS personnel take over treatment. [L] [SEP]

**\*\*Pool will remain closed until emergency is over and all lifeguards can return to duty\*\***

### **Land Based Emergency**

Land based emergencies are another type of emergency that lifeguards must be able to react to. As stated above, injuries and sudden illness can occur either in or out of the water.

Common examples of injuries and sudden illness include: head, neck or back injuries, severe bleeding, wounds, fractures, dislocations, heart attacks, breathing and cardiac emergencies, seizures and strokes, temperature- related emergencies such as cramps, heat exhaustion, heat stroke and hypothermia.

All of these are examples are land based emergencies, provided of course that they take place on land. Unlike water based emergencies, the pool may be able to stay open during a land based emergency. This is because treatment of the victim may only require one guard.

The following conditions would require shutting down the facility to allow for enough room to treat the victim and to prevent secondary injuries due to normal facility operation: head, neck or back injuries, heart attacks, breathing and cardiac emergencies, seizures and strokes.



## **EAP - Land Based Emergency**

1. Primary rescuer communicates to other guards that someone has been injured, and tells them that another guard needs to come out to cover primary rescuer's pool, or to assess the victim.
2. Primary rescuer then assesses victim to determine if 911 needs to be called. If 911 needs to be called, perform 3 short, loud whistle blasts and yell "LAND EMERGENCY, CLEAR THE POOL" All guards on deck respond by echoing the 3 whistle blasts and yelling "LAND EMERGENCY CLEAR THE POOL".
3. Secondary rescuer tells the front desk to call 911, include a short explanation such as "we have an unconscious adult male, approximately 30 years of age..." then proceed with appropriate treatment.
4. Secondary rescuer gathers equipment, such as, AED and Oxygen, and assists with rescue.
5. Other guards will take on the role first of assisting with treatment by obtaining equipment (oxygen, AED, BVM, etc.) and communicating with front desk to ensure 911 has been called; and second by assisting with crowd control – pool evacuation, keeping walkways clear and directing EMS personnel to the appropriate location.
6. Primary and secondary rescuers stabilize and treat victim until EMS arrives. Treatment for a victim should always be performed by the person with the highest level of training. This means that after the assessment or starting of treatment, a different lifeguard may take over treatment. Lifeguards will only stop treatment once EMS personnel take over treatment.

**\*\*Pool will remain closed until emergency is over and all lifeguards can return to duty\*\***

## **When to Call 911**

### **Land EAP -**

1. The primary rescuer then does a primary assessment of the victim to determine if 911 needs to be called. If 911 does not need to be called, they begin the secondary assessment of the victim. When in doubt about whether or not to call 911, ask your supervisor for help. If your supervisor is not present, then 911 should be called. If a patron refuses 911 assistance, the patron must sign a refusal of care form that EMS will provide.
2. If victim is a minor, then all efforts should be made to locate their parent or guardian. The secondary rescuer assesses patient and will determine if 911 needs to be called.
3. Not all land-based emergencies require 911 to be called. This decision to close the pool should be made by the lifeguard who is watching the pool, taking into account bather load and the programs in the water at the time. If the lifeguard feels uncomfortable with their bather load, or feels that patron safety is compromised, close the pool.

## **Land Based Emergency (non-911)**

1. Primary rescuer communicates to other guards that someone has been injured, and tells another guard

a) will need to come out to cover primary rescuer's pool or to assess the victim.



b) can communicate with the front desk to call the parent/guardian if needed.

The victim should be moved to the first aid station if injuries allow movement.

c) The primary rescuer then treats victim according to their injuries. Once

treatment is complete, release victim back to coach or parent/guardian, if a minor and fill out all necessary paperwork and attempt to notify guardians. <sup>[1-1]</sup><sub>[SEP]</sub>

\*\* It is always important to remember that a victim's condition can always deteriorate. Primary rescuer must constantly reassess and be prepared to call 911 if victim's condition worsens. \*\*

### **Environmental Emergency**

Environmental emergencies happen when the surrounding environment poses a risk of injury to staff and patrons. Severe weather and natural disasters are an example of environmental emergencies. Severe weather and natural disasters can involve violent winds, thunderstorms, tornadoes, lightning, earthquakes, mudslides and flash floods. In addition, certain emergencies may result from a specific facility problem, such as a fire or chemical

spill. Communication is of utmost importance. Lifeguards should be communicating with supervisors, front desk and other staff during an environmental emergency. It is also important to communicate the nature of the emergency to the patrons; however stopping to answer questions is rarely possible during an emergency. The first two steps for these EAPs are the same; the latter steps are determined by the nature of the environmental emergency.

#### **EAP – Fire**

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as: thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." All guards on deck respond by echoing the whistle blast and yelling "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." <sup>[1-1]</sup><sub>[SEP]</sub>

2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. The next steps are determined by the nature of the environmental emergency. <sup>[1-1]</sup><sub>[SEP]</sub>

3. Each lifeguard clears his or her own pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of <sup>[1-1]</sup><sub>[SEP]</sub> injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them.

4. Supervisors and other staff will be responsible for clearing the building and bathrooms. In the absence of supervisors the highest ranking lifeguard will clear the building and bathrooms. After patrons have exited the pool deck through the emergency exits the building must be cleared. Clear the break room

and office first, then the bathrooms. Move into the bathroom and check each stall, while stating loudly, "Everyone out of the building there is a fire!" Once the bathrooms are clear, lock the door and exit through the main entrance. If anyone is in the building they should exit through the closest exit as long as it is not blocked by fire. [L] [SEP]

5. Patrons and staff then wait for the fire department to come fight the fire or to give the "all clear." [L] [SEP]

## **EAP - Earthquake**

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." All guards on deck respond by echoing the whistle blast and yelling "ENVIRONMENTAL EMERGENCY, CLEAR THE POOL." [L] [SEP]

2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. Beware that during an earthquake pool water can violently slosh over the edges. For this reason it is important to quickly get patrons out of the pool and to ensure patrons promptly get away from sides of pool. [L] [SEP]

3. Each lifeguard clears his or her pool and directs patrons to the closest emergency exit. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with a supervisor. After supervisor is aware of the deck being cleared, lifeguards exit through the emergency exit closest to them. [L] [SEP]

4. Lifeguards must keep in contact with a supervisor. If no supervisors are working at the time of the earthquake, lifeguards must wait for about five minutes after all shaking has stopped then check the building for injured staff and patrons. If injuries are found call 911 if warranted, or if unsure about how to treat victims. If any small fires are discovered use fire extinguishers to put them out and/or call 911 if fire is not easily dealt with. Leave building as soon as it has been swept through, do not stay in building longer than absolutely necessary. [L] [SEP]

5. Emergency personnel or official media broadcasts (radio, TV, internet) will inform the patrons and staff when it is safe to re-enter buildings and obtain their possessions. [L] [SEP]

## **Chemical Spill**

Chemical spills are a very rare but serious emergency. While there are many chemicals utilized for the proper functioning of a pool, there is only one chemical that would cause an emergency related spill, Hydrochloric Acid (Muriatic Acid). It is stored in a tank, in a room, near the front of the building.

If a spill were to take place it may happen in the following areas: 1) when the tank is being filled; or 2) because of material failure of the storage tank. Either way the spill will mostly likely occur near the front entrance of the building.

## EAP - Chemical Spill

1. Lifeguard observes an environmental emergency that warrants immediate pool closure such as: thunderstorms, tornadoes, lightning, earthquakes, or fire. Lifeguard performs one, loud and long whistle blast, and yells “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” All guards on deck respond by echoing the whistle blast and yelling “ENVIRONMENTAL EMERGENCY, CLEAR THE POOL.” [L] [SEP]
2. Establish communication with front desk and supervisors to inform them as to the nature of the emergency while clearing the pool. Beware of the fumes and do not let the liquid touch you or any patrons. Tell front desk to call 911 and immediately direct all patrons to exit the facility through the closest exit away from the spill. [L] [SEP]
3. Each lifeguard clears his or her own pool and directs patrons to the closest exit away from the spill. Lifeguards must inform patrons that they CANNOT go back into the building to obtain any personal belongings due to risk of injury. Guards must make sure all patrons exit through the closest exit, and that patrons do not crowd around the other side of these exits. Once all patrons have exited, guards must check in with supervisor via [L] [SEP] radios. Ensure 911 has been notified of the spill. After supervisor is aware of the deck being cleared, lifeguards then exit through the closest emergency exit that is away from the spill. [L] [SEP]
4. Supervisors and other staff will be responsible for clearing the building and bathrooms. In the absence of supervisors the highest ranking lifeguard will clear the building and bathrooms. After patrons have exited the pool deck the building must be cleared. Clear the bathrooms first, and then move to the rest of the [L] [SEP] building. Move into the bathroom and check each stall, while saying loudly, “Everyone out of the building there is a chemical spill!” If anyone is in the bathrooms they must exit through the exits on the pool deck. Once the bathroom is clear, lock the doors. After bathrooms are cleared and locked, clear the rest of the building, starting with the front office and the break room. If anyone is in the building they should exit through the exits on the pool deck. [L] [SEP]
5. Patrons and staff then wait for the fire department to respond to the spill and give the “all clear.” If the chemical smell becomes strong enough to be painful to eyes and lungs, the lifeguards must move everyone farther away from the spill. [L] [SEP]

## Pool Closure

There are a many reasons why the pool may be closed due to non-medical emergencies. The most common issues are: biohazards, pump room issues and weather conditions.

## Biohazard Procedure

If a biohazard happens, you must take immediate and swift action. Biohazards range from fecal incidents to large volumes of blood contamination. Once aware of the situation immediately blow your whistle and yell, “Clear The Pool Please!”

In the event of solid fecal matter, vomit or excessive blood, notify the front desk of pool closure and estimated 16

time of reopening. The chlorine level must be raised to 2 parts per million (ppm) and the pool closed for 30 minutes to properly decontaminate the area. The pool are normally kept at a higher level than 2 ppm, see Pool Closure Binder for proper dosing charts.

Once the pool is evacuated obtain the following items:

- The proper amount of chlorine from the wet chemical storage area
- A biohazard disposal bin
- A pool scoop and gloves
- Put on gloves and proceed to scoop the contaminate out of the pool. Place the net and contents into the biohazard disposal bin and add the chlorine to affected area. Collect all items and return to the pump room for complete decontamination and disposal.
- Place contents of scoop into the biohazard bin and rinse the scoop under running water
- Fill a five gallon bucket 3/4 full with a chlorine/water solution: one part chlorine for every nine parts water
- Detach the net from the pole and place the net in the solution for 20 minute
- Once clean, dispose the gloves in the biohazard bag, tie the bag off and then place the bag in the garbage receptacle. When this last step has been completed, obtain and complete a "pool closure form" from the pump room desk. Pump Room Issues As lifeguards, there are few times that you will be in the pump room however, it is important to know what issues may require the pool being closed. The first thing to do when coming across most of these problems is to notify your manager or call individuals on the Facility/Maintenance Contacts list to receive further instructions. **Circulatory Pump** If the circulatory pump for a pool is turned off then the pump is off and the filters cannot function, and without filters patron cannot be in the pool. To determine if a given pump is on or off look at the breaker panel; if the light is off then the pump is off. First notify your supervisor, and then clear the affected pool. If no supervisor is present, first clear the affected pool and then call individuals on the Facility/Maintenance Contacts List to receive further instructions. **Pool Chemistry Issues** **pH Levels** pH levels that are out of prescribed ranges have the potential to cause injury or illness to those in the water. If the pH is lower than 7.2 or higher than 7.8, notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. A pH level that is out of the prescribed range may require the pool to be cleared. **Chlorine** It is imperative to ensure that the pool has the proper part per million (ppm) of chlorine. If the chlorine levels are below 1 ppm or above 10 ppm then notify your supervisor or call individuals on the Facility/Maintenance Contacts List to receive further instructions. With this issue the pool may need to be cleared. **Hazardous Weather** Lightning, thunder, hail, and tornado watches or warnings are all possible reasons for pool closure due to weather. However, the most common of these are thunder and lightning. If you hear thunder or see lightning, then the pool must be closed and the deck must be cleared. The deck and pool must remain closed for 30 minutes after each instance of thunder or lightning. For example, a lightning strike occurs so you close the pool for 30 minutes. If 25 minutes passes and you see lightning again, the clock would reset. Everyone must wait 30 minutes from the last lightning strike before reentering the water.

## Air Quality Facility and Program Closure Protocol:

Due to the common occurrence of wildfires in the Northern California region, Team Sheeper Inc has implemented our own Air Quality Facility and Program Closure Protocol. The data in which we will use to implement our company protocol comes from the website [PurpleAir.com](https://purpleair.com) as it displays a more accurate and current air quality reading.

The primary colors you should be aware of when the air quality starts to become hazardous are: **Orange** (Unhealthy for sensitive groups) – With an air quality index between **101-150**

**Red** (Unhealthy) – With an air quality index between **151-200**

Please check [PurpleAir.com](https://purpleair.com) and add our zip code “94303” as well as set the ‘conversion’ to “AQandU” to get a more current reading for our location. The AQandU conversion is the closest to what the EPA calculations.

### Orange Protocol

It’s **OK** to be active outside, especially for **SHORT ACTIVITIES** such as recess and physical education. For **LONGER ACTIVITIES** such as athletic practice, take more breaks and do less intense activities. All long-duration, high-intensity activity groups, including Swim School will be **cancelled** when air quality reaches **130**.

### Red Protocol

The Rinconada Aquatic Facility will be **CLOSED** and all staff sent home when air quality reaches **150**. Open Swim and Lap Swimming will be the only programs operational between the air quality of **130-150**.

\*Current Covid-19 Standard Operating Procedures at Burgess Pool is available upon request as these protocols change to match the state and county guidelines in current time.

## Summary

Each year an annual report is prepared, it demands an extreme team effort to collect, analyze and display data that we believe best and truly depicts our motives and intentions as a community pool operator.

Each year an annual report is prepared, it allows us to reflect on our daily responsibilities and listen to the collection of individuals and families that make up the Menlo Park Aquatic Community. We are able to learn more about their interactions and experiences as they engage in the aquatic programming. We learn how, why, and when the community engages with the facility. We are afforded the opportunity to read community members feelings and thoughts about a very important place that allows them to enter a liquid environment that calms and heals as well as invigorates and centers them.

Each year an annual report is prepared, we as operators revisit how vital and important the usage of this shared and somewhat scarce body of water is to thousands of individuals. Information gathered reaffirms the importance of our role as stewards of the facility. A role we assume with great care and sensitivity. We rely heavily on our company core values to make objective and equitable decisions that benefit the most, while inhibiting the least.

Each year, the annual report allows us to set the course for the upcoming year. The five main objectives for the new year are:

1. Retain our current aquatics staff
2. Recruit new aquatic staff members and partners to assist in rebuilding our legacy programs.
3. Provide youth group swim lessons.
4. Provide an abundance of low cost open/family swim opportunities.
5. Provide a comprehensive water therapy program.

We are proud of the body of work that our community of swimmers in collaboration with our organization has been able to present to the Menlo Park, Parks and Recreation Commission.



## Appendix A Facility Audit

### Aquatic Observational, Facility and Skill Audit Form

CLIENT FACILITY: Menlo Swim & Sport - Burgess Pool

DATE: 01/15/2022

TIME: 8:38am

AUDITOR  
JCW

#### Water Safety Staff and Operations

Evaluation Categories	Comments	NI, S, AA, O	Video/Photo	
The number of lifeguards was appropriate for the activities taking place at the time of the audit	One lifeguard on duty for lap and swim team activities taking place during the observation is appropriate.	AA	Video	
Supervisor/Lifeguards were positioned effectively for the number of guests and the activity taking place.	The lifeguard was roaming between the two pools, which was good positioning. Lifeguard number two was positioned by the elevated chair between the pools with a view of both, which is also excellent.	AA	Video	
Supervisors were proactively watching the lifeguards perform their duties.	I observed the supervisor on deck during the surveillance portion of the audit. This is excellent.	AA	Video	
Continuous surveillance of swimmers was maintained. Lifeguard appeared to be scanning their entire zone using bottom up scanning when appropriate	The surveillance was good. Both of the lifeguards that I observed were watching the water. Make sure to look down from the edge and into the corners.	AA	Video	
All aquatic staff was easily identifiable and their appearance was professional.	The staff were wearing appropriate clothing for winter lifeguarding with parkas over sweats and swimwear in case they need to go into the pool.	AA	Video	
Lifeguards performed no other activities while "on duty"	While on deck, the lifeguards only job was to watch the pool. This is also excellent.	O	Video	
Whistles or signal devices were readily available for emergency use.	The lifeguards had whistles. The facility also uses radios to communicate.	AA	Video	
Lifeguards Enforced rules and communicated professionally with the guests	I did not witness any rule enforcements, but did observe interactions with guests that were polite and helpful.	AA		
On deck supervisors have had some type of formal lifeguard management, supervisor or other aquatic management training	The supervisory staff should have certification and/or training beyond Basic Lifeguard Training. Lifeguard Management, TOTAL Guard course or aquatic schools or institutions.	S	Video	
Lifeguards were "rescue ready", straps on and leaning in when at seated stations or walking on deck.	Lifeguards were in standing/walking stations with the tube strap on and were very attentive and rescue ready.	AA	Video	
Lifeguards were wearing appropriate face covering	The lifeguards were wearing masks.	AA	Video	
There was a monitor on deck enforcing face coverings and social distancing	The guests were on deck with masks and were monitored by the counter staff, Supervisor on Duty and Lifeguards.	AA	Video	
Zone coverage was maintained through out the rotation of Lifeguards. Rotating Lifeguards were watching the pool.	The first rotation was OK, the guards during the second rotation spent some time talking but were still watching the pool.	AA	Video	
Certifications for lifeguards are on file at the facility.	Yes, certificates are on file.	AA		
				Section Overall



Additional Notes	It was a good observation, especially on a cold winter day. The guards and supervisor understand principles of patron supervision and safety.
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### Customer Service

Evaluation Categories	Comments	NI, S, AA, O	Photo #	Section Overall
Facility schedule and fees are posted,	The pricing on the white board in the lobby. The schedule is on the front counter.	O		
Lobby and customer service counters are clean.	The lobby looks great! It is neat, clean and inviting.	AA		
Fee collection process and staff services.	The front counter staff was welcoming and attentive.	AA		
Changing area is clean and well attended to.	The changing areas look neat and clean.	AA		
Locker room electrical outlets are GFIC and are functional	I checked the GI outlets. All were good but someone should check the outlet in the family changing room.	AA		
Restroom toilets and sinks are functional and clean with towels, TP and/or hand dryers	All of the toilets and sinks were functional. The towels were provided and stocked.	AA		
Shower area is clean, showers are functional and have soap dispensers, ADA shower(s) is/are working	The showers were clean. Two showers in the men's room need handles affixed, staff were working on these. The ADA shower in the men's has no ADA shower head. This is very common as they get vandalized.	S	P1, P2	
Floors and walkways are clean, walking surfaces are appropriate.	All of the floors are clean and the surface is appropriate to reduce potential for slipping.	AA		

### Equipment

Evaluation Categories	Comments	NI, S, AA, O	Photo #
Lanes lines are in good condition, stored properly with minimal cracked or broken floats	All of the lane lines in the pools are in excellent condition.	O	
Swimming gear is stored properly and in good condition.	The swimming gear was very organized in the gear storage systems.	O	
Rescue tubes are in good condition and those not in use are stored well	The rescue tubes are in good condition and are stored well.	AA	
Back board is on deck, stored appropriately and has functional head stabilizers and proper straps.	I inspected the backboard on deck. It is functional and in good condition.	AA	
Crash bag or other portable medical kit is located in a good location and has equipment "bundled" in it.	The crash box is located in the center of the facility which is excellent. It is well stocked and ready to go. Make sure you have a BVM in or around the Crash Box	AA	P3
Facility has a working AED per State code	I inspected the AED and it is in working order with the proper pads.	AA	
Correct number of reaching hooks are available and ready for use.	The facility has two reaching hooks and meets code.	AA	

Correct number of ring buoys are available and ready for use.	The facility has three well placed ring buoys exceeding code.	AA		Section Overall
OSHA 10 person first aid kit	The crash box on deck far exceeds the OSHA First Aid requirement.	O	P4	
Water slides are in good condition, registered with DOSH and maintained and operated by properly trained staff.	NA			
Play structures are in good condition, with no sharp edges, protruding bolts and functional	I inspected the mushroom "waterfall". It is in good condition with no hazards under the waterline or on the touchable areas.	AA		
Diving boards are well maintained, stands/bases, fulcrums, steps, mounting bolts, hand rails and board surface are in good condition	NA			
Additional Notes	The indoor facilities and entry area are well kept and in good condition. The safety equipment is in in working order, readily available and in good working condition.			AA

### Pool Area

Evaluation Categories	Comments	NI, S, AA, O	Photos #
General appearance of the pool area.	The pool area looks clean and all is well organized.	AA	
Large equipment is properly stored away from the pool.	The pool cover reels, lane line reel and polo goals are well stocked.	AA	
Drinking Fountains are clean and functional	The drinking fountain is clean and functional.	AA	
Decks are clean and free of cracks, chips and standing water.	The chemical pitting on many areas of the pool deck is close to being an area of concern. Some of the cracks and pitting are approaching hazard levels.	S	P5-P10
Deck expansion joints are well sealed and impenetrable	Expansion joint sealant is still acceptable but will need resealing soon. The bad seals let water intrude and can undermine the structure integrity of the concrete slabs.	AA	P11, P12
Deck drains are in good condition and functional.	The drains look good. One needs patching around the frame.	AA	P13
Depth markers are of proper size are posted on deck and pool walls, they are not faded.	I inspected all on deck and vertical depth markers. All meet code and are in good condition.	AA	
No diving is marked on the deck in areas of less than 5 feet of water depth.	No diving markers on deck are in place and meet code with international "no diving" symbol in place.	AA	
Starting Blocks if in place are secure and covered or signed "not for use"	The blocks are secure with cones in place so they do not get used without supervision	O	
Condition of pool coping stones, gutter tiles, rim flow grates or skimmers.	The rim flow grates are in good condition. The gutter tile in the main pool is good. There are some small tiles that are missing around the instructional pool. This is a very standard issue with 1" tile perimeters.	AA	P14 -P17
Built in stairs and their edges are in good condition. Handrails are tight.	All of the built in stairs in the instructional and top pool are in good condition.	AA	

Ladder handrails are tight, ladder steps are in good condition	I checked all the handrails. They are in good condition. Some of the steps have brown staining from re-bar close to the plaster surface. This is standard issue and should be addressed next plaster job.	AA	P18-P19	Section Overall
Functional lifeguard stands, includes; steps, rails, platforms, seat and no potential "strap hooks"	I inspected all three lifeguard stands, steps, bolts, surfaces, seats and all are safe and in good working order.	AA		
Pool cover and lane line reels, handles, wheels, brakes, bearings.	I inspected all four pool cover reels and found them to be in good condition.	AA		
ADA Compliance for means of pool entry, placement of pool lifts and alternate means of entry ramps, stairs	ADA lifts are in place. They are to be accessible and working and in place whenever the pool is open. They should be able to be operated by the user without assistance.	AA		
Pool surface is uniform in color and surface is acceptable, lane markings are visible and in good condition.	The lane markings and hockey bottom are in good condition. There is rust staining on the bottom due to re-bar proximate to plaster surface "bleeding" through. This is a standard issue and should be addressed next plaster job.	AA	P20-P22	
Pool drain covers are VGB Compliant, Inlets and other covers are in good condition.	The drains appear to be VGB compliant. They need inspection, replacement and certification every 5, 7 or 10 years depending on the type of drain.	AA		
Pool signs meet code requirements, including; Capacity, 911, RB/CPR, Active Diarrhea, Pool Rules. No Diving; No LG on Duty,	Fill in signs for all three pool areas. Need capacity, pool address and emergency hospital, urgent care or closest facility address and phone number. Pool capacity is determined by multiplying length times width of the pool and divide by 20.	AA	P23	
Additional signs depending on facility amenities and type of use; No Swimming After Dark, No Running, Shower Before Entering, and others	Good extra signs are posted; shower, no diving, no breath holding, watch your children, non-swimmers wear a PFD.	O		
Water appearance is not turbid or cloudy, looks clean and pool bottom is clearly visible at main drain.	The water looks great.	AA		AA
Facility fences and barriers meet State code	I inspected the entire fence line and found no openings or gaps beyond code.	AA		
Additional Notes	The pool area looks clean and is well organized and maintained. There are some issues surrounding the pool deck surface, pool plaster and expansion joint sealant that will require significant repairs (capital level for deck and plaster) that will need to be planned to address in the future.			

### Mechanical Room

Evaluation Categories	Comments	NI, S, AA, O	Photos #
Entrance to mechanical areas and chemical storage areas are well marked, hazardous material signs and precautions are appropriate,	Need to put sign on the mechanical room door indicating it is a mechanical room. All the hazardous material storage area signs meet code!	AA	
Mechanical and chemical storage areas are easily accessible for staff and not accessible to all others.	Yes, these areas are locked to the public.	AA	

Safety Data Sheets are on file or in a binder and readily available. A facility map with an evacuation plan is posted and visible.	SAS' are in a binder in the mechanical room.	O		
Area is clean and not cluttered. Working surfaces are well maintained and ready for use.	The area is very clean and well maintained.	O		
Chemicals and flammables are stored properly. Incompatible materials are not stored improperly.	All of the chemicals and flammables are stored safely.	O		
There is at least three feet of clearance in front of all electrical panels.	Yes, there is no clutter in front of the panels.	O		
Portable tools and equipment are stored correctly. and other equipment is stored correctly and in a proper location.	Everything is put away neatly and well taken care of.	O		
Extra pool mechanical equipment is stored correctly and in a proper location.	The pool vacuum's and other equipment is stored properly.	O		
Pipe contents and flow direction are well marked on the appropriate plumbing.	Yes, it is well marked, easy to understand the flow and contents.	O		
Pipe valves, pressure and flow gauges, and water shut-off points are well marked, visible and easily accessible to ensure operational readiness in the event of an emergency	The room is very neat and all the gauges and valve handles, wheels, etc. are visible and accessible.	O		
Daily pool log is kept and up to date, test times, routine maintenance and regular inspections, are noted.	I inspected all daily logs and maintenance logs. All of the logs are up to date. Excellent record keeping system.	O		
Additional chemicals if added are noted in pool log (anything not from automated chemical controllers)	Yes, additional chemical additions are noted in the log.	O		
Special projects and equipment replacements are recorded and tracked for long range maintenance planning	Yes, this information is also documented.	O		
Slides are in good condition and are properly maintained.	NA			
Water play features and other special aquatic amusements are in good condition and properly maintained	Yes, they are in good condition and properly maintained.	AA		
Diving Boards are in good condition and properly maintained.	NA			Section Overall
Maintenance staff is properly trained and/or certified and receives safety and compliance training, and is well supervised.	Yes, the maintenance staff is CPO certified			

Additional Notes	This is the cleanest and best maintained mechanical room I have inspected in a long time! The equipment is in good condition and record keeping is excellent. These "capital" assets are being well taken care of.
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### Lifeguard Practical Skills

Evaluation Categories	Comments			
Lifeguard # 1 Active Rescue	Name: Cameron Merrells	NI, S, AA, O	Video/Photo	Section Overall
Signals other guards and enters water safely	Remember to hold the tube cord.	AA	Video	
Effectively handles victim and brings them to safety	Great rescue!	O	Video	
Lifeguard # 1 Submerged Rescue	Name: Cameron Merrells	NI, S, AA, O	Video/Photo	Section Overall
Spots victim, signals other Guards and enters safely	Great signal and entry.	O	Video	
Performs effective surface dive and retrieves victim off the bottom.	Great surface dive.	O	Video	
Effectively places the victim on the rescue tube and moves to the wall.	Great placement on the tube.	O	Video	O
Lifeguard # 2 Active Rescue	Name: John Tupper	NI, S, AA, O	Video/Photo	Section Overall
Signals other guards and enters water safely	Great!	O	Video	
Effectively handles victim and brings them to safety	Great handling of the victim.	O	Video	
Lifeguard # 2 Submerged Rescue	Name: John Tupper	NI, S, AA, O	Video/Photo	Section Overall
Spots victim, signals other Guards and enters safely	Great entry.	O	Video	
Performs effective surface dive and retrieves victim off the bottom.	Great victim retrieval.	O	Video	
Effectively places the victim on the rescue tube and moves to the wall.	Great rescue!	O	Video	

Ratings Key: NI = Needs Improvement, S = Satisfactory, AA = Above Average, O = Outstanding

### Overall Audit Comments:

This was a good operational audit, the staff were supervising patrons and the facility in a very safe manner, all of the required and necessary equipment are on site and all staff carries state required certifications. The facility is showing some age in the form of very standard/common issues. The deck pitting and surface should be addressed in the future, at some point the health department may require this work. The pool plaster should be addressed when the surface cycles for replastering. The deck expansion joints should be resealed in the next year or two. The mechanical room and maintenance practices are excellent and the City's facility is being well taken care of by your leasee. Staff testing was a good indicator that staff possess a level of competence that comes through good supervision and training. Overall this was a very good and above average audit.

Audit  
Overall



Tota Aquatic Management  
2022

Menlo Swim and Sport – City of Menlo Park Burgess Pool - Site Visit Photos 1/15/2022 –  
Photos 1 & 2 Men's Shower Rooms





[illegible]

A photograph of a concrete sidewalk. The sidewalk is composed of large, light-colored concrete slabs separated by expansion joints. One slab in the foreground is heavily textured with a rough, aggregate-like surface, while the others are smoother. A pair of dark-colored sandals with multiple straps is lying on the rough-textured slab. A metal leg of a table or bench is visible in the upper left corner. The scene is brightly lit, casting soft shadows.









Photos 11 and 12 Expansion joint sealant



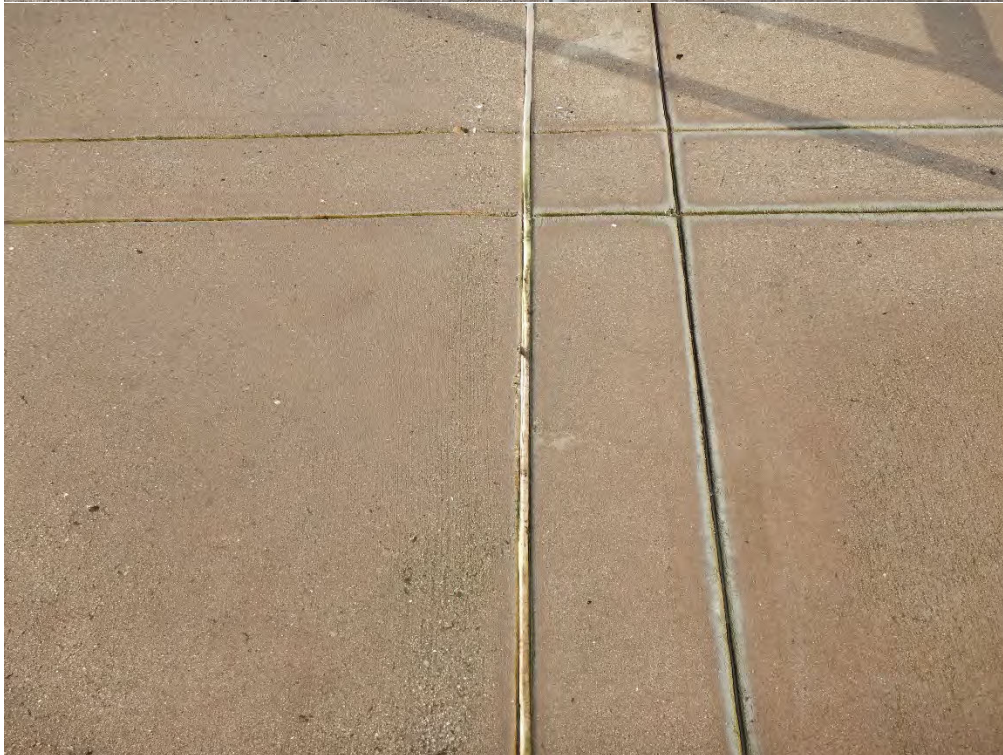


Photo 13 Deck Drain





Photos 14 through 17 Perimeter Tiles

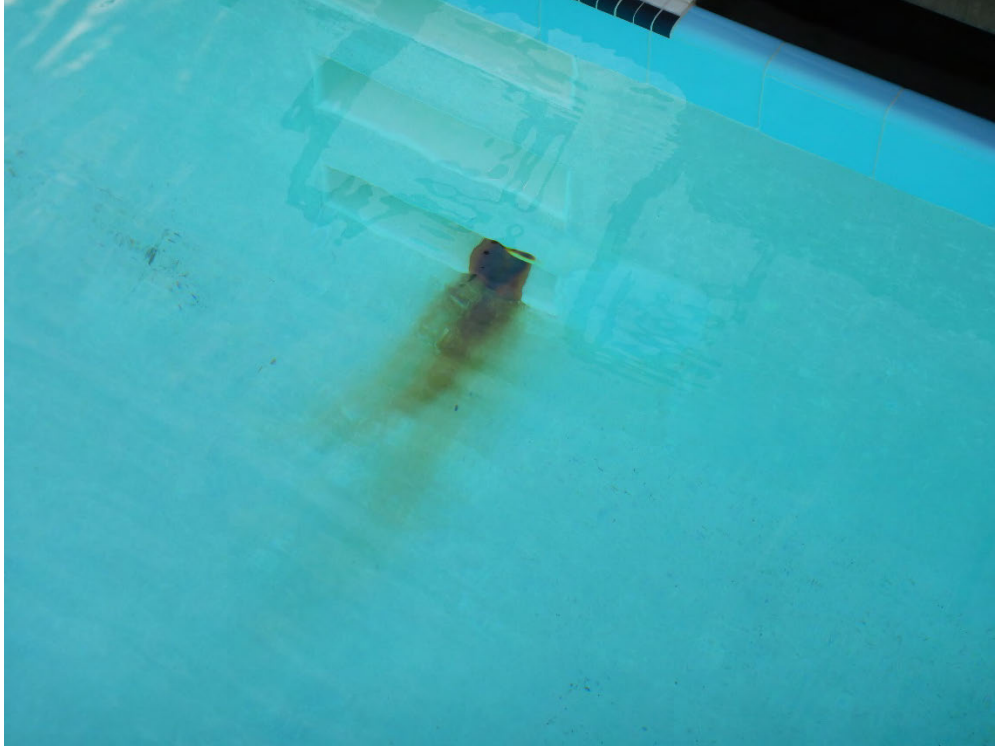




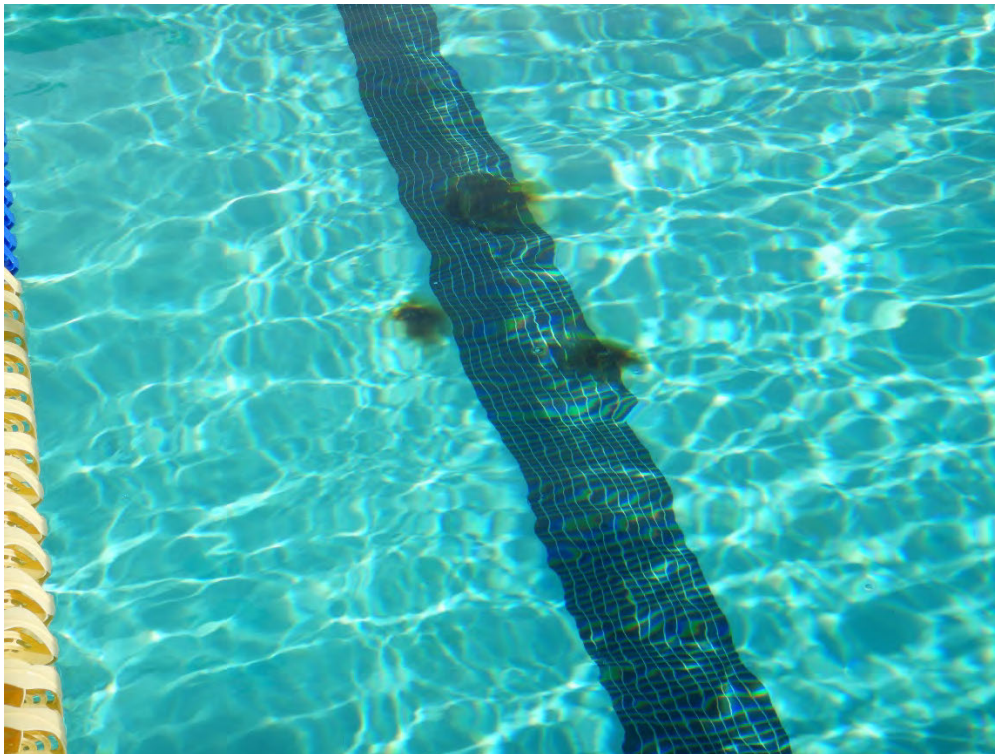


Photos 18 and 19 Staining from rebar “seep” on two sets of built-in ladder stairs

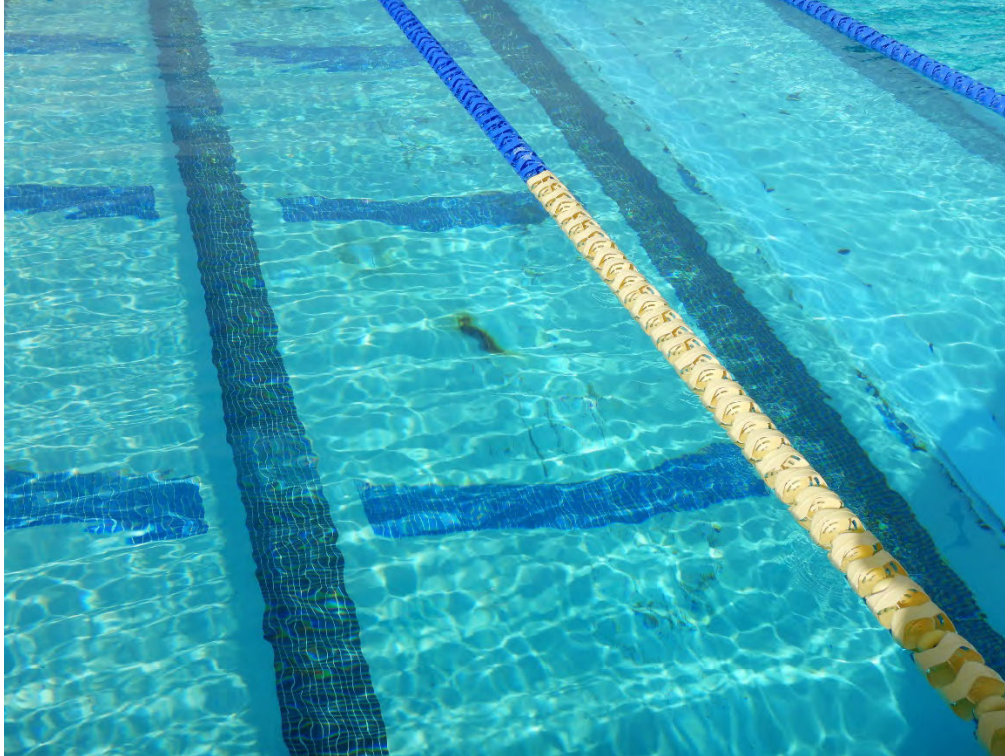




Photos 20 and 21

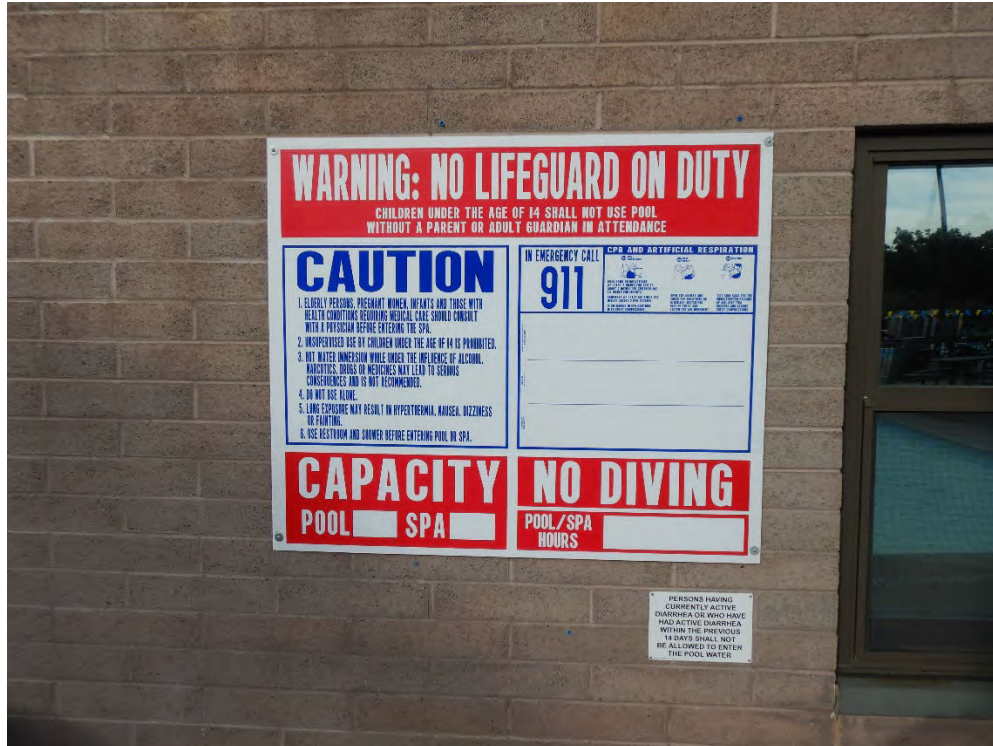








## Pool Code Compliance Signs



# Q1 In what ZIP code is your home located? (enter 5-digit ZIP code; for example, 94025 or 94301)

Answered: 308    Skipped: 7

#	RESPONSES	DATE
1	94025	1/20/2022 10:23 PM
2	94025	1/20/2022 12:45 PM
3	94062	1/20/2022 12:04 PM
4	94024	1/19/2022 11:26 PM
5	94025	1/19/2022 9:21 PM
6	94025	1/19/2022 3:02 PM
7	94025	1/19/2022 1:47 AM
8	05305	1/18/2022 10:35 PM
9	94025	1/18/2022 6:49 PM
10	94063	1/18/2022 5:56 PM
11	94025	1/18/2022 2:52 PM
12	94025	1/18/2022 1:12 PM
13	94025	1/18/2022 1:48 AM
14	94043	1/17/2022 8:18 PM
15	94070	1/17/2022 7:43 PM
16	94025	1/17/2022 5:46 PM
17	94301	1/17/2022 4:07 PM
18	94025	1/17/2022 2:01 PM
19	94025	1/17/2022 1:13 PM
20	94040	1/17/2022 12:16 PM
21	94025	1/17/2022 9:55 AM
22	94027	1/17/2022 1:22 AM
23	95014	1/17/2022 1:19 AM
24	94025	1/17/2022 12:05 AM
25	95129	1/16/2022 11:43 PM
26	94301	1/16/2022 11:32 PM
27	94025	1/16/2022 11:07 PM
28	94025	1/16/2022 8:15 PM
29	94062	1/16/2022 3:41 PM
30	94061	1/16/2022 3:15 PM
31	94025	1/16/2022 1:48 PM

# 2021 Community Survey

32	94025	1/16/2022 11:38 AM
33	94062	1/16/2022 9:28 AM
34	94025	1/16/2022 6:28 AM
35	94025	1/16/2022 12:38 AM
36	94025	1/16/2022 12:23 AM
37	94010	1/16/2022 12:14 AM
38	94024	1/15/2022 10:12 PM
39	94025	1/15/2022 6:19 PM
40	94025	1/15/2022 4:18 PM
41	94025	1/15/2022 2:46 PM
42	94025	1/15/2022 2:35 PM
43	94025	1/15/2022 2:31 PM
44	94062	1/15/2022 1:57 PM
45	94027	1/15/2022 1:42 PM
46	94061	1/15/2022 1:17 PM
47	94025	1/15/2022 12:38 PM
48	94301	1/15/2022 11:39 AM
49	94070	1/15/2022 11:29 AM
50	94025	1/15/2022 10:19 AM
51	94025	1/15/2022 12:41 AM
52	94536	1/14/2022 10:09 PM
53	94025	1/14/2022 9:42 PM
54	94025	1/14/2022 8:40 PM
55	94025	1/14/2022 8:30 PM
56	94025	1/14/2022 7:46 PM
57	94025	1/14/2022 6:35 PM
58	94025	1/14/2022 6:27 PM
59	94061	1/14/2022 4:49 PM
60	94025	1/14/2022 4:14 PM
61	94028	1/14/2022 3:39 PM
62	94025	1/14/2022 2:50 PM
63	94025	1/14/2022 2:38 PM
64	94025	1/14/2022 1:52 PM
65	94025	1/14/2022 1:03 PM
66	94306	1/14/2022 12:19 PM
67	94402	1/14/2022 12:14 PM
68	94025	1/14/2022 11:11 AM
69	94025	1/14/2022 10:13 AM

## 2021 Community Survey

70	94025	1/14/2022 9:56 AM
71	94025	1/14/2022 9:32 AM
72	94025	1/14/2022 9:23 AM
73	94306	1/14/2022 8:31 AM
74	94061	1/14/2022 3:13 AM
75	94025	1/14/2022 1:50 AM
76	94040	1/14/2022 1:44 AM
77	94306	1/14/2022 1:11 AM
78	94025	1/14/2022 12:42 AM
79	94025	1/14/2022 12:35 AM
80	94301	1/14/2022 12:25 AM
81	94025	1/13/2022 11:53 PM
82	94025	1/13/2022 11:52 PM
83	94303	1/13/2022 11:07 PM
84	94025	1/13/2022 11:06 PM
85	94025	1/13/2022 11:06 PM
86	94025	1/13/2022 11:05 PM
87	94536	1/13/2022 10:58 PM
88	94025	1/13/2022 10:45 PM
89	94301	1/13/2022 10:43 PM
90	94025	1/13/2022 10:15 PM
91	94025	1/13/2022 9:25 PM
92	94025	1/13/2022 9:22 PM
93	94025	1/13/2022 9:06 PM
94	94025	1/13/2022 8:56 PM
95	94025	1/13/2022 8:40 PM
96	94025	1/13/2022 8:29 PM
97	94025	1/13/2022 8:26 PM
98	94062	1/13/2022 8:26 PM
99	94061	1/13/2022 8:12 PM
100	94025	1/13/2022 8:09 PM
101	94301	1/13/2022 7:54 PM
102	94303	1/13/2022 7:43 PM
103	94301	1/13/2022 7:31 PM
104	94025	1/13/2022 7:27 PM
105	94025	1/13/2022 7:25 PM
106	94028	1/13/2022 7:20 PM
107	94301	1/13/2022 7:18 PM

## 2021 Community Survey

108	94063	1/13/2022 7:00 PM
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112	94025	1/13/2022 6:50 PM
113	94027	1/13/2022 6:45 PM
114	94025	1/13/2022 6:36 PM
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119	94063	1/13/2022 6:20 PM
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121	94025	1/13/2022 6:15 PM
122	94027	1/13/2022 6:01 PM
123	94025	1/13/2022 5:55 PM
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125	94025	1/13/2022 5:42 PM
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143	94025	1/13/2022 4:23 PM
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## 2021 Community Survey

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149	94002	1/13/2022 4:12 PM
150	94025	1/13/2022 4:09 PM
151	94025	1/13/2022 4:09 PM
152	94403	1/13/2022 4:07 PM
153	94028	1/13/2022 4:07 PM
154	94025	1/13/2022 4:05 PM
155	94025	1/13/2022 4:01 PM
156	94025	1/13/2022 3:59 PM
157	94025	1/13/2022 3:44 PM
158	94070	1/13/2022 3:44 PM
159	94025	1/13/2022 3:42 PM
160	94303	1/13/2022 3:39 PM
161	94028	1/13/2022 3:38 PM
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163	94025	1/13/2022 3:34 PM
164	94025	1/13/2022 3:32 PM
165	94025	1/13/2022 3:30 PM
166	94025	1/13/2022 3:29 PM
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177	94025	1/13/2022 3:14 PM
178	94025	1/13/2022 3:14 PM
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180	94061	1/13/2022 3:11 PM
181	94025	1/13/2022 3:07 PM
182	94025	1/13/2022 2:56 PM
183	94087	1/13/2022 2:44 PM

## 2021 Community Survey

184	94061	1/13/2022 2:42 PM
185	94025	1/13/2022 2:41 PM
186	94306	1/13/2022 2:40 PM
187	94025	1/13/2022 2:39 PM
188	94062	1/13/2022 2:39 PM
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210	94025	1/13/2022 2:10 PM
211	94025	1/13/2022 2:10 PM
212	94025	1/13/2022 2:10 PM
213	94025	1/13/2022 2:08 PM
214	94025	1/13/2022 2:07 PM
215	94303	1/13/2022 2:06 PM
216	94025	1/13/2022 2:05 PM
217	94061	1/13/2022 2:05 PM
218	94063	1/13/2022 2:04 PM
219	94025	1/13/2022 2:03 PM
220	94025	1/13/2022 2:02 PM
221	94025	1/13/2022 1:57 PM

## 2021 Community Survey

222	94025	1/13/2022 1:55 PM
223	94065	1/13/2022 1:53 PM
224	94025	1/13/2022 1:52 PM
225	94025	1/13/2022 1:52 PM
226	94034	1/13/2022 1:51 PM
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229	94025	1/13/2022 1:48 PM
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232	94063	1/13/2022 1:43 PM
233	94063	1/13/2022 1:43 PM
234	94025	1/13/2022 1:43 PM
235	94403	1/13/2022 1:41 PM
236	94306	1/13/2022 1:39 PM
237	94114	1/13/2022 1:39 PM
238	94061	1/13/2022 1:37 PM
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241	94025	1/13/2022 1:34 PM
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244	94025	1/13/2022 1:33 PM
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247	94061	1/13/2022 1:30 PM
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250	94025	1/13/2022 1:29 PM
251	94061	1/13/2022 1:29 PM
252	94025	1/13/2022 1:29 PM
253	94025	1/13/2022 1:29 PM
254	94304	1/13/2022 1:28 PM
255	94027	1/13/2022 1:26 PM
256	94025	1/13/2022 1:25 PM
257	94027	1/13/2022 1:25 PM
258	94043	1/13/2022 1:24 PM
259	94025	1/13/2022 1:23 PM



# 2021 Community Survey

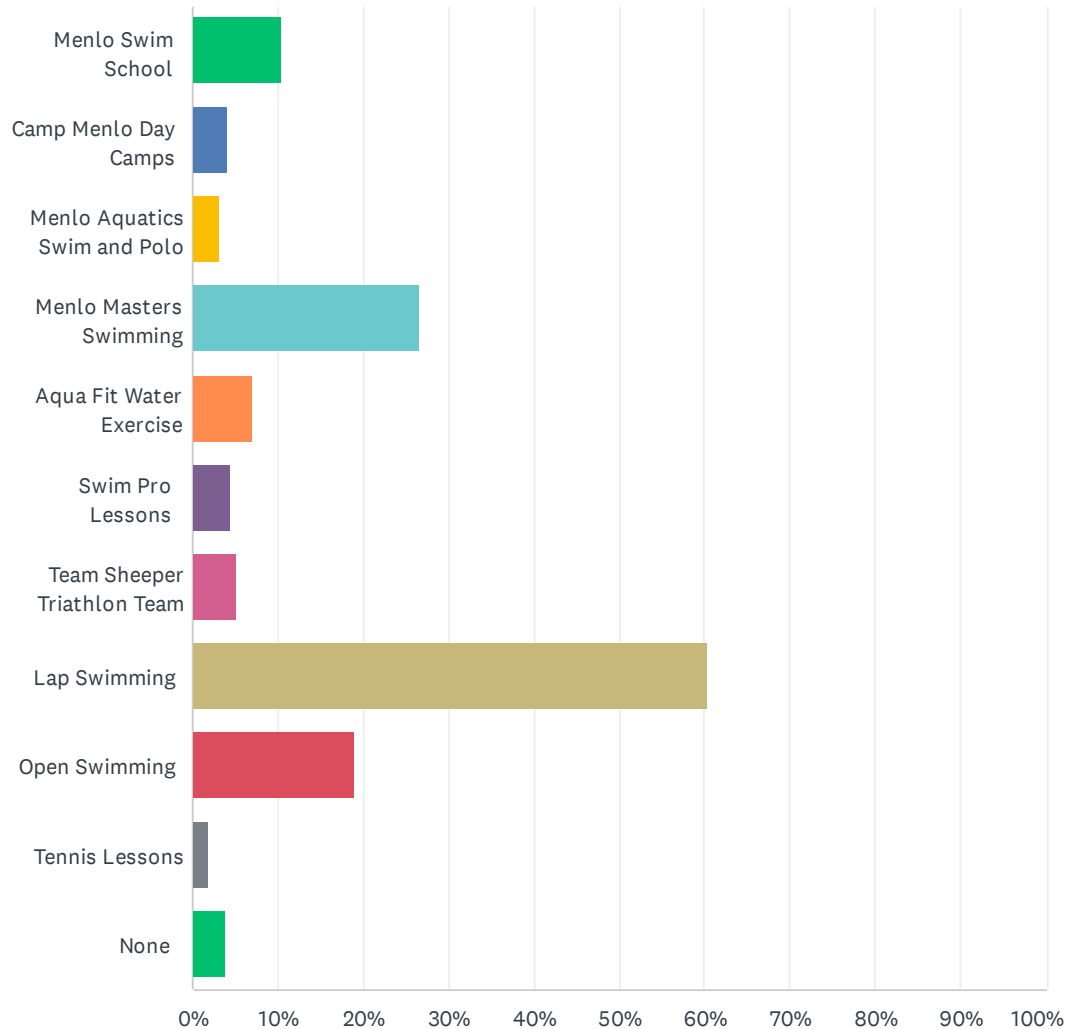
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264	94025	1/13/2022 1:20 PM
265	94025	1/13/2022 1:18 PM
266	94041	1/13/2022 1:17 PM
267	94303	1/13/2022 1:16 PM
268	94303	1/13/2022 1:16 PM
269	94086	1/13/2022 1:16 PM
270	94043	1/13/2022 1:16 PM
271	94025	1/13/2022 1:16 PM
272	94025	1/13/2022 1:15 PM
273	94025	1/13/2022 1:15 PM
274	94070	1/13/2022 1:14 PM
275	94061	1/13/2022 1:13 PM
276	94027	1/13/2022 1:13 PM
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285	94303	1/13/2022 1:10 PM
286	94121	1/13/2022 1:09 PM
287	94025	1/13/2022 1:08 PM
288	94025	1/13/2022 1:08 PM
289	94061	1/13/2022 1:08 PM
290	94025	1/13/2022 1:07 PM
291	94025	1/13/2022 1:07 PM
292	94025	1/13/2022 1:05 PM
293	94025	1/13/2022 1:05 PM
294	94025	1/13/2022 1:04 PM
295	94025	1/13/2022 1:04 PM
296	94025	1/13/2022 1:04 PM
297	94025	1/13/2022 12:45 AM

## 2021 Community Survey

298	94403	1/13/2022 12:06 AM
299	94043	1/12/2022 11:59 PM
300	94086	1/12/2022 9:36 PM
301	94025	1/12/2022 9:20 PM
302	94025	1/12/2022 9:18 PM
303	94301	1/12/2022 9:01 PM
304	94301	1/12/2022 8:50 PM
305	94061	1/12/2022 8:44 PM
306	94305	1/12/2022 8:39 PM
307	94025	1/12/2022 8:30 PM
308	94025	1/12/2022 5:25 PM

## Q2 In 2021, which Menlo Swim and Sport program(s) did you and/or your family participate? (Choose all that apply)

Answered: 315 Skipped: 0



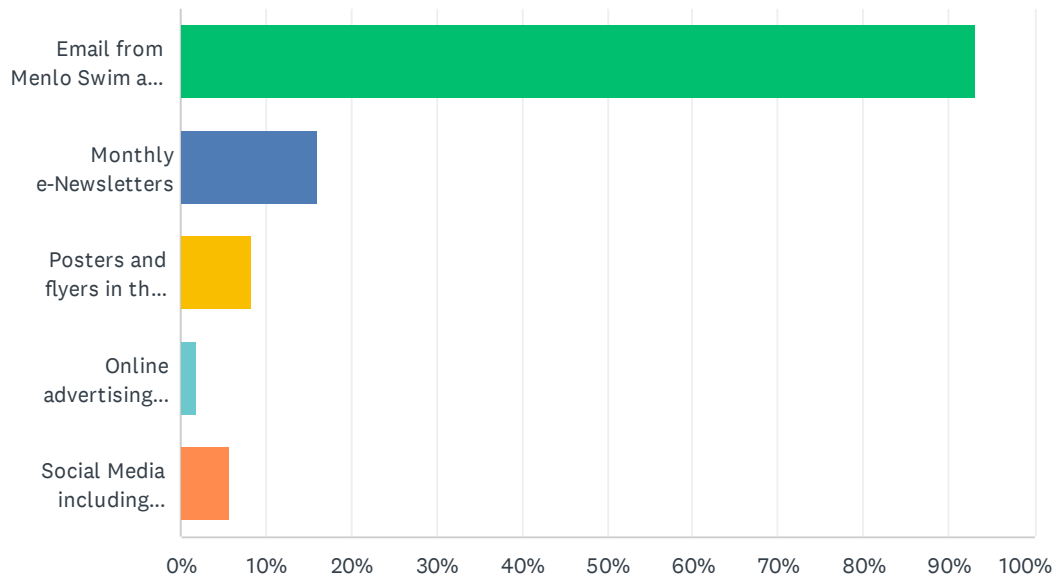
## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
Menlo Swim School	10.48%	33
Camp Menlo Day Camps	4.13%	13
Menlo Aquatics Swim and Polo	3.17%	10
Menlo Masters Swimming	26.67%	84
Aqua Fit Water Exercise	6.98%	22
Swim Pro Lessons	4.44%	14
Team Sheeper Triathlon Team	5.08%	16
Lap Swimming	60.32%	190
Open Swimming	19.05%	60
Tennis Lessons	1.90%	6
None	3.81%	12
Total Respondents: 315		

#	OTHER (PLEASE SPECIFY)	DATE
1	one time swim lessons	1/14/2022 11:11 AM
2	Sheree's classes before the pandemic	1/13/2022 8:56 PM
3	assuming you mean Mavens Water Polo?	1/13/2022 7:00 PM
4	Covid concerns	1/13/2022 5:53 PM
5	I tried the new aquafit class but it was too cardio oriented and not enough 'wellness' for an older person. VERY DISAPPOINTING!!!	1/13/2022 5:26 PM
6	Aqua Wellness	1/13/2022 4:51 PM
7	SOLO	1/13/2022 1:23 PM
8	PASA	1/13/2022 1:13 PM
9	individual swim lessons	1/13/2022 1:09 PM
10	Mavens Water Polo	1/13/2022 12:45 AM
11	Menlo Mavens	1/12/2022 11:59 PM
12	mavens water polo	1/12/2022 9:01 PM
13	Mavens Water Polo	1/12/2022 8:44 PM
14	Menlo Mavens Masters Water Polo	1/12/2022 8:30 PM

### Q3 How do you find out about new programs at Menlo Swim and Sport?

Answered: 262 Skipped: 53



ANSWER CHOICES	RESPONSES	
Email from Menlo Swim and Sport	93.13%	244
Monthly e-Newsletters	16.03%	42
Posters and flyers in the lobby	8.40%	22
Online advertising (Google)	1.91%	5
Social Media including Facebook, Instagram, Twitter, Yelp	5.73%	15
Total Respondents: 262		

#	OTHER (PLEASE SPECIFY)	DATE
1	website	1/20/2022 10:23 PM
2	Friend who swims masters	1/20/2022 12:45 PM
3	Word of mouth	1/19/2022 9:21 PM
4	website	1/18/2022 5:56 PM
5	Google search	1/18/2022 2:29 AM
6	email from Sandy	1/17/2022 4:07 PM
7	coach announcements	1/17/2022 1:13 PM
8	website	1/16/2022 3:15 PM
9	been swimming at Burgess for decades	1/16/2022 12:38 AM
10	Swimming there for decades	1/15/2022 2:46 PM
11	walked by the pool and asked about programs	1/15/2022 10:19 AM

## 2021 Community Survey

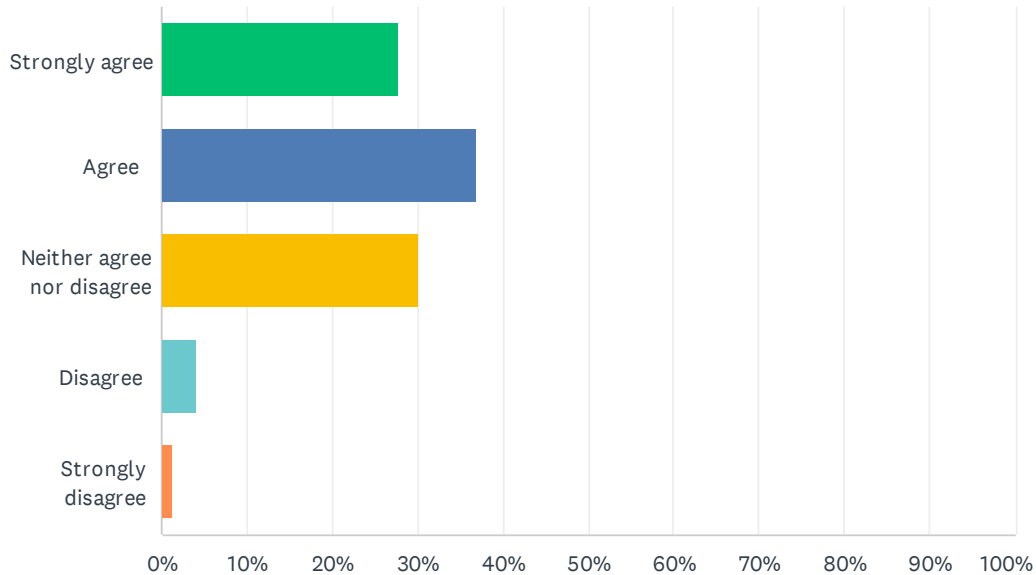
12	Asking the staff at the pool	1/15/2022 12:41 AM
13	Friend	1/14/2022 12:19 PM
14	visiting burgess park, website	1/14/2022 11:11 AM
15	Historical memory	1/14/2022 1:11 AM
16	Parents	1/14/2022 12:42 AM
17	A friend	1/13/2022 8:56 PM
18	At the pool	1/13/2022 8:29 PM
19	Website	1/13/2022 7:27 PM
20	other swimmers told me	1/13/2022 7:18 PM
21	Searched the web for aquafit classes in the area	1/13/2022 7:00 PM
22	Member of MM for almost 20 years	1/13/2022 6:22 PM
23	Word of mouth	1/13/2022 5:31 PM
24	Nextdoor	1/13/2022 5:12 PM
25	I used to live nearby and walked by.	1/13/2022 5:00 PM
26	Person to person	1/13/2022 4:51 PM
27	It was long-long time ago. Probably by Google search	1/13/2022 4:23 PM
28	can't remember at this point	1/13/2022 4:12 PM
29	personal referral	1/13/2022 3:38 PM
30	been swimming for years, don't remember	1/13/2022 3:34 PM
31	Website	1/13/2022 3:26 PM
32	went to the website	1/13/2022 2:27 PM
33	From a friend	1/13/2022 2:25 PM
34	Website	1/13/2022 2:08 PM
35	google	1/13/2022 2:06 PM
36	been with you from the start	1/13/2022 2:03 PM
37	word of mouth	1/13/2022 1:50 PM
38	Stop by and inquire	1/13/2022 1:37 PM
39	Friend verbally recommended it.	1/13/2022 1:31 PM
40	visiting website	1/13/2022 1:30 PM
41	Family members	1/13/2022 1:28 PM
42	Check website	1/13/2022 1:21 PM
43	word of mouth	1/13/2022 1:16 PM
44	Resident	1/13/2022 1:16 PM
45	Community	1/13/2022 1:13 PM
46	Wom	1/13/2022 1:13 PM
47	online search	1/13/2022 1:10 PM
48	I asked around town for a swimming lap pool	1/13/2022 1:08 PM
49	I live close by	1/13/2022 1:05 PM

## 2021 Community Survey

50	friend	1/12/2022 9:01 PM
51	Menlo Swim and Sport website	1/12/2022 8:30 PM

## Q4 As a direct result of participating at the pool, I (or my child) feel closer to my community.

Answered: 315 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	27.62%	87
Agree	36.83%	116
Neither agree nor disagree	30.16%	95
Disagree	4.13%	13
Strongly disagree	1.27%	4
TOTAL		315

#	COMMENTS	DATE
1	i feel shut out because of all the for-profit activities	1/20/2022 10:23 PM
2	This has changed since COVID and also since the pool has become so crowded. The Masters sense of community is waning.	1/20/2022 12:04 PM
3	Wish the Belle Haven pool was still open as that is a real asset in building ties with the community	1/16/2022 12:14 AM
4	We really value seeing neighborhood faces at the pool.	1/15/2022 2:31 PM
5	The masters swimmers and their coaches are an awesome bunch. It has been wonderful to get to know these people and start the day with them.	1/15/2022 12:38 PM
6	Glad to be enjoying the local pool.....	1/15/2022 10:19 AM
7	Conversations with the guards and the people in the pool always make me feel more connected!	1/14/2022 1:44 AM
8	I don't feel the pool fosters a sense of community.	1/13/2022 10:45 PM

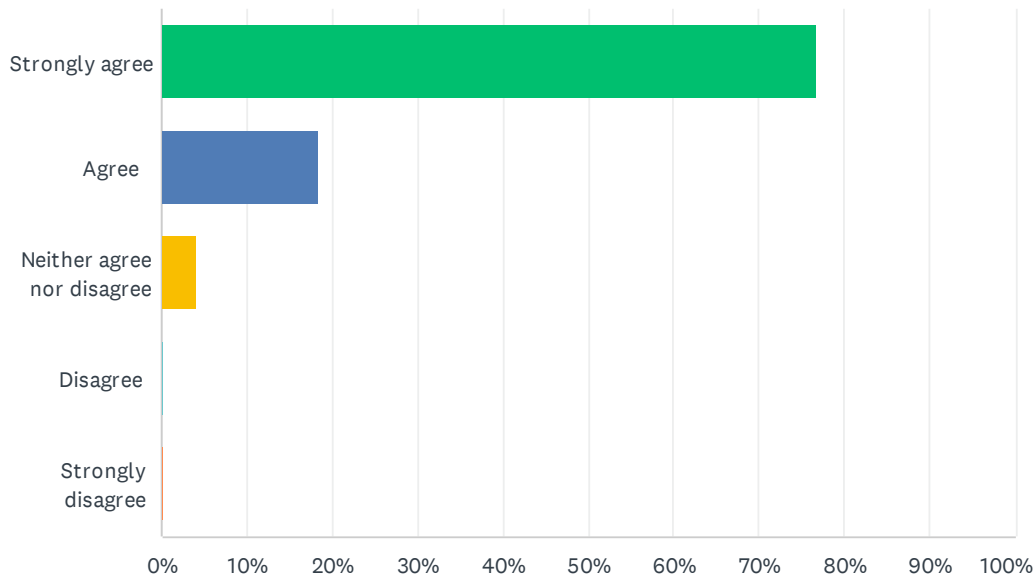


## 2021 Community Survey

9	I HAVEN'T BEEN ABLE TO JOIN ANY CLASSES -- NO AQUA WELLNESS YET OFFERED	1/13/2022 5:26 PM
10	see more community members during swim	1/13/2022 5:09 PM
11	Still waiting for the Aqua Wellness to begin again. It definitely creates a strong community focus for us seniors.	1/13/2022 4:51 PM
12	a little bit, sure	1/13/2022 4:12 PM
13	I have seen folks I know at the pool, I definitely observe swimmers who are regulars and see folks they know, the lifeguards have a rapport with folks	1/13/2022 3:59 PM
14	I feel closer to the super kind staff. Menlo Park is not my immediate community; I live in a neighboring town.	1/13/2022 3:15 PM
15	I wish it was easier to get to know people through the Masters swim team.	1/13/2022 2:56 PM
16	Menlo Masters community has been a sustaining factor for us during the pandemic.	1/13/2022 2:31 PM
17	It's great to see "regulars" at the pool, as well as new faces. This was especially the case during the COVID-restricted lap times, as a core of us tended to sign up for the same slots every week. We became sort of a masked Senior band. Now that the pool is "open" again, occasionally seeing one of that gang again is good for the soul.	1/13/2022 2:24 PM
18	nice group of people participating in the swim class and staff	1/13/2022 2:06 PM
19	This is the best aquatic facility on the Peninsula and is very well run. You make Menlo proud!	1/13/2022 2:03 PM
20	Well, it's the Tri team at the location that makes me feel more connected.	1/13/2022 1:39 PM
21	We are specifically avoiding most interactions due to COVID.	1/13/2022 1:24 PM
22	Slightly agree, as I have met people at the pool who have become friends.	1/13/2022 1:20 PM
23	My adult daughter and I began coming to lap swim last winter. We both live in San Francisco and, because of the distance, come less frequently now. Love the facility. We still come for occasional lessons and lap swims.	1/13/2022 1:09 PM
24	i live part time at Menlo Park. I do find the people at the Pool are nice and friendly	1/13/2022 1:08 PM

## Q5 My (or my child's) participation in aquatics programs supports a healthy lifestyle.

Answered: 315 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	76.83%	242
Agree	18.41%	58
Neither agree nor disagree	4.13%	13
Disagree	0.32%	1
Strongly disagree	0.32%	1
<b>TOTAL</b>		<b>315</b>

#	COMMENTS	DATE
1	N/A	1/18/2022 1:48 AM
2	I value swimming as a way to manage stress and weight gain particularly with our new reality.	1/17/2022 1:13 PM
3	has not happened due to covid	1/14/2022 11:11 AM
4	The pool has hindered my ability to teach my children to swim.	1/13/2022 10:45 PM
5	My grandkids are all adults.	1/13/2022 8:56 PM
6	We love the aquafit classes, now held 4 mornings a week!	1/13/2022 7:00 PM
7	taking lessons to learn to be water safe	1/13/2022 5:09 PM
8	Swimming is also a mental break, not just exercise. When we had to take a break from swimming because of Pandemic in 2020, I realized that there is a gaping hole that is hard to fill. I wouldn't want to stop swimming since.	1/13/2022 5:00 PM
9	The Aqua Wellness keeps me moving and my joints functioning. My body has missed the	1/13/2022 4:51 PM

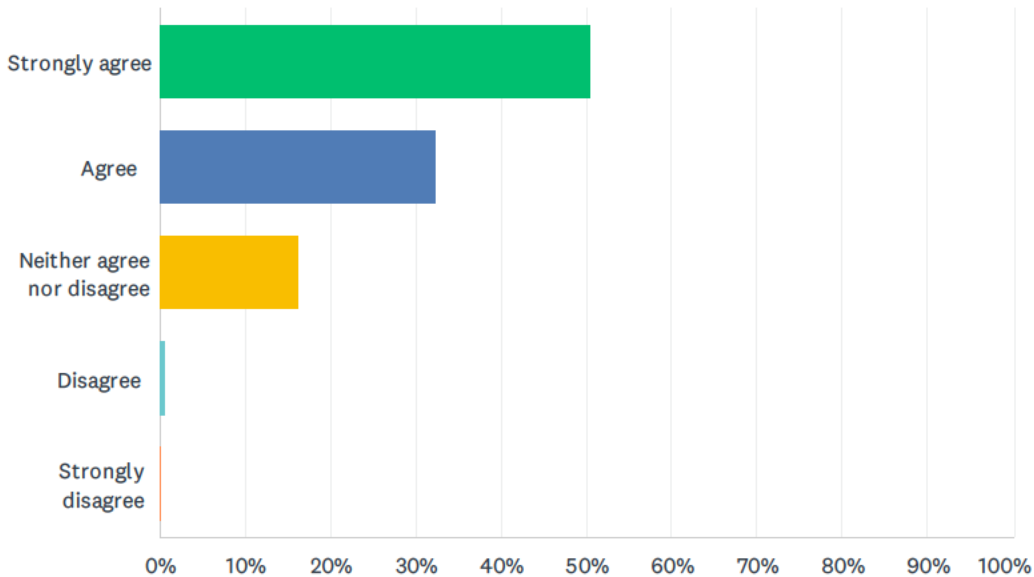
## 2021 Community Survey

since the closure of it due to COVID

10	Swimming laps on Friday mornings has enormous physical and mental health benefits for me.	1/13/2022 3:59 PM
11	Particular thanks to Bruce for the evening swims those 1 1/2 hour session were well worth pulling the covers at the end.	1/13/2022 2:31 PM
12	If private swim lessons were offered during non-school hours I would have said "Agree", however if no classes are offered I cannot say that it is helping my child.	1/13/2022 2:22 PM

## Q6 My participation (or my child's participation) in aquatics programs contributes to my (child's) individual growth and development.

Answered: 315 Skipped: 0

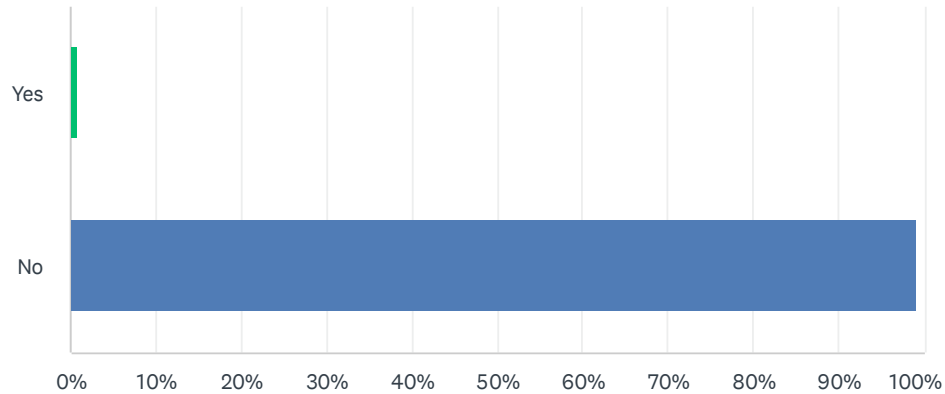


ANSWER CHOICES	RESPONSES	
Strongly agree	50.48%	159
Agree	32.38%	102
Neither agree nor disagree	16.19%	51
Disagree	0.63%	2
Strongly disagree	0.32%	1
TOTAL		315

#	COMMENTS	DATE
1	N/A	1/18/2022 1:48 AM
2	I don't have kids. I agree swimming helps me stay fit but I wouldn't say it changes my growth or development.	1/17/2022 1:13 PM
3	I had my kids on swim team.	1/13/2022 8:56 PM
4	We are definitely getting stronger and more fit!	1/13/2022 7:00 PM
5	n/a	1/13/2022 5:09 PM
6	We develop connections with other seniors in the area. In so doing we are more likely to engage in other events outside of the pool program.	1/13/2022 4:51 PM
7	I'm a senior swimmer, so I don't know how much "growth and development" applies to me. However, pulling laps certainly helps me to maintain body and soul.	1/13/2022 2:24 PM
8	I believe my child was benefiting greatly from participating in private swim classes, however given that those are no longer available I am not seeing the benefit.	1/13/2022 2:22 PM

## Q7 In 2021, were you applicable for any Youth Scholarships from the Beyond Barrier Athletic Foundation?

Answered: 315 Skipped: 0

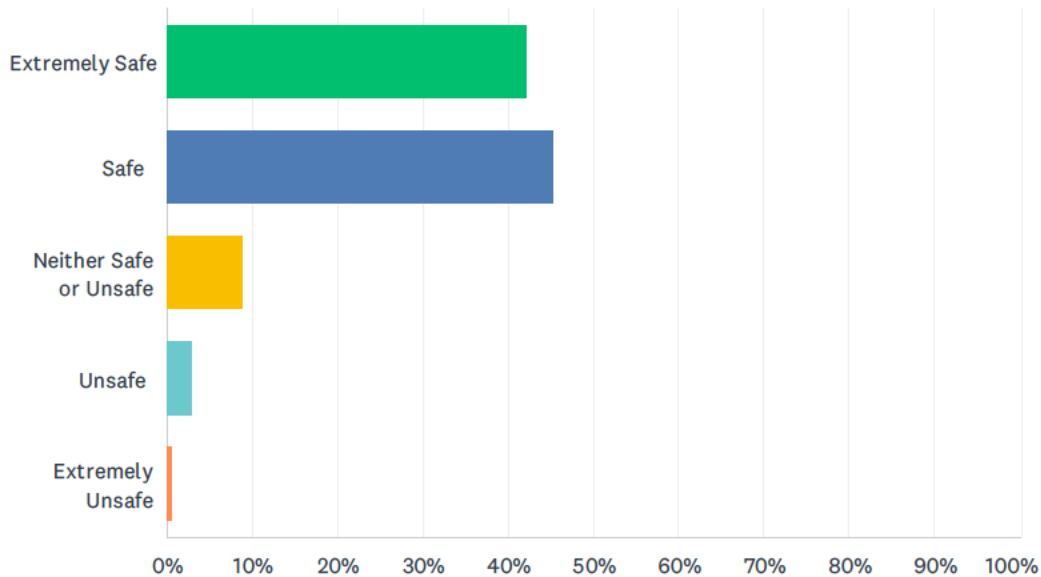


ANSWER CHOICES	RESPONSES
Yes	0.95% 3
No	99.05% 312
TOTAL	315

#	COMMENTS	DATE
1	I'm 65	1/13/2022 10:15 PM
2	Too old	1/13/2022 6:50 PM
3	NA	1/13/2022 5:55 PM
4	Cou d you get back to me about how I can suppo t Youth Scho a sh ps from the Beyond Ba r e Ath et c Foundat on n t at ves? My emp oye has g ft match etc... [REDACTED]	1/13/2022 5:00 PM
5	Not app cab e	1/13/2022 4:09 PM
6	Not su e of quest on based on wo d ng. Shou d t be "e g ble"?	1/13/2022 3:29 PM
7	g ad to see th s quest on, wonde why/what you wi do w th t.	1/13/2022 2:31 PM
8	I'm peased to support BBAF	1/13/2022 2:27 PM
9	Na	1/13/2022 2:25 PM
10	Ve y helpfu fo ou fam es du ing these ve y d ff cu t t mes	1/13/2022 1:52 PM

## Q8 Given our current safety protocols, overall how safe do you feel using the aquatic facility during Covid-19?

Answered: 311 Skipped: 4



ANSWER CHOICES	RESPONSES	
Extremely Safe	42.12%	131
Safe	45.34%	141
Neither Safe or Unsafe	9.00%	28
Unsafe	2.89%	9
Extremely Unsafe	0.64%	2
TOTAL		311

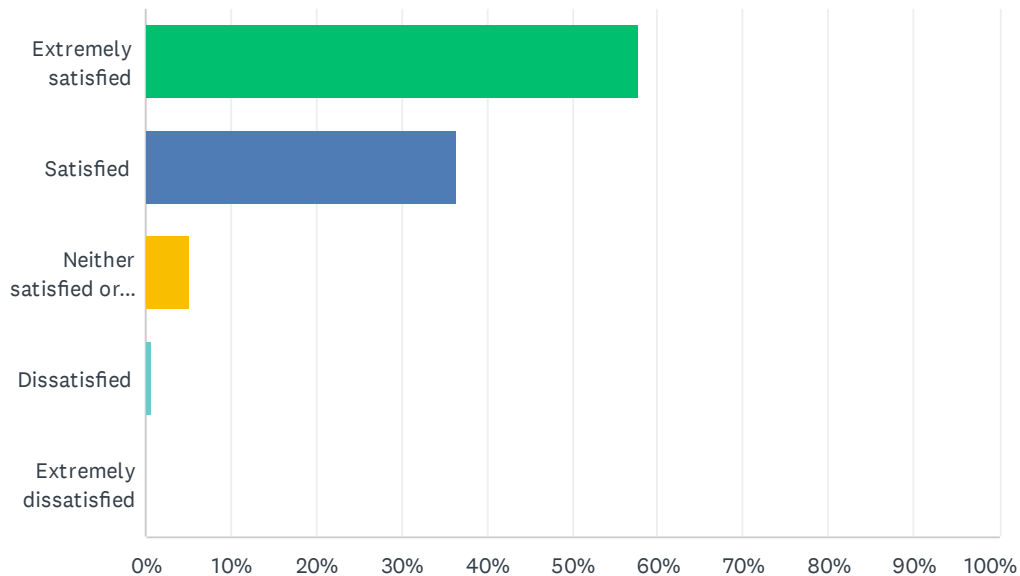
#	COMMENTS	DATE
1	There are times the Masters workouts are so crowded it is clear that safety is not a concern. 10 people in a lane is clearly unsafe.	1/20/2022 12:04 PM
2	We're all so close together in the pool that if anyone swims with covid, with or without knowledge, there's a risk of spread. I don't know that the pool, or any other facility, can 100% control for that. I'm vaccinated and boosted, so I have taken steps to control if I get sick after exposure and that makes me feel safe. And the outside aspect of swimming also helps me feel safe. I've never had any covid symptoms, wear masks, wash my hands a lot, maintain social distance, limit my travels in places with lots of people (including our locker room), and don't have kids in school. But I can never 100% say I haven't picked up a variant that I can pass on to others. That's our new reality. I feel that the pool has done everything to take precautions - including stopping our touching the screen to login to Masters, asking for masks in the lobby, and keeping social events virtual.	1/17/2022 1:13 PM
3	I realize I could catch COVID at the pool, but the benefits of swimming far outweigh that risk.	1/15/2022 12:38 PM
4	The locker room is unsafe Feel safe in pool	1/13/2022 9:22 PM

## 2021 Community Survey

5	I have a pool where I live in a condo.	1/13/2022 8:56 PM
6	I'm very disappointed that you won't require proof of vaccination for masters and lap swimming.	1/13/2022 8:26 PM
7	I don't use the locker rooms because not enough people wear masks.	1/13/2022 7:31 PM
8	This is tough to answer. I've stopped using the locker room during the Omicron surge. But I'm afraid I will get Omicron during lap swimming, but I'm not sure how likely that is. I just keep swimming!	1/13/2022 7:27 PM
9	Because of preexisting health conditions I am very, very careful about going out in a crowd even outside.	1/13/2022 5:53 PM
10	NA	1/13/2022 5:26 PM
11	have been safe so far. ideally pool instructors are wearing shield	1/13/2022 5:09 PM
12	I do wonder if my fellow swimmers are vaccinated and/or got boosters. It'd provide greater peace of mind if I was able to know...	1/13/2022 5:00 PM
13	We have not program as of yet, due to a lack of an instructor.	1/13/2022 4:51 PM
14	As a precaution I don't use showers and bathrooms	1/13/2022 4:23 PM
15	Many guys not wearing masks in men's locker room. I do but not many others doing so.	1/13/2022 4:07 PM
16	I did not use the aquatic facility but would feel safe if I did.	1/13/2022 4:05 PM
17	I feel safer in rinconada locker room. Burger locker room is small kids are around people not wearing masks even though sign asks them to wear a mask	1/13/2022 4:01 PM
18	I do not believe we need stricter protocols.	1/13/2022 2:41 PM
19	Please do not make the regulations any more strict than they are.	1/13/2022 2:36 PM
20	I am very surprised that Menlo Swim decided to focus their offerings in swim team programs (including youth swim teams) where social distancing is not possible and there are kids from different schools swimming together. At the same time the number of private lessons has decreased. This in my opinion is counter-intuitive because private lessons are more safe than swim teams.	1/13/2022 2:22 PM
21	Feeling a little less safe recently with the onset of omicron. Especially fi the pool is crowded.	1/13/2022 2:03 PM
22	I always walk by some guy seated inside lobby at table with a laptop on south side of lobby with no mask. I'm very concerned about locker room where half of men do not have masks on and not in shower	1/13/2022 1:53 PM
23	I realize there is risk of exposure in the pool during Masters swimming as we congregate during instructions, and while showering. With the high vaccination rate in our area, I am confident that the risk I pose to other (I am fully vaxxed) and other pose to me is acceptable.	1/13/2022 1:43 PM
24	Some people don't wear masks in the locker room.	1/13/2022 1:43 PM
25	preferred the lap swim sign up process rather than showing up and sharing a lane (especially with omicron)	1/13/2022 1:30 PM
26	I feel a little less safe now than before, since there are so many young kids all in one place.	1/13/2022 1:24 PM
27	Facility is not ADA accessible	1/13/2022 1:20 PM
28	I wish the restrooms & locker rooms felt more ventilated.	1/13/2022 1:13 PM
29	I prefer reserving lanes over dropping in during Covid. This allows me to get a better idea of how many people to expect at the pool & in my lane.	1/13/2022 1:08 PM
30	I haven't used the facilities for 2 years and hope to restart soon	1/13/2022 1:05 PM

## Q9 Overall, how satisfied are you with our Lifeguards?

Answered: 312   Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely satisfied	57.69%	180
Satisfied	36.54%	114
Neither satisfied or dissatisfied	5.13%	16
Dissatisfied	0.64%	2
Extremely dissatisfied	0.00%	0
<b>TOTAL</b>		<b>312</b>

#	COMMENTS	DATE
1	The lifeguards are always so friendly to patrons. Thank you for brightening our days.	1/19/2022 11:26 PM
2	A-1 group!! Competent AND friendly? Always helpful as well.	1/16/2022 11:32 PM
3	They have been great thru the pandemic - amazing you've been able to keep it all staffed.	1/16/2022 11:07 PM
4	not much interaction. they are not so friendly though. a smile even a good morning would help that	1/16/2022 9:28 AM
5	very friendly and polite	1/16/2022 12:23 AM
6	Your staff is great, especially the staff that worked at Belle Haven pool	1/16/2022 12:14 AM
7	It seemed that different life guards had different rules. It would be great if it was consistent.	1/15/2022 12:41 AM
8	Very nice people	1/13/2022 11:06 PM
9	There were none during class.	1/13/2022 8:56 PM
10	wish they wore masks	1/13/2022 8:09 PM

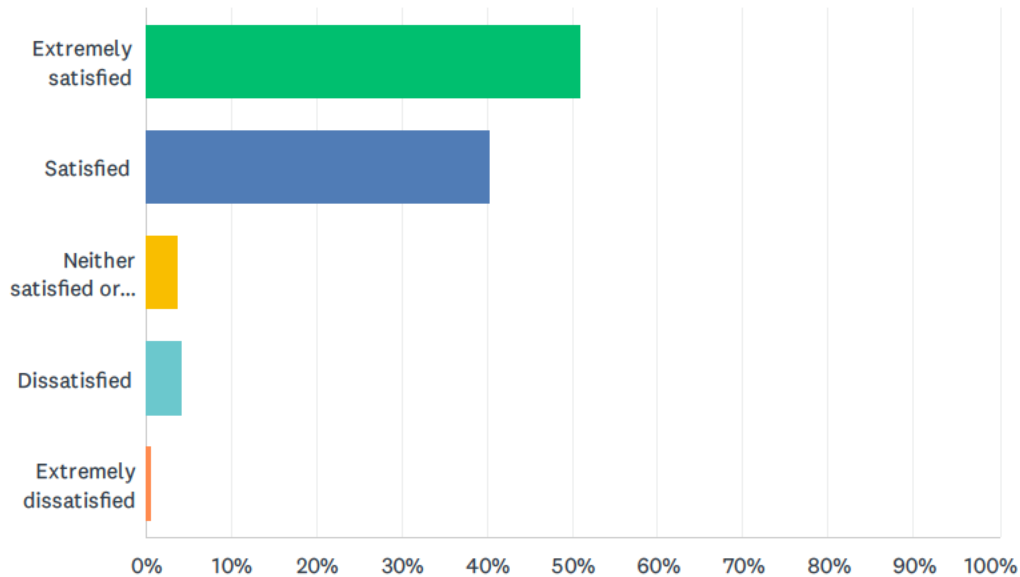


## 2021 Community Survey

11	NA	1/13/2022 5:26 PM
12	When I was in the program I was satisfied	1/13/2022 4:51 PM
13	I constantly see them chatting, not focused on the pool. I feel that I have to watch my children the whole time. I have had two incidences where my children have gone under and if I did not intervene it would have been a bad situation.	1/13/2022 3:44 PM
14	Have observed some on their phones during lifeguarding	1/13/2022 3:30 PM
15	The summer guards this past summer seemed very hesitant. They were diligent with their posts but always seemed nervous but not confident	1/13/2022 3:24 PM
16	The Best!	1/13/2022 3:15 PM
17	they are all smiling, helpful and engaging.	1/13/2022 2:35 PM
18	They are almost all uniformly courteous, alert and helpful. During the trying conditions of the COVID restrictions, they did a good job of enforcing the safety protocols with diplomacy and good humor.	1/13/2022 2:24 PM
19	Excellent staff and very friendly.	1/13/2022 2:03 PM
20	I have such poor vision that I can't really see them.	1/13/2022 1:43 PM
21	No issues.	1/13/2022 1:39 PM
22	the lifeguards are outstanding and incredibly supportive	1/13/2022 1:33 PM
23	Very competent staff, many thanks!	1/13/2022 1:10 PM
24	I appreciate the lifeguards, but I have not had much direct experience interacting with them. They all seem friendly and engaged in keeping the pool safe. I like when they walk around the pool area (versus sitting in the chairs)	1/13/2022 1:07 PM

## Q10 Overall, how satisfied are you with our level of communication at Menlo Swim & Sport?

Answered: 312 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely satisfied	50.96%	159
Satisfied	40.38%	126
Neither satisfied or dissatisfied	3.85%	12
Dissatisfied	4.17%	13
Extremely dissatisfied	0.64%	2
TOTAL		312

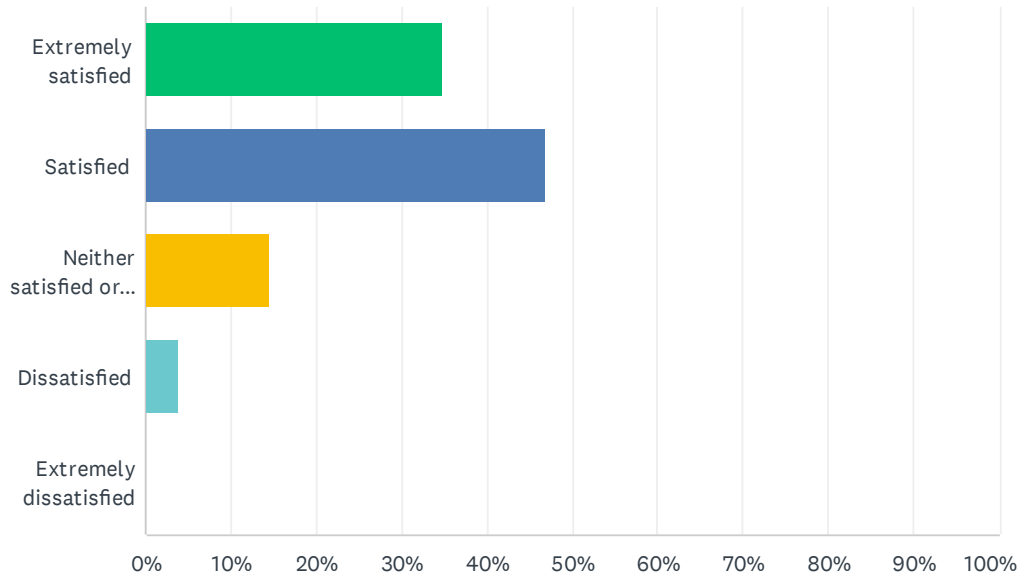
#	COMMENTS	DATE
1	We've had multiple customer service emails go unanswered this year. Booking swim lessons has at various times over the past 24 months been extremely difficult (waking up at midnight to log in and book, or logging in at noon on a workday when lesson schedules are released, racing other parents to book slots). We've shown up at the pool thinking we'd booked with one instructor, only to realize we been assigned to another. When we book lessons online with a particular instructor, the transaction receipt needs to INCLUDE the name of the instructor in the confirmation email. If Team Sheep reserves the right to switch instructors on the fly, that is perfectly fine, but clients should be notified ahead of time of the change and given the option of a refund or reschedule.	1/15/2022 2:31 PM
2	Except relating about the horrible women's locker facility went on deaf ears.	1/13/2022 8:56 PM
3	VERY DISAPPOINTED IN THE LACK OF OPTIONS FOR OLDER ADULTS NEEDING WELLNESS FITNESS/THERAPY ORIENTED AQUAFIT	1/13/2022 5:26 PM
4	There are occasional lane closures due to Life Guard training or sports-team change of schedule which are not communicated	1/13/2022 4:23 PM

## 2021 Community Survey

5	I'm unclear on if I need a new card with the new registration/payment system	1/13/2022 3:28 PM
6	I wish that when there were updates to the schedule you sent out an email.	1/13/2022 3:26 PM
7	Generally communications are good, but there were some snafus during the switchover of systems. That having been said, whenever I sent a note to the staff, I got a prompt reply, and usually a well-reasoned explanation for the situation.	1/13/2022 2:24 PM
8	There were delays in communicating the class schedule for 2022 where swim schedule wasn't known until the second week of January 2022.	1/13/2022 2:22 PM
9	It would be great if we were automatically signed up for all the relevant newsletters and emails when we sign up in a program	1/13/2022 2:02 PM
10	I have called and emailed asking to talk to someone many times and I get zero response.	1/13/2022 1:55 PM
11	Great information sent in a positive, professional, and compassionate manner.	1/13/2022 1:41 PM
12	Too much! About programs not relevant to me and closures. About 1/2 as many emails would be nice.	1/13/2022 1:39 PM
13	Emails and complaints go completely unanswered.	1/13/2022 1:20 PM
14	The lack of instruction for new swimmers, and those learning strokes is heartbreaking. The lack of communication about how this will be solved is also heartbreaking. The lack of communication about making more pool time available to open swim so parents can teach their kids to swim is just saddening.	1/13/2022 1:15 PM
15	You've done a great job keeping us informed of operations and safety during Covid.	1/13/2022 1:13 PM
16	For Master.'s swimming updates, I do not receive email updates, despite submitting my email multiple times.	1/12/2022 11:59 PM

## Q11 Overall, how satisfied are you with our online presence and website experience?

Answered: 311    Skipped: 4



ANSWER CHOICES	RESPONSES	
Extremely satisfied	34.73%	108
Satisfied	46.95%	146
Neither satisfied or dissatisfied	14.47%	45
Dissatisfied	3.86%	12
Extremely dissatisfied	0.00%	0
TOTAL		311

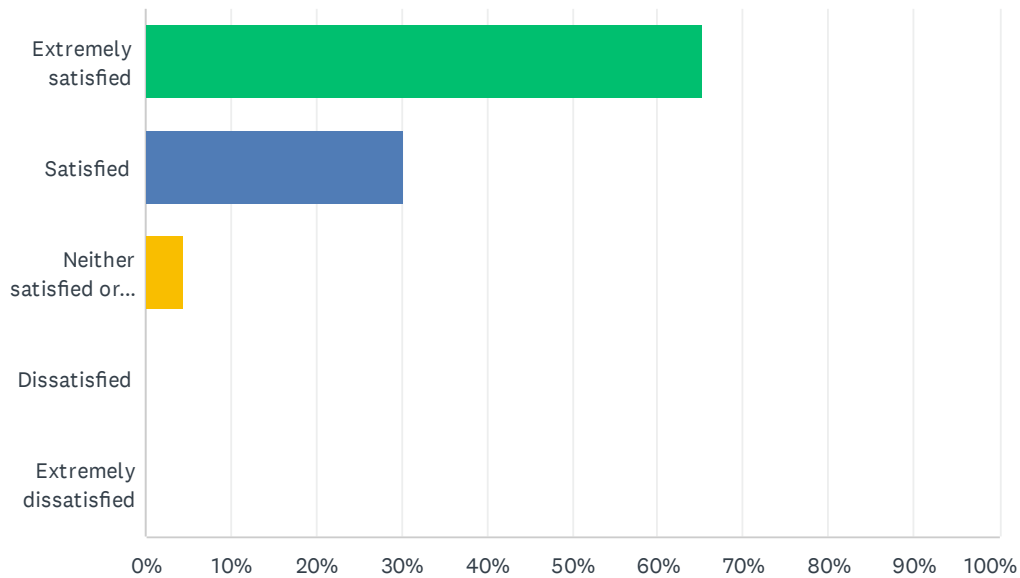
#	COMMENTS	DATE
1	Changing account info is very cumbersome.	1/20/2022 12:04 PM
2	The new swim lesson booking site is lacking some filtering options (e.g. filter by coaches).	1/19/2022 11:26 PM
3	could be updated more frequently	1/17/2022 4:07 PM
4	I don't use the website much. I just show up	1/16/2022 11:43 PM
5	I only visit for scheduling	1/16/2022 11:32 PM
6	The new reservation system for swim lessons might be improved by adding more filters including 'Instructor' filter.	1/15/2022 6:19 PM
7	See above about racing other parents to book lessons.	1/15/2022 2:31 PM
8	Switch to new online platform seemed unnecessary	1/14/2022 9:42 PM
9	I have found it challenging to find what I was looking for.	1/14/2022 3:39 PM

## 2021 Community Survey

10	Locker room People not masked	1/13/2022 9:22 PM
11	the perfectmind system could be better, but overall I think the site is pretty good.	1/13/2022 7:31 PM
12	was not getting Team emails for a time but that was solved	1/13/2022 6:51 PM
13	NA	1/13/2022 5:26 PM
14	would be nice to have app service to book swim lessons.	1/13/2022 5:09 PM
15	Online is the way of the future. Us seniors are doing our best to stay up with the times!	1/13/2022 4:51 PM
16	I really do not look at the website	1/13/2022 2:38 PM
17	timely and well written	1/13/2022 2:27 PM
18	The web presence is good. However, I do miss the convenience of having an iPhone app.	1/13/2022 2:24 PM
19	web site should be improved	1/13/2022 2:10 PM
20	I loved being able to reserve a lane! I was sad to see that feature end. I haven't been back to the pool since that stopped.	1/13/2022 2:07 PM
21	It is often out of date	1/13/2022 1:57 PM
22	It's so hard to know what's going on with private lessons. I was checking daily and then suddenly lessons were there but booked for months. So frustrating.	1/13/2022 1:55 PM
23	Some inconsistent info on the website.	1/13/2022 1:39 PM

## Q12 Overall, how satisfied are you with our front desk service?

Answered: 311    Skipped: 4



ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	65.27%	203
Sat sf ed	30.23%	94
Ne the sat sfied or d ssat sfied	4.50%	14
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		311

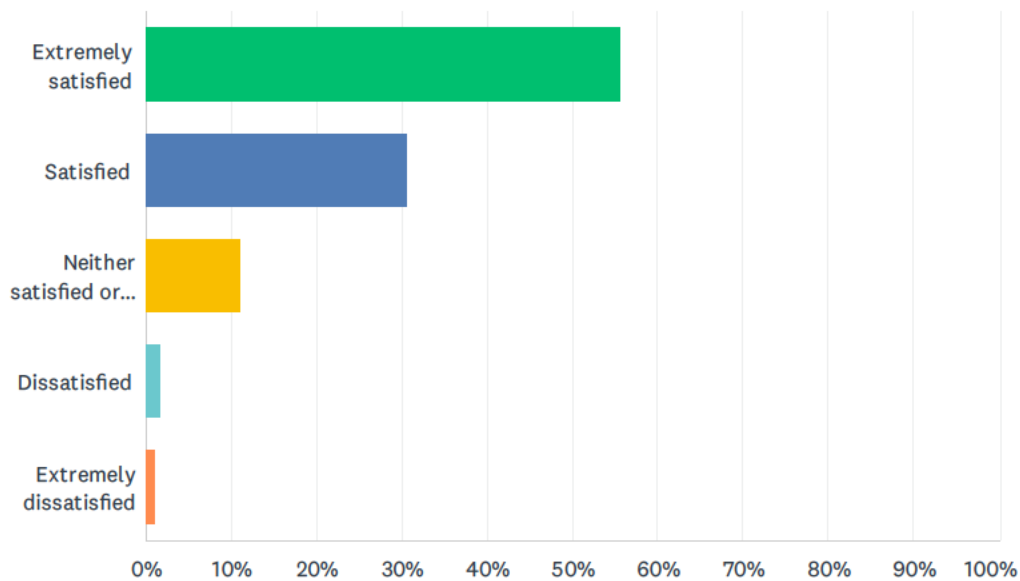
#	COMMENTS	DATE
1	The people at the front desk are always friendly to patrons. Thank you for brightening our days!	1/19/2022 11:26 PM
2	It would be useful to be able to call the pool and have someone answer questions over the phone.	1/18/2022 1:12 PM
3	The front desk staff are the friendliest!	1/17/2022 7:43 PM
4	Love the front desk staff. Justin's my favorite.	1/16/2022 11:43 PM
5	Excellent customer facing! They greet me by name ;)	1/16/2022 11:32 PM
6	some are grumpy; some are nice. please ask that all be nice or get out of front facing customer service. it is not my fault you had to get up early.	1/16/2022 9:28 AM
7	the young people are always very helpful	1/16/2022 12:23 AM
8	Not all staff is equally knowledgeable about programs but they try to help for sure which I appreciate.	1/15/2022 6:19 PM
9	They are very helpful and friendly.	1/14/2022 3:39 PM

## 2021 Community Survey

10	So friendly!!	1/13/2022 11:07 PM
11	Front desk is always nice	1/13/2022 10:45 PM
12	When it's available.	1/13/2022 7:54 PM
13	Your front desk staff is excellent - polite, friendly, and helpful!	1/13/2022 7:00 PM
14	Super friendly staff who are always very welcoming 😊!	1/13/2022 6:36 PM
15	The early morning team are truly "greeters" to everyone, cheery and helpful even though the sun isn't up yet! Amazing!	1/13/2022 6:01 PM
16	Very welcoming	1/13/2022 5:42 PM
17	NA	1/13/2022 5:26 PM
18	always friendly	1/13/2022 5:09 PM
19	When I was attending regularly - I was ever so impressed how considerate and kind the front desk staff was- very helpful to us old folks. Sure hope they are still there if and when we can return.	1/13/2022 4:51 PM
20	just OK, present	1/13/2022 4:12 PM
21	The Best!	1/13/2022 3:15 PM
22	Justin is amazing	1/13/2022 2:40 PM
23	The greeters are so nice!	1/13/2022 2:36 PM
24	I often see Justin cleaning the lobby and getting rid of spiderwebs. He goes above and beyond	1/13/2022 2:35 PM
25	Justin is in a class of his own. Thanks so much with transition from one platform to another. and Thomas is a welcoming presence	1/13/2022 2:31 PM
26	always very courteous and helpful	1/13/2022 2:27 PM
27	Uniformly well-informed and courteous.	1/13/2022 2:24 PM
28	Kathy is great	1/13/2022 1:57 PM
29	Kathy is amazing, great customer service	1/13/2022 1:52 PM
30	Very cheerful and helpful — everyone.	1/13/2022 1:39 PM
31	Everyone is always very welcoming and helpful	1/13/2022 1:15 PM
32	Always friendly, helpful and pleasant. Great front desk team!	1/13/2022 1:04 PM

## Q13 Overall, how satisfied are you with our Customer Service?

Answered: 307   Skipped: 8



ANSWER CHOICES	RESPONSES	
Extremely satisfied	55.70%	171
Satisfied	30.62%	94
Neither satisfied or dissatisfied	11.07%	34
Dissatisfied	1.63%	5
Extremely dissatisfied	0.98%	3
TOTAL		307

#	COMMENTS	DATE
1	good email communication when i needed to interact	1/16/2022 9:28 AM
2	I can hardly reach someone via phone lately. When I email, I always get a response but it just doesn't work for time sensitive questions.	1/15/2022 6:19 PM
3	Kathy has been very kind and helpful!	1/15/2022 12:45 AM
4	Really hoped you would bring Sheralee Beebe back for Aquafit program	1/14/2022 8:40 PM
5	Thank you Kathy!!!	1/14/2022 10:13 AM
6	Very helpful	1/13/2022 5:42 PM
7	SEE COMMENTS ABOVE RE LACK OF PROGRAMS	1/13/2022 5:26 PM
8	friendly responsive	1/13/2022 5:09 PM
9	This is too hard to answer- The staff member who led our class has not been asked to return and this seems totally unfair- especially when we are told that there is a shortage of aqua teachers.	1/13/2022 4:51 PM

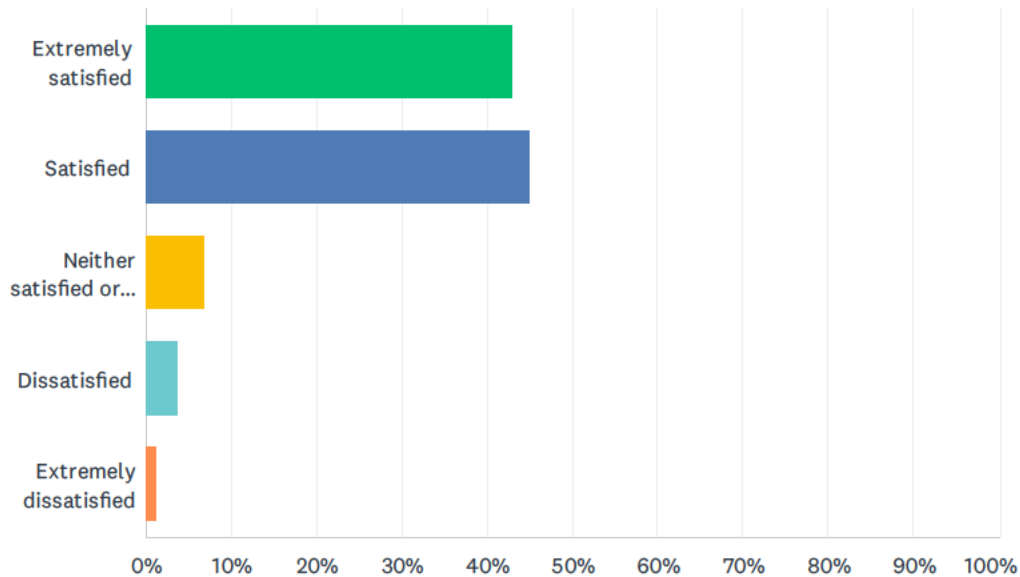


## 2021 Community Survey

10	It would be nice if the turn around time for customer service calls was a bit shorter.	1/13/2022 4:28 PM
11	I have not used it.	1/13/2022 4:05 PM
12	Very responsive!	1/13/2022 3:15 PM
13	thank you Kathy and anyone else that responds so quickly and calmly to our questions.	1/13/2022 2:31 PM
14	very proactive in sorting out account issues with the transition to the new system	1/13/2022 2:27 PM
15	We have complained about the lack of swim lessons and asked for more open swim spots. However, Customer service has provided non-useful answer that Menlo Swim is focusing on the swim team. No answer about open swim.	1/13/2022 2:22 PM
16	I know it's a tough time but, I really could use a call back when I call.	1/13/2022 1:55 PM
17	Kathy is great and very helpful	1/13/2022 1:52 PM
18	Kathy has been great	1/13/2022 1:39 PM
19	No answers to questions via email or in person. Completely ignored!	1/13/2022 1:20 PM
20	The lack of instruction for new swimmers, and those learning strokes is heartbreaking. The lack of communication about how this will be solved is also heartbreaking. The lack of communication about making more pool time available to open swim so parents can teach their kids to swim is just saddening.	1/13/2022 1:15 PM
21	Very fast to answer any questions I may have	1/13/2022 1:15 PM
22	Haven't used it	1/13/2022 1:05 PM
23	Terrific service! Thank you!	1/13/2022 1:04 PM

## Q14 Overall, how satisfied are you with our water quality consistency in the pools?

Answered: 309 Skipped: 6



ANSWER CHOICES	RESPONSES	
Extremely satisfied	43.04%	133
Satisfied	44.98%	139
Neither satisfied or dissatisfied	6.80%	21
Dissatisfied	3.88%	12
Extremely dissatisfied	1.29%	4
TOTAL		309

#	COMMENTS	DATE
1	There is so much chlorine	1/20/2022 12:45 PM
2	There is little difference between the performance pool and lesson pool in terms of temperature. Often the water is cloudy and causes severe dry mouth. I do not have this problem at Rinconada.	1/20/2022 12:04 PM
3	Pools may need a refresh given it's showing wear and tear	1/19/2022 9:21 PM
4	Water needs to be cleaned more often. Water is way too warm and salty in the instructional pool and it is really hard to swim in that pool. The instructional pool should be the same temperature as the performance pool so it is possible to swim in for normal people.	1/19/2022 3:02 PM
5	The chemicals ruin swimsuits.	1/18/2022 1:12 PM
6	The water in the training (warm) pool is much saltier than in the performance pool. Not sure this is intended.	1/18/2022 2:29 AM
7	Can be too hot in the performance pool at times.	1/17/2022 8:18 PM

## 2021 Community Survey

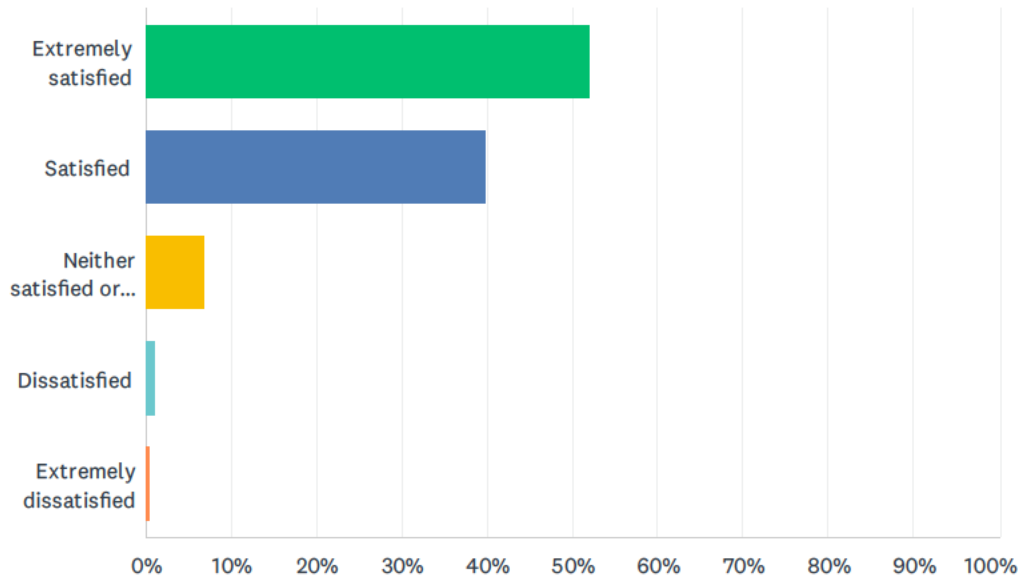
8	There consistently seems to be a lot of debris in the performance pool	1/17/2022 2:01 PM
9	I swim pretty consistently in the early morning. Some days I am fine after a swim. Other days I suspect the chlorine level is high because my allergies act up so badly that I can't stop sneezing and my nasal passageway seems to get swollen. This symptom only resolves after being out of the water for 18 or so hours.	1/17/2022 1:19 AM
10	Outstanding water and deck maintenance	1/16/2022 11:32 PM
11	There are too many leaves at the bottom of the performance pool.	1/15/2022 1:17 PM
12	Most of the time the Performance pool is too warm.	1/14/2022 3:39 PM
13	So much chlorine! Would UV filtration, pool RX, or another technique help reduce the need for chlorine? I understand that the high water temperature increases the need for chlorine, but was hoping a combination of other methods could help as well.	1/14/2022 1:03 PM
14	Chlor seems to be very strong.	1/14/2022 11:11 AM
15	sometimes cold, sometimes freezing	1/14/2022 12:42 AM
16	The Burgess instruction pool water quality seems poorer compared to the performance pool's (especially when former's filtration can't keep up with the dissolved sunscreen). Would be great to be able to enjoy equally clean water in both. (Not sure what it would take, e.g. new filtration system —but would love to see a community conversation on this.)	1/13/2022 8:26 PM
17	sometimes chlorine level is out of balance in the hot pool resulting in skin rashes	1/13/2022 8:09 PM
18	almost always too hot	1/13/2022 7:18 PM
19	sometimes the water has a strong chemical smell.	1/13/2022 7:00 PM
20	Pool temps have been low on rare occasions	1/13/2022 6:51 PM
21	For me the performance pool is too warm. I know that some swimmers like it warm and some swimmers like it warmer. You can't please everyone.	1/13/2022 6:18 PM
22	NA	1/13/2022 5:26 PM
23	When I was there it was great	1/13/2022 4:51 PM
24	The water temp used to run on the colder side. I have noticed in the last months that it has improved.	1/13/2022 4:15 PM
25	Instruction pool has been below normal temperature more often than not recently. PLEASE turn up the thermostat.	1/13/2022 3:39 PM
26	Instructional pool is just too hot and salty. When lap lanes in performance are taken, the Instructional pool is not a valid option for me	1/13/2022 3:34 PM
27	Too hot in performance pool	1/13/2022 3:32 PM
28	The competition pool is always too warm.	1/13/2022 2:56 PM
29	Not sure what you use, but leaves my skin itchier than other pools.	1/13/2022 2:44 PM
30	It can be too hot in the performance pool which is dangerous for those that are working hard and have heart conditions. Leave it uncovered and pay the fee for the evaporation.	1/13/2022 2:41 PM
31	Way better than the Stanford pool I used to swim in, which was totally gross.	1/13/2022 2:36 PM
32	albeit a bit warm (hot) the clarity and overall quality is really good. Thank you!	1/13/2022 2:31 PM
33	appreciate the priority given to good water, good chemicals, temperature monitoring and safety/maintenance for the equipment	1/13/2022 2:27 PM
34	every once in awhile the warm pool is not warm enough, but this winter its been fairly consistently warm.	1/13/2022 2:10 PM
35	Sometimes it seems that the pool has too much chlorine	1/13/2022 2:02 PM
36	There has been problems with the diaper requirement and contamination in warm pool	1/13/2022 1:57 PM

## 2021 Community Survey

37	on at least one occasion I left with a completely bleached bathing suit and burning eyes	1/13/2022 1:48 PM
38	Somewhere between extremely satisfied and satisfied; only very rarely is it too cold	1/13/2022 1:20 PM
39	Often temperature of water is not warm enough or too much chlorine	1/13/2022 1:16 PM
40	I feel things are clean and constantly being maintained	1/13/2022 1:15 PM
41	The hot pool pretty gross - very salty! The performance pool is great.	1/13/2022 1:13 PM
42	Again haven't used it for 2 years	1/13/2022 1:05 PM
43	The high level of chemicals in the performance pool leaves my eyes in extreme pain for at least 1/2 a day	1/13/2022 12:45 AM
44	Why do adults pee in the pool rather than the toilet?	1/12/2022 11:59 PM
45	Water chemistry is off Difficult to play polo without extreme eye irritation	1/12/2022 9:20 PM
46	As a water polo player, it's pretty hard on the eyes.	1/12/2022 8:30 PM

## Q15 Overall, how satisfied are you with deck and general cleanliness of the facility outside?

Answered: 311 Skipped: 4



ANSWER CHOICES	RESPONSES	
Extremely satisfied	52.09%	162
Satisfied	39.87%	124
Neither satisfied or dissatisfied	6.75%	21
Dissatisfied	0.96%	3
Extremely dissatisfied	0.32%	1
TOTAL		311

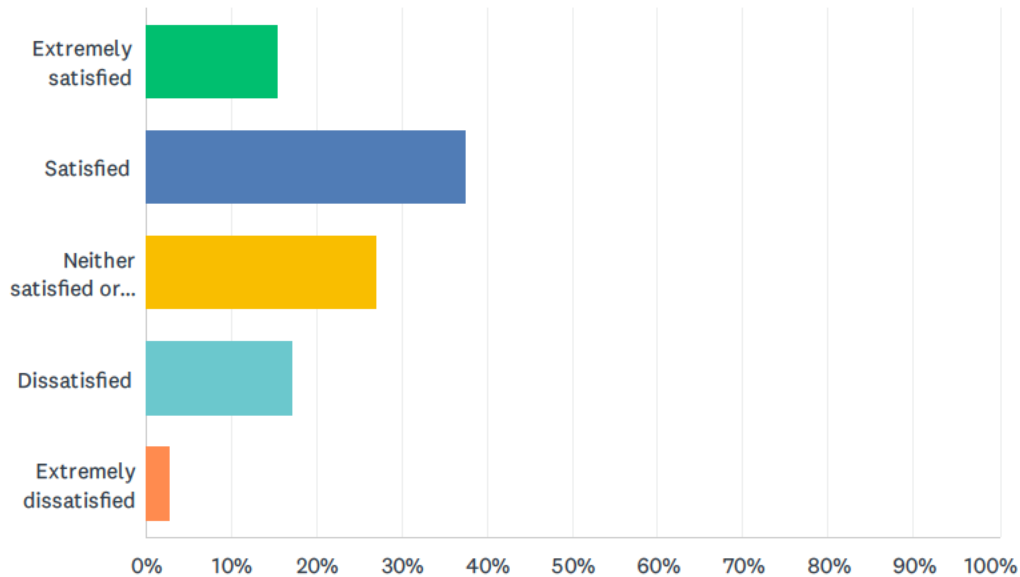
#	COMMENTS	DATE
1	The facilities are pretty old and don't seem to be sufficiently cleaned.	1/18/2022 1:12 PM
2	deck and pools seem to need some investments	1/16/2022 12:23 AM
3	There are some rusty metal pieces embedded in the concrete which should be removed	1/14/2022 9:42 PM
4	The pool deck needs to be resurfaced as the concrete is rough & showing signs of age.	1/14/2022 9:23 AM
5	The women's locker room was awful!!!!	1/13/2022 8:56 PM
6	You all do a great job cleaning the deck and pool. Sometimes there are items left in lockers that need to be removed so others can use the lockers the next day.	1/13/2022 7:00 PM
7	Steve does a good job	1/13/2022 5:42 PM
8	NA	1/13/2022 5:26 PM
9	Great	1/13/2022 4:51 PM

## 2021 Community Survey

10	noticed nothing concerning	1/13/2022 4:12 PM
11	parts of the deck are corroded.	1/13/2022 3:24 PM
12	The deck needs resurfacing in a big way	1/13/2022 2:38 PM
13	great job with keeping leaf litter out of the pool, a constant challenge. The pool is always tidy, with adequate storage of swim gear	1/13/2022 2:27 PM
14	The deck is a little "rough" in places, but that's understandably low on priorities for spending maintenance dollars.	1/13/2022 2:24 PM
15	Locker rooms not so much, especially after many children have been to pool	1/13/2022 1:57 PM
16	Deck could use some resurfacing. Very rough in places.	1/13/2022 1:43 PM
17	Suggestion: more ways to exit the performance pool for those who can't exit the pool from the edges. Temporary ladders?	1/13/2022 1:39 PM
18	But I wish you would not use a gas blower; the fumes are disturbing	1/13/2022 1:20 PM
19	Haven't used it for 2 years	1/13/2022 1:05 PM
20	deck is showing its age, access covers missing, cracking, cement surface deteriorating in places, etc	1/12/2022 8:30 PM

## Q16 Overall, how satisfied are you with locker rooms and showers in terms of cleanliness, amenities and space?

Answered: 291 Skipped: 24



ANSWER CHOICES	RESPONSES	
Extremely satisfied	15.46%	45
Satisfied	37.46%	109
Neither satisfied or dissatisfied	27.15%	79
Dissatisfied	17.18%	50
Extremely dissatisfied	2.75%	8
TOTAL		291

#	COMMENTS	DATE
1	The shower and locker rooms could use some brighter light and improved cleanliness.	1/19/2022 11:26 PM
2	Not used at all during covid. When I last used them they need a refresh..and probably expansion either inside or outside near the pool	1/19/2022 9:21 PM
3	The tile in the women's showered is filthy and needs professional deep cleaning. Bathroom stalls are rusted and in bad shape.	1/17/2022 7:43 PM
4	I only use the facilities if I really need them. But on the rare case when I go in, they're clean.	1/17/2022 1:13 PM
5	Men shower's are partially broken for a while	1/17/2022 12:16 PM
6	I don't come because of the locker room! Ron Canada has admirable locker rooms.	1/16/2022 11:43 PM
7	Would love to see working hair dryers! Would love to see more racks in the showers for setting our plastic bottles of shampoo, etc	1/16/2022 11:32 PM
8	The outdoor showers could use a new showerhead - I am happy to buy and install one ;)	1/16/2022 11:07 PM

## 2021 Community Survey

9	There is always hair stuck in the drains. The floor is always wet	1/16/2022 8:15 PM
10	There are still broken shower stalls and they are been broken for months	1/16/2022 1:48 PM
11	shower repair takes way too long. a shower repair should be done within 24 hours. there is no excuse. i am tempted to do it myself sometimes. one mens room shower was down for months and it is crowded. other showers have issues too. clearly the maintenance people are not attending to this area.	1/16/2022 9:28 AM
12	I do not utilize	1/16/2022 6:28 AM
13	floor is always wet, some showers often not working, locker room can be very crowded	1/16/2022 12:23 AM
14	Showers and toilets are not as lean as I'd like - especially toilet area.	1/15/2022 6:19 PM
15	Love that you have 2 family rooms. I have an older special needs child (11) and as the Dad, it's nice to have that space to help her change or use the bathroom.	1/15/2022 11:29 AM
16	Don't know...never went in there ....COVID	1/15/2022 10:19 AM
17	(1) It would be wonderful to have more space in the women's locker room changing area. While I think we all do our best to make things work right now, if funds were ever available to expand the women's locker room, that would be fantastic. (2) On a different note, I have not felt comfortable using the water extractor in the women's locker room since prior to the pandemic, I regularly saw a patron without a home rinsing out street clothes in the sink and then putting these street clothes in the water extractor. I have not been at the pool for a while so I am not sure if this patron is still doing this. I did not speak up at the time because I have wanted this patron to have what she needs. At the same point in time, I have been very concerned about hygiene--just rinsing out her street clothes before putting them in the water extractor was probably not sufficient to get them totally clean and I have been concerned about whether it was safe for other patrons to then use the water extractor. Again, I am not sure if this is an ongoing situation because I have not been at the pool in a while. And I have felt very conflicted about expressing concern about this situation because I have compassion for this patron without a home and want the best for her, while also wanting the best in terms of cleanliness for everyone.	1/15/2022 12:45 AM
18	N/A	1/15/2022 12:41 AM
19	Never use it	1/14/2022 7:46 PM
20	Space is not good given COVID. I have taken to using the outside shower.	1/14/2022 3:39 PM
21	Womens changing space often full of hair and unclean	1/14/2022 12:19 PM
22	Love the outdoor shower	1/13/2022 11:07 PM
23	Not enough space in womens during busy times and the showers get grody.	1/13/2022 11:06 PM
24	The floors are not clean	1/13/2022 10:45 PM
25	There's no enforcement of mask requirements in the locker rooms, and many people don't wear a mask.	1/13/2022 8:26 PM
26	very clean but somedays there is no soap in the men's showers	1/13/2022 8:09 PM
27	Locker rooms are small and in need of some sprucing up	1/13/2022 7:31 PM
28	Not enough space or showers after workouts, toilets often out of service.	1/13/2022 7:18 PM
29	The women's locker room floor is usually very wet, with dirt and hair visible on the floor for days on end. There really needs to be a thicker and more extensive floor mat in the locker room. Some of the doors to the toilet stalls do not fasten (i.e., doors are out of alignment). The benches are often stacked full of personal items so it is difficult to find a space to use. As a result, most of us in the Aquafit don't use the locker room - we go home in our wet suits and shower/change at home.	1/13/2022 7:00 PM
30	Showers, stalls, sinks and locker rooms would benefit from updating and increasing cleanliness and amenities	1/13/2022 6:51 PM
31	The locker rooms are outdated, floors are slippery and dirty, no private or semi-private changing areas.	1/13/2022 6:50 PM



## 2021 Community Survey

32	don't use it	1/13/2022 6:35 PM
33	Needs updating, but I realize this requires time and resources. I really don't even use the locker room at this point. I like that you allow that homeless lady to shower there and wash her clothes. Very kind.	1/13/2022 5:55 PM
34	Because of COVID-19, I did not use locker room or shower in 2021	1/13/2022 5:42 PM
35	NA	1/13/2022 5:26 PM
36	I have not returned to using the locker room/showers -- those are tight quarters & not appealing with COVID19	1/13/2022 5:15 PM
37	Don't use them given the pandemic	1/13/2022 5:12 PM
38	The locker rooms' cleanliness is also a mirror to the people who visit the place. It'd be good to have a sign above the swimsuit extractor that it slows down by itself, and one should not just throw in the swimsuit for 2 seconds and then rip it out... which puts unnecessary wear and tear to this machine. I've seen this done many times in men's locker room by "hasty people"... :-)	1/13/2022 5:00 PM
39	I have not been in the locker since the pool was shut in 2019- Locker room needed some improvements- as people had fallen in the shower area	1/13/2022 4:51 PM
40	As a precaution I don't use showers and bathrooms	1/13/2022 4:23 PM
41	Don't use them	1/13/2022 4:23 PM
42	The shower in the locker rooms are just okay. We pay a very high price to use the pool for lap swim and for that price, I would expect to see the facilities updated soon.	1/13/2022 4:15 PM
43	Locker rooms are generally clean but showers are not consistent and can run lukewarm which is inconvenient in the winter and unfortunately makes people take longer showers. But we still appreciate the maintenance staff :)	1/13/2022 4:12 PM
44	didn't use	1/13/2022 4:12 PM
45	I have not been using them with Covid	1/13/2022 4:09 PM
46	For a recently built facility, the men's locker room is primitive. The mats don't dispel water. The showers are quirky. The lockers could have set-for-each-use combo locks like Rinconada. I usually wear my swimsuit and a zippered long hoodie and change outdoors.	1/13/2022 4:00 PM
47	Adding the black mats to all areas of the women's locker room including stalls would reduce slipping (perhaps this is a hygiene issue). Providing private areas to change or shower would be a bonus if the space is ever redesigned/constructed.	1/13/2022 3:59 PM
48	Bathrooms are gross.	1/13/2022 3:44 PM
49	I don't use lockers or showers.	1/13/2022 3:42 PM
50	Floor of shower and locker area often covered in hair. Any way to have it mopped daily?	1/13/2022 3:39 PM
51	Door latches for toilets are always broken , hot water varies considy	1/13/2022 3:32 PM
52	Though, seems like a deep clean us in order.	1/13/2022 3:29 PM
53	I haven't been going in them with COVID	1/13/2022 3:28 PM
54	Midday cleaning would be helpful; things are pretty rough by the afternoon.	1/13/2022 3:26 PM
55	They're jenky but they're old, not sure what you could do about it.	1/13/2022 3:25 PM
56	You need to fix the broken shower in men's room. It's been broken for a long time	1/13/2022 3:24 PM
57	An upgrade would be nice, but I also understand that a large budget is needed for that. That said, toilets should be fully functional at all times (has not been always the case).	1/13/2022 3:15 PM
58	Locker room and shower stalls are dirty and cold. Maybe improved lately. At least soap dispensers were fixed or replaced.	1/13/2022 3:14 PM
59	I can't believe there have been no improvements to the locker rooms in the 15+years I've been coming to the pool.	1/13/2022 2:56 PM

## 2021 Community Survey

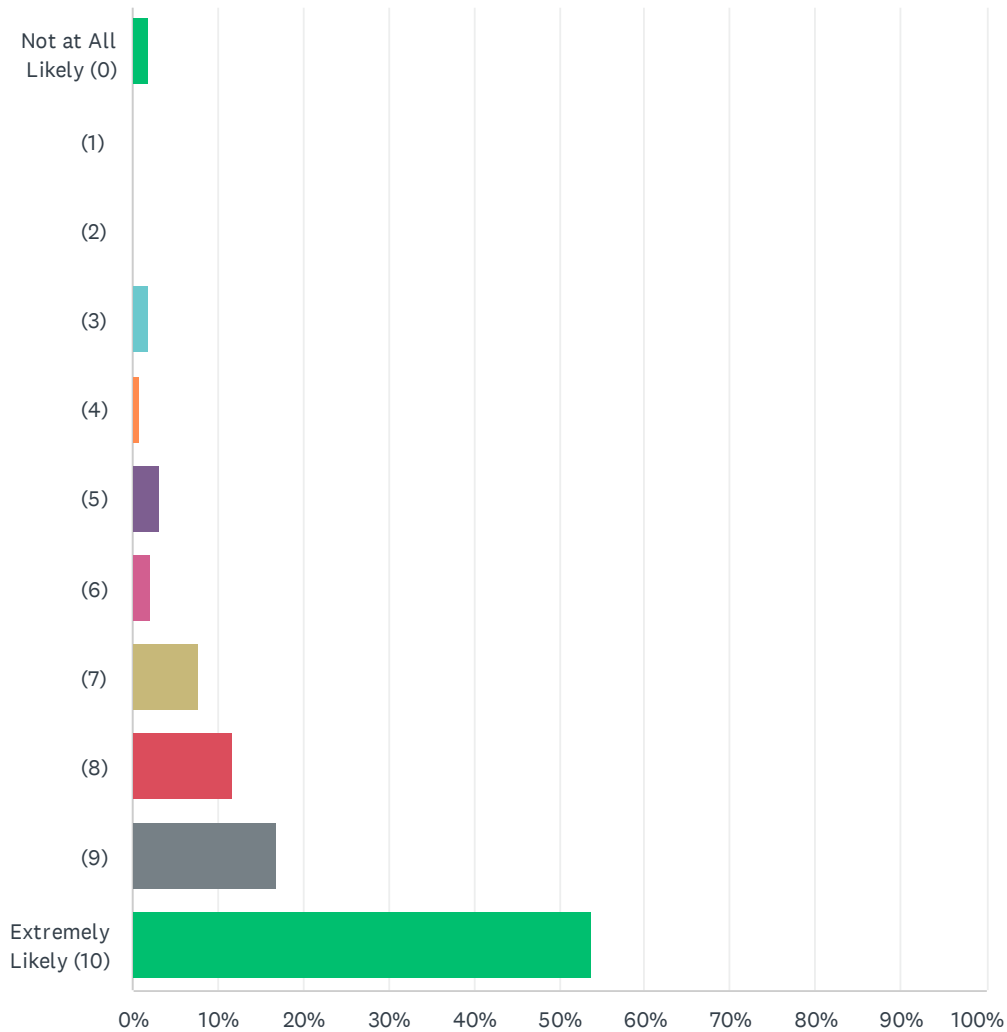
60	Locker area is very tight, esp. in distancing times.	1/13/2022 2:44 PM
61	The lighting is poor. The shampoo/soap is terrible. The water temp varies depending on the stall as does the water pressure.	1/13/2022 2:42 PM
62	It could be updated	1/13/2022 2:36 PM
63	The womans showers could use power washing more often. There is a lot of black mold on the grout.	1/13/2022 2:35 PM
64	good use of limited space, paper supplies and soap are always provided. Shower heads need maintenance, some don't spray and all could be lower water usage.	1/13/2022 2:27 PM
65	Do not use locker rooms	1/13/2022 2:25 PM
66	The locker room in general is in great shape. There are some long-standing problems which seem never to be fixed, such as one inoperable shower head, and in the handicap stall, the failure (for at least 4 months) to replace the low (waist-high) towel holder/hook. This is a true insult to those guys who have the courage/strength of character to wheel themselves to the pool, and then find that "their" shower area isn't fully functional. I've raised this with staff several times, but get no good answer.	1/13/2022 2:24 PM
67	sometimes a little dirty.	1/13/2022 2:21 PM
68	The women's changing area is so small & dark. Love all the showers, though (And the machine that wrings out suits.)	1/13/2022 2:15 PM
69	its an older facility with limited light and that makes it hard to really like it.	1/13/2022 2:10 PM
70	Have not been using locker rooms or showers this past year.	1/13/2022 2:10 PM
71	locker rooms are too small; improve shower nozzles	1/13/2022 2:10 PM
72	Do not use	1/13/2022 2:08 PM
73	I don't use them	1/13/2022 2:06 PM
74	I stopped using the locker room becuz of covid. Previously the shower heads were frequently broken as well as the suit spinner. Cleanliness so-so.	1/13/2022 2:03 PM
75	Slippery floors. Problem with parents + kids competing for space and sometimes lack of consideration for disabled or elderly	1/13/2022 1:57 PM
76	I've always found the locker room floor to be filthy unless someone just cleaned it. I should be cleaned more than once per day. Knock out the east wall and expand the size of locker room. It's far to small and needs ventilization upgrade for Covid-19	1/13/2022 1:53 PM
77	They aren't great facilities, but they are generally clean and functional when I'm there in the morning.	1/13/2022 1:43 PM
78	Most hooks at showers are too high for me to reach! Or, I'm too short! Of course we all know locker rooms are poorly laid out, but can't be helped.	1/13/2022 1:43 PM
79	This is the one thing that keeps me from your facility on a more regular basis. There isn't a clean and dry place for me to dress because the floors and benches are always wet. Also, the lockers are very dirty on the inside. I know you're working with what you have, but I wonder if anything could be done to make it a more welcoming space. Thank you for doing what you have done in the past. Again I know you don't have a lot to work with.	1/13/2022 1:41 PM
80	The restrooms are often really gross. Floors in the locker rooms are puddly and dirty-seeming. And the showers need 1-2 hooks per stall.	1/13/2022 1:39 PM
81	Did not use	1/13/2022 1:31 PM
82	Way too small. Smells bad and not as clean as it could be. Shower heads don't always work properly.	1/13/2022 1:29 PM
83	haven't used the locker rooms this year	1/13/2022 1:29 PM
84	It's just too bad the locker rooms are not larger. Also wish the heat and flow out of the showers was more consistent. If ever you remodel I'd suggest taking out the walls between the showers and then you could add another shower head to each side.	1/13/2022 1:26 PM

## 2021 Community Survey

85	The womens restroom, shower and dressing area is often downright filthy.	1/13/2022 1:25 PM
86	Hard to judge, I try hard to stay outdoors!	1/13/2022 1:24 PM
87	There is often a lot of hair in the shower drains which I totally understand is hard to keep cleared as so many people use the showers. I also notice that the toilets don't always flush adequately so if you aren't paying attention, it isn't always clean for the next person.	1/13/2022 1:22 PM
88	Floor is extremely slippery and doors are not ADA accessible	1/13/2022 1:20 PM
89	N/A I live close enough to change and shower at home.	1/13/2022 1:18 PM
90	Women's locker room and showers are too small for the number of people the pools can hold at any given time.	1/13/2022 1:17 PM
91	Did not use them	1/13/2022 1:16 PM
92	Could be a bit lighter. They look pretty dark right now	1/13/2022 1:15 PM
93	It's somewhat tight.	1/13/2022 1:13 PM
94	don't use locker room	1/13/2022 1:13 PM
95	Haven't used	1/13/2022 1:09 PM
96	I never used them. Maybe when I visit Menlo Park in March 2022, I may use them.	1/13/2022 1:08 PM
97	I don't generally use the locker rooms--the few times I have, I didn't love them (which is one reason I prefer to just go home right after my swim)	1/13/2022 1:07 PM
98	Haven't used it for 2 years	1/13/2022 1:05 PM
99	It could b cleaner. Floors n shower drains!	1/13/2022 1:05 PM
100	The restroom smell like urine and are falling apart, rusted, doors don't shut and the floors are slippery.	1/13/2022 12:45 AM
101	I wish it could be totally remodeled.	1/12/2022 11:59 PM
102	More benches needed in the locker room	1/12/2022 9:36 PM
103	Not enough space and sometimes not that clean	1/12/2022 8:50 PM
104	I always hate locker rooms and feel like I'm standing in a petri dish - it's not you, it's me:)	1/12/2022 8:30 PM

**Q17 Considering your experience with Menlo Swim and Sport, how likely are you to recommend Menlo Swim and Sport to a friend? (0 is not at all likely, 10 is extremely likely)**

Answered: 315 Skipped: 0



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
Not at All Likely (0)	1.90%	6
(1)	0.00%	0
(2)	0.00%	0
(3)	1.90%	6
(4)	0.95%	3
(5)	3.17%	10
(6)	2.22%	7
(7)	7.62%	24
(8)	11.75%	37
(9)	16.83%	53
Extremely Likely (10)	53.65%	169
TOTAL		315

## Q18 What can we do to improve your experience at Menlo Swim &amp; Sport?

Answered: 164 Skipped: 151

#	RESPONSES	DATE
1	more open swim times for community members	1/20/2022 10:23 PM
2	I understand the reason for the price increase for Masters but I still feel the cost and some of my friends cannot afford it.	1/20/2022 12:45 PM
3	The reduction by two lanes for the masters workouts has impacted how crowded they are and one's ability to find the right pace to swim at. Please give back the two lanes at least for the 6-7 times.	1/20/2022 12:04 PM
4	6AM is the busiest time to swim and basically every morning there is crowding in the 2 available performance lanes as well as in the instructional pool. Having to circle and swimming different workouts and different speeds creates a very unsafe swimming environment with risk for collision and injury. All non-masters swimmers are very frustrated with the current situation and only 2 lanes being open for lap swimmers in the performance pool and the instructional pool being way too warm and salty to actually swim in. - Open the performance lane for all from 5AM-6AM so everyone that wants a good workout and is not part of masters can come at that time instead. I know a lot of people that would come at 5AM if this was a possibility. - Leave 4 performance lanes open at all times to lap swimmers and the rest for the clubs. The current 2 lanes left open at times is not sufficient to meet the demand and creates hazardous conditions since lap swimmers have widely different speeds and are swimming different things. - Change the water temperature and salt level of the instructional pool to that of the performance pool. It is not possible to swim in the instructional pool currently because of that.	1/19/2022 3:02 PM
5	Make open swim be much longer! It ended at 5pm on weekends last summer- make it last until 7pm for the community to enjoy.	1/19/2022 1:47 AM
6	The biggest issue we have is that there should be more hours for family swim. We know so many families who are frustrated by the limited family swim time. During COVID when a lot of people aren't comfortable having swim lessons for kids, the families are teaching their children to swim. Also the entire pool should be dedicated to open swim. There are plenty of lap swim lanes and time for lap swimming available. Update the facilities. The pool is often dirty. The locker rooms are really outdated and often dirty. We are thrilled though that they installed new grass around the perimeter! It looks beautiful.	1/18/2022 1:12 PM
7	The locker rooms and pool are not very accessible. There is no disabled parking close to the entrance to the pool and if someone uses a cane, I can't just roll from the parking spot to the pool deck. The locker room isn't safe from slipping/falls due to lack traction on the floor.	1/18/2022 1:48 AM
8	Clean/upgrade the locker rooms and showers!!	1/17/2022 7:43 PM
9	fix the shower(s) in Mens locker room	1/17/2022 5:46 PM
10	more water exercise classes! You have a great program - Hoping it can get back to 5/6/7 times a week. Wonderful teachers. The locker room, however, is terrible. Could use a complete remodel. Showers often dont have soap. Sometimes handles broken. I avoid it.	1/17/2022 4:07 PM
11	I would like a dedicated hour in the evening for lap swimming in the performance pool. I don't think swim teams should have the performance pool for 4pm through 8pm with only 3 lanes available for lap swimmers. At least make 7pm to 8pm fully dedicated to lap swimmers in the performance pool. It feels like swim teams are currently getting more than their fair share of the performance pool.	1/17/2022 2:01 PM
12	It would be a huge loss to go without swimming. You're doing a great job in a challenging time. I'm sure you don't hear it enough - Thank you!!!	1/17/2022 1:13 PM
13	For Masters: Please re-open Tuesday evening swims and all weekday lunch swims	1/17/2022 12:16 PM
14	Don't shut down again please	1/17/2022 12:05 AM



## 2021 Community Survey

15	Keep up what you're doing: tremendous community asset! Bravo!	1/16/2022 11:32 PM
16	1. When sharing lanes would be considerate if people didn't use esp the large fins - it gets already tight in a lane and with a wide fin it is a bit stressful. 2. Not sure how one does this - but I've seen folks come from a run or bike ride, just take off clothes and jump w/o a shower. Probably no solution to this one. 3. In peak times (like 6-8am) in the warm pool I wonder if dedicating a lane for people who are not doing laps might free up more lanes as there are folks who either walk or do exercise.	1/16/2022 11:07 PM
17	Please put in a gap between the 6am and 7am masters workouts. 6am and 7:15am would be perfect.	1/16/2022 3:41 PM
18	more lane availability for lap swimming	1/16/2022 3:15 PM
19	Better cleaning	1/16/2022 1:48 PM
20	train staff to be helpful and friendly and not blame customers because they have to work. it is not my fault so why should i take their moodiness? check showers for operational health daily and do prompt repairs. also allow masters swimmers to drop in for laps if they want.	1/16/2022 9:28 AM
21	Be more mindful of unnecessary lighting, such as above lockers outdoors during daylight hours	1/16/2022 12:38 AM
22	modernize the whole setting	1/16/2022 12:23 AM
23	Just keep doing what you've been doing, at the same high level of service!	1/16/2022 12:14 AM
24	Give us regular swim lesson slots. We're loyal customers. Consistency is a huge part of building the swimming skill set for kids--seeing the same instructor (or, like @ La Petite Baleen, a totally rigid curriculum week to week that ensures consistency) is key. We've had to supplement our Burgess lessons with LPB lessons because of the difficulty of getting Burgess weekend slots. I also think pricing should reflect the instructor's experience level. We pay ~\$75/lesson for lessons with Jacob, and would struggle to justify paying the same for a much less experienced instructor.	1/15/2022 2:31 PM
25	Try to limit contact in masters during swims to limit spread of Covid. Particularly when receiving workout instructions	1/15/2022 1:57 PM
26	Nothing, but please don't close down again! The COVID shutdown was navigated with great expertise, but was a tough time. Even if we have an outbreak, I'd like to keep swimming.	1/15/2022 12:38 PM
27	Thank you for your kindness and for tending to this valuable community facility!!	1/15/2022 12:45 AM
28	Consistency with open swim and lap swim (what's allowed and not). Ex: some lifeguards let you do laps with a child, others don't. (That was one of the things that lead me to get membership in the first place). Some give you toys and say they're for everyone, others say they're reserved for lessons. I have no idea what the real rules or guidelines are. Everytime there's a different lifeguard, there's a new surprise.	1/15/2022 12:41 AM
29	Offer lap swim with more lanes into the evening such as until 9pm	1/14/2022 9:42 PM
30	Bring back Sheralee Beebe	1/14/2022 8:40 PM
31	Fix the showers in the ladies bathroom. Some don't work and some only give you cold water.	1/14/2022 6:35 PM
32	Bring fees back closer to 2019 levels	1/14/2022 2:50 PM
33	Group swim lessons for kids, please!!!	1/14/2022 1:03 PM
34	Offer more small group classes and allowing for longer ahead of time to sign up. Thank you for your great work!	1/14/2022 11:11 AM
35	Grateful for all that you do. A big thank you to Becky and Tim for excellent coaching.	1/14/2022 10:13 AM
36	Locker rooms are really dirty and have been in disrepair for years.	1/14/2022 12:36 AM
37	Why is it so expensive compared to the Palo Alto pool? Adjust the price	1/14/2022 12:35 AM
38	Sheralee is needed there to teach and work with us seniors	1/14/2022 12:25 AM
39	If you offer ISR lessons	1/13/2022 11:53 PM
40	Just maybe tell the masters swimmers not to be nasty and self-important around the non-	1/13/2022 11:06 PM

## 2021 Community Survey

	masters swimmers.	
41	Fix occasional leaks in women's locker room showers.	1/13/2022 11:06 PM
42	Return to 'buying' a lane	1/13/2022 11:05 PM
43	Remind swimmers in the instructional pool maybe with signs that they may need to split a lane. Sometimes people seem annoyed when asked if lane can be shared.	1/13/2022 10:58 PM
44	Swim lessons after school hours. Allow babies to use floatation devices. Allow children to use lap lanes in innermost pool when no lap swimmers are present. Allow parents to teach children to swim!!!!!!	1/13/2022 10:45 PM
45	The concrete deck is getting very rough on my bare feet. Otherwise, keep up the good work.	1/13/2022 10:15 PM
46	More places to hang shampoo and towels and to dress. Curtains on showers since some mom's bring overage boys into the women's locker room	1/13/2022 10:08 PM
47	Locker room improvement and increase safety there	1/13/2022 9:22 PM
48	Have a cleaner and if all possible bigger women's locker room with a few more showers and lots less Coker's.	1/13/2022 8:56 PM
49	Require vaccination for participation. Have consequences for people who violate the rules. Inform us of outbreaks. I'm taking a break from swimming because I don't trust Menlo Masters during the current Covid surge.	1/13/2022 8:26 PM
50	insure that there are at least 2 swimming lanes in the hot pool daily!	1/13/2022 8:09 PM
51	I wish it was easier to reserve a lane or have open swim,	1/13/2022 7:54 PM
52	Locker room is embarrassing...need staff to clean more often than they are doing, equipment is rusting and shabby.	1/13/2022 7:43 PM
53	Reduce monthly membership costs.	1/13/2022 7:27 PM
54	doing a great job; all pool personnel are a pleasure to deal with; thank you	1/13/2022 7:20 PM
55	Lower the temperature of the master's pool. Rinc is much cooler and that makes it possible to swim fast and get a really good workout. Tim Sheepen is a GREAT coach!	1/13/2022 7:18 PM
56	Add more open swim times. Continue to support Aquafit program, perhaps going to 5 days a week.	1/13/2022 7:00 PM
57	You could lower the fees for water polo - and the requirement that the team takes up the whole pool. And, it would be nice to have more than one day available. Thanks for asking!	1/13/2022 7:00 PM
58	Update the locker rooms and amenities	1/13/2022 6:51 PM
59	The prices are too high. I understand that covid has added new constraints but it's prohibitive for a family of four. Also, with funny restrictions like you have to be from the same family or only 2 adults in the "family" group, it's too much. Or that all adults, even ones not swimming, need to pay, that's not fair. We loved the season family passes for the summer. I wouldn't mind a monthly pass if it gave a little of a discount. Separately, the Kim Grant Tennis Camp was terrible. I would encourage going with a different provider for tennis.	1/13/2022 6:50 PM
60	make menlo swim school available on an ongoing basis (not requiring sign ups for 1-time sessions). We took swim lessons for many years at Menlo Swim and sport but gave up in the summer 2021 when we couldn't get lessons for my youngest child at a time that worked for us. We are now going to a different swim school where we were able to get regular lessons on an ongoing basis, which has been very helpful	1/13/2022 6:45 PM
61	Masters swim on Sunday at 6am.	1/13/2022 6:22 PM
62	The locker room is too small. I'm not certain that can be changed. But it is inadequate after a masters workout, particularly when getting ready for work.	1/13/2022 6:18 PM
63	It's a fabulous experience all around—keep up the great work!	1/13/2022 6:01 PM
64	More noon and evening masters workouts! I know, I know...staffing. Other than that, nothing. Keep doing what you're doing. Much appreciated!	1/13/2022 5:55 PM

## 2021 Community Survey

65	Have water fitness for seniors and for those recovering from surgery or those recovering from strokes and other injuries.	1/13/2022 5:53 PM
66	You do fine!!!	1/13/2022 5:42 PM
67	If you want vigorous water workout, Aquafit/Aquacize is good, but for older or diabled participants, we need Aqua Wellness as previously available (before covid).	1/13/2022 5:34 PM
68	Include lap swimming with the masters membership	1/13/2022 5:31 PM
69	PLEASE REINSTATE MULTIPLE DAYS OF WELLNESS AQUAFIT ORIENTED TO OVERALL HEALTH/MOBILITY/FITNESS AND NOT JUST CARDIO	1/13/2022 5:26 PM
70	I'd much prefer having a pass that is charged per swim session rather than one that is a set fee per month.	1/13/2022 5:15 PM
71	have consistently weekly lessons with the same swim instructors. would be nice to have a bubble during winter months.	1/13/2022 5:09 PM
72	Keep rocking!	1/13/2022 5:00 PM
73	Keep smiling and staying healthy!	1/13/2022 4:58 PM
74	Return the Aqua Wellness Classes - PLEASE	1/13/2022 4:51 PM
75	It would be great if you had swag to purchase - tshirts and/or sweatshirts!	1/13/2022 4:28 PM
76	Create an online live lane occupancy tracker. More challenging - line occupancy predictor	1/13/2022 4:23 PM
77	More times and slots for privet swimming classes after 3:00pm	1/13/2022 4:19 PM
78	Over the years, the hours of the pool have been reduced and the price has increased. In the summer, the pool used to remain open until 6 pm, and winter closer was 5 pm. On top of that, the price is astronomical for a public pool. In past years, the heater was continually broken. I think that is now fixed but again, for the price we pay plus our property taxes, I think the facilities should be in better condition and the hours should be improved.	1/13/2022 4:15 PM
79	Hot showers please :)	1/13/2022 4:12 PM
80	more availability of private lesson slots	1/13/2022 4:12 PM
81	Lower cost to seniors	1/13/2022 4:09 PM
82	Get guys to wear masks in men's locker room!	1/13/2022 4:07 PM
83	More opportunities to swim in evening.	1/13/2022 4:01 PM
84	Smooth out the deck, which has been chewed up by the winter tent you used to put up.	1/13/2022 4:00 PM
85	Add open swim hours during weekdays - even just one small lane.	1/13/2022 3:59 PM
86	More qualified instructors. Cleaner restrooms. More active life guards.	1/13/2022 3:44 PM
87	Nothing...it's perfect as is!!! (Make it free?!???) While I say this kiddingly, I do wonder if there's a way to do this for kids and families in need as a matter of social justice. I'd be willing to pay more to subsidize that.	1/13/2022 3:44 PM
88	Would LOVE it if you could find a way to lure Sherilee back to teach an AquaFit class, even if just once a week. But very grateful to Sandy and Irma for returning and also for finding Jenny. Classes are wonderful. (And thank you, many times over, for not replacing the dome!)	1/13/2022 3:39 PM
89	provide more lap swim time, particularly in the early morning. Just +1 extra lane for lap swim 6-8a would make a big difference.	1/13/2022 3:34 PM
90	Keep doing what you are doing. The program is so appreciated!	1/13/2022 3:29 PM
91	Honestly, I'd love for lap swim to start at 5am. But I also understand if nobody wants to work that early! :)	1/13/2022 3:28 PM
92	Offer Aquacize in the afternoon and/off red evening. Keep the pools open late for lap swimming.	1/13/2022 3:28 PM
93	Add a diving board and diving program. (ha ha, just kidding - not deep enough.)	1/13/2022 3:25 PM

## 2021 Community Survey

94	more noon or evening practices. Make Mavens more affordable. I've switched water polo teams b/c the cost of Mavens is ridiculous.	1/13/2022 3:25 PM
95	Keep doing what you are doing. This place is a treasure. Thank you. I also appreciate the fact that you make Burgess accessible for non-community members (at a fair cost).	1/13/2022 3:15 PM
96	I hope group swim classes resume soon if we can find it's safe for kids.	1/13/2022 3:14 PM
97	Assign more time/lanes for lap swimming in the mornings on weekdays and weekends.	1/13/2022 3:13 PM
98	I loved being able to reserve a lane during the lockdown. I don't go as often now as I don't enjoy a crowded pool. Having a reservation meant I had to go (no postponing for another day) and it meant I was able to make the most of my workout at my own pace. Above survey response applies to belle haven pool only	1/13/2022 3:03 PM
99	Cool the competition pool by a few degrees and renovate the locker rooms. Thank you!	1/13/2022 2:56 PM
100	Better showers. Better soap in the showers. All other pools in the area have better quality soap. It's a very small thing that could make a big improvement.	1/13/2022 2:42 PM
101	Don't change a thing! It's great.	1/13/2022 2:36 PM
102	keep the performance pool closer to 80 than 83, appreciate.	1/13/2022 2:31 PM
103	very appreciative of all the staff has done to keep the pool open and friendly through the pandemic	1/13/2022 2:27 PM
104	Clean locker room more often.	1/13/2022 2:27 PM
105	As a senior citizen I miss the aqua fit classes that do Not start at 8am. I miss the 9, 10, and the evening classes. They were well attended and the instructors made the class fun. 8am classes are too cold and too early to attend. Please consider the later classes.	1/13/2022 2:25 PM
106	You do a good job at forecasting when Masters will be taking up lanes. However, when other lane "takeovers" occur for classes or drills, they just seem to pop up. If I'm in the middle of a lap set and this happens, having to move out of a lane and find another destroys the rhythm of the workout. So I'd ask that if lanes are going to be taken out of service, they should be "red coned" or otherwise marked at least ½ hour beforehand, so we can make choices before we get into a workout. Thanks for considering.	1/13/2022 2:24 PM
107	During covid times and especially recently there was a drastic decrease in the number of private swim lessons being offered. My kid is in 2nd grade and given that those are still learning the strokes I don't think I can recommend menlo swim because there aren't enough classes available for them.	1/13/2022 2:22 PM
108	All is well. Thank you	1/13/2022 2:21 PM
109	The locker rooms are dirty	1/13/2022 2:16 PM
110	GREATLY appreciate the availability of Burgess when Rinconada is closed for frequent PASA or Master's events, or down for maintenance. Preserves my sanity.	1/13/2022 2:15 PM
111	I wish there were more programs like water Zumba etc. at different times of the day. But I am happy with the classes offered.	1/13/2022 2:10 PM
112	Improve locker rooms and showers	1/13/2022 2:10 PM
113	Keep Rebecca and Tim on deck and the water warm	1/13/2022 2:08 PM
114	bring back lane reservations.	1/13/2022 2:07 PM
115	not allow workmen to smoke while working on equipment next to the pool during classes	1/13/2022 2:06 PM
116	Make it simpler/easier to come and swim!	1/13/2022 2:05 PM
117	Prices have gotten a bit high especially for a family swim.	1/13/2022 2:03 PM
118	Make more accommodations for elderly and disabled with less concentration on needs of super athletes. Make baby pool useful all year. The very last questions indicate where the priorities are - Masters & Team Sheep programs	1/13/2022 1:57 PM
119	I'd really like to book a private lesson for my two kids. I'd like to keep them private for now	1/13/2022 1:55 PM



## 2021 Community Survey

given covid. There is no way to do that with the current system and no one will answer my calls or call me back. I'm starting to look elsewhere. :(

120	Clean the men's locker room and shower floors more than once per day. Put up more signs in locker room to wear masks when not showering	1/13/2022 1:53 PM
121	Everything is great, thank you	1/13/2022 1:52 PM
122	Better balance of available lap swim times/# of lanes with the kids programs. Afternoon is prime adult swim time and the kids taking over the pool everyday is the main downside to the facility.	1/13/2022 1:50 PM
123	The pool is not currently designed for the local community. You seem to cater to middle age/older lap swimmers and not at all to families with children. Which is a shame. Your open swim access is embarrassing - 7-8p at night?? That was completely out of touch with reality. It saddens me that our community asset is designed for profit/lap swimming/a few classes rather than truly for community building and health. You should increase your open swim time and space. It may not be a money maker but it is the right thing to do. Stop propagating the wealth gap that limits access to water and learning to swim to only those that already know how to swim or those that can pay exorbitant amounts for private lessons in the middle of the day. the working parents of Menlo Park want our kids to be water safe too. You all need to remember this is a community pool. Or at least it should be.	1/13/2022 1:48 PM
124	Please cover the lap pool in the winter with the big tent you have had in the past. thanks	1/13/2022 1:48 PM
125	Would there be an appetite to start lap swim in the Instructional pool at 5:30 am? The early morning hours are very popular.	1/13/2022 1:44 PM
126	Keep your great coaches and more importantly Tim's positive, encouraging, inclusive attitude throughout!	1/13/2022 1:43 PM
127	Since I live a distance away and do not have a monthly aqua aerobics pass, I have a little to no information about cancellations, the schedule going forward, and especially around the holidays of a class will be held. A better presence on the website, or having a eMail list that I could join, would be so helpful.	1/13/2022 1:41 PM
128	The mask policy in locker rooms is confusing. Are we supposed to wear masks except when we go out to swim? Wear them to and from the shower?	1/13/2022 1:39 PM
129	More Lap swim lanes in afternoon in training pool.	1/13/2022 1:34 PM
130	Nothing. You guys are great!	1/13/2022 1:31 PM
131	my son attended the summer camp for 5 and 6 years, activities could have been improved, they basically went to the playground for half the time, he was a bit bored. Also, I know not all 5 years can swim, but having an option for the younger kids to go in the instructional pool would have been nice. My son was bored with staying in the baby pool.	1/13/2022 1:30 PM
132	More open swim please!	1/13/2022 1:29 PM
133	You've done a fabulous job training your staff! Everyone is super nice, courteous, welcoming and seems to genuinely like their jobs.	1/13/2022 1:26 PM
134	Too often the pool is taken up by organized programs preventing lap swimming - Masters should leave more lanes free than 3, and it should be possible to sign a waiver to use the unused lanes during water polo practise	1/13/2022 1:25 PM
135	So, I'm torn on how to answer this. On one hand, I had a very good experience here at the start of 2021, and I recommended it to everyone. However, after the hours were reduced, I stopped being able to go, and I can't really recommend a place that has so few open lanes outside of daytime work hours, when my friends are mostly at work. Same with kid lessons -- love the instructors, but the lack of afternoon availability makes it hard to recommend.	1/13/2022 1:24 PM
136	Almost nothing; except for the very occasional too-cold pool water, it's pretty perfect for me!	1/13/2022 1:20 PM
137	Answer emails and complaints. Ensure facility is ADA accessible.	1/13/2022 1:20 PM
138	more afternoon/evening time for community not reservation for teams	1/13/2022 1:20 PM
139	Swim lessons get filled too quickly. Please offer more swim classes and more times/opportunities for bridge swim program	1/13/2022 1:16 PM

## 2021 Community Survey

140	Change rooms are very unappealing! Could do with some extra attention and cleaning as very often the shower drains are blocked and the floors are very slimy	1/13/2022 1:16 PM
141	Keep a better eye on temperature of pool and try to limit amount of chlorine you put in the pools	1/13/2022 1:16 PM
142	Do not recommend and it breaks my heart to say so. The only thing Menlo Swim has going for it is Jacob and Reza for POLO and SOLO. Those two are literally the only reason to go to Burgess. Bruce is a terrible couch and should be replaced by Jacob. Bruce is like Cobra Kai. Jacob is Mr Miyagi. Bruce goes on about his sick cat, etc, setting the tone for an entire evening of him taking out his problems on the kids. My daughter has been instructed that if Bruce is the couch for POLO (when Jacob is out) that she should turn around and leave before class starts. Jacob + Reza know how to make POLO and SOLO *FUN*. Bruce does not. As for teaching our young ones to learn to swim. You have no classes. There is such a limited option for kids that are k-12 and in school. How can you honestly expect young kids to learn to swim in Menlo Park? You're forcing us to go to San Carlos. Last year we'd stay up until midnight to book a few classes at burgess for our 7 year old. This year you have nothing. Burgess used to be the best place to learn to swim in the area. Now it has *nothing* :( And when I asked about opening up more open swim lanes on weekdays between 4-6pm to let the parents teach our kids I was told that there's not enough lanes?? If there was enough room last year to have one lane for instruction of young kids in the evenings, then you should now be able to have at least one lane open every single evening between 4 and 6pm to let parents teach their kids how to swim! It's just sad :( Yes, we're in a pandemic, but don't you realize that eventually you'll run out of kids that can feed in to bridge/polo/solo if you don't start caring about early learners?? :((((((( I guess we'll just have to go to San Carlos :((((	1/13/2022 1:15 PM
143	Would love to see a gym area with some weights, treadmills	1/13/2022 1:15 PM
144	Start up monthly family memberships again please.	1/13/2022 1:14 PM
145	You're doing an excellent job.	1/13/2022 1:13 PM
146	offer water exercise classes for older or disabled people	1/13/2022 1:13 PM
147	clean the grout in the women's locker room	1/13/2022 1:11 PM
148	Bring back annual memberships, including family memberships.	1/13/2022 1:11 PM
149	Honestly, not much to improve!	1/13/2022 1:10 PM
150	We have been pleased with the overall experience: good teachers, sensible Covid protocols, cleanliness, welcoming staff all around but your class fees are high compared to other quality swim class and youth classes overall. Were it not for Covid driving our desire for outdoor-only activities, we would have opted to do swim classes somewhere else with better pricing. In recommending Menlo Swim, I do so with the caveat of expense and most people find it too expensive.	1/13/2022 1:10 PM
151	You are doing a great job. Thank you.	1/13/2022 1:09 PM
152	I am satisfied and can't think of one to mention at this time.	1/13/2022 1:08 PM
153	Aquafit class scheduled later in the day. 8:00 AM is just too early!	1/13/2022 1:08 PM
154	I would really like to see actual group lessons come back. I cannot get lesson spots usually and I can't afford to do the private lessons or find 3 other children to do the lessons with. Even so, I wouldn't be able to book with consistency considering how they book up, so organizing 4 families to take lessons is nearly impossible.	1/13/2022 1:07 PM
155	Better locker room facilities	1/13/2022 1:07 PM
156	Improve locker rooms?	1/13/2022 1:05 PM
157	Ensure women's locker rooms are very clean.	1/13/2022 1:05 PM
158	Keep on keepin' on!	1/13/2022 1:04 PM
159	Having an option to participate in the holiday swims. I work as a nurse and have to work a lot of the holidays so could not participate in the Thanksgiving or Christmas swims.	1/13/2022 1:04 PM
160	Water maintenance and locker room improvements	1/13/2022 12:45 AM

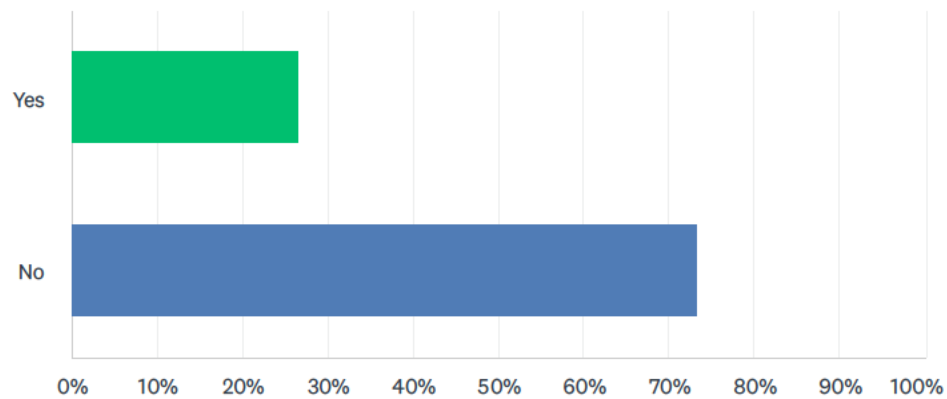


## 2021 Community Survey

161	Adjust water chemistry Require patrons to be vaccinated if possible	1/12/2022 9:20 PM
162	Better locker rooms	1/12/2022 8:50 PM
163	Improving the pool chemistry so it doesn't burn your eyes when swimming (water polo) without goggles.	1/12/2022 8:44 PM
164	Realizing it's getting harder these days anything to keep costs down would be great. Someday getting the city to consider some capital improvements to the pool and facilities would be great.	1/12/2022 8:30 PM

## Q19 I am currently a member of the Menlo Masters Swim Team.

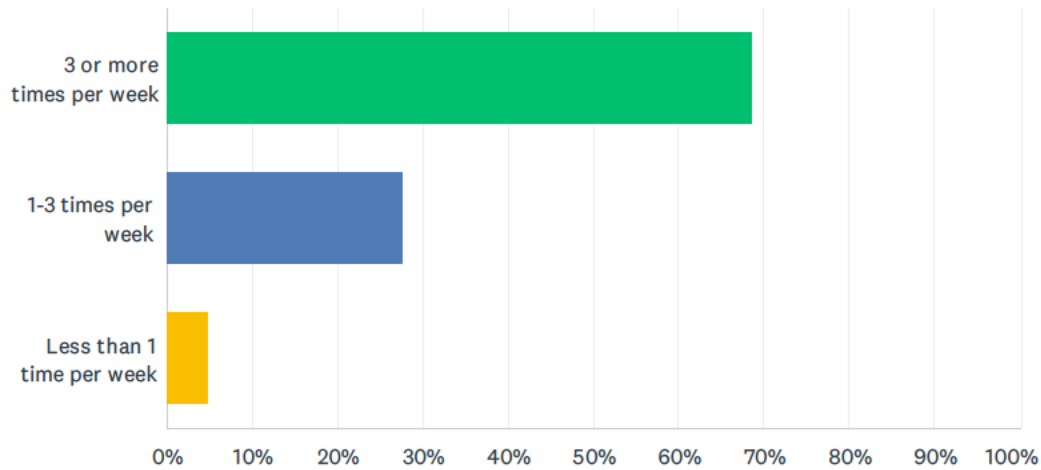
Answered: 315 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	26.67%	84
No	73.33%	231
TOTAL		315

## Q22 How many times a week do you swim with Menlo Masters?

Answered: 83 Skipped: 232



ANSWER CHOICES	RESPONSES	
3 or more times per week	68.67%	57
1-3 times per week	27.71%	23
Less than 1 time per week	4.82%	4
Total Respondents: 83		

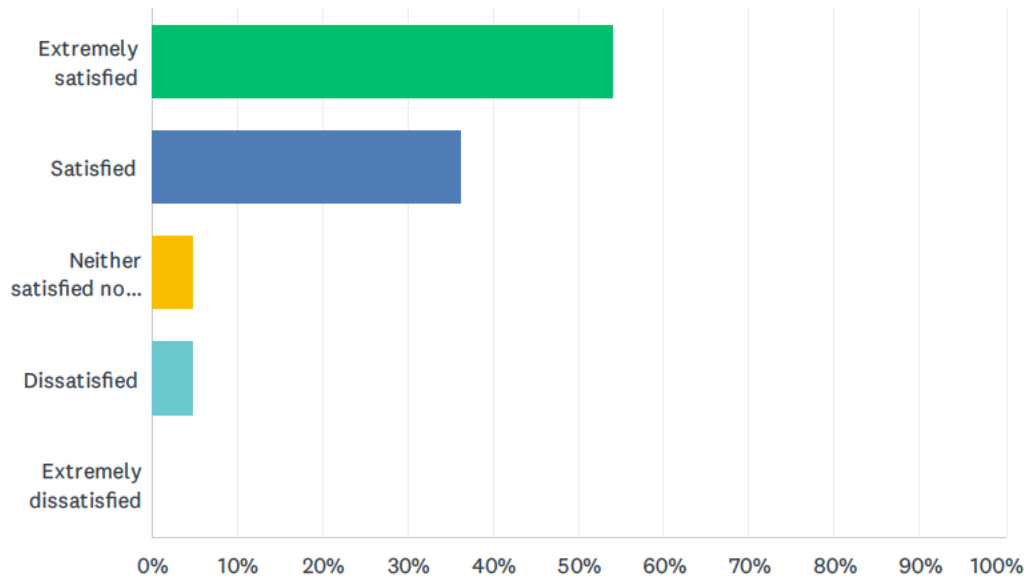
#	DO YOU PARTICIPATE IN ANY OTHER PROGRAMS AT MENLO SWIM AND SPORT, AND/OR DO YOU TRAIN OUTSIDE OF MENLO SWIM AND SPORT?	DATE
1	Lap swimming while my shoulder heals	1/18/2022 10:39 PM
2	Train outside	1/18/2022 6:50 PM
3	Cycling on my own	1/17/2022 8:20 PM
4	Tri team	1/17/2022 7:44 PM
5	Yes, I go to Barre classes and walk/hike.	1/17/2022 1:20 PM
6	Yes; I train outside of Menlo Masters	1/16/2022 11:46 PM
7	my own stuff	1/16/2022 9:33 AM
8	Team Sheepier	1/16/2022 12:26 AM
9	Yes, Team Sheepier Triathlon Team	1/16/2022 12:17 AM
10	Just hike and ride a bike	1/15/2022 1:59 PM
11	I cycle on my own. I had been lifting weights elsewhere, but have stopped due to COVID.	1/15/2022 12:41 PM
12	No	1/15/2022 11:40 AM
13	Train outside	1/14/2022 10:11 PM
14	No	1/14/2022 9:34 AM
15	No	1/14/2022 12:39 AM

## 2021 Community Survey

16	Train outside	1/14/2022 12:36 AM
17	Indep hiking/trail run Yoga	1/13/2022 11:08 PM
18	Yes	1/13/2022 6:58 PM
19	No	1/13/2022 6:02 PM
20	No	1/13/2022 5:59 PM
21	no	1/13/2022 5:32 PM
22	except in January. Also do Water Aerobics	1/13/2022 5:00 PM
23	Yoga outside of Menlo Swim and Sport	1/13/2022 4:21 PM
24	No other Menlo programs. Yes, I do other stuff outside off Menlo.	1/13/2022 3:31 PM
25	I train outside as well	1/13/2022 3:26 PM
26	I scull at BIAC	1/13/2022 2:40 PM
27	Nope	1/13/2022 2:34 PM
28	yes with Team Sheepen	1/13/2022 2:30 PM
29	Yes.	1/13/2022 2:23 PM
30	Yes. Pilates with Fran Philip	1/13/2022 2:10 PM
31	On line strength training class once a week	1/13/2022 1:54 PM
32	I run and bike on my own outside of Menlo Swim and Sport programming	1/13/2022 1:50 PM
33	No	1/13/2022 1:32 PM
34	Just on my own.	1/13/2022 1:28 PM
35	no	1/13/2022 1:13 PM
36	Train outside MS&S.	1/13/2022 1:12 PM
37	No other Menlo Swim and Sport programs but do engage in other athletic activities outside of the pool.	1/13/2022 1:08 PM
38	It depends on the week how many times I swim and the workout.	1/13/2022 1:05 PM
39	No	1/13/2022 12:00 AM
40	water polo	1/12/2022 8:51 PM

## Q23 Overall, how satisfied are you with the amount of time Menlo Swim & Sport features Masters workouts at Burgess Pool?

Answered: 83   Skipped: 232



ANSWER CHOICES	RESPONSES	
Extremely satisfied	54.22%	45
Satisfied	36.14%	30
Neither satisfied nor dissatisfied	4.82%	4
Dissatisfied	4.82%	4
Extremely dissatisfied	0.00%	0
TOTAL		83

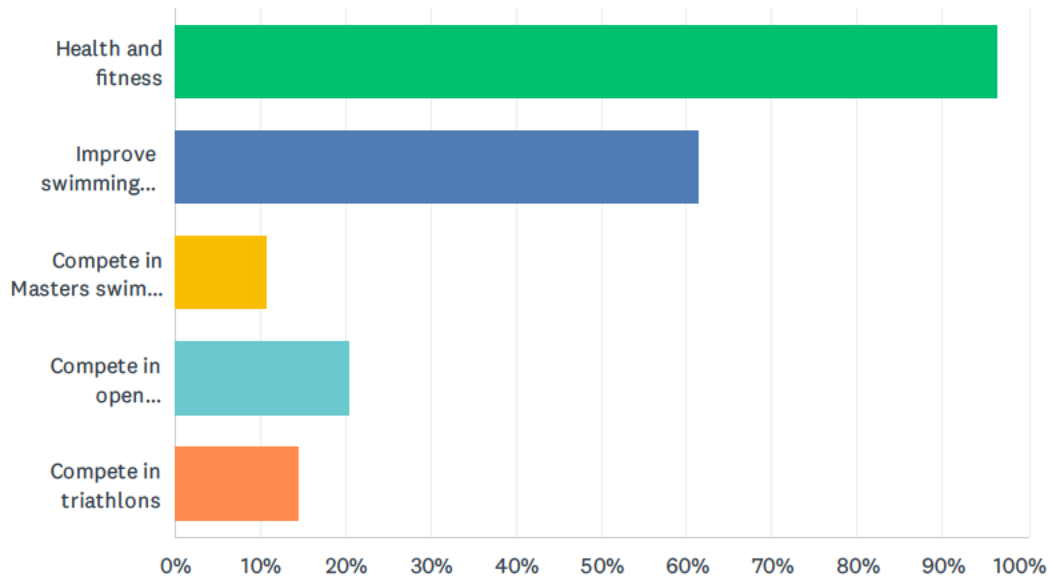
#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	The 6am has been really busy. I wonder if it might be possible to open up all the lanes for Masters in the performance pool during master's swim times.	1/20/2022 12:50 PM
2	It would be great if we had more workouts in the evening times. Only one workout is quite limited for people who can't attend the morning/noon workouts.	1/18/2022 2:31 AM
3	Wish there was a 12 Noon practice on Friday and maybe one more night practice to accommodate fluctuating work schedules.	1/17/2022 8:20 PM
4	As mentioned, I am missing the Tuesday evenings and some of the weekday lunch swims	1/17/2022 12:18 PM
5	masters has a good schedule. i would love twice a week evening freestyles sessions though and move to 6 or 630 not seven PM	1/16/2022 9:33 AM
6	Would prefer Noon workouts every day	1/16/2022 12:17 AM
7	Like having two evening work outs best	1/15/2022 1:59 PM
8	The times aren't convenient for me anymore. I'd prefer more evening workouts at 7:30pm or	1/14/2022 10:11 PM

## 2021 Community Survey

	later	
9	Would love all noon workouts back!	1/14/2022 9:34 AM
10	Night workouts are important to me and several other team members but it keeps getting shifted and undersupported. If it is consistent and given space, it will be popular.	1/14/2022 12:39 AM
11	Would love to have more noon and evening workouts, or even an 8am workout.	1/13/2022 5:59 PM
12	I have kids and am a single mom so can't easily do the morning workouts regularly. I really miss the 8am Saturday. adding more noon and/or evening workouts would help also.	1/13/2022 3:26 PM
13	It would be great if there were a few more offerings.	1/13/2022 2:59 PM
14	would love 2 evenings a week would love noon swims 4 days a week	1/13/2022 2:34 PM
15	I enjoyed last year's 8pm workouts on Monday and Thursday. Current evening scheduling doesn't work well for me. Also more midday options and/or return to 5:45 start time for the mornings would allow me to join more frequently.	1/13/2022 1:50 PM
16	please try to offer more noon workouts if possible	1/13/2022 1:36 PM
17	Really enjoyed the 8am Saturday practice we had years ago.	1/12/2022 8:45 PM

## Q24 My primary goals for swimming with Menlo Masters are.... (select all that apply)

Answered: 83    Skipped: 232



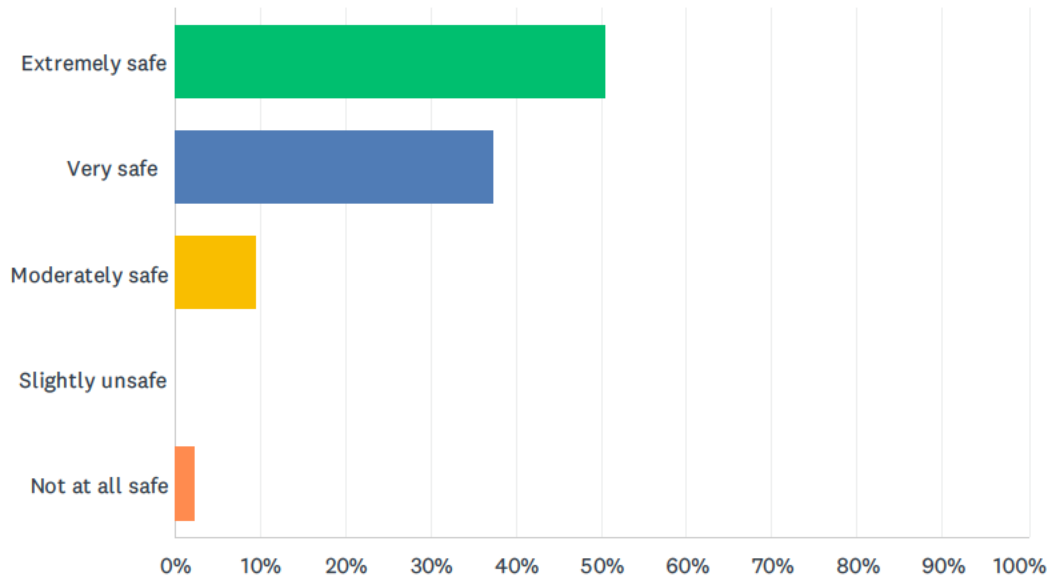
ANSWER CHOICES	RESPONSES	
Health and fitness	96.39%	80
Improve swimming technique	61.45%	51
Compete in Masters swim meets	10.84%	9
Compete in open water /adventure races	20.48%	17
Compete in triathlons	14.46%	12
Total Respondents: 83		

#	OTHER (PLEASE SPECIFY)	DATE
1	building and maintaining relationships with other masters swimmers	1/15/2022 12:41 PM
2	Bask in the glow of my swim family	1/13/2022 6:23 PM
3	Camaraderie with other swimmers	1/13/2022 5:02 PM
4	Swimming with wonderful people and our amazing coaches	1/13/2022 4:21 PM
5	Community and mental health	1/13/2022 2:34 PM
6	Be part of a kind community	1/13/2022 1:50 PM
7	And participate in the MM team events within workouts - like February Fitness etc.. They're fun!	1/13/2022 1:28 PM
8	camaraderie of the teammates	1/13/2022 1:13 PM



## Q25 How would you describe the safety measures in place when you are participating in Masters workouts at Burgess?

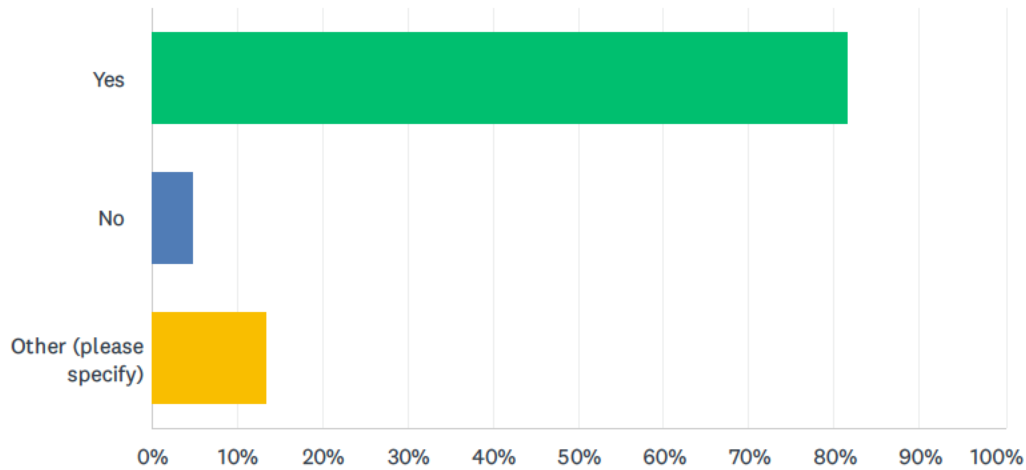
Answered: 83   Skipped: 232



ANSWER CHOICES	RESPONSES	
Extremely safe	50.60%	42
Very safe	37.35%	31
Moderately safe	9.64%	8
Slightly unsafe	0.00%	0
Not at all safe	2.41%	2
TOTAL		83

## Q26 Do you feel the monthly membership price is reasonable?

Answered: 82 Skipped: 233

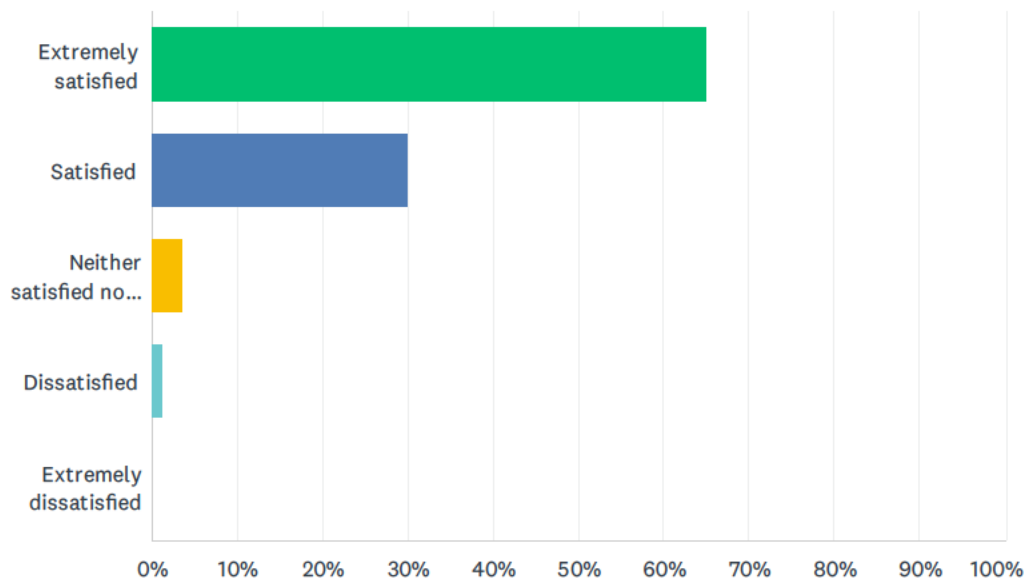


ANSWER CHOICES	RESPONSES	
Yes	81.71%	67
No	4.88%	4
Other (please specify)	13.41%	11
TOTAL		82

#	OTHER (PLEASE SPECIFY)	DATE
1	I understand there is a need/reason behind the increase in price. The monthly cost feels like a lot, especially since it does not cover technically allow open swim as well. It is enough to make me question my membership.	1/20/2022 12:50 PM
2	I do not believe there is value for the \$40 difference between masters and lap swim	1/20/2022 12:06 PM
3	included in tri team membership	1/17/2022 7:44 PM
4	its too expensive. i think it should be 20% less. I am tempted to go elsewhere some times	1/16/2022 9:33 AM
5	I pay nearly twice what I paid pre-COVID. I wish there was an annual fee with a slight reduction in cost.	1/14/2022 4:41 PM
6	Palo Alto masters is much cheaper	1/14/2022 12:36 AM
7	If I also had a gym membership I would find it very pricey but because that doesn't exist during Covid I am willing to pay the price.	1/13/2022 7:33 PM
8	The monthly membership price feels a bit expensive to me.	1/13/2022 7:28 PM
9	Is there a sliding scale for those who need it?	1/13/2022 6:58 PM
10	Really preferred annual membership rates rather than monthly	1/13/2022 6:53 PM
11	It's a little high but it's California...	1/13/2022 1:32 PM

## Q27 Overall, how satisfied are you with your Menlo Masters experience?

Answered: 83 Skipped: 232



ANSWER CHOICES	RESPONSES	
Extremely satisfied	65.06%	54
Satisfied	30.12%	25
Neither satisfied nor dissatisfied	3.61%	3
Dissatisfied	1.20%	1
Extremely dissatisfied	0.00%	0
TOTAL		83

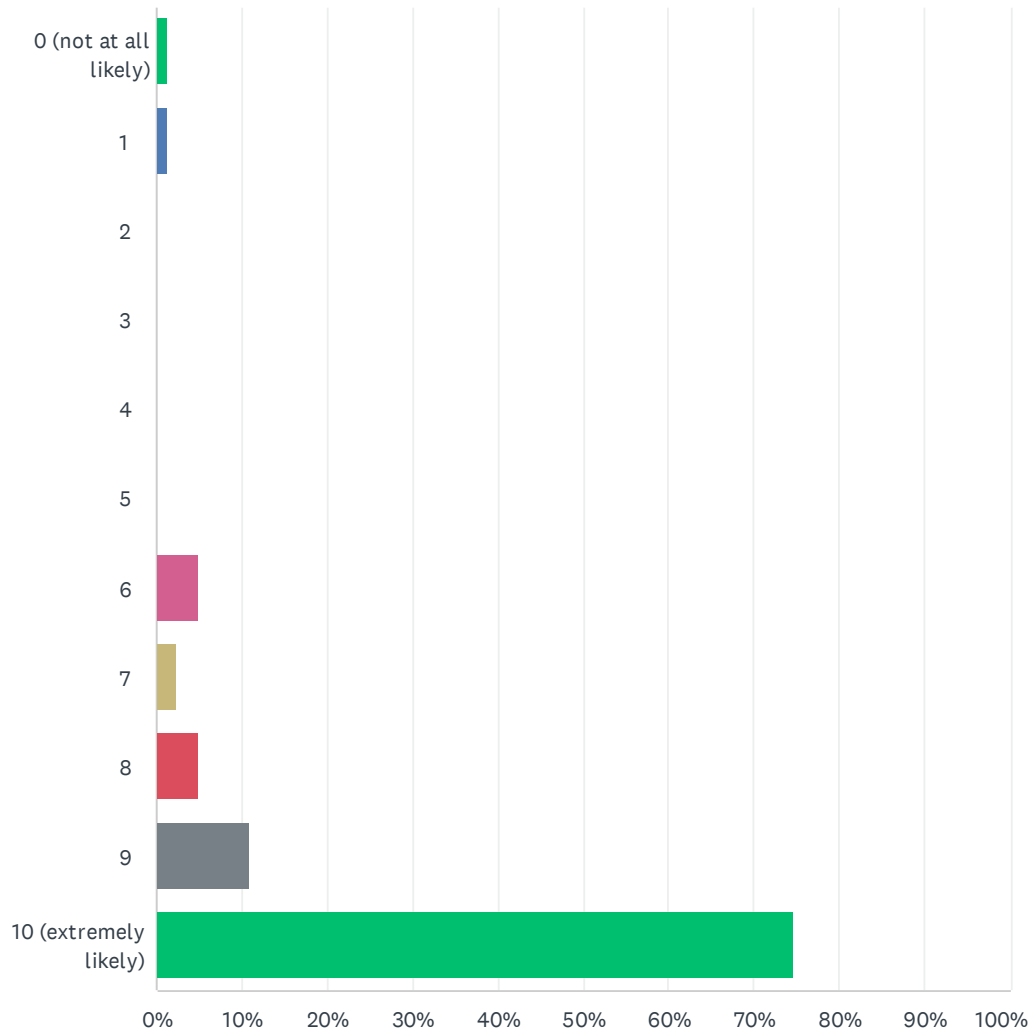
#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	It has become too crowded and there are no "rules" in place for helping newcomers understand the team philosophy	1/20/2022 12:06 PM
2	great diverse workouts	1/17/2022 5:47 PM
3	Becky is the best. Her energy makes the masters experience even more fun. I also appreciate that workouts are always posted in advance and that the gear (paddles etc) are always in good shape.	1/17/2022 12:11 AM
4	Tim is outstanding, Great coach	1/16/2022 9:33 AM
5	I didn't use it enough to get my money's worth	1/14/2022 10:11 PM
6	I wish there was more emphasis on technique. I wish that swimmers were more vigilant about wearing masks in the building.	1/14/2022 4:41 PM
7	I wish there were a few more social events (though that might have to wait until after covid)	1/13/2022 7:33 PM
8	Nice community of swimmers and coaches. Very friendly and inviting. I regret not joining sooner.	1/13/2022 5:59 PM

## 2021 Community Survey

9	I'd be interested if the people in masters program are vaccinated, and/or got boosters -- would it be possible to find out some statistics about this without exposing persona information? My wife is pregnant, and I want to know about the risk of exposure. (I know that all people can get infected irrespective of vaccination status, but I'd had to harm someone unvaccinated... even though it's their choice)	1/13/2022 5:02 PM
10	Too crowded lately and lax on tardiness for teammates and lane etiquette varies widely	1/13/2022 3:35 PM
11	During Covid, my one feedback would be for the coaches to do 10 seconds between swimmers and encourage spreading out on the walls, even if that means people treading water until they can be alone at the wall. At least until the Covid surge is over. I would also suggest that some of the coaches be more involved after tellings us the set. Aside from Tim, it doesn't seem like the other coaches engage with the swimmers during the sets.	1/13/2022 2:59 PM
12	coaching has been exceptionally strong since returning to the pool. appreciate that workouts always start on time and focus on a range of skills and positive mindset.	1/13/2022 2:30 PM
13	Crowding combined with folks not following swim etiquette is sometimes a problem but I wouldn't complain about it. I LOVE my masters swimming.	1/13/2022 2:18 PM
14	The coaches are amazing, encouraging, fun, no matter the ability. And the teammates are generally very kind. I especially love the little monthly goals, outside events, fun little competitions (relay for biggest fruit) where different lanes/speeds mix.	1/13/2022 1:50 PM
15	Tim and Becky - best coaches I've had in years!	1/13/2022 1:08 PM
16	Would love more help with technique	1/12/2022 8:51 PM

Q28 Considering your experience with Menlo Masters Swim, how likely are you to recommend Menlo Masters to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 83 Skipped: 232



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	1.20%	1
1	1.20%	1
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	4.82%	4
7	2.41%	2
8	4.82%	4
9	10.84%	9
10 (extremely likely)	74.70%	62
TOTAL		83

## Q29 What can we do to improve your Menlo Masters experience?

Answered: 34 Skipped: 281

#	RESPONSES	DATE
1	The cost is the main deterrent and many of my friends cannot afford it. The people and atmosphere are great.	1/20/2022 12:50 PM
2	Have Tim coach all workouts. Have a little more focus on competing	1/18/2022 10:39 PM
3	Would love a 12 Noon Friday Practice and maybe bring back the 7 PM Tuesday Night practice!	1/17/2022 8:20 PM
4	I will say the coaches often do this. I really appreciate the effort to redistribute swimmers when we have 1 lane of 5+ people when neighboring lanes only have 1-2 swimmers is helpful. It would be most helpful if people simply did this themselves, but swimmers don't always sort out their speeds as realistically as the coach. Sometimes there's a general ask for volunteers to move around, but it's always more effective when the coach simply says person A and B move here and so forth.	1/17/2022 1:20 PM
5	Offer Killer Quad on multiple days and provide catch up days	1/17/2022 12:18 PM
6	One more noon swim per week.	1/17/2022 9:56 AM
7	I love the masters program. You guys are amazing. My life is better because you are here. Thank you for everything you do.	1/17/2022 12:11 AM
8	Please put a 15 minute window between workouts. I'd prefer 6am and 7:15am. There's too much congestion at 7am right now. You can't jump in at 7 and it's unsafe. People are saying their goodbyes and hellos.	1/16/2022 3:47 PM
9	some of the people in the lanes who swim all the time are not fun to swim with. as a casual swimmer who can hold my own doing freestyle, i feel tension if slow on other strokes and a lot of the professional masters swimmers do not create a welcome environment. this has me on the fence to continue. i may go back to lap swimming to avoid that tension . i can lead freestyle sets but when i tell the lane i suck at back, breast they dont want to step up then later they are mad cuz im slow. please address this or let us choose our lane based on slowest stroke. i do not want this workout to be stressful	1/16/2022 9:33 AM
10	sometimes difficult to understand instructor	1/16/2022 12:26 AM
11	Nothing-- best Masters swim program in the Bay Area!	1/16/2022 12:17 AM
12	Love the swim clinic workouts please keep them	1/15/2022 1:59 PM
13	Sometimes the workout emails drop off, e.g. at the beginning of the month. It's really only an issue if I need to know to bring gear.	1/15/2022 12:41 PM
14	Offer more stroke technique and lower water temperature a degree or two.	1/14/2022 4:41 PM
15	It's an excellent team. I can't think of anything to improve.	1/14/2022 10:14 AM
16	Membership fees are so high that I've considered stopping swimming with Masters and doing lap swimming instead.	1/13/2022 8:29 PM
17	Provide annual membership with discount for both Menlo Masters and Triathlon team again	1/13/2022 6:53 PM
18	Masters swim at 6am on sunday	1/13/2022 6:23 PM
19	Coaching gets better every year! Thank you!	1/13/2022 6:02 PM
20	??? No idea. I'm fairly new to it and am loving it.	1/13/2022 5:59 PM
21	Continue to provide a place away from home and work that encourages us to be our best healthy selves while staying connected to our community.	1/13/2022 4:21 PM
22	Another lane or 2, teach lane etiquette, and ask to show up on time particularly since it is	1/13/2022 3:35 PM

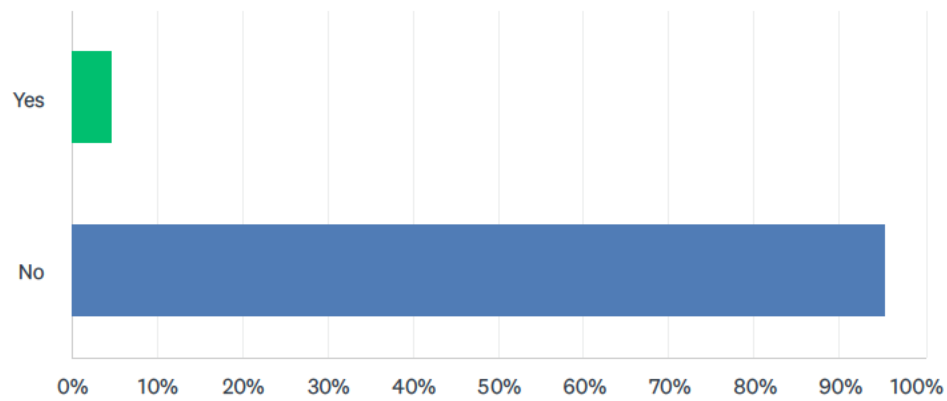


## 2021 Community Survey

	crowded	
23	Can't think of anything specific, love it!	1/13/2022 3:31 PM
24	Expand workout options.	1/13/2022 3:26 PM
25	I would suggest that some of the coaches be more involved after tellings us the set. Aside from Tim, it doesn't seem like the other coaches engage with the swimmers during the sets.	1/13/2022 2:59 PM
26	Don't let the water temp get too hot by leaving the covers on overnight in the summer. Prioritize safety and swimmer experience over evaporation.	1/13/2022 2:43 PM
27	continue strong coaching, team challenges and community building. Great job!	1/13/2022 2:30 PM
28	Only issue is with #25 above, and cleanliness of locker room.	1/13/2022 2:18 PM
29	Again. Keep Rebecca and Tim on deck and the water warm	1/13/2022 2:10 PM
30	Nothing. Keep the coaches, bring back Rachel, more swim times... keep the encouraging, positive, fun atmosphere!	1/13/2022 1:50 PM
31	offer more noon workouts	1/13/2022 1:36 PM
32	do more coaching from the deck	1/13/2022 1:13 PM
33	Have nothing constructive to add here. You all are fabulous!	1/13/2022 1:08 PM
34	Add a few lanes:) ooh, some covered seating areas that also shelter gear from rain during the winter would be a great addition!	1/12/2022 8:31 PM

## Q30 I am currently a member of the Team Sheeper Triathlon team.

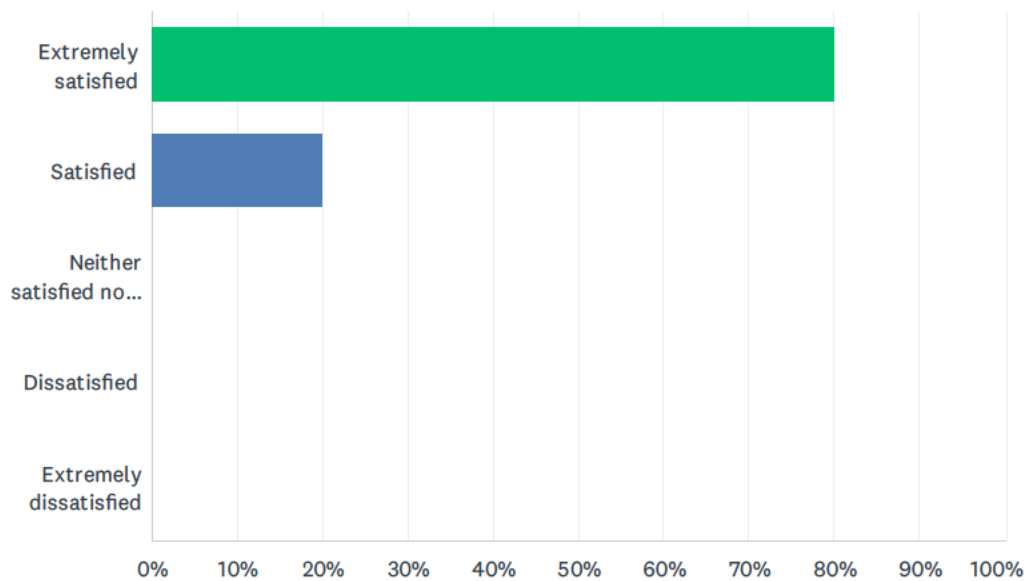
Answered: 314 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	4.78%	15
No	95.22%	299
TOTAL		314

## Q33 b'Overall, how satisfied are you with your Team Sheep experience?'

Answered: 15 Skipped: 300

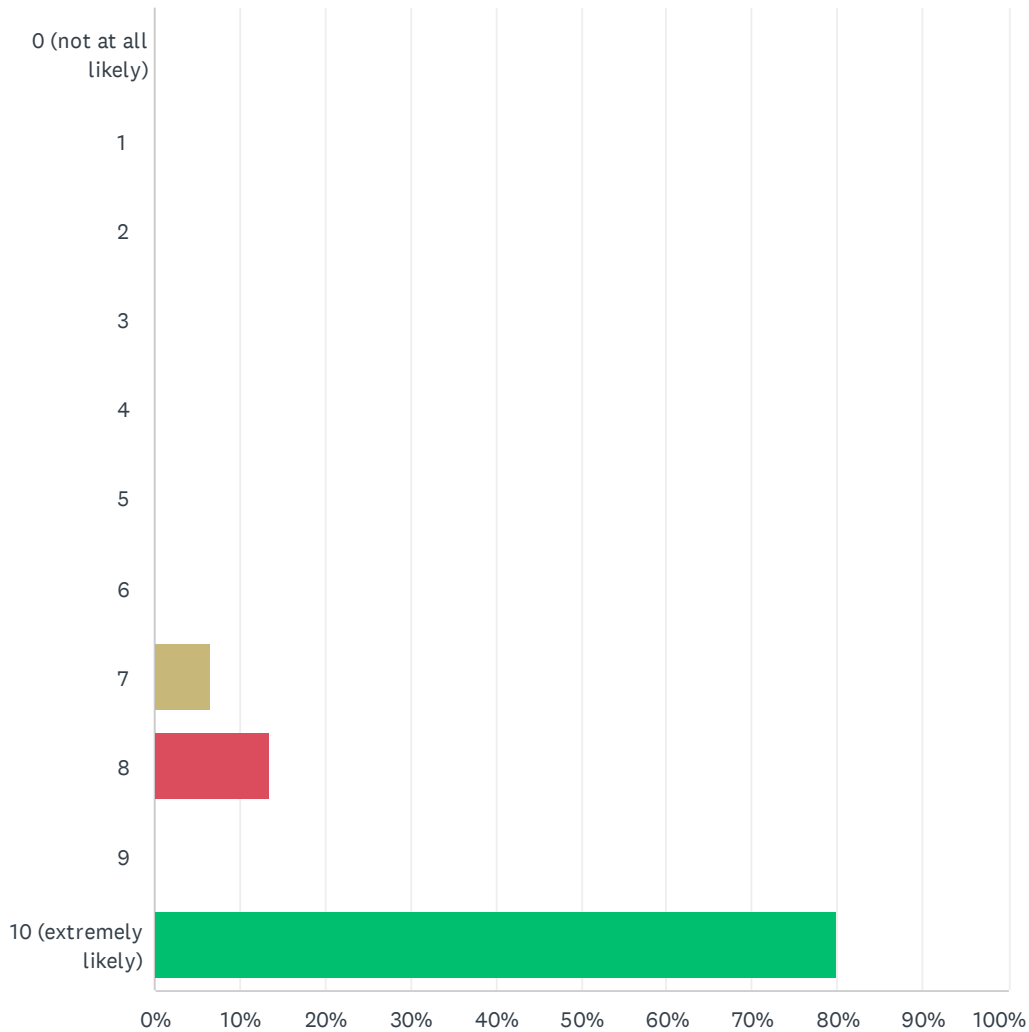


ANSWER CHOICES	RESPONSES	
Extremely satisfied	80.00%	12
Satisfied	20.00%	3
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		15

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	pricy	1/16/2022 12:30 AM
2	No one was at MA track last night 6pm. Didn't know where Sat ride started then was going to meet on way out but start delayed. I realized i cannot run track yet without back pain so working on that.	1/13/2022 11:11 PM
3	This has been an interesting year with part of the year athlete coached and some Tim coached. The resilience and supportiveness of the community really prevailed. The adaptability of the coaching to find best venue and best schedule is great. The Thursday night swim technique workout has been very welcome.	1/13/2022 2:37 PM

Q34 Considering your experience with Team Sheepher Triathlon Team, how likely are you to recommend Team Sheepher to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 15 Skipped: 300



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	6.67%	1
8	13.33%	2
9	0.00%	0
10 (extremely likely)	80.00%	12
TOTAL		15

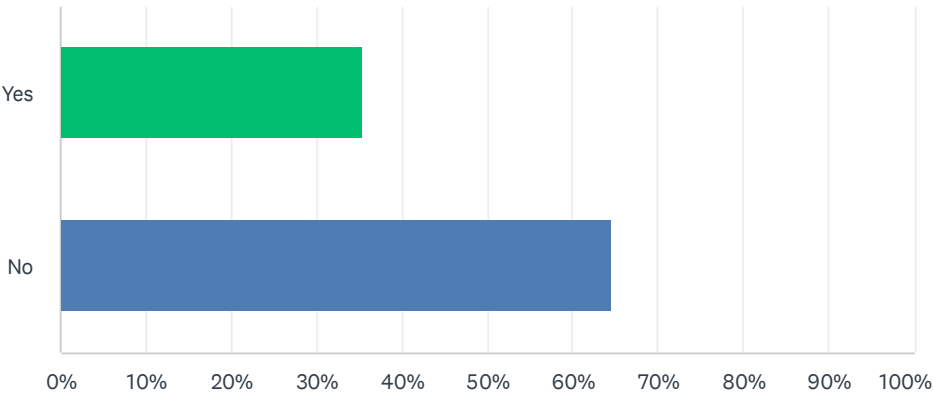
## Q35 What can we do to improve your Team Sheeper Triathlon experience?

Answered: 6   Skipped: 309

#	RESPONSES	DATE
1	Bring back the annual membership and senior discount (it's still offered for Menlo Masters but not the tri team. Why is that?)	1/17/2022 7:45 PM
2	Tim should give more individual feed-back e.g. when swimming & running, and share more of his realm of experience	1/16/2022 12:30 AM
3	Bring back annual membership rather than monthly membership dues	1/13/2022 6:54 PM
4	More OW swims	1/13/2022 4:11 PM
5	Is there any interest in more training planning, strength & resistance training and mental training?	1/13/2022 2:37 PM
6	Even closer connect with the masters swim team (joint events). Or are we part of the Masters Swim team? I can't tell...	1/13/2022 1:40 PM

Q14 I am currently a member of the PASA Swim Group.

Answered: 17    Skipped: 0

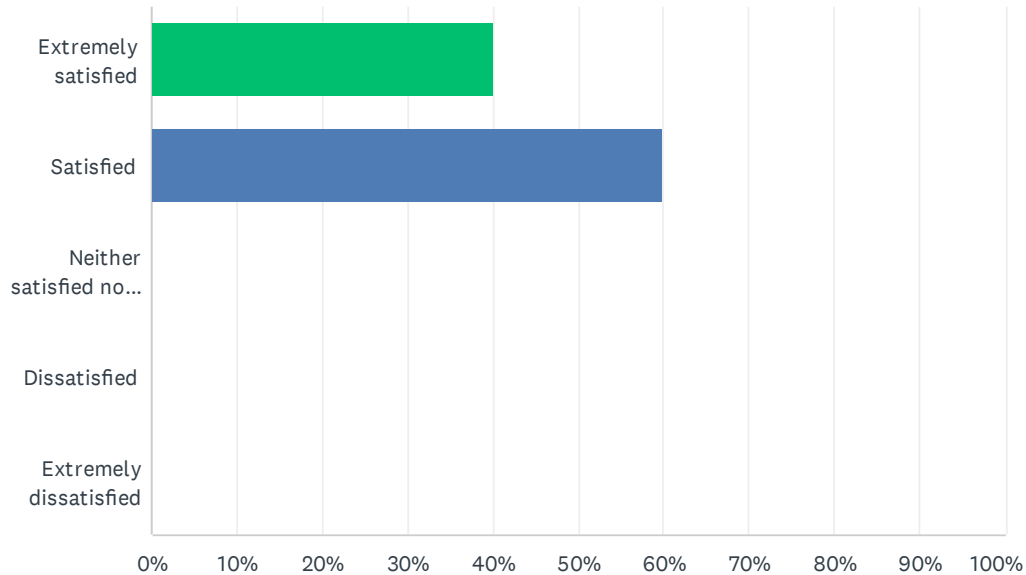


ANSWER CHOICES	RESPONSES	
Yes	35.29%	6
No	64.71%	11
TOTAL		17



## Q15 Overall, how satisfied are you with the amount of time PASA reserves times at Burgess Pool for practice?

Answered: 5   Skipped: 12

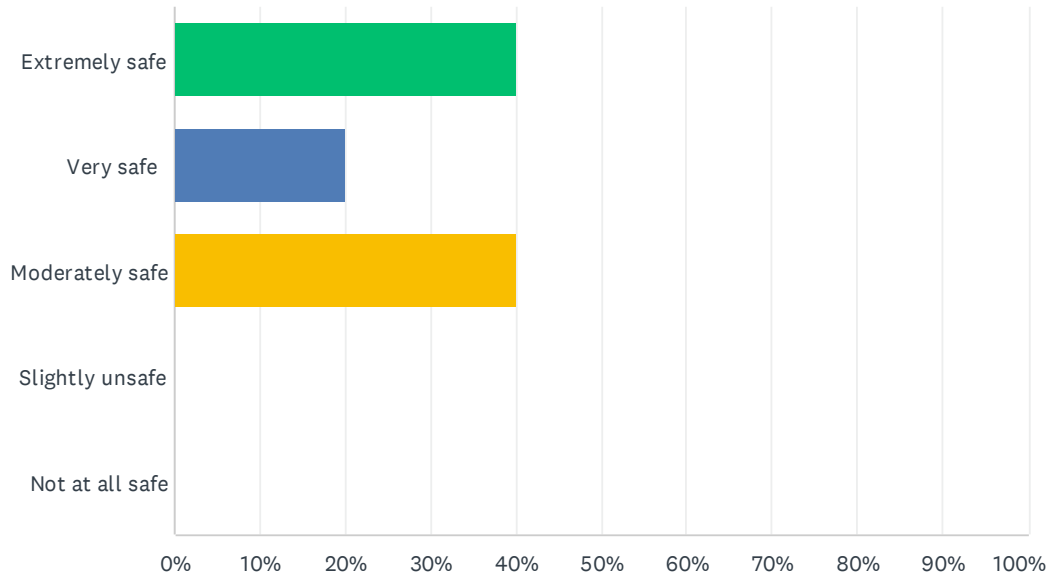


ANSWER CHOICES	RESPONSES	
Extremely satisfied	40.00%	2
Satisfied	60.00%	3
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		5

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	I would like times to be earlier, but it ok.	1/14/2022 4:01 PM

## Q16 How would you describe the safety measures in place when you are participating in PASA workouts at Burgess?

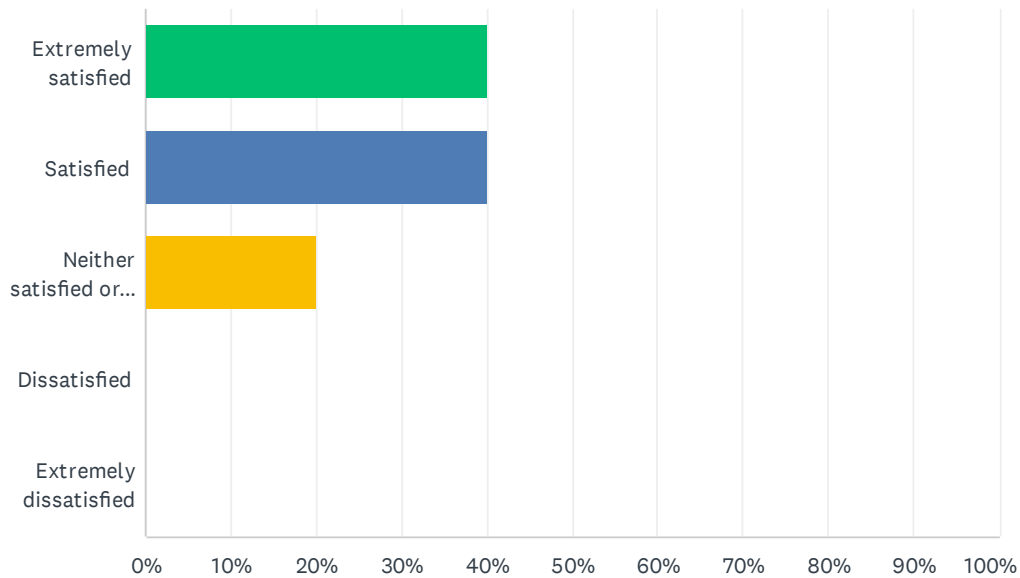
Answered: 5 Skipped: 12



ANSWER CHOICES	RESPONSES	
Ext eme y safe	40.00%	2
Ve y safe	20.00%	1
Mode ate y safe	40.00%	2
S ght y unsafe	0.00%	0
Not at a safe	0.00%	0
TOTAL		5

## Q17 Overall, how satisfied are you with our Lifeguards?

Answered: 5   Skipped: 12

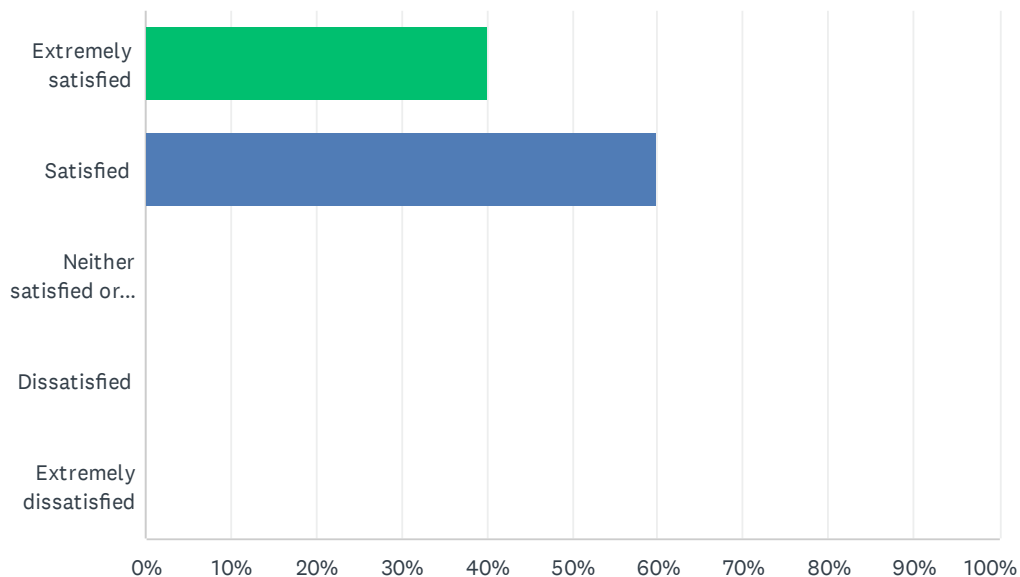


ANSWER CHOICES		RESPONSES	
Extremely satisfied		40.00%	2
Satisfied		40.00%	2
Neither satisfied or dissatisfied		20.00%	1
Dissatisfied		0.00%	0
Extremely dissatisfied		0.00%	0
TOTAL			5

#	COMMENTS	DATE
	There are no responses.	

## Q18 Overall, how satisfied are you with our water quality consistency in the pools?

Answered: 5   Skipped: 12

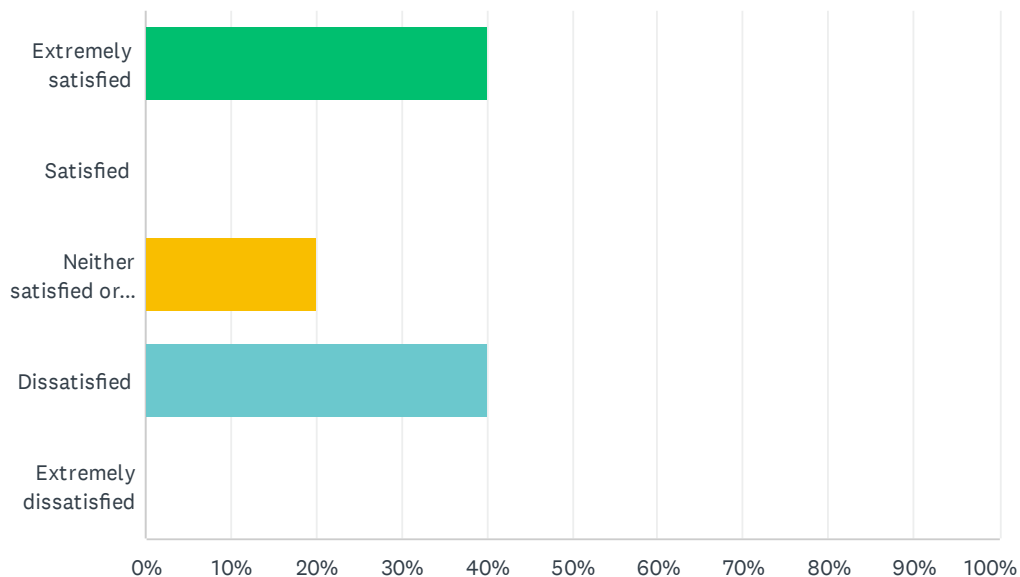


ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	40.00%	2
Sat sf ed	60.00%	3
Ne the sat sfied or d ssat sfied	0.00%	0
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		5

#	COMMENTS	DATE
	There are no responses.	

## Q19 Overall, how satisfied are you with locker rooms and showers in terms of cleanliness, amenities and space?

Answered: 5 Skipped: 12

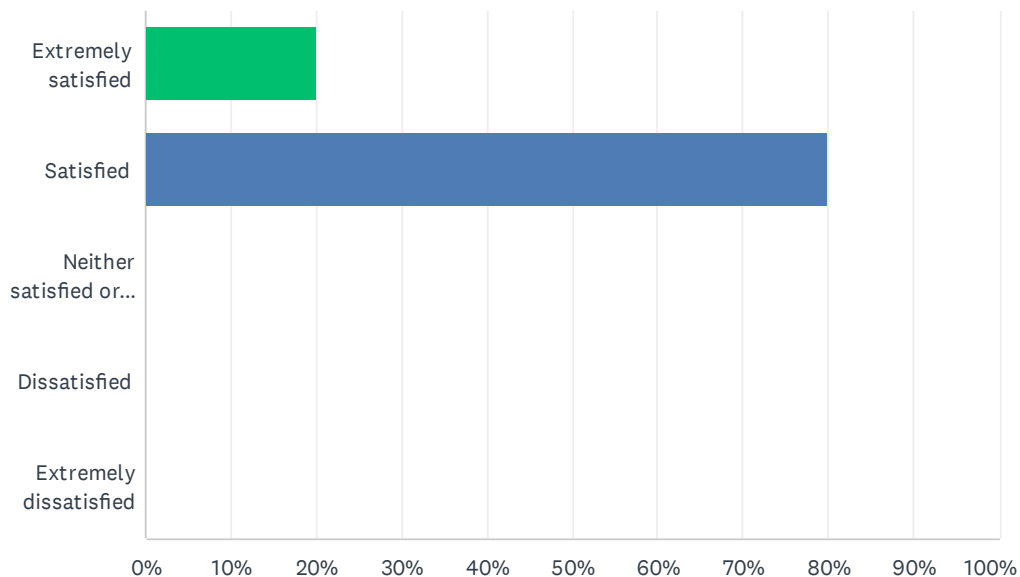


ANSWER CHOICES	RESPONSES	
Extremely satisfied	40.00%	2
Satisfied	0.00%	0
Neither satisfied or dissatisfied	20.00%	1
Dissatisfied	40.00%	2
Extremely dissatisfied	0.00%	0
TOTAL		5

#	COMMENTS	DATE
	There are no responses.	

## Q20 Overall, how satisfied are you with deck and general cleanliness of the facility outside?

Answered: 5   Skipped: 12

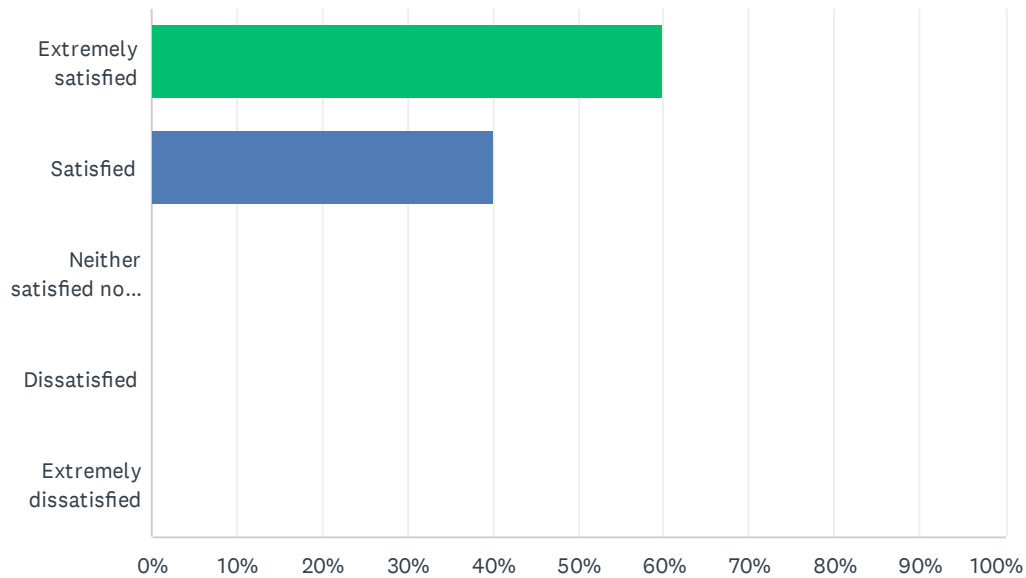


ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	20.00%	1
Sat sf ed	80.00%	4
Ne the sat sfied or d ssat sfied	0.00%	0
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		5

#	COMMENTS	DATE
	There are no responses.	

## Q21 Overall, how satisfied are you with your PASA experience?

Answered: 5   Skipped: 12



ANSWER CHOICES	RESPONSES	
Extremely satisfied	60.00%	3
Satisfied	40.00%	2
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		5

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
	There are no responses.	



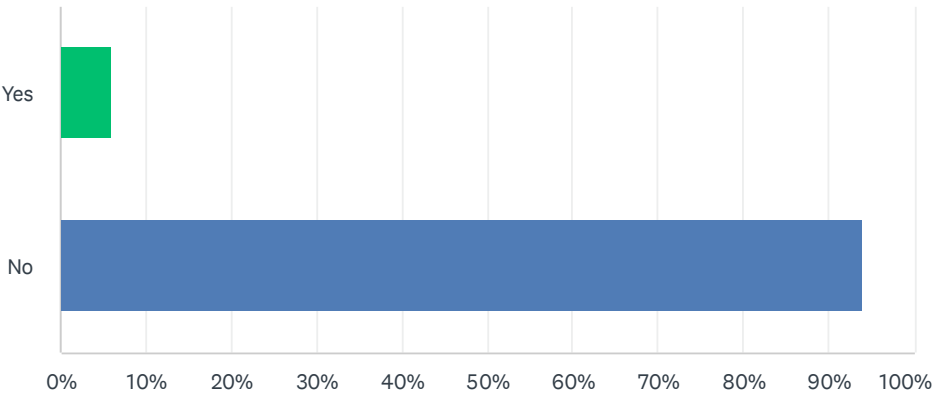
## Q22 What can we do to improve your PASA experience?

Answered: 1   Skipped: 16

#	RESPONSES	DATE
1	More teaching of strokes technique. Sometimes it just feels like laps and laps and no instruction on how to improve swimming.	1/14/2022 4:01 PM

Q23 I am currently a member of the SOLO Swim team.

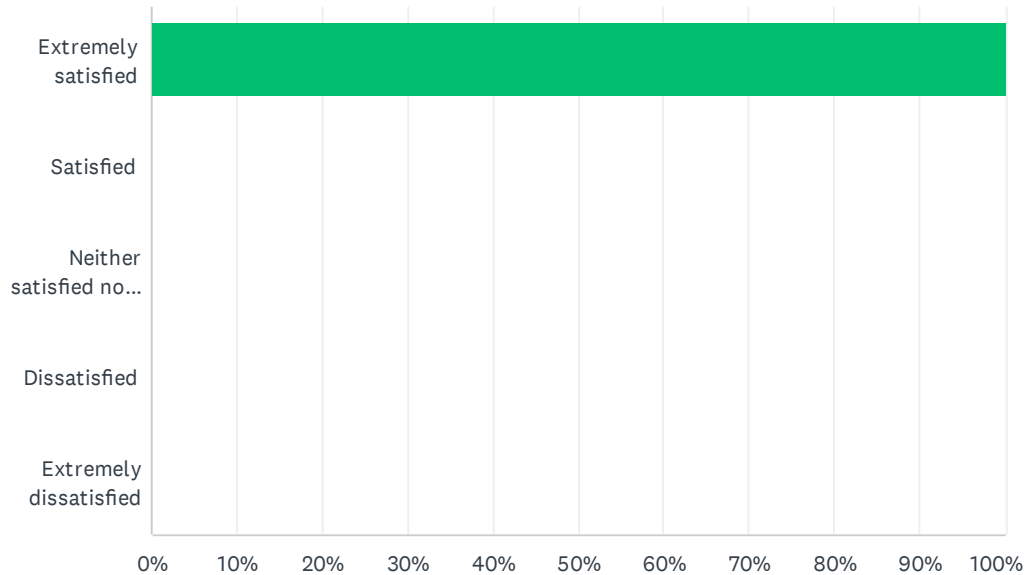
Answered: 17    Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	5.88%	1
No	94.12%	16
TOTAL		17

## Q24 Overall, how satisfied are you with the amount of time SOLO reserves times at Burgess Pool for practice?

Answered: 1   Skipped: 16

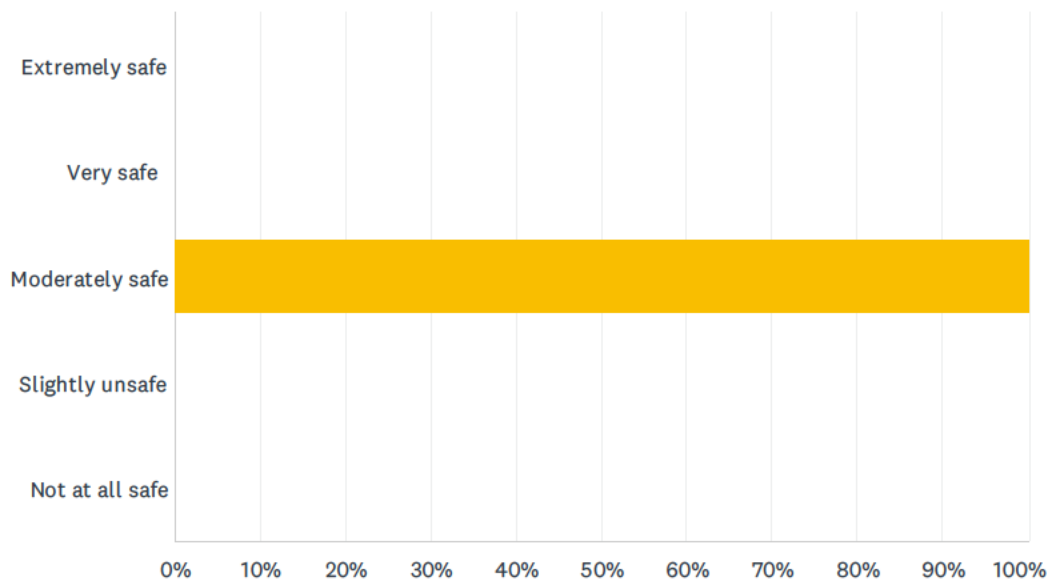


ANSWER CHOICES	RESPONSES	
Extremely satisfied	100.00%	1
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		1

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
	There are no responses.	

## Q25 How would you describe the safety measures in place when you are participating in SOLO workouts at Burgess?

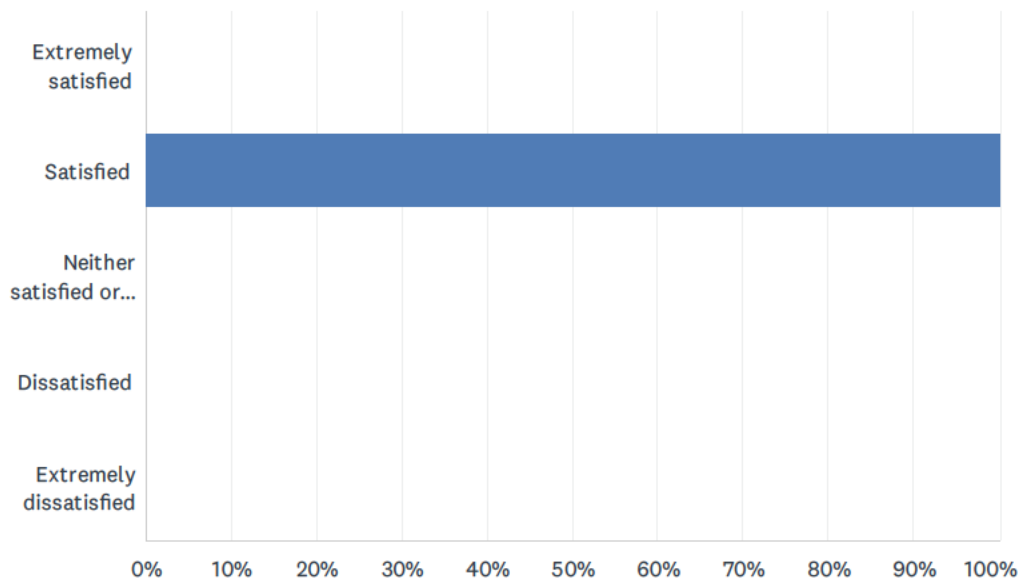
Answered: 1   Skipped: 16



ANSWER CHOICES	RESPONSES	
Extremely safe	0.00%	0
Very safe	0.00%	0
Moderately safe	100.00%	1
Slightly unsafe	0.00%	0
Not at all safe	0.00%	0
TOTAL		1

## Q26 Overall, how satisfied are you with our Lifeguards?

Answered: 1   Skipped: 16

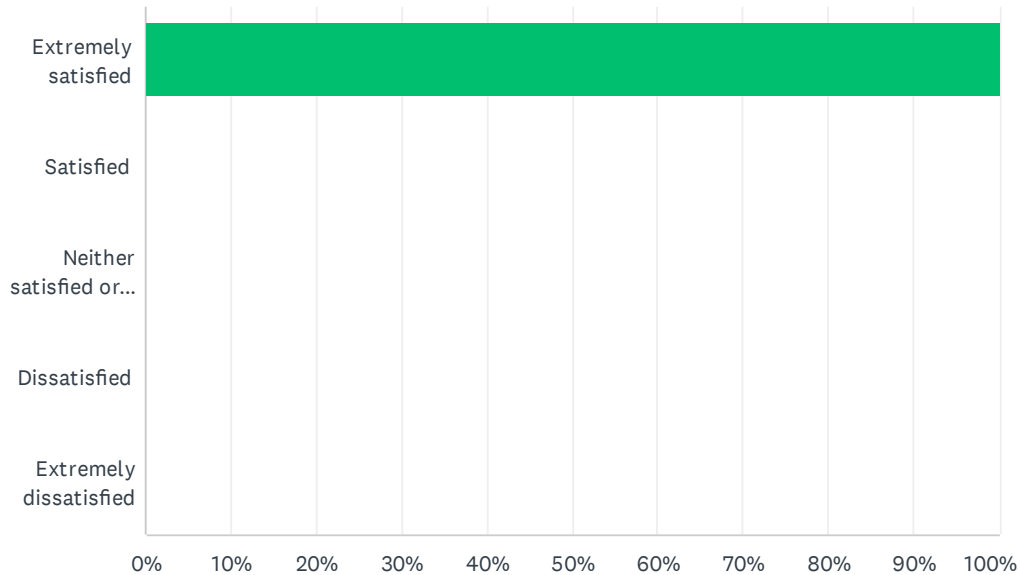


ANSWER CHOICES		RESPONSES	
Extremely satisfied		0.00%	0
Satisfied		100.00%	1
Neither satisfied or dissatisfied		0.00%	0
Dissatisfied		0.00%	0
Extremely dissatisfied		0.00%	0
TOTAL			1

#	COMMENTS	DATE
	There are no responses.	

## Q27 Overall, how satisfied are you with our water quality consistency in the pools?

Answered: 1   Skipped: 16

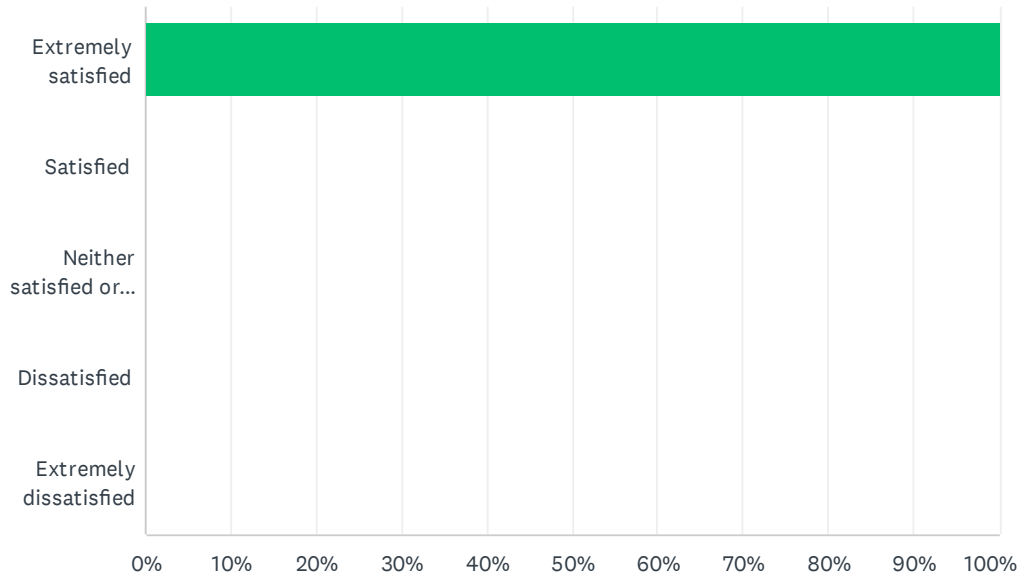


ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	100.00%	1
Sat sf ed	0.00%	0
Ne the sat sfied or d ssat sfied	0.00%	0
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		1

#	COMMENTS	DATE
	There are no responses.	

## Q28 Overall, how satisfied are you with locker rooms and showers in terms of cleanliness, amenities and space?

Answered: 1   Skipped: 16



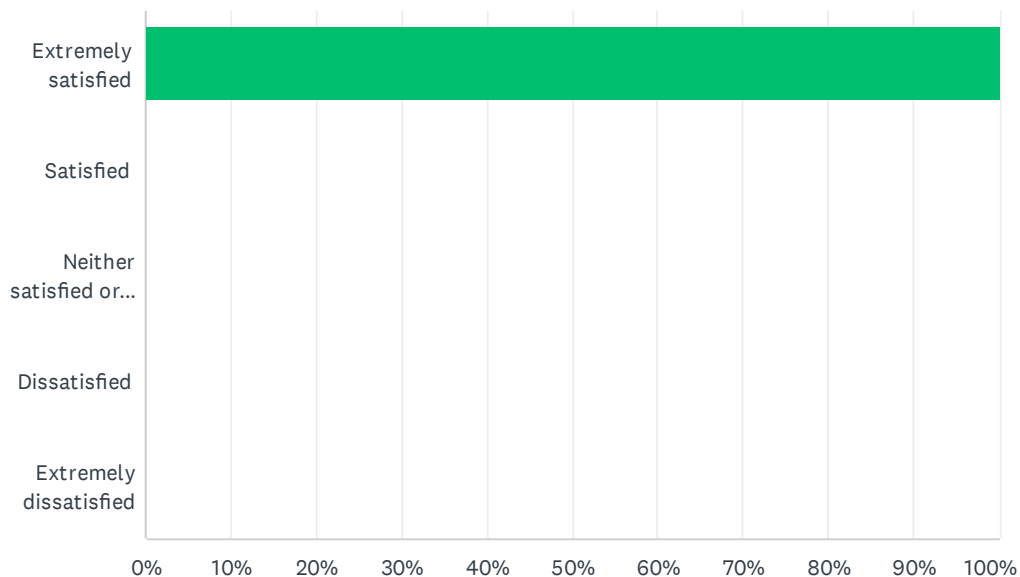
ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	100.00%	1
Sat sf ed	0.00%	0
Ne the sat sfied or d ssat sfied	0.00%	0
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		1

#	COMMENTS	DATE
	There are no responses.	



## Q29 Overall, how satisfied are you with deck and general cleanliness of the facility outside?

Answered: 1   Skipped: 16

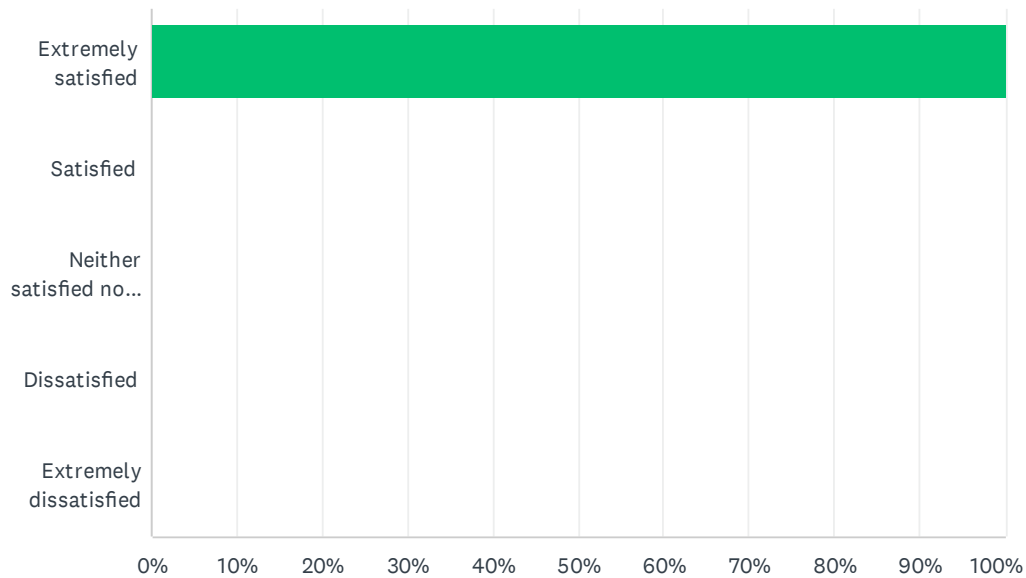


ANSWER CHOICES	RESPONSES	
Ext eme y sat sf ed	100.00%	1
Sat sf ed	0.00%	0
Ne the sat sfied or d ssat sfied	0.00%	0
D ssat sf ed	0.00%	0
Ext eme y d ssat sfied	0.00%	0
TOTAL		1

#	COMMENTS	DATE
	There are no responses.	

## Q30 Overall, how satisfied are you with your SOLO experience?

Answered: 1   Skipped: 16



ANSWER CHOICES	RESPONSES	
Extremely satisfied	100.00%	1
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		1

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
	There are no responses.	

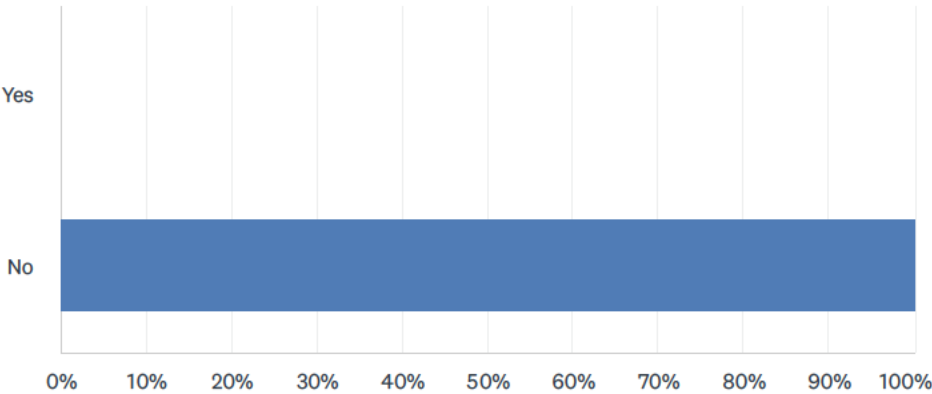
# Q31 What can we do to improve your SOLO experience?

Answered: 0    Skipped: 17

#	RESPONSES	DATE
	There are no responses.	

Q32 I am currently a member of the Mavens Water Polo team.


Answered: 17    Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		0.00%	0
No		100.00%	17
TOTAL			17

## Q33 Overall, how satisfied are you with the amount of time Mavens Water Polo reserves times at Burgess Pool for practice?

Answered: 0   Skipped: 17


 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
	There are no responses.	

### Q34 How would you describe the safety measures in place when you are participating in water polo practice at Burgess?

Answered: 0   Skipped: 17

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely safe	0.00%	0
Very safe	0.00%	0
Moderately safe	0.00%	0
Slightly unsafe	0.00%	0
Not at all safe	0.00%	0
TOTAL		0

## Q35 Overall, how satisfied are you with our Lifeguards?

Answered: 0   Skipped: 17


 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied or dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	COMMENTS	DATE
	There are no responses.	

## Q36 Overall, how satisfied are you with our water quality consistency in the pools?

Answered: 0   Skipped: 17

 No matching responses.


ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied or dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	COMMENTS	DATE
	There are no responses.	



### Q37 Overall, how satisfied are you with locker rooms and showers in terms of cleanliness, amenities and space?

Answered: 0   Skipped: 17

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied or dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	COMMENTS	DATE
	There are no responses.	

## Q38 Overall, how satisfied are you with deck and general cleanliness of the facility outside?

Answered: 0   Skipped: 17


 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied or dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	COMMENTS	DATE
	There are no responses.	

## Q39 Overall, how satisfied are you with your Mavens Water Polo experience?

Answered: 0   Skipped: 17

 No matching responses.

ANSWER CHOICES	RESPONSES	
Extremely satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		0

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
	There are no responses.	

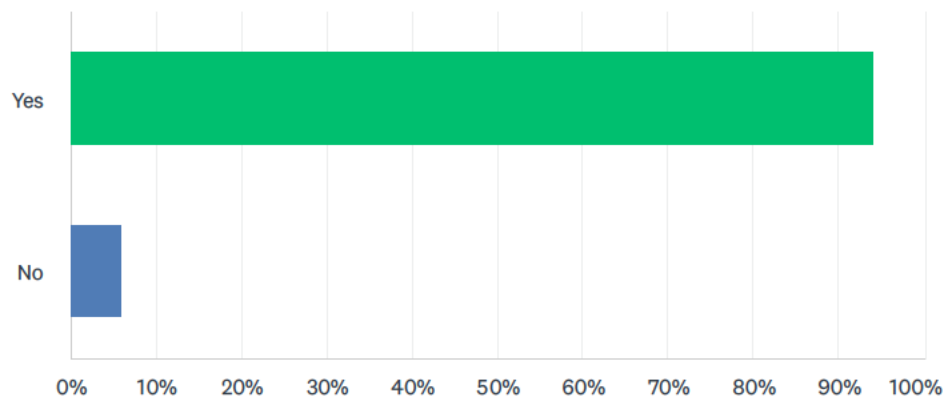
Q40 What can we do to improve your Mavens Water Polo experience?

Answered: 0   Skipped: 17

#	RESPONSES	DATE
	There are no responses.	

## Q41 My child participated in the Bridge Youth Swim Team in 2021 at Burgess.

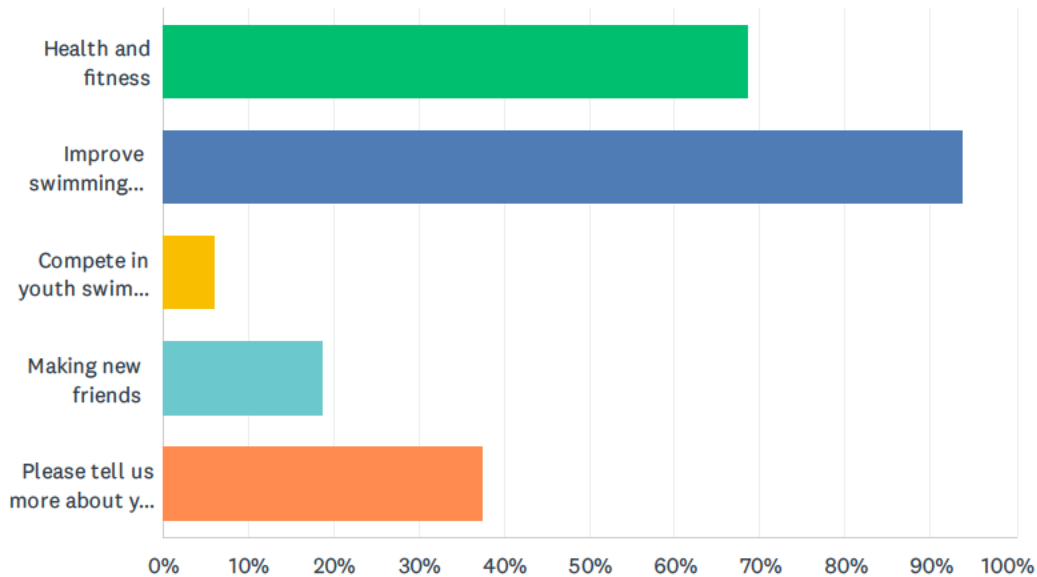
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	94.12%	16
No	5.88%	1
TOTAL		17

## Q42 My child's primary goals for participating in Bridge Youth Swim Team are....(select all that apply)

Answered: 16 Skipped: 1

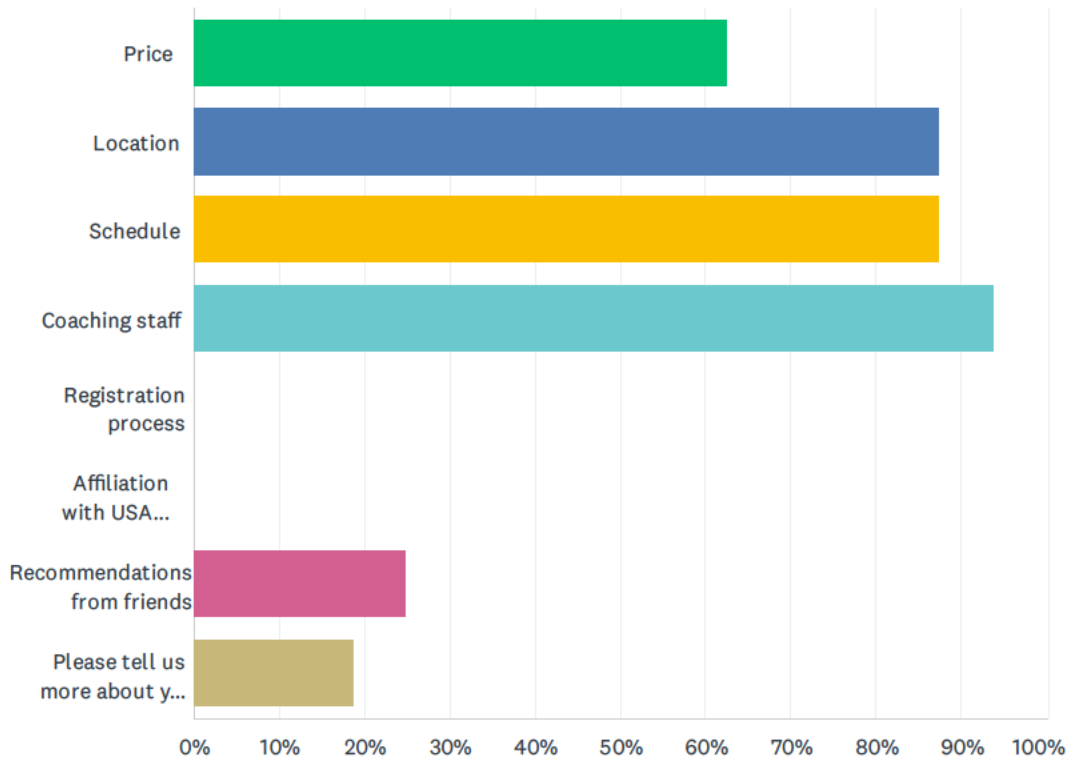


ANSWER CHOICES	RESPONSES	
Health and fitness	68.75%	11
Improve swimming technique	93.75%	15
Compete in youth swim tournaments	6.25%	1
Making new friends	18.75%	3
Please tell us more about your experience	37.50%	6
Total Respondents: 16		

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Also to make up for lost pool time after COVID closures and limited lessons.	1/19/2022 3:43 PM
2	-	1/18/2022 6:26 PM
3	Exposure to swim team in a non-stress, non competitive, environment, focused on learning	1/14/2022 5:39 PM
4	X	1/14/2022 2:49 PM
5	My child said it was fun and liked learning the right way to swim.	1/14/2022 2:16 PM
6	My daughter was able to *finally* make the Alto mini fit after one session with bridge. She tried out 4x!	1/14/2022 2:06 PM

## Q43 How important are the following criteria when choosing a youth swim team....(select all that apply)

Answered: 16 Skipped: 1

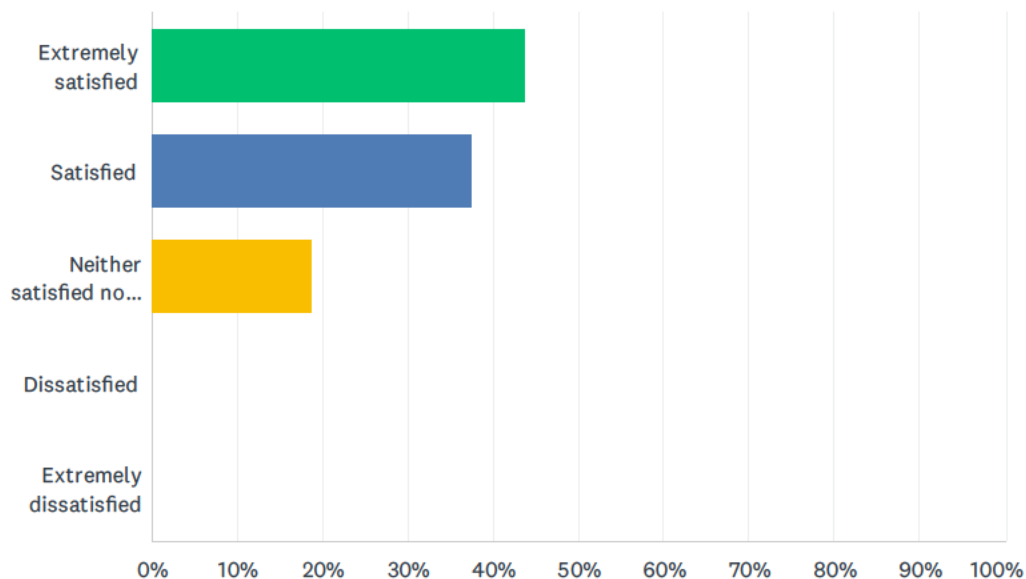


ANSWER CHOICES	RESPONSES	
P ce	62.50%	10
Locat on	87.50%	14
Schedu e	87.50%	14
Coach ng staff	93.75%	15
Reg st at on process	0.00%	0
Affi at on w th USA Swimm ng	0.00%	0
Recommendat ons f om fr ends	25.00%	4
P ease tel us mo e about you experience	18.75%	3
Total Respondents: 16		

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Jacob is awesome! He's one of few Burgess instructors who can convey stroke corrections in a way the kids can understand.	1/19/2022 3:43 PM
2	-	1/18/2022 6:26 PM

## Q44 Overall, how satisfied are you with the scheduled times available for Bridge practice?

Answered: 16 Skipped: 1



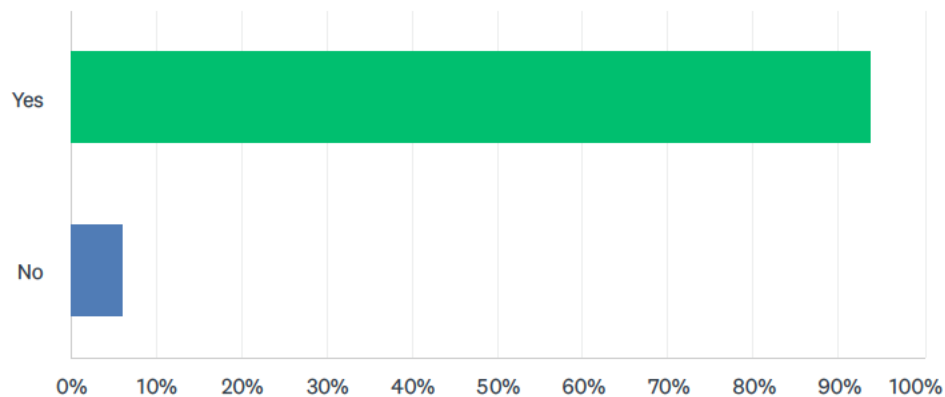
ANSWER CHOICES	RESPONSES	
Extremely satisfied	43.75%	7
Satisfied	37.50%	6
Neither satisfied nor dissatisfied	18.75%	3
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		16

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	It would be great to have a session early evening (e.g. 5:00 onwards) so it is after the after-school activities (e.g. school play rehearsal)	1/19/2022 3:43 PM
2	-	1/18/2022 6:26 PM
3	Prefer a flexible 2-day/week schedule for advanced-level swimmers. The reason we cannot continue the program.	1/15/2022 2:17 AM
4	The schedule is going to be a limiting factor. I can see my son would do better in the Intermediate group but MWF is hard for us. With two coaches, I think it could be a better idea to run beginning and intermediate cohorts simultaneously. The more flexibility offered, the more successful your retention numbers will be. However, I see you're fully booked as-is, clearly this was a big hole in local program offering.	1/14/2022 2:49 PM



## Q45 Do you feel the program's price is reasonable?

Answered: 16 Skipped: 1

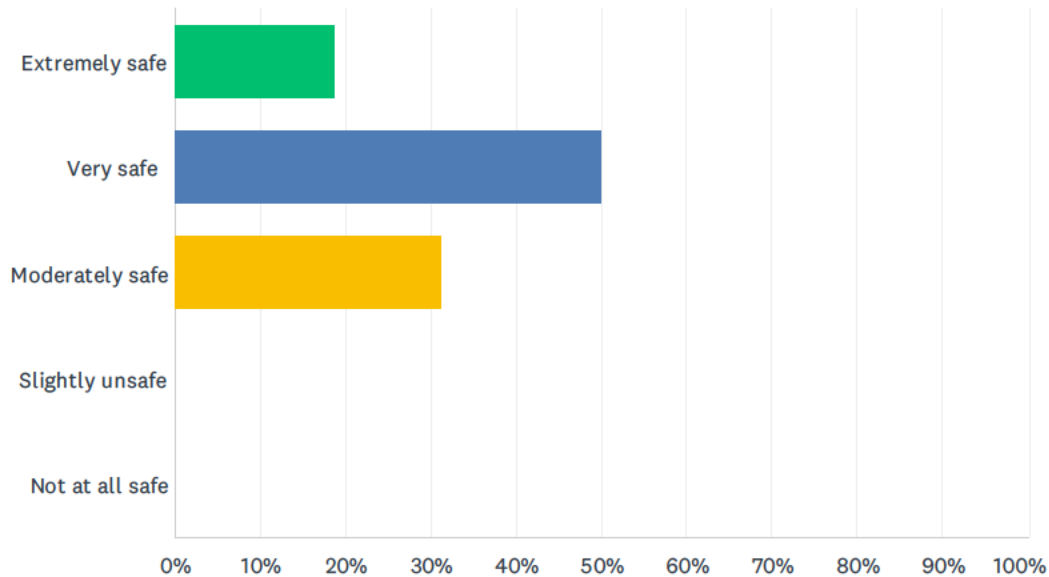


ANSWER CHOICES	RESPONSES	
Yes	93.75%	15
No	6.25%	1
TOTAL		16

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	It's expensive for the short time in the pool.	1/19/2022 3:43 PM
2	-	1/18/2022 6:26 PM
3	X	1/14/2022 2:49 PM
4	We've never had swim instruction this good before. We found the program amazing, doable and a lot of fun.	1/14/2022 2:16 PM

## Q46 How would you describe the safety measures in place when your child is participating in Bridge practice at Burgess?

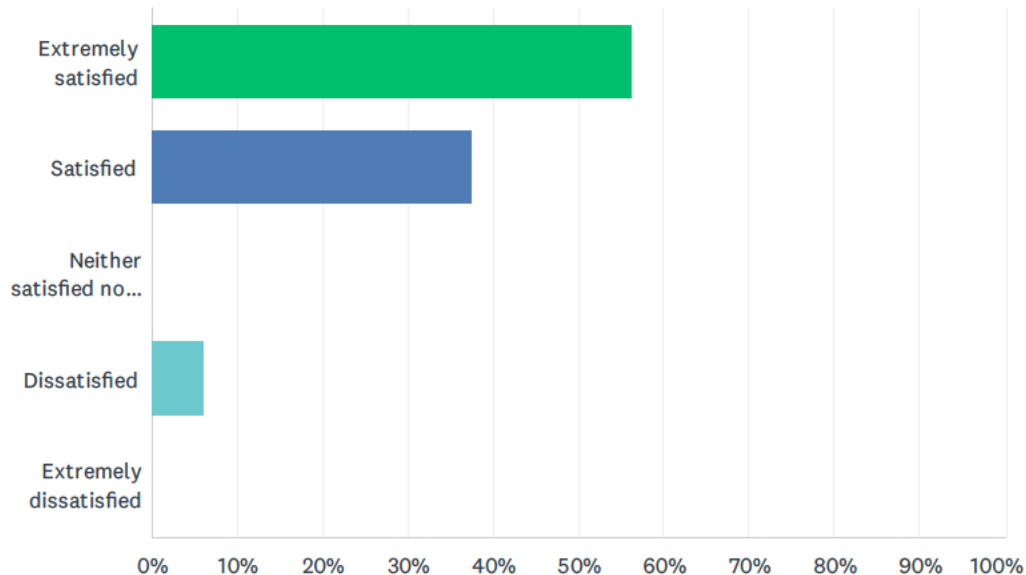
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely safe	18.75%	3
Very safe	50.00%	8
Moderately safe	31.25%	5
Slightly unsafe	0.00%	0
Not at all safe	0.00%	0
TOTAL		16

## Q47 Overall, how satisfied are you with your Bridge Youth Swim Team experience?

Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely satisfied	56.25%	9
Satisfied	37.50%	6
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	6.25%	1
Extremely dissatisfied	0.00%	0
TOTAL		16

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Jacob is Amazing!!!	1/18/2022 6:26 PM
2	Love the coaches, but I ended up just not going. There just wasn't enough delineation between age groups and abilities . My kid sucks, but did great in solo with 3-4 swimmers of his size/ age/ability in one lane wearing fins. He loved it. I thought the jump over to bridge would be great for winter because it's in a warmer pool and we've loved teacher Jacob for years. It was sort of a disaster and now he hates swim. My kid is tiny and lacks attention. He needs someone there who's in charge of just 1-2 lanes telling them clearly what to do. He absolutely needed fins, he weighs all of 41 pounds and was just getting ran over by the bigger kids. He was exhausted/not having fun, continually being ran over trying to keep up with his stick legs. He definitely needed stroke instruction . I thought the program would be smaller and organized better into age/size/ability class and that they would use fins at least sometimes like in solo. I think they should've just offered the program to 8+ As the majority of the kids were older anyway . I would also like to add that I think Jacob and Bruce are amazing and we're just working with what they had at the launch of this program .	1/14/2022 9:07 PM
3	We LOVE the Bridge Program! It's such a unique program catering to such a HUGE need in	1/14/2022 5:39 PM

## 2021 Community Survey (Teams)

our community. There is no other program that caters to this age/ skill level that I have been able to find and it is so appreciated. The kids LOVE it! Jacob is one of the best child swim instructors I've seen. His patience and attention to the newer/slower swimmers and the way he explains things to those just getting exposed to the sport is fantastic!! We are so grateful for his patience and to be able to participate!

4	I do believe the weaker swimmers get a bit more attention, which is understandable! I think the second coach should be more involved, he doesn't say much. Jacob is a strong leader and engages the kids well— assistant coach should try to step forward in this way. My son would be able to swim double the number of laps (without complaint!) if asked.	1/14/2022 2:49 PM
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## Q48 What can we do to improve your Bridge Youth Swim Team experience?

Answered: 6   Skipped: 11

#	RESPONSES	DATE
1	-	1/18/2022 6:26 PM
2	More communication about how the swimmers can participate in meets (or 'graduate' to the level 6 team?)	1/14/2022 9:13 PM
3	I think there could be more instruction on technique. Maybe out of the water because once the kids are in the water it is more hard to reign their attention in. I feel sometimes they are asked to do a stroke and not told how to do it or do it better.	1/14/2022 4:03 PM
4	You're doing great! Thanks for launching this program. For long term success I would encourage maximum schedule flexibility and mentoring coaching assistants.	1/14/2022 2:49 PM
5	Xx	1/14/2022 2:31 PM
6	The bathrooms/shower room could be a little cleaner. Lots of hair everywhere on the floor and some of the showers didn't work	1/14/2022 2:16 PM

## Q49 Please share any additional comments about our facility and programs.

Answered: 4   Skipped: 13

#	RESPONSES	DATE
1	Almost time to rip out those showers and re-do them, eh?	1/14/2022 9:08 PM
2	Just wanted to thank you all for continuing to provide such meaningful athletic programs for our young children!	1/14/2022 2:56 PM
3	It would be great if snacks were available for purchase. The bathroom could use more attention. But, the pool temp for swim classes were perfect.	1/14/2022 2:18 PM
4	Jacob is wonderful!	1/14/2022 2:06 PM

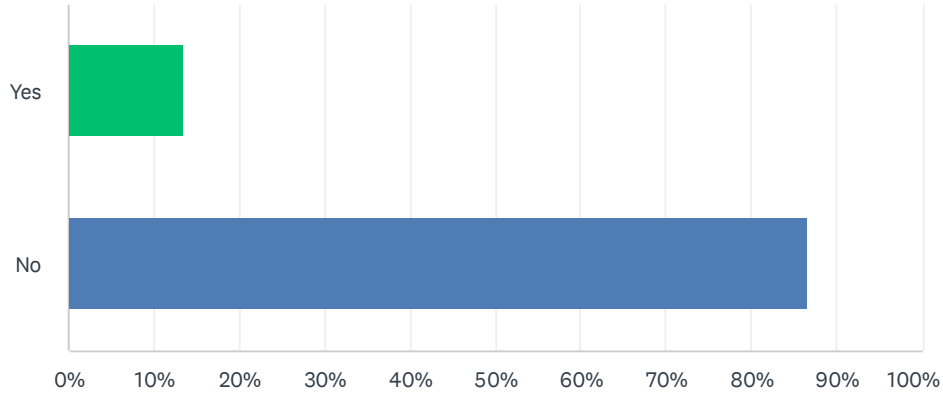
Q50 Optional: If you would like to be contacted with additional questions, please leave your name, email and phone number.

Answered: 0   Skipped: 17

#	RESPONSES	DATE
	There are no responses.	

## Q36 In 2021, my child participated in the Menlo Swim School program at Burgess Pool.

Answered: 314 Skipped: 1

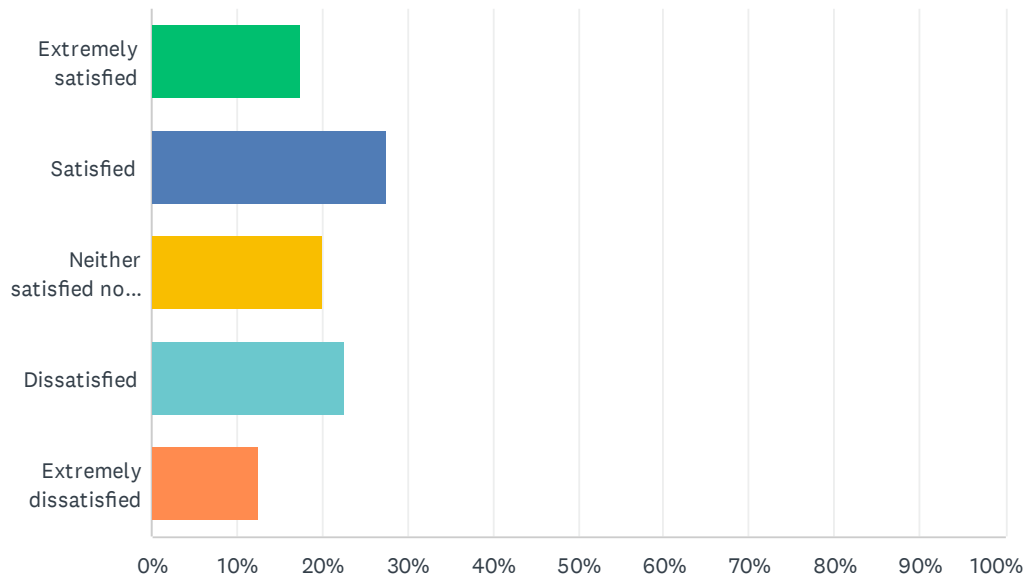


ANSWER CHOICES	RESPONSES	
Yes	13.38%	42
No	86.62%	272
TOTAL		314



## Q37 Overall, how satisfied are you with the scheduled times offered for Swim Lessons at Burgess?

Answered: 40 Skipped: 275



ANSWER CHOICES	RESPONSES	
Extremely satisfied	17.50%	7
Satisfied	27.50%	11
Neither satisfied nor dissatisfied	20.00%	8
Dissatisfied	22.50%	9
Extremely dissatisfied	12.50%	5
TOTAL		40

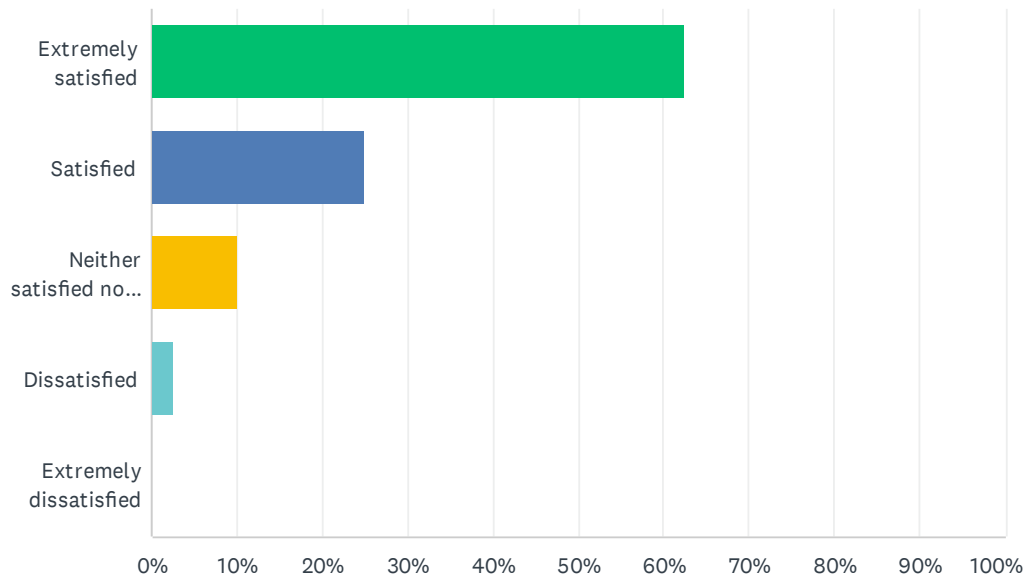
#	ADDITIONAL COMMENTS	DATE
1	I can only bring my kids to swim school between 4 and 5pm during weekdays but I've never been able to find a spot. They always seem booked even though I log in as soon as I receive a notification that new slots are added. Weekends are easier but the most popular times are booked super fast. I cannot maintain a consistent swim schedule for my kids unfortunately. Disappointing.	1/15/2022 6:32 PM
2	Working parents so we need weekend slots. We understand that making more weekend lesson slots available takes away lanes in the pool from other valuable programs (lap swim etc).	1/15/2022 2:40 PM
3	In 2022, I am having a difficult time finding a swim lesson time after school	1/14/2022 4:16 PM
4	Too few offerings, and having to book two weeks in advance for every single lesson is quite challenging. Would be good if the lesson times overlapped with open swim so that kids could transition from a lesson to open swim. otherwise its a lot of effort for just 30 mins in the water.	1/14/2022 1:44 PM
5	It was hard to get an appointment at a time that worked for our family	1/13/2022 11:57 PM
6	Infrequent, no hours after school!	1/13/2022 10:47 PM

## 2021 Community Survey

7	would have loved a wider variety of slots	1/13/2022 4:15 PM
8	Swim lessons mainly offered during school hours and there are not many options after school.	1/13/2022 2:26 PM
9	The Bridge program is full as are all afternoon lessons. :(	1/13/2022 1:58 PM
10	This was early 2020 when you could only purchase individual private sessions. To much inconsistency, booking hassles, and high cost.	1/13/2022 1:52 PM
11	it is terribly difficult to get a swim lesson. parents have to wait up until midnight to book	1/13/2022 1:37 PM
12	Very little after school availability for private lessons, and we don't feel safe to send our kid to group lessons.	1/13/2022 1:27 PM
13	Classes get filled very quickly. Would like more time slots	1/13/2022 1:18 PM
14	Do not recommend and it breaks my heart to say so. The only thing Menlo Swim has going for it is Jacob and Reza for POLO and SOLO. Those two are literally the only reason to go to Burgess. Bruce is a terrible couch and should be replaced by Jacob. Bruce is like Cobra Kai. Jacob is Mr Miyagi. Bruce goes on about his sick cat, etc, setting the tone for an entire evening of him taking out his problems on the kids. My daughter has been instructed that if Bruce is the couch for POLO (when Jacob is out) that she should turn around and leave before class starts. Jacob + Reza know how to make POLO and SOLO *FUN*. Bruce does not. As for teaching our young ones to learn to swim. You have no classes. There is such a limited option for kids that are k-12 and in school. How can you honestly expect young kids to learn to swim in Menlo Park? You're forcing us to go to San Carlos. Last year we'd stay up until midnight to book a few classes at burgess for our 7 year old. This year you have nothing. Burgess used to be the best place to learn to swim in the area. Now it has *nothing* :( And when I asked about opening up more open swim lanes on weekdays between 4-6pm to let the parents teach our kids I was told that there's not enough lanes?? If there was enough room last year to have one lane for instruction of young kids in the evenings, then you should now be able to have at least one lane open every single evening between 4 and 6pm to let parents teach their kids how to swim! It's just sad :( Yes, we're in a pandemic, but don't you realize that eventually you'll run out of kids that can feed in to bridge/polo/solo if you don't start caring about early learners?? :((((((( I guess we'll just have to go to San Carlos :((((	1/13/2022 1:16 PM

## Q38 How satisfied were you with your swim instructor?

Answered: 40 Skipped: 275



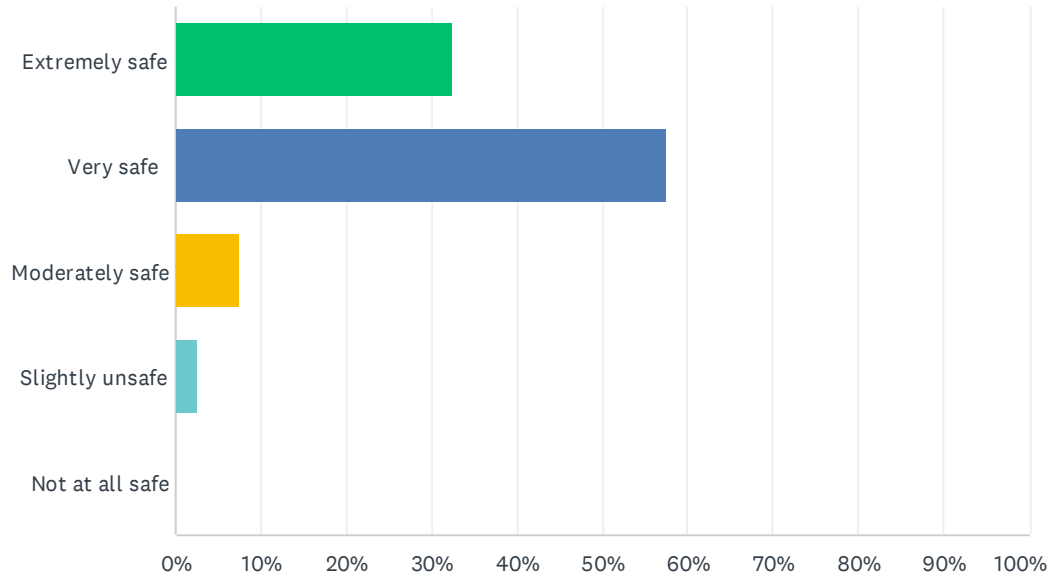
ANSWER CHOICES	RESPONSES	
Extremely satisfied	62.50%	25
Satisfied	25.00%	10
Neither satisfied nor dissatisfied	10.00%	4
Dissatisfied	2.50%	1
Extremely dissatisfied	0.00%	0
<b>TOTAL</b>		<b>40</b>

#	ADDITIONAL COMMENTS	DATE
1	We changed many swim instructors. We start with one, my kids get used to him/she and then they disappear (except for Reza and Jacob whose schedules don't work for my kids most of the time). It happened so many times.	1/15/2022 6:32 PM
2	Love Jacob.	1/15/2022 2:40 PM
3	Instructor clearly new swim technique, but the lesson was extremely dry. For five year olds you should try to make it way more fun.	1/14/2022 1:44 PM
4	Sonia and Jacob are great	1/13/2022 4:21 PM
5	we liked Jacob	1/13/2022 4:15 PM
6	Reza is the best. I no longer see him on the roster.	1/13/2022 3:17 PM
7	Coach Jacob is super nice!	1/13/2022 3:15 PM
8	Jacob is the best and I wish he had more lessons available. My kids specifically want him.	1/13/2022 1:58 PM
9	Great teachers, even from deck-side	1/13/2022 1:52 PM



## Q39 How would you describe the safety measures in place when you are participating in Swim Lessons at Burgess?

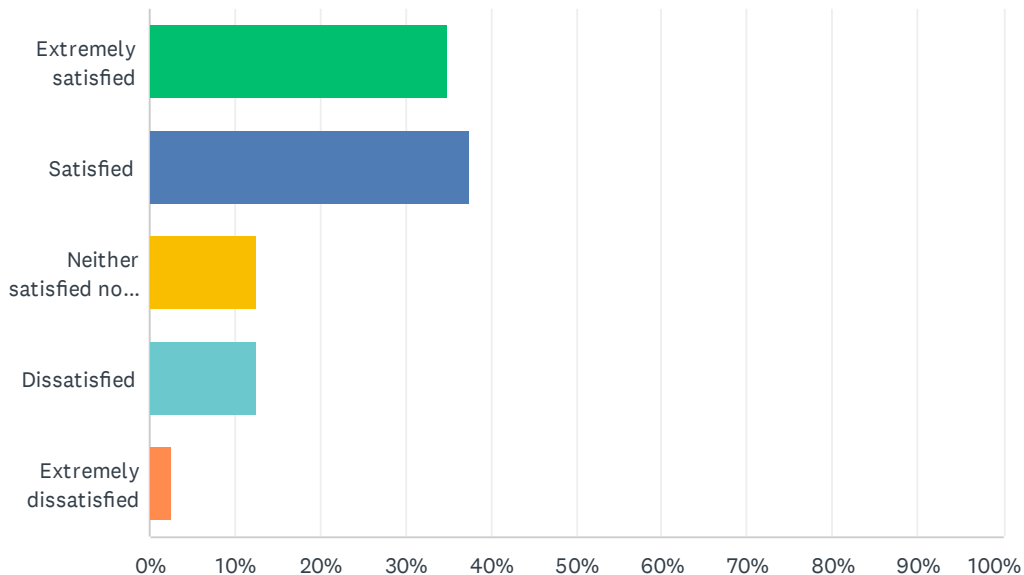
Answered: 40 Skipped: 275



ANSWER CHOICES	RESPONSES	
Ext eme y safe	32.50%	13
Ve y safe	57.50%	23
Mode ate y safe	7.50%	3
S ght y unsafe	2.50%	1
Not at a safe	0.00%	0
TOTAL		40

## Q40 Overall, how satisfied are you with your family's Menlo Swim School experience?

Answered: 40 Skipped: 275

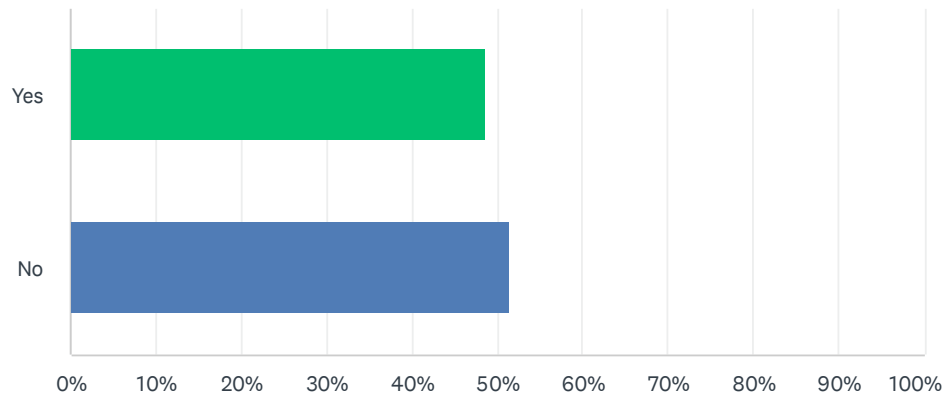


ANSWER CHOICES	RESPONSES	
Extremely satisfied	35.00%	14
Satisfied	37.50%	15
Neither satisfied nor dissatisfied	12.50%	5
Dissatisfied	12.50%	5
Extremely dissatisfied	2.50%	1
TOTAL		40

#	ADDITIONAL COMMENTS	DATE
1	Booking the lessons was the only 'issue' I have with the swim school.	1/16/2022 11:40 AM
2	As previously discussed: really like Jacob but pretty much everything else could use improvement. We've had 4-5 Burgess instructors over the past 4 years and none of the other instructors made any headway with our older son--took 2-3 years of lessons for him to achieve water safety. By contrast, our younger son was enrolled in La Petite Baleen from the beginning + a small number of Burgess lessons, and was water safe within 6 mos.	1/15/2022 2:40 PM
3	Booking private instructors every two weeks (at midnight, to ensure you get a spot), it pretty tough.	1/14/2022 1:44 PM
4	Very expensive for what you get.	1/13/2022 10:47 PM
5	I was very satisfied until recently. Ive been trying to book private lessons for months.	1/13/2022 1:58 PM
6	You don't have classes!!!!	1/13/2022 1:16 PM

## Q41 Do you feel the private Swim Lesson price is reasonable?

Answered: 39 Skipped: 276



ANSWER CHOICES	RESPONSES	
Yes	48.72%	19
No	51.28%	20
TOTAL		39

#	ADDITIONAL COMMENTS	DATE
1	It's even more expensive than the non-member rate at some local clubs.	1/19/2022 11:43 PM
2	Expensive. There are more economical places which I'm considering to explore due to reasons also mentioned above.	1/15/2022 6:32 PM
3	Happy to pay top dollar for experienced, consistently available instructors. If org reserves the right to sub in instructors last minute, curriculum should be ironclad so product is consistent across the board.	1/15/2022 2:40 PM
4	It's pretty expensive	1/13/2022 11:57 PM
5	on the expensive side	1/13/2022 4:15 PM
6	No, but I understand it comes with the area...	1/13/2022 3:17 PM
7	I think the price is reasonable if there are more than 1 kid (post covid). For one kid it is not a reasonable price.	1/13/2022 2:26 PM
8	Probably reasonable, but too high for my budget	1/13/2022 1:52 PM
9	\$76/hour is very expensive. i can pay \$150/mo at la petite baleen for 4 lessons/mo.	1/13/2022 1:37 PM
10	Do not recommend and it breaks my heart to say so. The only thing Menlo Swim has going for it is Jacob and Reza for POLO and SOLO. Those two are literally the only reason to go to Burgess. Bruce is a terrible couch and should be replaced by Jacob. Bruce is like Cobra Kai. Jacob is Mr Miyagi. Bruce goes on about his sick cat, etc, setting the tone for an entire evening of him taking out his problems on the kids. My daughter has been instructed that if Bruce is the couch for POLO (when Jacob is out) that she should turn around and leave before class starts. Jacob + Reza know how to make POLO and SOLO *FUN*. Bruce does not. As for teaching our young ones to learn to swim. You have no classes. There is such a limited option for kids that are k-12 and in school. How can you honestly expect young kids to learn to swim in Menlo Park? You're forcing us to go to San Carlos. Last year we'd stay up until midnight to book a few classes at burgess for our 7 year old. This year you have nothing.	1/13/2022 1:16 PM

## 2021 Community Survey

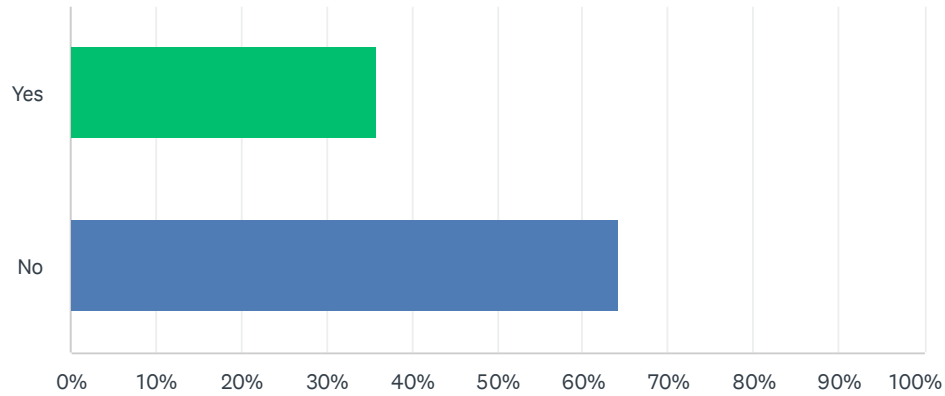
Burgess used to be the best place to learn to swim in the area. Now it has \*nothing\* :( And when I asked about opening up more open swim lanes on weekdays between 4-6pm to let the parents teach our kids I was told that there's not enough lanes?? If there was enough room last year to have one lane for instruction of young kids in the evenings, then you should now be able to have at least one lane open every single evening between 4 and 6pm to let parents teach their kids how to swim! It's just sad :( Yes, we're in a pandemic, but don't you realize that eventually you'll run out of kids that can feed in to bridge/polo/solo if you don't start caring about early learners?? :((((((( I guess we'll just have to go to San Carlos :((((

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## Q42 Are you aware of our Scholarship Opportunities provided by the Beyond Barriers Athletic Foundation (BBAF)?

Answered: 39 Skipped: 276

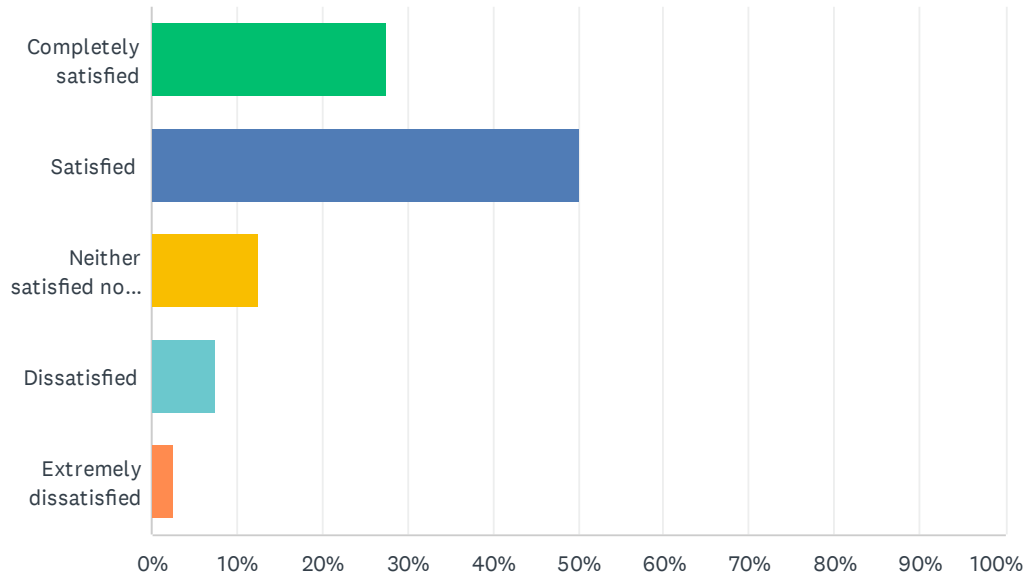


ANSWER CHOICES		RESPONSES	
Yes		35.90%	14
No		64.10%	25
TOTAL			39

#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

## Q43 How would you rank the value of your Menlo Swim School experience?

Answered: 40 Skipped: 275

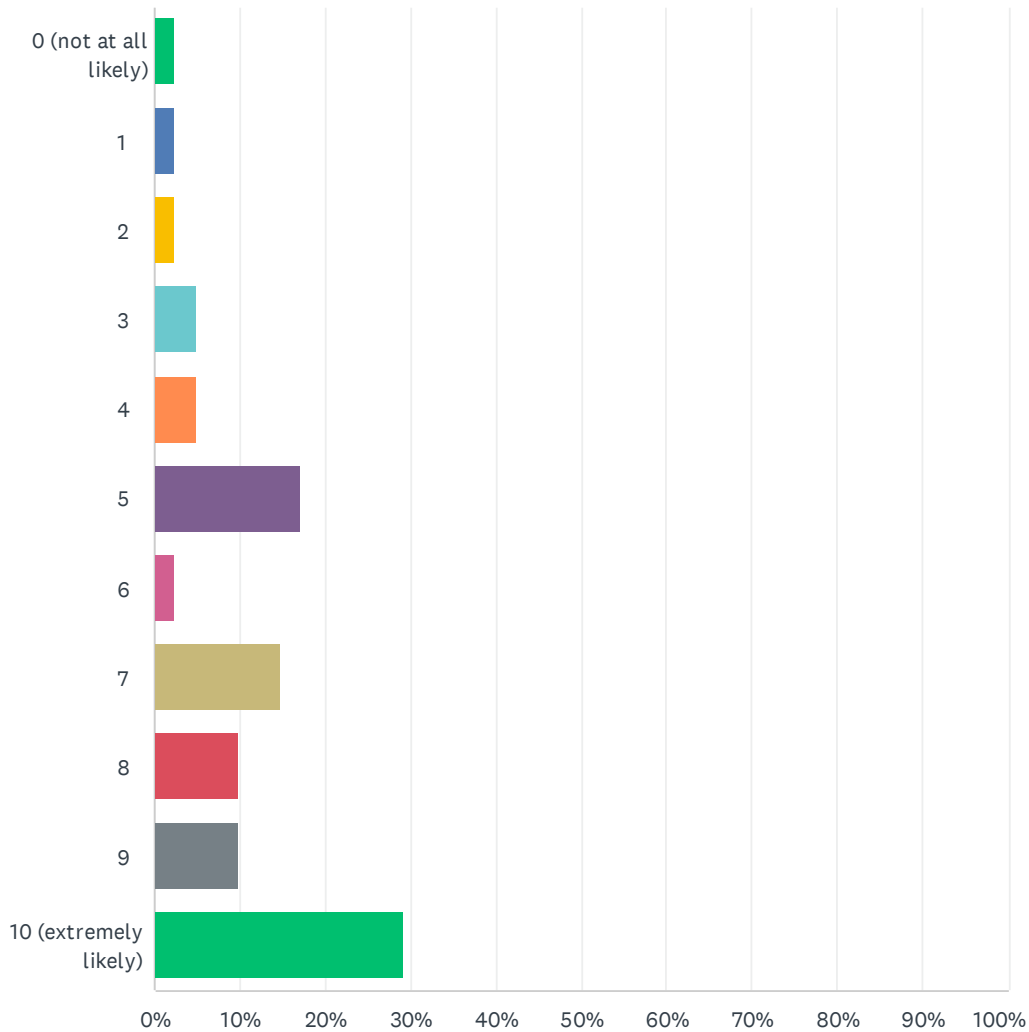


ANSWER CHOICES	RESPONSES	
Completely satisfied	27.50%	11
Satisfied	50.00%	20
Neither satisfied nor dissatisfied	12.50%	5
Dissatisfied	7.50%	3
Extremely dissatisfied	2.50%	1
TOTAL		40

#	ADDITIONAL COMMENTS	DATE
1	We continue with Burgess lessons because our boys love 30-60 minutes of private swimming attention and we can walk to Burgess from our home. We value the geographical convenience and our boys view lessons as special occasions.	1/15/2022 2:40 PM

**Q44 Considering your experience with Menlo Swim School, how likely are you to recommend Menlo Swim School to a friend? (0 is not at all likely, 10 is extremely likely)**

Answered: 41 Skipped: 274



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	2.44%	1
1	2.44%	1
2	2.44%	1
3	4.88%	2
4	4.88%	2
5	17.07%	7
6	2.44%	1
7	14.63%	6
8	9.76%	4
9	9.76%	4
10 (extremely likely)	29.27%	12
TOTAL		41

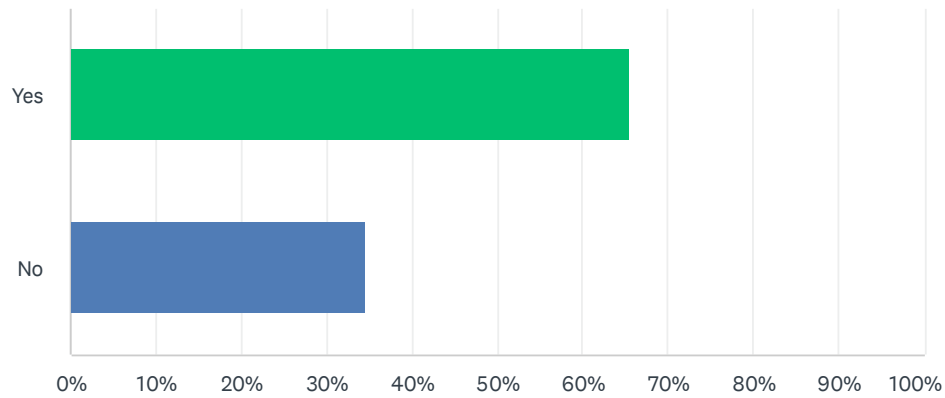
## Q45 What can we do improve your Swim School experience?

Answered: 13   Skipped: 302

#	RESPONSES	DATE
1	More hours (weekday afternoons between 3.30pm and 5pm), instructors who will stay, improved reservation system. Regarding reservation, I'm always late to find spots for some reason when I log in even though I check schedules every other day. there seems to be a supply demand issue.	1/15/2022 6:32 PM
2	Have provided extensive answers on this earlier in survey--if you're billing \$150/hour, must have consistent lesson slots and consistent curriculum across instructors. Right now, the Swim School experience @ Burgess feels like an afterthought--the weak link in the center's programming.	1/15/2022 2:40 PM
3	- More fun for little kids - Hours adjacent to open swim - Group lessons - Longer-term enrollment	1/14/2022 1:44 PM
4	Offer more time slots and reduce the price slightly. We ended up switching to La Petite Baleen due to those two factors being better there. But we'd much prefer Burgess for many reasons (location, more open space for covid safety, etc).	1/13/2022 11:57 PM
5	Make more ongoing times available so we don't have to sign up for 1-time lessons. My child does not do well with changing schedules, different teachers, etc, so consistency is very helpful	1/13/2022 6:46 PM
6	More times and slots for private swimming lessons for kids to attend after school hours	1/13/2022 4:21 PM
7	lower cost of private lesson	1/13/2022 3:17 PM
8	Please invest in young swimmers who are not yet experienced enough to be in the swim team. If you are not teaching the young swimmers the strokes how are they ever going to be in the swim team? You will soon run out of kids to participate in the swim team because younger ones are being neglected.	1/13/2022 2:26 PM
9	Have more options in the afternoons. Also more flexibility for the Bridge program.	1/13/2022 1:58 PM
10	Lower price and make booking easier	1/13/2022 1:26 PM
11	Better scheduling system. I would like to scheduling standing recurring lessons at a time.	1/13/2022 1:23 PM
12	Offer more private lessons	1/13/2022 1:18 PM
13	Do not recommend and it breaks my heart to say so. The only thing Menlo Swim has going for it is Jacob and Reza for POLO and SOLO. Those two are literally the only reason to go to Burgess. Bruce is a terrible couch and should be replaced by Jacob. Bruce is like Cobra Kai. Jacob is Mr Miyagi. Bruce goes on about his sick cat, etc, setting the tone for an entire evening of him taking out his problems on the kids. My daughter has been instructed that if Bruce is the couch for POLO (when Jacob is out) that she should turn around and leave before class starts. Jacob + Reza know how to make POLO and SOLO *FUN*. Bruce does not. As for teaching our young ones to learn to swim. You have no classes. There is such a limited option for kids that are k-12 and in school. How can you honestly expect young kids to learn to swim in Menlo Park? You're forcing us to go to San Carlos. Last year we'd stay up until midnight to book a few classes at burgess for our 7 year old. This year you have nothing. Burgess used to be the best place to learn to swim in the area. Now it has *nothing* :( And when I asked about opening up more open swim lanes on weekdays between 4-6pm to let the parents teach our kids I was told that there's not enough lanes?? If there was enough room last year to have one lane for instruction of young kids in the evenings, then you should now be able to have at least one lane open every single evening between 4 and 6pm to let parents teach their kids how to swim! It's just sad :( Yes, we're in a pandemic, but don't you realize that eventually you'll run out of kids that can feed in to bridge/polo/solo if you don't start caring about early learners?? :((((((( I guess we'll just have to go to San Carlos :((((	1/13/2022 1:16 PM

## Q46 In 2021, I participated in Lap Swimming at Menlo Swim &amp; Sport.

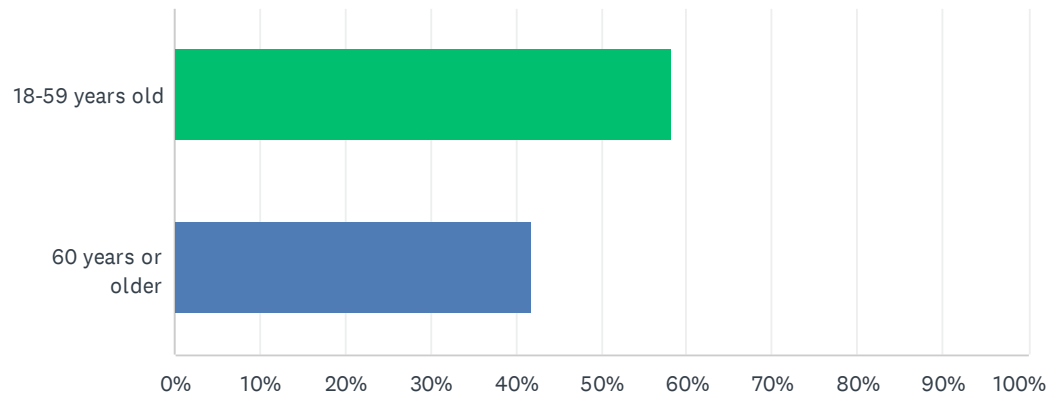
Answered: 313 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	65.50%	205
No	34.50%	108
TOTAL		313

## Q47 What is your age?

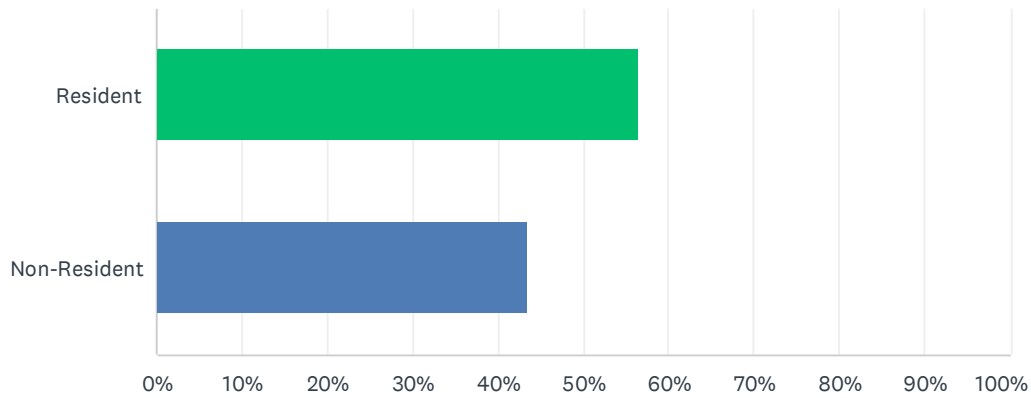
Answered: 199 Skipped: 116



ANSWER CHOICES	RESPONSES	
18-59 years old	58.29%	116
60 years or older	41.71%	83
TOTAL		199

## Q48 Are you a Resident or Non-Resident of the city of Menlo Park?

Answered: 202 Skipped: 113

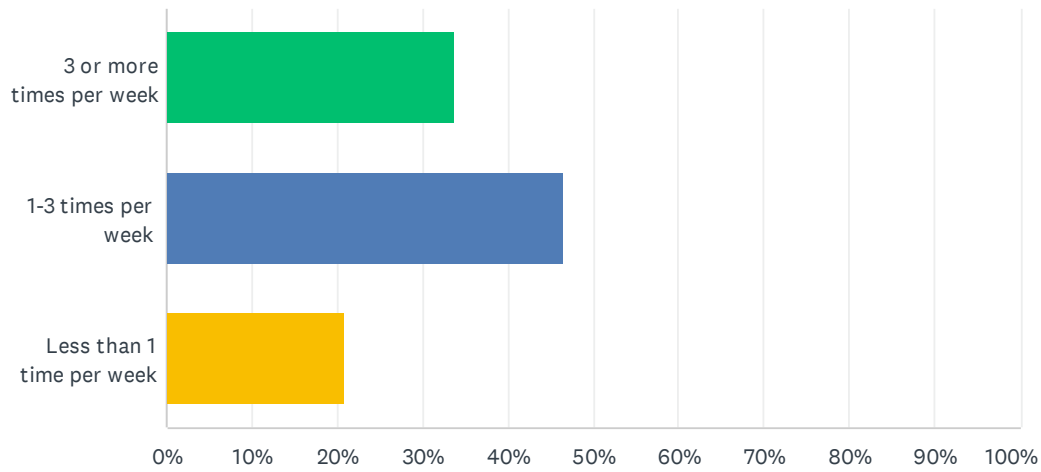


ANSWER CHOICES	RESPONSES	
Res dent	56.44%	114
Non-Res dent	43.56%	88
TOTAL		202



## Q49 How many times a week do you lap swim at Burgess Pool?

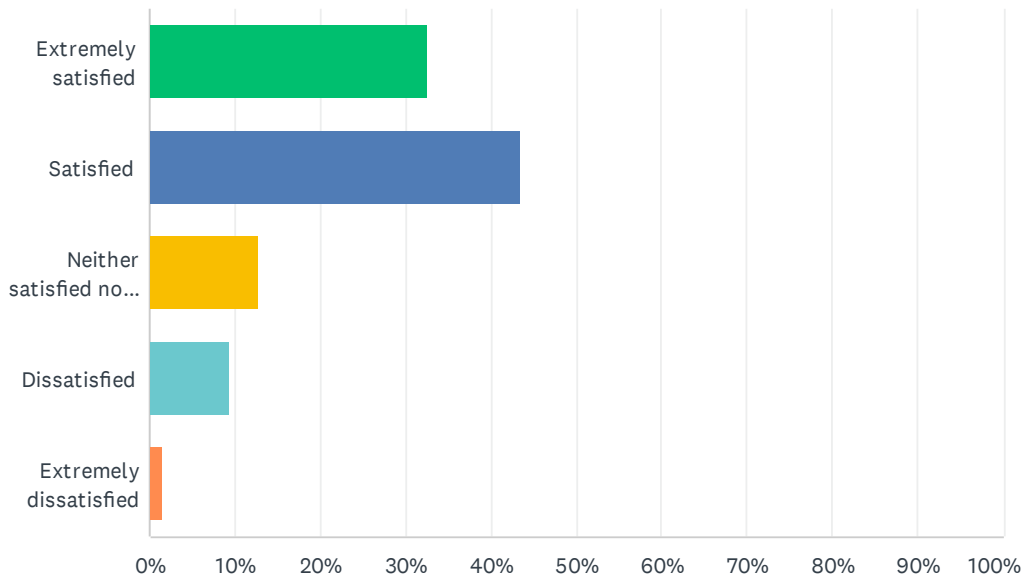
Answered: 202    Skipped: 113



ANSWER CHOICES	RESPONSES	
3 o mo e t mes pe week	33.66%	68
1-3 t mes pe week	46.53%	94
Less than 1 t me per week	20.79%	42
Total Respondents: 202		

## Q50 Overall, how satisfied are you with the amount of time Menlo Swim & Sport features Lap Swim at Burgess Pool?

Answered: 202    Skipped: 113



ANSWER CHOICES	RESPONSES	
Extremely satisfied	32.67%	66
Satisfied	43.56%	88
Neither satisfied nor dissatisfied	12.87%	26
Dissatisfied	9.41%	19
Extremely dissatisfied	1.49%	3
TOTAL		202

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	6AM is the busiest time to swim and basically every morning there is crowding in the 2 available performance lanes as well as in the instructional pool. Having to circle and swimming different workouts and different speeds creates a very unsafe swimming environment with risk for collision and injury. All non-masters swimmers are very frustrated with the current situation and only 2 lanes being open for lap swimmers in the performance pool and the instructional pool being way too warm and salty to actually swim in. - Open the performance lane for all from 5AM-6AM so everyone that wants a good workout and is not part of masters can come at that time instead. I know a lot of people that would come at 5AM if this was a possibility. - Leave 4 performance lanes open at all times to lap swimmers and the rest for the clubs. The current 2 lanes left open at times is not sufficient to meet the demand and creates hazardous conditions since lap swimmers have widely different speeds and are swimming different things. - Change the water temperature and salt level of the instructional pool to that of the performance pool. It is not possible to swim in the instructional pool currently because of that.	1/19/2022 3:04 PM
2	The pools are dirty! It feels a bit gross to swim in the pools.	1/18/2022 1:14 PM
3	The space in the performance pool for evening hours is limited (3 lanes).	1/18/2022 2:32 AM

## 2021 Community Survey

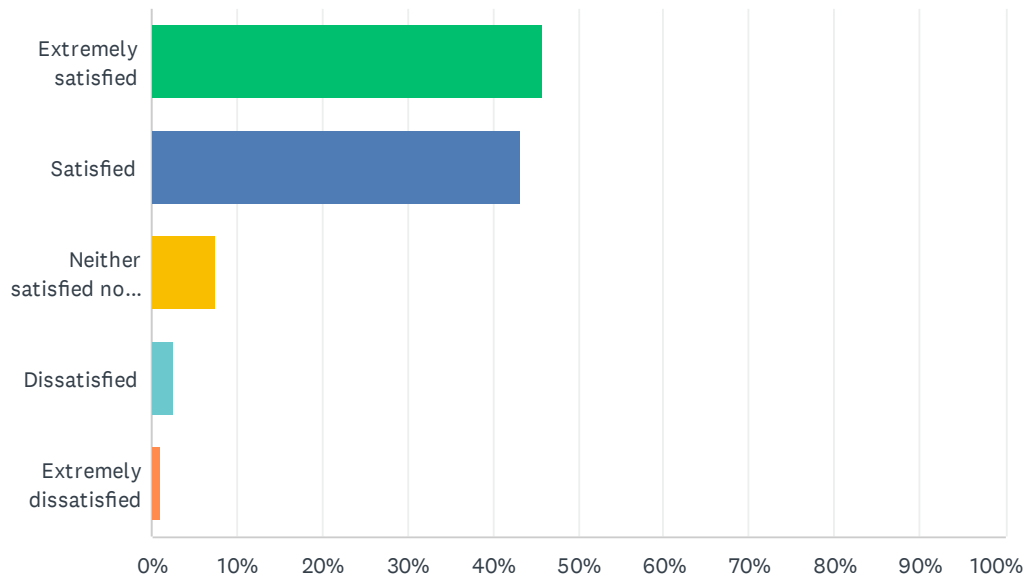
4	I think there should be more time devoted to Lap swimming that is NOT connected to Open swimming. I'm tired of sharing my swim experience with ill behaved undersupervised (too many parents check out the minute they arrive at the pool deck) children.	1/18/2022 1:55 AM
5	Real bummer not to have the option to do laps after work as few lanes are open and hence it gets crowded. Youth teams need it though.	1/16/2022 11:11 PM
6	more lap time availability would be helpful	1/16/2022 3:16 PM
7	After 4 PM there are only 3 lines open for general swimming and this is not enough at all. Youth swimming occupying all remaining lines making almost impossible to swim after work	1/16/2022 1:51 PM
8	We could use more lines more often as they can be crowded	1/15/2022 10:13 PM
9	Lap availability and times are much better than it used to be.	1/15/2022 6:33 PM
10	The hours changed making it very hard to go (open swim as well)	1/15/2022 12:45 AM
11	There should be more lap swim lanes available weekday evenings after 6 or 7pm	1/14/2022 9:45 PM
12	Generally people in instructional pool are nice when asked if lane can be shared. But several times they have been annoyed like saying "I'm doing fly/backstroke so may be hard." I'd like swimmers to understand they need to share lane.	1/13/2022 11:10 PM
13	Grateful for long hours!!	1/13/2022 11:08 PM
14	Love having the choice between the warm water instructional pool and the cooler performance pool especially on cold winter days.	1/13/2022 10:13 PM
15	Would like more weekend am earlier am lap swimming	1/13/2022 9:24 PM
16	lap swimming is difficult on weekends between lessons and open swim and with during the week with aquasize	1/13/2022 8:15 PM
17	Need more available times. Maybe be opened later	1/13/2022 7:57 PM
18	would like more morning lap time in instruction pool during summer months if possible	1/13/2022 7:23 PM
19	I don't swim there anymore.	1/13/2022 7:20 PM
20	It is better when I do not need to share a lane in the instruction pool	1/13/2022 5:45 PM
21	I was really concerned about over-crowding when the Belle Haven pool closed & lap reservations went away, but it has usually worked out OK. DO have to plan ahead to avoid times when Masters will use most of lanes.	1/13/2022 5:21 PM
22	Wish more lap swim evening hours.	1/13/2022 4:30 PM
23	The morning masters swim classes from 7-8 take way too many lanes. I would prefer that at least 3-4 lanes are opened for lap swim.	1/13/2022 4:18 PM
24	per my prior comments, early morning 6-8 is a challenge with just 2 lanes in Performance Pool and Instructional pool being just too warm and salty	1/13/2022 3:37 PM
25	Keep pools open later.	1/13/2022 3:30 PM
26	Wish there was more time later in the afternoon	1/13/2022 3:27 PM
27	Way better than the pools closer to me, which is why I am willing to drive to Burgess.	1/13/2022 2:47 PM
28	I would like to have 3 lanes available for lap swimming (instead of only 2) when there is an Aqua class. There is no need to take so many when the class is not so big.	1/13/2022 2:43 PM
29	Love the consistency of the pool temperatures	1/13/2022 2:37 PM
30	I'm so grateful that you offer late afternoon and evening hours, unlike Rinconada.	1/13/2022 2:17 PM
31	when masters or other teams practice, not enough lanes for lap swim	1/13/2022 2:12 PM
32	Earlier access to the lap swim on weekends would be nice. Possibly evening hours during peak usage since it spreads out swimmers.	1/13/2022 2:06 PM
33	Kids take up a lot of available time when working adults can swim. If you arent retired, its	1/13/2022 1:51 PM

## 2021 Community Survey

	really hard to get to the pool before the kids all show up.	
34	Already provided comment earlier.	1/13/2022 1:46 PM
35	So much better than any YMCA	1/13/2022 1:42 PM
36	Need 5 lanes for lap swim in afternoon 2-3 in instructional pool	1/13/2022 1:38 PM
37	Would like to see the Sunday 8am slot return. 6am too early. At 10am too much sun exposure	1/13/2022 1:37 PM
38	Masters takes up too many lanes at a peak time (lunch break) and you should be able to sign waiver to use spare water polo lanes - you effectively can't lap swim on a Sunday morning at all!	1/13/2022 1:28 PM
39	I was swimming 3 times per week before, but now I'm lucky if I can get to it 1-2x/month. The current schedule just doesn't work at all with my work and family life.	1/13/2022 1:27 PM
40	Posted online schedule does not reflect use of pool. Children and babies allowed in lap swim lanes during designated lap swim time.	1/13/2022 1:22 PM
41	More time during the day for the warmer pool would be appreciated - e.g., 10 am to 3 pm., and have the times be the same every weekday.	1/13/2022 1:21 PM
42	would like more lanes/times for lap swims in the Instructional pool	1/13/2022 1:19 PM
43	Wish there were more chances for lap swimming between 11-3	1/13/2022 1:17 PM
44	Please bring back the annual membership	1/13/2022 1:12 PM
45	it would be nice to have more lanes available during the evenings	1/13/2022 1:09 PM

## Q51 Overall, how satisfied are you with your Lap Swim experience?

Answered: 203    Skipped: 112



ANSWER CHOICES	RESPONSES	
Extremely satisfied	45.81%	93
Satisfied	43.35%	88
Neither satisfied nor dissatisfied	7.39%	15
Dissatisfied	2.46%	5
Extremely dissatisfied	0.99%	2
TOTAL		203

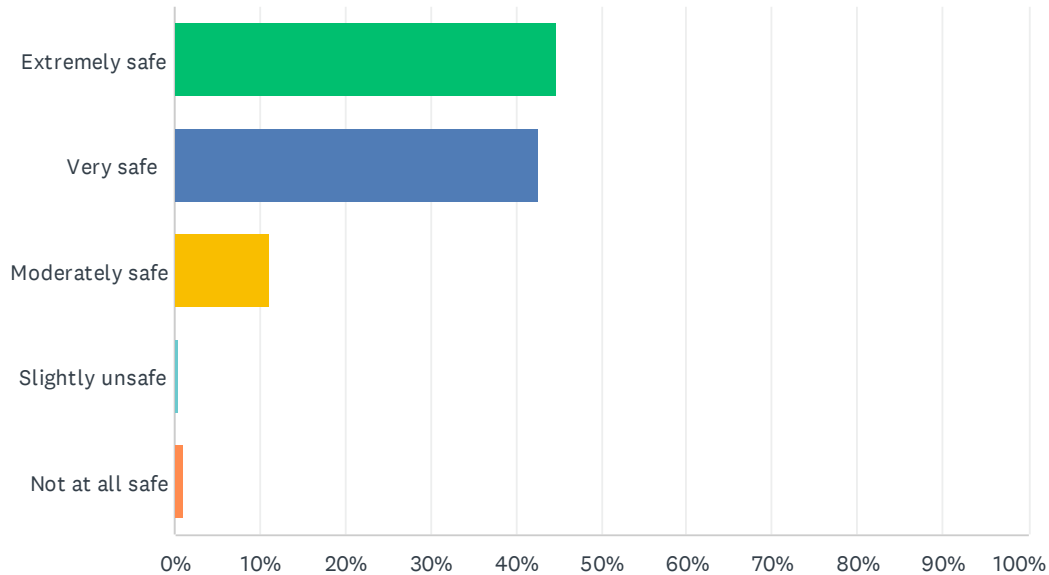
#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	6AM is the busiest time to swim and basically every morning there is crowding in the 2 available performance lanes as well as in the instructional pool. Having to circle and swimming different workouts and different speeds creates a very unsafe swimming environment with risk for collision and injury. All non-masters swimmers are very frustrated with the current situation and only 2 lanes being open for lap swimmers in the performance pool and the instructional pool being way too warm and salty to actually swim in. - Open the performance lane for all from 5AM-6AM so everyone that wants a good workout and is not part of masters can come at that time instead. I know a lot of people that would come at 5AM if this was a possibility. - Leave 4 performance lanes open at all times to lap swimmers and the rest for the clubs. The current 2 lanes left open at times is not sufficient to meet the demand and creates hazardous conditions since lap swimmers have widely different speeds and are swimming different things. - Change the water temperature and salt level of the instructional pool to that of the performance pool. It is not possible to swim in the instructional pool currently because of that.	1/19/2022 3:04 PM
2	I'd like an hour in the evening in the performance pool that is fully dedicated to lap swimming, not just 3 lanes.	1/17/2022 2:04 PM
3	I was lap swimming 2-3 times/week at Belle Haven Pool. It was great.	1/16/2022 12:19 AM

## 2021 Community Survey

4	I'm a limited user and typically only lap swim when my kids are there.	1/15/2022 11:30 AM
5	On nice days, there were too many people per lane to swim. The change in hours made it tough to swim on many occasions.	1/15/2022 12:45 AM
6	The pool is great and I love the warmth of the instructional pool. It would be helpful to know in general when it is more/less crowded. I liked signing up for a lane - maybe that could be reinstated with 2 or 3 to a lane. Then swimmers would understand need to share lane.	1/13/2022 11:10 PM
7	1 person per lane is better in these covid times	1/13/2022 11:07 PM
8	walkers seem oblivious to lap swimmers and should be limited to 1 lane when the pool is busy	1/13/2022 8:15 PM
9	It would be cool to have a suggested workout for the day on a white board...	1/13/2022 5:15 PM
10	This was before re-opening of Masters...	1/13/2022 5:01 PM
11	Some people take lo-o-ong showers, even shaving and brushing their teeth, while gallons of fresh water go down the drain. I think swim facilities should offer showers by coin or token (3 minutes for a quarter, or whatever) the way many state and national parks do.	1/13/2022 4:06 PM
12	Lanes have always been available to swim in the instructional pool, love that the temperature is warm enough for someone who wimps out in the cold!, staff are super friendly, the vibe is positive among people who are swimming - people know each other, chat with staff, seem happy to be getting a good work out, I appreciate that I can use the kickboards	1/13/2022 4:04 PM
13	Extremely satisfied except availability 6-8am	1/13/2022 3:37 PM
14	Just keep the lanes open do we can swim. The reservation times were brutal...please don't go back to that. Keep the pool open even if you need to limit people's time	1/13/2022 3:28 PM
15	I wish there were a way to ensure having a lane to myself, but mostly I do not have to share.	1/13/2022 3:27 PM
16	The signup thing was a total pain.	1/13/2022 3:00 PM
17	I like not having to make a reservation and being able to swim as long as I want. Available equipment is a plus.	1/13/2022 2:47 PM
18	Could do without some other customers lacking courtesy by entitlement attitude and 'lane hogging'.	1/13/2022 2:35 PM
19	Beautiful outdoor environment and the water is very clear.	1/13/2022 1:42 PM
20	I liked the covid measures with online booking and one person per lane	1/13/2022 1:32 PM
21	Would like to be able to lap swim with my child in the same lane	1/13/2022 1:31 PM
22	I do wish more lanes were available in the performance pool in the evenings.	1/13/2022 1:24 PM
23	Somewhere between extremely satisfied and satisfied. Very occasionally the pool water is too cold, and sometimes a swimmer I share a lane with is rude, but overall I love Menlo Swim.	1/13/2022 1:24 PM
24	Emailed complaints and spoke with pool manager about issues with absolutely no response or solution.	1/13/2022 1:22 PM
25	There is always space to swim and people, including staff, are respectful.	1/13/2022 1:17 PM
26	Interested in learning more about TI swimming!	1/13/2022 1:12 PM
27	The times I can make it on a work day are extremely crowded, even if I show up before 5	1/13/2022 12:48 AM

## Q52 How would you describe the safety measures in place when you are participating in Lap swim at Burgess?

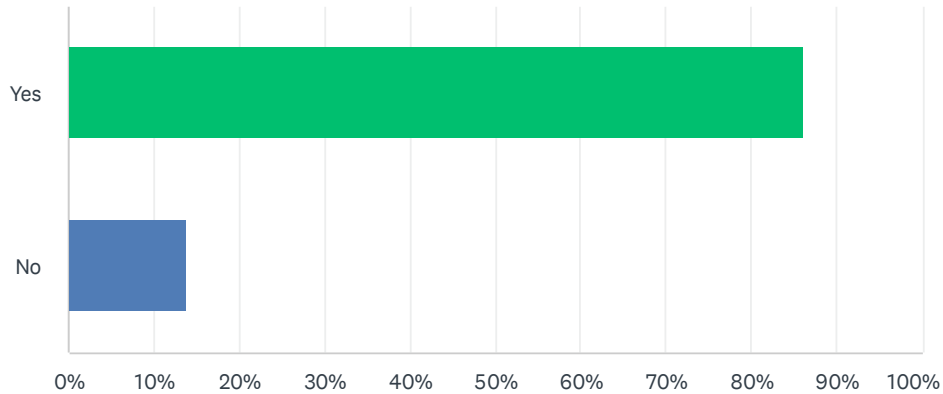
Answered: 199 Skipped: 116



ANSWER CHOICES	RESPONSES	
Extremely safe	44.72%	89
Very safe	42.71%	85
Moderately safe	11.06%	22
Slightly unsafe	0.50%	1
Not at all safe	1.01%	2
TOTAL		199

## Q53 Do you feel the drop-in rate and monthly membership price is reasonable?

Answered: 194 Skipped: 121



ANSWER CHOICES	RESPONSES	
Yes	86.08%	167
No	13.92%	27
TOTAL		194

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Drop in rate -yes; monthly price, no. Please remember that not everyone works at Google or Meta - we don't all bring down a 6 figure salary with stock options and drive Teslas which we park in our garages of our \$2M home. Some of us work 80+ hr weeks trying to get by.	1/18/2022 1:55 AM
2	Priced high!	1/15/2022 12:45 AM
3	huge hike compared to 2019, especially for annual pass holders	1/14/2022 2:51 PM
4	I appreciate the monthly senior rate.	1/13/2022 11:10 PM
5	It's gone up pretty steeply but so has monthly. I am ok with this to keep things running and safe but lots of people could be getting priced out.	1/13/2022 11:08 PM
6	Drop in rate is a little pricey.	1/13/2022 7:57 PM
7	I feel that the monthly membership price is a bit expensive	1/13/2022 7:29 PM
8	Cheaper is always better but \$9 is reasonable enough.	1/13/2022 7:27 PM
9	very fair	1/13/2022 7:23 PM
10	See earlier comment -- would prefer a set fee for some # of swim sessions, even if we had to purchase them in some minimum batch of swim sessions.	1/13/2022 5:21 PM
11	Drop in rate is a little high but I guess you want to encourage more monthly users	1/13/2022 5:15 PM
12	I have stated my piece on this but the prices are astronomical.	1/13/2022 4:18 PM
13	Drop in seems pretty high for seniors. I think rates should be closer to \$5-6	1/13/2022 4:12 PM
14	It's fair...two dollars less would be outstanding and one dollar less very good	1/13/2022 3:28 PM
15	I wish there was a way to combine the monthly membership with an aquafit membership that	1/13/2022 3:27 PM

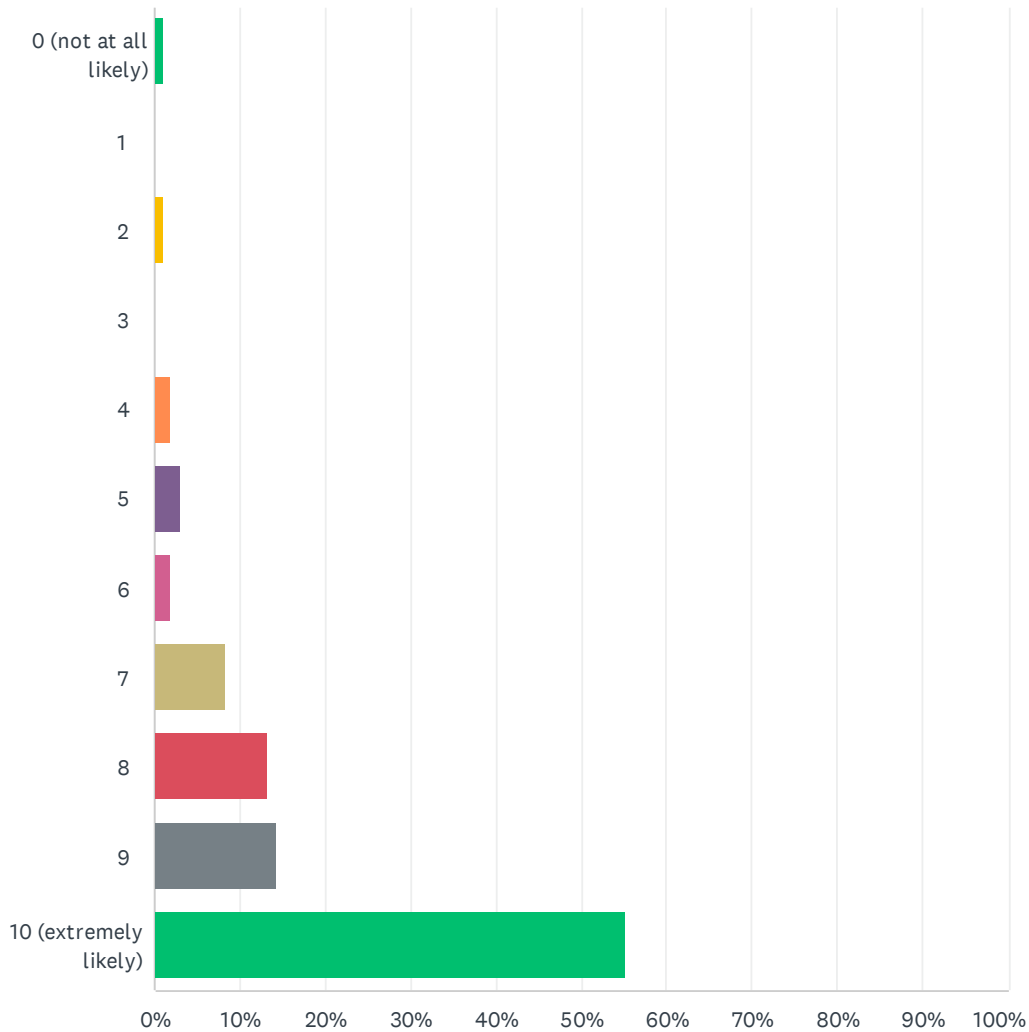


## 2021 Community Survey

	wasn't two different full memberships	
16	Although i can afford it, i think there are many families for which the cost of pool use is prohibitive.	1/13/2022 3:17 PM
17	Cost is competitive with other facilities.	1/13/2022 2:47 PM
18	Seems high to me but I buy the passes	1/13/2022 2:39 PM
19	Lap swim is appropriate, masters and triathlon fees are too steep, keeping newcomers with limited income from participating.	1/13/2022 2:35 PM
20	Drop in rate seems a bit high for my guests.	1/13/2022 2:25 PM
21	I have a aquatics membership and so every time I come to lap swim its an additional charge -- there might be one reasonable fee for both.	1/13/2022 2:12 PM
22	too expensive	1/13/2022 2:07 PM
23	Both are quite a bit higher than they used to be. but then so is everything else.	1/13/2022 2:06 PM
24	Drop in for non resident seniors should be same price as residents. Why penalize us for driving an extra 15 miles to swim there? You should reward us instead	1/13/2022 1:56 PM
25	I would love a 10-swim card or something, but the checkout process per swim is really quick.	1/13/2022 1:42 PM
26	Would like annual membership to return	1/13/2022 1:37 PM
27	Drop in rate is too high for Menlo residents	1/13/2022 1:36 PM
28	On the fence with my this one as I'm on a tight budget and the fees add up.	1/13/2022 1:24 PM
29	A bit high for a senior like me, much more than it was pre-COVID, but I'm "hooked" now on Menlo Swim and wouldn't consider swimming anywhere else.	1/13/2022 1:24 PM
30	Would like lower drop-in rate	1/13/2022 1:19 PM
31	Please bring back the annual membership both for individuals and families.	1/13/2022 1:12 PM
32	I do think resident kids for lap swim should be cheaper and there should be a discount for signing up for multiple programs as a family and/or individual.	1/13/2022 12:48 AM

**Q54 Considering your experience with Menlo Swim & Sport Lap Swim, how likely are you to recommend Lap Swimming to a friend? (0 is not at all likely, 10 is extremely likely)**

Answered: 203   Skipped: 112



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.99%	2
1	0.00%	0
2	0.99%	2
3	0.00%	0
4	1.97%	4
5	2.96%	6
6	1.97%	4
7	8.37%	17
8	13.30%	27
9	14.29%	29
10 (extremely likely)	55.17%	112
TOTAL		203

## Q55 What can we do improve your Lap Swim experience?

Answered: 70 Skipped: 245

#	RESPONSES	DATE
1	6AM is the busiest time to swim and basically every morning there is crowding in the 2 available performance lanes as well as in the instructional pool. Having to circle and swimming different workouts and different speeds creates a very unsafe swimming environment with risk for collision and injury. All non-masters swimmers are very frustrated with the current situation and only 2 lanes being open for lap swimmers in the performance pool and the instructional pool being way too warm and salty to actually swim in. - Open the performance lane for all from 5AM-6AM so everyone that wants a good workout and is not part of masters can come at that time instead. I know a lot of people that would come at 5AM if this was a possibility. - Leave 4 performance lanes open at all times to lap swimmers and the rest for the clubs. The current 2 lanes left open at times is not sufficient to meet the demand and creates hazardous conditions since lap swimmers have widely different speeds and are swimming different things. - Change the water temperature and salt level of the instructional pool to that of the performance pool. It is not possible to swim in the instructional pool currently because of that.	1/19/2022 3:04 PM
2	It would be great to know how crowded the pool is before arriving, whether through an app or a twitter or something on the website	1/18/2022 5:58 PM
3	Put money into cleaning the pools.	1/18/2022 1:14 PM
4	I'd like an hour in the evening in the performance pool to be fully dedicated to lap swimming, not just 3 lanes.	1/17/2022 2:04 PM
5	I wish there were 4 (not 3) lanes available 4-6pm	1/16/2022 11:34 PM
6	More lap lanes during non-work hours (before 8 and after 5)	1/16/2022 11:11 PM
7	Extend operation hours to 9 PM	1/16/2022 1:51 PM
8	Get the operation back in place at Belle Haven as soon as the city reopens the pool there!	1/16/2022 12:19 AM
9	Pausing membership option for a month or two.	1/15/2022 6:33 PM
10	send a cab to pick me up and take me there???? HA HA	1/15/2022 10:21 AM
11	More assistance with lap sharing.	1/15/2022 12:45 AM
12	There should be more lap swim lanes available weekday evenings after 6 or 7pm	1/14/2022 9:45 PM
13	Get showers to work better	1/14/2022 6:37 PM
14	Stay open until at least 830pm.	1/14/2022 2:22 PM
15	the pool can always be colder.	1/14/2022 3:15 AM
16	Remind swimmers in the instructional pool to be kind about splitting a lane. It would actually be nice if the Covid registration was back in place and we could reserve a lane along with two or three other swimmers. Then the other swimmers would understand that they do not have the lane to themselves.	1/13/2022 11:10 PM
17	Really appreciate the mixed water, less chlorine.	1/13/2022 11:08 PM
18	All is good	1/13/2022 11:08 PM
19	1 lane per person	1/13/2022 11:07 PM
20	Clean the pool floor—there is always sand and leaves as well as other unsightly things on the pool floor.	1/13/2022 10:49 PM
21	Call me every morning & tell me to get off my ass & out the door to swim ;-)	1/13/2022 10:18 PM
22	Not allow more than 2 swimmer's per lane as much as possible until the pandemic is over.	1/13/2022 10:13 PM

## 2021 Community Survey

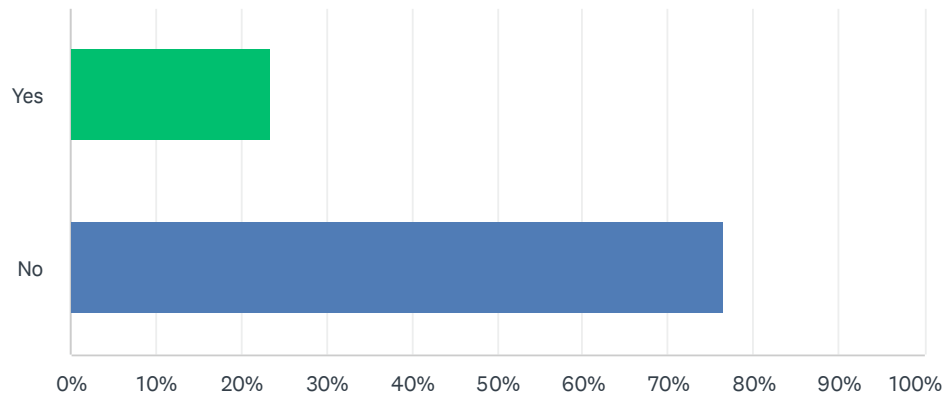
23	See above Open more lanes Sat and Sun early am	1/13/2022 9:24 PM
24	limit walkers to a single lane; when there are 2 lap swimmers and a walker, problems occur!	1/13/2022 8:15 PM
25	???	1/13/2022 7:45 PM
26	see above	1/13/2022 7:23 PM
27	Lower the temperature of the pool and keep it consistent year round. It gets really hot in the winter but sometimes in the summer too. consistent lower temperature.	1/13/2022 7:20 PM
28	Price and locker room.	1/13/2022 6:51 PM
29	When it's obvious that someone is unaware of lane sharing etiquette, it would be nice if a staff member did some spot coaching. And maybe etiquette could be posted somewhere highly visible. During crowded times, it would be nice if 1 or 2 lanes were designated for non-swimmers (water walking, etc.). It's really frustrating to get a walker in a lane that already has 2 swimmers.	1/13/2022 6:06 PM
30	See answer to no. 26 above	1/13/2022 5:45 PM
31	Have some lap swimming available in the performance pool after 4:00 pm, or an additional Kane available from 6-8 am	1/13/2022 5:36 PM
32	Make sure that everyone knows they have to share lanes. I have gotten a few dirty looks when jumping into a lane where someone is already swimming...	1/13/2022 5:15 PM
33	Live lane-occupancy tracker In-time communication of sudden lane closures. e.g., due to life-guard training or swim team schedule changes Increased lane availability in the morning or late afternoon - evening. I don't know how this can be done.	1/13/2022 4:26 PM
34	fewer people	1/13/2022 4:20 PM
35	Maintain a suitable heat and keep more lanes open in the morning.	1/13/2022 4:18 PM
36	improve availability in Performance Pool	1/13/2022 3:37 PM
37	I think it's a great program! I haven't been able to commit to it as much as I'd like the last couple years, but I'm working on it!	1/13/2022 3:30 PM
38	See above comments	1/13/2022 3:30 PM
39	provide info on peak and low times to help me choose a time when I have a lane to myself.	1/13/2022 3:27 PM
40	Ban paddles. I hate swimming with people using paddles.	1/13/2022 3:26 PM
41	Great program. Thank you.	1/13/2022 3:18 PM
42	Extended hours on the weekends.	1/13/2022 3:17 PM
43	assign more time/lanes for lap swimming in the mornings on weekdays and weekend	1/13/2022 3:17 PM
44	Don't change a thing. Please do not increase the amount of COVID rules. They are fine and in my view, can be dropped entirely.	1/13/2022 2:38 PM
45	Maybe dedicate lanes 'aqua jog/slow/medium/fast'. Enforce common courtesy (first come-first choice; 1 lane per party, family)	1/13/2022 2:35 PM
46	See my comments above.	1/13/2022 2:26 PM
47	I'm so grateful that you offer late afternoon and evening hours, unlike Rinconada. Also grateful that you offer access to Rinconada members, when our pool is closed.	1/13/2022 2:17 PM
48	bring back lane reservations	1/13/2022 2:08 PM
49	Make it more flexible and cheaper	1/13/2022 2:07 PM
50	Evening swim. Pool access for laps before 10 am on one weekend day maybe.	1/13/2022 2:06 PM
51	Kids take over too many lanes during prime time.	1/13/2022 1:51 PM
52	Already commented about an earlier start time in the morning.	1/13/2022 1:46 PM
53	The only downside I see it facility is the locker room and showers. Also, having hooks outside	1/13/2022 1:42 PM

## 2021 Community Survey

	on the pool deck for us to hang light objects or swim parkas would be wonderful.	
54	Not much. I love that the lanes are hardly ever crowded. Maybe posting a schedule in the entrance or locker room that shows when lap swim ends each day would be helpful.	1/13/2022 1:42 PM
55	8am Sunday and annual membership	1/13/2022 1:37 PM
56	Lower drop in rate for Menlo residents. Stop adding so much chlorine in pool Raise temperature of pool—cooler weather months	1/13/2022 1:36 PM
57	go back to the sign-up for a lane process. I have not returned since sharing lanes has returned	1/13/2022 1:32 PM
58	Online booking of lanes. Expand lap swim availability	1/13/2022 1:32 PM
59	Swim with child in same lane	1/13/2022 1:31 PM
60	Keep more lanes in performance pool free at all times	1/13/2022 1:28 PM
61	See earlier comments (no sense repeating here)	1/13/2022 1:24 PM
62	Adhere to posted schedule. Stop prioritizing lessons and allow entire community to enjoy pool.	1/13/2022 1:22 PM
63	see above	1/13/2022 1:19 PM
64	Clean the change rooms more often	1/13/2022 1:17 PM
65	Have a stool or chair right near the pool for older people to dress/undress.	1/13/2022 1:17 PM
66	I have really no serious complaints and am pleased that I can swim for half an hour and leave the pool content (especially when I had my own lane!). However, since you asked, unless there is a way to avoid "freezing" especially during the early morning or windy and cold weather when you get out of the pool ! It is so cold and for the next 1 - 3 minutes, after getting out, that's a problem for me. BUT SERIOUSLY, my experience at your Burgess pool is gratifying and satisfies my "exercise" regiment. I can't wait to swim again in March. Thank you very much!	1/13/2022 1:17 PM
67	Honestly, not much! The experience at Menlo is 100%.	1/13/2022 1:12 PM
68	lane reservations made me feel much more comfortable swimming during covid.	1/13/2022 1:09 PM
69	At least one more lane available in the performance pool from 4 p.m. on, instead of 3	1/13/2022 12:48 AM
70	Clean the locker room more often and open the windows to promote covid safety. Thanks!	1/12/2022 9:19 PM

## Q56 In 2021, I participated in Open Swim at Menlo Swim &amp; Sport.

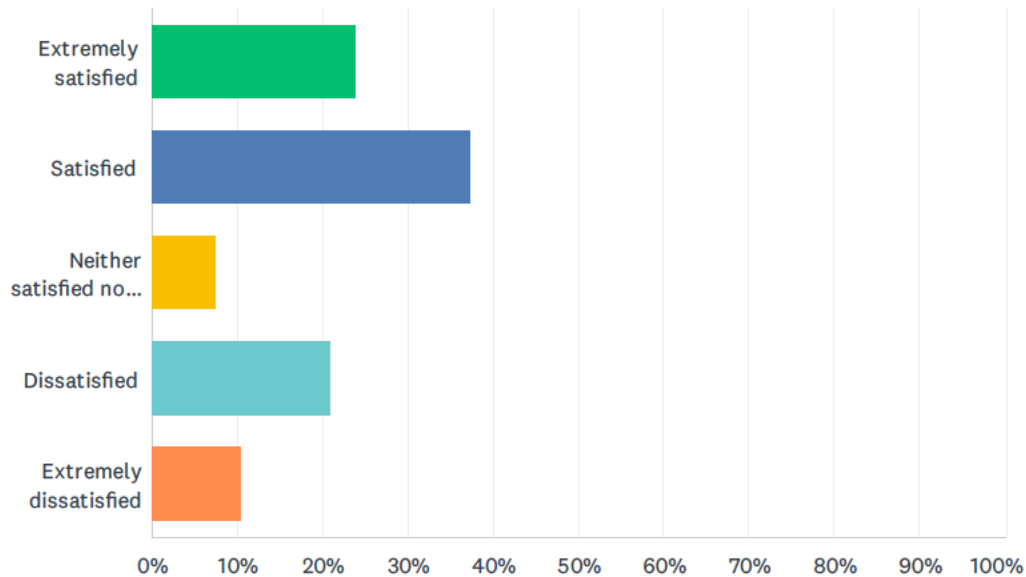
Answered: 308 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	23.38%	72
No	76.62%	236
TOTAL		308

## Q57 Overall, how satisfied are you with the amount of time Menlo Swim & Sport features Open Swim at Burgess Pool?

Answered: 67 Skipped: 248



ANSWER CHOICES	RESPONSES	
Extremely satisfied	23.88%	16
Satisfied	37.31%	25
Neither satisfied nor dissatisfied	7.46%	5
Dissatisfied	20.90%	14
Extremely dissatisfied	10.45%	7
TOTAL		67

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	It feels like there's very little Time and laps open for open swim. We need more time to enjoy the pool our taxes pay for.	1/19/2022 1:49 AM
2	We really hope for more time allotted for open swim.	1/18/2022 1:17 PM
3	No enough time	1/15/2022 12:48 AM
4	Nothing available on weekdays.	1/14/2022 1:50 PM
5	You are mostly left with weekends to participate in open swim opportunities. There have been many moments I would have loved to take the kids to the pool (especially during vacation times) and had no access to a public pool for my kids to have fun in the water.	1/14/2022 11:15 AM
6	Not frequent enough	1/13/2022 10:51 PM
7	I like to bring my grandson to open swim; the times the pool is available for open swim seem limited.	1/13/2022 7:05 PM
8	Not enough open swim May-through Sept between 3-6p	1/13/2022 6:53 PM

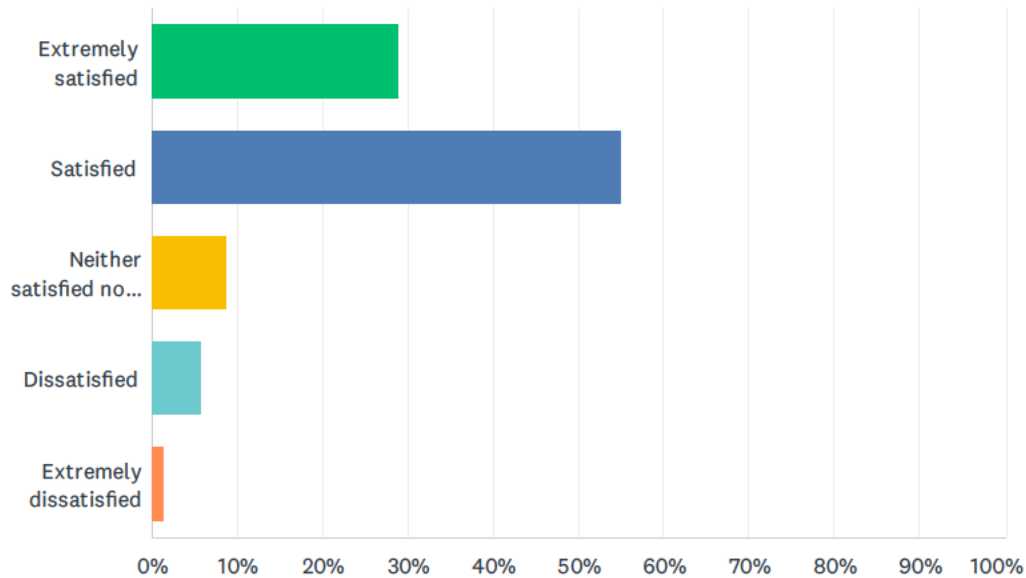


## 2021 Community Survey

9	I wish that I could take my kids after school or early evenings during the week	1/13/2022 4:05 PM
10	It is hard to find a time to bring in my grandchild to play in the water.	1/13/2022 3:20 PM
11	I'm a lap swimmer. Does this mean that I don't "open swim?"	1/13/2022 2:27 PM
12	I enjoyed it went I went. I really appreciated the private bookings during covid	1/13/2022 2:08 PM
13	it is rarely if ever open for the community. please see comment from prior page.	1/13/2022 1:51 PM
14	Would like open swim time availability	1/13/2022 1:32 PM
15	You need open swim on the evenings after school from 4pm to 6pm EVERY SINGLE NIGHT so we can teach our kids how to swim. Because you don;t have the ability to teach kids any more :(	1/13/2022 1:18 PM
16	I would have liked more open swim time available	1/13/2022 1:09 PM
17	Our family loves to get in the pool together with 3 young kids and there's very limited time and space available for that.	1/12/2022 8:47 PM

## Q58 Overall, how satisfied are you with your Open Swim experience?

Answered: 69   Skipped: 246



ANSWER CHOICES	RESPONSES	
Extremely satisfied	28.99%	20
Satisfied	55.07%	38
Neither satisfied nor dissatisfied	8.70%	6
Dissatisfied	5.80%	4
Extremely dissatisfied	1.45%	1
TOTAL		69

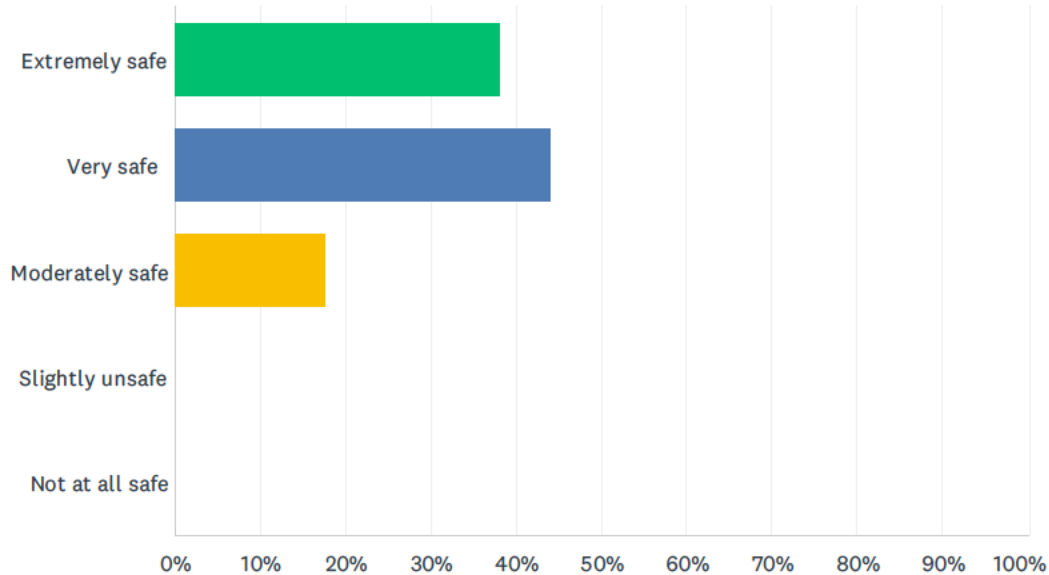
#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Need more time.	1/19/2022 1:49 AM
2	More time available in the pool.	1/18/2022 1:17 PM
3	Open swim can get crowded, which is totally understandable. Would say "extremely satisfied" except for the crowds.	1/15/2022 2:43 PM
4	Fun when there were more hours.	1/15/2022 12:48 AM
5	Water temperature is great. Availability and variety of floating devices is great.	1/14/2022 1:50 PM
6	It often was really crowded. However, the fun outweighs!	1/14/2022 11:15 AM
7	Pool could be warmer in winter. The rules regarding lap lanes and floatation devices are frustrating. I feel unwelcome at times or like the staff are looking to catch me doing something wrong.	1/13/2022 10:51 PM
8	Challenging at times reserving a time slot.	1/13/2022 7:58 PM
9	I appreciate that children are able to use the noodles to support fun in the water when they are not yet super swimmers.	1/13/2022 7:05 PM

## 2021 Community Survey

10	you need more space and more open swim hours. Please see prior comment. You are not catering at all to families with children.	1/13/2022 1:51 PM
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## Q59 How would you describe the safety measures in place when you are participating in Open Swim at Burgess?

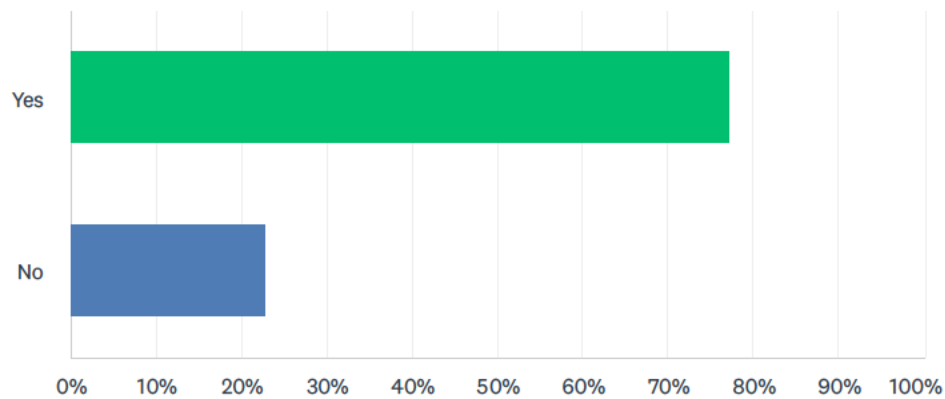
Answered: 68 Skipped: 247



ANSWER CHOICES	RESPONSES	
Extremely safe	38.24%	26
Very safe	44.12%	30
Moderately safe	17.65%	12
Slightly unsafe	0.00%	0
Not at all safe	0.00%	0
TOTAL		68

## Q60 Do you feel the drop-in rate and family pass price is reasonable?

Answered: 66 Skipped: 249

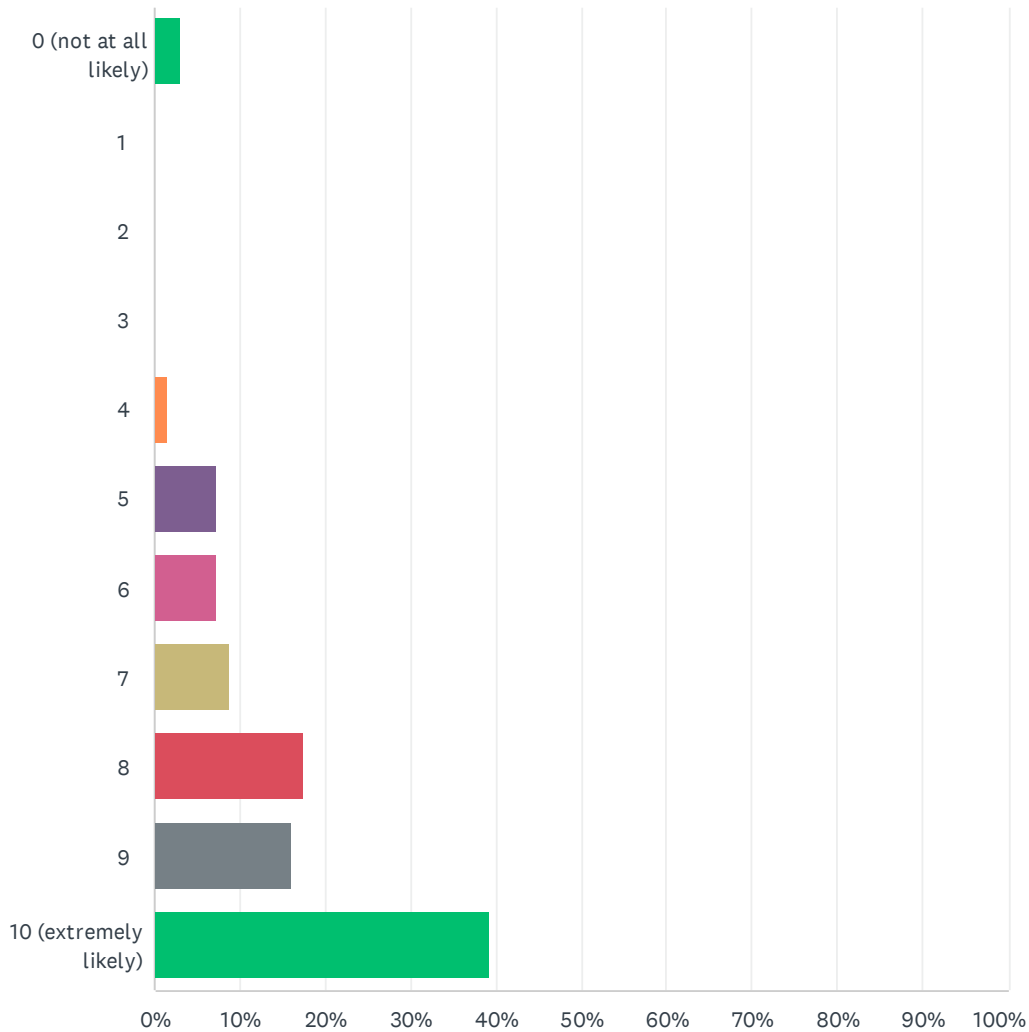


ANSWER CHOICES	RESPONSES	
Yes	77.27%	51
No	22.73%	15
TOTAL		66

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Needs to be cheaper for MP residences.	1/19/2022 1:49 AM
2	Drop in rate yes; monthly rate -no.	1/18/2022 1:56 AM
3	Expensive. It would be nice if there was a family pass (especially for families with young kids) who might last 10-15 min max in the pool.	1/15/2022 12:48 AM
4	I find it extremely affordable, given the quality of the facilities, which a stark contrast from the price of the swim lessons.	1/14/2022 1:50 PM
5	Would be great to have a discounted family drop in rate.	1/13/2022 8:30 PM
6	A little pricey	1/13/2022 7:58 PM
7	It would be nice if each were a couple of dollars cheaper, with a family max of \$25.	1/13/2022 7:05 PM
8	There was no summer family pass in 2021 from what I recall. Prices are way too high.	1/13/2022 6:53 PM
9	Again, although I can afford it, many families cannot.	1/13/2022 3:20 PM
10	Rate is too much	1/13/2022 1:38 PM
11	There should be a discount for an adult member to bring in a child non-member	1/13/2022 1:29 PM
12	Please start a monthly family membership.	1/13/2022 1:15 PM

**Q61 Considering your experience with Menlo Swim & Sport Open Swim, how likely are you to recommend Open Swim to a friend? (0 is not at all likely, 10 is extremely likely)**

Answered: 69 Skipped: 246



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	2.90%	2
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	1.45%	1
5	7.25%	5
6	7.25%	5
7	8.70%	6
8	17.39%	12
9	15.94%	11
10 (extremely likely)	39.13%	27
TOTAL		69

## Q62 What can we do improve your Open Swim experience?

Answered: 24 Skipped: 291

#	RESPONSES	DATE
1	More hours!	1/19/2022 1:49 AM
2	More hours available and clean the pool (there is dirt drifting around and all over the bottom of the pool). Plus things just feel old (the pools and locker rooms).	1/18/2022 1:17 PM
3	Keep kids out of the lap lanes	1/18/2022 1:56 AM
4	Better hours :)	1/15/2022 12:48 AM
5	Having the open swim be on the side of the stairs. For kids learning to swim, the stairs are super helpful as they can chill there and explore the water. Since the swim lessons benefits from a shallower spot I would suggest one or two underwater platforms for the swim lessons (heres an example: <a href="https://www.amazon.com/Innovative-Products-Unlimited-Teaching-Platform/dp/B079J5JNQB/ref=asc_df_B079J5JNQB/?tag=hyprod-20&amp;linkCode=df0&amp;hvadid=309821907754&amp;hvpos=&amp;hvnetw=g&amp;hvrnd=10479285906546502937&amp;hvpone=&amp;hvptwo=&amp;hvmmt=&amp;hvdev=c&amp;hvdvcmdl=&amp;hvlocint=&amp;hvlocphy=9031914&amp;hvtargid=pla-634178436637&amp;psc=1">https://www.amazon.com/Innovative-Products-Unlimited-Teaching-Platform/dp/B079J5JNQB/ref=asc_df_B079J5JNQB/?tag=hyprod-20&amp;linkCode=df0&amp;hvadid=309821907754&amp;hvpos=&amp;hvnetw=g&amp;hvrnd=10479285906546502937&amp;hvpone=&amp;hvptwo=&amp;hvmmt=&amp;hvdev=c&amp;hvdvcmdl=&amp;hvlocint=&amp;hvlocphy=9031914&amp;hvtargid=pla-634178436637&amp;psc=1</a> ).	1/14/2022 1:50 PM
6	More open swim time slots in the week and ESPECIALLY during vacation.	1/14/2022 11:15 AM
7	More friendly staff, more family friendly rules	1/13/2022 10:51 PM
8	Hours are very limited. The pool is often crowded and instruction pool water quality is not great.	1/13/2022 8:30 PM
9	Would love to see more open swim times during week as we approach warmer weather.	1/13/2022 8:14 PM
10	Need more times available. Sometimes online reservation can be a challenge	1/13/2022 7:58 PM
11	upgrade locker room showers	1/13/2022 7:46 PM
12	I would like it if the two lanes next to the steps were open for open swim instead of the two end lanes. We have only used open swim in the winter so are not clear how crowded the pool might be in the summer months. It seems as if there needs to be at least one more lane open for the 'open swim' participants.	1/13/2022 7:05 PM
13	more space for open swim	1/13/2022 5:12 PM
14	I know different groups compete for time in the pool, but even a short window of after school time in one lane would be great on weekdays	1/13/2022 4:05 PM
15	More times available.	1/13/2022 3:20 PM
16	Make open swim available during weekdays	1/13/2022 2:26 PM
17	I think the pricing should reflect a senior rate	1/13/2022 2:13 PM
18	have more open swim time available at hours that make sense (ie not 7-8 pm at night. that was just insane and totally out of touch)	1/13/2022 1:51 PM
19	warmer temperature of pools—cooler months Less chlorine in pools would welcome more residents	1/13/2022 1:38 PM
20	More time availability	1/13/2022 1:32 PM
21	Better communication when space switches from open to private. Encourage people who want to stand and chat in the water, without moving about-to sit on the sidelines.	1/13/2022 1:20 PM
22	Clean the change rooms more often	1/13/2022 1:18 PM
23	by giving us open swim lanes in the evenings from 4pm to 6pm every weekday SO WE CAN	1/13/2022 1:18 PM



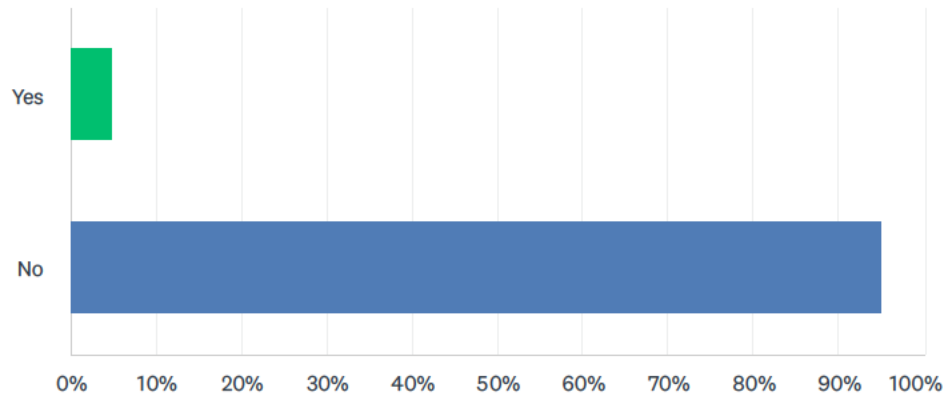
## 2021 Community Survey

TEACH OUR KIDS HOW TO SWIM

24	More hours	1/12/2022 9:23 PM
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## Q63 In 2021, my child participated in Camp Menlo at Menlo Swim &amp; Sport.

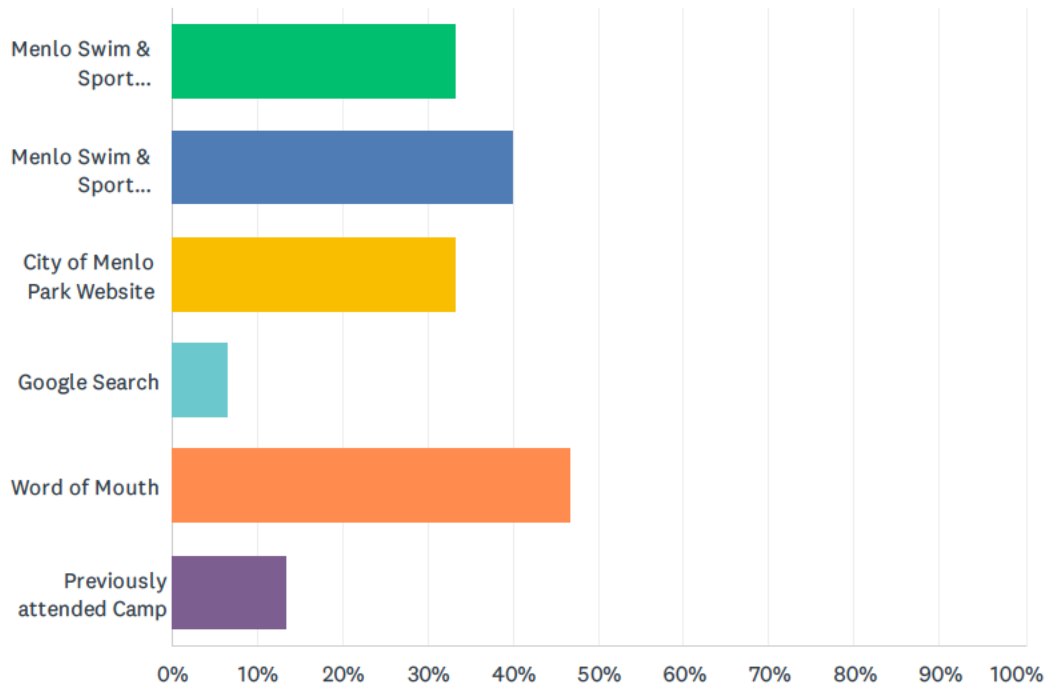
Answered: 304 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	4.93%	15
No	95.07%	289
TOTAL		304

## Q64 How did you hear about Camp Menlo?

Answered: 15 Skipped: 300

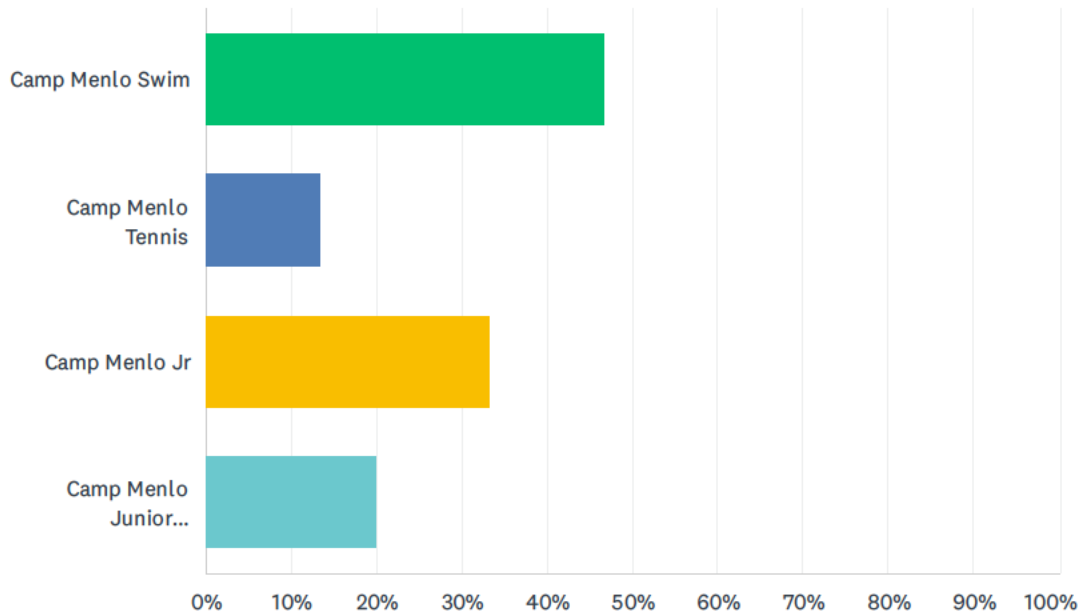


ANSWER CHOICES		RESPONSES	
Men o Swim & Spo t Adve t sements - S gns, C ty Summe P og am, etc		33.33%	5
Men o Swim & Spo t News ette		40.00%	6
C ty of Men o Pa k Webs te		33.33%	5
Goog e Sea ch		6.67%	1
Wo d of Mouth		46.67%	7
P ev ous y attended Camp		13.33%	2
Total Respondents: 15			

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q65 Which Camp/Camps did your child participate in this Summer?

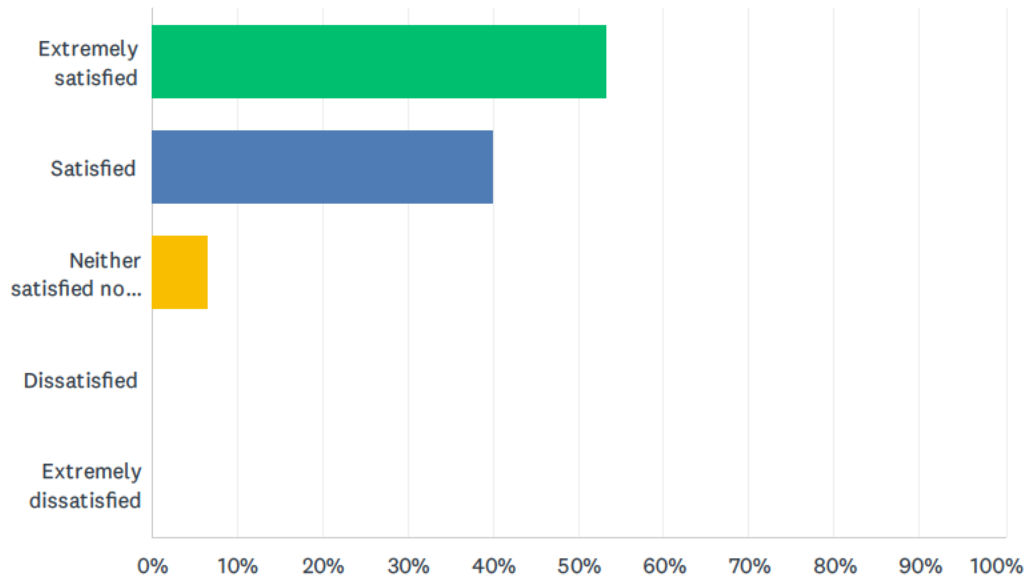
Answered: 15   Skipped: 300



ANSWER CHOICES	RESPONSES	
Camp Men o Sw m	46.67%	7
Camp Men o Tenn s	13.33%	2
Camp Men o J	33.33%	5
Camp Men o Jun o L fegua d Cha enge	20.00%	3
Total Respondents: 15		

## Q66 Overall, how satisfied are you with the scheduled times offered for Camp Menlo?

Answered: 15   Skipped: 300

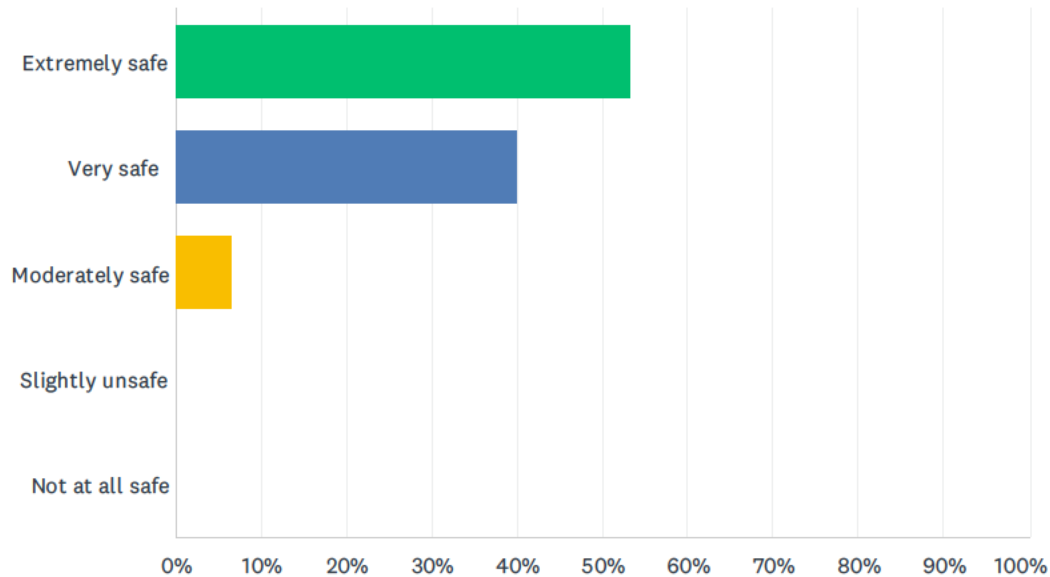


ANSWER CHOICES	RESPONSES	
Extremely satisfied	53.33%	8
Satisfied	40.00%	6
Neither satisfied nor dissatisfied	6.67%	1
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		15

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	The day was a bit short, but it's understandable due to the circumstances	1/13/2022 1:19 PM
2	Great given the COVID era requirements	1/13/2022 1:16 PM

## Q67 How would you describe the safety measures in place when your child participated in Camp at Burgess?

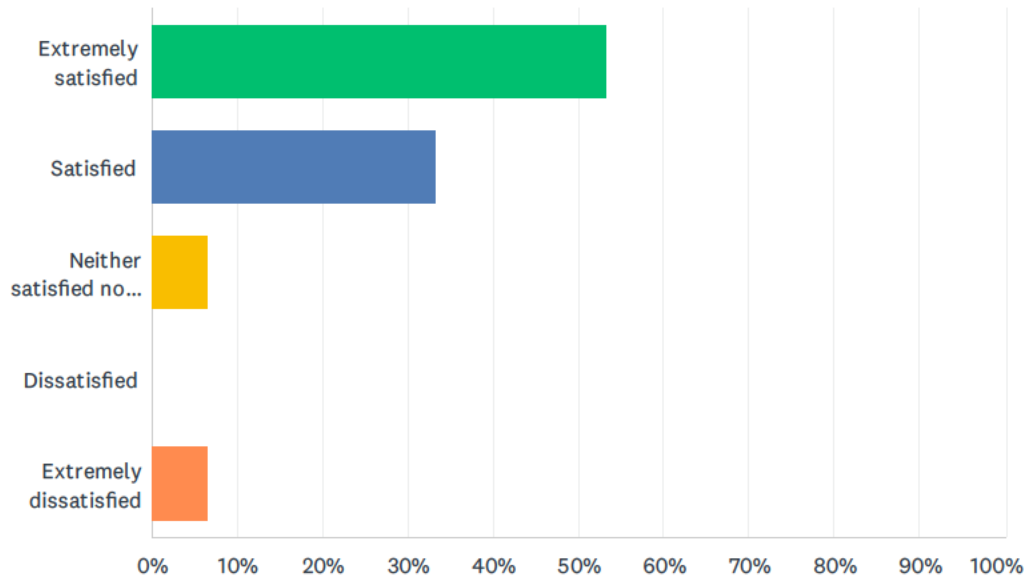
Answered: 15    Skipped: 300



ANSWER CHOICES	RESPONSES	
Ext eme y safe	53.33%	8
Ve y safe	40.00%	6
Mode ate y safe	6.67%	1
S ght y unsafe	0.00%	0
Not at a safe	0.00%	0
TOTAL		15

## Q68 Overall, how satisfied are you with the Camp Counselors at Camp Menlo?

Answered: 15    Skipped: 300

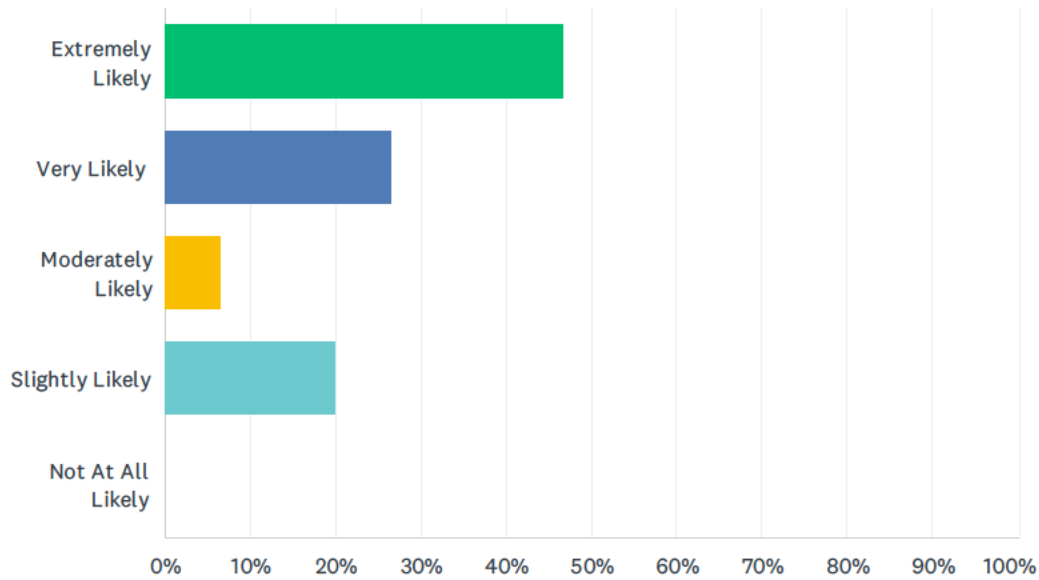


ANSWER CHOICES	RESPONSES	
Extremely satisfied	53.33%	8
Satisfied	33.33%	5
Neither satisfied nor dissatisfied	6.67%	1
Dissatisfied	0.00%	0
Extremely dissatisfied	6.67%	1
TOTAL		15

#	ADDITIONAL COMMENTS	DATE
1	Very lovely, very engaged. Thanks!	1/15/2022 2:45 PM
2	I would encourage counselors to ask more questions of campers if an incident occurs where campers disagree. I would also encourage that they learn about the campers bc not all children look their age and assuming based on height or size can create unnecessary issues.	1/13/2022 1:16 PM

## Q69 How likely are you to register for Camps next year?

Answered: 15   Skipped: 300

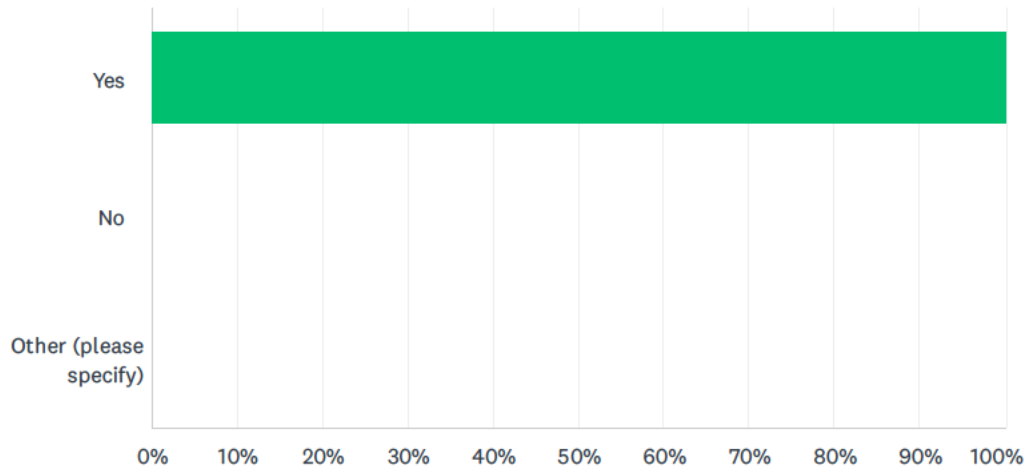


ANSWER CHOICES	RESPONSES	
Extremely Likely	46.67%	7
Very Likely	26.67%	4
Moderately Likely	6.67%	1
Slightly Likely	20.00%	3
Not At All Likely	0.00%	0
TOTAL		15



## Q70 Given the current Covid-19 environment, do you feel Camp Menlo's 2-week Camp Schedule and pricing is reasonable?

Answered: 15 Skipped: 300

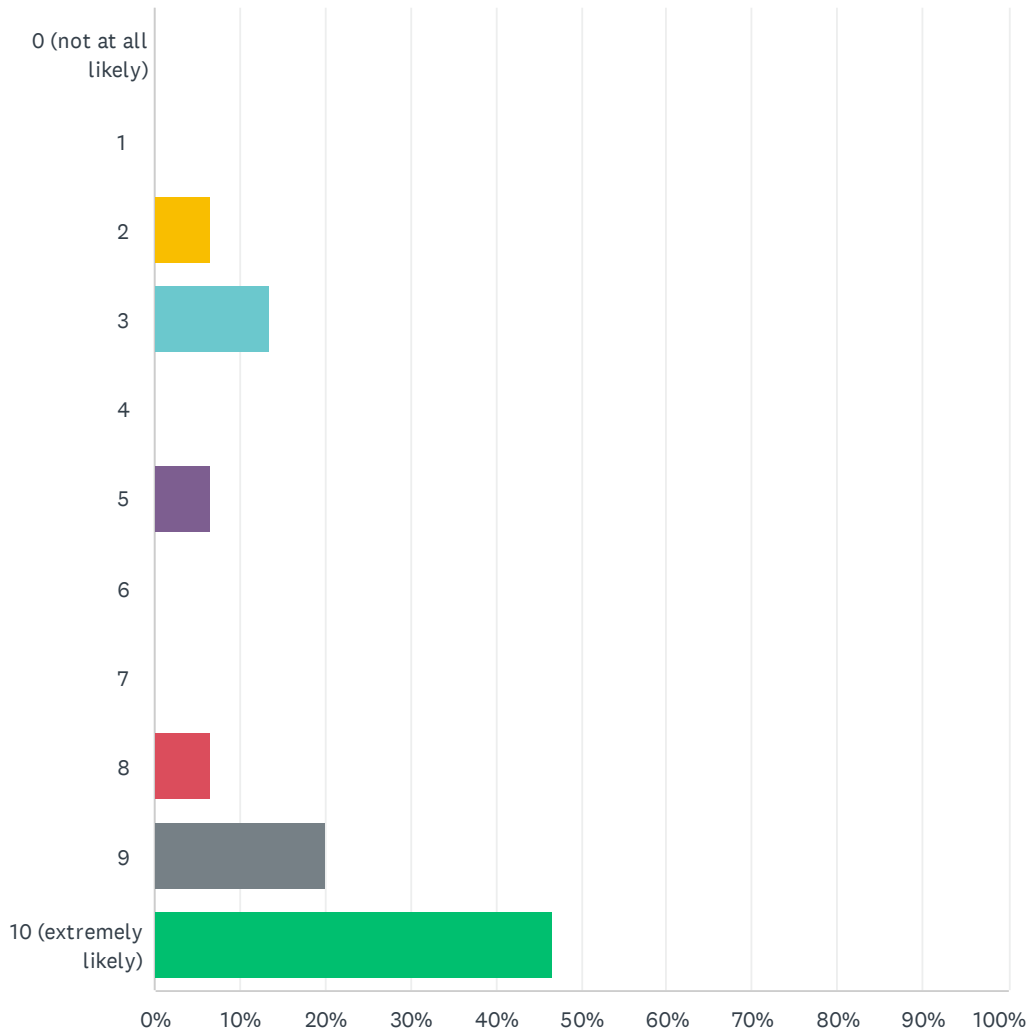


ANSWER CHOICES	RESPONSES	
Yes	100.00%	15
No	0.00%	0
Other (please specify)	0.00%	0
TOTAL		15

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

**Q71 Considering your experience with Camp Menlo, how likely are you to recommend Camp Menlo to a friend? (0 is not at all likely, 10 is extremely likely)**

Answered: 15 Skipped: 300



## 2021 Community Survey

ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	6.67%	1
3	13.33%	2
4	0.00%	0
5	6.67%	1
6	0.00%	0
7	0.00%	0
8	6.67%	1
9	20.00%	3
10 (extremely likely)	46.67%	7
TOTAL		15

## Q72 What can we do to improve your Camp Menlo experience?

Answered: 4   Skipped: 311

#	RESPONSES	DATE
1	The biggest drawback for us in 2021 was the lack of swim lessons and open swim for our now-water-safe 5 year old. We were told before camp that camp would include a group lesson and swim time every day. On day 1 of camp we realized he would only have time in the baby-pool, and no lessons. We were not pleased about that, to say the least.	1/15/2022 2:45 PM
2	Pair with a different tennis camp. And offer tennis AND swim.	1/13/2022 6:54 PM
3	kids spent too much time in the playground, I would have liked to see more swim time and more organized games or projects. Also, allow the younger kids, who can in fact swim, go in the instructional pool.	1/13/2022 1:34 PM
4	My teen daughter missed half of her camp experience due to her period. Find alternative activities for girls in the lifeguard challenge to do out of the pool in those circumstances.	1/13/2022 1:19 PM

## Q73 Please share any additional comments about our facility and programs.

Answered: 70 Skipped: 245

#	RESPONSES	DATE
1	our community pool, supported by taxpayers of Menlo Park is run like a private club pool for the benefit of the operator, not the Menlo Park community. There just aren't enough times for community open swim and just fun in this facility.	1/20/2022 10:25 PM
2	6AM is the busiest time to swim and basically every morning there is crowding in the 2 available performance lanes as well as in the instructional pool. Having to circle and swimming different workouts and different speeds creates a very unsafe swimming environment with risk for collision and injury. All non-masters swimmers are very frustrated with the current situation and only 2 lanes being open for lap swimmers in the performance pool and the instructional pool being way too warm and salty to actually swim in. - Open the performance lane for all from 5AM-6AM so everyone that wants a good workout and is not part of masters can come at that time instead. I know a lot of people that would come at 5AM if this was a possibility. - Leave 4 performance lanes open at all times to lap swimmers and the rest for the clubs. The current 2 lanes left open at times is not sufficient to meet the demand and creates hazardous conditions since lap swimmers have widely different speeds and are swimming different things. - Change the water temperature and salt level of the instructional pool to that of the performance pool. It is not possible to swim in the instructional pool currently because of that.	1/19/2022 3:04 PM
3	We're so glad there is a community pool, but we would like it to feel cleaner and more accessible to families.	1/18/2022 1:17 PM
4	Best water exercise program ever! Love the warm water - especially at 8 am. I also want to commend you all - during lockdown and limitations, I think you did an excellent job. The reservation system was clunky but not your fault. You were a lifesaver for me during Covid - and I depend on the water exercise for my fitness now. Thank you!	1/17/2022 4:09 PM
5	All staff are very professional and courtesy, well-trained, and quick to respond. We are fortunate to have you running our program. Thank you.	1/17/2022 9:59 AM
6	Outstanding! A wonderful part of the community.	1/17/2022 1:26 AM
7	THANK YOU ALL! It is not lost on me at least what it took to stay open through the pandemic and the fires etc. And you guys have kept a positive attitude throughout - much appreciated. The best thing we had going around here thru this. And a shout-out to the lifeguards on duty last week when we almost had an issue at 6am with couple of new swimmers - handled very well.	1/16/2022 11:15 PM
8	This is an outstanding community facility. We appreciate the effort it takes to keep it staffed, running smoothly, and current with Covid protocols. thanks!	1/16/2022 12:41 AM
9	I like the positive and friendly atmosphere	1/16/2022 12:33 AM
10	We recognize how lucky we are to have such an excellent municipal facility nearby. Our top priority is strong swimming curriculum for our kids. We would happily pay more/top \$ for a stronger, more consistent product and excellent customer service communication.	1/15/2022 2:46 PM
11	The masters program is awesome and a treasure in our community. The coaches are wonderful.	1/15/2022 12:44 PM
12	Plenty of activities, friendly staff and clean facilities. Love it!	1/15/2022 11:41 AM
13	love that the pool is SALT water....less chorloine	1/15/2022 10:23 AM
14	Thank you so much for your kindness and for tending to this valuable community resource!!!!	1/15/2022 12:49 AM
15	Love the heated pools and the facility and the equipment :)	1/15/2022 12:49 AM

## 2021 Community Survey

16	Shout out to Steve Young and Kathy for being so awesome.	1/14/2022 2:51 PM
17	I look forward to another year of swimming with Menlo Masters	1/14/2022 10:15 AM
18	haven't wanted to swim at Burgess bc I've heard the reservations system is horrible and the time slots are so short.	1/14/2022 12:43 AM
19	Thank you for providing a safe place to swim during pandemic. It has meant so much to me!	1/13/2022 11:12 PM
20	The staff is helpful and very pleasant.	1/13/2022 11:09 PM
21	Fantastic job during the shelter in place phase of the pandemic-Thanks!	1/13/2022 10:46 PM
22	I'm mostly staying with Masters because of quality workouts and the other swimmers, many of which have become friends. I think about leaving because of the high fees and lack of interest in providing a safe space for swimming.	1/13/2022 8:31 PM
23	Kathy is always my go to person with any issues. She is great! Make sure the city fills the men's shower soap daily. It is really hit or miss.	1/13/2022 8:17 PM
24	More hours for the baby pool on the weekends and maybe even late weekdays during the summer.	1/13/2022 7:34 PM
25	great job, thank you	1/13/2022 7:24 PM
26	Great master's team. Tim is a super coach. He makes it fun, treats everyone with respect, has interesting workouts and give great swimming advice. I wish he would coach at Rinconada or at least provide suggestions to Rinc. staff.	1/13/2022 7:22 PM
27	We really appreciate the quality of the pools and staff at Burgess. In particular, we like having the instructional pool warmer than the performance pool. For those of us who are older, it is a blessing.	1/13/2022 7:07 PM
28	It is great to see how many programs are run at the facility.	1/13/2022 7:00 PM
29	It's a wonderful health and community building organization. Thank you to Tim, Steve, and Becky and the rest of the team! We are so blessed to be a part of Menlo Swim and Sport.	1/13/2022 6:25 PM
30	Booking classes was very difficult. Had to stay up till midnight!	1/13/2022 6:17 PM
31	Menlo Swim is my neighborhood gem!	1/13/2022 6:08 PM
32	I would like to see an Aqua Wellness program reinstated, as we had before covid, providing a program for older and disabled participants.	1/13/2022 5:36 PM
33	I've said it all in the survey-PLEASE RETURN THE AQUA WELLNESS PROGRAM!	1/13/2022 4:54 PM
34	I resumed my Menlo Swim membership in June 2020 due to COVID-19 and I admire what Burgess Pool team, especially Peter, were doing and keep doing to keep local residents sane and in good physical shape!	1/13/2022 4:29 PM
35	Thank you for keeping the pool open during the pandemic. A special thank you to our coaches and lifeguards, front desk and maintenance staff. You make our lives better every day.	1/13/2022 4:24 PM
36	don't close or anything—we would like to come back!	1/13/2022 4:16 PM
37	I appreciate that Palo Alto and Menlo Park Swim and Sport has done such a great job of providing swimming opportunities during COVID. Swimming restores my good spirits, every time.	1/13/2022 4:06 PM
38	More night lap swim hours	1/13/2022 4:03 PM
39	Reza is a fabulous instructor! Competent, caring, encouraging!	1/13/2022 3:40 PM
40	you folks are doing a great job overall, the staff is extremely friendly, reliable, and a pleasure to interact with. Keep it up!!!	1/13/2022 3:38 PM
41	The staff is courteous and service friendly..it's a strength you have. Don't lose that.	1/13/2022 3:29 PM
42	I am shocked you didn't ask any questions about aquafit	1/13/2022 3:28 PM
43	The coaches are really nice. This past year there has been an increase in support for good technique, which has been wonderful.	1/13/2022 3:27 PM

## 2021 Community Survey

44	Fabulous program and staff. Thank you.	1/13/2022 3:19 PM
45	Love swimming at Burgess!	1/13/2022 3:14 PM
46	Keep up the good work!	1/13/2022 2:47 PM
47	Thank you for good communication and protocols during Covid peaks	1/13/2022 2:37 PM
48	Thank you to ALL staff members , you have put your health and safety at risk to allow us this opportunity to swim. I cannot thank you all enough for this.	1/13/2022 2:36 PM
49	Please offer more spaces in the Bridge program and more flexibility because MWF or T/TH aren't possible for everyone.	1/13/2022 2:10 PM
50	Only wish that the facility accepted Silver Sneakers benefit from medicare or had a senior discount for drop in aqua class. \$20. per class is pretty pricey and turns away my friends when I mention the cost.	1/13/2022 2:08 PM
51	I am extremely grateful to Tim Sheepier and his staff for making this swim facility the wonderful experience that it is. And especially in the face of challenges these past 2 years.	1/13/2022 2:07 PM
52	Needs to be less concentration on Masters and Team Sheepier and more on community swimming opportunities	1/13/2022 2:01 PM
53	Water temperature has been excellent.	1/13/2022 1:57 PM
54	Keep the great attitude! Masters is a highlight of my week!	1/13/2022 1:53 PM
55	I want to comment again on the communications that go out from this facility. Whether they have come from Tim or in the past from Steve, there is such a level of kindness and thoughtfulness to every communication. I think this is because of Tim's personality, but I want you to know how much I appreciate the inclusive and warm tone of the messaging.	1/13/2022 1:44 PM
56	Seems like a very well run facility, and I appreciated the reservation system (despite the hiccups) used last year during the height of the pandemic.	1/13/2022 1:43 PM
57	The entire staff does an outstanding job and are so friendly and supportive. The facility is sparkling clean	1/13/2022 1:36 PM
58	Keep up the great work!	1/13/2022 1:32 PM
59	Love all the staff, love the facility, only wish it were more accessible for my family as far as timing.	1/13/2022 1:28 PM
60	I miss swimming very much, but I do not feel safe going swimming at this time.	1/13/2022 1:26 PM
61	Thank you all so much for keeping the pools open and running responsibly during a challenging time. Everyone from lifeguards to check in staff was courteous and responsible and the pool kept me sane! The pool created a sense of community and I know it will continue to do so.	1/13/2022 1:22 PM
62	Do not recommend and it breaks my heart to say so. The only thing Menlo Swim has going for it is Jacob and Reza for POLO and SOLO. Those two are literally the only reason to go to Burgess. Bruce is a terrible couch and should be replaced by Jacob. Bruce is like Cobra Kai. Jacob is Mr Miyagi. Bruce goes on about his sick cat, etc, setting the tone for an entire evening of him taking out his problems on the kids. My daughter has been instructed that if Bruce is the couch for POLO (when Jacob is out) that she should turn around and leave before class starts. Jacob + Reza know how to make POLO and SOLO *FUN*. Bruce does not. As for teaching our young ones to learn to swim. You have no classes. There is such a limited option for kids that are k-12 and in school. How can you honestly expect young kids to learn to swim in Menlo Park? You're forcing us to go to San Carlos. Last year we'd stay up until midnight to book a few classes at burgess for our 7 year old. This year you have nothing. Burgess used to be the best place to learn to swim in the area. Now it has *nothing* :( And when I asked about opening up more open swim lanes on weekdays between 4-6pm to let the parents teach our kids I was told that there's not enough lanes?? If there was enough room last year to have one lane for instruction of young kids in the evenings, then you should now be able to have at least one lane open every single evening between 4 and 6pm to let parents teach their kids how to swim! It's just sad :( Yes, we're in a pandemic, but don't you realize that eventually you'll run out of kids that can feed in to bridge/polo/solo if you don't start caring about early learners?? :((((((( I guess we'll just have to go to San Carlos :((((	1/13/2022 1:18 PM

## 2021 Community Survey

63	Thank you for keeping things operating in such a difficult environment!	1/13/2022 1:17 PM
64	We are all so fortunate to have this facility and appreciate all the work that is put into making it a great place to swim.	1/13/2022 1:15 PM
65	Just waiting for it be safer overall to resign up for private swim lessons.	1/13/2022 1:14 PM
66	No comments.	1/13/2022 1:14 PM
67	More tennis lessons and intermediate swim team slots would be great!	1/13/2022 1:13 PM
68	Yes, In the past in the women's locker room the lights occasionally went out. It took an act of god to get the bulbs replaced. Really This is a no brainer REPLACE THEM the first time the request is made.	1/13/2022 1:07 PM
69	The three lanes in the performance pool on Sunday mornings during women's water polo should be open for lap swim. They are unused space.	1/13/2022 12:49 AM
70	mavens is a great program	1/12/2022 9:02 PM





# Parks and Recreation Commission

## REGULAR MEETING MINUTES – DRAFT

**Date:** 1/26/2022

**Time:** 6:30 p.m.

**Location:** Zoom

### A. Call To Order

Chair Thomas called the meeting to order at 6:34 p.m.

### B. Roll Call

Present: Baskin, Diepenbrock, Joshua, Thomas

Absent: Brosnan, Bryman

Staff: Library and Community Services Director Reinhart, Library and Community Services Supervisor Todd Zeo, Acting Assistant Library and Community Services Director Rondell Howard, Assistant Library Director Szegda

### C. Public Comment

- Vern Leslie requested clarification on the Commission's role (advisory or decision making).

### D. Presentations

D1. New public access park on property owned by Meta (Facebook)

Meta representative Ashley Quintana and Solon Stewart-Rose made the presentation (Attachment).

- Marnie Carson asked about the width of the bridge shown and if it was safe for bike riders.

### E. Regular Business

E1. Approve the minutes for the special meeting of the Parks and Recreation Commission of December 8, 2021

**ACTION:** Motion and second (Baskin/ Diepenbrock), to approve the special meeting minutes of the Parks and Recreation Commission for December 8, 2021, passed 4-0 (Brosnan and Bryman absent).

E2. Review and recommend field user groups for 2022 (Staff Report #PRC-22-01)

Supervisor Zeo introduced the item.

- MJ Davey complimented Supervisor Zeo on the process for assigning field allocations.
- Vern Leslie requested clarification on list of field users for approval.

**ACTION:** Motion and second (Baskin/ Diepenbrock), to recommend the field user groups for 2022, passed

E3. Review and recommend Parks and Recreation Commission work plan for 2021-2022

Chair Thomas presented the draft work plan (Attachment).

**ACTION:** Motion and second (Thomas/ Baskin), to recommend the Parks and Recreation Commission work plan for 2022, passed 4-0 (Brosnan and Bryman absent).

E4. Pickleball pilot program – review and next steps (Staff Report #PRC-22-02)

Assistant Director Szegda introduced the item. Because of the number of community members wishing to make a public comment, Chair Thomas asked to set the time allowed to two minutes and 15 seconds per commenter.

- Neil King spoke in support of permanent pickleball courts.
- Doug Strauss provided statistical information about Nealon Park courts.
- Henry Carey spoke in support of permanent pickleball courts.
- Alison Elliott spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Jim Carson spoke in support of permanent pickleball courts and urged contacting Palo Alto staff to learn best practices.
- Katrina spoke in support of additional permanent pickleball courts and priority hours for pickleball players on the shared courts.
- David Yoshida spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Pierre Cintra spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park .
- Harvey Alcabes spoke in support of additional from permanent pickleball courts and eliminating the shared court striping.
- Colleen Lavasetta spoke in support of pickleball.
- Vern Leslie spoke in support of keeping the pickleball play free.
- Ashley Callahan spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Monty Frost spoke in support of pickleball.
- Monica Williams spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Gloria Taffee spoke in support of pickleball.
- Lorenzo spoke in support of pickleball.
- Bjorn Carey spoke in support of permanent pickleball courts.
- Jill Ultan spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Brian Kissel spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Sandy Bachman spoke in support of increasing the number of courts at Nealon Park and relocating them to the middle of the park.
- Olga spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- JD Tappe spoke in support of permanent pickleball courts with permanent nets, increasing the

- number of courts at Nealon Park, and extending court hours to 10 p.m.
- Hiroko Yoshido requested a separate gate at the rear of the court for garbage cans, water fountain, and a bench for those waiting to play.
- Janet Hafner spoke in support of permanent pickleball courts.
- Linda Iskovitz spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Chris Kunding spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Andrea Lynn spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- Adam Geller spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.
- John spoke in support of permanent pickleball courts and increasing the number of courts at Nealon Park.

**ACTION:** Motion and second (Thomas/ Baskin), to recommend the pilot pickleball program at Nealon Park and Kelly Park be made permanent, and that fee-free access to the pickleball courts be extended through June of 2022, passed 4-0 (Brosnan and Bryman absent).

#### **F. Informational Items**

##### **F1. Department updates**

Director Reinhart provided updates.

##### **F2. Parks and Recreation Commission tentative agenda calendar (Attachment)**

- JD Tappe requested that pickleball be added to the February agenda.

**ACTION:** By acclamation, the following items were added to the tentative agenda calendar:

- April – revisit pickleball
- May – select Commission Chair and Vice Chair
- Unscheduled – Update on Middle Avenue crossing

#### **G. Commissioner Reports**

##### **G1. Individual Commissioner reports**

- Chair Thomas made a presentation on park tour planning (Attachment).

#### **H. Adjournment**

Chair Thomas adjourned the meeting at 9:31 p.m.

Nick Szegda, Assistant Library Director

# Meta Park & Bike/Pedestrian Bridge

JANUARY 26, 2022

Ashley Quintana  
Community Engagement

Solon Stewart Rose  
Project Manager





# Agenda

- Park + Bridge Details
- Usage Guidelines
- Aerial Walkthrough
- Community Celebration





META PARK

# Welcome!

Connecting the Belle Haven neighborhood and the SF Bay Trail, the park contains a large plaza and lawn to create a meaningful destination for people to come together. A looping walkway around the perimeter gardens brings people closer to nature.

1 Facebook Way, Menlo Park

Entrance off Chilco St. near Fire Station

Designed to be accessed by foot or bike

Hours of operation: Sunrise to 8pm





## BIKE/PEDESTRIAN BRIDGE



# Community Connection

This new Bike and Pedestrian Bridge connects the Belle Haven Neighborhood to the SF Bay Trail and Bedwell Bayfront Park beyond.

The yellow color is part of the industrial color palette found within the Menlo Park, and complements the diversity and richness of the landscape, campus, and community.



## GUIDELINES

# Publicly Accessible Open Space

In alignment with City of Menlo Park Rules & Regulations  
*To ensure the safety and enjoyment of this park:*

- Open space is for public access and is not reservable for private events.
- No operation of drone, commercial photography, filming or recording.
- No amplified sound, camping, open fires, drug use, weapons, graffiti.
- No dogs or any animals allowed.

**Full list of rules will be available via QR Code displayed on our signs.**









## SOFT OPENING



Join us as we officially open the open space  
**THIS Saturday, January 29, 2022**

Informal walkthrough  
10:00am – 12:00pm

We are looking forward to hosting our ribbon  
cutting event in the Spring!  
*Stay tuned for more details.*



## Parks and Recreation Commission Goals

- 1) Facilitate the goals laid out in the 2019 Parks and Recreation Master Plan.
- 2) Provide high quality programs and services for Menlo Park residents.
- 3) Maintain, upgrade, and expand city parks and facilities.
- 4) Enhance public awareness and engagement.
- 5) Include diverse community perspectives.
- 6) Prioritize accessibility, safety, and sustainability.

## Specific Examples

- 1) Gather feedback on Willow Oaks park improvements.
- 2) Discuss and gather information on the pros and cons of contracting out city services.
- 3) Review the pickle ball court additions.
- 4) Invite members of the public on commission park tours.
- 5) Balance Belle Haven versus neighboring community needs in the new Menlo Park Community Center.
- 6) Develop strategies to mitigate the risks of off-leash dogs harming children.

## **Previous Parks and Recreation Commission Goals**

- 7) Provide high quality and inclusive programs and services that meet the diverse and changing needs of all Menlo Park residents and neighboring communities.
- 8) Ensure City Parks and Community Facilities are well-maintained, upgraded and/or expanded to improve accessibility and usage by a diverse population, while promoting sustainable environmental design and practices.
- 9) Improve class and program offerings, venues, partnerships and sponsorships to increase the quality and accessibility of educational, recreational, sporting, artistic, and cultural programs in the City of Menlo Park.
- 10) Support initiatives, partnerships and projects that intersect with the City's Park and Community Services resulting in well-coordinated efforts to meet the needs of residents.

# Winter 2022 Park and Recreations Commission Park Tours

David Thomas 1/26/22



# Why tours?

- Gain in-person experience with Menlo Park facilities
- Commissioner team building
- Learn from staff and public works
- Engage the public

# Why now?

- During the pandemic there have been limited opportunities to interact
- This will be the key PRC commissioner event for 2022 Q1
- May facilitate more informed future commission meetings
- Strengthens commissioner accountability
- Would like to turn into quarterly activity



# Commissioner Groups

*2 commissioners per region ensures Brown Act compliance*

- East:
  - Commissioners: Thomas (planning lead), Brosnan
  - Example itinerary: Kelly and Bedwell Bayfront Parks
- Central:
  - Commissioners: Baskin (planning lead), Joshua
  - Example itinerary: Burgess Park, Swim and Sport, Arrillaga Gymnastics
- West:
  - Commissioners: Diepenbrock (planning lead), Bryman
  - Example itinerary: Stanford Hills and Sharon Park

# Planning Lead Responsibilities

1. Find 3 times that work for two assigned commissioners (all tours should be completed by March 31<sup>st</sup>, 2022)
2. Finalize 2-3 parks or recreation facilities to tour in your region
3. Send joint availability and preferred itinerary to Assistant Library Services Director, Nick Szegda ([NJSzegda@menlopark.org](mailto:NJSzegda@menlopark.org)) who will coordinate with:
  - Library and Community Services Director, Sean Reinhart ([SSReinhart@menlopark.org](mailto:SSReinhart@menlopark.org))
  - Interim Assistant Community Services Director, Rondell Howard ([rdhoward@menlopark.org](mailto:rdhoward@menlopark.org))
  - Recreation Supervisor, Todd Zeo ([tazeo@menlopark.org](mailto:tazeo@menlopark.org))
  - Public Works Supervisor – Parks, Bill Halleck ([BHHalleck@menlopark.org](mailto:BHHalleck@menlopark.org))
4. Invite members of the public and City Council Liaison Drew Combs
5. Report on trip during future PRC meeting

# Thank You

**Questions:** [davidthomas5412@gmail.com](mailto:davidthomas5412@gmail.com)



**City of Menlo Park - Parks and Recreation Commission**  
**2020-21 Tentative Agenda Schedule**  
**February 23, 2022**

*Meetings are held virtually via videoconference at 6:30pm on the fourth Wednesday of the month  
unless otherwise specified*

MEETING DATE	PROPOSED AGENDA TOPICS
January 26, 2022	<ul style="list-style-type: none"> <li>• Presentation: New public park on Meta (Facebook) property</li> <li>• Pickleball pilot program review</li> <li>• Approve field users for 2022-2023</li> </ul>
February 23, 2022	<ul style="list-style-type: none"> <li>• Burgess Park play area and Willow Oaks Park renovation updates</li> <li>• Aquatics program annual report</li> <li>• Parks and Recreation Commission work plan update</li> </ul>
March 23, 2022	<ul style="list-style-type: none"> <li>• MPCC programming elements – Fitness center, gymnasium, movement studio</li> <li>• Staff presentation – registration software</li> </ul>
April 27, 2022	<ul style="list-style-type: none"> <li>• Staff presentation – Summer camps</li> <li>• Kelly Park and Bedwell Bayfront Park tours report out</li> <li>• Athletic field use policy</li> </ul>
May 25, 2022	<ul style="list-style-type: none"> <li>• MPCC operational planning – Athletic, fitness equipment</li> <li>• Select Commission Chair and Vice Chair</li> </ul>
June 22, 2022	<ul style="list-style-type: none"> <li>• MPCC operational planning –Volunteers, external partners</li> </ul>
July 27, 2022	<ul style="list-style-type: none"> <li>• Athletic field policy review</li> <li>• Aquatics program update</li> </ul>
August 24, 2022	<ul style="list-style-type: none"> <li>• Facility rental / meeting room policy review</li> </ul>
September 28, 2022	<ul style="list-style-type: none"> <li>• Volunteer policy review</li> </ul>
October 26, 2022	<ul style="list-style-type: none"> <li>• Facility use guidelines review</li> </ul>
November 23, 2022 (Date may change)	<ul style="list-style-type: none"> <li>•</li> </ul>
December 28, 2022 (Date may change)	<ul style="list-style-type: none"> <li>•</li> </ul>
Unscheduled future items (tentative)	<ul style="list-style-type: none"> <li>• <i>Inclusion Programs/Classes update</i></li> <li>• <i>Pickleball update</i></li> <li>• <i>Parks tours – commissioner updates</i></li> <li>• <i>Commemorative park amenity guidelines</i></li> <li>• <i>Update on Middle Avenue Crossing</i></li> </ul>