

MEETING NOTES
BELLE HAVEN POOL “HYBRID” MODEL COMMUNITY TASK FORCE
OCT. 28, 2025

Location: Belle Haven Community Campus

The Oct. 28 session was attended by approximately 14 participants, most of whom had attended previous sessions.

See the agenda for additional details on the above (Attachment A).

Over the course of the session, participants' comments were captured on a poster board (Attachment B).

AGENDA

BELLE HAVEN POOL “HYBRID MODEL” COMMUNITY TASK FORCE

OCT. 28, 2025

Background information

The purpose of the Task Force is to gather neighborhood-oriented feedback and ideas to help shape and develop a potential "hybrid" operating model at Belle Haven Pool for future consideration by City Council. The proposed Belle Haven Pool “hybrid” operating model is an idea for operating the community swim center at Belle Haven Pool (other ideas are welcome, too). The proposal/idea is:

- Belle Haven Pool would be jointly operated by the City of Menlo Park and Menlo Swim and Sport
 - Menlo Swim and Sport (Operator) would provide:
 - Safety services – certified lifeguards, lifeguard training and supervision
 - Certified Pool Operator (CPO) – water treatment, etc.
 - The City of Menlo Park would provide, either via city staff and/or contractors:
 - Aquatic programs – family swim, lap swim, swim lessons, aqua fit, etc.
 - Customer service
 - Schedule of pool hours and aquatics programs.
 - Financial details
 - The City would collect and retain all revenue from user fees
 - The City would compensate the Operator \$199 per hour for two certified lifeguards, one lifeguard manager and overhead costs, and \$600 per week for the CPO support.
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6:00 Introductions

- Sign-in sheet
- Feedback board for capturing comments
- “Parking lot” for questions to research and respond later

6:05 Go around the room - sharing

- Briefly introduce yourself and share what brought you to today's discussion

6:15 Review and discussion of desired programs and services at Belle Haven Pool

- Programs – **see attachment**
- Customer service
- Hours and schedules
- Fees, discounts and scholarships
- Events
- Outreach and marketing

7:15 Related processes

- Next annual aquatics user survey November 2025
 - 2024 survey results: <https://www.menlopark.gov/Aquatics>
- Cost of Services study will examine a broad selection of programs including aquatics
 - Aug. 12, 2025, City Council report: <https://www.menlopark.gov/files/sharedassets/public/v/2/agendas-and-minutes/city-council/2025-meetings/20250812/20250812-city-council-regular-agenda-pres.pdf>
- Aquatics annual performance report for 2025.
 - Tentatively set for PRC review in February 2026; City Council review in March 2026

7:25 Agenda building and adjournment

- Schedule the next Task Force meeting (*Tuesday evenings are not available in Nov. or Dec.)
- Feedback board and notes to be distributed and posted to website.

ATTACHMENT
DRAFT – Desired programs at Belle Haven Pool
Oct. 28, 2025

[illegible]

10/28 BH HYBRID TASK FORCE

ATTACHMENT B

INTROS:

STAFF - NICK, NATALYA, TRICIA

MSS - THOMAS, MELISSA

COUNCIL MEMBERS NASH + TAYLOR

- EQUAL PRIORITY FOR POOLS - COACH
- KEEP PROGS. ACCESSIBLE
- PARENT OF SWIM TEAM MEMBER
- PASA SWIMMER
- BH RESIDENT - TO OBSERVE
- BURGESS POOL SWIM. LONG-TERM SUSTAIN.
- BH POOL OPEN TO PUBLIC
- BH RES - KEEP POOL OPEN FOR ALL
- BH RES - POOL ACCESS FOR ALL
- BH RES
- PARENT OF SWAMI SWIMMER
- SR. CTR. - LESSONS FOR DISAB. ADULTS
- MP RESIDENT - SUPPORT VIBRANT BH SWIM COMMUNITY

10/28 HYBRID

②

DESIRED PROGRAMS + SERVICES

- ATTACHMENT LIST REVIEWED
OF PROGRAMS
- ^{ADD} BRIDGE SWIM FOR ADULTS
 - EXPLANATION OF YOUTH TRIATHLON PROGRAM
(CLUB TEAM) - "FIRST YOUTH TRIATHLON"
 - BALANCING TEAMS / GROUPS W/ LAP + FREE SWIM
 - EVENING AQUA FIT 5:30 - 6:00?
 - ? LAP SWIM + CLASSES FOR SENIORS 9:00 - 1:00
- SUGGEST. → (OUTREACH TO SR. PROGRAM TO LET THEM KNOW ABOUT POOL HOURS + OFFERINGS)
- CLASSES FOR SENIORS W/ DISABILITIES
- MASTERS PROGRAM
- 2X AQUAFIT? A.M. FOR SR. PROG + EVENING FOR COMMUNITY
- ~~KEEP~~ KEEP EVENING HOURS FOR WORKING ADULTS
- EVENTS FOR YOUTH TO INTRODUCE POOL + SWIMMING
(KEEP ADULT NON-SWIMMERS IN MIND)
- CREATE FLYERS / COLLATERAL FOR BH POOL ACTIVITIES

10/28 HYBRID

(3)

- ? ABOUT 8 P.M. BEING A LIMITER FOR YOUTH LIFEGUARDS

UPCOMING

- 2025 AQUATICS SURVEY
o 2024 RESULTS - MENLOPARK.GOV/AQUATICS
- COST OF SVCS STUDY
- ANNUAL MSS REPORT FEB/MAR 2026

NEXT MTGS

TIMES	{	NOV. 11 ²⁰	6-7:30
		DEC 4 -	6-7:30
		DEC 18 -	6-7:30

~~IC/BA Hybrid Model~~

PARKING LOT ISSUES

- SEND OUT AGENDAS PRIOR TO MEETING
- + BENCHMARK/SURVEY OF OTHER AREA PROGRAMS
- CURRENT PROGRAM USAGE STATS (FOR NEXT MEETING)
- INTERPRETATION FOR SPANISH SPEAKERS
- BETTER COMMUNICATING CURRENT OFFERINGS IN BH
- PRINTED ACTIVITY GUIDE
- POOL COVER/DOME FOR COLD WEATHER
- + BANNERS FOR POOL PROGRAMS
- ADD SR. CTR. REP TO A FUTURE MTG.
- FINS FOR BH SWIM LEARNERS
- FINANCIAL DETAILS + AUDIT
- MORE DETAILS ON "CUSTOMER SERVICE" BULLET
- DETAILS ON POOL OPERATION COSTS
- STRUCTURE FOR TASK ACCOUNTABILITY

OUTREACH TO - SCHOOLS
- SENIORS

SCHOOLS / CORPORATIONS
ORGANIZATIONS / EVENTS