

LIBRARY AND COMMUNITY SERVICES
SUGGESTION BOX COMMENTS AND RESPONSES
COMPILED JULY 2025

Ref #	Date received	Location received	Full Text of suggestion	Response
1	2025-04-30	Arrillaga Family Gymnasium	Nealon: Could the slide be fixed	Thank you for providing your feedback regarding the slide at Nealon. We will reach out to our Public Works Department to get an update on the plan for repair. -Best, Trish
2	2025-05-01	Arrillaga Family Gymnasium	When will Nealon Park's slide and zipline be fixed? The slide is the fun part because when I play tag the slide is fun.	Thank you for providing your feedback regarding the slide at Nealon. We will reach out to our Public Works Department to get an update on the plan for repair and a potential timeline. Best,
3	2025-04-19	Arrillaga Family Gymnasium	Coming from a person in a leadership class, I believe that making people pay for the egg hunt is too much, it's best to make it free again or lower the price to at least \$3.50. Some people can't afford 5-15 dollars. Especially with multiple kids.	Thank you for your suggestion. We will consider the cost for participants when we plan for next years event. There were some parts of the events that were free to all participants. This included the crafts, balloon twisting, petting zoo, photos with the bunny amongst a few other things. We wanted to make sure that there were activities for everyone to participate in.
4	2025-03-27	Arrillaga Family Recreation Center	The vending machines are broken. The drink machine has 2 stuck drinks and a 149 in the snack is "invalid" but there is something there. Also never restocks.	Your comment regarding the vending machines at the Arrillaga Family Recreation Center. We will look into this issue and if it still not functioning properly, we will reach out to the vending machine company to request repair. Again, thank you for your input. Best,
5	2025-04-12	Arrillaga Family Recreation Center	This evening I had the pleasure of joining a Banyan Tree Women's Collective Event. I came with a heavy heart from losing a close friend. The safe space and loving environment that the women here shared deeply healed my pain. Thank you for this opportunity	Thank you so much for the positive feedback regarding the Banyan Tree Women's Collaborative class that you joined. I am sorry to hear about your loss and also relieved that the class helped with your grieving. Please feel free to provide any additional comments as they arise. Make is a great day! Best,
6	2025-06-04	Arrillaga Family Recreation Center	Please consider offering drop in basketball for 3rd-12th grade kids. They play at school and having opportunities to be physically active indoors would be great. Esp on rainy or hot days.	Thank you for the request that drop-in basketball be offered for youth. I will bring this suggestion to staff to see what is possible for our drop-in times. Much appreciated. Best,
7	2025-03-04	Belle Haven Pool	Idea: Can we please get a swimsuit dryer?	This will be addressed with the pool operator. Thank you!
8	2025-05-27	Belle Haven Pool	Music in the pool	This will be addressed with the pool operator. Thank you!
9	2025-05-27	Belle Haven Pool	It's really hot	Thank you for the feedback. Work is getting done on the heaters to maintain a constant/desired heat.
10	2025-03-08	Belle Haven Pool	Women's locker/shower: Middle shower only one that has hot water. The others do not.	Thank you for this feedback, this will be addressed.

11	2025-05-27	Belle Haven Pool	It's a bit chilly today	Thank you for the feedback. Work is getting done on the heaters to maintain the heat.
12	2025-03-15	Belle Haven Pool	The new locker rooms are much nicer than Burgess! It would help if there was a swimsuit dryer, more benches to use while changing	Thank you for your feedback regarding the new facility and the need for a suit spinner at the Belle Haven Pool. We will reach out to the aquatics operator to acknowledge this need. Please feel free to let me know if you have further questions/concerns. Best,
13	2025-06-26	Belle Haven Pool	Food stand	Thank you for your comment. I will bring this to the aquatics operator.
14	2025-06-26	Belle Haven Pool	Slide in pool, purple	Thank you for your suggestion. I will bring this to the operator.
15	2025-06-26	Belle Haven Pool	There is cold water coming into the exercise pool at 10am. This makes the overall temperature to come down. Consider who you want the aqua fit class for, seniors??	Thank you for bringing this to our attention. Unfortunately, the water coming into the pool at specific times cannot be controlled. We will look into potential options.
16	2025-06-26	Belle Haven Pool	Muy buenos servicios gracias	Gracias por tu cumplido.
17	2025-07-11	Belle Haven Pool	They need a spa/hot tub	Thank you for the suggestion to get a hot tub at the Belle Haven Pool. We will communicate this interest with the aquatics operator.
18	2025-07-11	Belle Haven Pool	Can we have hot tub?	Thank you for the suggestion to get a hot tub at the Belle Haven Pool. We will communicate this interest with the aquatics operator.
19	2025-02-15	Belle Haven Community Campus	Can the gym open up on Sundays? The gym is quite packed Mon-Sat. I think it would help if there was an extra day available	Spoke with her and let her know that we'll be sure to look into having the gym open on Sundays.
20	2025-03-25	Belle Haven Community Campus	Please promote the "Love our Earth Festival 2025" Gracias.	Called and left a voice message
21	2025-04-08	Belle Haven Community Campus	Is it possible for parents to sign waivers for youth (13+) to use the weight room?	Neither of the numbers provided worked.
22	2025-04-10	Belle Haven Community Campus	There are many people living in apartments/condo in Menlo Park. Does Menlo Park intend to create a community garden where people can grow their own vegetables? Is there a 5-year or 10-year plan already in place? There are lots of soccer fields; any designated portion for gardening?	Thank you for your suggestion and inquiry. I will be sure to share your idea with the team for consideration in future planning. If you have any other suggestions or questions, feel free to reach out. Best, Rondell
23	2025-04-18	Belle Haven Community Campus	For the chefs the food looked very good today and all the time [Spanish: Para los cosinero lucieron muy bueno comida hoy y todo il tempo]	Thank you for the submission. I'll be sure to let chef Tony know.

24	2025-04-18	Belle Haven Community Campus	Hello, Can you please buy more yoga mats for the ____ and Pilates classes. Thank you. Can you also offer vegan options at city events?	Called and left a voice message
25	2025-04-18	Belle Haven Community Campus	I appreciate the food, the company, and all the services we don't deserve, but thank you! May God bless you and give you double what you don't give. [Spanish: Agradezco los alimentos la compania todos los services que no si meresmos pero gracias! Que Dios los vendiga les de el doble de lo que no dan]	Called and left a voice message
26	2025-05-01	Belle Haven Community Campus	Chairs in makerspace are not comfy if you have a bad back.	[no contact info] Thank you for this feedback. It will help us choose furniture when the opportunity arises for us to do so.
27	2025-05-01	Belle Haven Community Campus	Interested in 3D printing workshops for adults	[no contact info] Thank you for indicating your interest in a 3D printing workshop for adults. We will take your interest into consideration when choosing future makerspace programming.
28	2025-04-26	Belle Haven Community Campus	The Earth Day event on 4/26 was spectacular. The booths, the food tents, the 30? Booths around the building was great. I enjoyed it a lot. Was busy all the time, families all ages attending.	Thank you for your compliment! We passed your thoughts along to the person who planned Earth Day. She will be please to know the community had a good time! - Ashley
29	2025-05-01	Belle Haven Community Campus	Hello, Please post the City Council meetings ____ in an area where residents can see it. It is important for residents to be informed of what there elective representatives are doing. Thank you	City Council agendas are posted on the BHCC front doors and in the BH Library, and we are exploring options for installing a message board outside in the BHCC entry plaza. Thank you!
30	2025-05-28	Belle Haven Community Campus	I want an arcade inside here	Thank you for the submission
31	2025-05-23	Belle Haven Community Campus	Please move the karate class to 10am on Saturday!	Thank you for the submission!
32	2025-05-24	Belle Haven Community Campus	Post "Slow Down" signs entering BHCC parking lot. Cars are driving too fast!	Thank you for the submission!
33	2025-05-24	Belle Haven Community Campus	Provide Fitness Center members a badge and the ability to swipe/scan entry.	Thank you for your submission
34	2025-05-23	Belle Haven Community Campus	Automate the four daily closing announcements to the whole building.	Thank you for your submission
35	2025-05-27	Belle Haven Community Campus	Can the 2nd TV be used too during the senior exercise classes please	Thank you for the submission!

36	2025-05-19	Belle Haven Community Campus	Can you please the martial art class? I am willing to recruit the minimum number of participants. Can you please give us timely notice when classes get canceled. -Monday HI___ class has been cancelled 3 times. -Thursday Pilates class has been cancelled 2 times. We have been gotten notified after the class starts. Thank you	Called and left a message.
37	2025-05-14	Belle Haven Community Campus	Possible to offer English Tutoring class at Belle Haven Center	Thank you for your suggestion! We'll look into the possibility of offering an English tutoring class at the Belle Haven Center and appreciate your input. Best, Rondell
38	2025-05-14	Belle Haven Community Campus	I want a lounge, vending machine and free food	Thank you for the submission.
39	2025-05-16	Belle Haven Community Campus	Please, I would like it if you could add another class during the week for Zumba or Yoga. I attend once a week, and I would love another one.	Thank you for your suggestion! We're happy to hear you're enjoying the class and will explore the option of adding another Zumba or Yoga session during the week. Best, Rondell
40	2025-05-16	Belle Haven Community Campus	I like pickleball. I would like to play it at the tennis courts. Let me know if this is possible or badminton at the gymnasium, or volleyball with a low net.	Thank you for the submission!
41	2025-05-16	Belle Haven Community Campus	Can the smith machine go all the way down?	Yes, the machine is capable of that. It also has a built-in safety mechanism that prevents it from lowering all the way to the floor, helping to avoid potential injuries. Thank you for submitting your question to the suggestion box!
42	2025-05-04	Belle Haven Community Campus	Saturday gym bball blocked by karate class is a problem. Please move karate to a more appropriate sized room so bball can be at 9 or 10.	Thank you for your feedback. As part of our policy, City-run events and programs receive priority when it comes to facility scheduling. We understand your concerns and apologize for the inconvenience this may cause. While we will explore the possibility of adjusting class times, we cannot guarantee that a change will be made. We appreciate your understanding and continued participation. Best, Rondell
43	2025-04-27	Belle Haven Community Campus	I come to see Cunamacue- Peruvian music and dance. Would love to have that kind of dance and music class in here. Thanks	Hi, Thank you for your suggestion! We will consider offering a Peruvian music and dance class in the future. Best, Rondell
44	2025-04-24	Belle Haven Community Campus	[Name redacted] is the instructor for a chair exercise for adults and adults with disabilities. I would like [name redacted] to be able to bring her classes and experience to BHCC. Lynnette is 80 years old and is a good role model for us to see how flexible her body is at her age. Hoping you consider her experience to BHCC. Also her [illegible] is great. Her class is full at EPA.	Thank you for your suggestion and for sharing feedback about the instructor. It's inspiring to know how much she brings to her participants. We'll definitely keep her in mind as we explore future programming at BHCC.

45	2025-04-23	Belle Haven Community Campus	I am wondering some care givers can buy lunch and others no. I would like to know what the policy is . One of the care giver asked me and I refer her to the front desk.	Hi, Thank you for bringing this to our attention. We understand the confusion and appreciate you referring the caregiver to the front desk. Our current lunch policy is that lunch is only for seniors who are 60 years of age or older. We'll make sure staff are communicating this moving forward. Best, Rondell
46	2025-05-01	Belle Haven Community Campus	Very tasty food, very nice music, thank you very much to everyone. [Spanish: Muy Sabrosa comida muy bonita musica muchas gracias a todos]	Called and could not leave a message because the inbox was full
47	2025-06-05	Belle Haven Community Campus	Always keep the library open!!	Left a voicemail at the phone number listed, saying thank you so much for contributing a suggestion to our suggestion box, and that I would LOVE to be able to always keep the library open, but we would have to have a LOT more librarians in order to run a 24-hour library! I'm so glad that you love library so much that you want us to always be open!
48	2025-06-11	Belle Haven Community Campus	Please have women's bball to borrow	Thanks for the suggestion! We'll look into making basketballs available for the women's group. Best, Rondell
49	2025-05-12	Belle Haven Community Campus	Hello, Im a senior in Patty's class. I was having coffee before her class and I saw this guy/man in a wheelchair yelling at her. I didn't hear everything and I didn't know what the reason was, but it looked like Patty wanted to cry. Senior Center should be a place to feel like home but it was a scary moment and I just hope everything is ok. Thank you.	Thank you for sharing your concern. We truly appreciate you looking out for the instructor and the well-being of our community. We'll follow up to ensure everything is okay. Rondell
50	2025-06-03	Belle Haven Community Campus	Can the fitness center open up earlier on Sundays as well? Give the small space, the gym fills up quickly and it's hard to get a workout in or enjoy a workout when the gym is full every day-no matter what time. I think 8-8pm makes it hard. Thank you.	Thank you for the suggestion! We understand your concern and will consider your feedback as we review our hours and space usage. Thanks, Rondell
51	2025-06-05	Belle Haven Community Campus	[English translated] To whom it may concern: The VR training class ended on Wednesday! And I never imagined they were going to give us a diploma and take photos of the whole group. Thank you so much for hosting these classes so we can see how far technology is advancing. For me, it was a very nice experience. It was the first time I used these glasses. The kids were very nice people too—we even had a Spanish interpreter. I hope they don't skip this class so other seniors can share the same experience I had. Thank you again.[Spanish]a quien corresponda: El Miercoles termino la clase de VR training! Y yo no me imagine que nos fueran a dar un diploma y tomarnos fotos de todo el grupo. Muchas gracias por poner estas clases para nos damos cuenta de coma est	Thank you so much for your kind words! We're thrilled to hear you enjoyed the VR class and had a positive experience. We truly appreciate your feedback and hope to offer more opportunities like this in the future.

			abansando la tecnologia, para mi fue una experiencia muy bonita, fue la primera ves que use estos lentes, los nia estros muy buenas personas tambien-tuvimos un interprete en espanol. Hojalo no quiten esta clase y asi puedan vivir esta experien sia que yo vivi, otros seniors. Otra ves muchas gracias.	
52	2025-06-11	Belle Haven Community Campus	Easily found fees for gym and fitness posted on website	Thank you for the feedback! We're glad the information was easy to find. -Rondell
53	2025-06-11	Belle Haven Community Campus	My phone doesn't work when connected to the network Menlo Guest-net. I can't send or receive messages, can't check my email, cannot browse the web for any amount of time. This community center is supposed to provide equal access and I can't even do my homework here. What is the point? This building is not built for me, clearly. It has been 1 year and the wifi is still not even functional	Thank you for sharing your experience. We understand and sincerely apologize for the ongoing issues. Your feedback is important, and we will work to improve the Wi-Fi. -Rondell
54	2025-06-11	Belle Haven Community Campus	Please move the karate class upstairs please	Thank you for the suggestion! -Rondell
55	2025-06-26	Belle Haven Community Campus	For the pool you should add a slide for the play swim.	Thank you for your suggestion. I will bring this to the operator.
56	2025-06-10	Belle Haven Community Campus	We love open gym on Tuesday for women. However, please get some women basketballs. The size is 28.5. Spalding TF1000 are good or Wilson basketballs	Thanks for the feedback! We'll look into getting 28.5" basketball. Thanks for the suggestion!
57	2025-06-10	Belle Haven Community Campus	Women's ball plz! Size 28.5	Thanks for the feedback! We'll look into getting 28.5" basketball. Thanks for the suggestion! -Rondell
58	2025-06-10	Belle Haven Community Campus	Please have a vending machine-even if it's just water! Thank you!	Thanks for the suggestion! We'll look into the possibility of adding a vending machine. -Rondell
59	2025-06-16	Belle Haven Community Campus	We signed up weeks ago for Patty's Monday chair exercise class and our name isn't on list. We signed up in the senior center office.	Thanks for letting us know! We'll look into it and make sure this doesn't happen again in the future. -Rondell
60	2025-06-26	Belle Haven Community Campus	Please add women's balls, size 28.5	Thanks for the feedback! We'll look into getting 28.5" basketball. -Rondell
61	2025-06-26	Belle Haven Community Campus	Please also provide women's basketballs: women size 28.5	Thanks for the feedback! We'll look into getting 28.5" basketball. -Rondell

62	2025-06-26	Belle Haven Community Campus	The dry weeds should be cut to prevent potential fires a long the wooden fence of the small parking lot near the pool. Plus it just looks ugly.	Thank you for your submission. I will ensure that Public Works receives your feedback.
63	2025-06-26	Belle Haven Community Campus	Please we need women's basketball size, clock in the gym (basketball)	Thanks for the feedback! We'll look into getting 28.5" basketball and a clock. -Rondell
64	2025-06-26	Belle Haven Community Campus	Women's basketballs	Thanks for the feedback! We'll look into getting 28.5" basketball. -Rondell
65	2025-06-28	Belle Haven Community Campus	Fantastic facility!! Love it! Need women's basketballs. Title 9 passed in 1972. Equal access for men & women.	Thanks for the feedback! We'll look into getting 28.5" basketball. -Rondell
66	2025-06-26	Belle Haven Community Campus	We signed up for Patty's class weeks in advance of the new session and yet our names were not on the roster? It was the day we were told it is open.	Responded to this person by email already.
67	2025-07-11	Belle Haven Community Campus	You should have popcorn	Thank you for the suggestion!
68	2025-07-11	Belle Haven Community Campus	Please attach a clip board to the senior center's exercise class attendance sheets. It will help the instructors. Thanks!	Thank you for the suggestion!
69	2025-07-11	Belle Haven Community Campus	I think the building is beautiful, but is lacking hand sanitizers. The building should be equipped with them throughout the building considering we just come out of the pandemic.	Thank you for the suggestion. we will look into this.
70	2025-07-11	Belle Haven Community Campus	Can the youth center gate get fixed.	Thank you for the submission. We will have our public works team look into this.
71	2025-02-02	Burgess Pool	How about repairing/replacing the swim suit drier in the men's locker room? Very useful, but becoming harder to start. Is there a newer type that would not wear out?	Thank you for your feedback. We will reach out to the aquatics operator to work out a solution to the suit dryer repair.
72	2025-04-05	Burgess Pool	I would be interested, as would other Menlo masters team ladies, to help cover the expense to help keep the suit spinner. Please let me know if I can help crowd fund or find a source to maintain it.	Thank you for your comment and offer to assist with the suit spinner replacement at the Burgess Pool. The city is currently working with the aquatics operator to manage through the decision around repair/replacement of the suit spinner. If you are interest in discussing over the phone, I am happy to have a conversation about this. Please feel free to let me know if you are interested in a conversation. Best,
73	2025-04-18	Burgess Pool	Pool deck needs to be resurfaced	Thank you for sharing your feedback regarding the need for the pool deck at the Burgess to be resurfaced. This project has been added to the potential Continuous Improvement Project

				list. Please feel free to let me know if you have further questions or feedback. Best,
74	2025-04-22	Burgess Pool	Penalizing faithful patrons (resident + non resident) with price increases due to a non-performing pool populational in BH seems unfair. Was _____prior to building new pools?	Your feedback regarding prices is appreciated. --Tricia
75	2025-05-01	Burgess Pool	To replace the suit spinners, let's get mangles or margles!	Thank you for your feedback. -- Tricia
76	2025-05-01	Burgess Pool	The Burgess Pool needs more lounge chairs! Only 6 is not enough. Belle Haven Pool has more and it is a much smaller place. Please get more chairs. For us regular attendees/swimmers. Thank you.	Thank you for the feedback, I will discuss this with the aquatics operator and look into this spending option. --Tricia
77	2025-05-01	Burgess Pool	Please return to the non-wristband era. The bands are a large waste of plastic and during open swim, a parent should be present. For camp, it makes sense, not for open swim.	Thank you for the feedback. I will address this with the aquatics operator. --Tricia
78	2025-05-01	Burgess Pool	Please keep pool prices low.	Your feedback regarding prices is appreciated.
79	2025-05-01	Burgess Pool	Fixing the swim suit dryer would be nice	Thank you for the feedback, we will look into the possibility of the repair.
80	2025-05-01	Burgess Pool	Not letting a parent swim laps in the lap pool while 11 year olds who passed the swim test and are both level 4 swimmers is lame! We are going to look elsewhere for swimming options.	Thank you for sharing your feedback regarding lap swimming. I will reach out to the aquatics operator to provide this feedback. Best,
81	2025-05-16	Burgess Pool	Keep the suit dryer in the women's locker room	This will be addressed with the pool operator. Thank you!
82	2025-05-16	Burgess Pool	We need a suit spinner. Please get one. Pretty please. I pay a lot to use the facility as an active swimmer	This will be addressed with the pool operator. Thank you!
83	2025-05-16	Burgess Pool	Need a scale in men's room	Thank you for the comment, we will diss with the pool operator.
84	2025-05-15	Burgess Pool	How about a bike powered swim suit spinner for here and Belle Haven too? I t could be near a drain or on the grass area?! Community exercise encouragement.	Thank you for the comment/suggesting about the suit spinner at Belle Haven and Burgess Pools, I appreciate the innovative idea and ultimately the suggestion. We are looking into the option for repair of the Burgess suit spinner. Please let me know if you have further comments/questions. Best,
85	2025-05-13	Burgess Pool	Pls bring back swim suit spinner. I would contribute and team would add up to a lot of \$.	Thank you for your feedback regarding the suit spinner at the Burgess Pool. We will reach out to the aquatics operator to work out a solution to the suit dryer repair. Please feel free to let me know if you have further questions/concerns. Best, Tricia
86	2025-05-18	Burgess Pool	Please keep the swimsuit spinners at Burgess. It's extremely helpful if you have young kids and don't want to have bring home sopping wet swimsuits.	Thank you for your comment regarding the suit spinners at Burgess Pool. We understand that is helpful to be able to run suits through the spinner prior to departing. There is no plan to remove the spinners at this time. We are considering the repair

				of the spinner in the men's lockerroom. Please feel free to let me know if there are further questions or suggestions. Best,
87	2025-05-22	Burgess Pool	Bring back 7-8pm lapswim	Thank you for your suggestion regarding the Burgess Pool evening lap swim hours. I will bring this concern up with the operator. Please let me know if you have further questions or comments. Best,
88	2025-05-22	Burgess Pool	Please consider allowing lap swim to stay open until 8 pm on weekdays, otherwise I can't continue to swim here after work. This was one of the few pools available at this time. Thank you!	Thank you for your suggestion regarding the Burgess Pool evening lap swim hours. I will bring this concern up with the operator. Please let me know if you have further questions or comments. Best,
89	2025-05-31	Burgess Pool	Hot tub water slide	Thank you for the suggestion regarding getting a hot tub and water slide at the Burgess Pool. I will bring this to the aquatics operator. Best,
90	2025-06-13	Burgess Pool	The evening lap swim changes make membership meaningless for me now. Very sad	Thank you for the feedback. I will bring this to the attention of the aquatics operator.
91	2025-06-13	Burgess Pool	I am a swimmer at Burgess Park and I politely request that you do not remove the suit spinner because it helps dry swimsuits after use.	Thank you for your comment regarding the suit spinners at Burgess Pool. We understand that is helpful to be able to run suits through the spinner prior to departing. There is no plan to remove the spinners at this time. We are considering the repair of the spinner in the men's lockerroom. Please feel free to let me know if there are further questions or suggestions.
92	2025-03-08	Menlo Park Library	Muchas gracias por tener mas seleccion de libros, podrian traer mas de -Freida McFadden -Taylor Jenkins Reid En el condado no hay muchos libros de ellas. Muchas gracias!! [English: Thank you so much for having a larger selection of books. Could you please bring more? -Freida McFadden - Taylor Jenkins Reid. There aren't many of their books in the county. Thank you so much!]	I gave her a call and left a voice message yesterday but she hasn't gotten back to me yet. In my message I asked if their were specific titles she wanted by them and if there was anything else she'd like to see. Since she didn't answer I'm just going to buy two of their most recent titles that aren't available in the county. Message translation: Thank you very much for having a larger selection of books, could you get more books by Freida McFadden and Taylor Jenkins Reid. There aren't many books by them in the county. Thank you!"
93	2025-04-05	Menlo Park Library	The bike tire pump is broken. :(	Thank you for your feedback about the bike pump. You can report this to the city using the SeeClickFix portal here: https://menlopark.gov/Services/ACT-Menlo-Park That's the best way to make sure that these public facilities receive attention when they break. Best,Rose
94	2025-04-05	Menlo Park Library	More Dog Man books	[No contact info.] Thank you for letting us know that you love Dog Man, and would like us to have more Dog Man books at the library! We will make sure we get more Dog Man books for library kids like you.
95	2025-04-09	Menlo Park Library	Please bring back Bookish Trivia, even if there is no food and drinks every time.	[no contact info] We're so glad that you love trivia! We'll be bringing it back this summer!

96	2025-04-12	Menlo Park Library	Get every dance class (graphic novel) book in the series.	Thank you so much for suggesting that we add all of the books in the Dance Class series to the Menlo Park Library collection! We love hearing from library kids about what they love reading, and we have passed your suggestion on to our selection librarians. You can always submit such requests directly via our "Suggest a Library Purchase" form here: https://menlopark.gov/Services/Suggest-a-library-purchase Happy Reading! Rose
97	2025-04-14	Menlo Park Library	The City of Lost Cats by Tanya Lloyd	[no contact info] Thank you so much for suggesting an addition to the Menlo Park Library collection! We have passed your suggestion on to our selection librarians. You can always submit such requests directly via our "Suggest a Library Purchase" form here: https://menlopark.gov/Services/Suggest-a-library-purchase
98	2025-04-15	Menlo Park Library	Please could you give a final notice before the HOLD cancellation notice (2 days before) saying "In 2 days your HOLD shall be cancelled. Thanks for considering.	Thank you for inquiring about the Menlo Park Library's system for notifying patrons of how long they have to collect their hold once it is ready. Patrons have 10 days from the day that their item is placed on the hold shelf to pick up their item. The automated email notifying patrons that their holds are ready lists a "PICKUP BY" date, which is the date upon which the item will be removed from the hold shelf, and the hold will be cancelled. I hope this helps! Sincerely, Rose
99	2025-04-17	Menlo Park Library	Please send a notice before one's library card expires!	[no contact info] We send out a notice one month in advance of card expiry so that patrons have plenty of time to come to the library and renew their cards.
100	2025-04-21	Menlo Park Library	Women's restroom, bathroom stall (biggest) toilet is not flushing right.	[no contact info] Thank you for letting us know about this issue with our facility. We have requested that the maintenance crew come take a look at the issue. You are always welcome to approach the desk with information like this, so that we can call someone to help immediately.
101	2025-05-01	Menlo Park Library	Please add toys	[no contact info] Thank you for the suggestion that we add more toys to our children's room.
102	2025-05-01	Menlo Park Library	I was wondering if it was possible to do open mics more often than once a year.	Thank you so much for your suggestion that we have open mics more than once a year! We have not, historically, had a lot of people attend our open mics when we do have them, and the popularity of programs does have an impact on the frequency with which they occur. That said, hearing from patrons like you that you enjoy programs does have an impact on that decision making too – thank you so much for adding your voice in suggestion that we have this kind of program with more frequency. We will take it into consideration. Best, Rose

103	2025-05-01	Menlo Park Library	Please fix the stall door in the men's bathroom so it doesn't hang open and block entry.	[no contact info] Thank you for your feedback about this facility issue. We are working with our maintenance team to establish whether there is a have identified.
104	2025-05-16	Menlo Park Library	People who work here- very nice and helpful	[no contact info] Thank you for letting us know that you appreciate our customer service!
105	2025-05-16	Menlo Park Library	More video game please? (Switch games)	[no contact info] We're glad you're enjoying our games. I've passed your request on to our selectors.
106	2025-05-16	Menlo Park Library	How about offering intro to Chap GPT workshops or classes?	[no contact info] Thank you for this suggestion! I have passed it on to our staff members who set up library events.
107	2025-05-09	Menlo Park Library	Add a teen zone with bean bags and more	Thank you for submitting a suggestion box card at Menlo Park Library! We do have teen zones at both our Alma St. and Terminal Ave. locations. The furniture in the library gets a LOT of use, and bean bags tend not to wear very well, so we like to go with (hopefully) more durable furniture. If you'd like to share with me what else you had in mind when you said "beanbags and more," I'd be happy to hear about it! Sincerely, Rose
108	2025-05-01	Menlo Park Library	Please get the NYTimes Sunday magazine out on the shelves timely. Today's Thursday- not out! I do go to the Belle Haven branch where it is out on the Sunday it's delivered.	[no contact info] Due to staffing/processing time, we are typically able to get the Sunday supplement out on Mondays.
109	2025-05-20	Menlo Park Library	Hi- I really enjoy your events at Menlo Library. Pleased to know of library can be _____. Please contact me if you need any help. Thanks.	Thank you so much for your kind words about our library events! We are glad that you enjoy them. Sincerely, Rose
110	2025-05-04	Menlo Park Library	More CatWad Books	Thank you for suggesting that our library have more Catwad books. I have passed your suggestion on to our librarians. You can always suggest books for us to purchase with our Suggest a Library Purchase form here: https://menlopark.gov/Services/Suggest-a-library-purchase . Best, Rose
111	2025-05-18	Menlo Park Library	Might be a bit high-tech, but I think it'd be cool to get text reminders for when books/items are due. The auto-renewal is a God send. Thanks for all your work!	I'm glad to hear that you are enjoying the auto-renewal process. We actually already have the text reminder service about which you are inquiring! In order to get text alerts you can text the word SIGNUP to (844) 213-4252 or pls@shoutbomb.com. The service will prompt you to enter your library card number and PIN, and then it will give you a list of cues that you can send it to get notifications. Let me know if I can provide any further information about this – Sincerely, Rose
112	2025-05-27	Menlo Park Library	More baby toys	Thank you for your suggestion that we add more baby toys to the children's room at our library. We will take your request into consideration. We try to only have as many toys as we can consistently keep clean and sanitary, so that will be the factor

				that influences whether or not we are able to add more toys. Best, Rose
113	2025-05-02	Menlo Park Library	Talking on Library phone is better than new AI _____	Left voicemail: We are glad to hear that you enjoy the services that the library offers via phone! Our library staff are happy to provide that customer service.
114	2025-05-03	Menlo Park Library	There has been a car parked in one of the few parking spaces for 76 months. Can you please have it removed?	Thank you for reporting your observations. We have relayed them to the Police department. --Sean
115	2025-05-03	Menlo Park Library	Teal car parked in front of the library at all times takes one of very few spaces for library users. Person lives there.	Thank you for reporting your observations. We have relayed them to the Police department. --Sean
116	2025-06-11	Menlo Park Library	Pads and tampons in cases of emergency for the restrooms please	[no contact info] A fabulous suggestion, and one that we already have a plan in the works for! Stay tuned!
117	2025-06-11	Menlo Park Library	One Piece	[no contact info] Thank you for suggesting that our library have more OnePiece books. I have passed your suggestion on to our librarians. You can always suggest books for us to purchase with our Suggest a Library Purchase form here: https://menlopark.gov/Services/Suggest-a-library-purchase
118	2025-06-11	Menlo Park Library	Need a copy machine	Thank you for your suggestion that the library obtain a copy machine. Renting a copy machine for public use in the past was not cost effective for either the library or for the library patrons. Fortunately, there are several establishments within a short walk of Menlo Park Library that offer copy services: Staples Print & Marketing Services 700 El Camino Real Suite 120, Menlo Park, CA 94025 (located in the shopping center across Alma Street and the train tracks from the Library) FedEx Office Print & Ship Center 1194 El Camino Real, Menlo Park, CA 94025 (located on the train tracks side of El Camino at the corner of Oak Grove) The UPS Store 405 El Camino Real, Menlo Park, CA 94025 (located just past the Safeway on the opposite side of El Camino from the train tracks) I hope this helps. Sincerely, Rose Waldman
119	2025-06-26	Menlo Park Library	One of only eight library parking spots has been occupied by a homeless person for more than a year. Please have the car towed!	Hello, thank you for taking the time to leave a comment about the Library parking spaces. It is certainly understandable to feel frustration when parking is limited or always occupied, especially when you want a quick visit to the library. Please rest assured that the City, Library and Community Services, and the Police Department will continue to collaborate to address complex issues such as parking in City lots. We appreciate your patience and your feedback as we work through issues such as these. Kindest regards, Ashley
120	2025-03-29	Menlo Park Senior Center	Ping Pong in Menlo Park please	Thank you for your submission! I will make sure to share your suggestion with the staff. Best, Rondell

121	2025-04-18	Menlo Park Senior Center	Today Friday 4/18/2025 Thanks! To you all for the most elegant and delicious lunch!	Thank you for your submission. I'll be sure to let staff know.
122	2025-05-16	Menlo Park Senior Center	In light of low usage at BH Pool, make pool use free to members of Burgess Pool who pay higher fees. Thank you!	Thank you for the comment. The fees are determined by City Council and are documented in our Master Fee Schedule.
123	2025-04-26	Menlo Park Senior Center	The building and pool are beautiful ! The members of Burgess pool have to pay more than members of Belle Haven. We should be able to use the Belle Haven Pool for free.	Thank you for the comment regarding the pool fees. I will address this with the pool operator. The fees for the swimming pools are determined by City Council and are documented in our Master Fee Schedule. Please let me know if there are further questions or comments. Best,
124	2025-06-11	Menlo Park Senior Center	No resting chairs for tired folks to relax in. That would be nice- here a quiet corner.	Thank you for the submission!
125	2025-06-11	Menlo Park Senior Center	Put some of our culture on the wall	Thank you for your submission
126	2025-06-11	Menlo Park Senior Center	Youth want better activities for 14-21. Please have focus group so we can tell you. Youth commission does not speak for all.	Thank you for your submission
127	2025-06-11	Menlo Park Senior Center	Can you offer know your rights class?	Thank you for your submission
128	2025-06-11	Menlo Park Senior Center	Wed. Still wondering if the folks across freeway and on Willow will be attending music 1-2 Sat? A fabulous Hispanic program that this neighborhood would enjoy. I/We would love to go to the fabulous music/dance program Sat. yet have no ride, living by Arrillaga Center	Thank you for your submission
129	2025-06-11	Menlo Park Senior Center	Thank you, for making this senior center possible. The food is so nutritious and healthy. In addition, the menu is rich in protein and vegetables which makes it perfect for our seniors health. The personal is kind and supportive. What a great place to be.	Hi, Thank you so much for your kind words! We're glad to hear you're enjoying the meals and the warm environment. We're proud to support our seniors in every way possible. I will let the chef, and his team know about your kind remarks. Best, Rondell
130	2025-04-23	Menlo Park Senior Center	Dear manager, I would like you to approve the music class that we all like, please. Thank you.	Thank you for your message! We're glad to hear you're enjoying the music class and will consider your request. Best, Rondell
131	2025-04-23	Menlo Park Senior Center	Hello, we are making a petition to ask for your help with the guitar class with Teacher Victoria.	I called and spoke with him.
132	2025-05-01	Menlo Park Senior Center	Thank you for the food. The paeya was very good, everything was very good, we always appreciate it. To everyone, very rich and tasty. [Spanish: Gracia por la comida le aquedado. Muy buena la paeya, muy bueno todo, siempre se les agradece. A todao, muy rica y sabrosa.]	Thank you for the submission. We will make sure the Chef and his team know about this kind message.
133	2025-06-11	Menlo Park Senior Center	To whom it may concern, I am addressing you to let you know that I am part of the folkloric group. I understand that there is a desire to change the schedule from 10 a.m. to 9 a.m., and I disagree. I would like it to remain at 10 a.m., but if that is not	Thank you for your input. -Rondell

			possible, I suggest it be at 11 a.m. Thank you for your attention to this matter.	
134	2025-06-11	Menlo Park Senior Center	I am part of the folklorico dance group, and I want to give my opinion about the _____. I would like the same schedule to be maintained, and if possible, for it to be at 11 a.m. Thank you for your attention to this matter	Thank you for sharing your preference. -Rondell
135	2025-06-30	Menlo Park Senior Center	Nice luncheon and excellent food. Thank you.	Thank you for the submission! I will let staff know. -Rondell
136	2025-03-18	Online	Not enough senior activities on downtown side of freeway	Hello, I hope this email finds you well. It has been forever since we connects/swam. I received your comment from our OpenForms feedback submission regarding the request for more senior programs on the “downtown side of freeway” or Burgess. We are identifying the types of programs that would most meet the needs, interests for our senior community. Our recreation program/services survey should be release in April/May, it should go out through PublicInput. Do you receive these? Also, please feel free to share with me by replying to this email what types of programs/service you are interested in, I am happy to work with staff to support the request. If you would like to discuss over the phone, we can do that to. Please let me know what works best for you. Best,
137	2025-04-10	Online	I'd like to have a way to see the music presentations on an online calendar, preferably a Google calendar, so I could easily add it to the calendar I use daily	Thank you for submitting a comment to our online suggestion box. The City maintains an online calendar of City events here: https://menlopark.gov/Citywide-calendar You can use the “Search events” box to search for specific events or types of events by phrase or keyword. Each event listing has an “Add to Calendar” feature that can be used to email an electronic calendar invitation to any email address. There are no plans to create a separate Google calendar of City events at this time, but your suggestion is noted and we will continue to seek ways to improve the user experience of our online calendar. I hope this is helpful. Please let me know if you have questions or would like more information. Best regards, Sean
138	2025-04-12	Online	o you have a non-denominational bunny doing the egg hunt? I believe this feast is called Easter. It does not appear anywhere in your notice. You might want to mention it.	Thank you for submitting a comment to our online suggestion box. The City of Menlo Park is a local government agency that serves all residents regardless of their religious beliefs. We strive for all our events and services to be inclusive for all community members to participate in and enjoy. The Spring Festival / Egg Hunt is intended to be a fun community event for children and families of all beliefs and all walks of life to celebrate spring and the natural world. I hope this is helpful.

				Please let me know if you have any questions or would like more information. Best regards, Sean
139	2025-04-24	Online	The dog-excrement waste container at the intersection of University Drive and Creek Drive is overflowing. This is not a sign of on-the-ball local government. Meanwhile, the dispenser of bags appears to be empty.	Thank you for submitting a comment to the online suggestion box. We have relayed your comment to our Public Works department for follow up. You may be interested to know that The City of Menlo Park's online and mobile application called ACT Menlo Park, makes it easy to report non-emergency issues from a smartphone, tablet or desktop computer. The City tracks these issues and provides updates as they are acknowledged and resolved. Keep in mind your submittals will be addressed during normal business hours. If submittals come in on a holiday, weekend or after hours, it will be addressed the next business day. ACT Menlo Park uses SeeClickFix software to help residents report and track their service requests via the web or mobile app. NOTE: ACT Menlo Park is not to be used for emergencies. For urgent matters that require immediate attention or a police response, please call 9-1-1. Submit a request online: https://menlopark.gov/Services/ACT-Menlo-Park I hope this is helpful. Thank you again for submitting a comment. --Sean
140	2025-04-27	Online	We're very happy living in Menlo Park with the library and park services we have available. Great job!	[No contact info.] Thank you for the kind comment! We enjoy providing services that people in the community value. Your feedback means a lot to us. - Ashley
141	2025-04-30	Online	just want to let you know that a young man name of [staff name] is doing a fabulous job with [staff name] AT THE sharon heights pond . [Staff name] was helpful taking some photos for me of the beautiful landscaping that he is doing. he's a keeper	Thank you for submitting a comment in our online suggestion box. I have relayed your compliment to the landscape team at Public Works. Much appreciated! --Sean
142	2025-05-08	Online	Can Nealon Park's playground's fenced doors please be child proofed, especially near the street side exit? The current handle type is very easy for a child to open, it's a standard door handle. A toddler/kid opened it on their own, got out and almost got to the street. Other playgrounds use a different kind of handle that is too tall for kids or take an extra safety step to open.	Thank you for reporting. We will look into child proof options for our park gates. --Doug
143	2025-05-08	Online	Hello, The park and rec website says the activity guide is published 4-6 weeks before registrations opens. It also says summer registration begins mid June. I still don't see the activity guide published. It would be helpful to preview, to plan for summer, now.	Thank you for your message to our online suggestion box, and thank you for your interest in the Activity Guide! The Summer 2025 activity guide is online now: https://menlopark.gov/activityguide Please see the above webpage for updates about enrollment dates. I hope this is helpful. Please let me know if I can be of further assistance. Best regards, Sean

144	2025-05-27	Online	The Weekly Community and Library newsletter is a great service and appreciated. Thank you.	Thank you for taking the time to send feedback about the Library and Community Service newsletter. We're so glad to know that you find it to be a valuable service, and we hope to continue to earn your readership! Kindest regards, Ashley
145	2025-05-19	Online	I have been a resident of MP since 1974. I have also been a regular lap swimmer at Burgess. Issue: currently the swimsuit spinner in the locker room is out of service. This has happened periodically over the years. But the spinner has now been "down" for months, with no indication as to when it will back in service. Please try to expedite the repair or replacement. Thank you.	Your comment regarding the suit spinner at Burgess Pool was received. We understand that this current out of service timeframe may be inconvenient. We will work with the aquatics operator on a fix to the issue. As soon as we know next steps I will get back to you. Please feel free to let me know if you have any further questions/comment. Best,
146	2025-06-03	Online	Everyday I see drivers making right hook turns by NOT merging onto the dashed bike lanes first. Can we consider having police citation on cars making right hook turns without merging onto dashed bike lanes? With the recent traffic death near Encinal school, this should be a wake-up call that many drivers simply don't know how to use the dashed lanes properly. This causes stresses for my families who are walking/biking around town. Please educate the public on how "Dashed green bike lanes" should be used. As described in [link redacted]	Thank you for submitting a comment to the Library and Community Services feedback form. Because your comment is about traffic safety and enforcement, I'm relaying your comment to the Police Department email account, polchief@menlopark.gov. Best regards, Sean
147	2025-06-09	Online	My daughters, Elisa and Victoria Jane Murillo, just picked up their stuffed animals from the Belle Haven Library following Stuffed Animal Sleepover. My girls were thrilled. It was such a fun event and they laughed so much at all of the pictures that they got to take home. Elisa especially loved the picture of her dog Hammy sitting at the librarian's desk, and Victoria loved seeing her bat brush his teeth and how he was posed next to the potty training book! A big thank you to all of the librarians who made the event so special. I hope they all had fun as well! We hope you do it again soon :)	Thank you so much for your praise of our Stuffed Animal Sleepover! We LOVE this event, and it makes a big difference to us to know that our event participants love it, too. Thank you for using your voice to strengthen our community programming, and please thank Elisa and Victoria Jane for sharing their stuffed animal friends with us. Sincerely, Rose
148	2025-06-16	Online	Hello, The bike parking outside of the library is great and there are tools to help repair your bike. But the tube for the bike pump has been missing for months! Would you replace it so there is a place to pump up our tires? Thanks for your consideration.	Referred to Public Works for fix - Thanks for taking the time to write to us about the broken bike repair station. I have submitted a ticket with our Public Works team to see if we can get a replacement pump hose, or if we have to replace the entire station. This repair station has been a little bit of trouble to maintain – we have had to order replacement tools and parts with some frequency, so thanks in advance for your patience. Kind regards -
149	2025-05-27	Online	The sprinklers next to the tennis courts at Burgess Park need to be adjusted. In the morning there are puddles near the baseline.	Thank you for letting us know about the sprinklers at Burgess Park next to the tennis courts. We will look into this and follow-

				up with Public Works to get this taken care of. We appreciate your support! Best,
150	2025-07-09	Online	I am one of the residents that lives right next to the pickleball courts at Nealon Park. The sound from the courts is irritating to say the least. Now that the weather is nicer, people continue to play past the park closing time (10pm) almost every night. I would like to request that the lights for the courts be on a timer. If the lights turn off at 10, people wouldn't be able to continue playing, and the people who live next to it could fall asleep at a reasonable hour. Thank you.	Thanks for letting us know about the issue with the court lights at Nealon Park. Staff have checked the timer settings and adjusted them to conform to park open hours. Our apologies for this issue. Please do let us know if you notice the lights remaining on past closing time. Kind regards -