

LIBRARY AND COMMUNITY SERVICES
SUGGESTION BOX COMMENTS AND RESPONSES
OCTOBER 2024
menlopark.gov/feedback

Ref #	Date received	Location received	Full text of suggestion	Staff response
1	2024-05-30	Arrillaga Family Gymnasium	Dear [name redacted], I'm so grateful for the kind and helpful assistance I received today from [names redacted]. And just wanted to put in this Good Word for them. Thanks so much!	[No contact info. Compliment passed on to supervisor and staff.] --Tricia
2	2024-06-25	Online	There are many differences between the Printable version of the Recreation Guide and the Online version. Many more things are listed in the Online version. Why is that so? Can it be fixed? I looked at the Printable version because the course descriptions are easier to access. The other problem is that my favorite course, Bands and Beats, does not appear in either one - at least not under Adult fitness. It is a great class, it is free and I have missed 3 months of it because it was not listed. I found it via the Banyan Tree website. I would appreciate a response.	[Staff name redacted] called and spoke to [commenter name redacted] and addressed the concern with the "Bands and Beats" class being listed under "leisure" as opposed to "adult fitness." Moving forward, this will be placed under a fitness category since that is the structure of the class. We will have one prepared for the Fall. She expressed that would make it easy for her + other community members to find. I gave her the option to utilize the search feature in case any class she was looking for wasn't visible underneath the service she thought. --Tricia
3	2024-07-01	Menlo Park Library	Can you get more Dogman books and copies too. Most importantly the Scarlet Shedder.	Thank you so much for suggesting that we get more Dogman books, (and Scarlett Shedder in particular)! We will absolutely make sure that we have Dogman books, and we love to hear from our library kids about what they like to read. You are always welcome to suggest other additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase Happy Reading! --Rose
4	2024-07-01	Menlo Park Library	It would be great if you could be able to send fax messages.	Tried calling patron back - number isn't connected. We do not have a fax machine, as they are not in high demand, but the FedEx Office store nearby does have one. --Rose
5	2024-07-02	Burgess Pool	Aquafit- Although she clearly puts in a lot of effort, the instructor, [name redacted], needs to understand that many of the students have physical limitations so are not able to do all the suggested movements. She also needs to remember that she is there to motivate and guide the students; they are not there to please her	Thank you for your comment. The aquatics operator spoke with the instructor who understands that there are participants that are in class and congregate while during class. --Tricia
6	2024-07-03	Belle Haven Community Campus	The men's locker room for the pool needs a swim suit water extractor. It's available in Burgess and is very useful (heavily used)	We received your comment in our suggestion box requesting a suit spinner in the men's locker room. We will consider this as an option when we consider updates to the amenities available. Thank you for your patience as we consider the needs of the swimmers at BHCC. Please let me know if you have further comments. Best, Tricia
7	2024-07-06	Belle Haven Community Campus	I love the pool & center! Thank you very much! Please add swim suit spinner/dryer. Thank you!	[No contact info. Compliment passed on to aquatics liaison.] --Tricia
8	2024-07-06	Menlo Park Library	More gaming on computers	Thank you for your suggestion. The computers that Menlo Park Library provides to the public are intended to be used for lifelong

				learning, and therefore we primarily support access to computers for homework and project work. --Rose
9	2024-07-08	Belle Haven Community Campus	Hello, Are they going to put drains in the locker room floor? This seems to be a standard feature of locker rooms as swimming pools, but lacking here. Thanks!	We received your comment regarding the lockerrooms at BHCC. We appreciate that you observed the lack of drainage and will look further into this with our Public Works team. Please let me know if you have additional feedback as you continue to enjoy the facility. Best, Tricia
10	2024-07-09	Menlo Park Library	Please bring back senior exercise programs to this area. Belle Haven is too far for many of us.	Spoke over the phone and told we would look into some senior movement programs for them. She was recently enrolled in "strong for life" and "meditation" classes at the ARC. --Tricia
11	2024-07-09	Burgess Pool	Please please open the pool til 9pm during summer. :)	Thank you for your suggestion regarding hours at the BHCC pool for the summer. I will pass this information onto the aquatics operator for consideration. Best, Tricia
12	2024-07-15	Menlo Park Library	Hello! Fantastic work! A-Z	Thank you! We always appreciate positive feedback from our community! --Rose
13	2024-07-15	Menlo Park Library	make holds fasten	If items are available at other libraries, they may take 3-5 business days to be taken off the shelf at that library, put in transit, and arrive at this library. If the item is checked out, the patron who checked it out has three weeks to read it and return it, so, depending on when it was checked out, the wait may be between one and four weeks. If there are many holds on the item, there may be a longer wait than that. However, we do purchase more materials of in-demand items. If there is a particular item that is taking a long time to get to you, please let us know so we can check the status of your hold, and see whether we need more copies of that item! --Rose
14	2024-07-15	Belle Haven Community Campus	Please consider opening the kids library earlier. Please consider getting a vending machine or fresh fruit stand for everyone exercising, swimming, etc.	Had brief phone call with patron - Thanked her for feedback and let her know we would consider it. She had to get off the phone, but I would have let her know that right now we only have staff for the hours we are open, but we do keep track of patron demand. --Rose
15	2024-07-15	Menlo Park Library	The magazine/newspaper hallway smells like urine!! It's terrible.	Thank you for providing this feedback. We have put in work tickets to clean all library furniture. --Rose
16	2024-07-20	Online	Some of the lights in the burgess park tennis courts are not working anymore making it slightly difficult to play in the evenings. Is there any way they can be fixed? Thanks!	Thank you for sending a comment through our online feedback system regarding the lights at the Burgess tennis courts. We heard back from our Public Works department and they are working on the issue with our light vendor. There are some technical issues that they are troubleshooting and will resolve the issue as soon as possible. Thank you, again! Best, Tricia
17	2024-07-24	Belle Haven Community Campus	A big appreciation to the group that takes care of seniors. They are great. :)	[No contact info. Compliment passed on to supervisor and staff.] --Rondell

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18	2024-07-24	Belle Haven Community Campus	Hello, I would like to thank you for all the programs and resources you do for seniors. I am an elderly person who has been attending for many years and I prefer not to say my name to keep it confidential. The reason I write this is so as not to return to the situation before. I have noticed that since the person in charge of the kitchen this month has changed everything, this person make us feel at home. He takes good care of us. He make sure that we have all our nutritional portions. He also has a dessert for us too. I have been to other senior centers and the food is free and good, but I don't want to leave my city, my community at Menlo Park. I would like it to continue like this with this kitchen coordinator. Many seniors agree with the difference. Thank you for making us feel at home.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
19	2024-07-24	Belle Haven Community Campus	I like to thank everyone at the front desk for being nice and listen to us. :)	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
20	2024-07-24	Belle Haven Community Campus	I request to put black marker in each stair step. Thank you :) we love you-	[No contact info.] I will look into this request and work with public works. --Rondell
21	2024-07-24	Belle Haven Community Campus	I want to share with you the service offered by [name redacted] and the team in the kitchen including the volunteers who support at mealtime, their hard work is recognized.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
22	2024-07-24	Belle Haven Community Campus	Join the camp/Beechwood kids with the senior center for lunch to socialize.	I appreciate your suggestion. A collaboration program that brings the youth and seniors together is a great idea for next summer. I will work with staff to see if we can incorporate this into our programming. Best, Rondell
23	2024-07-24	Belle Haven Community Campus	Thank you so much Menlo Park Senior Center for having the best staff. [name redacted] and [name redacted] especially for making this a nice/relaxing place to be. Also a big thank you to the new chef for all the delicious breakfast and lunches	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
24	2024-07-24	Menlo Park Library	Unsure why the kids bingo for summer has to include the box of LGBTQT in it. What is the point of this? Why put sexual orientation on a kid's bingo???	At Menlo Park Library we support a welcoming and diverse environment for all family structures. If a child's grown-ups are uncomfortable with them reading about diversity of gender and sexuality, this prompt is not required in order to complete the bingo game. --Rose
25	2024-08-01	Belle Haven Community Campus	Can the gym be open on Sundays?? Even a small time window would work too!! Thanks!!	We are looking into staffing efforts to open the gym on Sundays. --Rondell
26	2024-08-03	Belle Haven Community Campus	Hi! I love it here :) The fitness center is beautiful, but perhaps you would consider adding: -medballs/swiss balls, kettlebells, bands, 15-16 weights: this is a biggie, haha. Thanks for all that y'all do!	Thank you for your suggestion. We're glad to hear that you're enjoying the facility and its amenities. I'll work with our team to explore the possibility of adding more equipment to the weight room. We appreciate your feedback and are always looking for ways to improve everyone's experience. Best, Rondell

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27	2024-08-03	Belle Haven Community Campus	[name redacted] and his senior center lunch room team deserve to be employees of the month. They are very kind and treat us well.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
28	2024-08-05	Belle Haven Community Campus	Take balls home and return balls also water fountains don't work low water	Thank you for your feedback and suggestion. We have confirmed that our water fountains now have regular pressure. We sincerely appreciate the suggestion that we offer balls for checkout; we are working on a plan to provide that service. --Rondell
29	2024-08-05	Online	The phone number to the community campus is a little confusing. The options don't include a clear one for the main reception. It says "Onetta Harris." Thank you.	Staff will contact IT to update outgoing recorded message. --Rondell
30	2024-08-05	Online	Will there be a coffee shop (with bakery) on site or close to the library (walking distance) soon? thank you and looking forward to it!	Thanks for asking about whether there will be a coffee shop within walking distance of the Belle Haven Library soon. I don't know of any plans to build a new coffee shop or bakery closer to the Belle Haven Community Campus than the Starbucks on Willow, but thanks to feedback like yours, we here at City of Menlo Park are aware that that is something that our community would like to see happen. Sincerely, Rose
31	2024-08-05	Online	Would be nice to have onsite food offerings on a regular basis.	[No contact info.]
32	2024-08-06	Belle Haven Community Campus	I would love to have at least twice a week zumba class with instructor [name redacted], she is great.	[Spoke to the commenter about adding additional Zumba classes for the fall.] --Rondell
33	2024-08-07	Menlo Park Library	Can we have 3D printers at the library?	Hello! As we continue to phase in our Makerspace, we will absolutely be purchasing 3D printers. So glad to hear that that is something our community wants to have! --Rose
34	2024-08-09	Belle Haven Community Campus	Lovely pool!!! Add some benches or hooks for bags(there is only 1 bench)? Maybe some more trashcans? Otherwise. Yay! Love the facility :)	Thank you for your comment regarding the lockerrooms at BHCC. We will look into the options for additional hooks and benches. Best, Tricia
35	2024-08-09	Belle Haven Community Campus	Wet wipes in bathrooms (mens-also)	Thanks for the suggestion. We will look into the option of adding wet wipes to our restrooms. --Rondell
36	2024-08-10	Menlo Park Library	Would be great if you did a kids' storytime with a drag queen. My kids have attended and would love a drag story hour	Thank you so much for suggesting that we add Drag Queen Story Hour to our programming at Menlo Park Library! I have passed your recommendation along to our programming team. Most sincerely, Rose
37	2024-08-15	Belle Haven Community Campus	Can you do more Muslim/Quran programs	Thank you so much for suggesting a topic for events and programming at the Belle Haven Community Campus. We are always happy to offer events and activities that specifically emphasize cultural sharing and that include a variety of lived experiences. I have passed on your request to the programming team. --Rose
38	2024-08-15	Belle Haven Community Campus	Congratulations to all the kitchen staff, overall [name redacted]; great job. Thank you for providing us a good breakfast: coffee, bread, fruit, and also a delicious and nutritious lunch.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell

			Congratulations to [name redacted], and [name redacted] for being great staff.	
39	2024-08-15	Menlo Park Library	continue being awesome	Thank you for the nice compliment! - Library staff
40	2024-08-15	Belle Haven Community Campus	I really enjoy the Belle Haven Community Center. I enjoy the exercise classes and the teachers are excellent. The sewing and art classes are very special to me, the teacher is sensational, I love it.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
41	2024-08-15	Menlo Park Library	Please stop pushing woke ideology.	Menlo Park Library understands that libraries are for everyone, which means that library spaces should be welcoming, inclusive, and accessible for all library patrons. Our collection of materials and our programming includes a variety of lived experiences because we understand that the majority experiences may not apply to everyone. The Menlo Park Library aligns itself with the American Library Association's statements on the Freedom to Read. --Rose
42	2024-08-15	Belle Haven Community Campus	Request gym (weights and rec gym) prices to be posted at desk and possibly on gym door.	Completed! Signs posted. --Rondell
43	2024-08-15	Belle Haven Community Campus	Suit spinner for Belle Haven Pool's womens locker room.	We received your comment in our suggestion box requesting a suit spinner in the women's locker room. We will consider this as an option when we consider updates to the amenities available. Thank you for your patience as we consider the needs of the swimmers at BHCC. Please let me know if you have further comments. Best, Tricia
44	2024-08-15	Belle Haven Community Campus	The art of music and dance is given life through the wonderful concerts. I am appreciative to have a community center that provides services to older adults, is active and full of good things. There are several of us that really enjoy it.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
45	2024-08-15	Belle Haven Community Campus	The new facility is great. Especially love the nice cool pool water! But the woman's locker room is a disaster! There is only 1 bench to put your bag only 1 person can use?? No hooks! Please add benches and hooks!	Thank you for your comment regarding the lockerrooms at BHCC. We will look into the options for additional hooks and benches. Best, Tricia
46	2024-08-16	Arrillaga Recreation Center	Great pool, love doing laps here. The dressing room needs more rubber mats by the entry. Disaster about to happen!	Thank you for your comment regarding mats at the BHCC pool. We will work with the aquatics operator to ensure that the lockerrooms are efficient and safe. Best, Tricia
47	2024-08-16	Burgess Pool	The pools are well kept. The locker rooms need work. Lights are out, nozzles don't work. Women's room half the showers don't have warm water.	Thank you for your comments regarding the Burgess Pool lockerroom. We are currently reviewing design for an update to the lockerrooms at Burgess pool. Lighting and showers are included in the updates. Best, Tricia
48	2024-08-17	Belle Haven Library	In the Belle Haven Children's library should have some reading material for parents to look at while here their children.	What a great idea! Unfortunately, our shelf space at Belle Haven Library is limited, so this might be logistically challenging. We will see what we can do. --Rose

49	2024-08-18	Menlo Park Library	Would like to have a hindi conversation group for kids.	Thank you so much for suggesting that we start up at Hindi conversation group for kids. I cannot guarantee that we have the staff resources to have a program such as this one, but it's a lovely idea, and I will pass it on to our programming staff. Sincerely, Rose
50	2024-08-19	Online	To the Menlo Park City Council and Parks and Recreation Department, I am writing to you today as a concerned resident of Menlo Park to express my interest in improving the accessibility and usefulness of the Arrillaga Family Recreation Center. I believe that extending the facility's operating hours and removing the minimum time requirement for room rentals would significantly benefit the community. Currently, the limited hours of operation(close at 7pm or 8pm) and minimum rental times create barriers for many residents who would like to utilize the center. Many people have work and family commitments that make it difficult to take advantage of the center during its current hours. Extending the hours into the evenings(9pm) and potentially offering weekend hours(Sunday) would open up the facility to a much wider range of users. Additionally, the minimum rental time requirement for rooms can be cost-prohibitive for smaller groups or individuals who only need the space for a short period. Eliminating or reducing this requirement would make the center more inclusive and welcoming to a broader range of activities and events. I believe that these changes would have a positive impact on our community by: 1. Increasing access: More residents would be able to use the center for recreation, exercise, classes, and events. 2. Promoting health and wellness: Extended hours would encourage physical activity and provide a safe space for residents to gather and socialize. 3. Promoting job opportunities: Increased rental incomes can help cover increased human resources on the management. 4. Maximizing the use of public resources: The center would be better utilized throughout the day and week. I urge the City Council and Parks and Recreation Department to carefully consider these suggestions and work towards implementing changes that would make the Arrillaga Family Recreation Center a more accessible and valuable asset to our community. Thank you for your time and consideration.	Thank you very much for your well-considered feedback advocating for the extension of the facility operating hours for the Arrillaga Family Recreation Center (AFRC). Our staff is evaluating some ways to further increase access on evenings and weekends, subject to resource limitations. Kind Regards, Tricia
51	2024-08-20	Online	Hello, I am looking at the activity guide and I am happy that Zumba is added to the Arrillaga facility but I am wondering why there is a difference in the price between Arrillaga and Bell Heaven? Thank you	We received your comment regarding the rates for Zumba and the question regarding the difference between Arrillaga and Belle Haven. These Zumba classes are led by Contract Instructors that have agreements with the city to offer their class. The Contract Instructors create the fees for the classes based on their business needs. The two Zumba classes are led by different instructor with rates that vary. The city ensures that these fees fall within a range that is stated in our Master Fee Schedule though does not determine the fee. Please let me know if you have

				further questions. Best, Tricia
52	2024-08-23	Menlo Park Library	Would be great to have monitors we can plug laptops into, maybe rented by the hour.	Thank you for your suggestion that we have monitors available to plug laptops into. It is a very interesting suggestion, which we will take into consideration, but may not be able to address immediately. Most sincerely, Rose
53	2024-08-25	Belle Haven Community Campus	I would love a drawing competition every week 3-4pm. I love drawing.	[Unable to reach or leave a message.] --Rondell
54	2024-08-26	Belle Haven Community Campus	Are there going to be more classes for adults? Are there going to be classes after work hours i.e. 5:00pm. Thank you. I only see five classes such as Aztec dance, poi spinning? Zumba.	Called and spoke with [name redacted] about looking into basic computer classes, martial arts classes, and various work classes for adults. --Rondell
55	2024-08-26	Online	During last April's Easter Egg hunt at Burgess Park, Our daughter, 10 years of age, was nearly trampled inside the fenced baseball field when kids in her group rushed the field. She fell down, but thankfully, no one stepped on her. SUGGESTION: thin the crowd, or enforce a walk-only policy. Otherwise, some kid one day will be trampled and possibly hospitalized.	Thank you for your feedback and suggestion in regards to the community Egg Hunt. We appreciate the time you took to share this scary experience. Please know that safety is a top priority of ours. We are constantly looking for ways to increase safety at our activities and are working on refinements to next year's event to reduce crowding. We are so glad that your daughter is ok and hope that your family will join us for future events. Thank you again for your submittal, Jen
56	2024-08-26	Belle Haven Community Campus	Hot water in the womens showers at Belle Haven Pool.	Thank you for suggestion shared in our comment box at BHCC. We will look into this and follow-up as appropriate. --Tricia
57	2024-08-26	Menlo Park Library	Puzzles for all ages please. For kids.	In addition to the puzzles laid out in the Main Hall at Main Library and in the All Ages library at Belle Haven Library, we do have kids' puzzles available for checkout at our Children's Desks! --Rose
58	2024-08-26	Belle Haven Community Campus	Yesterday, Monday, was a special day in the cafeteria. [Name redacted] organized for us to watch a movie on the monitor in the cafeteria and [name redacted] connected it. [Name redacted] brought the movie and we had a great time. The lunch and the ambiance was wonderful. Kudos to all the staff. [Name redacted] is always attentive to our requests. Thank you for the Spanish Sept 16 flyer. The reception staff is super cool, considerate and always answers our questions. The library staff is also very kind. Kudos to everyone!	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
59	2024-09-01	Burgess Pool	Between 3:30-3:45pm I come to swim in instructional pool (lap lane) . Both lanes occupied one lane with a father and young son. Both were swimming back and forth very slowly as young son was very young) Other lane had a mother/daughter in it. They were swimming using noodles-so only kicking very slowly. I asked lifeguard about this. It's my understanding that noodles are not allowed in lap lanes. They could have easily been swimming in family rec side. Other lifeguards do not allow noodles in lap lane. The lifeguard did not see a problem with	From Aquatics Operator: I spoke with the patron who left the comment card regarding other patrons using pool noodles while swimming back and forth in the "lap" lanes. I listened to their concerns and it seemed as if the root was more to do with there not being lane space in the Instructional Pool for her, as a more competent swimmer, to swim laps as . I expressed that as a community pool we want to be welcoming to swimmers of all ages and swim competencies. I explained "lap" lanes can be used for a variety of purposes including water jogging, for parents

			them continuing to swim in the lap lane. Please make sure rules are enforced in an equal manner-not just according to who the lifeguard is.	to teach children how to swim laps, etc. I believe at the end of the conversation she understood that the patrons in the lane should be able to use the lane to swim back and forth, even using pool noodles similar to how most would use kickboards. Let me know if you have any questions. -Peter (Menlo Swim and Sport)
60	2024-09-01	Menlo Park Library	Men's restroom- please add a soap dispenser on the left side. It doesn't make sense to have to wait for another man to finish using his sink just to get soap. Or put it in the middle. Thanks!	[No contact info.] Will pass along suggestion to Public Works team. --Rondell
61	2024-09-02	Online	Hi I hope you're doing well. I wanted to bring to your attention that there's some mulch and debris on the court. If possible, could you please arrange for someone to clean it up? Thank you so much for your help. Best regards	We received your feedback regarding the debris and mulch on the courts. I forwarded the comment to our Public Works department. For future comments of this nature, please feel free to use the following link: https://menlopark.gov/Services/ACT-Menlo-Park Please let me know if there is anything further that we can assist you with. Best, Tricia
62	2024-09-03	Belle Haven Community Campus	I would like to see pottery wheels in the makers space.	[No contact info.] Thank you for your feedback! We will take it into consideration as we continue to shape our makerspace based on community feedback, staff availability, and budgetary constraints. --Rose
63	2024-09-04	Belle Haven Library	Watch tv in teen room	Thank you for suggesting that we allow watching TV in the teen room at Belle Haven Library. Unfortunately, due to concerns about copyright law, and also to keep the space as friendly and usable to as many teens as possible, we will not be allowing free TV watching. However, we do show a film every Wednesday evening in the Teen Zone, and soon we will start having times when you can play videogames. We really appreciate getting your feedback – the ways that you want to the space matter to us very much, and we do take it into account as much as possible. All my best, Rose
64	2024-09-04	Belle Haven Community Campus	We want to to watch tv and vending machines.	[Called; no answer.] --Rondell
65	2024-09-04	Online	Will the center host cultural community events? Hispanic Heritage is this month.	Thanks for submitting your online feedback form. We are hosting a Mexican Independence Day event on Monday, September 16th. This event is open to the community, and tickets are on sale for \$10 (space is limited). It includes lunch and free entertainment. Also, feel free to subscribe to the Library and Community Services News City of Menlo Park for weekly updates on upcoming events. Thanks, Rondell
66	2024-09-05	Menlo Park Library	Complaint-Laptop rentals do not provide printed documented receipt for patrons. Please offer this as confirmation of return of laptop for liability evidence and protection of patron rights.	[No contact info.]
67	2024-09-05	Belle Haven Community Campus	Get A/C or fix it!!!	[No contact info.]

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68	2024-09-05	Menlo Park Library	I would like Ella Diaries the whole series	[No contact info. Have passed on suggestion to book selectors] --Rose
69	2024-09-05	Menlo Park Library	Love all the new seating area. Thank you! Not having the seniors there is better for the patrons.	[No contact info.] Thank you for your feedback! --Rose
70	2024-09-05	Menlo Park Library	Me want Ella Diaries	[No contact info. Have passed on suggestion to book selectors] --Rose
71	2024-09-05	Menlo Park Library	Thank you from my K, 2nd and 3rd graders for getting more Spanish books!	You are most welcome! We are glad to hear that you are enjoying them! --Rose
72	2024-09-07	Belle Haven Community Campus	There is nowhere to place handbag in the bathrooms, no hook and my phone screen broke because my bag fell to the floor from sink in bathroom	Thank you for bringing this to our attention. We will work with public works to consider adding hooks to the bathroom stalls. --Rondell
73	2024-09-08	Menlo Park Library	Can we have something to show where certain books or series are?	Thank you for the suggestion that we have something showing where books or series are. I've passed on the suggestion that we create a poster showing the location of the most popular books/series in our Children's room. That said, you can ALWAYS find whatever you are looking for by looking in our library catalog, or by asking our friendly staff members! --Rose
74	2024-09-09	Belle Haven Community Campus	Today someone came in the middle of [name redacted]'s Mon. 9am class and walked around to each to sign a form. It seemed disruptive and rude. Please do this at the end of class.	[Spoke with resident and will follow up staff about the incident.] --Rondell
75	2024-09-12	Belle Haven Community Campus	Hi! Could you please make the outdoor kid's playground available for the public? I regularly visit the pickleball court with my family, my toddler and we'd love to be able to play on the climbing structure, ty!	Thanks for adding your comment to our suggestion box. Staff are working on a policy that allows visitors to use the playground during the times kids are in school or taking a break from the program. Thanks, Rondell
76	2024-09-12	Arrillaga Recreation Center	I do have a complaint about the scheduling of the hip-hop class today. They move us out of our room to a room that needed to be used by other class at the same time! Please, make sure you organized the schedule correctly and keep in mind seniority.	Thank you for utilizing our suggestion box at the Arrillaga Family Recreation Center. Your comments were passed along to me for a follow-up. I apologize for the inconvenience you have experienced with our Thursday evening Adult Hip-Hop class. This change in room assignments was made in order to accommodate a larger number of students enrolled in a concurrent class. We did meet with the instructors for Adult Hip-Hop and offered them several options including other rooms, days, and times. The instructors decided that the Juniper Room would be the best option. I understand a sudden change like this can be inconveniencing for class participants so I would like to thank you for your patience and understanding as well as your valued feedback on this matter as we continue working towards accommodating each of our 25+ instructors and all program participants. Please let me know if you have any additional questions or concerns. Best, Khalid
77	2024-09-12	Belle Haven Community Campus	I would like to suggest the installation of baby changing stations in both the restrooms and the swimming pool changing areas at the Menlo Park Belle Haven facilities. These additions would greatly benefit families visiting the center. Additionally, a wall-mounted child protection seat would be incredibly useful. It	[No contact info.] Baby changing stations are available in multiple restrooms at Belle Haven Community Campus. Staff is exploring the feasibility of installing additional baby changing stations and/or child protection seat. --Sean

			would allow caregivers to safely place their babies or toddlers while they change into or out of their bathing suits. Thank you for considering these improvements to make our facilities even more family-friendly.	
78	2024-09-12	Belle Haven Community Campus	More gym bars/more weights	Will work with staff on purchasing more items for the weight room. --Rondell
79	2024-09-12	Belle Haven Community Campus	More gym weights	Will staff and try to purchase new weights. --Rondell
80	2024-09-12	Burgess Pool	New toilet seats for womens restroom. They are weirdly pink and yucky! Thank you. Also they are not expensive	Thank you for your suggestion regarding the toilet seats at Burgess Pool. We are currently working with a contractor on the design for a new locker room, updating the toilets is included in this project. --Tricia
81	2024-09-12	Menlo Park Library	Please add more Becky Chamber murderer books!	[No contact info. Have passed on suggestion to book selectors] --Rose
82	2024-09-12	Belle Haven Library	Thank you! We like the library.	[No contact info.]
83	2024-09-12	Belle Haven Community Campus	Vending machine	Staff is working on a way to provide healthy snack choices for customers. It may be a vending machine, or it may be a vendor selling food outside. This is still a work in progress. Thanks, Rondell
84	2024-09-15	Menlo Park Library	I noticed the water fountain in the library needs more pressure for the patrons to drink from the spout without direct contact to the mouth. For sanitary intentions. Please offer maintenance of fountain.	Thanks for letting us know about the low water pressure at the drinking fountain at the library. I have submitted a repair ticket to our Public Works facilities team to have the fountain checked and repaired. Please let me know if there's anything else we can do to assist you. Kind regards - Rose
85	2024-09-15	Menlo Park Library	More books about baseball.	Thank you so much for suggesting that we add more books about baseball to our library! We are always happy to hear what you're interested in. To help us out a little bit more, can you tell us whether you would like picture books about baseball, nonfiction (real life) books with facts about baseball, or stories about baseball? Are you reading on your own, or with your grownup? You can always submit suggestions like this one here: https://menlopark.gov/SuggestAPurchase Thanks so much! -Rose
86	2024-09-17	Belle Haven Community Campus	There should be a vending machine in the Belle Haven community center.	[No contact info.] Staff is exploring the feasibility of installing a vending machine. --Sean
87	2024-09-19	Menlo Park Library	I am very unhappy about what has been done to the sci-fi section. First, most of the books were taken away, then they are all now on low shelves, very hard to see and most of the section is now fantasy. Please restore this section!	Thank you for your feedback. I am sorry that the shelves are too low for your comfort. We did not remove any of the books when we shifted them - in fact, we moved the books to those shelves so that we could have room for a bigger science fiction and fantasy collection! --Rose
88	2024-09-19	Menlo Park Senior Center	Idea: for staff directly involved in senior lunch program/services, be permitted to participate in lunch-even if at a different price-	Thanks for your comment in our suggestion box. As of now, the senior lunch is for the senior population (60 and up) only, but we

			point(caregivers also included). Their helpful, friendly & dedicated services are greatly appreciated. Thank you.	can explore this alternative as we continue to build programming. -Rondell
89	2024-09-19	Belle Haven Community Campus	Padding in gym to reduce echo	[No contact info.] Staff is exploring the feasibility of installing additional padding. --Sean
90	2024-09-19	Belle Haven Community Campus	Showers are too cold. Please fix especially for Fall/Winter Thank you!	[No contact info.] Staff has reported the issue to public works for a resolution. --Sean
91	2024-09-23	Belle Haven Community Campus	What is needed to be picked up on hours that differ from the shuttle schedule? I would like to know in order to share the information with the ladies.	[No contact info.] Senior center staff can help visitors find transportation options that fit their needs. --Sean
92	2024-09-23	Belle Haven Community Campus	Chair yoga? Please bring back. Plus 2nd class for Patty.	Thank you for adding your comment to our suggestion box. We will speak with the Senior Program staff to let them know of your request and see how we can accommodate. Thanks again, Rondell
93	2024-09-24	Belle Haven Community Campus	Yoga mats are too thin and tearing apart. Clorox wipes disinfectants!	[Left a message advising the commenter that staff will be buying new mats.] --Rondell
94	2024-09-25	Burgess Pool	Food!	[No contact info.]
95	2024-09-25	Burgess Pool	I think you should add some food in this place!!!	We appreciate your willingness to provide a comment in the suggestion box at Burgess Pool regarding the interest in having food available. I will share this comment with our aquatics operator. I know that they are looking into potential options. Again, thank you for your feedback. Best, Tricia
96	2024-09-26	Menlo Park Library	Add more Becky Chambers books & Sci-Fi books!	I think that we have all of Becky Chambers' books. We are always buying new Science Fiction. Is there a particular subgenre or author that you are interested in? --Rose
97	2024-09-26	Belle Haven Community Campus	Can we make the shower water temp in the woman's locker warmer?	Thank you for the suggestion in the City of Menlo Park's suggestion box. We will work with the Public Works team to investigate this request. Thanks again, Rondell
98	2024-09-26	Belle Haven Community Campus	warmer showers	[No contact info.] Issue reported to public works. --Rondell
99	2024-09-27	Burgess Pool	Re: Women's dressing room . Burgess Pool : The hairdryer is mounted up high and is impractical for use by shorter people. You don't see this setup anywhere else. So since it has been broken for the last 3 years, why not take a moment to replace it with handheld hair dryers next to the sinks/mirrors a la hotels?	Thank you for your feedback. We will work with the aquatics operator on updates with consideration for general functioning. --Tricia
100	2024-09-30	Online	The September 28 library newsletter mentioned the new PLS app. I went ahead and downloaded it as well as the SMCL app and found them to be challenging for me to use since I'm blind and use a screen reader on an iPhone. it was not obvious for me to determine how to enter my library number and pin. some elements of the app don't function for me and others can	Called patron and thanked him for his feedback and told him I would ask Peninsula Library System (administrators of the library catalog and app) to try to get the app developer to improve this issue. We also talked about how there are other apps that do not provide descriptive audio, such as comics plus, kanopy, and hoopla. I said that I would provide this feedback to PLS as well.

			curatively be described as being clunky. my view is that these apps should have been designed with accessibility for all in mind. please contact the vendor who developed these apps for you and advise them that they need significant accessibility improvement. thank you for your consideration of this important matter.	--Rose
101	2024-10-01	Belle Haven Community Campus	I would love a vending machine here	Hi, thank you for providing a suggestion for the Belle Haven Community Campus. We are looking into vending machine alternatives. Please continue to check back at the front desk for an update on upcoming additions to the Center. --Rondell
102	2024-10-01	Belle Haven Community Campus	Please add a cafe and vending machine with healthy options. Thank you	Customer was called and thanked for providing a suggestion. Customer was told that we are looking into vending machine alternatives and to check back at the front desk for an update. --Rondell
103	2024-10-04	Belle Haven Community Campus	Toni and his team treat us like royalty and make us feel important. All the diners hope that it stays the same forever; we appreciate and are thankful to everyone.	[No contact info.]
104	2024-10-04	Menlo Park Library	Restrict Homeless person to library-One of homeless person playing loud music in magazine area. He ask me if I any foo or money. He had a strong bad odor.	All people are welcome in the library as long as they abide by the library use guidelines. The library use guidelines are a social contract that all who enter the space agree to in order to keep the library safe and usable for as many people as possible. You are welcome to speak with library staff if you feel that an aspect of the library use guidelines is being violated. --Rose
105	2024-10-07	Burgess Pool	Can you make a hard maze?	[No contact info.]
106	2024-10-07	Arrillaga Family Gymnasium	Gym too hot fix AC	Thank you, we will look into this temperature issue. --Tricia
107	2024-10-07	Belle Haven Community Campus	I like to see a [name redacted] many times open the door and hold it for us to come in/and or going out. The 16 Sept. was very special for her welcoming each and every one. Please give her a big recognition. :)	I will let staff know about this compliment. --Rondell
108	2024-10-07	Online	Nothing for seniors this side of the freeway. The Burgess senior center used to have a lot of programs/services. Now everything is in Belle Haven which is not convenient. the only other senior center in MP is Little House and the basic membership is now \$650/year which is beyond what many can pay.	There are classes for adults 60+ scheduled for the fall season at the Arrillaga Family Recreation Center on Burgess Campus. Here's a link to them in our activity guide. They include a couple of language learning classes (including a no cost option for learning Spanish), a sewing class, and an exercise class designed to decrease fall risk. There is also a free shuttle available from the Burgess Campus that runs to the Belle Haven Community Campus and back – you can find detailed shuttle information, including stops and run times here. Please let me know if I can be of further assistance. --Tricia
109	2024-10-07	Belle Haven Community Campus	Recirculated water warning in Spanish too at BH Pool.	Thank you for the suggestion. We will look into producing and posting a sign in Spanish for reclaimed water. --Tricia

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110	2024-10-07	Belle Haven Community Campus	Suggestion: Children's Library: Please provide USB outlets for charging milk warmer or anything. Thank you very much!	[No contact info.] Staff is exploring the feasibility of updating the outlets to include USB outlets. --Sean
111	2024-10-07	Arrillaga Family Gymnasium	The gym is too hot! Fix AC	Thank you, we will look into this temperature issue. --Tricia
112	2024-10-08	Online	Lights at Nealon are not working	Thank you for submitting a suggestion through our online suggestion box. We have relayed your report about the Nealon Park lights to our public works department for follow up. For future reference, you can directly report facility issues like this online through ACT Menlo Park: https://menlopark.gov/Services/ACT-Menlo-Park ACT Menlo Park makes it easy to report non-emergency issues from a smartphone, tablet or desktop computer. The City tracks these issues and will provide updates as they are acknowledged and resolved. Issues will be addressed during normal business hours. If a report comes in on a holiday, weekend or after hours, it will be addressed the next business day. I hope this is helpful. Please let us know if you have questions or would like more information. Best regards, Sean
113	2024-10-08	Burgess Pool	I'm a patron of the park, but I'd never known until today that you have exercise program at the pool! Plz make info available in Burgess lobbies. Thanks	Thank you for your feedback. We will let the aquatics operator know that you are interested in getting information in various locations and formats. --Tricia
114	2024-10-09	Burgess Pool	Don't change anything except for one: one of the family bathrooms the hot and cold sign have been _____, please re put them.	[No contact info.]
115	2024-10-09	Belle Haven Community Campus	Please increase the temperature of the hot water in the showers. It's getting colder weather-wise and the cold pipes are making the showers not hot enough.	[No contact info.]
116	2024-10-11	Belle Haven Community Campus	This family event was fun. I was happy to see the ladies that take dance classes and have lunch at BHCC. We were seven Latinas in total. I loved it; keep promoting health, family and happiness.	[No contact info.]
117	2024-10-11	Belle Haven Community Campus	I would like to know if [name redacted] could incorporate Mexican food in his monthly menu. That would make us very happy	[No contact info.]
118	2024-10-11	Belle Haven Community Campus	I suggest that the technology classes take place in one language at a time. English or Spanish. 30 minutes in Spanish, 30 minutes in English. Do one in Spanish and another in English, it's just an idea.	[No contact info.]
119	2024-10-11	Burgess Pool	Can you make a banana car toy on the burgess playground but big	[No contact info.]
120	2024-10-11	Burgess Pool	Diving board	[No contact info.]
121	2024-10-11	Burgess Pool	I think that we should have a hot tub	Thank you for your feedback requesting a hottub at the pool. When we consider updates to the design of the pool, this will be considered among other options. --Tricia

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122	2024-10-11	Burgess Pool	I want a hot tub	[No contact info.]
123	2024-10-11	Menlo Park Library	I would suggest that in each ile you make sections for example in the H ile you put sections by title name	Thank you for your suggestion! Every library is different, but organizing by subject matter or by author's last name is most standard. We are happy to help you to use the library catalog to find the titles that you are looking for! --Rose
124	2024-10-11	Belle Haven Community Campus	Maybe a new playground out by Kelly Park for the public	[No contact info.]
125	2024-10-11	Belle Haven Community Campus	Men's locker #23 has a broken hinge.	[No contact info.]
126	2024-10-11	Belle Haven Community Campus	Please make the woman's shower warmer. It's very luke warm now. Is it possible to have a family shower/changing room?	Thank you for your comment from the suggestion box at BHCC regarding the showers. The city's Public Works' department is aware of this and is looking into this. We appreciate your willingness to let us know that it is an issue and hope to have some type of resolve soon. Best, Tricia
127	2024-10-11	Belle Haven Community Campus	Swimsuit water extractor! Game changer	[No contact info.]
128	2024-10-11	Belle Haven Community Campus	Vending machine	[No contact info.]
129	2024-10-11	Belle Haven Community Campus	Why do we have less classes at Onetta Harris Community Center than at Arrillaga? What is the difference not only on lack of classes but also different hours, why the gap?	Hi, Thank you for your submissions and feedback. We appreciate your interest and suggestions. Our staff is currently exploring the possibility of adding additional classes to our schedule. We would love to hear from you regarding any specific courses/classes or times you would like to see offered. We are committed to enhancing the programming at Onetta Harris Community Center and addressing any gaps. Your feedback is very important in helping us accomplish this. Thanks for your input! --Rondell