

# Parks and Recreation Commission



## REGULAR MEETING AGENDA

**Date:** 7/28/2021

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

**Regular Meeting Location:** [Zoom.us/join](https://zoom.us/join) – ID# 911 6597 4358

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

On March 19, 2020, the Governor ordered a statewide stay-at-home order calling on all individuals living in the State of California to stay at home or at their place of residence to slow the spread of the COVID-19 virus. Additionally, the Governor has temporarily suspended certain requirements of the Brown Act. For the duration of the shelter in place order, the following public meeting protocols will apply.

Teleconference meeting: All members of the Parks and Recreation Commission, city staff, applicants, and members of the public will be participating by teleconference. To promote social distancing while allowing essential governmental functions to continue, the Governor has temporarily waived portions of the open meetings act and rules pertaining to teleconference meetings. This meeting is conducted in compliance with the Governor Executive Order N-25-20 issued March 12, 2020, and supplemental Executive Order N-29-20 issued March 17, 2020.

- How to participate in the meeting
  - Access the meeting real-time online at:  
[Zoom.us/join](https://zoom.us/join) – Regular Meeting ID 911 6597 4358
  - Access the meeting real-time via telephone at:  
(669) 900-6833  
Meeting ID 911 6597 4358  
Press \*9 to raise hand to speak

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

### Regular Meeting ([Zoom.us/join](https://zoom.us/join) – ID# 911 6597 4358)

- A. Call To Order**
- B. Roll Call**
- C. Public Comment**

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

## **D. Regular Business**

- D1. Accept the Parks and Recreation Commission minutes for the meeting of June 23, 2021 ([Attachment](#))
- D2. Aquatics program update ([Staff report PRC – 21-016](#))

## **E. Informational Items**

- E1. Onboarding new commission members ([Staff report PRC – 21-017](#))
- E2. Department updates (Presentation)
  - Services to seniors
  - MPCC updates
  - Facility reopening timeline
- E3. Parks and Recreation Commission tentative agenda calendar ([Attachment](#))

## **F. Commissioner Reports**

- F1. Individual Commissioner reports (Commissioner Brosnan)

## **G. Adjournment**

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item. At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item. For appeal hearings, appellant and applicant shall each have 10 minutes for presentations. If you challenge any of the items listed on this agenda in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Menlo Park at, or prior to, the public hearing. Any writing that is distributed to a majority of the City Council by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available by request by emailing the city clerk at [jaherren@menlopark.org](mailto:jaherren@menlopark.org). Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620. Agendas are posted in accordance with Government Code §54954.2(a) or §54956. Members of the public can view electronic agendas and staff reports by accessing the City website at [menlopark.org/agenda](http://menlopark.org/agenda) and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at [menlopark.org/notifyme](http://menlopark.org/notifyme). Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 7/23/2021)



## REGULAR MEETING MINUTES – DRAFT

**Date:** 6/23/2021

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

**Regular Meeting Location:** [Zoom.us/join](https://zoom.us/join) – ID# 911 6597 4358

### A. Call to Order

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

### B. Roll Call

**Present:** Baskin, Brosnan, Diepenbrock, Joshua, Payne, Thomas

**Absent:** Bryman

**Staff:** Library and Community Services Director Reinhart, Assistant Library Services Director Szegda, Recreation Supervisor Zeo

The Commission welcomed the new members:

- Aurora Brosnan
- Peter Joshua
- David Thomas

### C. Public Comment

None.

### D. Regular Business

D1. Accept the Parks and Recreation Commission minutes for the meeting of May 26, 2021

**ACTION:** Motion and second (Payne/ Diepenbrock) to approve the Parks and Recreation Commission minutes for the meeting of May 26, 2021, passed (Bryman absent).

D2. Select new Parks and Recreation Commission Chair and Vice Chair

**ACTION:** Motion and second (Diepenbrock/ Thomas) to select Commissioner Brosnan as Commission Chair, passed 6-0-1 (Bryman absent).

**ACTION:** Motion and second (Joshua/ Diepenbrock) to select Commissioner Baskin as Commission Vice Chair, passed 6-0-1 (Bryman absent).

D3. Review tennis court user feedback received during the tennis court day/time usage survey

Recreation Supervisor Zeo made the presentation.

**ACTION:** Motion and second (Thomas/ Diepenbrock) to recommend:

- Limit tennis reservations at Nealon Park to court #1;
- Resume posting link to daily court reservations as soon as possible;

- Pilot a racquet queueing system at Nealon Park for those waiting to play;
- Pilot a no-key access system at Kelly Park and La Entrada tennis courts, and;
- Separate courts #1 and #2 at Nealon Park with a net when practicable
- passed unanimously.

## **E. Informational Items**

### **E1. Department updates**

Director Reinhart introduced the item.

Staff recommended that Nealon court #5 be reserved exclusively for pickleball from 8 a.m. to 3 p.m. and other times are first-come first-serve for tennis or pickleball. Tennis players are encouraged to use courts other than #5 when pickleball players are waiting (if other courts are available), due to the pickleball court availability.

### **E2. Parks and Recreation Commission tentative agenda calendar**

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

- July – Review of aquatics programming
- July – Citywide survey about recreation programs, services, and fees
- Unscheduled – three-month review of changes made at Nealon Park tennis courts

## **F. Commissioner Reports**

### **F1. Individual Commissioner reports (Commissioner Baskin)**

Commissioner Baskin gave the report.

## **G. Adjournment**

Chair Baskin adjourned the meeting at 8:05 p.m.

Nick Szegda, Assistant Library Services Director



# TENNIS USAGE SURVEY RESULTS

TODD ZEO – RECREATION SUPERVISOR

ANNIEBACA FAVREY  
GYMNASIUM

# TENNIS COURT USAGE SURVEY



- LCS sent all tennis court key holders a survey asking the following the questions
  - Which Menlo Park Tennis Courts do you use when you play?
  - How Frequently do you use Menlo Park Tennis Courts
  - Which days of the week do you typically use the Menlo Park Tennis Courts?
  - What time of the day do you most often use the Menlo Park Tennis Courts?
  - Are you a Menlo Park resident?
- Responses included as attachment in staff report



# SURVEY RESPONSES

- Survey participation was good with 282 responses - approx. 550 key holders
- Nealon Park is the busiest by far
- La Entrada and Kelly Park are the least busy
- Weekends are twice as busy as weekdays
- Time of day is evenly distributed, with evenings slightly less busy
- Free text responses
  - Too many private lessons
  - Availability of courts for walk-up



## POTENTIAL RESPONSES

- Limit reservations by private instructors to certain locations or times of day
- Resume posting the daily reservations on courts
- Implement a time limit when others are waiting, and a system for users to track this onsite.
- Identify courts that can potentially be accessed without a key

# QUESTIONS



Questions and Discussion



**THANK YOU**



## STAFF REPORT

### Parks and Recreation Commission

Meeting Date: 07/28/2021

Staff Report Number: PRC-2021-016

Regular Item: Aquatics program update

### Recommendation

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

### Policy Issues

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

### Background

The City of Menlo Park owns two aquatics facilities – Burgess Pool and Belle Haven Pool. Descriptions of the facilities are available on the city's website under "aquatics."

The Belle Haven Pool temporarily closed on May 30, 2021 for construction of the Menlo Park Community Campus (MPCC) project<sup>1</sup>. The MPCC project will include a new aquatics facility on the same site as the old, and is scheduled to open in 2023. The Burgess Pool is not impacted by the MPCC project and remains in operation.

The Burgess Pool has been operated by third party service provider, Team Sheeper, Inc., since 2006. Team Sheeper also operated the Belle Haven Pool from 2012 until its closure for construction in 2021.

Aquatics programming provided by Team Sheeper includes swim instructors and certified lifeguards to provide lap swim, open swim, youth swim team, youth and adult swim lessons, youth camps, masters swim, aqua-fit classes, lane rentals for community swim teams and other community groups.

Per the terms of the third party service provider agreement, Team Sheeper is responsible for operating and delivering high-quality aquatics programs, managing program registration, providing responsive customer service, adapting programs to community needs and demands, and setting user fees comparable to those of aquatics facilities in other nearby communities. The City is responsible for facility maintenance.

The City Council's most recent review of the service agreement with Team Sheeper took place in a duly noticed public meeting on February 9, 2021<sup>2</sup>. At that time, the City Council took no action, effectively leaving the agreement in place by allowing the extension clause to take effect and automatically extend the duration of the agreement an additional 12 months through August 31, 2022, with no change to the agreement's current terms.

<sup>1</sup> <https://www.menlopark.org/communitycampus>

<sup>2</sup> <https://www.menlopark.org/AgendaCenter>

## **Analysis**

The COVID-19 pandemic and economic downturn significantly disrupted the operating hours and capacity for the City's aquatics facilities. Public health orders and restrictions for several months sharply limited the capacity and availability of aquatics programs.

With the easing of public health restrictions effective June 15, most aquatics program elements have been restored at Burgess Pool, however the pandemic has not fully subsided and operations continue to be disrupted as a result. The closure of the Belle Haven Pool is another factor that impacts the capacity and availability of aquatics programming in Menlo Park.

Staff in July 2021 prepared a comparison of aquatics user fees in nearby communities (Attachment A); and a summary of the City's costs to maintain the Burgess Pool and Belle Haven Pool facilities (Attachment B).

Team Sheepen weekly provides user data to the City, including breakdowns of number of visits and registered users; residents and non-residents (Attachment C).

Team Sheepen will deliver a presentation to the Parks and Recreation Commission with an overview of the past, present, and projected future of the aquatics operation (Attachment D).

## **Attachments**

Attachment A: Aquatics user fee comparison

Attachment B: City cost to maintain aquatics facilities

Attachment C: Aquatics user data

Attachment D: Aquatics program presentation

Report prepared by:

Nick Szegda, Assistant Director of Library Services

Report reviewed by:

Sean Reinhart, Director of Library and Community Services

## Attachment A – Aquatics user fee comparison

As of July 16, 2021

### Lap Swim

	Resident	Non-resident	Senior	Non-res senior	Monthly membership	Non-res monthly	Senior monthly	Non-res senior Monthly
Menlo Park	9	10	8	9	64	69	54	59
Palo Alto*	9	10	8	9	64	69	54	59
Burlingame	9	9	5	5	Punch card 10 for 70 20 for 120 175 per quarter	Punch card 10 for 75 20 for 140 195 per quarter	Punch card 10 for 40 20 for 75 130 per quarter	Punch card 10 for 40 20 for 75 150 per quarter
Campbell	15	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sunnyvale	10	12	7	n/a	Punch card no discount	Punch card no discount	Punch card no discount	Punch card no discount
Newark	11	11	11	11	64	70	50	55

\*Palo Alto also run by Swim and Sport

### Open Swim – prices are per day unless noted

	Adult	Youth	Family
Menlo Park Resident	9	5	28
Non-resident	10	6	30
Palo Alto Resident	9	5	28
Non-resident	10	6	30
Burlingame	20		
Campbell			30 (up to 5)
Sunnyvale	5	4	n/a
San Mateo	5	3 for 17 and younger	
Newark	11 for 3 and older	3 for 0-2	

Sources used:

Newark:

<https://www.newark.org/departments/recreation-and-community-services/silliman-memberships>

Burlingame: [https://www.teamunify.com/SubTabGeneric.jsp?team=psba&\\_stabilid\\_=117942](https://www.teamunify.com/SubTabGeneric.jsp?team=psba&_stabilid_=117942)

San Mateo: <https://www.cityofsanmateo.org/3534/Aquatics>

Campbell: <https://www.ci.campbell.ca.us/320/Aquatics>

Sunnyvale: <https://sunnyvale.ca.gov/community/classes/aquatics/pools.htm>

**Attachment B – City cost to maintain aquatics facilities**

City operating costs FY2020-21		
Item	Location	Total
Salaries	Burgess Pool	\$18,889
	Belle Haven Pool	\$18,889
Supplies	Burgess Pool	\$69,773
	Belle Haven Pool	\$24,416
Contract Services	Burgess Pool	\$59,395
	Belle Haven Pool	\$95,201
IT	Burgess Pool	\$3,723
	Belle Haven Pool	\$3,723
Phone charges	Burgess Pool	\$440
Other repairs		\$1,949
Overtime		\$180
<b>TOTAL</b>		<b>\$296,578</b>

Contract services charges are for pool maintenance and repairs not handled by City staff



**Burgess**

Week of	Lap Swim												Masters	Camp	Open Swim	Kim Grant Tennis	Swim School	Triathlon	Pool Visits		Notes			
	Members			Lap Swim Visits				Usage																
	Resident	Non-Resident	Total Members	Member Visits	Non-Member Visits	Resident Visits	Non-Resident Visits	Total Visits	Late Cancels	No-Shows	Empty Reservation Spots (excl no shows)	Percentage Full										Members Visits		
20-Dec	227	194	421	698	391	585	504	1089	132	42	109	87.8%	139	176				21	34	42	1,299		Holiday Closures	
27-Dec	227	194	421	732	391	582	541	1123	142	87	39	89.9%	138	216				23	27	42	1,366		Holiday Closures	
3-Jan	204	188	391	822	459	650	631	1281	161	100	53	89.3%	95	240				23	91	26	1,612	1,612		
10-Jan	203	190	393	845	447	663	629	1292	179	73	49	91.4%	95	248				23	89	30	1,629	3,241		
17-Jan	204	193	397	840	417	661	596	1257	264	112	77	86.9%	95	211				23	86	31	1,554	4,795		
24-Jan	208	197	405	834	406	641	599	1240	240	117	89	85.8%	93	238				23	80	32	1,558	6,353		
31-Jan	208	196	404	897	429	682	644	1326	172	75	46	91.6%	94	253				23	85	33	1,664	8,017		
7-Feb	209	193	402	847	462	660	649	1309	202	85	54	90.4%	94	242				23	91	34	1,642	9,659		
14-Feb	213	200	413	868	446	672	642	1314	215	87	89	88.2%	96	233				33	81	34	1,628	11,287		
21-Feb	213	197	410	870	456	702	624	1326	180	85	36	91.6%	97	237				40	92	34	1,655	12,942		
28-Feb	210	198	408	856	454	706	604	1310	176	83	32	91.9%	99	241				40	89	34	1,640	14,582		
7-Mar	209	194	403	856	440	670	626	1296	199	83	68	89.6%	100	227				40	90	33	1,613	16,195		
14-Mar	208	195	403	833	438	688	583	1271	162	108	68	87.8%	100	235				40	82	33	1,588	17,783		
21-Mar	207	197	404	856	466	704	618	1322	107	83	41	91.4%	101	242				40	84	33	1,648	19,431		
28-Mar	208	196	404	855	491	698	648	1346	131	95	54	90.0%	101	244		157		40	84	33	1,674	21,105	Evening swim times added	
4-Apr	205	196	401	747	407	624	530	1154	100	80	36	90.9%	100	224		200		40	76	33	1,454	22,559	Holiday Closure	
11-Apr	210	198	408	861	505	729	637	1366	144	89	53	90.6%	104	245		246		42	91	33	1,702	24,261		
18-Apr	211	196	407	850	497	728	619	1347	145	125	50	88.5%	104	244		291		42	92	33	1,683	25,944		
25-Apr	218	197	415	862	493	724	631	1355	139	118	50	89.0%	109	249		315		42	94	34	1,698	27,642		
2-May	219	203	422	878	510	750	638	1388	122	94	39	91.3%	112	240		338		42	92	33	1,720	29,362	Master's buddy system begins	
9-May	225	195	420	871	501	703	669	1372	144	110	42	90.0%	117	235		370		42	94	34	1,701	31,063		
16-May	224	193	417	851	498	727	622	1349	155	119	55	88.6%	119	242		394		42	92	35	1,683	32,746		
23-May	221	188	409	840	522	736	626	1362	155	124	35	89.5%	121	245		437			81	35	1,688	34,434		
30-May	220	188	408	865	483	693	655	1348	165	142	28	88.8%	125	246		452			97	36	1,691	36,125		
6-Jun	223	202	425	851	488	683	656	1339	145	143	38	88.1%	128	244		484			99	41	1,682	37,807		
13-Jun	216	188	404	666	363	524	505	1029	117	141	16	86.8%	126	228	120	355	496	28		104	43	2,101	39,908	



**Belle Haven**

Resident  
 Non-Resident  
 Total Members  
 Member Visits  
 Non-Member Visits  
 Resident Visits  
 Non-Resident Visits  
 Total Visits  
 Late Cancels  
 No-Shows  
 Empty Reservation Spots (excl no shows)  
 Percentage Full  
 Family Visits  
 Visits this Week  
 Visits YTD

Week of	Lap Swim												Open Swim	Pool Visits		Notes
	Members			Lap Swim Visits					Usage							
20-Dec	27	30	56	190	137	125	202	327	60	21	29	86.7%	8	367	—	Holiday Closures
27-Dec	26	30	56	201	138	129	210	339	65	21	18	89.7%	3	354	—	Holiday Closures
3-Jan	25	32	57	247	149	139	257	396	74	32	51	82.7%	5	421	421	
10-Jan	23	33	56	233	170	138	265	403	75	24	38	86.7%	5	428	849	
17-Jan	23	34	57	221	184	138	267	405	91	33	42	84.4%	10	455	1,304	
24-Jan	24	37	61	205	130	112	223	335	91	43	102	69.8%	4	355	1,659	
31-Jan	24	38	62	232	141	114	259	373	63	32	75	77.7%	5	398	2,057	
7-Feb	24	35	59	237	140	131	246	377	92	22	81	78.5%	3	392	2,449	
14-Feb	23	35	58	231	130	117	244	361	61	31	88	75.2%	7	396	2,845	
21-Feb	22	37	59	244	150	125	269	394	73	20	66	82.1%	17	479	3,324	
28-Feb	22	36	58	236	165	136	265	401	67	23	56	83.5%	10	451	3,775	
7-Mar	22	34	56	214	138	114	238	352	102	21	106	73.5%	12	412	4,187	
14-Mar	22	34	56	199	121	101	219	320	60	29	131	66.7%	9	365	4,552	
21-Mar	24	36	60	202	131	102	231	333	48	20	127	69.4%	17	418	4,970	
28-Mar	25	37	62	220	139	114	245	359	59	21	100	74.8%	34	529	5,499	
4-Apr	25	39	64	209	103	103	209	312	57	28	110	69.3%	21	417	5,916	Holiday Closure
11-Apr	25	39	64	230	146	112	264	376	55	24	80	78.3%	20	476	6,392	
18-Apr	25	41	66	228	116	121	223	344	40	41	95	71.7%	11	399	6,791	
25-Apr	25	41	66	235	158	136	257	393	43	33	54	81.9%	20	493	7,284	
2-May	24	40	64	244	155	136	263	399	55	37	44	83.1%	30	549	7,833	
9-May	24	40	64	250	156	148	258	406	68	32	42	84.6%	30	556	8,389	
16-May	25	39	64	233	139	142	230	372	54	49	59	77.5%	14	442	8,831	
23-May	23	34	57	213	189	143	259	402	52	30	48	83.8%	27	537	9,368	
30-May	22	28	50	15	14	11	18	29	1	0	1	96.7%	4	49	9,417	Last day open was May 30

## 2021 Menlo Swim and Sport Summary Report

Presented to Menlo Park Parks and Recreation Commission  
July 28, 2021

### Table of Contents

1. Introduction
2. Programs
3. Hours per Week by Program Area
4. Participation
5. Fee Structure
6. Human Resources
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8. Communications
9. Community Satisfaction Surveys
10. Summary

### 1. INTRODUCTION

This report is a brief perspective in the extended timeline of Aquatics Operations by Menlo Swim and Sport at Burgess Pool. The report condenses information to offer insight into the operations in 4 time periods (Past, Pandemic, Present, Forecast) All previous, present and future operational decisions are made based upon the 5 company core values. The following are the tenants of how decisions will be made into the future:

SAFETY-of all, with special attention and care for the unvaccinated youth.

SERVANTS HEART-for every person in our aquatic community which include staff and vendors. Empathy and care are practiced during stressful times of program, space, fee uncertainty and change amongst the loyal population.

WARRIORS SPIRIT-we know we will survive and eventually thrive as an operator using our ability to bend and flex with the swiftly changing environment and community as we encounter more uncertainty in front of us than ever before.

TRUST-we believe that the services we are providing are vital to the strength and well-being of our aquatic neighborhood, and we will do what we say and communicate what needs to be done.

FUN AND FRIENDLY-the way we teach and treat our staff is in turn an expectation of how our staff teach and treat our community. Care, concern and compassion with a smile and sense of humor.

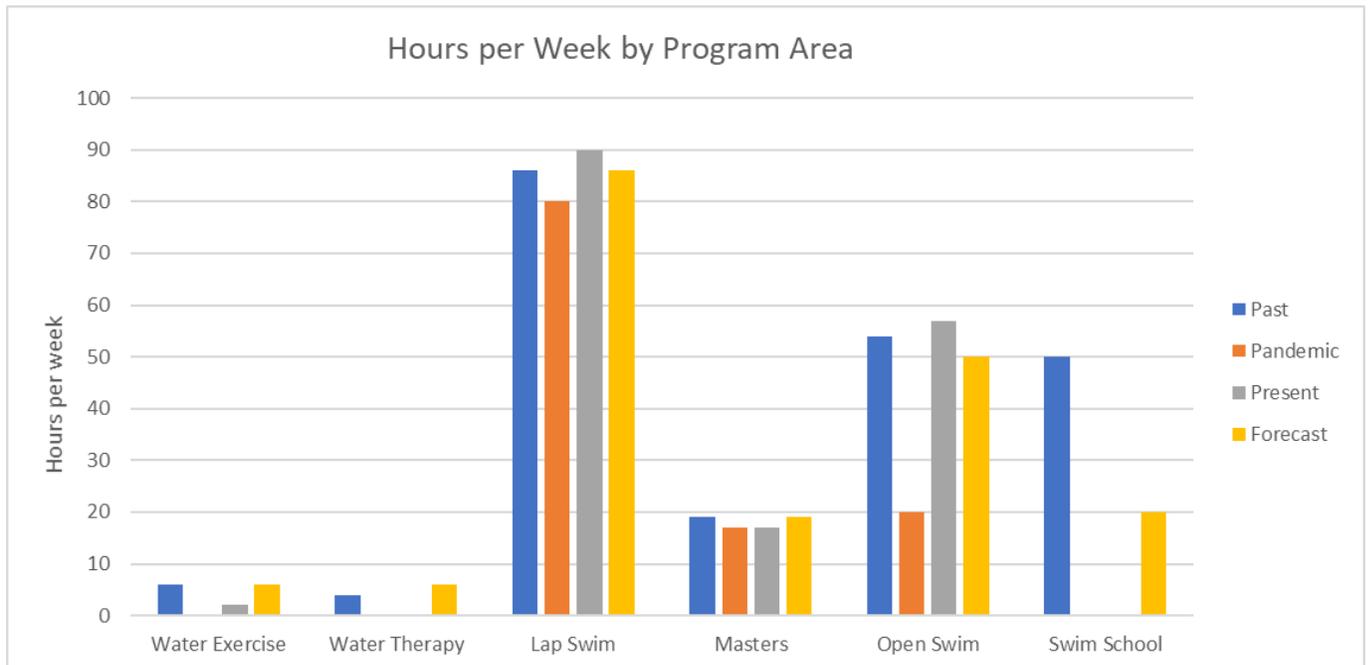
## 2. PROGRAMS

Program	Past	Pandemic	Present	Future
Water Exercise	✓		✓	✓
Water Therapy	✓			✓
Camp Menlo	✓	✓	✓	✓
Lap Swimming	✓	✓	✓	✓
Menlo Masters	✓	✓	✓	✓
Women's Water Polo	✓			✓
Boot Camp	✓			
Menlo Aquatics YouthSwim Team	✓			
PASA- MP Youth Swim Team		✓	✓	✓
Open Swim	✓	✓	✓	✓
Personal Instruction	✓	✓	✓	✓
Swim School	✓			✓
Triathlon Team	✓	✓	✓	✓
Adult Learn to Swim	✓	✓	✓	✓
SOLO	✓	✓	✓	✓
Team in Training	✓			✓
Underwater Hockey	✓			✓

\*Present = July, 2021

### 3. HOURS PER WEEK BY PROGRAM AREA

Program	Past	Pandemic	Present	Forecast
Water Exercise	6	0	2	6
Water Therapy	4	0	0	6
Camp Menlo	45	35	35	45
Lap Swim	86	80	90	86
Masters	19	17	17	19
Water Polo	3.5	0	0	2
Boot Camp	10	0	0	0
Youth Swim Team	15	20	20	15
Open Swim	54	20	57	50
Private Instruction	10	40	56	35
Swim School	50	0	0	20
Triathlon	18	0	0	6
Adult Learn to Swim	6	0	0	6
SOLO-Youth Swim Team	7.5	10.5	7.5	7.5
Team in Training	3.5	0	0	2
Underwater Hockey	5	0	4	4
Lifeguard Certification	4	4	4	4

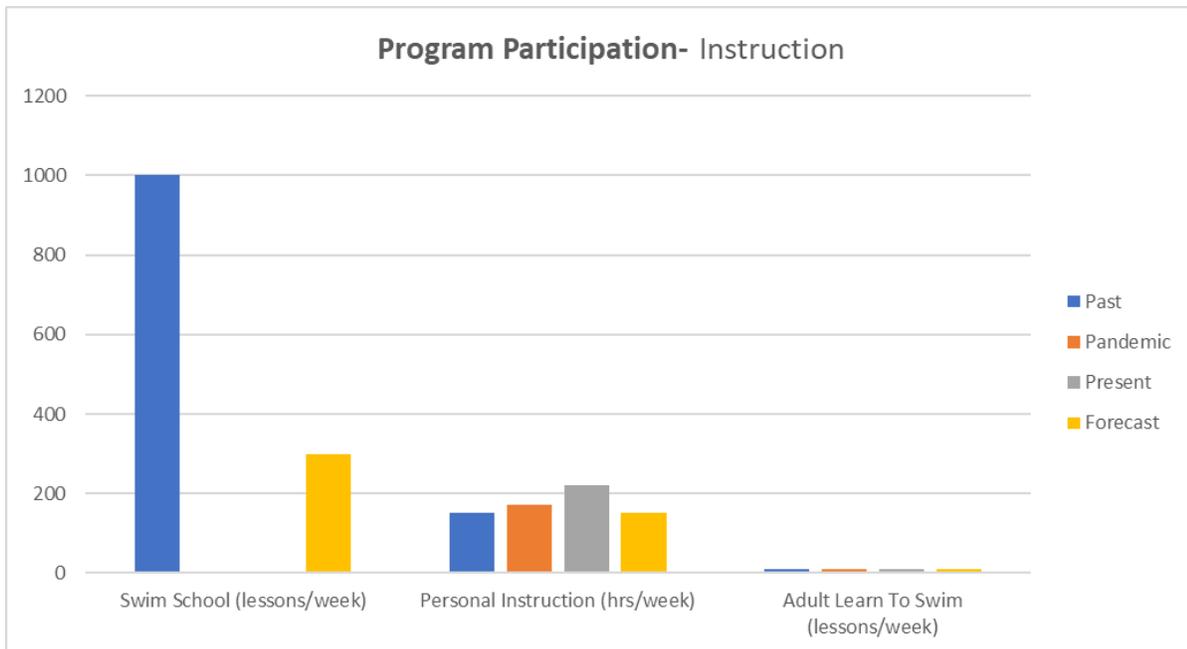
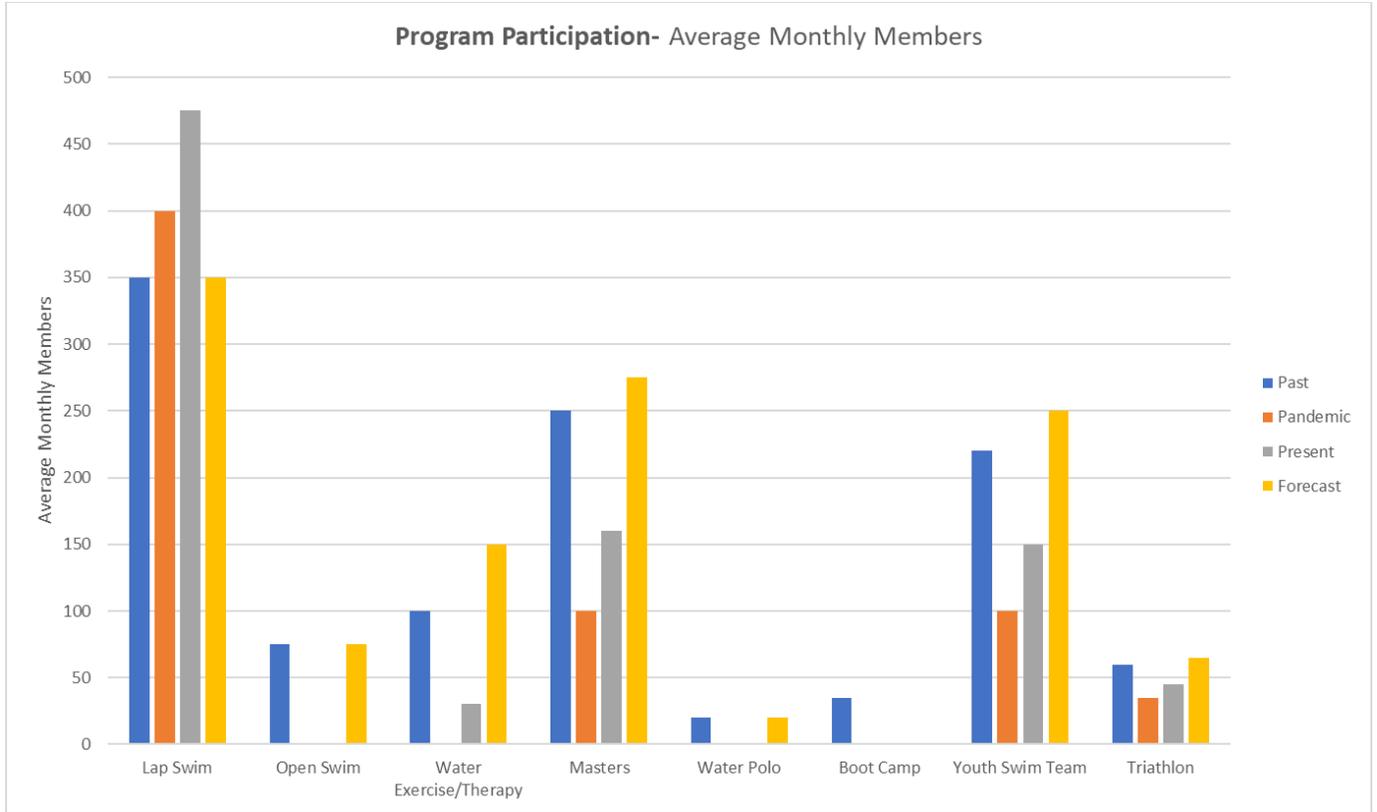


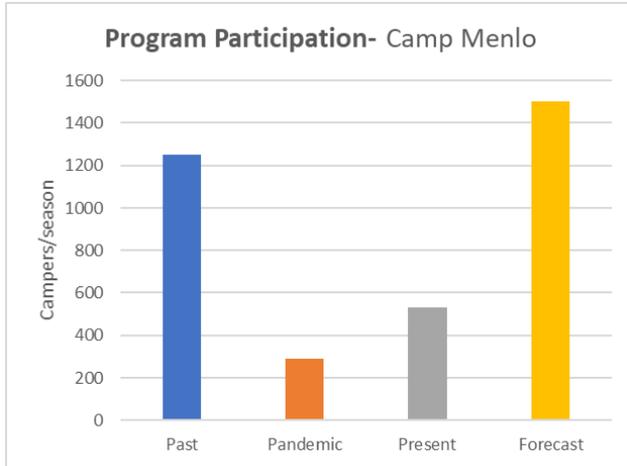
#### 4. PARTICIPATION NUMBERS

<b>Program (Burgess)</b>	<b>Past</b>	<b>Pandemic</b>	<b>Present</b>	<b>Forecast</b>
Water Ex/Therapy	100/month	0	30/month	150/month
Camp Menlo	1250/season	290/extended season	530/season	1500/season
Lap Swim (Members)	350/month	400/month	475/month	350/month
Lap Swim (Drop-Ins)	16,000/year	24,000/year	780 to date	16,000/year
Masters	250/month	100/month	160/month	275/month
Water Polo	20/month	0	0	20/month
Boot Camp	35/month	0	0	0
Youth Swim Team	220/month	100/month	150/month	250/month
Open Swim (Members)	75 annual passes	0	0	75 annual passes
Open Swim (Drop-Ins)	20,000/year	178 families, 850/year	1,400 to date	20,000/year
Personal Instruction	150 hrs/month	170 hrs/month	220 hrs/month	150 hrs/month
Swim School	1000/week	0	0	300/week
Triathlon	60/month	35/month	45/month	65/month
Lifeguard Certification	150/year	30/year	50/year	150/year
Adult Learn To Swim	10/month	10/month	10/month	10/month

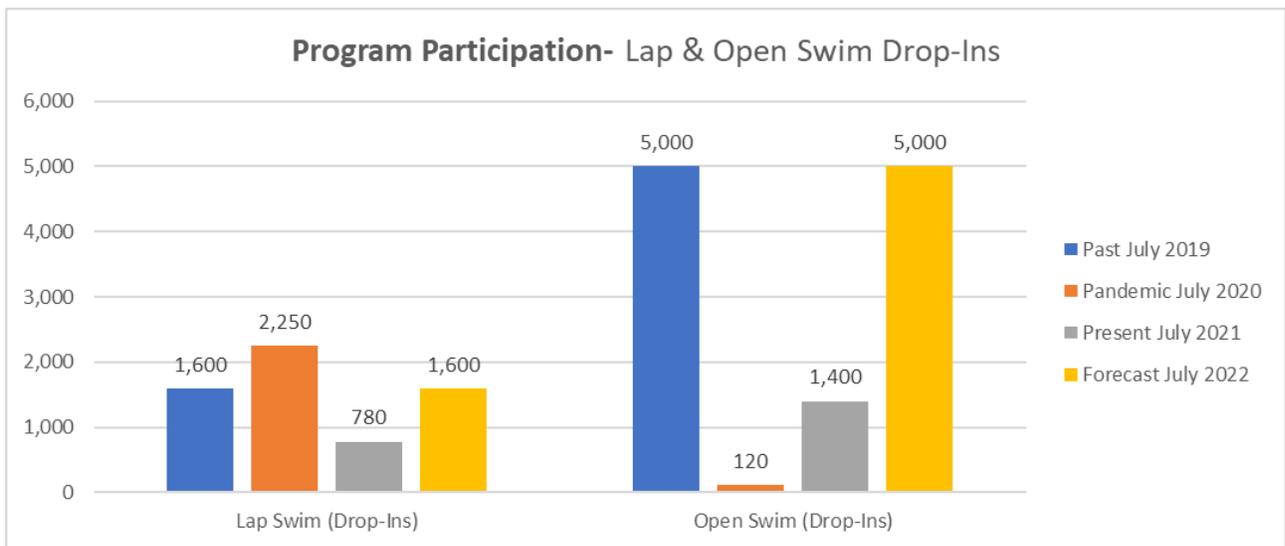
<b>Program (Belle Haven)</b>	<b>Past</b>	<b>Pandemic</b>
Lap Swim (Members)	32/month	55/month
Lap Swim (Drop-Ins)	2,300/year	8,000/year
Open Swim (Drop-Ins)	3,200/year	600 families, 3,000/year

\*SOLO, TNT and Underwater Hockey are rentals- no membership data available





Lap & Open Swim Drop-Ins: Year over Year Comparison	Past July 2019	Pandemic July 2020	Present July 2021	Forecast July 2022
Lap Swim (Drop-Ins)	1,600	2,250	780	1,600
Open Swim (Drop-Ins)	5,000	120	1,400	5,000



### BBAF Participation Statistics

Program	Past	Pandemic	Present	Forecast
Swim Lessons	94 lessons/month	68 lessons/month	68 lessons/month	100 lessons/month
Camp Menlo	2 campers/season	3 campers/season	24 campers/season	25 campers/season
Water Polo	8 players/month	0	0	0

### 5. FEE STRUCTURE

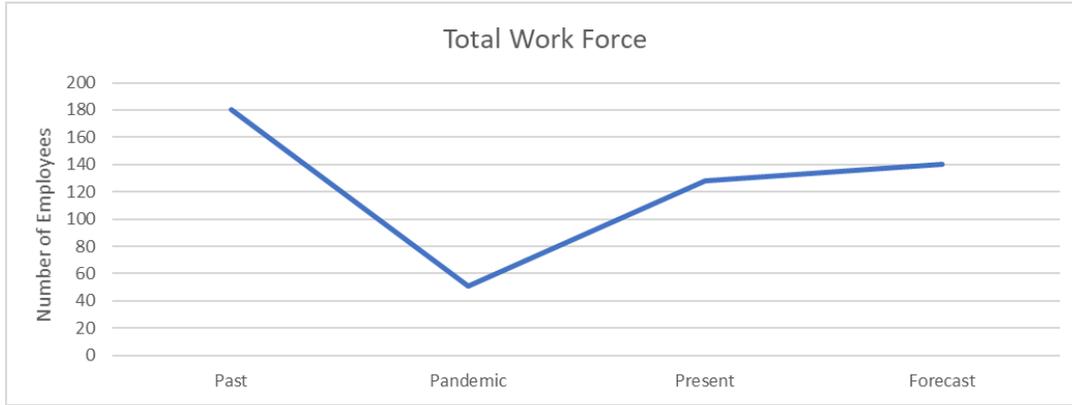
Program	Past	Pandemic	Present	Forecast
Water Exercise	\$88/mon	0	\$78/mon	\$88/mon
Camp Menlo	\$370/wk	\$350/wk	\$350/wk	\$350/wk
Lap Swim (Drop-In)	\$7-\$8 (R-NR)	\$10	\$9-\$10 (R-NR)	\$8-\$9 (R-NR)
Lap Swim (Mbrsp)	\$50-\$58/mon (R-NR)	\$69/month	\$64-\$69/mon (R-NR)	\$64-\$69/mon (R-NR)
Masters	\$88/mon	\$119/mon	\$114/mon	\$98/mon
Water Polo	\$88/mon	0	0	\$98/mon
Boot Camp	\$180/mon	0	0	0
Youth Swim Team	\$120/m avg	\$180/m avg	\$180/m avg	\$160/mon avg
Open Swim	\$7-\$8 (R-NR)	\$40/family	\$9-10, \$28- \$30/family (R- NR)	\$8-\$9 (R-NR)
Private Instruction	\$76/session	\$76/session	\$76/session	\$76/session
Swim School	\$24/lesson	0	0	\$24/lesson
Triathlon	\$180/mon	\$180/mon	\$180/mon	\$180/mon
Lifeguard Cert	\$300/cert	\$300/cert	\$300/cert	\$300/cert

\*25% Senior Discounts on all programs

\*\*BBAF Scholarships on Swim School, Youth Swim Team, Lifeguard Certification,  
 Camp Menlo

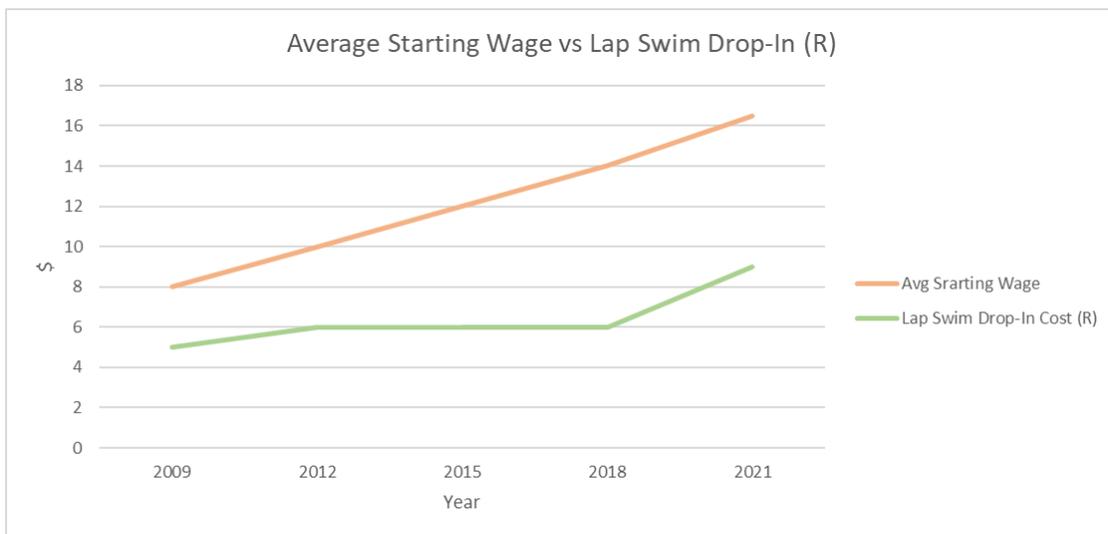
## 6. HUMAN RESOURCES

	Past	Pandemic	Present	Forecast
Total Work Force	180	51	128	140



## 7. ENTRY LEVEL AVERAGE STARTING HOURLY WAGE

Year	Avg Starting Wage	Lap Swim Price (Resident Drop In)
2009	\$8/hr	\$5/swim
2012	\$10/hr	\$6/swim
2015	\$12/hr	\$6/swim
2018	\$14/hr	\$6/swim
2021	\$16.50/hr	\$9/swim



## 8. COMMUNICATION

### Macro Communications Channels

Website

Monthly Newsletters

Social Media-Facebook, Instagram, Twitter

Facility Signs, Posters, Flyers, Cards

Live Personal General On-Site Customer Service

### Micro Communication Channels

Program Specific Webpage

Program Specific Phone Contacts

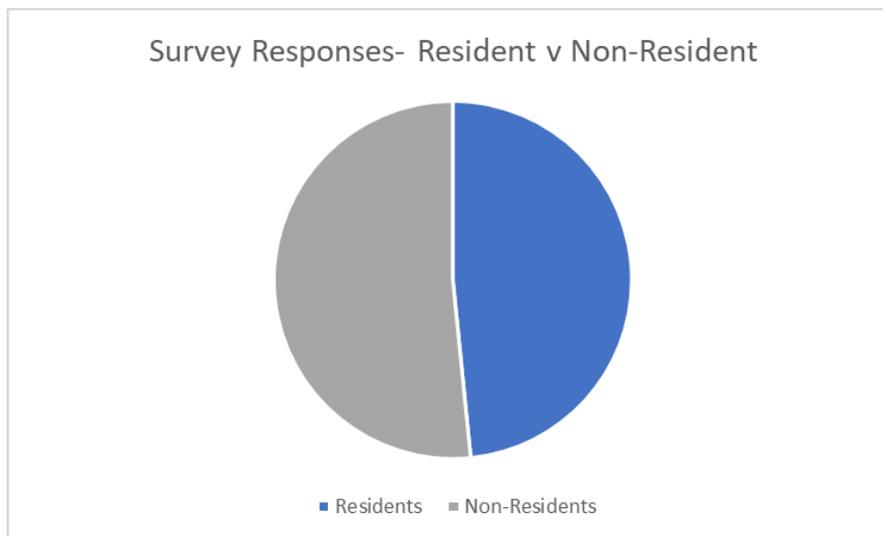
Program Specific Emails, Texts, Social Media Group Pages

Live Personal Program Specific On-Site Coach/Instructor Service

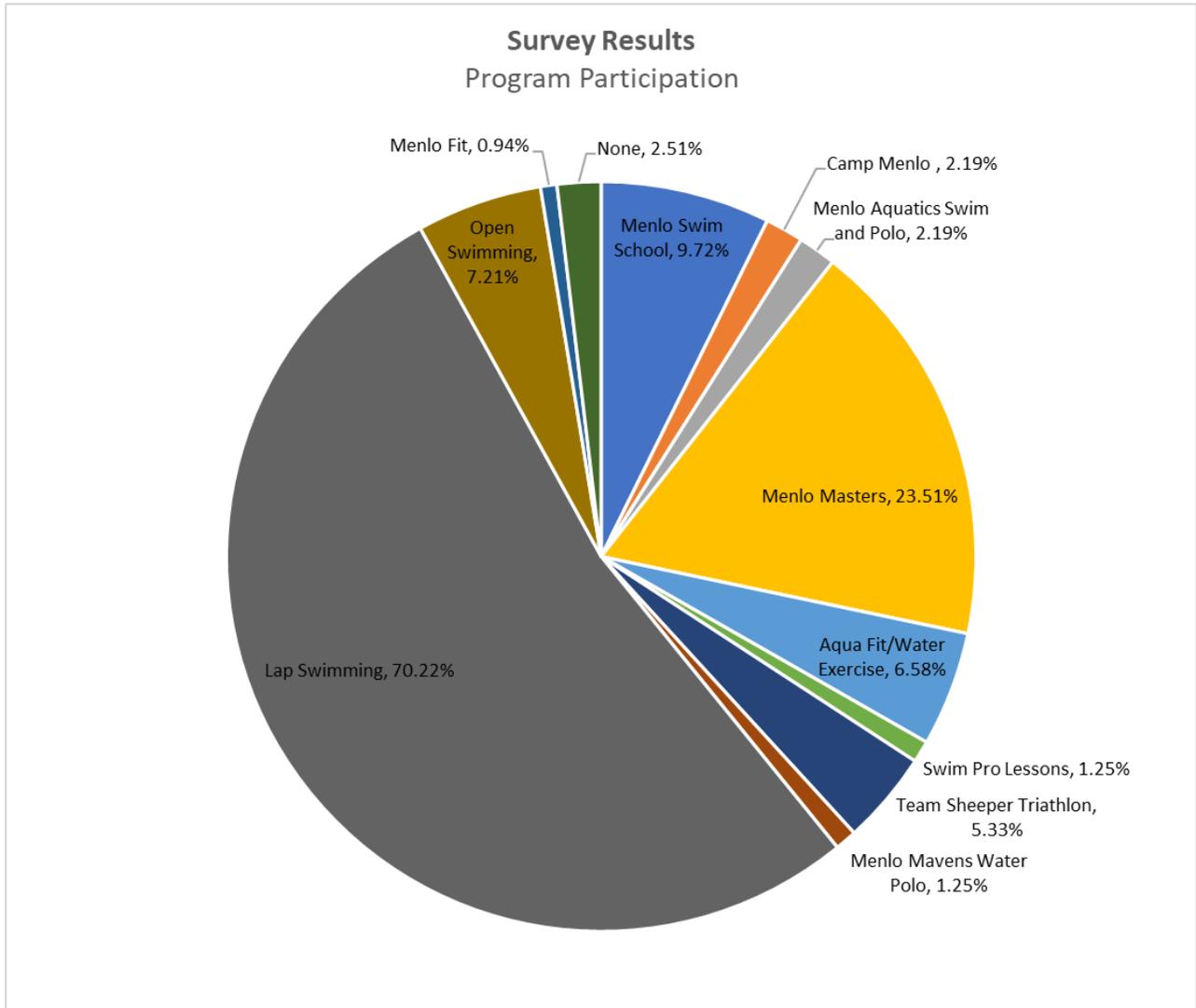
## 9. COMMUNITY SATISFACTION SURVEYS

### 1. Respondents

- a. 152 of 314 are residents of Menlo Park

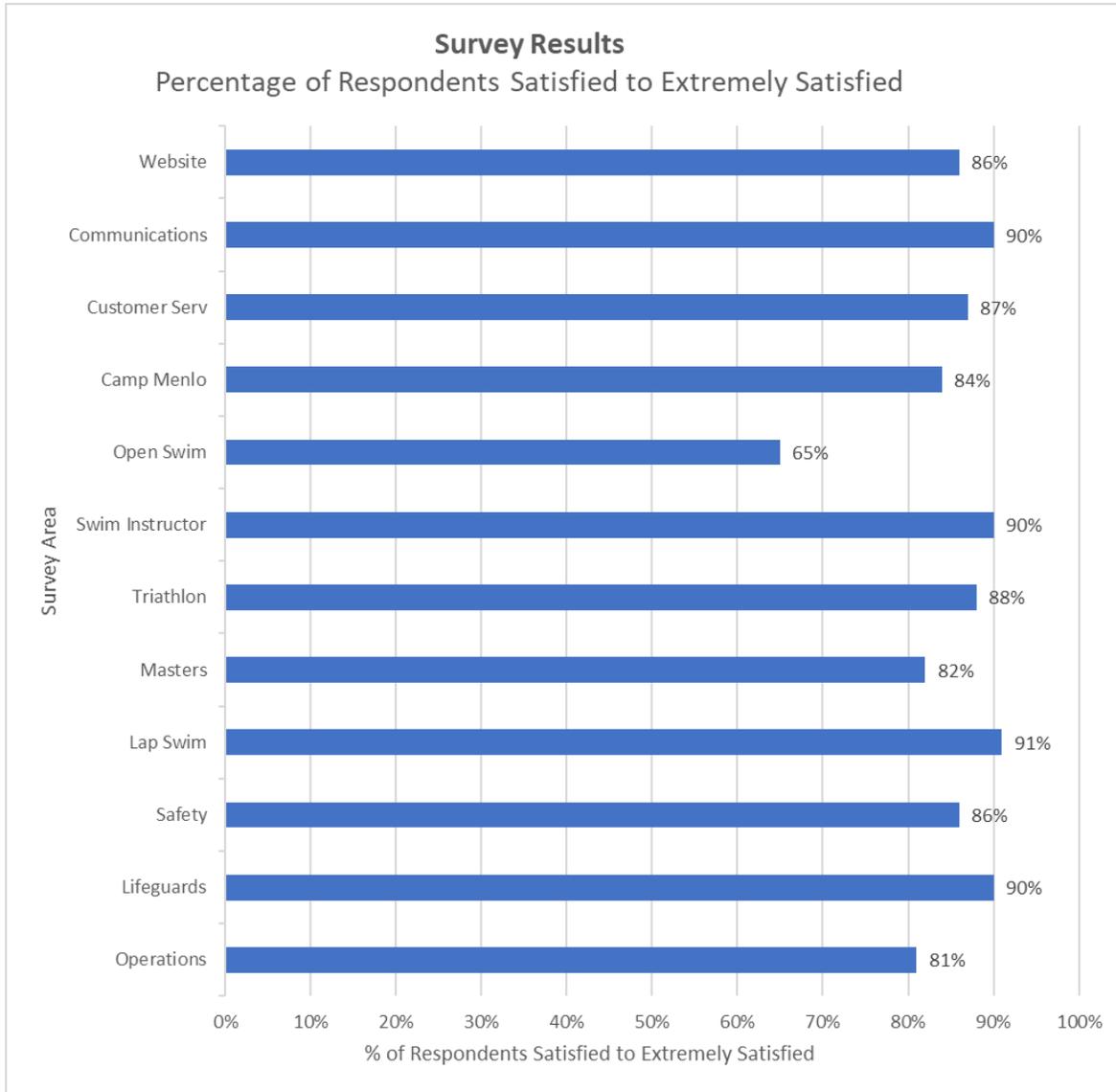


b. Respondent program representation.



## 2. Satisfaction Level

Compilation of responses Extremely Satisfied and Satisfied related to specific programs.



## 3. Most frequent changes/improvements respondents stated.

- a. Lane reservation release time
- b. Increase in availability of pool time and frequency
- c. Increase in program offerings

## 10.SUMMARY

As we enter into the next segment of our timeline as an operator of the Burgess Pool we are very conscious of how everything we do and every decision we make is part of a social, economic and cultural experiment. Every day we open the pool for service we are opening a laboratory to determine if the experiment and our assumptions, beliefs and intuition are valid. Having never been through such an experiment, the result is still an unknown. However, in our favor is experience, optimism and determination. We will continue to observe personal movements within the facility, review usage data, encourage and compile user feedback, alter time, space, demand and fee variables until an acceptable equilibrium is achieved.

We feel honored to be in the position to be able to serve the community with the broadest spectrum of premium programming in the greater region with an emphasis on value and equality.

Our beliefs, values and visions are clear which will lead us to a destination where an overwhelming majority of the community will be proud to refer to Burgess as their home pool.



## STAFF REPORT

### Parks and Recreation Commission

Meeting Date: 07/28/2021

Staff Report Number: PRC-2021-017

Information Item: Onboarding new commission members

### Recommendation

That the Commission review suggestions for onboarding new Parks and Recreation Commission members.

### Policy Issues

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

### Background

Advisory bodies play an important role in city government by assisting and advising the City Council in formulating and implementing policy. Advisory bodies also develop recommendations and present supporting information to the City Council. The City Clerk is responsible for administering the oath of office and for providing mandated training on California law, such as the Brown Act, to incoming Commissioners; and for maintaining the City-Council approved Advisory Body Handbook (Attachment B).

### Analysis

Staff prepared a checklist that may help new Commission members acclimate to their roles as advisory body members, and to become better acquainted with current issues relevant to the Commission's work (Attachment A). It should be noted that the City's web page will be updated and improved in the fall. Links listed in the checklist should be reviewed at least annually for accuracy and timeliness. The Commission is encouraged to review the list and suggest any additions or edits. The Commission may also want to consider a "buddy system", where an incoming Commissioner is paired with an existing Commissioner for questions and concerns. The staff liaison would continue to serve in their role as the primary contact for interactions with the department.

### Attachments

Attachment A: Suggested checklist of items for new Commissioners

Attachment B: Advisory body handbook (link):

<https://www.menlopark.org/DocumentCenter/View/15204/Advisory-body-handbook-2021?bidId=>

Report prepared by:

Nick Szegda, Assistant Director of Library Services

Report reviewed by:

Sean Reinhart, Director of Library and Community Services

## Attachment A – Suggested checklist of items for new Parks and Recreation Commissioners

Parks and Recreation Commission webpage: <https://www.menlopark.org/330/Parks-and-Recreation-Commission>

Includes links to the Commission's work plan, current meeting agenda, and past meeting minutes.

Notify Me page: <https://www.menlopark.org/list.aspx>

Sign up for alerts on topics of interest including meeting agendas, newsletters and calendar events

Reopening plan page for City facilities: <https://www.menlopark.org/reopening>

Lays out a timeline for the reopening of City facilities post COVID.

Parks and Recreation Facilities Master Plan: <https://www.menlopark.org/ArchiveCenter/ViewFile/Item/12107>

Completed in fall of 2019, this update of the original 1999 plan "...studies the existing park and recreation facilities, and draws on extensive community engagement to identify a planning blueprint to expand, improve and protect these assets and provide recreational opportunities for the future." This is a large (300+ pages) document

Bedwell Bayfront Park Master Plan: <https://www.menlopark.org/ArchiveCenter/ViewFile/Item/11956>

Planning document for the City's largest park, located on the edge of the City along San Francisco Bay. The Master Plan, completed in 2018, is meant to guide park improvements for the next 25 years. This is a large (300+ pages) document.

Library Commission: <https://www.menlopark.org/322/Library-Commission>

With the merger of the Library and the Community Services departments in 2020, collaboration between the library, child care, and recreation teams will continue to grow.

City of Menlo Park Open Government page: <https://www.menlopark.org/484/Open-government>

Links to budgets, planning documents, public notices, and more

LCS Strategic Plan: 2020 and beyond:

[https://www.menlopark.org/DocumentCenter/View/27206/Staff-report\\_LC\\_21-006\\_LCS-Strategic-Plan-Update](https://www.menlopark.org/DocumentCenter/View/27206/Staff-report_LC_21-006_LCS-Strategic-Plan-Update)

Guiding document for the Library and Community Services department. Update to be presented to the Commission by January 2022.

Menlo Park Community Campus project page: <https://www.menlopark.org/bellehaven>

Construction updates and meeting documents on the new combined library and recreation facility.

LCS departmental pages:

Recreation: <https://www.menlopark.org/1849/Recreation>

A great starting point for new Commissioners to get a feel for all of the services and facilities that the department operates. Links to aquatics, parks, facility reservations, activity guides, youth and adult sports and more. Note that the City web page will be undergoing an upgrade in fall of this year.

Child care: <https://www.menlopark.org/217/Child-care>

The department operates three child care facilities at three different sites in the City.

Older adult services (services to seniors): <https://www.menlopark.org/227/Older-adult-services>

Services to seniors are currently being provided on an interim basis at the Burgess campus in the Arrillaga Family Recreation Center (meals, some classes, larger gatherings) and at the main library's senior annex (lounge, recreation and classes)

**City of Menlo Park Parks and Recreation Commission  
2020-21 Tentative Agenda Schedule**

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

MEETING DATE	PROPOSED AGENDA TOPICS
April 28, 2021	<ul style="list-style-type: none"> <li>• Council liaison report - Mayor Drew Combs</li> <li>• Safely and sustainably expanding public access to facilities and services</li> <li>• Karl E. Clark Park Storyboard</li> <li>• Commissioner's Report - Diepenbrock</li> </ul>
May 26, 2021	<ul style="list-style-type: none"> <li>• Recreation scholarship pilot program</li> <li>• Pickleball pilot program 6-month review</li> <li>• Department updates</li> <li>• Commissioner's Report - Bryman</li> </ul>
June 23, 2021	<ul style="list-style-type: none"> <li>• MPCC project update</li> <li>• Commissioner's Report - Baskin</li> <li>• Election of Chair and Vice Chair</li> <li>• Tennis usage survey results</li> <li>• Department updates</li> </ul>
July 28, 2021	<ul style="list-style-type: none"> <li>• Aquatics program update</li> <li>• Info item – onboarding new commissioners</li> <li>• Department updates</li> <li>• Commissioner reports - Brosnan</li> </ul>
August 25, 2021	<ul style="list-style-type: none"> <li>• Presentation: New public park on Facebook property</li> <li>• Presentation: Chamber of Commerce community, economic development events</li> <li>• Gymnastics program reactivation</li> <li>• Advisory body report to City Council</li> </ul>
September 22, 2021 <i>(tentatively in-person)</i>	<ul style="list-style-type: none"> <li>• Parks and Recreation Facilities Master Plan update</li> <li>• Holiday observances and special events</li> <li>• Parks tour locations</li> </ul>
October 27, 2021	<ul style="list-style-type: none"> <li>• Public engagement – MPCC programming</li> </ul>
November 24, 2021	<ul style="list-style-type: none"> <li>• <i>Thanksgiving day is November 25</i></li> </ul>
December 22, 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
<i>Unscheduled future items (tentative)</i>	<ul style="list-style-type: none"> <li>• <i>Pickleball pilot program review</i></li> <li>• <i>Inclusion Programs/Classes update</i></li> <li>• <i>DEI initiative update</i></li> <li>• <i>Bedwell Bayfront Park Master Plan update</i></li> </ul>