

Parks and Recreation Commission

SPECIAL MEETING AGENDA



Date: 11/20/2024
Time: 6:30 p.m.
Locations: [Zoom.us/join](https://zoom.us/join) – ID# 862 7050 1185 and
Arrillaga Family Recreation Center
700 Alma St., Menlo Park, CA 94025

Members of the public can listen to the meeting and participate using the following methods.

How to participate in the meeting

- Access the meeting, in-person, at Arrillaga Family Recreation Center
- Access the meeting real-time online at:
[Zoom.us/join](https://zoom.us/join) – Meeting ID 862 7050 1185
- Access the meeting real-time via telephone at:
(669) 900-6833
Meeting ID 862 7050 1185
Press *9 to raise hand to speak

Subject to Change: The format of this meeting may be altered or the meeting may be cancelled. You may check on the status of the meeting by visiting the city website menlopark.gov. The instructions for logging on to the webinar and/or the access code is subject to change. If you have difficulty accessing the webinar, please check the latest online edition of the posted agenda for updated information (menlopark.gov/agendas).

Regular Business

A. Call To Order

B. Roll Call

C. Regular Business

- C1. Approve minutes from the October 23, 2024 meeting ([Attachment](#))
- C2. Aquatics user survey results ([Staff Report PRC-2024-036](#))
- C3. Approve the 2025 Parks and Recreation Commission meeting calendar ([Staff Report PRC-2024-037](#))
- C4. Policy update: Signage display policy ([Staff Report PRC-2024-038](#))

D. Informational Items

- D1. Department statistics and recent activities ([Staff Report PRC-2024-039](#))
- D2. Tentative agenda calendar ([Attachment](#))

E. Commissioner Reports

E1. Individual Commissioner reports

F. 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.

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

Any writing that is distributed to a majority of the Commission by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available by request by emailing the city clerk at jaherren@menlopark.gov. 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.

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Parks and Recreation Commission



REGULAR MEETING MINUTES – DRAFT

Date: 10/23/2024
Time: 6:30 p.m.
Locations: Teleconference and Belle Haven Community Campus
100 Terminal Ave., Menlo Park, CA 94025

A. Call To Order

Chair Joshua called the meeting to order at 6:40 p.m.

B. Roll Call

Present: Emms, Grass (arrived 7:11 p.m.), Joshua, Lee (arrived 6:43 p.m.), Sherman, VanBuren
Absent: Dawkins
Staff: Library and Community Services Director Sean Reinhart, Assistant Library and Community Services Director Nick Szegda, Management Analyst Ashley Walker

C. Public Comment

C1. Public comment

None.

D. Regular Business

D1. Approve the meeting minutes from the September 25, 2024 meeting (Attachment)

ACTION: Motion and second (VanBuren/ Emms), to approve the minutes from the September 25, 2024 meeting, passed 5-0-2 (Dawkins and Grass absent).

D2. Library and Community Services Department Updates and Activities (Staff Report LC-2024-035)

Assistant Director Szegda gave the presentation.

The Commission received clarification on the Kelly Park field and track replacement timeline.

The Commission discussed the increase in Belle Haven Community Campus Library visitors and the Flyway Trail opening event.

E. Informational Items

E1. Library Commission tentative agenda calendar (Attachment)

ACTION: By acclamation, the Commission added a pickleball/tennis feasibility study update to the department updates item for the November meeting.

F. Commissioner Reports



F1. Individual Commissioner reports

None.

G. Adjournment

Chair Joshua adjourned the meeting at 7:14 p.m.

Management Analyst Ashley Walker



DEPARTMENT STATISTICS AND RECENT ACTIVITIES
Parks and Recreation Commission – Oct. 23, 2024

The background of the slide is a wide landscape photograph. It shows a river or stream winding through a green, hilly area. The sky is filled with large, white and grey clouds, suggesting a bright but slightly overcast day. The water in the river is a deep blue-grey color. In the foreground, there are some tall grasses and reeds. A dark teal horizontal band is overlaid on the middle of the image, containing the title text.

DEPARTMENT STATISTICS - SEPT. 2023 TO SEPT. 2024 COMPARISON

- Belle Haven Library circulation and foot traffic
 - Circulation more than doubled from 918 to 2,142 items
 - Foot traffic nearly tripled from 1,169 to 3,117
- Gymnastics enrollment
 - Steady increase from 590 enrolled in 80 classes to 862 enrolled in 114 classes
- Drop in volleyball at Arrillaga Family Gymnasium
 - Significant increase 513 visits to 930 visits
- Older adults/senior class enrollment
 - Decrease in enrollment from 701 in 14 classes to 220 in 16 classes, a decrease of 68%.
- Complete year-over-year statistics in Attachment A

SUGGESTION BOX COMPILATION

- Suggestion boxes located at all department facilities and online
- 129 suggestions were received from May 30 – Oct. 11
- Compilation posted to City website and provided in Attachment B.

PARKS AND RECREATION WORK PLAN

- Approved by City Council on Oct 21st with one revision
 - Removed item #3, “Support and advise the Youth Advisory Committee”
 - Renumbered to align with the removal of item
- Approved work plan provided in Attachment D.

AQUATICS SURVEY, OUTREACH, AND FEEDBACK SESSIONS

- Aquatic survey
 - The survey is conducted annually by the City and is currently open until Nov. 10
 - Surveys are available electronically and on paper
 - The survey is available in English and Spanish
 - 350+ respondents to date.
- Open House events; Youth Advisory Committee focus group
 - Belle Haven Pool and Burgess Pool
 - Participants learned about aquatics programs
 - Questions and answers
 - Suggestions and feedback
 - Results to be presented to City Council tentatively on Nov 19.



BURGESS PARK TENNIS COURT RESURFACING PROJECT

- Project near completion
 - Update – completed on Oct 17
- Two courts available
 - One available for drop-in
 - Second is available for reservation(at a fee) and drop-in when not reserved



TENNIS PARTNER MATCHING PILOT PROGRAM



- Pilot program, free to participants
- Available to match players of similar skill level
- All skill levels welcome to join – beginners to advance
- Registration form available online

KELLY PARK TURF AND TRACK REPLACEMENT PROJECT

- Last renovated in 2010, end of serviceable life span
- Project scope:
 - Remove and replace rubberized track
 - Replace and replace exercise stations; add shade structures
 - Remove and replace synthetic turf
 - More environmentally sustainable coconut fiber-based underlayment
 - Striping, marking, and irrigation laterals
 - Funded in 5 year capital improvement program
- Timeline (tentative)
 - Construction start Spring 2025; after installation of solar carports
 - Project completion in Summer 2025



FLYWAY TRAIL OPENING CELEBRATION

- Wetlands restoration project, Don Edwards Nation Wildlife Refuge
 - New trail
- City co-hosted opening celebration
 - Bedwell Bayfront Park – Saturday, Oct 19th
 - Guided nature walks, games, hands-on demonstrations, educational booths



HALLOWEEK! COMMUNITY EVENTS



- Halloween Hoopla!
 - Saturday, Oct 26th, 10am to 2pm, downtown Menlo Park
 - People parade and carnival, trick or treating at local merchants
- Pumpkin Splash
 - Sunday, Oct. 27
 - 11am to 12pm – Belle Haven Pool
 - 1pm to 3pm – Burgess Pool
 - Floating pumpkin patch
- Trunk or Treat
 - Tuesday, Oct 29, 4:30-6:30pm, Belle Haven Community Campus, parking lot
 - Trick or treating from car to car



THANK YOU



STAFF REPORT

Parks and Recreation Commission

Meeting Date: 11/20/2024

Staff Report Number: PRC-2024-036

Regular Business: Aquatics user survey results

Recommendation

Staff recommends that the Parks and Recreation Commission (PRC) review the results of the recently conducted aquatics user survey (Attachment A) and the recently held aquatics open houses and focus groups (Attachment B).

Policy Issues

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

Background

The City of Menlo Park (City) owns two public swim centers: Belle Haven Pool and Burgess Pool. Both swim centers are operated by aquatics partner Menlo Swim and Sport (Operator) under contract with the City of Menlo Park. The City annually conducts aquatics user surveys and focus groups to help inform aquatics programs and services to the community. The Operator annually provides the City a comprehensive performance report on the two swim centers; the next annual performance report is due to the City by Feb. 28, 2025.

Analysis

Survey of aquatic users

City staff opened a citywide survey to gain insight into Menlo Park resident's needs and preferences for the City's two swim centers, Belle Haven Pool and Burgess Pool. The survey was open from Oct. 12 to Nov. 11 and was distributed in English and Spanish through direct email; via printed surveys distributed in City facilities; and through postcards mailed to all households in District 1. This was the second year in which the City conducted a citywide aquatics user survey. The survey questions were reviewed by the Parks and Recreation Commission on Sept. 25, prior to the survey publication. The survey received responses from 766 participants, approximately three-quarters of whom self-identified as incorporated City of Menlo Park residents and 777 free-text comments were shared. The survey results are provided in Attachment A.

Aquatics open houses and focus groups

In order to invite broad community participation and feedback on the aquatics programs, City staff and the Operator hosted aquatics open houses at Belle Haven Pool on Sept. 5 and at Burgess Pool on Sept. 26. The open houses gave participants the opportunity to learn about and provide feedback on aquatics programs. Approximately eight people attended the Belle Haven Pool open house, and four people attended the Burgess Pool open house. Additionally, the Youth Advisory Committee (YAC) participated in a focus group session about the aquatics program on Oct. 9, which also yielded multiple comments, ideas,

and feedback. Summary results from the open houses and YAC focus group are provided in Attachment B.

Aquatics "working group" formation

The aquatics operator agreement calls for the City to convene a "working group" of Menlo Park residents to informally meet with Operator and City staff on a regular basis regarding desired services and programs, concerns and suggestions, and general feedback about aquatics operations. Staff is preparing to outreach to aquatics survey respondents and focus group participants to invite their participation in a "working group" kickoff meeting in early 2025. The purpose of the working group meeting will be to review the Operator's annual performance report and community survey results and offer recommendations for the aquatics program. The working group's assessment and recommendations will be provided to the City Council to coincide with the presentation of the annual aquatics performance report in early 2025.

City Council review of survey results and next steps

On Nov. 19, City Council received an informational report containing updates on the aquatics user survey and next steps for potential fee adjustments. The informational report is available on the City's agendas and minutes webpage by navigating to the "City Council" submenu and downloading the Nov. 19 agenda packet (Attachment C). Staff anticipates presenting options and recommended operational and fee adjustments to City Council for direction tentatively in early 2025 to coincide with the annual aquatics performance report.

Impact on City Resources

As an advisory body to the City Council, the Parks and Recreation Commission does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive impact to the City's general fund related to the topics in this report.

Environmental Review

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

Public Notice

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

Attachments

- A. Aquatic survey results
- B. Focus group summary
- C. Hyperlink – Agendas and Minutes webpage. menlopark.gov/Agendas-and-minutes

Report prepared by:

Tricia Mullan, Library and Community Services Supervisor

Report reviewed by:

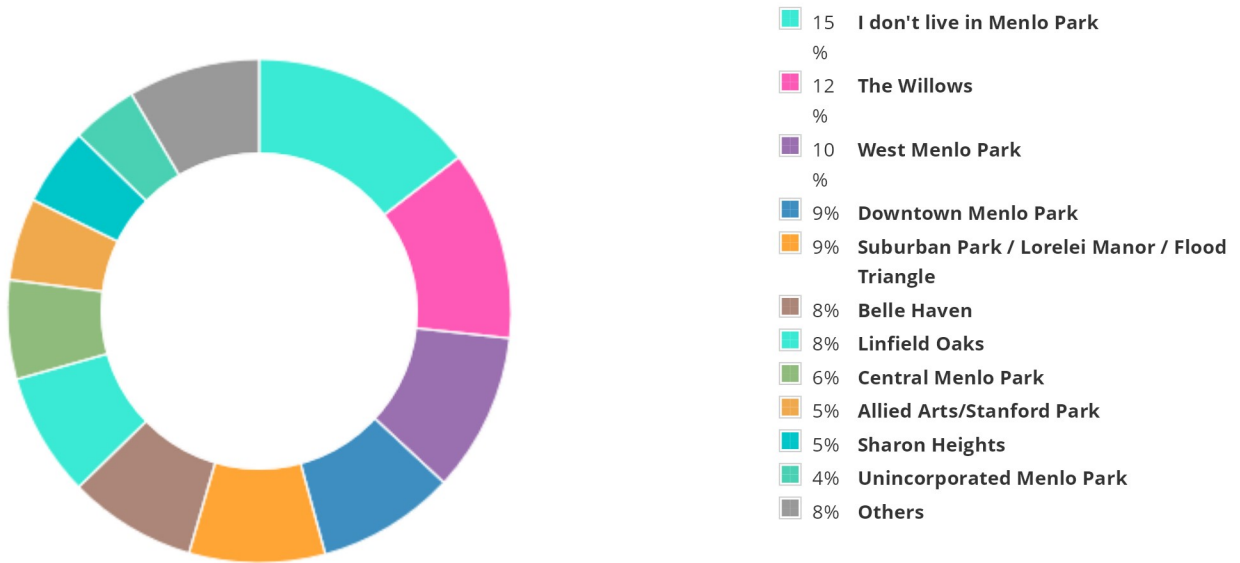
Sean S. Reinhart, Library and Community Services Director

Menlo Park Resident Survey - Aquatics Programs 2024

Project Engagement

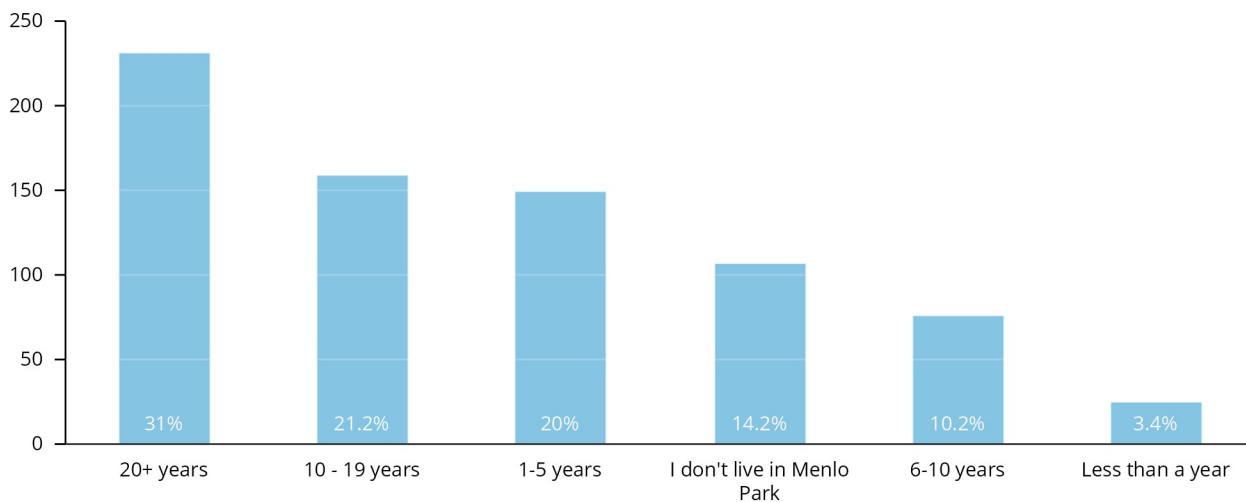
VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
1,606	766	17,882	781	245

* What neighborhood of Menlo Park do you live in now? (See map)

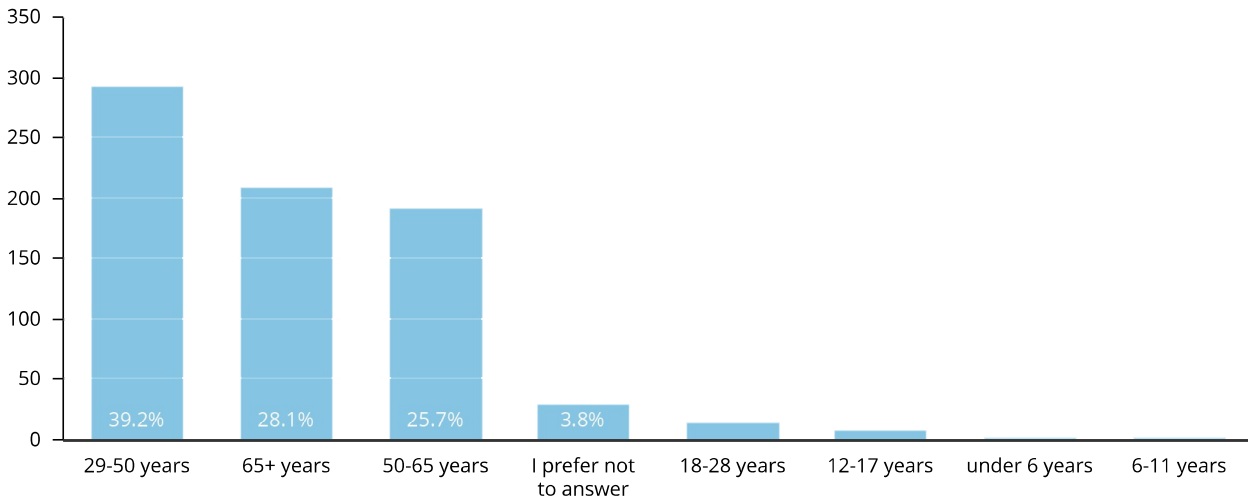


756 respondents

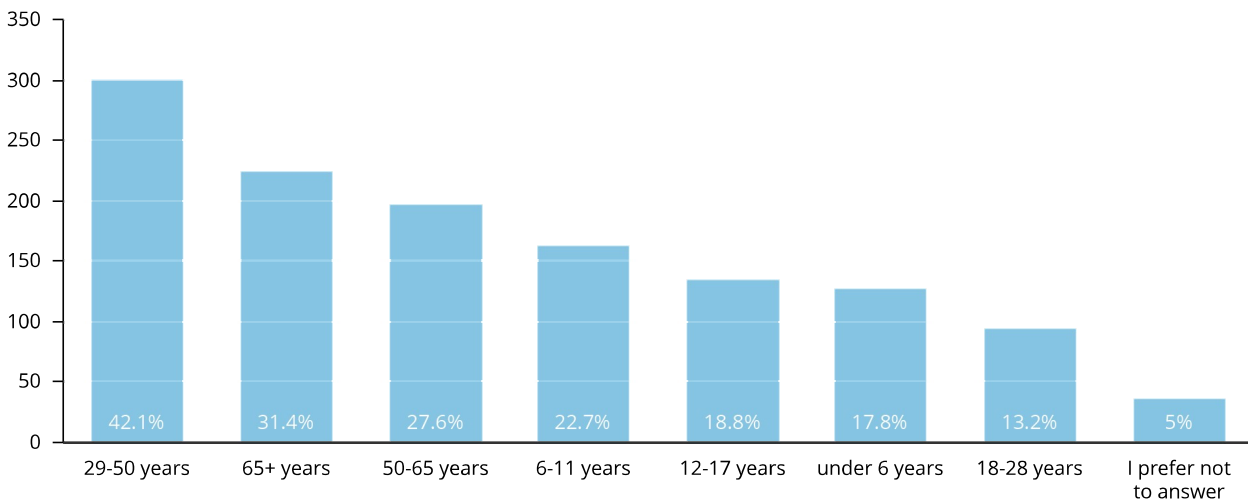
How long have you lived in Menlo Park?



What is your age?



What age groups live in your household? (check all that apply)



* How often do you typically use or visit BURGESS POOL, located at 501 Laurel St. in Menlo Park?

29%	More than twice a week	212 ✓
19%	Never	138 ✓
18%	Once or twice a week	132 ✓
17%	A few times a year	122 ✓
9%	Once or twice a month	66 ✓
9%	Rarely, once a year or	62 ✓

727 Respondents

* How often do you typically use or visit BELLE HAVEN POOL, located at 100 Terminal Ave. in Menlo Park?

68%	Never	495 ✓
11%	Rarely, once a year or	79 ✓
9%	A few times a year	68 ✓
5%	Once or twice a month	34 ✓
4%	Once or twice a week	29 ✓
3%	More than twice a week	22 ✓

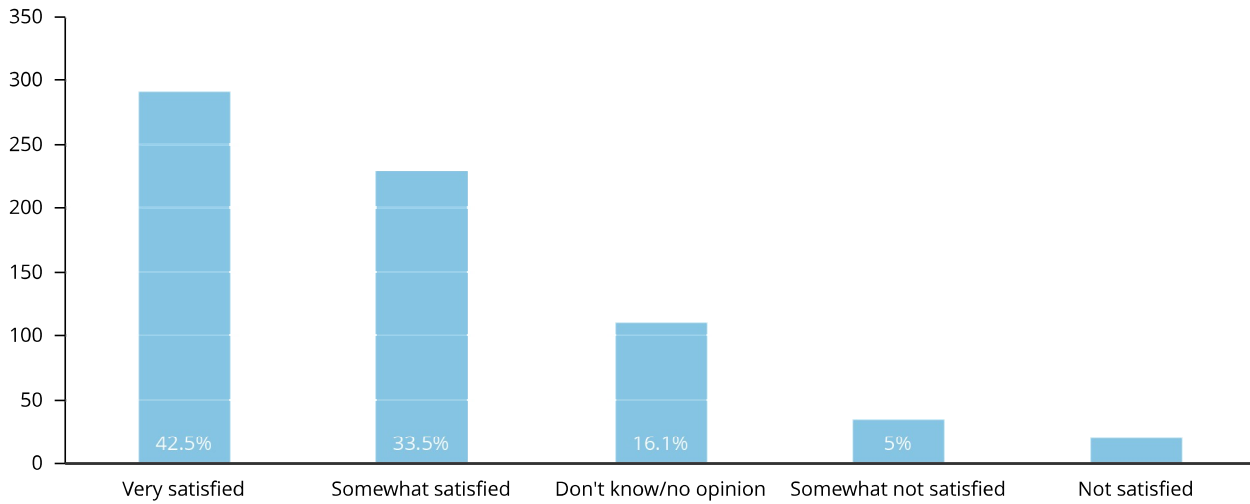
727 Respondents

* How important are the following to you?

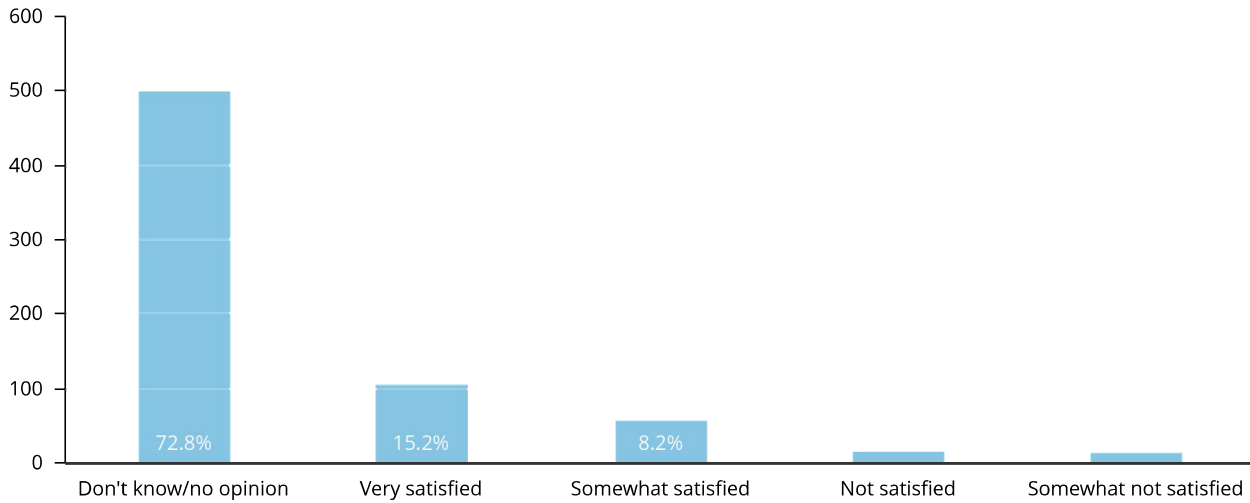
	Not at all important (1)	Somewhat important (2)	Very important (3)	Don't Know/No opinion
Play and social time for children / families	25%	22%	45%	8%
Lap swimming	12%	22%	62%	4%
Therapy swimming / health and wellness swimming	24%	32%	34%	11%
Adaptive swimming for people with disabilities	31%	27%	26%	16%
Beginners / children's swimming lessons	22%	20%	50%	8%
Adult swimming lessons	26%	39%	25%	10%
Swimming programs for seniors	26%	30%	31%	13%
Summer swim camps for children and youth	23%	28%	40%	10%
Competitive swim for youth (examples: swim team, water polo, triathlon)	26%	30%	33%	11%
Competitive swim for adults (examples: sports training, competitions, triathlon)	37%	30%	22%	11%
Swimming pools are open seven days per week	3%	15%	76%	5%
Swimming pools are open year-round	2%	11%	82%	5%
Swimming pools are focused on the needs of Menlo Park residents	7%	17%	69%	7%
Swimming pools have free or discounted fees for Menlo Park residents	14%	22%	56%	7%
Swimming pools attract visitors from outside Menlo Park who are charged higher swim fees	35%	32%	20%	13%
Monthly passes offer discounts for repeat swimmers	6%	23%	64%	8%

699 respondents

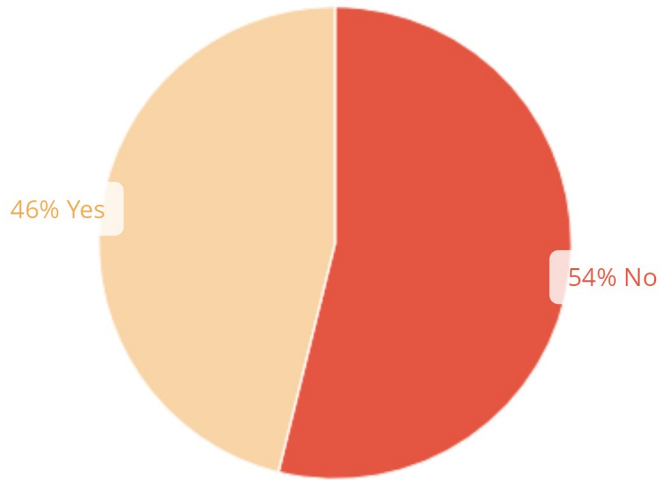
* How satisfied are you with BURGESS POOL overall?



* How satisfied are you with BELLE HAVEN POOL overall?



(Optional) Would you like to receive email updates about aquatics programs from the City of Menlo Park?



583 respondents

Comments

Question	Ref #	Comment
What neighborhood of Menlo Park do you live in now? (See map)	1	Portola Valley
	2	Palo Alto
	3	Mountain View
	4	Redwood City
	5	Lindenwood
	6	Stanford Hills
	7	Portola valley
	8	Employee of City of Menlo Park
	9	Sequoia Belle Haven on Willow and Ivy
	10	Next to Seminary Oaks
	11	Redwood City
What changes to the city's aquatics programs and/or facilities would result in you visiting them MORE often?	12	Need city resident preference when signing up for classes/activities. Burgess faculties are dated and needing upgrades.
	13	Cover during winter for lap pool and have it heated more
	14	lower fe for seniors w limited income
	15	More aquatic therapy classes that start at 9 am or later. It would be great if there were classes every day of the week, including weekends.
	16	I regularly swim twice a week. Whether there is improvement or not, I would still swim twice a week.
	17	Earlier opening of the BHCC pool during the week for lap swimmers. I realize this may not be possible as the number of swimmers were low at this time.
	18	None
	19	The City Council and the library director promised equal access/equity between both communities but has preference for the West Menlo Park residents.
	20	More hours for family swim
	21	It's very expensive for fixed income
	22	Please offer soap/shampoo in the showers
	23	Earlier morning hours before work starts
	24	Better locker rooms at Burgess pool. Fix and maintain the showers.
	25	I'm planning to start aqua fit classes soon and it's important to me that these are offered several times a week
	26	Belle haven pool needs a baby pool as it did before. I love that they are offering programs, but this information is not getting out to the Belle Haven community. It's all done online. And the majority of the. bH community is not aware. The spots are being taken by others/outside residents.
	27	1 hour and 15 min for family swim per day? Meanwhile, the (for profit) companies running the competitive teams occupy the rest of the time and space. And since they allow up to 15 kids in one lane, the space is crowded, hectic, noisy - basically anything but not relaxing, as a pool should be. I understand the teams are important to some families - but how about opening the space more for kids just to be kids? Play among themselves, have fun with balls, or swim as they they wish? Not to mention the adults have could benefit from more space and particularly time to enjoy a facility which technically belongs to all.
	28	Would LOVE for the belle haven pool to be open for morning lap lanes all year - even if it were closed periodically during the day but open like 6:30-10:30am and then for lunch time. I swam almost daily all summer - including after the exercise classes offered at the community center - but now it's challenging without that morning option. Likewise, would REALLY appreciate extended weekend hours, especially in the summer. Hard to get the family to the pool when it doesn't open until noon and shuts down at 5.
	29	Would like an adult beginning swimming class at Belle have swimming pool.
	30	If I lived nearer,would come.
	31	Longer hours at Belle Haven, open till 8pm
	32	More swim lesson options, the available slots are very limited. We have to sign up the minute they become available and even then we sometimes get wait-listed
	33	Having adult exercise class.
	34	Better changing rooms especially for seniors and disabled people.
	35	Belle haven was under construction for so long. Now that it's open I plan on using the facilities. I was never able to get consistent appointments at burgers due to the high volume. It felt that burgees prioritized west Menlo Park residents.I feel that Belle haven should give priority to its local residents. For example, early registration first for only the residents that live in the belle haven area and after a few weeks it can open to the other side etc.
	36	Better bathroom/shower/changing facilities, and slightly cooler water temp for summer rec swim times.
	37	Longer opening hours in the evenings, more lap swim availability in the summer
	38	I'm happy with aquatics programs as they are offered
	39	The Masters program having an evening option and noon masters every day.
	40	Masters swim is very expensive compared to other masters swim fees in the area.
	41	Burgess heaters break down. Deck is getting pitted.
42	More available lap swim	

Comments

Question	Ref #	Comment
	43	The chlorine levels at both pools seem high. Both of my children have had reactions to the chlorine - rash, dryness, burning, red eyes. We swim in other pools, but I notice this at our local menlo park pools the most. Both of my children used to love the camp menlo swimming summer camp, but we had to stop because the chlorine was too strong. We are also interested in swim lessons, but because of the chlorine levels we tend to look for other options in other places.
	44	Bell haven open at 9 am. Hotter water in the showers.
	45	Less crowded lap swim lanes in the evening. Reservation system for lap swimming.
	46	I liked it when you provided swim fins for folks to use. :) Now I have to buy some again (in past I have lost several pairs)
	47	Figure out a way to make the women's locker rooms less smelly. The floors of the women's locker room are so often disgusting. Every other time I visit, I question whether to find another pool because the floors are gross -- they smell, the mats aren't well cleaned. There has to be a better way to make this locker room cleaner and better smelling.
	48	Standard pool swimming rules should be complied. In Burgess pool, I see regularly people going into lap swimming without taking shower, people are jumping in the lane before introducing themselves and management does not enforce these rules after the complaints. I also think that facilities in both Burgess and Belle Haven could be cleaned more especially in bathrooms.
	49	More lap swimming lanes after work hours
	50	Easy reservations for lap swimming
	51	longer hours on weekends.
	52	Improved locker room facilities and more shade especially in the summer months.
	53	The hours for lap swimming during the week is not so great and as a result I don't come to the pool. If I arrive after 4, the performance pool is packed with kids and their swim programs - adults have to share 3 lanes and at times it is hectic/over crowded etc
	54	I lap swim daily already. But toddler grandchildren swim lessons would bring us back later in the day.
	55	idk
	56	Excited to see more programs at Belle Haven. Will be trying them
	57	more lanes and more time for lap swimming
	58	Better availability of lane swimming in evenings in Burgess or morning (6am) in Belle Haven
	59	Please bring back the Aquatic Wellness classes! The Aquacize at 8am isn't quite the same. I live just across the creek in north Palo Alto and really enjoyed those classes prior to the Covid shutdown.
	60	Nothing. It's already a great facility. Although I would love it if there was a policy on spray sunscreen usage. People who stand near the pool to apply are exposing everyone to their overspray and I don't appreciate having to inhale someone's sunscreen while I am exercising and inhaling deeply. Maybe they should have to stand in the grass to apply? Just a thought.
	61	I go for Aquafit. I think the teacher hiring & training for is important. The pool is fuller when it's an energetic, engaging teacher with good routines & music (and shows up on time).
	62	Add Masters swims on Fridays at noon Add Masters swims some weekday evenings
	63	Update and clean locker rooms
	64	I would like Burgess to have more access to weekly swim lessons for children. Very long waitlist
	65	It is so, so hard to book children's swimming lessons! They are so heavily impacted that even when I put the sign up time on my calendar and take time away from work to enroll my kids, many times are already full. I like the bridge swim program as an alternative to these impacted lessons, but I would like a once a week option for that if possible. I would also like more options and flexibility about private and semi-private lessons for children, including children with special needs.
	66	None really!
	67	Burgess is wonderful. Having lifeguards on deck all the time is critical and they do a great job. The pool is clean. The locker rooms should be bigger to accommodate even a small group of women. That's my only complaint.
	68	More water polo times.
	69	Improve locker facilities - small and cramped
	70	I don't understand the Belle Haven Pool design. My understanding is the lap lanes are smaller than regulation and kids play area doesn't have a wading pool.
	71	make sure you keep adequate lanes for youth competitive programs like PASA, ensure Menlo Masters can continue
	72	More cleaning of the women's locker room throughout the day. There is excessive hair on the floors and preventing water drainage in the showers. I'd also love more discounted passes for families throughout the year. My 3 kids would swim laps several times a week but it's just too expensive to bring them for more than a day or two of fun per month.
	73	Easier to enroll in lessons. They fill up within minutes of sign ups opening up. Also summer swim camp was SO expensive in 2024. In 2023 I enrolled my kids in morning and afternoon sessions for \$860 a week so they had 2 lessons per day. This year there was only 1 session with extended care for \$920 a week and they only had 1 lesson a day instead of 2.
	74	More kids swim lessons year-round
	75	Lower prices, small kids friendly showers

Comments

Question	Ref #	Comment
	76	As a dad, i would appreciate if I can teach my daughter how to swim. As a parent, it's a an experience to share with our kids what we know and build relationships and memories with them. Lifeguards keep telling me to stop doing that which doesn't make any sense. I am not a professional coach, just a father, and I won't do it for anyone except for my kids.
	77	I'd like to see slightly longer class times, perhaps 45 minutes? It takes so long to care for a child before and after pool time, that it makes it easier if there could be longer classes.
	78	Open up lap swim in summer . 2024 was ridiculous
	79	Open up lap swimming for adults in the summertime. 2024 was ridiculous and pathetic.
	80	More areas for family changing and outside showers for rinse off.
	81	I use the pool 3x per week and I love the lap lane availability and friendly staff. These are the things that keep me coming back. Dont reduce lap lanes and make sure the staff continues their community focus
	82	The pool is kept too warm. Would also like to see more seating by the pool.
	83	The locker rooms are too small. Additionally, although there are benches there aren't enough to be seated to pull on pants. For older adults hopping around on one foot to try to get dressed and keep your clothes from dragging on the floor is ill advised.
	84	Added Masters swim at Burgess at 9am.
	85	Revised: Easy registration and availability for Menlo Park residents—enrolling my child in lessons has been a nightmare, it's been almost impossible.
	86	The temperature of the competition pool is often too warm
	87	More performance pool lap lanes available when there are organized group swims (e.g. Menlo Masters, kids practise)
	88	Earlier opening on weekends
	89	Better changing rooms.
	90	more lap swim lanes in the am and evening. Too much circle swim in the 3 lanes that are carved out from the masters / swim teams
	91	None, they are addressing a wide range of needs.
	92	
	93	extended hours and more lap swim
	94	Knowing ahead of time what times of the day are more or less crowded (lanes) for lap swimming
	95	The women's locker room is badly in need of deep cleaning and regular maintenance.
	96	None, Swim the Masters program 4-6 days a week with occasional lap swimming in mid am
	97	Knowledge about the facility. I'd really appreciate a virtual walk-through from parking to checking in, view of locker room to lap lanes and knowing how the "cones" work for Belle Haven (if same/different) from Burgess. And when Belle-Haven is "busy". I am in the habit of Belle Haven being closed or for the disadvantaged - so I have hesitated to use the facility because 1) I am in the habit of using Burgess (Belle-Haven was not available or closed) and 2) I am not sure I would be welcome there
	98	Im a very happy member of Menlo Masters and swim 6x per week. Not sure I would swim more than that even if you were somehow able to clone [name redacted]! (Which would be great!)
	99	hot showers at belle haven and suit spinner, also open earlier on weekdays
	100	Better locker rooms
	101	More lap lanes in weekday evenings Open till 6pm on weekends Better locker room facilities
	102	My mom, who also lives in Menlo Park is 73 and really wants to take an Aquafit class, but there's only one option a week and it's a packed class. Since she drops off my kid at school, the timing is also hard. It would be nice if there was one other off-commute time for seniors to do Aquafit. The locker rooms can also be in bad shape at times.
	103	Right now the key times that would allow me to go more often, would be early morning or late afternoon before work. Since lap pool is occupied with teams at these hours, only leaves the weekend. And even on Saturdays the early morning hours are occupied.
	104	AquaFit classes on the weekends!
	105	You did not even list as an option the thing most important to my family: teaching our so basic water skills. The 2 options "play/ social time for families" and "beginner's swimming lessons" truly are the only options and that is a public service crime when the lessons cost between \$58 and \$158/hour. And it's not like a 5 year old is going to become truly safe and confident in the water in only 20 hours. Do the math. It's crazy for any household with under a \$300k/ year budget which also needs to cover plenty of other child raising expenses.
	106	addition of Friday noon masters swimming; offering masters sessions for members seeking to learn or improve various strokes.
	107	n/a
	108	If lap swimming in the instructional pool were available in the late afternoon, I might come then. However, I do understand and respect the need to share the pool with other groups who use them at that time. I appreciate that recently, the pool has been issuing special schedules for weeks when youth groups will NOT be using the instructional pool in the late afternoon so that other members of the community can use the pool then.
	109	More lanes for open lap swimming in the evening after work hours

Comments

Question	Ref #	Comment
	110	later hours with 100% adult lap swim. Improvements to locker rooms and shower areas.
	111	NA
	112	More free swim hours
	113	More focus on seniors, fitness.
	114	1. Please deep clean and remodel Burgess changing rooms! Our kids refuse to change in there and I know if scares off some other families. 2. The behavior of unsupervised teens in Belle Haven is problematic. Lifeguards/staff are unwilling or unable to address obvious rule breaking (fighting, running, etc.). It makes us as families feel unsafe and unwelcome. 3. The mushroom wading pool at Burgess is cold and not fun for kids. Consider converting to a splash pad if the funds can be appropriated.
	115	Covered tents
	116	It is remarkably simple. The soap in the showers at Burgess is terrible. It is watered down and borderline useless. This is one touchpoint that could make the swimming experience so much better. PCC and Canada have much higher quality soap in the showers. This is a small thing that could make a huge difference.
	117	The programs are excellent.
	118	More lap swim availability after 5pm on weekdays. Open later in evenings.
	119	The changing rooms are very old and need to be updated
	120	Updated locker room
	121	Belle Haven Pool should have a swim bridge program as Burgess Pool has it for students who have completed level 4 swim lessons.
	122	music to hear from the water while swimming...just a thought, lol.
	123	Belle haven needs a suit spinner like burgess
	124	I'm very disappointed in the lack of affordable swim lessons, my children started in the summer under the scholarship, while I understand there's no more scholarship it's unfortunate that we can no longer afford swim lessons. Also there were first five free swim lessons for babies, and then it's the up charge of the expensive lessons. You're pulling ppl in but then they cannot afford to continue
	125	Swim teams for young kids in later time of the days, after 5:30 for example.
	126	add more youth lessons and free lapping time for adults
	127	Probably would not change the amount I swim
	128	Later pool hours (by an hour), more lanes open for lap swimming; move some of the PASA & SOLO practices to Belle Haven?
	129	locker room facilities could be better maintained - updated and kept clean on a more regular basis
	130	NA
	131	Have a tent over the pool so that there is shade. Right now there is a lot of sun burn
	132	I would love to see a Friday noon session added to Masters program. Showers and toilets should be cleaner. I see them dirty all the time lately including the family ones. Kids swim programs should automatically be renewed if a parent opts in unless otherwise stated by account owners especially for bridge.
	133	None
	134	Programs, hours, fees work just fine for me.
	135	More lessons and extended hours
	136	More kids classes
	137	A creation of a program that goes after the bridge program
	138	Expanded weekend hours (open later, especially in summer); lower entry fee for kids.
	139	Masters noon workout on Fridays; fix heater in women's locker room as it is freezing in winter
	140	Better equipment so can use lower levels of daily chemical treatment.
	141	more lap swim lanes and hours in the training pool
	142	More lap lanes in the morning for recreational Swimming
	143	more hours for open swim additional beginner exercise classes for seniors
	144	I would like open swim to be open later at the weekend, especially in the summer.
	145	Revamp of the changing rooms/shower area. More swim lesson opportunities and better communication about the schedule in advance.
	146	More lanes given to the PASA competitive swim team at an earlier time in the day.
	147	1) Annual family pass, not just summer pass. Or some version of a family pass whether monthly, seasonally (i.e. summer, fall, winter, spring). The non-summer is too expensive for our family to go frequently to make it worth it (i.e. 2 adults, 2 kids, etc.) 2) Longer weekend hours especially during summer. Pool should be open longer on weekends than week days, and for example open until at least 8pm on Fri, Sat, and Sun.
	148	More Masters workout hours in the evening
	149	.
	150	Senior pool Exercise
	151	Senior Exercise class included in membership
	152	better locker room, quieter but effective hair dryer

Comments

Question	Ref #	Comment
	153	Cheaper fees for people who don't go multiple times a month. Like it would have been nice to go more during the recent heat wave but it was almost \$25 every time that we went, which is pricy, but I don't want the monthly pass because we will not go when it's cold. We did love the extended summer pass.
	154	Better showers at Burgess women locker rooms
	155	Same price for no residents
	156	Cleaner bathrooms especially during summer.
	157	Could you please make Belle Haven Pool open till 8 pm like the Burgess pool. Going swimming after work is difficult because the pool closes at 7 pm.
	158	The child swimming classes were really not good. The teachers were not nice to the kids and they did not communicate with them. They were simply going through motions without teaching. My child came out demotivated.
	159	Membership options outside of summer
	160	More stroke instruction given for Masters swimmers
	161	We would like longer family swim sessions (e.g., before noon on weekends) year-round (not just in the summer). Also, the locker rooms are outdated and cramped, so we'd love to see them updated.
	162	Warmer water in the performance pool; it's been too cold for over a month. Locker room facilities are extremely cramped, with a tiny changing area that is far too small.
	163	Monthly family membership cost for hyper local fellas a bit high to us. Over \$100/month for a family of 4.
	164	Offer lap swim for adults 5 -7 pm.
	165	Improvements to women's locker room at Burgess
	166	If the aqua wellness programs were later in the day say 10:00. It used to be that way before Covid and I attended regularly. Even the o e class that was offered at 7 in the evening was special. 8:00 is too early for me and others to attend.
	167	The good maintenance of the facilities. Like the heater, AC and the hygiene equipment.
	168	Nothing. I come 5-6 days a week to Burgess. Peter does a great job running the facility. I go to Belle Haven when Burgess is unavailable.
	169	Nothing would make me come more because I already come as often as I can, and even on non MM days.
	170	We don't attend the pool as frequently because I could never get my daughter into the swimming lessons. They were always full. I was unaware of programs for kids with special needs, but am interested in learning more for my son!
	171	wading pool open during week
	172	Have more hours and lanes dedicated to Masters swimming and Lap swimming.
	173	Floors in locker rooms at Belle Haven feel unsafe when wet. Need a clock with the hour (not just minutes and seconds) so know what time it is.
	174	None
	175	Can't think of a thing; Burgess pool is WONDERFUL
	176	Allow the Aquafit members to use either of the pools anytime.
	177	1. A suit spinner at Belle Haven 2. Just one tiny bench for all those lockers? We all need somewhere to sit and put shoes on
	178	Menlo has the best run aquatic facility on The peninsula
	179	I pay to swim at another pool farther away because I don't like the uncertainty of getting a lane or having to fight for a lane. Also, the dressing rooms are not clean or comfortable.
	180	[Name redacted] does an amazing job running Burgess. He and staff are very professional, kind, and inclusive. From early morning to closing the pools are used by a wide variety of ages from babies to 90+ year olds. Additionally, [name redacted] believes in serving the larger community. A few examples, his Masters Swim Program very successfully raises and donates yearly to food banks and holiday toys for children. Another opportunity included mentoring programs for through East Side College Preparatory School. Keep [name redacted] and work with him.
	181	An upgrade to the women locker rooms.
	182	Extend family swim time during weekends to start earlier, and end up at 7pm or even later. Kiosk with basic snacks/meals can also be popular for families during the weekends. Invest in comfortable seating options - tables, shade, loans etc
	183	Better non-competitive lap swim times.
	184	More weekend classes for kids, swim team for younger ages
	185	events
	186	The pool and programs meet my needs. Please keep fees reasonable
	187	Please provide family open swim in the afternoon after school. Generally pool gets very crowded = it is scary when there are too many people in open swim and when there are swimmers of different abilities/speeds in lap swim. Teams take up too many lanes during early morning, noon, late afternoon. It would be helpful to identify lanes by swim speed.
	188	Affordable adult swim lessons. Group classes ok!
	189	More swim classes and lap swimming practice

Comments

Question	Ref #	Comment
	190	I would love to see more availability of lap swimming during peak times after work from 4-7pm and less team sports taking those time slots. I wish the shower and bathroom sink water at the Belle Haven pool (especially for the women's locker room) was a warmer/hotter temperature and that the water pressure was stronger (to be equal to that of the showers and sinks at Burgess).
	191	Clean the locker rooms more often. Replace soap in the showers when needed.
	192	I hope the pool won't close at 4pm this winter during weekends.
	193	nothing, I visit 3-4 times per week
	194	Masters swim at Belle? I'd love to see a mid morning masters swim at either pool. I'd love to see an evening masters water polo practice= Burgess use to have Monday and Wednesday practices and that would be nice to see again or at Belle Haven. I'm excited to try the new aqua aerobics . Also, maybe some music. I go to the Canada college pool as well and often they're playing really fun music.
	195	The Burgess pool has the best program in the Bay Area. It has programs for all ages and abilities. We go there almost everyday and the pool is always full and vibrant.
	196	More water aerobics classes
	197	Lower fee since I can drive to swim for free and do I think the \$8 per swim is excessive.
	198	More aqua aerobics classes later I. The day and evening.
	199	Better crowd management at burgess
	200	more kids group lessons
	201	Knowing that I could get a lane to do aquatic walking when I come.
	202	Hot water in Belle Haven showers. Longer open hours at Belle Haven.
	203	It would be nice if the Aqua Fit classes could be also offered later than 8 am. I just joined these classes and will continue to arrive at 8 am but 10 am would be easier on my schedule. I'm letting you know this because you're asking on this survey.
	204	Burgess pool could benefit from more than two family bathroom / showers / changing rooms.
	205	A coffee stand
	206	Burgers Pool is facing significant issues with its facilities that urgently need addressing: - **Rusting bolts and washers** : These are visible around the pool and at the base of the pillars that provide cover. Multiple people have raised concerns, but no action has been taken. The entire surrounding floor area must be renovated to eliminate this safety hazard. - **Insufficient family changing rooms** : The number of family changing rooms is far below what is required given the demographic of pool users. More family spaces need to be constructed, even if they are simple structures without running water—this would still be an improvement over the current situation. - **Bathroom conditions** : The state of the bathrooms is unacceptable. Toilet seats are discolored, stained, and generally unpleasant. A simple fix would be to replace these seats. Additionally, the shower experience is poor, with the water flow overly concentrated in small areas, which can be painful for children. Additionally some of the faucet leak. Replacing the shower heads is necessary. Overall, the facilities don't seem to be properly maintained or cleaned regularly. ### Children's Lessons: - **Insufficient availability** : There is far more demand than available spots, especially for level 1 classes. More lessons should be offered to accommodate this demand. - **No-shows and waitlist management** : When people reserve spots and fail to attend, the waitlist isn't utilized. While this benefits those in the class, it negatively impacts the wider community. A policy should be introduced where missing two consecutive lessons leads to forfeiture of the spot, which can then be offered to someone on the waitlist. - **Instructor quality** : The consistency of instruction is lacking. In one instance, an instructor spent an entire lesson chatting with a friend instead of focusing on the children. When this was raised, the response was that the instructor was in training. This is concerning, as basic attention to students should be a priority, even during training. Either provide proper pre-lesson training or offer discounted lessons when learners are teaching. ### Private Lessons: - It would be highly beneficial to offer private lesson opportunities on weekends. Many users would appreciate this additional option. These improvements would greatly enhance the safety, accessibility, and overall experience for all who use Burgers Pool.
	207	Regarding the children's lessons (particularly level 1), being over subscribed, I would also have a teared pricing, with a higher standard price and a discounted price for those who need it (they demonstrate a need for the subsidy once and then from that point always get a discount, or you simply do an honors system).
	208	There should be more variety in swimming program at Belle Haven pool now that it is newly open to the residents living on the east side of Menlo Park. more variety in Senior swimming exercise classes.
	209	More hours for kids' splash pool
	210	More open swim lanes open 3-6:30pm, Belle Haven being open for lap swim at 8am instead of 10am, easier to sign up for swim lessons for local residents (they are gone so quickly!)
	211	Cleaner women locker room.
	212	More senior swim classes offered at different times

Comments

Question	Ref #	Comment
	213	I have not been to the pool in a while. One of my concerns is the quality of the lifeguards and ability to act in an emergency. In the past I have heard the locker rooms were not clean and you needed to worry about bringing bugs home. I hear the swim team had recently improved and I assume the masters swim team is still great.
	214	That there is an adult swim program at the Belle Haven pool.
	215	Lap swimming without monthly membership or expensive drop-in fees
	216	More open swim hours, especially in the summer and weekends
	217	I would like there to be more open lap swim in the morning. Right now lap swim seems to be taken over by private groups.
	218	None
	219	Knowledge of water temperature in Fall, Winter and Spring. Hours open for adults.
	220	Better shower stalls.
	221	Ease of signing up for swim classes (we haven't tried yet but plan to soon). Clean facilities.
	222	I'm not sure. It's been a long time since I tried to swim in Menlo Park. The pool always seemed too crowded, which was discouraging. I mostly swim now when we're traveling (which is seldom) and I really miss it.
	223	Renovation of Burgess Pool facilities. The showers and change room are outdated.
	224	Longer hours! Closing at 5:00 pm on weekends and 8:00 pm on weekdays is too early. Even staying open one more hour would be helpful.
	225	The locker rooms are dirty and gross. This is a huge deterrent for me.
	226	Larger discount for Seniors - Soap dispensers in Belle Haven showers - Swimsuit dryer at Belle Haven - Repair rough cement surface on Laurel Road side of Instructional Pool at Burgess - Provide notification on the website that locks are not provided for the lockers
	227	Aerobic class not so early. Hard to get there do early
	228	The rates should be lowered.
	229	More availability for kids swimming lessons
	230	I tried to find out how clean the pools are kept. I wanted to know when the last time was the chlorine was added and what standard of cleanliness the pools were held to. NO ONE COULD TELL ME. Not the way to run rec areas with pools. I want to know the day to day level of fecal contamination.
	231	Get rid of contract with Menlo swim
	232	open swim throughout the year; more hours for lap swim especially weekends and weekday evening times; more opportunities to enroll into swim team for younger kids
	233	I would like shade around the bleachers
	234	Warmer temperature pool and water aerobics
	235	NA
	236	Longer hours during the summer
	237	More open swimming time and more water aerobics, less lap swimming
	238	Lower fees
	239	More information for seniors to know when and where
	240	Program for toddlers of 12-18 months
	241	Cheaper. You are way too expensive compared to Mountain View for senior about \$1.50 per session of laps. You MUST reduce your fees. I enjoy going with my family during summer with the family pass but I need to swim all year long. Please, do something, Not a monthly pass but a day pass cheaper.
	242	MAKE AVAILABLE A SWIM CLASS CATALOG IN THE LOBBY/BY SUBSCRIPTION
	243	Price and schedule.
	244	Mire times or longer swim class
	245	Offer more space for recreational or play swimming for kids and adults. The main pool is roped off almost in every direction with only a tiny space at one end open for play swimming. The whole old pool was entirely open afternoons for everyone to enjoy.
	246	Having the facility closer to I 280. Living right next to 280 And Sand Hill Road, I consider the two pools too far away. There are no ways to get across Menlo Park from East to west or west to east In a reasonable amount of time.
	247	1. Chlorine use in the Burgess Pool is way too aggressive. Would like to see this be switched to salt or something else. It cases extreme skin irritation to multiple users of the pool 2. The pool heater seems to break way too often
	248	As a retiree, the days and times of the aquatics program work perfectly.
	249	Indoor pool for when it gets too cold to swim outdoor
	250	senior aerobics
	251	Updating the Burgess pool locker room and making the children's pool available outside of the summer.
	252	Improved locker room, both capital investment and cleanliness
	253	The Sheeper team does a great job, in my view. Keep up the good work. I think it's great that the pool serves so many communities.
	254	none.
	255	I am new in Menlo Park, senior and I would love to swim and have discount to visit the Burgess Pool to improve my health issues.
	256	Aqua fitness, masters swim program
	257	The only thing that deters me from going is when the lap lanes get crowded.
	258	Open later in evenings

Comments

Question	Ref #	Comment
	259	Belle Haven pool can get windy. If a cover was installed on fencing, that could maybe stop the wind blowing on the pool. Also, for the cold months, there used to be a dome in Burgess Pool. Dome for both pools for cold months.
	260	A masters workout at noon Friday
	261	Heater at burgess pool seems to break a lot lowers confidence in safety of pools and equipment
	262	As an occasional swimmer at Burgess, Burgess satisfies my needs. The swimmers at the warm pool (mostly seniors) are nice and respectful of one another. I should try Belle Haven sometime soon but Burgess is so convenient for me. I am very happy at Burgess.
	263	I want a new provider. Too many programs created for elite swimmers and non residents. I do not like it!!
	264	More available lanes
	265	Twice recently my friend and swimming partner found feces and blood on a toilet seat. a few weeks after I saw a woman washing out her child's dirty diaper in the shower. I thought she would come back to clean it up, but unfortunately she didn't. in both cases, we notified the front desk of the health hazard. I have been diagnosed with a weird skin rash that only resulted after I started swimming at Burgess. From now on I'll be traveling further away to swim at the Stanford pools and my friend will have to pay more to swim there. I've been meaning to write a letter to Burgess ever since I developed the skin rash. Thank you for sending out the survey. Please call me and I'll read you the docto'rs diagnosis of the skin rash. I had to get prescription medicine to treat it and I've been taking it for almost 2 weeks. I've enjoyed the pool regularly over the past decade or so, but I can't go back until I know this public health hazard has been addressed. my friend is an aesthetician and she can't risk a skin rash swimming or even just using your facility.
	266	Keep bathrooms and changing rooms cleaner and fix things faster.
	267	Reduced charges
	268	clean dressing rooms, warmer water temperature. I swim at another pool regularly.
	269	Making them more clean. Lot of stagnant water in the restroom.
	270	N/A
	271	Open later on weekends
	272	Smaller group lesson size and more private lessons
	273	50. meter pool, outdoor spa
	274	more open swim
	275	Better lap swimming hours and reserved lanes
	276	i work in belle haven and would love to come for a lap swim after work :) maybe discounts for local nonprofits in the belle haven neighborhood!
	277	afternoon exercise classes for 40-50 year olds.
	278	Classes for seniors that are not scheduled at 8 am
	279	Lower fees. I stopped swimming because it is so expensive. Better swim lessons/more affordable. I stopped bringing my kids for lessons due to cost.
	280	More space for open swim for families on the weekends if possible. Absolutely love the facilities on the whole.
	281	Less of an emphasis on master swimmers — not everyone wants to swim fast.
	282	More swim lanes
	283	N/A
	284	I would like to see warm pool, afternoon programs for exercise, for 40-50 years not seniors yet
	285	Longer open hours on weekends and during summer
	286	I don't know.
	287	Burgess dressing rooms and restrooms need remodel
	288	You don't need to make changes, I need to make swimming more important in my life.
	289	More aquatic exercise/dance classes.
	290	More lap lanes in the evening
	291	More schedule options please for the aquafit classes, esp. mid day. Currently only 8-9am at burgess which is a difficult time to make given school drop offs.
	292	I stopped a couple of years ago trying to get swim classes for the boys because it was so difficult to get a spot and a draconian process. I believe they have hired new teachers since and probably rectified the situation but I haven't tried, mainly because my children after going through Burgess swim lessons, they are proficient now, and they don't care for competitive swimming. They would only want privates, but those were very hard to sign up for. Hence, the ability of being able to sign for private lessos for teens + adults would be important.
	293	The cost of the pool should be a lower cost
	294	1) improve changing rooms / showers- it is in a really bad shape. I dont came before work because i dont want to take a shower in the pool. 2) Make it easier for "Solo" to contract with the pool.
	295	Bellehaven: Open earlier please! Ideally 7 or 8 AM. Please also get a bathing suit drying machine. Having towels available would also be amazing.
	296	Not applicable
	297	Lower fees and more availability
	298	More swim programming for infants (<1 year old)
	299	More times for adult lap swim or kids play.
	300	none -- we have a pool. We prefer a low chlorine pool.

Comments

Question	Ref #	Comment
	301	More open swim/play time available for families and kids. We never go to the pool because it seems like it's always for lap swimming.
	302	More kids friendly and offer more kids swimming lessons on the weekend
	303	Right now, there is minimal open swim time for kids and when there is it is very crowded. That has prompted us to get a membership at a different community pool where it is less crowded.
	304	More open swim time.
	305	Need a new company running it. It should be given on Menlo Park families not the people who join Sheepeer's competitive teams or triathletes.
	306	I would like to use the Burgess pool for my kids - both beginner swim lessons and swim teams.- but I haven't because of the limited schedules that those things are offered, my kids think the pool is too cold, and the parking at Burgess is always such a disaster that we try to limit the number of times per week we have to be there.
	307	More shades
	308	As a new resident in Menlo Park, I was unaware there were city run pools. You should highlight that for your citizens.
	309	More access for swim teams not connected to the current pool manager.
	310	Better lighting and cleaner floors in changing rooms.
	311	More older adult activities
	312	If the baby swim classes were more affordable and for shorter time periods, we would use more
	313	none
	314	More aquatics classes geared to adults that can be taken outside of normal workday hours.
	315	No changes
	316	There's no hot water in the changing room showers at the Belle Haven pool. Why???
	317	hours of operation
	318	More open lap lanes. Improved locker rooms.
	319	I'm very impressed with the aquatics programs in Menlo Park. Have never seen better.
	320	I think more lap swim lanes should be open to the public during the afternoon hours. Currently, residents pay \$9 single entry for access to just three lanes, which I don't think encourages residents to come swim at the pool. One idea it could be to drop the single entry price when lap swim lanes available are limited by the kids swimming lessons.
	321	Better changing facilities
	322	Flexible after school programs
	323	Later lap swim hours- add evening lanes until 8:00 pm.
	324	Renovation of facilities in Burgess Pool (showers/changing rooms)
	325	I wish private swim lessons were more available and more affordable. We go to various private swim and tennis clubs for swim lessons because it is cheaper even with their non member rate than going to our local pool, which is crazy. Also the swim camp is such a great idea but there's so little swimming that happens and the new hours don't work well for working households. We've done the camps several time but probably won't again as I don't feel there's enough swim instruction time and unsurprisingly my kids have not really improved from participating.
	326	We use the pool, it's very important to us. My husband does lap swim, I do warm therapy swim.
	327	Complaint about the field usage had an incident where a lady was kicking me out from the side of the field. Her team was not even there! crazy Coumminty park is always rented out from people outside the Bell Haven area!
	328	locker room
	329	Lap pool at Burgess heated to a higher temperature.
	330	I'm not sure. Although I loved to swim when I was younger, I've been hesitant because I'm unsure what is available/comfortable for seniors, even those of us who are fairly fit.
	331	Locker rooms at Burgess can get pretty gross.
	332	better changing rooms with more lockers
	333	Hot water in the Belle Haven locker rooms would be great.
	334	Wading pool at burgess pool open all year/more often
	335	Adults only hours in the small, warm pool
	336	more advertisement
	337	Adult water polo!
	338	MORE TIME FOR OPEN CHILDREN SWIM
	339	Lower rates
	340	Locker rooms need to be clean and well stocked with shower amenities like soap. Shampoo would be nice too.
	341	/
	342	Availability of swim lessons (children and adult) and schedule
	343	Extended late afternoon/evening hours, especially on weekend, better facilities (updated and more spacious changing rooms/showers/restrooms and increased cleanliness)
	344	The burgess locker rooms need to be redone. I won't go in them or have my kids go in them at this point and I've been using the pool for over a decade. The mold is a serious health hazard.
	345	the locker room at Burgess is sub-standard.
	346	More lessons for kids that are at times that work for working parents. It's so hard to get spots in the 4:45/5 pm time zone. And being able to sign up for a series of Saturday or Sunday lessons instead of individual weeks.
	347	Available times for open lap swimming

Comments

Question	Ref #	Comment
	348	the belle haven pool feels like it was designed by someone that doesn't understand what a pool is and made many obvious errors like the lip on the pool or the pooling of water in the bathrooms. I would be visit more if the facilities had more investment for making the heaters work and designing it properly.
	349	Free swimming, More space and around-the-clock time for family swim/play.
	350	Later in the day, maybe the afternoons
	351	Offering more slots for swimming lessons. Everytime I tried over the last couple of years to sign up for swim lessons for my son, there was no availability or even lessons offered.
	352	The space feels very crowded at times and the locker rooms do not feel clean or well kept.
	353	a discount on a package of 5 or 10 swim visits would be great—being able to pay for a package or 5 or 10 visits all at once without being locked into a subscription.
	354	We loved the swim camp at Burgess when my daughter was younger. I think more programs like that for tweens and teens, but more of a drop-in session.
	355	Weather has a factor for me. So cool weather I may not come as much
	356	Once I retire next year, I hope to use the pool weekly and look forward to it being available for lap swimming during the late morning hours.
	357	Updated
	358	New to the program.Do you have hot showers?
	359	If the Belle Haven lap pool were a competitive size pool I would be willing to use it at all. It would be nice to allow the waterpolo team at Burgess to use the facility on a multiple days without an unrealistic fee.
	360	Hot tub, outdoor heaters
	361	Having free admissions for local families Or very minimal fee \$2 per person
	362	Upgraded bathrooms, changing areas, shower stalls.
	363	I would put flags on the bell haven pool so it is easier to lap swim
	364	i pay tax for this area and dont feel i get value for the expense. it is target for everyone that is not a resident.
	365	no comment
	366	Lap swimming availability
	367	acuatic classes in the afternoon for those of us who are not morning people...
	368	Si tuvieran programas para personas de bajos ingresos. Las tarifas son muy caras.
	369	Longer hours the pool is open, and more lap lanes. Children do not need open swim time Mon-Friday evenings. Make it all lap lanes unless it is the height of summer (June-August).
	370	I thought it was great when multiple times of day opened for the bridge swimming program. If summer team could also have multiple times to make it easier to concurrently enroll in camps and still making it to swimming on time would be amazing.
	371	Burgess has become effectively a private pool for a swim club that deigns to allow residents (who paid for the facility) to use it occasionally.
	372	Thanks for supporting youth swim programs in particular youth competitive swimming
	373	N/a
	374	Cleaner locker rooms
	375	none
	376	sturdier lane lines and cleaner showers
	377	.
	378	Cleaner locker room at burgess
	379	We love PASA, it has given our family a home and community in Menlo Park
	380	None, already going 3-4x/wk for our sons' competitive swim teams
	381	Facilities like bathrooms locker room feel a bit dirty
	382	Would prefer a slightly warmer pool
	383	Longer hours to reduce load on lap lanes. Better guides for the younger kids swimming lessons (more Jacobs!). Competitive swim teams PASA is very important to us, and also lap swimming. The recreational pool during the summer became almost impossible to use with how crowded it is.
	384	a monthly/annual discounted family pass for residents
	385	If there were summer swim intensives for children, or swim lessons that worked with our schedule, I might consider coming to the pool.
	386	I have never been to the pools. I would come for aqua exercise if it was offered in the afternoons.
	387	Weekend Aquafit Class
	388	More family time
	389	Timely replacements of broken shower heads, pool parts (heater pump) and frequent cleaning of bathrooms.
	390	Offer adult swimming lessons
	391	Aquatics in the pm
	392	it is still not affordable for seniors. I propose that you offer free swimming during limited hours for senior & qualified residents of the Bellehaven neighborhood, especially the residents with houses adjacent to the community center & pool who bear the impact of increased traffic & congestion
	393	Would LOVE if Belle Haven's showers were warmer - they are lukewarm and getting out into the cold air to a cool shower is not super comfortable. The Burgess locker rooms just need to be constantly monitored for cleanliness - high traffic and high use, easy to get dirty

Comments

Question	Ref #	Comment
	394	Changing the fee structure. My spouse was part of the masters swimming group at Burgess but stopped pre-pandemic due to the high cost. My daughter took swim lessons when she attended Menlo Children's Center but stopped when Team Sheeper discontinued its arrangement with MCC.
	395	The women's locker room bathrooms need more frequent cleaning.
	396	Lower resident rates
	397	Burgess recreational pool water quality and filtering being on par with performance pool (recreational pool water always feels dirtier)
	398	Pool staying open until a later hour at night
	399	Lower fees, expanded free swimming hours
	400	Better/more widespread advertisement about availability. It would also be nice if they hosted events for kids, especially events geared towards younger children. I have an almost-2 year older and his comfort around water and swimming skills are very, very important to me
	401	Minor adjustments to the schedule: - More lanes available to swim team from 3-8pm - Free swim on weekends from 9-5 Sat and Sun - Lap swim doesn't need quite as many lanes (usually there are fewer than 2 swimmers in each lap swim lane) - It's terrific there's the warm pool for instruction and lessons.
	402	It would be great if you could re-open the Sunday morning Aquafit class. Also, I prefer a more vigorous class, as in the classes offered by Jen and Irma.
	403	I am a senior who works full time, 45 hours a week M-F. So when you offer water exercise only during the day, on weekdays, I miss out. I'd appreciate water exercise classes that begin at 6:30 or 7:00 pm on weekdays, several days a week, at Burgess pool.
	404	92 degrees
	405	No opinion at the moment.
	406	We visit a lot!
	407	The belle haven pool instructional pool isn't 25 yards and runs cold. The showers in the locker rooms are barely luke warm and there are hardly any benches to change children The burgess pool performance pool runs a tad cold in my opinion. It seems like there are heater issues a lot. The showers in the locker room could be cleaner
	408	price. I swim in my townhouse in summer when pool is open. I go to 24 hr Fitness in Winter. ID LOVE to go to Burgess every so often. I just looked at price. YOW. \$8 a swim. \$52 per month. I wont do that. Obviously, MP needs to set price to keep the pool operational. I RESPECT THAT. Both Burgess & Belle Haven are BEAUTIFUL. Id love to swim every so often, but wont for \$8. I will drive to indoor 24 hr fitness in Redwood City.
	409	More lap lanes in evening and weekend early evening hours
	410	Belle Haven pool isn't warm enough. I canceled water babies lessons because I was so miserably cold last time. I think because it's in the shade it needs to be warmed more.
	411	programs for younger children
	412	none
	413	Adding a swimsuit dryer/spinner ?, like the ones at Equinox, would make it easier for me to use the gym more frequently.
	414	Please just keep in mind that swimming in supposed to be fun. I don't care about my kids entering competitions. They don't want to compete. They just want to swim to stay fit and have fun. So please keep class options available that have the simple goal of: fun + fitness, *without* competition. Thanks!
	415	It is waaayyyy toooo expensive! I have never lived somewhere that I've had to pay for the public pool. I pay A LOT of taxes - this service should be free.
	416	Better publication of times, costs, and programs at the Burgess Pool. Indication of wait times, if any, for pool program access.
	417	Not enough lessons for beginning swimmers. Better and more lap times.
	418	Don't know
	419	More lap swimming time in the instructional pool
	420	Public pools should be free for residents. Learning to swim, honing swim skills, and continued practice of those skills is a life skill that tax paying residents should have FREE access to. The pool rates for Menlo Park pools are NOT affordable nor do they make this public service accessible. You are gatekeeping an important public resource from the public with these unreasonable membership prices/fees. As a resident of Menlo Park I cannot afford to swim in my own public pool. That's absurd.
	421	Please make it available year round! We live in California, weather is no excuse! Opening in summer only is just silly. I would like to be able to go when it's less busy.
	422	More swim classes for children. they fill up fast
	423	Classes gratis para niños
	424	Public-run, public-focused swim programs with investment from the city that recognizes the pool as public good. Specifically, programming and resources should be focused on improving public health and community togetherness through free or heavily discounted swim lessons and wide availability of open swim during times convenient for families.
	425	N/A
	426	I would like to see more offered program times for exercise for adults at both facilities.

Comments

Question	Ref #	Comment
	427	Please open an additional lane for the 6:00am and 7:00am Masters swim. Currently there are 8 lanes for Masters and 3 lanes for lap swimming. Especially at the 6:00am swim there are so many Masters swimmers that we don't have enough lanes. I respect the need for lap swimmers so I am only asking for one more lane. There are rarely four swimmers at 6:00 am, so they could split the lane and still accommodate four swimmers. Thank you!
	428	More open lanes for lap swimmers during busy times when other classes take up most lanes.
	429	Walk through on video so that people with neurodivergent brains can prepare what a visit might look like and where to go and where to find things
	430	More than 3 lap lanes in afternoon and evenings
	431	More lap hours/lanes in the warmer pool, better access to the family locker room (I'm trans and not sure where to dress/shower so I'd rather just use that, but last time I was there it was locked and I don't want to out myself every time just to access it)
	432	See answer below.
	433	The pool hours seem focused on making money based on sports teams. There are limited ways to start swimming if you don't fit neatly into a box, like a 15-year old who wants to start swimming but is not swim team material. Also I think it's bad that you only offered the ladies' water polo team Sunday mornings 8-10 am. That's too early for me to join them. I wish you would give them a good slot like Tuesdays and Thursdays 6-8 pm. Your changing rooms are dirty. You need shade in your pool area.
	434	At least one lap lane available 90% of the time. I would use the pool more often if that were the case. Water temp 84-86 degrees
	435	Better hours for family swim/ more area available. The COMMUNITY pools primary purpose should not be revenue driven. Swim lessons and masters should not occupy the pool more than open swim availability.
	436	Earlier hours or more availability when teams practice.
	437	If you started offering Senior activities.
	438	I already visit the pool 5 days a week. That makes me tired!
	439	I actually want to try swimming as a regular exercise. Having a monthly pass I think would have made me take the plunge. :) I was gone for a chunk of summer and didn't get one when the bh pool first opened.
	440	Lower daily cost for drop-in resident of Menlo Park swimmers
	441	keeping the leaves out of the pool during the windy winter months.
	442	I want to visit the Belle Haven pool. As a non-binary person, I am uncomfortable with gendered dressing rooms.
	443	More adult classes
	444	Main factor for me at this time is open swim hours. I would go a little more during weekdays if play/social time started from 5pm, but I understand that lessons at this time are in demand.
	445	Cheaper fees for people that live in unincorporated Menlo Park.
	446	lower monthly fees
	447	Don't know. Maybe an optional towel service?
	448	Free indoor pools
	449	The new Belle Haven is a terrible build very non-standard for any lap swimmers. Locker room needs more benches for dressing. I recommend you never hit that architect again!
	450	Expanded weekend hours
	451	Please refurbish the locker rooms at Burgess.
	452	None - I go there a lot as does the rest of my family their programs offer variety and access to lots of needs
Please tell us your ideas, needs, and suggestions for the city's aquatics programs and/or facilities.	453	Limited space at Burgess and need larger pool space to add open swim during peak times; is it possible to move the tennis courts and expand the Burgess swimming pool area?
	454	Water aerobics fo 40-50 More free swim with family activities Warmer lap pool in winter as i get older
	455	Burgess: Improve the locks on the doors to the toilet stalls. Some are hard to operate and don't fit well. Put new toilet seats on the toilets. They have stains that make people think they are dirty. Make sure if the toilets are meant to self-flush that they DO self-flush. I usually have to wait to see if they do, and then if they don't, I flush them myself. I don't care which way they are, but they should work. Fix the door to the women's locker room so it opens easily, instead of putting a sign there telling that it DOESN'T open easily. Put hooks on all the showers that are low enough for someone under 5 feet (me) to be able to hang up suit, etc., while showering. Repave the deck so it is not so rough. (Although flip-flops help.) Respond to requests for repairs in a timely manner rather than months, or not at all. Next time the wooden benches outside are repainted or re-stained, use a lighter color that doesn't burn your skin in the hot sun. Belle Haven: put drains in the floors of the dressing room. It will be trouble in the future if you don't. Put more benches in the locker room so people can sit down to temporarily park their gear while they get dressed and to put on their shoes. In the women's locker room (I haven't been there for a few weeks, so this may have changed), those benches could go in place of the useless glass screen in the middle of the floor.
	456	The showers in the locker room at Belle Haven aren't warm enough. Another bench is needed in the locker room too. Perhaps take out the glass wall. The time clock is in a bad location. It is difficult to see it due to the sun behind it.
	457	Aquatic fitness for seniors
	458	Equity for both communities regardless of their income, race, ethnicity, and gender.
	459	More open lap swim later in day.
	460	Teen activities on weekends and in summer

Comments

Question	Ref #	Comment
	461	Flyers should be provided to the community, posters in the BH pool area. Announcements too our local school - Belle Haven school. This is were students and parents join and will get more information about what is happening and going on in the area, so they can participate.
	462	Why don't you try to conduct a survey with the kids directly about the competitive teams? Don't take my words for granted. My kid loves swimming, but she would not join a team every again. I tried, but every single child she and I spoke with says that they DISLIKE them. They do it bc the parents require them. And the parents require it - in most cases - because they simply have no other option. Meanwhile, that is taking over most time/space of this public pool.
	463	The Burgess pool locker room really needs to be cleaned and improved. Showers are often clogged and leak, the walls and surfaces are not sanitary (fungus and mildew). Also the life guards need to do a better job of managing non-lap swimmers during the lap time; there are families with kids who take a whole lap to hang out and teach kids when they can use the other pool. Lower monthly fees for frequent and resident swimmers.
	464	My kids have suggested synchronized swim classes - even like a 1 day event or a few session series.
	465	The women's room used to not be as clean as it could have been!.,
	466	If facility is closed due to maintenance issues, pass holders could have the option to go to other swimming pool for free.
	467	Burgess pool could use more shaded areas around the pools for parents waiting during swim lessons.
	468	Open more, better changing rooms
	469	I find the Burgess park locker rooms to be very unclean.
	470	Evening masters time and noon masters every day.
	471	Would be nice to add back evening practice times for masters swim
	472	Ensure sufficient lap lanes for lap swimmers during busy times. Enforce lap swimming only for lap lanes.
	473	Enable prepaid lap swim on our electronic accounts
	474	I know chlorine is important for the health and safety of the swimmers, but is there a way to find a balance so it is not so strong?
	475	Improved locker and bathroom facilities - cleaned more often, especially during peak times. Or adult only vs family locker rooms.
	476	Designated spectator areas for parents, more space for swimmers to put their stuff, more lounging areas for hot days
	477	Really like the sheeper folks.
	478	shade in the lap swim area during summer
	479	Signs at Belle Haven pool should be in both English and Spanish. A lot of users would like a second bench in the women's dressing room. A suit-spinner would also be nice.
	480	I would love to figure out a balance for the clubs and normal lap swim. Unfortunately I don't know what could work.
	481	More private swim lesson options after 3pm
	482	idk
	483	idk
	484	Changing room too small in Burgess rusty cramped and run down. not enough lockers and people leave their stuff on the benches while swimming particularly the masters swimmers.
	485	See above re: spray sunscreen usage. That is my only complaint.
	486	Is there any possibility of really fixing the water drip in the women's showers? The handicap shower has been dripping for the 2 years I've been going to Burgess.
	487	Once or twice per year, have Masters do a "new to Masters" introduction/orientation/open house for potential new members Same for Team Sheeper
	488	Basically all my needs are met I'm love the coaching, workouts and times offered. Thank you! The women's locker could use updating and a good cleaning, though
	489	See above. I have two children who are intermediate swimmers (One at level three and one at level four) and both have taken camps and weekly lessons at Burgess pool, but it is very hard to get them a slot in the levels that they need. I've also heard other parents criticize the level 4 swim instruction in particular, saying that the bridge swim program provided much better instruction and that level 4 actually taught some incorrect skills and techniques that the bridge swim instructors had to undo for their children. I haven't had children in the bridge swim program because they are not available multiple days a week, though. It would be nice to have something like the bridge swim program available once a week.
	490	Nome
	491	I think lap swimming, children's programs - both learn to swim and swim team are all equally important. I think the aquatics program is run fair and equal to all ages and abilities.
	492	[Name redacted] does an excellent job running facilities that serve a wide range of needs. Please keep [name redacted] running these facilities!
	493	I love everything about swimming at Burgess pool... the facilities and staff are fabulous.
	494	Would love to see lessons for kids, either group or 1:1 all year on weekends

Comments

Question	Ref #	Comment
	495	I've seen facilities where they put a giant tent over the pool during cold season to conserve energy and keep the pool warmer for kids. Not sure how feasible that is, but would definitely encourage more usage.
	496	Make it easier to book siblings swim lessons at the same time.
	497	I live in a community with no public pools. I'm very appreciative of the opportunity to swim at Burgess and Belle Haven.
	498	Better promotion of adult and senior programs for Menlo residents.
	499	Adding more lessons for children in Menlo Park would be ideal, as there is a significant demand from families with young kids. And giving priority enrollment to the west Menlo Park residence.
	500	Keep more lanes open during group events in performance pool
	501	The locker rooms need a suit dryer. The shower temperature is too cool.
	502	Please clean over head vents in women's locker rooms at Burgess
	503	Extend the hours for Belle Haven
	504	Sustainability for the current operating model
	505	
	506	the dressing room in Belle Haven could use more benches and hooks
	507	Overall swimmers are relatively courteous when sharing lanes; however, some swimmers swim as if they are the only ones in the lane when sharing lanes and I worry that this may lead to inadvertent injuries (i.e., swimming towards the center, butterfly stroke, making lots of waves)
	508	The women's locker room is badly in need of deep cleaning and regular maintenance.
	509	8 am Saturday Masters swim session and or Friday at noon.
	510	I really value lap lanes and I do feel resentful when youth or competitive swimming or lessons take ALL the available lanes. I appreciate it when 1 or 2 lanes are left open for lap swimming. I understand kids need a place to play but I usually see the deeper part of lanes not used by kids or families.
	511	Please fix the showers in the women's locker room. The water pressure is massive in some stalls but literally at a "light spit" in others. See Rinconada pool showers as reference for proper function.
	512	no outside private lessons as is stated
	513	Open swim year round, at least until 3:45 (as it is currently).
	514	My daughter participated in the Junior Lifeguard camp this past summer. Unfortunately, it was a very disappointing experience. The majority of the time was very unstructured "free time" and the skills she learned were minimal. Please adjust your advertising to more honestly represent the activities offered at this camp, so that parents know what to expect. I felt that it was not a good value for the high fee.
	515	More swim classes and events for kids
	516	re-open the swim shop that used to be at Burgess. It was great to be able to buy a snack, or to buy swim gear. Not sure why this was taken away. Seems like a big miss.
	517	Locker rooms: 1 Add utility shelves in the showers so we don't have to put toiletries on the floor! 2 Ditto for the outdoor showers. Also add simple hooks so we can hang towel , etc.
	518	See comment above. While it is awesome to have these aquatic programs, times for regular residents to use the pool would be great. As a working mum, not a lot of options available for me to go. Can there be days where you don't have aquatic programs during the week to allow regular residents to use morning & late afternoon. The addition item I would mention is that the shower / bathrooms need a renovation:-)
	519	The pools are wonderfully run and I love swimming at the pools.
	520	Build a pool on the poorly used tennis courts, like at Rinconada, where children can really learn how to swim more on their own without an adult holding them up all the time. In the meantime, make the first lane in the Instructional pool available 100% of the time the pool is open for "Open Family Instruction". This is basic public health and safety stuff and this community is going to be partially responsible for a child drowning, somewhere, because it is not providing basic, affordable access to all learners. I've never lived somewhere easier than this to get in great lap swimming. Surely a few lap swimmers in this community could learn to circle swim to help improve general public safety for all?
	521	The locker rooms are a weak point, undersized & with a poor design. If/when the time comes for a remodel, I'd suggest using the ones at Riconada as an example of a much more functional & pleasant layout.
	522	n/a
	523	THANK YOU for all that you do to support this amazing pool! I love coming to the pool. Thank you also for issuing special schedules for weeks when youth groups will NOT be using the instructional pool in the late afternoon so that other members of the community can use the pool then.
	524	More openings for open/lap swimming for residents
	525	Would love to see a therapy pool (jacuzzi) for post swim workout.
	526	NA
	527	Be able to reserve lanes so as not share lanes
	528	The most important issue for my family is the availability of lap lanes.
	529	1. I don't understand why Flood Triangle has access to Belle Haven "hyperlocal" pricing and Suburban Park - Lorelei doesn't. Seems unfair financially given very similar demographics. 2. Consider setting up private changing tents year round to help with access and cleanliness of the changing rooms at Burgess. 3. Bring in more lounge chairs and tables in Burgess, like they have in Belle Haven.

Comments

Question	Ref #	Comment
	530	I just want to call to your attention that at the Burgess pool, in the women's changing room there is a sign that reads something to the effect of..."children over six must use their same gender restroom". However, on MULTIPLE occasions an adult swim instructor who is not a female (at least clearly not biologically) that uses that dressing room. While the restroom stalls have doors the showers and open changing area do not. As a parent of a female child it greatly concerns me that a biological man has access to where my young child is changing/showering without privacy. If there is a rule that applies to children regarding using their same gendered restroom/changing room I'm baffled how that does not apply to this adult swim instructor. I want to be clear, this instructor is a great swim instructor and I have NO problem with him teaching my child how to swim. However, I'm greatly disturbed he is allowed to use the same changing my young child uses.
	531	Improving the locker rooms, showers, and toilets. Perhaps adding additional outdoor showers.
	532	More lap swim availability after 5pm on weekdays. Open later in evenings.
	533	see above
	534	provide swimming pool news, updates, and classes to Belle Haven residents via US postal mail. Not many residents are on social media or see it via email or online.
	535	The program could not be run more professionally! all the staff is great, outgoing, friendly and greets me by name. The facility couldn't be more beautiful! Sometimes i wish (especially in the summer months) that the bathrooms were cleaned more often.
	536	Staff is great.
	537	n/a
	538	Fix doors to women's locker room. So far the attempts have been unsuccessful. In response to the question below, I already receive emails and do not want duplicate information
	539	Remodel the Burgess locker rooms and add more outdoor rinsing showers. Add benches in the Belle Haven lockerroom.
	540	NA
	541	Have a tent over the pool so that there is shade. Right now there is a lot of sun burn
	542	More master lanes in the performance pool in the morning.
	543	Make the doors to the Burgess lobby have an auto-open door, for people like me who can't open them easily (due to arthritis). And FIX THE DOOR TO THE WOMEN'S LOCKER ROOM, so it's easier to open.
	544	See above answer
	545	The Belle Haven turn marker T's are too close to the end walls. This is DANGEROUS. In pool design, there is a standard distance between the turn marker T's and the end walls. In the Belle Haven pool the marker T's and the end walls are much closer than this standard distance. Lap swimmers and team swimmers are accustomed to and expect this standard distance when they judge their actual distance to the wall before they turn. Sooner or later a lap swimmer is going swim an extra stroke before turning and break their hand or hit their head and be injured or even killed. This is dangerous and the problem needs to be corrected.
	546	Burgess needs a wind block screen on the west side fence similar to what's around the tennis courts.
	547	The Burgess pool offers the best swim lessons in the area. They are skills focused and the kids progress much faster than any of the other area programs we have attended. That said, I wish they would publish the schedule more than a day or two in advance of the sign-ups. There's no practical value in waiting that long before releasing the schedule and having at least a week of notice would be really helpful for managing the kids activities. I'd also like to see more of the higher level classes offered.
	548	1) Annual family pass needed, not just summer pass. Or some version of a family pass whether monthly, seasonally (i.e. summer, fall, winter, spring). The non-summer is too expensive for our family to go frequently to make it worth it (i.e. 2 adults, 2 kids, etc.). Need to make it affordable for families year round. 2) Longer weekend hours especially during summer. Pool should be open longer on weekends than week days, and for example open until at least 8pm on Fri, Sat, and Sun. 3) once a week lessons during the summer like during the non-summer
	549	n/a
	550	.
	551	More availability for the wading pool during heat waves.
	552	Better showers facilities at Burgess women lockers
	553	Have more scholarships and reduce classes
	554	Could you please make Belle Haven Pool open till 8 pm like the Burgess pool. Going swimming after work is difficult because the pool closes at 7 pm.
	555	It would be great for unincorporated menlo park to have priority on booking classes at the same time as the rest of menlo park.
	556	Have an online camera on pool so can see how busy lap lanes are without having to come to pool.
	557	The pool and aquatics programs are great. There should be some plan for expansion, since Menlo Park is putting in much new housing, which will no doubt put a strain on recreational facilities like the pool, which is sometimes crowded now.
	558	Better locker room for women at burgess, push button showers similar to Rinconada to help save water. Make the locker room door less sticky.
	559	Improve lifeguard training and enforcement of pool rules. Teach lifeguards how to use their whistles to correct pool behavior for the individuals intended and the rest of the pool occupants. Teach lifeguards to overcome their fear to address none compliance of pool rules.

Comments

Question	Ref #	Comment
	560	The facilities in the changing room, like the shower heads should be changed into bigger ones. Also hope the AC is clean and working in winter season.
	561	The women's changing rooms are inadequate. They need to have better showers, more space, and signs all over saying "please make sure you get your hair out of the drains in the showers and sinks." As a year around swimmer and Menlo Masters swimmer, I would love to see a noon MM workout on Fridays, in addition to the current ones. I am grateful for the beautiful facility, for the staff, coaches, and regular swimmers.
	562	I would love to have in Menlo Park a pool that is JUST for play, similar to the pool at Rincanada. My kids are now too old for that type of pool, but it feels like the one thing our community is lacking.
	563	The summer camp with a swim lesson is a wonderful program we will use again! It would be great to have a parent-child program where I could attend with my son (9years) with special needs and a swim instructor and a small group.
	564	n/a
	565	Keep Tim Sheeper in charge of both pools and their aquatic programs. He and his team are terrific!
	566	adult swim team/private swim team should never take priority over public swim needs.
	567	Burgess pool is very well run and everyone is very nice. There is always hot water in the showers and when something is broken they always fix it. I really appreciate the warmer water in the instructional pool!! and the fact that the larger pool is never terribly crowded, at least during the weekday mornings that I prefer. And I can WALK to the Burgess pool, which is fantastic.
	568	Not allow homeless folks to use the shower facilities and wonder around the facilities and take items out of the Lost and Found.
	569	Suit spinner please. As an aside i absolutely love the new pool. Pinch myself every time. I know it is going to get busier but I am enjoying the peace of only a few other swimmers.
	570	Tim Sheeper is doing a wonderful job managing the pools
	571	Could you mop down the women's locker room in the afternoon. The floor gets quite slippery even before the end of the day. Also the showers get clogged often. Would be helpful if that was monitored during the day instead of just cleaned at closing.
	572	see above
	573	I live in Ladera. My children were in the Menlo Park School Districts. While still working, we maintained a medical building and paid rent and taxes in Menlo Park. The question, "Are you a resident of Menlo Park?" feels like it is possibly meant to exclude us. If so, the questions misses a bigger picture.
	574	Have a discount pass/ticket for say four swims per month. I realise that there is a monthly pass, however, if one only swims 4 - 5 times a month it is more economical to pay per visit. I suggest of bulk subscription/ticket good for say 10, 20, 30 etc swims. As long as the bulk ticket was cheaper than the equivalent number of single pool entries, it would encourage people to come more regularly.
	575	I appreciate very much you allow guests from neighboring towns.
	576	Extend family swim time during weekends to start earlier, and end up at 7pm or even later. Kiosk with basic snacks/meals can also be popular for families during the weekends. Invest in comfortable seating options - tables, shade, loans etc
	577	Updated/ cleaner facilities
	578	more fun programs
	579	Continue to clean and maintain the pool infrastructure so there are fewer long closures for unanticipated problems
	580	see above. too many swimmers in the pool. fix wrong bottom T markings in BH pool.
	581	Aquatics as lifelong exercise for all ages and abilities
	582	I have heard that it is difficult to get in to swim. I would have more open houses and advertising if what is available. I am writing this from a trip where I snorkeled and had to swim in a strong current. This made me realize that I should take some swimming lessons
	583	I very much appreciate that the Belle Haven pool offers open, lap swimming during the peak times after work from 3-7pm and that the lanes are not taken. over by youth and/or competitive sport programs. BIG kudos to the AMAZING, kind and helpful staff at both the Burgess and Bell Haven Pool - you are a stellar team!
	584	The water used for refilling bottles lacks freshness. Consider using higher-quality filters for improvement.
	585	It would be nice if the locker rooms could be cleaned more often on the weekends, especially in the summer. Also, it would be nice if the locker rooms were upgraded at some point. They are pretty old and run down.
	586	Burgess locker room needs a major clean up and overhaul but understand that's a huge undertaking. I really like Riconada locker room . I really like the belle haven locker room, but they defiantly need a swim suit spinner and safety mats as it gets very slippery. I think also growing some foliage around the outside of the pool so you aren't looking directly at the parking lot
	587	Less expensive fees to enter so all can enjoy the pools please. Thank you . Exercise is vital for health and perhaps more residents would come to swim if not so expensive; we pay a lot of taxes to support our community in Menlo Park .
	588	Keep it as it is.
	589	belle haven pool locker rooms need more benches
	590	Multiple water aerobics classes daily (for aerobic exercise, toning, etc)

Comments

Question	Ref #	Comment
	591	Might be nice idea to know how many lap swimmers are present to avoid crowded lanes. Good to set the rules about lane sharing so everyone knows what they are. I would go if it was say \$5 for off peak residential seniors, for example. I had a few cranky swimmers encounters and wasn't sure what to do so I found other swim options but I live walking distance so would go if cost efficient.
	592	Improve locker room.
	593	It would be nice if there are more group lessons for kid. It is hard to register.
	594	I haven't been yet to the Belle Haven pool but hope I can get there soon as it is in my neighborhood. Hoping that there will be advertised times for senior aquatic walking with a couple of reserved lanes.
	595	I found the floor of the Women's locker room to be quite dirty on 07Oct2024 when my towel touched the floor and I saw dark spots on it. I know this area was cleaned on Friday late morning, that's good; I haven't been back since then.
	596	My kids have learned to swim at Burgess, and one is now in his second year on the PASA team. We're very happy to have these facilities and clubs available.
	597	<p>Burgess Pool is facing significant issues with its facilities that urgently need addressing:</p> <ul style="list-style-type: none"> - **Rusting bolts and washers**: These are visible around the pool and at the base of the pillars that provide cover. Multiple people have raised concerns, but no action has been taken. The entire surrounding floor area must be renovated to eliminate this safety hazard. - **Insufficient family changing rooms**: The number of family changing rooms is far below what is required given the demographic of pool users. More family spaces need to be constructed, even if they are simple structures without running water—this would still be an improvement over the current situation. - **Bathroom conditions**: The state of the bathrooms is unacceptable. Toilet seats are discolored, stained, and generally unpleasant. A simple fix would be to replace these seats. Additionally, the shower experience is poor, with the water flow overly concentrated in small areas, which can be painful for children. Additionally some of the faucet leak. Replacing the shower heads is necessary. Overall, the facilities don't seem to be properly maintained or cleaned regularly. <p>### Children's Lessons:</p> <ul style="list-style-type: none"> - **Insufficient availability**: There is far more demand than available spots, especially for level 1 classes. More lessons should be offered to accommodate this demand. - **No-shows and waitlist management**: When people reserve spots and fail to attend, the waitlist isn't utilized. While this benefits those in the class, it negatively impacts the wider community. A policy should be introduced where missing two consecutive lessons leads to forfeiture of the spot, which can then be offered to someone on the waitlist. - **Instructor quality**: The consistency of instruction is lacking. In one instance, an instructor spent an entire lesson chatting with a friend instead of focusing on the children. When this was raised, the response was that the instructor was in training. This is concerning, as basic attention to students should be a priority, even during training. Either provide proper pre-lesson training or offer discounted lessons when learners are teaching. <p>### Private Lessons:</p> <ul style="list-style-type: none"> - It would be highly beneficial to offer private lesson opportunities on weekends. Many users would appreciate this additional option.
	598	Regarding the children's lessons (particularly level 1), being over subscribed, I would also have a teared pricing, with a higher standard price and a discounted price for those who need it (they demonstrate a need for the subsidy once and then from that point always get a discount, or you simply do an honors system).
	599	Better locker rooms
	600	Easier to sign up for swim lessons for local residents (2 days earlier? Same for EPA residents for Belle Haven?), update the showers/restrooms (at least adding a fan to the family restrooms - they are very humid and smell bad at Burgess)
	601	Swim meets
	602	That the Belle Haven pool be covered to withstand winter or strong winds
	603	Obtain feedback from users on quality of Aquafit instruction
	604	We had kids in the swim classes, but instruction was inconsistent and scheduling was stressful so we went to another facility with perpetual lessons. Swim team programs have been great- both past and solo
	605	It would be cool to have a webcam of the pools so people could check how busy they are before coming.
	606	No suggestions
	607	Summer camps with swimming lessons combined with other outdoor activities.
	608	If I participated actively my ideas would have some value.
	609	Renovation of Burgess Pool facilities. The showers and change room are outdated.

Comments

Question	Ref #	Comment
	610	Could the Burgess locker/shower/bathrooms be cleaned more often? Hopefully at least nightly? I use the pool around 7:30 pm on weekdays and the locker room is filthy. Urine on the toilet seats, hair clogging up the shower drains. Users should be more respectful of the facilities but unfortunately that means someone else needs to clean up afterwards. Otherwise, overall, I am grateful to be able to have access to a great pool at such a low cost. Honestly I think you should raise the entry fee a little to cover the cleaning costs.
	611	Fix up the locker rooms.
	612	I use both facilities. It is unfortunate there is no grassy area at Belle Haven. I am in favor of programs that teach children to swim and programs focused on physical fitness. I have no interest in Senior water aerobics, but I have seen it is very popular at other pool facilities.
	613	Afternoon water aerobics for seniors
	614	More summer camps and private lessons
	615	Post the fecal contamination daily.
	616	Have the city run the pool
	617	Swim team
	618	I would like shade on the bleachers. It's tough to sit there during my kids swim team.
	619	Free admission and swim lessons to low income families.
	620	Stop outsourcing swimming to contractors who charge a lot and interfere with kids and residents open swimming.
	621	Swimming in the water is very calming and excellent for exercising for your health and body. Please look out. Thank you
	622	Read above
	623	i DON'T USE THEM MUCH BECAUSE I DON'T KNOW WHAT-ALL YOU OFFER ON A REGULAR BASIS. hOW ABOUT SENDING A QUARTERLY CATALOG TO ME, AND/OR MAKE IT AVAILABLE ONLINE?
	624	Extend afternoon hours in summer
	625	Pools should be available to Menlo Park residents and guests or visitors like people live in Menlo Park hotels etc.
	626	Kids waterpolo sounds fun and /or more swim class lessons. Maybe even longer
	627	Too much space is taken up in the main pool for kiddie swim lessons. Often there is only one or two kids getting a lesson from one instructor in a space that could accommodate several more students and instructors. There are several large roped off areas for these lessons, leaving no room in the pool for recreational swimming. Please bring back the good old days when in the summer we could go to swimming in the whole pool all afternoon. Lessons were reserved for mornings.
	628	Build facilities in the western part of Menlo Park.
	629	More classes for adults
	630	It would be great if there were more instructors to take the burden off the few who carry most of the classes. Additional instructors would also provide variety.
	631	u present what can be offered
	632	Please keep the temperature constant. Thank you
	633	pass
	634	Have special programs for seniors.
	635	Clean showers
	636	Have more lanes available for masters swimmers in the morning
	637	Maybe have swim lessons for seniors? Again, if I was a regular swimmer all year round, I would have more ideas. But as infrequent as I am swimming at Burgess, I am happy for this service provided to Menlo residents. Thank you very much!
	638	Continue to have open swim throughout the day, equal hours for both pools, advertising too bh neighborhood more with door to door flyers or mailers.
	639	I wouldn't have thought it would be necessary, But there must be signage to say that toilet seats should always be left clean and diapers. should never be washed in the facility.
	640	See above
	641	Keeping the toddler area open more
	642	Senior wellness program
	643	Swimming is a great community builder. I have been swimming with Mountain View Masters for years and have made many friendships through the years. A community 50-meter pool is invaluable and offers opportunities to live a happy, social, and healthy life. Charging \$3 to \$5 for community members is a great service.
	644	free swim lessons for kids in the belle haven neighborhood; free water safety workshops in the schools and to families :)
	645	Open times to hang out with family. Ok to picnic, we need a summertime place to hang out have a cart that sales ice cream and snacks. For warm days I would like to have somewhere to go and sit an chair by a pool.
	646	Additional morning classes for seniors and a fitness class in the evening for adults of all ages
	647	Locker rooms at Burgess are horrible. Please invest in some updating. Understanding that running a business in Menlo Park is very expensive, it is outrageous to charge what you do for a single swim. Growing up in Menlo Park, it is sad that we don't use the community pool due to the pricing.
	648	More welcoming to people who just want recreate and not swim laps.
	649	N/A
	650	More open times for families to enjoy and cool off. Picnic areas and nice sitting areas. Have a snack bar

Comments

Question	Ref #	Comment
	651	Longer open hours on weekends
	652	Keep them the way they are.
	653	More therapy programs like aqua fit
	654	Add more programming for aquafit classes schedule and types of workouts.
	655	I would like a salt water pool
	656	My husband and teens want to go more over the weekend as a group and get a lane for them to swim (in the warm pool). It'd be lovely to have that option bookable even at early/late hours for families interested.
	657	I am fortunate to have the opportunity to use Stanford's pools. When I have used Burgess pool, I have been disappointed in the narrow lap lanes.
	658	None
	659	N/a
	660	More open swim and playtime less lap swimming.
	661	The Burgess pool is well-run, clean, efficient. Swim lessons for the adults are great. Do not change anything at Burgess! The [name redacted] team and PRIVATE management is terrific. Do NOT DISRUPT the PRIVATE MANAGEMENT OF THIS POOL OR ITS PROGRAMS
	662	Keep PRIVATE MANAGEMENT OF THE BURGESS POOL
	663	More kids friendly and offer more kids swimming lessons on the weekend
	664	See above
	665	More scheduling options for young kids' swim lessons and elementary age swim teams, warm the pools more
	666	More gymnastic classes
	667	Designated lap lanes and designated time for adult only swim.
	668	No ideas
	669	When my kids were toddlers, it was difficult to corral them in the changing rooms - sometimes they would try to run out the door while I was in mid-change! An area where a toddler can be contained while parents are changing would be a cool addition to the changing facilities.
	670	Shorter, less expensive lesson sessions so you don't have to commit to 2 months of lessons at a time
	671	No Suggestions
	672	I LOVE LOVE LOVE the new Belle Haven pool. It's beautiful and clean. It's also got great open hours and it's easy to get a lane to myself for lap swimming.
	673	I have none
	674	I'm impressed with the current programs and leadership. I recommend we continue doing what we are doing.
	675	Instead of a monthly subscription it could be nice to have 10-15-20 entries at discounted price that can be use in one year period of time. Also I think resident price could really be dropped compare to the non resident!
	676	Cleaner changing facilities
	677	Would love a GOOD instructor at Burgess. Pre-covid I went and didn't like instructor- she wasn't that good.
	678	Renovation of facilities in Burgess Pool (showers/changing rooms)
	679	As above
	680	To make sure there is a warm pool for us older people to use for therapy. And, lap swimming for those who are lucky enough to be healthy. I did that for 35 years!!
	681	Interested in trying water aerobics
	682	Showers at Burgess (men's locker room) shut off too quickly, should go longer.
	683	I'd like information about what programs are available for adults and/or seniors other than lap swimming.
	684	The pools are well-kept, clean, and the temperatures are fine. I have no requests other than hot water in Belle Haven.
	685	Mid-day water aerobics
	686	none
	687	I think the concrete deck needs a resurfacing badly. I looks as though the surface has been power washed with the surface in much of the deck blasted off/broken up and now pitted. That is something I noticed right away. I'm just saying , it would be nice.
	688	.
	689	Affordability
	690	/
	691	Please renovate the Ladies' Locker room. Also, as an older person, I find it difficult to get out of the pool without using a ladder because the side of the pool is so much higher than the water. This discourages me from using it.
	692	Longer hours for the toddler pool. More swim lessons available during times working parents can bring them, including weekends (Saturdays and Sundays) A way for kids with working parents to participate in swim team. Transportation from Laurel schools to Burgess.
	693	I think the current amount levels of programs are good but it would be nice to have more lap lanes in the evening but I understand that it is difficult with kids needing to swim after school. Perhaps the pool being open till 9 or 10pm would allow more people to get laps in.
	694	\$8.00 for a Sr resident swim is too much for one on a limited income
	695	Same as above
	696	Offering more slots for swimming lessons

Comments

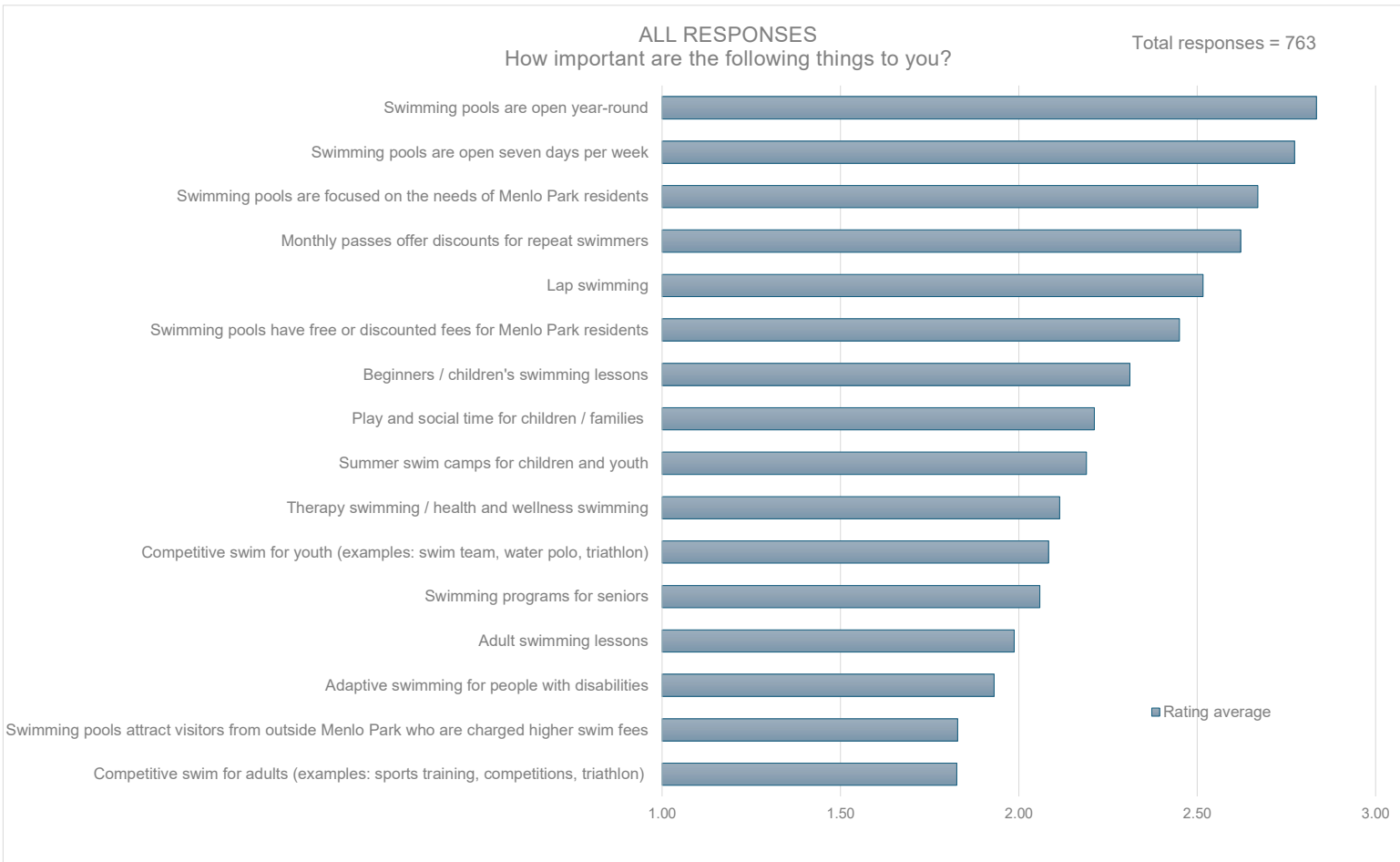
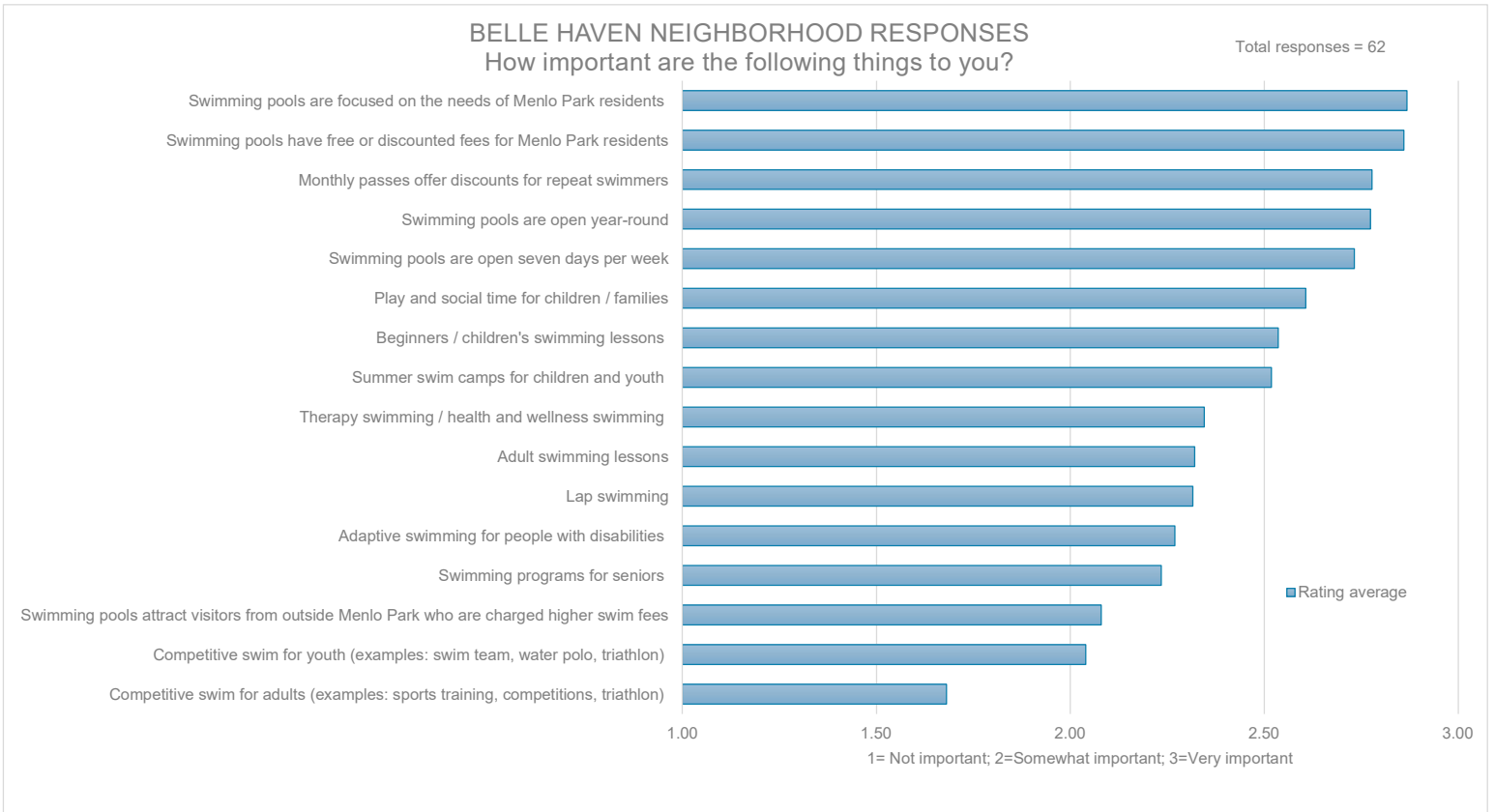
Question	Ref #	Comment
	697	My child swims on the PASA swim team. We love this program, but the number of lanes has been limited this year making the swim team experience more crowded and less desirable.
	698	I love access to swim lanes in the warm pool.
	699	Honestly, I think they're doing a great job. My daughter did PAGA swim team for a bit, and attended summer camp at the pool, and they were very positive experiences.
	700	The instructors are a bit inconsistent in their strength abilities. Might be nice to have stronger instructors.
	701	Have designated times for seniors , small children, older kids, and then all other times for general swim
	702	What happened to underwater hockey?
	703	Pls provide more benches in changing rooms; step stool at sinks and vending machine or cafe
	704	If affordable would love to add my little ones on the program to learn to swim
	705	It would be great if aquafit classes were offered in the late afternoon and/or weekends for those of us who can't attend the 8am classes due to work schedules.
	706	no comment
	707	I have enjoyed all the charity programs. Socks for unhoused folks, food drives, etc... Menlo Park pool is PARADISE, the management, the lifeguards, the receptionists are absolutely wonderful and dedicated. Great job!!!
	708	Summer camps for all ages, competitive swim team lap seimand family swim
	709	Las clases para personas mayores las ofrecen en horarios que no son convenientes para todos. Para mi estaría bien si también ofrecieran clases por la tardes.
	710	We primarily use the kids swim programming but want to express appreciation for open swim times, especially in summer
	711	More open swim, more available for kids to have, you know, fun, if that's still a thing, instead of it all being about competition.
	712	Regularly cleaned and maintained locker rooms & rest rooms.
	713	N/a
	714	Youth swim teams should get better (earlier) hours.
	715	Locker rooms could be cleaner and have changing stalls
	716	none
	717	music on deck and conditioner and shampoo in showers
	718	.
	719	Changing rooms and shower facilities feel a little tired
	720	My kids are part of the PASA swim team and Bridge program. They love the programs, especially PASA. But now they have lost access to the hot pool. It seems that the city is so busy trying to make programs only for the Menlo Park residents that it ended up hurting the programs we love the most. I would love to see the city support PASA and other youth and adult competitive programs.
	721	Could have more lounge type chairs for the summer when families go for recreational swimming and a day of fun at the pool
	722	I love the pool, don't like west Menlo Park residents being treated like "strangers", but it's fine.
	723	Please keep up this great work! Our family loves the BURGESS POOL
	724	I have never been to the pools. I would come for aqua exercise if it was offered in the afternoons.
	725	The youth swimming and specifically competitive swimming is very important to our family.
	726	Nice to have larger locker room but I live close to the Burgess Gym so not a really big deal but would be nice. Thank you.
	727	Adult learn to swim programs, youth swim teams, more masters swim workout times.
	728	Aqua gym
	729	More of them in the pm
	730	Please offer free swimming during limited hours for senior & qualified residents of the Bellehaven neighborhood, especially the residents with houses adjacent to the community center & pool who bear the impact of increased traffic & congestion
	731	It should be less expensive for seniors.
	732	It is not letting me easily submit this form.
	733	I have an almost-2 year old and his comfort around water and swimming skills are very, very important to me
	734	Free swim lessons integrated into school PE and curriculum for Belle Haven students
	735	If you expand to Sunday morning, please try to find a vigorous Aquafit instructor
	736	Friends who use Burgess pool often tell me that the bathrooms are very poorly maintained. Gross, even.
	737	Keep having them, it's important especially for young generations, swimming it's a great sport and the teachers at Burgess are great (PASA).
	738	I need a warmer pool
	739	I plan to retire in the coming years. I currently include my exercise into my commute by riding 20 miles or walking 2-5 miles a day to get to work via bike or train. Once I retire, I've thought about getting back into swimming for great exercise, but would be open to competitive swimming if the opportunity presents itself and my aging body allows as I swam on the Sharon Heights G&CC team in elementary and middle school, and have played in various other competitive sports since then. I hope that the Burgess Pool will be available then! Thanks! p.s. One of my colleagues who lives in the East Bay makes use of the Burgess Pool to train for triathlons. I think it is great that he has this opportunity and hope other residents and non-residents alike can make use of our facility as well.
	740	The Burgess women's locker room could use some work.

Comments

Question	Ref #	Comment
	741	Fix the pool temp and shower temp at belle haven
	742	Use of exit doors near back of performance pool. It I will encourage less traffic in the main lot and will be easier to find parking in the lot behind the pool.
	743	It would be amazing if scholarship lessons were available at Burgess.
	744	provide programs for younger children at Belle Haven pool
	745	Keep [name redacted] the head. of the swimming programs, always
	746	Adding a swimsuit dryer/spinner ?, like the ones at Equinox, would make it easier for me to use the gym more frequently.
	747	Make it fun. Keep it. Fun + Fitness
	748	FREE ACCESS FOR RESIDENTS
	749	For the Belle Haven Pool I wish the Women's showers had significantly warmer water (equivalent to those at the Burgess Pool). I also wish the Belle Haven lap pool was a bit warmer (like the 80/81 degree temp of the Burgess Lap Pool) because heat is not as easily maintained by electric pool heaters (like the Belle Haven Lap pool) as the gas pool heaters of the Burgess Pool. I think as a result the Belle Haven Pool needs to increase the Lap Pool water temper to keep it at a consistent maintained temperature of 80/81 degrees throughout the day.
	750	Continue to support youth competitive swimming
	751	Open earlier, have times for teens, more beginning lessons for kids with priority for MP residents.
	752	All seems good
	753	Do the right thing and make the public pools free for all residents instead of just accessible to those that can afford it.
	754	Clases disponibles para niños durante el año, con diferente tiempos de classes después de la escuela
	755	To improve the availability of public-run, public-focused swim programs with investment from the city that recognizes the pool as public good, the city should evict the private provider and allocate public resources focused on improving public health and community togetherness through free or heavily discounted swim lessons and wide availability of open swim during times convenient for families.
	756	I have been an aquatics professional in Menlo Park for 35 years. I think that programming for water babies, learn to swim and competitive youth swim teams are important for a vibrant aquatic community and important for the safety of our children. I also think that Masters programming for adults, especially seniors, is important for healthy activity and social interaction.
	757	More programs for seniors
	758	Swimsuit dryer at Belle Haven Facility
	759	I know you want to go all electric, but the performance pool heater really needs to be replaced. I'm grateful that the Menlo Aquatics staff and the Menlo Park staff do everything they can to keep it operating, but it really needs replacing. Thanks! Finally, a shout out to Tim Sheeper and his staff. They are incredible at making full use of the city's aquatic assets. I'm a Masters swimmer, so of course I appreciate that program. But I just love that when I go over to the pool at different times of the day it is always busy with various programs. Young children with swim lessons, age group swimmers, aquatic exercise for seniors, lap swimmers of all fitness level. It really is a model for how a city aquatics program should look. We are very fortunate.
	760	I don't us the pools now but my children did growing up and I have grandchildren who might use the pools in the future so I appreciate knowing they are there if I choose to use them.
	761	The new Belle Have Pool changing room needs more benches. There is only ONE bench in the room. This is ridiculous. The family bathroom/shower has no bench and no diaper changing table. It seems the city was running out of money and they did not install the most important things.
	762	Open up belle haven to everyone.
	763	Classes for people trying to get fit (includes swimming and water aerobics)
	764	Schedule the aquatic exercise programs at Bellehaven on Mon/Wed/Fri so that they are not on the same days as the Aquatic therapy classes at Burgess.
	765	I have no direct knowledge of Menlo Park's aquatics program and/or facilities, but feel strongly that Menlo Park should have varied, well-run aquatics programs that address families and individuals from all spectrums of income.
	766	Keep the mushroom pool open much longer and heat it more. Have more shade in general near and over all pools. Keep your restrooms cleaner. Start proactively recruiting low income teens for your summer camp jobs instead of just waiting for wealthy kids to apply first. Think about how to welcome new and low usage swimmers and stop just pandering to uber-lap swimmers and swim teams.
	767	Pools mostly for Menlo Park residents
	768	A way to limit 2 lap swimmers per lane
	769	There should be regular senior and adaptive activities and the pool should be open at least 6 days a week. Senior and adaptive activities could be offered during the day when the children are in school and there could be an evening class for adults. Canada College has some great classes for adults but I get tired of driving there.
	770	I attend AquaFit at Burgess 5 days per week. I know the same program is at Belle Haven. It would be great if Aqua Fit was available for working people earlier or later in the day. Though I'm now retired and this is not important to me any more it is for others.

Comments

Question	Ref #	Comment
	771	Maybe they already exist, but I'd like lessons for adults who know how to swim, but wish to improve for health and wellness purposes. More efficient lap swimming with different strokes for different muscle groups kinda thing.
	772	Pool was cold last week (Friday) and cool weather made it a bit uncomfortable.
	773	Water polo team. Earlier times for SOLO varsity team.
	774	Belle Haven Pool locker rooms need more benches, and need swimsuit centrifuges.
	775	I think [name redacted] does a very good job running the pools.
	776	Please hire Aquafit teachers with energy & enthusiasm. [Name redacted] & [name redacted] are engaging and provide a good enjoyable workout. Others, less so. It might be helpful to hire a manager like [name redacted]. She hired great teachers and was very athletic and excited me about exercising. [Name redacted] is so slow and talks far too much about nothing. 😊 I think hiring a professional manager might improve the quality of Aquafit.
	777	None



ALL RESPONSES
How important are the following things to you?

		Competitive swim for adults (examples: sports training, triathlon)	Swimming pools attract visitors from outside Menlo Park who are charged higher swim fees	Adaptive swimming for people with disabilities	Adult swimming lessons	Swimming programs for seniors	Competitive swim for youth (examples: swim team, water polo, triathlon)	Therapy swimming / health and wellness swimming	Summer swim camps for children and youth	Play and social time for children / families	Beginners / children's swimming lessons	Swimming pools have free or discounted fees for Menlo Park residents	Lap swimming	Monthly passes offer discounts for repeat swimmers	Swimming pools are focused on the needs of Menlo Park residents	Swimming pools are open seven days per week	Swimming pools are open year-round
710	West Menlo Park	2	1	1	1	1	1	1	1	1	1	3	3	3	3	3	3
711	West Menlo Park	DK	DK	DK	DK	DK	3	DK	DK	DK	DK	DK	3	DK	3	3	3
712	West Menlo Park	3	1	1	1	1	3	3	2	1	1	3	3	3	3	3	3
713	West Menlo Park	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
714	West Menlo Park	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
715	West Menlo Park	1	1	DK	2	2	2	1	DK	2	3	2	DK	3	2	2	2
716	West Menlo Park	2	1	2	2	3	2	2	2	2	2	2	3	3	3	2	3
717	West Menlo Park	1	1	1	1	2	2	2	2	2	1	1	3	2	2	3	2
718	West Menlo Park	2	2	1	2	2	2	1	2	1	2	2	2	3	3	2	2
719	West Menlo Park	1	3	1	3	NA	1	1	1	1	1	1	3	3	1	3	3
720	West Menlo Park	2	2	1	2	1	2	1	NA	3	1	3	3	3	3	3	3
721	West Menlo Park	1	1	1	1	1	3	1	3	1	3	2	1	1	2	2	2
722	West Menlo Park	2	1	3	2	3	2	3	2	3	3	3	3	3	3	3	3
723	West Menlo Park	2	1	2	2	2	3	2	2	2	3	2	3	3	3	3	3
724	West Menlo Park	2	1	1	2	1	2	1	2	2	2	2	3	3	3	3	3
725	West Menlo Park	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
726	West Menlo Park	3	2	2	3	3	3	2	3	2	3	2	3	3	3	3	3
727	West Menlo Park	2	1	2	2	2	2	3	2	2	2	3	3	2	3	3	3
728	West Menlo Park	3	2	3	2	1	1	2	2	3	3	3	2	DK	3	3	DK
729	West Menlo Park	3	3	3	DK	3	DK	3	DK	DK	DK	3	3	3	3	3	3
730	West Menlo Park	2	2	1	1	1	2	1	3	3	2	3	3	1	2	3	3
731	West Menlo Park	1	2	1	1	1	1	2	3	3	3	3	3	3	3	3	3
732	West Menlo Park	DK	1	DK	DK	DK	DK	2	3	2	DK	3	DK	3	3	3	3
733	West Menlo Park	1	1	3	1	1	3	3	3	2	2	3	3	1	3	3	3
734	West Menlo Park	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
735	West Menlo Park	2	2	3	3	3	2	3	3	3	3	3	3	3	3	3	3
736	West Menlo Park	3	2	1	3	1	3	2	1	1	1	2	3	3	2	3	3
737	West Menlo Park	1	2	DK	DK	1	2	1	3	2	3	3	1	1	2	1	2
738	West Menlo Park	2	2	2	3	2	3	2	3	2	3	3	3	3	3	3	3
739	West Menlo Park	2	3	2	2	2	3	2	3	2	3	2	3	2	3	3	3
740	West Menlo Park	3	2	1	2	1	3	1	2	2	2	2	3	3	3	3	3
741	West Menlo Park	1	1	DK	2	2	2	3	DK	3	3	2	2	3	DK	2	3
742	West Menlo Park	3	DK	2	2	2	3	2	3	3	3	2	3	3	3	3	3
743	West Menlo Park	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
744	West Menlo Park	NA	NA	NA	NA	3	NA	NA	NA	NA	NA	NA	2	NA	NA	NA	NA
745	West Menlo Park	3	1	1	1	3	2	1	2	2	1	3	3	NA	3	3	3
746	West Menlo Park	1	2	3	2	3	2	3	3	2	3	3	3	3	3	3	3
747	West Menlo Park	1	DK	1	1	1	2	1	1	1	1	3	3	2	2	3	3
748	West Menlo Park	3	1	1	1	1	1	1	1	1	1	2	3	1	2	3	3
749	West Menlo Park	2	DK	DK	DK	DK	3	DK	3	3	3	2	3	3	DK	3	3
750	West Menlo Park	3	2	3	3	2	3	3	2	3	3	3	3	2	3	3	3
751	West Menlo Park	1	1	1	NA	1	1	1	1	1	1	1	NA	1	2	2	1
752	West Menlo Park	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
753	West Menlo Park	NA	NA	NA	3	3	NA	3	NA	NA	NA	3	3	3	NA	3	NA
754	West Menlo Park	1	3	2	DK	DK	3	DK	3	3	1	1	3	3	2	3	2
755	West Menlo Park	3	3	1	1	1	3	3	1	3	1	1	1	2	3	DK	3
756	NA	NA	NA	NA	3	NA	NA	NA	NA	NA	3	NA	NA	NA	NA	NA	NA
757	NA	NA	NA	3	NA	NA	NA	3	NA	3	3	NA	3	NA	NA	NA	NA
758	NA	3	3	1	2	2	1	1	1	1	1	2	2	NA	1	3	3
759	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
760	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	NA	NA	NA	NA
761	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
762	NA	NA	NA	NA	NA	3	NA	3	NA	NA	NA	3	3	NA	NA	3	NA
763	NA	1	3	3	1	1	1	3	NA	1	1	3	1	2	3	DK	DK

SUMMARY FEEDBACK
 AQUATICS OPEN HOUSE – BELLE HAVEN POOL
 SEPT. 5, 2024
 Total attendees: 8 people

Ref. #	Feedback	Response
1	Is there a membership pass for open swim?	Yes, during the summer peak season
2	During open swim, how many lanes are open?	4 lanes or more are always available for lap swim
3	Will there be adult swim lessons?	Yes, planning to offer in Fall, but is dependent on staffing
4	Are there scholarships for fall lessons?	Yes, through Beyond Borders Athletic Foundation
5	[After expressing interest in youth teams] Will the youth swim team participate in competitions?	Yes, the youth swim team will participate in swim meets
6	[After expressing interest in youth triathlon] What is the cost to participate in youth triathlon?	The program is still coming together and the cost has not been determined yet.
7	When will the youth team start?	Expected start in November, depending on instructor's availability
8	What is the difference between aqua fit and aqua wellness?	Aqua fit is focused on water exercise for general fitness and wellbeing; aqua therapy is rehabilitation and physical therapy to aid recovery from injury or health conditions

SUMMARY FEEDBACK
 AQUATICS OPEN HOUSE – BURGESS POOL
 SEPT. 26, 2024
 Total attendees: 4 people

Ref. #	Feedback	Response
1	Is aqua fit offered year round?	Yes
2	As a long time swimmer, I appreciate the extensive open hours.	-
3	Sharing lanes is a bit challenging, so I try to swim late morning/ early afternoon when the pool is less busy.	-
4	Aqua fit has been impressive, and busy	-
5	My kids and I enjoy open swim. I would like to know more about the bridge swim program	Bridge swim is for swimmers who would like to explore team swim, but need a bit more practice to build their strengths in a supportive environment
6	I remember the inflated dome that used to cover the pool. Why did it go away?	The dome deteriorated over time, with a usable lifespan of approximately 10 years. Managing the air quality inside the dome was a challenge because chlorinated water produces gases that must be exhausted away from people. When the dome was removed, potential replacements were evaluated but were deemed too costly and time-consuming to pursue at the time.

SUMMARY FEEDBACK
 AQUATICS FOCUS GROUP – YOUTH ADVISORY COMMITTEE (YAC)
 OCT. 9, 2024
 Total attendees: 12 people

80% of attendees said they learned how to swim at Burgess Pool
 2 attendees said they have worked for the pool Operator

SNAP SURVEY: How important are the following aquatics programs to you?	# of votes
Open swim	12
Community events	12
Camps	11
Youth water polo	7
Youth swim team	7
Youth swim school	4
Lap swim	4
Aqua fit / Aqua wellness	0

Ref. #	Questions / comments
1	Why is it difficult to staff up with lifeguards?
2	How good are the swim teams?
3	What are some of the current challenges?
4	What is the pay for staff?
5	How do you advertise recruitment?
6	How can the YAC help recruit for staff?
7	Is lifeguard training offered for free?
8	Do you offer holiday events with a discount?
9	Is there a program or track for someone to go from lessons to lifeguard training?
10	What improvements would you [Operator and staff] like to make?
11	What happened to the shop in the Burgess Pool office?
12	Good memories from Burgess Pool



STAFF REPORT

Library Commission

Meeting Date:

11/20/2024

Staff Report Number:

PRC-2024-037

Regular Business:

Approve the 2025 Parks and Recreation Commission meeting calendar

Recommendation

Staff recommends that the Parks and Recreation Commission (PRC) approve a meeting calendar for calendar year 2025 (Attachment A).

Policy Issues

City Council policy #CC-23-004 outlines the policies, procedures, roles, and responsibilities of City commissions and committees, including scheduling of meetings.

Background

The PRC typically meets at 6:30 p.m. on the fourth Wednesday of each month. Occasionally the regular PRC meeting date falls within a major holiday week, for example during November and December which can result in rescheduling or cancelling meetings. The PRC occasionally jointly meets with the Library Commission on matters of interest to and within the purview of both advisory bodies, which can result in changes to the PRC's regular meeting dates.

Analysis

Staff recommends that the PRC approve a meeting calendar for 2025 (Attachment A). Approving a meeting calendar for the full year will help to avoid conflicts with other advisory body meetings and will provide advance notice to commission members and the general public when meetings are scheduled to take place.

Impact on City Resources

As an advisory body to the City Council, the PRC does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive impact to the City's general fund related to the topics in this report.

Environmental Review

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

Public Notice

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

Attachments

A. Draft proposed PRC calendar 2025

Report prepared by:
Tricia Mullan, Library and Community Services Supervisor

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



****DRAFT PROPOSED****

PARKS AND RECREATION COMMISSION MEETING SCHEDULE 2025

JANUARY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY

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				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28*	29	30	31

JUNE

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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST

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					1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER

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	1	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER

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19	20	21	22	23	24	25
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NOVEMBER

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15*	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



STAFF REPORT

Parks and Recreation Commission

Meeting Date: 11/20/2024

Staff Report Number: PRC-2024-038

Regular Business: Recommend the signage display policy

Recommendation

Staff recommends that the Parks and Recreation Commission (PRC) review and recommend the signage display policy (Attachment A).

Policy Issues

As a duly appointed advisory body to the City Council, the Parks and Recreation Commission may review and recommend updates to library and community services policies and procedures as the need arises.

Background

Library and community services (LCS) departmental policies establish rules, expectations, and procedures for the operation and public use of department programs, services, facilities, and resources. Policies are available for public review in person at City recreation facilities, libraries, and online at the City of Menlo Park website (Attachment B).

Analysis

The signage display policy regulates the authorization and display of temporary promotional and informational signs, banners, flyers, sandwich boards and other displays on City-owned facilities by individuals and groups that have a current agreement with the City to provide programming in City facilities.

The purpose of the signage display policy is to:

- Promote authorized uses of City public buildings and parks
- Restrict the posting of unauthorized signage
- Protect and enhance the physical appearance of City-owned facilities for the enjoyment and benefit of all community members.

Licensed users or lessees of City facilities, for example recreational instructors, athletic teams, and facility renters, may request permission to display temporary signage in designated areas of City facilities, provided that the signage complies with all aspects of this policy and other applicable City policies. Applicants must meet all of the following criteria in order to be considered for authorization to display signage on City facilities:

1. Has a current written agreement with the City of Menlo Park to provide programming in City facilities
2. Has not been found in violation of City policies within the 24 months preceding the application date
3. Is in good standing with the City's processes and procedures including timely payment of all fees due.

Placement of signs, banners or other promotional materials on City facilities does not constitute an endorsement by the City of the promotional materials' content or the sponsoring group's views. The policy outlines the application procedure to request authorization to display signage on City facilities. It also includes eligibility criteria, evaluation and prioritization procedures, prohibited materials, signage specifications, and related information to support eligible applicants who are interested in displaying signage on City facilities.

The signage display policy does not apply to:

- City facilities managed by City departments other than LCS, such as City Hall, City Council Chambers, and Neighborhood Service Center
- Signage authorized and/or displayed by the City
- Over-the-street banner locations on Santa Cruz Avenue
- Exhibit and display spaces in City facilities that are designed to showcase curated collections of resources, information, artworks, creative expressions, physical artifacts, and other exhibits.

Impact on City Resources

As an advisory body to the City Council, the Parks and Recreation Commission does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive impact to the City's general fund related to the topics in this report.

Environmental Review

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

Public Notice

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

Attachments

- A. Signage display policy
- B. Hyperlink: Library and Community Services department policies and procedures webpage.
menlopark.gov/Government/Departments/Library-and-Community-Services/About-us/Policies-and-procedures

Report prepared by:

Tricia Mullan, Library and Community Services Supervisor
Natalya Jones, Library and Community Services Manager

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director



SIGNAGE DISPLAY POLICY

Library and Community Services
800 Alma St., Menlo Park, CA 94025
menlopark.gov

<p>Definitions</p>
<p>For the purposes of this policy, the term “signage” includes any promotional and/or informational signs, banners, flyers, sandwich boards, posters and other displays in physical, electronic, and/or audiovisual formats. The term “facilities” includes all City facilities operated by the library and community services (LCS) department, including City-owned parks, outdoor recreational facilities, and the public buildings and their surrounding grounds at Arrillaga Family Gymnastics Center, Arrillaga Family Gymnasium, Arrillaga Family Recreation Center, Belle Haven Community Campus, and Menlo Park Library.</p>
<p>Purpose</p>
<p>This policy regulates the authorization and display of temporary promotional and informational signs, banners, flyers, sandwich boards and other displays on City-owned facilities by individuals and groups. The purpose of this policy is to promote authorized uses of City public buildings and parks; to restrict the posting of unauthorized signage; and to protect and enhance the physical appearance of City-owned facilities for the enjoyment and benefit of all community members.</p>
<p>Exclusions</p>
<p>This policy does not apply to:</p> <ul style="list-style-type: none"> • Video display monitors in City facilities, which only promote City-sponsored activities • City facilities managed by City departments other than LCS, such as City Hall, City Council Chambers, and Neighborhood Service Center • Signage authorized and/or displayed by the City • Over-the-street banner locations on Santa Cruz Avenue • Exhibit and display spaces in City facilities that are designed to showcase curated collections of resources, information, artworks, creative expressions, physical artifacts, and other exhibits.
<p>Eligibility criteria</p>
<p>Licensed users or lessees of City facilities, for example recreational instructors, athletic teams, and facility renters, may request permission to display temporary signage in designated areas of City facilities, provided that the signage:</p> <ul style="list-style-type: none"> • Complies with all aspects of this policy and other applicable City policies • Does not deface, damage or destroy public property • Is displayed only during the duration of the license or lease <p>Fees for displaying signage on City facilities may apply per the Master Fee Schedule.</p> <p>Applicants must meet all of the following criteria in order to be considered for authorization to display signage on City facilities:</p> <ol style="list-style-type: none"> 1. Has a current written agreement with the City of Menlo Park to provide programming in City facilities 2. Has not been found in violation of City policies within the 24 months preceding the application date 3. Is in good standing with the City’s processes and procedures including timely payment of all fees due. <p>Placement of signs, banners or other promotional materials on City facilities does not constitute an endorsement by the City of the promotional materials’ content or the sponsoring group’s views.</p>
<p>Prohibited materials</p>
<p>LCS facilities and public spaces shall not display any of the following signage:</p> <ul style="list-style-type: none"> • Partisan political messages, petitions and/or similar items (during local, state, and federal elections, nonpartisan informational material may be displayed)

- Religious messages, displays, and/or expressions of religious doctrine or belief
- Services or products for sale or rent, except for City-sponsored services or products
- Solicitations for membership, except for City-sponsored membership activities
- Solicitations for fundraising, except for LCS-sponsored fundraising activities
- Material that violates any City policy, procedure, or rule; or that violates local, state, and/or federal law.

Placement of promotional signage on City facilities does not constitute an endorsement by the City of the promotional materials' content or the sponsoring group's views.

Evaluation and prioritization

When resolving display location availability and scheduling conflicts, signage placements will be subject to the following prioritization:

1. City of Menlo Park signage receives the first priority
2. Activities that are co-sponsored by the City of Menlo Park receive second priority
3. Menlo Park based charitable non-profit organizations receive third priority. For purposes of this policy "non-profit organization" means an organization that is eligible for tax-exempt status under sections 501(c)(3) of the Internal Revenue Code. Proof of tax-exempt status may be required.
4. Other groups not described above and not excluded as provided in this policy receive the fourth priority.

For all signage, City staff shall take into consideration the following:

- Relationship of the proposed signage to architectural features (fences, walls, equipment, support structures), natural features (landscaping, etc.), and urban design (pedestrian walkways, etc.)
- Public access to and visibility of the signage
- Potential impact of the proposed signage to public health and/or safety
- Inclusivity for all Menlo Park residents
- Relevance of the proposed signage to the applicant's agreement with the City to provide programming in City facilities.

The City of Menlo Park does not endorse the content of any signage, excepting those that are directly sponsored and installed by the City of Menlo Park. The views expressed in signage do not necessarily reflect the views of the City of Menlo Park, its officers, employees, or partner agencies.

Procedure

Requests for authorization to display signage must be submitted in writing to the Library and Community Services Director or their designee for review. Proposals shall be submitted on an application form provided by the LCS department, including but not limited to the following information:

1. Name, residence address, and other identifying information
2. Relevance of the signage content to the applicant's agreement with the City to provide programming in City facilities
3. Desired location and dates for displaying the signage
4. Description of the proposed signage including dimensions, materials, and electronic image of the content
5. The City reserves the right to refuse any signage for any reason, including but not limited to the criteria noted in this policy. Appeals may be addressed to the Library and Community Services Director, whose decision regarding the posting of signage on City facilities is final.
6. All materials approved for posting must be delivered to Arrillaga Family Gymnasium, 600 Alma St.
7. City staff will install the signage in the approved location
8. Approved signage can be displayed for no longer than 90 days, absent permission from the Library and Community Services Director for a longer display period
9. Signage may be removed or rearranged at any time by and at the sole discretion of City staff.
10. At the end of the authorized display period, signage will be removed by City staff and the applicant will be notified to pick up the signage.

Removal, relocation, alterations

The City of Menlo Park reserves the right to remove, relocate, alter, decommission, or dispose of exhibited

and displayed materials for any reason, including but not limited to:

- The signage violates City policies, rules, and/or procedures; or violate local, state, and/or federal law
- Loss due to theft, accident, vandalism, or natural disaster
- If the condition or security of the signage cannot be reasonably guaranteed
- If the removal of the signage is deemed necessary by City staff to reasonably protect public health and safety, and/or to preserve the ability of all visitors to safely and securely use the public space for its intended purpose
- Signage installed without prior approval by City staff may be removed and/or discarded by City staff without notification to the signages' owner
- The City of Menlo Park assumes no responsibility for loss or damage to signage displayed at City facilities. Signage is displayed at the owner's risk.

Signage specifications

Signage must conform to the following specifications* in order to be considered for approval:

- Limit one display item (signage) per applicant
- Banners and sandwich boards are only eligible to be posted in outdoor locations
- Maximum* banner dimensions: 96" wide x 48" high
- Maximum* poster dimensions: 22" wide x 28" high
- Maximum* flyer dimensions: 8.5" wide x 11" high
- Maximum* sandwich board dimensions: 40" high x 36" wide x 30" deep
- Other formats: Inquire with City staff for specifications.
- Displays in any format should not exceed the size specifications noted above.

*Maximum signage dimensions will vary depending on the specific location where the signage will be displayed. In some locations the maximum allowed dimensions will be smaller than the overall maximums listed above due to space limitations and other site-specific factors. City staff will advise applicants on the specific maximum dimensions allowed at any given location.

Procedure review

This procedure shall be reviewed at least once every four years.

Policy history

Action	Date	Notes
Policy created	November 12, 2024	Administrative policy



STAFF REPORT

Parks and Recreation Commission

Meeting Date: 11/20/2024

Staff Report Number: PRC-2024-039

Regular Business: Library and Community Services department statistics and recent activities

Recommendation

City staff recommends that the Parks and Recreation Commission (PRC) review and provide feedback on the statistics and recent activities in the Library and Community Services (LCS) department outlined in this report.

Policy Issues

As a duly appointed advisory body to the City Council, the PRC is charged with advising the City Council on matters related to the City's recreation programs and facilities.

Background

LCS provides a wide range of lifelong learning and recreational opportunities for Menlo Park residents of all ages, abilities, and lived experiences. Programs and facilities include public libraries, recreation and sports, early childhood education, after-school programs, summer youth camps, older adults (senior) services, athletic fields and courts, community events, and aquatics.

Analysis

October 2024 statistics

LCS collects statistics related to department activities. These data help to inform decision-making and improve services to the community. Monthly statistics for October 2024 are provided in Attachment A.

Some noteworthy statistics include:

- Belle Haven Library program attendance almost tripled from October 2023 (116 program attendees) to October 2024 (326 attendees)
- Senior Center lunches served increased 77% from October 2023 (642 lunches served) to October 2024 (1,132 lunches served)
- Belle Haven Community Campus began accepting facility rental applications in September, drawing 14 rentals in Fall 2024 to date
- The Halloween! community event series attendance and activities expanded in 2024:
 - The Halloween Hoopla parade and carnival's attendance increased approximately 36% from 2023 (estimated 1,100 attendees) to 2024 (estimated 1,500 attendees)
 - The Pumpkin Splash added a second location at Belle Haven Pool in addition to Burgess Pool in 2024, increasing total attendance approximately 50% from 2023 (estimated 101 attendees at one location) to 2024 (estimated 150 attendees at two locations)
 - A new Trunk or Treat event was added at Belle Haven Community Campus in 2024, and proved

instantly popular, drawing a higher-than-anticipated attendance of approximately 215 people.

- The October 2024 compilation includes a new statistic that tracks the numbers of new City recreation client accounts, which are used by people to enroll in recreation classes and summer camps, purchase tickets to events, and apply for facility rentals, among other functions. The number of new recreation client accounts increased 77% from October 2023 (215 new accounts created) to October 2024 (380 new accounts created)

Staff is preparing to add more data points to these monthly reports starting in January 2025, including aquatics user statistics and customer service feedback. Suggestions for additional statistics are welcomed.

New youth swim team at Belle Haven Pool

A new, year-round youth swim team is in the process of forming at Belle Haven Pool. The Belle Haven Youth Swim Team is a USA Swimming sanctioned program that provides opportunities for swimming and enrichment to economically disadvantaged youth in the Menlo Park area. The team offers academic, athletic and integral life skills. With tutoring, book clubs, ACT prep and more, their enrichment programs are designed to assist student-athletes so that their success in the classroom is consistent with their success in the water. Initial tryouts were held on Nov. 5, Nov. 7, Nov. 12, and Nov. 14. Interested youth swimmers can learn more about Belle Haven Youth Swim Team by visiting the team's website (Attachment B).

Belle Haven Youth Center playground now open to the public on weekends

Located at the new Belle Haven Community Campus, Belle Haven Youth Center (BHYC) is a school-age childcare program that provides licensed afterschool care for children in kindergarten through fifth grade, as well as a full-day summer camp program. The BHYC features a fenced-in playground that is dedicated for the exclusive use of BHYC students on weekdays when the students are present, as required by BHYC's child care license.

In response to community interest, the BHYC playground is now open to the public on weekends, when the BHYC students are not present. The playground's new public access hours are Saturdays and Sundays, 9:00 a.m. to sunset. The playground equipment is recommended for children ages 5-12 years. Members of the public can access the playground on weekends by using the outdoor gate located on the Kelly Park side of the Belle Haven Community Campus building.

Pilot program: Makerspace drop-in hours

In response to community interest and in preparation for future "Open Lab" hours planned in 2025, the City has launched a pilot program to make the Makerspace at Belle Haven Library available for drop-in, casual use. The Makerspace drop-in hours are now available at all times Belle Haven Library is open, except when the Makerspace is otherwise scheduled for organized programs, classes, workshops, or rentals. Makerspace drop-in hours are subject to change daily depending on room availability and the schedules for organized activities; visitors may contact the library for information about the availability of drop-in hours on any given date.

Located at the new Belle Haven Community Campus on the second floor, the Makerspace at Belle Haven Library is a dynamic multi-use space that can accommodate a range of community programs including traditional arts and crafts, technology-aided creative work, and hands-on workshops. The Makerspace is regularly programmed with free community programs, including free programs for seniors and youth, as well as fee-based creative and educational classes. The Makerspace and its outdoor terrace also are available for rentals; hourly rental rates are listed in the City's master fee schedule.

The pilot program Makerspace drop-in hours are intended to be casual in nature. No specific organized activities and no staff support for projects are provided during drop-in hours, however library staff are

always stationed in the adjacent second floor library with full view of the Makerspace interior. In-house Makerspace equipment and materials are not available during unsupervised drop-in hours. Makerspace drop-in visitors should bring all their own materials and equipment with them, and remove them when they leave. Typical materials or equipment a visitor might bring include drawing paper, non-toxic paints and brushes, knitting materials, puzzles, model kits with non-toxic glues and paints, a laptop and headphones, or simply a book to read.

Visitors should check the library use guidelines to understand the prohibited materials that are not allowed in the Makerspace, which include but are not limited to: food and drink, noxious and/or toxic substances, oversized items, weapons, items that generate disruptive noise, and items that present health and safety hazards. Visitors are welcome and encouraged to share the space, help keep it in good working condition for all to enjoy, and perhaps most importantly, share feedback and ideas to help inform the planning of activities and projects for the future "Open Lab" hours.

When launched next year, the "Open Lab" hours will include supervised access to in-house Makerspace equipment such as sewing machines, a large-format scanner, high-performance computers, Cricut smart cutting machines, fiber arts, painting and drawing tools. "Open Lab" hours will include trained staff on hand to assist users with their projects.

Winter holiday-themed community events

The City of Menlo Park is preparing to host two family-friendly community events on traditional winter holiday themes. All are invited to enjoy and celebrate together on the following dates:

- Light up the Season at Fremont Park, Friday, Dec. 6
- Photos with Santa at Belle Haven Community Campus, Saturday, Dec. 14

Light Up the Season

Menlo Park residents are invited to ring in the holiday shopping season with a festive "winter wonderland" themed event in downtown Menlo Park. Visitors will enjoy free family-friendly entertainment, youth performances, hot cocoa and cider (quantities limited) and the lighting of the big oak tree. Visitors are highly encouraged to shop and dine at local Menlo Park businesses while they are downtown for the event. All ages are welcome. This event is rain or shine on Friday, Dec. 6, from 5:30-7 p.m. at Fremont Park, Santa Cruz Ave. at University Dr. (Attachment B)

Photos with Santa

This beloved family event will be held in a new location in 2024, at Belle Haven Community Campus. Attendees are encouraged to bring their cameras and come together for holiday cheer with a delicious breakfast, fun holiday crafts and photos with the North Pole's most famous inhabitant. Advance reservations are required – tickets are \$5 per person. This event is rain or shine on Saturday, Dec. 14, from 8:30 a.m.-12:30 p.m. at Belle Haven Community Campus, 100 Terminal Ave. (Attachment C).

Public Notice

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

Attachments

- A. October 2024 statistics
- B. Hyperlink – Belle Haven Youth Swim Team webpage. aceswami.org/programs/belle-haven-menlo-park-program

- C. Hyperlink – Light up the Season community celebration. menlopark.gov/Citywide-calendar/Community-events/20241206-Light-Up-the-Season
- D. Hyperlink – Photos with Santa community event. menlopark.gov/Citywide-calendar/Community-events/20241214-Photos-with-Santa

Report prepared by:

Ashley Walker, Management Analyst

Tricia Mullan, Library and Community Services Supervisor

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – OCTOBER 2024

ATTACHMENT A

Table 1. Library items circulated

Location	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
800 Alma St.	43,407	41,761	44,732	45,775	43,546	47,636	43,829	44,715	46,477	46,388	47,706	44,318	**
413 Ivy Dr. / BHCC*	877	850	929	846	1,043	1,217	980	1,051	2,442	3,048	2,528	2,142	**
Total online / digital	11,598	11,598	12,082	12,977	11,862	12,227	11,547	12,204	12,910	18,284	19,394	18,490	**

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

**October circulation data was not available by the time of this report's publication, but will be provided in the next report..

Table 2. Library cards

	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
New library cards issued – MP residents	150	139	122	158	170	117	158	122	263	259	244	207	186
Total MP resident library cardholders	22,020	22,327	22,133	22,415	23,177	23,369	22,715	22,826	23,273	23,169	23,340	23,444	23,431

Table 3. Library patron questions answered

Location	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
800 Alma St.	3,046	2,977	3,169	3,342	3,167	3,360	3,118	3,105	3,761	3,653	3,482	3,182	3,283
413 Ivy Dr. / BHCC*	244	244	255	273	204	244	201	250	600	586	463	429	521

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 4. Library holds filled (item requests)

Location*	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
800 Alma St - Incoming holds	4,076	3,760	3,861	4,419	3,895	3,871	3,597	3,953	3,930	3,897	4,054	4,189	4,123
800 Alma St - Outgoing holds	3,062	3,171	2,688	3,471	3,074	3,311	3,122	3,078	3,293	3,091	3,897	3,064	3,035
413 Ivy Dr. / BHCC - Incoming holds	154	120	87	158	116	78	72	47	109	167	227	194	162
413 Ivy Dr. / BHCC - Outgoing holds	190	177	160	191	144	175	154	22	23	6	10	11	26

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 5. Library foot traffic (gate count)

Location*	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
800 Alma St.	13,541	12,580	12,283	14,060	13,183	15,066	12,763	12,949	14,038	14,699	14,408	13,262	13,304
413 Ivy Dr. / BHCC	1,248	1,148	1,041	1,050	981	1,220	875	*Not yet installed	4,101	3,863	3,266	3,117	3,221

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 6. Library program attendance

	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
Total program attendance	1,121	754	798	1,000	1,163	993	1,080	1,171	998	1,174	1,248	795	798
800 Alma St.													
# of programs	36	37	31	31	26	27	37	34	36	27	37	31	39
800 Alma St.													
Total program attendance	116	158	125	48	144	110	59	68	331	498	298	190	326
413 Ivy Dr. / BHCC*													
# of programs	7	9	8	6	7	8	5	5	10	29	29	22	25
413 Ivy Dr. / BHCC*													

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 7. Preschool child development – enrollment

Location	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
Menlo Children's Center	23	26	28	27	29	33	38	37	41	40	39	28	28
Belle Haven Child Development Center	50	53	60	56	62	62	63	63	63	63	35	43	44

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LIBRARY AND COMMUNITY SERVICES DEPARTMENT
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Table 8. School age child development (after school enrichment) – enrollment

Location	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
Menlo Children's Center - After School	30	34	33	36	36	36	32	32	53	43	30	30	31
Belle Haven Youth Center	54	54	54	52	52	52	52	52	45	45	67	55	55

Table 9. Senior Center services

	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
Lunches served	642	422	315	511	521	435	-	243	683	866	914	1,113	1,132
Grocery boxes distributed	460	230	230	460	460	460	-	230	460	460	460	460	460
Senior shuttle trips	1,200	1,057	761	1,126	1,170	1,162	-	614	1,466	1,745	1,618	1,660	1,786

*Senior Center was closed during April and part of May 2024 to relocate to Belle Haven Community Campus

**In a previous report, the data provided for Lunches Served in Sep. 2024 was incorrect. The Sep. 2024 data has been corrected in this report.

Table 10. Older adults / seniors class enrollment

Location	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024*
700 Alma St – Enrollment - residents	437	421	113	21	25	25
700 Alma St - Enrollment - non-residents	264	269	100	11	11	11
700 Alma St # of senior classes offered	14	14	14	2	2	2
100 Terminal Ave. – Enrollment - residents	-	-	-	264	116	109
100 Terminal Ave. – Enrollment - non-residents	-	-	-	44	72	54
100 Terminal Ave. – # of senior classes offered	-	-	-	17	16	14

*The Fall 2024 season is still in progress and data shown is not yet final.

Table 11. Recreational classes

Location	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024*
700 Alma St. - Enrollment – residents	166	297	356	323	206	485
700 Alma St. - Enrollment – non-residents	67	152	150	107	114	196
700 Alma St. - # of classes offered	73	57	48	48	56	57
700 Alma St. - # of instructors	28	21	20	20	20	26
100 Terminal Ave. - Enrollment – residents	-	-	-	103	99	120
100 Terminal Ave. - Enrollment – non-residents	-	-	-	19	22	27
100 Terminal Ave. - # of classes offered	-	-	-	16	16	14
100 Terminal Ave. - # of instructors	-	-	-	9	9	10

*The Fall 2024 season is still in progress and data shown is not yet final.

Table 12. Gymnastics classes

	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024*
Enrollment – residents	416	490	740	814	577	817
Enrollment – non-residents	174	158	159	257	285	342
Classes offered	80	93	95	114	114	120

*The Fall 2024 season is still in progress and data shown is not yet final.

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Table 13. Sports classes

Location	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024*
600 Alma St - Enrollment - resident	242	76	265	26	113	177
600 Alma St - Enrollment - non-resident	181	11	114	80	101	113
600 Alma St - # of classes offered	40	3	17	4	11	28
600 Alma St - # of instructors	10	3	7	2	5	6
600 Alma St - Drop-in basketball visits	172	359	633	665	474	295
600 Alma St - Drop-in volleyball visits	513	505	927	542	930	202
600 Alma St - Leagues – individual registrations	1,239	156	224	458	180	380
600 Alma St - Leagues – team registrations	111	35	31	70	18	65
100 Terminal Ave. - Drop-in basketball visits	-	-	-	28	169	23
100 Terminal Ave. - Drop-in volleyball visits	-	-	-	26	58	65
100 Terminal Ave. - Drop-in Fitness Center	-	-	-	512	877	343

*The Fall 2024 season is still in progress and data shown is not yet final.

Table 14. Facility rentals

Location	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024*
700 Alma St. - Rentals - residents	18	24	23	21	0	18
700 Alma St. - Rentals – non-residents	76	62	81	73	19	25
100 Terminal Ave. - residents	n/a	n/a	n/a	n/a	n/a	10
100 Terminal Ave. - non-residents	n/a	n/a	n/a	n/a	n/a	4
Athletic field rentals (hours reserved)	1,042	785	722	1146	560	703

*The Fall 2024 season is still in progress and data shown is not yet final.

Table 15. Recreation client accounts

	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
New recreation client accounts	215	335	895	412	327	844	451	515	490	558	1,216	523	380
Total recreation client accounts	5,798	6,013	6,348	7,243	7,655	7,982	8,826	9,277	9,792	10,282	10,840	12,056	12,579

Table 16. Large-scale community event attendance

Location	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024
Black Liberation Month Celebration 2/11	-	-	-	-	256	-	-	-	-	-	-	-	-
Spring Fest – Burgess Park	-	-	-	-	-	-	50	-	-	-	-	-	-
Small child's egg hunt - Arrillaga Rec. Center	-	-	-	-	-	-	30	-	-	-	-	-	-
Egg Hunt – Burgess Park	-	-	-	-	-	-	450	-	-	-	-	-	-
BHCC Grand Opening	-	-	-	-	-	-	-	2,000	-	-	-	-	-
Juneteenth	-	-	-	-	-	-	-	-	300	-	-	-	-
4 th of July Parade and Celebration	-	-	-	-	-	-	-	-	-	1,200	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	270	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	230	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	244	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	222	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	300	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	550	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	300	-	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	80	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	330	-
Trunk-or-Treat	-	-	-	-	-	-	-	-	-	-	-	-	215
Halloween Hoopla	1,100	-	-	-	-	-	-	-	-	-	-	-	1,500
Pumpkin Splash	101	-	-	-	-	-	-	-	-	-	-	-	150
Light Up the Season	-	-	750	-	-	-	-	-	-	-	-	-	-
Photos with Santa	-	-	300	-	-	-	-	-	-	-	-	-	-

PARKS AND RECREATION COMMISSION
 TENTATIVE AGENDA SCHEDULE
 NOVEMBER 20, 2024

Meetings are held at 6:30pm on the fourth Wednesday of the month unless otherwise specified.
 All dates and topics are tentative and subject to change.

MEETING DATE	PROPOSED AGENDA TOPICS
July 24, 2024	<ul style="list-style-type: none"> • Study session: Prepare the Sept. 10 report out to City Council on PRC work plan 2023-24 • BHCC updates • Updates on playground equipment at city parks
August 28, 2024	<ul style="list-style-type: none"> • Select commission chair and vice-chair • Prepare a report-out to City Council on PRC work plan 2023-24 • Recommend the PRC work plan 2024-25 • Policy update: Facility rentals • Update on CAPRA accreditation process
Sept. 25, 2024	<ul style="list-style-type: none"> • Update on parks policy enforcement • Overview of parks; how to report issues in parks, facilities; how to refer inquiries • Park tours for PRC members • Update on aquatics user survey
Oct. 23, 2024 (Location: BHCC)	<ul style="list-style-type: none"> • Library and Community Services department statistics • Suggestion box comments and responses • Approved PRC work plan 2024-25 • Kelly Park turf and track renovation project update
Nov 20, 2024 (3 rd Wednesday)	<ul style="list-style-type: none"> • Approve the PRC 2025 meeting calendar • Policy update: Signage display policy • Aquatics user survey results
Dec. 18, 2024 (Joint meeting w/ LC) (3 rd Wednesday)	<ul style="list-style-type: none"> • Year in review • Open house / social
January 22, 2025	<ul style="list-style-type: none"> • Staff presentation: Community events • Presentation: Youth Advisory Committee • Draft survey: Recreation and community programs
February 26, 2025	<ul style="list-style-type: none"> • Advisory body attendance report • Aquatics - annual performance report
March 26, 2025	<ul style="list-style-type: none"> • Staff presentation: Gymnastics • Survey results: Recreation and community programs
April 23, 2025	<ul style="list-style-type: none"> • Staff presentation: Sports and outdoor recreation
Unscheduled future topics	<ul style="list-style-type: none"> • Staff presentations: recreation programming; programs for aging adults (seniors) • Update on tennis and pickleball feasibility study • Parks and Recreation Facility Master Plan review

Library Commission: Typically meets third Monday of each month, 6:30 pm
 Youth Advisory Committee: Typically meets once per month during school year