

Parks and Recreation Commission

REGULAR MEETING AGENDA



Date: 1/22/2025
Time: 6:30 p.m.
Locations: [Zoom.us/join](https://zoom.us/join) – ID# 862 7050 1185 and
Arrillaga Family Recreation Center – Elm Room
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 Session

A. Call To Order

B. Roll Call

C. Public Comment

Under “Public Comment,” the public may address the Commission on any subject not listed on the agenda. Each speaker may address the Commission once under public comment for a limit of three minutes. You are not required to provide your name or City of residence, but it is helpful. The Commission cannot act on items not listed on the agenda and, therefore, the Commission cannot respond to non-agenda issues brought up under public comment other than to provide general information.

D. Regular Business

D1. Approve minutes from December 18, 2024, joint meeting with Library Commission ([Attachment](#))

D2. Preliminary aquatics annual report ([Staff Report PRC-2024-001](#))

E. Informational Items

E1. Department statistics and recent activities ([Staff Report PRC-2024-002](#))

E2. Tentative agenda calendar ([Attachment](#))

F. Commissioner reports

F2. Individual Commissioner reports

G. Adjournment

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item.

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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**LIBRARY COMMISSION AND PARKS AND RECREATION COMMISSION
SPECIAL JOINT MEETING MINUTES – DRAFT**

Date: 12/18/2024
Time: 6:30 p.m.
Locations: Teleconference and
Belle Haven Library - Makerspace
100 Terminal Ave., Menlo Park, CA 94025

A. Call To Order

Vice Chair Lee called the meeting to order at 6:36 p.m.

B. Roll Call

Present: Crockett, Dawkins, Grass, Herrick, Lee, Orton, Pollack, Sherman, VanBuren, Westcott

Absent: Joshua, Emms, Shafer

Staff: Library and Community Services Director Sean Reinhart, Assistant Library and Community Services Director Nick Szegda, Library and Community Services Supervisor Tricia Mullan

C. Presentations and Proclamations

C1. Year in Review (Staff Report PRC-2024-040 / LC-2024-040)

Director Reinhart, Assistant Director Szegda and Supervisor Mullan made the presentation (Attachment).

D. Commissioner Reports

D1. Individual Commissioner reports.

Commissioner Herrick reported out on the ad-hoc subcommittee’s recent visit to the Hayward Library (Attachment).

E. Adjournment

Vice Chair Lee adjourned the meeting at 7:10 p.m.

Assistant Library and Community Services Director Nick Szegda



YEAR IN REVIEW - 2024

Parks and Recreation Commission and Library Commission

December 18, 2024

A LOOK BACK AT 2024

- The Library and Community Services department team had a very active and successful 2024
- It's not possible to list every noteworthy achievement in a slideshow
- If an achievement is not listed, that does not mean that it is any less important than these selected highlights!





THE DEPARTMENT

Library and Community Services provides a diverse array of lifelong learning and recreational opportunities for Menlo Park residents of all ages, abilities, and lived experiences.

- Public libraries
- Indoor recreation
- Outdoor recreation
- Early childhood education
- School age childcare
- Aging adult (senior) programs
- Community events

FACILITIES

Library and Community Services operates eight public facilities to serve the residents of Menlo Park:

- Arrillaga Family Gymnasium
- Arrillaga Family Gymnastics Center
- Arrillaga Family Recreation Center
- Belle Haven Child Development Center
- Belle Haven Community Campus (actually 5 facilities in 1)
- Burgess Pool
- Menlo Children's Center
- Menlo Park Library



POLICY ACHIEVEMENTS IN 2024



Parks and Recreation Commission

- Signage display policy
- Facility rental policy
- Recreation scholarship policy
- Event sponsorship policy

Library Commission

- Library collection development policy
- Library meeting room use policy
- Exhibits and displays policy

Both commissions

- LCS Strategic Plan 2024-26





2024 - BY THE NUMBERS

- Circulated over 550,000 library items with 23,400 Menlo Park resident library cardholders
- Enrolled almost 4,000 gymnastics students in 440+ classes
- Added over 6,000 new recreation client accounts - more than doubling the number of accounts
- Provided quality care to over 250 children in daily child care programs
- Provided over 500 free educational and cultural programs to the Menlo Park community, supported largely by donations
- Completed over 14,000 senior shuttle trips
- Served over 7,000 nutritious, low-cost lunches to Menlo Park senior center visitors.







PARK RENOVATIONS



- Willow Oaks Park
 - New playground
 - New dog park
 - New pathways
- Burgess Park
 - New “tree house” playground equipment
- Nealon Park parking lot
 - Resurfacing, reconfiguration
- Bedwell Bayfront Park - Flyway trail
 - Salt pond restoration
 - Don Edwards Nat’l Wildlife Refuge



COMMUNITY ENGAGEMENT

- Suggestion boxes
- Aquatics user survey
- Aquatics open houses
- Child care needs survey
- Belle Haven Community Campus working group
- Library Commission
- Parks and Recreation Commission
- Youth Advisory Committee
- Library teen advisory group



TEENS AND YOUTH ENGAGEMENT

- Youth Advisory Committee (YAC)
- Teen aquatics focus group
- Teen makerspace research
- Library Teen Advisory Group
- Teen media days and movie nights
- Middle grade book group
- Video game and board game nights
- Library “Teen Zones” gathering spaces





COMMUNITY EVENTS



MENLO PARK CELEBRATES



- Black Liberation Month
- Egg Hunt and Spring Fest
- Youth Poetry Voices
- Juneteenth Celebration
- 4th of July Parade
- Music in the Park concert series
- Halloweek!
- Shop Local! Light Up the Season
- Photos with Santa
- 500+ smaller-scale educational and cultural programs.







**HILLVIEW
MIDDLE SCHOOL
MENLO PARK, CA**





A DREAM COME TRUE

BELLE HAVEN COMMUNITY CAMPUS





BELLE HAVEN COMMUNITY CAMPUS

- Grand opening on May 20, 2024
- 100% electric, net zero energy, onsite solar, battery microgrid
- 37,000 square feet on two levels
- Five major programs in one facility:
 - Belle Haven Library
 - Belle Haven Pool
 - Belle Haven Youth Center
 - Menlo Park Senior Center
 - Onetta Harris Community Center
- Decades-long vision; four years from concept to completion
- Major funding and construction by Meta Platforms, Inc.
- Plus support from City of Menlo Park, grants and private donations













BELLE HAVEN COMMUNITY CAMPUS
100

A LOOK AHEAD TO 2025

- Belle Haven Community Campus one-year anniversary
- Child care needs analysis
- Recreation and community programs survey
- National accreditation – Recreation programs
- National benchmarking – Library programs
- “Library of the Future” ad hoc subcommittee report
- Aquatics operator annual report
- Senior Center “friends and family” events
- Makerspace “open lab” hours
- ...and much more!



THANK YOU

Menlo Park Library of the Future
 Library Commission Ad Hoc Committee
 Update for fellow commissioners
 December 16, 2024

Proposed library visits - January-February 2025

Library	Presumed Contact	Budget	Population Served	Ad Hoc Member	Others Visiting**	Date of visit
Burlingame	Brad McCulley	6.3 million	35,000	Brian Westcott		
Redwood City-Downtown Library	Derek Wolfgram	10.8 million	80,000	Michael Herrick		
Palo Alto-Mitchell Park Library	Gayathri Kanth	12.1 million	70,000	Brian Westcott	Carol Orton	
Mountain View	Tracy Gray	8.067 million	86,500	Kim Crockett		
Los Gatos	Ryan Baker	3.398 million	33,529	Kim Crockett		
Hayward	Jayani Addleman	7.880 million	155,000	Michael Herrick	Kim Crockett, Brian Westcott, Carol Orton	12/11/2024
Menlo Park	N/A	3.3 million	31,000	N/A	N/A	N/A

Please contact the Ad Hoc committee member listed above, **by the first week in January, if interested in joining a specific library visit team

Main topics of information gathering

Topic	Comments
Branch libraries	
Size of Main Library	
Year opened	
Programming	
Staffing	
Collections	

Community Collaborations	
New and Innovative Activities	
Future Aspirations	
Challenges	

Background information to look into before the visit:

- 1) Population served?
 - a) Number of people
 - b) Demographic characteristics (age, languages, ethnicities)
 - c) Budget
 - d) Staffing
 - e) Programming
 - f) Collections
 - i) physical (size, any particular emphases, etc)
 - ii) Digital
 - iii) Non-text, non-video, non-audio aspects?

Prompting questions during the visit:

- 2) What are you most proud of about your library and the services it offers?
- 3) What types of community collaborations and partnerships does your library have?
 - a) How do you figure out if your programs and services are meeting community needs?
 - b) What method (surveys, etc.) do you use to gather feedback? How often?
- 4) What are some things which are not working/could be improved?
- 5) What is one new thing you have implemented in the last year?
- 6) Looking to the future, what are your plans?
- 7) Do you have a wish list or a pie-in-the sky aspiration for future library services?

Sample information gathered from the 12/11/2024 Hayward Library visit

Topic	Comments
Branch libraries	1 undergoing renovations currently; Measure C 0.5% sales tax, which funded the Downtown Library construction, is slated to fund the construction of another branch library
Size of Main Library	58,000 SF
Year opened	2017

Programming	Very popular (young) children story hour which has already outgrown the space designed for it; homework help; much of the programming is self-serve in that there are many meeting and collaboration spaces which community groups can use to engage in their own activities/programming.
Staffing	[research more]: Not able to open Sundays
Collections	Standard digital offerings (in the BALIS consortium, part of PLP, which runs in a similar way to PLS); Print collections are not highlighted in the building design. The building itself features meeting spaces and use space much more than books which are in shelving ranges on each floor but not prominently placed
Community Collaborations	Many: from diaper distribution to Community College and CSU East Bay enabled "homework help" programs; music programs come into the library making the ground floor a community space, the sounds of which filter up to the quieter 2nd and 3rd floor study spaces. The building's original design was built around distinctive art highlighted throughout the building and there are continuing efforts to add and enhance this feature. Meeting spaces are well used and sought after by multiple populations for many uses.
New and Innovative Activities	There is great art everywhere. The architects facilitated this but ongoing collaborations continue to augment this aspect of the physical spaces. The amount of technology throughout the library. This was an intentional design feature pursued in mid-2010s. Touch screen and other interactive computer equipment for children as young as 2 or 3. Every floor of the library has technology-focused design features. It is a Net Zero building but that has also led to challenges since the building's infrastructure (radiant floor heating/cooling) requires extra attention.
Future Aspirations	To bring diversity initiatives front and center; bring services into more local communities through 2 bookmobiles, refurbishing an existing branch library and building a new branch library
Challenges	Staffing to keep the building open and accessible to meet community demand. Closes at 7:00 in the evening which is especially a problem for utilizing the great meeting spaces in the building. The design of the library prohibits having these community spaces open when the library is closed since full staffing is necessary. The design features of the building were more ambitious than the contractor was always able to handle so it led to some difficulties getting the building open on time.



STAFF REPORT

Parks and Recreation Commission

Meeting Date: 1/22/2025

Staff Report Number: PRC-2025-001

Regular Business: Preliminary aquatics annual report

Recommendation

Staff recommends that the Parks and Recreation Commission (PRC) review a preliminary aquatics annual report for calendar year 2024 (Attachment A).

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 (Agreement) with the City of Menlo Park. (Attachment B).

On Nov. 19, 2024, City Council received an informational report containing updates on the aquatics user survey and next steps for potential aquatics user fee adjustments (Attachment C).

On Nov. 20, 2024, the PRC reviewed the results of the citywide aquatics user survey and focus group feedback (Attachment D).

Analysis

Early submittal of preliminary report

Per the Agreement terms, the Operator's annual performance report is due to the City by February 28 of each year. The report covers the previous calendar year of activities at the two City-owned pools. At City staff's request, the Operator provided a preliminary version of the report on January 15, several weeks in advance of the final report submittal deadline. The early submittal and release of a preliminary report is intended to provide the PRC and the community the opportunity to review, offer feedback, and request clarifying information before the report is finalized and transmitted to City Council.

Reporting requirements

Per the Agreement terms, the annual performance report shall include the following elements:

1. Community satisfaction survey results, as administered and compiled by City with input from Operator.
2. User group feedback by program area.
3. Pool schedule and allocation by program for previous year and projections to the upcoming year.
4. User fees collected by program area, including fees paid by Menlo Park residents and non-residents.
5. Fee comparison to other public pools in the region.

6. Annual audits and reviews demonstrating standards of care are met.
7. Emergency Action Plan.

Additional elements that may include proprietary information or personal identifying information are required to be transmitted to City staff for review at the same time as the annual report, including:

8. Risk management documentation.
9. Training certifications listed by staff member.
10. Visitor addresses for residency verification.
11. Incident reports of any rescues, injuries, emergencies, criminal activity, accidents, or other events

Attachment A includes preliminary reporting on items 1-7 above. Items 1 and 2 were previously reported in the context of the City's aquatic survey results (Attachment D). The remaining items 8-11 above have been received by City staff for review and verification but are not included in Attachment A to protect sensitive proprietary and/or personal identifying information.

Preliminary report highlights

Staff will provide a presentation to the PRC to facilitate discussion of the preliminary report prior to finalizing the report. The full report is included in Attachment A. Highlights from the report to be covered in the presentation include:

- The new Belle Haven Pool opened to the public on May 20, 2024. The new swim center includes a performance (deep) pool, instructional (shallow) pool, family-friendly splash pad, locker rooms, showers, family restrooms, outdoor lounge seating and other amenities.
- Both City-owned swim centers were operated seven days per week, year-round, with a minimum of 63 open hours per week at each location, excepting some holidays and maintenance-related closures.
- A wide variety of aquatic programs were offered including recreational swim, lap swim, swim instruction, aqua fit, masters swim, youth teams, and youth swim camps.
- Burgess Pool received 137,921 total visits in 2024, a 10% increase from 125,346 total visits in 2023.
 - Approximately 51% of the visits at Burgess Pool were by incorporated City of Menlo Park residents.
 - Swim lessons accounted for 37,905 of the total visits at Burgess Pool.
 - Pool renter groups accounted for an additional estimated 33,600 visits at Burgess Pool.
- Belle Haven Pool received 17,247 total visits from May 20 through Dec. 31, 2024. (By comparison, Burgess Pool received 92,762 visits during the same time period.)
 - Approximately 75% of the visits at Belle Haven Pool were by incorporated City of Menlo Park residents.
 - Swim lessons accounted for 4,240 of the total visits at Belle Haven Pool.
 - Pool renter groups accounted for an additional estimated 800 visits at Belle Haven Pool.
- In partnership with Beyond Barriers Athletic Foundation, 220 swimmers received 1,940 swim lesson scholarships.
- City Council authorized new aquatics user fees in the City of Menlo Park Master Fee Schedule on Feb. 27, 2024.
- Menlo Park's user fee for resident lap swim (\$9) is somewhat above the median fee compared to other public pools in the region. Burlingame and Palo Alto also charge \$9. Sunnyvale charges \$10, and Santa Clara charges \$11. San Bruno, Campbell, and Santa Cruz charge \$8; South San Francisco \$6.50; and San Jose and Mountain View \$6.
- Menlo Park's lane rental fee (\$15 per lane per hour) is among the lowest compared to other pools in the region.

Additional report details will be included in the presentation to help inform and facilitate the PRC's discussion.

Next steps

City staff and Operator will review the PRC's feedback and suggestions to help inform the finalization of the annual report. Staff will present the final report to City Council and request direction for the aquatics operation and aquatics user fees tentatively in February.

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 as a result of this report at this time.

The Operator reported overall (both swim centers combined) total revenue of \$2.72 million and total expenses of \$2.79 million in 2024, for a net loss of approximately \$67,000. Of that overall total, Burgess Pool accounted for \$2.55 million in revenue and \$2.44 million in expenses; Belle Haven Pool accounted for approximately \$174,000 in revenue and \$346,000 in expenses.

The City has contracted with a government finance consultant to conduct an independent financial review of Operator's profit and loss statements related to City-owned swim centers. The purpose of conducting the review is to verify the accuracy of the Operator's financial statements and provide a clear picture of the operational expenditures and revenues at City-owned swim centers. The resulting financial report will be presented to City Council, along with the final aquatics performance report tentatively in February.

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. Preliminary draft aquatics annual report 2024
- B. Aquatics operator agreement
- C. Hyperlink. City Council Staff Report #24-201-CC. menlopark.gov/files/sharedassets/public/v/2/agendas-and-minutes/city-council/2024-meetings/agendas/20241119/h3-20241119-cc-aquatics-survy-results.pdf
- D. Hyperlink. Parks and Recreation Commission Staff Report #PRC-2024-036. menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/parks-and-recreation-commission/2024-meetings/agendas/agenda_prc_20241120-amended.pdf#page=15

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

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



****DRAFT****

2024 Annual Aquatic Report

Presented by
Team Sheeper Inc./Menlo Swim and
Sport

Prepared for the
City of Menlo Park

January, 2025

Table of Contents

Introduction.....	3
Program Hours.....	4
Burgess Pool, 2024.....	4
Belle Haven Pool, 2024.....	5
Pool Schedules.....	6
2024 School Year- Burgess Instructional Pool.....	7
2024 School Year- Burgess Performance Pool.....	8
2024 School Year- Burgess Wading Pool.....	9
2024 Summer- Burgess Instructional Pool.....	10
2024 Summer- Burgess Performance Pool.....	11
2024 Summer- Burgess Wading Pool.....	12
Projected 2025 School Year- Burgess Instructional Pool.....	13
Projected 2025 School Year- Burgess Performance Pool.....	14
Projected 2025 School Year- Burgess Wading Pool.....	15
Projected 2025 Summer- Burgess Instructional Pool.....	16
Projected 2025 Summer- Burgess Performance Pool.....	17
Projected 2025 Summer- Burgess Wading Pool.....	18
2024 School Year- Belle Haven Instructional Pool.....	19
2024 School Year- Belle Haven Performance Pool.....	20
2024 Summer- Belle Haven Instructional Pool.....	21
2024 Summer- Belle Haven Performance Pool.....	22
Projected 2025 School Year- Belle Haven Instructional Pool.....	23
Projected 2025 School Year- Belle Haven Performance Pool.....	24
Projected 2025 Summer- Belle Haven Instructional Pool.....	25
Projected 2025 Summer- Belle Haven Performance Pool.....	26
Program Statistics.....	27
Pool Visits.....	27
Burgess Pool Visits Detail.....	27
Burgess Pool Visits Summary.....	27
Belle Haven Pool Visits.....	28
Belle Haven Pool Visits Summary.....	29
Burgess Pool Visits Detail for Belle Haven Comparison.....	30
Visits Comparison by Pool.....	31
Monthly Members.....	32
Burgess Pool Average Monthly Members.....	32
Belle Haven Pool Average Monthly Members.....	32
Swim Lessons & Camps.....	33
Burgess Pool Swim Lessons.....	33
Belle Haven Pool Swim Lessons.....	33
Scholarship Lessons.....	34



Visits Report for Address Verification.....	34
Program Fees.....	35
2024 Fees.....	35
Fee Comparisons.....	36
Resident Lap Swim Fee.....	36
Lane Rental Fee.....	38
Swim Lesson Fee.....	40
Survey Highlights.....	42
Overall Satisfaction.....	42
Survey Comments.....	43
Narrative on Survey Comments:.....	43
Audits and Reviews.....	44
Risk Management.....	45
Training Certifications.....	47
Emergency Action Plan.....	49
Incident Reports.....	50
Safety Reports.....	51
Material Changes.....	54

DRAFT



Introduction

As 2024 dawned, Team Sheeper knew it was going to be a full and challenging year. Fresh off agreeing to another 5 year deal with the City of Menlo Park as the Aquatics Operator and rolling into our 18th year of operations at Burgess Pool, we projected that all our business operation systems would be stressed and ultimately challenged as we braced ourselves for the grand opening of Belle Haven Pool.

As an operator, we decided to focus our energy on evaluating and enhancing our safety services to ensure that the foundation of our community service operation was proactive and exceeded industry standards. Providing community confidence in the protection of well being was and is an overarching goal. From our decision to focus on public safety, emerged 4 main 2024 Team Sheeper Inc. initiatives:

- Belle Haven Pool Grand Opening
- Creation of Head of Safety Services Role
- Lifeguard Operations Enhancements
- American Red Cross Examiner Services

Belle Haven Pool Grand Opening occurred in late May 2024, 2 weeks prior to the summer rush to the pool. Timelines and deadlines were met and a full menu of aquatic services were made available to the public.

Creation of the Head of Safety Services role was fueled by our desire to identify an experienced and exceptional individual to lead a staff of more than 125 lifeguards that safely and efficiently protected our community members.

Lifeguard Operations Enhancements where the focus was put on improved pre-hire certification training classes, on-boarding training, in-service training, on-guard quick checks, reviews, scheduling and evaluations.

American Red Cross Examiner Services were contracted as we desired to measure our safety operation against the industry "Gold Standard." Their intensive and extensive objective review of our entire operation allowed us to identify our strengths and weaknesses. The Red Cross Examiner Service is an ongoing partnership.

From an operational perspective, pride and confidence encompasses all our systems of delivery from our customer service, programming, safety, maintenance to our renter relations.

We welcome any pool user to find an aquatics center in our region or beyond that has more open hours year round for recreational lap swimming or family swim, more quality and diverse programming, lower overall user fees, or has a staff more focused on customer service, safety and user satisfaction.

Program Hours

Burgess Pool, 2024

Program	Non-Summer			Summer		
	Hours Per Week	Days of Week	Times of Day	Hours Per Week	Days of Week	Times of Day
Lap Swim	90*	M-F Sa, Su	6 am-8 pm 6 am-4 pm	92	M-F Sa, Su	6 am-8 pm 6 am-5 pm
Open Swim	25.5	M-F Sa, Su	1-3:45 pm, 7:15-8 pm 12-4 pm	63	M-F Sa, Su M-Su**	12-8 pm 9 am-5 pm 11 am-5 pm
Swim School	43.5	M-F M, T, Th, F W Sa	3-7 pm 10 am-2 pm 9-11:30 am 9 am-2 pm	25	M-F Sa	3-7 pm 9 am-2 pm
Camp	-	-	-	40	M-F	9 am-5 pm
Bridge	7.5	M-F	3:45-5:15 pm	-	-	-
Aqua Fit	5	M-F	8-9 am	5	M-F	8-9 am
Aqua Wellness	3	Tu Th	9-10 am, 10-11 am 9-10 am	3	Tu Th	9-10 am, 10-11 am 9-10 am
Menlo Masters	17	M-Sa M-Th Su	6-7 am, 7-8 am 12-1 pm 7-8 am	17	M-Sa M-Th Su	6-7 am, 7-8 am 12-1 pm 7-8 am
Youth Teams	22	M-F Sa	4-8 pm 8-10 am	27	M-F Sa	3-8 pm 8-10 am
Master Women's Water Polo	2	Su	8-10 am	2	Su	8-10 am

*1 hour earlier closure on weekend days Nov-Mar

**Wading Pool



Belle Haven Pool, 2024

Program	Non-Summer			Summer		
	Hours Per Week	Days of Week	Times of Day	Hours Per Week	Days of Week	Times of Day
Lap Swim	63	M-F Sa, Su	10 am-7 pm 8 am-5 pm	66	M-F Sa Su	8 am-7 pm 9 am-4 pm 12-4 pm
Open Swim	49	M-F Sa, Su	12-7 pm 10 am-5 pm	43	M-F Sa, Su	12-7 pm 12-4 pm
Swim School	16	M-W W, F	3-7 pm 11 am- 1 pm	22	M-Th Sa	1:30-6:15 pm 9 am-12 pm
Camp	-	-	-	25	M-F	9 am-2 pm
Aqua Fit*	2	T, Th	11 am-12 pm	2	T, Th	11 am-12 pm
Youth Teams*	16	M-F M, T, Th, F Sa	4-6 pm 6-7 pm 9-11 am	16	M-F M, T, Th, F Sa	4-6 pm 6-7 pm 9-11 am

*Newly added programs

Pool Schedules

The 2 main take-aways when viewing the following comprehensive and detailed schedules are to notice the:

- a. Colors: A color represents a program that serves and supports dozens if not hundreds of individuals
- b. Widths: If the width of the colors is narrow, that demonstrates that the pool is being “SHARED” which is a company value we strongly believe in, and a unique part of our operational model.

Summer season is approximately June through Mid-August

School Year is approximately Mid-August through May

Legend:

Lap Swim - Lap swimming for drop ins and memberships

Family Recreational/Open Swim

Swim Lessons - for youth and adults, group and private lessons

Bridge Youth Swim Program - Pre-competitive swim provided by Team Sheeper to prepare youth for competitive programs

Youth Teams - provided by renters, SOLO, PASA Menlo Park, Belle Haven Youth Swim Team, and First Youth Kids Triathlon

Aqua Fit - provided by Team Sheeper

Menlo Mavens Masters Women’s Water Polo - provided by renter Menlo Mavens

Aqua Wellness - provided by Revolutions in Fitness

Menlo Masters - Adult Swim Community provided by Team Sheeper

Lifeguard Course - Red Cross Lifeguard Certification courses provided by Team Sheeper

Clinics- Youth and Adult Swim Technique Clinics provided by Team Sheeper



2024 School Year- Burgess Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6 - 7 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
7 - 8 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
8 - 9 AM	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Laps (6)	Laps (6)
9 - 9:30 AM	Laps (6)	Aqua Wellness (3) Laps (3)	Les (1) Laps (5)	Aqua Wellness (3) Laps (3)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
9:30 - 10 AM	Laps (6)	Aqua Wellness (3) Laps (3)	Les (1) Laps (5)	Aqua Wellness (3) Laps (3)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
10 - 11 AM	Laps (6)	A W (2) Laps (4)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
11 AM - 12 PM	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (2) Laps (4)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
12 - 1 PM	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Family Rec (2)	Laps (2) Family Rec (4)
1 - 1:30 PM	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
1:30 - 2 PM	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Lap (1) Family Rec (4)	Laps (2) Family Rec (4)
2 - 2:45 PM	Laps (3) Family Rec (2)	Laps (3) Family Rec (2)	Les (1) Laps (3) Rec (2)	Laps (3) Family Rec (2)	Les (1) Laps (3) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
2:45 - 3 PM	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
3 - 3:45 PM	Lessons (3) Lap (1) Family Rec (2)	Lessons (3) Lap (1) Family Rec (2)	Lessons (3) Lap (1) Family Rec (2)	Lessons (3) Lap (1) Family Rec (2)	Lessons (3) Lap (1) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
3:45 - 4 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Lap (1) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
4 - 5 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Lap (1) Rec (2)	Winter closing time is 4 pm	
5 - 6 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Lap (1) Rec (2)		
6 - 6:45 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Lap (1) Rec (2)		
6:45 - 7 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)		
7 - 8 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)		

Notice the diversity of programming along with ample lap and open swimming opportunities.



2024 School Year- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Mavens (8)	Lap (3)
9 - 9:15 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Mavens (8)	Lap (3)
9:15 - 10 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)	Mavens (8)	Lap (3)
10 - 11 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)	Laps (11)	
11 - 11:15 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)	Laps (11)	
11:15 AM - 12 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		Laps (11)		Laps (11)	
1 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
3 - 4 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Winter closing time is 4 pm			
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				

Notice that lap lanes are available every open hour throughout the week.



2024 School Year- Burgess Wading Pool

Open Sa & Su 11am- 5pm in early fall as weather and staffing permits.

DRAFT



2024 Summer- Burgess Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6 - 7 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
7 - 8 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
8 - 9 AM	Aqua Fit (4)	Laps (2)	Aqua Fit (4)	Laps (2)	Aqua Fit (4)	Laps (2)	Laps (6)
9 - 9:30 AM	Laps (6)	AW (2)	Laps (4)	Laps (6)	AW (3)	Laps (3)	Laps (5)
9:30 - 10 AM	Laps (3)	Camp (3)	AW (2)	Lap (1)	Camp (3)	Laps (3)	Camp (3)
10 - 11 AM	Laps (3)	Camp (3)	AW (1)	Lap (2)	Camp (3)	Laps (3)	Camp (3)
11 - 11:45 AM	Laps (3)	Camp (3)	Laps (3)	Camp (3)	Laps (3)	Camp (3)	Laps (3)
11:45 AM - 12:30 PM	Laps (3)	Family Rec (3)	Laps (3)	Family Rec (3)	Laps (3)	Family Rec (3)	Laps (3)
12:30 - 1 PM	Camp (3)	Family Rec (3)	Camp (3)	Family Rec (3)	Camp (3)	Family Rec (3)	Camp (3)
1 - 1:30 PM	Camp (3)	Family Rec (3)	Camp (3)	Family Rec (3)	Camp (3)	Family Rec (3)	Camp (3)
1:30- 2 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
2 - 3 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
3 - 4 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
4 - 5 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
5 - 6 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
6 - 7 PM	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)	Family Rec (3)	Lessons (3)
7 - 8 PM	Laps (3)	Family Rec (3)	Laps (3)	Family Rec (3)	Laps (3)	Family Rec (3)	Laps (3)

Notice the abundance of open/family swim opportunities.



2024 Summer- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)	Mavens (8)	Lap (3)
9 - 9:30 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth (2)	Laps (9)	Mavens (8)	Lap (3)
9:30 - 10 AM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Youth (2)	Laps (9)	Mavens (8)	Lap (3)
10 - 11 AM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Laps (11)		Laps (11)	
11 AM - 12 PM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Laps (11)		Laps (11)	
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		Laps (11)		Laps (11)	
1 - 1:30 PM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Laps (11)		Laps (11)	
1:30 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
3 - 3:30 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)	
3:30 - 4 PM	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Laps (11)		Laps (11)	
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Laps (11)		Laps (11)	
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				

Notice how space is provided for summer youth programming while still having ample opportunity for lap swimming.



2024 Summer- Burgess Wading Pool

Monday- Sunday 11am-5pm.

The wading pool is mostly used during the 10 weeks of summer and the 2-3 weeks preceding summer and the 2-3 weeks following summer. The pool is primarily used by parents with their young children under 6 years of age and mostly when the sun is shining on the pool. The small square pool has a water depth of 1 foot 6 inches that is fenced off from the other parts of the facility. A small lawn area with picnic tables adds to the summer popularity of this amenity.

DRAFT

Projected 2025 School Year- Burgess Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6 - 7 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
7 - 8 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
8 - 9 AM	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Laps (6)	Laps (6)
9 - 9:30 AM	Laps (6)	Laps (6)	Laps (6)	Aqua Wellness (3) Laps (3)	Laps (6)	Lessons (4) Laps (2)	Laps (6)
9:30 - 10 AM	Laps (6)	Laps (6)	Laps (6)	Aqua Wellness (3) Laps (3)	Laps (6)	Lessons (4) Laps (2)	Laps (6)
10 - 10:15 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Lessons (4) Laps (2)	Laps (6)
10:15 - 10:45 AM	Les (1) Laps (5)	Laps (6)	Les (1) Laps (5)	Laps (6)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
10:45 - 11 AM	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
11 AM - 12 PM	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Laps (2)	Laps (6)
12 - 1 PM	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Les (1) Laps (5)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
1 - 1:30 PM	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
1:30 - 2 PM	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les Lap (1) Family Rec (4)	Laps (2) Family Rec (4)
2 - 2:15 PM	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les (1) Laps (3) Rec (2)	Les Lap (1) Family Rec (4)	Laps (2) Family Rec (4)
2:15 - 2:45 PM	Laps (4) Rec (2)	Les (1) Laps (3) Rec (2)	Laps (4) Rec (2)	Les (1) Laps (3) Rec (2)	Laps (4) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
2:45 - 3 PM	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
3 - 3:45 PM	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Lessons (3) Lap (1) Rec (2)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
3:45 - 4 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
4 - 5 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Winter closing time is 4 pm	
5 - 5:15 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)		
5:15 - 6 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lap (1) Rec (2)	
6 - 6:45 PM	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lessons (3) Bridge (3)	Lap (1) Rec (2)	
6:45 - 7 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	
7 - 8 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	

Notice the diversity of offerings and an abundance of time and space devoted to instruction.



Projected 2025 School Year- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Mavens (8)	Lap (3)	
9 - 9:15 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Mavens (8)	Lap (3)	
9:15 - 10 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)		Mavens (8)	Lap (3)
10 - 11 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)		Laps (11)	
11 - 11:15 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)		Laps (11)	
11:15 AM - 12 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		Laps (11)		Laps (11)		
1 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)		Laps (11)	
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)		Laps (11)	
3 - 4 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)		Laps (11)	
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Winter closing time is 4 pm				
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)					
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)					
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)					



Projected 2025 School Year- Burgess Wading Pool

Seasonal. Open Sa & Su 11am- 5pm in early fall as weather and staffing permits.

DRAFT



Projected 2025 Summer- Burgess Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6 - 7 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
7 - 8 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
8 - 9 AM	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Aqua Fit (4) Laps (2)	Laps (6)	Laps (6)
9 - 9:30 AM	Laps (6)	Laps (6)	Laps (6)	AW (3) Laps (3)	Laps (6)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
9:30 - 10 AM	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	AW (3) Camp (3)	Laps (3) Camp (3)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
10 - 11 AM	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Lessons (4) Family Rec (2)	Laps (2) Family Rec (4)
11 - 11:45 AM	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Laps (3) Camp (3)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
11:45 AM - 12:30 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
12:30 - 1 PM	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Lessons (4) Rec (2)	Laps (2) Family Rec (4)
1 - 1:30 PM	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Camp (3) Family Rec (3)	Lessons (4) Family Rec (2)	Laps (2) Family Rec (4)
1:30- 2 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
2 - 3 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
3 - 4 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
4 - 5 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (2) Family Rec (4)	Laps (2) Family Rec (4)
5 - 6 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (3) Family Rec (3)		
6 - 7 PM	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Lessons (3) Family Rec (3)	Laps (3) Family Rec (3)		
7 - 8 PM	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)	Laps (3) Family Rec (3)		



Projected 2025 Summer- Burgess Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
6 - 7 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)	
7 - 8 AM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)
8 - 9 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth Teams (2)	Laps (9)	Mavens (8)	Lap (3)
9 - 9:30 AM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Youth (2)	Laps (9)	Mavens (8)	Lap (3)
9:30 - 10 AM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Youth (2)	Laps (9)	Mavens (8)	Lap (3)
10 - 11 AM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Laps (11)		Laps (11)	
11 AM - 12 PM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Laps (11)		Laps (11)	
12 - 1 PM	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Masters (8)	Lap (3)	Laps (11)		Laps (11)		Laps (11)	
1 - 1:30 PM	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Camp (3)	Laps (8)	Clinics (2)	Laps (9)	Laps (11)	
1:30 - 2 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)	Laps (11)	
2 - 3 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)	Laps (11)	
3 - 3:30 PM	Laps (11)		Laps (11)		Laps (11)		Laps (11)		Laps (11)		Clinics (2)	Laps (9)	Laps (11)	
3:30 - 4 PM	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Youth (4)	Laps (7)	Clinics (2)	Laps (9)	Laps (11)	
4 - 5 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Laps (11)		Laps (11)	
5 - 6 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
6 - 7 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				
7 - 8 PM	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)	Youth Teams (8)	Laps (3)				



Projected 2025 Summer- Burgess Wading Pool

Monday-Sunday 11am-5pm

DRAFT



2024 School Year- Belle Haven Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8 - 9 AM						Laps (4)	Laps (4)
9 - 10 AM						Laps (4)	Laps (4)
10 - 11 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)
11 AM - 12 PM	Laps (4)	Laps (2) Aqua Fit (2)	Le (1) Laps (3)	Laps (2) Aqua Fit (2)	Le (1) Laps (3)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)
12 - 1 PM	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Le (1) La (1) Family Rec (2)	Laps (2) Family Rec (2)	Le (1) La (1) Family Rec (2)	Family Rec (4)	Family Rec (4)
1 - 2 PM	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
2 - 2:45 PM	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
2:45 - 3 PM	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Laps (2) Rec (2)	Laps (2) Rec (2)	Family Rec (4)	Family Rec (4)
3 - 4 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
4 - 5 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
5 - 6 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)		
6 - 7 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Laps (2) Family Rec (2)	Laps (2) Family Rec (2)		

Notice the diversity of programming along with ample lap and open swimming opportunities.



2024 School Year- Belle Haven Performance Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY								
8 - 9 AM						Laps (6)	Laps (6)								
9 - 10 AM						Youth Teams (4)	Laps (2) (6)								
10 - 11 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Youth Teams (4)	Laps (2) (6)								
11 AM - 12 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)								
12 - 1 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)								
1 - 2 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)								
2 - 3 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)								
3 - 4 PM	Laps (5)	Le (1)	Laps (5)	Le (1)	Laps (5)	Le (1)	Laps (6)								
4 - 5 PM	Youth Teams (4)	La (1)	Le (1)	Youth Teams (4)	La (1)	Le (1)	Youth Teams (2)	Laps (3)	Le (1)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Laps (6)	Laps (6)
5 - 6 PM	Youth Teams (4)	La (1)	Le (1)	Youth Teams (4)	La (1)	Le (1)	Youth Teams (2)	Laps (3)	Le (1)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)		
6 - 7 PM	Youth Teams (2)	Laps (3)	Le (1)	Youth Teams (2)	Laps (3)	Le (1)	Laps (5)	Le (1)	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)			

Notice that lap lanes are available every open hour throughout the week.



2024 Summer- Belle Haven Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8 - 9 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)		
9 - 10 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Lessons (4)	
10 - 11 AM	Camps (2) Laps (2)	Camps (2) Laps (2)	Camps (2) Laps (2)	Camps (2) Laps (2)	Camps (2) Laps (2)	Lessons (4)	
11 AM - 12 PM	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Camps (2)	Laps (2)	Lessons (4)
12 - 12:30 PM	Laps (2)	Rec (2)	Laps (2)	Rec (2)	Laps (2)	Rec (2)	Family Rec (4)
12:30 - 1 PM	Camps (2)	Rec (2)	Camps (2)	Rec (2)	Camps (2)	Rec (2)	Family Rec (4)
1 - 1:30 PM	Camps (2)	Rec (2)	Camps (2)	Rec (2)	Camps (2)	Rec (2)	Family Rec (4)
1:30 - 2 PM	Lessons (2)	Rec (2)	Lessons (2)	Rec (2)	Lessons (2)	Rec (2)	Family Rec (4)
2 - 3 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Family Rec (4)
3 - 4 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Family Rec (4)
4 - 5 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Family Rec (4)
5 - 6 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Family Rec (4)
6 - 6:15 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Family Rec (4)
6:15 - 7 PM	Family Rec (4)	Family Rec (4)	Family Rec (4)	Family Rec (4)	Family Rec (4)		

Notice the abundance of open/family swim opportunities.



2024 Summer- Belle Haven Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		
8 - 9 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)						
9 - 10 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (4)	Les (2)			
10 - 11 AM	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (4)	Les (2)			
11 AM - 12 PM	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (4)	Les (2)			
12 - 1 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	
1 - 2 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	
2 - 3 PM	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)
3 - 4 PM	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)
4 - 5 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)					
5 - 6 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)					
6 - 7 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)					

Notice the abundance of lap and open/family recreational swim opportunities.



Projected 2025 School Year- Belle Haven Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8 - 9 AM						Laps (4)	Laps (4)
9 - 10 AM						Laps (4)	Laps (4)
10 - 11 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (2)	Laps (2)
11 AM - 12 PM	Laps (4)	Laps (2)	Aqua Fit (2)	Laps (4)	Laps (2)	Aqua Fit (2)	Laps (2)
12 - 1 PM	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)
1 - 2 PM	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)
2 - 2:45 PM	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)	Family Rec (2)	Laps (2)
2:45 - 3 PM	Lessons (2)	Rec (2)	Lessons (2)	Rec (2)	Lessons (2)	Rec (2)	Laps (2)
3 - 4 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Laps (2)
4 - 5 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Laps (2)
5 - 6 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Laps (2)
6 - 7 PM	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Lessons (2)	Family Rec (2)	Laps (2)

Projected 2025 School Year- Belle Haven Performance Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8 - 9 AM						Laps (6)	Laps (6)
9 - 10 AM						Laps (6)	Laps (6)
10 - 11 AM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Youth Teams (4) Laps (2)	YT (1) Laps (5)
11 AM - 12 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Youth Teams (4) Laps (2)	YT (1) Laps (5)
12 - 1 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
1 - 2 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
2 - 3 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
3 - 4 PM	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)	Laps (6)
4 - 5 PM	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Laps (6) Laps (6)
5 - 6 PM	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	Youth Teams (4) Laps (2)	
6 - 7 PM	Youth Teams (2) Laps (4)	Youth Teams (2) Laps (4)	Youth Teams (2) Laps (4)	Youth Teams (2) Laps (4)	Youth Teams (2) Laps (4)	Youth Teams (2) Laps (4)	



Projected 2025 Summer- Belle Haven Instructional Pool

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8 - 9 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)
9 - 10 AM	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Laps (4)	Lessons (4)	Laps (4)
10 - 11 AM	Camps (3) Laps (1)	Camps (3) Laps (1)	Camps (3) Laps (1)	Camps (3) Laps (1)	Camps (3) Laps (1)	Lessons (4)	Laps (4)
11 AM - 12 PM	Camps (3) Laps (1)	Camps (2) Aqua Fit (2)	Camps (3) Laps (1)	Camps (2) Aqua Fit (2)	Camps (3) Laps (1)	Lessons (4)	Laps (4)
12 - 1 PM	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Family Rec (4)	Family Rec (4)
1 - 1:30 PM	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Camps (2) Rec (2)	Family Rec (4)	Family Rec (4)
1:30 - 2 PM	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Lessons (2) Rec (2)	Family Rec (4)	Family Rec (4)
2 - 3 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
3 - 4 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
4 - 5 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Family Rec (4)	Family Rec (4)
5 - 6 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Family Rec (4)	
6 - 6:15 PM	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Lessons (2) Family Rec (2)	Family Rec (4)	
6:15 - 7 PM	Family Rec (4)	Family Rec (4)	Family Rec (4)	Family Rec (4)	Family Rec (4)		



Projected 2025 Summer- Belle Haven Performance Pool

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY			
8 - 9 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Youth Teams (4)	Laps (2)		Laps (6)		
9 - 10 AM	Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (6)		Laps (5)	Le (1)		Laps (6)		
10 - 11 AM	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Le (1)	YT (1)	Laps (5)		
11 AM - 12 PM	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Ca (1)	Laps (5)	Le (1)	YT (1)	Laps (5)		
12 - 1 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)		
1 - 2 PM	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)		
2 - 3 PM	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	
3 - 4 PM	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (3)	Le (1)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	Rec (2)	Laps (4)	
4 - 5 PM	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Rec (2)	Laps (4)	Rec (2)	Laps (4)
5 - 6 PM	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)	Youth Teams (4)	Laps (2)				
6 - 7 PM	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)	Youth Teams (2)	Laps (4)				



Program Statistics

Pool Visits

Burgess Pool Visits Detail

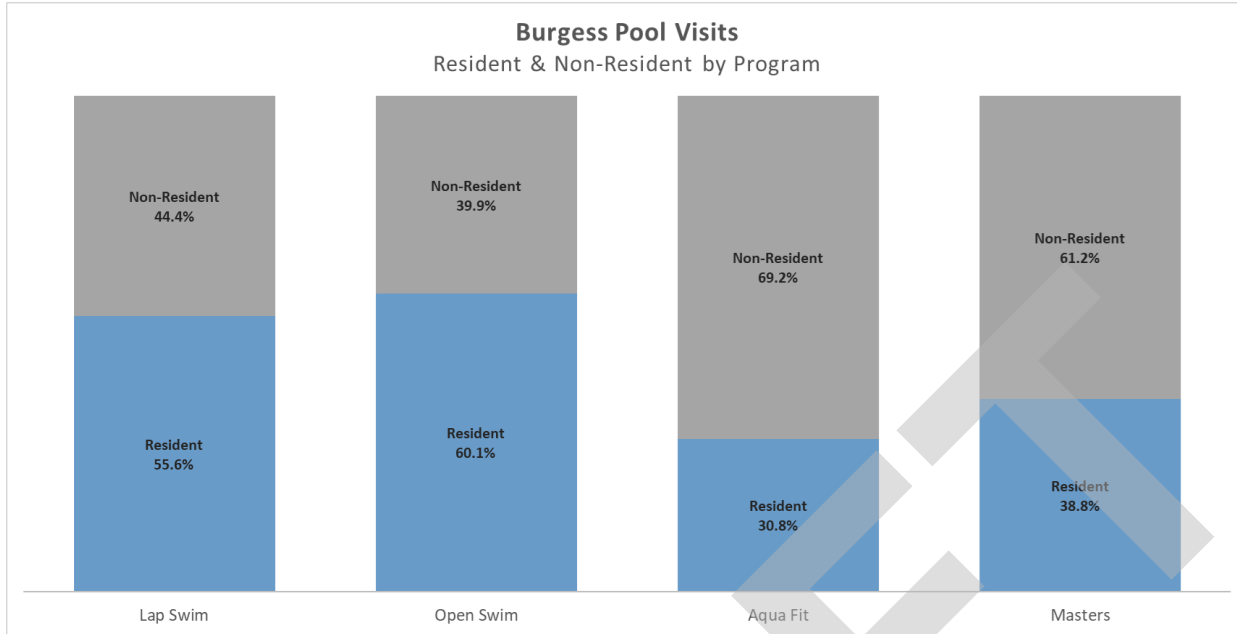
Visits	Resident	Resident %	Non-Resident	Non-Resident %	Total Visits
Lap-Member	16,426	53.3%	14,411	46.7%	30,837
Lap-Drop In	10,179	59.8%	6,846	40.2%	17,025
Open-Member	3,551	68.5%	1,635	31.5%	5,186
Open-Drop In	9,749	57.5%	7,196	42.5%	16,945
Aqua Fit	1,771	30.8%	3,973	69.2%	5,744
Masters	8,907	38.8%	14,023	61.2%	22,930
Swim School	11,298	48.3%	12,085	51.7%	23,383
Bridge Swim Program	3,817	57.1%	2,871	42.9%	6,688
Mavericks Summer Team	2,460	47.8%	2,682	52.2%	5,142
Camp	1,964	49.5%	2,002	50.5%	3,966
Pumpkin Splash	37	49.3%	38	50.7%	75
Total	70,159	50.9%	67,762	49.1%	137,921

Special Note-This table includes Menlo Swim & Sport programming numbers. Renters also contribute largely to the use of the pools and facilities, which are not included in this table.

Burgess has had an estimated **33,600** rental visits in 2024.

Burgess Pool Visits Summary

Visits	% of Total Visits
Community Recreation	50.8%
Youth Instruction	28.4%
Adult Programs	20.8%



Belle Haven Pool Visits

Opening Day May 20- End of Year, 2021

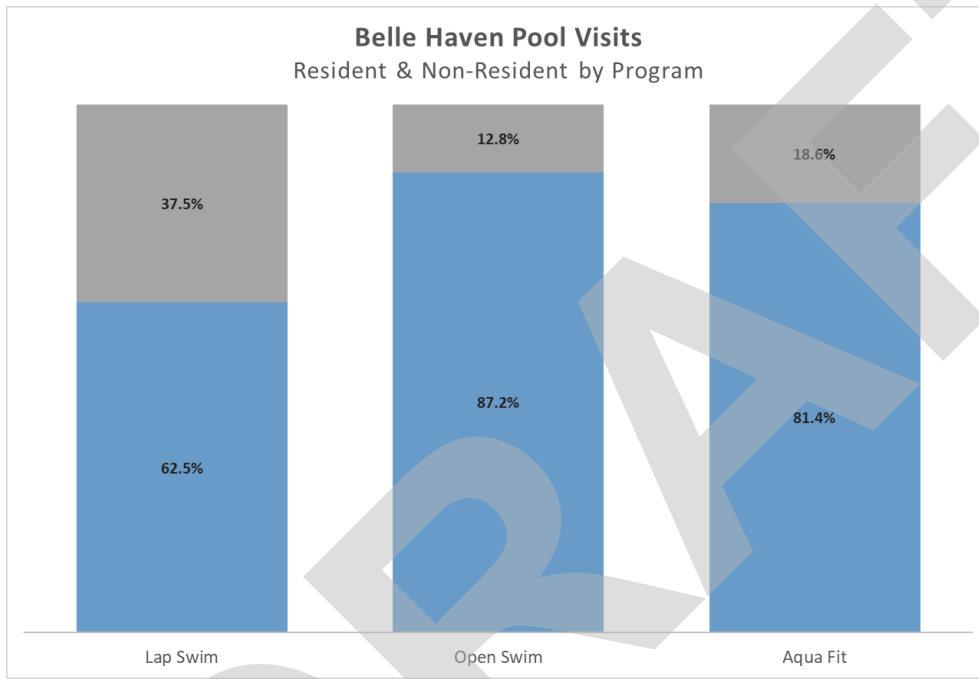
Visits	Resident	Resident %	Non-Resident	Non-Resident %	Total Visits
Lap-Member	1,120	57.3%	835	42.7%	1,955
Lap-Drop In	952	69.9%	409	30.1%	1,361
Open-Member	2,603	96.1%	106	3.9%	2,709
Open-Drop In	5,712	83.7%	1,116	16.3%	6,828
Aqua Fit	105	81.4%	24	18.6%	129
Swim School	2,403	58.3%	1,718	41.7%	4,121
Camp	77	64.7%	42	35.3%	119
Pumpkin Splash	13	52.0%	12	48.0%	25
Total	12,985	75.3%	4,262	24.7%	17,247

Special Note-This table includes Menlo Swim & Sport programming numbers. Renters also contribute to the use of the pools and facilities, which are not included in this table.

Belle Haven has had an estimated **800** rental visits in 2024.

Belle Haven Pool Visits Summary

Visits	% of Total Visits
Community Recreation	74.7%
Youth Instruction	24.6%
Adult Programs	0.7%



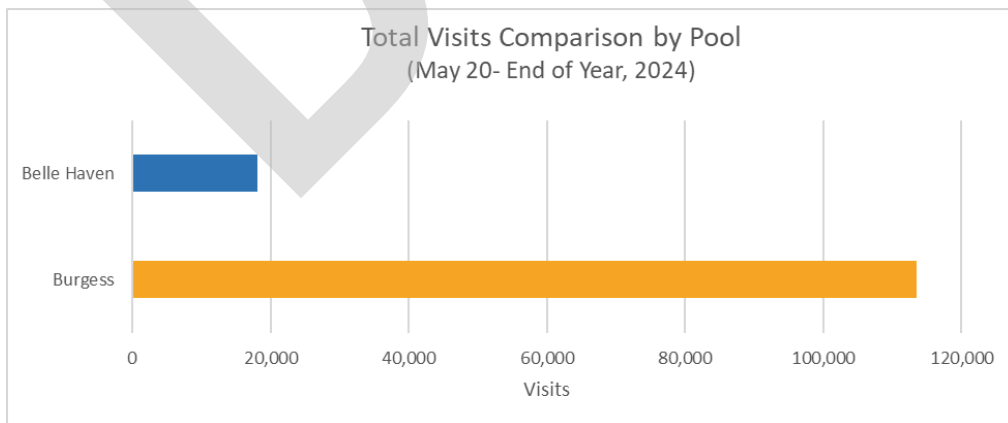
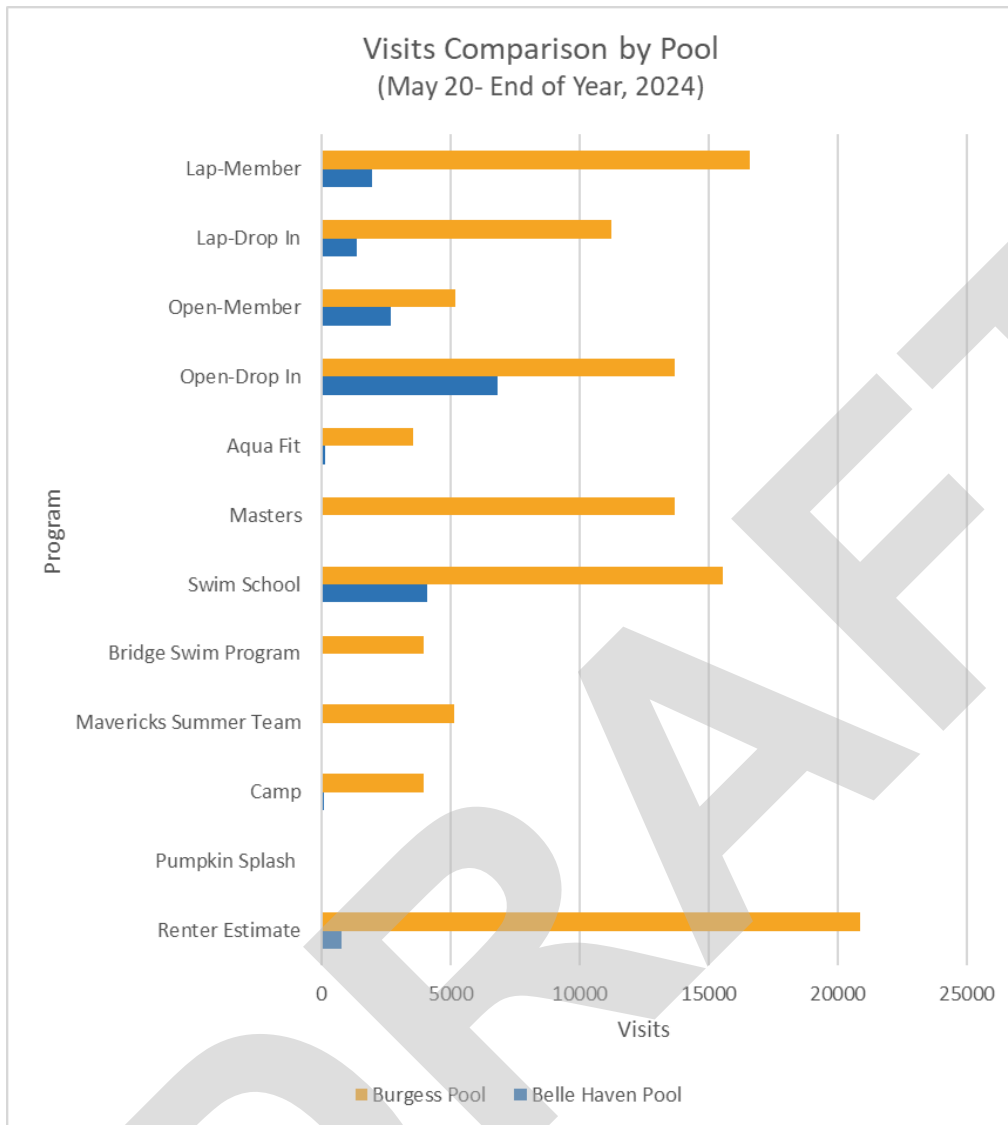
Burgess Pool Visits Detail for Belle Haven Comparison

May 20- End of Year, 2024 for comparison to YTD Belle Haven Pool Visits

Visits	Resident	Resident %	Non-Resident	Non-Resident %	Total Visits
Lap-Member	9,258	55.7%	7,356	44.3%	16,614
Lap-Drop In	6,765	60.3%	4,459	39.7%	11,224
Open-Member	3,551	68.5%	1,635	31.5%	5,186
Open-Drop In	7,881	57.6%	5,808	42.4%	13,689
Aqua Fit	1,111	31.4%	2,426	68.6%	3,537
Masters	5,302	38.7%	8,401	61.3%	13,703
Swim School	7,619	49.0%	7,933	51.0%	15,552
Bridge Swim Program	2,402	60.3%	1,582	39.7%	3,984
Mavericks Summer Team	2,460	47.8%	2,682	52.2%	5,142
Camp	1,964	49.5%	2,002	50.5%	3,966
Pumpkin Splash	37	49.3%	38	50.7%	75
Total	48,350	52.2%	44,322	47.8%	92,672

Special Note: Burgess has had an estimated 20,900 rental visits in May 20- End of Year, 2024.

Visits Comparison by Pool



Monthly Members

Burgess Pool Average Monthly Members

Average Monthly Members	Resident	Resident %	Non-Resident	Non-Resident %	Total
Lap Swim	265	53.3%	232	46.7%	497
Aqua Fit	21	35.3%	38	64.7%	59
Masters	88	39.6%	134	60.4%	222
Total	373	48.0%	404	52.0%	777

*Memberships give access to both Burgess and Belle Haven Pools per agreement.

Belle Haven Pool Average Monthly Members

Average Monthly Members	Resident	Resident %	Non-Resident	Non-Resident %	Total
Lap Swim	16	100.0%			16
Aqua Fit	5	71.4%	2	28.6%	7
Total	21	91.3%	2	8.7%	23

* Belle Haven specific memberships give access to Belle Haven only.

Swim Lessons & Camps

Burgess Pool Swim Lessons

Swim Lessons	Resident	Resident %	Non-Resident	Non-Resident %	Total
Group (Child)	10,672	48.5%	11,348	51.5%	22,020
Group (Adult)	199	55.3%	161	44.7%	360
Private	427	42.6%	576	57.4%	1,003
Bridge Swim Program	3,817	57.1%	2,871	42.9%	6,688
Mavericks Summer Team	2,460	47.8%	2,682	52.2%	5,142
Camp	1,322	49.6%	1,342	50.4%	2,664
Total	18,897	49.9%	19,008	50.1%	37,905

Belle Haven Pool Swim Lessons

Swim Lessons	Resident	Resident %	Non-Resident	Non-Resident %	Total
Group (Child)	2,397	58.4%	1,705	41.6%	4,102
Group (Adult)	6	31.6%	13	68.4%	19
Camp	77	64.7%	42	35.3%	119
Total	2,480	58.5%	1,760	41.5%	4,240

Scholarship Lessons

In partnership with the Beyond Barriers Athletic Foundation, Menlo Swim & Sport provided subsidized group swim lessons to children in need in the area.

Swimmers served (distinct): 220

Total swim lessons provided: 1,940

Scholarships	Resident	Resident %	Non-Resident	Non-Resident %	Total
Swimmers	128	58.2%	92	41.8%	220
Lessons Provided	1,211	62.4%	729	37.6%	1,940

Special Note-The production of the 5th Annual Menlo Park Kids Triathlon at Burgess Pool and Park in June 2024 contributed \$5,000 directly to Beyond Barriers to assist in funding scholarship swim lessons in Menlo Park.

Visits Report for Address Verification

Report containing individual visits including date, program, and addresses has been provided directly to City Staff.

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Program Fees

2024 Fees

2024 fees were implemented April 1, 2024

Membership Pricing	Monthly Fee				
	Hyperlocal Resident	Resident		Non-Resident	
	General	General	Senior	General	Senior
Lap Swim	\$42	\$65	\$52	\$72	\$61
Aqua Fit	\$57	\$88	\$70	\$97	\$77
Menlo Masters	\$74	\$114	\$91	\$125	\$100

Drop In Pricing	Hyperlocal Resident			Resident				Non-Resident					
	General	Child	Family	General	Senior	Child	Spectator	Family	General	Senior	Child	Spectator	Family
Lap Swim	\$6	—	—	\$9	\$8	—	—	—	\$10	\$9	—	—	—
Open Swim	\$6	\$3	\$16	\$9	\$8	\$5	\$3	\$24	\$10	\$9	\$6	\$5	\$28
Aqua Fit	\$13	—	—	\$20	—	—	—	—	\$22	—	—	—	—
Masters	\$13	—	—	\$20	—	—	—	—	\$22	—	—	—	—

*Spectator fee is seasonal. Summer only.

Swim School	Per Class			Class Length
	Hyperlocal Resident	Resident	Non-Resident	
Water Babies	\$19	\$29	\$32	30 min
Group	\$19	\$29	\$32	30 min
Adaptive	\$19	\$29	\$32	30 min
Adult	\$28	\$43	\$48	45 min
Private	\$51	\$79	\$87	30 min
Bridge	\$16	\$24	\$26	45 min

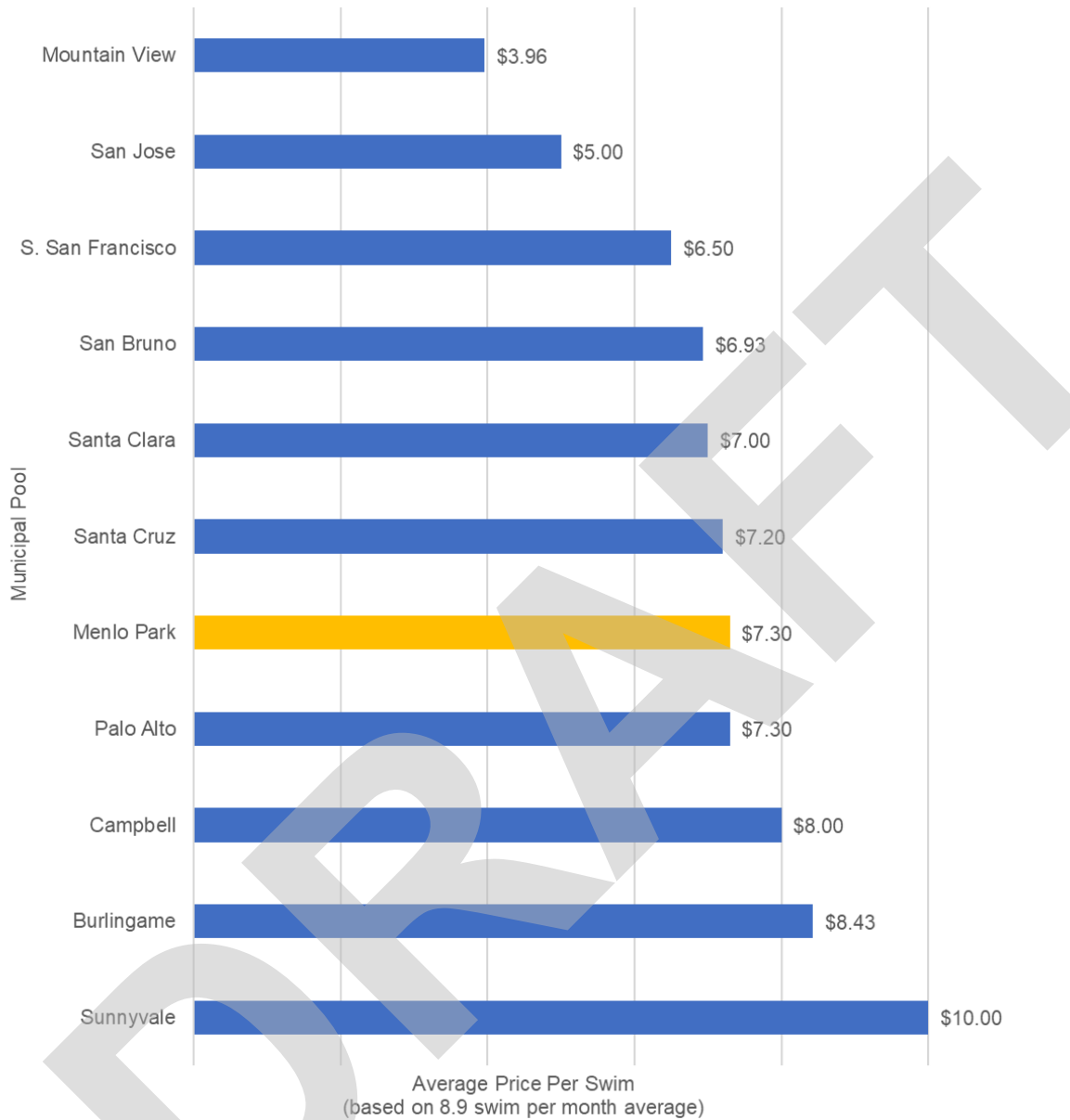
Camp	Per Camp Hour		
	Hyperlocal Resident	Resident	Non-Resident
All Camps	\$15	\$23	\$25

Fee Comparisons

Resident Lap Swim Fee

Municipal Pool	Hrs/Week	Lane Space	Resident Drop-In Fee	Resident Pass Fee	Resident Monthly Fee
S. San Francisco	21.5	6	\$6.50		\$58
Santa Clara	24	6	\$11	\$35 for 5 swims	
Sunnyvale	28	6	\$10		
San Jose	29	8	\$6	\$50 for 10 swims	
Campbell	31.5	8	\$8		\$80
Mountain View	38	8	\$6	\$99 for 25 swims	
Burlingame	44.25	20	\$9		\$75
San Bruno	59	6	\$8	\$104 for 15 swims	
Palo Alto	68.5	14	\$9		\$65
Santa Cruz	81.5	9	\$8	\$72 for 10 swims	
Menlo Park	87	17	\$9		\$65

**Pool Comparison
Average Price of Resident Swim**

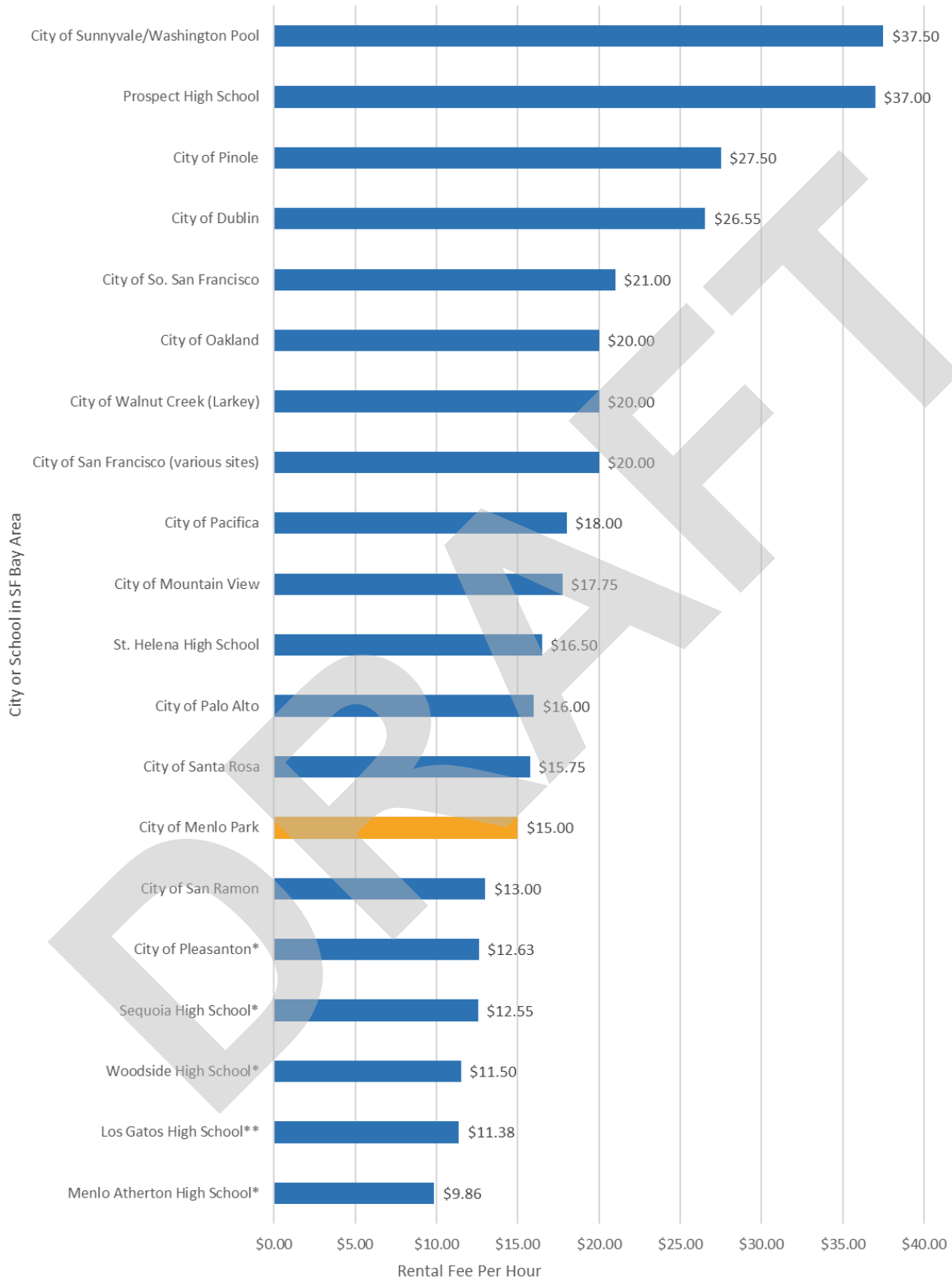


Special Note-Unlike most pools our entry fee is not necessarily fixed. Using our monthly membership model rewards the frequent swimmer. For example, a Menlo Park resident senior who swims daily actually uses the pool at about \$2 per visit, unprecedented.

Lane Rental Fee

City or School in S.F Bay Area	Per hour full pool	Rental fee/hour	# lanes in pool	Additional fees
City of Pleasanton*	\$202.00	not applicable	16	
Menlo Atherton High School*	\$138.00	not applicable	14	
Sequoia High School*	\$138.00	not applicable	11	
Woodside High School*	\$138.00	not applicable	12	
City of Sunnyvale/Washington Pool	\$150.00	\$37.50	4	
Prospect High School	\$222.00	\$37.00	6	
City of Pinole	\$137.50	\$27.50	5	
City of Dublin	\$292.00	\$26.55	11	
City of So. San Francisco	\$126.00	\$21.00	6	
City of Walnut Creek (Larkey)	\$220.00	\$20.00	11	
City of San Francisco (various sites)	\$160.00	\$20.00	8	
City of Oakland	\$120.00	\$20.00	6	
City of Pacifica	\$180.00	\$18.00	10	
City of Mountain View	\$142.00	\$17.75	8	
St. Helena High School	\$231.00	\$16.50	14	
City of San Ramon		\$13-\$16.25		
City of Palo Alto	\$224.00	\$16.00	14	
Los Gatos High School	\$91.00	\$15.25	8	Lifeguard \$31/hr
City of Santa Rosa	\$126.00	\$15.75	8	
City of Menlo Park	\$120.00	\$15.00	8	

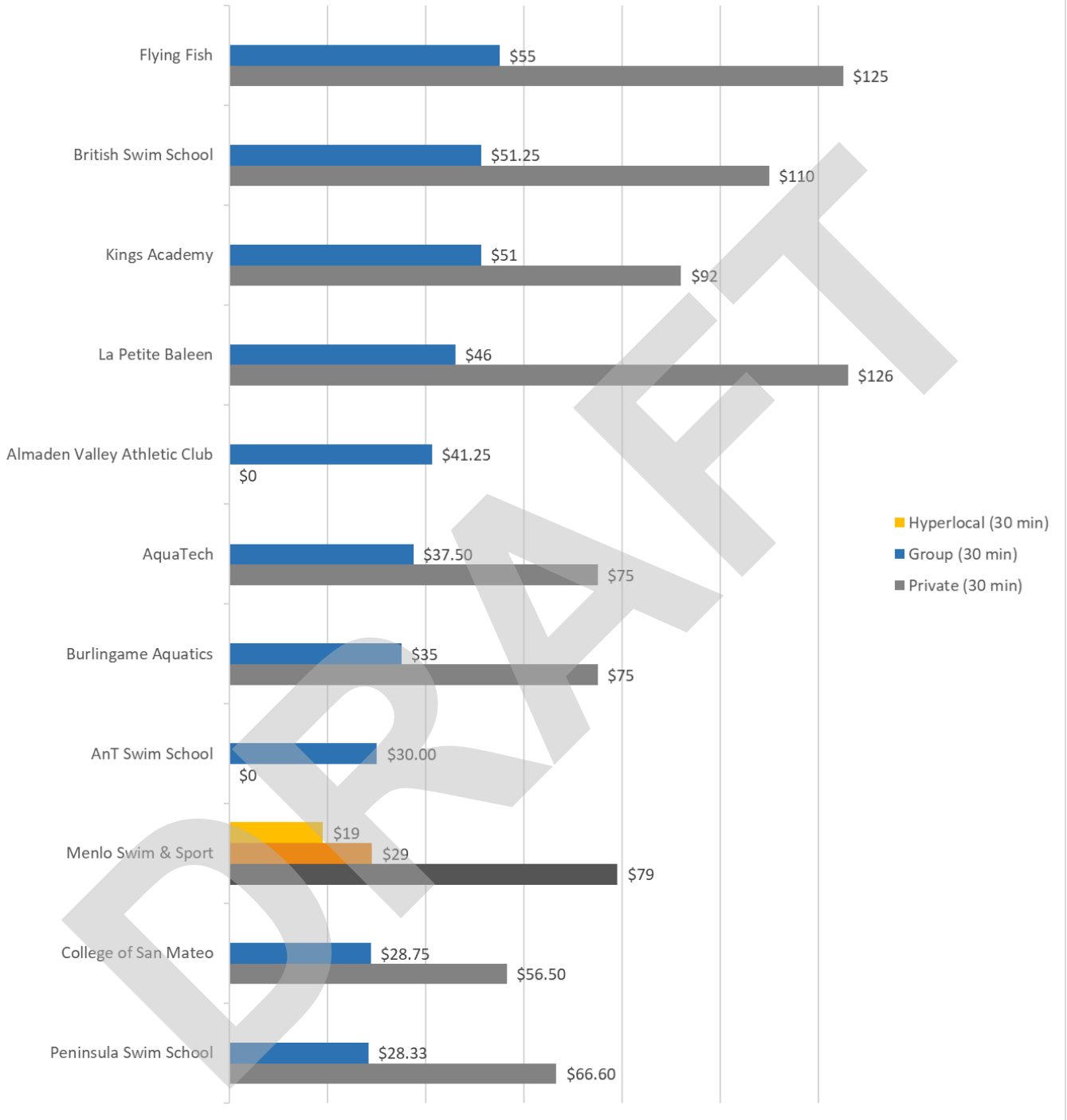
Pool Rental Fee Comparison



Swim Lesson Fee

Year-Round Swim School in S.F Bay Area	Per 30 min Class-Group	Per 30 min Class-Private	Additional fees
Flying Fish (Mountain View)	\$55	\$125	
British Swim School (Peninsula, San Francisco, Sonoma)	\$51.25	\$110	\$50 reg fee
Kings Academy (Redwood City, San Mateo)	\$51	\$92	
La Petite Baleen (San Bruno, Redwood City, Half Moon Bay, San Francisco)	\$46	\$126	
Almaden Valley Athletic Club (San Jose)	\$41.25	—	
AquaTech (Alameda, Concord)	\$37.50	\$75	\$40 Annual Fee
Burlingame Aquatics (Burlingame)	\$35	\$75	
AnT Swim School (San Jose)	\$30.00	—	
Menlo Swim & Sport (Menlo Park)	\$19-\$29	\$79	
College of San Mateo (San Mateo)	\$28.75	\$56.50	
Peninsula Swim School (Redwood City)	\$28.33	\$66.60	\$40 reg fee

Swim School Pricing Comparison

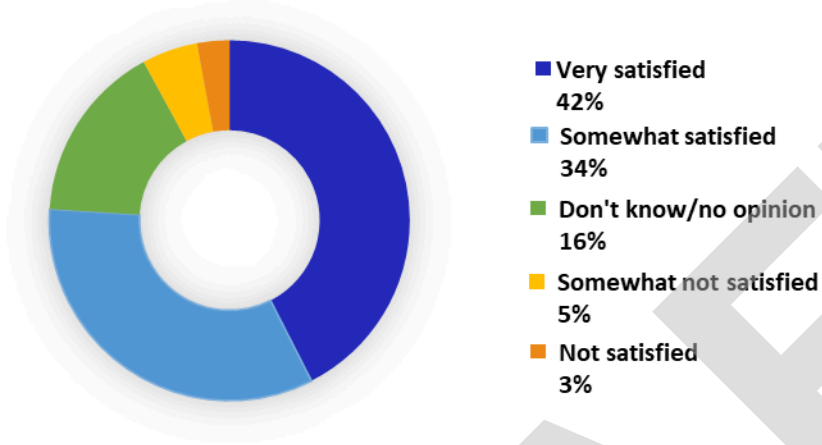


Special Note: Municipal Pool operating models do not conduct swim lessons year round as is done in Menlo Park. The comparisons in the swim lesson market are predominantly against private swim schools who do operate on a year round basis.

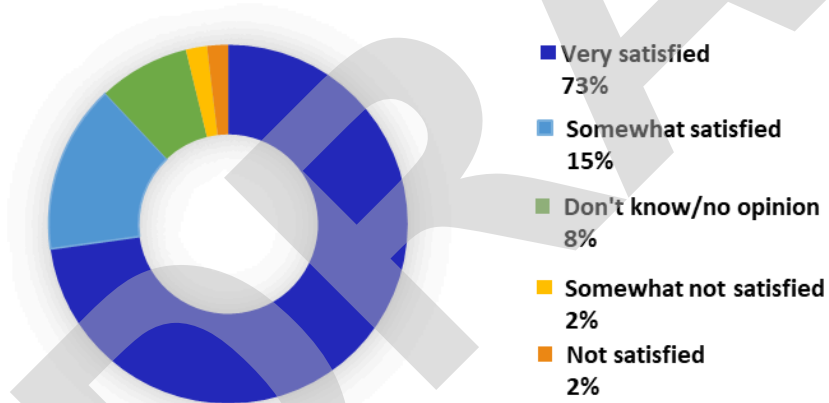
Survey Highlights

Overall Satisfaction

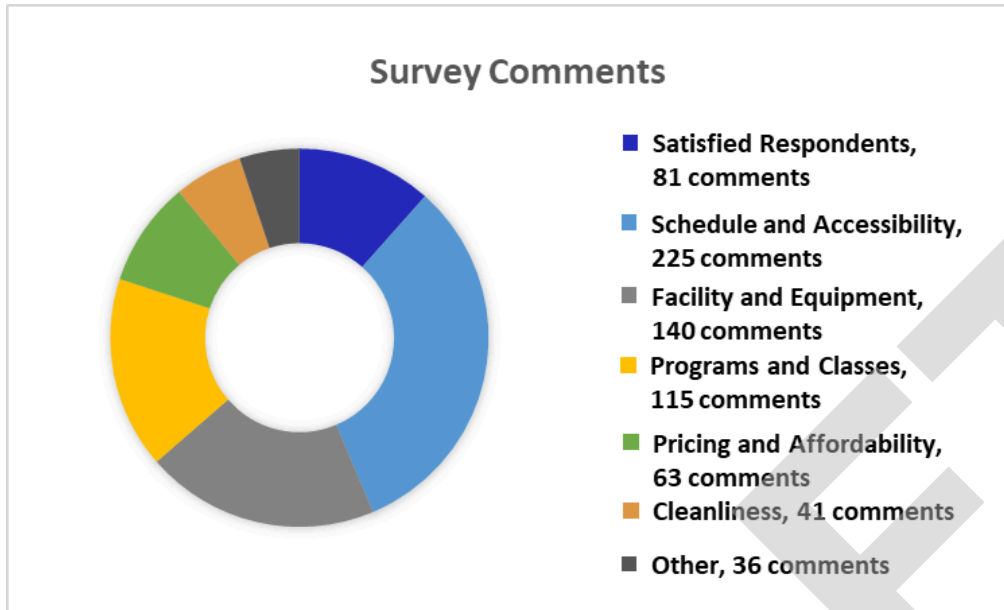
How satisfied are you with BURGESS POOL overall?



How satisfied are you with BELLE HAVEN POOL overall?



Survey Comments



Narrative on Survey Comments:

Satisfied Respondents-It is greatly valued that individuals spend the energy to praise the operation.

Schedule and Accessibility-In a large majority of the comments it is an individual who loves their program who requests more time, more space or more freedom to enjoy more of their desired activity. As an example, it is a lap swimmer who wants more lap swimming, or a masters swimmer who wants more masters swimming.

Facility and Equipment-For decades, respondents have commented from a point of view that they want the facility and its features and amenities to match the level of customer service and level of programming that they have become accustomed to.

Programs and Classes-Respondants provide specific and detailed comments and suggestions regarding their program of choice. These are the comments that help the operator review and reflect on programming decisions.

Pricing and Affordability-Comments on alternative program pricing structures and offering feedback on market comparisons for programming.

Cleanliness-Comments in this category stem from most respondents having a deep affinity for the programs, facility and community. They desire that everyone treats the facility with care and leaves no trace so that all others can use it in a pristine condition.. The comments usually emerge from frustration against the ideal.

Audits and Reviews

When the question of “Standard of Care” is approached the discussion centers around the Model Aquatic Health Code (MAHC) developed by the Centers for Disease Control (CDC) in 1959. The code has been updated every 15-20 years as the aquatic industry evolves, with the latest update in 2018.

Originally the MAHC was developed because of the massive growth of aquatic facilities in the middle of the previous century along with the major increase in 3 undesirable outcomes- water borne diseases, aquatic facility injuries, and drownings.

The code created a “language” and “methods” so public health staff overseeing aquatic facilities could communicate universally agreed upon standards with their operators to ensure that best practices (safest) practices were being implemented in the interest of the public.

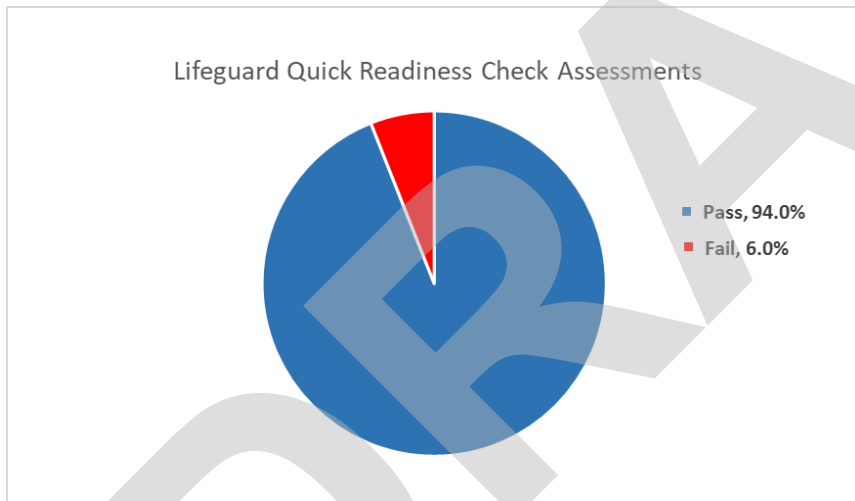
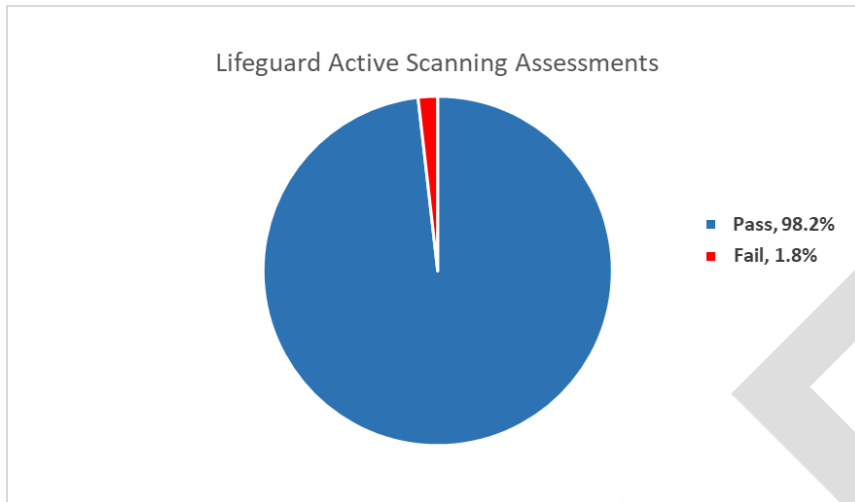
In our case, the County of San Mateo regularly inspects our entire facility for compliance with the County Health Codes which are derived directly from the MAHC including, but not limited to our water quality, chemical storage, drain entrapment, sanitization methods and modes of record keeping, signage, pool structure, decks, and everything else related to water and people interfacing with it and around it. While we pass all of these inspections, we do use these inspections as a chance to test our operational prowess as all the inspections are “surprise” inspections. We have chosen to build a strong relationship with our inspectors, and they have proven to be very valuable to us in solving operational issues on occasion. Our inspector was especially helpful throughout the pandemic and their specific guidance allowed our operation to flow uninterrupted.

In 2024 Team Sheeper decided to employ the use of an outside auditor through the American Red Cross to ensure the highest standards of lifeguarding and aquatics specific management are maintained. This was a comprehensive audit that involved both documentation and live skills reviews. Team Sheeper has implemented all feedback and continues to train staff based on feedback received from auditor feedback and audit results.

Team Sheeper has implemented a new system to review lifeguard skills multiple times a day, called a quick check. During lifeguard quick checks the management team reviews lifeguard’s rescue readiness, scanning, ratio of lifeguards to swimmers, and professionalism. In 2024 Team Sheeper management conducted 735 quick checks with a 94% pass rate. More significantly Team Sheeper lifeguards have a 98.2% passing rate on scanning, which is the most important preventative lifeguard skill.

Over the course of our tenure in Menlo Park we have encountered several different health inspectors and their preferences for what the dominant concerns are related to public safety. As an aside, as the result of going through more than typical 1-2 inspections per year, we inquired as to why we underwent so many more than that. We came to learn that our facility and overall operation was being used as a “model” where incumbent inspectors would use ours as a “training” facility for new inspectors.

We continue to keep safety and standards of operations at the top of our priority list. We follow county, state and private agency guidelines to ensure we are staying informed of all current and best practices.



Risk Management

We are proud of our staff's responses to medical emergencies on the pool deck and elsewhere in the facility where their quick decision making ability and application of training provided care and aid to patrons in need.

Our leadership team is composed of individuals with high integrity who are:

- Rule followers
- Risk assessment managers by nature
- Protectors of all and shielders of the vulnerable

This ethos trickles down from the managers to the individual providers within our company as it's these individuals that the community typically interacts with which leads to their perception of overall facility safety. Safety is a facet of our operation that requires constant vigilance, attention and a great deal of energy. We have learned that creating good staff habits and expectations early in their tenure leads to optimal and highly functional team member's long term.

The public as well as staff safety is our #1 core value and our priority for the Menlo Park aquatic community. Risks are managed through the implementation of policies, procedures, daily practices, training, and communication. All staff as risk managers.

With water safety being our highest potential risk, we staff a minimum of one certified lifeguard and one lifeguard certified manager at all times. We increase the number of lifeguards on duty during times of high bather load such as swim lessons, team practices, and open swim reaching six or more lifeguards at peak operations. Team Sheeper also ensures that all lifeguards are rotated off scanning duty for a minimum of ten minutes every hour and half, exceeding minimum breaks and rotation standards of the Red Cross.

The communication of potential risks is an essential step in ensuring a safe environment. In addition to the verbal communication, signage, and other physical indicators of potential safety concerns we have developed procedures using email and website notifications to proactively make the aquatics community aware of potential risk. Examples would include abnormal water temperature, possibly unhealthy air quality index, and facility work or maintenance that may have possible hazards involved.

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Training Certifications

Position	Number of Employees	Certifications
CEO	1	Lifeguard, CPR and AED, First Aid
Head of Safety and Operations	1	Lifeguard, CPR and AED, First Aid Instructor, Lifeguard, CPR and AED, First Aid, Certified Pool Operator
General Manager -Belle Haven	1	Lifeguard, CPR and AED, First Aid, Certified Pool Operator
General Manager - Burgess	1	Certified Pool Operator
General Manager -On Call	1	Lifeguard, CPR and AED, First Aid
Manager on Duty	15	Lifeguard, CPR and AED, First Aid
Aquatics Maintenance Technician	2	Certified Pool Operator
Lifeguard	87	Lifeguard, CPR and AED, First Aid

Training Name	Number of Employees Trained	Departments
Chemical Hazard Communication	20	MOD, Facilities, General Manager, Head of Safety, CEO
Chemical Safety	2	Facilities, Head of Safety
Hearing Conservation	1	Facilities
Lock Out, Tag Out	1	Facilities
Anti Harassment Training	89	All
Personal Protective Equipment	41	Lifeguards, Head of Safety and Facilities
Fire Extinguisher Training	13	All
Slips, Trips, and Falls Prevention	19	All
Back Safety	13	All
Bloodborne Pathogens (BBP)	11	Lifeguards, MOD, General Mangers, Head of Safety, CEO

Certification expiration dates are closely monitored to ensure all personnel are appropriately qualified and up to date. We have a staff member dedicated to ensuring an audit is completed on all lifeguard staff. A great benefit is that we always have one or two Red Cross Certified Lifeguard Instructors on staff, that not only certify lifeguards for the entire region, but also recertify our own staff members on a timely basis. Our team certified over 225 lifeguards in 2024. If for some reason a staff member falls out of compliance and their certification lapses, they are immediately removed from that specific position until they are able to complete a recertification class.

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Emergency Action Plan

We have gone to great lengths to ensure that we have a plan for as many possible incidents as possible along with factoring in flexibility to deal with the unknown.

All employees have access to a copy of our employee handbook, facility emergency action plan, and other safety procedures. Additionally all lifeguard staff have access and a personal copy of the lifeguard handbook and the American Red Cross Lifeguard Manual.

In addition to the facility emergency action plan that covers emergencies such as evacuations, earthquakes, fires, and chemical releases we have developed a water based emergency action plan. While all employees are provided training on our facility emergency action plan we focus heavily on our water based emergency action plan based upon this being our highest assessed risk.

Our water based emergency action plan is as follows:

- Two certified lifeguards are on duty at all times.
- Based upon pool activity 1-6 lifeguards will be on the pool deck.
- Each lifeguard will have a zone. Oftentimes these zones will overlap to provide increased safety.
- Lifeguards will continuously scan their zone taking no longer than 30 seconds to complete each scan.
- Each lifeguard will be positioned in such a way that they can recognize and respond within 30 seconds to any emergency in their zone.
- When a lifeguard recognizes an emergency they will blow their whistle 3 times to activate the EAP and perform the appropriate rescue.
- A second lifeguard will begin clearing the pool.
- The second lifeguard, or an additional lifeguard, will assist the rescuing lifeguard by retrieving the AED, backboard, first aid kit, and aiding in the extrication of the drowning person.
- The front desk staff, an additional lifeguard, or other staff member will ensure 911 is called.
- The front desk staff, additional lifeguard, or other staff member will meet EMS and escort them to the scene of the incident.
- The manager on duty will oversee the incident, ensure proper execution of duties, help facilitate communication, or assume an active role in the rescue if necessary.
- Once EMS has taken over care and the incident has ended the manager on duty will focus on the physical and mental health of our staff, ensure all documentation is completed, assess our ability to resume operations, and conduct an incident debrief when appropriate.

Please see attached document for facility specific EAPs for both Burgess and Belle Haven Pools.

Incident Reports

Number of Incidents		Type of Incident
Burgess	Belle Haven	
0	0	Fatal Drowning
0	0	Morbidity Drowning
0	1	Non-Morbidity Drowning
6	2	Distressed Swimmer
7	4	First Aid
2	1	Medical (EMS)
2	1	Patron Incident

Drowning is defined as the process of experiencing respiratory impairment from submersion/immersion in liquid by the World Health Organization. Please note that there are three outcomes of a drowning event: non-morbidity, morbidity, and death. Non-morbidity means that there were no lasting injuries occurring from the drowning. Morbidity means there was lasting injury or impairment requiring medical attention. A fatal drowning is one resulting in death. Due to the fast response of the lifeguards and greater safety team, the one drowning that occurred this year was interrupted within the American Red Cross defined time frame (1.5 minutes) to prevent morbidity from occurring.

See attached documents

Safety Reports

Team Sheeper has invested a great deal of time and resources into the safety of our company. Each one of our programs has a manager that has been trained and is dedicated to ensuring safety throughout each department. Managers lead their monthly department meetings and are inspired by company principles to include a segment or agenda item that specifically addresses an aspect of safety that relates to the department. This year to add consistency and ensure the company reaches high safety standards Team Sheeper has introduced a new position, Head of Safety and Operations which oversees all sites and safety related matters. This position was introduced in June 2024.

During 2024 the following safety meetings, training, and drills were conducted.

Month	Department	Topics	Attendees
January	Lifeguard	EAP Drill <ul style="list-style-type: none"> ○ Lifeguard Role ○ Understanding all staff roles ○ Drill and practice of water, land and Environmental EAP Secondary Assessment	42
	Front Desk	EAP and the front desk's role Camp Capacities and ratios for safety	15
	Swim School	Safety training on environmental concerns (sun, heat, cold) How to report safety concerns EAP and the swim instructor's role	5
	Renters	EAP Drill - Menlo Mavens, Solo Aquatics, PASA, and Revolutions in Fitness	7
February	Swim School	Pool Closure Protocol EAP and the swim instructor's role	5
	Front Desk	How to report Maintenance concerns and address them to keep the facility safe	8
	Lifeguard	CPR, Scanning, Swim Conditioning, In water rescue drills (active, passive and spinal scenarios)	14
March	Front Desk	Slips, Trips and Falls Prevention Strategies	10
	Swim School	Swim School Bench Safety	6

		Supporting swim instructors to keep their participants safe, in the correct level and following curriculum	
	Lifeguard	Scanning Updated Red Cross Curriculum for 2024	7
April	Front Desk	How to Respond to Violence at the Work Place or Threats of Violence	9
	Lifeguard	<ul style="list-style-type: none"> ● Multiple Rescuer CPR Drills <ul style="list-style-type: none"> ○ 2 person CPR ○ CPR w/ BVM ○ CPR w/ BVM and AED ○ Full Team Scenario ● Recovery Position ● Filing Incident Reports ● PPE ● Identifying and caring for Stroke Victims ● Physical Conditioning 	30
May	Front Desk	Missing Child Procedures	12
	Summer Camp and Swim School	Never turn your back on your swimmers in the water, your swimmers are your responsibility, how to work with lifeguards as a safety team, signs of distressed swimmers, Tier Response System, Breaks, Field Trip procedures, Taking Campers to the bathroom to maintain their safety and privacy and yours, incident/Injury Reports, Allergies, Free Swim Safety, Wristbands, Radio Etiquette and use in an emergency	120
June	All Departments	Summer Kick Off Training - Creating a safe work environment, HR policies, who and how to report concerns	119
	Front Desk	EAP- Land based emergency	12
	Lifeguard	<ul style="list-style-type: none"> ● Introduction of New Position - Head of Safety ● Lifeguard professionalism and legal requirements ● Being rescue ready <ul style="list-style-type: none"> ○ What is required in a hip pack at all times ○ Quick Checks (audit) ● Passive Victim Scenario Drills ● Crash Kit/Go Bag relocation Announcement and Training 	43

		<ul style="list-style-type: none"> • Proper Closing Procedures 	
July	Front Desk	Drowning Prevention, Pool Rules and how to help enforce them to keep patrons safe, double diaper policy for public health, lifejacket policy	12
	Lifeguard	Prevention and professionalism, accountability and rule enforcement, scanning and surveillance, early signs of drowning, swim conditioning, Passive submerged drills	58
August	Front Desk	Taking care of your mental health. New Head of Safety	13
	Lifeguard	Lifeguard to swimmer ratios for safe zones, donning and doffing gloves drill, new head of safety, response time trail/audit	39
September	Swim School	Safe student handling, how to maintain supervision on all students in class while supporting others in the water	15
	Lifeguard	Quick Checks, being rescue ready, outside auditor coming soon, seizure recognition and care drills, decision making and proactive lifeguarding, lifeguard station timed response audits for all fall/winter zones, extraction drills, conditioning swim	32
October	ALL	Anti-Harassment Training	86
	Lifeguard	CPR drill - Adult, scanning drill, rotations while maintaining scanning drill, lifeguard station response testing 2 pools 1 guard at Belle Haven, entries and approaches, active victim drills	44
	Front Desk	Environmental emergency protocol - Thunder lightning, smoke closures	9
November	Lifeguard	Rotation timing, slack control, ADA device training, being rescue ready in uniform, conditioning and rescue practice with warm clothes on	72
	Front Desk	Pool rules and supporting safety, swim test procedures	23

December	Lifeguard	Primary Assessments, Obstructed airway care (responsive and unresponsive), & Team CPR w/ AED & BVM (Full scenario drill)	45
	Front Desk	De-escalation and irate patron EAP	14

Material Changes

During the contracted period of 2024 there were no material changes made to the premises nor were there any material security incidents.

DRAFT

Team Sheeper, Inc.

Emergency Action Plan

501 Laurel Street
Menlo Park, CA



45950 Hotchkiss St. · Fremont, CA 94539 · (510) 651-8289 · du-all.com

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TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
REVISION HISTORY LOG	v
1.0 PURPOSE	1
2.0 SCOPE	1
3.0 REFERENCES	1
4.0 DEFINITIONS	1
5.0 RESPONSIBILITIES	2
5.1 EVACUATION COORDINATORS	2
5.2 MANAGERS AND SUPERVISORS	2
5.3 EMPLOYEES	3
6.0 EQUIPMENT	4
6.1 FIRE FIGHTING EQUIPMENT	4
7.0 PROCEDURES	5
7.1 EVACUATION	5
7.2 CALLING 9-1-1	8
7.3 SHELTER IN PLACE	8
7.4 EMERGENCY UTILITIES SHUTDOWN	8
7.5 POWER OUTAGES	8
7.6 EARTHQUAKES	9
7.7 FLOODS	10
7.8 MEDICAL EMERGENCIES	10
7.9 FIRE OR EXPLOSION	11
7.10 CHEMICAL RELEASE (SPILL)	12
7.11 SUSPICIOUS PACKAGES OR LETTERS	13
7.12 BOMB THREAT	14
7.13 VIOLENCE OR THREATS OF VIOLENCE	15
7.14 CIVIL DISTURBANCE	16
7.15 OTHER EMERGENCIES	16
7.16 PUBLIC INFORMATION	17
8.0 TRAINING	17

8.1	DRILLS	17
8.2	EAP TRAINING	17
9.0	RECORDKEEPING	17

- APPENDIX A: Contact Telephone Numbers
- APPENDIX B: Assembly Area Head Count Forms
- APPENDIX C: Map of Assembly Area
- APPENDIX D: Fire Prevention Plan
- APPENDIX E: Evacuation Drill Evaluation Form

REVISION HISTORY LOG

Date	Name	Section	Description
February 2013	Du-All Safety	All	First DRAFT
March 2013	Du-All Safety		Second DRAFT
May 2013	Du-All Safety	All	Program Approved by Committee
December 2013	Du-All Safety	5.1	Removed Joe Nawas
December 2013	Du-All Safety	5.3.6	Changed Joe for Charlie Boeck
December 2013	Du-All Safety	7.4	Eliminated second and third sentences
			Added personnel responsible...
December 2013	Du-All Safety	7.13.20	Changed format. Replaced gunman with assailant
December 2013	Du-All Safety	App. A	Removed Joe N. and added Charlie B.
February 2014	Du-All Safety	5.1	Added Charlie Boeck
		7.1.6	Added Dome Procedures
		Footer	Added 2014
February 2024	Team Sheeper	4	Updated MSDS to SDS
		5.1	Changed Primary to Manager on Duty
		5.3.6	Removed names and inserted titles
		7.1.6	Removed Dome Procedures
		7.2	Updated 911 calling procedures
		7.8.4	Updated locations
		App. C	Updated map to be more clear

1.0 **PURPOSE**

To establish a plan that instructs employees who work or frequent Team Sheepier, Inc. (herein referred to as Team Sheepier) located at 501 Laurel Street, Menlo Park, California about appropriate actions to take before, during and after an emergency to reduce risk of injury and property damage.

2.0 **SCOPE**

The emergency planning and response procedures outlined in this plan apply to all Team Sheepier's operations and activities conducted by its employees, subcontractors and visitors who work or visit Team Sheepier's facilities.

This Emergency Action Plan (EAP) is intended to address various hazards that may arise during normal working conditions, such as personal injury or illness, fire, chemical release, earthquake, bomb threat, power outage, flooding and aggressive persons. The two most important goals of any emergency plan are to protect lives and property. With this written plan, safety inspections, and annual training exercises, it is our intent to reduce the risk of injury and death and damage to the building and its contents. Knowledge of this plan, coupled with on-going safe work practices and housekeeping habits, will provide all occupants with a reasonable degree of safety.

This plan will outline Team Sheepier's general emergency response policies, procedures, and commitments. It describes preparation that can be taken prior to an emergency, how operations will function in an emergency, and specifies the responsibilities of Team Sheepier employees in the prevention, management, response to and the immediate recovery from emergencies.

3.0 **REFERENCES**

- California Code of Regulations, Title 8, Section 3200, Emergency Action Plan.
- National Fire Code 10, Standard for Portable Fire Extinguishers.
- California Fire Code 2007, Chapter 4, Emergency Planning and Preparedness.
- California Fire Code 2007, Chapter 10, Means of Egress.

4.0 **DEFINITIONS**

CAL/ OSHA – California Occupational Safety and Health Administration, the State agency responsible for regulating workplace safety.

CUPA – Certified Unified Program Agency, the local agency responsible for regulating hazardous material and waste storage. .

SDS – Safety Data Sheet, written or printed material concerning a hazardous substance which is prepared by the manufacturer or importer of a product.

5.0 RESPONSIBILITIES

5.1 **EVACUATION COORDINATORS**

The Evacuation Coordinators are:

- Primary: Manager on Duty
- Secondary: Tim Sheeper

The Evacuation Coordinators have the following responsibilities:

- 5.1.1. Facilitating the evacuation of the facility, accounting for personnel, visitors and contractors safety.
- 5.1.2. Communicating with emergency responders when they arrive onsite.
- 5.1.3. Carrying out evacuation procedures are described in Section 7.1.3 of this EAP.

5.2 **MANAGERS AND SUPERVISORS**

Managers and Supervisors are responsible for the following:

prior to an emergency:

- 5.2.1. Ensuring that this plan is complete, accurate and up to date. This includes providing written plans for specific needs or their areas and operations as necessary, and performing updates to the head count form. (Appendix B)
- 5.2.2. Providing necessary equipment to respond to emergencies. A list of emergency equipment that is onsite is included in section 6.0.
- 5.2.3. Providing their employees with training on this plan, as well as any plans specific to their areas and operations.
- 5.2.4. Conducting sufficient drills to ensure that their employees are proficient in responding to emergencies, that the equipment has been provided and is operational, and that contingencies are planned for to the greatest extent possible.
- 5.2.5. Designate and train an employee to perform Supervisor and Manager emergency duties in his or her absence.

During an emergency:

- 5.2.6. Responsible for the initial response to an emergency that affects their area of operation. Action plans for foreseeable emergencies are included in Section 7.
- 5.2.7. In the event of an evacuation, perform detailed procedures in Section 7 to assist the evacuation coordinator.
- 5.2.8. As necessary, complete the post incident reporting requirements in section 9.

5.3 EMPLOYEES

Employees are responsible for the following:

- 5.3.1. Employees are expected to be watchful and alert to any potential hazards or emergencies within the facilities whether in their area or outside of them. The sooner the response to an emergency begins, the less impact the problem will have.
- 5.3.2. Prior to an emergency, employees are responsible for fully participating in training and drills, and any other preparedness activities. This will be considered a routine part of their employment.
- 5.3.3. Employees who are the first to encounter or recognize an emergency will initiate emergency response as described below.
- 5.3.4. In many cases, employees will have responsibilities in responding to emergencies. Their first priority, however, must be their own safety and the safety of others. Employees shall not put themselves or others at an increased risk merely for the sake of the facility operations.
- 5.3.5. Employees will follow the procedures described in this Plan.
- 5.3.6. When employees are off-site, they should have a form of identification on them as well as phone numbers for the facility's General Manager and Assistant General Manager in case of an emergency.

6.0 **EQUIPMENT**

6.1 **FIRE FIGHTING EQUIPMENT**

Team Sheeper firefighting equipment is limited to small, hand-held extinguishers located throughout the building and an automatic fire sprinkler system. Properly used, these extinguishers can put out a small fire or control it until the fire department arrives. Portable fire extinguishers are not designed to fight large or spreading fires.

These extinguishers carry notations that indicate which class of fire they can be used to fight. These notations consist of a series of numbers and letters (ex: 2A, 20BC) and are further explained as follows:

- 6.1.1. "A": Effective against wood, paper and rubbish. Many fire extinguishers have a triangle surrounding the A. The triangle is the international symbol for an A type fire. The numbers in front of the A, in our example the number 2, means that the extinguisher has been rated as being capable of putting out an A type fire two square feet in area.
- 6.1.2. "B": Effective against flammable and combustible liquids. The square that often surrounds the B is the international symbol for a liquid fire. The number in front of the B, in our example the number 20, is a relative term and means only that the extinguisher can handle a B fire 20 times larger than an extinguisher rated 1B.
- 6.1.3. "C": Effective against electrical fires. The circle that may be around the letter is the international symbol for an electrical fire. There is no number rating system for the C designation on a fire extinguisher.
- 6.1.4. Procedures for using fire extinguishers are provided in Section 7.9.
- 6.1.5. Each fire extinguisher is to be inspected monthly by facility personnel. The inspection can be documented using the signature card attached to each extinguisher.
- 6.1.6. Each fire extinguisher at Team Sheeper shall be serviced yearly by a State certified Fire Extinguisher Company.

Team Sheeper is equipped with an automatic fire sprinkler system. The following maintenance and inspection are conducted to ensure that it is ready when activated:

- 6.1.7. The automatic fire sprinkler system is inspected on a quarterly basis.
- 6.1.8. Automatic sprinkler heads can be damaged if subjected to mechanical abuse. Protective cages are installed where there is potential for this type of damage.
- 6.1.9. To avoid reducing water flow or altering a spray pattern, material or furniture is prohibited near sprinkler heads. A minimum of 18 inches of clearance is maintained for each sprinkler head.

7.0 **PROCEDURES**

Emergency specific procedures included in this plan cover natural disasters, industrial accidents, medical emergencies, and other incidents that may occur at Team Sheeper. Questions regarding any of the procedures should be directed to one of the emergency contacts or a manager or supervisor.

7.1 **EVACUATION**

7.1.1. Evacuations may be initiated by any employee. Typical emergencies that may cause an evacuation are a fire or explosion, chemical odor such as natural gas, bomb threat, or any other situation where remaining inside the building may harm the occupants. The following means are available to alert occupants of an evacuation:

- Activation of fire alarm.
- Voice command (e.g. a person yells “fire” or “evacuate the building”).
- Activation of strobes
- The fire suppression (sprinkler) system turns on.

7.1.2. All persons evacuating the building are to follow the shortest and safest route out of the building and then proceed to the nearest evacuation assembly area. Because of the layout of the facilities and pools, there are several exits with each having an assembly nearby. We want to avoid personnel and the public walking across the street or assembling in areas where there is a high chance of disrupting or interfering with the responding emergency services. A map of the assembly area locations are included in Appendix C. The assembly areas are:

- Assembly Area # 1: South exit to grass area
- Assembly Area #2: West exit to corner of parking lot
- Assembly Area #3: East exit to large tree in parking lot

7.1.3. The Evacuation Coordinator is to follow the following procedures:

- Evaluate the situation that caused the evacuation and develop a plan of action. If the situation warrants, call or delegate somebody to call 9-1-1.
- Obtain head count status from Managers and Supervisors. Record the following to be communicated to emergency personnel: All accounted for, or number missing, name of missing, location that the missing were last seen and status of any injured person.(Appendix B)
- Ensure that all evacuees remain at the assembly area.
- Designate specific employees to guard entrances that may not be visible from the assembly area to prevent people from entering the building.
- Meet with and inform the responding emergency services of the current status.

- Authorize supervisors to direct employees and other personnel back inside the building once it has been cleared for reentry.
 - Explain to the employees and other personnel why an area is safe for reentry. In addition, fully explain any areas or rooms to avoid upon reentry into the building. If there are areas or rooms to avoid, they shall be properly identified with 'DANGER: DO NOT ENTER' tape before employee reentry to the building
- 7.1.4. Upon initiation of an evacuation, Managers and Supervisors are responsible for the following procedures:
- Ensure that all work is stopped and that all employees, contractors and visitors evacuate the area or building quickly and in an orderly manner using the pre-designated evacuation routes.
 - Close doors, being sure not to lock them once all personnel are out of the area, if it can be done without delaying their evacuation.
 - Complete a head count of his or her employees and other personnel, visitors, and contractors that have reported to the assembly area. Use the form provided in Appendix B.
 - Report head count status: All accounted for, or number missing, name of missing, location that the missing were last seen to the Evacuation Coordinator.
 - Ensure that under no circumstance will an employee re-enter the building to search for missing personnel.
 - Ensure that no persons leave the assembly area unless authorized to do so by the Evacuation Coordinator.
 - By radio or other means of communication, contact all employees who are off site and inform them of the emergency. Under some circumstances, they may be directed to stay away and not return until further notice.
 - Allow employees to reenter the work area once the Evacuation Coordinator and Emergency Response Personnel have cleared the building.
- 7.1.5. Upon initiation of an evacuation, employees are responsible for the following procedures:
- Stop work and immediately leave the area and building through the designated escape route or nearest exit. (Refer to posted evacuation maps, also included in Appendix C.)
 - Employees and other personnel shall also know at least one alternate route or exit in case the designated route or exit is blocked.
 - Once out of the building, employees and other personnel are to report to the primary evacuation assembly. If the primary assembly area is unsafe,

then proceed to the secondary assembly area. Section 7.1.2 and Appendix C of this EAP describe the location of the assembly area.

- Report to their supervisor for head count within the assembly area.
- Employees and other personnel are not to leave the assembly area unless directed to do so by supervisor or emergency response personnel, or staying at the Assembly Area would endanger one's safety.
- Employees and other personnel are not to re-enter the building or any evacuated area unless the area or building has been cleared for entry by the Evacuation Coordinator and their Manager or Supervisor..

7.1.6. The following considerations and procedures are considered for employees or visitors requiring assistance during an evacuation:

- Employees who may require assistance evacuating should be assigned work stations located in close proximity to exits and areas where they need rely on elevators to evacuate.
- Certain delegated employees should know where they will meet and what to do for employees requiring assistance evacuating in case of an emergency.
- These delegated employees shall be trained on proper techniques and procedures to safely evacuate people requiring assistance.
- Employees who have visitors or guests that require assistance evacuating the building shall be responsible for assisting them in case of an evacuation. Employees are to stay with and assist their visitor to the relocation area.
- If employees are unable to bring or assist any person to the assembly area, they should try to place injured people or people with reduced mobility to a safe area such as a stairwell to be rescued. Employees should inform the Evacuation Coordinator or the responding emergency services of the location of any person left behind.

7.2 CALLING 9-1-1

As with all California Public Safety Answering Points, using 9-1-1 is the proper way to report an emergency.

- 7.2.1. When calling 911 be ready to provide the facility name and address (Burgess Park Pool, 501 Laurel St. Menlo Park, CA 94025) and a call back phone number in case of disconnection.
- 7.2.2. Remain calm and answer the dispatcher's questions to the best of your ability.

7.3 SHELTER IN PLACE

"Sheltering in Place" means staying where you are, as opposed to evacuating an area. The initial response to earthquakes is an example of sheltering in place. The response to a riot or violent suspect apprehension outside the building, or a toxic gas cloud release may also be to shelter in place. Generally, the Fire Department or Police Department would inform employees and the public when the need to shelter in place must occur because of a chemical cloud. The following are the initial steps to sheltering in place:

- 7.3.1. The designated shelter in place location at 501 Laurel Street is Arrillaga Gym.
- 7.3.2. Remain calm.
- 7.3.3. Get away from windows: Earthquakes can shatter windows. Rioters can throw objects through windows. Bullets go through windows. Toxic chemical gas may seep through window seams.
- 7.3.4. Protect your head with your arms if there is the potential for falling or thrown objects.
- 7.3.5. Turn off all HVAC systems.
- 7.3.6. Wait for the all clear from the responding emergency services before leaving the area.

7.4 EMERGENCY UTILITIES SHUTDOWN

Certain emergencies may require the shutdown of utilities such as gas, water, electricity, heating and air system. Personnel responsible for shutdown of utilities will be properly trained.

7.5 POWER OUTAGES

Power outages are not inherently emergencies. If the loss of power creates an emergency situation, deal with the actual emergency. Note that the phone systems take several minutes to reboot after a power outage. If there is an emergency that requires calling 911, do so from a cell phone.

7.6 EARTHQUAKES

Earthquakes are relatively common in this area. Employees and other personnel need to be informed about the potential damage caused by earthquakes, and how to deal with these situations. The following procedures are to be followed in prior to, during, and after an earthquake:

Before the Quake

- 7.6.1. Assume that objects will fall or move in an earthquake.
- 7.6.2. Hazardous materials, heavy objects, objects that could impede emergency egress, or anything else that could create a hazard by falling should be stored close to or on the floor/ground.

- 7.6.3. Objects that must be stored off the floor should be restrained—chained, bungeed, stored in cabinets, netted, etc.
- 7.6.4. Cabinets, bookshelves, appliance, etc. over five feet in height should be bracketed or otherwise secured to a wall to prevent falling.
- 7.6.5. If the earthquake will cause loss of mission-critical assets – essential spare parts being dumped onto the floor and ruined, for example, then preventive measures should be taken.

During the Quake:

- 7.6.6. If indoors, **DO NOT ATTEMPT TO EXIT THE BUILDING!** The greatest danger from falling debris is just outside doorways and close to outer walls while the ground is shaking.
- 7.6.7. Duck, Cover and Hold. If you are inside a building, immediately take cover under a table or desk. If the furniture under which you have taken cover moves, stay under it and move with it.
- 7.6.8. Move away from large windows, chemical storage, large electrical equipment, etc.
- 7.6.9. If outside, stay there. Move away from buildings, walls, flagpoles, power poles, and lampposts. Stay away from downed electrical lines, and any pools, puddles or liquid into which the lines may have fallen. Stay away from heavy equipment, glass windows and doors, and chemical storage areas.

After the Quake:

- 7.6.10. Check for injured personnel. Do not move the seriously injured unless they are in immediate danger.
- 7.6.11. If there appears to be any damage to a building, initiate an evacuation. Evacuation procedures are given in Section 7.1.
- 7.6.12. Check for fires, spills, and leaks. If found, respond to them appropriately.

7.7 FLOODS

A typical flood that may occur would include flooding of parking lot (maybe two feet of water) or flooding indoors as the result of broken water pipes, backed-up sewer lines, clogged drains, or open valves. If flooding is internal, efforts should be focused on the following tasks:

- 7.7.1. If there is any risk of shock from electrical equipment wait for the arrival of the Fire Department. Any electrical equipment that is not known to be disconnected should be assumed to be live and should be treated as a potential electrocution threat.
- 7.7.2. Locate and control the source of the water infiltration. Place a trash can or other container under overhead water leaks. If the source of the water leak cannot be identified or controlled immediately, cleanup operations should still begin as

quickly as possible. Damage will be limited by reducing the total quantity of water in the building.

- 7.7.3. Relocate furnishings, equipment, and supplies away from the flooded and surrounding area. Clean up water by pumping, vacuuming, or mopping.
- 7.7.4. Evacuation Coordinator and facilities personnel will assess damage and proceed in appropriate manner to make necessary repairs.

7.8 MEDICAL EMERGENCIES

Team Sheeper relies on locally provided emergency responders for assistance in the event of medical emergencies. However, under certain circumstance first aid must be administered immediately until first responders arrive. To that end, selected employees are trained in first aid, CPR, and Automated External Defibrillator (AED) use. The following procedure applies during a medical emergency:

- 7.8.1. Conduct a primary survey of the injured employee(s) to discover the main problems (i.e. burned, not breathing, laceration, chest pain, extremely hot, etc.).
- 7.8.2. Call 9-1-1 for immediate assistance and instruct another employee to inform a Supervisor or other trained personnel of the situation.
- 7.8.3. Trained personnel are to begin to administer first aid, CPR, and/or the AED as appropriate.
- 7.8.4. If the situation is an injury, but not an emergency, personnel are to be taken to the following hospital for treatment:

CONCENTRA MEDICAL CENTERS

125 SHOREWAY RD STE A

SAN CARLOS, CA 94070

650-556-9420

OR After 5:00 p.m. on Weekdays or All Weekend Days

Kaiser Permanente Redwood City Medical Center

1100 Veterans Blvd.

Redwood City, CA 94063

(650) 299-2000

- 7.8.5. Note that any serious injury or illness that occurs while at work, regardless of whether or not it is work-related, must be reported to Cal/OSHA within 8 hours. In the event of a serious injury, the Manager or Supervisor is to call HR and contact a live person to provide the accident information. HR will then call CAL/OSHA and make the report. If the Manager or Supervisor is unable to contact a live person in HR, they are to leave a detailed message with HR and call CAL/OSHA to report the injury. The nearest CAL/OSHA district office is:

510-794-2521 Fremont

7.9 FIRE OR EXPLOSION

The best means of managing a fire/explosion hazard at Team Sheeper is to prevent such an event. In that regard, Team Sheeper has prepared a Fire Prevention Plan. Team Sheeper will rely primarily upon the local fire department for response to a fire or explosion. Certain personnel are not trained to respond to anything except the smallest fire. A fire in a trashcan or in a pile of rags could be an example of a small fire. In the event of a fire or explosion, or upon noticing smoke, following procedures are to be initiated:

- 7.9.1. Employees shall alert all building occupants by pulling one of the designated fire alarms located at or near each building exit or using verbal shouts.
- 7.9.2. All occupants must then evacuate the buildings following the procedures in Section 7.1. If necessary, utilize the fire extinguisher to aid in the evacuation.
- 7.9.3. Call 9-1-1. If unable to call from the building, then a cell phone can be used to make the 9-1-1 call from outside of the building.

For small, incipient-stage fires, employees who are trained in the use of fire extinguishers may attempt to put the fire out. This should only be done after the evacuation has begun, and 9-1-1 has been contacted. Small fires can quickly become larger fires, and the delay in evacuating workers to safety and getting professional help can cause a serious increase in risk. The following procedures are to be followed to fight a fire after procedure 7.9.1 – 7.9.3 are completed:

- 7.9.4. Ensure the fire is confined to a small area and is not spreading beyond the immediate area.
- 7.9.5. The individual using the extinguisher has an unobstructed escape route to which the fire will not spread.
- 7.9.6. The individual using the extinguisher is trained in its proper use.
- 7.9.7. **Use the Portable Fire Extinguisher:** In general, an individual using an extinguisher should stand six to eight feet away from the fire and follow the four-step PASS procedure. If the fire does not go out immediately, the individual should leave the area at once. The PASS procedure is as follows:
 - **Pull Pin:** This unlocks the operating lever on the extinguisher and allows discharge of the extinguisher. Some extinguishers may have other devices that prevent inadvertent operation.
 - **Aim Low:** Point the extinguisher nozzle (or hose) at the base of the fire.
 - **Squeeze:** Squeeze the lever below the handle. This discharges the extinguishing agent. Releasing the lever will stop the discharge. Some extinguishers have a button that can be pressed for release of the extinguishing agent.
 - **Sweep From Side to Side:** Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth across the fire until the flames appear to be out. Watch the fire area. If the fire reignites, repeat the process.

7.10 CHEMICAL RELEASE (SPILL)

This section is divided into “Response” and “Reporting” activities. Note that some reporting will occur during the response.

The response to and reporting of a release will be dependent on the quantity and the nature of the released material.

A small or minor release would be less than one gallon, or covering an area less than 6 feet in diameter. A significant spill would be anything larger than that. Any release that has entered a storm drain or has been released off site will be considered as significant release.

Response

Small Release

- 7.10.1. If the spill is an unknown substance, then clear the area and call 9-1-1.
- 7.10.2. Team Sheeper has spill clean-up kits and certain employees have been trained on their use and contents. There is a list of emergency numbers located next the phones. If an employee notices a spill, they are to contact the personnel on the list. Those personnel will do the following:
- 7.10.3. Don appropriate PPE, depending on the material released, such as gloves, goggles, etc.
- 7.10.4. Promptly stop the release at the source, if it is safe to do so. Close valves, upright containers, etc.
- 7.10.5. Contain and control the spill using absorbent materials (paper towels, absorbent pads, granular absorbent). Keep the spill away from drains, doorways, etc.
- 7.10.6. Place the contaminated absorbent into disposal container, and immediately label it.
- 7.10.7. Follow proper disposal procedures.
- 7.10.8. The Emergency Response Coordinator is to record the release in a memo to file so that it is available upon agency inspection/request.

Significant Release

- 7.10.9. In case of a significant release that would be out of the control of Team Sheeper employees and would require an evacuation, the local HAZMAT team will be notified.

Reporting

- 7.10.10. For any spill that did not escape secondary containment and hence no outside agencies were contacted, the incident must be recorded in a memo to file. Spill and release records must be made available to the CUPA.

7.11 SUSPICIOUS PACKAGES OR LETTERS

Receiving a package or letter that contains chemical or biological agents is possible. Do not handle any suspicious letter, card, or package; do not allow anyone else to handle it.

Among the characteristics of suspicious letters or packages are:

- No return address
- Restrictive markings such as "PERSONAL" or "CONFIDENTIAL"
- Postmark or other indication of mailing from a foreign country
- Excessive postage
- Misspelled words
- Addressed to title only (e.g. Manager) or to incorrect title for addressed individual
- Badly typed, sloppy or odd handwriting
- Protruding wires
- Ridged or bulky packaging
- Strange odor
- Wrong title with name
- Excessive use of tape or string
- Oil stains, discoloration or crystallized material on packaging
- Leaking contents

Procedures for handling a letter that contains powder or a written threat:

- 7.11.1. Set down the letter or leave it in place.
- 7.11.2. Isolate the work area where the letter is located so no one disturbs it.
- 7.11.3. Tell a coworker about the letter and to which restroom you are going. Have them call 911.
- 7.11.4. Wash your hands in soap and warm water for at least one minute. Blow your nose in tissue. Delay eating or drinking. Wait for further instructions from the Fire or Police Department.

7.12 BOMB THREAT

Bomb threats are usually received by telephone; staff who routinely take calls from the public are required to understand their responsibility during a bomb threat call. When it comes to responding to threats and acts of sabotage, employee preparation is critical. The following procedures are for handling a bomb threat by phone:

- 7.12.1. Assume the threat is real.
- 7.12.2. Keep caller on the phone as long as possible.

- 7.12.3. Try to get detailed information, i.e. location of bomb, time set to go off, as well as, exact words of caller, gender, and other details you might interpret.

Questions to ask the caller:

- a. When will the bomb go off?
 - b. Where is it?
 - c. What does it look like?
 - d. What type of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your address?
 - i. What is your name?
- 7.12.4. If possible, write “BOMB THREAT!” on a piece of paper and give it to another employee so that 9-1-1 can be called and people can be evacuated from the building while you are still on the phone.
- 7.12.5. Evacuate the building; leave immediately. The time interval between a bomb threat and the actual explosion can be a matter of minutes.
- 7.12.6. No one should use radio communication as a radio transmission could detonate the bomb. In addition, no one should use cell phones, pagers, Palm Pilots, etc. capable of radio transmission because the frequencies that these devices use could also detonate the bomb.
- 7.12.7. Employees evacuating the building should try to notice anything suspicious on their way out as long as it does delay their exit.
- 7.12.8. Once outside, continue to the designated Emergency Assembly Area staying clear of the building being evacuated.
- 7.12.9. Do not re-enter. Wait outside until the building has been cleared by the Evacuation Coordinator.
- 7.12.10. Never touch, handle, or move a suspicious object
- 7.12.11. Do not drive a car. Parking lots must be kept clear for emergency vehicle access.

Procedures for handling a bomb threat by mail:

- 7.12.12. Do not handle any suspicious letter, card or package; don't allow anyone else to handle it. A suspicious package may be without a return address or from an unfamiliar vendor or source.
- 7.12.13. Evacuate the area.
- 7.12.14. Call 911.

7.13 VIOLENCE OR THREATS OF VIOLENCE

Note the difference between an upset/irate person and an aggressive person. Never engage in violent activities with anyone.

Upset or Irate Person

If a person is upset or irate then they can often be calmed if the employee remains calm.

Report to your supervisor as soon as possible when a customer, a vendor, a coworker, or a member of the public is violent or demonstrating disturbing behavior or threatens anyone.

If you encounter a hostile, irate or upset person or persons:

- 7.13.1. Stay calm and listen attentively.
- 7.13.2. Be polite.
- 7.13.3. Maintain eye contact.
- 7.13.4. Be courteous and patient.
- 7.13.5. Move and speak slowly, quietly and confidently.
- 7.13.6. Be empathetic to the person and acknowledge the person's feelings. Focus your attention on the person to let them know that you're interested in what they have to say.
- 7.13.7. Maintain a relaxed yet attentive posture and position yourself at a right angle to the person rather than directly in front of the person.
- 7.13.8. Make sure there is at least 3' to 6' of space between you and the person (beyond arm's reach). Arrange yourself so that the person cannot block your access to an exit
- 7.13.9. Use delaying tactics to get them time to calm down. For example, ask them if they would like a drink of water (in a disposable cup).
- 7.13.10. Be reassuring and point out choices. Break the big problems into smaller, more manageable problems.
- 7.13.11. If the situation gets out of control, exit the area and call 9-1-1.
- 7.13.12. Never take sides.
- 7.13.13. Never agree with distortions.
- 7.13.14. Never reject all their demands from the start.
- 7.13.15. Never brush the person off, be cold, or give them the runaround.
- 7.13.16. Never pose in challenging stances. For example, do not make sudden movements, place hands on your hips or cross your arms.
- 7.13.17. Never challenge, criticize, be impatient, be condescending, threaten, or dare the person.
- 7.13.18. Never try to make the situation seem less serious than it is.

7.13.19. Never make false statements or promises you can't keep.

Aggressive or Violent Person

If a person is aggressive or violent, get as much distance as possible from the person.

7.13.20. If the person is brandishing a weapon, do whatever possible to not find yourself in a trapped position. Always try to have an escape route or exit. If this is not possible and the only chance you may have is to hide, try to hide in an area where the entrance can be blocked or locked. Turn off the lights. Some areas may include bathrooms and locker rooms which have bolts on the inside. If you find that the assailant has entered the only space you are in and is in between you and the escape route, fight by throwing tables, chairs, computers and do whatever necessary to not be a still target. However, remember that getting as much distance as possible is still the best option. Follow these steps:

- Identify the threat
- Get away
- Immediately call 9-1-1.

7.14 CIVIL DISTURBANCE

In the case of a civil disturbance, such as an angry group of people, unruly protest, riot, etc., do not treat the people causing the problem in a hostile manner in any way. If you feel that you are in danger, get away as quickly as possible. Get as much distance as you can between you and the group. If necessary, call 9-1-1 and have the Police Department handle the situation.

7.15 OTHER EMERGENCIES

This EAP is an attempt to prepare for emergencies; as such, it tries to anticipate what could possibly and credibly go wrong, and prepare employees to respond appropriately. There may be unforeseen emergencies, however. Regardless of the nature of the emergency, the general response should always follow these basic guidelines:

- 7.15.1. Move as far away from the hazard as necessary to protect yourself. Do not go looking for or approach the hazard to investigate until and unless you are properly equipped and trained, and are sure it is safe to do so.
- 7.15.2. Keep others away from the hazard.
- 7.15.3. If it is a severe enough emergency that you feel it is going to require emergency responders, call 911 immediately.
- 7.15.4. Notify Evacuation Coordinators.

7.16 PUBLIC INFORMATION

The media (press, radio, television, etc.) have extensive rights to information and access to information. In the event the media or press requests interviews or information, all requests will go to the President of the company. Only the President is authorized to talk to the press.

8.0 TRAINING

8.1 DRILLS

Practice and drills are vital to reducing panic and confusion. All employees shall take drills seriously and participate as much as possible. The more automatically employees react to the sound of the alarm, the more they may be responsive in a real emergency. The most important part of any emergency is the people. Not every emergency gives off smoke or fumes. Every employee should be able to react immediately the scenarios that they are most likely to encounter at work. Drills at the facility may include fire extinguisher use, spill response, and evacuation. Each of these drills are an effective method to learn and reinforce action plan procedures.

The evacuation drill is conducted on an annual basis. The effectiveness of the drill is evaluated by having the evacuees complete the Evacuation Drill Evaluation form. The form is included in this plan as Appendix E.

8.2 EAP TRAINING

Emergency Action Plan training is provided to new employees as soon as possible. This training shall include the criteria listed in this program in addition to the actual evacuation drill. Additional training is also required whenever an employee's responsibilities and/or department reporting changes, or whenever a change in this policy effects employee actions. A combination of the written Emergency Action Plan, Power Point presentations, videos, and on the job instruction will be used to facilitate the EAP Training. Employees will be trained on:

- 8.2.1. Evacuations and sheltering in place: How to initiate an evacuation, and proper evacuation procedure as well as when to shelter in place.
- 8.2.2. Emergency specific procedures described in Section 7 of this EAP.
- 8.2.3. Fire prevention
- 8.2.4. General Spill Response.

9.0 RECORDKEEPING

The primary emergency response coordinator is responsible for maintaining records the following records associated with this EAP:

- 9.1.1. Training shall be properly documented.
- 9.1.2. Records for each emergency drill are maintained and include the date of the drill, area(s) evacuated, and a follow up analysis describing the results of the drill.
- 9.1.3. A report, memo, or other record are to be prepared any time an action plan in this EAP is initiated.

- 9.1.4. This EAP plan will be maintained electronically and in hard copy with the other safety programs at Team Sheeper.

Telephone Numbers

Life - Threatening or Police/Fire Emergency	911
Menlo Park Fire Department	(650) 323-2404
Menlo Park Police Department	(650) 330-6300
Assistant Fire Marshall	(650) 688-8428
Air Quality Management District	(415) 749-4779
Local Hazard Materials Program	(650) 363-4305
Cal EPA Department of Toxic Substances Control	(800) 728-6942
Cal/OSHA	(510) 794-2521
Stanford Hospital	(650) 723-7337
Local Water Company	(650) 330-6640
San Mateo County Environmental Health	(650) 363-4305
HMBP Environmental Contact: Donald Webber	(650) 330-6790
National Response Center	(800) 424-8802
Poison Control Center	(800) 222-1222
Regional Water Quality Control Board	(510) 622-2493
Department of Public Safety Fire and Environmental Services Unit (CUPA)	(650) 372-6200
State Office of Emergency Services	(800) 852 -7550
PG&E	(800) 743-5002

Assembly Area Head Count Form Page 1 of 2

Name	Division	Status

Assembly Area Head Count Form Page 2 of 2

Missing Employees Name(s)

- 1. _____.
- 1. _____.
- 2. _____.
- 3. _____.
- 4. _____.
- 5. _____.

Area Last Seen

- _____.
- _____.
- _____.
- _____.
- _____.
- _____.

Injured Employees Name(s)

- 1. _____.
- 1. _____.
- 2. _____.
- 3. _____.
- 4. _____.
- 5. _____.
- 6. _____.

Type of Injury

- _____.
- _____.
- _____.
- _____.
- _____.
- _____.
- _____.

Additional Employees / Guest Name(s)

- 1. _____.
- 1. _____.
- 2. _____.
- 3. _____.
- 4. _____.
- 5. _____.
- 6. _____.
- 7. _____.

Problem(s)

- _____.
- _____.
- _____.
- _____.
- _____.
- _____.
- _____.
- _____.

APPENDIX C



Fire Prevention Plan

1. **Potential Fire Hazards:** Team Sheeper may store a small quantity of products that are potential fire hazards. These products generally fall into one of the following categories:
 - 1.1. Flammable liquids such as gasoline and some paint related products.
 - 1.2. Flammable gasses. Natural Gas and Propane are good examples.
 - 1.3. Combustible liquids such as diesel fuel, lubricating oils and some solvents.
 - 1.4. Overloaded electrical outlets
2. **Proper Handling and Storage Procedures:** Flammable materials are to be used only in well-ventilated areas. This will prevent a buildup of vapors to a level that could pose a health or fire/explosion hazard. Containers of flammable and combustible materials should be closed when not in use. They should also not be stored near a heat or ignition source. Smoking is not permitted when working with flammable liquids. Compressed gases are to be securely stowed at all times and, when not in use, valves are to be closed.
3. **Responsibilities:**
 - 3.1. Supervisors are responsible for the overall safety of the work areas under their respective control.
 - 3.2. Individual employees are responsible for keeping their work areas free of excessive debris and unwarranted accumulations of flammable and combustible materials.
 - 3.3. Management is responsible for ensuring available on-site fire fighting and fire suppression equipment is properly maintained and available for immediate use.
 - 3.4. Supervisors are responsible for ensuring that significant spills of flammable and combustible liquids are contained and cleaned up according to the City's guidelines.
4. **Training:** Supervisors shall ensure that subordinate employees receive appropriate training on this Plan and on how to respond in the event of a fire emergency. In particular, this training shall include:
 - 4.1. Fire/Explosion Response
 - 4.2. Facility Evacuation Procedures
5. **Fire Extinguishers** servicing and maintenance is conducted in accordance with section 6.1 of the Emergency Action Plan.
6. **Automatic Fire Sprinkler System** servicing and maintenance is conducted in accordance with Section 6.1 of the Emergency Action Plan.
7. **Periodic Inspections** will be conducted in compliance with Team Sheeper's Injury and Illness Prevention Program. As part of these inspections, the contents of the fire and emergency preparedness and prevention checklists included as part of this plan are considered.

Fire Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have all emergency systems and equipment been properly tested and inspected?		
2. Exit Signs, Monthly		
3. Fire Extinguishers, Monthly		
4. Extinguisher correct for hazard?		
5. Pin is in place?		
6. Plastic tab (seal) in place and secured to pin?		
7. Fully charged (Gauge is in green zone)?		
8. Sprinkler, Quarterly		
9. Fire Alarm, Annual Drill and Semi-Annual Contractor Inspection		
10. Are exits arranged and maintained to provide free and unobstructed exit from all parts of the building at all times when occupied? No lock or fastener shall be installed to prevent free escape from the inside of any building.		
11. Does the emergency lighting in the building allow safe access and light the direction to the exits when the main power has failed?		
12. Are door openings or means of egress 32 inches or greater in clear width?		
13. Do all exit doors swing in the direction of exit travel?		
14. Does the changeover of illumination energy sources in an emergency take less than 10 seconds?		
15. Do the battery-operated lights only use reliable types of rechargeable batteries, with suitable facilities for maintaining them in properly changed out condition?		
16. Is each exit route, in its entirety, arranged or marked so that the way to a place of safety is indicated in a clear manner? Any door or passageway that is not an exit or way to reach an exit, but is capable of being confused with an exit, shall be arranged or made to prevent occupant confusion with acceptable exits.		
17. Are the access routes to exits marked by readily visible signs in all cases where the exit is not immediately visible to an employee or visitor? Is sign placement such that no point in the exit access is more than 100 feet from the nearest visible sign?		
18. Are all doors, passageways or stairways that are neither exits nor a way to an exit, and so located or arranged as to be easily mistaken for an exit, identified by a sign reading "Not An Exit"?		
19. Is the distance of travel to a fire extinguisher for Class A (Wood, Paper) fires within 75 feet?		

Emergency Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have you been trained in the use of fire extinguishers?		
1.1. If yes, do you know the location of the closest fire extinguisher?		
2. Are all exit doors, hallways and aisle ways in your work area clear (32" minimum) and unobstructed for emergency exiting?		
3. Are all windows closed securely each night?		
4. Are files and storage areas purged and cleared regularly to eliminate unnecessary paper storage?		
5. Are chemicals, paints, and fluid storage areas checked regularly to eliminate storage of old and unnecessary products?		
6. Are enough electrical plugs provided to eliminate the use of extension cords for daily operations?		
7. Do you know the best route to your assigned Assembly Area in the event of an evacuation?		
8. Do you know who to report to following an evacuation?		
9. Have you been trained in first aid and/or CPR?		
10. If provided, do you know where the closest First Aid Kit is located in your work area?		
11. Are all bookcases and other tall furniture secured to avoid tipping in the event of an earthquake?		
12. Do you know where your company's Emergency Action Plan is located?		

Evacuation Drill Evaluation Form

Employee Name (optional): _____

Assembly Area: _____

Person in Charge: _____

Date: _____

Please take a moment to fill out this evaluation form to allow us to correct any deficiencies that may exist in our evacuation program.

False	True
1. I could hear the evacuation alarm. <input type="checkbox"/>	<input type="checkbox"/>
2. I had been trained on the evacuation procedure. <input type="checkbox"/>	<input type="checkbox"/>
3. I knew the evacuation route out of my work area. <input type="checkbox"/>	<input type="checkbox"/>
4. I knew where my Assembly Area was located. <input type="checkbox"/>	<input type="checkbox"/>
5. The Assembly Area was easy to find. <input type="checkbox"/>	<input type="checkbox"/>
6. I did not stop for my personal belongings. <input type="checkbox"/>	<input type="checkbox"/>
7. My superior knew what to do. <input type="checkbox"/>	<input type="checkbox"/>
8. A head count was taken at the Assembly Area <input type="checkbox"/>	<input type="checkbox"/>
9. I did not run during the evacuation drill. <input type="checkbox"/>	<input type="checkbox"/>
10. I remembered what I was supposed to do. <input type="checkbox"/>	<input type="checkbox"/>

General Comments:

Team Sheeper, Inc.

Emergency Action Plan

100 Terminal Ave.
Menlo Park, CA



45950 Hotchkiss St. · Fremont, CA 94539 · (510) 651-8289 · du-all.com

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TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
REVISION HISTORY LOG	v
1.0 PURPOSE	1
2.0 SCOPE	1
3.0 REFERENCES	1
4.0 DEFINITIONS	1
5.0 RESPONSIBILITIES	2
5.1 EVACUATION COORDINATORS	2
5.2 MANAGERS AND SUPERVISORS	2
5.3 EMPLOYEES	3
6.0 EQUIPMENT	4
6.1 FIRE FIGHTING EQUIPMENT	4
7.0 PROCEDURES	5
7.1 EVACUATION	5
7.2 CALLING 9-1-1	8
7.3 SHELTER IN PLACE	8
7.4 EMERGENCY UTILITIES SHUTDOWN	8
7.5 POWER OUTAGES	8
7.6 EARTHQUAKES	9
7.7 FLOODS	10
7.8 MEDICAL EMERGENCIES	10
7.9 FIRE OR EXPLOSION	11
7.10 CHEMICAL RELEASE (SPILL)	12
7.11 SUSPICIOUS PACKAGES OR LETTERS	13
7.12 BOMB THREAT	14
7.13 VIOLENCE OR THREATS OF VIOLENCE	15
7.14 CIVIL DISTURBANCE	16
7.15 OTHER EMERGENCIES	16
7.16 PUBLIC INFORMATION	17
8.0 TRAINING	17

8.1	DRILLS	17
8.2	EAP TRAINING	17
9.0	RECORDKEEPING	17

- APPENDIX A: Contact Telephone Numbers
- APPENDIX B: Assembly Area Head Count Forms
- APPENDIX C: Map of Assembly Area
- APPENDIX D: Fire Prevention Plan
- APPENDIX E: Evacuation Drill Evaluation Form

7. REVISION HISTORY LOG

Date	Name	Section	Description
February 2013	Du-All Safety	All	First DRAFT
March 2013	Du-All Safety		Second DRAFT
May 2013	Du-All Safety	All	Program Approved by Committee
December 2013	Du-All Safety	5.1	Removed Joe Nawas
December 2013	Du-All Safety	5.3.6	Changed Joe for Charlie Boeck
December 2013	Du-All Safety	7.4	Eliminated second and third sentences
			Added personnel responsible...
December 2013	Du-All Safety	7.13.20	Changed format. Replaced gunman with assailant
December 2013	Du-All Safety	App. A	Removed Joe N. and added Charlie B.
February 2014	Du-All Safety	5.1	Added Charlie Boeck
		7.1.6	Added Dome Procedures
		Footer	Added 2014
February 2024	Team Sheeper	4	Updated MSDS to SDS
		5.1	Changed Primary to Manager on Duty
		5.3.6	Removed names and inserted titles
		7.1.6	Removed Dome Procedures
		7.2	Updated 911 calling procedures
		7.8.4	Updated locations
		App. C	Updated map to be more clear
November 2024	Team Sheeper	1.0	Update address to Belle Haven
		7.1.2	Update Assembly Area
		7.2.1	Update address
		7.3.1	Update Shelter in place location
		7.8.4	Updated contact info
		App. C	Update Image to reflect new facility

1.0 **PURPOSE**

To establish a plan that instructs employees who work or frequent Team Sheepier, Inc. (herein referred to as Team Sheepier) located at 100 Terminal Ave, Menlo Park, California about appropriate actions to take before, during and after an emergency to reduce risk of injury and property damage.

2.0 **SCOPE**

The emergency planning and response procedures outlined in this plan apply to all Team Sheepier's operations and activities conducted by its employees, subcontractors and visitors who work or visit Team Sheepier's facilities.

This Emergency Action Plan (EAP) is intended to address various hazards that may arise during normal working conditions, such as personal injury or illness, fire, chemical release, earthquake, bomb threat, power outage, flooding and aggressive persons. The two most important goals of any emergency plan are to protect lives and property. With this written plan, safety inspections, and annual training exercises, it is our intent to reduce the risk of injury and death and damage to the building and its contents. Knowledge of this plan, coupled with on-going safe work practices and housekeeping habits, will provide all occupants with a reasonable degree of safety.

This plan will outline Team Sheepier's general emergency response policies, procedures, and commitments. It describes preparation that can be taken prior to an emergency, how operations will function in an emergency, and specifies the responsibilities of Team Sheepier employees in the prevention, management, response to and the immediate recovery from emergencies.

3.0 **REFERENCES**

- California Code of Regulations, Title 8, Section 3200, Emergency Action Plan.
- National Fire Code 10, Standard for Portable Fire Extinguishers.
- California Fire Code 2007, Chapter 4, Emergency Planning and Preparedness.
- California Fire Code 2007, Chapter 10, Means of Egress.

4.0 **DEFINITIONS**

CAL/ OSHA – California Occupational Safety and Health Administration, the State agency responsible for regulating workplace safety.

CUPA – Certified Unified Program Agency, the local agency responsible for regulating hazardous material and waste storage. .

SDS – Safety Data Sheet, written or printed material concerning a hazardous substance which is prepared by the manufacturer or importer of a product.

5.0 RESPONSIBILITIES

5.1 **EVACUATION COORDINATORS**

The Evacuation Coordinators are:

- Primary: Manager on Duty
- Secondary: Tim Sheeper

The Evacuation Coordinators have the following responsibilities:

- 5.1.1. Facilitating the evacuation of the facility, accounting for personnel, visitors and contractors safety.
- 5.1.2. Communicating with emergency responders when they arrive onsite.
- 5.1.3. Carrying out evacuation procedures are described in Section 7.1.3 of this EAP.

5.2 **MANAGERS AND SUPERVISORS**

Managers and Supervisors are responsible for the following:

prior to an emergency:

- 5.2.1. Ensuring that this plan is complete, accurate and up to date. This includes providing written plans for specific needs or their areas and operations as necessary, and performing updates to the head count form. (Appendix B)
- 5.2.2. Providing necessary equipment to respond to emergencies. A list of emergency equipment that is onsite is included in section 6.0.
- 5.2.3. Providing their employees with training on this plan, as well as any plans specific to their areas and operations.
- 5.2.4. Conducting sufficient drills to ensure that their employees are proficient in responding to emergencies, that the equipment has been provided and is operational, and that contingencies are planned for to the greatest extent possible.
- 5.2.5. Designate and train an employee to perform Supervisor and Manager emergency duties in his or her absence.

During an emergency:

- 5.2.6. Responsible for the initial response to an emergency that affects their area of operation. Action plans for foreseeable emergencies are included in Section 7.
- 5.2.7. In the event of an evacuation, perform detailed procedures in Section 7 to assist the evacuation coordinator.
- 5.2.8. As necessary, complete the post incident reporting requirements in section 9.

5.3 EMPLOYEES

Employees are responsible for the following:

- 5.3.1. Employees are expected to be watchful and alert to any potential hazards or emergencies within the facilities whether in their area or outside of them. The sooner the response to an emergency begins, the less impact the problem will have.
- 5.3.2. Prior to an emergency, employees are responsible for fully participating in training and drills, and any other preparedness activities. This will be considered a routine part of their employment.
- 5.3.3. Employees who are the first to encounter or recognize an emergency will initiate emergency response as described below.
- 5.3.4. In many cases, employees will have responsibilities in responding to emergencies. Their first priority, however, must be their own safety and the safety of others. Employees shall not put themselves or others at an increased risk merely for the sake of the facility operations.
- 5.3.5. Employees will follow the procedures described in this Plan.
- 5.3.6. When employees are off-site, they should have a form of identification on them as well as phone numbers for the facility's General Manager and Assistant General Manager in case of an emergency.

6.0 EQUIPMENT

6.1 FIRE FIGHTING EQUIPMENT

Team Sheeper firefighting equipment is limited to small, hand-held extinguishers located throughout the building and an automatic fire sprinkler system. Properly used, these extinguishers can put out a small fire or control it until the fire department arrives. Portable fire extinguishers are not designed to fight large or spreading fires.

These extinguishers carry notations that indicate which class of fire they can be used to fight. These notations consist of a series of numbers and letters (ex: 2A, 20BC) and are further explained as follows:

- 6.1.1. "A": Effective against wood, paper and rubbish. Many fire extinguishers have a triangle surrounding the A. The triangle is the international symbol for an A type fire. The numbers in front of the A, in our example the number 2, means that the extinguisher has been rated as being capable of putting out an A type fire two square feet in area.
- 6.1.2. "B": Effective against flammable and combustible liquids. The square that often surrounds the B is the international symbol for a liquid fire. The number in front of the B, in our example the number 20, is a relative term and means only that the extinguisher can handle a B fire 20 times larger than an extinguisher rated 1B.
- 6.1.3. "C": Effective against electrical fires. The circle that may be around the letter is the international symbol for an electrical fire. There is no number rating system for the C designation on a fire extinguisher.
- 6.1.4. Procedures for using fire extinguishers are provided in Section 7.9.
- 6.1.5. Each fire extinguisher is to be inspected monthly by facility personnel. The inspection can be documented using the signature card attached to each extinguisher.
- 6.1.6. Each fire extinguisher at Team Sheeper shall be serviced yearly by a State certified Fire Extinguisher Company.

Team Sheeper is equipped with an automatic fire sprinkler system. The following maintenance and inspection are conducted to ensure that it is ready when activated:

- 6.1.7. The automatic fire sprinkler system is inspected on a quarterly basis.
- 6.1.8. Automatic sprinkler heads can be damaged if subjected to mechanical abuse. Protective cages are installed where there is potential for this type of damage.
- 6.1.9. To avoid reducing water flow or altering a spray pattern, material or furniture is prohibited near sprinkler heads. A minimum of 18 inches of clearance is maintained for each sprinkler head.

7.0 PROCEDURES

Emergency specific procedures included in this plan cover natural disasters, industrial accidents, medical emergencies, and other incidents that may occur at Team Sheeper. Questions regarding any of the procedures should be directed to one of the emergency contacts or a manager or supervisor.

7.1 EVACUATION

7.1.1. Evacuations may be initiated by any employee. Typical emergencies that may cause an evacuation are a fire or explosion, chemical odor such as natural gas, bomb threat, or any other situation where remaining inside the building may harm the occupants. The following means are available to alert occupants of an evacuation:

- Activation of fire alarm.
- Voice command (e.g. a person yells “fire” or “evacuate the building”).
- Activation of strobes
- The fire suppression (sprinkler) system turns on.

7.1.2. All persons evacuating the building are to follow the shortest and safest route out of the building and then proceed to the nearest evacuation assembly area. Because of the layout of the facilities and pools, there are several exits with each having an assembly nearby. We want to avoid personnel and the public walking across the street or assembling in areas where there is a high chance of disrupting or interfering with the responding emergency services. A map of the assembly area locations are included in Appendix C. The assembly areas are:

- Assembly Area # 1: North exit to Kelly Park grass area
- Assembly Area #2: East exit, back gate by the lap pool to Beechwood School parking lot
- Assembly Area #3: North exit to Community Center Oneita Harris Gym
- Offsite Assembly Area: Karl E Clark Park

7.1.3. The Evacuation Coordinator is to follow the following procedures:

- Evaluate the situation that caused the evacuation and develop a plan of action. If the situation warrants, call or delegate somebody to call 9-1-1.
- Obtain head count status from Managers and Supervisors. Record the following to be communicated to emergency personnel: All accounted for, or number missing, name of missing, location that the missing were last seen and status of any injured person.(Appendix B)
- Ensure that all evacuees remain at the assembly area.
- Designate specific employees to guard entrances that may not be visible from the assembly area to prevent people from entering the building.

- Meet with and inform the responding emergency services of the current status.
 - Authorize supervisors to direct employees and other personnel back inside the building once it has been cleared for reentry.
 - Explain to the employees and other personnel why an area is safe for reentry. In addition, fully explain any areas or rooms to avoid upon reentry into the building. If there are areas or rooms to avoid, they shall be properly identified with 'DANGER: DO NOT ENTER' tape before employee reentry to the building
- 7.1.4. Upon initiation of an evacuation, Managers and Supervisors are responsible for the following procedures:
- Ensure that all work is stopped and that all employees, contractors and visitors evacuate the area or building quickly and in an orderly manner using the pre-designated evacuation routes.
 - Close doors, being sure not to lock them once all personnel are out of the area, if it can be done without delaying their evacuation.
 - Complete a head count of his or her employees and other personnel, visitors, and contractors that have reported to the assembly area. Use the form provided in Appendix B.
 - Report head count status: All accounted for, or number missing, name of missing, location that the missing were last seen to the Evacuation Coordinator.
 - Ensure that under no circumstance will an employee re-enter the building to search for missing personnel.
 - Ensure that no persons leave the assembly area unless authorized to do so by the Evacuation Coordinator.
 - By radio or other means of communication, contact all employees who are off site and inform them of the emergency. Under some circumstances, they may be directed to stay away and not return until further notice.
 - Allow employees to reenter the work area once the Evacuation Coordinator and Emergency Response Personnel have cleared the building.
- 7.1.5. Upon initiation of an evacuation, employees are responsible for the following procedures:
- Stop work and immediately leave the area and building through the designated escape route or nearest exit. (Refer to posted evacuation maps, also included in Appendix C.)
 - Employees and other personnel shall also know at least one alternate route or exit in case the designated route or exit is blocked.

- Once out of the building, employees and other personnel are to report to the primary evacuation assembly. If the primary assembly area is unsafe, then proceed to the secondary assembly area. Section 7.1.2 and Appendix C of this EAP describe the location of the assembly area.
 - Report to their supervisor for head count within the assembly area.
 - Employees and other personnel are not to leave the assembly area unless directed to do so by supervisor or emergency response personnel, or staying at the Assembly Area would endanger one's safety.
 - Employees and other personnel are not to re-enter the building or any evacuated area unless the area or building has been cleared for entry by the Evacuation Coordinator and their Manager or Supervisor..
- 7.1.6. The following considerations and procedures are considered for employees or visitors requiring assistance during an evacuation:
- Employees who may require assistance evacuating should be assigned work stations located in close proximity to exits and areas where they need rely on elevators to evacuate.
 - Certain delegated employees should know where they will meet and what to do for employees requiring assistance evacuating in case of an emergency.
 - These delegated employees shall be trained on proper techniques and procedures to safely evacuate people requiring assistance.
 - Employees who have visitors or guests that require assistance evacuating the building shall be responsible for assisting them in case of an evacuation. Employees are to stay with and assist their visitor to the relocation area.
 - If employees are unable to bring or assist any person to the assembly area, they should try to place injured people or people with reduced mobility to a safe area such as a stairwell to be rescued. Employees should inform the Evacuation Coordinator or the responding emergency services of the location of any person left behind.

7.2 CALLING 9-1-1

As with all California Public Safety Answering Points, using 9-1-1 is the proper way to report an emergency.

- 7.2.1. When calling 911 be ready to provide the facility name and address (Belle Haven Pool, 100 Terminal Ave. Menlo Park, CA 94025) and a call back phone number in case of disconnection.
- 7.2.2. Remain calm and answer the dispatcher's questions to the best of your ability.

7.3 SHELTER IN PLACE

"Sheltering in Place" means staying where you are, as opposed to evacuating an area. The initial response to earthquakes is an example of sheltering in place. The response to a riot or violent suspect apprehension outside the building, or a toxic gas cloud release may also be to shelter in place. Generally, the Fire Department or Police Department would inform employees and the public when the need to shelter in place must occur because of a chemical cloud. The following are the initial steps to sheltering in place:

- 7.3.1. The designated shelter in place location at 100 Terminal Ave Community Center is Oneta Harris Gym inside the community center.
- 7.3.2. Remain calm.
- 7.3.3. Get away from windows: Earthquakes can shatter windows. Rioters can throw objects through windows. Bullets go through windows. Toxic chemical gas may seep through window seams.
- 7.3.4. Protect your head with your arms if there is the potential for falling or thrown objects.
- 7.3.5. Turn off all HVAC systems.
- 7.3.6. Wait for the all clear from the responding emergency services before leaving the area.

7.4 EMERGENCY UTILITIES SHUTDOWN

Certain emergencies may require the shutdown of utilities such as gas, water, electricity, heating and air system. Personnel responsible for shutdown of utilities will be properly trained.

7.5 POWER OUTAGES

Power outages are not inherently emergencies. If the loss of power creates an emergency situation, deal with the actual emergency. Note that the phone systems take several minutes to reboot after a power outage. If there is an emergency that requires calling 911, do so from a cell phone.

7.6 EARTHQUAKES

Earthquakes are relatively common in this area. Employees and other personnel need to be informed about the potential damage caused by earthquakes, and how to deal with these situations. The following procedures are to be followed in prior to, during, and after an earthquake:

Before the Quake

- 7.6.1. Assume that objects will fall or move in an earthquake.
- 7.6.2. Hazardous materials, heavy objects, objects that could impede emergency egress, or anything else that could create a hazard by falling should be stored close to or on the floor/ground.

- 7.6.3. Objects that must be stored off the floor should be restrained—chained, bungeed, stored in cabinets, netted, etc.
- 7.6.4. Cabinets, bookshelves, appliance, etc. over five feet in height should be bracketed or otherwise secured to a wall to prevent falling.
- 7.6.5. If the earthquake will cause loss of mission-critical assets – essential spare parts being dumped onto the floor and ruined, for example, then preventive measures should be taken.

During the Quake:

- 7.6.6. If indoors, **DO NOT ATTEMPT TO EXIT THE BUILDING!** The greatest danger from falling debris is just outside doorways and close to outer walls while the ground is shaking.
- 7.6.7. Duck, Cover and Hold. If you are inside a building, immediately take cover under a table or desk. If the furniture under which you have taken cover moves, stay under it and move with it.
- 7.6.8. Move away from large windows, chemical storage, large electrical equipment, etc.
- 7.6.9. If outside, stay there. Move away from buildings, walls, flagpoles, power poles, and lampposts. Stay away from downed electrical lines, and any pools, puddles or liquid into which the lines may have fallen. Stay away from heavy equipment, glass windows and doors, and chemical storage areas.

After the Quake:

- 7.6.10. Check for injured personnel. Do not move the seriously injured unless they are in immediate danger.
- 7.6.11. If there appears to be any damage to a building, initiate an evacuation. Evacuation procedures are given in Section 7.1.
- 7.6.12. Check for fires, spills, and leaks. If found, respond to them appropriately.

7.7 FLOODS

A typical flood that may occur would include flooding of parking lot (maybe two feet of water) or flooding indoors as the result of broken water pipes, backed-up sewer lines, clogged drains, or open valves. If flooding is internal, efforts should be focused on the following tasks:

- 7.7.1. If there is any risk of shock from electrical equipment wait for the arrival of the Fire Department. Any electrical equipment that is not known to be disconnected should be assumed to be live and should be treated as a potential electrocution threat.
- 7.7.2. Locate and control the source of the water infiltration. Place a trash can or other container under overhead water leaks. If the source of the water leak cannot be identified or controlled immediately, cleanup operations should still begin as

quickly as possible. Damage will be limited by reducing the total quantity of water in the building.

- 7.7.3. Relocate furnishings, equipment, and supplies away from the flooded and surrounding area. Clean up water by pumping, vacuuming, or mopping.
- 7.7.4. Evacuation Coordinator and facilities personnel will assess damage and proceed in appropriate manner to make necessary repairs.

7.8 MEDICAL EMERGENCIES

Team Sheeper relies on locally provided emergency responders for assistance in the event of medical emergencies. However, under certain circumstance first aid must be administered immediately until first responders arrive. To that end, selected employees are trained in first aid, CPR, and Automated External Defibrillator (AED) use. The following procedure applies during a medical emergency:

- 7.8.1. Conduct a primary survey of the injured employee(s) to discover the main problems (i.e. burned, not breathing, laceration, chest pain, extremely hot, etc.).
- 7.8.2. Call 9-1-1 for immediate assistance and instruct another employee to inform a Supervisor or other trained personnel of the situation.
- 7.8.3. Trained personnel are to begin to administer first aid, CPR, and/or the AED as appropriate.
- 7.8.4. If the situation is an injury, but not an emergency, personnel are to be taken to the following hospital for treatment:

CONCENTRA MEDICAL CENTERS

125 SHOREWAY RD STE A
SAN CARLOS, CA 94070
650-556-9420

Concentra Medical Centers
1197 E. Arques Avenue
Sunnyvale, CA 94085-3904

408-773-9000

OR After 5:00 p.m. on Weekdays or All Weekend Days

Kaiser Permanente Redwood City Medical Center

1100 Veterans Blvd.

Redwood City, CA 94063

650- 299-2000

- 7.8.5. Note that any serious injury or illness that occurs while at work, regardless of whether or not it is work-related, must be reported to Cal/OSHA within 8 hours. In the event of a serious injury, the Manager or Supervisor is to call HR and

contact a live person to provide the accident information. HR will then call CAL/OSHA and make the report. If the Manager or Supervisor is unable to contact a live person in HR, they are to leave a detailed message with HR and call CAL/OSHA to report the injury. The nearest CAL/OSHA district office is:

510-794-2521 Fremont

7.9 FIRE OR EXPLOSION

The best means of managing a fire/explosion hazard at Team Sheeper is to prevent such an event. In that regard, Team Sheeper has prepared a Fire Prevention Plan. Team Sheeper will rely primarily upon the local fire department for response to a fire or explosion. Certain personnel are not trained to respond to anything except the smallest fire. A fire in a trashcan or in a pile of rags could be an example of a small fire. In the event of a fire or explosion, or upon noticing smoke, following procedures are to be initiated:

- 7.9.1. Employees shall alert all building occupants by pulling one of the designated fire alarms located at or near each building exit or using verbal shouts.
- 7.9.2. All occupants must then evacuate the buildings following the procedures in Section 7.1. If necessary, utilize the fire extinguisher to aid in the evacuation.
- 7.9.3. Call 9-1-1. If unable to call from the building, then a cell phone can be used to make the 9-1-1 call from outside of the building.

For small, incipient-stage fires, employees who are trained in the use of fire extinguishers may attempt to put the fire out. This should only be done after the evacuation has begun, and 9-1-1 has been contacted. Small fires can quickly become larger fires, and the delay in evacuating workers to safety and getting professional help can cause a serious increase in risk. The following procedures are to be followed to fight a fire after procedure 7.9.1 – 7.9.3 are completed:

- 7.9.4. Ensure the fire is confined to a small area and is not spreading beyond the immediate area.
- 7.9.5. The individual using the extinguisher has an unobstructed escape route to which the fire will not spread.
- 7.9.6. The individual using the extinguisher is trained in its proper use.
- 7.9.7. **Use the Portable Fire Extinguisher:** In general, an individual using an extinguisher should stand six to eight feet away from the fire and follow the four-step PASS procedure. If the fire does not go out immediately, the individual should leave the area at once. The PASS procedure is as follows:
 - **Pull Pin:** This unlocks the operating lever on the extinguisher and allows discharge of the extinguisher. Some extinguishers may have other devices that prevent inadvertent operation.
 - **Aim Low:** Point the extinguisher nozzle (or hose) at the base of the fire.
 - **Squeeze:** Squeeze the lever below the handle. This discharges the extinguishing agent. Releasing the lever will stop the discharge. Some

extinguishers have a button that can be pressed for release of the extinguishing agent.

- **Sweep From Side to Side:** Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth across the fire until the flames appear to be out. Watch the fire area. If the fire reignites, repeat the process.

7.10 CHEMICAL RELEASE (SPILL)

This section is divided into “Response” and “Reporting” activities. Note that some reporting will occur during the response.

The response to and reporting of a release will be dependent on the quantity and the nature of the released material.

A small or minor release would be less than one gallon, or covering an area less than 6 feet in diameter. A significant spill would be anything larger than that. Any release that has entered a storm drain or has been released off site will be considered as significant release.

Response

Small Release

- 7.10.1. If the spill is an unknown substance, then clear the area and call 9-1-1.
- 7.10.2. Team Sheeper has spill clean-up kits and certain employees have been trained on their use and contents. There is a list of emergency numbers located next the phones. If an employee notices a spill, they are to contact the personnel on the list. Those personnel will do the following:
 - 7.10.3. Don appropriate PPE, depending on the material released, such as gloves, goggles, etc.
 - 7.10.4. Promptly stop the release at the source, if it is safe to do so. Close valves, upright containers, etc.
 - 7.10.5. Contain and control the spill using absorbent materials (paper towels, absorbent pads, granular absorbent). Keep the spill away from drains, doorways, etc.
 - 7.10.6. Place the contaminated absorbent into disposal container, and immediately label it.
 - 7.10.7. Follow proper disposal procedures.
 - 7.10.8. The Emergency Response Coordinator is to record the release in a memo to file so that it is available upon agency inspection/request.

Significant Release

- 7.10.9. In case of a significant release that would be out of the control of Team Sheeper employees and would require an evacuation, the local HAZMAT team will be notified.

Reporting

- 7.10.10. For any spill that did not escape secondary containment and hence no outside agencies were contacted, the incident must be recorded in a memo to file. Spill and release records must be made available to the CUPA.

7.11 SUSPICIOUS PACKAGES OR LETTERS

Receiving a package or letter that contains chemical or biological agents is possible. Do not handle any suspicious letter, card, or package; do not allow anyone else to handle it.

Among the characteristics of suspicious letters or packages are:

- No return address
- Restrictive markings such as "PERSONAL" or "CONFIDENTIAL"
- Postmark or other indication of mailing from a foreign country
- Excessive postage
- Misspelled words
- Addressed to title only (e.g. Manager) or to incorrect title for addressed individual
- Badly typed, sloppy or odd handwriting
- Protruding wires
- Ridged or bulky packaging
- Strange odor
- Wrong title with name
- Excessive use of tape or string
- Oil stains, discoloration or crystallized material on packaging
- Leaking contents

Procedures for handling a letter that contains powder or a written threat:

- 7.11.1. Set down the letter or leave it in place.
- 7.11.2. Isolate the work area where the letter is located so no one disturbs it.
- 7.11.3. Tell a coworker about the letter and to which restroom you are going. Have them call 911.
- 7.11.4. Wash your hands in soap and warm water for at least one minute. Blow your nose in tissue. Delay eating or drinking. Wait for further instructions from the Fire or Police Department.

7.12 BOMB THREAT

Bomb threats are usually received by telephone; staff who routinely take calls from the public are required to understand their responsibility during a bomb threat call. When it comes to responding to threats and acts of sabotage, employee preparation is critical. The following procedures are for handling a bomb threat by phone:

- 7.12.1. Assume the threat is real.
- 7.12.2. Keep caller on the phone as long as possible.
- 7.12.3. Try to get detailed information, i.e. location of bomb, time set to go off, as well as, exact words of caller, gender, and other details you might interpret.

Questions to ask the caller:

- a. When will the bomb go off?
 - b. Where is it?
 - c. What does it look like?
 - d. What type of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your address?
 - i. What is your name?
- 7.12.4. If possible, write “BOMB THREAT!” on a piece of paper and give it to another employee so that 9-1-1 can be called and people can be evacuated from the building while you are still on the phone.
 - 7.12.5. Evacuate the building; leave immediately. The time interval between a bomb threat and the actual explosion can be a matter of minutes.
 - 7.12.6. No one should use radio communication as a radio transmission could detonate the bomb. In addition, no one should use cell phones, pagers, Palm Pilots, etc. capable of radio transmission because the frequencies that these devices use could also detonate the bomb.
 - 7.12.7. Employees evacuating the building should try to notice anything suspicious on their way out as long as it does delay their exit.
 - 7.12.8. Once outside, continue to the designated Emergency Assembly Area staying clear of the building being evacuated.
 - 7.12.9. Do not re-enter. Wait outside until the building has been cleared by the Evacuation Coordinator.
 - 7.12.10. Never touch, handle, or move a suspicious object
 - 7.12.11. Do not drive a car. Parking lots must be kept clear for emergency vehicle access.

Procedures for handling a bomb threat by mail:

- 7.12.12. Do not handle any suspicious letter, card or package; don't allow anyone else to handle it. A suspicious package may be without a return address or from an unfamiliar vendor or source.
- 7.12.13. Evacuate the area.
- 7.12.14. Call 911.

7.13 VIOLENCE OR THREATS OF VIOLENCE

Note the difference between an upset/irate person and an aggressive person. Never engage in violent activities with anyone.

7.6.12.1. Upset or Irate Person

- 7.6.12.2. If a person is upset or irate then they can often be calmed if the employee remains calm. Report to your supervisor as soon as possible when a customer, a vendor, a coworker, or a member of the public is violent or demonstrating disturbing behavior or threatens anyone.

If you encounter a hostile, irate or upset person or persons:

- 7.13.1. Stay calm and listen attentively.
- 7.13.2. Be polite.
- 7.13.3. Maintain eye contact.
- 7.13.4. Be courteous and patient.
- 7.13.5. Move and speak slowly, quietly and confidently.
- 7.13.6. Be empathetic to the person and acknowledge the person's feelings. Focus your attention on the person to let them know that you're interested in what they have to say.
- 7.13.7. Maintain a relaxed yet attentive posture and position yourself at a right angle to the person rather than directly in front of the person.
- 7.13.8. Make sure there is at least 3' to 6' of space between you and the person (beyond arm's reach). Arrange yourself so that the person cannot block your access to an exit
- 7.13.9. Use delaying tactics to get them time to calm down. For example, ask them if they would like a drink of water (in a disposable cup).
- 7.13.10. Be reassuring and point out choices. Break the big problems into smaller, more manageable problems.
- 7.13.11. If the situation gets out of control, exit the area and call 9-1-1.
- 7.13.12. Never take sides.
- 7.13.13. Never agree with distortions.

- 7.13.14. Never reject all their demands from the start.
- 7.13.15. Never brush the person off, be cold, or give them the runaround.
- 7.13.16. Never pose in challenging stances. For example, do not make sudden movements, place hands on your hips or cross your arms.
- 7.13.17. Never challenge, criticize, be impatient, be condescending, threaten, or dare the person.
- 7.13.18. Never try to make the situation seem less serious than it is.
- 7.13.19. Never make false statements or promises you can't keep.

Aggressive or Violent Person

If a person is aggressive or violent, get as much distance as possible from the person.

- 7.13.20. If the person is brandishing a weapon, do whatever possible to not find yourself in a trapped position. Always try to have an escape route or exit. If this is not possible and the only chance you may have is to hide, try to hide in an area where the entrance can be blocked or locked. Turn off the lights. Some areas may include bathrooms and locker rooms which have bolts on the inside. If you find that the assailant has entered the only space you are in and is in between you and the escape route, fight by throwing tables, chairs, computers and do whatever necessary to not be a still target. However, remember that getting as much distance as possible is still the best option. Follow these steps:
 - Identify the threat
 - Get away
 - Immediately call 9-1-1.

7.14 CIVIL DISTURBANCE

In the case of a civil disturbance, such as an angry group of people, unruly protest, riot, etc., do not treat the people causing the problem in a hostile manner in any way. If you feel that you are in danger, get away as quickly as possible. Get as much distance as you can between you and the group. If necessary, call 9-1-1 and have the Police Department handle the situation.

7.15 OTHER EMERGENCIES

This EAP is an attempt to prepare for emergencies; as such, it tries to anticipate what could possibly and credibly go wrong, and prepare employees to respond appropriately. There may be unforeseen emergencies, however. Regardless of the nature of the emergency, the general response should always follow these basic guidelines:

- 7.15.1. Move as far away from the hazard as necessary to protect yourself. Do not go looking for or approach the hazard to investigate until and unless you are properly equipped and trained, and are sure it is safe to do so.
- 7.15.2. Keep others away from the hazard.

- 7.15.3. If it is a severe enough emergency that you feel it is going to require emergency responders, call 911 immediately.
- 7.15.4. Notify Evacuation Coordinators.

7.16 PUBLIC INFORMATION

The media (press, radio, television, etc.) have extensive rights to information and access to information. In the event the media or press requests interviews or information, all requests will go to the President of the company. Only the President is authorized to talk to the press.

8.0 TRAINING

8.1 DRILLS

Practice and drills are vital to reducing panic and confusion. All employees shall take drills seriously and participate as much as possible. The more automatically employees react to the sound of the alarm, the more they may be responsive in a real emergency. The most important part of any emergency is the people. Not every emergency gives off smoke or fumes. Every employee should be able to react immediately the scenarios that they are most likely to encounter at work. Drills at the facility may include fire extinguisher use, spill response, and evacuation. Each of these drills are an effective method to learn and reinforce action plan procedures.

The evacuation drill is conducted on an annual basis. The effectiveness of the drill is evaluated by having the evacuees complete the Evacuation Drill Evaluation form. The form is included in this plan as Appendix E.

8.2 EAP TRAINING

Emergency Action Plan training is provided to new employees as soon as possible. This training shall include the criteria listed in this program in addition to the actual evacuation drill. Additional training is also required whenever an employee's responsibilities and/or department reporting changes, or whenever a change in this policy effects employee actions. A combination of the written Emergency Action Plan, Power Point presentations, videos, and on the job instruction will be used to facilitate the EAP Training. Employees will be trained on:

- 8.2.1. Evacuations and sheltering in place: How to initiate an evacuation, and proper evacuation procedure as well as when to shelter in place.
- 8.2.2. Emergency specific procedures described in Section 7 of this EAP.
- 8.2.3. Fire prevention
- 8.2.4. General Spill Response.

9.0 RECORDKEEPING

The primary emergency response coordinator is responsible for maintaining records the following records associated with this EAP:

- 9.1.1. Training shall be properly documented.

- 9.1.2. Records for each emergency drill are maintained and include the date of the drill, area(s) evacuated, and a follow up analysis describing the results of the drill.
- 9.1.3. A report, memo, or other record are to be prepared any time an action plan in this EAP is initiated.
- 9.1.4. This EAP plan will be maintained electronically and in hard copy with the other safety programs at Team Sheeper.

Telephone Numbers

Life - Threatening or Police/Fire Emergency	911
Menlo Park Fire Department	(650) 323-2404
Menlo Park Police Department	(650) 330-6300
Assistant Fire Marshall	(650) 688-8428
Air Quality Management District	(415) 749-4779
Local Hazard Materials Program	(650) 363-4305
Cal EPA Department of Toxic Substances Control	(800) 728-6942
Cal/OSHA	(510) 794-2521
Stanford Hospital	(650) 723-7337
Local Water Company	(650) 330-6640
San Mateo County Environmental Health	(650) 363-4305
HMBP Environmental Contact: Donald Webber	(650) 330-6790
National Response Center	(800) 424-8802
Poison Control Center	(800) 222-1222
Regional Water Quality Control Board	(510) 622-2493
Department of Public Safety Fire and Environmental Services Unit (CUPA)	(650) 372-6200
State Office of Emergency Services	(800) 852 -7550
PG&E	(800) 743-5002

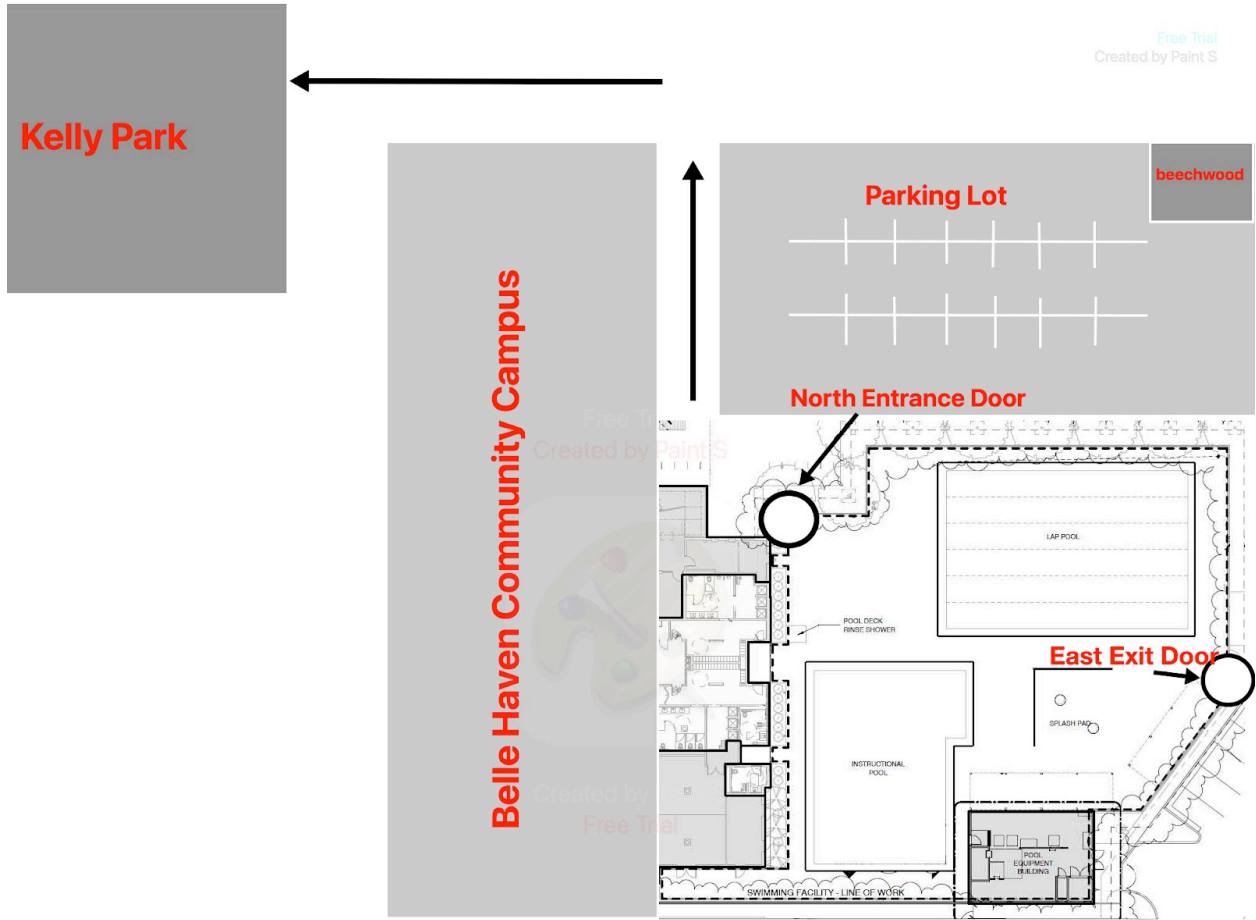
Assembly Area Head Count Form Page 1 of 2

Name	Division	Status

Assembly Area Head Count Form Page 2 of 2

<p>Missing Employees Name(s)</p> <p>1. _____.</p> <p>1. _____.</p> <p>2. _____.</p> <p>3. _____.</p> <p>4. _____.</p> <p>5. _____.</p>	<p>Area Last Seen</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p>
<p>Injured Employees Name(s)</p> <p>1. _____.</p> <p>1. _____.</p> <p>2. _____.</p> <p>3. _____.</p> <p>4. _____.</p> <p>5. _____.</p> <p>6. _____.</p>	<p>Type of Injury</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p>
<p>Additional Employees / Guest Name(s)</p> <p>1. _____.</p> <p>1. _____.</p> <p>2. _____.</p> <p>3. _____.</p> <p>4. _____.</p> <p>5. _____.</p> <p>6. _____.</p> <p>7. _____.</p>	<p>Problem(s)</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p> <p>_____.</p>

APPENDIX C



Created by Paint S

Fire Prevention Plan

1. **Potential Fire Hazards:** Team Sheeper may store a small quantity of products that are potential fire hazards. These products generally fall into one of the following categories:
 - 1.1. Flammable liquids such as gasoline and some paint related products.
 - 1.2. Flammable gasses. Natural Gas and Propane are good examples.
 - 1.3. Combustible liquids such as diesel fuel, lubricating oils and some solvents.
 - 1.4. Overloaded electrical outlets
2. **Proper Handling and Storage Procedures:** Flammable materials are to be used only in well-ventilated areas. This will prevent a buildup of vapors to a level that could pose a health or fire/explosion hazard. Containers of flammable and combustible materials should be closed when not in use. They should also not be stored near a heat or ignition source. Smoking is not permitted when working with flammable liquids. Compressed gases are to be securely stowed at all times and, when not in use, valves are to be closed.
3. **Responsibilities:**
 - 3.1. Supervisors are responsible for the overall safety of the work areas under their respective control.
 - 3.2. Individual employees are responsible for keeping their work areas free of excessive debris and unwarranted accumulations of flammable and combustible materials.
 - 3.3. Management is responsible for ensuring available on-site fire fighting and fire suppression equipment is properly maintained and available for immediate use.
 - 3.4. Supervisors are responsible for ensuring that significant spills of flammable and combustible liquids are contained and cleaned up according to the City's guidelines.
4. **Training:** Supervisors shall ensure that subordinate employees receive appropriate training on this Plan and on how to respond in the event of a fire emergency. In particular, this training shall include:
 - 4.1. Fire/Explosion Response
 - 4.2. Facility Evacuation Procedures
5. **Fire Extinguishers** servicing and maintenance is conducted in accordance with section 6.1 of the Emergency Action Plan.
6. **Automatic Fire Sprinkler System** servicing and maintenance is conducted in accordance with Section 6.1 of the Emergency Action Plan.
7. **Periodic Inspections** will be conducted in compliance with Team Sheeper's Injury and Illness Prevention Program. As part of these inspections, the contents of the fire and emergency preparedness and prevention checklists included as part of this plan are considered.

Fire Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have all emergency systems and equipment been properly tested and inspected?		
2. Exit Signs, Monthly		
3. Fire Extinguishers, Monthly		
4. Extinguisher correct for hazard?		
5. Pin is in place?		
6. Plastic tab (seal) in place and secured to pin?		
7. Fully charged (Gauge is in green zone)?		
8. Sprinkler, Quarterly		
9. Fire Alarm, Annual Drill and Semi-Annual Contractor Inspection		
10. Are exits arranged and maintained to provide free and unobstructed exit from all parts of the building at all times when occupied? No lock or fastener shall be installed to prevent free escape from the inside of any building.		
11. Does the emergency lighting in the building allow safe access and light the direction to the exits when the main power has failed?		
12. Are door openings or means of egress 32 inches or greater in clear width?		
13. Do all exit doors swing in the direction of exit travel?		
14. Does the changeover of illumination energy sources in an emergency take less than 10 seconds?		
15. Do the battery-operated lights only use reliable types of rechargeable batteries, with suitable facilities for maintaining them in properly changed out condition?		
16. Is each exit route, in its entirety, arranged or marked so that the way to a place of safety is indicated in a clear manner? Any door or passageway that is not an exit or way to reach an exit, but is capable of being confused with an exit, shall be arranged or made to prevent occupant confusion with acceptable exits.		
17. Are the access routes to exits marked by readily visible signs in all cases where the exit is not immediately visible to an employee or visitor? Is sign placement such that no point in the exit access is more than 100 feet from the nearest visible sign?		
18. Are all doors, passageways or stairways that are neither exits nor a way to an exit, and so located or arranged as to be easily mistaken for an exit, identified by a sign reading "Not An Exit"?		
19. Is the distance of travel to a fire extinguisher for Class A (Wood, Paper) fires within 75 feet?		

Emergency Preparedness and Prevention Checklist

Area Inspected: _____ Date: _____ Conducted By: _____

	Yes	No
1. Have you been trained in the use of fire extinguishers?		
1.1. If yes, do you know the location of the closest fire extinguisher?		
2. Are all exit doors, hallways and aisle ways in your work area clear (32" minimum) and unobstructed for emergency exiting?		
3. Are all windows closed securely each night?		
4. Are files and storage areas purged and cleared regularly to eliminate unnecessary paper storage?		
5. Are chemicals, paints, and fluid storage areas checked regularly to eliminate storage of old and unnecessary products?		
6. Are enough electrical plugs provided to eliminate the use of extension cords for daily operations?		
7. Do you know the best route to your assigned Assembly Area in the event of an evacuation?		
8. Do you know who to report to following an evacuation?		
9. Have you been trained in first aid and/or CPR?		
10. If provided, do you know where the closest First Aid Kit is located in your work area?		
11. Are all bookcases and other tall furniture secured to avoid tipping in the event of an earthquake?		
12. Do you know where your company's Emergency Action Plan is located?		

Evacuation Drill Evaluation Form

Employee Name (optional): _____

Assembly Area: _____

Person in Charge: _____

Date: _____

Please take a moment to fill out this evaluation form to allow us to correct any deficiencies that may exist in our evacuation program.

False	True
1. I could hear the evacuation alarm. <input type="checkbox"/>	<input type="checkbox"/>
2. I had been trained on the evacuation procedure. <input type="checkbox"/>	<input type="checkbox"/>
3. I knew the evacuation route out of my work area. <input type="checkbox"/>	<input type="checkbox"/>
4. I knew where my Assembly Area was located. <input type="checkbox"/>	<input type="checkbox"/>
5. The Assembly Area was easy to find. <input type="checkbox"/>	<input type="checkbox"/>
6. I did not stop for my personal belongings. <input type="checkbox"/>	<input type="checkbox"/>
7. My superior knew what to do. <input type="checkbox"/>	<input type="checkbox"/>
8. A head count was taken at the Assembly Area <input type="checkbox"/>	<input type="checkbox"/>
9. I did not run during the evacuation drill. <input type="checkbox"/>	<input type="checkbox"/>
10. I remembered what I was supposed to do. <input type="checkbox"/>	<input type="checkbox"/>

General Comments:

CITY OF MENLO PARK BURGESS AQUATICS CENTER AND MENLO PARK COMMUNITY CAMPUS AQUATICS CENTER POOL MANAGEMENT AND OPERATIONS AGREEMENT

THIS Agreement is entered into as of October 1, 2023 (the "Effective Date") between the CITY OF MENLO PARK, a municipal corporation ("City"), and Team Sheeper, Inc. ("Operator"), also individually "Party" and collectively "Parties."

FOR AND IN CONSIDERATION of the mutual terms, covenants, and conditions herein, City hereby grants to Operator the exclusive right to manage and operate the Burgess Aquatics Center and Menlo Park Community Campus Aquatics Center, subject to the following terms and conditions.

1. RECITALS

- A. City owns two aquatics centers: Burgess Aquatics Center located at 501 Laurel St., Menlo Park, CA 94025, and Menlo Park Community Campus ("MPCC") Aquatics Center located at 100 Terminal Ave., Menlo Park, CA 94025; City anticipates opening the MPCC in late spring or early summer 2024.
- B. Operator is experienced in the management, operation, and supervision of swimming pools and swimming facilities.
- C. City desires to engage Operator to manage and operate the two aquatics centers and facilities.
- D. Team Sheeper, Inc. is a California "S Corporation" that is in the business of operation and management of swimming pool facilities.
- E. The Parties desire to set forth in this Agreement the terms and conditions under which the Operator shall act as the operator and manager of the Burgess Aquatics Center and MPCC Aquatics Center and facilities.

Now, therefore, in consideration of the mutual covenants herein contained and other good and valuable consideration, the sufficiency of which is hereby acknowledged, City and Operator agree as follows:

2. PREMISES

The "Premises" as that term is used herein include the Burgess Aquatics Center ("Burgess Pool") and the Menlo Park Community Campus Aquatics Center ("MPCC Pool"), as more particularly described below:

- A. Burgess Pool, located at 501 Laurel St. in Menlo Park, CA, consists of the lap pool, instructional pool, toddler activity pool, pool deck, offices, restrooms, locker rooms, showers, lawn area, pool mechanical room, lobby, and all associated areas more particularly depicted and shown in Exhibit A, attached hereto and incorporated herein by this reference.
- B. MPCC Pool, is, as of the effective date of this agreement, under construction and upon completion will be located at 100 Terminal Ave. in Menlo Park, CA, and consists of the lap pool, instructional pool, splash pad, pool deck, outdoor seating areas, offices, restrooms, locker rooms, showers, pool mechanical room, and all associated areas more particularly depicted and shown in Exhibit B, attached hereto and incorporated herein by this reference.

3. TERM

Subject to all of the terms and conditions of this Agreement, Operator shall operate and manage the Premises for a term beginning on the Effective Date and ending on September 30, 2028 (the "Initial Term"), unless terminated earlier in accordance with the terms and conditions set forth herein. If not terminated as set forth hereinafter, Parties shall have an option to extend the term of this Agreement for an additional five (5) years (the "Extended Term") by giving mutual written notice of the exercise of such option not less than six (6) months prior to the expiration of the initial term. Thereafter, the Agreement shall continue on the same terms and conditions unless amended or terminated in accordance with the terms and conditions set forth herein.

4. SERVICES AND OPERATIONS BY OPERATOR

Except as otherwise provided herein, Operator shall direct, supervise, manage, and maintain the Premises, and develop and implement policies and procedures to facilitate the efficient operation of the Premises in compliance with this Agreement and all reasonable directions of the City, and in a manner that is comparable to or above the standard of care that is reasonable and acceptable for public pool and aquatics operators.

In addition to all requirements set forth in this Agreement, Operator shall be responsible for the following:

- A. Employees. Operator shall hire, administer, and manage employees for the Premises. Such employees shall be employed and retained by Operator in the Operator's sole discretion. The compensation and related expenses for such employees shall be solely paid for and borne by the Operator. All employees shall be employees of the Operator and shall not be City employees, contractors, or volunteers. Unless expressly provided in this Agreement, the City shall not interfere with or participate in the hiring, supervision or discipline of Operator employees or prospects.
- B. LiveScan. Pursuant to California Penal Code Section 11105.3, Operator employees who work with or have contact with minors (under the age of 18) will be required to be fingerprinted per California law as a condition of employment or as a condition of continued employment. As such, all such employees will be required to submit to a fingerprinting via LiveScan on initial employment and will receive updates regarding such LiveScan throughout the employment which will be paid for by Operator. Operator shall ensure that all non-employees (i.e., vendors, volunteers, etc.), who work with or have contact with minors to be fingerprinted at their own expense.
- C. Records. Operator shall keep or cause to be kept suitable books of control and account as provided in this Agreement according to the Financial Accounting Standards Board (FASB) Generally Accepted Accounting Principles (GAAP).

Operator shall keep true and accurate books and records showing all income and expenses and business transactions in connection with the Premises in separate records of account in a manner reasonably acceptable to City, and City shall have the right through its representatives, and at all reasonable times, including any time during the one year period following the termination of the Agreement, to inspect such books and records including profit and loss statements.

Operator shall pay the costs of all financial statements required by the City under this Agreement.

- D. Operator Operation Obligations. Except as specified in Section 9 – Expenses of Premises, Operator shall maintain or cause to be maintained the Premises and common areas thereof, external and internal, in good and clean condition and repair comparable to the industry standard found at other swimming pools and sports facilities in Northern California and the San Mateo County region, including but not limited to consistency with applicable state and local standards and regulations including but not limited to: California Code of Regulations Title 22; California Health and Safety Code, Division 104; California Building Code Title 24, Divisions I and II; and San Mateo County Environmental Health Services rules, regulations, and inspections. Operator shall be responsible for complying with the City-Owned Improvements and Equipment and Maintenance Schedule attached hereto and incorporated by reference herein as Exhibit F. Exhibit F – City-Owned Improvements and Equipment and Maintenance Schedule – may be modified from time to time by mutual written consent of the City Manager or their designee and Operator.
 - 1) Operator shall be responsible for the following maintenance obligations:
 - (a) Operator shall be responsible to maintain chemical rooms, provide daily aquatics inspections/maintenance and oversee the facility management.

- (b) Operator shall be responsible for providing incidental facility supplies such as, but not limited to office supplies, paper towels, trash and recycling receptacles, cleaning supplies, mats, carpeting.
 - (c) Operator shall maintain standard operating procedure manuals and maintenance records and logs, which records shall consist of daily pool and chemical log and checklists for routine maintenance and janitorial duties (daily, weekly, monthly, quarterly, bi-annually, and annually).
 - (d) If any maintenance or repair work requires immediate emergency attention, Operator may engage a preferred City vendor directly after obtaining consent from the City Staff Liaison or their designee to proceed with emergency maintenance and/or repair work, which consent will not be unreasonably withheld. Operator shall be reimbursed by the City for any costs incurred by Operator in addressing the immediate/emergency maintain/repair work. In the event that Operator's cannot make contact with City Staff Liaison or designee within 24 hours of first attempt to make contact, and as a result Operator cannot obtain authorization to make repairs in the time of an emergency, and the failure to act may result in serious and significant damage to the facilities or bodily injury, Operator in its reasonable discretion may, after notifying Menlo Park Police Dispatch of the time, place, and nature of the emergency, engage a preferred City vendor directly and without prior consent, and, in such circumstances, shall be reimbursed by the City for any reasonable costs incurred by Operator in addressing the immediate/emergency maintenance/repair work.
 - (e) If the Premises or equipment are damaged due to the willful misconduct or negligence of Operator, its employees, subcontractors, or program participants, Operator shall be responsible for any necessary repair or replacement of such damage at Operator's sole cost and expense.
 - (f) Operator shall not make, nor cause to be made, nor allow to be made, alterations or improvements to the Premises, without the prior written consent of City, not to be unreasonably delayed or withheld. All improvements or alterations constructed or installed shall be removed and the Premises restored to substantially the same condition existing prior to such construction or installation, upon the termination of this Agreement, unless the prior written approval of City is secured, allowing such improvements or alterations to remain in place, in which case, title thereto shall vest in City.
- E. Security. Operator shall establish and maintain procedures adequate to ensure the security of the premises including any merchandise, equipment and materials stored at the Premises.
 - F. Compliance with City's Obligations. Operator shall operate the Premises in compliance with all terms and conditions of any ground lease, space lease, mortgage, deed of trust, or other security instrument affecting the Premises, if any, of which Operator has knowledge. Operator shall not make any payments on account of any ground lease, space lease, mortgage, deed of trust, or other security instrument affecting the Premises, unless specifically instructed to do so by City.
 - G. Notice and Cooperation in Legal Proceedings. City and Operator shall each give prompt notice to the other of the commencement of any action, suit, or other legal proceeding against City or the Operator with respect to the operations of the Premises or otherwise affecting the Premises. Operator shall fully cooperate in connection with the prosecution or defense of all legal proceedings affecting the Premises.
 - H. Program Offerings. Operator shall work with City to enhance recreational program offerings at the Premises.
 - I. Lifeguards and Training.
 - 1) For both the MPCC Pool and Burgess Pool, Operator shall employ and ensure that at least two qualified lifeguards, possessing all required certifications and/or licenses, shall be on duty at all times people are in the water, per the Operator's approved Emergency Action Plan.

- 2) Operator shall ensure that lifeguards obtain training and maintain required licensing and certifications at all times during employment by Operator. Lifeguards shall meet or exceed the lifeguard certification standards set by the American Red Cross.
- 3) At least one lead/management staff member must be on duty and on the Premises at all operational times who shall have the experience and training to make operational decisions, support customer needs, manage customer issues and respond to incidents and emergencies.

J. Operating Hours and Program Schedule.

- 1) Operator shall operate Burgess Pool and MPCC Pool for public access year-round, seven days per week, no fewer than 63 hours per week at each location with the exception that Operator may elect to close either pool on the following major holidays, at Operator's discretion: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Easter Sunday, Veterans Day, Thanksgiving Day, and the week of December 24 through December 31 inclusive.
- 2) Operator shall operate Burgess Pool and MPCC Pool in a manner reasonably consistent with the hours and operating schedules for each pool more specifically set forth in Exhibit C – Schedule Template. Operator shall notify the City at least two weeks in advance of any changes to the hours and operating schedules.
- 3) Operator shall operate Burgess Pool and MPCC Pool programming which includes minimum hours of operation and a general description of programs. Said program descriptions shall be agreed upon by the City Manager and Operator no later than the effective date of this agreement, and shall be incorporated into this Agreement as Exhibit D. Any changes to the program schedule set forth in Exhibit D shall be approved by the City Manager or their designee prior to the Operator implementing any such programming changes. City reserves the right to request to meet and confer with Operator prior to Operator implementing any schedule changes, and Operator must comply with any such request to meet and confer with City staff. City shall not unreasonably withhold approval of such programming changes. Operator shall have the sole discretion to create its schedule in accordance with the hours of operation, general description of programs, and other applicable criteria set forth in this Agreement and its Exhibits.
- 4) The Parties specifically agree that Operator shall accommodate the SOLO swim team's use of Burgess Pool in accordance with the schedule and terms set forth in Exhibit G – SOLO Schedule and Terms.

K. Noise. Except in the event of an emergency, Operator shall not use any amplified sound, whistles, bullhorns, music, etc., before 8:00 a.m., and/or after 8:00 p.m. during any day of operation. Additionally, Operator shall be subject to the City's noise ordinance and regulations and shall not utilize any amplified sounds, whistles, bullhorns, music, etc. that violates said ordinance and regulations. In order to minimize impacts of major events on residents of the surrounding neighborhoods, Operator will notify the City at least 21 days in advance of all swimming meets or other large group events beyond normal operations to allow the City to notify the neighborhoods in advance of such events.

L. General Services. In addition to the above, Operator will be responsible for providing all services at the Premises including, at a minimum, the following services and activities:

- 1) Supervise and control the reservation process.
- 2) Collect and deposit all daily revenues, including, but not limited to, user fees, merchandise sales, facility rentals, lessons, tournaments, and gift certificate sales.
- 3) Accommodate City use of the Premises in a reasonable manner for non-traditional events including but not limited to permitted film activity, expositions, and conferences, on reasonable notice and as accommodated by Operator's current schedule.
- 4) Provide diverse swim programming as well as other recreational type activities that meet with the City's vision and priorities, including but not limited to the programming described in this Agreement and its Exhibits.

- 5) Attend meetings, as requested on reasonable notice, with the City to discuss and/or provide updates on matters related to the Premises.
 - 6) Work cooperatively and collaboratively with the City to provide a positive experience for all users.
 - 7) Clean and maintain the Premises in a manner such that it is attractive to guests and the public.
- M. Cooperation with Lender. If at any time during the Term, City enters into a financing agreement for either of the Pools or the Premises pursuant to which City grants one or more lenders a lien on the Premises or a security interest in some or all of the income generated by the Premises, Operator shall cooperate in all respects as reasonably necessary to consummate such financing and comply with the terms and conditions thereof. Without limiting the generality of the forgoing, Operator shall, if requested by City, (a) execute and deliver such documentation (e.g. estoppel certificate and/or lender consent and recognition agreement) as may be reasonably requested by the lender(s), (b) create and maintain such lockbox and/or disbursement accounts as may be required pursuant to the financing agreement, and (c) deposit funds into and disburse funds from such accounts in accordance with the requirements of the financing agreements. Under no circumstances shall the City, its lenders or other creditors place any lien, adverse claim, or other security interest against Operator assets nor shall Operator be required to execute any document that would create any lien, adverse claim, or other security interest against Operator assets.
- N. Suggestion/Complaint Procedures. Operator agrees to install, maintain and operate the following suggestions-complaint procedure for Premises. Operator shall post and keep posted on a bulletin board at or near the entrance to the Premises, the following notice:

“Your feedback is important. Any suggestions or complaints may be presented verbally to the manager on duty, or by dropping a written comment in the suggestion box, or by letter to [Operator’s postal address], or by sending an email to [Operator’s email address], or by calling [Operator’s phone number]. If you are not satisfied for any reason, your suggestion or complaint will be relayed in writing to the City Manager, 701 Laurel St., Menlo Park, CA 94025.”

Both City and Operator shall in good faith endeavor to respond positively and favorably to such suggestions and complaints in a timely manner.

- O. General Management Responsibilities. Operator shall provide such direction, supervision, professional management, and in-house consulting staff services as may be necessary or desirable to operate the Premises in a manner at least equal to that which is usual and customary in the operation of other properties of substantially comparable location, class, size, and standing, and Operator shall provide such services for the Premises as are consistent with the Premises’ size and facilities. Subject to any specified limitations set forth in this Agreement, Operator shall have control and discretion in the management and operation of the Premises and the provision of the services described in this Agreement.
- P. City Access to Premises. Operator shall provide City access to the Premises at reasonable hours and, except in the event of an emergency, on reasonable prior notice, to (a) inspect the Premises; (b) determine whether Operator is complying with all obligations under this Agreement; (c) post notices of nonresponsibility; and (d) make repairs or perform maintenance required of City by this Agreement, make repairs to any adjoining space or utility services, or make repairs, alterations, or improvements to any other portion of the Premises. All such work shall be done as promptly as reasonably possible, cause as little interference to Operator as reasonably possible and City shall restore all areas to their prior condition promptly after completion of the work. Subject to City’s undertakings in the previous sentence and except to the extent that Section 15’s liquidated damages provisions apply, Operator waives any damage claims for inconvenience to or interference with Operator’s business or loss of occupancy or quiet enjoyment of the Premises caused by City’s entry. At all times City shall have a key with which to unlock the doors in and to the Operator, excluding Operator’s vaults,

safes, and similar areas designated as secure areas in writing by Operator in advance. In an emergency, City shall have the right to use any means that City deems proper to open Operator's doors and enter the Premises. Entry to the Premises by City in an emergency shall not be construed as a forcible or unlawful entry. For purposes of clarity, nothing in this Section shall change, limit, or in any way diminish Operator's entitlement to liquidated damages under Section 15 of this Agreement.

5. RESIDENT USE, INCLUSION, ACCESS, AND ANTI-DISCRIMINATION

- A. Operator and City mutually affirm and commit to the principle and practice that City-owned pools and the programs provided at City-owned pools shall be oriented first and foremost toward full inclusion and access for all residents of Menlo Park, of all backgrounds, interests, abilities, and walks of life, and that City-owned pools and programs shall be operated in a manner that is deemed welcoming and inclusive for all Menlo Park residents, as measured in part by qualitative community feedback and quantitative community surveys to be administered annually by the City in partnership with Operator.
- B. Operator shall provide to City staff semi-annual visitor reports showing the residence addresses of all pool visitors during the report period, including all the aquatics programs in which each visitor participated, including programs provided by subcontractors, and all the dates on which each visitor used the pool, and the numbers of residents and non-residents actively using each program at Premises, and this information shall be provided by pool site. Operator and City mutually agree to a target of 2/3 (66.7%) or more pool visitors at each location being verified incorporated City of Menlo Park residents ("Resident Use Target"). City is responsible for verifying addresses as incorporated City of Menlo Park, using City's geographic information systems.
- C. Operator understands and agrees that it must comply with applicable civil rights laws and regulations, and the City requires compliance with civil rights statutes, including compliance nondiscrimination laws which prohibit discrimination on the basis of: (a) Race, (b) Color, (c) Religion, (d) National origin, (e) Sex, (f) Disability, (g) Age, or (h) Gender identity and prohibit: (a) Exclusion from participation, (b) Denial of program benefits, or (c) Discrimination, including discrimination in employment or business opportunity.

6. LICENSING AND LEASING OF PREMISES

Operator may not license, lease, or sublease or grant any real property interest to another individual or without the prior written consent of the City Manager, which consent may require an allocation between the City and Operator of the gross revenue from such licensure. Any license agreement, lease, or sublease for use of the Premises shall be subject to the terms of this Agreement.

7. QUALIFIED PERSONNEL

Operator shall provide adequate qualified personnel to maintain safe and effective aquatics operations at Premises during all hours of operation, including:

- A. Employing personnel with the required qualifications and certifications appropriate for each position.
- B. Assigning sufficient qualified staffing to maintain safe and effective operations at City aquatics facilities.
- C. Maintaining reasonable evidence and documentation of its hiring practices, background checks, certifications, and training, including documentation of pre-service/employment orientation, on-the-job training, regular in-service training, and certification training for each employee.
- D. Seeking City approval prior to engaging or terminating the services of subcontractors or other parties not directly employed by Operator to deliver aquatics programs and/or services in City aquatics facilities.

- E. All persons employed or utilized in connection with the operation of the Premises, including relatives and minors, age of thirteen and above, with valid work permits and employed under the strict guidelines of California Child Labor laws, shall be adequately trained for such purposes, shall be courteous, shall be suitably and neatly attired so as to be recognizable as employees of Operator. Operator shall devote his/her own time and attention to the conduct of the services to be rendered on and from the Premises to the extent reasonably required to ensure such standards of operation called for in this Agreement. Operator acknowledges and agrees that Operator's employees will not be eligible for any City employee benefits and, to the extent Operator's employees otherwise would be eligible for any City employee benefits of any kind but for the express terms of this Agreement, Operator (on behalf of itself and its employees) hereby expressly declines to participate in such City employee benefits of any kind.
- F. Operator shall ensure that all employees who supervise minors meet the provisions of Public Resources Code, Section 5164, that Operator will require employees that have direct supervision over or conduct programs with minors, to be fingerprinted at Operator's expense, on initial employment. Operator will receive updates about Operator's employees via Livescan throughout the employment which will be paid for by Operator. Operator shall ensure that all non-employees (i.e., vendors, volunteers, etc.), who work with or have contact with minors to be fingerprinted at their own expense. Livescan fingerprinting service is available at the Menlo Park Police Department. Operator shall file with the City a certificate showing that within the last four years, every person employed in the Operator's programs with minors has been examined and has been found to be free of communicable tuberculosis, all in accordance with the provisions of Public Resources Code, Section 5164.

8. AQUATICS USER FEES

For purposes of this Section "aquatics user fees" includes but is not limited to fees, monies and/or remuneration paid by visitors, patrons, guests, facility renters, registrants, team members, and/or users of the Premises.

Effective no later than six (6) months after the effective date of this Agreement, Operator shall charge and impose aquatics user fees as set forth in the City of Menlo Park Master Fee Schedule, as it may be amended from time to time. Any desired changes to aquatics user fees, must be approved by amendment to the City's Master Fee Schedule prior to implementation. Until such a time as the City of Menlo Park Master Fee Schedule is updated to include aquatics user fees, Operator shall charge and impose user fees per the fee schedule and criteria set forth in Exhibit E – Aquatics User Fees.

Resident swim passes and/or swim memberships shall be valid at both aquatics center locations.

9. EXPENSES OF PREMISES

- A. Except as set forth in Section 4 of this Agreement, City shall be responsible for all expenses related to capital improvements and useful life of the Premises and approved by City. Such expenses shall include without limitation the following:
 - 1) City shall be responsible to maintain and repair City Owned Improvements and Equipment as that term is defined in and more specifically set forth in Exhibit F – City-Owned Improvements and Equipment and Maintenance Schedule.
 - 2) If in the course of operating the Premises, Operator identifies any City-owned equipment, facilities or portion thereof in need of maintenance or repair, Operator shall notify the City Staff Liaison or their designee as soon as possible and the City shall be responsible for performing the necessary maintenance or repair work without undue delay. If any maintenance or repair work requires immediate emergency attention, Operator may engage a preferred City contractor directly after obtaining consent from the City Staff Liaison or their designee. Operator shall be reimbursed by the City for any costs incurred

by Operator in addressing the immediate/emergency maintain/repair work. In the event that Operator's attempts to contact a City Staff Liaison or designee to authorize repairs in the time of an emergency are unsuccessful, and the failure to act may result in damage to the facilities or in bodily injury, Operator in its reasonable discretion may, after notifying Menlo Park Police Dispatch of the time, place, and nature of the emergency, engage a preferred City vendor directly and without prior consent, and, in such circumstances, shall be reimbursed by the City for any reasonable costs incurred by Operator in addressing the immediate/emergency maintain/repair work. If the Premises, facilities, or equipment are damaged due to the willful misconduct or negligence of Operator, its employees, subcontractors, or program participants, Operator is responsible for any necessary repair or replacement of such damage at Operator's sole cost and expense.

- 3) City shall provide and be billed directly for all necessary pool chemicals.
 - 4) City shall be responsible for environmental costs related to the storage of chemicals, hazardous materials, etc.
 - 5) City shall provide, without cost to Operator, all utilities necessary to operate the Premises for the purposes identified in this Agreement, including water, sewer, stormwater, electricity, gas, telephone, and internet. Operator shall modify operations to comply with any conservation requirements imposed by any utility operator. Operator shall consult with and obtain City approval prior to making any operational changes that would impact utility costs and regulatory compliance.
 - 6) City shall provide janitorial services at the Premises. The scope of janitorial services is more specifically described and set forth in Exhibit F – City-Owned Improvements and Equipment and Maintenance Schedule.
 - 7) Maintenance and service contracts for the Premises.
 - 8) Property/school/personal property/business/environmental taxes.
- B. In addition to Operator's maintenance obligations set forth in Section 4 of this Agreement, the City shall not be responsible for the following services and/or expenses, which expenses shall be the responsibility of Operator. Such expenses shall include without limitation the following:
- 1) Payroll (including taxes, fees, and benefits) and any other labor related costs and expenses, including without limitation full or part-time on-site personnel of Operator;
 - 2) Insurance – worker's compensation, property, employers liability, commercial general liability, and excess liability;
 - 3) Operator shall employ or contract for a Certified Pool Operator. Operator shall maintain standard operation procedure manuals and maintenance records and logs. These records will include: daily pool and chemical log and checklists for routine maintenance (daily, weekly, monthly, quarterly, biannually, and annually).
 - 4) Supplies, uniforms, equipment, materials used in the Premises for programming;
 - 5) Professional fees – direct out-of-pocket costs incurred for matters related to the operations of programming.

10. REVENUE SHARE

Operator shall annually pay to the City a percentage of Operator's annual gross revenues as more specifically set forth below. As used herein, "annual gross revenues" shall mean the annual gross revenue of the preceding calendar year earned by Operator before any deduction for costs, taxation, accounting, or other purposes, under Generally Accepted Accounting Principles. Annual gross revenues include any and all of Operator's income related to programs and operations that take place in whole or in part at Premises.

For purposes of this Section, "Resident-Based Annual Gross Revenues" shall mean all fees, monies, and/or remuneration paid by visitors, patrons, guests, facility renters, registrants, team members, and/or users of the Premises who are verified residents of incorporated City of Menlo Park.

For purposes of this Section, "Non-Resident-Based Annual Gross Revenues" shall mean all fees, monies and/or remuneration paid by visitors, patrons, guests, facility renters, registrants, team members, and/or users of the Premises who are not verified residents of incorporated City of Menlo Park.

Excepting the first 12 months of this Agreement's term, Operator shall annually pay to the City an amount equal to 1% of Operator's total Resident-Based Annual Gross Revenues and 1.35% of total Non-Resident-Based Annual Gross Revenues, or \$20,000, whichever is greater.

The annual revenue share shall be paid to the City by March 15 of each year for the preceding calendar year's annual gross revenues, not including Operator's annual gross revenues received prior to this Agreement's effective date.

11. COMMUNITY FEEDBACK

City will 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. The community working group will review the Operator's annual performance report, and community survey results. The community working group may, with the support of City staff, annually prepare a written assessment of the information presented in Operator's annual reports, and survey results, with any recommendations the community working group may have for the aquatics program. The working group's written assessment shall be provided to the City Council. The composition of the community working group will rotate occasionally in order to include and reach more participants.

12. TERMINATION

A. Termination for Convenience

- 1) Operator may terminate this Agreement for convenience and without cause with 120 days advance written notice to the other party, if notice is given on a date between July 1 and December 31 of any given year.
- 2) Operator may terminate this Agreement for convenience and without cause with 180 days advance written notice if notice is given on a date between January 1 and June 30 of any given year.
- 3) Termination by City for Cause. This Agreement may be terminated by City at any time during the term upon written notice to Operator for any of the causes set forth in this Section or for any Default as that term is defined and described in Section 25 of this Agreement. Such termination shall be effective no sooner than thirty (30) days after notice or upon such later date of termination as may be stated in City's notice.

The following shall constitute grounds for termination by City for cause: (1) If Operator fails to observe or perform any of its obligations under this Agreement, and such failure continues for thirty (30) days after written notice thereof has been given by City to Operator and operator fails to cure its failure to perform within said thirty (30) day period; (2) If Operator suspends or discontinues business; (3) If Operator Defaults, as that term is defined and described in Section 25 of this Agreement.

B. Upon termination of this Agreement for Cause,

- 1) Operator shall, after thirty (30) day notice or other period as set forth in Section 12.A(3) above, surrender possession of the Premises and all improvements and equipment thereon, including but not limited to, City-Owned Improvements and Equipment to City, and shall discontinue all services, unless the City directs otherwise.
- 2) City may take possession of the Premises as the agent and on account of Operator, and if it so elects may license or rent the whole or any part of the Premises for the balance or any part of the term of this Agreement and retain any license fees received and apply the same in payment on account of Operator. The performance of any or all of said acts by City shall not release Operator from the full and strict compliance with all of the terms, conditions and

covenants of this Agreement on Operator's part and Operator shall pay any deficiency that may exist. Notwithstanding the foregoing, Operator shall only pay or be liable for deficiencies caused by or Operator prior to City taking possession of the Premises.

- 3) Operator shall deliver to City any and all reports, estimates, summaries, financial documents, and such other information and materials as may have been accumulated or produced by Operator in performing work under this agreement at the time of termination, that are required to be produced to the City under this Agreement, whether completed or in process.

13. REPORTING AND AUDITING

- A. Separate Reporting for Each Aquatics Center. All obligations under this Section shall apply to the MPCC Pool and Burgess Pool, and Operator shall keep separate accounts, books, and records for each of the two pools and facilities comprising the Premises.
- B. Books and Records. Operator shall keep accounts, books, and records of the Premises relating to Operator's responsibilities, Premises income statements, Premises revenue, and Premises expenditures according to Generally Accepted Accounting Principles. Such accounts, books, and records shall be available for inspection with 5 days' notice at any time. Upon the effective date of any termination of this Agreement, copies of accounts, books, and records shall be made available to City for inspection.

Operator shall maintain all required records for three years following the creation of any such record.

- C. Reports and Reconciliation of Premises Accounts.
 - 1) Quarterly Financial Reports. Each quarter Operator will provide City with the following detailed reports
 - (a) Income Statements – quarterly income statements including current quarter and year-to-date actual financial P&L. Appropriate descriptions of any significant monthly or year-to-date variances of revenue, expenses, net income, and/or earnings before interest, taxes, depreciation, and amortization (“EBITDA”).
 - (b) Premises Expenses – report of all expenses paid by Operator the previous quarter; a comparison of the current quarter and year-to-date account of actual expenses.
 - (c) Premises Revenue – report of all revenue collected each quarter
 - (d) Additional Reports – a written report describing any material changes in the Premises which occurred during the previous year or are anticipated to occur in the coming year; any material security incidents or material changes to security protocol; event recap and evaluation with suggested changes to protocols.
 - 2) Annual Program Performance Reports. Each quarter Operator will provide City with the following detailed program reports:
 - (a) Total program hours with detailed schedules of individual programs including lane hours, times of day, days of week, and by season.
 - (b) Participation statistics by program area including Menlo Park resident and non-resident use, as defined and described in Sections 4 and 5 of this Agreement and its related Exhibits.
 - 3) Annual Program Performance Reports. Operator shall provide annual performance reports to City no later than February 28 of each year. Operator will coordinate with City staff to present operator's annual performance report to City Council no later than March 31 of each year. Annual Program Performance Reports shall include the following:
 - (a) Community satisfaction survey results, as administered and compiled by City with input from Operator, and provided by City to Operator no later than January 10 of each year.
 - (b) User group feedback by program area.
 - (c) Pool schedule and allocation by program for previous year and projections to the upcoming year.

- (d) User fees collected by program area, including fees paid by Menlo Park residents and non-residents, as defined and described in Sections 5, 8, and 10 of this Agreement and its related Exhibits.
 - (e) Fee comparison to other public pools in the region.
 - (f) Annual audits and reviews demonstrating standards of care are met.
 - (g) Risk management documentation.
 - (h) Training certifications listed by staff member.
 - (i) Emergency Action Plan, as defined and described in Section 22 of this Agreement.
 - (j) Incident reports of any rescues, injuries, emergencies, criminal activity, accidents, or other events that occurred at Premises. Incident reports shall be provided to City staff contemporaneously as well as compiled in annual reports.
 - (k) Operator shall maintain reasonable evidence and documentation of this information and have these records accessible to the City at any time following 10 days written notice.
- 4) Annual Safety Report. Operator shall provide City with an annual safety report. Safety meetings and Premises safety drills shall be conducted and documented within the annual report.
- 5) Periodic Reports. Operator shall furnish City reports regarding on-site physical inspections and operating reviews; and a current inventory of all property and equipment in connection with the Premises. The inventory shall be submitted to City no later than February 28 each calendar year.
- D. Third party review of financial records. City shall have the right to seek qualified independent financial review of Operator's profit and loss statement and operations related to Premises at any time. Any third party review performed by the City shall be at its sole expense. City may engage a qualified financial reviewer of its choosing and/or utilize City staff, assigns and/or contractors. Any such review commissioned by City shall be limited solely to financial related to Premises (that is, Burgess Pool and MPCC Pool) and shall not include Operator's business activities unrelated to Premises. Any such review commissioned by City shall not include the individual earnings or private identifying information of individual employees of Operator.
- E. Other Reports and Statements. Operator shall furnish to City, as promptly as practicable, such other reports, statements, and other information with respect to the operation of the Premises as City may reasonably request from time to time.
- 1) Contracts and Other Agreements. City shall maintain at the Premises one copy of all contracts, warranties, equipment leases, maintenance agreements, and all other agreements relating to the Premises. Duplicate copies, which may be in electronic form, of all such documents shall be forwarded by City to Operator immediately upon execution.
 - 2) Final Accounting. Operator shall deliver to City a final Profit and Loss statement for the Premises within 60 days of termination of this Agreement.
 - 3) Inspections. City and its representatives reserve the right to inspect the Operator's records identified in this contract from time to time relating to the Premises. Operator shall cooperate with City and its representatives in exercising such rights.
 - 4) Certification. Operator shall certify that each financial statement is true, correct, and complete in all material respects.

14. WAIVER OF CONSEQUENTIAL DAMAGES

City shall not be liable to Operator and Operator shall not be liable to City for any consequential damages incurred by either party due to the fault of the other, regardless of: the nature of this fault; or whether it was committed by City or Operator, their employees, agents, or subcontractors; or whether such liability arises in breach of contract or warranty, tort (including negligence), statute, or any other cause of action. Consequential damages include, but are not limited to, loss of use and loss of profit.

15. LIQUIDATED DAMAGES

Notwithstanding Section 14 (Waiver of Consequential Damages), in the event of (a) an unplanned and/or unforeseen closure of Burgess Pool and/or MPCC Pool lasting more than five (5) consecutive calendar days where such closure is caused by the failure of any City Owned Improvements and Equipment, or other items for which City is responsible, or (b) any planned Closure of Burgess Pool and/or MPCC Pool of five (5) consecutive days or more to allow the City to perform any repairs or maintenance that is the obligation of the City under this Agreement, or (c) any planned closure of Burgess Pool and/or MPCC Pool of five (5) consecutive calendar days or more to allow the City to perform capital improvements to City property, provided that at least forty-five (45) days advance written notice is provided to Operator of the date and nature of the capital improvements to be made ("Unplanned and/or Planned Closure"), the City shall compensate Operator for Liquidated Damages. Liquidated Damages shall be (1) an amount equal to 1/28 of Operator's total monthly gross payroll including payroll taxes from the previous year and corresponding month for each day of facility full closure after the fifth calendar day, if the closure occurs from September through May, or (2) If the closure occurs anytime from June 1 through August 31, the City shall compensate Operator an amount equal to 1/28 of Operators total monthly gross revenues from the previous year and corresponding month for each day of full facility closure after the fifth calendar day. For purposes of this Section, "1/28 of Operator's total monthly gross payroll from the previous year and month" shall mean 1/28 of the same month in the previous calendar year's gross payroll including payroll taxes from the previous year and corresponding month, paid solely for aquatics operations at the pool at which the failure of City Owned Improvements and Equipment has occurred ("Liquidated Damages"). Notwithstanding the foregoing, where Unplanned and/or Planned Closures exceed fifteen (15) days in any calendar year, City shall compensate Operator for Liquidated Damages regardless of whether any such fifteen days were consecutive calendar days. In no event shall City compensate Operator for Liquidated Damages in excess of 28 days.

In the event of unplanned and/or unforeseen simultaneous closures of both aquatics centers for more than five (5) consecutive business days, aquatics users who hold valid swim passes and/or swim memberships at the time of said closures shall be eligible to receive pro-rated refunds and/or account credits corresponding to the applicable membership/swim pass fees and the duration of said closures. Any such refunds and/or account credits shall be provided at Operator's sole expense.

Neither of the Parties shall hold the other responsible for damages or delay caused by acts of God, strikes, lockouts, accidents, or other events beyond the control of the other, or the other's employees and agents.

16. INSURANCE

- A. Operator shall not commence work under this agreement until all insurance required under this Section has been obtained and such insurance has been approved by the City, with certificates of insurance evidencing the required coverage.
- B. There shall be a contractual liability endorsement extending the Operator's coverage to include the contractual liability assumed by the Operator pursuant to this agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to the City, at the address shown in Section 9, of any pending cancellation of the policy. Operator shall notify City of any pending change to the policy. All certificates shall be filed with the City.
 - 1) Workers' compensation and employer's liability insurance: Operator shall have in effect during the entire life of this agreement workers' compensation and Employer's Liability Insurance providing full statutory coverage. In signing this agreement, the Operator makes the following certification, required by Section 18161 of the California Labor Code: "I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-

insurance in accordance with the provisions of the Code, and I will comply with such provisions before commencing the performance of the work of this agreement."

- 2) Commercial General Liability ("CGL"): Insurance written on an ISO Occurrence form CG 00 01 07 98 or an equivalent form providing coverage at least as broad which shall cover liability arising from any and all personal injury or property damage in the amount of \$3 million per occurrence. There shall be no endorsement or modification of the CGL limiting the scope of coverage for either insured vs. insured claims or contractual liability. All defense costs shall be outside the limits of the policy.
 - 3) Worker's Compensation: As required by the State of California, with Statutory Limits and Employer's Liability Insurance with limits no less than \$1,000,000 per accident for bodily injury or disease. Operator shall provide an endorsement that the insurer waives the right of subrogation against the City and its respective officials, officers, employees, agents, and representatives.
 - 4) Commercial Automobile Liability: For all of Operator's automobiles including owned, hired, and non-owned automobiles, Operator shall keep in full force and effect, automobile insurance written on an ISO form CA 00 01 12 90 or a later version of this form or an equivalent form providing coverage at least as broad for bodily injury and property damage for a combined single limit of \$1 million per occurrence. Insurance certificate shall reflect coverage for any automobile (any auto).
 - 5) Employment Practices (EPLI): Employment liability insurance reasonably consistent with the size and scope of the facility's operations.
 - 6) Causes of Loss - Special Form Property Insurance: Operator shall obtain and maintain, at its sole cost, Causes of Loss - Special Form Property Insurance on all Operator's insurable property, related to the allowed uses of the property under this contract or the premises in an amount to cover the replacement cost.
 - 7) Sexual Abuse & Molestation: Operator shall obtain and maintain a policy covering Sexual Abuse and Molestation with a limit no less than \$1,000,000 per occurrence or claim.
- C. City and its subsidiary agencies, and their officers, agents, employees and servants shall be named as additional insured on any such policies of Commercial General Liability and Automobile Liability Insurance, (but not for workers' compensation).
- D. In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, City, at its option, may, notwithstanding any other provision of this agreement to the contrary, immediately declare a material breach of this agreement and suspend all further work pursuant to this agreement.
- E. Before the execution of this agreement, any deductibles or self-insured retentions must be declared to and approved by City.

17. INDEMNIFICATION

To the fullest extent permitted by law, Operator shall defend (with legal counsel reasonably acceptable to City), indemnify and hold harmless City and its officers, agents, departments, officials, representatives and employees (collectively "Indemnitees") from and against any and all claims, loss, cost, damage, injury (including, without limitation, economic harm, injury to or death of an employee of Operator or its sub-Operators), expense and liability of every kind, nature and description that arise from or relate to (including, without limitation, incidental and consequential damages, court costs, attorneys' fees, litigation expenses and fees of expert Operators or expert witnesses incurred in connection therewith and costs of investigation) that arise from or relate to, directly or indirectly, in whole or in part, from: (1) Operator's performance of Services under this Agreement, or any part thereof; (2) any negligent act or omission of Operator, any sub-Operator, anyone directly or indirectly employed by them, or anyone that they control; (3) any actual or alleged infringement of the patent rights, copyright, trade secret, trade name, trademark, service

mark or any other intellectual or proprietary right of any person or persons in consequence of the use by City, or any other Indemnitee, of articles or Services to be supplied in the performance of this Agreement; or (4) any breach of this Agreement (collectively "Liabilities"). Such obligations to defend, hold harmless and indemnify any Indemnitee shall not apply to the extent such Liabilities are caused by the negligence or willful misconduct of such Indemnitee, but shall apply to all other Liabilities. The foregoing shall be subject to the limitations of California Civil Code Section 2782.8 as to any design professional services performed by Operator and in particular the limitation on Operator's duty to defend whereby such duty only arises for claims relating to the negligence, recklessness or willful misconduct of Operator as well as the limitation on the cost to defend whereby Operator will only bear such cost in proportion to Operator's proportionate percentage of fault (except as otherwise provided in Section 2782.8). The foregoing indemnification provisions will not reduce or affect other rights or obligations which would otherwise exist in favor of the City and other Indemnitees. Operator shall place in any sub-consulting agreements and cause its sub-Operators to agree to indemnities and insurance obligations in favor of City and other Indemnitees in the exact form and substance of those contained in this Agreement.

To the fullest extent permitted by law, City shall defend (with legal counsel reasonably acceptable to Operator), indemnify and hold harmless Operator and its officers, agents, departments, officials, representatives and employees (collectively "Indemnitees") from and against any and all claims, loss, cost, damage, injury (including, without limitation, economic harm, injury to or death of an employee of City or its sub-contractors), expense and liability of every kind, nature and description that arise from or relate to (including, without limitation, incidental and consequential damages, court costs, attorneys' fees, litigation expenses and fees of expert providers or expert witnesses incurred in connection therewith and costs of investigation) that arise from or relate to, directly or indirectly, in whole or in part, from: (1) City's performance of Services under this Agreement, or any part thereof; (2) any negligent act or omission of City, any sub-contractor, anyone directly or indirectly employed by them, or anyone that they control; (3) any actual or alleged infringement of the patent rights, copyright, trade secret, trade name, trademark, service mark or any other intellectual or proprietary right of any person or persons in consequence of the use by Operator, or any other Indemnitee, of articles or Services to be supplied in the performance of this Agreement; or (4) any breach of this Agreement (collectively "Liabilities"). Such obligations to defend, hold harmless and indemnify any Indemnitee shall not apply to the extent such Liabilities are caused by the negligence or willful misconduct of such Indemnitee, but shall apply to all other Liabilities. The foregoing shall be subject to the limitations of California Civil Code Section 2782.8 as to any design professional services performed by City and in particular the limitation on City's duty to defend whereby such duty only arises for claims relating to the negligence, recklessness or willful misconduct of City as well as the limitation on the cost to defend whereby City will only bear such cost in proportion to City's proportionate percentage of fault (except as otherwise provided in Section 2782.8). The foregoing indemnification provisions will not reduce or affect other rights or obligations which would otherwise exist in favor of the Operator and other Indemnitees. City shall place in any sub-consulting agreements and cause its sub-contractors to agree to indemnities and insurance obligations in favor of Operator and other Indemnitees in the exact form and substance of those contained in this Agreement.

18. PROMOTIONAL MATERIALS

- A. Operator may place advertising banners, sandwich boards, and/or other promotional signage on Premises, provided that authorization approval is provided in advance in writing by City Staff Liaison.
- B. Operator shall coordinate with City Staff Liaison to include aquatics programs and schedules on City promotional materials in formats and venues of the City's choosing.
- C. City reserves the right to place advertising banners, sandwich boards, and any other signage on Premises at City's discretion.

19. COMPLIANCE WITH LAWS

It shall be the responsibility of Operator to comply with all Local, State and Federal regulations and laws applicable to the work and services provided pursuant to this agreement.

20. HEALTH & SAFETY

Operator shall maintain health and safety standards and associated training records in a reasonable and acceptable manner for the Premises, participants, and its employees in compliance to City standards and applicable regulatory agencies. These standards include but are not limited to:

- A. Employee Injury and Illness Prevention Plan
- B. Hazardous Materials Communications and Business Plan
- C. Bloodborne Pathogens and Biohazardous Exposure Control Plan
- D. Hazard Communication (labeling & MSDS management)
- E. Hearing Conservation
- F. Lifting and Fall Prevention/Protection (Equipment)
- G. Electrical Safety Plan
- H. Lockout, Tagout Equipment Specific Procedures
- I. Emergency Action Planning/Drills
- J. First Aid/CPR/AED
- K. Heat Illness and Sun Protection
- L. Confined Spaces/Entry Equipment
- M. Chemical Storage/Spill Response/Cleanup
- N. Fire Extinguisher
- O. Personal Protective Equipment
- P. Recreational Waterborne Illnesses (RWI's)
- Q. Signage/Labeling
- R. Keeping up to date with all changes, additions, or amendments to the laws, regulations and codes related to pool operations and aquatics programs.

21. RISK MANAGEMENT

Operator shall take all appropriate and necessary steps to provide adequate risk management planning to minimize liability or negligence by Operator. Operator shall manage its risk by demonstrating proficiency in the following areas:

- A. Emergency Action Plan - staff training plan, drills conducted, emergency equipment and communication process.
- B. Facilities & Equipment - inspection, maintenance, and checklists.
- C. Supervision - quality, quantity, lesson plans and progression.
- D. Training - requirements and appropriate staff.
- E. Documentation - manuals, waivers, medical screening, skills screening, risk information provided to public, policies and evaluations.

22. EMERGENCY ACTION PLAN & PROCEDURES

Operator shall create and maintain emergency procedures and emergency action plans for the Premises. An Emergency Action Plan is required under Title 29 of Federal Regulations Sections 1910.38/.120/.156, and Title 8 California Code of Regulations, Sections 3220 and 3221. The Emergency Action Plan covers all employees and non-employees who may be exposed to hazards arising from emergency situations. It must contain information for all employees, including administration and line level employees, which shall use the plan in order to reduce the severity of emergency situations and minimize the risk to life and property. The Emergency Action Plan shall be updated at least annually and included in Operator's annual performance reports to City.

23. RELATIONSHIP OF PARTIES

- A. Representations and Warranties.

- 1) Operator's Authority. Operator represents and warrants that Operator has full power, authority, and legal right to execute, deliver, and perform this Agreement.
 - 2) City's Authority. City represents and warrants that City has full power, authority, and legal right to execute, deliver, and perform this Agreement.
- B. Operator as Independent Contractor. In taking any action pursuant to this Agreement, Operator shall be acting solely as an independent contractor and nothing in this Agreement, express or implied, shall be construed as creating a partnership, joint venture, employer-employee or principal-agent relationship between Operator and City, or any other relationship between the Parties hereto except that of property owner and independent contractor.
- C. Except as otherwise expressly limited by other provisions of this Agreement, Operator has and shall retain the right to exercise full control and supervision of the operation of the Premises, and full control over the employment, direction, compensation, and discharge of all persons assisting Operator in the operation of the facility under this Agreement. Operator shall be solely responsible for all matters, and shall be solely responsible for Operator's own acts and those of subordinates and employees. Neither Operator, nor any agent or employee of Operator, has authority to enter into contracts that bind the City or create obligations on the part of the City without the prior written authorization of the City. Nothing in the Agreement shall create any contractual relationship between City and subcontractor of Operator nor shall it create any obligation on the part of City to pay or to see to the payment of any monies due to any such subcontractor other than as otherwise required by law.
- D. No Partnership Formed. City is not, and shall not in any way or for any purpose become, an agent, partner, or joint venturer of Operator in its business or otherwise.
- E. Confidentiality. Except as necessary to enforce the terms of this Agreement, as reasonably required to perform the obligations and operations under this Agreement, or as otherwise required by law, Operator and City shall maintain the confidentiality of all matters pertaining to this Agreement and all operations and transactions relating to the Facility. Any information obtained by City pursuant to the provisions of this Agreement shall be treated as confidential, except in any proceedings between the Parties hereto, and except further that City may divulge such information to a lender and/or to any person as required by law. The City is subject to the California Public Records Act and if required by the California Public Records Act may disclose certain information. The Parties may disclose the terms of this Agreement: (i) to a court pursuant to subpoena or order; (ii) to taxing authorities or accounting professionals as necessary to comply with any statute; (iii) as otherwise required by law or in the performance of duties required under this Agreement; (iv) to prospective insurers; and (v) to any other person or entity upon written consent of the party adverse to them in this Agreement. Further, the Parties agree they will not make any statements or engage in any action or conduct which will damage or disparage the name, business, or reputation of the Parties, whether such disparagement is undertaken unilaterally or in response to questions or solicitations by others, except by compulsion or a court of competent jurisdiction.
- F. Conflict of Interest. Operator warrants and covenants that no official or employee of City nor any business entity in which an official or employee of City is interested; (1) has been employed or retained to solicit or aid in the procuring of this Agreement; (2) will be employed in the performance of this Agreement. In the event City determines that the employment of any such official, employee or business entity is not compatible with such official's or employee's duties as an official or employee of City, Operator, upon request of City, shall terminate such employment immediately. Nothing in this Section shall prohibit the City and Operator from cross-marketing or jointly marketing programs, classes, and other events with City departments.
- G. Non-Solicitation. City agrees that during the term and for a period of twelve (12) months following the expiration or termination of this Agreement, City shall not directly or indirectly solicit, hire, or offer to hire or employ any Operator Employee (as defined below) to work in or in connection with the Premises without Operator's approval which approval shall not be unreasonably withheld. "Operator Employee" means any management-level employee of

Operator involved in the management of the Premises (including without limitation the Premises manager).

24. ASSIGNMENT AND SUBLETTING

- A. The Parties recognize that a substantial inducement to City for entering into this Agreement is the professional reputation, experience and competence of Operator, and its members who submitted the Proposal, namely Tim Sheeper. Operator shall not voluntarily or by operation of law assign, transfer, sublet, or otherwise transfer or encumber all or any part of Operator's interest in the Agreement or in the Premises, without City's prior written consent, which may be granted or denied in City's discretion which shall not be unreasonably withheld. The merger of Operator with any other entity or the transfer of any controlling or managing ownership or beneficial interest in Operator, or the assignment of a substantial portion of the assets of Operator, whether or not located at the Premises, shall constitute an assignment hereunder. Nothing in this Agreement prohibits Operator from contracting for services at the Premises. Examples of these include but are not limited to, food concessionaire, instructors, training etc. Any limitations on the assignment or subletting in this Section 24 shall not apply in the event of the death, incapacity or marital dissolution of Tim Sheeper.
- B. If Operator desires to assign this Agreement or sublet any or all of the Premises, Operator shall give City written notice thereof with copies of all related documents and agreements associated with the assignment, including without limitation, the name and address of the proposed assignee, the nature of the business proposed to be carried on by the proposed assignee or subtenant, and such financial statements of any proposed assignee or subtenant as City may reasonably require not later than forty five (45) days prior to the anticipated effective date of the assignment or sublease. City shall have a period of thirty (30) days following receipt of such notice and all related documents and agreements to notify Operator in writing of City' approval or disapproval of the proposed assignment or sublease. If City fails to notify Operator in writing of such election, City shall be deemed to have disapproved such assignment or subletting.

25. DEFAULT

The occurrence of any one or more of the following events shall constitute a material default ("Default") of this Agreement by Operator:

- A. Except in the event of acts of God, accidents, local health orders, and/or disaster events beyond the control of the Operator, or the Operator's employees and agents, the abandonment, vacation, or discontinuance of operations at the Premises for more than three business days unless discontinuance of operations has been previously approved by the City in writing.
- B. The failure of Operator to make any payment required to be made by Operator hereunder, after fourteen (14) days' written notice from City of non-payment The interest of Operator in the Agreement is assigned or transferred, passes to or devolves upon, by operation of law or otherwise, any other person, firm, or corporation without the prior written consent of the City, except as provided in Section 24 above.
- C. The failure to maintain the Premises and the improvements constructed thereon in a state of repair required by this Agreement, and in a clean, sanitary, and safe condition consistent with similar pools in Northern California, where such failure continues for more than fifteen (15) days after written notice from the City for correction thereof. Nothing herein shall prohibit the City from requiring that safety and health conditions shall be corrected in accordance with the requirements of the Uniform Building Code or Uniform Fire Code, as may be adopted by the City from time to time. The City acknowledges that it is responsible for certain equipment and maintenance at the Premises as more specifically set forth in Exhibit F, and any failings in areas of City's responsibility to maintain the Premises, as defined in Exhibit F, shall not constitute a default.
- D. Deterioration of service for any period which materially and adversely affects the operation or service required to be performed by Operator under the Agreement, including but not limited

to the specific terms and conditions set forth in Sections 4, 7, 16, 19, 20, 21 and 24 of this Agreement, and which is not corrected within thirty (30) days after written notice from the City for correction thereof. The failure of Operator to be in compliance with local, state and federal law, where such failure continues for more than fifteen (15) days after written notice from the City for correction thereof.

- E. The filing of a voluntary petition in bankruptcy by Operator, the adjudication of Operator as bankrupt, the appointment of any receiver of Operator's assets, the making of a general assignment for the benefit of creditors, and/or a petition or answer seeking a reorganization of Operator under the federal bankruptcy laws or any other federal or state laws.
- F. Operator's intentional misrepresentation of facts in its required forms, documents, and submittals required as part of this Agreement or in the submittals in the solicitation and selection of an Operator to perform the services under this Agreement.
- G. The filing of any lien or stop notice on account of Operator where such lien/notice is not removed or enjoined and/or a bond for satisfaction of such lien is not posted within ten (10) days.
- H. The failure of Operator to operate in the manner required by this Agreement, or Operator's breach of or default under any provision of this Agreement not otherwise specified above in this Section 25 (Default), where such failure or default continues for more than thirty (30) days after written notice from the City to correct the condition specified.

26. RESPONSIBILITY AND LIABILITY FOR SUB-CONSULTANTS AND/OR SUBCONTRACTORS

Approval of or by City shall not constitute nor be deemed a release of responsibility and liability of Operator or its sub-consultants and/or subcontractors for the accuracy and competency of the Operator's aquatics programs and work, nor shall its approval be deemed to be an assumption of such responsibility by City for any defect in services and/or programs by Operator or its sub-consultants and/or subcontractors.

27. ENTIRE AGREEMENT

This Agreement is intended by the Parties as the complete and final expression of their agreement with respect to the subject matter hereof and may not be contradicted by evidence any prior or contemporaneous agreement. This Agreement specifically supersedes any prior written or oral agreements between the Parties with respect to the subject matter hereof. No amendment to this Agreement shall be enforceable unless in writing and signed by all parties.

28. AUTHORITY OF PARTIES/SIGNATORIES

Each person signing this Agreement represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. Each Party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such Party's obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on such Party and enforceable in accordance with its terms.

29. GOVERNING LAW

This Agreement shall be governed in accordance with the laws of the State of California. San Mateo County, California shall be the venue for all disputes arising from this Agreement and the Parties consent to the jurisdiction of the courts of the State of California.

30. SEVERABILITY

The provisions of this agreement are severable. If any portion of this agreement is held invalid by a court of competent jurisdiction, the remainder of the agreement shall remain in full force and effect unless amended or modified by the mutual consent of the parties.

31. NOTICES

All notices hereby required under this agreement shall be in writing and delivered in person or sent by certified mail, postage prepaid or by overnight courier service.

Notices required to be given to City shall be addressed as follows:

City Manager
City of Menlo Park
701 Laurel St.
Menlo Park, CA 94025
650-330-6610
Email jicmurphy@menlopark.gov

Notices required to be given to Operator shall be addressed as follows:

Tim Sheeper
Team Sheeper, Inc.
501 Laurel St.
Menlo Park, CA 94025
Phone 650-504-1114
Email tim@teamsheeper.com

Provided that any Party may change such address by notice, in writing, to the other Party and thereafter notices shall be addressed and transmitted to the new address.

32. SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized officers as of the date first set forth above.

SIGNATURE PAGE TO FOLLOW

CITY OF MENLO PARK

DocuSigned by:
Justin Murphy
By: _____
8379C4D5DD3E486...

Justin I.C. Murphy, City Manager

Approved as to Form:

DocuSigned by:
Nira F. Doherty
By: _____
44FFE23C8E6B458...

City Attorney

Nira F. Doherty, City Attorney

ATTEST:

DocuSigned by:
Judi A. Herren
By: _____
39280A20D0BE491...

Judi A. Herren, City Clerk

TEAM SHEEPER, INC

501 Laurel Street
Menlo Park, CA 94025

DocuSigned by:
Tim Sheeper
By: _____
09FDB12D95194EC...

Tim Sheeper, Chief Executive Officer

Approved as to Form:

DocuSigned by:
Albert Flor, Jr.
By: _____
21D492A5C88C4D3...

Attorney for Team Sheeper

LIST OF EXHIBITS

- A. PREMISES – BURGESS POOL
- B. PREMISES – MPCC AQUATICS CENTER
- C. SCHEDULE TEMPLATE
- D. PROGRAM DESCRIPTIONS
- E. AQUATICS USER FEES
- F. CITY-OWNED IMPROVEMENTS AND EQUIPMENT AND MAINTENANCE SCHEDULE
- G. SOLO SCHEDULE AND TERMS

EXHIBIT B – PREMISES – MPCC AQUATICS CENTER

EXHIBIT B – PREMISES – MPCC AQUATICS CENTER

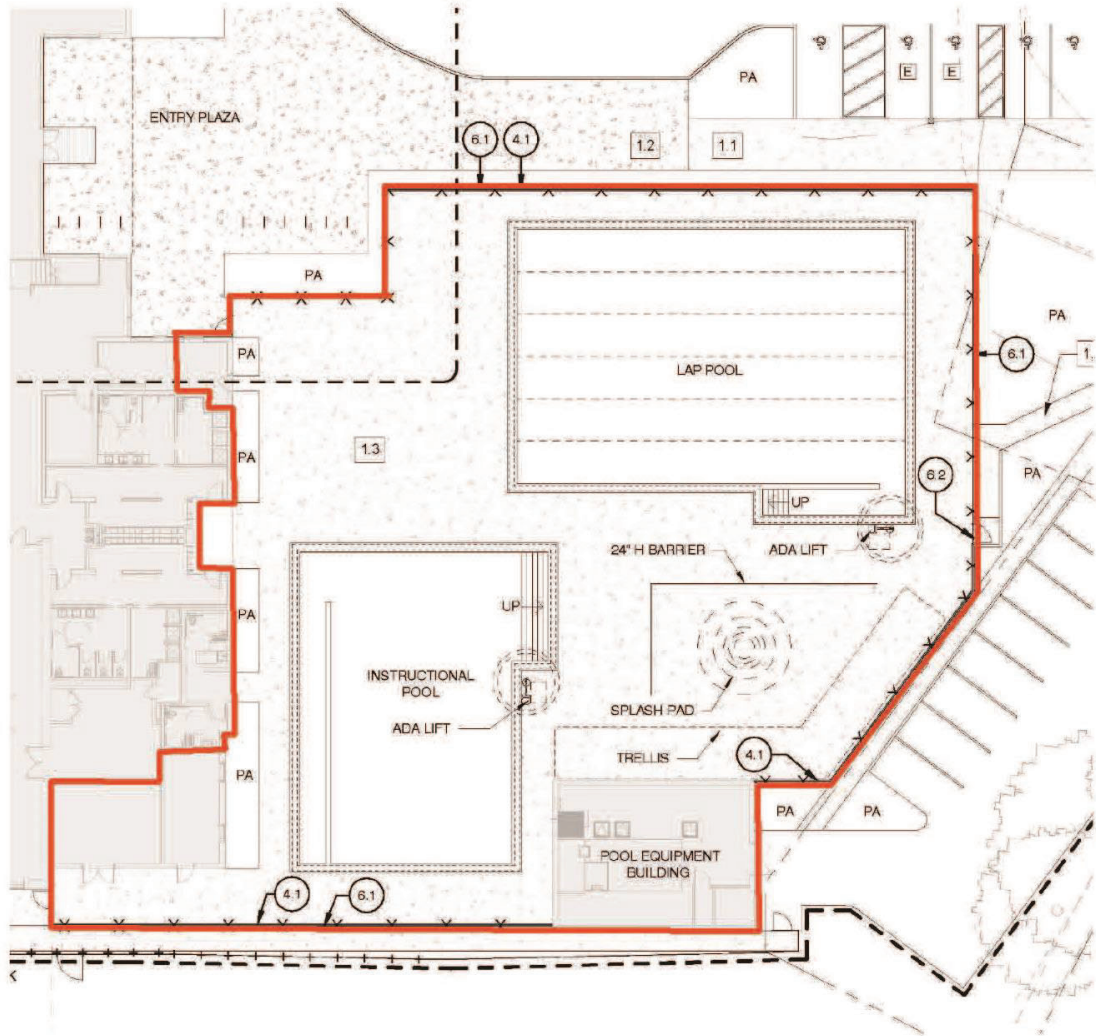


EXHIBIT C – SCHEDULE TEMPLATE

City and Operator agree that operating hours and schedules of aquatics programs may vary from season to season and/or from time to time as community needs and circumstances may change over time. The Parties agree that Operator shall notify the City at least two weeks in advance of any substantive changes to the hours and operating schedules.

1. HOURS OF OPERATION. Operator shall operate the Burgess Pool and the future MPCC aquatics center for public access year-round, seven days per week, no fewer than 63 hours per week at each location as calculated by average applied over the course of a full calendar year—with exceptions for closures to observe major holidays or to complete necessary maintenance or repair work. Burgess Pool and MPCC aquatics center shall be operated with comparable or equivalent operating schedules and programs at both locations, with allowance for some variances to respond to hyperlocal needs and other unique considerations of each site and the neighborhoods in which they are located.

Projected Hours of Operation at Burgess Aquatics Center and Menlo Park Community Campus Aquatics Center:

Season	Weekdays	Saturdays	Sundays
Summer	6am to 8pm	6am to 5pm	6am to 5pm
Non-Summer	6am to 8pm	6am to 4pm	7am to 4pm

2. AQUATICS SCHEDULE TEMPLATE. The Schedule Template shows proportions of lane space/lane hours for each activity for each pool during different seasons. The Schedule Template is intended to apply to both locations (Burgess Aquatics Center and Menlo Park Community Campus Aquatics Center), so that aquatics programs are comparable or equivalent at both locations, with allowance for some variances to respond to hyperlocal needs and other unique considerations of each site and the neighborhoods in which they are located. Including but not limited to:

- Family recreation/ Open swim
- Splash pad/ Baby pool
- Lap swim
- Swim instruction
- Water exercise/ Water wellness
- Masters adult swim
- Adult water polo
- Youth water polo
- Swim team
- Lifeguard instruction

AQUATICS SCHEDULE TEMPLATE

Program	Goal	Pool	Timing	Space	Season
Family Recreation/Open Swim	Max availability during summer, non-summer weekends/weekday evenings	Instructional	Mid day to closing in summer, non summer weekends and weekday evenings	Summer:3 to 6 lanes; Non summer: 2 to 4 lanes	Year round-although demand increases exponentially during summer
Splash Pad/Baby Pool	Summer and non-summer weekends/weekday evenings	Splash pad/baby pool	Mid day to closing in summer, non summer weekends and weekday evenings	Full	Late spring/Summer/Early fall
Lap Swim	Max availability during all business hours	Both	Opening to closing	Anywhere from 3 lanes to 14 lanes; expands and contracts sharing with other programming	Year round - sharing by season with water exercise, lessons, open swim in instructional pool
Swim Instruction	Priority usage with maximum engagement year round	Instructional	Mid morning, after school hours, weekend mornings	1 to 4 lanes	Year round - expanded in summer within swim camps
Water Exercise/Water Wellness	Serve large number of adults in deep and shallow water for vertical movement	Instructional	Early to mid morning	2 to 4 lanes	Year round sharing with lessons in summer
Masters Adult Swim	Serve large number of adult swimmers year round mostly daily mornings	Competition	Early mornings and some weekday noon	7 to 8 lanes	Year round always sharing with lap swim
Youth Swim Teams	Serve large number of youth swimmers year round on weekdays	Competition	After school hours on weekdays until closing	7 to 8 lanes	Year round sharing with lap swim, except none in August
Adult Water Polo	Serve large number of adult players	Competition	Early morning weekend hours	8 lanes	Year round sharing with Lap swimming all year
Youth Water Polo	Serve large number of youth players, beginner or intermediate	Competition	After school hours or weekday evenings	6-8 lanes	Year round may share with laps
Lifeguard Instruction	Train and develop pool lifeguards	Competition	Monthly on weekends	2 to 4 lanes	Year round shares with laps

Total Lanes Per Pool

Burgess Competition-11

Burgess Instructional-6

MPCC-Competition-6

MPCC Instructional-3

EXHIBIT D – PROGRAM DESCRIPTIONS

Program descriptions apply to all City-owned aquatics centers unless otherwise specified.

Lap Swim – Operator shall dedicate lanes to lap swimming in the performance pool and/or instructional pool seven days per week year-round with lifeguards on duty at all times. Operator may observe circle swimming when there are more than two swimmers per lane.

Open swim / Family recreational swim - Open swim shall be offered seven days per week during the summer season, and weekends during the off season. Instructional pool shall offer no fewer than two lanes dedicated to open swim 7 days per week during the summer season. The Burgess wading pool shall be open to the community every day during the summer season. The MPCC splash pad shall be open to the community every day during the summer season.

Youth Swim Lessons – Operator shall provide group and private lessons year-round to build water safety skills for young swimmers as young as 6 months old through adulthood. Curriculum will will teach swimmers skills with clear progressions at each level, aiming to be safe swimmers with proper technique. By the end of the four main levels, students will have learned Freestyle, Backstroke, Breaststroke, and Butterfly, and will be able to swim 25 yards independently. Once students graduate from the Swim School, they have the available option to try out for the Bridge Youth Swim Team.

Adult Swim Lessons – Operator may provide group and private swim lessons for adults of varying ability levels from beginner to advanced for ages 19 and up. Adults come to swimming from vastly different backgrounds, strengths and looking to achieve different goals. Instructors will work with each student to reach their individual swim goals whether it is just to be water safe, or join a Masters team.

Water Babies Swim Lessons

Operator shall offer free introductory classes for young children aged 6 months to 18 months while being held in-water by a parent/caregiver under the supervision of a trained swim instructor. The purpose of the program is for families to bond and begin to understand the wonders of water.

Bridge Youth Program - The Bridge Swim Youth program is designed for beginner youth swimmers with limited to no swim team experience (Ages 5-10). Swim team practices will focus on competency in all 4 competitive strokes and working in a team/group environment. This program may feature some assistance from local high school swimmers.

Swim camp – Designed to help youth learn to swim and develop swim skills through daily, level-appropriate lessons from qualified swim instructors. A child's swim level is assessed on the first day of camp, and campers with similar abilities are grouped together. In addition to swim instruction, campers have daily swim-related workouts, free swim, time for land and camp games, crafts, and a snack.

Youth Lifeguard training – Youth lessons designed to teach aspiring lifeguards and swimmers how to save lives on land and in water. Learn rescue skills, communication skills, strength training and fitness.

Water Exercise - Aqua Fit classes use the natural resistive forces of water to strengthen both muscles and the cardiovascular system.

Water therapy – Operator shall provide daily structured therapy and water fitness classes, and ample time for unstructured/passive recreation time for the senior population to utilize the warm water instructional pool. Program to focus on strength and conditioning program for seniors and others working to improve their condition in conjunction with the on-site fitness center.

Community Days – Open house events in which residents are invited to experience the various aquatics programs and services offered. Events may include swim demonstrations, visits from professional swimmers, and free admission. Other features may include food, special programs, prize drawing, games, and related festivities. Community days to be produced at intervals of 6 months.

Masters Swim – Aimed at developing healthy competition and community. Welcomes swimmers of all abilities, age 18 and up, who are interested in regular structured workouts. Previous experience in competitive swimming is not necessary.

EXHIBIT E – AQUATICS USER FEES

1. **RESIDENT PRIORITIZATION.** Residents of incorporated Menlo Park receive priority access to City-owned aquatics facilities through discounted user fees. Non-resident fees typically are 135% of the corresponding resident fees unless otherwise indicated. Memberships include access to all City-owned aquatics facilities. Fees apply to all City-owned aquatics facilities. Operator shall provide to City staff semi-annual visitor reports showing the verified residence addresses of all pool visitors during the report period, including all the aquatics programs in which each visitor participated, and all the dates on which each visitor used the pool, and the verified numbers of residents and non-residents actively using each program at Premises, and this information shall be provided by pool site, and by each pool/aquatics feature within each site. Operator and City mutually agree to a target of 2/3 (66.7%) or more pool visitors shall be verified incorporated City of Menlo Park residents.

2. **AQUATICS USER FEES.** Effective no later than six (6) months after the effective date of this Agreement, Operator shall charge and impose aquatics user fees as set forth in the City of Menlo Park Master Fee Schedule. Resident swim passes and/or swim memberships shall be valid at both aquatics center locations. Until such a time as the City of Menlo Park Master Fee Schedule is updated to include aquatics users fees as set forth above, Operator shall charge and impose user fees per the following fee schedule:

Program	Monthly		Single / Drop in		Child	
	Resident	Non-resident	Resident	Non-resident	Resident	Non-resident
Laps	65	72	9	10	NA	NA
Open	NA	NA	9	10	5	6
Open/Family	NA	NA	28	32	NA	NA
Masters	109	119	20	22	NA	NA
Aquafit	75	83	20	22	NA	NA
Lessons Group	NA	NA	29	32	29	32
Lessons Private	NA	NA	79	84	79	84

3. **ANALYSIS OF COMPARABLE FEES IN OTHER AREA AQUATICS PROGRAMS.** Annually when considering fee increases, Operator and City shall jointly conduct a comparative analysis of user fees in other area aquatics programs. The comparative fee analysis shall include but not be limited to the following information: Pricing for Residents/Non Residents by program area; Employee compensation and rates. Operator and City mutually acknowledge and agree that:

- The high cost of living in the Menlo Park area can present challenges for prospective aquatics employees who desire to live and work in the Menlo Park area
- Competitive compensation is important to recruit and retain qualified staff to consistently deliver safe, effective, high-quality aquatics programs
- Aquatics user fees exist in a competitive marketplace with multiple options available to aquatics users
- Menlo Park desires to deliver a high-quality aquatics experience to users
- Maintaining affordability and accessibility to all Menlo Park residents is a top priority
- Operator shall reduce and/or remove barriers to entry for City residents who are most vulnerable, including children and families who reside in low-income households, seniors, and people with disabilities.
- Every Menlo Park resident child has meaningful access to effective water safety instruction at City aquatics centers regardless of their family's ability to pay user fees, and operator shall provide these services to individuals or families who cannot afford the market rate fees.

4. **MEANINGFUL ACCESS TO CITY-OWNED AQUATICS PROGRAMS.** Operator shall provide meaningful access to effective water safety instruction for Menlo Park resident children at City aquatics centers regardless of their family's ability to pay user fees. Operator shall continue to provide meaningful access to City-owned aquatics programs to income-qualified Menlo Park residents through fee-assisted user rates as noted elsewhere in this Exhibit. Operator shall provide quarterly reports to City detailing the numbers of Menlo Park residents who received fee assistance through this and other programs, the programs in which the residents

participated, and other relevant information as requested by City. With City's awareness and consent, Operator may form partnerships with charitable nonprofit organizations, seek grants, solicit donations, and undertake other appropriate efforts to offset Operator's costs related to providing fee-assisted aquatics programs.

EXHIBIT F – CITY-OWNED IMPROVEMENTS AND EQUIPMENT AND MAINTENANCE SCHEDULE

Parties shall be responsible for complying with the City-Owned Improvements and Equipment and Maintenance Schedule in this Exhibit. This Exhibit may be modified from time to time by mutual written consent of the City Manager or their designee and Operator.

1. DAILY MAINTENANCE. Maintenance tasks to be performed on a daily basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
Remote Monitoring		
	Chlorine	City
	Acid	City
	CO2	City
General Daily		
	Activities	Operator
	Bather Load	Operator
	Weather	Operator
	Air Temp	Operator
	Water Clarity	Operator
Filter Console		
	Influent PSI	Operator
	Effluent PSI	Operator
	Pressure Differential	Operator
	Flow Rate	Operator
	Backwash	Operator
Chemical Controller Console		
	pH	Operator
	HRR/ORP	Operator
	Chlorine	Operator
	CO2	Operator
	Water temp	Operator
	Calibration	Operator
Palin Test		
	pH	Operator
	Free Chlorine	Operator
	Total Chlorine	Operator
	Combined Chlorine	Operator
	Total Alkalinity	Operator
	Calcium Hardness	Operator
	TDS	Operator
	Cyanuric Acid	Operator

Routine Maintenance		
	Backwash	Operator
	Pump Baskets	Operator
	Gutters Cleaned	Operator
	Controllers checked	Operator
	Covers	Operator
	Vacuum	Operator

2. WEEKLY MAINTENANCE. Maintenance tasks to be performed on a weekly basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
Filtration System		
	Backwash System	Operator
	Review backwash performance for operation and efficiency	City
	Monitor and log filtration, influent & effluent pressure	Operator
	Monitor and log filtration flow rate	City
CO2 Room		
	Check LMI Pumps	Operator
	Ensure exhaust fan is functioning	Operator

3. MONTHLY MAINTENANCE. Maintenance tasks to be performed on a monthly basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
Chemical Controller		
	Safety flow test	Operator
	Clean Sensors	Operator
	Clean chlorine injector	Operator
	Inspect chemical pump discharge tubing(replace if needed)	Operator
	Torque chemical pump head bolts and tubing fittings(per manufacturer recommendation)	Operator
	Controller Calibration	City
	Controller history downloaded	City
	Chemical evaluation - chemical balance	Operator
	Chemical corrections	Operator
CO2 Room		

Heater		
	Replace combustion air filter	City
Pool		
	Main Drain Covers	City
	Tile (clean/Repair/Replace)	City
	Coping	City
	Ladders (check, clean, replace)	City
	Railing (check, clean, replace)	City
	Gutter (check, clean, replace)	City
	Lights (Check/Replace)	City
On Deck		
	Lane lines (Check, repair, replace)	City
	Guard Stands (Check, repair, replace)	City
	Pool Cover (Check, repair, replace)	City
	Cover Reel (Check, repair, replace)	City
	Pennants (Check, repair, replace)	City
	Pennant cable and poles (Check, repair, replace)	City
	Starting Platforms (Check, repair, replace)	City
	ADA Chair - Check/lubricate (per manufactures recommendation)	City
	Portable ADA Chair	City

4. TWICE ANNUAL MAINTENANCE. Maintenance tasks to be performed on a twice annually basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
Heater	Inspect and clean(per manufacturer recommendations)	City
Pumps	Lubricate bearings, grease fittings (per manufacturer recommendations)	City
Drains	Hydro flush sewer lines	City
Document Review	Review monthly maintenance items	City
	Review Safety Training Certifications	City
	Review Burgess Staff CPO certifications	City
Pool	Wading Pool Mushroom - check functioning	City

5. ANNUAL MAINTENANCE. Maintenance tasks to be performed on an annual basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
Chemical Treatment	Two point controller calibration	City
Sand Filter	Drain Tanks, remove manway covers to inspect tank internal components	City
	Inspect media throughout the filters for proper consistency, contamination and flatness	City
	Install cleaned manway covers and replace manway gaskets	City
	Fill tanks and bleed air from the system	City
	Restart system and review for proper operation	City
Heaters (Lochinvar)	Log heater inlet, outlet and delta temperature	City
	Inspect flame and heat exchanger	City
	Disassemble heater, inspect and clean gas manifolds, upper cabinet and fans	City
	De-soot and/or clean heat exchanger and inspect for irregularities	City
	Clean and inspect the combustion chamber and inspect refractory materials for cracks or irregularities	City
	Clean burners and reinstall with new gaskets	City
	Test and set gas manifold pressures and combustion chamber air pressure	City
	Test and set inlet water and delta temperatures	City
	Inspect boost pump, bearing	City
	Vacuum debris from heat exchanger and wipe clean	City
	Reassemble heater with new insulation burner plate (as needed), air manifold gaskets, gas manifold gaskets, and burner gaskets	City
	Install new ignitor and flame rods and startup heater	City
	Perform combustion analysis to verify and adjust CO ₂ , NO, NOX emissions	City
	Confirm seal on all internal gas manifold connections with leak detector	City
	Inspect flame condition following maintenance service	City
Pumps	Lubricate bearings, grease fittings (per manufacturer recommendations)	City
Drains	Hydro flush sewer lines	City
Document Review	Review monthly maintenance items	City
	Review Safety Training Certifications	City
	Review Burgess Staff CPO certifications	City
On Deck	Starting Platforms (tighten bolts)	City
Deck	Check for cracks and pitting	City

6. AS NEEDED / PER MANUFACTURER. Maintenance tasks to be performed on an as-needed basis or as recommended by manufacturer. Responsibilities may be delegated to a qualified vendor.

Maintenance area	Detail/ task	Responsible Party
POOL DECK AREA		
Signage	Updates? Check condition, replace if needed	Operator/City
Guard Stands	Check for safety	Operator/City
Lounge Chairs	Check for defects	Operator
Garbage Cans	Check for defects	Operator
Lockers	Check for defects/Repair	Operator
Benches	Check for defects/Repair	City
Water Fountain	Check for defects/Repair	City
Marketing Board	Check for defects/Repair	City
Portable ADA Chair	Check for defects/Repair	City
Sheds (2)	Check for defects/Repair	Operator
Picnic Benches	Operator	Operator
EQUIPMENT		
Tot Docs		Operator
Safety Equipment		City
Other instructional equipment		Operator
LAWN AREA		
Lawn		City
Irrigation		City
Electric Boxes		City
Picnic Benches		Operator

7. JANITORIAL SERVICES. City shall provide for janitorial services at Premises as follows.

Daily services	Weekly services	Monthly services
<u>Entry way, Restrooms, Locker Rooms</u> - Spot clean walls, partitions and doors - Clean and sanitize sinks and wipe dry - Pick up towels and debris from the floor	<u>Entry way, Restrooms, Locker Rooms</u> - Dust and spot clean ledges and partitions - Detail clean floor edges - Spot clean tiled walls from the waist down - Scrub shower walls and floors, rinse clean.	<u>Entry way, Restrooms, Locker Rooms</u> - Wipe clean all ventilation grills - Wipe clean all door jambs.

<ul style="list-style-type: none"> - Clean and polish the mirrors - Clean and sanitize the toilets and urinals - Remove mats, wet mop the floor using a germicidal (NABC) including entry way - Restock and soaps and paper disposables - Dispose of the waste and clean waste receptacles - Disinfect the floor traps - Spray shower walls and floors with disinfectant and rinse clean. 		
<p><u>Janitorial Closet</u></p> <ul style="list-style-type: none"> - Maintain this area in a neat and orderly appearance - Empty all buckets, leaving no standing water - Rinse and hang all mops on mop hooks - Empty all debris. 		
<p><u>Office (2x Weekly)</u></p> <ul style="list-style-type: none"> - Vacuum floors in office - Clean office glass inside and out. 		

EXHIBIT G - SOLO SCHEDULE AND TERMS

The SOLO Aquatics swim team ("SOLO") will be able to use Burgess Pool and MPCC Pool on the following minimum terms:

- a. Lane space will be provided from 4:00 to 5:30 p.m., Monday through Friday, eight (8) lanes in Burgess performance pool September 1st through May 31st.
- b. Lane space will be provided from 4:00 to 5:30 p.m., Monday through Friday, four (4) lanes in Burgess performance pool June 1st through August 31st. Additional lanes may be provided at current rental rates during summer if Operator agrees and open swim attendance allows.
- c. Rental rate will be \$14 per lane hour for the term of the Agreement, or as otherwise set by City Council in the City of Menlo Park Master Fee Schedule.
- d. SOLO may elect to opt out of any of the hours provided for herein with 30 days notice.
- e. SOLO will be billed thirty (30) days in advance and on a monthly basis. Any payment not received by Operator within fifteen (15) days of the due date shall be subject to a late payment penalty of five percent (5%) of the amount due.
- f. When the MPCC Pool is operational, youth swim team rental shall have the option to use the MPCC Pool at agreed upon rates and times.
- g. Youth swim team will have access lobby area of the Burgess Pool for marketing purposes to be approved by Operator in advance.
- h. SOLO shall provide proof of insurance listing the Operator and City as additional insureds.
- i. SOLO shall comply with all of the facilities policies and rules of conduct.
- j. SOLO may not allow any other organization or individual to use any of the privileges or services provided by the Operator.
- k. SOLO is responsible for the control and supervision of all participants in their program.
- l. If storage is provided for equipment at the request by SOLO, the Operator is not responsible for any damages or losses to the SOLO's equipment.
- m. The City and Operator reserve the right to close the pool(s) at any time for maintenance or any safety reason. Operator will make every attempt to give notice when possible and assist with informing the SOLO and its participants.
- n. Operator shall have the right to terminate its agreement with SOLO by written notice to the SOLO for any default or breach of any term or condition herein. SOLO will be provided not less than thirty (30) days notice and opportunity to cure any notice of default. Operator shall provide City with a copy of any notice of default provided to SOLO.
- o. City requires a written agreement on a form approved by the City Attorney between the two parties with a copy provided to the City no later than the commencement of the Term of the Agreement between the City and Operator; provided however, Operator shall not be considered in default of the terms and provisions of the Agreement if SOLO has refused to execute a written agreement with Operator on such form approved by the City Attorney.



STAFF REPORT

Parks and Recreation Commission

Meeting Date: 1/22/2025

Staff Report Number: PRC-2025-002

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

December 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 December 2024 are provided in Attachment A. Some noteworthy statistics include:

- Seasonal trends: Overall engagement in library, recreation, and sports activities increased in December, which may be partly attributed to the winter break when many people have more free time.
- Gymnastics enrollment: The gymnastics program enrolled 1,172 students in Fall 2024 (which ended in December 2024), the highest single-season enrollment in recent years.
- Drop-in basketball visits at 700 Alma St. (Arrillaga Family Gymnasium) increased significantly year-over-year, from 373 visits in Fall 2023 to 847 visits in Fall 2024.
- New recreation user accounts: 543 new user accounts were created in December, continuing the trend of steady growth in community engagement with recreation and sports programs.
- Light Up the Season community event: Attendance increased from approximately 750 attendees in 2023 to approximately 900 attendees in 2024.

Suggestion box comments and responses

LCS collects public feedback through physical suggestion boxes in public facilities and an electronic feedback form. A compilation of recent comments, along with responses prepared by City staff is provided

in Attachment B.

Teen college and career fair on Jan. 25

The City of Menlo Park will host a teen college and career fair on Saturday, Jan. 25, from 11 a.m.–2 p.m. at Belle Haven Community Campus. The event is designed to provide opportunities for teens to explore paths for their future careers and/or education; visit with professionals who are experts in their fields; talk to representatives from colleges and vocational schools.; and attend a presentation that demystifies applying for financial aid. Over 25 area colleges, employers and organization are set to participate. (Attachment C).

Roof replacement at Belle Haven Child Development Center

Public Works is beginning a re-roofing project at the Belle Haven Child Development Center. Construction is scheduled to begin on Jan. 21 and last approximately five weeks. The scope of work includes removing and replacing the roof exterior in preparation for future solar panel upgrades. The building will remain open and will continue to serve students during the construction.

Shop Local! Light Up the Season event recap

The Menlo Park community came together to celebrate the annual Shop Local! Light Up the Season event at Fremont Park on Friday, December 6, 2024. The event welcomed an estimated 900 friends and family to a winter-themed tree lighting event with complimentary hot chocolate and apple cider, festive photo opportunities, and performances by Menlo Park youth followed by an evening of shopping and dining at local businesses in downtown Menlo Park. A highlight of the event was the lighting of the big oak tree in Fremont Park along with 19 sidewalk trees along Santa Cruz Avenue and University Drive. The trees remained lit every night during the winter holiday season, bringing seasonal cheer to visitors and shoppers in our downtown. The 2024 event marked the debut of the big oak tree in Fremont Park as the star of the show. The beloved, stately old Douglas fir tree that traditionally was lit in past years is taking a well-deserved break in order to preserve its health as it continues to recover from being struck by lightning over 15 years ago. Photos from the event have been posted the City website (Attachment D).

Noon Year's Eve event recap

The Menlo Park community came together to celebrate "Noon Year's Eve" at Menlo Park Library on Wednesday, December 31, 2024. The event welcomed an estimated 300 friends and family at this popular "before-hours" party. A highlight of the event was a hilarious, interactive puppet show by Puppet Art Theater. They "blew away" the capacity crowd with a fast-paced, funny version of Little Red Riding Hood. The show started with a wolf that just wanted to steal Grandma's pizza, and after various madcap hijinks, ended with a behind-the-scenes look at how all of the puppets and special effects work. Balloon master Raul Gonzalez had a line from beginning to end full of young ones eager to walk away with one of his amazing works of balloon art. From twisty animals to wearable accessories, Raul's work "pumped up" the celebration with bright colors and filled the room with an air of delight. The celebration culminated with a raucous end-of-the-year countdown to 12 noon, after which families were bid farewell with ice cream.

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. December 2025 statistics
- B. Suggestion box comments and responses
- C. Hyperlink. Teen college and career fair event webpage: menlopark.gov/Citywide-calendar/Community-

Staff Report #: PRC-2025-002

[events/20250125-Teen-College-and-Career-Day](#)

D. Hyperlink. Shop Local! Light Up the Season event recap and photos: menlopark.gov/News-articles/City-news/20241213-photos-light-up-the-season

Report prepared by:

Ashley Walker, Management Analyst

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

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

ATTACHMENT A

Table 1. Library items circulated

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
800 Alma St.	48,847	43,930	50,395	46,190	47,023	49,544	49,616	49,164	45,192	43,407	41,761	44,732	45,775	43,546	47,636	43,829	44,715	46,477	46,388	47,706	44,318	42,488	45,473	44,798
413 Ivy Dr. / BHCC*	1,193	929	1,320	1,205	1,285	1,088	1,112	1,197	918	877	850	929	846	1,043	1,217	980	1,051	2,442	3,048	2,528	2,142	2,056	2,566	2,523
Total online / digital	8,702	8,219	8,827	8,707	9,374	9,891	10,368	9,970	10,332	11,598	11,598	12,082	12,977	11,862	12,227	11,547	12,204	12,910	18,284	19,394	18,490	19,612	18,122	**

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

**Data not yet available.

Table 2. Library cards

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Library cards issued – MP residents	303	240	239	253	232	330	322	207	181	150	139	122	158	170	117	158	122	263	259	244	207	186	158	120
Total MP resident library cardholders	21,189	21,299	21,417	21,512	21,601	21,733	21,189	21,808	22,105	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	23,673	23,765

Table 3. Library patron questions answered

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
800 Alma St.	2,967	2,714	3,347	2,834	2,393	3,496	3,282	3,294	2,753	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	3,038	2,971
413 Ivy Dr./ BHCC*	209	262	340	279	306	744	264	345	337	244	244	255	273	204	244	201	250	600	586	463	429	521	423	469

*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*	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
800 Alma St - Incoming holds	4,375	3,934	4,763	4,393	4,256	4,472	3,968	4,121	4,043	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	3,803	3,915
800 Alma St - Outgoing holds	2,879	2,788	3,142	2,665	2,773	3,252	3,050	3,968	3,238	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	2,766	2,694
413 Ivy Dr./ BHCC - Incoming holds	-	-	-	-	-	144	195	183	154	154	120	87	158	116	78	72	47	109	167	227	194	162	149	184
413 Ivy Dr./ BHCC - Outgoing holds						159	183	157	190	190	177	160	191	144	175	154	22	23	6	10	11	26	15	13

*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*	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
800 Alma St.						13,108				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	13,450	13,048
413 Ivy Dr. / BHCC	881	1,189	1,365	1,241	1,288	1,231	1,034	1,261	1,169	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	3,108	2,573

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

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

Table 6. Library program attendance

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Total program attendance 800 Alma St.	893	847	730	888	606	822	1,653	1,405	883	1,121	754	798	1,000	1,163	993	1,080	1,171	998	1,174	1,248	795	798	744	1,044
# of programs 800 Alma St.	30	29	25	31	28	27	30	36	30	36	37	31	31	26	27	37	34	36	27	37	31	39	28	32
Total program attendance 413 Ivy Dr./ BHCC*	87	173	156	98	67	116	157	296	132	116	158	125	48	144	110	59	68	331	498	298	190	326	166	316
# of programs 413 Ivy Dr./ BHCC*	8	8	8	8	7	8	8	8	9	7	9	8	6	7	8	5	5	10	29	29	22	25	21	24

*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	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Menlo Children's Center	33	32	34	33	35	38	33	33	23	23	26	28	27	29	33	38	37	41	40	39	28	28	28	26
Belle Haven Child Development Center	56	59	61	64	65	65	45	43	48	50	53	60	56	62	62	63	63	63	63	35	43	44	44	48

Table 8. School age child development (after school enrichment) – enrollment

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Menlo Children's Center - After School	28	28	28	28	28	28	30	27	28	30	34	33	36	36	36	32	32	53	43	30	30	31	31	31
Belle Haven Youth Center	42	42	42	42	42	42	28	56	54	54	54	54	52	52	52	52	52	45	45	67	55	55	55	55

Table 9. Senior Center services

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Lunches served	376	560	555	551	624	656	570	482	519	642	422	315	511	521	435	-	243	683	866	914	1,113	1,132	***	***
Grocery boxes distributed	480	480	480	460	460	460	576	460	460	460	230	230	460	460	460	-	230	460	460	460	460	460	460	460
Senior shuttle trips	1,058	902	1,018	898	1,053	1,124	1,010	1,006	1,158	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.

*** Nov. and Dec. 2024 data not yet available.

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

Table 10. Older adults / seniors class enrollment

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St – Enrollment - residents	145	108	437	421	113	21	25	25	*
700 Alma St - Enrollment - non-residents	240	216	264	269	100	11	11	11	*
700 Alma St # of senior classes offered	42	42	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 Winter 2025 season in progress and data is not yet available.

Table 11. Recreational classes

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St. - Enrollment – residents	263	239	166	297	356	323	206	485	*
700 Alma St. - Enrollment – non-residents	126	117	67	152	150	107	114	196	*
700 Alma St. - # of classes offered	77	88	73	57	48	48	56	57	*
700 Alma St. - # of instructors	24	22	28	21	20	20	20	26	*
100 Terminal Ave. - Enrollment – residents	-	-	-	-	-	103	99	126	*
100 Terminal Ave. - Enrollment – non-residents	-	-	-	-	-	19	22	27	*
100 Terminal Ave. - # of classes offered	-	-	-	-	-	16	16	16	*
100 Terminal Ave. - # of instructors	-	-	-	-	-	9	9	10	*

*The Winter 2025 season in progress and data is not yet available.

Table 12. Gymnastics classes

	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
Enrollment – residents	490	499	416	490	740	814	577	817	*
Enrollment – non-residents	158	255	174	158	159	257	285	355	*
Classes offered	93	101	80	93	95	114	114	120	*

*The Winter 2025 season in progress and data is not yet available.

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

Table 13. Sports classes

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
600 Alma St - Enrollment - resident	195	70	242	76	265	26	113	177	*
600 Alma St - Enrollment - non-resident	129	97	181	11	114	80	101	113	*
600 Alma St - # of classes offered	20	12	40	3	17	4	11	28	*
600 Alma St - # of instructors	5	5	10	3	7	2	5	6	*
600 Alma St - Drop-in basketball visits	243	280	172	359	633	665	474	847	*
600 Alma St - Drop-in volleyball visits	637	534	513	505	927	542	930	993	*
600 Alma St - Leagues – individual registrations	1,400	84	1,239	156	224	458	180	1300	*
600 Alma St - Leagues – team registrations	142	12	111	35	31	70	18	137	*
100 Terminal Ave. - Drop-in basketball visits	-	-	-	-	-	28	169	203	*
100 Terminal Ave. - Drop-in volleyball visits	-	-	-	-	-	26	58	106	*
100 Terminal Ave. - Drop-in Fitness Center	-	-	-	-	-	512	877	1,053	*

*The Winter 2025 season in progress and data is not yet available.

Table 14. Facility rentals

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St. - Rentals - residents	57	24	18	24	23	21	0	18	*
700 Alma St. - Rentals – non-residents	46	89	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	15	*
Athletic field rentals (hours reserved)	899	1,533	1,042	785	722	1146	560	811	*

*The Winter 2025 season in progress and data is not yet available.

Table 15. Recreation client accounts

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
New recreation client accounts	-	-	-	-	-	-	-	-	-	215	335	895	412	327	844	451	515	490	558	1,216	523	380	654	543
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	13,233	13,776

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

Table 16. Large-scale community event attendance

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	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	Nov. 2024	Dec. 2024
Black Liberation Month Celebration 2/11	-	150	-	-	-	-	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	-	-	-
Spring Fest – Burgess Park	-	-	-	1,500	-	-	-	-	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	-
Small child's egg hunt - Arrillaga Rec. Center	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	-
Egg Hunt – Burgess Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	450	-	-	-	-	-	-	-	-
BHCC Grand Opening	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,000	-	-	-	-	-	-	-
Juneteenth	-	-	-	-	200	-	-	-	-	-	-	-	-	-	-	-	-	300	-	-	-	-	-	-
4 th of July Parade and Celebration	-	-	-	-	-	-	1,250	-	-	-	-	-	-	-	-	-	-	-	1,200	-	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	186	387	-	-	-	-	-	-	-	-	-	-	270	-	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	388	247	-	-	-	-	-	-	-	-	-	-	230	-	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	261	520	-	-	-	-	-	-	-	-	-	-	244	300	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	222	550	-	-	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	300	80	-	-	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	330	-	-	-	-
Summer Concert - Karl E. Clark Park	-	-	-	-	-	-	-	103	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer Concert - Karl E. Clark Park	-	-	-	-	-	-	-	137	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trunk-or-Treat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	215	-	-
Halloween Hoopla	-	-	-	-	-	-	-	-	-	1,100	-	-	-	-	-	-	-	-	-	-	-	-	1,500	-
Pumpkin Splash	-	-	-	-	-	-	-	-	-	101	-	-	-	-	-	-	-	-	-	-	-	150	-	-
Light Up the Season	-	-	-	-	-	-	-	-	-	-	-	750	-	-	-	-	-	-	-	-	-	-	-	900
Photos with Santa	-	-	-	-	-	-	-	-	-	-	-	300	-	-	-	-	-	-	-	-	-	-	-	450

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX COMMENTS AND RESPONSES
 JANUARY 2025
 menlopark.gov/feedback

Ref #	Date received	Location received	Suggestion	Response
1	2024-10-30	Arrillaga Family Gymnasium	Please allow for "drop-in" stretching in gymnastics center or elsewhere-just a place where people can stretch on their own time. Thank you!	Thank you for your request for space for drop-in stretching. For safety purposes we do not offer spaces available without supervision. We are happy to look into options for stretching programs. --Tricia
2	2024-11-05	Arrillaga Family Recreation Center	Ban leaf blowers (extreme, maybe limit use) why? - Bugs (like butterflies) need leaves to grow during colder months. We have a bio diversity crisis. - They produce a lot of carbon - Lord, I've yet to meet a person who enjoys the sound-Let the wind do it's job!	[Referred to Public Works department for response] Thank you for taking the time to write to us. The City of Menlo Park has adopted a Zero Emissions Landscape Equipment requirement that went into effect on July 1, 2024. Gas-powered leaf-blowing equipment is no longer allowed, and violations of the requirement can be reported through the City's ACT-Menlo app (on the web here and available to download to your device through the app store). I hope that information helps. Please reach out again if you have further comments (you can also contact us through the ACT Menlo app and your comment will be routed to the appropriate City employee for response). --Brian
3	2024-11-15	Arrillaga Family Recreation Center	Bands and Beats is so amazing and fabulous!! [Name redacted] explains the muscles used, how to use those muscles, how to select and extend and exercise to benefit beginners and seasoned exercisers-Please support this fantastic resource! I just found out about this class- And I brought a friend today. to select	We received your comment regarding Bands and Beats. It is great that you are enjoying the class and were able to bring a friend. The city works with Banyan Tree Women's Collective to offer this class. We will share this feedback with them. Thank you! Best, Tricia
4	2024-11-15	Arrillaga Family Recreation Center	[Name redacted] is such a great class. What a contribution to our community. We hope that this class will continue all year. Thank you!	Thank you for your comment regarding the class.. we're glad to hear that you are enjoying the class! --Tricia
5	2024-11-18	Arrillaga Family Recreation Center	We (my husband and I) come to this Friday's class by [name redacted] every week, enjoyed so much, and learned a lot. Please keep her come back again. Thanks.	Thank you for the compliment. We will pass it along to the instructor. --Sean
6	2024-11-18	Arrillaga Family Recreation Center	We wish to have more senior programs at this Menlo Park downtown location! Thanks.	Good afternoon. Your comment was received in our suggestion box regarding senior programs at the Arrillaga Recreation Center. There are currently 7 classes offered for seniors here. Please see the following list: Joint Point; Defying Gravity: Fall Prevention; Group Strength Training Feldenkrais: Awareness through Movement; Spanish Beginner; Spanish Advanced; Line Dancing. Is there a particular class that you are interested in? We will be happy to know your specific interests. Also, there is a shuttle that will transport crosstown, it is M-1. Rides are free on this shuttle. The Menlo Park Senior Center offers lunch and other senior programs. Please let me know if you have additional feedback or questions. Best, Tricia
7	2024-10-14	Belle Haven Community Campus	We would like the Monday chair exercise class to be offered twice a week. The class is very good and [name redacted] the instructor is excellent.	[No contact info.]
8	2024-10-14	Belle Haven Community Campus	Please have [instructor name]'s Monday class twice a week.	[Staff spoke to commenter and let them know that staff will be working on adding an additional class by this instructor. --Rondell]

9	2024-10-14	Belle Haven Community Campus	I would like to use the movement room to do yoga/strength with a mat because the weight room floor is not as clean and if it could be open to mat users when there are no classes	Thanks for submitting your suggestion. I will work with the coordinator to designate open movement studio time. Thank you again for your comment. Best, Rondell
10	2024-10-15	Belle Haven Community Campus	We are glad to see the director of the senior center, the leader, the talented [name redacted]! With [them], we feel the harmony and enthusiasm of the seniors! Welcome [name redacted].	[No contact info.]
11	2024-10-17	Belle Haven Community Campus	Hooks on the wall in the BH pool women's locker room	[No contact info.]
12	2024-10-29	Belle Haven Community Campus	When [staff name redacted] is not working in the week the seniors are left out and they need to stay home. Seniors need to be notified by phone or text when they won't be picked up, or soon as possible. Also when is the brown bag driver is not available we don't receive the groceries and is not fair. Thank you for reading my concerns. Also you need to make sure there is a driver to bring the seniors back and forth. We felt forgotten when there is no driver. This is the BHCC responsibility to assure that everything is done the right way. We appreciate all you do in the center, but it's more to be done. This sentiment is not only from me is for all of us. I expect a response from you as soon as possible to avoid another experience like this.	[Spoke to commenter and let them know that we will have a plan B if the regular driver is not available. If for some reason, we are unable to pick up seniors, we will be sure to inform them in advance and remind them about alternate transportation options such as SamTrans RidePlus. – Rondell]
13	2024-11-07	Belle Haven Community Campus	Please urgently provide a copy machine even if it's a paid one, because the community have to drive far away to look for a copier machine. Also can you provide library bags to the community to carry our book in would be a great idea. Thank you.	[No contact info.] Thank you for your anonymous comment. The library offers up to 5 free print outs per person per day of select documents, and offers unlimited free scanning. The library offers reusable shopping bags at no charge for carrying checked out items. --Sean
14	2024-11-09	Belle Haven Community Campus	We have a suggestion about changes on Technology class. The teacher focus only on advance students and ignore beginners, that's why they don't attend the class.	Thank you for the suggestion. We will work with the instructor to see if we make the technology class into two. --Rondell
15	2024-11-12	Belle Haven Community Campus	Warm showers in the locker rooms	Thank you for your feedback. We are looking into this issue for both Burgess Pool and Belle Haven Pool. --Tricia
16	2024-11-12	Belle Haven Community Campus	Lockers in the library would be great as to having to avoid taking all your belongings with you just to use the bathroom.	Thank you for this suggestion! We will take it into consideration. --Rose
17	2024-11-12	Belle Haven Community Campus	Hello, Can you please have yoga, karate, self defense, guitar, and/or pickle ball, swimming classes. Mayor Taylor told me there are several musicians in the community. Can you please put these classes after work hours. Thank you.	Thank you for your suggestions, we appreciate it and will take them under consideration. --Sean
18	2024-11-13	Belle Haven Community Campus	Fix handicap button.	Thank you for the comment, we are aware of the issues with the automatic door opener and technicians are working on it. Thank you, Rondell
19	2024-11-15	Belle Haven Community Campus	Consider putting treads on the stairs for more than the first and last step. The lighting and shadows can be confusing.	We have contacted our Public Works Department requesting to add traction strips to each of the steps. Thank you for bringing this to our attention. -- Natalya
20	2024-11-18	Belle Haven Community Campus	Hi, I would like to suggest a clock inside the basketball court, thanks.	[No contact info.]

21	2024-11-20	Belle Haven Community Campus	Can you please fix the guest internet? Thank you.	Thanks for letting us know about the Wi-Fi issues you have been experiencing at the Campus. My apologies for the difficulty you experienced. We have huddled with our IT team to address the problem. They are running a diagnostic check of the system to improve performance and identify any unknown issues and are also checking to see if there are any particular sites that are being blocked by protective software. If you would be so kind as to report any future problems you experience to a staff member, with as many specifics as you can recall (time/day/site – whether the problem was a slow load or if you were disconnected or if you could not connect at all to a particular site) that will help us narrow down what the issue might be and help us work toward resolving it. Please let me know if I can be of further assistance. Kind Regards - Nick
22	2024-11-21	Belle Haven Community Campus	I have taken 2 of [staff's name] cooking class and I love them. He is great at explaining instructions and makes cooking look so easy. Please keep the classes going.	Thank you for your kind words! I will be sure to share your compliments with [staff name] and let them know how highly you regard the program. Rondell
23	2024-12-03	Belle Haven Community Campus	Please provide the following classes: Pickleball, tennis, gymnastics for beginners, yoga, karate, martial arts, guitar after 6:00pm for adults	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
24	2024-12-03	Belle Haven Community Campus	Can you do the bike repair class at 6:00pm instead of 4:00pm? Unfortunately, I am no longer a teen or senior.	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
25	2024-12-05	Belle Haven Community Campus	[Spanish/English comment] Thank you so much [staff's name]! Las Costillilas my delicioscas buena combinacion del platillo que dias los bendiga a ti y a tu grupo de la cosina. [English translation] Thank you so much [staff's name]! The ribs are [very] delicious, a good combination of the dish, may God bless you and your kitchen group	[No contact info.]
26	2024-12-05	Belle Haven Community Campus	[Spanish/English comment] I just want said thanks [staff's name] and team. Las costillas e stubieron deliciosas como todo lo que ustedes preparan... Feliz Navidad gracias! [English translation] I just want said thanks [staff's name] and team. The ribs were delicious, like everything you prepare... Merry Christmas, thank you!	[No contact info.]
27	2024-12-06	Belle Haven Community Campus	Can we get 15 lbs dumbbells	[No contact info. Staff will work on purchasing. – Rondell]

28	2024-12-06	Belle Haven Community Campus	Indoor basketball hours are longer 8am-8pm	[No contact info.]
29	2024-12-06	Belle Haven Community Campus	I love the cooking class with [staff's name] ! I learn so much every month and he sends me home with amazing food. Hard to believe I cooked it. Great idea whoever thought up this class!	[No contact info.]
30	2024-12-06	Belle Haven Community Campus	Please can the Belle Haven Campus control the parking for EV cars. All the spots are took by regular cars, it's hard to charge my car when other regular cars are taking the EV spot.	[No contact info.]
31	2024-12-06	Belle Haven Community Campus	Free gym	[No contact info.]
32	2024-12-06	Belle Haven Community Campus	I believe that there should be 15 lbs dumbbells in the weight room.	[No contact info.]
33	2024-12-08	Belle Haven Community Campus	The BHCC is a sight to behold, especially with the white and colorful lights in the trees as holiday decorations. The beauty of the holiday decorations should be fully enjoyed and appreciated by all. One way to do that is to hold a caroling event in the evening time, as it is evening when the lights are turned on, and the space turns into holiday magic. All patrons of the BHCC could be invited to register and perhaps we could be treated to [staff name]'s delicious hot chocolate topped with some miniature marshmallows or miniature candy canes as the caroling takes place. I attended the concert on Saturday, 7, by [musician name] playing [the] steel drum, and his performance was awesome. [Musician name] played several holiday tunes as a part of [the] concert. With the holiday ambiance of the BHCC in mind, I thought how wonderful it would be to have the patrons of the BHCC caroling to [musician name]'s steel drum music. Several patrons of the BHCC attending the concert also thought that evening caroling is a great idea. Because most seniors leave the Campus in the afternoons, they have not seen the beauty of the trees all lit up. When I showed them my photos of the trees at night, they were wowed. The decorated trees are yet another example of how the staff at the BHCC think about us patrons and bring us joy. We have the holiday lunch on the 13th. Perhaps this event could be held on the 20th, 21st, or 22nd of December. All patrons should be welcomed: seniors, adults, and kids. Can we do this?	[Spoke with suggestor to let them know that we were unable to pull the event off for this year but would look into the idea for possible consideration next year. -- Natalya]
34	2025-01-14	Belle Haven Community Campus	Open gym on Sundays	[No contact info.]
35	2025-01-14	Belle Haven Community Campus	Open basketball court on Sunday!!	[No contact info.]
36	2025-01-14	Belle Haven Community Campus	Ice cream in the summer	[No contact info.]

37	2025-01-14	Belle Haven Community Campus	[Spanish comment] Tambien megustaria una clase para ensenage a escribir. [English] I would like a class to teach me how to write.	[No contact info.]
38	2025-01-14	Belle Haven Community Campus	[Spanish comment] Megustaria unas clases de invercion y economia, como para ensenar ala personas a invertir sudinero. [English translation] I would like some investment and economic classes to teach people how to invest their money.	[Called and left a message. --Rondell]
39	2024-10-11	Belle Haven Community Campus	Thanks for this Belle Haven Community Center project. I took notice of a swimming pool and realized that there's no swimming classes for adults, can you please help us re-introduce these swimming classes for adults.	[No contact info.] Thank you for the feedback, I will provide this to the aquatics operator for review and response. --Tricia
40	2024-12-11	Belle Haven Community Campus	The handicap restroom needs a bench to sit on while dressing and hooks to hang clothes or swim jacket. Regular restrooms need swimsuit spinner	I would like to thank you for your comment regarding a bench to sit on, hooks, and a suit spinner. I will follow-up on these items, I appreciate the recommendations. --Tricia
41	2024-12-12	Belle Haven Community Campus	Open pool at 8am please so we can swim before work.	Thank you for the request to open the pool at 8 a.m. I will provide this feedback to the aquatics operator. --Tricia
42	2024-12-15	Belle Haven Community Campus	Vending machine needed on every floor.	Thank you for submitting your suggestion. We appreciate your input and will discuss this request with our management team. Your feedback is valuable to us. If you have any further suggestions or questions, please feel free to reach out. Best, Rondell
43	2024-12-16	Belle Haven Community Campus	In the summer you should have a summer fair.	[Called and informed them that we are planning to make summer camp information available beginning in February. – Rondell]
44	2024-12-16	Belle Haven Community Campus	Please add Spanish learning classes for adults	[Called and left a message. –Rondell]
45	2024-12-19	Belle Haven Community Campus	Can you please fix the wifi, so East Menlo Park residents have the same access as Arrillaga residents? City Council promised equity, thank you.	Thanks for letting us know about the Wi-Fi issues you have been experiencing at the Campus. My apologies for the difficulty you experienced. We have huddled with our IT team to address the problem. They are running a diagnostic check of the system to improve performance and identify any unknown issues and are also checking to see if there are any particular sites that are being blocked by protective software. If you would be so kind as to report any future problems you experience to a staff member, with as many specifics as you can recall (time/day/site – whether the problem was a slow load or if you were disconnected or if you could not connect at all to a particular site) that will help us narrow down what the issue might be and help us work toward resolving it. Please let me know if I can be of further assistance. Kind Regards - Nick
46	2024-12-19	Belle Haven Community Campus	Can you add guitar classes to the list. Council member Cecilia Taylor says she knows someone to teach the class.	[Called and left a message. –Rondell]
47	2024-12-19	Belle Haven Community Campus	Can you please add yoga/pilates classes to the Meta Platform Community Campus? Arrillaga has access to yoga classes. What is the difference? Where is the equity City Council promised?	[Called and left a message. –Rondell]
48	2024-10-15	Belle Haven Pool	Increase water pressure for the water fountain, water does not come out like it should.	[No contact info.] Public Works has resolved the issue. –Rondell

49	2024-10-17	Belle Haven Pool	Why doesn't the family restroom have a dedicated changing table? Where is the family suppose to change baby?	[No contact info.] Evaluating locations of restroom changing tables (several restrooms do have them) -- Rondell
50	2024-10-17	Belle Haven Pool	Can you please add the bike repair class back and add it after 5:30pm? Can we have the Fit & Fabulous 40+ bootcamp after 5:30pm or weekends.	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
51	2024-10-29	Belle Haven Pool	The showers in women's locker room are barley luke warm and there is only one bench.	Thank you for your comment in our suggestion box regarding the Belle Haven women's showers. Our public works team was looking into this issue. I will follow-up with them to ensure that there is a diagnosis and that there is work to be done to rectify the water temperature issues. Please let me know if you have further questions. Best, Tricia
52	2024-10-30	Belle Haven Pool	suit spinner and more wall hooks needed, thx	[No contact info.]
53	2024-10-30	Belle Haven Pool	Love the facilities. I would love a swimsuit drying machine to help w/bringing items home not sopping wet, ty.	We received your comment as a suggestion for Belle Haven Pool. We will consider the option of getting and installing a suit spinner at the pool. Please feel free to provide any further comments you may have. Best, Tricia
54	2024-10-30	Belle Haven Pool	Cleaner shower room	[No contact info.] Thank you for your comment. The City is working with the janitorial service to address this concern. --Sean
55	2024-10-30	Belle Haven Pool	Warmer locker room would be nice for kids	Thank you for your request for warmer locker rooms. Staff can look into this and work with the aquatics operator in response. Thank you. --Tricia
56	2024-11-05	Belle Haven Pool	Maybe we don't need the lane line up in the instructional pool during water aerobics class. :)	Thank you for your feedback, I will work with the aquatics operator to ensure that space is available during these classes. --Tricia
57	2024-11-05	Belle Haven Pool	Family Bathrooms need wall hook and bench	Thank you for the feedback. We will look into benches and hooks for the locker rooms. --Tricia
58	2024-11-12	Belle Haven Pool	Pls clean showers -pink bacteria growing	Thank you for your feedback regarding BHCC Pool. I will work with city staff to ensure cleaning of the showers. --Tricia
59	2024-11-12	Belle Haven Pool	Please please add hooks in all bathrooms sp. women's and a bench in family bathrooms to reduce risk of fall.	Thank you for your feedback on the Belle Haven locker rooms. I will work on getting hooks. --Tricia
60	2024-11-18	Belle Haven Pool	Please fix the hot water in the showers. Not fun to take COLD shower after using the pool, thank you.	We received your comment regarding the showers at Belle Haven Pool. The concern was previously brought to our attention in the past. I followed-up and was told that the parts were on order. Is this still an issue? Feel free to reach back out to me and I will follow-up again. Thank you! --Tricia
61	2024-11-18	Belle Haven Pool	Please clean locker room, thanks.	Thank you for your comment regarding the locker rooms. I will work with city staff and the aquatics operator to ensure that the locker rooms are a priority for maintenance. --Tricia
62	2024-11-19	Belle Haven Pool	More benches in the locker room. Warmer instructional pool water.	Thank you for your feedback on the Belle Haven locker rooms. We are acquiring additional benches. --Tricia
63	2024-11-25	Belle Haven Pool	Clean mats in shower	[No contact info.] Relayed to the aquatics operator for review. --Tricia
64	2024-12-06	Belle Haven Pool	Spinner for suits to remove water	[No contact info.] Relayed to the aquatics operator for review. --Tricia

65	2024-12-15	Belle Haven Pool	A swimsuit extractor will be a great benefit in the locker rooms.	[No contact info.] Relayed to the aquatics operator for review. --Tricia
66	2024-12-15	Belle Haven Pool	More music in the pool please.	[No contact info.] Relayed to the aquatics operator for review. --Tricia
67	2024-12-26	Belle Haven Pool	Clean lockers in the locker room please, thanks!	Thank you for your comment. I reached out to the pool operator to get some support on this. --Tricia
68	2025-01-02	Belle Haven Pool	Could life guards wear ear buds instead of playing loud music?	[No contact info.] Relayed to the aquatics operator for review. --Tricia
69	2025-01-13	Belle Haven Pool	Can you open the pool earlier?	[No contact info.] Relayed to the aquatics operator for review. --Tricia
70	2025-01-13	Belle Haven Pool	Just clean inside!	[No contact info.] Relayed to the aquatics operator for review. --Tricia
71	2025-01-13	Belle Haven Pool	Clean inside!	[No contact info.] Relayed to the aquatics operator for review. --Tricia
72	2025-01-14	Belle Haven Pool	Beautiful pool & locker room. We need in the locker room: 1.) More bench seating to change clothes. 2.) Swimsuit dryer	[No contact info.] Relayed to the aquatics operator for review. --Tricia
73	2024-10-21	Burgess Pool	Could you make the cold pool warmer	Thank you for your feedback regarding the shower at Burgess Pool. I will follow-up with city staff to look into this issue for resolve. --Tricia
74	2024-11-08	Burgess Pool	Make safer routes to our schools!	Thank you for taking the time to write to us. The City has been working hard to provide safer routes through our Safe Routes to School program. You can sign up for updates through the link I provided, and you can check out the latest monthly newsletter here. Kind Regards - Nick
75	2024-11-18	Burgess Pool	More pools	[No contact info.]
76	2024-12-15	Burgess Pool	Please consider renovating/remodeling the women's locker room , thank you.	[No contact info.] Thank you for your feedback. We are getting additional seating and hooks for your convenience. --Tricia
77	2024-12-17	Burgess Pool	Could you please repaint the lines in the parking lot? It is sometimes hard to see where to park.	Thank you for your suggestion in the box at Burgess Pool regarding the line painting. I will follow up with Public Works on this. Please let me know if you have further questions or comments. --Tricia
78	2025-01-09	Burgess Pool	Please please keep the performance pool at or below 80-78.79 ideal.	Thank you for the suggestion you shared in our box regarding the pool temperature. I will share this feedback with the aquatics operator. Feel free to let me know if you have further questions/comments. --Tricia
79	2024-10-13	Menlo Park Library	I hope there are more books. (Popular ones)	Thank you so much for your feedback that you hope our library will get more popular books. A lot of the time, the most popular books stay checked out for a long time because people place holds on them, and they go from one person right to another. Which popular books are your favorite? We may be able to buy some extra copies! We love when our library kids let us know what they like reading! Best, Rose
80	2024-10-14	Menlo Park Library	I think that this library offers amazing service to teens!	Thank you so much for your positive feedback regarding our teen services! Is there anything in particular that you enjoy? Feel free to reach out any time with questions or comments. All my best, Rose
81	2024-10-17	Menlo Park Library	Good service, workers, community, space, quiet	[No contact info.] Thank you for this feedback! --Rose
82	2024-10-29	Menlo Park Library	Dear Team, I hope you are doing well. I kindly request you to have newspapers daily of "The Washington Post". Thanks.	Thank you for suggesting that we add The Washington Post to our library collection. I will bring your request to the collection development team for evaluation. Most sincerely, Rose

83	2024-11-01	Menlo Park Library	For the seed library, it'd be helpful to have a list on paper or online for the current available seeds. It makes sharing this info. easier.	Thank you for this feedback! I will pass it on to the volunteers who organize the Seed Library. --Rose
84	2024-11-01	Menlo Park Library	Thank you for bring more books in Spanish.	Thank you so much for letting us know that you are happy we have added to our Spanish Language collection! Please feel free to reach out to us with specific requests for titles or genres that you would like us to have in Spanish, and we will do our best to add them. We want our collection to be shaped by our community! All my best, Rose
85	2024-11-07	Menlo Park Library	Can we have audiobook in Menlo Park Library. I know you have Libby but audiobook you can walk and listen to and it's much smaller to take around.	Thank you so much for reaching out to us with a request for our library. We love when our library kids tell us what they want! Will you please help me to understand your request a little better? We have audiobook CDs that you can check out, and we have apps that you can download (Libby, Hoopla, and CloudLibrary) and listen to audiobooks on a mobile device. I believe that you requested something that you can walk and listen to and is NOT Libby (but is instead smaller). I am not entirely sure what you're referring to. Would you please email me back, call me at 650-330-2516, or, even better, come visit me at the library, and we can talk about what you'd like us to have? All my best, Rose
86	2024-11-12	Menlo Park Library	Too many homeless people coming to library. They are making a lot of noise and creating disturbance. They are changing and washing clothes in the restrooms and making it inaccessible. You need to somehow manage them.	[Two phone messages left - no response] Thanks for your comment. Please report any problem behaviors you witness to a staff member so that we can address them (the behaviors you described are against our facility use policy). Everyone is welcome to use the library as long as they follow our facility use policies. --Nick
87	2024-11-18	Menlo Park Library	Too many homeless people making noise	[No contact info.]
88	2024-11-25	Menlo Park Library	This is a great library! May you please add another "Tintin in the Congo" book. Thanks!	Thank you so much for letting us know you enjoy our library! We love feedback from our patrons. I have passed on your request to add "Tintin in the Congo" to the library collection to our selection team. You can always suggest purchases here: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose
89	2024-11-30	Menlo Park Library	A patron suggested we hand out copies of these-Book Page	We will take this suggestion into consideration. We already receive copies of Library Journal that staff use for work, but we may be able to provide access for public. --Rose
90	2024-12-01	Menlo Park Library	Printer paper needs to be added for computer/account checking near the laptop location. Thank you.	With regard to your request that paper be added to the self-checkout machine near the Help Desk, we have tested the machine and it does have receipt paper. Thank you for your suggestion, Rose
91	2024-12-06	Menlo Park Library	Please consider opening the library at 8am on weekdays. I don't know of any libraries that are open and the coffee shops are jam packed, especially on Mondays and Tuesdays. Thanks!!-A parent of a school child.	Thank you for this suggestion. Library hours are limited by available staffing resources. We do keep track of such requests in order to make the best decisions that we can for the community within the constraints that we have. --Rose
92	2024-12-06	Menlo Park Library	Congrats on YA is person book group! Adult Zooms still? Why? In person better.	Thank you for your feedback! We have plans to reintroduce an in-person component to some of our book groups. We'll be hosting our Science Fiction and Fantasy group in hybrid format in February, and proposing the same idea to our Mystery Readers group. In general, keeping the groups online has been at the behest of the book group members, who are used to meeting online and enjoy the freedom to meet from their homes at their leisure and while pursuing other activities. --Rose

93	2024-12-07	Menlo Park Library	I think you should get more Billie Eilish Hit Me Hard and Soft album because I really like it, please try to get it. Love your library.	Thank you for this suggested addition to our Library collection. I have passed it on to our selection team! --Rose
94	2024-12-15	Menlo Park Library	Sheet music & music books for checkout	Thank you for our suggestion that our library carry sheet music and music books. We will take it under consideration. Do you have any specific sorts of music that you're interested in? Best, Rose
95	2024-12-20	Menlo Park Library	Add more graphic novels in the kid's section	[No contact info.] Thank you for your feedback! Graphic novels are always very popular, so they are often checked out. Will you please tell us a little bit about which graphic novel series or genres you most enjoy? --Rose
96	2024-12-20	Menlo Park Library	Add a froyo machine or a vending machine	[No contact info.] Thank you for this suggestion. Unfortunately, in order to keep the library safe, clean, and usable for its intended purpose, eating in the library is not permitted. Therefore, while we, too, love froyo, we are concerned that putting froyo or a vending machine in the library would contraindicate our library use guidelines. --Rose
97	2024-12-20	Menlo Park Library	Patron feedback for PLS app: digital library card and link + access?	[No contact info.] Thank you for your feedback! The new PLS app does have a digital card feature. It doesn't connect to LINK+ because doing that would need to link out to an internet browser app outside of the discrete application on the phone. --Rose
98	2025-01-13	Menlo Park Library	I suggest they get the Book of Bill	[No contact info.]
99	2024-10-22	Menlo Park Senior Center	Hello, Why is it taking so long to find classes for Onetta Harris Community Center? What is the purpose of having a community center w/o classes?	I'd like to share the link to the current guide of our offerings and to let you know that a new session will be starting in January where additional classes may be offered. We also have several community events coming up that will be held at the Belle Haven Community Center and will be updated on the City calendar soon. Again, thank you for submitting your suggestion and we look forward to your participation at BHCC. Activity guide City of Menlo Park. --Natalya
100	2024-10-29	Menlo Park Senior Center	Hola [staff name], I want to express my concern regarding transportation for seniors. It is important to have option for seniors that used the MP shuttle when the driver is not available. I saw a group of 4 walking and gave them a ride Friday. I saw one senior walking and I pick him up. I would like to assure that seniors will have always transportation. Also, it will be nice, if someone from Sam Trans would like to come to present a workshop regarding the guide for seniors. and help them to use the public transportation and obtain the [illegible] they need to have this ready to use when needed. However many seniors are on wheelchairs, walker, or after health issues wouldn't be able to public transportation.	Thank you for the response. I will work with the Senior Center staff to ensure that they a back-up transportation plan is in place when a driver is out, and to invite SamTrans to come talk to Senior Center users about their transportation options including the door-to-door RidePlus service. --Rondell
101	2024-10-29	Menlo Park Senior Center	[Spanish comment] SC (Senior Center) Yo quiero expresar lo mucho que me gustó el evento del Día de los Muertos. La decoración del comedor excelente. Los altares, las mesas de manteles largos. Los adornos en las mesas, estupendas. Un ambiente de alegría y respeto a los que se nos adelantaron. La comida súper rica y muy buen puesta en el plato. La presentación muy bonita. Pozole, pupusas, tamales, calabacita en dulce, chocolate. Caray todo exquisito. Los mantelitos y las servilletas súper bonitas. La música, Los Panaderos el grupo	[No contact info.]

			<p>de música espectacular voceros de nuestro folklore y tradiciones musicales que no solo nos deleitan con su música y bailes tradicionales sino también con la introducción oral de los bailes y canciones que son partes de la cultura y tradiciones de la República Mexicana. Una porra muy fuerte a todo el personal involucrado en la preparación del evento, son muchas horas de trabajo arduo. Se merecen estar premiados y reconocidos públicamente que son ellas las que nos celebraron y se aseguraron que el evento de Día de los Muertos fuera un evento especial y lleno de sorpresas. [Illegible]...Me faltaron las flores que nos dieron a todas las chicas. Bravo, Bravo y Bravo. [English translation] I want to express how much I enjoyed the Day of the Dead event. The decorations in the dining area were excellent. The altars and tables with long draping table cloths, table top decorations all were stupendous. It was an atmosphere of happiness and of respect for those that are no longer with us. The presentation of the food was beautifully placed on the plate and tasted very good. Everything was exquisite: Pozole, Pupusas, Tamales, Candied Pumpkin, and Chocolate. The Music. The musical group Los Panaderos were spectacular. Not only did they delight us with music, but they also explain the traditions of dance and song that are part of Mexican culture. A big cheer to all the staff involved in the preparation of the event; it is a lot of hours of work. They deserve to be awarded and recognized publicly, because without them we would not have a celebration. They made sure that the Day of the Dead event was special and full of surprises. [Illegible]... The only thing missing was giving the flowers to all the girls/ladies. Bravo, Bravo and Bravo.</p>	
102	2024-11-08	Menlo Park Senior Center	Also the senior staff [staff names] they always provide a good and friendly care for all of us.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
103	2024-11-08	Menlo Park Senior Center	I would like to recognize [staff name] at front desk. [They are] always helpful with all of us seniors. As well [staff name] their patience with us. Kudos.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
104	2024-11-08	Menlo Park Senior Center	[Staff name] I want to applaud you and your team for making sure we enjoy ourselves and the surprise you have for us every day. The oatmeal, the chocolate, etc. I appreciate and want to share my thoughts to administration.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
105	2024-11-09	Menlo Park Senior Center	When the back door at the gym is open, the alarm sounds very loud. There is a big emergency exit sign at the door, however people open the door. Suggestion to show the sign on the floor using	Thank you for taking the time to share your suggestion through our suggestion box. We appreciate your input and will look into it. Thanks, Rondell
106	2024-11-12	Menlo Park Senior Center	We need a bigger room for the 9:30 class	Thank you for your comment. We will look into this. --Rondell
107	2024-11-12	Menlo Park Senior Center	Senior class at Belle Haven is packed. Can we have a class again at Burgess Park Arillaga gym? You have enough people for two people. I would be willing to pay.	[Reached out to inform that staff will review the request to determine if we can accommodate it. –Rondell]

108	2024-11-18	Menlo Park Senior Center	<p>[Spanish comment] sinior quedamos en el olvido no nos an mejorado nada, mo an echo las juntas que prometieron. Estamos tristes lo que jacen con nosotors es inumano. lo dirigentes de la city.</p> <p>[English translation] Senior, we have been forgotten, they have not improved anything for us, they have not held the meetings they promised. We are sad, what they do to us is inhumane. The leaders of the city.</p>	<p>[No contact info.] Gracias por su comentario. La ciudad ha dado seguimiento a las quejas que presentaron algunos miembros de la comunidad sobre el programa para personas mayores y en el tablón de anuncios del centro para personas mayores se publica una lista de las medidas de seguimiento adoptadas.</p> <p>[English translation] Thank you for your comment. The city has followed up on complaints that were made by some community members about the senior program, and a list of the follow up actions taken is posted on the senior center bulletin board. --Sean</p>
109	2024-11-24	Menlo Park Senior Center	<p>Thank you for everything you do for us, it's nice to get together with my mom's friends, may she rest in peace. I always remember that when she attended, it would make her very happy and so for that I thank you all. Thank you Thank you Thank you.</p>	<p>[No contact info.]</p>
110	2024-12-14	Menlo Park Senior Center	<p>I want to thank chef [staff's name] for delicious vegan meal.</p>	<p>[Staff called and left a message. –Rondell]</p>
111	2024-12-16	Menlo Park Senior Center	<p>All the seniors want to thank the program coordinator [staff's name] for the most beautiful well coordinated early Christmas celebration party. We can't thank [them] enough for all the hard work it takes to make a beautiful event like the one we just enjoyed. It takes team work from all the kitchen and all the employees that help out to make it happen. Thank you, thank you, thank you.</p>	<p>[No contact info.]</p>
112	2024-12-19	Menlo Park Senior Center	<p>The event was amazing. Thank you so much, I came as a guest. The food was good but the spinich in sauce was a bit different.</p>	<p>[No contact info.]</p>
113	2024-12-19	Menlo Park Senior Center	<p>The [redacted] family really enjoyed the Christmas event and photos with Santa. Very family friendly, all staff was welcoming and kind!</p>	<p>Hello, we did receive your compliment in our suggestion box at the community center. Thank you for those positive words and we hope to see you at future events. –Da'Shawn</p>
114	2024-12-20	Menlo Park Senior Center	<p>I want to take time to let the City and their staff for the beautiful event of 12-14-24. I went in to the youth center to get a cookie. There was one out of the container and [staff's name] wanted to give it to me for being a Latino. I ask for one in the container, wanted a new.</p>	<p>[No contact info.]</p>
115	2024-12-20	Menlo Park Senior Center	<p>[Spanish comment] Gracias por este dia tan especial les deseo que dias nos de licencia que el otro ano estemis qui.</p> <p>[English translation] Thank you for this special day and I wish you all the best for the next year.</p>	<p>[No contact info.]</p>
116	2024-12-20	Menlo Park Senior Center	<p>[Spanish comment] Una transporte para cada evento si es posible, que a musdos los deteine de asistente. Gracias bendiciones.</p> <p>[English translation] Transportation should be provided for each event.</p>	<p>[No contact info.]</p>
117	2025-01-07	Menlo Park Senior Center	<p>We need exercises with [instructor name] for acupressure. For Wednesdays. Thank you.</p>	<p>Thank you for sharing your suggestion through our suggestion box. Unfortunately, [instructor name] is unable to teach this Winter session but plans to return in the Spring. In the meantime, the staff has arranged for workout videos to play during their absence while we search for a replacement instructor. Sorry for the inconvenience, Rondell</p>

118	2025-01-13	Menlo Park Senior Center	Could we explore the possibility of more exercise classes available to seniors? (important!) The bus [staff's name] arrives too late for exercise classes. Merry Christmas and Happy New year and thank you for all you do.	[No contact info.]
119	2025-01-13	Menlo Park Senior Center	I am so sorry you are not offering the video exercise class at 10:30am on Wednesday mornings. We as seniors need the movement for our bodies.	[No contact info.]
120	2025-01-14	Menlo Park Senior Center	I would appreciate you adding the Wednesday video exercise back into the schedule. We as seniors need the exercise.	[No contact info.]
121	2025-01-14	Menlo Park Senior Center	Please return the exercise classes. We need them . Van folks don't take any since they are too late for the 2 that are there, Monday and Friday.	[No contact info.]
122	2024-10-22	Online	Good day, thank you for the refurbished courts at Willows. Please may I make a suggestion: if courts 1 & 4 court be rented out to the public as they have their own entrances. Please could you also put a trash can near the courts to keep the area clean. Thank you.	Hello, Thank you for your feedback about the recent renovations at Willow Oaks Park. We will take into account your thoughts on which courts should be designated for rentals going forward. I went out to take a look at the garbage can situation at the tennis courts. There are a set of garbage cans just outside the main access gate. Please see that attached photo. Please let me know if you have any other questions. Thank you, Keifer
123	2024-10-26	Online	I think that "All edible cheeseburger pumpkin art" is a waste of food. Art that gets thrown away that could be consumed seems disrespectful to the plant, the grower, and the many many people worldwide who live in hunger everyday. Sorry to sound like a sourpuss but we should be encouraging children with projects of thankfulness and respect for our bounty, not wasting it.	Thank you for your suggestion box comment. The "all edible cheeseburger pumpkin" recipe uses edible components so that people can eat the finished product, if desired. You're correct that food is an important resource that should not be wasted. I hope this information is helpful. Thank you again for submitting a comment. --Sean
124	2024-10-29	Online	Willow Oaks tennis courts still show as Under Construction in the reservation page. We have a Euro Tennis class and people are sometimes there and don't know it's reserved.	Thank you for taking the time to bring this to our attention. The links for the reservation page are active now. https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Pickleball-and-Tennis . My sincere apologies for the confusion this caused regarding your reservations for Euro Tennis classes. Kindest regards, Ashley
125	2024-11-04	Online	The lights at most of the tennis courts are horrible, e.g. Nealon park, Burges park & Kelly park. In contrast, Willow Oaks Park has the only courts that are playable at nights.	Hello, I hope this email finds you well. Your comment regarding the tennis court lighting. We understand that there are some lights that were out at Burgess and Nealon. The lights at Nealon wer replaced, Burgess lights are a bit more complicated. As far as general quality of the lights, I will speak with the city's public works department about this. Thank you again for your comment. Best, Tricia
126	2024-11-04	Online	Can we please get a pickleball net at the burgess tennis court that already has The PB court lines? It is unusable as is.	Thank you for your request for a net at Burgess tennis courts. The courts were just refinished and the shorter lines (light blue) are U-10 lines for youth tennis. They are not for pickleball. Please feel free to let me know if you have further questions. Best, Tricia
127	2024-11-05	Online	Saturday or Sunday morning classes for adults 40-50 years old (we still work) or evening classes. Workout class or waterclass	Hello, Thank you for your request for water exercise classes at the Belle Haven Pool. on Saturday and Sunday mornings. I will follow-up with the aquatics operator on this request. Best, Tricia

128	2024-11-12	Online	<p>Just wanted to say that whomever is doing your online excellent writing is doing an excellent job! I usually don't open the newsletter in my email, but I absolutely loved reading the quotes for Veterans Day and also reading about the community activities. I now live in England, but I lived in Menlo Park for many years until I got a letter from my landlord saying the rent would increase by \$500 in three months time. That's when I knew I had to find a Plan B :) Really feeling nostalgic for Menlo Park today!</p>	<p>Thank you for your kind compliment about our email newsletter. If you find yourself back in Menlo Park someday, we hope you will stop by the library and recreation centers and say hello. With warm regards, Sean</p>
129	2024-11-12	Online	<p>Can you please provide updated on what the city is doing to increase the number of pickleball courts in a single location? It has been months since they were going to do yet another consultant study.</p>	<p>Thanks for taking the time to write to us. My apologies for not getting back to you with an answer sooner. LCS staff brought the proposed Parks and Recreation Facilities Master Plan Addendum and study of pickleball and tennis to the City Council on February 27, 2024. The City Council deferred action of the addendum and study of tennis and pickleball court opportunities in order to focus on higher priority needs at that time. City staff is currently in the process of evaluating options to potentially mitigate the noise of pickleball play at Nealon Park, which is an expressed concern of surrounding neighbors. The Kelly Park pickleball courts continue to have excellent availability for pickleball play and are not located near residences. Players seeking more pickleball court space at City-owned parks are encouraged to try the underutilized Kelly Park location which also has the benefit of being adjacent to Belle Haven Community Campus, home of the City's new recreation center, gymnasium, aquatics center, senior center, youth center and library. I hope that update helps – if you have further questions please feel free to reach out to me directly. Kind regards -- Nick</p>
130	2024-11-15	Online	<p>The Menlo Park Library storytime could be much more fun/exciting/engaging for the little ones. I know that the librarians bring a lot of great stories and are very sweet with the kids, but the storytimes at nearby libraries in Palo Alto and Atherton, for example, are much more engaging and bring so much more energy for the kids. The stories are shorter so the kids pay attention, they have music (and a microphone to make sure that everyone can hear) and some have instruments to ensure the kids stay engaged, and Palo Alto extension also holds it outside during most of the year, which helps a lot, could maybe let the librarian be able to take off their mask, and also makes storytime less disruptive to the other patrons. We find ourselves driving to other storytimes instead of walking to the Menlo Park Library storytime nearby because it doesn't engage my child. I know the librarians put a lot of thought into the books, but more research into other libraries and some more energy could make it even better.</p>	<p>Thank you for your feedback! Storytime introduces early literacy concepts and a group experience for the children, and modeling prompts for reading at home for the caregivers, setting the stage for a lifelong relationship with the library. At Menlo Park we have on staff a diverse group of fifteen storytimers, and each one's performance style is a little different. What stays consistent is our intentionality about reading books that are inclusive in a manner that focuses on and cultivates the foundations of early literacy and singing songs that incorporate both fine and grosse motor skills. While our staff do use vocal amplification, all of our reading and our singing is done in a style that models for grown-ups how to provide storytime in the home. We average 50 attendees for our storytimes at the Main Library. --Rose</p>
131	2024-11-17	Online	<p>I am curious about the Belle Haven MakerSpace sharing. I will be teaching regular classes there, for the senior center, on Monday and Friday, starting in January. I have questions about the devices that will be available for use in the MakerSpace, and wonder if I will be able to use things like the screens,</p>	<p>Lovely to hear from you! We are still getting the hang of the built-in AV equipment at the Makerspace, but I would say that as a contractor you will have access to any screens, printers, etc that we are able to offer at the time. With regard to the sewing machines - we were given to understand that our current sewing machines are sufficient. Would you disagree with this assessment? Best, Rose</p>

			printers and some of the other devices that I've seen there previously. Is the library purchasing sewing machines?	
132	2024-12-09	Online	How do we get email notifications about community events? On your community events website, for instance, it doesn't even list when the tree lighting in Menlo Park took place. What is the best community outreach channel I can use to be informed about upcoming events in advance and not just read about them in InMenlo after they occur?	Thank you for contacting us through the online suggestion box. A great way to get email notifications about upcoming community events is to subscribe to our weekly email newsletter, the Library and Community Services News. https://menlopark.gov/Government/Departments/City-Managers-Office/Communications-and-public-engagement/Library-and-Community-Services-News We have added you to the subscriber list. The newsletter is emailed every Saturday morning and includes announcements about upcoming community events. You can unsubscribe or manage your subscriptions any time at menlopark.gov/subscribe . I hope this is helpful. Please let me know if I can be of further assistance. Best regards, Sean
133	2024-12-09	Online	Consider several 2-4 week "internships" for high schoolers to work at the library all through the year. It could be a volunteer program or an unpaid internship. I think it will help foster community engagement, help teens learn more about library and information sciences, grow as adolescents and give kids who may not have time for yearly jobs to be able to "work".	Thank you for your suggestion that we offer internships at the library. We are, in fact, working on a plan for offering just such an opportunity! Most sincerely, Rose
134	2025-01-06	Online	On the Menlo Park pickleball court signup page, the link to "pickleball court #1" for Kelly Park incorrectly points to "tennis court #1". Thanks!	Thank you for sending a message to our online suggestion box pointing out the bad link on our website. The link has been updated and now points to the correct location: Kelly Park pickleball court #1. https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Pickleball-and-Tennis - Best, Sean

PARKS AND RECREATION COMMISSION
 TENTATIVE AGENDA SCHEDULE
 JANUARY 22, 2025

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
January 22, 2025	<ul style="list-style-type: none"> • Preliminary aquatics annual report
February 26, 2025	<ul style="list-style-type: none"> • Presentation: Large-scale community events • Review: Field allocation process • Advisory body attendance report
March 26, 2025	<ul style="list-style-type: none"> • Presentation: Youth Advisory Committee • Recreation and community programs draft survey
April 23, 2025	<ul style="list-style-type: none"> • Presentation: Sports and outdoor recreation • Tennis and pickleball feasibility study update
May 28, 2025 (Joint meeting w/ LC) (Location: BHCC)	<ul style="list-style-type: none"> • Presentation: BHCC one-year anniversary • Recreation and community programs survey results
June 25, 2025	<ul style="list-style-type: none"> • Presentation: Gymnastics • Select commission chair and vice-chair • Information: Onboarding new commissioners
July 23, 2025	<ul style="list-style-type: none"> • Prepare the PRC work plan 2025-26
August 27, 2024	<ul style="list-style-type: none"> • Prepare a report-out to City Council on PRC work plan 2024-25 • Recommend the PRC work plan 2025-26
September 24, 2025	<ul style="list-style-type: none"> •
October 22, 2025	<ul style="list-style-type: none"> •
November 19, 2025 (3 rd Wednesday)	<ul style="list-style-type: none"> • Approve the PRC 2026 meeting calendar
December 15, 2025 (3 rd Monday) (Joint meeting w/ LC) (Location: BHCC)	<ul style="list-style-type: none"> • Year in review • Open house / social
Unscheduled future topics	<ul style="list-style-type: none"> • CAPRA accreditation progress report • Parks and Recreation Facility Master Plan review • Park tours for commission members • Kelly Park turf and track renovation project update • Realize Flood Park project update (San Mateo County Parks)

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