

Annual Aquatics Report

City of Menlo Park

Team Sheep Inc.

DBA, Menlo Park Swim and Sport

Operations for 2019

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2019 Menlo Park Annual Report
January 27, 2020

Introduction:

Since 2006 Menlo Swim and Sport has been the pool operator for the City of Menlo Park dedicated to serving the community by promoting healthy active lifestyles through aquatic sports and outdoor family activity.

Each year, in order to fulfill the requirements of this annual report, we widen our aperture and research the entire aquatic region from San Francisco to San Jose in order to produce market comparisons related to programming and pricing. The findings continue to support the fact that our unique and comprehensive Menlo Park aquatic model remains unmatched as far as depth and breadth of sport and aquatic programming as compared to municipal pools and private pools. Menlo Swim and Sport owns deep pride in our ability to fully serve every age and ability segment of our community with premium level programming.

During the construction of this report, Facebook publicly announced that it will be designing, building and gifting a new community center on the Belle Haven Onetta Harris campus. Menlo Swim and Sport is absolutely delighted and fully supportive of this philanthropic initiative. Efforts to stimulate aquatic development in Belle Haven by Team Sheep Inc. began in the late 1990's, and then reignited in 2011 and continue to this day. The environment and resources of the upcoming center will support the ability to build healthy lifestyles around activity and recreation for all generations of our community.

In the theme of community connection and collaboration we are proud to announce that our Menlo Masters swim team recently released the "100% initiative." The goal is to have each of the 300+ members financially donate to the Beyond Barrier Athletic Foundation (BBAF). BBAF is the foundation that scholarships 90% of all swim lessons taught at Belle Haven pool, since 2012. This call to action is designed to sustainably link BBAF to one of the most powerful swim teams in the country, ensuring funding and networking well into the future.

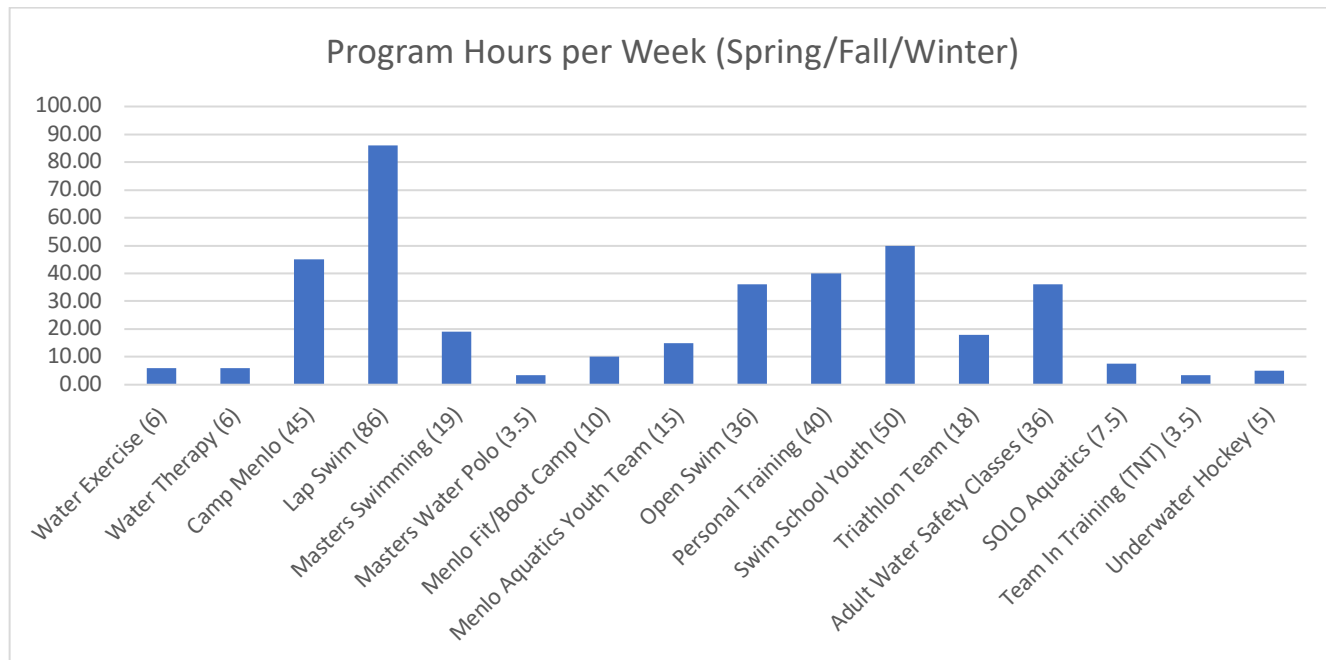
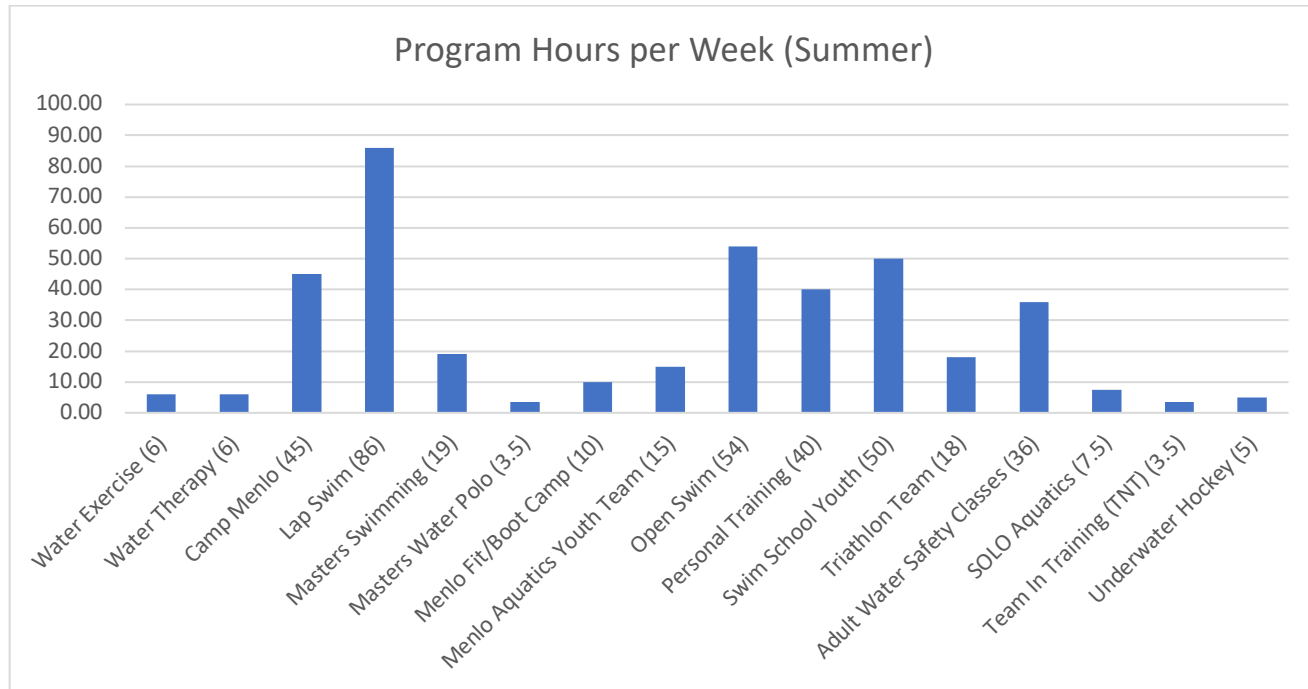
Our desire in producing this report is to offer the reader some insight into the aquatic operations in Menlo Park, while sharing data and feedback from community users.

Our philosophy is that every pool user is invested and truly cares deeply about this valued community asset. So, the feedback we receive is viewed as direction, hope, and encouragement to improve. We accept the challenge to continue improving.

Sincerely,
Tim Sheep
CEO Team Sheep Inc./Menlo Swim and Sport

Total Amount of Program Hours by Program – Burgess

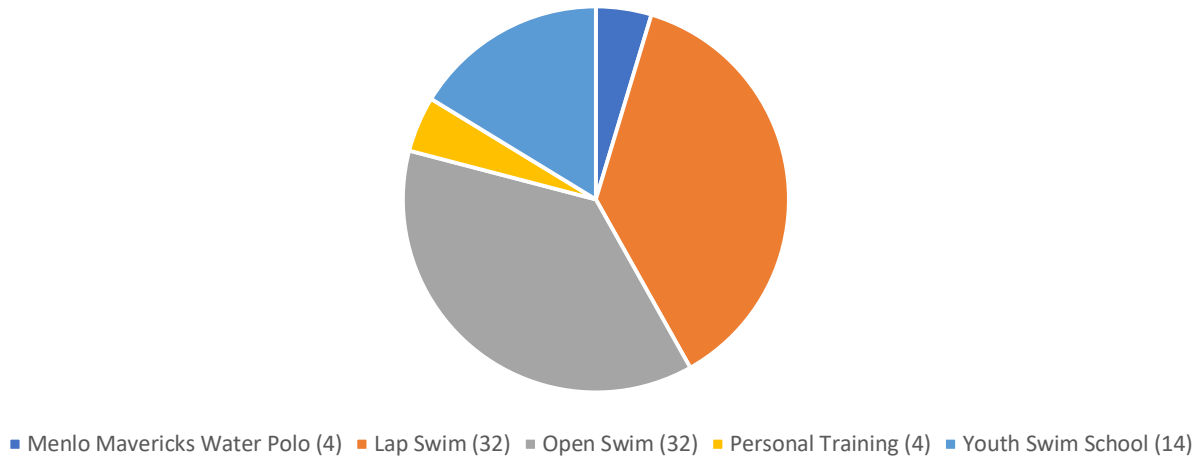
Menlo Swim and Sport has 95 operational hours per week during the non-summer season, and 97 hours during the summer season. Within those operational hours the following programming is provided at the Burgess Pool Facility:



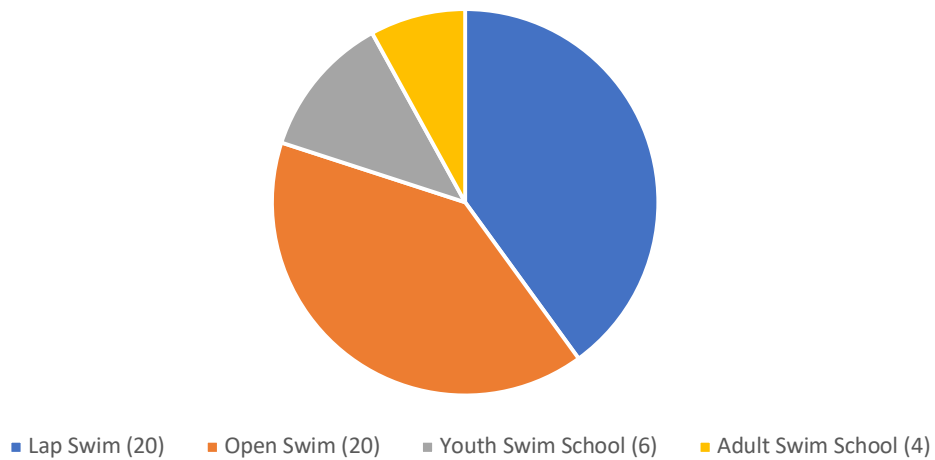
Total Amount of Program Hours by Program – Belle Haven

Menlo Swim and Sport has 20 operational hours per week during the non-summer season, and 53 hours during the summer season. Within those operational hours, the following programming is provided at the Belle Haven Pool Facility:

Program Hours per Week - Summer



Program Hours per Week - Non Summer



2019 Menlo Park Annual Report

Resident & Non-Resident Percentages by Program

Burgess Lap & Open Swim Drop Ins

Lap Swim

Resident	10,323	63.3%
Non-Resident	5,984	36.7%
Total	16,307	

Open Swim

Resident	14,092	70.5%
Non-Resident	5,893	29.5%
Total	19,985	

Burgess Average Monthly Lap Swim Members

Resident	234	64.6%
Non-Resident	128	35.4%
Total	362	

Burgess Swim School Average Weekly Lessons

Resident	515	57.2%
Non-Resident	385	42.8%
Total	900	

Belle Haven Lap & Open Swim Drop Ins (Year Total)

Lap Swim

Resident	531	58.0%
Non-Resident	384	42.0%
Total	915	

Open Swim

Resident	2,890	90.2%
Non-Resident	313	9.8%
Total	3,203	

Facebook Lap Swim

Resident	353	27.0%
Non-Resident	956	73.0%
Total	1,309	

Facebook Open Swim

Resident	84	84.0%
Non-Resident	16	16.0%
Total	100	

Participation Statistics by Program

BURGESS:

Program Area	2018 Participation	2019 Participation
Aqua Fit	103 average active members	102 average active members
Camp Menlo	1,360 total participants	1,170 total participants
Lap Swim	341 average active members 16,200 total drop ins	362 average active members 16,300 total drop ins
Masters Swimming	252 average active members	238 average active members
Masters Water Polo	17 average active members	17 average active members
Menlo Fit/Boot Camp	34 average active members	31 average active members
Menlo Aquatics (Year-round Team) Menlo Mavericks (Summer Team)	220 Year-round average active members 75 Summer members	202 Year-round average active members 55 Summer members
Open Swim	70 Summer Family Pass holders 18,200 total drop ins	80 Summer Family Pass holder 19,800 total drop ins
Personal Training	150 approx. hours per month	123 approx. hours per month
Swim School	910 average lessons per week	900 average lessons per week

Triathlon Team (Adult)	56 average active members	54 average active members
Water Safety Classes	152 certifications	92 certifications

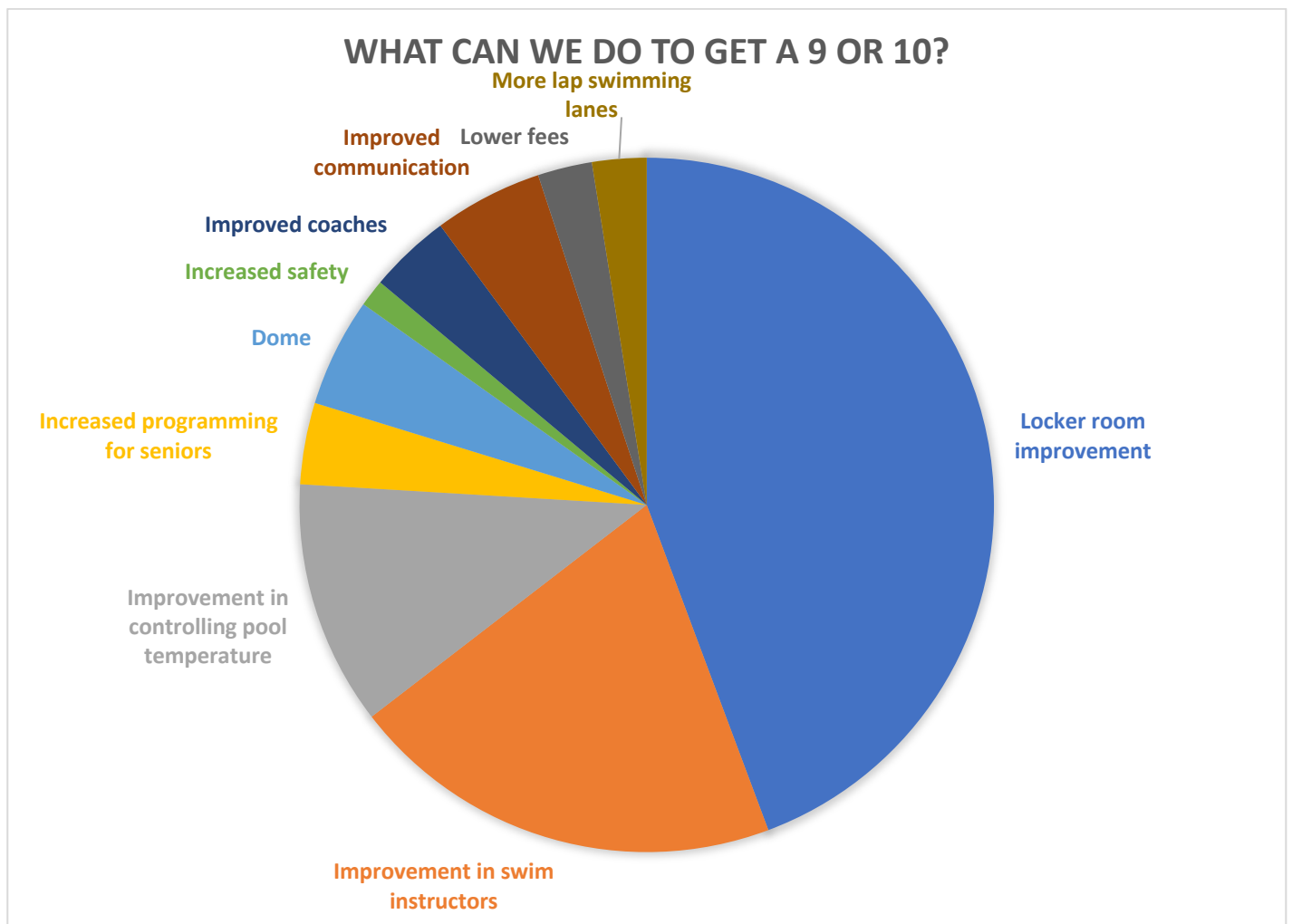
BELLE HAVEN:

Program Area	2018 Participation	2019 Participation
Lap Swim	18 average active members Drop ins	14 average active members 920 drop ins
Menlo Mavericks Water Polo	32 average active members	11 average active members
Open Swim	2,800 drop ins	3,200 drop ins
Swim School (Youth)	Participants per week 56 Summer 30 Spring	Participants per week 71 Summer 60 Spring 30 Fall
Swim School (Adult)	10 average per week	5 average per week
Facebook	2,900 uses by Facebook employees	18 average active members 1,400 drop ins

Customer Surveys

1. Community Feedback-What can we do to get a 9 or a 10?

Locker room improvement-35 responses
Improvement in swim instructors-16 responses
Improvement in controlling pool temperature-9 responses
Increased programming for seniors-3 responses
Dome-4 responses
Increased safety-1 response
Improved coaches-3 responses
Improved communication-4 responses
Lower fees-2 responses
More lap swimming lanes-2 responses



2. What could management do to improve your time spent at the facility?

Improve showers and locker room-42 responses

Dome during winter-5 responses

Water Senior water exercise-5 responses

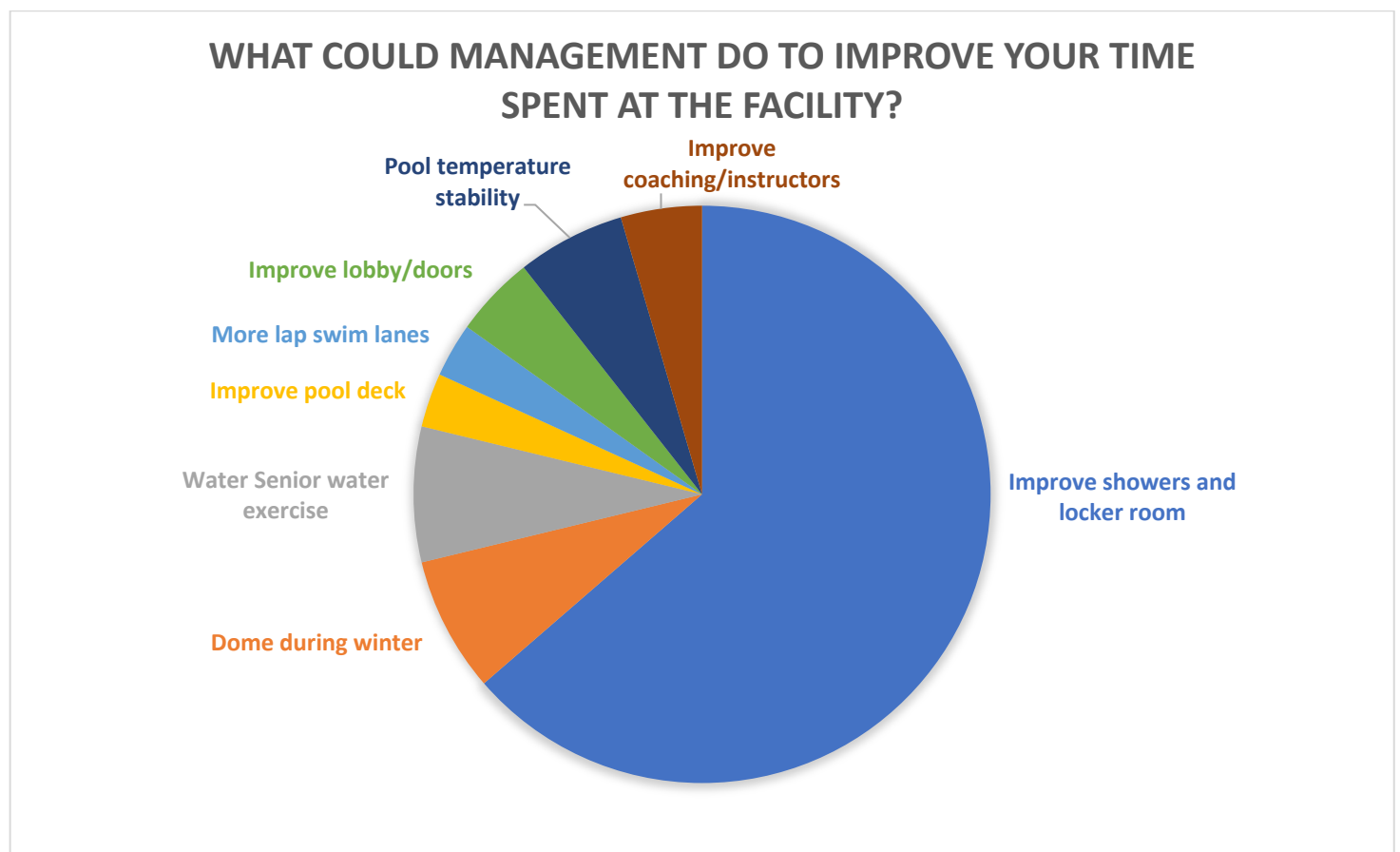
Improve pool deck-2

More lap swim lanes-2

Improve lobby/doors-3

Pool temperature stability-4

Improve coaching/instructors-3



3. What is missing from the Aquatic Center?

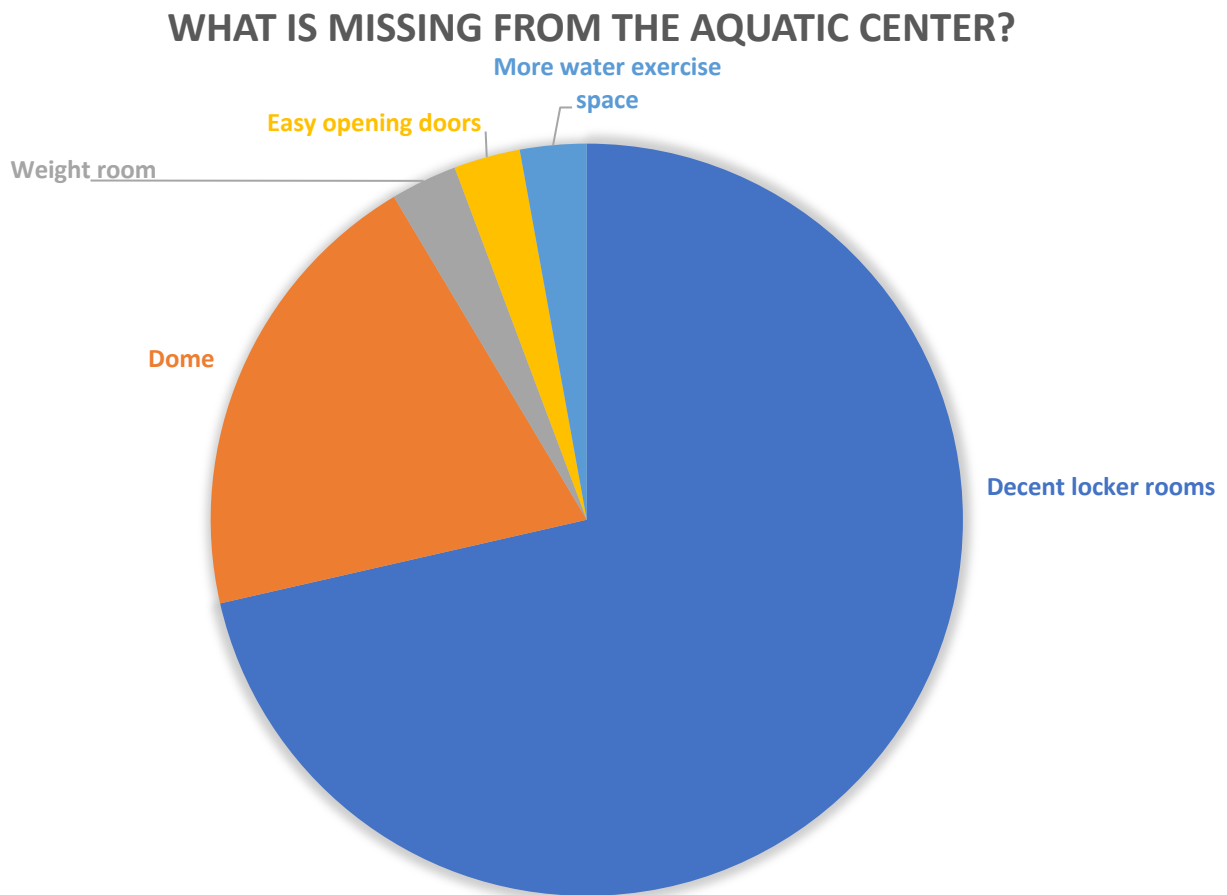
Decent locker rooms-25 responses

Dome- 7 responses

Weight room-1

Easy opening doors-1

More water exercise space-1



Fees by program area and fee comparison with other public pools in the region

Fees by Program Area and Fee Comparison with Other Public Pools In the Region						
	Open Swim	Lap Swim	Lessons	Masters	Youth Swim Team	Water Exercise
Burgess	\$7/\$8	\$7/\$8	\$24	\$88/m	\$81-\$170/m	\$88/m
Belle Haven	\$5/\$6	\$5/\$6	\$16	-	\$85/m	-
Palo Alto	\$6/\$7	\$6/\$7	\$22	\$88/m	\$106-\$285/m	-
Mountain View	\$6/\$7	\$6/\$7	\$13	\$55	\$79-\$215/m	-
Morgan Hill	\$13/\$17	\$11/\$12	\$16.50	\$80	\$85	\$80
Burlingame	-	\$9	\$20	\$84	-	-
Santa Clara	\$6	\$6	\$25	\$70	\$85-\$145	-
Sunnyvale	\$4.50/\$6	\$8/\$11	\$19	\$79	\$110-\$195	\$61

Demonstrating Standards of Care

Menlo Swim and Sport takes great care in managing the facility above industry standards for public pools. Certified Pool Operators manage and care for the pool systems and balance the water on a daily basis. Written records are kept and reviewed on a regular basis by qualified city staff and the County Public Health Department. Custodial staff maintains the facility and surrounding grounds approximately eight to ten hours per day. Mid-day on-site restroom cleanings are conducted Monday through Friday in order to keep up with the high volume of daily visits.

The company employs a department managers who track employee certifications and track employee training with the assistance of a human resources management and payroll system. Customer registration is conducted via two systems: one specifically deals with the nuances of the swim school, and the other system manages all non-swim school related functions.

The Company's lifeguards are all fully certified and encouraged to seek advanced lifeguard certifications. Water safety/lifeguard instruction is provided by company staff to existing and prospective employees. The lifeguarding surveillance techniques employed are consistent with the standards set by the American Red Cross.

Risk management and employee safety are addressed via monthly employee safety meetings. In order to stay current with relevant safety issues and to ensure that Menlo Swim and Sport meets the safety requirements required by the City of Menlo Park for the operation of the Burgess and Belle Haven Pools, monthly meetings are held to address:

1. Injury and Illness Prevention Program (IIPP)
2. Confined Space Program
3. Emergency Action Plan
4. Hazardous Materials Business Plan Development (Burgess & Belle Haven Pool)
5. Exposure Control Plan (e.g. blood borne pathogens)
6. Fall Protection Standard Operating Procedure
7. Heat Illness Prevention Program
8. Cold Illness Prevention Program
9. Ladder/Climb Safety Training
10. Chemical Inventory
11. Hazardous Communication Program
12. Personal Protective Equipment (PPE) program
13. Respiratory Protection
14. Fall Protection
15. Driver Safety Training
16. PPE Hazard Assessment

We have had a full facility audit with Total Aquatic Management in July 2019 and passed with an outstanding ranking.

Risk Management Documentation

Menlo Swim and Sport has an active Risk Management Program for the Burgess and Belle Haven Pools which focuses on the following areas:

Emergency Action Plan (EAP): Individual departments are trained via drills to respond to appropriate emergency scenarios (e.g. fire alarm); EAP guidelines are issued to new hires, relevant EAP sections are posted on employee break room walls; emergency equipment stations (e.g. first aid stations, AED and oxygen station), two-way radio communication system is in place.

Facilities and Equipment: The custodial staff has created and utilizes a Pool Maintenance Essential Duties Checklist as a guide for essential tasks and key job duties. The City conducts occasional inspections to ensure the company is maintaining the facility appropriately. Any deficient areas are identified and addressed quickly by staff. Appropriate signage is maintained around both the Burgess and Belle Haven Pool facilities.

Supervision: Menlo Swim and Sport employs in excess of 200 employees during the peak season of summer and maintains a staff of approximately 130 employees throughout the year. The company is structured with a CEO, Chief Financial Officer, Head of Operations, as well as managers for the following positions: human resources, customer service, athletic programming (e.g. swim school, camps), lifeguard, and marketing. The company maintains a contract with an IT company for technology related issues. Menlo Swim and Sport maintains a comprehensive workers' compensation insurance plan as required by the State of California.

Training: The management team (described above) works hard to ensure that the company provides high-quality staff with exceptional training in their area of expertise. Appropriate levels of training and screening occur prior to hiring new staff. Constant quality improvement is the goal when it comes to staff and program development.

Documentation: Menlo Swim and Sport has created policy and procedure manuals to provide guidance to staff. These manuals are available for review upon request.

Safety Suggestion Boxes: Menlo Swim and Sport provides Safety Suggestion Boxes for employees to submit ideas related to safety concerns and improvements. The Safety Committee follows up on these suggestions during its monthly safety meetings.

New Hire Training

During the new employee onboarding process, employees are provided with training in the following areas:

- Harassment Policy
- Workers Compensation
- Workplace Violence
- Work hours, lunch and breaks
- Vacation and sick leave
- Injury and Illness Prevention Plan
- Emergency Action Plan

Each department has a very specific training program and checklist for all newly hire employees.

Lifeguard Training

In 2019, the lifeguard staff was required to attend a minimum of eight in-service trainings. Seasonal staff attends two to three depending on their length of employment. Menlo Swim and Sport offered 12 in- service trainings throughout the year. These training sessions are two hours in length and cover topics such as customer service, first aid, CPR/AED, lifeguard skills and general Menlo Swim and Sport policy review.

In addition to the training, lifeguards received the following audits to evaluate their skills.

Certifications are renewed every two years.

Certifications

Lifeguards: Red Cross Lifeguard/First Aid, CPR/AED for the Professional Rescuer or YMCA Lifeguard, EMT and Paramedic Licenses

Swim Coaches: American Swim Coaches Association (ASCA), USA Swim Coach, Lifeguard, Automated External Defibrillator (AED), Crossfit Level 1,

Water Polo Coaches: Lifeguard, CPR/AED and First Aid, USA Water Polo Coach

Other Coaches: Menlo Fit (Boot Camp): Individual fitness certifications; Aqua Fit: appropriate water exercise certifications, Triathlon Coaches: USA Triathlon (USAT), Cross Fit certification Level 1 and Cross Fit kids, and Associated Swim Coaches of America (ASCA) Level 3.

Pool Maintenance Staff: Certified Pool Operator (CPO) or Aquatic Facility Operator (AFO)

Description of Programs

Aqua Fit: Aqua Fit classes use the natural resistive forces of water to strengthen both muscles and the cardiovascular system. Water exercise has proven to be one of the healthiest, most versatile whole-body workouts for top athletes, fitness enthusiasts, youth and seniors alike.

Camp Menlo: Camp Menlo offers aquatics instruction, water sports, and dry land activities for a variety of ages. The goal of Menlo Swim and Sport is to provide campers a unique and inspiring experience while cultivating skills for a lifetime of aquatics and sports safety, health, and enjoyment.

Lap Swim: Lanes are dedicated to lap swimming in the performance pool and the instructional pool seven days per week year-round with a lifeguard on duty at all times. We observe circle swimming when there are more than two swimmers per lane. The number of lanes for lap swimming varies according to scheduled activities in each pool.

Masters Swimming: Menlo Masters was organized in 1988 and is now one of the largest Masters Swimming teams in Northern California and in the U.S. The club welcomes participation from swimmers of all abilities, age 19 or over, who are interested in regular structured workouts.

Previous experience in competitive swimming is not necessary. Members range from beginning swimmers to triathletes to former collegiate swimmers and nationally-ranked Masters competitors.

Menlo Masters conducts ongoing conditioning, stroke instruction, intra-club activities, competitions, and social events throughout the year. Emphasis is placed on developing swimming skills, enhancing the enjoyment of swimming through regular workouts and professional instruction, and the promotion of lifetime fitness through swimming.

Masters Water Polo: Menlo Swim and Sport offers women's water polo for all experience levels, ages 19 and over. Our team, the Menlo Mavens, is a fun, inclusive, and diverse group with a passion for water polo. The coaching staff brings years of top level play and coaching experience to the Menlo Mavens team. Our goal is to build a strong and exciting women's water polo program that both introduces new players to the sport and provides professional coaching and challenge for experienced players.

Menlo Fit: Menlo Fit offers 10 weekly classes of boot camp with experienced and trusted instructors who provide a variety of cardio interval training routines.

Menlo Aquatics (Swim and Water Polo): The Menlo Aquatics is a year-round youth swim team, which aims to create a swimming community that is extremely positive about being in and around the water. We emphasize learning sound techniques through our committed and competent coaches in a pleasant and positive environment. With a team segmented into smaller groups to meet the needs of swimmers of all ability levels, the Menlo Mavericks receive the best quality of coaching, instruction, and fun. In 2012, the team became an officially recognized USA Swimming program.

Open Swim: The pool is open to the community seven days per week. Lifeguards are on duty at all times during open swim.

Personal Training: Menlo Swim and Sport offers the expertise of our personal trainers for individual lessons. The personal trainers bring coaching talent and passion for swimming and sports, so clients can benefit from one-on-one lessons no matter what their skill level.

The personal training program has expanded to include the following areas: Swim Pro, Swim

School Select, Mavericks Performance Pro, Aqua Fit Pro, Water Polo Pro, Tennis Pro.

Swim School: The Menlo Swim School is a year-round school that provides professional, goal-oriented swim lessons for all ages and levels, developing life-long competency and a life-long love of swimming.

Triathlon Team: Team Sheep is a full-service multi-sport organization providing coaching and training to athletes of all levels and ages.

Special Events and Accomplishments

BURGESS POOL

Project Revive- In 2019 we experienced 14 year old girl go into cardiac arrest during a swim meet due to defect in her heart. This child was rescued and revived with a great outcome by our staff and members of the community at the meet. Project Revive (Stanford Hospital) awarded our staff and company for a excellence in life saving efforts at burgess pool.

Can-Do Challenge 2019

The Can-Do February Challenge has been a team tradition for nearly 20 years. The goal for each Menlo Masters member is to swim 50,000 yards during the month or as much as 100,000 yards. The team tallies up the yardage each day and swimmers reaching these thresholds receive gifts from the team to honor their efforts. The real reward is that for every 2000 yards logged, we ask team members to bring in a can of food. The canned food is then donated to a local food bank, along with a monetary donation from Menlo Masters based on the number of cans collected. The funds and cans go to the Brown Bag Lunch Program through the Menlo Park Senior Center

Trans-Tahoe Swim Relay

A Menlo Masters member spearheaded a movement to link the "Keep Tahoe Blue Foundation" and the Olympic Club, producers of the Trans-Tahoe Relay swim to institute a new division called the Blue Boat division. Each blue boat would solicit funds that would be donated to the foundation in order to protect the lake. Menlo Masters was represented by 10 teams, each team consisting of 6 members. This cohort raised over \$50K for the cause.

Family Giving Tree

2019 was the tenth consecutive year that Menlo Swim and Sport participated in Family Giving Tree's Holiday Wish Drive. Every year the employees and clients of Menlo Swim and Sport fulfill approximately 85 wishes for the children and donate several hundred dollars to the underserved community.

Kid's Triathlon

July 2019 - Open to children age 5-14, provided a safe and fun environment for kids to compete in a triathlon with kids their same age. Approximately 350 children participated in the race.

Underwater Hockey

Menlo Swim and Sport partnered with Club Puck to begin offering USA Underwater Hockey at the Burgess Pool. We currently have 5 hours of pool time per week allocated to this program, along with periodic tournaments and training camps. A youth underwater hockey program was initiated in the Spring of 2019.

Conclusion:

At some point in 2020, our 15th year of operation as Menlo Swim and Sport at Burgess Park, we will welcome our 7,000,000 th visit to the facility. A large number far beyond our wildest dreams when we began our business journey in 2006.

As we look back it has been a long, and often rocky history with many challenges that were overcome with grit, determination and the will to succeed. The tough periods were balanced by the blissful times when our dedicated team of service-minded people improved the lives and well being of our neighbors and friends. The passage along our development timeline of fulfilling our mission of producing unprecedented premium public service for our community to where we stand now is just staggering.

The two shining gems of our operation that stand out for me above all the other noise and chaos of operating a full functioning community center both have at their core..."taking care of others."

The first point of pride is the progress within our company that now allows us to be able to provide our hard working staff members with a positive, sustainable and healthy culture in order to learn, grow and develop into the best versions of themselves while immersed in their work environment. Our focus on staff members health and well being has translated into major improvements in how our service-line providers communicate and positively interact with the general public. Our "servant's heart" company value is now on display every open hour.

The second gem is our inspiration in helping to found Beyond Barriers Athletic Foundation (BBAF) in 2012. Now BBAF is operated and directed by board members, who are mostly from our Menlo Masters swim team. The foundation provides aquatic scholarships for underserved youth. Originally the foundation focused mostly on the Belle Haven pool community and during the first year lessons were provided for 100 children. Last year, BBAF provided aquatic scholarships at 11 different pools for 7,900 children. Those children were able to take over 33,000 lessons, with 6,300 additional hours for lifeguard training, swim team and water polo. The current challenge is to get 100% financial participation from our 250+ Menlo Masters members to help support the BBAF operating budget.

Over the years, Menlo Park as a city has evolved and has become a daily destination for thousands of people focused on moving our social/digital connectivity forward. People and places around the city are constantly changing, so in order for Menlo Swim and Sport to remain vital and relevant to the ever-changing environment we are constantly aware of our need to innovate and adapt to the changing desires and demands of the community.

The fast-paced, high-stress environment that is now common in our present community needs to be balanced with community facilities and resources for individuals and families to destress and find comfort. Our city facilities need to be well maintained, well cared for while being thoughtfully upgraded, and viewed through the eyes of the end-user who is seeking both solitude and connection. Transportation to any of the city recreation facilities is challenging, but that has become a daily chore that most users have adapted to and do not openly lament. But, once they reach the end of their transportation cycle their expectations are heightened. Our role is to reward them with a well-appointed, friendly, welcoming, dependable, usable and clean destination.

Judging from our survey results, we are not succeeding in every category. We must improve dramatically in the area of basic human services:

1. Locker room shower warmth and quality
2. Locker room space and cleanliness

Also coming through in our surveys is the need for warmth of our youth and senior populations who use the pool on a year round basis. Burgess is a “unique” municipal pool in that it is heavily used every month throughout the year. When it is cold, most users are uncomfortable at some point, but our young and old are more adversely affected. We have managed/improved that in years past by constructing a temporary structure (dome) over the pool to combat the cold. But, due to water, and air quality challenges associated with the covering along with the fact that the covering reached the end of its lifespan we did not have a covering over the pool this winter. As a result of this decision, less people are using the pool and the ones that are using the pool are asking for a future remedy to the current situation.

In the process of constructing this report, a major development surfaced when Facebook, a long time supporter of Menlo aquatics, announced that they are gifting a new multigenerational community center to the City of Menlo Park on the Onetta Harris/Belle Haven campus. A magical announcement for our administration that has been in support of Belle Haven since the late 1990’s. It is uplifting to see an area of the city that is experiencing growth and major development be the beneficiary of the changing times. It’s exciting to wonder about the recreational opportunities that will emerge from the new center. Our hope is that Menlo Swim and Sport is able to foster and create aquatic programming that ignites the community to come together.

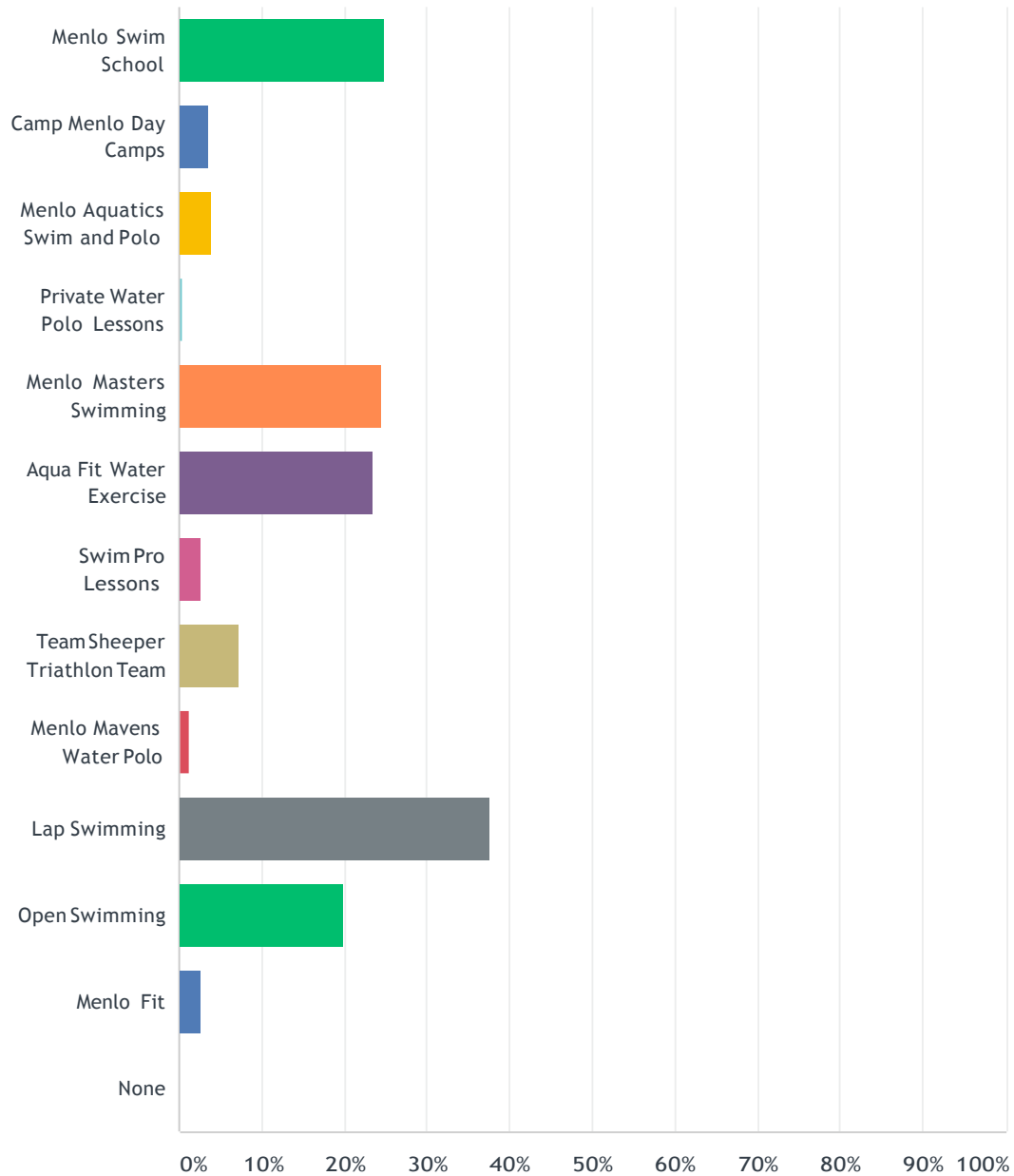
We are not where we want to be. Menlo Swim and Sport continually wants to improve our services to the community. From that mindset, our initiatives for 2020 are:

1. Launch a comprehensive adult learn to swim program
2. Increase our programming for the senior water therapy/exercise community
3. Improve the quality of experience in our learn to swim program
4. Improve the quality of experience related to the aquatic facility

Customer Satisfaction Survey Results (Burgess)

Q2 In 2019, which Menlo Swim and Sport program(s) did you and/or your family participate? (Choose all that apply)

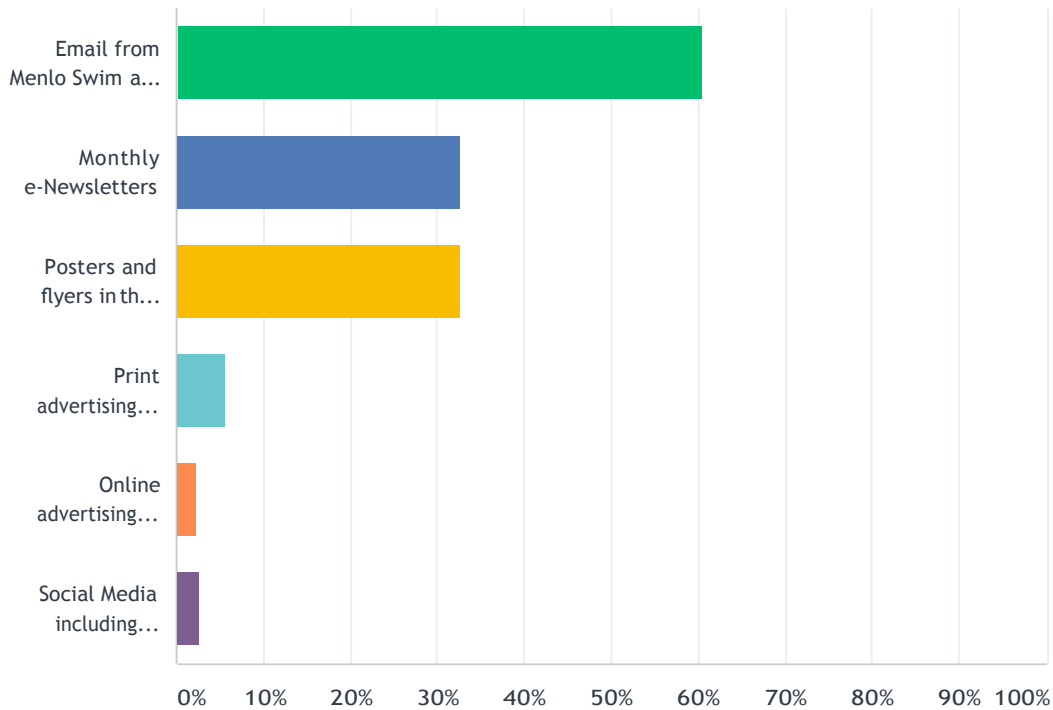
Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
Menlo Swim School	24.89%	55
Camp Menlo Day Camps	3.62%	8
Menlo Aquatics Swim and Polo	4.07%	9
Private Water Polo Lessons	0.45%	1
Menlo Masters Swimming	24.43%	54
Aqua Fit Water Exercise	23.53%	52
Swim Pro Lessons	2.71%	6
Team Sheeper Triathlon Team	7.24%	16
Menlo Mavens Water Polo	1.36%	3
Lap Swimming	37.56%	83
Open Swimming	19.91%	44
Menlo Fit	2.71%	6
None	0.00%	0
Total Respondents: 221		

Q3 How do you find out about new programs at Menlo Swim and Sport?

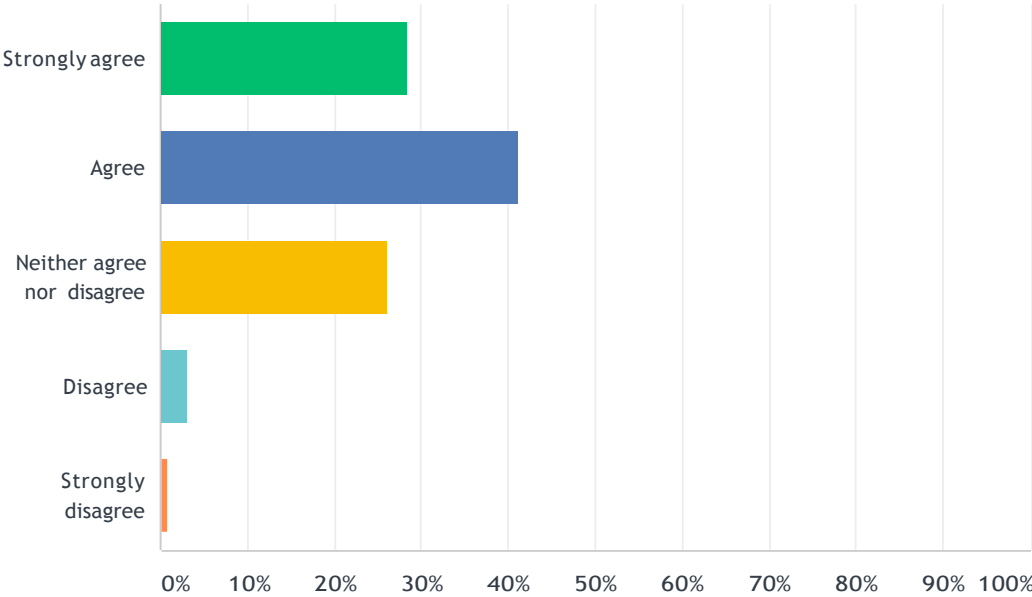
Answered: 215 Skipped: 6



ANSWER CHOICES	RESPONSES	
Email from Menlo Swim and Sport	60.47%	130
Monthly e-Newsletters	32.56%	70
Posters and flyers in the lobby	32.56%	70
Print advertising including Menlo Park Activity Guide & Palo Alto Weekly,	5.58%	12
Online advertising including Google & Palo Alto Online	2.33%	5
Social Media including Facebook, Instagram, Twitter, Yelp	2.79%	6
Total Respondents: 215		

Q4 As a direct result of participating at the pool, I (or my child) feel closer to my community.

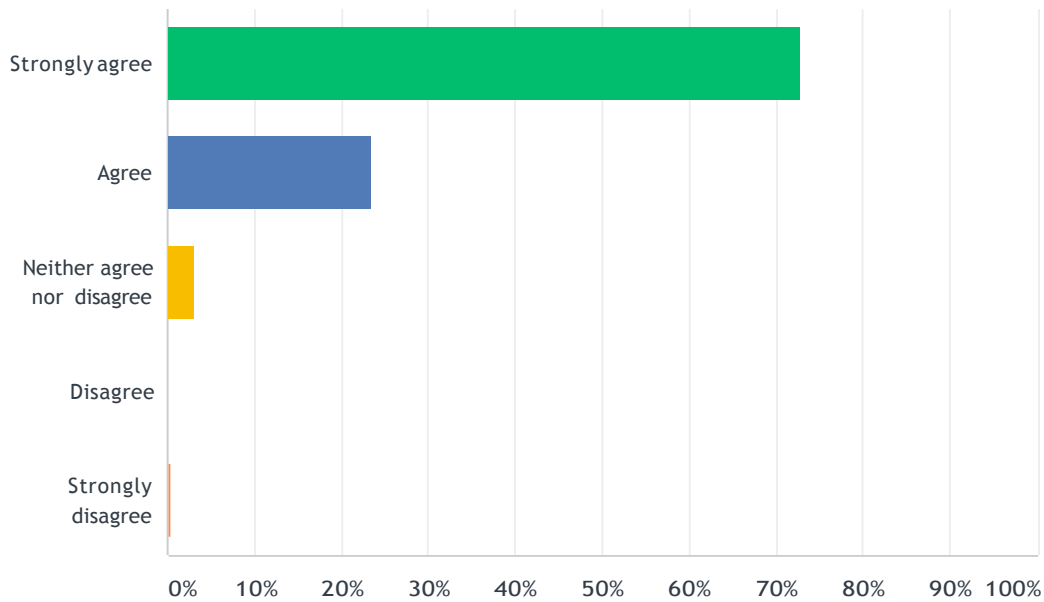
Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	28.51%	63
Agree	41.18%	91
Neither agree nor disagree	26.24%	58
Disagree	3.17%	7
Strongly disagree	0.90%	2
TOTAL		221

Q5 My (or my child's) participation in aquatics programs supports a healthy lifestyle.

Answered: 221 Skipped: 0

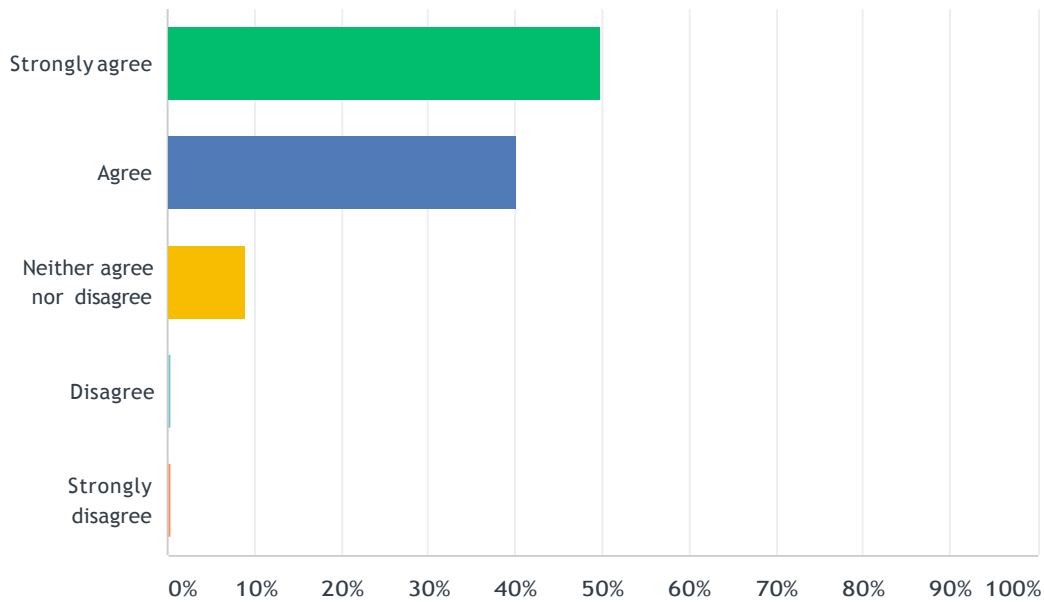


ANSWER CHOICES	RESPONSES	
Strongly agree	72.85%	161
Agree	23.53%	52
Neither agree nor disagree	3.17%	7
Disagree	0.00%	0
Strongly disagree	0.45%	1
TOTAL		221

Q6 My participation (or my child's participation) in aquatics programs contributes to my (child's) individual growth and development.

Answered: 221

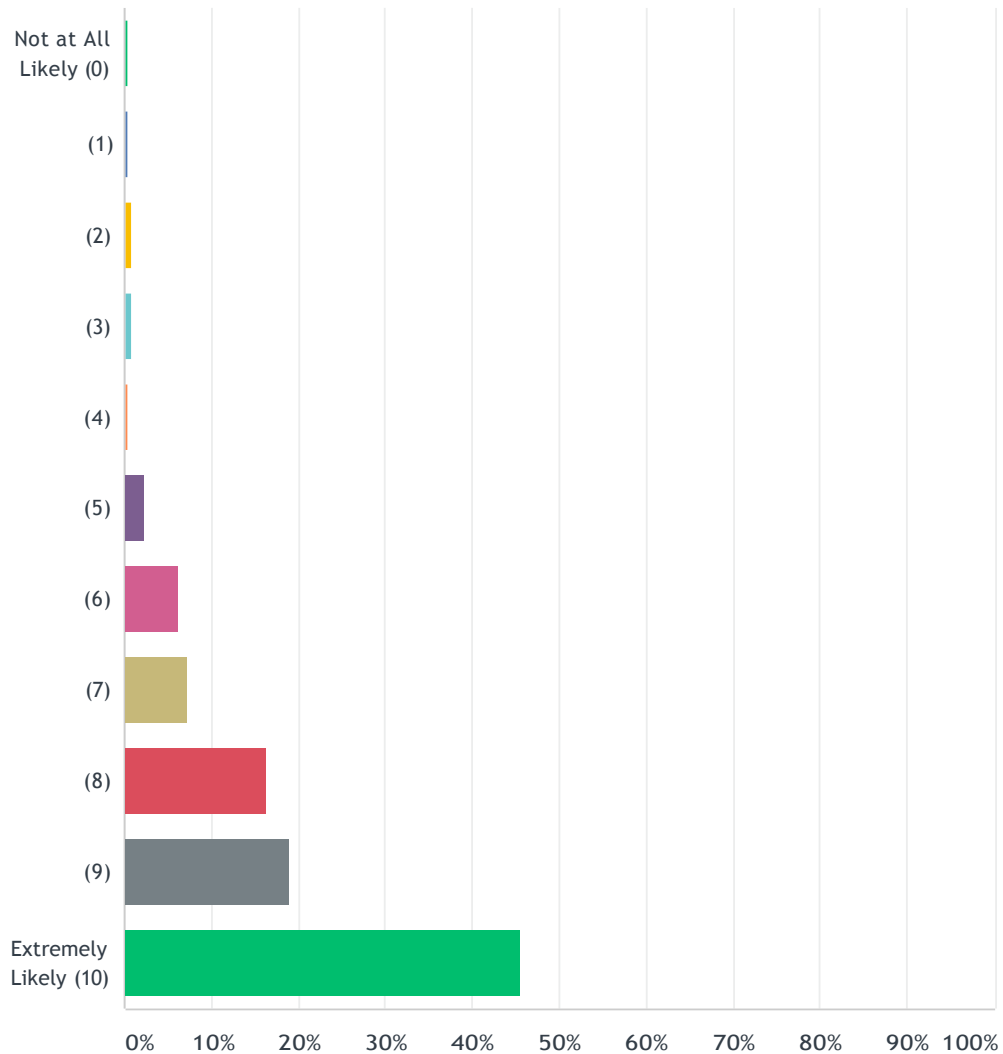
Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	49.77%	110
Agree	40.27%	89
Neither agree nor disagree	9.05%	20
Disagree	0.45%	1
Strongly disagree	0.45%	1
TOTAL		221

Q7 Considering your experience with Menlo Swim and Sport, how likely are you to recommend Menlo Swim and Sport to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not at All Likely (0)	0.45%	1
(1)	0.45%	1
(2)	0.90%	2
(3)	0.90%	2
(4)	0.45%	1
(5)	2.26%	5
(6)	6.33%	14
(7)	7.24%	16
(8)	16.29%	36
(9)	19.00%	42
Extremely Likely (10)	45.70%	101
TOTAL		221

Q8 What can we do in the future to earn a 9 or 10?

Answered: 105 Skipped: 116

#	RESPONSES	DATE
1	greater attention to safety, hygiene and comfort of patrons: 1. provide warm water for the women's showers, which I thought was customary. 2. provide non slip locker room floor by cleaning off the scum and hair, and mopping dry regularly. As you know, someone recently had stitches in her head after slipping in the shower and hitting her head. We all worry about this happening. 3. Prevent leafblowers on the pool deck while patrons are swimming - just feet away from dust, noise and exhaust.	1/17/2020 4:12 PM
2	I improve the women's locker room. Give us some heat. Fix locks on stalls. Keep the shower heads working properly. Put in additional shelves.	1/17/2020 11:59 AM
3	Consistent teaching staff and more training for staff to improve learning experience for the children.	1/16/2020 2:45 PM
4	Love the programs, would be great to see the locker room and rest rooms a bit cleaner.	1/15/2020 9:46 PM
5	The locker room and showers are dismal. Steve does an amazing job keeping them clean but he is not a plumber nor can he re-tile the floor or replace lightbulbs. The women's showers are in need of urgent repair.	1/15/2020 1:25 PM
6	The shower and locker room desperately need repair. Half the showers don't work properly and the bathroom doors need repair and a new paint job.	1/13/2020 3:03 PM
7	It is Great now	1/13/2020 12:57 PM
8	better coaching	1/12/2020 3:43 PM
9	This year the swimming pool wasn't covered during fall and winter, it reduced the number of times my children and myself were coming. Please bring back the cover	1/12/2020 10:22 AM
10	get the fluctuating pool temperature under control	1/11/2020 9:01 PM
11	I am always recommending anyone of the different swim levels	1/10/2020 3:29 PM
12	Clean/bleach the lockers and showers on a more regular basis. The performance pool could always be colder. :-)	1/9/2020 8:20 PM
13	Retain Sheralee. She is the most fantastic exercise instructor I have ever had. Please extend classes to 5 days a week. If I miss a class, it means there is not another aqua wellness class for 4-5 days.	1/9/2020 5:59 PM
14	the dressing rooms require some renovation. Safety is number one and and expansion is important, visiting the dressing rooms after class is the only part I don't like.	1/9/2020 1:38 PM
15	10	1/9/2020 9:33 AM
16	Add more aqua fit choices	1/8/2020 3:03 PM
17	Not sure.	1/8/2020 2:08 PM
18	Provide a real-time and accurate schedule of instructors.	1/8/2020 11:07 AM
19	Keep the PROGRAM! Continue to make improvements in the locker room- safety is a concern- wet floors- crowded area with baby strollers at times	1/8/2020 7:19 AM
20	Keep the pool temperature stable at 80 degrees. Create programs that include everyone, not just the fastest swimmers.	1/7/2020 10:18 PM
21	You already have one..Improve the dressing rooms	1/7/2020 8:42 PM
22	Make sure performance pool is not randomly too cold on some days.	1/7/2020 7:10 PM
23	Get the better instructors	1/7/2020 6:43 PM
24	Cleaner showers - details like floors and wallaby's of stalls.	1/7/2020 5:43 PM
25	Ongoing maintenance of the facility. The lockers rooms are showing their age with high daily usage. Cleanliness is good but repairs are needed to plumbing and tiles.	1/7/2020 5:07 PM
26	I love our instructors, and they teach the classes consistently. that makes a big difference!	1/7/2020 11:18 AM
27	Update showers in Woman's locker rooms	1/7/2020 10:47 AM

28	Maybe a 10 swim a month reduced rate pass for seniors. The monthly is great if you manage to get to the pool frequently but less so if you don't. Still the monthly is convenient and better than pay-per-swim.	1/7/2020 10:12 AM
29	Locker rooms are way too small.	1/7/2020 8:28 AM
30	Improve facilities, especially showers. Correct students more (swim team) so that they improve their style.	1/7/2020 5:08 AM
31	We didn't have a great experience with a couple of the swim coaches in the summer. I get that they were young and learning teaching skills, but they weren't able to be sufficiently flexible with a child who was finding being with a new person / skill difficult.	1/6/2020 10:49 PM
32	more comfortable and updated shower facilities, better places for parents to sit and watch children when cover is on the pool, warmer bathrooms	1/6/2020 10:09 PM
33	It's always been about the coaches and participants. In that - the program gets hi marks. The locker room is really substandard for the large population it serves and there is no other public pool I've ever heard of that can't control pool temp.	1/6/2020 9:18 PM
34	Bring back the Fast, Medium, Slow lap swim cones to help manage busy times in lap swimming and make sure everyone can enjoy their swim!	1/6/2020 8:52 PM
35	More attention given to stroke correction. More attention given to consistently keeping pool temperature at the advertised 80 degrees.	1/6/2020 8:42 PM
36	The locker rooms are very dated and somewhat dirty. There need to be more rubber mats on the floor to prevent slipping on the slick tiles. The locker room should be heated in winter	1/6/2020 7:09 PM
37	Our Positive experience Thus far really Relies on the caliber of swim Instructors we were fortunate to have. I understand changes in personnel happen but unsure if our experience will be better or worse than past year due to instructor changes	1/6/2020 7:09 PM
38	I recommended it today	1/6/2020 6:59 PM
39	Small things in the locker room: better, high quality soap/shampoo and brighter lighting. It is hard to open a combo lock with the UV lights.	1/6/2020 5:00 PM
40	fix the showers in the women's locker room. There is only one working shower, the handicapped shower.	1/6/2020 4:36 PM
41	Be more responsive when there are pool closures. When you pay a monthly fee and the pool is closed, you can not assume that people can get to the alternative pools you suggest.	1/6/2020 4:31 PM
42	Have the Menlo Mavericks Trainer kids swim in the lap pool all year. The lesson pool is too warm for the intensity of practice and is not healthy in our opinion.	1/6/2020 4:30 PM
43	The coaches have a big impact.	1/6/2020 4:08 PM
44	Keep up the great work. The program is always so good that the challenge is to still continually improve when the bar is so high!	1/6/2020 4:04 PM
45	Keep the locker room clean, fix the showers .	1/6/2020 3:59 PM
46	I feel the swim school group instruction for smaller kids is not quite the same level as others in the area.	1/6/2020 3:14 PM
47	The ladies locker room is very cramped, dirty, with benches that aren't wide enough, and showers that don't work properly. There should be a strong enough water flow so that one can shower efficiently and sufficiently. Sometimes there is only a trickle. Some showers shut off every 8 seconds or so, so that one must keep pressing the shower to release water again. People wait in a line to be able to use the 1 or 2 showers that actually work. Over the last several months, the water temperature in the performance pool has been erratic and inaccurate. The water is different degrees in different areas of the pool. For too long a while the water felt frigid, then for a few blessed weeks it seemed "normal" again, while today it felt cooler. I experience anxiety coming to the pool when I am not sure if I will be able to tolerate the water or not.	1/6/2020 3:11 PM
48	No tent in the winter is wonderful! Please don't buy a new tent.	1/6/2020 3:07 PM

49	Would give an 11 if I could.	1/6/2020 3:04 PM
50	don't have so many pool closures and more timing for lap swim earlier in day in instructional pool	1/6/2020 2:27 PM
51	Cover the pool during the winter!	1/6/2020 2:15 PM
52	Consistency of swim instructors (less subs), shower facilities to accommodate children's needs (the kids are not able to reach the switch/water keeps shutting off)	1/6/2020 2:05 PM
53	It's very difficult to get a spot in swim lessons. They're always full and we end up with our 3rd or 4th choice, in terms of timeslot.	1/6/2020 1:45 PM
54	Be more efficient in your teaching. It has taken over 4 years of continuous lessons, sometimes even more than twice per week, to him learn just 3 strokes. The instructors are "too nice". They need to push a bit to get the children to try harder.	1/6/2020 1:23 PM
55	Communication could be improved. IE I did not realize there were no regularly scheduled swim lessons during Christmas break. I read all the emails I get from MS&S, so I don't think it was advertized well. I really hate the website for booking swim lessons. I tend to call and have someone help me because they are so good at it.	1/6/2020 1:18 PM
56	Improve the facility changing rooms. Figure a way to handle the cold more effectively.	1/6/2020 1:06 PM
57	You got it! Keep up the great work!	1/6/2020 12:37 PM
58	Better trained teachers with more varied teaching techniques and more active participation by students.	1/6/2020 12:31 PM
59	1) Remodel changing rooms and showers 2) Make baby pool warmer 3) improve cleanliness in changing rooms and showers	1/6/2020 12:23 PM
60	Decrease cost to participate; increase diversity of participants.	1/6/2020 12:17 PM
61	The coaches and staff are very friendly and helpful.	1/6/2020 12:12 PM
62	Improve the women's showers.	1/6/2020 12:11 PM
63	We have been disappointed with the rigor of the swim lessons going down. Our son learned to swim with you, and in his days there were a number of good instructors with long time at the swim school. There was Lindsay, a great lead instructor and person-in-charge, and progress was measured by frequent level checks (which now parents have to keep nagging instructors to do) and pics of kids with ribbons. Everything is negative on all these counts and we are only staying on till we can find better options.	1/6/2020 12:11 PM
64	I feel like the swim school could be better. My son has literally been working on the exact same skill for the past year and he only just got his ribbon because I finally asked. He was working on freestyle, breaststroke, backstroke at his other swim school and somehow they only placed him in level two. I feel like the four boys just goof off in the class because they're bored and not challenged. We've also had a rotating door of teachers which, I think, also contributes to the problem. Don't exactly feel like I'm getting my money's worth.	1/6/2020 11:59 AM
65	Group lessons have too many students per teacher. Most of the class time is spent waiting on the side for a turn to swim. Children get restless and bored while waiting. Surely there is a way for the other 2-3 children to practice their strokes while the teacher works with an individual student. More open swim times are needed after school. Given the short duration of actual swimming in group lessons, kids needed time to practice what they have learnt but there are no open swim times after school during school terms. The open swim starts late when most families are eating dinner making it impossible to attend.	1/6/2020 11:54 AM
66	Better communication about who the instructor will be for the swim camps- on site. Ours changed multiple times throughout the camps that we participated in.	1/6/2020 11:53 AM
67	Would like better notification or communication about pool closures or program cancellations.	1/6/2020 11:44 AM
68	Better swim instructors	1/6/2020 11:38 AM
69	Fix the showers so they have a decent spray so you can get the soap out of hair.	1/6/2020 11:19 AM
70	Upgrade locker room facilities; add more outdoor rinse off showers. Uneven instruction at swim school - some instructors are fantastic; others not so much.	1/6/2020 11:12 AM

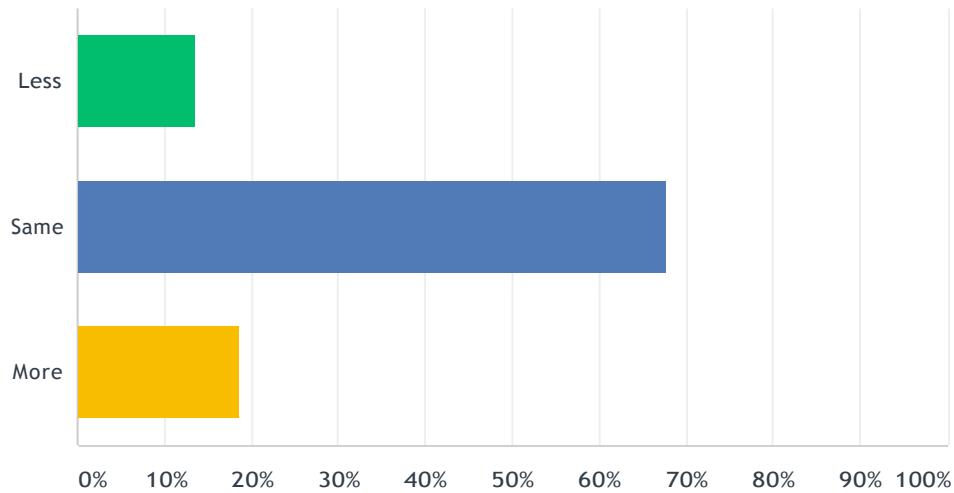
71	Improve women's locker room	1/6/2020 11:11 AM
72	A little better communication on issues and consistency with water temperature	1/6/2020 11:11 AM
73	Better showers? Everyone fights for 1 or 2 of them the water isn't hot or takes FOREVER to get hot in the others. Having better showers means less time wasted in the changing room! When lights went out I had to threaten to call the city before they got fixed. I complained every week for 6 weeks. Cleaner changing rooms	1/6/2020 11:06 AM
74	We need more room for the Aqua Wellness class (9 am). There are as many people in that class as the morning AquaFit yet we lose several lanes. The space during the summer is ridiculous for how popular that class is. I wouldn't recommend to outside people just because I'd hate to lose more space.	1/6/2020 11:04 AM
75	Please heat the locker room a little more.	1/6/2020 11:04 AM
76	Have a decent program that actually moves children through levels and encourages them to achieve their best and enjoy the sport. Need teachers with positive attitude and belief in students. Need more programs and quicker progression through levels.	1/6/2020 11:01 AM
77	Improve the locker rooms	1/6/2020 11:00 AM
78	Make sure that the showers work and run for longer periods of time. Make sure the cleaning lady ready scrubs the shower walls and floors well.	1/6/2020 10:59 AM
79	More availability for swim lessons, better communication for level system	1/6/2020 10:58 AM
80	We have not had great success with the teachers except for Coach Ray. After almost a year there, my two girls 5 and half and three and half made more progress with coach Ray in the few weeks they were with him then the entire time with the other teachers. In fact, since Coach Ray's departure, they have regressed. In order to earn a 9 or 10, I suggest there be more emphasis on teacher training and hiring and more consistency with the teachers and classes.	1/6/2020 10:52 AM
81	During weekends, especially Sunday, I would love more lanes for lap swimming in the earlier morning hours.	1/6/2020 10:49 AM
82	Improve the shower facilities! It's hard for children to reach the buttons and know what's hot and cold. Some showers don't ever seem hot.	1/6/2020 10:44 AM
83	I continue to be dismayed by the water quality in the performance pool. The temperature fluctuations (mostly too hot) often make swimming at a performant level impossible. The website claims the pool is kept at 80 degrees but this is rarely the case. I would like to see an independent 3rd party come in and evaluate the maintenance program including the impact the sport court may have on water quality.	1/6/2020 10:38 AM
84	Improve cleanliness in the restrooms / locker rooms	1/6/2020 10:38 AM
85	Constant swim teachers for the year round swim school.	1/6/2020 10:36 AM
86	Better locker room layout	1/6/2020 10:32 AM
87	Supervise the cleaning lady more closely	1/6/2020 10:31 AM
88	Perhaps plan/install a new dome?	1/6/2020 10:26 AM
89	keep it up, keep the pool warm, clean and ready for swimmers, and continue to have great coaches on deck	1/6/2020 10:26 AM
90	I think the shower room needs to be improved. It is very hard to use and not every room has hot shower. It would be good to have some instructions on the wall. My daughter always feels cold after swimming especially in the winter. The only hot shower in the lady room is the one at the corner for disables. Sometimes it is occupied and we have to wait. We tried others and none of them worked.	1/6/2020 10:22 AM
91	More flexibility and instructor availability for private and semi-private lessons on weekends, when most people are available. I find that the 2 instructors I saw giving privates were good for older children, but a little tough for younger ones. We moved to another pool for November to April classes because the instructional pool is no longer covered. As a working parent, I don't want to take the chance of my child getting sick by swimming outside because the school sends kids back home when they are sick, which is very disruptive for working parents, and children	1/6/2020 10:21 AM

miss classes. I used to swim in the Masters and got sick a lot in the winter and stopped swimming outdoors in the winter. Find some exercise, drill or activity for kids to do when waiting for their turn by the side of the pool.

92	Swim instructors have too much turnover. Communication about the facilities and holiday hours, closures etc needs to be better. I don't get a strong sense of management from the facility.	1/6/2020 10:20 AM
93	Make sure that the specified number of lap swimming lanes is available at the times specified in the schedule. It is very common to have less available lanes than expected.	1/6/2020 10:20 AM
94	Improve locker room. For example, signs posted: "Please do not put your shoes or bags on the benches." If shoes are under benches and bags are hung on a hook, there is more room for people to sit and put their equipment WHILE GETTING DRESSED.	1/6/2020 10:19 AM
95	You are already there!	1/6/2020 10:18 AM
96	The winter without the bubble is rough. Also, the amount of teacher turnover has been difficult.	1/6/2020 10:11 AM
97	More lap swimming availability	1/6/2020 10:11 AM
98	Update the locker rooms	1/6/2020 10:11 AM
99	My only beef isn't that big and won't change our participation - it's to do with the changes in cost for bronze/silver/gold teams. My child will probably continue to only do swim practices once/week and so paying for full access isn't super cost effective. Also, when I look, I wish there was a non-competitive team for her to transition into when she's older - she loves swimming and the practices but has a hard time with competition. It would awesome to have something she could do for the joy of swimming.	1/6/2020 10:10 AM
100	The lap pool need to be cleaned more frequently	1/6/2020 10:10 AM
101	Improve the women's showers!	1/6/2020 10:10 AM
102	There's such a wide variety of quality in the swim instructors--some were amazing, some were just going through the motions. Better trained staff would help. More open swim hours would be a huge hit.	1/6/2020 10:09 AM
103	Keep performance pool temperature at reasonable level.	1/6/2020 10:09 AM
104	More consistent swim teachers - lots of subs makes it hard for kids to bond with teachers	1/6/2020 10:08 AM
105	Maybe make the swim programs a little less intimidating for non-swimmers to join? I am thinking of having days where the Menlo Fit campers are invited to try swim sessions/instruction?	1/6/2020 10:07 AM

Q9 How often are you using the aquatic facility compared to last year?

Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less	13.57%	30
Same	67.87%	150
More	18.55%	41
TOTAL		221

#	WHY?	DATE
1	The pools are really a wonderful asset. However, every visit I dread the showers and hope that the handicap shower is available, since it is the only warm one. Every week I think about quitting the pool because of the icy showers. I think when Canada College opens their facility Burgess will lose a lot of regular swimmers if this isn't improved.	1/17/2020 4:12 PM
2	Fewer swim lessons for my younger child (couldn't accommodate schedule and needed private attention) but joined swim team so overall use is the same.	1/15/2020 9:46 PM
3	Kids participate	1/13/2020 3:03 PM
4	I love it	1/13/2020 12:57 PM
5	This year the swimming pool wasn't covered during fall and winter, it reduced the number of times my children and myself were coming. Please bring back the cover	1/12/2020 10:22 AM
6	I cannot count on being able to swim because I am not confident the pool will not be too hot. For this reason I have started attending lap swim elsewhere	1/11/2020 9:01 PM
7	I use it 6 days a week	1/10/2020 3:29 PM
8	family illness. not by choice	1/10/2020 11:47 AM
9	Schedule lifted	1/8/2020 9:05 PM
10	My job is taking me in the other direction and my commute is just really hard if I have to head south before going north. I'm sad, because I really like swimming at this pool.	1/8/2020 8:38 PM
11	?	1/8/2020 3:03 PM
12	Able to get to class.	1/8/2020 2:08 PM
13	good for my body	1/8/2020 12:33 PM
14	4x per week is good	1/8/2020 11:07 AM
15	Swimming is my primary fitness activity and I will continue for as long as I can.	1/7/2020 10:18 PM
16	As often as I am able.	1/7/2020 9:39 PM
17	You need to add more aqua fit classes to the schedule . In my case Saturday and tues/thur classes would be great.	1/7/2020 8:42 PM
18	Look forward to Aquafit with Sheralee Beebe	1/7/2020 4:20 PM
19	As long as the performance pool temp is kept consistently between 79-81. It's ridiculous the fluctuation there has been this past year, and even more ridiculous that it has been running so warm! I have thought about switching clubs because I am so frustrated by it.	1/7/2020 2:00 PM
20	I rarely got there last year. This year - well, we'll see...	1/7/2020 10:12 AM
21	Time commitments and cross training	1/7/2020 8:19 AM
22	Only moved here this year	1/6/2020 10:49 PM
23	not as good for littler kids to take classes vs other competitors in area, as colder, harder for parents to help them shower, nowhere for parents to sit during the winter. children did not enjoy teaching style as much either	1/6/2020 10:09 PM
24	Enjoy swimming. Seeing improvement. Hours suit my schedule. Coordinate with kids swim and gymnastics lessons.	1/6/2020 8:52 PM
25	More practice given my daughter was progressing so well with her last instructor	1/6/2020 7:09 PM
26	I liked the dome during the winter.	1/6/2020 4:31 PM
27	My husband is swimming more frequently with my daughter	1/6/2020 4:30 PM
28	Cold pool is hard to get into when the weather is wet and cold. Work schedule this year 2019 has been harder to allow pool time.	1/6/2020 4:08 PM
29	time	1/6/2020 2:27 PM

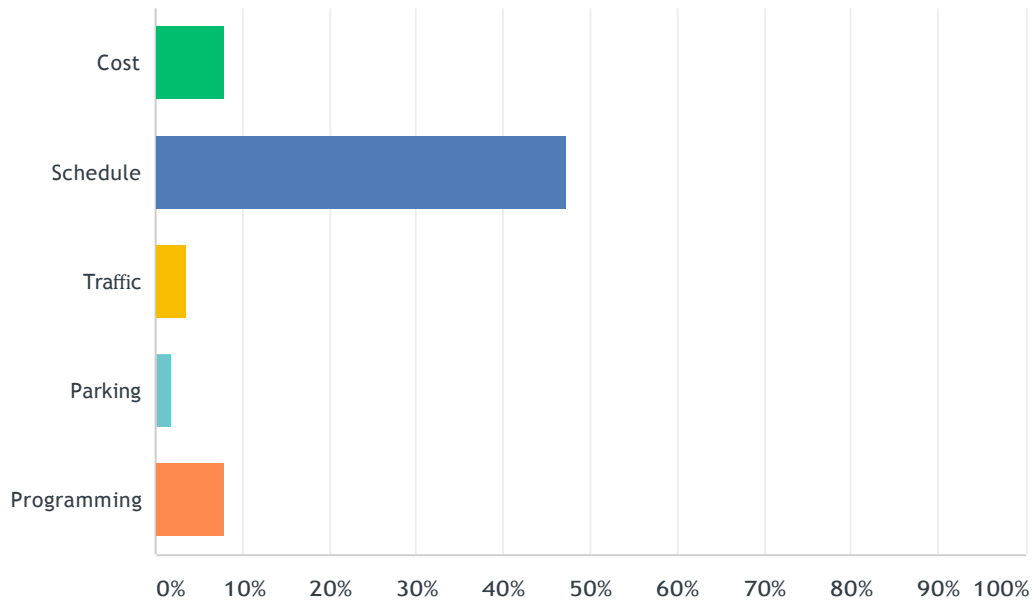
30	No tent	1/6/2020 2:05 PM
31	Weekend Open Swim hours are limited and no longer fit with my toddler son's nap schedule. We'd love to enroll both of our two kids in Swim School on the weekends (we work full time during the week), but the slots are always full and we can't get into the class we want.	1/6/2020 1:45 PM
32	See above	1/6/2020 1:06 PM
33	Training for a triathlon so unable to swim more times in the pool. It would be great if there was a triathlon training for swim at the pool.	1/6/2020 1:01 PM
34	I resigned from the class	1/6/2020 12:58 PM
35	Signed up this year for swim school.	1/6/2020 12:03 PM
36	I had to switch to Menlo swim school because it was too hard to get to our other lessons during commute hours. Once my son started kindergarten we had no choice but to go to classes that were closer to home just because of logistics.	1/6/2020 11:59 AM
37	Children are taking weekly swim lessons	1/6/2020 11:54 AM
38	No bubble cover or equivalent so I don't use the facility during the winter	1/6/2020 11:50 AM
39	Last year I had 4 surgeries	1/6/2020 11:43 AM
40	Due to surgery	1/6/2020 11:11 AM
41	You know what you are getting. No major life changes	1/6/2020 11:11 AM
42	Already 5 times a week :)	1/6/2020 11:08 AM
43	I've been sick. But plan to use it at about the same rate once I am better. Again, better showers would help.	1/6/2020 11:06 AM
44	2018 was a sucky year in terms of working out.	1/6/2020 11:05 AM
45	Plan on having more time this coming year to swim.	1/6/2020 11:04 AM
46	I am bothered more by the cold outside air than in previous years.	1/6/2020 11:04 AM
47	Because your swim lesson program is one of the worst I have ever witnessed.	1/6/2020 11:01 AM
48	Only if I can find placement	1/6/2020 10:58 AM
49	We are not happy with the progress made in the classes outside of what we saw with Coach Ray.	1/6/2020 10:52 AM
50	Swimming is now a more appropriate exercise than running.	1/6/2020 10:41 AM
51	I am at work just as much as I was last year	1/6/2020 10:39 AM
52	Moved farther out. Using LRD.	1/6/2020 10:32 AM
53	Back issues	1/6/2020 10:32 AM
54	Waiting for the new dome!	1/6/2020 10:26 AM
55	maybe, I also had some medical issues this year that kept me out of the water more than I would have preferred	1/6/2020 10:26 AM
56	Teachers are really kids-friendly. My daughter likes them a lot, which helps her keep going to the class.	1/6/2020 10:22 AM
57	We moved to another pool for November to April classes because the instructional pool is no longer covered. As a working parent, I don't want to take the chance of my child getting sick by swimming outside because the school sends kids back home when they are sick, which is very disruptive for working parents, and children miss classes. I used to swim in the Masters and got sick a lot in the winter and stopped swimming outdoors in the winter.	1/6/2020 10:21 AM
58	I am always worried it is going to be closed or not available for open swim.	1/6/2020 10:20 AM
59	Other things to do	1/6/2020 10:18 AM
60	Already swim 5 days a week.	1/6/2020 10:18 AM

61	Bought annual pass; knees hurt too much to do non-swimming sports	1/6/2020 10:17 AM
62	Work and family commitments	1/6/2020 10:12 AM
63	Too pricey	1/6/2020 10:10 AM
64	My children are older and swim safety is more important!	1/6/2020 10:09 AM
65	Travel	1/6/2020 10:09 AM
66	I use it before the saturday rides from time to time. I will also use it mid week if I am in the area	1/6/2020 10:09 AM
67	Weekly swim lessons	1/6/2020 10:08 AM
68	High school swim season--practice at high school	1/6/2020 10:08 AM
69	I don't use them.	1/6/2020 10:07 AM

Q10 What are the limiting factors for you using the facility?

Answered: 165

Skipped: 56



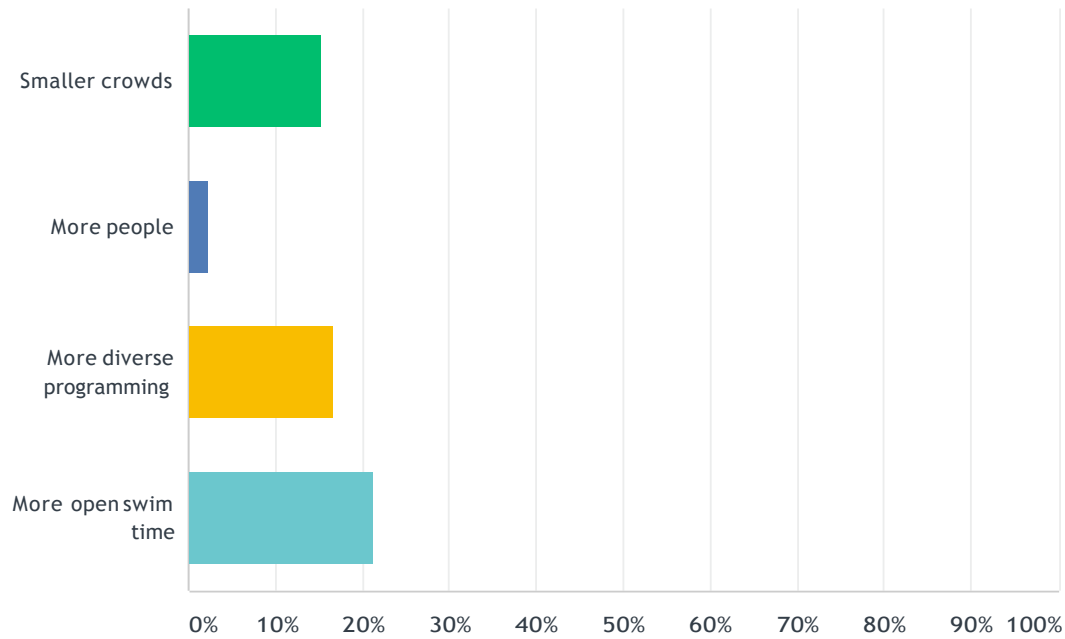
ANSWER CHOICES	RESPONSES	
Cost	7.88%	13
Schedule	47.27%	78
Traffic	3.64%	6
Parking	1.82%	3
Programming	7.88%	13
TOTAL		165

#	OTHER	DATE
1	Nothing	1/17/2020 12:00 PM
2	I already use the facility five days a week.	1/15/2020 1:27 PM
3	I use it a lot	1/13/2020 2:19 PM
4	showers in women's locker room are terrible	1/11/2020 9:51 PM
5	my own laziness	1/11/2020 9:47 PM
6	pool temperature fluctuating	1/11/2020 9:03 PM
7	my schedule, not the facilities'	1/10/2020 11:50 AM
8	Illness	1/10/2020 10:29 AM
9	NONE	1/9/2020 10:53 PM
10	Distance	1/9/2020 10:12 PM
11	The women's locker room is way too small and run down. It needs to be renovated and tripled in size. Frankly its an embarrassment for a city like Menlo Park.	1/9/2020 6:27 PM
12	I do other sports and just don't have time to swim more	1/8/2020 8:49 PM
13	My own schedule is very busy.	1/8/2020 3:26 PM
14	exercise limits	1/8/2020 2:58 PM
15	I'm a lap swimmer swimming 4-5 days a week. Only vacations and occasionally feeling under the weather keeps me from the pool. Unless the pool heater breaks and you close the pool.	1/8/2020 2:19 PM
16	My own schedule and constraints of time	1/8/2020 12:35 PM
17	Dressing room facilities are poor and too small. Shower heads often do not work.	1/8/2020 7:53 AM
18	Outside commitments	1/7/2020 9:41 PM
19	None	1/7/2020 5:09 PM
20	none of the above	1/7/2020 4:21 PM
21	would like wellness classes to be offered monday through Friday not just Monday, Wednesday Friday	1/7/2020 3:24 PM
22	How the water temperature in the shower is luke warm for most and it takes so long for some of the showers to heat up, and how the shower head outputs are crappy except for one shower and how none of this has been corrected this past year.	1/7/2020 2:09 PM
23	My own time and details of life	1/7/2020 1:05 PM
24	None	1/7/2020 10:49 AM
25	Just my own inertia.	1/7/2020 8:29 AM
26	I swim four days a week. That's all I have time for.	1/6/2020 8:50 PM
27	for me, none	1/6/2020 7:24 PM
28	I like to mix up my exercise	1/6/2020 7:01 PM
29	My own schedule limits my use to three days per week.	1/6/2020 6:50 PM
30	The showers in the women's locker room do not work. There is only ONE working shower, the handicapped one. It has been this way for over a year	1/6/2020 4:39 PM
31	Work has been busy in 2019.	1/6/2020 4:11 PM
32	None	1/6/2020 3:37 PM
33	Scheduling combined with traffic and commute distance	1/6/2020 3:15 PM
34	Only if the water is too cold.	1/6/2020 3:12 PM

35	I go to aqua fit six days a week. That is enough.	1/6/2020 3:10 PM
36	No pool covering	1/6/2020 2:15 PM
37	Please offer more classes on weekend, including Sunday afternoon	1/6/2020 2:11 PM
38	Parking is also becoming a problem	1/6/2020 1:09 PM
39	I prefer handicapped parking	1/6/2020 1:01 PM
40	None	1/6/2020 1:00 PM
41	body gets tired more easily	1/6/2020 12:39 PM
42	and Terrible showers	1/6/2020 12:12 PM
43	Location - we are based in Pacifica	1/6/2020 11:53 AM
44	No protection from rain and cold in the winter	1/6/2020 11:51 AM
45	I would come practically every day if the time and instructor were right .	1/6/2020 11:36 AM
46	none	1/6/2020 11:21 AM
47	N/A	1/6/2020 11:16 AM
48	Surgery that restricts pool use	1/6/2020 11:12 AM
49	I do other exercise on the days I do not swim.	1/6/2020 11:06 AM
50	No limiting factors	1/6/2020 11:01 AM
51	no limiting factors for us.	1/6/2020 11:00 AM
52	Just my time and recovery cycle	1/6/2020 11:00 AM
53	Program availability	1/6/2020 11:00 AM
54	Distance from home to pool	1/6/2020 11:00 AM
55	only limiting factor has been when pool closed for mechanical or maintenance problems	1/6/2020 10:59 AM
56	Health	1/6/2020 10:45 AM
57	Age, we swim 3x/week	1/6/2020 10:33 AM
58	none	1/6/2020 10:27 AM
59	It is cold in the winter and the instructional pool is no longer covered. Swimming outdoors increases the chances of my child getting sick, plus he is not interested in swimming outside when it's cold. And when kids are sick, the schools send them back home, which is very disruptive for working parents if it happens 3-4 times or more during the fall and winter.	1/6/2020 10:24 AM
60	my work schedule	1/6/2020 10:21 AM
61	None	1/6/2020 10:20 AM
62	Other opportunities	1/6/2020 10:19 AM
63	None	1/6/2020 10:19 AM
64	My own personal availability	1/6/2020 10:13 AM
65	Lack of warmth in the winter, changes of teachers, the women's bathroom is terrible	1/6/2020 10:13 AM
66	About 2out of 6 shower heads in the women's bathroom deliver hot water.	1/6/2020 10:13 AM
67	No tent in winter or other protection In winter Had to suspend my enrollment for the winter	1/6/2020 10:13 AM
68	distance. I don't live in the area	1/6/2020 10:10 AM
69	Insecurity about my swimming ability and technique versus others.	1/6/2020 10:08 AM
70	There are no limiting factors	1/6/2020 10:07 AM

Q11 What would attract you to spend more time at the aquatic facility?

Answered: 131 Skipped: 90



ANSWER CHOICES	RESPONSES	
Smaller crowds	15.27%	20
More people	2.29%	3
More diverse programming	16.79%	22
More open swim time	21.37%	28
TOTAL		131

#	OTHER	DATE
1	Nothing	1/17/2020 12:00 PM
2	It is fine as it is	1/13/2020 2:19 PM
3	better showers minimal hot water	1/11/2020 9:51 PM
4	consistent temperature of 79-80 in the performance pool	1/11/2020 9:03 PM
5	i have adjusted my lap swim schedule around Masters and when the pool is in heavy use. Most of the year I'm fine. it can get too busy in mid summer	1/10/2020 11:50 AM
6	I'm there enough	1/9/2020 10:53 PM
7	early morning, non-masters lap swimming.	1/9/2020 8:22 PM
8	Aqua wellness classes every weekday.	1/9/2020 6:27 PM
9	A slightly earlier Masters swim time would make it possible for me to swim then. (I know, SO early .. !)	1/8/2020 8:41 PM
10	More weekend options because of my busy schedule during the week.	1/8/2020 3:26 PM
11	nothing	1/8/2020 2:58 PM
12	I'm happy.	1/8/2020 2:19 PM
13	More waterpolo time. Our cost went way up and our hours were cut back in 1 year. Mondays back please.	1/8/2020 1:29 PM
14	none of the above	1/8/2020 12:35 PM
15	A more comfortable place to sit in the lobby or by the pool. More flexibility in admission--I pay nearly \$1000 just for Masters, and that doesn't permit me to use the pool at any other time, nor do I want to pay more. In fact, I wonder if I will have to stop swimming because I can't afford it.	1/7/2020 10:25 PM
16	Basically none.	1/7/2020 9:41 PM
17	dryland excercises. summer yoga	1/7/2020 5:09 PM
18	(not applicable)	1/7/2020 1:05 PM
19	if I could lap swim without having to share a lane.	1/7/2020 11:19 AM
20	No issues , quite happy the way it is	1/7/2020 10:49 AM
21	You have a good lap swim schedule - it is more the GETTING MYSELF there!	1/7/2020 10:14 AM
22	I prefer swimming in the off season (not summer) when crowds are fewer.	1/7/2020 8:29 AM
23	nothing	1/7/2020 8:20 AM
24	Water temperature consistently at 80 degrees. I have been told that the thermometer nearly always shows 80 degrees, but it just isn't. I have a thermometer watch which often reads 82-83.	1/6/2020 8:50 PM
25	but so far I always found a lane	1/6/2020 7:24 PM
26	Better locker room facility. Showers are terrible. People line up to use the one shower that has consistent hot water that stays on	1/6/2020 7:12 PM
27	Nothing	1/6/2020 7:01 PM
28	More lap swim lanes available.	1/6/2020 6:54 PM
29	Fix the showers in the women's locker room. There is only ONE working shower, the handicapped one. It has been this way for over a year.	1/6/2020 4:39 PM
30	It's on me to get there and for my schedule to allow the time.	1/6/2020 4:11 PM
31	Nothing.	1/6/2020 3:10 PM
32	Pool cover	1/6/2020 2:15 PM

33	More weekend Swim School time slots / private instructors.	1/6/2020 1:46 PM
34	It would be nice if the full classes could use the amount of room that is needed, rather than be so crowded when the swim lanes are increased	1/6/2020 1:09 PM
35	I'm going to take aquafit class at Palo Alto YMCA	1/6/2020 1:01 PM
36	None	1/6/2020 1:00 PM
37	master's times are flexible, so I rotate days with my tolerance	1/6/2020 12:39 PM
38	None	1/6/2020 12:28 PM
39	Cleaner facilities	1/6/2020 12:25 PM
40	in the instructional pool	1/6/2020 12:12 PM
41	Better swim school program: better instructors, frequent level checks, good supervision of instructors and measurable progress of our child	1/6/2020 12:12 PM
42	more lap swim space after 4 pm....	1/6/2020 12:09 PM
43	I love the classes on Tues night. When we dance to shoe tunes in the water- it really elevated my mood.	1/6/2020 12:05 PM
44	Install protection from rain and cold in the winter	1/6/2020 11:51 AM
45	see above	1/6/2020 11:36 AM
46	none I like my routine	1/6/2020 11:21 AM
47	More lap swimming hours, especially in the early morning. Also, making sure the life guard is always there when the pools opens. Every once in awhile, a life guard doesn't show up and it's painful to turn around and head home at 6am.	1/6/2020 11:11 AM
48	more personalized classes to improve. Again already at an awesome level with menlo masters.	1/6/2020 11:09 AM
49	More lap swim lanes on weekends in warm pool!	1/6/2020 11:08 AM
50	I will spend more time there when it gets warmer.	1/6/2020 11:06 AM
51	More reliable lap lane availability	1/6/2020 11:01 AM
52	No issues	1/6/2020 11:01 AM
53	Open swim as part of Masters annual subscription	1/6/2020 11:00 AM
54	I am pleased with the center; it is difficult to do lap swimming after 3pm weekdays in hot pool	1/6/2020 10:59 AM
55	Not much really. We're pretty satisfied with the offerings. I guess sometimes the schedules offered don't suit our schedules, but overall great.	1/6/2020 10:47 AM
56	I spend all my time at the pool either swimming or working.	1/6/2020 10:41 AM
57	Getting swim classes for kids that fit our schedule.	1/6/2020 10:33 AM
58	Able to swim during the chilly days in Jan and Feb	1/6/2020 10:27 AM
59	I might swim in the evening, especially in summer if masters workouts were resumed then	1/6/2020 10:27 AM
60	i spend a fair amount with menlo masters	1/6/2020 10:25 AM
61	Covered pool in winter, smaller crowd in the summer.	1/6/2020 10:24 AM
62	none of above.	1/6/2020 10:21 AM
63	Fine as it is.	1/6/2020 10:20 AM
64	nothing	1/6/2020 10:19 AM
65	Not interested in spending more time.	1/6/2020 10:19 AM
66	Nothing	1/6/2020 10:13 AM
67	See above about winter, bathrooms, and teachers	1/6/2020 10:13 AM

68	More lap lanes in summer.	1/6/2020 10:12 AM
69	Better locker rooms	1/6/2020 10:11 AM
70	Intro swim designated times/dates?	1/6/2020 10:08 AM

Q12 What could management do to improve your time spent at the aquatic facility?

Answered: 88 Skipped: 133

#	RESPONSES	DATE
1	See previous suggestions	1/17/2020 12:00 PM
2	Fix the showers. Fix locks on the bathroom doors. Replace burnt out lightbulbs.	1/15/2020 1:27 PM
3	I would like to have Cherilee teach a deep pool class	1/13/2020 2:19 PM
4	improve locker rooms	1/11/2020 9:51 PM
5	consistent pool temperature	1/11/2020 9:03 PM
6	a cover for the instructional pool in the winter wine and cabana boys	1/9/2020 10:53 PM
7	16+ attend the 10am classes, yet available space is reduced by ne lane all year when there isn't anyone waiting to swim in the new lane. Occasionally there are 2 people for the lane next to the lesson area. It doesn't seem to make sense to squeeze 16 people into 2 lanes to accommodate one person in one lane.	1/9/2020 6:27 PM
8	more inviting dressing rooms	1/9/2020 1:41 PM
9	Better showers. The anemic water flow and unpredictable temperature is a real problem.	1/9/2020 1:32 PM
10	More/Better/hotter showers in women's locker room	1/8/2020 8:49 PM
11	Put lighter doors at entrance. Too hard to manage with a cane or walker	1/8/2020 3:03 PM
12	Improve the women's locker room.	1/8/2020 2:19 PM
13	The temperature is fluctuating significantly these days and the response time to change it is very long.	1/8/2020 1:29 PM
14	better place to dry off, don a robe and not have to use dressing room before driving home.	1/8/2020 12:35 PM
15	The Aqua Wellness classes are often crowded, although it's not too bad in the winter. Another lane would help.	1/8/2020 11:43 AM
16	Keep the locker rooms clean--by evening they are filthy. Fix the showers--many don't work well (spray too constricted to rinse off soap). Heat the locker rooms in the winter--it's cold in there in the early morning. I dislike the dome and am happy it hasn't been put up this year.	1/7/2020 10:25 PM
17	Maybe have more lanes dedicated to the 9 & 10 am aqua fit classes.	1/7/2020 9:41 PM
18	Make the dressing rooms larger and less slippery	1/7/2020 8:43 PM
19	Management is fantastic! The locker rooms are cramped.	1/7/2020 8:37 PM
20	Give lower cost adult swim lessons and cleaner showers.	1/7/2020 5:44 PM
21	The city could make sure the facilities are well maintained -- locker rooms and shower plumbing is showing signs of age and high use.	1/7/2020 5:09 PM
22	more locker room facilities	1/7/2020 3:24 PM
23	Fix the sensor for the temperature regulator for the performance pool so it gives an accurate reading. This pool should be maintained by USA, USMS standards for competition which is 79-80 degrees. The bulk of the time the pool runs between 81-83 which is proven to be not safe for working out. Honest communication regarding the actual pool temperatures even when too high or too low needs to be communicated in a timely, consistent and clear manner. Also fixing the showers in the locker room - both mens and women's. It's absurd how shoddy they work.	1/7/2020 2:09 PM
24	Consistently turn off unnecessary lights and any other energy conservation that is practical.	1/7/2020 1:05 PM
25	Shower rooms are a bit crowded and hard to get hook, locker and space all together.	1/7/2020 10:14 AM
26	Expand the locker room area (although I'm not sure how this would be accomplished).	1/7/2020 8:29 AM
27	I would like to see stroke correction and improvement play a bigger role in the Menlo Masters program.	1/6/2020 8:50 PM
28	more reliable spin dryer	1/6/2020 7:24 PM
29	See above comments about locker room. It is cold, not clean, showers are awful, floors are too	1/6/2020 7:12 PM

slick and there are not enough rubber anti-slip mats on the floor

30	Fix the locker rooms. The women's showers are really bad, only one really works. The windows are always open, it's always cold, especially with the barely there showers. The lockers themselves are really small, and the bottom ones are difficult to use.	1/6/2020 7:01 PM
31	Quieter lobby, some working outlets, better wi-fi	1/6/2020 6:44 PM
32	nothing - I love the staff	1/6/2020 5:03 PM
33	Fix the showers in the women's locker room. There is only ONE working shower, the handicapped one. It has been this way for over a year.	1/6/2020 4:39 PM
34	Improve the locker rooms. The showers are generally poor except for 1 in the ladies room. It's always wet in there and tough when Masters overlaps with kids and parents in the locker room.	1/6/2020 4:11 PM
35	Sounds silly - but add an outdoor hook(s) to hang bag on, while using the outdoor shower heads - bags get wet on the ground while using the shower - simple update would encourage more people to use in warm weather	1/6/2020 3:37 PM
36	Develop an "active shooter" defense strategy. I have one for myself, but, unfortunately, there should be an official program.	1/6/2020 3:10 PM
37	Pool cover	1/6/2020 2:15 PM
38	More seating for waiting parents would be Nice. Also selling hair ties in the shop would be helpful	1/6/2020 1:57 PM
39	Steam clean locker room and entry more frequently	1/6/2020 1:36 PM
40	Please renovate the bathrooms. My kids refuse to use them because they think they are gross. In my opinion, adding more lighting and just keeping the floor dry will help a lot.	1/6/2020 1:25 PM
41	The family restrooms are often full (often with people who could use the other restrooms).	1/6/2020 1:15 PM
42	See above	1/6/2020 1:09 PM
43	Upgrade shower facilities.	1/6/2020 1:01 PM
44	Nothing. Staff always pleasant & helpful. Attractive surroundings. No complaints vis a vis the facility. I didn't get along with some of the class members I encountered.	1/6/2020 1:01 PM
45	Do not allow people to spit into the pool or its overflow area.	1/6/2020 12:56 PM
46	Ensure that your lifeguards know the schedule and place the cones out to indicate the schedule. Ensure that there is more than one lifeguard on duty - that is not adequate for pool safety.	1/6/2020 12:40 PM
47	I'm truly impressed with the facility, always clean, always cheerful, always ready!	1/6/2020 12:39 PM
48	Easier access to makeup classes	1/6/2020 12:32 PM
49	improve the showers	1/6/2020 12:12 PM
50	Swim school focus. Better and clear supervision of program	1/6/2020 12:12 PM
51	Install protection from rain and cold in the winter	1/6/2020 11:51 AM
52	Would love the Educational pool temp to be between 82 and 85. 87 just poaches people.	1/6/2020 11:41 AM
53	fix the women's showers so the spray isn't a joke and you can actually get the soap out of your hair.	1/6/2020 11:21 AM
54	See above; improve locker room facilities; also suggest charging higher rates for users outside Menlo Park; pool can get too crowded on weekends.	1/6/2020 11:16 AM
55	more consistent water temperature ... one week was crazy cold	1/6/2020 11:11 AM
56	better quality on changing rooms. It needs a renovation!	1/6/2020 11:09 AM
57	Better Showers! (?)	1/6/2020 11:08 AM
58	see #8	1/6/2020 11:06 AM

59	Have better swim lessons that works with the child and progresses them	1/6/2020 11:02 AM
60	Improve the locker rooms	1/6/2020 11:01 AM
61	Better shower heads.	1/6/2020 11:01 AM
62	always have at least 2 lap swimming lanes in hot pool; often down to 1 lane with lessons and aquasize going on	1/6/2020 10:59 AM
63	Upgrade the shower rooms	1/6/2020 10:57 AM
64	improved locker / bathrooms for showering and changing	1/6/2020 10:48 AM
65	Improve shower facilities	1/6/2020 10:47 AM
66	Better locker room set up	1/6/2020 10:45 AM
67	Fix things that are getting run down, ie replace missing tiles around the pool edges, fix the cabinets where we keep the chemicals.	1/6/2020 10:41 AM
68	The bathrooms are not optimized for the large crowds we sometimes have - especially when 2-3 programs are running at a time.	1/6/2020 10:39 AM
69	Open another lane during water aerobics. Les lap lanes.	1/6/2020 10:38 AM
70	I wish that the women's lockers were cleaned more. They get mildew and need bleach wipes every so often.	1/6/2020 10:35 AM
71	Supervise the cleaning lady	1/6/2020 10:33 AM
72	As before	1/6/2020 10:27 AM
73	Covered pool November to April.	1/6/2020 10:24 AM
74	restore cover for winter swim or equivalent	1/6/2020 10:22 AM
75	Improve the locker room facilities/showers	1/6/2020 10:21 AM
76	Very clear hours/areas for open swim, affordable family seasonal pass for open swim and splash pad	1/6/2020 10:21 AM
77	See above	1/6/2020 10:20 AM
78	More heat in locker room? Signs to maximize space, as specified above. Fix cement outside so it's not as rough on feet.	1/6/2020 10:20 AM
79	more EV chargers	1/6/2020 10:19 AM
80	improve bathroom/shower facilities	1/6/2020 10:14 AM
81	Nothing	1/6/2020 10:13 AM
82	I would love to see more space in the changing rooms - my kid rarely changes after a practice because it's so packed in there	1/6/2020 10:13 AM
83	Continue friendly atmosphere	1/6/2020 10:13 AM
84	Cleaner restroom and dressing rooms. Especially air vents	1/6/2020 10:13 AM
85	Clearer lane delineations in lap swimming for slow/medium/fast swimmers.	1/6/2020 10:12 AM
86	Enlarge and remodel men's locker room and keep it clean.	1/6/2020 10:12 AM
87	more open swim lanes	1/6/2020 10:10 AM
88	Management is outstanding, supportive, and friendly	1/6/2020 10:07 AM

Q13 What is missing from the aquatic center?

Answered: 72 Skipped: 149

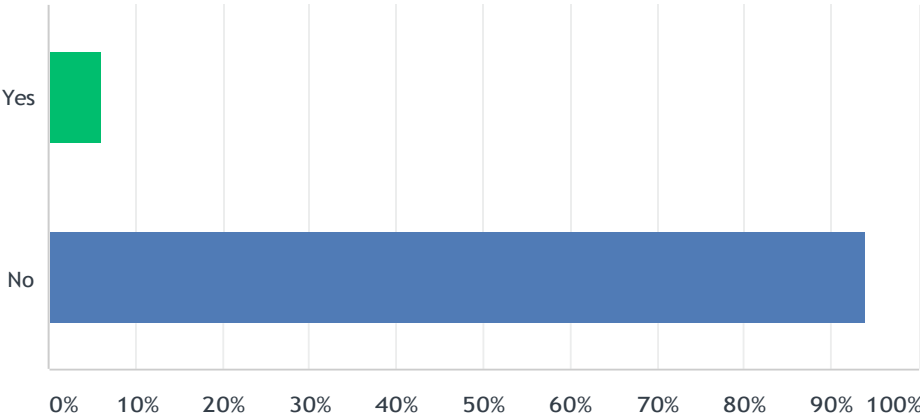
#	RESPONSES	DATE
1	Decent locker rooms.	1/15/2020 1:27 PM
2	Nothing	1/13/2020 2:19 PM
3	Weight room	1/13/2020 6:21 AM
4	transparency about what is going on with the pool temperature	1/11/2020 9:03 PM
5	towel service would be awesome	1/9/2020 8:22 PM
6	Advocate for larger renovated locker rooms and more family changing rooms. It's sad to hear that a disabled participant couldn't attend class after being driven to the Swim Center then pushed from the car to the center in a wheelchair because the waiting time for one family changing room was long.	1/9/2020 6:27 PM
7	nothing	1/9/2020 1:44 PM
8	for me is o. I am a senior, but for young families maybe more is needed.	1/9/2020 1:41 PM
9	Better showers. The anemic water flow and unpredictable temperature is a real problem.	1/9/2020 1:32 PM
10	Hot showers	1/8/2020 8:49 PM
11	Doors that are easy to open	1/8/2020 3:03 PM
12	men's locker room benches	1/8/2020 2:58 PM
13	Showers that work consistently, heat and more useable space in the women's locker. For example shelves over the benches would make the locker room more manageable for more people.	1/8/2020 2:19 PM
14	---	1/8/2020 1:29 PM
15	a dome in winter	1/8/2020 12:35 PM
16	A jacuzzi?	1/8/2020 11:43 AM
17	Dressing rooms too small and poorly maintained.	1/8/2020 7:53 AM
18	A hot tub to relax in after the swimming.	1/7/2020 10:25 PM
19	I love it.	1/7/2020 8:43 PM
20	Nothing. I live next to Rinconada pool but drive over to burgess because I love it so much	1/7/2020 8:37 PM
21	Adult group swim lessons	1/7/2020 5:44 PM
22	maybe some aqua zoomba classes	1/7/2020 4:21 PM
23	Honest communication regarding the actual pool temperatures even when too high or too low needs to be communicated in a timely, consistent and clear manner. Prompt action to resolve the facility problems - especially those that have been consistently a problem - performance pool temperature, shower water pressure, shower heads and shower temperatures.	1/7/2020 2:09 PM
24	better/more family changing rooms. the line gets long!	1/7/2020 11:19 AM
25	Also wish there were shower curtains - at least in the winter - as it gets cold in that area.	1/7/2020 10:14 AM
26	Not much- lifeguards and staff are great, pools are kept up and a joy to swim in.	1/7/2020 8:29 AM
27	Only what I have already stated.	1/6/2020 8:50 PM
28	nothing	1/6/2020 7:24 PM
29	Showers with water that stays on without pushing the button every minute	1/6/2020 7:12 PM
30	See above	1/6/2020 7:01 PM
31	Weight room	1/6/2020 6:44 PM
32	Improve the women's locker room showers	1/6/2020 5:03 PM

33	Well designed locker rooms, working showers. There is only ONE working shower, the handicapped one. It has been this way for over a year. Rinconada's are great.	1/6/2020 4:39 PM
34	Covered pool for kids for winter months.	1/6/2020 3:15 PM
35	more safety mats in the ladies locker. The floors are very slippery when wet.	1/6/2020 3:10 PM
36	Pool cover	1/6/2020 2:15 PM
37	Sufficient changing room	1/6/2020 1:36 PM
38	An easier to use change room, please	1/6/2020 1:09 PM
39	Nothing I can think of.	1/6/2020 1:01 PM
40	An operational children's pool	1/6/2020 12:40 PM
41	decent showers	1/6/2020 12:12 PM
42	Same as above	1/6/2020 12:12 PM
43	More daytime fitness classes on Tues and Thursday.	1/6/2020 12:05 PM
44	Decent locker rooms and showers	1/6/2020 11:51 AM
45	Good showers. There is only one good shower in the ladies locker room (handicapped). People share it so they can rinse off.	1/6/2020 11:41 AM
46	Perhaps a cover for the pool in extremely cold weather...	1/6/2020 11:36 AM
47	see 12!!!!	1/6/2020 11:21 AM
48	More outdoor showers to rinse off. Need more shaded areas to. Can retractable awning be added to pool equipment shed?	1/6/2020 11:16 AM
49	hottub	1/6/2020 11:11 AM
50	higher quality changing rooms only all the rest is awesome.	1/6/2020 11:09 AM
51	Can't think of anything.	1/6/2020 11:08 AM
52	It is fine as it is.	1/6/2020 11:06 AM
53	Any sort of decent swim lesson beginning swim team	1/6/2020 11:02 AM
54	Functional, clean locker rooms	1/6/2020 11:01 AM
55	weather protection for the winter on the instructional pool	1/6/2020 10:48 AM
56	Diving boards might interest some. And more kids Open water swim tows.	1/6/2020 10:47 AM
57	wpykd love to have longer hours at belle haven. Too much traffic to get over there during current hours.	1/6/2020 10:45 AM
58	Open more lanes for the water aerobics and only use one lane for lap swimming. It gets really crowded and more space would be welcomed.	1/6/2020 10:38 AM
59	Cleanliness	1/6/2020 10:33 AM
60	Before	1/6/2020 10:27 AM
61	Covered pool November to April.	1/6/2020 10:24 AM
62	see 12	1/6/2020 10:22 AM
63	my wife complains about the ladies locker room and lack of good showers	1/6/2020 10:21 AM
64	Only what I specified above.	1/6/2020 10:20 AM
65	hot tub or sauna	1/6/2020 10:19 AM
66	opportunity for regular video stroke analysis	1/6/2020 10:14 AM
67	Big ask - and I know not likely to happen - but a 50M pool :)	1/6/2020 10:13 AM

68	This winter we've not come for open swim because of the bubble being missing. I hated the bubble, but it's too cold to consider coming with a 5 or 10 year old.	1/6/2020 10:13 AM
69	More parking especially during summer when all the kids attend	1/6/2020 10:13 AM
70	Showers that are easier to get (and keep) warm, and have a softer spray--the spray today often hurts my son's skin.	1/6/2020 10:12 AM
71	Larger men's locker room.	1/6/2020 10:12 AM
72	nothing I can really think of	1/6/2020 10:10 AM

Q14 In 2019, my child participated in Menlo Aquatics and/or Water Polo.

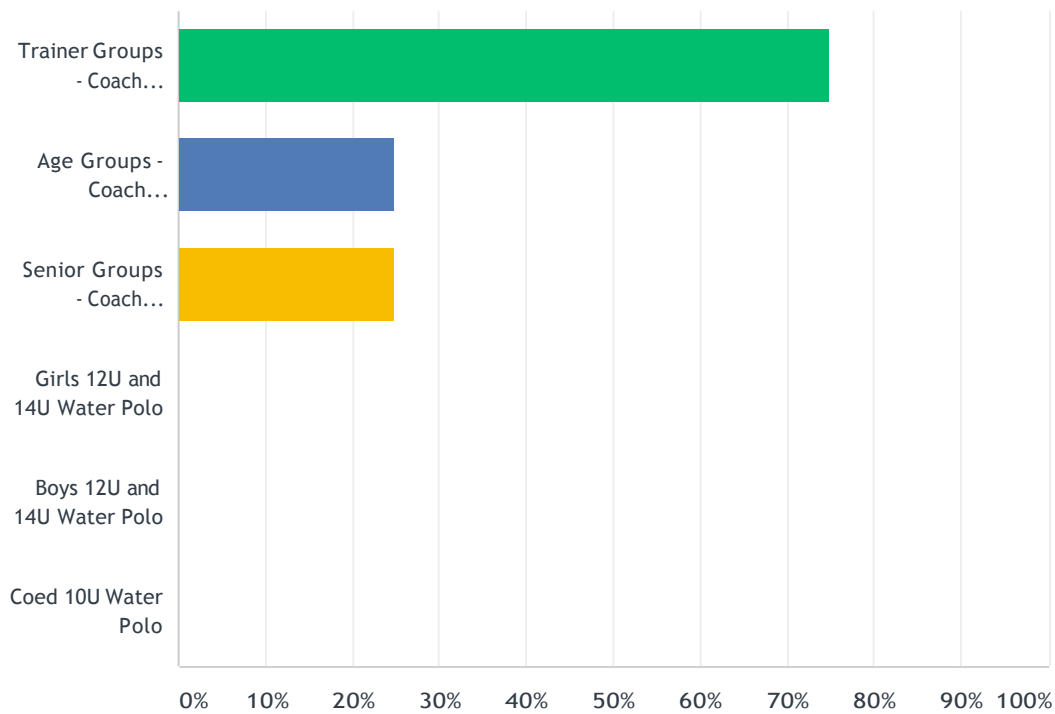
Answered: 216 Skipped: 5



ANSWER CHOICES		RESPONSES	
Yes		6.02%	13
No		93.98%	203
TOTAL			216

Q15 Which Menlo Aquatics program did your child participate in this year?
(select all that apply)

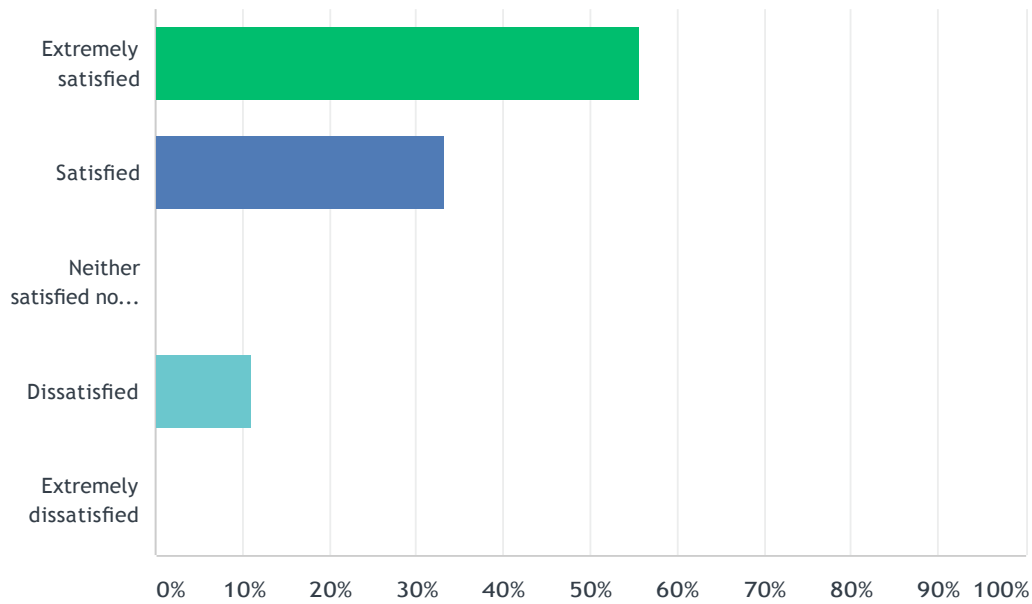
Answered: 8 Skipped: 213



ANSWER CHOICES	RESPONSES	
Trainer Groups - Coach Jacob/Coach Katie	75.00%	6
Age Groups - Coach Melissa/Coach Melissa	25.00%	2
Senior Groups - Coach Aaron/Coach Katie	25.00%	2
Girls 12U and 14U Water Polo	0.00%	0
Boys 12U and 14U Water Polo	0.00%	0
Coed 10U Water Polo	0.00%	0
Total Respondents: 8		

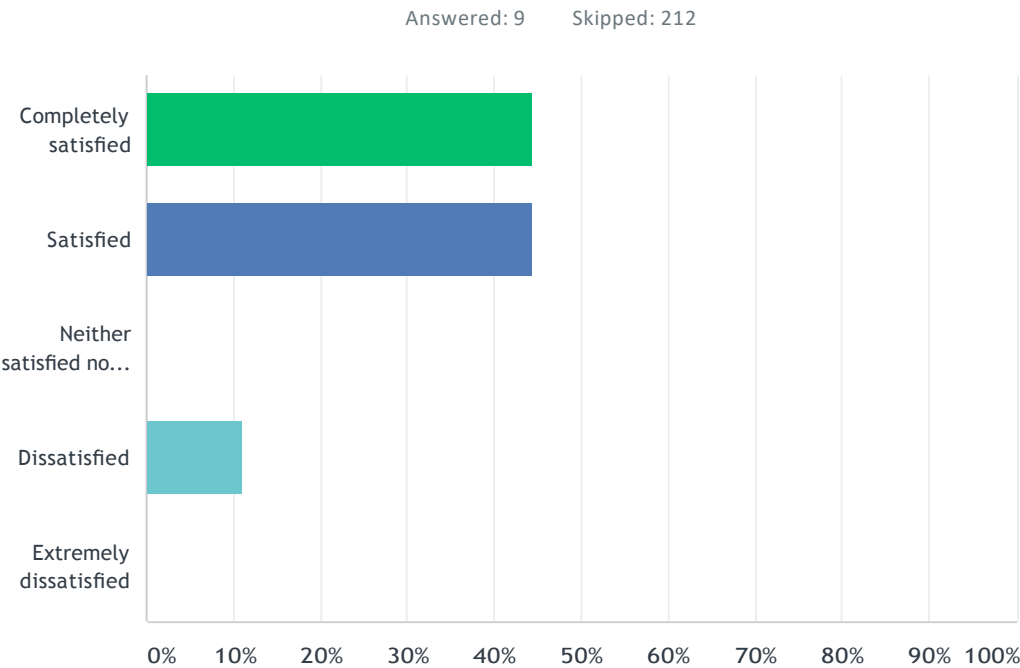
Q16 Overall, how satisfied are you with your family's Menlo Aquatics experience?

Answered: 9 Skipped: 212



ANSWER CHOICES	RESPONSES	
Extremely satisfied	55.56%	5
Satisfied	33.33%	3
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	11.11%	1
Extremely dissatisfied	0.00%	0
TOTAL		9

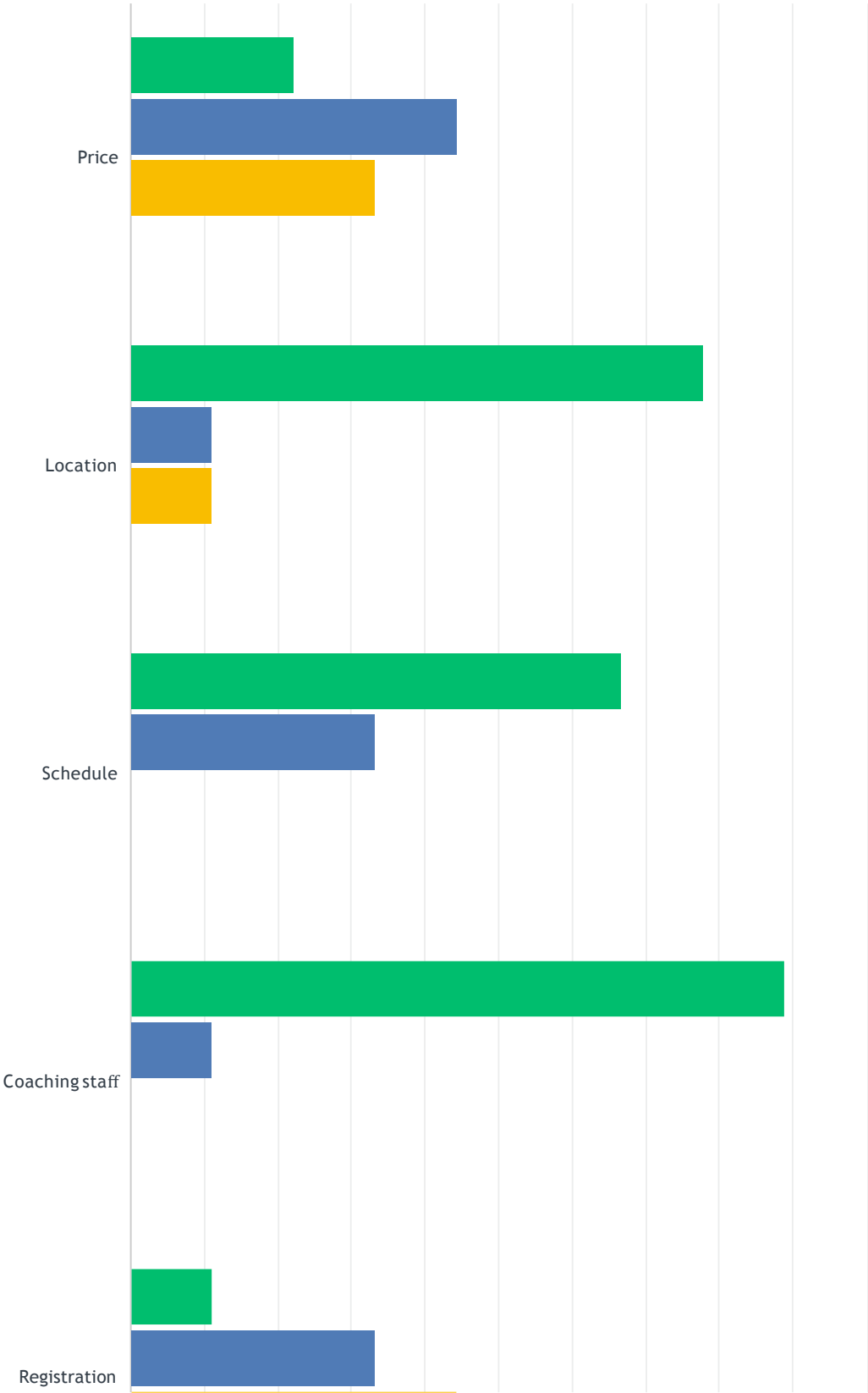
Q17 How would you rate the value of your Menlo Aquatics experience?

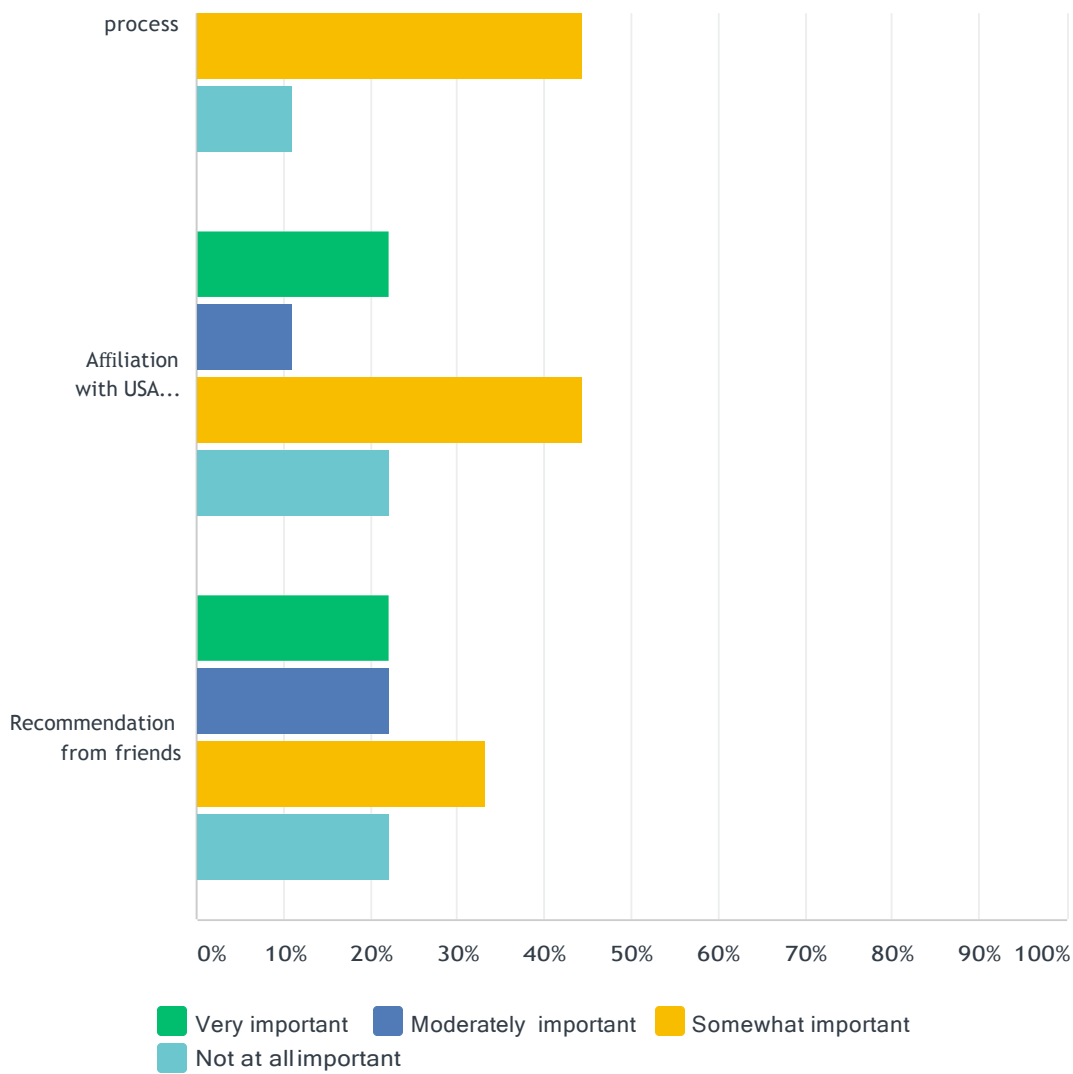


ANSWER CHOICES	RESPONSES	
Completely satisfied	44.44%	4
Satisfied	44.44%	4
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	11.11%	1
Extremely dissatisfied	0.00%	0
TOTAL		9

Q18 How important are the following criteria when choosing a youth swim and/or water polo team?

Answered: 9 Skipped: 212



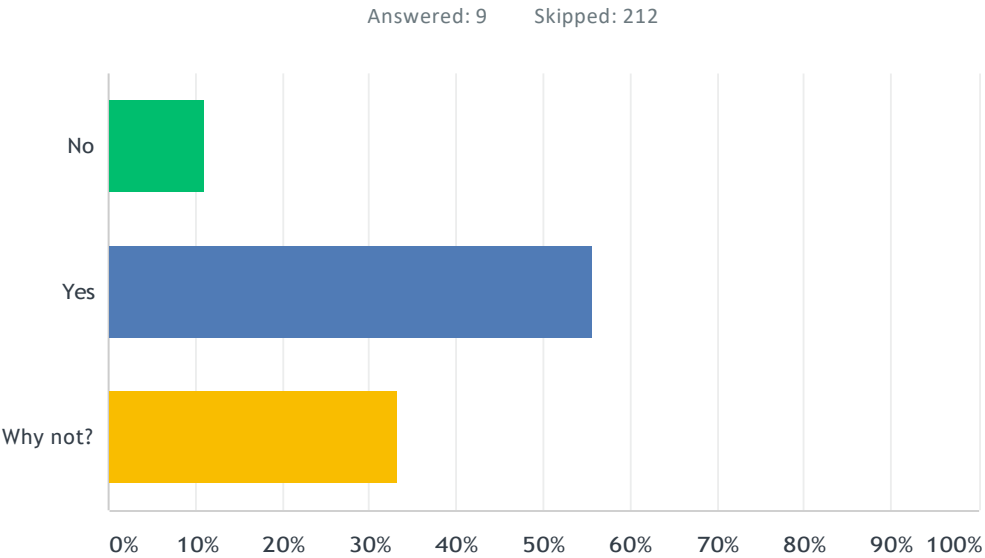


	VERY IMPORTANT	MODERATELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Price	22.22% 2	44.44% 4	33.33% 3	0.00% 0	9
Location	77.78% 7	11.11% 1	11.11% 1	0.00% 0	9
Schedule	66.67% 6	33.33% 3	0.00% 0	0.00% 0	9
Coaching staff	88.89% 8	11.11% 1	0.00% 0	0.00% 0	9
Registration process	11.11% 1	33.33% 3	44.44% 4	11.11% 1	9
Affiliation with USA Swimming	22.22% 2	11.11% 1	44.44% 4	22.22% 2	9
Recommendation from friends	22.22% 2	22.22% 2	33.33% 3	22.22% 2	9

Q19 What can the coaches do to create a better team atmosphere for you and your swimmer?

Answered: 2 Skipped: 219

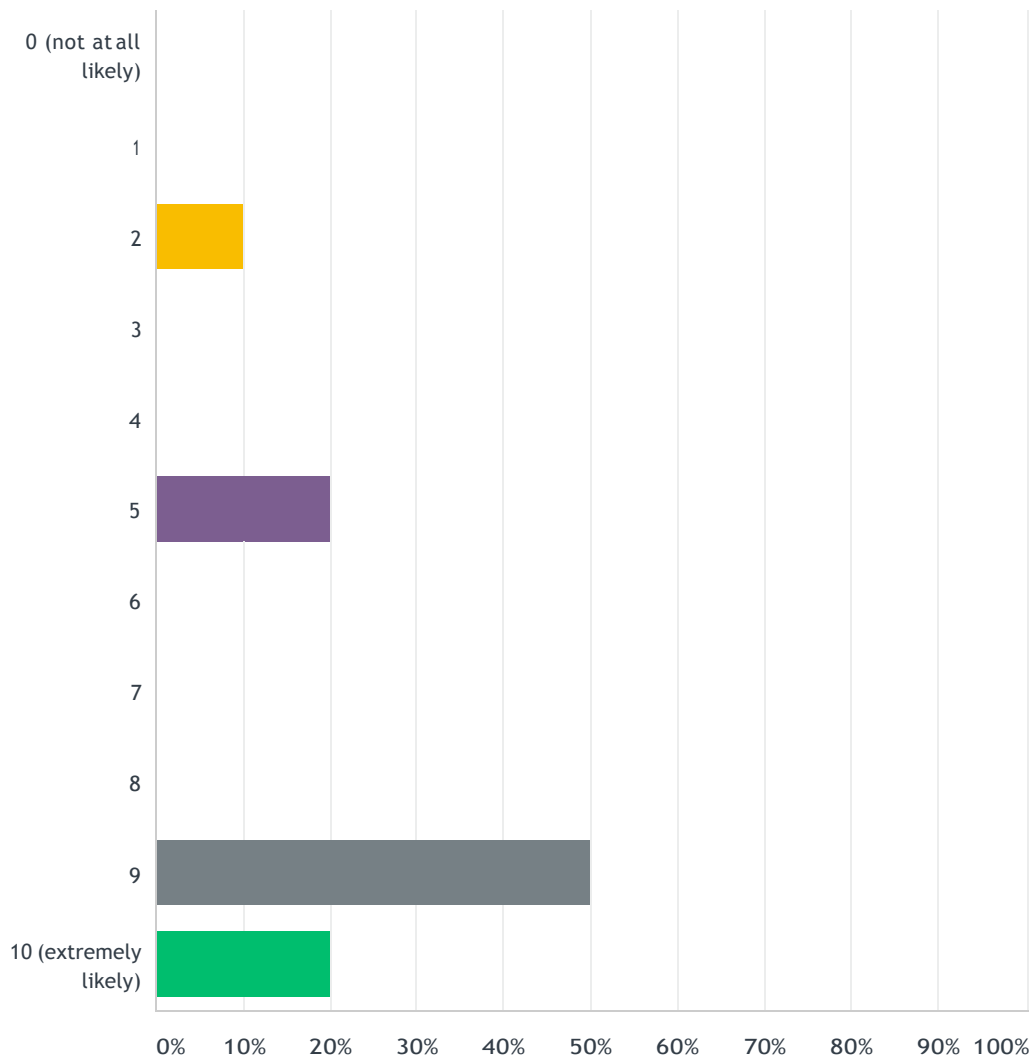
Q20 Do you attend swim meets? If no, please explain why.



ANSWER CHOICES	RESPONSES	
No	11.11%	1
Yes	55.56%	5
Why not?	33.33%	3
TOTAL		9

Q21 Considering your experience with Menlo Aquatics and Water Polo, how likely are you to recommend Menlo Aquatics to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 10 Skipped: 211

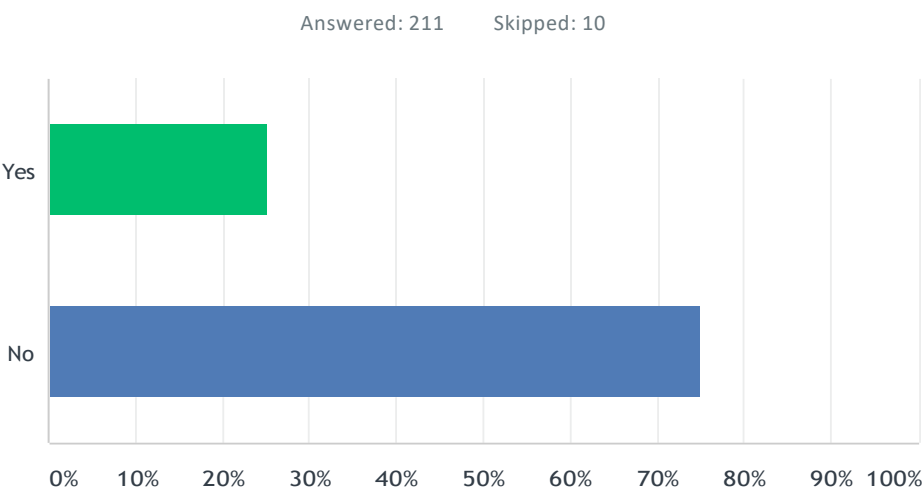


ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	10.00%	1
3	0.00%	0
4	0.00%	0
5	20.00%	2
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	50.00%	5
10 (extremely likely)	20.00%	2
TOTAL		10

Q22 What can we do in the future to earn a 9 or 10?

Answered: 1 Skipped: 220

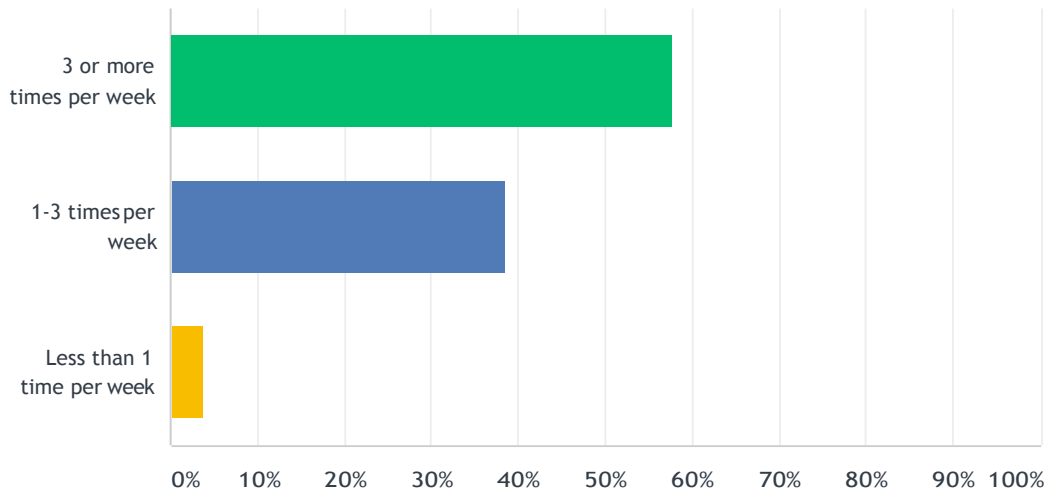
Q23 I am currently a member of the Menlo Masters Swim Team.



ANSWER CHOICES		RESPONSES	
Yes		25.12%	53
No		74.88%	158
TOTAL			211

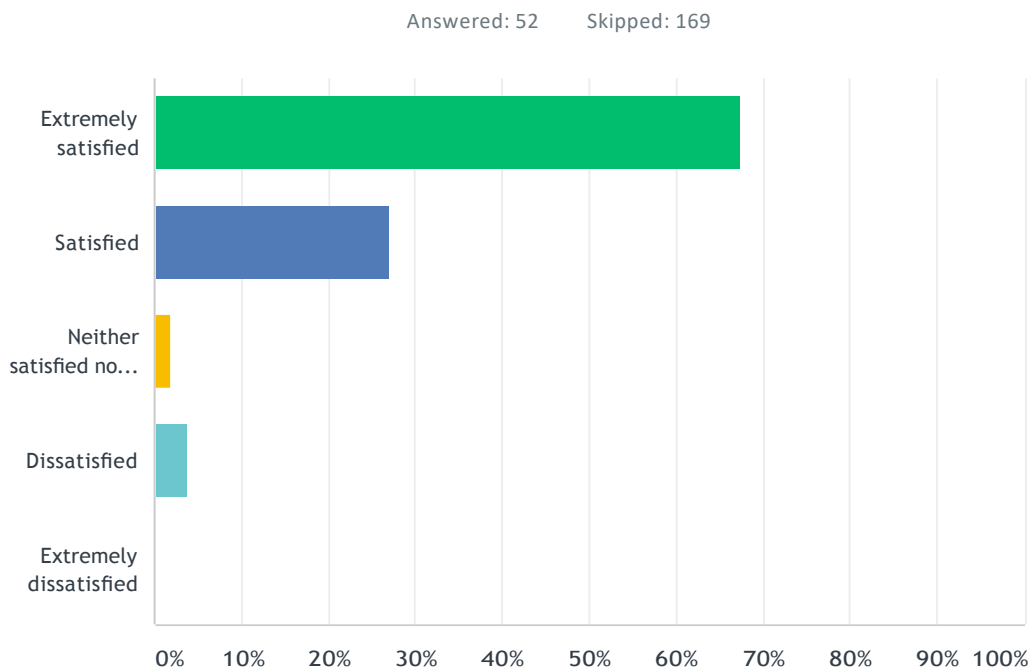
Q24 How many times a week do you swim with Menlo Masters?

Answered: 52 Skipped: 169



ANSWER CHOICES	RESPONSES	
3 or more times per week	57.69%	30
1-3 times per week	38.46%	20
Less than 1 time per week	3.85%	2
Total Respondents: 52		

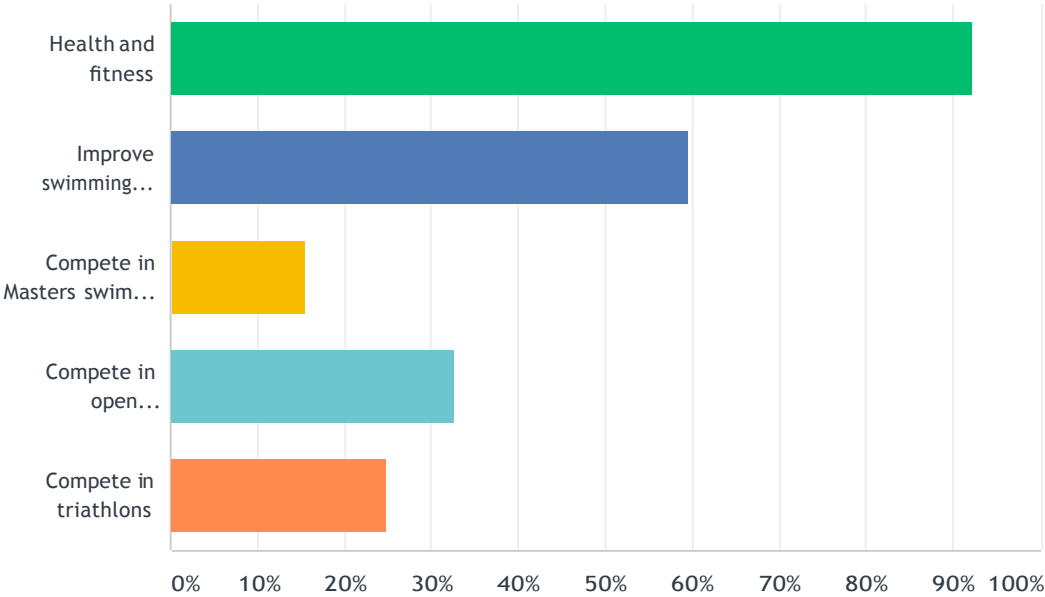
Q25 Overall, how satisfied are you with your Menlo Masters experience?



ANSWER CHOICES	RESPONSES	
Extremely satisfied	67.31%	35
Satisfied	26.92%	14
Neither satisfied nor dissatisfied	1.92%	1
Dissatisfied	3.85%	2
Extremely dissatisfied	0.00%	0
TOTAL		52

Q26 My primary goals for swimming with Menlo Masters are.... (select all that apply)

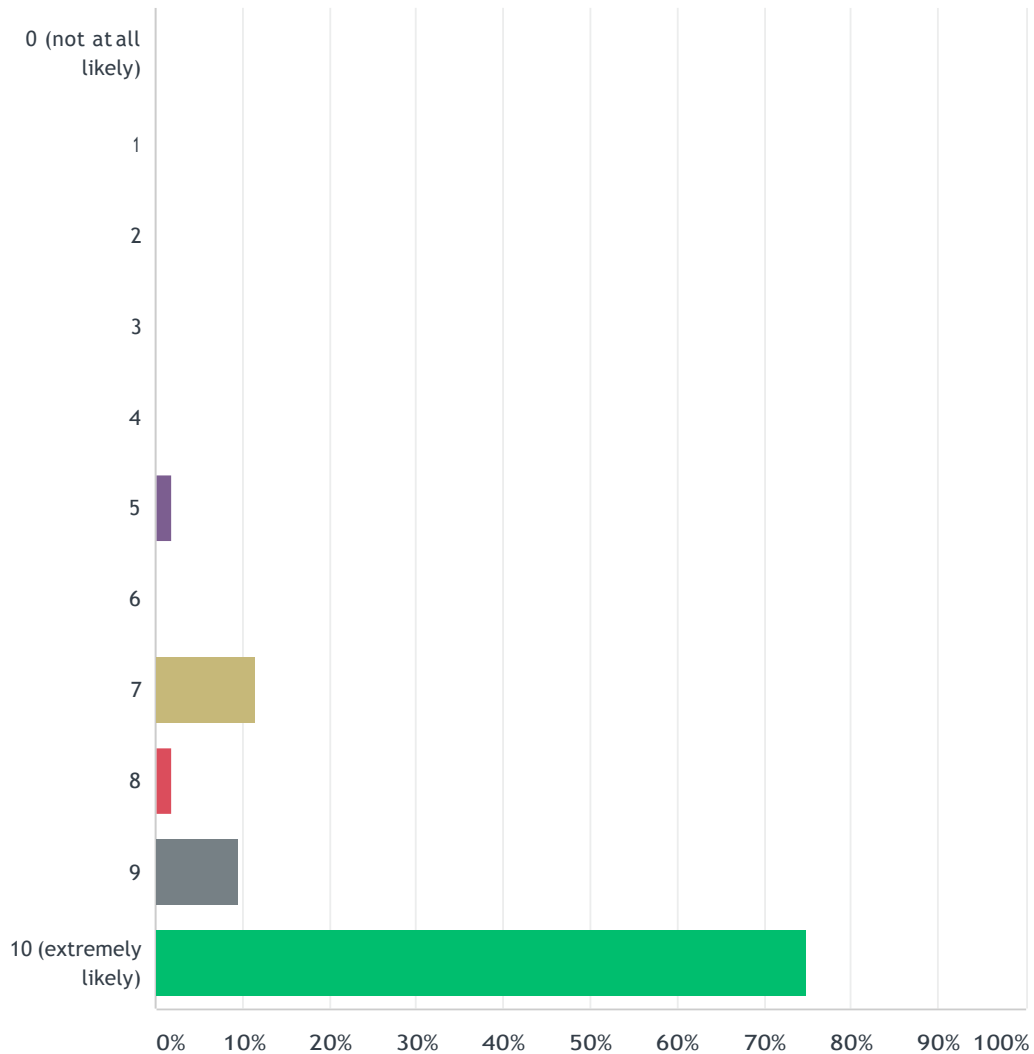
Answered: 52 Skipped: 169



ANSWER CHOICES	RESPONSES	
Health and fitness	92.31%	48
Improve swimming technique	59.62%	31
Compete in Masters swim meets	15.38%	8
Compete in open water/adventure races	32.69%	17
Compete in triathlons	25.00%	13
Total Respondents: 52		

Q27 Considering your experience with Menlo Masters Swim, how likely are you to recommend Menlo Masters to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 52 Skipped: 169



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	1.92%	1
6	0.00%	0
7	11.54%	6
8	1.92%	1
9	9.62%	5
10 (extremely likely)	75.00%	39
TOTAL		52

Q28 What can we do in the future to earn a 9 or 10?

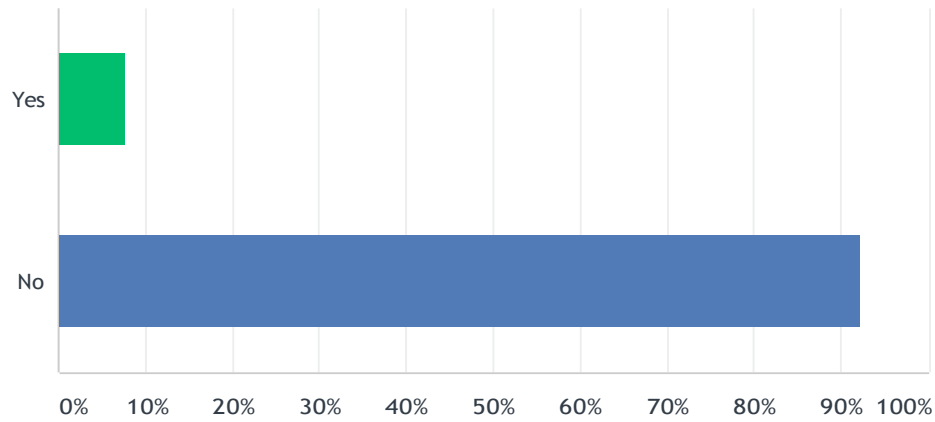
Answered: 16 Skipped: 205

#	RESPONSES	DATE
1	Improve the locker rooms and showers.	1/15/2020 1:29 PM
2	better coaching	1/12/2020 3:46 PM
3	- Would like instructors to give more commentary on technique - Would like instructors not to assume everyone knows the swimming lingo, it is difficult to follow for a newbie	1/8/2020 8:57 PM
4	Not much more :) Maybe a little bit more get to know each other.	1/8/2020 7:40 AM
5	The workouts are great, but I'd appreciate more help with technique, and recognition that pain sometimes makes it difficult to do what is assigned. I'd like to find out how I can continue to swim without it hurting, and without damage to the point where I might not be able to continue swimming.	1/7/2020 10:29 PM
6	More swim instruction as you plan to offer this year.	1/7/2020 5:10 PM
7	See my notes on: Pool temperature consistent (79-80 degrees) Repair/improve showers (heads, pressure and water temperature) Train the European coach on Tim's style of coaching	1/7/2020 2:14 PM
8	Have Tim coaching more!!!	1/7/2020 8:20 AM
9	More stroke instruction. More attention given to keeping pool temperature at the advertised 80 degrees.	1/6/2020 8:58 PM
10	More feedback and technique training from coaches	1/6/2020 8:43 PM
11	Fix the showers in the women's locker room. Maybe redesign the whole thing, make it like Rinconada's. The showers have been totally inadequate for over a year.	1/6/2020 4:44 PM
12	Keep up the great work, congratulations--Menlo Masters is the best!	1/6/2020 12:40 PM
13	I would love to have an 8am session or an evening session on Wednesdays.	1/6/2020 11:07 AM
14	Better showers. Also kind of a costly activity to recommend to friends.	1/6/2020 10:49 AM
15	See comments on water quality	1/6/2020 10:41 AM
16	You're already there	1/6/2020 10:20 AM

Q29 I am currently a member of the Team Sheep Triathlon team.

Answered: 209

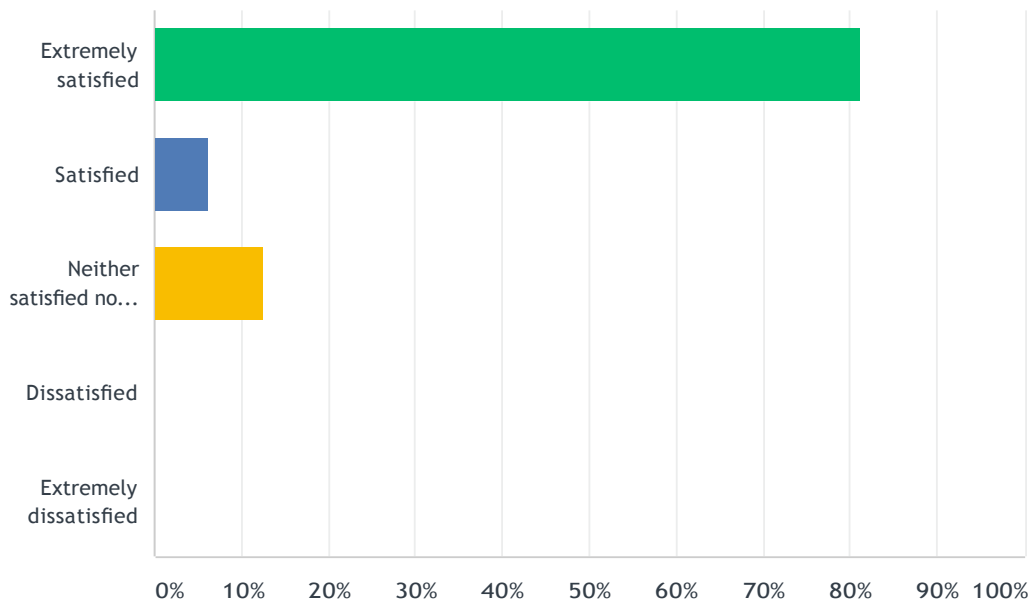
Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	7.66%	16
No	92.34%	193
TOTAL		209

Q30 Overall, how satisfied are you with your Team Sheep experience?

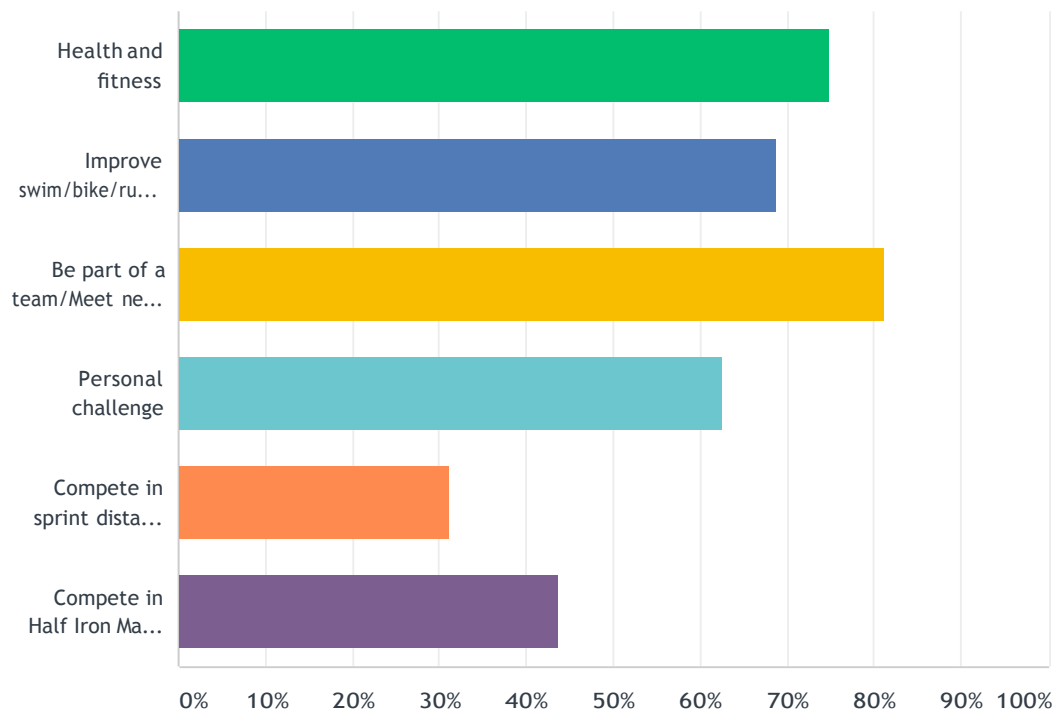
Answered: 16 Skipped: 205



ANSWER CHOICES	RESPONSES	
Extremely satisfied	81.25%	13
Satisfied	6.25%	1
Neither satisfied nor dissatisfied	12.50%	2
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		16

Q31 My primary goals for participating with Team Sheep are. ... (select all that apply)

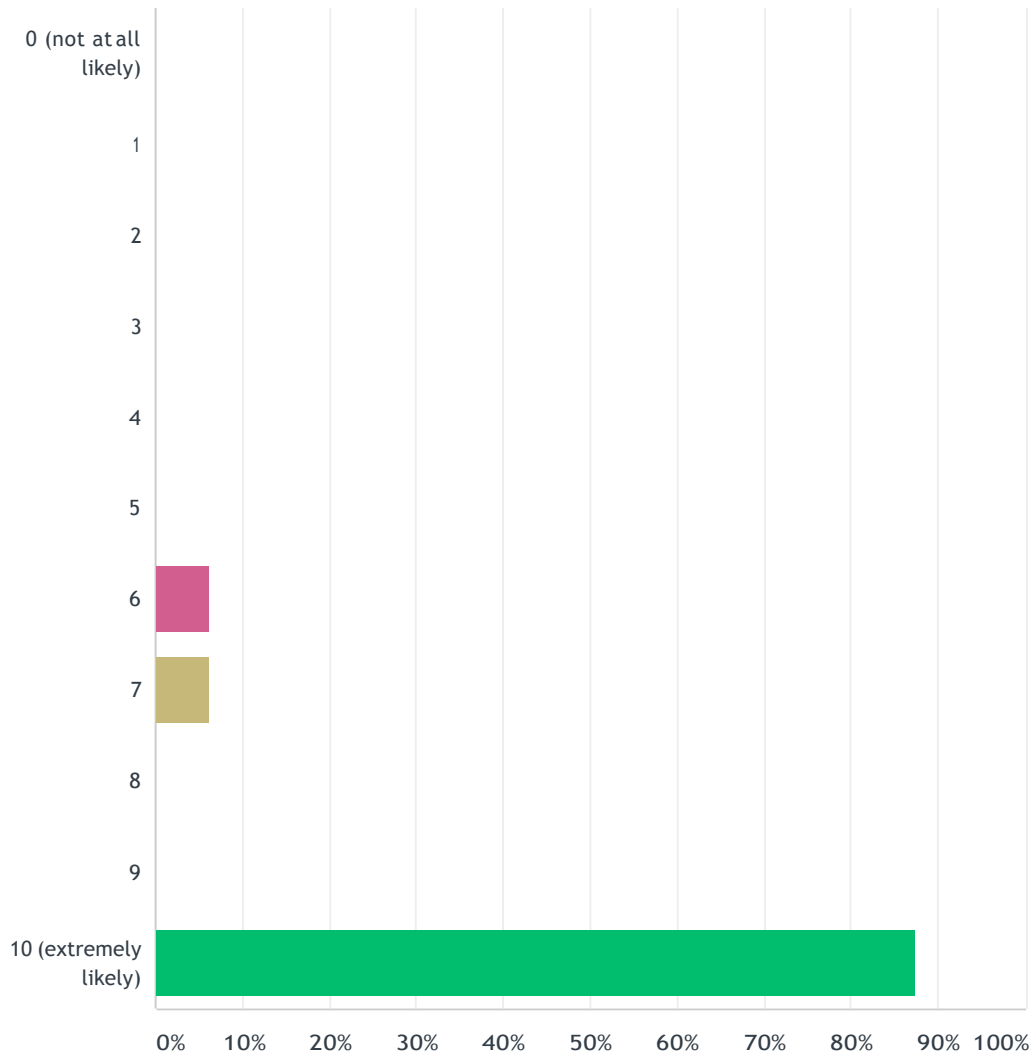
Answered: 16 Skipped: 205



ANSWER CHOICES	RESPONSES	
Health and fitness	75.00%	12
Improve swim/bike/run technique	68.75%	11
Be part of a team/Meet new people	81.25%	13
Personal challenge	62.50%	10
Compete in sprint distance triathlons	31.25%	5
Compete in Half Iron Man and/or Iron Man distance triathlons	43.75%	7
Total Respondents: 16		

Q32 Considering your experience with Team Sheeper Triathlon Team, how likely are you to recommend Team Sheeper to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 16 Skipped: 205



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	6.25%	1
7	6.25%	1
8	0.00%	0
9	0.00%	0
10 (extremely likely)	87.50%	14
TOTAL		16

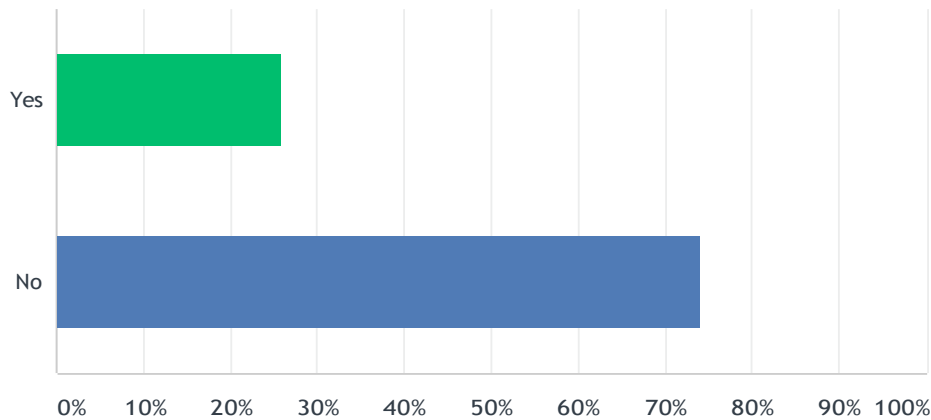
Q33 What can we do in the future to earn a 9 or 10?

Answered: 6 Skipped: 215

#	RESPONSES	DATE
1	Not sure. It's more on me than you	1/9/2020 1:33 PM
2	Thursday evening workouts at more accessible location. Driving to south PA is pretty difficult with traffic	1/7/2020 5:11 PM
3	Have evening strength sessions in/near Menlo Park (vs Cubberly)	1/6/2020 3:39 PM
4	Would give an 11 if I could.	1/6/2020 3:07 PM
5	Bring back on premise spin classes	1/6/2020 1:38 PM
6	Continue to offer innovative workouts that challenge and stretch our capabilities.	1/6/2020 12:19 PM

Q34 In 2019, my child participated in the Menlo Swim School program at Burgess Pool.

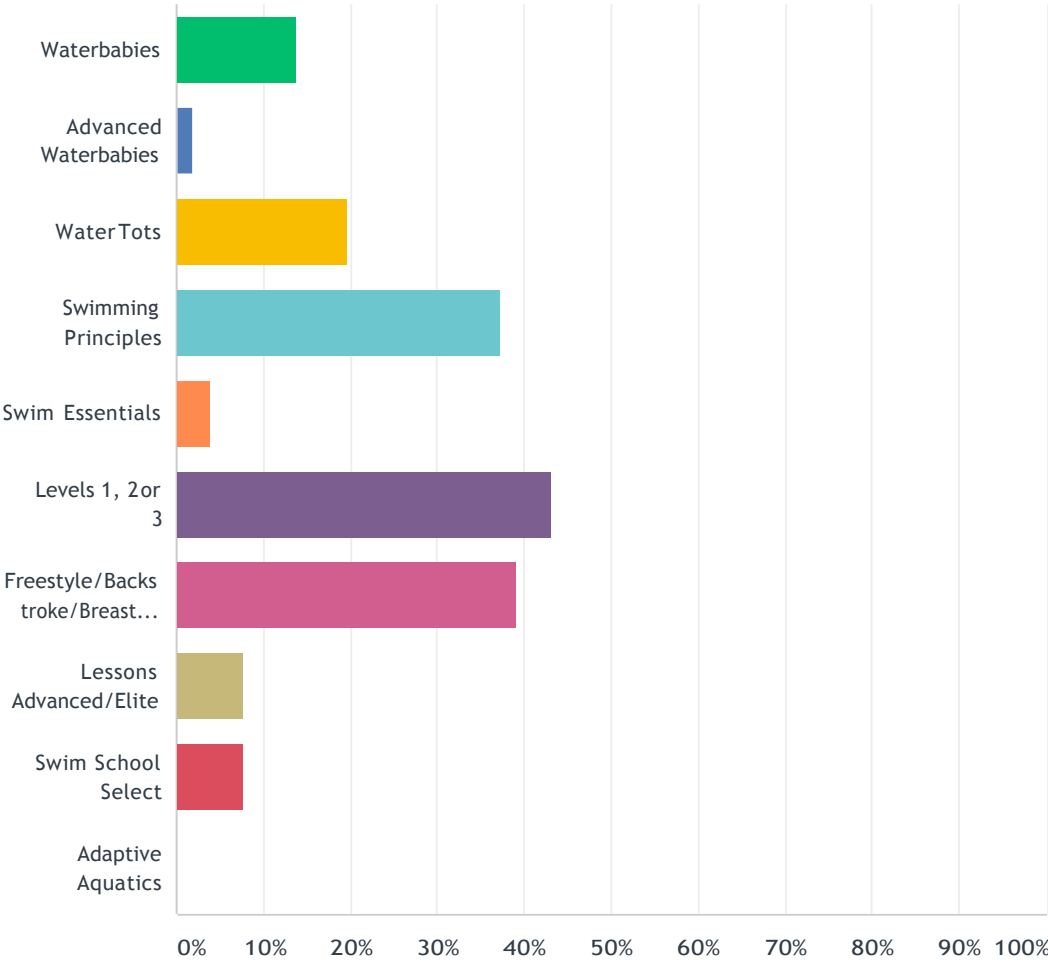
Answered: 209 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	25.84%	54
No	74.16%	155
TOTAL		209

Q35 Which Swim School Program did you child participate in? (Select all that apply)

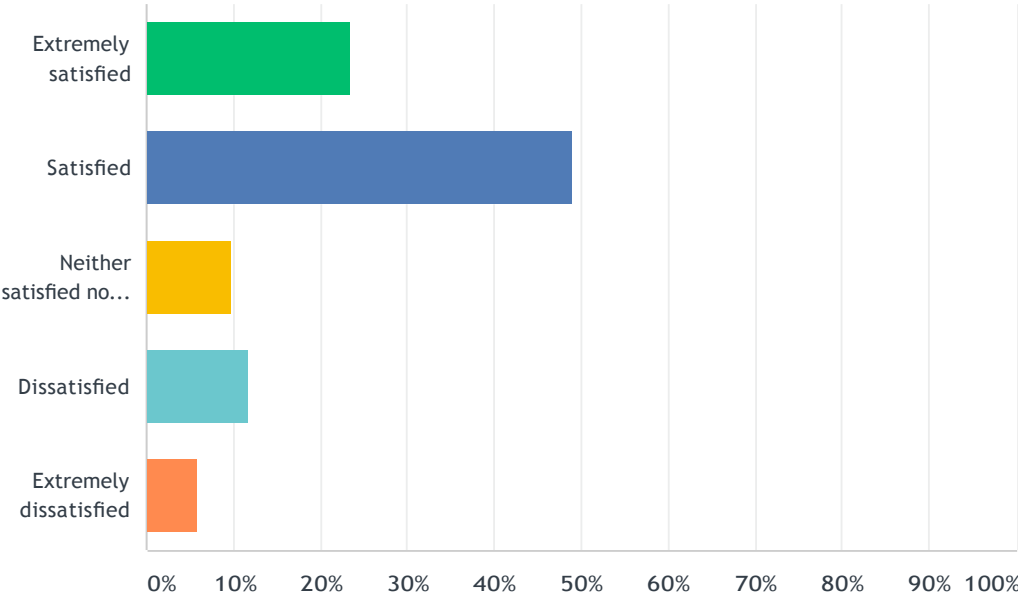
Answered: 51 Skipped: 170



ANSWER CHOICES	RESPONSES	
Waterbabies	13.73%	7
Advanced Waterbabies	1.96%	1
Water Tots	19.61%	10
Swimming Principles	37.25%	19
Swim Essentials	3.92%	2
Levels 1, 2 or 3	43.14%	22
Freestyle/Backstroke/Breaststroke/Butterfly	39.22%	20
Lessons Advanced/Elite	7.84%	4
Swim School Select	7.84%	4
Adaptive Aquatics	0.00%	0
Total Respondents: 51		

Q36 Overall, how satisfied are you with your family's Menlo Swim School experience?

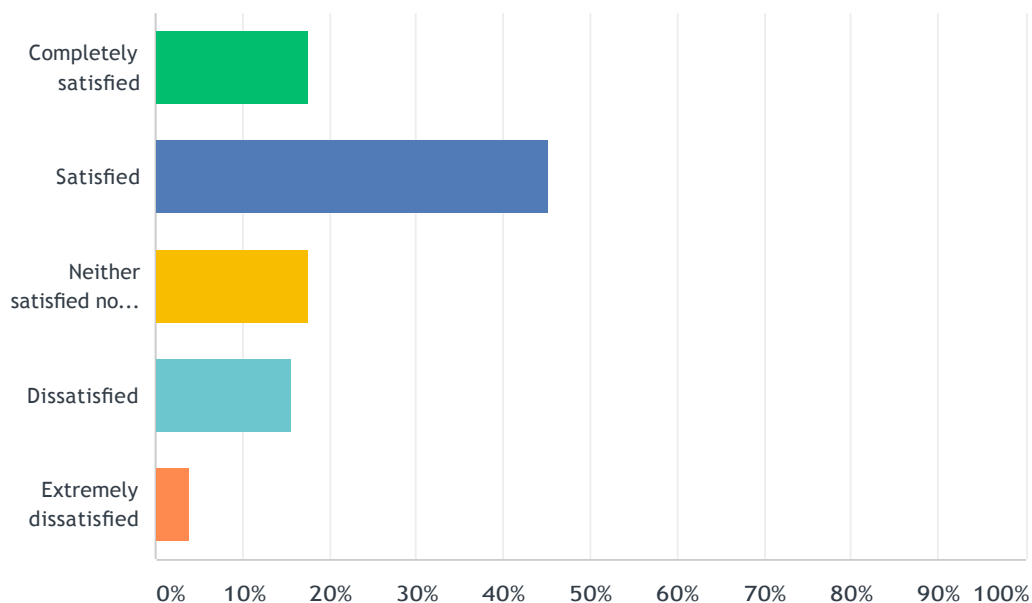
Answered: 51 Skipped: 170



ANSWER CHOICES	RESPONSES	
Extremely satisfied	23.53%	12
Satisfied	49.02%	25
Neither satisfied nor dissatisfied	9.80%	5
Dissatisfied	11.76%	6
Extremely dissatisfied	5.88%	3
TOTAL		51

Q37 How would you rank the value of your Menlo Swim School experience?

Answered: 51 Skipped: 170



ANSWER CHOICES	RESPONSES	
Completely satisfied	17.65%	9
Satisfied	45.10%	23
Neither satisfied nor dissatisfied	17.65%	9
Dissatisfied	15.69%	8
Extremely dissatisfied	3.92%	2
TOTAL		51

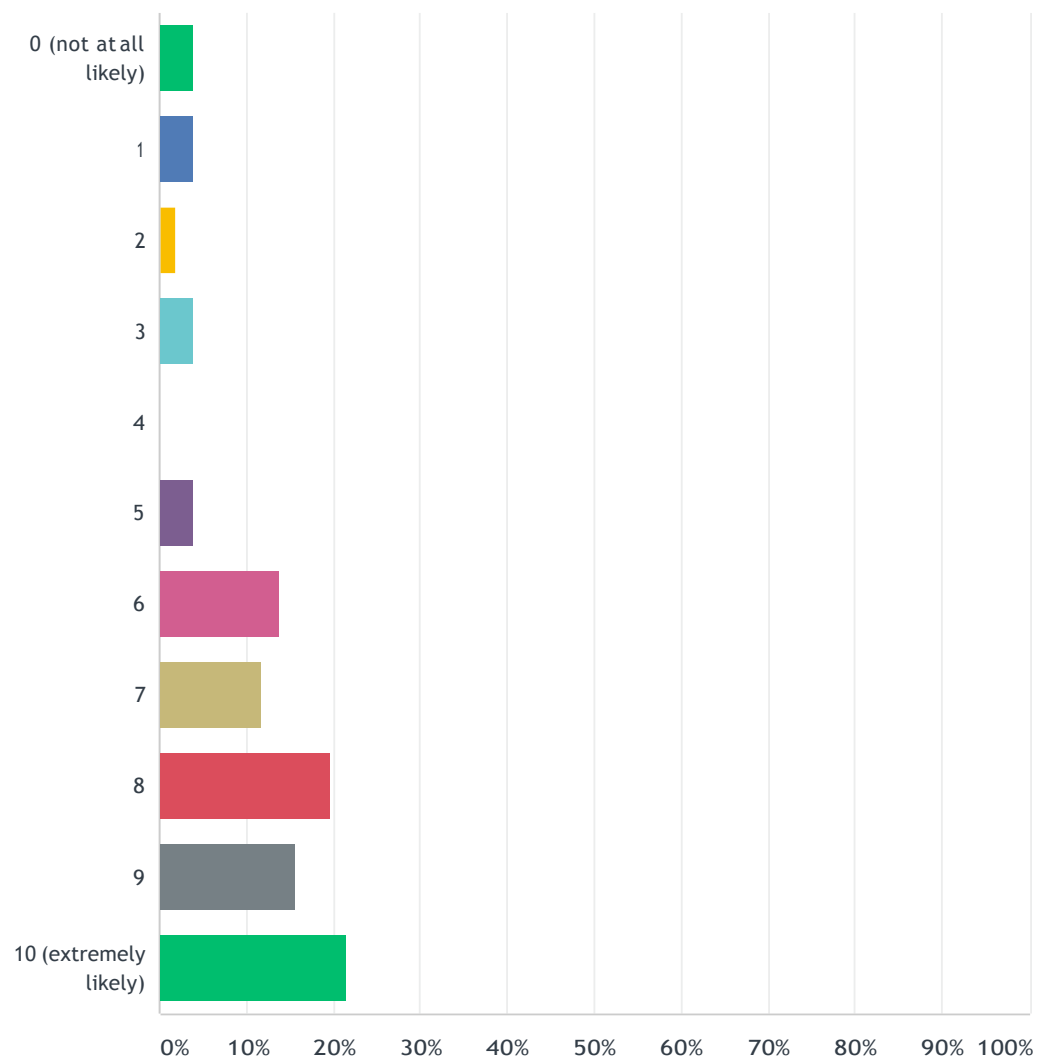
Q38 From your child's point of view, what could we do to make our program better?

Answered: 26 Skipped: 195

#	RESPONSES	DATE
1	More consistent teaching staff, and rotating senior staff to coach younger teacher during lessons.	1/16/2020 2:47 PM
2	Dome in the winter months.	1/7/2020 10:42 AM
3	See above. Permanent coaches are great - summer coaches less so.	1/6/2020 10:52 PM
4	less chaotic pool scene, better showers near pool. teaching needs to be able to have more than one kid engaged at a time - otherwise it's like a 10min swim lesson (3 kids in a 30 min class)	1/6/2020 10:12 PM
5	More proactive swim level checks and reports on progress.	1/6/2020 9:00 PM
6	Continue to connect with kids and make it fun and always be encouraging to make them feel they can get to the next level	1/6/2020 7:13 PM
7	More swimming, longer lengths.	1/6/2020 3:18 PM
8	Consistent teaching staff	1/6/2020 2:39 PM
9	Better showers	1/6/2020 2:16 PM
10	Making classes different for my child, at one point she got board because we where always doing the same thing every time we went	1/6/2020 12:43 PM
11	Better teacher training and a more organized teaching program including a variety of different activities to reinforce swim skills.	1/6/2020 12:35 PM
12	Would like to see focus on gaining skills and progression to the next level a little more explicit. Communication with parents on how child is progressing, when they should move to the next level would be helpful.	1/6/2020 12:04 PM
13	See my prior comments about our swim school experience.	1/6/2020 12:01 PM
14	Let the kids practice their strokes while their teacher works other kids in their group. Have open swim time available so that kids can finish their lesson, then swim some more to reinforce what they have just learnt and play.	1/6/2020 12:00 PM
15	Consistency of instructors	1/6/2020 11:54 AM
16	Less teacher changes	1/6/2020 11:25 AM
17	More even instruction amongst instructors; more instruction; less wall time	1/6/2020 11:16 AM
18	Have fun instructors that progress children based on personal ability not just some guidelines on a page	1/6/2020 11:04 AM
19	Kids don't love swimming, especially the older one would have benefitted more from a team environment, but when he did summer swim team A few years back as a newbe he didn't Feel very included and Nobody really explained how things worked. The coaches were all business as usual as if it werethe year round tram and all knew what to do. If that had been different maybe he'd have joined the year round team.	1/6/2020 10:53 AM
20	Consistent teachers	1/6/2020 10:39 AM
21	It would have been less wait by the side of the pool, but he's now passed this stage. And covered pool because he doesn't want to go when it's cold now because the pool is no longer covered, so we went elsewhere this winter.	1/6/2020 10:28 AM
22	"Same teacher every week"	1/6/2020 10:22 AM
23	Make more semi-private and private classes available for booking.	1/6/2020 10:16 AM
24	Clearer communication from instructors on progress towards next level (but his new instructor yesterday did that WONDERFULLY).	1/6/2020 10:13 AM
25	He had a great time!	1/6/2020 10:11 AM
26	Pre-swim team prep -- 4-6yo longer lessons, perhaps?	1/6/2020 10:09 AM

Q39 Considering your experience with Menlo Swim School, how likely are you to recommend Menlo Swim School to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 51 Skipped: 170



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	3.92%	2
1	3.92%	2
2	1.96%	1
3	3.92%	2
4	0.00%	0
5	3.92%	2
6	13.73%	7
7	11.76%	6
8	19.61%	10
9	15.69%	8
10 (extremely likely)	21.57%	11
TOTAL		51

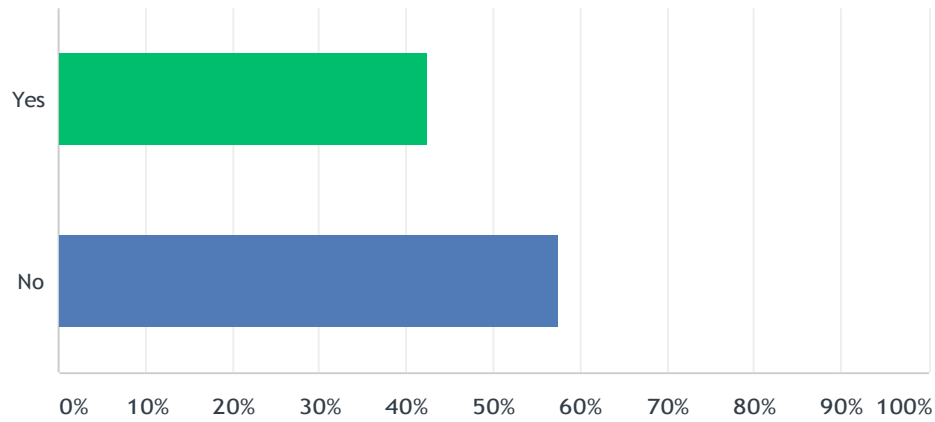
Q40 What can we do in the future to earn a 9 or 10?

Answered: 26 Skipped: 195

#	RESPONSES	DATE
1	More private lesson options to get kids over plateaus.	1/15/2020 9:50 PM
2	Dome in the winter months.	1/7/2020 10:42 AM
3	See above	1/6/2020 10:52 PM
4	better engage more kids at a time during a swim class	1/6/2020 10:12 PM
5	Consistent coaches. Proactive level checks and progress reports. Consistent growth of skills and progress.	1/6/2020 9:00 PM
6	Really depends on our experience with new swim Instructors	1/6/2020 7:13 PM
7	Answered above	1/6/2020 3:18 PM
8	Consistent teaching staff	1/6/2020 2:39 PM
9	Better showers where the temperature is easy to figure out and the water stays on longer as well as the pool covering in winter	1/6/2020 2:16 PM
10	Make it easier for full time working parents to secure a weekend timeslot for their kids to enroll in Swim School, and learn water safety and how to swim. I tried to sign up many times throughout the past 2 years, and the weekend classes are always full. My son is now 3 and a half and we can't put off his lessons any longer, waiting for a spot to open up. We're sad to have to find an alternate pool and swim lessons for him. We would have loved to continue to support your school, and have our two kids learn to swim with you all.	1/6/2020 1:59 PM
11	Increase efficiency on the teaching. Don't have so many "levels" - one of my younger kids feel discouraged because he feels like the path is very long.	1/6/2020 1:34 PM
12	Better communication concerning when lessons are off ie Winter Break	1/6/2020 1:19 PM
13	Improved teaching and easier access to makeup classes.	1/6/2020 12:35 PM
14	Change points listed above	1/6/2020 12:15 PM
15	See my prior comments about our swim school experience.	1/6/2020 12:01 PM
16	See earlier comments.	1/6/2020 12:00 PM
17	Offer more availability, higher quality, clear vision on how to get through the levels within a reasonable amount of time	1/6/2020 11:25 AM
18	See above	1/6/2020 11:16 AM
19	Have lessons that mix it up and progress kids	1/6/2020 11:04 AM
20	More consistent teacher quality.	1/6/2020 11:02 AM
21	See earlier in the survey. We have been very disappointed in all the teachers except for Coach Ray. The girls have actually regressed since Coach Ray left.	1/6/2020 10:54 AM
22	Continuity in good teachers and explaining to kids and parents what the classes and teaching techniques aim to achieve	1/6/2020 10:53 AM
23	Bring the bubble back, or some other enclosure for the winter.	1/6/2020 10:37 AM
24	Covered pool.	1/6/2020 10:28 AM
25	improve shower	1/6/2020 10:24 AM
26	See above--more well-trained instructors.	1/6/2020 10:11 AM

Q41 In 2019, I participated in Lap Swimming at Menlo Swim & Sport.

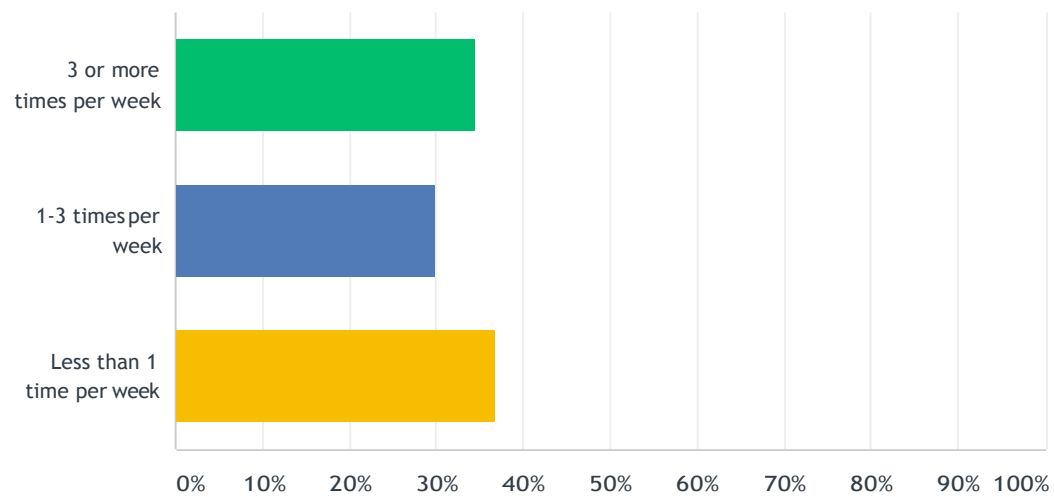
Answered: 205 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	42.44%	87
No	57.56%	118
TOTAL		205

Q42 How many times a week do you lap swim at Burgess Pool?

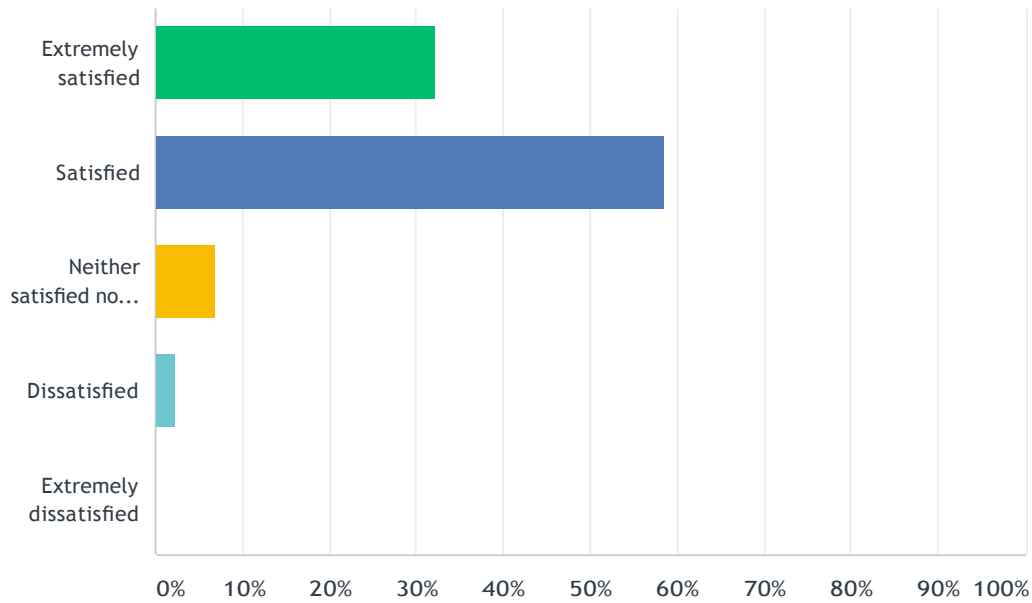
Answered: 87 Skipped: 134



ANSWER CHOICES	RESPONSES	
3 or more times per week	34.48%	30
1-3 times per week	29.89%	26
Less than 1 time per week	36.78%	32
Total Respondents: 87		

Q43 Overall, how satisfied are you with your Lap Swim experience?

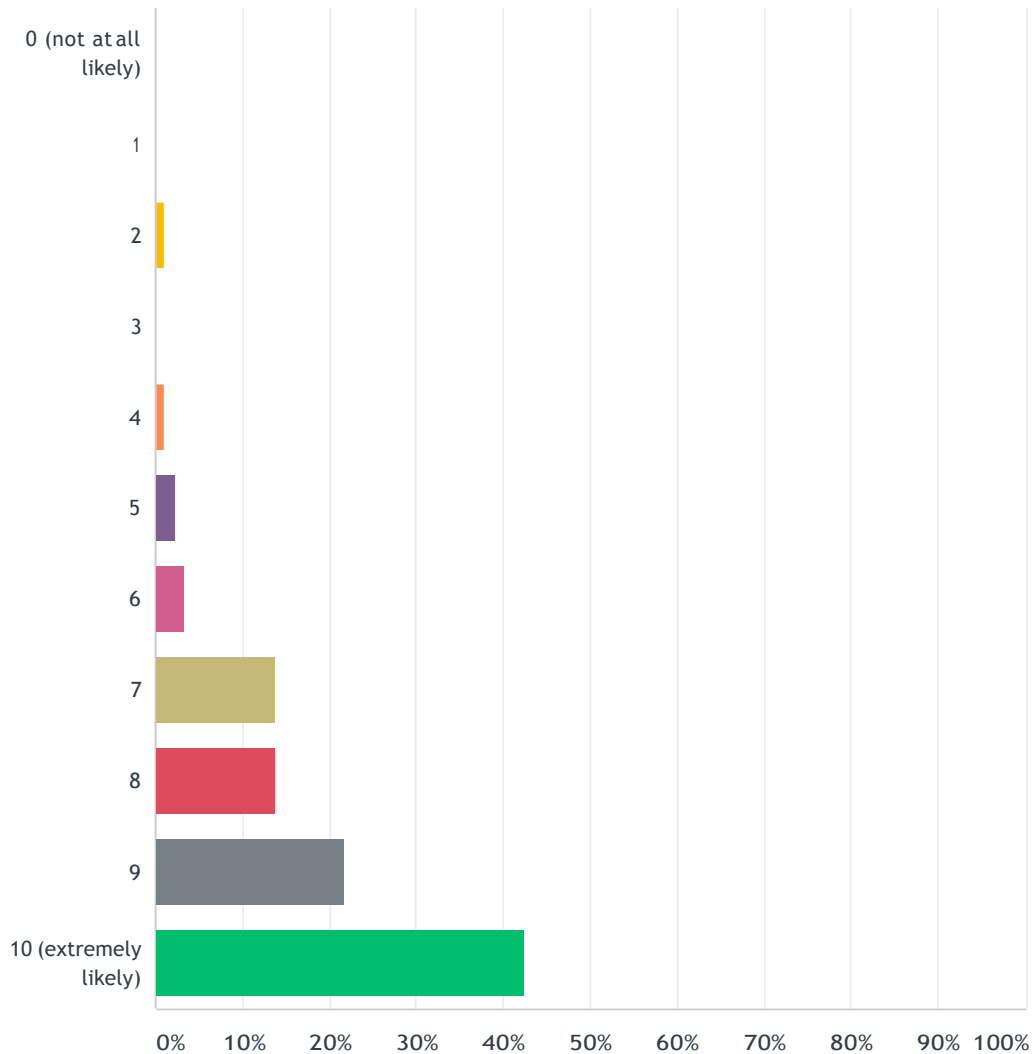
Answered: 87 Skipped: 134



ANSWER CHOICES	RESPONSES	
Extremely satisfied	32.18%	28
Satisfied	58.62%	51
Neither satisfied nor dissatisfied	6.90%	6
Dissatisfied	2.30%	2
Extremely dissatisfied	0.00%	0
TOTAL		87

Q44 Considering your experience with Menlo Swim & Sport Lap Swim, how likely are you to recommend Lap Swimming to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 87 Skipped: 134



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	1.15%	1
3	0.00%	0
4	1.15%	1
5	2.30%	2
6	3.45%	3
7	13.79%	12
8	13.79%	12
9	21.84%	19
10 (extremely likely)	42.53%	37
TOTAL		87

Q45 What could we do to make Lap Swim better?

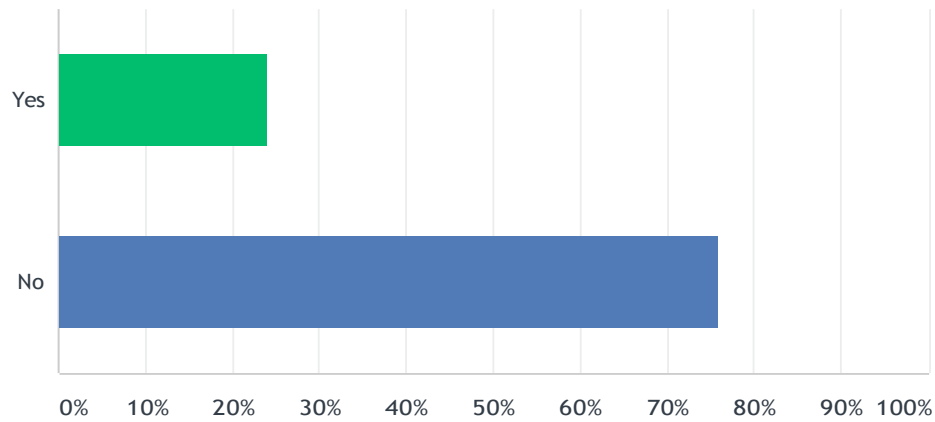
Answered: 38 Skipped: 183

#	RESPONSES	DATE
1	1. Warm water in the showers and safe clean floors for before/after the lapswim. 2. Encourage the mothers/caregivers to use the family rooms. Especially with swim lessons in the summer, there are little boys too old to be in the lady's locker room. 3. Keep lap swim for recreational lap swimming, several times I have witnessed "coaching" from the sides and even someone diving off the blocks. No body else seemed to care but it was weird and also creates a lane that can't be shared.	1/17/2020 4:36 PM
2	See previous suggestions	1/17/2020 12:01 PM
3	more early morning, non-masters swim lanes in the performance pool	1/9/2020 8:24 PM
4	A clock on the west side of the pool would be nice - especially for those of us with poor eyesight. Consistent heat in the pool.	1/8/2020 2:22 PM
5	It is great	1/7/2020 8:38 PM
6	Bring back the Fast, Medium, Slow speed cones for lap swimming. This would make lane sharing and circling much more enjoyable at busy times. Increase the number of open lanes to a minimum of 4 lanes during peak times in the evening.	1/6/2020 9:03 PM
7	More lanes in performance pool for lap swimming at 6:30. Masters ties up too many lanes	1/6/2020 9:02 PM
8	maybe I took free swim for lap swim, so I do not know	1/6/2020 7:26 PM
9	I'm good.	1/6/2020 6:53 PM
10	Better communication regarding closures or special events	1/6/2020 6:45 PM
11	Fix the showers in the women's locker room, maybe redesign the locker rooms	1/6/2020 4:46 PM
12	See answer to no. 20.	1/6/2020 4:05 PM
13	Keep the locker room clean.	1/6/2020 4:03 PM
14	I really liked having the dome over the instructional pool in the winter and miss it. I liked using the overhead wires to orient my swimming during lap swimming when I was on my back and not having to use sunscreen for those months.	1/6/2020 3:25 PM
15	Depending on the time there are not many lanes open for lap swimming.	1/6/2020 1:17 PM
16	Place the cones where they need to be.	1/6/2020 12:41 PM
17	improve the showers and make more lanes available in the instructional pool	1/6/2020 12:14 PM
18	more lap swim space after 4 pm, but...	1/6/2020 12:10 PM
19	Already mentioned Educational pool temp. Too hot.	1/6/2020 11:43 AM
20	Designate speeds per lane with signage. I.e., Fast at the left end, medium in the middle, and slow at the right end.	1/6/2020 11:27 AM
21	try to keep the water temp at least at 80. 81 is better in winter for me.	1/6/2020 11:24 AM
22	How about a signboard to encourage lap swimmers to circle swim with those who swim at same speed? Pool could also be cleaner, especially on Monday mornings.	1/6/2020 11:20 AM
23	consistent water temp	1/6/2020 11:12 AM
24	See previous note.	1/6/2020 11:12 AM
25	Not sure.	1/6/2020 11:10 AM
26	Improve the locker rooms and more reliable lap lane availability.	1/6/2020 11:06 AM
27	see 20 above	1/6/2020 11:01 AM
28	More lanes for those not in Masters swim	1/6/2020 10:58 AM
29	I only went a few times	1/6/2020 10:53 AM
30	Perhaps extend the hours at the end of the day?	1/6/2020 10:44 AM

31	Cover the instructional pool.	1/6/2020 10:30 AM
32	as before	1/6/2020 10:28 AM
33	See above.	1/6/2020 10:23 AM
34	The swimming experience is fine. See previous answers re improving locker room and cement.	1/6/2020 10:22 AM
35	Ensure water temp is at least 80 IN the pool (not just at the source).	1/6/2020 10:19 AM
36	more available times for lap swimming, especially during the 5-7pm time	1/6/2020 10:18 AM
37	more lanes during evening times lap swimming.	1/6/2020 10:13 AM
38	more lanes	1/6/2020 10:12 AM

Q46 In 2019, I participated in Menlo Swim & Sports Aqua Fit/Wellness program.

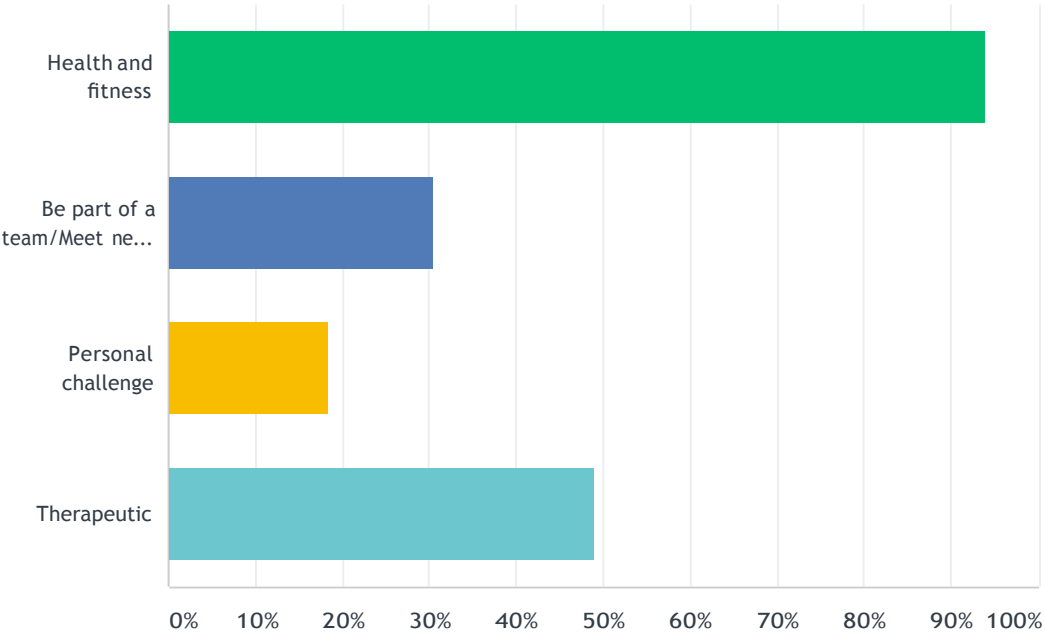
Answered: 204 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	24.02%	49
No	75.98%	155
TOTAL		204

Q47 My primary goals for participating in Aqua Fit/Wellness are. ... (select all that apply)

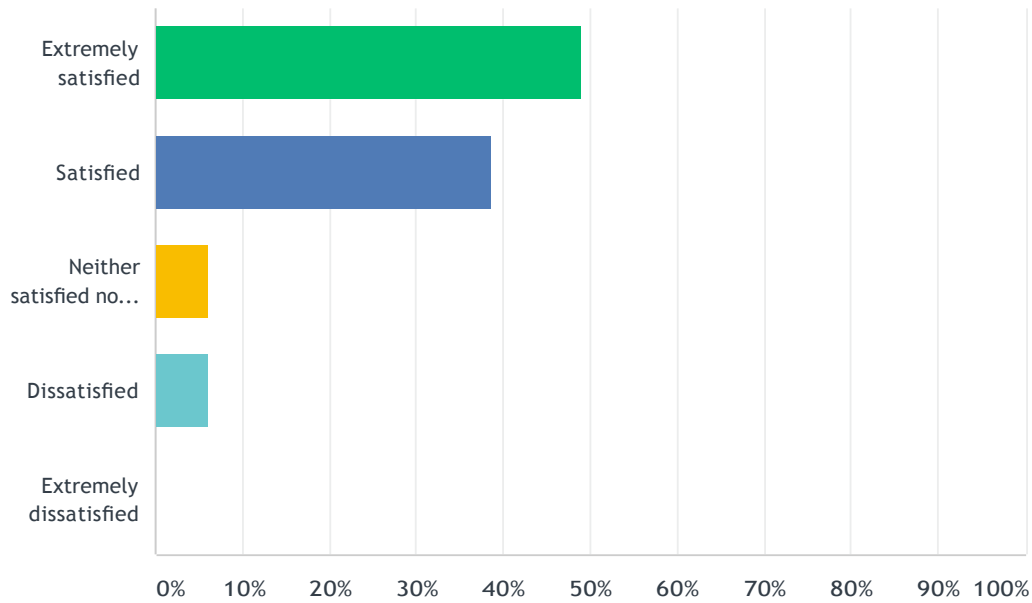
Answered: 49 Skipped: 172



ANSWER CHOICES	RESPONSES	
Health and fitness	93.88%	46
Be part of a team/Meet new people	30.61%	15
Personal challenge	18.37%	9
Therapeutic	48.98%	24
Total Respondents: 49		

Q48 Overall, how satisfied are you with your Aqua Fit experience?

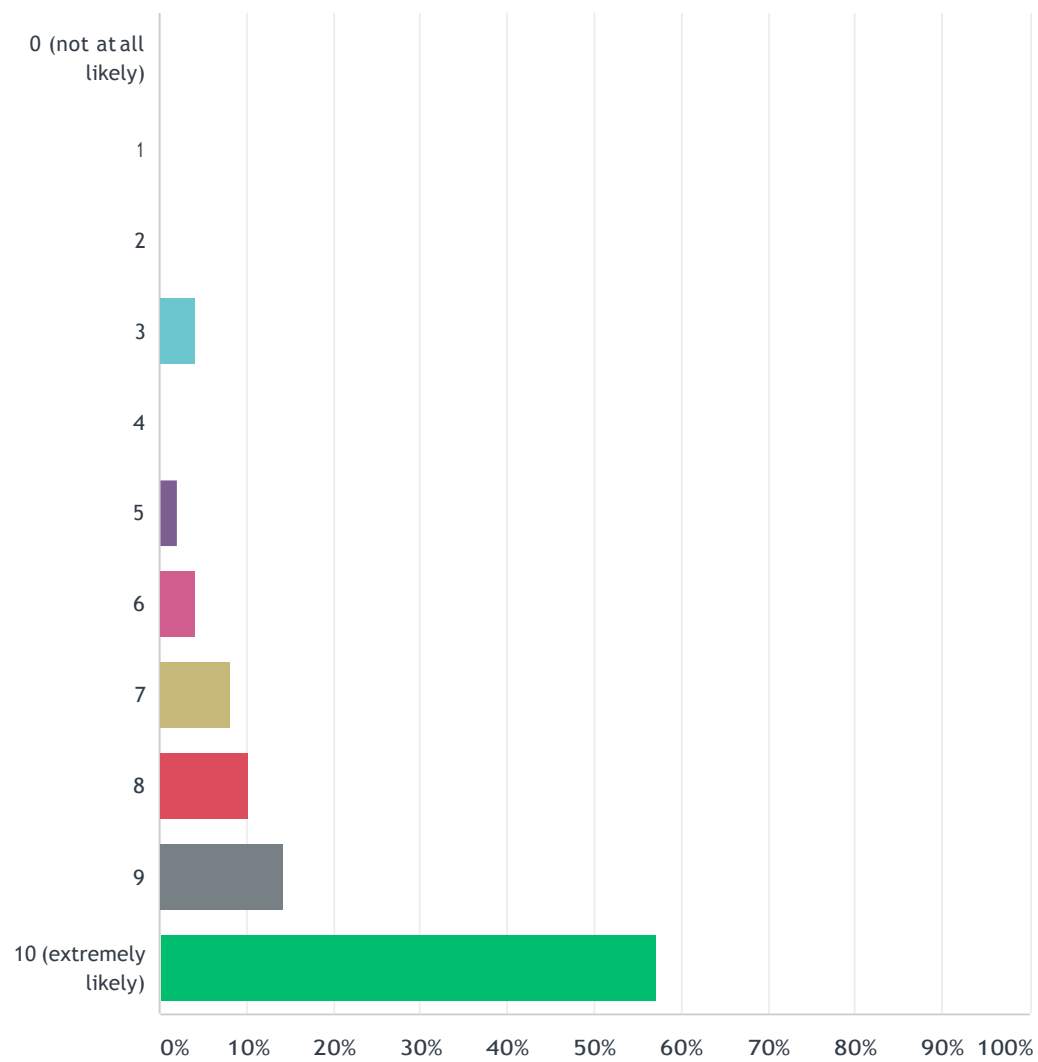
Answered: 49 Skipped: 172



ANSWER CHOICES	RESPONSES	
Extremely satisfied	48.98%	24
Satisfied	38.78%	19
Neither satisfied nor dissatisfied	6.12%	3
Dissatisfied	6.12%	3
Extremely dissatisfied	0.00%	0
TOTAL		49

Q49 Considering your experience with Menlo Swim & Sport Aqua Fit/Wellness, how likely are you to recommend our programs to a friend?
(0 is not at all likely, 10 is extremely likely)

Answered: 49 Skipped: 172



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	4.08%	2
4	0.00%	0
5	2.04%	1
6	4.08%	2
7	8.16%	4
8	10.20%	5
9	14.29%	7
10 (extremely likely)	57.14%	28
TOTAL		49

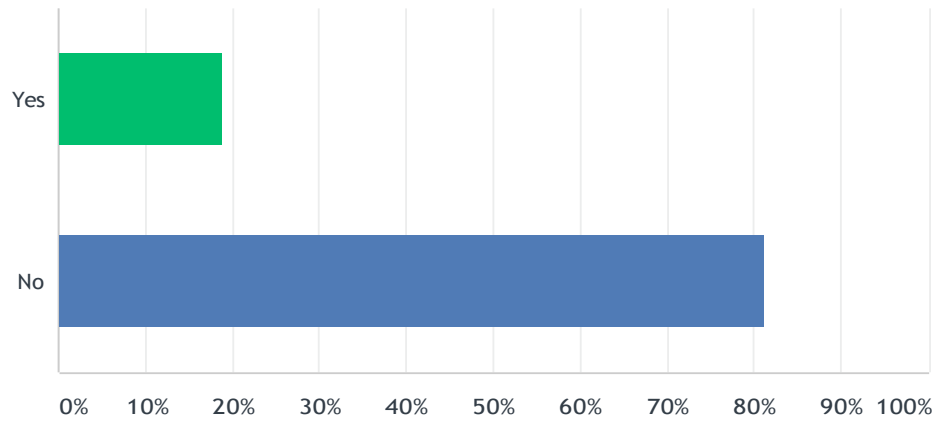
Q50 What can we do in the future to earn a 9 or 10?

Answered: 15 Skipped: 206

#	RESPONSES	DATE
1	Keep up the quality	1/13/2020 2:20 PM
2	Renovate and expand size of locker rooms	1/9/2020 6:32 PM
3	It's awesome the way it is!!!!!! Sheralee makes the class	1/9/2020 2:51 PM
4	Respect our program and continue to support our area in the pool. PLEASE continue to improve the locker room safety- it is small and that will not change, but please make it as safe as possible. It is very hard to have one or two strollers in the area when our classes end. Please encourage individuals to use lockers to store their clothing while in the pool- not the bench or hooks over the benches.	1/8/2020 7:25 AM
5	I recommended it today	1/6/2020 7:03 PM
6	See previous comments.	1/6/2020 3:11 PM
7	make more aqua fitness programs available for younger fit individuals rather than just the elderly	1/6/2020 2:30 PM
8	See previous statements	1/6/2020 1:11 PM
9	You're already there!	1/6/2020 12:07 PM
10	MORE SPACE FOR THE AQUA WELLNESS class.	1/6/2020 11:09 AM
11	Saturday classes and more night classes for working individuals	1/6/2020 10:47 AM
12	It just was something thats less so for me and more so for others.	1/6/2020 10:44 AM
13	See above comments.	1/6/2020 10:41 AM
14	Hire good leaders	1/6/2020 10:17 AM
15	As stated previously, protection for pool in winter, cleaner restrooms and changing rooms and additional parking especially in summer	1/6/2020 10:17 AM

Q51 In 2019, I participated in Menlo Swim & Sport's Menlo Fit program.

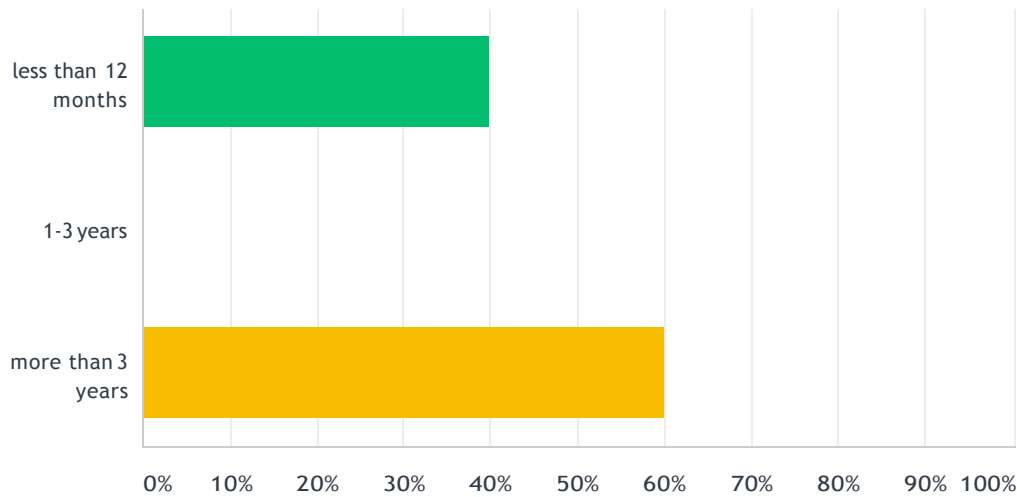
Answered: 48 Skipped: 173



ANSWER CHOICES	RESPONSES	
Yes	18.75%	9
No	81.25%	39
TOTAL		48

Q52 How long have you been participating in MSS Boot Camp?

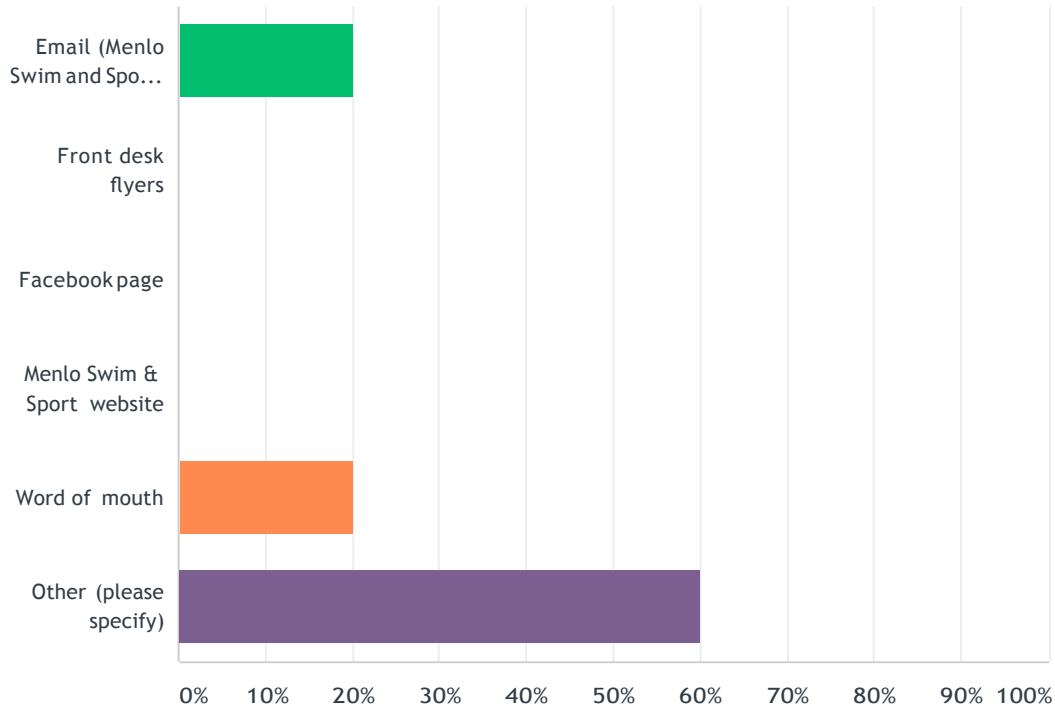
Answered: 5 Skipped: 216



ANSWER CHOICES	RESPONSES	
less than 12 months	40.00%	2
1-3 years	0.00%	0
more than 3 years	60.00%	3
TOTAL		5

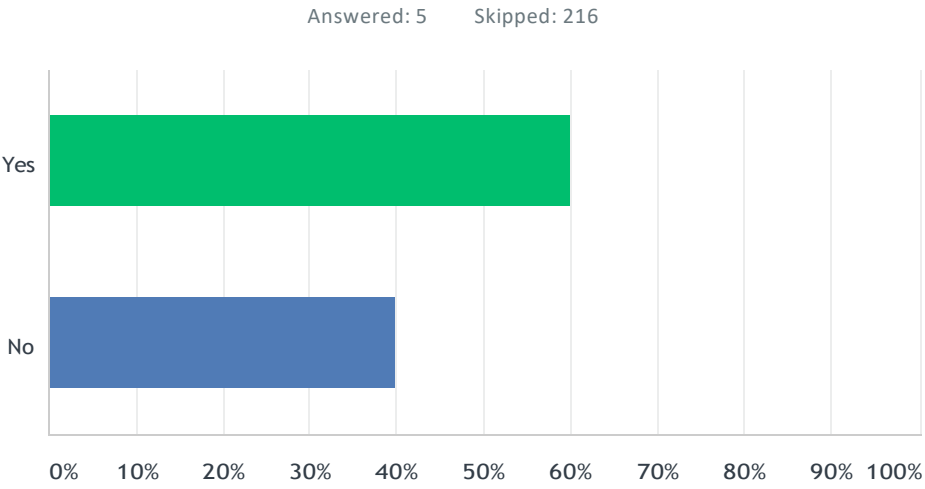
Q53 How did you first come to learn about Menlo Fit?

Answered: 5 Skipped: 216



ANSWER CHOICES	RESPONSES	
Email (Menlo Swim and Sport newsletter)	20.00%	1
Front desk flyers	0.00%	0
Facebook page	0.00%	0
Menlo Swim & Sport website	0.00%	0
Word of mouth	20.00%	1
Other (please specify)	60.00%	3
TOTAL		5

Q54 Menlo Fit classes are offered at convenient times.



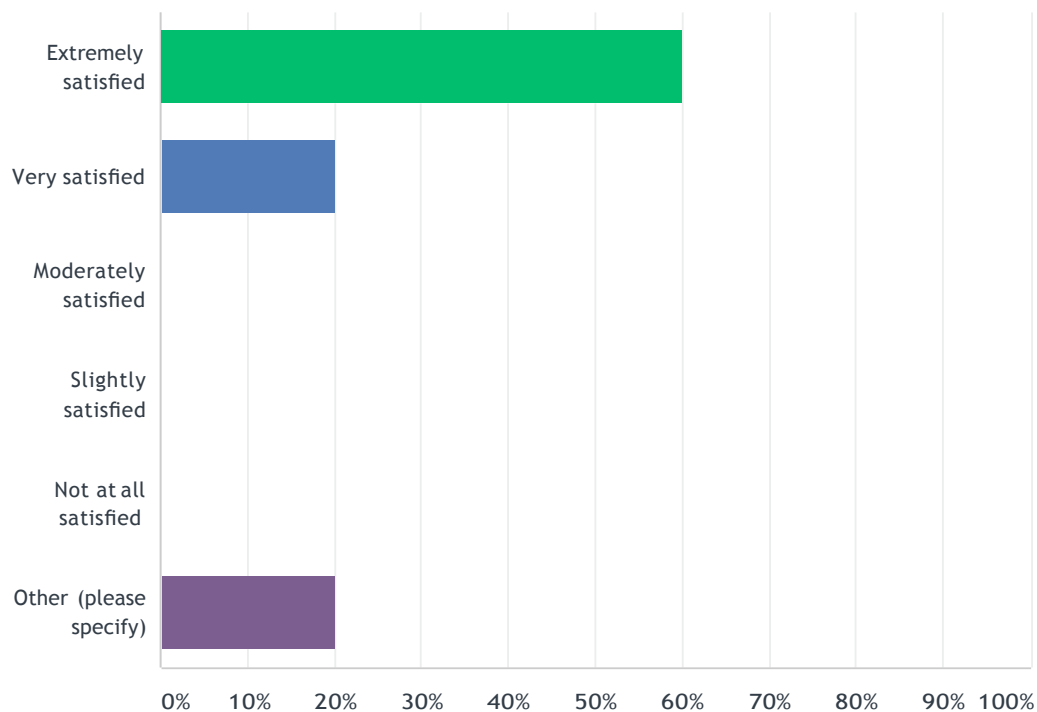
ANSWER CHOICES		RESPONSES	
Yes		60.00%	3
No		40.00%	2
TOTAL			5

Q55 If you answered "No" to the above question, when would you like to see Menlo Fit classes offered?

Answered: 2 Skipped: 219

Q56 Overall, how satisfied are you with the Menlo Fit program?

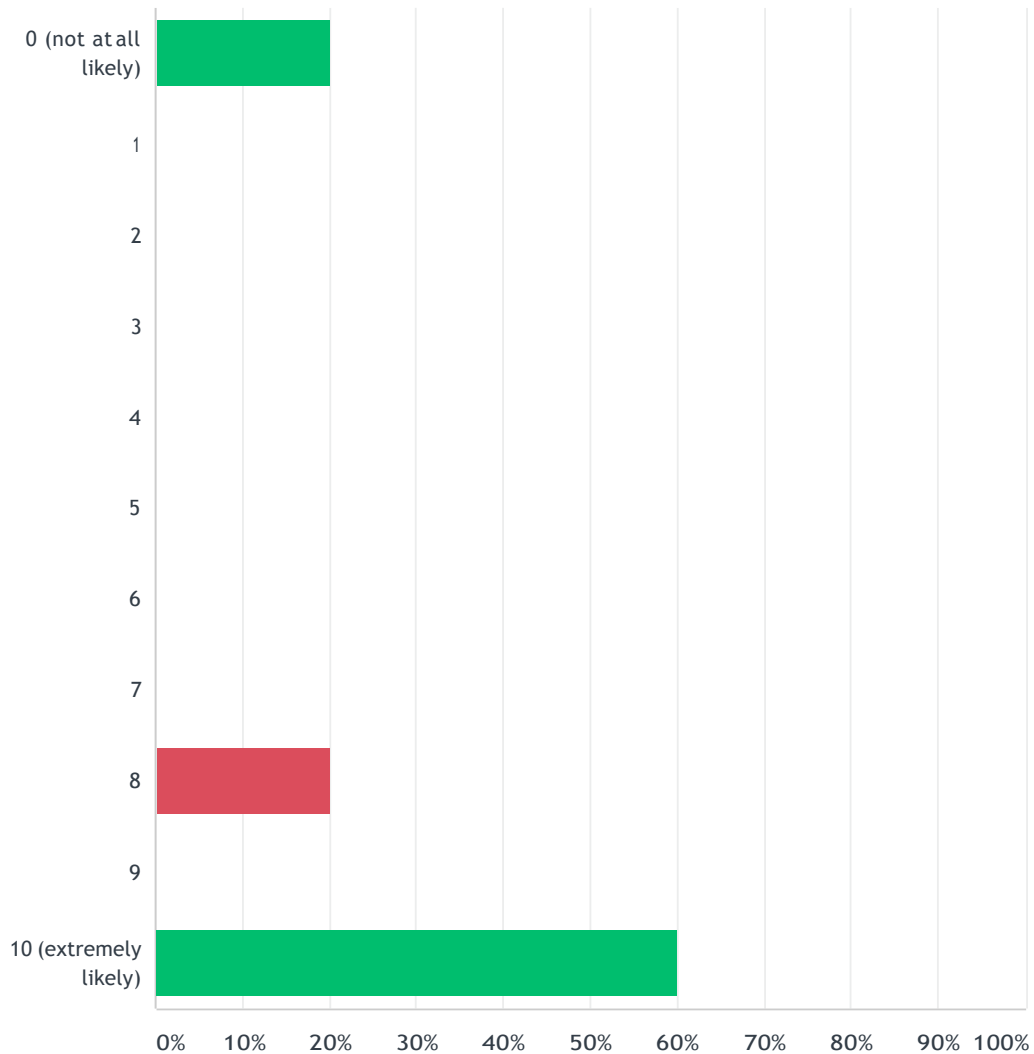
Answered: 5 Skipped: 216



ANSWER CHOICES	RESPONSES	
Extremely satisfied	60.00%	3
Very satisfied	20.00%	1
Moderately satisfied	0.00%	0
Slightly satisfied	0.00%	0
Not at all satisfied	0.00%	0
Other (please specify)	20.00%	1
TOTAL		5

Q57 Considering your experience with Menlo Fit, how likely are you to recommend Menlo Fit to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 5 Skipped: 216



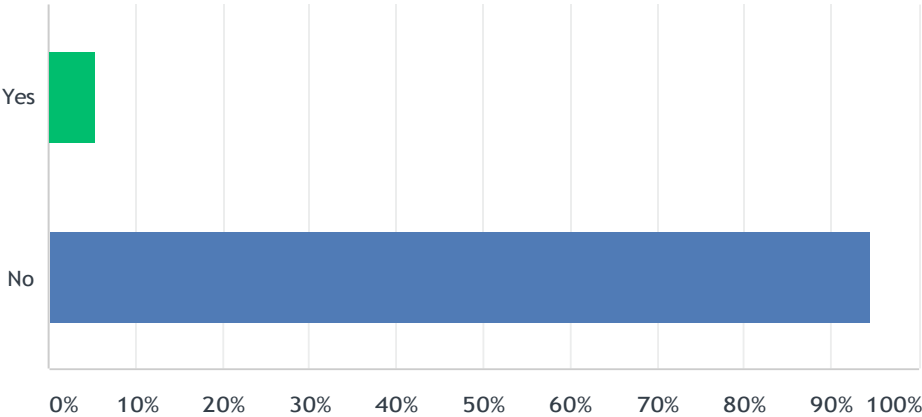
ANSWER CHOICES	RESPONSES	
0 (not at all likely)	20.00%	1
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	20.00%	1
9	0.00%	0
10 (extremely likely)	60.00%	3
TOTAL		5

Q58 What can we do in the future to earn a 9 or 10?

Answered: 3 Skipped: 218

Q59 In 2019, my child participated in Camp Menlo at Menlo Swim & Sport.

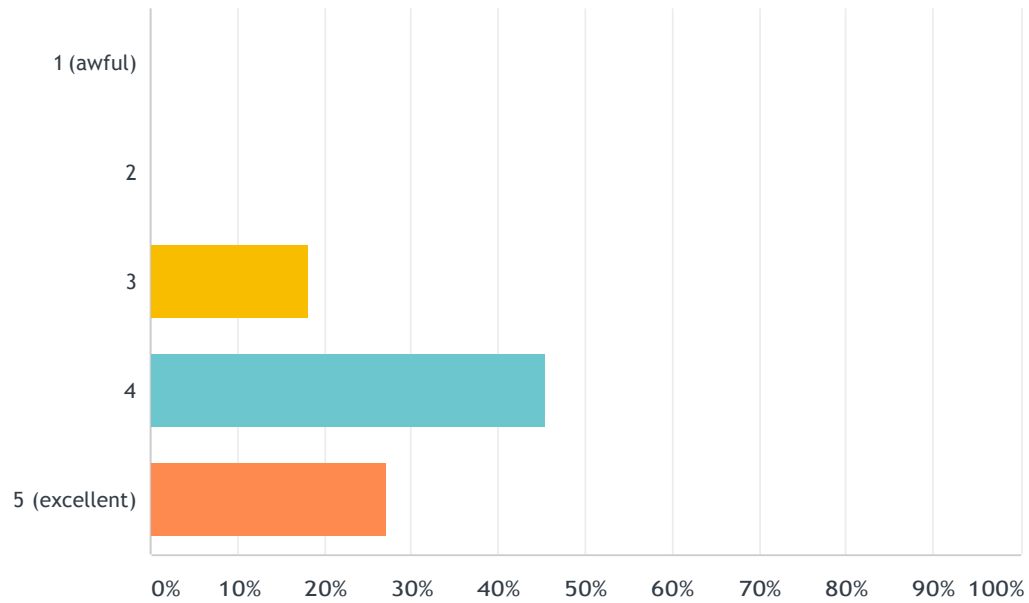
Answered: 199 Skipped: 22



ANSWER CHOICES		RESPONSES	
Yes		5.53%	11
No		94.47%	188
TOTAL			199

Q60 Please rate our Check-in process on a Scale of 1-5

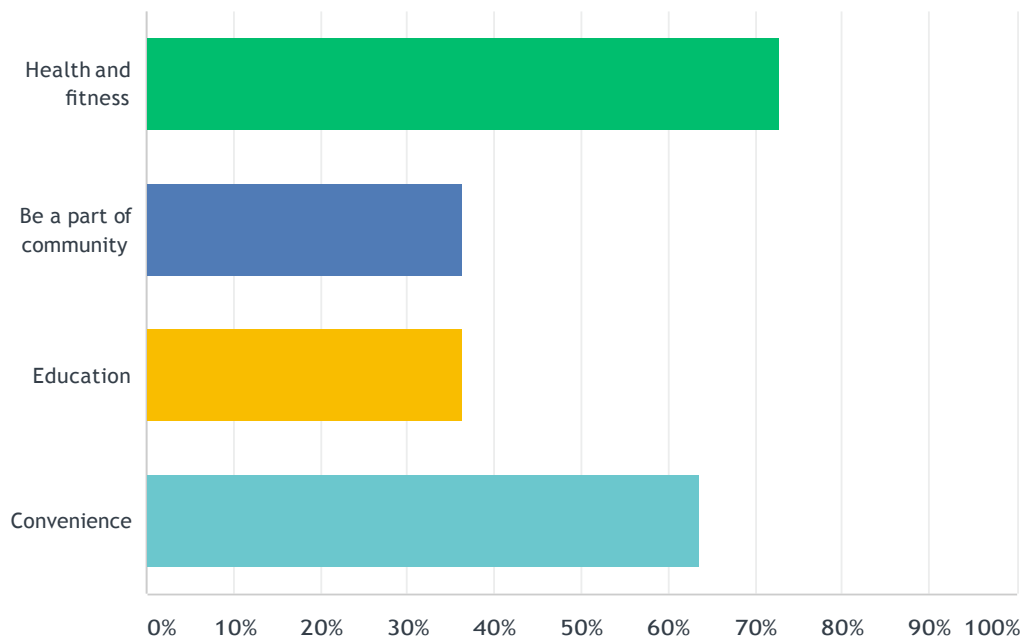
Answered: 11 Skipped: 210



ANSWER CHOICES	RESPONSES	
1 (awful)	0.00%	0
2	0.00%	0
3	18.18%	2
4	45.45%	5
5 (excellent)	27.27%	3
TOTAL		11

Q61 My primary goals for enrolling my children in Camp Menlo are....
(select all that apply)

Answered: 11 Skipped: 210



ANSWER CHOICES	RESPONSES	
Health and fitness	72.73%	8
Be a part of community	36.36%	4
Education	36.36%	4
Convenience	63.64%	7
Total Respondents: 11		

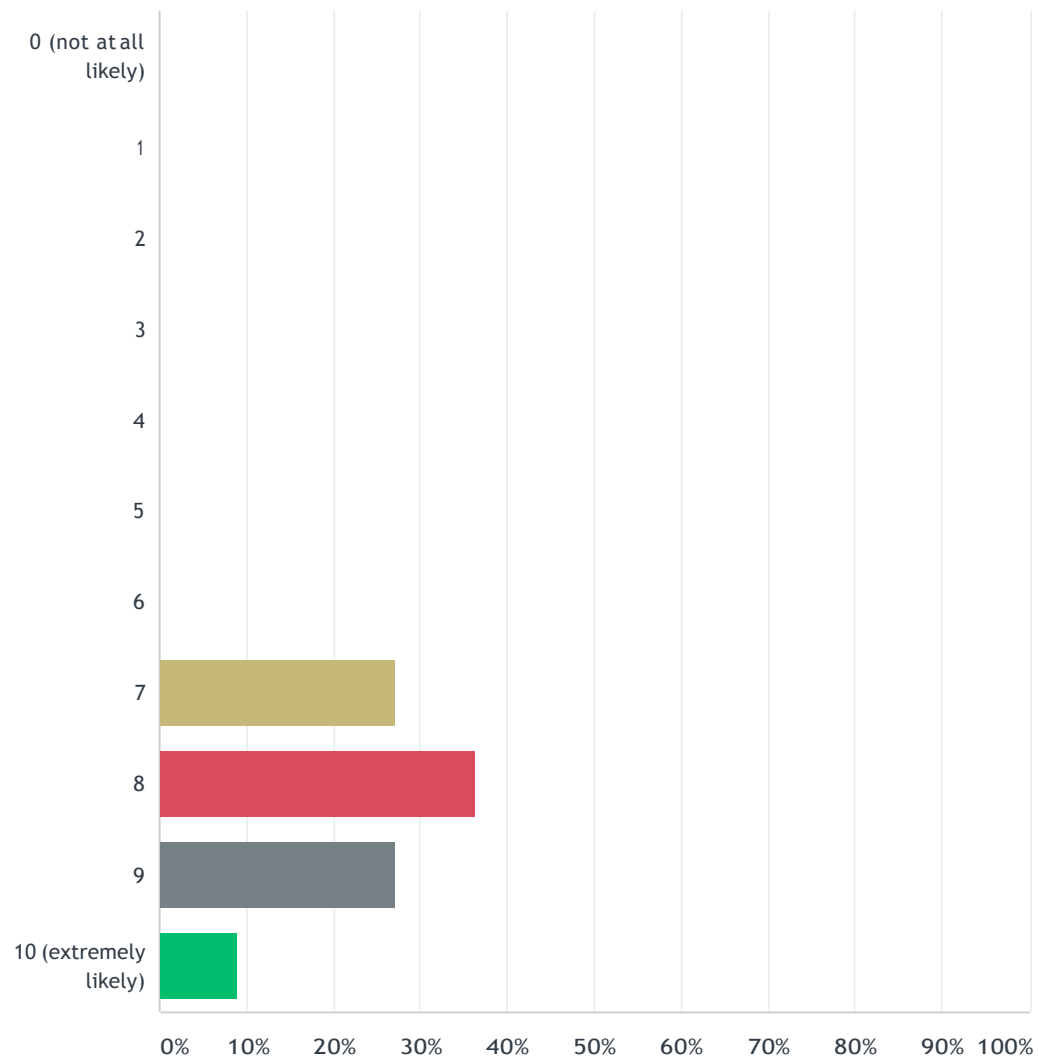
Q62 From your child's point of view, what could we do to make our Camp better?

Answered: 5 Skipped: 216

#	RESPONSES	DATE
1	N.A.	1/13/2020 3:07 PM
2	Offer longer swim lesson and swim time.	1/9/2020 6:35 PM
3	More time as swim lessons e.g. 2 times per day. More flexibility on booking and refunds (e.g. like a Steve and Kate's). Improve the grass surface which turns to dirt during the summer (e.g. artificial turf?)	1/6/2020 9:09 PM
4	Change up activities and encourage kids to play with each other	1/6/2020 7:15 PM
5	she'd happily spend hours in the pool if she could	1/6/2020 10:17 AM

Q63 Considering your experience with Camp Menlo, how likely are you to recommend Camp Menlo to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 11 Skipped: 210



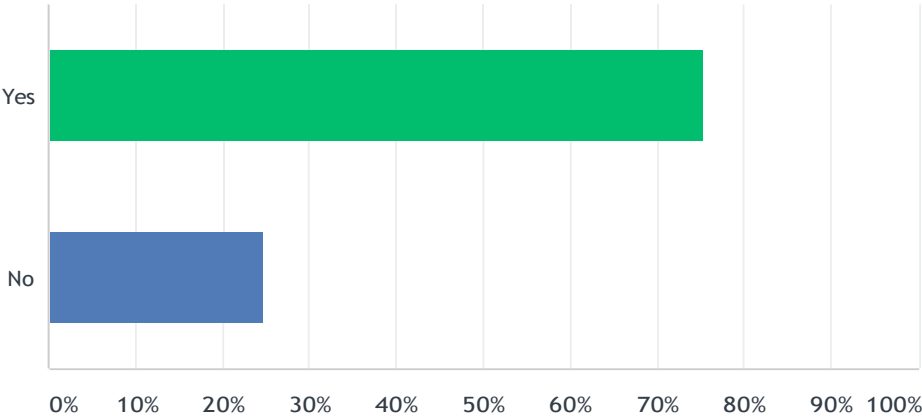
ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	27.27%	3
8	36.36%	4
9	27.27%	3
10 (extremely likely)	9.09%	1
TOTAL		11

Q64 What can we do in the future to earn a 9 or 10?

Answered: 3 Skipped: 218

Q65 Have you ever contacted the Service Center, either by phone, email or in-person?

Answered: 194 Skipped: 27

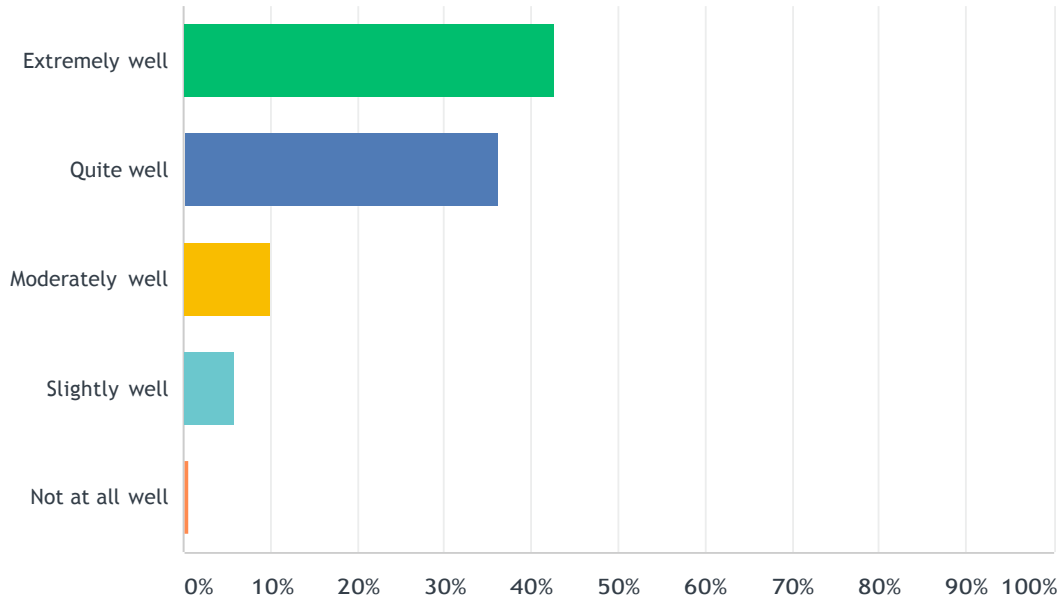


ANSWER CHOICES		RESPONSES	
Yes		75.26%	146
No		24.74%	48
TOTAL			194

Q66 How well did our customer service representative answer your question or solve your problem?

Answered: 169

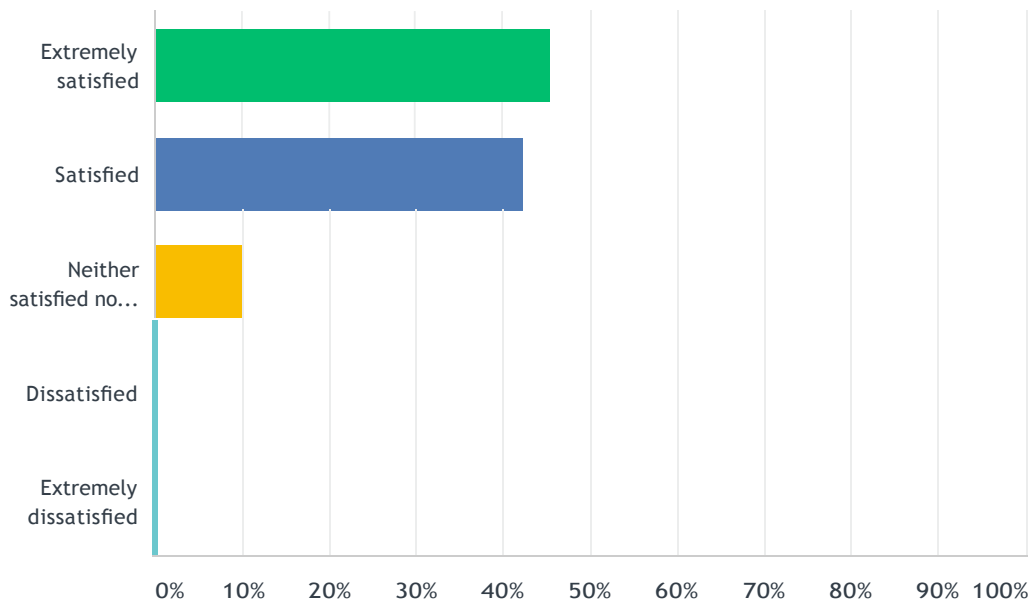
Skipped: 52



ANSWER CHOICES	RESPONSES	
Extremely well	42.60%	72
Quite well	36.09%	61
Moderately well	10.06%	17
Slightly well	5.92%	10
Not at all well	0.59%	1
TOTAL		169

Q67 Overall, how satisfied are you with customer service at Menlo Swim and Sport?

Answered: 184 Skipped: 37



ANSWER CHOICES	RESPONSES	
Extremely satisfied	45.65%	84
Satisfied	42.39%	78
Neither satisfied nor dissatisfied	10.33%	19
Dissatisfied	0.54%	1
Extremely dissatisfied	0.00%	0
TOTAL		184

Q68 Please share any additional comments about our facility and programs.

Answered: 63 Skipped: 158

#	RESPONSES	DATE
1	Every swim I think about quitting because the showers and locker room are so disgusting and miserable.	1/17/2020 4:51 PM
2	Would love for showers to work (full stream of water to wash hair!) and for new paint job and repair doors .would also support upgrade pool heater since it has broken many times this year	1/13/2020 3:08 PM
3	The Women's locker room needs upgrade The floor is very slippery and showers are often broken and not hot	1/11/2020 9:53 PM
4	Sheralee is the most helpful, professional, encouraging and knowledgeable instructor I could imagine. She is amazingly clear and personalized in her instructions. Don't ever lose Sheralee!	1/11/2020 9:50 PM
5	Thank you for having all of these programs for our community.	1/10/2020 3:40 PM
6	thank you for changing the user interface at the sign-in desk. not having to select my program is a minor thing, but makes entry much easier. Overall, this is a great pool and I'm happy to be a patron.	1/9/2020 8:26 PM
7	Faster response to necessary repairs.	1/9/2020 6:38 PM
8	programs for seniors are great. many senior don't attend because lack of transportation.	1/9/2020 1:54 PM
9	Better showers. The anemic water flow and unpredictable temperature is a real problem.	1/9/2020 1:33 PM
10	In regards to Aqua Fit, It gets you out of the house 3X/week in all weathers, which is no small feat for older adults; You get social interaction with others from many different countries; There is a lot of sharing of information and experience on general matters; It is a huge help finding others with similar medical issues or other problems who can provide insight and support; People do not have to be self conscious about medical scars or imperfections because others have similar issues; There are many friendships formed: some over decades; It is truly inspiring to see people in their 90s, or even at 100, participating in physical activity and lively social interaction; People share rides to class and make friends, and there are frequent social functions apart from class; Some people combine their exercise time with a grandkid's swimming lessons, and they meet other parents/grandparents; In the locker room you get to meet younger, athletic people who are inspiring and whom you might not get to meet in your daily life; It is a pleasure to be greeted by so many friendly staff faces in the morning, who are always helpful; Sheralee is always so full of life that it contributes to general congeniality and a sense of community amongst the participants	1/9/2020 8:33 AM
11	Pool temperature is a bit erratic. Most of the showers in women's locker room do not work well at all.	1/8/2020 8:52 PM
12	The Women's locker room needs attention. Small improvements would make a huge difference in the functionality of the room. For example, rather than 3 small mirrors over the sink one large mirror spanning the length of the sink would allow more than 3 people to use the mirror at once. Shelves over the all the benches would provide additional storage space for items. Look at the Riconada Pool as an example. Rubber mats in the showers and hall between the toilets and sinks would provide additional safety. Heat in the locker room would be lovely on cold days. And replacing the shower heads that are corroded with calcium and therefore have little to no water flow would provide a much needed reliable shower. The staff is great. The pool lovely. It's just the aging facility that needs some love and attention. The Burgess pool has become a wonderful place for me to have a small community of friends.	1/8/2020 2:40 PM
13	I think the teacher for Aqua Fitness, Sharalee is excellent. If the 10:00 class gets much bigger, I think you should add a class.	1/8/2020 12:38 PM
14	Really appreciate the addition of new instructors in the Aqua fit program. Nicole and Nivia are exceptional and great motivators. Thank you for bringing them onboard.	1/8/2020 11:11 AM
15	We are blessed to have such a strong Aqua Wellness Program at our pool. Please continue to honor the program and to make improvements while supporting our VALUED INSTRUCTORS!	1/8/2020 7:31 AM
16	You have some good people working for you, who are friendly and greet customers, which encourages people to return. Others don't seem to care.	1/7/2020 10:31 PM
17	Need better showers.	1/7/2020 6:52 PM
18	Everyone is always pleasant and anxious to help when needed.	1/7/2020 4:28 PM

19	Overall, this is a very well run and staffed facility. I am impressed by the level of use by community members.	1/7/2020 1:07 PM
20	N/a	1/6/2020 10:53 PM
21	Steve does a fabulous job of keeping the entire facility spotless.	1/6/2020 9:20 PM
22	To incentivize participation, Would be great to receive family discounts for multiple kids and parents across all programs. Make open swim more affordable for families throughout the year.	1/6/2020 9:12 PM
23	Kathy Miller is very knowledgeable.	1/6/2020 8:52 PM
24	like it, clean,friendly and close to my outrageously high rent Apt.	1/6/2020 7:27 PM
25	At times during high volume / season the ladies locker room was very dirty ... hair clogging up showers and bathroom stalls with pee on floor . Hence I would recommend Instructors but not necessarily recommend based on maintenance of facilities	1/6/2020 7:18 PM
26	The lifeguards are always paying attention, as is the rest of the staff. I don't see anyone paying attention to their phones. The facilities are always clean, the water is always clean. I like the warm pool at 87, it helps when it's warmer since there is no dome.	1/6/2020 7:05 PM
27	I'm good.	1/6/2020 6:54 PM
28	To reiterate - a simple thing like having higher quality shampoo/soap in the showers would be awesome. Visit other local pools (CSM for instance) and they "invest" in that. It's small but important.	1/6/2020 5:04 PM
29	Please fix the showers in the women's locker rooms. They have been inadequate for over a year. The only one that works is the handicapped one. For working people who need to shower before they go to work, working showers are a necessity. The locker rooms are a very bad designed and should be remodeled to be more like Rinconada's. I have emailed and talked with Tim Sheepier about this, so hopefully something can be done about this. I am seriously considering changing my membership to Rinconada because I need a working shower on my way to work in the morning	1/6/2020 4:51 PM
30	See comment about adding outdoor hook(s) at or near outdoor shower facilities.	1/6/2020 3:41 PM
31	I am grateful to all who make it possible to swim in such a beautiful pool. The MM coaches are fantastic.	1/6/2020 3:21 PM
32	Lousy locker room. All hallways and not enough changing area.	1/6/2020 3:09 PM
33	I think the pools are great for our community it would just be nice to offer more times for free swim or lap swim in the instructional pool in late morning and late afternoon -	1/6/2020 2:31 PM
34	The Menlo center is excellent, handsome buildings, clean locker rooms, courteous & friendly staff.	1/6/2020 1:08 PM
35	There is a man who comes to the instructional pool some mornings (around 9:50 AM). He is not part of the Aquafit class, but stays in a corner of the pool, and repeatedly hawks and spits into the overflow area at the edge of the pool. I wish he would not do that, as it is a way to spread germs, and I am sure that all germs are not handled by the pool filters. It is also a disgusting habit.	1/6/2020 1:02 PM
36	There was a time where I had to keep booking a make up class because they kept giving me the wrong class	1/6/2020 12:45 PM
37	The staff at the front desk are very friendly.	1/6/2020 12:15 PM
38	Healthier options at the snack shack. Get rid of the junk food!	1/6/2020 12:03 PM
39	Given the number of old/disabled/stroller pushing patrons, it would be good to have ADA enabled doors. Also it is very hard to get a HOT stream of water in the showers because you have to keep pressing the button, and this wastes more water. A lot of non-disabled people use the disabled shower because of this, keeping people waiting that actually need the seat. It would also be nice if strollers were not allowed in the locker room, but instead using the family locker room	1/6/2020 11:50 AM
40	There is sand at the bottom of the performance pool in the lane where the pool suddenly	1/6/2020 11:28 AM

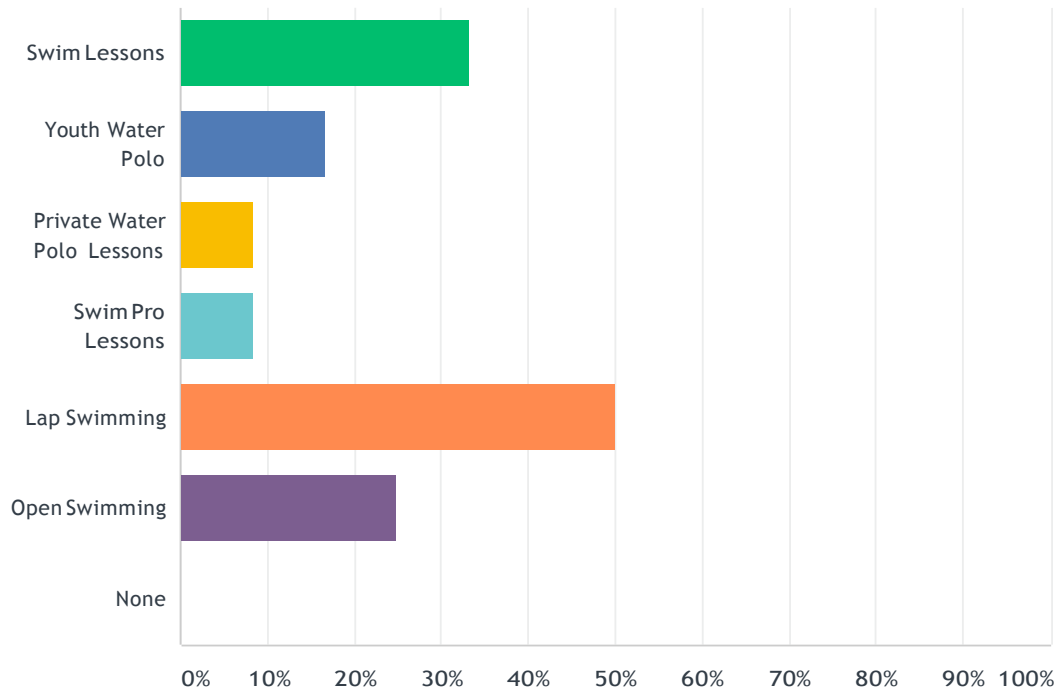
deepens and has been for months. Don't you vacuum the pool bottom occasionally? If not, you should.

41	Please fix the women's showers!!!!	1/6/2020 11:25 AM
42	Pool is a great resource for community and well run. Would love to see some additional workout programs for Menlo Fit, including HIIT programs and yoga.	1/6/2020 11:21 AM
43	like the new furniture in lobby; sorry that Sheralee does not teach at 7:50 AM any more	1/6/2020 11:16 AM
44	The green "whiteboard" in the lobby was a great addition with notes about water temp, weather, and funny quotes. Sometimes it is not always updated. Biggest complaint is the sometimes inconsistent water temperature and the week-10 days where it was very cold. Especially in the winter, it is tough to jump into a cold pool in the AM	1/6/2020 11:14 AM
45	I like the programs and know it takes a lot of money to operate.	1/6/2020 11:12 AM
46	Give Sheralee a raise! Make sure she continues as instructor for Aqua Wellness forever!	1/6/2020 11:10 AM
47	none	1/6/2020 11:08 AM
48	SERIOUSLY: IMPROVE THE LOCKER ROOMS.	1/6/2020 11:06 AM
49	Love your staff. They have a good sense of humor, are very helpful and very patient. Your lifeguards are on top of things. Very well trained. Maybe making signs for the showers for people to take short showers. There are some folks that hour-long showers.	1/6/2020 11:05 AM
50	I'm shocked how bad the swim lessons are and the locker rooms are really gross	1/6/2020 11:04 AM
51	Please do this survey yearly. I have not seen one in at least two years. I think would be helpful to receive feedback as I don't think concerns get back to the person who may be able to make adjustments as necessary. Overall, I'm pleased.	1/6/2020 11:04 AM
52	well organized, nice staff and well taken care of facility. No comparison to pre-Sheep days!	1/6/2020 11:03 AM
53	See earlier comments about showers. I'd love to send my kids in to shower alone, but they can't reach the knobs and know where hot or cold is	1/6/2020 10:54 AM
54	Great facility. Perhaps adding one hair dryer would help.	1/6/2020 10:47 AM
55	Sometimes I arrive at 6 am to find that the warm pool is closed for some reason. I wish the pool would send out texts (to those of us who opt in) when a heater breaks, the lifeguard does not show etc...	1/6/2020 10:39 AM
56	See above re: cleaning lady	1/6/2020 10:36 AM
57	Please cover your instructional pool in the winter, and lap pool too if possible.	1/6/2020 10:32 AM
58	as before	1/6/2020 10:29 AM
59	We are new to the pool and very happy with it in general. I think one thing could be added on the website is to explain how kids move from one level to another so that parents know what to expect.	1/6/2020 10:25 AM
60	Tim Sheep does a great job	1/6/2020 10:22 AM
61	The programs are very well run. Much effort goes into attracting people to the programs.	1/6/2020 10:22 AM
62	Please update the showers to not be push on/off.	1/6/2020 10:13 AM
63	More open hours please!	1/6/2020 10:12 AM

Customer Satisfaction Results (Belle Haven)

Q2 In 2019, which Menlo Swim and Sport program(s) did you and/or your family participate? (Choose all that apply)

Answered: 12 Skipped: 0

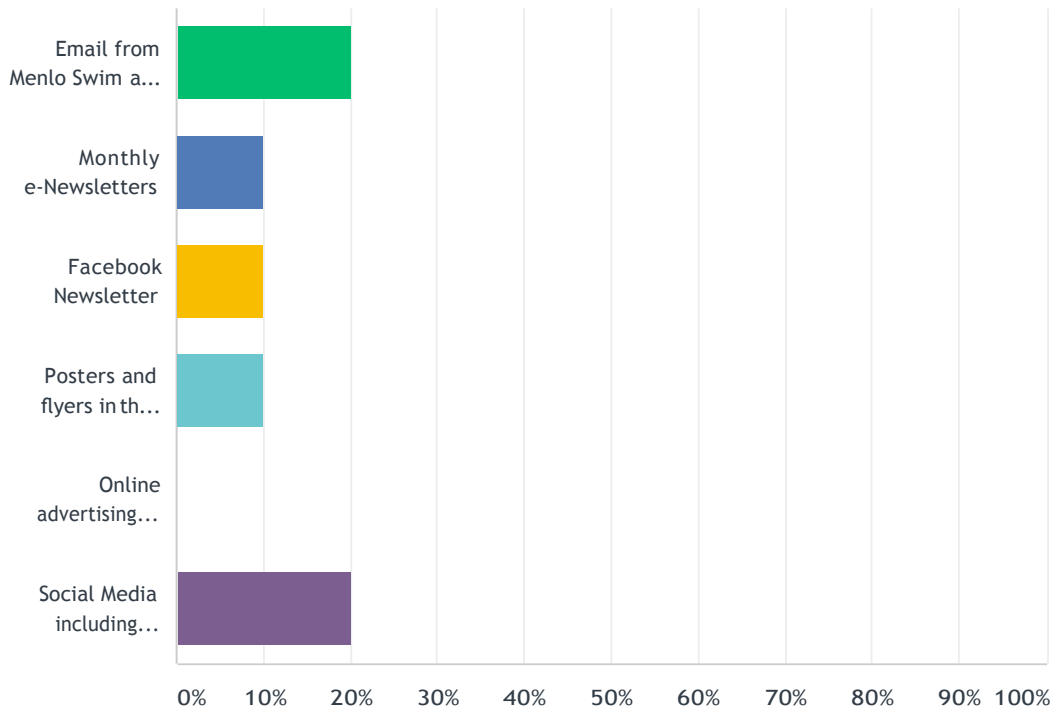


ANSWER CHOICES	RESPONSES
Swim Lessons	33.33% 4
Youth Water Polo	16.67% 2
Private Water Polo Lessons	8.33% 1
Swim Pro Lessons	8.33% 1
Lap Swimming	50.00% 6
Open Swimming	25.00% 3
None	0.00% 0
Total Respondents: 12	

#	OTHER (PLEASE SPECIFY)	DATE
1	I only swam at Belle Haven but has to supple my swims on the weekends at Burgess.	1/16/2020 5:32 PM

Q3 How do you find out about new programs at Menlo Swim and Sport?

Answered: 10 Skipped: 2



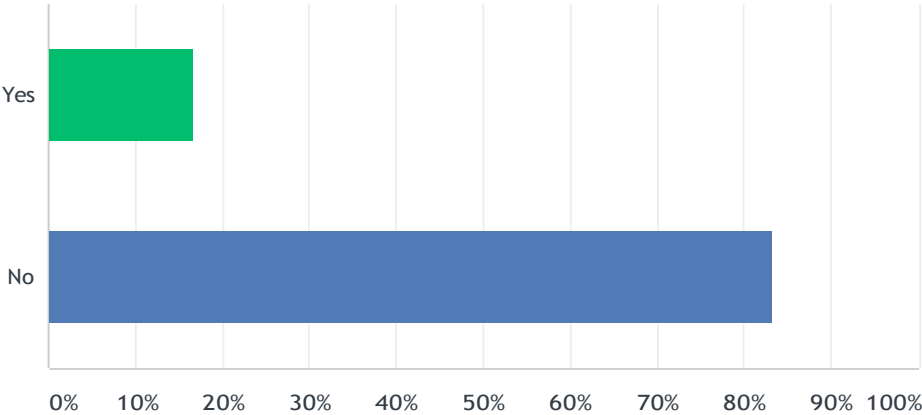
ANSWER CHOICES	RESPONSES	
Email from Menlo Swim and Sport	20.00%	2
Monthly e-Newsletters	10.00%	1
Facebook Newsletter	10.00%	1
Posters and flyers in the lobby	10.00%	1
Online advertising including Google, Palo Alto Online	0.00%	0
Social Media including Facebook, Twitter, Yelp	20.00%	2

Total Respondents: 10	
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#	OTHER (PLEASE SPECIFY)	DATE
1	Facebook workplace group	1/16/2020 5:32 PM
2	parent posted on next door	1/16/2020 12:15 PM
3	Asked at the front desk	1/16/2020 10:50 AM
4	Working at Facebook	1/16/2020 10:31 AM
5	Word of mouth	1/16/2020 10:20 AM
6	coworker at Facebook	1/16/2020 10:07 AM
7	Friend's	1/8/2020 9:52 PM

Q4 In 2019, were you applicable for any Youth Scholarships from the Beyond Barrier Athletic Foundation?

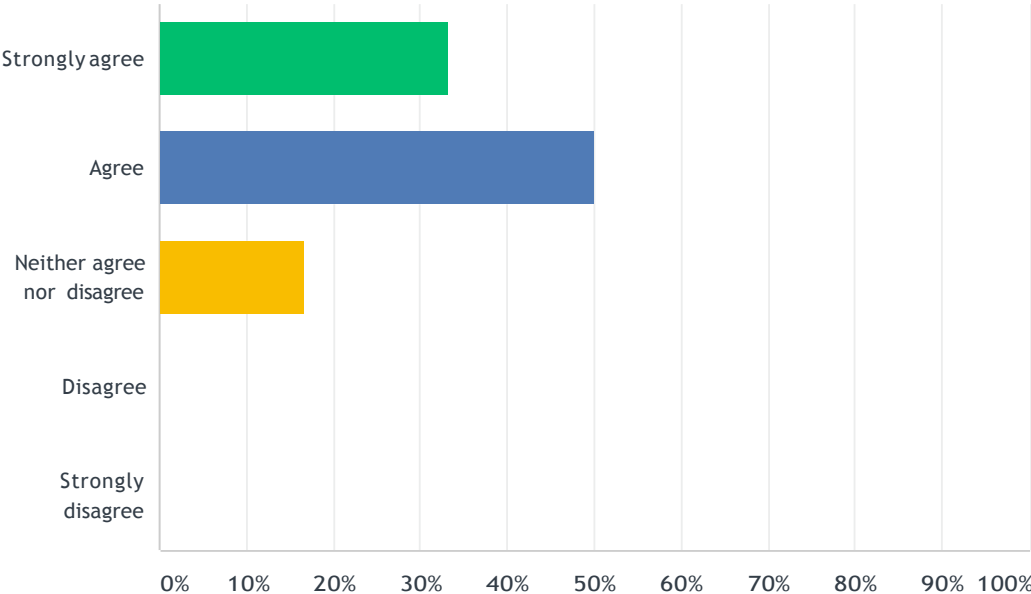
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.67%	2
No	83.33%	10
TOTAL		12

Q5 As a direct result of participating at the pool, I (or my child) have improved upon or developed a new skill.

Answered: 12 Skipped: 0

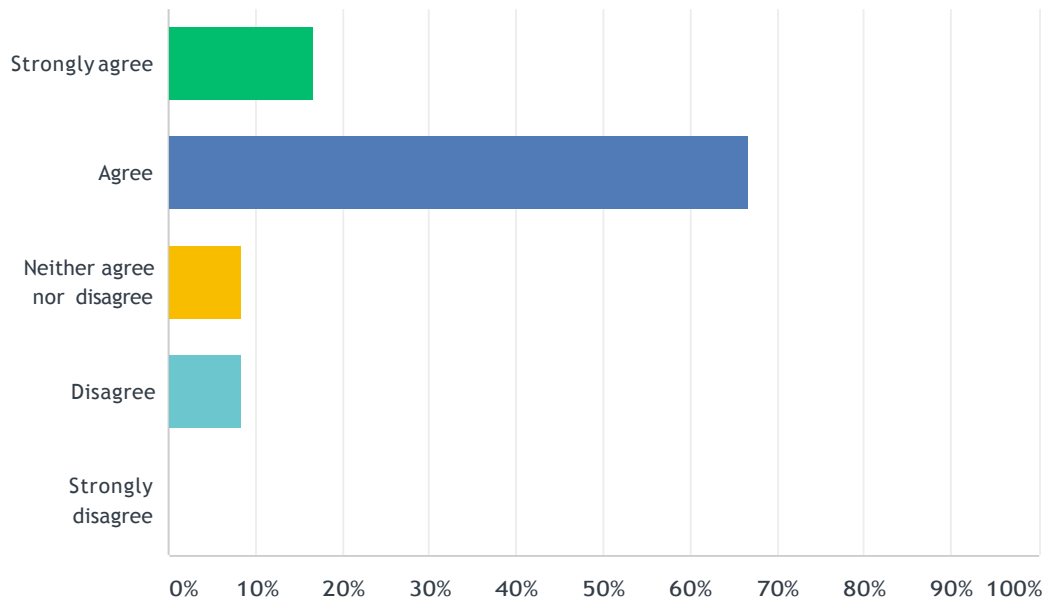


ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	4
Agree	50.00%	6
Neither agree nor disagree	16.67%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		12

#	COMMENTS	DATE
	There are no responses.	

Q6 As a direct result of participating at the pool, I (or my child) feel closer to my community.

Answered: 12 Skipped: 0

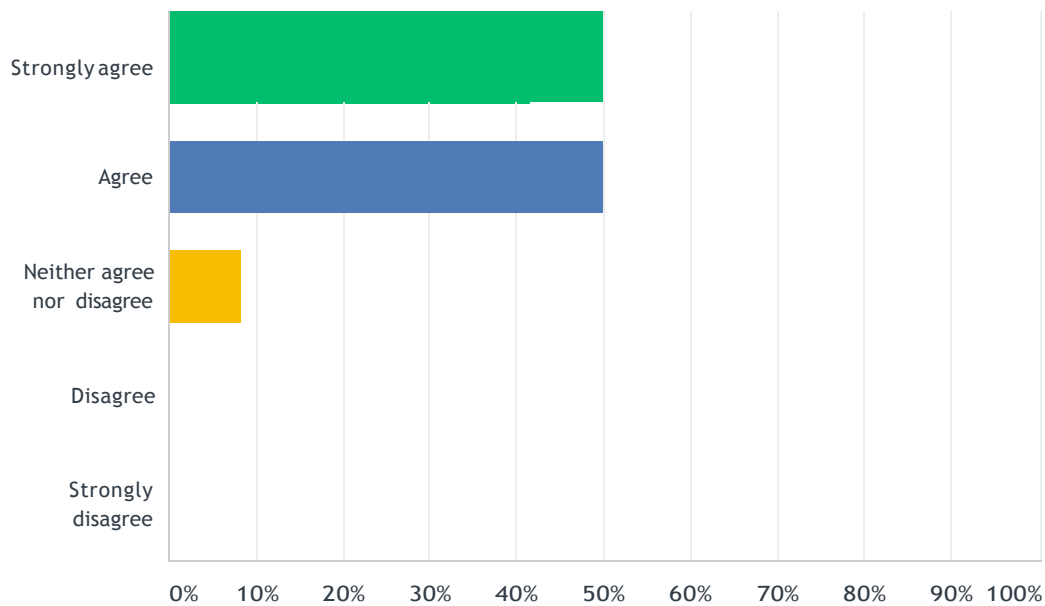


ANSWER CHOICES	RESPONSES	
Strongly agree	16.67%	2
Agree	66.67%	8
Neither agree nor disagree	8.33%	1
Disagree	8.33%	1
Strongly disagree	0.00%	0
TOTAL	12	

#	COMMENTS	DATE
	There are no responses.	

Q7 My (or my child's) participation in aquatics programs supports a healthy lifestyle.

Answered: 12 Skipped: 0

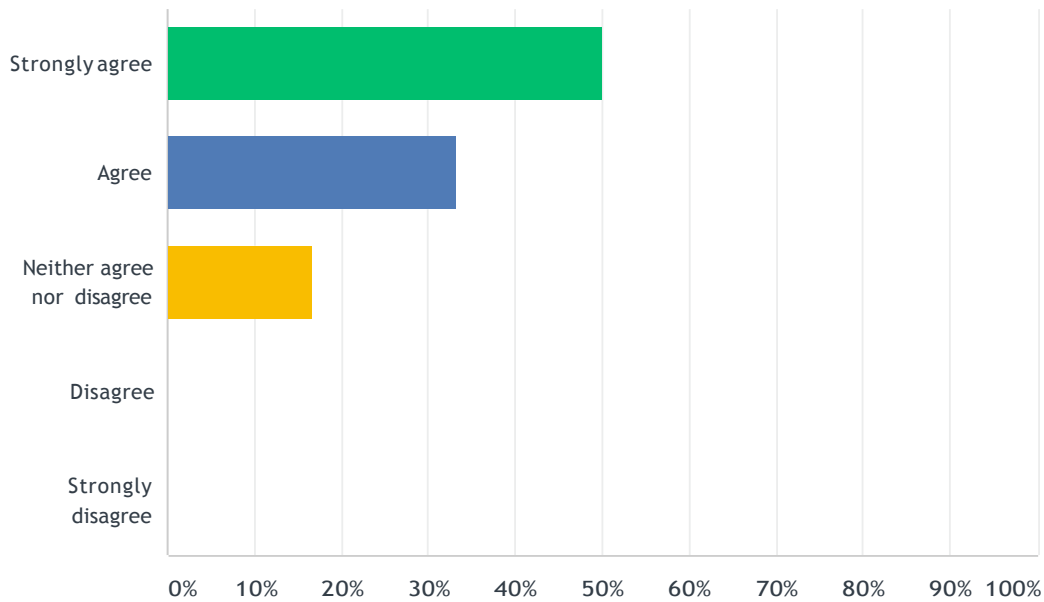


ANSWER CHOICES	RESPONSES	
Strongly agree	41.67%	5
Agree	50.00%	6
Neither agree nor disagree	8.33%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		12

#	COMMENTS	DATE
1	I only did lap swimming.	1/16/2020 5:32 PM

Q8 My participation (or my child's participation) in aquatics programs contributes to my (child's) individual growth and development.

Answered: 12 Skipped: 0

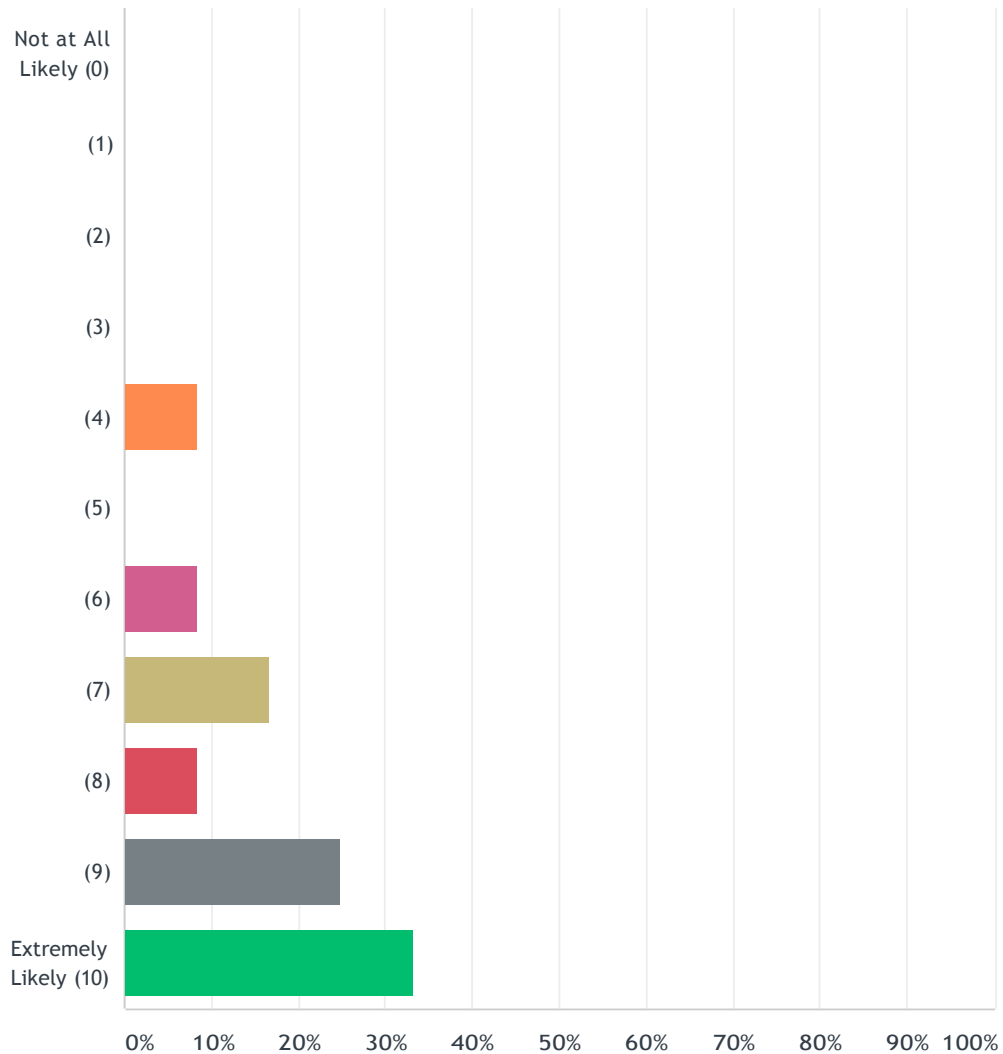


ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	6
Agree	33.33%	4
Neither agree nor disagree	16.67%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		12

#	COMMENTS	DATE
	There are no responses.	

Q9 Considering your experience with Menlo Swim and Sport, how likely are you to recommend Menlo Swim and Sport to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not at All Likely (0)	0.00%	0
(1)	0.00%	0
(2)	0.00%	0
(3)	0.00%	0
(4)	8.33%	1
(5)	0.00%	0
(6)	8.33%	1
(7)	16.67%	2
(8)	8.33%	1
(9)	25.00%	3
Extremely Likely (10)	33.33%	4
TOTAL		12

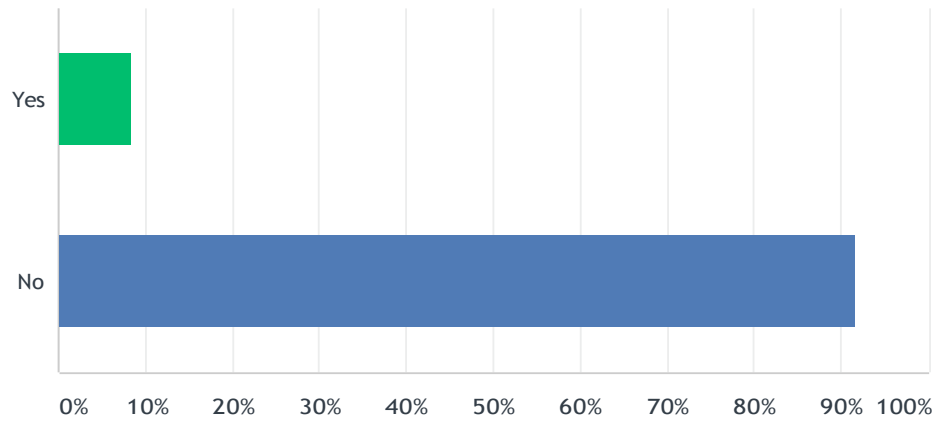
Q10 What can we do in the future to earn a 9 or 10?

Answered: 8 Skipped: 4

#	RESPONSES	DATE
1	It'd be helpful if the Belle Haven membership could be used at Burgess during the weekends when Belle Haven isn't open. It's strange to have to pay a membership for one pool and not have it apply at Burgess. Even if there were a buy up option to include weekend swims at Burgess that would be helpful. OR keep Belle Haven open on the weekends!!!!	1/16/2020 5:32 PM
2	Windows in the women's locker room and heating and hot water. It takes too long to heat up and the dressing room is cold so I can't use you facilities except during the summer. Also your hours are hard. Would be good if you were open at lunch. As it is I can only use your pool 2-3 months a year when it's warm and the hours are extended. So then I have to find other places to swim which is sad.	1/16/2020 10:50 AM
3	Improve the facilities, more lap swim hours	1/16/2020 10:32 AM
4	Can we add a dryer spinner machine thing to dry swimsuits etc? How much does one cost? I work at Facebook. Perhaps I can get many employees to pitch in or do a fundraiser to help get one? You can email me about this surveensingh@fb.com . Thank you!!	1/16/2020 10:31 AM
5	Lighting and bathroom upgrade	1/16/2020 10:20 AM
6	hooks near the showers would be helpful! To hang wet suits/towels/toiletry bags on. :)	1/16/2020 10:07 AM
7	Get more teacher during summer	1/8/2020 9:52 PM
8	- publish unexpected closures earlier on website/twitter/facebook/somewhere easy to look up - open for more hours, especially in the morning before work (7-9am). I and others would be fine if there was no life guard service provided and would gladly sign a release of liability if that meant you could be open outside of normal hours.	1/6/2020 11:10 AM

Q11 In 2019, my child participated in Youth Water Polo.

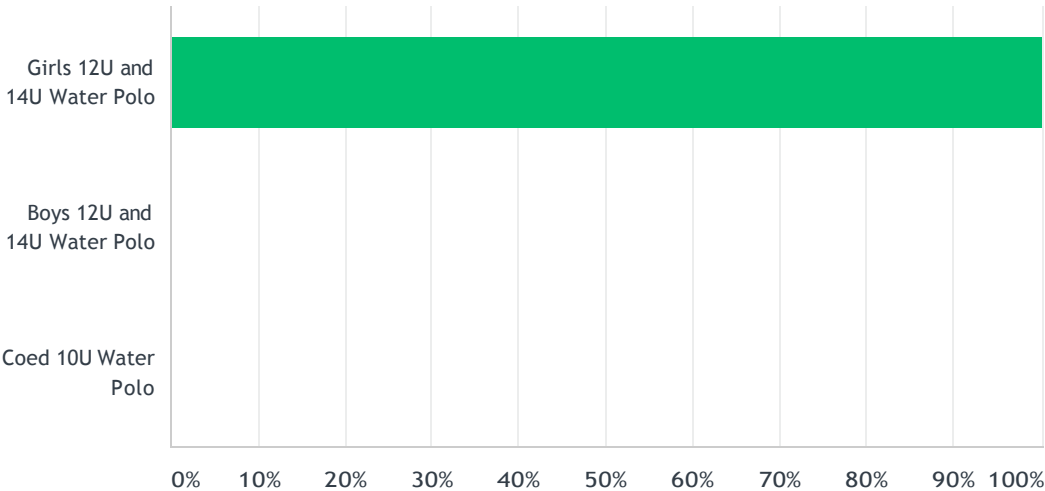
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	8.33%	1
No	91.67%	11
TOTAL		12

Q12 Which Menlo Mavericks program did your child participate in this year? (select all that apply)

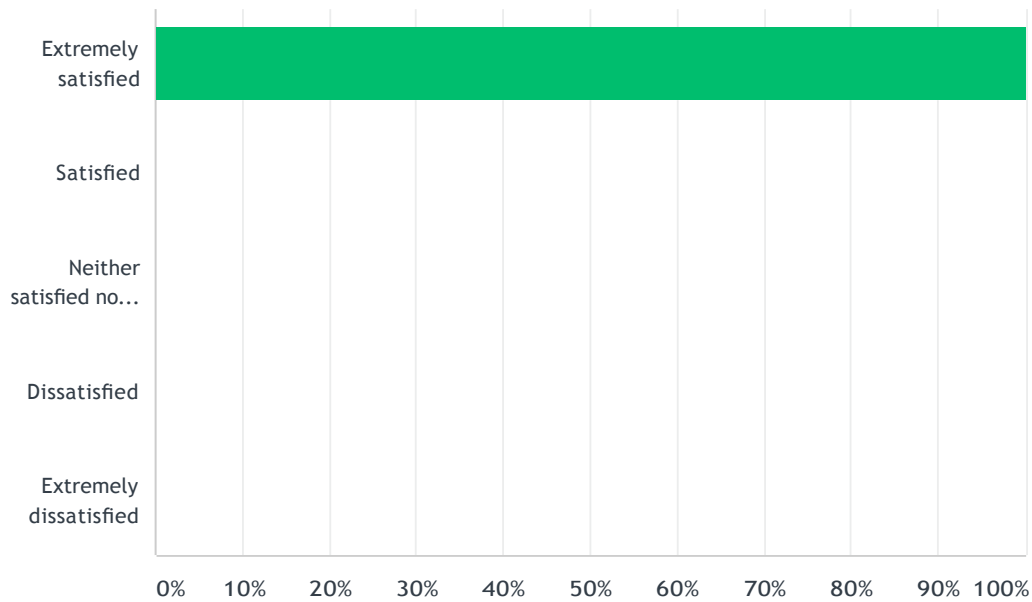
Answered: 1 Skipped: 11



ANSWER CHOICES	RESPONSES	
Girls 12U and 14U Water Polo	100.00%	1
Boys 12U and 14U Water Polo	0.00%	0
Coed 10U Water Polo	0.00%	0
Total Respondents: 1		

Q13 Overall, how satisfied are you with your family's Menlo Mavericks experience?

Answered: 1 Skipped: 11

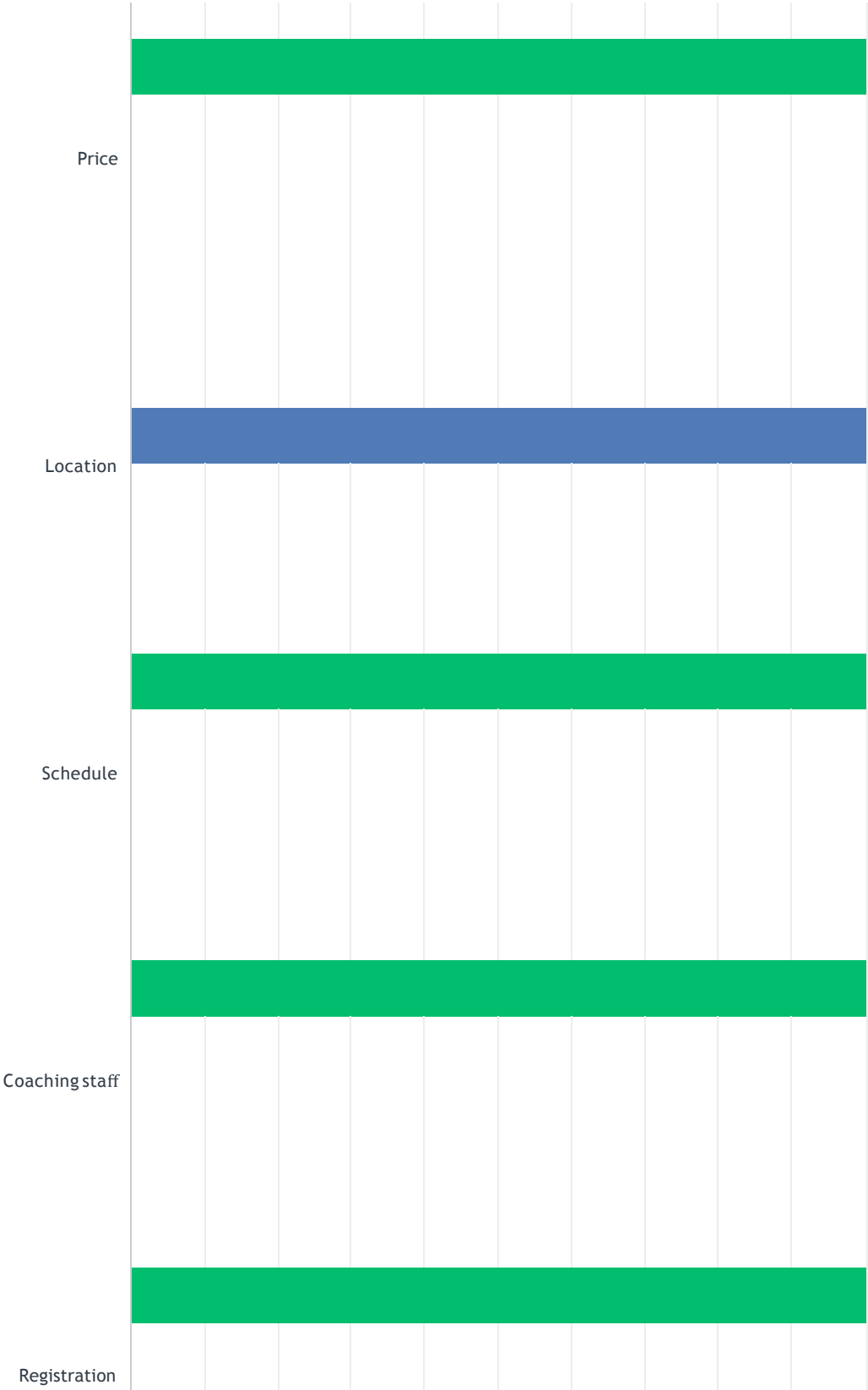


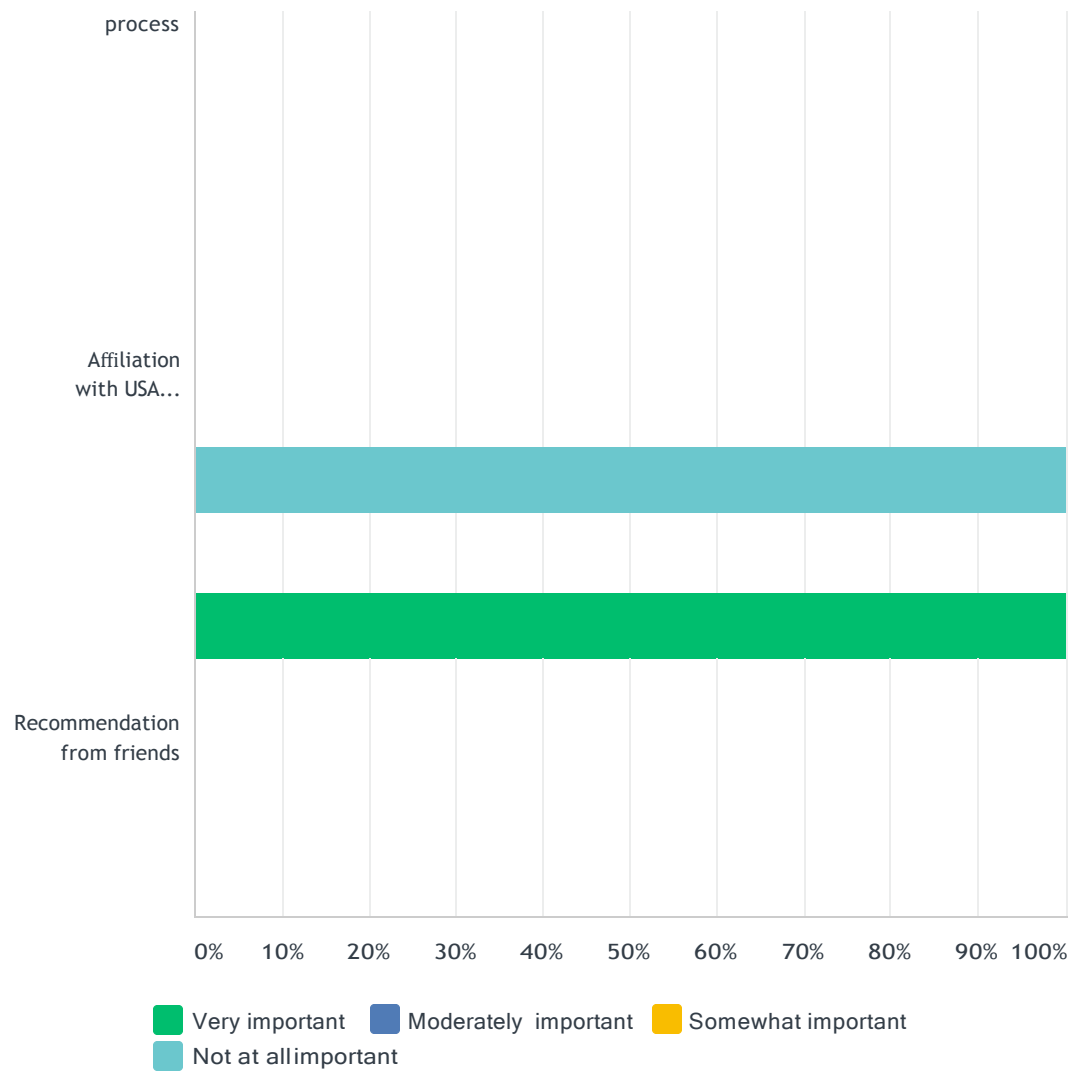
ANSWER CHOICES	RESPONSES	
Extremely satisfied	100.00%	1
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		1

#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

Q14 How important are the following criteria when choosing a youth water polo team?

Answered: 1 Skipped: 11





	VERY IMPORTANT	MODERATELY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Price	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Location	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Schedule	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Coaching staff	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Registration process	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Affiliation with USA Swimming	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Recommendation from friends	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1

#	ADDITIONAL COMMENTS	DATE
1	The location is terrible for us but that is not your fault. We live closer to Burgess and the 3 mile trip down Willow at that hour takes 30-45 minutes. again I realize nothing to do with you! Thomas is great!	1/16/2020 12:17 PM

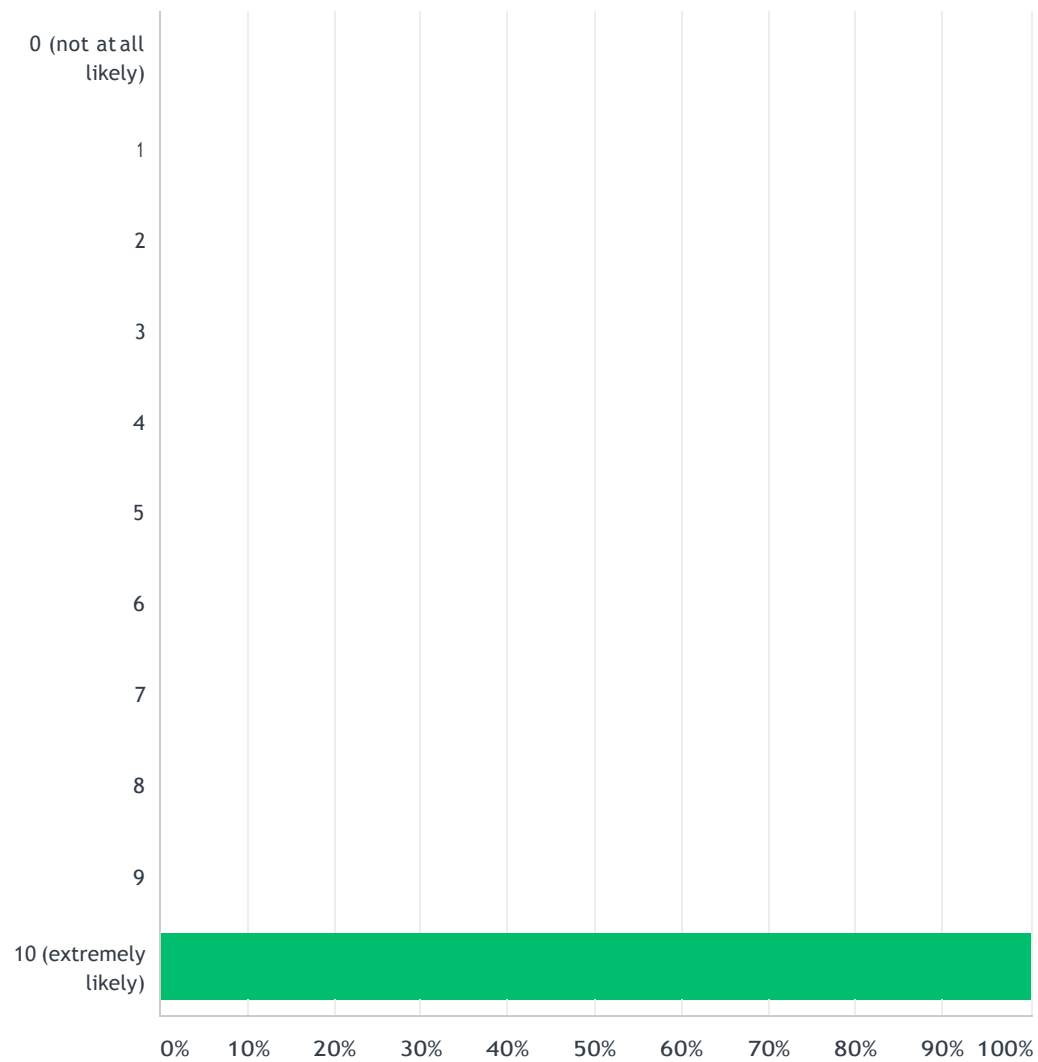
Q15 From your child's point of view, what could we do to make our program better?

Answered: 1 Skipped: 11

#	RESPONSES	DATE
1	She is 14, what are options as she gets older?	1/16/2020 12:17 PM

Q16 Considering your experience with Belle Haven Youth Water Polo, how likely are you to recommend Water Polo to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 1 Skipped: 11



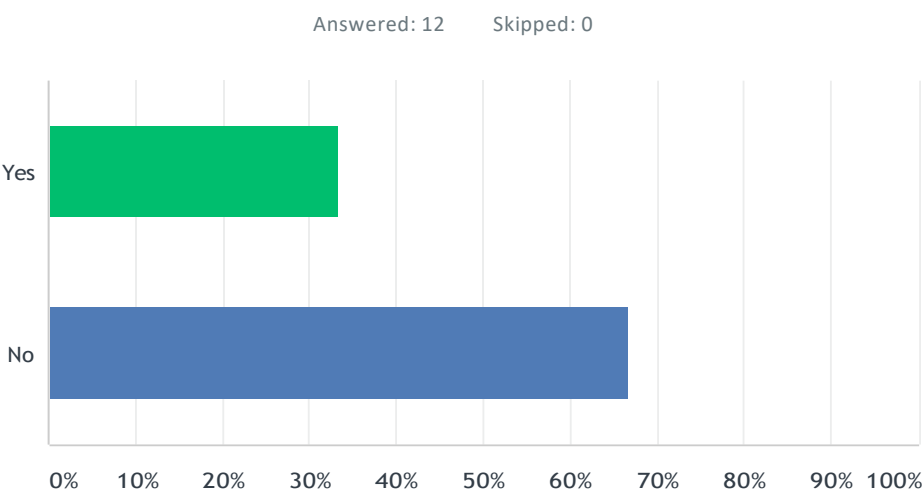
ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	0.00%	0
10 (extremely likely)	100.00%	1
TOTAL		1

Q17 What can we do in the future to earn a 9 or 10?

Answered: 0 Skipped: 12

#	RESPONSES	DATE
	There are no responses.	

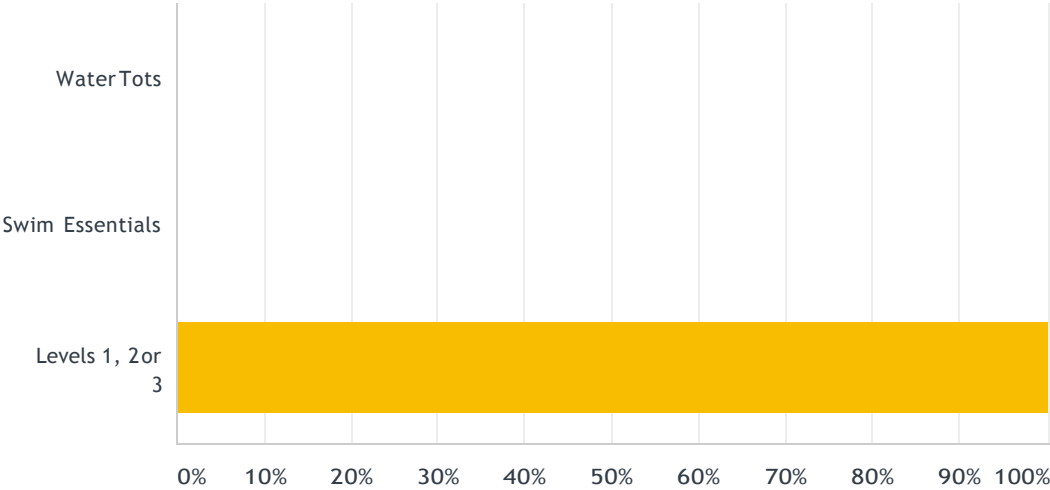
Q18 In 2019, my child participated in the Swim Lessons at Belle Haven Pool.



ANSWER CHOICES	RESPONSES	
Yes	33.33%	4
No	66.67%	8
TOTAL		12

Q19 Which Swim School Program did you child participate in? (Select all that apply)

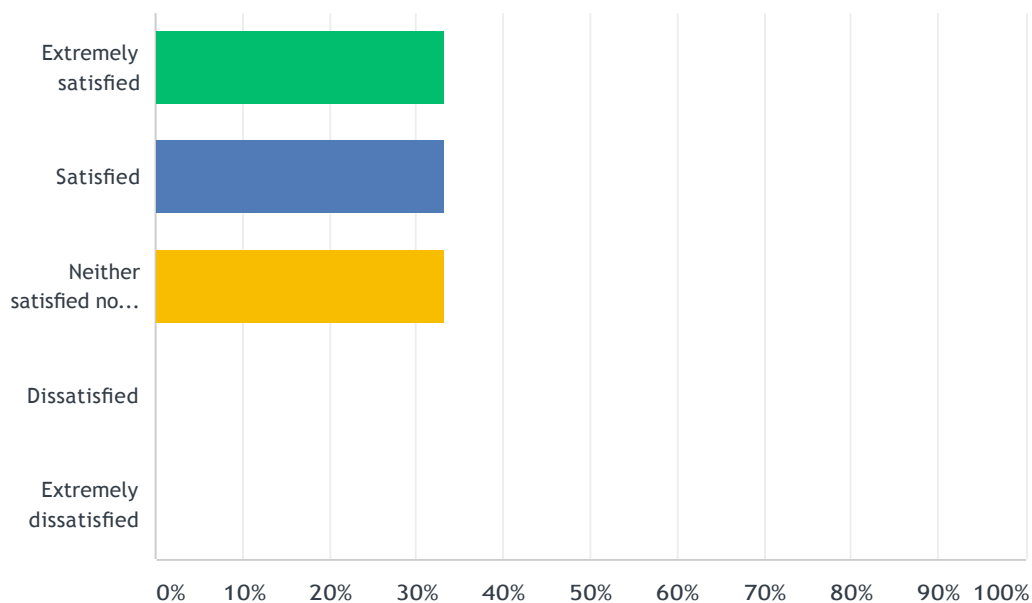
Answered: 3 Skipped: 9



ANSWER CHOICES	RESPONSES	
Water Tots	0.00%	0
Swim Essentials	0.00%	0
Levels 1, 2 or 3	100.00%	3
Total Respondents: 3		

Q20 Overall, how satisfied are you with your family's Swim Lesson experience?

Answered: 3 Skipped: 9



ANSWER CHOICES	RESPONSES	
Extremely satisfied	33.33%	1
Satisfied	33.33%	1
Neither satisfied nor dissatisfied	33.33%	1
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL	3	

#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

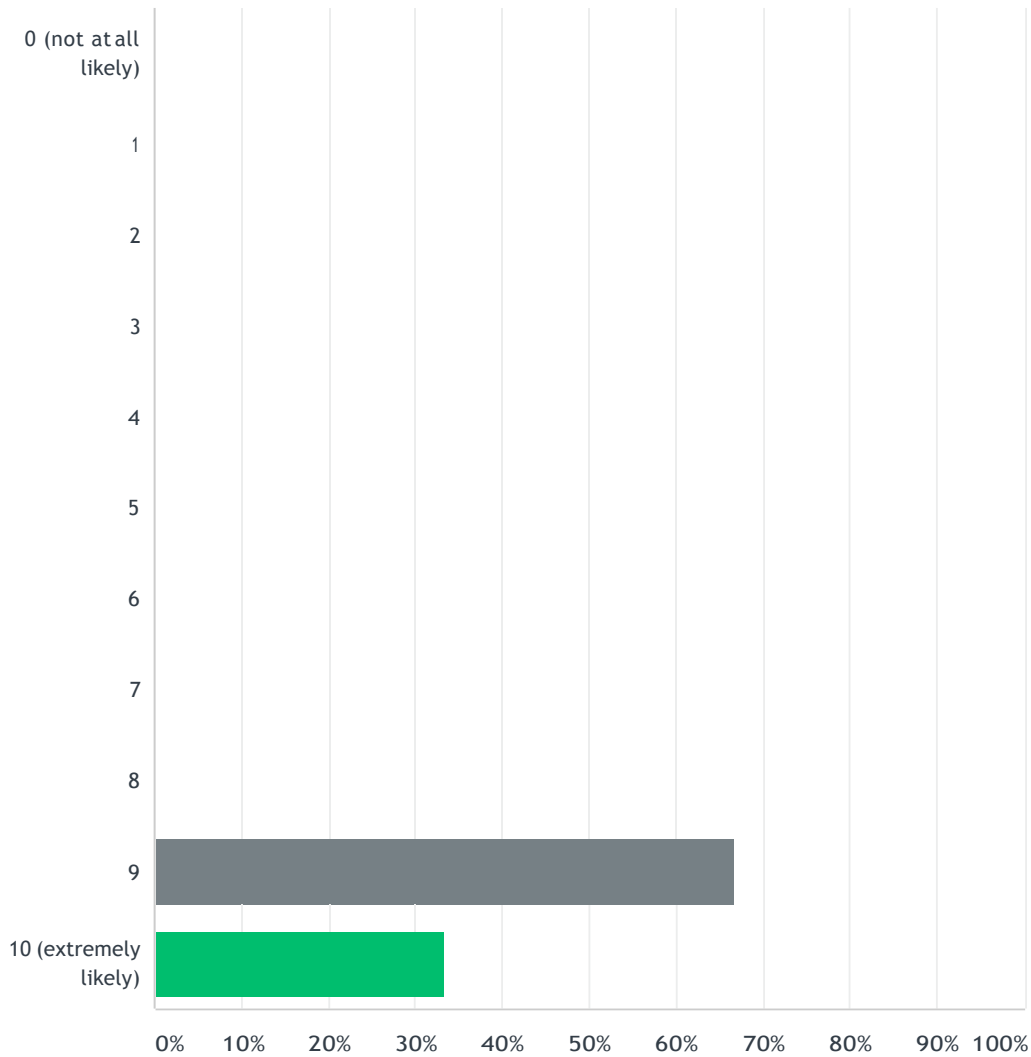
Q21 From your child's point of view, what could we do to make our program better?

Answered: 1 Skipped: 11

#	RESPONSES	DATE
1	Get more teachers and less students each teacher	1/8/2020 9:55 PM

Q22 Considering your experience with Belle Haven Swim Lessons, how likely are you to recommend Belle Haven to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 3 Skipped: 9



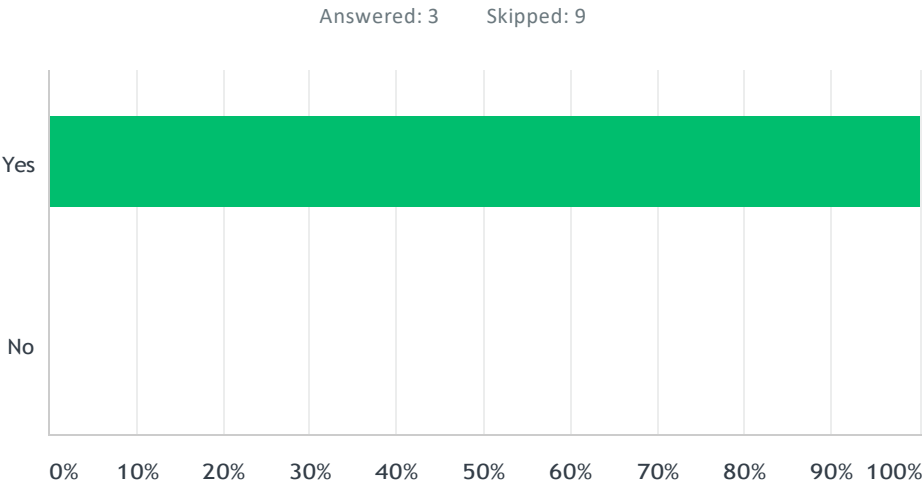
ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	66.67%	2
10 (extremely likely)	33.33%	1
TOTAL		3

Q23 What can we do in the future to earn a 9 or 10?

Answered: 1 Skipped: 11

#	RESPONSES	DATE
1	Get more teachers	1/8/2020 9:55 PM

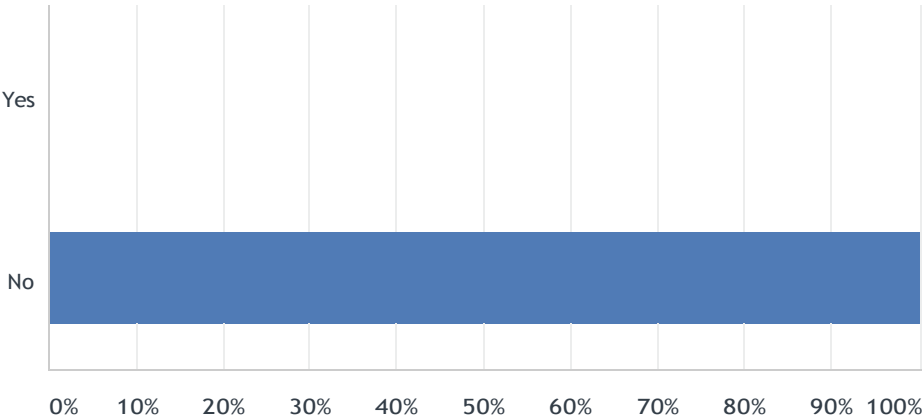
Q24 In 2019, I participated in Adult Swim Lessons at Belle Haven Pool



ANSWER CHOICES		RESPONSES	
Yes		100.00%	3
No		0.00%	0
TOTAL			3

Q25 In 2019, are you/were you a Facebook employee?

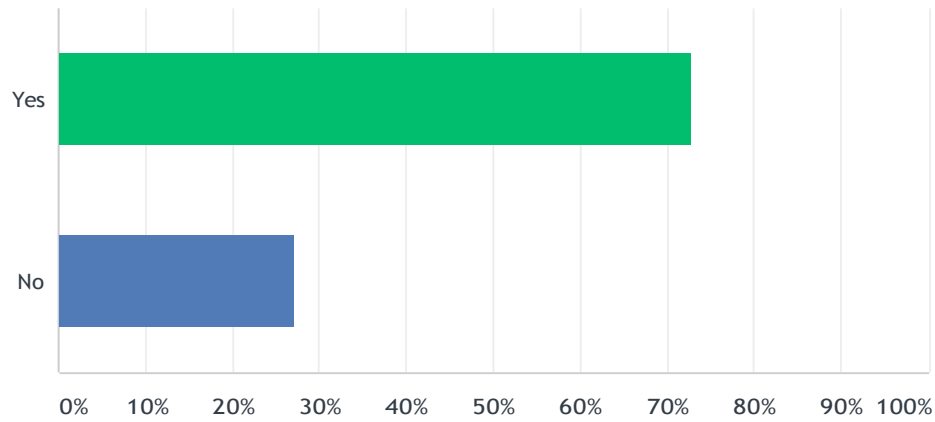
Answered: 3 Skipped: 9



ANSWER CHOICES		RESPONSES	
Yes		0.00%	0
No		100.00%	3
TOTAL			3

Q26 In 2019, I participated in Lap Swimming at Menlo Swim & Sport.

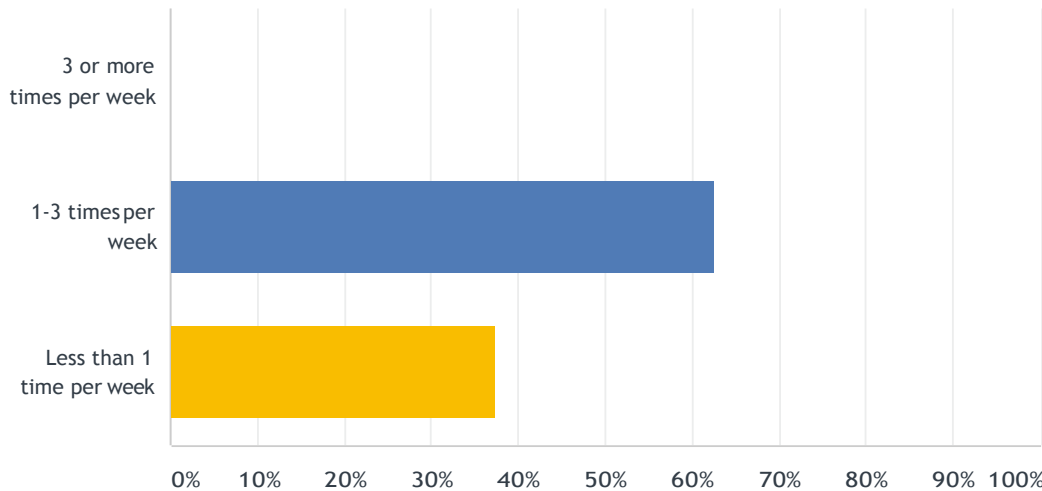
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	72.73%	8
No	27.27%	3
TOTAL		11

Q27 How many times a week do you lap swim at Belle Haven Pool?

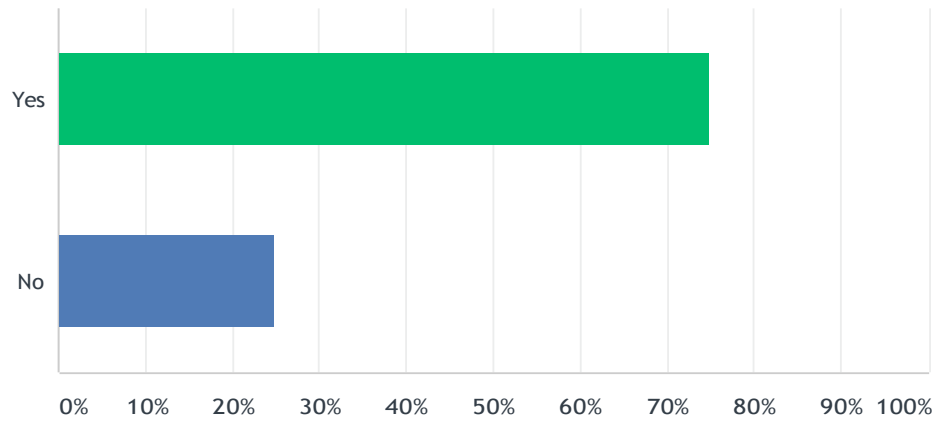
Answered: 8 Skipped: 4



ANSWER CHOICES	RESPONSES	
3 or more times per week	0.00%	0
1-3 times per week	62.50%	5
Less than 1 time per week	37.50%	3
Total Respondents: 8		

Q28 In 2019, are you/were you a Facebook employee?

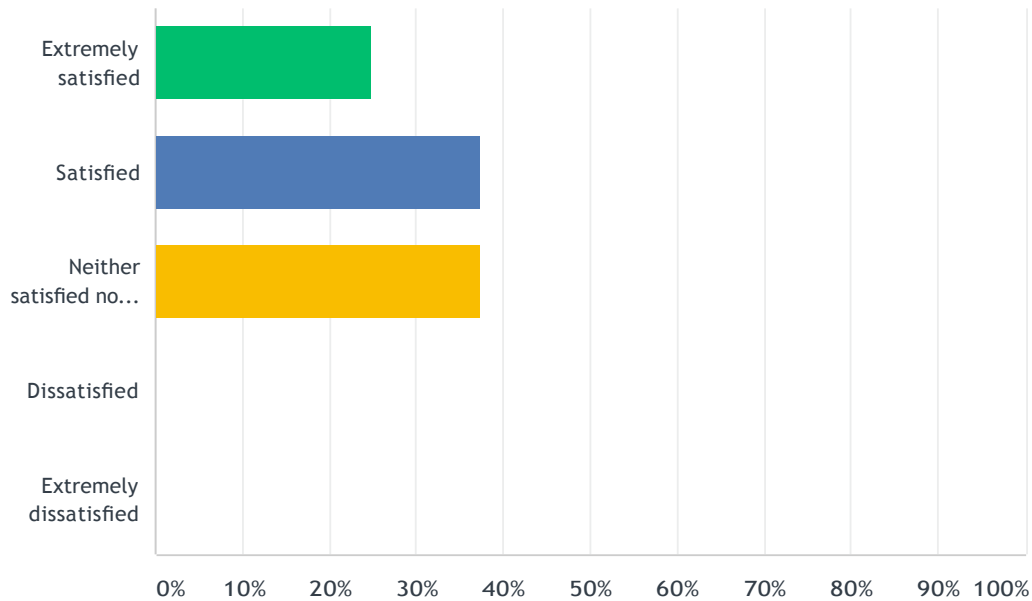
Answered: 8 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	75.00%	6
No	25.00%	2
TOTAL		8

Q29 Overall, how satisfied are you with your Lap Swim experience?

Answered: 8 Skipped: 4

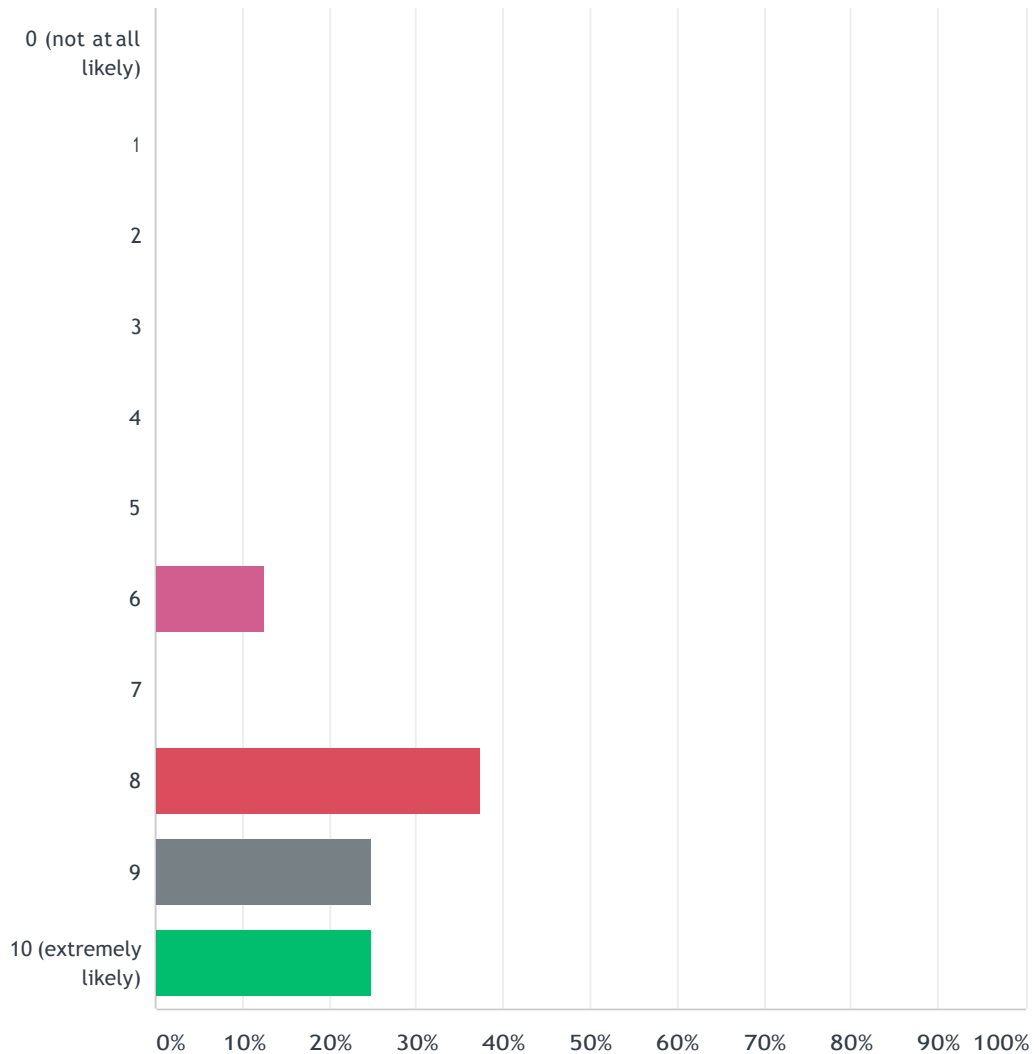


ANSWER CHOICES	RESPONSES	
Extremely satisfied	25.00%	2
Satisfied	37.50%	3
Neither satisfied nor dissatisfied	37.50%	3
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		8

#	PLEASE TELL US MORE ABOUT YOUR EXPERIENCE	DATE
1	Please see comments from first section on membership fees not applying at Burgess on the weekends when Belle Haven isn't open.	1/16/2020 5:33 PM
2	Satisfied during the summer extended hours when it's warm. Dissatisfied in the winter.	1/16/2020 10:51 AM
3	Pool is great, always warm enough. Staff is exceptional -- friendly, engaging and creates a warm community environment lacking in a lot of athletic facilities these days. Can't thank them enough!!	1/16/2020 10:09 AM

Q30 Considering your experience with Menlo Swim & Sport Lap Swim, how likely are you to recommend Lap Swimming to a friend? (0 is not at all likely, 10 is extremely likely)

Answered: 8 Skipped: 4



ANSWER CHOICES	RESPONSES	
0 (not at all likely)	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	12.50%	1
7	0.00%	0
8	37.50%	3
9	25.00%	2
10 (extremely likely)	25.00%	2
TOTAL		8

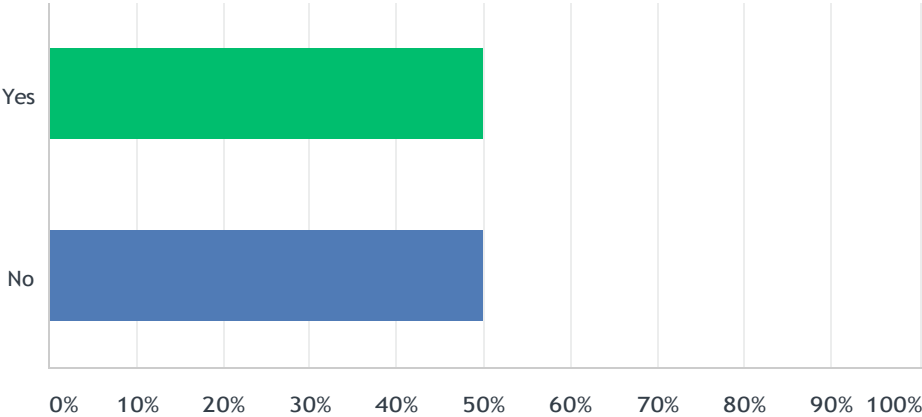
Q31 What could we do to make Lap Swim better?

Answered: 5 Skipped: 7

#	RESPONSES	DATE
1	Same as my prior answers	1/16/2020 10:51 AM
2	It would just help to make it clearer when water polo etc is so we know what are the best times to come for lap swim. Also I mentioned the spinner dryer thing in an earlier comment. And just making sure the locks work better for some of the changing units in the bathroom.	1/16/2020 10:33 AM
3	Add more hours	1/16/2020 10:32 AM
4	pool surface can get dirty at times (peeling paint I think?)	1/16/2020 10:09 AM
5	Extended hours especially early morning.	1/6/2020 11:11 AM

Q32 Have you ever contacted the Service Center, either by phone, email or in-person?

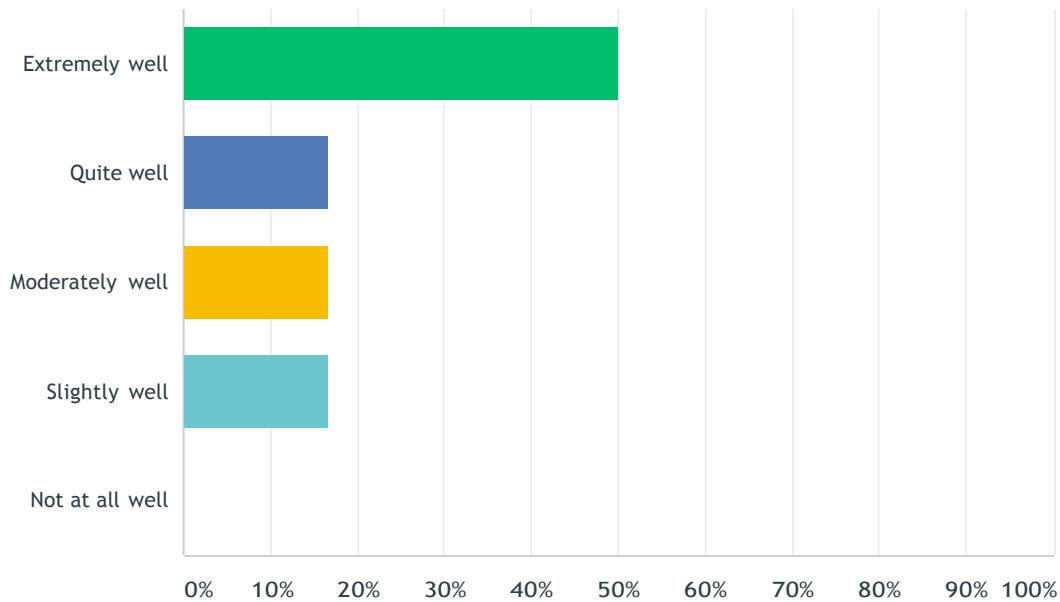
Answered: 10 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes		50.00%	5
No		50.00%	5
TOTAL			10

Q33 How well did our customer service representative answer your question or solve your problem?

Answered: 6 Skipped: 6

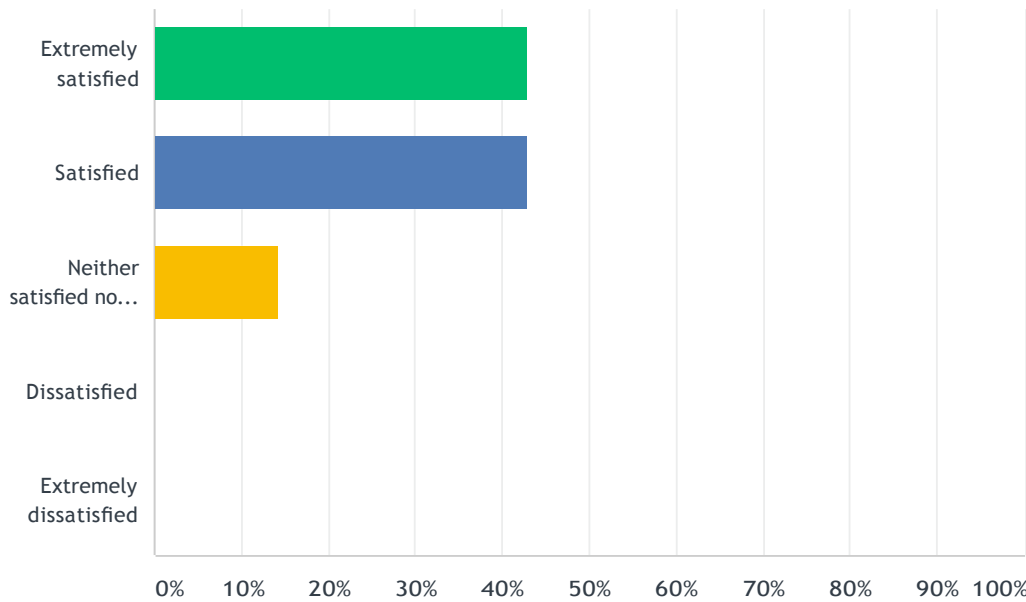


ANSWER CHOICES		RESPONSES	
Extremely well		50.00%	3
Quite well		16.67%	1
Moderately well		16.67%	1
Slightly well		16.67%	1
Not at all well		0.00%	0
TOTAL			6

#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

Q34 Overall, how satisfied are you with customer service at Menlo Swim and Sport?

Answered: 7 Skipped: 5



ANSWER CHOICES	RESPONSES	
Extremely satisfied	42.86%	3
Satisfied	42.86%	3
Neither satisfied nor dissatisfied	14.29%	1
Dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		7

#	IF YOU ANSWERED DISSATISFIED OR EXTREMELY DISSATISFIED, PLEASE PROVIDE ADDITIONAL DETAILS:	DATE
	There are no responses.	

Q35 Please share any additional comments about our facility and programs.

Answered: 2 Skipped: 10

#	RESPONSES	DATE
1	The staff at Belle Haven is amazing! They are always super helpful, friendly and accommodating. I only wish the pool hours were open in the weekend and early morning hours.	1/16/2020 5:34 PM
2	The pool maybe a little warmer in the Winter?	1/16/2020 12:18 PM

