

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX COMMENTS AND RESPONSES
 JANUARY - JUNE 2024
 menlopark.gov/feedback

Ref #	Date received	Location Received	Full text	Response
1	2024-06-24	Menlo Park Library	This library is so cute and the perfect size.	[No contact info.]
2	2024-06-24	Menlo Park Library	Bigger! toilet space, 2nd toilet in restroom	[No contact info.]
3	2024-06-13	Belle Haven Community Campus	-More education/information regarding the Brown Bag program. -Thursday was my first visit to the Brown Bag program. It was a wonderful experience. I liked the organization, and appreciated the assistance in taking the boxes to the car. -The staff was kind and patient with the participants. Thank you everyone.	[No contact info.]
4	2024-06-24	Burgess Pool	You should have more locker rooms.	[No contact info.]
5	2024-06-24	Belle Haven Community Campus-Pool	A clock at the Belle Haven Pool	[No contact info.]
6	2024-06-24	Menlo Park Library	Lots of kids could use more toilet space. Make the second toilet in women's bigger!	[No contact info.]
7	2024-06-24	Menlo Park Library	More Electric Vehicle (EV) chargers would be awesome! As someone in Menlo Park without access to a home charger (I rent), these public EV charges are so incredibly helpful especially at the affordable KWH rate. However, most of the time I try to use the chargers, they are occupied. With more EV chargers, we would do our part to help the planet and attract more patrons to this awesome library! Thank you! :)	[No contact info.]
8	2024-06-24	Menlo Park Library	Finally! Make the woman's second toilet bigger!!	[No contact info.]
9	2024-02-17	Menlo Park Library	A patron suggested that we have a "new" section for books on cd.	[No contact info.] - we order few enough books on CD that this is not warranted.
10	2024-06-24	Menlo Park Library	Putting a new door on the smaller restroom (women) would extend the toilet area bigger, more space, more comfort	[No contact info.]
11	2024-04-22	Menlo Park Library	Please, more things for old people (like me).	[No contact info.]
12	2024-06-17	Menlo Park Library	Ladies Restroom: Pls extend the smaller toilet area to the wall, to make it available for disabled, having two wide toilet area. Does not cost much.	[No contact info.] Restroom layout requires open space to allow for wheelchair turning radius. That space looks unsued but it is necessary to remain ADA compliant.

13	2024-06-17	Menlo Park Library	Hello! If you like fantasy books like me, I definitely recommend the Wings of Fire series! -A 10 yro lol.	[No contact info.] Thank you for your input! We love hearing what our readers like to read. Please keep the suggestions coming!
14	2024-04-22	Menlo Park Library	Aside from the books, this place can no longer be considered a library. The staff you have are far too loud: even with earplugs inserted I can scarcely hear myself think. Many patrons follow this lamentable example, talking without any consideration for people in the library every time I visit for its intended purpose. If this is what you intend the library to be, i.e. a place for people to do everything besides read quietly, you have certainly achieved your goal.	[no contact info] - our library is a place for the community to gather and connect with information, entertainment, and lifelong learning. Sometimes, this is accomplished by discussing, teaching, and playing in the space. Due to the space constraints of our building, we are unable to offer quiet reading areas, but we do offer free headphones and earplugs at our desks.
15	2024-02-26	Online	Love the classes offered at the recreation center, it's what keeps us coming back for more! My family has been participating in classes offered at the recreation center for many years now (almost 2 decades!) and have always been very happy. The connections we've made with the instructors will always have a special place in our hearts and we will continue to speak highly of them to everyone we meet. Unfortunately, the customer service of the city staff in the building is nothing to write home about and has been going downhill for many years - unenthusiastic, unhelpful and unfriendly. Again, we are so thankful for the wonderful instructors who are genuinely the ones keeping the spark alive! They are fostering a sense of community, and we thank them for all they do! They have inspired so many.	[No contact info.]
16	2024-02-20	Burgess Pool	Open the baby pool year round. 90 min. Sunday something w/o	[No contact info.]
17	2024-06-24	Menlo Park Library	Head Librarian, Thank you for returning the library to a place where we can study!	[No contact info.]
18	2024-02-07	Arrillaga Family Gymnasium	No more weather signs on the field	[No contact info.]
19	2024-02-07	Menlo Park Library	Please open the library weekdays during morning hours. For some of us this is our only "office" space!	[No contact info.] not possible with current staffing.
20	2024-02-07	Arrillaga Family Gymnasium	No more signs on the field	[No contact info.]
21	2024-02-07	Burgess Pool	The pathway between the parking lot and the lobby of the pool is extremely dark at night. It seems like there should be lights on the building or along the walkway	[No contact info.] A cartegraph will be entered for this item.
22	2024-02-07	Burgess Pool	Not enough time for open swim with family and lap hours in summer are not enough in weekdays and weekends. More programs in the heated pool, youth practices (DASA) or (PASA) in heated pool during winter	[No contact info.]

23	2024-02-20	Arrillaga Recreation Center	Dance Expressions classes are amazin! Thank you for offering quality dance classes for our community! We will keep coming back for more. Thank you!	[No contact info.]
24	2024-02-20	Menlo Park Library	Please offer foot massage while reading books. Thanks for considering!	[No contact info.] not possible with current staffing.
25	2024-02-20	Arrillaga Recreation Center	I love Dance Expressions! My daugter has been taking their classes since she was a 3rd grade and she adores them. The teachers are the best and treat everyone with so much kindness and have so much patience! I recommend everyone to have their kids dance here. The classes are so fun and engaging! My daughter and I love the community they have created! Keep up the great work Dance Expressions!	[No contact info.]
26	2024-01-12	Menlo Park Library	Would love to see book reviews or children's work displayed in the library. (I have seen this done in a few other libraries, like Fremont main library). Encourages reading and writing skills from kids. Thank you!	Thank you for suggesting that we provide book reviews or “shelf talkers” created by children. What a great idea! I am going to bring it to our weekly staff meeting. We do actually have shelf talkers from our Teen Advisory Group in the Teen Zone; it takes a little bit more structured programming time to set something like this up for smaller kids, but we'll certainly look into it! Sincerely, Rose
27	2024-01-12	Menlo Park Library	So happy M. something 3rd book checked out: we are doing at Little House tomorrow face to face. I'd love face to face group on authors: Eric Larson, Tracy Chevalier, Malcolm Gladwell, Michael Lewis	Called patron - no answer - left a message thanking her for her feedback.
28	2024-01-19	Arrillaga Recreation Center	I am so happy to join the new sessions of MP offered Banyan tree classes. Thank you. The classes are fun and achieve strengthens your body and spirits. Please continue with more Banyan tree classes. Happy New Year!	Thank you for entering a comment into the comment box at the Arrillaga Family Recreation Center. It is great to hear that you continue to enjoy the Banyan Tree classes. Enjoy the winter classes. Best, Tricia
29	2024-01-17	Menlo Park Library	Get food! (like chips and stuff) pleaseee	In order to keep our library clean and clear of vermin, eating and drinking (except for covered beverages, in designated areas, and as provided for library sponsored events) are not permitted in the library. Providing food would be counterintuitive to this. However, should you be peckish outside of the Library, there are vending machines at the Arrillaga Family Recreation Center.
30	2024-01-17	Belle Haven Community Campus - Seniors	Hello, I am a participant of the Senior Center! Congratulations for the excellent [staff name] and her great assistant [staff name]! Last week I went to see the construction site of the Center on Terminal Ave. I do not have a degree in architecture, but I do have a lot of experience and knowledge. Errors: 1-Lack of emergency exit to open field	[no contact info provided]

			behind the building. 2-More space is needed in front for access to shuttle buses. Thank you for your attention!	
31	2024-01-14	Menlo Park Library	Please install desktop computers	[No contact info] Thank you for your feedback - desktop computers are available at our Belle Haven Library. Laptops are available for checkout at the Main Library.
32	2024-01-22	Arrillaga Recreation Center	We are all very happy with [instructor name]'s Int. Spanish class that we have attended for years. Please continue to offer this class!	[no contact info provided]
33	2024-01-22	Arrillaga Recreation Center	El clase de Espanola con maestro [instructor name] es muy excelente!	[no contact info provided]
34	2024-01-17	Burgess Pool	Make sure that there are available bathrooms to the public, namely the toilets between the baseball diamonds should be open, but I often find it closed most days of the week.	[no contact info provided]
35	2024-01-26	Burgess Pool	You should get a deeper kid pool	[no contact info provided]
36	2024-01-19	Online	I am looking to donate old ceramics for arts & crafts projects. I have old coffee mugs, bowls and other ceramic items. Are there any activities instructors who would like them, for example in a mosaics class? I live in The Willows neighborhood and am happy to deliver the items wherever needed. Please feel free to forward this message as appropriate. Thank you!	We received a message on our Library and Community Services feedback submittal. Thank you so much for your generous offer to donate ceramics. We checked with our Contract Instructors and there is not a need for these items at this time. If we find that there is a need in the future we will reach back out to you to let you know. Thanks again! Best, Tricia
37	2024-01-22	Arrillaga Recreation Center	Intermediate Spanish Mondays at 10am- love the class- please keep; dont change, thank you.	Thank you for your message in our suggestion box. I'm glad the class is working for you and everyone else. I am working with [staff name] (Recreation Coordinator) to establish a long-term class at the center. As we work through details and planning, we'll keep all of our users informed on the progress. Your feedback is highly appreciated. Best, Rondell
38	2024-01-22	Arrillaga Recreation Center	I've been taking Spanish from [instructor name] for years and am now in intermediate class. Having family from Mexico for 25 years, this class has been wonderful! No pressure, but joyous! love [instructor name]!	I appreciate your suggestion submission. I'm glad to hear that our senior Spanish class is working for you. Your positive feedback about the instructor will be conveyed to him. Best, Rondell
39	2024-01-22	Arrillaga Recreation Center	Thank you for continuing to offer intermediate Spanish for Seniors with [instructor name]. I would like for it to continue in the future, as our abilities to communicate is really improving.	Thank you for submitting your suggestion. It's fantastic to know that [instructor name]'s teaching has helped improve your abilities to communicate in Spanish. Staff will continue to work on establishing a long-term alternative for senior programming at the

				ARC. Best, Rondell
40	2024-01-17	Arrillaga Family Gymnasium	Shades for windows so we can see in the AM. Thanks!	[Called. No answer.]
41	2024-01-18	Menlo Park Library	I really really miss the Library app!! I'm sad to no longer be able to manage my account & place holds with the convenience of an app. I look forward to new one soon, thanks.	Thank you for letting us know that you would appreciate a new app. The Peninsula Library System is currently in the process of completing a Request for Proposals for a new app from various vendors. This is a legally necessary process for investments over a certain price point, and it can take some time, but please rest assured that the process is underway and proceeding with all possible alacrity. In the meantime, the web browser format of our catalog website, menlopark.bibliocommons.com, does actually scale pretty well for smartphones, and you ought to be able to manage your account that way. I'd be most happy to show you how, if you'd like. Thank you for your patience with this. Sincerely, Rose
42	2024-02-02	Arrillaga Recreation Center	I want to compliment [staff name] for all that she does. She is good at bringing the community together with her wonderful programs and the daily food program. She is a great value to Menlo Park.	I tried calling but got no answer and was unable to leave a message. -- Rondell
43	2024-02-05	Arrillaga Recreation Center	Please keep [instructor name]'s sit and fit class Mondays at this location	I called and thanked Ms. S. for her suggestion. She mentioned the class is great and she enjoys it. She says that she has to get a ride from her granddaughter to attend. Looking into transportation for her for the new facility is something I'll discuss with staff. --Rondell
44	2024-02-21	Online	I just wanted to take a moment to thank you for running the Arrillaga gym and youth basketball program for local school teams. This program has meant the world to my daughter, and the staff at Arrillaga has been so wonderful. We are very grateful for the many referees and city employees who help run this program. It has so many unseen benefits, and as both parent and local educator, I just wanted to take time to say a big thank you	Thank you so much for your thoughtful email. I'm glad to hear about the positive impact that the youth basketball program has had on your daughter and your community. I appreciate you taking the time to express your gratitude. Thank you for your kind words and for being a part of our community. Best, Rondell
45	2024-02-02	Arrillaga Recreation Center	I appreciate this program and efforts of all the staff especially [staff name]'s care and love for the senior community. Thanks.	[No contact info]
46	2024-02-09	Arrillaga Recreation Center	I attended [instructor name]'s class today and really liked it. I am very much a beginner and it was challenging for me, but	We received your comment card regarding [instructor name]'s class. We are happy to hear that you are comfortable in the

			felt very safe (even for my bad back) And there is plenty of room to grow! Class is Fridays 9:30-10:30	class (looks like the class is Bands and Beats) and find it something that you can grow into. Please let me know if you have further comments in the future, we appreciate your interest and support in our programs at the Arrillaga Family Recreation Center. Best, Tricia
47	2024-01-25	Burgess Pool	Special days of games kids and parents	We received your comment regarding requests for special days for games for kids and parents at the pool. I will share this comment with the pool operator. Thank you for the suggestion. Please let me know if you have further comments regarding the pool. Best, Tricia
48	2024-02-24	Online	Your newsletter invites people to enroll in classes and activities, but the link takes me to CURRENT classes that end in early March, NOT Spring classes that are going to be open for enrollment from mid-March through June (or whenever the Spring quarter ends). Where can I find the list of classes for the Spring?? Thank you.	Thanks for your message. Sorry for any confusion about the class registration announcement. The announcement was intended to be a save-the-date. The spring catalog is not available yet, but it will be posted to the website before registration opens. Thanks again for your feedback. We have updated the webpage based on your feedback. I hope this is helpful. Please let me know if I can be of further assistance. Best regards, Sean
49	2024-02-26	Online	I reported an accident at the town hall my 5 year old grandson had at Burgess Park Swimming pool June 19th 2023. My daughter intends to use your pool again this summer. I am totally against this as he fell because of uneven paving around the pool and rusty cut bolts protruding from it! I haven't sued because I believe in second chances. Here is the second chance for Burgess park pool : re pave with SLIP-PROOF material around the pool and remove all the bolts, holes and uneven paving! I am returning to stay with my daughter and I reiterate I am concerned for the safety off ALL the children who frequent this pool	Thank you for your message about Burgess Pool. We appreciate that you took the time to reach out to us. Please allow me to electronically introduce you to Tricia Mullan, who is the city's supervisor and liaison to the Burgess Pool operator. I believe that Tricia reached out to you shortly after you reported your concerns at City Hall back in July, 2023. Tricia is out of the office this week, but she will be back on Monday, and I'm sure that she would be happy to talk with you by phone or in person to hear more. Tricia is copied on this email, and her phone number is 650-330-2225. She'll be in touch with you next week. I hope this is helpful. Thanks again for contacting us. Please don't hesitate to let me know if I can be of further assistance. Sincerely, Sean
50	2024-03-07	Online	There are many existing, exposed bolts surrounding the instructional pool that are not flush to the deck. Many are rusty. This poses a major trip hazard and is unsafe. Please shave the bolts so that they are flush to the deck or fill the	Thank you for your feedback and for providing an overview what happened and your concern. We will look into the issue on the deck and request support from Public Works if we find it necessary.

			holes with quickcrete. Thank you for your help in ensure that our pool area is safe. I am happy to help walk around and identify the specific bolts.	
51	2024-02-10	Online	Would like you to make it easier to rent audio-books from there?!.....RSVP	I would be happy to assist you in checking out audiobooks. Would you like to schedule an appointment with me or one of my staff members to learn about our audiobook options? Sincerely, Rose
52	2024-02-21	Online	Hello, I attended the story hour at the Menlo Park Library with my 17 month old last Friday, February 16th. I was disappointed in the level of engagement and effort from the story teller. She read a long book (too long for the ages of the kids) and sang the itsy bitsy spider. There was minimal effort, and it was not engaging for young kids. The reader was wearing a mask and had a red line several feet away from her that you could not cross. It felt like this was not a welcoming event for kids... Chairs were set up 10 feet from the story teller. You could not hear her or see the pictures. My child and several others wandered over to the kids' section of the library instead. Many of the moms there were very disappointed in story hour and were talking about how different it is from other story hours in the area. Even the older kids could not sit and listen. This story hour is in contrast to the one in Palo Alto, Portola Valley, Woodside etc. We have attended story hours there. Those ones have scarves, instruments that go with the songs, shorter books where the reader does movements with the kids. Can you send the story teller to one of these to see how much more fun and engaging they are? Or have someone do a professional development on this? For how much we pay in taxes living in Menlo Park, I would hope that the library services for kids are more engaging. Thank you for listening and for your action regarding this topic.	Thank you for your feedback regarding our storytimes. Here at Menlo Park we offer “family storytime” – e.g. a storytime that is available to families with children of multiple ages, which ideally cultivates the principles of early literacy – connecting concepts with spoken words and spoken words with written words. We do specialize in simple storytimes of two books surrounded with a number of songs, and each of our storytimers has a different style. It sounds like you’re looking for something more like a baby storytime, or circle time. We do not currently have the capacity to provide a regular storytime that’s just for the under-2s at the moment, but I will make a note that you would like to see a storytime for little kids that is more prop- and song- focused, and we will endeavor to offer such programming in the future. Sincerely, Rose
53	2024-01-12	Arrillaga Family Gymnasium	Please have gold and silver championship	[No contact info.]
54	2024-03-22	Arrillaga Family Gymnasium	Get better refs!	[No contact info.]
55	2024-03-22	Menlo Park Library	Please get more: book mermaid	[no contact info] Thank you for suggesting an addition to the Menlo Park Library collection! I have passed on your request to our selectors. You are always welcome to suggest additions to the collection via our website here:

				https://menlopark.gov/Services/Suggest-a-library-purchase
56	2024-03-12	Menlo Park Library	Excellent library	[No contact info] Thank you!
57	2024-03-22	Menlo Park Library	Ringing Cedars of Russia Series by Vadmir Megre (english translated) (Not the black covers! Those are not authentic) Must be green covers	[no contact info] Thank you for suggesting an addition to the Menlo Park Library collection! I have passed on your request to our selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase
58	2024-03-22	Burgess Pool	Please remodel and fix the bathrooms for both sides especially women's side. Thank you!	[No contact info.]
59	2024-03-17	Burgess Pool	Today is a very busy day in the park, lots of activities going on. Why are the bathrooms closed/locked? Many of us had to use the pool bathroom; the bathrooms in the park need to be open.	[No contact info.]
60	2024-02-12	Burgess Pool	Build a new shop	[No contact info.]
61	2024-03-17	Online	Hillview tennis team is starting up again. So grateful that the kids can practice at Nealon Park. Thanks again for keeping the tennis courts at Nealon Park!	[Received and filed.]
62	2024-04-01	Online	The street light pole in front of our house is super rusted and looks very bad	[Referred to Public Works.]
63	2024-03-02	Menlo Park Library	It would be SUPER if the children's section had a shelf of Decodable books	Thank you for suggesting an addition to the Menlo Park Library collection! I have passed on your request for Decodable books to our selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase Best, Rose
64	2024-03-07	Menlo Park Library	Will you please get this book? The Mathematical Radio by Paul Nahin	Thank you for suggesting an addition to the Menlo Park Library collection! I have passed on your request for The Mathematical Radio to our selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase Best, Rose
65	2024-04-03	Online	I tried the link below per library email, but I was unable to find any Garden Talks content: View a selection of past Garden Talks on our program archive at https://vimeo.com/channels/menloparklibrary/videos	Thanks for reaching out to us about the Garden Talk link that isn't working. We are having some issues with the site that archives our online programs (Vimeo) – we are working with

				<p>them to resolve the issues, but the archive site isn't currently working properly. I will be sure to reach out to you when we have the issue resolved, or if we figure out a workaround. Kind regards, Nick</p>
66	2024-03-11	Arrillaga Recreation Center	<p>[Instructor name] for Strength/Conditioning is FANTASTIC!! She is upbeat, extremely knowledgeable about form and has a well rounded exercise mix.</p>	<p>We received a comment in our suggestion box at the Arrillaga Family Recreation Center regarding Lis Van Voorde's strength and conditioning class. Thank you so much for the comment and praise for Lisa, we will make sure to pass this on. Please let us know if there are further comments you have or anything additional that you need. Best, Tricia</p>
67	2024-02-22	Burgess Pool	<p>Hooks above the benches so jackets can be hung up and free up the benches.</p>	<p>Thank you for your comment regarding hooks for jackets to be hung up. May I ask, is this for the outdoor, in front of the Instructional Pool? I am happy to put in a work request with additional information. We appreciate your support! Best, Tricia</p>
68	2024-04-15	Online	<p>Wanted to report a young male on a small motorcycle riding across El Camino Real this evening, in the cross walk and almost caused an accident with thru traffic. He then proceeded to ride in the incorrect direction on Santa Cruz Ave doing circles, both in the incorrect direction. He is in complete disregard of the rules of the road and behavior is terrible. The only good news is we did not see him injured or cause and accident. We were eating at the Thai restaurant across from the Menlo Park train station, upon leaving he was riding this motorized bike on the side walk far too quickly, again he has no respect for the pedestrians. I would guess he lives in the complex next to the Thai restaurant. Very sad his parents are doing such a poor job of raising him. Thank you</p>	<p>Thank you for your message. You sent your message to the Library and Community Services feedback form. Issues like the one you describe typically are reported to the Police Department. Please consider reporting your issue to the police by calling the police department or filing a police report online. https://menlopark.gov/Government/Departments/Police/File-a-report-online I hope this is helpful. Please let me know if I can be of further assistance. Best regards, Sean</p>
69	2024-03-20	Arrillaga Recreation Center	<p>I would like to make a group that can walk and bicycle with each other</p>	<p>We received your request regarding a walking or cycling group. We will take this request into consideration, we appreciate your input. Please feel free to let us know if you have further suggestions for our programs/classes. Best, Tricia</p>
70	2024-04-22	Menlo Park Library	<p>The Expanse series</p>	<p>[No contact info.] provided to selectors.</p>

71	2024-04-22	Menlo Park Library	I love books you rock!	[No contact info.] Thank you! We love books too! YOU rock!
72	2024-04-22	Menlo Park Library	For solar eclipse, offer/provide solar eclipse viewing glasses. Thank you for considering :)	[No contact info.] We did have some available at both locations and some were given away at eclipse oriented programs
73	2024-04-02	Menlo Park Library	Your books are good. :)	[No contact info.] Thank you so much! We work hard to make sure that our books are good for our wonderful community!
74	2024-04-22	Menlo Park Library	more books	[No contact info.] We are constantly acquiring new items for the library. Thank you for your interest!
75	2024-04-22	Menlo Park Library	Too cold, make warmer	[No contact info.] See item dated Mar 30 - "MPL: too warm"
76	2024-04-22	Menlo Park Library	Tween Zone. Like Teen Zone but for kids ages 9-12	[No contact info.] Thank you for the feedback!
77	2024-04-22	Menlo Park Library	SO disappointed in the choice of trees in front of the library. Too late now, but please consider plants native to Menlo Park in the future. Calscape.org	The trees were selected by our City Arborist and took into consideration the planting location and ongoing maintenance needs.
78	2024-04-22	Menlo Park Library	Head Librarian: In the meantime, the library can help the community achieve academia Excellence!! When the library is remodeled, PLEASE set aside in the design a separate area for community activities, flea markets, singing, community meetings, and presentations. Please design also for those who use the library as their ONE place for quiet acquisition of knowledge and exam preparation. Home if often filled with noise, and the unrelenting requests to do things for others. Why not let the library return to its original purpose and sound volume? Part 2: Now we have been run out of the Senior Annex so the flea market people can decide how successful the flea market was earlier this morning. Is it possible for such activities to be held in the community center next door?	Working hard to balance the needs of all of our users is something we are constantly doing. The Senior Annex space has been used over the past two years to support displaced programs from our Belle Haven neighborhood. There are times and spaces in the library that are better for quiet study and reading, and there are times when areas of the library get quite active with events for kids, teens, or adults - ask at the help desk for assistance in finding quieter spots (or for noise mitigating devices if you would like) Best, Nick
79	2024-04-22	Online	In the gymnastics center the toilets haven't worked properly since pre pandemic. A couple never auto flush. Others only occasionally. The children (and others) don't care and I regularly have to use disgusting toilets that haven't been flushed. As you know, a flushing toilet sprays which exposes me to others' germs when forced to do this. Given the cost of classes, the assumption that there is a maintenance budget why are the toilets broken. Yes, I have reported it to staff. Yes, others have told me that they have reported it. So now it is in writing. Giving the jump in cost & fees with the cutting of classes the least we could get are sanitary facilities.	Thank you for submitting your feedback regarding the toilets in the gymnastics center restrooms. The restrooms are cleaned nightly and inspected and cleaned as needed during the day. Upon receiving your message, maintenance staff checked all the toilets in both restrooms. All the toilets are operating properly. They are on sensor which flushes about five seconds after use. In some cases, its possible the sensor isn't triggered. This may have caused the issue you experienced. We will continue to monitor the toilets in the gymnastics center restrooms, thanks for bringing this to our attention. Have a nice weekend, Brian

80	2024-04-22	Burgess Pool	The paving in the parking lot is fine but could you please repaint the lines for the parking spaces! Impossible to see in the dark.	We received your comment in our suggestion box at the Arrillaga Pool. We will put in a work order to darken the stripes that are needed in the parking lot. We appreciate you taking the time to provide your feedback. Please let me know if there is anything further that I can assist with. Best, Tricia
81	2024-04-25	Online	Will there be picnic tables available to rent in the new Burgess playground in June? If so, can I reserve a spot now?	I received your comment from our Library and Community Service Feedback Form regarding Burgess Parks playground picnic tables. The picnic tables will not be available for use until late June, depending on project completion. There are tables outside of the playground area that are available now and until the start of June. These are Burgess Park – Picnic areas 1-5. They can be reserved at: https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Picnic-areas Please let me know if you have further questions. Best, Tricia
82	2024-05-13	Online	Drag story hour for kids and families. My kids have loved attending these and we'd love to be able to join one close to home.	Thanks for your suggestion! We've passed it along to our program team for consideration. Please let us know if you have additional suggestions. Best regards, Sean
83	2024-05-19	Online	Hi -- Two things to offer: The space in front of former Le Boulenger is foul smelling of urine and feces -- can't miss it. A good power wash in front of where those spend the night and stash debris would be advised. I see morning leaf blowing directly adjacent to those sleeping -- can't be ignored. The traffic flow at the intersection of Ravenswood at Middlefield flowing right on Middlefield to Ringwood is awkward and abundant. Turning right onto Middlefield then moving toward the left turn lane onto Ringwood backs up. There is a wide double yellow line bubble with a sign in the middle of it on Middlefield which could be reduced in length so left turning traffic could stack up there rather than in the left straight flow lane.	Thank you for your suggestions. We have relayed them to the correct City department (public works) for follow up. Tip: You can use the ACT Menlo Park app or website to report street or sidewalk issues, illegal dumping, parks and playground issues, trees, water leaks and much more. ACT Menlo Park will automatically route your request to the right person. You can track progress on the request through the app. https://menlopark.gov/Services/ACT-Menlo-Park Best regards, Sean
84	2024-05-20	Menlo Park Library	Please replace the worn out electrical receptacles under tables. They're no use at all!	I have asked Public Works to check the floor outlets after a previous complaint - they are working. Some of the outlets require a little "oompf" to get the plug seated securely. Some others have a sliding cover

				that needs to be pulled back before a plug can be plugged in. It's possible that this customer had an issue with one of those plugs. Best, Nick
85	2024-05-14	Online	Thank you for removing the wheel from the bike racks. I would mention that the bike without a seat has been abandoned there for several weeks. There is also a black child's Fuji mountain bike with a helmet attached in front of the Recreation Center which has literally been there for over three months now.	Thanks for taking the time to write to us and for reporting the abandoned bikes. I have submitted a couple of tickets to have the bikes tagged by PD as abandoned property (there is a 72 hour waiting period) in preparation for having them removed. If you are out and about, you can submit requests through the ACT Menlo Park app (available in the app stores) and skip the middle man. Sometimes in the app they don't have the category that exactly corresponds to my issues, but you can figure it out. You can also call the PD non-emergency line to report abandoned property (like bikes) 650-330-6317. The requests are in for both of these abandoned bikes. Kind regards, Nick
86	2024-05-20	Menlo Park Library	The " I am not a robot" feature should not be difficult to do. It needs to be fixed.	Thanks for taking the time to write to us. You are right that the "I am not a robot" check for the WiFi sign on will sometimes cycle through screen after screen of "pick all the crosswalks" things. It's not supposed to do that, of course. I will let our IT team know that it is happening again, and that they should contact the Captcha folks to fix it. BTW I have noticed that when it is being sassy it is possible to just close the Captcha window and then go on your way without picking any of the correct objects. Kind Regards, Nick
87	2024-04-30	Menlo Park Library	Bodies from the Library: vol 1-6: Tony Medawar suggest for purchase. Some volumes are available in PLS and some are not.	Thank you for suggesting an addition to our collection. I've passed it on to our selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase Best, Rose
88	2024-05-23	Menlo Park Library	I think you should have therapy animals to read to.	Thank you so much for suggesting that our library bring therapy animals in to read to! What a fantastic suggestion! I'll pass it on to our staff members, and we'll talk about whether that's something we can do soon, or

				<p>whether it needs to happen in the future. We love receiving suggestions like this from our library people! All my best, Rose</p>
89	2024-04-22	Menlo Park Library	We would love to see more bunny books for kids. Thank you!	<p>Thank you so much for letting us know that you would like to see more bunny books for kids in our library. I've passed your suggestion on to our book selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase All our best, Rose</p>
90	2024-05-13	Online	Event idea: author Mac Barnett and illustrator Shawn Harris. Authors of the popular kids books "the first cat in space ate pizza" and "Mac kid spy" books. They're local to the Bay Area	<p>Thank you for reaching out to us with your idea to bring Mac Barnett and Shawn Harris in to our library. I will pass it on to my staff and we'll look into it! Best, Rose</p>
91	2024-03-30	Menlo Park Library	The temperature is too warm. 68 is totally fine and will save a lot of energy	<p>called patron back. She is concerned about climate change, I told her that we appreciate her feedback.</p>
92	2024-05-22	Online	The website says the tennis courts don't require a key. However, the courts at La Entrada School are still locked. Can these be unlocked? Or if the plan is to keep the locks, can the website be updated to reflect that? thanks	<p>As of yesterday, the locks at La Entrada have been removed. We apologize for the delay and the inconvenience that may have caused. Please let me know if you see any other issues with La Entrada's tennis courts. Thanks, Keifer</p>
93	2024-05-18	Belle Haven Community Campus	I think that there should be a joint gym and pool membership instead of the two separately as an option.	<p>Thank you for providing a comment in our suggestion box at BHCC regarding memberships. We will look into the opportunity of aligning membership between the general recreation/fitness programs and the pools though want to let you know that the general recreation/fitness programs are offered by the city and the pool programs are offered by a third party operator, Team Sheeper. The systems are similar but remain separate for that reason. We understand that this may be a bit cumbersome for our customers/community though appreciate your participation and support. Please let us know if you have further comments. Thank you! Best, Tricia</p>
94	2024-05-18	Belle Haven Community Campus	Belle Haven basketball league	<p>[No contact info.]</p>
95	2024-05-18	Belle Haven Community Campus	Adult Women's Volleyball classes	<p>Thank you for the suggestion. I will ensure the staff at BHCC looks into this request. If you know anyone who might be interested in teaching a women's</p>

				volleyball class, please have them contact me. Best, Rondell
96	2024-05-18	Belle Haven Community Campus	Language classes for non-senior adults	Thank you for the suggestion. I've forwarded your message to the coordinator for consideration. Best, Rondell
97	2024-05-18	Belle Haven Community Campus	Thank you Meta! Please name something Onnetta Harris. Please bring back our community market. It was great way for the community to meet!	Thank you for your comment. We will consider your suggestion. Please let us know if you have any additional suggestions or requests. Best, Rondell
98	2024-05-18	Belle Haven Community Campus	It would be great to have pickleball court in the near future.	Thank you for your comment. We will consider your suggestion. Please let us know if you have any additional suggestions or requests. Best, Rondell
99	2024-05-20	Menlo Park Library	If you want a book suggestion get "We still belong" Thanks.	[no contact info] - passed along to selector
100	2024-05-20	Menlo Park Library	Re the sign: "Drought tolerant plants feed the ecosystem." Wrong. Drought tolerant plants help conserve water=good. But they don't feed pollinators, butterflies or birds unless they're CA native plants. Plant native!	[No contact info.]
101	2024-05-04	Menlo Park Library	I think that you should have more Diary of a Wimpy Kid books! :)	[no contact info] - passed along to selector
102	2024-05-20	Burgess Pool	Bring back snacks	[No contact info.]
103	2024-06-03	Menlo Park Library	Please get more books in Portuguese, thank you! :)	[no contact info] Thank you for this suggestion! We are working on expanding our world language collection right now, and will take your request into consideration.
104	2024-06-03	Menlo Park Library	It would be really helpful if the library was open 8am-12pm on Mondays and Tuesdays when Cafe Borrone is closed. We need community space to go. Many moms would love to meet after school drop off. Many of us need a place to work in the mornings. Thank you.	The library's open hours attempt to cover the highest trafficked hours for the most users and include evening hours (Monday through Wednesday) and morning hours (Thursday through Sunday) - a total of 8 hours a day, seven days a week. The open hours are the maximum amount available given current approved staffing levels.
105	2024-05-28	Belle Haven Community Campus	For weight room: Several mats people could lay on to do crunches. 1-2 benches that recline at an angle to do abs. 1 machine that people move their chest forward for crunches. 3-4 medicine balls of different weights including 6,8,10,12#. Thanks!	Thank you for the suggestion, we'll make sure staff looks into it. Best, Rondell
106	2024-05-21	Belle Haven Community Campus	More shade in playground please. It will get so hot in the summer!	Called and spoke with L.

107	2024-06-03	Belle Haven Community Campus	The family bathroom and women's locker room (and prob men's locker room) need baby changing tables @ Belle Haven Comm Center.	Called and spoke with L. about this request.
108	2024-05-23	Belle Haven Community Campus	Put in a Starbucks upstairs	Thanks for submitting your suggestion. We aren't able to build a Starbucks or other coffee shop due to space limitations and other factors, but we're looking at other possibilities. Thanks, Rondell
109	2024-06-03	Belle Haven Community Campus	We want ping pong table tennis class.	Thanks for the comment, we will evaluate for potential future classes. Best, Rondell
110	2024-06-03	Belle Haven Community Campus	Add cleaning disinfectant wipes to the gym! pls!	Thanks for the suggestion, good idea, will do! Best, Rondell
111	2024-06-03	Menlo Park Library	Could you have some chargers in the teen section? Lock them down or something so people don't take them but chargers would be helpful for studying. (USB-C at least, very common) Otherwise, teen section is very nice :). I was here for like 5hrs today.	We have chargers available for checkout at the library help desk, and teens should be able to check them out. All you need is a library card.
112	2024-05-24	Menlo Park Library	Dear Library Director, I had an idea and would love to share it with you. I thought that it would be great if the area where the senior annex was located was turned into an Art Hall! Having an Art Hall would be amazing because it would invite community members to come inside the library and check what the library has to offer. Additionally, the Art Hall can display the work of local artists! This can really position the library as a bridge between the arts and education. Thank you for reading this suggestion. Very respectfully,	Thank you so much for this suggestion! We are currently in the process of evaluating options for updating library spaces. We will take your input into consideration. Sincerely, Rose
113	2024-05-25	Menlo Park Library	Could you please buy "Your Presence is Mandatory" By Sasha Vasilyuk 2024? Thanks	[phone call, not direct transcript] Thank you for suggesting an addition to the Menlo Park Library collection! I have passed on your request to our selectors. You are always welcome to suggest additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase
114	2024-05-30	Menlo Park Library	Knitting and crochet club for younger adults 18-40 age range	Thank you for suggesting that we start a knitting and crochet club! This is a great idea, especially since we just opened our Makerspace at Belle Haven Community Campus. We are still in the startup process with the Belle Haven Community Campus, so it may take a little while for us to evaluate which programs we are able

				to staff and support going forward. That said, we will absolutely take your suggestion into consideration. --Natalya
115	2024-05-24	Arrillaga Recreation Center	[Instructor name]'s exercise class. Very good. I and my wife like it very much. Keep it up and running. Thanks.	We received your comment regarding [instructor name]'s class in our suggestion box. Thank you for the positive feedback and encouragement. We are excited to hear that you enjoy the class. Please feel free to let me know if you have further feedback. Best, Tricia
116	2024-06-03	Belle Haven Community Campus	I have been looking so forward to using one of the beautiful pools at the new senior center after my classes are finished. I was very disappointed to find out that for non resident, one visit will cost \$10. Unfortunately I , and most likely most of us seniors are unable to afford to pay so much. I wish that the charge for using the pool would be more reasonable. Thank you, sincerely	Thank you for your comment regarding the senior pricing for use of the pools at BHCC. There will be another review of aquatics fees this year through our Master Fee Schedule process. We will take this into consideration during this review. --Natalya
117	2024-06-10	Online	My husband and I have been coming to Menlo Park Burgess Swimming Pool since we moved here in 2017. The place is well-kept and delightful. We love it and have recommended it to our fellow retirees. In addition to being well-run and maintained, we have noticed an underlying gentleness and kindness that the new manager, Kathy Miller contributes to the place. There is a joy in working there that is reflected by the delightful receptionists, an appreciation for her style of management, and certainly, an outpouring for charity. Congratulations Ms Miller for making a very good facility, extraordinary.	Your compliment to the Menlo Swim and Sport operations and staff was received. Thank you so much for sharing the compliment with us in regards to the operations and environment that Kathy Miller contributes to at the Burgess Pool. I will share this feedback with Tim Sheeper to share with the Menlo Swim and Sport staff. Thank you, again! Best, Tricia
118	2024-06-10	Belle Haven Community Campus-Pool	For pool: Flags to facilitate backstroke. For dressing room: soap in showers, suit spinner, more benches, drain in floor.	We received your comment in the suggestion box at Belle Haven community campus pools. Thank you for your feedback regarding the pools and locker rooms. The backstroke flags have been ordered and are on their way. We are also sourcing additional benches for the locker rooms. I will look into the other items as stated in the comments. We appreciate your support. Best, Tricia

119	2024-06-08	Belle Haven Community Campus	BHCC only has changing tables in the first floor men/women restroom and those are reserved for the childcare children during operating hours. Can we please add more or at least in the family restroom or locker rooms?	Thank you for your feedback card. I'd like to let you know that we have put in a request to add a changing table to the family restroom at the Belle Haven Community Campus. Also, In reference to the downstairs bathrooms, the community is able to use those but a priority is designated to the children enrolled in our after school program between the hours of 12p-6pm. However, if the children are not physically in the restroom, any member from the community may use it. Please let me know if you have any additional questions. Thanks so much.
120	2024-05-20	Arrillaga Recreation Center	I don't drive and have no way to get to Belle Haven. Why did you move the classes? Why force old women to get into cars and them drive on a busy freeway to get to class?	Phone call: H. was very appreciative of the call back. She has some concerns about transportation and the shuttle departure/arrival times being too far apart for her convenience because she has no other reliable method to get to BHCC. Overall, she is displeased by the lack of senior programming on this side of Menlo Park but is encouraged that the city is looking into all suggestions/concerns.
121	2024-05-11	Menlo Park Library	Please return senior programs to this location. Current yoga, etc. cancelled to move to Belle Haven, which is not convenient for many seniors. Shuttles not reliable to make loss times or return guarantee.	Phone call: She expressed how much she thought Arrillaga was the perfect location for the senior center based on her situation. Believed that it was a possibility that the senior center was moved due to her/participants actions, but I clarified that Arrillaga had only been the temporary home to the senior center while construction of the BHCC was ongoing. This helped alleviate some concerns. She still would like to see some movement based programming for older adults offered on this side of Menlo Park. Overall, she appreciates the follow up and hopes we can accommodate the senior population in this community.
122	2024-06-09	Menlo Park Library	I don't understand why the library planted non-native. Our natives are adapted to be drought tolerant and many have lovely flowers and foliage.	Thanks for taking the time to write to us about the new tree planting out in front of the library. The selection of the trees to replace the dying oak was not made by the library team, but by the Parks team from Public Works in consultation with our City Arborist. The City has a list of trees that they use to replace heritage trees – the tree replacement process is governed by City code. I hope that information is useful. Kind regards, Nick

123	2024-07-02	Belle Haven Community Campus	<p>I am trying to reach the Onetta Harris community center via phone and wasn't able to. The Belle Haven community campus phone line has a menu option (5), but it is not recognized by the system and does not redirect me. The other phone number on the website also doesn't call through. I would like to learn more about this facility, so I would appreciate if I can speak to someone!</p>	<p>Thank you for submitting feedback regarding the phone lines. We have contacted our IT department, and they have resolved the issue. In the future, please use our direct line at 650-300-2258. My name is Da'Shawn, and I am the Recreation Coordinator for the Onetta Harris Community Center. You mentioned that you would like to learn more about our facility. I am happy to provide you with a brief overview.</p> <p>The Belle Haven Community Campus is a multi-generational facility that consolidates five previously separate buildings into one brand-new facility:</p> <p>Belle Haven Youth Center: Offers after-school and summer camps for youth in kindergarten through 5th grade.</p> <p>Menlo Park Senior Center: Provides free classes, nutritious lunches, and free produce on the 2nd and 4th Thursday of each month for our 60+ community.</p> <p>Belle Haven Children's Library & All Ages Library: A comprehensive library collection catering to all age groups.</p> <p>Belle Haven Community Pool: Offers swim lessons, open swim, and lap swim.</p> <p>Onetta Harris Community Center: Offers youth and adult recreation classes, drop-in basketball, volleyball, and a fitness center (gym). Spaces for rent will be available in the Fall.</p> <p>Attached, you will find our activity packet listing our youth, adult, and seniors class offerings for the summer session.</p> <p>Please feel free to reach out if you have any questions.</p> <p>Thank you, Da'Shawn</p>
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