

# Menlo Swim and Sport



## Transmittal Letter for 2013 Annual Report

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**To:** City of Menlo Park, Parks and Recreation Commission

**From:** Tim Sheeper

**Date:** February 26, 2014

**Re:** 2013 Annual Report

I am pleased to deliver the Menlo Swim and Sport Annual Report to the City of Menlo Park, Parks and Recreation Commission.

2013 was another year of growth in our community programming and overall operations. The opening of Belle Haven pool as a year-round operation dominated our business energy and output.

On the program side, we strive to meet the needs and demands of our loyal and passionate clientele. The new programs offered in 2013 were:

1. Jr. All-Terrain Runners at Encinal School (running and strength training for kids)
2. Swimming Essentials in our Swim School (basic floating, breathing and personal safety for all ages)
3. Individual instruction for babies over 6-months (parents stay out of the water)
4. Aqua Wellness in our water exercise department (focused on joint mobility, therapy)
5. Water Polo for girls at Belle Haven

On the business operations side we also push to make each patrons visit safe, comfortable and enjoyable. The additions for 2013 were:

1. New company website
2. Locker room upgrades by installing floor mats and suit spinners
3. Mechanical changes and procedural upgrades to improve pool water quality and dome air quality

Our shining moment of 2013 was opening and operating the Belle Haven pool on a year-round basis for the first time in the history of the facility.

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This monumental endeavor was only possible through the passionate involvement and partnerships with:

1. Facebook
2. City of Menlo Park
3. Beyond Barriers Athletic Foundation
4. Ravenswood Family Health Center
5. Brenda Villa's community outreach endeavors

All of us at Menlo Swim and Sport embrace the opportunity of partnering with the City of Menlo Park to offer premium quality programming and services to the community. It is with the support and assistance of City Staff that we are able to continually improve our business trajectory, which ultimately benefits the Menlo Park community.



# Menlo Swim and Sport

Annual Report to the City of Menlo Park

January 31, 2014

## Menlo Swim and Sport

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# Annual Report to the City of Menlo Park

Menlo Swim and Sport entered into a public/private partnership with the City of Menlo Park to operate the Burgess Pool in May 2006. The company is dedicated to serving the community by promoting healthy, balanced lifestyles through aquatic sports and outdoor family activity. In cooperation with the City of Menlo Park, Menlo Swim and Sport endeavors to make full use of the facility by providing a proactive approach to sports and aquatic programming.

It is estimated that more than 470,000 people visit the Burgess Pool facility, and 15,000 people visit the Belle Haven Pool facility on an annual basis.

During 2013, Menlo Swim and Sport experienced continued, steady growth of its core programming at its Burgess Pool facility. The primary focus in 2013 was a large company-wide effort dedicated to opening the Belle Haven facility beyond the required 10-week summer period.

As a result, Menlo Swim and Sport staff spent considerable time planning, executing and staffing a build up for a 12-hour per day full time operation at Belle Haven. This was essentially equivalent to Menlo Swim and Sport opening an entirely new facility and was labor intensive. The increase in programming and available hours involved a phased approach, starting with four hours per day on April 1, 2013, then eight hours per day on April 22, 2013, and finally being open a full 12 hours per day on May 27, 2013. The ramp up described above was for Monday through Friday with Saturday having a fixed five hours per day and no Sunday hours.

As the summer progressed, it became clear that the Belle Haven programs were not meeting the participation levels that were anticipated. It was also evident that the general pool usage was less than expected. Due to low participation and the high cost involved with staffing the programs and the facility, it became necessary to reverse course and begin to pare back the programming and hours offered. That being said, the encouraging news is that the Belle Haven Pool is being operated year-round albeit with reduced hours and at a financial loss to Team Sheeper, Inc. The pool is currently open Monday through Friday from 4:00 p.m. to 7:00 p.m.

The most popular program at the Belle Haven Pool has been the youth water polo team led by Brenda Villa. Brenda's experience and stature in the sport of water polo has been critical to the success of the program in the Belle Haven community.

Brenda, a four-time Olympic medalist (Sydney 2000, Athens 2004, Beijing 2008, and London 2012) and three-time World Champion (2003, 2007, 2009), started swimming at age 6 with Commerce Aquatics in Commerce, California, and began playing water polo at age 8. Named the "FINA Female Water Polo Player of the Decade" for the 2000s,

Brenda is an accomplished scorer and passer, and has competed with the USA Women's national team for the last 16 years. As an undergraduate at Stanford University, she won the 2002 Peter J. Cutino Award as the top female college water polo player.

Brenda is also the co-founder of Project 2020, a non-profit focused on youth in the San Francisco Bay Area, seeking to provide access to aquatic sports to youth who would not otherwise have the opportunity to learn to swim and play water polo. Brenda hopes to help grow the sport of water polo across the country and to reach out to communities that are restricted in resources and aquatics access.

Through one-day clinics and continual community outreach, Brenda has been able to recruit girls with little to no swimming or water polo skills. She has been able to grow and maintain the water polo program in the Belle Haven community and has developed a model that we believe will be sustainable for the future. Brenda and her team travel to attend off-site water polo events.

It is important to recognize that partnerships with Facebook, the Beyond Barriers Athletic Foundation (BBAF), and the City of Menlo Park have been vital to keeping the Belle Haven Pool facility open year-round. Facebook has made a decision to positively affect the Belle Haven community by making a significant financial contribution that has allowed the Belle Haven Pool to be open year-round. The City of Menlo Park has absorbed the utilities costs at the Belle Haven Pool, and BBAF has granted swim school scholarships to members of the community. The support of each of these organizations along with time and energy expended by individuals from these groups has truly made a difference. Without this support, Menlo Swim and Sport would not have been able to keep Belle Haven open outside of the summer period.

This report reflects the most complete information that Menlo Swim and Sport has relative to the requested areas of interest indicated by the City of Menlo Park.

## Total Amount of Program Hours by Program

Menlo Swim and Sport provided the following programming at the Burgess Pool Facility:

BURGESS POOL PROGRAMMING - 2013	
Program	Program Hours
Aqua Fit	10 hours/week
Camp Menlo	25 hours/week (Summer and School Holidays)
Indoor Cycling	13 hours/week
Lap Swim	84 hours/week
Masters Swimming	21 hours/week

BURGESS POOL PROGRAMMING - 2013	
Program	Program Hours
Masters Water Polo	3.5 hours/week
Menlo Fit/Boot Camp	21 hours/week
Menlo Mavericks (Swim)	15.5 hours/week
Menlo Mavericks (Polo)	4.5 hours/week
Open Swim	31 hours/week
Personal Training	20 hours/week
Swim School - Youth	50 hours/week
Triathlon Team - Adult	18 hours/week
Water Safety Classes	37.5 hours/quarter
SOLO Aquatics	7.5 hours/week
Team in Training (TNT)	3 hours/week

**TOTAL AMOUNT OF PROGRAM HOURS BY PROGRAM AREA**

Menlo Swim and Sport provided the following programming at the Belle Haven Pool Facility

BELLE HAVEN POOL PROGRAMMING - 2013	
Program	Program Hours
Aqua Fit	2 hours/week
Camp Menlo	25 hours/week (Summer)
Lap Swim	44 hours/week
Masters Swimming	4 hours/week
Menlo Mavericks (Polo)	3 hours/week
Open Swim	19 hours/week
Personal Training	5 hours/week
Swim School - Youth	21 hours/week
Water Polo - Adult	1.5 hours/week

## Participation Statistics by Program

### PARTICIPATION STATISTICS BURGESS

BURGESS POOL PARTICIPATION STATISTICS		
Program Area	2013 Participation	2012 Participation
Aqua Fit	59 active online memberships, approximately 173 drop-ins per year.	31 active online memberships, approximately 140 drop-ins per year
Camp Menlo	1,300 participants/annually	1,200 participants/annually
Indoor Cycling	15 active online memberships Drop-ins: 140	Approximately 40 participants per week
Lap Swim	22,000 drop in customers Approximately 245 customers with monthly lap swim memberships	24,500 drop in customers Approximately 250 customers with monthly lap swim memberships
Masters Swimming	300+ active members Drop-ins: 46	300+ members
Masters Water Polo	25 active members	25 members
Menlo Fit/Boot Camp	Approximately 330 participants/week	Approximately 330 participants/week
Menlo Mavericks (Swim/Polo)	Non-summer: 250 members Summer: 380 members	Non-summer: 270 members Summer: 370 members
Open Swim	30,000 drop-in customers 50 open Swim Summer Family Passes	31,000 drop in customers 57 open Swim Summer Family Passes
Personal Training	Approximately 180/month	100 clients/month
Swim School - Youth	Approximately 1,250 students per week, or 60,000 lessons given annually.	Approximately 1200 students per week, or 60,000 lessons given annually.
Triathlon Team - Adult	80 members	80 members
Water Safety Classes	146 certifications	35 persons trained/annually
SOLO Aquatics	Estimated at 80 members	Estimated at 80 members
Team in Training (TNT)	100-150 people per quarter	100-150 people per quarter



## **PARTICIPATION STATISTICS - BELLE HAVEN**

<b>BELLE HAVEN POOL PARTICIPATION STATISTICS</b>	
<b>Program Area</b>	<b>2013 Participation - Whole Period</b>
Aqua Fit	12/week
Camp Menlo	10/week
Lap Swim - Members	19/week
Lap Swim - Drop In	27/week
Masters Swimming	11/week
Menlo Mavericks (Polo)	35/week
Open Swim - Drop In	62/week
Swim School	88/week

## **Customer Satisfaction Survey Results**

### **INCLUDES USER GROUP FEEDBACK BY PROGRAM AREA OR RENTAL**

Menlo Swim and Sport conducted an annual survey of various pool user groups in 2013, which was made available online and in paper form at the front desk. Links to the online survey were provided to facility users via the Menlo Swim and Sport monthly newsletter. Individual contact was made with representatives from both SOLO and Team in Training to request their members participation in the survey. Facility users were also notified that a paper based version of the survey was available. The results are documented below.

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The following questions were asked of Menlo Swim and Sport aquatic participants:

1. As a direct result of participating at the pool, I (or my child) have improved upon or developed a new skill.
2. As a direct result of participating at the pool, I (or my child) feel closer to my community.
3. My (or my child's) participation in aquatics programs supports a healthy lifestyle.
4. My (or my child's) participation in aquatics programs contributes to my (or my child's) individual growth and development.

MENLO SWIM AND SPORT PARTICIPANTS - 2013 SURVEY RESPONSES				
Answer Options	Question #1	Question #2	Question #3	Question #4
Strongly Agree	47.74%	21.47%	70.34%	49.72%
Agree	34.75%	33.05%	21.75%	33.62%
Neither Agree Nor Disagree	12.71%	37.57%	7.06%	15.25%
Disagree	2.54%	5.93%	0.28%	0.56%
Strongly Disagree	2.26%	1.98%	0.56%	0.85%

The following questions were asked of Team in Training aquatic participants:

1. As a direct result of participating at Burgess Pool, I (or my child) have improved upon or developed a new skill.
2. As a direct result of participating at Burgess Pool, I (or my child) feel closer to my community.
3. My (or my child's) participation in aquatics programs supports a healthy lifestyle.
4. My (or my child's) participation in aquatics programs contributes to my (or my child's) individual growth and development.

#### TEAM IN TRAINING

TEAM IN TRAINING PARTICIPANTS - 2013 SURVEY RESPONSES				
Answer Options	Question #1	Question #2	Question #3	Question #4
Strongly Agree	56.45%	11.29%	69.35%	54.84%
Agree	30.65%	27.42%	27.42%	41.94%
Neither Agree Nor Disagree	8.06%	50%	1.61%	3.23%
Disagree	3.23%	9.68%	1.61%	0%
Strongly Disagree	1.61%	1.61%	0%	0%

A request to participate in the survey was made to SOLO Aquatics. Results were unavailable at the time of report submission.

The raw data is attached to this report.

## Pool Schedule and Space Allocation by Program

**INCLUDES PREVIOUS YEAR AND PROJECTIONS FOR 2014**

Menlo Swim and Sport tracks its pool schedule and allocation of pool space by program area for both the Instructional Pool and the Performance Pool via monthly calendars. The records for January through December 2013 are attached to this document. The pool schedule and allocation for specific programs for 2014 will likely be consistent with the 2013 schedule. Minor changes to the schedule occur based on the modification or creation of new programs.

## Fee Comparison by Program Area to Other Public Pools in the Region

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Aqua Fit (Water Exercise)	Drop In: \$20/ class  \$77/month  <b>Senior &amp; Student:</b> Drop In: \$14/ class  \$55/month	Drop In: \$15/ class  \$40/month  <b>Senior &amp; Student:</b> Drop In: \$11.50  \$28/month	n/a	n/a	n/a	n/a

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Camp Menlo	\$345/wk.	\$335 Performance Water Polo  \$260 Beginning WP & Spanish Immersion	n/a	n/a	<b>Resident</b> 1/2 Day: \$185 Full Day: \$340  <b>Non-Resident</b> 1/2 Day: \$210 Full Day: \$366	n/a
Indoor Cycling	Drop In: \$20/class  \$77/month	n/a	n/a	n/a	n/a	n/a
Lap Swim	<b>Resident</b> Youth: \$4 Adult: \$6 Family: \$15 Senior & Student: \$5  \$46/month  <b>Non-Resident</b> Youth: \$5 Adult: \$7 Family: \$18 Senior & Student: \$6  \$52/month	<b>Resident</b> Youth: \$3 Adult: \$4 Family: \$12 Senior & Student: \$4  \$40/month  <b>Non-Resident</b> Youth: \$3 Adult: \$5 Family: \$15 Senior & Student: \$4  \$45/month	<b>Non-Member</b> Adult: \$5 Senior (60+): \$3  <b>Member - Resident</b> Adult: \$3.50 Senior (60+): \$2 Youth: \$3  <b>Member - Non-Resident</b> Adult: \$4 Senior (60+): \$2.50 Youth: \$3.50	<b>Resident</b> (25 Swims) - \$87.50  <b>Non-Resident</b> (25 Swims) - \$109  <b>Resident Senior:</b> (25 Swims) - \$30  <b>Non-Resident Senior:</b> (25 Swims) - \$38  <b>Resident</b> (1 Swim) - \$5  <b>Non-Resident</b> (1 Swim) - \$6	<b>Resident</b> Drop-in: \$6 12-punch: \$52 Monthly: \$50 Senior (55+): \$35  <b>Non-Resident</b> Drop-in: \$8 12-punch: \$62  Monthly: \$60 Senior (55+) \$45	<b>Fees</b> Youth: \$3 Adults 18-59: \$5 Senior (60+): \$3

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Masters Swimming	\$77/month	\$40/month	Monthly dues: \$55 (\$50 for seniors 65+)  Discounted semi-annual dues: \$300 (\$270 for seniors 65+)  Drop-in: \$8	Resident: \$45 per month  Non-Resident: \$55 per month  Resident married couple: \$80 per month  Non-Resident married couple: \$100 per month	Resident Drop-in: \$10 10 punch: \$64 Senior 10 punch: \$43  Non-Resident Drop-in: \$11 10 punch: \$74 Senior 10 punch: \$53  Masters monthly Resident: \$57 Non-Resident: \$67	n/a
Masters Water Polo	\$77/month	n/a	n/a	n/a	n/a	n/a
Menlo Fit	<b>All Access</b> \$180/month	n/a	n/a	n/a	n/a	n/a

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
<p>Youth Competitive Swim Team</p>	<p><b>Level 1</b> \$52-&amp;72/month</p> <p><b>Level 2</b> \$57-\$77/month</p> <p><b>Level 3</b> \$62-\$82/month</p> <p><b>Level 4</b> \$77-\$87/month</p> <p><b>Level 5</b> \$102/month</p> <p><b>Level 6</b> \$112/month</p>	<p>1/wk: \$55/month</p> <p>2/wk: \$65/month</p> <p>3/wk; \$75/month</p>	<p>Offered by PASA</p> <p>Range from \$90 to \$240 per month depending on age and ability.</p> <p>Annual registration fees: \$240 per swimmer.</p>	<p>Offered by Los Altos - Mountain View Aquatics</p> <p>Range from \$100 to \$200 per month w/ discounts for multiple children.</p> <p>Annual registration fees: \$150 per swimmer plus 20 hrs. of service.</p>	<p><b>Pre-Comp</b></p> <p>Option 2 includes 15 minutes of extra conditioning</p> <p>1x per week Option 1: \$43 Option 2: \$56</p> <p>2x per week Option 1: \$85 Option 2: \$110</p> <p>3x per week Option 1: \$125 Option 2: \$160</p>	<p>1st swimmer: \$175</p> <p>2nd swimmer: \$150</p> <p>3rd swimmer: \$100</p>

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Open Swim	<p><b>Resident</b>            Youth: \$4            Adult: \$6            Family: \$15            Senior &amp;            Student: \$5</p> <p>\$46/month</p> <p><b>Non-Resident</b>            Youth: \$5            Adult: \$7            Family: \$18            Senior &amp;            Student: \$6</p> <p>\$52/month</p>	<p><b>Resident</b>            Youth: \$3            Adult: \$4            Family: \$12            Senior &amp;            Student: \$4</p> <p>\$40/month</p> <p><b>Non-Resident</b>            Youth: \$3            Adult: \$5            Family: \$15            Senior &amp;            Student: \$4</p> <p>\$45/month</p>	<p><b>Daily Drop In</b>            Youth: \$4            Adult: \$5            Senior: \$3            Infant: \$2</p> <p><b>Resident 10-card program discount</b>            Youth: \$3            Adult: \$3.50            Senior: \$2</p> <p><b>Non-Resident 10-card program discount</b>            Youth: \$3.50            Adult: \$4            Senior: \$2.50</p>	<p><b>Resident</b>            Child: \$3            Adult: \$4            Family: \$10</p> <p><b>Non-Resident</b>            Child: \$4            Adult: \$5            Family: \$18</p> <p>Spectator: \$3</p>	<p>Offered May to September: Pricing not currently available.</p>	<p><b>Baby Pool</b>            Drop-in: \$2 per child.            Add'l \$1 per child</p> <p>Youth: \$3            Adult: \$5            Senior: (60+) \$3</p>
Personal Training	Range from \$35 per 30 minutes to \$115 per hour	Range from \$50 per 30 minutes to \$115 per hour.	n/a	n/a	n/a	n/a

FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Swim School	<b>Water babies:</b> \$82/month  <b>Group:</b> \$82/month  <b>Semi-Private:</b> \$137/month  <b>Private:</b> \$245/month	<b>Group:</b> \$15/lesson kids  \$5/lesson (w/ BBAF Scholarship)  <b>Semi-Private:</b> \$25  <b>Private:</b> \$45	Lessons provided with PASA during summer.  Pricing not available.	Lessons in summer. Pricing not available.	Winter, Spring & Fall Session:  <b>Resident</b> 1x per week: \$68  <b>Non-Resident</b> 1x per week: \$78  <b>Resident</b> 2x per week: \$120  <b>Non-Resident</b> 2x per week: \$130	<b>Resident</b> (10 classes): \$90  <b>Non-Resident</b> (10 classes): \$107
Triathlon Team, Menlo Fit (Boot Camp), ALL ACCESS	<b>All Access</b> \$180/month	n/a	n/a	n/a	n/a	n/a



FEE COMPARISON - 2014						
Program	Burgess Pool - Menlo Park	Belle Haven - Menlo Park	Rinconada Pool - Palo Alto	Eagle Park Pool - City of Mountain View	Fremont H.S. Pool - Sunnyvale (California Sport Center)	Herkner Pool - Redwood City
Water Polo - Youth	n/a	\$80/month  \$32/month (w/BBAF Scholarship)	n/a	n/a	<b>Residents</b> 6-week session, 1/wk: \$59  <b>Non-Residents</b> 6-week session, 1/wk: \$69  <b>Residents</b> 8-week session, 1/wk: \$77  <b>Non-Residents</b> 8-week session, 1/wk: \$87	<b>Resident</b> 5 day camp: \$75  <b>Non-Resident</b> 5 day camp: \$89

Based on the above fee comparison, Menlo Swim and Sport continues to offer a full compliment of sport and aquatic sport and aquatic programming relative to the public pools operating in the local area. This is evident by the fact that the other facilities do not offer camp programs, boot camp (Menlo Fit), indoor cycling or triathlon teams (Team Sheepeer). They offer limited masters water polo (only one facility), limited youth aquatic swim teams and water exercise (Aqua Fit) programs; and in some cases they do not offer swim lessons or a masters swim team.

The Burgess Pool facility via Menlo Swim and Sport continues to offers users a broad selection of high-quality aquatic programming at or below market rate.

## Pricing Structure

Registration for adult programs continues with a simplified pricing structure. Patrons have the option to register for a single sport or activity (e.g. Level 1 or Level 2), or they can combine programs/activities with either the All-Access Silver or All-Access Gold packages.

MENLO SWIM AND SPORT MONTHLY PRICING LEVELS			
Level 1	Level 2	Level 3 (All Access Silver)	Level 4 (All Access Gold)
\$52	\$77	\$129	\$180
(Choose One) <ul style="list-style-type: none"> <li>Lap &amp; Open Swim</li> <li>Menlo Bike Club</li> <li>Tattersols Women's Running Team</li> <li>All Terrain Runners</li> </ul>	(Choose One) <ul style="list-style-type: none"> <li>Aqua Fit Water Exercise</li> <li>Masters Swim</li> <li>Indoor Cycling</li> <li>Menlo Mavens Water Polo</li> </ul>	Access to All Level 1 and Level 2 programs.  Except: <ul style="list-style-type: none"> <li>Boot Camp</li> <li>Triathlon</li> </ul>	Access to all Level 1 and Level 2 programs.  Including: <ul style="list-style-type: none"> <li>Boot Camp</li> <li>Triathlon</li> </ul>

- Menlo Park Resident Lap Swim only membership available at \$46.
- 30% Senior, Student, and Family Discounts are available.

## Annual Audits and Review 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 during the peak seasonal use times in order to keep up with the high volume of daily visits. It should be noted that the estimated number of people who pass through this facility is estimated to be 470,000 annually with 310,000 wet visits and 160,000 dry visits during the course of the year.

The company employs a human resources manager who tracks employee certifications and conducts and tracks 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. Menlo Swim and Sport continues to contract with DuAll Safety 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. The DuAll Safety Plan includes work in the following health and safety areas:

1. Injury and Illness Prevention Program (IIPP)
2. Confined Space Program Update and Revision
3. Emergency Action Plan revision
4. Hazardous Materials Business Plan Development (Burgess & Belle Haven Pool)
5. Exposure Control Plan (e.g. bloodborne 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. Hazard Communication Program
12. Personal Protective Equipment (PPE) program
13. Respiratory Protection
14. Fall Protection
15. Driver Safety Training
16. Develop 2014 Safety Plan of Action
17. PPE Hazard Assessment
18. Aerosol Transmittable Disease (ATD) Plan

Knorr Systems Inc., is contracted to perform scheduled pool and equipment maintenance, and quarterly audits/analysis of the water to ensure proper chemical and operational balance.

Total Aquatic Management performed an operational audit for the Burgess Pool in October 2013. Menlo Swim and Sport demonstrated **above average to outstanding ratings** in all sections of the audit. The audit results are attached to the report.

## 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 & 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 190 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, Director of Operations, as well as directors for the following positions: human resources, customer service, athletic programming (e.g. swim school, camps), lifeguard, and marketing. The company now 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.

## Staff Training Certifications

**Lifeguards:** Red Cross Lifeguard/First Aid, CPR/AED for the Professional Rescuer, Title 22 Advanced First Aid Preferred

**Swim Coaches:** American Swim Coaches Association (ASCA), USA Swim Coach, Lifeguard, Lifeguard Instructor, Automated External Defibrillator (AED), Crossfit Level 1, Emergency Medical Technician (EMT)

**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)

## Facility Maintenance

Custodial staff initiates a thorough cleaning of the all restrooms (men, women, and family) at least three hours prior to facility opening. An ongoing, mid-day facility cleaning of the restrooms and facility windows was added in fall of 2013 to account for the high visitor volume. The mid-day cleaning is handled by an outside vendor. Staff maintains the facility and surrounding grounds, spending eight to ten hours per day cleaning and maintaining the facility. Dozens of restroom checks are conducted throughout the day by a combination of company lifeguard and management staff.

Staff spends at least three hours per day cleaning the surrounding outdoor areas to include: the pool deck, pool bottom & tiles, mechanical room, administrative offices, picnic areas and facility lobby. The City of Menlo Park conducts facility checks of both the Burgess and the Belle Haven Pools. Menlo Swim and Sport staff review the facility check reports and respond quickly to address any facility-related concerns noted by city staff.

## Program Transition to Include Lane Changing Coordination

The Menlo Swim and Sport philosophy is to have shared water space and to rarely grant exclusivity of space to any one user group. Aligning with that theme the pools are transitioned/changed 16 times per day on average.

The daily pool schedule is printed in a hardcopy and available at the front desk and a schedule is also available online. The basic schedule remains the same year round with some alterations around the summertime schedule. The program transition process is initiated by our deck lifeguard staff that moves different colored cones in place by the lanes to signify the user group (yellow=laps, blue=open, orange=teams, green=private lesson). As a courtesy, our front desk staff alert users initiating their activity close to a transition time and our guard staff also alerts the current users to the impending change over and give users a 5-10 minute countdown.

Tolerance, flexibility and patience on the part of staff and users can always be improved. We feel that we have employed a transition system that is user-friendly and compassionate.

## 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. Menlo Swim and Sports goal is to give 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, but during the times below, you will find designated lap lanes.

**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 16 weekly classes of boot camp, plus six combo classes, with experienced and trusted instructors who provide a variety of cardio interval training routines.

**Menlo Mavericks (Swim and Water Polo):** The Menlo Mavericks is a year round 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. No registration required, just drop in.

**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 sport 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, Baby Swim Pro, Mavericks Performance Pro, Aqua Fit Pro, Water Polo Pro, Triathlon Pro, Fitness Pro, Tennis Pro, and Bike 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 Sheper is a full-service multisport organization providing coaching and training to athletes of all levels and ages.

## Special Events

### **BURGESS POOL**

#### **Can-Do Challenge**

The Can-Do February Challenge has been a team tradition for nearly 20 years. The goal for each Menlo Masters member to swim 50,000 yards in 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 then donated to a local food bank, along with a monetary donation from Menlo Masters based on the number of cans collected. Money and cans go to the Brown Bag Lunch Program through the Menlo Park Senior Center.

#### **My New Red Shoes Event**

The goal of the inter-mural swim meet is to up the ante at practice and add a bit of competitive racing. The team is divided into a Blue Team and Gold Team based on criteria that differs year to year, so it's a fun and competitive way to get some high intensity swimming without the pressure of a large meet. The teams compete on number of events swum and on number of shoes donated to benefit My New Red Shoes, an organization that provides shoes and clothing to local homeless children.

#### **Family Giving Tree**

This was the seventh 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 of the underserved community.

#### **Kid's Triathlon**

*Saturday, July 13, 2013*

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 300 children participated in the race.

### **BELLE HAVEN POOL**

#### **World's Largest Swim Lesson**

*June 18, 2013*

Menlo Swim and Sport partnered with Charlotte Peyton of non-profit No Kids Drown in an attempt to set the world's largest swim lesson. Ms. Peyton partnered up with T. E. Connectivity to provide life jackets for the children at the Belle Haven Pool.

#### **ESPN Interview with Brenda Villa**

Two cameramen and one reporter were present to interview the Brenda Villa, the athlete, and their parents. ESPN sent a video production team to the Belle Haven Pool in July 2013. The network ran coverage of the event about one month later.

#### **American Express Passion Project**

American Express has partnered with Brenda through the Passion Project. American Express created a short YouTube video clip to describe Brenda's accomplishments of introducing water polo to the Belle Haven community. American Express will also assist with providing Brenda's team members with equipment to further reduce any barriers to their participation in water polo.

Link to video: <http://www.youtube.com/watch?v=78wnQCOMjFM&feature=youtu.be>

### **Stanford Water Polo Team Exhibition. Open House**

Prior to the official opening of Belle Haven Pool in April 2013, Belle Haven Elementary School, Beechwood School, and residents from the local community were all invited to participate in Belle Haven's Open House. Approximately 200 people attended and were treated to a Water Polo Exhibition game between members of the Stanford Water Polo team.

### **Menlo Unido**

A Menlo Masters member organized an open swim event with between 100 and 150 people in attendance. Attendees came from Belle Haven Elementary School, Beechwood School, and the surrounding neighborhood. Open Swim passes were reduced to \$1 for the day, and attendees were provided complimentary food and drinks.

## **Charitable Organizations**

### **Beyond Barriers Athletic Foundation (BBAF)**

In Spring 2013, Beyond Barriers Athletic Foundation partnered with Menlo Swim and Sport to help bring swim lessons and water polo coaching to lower income youth in the Belle Haven and East Palo Alto community. Thanks in large part to the help of BBAF, Belle Haven Swim School saw a peak of 159 unique students in early July. While the Belle Haven Swim School program has closed for the winter, Brenda Villa's Belle Haven Water Polo program continues to thrive with almost 50 members.

### **Ravenswood Clinic**

Though the Belle Haven Aqua Fit program was initially run at-cost, Ravenswood Clinic saw the program as an opportunity to provide athletic support to its lower income clientele. As part of an agreement with Menlo Swim and Sport, Ravenswood helped fund the cost of running the program. In return, Menlo Swim and Sport provided Ravenswood clients with free access to the Belle Haven Aqua Fit Program.

### **Building Futures Now (BFN)**

BFN provides academic, social, and cultural enrichment to children in grades 4 through 12 via one-on-one support, tutors, mentors, group projects, service learning, and field trips. A key element of our program involves matching students to academic environments where they will thrive.

Building Futures Now partners with Menlo Swim and Sport and the Menlo Masters adult swim program. In 2007, the Menlo Masters team began seeking a way to make a difference outside the pool facility, realizing that the support the swimmers provide each other and the potential that teammates realize in sports is something to be shared. Building Futures Now emerged as the perfect partner to take that spirit of involvement to the neighborhood.

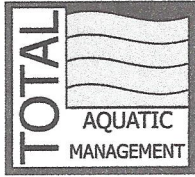
Today the two organizations work together to help lower-income children and families over the long term. Menlo Masters swimmers and friends provide a significant amount of funding and volunteers to power Building Futures Now on an ongoing basis. Menlo Swim School provides swimming lessons at no cost to the children enrolled in the program.



## **Menlo Swim and Sport Goals for 2014**

Menlo Swim and Sport is committed to constant improvement of its aquatics program offerings in order to better serve the various community user groups. To that end, we plan to focus on the following areas in 2014:

- I. Refine current programming
  - A. Update curriculum to keep all programs current and on the leading edge
  - B. Improve staff training
  - C. Request customer feedback through customer satisfaction surveys
  - D. Track program attendance and participation to monitor program satisfaction
- II. Continue to operate the Belle Haven Pool on an annual basis
  - A. Maintain partner relationships with project sponsors
  - B. Continue to improve community outreach and increase awareness of available services
  - C. Tailor programming to meet community needs
  - D. Develop passionate staff and team members to deliver exceptional services to the community
- III. Improve operational efficiencies
  - A. Review pool space usage to optimize water time for the community
  - B. Improve all communication channels to the customer and the community (e.g. new website, social media, newsletters, etc.)
  - C. Address cleanliness and safe movement of clientele through the facilities and programming



November 11, 2013

Menlo Swim and Sport, Burgess Pool  
Attn: Tim Sheeper  
501 Laurel St.  
Menlo Park, CA 94025

Dear Tim,

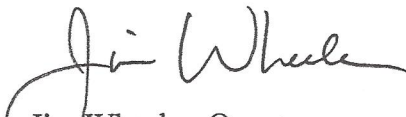
Thank you for allowing us to come out and provide our inspection and auditing services. I am continually impressed by the overall operation from maintenance to the services you provide.

Enclosed please find:

1. Aquatic Observational DVD with operational observations and lifeguard skill testing
2. Completed "Aquatic Observational and Facility Audit Form"
3. "Attachment A" with inspection photos
4. Invoice for services

Please feel free to contact me if you have any questions or concerns, 925-788-4951. Thank you again for your continued business it was a really good audit.

Sincerely,



Jim Wheeler, Owner  
Total Aquatic Management

*Total Aquatic Management*  
2250A Buena Vista Ave. Alameda CA 94501  
510-523-3155 [swimnjim@hotmail.com](mailto:swimnjim@hotmail.com)

**Aquatic Observational and Facility Audit Form**

CLIENT FACILITY: Menlo Swim and Sport, Burgess Aquatic Center

DATE: 10/19/13

TIME: 2:00pm

AUDITOR JCW
----------------

**Customer Service**

Evaluation Categories	Comments	NI, S, AA, O	S I or I C	
Facility schedule and fees are posted, lobbies, customer service	All schedule and fee information is posted. This is a great entry area, neat clean and inviting.	O		
Fee collection process and staff services	The person at the front counter was friendly and helpful.	AA		
Changing area is clean and well attended to.	The men's room looked great. The family changing areas are highly used and need occasional paper pick up from the floor.	AA		
Restrooms, Toilets and sinks are functional and clean and well stocked	All toilets and sinks were functional and well stocked.	AA		Section Overall
Shower area is clean, showers are functional, ADA shower is working	The ADA shower heads were missing from the ADA stall. You may want to consider quick couplers to be able to take out during some program times but still be able to give to patrons that need them. These are ADA required.	S		AA
Floors and walkways are clean and clear surfaces are appropriate.	There are good floor surfaces in the facility. The floors were clean.	AA		

**Pool Area**

Evaluation Categories	Comments	NI, S, AA, O	S I or I C	
General appearance of the pool area. Large equipment is stored away from the pool	The pool area looks good. All of the large equipment is stored away from the pool edge. The decks are clean and clutter free.	O		
Decks are clean and free of cracks, joints are sealed, deck drains function	The decks are clean. There are minor cracks and chips that have been sealed in an appropriate manner. Some etching is occurring on the older deck. This is normal and not of concern at this point in time, just hard on bare feet.	AA		
Depth markers of proper size are posted on deck and pool walls	All of the depth markers in all three pools meet state code. All are proper size and placed properly.	AA		
Starting Blocks if in place are secure and marked "not for use"	The blocks are secure and have cones in place which lets the guests know not to use them.	O		
Pool coping, gutters, skimmers, tile, built-in steps, edges and features	All the rim flow grates on the instructional pool are in good condition. All the tile on the edges of the pools are in good condition. Chipped or missing tiles have been repaired or patched.	AA		
Ladders, steps, lifeguard stands, pool cover and lane line reels, stanchion poles, accessibility lifts, ramps, stairs	All ladders, lifeguard stands, cover reels, lane line reels, lifts and stairs were inspected and found to be in good condition. ADA lifts are supposed to be able to be operated by the user with no assistance, hoses should be attached so they are ready to use at any time.	AA		
Pool surface is appropriate, lane markings/tile in good condition. Drains are VGB Compliant	The pool surface looks good. There is one stained area on the bottom that appears to have rust forming (P1, P2). The drains appear to be VGB compliant.	AA		Section Overall
Signs meet CA State requirements; capacity, 911, RB/CPR, No LG on Duty, Pool Rules. ++No Diving++	All signs are posted by all three pools. The signs meet code and have all required postings included. The cluster signs do meet code, but have lots of info in a small space making it unlikely at times that patrons will read it all.	AA		AA
Water appearance is clean and not turbid or cloudy.	The water looks great.	O		

## Equipment

Evaluation Categories	Comments	NI, S, AA, O	S I or I C	
Lanes lines are in good condition with minimal cracked or broken floats	The lane lines are in good condition with no broken or cracked floats.	AA		
Swimming gear is stored properly and in good condition.	The swim gear is stored and organized very neatly. The storage area is very neat and clean.	AA		
Rescue tubes are in good condition and stored appropriately	All of the rescue tubes are in good condition.	AA		Section Overall
Back board, ring buoy, reaching hook per state code	All of the items are present to meet state code.	AA		AA
Diving Boards and Slides are in good condition and operated to meet OSHA and state code standards	There are no diving boards or slides...	DNA		

## Water Safety Staff

Evaluation Categories	Comments	NI, S, AA, O	S I or I C	
Supervisor/Lifeguards were positioned effectively, Supervisors were proactively watching the lifeguards perform their duties.	There was good lifeguard positioning for the activity taking place. There were two lifeguards on the instructional pool and one roaming the competitive pool. The supervisor was seen on deck during the observation period.	AA		
Supervision level was appropriate for the programs and activities and activities taking place at the time of the audit	The number of lifeguards on duty was good for the activity taking place and for the number of guests.	AA		
Continuous surveillance of swimmers was maintained. Lifeguard appeared to be scanning their entire zone using bottom up scanning when appropriate	There was good scanning observed. There was a little clustering at the start of the audit, but also led to a rotation. The walking guards were moving their heads and feet.	AA		
All aquatic staff was easily identifiable and their appearance was professional.	All of the staff were in uniform and looking very professional. They were easily identifiable.	AA		
Lifeguards performed no other activities while "on duty"	The lifeguards on deck were only lifeguarding at the time of the observational audit.	AA		
Whistles or signal devices were readily available for emergency use.	All staff had whistles on their person.	AA		
Lifeguards Enforced rules and communicated professionally with the public	Multiple courteous interactions with guests were observed.	AA		
On deck supervisors have had some type of formal Lifeguard Management, Supervisor or other aquatic management training	Head Lifeguards or Lifeguard supervisors should take some sort of formal lifeguard management or aquatic operations training.	S		
Lifeguards were "rescue ready", straps on and leaning in when at seated stations or walking on deck.	The tube straps were on and the guards all had tubes across their waist or in their lap when seated. Good rescue readiness was observed.	AA		Section Overall
Zone coverage was maintained through out the rotation of Lifeguards. Rotating Lifeguards were watching the pool.	Good rotations were observed. The best part was that the manager or lead on duty was on the deck during rotation times. This is an excellent practice as they can watch everything during that rotation.	O		AA

### Lifeguard Practical Skills

Evaluation Categories	Comments	NI, S, AA, O	S I or I C
<b>Lifeguard # 1 Active Rescue</b>	Melissa Mejia		
Signals other guards and enters water safely	Signal when entering so other lifeguards know to watch your water. Good entry.	AA	Section Overall
Effectively handles victim and brings them to safety	Lock your arms before you swim in for a front drive. Remember to talk to the victim.	AA	AA
<b>Lifeguard # 2 Submersed Rescue</b>	Katie Nealis		
Spots victim, signals other Guards and enters safely	Good entry. Have the excess cord in your hand, not hanging when entering the water.	AA	Section Overall
Performs effective surface dive and retrieves victim off the bottom.	Good surface dive. Good hold on the victim. Grab the cord on the way up so you are ready to put the victim on the tube.	AA	Section Overall
Effectively places the victim on the rescue tube and moves to the wall.	Place the tube "centered" under the victims back. Great power back to the victim.	AA	AA
<b>Lifeguard # 3 Active Rescue</b>	Noel Moskowitz		
Signals other guards and enters water safely	Excellent signal and entry.	O	Section Overall
Effectively handles victim and brings them to safety	Excellent handling of the victim.	O	O
<b>Lifeguard # 4 Submersed Rescue</b>	Jackie Carlisle		
Spots victim, signals other Guards and enters safely	Great entry and approach.	O	Section Overall
Performs effective surface dive and retrieves victim off the bottom.	Good work underwater and getting to the victim.	O	Section Overall
Effectively places the victim on the rescue tube and moves to the wall.	Good tube work. Good placement on the tube and movement to the wall.	O	O

Mechanical Room				
Evaluation Categories	Comments	NI, S, AA, O	SI or IC	
Entrance to mechanical areas are well marked, easily accessible for staff and not accessible to patrons, Haz mat signs and precautions are appropriate, SDS on file or bound, evacuation plan is visible	The mechanical rooms are well marked. Chemical rooms have appropriate hazardous materials warning signs on the external doors. The doors are locked and the areas are not accessible to the public. Safety Data Sheets are present for chemicals on site. Did not see a posted evacuation plan for the mechanical room and facility.	AA		
Area is clean, not cluttered, chemicals and flammables are stored properly, equipment is stored correctly and in a proper location. Working surfaces are well maintained and free of clutter	This is a very clean and well maintained mechanical room. There is no clutter and chemicals and other materials are all stored appropriately in good locations. All working and walking surfaces are clean and not cluttered.	O		
Pipe contents, pipe valves, pressure and flow gauges, and water shut-off points are well marked, visible and easily accessible to ensure operational readiness in the event of an emergency	The pipes that move fluids in the mechanical system and move chemicals are all very well marked and indicate flow direction and pipe contents. Shut off vales are all accessible and easy get to.	O		
Daily pool log is kept and up to date, test times, chemical use, routine maintenance, special projects, regular inspections, equipment replacements are recorded	The daily pool log and controllers were inspected and found to be accurate and in working order. There is good documentation of chemical additions, routine maintenance and projects.	O		Section Overall
Slides, water features and other special aquatic amusements are in good condition and are properly maintained.	The mushroom feature in the tot pool is in good operational condition and well maintained.	AA		AA/O
Maintenance staff is properly trained and receives safety and compliance training, and is well supervised	There is a CPO on staff. Everyone that enters the mechanical room is advised on safety practices.	AA		
Ratings Key: NI = Needs Improvement, S = Satisfactory, AA = Above Average, O = Outstanding SI = Standard Issue, IC = Immediate Concern (noted whenever a "Needs Improvement" rating is issued in any area).				

Overall Comments:

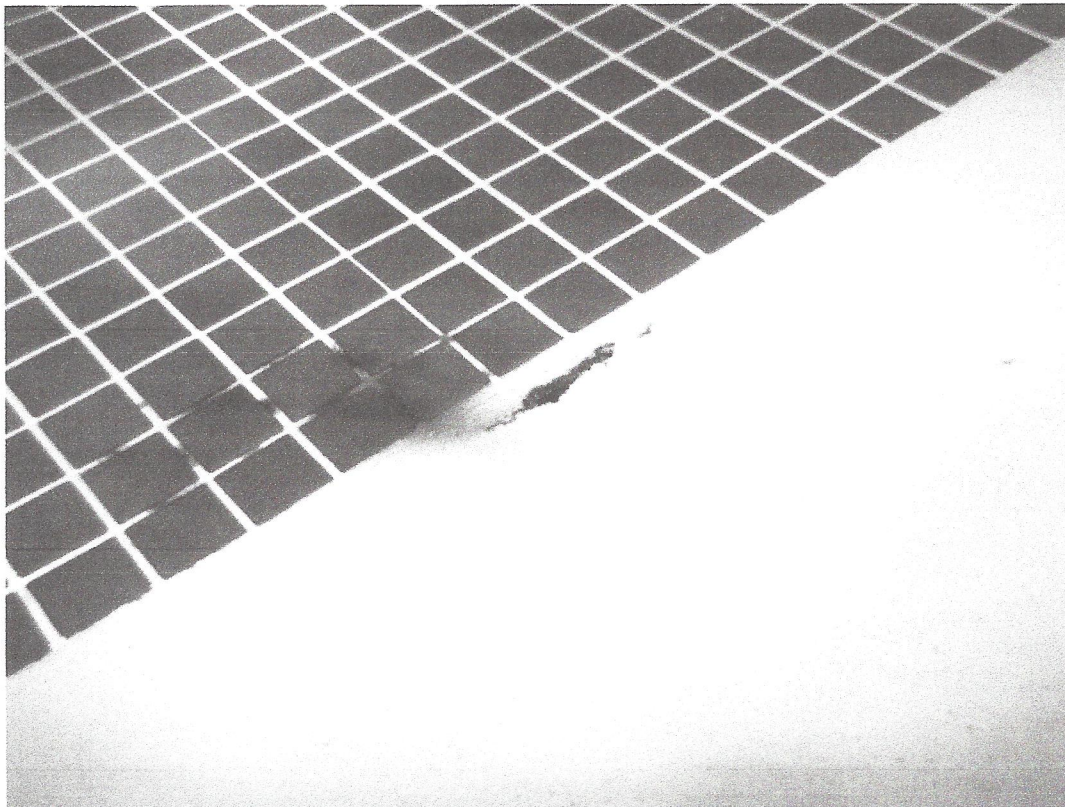
Menlo Swim and Sport is doing a very good job of providing an essential community service. The pool facility is well taken care of and well maintained. All users are afforded a good experience in a clean facility that provides a diversity of programs to meet many different interests. The program welcomes and accommodates novices and experts and has the staff expertise to ensure good experiences. The staff on duty were very professional and did a good job while watching the pools and on the skill tests. There is one rust spot on the bottom of the instructional pool that should be watched. This would appear to be rusting rebar of or some other metal that was just under the surface of the plaster. Photos of the area in question are attachment A. This was a good audit and Menlo Swim and Sport is doing a very good job of taking care of the community at the Burgess Pool.

Audit Overall

AA



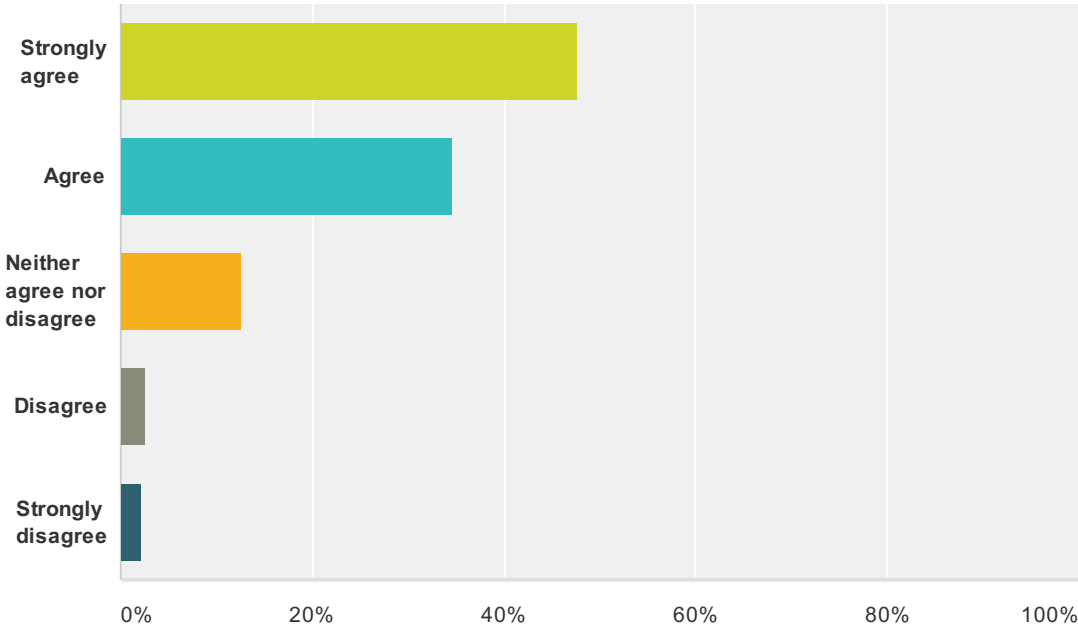
P1: Rust stain on the bottom of the instructional pool.



P2: Underwater photo of the rust spot showing something exposed on the bottom. There is more rust on the above photo as this underwater shot was taken last spring.

**Q4 As a direct result of participating at the pool, I (or my child) have improved upon or developed a new skill.**

Answered: 354 Skipped: 0

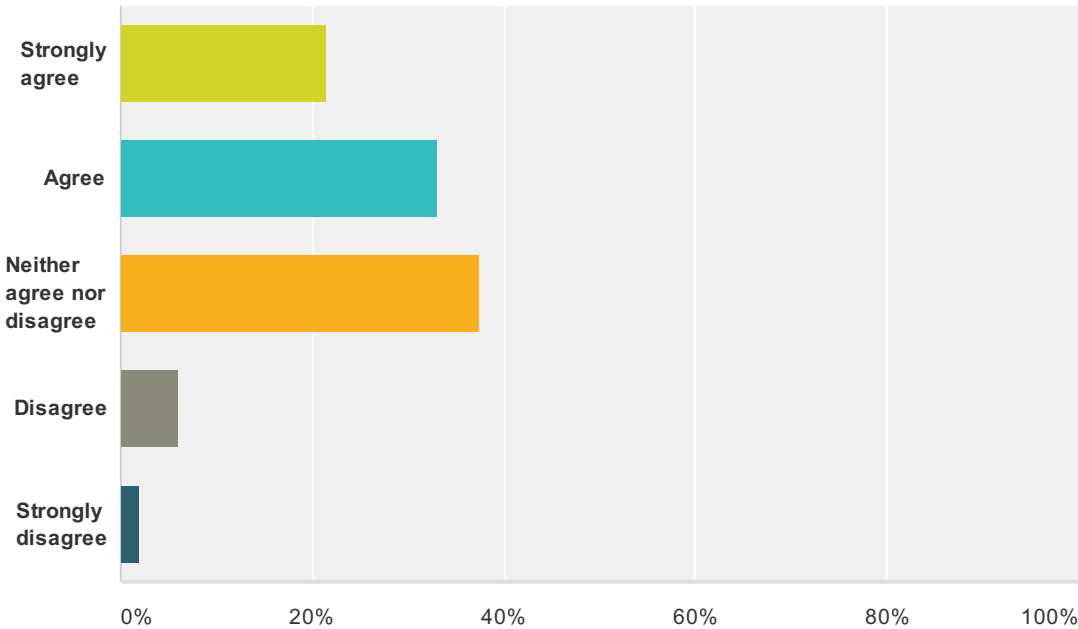


Answer Choices	Responses
Strongly agree	47.74% 169
Agree	34.75% 123
Neither agree nor disagree	12.71% 45
Disagree	2.54% 9
Strongly disagree	2.26% 8
<b>Total</b>	<b>354</b>



**Q5 As a direct result of participating at the pool, I (or my child) feel closer to my community.**

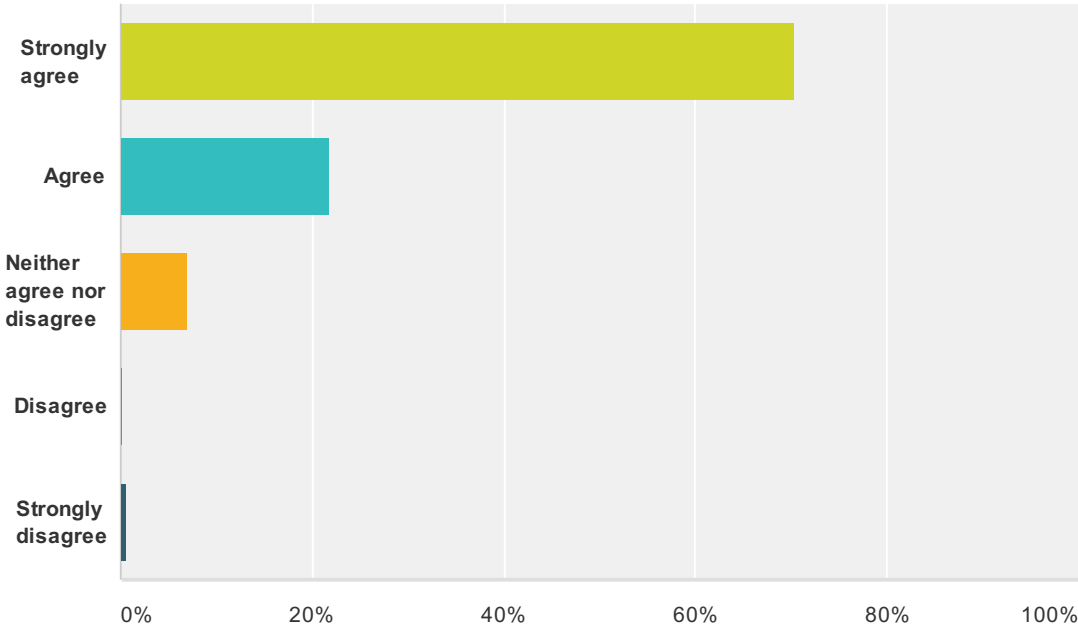
Answered: 354 Skipped: 0



Answer Choices	Responses
Strongly agree	21.47% 76
Agree	33.05% 117
Neither agree nor disagree	37.57% 133
Disagree	5.93% 21
Strongly disagree	1.98% 7
<b>Total</b>	<b>354</b>

**Q6 My (or my child's) participation in aquatics programs supports a healthy lifestyle.**

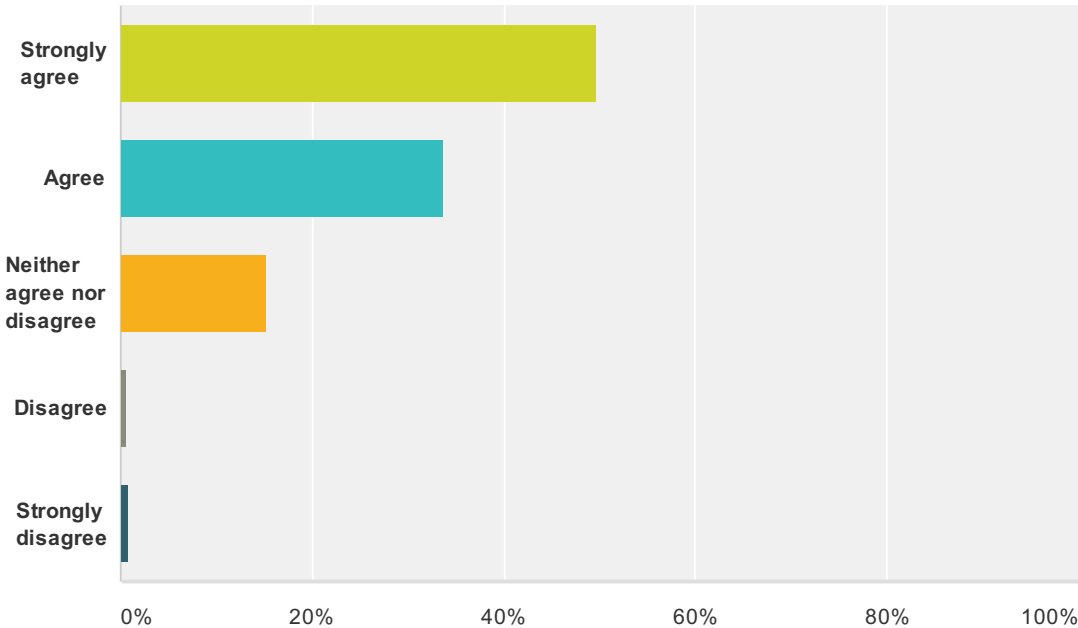
Answered: 354 Skipped: 0



Answer Choices	Responses
Strongly agree	70.34% 249
Agree	21.75% 77
Neither agree nor disagree	7.06% 25
Disagree	0.28% 1
Strongly disagree	0.56% 2
<b>Total</b>	<b>354</b>

**Q7 My participation (or my child’s participation) in aquatics programs contributes to my (child’s) individual growth and development.**

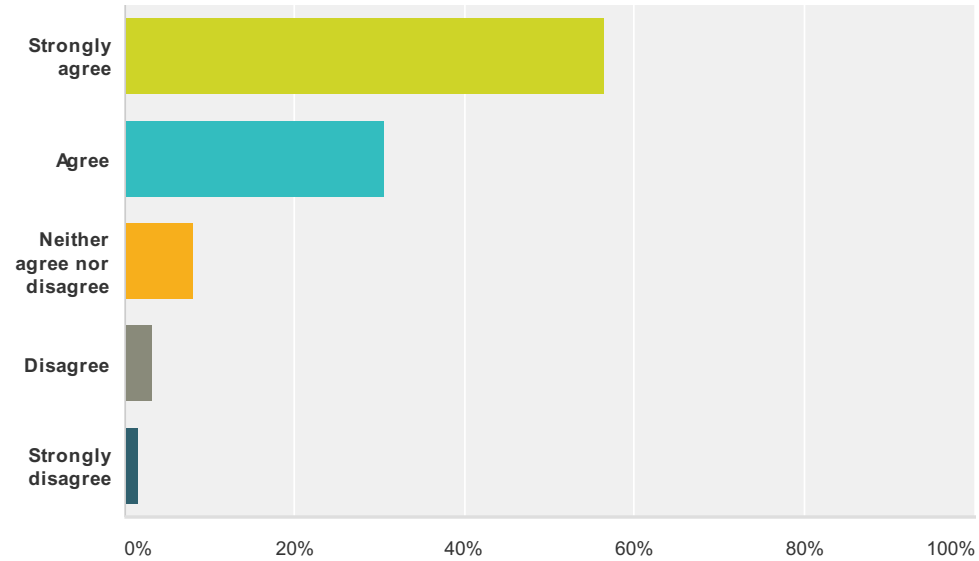
Answered: 354 Skipped: 0



Answer Choices	Responses	Count
Strongly agree	49.72%	176
Agree	33.62%	119
Neither agree nor disagree	15.25%	54
Disagree	0.56%	2
Strongly disagree	0.85%	3
<b>Total</b>		<b>354</b>

**Q3 As a direct result of participating at Burgess Pool, I have improved upon or developed a new skill.**

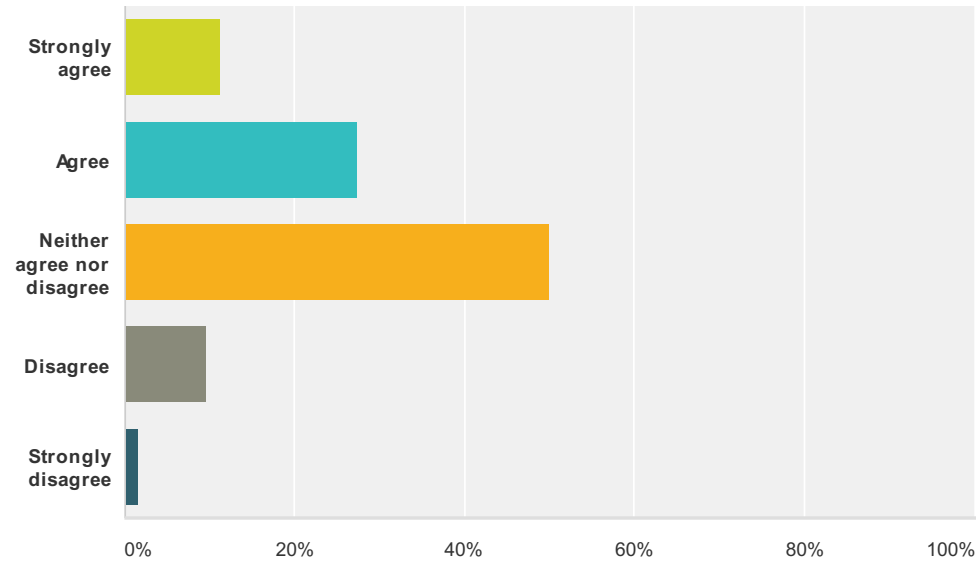
Answered: 62 Skipped: 0



Answer Choices	Responses
<b>Strongly agree</b>	56.45% 35
<b>Agree</b>	30.65% 19
<b>Neither agree nor disagree</b>	8.06% 5
<b>Disagree</b>	3.23% 2
<b>Strongly disagree</b>	1.61% 1
<b>Total</b>	62

**Q4 As a direct result of participating at Burgess Pool, I feel closer to my community.**

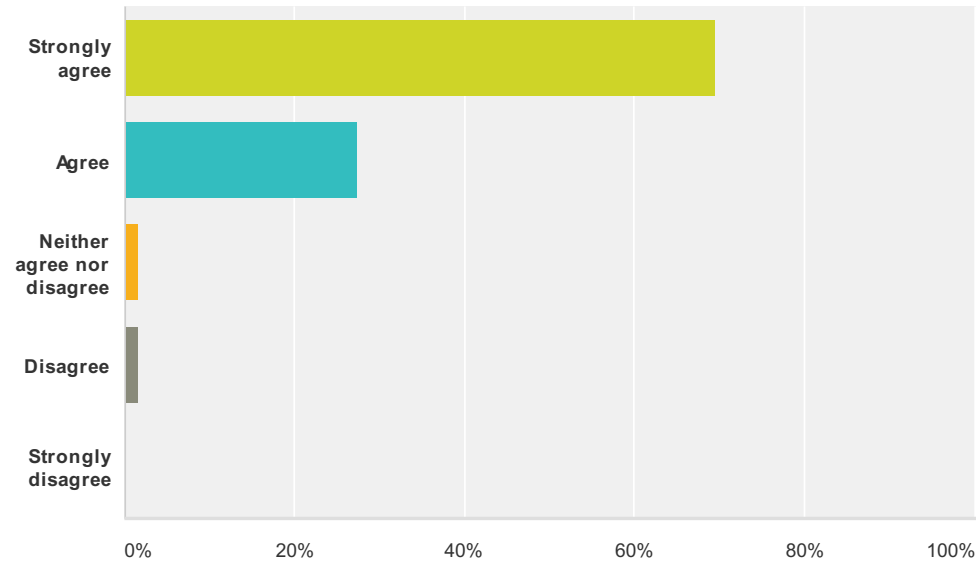
Answered: 62 Skipped: 0



Answer Choices	Responses
<b>Strongly agree</b>	11.29% 7
<b>Agree</b>	27.42% 17
<b>Neither agree nor disagree</b>	50% 31
<b>Disagree</b>	9.68% 6
<b>Strongly disagree</b>	1.61% 1
<b>Total</b>	62

**Q5 My participation in aquatics programs supports a healthy lifestyle.**

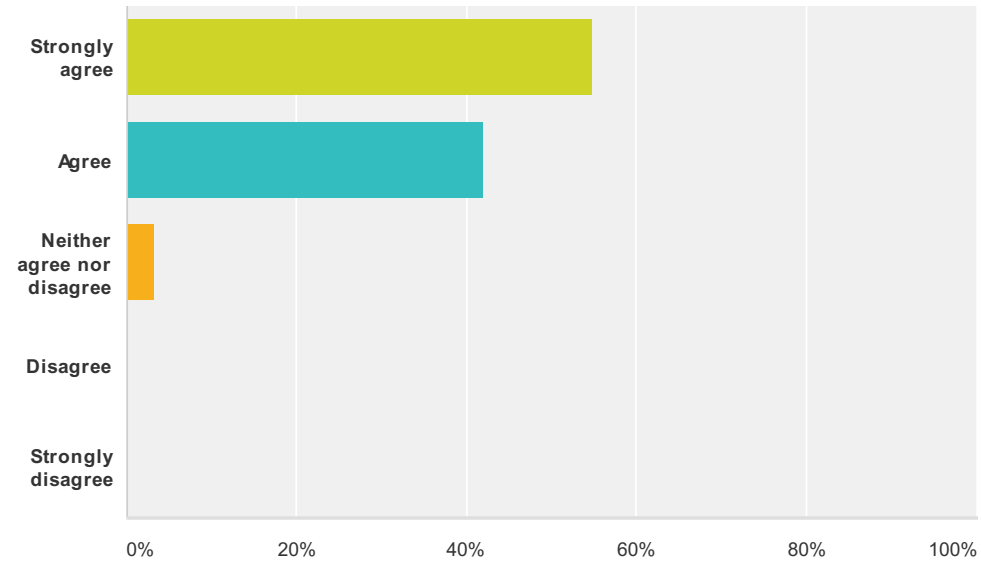
Answered: 62 Skipped: 0



Answer Choices	Responses	
<b>Strongly agree</b>	<b>69.35%</b>	<b>43</b>
<b>Agree</b>	<b>27.42%</b>	<b>17</b>
<b>Neither agree nor disagree</b>	<b>1.61%</b>	<b>1</b>
<b>Disagree</b>	<b>1.61%</b>	<b>1</b>
<b>Strongly disagree</b>	<b>0%</b>	<b>0</b>
<b>Total</b>		<b>62</b>

**Q6 My participation in aquatics programs contributes to my individual growth and development.**

Answered: 62 Skipped: 0



Answer Choices	Responses
<b>Strongly agree</b>	<b>54.84%</b> 34
<b>Agree</b>	<b>41.94%</b> 26
<b>Neither agree nor disagree</b>	<b>3.23%</b> 2
<b>Disagree</b>	<b>0%</b> 0
<b>Strongly disagree</b>	<b>0%</b> 0
<b>Total</b>	<b>62</b>