

2017 Pool Manager's Report – Hawthorne Memorial Pool

Overall the 2017 Hawthorne Memorial Pool season was a success. We had a successful Memorial Day opening. We ran the facility regularly throughout the season up until Labor Day. We saw pretty consistent usage of the pool by both members and guests and day passes. We did have several days that we closed for inclement weather. The maximum people per 1 day were 439 throughout day.

MEMBERSHIP AND PASSES

Type	May June Sold	July sold	August Sold	total sold	
Family	147	39	0	186	Family Total
Family after 7/31	0	0	12	12	198
Family with add child	2	0	0	2	Add Child total
family with add child after 7/31	0	0	0	0	2
Adult	221	59	0	280	Total adult
adult after 7/31	0	0	25	25	305
Youth	71	18	0	89	Youth total
youth after 7/31	0	0	1	1	90
Child	117	77	0	194	Child Total
child after 7/31	0	0	13	13	207
Caregiver	7	4	0	11	Caregiver total
caregiver after 7/31	0	0	2	2	13
Senior	93	67	8	168	
Swim lesson	24	25	0	49	
Aquacise	20	59	32	111	
Firefighter	8	3	0	11	
Firefighter family	5	2	0	7	
Day pass	43	302	95	440	
Day pass after 5	13	59	14	86	
Day pass weekend	70	166	85	321	
day pass after 5 weekend	0	12	10	22	
Guest pass	43	83	26	152	
Guest pass after 5	1	15	4	20	
Guest pass weekend	0	70	38	108	
Guest pass after 5 weekend	0	14	2	16	
10 day passes	1	3	2	6	

OPERATIONS

Events

- Eight Grade Pool party on June 12th 2017 attended by approximately 150 students. There were parent chaperones, and teacher chaperones. Consider possible change in time in future years to ensure staff availability. Tube Night
- Tube Night was not well advertised and had a poor turnout. This also is not ideally a safe event, because Tubes inhibit the lifeguard's vision and can prohibit them from effectively monitoring the water.
- The boy scouts: reviewing water safety and demonstrating swimming strokes to earn a merit badge.
- Annual Swim Meet. Consider improved advertisement and possible coordination with National Night Out to improve participation.

The Library Cart

- This was a welcomed addition to the pool. Addition of a story time to entice young groups and families may go over well, and could include guest readers such as the Mayor. It would be a good public relations gesture to get younger families involved.

Swim Lessons

- Our swim lesson program was successful. Advertise these with our membership, and maybe figure a way for a resident of the town to pay an extra fee to sign up for lessons rather than join, if that does not suit their means. Hire more competent staff that has backgrounds ability, means, and willingness to teach these lessons.

Aquacise

- The aquacise classes were held on Monday and Thursday mornings. Winnie Kelly did an amazing job with the classes. Everyone that attended the classes was extremely pleased.

Incidents

- Incidents were kept to a minimum. We had two instances where the police and ems were notified.

Chemicals

- Chemicals at the facility were well maintained. The pool did not lose as much water as first perceived due to appropriate setting of valves for water flow. Though I believe there is still adequate loss in the surge tank, and from the filters themselves. Less water loss and careful use of chemicals resulted in significant savings I expenditures on chemicals, all while maintaining required water quality.

Complaints

- Recommend purchasing and selling reusable swim diapers as well as continuing the practice of keeping disposables available as needed.
- Fecal Incidents in the main pool were an issue this season. We had three separate occasions that someone whether it was intentional coincidence or all one individual shut us down by having a bowel movement in the deep end of our pool. After the borough released a statement and we handed out flyers addressing this, the incidents ceased.
- Puddle Jumpers water wings, and Personal Flotation devices are a safety issue.
- Face Masks are prohibited at our pool.
- An orientation needs to be held with Boys & Girls Club staff to explain to the appropriate supervision and actions taken by them are needed. They may want to look at including mandatory sign up for swim lessons, and have a separate session run during camp time as other day camps do.

RECOMMENDATIONS

Staffing

- Improve recruitment practices to ensure adequate staffing.

Deck umbrellas

- Replace and supplement umbrellas, perhaps including stationary overhang umbrellas for the area down by the deep end or by the picnic side of the pool.
- Other suggestions: to possibly look at utilizing the lower field area for a play structure, horseshoe pit, and or bocce ball court/ shuffleboard court.

Membership signups

- The computer system that the township has been using is antiquated and dysfunctional. It had several instances during the summer where it crashed and was unusable and led to many confounding hours trying to get it operational. It has been recommended that for next summer we may want to look into a system where the badges can be scanned in.
- Eliminate mailed in membership signups which leads to miscommunication.

Facility

- Slide: consider moving, and creating safe area, and improving water delivery system
- Repair Diving Board and affix diving board rules and regulations.
- Drains are Virginia Graham Baker compliant until 2019, but will need replacement drain covers for 2019. The main pool gutter drains need to be addressed.
- Address flecking and chipping paint in the pool throughout the entirety of the pool.
- Paint chlorine storage tank a darker color, so that the level is visible from the outside more prominently and discourage loss of chemical efficacy due to penetration by sunlight.
- Eyelets and ropes are needed for the deep end where the red painted lines are located.

- The fences could use some wire tires to secure them in some places, as well as a coat of paint to cover up all the flaking and peeling paint on them. T
- Consider splash pad and/or water features in the kiddy pool area
- Bathrooms and showers need attention.
- The Pump Room is in need of some work. Many of the valves and pipes are corroded; locks are in need of lubricating. Filter tanks need replacement to prevent leaks, improve water clarity, and prevent possible failure.

ANNUAL SURVEY OF PATRONS

The results of the 12 surveys that were submitted were as follows.

End of the 2017 Season Survey	<u>Agree</u>	<u>Indifferent</u>	<u>Disagree</u>	
1) The pool deck is generally clean.	83%	8%	8%	
2. The pool bathrooms are generally kept clean	75%	8%	16%	8%
3. The pool itself is generally clean	67%	25%	8%	
4. Membership prices are reasonable and affordable	50%	42%	8%	
5. The lifeguard staff is experienced and well trained	83%	8%	8%	
6. The lifeguard staff is courteous and helpful	83%	8%	8%	
7. The office staff is well trained	75%	8%	8%	
8. The office staff is courteous and helpful	92%	0%	8%	
9. The rules of the pool are followed and enforced by pool management and staff.	58%	33%	8%	
10. The pool managers are courteous and helpful	50%	25%	25%	
11. I generally have a pleasant and fun time when I come to the pool	58%	42%	8%	
12. I enjoy the snacks and drinks available for purchase at the pool	50%	33%	8%	8%
13. I enjoyed listening to music over the loud speaker during the day	33%	33%	33%	
14. I'd like to see an expansion of activities such as Tube Nights	67%	33%	0%	
15. I think that the policies on diapers are adequate	42%	25%	33%	
16. I think that if a member brings a guest(s) it should be made more affordable	50%	33%	16%	
17. The swimming lessons offered are convenient, affordable and effective.	42%	42%	8%	8%
18. I appreciate the availability of books provided by the library.	42%	33%	25%	

19. I feel the pool hours adequate and accommodating.	50%	33%	16%	
20. Pool information is readily accessible to me via email or nixle	58%	25%	16%	

Other Comments from surveys:

1. less benches, and add lounge chairs
2. clean the pathway of goose droppings
3. adult swims during the day or singles night
4. Membership should be extended to non residents
5. Seniors should pay
6. Working families may be financially stressed
7. Need larger and more signage for rules and regulations so every guest can see
8. The music should be less sad and boring and more current and upbeat, also the staff should be nicer
9. Aids from boys and girls club should not be on their phones, they should be supervising their kids

Positive comments from surveys:

1. Think manager did a very good job, pool was better than it has been in years
2. Robert Berger should be commended on his great rules operating the pool

Areas of concern from surveys:

1. Fecal incidents
2. the manager
3. the pool needs to be open later hours
4. rope in the deep end needs to go
5. the manager micromanages the staff and patrons
6. making sure all children have the appropriate diapers on
7. Larger signs should be posted referring the pool patrons to only eat in designated eating area only.

- Robert Berger, Pool Manager