

To: Eric Maurer,  
Borough Administrator

## End of the Season: 2015 Pool Summary

Below is the end of the season survey for the 2015 season.

End of the 2015 Season Survey	<u>Agree</u>	<u>Indifferent</u>	<u>Disagree</u>
1. The pool deck is generally clean.	89%	6%	5%
2. The pool bathrooms are generally kept clean	91%	5%	4%
3. The pool itself is generally clean	95%	1%	4%
4. Membership prices are reasonable and affordable	70%	5%	25%
5. The lifeguard staff is experienced and well trained	89%	8%	3%
6. The lifeguard staff is courteous and helpful	95%	0%	5%
7. The office staff is well trained	85%	5%	10%
8. The office staff is courteous and helpful	91%	4%	5%
9. The rules of the pool are followed and enforced by pool management and staff.	86%	5%	9%
10. The pool managers are courteous and helpful	98%	1%	1%
11. I generally have a pleasant and fun time when I come to the pool	98%	0%	2%
12. I enjoy the snacks and drinks available for purchase at the pool	98%	2%	0%
13. I enjoyed listening to music over the loud speaker during the day	82%	10%	8%
14. I'd like to see an expansion of activities such as Tube Nights	90%	5%	5%
15. I think that the policies on diapers are adequate	89%	1%	10%
16. I think that if a member brings a guest(s) it should be made more affordable	90%	4%	6%
17. The swimming lessons offered are convenient, affordable and effective.	93%	6%	1%

Open ended comments consisted of the following:

- “The Pool is kept in excellent condition”
- “Staff is friendly and courteous”
- “The pool is a real asset to Hawthorne”
- “Thank you for another great season!”
- “Weekends starting Memorial Day is a real plus. This should start on Saturday before”
- “Very happy there is a snack place available to us! Very good and affordable”
- “Children should not hang around ladders”
- “There should be no ball playing in the baby pool”
- “The pool should let people play with balls in it”
- “More activities through out the summer to give the kids more to do. The pool should allow people to play with balls”
- “The pool is awesome and I enjoy it every time I come”
- “I think the tube nights should be an all day event, not just at night”
- “Sometimes the music can be loud”
- “The cost of \$20 per guest is to high”
- “Grandparents who bring kids to the pool ant afford \$20 per child. Adults and children should be charged differently. If a family has a house guest \$20 is to high. Other towns had books of guest passes to buy at a reduced price. Hawthorne homeowners pay high taxes to be charges \$20.”
- “Generally the pool is enjoyable, clean, and pleasant”
- “We had a wonderful and safe experience at the pool this summer. The staff were attentive and courteous at all times and treated all age groups with quiet dignity and good manners. Thank you all for a very enjoyable summer. Hopefully we will see you next year.”
- “Think about a bubble cover for all year swimming. This could be done via a foundation such as was used in funding the children’s wing of the library. There would be a potential to make this an area swim mecca and put Hawthorne on the map. Corporate sponsorships could be a part of the plan.”
- “Add lights for later nights so people can enjoy the pool after work.”
- “The town has chosen a really terrible location for the band shell. The money could have gone into pool improvements.”
- “Its very disappointing to see the town spending money on a band shell. It seems like a waste of money. I think they should better prioritize what this town needs like pool improvements/updates. The pool is great, always clean and a very helpful staff.”
- “I would like to have the music at the pool a little louder, you cant even hear it throughout the facility.
- “Open Sunday at noon. This will save money, People should be in church.”
- “The pool should not close earlier in late season.”
- “The new diving board is terrible, even with two fixes it is still to slippery and lacks good traction for a good dive approach.”
- “Because of out of town families: Grandparents, non-custodial children, friends, etc., Hawthorne members should be able to sponsor at least two non-resident members (perhaps at a higher charge the for residents) We should make arrangements with Glen Rock for September at their pool.”

Throughout this season of summer 2015 we had an excellent response as to the running of the pool. Any issues that occurred were handled in a timely fashion and resolved in their entirety. Some of the most common issues of the season included, but are not limited to: the volume of the music, and the prices of the guest passes. Additionally, some of the less common complaints consisted of: the cleanliness of the bathrooms and lifeguards fully enforcing rules. Each issue was addressed and the proper changes were made in order to solve all problems. The solutions that were put in place consisted of the following.

A big issue of this season was the volume of the music. We always controlled the music by a method that has been in place for years, when standing on the deck at the deep end of the pool, the music should be just slightly audible, even if not intelligible. When we received complaints we would conduct a walk around, including inside and outside of the facility. Additionally, the volume would be adjusted even if all walk around tests were accurate. The pricing of the guest passes made for many complaints throughout the season. Unfortunately, since the price was not going to change we just continued to advertise the prices the best we could that way there wouldn't be any unwanted surprises when someone was at the register.

We continued to work our shifts as we have in the past. A morning shift consisting of two guards Monday through Friday to help the manager open the facility as well as guard adult swim and aquacise, as well as teach swim lessons when they were in session. In addition, a lifeguard staff of six people would come in at 11:30 and remain until the closure of that day. As well, we continued to have two office workers at the front gate and one office worker at the badge window. Using this two to one ratio allowed us to assist as many patrons as possible in a timely fashion. There were some inconsistencies in the checking of the badges throughout the beginning of the season, however they were corrected by holding a meeting with the office staff and discussing the importance of always being in the window. I suggest that the pool invest in a scanner system for members to check in with. It would solve many of the problems that would arise.

Our staff, in its entirety deserves a big congratulations for the success of this summer 2015. In total we had 4 actively drowning victims saved from the water with no calls necessary for an ambulance. We did however, have one victim suffer from heat stroke that did require medical attention. Our staff handled this situation quickly by taking the appropriate actions to help this individual. In addition, throughout this season we did not have to close down the facility for a full day. There were only four days in which due to inclement weather we closed down for no more than two hours. However, the pool experienced a pipe burst which called for DPW attention, but the facility was never closed due to the repairs. Fortunately, the pool also never closed due to a fecal matter related incident.

Under the New Jersey Sanitary Code (Chapter IX: Public Recreational Bathing) specifically section 8:26-7.2, our Main and Kiddie pools were required to have microbial analyses conducted on a weekly basis during the open season. These microbial tests performed each week by Garden State Labs, and measures of the amount of coliform (bacteria) densities are in the water. If at any time the samples of water were not meeting the standards of Garden State Labs the problem was quickly remedied to ensure that our samples for both the

Main and Kiddie pools would be in compliance with the State codes so the both pools could remain open for the entire summer.

Unfortunately, the Lincoln Middle School eighth grade class did not get to celebrate their annual Pool Party at the Hawthorne Pool this season. Due to the risk of inclement weather both teachers and pool staff agreed that it was not worth the risk. In July the Lions Club held their annual swim meet at the pool which as usual, was a great success! Thank you again to the Borough Administrator, Mayor, members of the Council, and of course the Lions Club, who were present for an exciting competition between our local swimmers. The swimmers' names who won medals in the swim meet were emailed over to the Hawthorne Press so they could be used in their article. We are looking forward to this meet again next year as parents and children both clearly enjoyed the competition.

As in previous summers we continue to have a strong relationship with the Hawthorne Boys and Girls Club as they utilize the pool during the week for swimming. The boys and girls club were extremely cooperative this year. Whenever we asked members of the staff to help us with an issue involving some of their kids they went above and beyond to ensure all of the rules were being followed. This past season we had two sessions of swimming lessons and two sessions of aquacise. The first two swimming lessons were a huge success as we did not have to cancel any lessons due to weather and parents were extremely happy with the progress of their children. We did try to include a third session of lessons but were unable due to the lack of staff availability. The aquacise classes were held as usual, on Monday and Wednesday mornings. Winnifred A. Kelly as always, did an amazing job handling the classes. Everyone that attended the classes wer extremely pleased. Flo's Market was also a huge success again this season. They continued to work out of their permanent snack stand which definitely pleased the members. Their variety of food, snacks, and drinks were a great addition to the pool. Members have expressed their positivity and enjoyment over Flo's on numerous occasions.

Finally, this year we used paper wrist bands for guest members. They worked out well, however we did have a few issues with them ripping or falling off more easily. I would suggest switching over to plastic, I know that they have been used in the past and have had less issues. We also introduced a two register technique for the office staff this season which caused some confusion in the beginning of the season but eventually worked as the summer went on. Overall summer of 2015 was a successful season. And I would like to thank the staff and the administration for all of their help!

Respectfully Submitted,

Amanda Garrison  
2015 Pool Manager