

Frequently Asked Questions related to the 2008 Pool Survey

Q. What was the proposal to heat the pool?

A. The proposal was to have a traditional gas heater that would result in a 4-6 degree temperature change up to 80 degrees.

Q. How much would fees have increased if the proposal would have passed?

A. If the proposal would have passed fees would have increased \$35 on average per family membership, \$5 per swim lesson and \$20 per swim team member. These costs would generate the revenue to cover the additional operation cost related to chemical treatment, the utilities, and maintenance as well as to pay back the initial investment in the needed equipment of the next four years. These cost increases relied on maintaining current membership numbers.

Q. What were the results of the heating proposal?

A. Results from the survey indicated that 60+/-% supported and 40+/-% did not support this proposal. We did not feel that there was the necessary support for this particular proposal based on the results. Results indicated:

- There is not enough need throughout the summer to justify the increased expenses.
- There was more interest in seeing other improvements first (priorities for other maintenance issues) instead of heating.
- There is interest in a more eco friendly system.
- There was a concern for increased utilities.

In the future we will see if there is greater support for a heated pool and possibly with a more eco-friendly option.

Q. What were the other results (not related to the heating of the pool)?

A. The top 3 member comments from the survey are listed below and the goals to work toward improving them:

Member Comments	Goals & Action Plan
Having a faster, reliable computer check in system	We are upgrading the internet connection to the pool so it will be faster.
Offering healthy options in the snack bar	We are exploring healthier options to add to the menu. We are also changing awareness and promotion of healthier menu choices.
Having a constant, warm temperature of the showers	We are having a plumber look at it and work towards correcting it. In fact, we have already had a plumber look at it and we are awaiting his quote.

The top 3 highest rated areas of the survey were amenities (basketball court, diving board, and playground slide), swim team and friendliness of staff.

Q. When did the survey take place?

A. Aug 1 – Aug 22.

Q. How was the survey distributed?

A. The survey was mailed to all pool member households, available online on the City's website and hard copies were available at the pool. The survey was also promoted to all residents and businesses in the August bulletin.