



COMMUNITY SERVICES DEPARTMENT

City Council Meeting Date: September 26, 2006
Staff Report #: 06-174
Agenda Item #: F-1

REGULAR BUSINESS: Update on the Operation and Maintenance of the Burgess Aquatics Center for Summer 2006.

This item does not require City Council action. The purpose of this report is to inform Council about the summer 2006 operation of the new Burgess Aquatics Center under an agreement with Team Sheeper.

BACKGROUND

At the January 31, 2006 meeting, City Council directed staff to enter into discussions with Tim Sheeper to provide aquatics services at the Burgess Aquatics Center. On February 28, 2006, City Council agreed to enter into a lease agreement with Tim Sheeper, (now doing business as Menlo Swim and Sport) for full operation of the Burgess Pools. The term of the lease is for five years. The agreement calls for Tim Sheeper to conduct instructional classes and programs, open drop-in lap swim and recreational swimming activities for the community. All operating costs, including utilities, maintenance, repair, janitorial and personnel are to be paid by Sheeper. Some services, such as pool maintenance, are to be conducted by City staff to ensure that maintenance is performed at City standards with the costs to be fully reimbursed.

Team Sheeper is to provide the community access to swimming programs, such as year round lap swimming, seasonal open recreational swims and instructional programs for all ages and abilities. The fees for such programs are required to be comparable to rates charged in surrounding communities. Also included in the agreement are reduced rates for summer camp and child care enrollees.

A termination clause is included whereby the City retains the right to terminate the lease for a breach of the terms of the agreement. The City may also present written notice to Team Sheeper if community needs are not being met. If the City is not satisfied with the services being provided, a meet and confer will be conducted and if the matter is not resolved within 90 days, the City may terminate the lease.

The Burgess Aquatics Center officially re-opened on May 20, 2006.

ANALYSIS

Operations

Menlo Swim and Sport offered the following aquatics programs and activities during the summer 2006 season: Swim lessons, Lap swim, Masters Swimming, Open (Rec) Swim, Mavericks Youth Swim Team, Water Polo, Aqua-Fit, Kids Triathlon Camp, Summer Family Swim Passes, and Family Swim, Pizza, and Movie nights.

For the fourteen week summer program from Memorial Day through Labor Day weekend, Menlo Swim and Sport provided 3,454 hours of operation. The performance pool was open an average of 96 hours per week, the instructional pool was open 88 hours each week, and the baby splash pool was open approximately 63 hours per week for 247 hours of "water-time" each week.

Menlo Swim and Sport employed 64 staff and served 40,255 aquatics participants. An average of 715 students received swimming lessons each week, 570 swimmers participated in lap swimming, 550 people joined in the masters swimming and an average of 930 people participated in open "rec" swims each week.

According to customer satisfaction surveys distributed by Menlo Swim and Sport, 88% of the participants feel that the programs offered met their expectations, 71% of the participants felt that the pricing structure and program quality was competitive with comparable programs elsewhere, and 87% felt the hours of operation met their needs. Overall, 93% felt that their experience at the pool was enjoyable.

Attached to this report (Attachment A) is a copy of a status report prepared by Menlo Swim and Sport. This report provides additional detail.

Maintenance

The City's maintenance service to Menlo Swim and Sport consists of janitorial, landscaping and pool maintenance services. City of Menlo Park staff provided seventeen days of janitorial service to the Burgess Pool locker rooms and office area within the past three months. At the request of Tim Sheeper, some of the locker room and office cleaning is being done by Menlo Swim and Sport staff. Also, City employees provided landscaping services to the Burgess Pool complex; however, as stipulated in the lease agreement, there will be no charge for landscaping services until May 2008.

Burgess Pool maintenance staff spent 51 days maintaining the pool from the grand opening in May until the end of July. The maintenance schedule includes visually checking all the Burgess Pool complex equipment, pumps, valves, filters and machinery daily to ensure that they are working properly and eliminate down

time or the closing of the Burgess pool operations, and to maintain a daily maintenance log at the Burgess Pool.

Staff reviewed the Burgess Pool maintenance logbooks and compiled a spreadsheet of pool closures. The pool was closed for a total of 13.07 hours, due to fecal accidents, chemical imbalances, vomit accidents, and the emergency stop button being pushed.

Engineering Department Report

Since the opening of the pool, there were two public incidents that necessitated closure of the wading pool. On June 16, 2006, an incident occurred at the wading pool when the emergency stop was activated. A strong transient "chemical" smell was reported when the pool was restarted. It was reported that a child had vomited and appeared ill. City staff performed an extensive evaluation of the pool. Visual observation showed the pool and all mechanical systems were operating properly. On June 22, 2006 the pool designer and contractor recreated the shutdown of the system. All mechanical functions were inspected and had shut down properly. As an added safety measure, a modified procedure for restarting the wading pool was implemented, which included clearing patrons from the wading pool area prior to restart.

On July 18, 2006, the wading pool circulation pumps were shut down to perform routine maintenance. When the pumps were restarted, there was again a strong transient chemical smell that was detected by pool staff. The pool was not open to the public at the time. On July 24, 2006, at the request of City staff, the pool designer and the contractor performed a follow-up test to the system. All mechanical functions were inspected and had shut down properly. Through visual examination, though, chemicals appeared to be siphoning into the pool water circulation lines. Additional procedural measures were implemented that included closing all chemical valves during any pool shutdown. There have been no further reports of chemical smell during pool restarts. Staff and the consultants are currently re-examining the system and will seek to implement additional mechanical safeguards that will prevent any future occurrence.

Finance Department Report

Finance staff has established expense tracking procedures to insure that all items specified in the lease agreement are invoiced on a monthly basis. Invoiced items include gas and electric utilities, pool chemicals, the labor associated with chemical application, and telephone and internet connections. Over \$40,000 in billable expenses have been invoiced for operations through the month of July. These amounts are due 10 days from the invoice date and there are no outstanding invoices at this time.

Parks and Recreation Commission

Staff shared the summer 2006 Burgess Pool information provided by Menlo Swim and Sport with the Parks and Recreation Commission at its September 20,

2006 meeting. Tim Sheeper was available to answer some questions (simple queries about times of lap swim, negotiations with SOLO Swim Club, etc.). The Commission did not make any recommendation or take any action.

Michael Taylor,
Acting Community Services Director

Aaron Johnson,
Senior Recreation Supervisor

PUBLIC NOTICE: Public Notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting.

ATTACHMENTS: A – Copy of Menlo Swim and Sport Status Report

Menlo Swim and Sport
End of Summer-September 2006
Status Report

Vision 1. Programs 2. Place 3. Performance

Goals-Focus on providing the best aquatic programming possible

Objectives:

1. Offer diversity in programming to appeal to all market segments
2. Offer quality programming serving all age groups
3. Clean and safe place for families to visit and recreate
4. Warm and welcoming environment
5. Reach out to community for suggestions for improvement

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1. Hours of Pool Operation

From Memorial Day Weekend (5/27/06) through Labor Day Weekend (9/4/06)

Performance Pool

M, T, TH, F	5:45am to 8:00pm-	14.25 hours/day
Wed	5:45am-9:30pm-	15.75 hours/day
Sat	6:00am-6:00pm-	12 hours/day
Sun	7:00am-6:00pm-	11 hours/day
Total Hours/Week		95.75 hours/week

Instructional Pool

M-F	6:00am-8:00pm-	14.0 hours/day
Sat and Sun-	9:00am-6:00pm-	9.0 hours/day
Total Hours/Week		88 hours/week

Baby Pool

M-Sun	11:00am-8:00pm	9.0 hours/day
Total Hours/Week		63 hours/week

Weekly Grand Total:	246.75 pool hours/week
Weeks of Summer Operation	14 Weeks
Total Summer Hours	3,454.5 Hours of Summer

2. Summer Programming Hours

Open Swim

- | | |
|-------------------------------|---------------------------------|
| a. days of operation | 7 days/week |
| b. hours of weekday operation | 8 hours/day |
| c. hours of weekend operation | 5 hours/day |
| d. total hours per week | 50 hours/week |
| e. number of pools used | 3 |
| f. camps accommodated | 4 (MCC, Nativity, YMCA, Eppies) |

Lap Swim

- | | |
|-------------------------------|---------------|
| a. days of operation | 7 days/week |
| b. hours of weekday operation | 14 hours/day |
| c. hours of weekend operation | 8 hours/day |
| d. total hours per week | 86 hours/week |
| e. number of pools used | 2 |

Swim lessons

- | | |
|-------------------------------|-------------|
| a. days of operation | 7 days/week |
| b. hours of weekday operation | 8 hours/day |
| c. hours of weekend operation | 4 hours/day |
| d. number of pools used | 1 |

Masters

- | | |
|--------------------------------|---------------|
| a. days of operation | 7 days/week |
| b. hours of operation per week | 21 hours/week |
| c. number of pool used | 1 |

Mavericks

- | | |
|-------------------------|---------------|
| a. days of operation | 5 days week |
| b. hours of operation | 2.5 hours/day |
| c. length of operation | 7 weeks |
| c. number of pools used | 2 |

Aquafit

- | | |
|-------------------------------|-------------|
| a. days of operation | 6 |
| b. hours of weekday operation | 2 hours/day |
| c. hours of weekend operation | 1 hour/day |

Mens and Womens Water Polo

- | | |
|-------------------------------|-------------|
| a. days of operation per week | 3 days/week |
| b. hours of weekday operation | 3 hours |
| c. hours of weekend operation | 2 hour |

Adult Triathlon

a. days of operation per week	7 days/week
b. days of operation on site	4 days/week
c. days of operation off-site	3 days/week

Kids Triathlon Camp

a. days of operation per week	5 days/week
b. weeks of operation	2 weeks
c. hours of operation per day	5 hours/day

3. Special Programming and Partners this past Summer

Fire Department Training	4 training days
Eppies Pre School	Open swimming
Nativity School Summer Camp	Open swimming
Menlo Childrens Center	Swim lessons and open swimming
Palo Alto YMCA	Open swimming
Girls Club of Palo Alto	Open swimming
Stanford Masters during the World meet	Masters and lap swimming
Leukemia and Lymphoma Society TNT	Pool Rental

4. Attendance

Swim Lessons	10,000 lessons (715 ave/week)
Lap Swim	8,000 swims (570 ave/week)
Masters Swimming	7,700 swims (550 ave/week)
Open Swim	13,000 swims (930 ave/week)
Mavericks	525 swims (75 ave/week) *7 weeks
Water Polo	450 swims (32 ave/week)
Aqua-Fit	330 swims (24 ave/week)
Kids Tri Camp	250 swims (25 ave/week) *2 weeks

5. Employees

Lifeguards	25
Front Desk	8
Program/Operations Manager	1
Aqua Fit Instructor	1
Swim School Management	2
Swim Instructors	12
Information Technology	1
Marketing and Promotion	1
Finance Director	1
Kids Tri Camp coaches	4
Masters Swim Coaches	2

Adult Tri Coaches	1
Mavericks Swim coaches	3
Water Polo coaches	2

6. Menlo Swim and Sport Accomplishments

Online program registration

Online customer feedback and 24 hour response time

Year round swim lessons

AED (defibrillator) unit on premise

Expanded pool hours (14 hours/day of laps and 8 hours/day of open swimming)

Summer Family swim passes (\$250 for 14 weeks for families-open and lap swimming)

Pizza and Movie nights (3 nights, 60 ave/night)

75 Masters Swimmers competed at Fina World Championships, Stanford

30 Triathletes completed summer Ironman Triathlon

Q1: I experienced an increased level of energy or fitness, skill improvement, or development as a result of the programs, activities, or classes that I was involved in

80% positive, 2% negative

Answer:	N	%
Strongly Agree	161	47
Agree	112	33
No Opinion	61	18
Disagree	7	2
Strongly Disagree	1	0
TOTAL	342	100

Q2: The quality of the programs, activities or classes that I was involved in met my expectations

88% positive, 4% negative

Answer:	N	%
Strongly Agree	173	50
Agree	132	38
No Opinion	25	7
Disagree	11	3

Answer:	N	%
Strongly Disagree	3	1
TOTAL	344	99

Q3: The pricing structure and program quality is competitive with comparable programs elsewhere

71% positive, 13% negative

Answer:	N	%
Strongly Agree	103	30
Agree	143	41
No Opinion	56	16
Disagree	40	12
Strongly Disagree	3	1
TOTAL	345	100

Q4: The hours of operation meets my needs

87% positive, 10% negative

Answer:	n	%
Strongly Agree	157	46
Agree	143	41
No Opinion	9	3
Disagree	35	10
Strongly Disagree	1	0
TOTAL	345	100

Q5: The front desk staff is competent, courteous, professional, and helpful

82% positive, 7% negative

Answer:	n	%
Strongly Agree	118	35
Agree	160	47
No Opinion	41	12
Disagree	21	6
Strongly Disagree	2	1

Answer:	n	%
TOTAL	342	101

Q6: The life guarding staff is competent, courteous, professional, and helpful**78% positive, 1% negative**

Answer:	n	%
Strongly Agree	112	33
Agree	156	45
No Opinion	70	20
Disagree	5	1
Strongly Disagree	0	0
TOTAL	343	99

Q7: The instructors/coaches are competent, professional, and meet my expectations**74% positive, 4% negative**

Answer:	n	%
Strongly Agree	171	50
Agree	83	24
No Opinion	80	23
Disagree	9	3
Strongly Disagree	2	1
TOTAL	345	101

Q8: The cleanliness of the facility is satisfactory**88% positive, 8% negative**

Answer:	n	%
Strongly Agree	135	39
Agree	168	49
No Opinion	14	4
Disagree	23	7
Strongly Disagree	5	1
TOTAL	345	100

Q9: The facility is a comfortable place to be

88% positive, 8% negative

Answer:	n	%
Strongly Agree	153	44
Agree	153	44
No Opinion	13	4
Disagree	19	6
Strongly Disagree	6	2
TOTAL	344	100

Q10: The facility is safe

95% positive, 1% negative

Answer:	n	%
Strongly Agree	160	47
Agree	165	48
No Opinion	15	4
Disagree	4	1
Strongly Disagree	0	0
TOTAL	344	100

Q11: The registration and payment process meets my expectations

78% positive, 14% negative

Answer:	n	%
Strongly Agree	120	35
Agree	149	43
No Opinion	25	7
Disagree	39	11
Strongly Disagree	11	3
TOTAL	344	99

Q12: Overall, my experience at the pool, in my swimming programs, and with the entire facility was enjoyable

93% positive, 5% negative

Answer:	n	%
Strongly Agree	169	49

Answer:	n	%
Agree	151	44
No Opinion	6	2
Disagree	16	5
Strongly Disagree	1	0
TOTAL	343	100

Q13: Programs/Activities/Classes/Facilities that I took advantage of

Answer:	n	%
Baby Pool	117	34
Open Swim	140	41
Swim Lessons	145	42
Lap Swimming	140	41
Masters Swimming	109	32
Mavericks	7	2
Kids Tri Camp	2	1
Facility Rental	0	0
Triathlon Program	33	10
AquaFit	7	2
SEALs	2	1
Water Polo	15	4
Other (specify)	7	2
TOTAL	724	212