

POOL EXPERIENCE SURVEY SHORT ANSWERS AND COMMENTS

1. Please tell us a little about your household. What are the ages of the residents in your home that utilize the pool?

Adults Only – 11 Adults with Children – 19

2. What days/times of day do you most utilize the pool?

A combination of all days and times were mentioned.

3. What pool activities do you/members of your family take part in? (check all that apply)

Insert Bar Graph

4. Are there pool activities that aren't currently offered that you wish you could participate in?

COMMENTS:

No or N/A (21 responses)

Wife would do aqua aerobics if they were in the evenings and weekends

No there is enough already ! No many actually

No, but I wish that the pool lights would get fixed so the pool stayed open later

No but I love the variety we currently have to choose from!

Multiple choices of swim lessons (ie multiple companies)

I LOVE all of the things to choose from! As my kids get older they will do more, and maybe I will be able to come to an aqua aerobics class sometime too

Hot tub

I just wish there was a deep end (~8') to permit treading water workouts.

Water volleyball/basketball. Movie night with pool floata

5. The inclement weather policy is based on recommendations from the American Red Cross, and our operating procedure is as follows:

At the first sound of thunder or first sighting of lightning, deck staff will radio the front office for clearance to close the pool and pool deck. Staff will pull up the radar and confirm or deny the closure. If confirmed, the pool area will be closed for a

waiting period of at least 30 minutes. At any point during that waiting period, if thunder and/or lightning is heard or seen again, the waiting period will extend back to 30 minutes.

If rain is so heavy that lifeguards can no longer see the bottom of the pool, the pool will be closed even in the absence of thunder or lightning.

Do you think this policy and procedure adequately addresses safety concerns during periods of inclement weather? Why or why not?

Yes

Yes

Yes. I'm fine with safety coming first.

I agree with policy. However, sometimes I feel it's being taken advantage of or people aren't following proper procedure and close for no reason.

Yes having worked for a park district and understanding the insurance cost you have to follow the safety protocols

Yes - all of the above

I think it's a bit much during quick summer storms.

Of course the policy is good. It's residents who don't want to be inconvenienced that are the problem. I see people get rude with the lifeguards every summer to the point I wouldn't let my kids be one here.

Yes it's a good policy

I think radar information should be used to (1) confirm what is heard or seen and (2) determine the direction of the inclement weather. If a storm is passing by the surrounding area, adjustment may need to be had. Perhaps a radius of lightning like the swim school does. Lightning over 6 miles away shouldn't be a consideration. In addition, if we had a way to opt in to simple text updates about the pool being closed or open may reduce the need for people to call in, or get upset when they arrive at the amenity center

No. I don't think everybody should have to leave the pool if there's thunder many miles away and it is sunny here. I think people should be able to swim if it is raining with no thunder and the parents should make that call if they want to get their kids out of the pool.

Yes, I do

Yes! I really appreciate how they took feedback from last summer and started using radar to confirm. I was convinced last year that sometimes what they thought they heard was NOT thunder

Yes seems reasonable

Yes.

Hate this. I've experienced times when thunder was detected, and the sky was sunny. Common sense can and should be allowed to override any policy. Also 30 minutes from detecting a thunderstruck is excessive. 10 minutes is fine.

Yes. Following the Red Cross recommendations are adequate.

Good policy, Red Cross is an authority. I observed an improvement this summer over last in terms of not calling it for every little noise that could be thunder. It seemed like they took more steps to verify that closing was necessary.

Yes is good. Do people really take issue with the Red Cross?

In the unlikely event staff are unable to access radar in a timely fashion = what next? Suggest we default to head lifeguard to make the go/no go call.

No not relevant! There are signs posted that says swim at own risk. Just like at a beach, we swim at are own risk. Let us just be on our own!

They usually shut the pool down completely for the day if there is lightning.

Yes. It's standard procedure.

6. At Bartram Springs, during the Spring/Summer season when the pools are the busiest, we utilize a safety policy called Adult Swim. At 50 minutes past the hour, the slide closes and lifeguards ask all children to exit the pool for a period of 10 minutes.

For parents, this policy allows them the opportunity to assess their child's hydration/hunger levels, reapply sunscreen, and to encourage a bathroom break, diaper change, and/or a rest period.

For maintenance staff, this break potentially reduces the number of contamination incidents.

For lifeguards, this break allows the opportunity to hydrate, cool off, refocus, and change stations to aid in their level of alertness.

Do you think this policy is a necessary and/or effective means to accomplish these goals? Why or why not?

Yes

Yes

No. I have been to several other community pools in duval and St. John's county that does not implement this. As parents, we don't need a mandated time to check on our kids- We do this every day all day. As for the lifeguards, It would be more beneficial to hire the correct quantity of staff to allow for breaks, chemical checks, etc. residents shouldn't have to be forced out of the pool from things like the above mentioned.

I see value in it when the pool is busy so that adults don't have kids jumping into their way or making waves if they are swimming laps. However, maybe it should be a swim at your own risk for the ten minutes when lifeguards take a break when there are no adults swimming laps. Also, many times kids remained in the pool and the lifeguards didn't say anything right before coming back on duty. I understand they are kids themselves and it puts them in an awkward position, but this occurred on several occasions with more than just a couple kids remaining.

Totally unnecessary and excessive. Maybe every other hour but every hour is too much.

Yes the lifeguards are out in the hot sun they need a break. Also that gives the children a chance to take a break. It also gives adults a break from the children. Although I don't feel that it's enforced all the time because kids continue to be on the stairs jumping in and off the sides. In previous years one lifeguard still stood out on the bridge to keep that enforcement during those 10 minutes and then it seemed like they got a break. I did not notice that happening this year. However I will say having a more adult lifeguard manager seem to help improve the lifeguarding this year.

Yes - all of the above

Yes but it needs to be enforced better. My son gets mad at me when I tell him To stay out and he sees others in.

Yes. I think the lifeguards need the break.

We see parents absolutely ignore their kids once they get here, noses in their phones, expecting the lifeguards to babysit. Then at adult swim they go run around the splash pad. The policy is great, the teenage lifeguards do what they can. Parents need to be more accountable for making their kids follow the rules.

I have a problem with parents not watching their kids in the pool or the splash pad. People think code browns are the fault of little kids but we take ours out to the bathroom and change their swim diaper at adult swim, other parents just tell their kids to go to the splash pad. Its a good policy but parents don't make their kids follow it.

I love this policy, however it is rarely enforced and when it is, it's inconsistent. I've seen adult swim whistle happen at 15 mins to the hour. I've seen it extend beyond the top of the hour. In addition, there is no one there to enforce adult swim and monitor parents who let their kids continue to swim. Lastly, I think the slide should remain open for adult use at their own risk

I am fine with adult swim, and it makes sense !

Yes, it works well

100% yes! We are at the pool almost every weekend for lessons and we stay on, and once it gets busy it's like parents expect lifeguards to babysit. Parents do better!

Absolutely its good. But there are some lifeguards who do the timing exactly and some guards who start it early and stay late.

Yes but if parents are actively swimming with their kids I think they should be able to continue that. It would be their responsibility for their kids safety during that time since lifeguards are taking a break.

This policy is great, maybe demonstrate the stats on code browns since implementation?

Yes. I think this covers all the necessary steps to ensure a safe environment for all.

I think the policy is great. I think that people dont follow it because they don't want to do what a teenager tells them to do. We all know this is the rule, there really isn't any reason for anyone not to follow it. I watched the manager work at the pool a few times and when she was out there people would follow the rule. When she left they went back to not listening to lifeguards. It's pathetic.

Yes it's a good policy, makes it easier to make the kids take a break

It's a great concept that seems to work. I'd ask the lifeguards if they need more time than 10 minutes.

Totally unnecessary. It just seems like "Karen" type excuses to make bogus policies 😞
No, it's always been frustrating to come to the pool and it shuts down for adult swim as 90% of the people at the pool have kids.

Yes, it serves all the needs me too ed above

Not Necessary. Parents should be accountable to manage this on their own. Lifeguards could be rotated for adequate breaks. Adult swim could be accommodated, if deemed necessary, for a given hour of a day.

7. Do you have any other opinions on pool operations that you would like to share?

Allow Alcohol in plastic or aluminum containers only on pool deck . Add hot tub

NA

The slide needs to be turned up during the day time hours too. When a child can't come down without pushing themselves, it's not fun and could even be dangerous. There's not enough water to get kids down, let alone adults. I avoided camp times this year, but last year, campers were all over rather than in the pool with their counselors. If the pool will be taken over with swim and camp to where residents plan a time and which pool to avoid, campers should stay in rec pool or splash pad. The same goes for swim team, they are there for the lap pool and should let residents have the rec pool.

Enforce children who need to wear swim diapers. The number of code browns is getting out of hand. Additionally, we need to limit the swim lessons. When my kids come to the pool and can't utilize half of it bc swim lessons are occurring at the busiest times of day is ridiculous.

In no way should people be able who are non-residents to walk up and say I'm here for swim lessons with their family and everyone else and then just walk in and not be signing in. Yet members who belong to the community who have cards to get in with their picture are expected to sign in that seems very backwards. If people are here for swim lessons they should be signed in checked in and given some kind of band that they are only allowed to be there for that hour and then they leave. They are not to bring other people to use the facilities. I also do not agree with swim lessons being all the hours that they were every day of the week. They should follow the swim team lesson hours. They should not be offered on the weekends. Or have two hours limited in the mornings. They should not be allowed to have swim lessons during the holiday weekend! They were there for Fourth of July weekend it is extremely crowded and they take advantage of getting into our pool to stay the day. I feel that in general our community areas have become a free-for-all for anyone in Duval County that wants to come. Even with swim team those families when they're here they don't just have their swim team kids they have other children. When I first moved here the lap pool was adults only I wish they would go back to that. Or have adult only hours from 10 AM to 2 PM or some thing.

Yes, while swim lessons are a great option, they should be completed by 11- noon, esp on weekends. They utilize too much space in the rec pool for too long during peak usage times on the weekends, forcing families to swim in the lap pool and interrupting those swimming laps or tampering with the swim lane equipment - non conducive to recreational activities for kids at the pool. Also, non-residents should be made to register when they arrive for their lesson and leave the amenity area after their lesson is complete. There are non-resident families who utilize our facilities for the day after their child's swim lesson is complete.

Think kids with neurodivergent needs should be allowed to wear goggles on the slide.

Please stop the swim lessons on weekends

I think staff does a great job. Parents and adults need to stop acting like this is their backyard pool and get on board with supporting staff and following rules.

I am so tired of people complaining about swim lessons. Our kids are in weekend swim lessons its the only time we can do them. People complain on facebook that we are in their way but I am there every sunday with my kids and nobody and I mean NOBODY is at the pool before say one o'clock. And we take up just one little section of one pool. Its frustrating because we pay the same for our amenities as everyone else. Also, I have been asked by staff I was a resident at least twice after lessons which I think is great. I have seen other families get mad, but I for one am glad that staff is on top of making sure non residents don't stay all day!

The most frustrating thing is the inconsistency in applying the rules. My husband (adult) has been told that he cannot have a personal snorkel because it's considered a toy, yet we've witnessed countless occasions in which other kids have had the same and more (and not just referring to busy days). I think an adult, at their discretion should be less scrutinized for any policy that is at the discretion of the facility. I've witnessed kids going down the slide with vests (though we were told this isn't allowed) and parents catching kids at the end of the slide. I have to explain to my upset kids why other kids are allowed in the pool during adult swim when they are not. It may require additional staffing to have someone from the office wall the pool for 10 mins an hour enforcing policy, but consistency is key.

I wish that we didn't offer swim lessons to nonresidents, anything we offer at Bartram Springs amenity should be to Bartram Springs residence only

I appreciate all the activities offered to us! We spend all summer at the pool and 2 of my kids do camp too yes it's busy sometimes but people blow it out of proportion when they complain. It's awesome to have all these activities right here in the neighborhood

Yes I just want to say I am so grateful for Champion Swim. We probably wouldn't be in swim lessons if they weren't in the neighborhood and I am so tired of the complainers who say they

shouldn't be there or that they are there too much. The pool is rarely busy until after 12 or 1PM on weekends. I'm so tired of a few people on FB complaining because they might ruin it for the rest of us.

I have seen parents argue with lifeguards about pool toys. I think instead of leaving it up to a guards discretion, maybe an exact list of what's not allowed should be created. I feel bad for the way some of the guards get treated!

No

There is way too many times the lap pool is occupied by lessons/teams. Especially when we as a family have middle school/high school children. This unfortunately often means they have no benefit of the pool. (When they get off school, the pool is occupied by lessons/teams) It appears residence are unaware that lap swim is on a reserve basis. This makes it difficult for the ones having reserved a spot. Some staff are helpful in a situation where the lane is occupied & some are unaware of help needed in the situation. I know there are things in place to help this situation but it only works occasionally.

Doing a very good job

Allowing the swim meets to take OUR pool for 5 to 7 hours is ridiculous. If they want to start paying for the pool maintenance during the months nobody can use it, October to April, maybe they'd have an argument, but USURPING our pool needs to stop. We have maybe 16 Saturdays each summer, let them use a school pool, or somewhere PUBLIC. Somehow we're letting a group containing mostly non residents tell us we can't use our own pool.

I feel that the pool staff and the entire group of individuals that see the day to day operations at the amenities center are doing an excellent job! Thank you!!!

I would like to be able to drink a beer by the pool. I think there should be some way to allow us to have some adult beverages.

I just want to say that the summer staff is fantastic. We are always greeted with a smile at the window. The lifeguards know my kids by name. Champion Swim is absolutely top notch. I'm actually filling this out because Sue was at the pool on Sunday and she was talking to someone who was complaining about the slide rule, and she offered him the slip of paper with the QR code. I think it's great that staff offers us a way to share our opinions. I wish complainers on facebook would just pipe down. If you don't like rules and activities, build a pool in your backyard!

Many times kids come into the lanes in the lap pool

Only that I again congratulate the maintenance team for keeping the water pristine in spite of the chronic failure of folks to comply with the rules regarding showering before entering the pool.

Lifeguards don't enforce this and its probably beyond their role but I'm sure all that sweat and sunscreen fouls the water. On a summers day it actually had a salty taste. Ewwwww.

How about no life guards and everyone are at their own risk, just like most beaches.

There are not enough umbrellas or shaded areas at the pool. This is frustrating for days adults don't want to swim and want to watch their kids. We have to sit in the hot sun.

I find it ridiculous that children mat not use the pool facility while parent is on site in the work out room. As the case of my daughter, she is a competitive swimmer completing her 7th year of year round dwimteam. I was told she cannot swim without me poolside in spite of me running on the treadmill inside the weight room. The treadmills FACE the lap pool. This makes no sense as she can beat three of your lifeguards in both freestyle and butterfly. You should implement a 50 or 100 or X yard distance swim test to kids who may be able to use the pool facility independently while a parent is ON SITE.

I would like to see a stronger enforcement of no diapers in lap pool. Also, kids crossing lap lane or going into lanes while you're swimming laps is very annoying. I have two kids so I know it's possible to teach your kids not to do that. Enforce no vaping; yes you have signs, but people are vaping left and right and no one says anything. Especially, friends of lifeguards...

Consistent guidance and enforcement of acceptable floats allowed in the pool. This has been an issue over the past season.

GYM SURVEY

Do you have additional comments or suggestions for improving your experience with your fitness facility or offerings?

NO or N/A (6 responses)

When I go Monday afternoons, there are kids there I never see any other day. Experience tells me they're sneaking in. Unfortunately our gym is too small to allow consistent guests. Broken machines take far too long to fix in most situations. I myself purchased parts to fix a cable machine overnight, and installed it in 5 minutes with a crescent wrench with no training. The bench Smith machine had a broken sign for months now. Someone finally just removed it...it still has the problem tho. Maybe have the office personnel do a sweep scan every 30 minutes, scan equipment, see if anyone is doing something that is against policy, see if something needs a cleaning. When the pool has lightning closure, use the resources to clean the gym. They used to do this. 30 minutes x 2 or 3 employees, much can get done! Use the existing resources. I go to the gym A LOT, I rarely ever see personnel in there, and it should be checked and often.

The leather on all seats need replaced. Bicycle seat has a chunk missing still. There is so much dirt and dust on the floors at the rubber mat area at mirror wall. There are still visitors coming in with a resident and taking over the benching area for over an hour. Then they leave the weights on the bar. The front office teenagers are not doing anything about it because they have no authority.

There is also a white male trainer who is taking over the benching area with different clients. He is taking about 6 free weights and lining them up on the floor so no one can use them. He doesn't even live here. The clients do.

The cleaning company is not cleaning under equipments. A lot of dust around the weight room. Also the cleaning company should come when the gym is close so they are not in the way or the residence are in the way, and they can do a thorough cleaning

There doesn't seem to be much management enforcement of rules, i.e. no personal trainers and no phone calls. Both of these are very disruptive to other patrons.

Need to recover more or the leather pads on equipment. Still only observe half of users wiping equipment off before or after. Much less for both

Treadmills need a MAJOR update. I have mentioned to staff in the past, and while they have been serviced, it's probably time to replace.

The only problem I have is with the phone usage and loud talking. I realize this is a difficult problem not easily solved.

Update sauna area or replace with "spa area" with massage chairs, hydromassage beds, red-light therapy room...

The treadmill next to the stair climber shakes when running on speeds above 6mph.

Please turn off the A/C or at least turn it down!

Well maintained and clean facility. Thanks

Hoist is the worst rated equipment.