

2023

Chesterfield Family Aquatic Center



Waters Edge Aquatic Design
Capri Pools and Aquatics

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Executive Summary

Project Summary

In the Spring of 2023 the City of Chesterfield, Capri Pools and Aquatics and Waters Edge Aquatic Design embarked on creating the city's first feasibility study for the Chesterfield Family Aquatic Center (CFAC). The purpose of the study was to create a data-driven guide for the future of CFAC.

The feasibility study evaluated the current condition of the facility, determined future expansion needs, documented priorities of the community and identified potential opportunities for the future of CFAC. The study process involved public engagement along with strategic interactions with the Chesterfield Parks, Recreation and Arts department staff and city advisory committees.

Project Mission and Goals

The Chesterfield Family Aquatic Center feasibility study was developed to be a plan for identifying current and future aquatic needs for the city. The overall project objectives were:

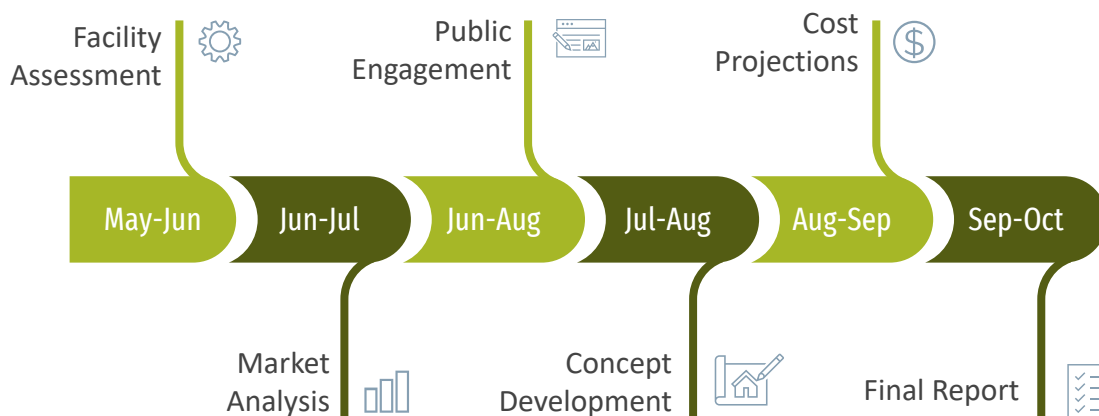
1. Document current conditions and issues in the facility.
2. Engage the community to address the needs and desires of citizens.
3. Identify the service areas and demographics of potential users.
4. Explore various scenarios for the future of CFAC.
5. Develop probable costs for the various scenarios.
6. Identify priorities and strategies for the implementation of potential improvements.

Project Process

The study procedure was organized in four phases.

1. Data Collection
2. Conceptual Scenario Development
3. Opinions of Probable Cost
4. Summary and Recommendations

The sequential timeline below was followed to ensure there was an accurate and comprehensive approach for the feasibility study.



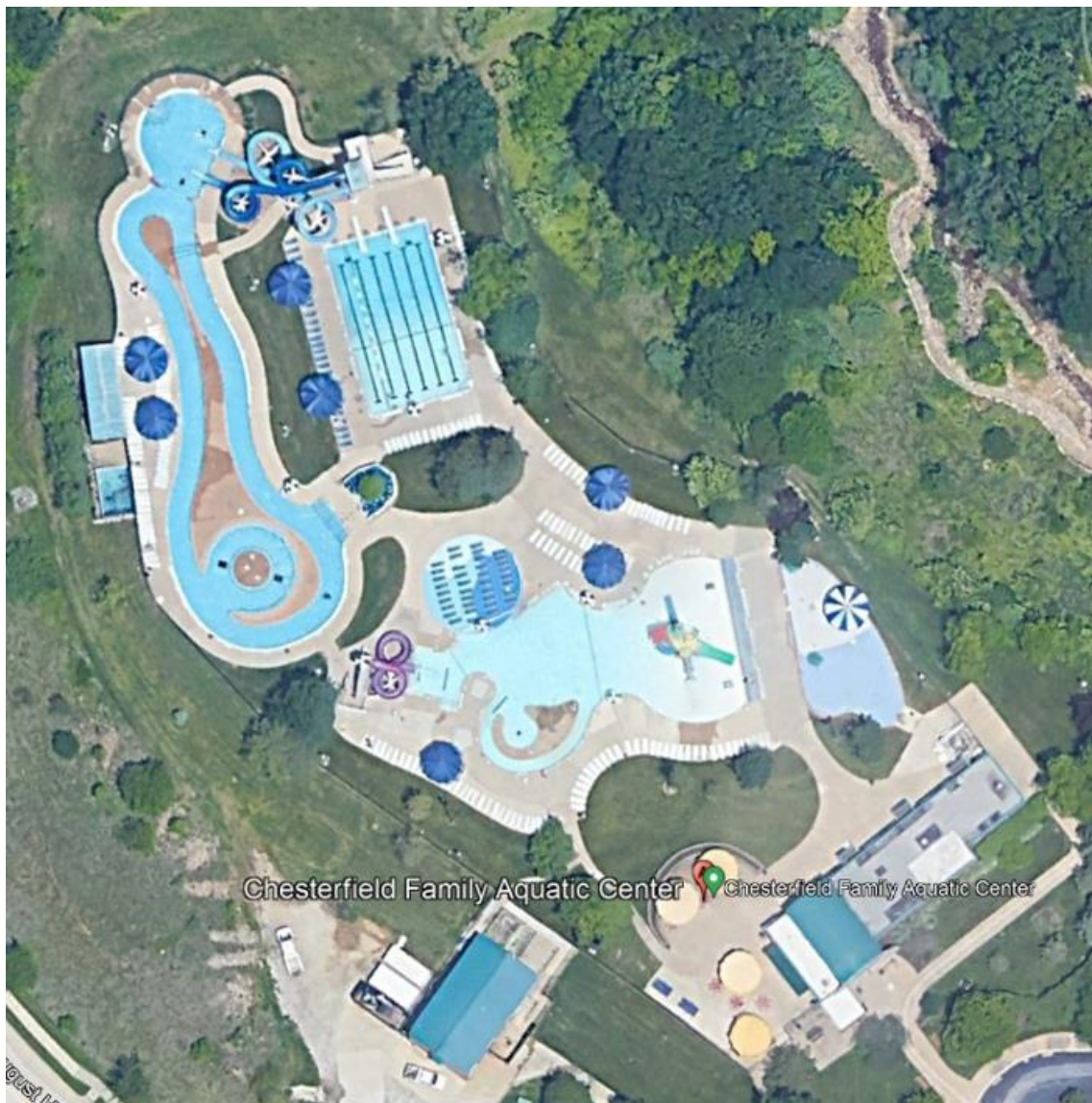
Data Collection

Facility Inventory and Assessment

The assessment of CFAC was based on the current regulatory statutes. These state and national standards provide guidance for best practices of design and operation.

A list of current codes, regulations, guidelines, and standards that Waters Edge believes are most applicable follows. The CFAC facility evaluation complete based these standards.

- International Swimming Pool and Spa Code – 2021
- Saint Louis County Health Department
- Americans with Disabilities Act
- Model Aquatic Health Code (CDC)
- American Red Cross Facility Evaluation



Assessment Summary

The physical condition of Chesterfield Family Aquatic Center is typical for a facility of its age of 26 years (1997). Originally, the layout only included a 25-yard competition pool and leisure pool. The 2006 renovation added a lazy river, splash pad, and slides. Most areas within the facility are in good and fair condition, while others need attention. Staff responsible for maintaining the physical condition have properly maintained it as a viable asset to the community.

Condition Findings

- Significant expense has been experienced for maintenance and repair.
 - o From May 2019 through August 2023, repairs totaled \$119,000.
 - These costs are above the typical maintenance expenditure.
- Leisure Pool
 - o A significant water leak was observed.
 - o The play structure had corrosion on the railings, metal structure and stair treads.
 - o There were non-functioning pool lights throughout the basin.
- Lap Pool
 - o Leaks were present in the stainless-steel perimeter gutter.
 - o Cracks in the concrete basin were observed.
- Lazy River & Slides
 - o A noticeable water leak was observed.
 - o Damaged gutter grating was present.
 - o There was limited non-slip texture on the entry stairs.
 - o There were non-functioning pool lights throughout the basin.
 - o The slide structure had corrosion on the railings, metal structure and stair treads.
- Spray Pad
 - o There was deterioration of the wet deck surface material.
 - o Cracking and settlement of wet deck concrete were present.
 - o Clogged and non-functioning sprays (palms and ground sprays) were present.
- Mechanical Building
 - o There were non-functioning filter gauges.
 - o Worn and deteriorated piping was present.
 - o Aged filtration media was observed.

While CFAC facility has been well maintained, it has begun to show its age. Some portions of the facility are in good or fair condition. One of biggest issues with the facility is the amount of water loss during operations. The amount is significant and requires immediate attention to be resolved.

Public Engagement

Community outreach was central to this study. During public engagement, our team received input from residents, community stakeholders, and neighborhood associations. The results are summarized in the report. Details are included in the appendix.

Methods of collecting public input included the following processes:

- Online survey
- Onsite engagement at CFAC
- Open house at City Hall
- PRACAC meeting

Through this process, it was clear the public has an interest and high level of support for an aquatic facility in Chesterfield. The data clearly indicates that the aquatic facility must include accommodations for multiple programs and demographics. There was varied support for which type of facility should be developed. A summary of the other key findings is below.

- 596 surveys were received.
- 92% (551) of respondents stated they live within Chesterfield city limits.
- 64% (355) of respondents rate CFAC as satisfactory or highly satisfactory.
- 44% (208) of respondents do not use CFAC because they have access to an HOA, YMCA and residential pools.
- The highest ranked **amenities** were:
 - o Lazy river at 29% (percent of respondents rate this #1)
 - o Leisure pool at 15.1%
 - o Large water slides at 15%
- The highest ranked **programs** were:
 - o River Walk Club at 44%
 - o Adult lap swim at 42%
 - o Swim lessons at 39%
- Public Comments
 - o The River Walk is wonderful, and the pool manager is so accommodating and professional. The aquatic center is integral to our community and families. We look forward to bringing our grandchildren there in the future. I so hope it will still be here!
 - o This is very important to our community.
 - o It's not a good use of resources. Funding seems impractical when needed numbers of responsible/dependable summer employees cannot be found to meet facility user needs.
 - o It would be wise to have a nicer locker room. It's the first and/or last place many people see.
 - o Great facility is, but could use an upgrade.

Market Analysis

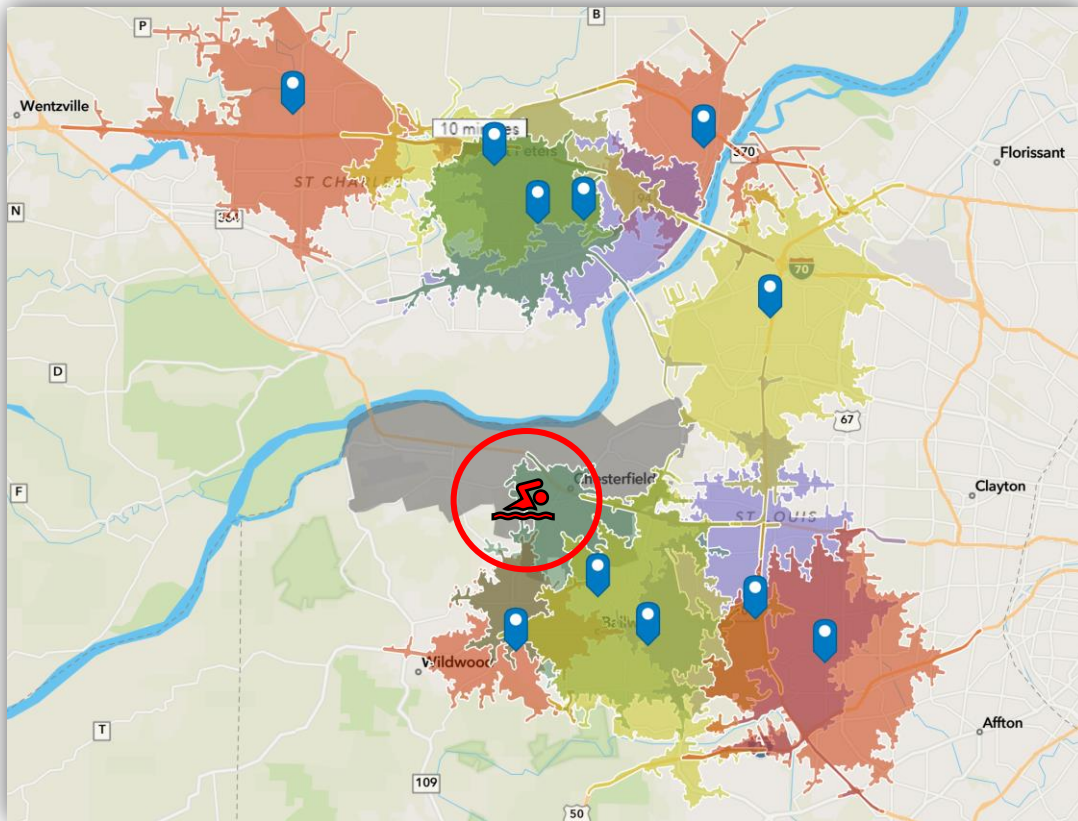
The market analysis for this study consisted of taking inventory of aquatic facilities within the current service area. Additionally, a review of the demographics for Chesterfield was completed to understand the make-up of the community. The main objectives of studying the service area were:

- Research existing aquatic facilities in the region.
- Assess potential influence on the proposed modification of CFAC.
- Identify the primary and secondary service areas, current and future demographics, potential users, and facility trends.

The following city-owned aquatics centers were evaluated.

Community	Outdoor Facilities	Indoor Facilities
Maryland Heights	1	1
Des Peres	1	1
Kirkwood	1	
Manchester	1	
Ballwin	1	
Ellisville	1	
O'Fallon	1	1
St Charles	2	
St Peters	2	1

The map below shows each facility in the region. Additionally, a 10-minute drivetime radius for each facility was outlined to assess the service area overlap.



In addition to studying the city-owned facilities the following private, membership-based and restricted access facilities were identified.

Facility	HOA	Multi-Family	Membership
15Seventy Chesterfield		X	
Bridle Creek	X		
Baxter Crossings		X	
Baxter Ridge Pool	X		
Chesterfield Village	X		
Four Seasons Country Club			X
Jewish Community Center			X
Peachtree		X	
Wildhorse	X		
YMCA			X

Conceptual Scenario Development

Several conceptual scenarios were developed to explore a variety of options for the future of the Chesterfield Family Aquatic Center. The scenario options developed were intended to explore the variety of options for the future of the Chesterfield Family Aquatic Center. These options are not intended to be the final design, but to be used as a guide for narrowing down options.

Scenario 1: Decommission

Summary

The site of CFAC would transition from an aquatic center to undeveloped parkland. The facility would be completely removed. Grass and native landscaping would be established.

Pros

- Eliminate deficient operational and maintenance challenges and issues.
- Expanded open scape.

Cons

- No aquatic facility.

Opinion of Cost

\$1.0 to \$1.75 Million



Scenario 2: Repair

Summary

All deficient items identified during the inventory and assessment would be addressed. No additional amenities or upgrades would be incorporated.

Pros

- Resolve deficient operational and maintenance challenges and issues.
- New piping and pumps.
- Resolve water leakage.

Cons

No new pool amenities or attractions added.

Opinion of Cost

\$2.5 to \$4.5 Million



Scenario 3: Repair and Bathhouse Renovation

Summary

All deficient items identified during the inventory and assessment would be addressed. Bathhouse would be renovated to better meet the needs of staff and patrons. There would be no aquatic amenities added.

Pros

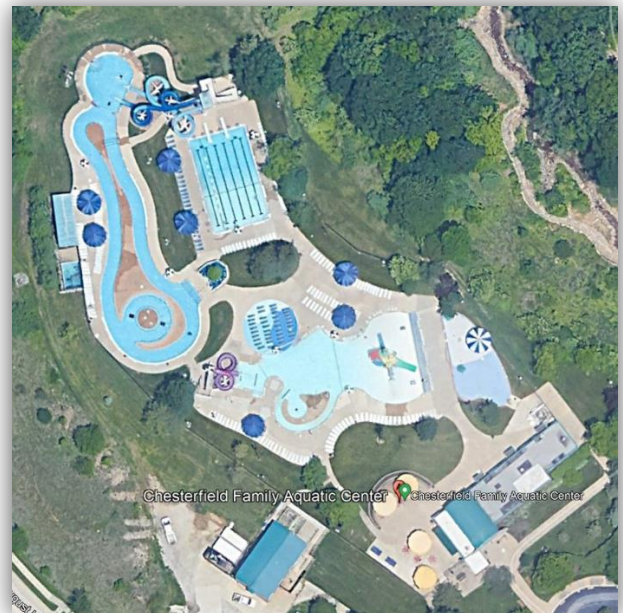
- Resolve deficient operational and maintenance challenges and issues. (Scenario 2)
- Reduce labor and cost of repairs.
- Reduce utility costs with leaks repaired.
- Upgraded amenities and aesthetic in bathhouse.

Cons

- No new aquatic amenities added.

Opinion of Cost

\$5.0 to \$7.0 Million



Scenario 4: Repair and Facility Amenity Renovation

Summary

All deficient items identified during the inventory and assessment would be addressed. Based on the public survey and community outreach, additional amenities would be added to the facility. The goal of additional amenities would be to expand appeal and extend the life of CFAC.

Pros

- Resolve deficient operational and maintenance challenges and issues.
- Enhance the leisure pool and lazy river amenities.

Cons

- Not all the original construction components, systems and materials would be renovated or updated.

Opinion of Cost

\$10.0 to \$12.0 Million



Scenario 5: Complete Replacement

Summary

This would be a full facility replacement. The conceptual layout was based on public input and feedback from staff.

This scenario has 2 bodies of water, with approximately 18,000 sq ft. The objective of 2 bodies of water is to limit the operational systems and staff demands.

Pros

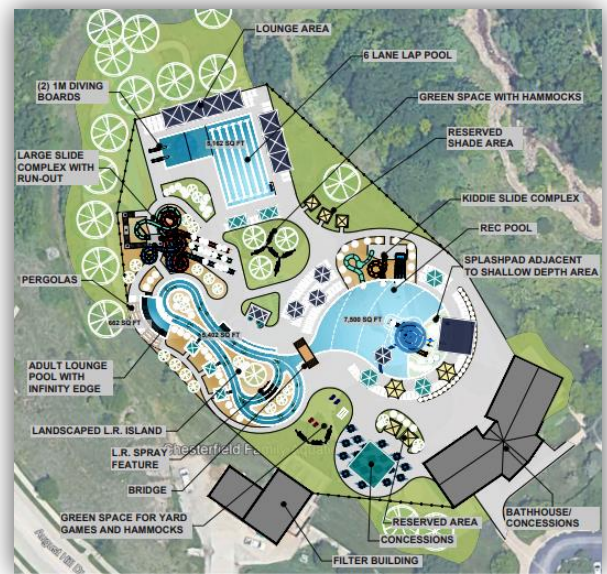
- Eliminates deficient operational and maintenance challenges of existing facilities.
- Provides an entirely brand-new facility.
- Level the site to eliminate the steps and grass slopes.
- Accommodates the current programming needs.
- Compatible scope and scale for the community's demographics and population.

Cons

- High construction cost.
- Large quantity of bedrock in southeast section of the site (lap pool in concept)

Opinion of Cost

\$16.0 to \$17.0 Million



Scenario 6: Complete Replacement

Summary

This would be a full facility replacement. The conceptual layout was based on public input and feedback from staff.

This scenario has 3 bodies of water. It is the largest of all the scenarios, with approximately 21,000 sq ft.

Pros

- Eliminates deficient operational and maintenance challenges of existing facilities.
- Provides an entirely brand-new facility.
- Accommodates the current programming needs.
- Compatible scope and scale for the community's demographics and population.

Cons

- High construction cost.
- Large quantity of bedrock in southeast section of the site (lap pool in concept)

Opinion of Cost

\$16.0 to \$17.0 Million



DATA COLLECTION

Data Collection

Facility Inventory and Assessment

Chesterfield Family Aquatic Center offers a total of CFAC offers a total of 18,724 square feet (s.f.) and 513,036 gallons of water. The facility includes three (3) bodies of water: leisure pool, lap pool, lazy river and spray pad. The facility has areas that are between 25 – 30 years old; it has been well maintained but is beginning to show its age. Some portions of the facility are in good or fair condition, while others are in sub-par condition and need attention. Staff responsible for maintaining the physical condition have properly maintained it as a viable asset to the community.

There are a variety of features in the water park, including:

- Leisure pool 7,996 s.f. and 156,500 gallons
 - o Built in 2006
 - o Bather load: 558
 - o Amenities
 - Zero depth entry
 - Play structure
 - Water slide
 - o Operating systems: filter, pumps, and disinfection
- Lap pool 3,380 s.f. and 195,700 gallons
 - o Built in 1997
 - o Bather load: 116
 - o Amenities
 - Six 25-yard lap lanes
 - Two diving boards
 - o Operating systems: filter, pumps, and disinfection
- Lazy River – 7,348 s.f. and 169,836 gallons
 - o Built in 2006
 - o Bather load: 287
 - o Amenities
 - River
 - Two water slides
 - o Operating systems: filter, pumps, and disinfection
- Bathhouse
 - o Built in 1997
 - o Changing areas
 - o Family changing room
 - o Admissions, concessions, and management space
- Support Building
 - o Built in 1997
 - o Staff break area
 - o Operating systems: mechanical, filtration, and disinfection

While the facility has been well maintained, it is beginning to show its age. The observed issues are expected, and each issue is identified and explained in the subsequent pages.



Pool Basins

During the site inspections at CFAC, all the pool basins were inspected through two methods: visual inspection and water tightness tests. The evaluations were completed to identify signs of cracking, delamination, separation, settlement, and water loss. Note: no destructive test or separate laboratory testing was conducted.

Visual Inspection

The visual inspection showed that pool basins, surge tanks, and perimeter gutters were in moderate condition. The structures were sound with a moderate amount of remaining life. However, there were a few items that need to be monitored if the facility is to remain in operation:

- Deteriorated concrete joint sealants.
- Deteriorated concrete gutter troughs.

Water Tightness Tests

A water tightness test for each surge tank and pool basin was conducted after the facility closed for the 2023 season. Each test was completed independently to evaluate the concrete structures and non-pressurized pipes for water loss.

The test procedure consisted of the following steps:

1. Fill the pool basins and surge tanks to their normal operating levels.
 - Note: The leisure pool does not have a surge tank. Surge is managed with a surface skimmer system.
2. Mark the height of the water level.
3. Turn off pumps.
4. Monitor the receding water level for depth and duration.

The results of the test were.

- Leisure Pool
 - o The basin lost water to a depth of 2 to 3 feet below the normal operating level.
 - The test results for the leak locations were not conclusive. Additional testing with pressurized air will be performed. The results of the test are anticipated in November 2023.
- Lap Pool
 - o The basin lost water to a depth of 3 to 4 feet below the normal operating level. This was an indication that there was a potential leak in the gutter pipe.
 - o The level dropped well below the stainless-steel gutter. This indicated a leak is likely between the pool basin and surge tank.
 - Additional testing with pressurized air will be performed. The return lines will be plugged and tested. The results of the test are anticipated in November 2023.
 - o The stainless-steel gutter has splits in the stainless welds on the return trough.
 - These splits should be welded.
 - o The surge tank lost water to a depth of 2 feet below the normal operating level.
- Lazy River
 - o The lazy river basin drained completely during the test. The pool and surge tank were connected and equalized the whole time. This was an indication of water loss between the two structures.
 - o The surge tank was isolated with all valves closed. The surge tank was filled to normal operating level. It lost 3.5 feet of water over night (12-hour period). The suspected compromised component was the tank pipe penetrations.
 - Additional testing with pressurized air will be performed. The results of the test are anticipated in November 2023.

The water tightness tests showed that there are significant issues to be addressed. The main areas of focus should be the lazy river basin, lazy river surge tank, and the lap pool basin and surge tank. Proper remediation efforts should be performed if the facility remains in operation. The two considerations for the city are repair or replacement.

Repair

Reconstruct damaged structures and reseal pipe penetrations

Pros

- Lower construction cost
- Smaller project scope

Cons

- Limited life expectancy
- Limited scope of repair
- Higher likelihood of near-term repairs to original construction (1997 & 2006)

Replacement

Demolish existing structures and construct new basins and surge tanks

Pros

- Longer life expectancy
- Maximized staff efficiency with improved layout
- Reduction of preventative maintenance and repairs

Cons

- Higher cost of construction
- Longer construction period

Pool Decks

The pool deck surrounding the basins was in reasonable condition. Over the years of operation, areas have been patched, leveled, and fixed. Those areas appear sound and there appeared to be no signs of shifting or settling.

Operating Systems

The operating systems for the facility consist of recirculation pumps, filtration tanks, and disinfection delivery equipment. Each pool basin has a dedicated system. The installations are accurate and consistent with the current regulatory standards.

Over the course of this project all systems were observed. The first inspection was prior to filling and startup, while the second inspection was during the operations of the 2023 season.

Filtration

The filtration systems were in good working order at the time of the inspections. The interior and exterior of the filter tanks did not exhibit any serious issues. During operations, the pool water was clean and clear.



While the filtrations systems are in working order, servicing and preventative maintenance will be required. It is recommended that within 2 to 4 years the following items be completed.

- Filter media replaced.
- Pressure gauges replaced.

Disinfection

The pool uses a liquid form of disinfection (sodium hypochlorite) for water disinfection and muriatic acid is utilized for pH control. The disinfection system and acid system are kept in the mechanical building. The disinfection system is monitored and controlled by a BECs system.

If the facility remains operational, it is recommended that staff continue to follow the routine servicing and preventative maintenance procedures.



Amenities

The Chesterfield Family Aquatic Center has a variety of interactive amenities for guests. The amenities have varying degrees of condition and remaining useful life. The condition of each amenity is addressed below. Additionally, recommendations are provided for utilization if the facility is to remain in operation.

Spray Pad

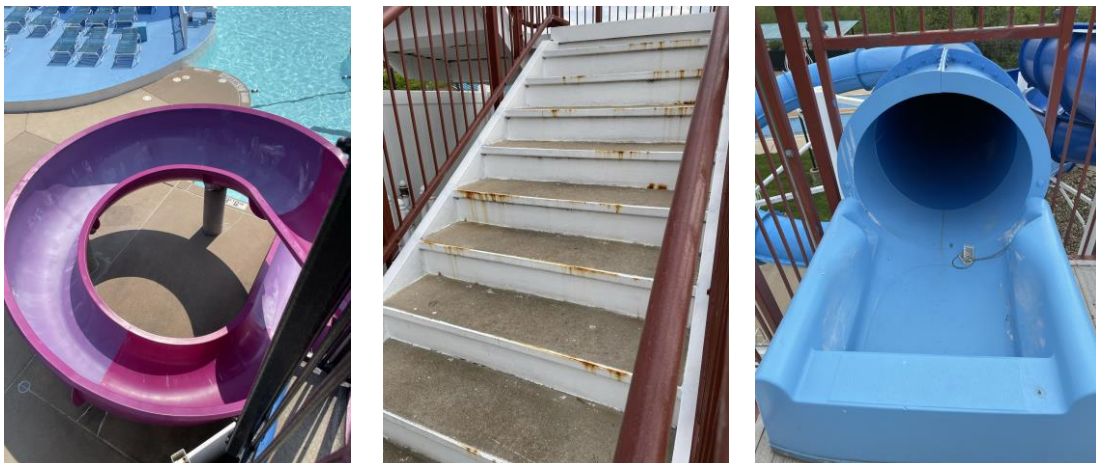
The deck area in the spray pad showed signs of decline. The pour-in-place surfacing material has separated from the concrete base. Settlement and shifts in the retaining wall were present. It is recommended that these issues be addressed to prevent tripping and toe-stubbing.

If the facility remains operational, it is recommended the concrete be stabilized and the surface be replaced.



Water Slides

The water slides were installed during the 2006 renovation. Since their installation, they have been some of the most utilized amenities and as a result, the steel tower and fiberglass rides showed signs of deterioration during the site visit. If the facility remains operational, it is recommended the steel tower and fiberglass be cleaned and recoated.



Play Structure

During the 2006 project, an interactive play structure was installed in the leisure pool. At the time of the facility inspection, the unit exhibited multiple areas of decline and deterioration including corrosion of the steel pipe and coating.

If the facility remains operational, it is recommended the steel pipe be cleaned and recoated.



Diving boards

There are two 1-meter diving boards in the lap pool. The stands and boards were in sound condition with no visible concerns.

Bathhouse

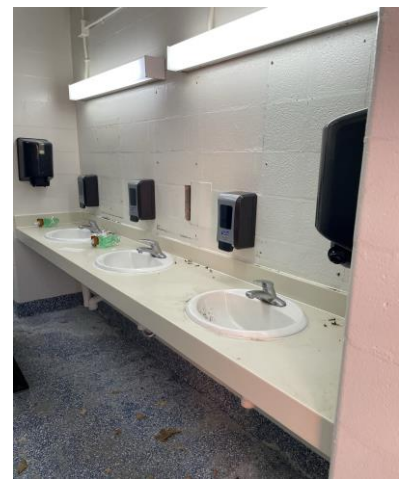
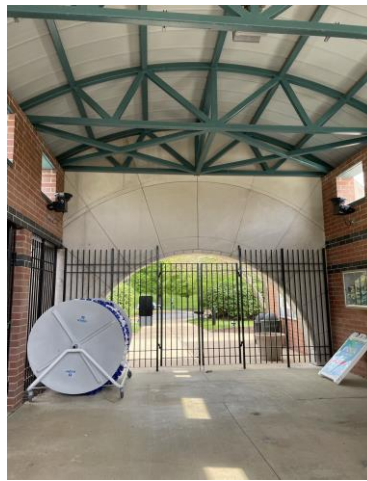
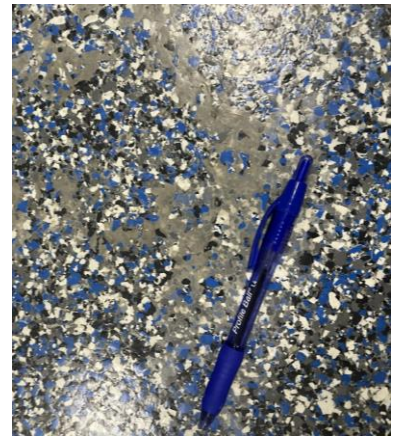
Entry into the facility is through the facility bathhouse. Patrons enter through a central breezeway that allows access to an admissions counter, men's and women's changing space, a gender-neutral restroom and concession stand.

The bathhouse structure appears to be in overall fair structural condition. The construction is conventional for a bathhouse, including wood trusses with membrane roof, cinderblock walls, and a concrete floor with a non-slip floor finish.

Condition Findings

- The lighting is appropriate through a combination of natural light and fluorescent fixtures.
- The plumbing fixtures are a combination of porcelain (toilets/urinals), stainless steel (shower casing), and fiberglass (sinks), which are durable and appear in good condition.
- The toilet partitions are solid plastic material and are in good condition.

- The floors have reasonable drainage and non-skid texture, however, there is a section of the baseboard that is peeling away from the wall.

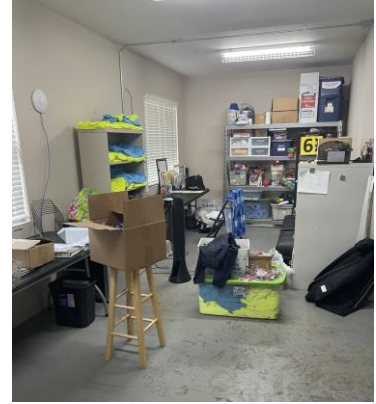


Support Building

A support building is located on the south side of the facility. The support building contains staff space, first aid, storage, and operating equipment for the pool basins. Additionally, in the same area there is a private restroom, staff lockers and timekeeping equipment.

It is reported that the support building is not ideal for operations. The location is removed from the pool basins, and sight lines are obstructed. This presents some logistical challenges for communication during emergency and non-emergency situations.

If the facility remains operational, it is recommended the location of the support building be reconsidered to improve line-of-sight and access to the pools.

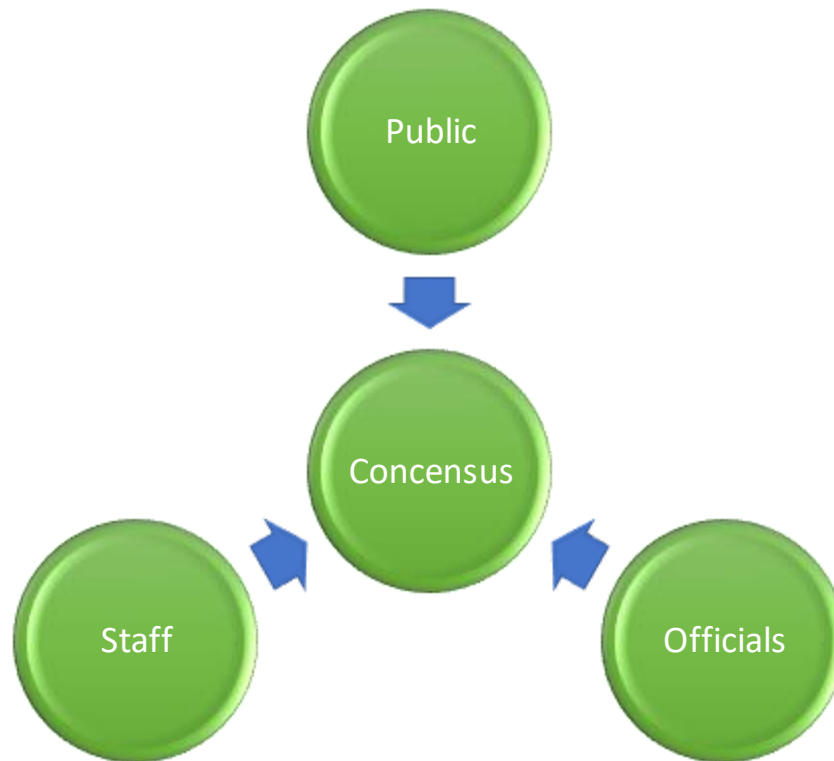


**PUBLIC
ENGAGEMENT**

Public Engagement

Community outreach was central to the feasibility study as the City of Chesterfield, Capri Pools and Aquatics and Waters Edge Aquatic Design placed importance on hearing feedback from the community, stakeholders, and users of the facility. The following were goals of soliciting public input.

- Collect general household data.
- Assess the current programs utilization.
- Understand how the community prioritizes the facility.
- Evaluate how the community would like to use a future facility.



Several methods were utilized to gather the widest breadth of input from the community. The events that were conducted are as follows:

- **Online survey open period #1**
Available June 19, 2023, through July 14, 2023
- **Online survey open period #2**
Available August 1, 2023, through September 5, 2023
- **Town hall meeting for public**
July 18, 2023, at City Hall
- **Staff survey #2**
Available August 1, 2023, through August 31, 2023

Public Survey

The focus of the public survey was on current aquatic usage and needs, as well as interests for swimming in Chesterfield in the future.

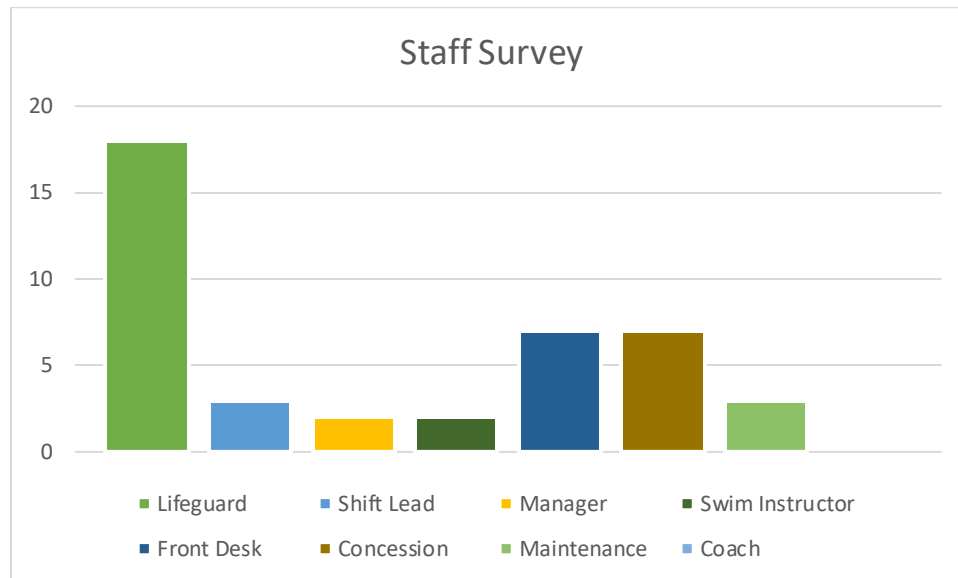
A summary of the other key findings is below, the full details of the survey can be found in the appendix.

- 596 surveys were returned.
- 92% (551) of respondents stated they live within Chesterfield city limits.
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- 44% (208) of respondents do not use CFAC because they have access to an HOA, YMCA, and residential pools.
- The highest ranked **amenities** were:
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- Direct Public Comments
 - o The River Walk is wonderful, and the pool manager is so accommodating and professional. The aquatic center is integral to our community and families. We look forward to bringing our grandchildren there in the future. I so hope it will still be here!
 - o This is very important to our community.
 - o It's a not a good use of resources. Funding seems impractical when needed numbers of responsible/dependable summer employees cannot be found to meet facility user needs.
 - o It would be wise to have a nicer locker room. It's the first and/or last place many people see.
 - o Great facility but could use an upgrade.

Through this process, it was clear the public has an interest and high level of support for an aquatic facility in Chesterfield. The data clearly indicates that the aquatic facility must include accommodations for multiple programs and demographics. There was varied support for which type of facility should be developed. Additionally, comments were questioning the practicality of an aquatic center owned and operated by the City of Chesterfield.

Staff Survey

In addition to soliciting input from the community, the staff of the facility were surveyed to understand their perspective of the facility. Input was gathered from two groups: seasonal staff and maintenance. The seasonal staff comprised of lifeguards, shift leads, front desk support, swim instructors, concession workers and facility managers. The maintenance staff are seasonal and full-time staff that are responsible for maintaining and repairing the facility.



A summary of the other key findings is below, and the full details of the survey can be found in the appendix.

- 26 surveys were returned.
- 69% (18) of respondents were lifeguards.
- 73% (19) of respondents stated that CFAC has enough staff in their area.
- 87% (23) of respondents rate their overall satisfaction of CFAC as extremely high or high. The highest ranked **amenities** were:
 - o Lazy river at 38%
 - o Leisure pool at 34%
 - o Large water slides at 7%.
- Direct Comments

Question: What are the good things you would like to share about the facility, and what is going well?

- o The managers are nice.
- o Day-to-day work ran smoothly this year with no consistent problems.
- o I love our community and even though the pool is a bit beat up we keep it clean, and the guests love it and feel safe.
- o A lot of people (patrons) have made comments about how good funnel fries are at concessions.

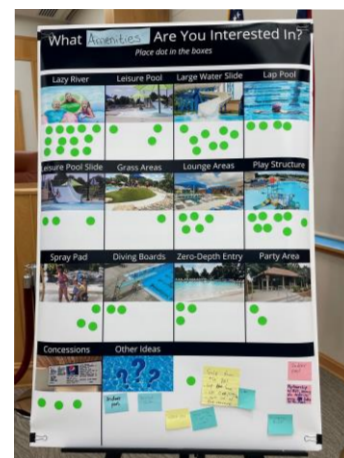
- For the most part, the facility has many vigilant lifeguards and individuals who are excellent at their job. I believe this is worth mentioning, since the lifeguarding staff are what makes our pool a safe place for swimmers.
- It's a well-guarded and nice facility for staff. The layout is nice, and the atmosphere is built around kids.
- The facility is kept clean and appears to be in good condition, and the staff is good at dealing with emergencies and abnormal situations.
- Upper staff was better this year (to say the least). Having a boss that knows what she's doing and understands the needs of her staff is great. Big step up from last year (2022)
- I like the flexibility with my availability and feel like I am well trained. The other lifeguards are nice.
- Keeping up staff numbers, for everyone we going it feel like we lose 2. The geese are a problem.

Public Meeting

An open house meeting was conducted on July 18, 2023, from 6 – 7 p.m. at City Hall. An estimated 35 - 45 people participated in the meeting, and Waters Edge Aquatic Design and City staff were present. The focus was to present information about the existing facility and current challenges, discuss their aquatic needs and ideas about future swimming facilities, and answer outstanding questions.

The following are key takeaways from the meeting:

- Majority was support for new amenities and features.
- Explore partnerships – BJC, Mercy, etc.
- Enhancing and adding to toddler/young child features.
- Consideration for easier visibility to multiple areas in the pool so children can be always seen.



MARKET ANALYSIS

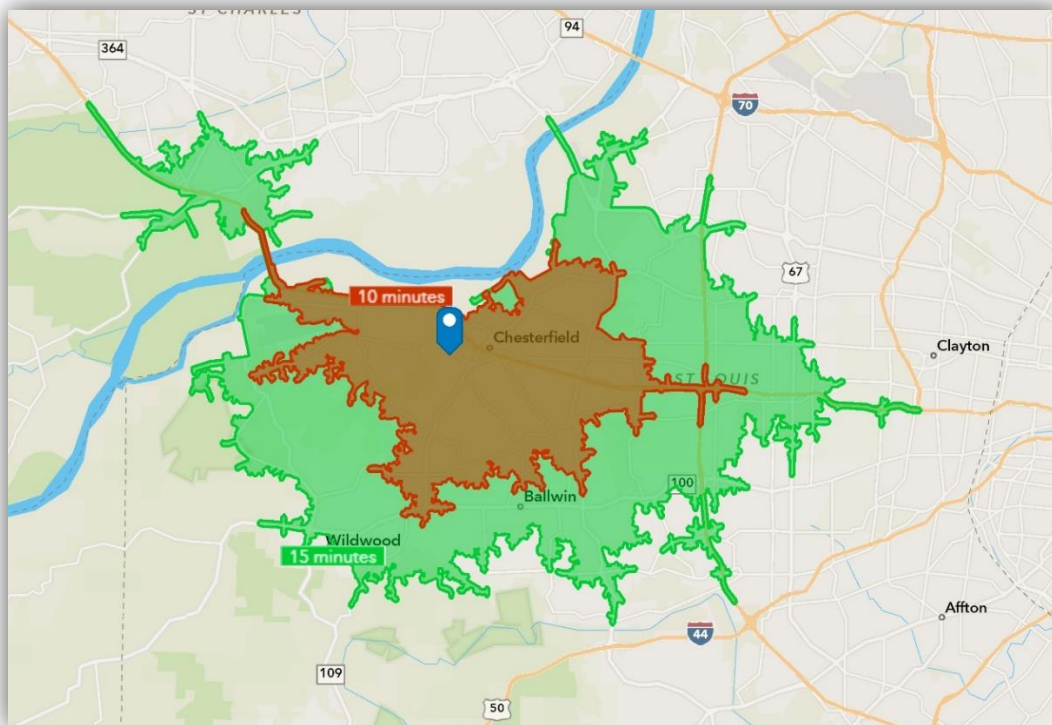
Market Analysis

A market analysis was conducted to explore factors that influence usership of CFAC. Characteristics like population trends, community demographics, and regional service providers influence the how and why people interact with the facility. Therefore, the market study was designed to explore these dynamic factors and guide the recommended facility modifications, programs to include and aquatic amenities to incorporate.

Understanding the market area composition allows for informed alternatives and areas of focus for the facility and the activities that are explored. One of the key areas of study that is informed by demographics is the recommended size and character of aquatic facilities within the system.

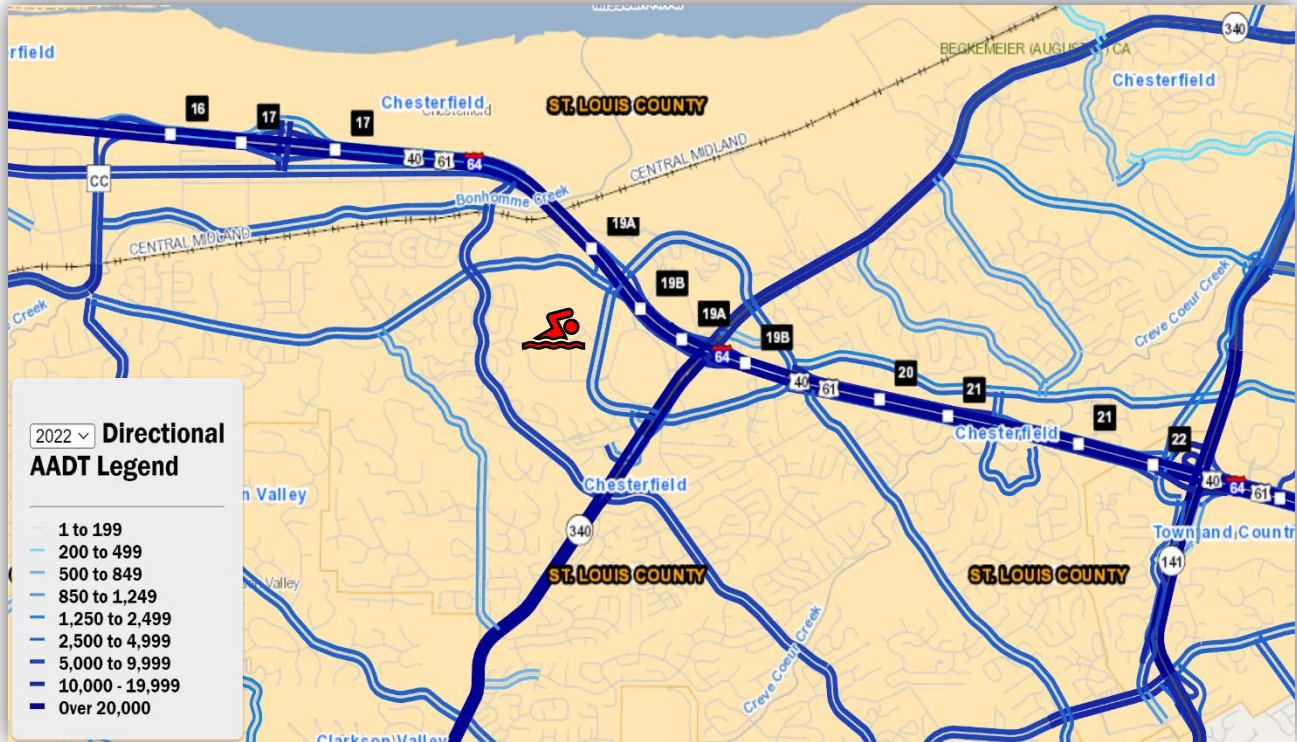
Service Area

The service area for this study is identified as the area within a 10-minute radius from CFAC. This was established from historical trends of community members reporting their willingness to drive up to 10-minutes to participate in a swimming activity.



The City of Chesterfield’s geographical location in the Saint Louis metro area creates a unique situation. With Interstate 64 running through the north portion of the city, and Highway 141 east of the city, these major arterial roads carry large volumes of traffic. Data gathered from Missouri Department of Transportation 2022 indicated the following average annual daily traffic volume (AADTV).

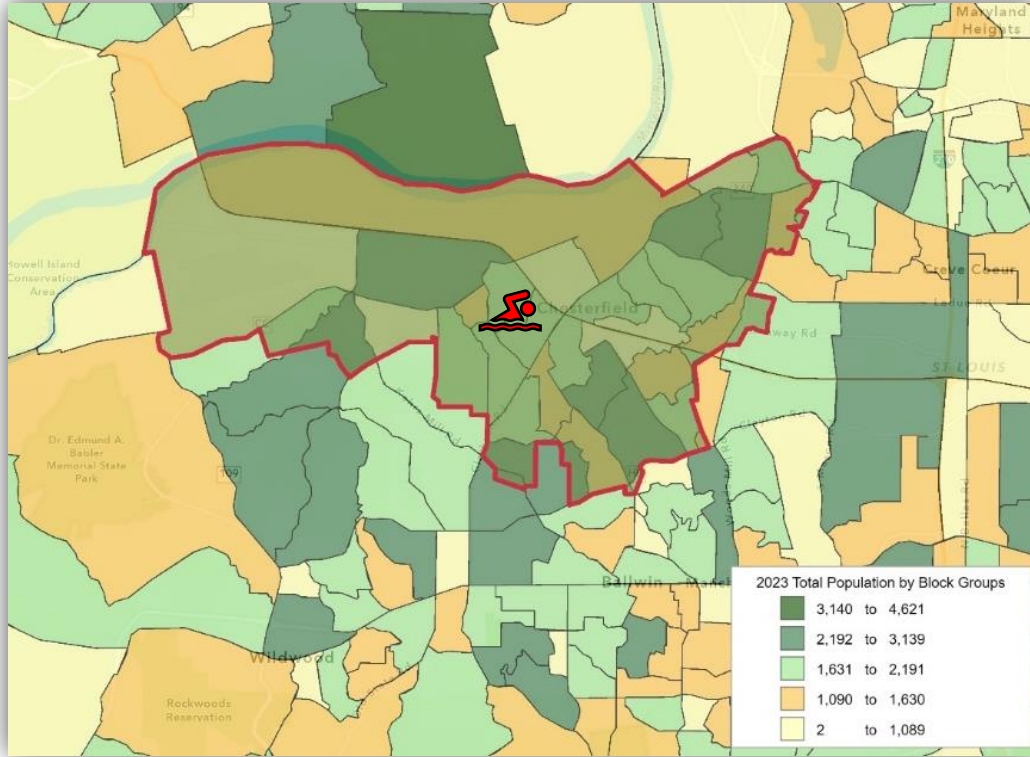
- Interstate 64 – 51,500 AADTV
- Highway 141 – 31,200 AADTV
- Clarkson Road (Highway 340) – 21,500 AADTV



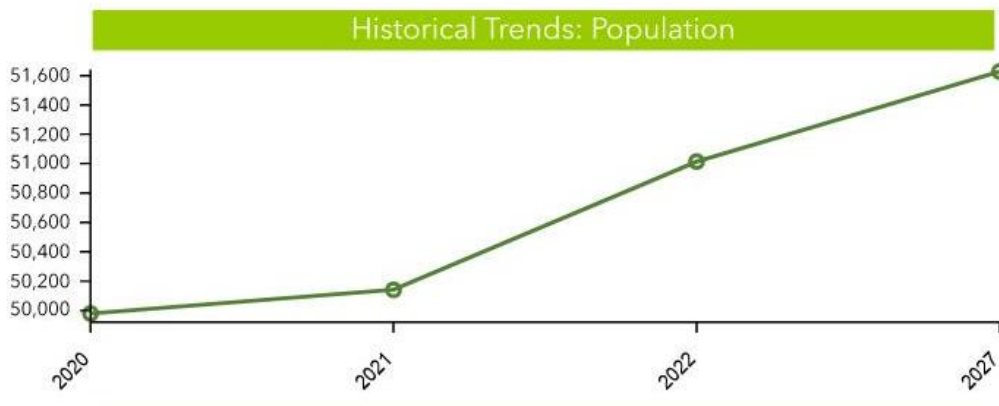
(<https://datazoneapps.modot.mo.gov/bi/apps/publicmaps/Home/MapConfig/AADT>)

Demographics

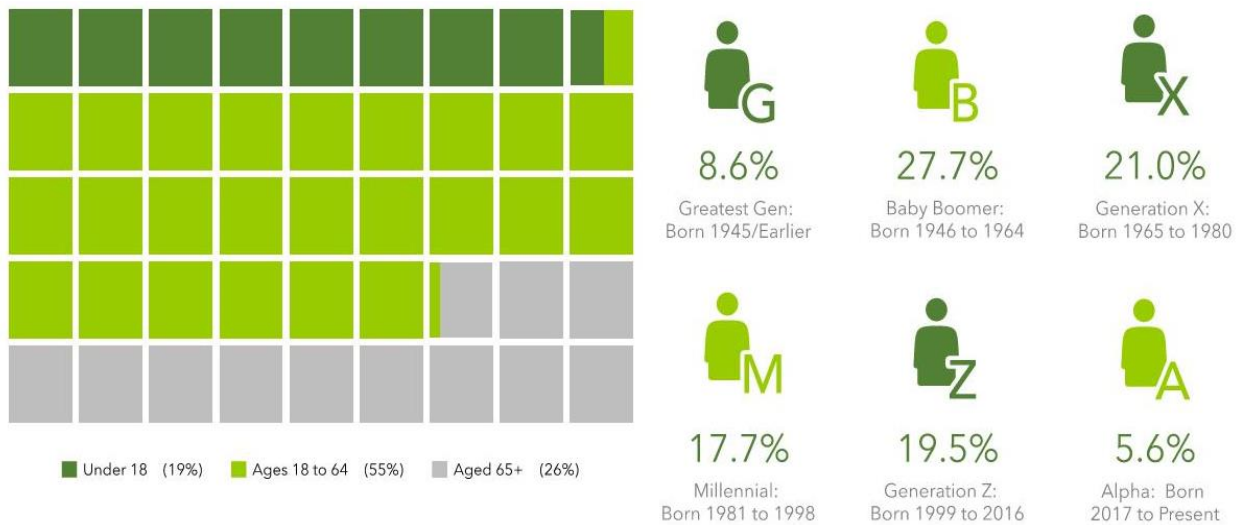
The Population Density Map below demonstrates the population density of Chesterfield, including where CFAC currently is in relation to where the population is. Map provided by ESRI.



According to the 2020 U.S. Census, the population of Chesterfield was 49,327, a population increase of approximately 4.4% in 5 years, or on average about 0.88% per year.



According to 2020 census population estimates, the median age in Chesterfield is 49.3 years. The general population indicates a diverse age range.



Market Inventory

Taking inventory of service area facilities and how they serve the community is an important element in understanding aquatic service gaps and duplications, facility and activity saturation, and market competition. Aquatic facilities include publicly and privately owned, outdoor and indoor, recreation and competitively focused, waterparks, and splash pads.

The aquatic offerings in the Saint Louis metro area are large and diverse. There are many publicly operated facilities that range from free splash pads to neighborhood swimming pools to large scale water parks. The trend within the region indicates small to medium facilities offer family-based amenities like zero-depth entry, shallow-water play and diving. Larger facilities deliver a wider variety of activities. The focus expands to include more high activity and thrill amenities like lazy rivers, water slides and wave machines.

To better understand the regional market the following facilities were evaluated.

Community	Outdoor Facilities	Indoor Facilities
Maryland Heights	1	1
Des Peres	1	1
Kirkwood	1	
Manchester	1	
Ballwin	1	
Ellisville	1	
O'Fallon	1	1
St Charles	2	
St Peters	2	1

Area Facilities:



Maryland Heights



Des Peres



Kirkwood



Manchester



Ballwin



Ellisville



O'Fallon



St. Charles – Wapelhorst



St. Charles - Blanchette

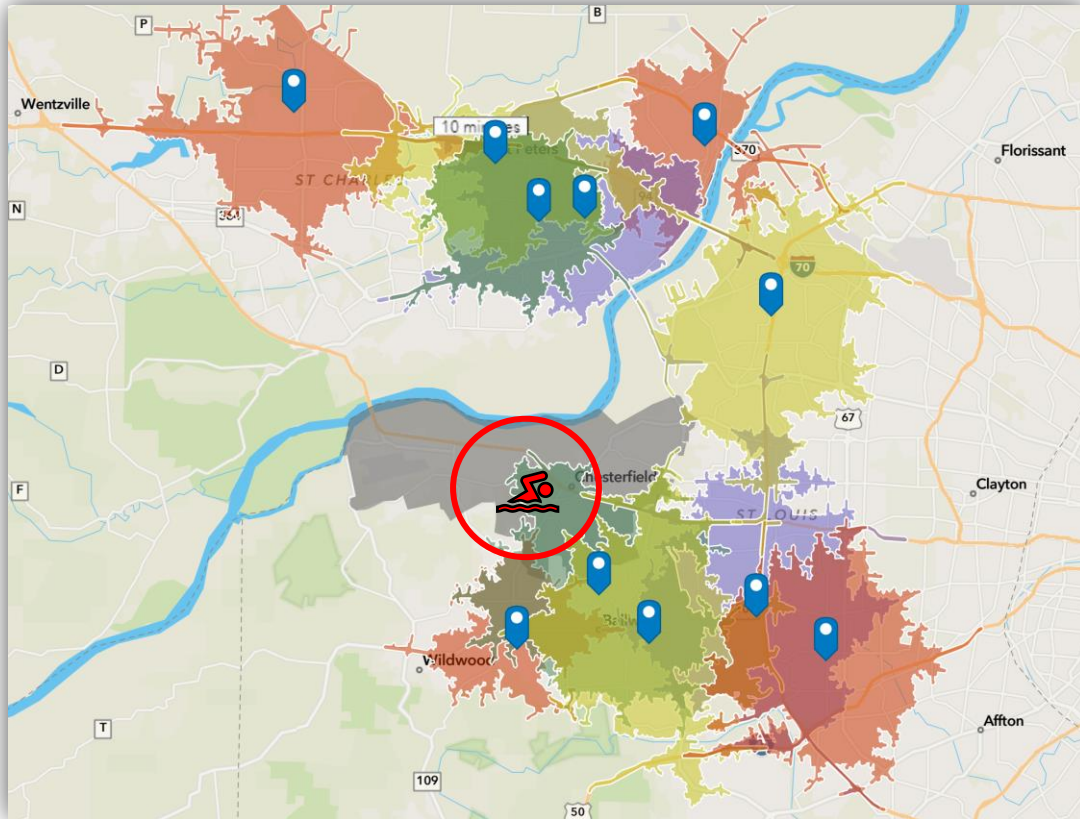


St Peters – The Cove



St Peters – Laurel Park

The map below shows each facility in the region. Additionally, a 10-minute drive time for each facility was outlined to assess the service area overlap.



In addition to studying the city-owned facilities, the following private, membership-based and restricted access facilities were identified.

Facility	HOA	Multi-Family	Membership
15Seventy Chesterfield		X	
Bridle Creek	X		
Baxter Crossings		X	
Baxter Ridge Pool	X		
Chesterfield Village	X		
Four Seasons Country Club			X
Jewish Community Center			X
Peachtree		X	
Wildhorse	X		
YMCA			X

CONCEPTUAL
SCENARIOS

Conceptual Scenario Development

Several conceptual scenarios were developed to explore a variety of options for the future of the Chesterfield Family Aquatic Center. The scenarios were created based on the needs based on the community feedback of the needs and interests identified throughout the study. Additionally, the options were intended to demonstrate the character of various options and capital costs. These options are not intended to be the final design, but to be used as a guide for narrowing down feasible options for future development.

The following goals were used when developing the scenarios:

- Balance the right mix of modern and traditional amenities.
- Accommodate existing and future programs.
- Create efficiencies for facility staff.
- Maximize revenue and participation.

Benchmarking

When developing a concept, the first step is to determine the appropriate size for the facility based on population and on facility composition. Chesterfield’s population was just over 49,327 at the last Census in 2020 and is the starting point for sizing an aquatics facility. Another key point is that the existing CFAC is just over 18,700 s.f.

To determine the recommended size, the process assesses the current population and the projected growth. The projected City of Chesterfield would be in the population category of 50,000 – 55,000 by 2027. Additionally, it is expected that Chesterfield would remain in this category for over 20 years.

Using industry standards, Midwest communities in the 50,000 – 90,000 population range offer an average water surface area of .43 s.f. per capita (range .13 - .78); on average, the higher the population, the lower the water surface area is per capita. Note: splashpads are not calculated in total water square footage, and although popular, are not considered when determining pool sizing.

Using the city’s 2027 population projection of 51,600, the total water square footages needed to accommodate the population are as follows.

Water Surface Factor	Projected Square Footage
0.3 s.f. per capita	15,480 s.f.
0.45 s.f. per capita	23,220 s.f.
0.6 s.f. per capita	30,960 s.f.
0.75 s.f. per capita	38,700 s.f.

National Recreation and Parks Association (NRPA)

An additional resource for facility planning is the National Recreation and Parks Association. NRPA conducts annual research regarding Parks and Recreation trends, usage, and other metrics, known as the NRPA Park Metrics Report. The 2022 NRPA Parks Metrics Report found that in the population size of 50,000 – 99,999, there is one outdoor swimming pool per 40,264 people.

2022 NRPA Park Metrics Report

FIGURE 3: OUTDOOR PARK AND RECREATION FACILITIES – POPULATION PER FACILITY (BY PREVALENCE AND POPULATION PER FACILITY)

Type of Facilities	Median Number of Residents per Facility						
	Percent of Agencies	All Agencies	Population of Jurisdiction				
			Less than 20,000	20,000 to 49,999	50,000 to 99,999	100,000 to 250,000	More than 250,000
Playgrounds	95%	3,750	1,986	3,111	3,807	4,936	10,212
Basketball courts	86	7,403	3,750	6,839	8,477	8,870	15,164
Diamond fields: baseball – youth	79	7,000	3,107	4,858	8,095	14,429	26,413
Tennis courts	78	5,608	2,723	5,000	6,413	7,264	11,561
Rectangular fields: multipurpose	68	9,622	4,362	7,674	13,151	12,505	22,352
Dog parks	67	43,586	11,100	28,000	56,084	75,805	128,281
Diamond fields: softball fields – adult	65	14,302	5,667	11,232	17,228	27,418	35,846
Diamond fields: softball fields – youth	62	11,339	5,339	8,509	11,688	25,456	46,265
Diamond fields: baseball – adult	54	20,127	7,954	19,000	25,097	41,829	52,440
Swimming pools	53	38,000	8,637	26,281	40,264	69,051	113,219

When assessing this data against the City of Chesterfield’s population and CFAC size (18,724 s.f.) it is within the national average.

As the City of Chesterfield develops a plan for the future of CFAC there is capacity to grow the facility to meet the industry matrix. However, careful consideration should be given to the capital and operational costs of a large facility. The cost to build and operate a facility can be prohibitive in the municipal aquatic market.

Scenarios Options

Five (5) scenarios were developed to give the full breadth of options for the future of CFAC. Each Concept Option is defined on subsequent pages.

Scenario	Objective
1. Decommission	Complete removal of the facility. This would remove an aquatic facility for the Chesterfield Park and Recreation Department.
2. Repair	This scenario repairs the deficiencies of the current facility to provide 15-25 additional years of service.
3. Repair & Bathhouse Renovation	This scenario completes the objectives of scenario 2 with a bathhouse renovation.
4. Repair & Amenity Renovation	This scenario completes the objectives of scenario 2 with renovations and upgrades to the aquatic amenities (i.e. slides, river, leisure pool.)
5. Complete Replacement	This is a complete replacement of the facility.

Scenario 1: Decommission

Summary

The site of CFAC would transition from an aquatic center to undeveloped parkland. The facility would be completely removed. Grass and native landscaping would be established.

Pros

- Eliminate deficient operational and maintenance challenges and issues.
- Expanded open scape.

Cons

- No aquatic facility.

Opinion of Cost

\$1.0 to \$1.75 Million



Scenario 2: Repair

Summary

All deficient items identified during the inventory and assessment would be addressed. No additional amenities or upgrades would be incorporated.

Pros

- Resolve deficient operational and maintenance challenges and issues.
- New piping and pumps.
- Resolve water leakage.

Cons

No new pool amenities or attractions added.

Opinion of Cost

\$2.5 to \$4.5 Million



Scenario 3: Repair and Bathhouse Renovation

Summary

All deficient items identified during the inventory and assessment would be addressed. Bathhouse would be renovated to better meet the needs of staff and patrons. There would be no aquatic amenities added.

Pros

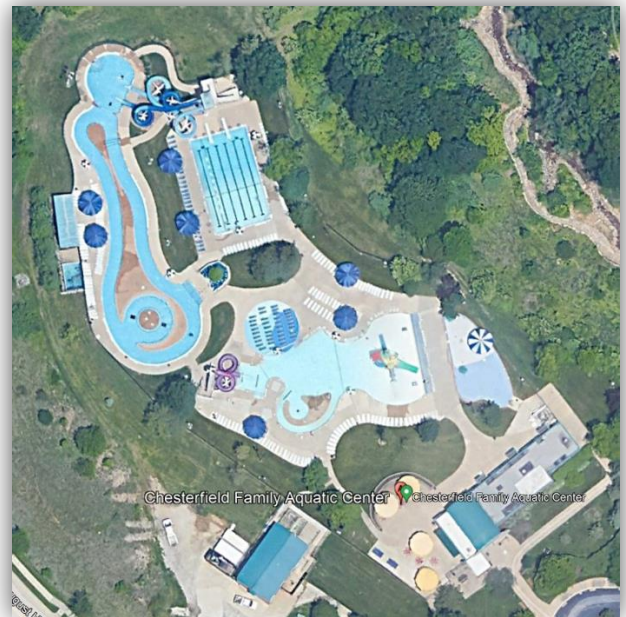
- Resolve deficient operational and maintenance challenges and issues. (Scenario 2)
- Reduce labor and cost of repairs.
- Reduce utility costs with leaks repaired.
- Upgraded amenities and aesthetic in bathhouse.

Cons

- No new aquatic amenities added.

Opinion of Cost

\$5.0 to \$7.0 Million



Scenario 4: Repair and Facility Amenity Renovation

Summary

All deficient items identified during the inventory and assessment would be addressed. Based on the public survey and community outreach, additional amenities would be added to the facility. The goal of additional amenities would be to expand appeal and extend the life of CFAC.

Pros

- Resolve deficient operational and maintenance challenges and issues.
- Enhance the leisure pool and lazy river amenities.

Cons

- Not all the original construction components, systems and materials would be renovated or updated.

Opinion of Cost

\$10.0 to \$12.0 Million



Scenario 5: Complete Replacement

Summary

This would be a full facility replacement. The conceptual layout was based on public input and feedback from staff.

This scenario has 2 bodies of water, with approximately 18,000 sq ft. The objective of 2 bodies of water is to limit the operational systems and staff demands.

Pros

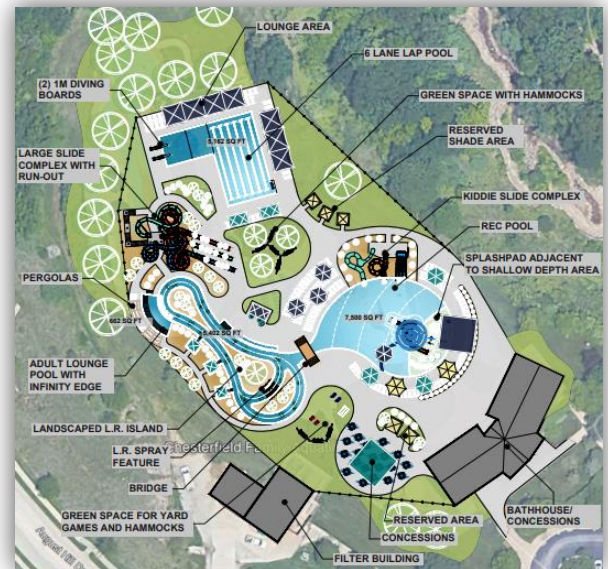
- Eliminates deficient operational and maintenance challenges of existing facilities.
- Provides an entirely brand-new facility.
- Level the site to eliminate the steps and grass slopes.
- Accommodates the current programming needs.
- Compatible scope and scale for the community's demographics and population.

Cons

- High construction cost.
- Large quantity of bedrock in southeast section of the site (lap pool in concept)

Opinion of Cost

\$16.0 to \$17.0 Million



Scenario 6: Complete Replacement

Summary

This would be a full facility replacement. The conceptual layout was based on public input and feedback from staff.

This scenario has 3 bodies of water. It is the largest of all the scenarios, with approximately 21,000 sq ft.

Pros

- Eliminates deficient operational and maintenance challenges of existing facilities.
- Provides an entirely brand-new facility.
- Accommodates the current programming needs.
- Compatible scope and scale for the community's demographics and population.

Cons

- High construction cost.
- Largest staff requirement of all scenarios
- Large quantity of bedrock in southeast section of the site (lap pool in concept)

Opinion of Cost

\$16.0 to \$17.0 Million



RECOMMENDATIONS

Recommendation

Capri Pools and Aquatics and Waters Edge Aquatic Design have concluded 3 recommendations based on the findings of the feasibility study and the current state of Chesterfield Family Aquatic Center. The following criteria were considered when developing each recommendation.

Criteria

- Document current conditions and issues in the facility.
- Engage the community to address the needs and desires of citizens.
- Identify the service areas and demographics of potential users.
- Explore various scenarios for the future of CFAC.
- Develop probable costs for the various scenarios.
- Identify priorities and strategies for the implementation of potential improvements.

Recommendation #1

Minimally, it is strongly recommended to make the listed repairs to the facility to continue to operate with limited disruptions for the next 20 years.

- Leisure Pool
 - o Resolve the significant water leak.
 - o Clean and recoat play structure corrosion.
 - o Replace the non-functioning pool lights throughout the basin.
- Lap Pool
 - o Resolve leaks in the stainless-steel perimeter gutter.
 - o Clean and repair cracks in the concrete basin.
- Lazy River & Slides
 - o Resolve the significant water leak.
 - o Replace damaged gutter grating.
 - o Add non-slip texture on the entry stairs.
 - o Replace the non-functioning pool lights throughout the basin.
 - o Clean and recoat slide structure corrosion.
- Spray Pad
 - o Replace the wet deck surface material.
 - o Repair cracking and settlement of wet deck concrete.
 - o Replace clogged and non-functioning sprays (palms and ground sprays).
- Mechanical Building
 - o Replace non-functioning filter gauges.
 - o Replace worn and deteriorated piping.

Recommendation #2

In alignment with community feedback, the next recommendation is to repair the existing facility and to make enhanced improvements to the facility. Modern updates to the facility will increase interest and participation and drive attendance and generate higher revenue. Incorporate a splash pad with the leisure pool to improve operating efficiency for staff.

- Incorporate a splash pad with the leisure pool. It will improve operating efficiency for staff.
- Maintain a lazy river amenity. It was the highest rated amenities by facility users.
- Update play features to the leisure pool.
- Maintain a pool that includes deep water and diving. Continue to offer like swim and dive team programs without disrupting other areas of the facility.
- Replace at least one of the speed slides (if the slide complex will continue to be offered)
- Add shade and seating options.
- Reconfigure the facility to bring staff into 1 building.
- Complete minor upgrades to the bathhouse to improve the aesthetic and user experience.

Recommendation #3

The final recommendation is a full replacement of CFAC. While there will be a substantial financial investment for this recommendation, the feasibility study clearly outlined the large quality of the repairs needed. The amount needed to maintain the facility for 15 to 25 years is significant. The cost of those repairs would be significant, in the order of the millions.

The ultimate design and configuration of the facility should be thoroughly planned and evaluated. It is recommended that the configuration be guided by the performance and business plan developed by staff and community leaders. The Focus of those plans should be on usage, operational costs, and cost recovery potential. This would include offering a variety of activities and programs that are of interest to different community groups, including different ages, backgrounds, and abilities.

APPENDIX

Appendix A – Surveys

Public Survey

Constant Contact Survey Results

Campaign Name: Chesterfield Family Aquatic Center Survey

Survey Starts: 1729

Survey Submits: 596

Export Date: 09/14/2023 11:39 AM




MULTIPLE CHOICE

Do you live in Chesterfield, MO?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			551	92%
No			43	7%
Total Responses			594	100%







MULTIPLE CHOICE

What is your age?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
< 17			5	0%
18-24			7	1%
25-44			203	34%
45-59			174	29%
60+			206	34%
Total Responses			595	100%

MULTIPLE CHOICE

How many people live in your household?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1			46	7%
2			188	31%
3			83	13%
4			159	26%
5			82	13%
6			35	5%
7+			1	0%
Total Responses			594	100%

CHECKBOXES

Please select all ages that reside in your household, including yourself.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Infants (under 1 year)			19	3%
Toddlers (1-3 years)			71	12%
Young Children (4-8 years)			130	22%
Older Children (9-12 years)			152	25%
Teenagers (13-17 years)			139	23%
Adults			390	66%
Seniors (60 years +)			228	38%
Total Responses			590	100%

MULTIPLE CHOICE

In an average summer, how often does someone from your household typically visited Chesterfield Family Aquatic Center?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Nearly every day (5-7 times/week)			27	4%
Several times a week (2-4 times/week)			70	11%
Once a week			80	13%
Few times a month (1-3 times/month)			115	19%
Few times a season (1-2 times/season)			156	26%
I used to visit but I have not been in 5 years			74	12%
I have never visited			72	12%
Total Responses			594	100%

NUMERIC SCALE

Please rate your overall satisfaction of Chesterfield Family Aquatic Center.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Low Satisfaction)			15	2%
2			31	5%
3			143	26%
4			204	37%
5 (High Satisfaction)			151	27%
Mean	3.82			
Median	4.00			
Total Responses			544	100%

MULTIPLE CHOICE

Has someone in your household participated in swimming or other aquatic programs at another aquatic facility in that last 5 years (NOT at Chesterfield Family Aquatic Center)?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			283	47%
No			300	50%
I do not remember			10	1%
Total Responses			593	100%

CHECKBOXES

Please check all the reasons that prevent you or members of your household from using Chesterfield Family Aquatic Center?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Location not convenient			19	4%
Do not use outdoor pools			34	7%
Not interested in this facility			31	6%
Lack of amenities			96	20%
Facility is not well maintained			34	7%
Access to different facility, such as HOA, YMCA, residential pool			208	44%
Other			166	35%
Total Responses			464	100%






NUMERIC SCALE

At Chesterfield Family Aquatic Center, how important are "CLASSES AND PROGRAMS OFFERED" to you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not Important at All)			149	25%
2			79	13%
3			130	22%
4			117	20%
5 (Extremely Important)			103	17%
Mean	2.91			
Median	3.00			
Total Responses			578	100%






NUMERIC SCALE

At Chesterfield Family Aquatic Center, how important are "FEES AND COST TO USE" to you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not Important at All)			52	8%
2			33	5%
3			113	19%
4			167	28%
5 (Extremely Important)			216	37%
Mean	3.80			
Median	4.00			
Total Responses			581	100%

NUMERIC SCALE

At Chesterfield Family Aquatic Center, how important are "FUN FEATURES AND AMENITIES" to you?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not Important at All)			55	9%
2			33	5%
3			109	18%
4			150	25%
5 (Extremely Important)			235	40%
Mean	3.82			
Median	4.00			
Total Responses			582	100%

RANK ORDER

Please rank where the City of Chesterfield should place the greatest emphasis when planning for aquatic programming? (1 = High Priority, 5 = Lowest Priority)

Answer Choice	Average Rank	Ranked 1	Ranked 2	Ranked 3	Ranked 4	Ranked 5
Location of facility	3.11	116 (21%)	84 (15%)	100 (18%)	115 (21%)	131 (23%)
Fits with and enhances development in the surrounding area	3.36	72 (13%)	94 (17%)	89 (16%)	149 (27%)	142 (26%)
Classes and programs offered	3.23	65 (11%)	102 (18%)	141 (25%)	119 (21%)	119 (21%)
Fees and cost to use	2.54	132 (24%)	165 (30%)	121 (22%)	80 (14%)	48 (8%)
Fun features and amenities	2.77	161 (29%)	101 (18%)	95 (17%)	83 (15%)	106 (19%)
Total Responses	546					

RANK ORDER

Rank which amenities your household is most interested in. (1 = High Priority, 9 = Lowest Priority)

Answer Choice	Average Rank	Ranked 1	Ranked 2	Ranked 3	Ranked 4	Ranked 5	Ranked 6	Ranked 7	Ranked 8	Ranked 9
Spray pad	5.94	43 (8%)	43 (8%)	45 (8%)	26 (4%)	54 (10%)	51 (9%)	56 (10%)	85 (16%)	123 (23%)
Leisure pool	3.92	81 (15%)	92 (17%)	80 (15%)	75 (14%)	67 (12%)	43 (8%)	52 (9%)	24 (4%)	12 (2%)
Play Structure	5.59	40 (7%)	47 (8%)	41 (7%)	50 (9%)	52 (9%)	59 (11%)	79 (15%)	107 (20%)	51 (9%)
Leisure pool slide	5.18	8 (1%)	30 (5%)	66 (12%)	86 (16%)	90 (17%)	120 (22%)	78 (14%)	32 (6%)	16 (3%)
Lap pool	5.10	62 (11%)	57 (10%)	51 (9%)	56 (10%)	46 (8%)	59 (11%)	65 (12%)	80 (15%)	50 (9%)
Large water slides	4.62	80 (15%)	63 (11%)	57 (10%)	56 (10%)	54 (10%)	68 (12%)	65 (12%)	51 (9%)	32 (6%)
Lazy river	3.24	156 (29%)	106 (20%)	85 (16%)	53 (10%)	34 (6%)	22 (4%)	20 (3%)	23 (4%)	27 (5%)
Diving boards	5.86	22 (4%)	43 (8%)	42 (7%)	59 (11%)	69 (13%)	54 (10%)	56 (10%)	79 (15%)	102 (19%)
Grass and lounge areas	5.56	34 (6%)	45 (8%)	59 (11%)	65 (12%)	60 (11%)	50 (9%)	55 (10%)	45 (8%)	113 (21%)
Total Responses	526									

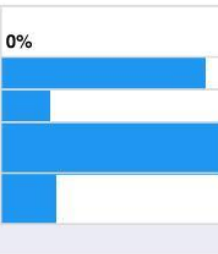
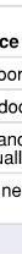
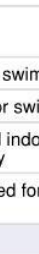

CHECKBOXES

Select the programs that anyone in your household has an interest for.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Adult lap swim			215	42%
CROCS programs			70	13%
Dive-in movie			172	33%
K9 Splash			105	20%
River Walk Club			225	44%
Rubber Duck Race			54	10%
Snorkeling & Scuba			108	21%
Swim Lessons			200	39%
Tot Time			102	20%
Other			42	8%
Total Responses			506	100%

MULTIPLE CHOICE

Please select the swimming need that most applies to your household.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Summer outdoor swimming			225	38%
Year-round indoor swimming			52	9%
Both outdoor and indoor swimming equally			238	41%
I don't have a need for swimming			62	10%
Total Responses			577	100%

CHECKBOXES

If Chesterfield offered the features and amenities your household is interested in, how often would someone in your household typically visit in an average summer?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Nearly every day (5-7 times/week)			50	8%
Several times a week (2-4 times/week)			236	40%
Once a week			110	19%
Few times a month (1-3 times/month)			118	20%
Few times a season (1-2 times/season)			54	9%
I would not visit			40	6%
Total Responses			578	100%







MULTIPLE CHOICE

Is it valuable for the City of Chesterfield to offer an aquatic center with swimming lanes to the community as a whole?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			473	81%
No			109	18%
Total Responses			582	100%

CHECKBOXES

Select how you receive information about Chesterfield Family Aquatic Center

Answer Choice	0%	100%	Number of Responses	Responses Ratio
City website			254	44%
Facebook			188	32%
Word of mouth/friends			142	24%
Email			175	30%
Printed activities brochure			212	36%
Other			26	4%
Total Responses			576	100%

OPEN QUESTION

Please provide additional feedback about swimming at Chesterfield Family Aquatic Center.

The Riverwalk is wonderful and the pool manager is so accommodating and professional. The aquatic center is integral to our community and families. We look forward to bringing our grand children there in the future. I so hope it will still be here!

None

This is very important to our community.

I bring my Grandchildren and Great Grandchildren to the pool often.

I am a member of the water walk club and feel this is improves my health.

It's a not a good use of resources.

Funding seems impractical when needed numbers of responsible/dependable summer employees cannot be found to meet facility users' needs.

It would be wise to have a nicer locker room. It's the last first and/or last place many people see.

Thank you for the survey

Chesterfield operates at a deficit. Pool use should be pay as you go with no taxpayer subsidy. CFAC is used by only a small % of residents that spend a small amount of their time there. CFAC should be a cost-cutting consideration.

pool needs more access entries for elderly and handicapped individuals. With bigger crowds it is harder to enjoy the current amenities

I love river walking! I'm recently retired and finally have the time to enjoy it. I like that it's placed in a quiet grassy area and has several lifeguards on duty in the event someone should require them. All employees are friendly and attentive.

Would be nice to have a clock to see the time.

For the ranking for the greatest emphasis 1 is most needed 5 is least needed.

Great facility but could use an upgrade

267 Response(s)

SURVEY RESPONSES FOR “OTHER” CATEGORY

Please check all the reasons that prevent you or members of your household from using Chesterfield Family Aquatic Center?

- Other: 1) Bees and wasps issue. We have gotten stung many times. 2) Lazy River wall chipping pretty badly. 3) Bottom of all pools super dirty. No vacuuming ever looks like.
- Other: 1. Need more covered areas with seating to be able to get out of the direct sun
- 2. Would be nice to have hot items like hamburgers, hot dogs or French fries available at the snack bar
- Other: At our age we simply no longer go to pools
- Other: Ballwin lazy river is prettier and more interesting. Ours is rather sterile.
- Other: Belong to club
- Other: Busy schedules!
- Other: Busy with other summer activities
- Other: Can be expensive for non residents
- Other: Compared to facilities in other municipalities, this facility is boring, appears to be poorly maintained and does not reflect the fact that Chesterfield is a very desirable place to live in this region.
- Other: Convenience not able to use in conjunction with yearly exercise plan
- Other: Cost
- Other: Cost for residents is high. Hours, not opening until noon, wish it was earlier.
- Other: Cost for seniors is above what other facilities charge. No senior discounts
- Other: Cost!
- Other: Cost. They don't discount Riverwalk club in mornings for seniors. All other pools in the area do.
- Other: Country Club, Neighbors Pools, etc.
- Other: Crowded, too many campers
- Other: Currently summer school, we typically only use the facility in July as we are a household of teachers that teach summer school. Also, we were disappointed last year with the number of times the lazy river was broken.
- Other: Daughter doesn't swim competitive anymore. She used to swim for chesterfield crocs for four summers. She just graduated from college. We loved the pool when my kids were home.
- Other: Didn't know it existed.
- Other: Doesn't open early enough
- Other: Don't have school age children anymore
- Other: Dont love swimming in crowds
- Other: Don't use it enough to warrant the cost of a pool pass. Also, would prefer to have more lockers so I'd feel comfortable leaving my wallet/phone/driver's license and getting in the water!
- Other: Evening hours during the week are not consistent.
- Other: extremely crowded

- Other: Feels as if the kids have outgrown "going to the pool".
- Other: Food at concession stand is not good and not up to what other pools offer
- Other: Generally go when the grandkids are here as a recent injury limits activities this summer. Avoid outdoor activities on very hot days and air quality days.
- Other: Had better results with lessons at a swim school than at the aquatic center
- Other: Have a pool
- Other: Hours
- Other: Hours
- Other: Hours (opens too late in the day)
- Other: Hours are very limited with working parents. My son will be 13 in August. If he could prove he's a good swimmer ie a lap, or something and be able to meet friends, he would go more often. (This was the rule for a pool I managed years ago in KS).
- Other: Hours have decreased over time, especially in the evening, which is when we like to swim as a family after work.
- Other: Hours need to be expanded.
- Other: Hours of operations; crowds; convenience
- Other: Hours. Mornings are usually more free in our house.
- Other: I do not really know what all amenities are provided at this facility. Do they offer swimming lessons? What is the communication method used by this facility? How can I start informed of everything this facility has to offer?
- Other: I don't think you offer a masters swim program?
- Other: I enjoy the channel walking in the summer but the fee has increased too much. It used to be so reasonable.
- Other: I forgot it's there until it's over 100 degrees. Also, I got PandemicFat. the pricepoint is perfect. I do jump in lakes but for some reason I get grossed out by the thought of people in a pool; I'm ridiculous.
- Other: I go with the grandkids. My husband doesn't like going to a pool.
- Other: I have toddler grandchildren and other pools have better facilities for the 4 and under kids
- Other: I use Chest Family Aquatic Center but once in a while I take my grandkids to another pool.
- Other: I used the pool when son was little - but in general do not use public pools. Chesterfield having a public pool is a necessity in order to keep up with our other neighboring townships, we do not have a true "senior" center or rec plex. It is needed!
- Other: I work too late during the week, and fear weekends might be busier than I would like. I look forward to using the pool when I retire.
- Other: I'm an older adult
- Other: If grandchildren come visit in the summer they will use it. I will answer the following questions as if I had young children here."
- Other: in years past, it was crowded (often with people who seemed to no be residents of Chesterfield). This year, crowding is less of a problem. This might be because of an increase in admission fees.
- Other: Inconvenient pool hours with small children. Noon is not ideal open time.
- Other: INNSBROOK Estates

- Other: It is too crowded and too hard to find a place to sit. The city has grown too big for the size of the pool.
- Other: Kiddo is more active in the mornings, and you're not open until noon. Napping til 2, then cranky for a bit, and dinner needs to be made by 5:30. That's not a lot of swim time for the price.
- Other: Kids are gone a third of the summer
- Other: kids still too young
- Other: Kids think they're too old for chesterfield pool
- Other: Lack of chair & shade availability which is needed for young children
- Other: Lack of lap swimming and reduced hours.
- Other: Location is great but need more programs for adults! The fee is high compares with other cities' pool in the area - should be cheaper for residents.
- Other: Many times the large swimming pool is overcrowded trying to fit in slides, diving boards, and swimmers all in one area.
- Other: My son is an elite diver and uses pools that have 3 meter boards and a tower
- Other: My son swims for a club team that uses 50 meter pools in the summer.
- Other: Need classes offered to be for adults and during days/times that work for my schedule
- Other: Needed to use for water walking for improving health of my back & bought a pass summer 2022. Most of time the H2O level was too low, which was actually more stress on back due to H2O not being at high enough level or cancelled. Staff said was a leak.
- Other: Neighborhood pool access
- Other: Never knew there was a family aquatic center.
- Other: Never sure what the hours are and when they close in August.
- Other: No good adult classes. Too crowded with kids screaming, running, butting in to adults constantly. The river walk is like a river smash. Should be adults only. Have kids pool separated somewhat from adults who want some time away to relax.
- Other: No impediments
- Other: No issues to prevent usage
- Other: Non resident pricing
- Other: None
- Other: Not much for teenagers to do
- Other: Not swimming
- Other: Nothing
- Other: Off season swim lessons
- Other: Often too crowded.
- Other: Often very crowded especially weekends. the facility didn't always seem very clean. Not enough shade in areas or lounge type chairs.
- Other: Opens late for taking younger kids, usually pretty crowded
- Other: Opens late in the day. Not aware of any lessons taking place at this facility, not enough advertisement.
- Other: Other activities prevent us from coming everyday.
- Other: Other things going on. Busy schedule.
- Other: Out of town on weekends it is out of my mind on weekdays.

- Other: Overrun in every pool with loud kids. The river walk is like bumper pool. Not fun or relaxing at all. Why do you allow residents outside of Chesterfield to come in without a chesterfield resident at least. Overcrowded.
- Other: Parking can be difficult, bathrooms are pretty rough
- Other: Personal pool
- Other: Pool at home
- Other: Pool at the house.
- Other: Price
- Other: Price and time schedule
- Other: Programs not of interest.
- Other: Recently moved to this area from out of state. Have not had the opportunity to use the aquatics center
- Other: Schedule issue
- Other: Schedule sometimes conflicts with pool being open
- Other: Shortened evening hours prevent us from going more regularly.
- Other: Small no music in lazy river hard to navigate not enough swimming lanes for exercise cost for residents should be less
- Other: some facilities are dated, also have our own pool
- Other: Sometimes I prefer not to be as crowded
- Other: Sometimes it's too busy and too many people make it less enjoyable. Also, my kids are getting bored with slides offered so we will go to Walpelhorst in St. Peter's on occasion.
- Other: Staffing
- Other: Swim lessons in winter time
- Other: The large bucket of dumping water in the toddler area covers most of the zero entry space so my cautious toddler has not been able to enjoy the Chesterfield Aquatics Center without large amounts of water being dumped on him from above.
- Other: the lazy river needs to be longer and monitored better. There are too many kids pushing, shoving and making it miserable for others to enjoy it, the lifeguards need to stop the kids from being so aggressive
- Other: The Pool can be overrun with summer camps that do not seem to represent the community at large. Some of the camps are poorly supervised, putting the lifeguards at a disadvantage.
- Other: The pool has really gone downhill over the last several years for us as season passholders. The camps come in droves and just dump children off at the pool with little to no supervision. It is not fair to the lifeguards and paying patrons.
- Other: The splash area is always broken and every year it gets more and more pathetic. They also put the broken equipment like the turtle in the middle of the working things so that it looks like it has a purpose.
- Other: The swimming lessons for kids are full. Not enough kids lessons offered.
- Other: There are no problems with me using the Chesterfield Pool
- Other: There is nothing that prevents me from using the aquatic center. None of the prescribed answers are reasonable.
- Other: Time constraints

- Other: Time!
- Other: Too busy
- Other: Too crowded with all the camp kids
- Other: Too crowded with younger kids, unable to swim laps
- Other: Too many camps coming during the daytime
- Other: Too many people from other cities coming in and crowding through pool. Need to restrict access like other centers do. We were members fo 8 years and decided not to rejoin this year because of the crowds.
- Other: Too many people, joined Country Club instead.
- Other: Unheated Outdoor pool is too cool for little kids for swimming lessons. They can't jump off diving boards with life jackets or puddle jumpers. Also the bucket in the kiddie area is a negative for those who don't like getting soaked unpredictably.
- Other: Use lifetime
- Other: Usually too busy
- Other: Was not aware there was one. We also could use a fitness center.
- Other: We are seniors and find that there are too many people who throw balls or other objects in the pool. Too often they hit people not watching. Should not be allowed and since it is, they take over large section of pool as you can't be in between them.
- Other: We belong to Forest Hills CC
- Other: We come mostly for Crocs swimming
- Other: we didn't go for years as we belonged at forest lake. We now have a toddler living with us so we signed up this year. time prevents us from using the pool (work etc)
- Other: We have a pool
- Other: We have a pool
- Other: We have been members for several years but this year opted for a location with our friends. We felt Chesterfield really struggled last year with hiring and many areas were closed when we went. Thus leaving an influx of people in other areas.
- Other: We have lived out of the country for the past three years. We are now back in Chesterfield and plan to go to the pool this summer.
- Other: We have our own pool.
- Other: We like to do lap swimming and wish there were fees and times dedicated to this.
- Other: We no longer go swimming, and if we did, our son has a pool at his house in Manchester.
- Other: We only attend tot time. The water bucket dump is A LOT for some littles. My daughter can't stand it and doesn't utilize the facilities to their full potential due to fear of the water spraying everywhere.
- Other: We prefer the Ballwin Pool at North Pointe. The North Pointe facility has a better area for young children as well as older kids.
- Other: We used it a lot when my daughter was younger. Not that she is a senior in high school, we don't go to the pool anymore. As I get older, I wish to return to the pool for exercise.
- Other: We used to go all the time when my daughter was younger but she doesn't live in St. Louis anymore.

- Other: We went to a place specializing in swim lessons for little ones (age 7 months-20 months), Foss Swim School. This worked out well so we could do the lessons in March-June, indoors, regardless of weather.
- Other: Where we live Ballwin is closer and the kids friends are all there.
- Other: Wish it was attached to a work out facility
- Other: Would like a reasonable daily or weekly user fee for seniors to use the facility
- Other: would love pickleball courts

Select the programs that anyone in your household has an interest for.

- Other: Adult area for relaxing
- Other: adult water aerobics, offered in evenings
- Other: Aerobics
- Other: Aerobics classes
- Other: Aquatic exercise
- Other: Aquatic fitness in an interior warm pool. This is used by seniors, rehabilitation, pregnant women, kid swimming lessons. And can be used all year around.
- Other: Bring back the cardboard boat race
- Other: Cost
- Other: Diving club or team
- Other: Diving lessons
- Other: Fitness classes at an indoor pool for year round use would be helpful. (City owned pool or a reciprocal agreement with a neighboring community for routine access to their pool) Otherwise the aquatic facility we already have is adequate.
- Other: I am 70 years old and not interested.
- Other: Leisure use with reasonable senior pass per day or week.
- Other: N/a
- Other: No programs needed.
- Other: None
- Other: None
- Other: None
- Other: None
- Other: Not at all
- Other: Not interested
- Other: Sr. Classes
- Other: Stand up paddle yoga at the pool (I do not want to do it in a pond/lake)
- Other: Stand Up Paddleboard
- Other: Sup yoga/pilates
- Other: Swim strokes clinic, dive clinic
- Other: Swim team - parkway needs facilities badly
- Other: Teen activities
- Other: Walking
- Other: Water aerobics
- Other: Water aerobics
- Other: Water aerobics

- Other: Water aerobics
- Other: Water aerobics
- Other: Water aerobics, Aqua Zumba
- Other: Water aerobics/exercise classes
- Other: Water fitness
- Other: Water walking sessions offered morning & night
- Other: Work-lifeguarding.

Select how you receive information about Chesterfield Family Aquatic Center.

- Other: at the location itself when at the Chesterfield Park.
- Other: Chesterfield magazine
- Other: Chesterfield newsletter
- Other: Chesterfield paper that comes in the mail
- Other: County magazines
- Other: H O A
- Other: HOA
- Other: Hoa
- Other: I don't, I guess that is why it is out of site out of mind.
- Other: Instagram
- Other: Instagram
- Other: Instagram page
- Other: not interested
- Other: Social media, what's app, instagram and twitter
- Other: the chesterfield weekly news magazine
- Other: Twitter
- Other: Walking by in park, signs posted in park
- Other: Ward Four council members.
- Other: we don't
- Other: west newsmagazine
- Other: West Newsmagazine
- Other: West newsmagazine
- Other: West newspaper

Please provide additional feedback about swimming at Chesterfield Family Aquatic Center.

- A few years ago my grandson from CA came to visit and I took him to the aquatic center to swim and he could not stop telling people how great the facility was. Although I do not swim I appreciate having the pool available for visiting relatives.
- A horrible loss if it is taken away. Chesterfield Mall was destroyed by the city government because of their greediness. And now, they want the pool gone? Lets bring on more apartment complexes and more traffic, not!!

- A new/updated pool would be great, but people really want a rec center. We'll lose the community center and indoor walking once the mall is gone.
- A year round facility would be very nice to have in the community.
- Adding an indoor pool facility would seem to have value, though I currently have YMCA membership that works for me.
- Adding an indoor pool like Des Peres lodge along with workout/meeting facility would be amazing. I'd say Des Peres has a great model in their municipal pool and other rec facilities.
- All of the building going on in that area, and the crowds it will be bringing in due to apartment complexes, will be deterring our family from wanting to continue to swim there. We joined JCCA this summer. Used to really enjoy Chesterfield pool.
- Almost every nearby municipality has its own aquatic center. Chesterfield must continue to provide an aquatic center for its residents, especially with our hot and humid summertime weather. Having a community pool is essential to our well being
- Although I do not currently use the Aquatic Center, When my children were living at home, it was much more useful. I think it is geared towards families, and should have programs that support use by families as well as others.
- although my kids are older, they loved this facility when they were younger - feel its a great thing for kids to have pool access
- although we do not use the existing facility, we feel it is important for Chesterfield to have a high class facility available for those residents who enjoy using it.
- Always have enjoyed visiting this facility
- an indoor option would be great with slides like Ballwin has.
- An indoor pool would be huge. We go to pools in other areas throughout the year, but they are aging and we'd love somewhere locally that is newer to take our kids. Also afternoon and evening hours would be easier for our household since we both work
- Aquatic center is not maintained especially the restrooms
- As a 37yr resident, I think non residents should be charged much more than residents. I take my 3 grandchildren all the time and it is expensive, make the non residents pay more and give us a break. Kids should be monitored better
- As a kid I learned how to swim at the YMCA. I question if each municipally needs an aquatics center.
- As a senior the lazy river walking is vital. Getting rid of an outdoor pool is crazy. Get rid of some of the money spent on sculptures and trails and keep an outdoor pool and build a rec center. We are one of the few BIG municipalities without one
- As a senior, don't come often bc no discounts available. Cost is above what I can afford to pay on a frequent basis
- As an adult without children, I would utilize the Aquatic center more if there were programs and times available for adults only. I have participated in the River Walk Club but the times aren't convenient for someone who is working 6a-6p
- As an avid water lover and lap swimmer, I believe a robust aquatic center is vital to a strong community like Chesterfield. Years ago both of my kids were on the CROCS swim & dive team and loved it! So many fond summer memories at the pool!

- As the population grows in Chesterfield and the demographic gets older we will need MORE space, variety and the ability to swim indoors during the cooler months.
- At a minimum turning the bucket off during tot time like other facilities would help. Also having the kist play structure in a pool connected to the deep pool is dangerous as the kids don't know when to stop. In future structures keep them separate.
- Bathrooms and concessions need an update. Appreciate the slides and diving board. Would love an indoor/outdoor facility like Des Peres or Ballwin.
- Bathrooms need to be cleaned more often or thoroughly.
- Because the current pool offers limited lap swim opportunities, I have sought other places to exercise, ex. JCCA. I think it important to have an aquatic center for the youth of our community foremost. Then the needs of seniors could be addressed.
- Beyond my personal usage of the water park i believe it is important for the city to maintain one that ranks in the top 5 in the st louis / st Charles area. In addition its current location tied to what is becoming downtown chesterfield is perfect.
- Bigger longer wider lazy river. Life guards stop people from exiting pool near leisure slides. Don't connect them. Have separate steps. Big bucket dump is a liability waiting to happen. Comes close to knocking over little kids.
- Bring back the short recreation manager with brown hair that always got in the pool w her clothes on to fix things. Pool and the staff were incredible back then.
- Chesterfield already has the YMCA and numerous neighborhood pools plus other private options (Lifetime, MAC, CCRC, etc). A new aquatic center is a waste of money.
- Chesterfield has got to keep this pool! It provides our family with a lot of entertainment for the summer.
- Chesterfield needs a Indoor/Outdoor Swim facility with a Community center attached.
- Chesterfield operates at a deficit. Pool use should be pay as you go with no taxpayer subsidy. CFAC is used by only a small % of residents that spend a small amount of their time there. CFAC should be a cost-cutting consideration.
- Chesterfield Park Aquatic Center is an important asset to our community. It meets the needs of all age citizens. The river walk helps seniors to not only maintain their health through exercise but also offers users to be in community with others.
- Close the pool. Spend money on other things please and thank you.
- Compared to surrounding pools the chesterfield pool/chairs could use updated.
- Convenient and well maintained!
- Definitely need more umbrellas for shaded spots. There are not enough places to lounge in the shade and people are pulling the loungers all over the grass to get under the trees.
- Don't raise taxes, let people who use it pay for it
- Don't use the facility right now but a lot of young people do! Glad it is located where it is currently located in Chesterfield Central Park.
- Emphasis for features should be on families and kids. More slides. Enhance the lazy river. Do something different with the splash pad area. I don't think a splash pad is even needed.
- Enjoy Riverwalk. Willing to pay more for a half season pass. Understand that Chesterfield subsidizes the pool costs. Pool usage #'s vs new pickleball cts, which only serve a certain age group and expensive to construct. PB may be a short lived trend

- Enjoy the current Riverwalk. Wish it lasted longer
- Facility and Central Park are getting too crowded. Need to lock in greenspace surrounding Central Park and expand its size. Central Park area is being referred to as mini NY - an over crowded Central Park.
- For the ranking for the greatest emphasis 1 is most needed 5 is least needed.
- Frustrating that the pool is overcrowded and yet we allow people from other cities to use it. Should be limited to Chesterfield residents and their guests.
- Given our parks tax, we should have a facility at least equal to Ballwin and Maryland Heights. We need an indoor pool that can be accessed all year as well as a nice outdoor facility and a fitness center.
- Great facility but could use an upgrade
- Hard to swim in lap lane because kids do not use it as intended.
- Having a community pool is extremely important for families and individuals. Not only does it provide an opportunity to socialize, to learn to swim and to participate on swim teams while promoting both comradery and a competitive spirit.
- Having a young kid we really like the amenities at the facility. Hoping they can be up kept well into the future
- Honestly, it is time to consider a true recreational facility for Chesterfield. Maryland Heights is able operate a new facility near their YMCA. I currently drive to Lifetime, but I much rather spend our money in Chesterfield.
- I answered based on "if I did join". I have my own residential pool and I am a member of the YMCA, so I have not attended recently. However, now retired, I might attend more swimming functions, with friends, if available.
- I Chesterfield aquatic center provides an important part of our exercise and fun
- I could run this better after 50 years of aquatic exercise.
- I do not think we should use tax payer money for an aquatic center. Many facilities available in the area.
- I don't think it is good use of city's money. This are plenty other private options available (residential pool, JCC, YMCA, HOA, etc).
- I feel its very important to have a great facility and features like swimming classes, competitive swimming activities for kids. I gladly pay the taxes!
- I feel that it's important to offer an attractive facility to Chesterfield residents. Encouraging physical activity is very important.
- I grew up in Chesterfield & love taking my niece & nephew every summer when I visit. Last time we were there, some of the spray things in the play structure didn't work & the bathrooms needed attention. An inside door knob was about to fall off.
- I have no interest in this facility. I would prefer an indoor walking track.
- I have only been once (there was no option for this) and was AMAZED at how many pools there were (expensive to maintain!). I wondered why the City didn't just have one large pool (with diving at one end) & a kiddie pool "like most communities!
- I like having an aquatic center in Chesterfield. I wish it had a better kids area (more stuff in between little kid structure and giant slides) and opened earlier on the weekends.

- I love river walking! I'm recently retired and finally have the time to enjoy it. I like that it's placed in a quiet grassy area and has several lifeguards on duty in the event someone should require them. All employees are friendly and attentive.
- I love the convenience of the current location NOT being in the valley. If it moved out there, we would not go nearly as often. Also, we love a good snack bar, anything you can do there as far as more robust offerings, we'd pay a premium price!
- I may not currently use it but it is important for Chesterfield to have an aquatic Center. I plan to use it more once I retire.
- I really enjoyed the water aerobics classes that used to be offered, but they have not been available for several years. I would attend those if they were offered. I think the location is great. I would be upset pool moved to a different area.
- I really love the Riverwalk
- I think an aquatic center coupled with a community center is sorely needed in the city.
- I think having a community pool is important, one with activities and programs for ALL residents: lap swimming aerobics/exercise, play areas for children.
- I think it is imperative that the City of Chesterfield provide this amenity for our residents. I am a Real Estate Broker and have sold Real Estate in West County for 40+ years and I can promise you this very appealing to home buyers Chesterfield.
- I think it is important to maintain a community pool in chesterfield. It helps keep chesterfield a family friendly community.
- I think it's important to have an aquatic center for the community and very much look forward to having time to enjoy it. Being able to use in the winter would be nice and having an area that you could rent for parties (like des Peres) would be nice
- I think it's important to provide this center for residents who enjoy outdoor swimming. If I was younger I would probably use it more often. With so many apartments going up, I imagine the use of the pool will increase with more residents, especial
- I think the staff and the lifeguards do an excellent job! I also really like the layout of this pool.
- I wish that you had a water aerobics class in the morning.
- I wish the walking river was available another evening. It's hard to get there in the mornings sometimes.
- I wish there was a separate small slide structure for young toddlers that did not include a dumping bucket, as the dumping has very short periods of time between and for a 1-2 year old, that is scary. It hits the play structure steps preventing use.
- I work for a Parks Dept. nearby with outdoor pools and understand the maintenance needs of outdoor aquatic facilities. Chesterfield does well, but needs to focus on staffing and maintenance needs moving forward as the city and competition grows.
- I would be most interested in using the facility with my preschool age grandkids
- I would like for the water aerobics program reinstated. I participated in it for several years when it was offered during the summer. We would like to have water walking available on more evenings.
- I would like to see the city concentrate on a nice indoor recreation center. We are currently paying a premium to use Maryland Heights and Creve Coeur because they have nice amenities.

- I would prefer that the camps were not allowed there. They overcrowd the place and I find that the lifeguards have trouble keeping the kids in line . They don't seem to listen to the lifeguards at all. It's hard to enjoy the pool with unruly campers.
- I would suggest that the pool should get an inner tubing slide if the budget allows. I feel that Ballwin and Maryland Heights have better aquatic centers and I sometimes go there because those pools are more appealing.
- I wouldn't support moving the pool, if that's on the table. That seems enormously wasteful and I also care very little about it "fitting in" with what's around it. It was there first and what SHOULD be around it is a park.
- If the pool were staff longer hours later in the summer (even after the high school and college-age lifeguards return to their respective schools), we'd use it more
- If we have a pool, it should support youth sports (i.e. swim team, diving and scuba/snorkeling). That fits with Chesterfield's youth sports brand. Otherwise, people have access to lots of private neighborhood and home pools for leisure.
- In addition to down song \$\$ here, the city also needs pickleball courts . Have grassy areas where people can picnic
- In the summer it is all about the features that our grandkids love...slides, lazy river, whirlpool, bucket drop. We love going all the way to Ste. Genevieve for their awesome pool. Also like Maryland Heights and their surfing area.
- Indoor pool would be great for water aerobics classes for seniors
- Indoor warm pool would be very useful to an aging community
- Indoor, year-round swimming would be great. Should be combined with workout facility. Better amenities including shaded areas, food, etc.
- It is a little frustrating that Riverwalk, and Lap Swim passes are completely separate and not reduced in cost in some manner when wanting to possibly utilize both. The non-discount is a deterrent. We can't be in both places at once anyway.
- I must stay. Can't live in the midwest without a community pool.
- IT SOUNDS TO ME LIKE YOU WANT TO GET RID OF THE AQUATIC CENTER.
- It would be great if more swimming lessons are offered
- It would be great if more work is put into pest control. There were so many gnats and mosquitos there last time we went (about two weeks ago) that it wasn't as fun as it could have been. We put our towels on the grass and were surrounded by insects.
- It would be great if there were a couple of private changing booths for adults, especially in the women's locker room
- It would be great if you updated the splash pad, especially adding squishy ground. Also need more umbrellas/shade in the lounge areas. I understand staffing/scheduling, but a few mornings of general swim would be nice.
- It would be nice if it was not placed too close to the newly built apartment monstrosities. These complexes should have their own pools. Transient residents will overcrowd and not be vested in any city facility available to residential homeowners.
- It would be nice to have access to an indoor pool in the winter time.

- It would be nice to have hot showers. Would like to see more programming aimed at middle school / high school youth such as water volleyball league, out of school party, etc. Keep location where workers can get to by walking or biking.
- It would be wise to have a nicer locker room. It's the last first and/or last place many people see.
- It's a not a good use of resources. Funding seems impractical when needed numbers of responsible/dependable summer employees cannot be found to meet facility users' needs.
- It's fun!
- It's a pretty good facility for the price. Restrooms are pretty rundown, snack bar could use some upgrades, not enough shades seats some days. zAn indoor pool would be great for the season. Also more lap lanes would be ideal
- I've been a member at many pools in the area, such as North Pointe, Lifetime, YMCA. Chesterfield Family Aquatic Center is my favorite. My son is 7 years and on the CROCS. It is wonderful to have facilities so close to each other: pool,park, library
- Keep the music low so it is not heard in surrounding neighborhoods
- Keep the pool a proper pool with lap swim and diving well. It has something for everyone.
- Lap swimming is very important for fitness. Lap swimming should take precedence over leisure pool, spray pad, etc.
- Lazy River blue tubes should be inflated daily. There are many that are half empty and not ussble.
- Let's have a first class pool and please consider combining with an indoor pool and recreation/community center similar to the lodge. Make this a "must go" destination for Chesterfield residents.
- Looks fun! See it from sidewalks while running nearby. Great existing location. One of the reasons I love living in Chesterfield, just haven't been able to get my nephew to pull away from his sports schedule long enough to bring him there.
- Lots classes lazy river walk pool workout for seniors
- Love life vests are available. Easy entry by the play area is super important. Could use a few more shaded spots. For those unable to swim (I.e disabled/wheelchair) requiring them to pay a fee when they are spending time with family isn't ideal.
- Love proximity and fees. Fixing existing features that are not operational, extended hours, and more swim lesson offerings would be nice.
- Love the lazy River program for walking!
- Love the pool and location. Why change what works?
- Maybe partner with another municipality, or entity, and share one pool. The community pools are difficult to staff, resulting in reduced hours and fewer visitors. Does the pool operate in the black now? Will it after an upgrade?
- Maybe partner with parkway and rock wood school district for programs
- Miss the clock that used to be visible from the pool.
- More canopies for shade should be constructed around all pool areas. There are never enough shaded spots which makes the visitors drag the loungers around in the grass to get under the trees.
- More seating is needed.
- More tot time and earlier opening

- My expectation of a community pool is just a pool with locker rooms which encourage showering before entering. Amenities not a big deal. There are membership gyms with pools (in/out) who are offering special summer deals.
- My kids love going every summer.
- N/a
- N/a
- N/A
- N/a
- NA
- NA
- NA
- Na
- Na
- Need a senior discount and ability to pay at the pool rather than city hall
- Need to have a lazy river, lap lanes, plenty of chair space and some sort of food stand.
- No additional money should be spent on anything whatsoever.
- None
- Not enough marketing is done for the aquatic center! Get the word out, offer specials on admission, and hold special events!
- Only use fees from the pool to pay for the improvements. Take the money you were going to put in the and put it towards TIF projects to reduce the total amount of DEBT the City issues.
- Other pools have better water slides
- Our family has loved the aquatic center amenities, especially when the kids were young. Now we have a neighborhood pool, but still come for the slides & lazy river & to meet friends. We'd also use an affordable indoor pool over the winter for laps.
- Our family joined this year and we absolutely love it. It is very safe and has lots of features that we love.
- Our grandchildren absolutely love the Chesterfield Family Aquatic Center and beg me to take them every day during the summer. The days we don't go is due to bad weather.
- Our main concern is health & safety while visiting the pool. Cleanliness is very important.
- Our neighborhood doesn't have a pool so we LOVE LOVE LOVE the Chesterfield Aquatic Center! We just had new neighbors move in and we recommended it to them. We take family/friends here when they visit and have our friends gather here for fun. LOVE it!
- Overrun in every pool with loud kids. The river walk is like bumper pool. Not fun or relaxing at all. Why do you allow residents outside of Chesterfield to come in without a Chesterfield resident? Overcrowded. Miss water aerobics
- Parkway is currently losing a significant amount of swimmers in their club due to the lack of pools. This hurts the overall swim programs that have been very successful in the area. The amenities are needed
- Please do NOT abandon the current location of the aquatic center to build a different/ "new center". In fact, there are already far too many new community construction projects throughout Chesterfield, and a ridiculous number of empty buildings.

- Please do not get rid of the Aquatic center! We love the dive-in movies and K9 splash (wish there were more of these offered per summer)!
- Please find a way to offer healthy snacks, lots and lots of shade, & grass is so much cooler than cement. An indoor/outdoor combo with more locker rooms, including gender neutral/ family lockerooms, would be great! Perhaps also a sensory area for qu
- Please improve pool and include indoors pool too
- Please keep the price reasonable for residents.
- Please note that the survey questions where the response is a dropdown does not work. As soon as you select the response for the 2nd question, the previous response goes back to "--".
- Please offer water aerobics!!
- Please post daily information on the Chesterfield website regarding pool status. If the Lazy River is closed, post it daily on the website. Need more shade umbrellas! We have been very impressed with the pool management and life guards this year!!
- Please try to ensure the neighborhood quality of the pool. The use of the pool by summer camps threatens this. Also, those with special needs in camps do not appear to be adequately supervised by camp personnel overburdening the pool staff.
- Pool is way too small and with all the development and apartments it will be worse. Also need an indoor pool and exercise facility for residents
- pool needs more access entries for elderly and handicapped individuals. With bigger crowds it is harder to enjoy the current amenities
- Pool seems like the coldest one I've visited, I avoid it until later in the summer
- Provide more shade for young kids and families at the new facility as well. A splash pad and kids pool similar to the lodge in des peres would be great
- Put a structure in place for residents to stay informed of what this facility has to offer.
- Questions 13 and 14, which request me to rank the answers, is unclear. Is a high priority #1, my first priority, or is a high priority #10, high numerically. These two questions are impossible to answer as provided. So, I had to skip those answers.
- Really enjoy River Walk!
- River Walk
- Shady cabanas or lounge areas would be cool
- Staff are awesome. Keep offering lockers with keys that can be rented. Please consider extending the hours into the evening, even one or two days a week. For families who burn easily, we prefer night swims. Keep slides and lazy river open.
- Swimming is an important life skill. I would like to see a program offered free of charge, possibly through a grant, that teaches water safety for preteens and teens, as well as an adult component. Public pools are impt in communities.
- Thank you for considering all of our opinions. We love living in Chesterfield!
- Thank you for the survey
- The Aquatic Center is inferior to other aquatic centers in the area but there are so many options to swim, I'd rather see Chesterfield offer a reciprocal benefit for residents to go to other pools rather than increase taxes to pay for a new facility.
- The baby play area is pretty weak! We would love to see that developed more / with more shade. Thanks!

- The concession stand offerings are well below standard. Other facilities offer better options and that absolutely limits our attendance. Years ago, the offerings were better at CFAC.
- The current amenities are good enough for an outdoor summer pool. But they're older and are getting passed by as other areas update their community centers. Our kids love going to the Ballwin North Pointe for parties as they have good private spaces
- The current center is far from my home. Would love something near Clayton and Kehrs Mill.
- The current facility is fine. Some additional features and facelift is all that is needed.
- the food selection is terrible
- The lazy pools, slides, and river are the most use for our family; however we have not visited in years because of abuse bus unsupervised children in the pool. If you enjoy being spit in, kicked, pushed, shoved and yelled at, then help yourself. I
- The locker room facilities are gross, not maintained and not well suited for families. Ballwin has much nicer family facilities for washing off and handling toddlers. The "amenities" I'm referring to for chesterfield are clean and maintained lockers
- The number one disappointment for the Aquatic Center is the limited swim team practice times. As working parents, we cannot make it to morning or mid day practices. It would be inclusive if the center offered a night time swim team practice window.
- The pool has really gone downhill over the last several years for us as season passholders. The camps come in droves and just dump children off at the pool with little to no supervision. It is not fair to the lifeguards and paying patrons.
- The Pool is an essential community asset.
- The pool needs ladder entrances. The only entrance to the pool is the walk-in in the play area. Older people have no entrance to the pool. Please get the clock working.
- The pool use is probably toddler to grade school kids and their parents (or grandparents) and empty nesters. We are in the middle of that right now. We used the pool a lot in the past (including Crocs) and hope to again in the future.
- The river walk club has become a very important part of my exercise program in the summer especially as I age. I am concerned about the cost. The water seems to be very clean but I have noticed that the pool is aging and paint is showing wear.
- The YMCA attracts lap swimmers. Water walking and / or water aerobics would be great offered in am & pm sessions. Do NOT try to compete with other city pools (i.e. Ballwin). Instead provide a well thought out & planned pool.
- There should be a deep end that can be leisurely swam in (9+ft) that isn't solely dedicated to diving boards or laps.
- This is a bad survey whose questions are obviously slanted toward keeping a pool. You do not ask the question, do you want the city of chesterfield taxpayers to continue subsidizing a public pool? More wasted taxpayer dollars.
- This is not the time for Chesterfield to be spending tax dollars on a project of this kind. The facility is fine. Tot Time is overcrowded because it is the least expensive. Please get rid of or turn off the big bucket all the kids hate it.
- This year is much better than last
- Two of the survey questions were unclear. We did not know when ranking amenities and important considerations whether 1 meant highest or lowest.

- Very pleased so far this season . Would be nice to have adult swim (over 21) one or two evenings per month after official close (7:30 to 9:00) Love the evening Riverwalk 2x a week
- want indoor lap swim without waiting to get a lane and without running screaming kids when we swim
- Water aerobics and yoga by the pool would be nice.
- We go to Lifetime for family swim time too and Foss for lessons. When we pick the Aquatic Center it's for the lazy river and splash pad and for the discounted price after 5 pm. The current location is great for us. Would like nicer shower area.
- We have a residential pool so we really don't use the facilities. But, when we do the kids really enjoy it.
- We have loved the aquatic center choose it over other local community pools because other pools are so crowded. And while there are other facilities in the city limits, these venues do not feel like they embrace the entire Chesterfield community.
- We have not used the pool in some time, but tried the river walk this year and love it. Would be great to have a place to do the same in cooler months. Pool seems like a young family activity, but appreciate programs to encourage other users.
- we have our own pool so do not go there any more. When we did (prior to 2019), it was fun and expectations were met.
- We just built a pool but heavily used the pool each summer with our 3 kids and hosted birthday parties there. Wonderful memories. The pool is a valuable for our city for folks of all ages to increase our home values, health & wellness, and community.
- We just moved here and have not yet had a chance to check it out
- We love it!
- We love our weekly visits to the Chesterfield Aquatic Center. The services and amenities are the best - we love the lazy river, diving boards, slides, and the activities (bucket that drops water).
- We love the aquatic center and are surprised that it's being considered moving it! The location and features are perfect for our family. We love the concession stand! Makes coming to the pool so easy.
- We love the aquatic center. It has great options for all of our kids ages 4-13. We love that it is clean and well staffed and maintained. There is plenty to do but it's not so large that it draws in huge crowds like some of the other pools.
- We love the location as it's next to the playground and nearby lake. Our 4 kids/teens have participated in the crocs swim team for many years and 2 of them both have lifeguard jobs. The river walking is ace. It would be extremely sad to see it close.
- We love the pool and use it frequently! If there is talk on removing the aquatic center of Chesterfield, please please don't do it!
- We need more morning hours, updated splash pad w/ squishy ground, & umbrellas for shade. I would be very interested in lap lanes early morning & indoor year round swimming. I also like keeping it available to all with not to expensive costs.
- We should maintain this asset for our city. When my children were young (a long time ago :-)) I would have paid any amount of money to have this facility for our use! I now take my grandchildren (when they're in town) and they love it!

- We used to use the aquatic center several times per week. The hours have been reduced to the point that we no longer can use the facility on a regular basis. We used to go regularly in the evenings when it was open until 8 pm and on Sundays at 10 am.
- We wish there were one slide with a 42" height requirement for my 7 yr old who is about 47" tall. (The slides are all 48" except for the kiddie slide.) Also, we love lap swimming, but usually do that at the Y for early morning access.
- We would visit during the day now but the daily cost is crazy. It's also hard when you go and there is a lot of chaos. It's nice that they allow camps but that is often younger kids with limited supervision
- When our kids were little, we went all the time and loved it. Thru the years, though, it got so crowded with ymca camps and the nearby apartment dwellers, we went less and less.
- While we don't use the splash pad and play structure anymore, they were my children's favorite part of the pool when younger.
- Wish the splash pad was working consistently!
- With all the work and money being spent to improve Central Park, the same should be done for the aquatic center.
- With the current status of my family, I would just like a larger, calm space to introduce my toddler to water, without anything splashing. The zero entry space is too close to the play structure to not get splashed.
- With the growing population, the aquatic center has inadequate capacity. You need another location.
- Would be nice to have a clock to see the time.
- Would like a very fun pool to take the grandkids. Like wappelhorst.
- Would like to have an area for adults only for relaxation away from kids.
- Would like to have an enlarged deep water pool for less crowded swimming, or a separate pool for slides and diving, and another one for general or lap swimming.
- would like to see more food options.
- Would like to see river walk club included with membership. Would love to be able to join for free through medicare rewards program. I miss the half price admission late afternoon/evening. Later evening hours to accommodate working people
- Would love more things to do at the pool, similar to Ballwin pool
- Would love to see it offer more
- Would really like year round swimming and activity center similar to des peres lodge
- You should provide a list of all days that change the time the pool is open. As an example when swim meets are as these close the pool early and there is no where I found that told me of this closure. Should get email notification

Staff Survey

Constant Contact Survey Results

Campaign Name: Chesterfield Facility Staff Feedback








Survey Starts: 100

Survey Submits: 26

Export Date: 09/01/2023 02:48 PM

CHECKBOXES






Position Title(s): Please select all that apply

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Lifeguard			18	69%
Shift Lead			3	11%
Manager			2	7%
Swim Instructor			2	7%
Front Desk			7	26%
Concessions			7	26%
Maintenance			0	0%
Swim/Dive Coach			0	0%
Other			2	7%
Total Responses			26	100%

Please mark how proud/happy you are with the following areas of the Chesterfield Family Aquatic Center (CFAC).






NUMERIC SCALE

Amenities

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			7	28%
2			8	32%
3			3	12%
4			5	20%
5 (Dissatisfied)			2	8%
Mean	2.48			
Median	2.00			
Total Responses			25	100%

NUMERIC SCALE






Sense of place/environment

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			10	38%
2			5	19%
3			3	11%
4			4	15%
5 (Dissatisfied)			4	15%
Mean	2.50			
Median	2.00			

Total Responses	26	100%
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NUMERIC SCALE

Attendance - daily guests/memberships

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			6	23%
2			6	23%
3			7	26%
4			4	15%
5 (Dissatisfied)			3	11%
Mean	2.69			
Median	3.00			
Total Responses			26	100%


NUMERIC SCALE

Program/activity offerings

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			9	34%
2			3	11%
3			4	15%
4			5	19%
5 (Dissatisfied)			5	19%
Mean	2.77			
Median	3.00			
Total Responses			26	100%






NUMERIC SCALE

Participation - programs/activities

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			5	20%
2			7	28%
3			7	28%
4			2	8%
5 (Dissatisfied)			4	16%
Mean	2.72			
Median	3.00			
Total Responses			25	100%




NUMERIC SCALE

Staff

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Satisfied)			8	30%
2			6	23%
3			5	19%
4			6	23%
5 (Dissatisfied)			1	3%
Mean	2.46			
Median	2.00			
Total Responses			26	100%

MULTIPLE CHOICE

Please rate your overall satisfaction working at CFAC.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Excellent			14	53%
Good			9	34%
Average			3	11%
Poor			0	0%
Total Responses			26	100%

MULTIPLE CHOICE

Does the pool have enough staff in your area?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			19	73%
No			7	26%
Total Responses			26	100%

RANK ORDER

Please rank the popularity of each space (by the general public).

Answer Choice	Average Rank	Ranked 1	Ranked 2	Ranked 3	Ranked 4	Ranked 5	Ranked 6	Ranked 7
Spray Pad	6.42	0 (0%)	1 (3%)	0 (0%)	0 (0%)	2 (7%)	6 (23%)	17 (65%)
Leisure Pool	2.31	9 (34%)	7 (26%)	6 (23%)	2 (7%)	1 (3%)	1 (3%)	0 (0%)
Lap Pool	3.69	2 (7%)	2 (7%)	6 (23%)	10 (38%)	4 (15%)	2 (7%)	0 (0%)
Lazy River	2.15	10 (38%)	8 (30%)	6 (23%)	0 (0%)	1 (3%)	0 (0%)	1 (3%)
Slides	3.23	2 (7%)	6 (23%)	7 (26%)	8 (30%)	2 (7%)	0 (0%)	1 (3%)
Deck Space	4.38	2 (7%)	1 (3%)	1 (3%)	6 (23%)	14 (53%)	1 (3%)	1 (3%)
Grass Area	5.81	1 (3%)	1 (3%)	0 (0%)	0 (0%)	2 (7%)	16 (61%)	6 (23%)
Total Responses	26							

OPEN QUESTION | 14 Responses

Current Spaces

Please provide any comments or feedback on these spaces. (Examples: what staff and/or the general public enjoy, challenges to the space or how people use it, how often are they used, who uses them, etc.)

- Spray Pad
- Leisure Pool
- Lap Pool
- Lazy River
- Slides
- Birthday Parties
- Concession Area

1. I like them
2. Often
3. N/A
4. We do need to make the leisure pool and lap pool more accessible I'd say. As well diving boards need to be resurfaced and replaced. Guests enjoy all the amenities and attractions mostly equally.
5. Spray pad is used by the very little kids, however not a lot of kids use it.
A lot of families use the leisure pool.
A lot of kids, swimmers, and adults use the lap pool and i would say it is used quite a bit.
A lot of people use the lazy pool and slides.
A ton of kids have their birthday party at the CFAC.
The concessions area is used a ton.
6. Patrons do have an issue at the leisure pool when it comes entering plunge pool stairs when they aren't supposed to. I have heard many of them, especially older individuals, complain about the pool not having a set of stairs for all patrons to freely enter.
7. The splash pad seems To generate a lot of attention but since most of It isn't working it just goes unused. People complain about the tube slide because they say it hurts their back but still enjoy it staff enjoy the diving boards but as the sun sets it becomes impossible to see the bottom of the pool on the back board
8. The blue slides is one of the most popular areas of the pool and used frequently, however the purple slide isn't used often and is viewed as a kid slide which causes confusion about the height requirement and who can ride it.
9. Lazy River is the most popular attraction. Along with the kiddie area and leisure pool. But we always have a few that like the lap lanes in comp. Splash seems to be an on the way out stop for most families. It's not very popular throughout the day
10. The slides and lazy river are always very popular and people are disappointed if they are closed.
11. not many kids use the spray pad.
12. Lazy river is is not super accessible for people who have trouble with using the tubes.
13. Spray pad: nothing
Leisure pool: my thoughts are that parents should look after kids that don't know how to swim and those who can't touch the bottom. There are a lot of kids that walk out to the deeper end, realize they can't touch, and then panic back to the part where they can touch making it a tough decision for lifeguards with the parent not around. It's kinda annoying
Lap pool: same as leisure and kids go off the diving board not knowing how to swim.
Slides: some people somehow struggle
14. None

OPEN QUESTION | 13 Responses

Please share feedback you have heard/received about from the general public.

1. They really like the place
2. Fun
3. Generally pretty clean.
4. Us having a lazy River and being as low cost as we are is a big driver for us
5. That the water out of the water fountain is way too hot and practically undrinkable.
6. Over the past several months, I have heard patrons generally speak good things about our pool and some of our lifeguards. I'm glad to hear that our lifeguards are being vigilant.
7. A fair few compliments to the guards and management.
People get confused around the ropes in the leisure pool how you can swim under one and not another
Concessions food not always being stocked on, people don't like the sprinklers in the river.
8. I've received a lot of positive feedback on the Riverwalk and tot time programs. I've also heard positive feedback on the attentiveness of the lifeguards.
9. That our guards are extremely attentive and always on duty. Heard lots of compliments toward management/head guards/ and lifeguards this summer. Guards were always in 10/20:))
10. When working at the front desk, people usually tell me that they had a lot of fun on their way out.
11. the water fountain water is always hot. the hotdog buns are often rock hard.
12. They like it.
13. The pool is pretty solid

OPEN QUESTION | 15 Responses

What are the good things you would like to share about the facility, and what is going well?

1. The managers are nice
2. It is really fun
3. People have fun
4. Day to day work runs smoothly this year with no consistent problems.
5. I love our community and even though the pool is a bit beat up we still keep it clean and the guests love it and feel safe
6. 1) On the weekends the pool is pretty much always packed unless the weather is bad.
2) A lot of people have made comments about how good the funnel fries are at concessions.
7. For the most part, the facility has many vigilant lifeguards and individuals who are excellent at their job. I believe this is worth mentioning, since the lifeguarding staff is what makes our pool a safe place for swimmers.
8. It's a well guarded and nice facility to staff. The layout is nice and the atmosphere is built around kids.
9. The facility is kept fairly clean and appears to be in good condition, and the staff is good at dealing with emergencies and abnormal situations.
10. Upper staff was better this year (to say the least). Having a boss that actually knows what she's doing and understands the needs of her staff is great. Big step up from last year (2022)
11. From what I know, I think the lifeguards are trained very well and have a organized system. I think we also do very well with birthday parties and camps.
12. staff always has good attitude and are supportive
13. I like the flexibility with my availability and feel like I am well trained. The other lifeguards are nice.
14. Good atmosphere and nice managers/ coworkers
15. All the staff is very nice

OPEN QUESTION | 14 Responses

What are some challenges you would like to share about the facility, and what could improve?

1. N/A
2. Nothing
3. Put something in the grass area up front like tiki huts you can rent to families for the day and maybe a tshirt shop there
4. Rule enforcement is tough. More markings around the physical pool with rules posted.
5. Design the leisure pool to be more handicap accessible if possible with 1 or 2 more points of entry. Also the diving boards need to be replaced
6. 1) There have been some instances where the pool could've closed due to poor attendance.
7. One challenge is the fact that our management team could be a bit more respectful to the lifeguarding staff. I understand that our lifeguards are not supposed to be coddled but it is sensible that the lifeguards are respected for what they do.
8. All the leaks in the pools where we have to run fill in river 24/7 to keep it at an operable level and the broken sprinklers in the river. The sprinklers for the diving boards on comp are also broken for dive team
9. There are some challenges with certain policies, the goggle policy in particular, because most guests and some staff are not aware of it.
10. Facilities needs some work. Cracks in spray features, chipped paint in leisure, pumps that overheat. Overall an older looking facility compared to others in the area
11. I think we could improve on training aquatic aids more intensely.
12. nobody really trained us enough on how to deal with mad customers and how to handle difficult situations
13. I already said some stuff in my descriptions but some people are just oblivious to how swimming works so I feel like there should be like a questionnaire before they come in asking questions
14. None

OPEN QUESTION | 12 Responses

Current Activities - Currently offers the activities listed below.

Please provide your feedback on those you are familiar with. (Examples: good things you've noticed/heard, areas for improvement, scheduling or staff considerations, recommendations for changes or continuing as is, etc.)

- CROCS Swim Team
- CROCS Dive Team
- Other Swim Team(s)
- Swim Lessons
- Aqua Fitness
- River Walk Club
- Tot Time
- Dive In Movies
- Snorkeling & Scuba
- Other Programs: Lap Swimming, Parties

1. Everything is great
2. Good
3. N/A
4. Lap swimming is a great idea but doesn't have the draw to be financially worth it. The dive team needs an assistant coach
5. I've heard that the swim lessons at our pool are convenient and that the staff running those sessions are very efficient and very helpful to the children.

After guarding and managing river walk multiple times, I've never heard a single complaint about the program.

6. Swim lessons are ok the way they are now. River walk is a good thing and I think it is ok the way it is now, good revenue generation. Tot time is super crowded but guards on duty are enough however it can be stressful for all involved.
7. I think all the programs are done well and I have nothing I want improved except I think the morning riverwalk should start an hour later.
8. Only speaking on an employee standpoint- I would drop everything other than river walk and tot time. British Swim was a pain, scuba made guests mad about closing part of comp, short staffed on swim lessons.
9. Tot time was always my favorite event to work. I think we do very well with creating different themes and decorating the pool. Lots of kids always come out and it is always fun to watch.
10. better movies for the dive in movies so more people other than young kids would be interested.
11. Glow night for river walk sucks, and I almost want to apologize to the people who go to it because it is so underwhelming.
12. None

OPEN QUESTION | 17 Responses

Do you feel the lazy river is properly staffed? If no, what do you suggest?

1. Yes always properly staffed
2. Yes
3. Yes
4. Yes
5. N/A
6. Yes.
7. Yes, the lazy river is properly staffed.
8. Yes
9. Yes
10. Yes
11. Yes. The pool is only 3 feet. Guards tend to be paying close attention while also interacting with guests. Any child under 3 foot is typically with an adult
12. Yes
13. yes
14. Yes, although it's hard to scan the whole zone in 10 seconds when one of the stands is cut
15. Yes
16. It's good
17. I think the lazy river is properly staffed

OPEN QUESTION | 16 Responses

Do you feel the leisure pool is properly staffed? If no, what do you suggest?

1. Yes
2. Yes
3. Yes
4. I'd love to see a guard at bottom of little slide but with L3 it isn't necessary
5. Yes.
6. The only thing I would suggest for the leisure pool is either a sign made for the plunge pool or another entrance to the leisure pool.
7. Yes
8. Yes
9. Yes
10. Yes
11. Yes
12. yes
13. Yes.
14. Yes
15. It's fine
16. I think the leisure pool is properly staffed

OPEN QUESTION | 16 Responses

Do you feel the competition pool is properly staffed? If no, what do you suggest?

1. Yes
2. Yes
3. Yes
4. The chairs maybe could be adjusted
5. Yes.
6. Yes, the competition pool is properly staffed.
7. Yes
8. Yes
9. Yes
10. This year, yes. As long as we keep 2 guards on it
11. Yes
12. probably 3 guards instead of 2 just because it's a bigger pool
13. Yes.
14. I feel like they should return to the old way with 2 guards at comp shallow and one a comp deep
15. It's fine
16. I think the competition pool is properly staffed




OPEN QUESTION | 14 Responses

Do you feel the Lifeguard room is adequate? If anything, what would you change/add?

1. Yes
2. Yes
3. Yes
4. Fix the bathroom, investigate why for a time it started to smell like a corpse
5. The guard room definitely needs some fixing. The air conditioning and the bathroom light would be the first things to be fixed. The refrigerator could also be fixed, as well.
6. Get a new ac unit in the guard room
7. Yes
8. Maybe closer to deck. It's hard to hear whistles. Also possibly central air in order to regulate the summer heat and body temperature. Maybe a couch or chill out area for breaks
9. N/A
10. no
11. Yes.
12. Ehh it's fine
13. I don't work there so idk
14. I think the lifeguard room is adequate

MULTIPLE CHOICE

How do you feel about the concessions stand operations?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 = satisfied			9	37%
2 = somewhat satisfied			7	29%
3 = neutral			7	29%
4 = somewhat dissatisfied			1	4%
5 = dissatisfied			0	0%
Total Responses			24	100%




OPEN QUESTION | 15 Responses

Regarding concession stand operations, is there something you would add/change?

1. Nothing
2. More powder on funnel fries
3. N/A
4. Having someone experienced on hand to help manage
5. Faster fryers, they take so long to make food and it is hard when there is a huge line piling up.
6. No
7. Better way to keep track of orders when it gets super busy
8. Get rid of the chicken Dino's
9. The staff in concessions often have problems cleaning and I think there should be an aquatic aide manager to handle that issue.
10. NA
11. I think it could be organized more efficiently and this would help customers get their orders more quickly.
12. more than only 2 people working the stand because often times when it gets really busy we need more help. also many times customers would get mad when we were taking too long because there was only 2 of us
13. They are really slow and THE ORIGINAL CHICKEN FINGERS BETTER COME BACK. The 5 piece for 4 dollars is such a rip off, I want the fingers
14. I think we should only sell one variation so we don't have to constantly swap orders and what we're cooking
15. No

MULTIPLE CHOICE

How do you feel the front desk flows?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 = satisfied			11	45%
2 = somewhat satisfied			9	37%
3 = neutral			4	16%
4 = somewhat dissatisfied			0	0%
5 = dissatisfied			0	0%
Total Responses			24	100%




OPEN QUESTION | 12 Responses

Regarding front desk flow, is there something you would add/change?

1. No
2. Nothing
3. No
4. N/A
5. Make sure we have 3 people up front at a time
6. We should get breaks especially when it is super hot outside because it is very easy to get dehydrated, especially on the slides.
7. No
8. Sometimes there are issues at the front desk and the manager/head guard is busy and the staff have to go out to get the manager, so it would be helpful to have an aquatic aide manager to be available or a set of walkie-talkies.
9. Needs a bigger space to help with the flow of the line. Maybe better chairs would work
10. Nothin wrong with it
11. For when it's hot, a fan would be nice
12. No

MULTIPLE CHOICE

How is the overall flow of the facility?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 = satisfied			13	54%
2 = somewhat satisfied			10	41%
3 = neutral			1	4%
4 = somewhat dissatisfied			0	0%
5 = dissatisfied			0	0%
Total Responses			24	100%

OPEN QUESTION | 12 Responses

Regarding overall flow of the facility, any suggestions or changes?

1. Nothing
2. No
3. No
4. N/A
5. No.
6. No
7. No changes except maybe a warning 10 minutes or so before we're closed,so guests clear out faster
8. .
9. it can get really boring when we have nothing to do so maybe have us do more things to help
10. Idk
11. Nine
12. No

OPEN QUESTION | 13 Responses

Do you feel we offer enough programming? If not, what should we add?

1. Yes
2. Yes
3. Yes
4. Water aerobics/fitness was popular from what I remember
5. Yes.
6. Yes
7. Yes
8. We offer a lot of programming and I think we're good there
9. Yes
10. Nothing- please
11. Yes I think their are plenty of options
12. Yes
13. I think it's good

OPEN QUESTION | 14 Responses

What have you heard from the patrons that would be beneficial to know?

1. I don't know
2. Lifeguards are good
3. N/A
4. Mainly just the facility could use a face lift so that all the attraction's reliably function as well as handicap accessibility
5. A lot of people want a discount for people in the military.
6. Another entrance to the leisure pool.
7. They want more of the splash pad there
8. I've had patrons tell me multiple times about inconsistencies with slide measurements because a staff member didn't take the time to measure carefully.
9. Just keeping the staffing up. Lots of complains when river closes
10. I think we could advertise the rules and guidelines of the facility more so people get less angry when they are informed of them. (Ex: guests have to show a proof of residency to receive the resident rate)
11. more dive in movies apparently and more special river walk days
12. That we are good guards
13. None
14. They want to swim in the deep end without having to go off the diving board or lap swim and also would like a whirlpool in the leisure pool

OPEN QUESTION | 11 Responses

What do you feel would benefit the overall experience of the facility?

1. Nothing it's good
2. More activities
3. More consistent rule enforcement.
4. New equipment in concessions as well as a cleaner looking entrance.
5. The cooperation between management and lifeguards.
6. More staff at the end of the season
7. Maybe just some updates. If we had all the money in the world I'd add a tube slide
8. More training and feedback so the staff can feel prepared and fully understand the rules and information they are enforcing and sharing.
9. more training beforehand of how to deal with different situations and how to do things
10. I already said
11. None

OPEN QUESTION | 12 Responses

What do you think is the best part of the overall operations of the aquatic center?

1. Everything
2. Slides
3. Consistent Management regarding day-to-day tasks.
4. The guests, they make it happen. As well as making sure we have young willing and motivated guards
5. The fluidity of everyone's work in working and saving.
6. Because the managers are strict with rules it helps things run smoothly.
7. Having a solid managing staff and keeping up on training with the guards. It goes so much smoother when communication is being kept and we all know what's broken/needs watched etc
8. The lifeguards
9. slides
10. Communication is good across lifeguards and head guards and managers and if there is a problem people respond quickly
11. The guards, the aquatic aids are not that good
12. Friendliness of people

OPEN QUESTION | 15 Responses

How easy is it to maintain the pools cleanliness?

1. Fairly easy
2. In between
3. Easy
4. Everything is easy except the deep end of comp.
5. Hard
6. Fairly easy
7. Fairly easy
8. Somewhat easy
9. Not very. Bathrooms tend to look dirty
10. Not extremely difficult but not easy.
11. i don't clean the pools
12. Easy except sweeping comp in time before opening
13. Pretty easy
14. The fryers can be a struggle but it's fine
15. Pretty easy

OPEN QUESTION | 16 Responses

Do we have enough trash cans?

1. Yes
2. Yes
3. Yes
4. Yes
5. Yes
6. Yes
7. Yes
8. Yes
9. Yes
10. Yes
11. I think a few more trash cans would be beneficial
12. no
13. Yes
14. Too much
15. Yes
16. Yes

OPEN QUESTION | 17 Responses

Do we need more or less grass areas?

1. No
2. More
3. We have enough just fill the grass area with stuff
4. No change
5. The same
6. More.
7. Less or about the same
8. Less
9. Good amount as is but a little more wouldn't hurt
10. Less
11. Less
12. More
13. more
14. The same
15. More
16. Neither
17. Less

OPEN QUESTION | 15 Responses

Is there enough space to stay organized and safe within the maintenance areas?

1. Yes
2. Yes
3. Yes
4. Yes
5. Yes
6. Yes
7. Yes
8. Yes
9. Yes
10. Yes
11. Yes
12. yes
13. Typically yeah
14. Yes
15. Yes

MULTIPLE CHOICE

As for the locker rooms, do you feel they are adequate?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			20	83%
No			4	16%
Total Responses			24	100%

OPEN QUESTION | 5 Responses

(As for the locker rooms, do you feel they are adequate?) If no, what should we change?

1. -
2. Maybe expand a tiny bit and upgrade the showers
3. The grounds are so uneven and the bathrooms are always disgusting.
4. Better lighting, solid color floors, BUT AC is perfect
5. The shower are super funky in my opinion

OPEN QUESTION | 9 Responses

Please share your ideas on new or future programs/activities at the facility.

1. Nothing
2. N/A
3. N/A
4. N/A
5. A duck race with a giant duck inflatable for advertising
6. Tube slide. Management office more central to all areas of the pool. Or maybe a "ohut" we can stay in to watch better
7. better big slides and more things for younger kids to do that can't ride the big slides so parents don't get mad as often
8. Already said
9. None

OPEN QUESTION | 7 Responses

Please feel free to provide additional feedback about the facility.

1. I love the place
2. N/A
3. N/A
4. N/A
5. The grass around the purple slide needs to be leveled
6. please give us more than one work shirt
7. None

