

## Aquatics Public Meeting Feedback 8/19-8/23

The Aquatics department held four public meetings at Anderson High School, Bowie High School, LBJ High School, and the Dove Springs recreation center. These meetings gave Austinites the opportunity to express their views on the current state of facilities, programs, or other concerns in the City of Austin. The format of these meetings was small group discussions with a facilitator and note taker to ensure feedback was being heard.

There were three parts to the facilitation: feedback on facilities, feedback on programs, and a vision for what citizens would think City pools should be like in 2020. In total, 394 comments were transcribed from the flipcharts and processed into a spreadsheet. Comments were then analyzed and placed into 10 categories which include facilities, hours (includes seasons), programs, improvements, bathrooms, cost, transportation, accessibility (signage, access for all, etc.), employees, and other.

- A total of 73 comments gathered were related to facilities. These comments included positive statements about the state of current pools, complaints, and needs at pools. For example, ADA ramps or chlorine issues at pools.
- 63 of the comments gathered were concerns about hours and seasons a pool is open. Comments by the public asked for creative ways to rearrange pool hours such as opening early in the morning, closing for an hour then opening up again for the afternoon. Comments also included opening for night swims as well as having a swimming schedule to accommodate lap swims, swim lessons, and other programs.
- 77 of the comments gathered were related to programs. Comments in this category expressed the need for more swim programs such as adult swim lessons, master swimming classes, synchronized swimming classes. Comments in this category showed that the public wants equality in swimming programs at all pools throughout the City. For example, not having a team at a facility because there aren't enough people. There were also suggestions for how to partner with organizations to increase participation in these programs.
- 95 of the comments gathered were related to improvements at the facilities. Improvements in cleanliness of bathrooms, ADA accessible ramps, facility upgrades, facility add-ons, and swim program improvements were some of the common responses given by the public.
- 25 of the comments processed were associated with the bathrooms at the facilities. The public expressed that the pools lack cleanliness. One comment described Martin pool as "prison-like."
- 22 of the comments gathered related to the cost of pools. Some expressed that the fees are reasonable, too high, or liked the idea of having a free pool.
- 15 of the comments were related to transportation. Comments from the public expressed that they like being able to walk or bike to the pools. One comment expressed that they would like a pool that children can bike to.

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- 23 of the comments are related to accessibility. There are comments in this category such as accessibility for all, bigger signage at pools to enforce rules, education outreach on programs that are offered, and better notification of closures and openings.
- 10 of the comments were in regards to employees. There were praises for the employees as well as asking the lifeguards to enforce rules. There were a few comments asking the question of how to attract more lifeguards so that the pools can stay open longer.
- 59 of the comments fell under the category of other. Comments left varied in this section.