
SWIM 512:

AQUATIC AMENITIES AND PROGRAMMING COMMUNITY ENGAGEMENT

PHASE II



EXECUTIVE SUMMARY

HISTORY

In 2013, the City of Austin Parks and Recreation Department (PAR) conducted an Aquatics Facilities Needs Assessment to evaluate and provide recommendations for the City of Austin aquatic facilities. The Needs Assessment included all aquatic facilities with the exception of Splash pads and Bartholomew, Westfield, Deep Eddy, and Barton Springs pools. The assessment investigated the structural condition of Austin's pools and provided a set of high priority, long-term, and general recommendations by consultant, Brandstetter Carroll Inc. and Team (BCI). Overall, the data reflected the need for repairs and renovations to address the City's aging aquatics facilities and to keep up with the growing demand on Austin's pools. The data was presented to the Parks and Recreation Board on October 28, 2014 and shared with Austin City Council. A full report is available to the public through PAR's website.

Upon completing the Aquatic Needs Assessment, PAR embarked on a *three-phased* approach to address the City's aquatic needs. The Needs Assessment marked the completion of Phase I.

This report summarizes the work conducted in Phase II. From August to December 2015, PAR initiated a comprehensive public engagement effort. These activities served as the foundation for Phase III and the development of the City's Aquatic Master Plan.

PHASE II

Comprehensive Public Engagement

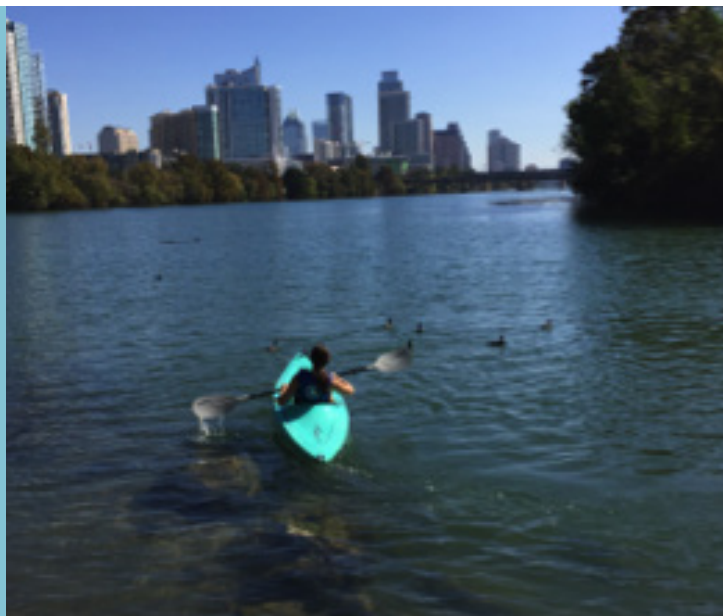
In April 2015, Austin City Council suggested the Department initiate a focused community engagement effort to assess residents' desires related to aquatic improvements and programming. As such, PAR launched an initiative solely dedicated to community engagement. The purpose of this project was to gather community feedback and ensure Austinites were informed of both the current and future plans for the City's aquatic facilities. PAR commissioned Cortez Consulting Services (CCS) to devise a comprehensive public plan and to lead the 2015 Aquatic Amenities and Programming Community Engagement effort, launching Phase II.

The goals of Phase II were to:

1. Gather feedback and listen to participants' concerns.
2. Identify aquatic improvements and programs Austinites' desire.
3. Educate the community on the current condition of our public pools.
4. Inform the community of the Aquatic Master Planning Process (Phase III).

SWIM 512: A Community Plan

Given the uniqueness of this project and the goal of being inclusive of all community voices, Phase II was branded SWIM 512. The hope was that by associating the project with a concept Austinites could easily identify, it would allude a spirit of collaboration and convey the message that the decision-making process belongs to the community. Ultimately, residents responded positively to SWIM 512 and it will be the brand adopted for Phase II and III.



Our Approach

Cortez Consulting Services utilized a high-touch approach to community engagement and designed a number of strategies to personalize the experience for Austinites. Consultants held intimate conversations with community members and ensured the public had easy access for providing ideas and feedback. The team held on-site community conversations at various pools, attended neighborhood and public meetings, and organized small focus groups to hold personal conversations with community members. Engagement included diligent follow-up by phone or email and consultants maintained high visibility and availability.

The use of technology was also important. The PARD website included an option for community members to sign up for events. Social media and newsletter announcements were drafted to support community leaders interested in promoting SWIM 512 events through their own media outlets. Also, active Twitter and Facebook accounts were maintained to announce any updates and to keep community members informed of any meetings.

Along with community outreach, partnerships were forged with local educational entities to expand the reach of the project. For instance, The University of Texas at Austin (UT) Division of Diversity and Community Engagement served as a partner in this

project. Through the support of service-learning, faculty and students from McCombs School of Business spent fifteen weeks researching national aquatic trends and presented their findings to PARD. We also worked closely with Austin Independent School District (AISD) and presented information to members of the Austin Council of Parent Teacher Associations.

Finally, two other aspects of this initiative involved designing a Community Preference Survey and assisting PARD in convening a task force comprised of City Council appointed community members representing all ten districts, including the Mayor's office.

Overall, the philosophical approach for this initiative was one of service and the results proved to be effective.

Summary

Over a five-month period, SWIM 512 engaged with over **1,000 residents** (adults and youth). Outreach took place in a variety of communities, including areas of Austin that are not centrally located. Special attention was given to areas along the outer crescent of the City and in communities where pools do not exist. In the end, this report will detail the public engagement activities that took place, synthesize the data collected, and describe the vision Austinites have for our City's public pools.

PUBLIC ENGAGEMENT ACTIVITIES

On-Site Community Conversations

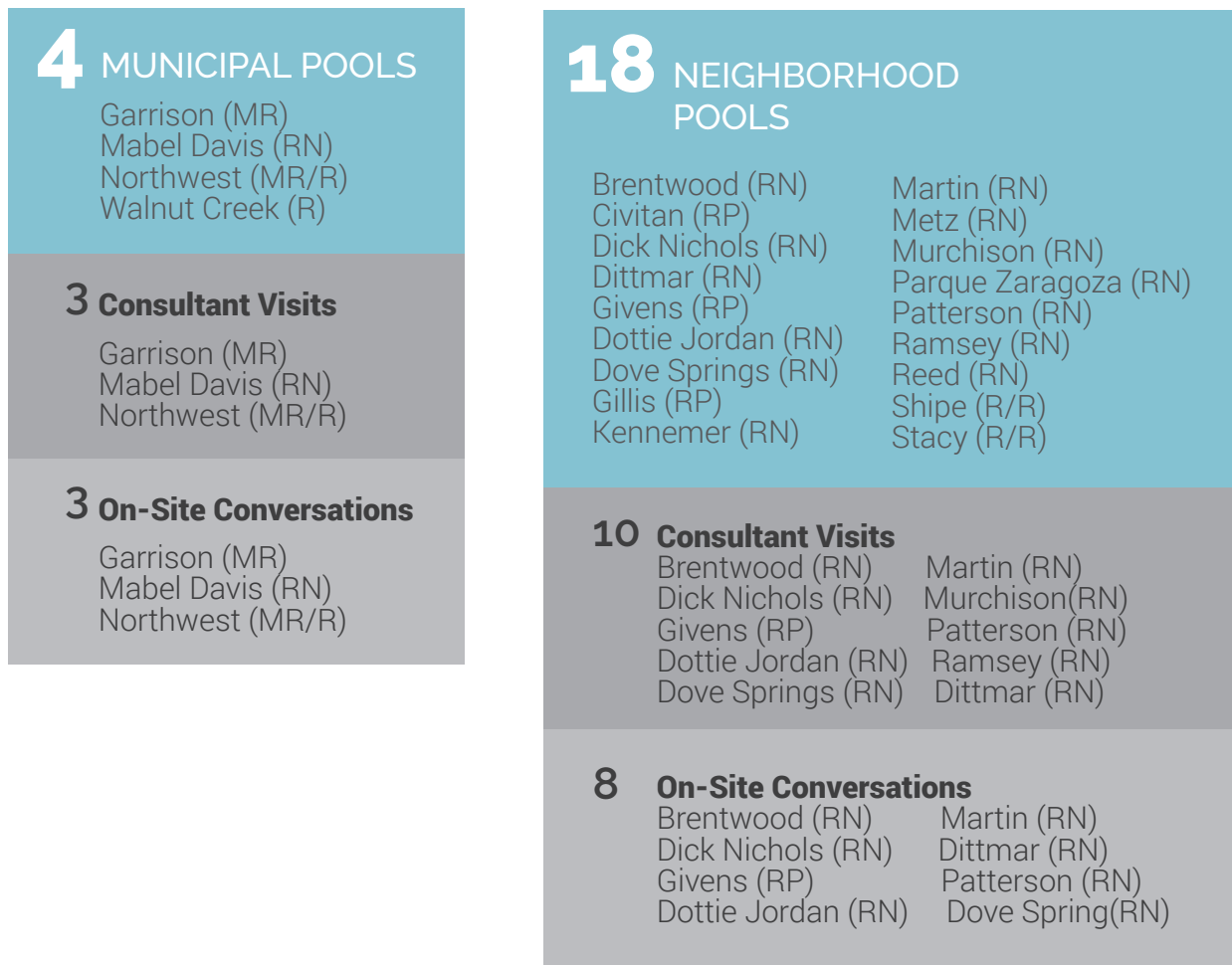
In August 2015, public engagement activities for SWIM 512 began. Given that the 2015 swim season was coming to a close, the priority was to visit pools and capture the experiences of families.

Aquatic facilities included in this project were the same as those evaluated in the Aquatic Needs Assessment, all pools with the exception of Splash pads and Bartholomew, Westenfield, Deep Eddy, and Barton Springs pools.

Utilizing the "Pool Recommendations Summary" data found in the Aquatic Needs Assessment report (I-4), consultants identified **4 municipal** and **18 neighborhood** pools categorized in need of:

- Major Renovation (MR)
- Major Renovations/Replacement (MR/R)
- Replacement (RP)
- Renovate/Repair (R/R)
- Renovate (RN)

Figure 1: Pools Recommended in Need of Repair or Renovation



After discussing pool schedules and renovation projects with Aquatic staff, consultants conducted a two-day site visit at 13 pools (3 municipal and 10 neighborhood). The visit took place on August 8-9. During this time consultants met with pool staff to discuss the best day, time, and location to set up the community conversations. Information was also gathered on pool size, number of lifeguards, and volunteers needed including the number of bilingual staff (Appendix A).

Volunteer Training

Prior to conducting community conversations, volunteer training sessions were scheduled from August 13-15, at a variety of sites and times. GivePulse, the official volunteer and service portal for

the City of Austin, served as the online database for volunteer signups. Additionally, a call for volunteers occurred during the City's VolunteerATX campaign. A total of 16 volunteers participated in the training.

Table 1: Volunteer Training Schedule

DATE	DAY	LOCATION	TIME
August 13, 2015	Thursday	Northwest Recreation Center	6:30-8:00pm
August 14, 2015	Friday	Montopolis Recreation Center	Noon-1:30pm
August 15, 2015	Saturday	Parque Zaragoza Recreation Center	11am-1pm

Sites Visits

Community Conversations occurred during the week of August 17-22. The goal of these conversations was to conduct a brief assessment and capture the experiences of visitors. Volunteers focused on gathering visitors' ideas and suggestions on how to improve aquatic features and programs. Based on volunteer and pool schedules, a final list of **11 facilities** were selected for the community conversations.



Table 2: Final On-site Community Conversation Locations (II)

3 MUNICIPALS POOLS

	Date	Time	Council District
Mabel Davis	August 19, 2015	4:00-6:00pm	3
Garrison	August 17, 2015	6:00-8:00pm	5
Northwest	August 19, 2015	6:00-8:00pm	7

8 NEIGHBORHOOD POOLS

	Date	Time	Council District
Brentwood	August 21, 2015	1:00-3:00pm	7
Dick Nichols	August 18, 2015	6:00-8:00pm	8
Dittmar	August 17, 2015	6:00-8:00pm	2
Dottie Jordan	August 22, 2015	5:00-7:00pm	1
Dove Springs	August 18, 2015	5:00-7:00pm	2
Givens	August 22, 2015	6:00-8:00pm	1
Martin	August 21, 2015	5:30-7:30pm	3
Patterson	August 20, 2015	6:00-8:00pm	9



Along with capturing visitors' experiences, informational tables were setup with free water safety brochures and give-a-ways provided by Colin's Hope and the Association of Aquatic Professionals. Volunteers used in-take forms (Appendix B) to capture high-level information and to categorize topics discussed with visitors. These in-take forms were designed utilizing community data from the Aquatic Needs Assessment report. The forms also collected ideas and comments visitors had about current or future aquatic features and programs. Blank comment cards were also available at the informational table for visitors to leave anonymous feedback.

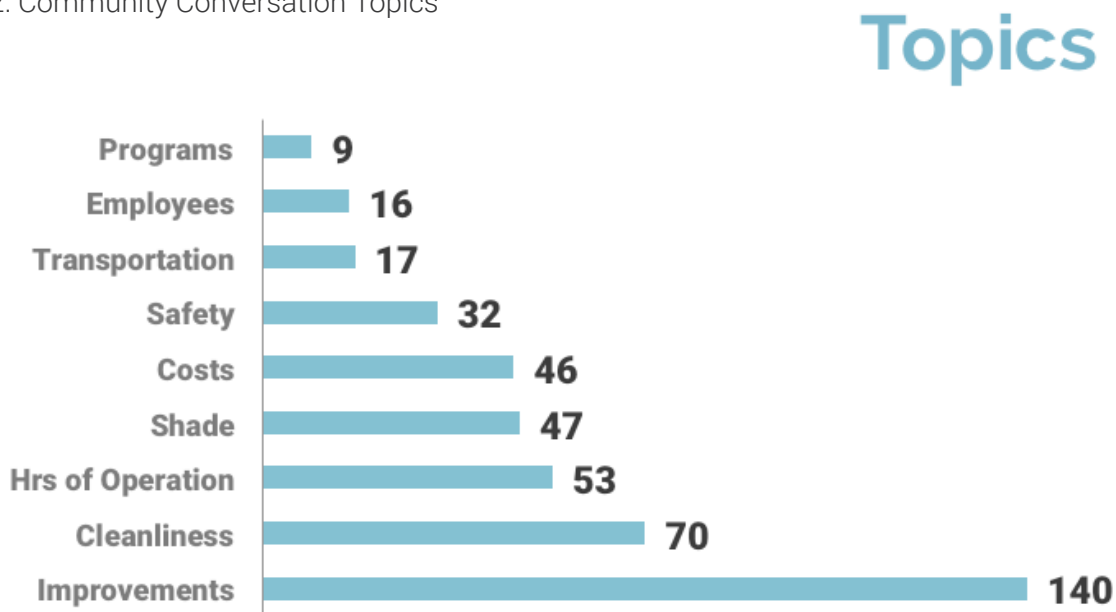
In the end, a total of **317 individuals** participated in the on-site community conversations, including 201 adults and 116 youth. A comprehensive chart of the data gathered from the forms and comment cards are found in Appendix C and D.

What we learned

On-Site Community Conversations revealed that visitors were willing to provide open and honest feedback about Austin's public pools. Below are the overarching trends and topics.

Of the 243 comments received, 140 focused on improvements. Other topics discussed included: transportation, safety, costs, shade, hours of operation, programs, employees and cleanliness. Aside from improvements, the four other topics that were most often discussed were cleanliness (70), hours of operations (53), shade (47) and costs (46).

Figure 2: Community Conversation Topics



It is important to note, Figure 2 only reflects the frequency in which these topics were mentioned it *does not* assume a positive or negative value.

The data collected during the community conversations was extensive. Given the scope of this report, only major themes will be highlighted.

- Increase Pool Hours and Swim Season
- Improve Bathhouses, Shade and Seating
- Keep Pools Open and Affordable



Increase Hours and Swim Season

Similar to findings in the Aquatic Needs Assessment, Austinites would like to see extended pool hours and a longer swim season. Most families were disappointed to learn neighborhood pools close before Labor Day. While certain municipal pools (Barton Springs, Deep Eddy, and Bartholomew) remain open, families wanted access to neighborhood pools for a longer period of time. Community members discussed the hot weather in Central Texas and felt the conditions in Austin could support a swim season through the end of September.

“Keep it open all week and extend the swim season to April - October.”

–Northwest Participant

“Consider keeping it open through October or on weekends after schools starts.”

–Martin Participant

Improve Bathhouses, Shade and Seating

While families were asked about future aquatic features or programs, the focus remained on changes they would like to see with current City pools. Given the age of many of these facilities, families often discussed the condition of bathhouses, and the need for shade and seating.

“Mabel Davis bathrooms are very substandard. Shower drain in the women’s shower is always backed up every summer.”

– Mabel Davis Participant

“Bathrooms need to be repaired in almost all pools.”

– Martin Participant

“Restrooms have steel seats and hard to sit on when the sun is beaming down. The restrooms all together need more attention.”

– Givens Participant

Parents often discussed the lack of shade to seek cover from the heat or seating to watch their children. At times, comparisons were made to Bartholomew or Dittmar where shade structures exist over the pool. Families discussed how lack of shade greatly affects the hours in which they visit pools. Parents also expressed concern for lifeguards and the lack of shading for them to take refuge when on break.

“Bartholomew has more amenities kids like and it would be nice to have that here, especially more seating and shade.”

–Dottie Jordan Participant

“I meet parents here every Wednesday evening for a pre-school playdate. We would bring the kids earlier but there is no shade. So I like that it stays open until 8pm.”

–Northwest Participant



Keep Pools Open and Affordable

Many participants expressed support of the Aquatics department and staff. Some individuals suggested no improvements and felt “lifeguards are great.”

“I have no improvements to add. I enjoy the pool and have no complaints.” –Mabel Davis Participant

There was also an appreciation for the limited or no cost to use City’s pools. Participants who recently moved to Austin were surprised to learn of the number of pools and the costs to enter. In some cases, participants shared they would pay an entry fee if it would keep pools open and upgraded.

“I love the pool is free, I come here every day. I also visit Big Stacy and like that it’s free.”

–Dick Nichols Participant

“It’s nice the pool is free, but I would pay if needed.”

– Dottie Jordan Participant



Example of Excellence

Two facilities that were not part of the community conversations, but included in the consultant visits were Ramsey and Murchison pools. Through the consultant visits it was discovered that innovative practices are taking place in these communities. Both neighborhood pools are classified as in need of renovations and residents are taking proactive steps, including personal investments, to support City pools.

“We sent out a survey to our community and received 200 responses. We learned people wanted more shade, additional seating and landscaping at Murchison. We raised money from our neighbors and received a Neighborhood Partnering Grant with the Austin Parks Foundation. With these funds, we have added three picnic tables, five seating benches, and plan to add a pavilion. We even purchased a shade structure for the lifeguards.”

–Northwest Austin Civic Association

At Ramsey pool similar initiatives are taking place. Since 2012, the Rosedale Neighborhood Association has been working with PARD to develop the Ramsey Park Master Plan. The plan “lays out a vision for the park and provides guidelines for investments and choices” (Ramsey Pool Master Plan, pg. 2). Included in the plan are the neighborhood’s desires for the swimming pools. The Rosedale Neighborhood Association leadership plans to share this Master Plan with consultant in Phase III to outline the vision they have for Ramsey pool.

While these neighborhoods are unique, they reflect examples of what can occur when collaborations take place between the City and neighborhood associations. Rather than waiting for the City to invest the funds and ideas for neighborhood pools, these communities have taken ownership of the issues and utilize a proactive approach to create change.

Aquatic Features and Programs

Finally, during these conversations we asked families to provide specific examples of the type of aquatic features and programs they would like to see at City pools. The table below reflects some of the responses received. Given Phase II did not delve deeper into aquatic design and planning, ideas were limited. Phase III will focus more intently on capturing this data and educating the community on aquatic design. For now, here are some options visitors provided.

Table 3: Aquatic Features and Programs Ideas

	Aquatics Features (Amenities)	Aquatic Programs
Municipal Pools		
Northwest	More Diving Boards Water Slide Larger Deep End Filtration System (Aerators)	Senior Programs Aqua Zumba Swim Team
Neighborhood Pools		
Dick Nichols	Diving Board Water Slide Larger Deep End Three Different Pools More Lap Lanes Food Concessions	Food Trailer Nights More Lifeguard Training Programs
Dittmar	Bigger Diving Board Water Slide Heated Pool More Lap Lanes	
Dove Springs	Diving Board Splash Pad Water Slide Cook-Out Area Drinking Water Fountain	
Metz	Water Slide Wading Pool	

Neighborhood Talks

Another public engagement strategy used to gather input from residents was to attend **monthly neighborhood association and organization meetings**. While this process was very time consuming, it brought the message of SWIM 512 directly to the community. It also allowed the opportunity to engage with a very different audience.

“Neighborhood Talks” occurred from September 1 to October 31. Emails were sent to over 500

neighborhood associations listed in the City’s Community Organization Registry. A total of **23 neighborhood association leaders** responded and **14 meetings were scheduled**, including **two National Night Out** events.

One meeting organized with the Austin Council of Parent Teacher Associations was scheduled in mid-November.

Table 4: Neighborhood Talk Meetings

	Associations/Organizations	Date	#Attendees
1	Gracewood Neighborhood Association	9/1/2015	15
2	Allandale Neighborhood Association	9/2/2015	58
3	East Town Lake Community Neighborhood Association	9/2/2015	32
4	River Oak Neighborhood Association	9/8/2015	26
5	Colony Park Neighborhood Association	9/21/2015	11
6	ANC Monthly General Meeting: Meet-Greet	9/23/2015	10
7	Restore Rundberg Meeting	9/24/2015	54
8	Ramsey Park Neighborhood Association Meeting	9/28/2015	47
9	South River City Citizens Association	10/5/2015	31
10	Colony Park National Night Out	10/6/2015	48
11	Armadillo Park National Night Out	10/6/2015	11
12	AISD Let’s Talk Community Engagement Meeting	10/9/2015	38
13	Friends of Gus Garcia Park and Recreation Center	10/28/2015	8
14	Austin Council of Parent Teacher Associations	11/19/2015	69
TOTAL CONTACTS			458

During these meetings, consultants presented on SWIM 512 and the three-phase process to developing the City's Aquatic Master Plan. Questions were fielded from the audience and comments cards were provided for attendees to note any information they wanted to share. Signups for the Community Focus Groups were also promoted during these presentations.

Unlike the brief interactions that occurred during the On-Site Community Conversations, Neighborhood Talks afforded a more relaxed environment to answer questions and engage with the community. These

presentations raised the visibility of SWIM 512 and they drew larger crowds to the neighborhood meetings, particularly since community members were interested in discussing the pools.

Overall, the goal of these presentations was to inform the public of the community engagement process in place to solicit their input and ideas. Through this process we reached a total of 458 individuals and collected 84 comments. Below are samples of the comments we received, more detailed information is found in Appendix E.

"I love aqua zumba and would attend classes at Northwest pool if they offered this class. I drive to Round Rock for classes." –Allandale Participant

"No waterparks! Current pools upgraded." – East Townlake Participant

"I envision a pool that has something for everyone: children, elders, disabled, etc. A deep end, a children's pool, lap lanes, lockers, showers and swimming lessons for children of all ages." – Colony Park Participant

"Pools with slides that look cool. I run a summer program serving 100 kids each year and work with 100 or more during the school year in the Bartholomew district. They love that pool and go on their own outside of our field trips. Slides seem to be the attraction. Also cost affordable options for underprivileged kids."

–Restore Rundberg Participant

"A pool in Armadillo Park." –Armadillo Park Participant

Community Focus Groups

Community Focus Groups were held during the month of November 2015. The purpose of these sessions was to have a more intimate conversation with residents about the City's pools. Participants were recruited for these focus groups through a variety of methods.

- City Council Members' E-News Announcements
- Neighborhood Association Emails and Newsletters
- Nextdoor.com
- Twitter and Facebook
- PARD website

A total of **33 individuals** we met during neighborhood talks submitted an interest in the focus groups. These individuals received a follow up email and were provided a link to an online scheduler with a list of available dates, times and locations.

Notices sent online included a direct link to the City's registration page. A total of **31 individuals** submitted a request online regarding their interest in participating in the focus groups.



Table 5: Focus Group Participant Information

Interest Received	
In Person	33
Online	31
TOTAL	64

Participants Registered	
In Person	20
Online	9
TOTAL	29

Confirmed	
In Person	17
Online	8
TOTAL	25

The table above reflects an equal number of individuals showed an interest through personal contact and online. However, when it came time to the focus groups, the majority of participants we met in person ultimately registered and confirmed. This information speaks to the significance of community engagement strategies that are personalized and high-touch.



Focus Group Details

The first round of focus groups were held from November 2-7. They took place at facilities located in northeast, northwest, south and central Austin. Residents had the option to choose from eight different times during these dates. Table 5 provides more specific information on the sessions.

Table 6: Focus Group Sessions

	Date	Facility	Time	Location	#Participants
1	11/2/2015	Community Engagement Center 1009 E. 11th Street, 78702	6:30pm	East	3
2	11/3/2015	Dittmar Recreation Center 1009 W. Dittmar, 78745	6:30pm	South	3
3	11/4/2015	Turner-Roberts Recreation Center 7201 Colony Loop Drive, 78724	6:30pm	Northeast	4
4	11/5/2015	Hancock Recreation Center 811 E. 41st Street, 78751	7:00pm	Central	<i>Weather cancelation</i>
5	11/7/2015	Northwest Recreation Center 2913 Northland Drive, 78757	9:00am 11:00am 1:00pm	Northwest	4 5 0
6	11/12/2015	Carver Museum & Cultural Center 1165 Angelina Street, 78702	6:30pm	East	2
7	11/23/2015 (Special)	Gus Garcia Recreation Center 1201 E. Rundberg Lane, 78753	7:00pm	Northeast	4
TOTAL					25

A specific interview protocol was followed (Appendix F). The sessions ran for one hour and were audio recorded. Participant signed consent forms (Appendix G) allowing permission for the session to be recorded. A uniform list of preset questions were asked for all sessions. These questions were developed in collaboration with the Master Plan Consultant, Brandstetter Carroll, Inc. Variations were made to the questions when interviewing communities with no pools, such as Colony Park (Appendix H).

Special Focus Group

When neighborhood associations were unaware of focus groups or unable to attend due to scheduling constraints, they were offered the option to host a session at a date of their choosing. During this engagement process, two communities were given this opportunity and only one held a focus group.

On November 23, 2015, a special focus group was held for the Friends of Gus Garcia Recreation Center. Similar to

Colony Park, this area does not have a pool in their neighborhood. The nearest pool for families living in this area is Bartholomew.

During this focus group, the same interview protocol was followed and participants were asked questions from the list of communities with no pools. The focus group was held at Gus Garcia Recreation Center at 7:00pm, and four individuals participated.

What we learned

Community Focus Groups provide the opportunity to obtain rich data. It allows for community members to respond, on a deep level, to questions from their personal point of view. This setting encourages the sharing of ideas or experiences. While there were many meaningful conversations held among these 25 individuals, the information below provides a brief summary of the stories shared and the vision families have for City pools.

Focus Group Details

One of the first questions participants were asked was to provide a brief introduction. Questions focused on their personal experience in Austin, for instance:

- What part of Austin they live?
- How long have they lived in Austin?
- What has been their personal experience with the City's pools?

Table 7: Neighborhoods Represented

	Austin Neighborhoods	# Participants
1	Clarksville	2
2	Oak Hill	1
3	Oakmont	1
4	East Travis Heights	1
5	Legend Oaks	2
6	Colony Park	1
7	Lakeside	2
8	Northridge	1
9	Allandale	6
10	Rosedale	2
11	East Cesar Chavez	1
12	Scenic Brook West	1
13	Highland	2
14	Brentwood	1
15	North Acres	1
	TOTAL	25

Participants represented 15 diverse communities of Austin. The group also consisted of individuals that identified themselves as:

- Avid swimmers (training or sport)
- Lap swimmers
- Parents/grandparents of small children who swim
- Recreational swimmers
- Non-swimmers
- Former lifeguards (Austin and other cities)

Impact of Public Pools

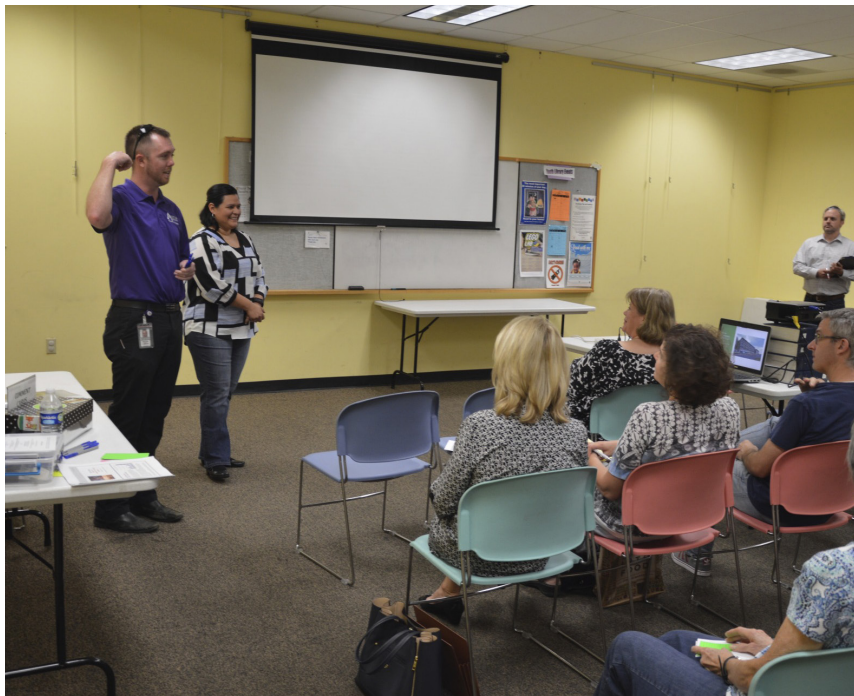
The majority of individuals that participated in the focus groups lived in Austin for more than 10 years. A significant number lived in Austin between 40 to 60 years. Therefore, they brought a rich history on how City pools were developed and have changed over time. They were deeply invested in the future of City pools and spoke of how it impacts their lives.

"I have been an Austinite for 55 plus years. My personal experience with the parks [in Austin] was absolutely wonderful. I grew up in Givens Parks. I took free swimming lessons at GoValle and my older sister would walk me every day to get my [swim] lessons. I was so proud of my frog [badge] and the achievement of learning to swim was so great." –Resident of Lakeside

"I have been going to Barton Springs and Austin pools since the mid-50s. My uncle owned a motel here up on South Congress and we used to walk down to Barton Springs. We were 7 or 8 years old and we would spend our time at the pool all day." – Resident of Clarksville

"I was born here [Austin] in 1969 and grew up in Windsor Park by Bartholomew Pool and that's where I learned how to swim. You know the new Bartholomew pool is really not what it used to be. It was really nice for lap swimming and was huge. I guess my big concerns are first of all there has been a shortage of lifeguards and I'm just kinda wondering what is being done about that? I know some of our pools were not open on time and are not open long enough during the summer. Then, at least in East Austin we have to wait on lifeguards to use the pools."

– Resident of East Cesar Chavez



Impact of Public Pools

In areas of Austin where families don't have access to pools, the impact on families is profound. A resident of Colony Park speaks of how she believes it has changed the lives of children in her neighborhood.

“Not having a pool for children in this area has been devastating. They have nothing to do in the summer time. Our children have to climb over the subsidized housing to go swimming and probably get a ticket. They put their lives at risk because there is no lifeguard. I think it has affected their health because there’s nothing to do here – swimming is supposed to be one of the healthiest exercises you can do. It has affected their self-esteem too because if I put myself in their place I would look and see other parts of town have nice pools and think, “Why don’t I have one?””

Participants also expressed frustration with the condition of pools and how they are managed. They felt there was a contradiction between being “one of the fittest cities” in the nation, however the support and the funding for pools does not seem to be a priority for the City.

“I’ve lived here since 2008 and you know Austin has such a fitness culture and a swim culture. UT has an absolutely fantastic team and there are all sorts of swim programs here. So I just see that there is so much potential in the City pools and I echo everything that has been said about Northwest pool. It should be a crown jewel and it has been neglected. It’s unfortunate because the whole park has so much potential but its just not being utilized like it really should be. So I’d really like to support whatever positive changes can come to the pool system. I think we need to think of being equitable on all sides of town and how we can really bring up the Aquatics department, aquatics safety and the culture of the entire City in a really positive way.” – Resident of Allandale



Impact of Public Pools

A concern of participants also came from the unpredictability of pool hours and closures. For instance, these closures occur when there are not enough lifeguards on duty or the pool has some chemical defect. This topic was discussed quite frequently and participants offered some ideas on how to help remedy the problems they foresee as a lack of communication with pool users.

"I swim pretty much every day in the summer. For many years I swam at my closest pool [Rosedale], but it has become so unreliable as far as the second guard getting there. So this year I completely gave up on Rosedale after I went the first day and it wasn't open. It's so disappointing because I do this for my health and when you get all dressed up and ready to swim and you show up and it's closed. It's so disappointing." – Resident of Rosedale

"I feel like the aquatics department is not getting any technical love from the City. I mean who isn't wired today? Someone downtown at PARD should sit down and type in the closures when they know something is going to happen. There has to be that opportunity for a pool app [cell phone application] and someone can plug in a pool they are planning to go to and see if it's open. With the Internet you can have real-time information for people who love to visit the pools." – Resident of Rosedale

Communication at pools has been dreadful about closures. Either somebody is not picking up the phone if you try to call ahead of time or I have even gone to the pool and it be closed and there be nobody there to say why. No signs up to say why and for some other people they say, "I've got swim lessons right now and no one is here." I don't understand. So the communication is quiet poor and my understanding it is very poorly organized and kinda a dreadful experience for the lifeguards too in terms of it just being constantly changing.

– Resident of Allandale

One participant shared that the unpredictable hours of some neighborhood pools have forced families to build their own pools.

I can tell you between last summer and this summer I have had more than 10 friends that have put in their own pools. They are actually within walking distance from neighborhood pools, but they are open so rarely and inconsistently they are putting up their own money to build a pool because they have given up on the City. – Resident of Rosedale

Parents also want better technological options for signing up their kids for aquatic programs.

"In terms of the website, it's horrible. If I have to go down there [to the office] to sign my kids up for swim lessons it's like, 'Why isn't this online?' A lot of the information should be online. It's like the Aquatics department is completely forgotten or not getting support for technology." – Resident of Allandale



Inequities

Families also saw some inconsistencies with the type of programs offered in various parts of the City. For one working mother who wanted to sign her child up for swim lessons could not because of the times lessons are offered at her neighborhood pool.

“I would like to get my 8-year old son to be involved in the Aquatics programs, but at my pool they only have hours for swim lessons from 8-10am. I’m a working parent and that is just not possible. I notice on the East side they have hours for practice in the evening from 5-7pm or 7-9pm. I’ve complained to the City for a few years now, but I haven’t gotten any response. So that’s been really frustrating because I’d like my son to take swim lessons with the City but it’s impossible.” – Resident of Allandale

Through these focus groups, we learned that swim lessons are offered in East Austin but there is no transportation to get the kids there. Unfortunately, for the kids that are bused to the pools it is often at the hottest times of the day.

“We don’t have a pool out here. If they offer lessons on the East side, you don’t have the transportation to get the children to the pools. Then kids are left out from taking swimming lessons. They did offer swimming lessons, but with no transportation and when parents are working there are no options.” –Resident of Colony Park

“The Parks Department used to transfer kids to the pool, but when you look at the time of when they transport them. You don’t need to transport children in the state of Texas at 1 and 2 o’clock in the afternoon to go swimming, it’s the hottest part of the day.”

–Resident of Colony Park

Inequities

Participants had strong feelings about the investment being made by the City to build a future for children in Austin that is meaningful.

"I have a deep love of nature that I think came from swimming at the pools. I think what's meaningful [in building pools] is what is the space that this pool is going to go into? What can fit in best to that park or that space? What's the available money for that year to start new projects? How are we going to spend that money in the best possible way? And I think that's what the city of Austin has not been the greatest at doing. Taking the money that is available and spending it in the best way for all the citizens of the City of Austin, not just the privilege ones among us that happen to live in neighborhoods where I could walk to three different swimming pools and two splash pads. I live in a privilege part of town and I just think for families to have to bus their kids to the nearest swimming pool that is just not right. So it seems it's a management or bad money management or bad values in terms of what they want for the citizen in Austin who are paying high property taxes and deserve to be treated with respect by the city and to the children that are going to live here."

–Resident of Clarksville

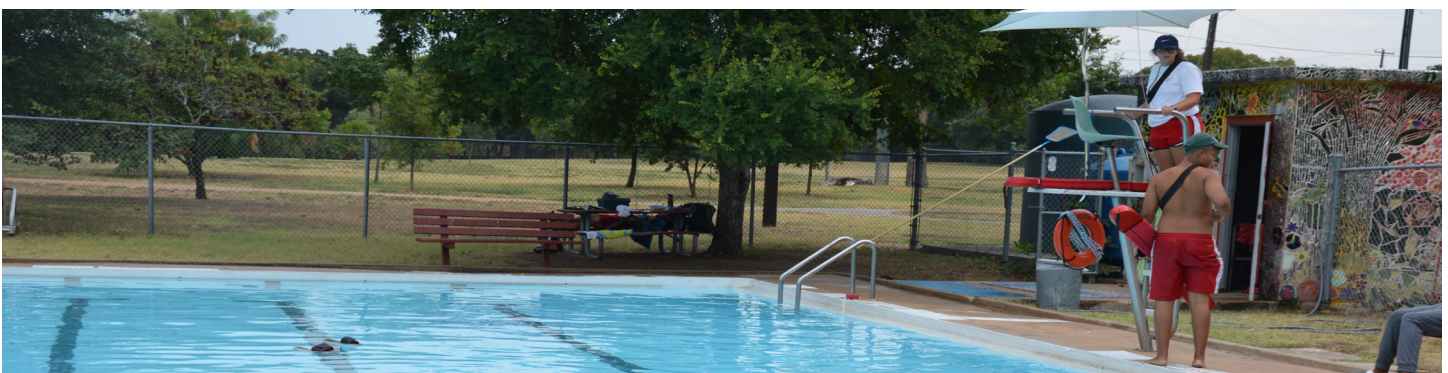
Lifeguards

During every focus group, participants were well aware of the lifeguard shortage. When probed for ideas and suggestions on how to address this issue, they offered helpful advice.

"For people who want to exercise and are confident in swimming and don't need lifeguards on duty, you can institute a "swim at your own risk" policy like they have at Barton Springs Pool. As were talking about issues with staffing shortages maybe you can add this at other pools where it is a swim at your own risk. At Barton Spring there are lots of people down there from 5:30-8:00am, especially when the sun comes up." – Resident of Allandale

I live right at Northwest Park and I can see what happens in the parking lot. I do know that the pool was way more utilized when they had early morning swim. People were there at 6-6:30am and you could hear them coming and a lot of them were lap swimmers.

– Resident of Allandale



Families also expressed how their teenaged children are looking for opportunities to build service hours for college and they typically participate in activities that provide a personal benefit. They suggested the City find creative ways to integrate these aspects into the lifeguard program and they offered some examples.

“Give the lifeguards incentives. Partner with the Austin Parks Foundation and give them a pass to ACL.” – Resident of Allandale

“You know people will volunteer for SXSW for free but they do so because of the wonderful incentives you receive. They need to figure a way to offer great incentives for these kids so they will feel it’s worth their time.” – Resident East Travis Heights

“I’m thinking specifically about recruiting lifeguards. I think it needs to be a year round focus. I think that if you worked with colleges, like UT and say ‘Who’s going to be in town this summer?’ Like when I was a student at UT, I stayed in town two summers. I was not a lifeguard for the City but that could have been a great job. I was already certified to be a lifeguard but I didn’t even think about it. So if you think of how many kids are at UT or St. Edward’s that are probably already certified to be lifeguard you could build it into their summer experience and have already tons of people ready to go. – Resident Allandale

Participants encouraged the City to work with organizations like the Boys and Girls Club, the National Charity League or Teen Helping Hands to recruit youth for these types of positions. They also expressed that these positions need to be attractive to youth.

Visions for the Future

Given that public pools in Austin serve a variety of uses, participants had differences in the type of aquatic facilities they envision for the future. For participants that do not have a pool, they simply want a pool for their children to have access to during the summer. In some areas like Southwest Austin, there are many private pools but residents only have access to one public pool (Dick Nichols). Families in Southwest Austin that have younger children expressed an interest in having more Splash Pads because these options solely exist in Central Austin.

Participants were also very aware that any change to Austin’s public pools is going to require money. At times, participants discussed the complex decision-making process that must take place should any pool be replaced, renovated, or built. Through our conversations there was not one clear answer for how participants envisioned the City’s public pools. However, participants do believe that there is much needed attention for the pools that currently exist. Some participants cautioned that if there is an inability to take care of the current pools, then how can the City begin to build new pools.

“My only other point I want to make is that PARD is very challenged because our City doesn’t prioritize our parks and pools. We got this wonderful Town Lake that runs through the center of the City. We’ve got Barton Springs and Zilker, but that doesn’t mean we have that same quality in our own neighborhoods. So until the City decides that Parks and Recreation is a priority none of this [improvements] is going to happen. I feel it’s essential for the City to do that for the people to make it a great place.” – Resident of Allandale

Furthermore, Austinites are very passionate about the proximity of their pools and one of their greatest deterrents is congestion and traffic on roadways.

“I live in South Austin and I don’t take my children to Bartholomew pool because it would take me an hour to get there on a good day.” –Resident of Legend Oaks

“I think that the most important thing is that there are water facilities available to people throughout the city close to where they live. Whether that’s a swimming pool, whether that’s a splash pad, whether that’s a small pool like the one in West Austin or a nice big pool like you find at Bartholomew or Deep Eddy...but some kind of water here in the summer for kids to go to that is close to their homes. – Resident of Clarksville

When discussing large family aquatic centers like Bartholomew, there were mixed sentiments. Families with children often spoke of the exciting features these facilities provide to keep children entertained. They liked the idea of these facilities spread across the City, but worried how Austinites’ could afford building such large facilities and who would determine where they would go. Participants also discussed that these pools do get crowded and that for parents it becomes a hassle to wait in line or enjoy the pool with such large numbers of people.

For individuals that utilize the pool for lap swimming, their priorities are entirely different. They often shared a frustration with lack of lanes at the City pools, particularly when there are such few pools with 50-meter lanes. Frustrations occur when lanes are crowded and when swimmers are constricted to certain times for lap swimming. At some pools, times for lap swimming changes so frequently that participants perceive they are intentionally being squeezed out of certain pools.

Since many active swimmers like to swim year-around, they prefer that future pools not be consumed with ‘bells and whistles’ but that they provide the opportunity for people to lap swim and programs to teach children and adults to swim.

When participants were asked about the possibility of a natatorium or an indoor facility, many like the idea. Some participants join the YMCA or other private gyms during the winter so they can swim. During our conversations, participants thought favorably of the idea to have an indoor facility that would provide a variety of uses for all types of swimmers.

In the end, focus groups proved to be a very effective strategy to engage participants in meaningful conversations about their current and future sentiments regarding Austin’s pools. Given the size of Austin, it is important to continue having high-touch engagement particularly as PARD begins Phase III. This information will provide a helpful basis of what Austinites are looking for, but much more work needs to be done to ensure the City is moving in the right direction for the future.

Community Preference Survey

Another goal of this project was to design a survey that would be administered during Phase III. To accomplish this an Assessment and Evaluation Team comprised of faculty from the University of Texas at Austin and St. Edward's University, with expertise in qualitative and quantitative design, was organized. The team spent two months evaluating results from surveys administered during Phase I, and reviewing data captured during Survey Preview Meetings.

From August 10-21, Survey Preview Meetings were held with community members actively involved with PARD. These members were invited to one-hour meetings where they could preview tentative questions prepared for the Community Preference Survey and provide feedback. Upon completing these meetings, it was determined that an official team of survey experts would be commissioned to design the Community Preference Survey. Feedback received during these preview meetings was incorporated. The Assessment and Evaluation Team designed the Community Preference Survey and the English and Spanish version can be found in Appendix I and J.

Council Appointed Task Force

Lastly, one important aspect of this project was to establish a technical advisory group (TAG) comprised of City staff, the Aquatic Advisory Board and a Council appointed citizen task force. From August to September 2015, consultants met with the Mayor's Office and City Council Members (key staff) to discuss the purpose of this committee and to gather any recommendations for the citizen task force. The role of these representatives would be to attend TAG meetings, to provide helpful insights about their districts, and to share updates with City Council offices and the broader community they represent. Furthermore, their service on the task force would ensure all 10 districts, including the Mayor's office, were involved in the Aquatic Master Plan process. As of December 2015, recommendations were still being solicited for the citizen task force.

Final Thoughts

Through the efforts achieved in Phase II, the City now has useful data to move into the next phase of the process, the Aquatic Master Plan. Considerable outreach has been achieved and more importantly the goals set out for Phase II have been accomplished.

Cortez Consulting Services would like to thank the City's Austin Parks and Recreation Department for the opportunity to lead this project. We are grateful to the many individuals, community leaders, and organizations that supported SWIM 512 and generously provided their time to this project. Lastly, we commend Austin City Council and the Mayor for prioritizing community engagement in the Aquatic Master Plan process and ensuring the voices of all Austinites are included.



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APPENDIX

Appendix A

Consultant Site Visits

	Name Pool	Pool Type	Day Closed	Visit Day	Visit Time	Location Setup	Tent	# Volunteers Needed	#PPL at Pool	Lifeguards	Bilingual	Visit Date
1	Dick Nichols	Neighborhood	Monday	Tuesday	6:30-8pm	Outside Entrance	Yes	3	49	5	No	August 8, 2015
2	Garrison	Municipal	Wednesday	Tuesday	5:00-8pm	Outside Entrance	Yes	3	35	6	Yes	August 8, 2015
3	Dittmar	Neighborhood	Tuesday	Monday	6:00-8pm	Outside Entrance	Yes	2	20	5	Yes	August 8, 2015
4	Dove Springs	Neighborhood	Thursday			Outside Entrance	Yes	3	13	5	Yes	August 8, 2015
5	Mabel Davis	Municipal	Monday	Sunday	5:00-8pm	Outside Entrance	Yes	2	2	7	Yes	August 8, 2015
6	Martin	Neighborhood	Wednesday			Outside Entrance	Yes	2	1	3	No	August 8, 2015
7	Givens	Neighborhood	Tuesday	Any	6:00-8pm	Inside Pavillon	No	2	27	5	No	August 8, 2015
8	Patterson	Neighborhood	Wednesday	Tues/Thurs	6:30-7:30pm	Outside Entrance	Yes	2	11	2	No	August 8, 2015
9	Dottie Jordan	Neighborhood	Wednesday	Sunday	2:00-7pm	Outside Entrance	Yes	3	40	5	No	August 8, 2015
10	Ramsey	Neighborhood	Thursday	Sunday	all day	Outside Entrance	Yes	2	33	3	No	August 9, 2015
11	Brentwood	Neighborhood	Tuesday	Sunday	all day	Inside Entrance	Yes	2	7	3	No	August 9, 2015
12	Murchison	Neighborhood	Monday	Fri/Sat	Evenings	Outside Entrance	Yes	2	7	3	No	August 9, 2015
13	Northwest	Municipal	Thursday	Evenings	6-7pm	Inside	No	2	71	5	No	August 9, 2015

Appendix B

On-Site Community Conversations Intake Form														
	Volunteer Name: _____							Pool Name: _____						
	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Improvements	Comments
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
NOTES:														

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
1	Dick Nichols	1			1	X								X	First time at the pool; increase pool hours.
2	Dick Nichols	1			1			X	X					X	Slide would be helpful, visits 2-3x/week with kids, open longer, sun breaks are good, life guards need to be consistent with policy.
3	Dick Nichols	1			1						X			X	Visits about 5x/week with kids, likes the proximity, addition could be a diving board, enjoys the pool is free.
4	Dick Nichols		1		1						X			X	Add water slide & diving board. Enjoys proximity to home. Likes better than Bartholmew. It has rides but busy prefers this pool it's quiet.
5	Dick Nichols	1		1				X	X					X	The pool is clean and safe. Visits pool for lap swimming.
6	Dick Nichols		1	1										X	Would like to see a deeper end, visits the pool daily.
7	Dick Nichols		1	1										X	Deeper end and diving board, visits the pool daily.
8	Dick Nichols		1	1										X	Diving board and possibly three different pools.
9	Dick Nichols	1		1										X	Have pool open longer, more programs/classes, swim teams.
10	Dick Nichols	1		1				X						X	Visits 3x/week. Open in winter, add diving board, deeper end, and clean.
11	Dick Nichols	1		1				X						X	Stickers in the grass, possibly mow every 2 weeks.
12	Dick Nichols	1		1			X							X	Add diving board. Kid-friendly pool, need programs for recreation and exercise, more shade.
13	Dick Nichols	1			1		X							X	More shade
14	Dick Nichols	1			1	X	X							X	More shade, would like to see pool open longer hours.
15	Dick Nichols	1			1			X						X	Pool is clean, more shallow swimming lanes, use pool for special olympics
16	Dick Nichols	1			1			X	X					X	Clean pool, more seating, there are plenty of lifeguards, treat for ants.
17	Dick Nichols	1			1			X						X	Clean pool. Consider adding food concessions or local vendors/food trailers.
18	Dick Nichols	1		1											No improvements, enjoys lap swimming.
19	Dick Nichols	1			1						X			X	More lap lanes, likes that it is free and close to home
20	Dick Nichols	1			1						X				Likes that it is free, hours, and proximity to home

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
21	Dick Nichols	1		1											No improvements, comes once a week for special olympics
22	Dick Nichols	1			1		X	X			X			X	Treat for ants, likes that it is free and clean.
23	Dick Nichols	1			1			X			X			X	Clean. Add more grass. Keep pools open longer during the year. Comes 2-3x/week, likes the proximity.
24	Dick Nichols	1			1		X							X	Less ants, more shade, more lap lanes, swims 1x/week with special olympics, add splash pad, likes location.
25	Dick Nichols	1		1				X	X		X				Likes that it's free. People are friendly. Lots of showers.
26	Dick Nichols	1			1			X			X			X	Ants. Add bench on grass to sit. Attends 2x/week for special olympics, keep free.
27	Dick Nichols	1			1			X	X		X			X	Likes free. Plant trees. Have season open longer. More lap lanes. Attends pools due to proximity. Safe and clean.
28	Dick Nichols	1			1			X	X		X			X	Have recreational swimming before 11am. Visits due to proximity. Likes it's free. Safe and clean.
29	Dick Nichols	1		1		X								X	Open pool year-round for lap swimming. Pool is convenient to get to and close to home.
30	Dick Nichols	1			1	X								X	Keep pool open through Labor Day. Keep open later in the evenings for lap swimming (9pm) also early morning times.
31	Dick Nichols	1		1				X							First time at pool, lap swimmer, clean, nice.
32	Dick Nichols	1		1		X								X	Keep pool open later in season, enjoy the pool, lap swimmer, there are always open lanes, options for kids
33	Dick Nichols	1			1	X								X	Open at 8am for lap swimming. Love this pool. Helpful that lanes are always open when it's full people share.
34	Dick Nichols		1		1										Likes pool
35	Dick Nichols	1		1											Very good for swimming, has a young child.
36	Dick Nichols	1		1										X	Get information out about pool hours. Provide first-aid classes.
37	Dick Nichols	1			1										Lives closeby, water quality great, friendly lifeguards, likes temperature of water.
38	Dick Nichols	1		1		X		X						X	Pool gets dirty. Likes that it's free. Visits at night every day.
39	Dick Nichols	1		1				X			X				Provide more lifeguard training. Open more lap lanes. Attends in evening. Keep free.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
40	Dick Nichols	1		1		X					X				No improvements, swims 3x/week before church, likes that it is free.
41	Dick Nichols	1		1							X			X	Visits 3x/week. Close lap swimming to one or no lanes. Increase swimming programs.
42	Dick Nichols	1		1							X			X	Needs pest control for ants, visits 1x/week.
43	Dick Nichols	1			1						X			X	Likes the pool is close to home. Likes kiddie pool. Uses for exercise 2-3x/week, wishes it was open longer.
44	Dick Nichols	1	1		2		X							X	Would like more shade, more lifeguards, more swim lanes. Attend Tuesday-Thursday and part of special needs program.
45	Dick Nichols		2	1	1		X							X	More shade. More lanes. Visits once a week.
46	Dick Nichols	1			1									X	Need more lifeguards. First aid training. Visits every day/week (7x) due to location-close to home.
47	Dick Nichols	1	1		2		X	X						X	Need shade, bathrooms need cleaning, problem with ants, practice at pool 2x/week.
48	Dick Nichols	2			2			X			X			X	Likes the free classes. Visits 2x/week at 11am. Need more pool availability times. Have pool open longer. Toilet seats are gross.
50	Dick Nichols	1		1				X			X			X	Pool needs to be cleaned. He's been visiting pool 10 yrs. Used to teach lifeguards. Closing pool once a week is not good. Open to paying for pool.
51	Dick Nichols	2			2			X	X			X		X	Rode bike to pool. Needs a pool cleaner. It's neighborhood pool. Great staff. Swim laps every day.
52	Dick Nichols	1	1		2		X	X							No improvements. Visits 2x/week. Lifeguards are good. Choose this pool over Dittmar.
53	Dick Nichols	1		1				X						X	Please clean the shower, hair floating around everywhere. Visits twice/week to swim class is part of a PE program. Loves the pool.
54	Dick Nichols	1		1				X			X			X	Likes the pool is free. Need more lap lanes but not as deep, needs to be a shallow area. Regular pool is Circle C and first time at Nichols.
55	Dick Nichols	1		1				X			X			X	Very satisfied with the pool. Visits 5x/week. Year around swimmer and would like open May-October.
56	Dick Nichols	1			1										First time at pool from Ohio.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
57	Dick Nichols	1	2	3				X						X	Bathrooms need to be clean. Improve showers-make them more private. Participates in swim lessons. Lifeguards are great. Visits pool 4x/week due to location.
58	Dick Nichols	1	1	1	1									X	Improve hours of access. They had a question about rotating open hours. The amenities are unparalleled. Part of the Sierra Club and knows the City. Happy with the pool.
	TOTALS Dick Nichols	53	13	30	36										
	GRAND TOTAL	66													
59	Dittmar		1	1											Visits pool often.
60	Dittmar		1		1										No comments.
61	Dittmar	1			1		X								Loves the shade at the pool.
62	Dittmar		1	1											Enjoys lap swimming, meeting friends, diving board.
63	Dittmar		2	1	1										First time at the pool.
64	Dittmar	1		1							X				Pool is well-cared for and convenient. Likes the pool is free.
65	Dittmar	1	3		4										First time at the pool.
66	Dittmar		3	2	1										Likes deep side of the pool, first time at pool.
67	Dittmar		1	1		X									Enjoys meeting friends.
68	Dittmar	2	3	2	3	X	X				X				Spanish speaking family, wants the pool open later at least to mid-September.
69	Dittmar	1	1		2	X	X				X			X	Dirt around picnic tables. Visits pool 2x/week. Likes the diving board and swim lessons.
70	Dittmar		1	1		X								X	Limited on diving board use. Likes the diving board. Visits on Mondays because Nichols is closed.
71	Dittmar		1	1		X									Likes diving board.
72	Dittmar	1			1	X	X							X	Would like a soda machine on the outside. Likes the shallow area. Shade and hours are good.
73	Dittmar		1		1	X									Likes the deep end, diving board, and hours.
74	Dittmar	1			1	X			X						First time to the pool. Kid-friendly. Likes hours.
75	Dittmar	1			1		X	X							Visits pool 1x/week. Likes the size. Likes the shade and it's clean.
76	Dittmar	1	3	2	2	X					X				Visits 3x/week because it's close and they have three kids. Likes the hours and that it's free.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
92	Garrison Municipal Pool	1		1											No improvements, nice pool.
93	Garrison Municipal Pool	1			1										No improvements. Dick Nichols needs to be cleaned. Kids took swim lessons with City found the programs better last year than this year.
94	Garrison Municipal Pool	1			1										No improvements. Clean. Like the pool.
95	Garrison Municipal Pool	1	1		2										No comment
96	Garrison Municipal Pool	1			1										First time at this pool.
97	Garrison Municipal Pool	1			1										No comment
98	Garrison Municipal Pool	1			1										No comment
99	Garrison Municipal Pool	1			1										Likes the lap lanes. Nice pool.
100	Garrison Municipal Pool	1			1										Likes the pool and lap lanes. Not crowded.
101	Garrison Municipal Pool	1			1										Lap lanes great. Lives nearby. lifeguards are great.
102	Garrison Municipal Pool		1		1									X	Likes diving board. A water slide would be nice.
103	Garrison Municipal Pool	1		1						X					Kids took swim lessons here, really great. Comes 2x/week and likes lap lanes.
104	Garrison Municipal Pool	1		1											Likes the pool, comes almost every weekend with 3 kids. Also visits Dittmar.
105	Garrison Municipal Pool	1		1										X	Likes pool. Could use replastering. Would be nice to see the pool stay open longer.
106	Garrison Municipal Pool	1		1		X								X	Would like pool open later in the season. Lap swims regularly.
107	Garrison Municipal Pool		1	1											Likes the pool is big. Uses pool and the one at YMCA. Add water slide.
108	Garrison Municipal Pool	1			1	X								X	Water slide would be great. Would like it open at 3pm once school starts through October 1.
	TOTALS Garrison	15	3	6	12										
	GRAND TOTAL	18													
109	Mabel Davis Municipal Pool	1		1				X							Likes kid area and lap lanes. Clean.
110	Mabel Davis Municipal Pool	1		1				X							Clean. Laps lanes.
111	Mabel Davis Municipal Pool	1		1									X	X	Policies should be uniform for lifeguards. Lifeguard on cell phone. PARD staff acted immediately, resident happy about result.
112	Mabel Davis Municipal Pool	1			1		X	X						X	Attends about 2-3x/week. Improve the bathrooms and shade.
113	Mabel Davis Municipal Pool	1			1										Lap swimmer. Hours are convient and lives nearby.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
114	Mabel Davis Municipal Pool	1			1									X	Drainage in women's sink can be improved.
115	Mabel Davis Municipal Pool	1		1										X	Overall happy. There should be a pool policy about wearing swim suites and not underwear. Grass is dead maybe can't do much about.
116	Mabel Davis Municipal Pool	2			2				X						Good. The tiles at the bottom of the pool hurt. The tile is loose and scratches your feet.
117	Mabel Davis Municipal Pool	1		1										X	Shade in parking lot if possible. Excellent. Staff excellent. Good lifeguards.
118	Mabel Davis Municipal Pool	1			1										None. Enjoy the diving board.
119	Mabel Davis Municipal Pool	1			1										Spanish-speaker. Enjoys the pool.
120	Mabel Davis Municipal Pool	1			1										Spanish-speaker. Lives in Bastrop visits the pool with kids afterschool.
121	Mabel Davis Municipal Pool		1	1									X		Good. Like the pool. Well staffed.
122	Mabel Davis Municipal Pool	1	5		1										None. Enjoys the pool, no complaints. (No gender data for kids)
123	Mabel Davis Municipal Pool	1	1	1											First time at the pool and enjoys.
	TOTALS Mabel Davis	15	7	7	9										
	GRAND TOTAL	22													
124	Dove Springs		1		1									X	Diving board needed.
125	Dove Springs	1			1										Likes the pool. Visits often was with 4 girls in family.
126	Dove Springs	1			1		X							X	Longer hours needed. Need splash pad in southeast Austin. Need shade over the pool. Lawn maintenance. Art mural would be nice. Never showers. Curtains need rods couldn't hang towel. Good safety, lifeguards.
127	Dove Springs	1			1		X		X						Like shade. Lifeguards good.
128	Dove Springs		1	1										X	Diving board needed.
129	Dove Springs		1	1											Likes tables and shade.
130	Dove Springs	1		1			X	X						X	Bathrooms need to be cleaned. Been to Garrison and Deep Eddy. Likes overall. Convenient location. Additional shade would be good. More seating areas needed.
131	Dove Springs	1			1			X						X	Diving board and slide needed. Would like food area. Mirrors could be improved.
132	Dove Springs	1		1										X	Cook-out area if possible.
133	Dove Springs		1	1										X	Diving board needed. Make it deeper.
134	Dove Springs		1	1				X						X	Clean. Have mentor lifeguards.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
135	Dove Springs		1		1										Nice and big.
136	Dove Springs	1			1	X		X			X			X	Clean. Like it's free. Signs to communicate hours. More shade. Slides.
137	Dove Springs		2	2										X	Add slides.
138	Dove Springs		2	2										X	Add water fountain.
139	Dove Springs		2	2										X	Diving board.
140	Dove Springs		2	2											No comment.
141	Dove Springs	1		1			X	X						X	Wants to see clean water. More shade. Likes it's free but would be willing to pay.
142	Dove Springs		1											X	Pool needs to be bigger and deeper (no data on gender).
143	Dove Springs		1												(No data on gender)
144	Dove Springs		1												(No data on gender)
145	Dove Springs		1		1		X							X	Spanish-speaker. More shade.
146	Dove Springs		1		1		X								Spanish-speaker. More space.
147	Dove Springs		1												Cleaner floors, water fountain. (No data on gender)
148	Dove Springs		1												(No data on gender)
149	Dove Springs		1												(No data on gender)
150	Dove Springs	1	1												(No data on gender)
151	Dove Springs	1													(No data on gender)
	TOTALS Dove Springs	10	23	15	9										
	GRAND TOTAL	33													
152	Martin	1		1		X							X	X	Keep open through October or on weekends after school starts. Consider keeping open through Labor Day. Lifeguards are great, only lives blocks away from pool.
153	Martin	1		1		X								X	Keep open longer and through Labor Day.
154	Martin	1		1				X						X	There needs to be promotional materials to announce pool hours. The pool is well used. Would like to see more shade and seating. Could there be a mailer sent to residents about pool hours/closures?
155	Martin	1			1										Enjoys pool. There could be more seating and shade.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
168	Dottie Jordan	1		1										X	2-3 more areas for seating. Bartholomew has more amenities that kids like and it would be nice to have here as a way to bring kids out. Would pay for pool. It's nice that it is free.
169	Dottie Jordan		2	2			X	X			X			X	Visits 2x/week. Walks to the pool. Need more trees and shade.
170	Dottie Jordan		1											X	Bathrooms need doors/cleaned. (No gender data available)
171	Dottie Jordan		1											X	Better changing area. Like the proximity (gender data not available)
172	Dottie Jordan		1				X							X	Big crowds sometimes and is a factor of why people go to other pools like Patterson/Shipe. Shade is important (gender data not available)
173	Dottie Jordan	1				X									Visits pool 3x/week. From the area. Likes the schedule and pool for kids.
174	Dottie Jordan	1		1		X	X	X			X		X		From the area. Visits at least 1x/week. Likes it's free. Good shade and hours.
175	Dottie Jordan	1	2		3		X		X			X	X	X	Can add more seating area and doors to bathrooms. Visits pool 2-3x/week. Walks to pool. The lifeguards are great and professional.
176	Dottie Jordan		2	2		X								X	Visits pool about 2x/week and would like more evening hours.
177	Dottie Jordan	1	1		2		X					X			Walk to the pool. Likes baby pool.
178	Dottie Jordan	1		1							X		X	X	Need to add ADA lifts and ladders. Great lifeguards and like it's free.
179	Dottie Jordan	1	1	1	1				X			X		X	Brush needs to be cut down. Not very deep. Visits about 2-3x/week. Like it's free and lifeguards.
180	Dottie Jordan	1	3		4		X	X	X			X		X	Needs more shading. Like it's free. Easily walks to the pool and visits almost daily.
	TOTALS Dottie Jordan	8	14	8	10										
	GRAND TOTAL	22													
181	Givens	1			1			X							Very clean.
182	Givens	1		1				X							Clean. Looks good.
183	Givens	1			1			X							Likes the pool as it is.
184	Givens	1		1											Clean
185	Givens	1		1										X	Potentially stay open later in the season.
186	Givens	1	3	4				X						X	Restrooms need to be maintained.
187	Givens	1													Nice (Gender data not available)

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
188	Givens	1		1				X							Had a problem with ants last year. Everything is good.
189	Givens	1			1		X							X	More shade.
190	Givens	1		1										X	Shade for the kiddie pool.
191	Givens	1			1	X								X	Keep open year round.
192	Givens	1			1										Love the poo.l
193	Givens	1		1											Enjoys the pool. Visits daily. It's lovely would like more seating.
194	Givens	1			1									X	Wonderful. Plexglass to be adding in Men/Women Restroom. 3rd toliet in Women's restroom is leaking. Between 5/6th changing room in Women's there is crack that needs to be sealed. Branch handing into Men's restroom. Foundation in men's toliet needs fixing. Walls in men's shower cracked. Add another shower fixture to men's shower. Urinal needs more pressure. There used to be entrance in front of pool it's now fenced and behind is trash. Large tree on pool site needs to be trimmed despite its historical nature. Improve baby pool. Love pool is here every day.
195	Givens		2		2								X		Would love to see lifeguards do a show.
196	Givens	1			1			X					X		
197	Givens	1			1			X					X	X	Favorite pool. The restrooms need to be cleaned. The head lifeguard is very kind to all visitors.
198	Givens	1		1			X							X	Men's restrooms need to be more maintained and need improvements. Curtains for changing and at all pools they need more privacy. More seating and more shade.
199	Givens	2		2										X	Shade for the kiddie pool. More seating. Open later in the season through late September/October.
200	Givens	2	4	2	4										Live close by and like everything about the pool.
201	Givens	2		1	1									X	Comes on a regular basis. Pool is awesome. Chairs to sit on grass would be nice. Doors on bathrooms there is no privacy. Like hours are until 8pm and lives in North Austin but come downtown to the pool.

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	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
202	Givens	1			1			X						X	Restrooms have steal seat and hard to sit on when the sun is beaming down on seats. Restrooms all together need more attention.
203	Givens	1			1								X		Lifeguards are great. Good to have pool. Ants in the grass area.
204	Givens	1		1											No improvements, great pool.
	TOTALS Givens	26	9	17	17										
	GRAND TOTAL	35													
205	Northwest Municipal Pool	1			1		X	X						X	Shade over bleachers. They go there because it is family oriented and they use the lap lanes twice a week.
206	Northwest Municipal Pool	1		1		X					X	X		X	Shade and more bleachers. Visits 3-4x/week. Lap swimmer. Wish it was open longer in the season. Visits in evening.
207	Northwest Municipal Pool	1		1		X					X	X		X	They need to have 50 meter lane open on weekends. Likes the pool is free, the size, the diving board. Visits 2x/week in PM.
208	Northwest Municipal Pool	1		1		X	X				X	X		X	Shaded area over the water. Multiple diving boards. Visits 4-7pm.
209	Northwest Municipal Pool	1			1	X	X				X			X	Don't close on Thursdays. Like it's open all day. Use for lap swimming. Needs aerators, landscaping, stay open until 9pm. Attend pool in the am.
210	Northwest Municipal Pool	2	1	2	1	X	X							X	Visits pool in pm. Fire ant pest control. Use for lap swimming. Use the diving board. They would like it to be open until October 1. They think it is perfect because it is not a pool with fluff.
211	Northwest Municipal Pool	1			1		X		X		X				The cost of the pool is fine. They like the pool has a deep end. They like the lap lanes.
212	Northwest Municipal Pool		2	1	1	X								X	Spanish-speaker. Visits pool at Noon. They would like a slide. The reason they go is that it is not crowded and that there are more kids.
213	Northwest Municipal Pool		3		3	X		X						X	Visits pool in the afternoon. Would like a slide. The bathrooms need to be cleaned. They like that it is fun, close and they visit 3x/week.
214	Northwest Municipal Pool	1			1	X	X	X						X	Stay open until October. Visits pool 6-7pm.
215	Northwest Municipal Pool	1			1	X			X		X	X			No improvements. Visits once a week to swim laps.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
216	Northwest Municipal Pool		1	1		X				X				X	The pool needs a filtration system. A bigger deep end. This swimmer was part of aquatics program, water polo.
217	Northwest Municipal Pool	1		1								X		X	Need more lap lanes. Visits twice/week for lap swimming. Visits Barton Springs more often.
218	Northwest Municipal Pool	1	1		2	X	X	X		X		X		X	More opportunity for swim lessons. Visits pool 2x/week and mostly on Sundays. Rather than have swim lessons at a specific time allow individuals to jump in at any time. Visits pool 6pm-close.
219	Northwest Municipal Pool	1		1		X		X		X				X	Needs paint. Visited once/week for two months. Visits in the afternoon.
220	Northwest Municipal Pool	1		1			X	X			X			X	Wading pool needs to be cleaned. Visits once/week. Open to paying more to keep it open longer in the season. They loved the ADA staircase, fantastic.
221	Northwest Municipal Pool	1			1					X					Uses lap lanes and part of swim program. Visits pool 1x/week, if not goes to the YMCA.
222	Northwest Municipal Pool	1			1	X	X					X		X	Please upgrade toilets, privacy. Visits 2x/week from 6-7pm for laps. She takes the bus to get there.
223	Northwest Municipal Pool	1		1		X	X	X	X		X	X		X	Keep it open all week and make it a longer season. It's fairly clean and the cost is reasonable. Visits at 6pm.
224	Northwest Municipal Pool	1			1	X	X	X	X		X				Okay with the fee for pool. Visits in am usually. "If I'd have kids I'd have more suggestions."
225	Northwest Municipal Pool	1			1	X	X	X	X	X					Like the pool the way it is. Part of special olympics program. Attend pool evenings.
226	Northwest Municipal Pool	1			1									X	Put doors on the bathrooms.
227	Northwest Municipal Pool	1		1		X		X	X			X		X	Longer season. This is not my home pool, but I like it. I drive to this pool because I like it.
228	Northwest Municipal Pool		1		1								X	X	More diving boards, water slide, concessions and other pool equipment. There are not enough lifeguards.
229	Northwest Municipal Pool	1			1					X					Great the way it is. Great pool/programs.
230	Northwest Municipal Pool	1			1										Like it the way it is. Love the pool. Lanes are good. No improvements.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
231	Northwest Municipal Pool	1		1											Really like the pool. Visit one to twice/week.
232	Northwest Municipal Pool	1			1										Really like the pool. Don't live nearby but visits pool.
233	Northwest Municipal Pool	1		1			X	X					X	X	Use punch card and is helpful all year. Every Wednesday they meet parents for pre-school group. Like that the pool closes exactly at 8pm for all swimmers. They like the kids and adult pool separated. Need vending machines to have options for food or drinks.
234	Northwest Municipal Pool	1		1				X	X					X	Improve the length of the season.
235	Northwest Municipal Pool	1		1				X	X						Visits pool once a week. The pool is clean and safe.
236	Northwest Municipal Pool	1		1				X	X	X	X	X		X	There is a mosquito problem. Not good the pool is closed on Thursdays. Would like the pool open all week.
237	Northwest Municipal Pool	1		1					X					X	This is my favorite pool and it's open in August. Keep open through the end September.
238	Northwest Municipal Pool	1		1				X	X						The pool is safe and clean.
239	Northwest Municipal Pool	1			1			X	X		X			X	Need stairs for kid entry. Need to control fire ants. They go for picnics 2x/week in the evening.
240	Northwest Municipal Pool	1		1				X							The pool is clean.
241	Northwest Municipal Pool	1			1			X	X	X	X			X	Don't like that the pool is NOT open on Thursday. Would like the pool to be open all week.
	TOTALS Northwest	34	9	20	23										
	GRAND TOTAL	43													
242	Patterson	1	1	2										X	Rode bike to the pool from neighborhood. Visit in the afternoon. Uses the pool as a break. Like when kiddie fountain is on, but sometimes don't have enough lifeguards to observe.

Appendix C

	Pool	Adult	Youth	M	F	Hrs	Shade	Cleanliness	Safety	Prg	Costs	Trans.	Emp.	Imprmts	Comments
243	Patterson	1	1	1	1									X	Great pool. Very quiet. Like that it is shallow and not deep. Frustration is that there is not a mechanism to notify families when pools are close? Could they create an app so families would know the pool is closed. Given the city has so many technologies they could create something to more efficiently tell parents pools are closed.
	TOTALS Patterson	2	2	3	1										
	GRAND TOTAL	4													

TOTALS ALL POOLS	201	116	143	154
TOTAL CONTACTS	317			

Appendix D

On-Site Community Conversations Comment Cards			
	Date	Comments	Location
1	8/17/15	Its close to a pond and creek.	Garrison Municipal Pool
2	8/17/15	Lap lanes in the morning.	Garrison Municipal Pool
3	8/17/15	I think you should get a water slide.	Garrison Municipal Pool
4	8/17/15	Dick Nichols black swim coaches were not as ambitious as we would have liked. Also, please fix the eastside neighborhood pools especially near Carver.	Garrison Municipal Pool
5	8/17/15	Nice pool.	Garrison Municipal Pool
6	8/17/15	Clean bathroom please.	Garrison Municipal Pool
7	8/17/15	Dick Nichols needs a diving board.	Garrison Municipal Pool
8	8/19/15	We need more shaded area for parents. Women's changing area needs new curtains.	Northwest Municipal Pool
9	8/19/15	Austin Aquatics Rocks! Have a northside year round pool!	Northwest Municipal Pool
10	8/19/15	No hay muchas personas. There are not a lot of people. (I like)	Northwest Municipal Pool
11	8/19/15	We get to go on the diving board.	Northwest Municipal Pool
12	8/19/15	Thank you!	Northwest Municipal Pool
13	8/19/15	Fresh air. 1x/week. Close. Shaded. Lovely architecture. Love this pool!	Northwest Municipal Pool
14	8/19/15	We need shade. More lanes for Special Olympics swimmers.	Northwest Municipal Pool
15	8/19/15	Everything been good. Swimming pool is always clean and will be back again :)	Mabel Davis Municipal Pool
16	8/19/15	Love Mabel Davis Pool!!!	Mabel Davis Municipal Pool
17	8/21/15	Shade structure would be great. ACC welding department could build and install the structure.	Martin Neighborhood Pool
18	8/21/15	Thanks for your work! Kirsha Haverlah	Martin Neighborhood Pool
19	8/21/15	Please keep pools open through Labor Day! Even an abbreviated schedule.	Martin Neighborhood Pool

Appendix E

	Date	Neighborhood Talks Comments	Location
1	9/1/15	Pool area with warm water. 80 degrees+above for water exercise. I am a senior and need the warm water for physical problems.	Gracewoods Neighborhood Mtg
2	9/1/15	What/where are year round swimming options. What's the relationship with YMCA & Lamar Rec Center? Does COA subsidize membership fee for Austin residents?	Gracewoods Neighborhood Mtg
3	9/1/15	For Walnut Creek Pool add small splash pad to baby pool area. Need restrooms available to playscape/trail areas currently none.	Gracewoods Neighborhood Mtg
4	9/1/15	We need more senior activities in our pools. Please take care of our pools they are in disrepair.	Gracewoods Neighborhood Mtg
5	9/1/15	Last time (several years ago) I tried to swim at Little Walnut Creek Pool and I found I was swimming with fire ants part of the time. Very unpleasant. Also very little shade and need to have a place to pack valuables, if possible.	Gracewoods Neighborhood Mtg
6	9/2/15	Many of us don't understand why the equipment isn't cared for better. Lanes like (at Ramsey for example) is left out in the sun to deteriorate. Lane lines aren't cheap, so it seems that.	Allandale Neighborhood Mtg
7	9/2/15	Why doesn't PARD water and maintain trees in NW Park and other Austin parks? Allandale Nass spent our \$\$ to buy water for NW Park trees. PARD doesn't seem to value trees. However, trees make the shade that make parks usable and comfortable. Is a long-term maintainance program being developed?	Allandale Neighborhood Mtg
8	9/2/15	NW Pool-better bathrooms, dressing room area. Continue lap lanes. Diving board area better side to sit on, watch kids from without the weird dip that's hard to sit on/get in/get out. Better stair/step entry. Access. More shallow area for little kids. Shade area/benches without fire ants! Open longer season maybe Nov. 1.	Allandale Neighborhood Mtg
9	9/2/15	We want to keep the pool.	Allandale Neighborhood Mtg
10	9/2/15	Keep the pool the same. Open air restroom as now.	Allandale Neighborhood Mtg
11	9/2/15	I love Aqua Zumba and would attend classes at NW pool if they offered this class. I drive to Rearis Rehad in Round Rock for Aqua Zumba classes and Clay Madsen in Round Rock.	Allandale Neighborhood Mtg
12	9/2/15	Need swim team (preferably at NW pool) on the West side in evening! Currently all evening swim teams are on East side and West side only in mornings.	Allandale Neighborhood Mtg
13	9/2/15	No waterparks!!! Open pool more hours.	East Townlake Neighborhood Mtg
14	9/2/15	No waterparks! Current pools operating hours, upgrade pools.	East Townlake Neighborhood Mtg
15	9/2/15	Upgrade and update pools.	East Townlake Neighborhood Mtg
16	9/2/15	Swimming/play area for young, non-swimmers. Slides? Swim lessons. Quality pools and quality facilities.	East Townlake Neighborhood Mtg
17	9/8/15	Requests-Walnut Creek Park: Swim class for kids, splash pad, longer hours, showers, movies&swim (like Deep Eddy), cheaper prices/discount days and times	Riveroaks Neighborhood Mtg

Appendix E

	Date	Neighborhood Talks Comments	Location
18	9/8/15	What are the capacity (people) limits for Walnut Creek?	Riveroaks Neighborhood Mtg
19	9/8/15	Is there a plan for security in pool areas?	Riveroaks Neighborhood Mtg
20	9/8/15	How do you decide to close a pool?	Riveroaks Neighborhood Mtg
21	9/8/15	Biggest turnoff: Clumps of Hair; Most Needed: Bathhouse improvement, shaded canopies!!! Neighborhood swim team. Diving well and play amenities.	Riveroaks Neighborhood Mtg
22	9/8/15	Senior exercise water programs. Winter swimming pool-laps	Riveroaks Neighborhood Mtg
23	9/8/15	Seating. Sun bathing chairs. Splash pad.	Riveroaks Neighborhood Mtg
24	9/8/15	Evening lap swimming hours at Walnut Creek and extended season (even if only for evening hours). Better city parks website, more user-friendly, splash pad or young child amenity added to Walnut Creek.	Riveroaks Neighborhood Mtg
25	9/8/15	I have not used the pool in a while-children/grandchildren are grown. Could use more benches and shade for families that don't swim while at facility. Good lifeguards!	Riveroaks Neighborhood Mtg
26	9/8/15	Seating with shaded area. Access to shower or bathrooms. Tables. Higher diving boards. Snack/drink stands. Good quality lifeguards.	Riveroaks Neighborhood Mtg
27	9/8/15	Shade. Seating. Higher diving boards. Restricted lanes during specific periods. Adult only swim times in the evenings! Healthier vending options-smoothies, fresh juices for sell.	Riveroaks Neighborhood Mtg
28	9/21/15	Olympic sized pool and splash pad. Swimming lessons	Colony Park Neighborhood Mtg
29	9/21/15	I would like a lap pool for 50+ year olds.	Colony Park Neighborhood Mtg
30	9/21/15	Would like to see: 1. Swimming lessons for all kids. 2. Proper size to benefit "all" kids at any given time.	Colony Park Neighborhood Mtg
31	9/21/15	1. Pool that functions for all ages-infants through senior citizens. 2. Pools that serves and has various aquatic programs for all ages. 3. Swimming lessons	Colony Park Neighborhood Mtg
32	9/21/15	Nice large pool that can be for training person that can't swim, training seniors and other neighborhoods.	Colony Park Neighborhood Mtg
33	9/21/15	I envision our pool to have something for everyone-children, elder, handicap, etc. Deep end, children pool, laps, lockers, showers, etc. Programs: swimming lessons for all ages. Swim team. Exercise aquatics, water zumba, volleyball, etc.	Colony Park Neighborhood Mtg
34	9/21/15	No pool in our area. 1. How to reconcile no pool questions? 2. Transportation to open pools	Colony Park Neighborhood Mtg
35	9/21/15	Olympic sized swimming pool	Colony Park Neighborhood Mtg
36	9/24/15	Please contact Meg Erskine of the Multicultural Refugee Coalition to do outreach to this population in the 78753 area. Suggest you have specific focus groups in other languages. Please provide shaded swim areas to protect our kids from the sun-specifically for the little kid wading pools. Provide more wall or bench area around pools to sit and to hang/lay towel.	Restore Rundberg Community Mtg

Appendix E

	Date	Neighborhood Talks Comments	Location
37	9/24/15	Interesting information. Would love for you to include in your presentation why/how this initiative helps promote community. It may generate a interest from a broader audience.	Restore Rundberg Community Mtg
38	9/24/15	We need greater access to swim lessons. Of the 30 children I know in my apartment, only a handful know how to swim. Let's assume 10% can. There are many pools, but lack of ability to swim. Many kids get in the pool and must hold to rafts. Very unsafe.	Restore Rundberg Community Mtg
39	9/24/15	Slides that look cool or smrlly. Kids love them. I run a summer program serving 100 kids each year and work with 100 or more kids during the school year in the Bartholomew district. They love that pool and go on their own outside of our field trips I take them on. Slides seem to be the attraction. Also cost affordable for underprivileged kids.	Restore Rundberg Community Mtg
40	9/28/15	Pool is a great focal point in the neighborhood, needs better signage. The swimmer "open" hours are too short. Summer hours should be May-September. Use limited openings in May/Sept. More artificial shade areas around the pool. Restroom/bathhouse needs be to improved. Consider "senior" lifeguards, lean on entire class of residents.	Ramsey Park Neighborhood Mtg
41	9/28/15	The pool north of here (off Shoal Creek Blvd.) has dangerous sharp edges. I want neighborhood pools! They make the (unknown word) the neighborhood.	Ramsey Park Neighborhood Mtg
42	9/28/15	Love Ramsey Pool! We would love to have more trees/shade, especcally on the west side that will help shade the water. We would alslo love to have the restrooms restored. Would like extended hours for entire season. Thank you so mcuh for all your work on Austin's pools!	Ramsey Park Neighborhood Mtg
43	9/28/15	I have been a neighborhood liaison with PARD Aquatics for decades. Have many pool-related thoughts. Pools need to be higher priority. Happy to be part of focus groups.	Ramsey Park Neighborhood Mtg
44	9/28/15	Pool open on the weekends in August and September. Increase lifeguards. Have more recruitment to increase numbers.	Ramsey Park Neighborhood Mtg
45	9/28/15	Extend the swim season to April-October.	Ramsey Park Neighborhood Mtg
46	10/5/15	Change the entrance fee to Big Stacy Pool	South River City Citizens Association
47	10/5/15	Keep pools open longer. More swim lessons	South River City Citizens Association
48	10/5/15	Mabel Davis bathrooms are very substandard. Shower drain in the women's shower room is always backed up every summer.	South River City Citizens Association
49	10/5/15	Where is the funding coming from? Austin needs more dedicated lap pools with longer laps. Deep Eddy length or more adult swim lessons. All pools need more shade, preferrably TREES. More pools need to meet the demand.	South River City Citizens Association

Appendix E

Date	Neighborhood Talks Comments	Location
50	10/5/15 We love Ramsey pool! We go every summer. We would take more big kid swim lessons there if they were offered: 1. later in the summer 2. not so late at night. Would be nice to have a big kid (stroke improvement) lesson at 10 am! The restrooms (I think they call it a bathhouse.) need a facelift. A fresh toilet, a fresh paint job, a bright light so you can see in there. A clean sink and a trash bin. We just love the pool, and most definitely want it to stay. Our family is NOT interested in going to some big other pool. What really makes a pool great, and what would make Ramsey pool great-er is:1. places to sit, in the shade; 2. a water fountain where cooled, clean water can be had; 3. decent restroom facilities; 4. a clearly demarcated place to rinse off before/after getting onto the pool, that is off to the side so people do not have to feel they are showering in front of the whole neighborhood (as it currently is); one on women's side, one on men's side. I know Rosedale neighborhood would be willing to pitch in for an update of the pool facilities too! The fence around Ramsey Pool makes it look like Guantanamo, which I think is awful. However, my family does not want to lose Ramsey pool. and if we have to put up with that horrible fence, we will! Maybe we could do a community painting weekend, at least to make the fence look a bit better.	Rosedale Neighborhood Association
51	10/6/15 Because it wil give us job and we will get cool in the summer	Colony Park National Night Out
52	10/6/15 We'd like a pool same as Bartholomew. Splash pad, infant pool (separate), youth pool.	Colony Park National Night Out
53	10/6/15 I'd like to see a water park.	Colony Park National Night Out
54	10/6/15 Me guestaria una alverca con juegos para las ninos. I'd like to see a pool with plenty of options for kids to play.	Colony Park National Night Out
55	10/6/15 I would like a pool in Colony Park because it would be nice.	Colony Park National Night Out
56	10/6/15 I'd like to have a pool here (closer) because it would make it easier to travel and you would have less trouble.	Colony Park National Night Out
57	10/6/15 I would like to see a pool for swimmers.	Colony Park National Night Out
58	10/6/15 I'd like to see a pool so we can actually go cause it's close.	Colony Park National Night Out
59	10/6/15 I would absolutely want a pool here.	Colony Park National Night Out
60	10/6/15 I would like to see water slides and a lot of water rides.	Colony Park National Night Out
61	10/6/15 I would like to have a pool for many of reasons. A pool would be a cool place to hangout.	Colony Park National Night Out
62	10/6/15 A pool would be nice cause I can get a job. Also I would like to swim when its hot.	Colony Park National Night Out
63	10/6/15 We need a pool because there is nothing else to do and it'll be a good change to connect to people.	Colony Park National Night Out
64	10/6/15 There's not many recreational activities for the youth to do (of interest) in the Colony Park area. Having a pool would be a great opporutuity for children and teens. Children could learn to swim and it could be an employment opportunity for many teens. Nicole Adams, Resident of Colony Park	Colony Park National Night Out
65	10/6/15 Colony Park Student: I would like to see slides inside a pool if it was here. We can have activities like water volleyball and swim lessons.	Colony Park National Night Out

Appendix E

	Date	Neighborhood Talks Comments	Location
66	10/6/15	I would love to see a pool or even a Splash Pad here in this neighborhood. I have to take my kids to Bartholomew or Chestnut Park. Swimming lessons would be an awesome thing for the kids in this area.	Colony Park National Night Out
67	10/6/15	I'd like to see swim lessons, safety monitor for kids, speed bumps to slow down traffic, life guard.	Colony Park National Night Out
68	10/6/15	Colony Park Student: I would like to see hot pool and pool volleyball and swim lessons.	Colony Park National Night Out
69	10/6/15	Colony Park Student: I would like to see a slide.	Colony Park National Night Out
70	10/6/15	Give kids more to do.	Colony Park National Night Out
71	10/6/15	Love for a pool to be in Colony Park	Colony Park National Night Out
72	10/6/15	I'd like to see a dog park.	Colony Park National Night Out
73	10/6/15	I would like to have a slide, a (illegible) and a water park.	Colony Park National Night Out
74	10/6/15	No direct bus line to Dittmar. Garrison was not known and is hidden	Armadillo Park National Night Out
75	10/6/15	Garrison is not walking distance. Enjoy the quiet experience while swimming laps	Armadillo Park National Night Out
76	10/6/15	Need indoor facility. Lockers to store stuff. Heated pools needed. Closure at pool due to maintenance.	Armadillo Park National Night Out
77	10/6/15	Desire a heated pool. They swim at Garrison	Armadillo Park National Night Out
78	10/6/15	Desire to repurpose the space where Odem pool is and some PTA parents are split on.	Armadillo Park National Night Out
79	10/6/15	Have an open area or have interest in a Splash Pad.	Armadillo Park National Night Out
80	10/6/15	Would swim laps in the a.m. during winter at Dick Nichols but couldn't during the summer.	Armadillo Park National Night Out
81	10/6/15	Swims at Barton Springs	Armadillo Park National Night Out
82	10/6/15	Was not aware of all pool options. Garrison is very close but unknown.	Armadillo Park National Night Out
83	10/6/15	Difficulty walking to pool.	Armadillo Park National Night Out
84	10/6/15	Desire a pool in Armadillo Park.	Armadillo Park National Night Out



Facilitator Focus Group Script & Protocol

Introductions: Hello, my name is _____. I want to thank you for joining us today for a more in-depth conversation regarding Austin’s municipal and neighborhood pools.

I would like to begin by covering the logistics for the group and provide an overview of how we’ll structure the conversation.

Logistics: To begin, we have a scribe here that will assist me in documenting key comments you provide.
(Introduce Scribe)

We have provided you a card stock paper in front of you and ask that you write your name on the paper. If you would like to remain anonymous you can create a pseudonym/“fake name” and write it on the paper. We would also like for you to write the area of Austin you are from. For example, write south, north, east, etc. Once you are done writing in the information, we ask you fold the paper in half and stand the paper up with your name facing the group.

Next, we have a consent form. This form outlines the purpose of the group and gives us permission to use information captured from your responses. Once you have read through the document, you will sign both copies. One copy is for your records and the other we will collect.

Guidelines: Before we begin with our discussion, I want to cover some guidelines for our dialogue.

First, in order to keep everyone's comments documented we ask that you introduce yourself before each question. For example... "Laura". I know it will feel awkward at first but you'll get the hang of things as we go through the process.

Next, the intention of today's discussion is not to comment on other's feedback but to provide your own. Therefore, we ask that you refrain from saying you disagree or agree with comments, but rather say in my experience or I believe....

Given the limited amount of time, we ask that you try and keep your comments to no more than 2-3 minutes. We also ask that you not interrupt each other so we can ensure we capture each participant's feedback.

Finally, we are here today to offer productive suggestions, ideas, and opinions so the City can begin designing an Aquatic Strategic and Master Plan. We welcome all your creative thoughts and ideas.

So before we begin, do you have any questions before we begin?

NOTES:

- There are several other public engagement processes running on Deep Eddy and Barton Springs, our questions today do not focus on those pools.
- We are not staff of PARD or the Aquatics Department, so we will not be answering specific question about these offices. If you do have questions, you can contact Wayne Simmons at wayne.simmons@austintexas.gov

Questions:

1. Let's start with a brief introduction. Please share what part of Austin you are from, how long you've been in Austin and a bit more information about your involvement with City pools?
2. With the tremendous success and popularity of Bartholomew Pool redevelopment, do you feel that Austin should develop more large family aquatic centers in regional locations throughout the city?
3. Do you prefer that all pools be sized for neighborhood use with smaller sizes and less features? Or do you prefer a system of pools of different sizes and level of features to provide variety? Such as: free spray grounds; some free smaller neighborhood pools serving a 1-2 mile radius; medium sized family community pools to serve groups of neighborhoods (4 mile radius); and fee based larger regional aquatic centers (serving a 6 mile radius).
4. The pools need major renovations to remain in operation. The City wants to have criteria in place to help determine what they should do when a pool is no longer feasible to operate in their current condition. What criteria do you feel should be most important in making the determinations?

For example:

- i. Population within a mile of the pool
 - ii. Current annual visits to the pool
 - iii. Proximity to other pools – distance to other pools
 - iv. Age of the pool
 - v. Cost to upgrade
 - vi. Access by public transportation
 - vii. In a park with other activities
 - viii. Need to develop restrooms (significant expense)
5. As you may be aware, the City had a lifeguard shortage this year and has been working on various strategies to recruit. Do you have any suggestions or thoughts regarding the shortage of lifeguards? Do you have family members that have served in these roles and would like to share some experiences.
 6. There are only a few stand-alone wading pools remaining as many have been changed to splash pads/spray grounds. Should these remain as wading pools? Be removed? Or be changed to splash pads?

Appendix F

7. Are there areas of Austin that you feel are underserved and if so, where should new aquatic facilities be developed?
8. Given the limited amount of resources and funding, how do you believe the City should prioritize repairs or renovations to all City pools?
9. Do you have any other feedback on the questions we posed today? Or any other topics you would like to comment on before we end?

SWIM 512: Community Focus Groups

Adult Consent Form

What is the purpose of the Focus Groups? These focus groups provide residents an opportunity to participate in a more intimate conversation regarding Austin’s municipal and neighborhood pools.

What would I do if I participate? Community stakeholders have an opportunity to share their thoughts and ideas. In this session, you will be asked questions about your personal experiences and other questions will focus on recommendations for the Aquatic Strategic Master Plan. The focus groups will be audio recorded in order for us to obtain accurate information. We also hope to use audio clips for a documentary we are preparing for the City.

How long will participation take? We are asking for 30 – 45 minutes of your time.

How will my participation benefit the community? As a community stakeholder you will be providing valuable information to understand the current needs, concerns, and ideas regarding the City’s pools. Your expertise and experience will help inform the City on the ways they can address the community’s current and future needs.

Can I quit if I become uncomfortable? Yes, absolutely. Your participation is completely voluntary. You may skip any question you do not feel comfortable answering. You can also stop answering questions or the entire session any time you wish. Participation is your choice. However, we do appreciate any help you are able to provide.

How are you protecting privacy? Your name will not be linked to any documentation and any use of this information for reports or presentations. No one other than the consultants associated with this project will have access to the raw data. Pseudonyms will be assigned to all participants. All related documentation will be electronically stored and password protected.

I have some questions about the sessions. Who can I ask? The project is being led by Dr. Laura J. Cortez, Cortez Consulting Services. If you have any questions, please contact her at (512) 694-8757.

Signature

Date

Printed Name

Focus Group Questions: Community with No Pool

1. Let's start with a brief introduction. Please share what part of Austin you are from, how long you've been in Austin and a bit more information about your experience with City pools?
2. Given that your area does not have a nearby pool, can you briefly describe how that has impacted your community?
3. If the City were to build a pool in your area, can you describe the type of pool you would like to see?
4. With the tremendous success and popularity of Bartholomew Pool redevelopment, do you feel that Austin should develop more large family aquatic centers in regional locations throughout the city?
5. The pools need major renovations to remain in operation. The City wants to have criteria in place to help determine what they should do when a pool is no longer feasible to operate in their current condition. What criteria do you feel should be most important in making the determinations?

For example:

- i. Population within a mile of the pool
 - ii. Current annual visits to the pool
 - iii. Proximity to other pools – distance to other pools
 - iv. Age of the pool
 - v. Cost to upgrade
 - vi. Access by public transportation
 - vii. In a park with other activities
 - viii. Need to develop restrooms (significant expense)
6. As you may be aware, the City had a lifeguard shortage this year and has been working on various strategies to recruit. Do you have any suggestions or thoughts regarding the shortage of lifeguards? Do you have family members that have served in these roles and would like to share some experiences.
 7. There are only a few stand-alone wading pools remaining as many have been changed to splash pads/spray grounds. Should these remain as wading pools? Be removed? Or be changed to splash pads?

Appendix H

8. Do you have any other feedback on the questions we posed today? Or any other topics you would like to comment on before we end?

Appendix I

COMMUNITY PREFERENCE SURVEY

INSTRUCTIONS: The City of Austin would like your input on the aquatic features and programs you believe are important for Austin's municipal and neighborhood pools. The survey results will be used to inform the Aquatic Master Planning process and to provide the City with a list of priorities. **This survey will take approximately 10 minutes to complete and your responses will remain anonymous.** Thank you for your feedback.

KEY TERMS & CONCEPTS: (Page 1)

Prior to completing this survey, we want to provide you with some helpful terms and concepts.

Municipal Pool versus Neighborhood Pool

The City of Austin currently categorizes a "municipal pool" as a pool in which Austin residents pay a fee. On the other hand, a "neighborhood pool" is a pool that Austin residents **do not** pay a fee to use.

Aquatic Feature or Amenity

An aquatic feature or amenity is a component added inside or outside the pool that provides additional value or use. For example, a shade structure or diving board. If at any point you would like to see a picture of an aquatic feature, you will have the option to view a photo prior to answering the question.

Appendix I

1. During the past 12 months, have you or any member of your household visited an outdoor aquatic facilities in the City of Austin? ____ Yes (please answer Questions 1a-1c) ____ No (please skip to Question 4)

1a. Approximately how often did you or members of your household visit these facilities?

____ 1 to 5 visits ____ 11-19 visits ____ 6 to 10 visits ____ 20 or more visits ____ Don't know

1b. How would you rate the overall physical condition of the facilities you have visited?

____ Excellent ____ Very Good ____ Good ____ Fair ____ Poor

1c. How long do you drive to use the aquatic facility you use the most?

____ 0-5 minutes ____ 5-10 minutes ____ 10-15 minutes ____ 15-30 minutes ____ Over 30 minutes

2. From the following list, please select ALL of the outdoor aquatic facilities that you or members of your household have visited in the past 12 months.

MUNICIPAL POOLS (FEES CHARGED)

- ____ 1 Deep Eddy Pool
- ____ 2 Garrison Pool
- ____ 3 Mabel Davis Pool
- ____ 4 Northwest (Beverly S. Sheffield) Pool
- ____ 5 Walnut Creek Pool
- ____ 6 Barton Springs
- ____ 7 Bartholomew Pool

NEIGHBORHOOD POOLS & WADING POOLS

- ____ 8 Balcones Pool
- ____ 9 Big Stacy Pool
- ____ 10 Brentwood Pool
- ____ 11 Canyon Vista Pool
- ____ 12 Civitan Pool
- ____ 13 Dick Nichols Pool
- ____ 14 Dittmar Pool
- ____ 15 Dottie Jordan Pool
- ____ 16 Dove Springs Pool
- ____ 17 Gillis Pool
- ____ 18 Givens Pool
- ____ 19 Govalle Pool
- ____ 20 Kennemer Pool
- ____ 21 Little Stacy Wading Pool
- ____ 22 Martin Pool at Edward Rendon Sr. Park
- ____ 23 Metz Pool
- ____ 24 Montopolis Pool
- ____ 25 Murchison Pool
- ____ 26 Parque Zaragosa Pool
- ____ 27 Patterson Pool
- ____ 28 Ramsey Pool
- ____ 29 Reed Pool

- ____ 30 Rosewood Pool
- ____ 31 Shipe Pool
- ____ 32 Shipe Wading Pool
- ____ 33 West Austin Pool
- ____ 34 West Enfield Pool

RENTAL FACILITIES

- ____ 35 Commons Ford Ranch Pool

SPLASH PADS

- ____ 36 Bailey Splash Pad
- ____ 37 Bartholomew Splash Pad
- ____ 38 Chestnut Park Splash Pad
- ____ 39 Eastwoods Splash Pad
- ____ 40 Liz Carpenter Splash Pad at Butler Park
- ____ 42 Lott Splash Pad
- ____ 43 Clarksville (Mary Francis Baylor) Splash Pad
- ____ 44 Metz Splash Pad
- ____ 45 Pease Splash Pad
- ____ 46 Ricky Guerrero Splash Pad
- ____ 47 Rosewood Splash Pad

3. Which three of the facilities from the list in Question #2 did you visit the most in the last 12 months? [Please write in the numbers below for your 1st, 2nd, and 3rd most visited facilities using the numbers in Question #2 above, or circle NONE.] 1st most visited: 1st:_____ 2nd:_____ 3rd:_____ NONE: _____

4. Please indicate ALL the reasons that prevent you or other members of your household from using aquatic facilities and programs of the City of Austin more often (Check all that apply).

- | | |
|--|--|
| <input type="checkbox"/> Do not swim | <input type="checkbox"/> Personal disability |
| <input type="checkbox"/> Use private pools at a residence | <input type="checkbox"/> Use facilities outside the City of Austin |
| <input type="checkbox"/> Use private club, HOA or MUD pool | <input type="checkbox"/> Facilities are not well maintained |
| <input type="checkbox"/> Programs I want are not offered | <input type="checkbox"/> Poor customer service by staff |
| <input type="checkbox"/> Facilities don't have the right equipment | <input type="checkbox"/> I do not know location of facilities |
| <input type="checkbox"/> Security is insufficient | <input type="checkbox"/> I do not know what is being offered |
| <input type="checkbox"/> Lack of quality programs | <input type="checkbox"/> Facilities operating hours are not convenient |
| <input type="checkbox"/> Too far from our residence | <input type="checkbox"/> Registration for programs is difficult |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Availability of parking |
| <input type="checkbox"/> Classes are full | <input type="checkbox"/> Safety concerns |
| <input type="checkbox"/> Fees are too high | <input type="checkbox"/> Pools are too crowded |
| <input type="checkbox"/> Program times are not convenient | <input type="checkbox"/> Other: _____ |

5. What day and time does your swim or pool visits fall?

SUMMER

- Weekdays (Monday-Friday)
- Before 9am
 - 9:00 a.m. -Noon
 - Noon- 3:00 p.m.
 - 3:00-6:00 p.m.
 - My times vary on Weekdays

- Weekends (Saturday- Sunday)
- Before 9am
 - 9:00 a.m. -Noon
 - Noon- 3:00 p.m.
 - 3:00-6:00 p.m.
 - My times vary on Weekends

NON-SUMMER MONTHS

- Weekdays (Monday-Friday)
- Before 9am
 - 9:00 a.m. -Noon
 - Noon- 3:00 p.m.
 - 3:00-6:00 p.m.
 - My times vary on Weekdays

- Weekends (Saturday- Sunday)
- Before 9am
 - 9:00 a.m. -Noon
 - Noon- 3:00 p.m.
 - 3:00-6:00 p.m.
 - My times vary on Weekends

6. Please select (all) options below that describe the type of pool user you are?

- I use the pool for recreational swim or fun.
- I participate in an organized swim team/program.
- I am a lap swimmer, but **do not** participate in an organized Master Adult Swim program.
- I am a lap swimmer and train for competitive races.
- I participate in a Master Adult Swim program.
- I use the pool for water aerobics.
- I use the pool for fitness or rehabilitative therapy.
- I work at the pool as a lifeguard or aquatics staff member.
- My child/children use the pool for recreational swim or fun.
- My child/children use the pool for organized swim team/program.

Appendix I

7. With the tremendous success and popularity of Bartholomew Pool, how likely would you support the development of large family aquatic centers in regional locations throughout the city?

____ Extremely Likely ____ Likely ____ Neutral ____ Unlikely ____ Extremely Unlikely

8. If you are (unlikely or extremely unlikely) to support the development of aquatic centers in regional locations throughout the city, can you provide reasons why? (Select all options that apply.)

- ____ Too Crowded
- ____ Not Enough Lap Lanes
- ____ Prefer Concept of Neighborhood Pools
- ____ Other (explain: _____)
- ____ Non-Applicable

9. In 2013, the City conducted an Aquatics Needs Assessment and discovered many pools were in critical need of repair to remain in operation. The City wants to have criteria in place to help determine what they should do when a pool is no longer feasible to operate in their current condition. What criteria do you feel should be most important in making the determinations? (Please select your top THREE choices.)

- ____ Population size within a mile of the pool
- ____ Current annual visits to the pool
- ____ Proximity to other pools – distance to other pools
- ____ Age of the pool
- ____ Costs to upgrade
- ____ Access by public transportation
- ____ Pool is in a park with other activities
- ____ Need to develop bathhouses/bathrooms (significant expense)
- ____ Other (explain: _____)

10. What approach do you believe the City should take when a pool is beyond repair?

- ____ Close the pool and replace with another family friendly option (i.e. Splash pad, playground, or park)
- ____ Close the pool indefinitely and rebuild at another location
- ____ Close pool and invest in a large, regional aquatic family center
- ____ Utilize funds to repair pools that are still in good condition

11. Do you believe there should be a series of multisport aquatic facilities across the City dedicated to competitive swimming and training?

____ Strongly Agree ____ Agree ____ Neutral ____ Disagree ____ Strongly Disagree

12. How likely would you support a centrally located Natatorium? A natatorium is an aquatic facility with an indoor swimming pool, running track, climbing walls, and exercise room.

____ Strongly Favor ____ Favor ____ Neutral ____ Oppose ____ Strongly Oppose

Appendix I

13. Given the limited amount of resources and funding, how do you believe the City should prioritize repairs or renovations to all City pools?

- _____ Close pools that are beyond repair and make necessary renovations to remaining pools
- _____ Close pools that are beyond repair and add a series of larger swimming pools to serve all areas of the city
- _____ Close pools that are beyond repair and add a series of small splash pads to serve all areas of the city
- _____ Close pools that are beyond repair and add new pools in areas of the city have NO pools (i.e. Colony Park, St. John's, LBJ and Roger Hill, Canyon Vista/Balcones)

14. Given the limited amount of resources and funding, how likely would you pay a fee at pools that currently do not charge an entrance fee? The City currently charges fees only at the Municipal Pools and at Barton Springs. The daily use fees are \$1 for seniors (age 62 and older), \$3 for adults (ages 18-62), \$2 for juniors (ages 12-17), \$1 for children (ages 1-11 years old), and free for children under age 1.

_____ Extremely Likely _____ Likely _____ Neutral _____ Unlikely _____ Extremely Unlikely

15. The following are actions that the City of Austin may consider to improve aquatic facilities and services. Please indicate whether you would be very supportive, somewhat supportive, supportive, not supportive, or not sure of each action by circling your option.

	Very Supportive	Somewhat Supportive	Supportive	Not Supportive	Not Sure
Provide additional shade	5	4	3	2	1
Install zero depth pool entry (beach-like gentle slope into pool)	5	4	3	2	1
Upgrade pool houses/bath houses	5	4	3	2	1
Provide additional landscaping at pools	5	4	3	2	1
Provide warm water for showers	5	4	3	2	1
Develop additional parking	5	4	3	2	1
Install water slides	5	4	3	2	1
Add more lap lanes	5	4	3	2	1
Provide wi-fi service	5	4	3	2	1
Increase the swim season	5	4	3	2	1
Provide more seating areas	5	4	3	2	1
Schedule more movie nights	5	4	3	2	1
Interactive play features (i.e. spray towers)	5	4	3	2	1
Add lockers to store personal items	5	4	3	2	1
Other:	5	4	3	2	1

16. As you may be aware, the City is working on various strategies to increase the number of lifeguards. Do you have any helpful ideas or suggestions on how we might recruit more individuals for these positions?

17. Do you have any additional feedback or comments?

Demographics – This demographic information is requested to ensure the City of Austin plans effectively to meet the current and future needs of our diverse community.

What is your zip code? _____

Counting yourself, how many people live in your household? _____

Counting yourself, how many people in your household are of the following ages?

____ Under 5 years ____ 5 - 9 years ____ 10 - 14 years ____ 15 - 19 years ____ 20 - 24 years ____ 25 - 34 years
____ 35 - 44 years ____ 45 - 54 years ____ 55 - 64 years ____ 65-74 years

Gender: _____

Age: _____

Ethnicity/Race:

Designate your ethnicity (select one)

- Hispanic or Latino
- Not Hispanic or Latino

Indicate one or more races that apply among the following:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

Annual Household Income:

What category best describes your annual household income?

- Less than \$25,000
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more

This concludes the survey. Thank you for your time.

CUESTIONARIO DE PREFERENCIA DE LA COMUNIDAD

INSTRUCCIONES: A la Ciudad de Austin le gustaría conocer sus comentarios sobre las instalaciones acuáticas y los programas que usted considera importante para las piscinas municipales y de los barrios de Austin. Los resultados de este cuestionario servirán de información para el proceso del programa Aquatic Master Planning y para proporcionar a la Ciudad de Austin una lista de prioridades. **Este cuestionario tomará aproximadamente 10 minutos para completar y sus respuestas serán anónimas.** Gracias por sus comentarios.

CONCEPTOS Y TÉRMINOS CLAVE: (Página 1)

Antes de completar el cuestionario, le ofrecemos algunos términos y conceptos útiles.

Piscinas municipales versus piscinas de barrio

La Ciudad de Austin se refiere actualmente a una «piscina municipal» como aquella piscina en la que los residentes de Austin pagan un costo. Por otro lado, una «piscina de barrio» es aquella en la los residentes de Austin **no pagan** un costo para utilizarla.

Características de instalaciones acuáticas o servicios

Una característica de las instalaciones acuáticas o servicio es un componente agregado dentro o afuera de la piscina que proporciona valor o uso adicional. Por ejemplo, una estructura para sombra o un trampolín. Si en algún momento usted desea ver una foto de una de estas características, podrá visualizar una foto antes de responder a la pregunta.

Appendix J

1. En los últimos 12 meses, ¿ha visitado usted o algún miembro de su familia una instalación acuática al aire libre en la Ciudad de Austin? ____ Sí (responda las preguntas 1a-1c) ____ No (pase a la pregunta 4)

1a. Aproximadamente, ¿con qué frecuencia usted o miembro de su familia visita estas instalaciones?
____ de 1 a 5 visitas ____ de 11 a 19 visitas ____ de 6 a 10 visitas ____ de 20 o más visitas ____ No sabe

1b. ¿Cómo calificaría las condiciones generales de las instalaciones visitadas?
____ Excelente ____ Muy bueno ____ Bueno ____ OK ____ Pobre

1c. ¿Cuánto tiempo debe viajar para llegar a las instalaciones acuáticas que más utiliza?
____ 0-5 minutos ____ 5-10 minutos ____ 10-15 minutos ____ 15-30 minutos ____ más de 30 minutos

2. De la siguiente lista, seleccione TODAS las instalaciones acuáticas al aire libre que usted o algún miembro de su familia ha visitado en los últimos 12 meses.

PISCINAS MUNICIPALES (CON COSTO)

- ____ 1 Deep Eddy Pool
- ____ 2 Garrison Pool
- ____ 3 Mabel Davis Pool
- ____ 4 Northwest (Beverly S. Sheffield) Pool
- ____ 5 Walnut Creek Pool
- ____ 6 Barton Springs
- ____ 7 Bartholomew Pool

PISCINAS DE BARRIO Y PISCINAS PARA NIÑOS

- ____ 8 Balcones Pool
- ____ 9 Big Stacy Pool
- ____ 10 Brentwood Pool
- ____ 11 Canyon Vista Pool
- ____ 12 Civitan Pool
- ____ 13 Dick Nichols Pool
- ____ 14 Dittmar Pool
- ____ 15 Dottie Jordan Pool
- ____ 16 Dove Springs Pool
- ____ 17 Gillis Pool
- ____ 18 Givens Pool
- ____ 19 Govalle Pool
- ____ 20 Kennemer Pool
- ____ 21 Little Stacy Wading Pool
- ____ 22 Martin Pool at Edward Rendon Sr. Park
- ____ 23 Metz Pool
- ____ 24 Montopolis Pool
- ____ 25 Murchison Pool
- ____ 26 Parque Zaragosa Pool
- ____ 27 Patterson Pool
- ____ 28 Ramsey Pool
- ____ 29 Reed Pool

- ____ 30 Rosewood Pool
- ____ 31 Shipe Pool
- ____ 32 Shipe Wading Pool
- ____ 33 West Austin Pool
- ____ 34 West Enfield Pool

SERVICIO DE ALQUILER

- ____ 35 Commons Ford Ranch Pool

SPLASH PADS

- ____ 36 Bailey Splash Pad
- ____ 37 Bartholomew Splash Pad
- ____ 38 Chestnut Park Splash Pad
- ____ 39 Eastwoods Splash Pad
- ____ 40 Liz Carpenter Splash Pad at Butler Park
- ____ 42 Lott Splash Pad
- ____ 43 Clarksville (Mary Francis Baylor) Splash Pad
- ____ 44 Metz Splash Pad
- ____ 45 Pease Splash Pad
- ____ 46 Ricky Guerrero Splash Pad
- ____ 47 Rosewood Splash Pad

3. ¿Cuáles son las tres instalaciones de la Pregunta 2 que ha visitado en los últimos 12 meses?(Siguiendo el orden 1era, 2da y 3era, indique cuáles fueron las instalaciones que más visitó o marque la palabra Ninguna con un círculo).

1era más visitada: 1era:_____ 2da:_____ 3era:_____ NINGUNA: _____

4. Indique TODAS las razones por las que usted o algún miembro de su familia no utiliza con más frecuencia las instalaciones acuáticas o programas de las Ciudad de Austin (Marque todas las que correspondan).

- | | |
|--|--|
| <input type="checkbox"/> No nada | <input type="checkbox"/> Usa instalaciones fuera de la Ciudad de Austin |
| <input type="checkbox"/> Usa piscina privada de una residencia | <input type="checkbox"/> Las instalaciones no están bien mantenidas |
| <input type="checkbox"/> Usa piscina privada de un club, HOA o MUD | <input type="checkbox"/> Personal con servicio al cliente bajo |
| <input type="checkbox"/> Los programas que me interesan no se ofrecen | <input type="checkbox"/> No conoce la ubicación de las instalaciones |
| <input type="checkbox"/> Las instalaciones no están bien equipadas | <input type="checkbox"/> No conoce lo que se ofrece |
| <input type="checkbox"/> La seguridad no es suficiente | <input type="checkbox"/> Los horarios de funcionamiento de las instalaciones no son convenientes |
| <input type="checkbox"/> Falta de programas de calidad | <input type="checkbox"/> La inscripción para los programas es difícil |
| <input type="checkbox"/> Demasiado lejos de su residencia | <input type="checkbox"/> Disponibilidad para estacionamiento |
| <input type="checkbox"/> Falta de transporte | <input type="checkbox"/> Preocupación por la seguridad |
| <input type="checkbox"/> Las clases están llenas | <input type="checkbox"/> Las piscinas están muy llenas |
| <input type="checkbox"/> Los costos son muy altos | <input type="checkbox"/> Otro: _____ |
| <input type="checkbox"/> Los horarios de los programas no son convenientes | |
| <input type="checkbox"/> Incapacidad personal | |

5. ¿Qué días y en qué horarios va a nadar o visita las instalaciones?

VERANO

- Días de la semana (Lunes-Viernes)
- Antes de las 9 am
 - 9:00 a.m. - mediodía
 - Mediodía- 3:00 p.m.
 - 3:00-6:00 p.m.
 - Mis horarios varían durante los días de semana
- Fines de semana (Sábado- Domingo)
- Antes de las 9 am
 - 9:00 a.m. -mediodía
 - Mediodía- 3:00 p.m.
 - 3:00-6:00 p.m.
 - Mis horarios varían los fines de semana

MESES QUE NO SON DE VERANO

- Días de la semana (Lunes-Viernes)
- Antes de las 9 am
 - 9:00 a.m. - mediodía
 - Mediodía- 3:00 p.m.
 - 3:00-6:00 p.m.
 - Mis horarios varían durante los días de semana
- Fines de semana (Sábado- Domingo)
- Antes de las 9 am
 - 9:00 a.m. -mediodía
 - Mediodía- 3:00 p.m.
 - 3:00-6:00 p.m.
 - Mis horarios varían los fines de semana

6. Seleccione (todas) las opciones a continuación que describen qué tipo de usuario es usted en relación a las piscinas.

- Uso las piscinas para natación recreativa o por diversión.
- Formo parte de en un equipo o programa de natación.
- Nado pero no formo parte del programa Master Adult Swim.
- Nado y entreno para competencias.
- Participo en el programa Master Adult Swim
- Uso la piscina para hacer aeróbica acuática.
- Uso la piscina para hacer ejercicios o terapia de rehabilitación.
- Trabajo en la piscina como guardavidas o personal de las instalaciones.
- Mis hijos usan la piscina para natación recreativa o por diversión.

Appendix J

Mis hijos usan la piscina porque forman parte de un equipo o programa de natación.

7. Con el gran éxito y popularidad de Bartholomew Pool, ¿cuáles son las probabilidades de que usted apoye el desarrollo de los centros acuáticos para familias en lugares regionales de la ciudad?

_____ Extremadamente probable _____ Probable _____ Neutral _____ Poco probable _____ Extremadamente improbable

8. Si es poco probable o extremadamente improbable que usted apoye el desarrollo de estos centros acuáticos en la ciudad, explique las razones. (Seleccione todas las opciones correspondientes)

- _____ Demasiado llenas
- _____ Insuficiente espacio para nadar
- _____ Preferencia por concepto de piscinas de barrio
- _____ Otro (explique _____)
- _____ No aplicable

9. En 2013, la Ciudad de Austin llevó a cabo la Evaluación de Necesidades Acuáticas (Aquatics Needs Assessment) y descubrió que muchas piscinas estaban en condiciones críticas y necesitaban reparación para seguir funcionando. La Ciudad quiere utilizar un criterio para ayudar a determinar qué se debe hacer cuando una piscina ya no está en buenas condiciones para seguir funcionando. Según su opinión, ¿cuáles son los criterios más importantes para estas determinaciones? (Seleccione hasta TRES opciones).

- _____ Cantidad de personas dentro de una milla en la piscina
- _____ Visitas por año actuales a la piscina
- _____ Proximidad a otras piscinas - distancia a otras piscinas
- _____ Antigüedad de la piscina
- _____ Costos de reparación
- _____ Acceso mediante transporte público
- _____ Piscina en un parque con otras actividades
- _____ Necesidad de colocar duchas/baños (costos significantes)
- _____ Otro (explique _____)

10. Según su opinión, ¿qué enfoque debería utilizar la Ciudad cuando el uso de una piscina está más allá de la reparación?

- _____ Cerrar la piscina y reemplazarla con otra opción amigable para las familias (por ejemplo: splash pad, un parque de juegos o parque).
- _____ Cerrar la piscina indefinidamente y reconstruirla en otra ubicación.
- _____ Cerrar la piscina e invertir en un gran centro regional acuático para familias
- _____ Utilizar fondos para reparar las piscinas que aún están en buenas condiciones

11. ¿Cree que la Ciudad debería tener una serie de instalaciones acuáticas multideportivas dedicadas a la natación competitiva y entrenamiento?

_____ Muy de acuerdo _____ De acuerdo _____ Neutro _____ Desacuerdo _____ Muy en desacuerdo

12. ¿Cuáles son las probabilidades de que usted apoyaría una instalación acuática céntrica? Un natatorio es una instalación acuática con una piscina interior, pista de atletismo, paredes para escalar y sala de ejercicios.

Appendix J

_____ Fuertemente a favor _____ a favor _____ Neutro _____ Se opone _____ Se opone fuertemente

13. Dada la cantidad limitada de recursos y fondos, ¿cómo cree que la Ciudad debe priorizar las reparaciones y renovaciones en todas las piscinas de las Ciudad?

_____ Cerrar las piscinas que están más allá de las reparaciones y hacer las renovaciones necesarias a las piscinas restantes.

_____ Cerrar las piscinas que están más allá de las reparaciones y añadir varias piscinas grandes de uso de todas las áreas de la ciudad.

_____ Cerrar las piscinas que están más allá de las reparaciones y añadir pequeños splash pads para uso de en todas las áreas de la ciudad.

_____ Cerrar las piscinas que están más allá de las reparaciones y añadir nuevas piscinas en áreas de la ciudad donde NO hay piscinas (i.e. Colony Park, St. John's, LBJ and Roger Hill, Canyon Vista/Balcones)

14. Dada la cantidad limitada de recursos y fondos, ¿cuáles son las probabilidades de que usted pagará un costo en las piscinas que actualmente tiene ingreso gratuito? Actualmente, la ciudad solo establece costos de ingreso en las piscinas municipales y en Barton Springs. Los costos diarios de uso son de \$1 para seniors (de 62 en adelante), \$3 para adultos (de 18 a 62), \$2 para juniors (de 12 a 17) \$1 para niños (de 1 a 11) y gratuito para niños menores de 1 año.

_____ Extremadamente probable _____ Probable _____ Neutro _____ Poco probable _____ Extremadamente improbable

15. Las siguientes son acciones que la Ciudad de Austin podría tener en cuenta para mejorar las instalaciones acuáticas y los servicios. Indique con un círculo qué tipo de apoyo ofrecería según las opciones a continuación.

	Mucho apoyo	Algo de apoyo	Apoyo	Nada de apoyo	No está seguro
Proporcionar sombra adicional	5	4	3	2	1
Incorporar ingreso a la piscina con cero profundidad (como una pendiente similar a una playa)	5	4	3	2	1
Actualizar las casas de las piscinas / duchas	5	4	3	2	1
Proporcionar más decoración en las piscinas	5	4	3	2	1
Proporcionar duchas con agua caliente	5	4	3	2	1
Desarrollar estacionamiento adicional	5	4	3	2	1
Instalar resbaladilla de agua	5	4	3	2	1
Agregar más líneas para nadar	5	4	3	2	1
Proporcionar servicio de internet inalámbrico	5	4	3	2	1
Expandir la temporada de natación	5	4	3	2	1
Proporcionar más áreas para sentarse	5	4	3	2	1
Organizar más noches de película	5	4	3	2	1
Características de juego interactivo (por ejemplo, torres que lanzan agua)	5	4	3	2	1
Agregar casilleros para guardar pertenencias personales	5	4	3	2	1
Otro:	5	4	3	2	1

Appendix J

16. Como usted habrá notado, la Ciudad está trabajando en varias estrategias para aumentar el número de guardavidas. ¿Tiene alguna sugerencia o ideas sobre cómo deberíamos contratar a más individuos para estos puestos?

17. ¿Tiene algún comentario u opinión adicional?

Demografía - Se solicita esta información demográfica para asegurar que la Ciudad de Austin planifique de manera efectiva y pueda cumplir con las necesidades actuales y futuras de nuestra diversa comunidad.

¿Cuál es su código postal? _____

¿Cuántas personas viven en su hogar incluyéndose a usted? _____

¿Cuántas personas, incluyéndose a usted, tienen las siguientes edades? _____

_____ menor a 5 _____ de 5 a 9 _____ de 10 a 14 _____ de 15 a 19 _____ de 20 a 24 _____ de 25 a 34
_____ de 35 a 44 _____ de 45 a 54 _____ de 55 a 64 _____ de 65 a 74

Sexo: _____

Edad: _____

Etnia/raza:

Indique su etnia (seleccione una)

- Hispano o Latino
 No es Hispano o Latino

Indique una o más etnias según corresponda:

- Nativo de América del Norte o de Alaska
 Asiático
 Afroamericano
 Nativo de Hawái u otra Isla del Pacífico
 Anglosajón
 No soy un ciudadano de Estados Unidos

Ingreso anual del hogar:

¿Qué categoría describe mejor el ingreso anual en su hogar?

- menos de \$25,000
 de \$25.000 a \$34.999
 de \$35.000 a \$49.999
 de \$50.000 a \$74.999
 de \$75.000 a \$99.999
 \$100.000 o más

El cuestionario ha finalizado. ¡Gracias por su tiempo!

What is SWIM 512?

SWIM 512 is a public engagement effort to learn more about Austin's public pools. This initiative is part **two** of a three-phase approach that will support the Austin Parks and Recreation Department in creating a more sustainable and accessible aquatic system.

What does SWIM 512 want to know about Austin's pools?

The goal of SWIM 512 is to determine what improvements and programs Austinites would like to see at their public pools. This information will build upon the 2014 Aquatic Facility Needs Assessment, which was completed to evaluate the current infrastructure and engineering needs of Austin's public pools.

Who is leading SWIM 512?

In April 2015, the Austin City Council suggested the Austin Parks and Recreation Department initiate a focused community engagement effort to assess residents' desires related to aquatic improvements and programming. As such, Cortez Consulting Services was commissioned to lead the 2015 Aquatic Amenities/Programming Community Engagement effort.

How will we find out what Austinites want?

SWIM 512 will include a variety of community engagement activities from August to December 2015. These activities are designed to gather information and capture the voices of Austin residents.

- Community Conversation
- Community Focus Groups
- Neighborhood Talks
- Community Organization Presentations
- Public Engagement Meetings
- Community Preference Survey

Who are SWIM 512 partners?

Three committees will be formed to support the SWIM 512 public engagement effort and will include an array of community leaders and partners.

I. **Community Engagement Task Force:** a team of 10-12 community engagement experts that represent various Austin non-profits and educational organizations.

II. **Community Advisory Committee:** a team of 11 council recommended community members that will represent each of Austin's ten districts and the Mayor's office.

III. **Assessment and Evaluation Team:** a core team of 3-5 educators that will evaluate community input and design the community preference survey.



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COMMUNITY ENGAGEMENT



For more information, contact Wayne Simmons, (512) 974-9336.

¿Qué es SWIM 512?

SWIM 512 es un esfuerzo de participación pública para conocer más sobre las piscinas públicas de Austin. Esta iniciativa es la **segunda** parte de un programa de tres etapas que apoyará al Departamento de Recreación y Parques de Austin para crear un sistema de instalaciones acuáticas más sostenible y accesible.

¿Qué quiere saber SWIM 512 sobre las piscinas de Austin?

El objetivo de SWIM 512 es determinar cuáles son las mejoras y los programas que a los residentes de Austin les gustaría ver en las piscinas públicas. Esta información se sumará a la Evaluación de las Necesidades en Instalaciones Acuáticas 2014 que se completó para evaluar las necesidades actuales de ingeniería e infraestructura de las piscinas públicas de Austin.

¿Quién dirige SWIM 512?

En abril de 2015, el Concejo Deliberante de la Ciudad de Austin sugirió que el Departamento de Recreación y Parques iniciara un esfuerzo de participación enfocado en la comunidad para determinar los intereses de los residentes en relación con mejoras en instalaciones acuáticas y en programas. De esta manera, se designó a Cortez Consulting Services con el objetivo de liderar este esfuerzo de Participación de la Comunidad para Programas e Instalaciones Acuáticas.

¿Cómo vamos a saber qué quieren los residentes de Austin?

De agosto a diciembre de 2015, SWIM 512 ofrecerá una variedad de actividades para que la comunidad participe. Estas actividades están diseñadas para recolectar información y capturar las opiniones de los residentes de Austin.

- Diálogos de la comunidad
- Conversaciones de barrio
- Presentaciones de organización de la comunidad
- Reuniones de compromiso público
- Grupos focales de la comunidad
- Encuesta de preferencia de la comunidad

¿Quiénes formarán parte de SWIM 512?

Se constituirán tres comités nuevos para apoyar el esfuerzo de participación pública SWIM 512 y estarán formados por diversos líderes y miembros de la comunidad.

I. **Grupo Especial de Participación de la Comunidad:** un equipo de 10 a 12 expertos en participación comunitaria que representan varias organizaciones educativas y sin fines de lucro de Austin.

II. **Comité Consejero de la Comunidad:** un equipo de 11 consejeros recomendados miembros de la comunidad representará a cada uno de los 10 distritos de Austin y a la oficina del alcalde.

III. **Equipo de Valoración y Evaluación:** un equipo central de 3 a 5 educadores que evaluará los comentarios de la comunidad y diseñará la encuesta de preferencia de la comunidad.



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