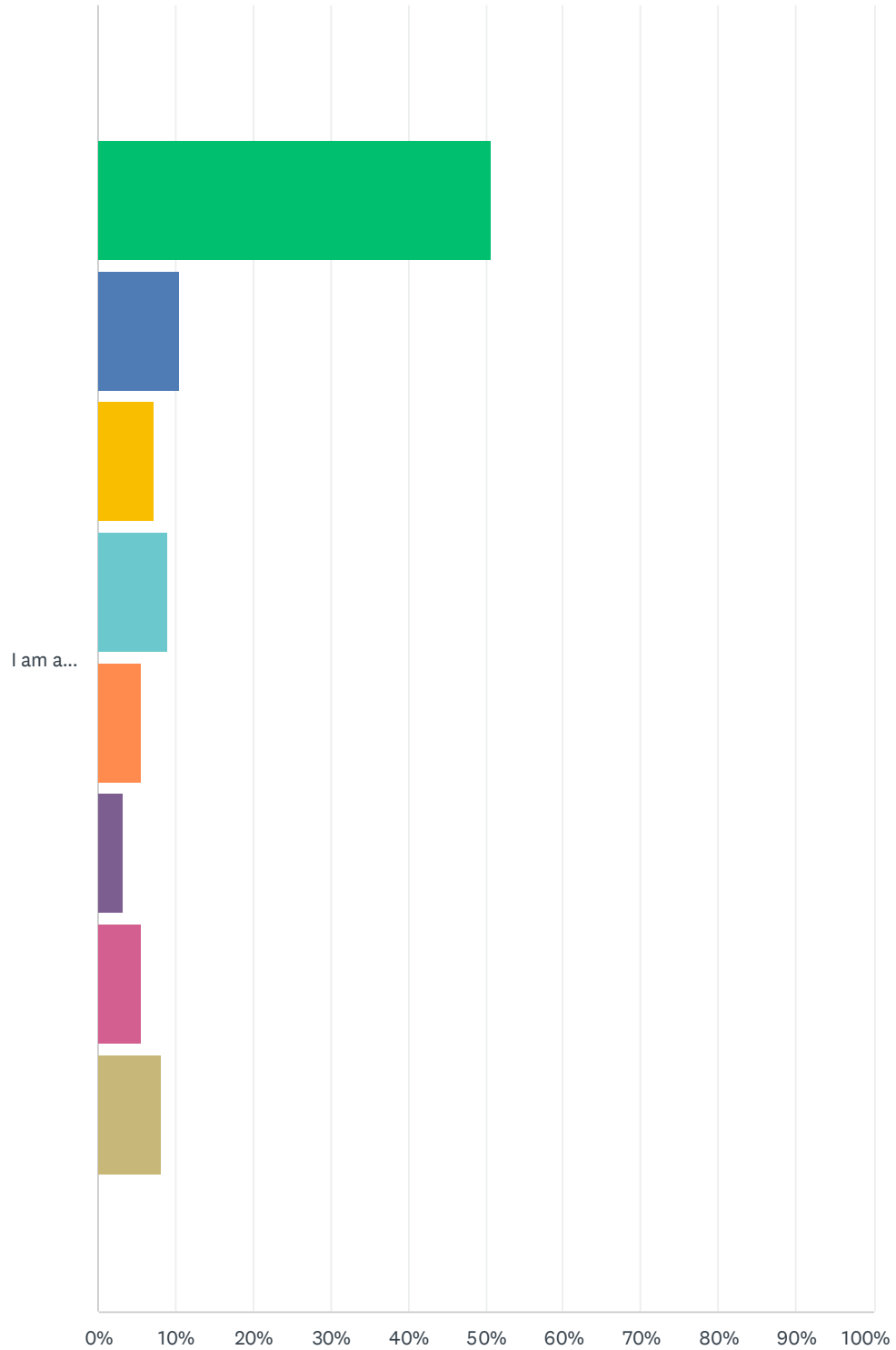


Q1 Where do you live? Please select an option from one of the drop-down menus.

Answered: 126 Skipped: 1

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

PRSA Resident



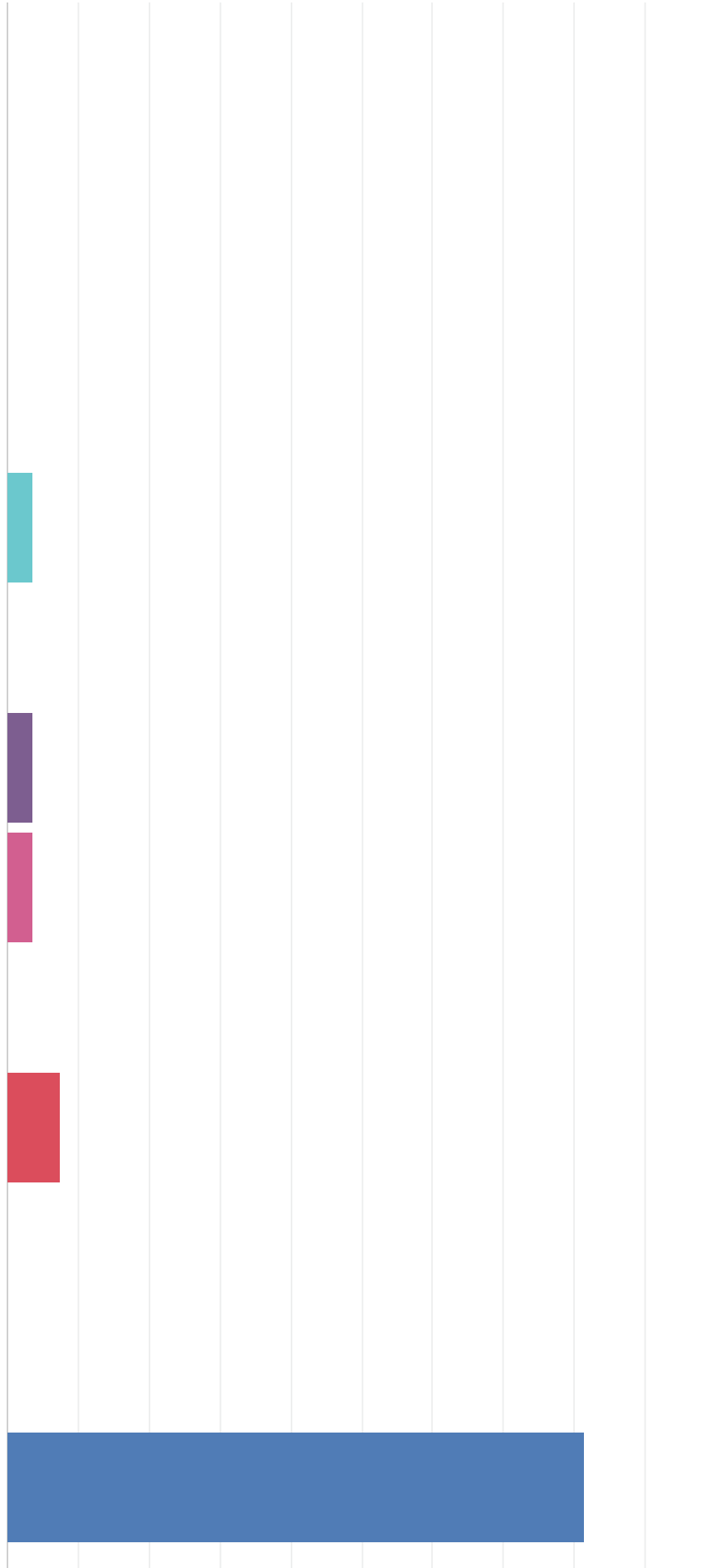
- Leavenw...
- Icicle Rd
- East Lea...
- Ski Hill Rd
- Chumstick ...
- North Rd
- Peshastin
- Other

Non-PRSA Resident

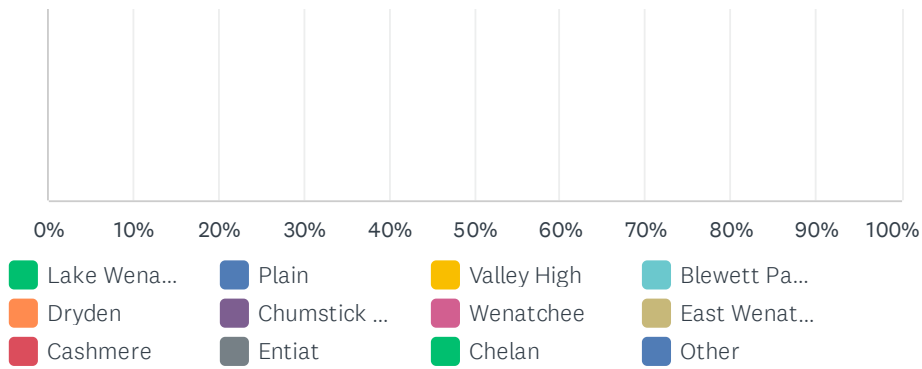


Howard Hopkins Memorial Pool 2025 End-of-Season Survey

I am a...



Howard Hopkins Memorial Pool 2025 End-of-Season Survey



PRSA Resident									
	LEAVENWORTH CITY RESIDENT	ICICLE RD	EAST LEAVENWORTH RD	SKI HILL RD	CHUMSTICK HWY (WITHIN FIRST ~10 MILES)	NORTH RD	PESHASTIN	OTHER	TOTAL
I am a...	50.81% 63	10.48% 13	7.26% 9	8.87% 11	5.65% 7	3.23% 4	5.65% 7	8.06% 10	124

Non-PRSA Resident									
	LAKE WENATCHEE AREA	PLAIN	VALLEY HIGH	BLEWETT PASS/HWY 97	DRYDEN	CHUMSTICK (GREATER THAN ~10MILES)	WENATCHEE	EAST WENATCHEE	CASHMERE
I am a...	0.00% 0	0.00% 0	0.00% 0	3.70% 1	0.00% 0	3.70% 1	3.70% 1	0.00% 0	7.41

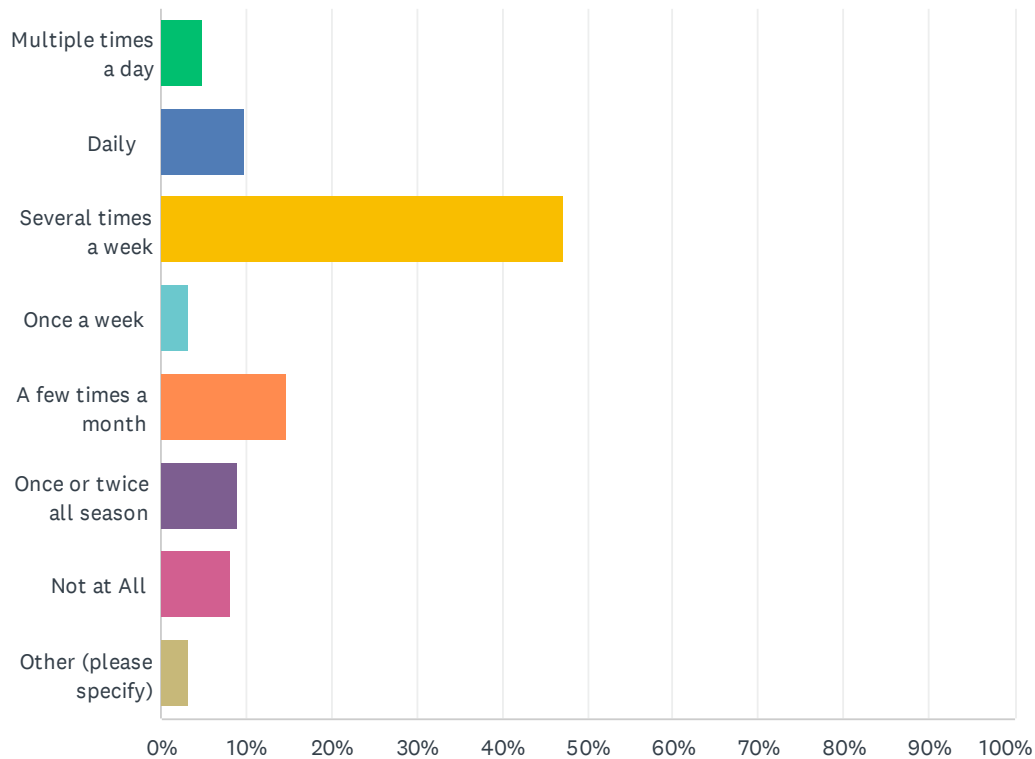
#	OTHER (I.E., UNSURE OF RESIDENCY STATUS, VISITOR, LIVE OUT OF THE AREA, ETC.)	DATE
1	Plain	10/5/2025 1:30 PM
2	Lake Wenatchee atea	10/1/2025 10:06 AM
3	Olalla Canyon - Dryden/Cashmere	9/30/2025 11:10 AM
4	Spend part time in Seattle area	9/30/2025 5:54 AM
5	UGA	9/29/2025 1:42 PM
6	Eagle creek road	9/27/2025 4:16 PM
7	Plus part time in condo in city of Leavenworth proper	9/27/2025 8:21 AM
8	Part time, winter in Arizona	9/24/2025 3:10 PM
9	Smallwood area resident	9/24/2025 2:24 PM
10	Coles Corner (highway 2)	9/24/2025 7:31 AM
11	Live off Icicle Rd by golf course	9/23/2025 4:44 PM
12	n/a	9/23/2025 4:24 PM
13	n/a	9/23/2025 4:15 PM
14	Leavenworth city resident.	9/23/2025 4:00 PM
15	Resident	9/23/2025 3:54 PM
16	Leavenworth city resident	9/23/2025 3:52 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

17	am a resident	9/23/2025 3:30 PM
18	Peshastin	9/23/2025 3:29 PM
19	North rd	9/23/2025 3:28 PM
20	Local	9/23/2025 2:12 PM
21	City resident	9/23/2025 1:25 PM

Q2 How often did you visit the pool this season?

Answered: 123 Skipped: 4

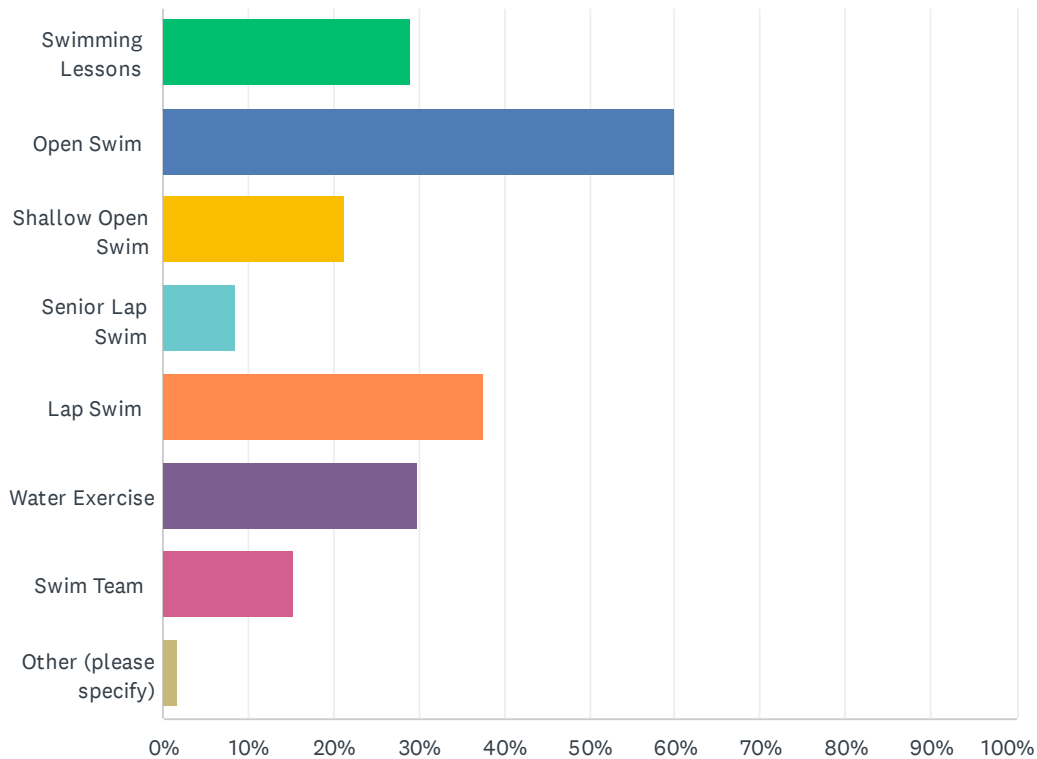


ANSWER CHOICES	RESPONSES
Multiple times a day	4.88% 6
Daily	9.76% 12
Several times a week	47.15% 58
Once a week	3.25% 4
A few times a month	14.63% 18
Once or twice all season	8.94% 11
Not at All	8.13% 10
Other (please specify)	3.25% 4
TOTAL	123

#	OTHER (PLEASE SPECIFY)	DATE
1	3-5 times a week	9/30/2025 5:06 PM
2	Monday - Friday for Exercise class and part of Public swims	9/25/2025 10:59 AM
3	5x a week (water exercise class.)	9/23/2025 4:00 PM
4	attended 2 sessions of swim lessons	9/23/2025 3:28 PM

Q3 Which pool programs do you and/or your household participate in? Select all that apply.

Answered: 117 Skipped: 10

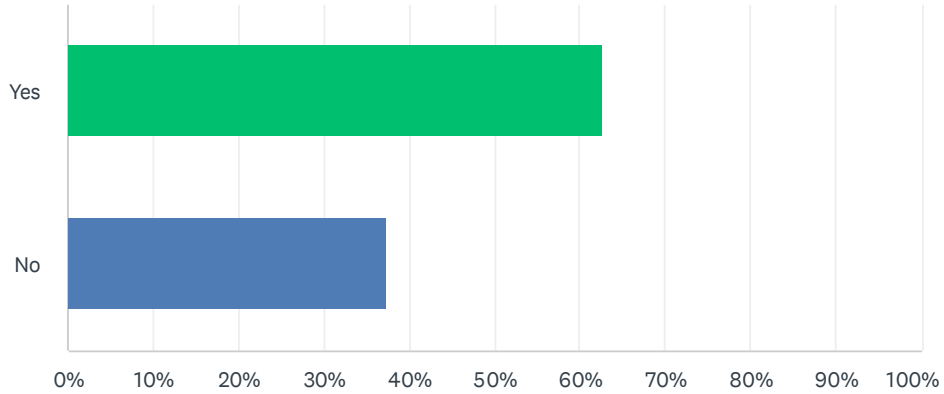


ANSWER CHOICES	RESPONSES
Swimming Lessons	29.06% 34
Open Swim	59.83% 70
Shallow Open Swim	21.37% 25
Senior Lap Swim	8.55% 10
Lap Swim	37.61% 44
Water Exercise	29.91% 35
Swim Team	15.38% 18
Other (please specify)	1.71% 2
Total Respondents: 117	

#	OTHER (PLEASE SPECIFY)	DATE
1	None	10/1/2025 4:32 PM
2	None	9/30/2025 8:40 AM

Q4 Did you, or your household, purchase a season pass to the pool this summer?

Answered: 123 Skipped: 4

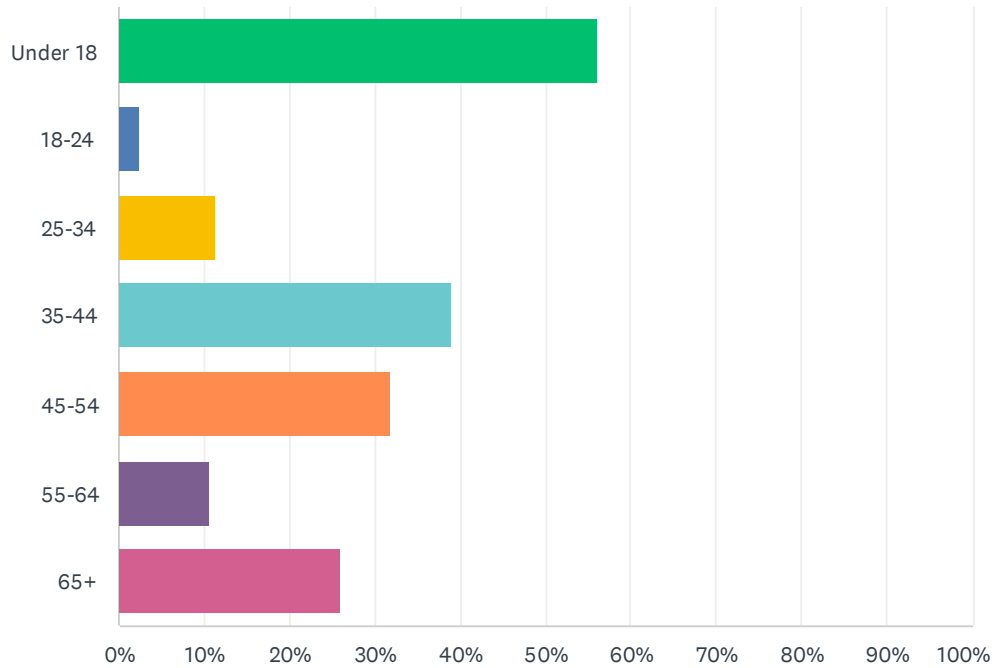


ANSWER CHOICES	RESPONSES
Yes	62.60% 77
No	37.40% 46
TOTAL	123

#	OTHER (PLEASE SPECIFY)	DATE
1	Just for the swim exercise	9/24/2025 2:24 PM
2	Only for our child	9/23/2025 8:46 PM

Q5 What age ranges does your household fall into? Select all that apply.

Answered: 123 Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 18	56.10%	69
18-24	2.44%	3
25-34	11.38%	14
35-44	39.02%	48
45-54	31.71%	39
55-64	10.57%	13
65+	26.02%	32
Total Respondents: 123		

Q6 How many people are in your household?

Answered: 123 Skipped: 4

#	RESPONSES	DATE
1	2	10/7/2025 8:21 AM
2	5	10/5/2025 1:53 PM
3	4	10/5/2025 1:30 PM
4	2	10/5/2025 12:39 PM
5	2	10/5/2025 12:29 PM
6	4	10/5/2025 9:01 AM
7	4	10/5/2025 8:32 AM
8	3	10/5/2025 8:11 AM
9	2	10/3/2025 7:27 PM
10	3	10/2/2025 2:12 PM
11	5	10/2/2025 11:56 AM
12	2	10/1/2025 11:18 PM
13	2	10/1/2025 4:32 PM
14	2	10/1/2025 10:06 AM
15	4	10/1/2025 9:01 AM
16	3	10/1/2025 8:06 AM
17	5	10/1/2025 7:50 AM
18	1	10/1/2025 7:08 AM
19	3	9/30/2025 10:48 PM
20	4	9/30/2025 8:17 PM
21	3	9/30/2025 7:35 PM
22	2	9/30/2025 7:29 PM
23	2	9/30/2025 5:06 PM
24	4	9/30/2025 4:00 PM
25	2	9/30/2025 11:39 AM
26	2	9/30/2025 11:10 AM
27	2	9/30/2025 9:53 AM
28	4	9/30/2025 8:40 AM
29	7	9/30/2025 8:39 AM
30	2	9/30/2025 5:54 AM
31	2	9/30/2025 5:08 AM
32	4	9/29/2025 3:59 PM
33	2	9/29/2025 1:42 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

34	3	9/29/2025 10:59 AM
35	4	9/28/2025 10:23 PM
36	4	9/28/2025 2:09 PM
37	3	9/28/2025 11:02 AM
38	5	9/28/2025 8:54 AM
39	2	9/28/2025 8:24 AM
40	3	9/28/2025 7:40 AM
41	4	9/27/2025 4:16 PM
42	4	9/27/2025 3:29 PM
43	4	9/27/2025 9:24 AM
44	5	9/27/2025 9:04 AM
45	2	9/27/2025 8:21 AM
46	2	9/26/2025 11:18 AM
47	2	9/26/2025 9:33 AM
48	2	9/25/2025 9:30 PM
49	5	9/25/2025 8:33 PM
50	4	9/25/2025 7:56 PM
51	1	9/25/2025 7:40 PM
52	3	9/25/2025 12:21 PM
53	2	9/25/2025 10:59 AM
54	3	9/24/2025 8:21 PM
55	3	9/24/2025 5:46 PM
56	4	9/24/2025 4:16 PM
57	2	9/24/2025 3:10 PM
58	2	9/24/2025 2:24 PM
59	4	9/24/2025 1:16 PM
60	4	9/24/2025 12:59 PM
61	2	9/24/2025 12:57 PM
62	2	9/24/2025 12:13 PM
63	3	9/24/2025 12:12 PM
64	3	9/24/2025 11:35 AM
65	2	9/24/2025 11:30 AM
66	1	9/24/2025 11:27 AM
67	4	9/24/2025 11:10 AM
68	4	9/24/2025 10:56 AM
69	5	9/24/2025 10:33 AM
70	3	9/24/2025 10:10 AM
71	4	9/24/2025 8:21 AM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

72	4	9/24/2025 8:13 AM
73	4	9/24/2025 7:37 AM
74	4	9/24/2025 7:31 AM
75	4	9/24/2025 7:17 AM
76	1	9/24/2025 6:43 AM
77	4	9/24/2025 5:59 AM
78	4	9/24/2025 5:35 AM
79	2	9/23/2025 10:13 PM
80	4	9/23/2025 10:13 PM
81	2	9/23/2025 10:03 PM
82	3	9/23/2025 9:58 PM
83	4	9/23/2025 9:29 PM
84	2	9/23/2025 8:56 PM
85	2	9/23/2025 8:54 PM
86	3	9/23/2025 8:46 PM
87	2	9/23/2025 8:43 PM
88	3	9/23/2025 8:27 PM
89	4	9/23/2025 8:24 PM
90	2	9/23/2025 8:00 PM
91	4	9/23/2025 7:59 PM
92	2	9/23/2025 6:53 PM
93	4	9/23/2025 6:35 PM
94	4	9/23/2025 6:33 PM
95	2	9/23/2025 6:33 PM
96	1	9/23/2025 6:11 PM
97	1	9/23/2025 6:03 PM
98	4	9/23/2025 5:59 PM
99	2	9/23/2025 5:40 PM
100	4	9/23/2025 5:32 PM
101	3	9/23/2025 5:20 PM
102	2	9/23/2025 4:59 PM
103	3	9/23/2025 4:44 PM
104	2	9/23/2025 4:24 PM
105	1	9/23/2025 4:23 PM
106	3	9/23/2025 4:15 PM
107	4	9/23/2025 4:14 PM
108	2	9/23/2025 4:08 PM
109	2	9/23/2025 4:00 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

110	4	9/23/2025 3:54 PM
111	3	9/23/2025 3:54 PM
112	3	9/23/2025 3:52 PM
113	2	9/23/2025 3:45 PM
114	1	9/23/2025 3:30 PM
115	4	9/23/2025 3:29 PM
116	4	9/23/2025 3:28 PM
117	4	9/23/2025 2:53 PM
118	3	9/23/2025 2:44 PM
119	4	9/23/2025 2:39 PM
120	5	9/23/2025 2:12 PM
121	3	9/23/2025 2:04 PM
122	2	9/23/2025 1:25 PM
123	3	9/23/2025 1:00 PM

Q7 How many people in your household use the pool?

Answered: 123 Skipped: 4

#	RESPONSES	DATE
1	1	10/7/2025 8:21 AM
2	5	10/5/2025 1:53 PM
3	4	10/5/2025 1:30 PM
4	1	10/5/2025 12:39 PM
5	0	10/5/2025 12:29 PM
6	3	10/5/2025 9:01 AM
7	4	10/5/2025 8:32 AM
8	3	10/5/2025 8:11 AM
9	1	10/3/2025 7:27 PM
10	3	10/2/2025 2:12 PM
11	4	10/2/2025 11:56 AM
12	1	10/1/2025 11:18 PM
13	0	10/1/2025 4:32 PM
14	2	10/1/2025 10:06 AM
15	4	10/1/2025 9:01 AM
16	1	10/1/2025 8:06 AM
17	This year 0	10/1/2025 7:50 AM
18	1	10/1/2025 7:08 AM
19	3	9/30/2025 10:48 PM
20	4	9/30/2025 8:17 PM
21	3	9/30/2025 7:35 PM
22	2	9/30/2025 7:29 PM
23	1	9/30/2025 5:06 PM
24	1	9/30/2025 4:00 PM
25	0	9/30/2025 11:39 AM
26	1	9/30/2025 11:10 AM
27	2	9/30/2025 9:53 AM
28	0	9/30/2025 8:40 AM
29	5	9/30/2025 8:39 AM
30	1	9/30/2025 5:54 AM
31	0	9/30/2025 5:08 AM
32	4 (3 of us more regularly)	9/29/2025 3:59 PM
33	2	9/29/2025 1:42 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

34	3	9/29/2025 10:59 AM
35	4	9/28/2025 10:23 PM
36	4	9/28/2025 2:09 PM
37	3	9/28/2025 11:02 AM
38	4	9/28/2025 8:54 AM
39	2	9/28/2025 8:24 AM
40	3	9/28/2025 7:40 AM
41	4	9/27/2025 4:16 PM
42	4	9/27/2025 3:29 PM
43	4	9/27/2025 9:24 AM
44	1	9/27/2025 9:04 AM
45	1	9/27/2025 8:21 AM
46	1	9/26/2025 11:18 AM
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49	5	9/25/2025 8:33 PM
50	4	9/25/2025 7:56 PM
51	1	9/25/2025 7:40 PM
52	1	9/25/2025 12:21 PM
53	1	9/25/2025 10:59 AM
54	3	9/24/2025 8:21 PM
55	3	9/24/2025 5:46 PM
56	2	9/24/2025 4:16 PM
57	1	9/24/2025 3:10 PM
58	2	9/24/2025 2:24 PM
59	4	9/24/2025 1:16 PM
60	3	9/24/2025 12:59 PM
61	1	9/24/2025 12:57 PM
62	1	9/24/2025 12:13 PM
63	3	9/24/2025 12:12 PM
64	2	9/24/2025 11:35 AM
65	2	9/24/2025 11:30 AM
66	1	9/24/2025 11:27 AM
67	2	9/24/2025 11:10 AM
68	2	9/24/2025 10:56 AM
69	5	9/24/2025 10:33 AM
70	3	9/24/2025 10:10 AM
71	4	9/24/2025 8:21 AM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

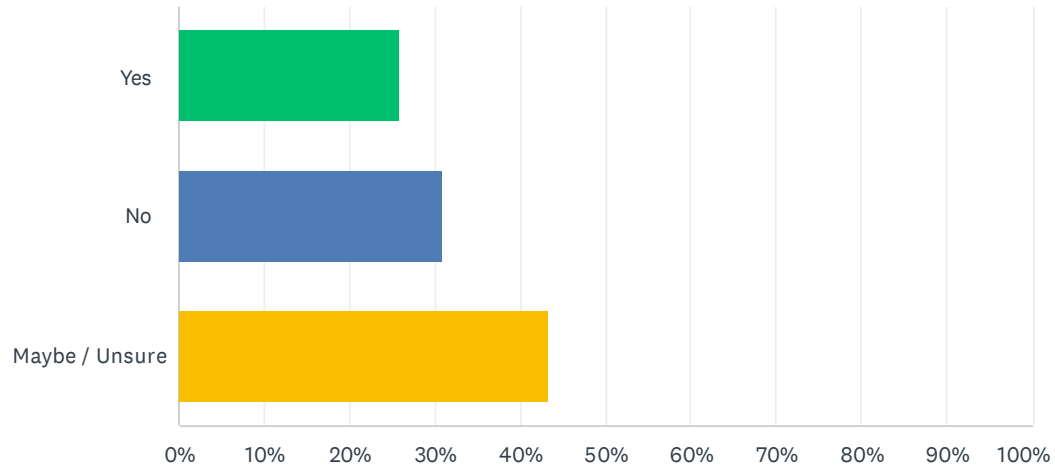
72	4	9/24/2025 8:13 AM
73	4	9/24/2025 7:37 AM
74	3	9/24/2025 7:31 AM
75	2	9/24/2025 7:17 AM
76	1	9/24/2025 6:43 AM
77	4	9/24/2025 5:59 AM
78	4	9/24/2025 5:35 AM
79	0	9/23/2025 10:13 PM
80	4	9/23/2025 10:13 PM
81	1	9/23/2025 10:03 PM
82	3	9/23/2025 9:58 PM
83	4	9/23/2025 9:29 PM
84	1	9/23/2025 8:56 PM
85	2	9/23/2025 8:54 PM
86	1	9/23/2025 8:46 PM
87	1	9/23/2025 8:43 PM
88	3	9/23/2025 8:27 PM
89	3	9/23/2025 8:24 PM
90	1	9/23/2025 8:00 PM
91	3	9/23/2025 7:59 PM
92	2	9/23/2025 6:53 PM
93	3	9/23/2025 6:35 PM
94	3	9/23/2025 6:33 PM
95	1	9/23/2025 6:33 PM
96	1	9/23/2025 6:11 PM
97	1	9/23/2025 6:03 PM
98	4	9/23/2025 5:59 PM
99	2	9/23/2025 5:40 PM
100	4	9/23/2025 5:32 PM
101	3	9/23/2025 5:20 PM
102	1	9/23/2025 4:59 PM
103	3	9/23/2025 4:44 PM
104	1	9/23/2025 4:24 PM
105	1	9/23/2025 4:23 PM
106	3	9/23/2025 4:15 PM
107	4	9/23/2025 4:14 PM
108	2	9/23/2025 4:08 PM
109	2	9/23/2025 4:00 PM

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110	2	9/23/2025 3:54 PM
111	2	9/23/2025 3:54 PM
112	3	9/23/2025 3:52 PM
113	1	9/23/2025 3:45 PM
114	1	9/23/2025 3:30 PM
115	3	9/23/2025 3:29 PM
116	3	9/23/2025 3:28 PM
117	3	9/23/2025 2:53 PM
118	2	9/23/2025 2:44 PM
119	4	9/23/2025 2:39 PM
120	5	9/23/2025 2:12 PM
121	3	9/23/2025 2:04 PM
122	2	9/23/2025 1:25 PM
123	2	9/23/2025 1:00 PM

Q8 Would you like to see a family pass option that includes more than two adults?

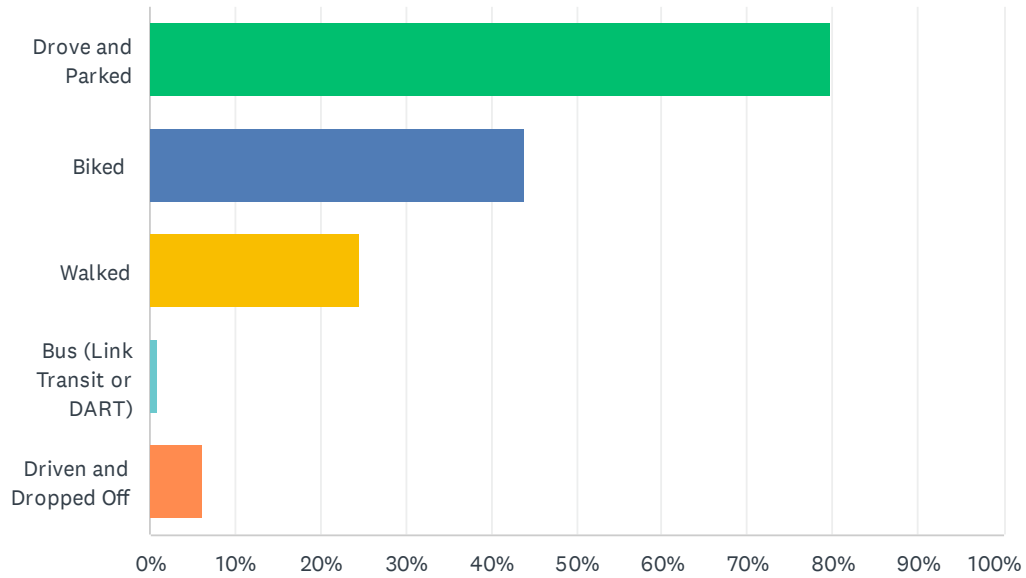
Answered: 120 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	25.83%	31
No	30.83%	37
Maybe / Unsure	43.33%	52
TOTAL		120

Q9 How did you get to the pool this summer (select all that apply)?

Answered: 114 Skipped: 13

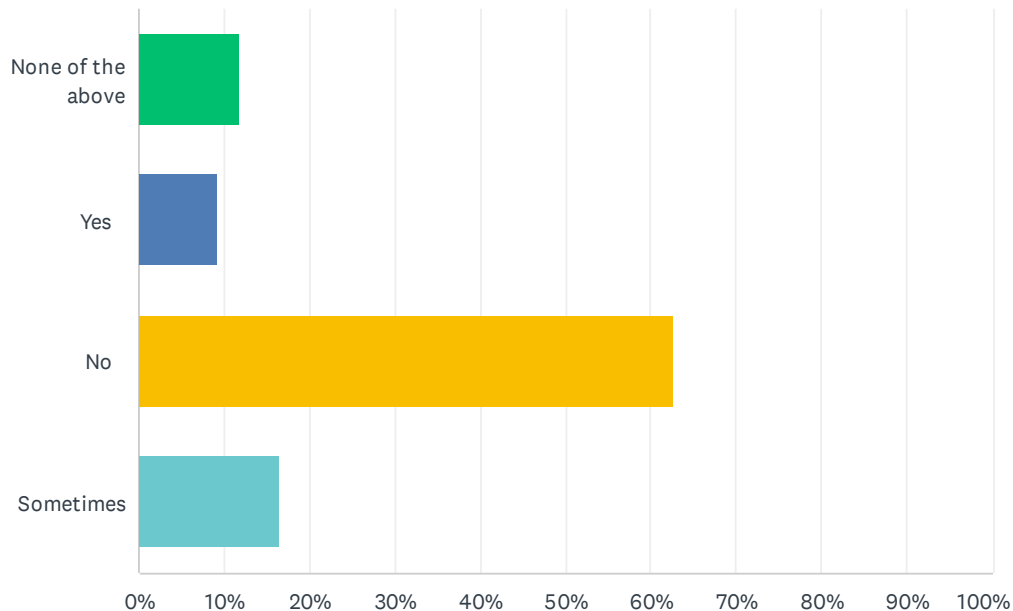


ANSWER CHOICES	RESPONSES	
Drove and Parked	79.82%	91
Biked	43.86%	50
Walked	24.56%	28
Bus (Link Transit or DART)	0.88%	1
Driven and Dropped Off	6.14%	7
Total Respondents: 114		

#	OTHER (PLEASE SPECIFY)	DATE
1	Na	10/5/2025 12:29 PM
2	I rode my 50 cc scooter.	10/1/2025 11:18 PM
3	0	9/30/2025 8:40 AM
4	Would like to see motorcycle parking added	9/23/2025 6:11 PM

Q10 If you drove and parked a vehicle when visiting the pool this summer, did you have an issue finding parking?

Answered: 110 Skipped: 17

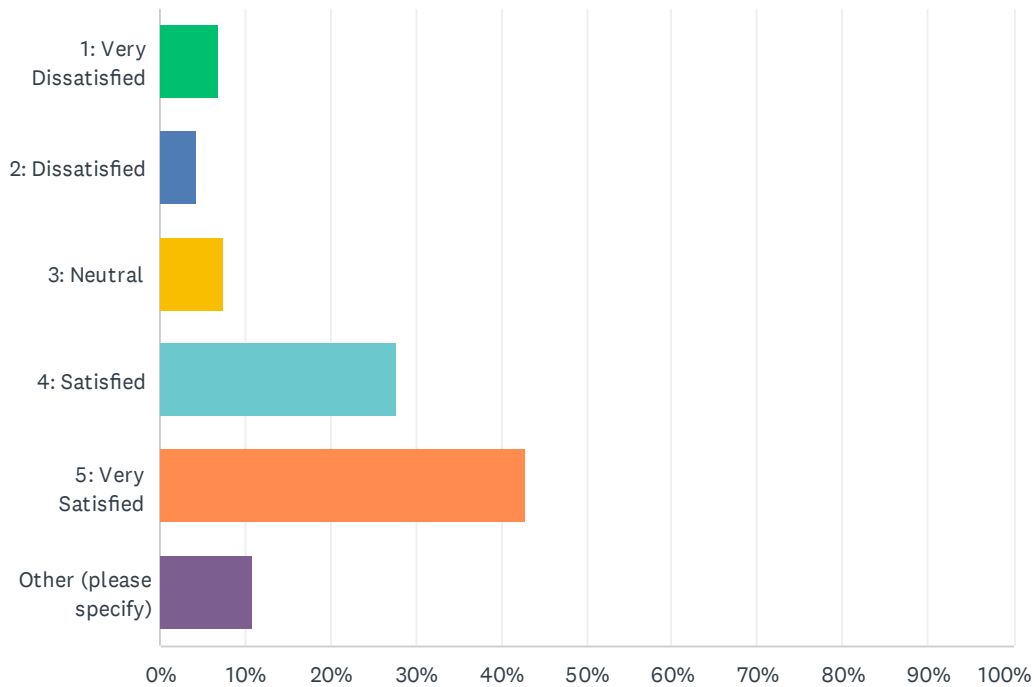


ANSWER CHOICES	RESPONSES
None of the above	11.82% 13
Yes	9.09% 10
No	62.73% 69
Sometimes	16.36% 18
TOTAL	110

#	OTHER (PLEASE SPECIFY)	DATE
1	I parked by the bikes.	10/1/2025 11:18 PM
2	Not interested because can't find free parking easily	9/30/2025 8:40 AM
3	I swim at 6am on weekdays and 9am on weekends. Parking is never a problem at that time.	9/24/2025 6:43 AM
4	Na	9/23/2025 9:29 PM
5	I carpooled with a neighbor	9/23/2025 8:00 PM
6	Got a ticket on the first day trying to buy my pass, waiting in line with technical difficulties for a parking pass. Maybe next year they could avoid giving out tickets during registration or have an attendant at the driveway passing out 30 minute temporary passes while you're making your purchase.	9/23/2025 6:11 PM
7	Used the pool parking pass. Never had an issue finding parking.	9/23/2025 4:08 PM

Q11 Level of Service from Pool Staff

Answered: 119 Skipped: 8



ANSWER CHOICES	RESPONSES	
1: Very Dissatisfied	6.72%	8
2: Dissatisfied	4.20%	5
3: Neutral	7.56%	9
4: Satisfied	27.73%	33
5: Very Satisfied	42.86%	51
Other (please specify)	10.92%	13
TOTAL		119

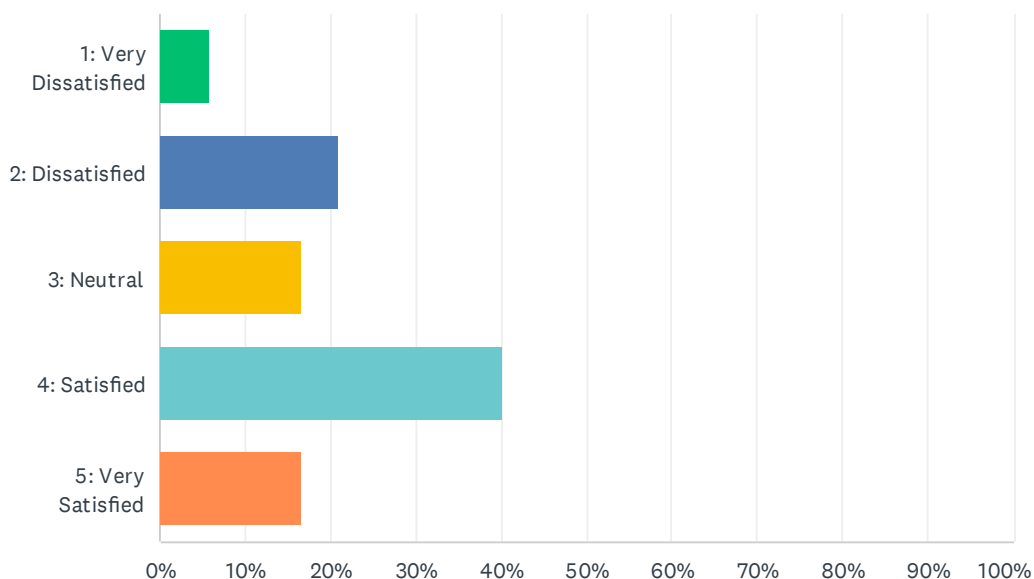
#	OTHER (PLEASE SPECIFY)	DATE
1	Everyone was very nice and wanted to help as best they could! I think they had limited ability to be able to help in the areas of parking and the diaper rule. Parking- the parking enforcement around town is strict (borderline hostile) and not a hospitable situation for our town. The diaper policy was too strict initially (age too high) but I think helpful to not having poop in the pool. I think if the staff was supported to be a little more flexible it would help. I think they were very friendly though and I was very happy with the service this year- great team!	10/1/2025 9:01 AM
2	0	9/30/2025 8:40 AM
3	Great staff... even when using new software was a challenge. Good communication when pool was forced to close.	9/29/2025 1:42 PM
4	staff were kind and helpful	9/28/2025 10:23 PM

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5	Staying open late seemed to be a popular option for afterschool activities. A year round indoor pool would be great!	9/28/2025 7:40 AM
6	The pool staff and lifeguards are awesome! So friendly and helpful :)	9/27/2025 4:16 PM
7	I think the overall attitude from the staff is very negative and rigid. There are so many rules. And the kids are nervous to get yelled at and terrified of the swim test	9/24/2025 10:56 AM
8	Let kids have more fun. Like letting parents throw kids in the air assuming no one is in the way or allowing some fun jumps off the edge of the pool like jumping in backwards or spinning while jumping in! Kids can learn to look before jumping.	9/23/2025 7:54 PM
9	Staff has always been amazing. Thank you!	9/23/2025 6:33 PM
10	5 The staff is amazing and very patient with a difficult patrons. It seemed that more staff needed to have additional training on the software system	9/23/2025 6:11 PM
11	pool staff were excellent; circumstances around length of season, closures, parking, schedules, and cleanliness of facilities were the problem	9/23/2025 5:59 PM
12	Staff generally friendly; lifeguards friendly but very whistle-heavy and inconsistent in the rules for the swim test administration and passing.	9/23/2025 5:20 PM
13	Thank you for the extended season!	9/23/2025 3:54 PM

Q12 Pool Schedule & Hours

Answered: 120 Skipped: 7



ANSWER CHOICES	RESPONSES
1: Very Dissatisfied	5.83% 7
2: Dissatisfied	20.83% 25
3: Neutral	16.67% 20
4: Satisfied	40.00% 48
5: Very Satisfied	16.67% 20
TOTAL	120

#	OTHER (PLEASE SPECIFY)	DATE
1	Longer open swim, not two different sessions	10/5/2025 1:53 PM
2	Longer lap swims would be nice!	10/1/2025 9:01 AM
3	Pool schedule seemed erratic. I showed up one time for early lap swim only to find the link I'd clicked on the website was showing a previous weeks schedule and there was no early swim. I prefer early lap swimming in order to reduce sun exposure	9/30/2025 5:54 AM
4	Need longer and early senior swim to avoid sun. Include all lanes not just part of pool	9/28/2025 8:24 AM
5	Having the pool open late two summers in a row especially with our mold winter and spring was awful. Swim team especially suffered.	9/27/2025 4:16 PM
6	It was great to be able to have lap swim options during swimming lessons.	9/27/2025 3:29 PM
7	The late start was really hard for the kids on swim team. It would also be AMAZING if you could make the pool available a little bit later so the youngest swim team kids don't have to have their practices so incredibly early.	9/27/2025 9:24 AM
8	The times are very inconvenient. You closed the whole pool for lap swim. Why? All you need is two one-way lanes for those 3 people. Why can't the toddler part be open? The majority of time	9/26/2025 9:33 AM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

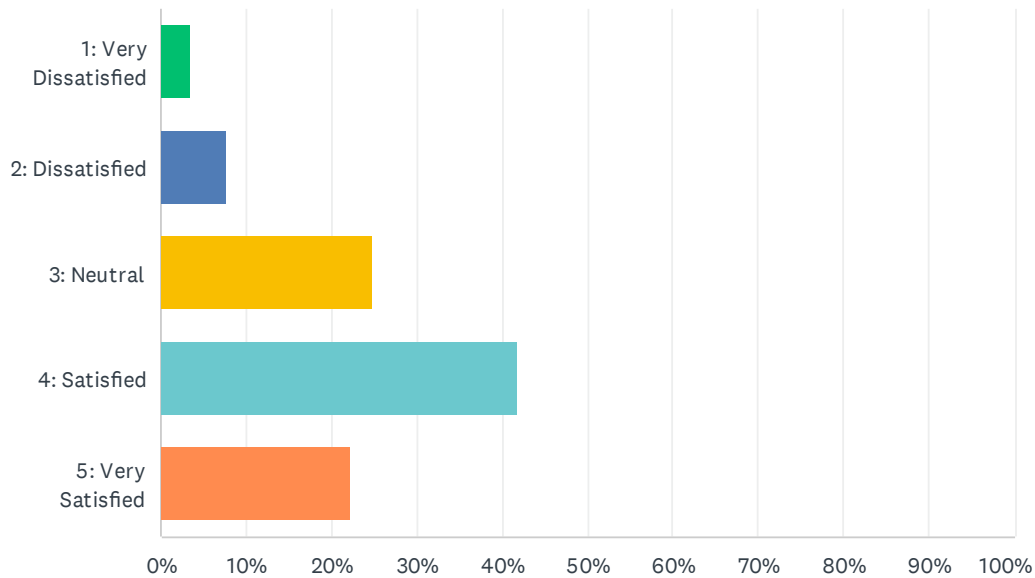
	should be open swim.	
9	Shallow swim should be open during water aerobics. The open swim hours are during baby/toddler nap time It's crazy you have to pay a fee for each session, just make it a day pass Also, just make kids take a swim test once and somehow mark it on their season pass	9/24/2025 10:56 AM
10	The schedule was similar/same to 2024 for most of the season. A lot of data was captured in 2024 (we used those paper forms for EVERY visit). I would have hoped that data would have been used to potentially shift schedules or receive feedback from higher use times. For example, the majority family open swim falls during common nap times for kids 0-5. The weekend hours for open swim were much more conducive and welcoming to families. Additionally, during the 3 week extension, it was unclear (or it was clear) that attendance and usage for different purposes wasn't fairly balanced. There 2 (ideal) hours given to water exercise, 2 (good) hours to open swim, and 1 (least ideal) to lap swim. I'm sure people still attended lap swim, but the 6pm timeslot eliminates most parents and people who like to eat dinner. It would have been nice to see either community feedback in the hours or some alternating between the extension weeks. A pool lifeguard shared that the schedule was preferential to water exercise because "they are the loudest complainers". I don't want programs to compete, but would love to see more data or feedback to influence the calendar for programs. It seemed unclear how any of the data from 2024 was used (and it was a big old hassle every time we attended in 2024 to fill out those papers).	9/24/2025 10:10 AM
11	Liked the long open swim hours	9/24/2025 8:13 AM
12	Would love to see more open swim times!	9/24/2025 5:59 AM
13	Appreciated weekend AM lap swim times this year	9/23/2025 10:03 PM
14	The shallow area had very limited hours. Why can't the shallow area stay open even if lap swim or classes in the deep area are in progress. Trying to coordinate a pool visit during your very limited open swim times with naps is near impossible. Most city pools offer a section of the pool that's open all day with sectioned off areas for classes or lap swim. Why can't our pool do this?	9/23/2025 9:58 PM
15	I would appreciate more lap swim opportunities	9/23/2025 8:43 PM
16	Open swim times were really hard to keep track of and really didn't work well for kids who still nap	9/23/2025 8:27 PM
17	We need to open earlier in the year and not close the shallow end for exercise or lap swimming. Pool needs to be open for families with children 10:00-1:00 and 3:00-6:00	9/23/2025 8:00 PM
18	Love that they added Saturday and Sundays for the community! Would love to see a night swim/glow-in-the-dark swim and a dive in Movie once a week or occasionally	9/23/2025 6:11 PM
19	I think you did the best you could. Even the closure due to pop in the pool is frustrating to us all, especially after waiting so long and the problem coming so quickly. I'm assuming there is no other solution than allowing those who may be doing this to continue to come and do it gain....	9/23/2025 6:03 PM
20	It would have been better for kids swim lessons to have been closer to open swim (at least in the shallow section)	9/23/2025 5:59 PM
21	Wish the open swim was continuous and/or at least the shallow end was open during water exercise. At least during the weekends.	9/23/2025 5:20 PM
22	the pool was great - the frequent fecal incidents are infuriating! The diaper requirement was a great deterrent and kept the incidents from happening for quite awhile - but when the requirement became a request the incident happened right away.	9/23/2025 4:59 PM
23	Having more options for open swim would be great in the middle of the week.	9/23/2025 4:15 PM
24	In September the morning lap swim and senior hours seemed limited.	9/23/2025 4:08 PM
25	I only use the pool mid week and the schedule worked well	9/23/2025 3:54 PM
26	It was a huge disappointment to have the pool open so late in the season. The silver lining was getting to experience the pool in Sept which was a huge bonus! The kids often went to open swim right after school. The timing of 3-5pm was so great. Fridays were always a party with tons of local kids. I highly recommend keeping the pool open through Sept moving forward.	9/23/2025 2:39 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

27	The open swim options are terrible times and not long enough open swim windows	9/23/2025 2:12 PM
28	Weekend times were great for my family for open swim and lap swimming. Mid week was less accessible. The last few weeks we didn't go because the open swim and lap swim weren't accessible times for us.	9/23/2025 2:04 PM
29	Longer or more frequent open swim More water exercise class opportunities	9/23/2025 1:25 PM

Q13 Pool Programming (e.g., open swim, lap swim, lessons, etc.)

Answered: 117 Skipped: 10



ANSWER CHOICES	RESPONSES
1: Very Dissatisfied	3.42% 4
2: Dissatisfied	7.69% 9
3: Neutral	24.79% 29
4: Satisfied	41.88% 49
5: Very Satisfied	22.22% 26
TOTAL	117

#	OTHER (PLEASE SPECIFY)	DATE
1	More/longer lap swims!	10/1/2025 9:01 AM
2	Water Exercise and Lap Swim should not be held in the heat of the day- move that to early morning or later in the evening. Use prime, sunny, HOT hours for open swim (serving children and families).	9/30/2025 10:48 PM
3	Not open enough. Seems pools may not be a good thing since fecal incidents seem to be the norm, etc.	9/30/2025 8:40 AM
4	Sign ups for swim lessons need to be further in advance to allow for proper planning of family schedules	9/29/2025 10:59 AM
5	Would love to see a way where there were more open swim options for kids of parents who work but still need to go to bed at a decent hour (5-7 would be prime hours). What about splitting the pool long-wise to be able to have a few lanes for lap swim or water exercise while having open swim in the other portion? Most other pools we've been to during our travels have multiple kinds of activities going on at once.	9/28/2025 10:23 PM
6	Most open swim overlapped with my toddler's nap time or bedtime, so we only ended up going on the weekend. I know there are a lot of things to schedule and fit in. It would be great if the	9/28/2025 11:02 AM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

	shallow area was open more.	
7	I would like to see more swimming lesson options later in the season if the season shifts again.	9/27/2025 3:29 PM
8	It was frustrating that strong child swimmers were turned away from lap swim. It's helpful to have lapswim scheduled at the same time as shallow water open swim.	9/27/2025 9:24 AM
9	Sharon Waters exercise classes are the best	9/27/2025 9:04 AM
10	See above.	9/26/2025 9:33 AM
11	The open swim and lap times were fine, but the lessons schedule was impossible for me to navigate. I ended up not doing any lessons this year because of it.	9/24/2025 5:46 PM
12	See above	9/24/2025 10:10 AM
13	The swim lessons were awesome!!! 10/10 for the instructors and ability to find classes that worked for our schedule	9/24/2025 8:21 AM
14	More open swims would be really great, especially on those HOT days :)	9/24/2025 5:59 AM
15	See above	9/23/2025 9:58 PM
16	More lesson options & unfortunately when we signed up for lessons there was a AFR	9/23/2025 9:29 PM
17	I would appreciate more lap swim times	9/23/2025 8:43 PM
18	Swim lessons were great, my daughter loved them and learned quite a lot	9/23/2025 8:27 PM
19	Keep the shallow end open for families during lap swimming and exercise	9/23/2025 8:00 PM
20	Would love for more Lap swimming time as it can get filled up some times or I feel bad for swimming longer than 30min.	9/23/2025 6:33 PM
21	I'd love to see additional special events to bring in more community dollars. Dive in movies, night swims, themed swims, adult only open swims, ladies night, PD day, Alpine Lakes day...	9/23/2025 6:11 PM
22	lessons were very short	9/23/2025 5:59 PM
23	Kids need more open swim - even if it is just the shallow area.	9/23/2025 5:20 PM
24	I was so impressed on how accommodating the programming was to keep the two level exercise classes continue separately as long as possible!	9/23/2025 4:59 PM
25	The sign up process for the swim lessons is a headache. Is there an easier way to do that?	9/23/2025 4:15 PM
26	I enjoyed the shallow open swim with grandkids many times and everyday look forward to the water exercise classes	9/23/2025 3:54 PM
27	Encourage more open swim and possibly keep 1 lane for lap swim?	9/23/2025 3:52 PM
28	Didn't get to do kids swim lessons because of late opening and all the closures due to poop in pool	9/23/2025 2:12 PM
29	Not enough lap swim options	9/23/2025 2:04 PM

Q14 On a scale of 1 to 5, with 1 being "Poor" and 5 being "Excellent," how would you rate your overall experience at the Howard Hopkins Memorial Pool this season?

Answered: 118 Skipped: 9

3.5★

average rating



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	8.47% 10	11.86% 14	29.66% 35	25.42% 30	24.58% 29	118	3.46

Q15 What was the best part of your experience at the pool this season?

Answered: 98 Skipped: 29

#	RESPONSES	DATE
1	Swim team	10/5/2025 1:53 PM
2	Swim team and lessons and watching my kids progress.	10/5/2025 1:30 PM
3	Great staff	10/5/2025 12:39 PM
4	Haven't been at the pool	10/5/2025 12:29 PM
5	Clean facilities Friendly staff Easy parking	10/5/2025 9:01 AM
6	It's in town so we don't have to drive very far.	10/5/2025 8:32 AM
7	Swimming with our young child.	10/5/2025 8:11 AM
8	Available	10/3/2025 7:27 PM
9	When it was open.	10/2/2025 2:12 PM
10	My kids love open swim, they really enjoy coming and seeing their friends.	10/2/2025 11:56 AM
11	They kept the water warm.	10/1/2025 11:18 PM
12	Friendly staff. Always love doing early morning lap swim- best part of my day!	10/1/2025 9:01 AM
13	Lap swim	10/1/2025 8:06 AM
14	We did not use this pool this season. Unfortunately, our children have stopped wanting to go to the pool because they feel that they are reprimanded way too often for small things. My 17 year-old son was so embarrassed to have to take the swim test when he is over 6 feet tall.	10/1/2025 7:50 AM
15	Level 2 Swim Lessons with Teacher Kim (total of 6 weeks)	9/30/2025 10:48 PM
16	Better open swim hours	9/30/2025 7:35 PM
17	Water exercise	9/30/2025 7:29 PM
18	Water temperature was perfect	9/30/2025 5:06 PM
19	Clean open lanes	9/30/2025 11:10 AM
20	The people in our class, including our instructor Ellen.	9/30/2025 9:53 AM
21	Wasn't any, because the lack of operational made it unpredictable.	9/30/2025 8:40 AM
22	Open swim	9/30/2025 8:39 AM
23	Having an uncrowded pool	9/30/2025 5:54 AM
24	We're just so grateful to have access to a public pool and swimming lessons for our (younger) kids! With how much water is around, learning to swim in a safe place is a priority - and it spending time in the pool has built their skill and confidence in the water.	9/29/2025 3:59 PM
25	Water time	9/29/2025 1:42 PM
26	Swim lessons with Kim, open swim	9/29/2025 10:59 AM
27	Being outside and also the friendliness of the staff!	9/28/2025 10:23 PM
28	Extended season	9/28/2025 2:09 PM
29	The shallow area is built really well for little kids. The toys at the front are also great.	9/28/2025 11:02 AM
30	better hours for open swim. wonderful swim teachers and assistants for the younger classes.	9/28/2025 8:54 AM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

31	Staff was great. Swimmers too.	9/28/2025 8:24 AM
32	Late season	9/28/2025 7:40 AM
33	Swim team	9/27/2025 4:16 PM
34	Swimming lessons	9/27/2025 3:29 PM
35	Sharon's classes	9/27/2025 9:04 AM
36	Morning exercise class time, outside in beautiful nature with extremely well taught classes. I benefit greatly!	9/27/2025 8:21 AM
37	Respectful staff	9/26/2025 11:18 AM
38	Water exercise. Very well attended. More than lap swimming by far.	9/26/2025 9:33 AM
39	Lap swim	9/25/2025 9:30 PM
40	The kids being able to enjoy the water and the gradual grade of it	9/25/2025 8:33 PM
41	The staff did an amazing job, especially when there were trials in the beginning and ending, as well as trying to figure out the afe and how to deal with that issue	9/25/2025 10:59 AM
42	My kid figured out how to swim under water!	9/24/2025 5:46 PM
43	Swim team. It was the first year that our son was on swim team. He was nervous but he loved it	9/24/2025 4:16 PM
44	Great staff	9/24/2025 3:10 PM
45	Friendly people and enjoyed the program.	9/24/2025 2:24 PM
46	That it opened and my kids are less likely to drown after getting to practice their swimming skills in a safe place like a pool and not the Wenatchee River	9/24/2025 1:16 PM
47	I actually loved the discounted pool pass - my kids are past the age of just splashing in the water, so we don't go to the pool as frequently. The discounted pool pass for a shorter period was actually the perfect fit for my family!	9/24/2025 12:59 PM
48	Lap Swimming in the sunshine - seeing locals	9/24/2025 12:13 PM
49	That it was open	9/24/2025 12:12 PM
50	Lap swim and getting to know the gracious and attentive staff! Especially Ellen!	9/24/2025 11:30 AM
51	Enthusiastic and helpful staff	9/24/2025 11:27 AM
52	Staff were great. Facilities look good. Pool was nice and warm. Lap swim works with my work schedule.	9/24/2025 11:10 AM
53	Extended season	9/24/2025 10:56 AM
54	swim team	9/24/2025 10:33 AM
55	Seeing families at open swim, building community, and seeing my child become more water comfortable.	9/24/2025 10:10 AM
56	the extended season	9/24/2025 8:13 AM
57	The pool opening and being able to swim.	9/24/2025 6:43 AM
58	Excellent staff, attentive lifeguards (I can really relax with my kids), clean pool and facilities.	9/24/2025 5:59 AM
59	Swim lessons were great, my kids finished feeling more confident.	9/24/2025 5:35 AM
60	Staff are great! New system for passes and especially communication on pool status was excellent.	9/23/2025 10:03 PM
61	Getting my young son introduced to the water	9/23/2025 9:58 PM
62	Watching my kids have fun & learn to swim.	9/23/2025 9:29 PM
63	The new floors are great! Love the suit dryer	9/23/2025 8:56 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

64	Swimming laps when it's hot (which is most of the summer now).	9/23/2025 8:54 PM
65	Swim team	9/23/2025 8:46 PM
66	It opened!	9/23/2025 8:43 PM
67	Swim lessons	9/23/2025 8:27 PM
68	Love having an outdoor pool	9/23/2025 8:24 PM
69	Getting to know people in the community and watching grandchildren swimming	9/23/2025 8:00 PM
70	The extended season was an incredible joy. I love lap swim. The quality of swim lessons this year was very high.	9/23/2025 7:59 PM
71	Lessons were great! Scheduling was easy!	9/23/2025 7:54 PM
72	Swimming laps	9/23/2025 6:53 PM
73	Watching my daughter continue to learn to swim each season.	9/23/2025 6:33 PM
74	6am morning swims in the early morning sunrise	9/23/2025 6:33 PM
75	They stayed open late into September, the new floors look great but are extra slippery when not clean daily, love the suit spinner, great staff, great patrons, great swim lessons! Great new water exercise equipment!	9/23/2025 6:11 PM
76	Getting a substitute teacher when Sharon was injured and couldn't work.	9/23/2025 6:03 PM
77	the swim instructors were excellent	9/23/2025 5:59 PM
78	Teacher Kim's swim lessons.	9/23/2025 5:40 PM
79	having a relaxing and refreshing family activity	9/23/2025 5:32 PM
80	Seeing the community there.	9/23/2025 5:20 PM
81	class times worked around my schedule, the class I was in grew in intensity and was true strength building, my fitness level increased, the season was extended to accommodate the attendees, the life guards and staff were amazing and friendly	9/23/2025 4:59 PM
82	It was open, great to gather with friends	9/23/2025 4:44 PM
83	n/a	9/23/2025 4:24 PM
84	meeting the pool staff	9/23/2025 4:23 PM
85	Everyone is very nice.	9/23/2025 4:15 PM
86	Swim lessons were reasonable to sign up for, and open swim was fine.	9/23/2025 4:14 PM
87	Pool is clean (except when it isn't) and uncrowded in the mornings, which is when I like to swim.	9/23/2025 4:08 PM
88	The changes to my body, especially my core, because of the water exercise class at 11AM. 2nd best part was the great people in the class.	9/23/2025 4:00 PM
89	Staff	9/23/2025 3:54 PM
90	the shallow pool is a great place for little ones! The microphone Ellen used at water ex was so helpful!	9/23/2025 3:54 PM
91	Staff are nice and love the pool	9/23/2025 3:52 PM
92	Availability of lap swims and excellent, friendly staff!	9/23/2025 3:45 PM
93	How friendly and hard-working the staff were to give us the best possible experience-- Thank You	9/23/2025 3:30 PM
94	Having fun and playing with my daughters as they jump in the water from the deep end.	9/23/2025 3:29 PM
95	Lap swimming	9/23/2025 2:53 PM
96	Extending the season into Sept	9/23/2025 2:39 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

97	Swim lessons- my daughter's first year and it was amazing! Sarah and Lynn were incredible.	9/23/2025 2:04 PM
98	Staff is friendly and helpful	9/23/2025 1:25 PM

Q16 What areas of the pool's operations or facilities do you think we could improve?

Answered: 100 Skipped: 27

#	RESPONSES	DATE
1	For older kids (7-12) who aren't quite strong enough to pass the test to swim on their own in the open area. The kiddie side is full of small kids, not much room. Can you open part of the open area for older kids, maybe rope off the section near the life guards.	10/7/2025 8:21 AM
2	The pool deck: better chairs, tables, umbrellas. A snack bar.	10/5/2025 1:53 PM
3	It was really wonderful that the pool was open into September. Typically our weather allows for that, so I'd love to see that continue. It probably goes without saying, but having the pool open by Memorial Day weekend is ideal. It is a really big deal for families to experience delays getting our kids into swimming lessons and swim team. It would be really nice to see some pool deck updates, like more shade options, chairs, tables, etc.	10/5/2025 1:30 PM
4	A separate baby pool for hygiene and to prevent pool closures	10/5/2025 12:39 PM
5	Need shade	10/5/2025 12:29 PM
6	I don't think you should have backed down on the change made early season for diaper requirements. Just because a few complain doesn't mean others aren't happy with the new rules.	10/5/2025 9:01 AM
7	The life guards are disrespectful, borderline mean, and inconsistent with application of the rules and swim tests.	10/5/2025 8:32 AM
8	Indoor pool open year round.	10/5/2025 8:11 AM
9	Just designate an area for open swimming anytime	10/3/2025 7:27 PM
10	Get maintainance done, don't start late again. Figure out how to get pool open quicker after fecal contamination. Lifeguards are overly strict about the rules, but also don't apply them consistently. Relax and be consistent! Swim test needs to be objective, not based on the whim of each lifeguard. My daughter would pass one day and fail the next with no difference in performance. My mother was getting charged full price while visiting town to sit on the deck and not swim and supervise my daughter for swim lessons. Most public pools have observation decks for this kind of thing, she shouldn't have to pay. Also, for the love of god put up some shade structures. Support PRSA/UVAB in building a new library/pool/community center at Osborne before our current pool reaches the end of its life.	10/2/2025 2:12 PM
11	I think extending the hrs on open swim would be beneficial. There seems to be a lot of lap swims and not enough open swim.	10/2/2025 11:56 AM
12	NO SWIM DIAPERS	10/1/2025 10:06 AM
13	Parking- it's so stressful.	10/1/2025 9:01 AM
14	Cleaner, better water temperature, longer lap swim in the evening	10/1/2025 8:06 AM
15	We are almost at the river in the summer and would really appreciate an indoor pool so we could swim in the winter window is so much less to do here. We would also love to see more fun options like a diving board, slide. We'd also like to see a better Swim test protocol, such as you take the test once and receive an armband for the season, not having to take a test every day, it really keeps our kids from wanting to go.	10/1/2025 7:50 AM
16	Require fecal offenders to wear swim diapers.	10/1/2025 7:08 AM
17	Fix the cat pee stench in the women's locker room, get puddle to drain down the floor drain in the locker room, add a sun shade or two for the parents watching swim lessons.	9/30/2025 10:48 PM
18	It would be nice to have some loungers available as first come, first serve. It would also be	9/30/2025 8:17 PM

Howard Hopkins Memorial Pool 2025 End-of-Season Survey

	great to have some sail shades or umbrellas available for shade.	
19	More open swim hours	9/30/2025 7:35 PM
20	Take out the entire property at the Osborne property, put in an indoor pool and big waterpark (cold states with long winters have these) and use it for tourism and for locals	9/30/2025 7:29 PM
21	Enough chairs for seniors near equipment room	9/30/2025 5:06 PM
22	Let kids have fun.	9/30/2025 4:00 PM
23	Bathrooms	9/30/2025 11:10 AM
24	I don't think there is any way the community would support expanding the pool when it has been pretty disappointing in the last few years.	9/30/2025 8:40 AM
25	Kids can't practice their swimming skills with their parents right next to them. That rule was really frustrating and then sometimes it wasn't enforced. It's just exhausting guessing what rules exist and don't.	9/30/2025 8:39 AM
26	Scheduling and communicating the schedule	9/30/2025 5:54 AM
27	It would be incredible to have some sort of shade on those blazing hot summer days!	9/29/2025 3:59 PM
28	Hot showers in the women's locker room all the time! A hot tub!	9/28/2025 10:23 PM
29	Starting maintenance in the fall after the pool closes and working on maintenance as needed until the snow falls and then as soon as possible in the spring. This year, the weather was mild and it seems that, at least some, pool maintenance could have begun in February. We are incredibly grateful about the extended season but still feel that the extremely delayed start and very short Swim Team season was avoidable.	9/28/2025 2:09 PM
30	Other than open swim/shallow open swim, I have no suggestions.	9/28/2025 11:02 AM
31	Swim diapers- do not use the honor system! The people ruining it for the rest of us are the ones complaining against it. Make sure all are complying.	9/28/2025 8:54 AM
32	Locker room womens bath room pools water on floor.	9/28/2025 8:24 AM
33	A year-round indoor pool at the Osborn site.	9/28/2025 7:40 AM
34	Open it on time. Make it a priority. Also, parking sucks.	9/27/2025 4:16 PM
35	Everything! It's getting quite rundown. I'm in support of the new pool development option and hope that gets moving ahead.	9/27/2025 3:29 PM
36	Clean the changing rooms. They were never this bad when Sharon managed the pool. The rooms smell and have filthy water pools on the floor. Parking and parking tickets to pool pass holders are ridiculous. I won't be back next year. Cashmere is a great option. Staff is friendly and great. Kyh or Kia is especially friendly and engaging. It would be a huge improvement if he were manager.	9/27/2025 9:04 AM
37	Perhaps a separate filter system so entire pool system not shut down for contamination incidents?	9/27/2025 8:21 AM
38	Keeping the pool clean. If a more powerful cleaning unit is necessary to keep the dirt out of the pool, I'd rather see that purchased than lounge chairs etc.	9/26/2025 11:18 AM
39	I wanted to bring my grandchildren. But the times didn't work. You also need to have a grandparent family pass. I have 8 grandchildren. They all visit at different times. So I could bring one one week and a different one another week. But your system didn't allow that this year so I didn't buy a family pass. I have in the past and figured it was a donation cause I never ended up using it much. Grandparents passes with kids per visit instead of names would work and help participation	9/26/2025 9:33 AM
40	Women's shower is awkward A sign that says please share would be helpful	9/25/2025 9:30 PM
41	Maybe a older kid area like a slide or diving board?	9/25/2025 8:33 PM
42	Change the name from "community pool" to "workout pool". It is only used for athletics and not beating the heat and relaxing. There are more than kids and people swimming laps and doing aerobics that live in the PRSA.	9/25/2025 12:21 PM

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43	If you have a policy, stick with it and enforce it, even when there are complaints	9/25/2025 10:59 AM
44	The bathroom smells like cat pee! I don't think it is cat pee but it's not nice to use	9/24/2025 5:46 PM
45	Snack bar?	9/24/2025 4:16 PM
46	Wished there were more lap lanes. But I know the limitations	9/24/2025 3:10 PM
47	I cant think of any. They are very organized.	9/24/2025 2:24 PM
48	The swim test has to change. My kids and MANY others pass one day and not the next. This is a waste of time for your staff and our children and their parents. THere needs to be a way to check a kid off and not have to re-take it every time. It's very confusing to children who have worked hard to pass one day and not the next, depending on the lifeguard. The expectations aren't clear. Are they supposed to be able to swim back and forth without stopping or do they have to have a beautiful crawl stroke? The lifeguards are militant at our pool. It's become a community joke, essentially everyone says the main rule at the Leavenworth pool is "no fun". You can't have snorkel goggles? You can't play with others in the deep end? We have been to many other pools in the last few years and I've NEVER heard so much yelling from lifeguards as we do at the Leavenworth pool. Either the lifeguards/rules are too strict or the patrons of the Leavenworth pool are especially poorly behaved. Which is it? In regards to the late opening, it was VERY disappointing, but what made it worse was that there was no explanation other than there were issues with a repair. I promise, I checked the city website and the social media accounts and no excuse was given as to why the repairs weren't started sooner. If the public had understood early on that a contractor made a mistake that caused the delay, people would have been more understanding. A simple apology and acknowledgement of the impact of a delay had on our community, and that the pool is a community public good (supported by community \$\$\$) would have gone a long way. There were some social media posts to the effect of "what a bummer about the pool not opening yet" "we're disappointed too" is not enough. People rely on the pool for a safe, outdoor recreation opportunity and to teach our children to SWIM	9/24/2025 1:16 PM
49	Less slippery floors between women's restroom and pool deck	9/24/2025 12:59 PM
50	sweeping concrete around the pool... so beach towels aren't full of debris when lounging after swim	9/24/2025 12:13 PM
51	The changing rooms really do need a refresh, they are always wet, feel moldy, and seem unclean.	9/24/2025 12:12 PM
52	Shade is needed near the shallow end of the pool and along the south end of the pool. The fence line could also extend into the green space south of the pool, which is mostly used as an oversized walkway right now. This would create green space for adults to sit in near the little kids end of the pool and could be helpful for swim meets while still leaving enough space for a nice walkway outside the fence?	9/24/2025 11:35 AM
53	All went very very well!	9/24/2025 11:30 AM
54	Issues around fecal accidents	9/24/2025 11:27 AM
55	Floors were a bit slick even with the re-texturing. Just an FYI.	9/24/2025 11:10 AM
56	Overall attitude of staff and energy of pool. More positive, encouraging, fun. Less yelling, rules, and fear.	9/24/2025 10:56 AM
57	Easing up on the pool rules and life guards whistling at the kids for seemingly small things. My kids have coined the pool the "No fun pool". As a parent, I'm all for safety, but the rules are overboard. Not allowing kids to ride on my back under water, not allowing the kids to do tricks when jumping in the deep end and others is overboard. There should be more amenities as well. The snack shop was open about 8-10 years ago. Why did that close? It would also be nice if there were umbrellas with tables. Often times we're watching swim lessons and swim team in the heat. A few plastic chairs isn't sufficient. We realize funding is likely an issue. Why not have some sort of pool fundraising events for more and better amenities?	9/24/2025 10:33 AM
58	More feedback opportunities to influence the schedule from the people impacted by that schedule (ie. Talk to families about open swim; talk to lap-swimmers about lap swim time,...).	9/24/2025 10:10 AM
59	too many rules and not enough consistency amongst those enforcing the rules (lifeguards). e.g. don't put your feet on the edge of the pool, don't jump in butt first, everyone must be out of	9/24/2025 8:13 AM

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the diving area before someone else jumps in, no tossing your kids into the air . . . etc.
Cashmere is much more laid back, which makes it more enjoyable.

60	There were some intermittent varied rule enforcements by different lifeguards which made open swim challenging with small children.	9/24/2025 7:37 AM
61	The rusty nails leading into the shallow pool.	9/24/2025 7:31 AM
62	Get rid of the PRSA and replace with a functional Parks District that supports itself through property taxes collected as well as paid recreational programs. Relocate pool outside of City Limits. Build indoor aquatic center.	9/24/2025 7:17 AM
63	Clean the women's showers daily. Hair and bandaids and other things can be there for days in a row and it's rather disgusting.	9/24/2025 6:43 AM
64	Showers	9/23/2025 10:13 PM
65	Men's changing area needs hangars and more benches.	9/23/2025 10:03 PM
66	Open hours. The schedule is wacky and the shallow area should be open all the time.	9/23/2025 9:58 PM
67	More tables & chairs with umbrellas close to the shallow end.	9/23/2025 9:29 PM
68	Hours- I can't find a decent lap swim time that isn't super crowded. I wish I was old so I could swim when there's only 2 old people using the lanes. The session times are ridiculous as well. Let me swim for as long as I want to during open swim.	9/23/2025 8:54 PM
69	Enough with taking 2-3 days for fecal clean up.	9/23/2025 8:46 PM
70	A tent and heater for winter swimming.	9/23/2025 8:43 PM
71	Communications	9/23/2025 8:27 PM
72	Add a slide or diving board to the deep end and maybe play music during open swim	9/23/2025 8:24 PM
73	Need more shade and chairs	9/23/2025 8:00 PM
74	The swim test is very discouraging and even though my son passed several times, he was failed later in the season (for unclear reasons) and refused to go to the pool the last several weeks.	9/23/2025 7:59 PM
75	I would love to see more lap swim times added to the schedule.	9/23/2025 6:53 PM
76	Improved seating around pool, more open swim hours	9/23/2025 6:35 PM
77	It would be great to cover that thing and keep it open all year!	9/23/2025 6:33 PM
78	The women's triple showerheads are difficult because people close the curtain and don't wanna be interrupted yet it's a shared facility, it would be great if there were outdoor shower heads to at least rinse off before or after swimming, additional shade sales for swim lesson parents, require swim diaper covers, more sprinklers for hot pavement, get rid of the grass and DIRT that just ends up getting tracked onto the deck and into the pool, and open the snack shack occasionally, keep the pool open into September and raise the temperature a bit and use the insulated cover at night.	9/23/2025 6:11 PM
79	The continuation of pool water connecting the kiddie pool with the adult pool with obviously poor results.	9/23/2025 6:03 PM
80	more family style restrooms (think about moms with multiple kids or a dad taking a daughter to the restroom), outside showers, changing table in the main restroom, better drainage so water doesn't pool in the restroom	9/23/2025 5:59 PM
81	Given that many swim lessons groups were small, I think it could be beneficial to have 45 minute lessons with a few less time slots. As much as the 2 kiddo classes felt like nearly a private lesson, the group lesson atmosphere provides a different benefit.	9/23/2025 5:40 PM
82	Better protocol around AFR to prevent closures.	9/23/2025 5:32 PM
83	Obviously opening on time. Lifeguarding consistency. Swim test policy that doesn't take up half the time we are at the pool; doesn't need to be repeated each time we go; and allows kids who can touch in the shallow part of the big pool to swim there so they can actually practice	9/23/2025 5:20 PM

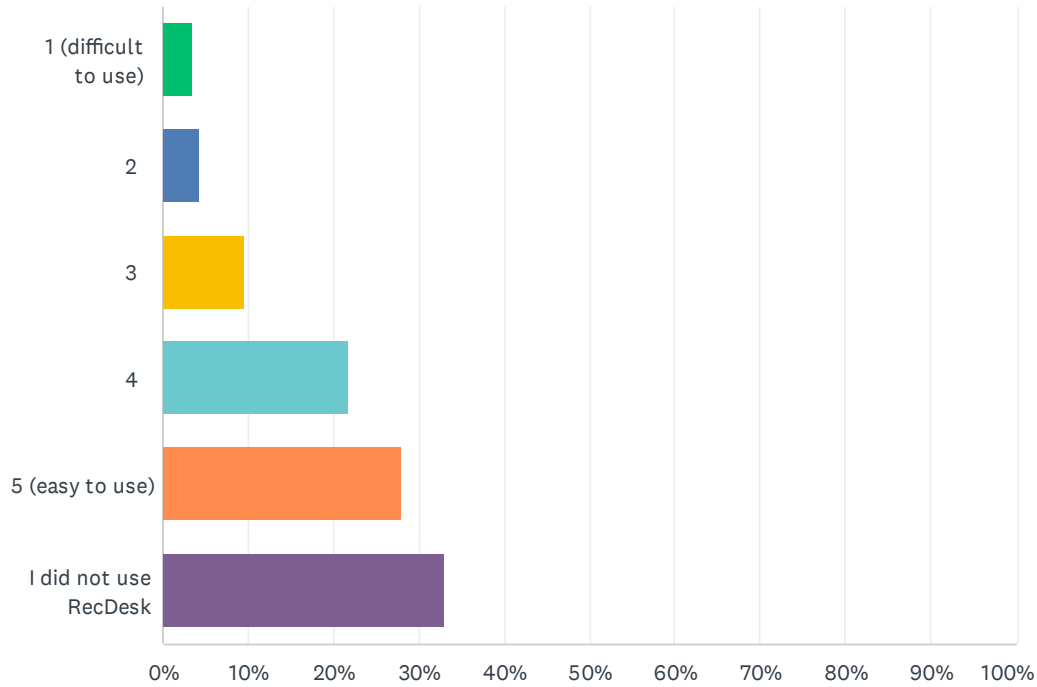
Howard Hopkins Memorial Pool 2025 End-of-Season Survey

swimming. Shaded areas and place to set up where it feels like a nice place to hang out all day and less like a parent jail. Snack shop.

84	if there was a way to keep the fecal incidents down, that would be amazing. Create a way to keep the access/availability year round.	9/23/2025 4:59 PM
85	More overhead shade on the deck	9/23/2025 4:44 PM
86	n/a	9/23/2025 4:24 PM
87	bench outside front door for patrons waiting for pool to open	9/23/2025 4:23 PM
88	There needs to be less rules around playing in the pool. We need to be able to throw our kids around and have fun!	9/23/2025 4:15 PM
89	-swim test should be based on safety (not technique), and should be administered consistently. -guardians bringing kids to open swim or lessons and not getting in the pool should not have to pay for pool access. Also grandparents should be included in family passes. -dive tank rules are ridiculous, kids should be able to use it freely and should be expected to be aware of other swimmers and not dive on someone. The dive tank needing to be completely clear for someone to dive is absurd and slows down kid's progress in learning to swim -make sure the pool is ready to open well before the season begins!!! -figure out how to shorten closures for fecal contamination. I've worked at other pools and haven't heard of another facility with such lengthy closures. That and overly conservative weather closures seem like excuses to close the pool.	9/23/2025 4:14 PM
90	Women's showers! Needs a new shower curtain, not to mention better shower heads!	9/23/2025 4:08 PM
91	Reducing closures due to fecal incidents.	9/23/2025 4:00 PM
92	Hire older staff..... Then the pool could open early in the season and stay open later in the season.	9/23/2025 3:54 PM
93	Build a big indoor aquatic facility!!!!	9/23/2025 3:52 PM
94	N/A	9/23/2025 3:45 PM
95	?	9/23/2025 3:30 PM
96	The swim test. My oldest daughter has anxiety over this and did not want to swim at the pool as much this year, though she is a sufficient swimmer when we go to other pools or the river. The whistle blowing can be reduced. Replace language to state what you want from the kids (ie instead of "NO RUNNING!!!", staff could state "WALK please")	9/23/2025 3:29 PM
97	Adding a diving board or waterslide. Also, being less strict with the pool rules, less yelling and whistle blowing by the lifeguard staff. Many kids don't want to swim at the pool because they feel it's not very fun and they're often yelled at.	9/23/2025 2:53 PM
98	Consistency and realistic guidelines for the swim test. Less closures for contamination and shortage of staff. No bathroom breaks during open swim.	9/23/2025 2:39 PM
99	More cleaning of the women's bathroom and solution for the puddle that accumulates in the middle of the women's bathroom. My daughter slipped multiple times even walking.	9/23/2025 2:04 PM
100	More lounge chairs or seating.	9/23/2025 1:25 PM

Q17 What are your thoughts on the new RecDesk online registration system?

Answered: 115 Skipped: 12



ANSWER CHOICES	RESPONSES	
1 (difficult to use)	3.48%	4
2	4.35%	5
3	9.57%	11
4	21.74%	25
5 (easy to use)	27.83%	32
I did not use RecDesk	33.04%	38
TOTAL		115

#	OTHER (PLEASE SPECIFY)	DATE
1	It was fine	10/1/2025 9:01 AM
2	Easy once the online payment was up and running.	9/30/2025 10:48 PM
3	I didn't know about it	9/30/2025 5:54 AM
4	Hard to get signed in after initial purchase at desk when problems existed.	9/29/2025 1:42 PM
5	I am uncertain if I used this	9/28/2025 7:40 AM
6	It was great for swimming lessons, but the way the schedule is presented [with the pdf] is a bit clunky and it is hard to track last minute updates like closures.	9/27/2025 3:29 PM

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7	Took longer to check in. Not setup for elderly customers used to just a quick check in.	9/27/2025 9:04 AM
8	I was also confused by where to park with my annual pass and parking lot enforcer kindly took time to explain it to me.	9/27/2025 8:21 AM
9	I had to have Khyais help me!	9/25/2025 7:40 PM
10	I got my season passes right at the beginning before it was working, so the pool staff got me set up.	9/25/2025 10:59 AM
11	I hope the experience helps the system to operate more efficiently next year	9/24/2025 11:27 AM
12	Someone at the pool assisted with my season's pass purchase and I never used the program.	9/24/2025 6:43 AM
13	Scanning my card made checking in a breeze	9/23/2025 8:00 PM
14	The pool manager needed to be fully trained and on site during work hours to handle Rec Desk. She was frequently in the parking lot on the phone and/or visiting with a favorite assistant manager. I realize there were some personal issues happening but then she should've taken leave and somebody else trained and responsible should have been filling in.	9/23/2025 6:11 PM
15	I loved the emails, but only got text messages twice. It was great to be informed! Scanning in the key tags was a great process too.	9/23/2025 4:59 PM
16	n/a	9/23/2025 4:24 PM
17	The payment option never worked for me.	9/23/2025 4:15 PM
18	The online registration was easy, but I still had to pay in person. It would be nice to pay online.	9/23/2025 4:08 PM
19	It crashed so wasn't great...filled it out twice and had to pay with check in the end	9/23/2025 3:52 PM
20	was difficult to use on a smart phone. Worked great on a computer	9/23/2025 3:28 PM

Q18 We want to make the new RecDesk system better. If you used it, what did you find most helpful, and what areas do you think we could improve on?

Answered: 47 Skipped: 80

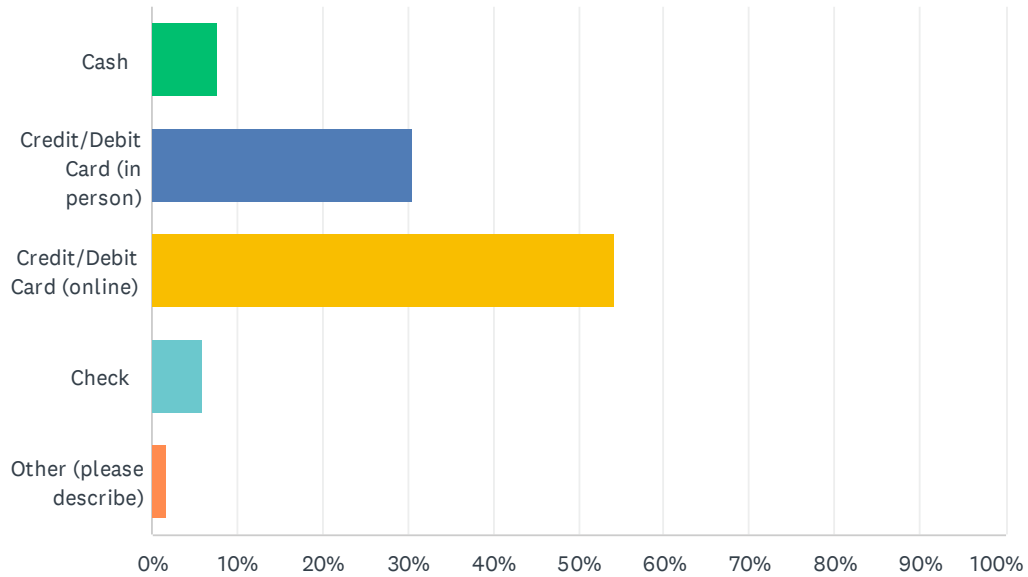
#	RESPONSES	DATE
1	It's fine	10/5/2025 1:30 PM
2	Na	10/5/2025 12:29 PM
3	N/A	10/5/2025 9:01 AM
4	I just had trouble at first navigating it. Once I figured it out then it was ok. I think having the staff trained on it before putting it in motion would have been a good idea.	10/2/2025 11:56 AM
5	Swim lesson registration was relatively easy.	9/30/2025 10:48 PM
6	Hopefully runs smoother next year	9/30/2025 8:17 PM
7	None	9/30/2025 5:06 PM
8	I didn't use it but I'll try it next year	9/30/2025 11:10 AM
9	?	9/30/2025 8:40 AM
10	The swim lesson sign up/registration felt a little convoluted from what I remember - but it's been a while since I did it so I don't remember specifically what it was. Could have been that I just needed to get more familiar with the system/process.	9/29/2025 3:59 PM
11	It was almost impossible to use on a phone, and when I tried to use it online to buy a pass, I kept getting logged out and having to start over.	9/28/2025 11:02 AM
12	Technical issues need the be resolved	9/28/2025 8:54 AM
13	Cancel it.	9/27/2025 9:04 AM
14	Not sure what it is	9/25/2025 9:30 PM
15	IDK	9/25/2025 7:40 PM
16	It would be nice to have more than one scanner set up, so when people are coming to class with a pass, they don't have to wait in a long line to scan their pass while others are paying for an individual class.	9/25/2025 10:59 AM
17	I could never find where to sign up for the individual swim lesson slots	9/24/2025 5:46 PM
18	I wanted better filters for finding the appropriate swim lesson group for my children	9/24/2025 1:16 PM
19	dunno	9/24/2025 12:13 PM
20	The RecDesk was such a confusing and convoluted program. It made no sense, took forever to set up, and was just messy.	9/24/2025 12:12 PM
21	It took a long time to get it going.....	9/24/2025 11:30 AM
22	Loved getting announcements on pool closures	9/24/2025 11:27 AM
23	It was sufficient and added in some legal protections for the city. Seemed easy enough.	9/24/2025 10:10 AM
24	easy to check in, a little clunky to set up.	9/24/2025 8:13 AM
25	It was fine and streamlined the pass buying process significantly!	9/24/2025 7:37 AM
26	If we could get the schedule released earlier in the season before the pool opens, that would be great. I'd love for my kids to join the swim team, but in order to do so I need to plan well in	9/24/2025 5:59 AM

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	advance to work around any summer vacations.	
27	Email updates on pool status were great!	9/23/2025 10:03 PM
28	It was nice to do stuff online. I had a hard time figuring out how to add family members	9/23/2025 9:29 PM
29	Scanner stopped working for checking	9/23/2025 8:56 PM
30	I don't know, the system was fine.	9/23/2025 8:54 PM
31	Advance registration before the pool season begins	9/23/2025 8:00 PM
32	Recdesk sounded promising but was very disappointing. I'm so confused as to why that wasn't implemented and trained in April and May yet was being implemented in July. The lack of customer support and staff training prior to the season did not reflect well on rec desk and there should be a refund for a significant portion of the cost. The system was cumbersome and needed multiple clicks to register someone, check them in, design a class for registration, create and outgoing public message.... It should be an easy touchscreen to select what activity you have arrived for and then scan your barcode. I hope there is a warranty for support and training for staff that is interested at this time. High likelihood that there will be upgrades to the system next year that will need additional training and that needs to be done months/weeks sooner, Recdesk needs to be on site or available during crucial hours (first week open/after 5 PM). The scanner didn't work, staff wasn't fully trained in the features, all staff didn't have authorization to use the system, you would type your patron name or number and it would say not found, the text messaging alerts never worked... Q19 the "other" box is not showing up. prefer card payments for online purchases, card or cash payments for in person	9/23/2025 6:11 PM
33	it crashed several times integrate the weekly schedule with the recheck calendar...a pdf update is old school	9/23/2025 5:59 PM
34	It was a bit confusing at first to create profiles and sign up for swim lessons. After doing it once, no issue. Needing to sign up with the child profile instead of the parent. It makes sense logically, but it felt like an extra step initially without clear starting instructions.	9/23/2025 5:40 PM
35	I remember there being a lot more questions than were necessary.	9/23/2025 5:20 PM
36	work out the bugs/kinks in the system before the pool opens if possible.	9/23/2025 4:59 PM
37	n/a	9/23/2025 4:24 PM
38	I could never get the payment to work	9/23/2025 4:15 PM
39	It was overly complex, multiple steps for signing up for things, opaque methods of payment. Simplifying the account so it's just- here's your membership number, here's the various family members on it, click here to sign up for a lesson. Once I had it set up it wasn't too bad but setting it up was annoying with payment especially.	9/23/2025 4:14 PM
40	I liked being able to scan my card when entering the pool building.	9/23/2025 4:08 PM
41	A second computer would be helpful.	9/23/2025 3:54 PM
42	Easy to sign up and use, loved the emails from the pools keeping me updated on schedules and closures.	9/23/2025 3:45 PM
43	Key card made sign in a breeze once it was up and working...	9/23/2025 3:30 PM
44	the descriptions of the swim lesson levels needs to be more clear. I signed my 3 year old for level 2 based on the descriptions provided and the other students in level 2 were full on swimming while my child was not at that level yet. Level 1 was way more appropriate for her but it said adult must be in water and that is why I did not sign her up for that level.	9/23/2025 3:28 PM
45	Opening up the online system well before the season starts	9/23/2025 2:53 PM
46	Uploading proof of age seemed unnecessary.	9/23/2025 2:04 PM
47	NA	9/23/2025 1:25 PM

Q19 What is your preferred method of payment for pool membership and/or programs?

Answered: 118 Skipped: 9



ANSWER CHOICES	RESPONSES	
Cash	7.63%	9
Credit/Debit Card (in person)	30.51%	36
Credit/Debit Card (online)	54.24%	64
Check	5.93%	7
Other (please describe)	1.69%	2
TOTAL		118

Q20 There were times this season when the pool had to close because of accidental fecal releases (AFRs). How did these accidents and closures affect your visits to the pool this summer?

Answered: 104 Skipped: 23

#	RESPONSES	DATE
1	Had to wait for it to open	10/7/2025 8:21 AM
2	The very much interrupted out visits.	10/5/2025 1:53 PM
3	This is obnoxious. It is unreasonable to have to close the pool for so many days. It is HIGHLY frustrating.	10/5/2025 1:30 PM
4	This was a huge issue this summer and there should really be a separation between the adult pool and baby pool to prevent this from happening. The financial loss for these closures should be reason enough, but it is also frustrating to show up if I didn't see an update about the pool closure. It then discourages me from pursuing going to the pool because I never know if it's open or not.	10/5/2025 12:39 PM
5	Na	10/5/2025 12:29 PM
6	I was impacted each time. It's quite disappointing because they happened to be the only days I could go those weeks.	10/5/2025 9:01 AM
7	It's frustrating because we would plan to go to the pool only to find out it was closed for a day or two.	10/5/2025 8:32 AM
8	Lots of closure	10/3/2025 7:27 PM
9	Most pools are closed for hours due to AFR, why is ours days? Git er done!	10/2/2025 2:12 PM
10	We weren't there when they happened so it didn't affect us at all.	10/2/2025 11:56 AM
11	Not good. Didn't know the pool was closed until I showed up.	10/1/2025 11:18 PM
12	Missed exercise	10/1/2025 10:06 AM
13	Why does it take so long to neutralize? I used to work at a pool it only took a couple hours. That is definitely frustrating!!	10/1/2025 9:01 AM
14	We did not visit the pool this year, but for the past few years, there have been many closures. It seems that other pools are able to open the next day, I'm not sure why the pool had to often close for days at a time.	10/1/2025 7:50 AM
15	Cancelled swim lessons, closed open swim.	9/30/2025 10:48 PM
16	It was a bummer, but we understand	9/30/2025 8:17 PM
17	Annoyed and grossed out	9/30/2025 7:29 PM
18	Insufficient notice once, so went to pool and found it closed	9/30/2025 5:06 PM
19	Ew	9/30/2025 11:10 AM
20	Those days can't be made up for so it was a loss. Glad it was only twice, but wish there was a better way.	9/30/2025 9:53 AM
21	We and friends gave up.	9/30/2025 8:40 AM
22	Made it not possible to swim	9/30/2025 8:39 AM
23	Fortunately I was not affected.	9/30/2025 5:54 AM
24	It's always a bummer when the pool is closed! We probably would have had a few more visits	9/29/2025 3:59 PM

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	without the closures.	
25	4	9/29/2025 1:42 PM
26	Yes. At least once, these incidents took away days of swim lessons.	9/29/2025 10:59 AM
27	it was annoying!!!	9/28/2025 10:23 PM
28	Very disappointing. We often schedule our days and weeks around the pool schedule and it can be difficult and certainly disappointing to shift at the last minute. It was especially difficult to lose Swim Team time after such a late start.	9/28/2025 2:09 PM
29	Minimally	9/28/2025 11:02 AM
30	They canceled swim lessons that weren't replaced. They made us alter plans when we arrived and the pool was closed.	9/28/2025 8:54 AM
31	Giant bummer to wait it out. Seems longer closure than other pools that have had this issue	9/28/2025 8:24 AM
32	It terminated plans multiple times.	9/28/2025 7:40 AM
33	Oh yeah way too many. There has to be a better way. This affects the lifeguards income too.	9/27/2025 4:16 PM
34	It did impact us several times - I am not sure why this is both such a frequent issue and leads to such longterm closures. Does it really take >24 hours to clean the pool? I do think there needs to be a very clear sale of pool approved diapers for kids who need them, so that parents aren't making their own choices that are insufficient to contain this problem.	9/27/2025 3:29 PM
35	It was annoying and impacted us multiple times.	9/27/2025 9:24 AM
36	Enforce the swim diaper policy.	9/27/2025 9:04 AM
37	I rode my bike and was disappointed, possibly twice. I'm not on Facebook so some way to get a text notification would be especially helpful for closure notices or schedule changes.	9/27/2025 8:21 AM
38	Definitely affected my use of the pool, in a negative sense.	9/26/2025 11:18 AM
39	Bummer. Too many days.	9/26/2025 9:33 AM
40	Very disappointing. Missed about 6 days	9/25/2025 9:30 PM
41	It did. Although our 3.5yo has been potty trained for 2 years, it was fine to use the diaper covers when mandated. Although, not sure how it would help with accidents if parents don't fasten them properly.	9/25/2025 8:33 PM
42	I was sad that I couldn't go to the pool those days. Is there any way to add a wading pool in the grassy area or somewhere for children who still need diapers?	9/25/2025 7:40 PM
43	Well, I didn't go swim on those days.	9/25/2025 12:21 PM
44	We couldn't hold class. It's unfortunate that one person can affect everyone else, the revenue of the pool, the use of purchased season passes and the income the staff rely on	9/25/2025 10:59 AM
45	It's too bad, but accidents happen and it's nice to know the pool was on top of cleaning	9/24/2025 5:46 PM
46	Luckily there were just a few accidents this year. I feel like the new policy about diapers worked	9/24/2025 4:16 PM
47	None this year	9/24/2025 3:10 PM
48	It is a problem but it was dealt with by pool management. I cant think of any way better as their is several ages using pool.	9/24/2025 2:24 PM
49	We missed several pool opportunities. Again, other pools don't seem to have to close for several days. WHat gives? We were at Slidewaters when they had a AFR and they opened back up within an hour	9/24/2025 1:16 PM
50	Just in disappointment at not being able to go to the pool when we wanted to	9/24/2025 12:59 PM
51	Never	9/24/2025 12:57 PM
52	did prevent my swimming	9/24/2025 12:13 PM

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53	Tons, as a parent to a child this was a huge inconvenience and felt like it took days to clean. There has to be a better system for cleaning/santizing the water.	9/24/2025 12:12 PM
54	We adjusted. Pooh!	9/24/2025 11:30 AM
55	They need to be minimized...I feel thst the dipper solutions should have been continued!	9/24/2025 11:27 AM
56	I had to re-schedule my visit several times due to the closure timing.	9/24/2025 11:10 AM
57	It was always a bummer. Especially since the pool has to close for multiple days, I don't understand that. The pool I worked at only had to close for 4-5 hours or maybe just the rest of the day.	9/24/2025 10:56 AM
58	Annoying but apparently they happen and its part of a public pool.	9/24/2025 10:10 AM
59	It affected us every time! Thank you for the new diaper policy	9/24/2025 8:13 AM
60	Prevented several visits	9/24/2025 7:37 AM
61	Definitely affected us a little but it was okay because thankfully in the summer there is also the cashmere pool and nearby lakes.	9/24/2025 7:31 AM
62	It was disappointing.	9/24/2025 6:43 AM
63	We were bummed but we understood.	9/24/2025 5:59 AM
64	Sad	9/23/2025 10:13 PM
65	Had to seek alternative exercise	9/23/2025 10:03 PM
66	It happened a lot so it limited our already limited hours and short season even further. Just use chlorine.	9/23/2025 9:58 PM
67	They were a bummer.	9/23/2025 9:29 PM
68	Very much impactful. Seriously inconsiderate of parents to refuse to use swim diapers - closes the pool for days!	9/23/2025 8:56 PM
69	They were extremely inconvenient, when they happen it is less likely that I will visit the pool for a while because it is so very disruptive.	9/23/2025 8:54 PM
70	It's ridiculous. Figure it out. Slidewaters is never closed. See what they do and copy.	9/23/2025 8:46 PM
71	It prevented me from swimming several times	9/23/2025 8:43 PM
72	Pool closures are a bummer	9/23/2025 8:24 PM
73	Seemed too long to recover from fecsl incidents	9/23/2025 8:00 PM
74	I thought this was fairly minimal this season compared with previous seasons. Thank you to the pool staff for adjusting the diaper policy when it was overly restrictive to kids up to 4 years old.	9/23/2025 7:59 PM
75	Seemed a little too common. Sure wish you could just shock it and get back to swimming a few days sooner.	9/23/2025 7:54 PM
76	There were several days I was planning to swim laps and I was unable, which was a real bummer since the pool is only open a few months a year.	9/23/2025 6:53 PM
77	There was one time we didn't go because the pool was closed	9/23/2025 6:35 PM
78	They were difficult as we rely on the pool to keep our daughter busy during the heat of summer. But obviously these things happen.	9/23/2025 6:33 PM
79	It was a bummer! It affected my training days, but nothing crazy. I would head to lake Wenatchee for open water swimming. I liked the way it was handled initially, but I know the parents may have pushed back.	9/23/2025 6:33 PM
80	Three day closures seem to be excessive. Prompt notification was not available via text. Swim lessons were canceled with no refund. Makeups could have happened on on Fridays No incident happened during the diaper policy. That needs to be revisited to include waterproof rubber covers or swim diapers as well as clear information to patrons about the challenges of an issue including closure, loss of employment for staff, loss of paid swim lessons with no	9/23/2025 6:11 PM

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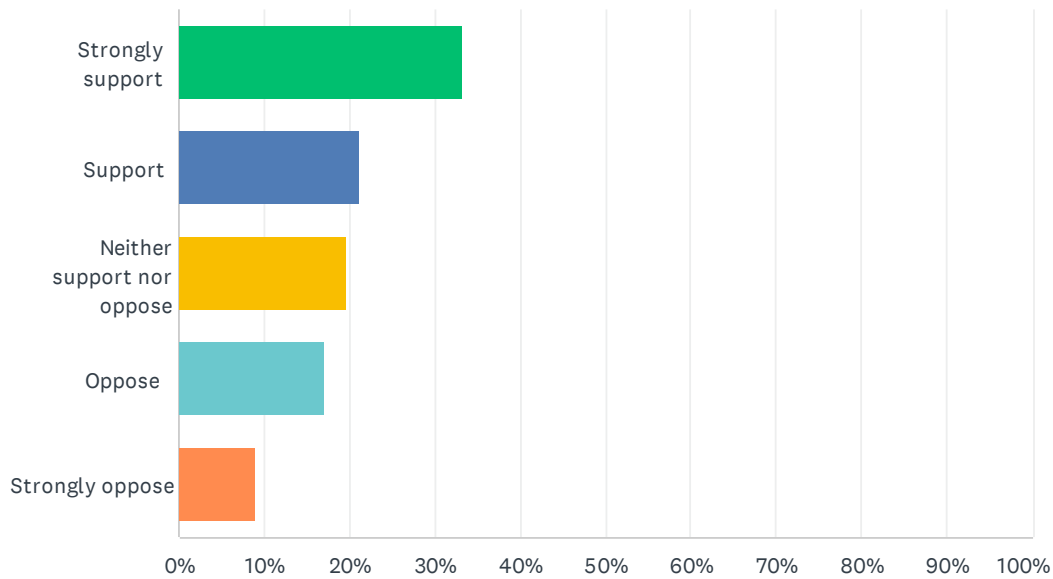
reimbursement, loss of revenue for the city, additional cost for cleaning and whatever else might be needed. What is the Chelan health department policy on incidents? This information would be very helpful on the pool website. How do Slide Waters and large pools like the Wenatchee/Yakima YMCA avoid multi day closures?

81	This was not good. We pay to use the pool and then we can't use it. I hope the city finds an answer. It was unfortunate that after a solution was proclaimed, and everyone under four had to use some special diapers almost immediately came another occurrence.	9/23/2025 6:03 PM
82	Those incidents occurred during times we were planning to go and so we missed swimming those days. We also worried about it happening when we were there since no one was checking littles for swim diapers	9/23/2025 5:59 PM
83	It was very disruptive to the swim lessons. Unfortunate to miss full weekends, but the inability to make up swim lessons is worse than a missed Saturday. The refund on missed classes softens the blow, but I'd rather the opportunity for another day of lessons.	9/23/2025 5:40 PM
84	It was the only annoying thing about the pool- too frequent and then the length of time to clean and reopen. We were encouraged by the change in protocol but bummed that it was dropped.	9/23/2025 5:32 PM
85	Definitely frustrating.	9/23/2025 5:20 PM
86	I couldn't access the pool to continue on my fitness program. I also found that the exercise class greatly reduced my stress levels and mood, so I was more intense and stressed out on days the pool wasn't open.	9/23/2025 4:59 PM
87	Big bummer, seemed like several weekends were impacted when we had time off from work, etc and couldn't use the pool because it was closed.	9/23/2025 4:44 PM
88	n/a	9/23/2025 4:24 PM
89	none	9/23/2025 4:23 PM
90	It was so disappointing! It would be the only time we could make it to the pool that week and it was closed for poop. So lame! We've been to other city pools and they are able to get the pool open faster when they have a pool event, why is that?	9/23/2025 4:15 PM
91	Luckily we were out of town during most of them. It's very disruptive for the community, and learning to swim in this town is a safety issue, so greater effort should go into reducing closures and keeping the pool available.	9/23/2025 4:14 PM
92	Very frustrating. I try to swim 3 times a week for exercise and the many closures make it difficult to have a predictable schedule.	9/23/2025 4:08 PM
93	Missed 3 exercise classes. There have been seasons where it's been worse, but since it's a short pool season, every day that we can't swim is disappointing.	9/23/2025 4:00 PM
94	It made it so I was unable to exercise for a few days.	9/23/2025 3:54 PM
95	disappointing for sure!!! I don't remember this happening in the "old days"	9/23/2025 3:54 PM
96	It REALLY affected our community and swim team. I would love to see a quicker turn around after a poo in the pool? Why is it 2-3 days?	9/23/2025 3:52 PM
97	I was not able to swim as much as I wanted to but understand about the need to closure with fecal releases.	9/23/2025 3:45 PM
98	Missed being there	9/23/2025 3:30 PM
99	we were affected for 2 days. It cut into our swim lesson sessions.	9/23/2025 3:28 PM
100	Not being able to lap swim was a bummer	9/23/2025 2:53 PM
101	It always affects the community and has become a joke around town sadly.	9/23/2025 2:39 PM
102	It's a big deterrent with lessons because you lose the money and lesson time hence why we didn't do lessons this year big disappointment	9/23/2025 2:12 PM
103	It was a bummer.	9/23/2025 2:04 PM
104	It did not affect us personally, but I would be very upset if I wanted to use the pool on a 85 - 90 degree day and it was closed because of this. Need to figure out how to prevent these	9/23/2025 1:25 PM

accidents.

Q21 When the pool experiences an accidental fecal release (AFR) this can lead to extended closures. To help address this and potentially reduce closure times, the city is considering a change to the pool's chemistry. The new chemical make-up would be primarily chlorine-based with saltwater additives, rather than the current system that is primarily saltwater with chlorine. This change aims to maintain water softness while meeting health department requirements more quickly and reduce downtime after an AFR incident. To what extent do you support this change?

Answered: 123 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly support	33.33%	41
Support	21.14%	26
Neither support nor oppose	19.51%	24
Oppose	17.07%	21
Strongly oppose	8.94%	11
TOTAL		123

#	OTHER (PLEASE SPECIFY)	DATE
1	Only if it will decrease time	10/5/2025 1:53 PM
2	No, keep the chemistry as it is and just separate the pools!	10/5/2025 12:39 PM
3	One of the things I love about this pool is the water chemistry as is. If a change is made, I'd understand why though.	10/5/2025 9:01 AM

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4	Is there a reason you can't shock with chlorine after AFR while keeping the pools overall chemistry the same?	10/2/2025 2:12 PM
5	Just don't allow swim diapers. Encourages accidents	10/1/2025 10:06 AM
6	Whatever helps with a faster reopening after an incident.	9/30/2025 10:48 PM
7	Oof this is a tough one - I/we REALLY appreciate that the pool is primarily saltwater with chlorine and would love it to stay that way (we are all chemically sensitive). But the closures do have an impact and mitigating them would be great.	9/29/2025 3:59 PM
8	Not knowledgeable i=regarding advantages of each.	9/29/2025 1:42 PM
9	Is there a way to just shock the pool with chlorine after a fecal release rather than switch the whole system? I much preferred the saltwater system We have to chlorine-heavy systems.	9/28/2025 2:09 PM
10	Do not change the chemistry. Change behavior by requiring and checking for swim diapers.	9/28/2025 8:54 AM
11	I like the saltwater. Remind or ensure every parent has kid in a swim diaper. No exceptions	9/28/2025 8:24 AM
12	Didn't know this was what was going on. Sharing this info broadly after an AFR would be helpful... instead there was this constant sense of "WHY does it take our pool so long after an AFR when other pools are back to business much sooner!" I'm in support of keeping the water chemistry as gentle as possible... mostly salt with a little chlorine is fabulous. Happy to have longer AFR closures to keep this balance in place.	9/27/2025 9:24 AM
13	My skin really really really appreciates the current lovely salt water experience!	9/27/2025 8:21 AM
14	Make people behave regarding swimwear	9/25/2025 9:30 PM
15	I do prefer the saltwater. But not sufficiently opposed to a change.	9/25/2025 8:33 PM
16	I really prefer the current primarily saltwater with chlorine. It doesn't destroy the swim suit so quickly and it is easier on my skin.	9/25/2025 7:40 PM
17	I really like the primary saltwater with chlorine system that we have.	9/25/2025 10:59 AM
18	I thought I'd love a saltwater pool, but it seemed to be harder on my skin and eyes than chlorine.	9/24/2025 5:46 PM
19	Pool is their responsibility . They are doing what is necessary.	9/24/2025 2:24 PM
20	I think better information to the public about how our current chemistry impacts AFR and what a different chemistry would look like is VERY IMPORTANT	9/24/2025 1:16 PM
21	If this solution has helped other communities without significant negative side effects for swimmers, then yes, I support it.	9/24/2025 11:35 AM
22	What would be the decrease in time closed?	9/24/2025 11:30 AM
23	I prefer the salt water system and would love to see some other solution. Possibly divid shallow water section from main pool.	9/24/2025 11:27 AM
24	I like the salt water system. A closure here and there to keep the saltwater works for me.	9/24/2025 11:10 AM
25	My skin doesn't react well to Chlorine	9/24/2025 10:33 AM
26	I don't feel strongly. Most pools are chlorine based, so the salt-water is nice, but it isn't necessary for my family's experience.	9/24/2025 10:10 AM
27	I like the current chemistry of the pool--much more pleasant.	9/24/2025 8:13 AM
28	Much prefer saltwater for my kids sensitive skin. We may not be able to attend if the chlorine is too strong.	9/24/2025 7:31 AM
29	I love our clean salty water. I wish we could reduce/eliminate fecal release	9/23/2025 10:13 PM
30	I defer to the city if this is best. I do love the salt water pool so would support it still having some element of salt.	9/23/2025 7:59 PM
31	It's worth the wait...if that's the alternative.	9/23/2025 6:33 PM
32	How would this change? From multi day to a few hours to 30 minutes, what would that look	9/23/2025 6:11 PM

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	like? More information is needed. I would prefer a diaper policy versus the chlorine	
33	I like having less chlorine in the pool.	9/23/2025 6:03 PM
34	it is already heavy on the chlorine...Id rather see more enforcement of diaper use, obnoxious signage about little kids wearing them, and checks	9/23/2025 5:59 PM
35	reduced downtime is preferred	9/23/2025 4:59 PM
36	Yes please!! Whatever it takes to get the pool open faster please!	9/23/2025 4:15 PM
37	I don't know enough about it to make an informed decision. I like that the pool does not have a strong chlorine smell, so if that is not the case with they proposed change; I would be disappointed. However if it keeps the pool open that would be good. Other than the ick factor...does that mean we would be swimming in brown water with dead bacteria?	9/23/2025 4:08 PM
38	Chlorine based systems make my skin itchy and it would greatly hamper my personal pool usage. I have loved that this hasn't been an issue previously.	9/23/2025 3:30 PM
39	The primary saltwater is a great benefit...lets not lose this	9/23/2025 3:29 PM

**Q22 This season, the pool's policy on swim diapers changed. What do you think about the policy and how it affected your family's time at the pool?
You can read the most current swim diaper policy here.**

Answered: 91 Skipped: 36

#	RESPONSES	DATE
1	It is needed.	10/5/2025 1:53 PM
2	My children are older than this, so we are unaffected.	10/5/2025 1:30 PM
3	I can't believe this was the first season that this was changed.	10/5/2025 12:39 PM
4	Na	10/5/2025 12:29 PM
5	Keep the swim diaper requirements strict. Other pools I've been to have these rules and require a liner. People will get used to it.	10/5/2025 9:01 AM
6	It didn't impact us and didn't seem to make a difference in preventing fecal issues.	10/5/2025 8:32 AM
7	Offensive to have potty trained kids required to wear diapers. Trust grownups, know that AFRs happen, deal with them promptly.	10/2/2025 2:12 PM
8	I believe it was a great change!	10/2/2025 11:56 AM
9	No diapers period	10/1/2025 10:06 AM
10	Too old. My kid has been potty trained since she was 2 so making everyone up to 4 wear diapers is absurd and no flexibility if we left it at home was rough... i am pro diaper policy because it definitely helps but perhaps less strict?	10/1/2025 9:01 AM
11	I was in favor, although, 4years old seemed a little old. Also, going into next year, I would suggest that the pool stock up on swim diapers for purchase.	9/30/2025 10:48 PM
12	Find ones for adults too cause they might be an issue as well	9/30/2025 7:29 PM
13	N/A	9/30/2025 5:06 PM
14	NA	9/30/2025 11:10 AM
15	We had given up	9/30/2025 8:40 AM
16	I think we should have kept the swim diaper policy that was put in place mid season.	9/30/2025 8:39 AM
17	Did the policy reduce the poop in the pool or increase it?	9/30/2025 5:54 AM
18	Our kids are both out of diapers and none of us struggle with incontinence, so the policy itself didn't affect our family.	9/29/2025 3:59 PM
19	good	9/29/2025 1:42 PM
20	Swim diapers are great for little kids, but I think the policy went up to 5 year olds, which was excessive. up to 4 seems like a better number	9/29/2025 10:59 AM
21	We no longer have kids that young.	9/28/2025 10:23 PM
22	I think it was a good change, but I actually wonder if there is a way to even further clarify that diapers need to be tight around the legs?	9/28/2025 2:09 PM
23	It seems reasonable to require swim diapers to reduce the impact of AFRs. It would be nice if parents were allowed to change their kids outside. I understand not changing dirty diapers but switching from a swimsuit/swim diaper to dry clothes doesn't seem to pose any health threat.	9/28/2025 11:02 AM
24	Link did not work. You should make all babies and toddlers wear swim diapers and check for them.	9/28/2025 8:54 AM

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25	Link to policy not working	9/28/2025 8:24 AM
26	Didn't read it but it needs to be stricter.	9/27/2025 4:16 PM
27	I think that if disposable swim diapers are more effective, these should also be available for sale with the policy more clearly visible at entry for all patrons.	9/27/2025 3:29 PM
28	Any policy that reduces AFRs is good in my book. The potty breaks didn't seem to make much of a difference.	9/27/2025 9:24 AM
29	The policy won't come up due to your website. Enforce required swim diapers for small children.	9/27/2025 9:04 AM
30	I don't have diaper kids, but I heard of some upset parents, but I think most adults would be understanding of the need for this policy.	9/27/2025 8:21 AM
31	So unfortunate the original policy for special diapers was not able to be implemented, it definitely jeopardized the entire swimming community. Understand there was verbal abuse focused towards the staff, which was definitely uncalled for.	9/26/2025 11:18 AM
32	It's a problem. Maybe better supervision at the toddler area to catch the little offenders sooner	9/26/2025 9:33 AM
33	Most people seemed to ignore it	9/25/2025 9:30 PM
34	See above	9/25/2025 8:33 PM
35	I like the most current swim diaper policy.	9/25/2025 7:56 PM
36	It is O.K.	9/25/2025 7:40 PM
37	Desire rubber swim diapers for children under a certain age. Require it. It affects so many more people when it happens. Poor parenting are the parents that get upset that their kids have to wear them. That's on them, not the rest of the users.	9/25/2025 12:21 PM
38	I really liked when the policy was everyone under the age of 4 was required to wear a diaper and cover. It may of taken a little extra time for families, but at least everyone was able to enjoy their season passes to the fullest extent.	9/25/2025 10:59 AM
39	n/a	9/24/2025 5:46 PM
40	I think it's great.	9/24/2025 4:16 PM
41	Not relevant for me	9/24/2025 3:10 PM
42	It didn't impact us	9/24/2025 1:16 PM
43	My kids are all older so it didn't affect me directly, but I thought requiring swim diapers for all un-potty-trained and semi-potty-trained kids was a great step	9/24/2025 12:59 PM
44	Not impacted	9/24/2025 12:57 PM
45	sorry you had so much pushback on changed swim diapers policy while you were just trying to help ensure pool remained fecal free	9/24/2025 12:13 PM
46	The bathroom break policy felt clunky and unnecesssary. Pulling all of the kids out, just to have them sit on the side, and then go back in after a few minutes didn't seem necessary. If anything I think lifeguards could call out reminders to go to the bathroom etc.	9/24/2025 12:12 PM
47	Not sure what the sources of the AFR were. If they were diapers then that would need to be addressed. If it was adult related, that would be a different situation.	9/24/2025 11:30 AM
48	I feel it is a fair thing to ask for wuality swim dippers!	9/24/2025 11:27 AM
49	No opinion.	9/24/2025 11:10 AM
50	I think the "honor policy" is much better. And having them available for purchase. Bathroom breaks are a great idea	9/24/2025 10:56 AM
51	Having everyone get out of the pool for 5 minutes to go to the bathroom wasn't effective.	9/24/2025 10:33 AM
52	As noted above, there isn't enough communication feedback opportunities. This was a great example of the heavy hand of the city putting a diaper policy in place without much discussion and making it effective 1 hour before open swim began THAT day. It didn't come down	9/24/2025 10:10 AM

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correctly, and didn't give context to the AFR offenders. Not all AFRs are children, but many are. Can we provide more data on what we know on AFRs (ie. Most are under age 1 or 50% are kids under age 3). I think there could be more logic in double diapers - swim diaper + plastic cover - as a protection to kids not potty trained or newly at the parent's discretion. The guidance was confusing, without pictures and lots of "NO" (ie. NO disposable swim diaper without any reasoning). There could also be "fines" for violations that lead to AFR when kids are younger than 3? Applying the policy to 4 year olds, to me, showed a lack of talking with parents. Nearly 100% of typically developing 4 year olds are potty trained and have been for awhile. Most families finish potty training by early age 3 (3-3.5) or before, so asking 4 year olds (who could be nearly 5) to wear a diaper when it has potentially been 2 years since they have felt too heavy handed.

53	I think it was a good idea	9/24/2025 8:21 AM
54	Thumbs up!	9/24/2025 8:13 AM
55	It didn't change our practice signicNy (we have a 2 year old), but including 4 year olds seems excessive - however, I don't have details about who is stopping in the pool.	9/24/2025 7:37 AM
56	Swim diapers for 2-3 and under makes sense but when you guys first initiated a swim diaper policy where my almost 5 year old would need one, we stopped attending	9/24/2025 7:31 AM
57	I don't have a good answer. It's a tough decision. It sucks to have multi-day closures but it probably sucks to wear diapers in a pool too, especially if you're potty trained.	9/24/2025 6:43 AM
58	Please have the littles wear diapers as needed!!	9/24/2025 5:59 AM
59	Though I understand the reason behind the change of policy it was challenging to explain to my 3 1/2 year old, that has been potty trained for almost 2 years, that he had to wear a swim diaper. I didn't like the policy but I did follow it while it was in place & I didn't complain/ give feedback. And I am grateful for the return to the original policy.	9/23/2025 9:29 PM
60	If the honor system worked there wouldn't be pool in the pool. I think swim diapers should be mandatory for all kids 4 and under.	9/23/2025 8:56 PM
61	Does not affect me	9/23/2025 8:54 PM
62	It didn't seem to help	9/23/2025 8:46 PM
63	I support the new policy	9/23/2025 8:43 PM
64	I did not like the new policy. Accidents happen and most parents are very responsible with swim diapering, no one wants to be that kid/parent! I think changing the pools chemistry is a better solution	9/23/2025 8:27 PM
65	My kids are older than 5, but I'm glad it was changed. My Childers both toilet trained before 2 and would have been mortified to wear a diaper.	9/23/2025 7:59 PM
66	Didn't affect us. If I us a 4 year old that had to wear one though, we would both be disappointed	9/23/2025 7:54 PM
67	I don't blame the pool for wanting swim diapers at all. Seems reasonable to me.	9/23/2025 6:33 PM
68	I liked it and thought it made sense.	9/23/2025 6:33 PM
69	I think swim diapers or covers are a reasonable requirement as well as an informational document on the impact an incident has on the pool and community. There are a variety of waterproof diaper/swim bottom covers that are available. There's also a rumor going around that it often isn't children so how could that be fixed? Appreciated the bathroom breaks that were scheduled to open swims, also appreciated when parents were reminded to shower and potty their children before coming into the pool. Require diapers or covers! There are many varieties available that don't have to be embarrassing, and it's all how the parent is going to approach the issue	9/23/2025 6:11 PM
70	It seems not to have worked. Almost immediately after the announcement of new rules, it was shut down again due to AFR.	9/23/2025 6:03 PM
71	my daughter has been potty trained since 1 but we put a swim diaper on her even though she is almost 4...we get it	9/23/2025 5:59 PM
72	I felt it was a logical and worthy change, even though it felt strong. My son was nearly 4 and	9/23/2025 5:40 PM

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struggled with being forced to wear the swim diaper. Ultimately, he got over it. I think requiring them up to age 3 is perfectly fair. Honor system beyond age 3 is respectful of both operations and visitors. Many kids are potty trained prior to age 4, but accidents still happen. I sort of hate the forced hourly break, but kids have a hard time stopping the fun to use the potty. I think the breaks will likely prevent accident more than a diaper policy, but I would support up to age 3 policy.

73	I think it should have stayed at the more stringent rules. If there were issues with purchasing the better swim diapers, I would have been happy to contribute to a fund to provide them to those that needed them.	9/23/2025 5:32 PM
74	It didn't affect me.	9/23/2025 5:20 PM
75	I fully support the requirement and we immediately saw a complete stop on fecal incidents. When the pool had to go to "recommending" diapers instead of requiring, we immediately had a fecal incident.	9/23/2025 4:59 PM
76	Had no effect on us	9/23/2025 4:44 PM
77	n/a	9/23/2025 4:24 PM
78	nothing	9/23/2025 4:23 PM
79	n/a	9/23/2025 4:15 PM
80	The updated policy is fine. I know several people who didn't go to the pool for the entire summer (they went to Cashmere and the river instead) because they have potty trained 3 and 4 year olds (I quote my friend's 4 year old- "we don't like the Leavenworth pool because they make big boys wear diapers"). Luckily my child is 6.	9/23/2025 4:14 PM
81	We don't have kids so I am not directly affected, although it makes sense that all kids under 5 (and perhaps some seniors) should be wearing swim diapers!	9/23/2025 4:08 PM
82	Na	9/23/2025 3:54 PM
83	anything to avoid the days of shut down due to AFD's	9/23/2025 3:54 PM
84	I didn't think it was appropriate to ask all kids to wear a diaper. But I do think parents with toddlers and babies need to be on it!!!!	9/23/2025 3:52 PM
85	N/A	9/23/2025 3:45 PM
86	Don't have little ones	9/23/2025 3:30 PM
87	I think the new policy is appropriate	9/23/2025 3:28 PM
88	No comment	9/23/2025 2:53 PM
89	The required bathroom breaks during open swim were ridiculous.	9/23/2025 2:39 PM
90	It was a little excessive to require 4y/os to wear swim diapers. It really should be that parents are more responsible to better outfit their own kid but I know that's difficult to regulate. Putting my potty trained daughter in a swim Diaper was inconvenient and I had to go out of my way to buy them Since we don't use them Anymore otherwise but it wasn't the end of the world.	9/23/2025 2:04 PM
91	Not applicable	9/23/2025 1:25 PM

Q23 What are some small amenities you would like to see at the pool? (e.g., new lounge chairs, shaded areas, etc.)

Answered: 98 Skipped: 29

#	RESPONSES	DATE
1	New lounge chairs, umbrellas, snack bar, diving boat, slide.	10/5/2025 1:53 PM
2	Lounge chairs, more chairs, tables, a MUCH cleaner pool deck, shade...	10/5/2025 1:30 PM
3	Separated baby pool	10/5/2025 12:39 PM
4	Shade! I'd love the pool but in order to enjoy it need some shade. Medical situation, cannot be in sun longer than 15 minutes at a time.	10/5/2025 12:29 PM
5	Additional umbrellas The chairs are uncomfortable so we started bringing our own camp chairs.	10/5/2025 9:01 AM
6	More shade and chairs	10/5/2025 8:32 AM
7	Chairs to relax in	10/3/2025 7:27 PM
8	Yes to lounge chairs and shade	10/2/2025 2:12 PM
9	Shaded areas, new lounge chairs, and a concession stand would be great!	10/2/2025 11:56 AM
10	Year round.	10/1/2025 4:32 PM
11	Shade! Flags for lap swim so you know when the end is if doing backstroke. Extra towels if you forget one	10/1/2025 9:01 AM
12	Shaded areas	10/1/2025 8:06 AM
13	Shade cloth	10/1/2025 7:08 AM
14	A little bit of added shade, more weighted diving toys.	9/30/2025 10:48 PM
15	Lounge chairs and sail shades or umbrellas	9/30/2025 8:17 PM
16	More lounge chairs and umbrellas	9/30/2025 7:35 PM
17	Yes, better seating, bring back a snackbar like in the 80s and 90s.	9/30/2025 7:29 PM
18	Better chairs for older adults	9/30/2025 5:06 PM
19	Shaded area	9/30/2025 4:00 PM
20	Benches or chairs to set things in the shade while in the pool.	9/30/2025 11:10 AM
21	Bathing suit dryers in the last Locker rooms.	9/30/2025 9:53 AM
22	0	9/30/2025 8:40 AM
23	New toys for the kids or shaded areas	9/30/2025 8:39 AM
24	Shaded areas	9/30/2025 5:54 AM
25	The primary thing we want is some sort of shade!! Some new chairs/lounge chairs would be nice, but at this point my kids require me to be in the pool with them and they want to swim the whole time we're there - so we don't lounge much. =)	9/29/2025 3:59 PM
26	I'm happy as is.	9/29/2025 1:42 PM
27	More chairs, more shade. snow cones/ shave ice!	9/29/2025 10:59 AM
28	Love the swim suit wringer outer!	9/28/2025 10:23 PM
29	New lounge chairs & better shade where parent's with small children can sit and be close to the shallow end	9/28/2025 2:09 PM

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30	Shades areas	9/28/2025 11:02 AM
31	More shade	9/28/2025 8:54 AM
32	Shaded area would be great! Non plastic chairs also good	9/28/2025 8:24 AM
33	Shade would be nice but an indoor facility at Osborn elementary with a diving board and slide would be great.	9/28/2025 7:40 AM
34	Lounge chairs, a vending machine, pool umbrellas.	9/27/2025 4:16 PM
35	Shade would be great, as well as more options than just chairs for hanging towels. Maybe some tables?	9/27/2025 3:29 PM
36	I wouldn't likely use any amenities as I get in get out and go, but I would think shade would be a health benefit as well as a nice comfort amenity.	9/27/2025 8:21 AM
37	Lounge chairs & shaded area would be nice	9/26/2025 11:18 AM
38	Shade. Shade shade. Tables and umbrellas	9/26/2025 9:33 AM
39	All good	9/25/2025 9:30 PM
40	Maybe more shade	9/25/2025 8:33 PM
41	shaded areas	9/25/2025 7:56 PM
42	I like the pool just the way it is.	9/25/2025 7:40 PM
43	Shade of course. It's wild that there is literally no shade right now.	9/25/2025 12:21 PM
44	It would be great to have the area back for snacks/drinks at the end of the building, with a seating area to eat and drink off the pool deck. Years ago we had that open with candy, ice cream and drinks for sale, and during swim meets we (the parents of swim team members) sold to all of the teams and raised extra money.	9/25/2025 10:59 AM
45	shaded areas!	9/24/2025 5:46 PM
46	New lounge chairs	9/24/2025 4:16 PM
47	Some more shade would be good	9/24/2025 3:10 PM
48	Maybe some more chairs.	9/24/2025 2:24 PM
49	More chairs would be great but an upgrade to the locker rooms is imperative. More than anything a slide into the deep end would be very cool	9/24/2025 1:16 PM
50	dunno	9/24/2025 12:13 PM
51	More chairs around the pool as well as shade structures	9/24/2025 12:12 PM
52	More shade and tables on the shallow end	9/24/2025 11:35 AM
53	Shower heads/timers in the men's bathroom need "repair" and possible replacement. Some clothes hooks would be very much appreciated. There used to be several.	9/24/2025 11:30 AM
54	Lounge chairs & shaded areas! Yes! A diving board	9/24/2025 10:56 AM
55	shaded areas with seating and open up the snack shack again. That would help drive more revenue and be a nice re-addition to the experience.	9/24/2025 10:33 AM
56	For now, just more feedback opportunities and the pool being open would be great. These other things are cool but not needed.	9/24/2025 10:10 AM
57	more shade!	9/24/2025 8:21 AM
58	more shade, a slide or diving board	9/24/2025 8:13 AM
59	Definitely new chairs and umbrellas	9/24/2025 7:31 AM
60	Mist(ers) Shade sails, an operational concession stand.	9/24/2025 7:17 AM
61	More chairs. More umbrellas. A filtered water station (or soad/water vending machine).	9/24/2025 5:59 AM

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62	Lounge chairs and shade areas would be superb - light snacks would be convenient	9/24/2025 5:35 AM
63	Clothing hooks in men's changing room	9/23/2025 10:03 PM
64	Chairs and tables, umbrellas, warm water in the showers	9/23/2025 9:58 PM
65	Shade areas.	9/23/2025 9:29 PM
66	Shade would be nice but it's not necessary for me. Same with lounge chairs. I'm there to swim laps not hang out.	9/23/2025 8:56 PM
67	Shade!!!	9/23/2025 8:46 PM
68	Lounge chairs, shade, and a water cooler would all be welcome	9/23/2025 8:43 PM
69	Shade, more chairs	9/23/2025 8:27 PM
70	Shade and a slide	9/23/2025 8:24 PM
71	Chairs & shade	9/23/2025 8:00 PM
72	Shade! Shade! Shade!	9/23/2025 7:59 PM
73	Yes! Shade, lounge chairs, anything would be an improvement. The whole pool should be ringed by lounge chairs, like normal pools	9/23/2025 6:35 PM
74	Everything is good!	9/23/2025 6:33 PM
75	love the way it is	9/23/2025 6:33 PM
76	More shade covers/sails for parents at swim lessons, more sprinklers for hot pavement, slide, outdoor showers, snack shack open occasionally, rubber mats in the locker rooms to prevent slipping, updated rule signs, special events, large clock,	9/23/2025 6:11 PM
77	shaded areas, outside showers, drinking water, diaper changing table, another family restroom, better shower curtains, seat covers for the toilets	9/23/2025 5:59 PM
78	The kids love diving toys. We often had folks asking to share our things and were unaware they could borrow rings etc from the counter. I think a more visible place for families to see pool toys that are for community use would improve experience. More chairs wouldn't hurt either.	9/23/2025 5:40 PM
79	More umbrellas for shade and more comfortable lounge chairs for sure. The pool deck is about as uninviting as it gets.	9/23/2025 5:32 PM
80	#1 is definitely shaded areas with comfortable places to sit or "set up camp" for the afternoon. Would love to be able to buy some seltzer waters and healthy snacks.	9/23/2025 5:20 PM
81	more shower space. It gets crowded in the shower after class.	9/23/2025 4:59 PM
82	Lounge chairs and more shade on the deck	9/23/2025 4:44 PM
83	n/a	9/23/2025 4:24 PM
84	MORE SHADE PLEASE!!! And lounge chairs would be amazing!! It would even be great if you sold some simple snacks like bags of chips for the kiddos	9/23/2025 4:15 PM
85	SHADE!!!! Umbrellas, shade sails, anything to provide shade along the pool deck around the shallow end.	9/23/2025 4:14 PM
86	Better shower/change rooms.	9/23/2025 4:08 PM
87	The swimsuit dryers need to be in both locker rooms. I go to the pool in my bathing suit and drive home in it and obviously can't use the one poolside. Also different rails for the steps to get into the pool. The current ones are HOT on hot days and could burn my hands. Same thing with the deck of the pool, it could burn my feet. That's probably not a small amenity though.	9/23/2025 4:00 PM
88	More shade such as umbrellas	9/23/2025 3:54 PM
89	Nicer grass, and snacks for sale.	9/23/2025 3:52 PM
90	New lounge chairs, shaded areas, digital time clock for lap times.	9/23/2025 3:45 PM

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91	Seems that there is plenty for all, don't think I'd spend money in that area in that, just having a summer pool can be expensive.	9/23/2025 3:30 PM
92	Shaded areas would be cool. Let's expand the area that has grass.	9/23/2025 3:29 PM
93	shade areas and additional seating	9/23/2025 3:28 PM
94	More shade, extending lap swim time- having 2 lanes for lap swim during open swim or water exercise	9/23/2025 2:53 PM
95	Shaded areas	9/23/2025 2:39 PM
96	Shaded areas with shade sails or umbrellas	9/23/2025 2:04 PM
97	New lounge chairs and umbrellas, and concessions.	9/23/2025 1:25 PM
98	More shade :)	9/23/2025 1:00 PM

Q24 Please use this space for any additional comments you may have regarding the 2025 pool season or any other suggestions for improvements at the Howard Hopkins Memorial Pool

Answered: 70 Skipped: 57

#	RESPONSES	DATE
1	Please, please, please open by Memorial Day weekend!	10/5/2025 1:30 PM
2	The delay in pool opening was sad. The weather was good. Please consider opening early if the weather is warmer. A couple of additional picnic tables or umbrellas would be nice. But we always manage. I enjoy this pool. My kids are older now so they would love a big kid slide into the deep end.	10/5/2025 9:01 AM
3	We find that pool is not that enjoyable and our kids don't really enjoy the experience. More attention should be paid to making it an enjoyable experience for kids and improving the customer service aspect of it. Our family much prefers the Cashmere pool because of the amenities, friendly life guards and community. Over the past few years, Our family has gone from season pass holders and frequent users to only occasionally going and not wanting to support PRSA levies because of our dissatisfaction. We are not alone in this sentiment and the pool is kind of a joke.	10/5/2025 8:32 AM
4	One of the factors that I find frustrating is that you cannot sign up and pay for the pool and just swim or relax in a chair potato structured	10/3/2025 7:27 PM
5	Thanks for asking, think I covered everything above.	10/2/2025 2:12 PM
6	Leavenworth zip code residents should be considered RESIDENTS for pool pass. Debating not buying pass again	10/1/2025 10:06 AM
7	Love you guys! Keep up the good work. Thanks for this season and doing the best you can!	10/1/2025 9:01 AM
8	We really need a year round indoor pool! It would not only support youth in learning to swim but older residents looking for low impact exercise in town ! Would also offer more year round jobs for high schoolers and swim team opportunities for all ages including masters.	10/1/2025 8:06 AM
9	I would like to see a better swim test program. Having to take the test every session is too time-consuming for the kids and often our kids don't want to come for a short time because they have to wait in line for a swim test. I would appreciate if they could just get an arm band after they pass the swim test and have it for the season. I also feel that the lifeguards are too strict. I know they are trying to keep kids safe, but our kids feel like they are yelled at for the smallest in fractions, and and it took the joy out of the pool for them. I would also appreciate more fun items such as a waterslide or diving board.	10/1/2025 7:50 AM
10	The season started out strong with announcements via email and social media, but REALLY began to fizzle out. It made continuation of swim lessons tricky, not knowing when they'd be held, when registration would be, etc. additionally, previous sessions cluttered the list of options on RecDesk. More advanced planning for both pool schedule and lesson schedule.	9/30/2025 10:48 PM
11	Recurring issues every single year means major changes need to be made. Also, bring back the diving board!	9/30/2025 7:29 PM
12	Fix the diving pool if it isn't already, and let the kids use it more and in a more fun way.	9/30/2025 4:00 PM
13	Tune up your operational consistency.	9/30/2025 8:40 AM
14	Just want to say THANK YOU to everyone who worked so hard to make this season as great as it could be, despite setbacks and challenges along the way. I was always impressed with the overall kind, respectful and cheerful attitude of pool personnel, even when things were stressful. You're all much appreciated!	9/29/2025 3:59 PM
15	The staff was amazing! Thank you for your dedication and for being open both weekend days!	9/28/2025 2:09 PM

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16	Make sure swim teachers are trained for the right ages. One teacher who was subbing for a younger class one day scared my daughter when he asked the group to swim the long length of the pool on their own without stopping. After that she wanted to leave, and she never wanted to go to swim lessons after that. It was hard making her feel safe again.	9/28/2025 8:54 AM
17	Osborn site indoor pool with a diving board and a water slide. Cashmere's pool is nearly identical to ours except theirs is superior with their deep end layout.	9/28/2025 7:40 AM
18	Just please have it open on time this coming season. Think ahead and don't wait until it's too late.	9/27/2025 4:16 PM
19	I would rather the city invest in a new pool than do major capital investments at the existing pool.	9/27/2025 3:29 PM
20	More communication about why things are how they are, especially when it comes to delays and closures. I think this would increase understanding and patience, vs folks feeling annoyed and frustrated. It would be awesome if you were able to keep a lane open for lap swim during open swim! Kids who are capable of swimming laps should be able to swim laps during all laps swims. The seniors don't need so much dedicated lap swim time just for them. They are able to join any lap swim.	9/27/2025 9:24 AM
21	I have purchased swim passes for my family and myself for decades. After this year we won't be back.	9/27/2025 9:04 AM
22	Life guard staff (all staff) are kind, supportive, friendly, professional and I have great confidence in their skills. They have created a very positive, welcoming and safe feeling to our community pool. This lovely refreshing outdoor setting pool is a gem!	9/27/2025 8:21 AM
23	Always impressed by the staff running the pool, so kind & respectful. Hoping 2026 will have a positive experience for them all.	9/26/2025 11:18 AM
24	Kids should not have to take the test every time they use the pool. Use wristbands. This was a last year complaint. I didn't bring the kids this year so maybe you fixed the problem.	9/26/2025 9:33 AM
25	Thank you	9/25/2025 9:30 PM
26	UVAB would like to hold the Splash Bash again, but feel it needs to be at the beginning to get people excited about the pool. The uncertainty of the opening plus we feel we need to hold the Splash Bash on a Friday vs Saturday (weekend) since it is supposed to be for our community members vs tourist and the lack of parking for community members especially on weekends, is a big concern. We weren't able to get the volunteers needed at the end of the season this year as people were out of town on the weekend right before school started vs at the beginning we had more interested in helping but couldn't get a date to hold it from the pool staff. It was very frustrating since it is to get help from our community to help support the pool.	9/25/2025 10:59 AM
27	I liked the open shallow swim/lap swim combo because my co-parent and I could switch off swimming/watching the kiddo.	9/24/2025 5:46 PM
28	Thank you for all the work you've put in making the pool a safe and enjoyable space	9/24/2025 4:16 PM
29	Love having this pool for lap swim. Keep it going!	9/24/2025 3:10 PM
30	Thank you for your willing to listen and I love the program Keep up the same concerns and friendly workers.	9/24/2025 2:24 PM
31	Thanks to the incredible life guards and staff!	9/24/2025 12:13 PM
32	Is there a way to divide the shallow pool area from the swim lanes/deep section so that when there are AFRs in the kiddie pool it doesn't affect the whole pool?	9/24/2025 11:35 AM
33	The staff did a marvelous job! Thanks!	9/24/2025 11:30 AM
34	Appreciate the staff and pool!	9/24/2025 11:27 AM
35	The swim test needs to be objective not subjective. And the goal should be that they are assessing whether or not they can swim safely to avoid drowning not to be a competitive swimmer.	9/24/2025 10:56 AM
36	Swim lessons: I think people really like these. Could there be ways to help teach parents more about skills in helping their kids learn to swim? The jump from Level 1 to 2 is big so	9/24/2025 10:10 AM

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empowering more parents in the teaching process could be helpful for kids who are more water fearful. Level 1 felt like it asked a lot of kids already and Level 0 was more for babies.

37	we love the pool	9/24/2025 8:21 AM
38	I am convinced that we have a serial pooper that frequents the Pool. Maybe keep a check in sheet and see if there are any folks who happen to always be present when fecal incidents occur.	9/24/2025 7:17 AM
39	With the wages the city pays its too bad the pool can't hire more adult staff who can keep the pool hours the same for the extended pool season. Congrats for having a season and a decent one too.	9/24/2025 6:43 AM
40	Thank you! We look forward to visiting the pool every year!	9/24/2025 5:59 AM
41	Thanks for extending the season!	9/23/2025 10:03 PM
42	I think the yelling at quite young children about running is a bit intense. Parents are typically watching their small children & trying to help enforce the rules so less yelling would be sweet. The swim test seems to be very subjective. My daughter would pass one day and fail the next. And when my daughter who passed the swim test the day before and failed the next is in the deep end with me & I am watching her & playing with her (and she's a good swimmer) I don't really like being told she needs to be in arm reach when she's diving for toys. I understand the importance of safety and I know as a parent the safety of my children is my biggest priority and I believe I can keep them safe without a lifeguard (who I am grateful for & respect) telling me how.	9/23/2025 9:29 PM
43	Make the city hall lot a city/library/pool lot and keep the tourists out!	9/23/2025 8:56 PM
44	Extend the lap swim and open swim hours. Have a lap swim lane open all the time. The summers are too hot, we need to improve access to the swimming facility and I feel like it's going backwards and getting more restrictive.	9/23/2025 8:54 PM
45	Overall good but open on time. Spring starts so early here. Start getting to pool ready so it opens on time please!!!!	9/23/2025 8:46 PM
46	Masters swimming team! And a tent to allow year round swimming would be awesome	9/23/2025 8:43 PM
47	Thanks for operating a pool! We appreciate you!	9/23/2025 8:24 PM
48	We need a year round pool. Osborne location would be ideal!	9/23/2025 8:00 PM
49	I wonder if the shallow end could be open for families during water exercise and lap swim. I would love to see a swim test with clear expectations. Once passed, kids could have their name on a list and get a wrist band at entry so they could use the deep end all season after passing. This would free up lifeguards from issuing tests all open swim. I would like to see kids allowed in any area of the pool with a life jacket if not yet able to pass the swim test.	9/23/2025 7:59 PM
50	The open swim hours are too short, and just didn't work for us, so we weren't able to use the pool much, although we would have liked to.	9/23/2025 6:35 PM
51	Thanks for all the hard work. I can't imagine what an effort it must be to get that think going every year. Nice work to all.	9/23/2025 6:33 PM
52	I saw the 2023 indoor pool planning/feasibility study document from the city, but can't find any other info on it. I am assuming it was very costly, and got put aside for future consideration. I loved it though! Would be nice for a year round pool, since several of us drive to Eastmont in Wenatchee during the winter. Totally understand if it's out of budget though	9/23/2025 6:33 PM
53	It seems that the city's interest in building a new year-round pool or temporarily covering the current pool during off-season to extend the season until a new pool is built has fallen by the wayside. There was MUCH talk and voting about putting it at the Osborne site and now no news. More information And involvement from the city would be appreciated. It seems there are three individual groups that are invested in the pool: the city, the PRSA and the boosters. Yet it doesn't seem like they are working together. It seems the city has sort of gone hands off, the PRSA is smaller and ineffective and the boosters are eager to move something forward but don't seem to have the support of the city. It would be great if the city would make an effort to have this be a priority over something not as viable like the Royal ladies pavilion.	9/23/2025 6:11 PM
54	thank you!	9/23/2025 5:59 PM

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55	I felt staff always handled my comments and concerns well. I witnessed an angry woman come in upset and combative with an employee and they handled it very well. I think some increased signage about parking and the pool operations not being linked/shared staff may be supportive of the employees. It was often annoying and frustrating a parking enforcement person was lingering and intentionally ticketing locals during swim lesson peak hours, 4-6pm. Everyone is in and out of spots and often shuffling cars once kids are in the water. The island is open and we have poop passes but have to wait for the previous lessons 5 cars to leave before we can get those spots. Possibly some sort of tension relief for those couple hours either using center island spots or a legitimate grace period of vehicle must be parked more than 10 minutes prior to ticketing. It seemed nefarious by parking staff rather than supportive. Swim lessons are generally all locals after all. Possibly a swim lessons pass picked up day 1 that allows island spots? No idea what else is possible but I saw it several times.	9/23/2025 5:40 PM
56	Appreciate the pool and staff very much! It would be great to see the deck aesthetic continue to improve and to reduce both the AFR incidents and closure times.	9/23/2025 5:32 PM
57	I appreciate the work that goes into the pool!	9/23/2025 5:20 PM
58	Another shout out to the staff and lifeguards who were exceptional in customer service and professionalism! They are amazing!	9/23/2025 4:59 PM
59	More open swim and shallow swim whenever possible!	9/23/2025 4:44 PM
60	n/a	9/23/2025 4:24 PM
61	loved the extended open days	9/23/2025 4:23 PM
62	We really really liked the extended hours into Sept. Please Please do that again! Also, if you could have open swim go until 5pm in the summer that would be great. Right now it goes until 4pm but summer camp gets out at 3pm so that isn't enough time to swim. And what happened to the diving board?! Can you please bring that back?! Thank you!	9/23/2025 4:15 PM
63	In general, management was unfriendly, overly strict, and resulted in inconsistent lifeguarding. You never could guess if your kid would pass the swim test on a given day, as some lifeguards would actually focus on safety and others would fail a kid for not having perfect technique. Some lifeguards spent their rotation yelling at everyone for splashing or being too far from a parent, while others let kids play and simply ensured that everyone is conducting themselves reasonably safely. My mother-in-law referred to the manager as "gestapo lifeguard" partly because she was rude (to her staff and the public) and unhelpful, but also because she made a 75 year old with a recent knee replacement pay full tourist rates to bring her granddaughter to open swim (without getting in the pool). Someone else eventually asked her if she was old enough to get a senior rate, at least, but the manager willfully decided she should pay the highest possible amount despite just bringing a local kid with a family pass to swim. That's just not nice, and when people are getting that attitude they don't want to come to the pool anymore. Any reduction in pool use this year should be an indicator of poor management culture, rather than an indicator of the actual desire for a pool in this community.	9/23/2025 4:14 PM
64	Hopefully we can extend next summer another 3 weeks like this year, even if we open on time.	9/23/2025 4:00 PM
65	Thank you, I love that we have an outdoor pool!	9/23/2025 3:54 PM
66	Thank you for the pool	9/23/2025 3:52 PM
67	Thanks for another great swim season at the pool!	9/23/2025 3:45 PM
68	Once opened, it was a terrific summer at the pool. Thank you so much.	9/23/2025 3:30 PM
69	Thanks for all that you do!!!	9/23/2025 3:29 PM
70	Have more open swim time and long open swim time sessions. Fix the downtime for AFI	9/23/2025 2:12 PM