

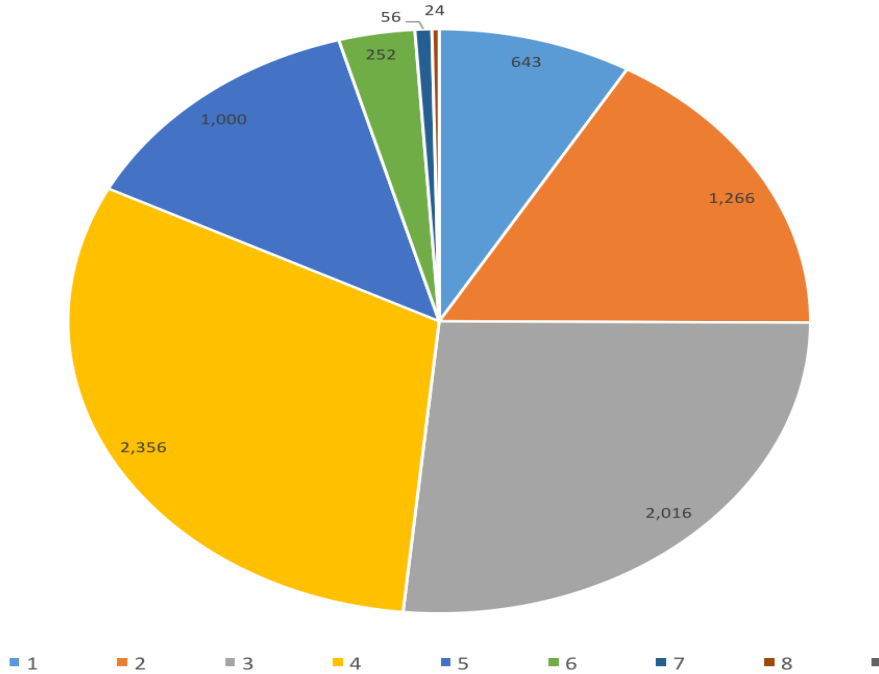
# Pool Survey 2016



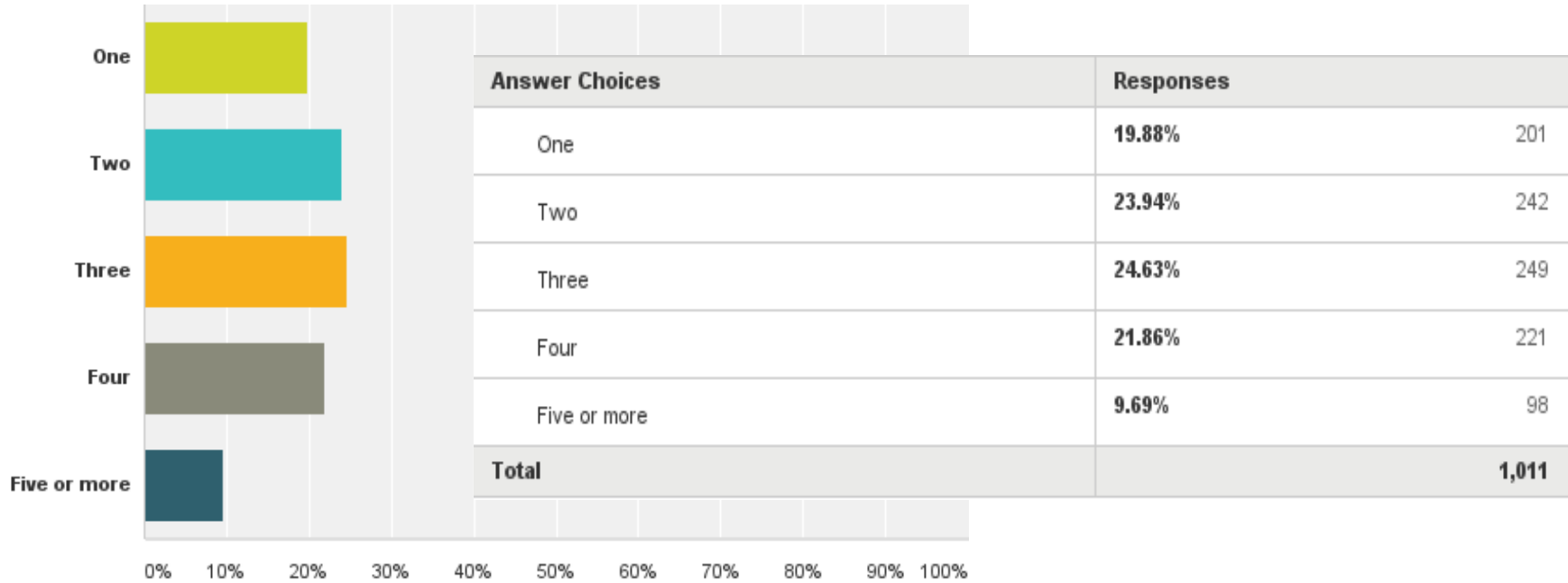
**1,013 Responses**  
**Completed October 2016**

# Total Households Purchasing Pool Passes 2,790

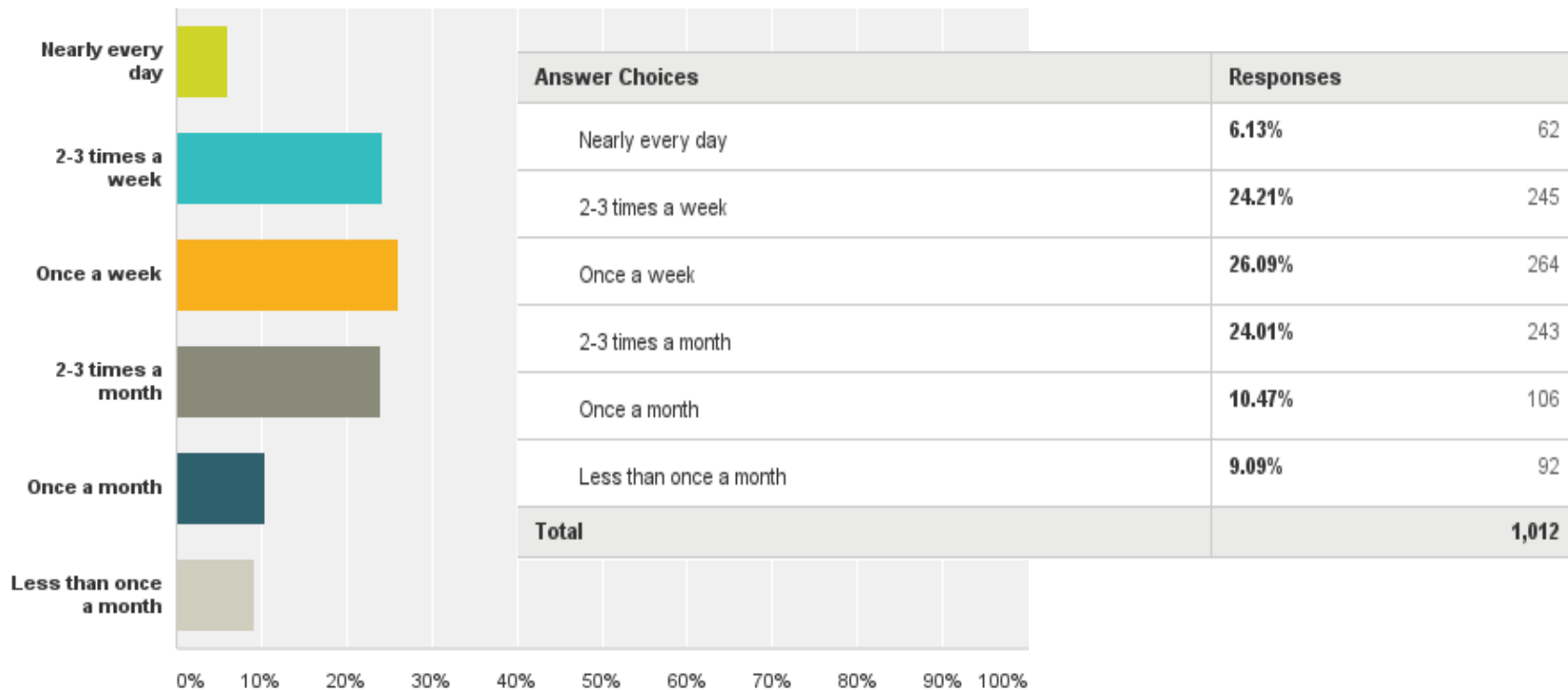
Number of Pool Passes Purchased  
for each Family Size



# How many Pool Passes did you purchase this year?

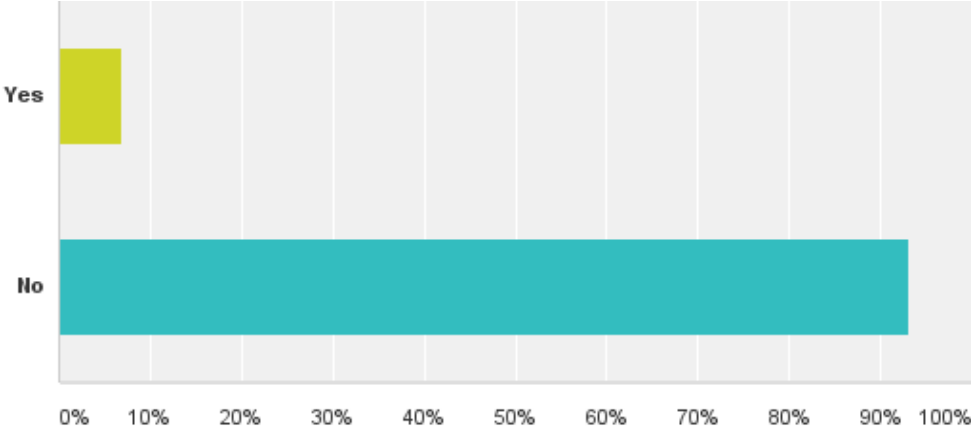


# On average, how frequently did you or someone in your family use the pool during the summer season?



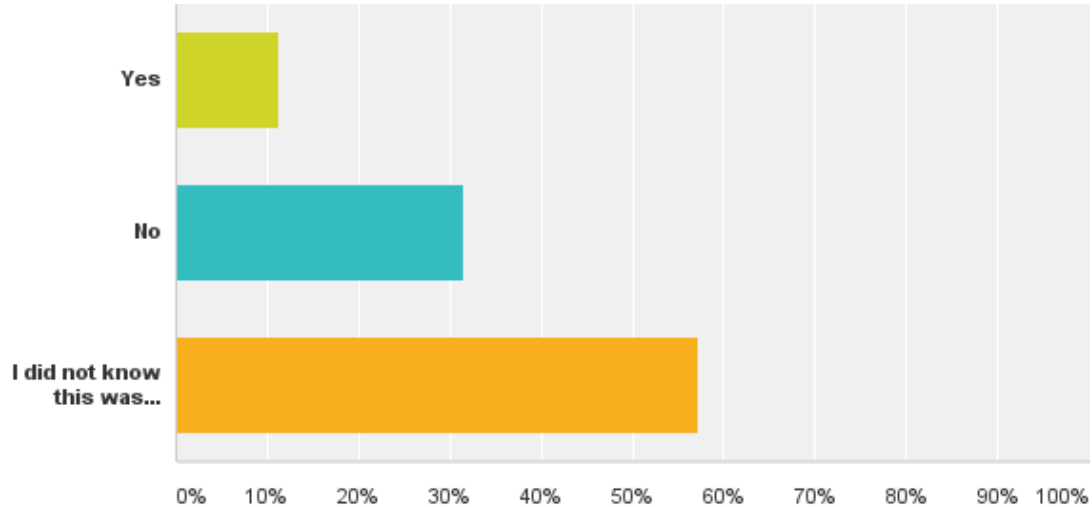
# In addition to the pool pass(es) you purchased, did you purchase a punch card for daily visits to the pool?

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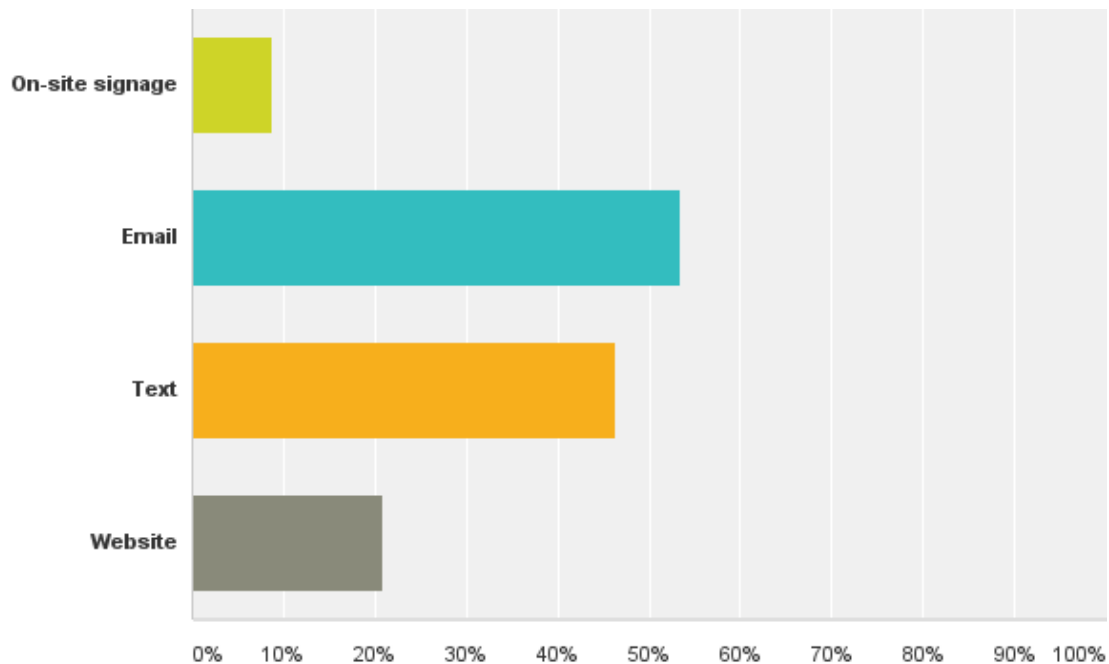
# Did you sign up to receive text or email messages about pool hours, closings, weather updates, etc.?

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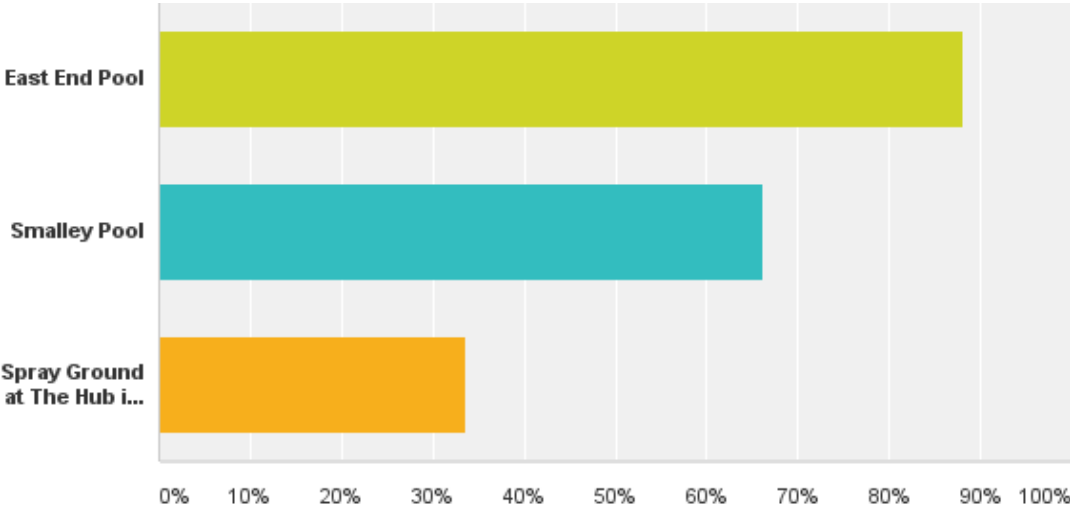


# How would you prefer to be contacted about pool events, weather updates, closings, pool programs, etc.?

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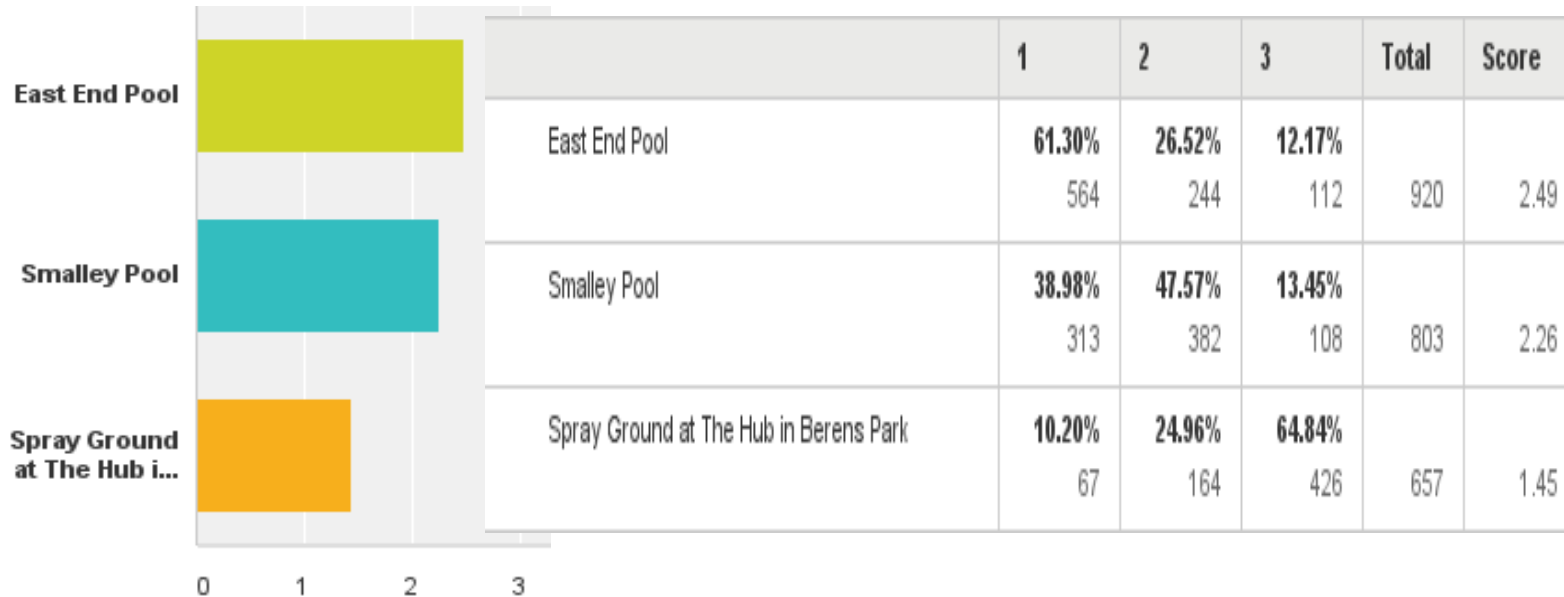
# Please indicate which of these facilities you or your family visited this season. Check all that apply.



Answer Choices	Responses
East End Pool	<b>88.08%</b> 872
Smalley Pool	<b>66.16%</b> 655
Spray Ground at The Hub in Berens Park	<b>33.64%</b> 333
<b>Total Respondents: 990</b>	



Please rank the facilities in terms of your family's use, with 1 being the most visited, 2 being second, and 3 being third.

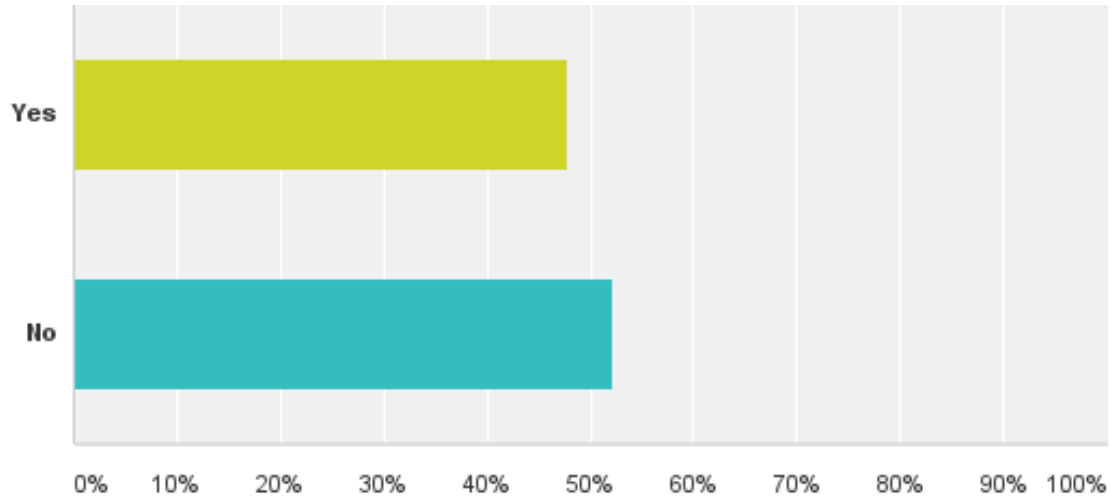


## Please rate your satisfaction level with the following:

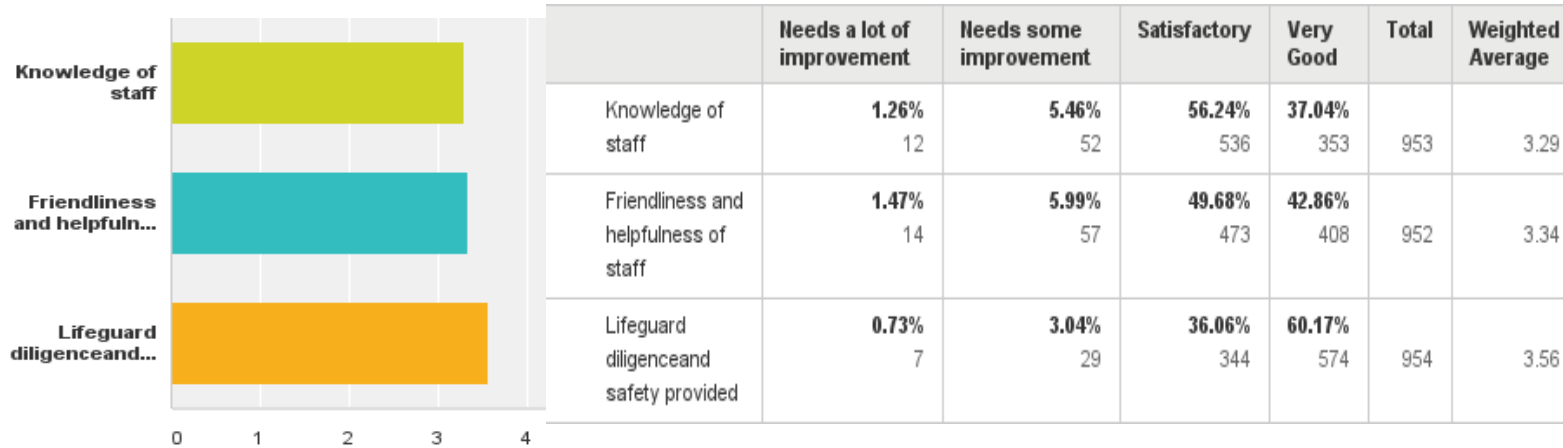
	<b>Needs a lot of improvement</b>	<b>Needs some improvement</b>	<b>Satisfactory</b>	<b>Very Good</b>	<b>Total</b>	<b>Weighted Average</b>
Cleanliness/clarity of the water in the pool/spray ground	<b>1.15%</b> 11	<b>9.01%</b> 86	<b>40.78%</b> 389	<b>49.06%</b> 468	954	3.38
Cleanliness of bathhouse, showers, changing rooms and rest rooms	<b>5.20%</b> 50	<b>23.41%</b> 225	<b>48.49%</b> 466	<b>22.89%</b> 220	961	2.89
Cleanliness of pool deck and play areas	<b>0.84%</b> 8	<b>7.21%</b> 69	<b>44.72%</b> 428	<b>47.23%</b> 452	957	3.38
Condition and number of chairs, tables and lounge chairs	<b>5.20%</b> 50	<b>27.26%</b> 262	<b>44.43%</b> 427	<b>23.10%</b> 222	961	2.85
Welcome and check-in process at the front entry	<b>1.88%</b> 18	<b>5.95%</b> 57	<b>43.11%</b> 413	<b>49.06%</b> 470	958	3.39

## Do the operating hours suit your needs?

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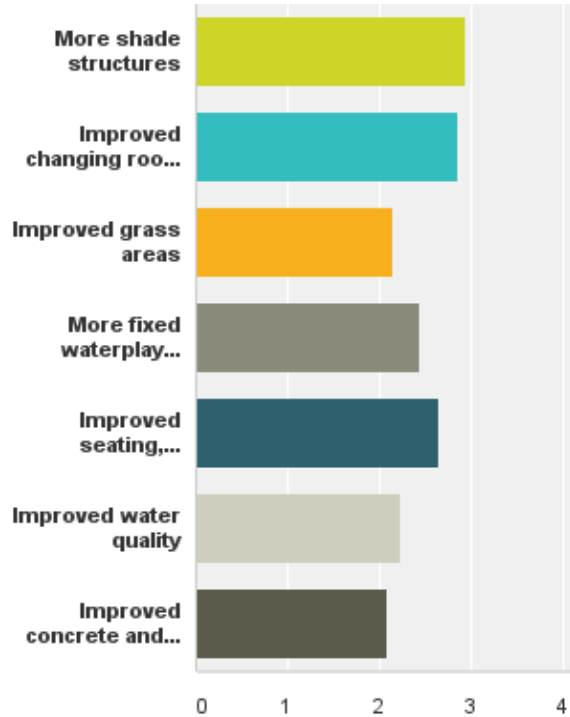
## Please rate your satisfaction with the following:



## What is your overall satisfaction with the outdoor pools?

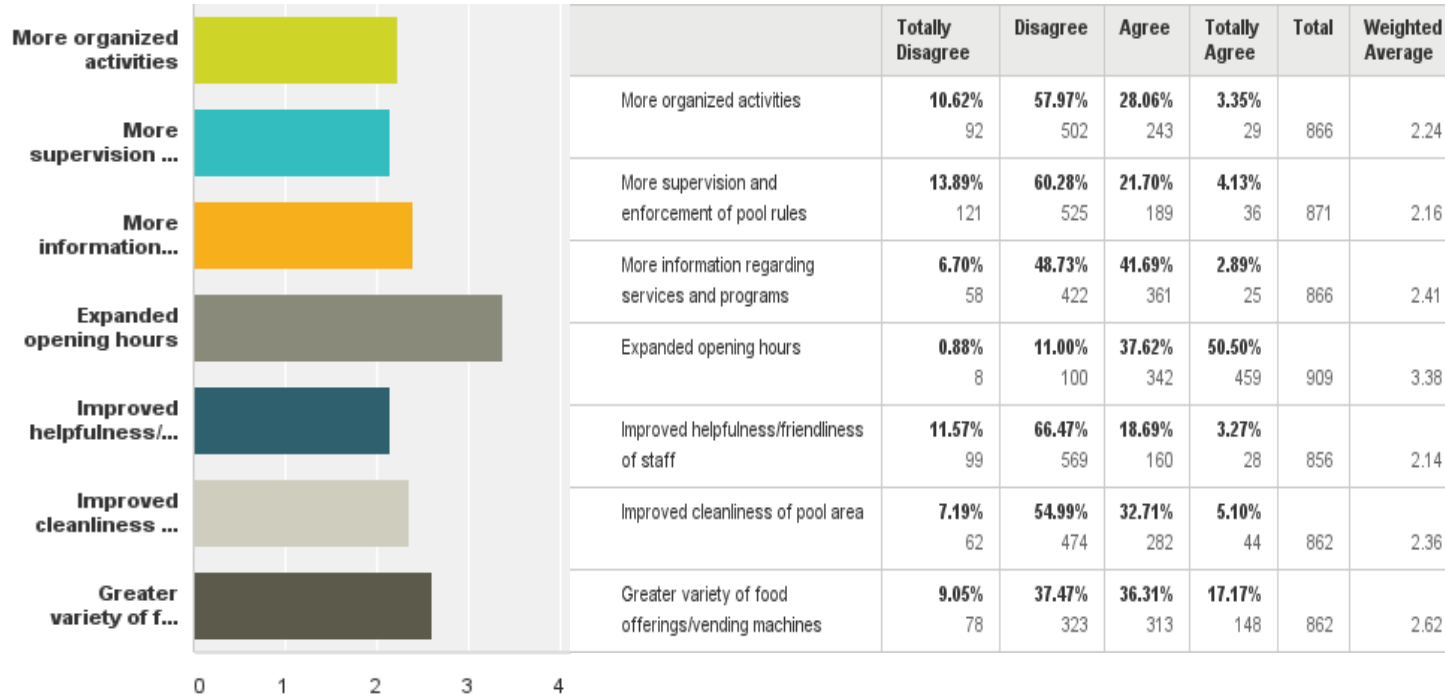
Excellent	Good	Fair	Poor
26.9%	56.8%	13.24	1.3%

# If any physical improvements were made to the pools, what would you like to see addressed?

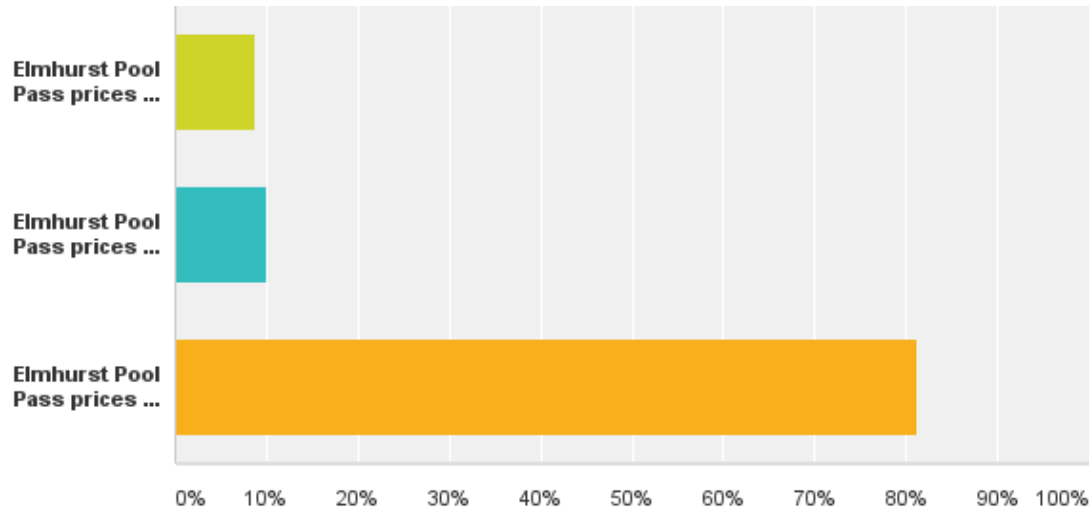


	Totally Disagree	Disagree	Agree	Totally Agree	Total	Weighted Average
More shade structures	5.21% 47	19.96% 180	44.90% 405	29.93% 270	902	2.94
Improved changing rooms and restrooms	3.27% 29	25.96% 230	48.19% 427	22.57% 200	886	2.87
Improved grass areas	9.93% 86	58.78% 509	27.14% 235	4.16% 36	866	2.16
More fixed waterplay equipment	9.52% 84	40.25% 355	36.96% 326	13.27% 117	882	2.44
Improved seating, tables, etc.	4.47% 39	33.68% 294	48.57% 424	13.29% 116	873	2.66
Improved water quality	8.79% 77	55.94% 490	29.34% 257	5.94% 52	876	2.24
Improved concrete and paved areas	9.54% 83	65.63% 571	22.18% 193	2.64% 23	870	2.08

# If operational changes were made to the pools, what would you like to see addressed?



# Which of these statements do you most agree with?



Answer Choices	Responses	
Elmhurst Pool Pass prices are too low.	8.77%	79
Elmhurst Pool Pass prices are too high.	9.99%	90
Elmhurst Pool Pass prices are about right.	81.24%	732
<b>Total</b>		<b>901</b>

# Pool Survey 2016



## Ideas for 2017