



Attachment B

What We heard: Outdoor Pools: 2022 Season Feedback Response

What We Heard: Outdoor Pools: 2022 Season Feedback Response

Specific to Spring, Summer and Fall Seasons	
What we heard:	How we are responding:
Support for another extended outdoor pool season.	Aquatic Services staff are planning a 2023 Spring – Fall extended season for both Moody and Hume Park Pool.
<ul style="list-style-type: none"> • 65% of participants are in favor of keeping the registration system with potential length of swim session changes at Moody. • 35% of participants are in favor of dropping the registration system and going back to first come first serve at Moody. • 57% of participants are in favor of keeping the registration system with potential length of swim session changes at Hume. • 43% of participants are in favor of dropping the registration system and going back to first come first serve at Hume. <p>A theme in the open-response question was support for accessibility and equity with the registration system.</p>	The City is responding by introducing a hybrid approach for the upcoming 2023 outdoor pool season. This will include a registration system for those who want a guaranteed swimming spot, while also retaining 20% of swim spaces for drop-in visitors in order to reduce barriers to access.
<p>For Hume:</p> <ul style="list-style-type: none"> • 63% of participants wanted swim time blocks to be between 1-1.5 hours in length. • 37% of participants wanted swim time blocks between 2-2.5 hours in length. <p>For Moody:</p> <ul style="list-style-type: none"> • 70% of participants wanted swim time blocks to be between 1-1.5 hours in length. • 30% of participants wanted swim time blocks between 2-2.5 hours in length. 	Aquatics Services staff have planned for 1.5 hour swim sessions at both Moody and Hume Park Pool. The additional 30 minutes will alleviate the rush to enter the facility to get ready to swim.
Allow spectators to support the supervision of participants.	Spectators supporting supervision of participants from the pool deck will be allowed on deck without having to reserve and pay for a swimming session.
Support for more 3 and under swimming lesson levels.	Staff are programming additional 3 and under classes into swimming lesson sets.
A theme in the open-response question included participant’s frustration by not being allowed to register for multiple lesson sets and levels in advance even though the registration system allows this to occur.	The registration system for Swimming Lessons will be aligning with Skating and Gymnastics lessons by adopting a prerequisite system. This only allows participants to register for the level currently in the system. This prevents participants from registering in multiple classes that are not suitable or safe until their new grade is entered.

Specific to The Spring Season	
What we heard:	How we are responding:
Increase lane availability at Moody Park Pool	Aquatic Staff will incorporate an additional 2 spots per session for drop-in lane users.
Twice a week lesson sets and once a week lesson sets (weekends noted) are in high demand.	Staff will incorporate two Tuesday and Thursday twice a week sets and a Saturday morning once a week lesson set at Moody Park Pool.
Support for more upper level swimming lessons.	Upper level options will be added to the majority of swimming lesson sets at Moody Park Pool.
Support for evening Aquafit class options for people who work.	Evening Aquafit options will be added at Moody Park Pool.
Specific to Summer Season	
What we heard:	How we are responding:
Support for deep end Aquafit.	Additional deep end Aquafit class will be added at Moody Park Pool.
Increase swimming lesson offering.	Aquatic staff are in the planning stage to hiring new aquatic instructors and lifeguards. This will allow increased programs and services at Moody and Hume Park Pool.
Support for twice a week lesson sets and new demand for condensed lesson sets (3 -5 times a week).	Aquatic Services staff will be incorporating a twice a week lesson set in the evenings and will be adding new condensed lesson set options (3-5 times a week) to run as many lesson sets as possible at Moody and Hume Park Pool.
Increase deep end leisure swim access for youth at Moody Park Pool.	Additional deep end leisure swims will be added.