

2015 Survey Response Summary

We received 185 survey responses! We're thrilled with the feedback, suggestions and, of course, the kudos. While we're always happy to hear your comments, we expect to send out more surveys like this in the future. (thank you, SurveyMonkey for making that so easy!!)

Who Responded?

- 63% are residents
- 40% are pool members
- Most are between 29 and 45 with 1 or 2 kids under age 10
- Next are ages 46-65

Our Respondents Are Happy

- Of those who responded about a particular program, over 50% were very satisfied with: EEC, ASP, In Crowd, Camps, Swim Team and CERT.
- Of those who responded about a particular program, over 50% were satisfied with: Group swim lessons, Adult Aqua, Youth classes, Youth sports leagues, Adult classes, Tennis court usage, Rentals – room & pool, Senior activities, Playground
- The Favorite Special Events were: Halloween, Holiday & Easter (tied for 2nd), Concert & movie nights (tied for 3rd)

But We Can Do Better (number of specific comments about these areas)

- Fitness center –upgraded space & equipment (4)
- Private swim lessons – scheduling (7)
- Adult classes –more options (10)
- Group swim lessons – fewer cancelled classes, consistency (10)
- Rec & lap swim – hours, rules, # of lanes (11)
- Communication –more proactive 'push' communication about events and programs (8)
- Website –mobile-friendly, searchable (7)
- Online Registration/ RecEnroll – improve options and experience (12)
- Maintenance – upgrade gym restrooms, address general wear & tear (6)
- And many other specific program area improvements in all areas.

Some Improvements Are Already Underway

- The ASP enrollment process has been revised to give residents priority enrollment because their property tax dollars support a portion of the Rec's operating budget. The new process also addresses the desire for greater consistency each year for currently-enrolled no-resident families. (7)
- The In Crowd room has been upgraded with better furniture, technology, etc. Unfortunately, as we are renting that space, our options for more extensive changes are limited. (2)
- Special Events have been redesigned to provide a better experience for all. This year, we piloted a discount ticket pre-sale to Residents at our Halloween Event. The Easter Event will also reflect changes.
- More Senior Events have been offered this year than ever before, and we'll continue to look for new ways to keep our offerings for Seniors and all adults 'fresh.'
- And there's more to come!!!

Some Things We Can't Do, But....

- We cannot expand the ASP program at the Rec, but we will continue to pursue options to offer alternate after school programming, such as this year's Mandarin program at Highlands Elem.
- We cannot build a larger pool, larger locker rooms or a hot tub at this time, but we will soon begin a new Master Plan initiative to look at long term facility options.
- We cannot make the pool warmer for some and cooler for others. ;-) (4)
- We cannot expand our parking lot, but we will continue to encourage residents to walk or bike to the Rec, work on streamlining drop off and pick up times, and enforce safe parking lot usage.
- We will not eliminate the 10-minute Kids' Break at our pool. We know that this feels like an eternity for those with young children, but it's an important break for many reasons: it encourages everyone to hydrate, reapply sunscreen, rest, and use the restroom. It also allows lap swimmers a few minutes of peaceful adult swim time. Finally, it gives our lifeguards a chance to check the water quality and to be refreshed and focused when they're back on duty. The pool rules, including this break, are in place to keep everyone safe. Tragedies occur at pools every year. We will do everything we can to ensure one doesn't happen here.

The Rec Facility is at capacity in many ways, but that doesn't mean we cannot continue to refine and refresh our offerings and adjust our programs to make them better, so your ideas and feedback are invaluable. On behalf of all the Rec Staff, thank you for your input and for the kudos and appreciation of the work we do. It is an honor to serve your family and to make the Rec a safe and happy place to grow, learn, and play. If you have any questions or comments, please feel free to contact me at brigitte@highlandsrec.ca.gov, or 650-341-4251.

See you at the Rec!

Brigitte Shearer
General Manager