

Friends of Rinconada Pool

Survey Report

2024 Team Sheepher Contract Renewal

[Friends of Rinconada Pool](#) (FoRP) is an unincorporated association that represents the interests of lap swimmers of Rinconada Pool, and facilitates communication and problem-solving between lap swimmers, the City of Palo Alto, and pool or swim program operators under contract to the City.

At the request of the City, FoRP conducted a survey of its members to solicit their opinions on the upcoming renewal of the contract with Team Sheepher who currently operates the City's swim programs. This report summarizes the results, while appendices contain the text of the questionnaire and all individual responses.

SUMMARY

The survey comprised five questions ([APPENDIX 1: Survey Questionnaire](#)), two directly related to the contract renewal, two soliciting feedback on what was working for swimmers and what changes they might like, and one for additional comments. FoRP members were invited, by email, to enter their responses into a Google Form. The survey was expected to take less than two minutes to complete, and was open for responses Jul 22 - Jul 31 2024.

40 out of 113 list members responded (a 35% response rate).

The results were overwhelmingly in favor of contract renewal with 90% of respondents selecting "Yes." Explanations for this consistently included a high degree of satisfaction with overall pool management, including a significant number of responses calling out frequent and consistent communication, and several mentioning successful balancing of needs of different swim groups.

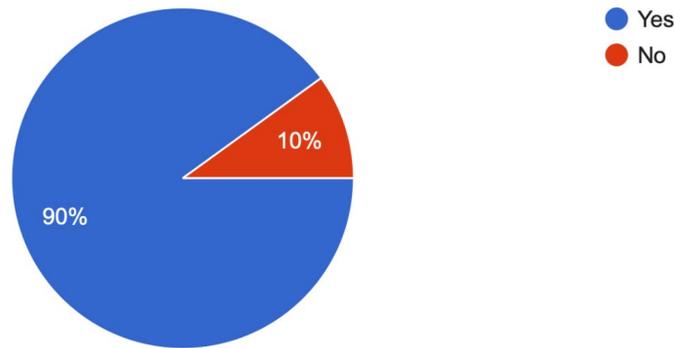
Of the four responders who selected "no," three elaborated on their responses. Two objected to outsourcing a city service to a private for-profit contractor. One presented allegations of a more serious nature. These responses warrant careful consideration, and are presented separately in the discussion of [Contract Renewal](#) responses.

In pool operations, the two primary sources of satisfaction were the extensive hours of operation/availability of lap swim lanes, and the friendliness of staff. Cleanliness of the facility and the pool itself were also mentioned often.

The most consistently requested change was the addition of evening lap swim hours. A noticeable number of responders expressed a desire for more consistent management of lane allocations (in particular, transitions between masters and lap lanes, and usage of lesson lanes), and stronger enforcement of pool rules (in particular, keeping open swimmers out of lap lanes and adhering to opening times for open swim).

The results are discussed in more detail below. All individual responses are provided in [APPENDIX 2: Individual Responses](#).

CONTRACT RENEWAL



Distribution of responses to the question, "Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs?" (40 total responses)

As shown above, 36 (90%) of the 40 respondents indicated that they were in favor of renewing the contract and subsequently offered grounds for their opinion. Of these 36, 24 (67%) offered sentiments reflecting a high degree of satisfaction with overall pool management, for instance, *"The pool is run better than ANY public pool in the nearby area."*

The following additional comments capture majority sentiment:

- *"Please do not go back to city management."*
- *"Renew the contract!!!"*
- *"Renew the contract!!"*
- *"Rinconada pool has definitely become a much more welcoming, problem solving pool with PASS management."*
- *"Please DO renew the contract with Team Sweeper - they are GREAT."*
- *"Keep Team Sheeper!"*
- *Recommend you extend Sheeper's contract.*
- *"Thanks to Team Sheeper and Friends of Rinconada Pool for helping to create a great pool community!"*

Of the four respondents who were not in favor of contract renewal, three provided elaborations. These are offered here in full without discussion, but with added emphasis highlighting areas of potential concern.

- *"Terrible Management, Terrible CEO, Terrible HR, Terrible Employees, except Marla who left for good reason and Jerome and Meena. **They do Age discrimination and race and color discrimination and have violated local, state and national laws.**"*
- *"It is a City pool that receives tax dollars and should not be run by a private company that puts their agenda first. Tim Sheeper can be manipulative and political in getting his way - including excluding lap swim hours in the evening as well as offering more lanes for lap swimmers during non-work and non-sun hours. In addition, daily drop-in fees are*

so much higher than when it was City run - especially for masters swimming which charges \$20.”

- “Dislike privatizing public services. Was better when city ran it.”

SENTIMENTS RELATED TO POOL MANAGEMENT

Factors with favorable mention	Number of respondents mentioned	% of “yes” respondents (36)
Overall management	24	67%
Communications	8	22%
Balancing needs of different swim programs	4	11%
Community spirit	3	8%

Breakdown of factors related to pool management mentioned favorably. Note that lack of mention by a respondent likely indicates neutrality rather than a negative view.

In specific management factors, 8 respondents (22%) called out improved communications, e.g., “Improved communications on circumstances important to lap swimmers. ... Open and responsive to requests for improvements.” Other factors mentioned included balancing needs of different programs (4 respondents, 11%), and promoting a community spirit (3 respondents, 8%), e.g., “Team Sheeper does a great job balancing the needs of different swim programs, and fostering a vibrant swim community.”

SENTIMENTS RELATED TO POOL OPERATIONS

Factors with favorable mention	Number of respondents mentioned	% of total respondents (40)
Hours of operation/availability of lap swim lanes	19	47%
Friendliness & helpfulness of staff	17	42%
Cleanliness of facility	8	20%
Cleanliness of pool	4	10%
Pricing	3	7%
Safety	2	5%
Ease of payment	2	5%

Breakdown of factors related to pool operations mentioned favorably. Note that lack of mention by a respondent likely indicates neutrality rather than a negative view.

Most responses to what is working well for swimmers were related to pool operations.

A high number of all respondents, 19 (47%), cited hours of operation/availability of lap swim lanes as a prime source of satisfaction, e.g., *“Always a lane for me at anytime which is the main interest!”*. 17 (42%) spoke of the friendliness and helpfulness of staff, for example, *“Everyone is very helpful at the pool and feel like you are welcome with smile everytime.”*

A significant number of respondents highlighted cleanliness of the facility, 8 respondents (20%), e.g., *“The facility is clean! That is a huge plus.”* 4 respondents (10%) specifically called out cleanliness of the pool itself, e.g., *“Pool is well designed and kept clean.”*

Three other factors were mentioned favorably by more than one respondent: Pricing (3 respondents, 7%), *“.. the prices are completely reasonable and fair,”* safety (2 respondents, 5%), *“PASS has improved the safety of swimmers with its staffing levels,”* and ease of payment (2 respondents, 5%), *“Easy payment process.”*

Three factors each received mention by a single respondent:

- *“... the check in is efficient,”*
- *“Shallow lanes kept open for disabled.”*
- *“Pool temperature is top concern of staff.”*

DESIRED CHANGES

Desired changes	Number of respondents mentioned	% of total respondents (40)
Add evening hours	9	23%
Improved lane management	4	10%
Better rule enforcement	4	10%
Pool temperature never above 82°F	3	7%
Extend morning hours	2	5%
Fix pace clocks	2	5%
Lower shower temperature in summer	2	5%
Lower prices (at least for residents and seniors)	2	5%

Breakdown of factors related to pool operations mentioned favorably. Note that lack of mention by a respondent likely indicates neutrality rather than a negative view.

The most common change requested was the addition of evening lap swim hours (9 respondents, 23%), *“Evening dedicated lap swim hours to avoid UV rays which are strong in the early morning thru afternoon 6 months out of the year.”* 2 respondents (5%) suggested extended morning hours to relieve 6-8 am lane congestion, *“Open 30 to 60 minutes early in the morning could reduce over crowded periods between 6-8 am.”*

4 (10%) respondents asked for improved lane management, having to do with adjusting lane allocations in response to actual demand, e.g., by the masters swim program, *“Also, when the lap swim lanes are full, Masters lanes should be consolidated.”* or the open swim program, *“Be flexible with pool assignments: if few kids show up and lap swimmers are three to a lane, feel comfortable temporarily making more swim lanes out of family swimming that is not being used.”*

4 (10%) respondents wished for some form of better rule enforcement, mostly related to lane usage, *“Keep family swim members OUT OF THE LAP LANES.”*, *“.. masters swim coaches need to be more diligent on having masters swimmers exit the pool when the masters session ends.”*, *“not letting kids in to lap pool during non open swim hours.”*

In other specific changes, 3 respondents (7%) commented on pool temperature, intimating (or stating) that 82°F should be considered maximum rather than median temperature, *“Consistent water temperature of 81°-82°.”* 2 respondents (5%) requested each of fixing the pace clocks, *“Time clocks that can be read from any spot in the pool. There are so many missing lights now in the 2 existing ones, I have to guess starts.”* lowering the temperature of shower water (particularly in the summer), *“lower the temperature of the showers (too hot),”* and lowering

prices (at least for residents and seniors), *“Under city management, a packet of 10 swims was 20\$. Now my 2 or 3 times a week is much more expensive.”*

One respondent expressed dissatisfaction with conditions in the changing room: *“Changing room is nasty: Cleanliness is abhorrent (hair in shower, on floor, wet, slippery, swim trunk dryer is always broken, particularly in the summer)”*

Other respondents had specific suggestions for improvements:

- *“Offer a multi-swim pass that isn't based on a monthly fee for swimmers who are regulars but who can't swim enough to justify a monthly pass.”*
- *“... more adult pull buoys please,”*
- *“Open a few lanes to lap swimming during PASA practice.’*
- *“It would be nice if swimmers could get to know the lifeguards better. We try not to bother them as they are so busy, but I would like to know their names. Having photos with names on them up on the bulletin board inside the entrance would help.”*
- *“Please include signage of how the pool showers work -- specifically the red handle to turn the water off. Better signage to turn off water when finished with shower instead of letting the water run.”*
- *“Maybe more modern locker room”*
- *“Install a sauna! (Hey, you asked.)”*

APPENDIX 1: Survey Questionnaire

2024 Team Sheeper/PASS Contract Extension Survey

The contract with Team Sheeper/Palo Alto Swim Sport (PASS) to operate Rinconada swim programs expires at the end of this year. Friends of Rinconada Pool (FoRP) is gathering lap swimmer opinions to ensure they are represented in the City's decision about extending the contract. FoRP is independent of both Team Sheeper/PASS and the City of Palo Alto, and will convey all viewpoints fairly.

In addition to offering input on the contract extension, the survey offers you an opportunity to provide other feedback to FoRP.

The survey should take less than two minutes to complete.

Learn more about Friends of Rinconada Pool: <https://sites.google.com/view/friendsofrinconadapool>

** Indicates required question*

CONTRACT EXTENSION

- I. Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs?

Mark only one oval.

Yes

No

2. Please tell us why you feel that way. Be as specific as possible.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

3. What, if anything, is working particularly well for you at the pool?

4. What, if any, changes would improve your pool experience?

5. Do you have other comments?

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APPENDIX 2: Individual Responses

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Every aspect of the pool management has improved, extended hours, friendly staff, e mail notices of any schedule changes, POOL TEMPERATURE IS STABLE at 82.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Extended hours compared to the old days. Pool temperature is top concern of staff

What, if any, changes would improve your pool experience?

None

Do you have other comments?

Please do not go back to city management. Just looks at Eagle pool in Mountain View. Short hours mean you ALWAYS have to share lane and often circle

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

The pool is run better than ANY public pool in the nearby area.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

The facility is clean! That is a huge plus.

What, if any, changes would improve your pool experience?

Can't think of a thing! It's truly a superbly run facility.

Do you have other comments?

Renew the contract!!!

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Best run pool in the area.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Super clean

What, if any, changes would improve your pool experience?

Do you have other comments?

Renew the contract!!

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

the monthly fee is OK and the pool seems to operate to plan

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Check in is quick. The life guards are helpful. The regular lap swimmers are great.

What, if any, changes would improve your pool experience?

Keep family swim members OUT OF THE LAP LANES. They routinely go under the ropes to enter lap lanes. Life guards could be more helpful directing swimmers to lanes to share by ability and sex. In general, slow with slow, fast with fast, women with women. Be flexible with pool assignments: if few kids show up and lap swimmers are three to a lane, feel comfortable temporarily making more swim lanes out of family swimming that is not being used. There are boys too old to follow their mothers into the girl's locker room. We should advertise protocol for sharing lane: always ask, do not enter the pool without authorization, do not dive in over a swimmer already in the lane as that is dangerous. Some of the very aggressive male swimmers need to share lanes with other very aggressive male swimmers so they can learn courtesy and safety first hand. Injuries can happen, but when they do, I recommend that the injuring party receive a temporary suspension of their pool privileges. Can lap swimmers occasionally have night swimming???

Do you have other comments?

I'm generally very happy with Rinconada. It would be fun to have night lap swimming once in a while.

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

They are doing a good job, things are running smoothly.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

I love to be able to swim in this beautiful and clean setting 4x a week

What, if any, changes would improve your pool experience?

- lower the temperature of the showers (too hot)
- offer evening lap swim hours

Do you have other comments?

No

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Not really sure what the swim program include -- if this includes youth swim lesson/camps/etc., yes, I agree.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

When all equipment is working (pumps/heater/etc.) the pool is a fantastic resource. The staff is friendly and helpful.

What, if any, changes would improve your pool experience?

During the summer season, more lap swim hours would be appreciated or moving children's lessons into the children's pool. There also needs to be better watch of parents who allow their younger swimmers to lap swim alone. There should be guidance for younger swimmers to swim in the shallower lanes. Even if the child can adequately swim laps, it is uncomfortable to share a deeper water lane with a young swimmer. Summer guards need to be more aware of the pool deck.

Do you have other comments?

Please include signage of how the pool showers work -- specifically the red handle to turn the water off. Better signage to turn off water when finished with shower instead of letting the water run. Parents who bring their young children in to shower need to be mindful of the shower rules. Parents who allow their children to stand for 10-15 minutes under the water need to be reminded of the recommendation to keep showers to a limit of 3-5 minute as posted in the locker room.

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Great pool access. Great at balancing multiple programs to maximum the use of this facility.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Easy payment process. Friendly staff. Pool access is outstanding, even when balancing multiple programs and community needs.

What, if any, changes would improve your pool experience?

Offer a multi-swim pass that isn't based on a monthly fee for swimmers who are regulars but who can't swim enough to justify a monthly pass.

Also, offer evening hours on weekends for lap swimming.

Do you have other comments?

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

It is a City pool that receives tax dollars and should not be run by a private company that puts their agenda first. Tim Sheeper can be manipulative and political in getting his way - including excluding lap swim hours in the evening as well as offering more lanes for lap swimmers during non-work and non-sun hours. In addition, daily drop-in fees are so much higher than when it was City run - especially for masters swimming which charges \$20.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Pool is well designed and kept clean.

What, if any, changes would improve your pool experience?

Evening dedicated lap swim hours to avoid UV rays which are strong in the early morning thru afternoon 6 months out of the year. The pool could be shut during the height of the afternoon when few people swim due to both work schedules and sun.

Do you have other comments?

Such a shame that the City can't have more control over Sheeper's scheduling and fees.

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Seems to be a fair balance of pool usage

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Pleasant swim experience and I can sometimes get a whole lane if I time my swim well.

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

.....

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

The pool is managed well, communicated timely, cleanness and pool quality is very good. Everyone is very helpful at the pool and feel like you are welcome with smile everytime.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Everything is pretty seamless today. No complaints from me.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

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Do you have other comments?

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

PASS has improved the safety of swimmers with its staffing levels, it has addressed community spirit building among swimmers and staff, improved advance communication with swimmers when issues arise...definitely a work with us perspective!

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

The availability of lanes during times I swim, info about pool temps or breakdown of equipment

What, if any, changes would improve your pool experience?

Time clocks that can be read from any spot in the pool. There are so many missing lights now in the 2 existing ones, I have to guess starts.

Do you have other comments?

Rinconada pool has definitely become a much more welcoming, problem solving pool with PASS management.

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2024 Team Sheeper/PASS Contract Extension Survey

The contract with Team Sheeper/Palo Alto Swim Sport (PASS) to operate Rinconada swim programs expires at the end of this year. Friends of Rinconada Pool (FoRP) is gathering lap swimmer opinions to ensure they are represented in the City's decision about extending the contract. FoRP is independent of both Team Sheeper/PASS and the City of Palo Alto, and will convey all viewpoints fairly.

In addition to offering input on the contract extension, the survey offers you an opportunity to provide other feedback to FoRP.

The survey should take less than two minutes to complete.

Learn more about Friends of Rinconada Pool: <https://sites.google.com/view/friendsofrinconadapool>

CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

The pool is extremely well managed. Attentive lifeguards. Friendly and helpful staff at the front desk. Lots of available lap swim time. Lanes are managed. (None of this was true before Team Sweeper.)

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

I can swim laps almost any time of day. If we have to share lanes, the lifeguards actively try to match similar swimmers in each lane.
.....

What, if any, changes would improve your pool experience?

Open a few lanes to lap swimming during PASA practice.
.....

Do you have other comments?

Please DO renew the contract with Team Sweeper - they are GREAT.
.....

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

I really enjoy lap swimming at Rinconada pool. The current team are friendly, and the facility is clean. It's a pleasant, pretty place to swim.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

I am offered enough lap swim hours to be able to swim 3-4 times per week.

What, if any, changes would improve your pool experience?

I wish they still offered some night lap swim hours. I wouldn't go then, but I know a friend who would appreciate it. During the crowded summer, there are some times when only 5 lap swim lanes are available. In the winter months, this time period offers 14 lap lanes. Having room for only 10 swimmers during the times that offer only 5 lap swim lanes usually means that I only use my snorkel and fins since the other person is swimming freestyle. I don't like having swimmers hit me with their arms while doing the freestyle or hit me with their arms or legs while they're swimming the breaststroke.

Do you have other comments?

Jerome is a very nice manager.

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

Great organization, safety and order at lap pool is very good. Quality of water seems to have improved

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Lane assignments, having multiple community member groups using the pool

What, if any, changes would improve your pool experience?

Changing room is nasty: Cleanliness is abhorrent (hair in shower, on floor, wet, slippery, swim trunk dryer is always broken, particularly in the summer), showers: Please, install at least better showers, super hot in the summer, have at least two temperature regulations, maybe hot/cold, but one isn't enough).

Do you have other comments?

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Pool open all day, we'll run has made a huge difference in ability to swim here.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Hours are great so nice to use the pool

What, if any, changes would improve your pool experience?

Do you have other comments?

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Consistent service and hours of operation. Improved communications on circumstances important to lap swimmers. Friendly staff. Open and responsive to requests for improvements.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Very few unexpected closures. Friendly staff at pool entrance.

What, if any, changes would improve your pool experience?

Water temperature feels higher than 82 degrees on some days - especially on hot days.

More importantly, masters swim coaches need to be more diligent on having masters swimmers exit the pool when the masters session ends, especially when a number of lap swimmers are waiting on the pool deck and are already doubling up in the other lanes. I have witnessed a masters coach deep in conversation with a masters swimmer and blocking a lane after the masters swim session has ended, paying no attention to lap swimmers waiting for the lane to empty. Also, some masters swimmers remain in the water long after the masters session has ended (15 to 20 minutes). This is especially concerning during the busy summer time and on hot days.

Do you have other comments?

Still have concerns about transition from masters to lap swimmers as noted above. Also, when the summer session first started there was dirt and debris at the bottom of the pool, but since then it's been a lot cleaner. Thanks!

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

The pool is well managed

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Good staffing, clean,
.....

What, if any, changes would improve your pool experience?

Open 30 to 60 minutes early in the morning could reduce over crowded periods between 6-8 am.
.....

Do you have other comments?

.....

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Shallow lanes kept open for disabled

What, if any, changes would improve your pool experience?

Cleaner changing rooms. Equipment repaired. Life guards paying better attention

Do you have other comments?

Front desk staff paying attention and not letting kids in to lap pool during non open swim hours

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Back before Team Sheeper had the pool contract, I wasn't thrilled with the decision to switch from a public program to one held privately. But in the years since, swimming both at Burgess & Rinconada, I changed my opinion. My experiences have been consistently positive.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

.....

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

I'm not a big fan of Sheeper, but I don't see a plan B. I don't see the city taking it back.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Longer lap swim hours

What, if any, changes would improve your pool experience?

more lap lanes during the summer days

Do you have other comments?

Still looking for a viable alternative

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

.....

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

As a Palo Alto resident lap swimmer I find that the pool is well staffed and run and that it has not been difficult to find a lane at the morning time I usually swim. The staff is cordial and was helpful to me as I returned after 12 weeks away while recovering from knee joint replacement surgery. The lifeguard kindly and carefully promptly upon request gave me a ride into the pool on the handicap chair and helped me out promptly when I completed my walk/swim routine this week.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

The pool seems especially clean this past week.

What, if any, changes would improve your pool experience?

It would be nice if swimmers could get to know the lifeguards better. We try not to bother them as they are so busy, but I would like to know their names. Having photos with names on them up on the bulletin board inside the entrance would help.

Do you have other comments?

none at this time

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Terrible Management, Terrible CEO, Terrible HR, Terrible Employees, except Marla who left for good reason and Jerome and Meena. They do Age discrimination and race and color discrimination and have violated local, state and national laws.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Nothing at all. Terrible Management, Terrible CEO, Terrible HR, Terrible Employees specifically Kathy Miller who colluded with HR in lying about me , except Marla who left for good reason and Jerome and Meena. They do Age discrimination and race and color discrimination and have violated local, state and national laws and ADA laws.

What, if any, changes would improve your pool experience?

Stop age discrimination and race and color discrimination and stop violating local, state and national laws. They must stop violating ADA laws as well.

Do you have other comments?

They should refund the monies I paid.

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Pool is run efficiently and lots of lap swim hours

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

Maybe more modern locker room

.....

Do you have other comments?

.....

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Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Tim has been able to provide continual Life-Guard support. The pool is open on time. It is running smoothly.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

The pool opening on time! The pool staying open...and the communication when the pool is closed is very helpful

What, if any, changes would improve your pool experience?

*Evening hours!

*Also, I think the "6-8 AM" swim hours should be reserved for ADULTS ONLY(16 years and older). These are PEAK hours.

*Also, when the lap swim lanes are full, Masters lanes should be consolidated.

Do you have other comments?

I am noticing recently the increase in "private" swim lessons in the shallow lanes. I have had to move due to parents qorking with their own children.

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

My experience with Team Sheeper is positive.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Staffs are polite and friendly. They keep us informed about any changes in Pool schedule. The change room is clean and comfortable. The fees are resonable with city's support.

They handle it well during pandemic lock down period. In general, I would like to see they continue their good service.

What, if any, changes would improve your pool experience?

It would be better if there are more hours for lap swimming later in the day.

Do you have other comments?

No

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Everything seems to work just fine.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

Evening hours

.....

Do you have other comments?

.....

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

Super happy w service and overall pool experience. They are doing a fantastic job- no complaints.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

It's clean and a friendly place to swim. Great space and locker rooms. Great communication.

What, if any, changes would improve your pool experience?

I would love if it opened earlier- 5 or 530.

Do you have other comments?

No

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CONTRACT EXTENSION

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

Friendly staff, everything works well, the reaction to and organization during Covid was excellent

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Its all good as far as I am concerned

What, if any, changes would improve your pool experience?

Do you have other comments?

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

They are always very proactive. For Covid they were quick to put a schedule into place which saved my mental health ! Always trying to improve and to connect members of Rinconada

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Always a lane for me at anytime which is the main interest! Very nice people

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

.....

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2024 Team Sheeper/PASS Contract Extension Survey

The contract with Team Sheeper/Palo Alto Swim Sport (PASS) to operate Rinconada swim programs expires at the end of this year. Friends of Rinconada Pool (FoRP) is gathering lap swimmer opinions to ensure they are represented in the City's decision about extending the contract. FoRP is independent of both Team Sheeper/PASS and the City of Palo Alto, and will convey all viewpoints fairly.

In addition to offering input on the contract extension, the survey offers you an opportunity to provide other feedback to FoRP.

The survey should take less than two minutes to complete.

Learn more about Friends of Rinconada Pool: <https://sites.google.com/view/friendsofrinconadapool>

CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

I don't think there are any other options.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Staff is reliable about showing up on time.
.....

What, if any, changes would improve your pool experience?

Under city management, a packet of 10 swims was 20\$. Now my 2 or 3 times a week is much more expensive.
.....

Do you have other comments?

.....

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CONTRACT EXTENSION

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

There has been ample lap swimming time available the majority of the year (with the exception of the summer with all the rec. swim and camps) , pool is run smoothly. Seems the initial worries about less time available for lap swimming is not a problem overall.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

As above, the lap swimming availability.

What, if any, changes would improve your pool experience?

Possibly lower costs for residents and seniors.

Do you have other comments?

interested in more adult pull buoys please, thanks

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CONTRACT EXTENSION

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

Team Sheeper does a much better job than the city in managing the pool. They are able to hire full time employees with benefits which attracts more long term employees. The city used to restrict guards to under 1,000 hours per year to avoid the city's expensive benefit packages. Having full time year round staff that know the community makes a better experience for all.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

I love the hours from early morning to evening everyday making it convenient to fit swimming in my schedule.
.....

What, if any, changes would improve your pool experience?

I'm happy with the status quo
.....

Do you have other comments?

Keep Team Sheeper!
.....

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CONTRACT EXTENSION

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

They are fine and I'm not certain there is a better option

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

.....

Do you have other comments?

.....

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CONTRACT EXTENSION

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

Dislike privatizing public services. Was better when city ran it.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

.....

What, if any, changes would improve your pool experience?

Better enforcement of rules.
.....

Do you have other comments?

Why is a for-profit company running a city service?
.....

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

They've done a great job with managing Rinconada --- operations, communications, etc.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

hours and lane swimming availability most of the year

What, if any, changes would improve your pool experience?

better lifeguard training in summer when pal swimmers share the pool with recreational swimmers

Do you have other comments?

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Yes

No

Please tell us why you feel that way. Be as specific as possible.

On time. Helpful. Friendly.
.....

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

Staff. Locker rooms/showers.
.....

What, if any, changes would improve your pool experience?

Consistent water temperature of 81°-82°
.....

Do you have other comments?

.....

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

Things are working well. There are enough lanes and hours available for lap swimmers, the check in is efficient, and the staff is helpful and friendly.

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

See above answer.
.....

What, if any, changes would improve your pool experience?

The camps in the summer use several lap swimming lanes. Recommend that the lifeguards don't clear the pool, until the camp kids are ready to get into the water. Yesterday morning, we were asked to get out at least 15 minutes prior to when the kids were ready to jump into the water. There should be better communication between the guards and the camp personnel to be able to pick a time that is closer to when the pool is actually needed.
.....

Do you have other comments?

Recommend you extend Sheeper's contract.
.....

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CONTRACT EXTENSION

Are you in favor of the City extending the contract with Team Sheeper/Palo Alto Swim & Sport (PASS) to operate Rinconada Pool swim programs? *

Yes

No

Please tell us why you feel that way. Be as specific as possible.

The pool is extremely well-managed: There is a friendly and welcoming atmosphere, the prices are completely reasonable and fair, and the fact that I can swim almost anytime I want is incredible! Team Sheeper does a great job balancing the needs of different swim programs, and fostering a vibrant swim community.

I am extremely impressed with how well Camp Rinconada is run: Both campers and counselors look happy, excited and relaxed, and the kids are carefully supervised and have never interfered with my enjoyment of the pool. I love seeing the nurturing of the next generation of swimmers, and ensuring a future supply of lifeguards!

GENERAL FEEDBACK

We'd like to know how things are working out for you at the pool, and how FoRP might serve you better.

What, if anything, is working particularly well for you at the pool?

The hours it is open, having a monthly subscription, the sense of an open, lively and friendly community.

What, if any, changes would improve your pool experience?

1. Reduce the water temperature! (82 is borderline tolerable.) 2. Fix the pace clocks, already! 3. Install a sauna! (Hey, you asked.)

Do you have other comments?

Thanks to Team Sheeper and Friends of Rinconada Pool for helping to create a great pool community!

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