

# Palm Springs Swim Center Survey Priorities 2023

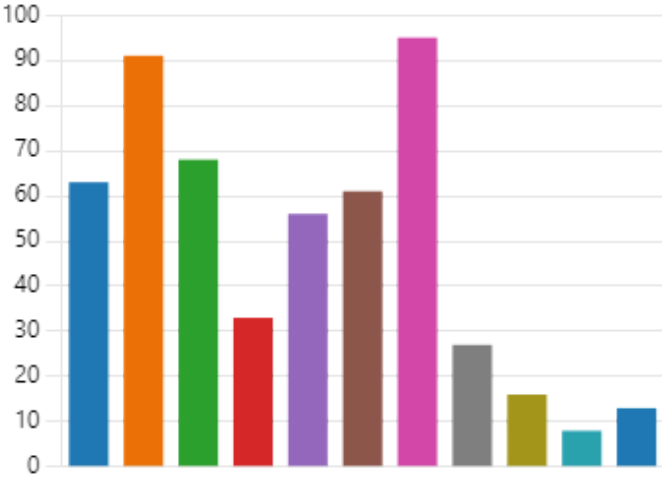
153  
Responses

14:25  
Average time to complete

Closed  
Status

1. Please check the boxes to indicate the items that are most important to you. You can select up to 5 items. (0 point)  
0% of respondents (0 of 153) answered this question correctly.

- Extend swim center hours (Mor... 63 ✓
- Extend swim center hours (Eveni... 91 ✓
- Penalize swimmers who do not ... 68 ✓
- Change the reservation system t... 33 ✓
- Improve the safety of the facility... 56 ✓
- Additional cleaning of the pool, ... 61 ✓
- Implement a notification text m... 95 ✓
- Spin dryers in the locker rooms 27 ✓
- Add more programs for the pub... 16 ✓
- Upgrade the outdoor landscape... 8 ✓
- Conduct a capacity study 13 ✓



2. If there are any items that are missing from the above list, please use the space below to add any other items that you think should be prioritized for the Palm Springs Swim Center. (0 point)

147  
Responses

Latest Responses  
"NA"  
"Hire more life guards. Bring the life guard pay more inline with ..."  
" "

3. How easy was this survey to complete? (0 point)

Extremely easy	132
Somewhat easy	12
Neutral	8
Somewhat not easy	0
Extremely not easy	1



## Palm Springs Swim Center | May 2023 | Priority Survey

ID	If there are any items that are missing from the above list, please use the space below to add any other items that you think should be prioritized for the Palm Springs Swim Center.
2	Policy on lane sharing....I have had people just jump into my lane vs. waiting their turn.
3	Pool availability for water fitness class
4	Pay for swimming when making reservations.
5	The swim center is amazing, my favorite part of living in Palm Springs. Better reliability of opening hours (no surprise closures) would be great but I understand the staffing difficulties
6	Please conduct a survey such as this once or twice a year.
7	The swim center facilities look old and tired. The entry gate looks like it came from a prison. Definite need for modernization.
8	Maybe change the reservation time from 5am to 6am?
9	Provide a way to comment on a staff member for doing a great job
10	Offer more than one fitness class, more than three days per week, intermediate and advance class.
11	Expand the hours to allow people who work 8-5 an opportunity to use the pool- especially on summer weekends!
12	I say open the pool for 24 hours do a test run of that for a week and see what happens
13	Get some decent shower heads for the locker room!
14	During summer (June 1 - Sept 30) the pool needs to be open for lane swimming until 5 pm.
15	Adjust the reservation system to allow lane reservations during less busy periods, and have open swim during the busier periods. This will allow pool usage to be maximized ( i.e. more one person per lane) when demand is highest, and permit people that would rather not share a lane to use the pool when it is less likely to inconvenience others.
16	None, the pool is an amazing asset to Palm Springs. One of the reasons we live here :-)
17	The reservation system results in the facility being used much less than it could be - limited numbers of people and no one sharing a lane. A few lanes for reservations might be necessary for a few folks but the way it works now, the reservation system is used as a way to avoid sharing, results in unused capacity and limits many swimmers to other times.  Spin dryers is one of the most wasteful things I have heard. Suits are almost dry by the time you get to your car and at facilities that have them, they are frequently breaking down due to misuse and require expensive repairs.
18	Swim Passes should be lower cost for residents.we pay a lot of taxes for these services.
19	Have more long course swimming and drop the reservation system completely.
20	Reiterate improvements ....replace men's lockers and benches and shower heads and controls with new
21	Have a clearly written source for all the pool policies and rules. Keep the website up to date.

22	Given that some people prefer reservations and some people prefer drop ins, have half number of lanes for reservations and the other half for drop ins. I prefer drop ins since there is no one hour time limit. The pilot program reflects this scenario and hope to be permanent.
23	Eliminate reservations to swim. Swimmers can work it out.
24	Nothing else
25	Late afternoon 5-7-7:30
26	None
27	need a recruiting plan for guards. focus serving more swimmers via more hours . Rentals for out of state teams and photo shoots in afternoon or weekends ...
28	No
29	Reservations should open 25 hours in advance rather than 24 for folks that swim the same time two days in a row.
30	Eliminate lane reservation system and study capacity utilization
31	The reservation system should cease and has taken too much effort for two year! You will never be able to enforce "no shows" at this pool.
32	Lower the prices for visitors, many who spend their Winters in Palm Springs but don't use the facility because of the prices. Get rid of the silly reservation system. It might have been necessary during covid-19 but it certainly is not necessary now.
	Do not close during morning hours as in the past.
33	Try completely eliminating reservations.
34	The number 1 priority is to avoid closures due to insufficient staff, so hiring more lifeguards and having adequate backups is the most important for me and probably most other swimmers. When the pool is closed unexpectedly, it can throw people's entire schedules off for the week. Other than that, I love the pool and am happy it's here! I would have to move away if the pool ever closed!
35	<ol style="list-style-type: none"> <li>1. "Change the reservation system timing options": 14 hours makes it impossible for 7am (or 8am or 9am or 10am) swimmers to register for the same time the next day. This should not even be considered as this was the reason 5am the previous day was instituted in the first place. Changing it to 25 hours prior (ie 6am for 7am swims, 7 am for 8am swims etc) would be a more reasonable possibility.</li> <li>2. Create a monthly swim center calendar, updated weekly, showing all special events, rentals and any other uses that will affect the normal daily public use of the pool. It should be posted on the window of the swim center and online.</li> <li>3. THREE lifeguards, minimum, on duty at all times.</li> <li>4. Measure and post the water temperature daily. It would also be nice to maintain the pool temperature at 81-82 degrees, especially in the winter when the outside air is cooler. Temperatures below 80 might be preferred for competition, but it adversely affects some seniors and those of us with asthma and other breathing issues. I for one am unable to use the pool when the temps are below 80 degrees.</li> </ol>
36	Increase the price for everyone. There could be a financial hardship price like the YMCA does. Pay the lifeguards more.
37	Add more water arobics.... Do daily
38	Improve showers (specifically shower heads).
39	Dbl booking option (2 swimmers per lane) if none others available

40	Work on showers regarding water pressure and shower heads that work, in the men's locker room.
41	I am so glad Lindy is back!!!! I think the Swim Center is fabulous and is one of the top reasons I chose to move to Palm Springs so THANK YOU!
42	Get rid of the reservation system go back to just letting people show up when they're available and if it's full it's full
43	Improve the website: 1) Pool schedule should appear on the front page. 2) Less clicking should be required for lane reservations.
44	Add more ADA lanes for all those having difficulties entering and exiting the pool based upon disabilities.
45	Na
46	Improve adaptive entry for men such as a ramp near entrance. Women seem ok
47	upgrade the bathrooms and changing rooms with new tile, lockers
48	Add chaise lounges and chairs plus tables. The City of Palm Desert has chaise lounges & chairs at their public pool. Currently the P.S. pool deck is a barren landscape , with no place to lie down or even sit down. Don't worry administrators.....the homeless are not going to be paying \$7 (or whatever the admission fee is now) to come in and camp out on chaise lounges..LOL!
49	Less reservations nor open swim
50	I realize there are efforts to increase the staffing so there are fewer closures. In addition, i believe some communication regarding lane sharing is needed. Compared to other pools I've swam at, there really isn't a sharing culture here. Perhaps some email/newsletter/signage communication regarding lane sharing (how to ask and offer to share) is needed.
51	Eliminate reservation system; reactivate if required by Riverside County Renovate changing rooms Repair plumbing fixtures promptly
52	Perhaps more lifeguards are needed
53	NO
54	No need for Sunday long course swim. Using regular length swim lanes every day would be better.
55	recruit more staff for more classss PD program should be our model
56	get rid of reservations, but I guess those people are pretty vocal. It seems wrong for a public facility to allow people to have a lane to themselves.
57	1. Rebuild staffing so there is NEVER a day when the pool is closed due to staffing. 2. Reduce the "long course" lanes on Sunday. One option would be to only set Sundays up for long course during the summer months (long course season for competitions). Another option would be to set up long course in the mornings, then change back to short course around 11am or noon.
58	N/A
59	pictures of the lifeguards with their names - at front window area
60	Reservation system is complicated and shouldn't be Locker rooms are a disaster

<p>Extraordinarily poor survey which does not capture many of the issues still facing the Swim Center. Most items identified at the City Manager's Meeting as Swim Center concerns have not been included. Communications Issues, Staffing Issues, Overall Operational Issues, ADA Issues, Programing Offerings, Use of Pool by Outside Parties, Infrastructure Issues - all of which are significant might be tangentially touched upon by some of the items in #1 above but fail to actually "do" substantial things - i.e. "lipstick on a pig". For example, mo one in any meeting that I heard even had landscaping of the pool on the radar - yet it shows up as one of 11 "priorities". A text notification system for pool closures should not be at all necessary if you actually keep the pool open in accordance</p>
<p>61 with regularly posted hours - fix the staffing issue and that goes away.</p>
<p>62 None</p>
<p>Reducing fees for out of towners. Traveling all over the country. I have never seen such high fees at a city or county facility. And, Palm Springs is the ultimate resort community.</p>
<p>63 It's an embarrassment.</p>
<p>64 Maybe a webcam so we can check how busy the lanes are?</p>
<p>Please do away with reservations entirely.</p> <p>Please open earlier.</p>
<p>65 Please accept Renew Active; it is like Silver Sneakers.</p>
<p>I have a difficult time with the online lane reservation system. It is just not intuitive for me. I wonder if I could just send you an email to reserve a lane? This is my main item</p>
<p>66 and request.</p>
<p>Re-open Lane 1 between the 11 am to 3 pm hours. This gives swimmers who need the</p>
<p>67 ADA stairs to enter and exit the pool one more lane.</p>
<p>68</p>
<p>69</p>
<p>70</p>
<p>71</p>
<p>I love being able to reserve a lane, so being able to do so 24 hours in advance rather than</p>
<p>72 at 5:00 AM would be my top priority. Thank you for asking our opinions.</p>
<p>73</p>
<p>74 Patio chairs and lounges around the pool area.</p>
<p>75 Not clear what 24hr advance reservation means? Isn't that what exists now?</p>
<p>Replace the lockers, fix the showers, clean the locker room - don't close for a lengthy</p>
<p>76 period to do a complete overhaul</p>
<p>77 Ok</p>
<p>Men's locker room and showers are a disgrace! Should be redone entirely. I'm</p>
<p>78 embarrassed when I bring a visitor from out of town.</p>
<p>Please consider replacing the lockers in locker rooms. (The ones in the men's locker room are mostly broken and cannot be locked easily.) Also, if there are no penalties for people who make lane reservations and then do not show up, the system will continue to</p>
<p>79 be abused.</p>
<p>Definitely ada accessible entrance to the pool be revisited and changes implemented also the staff should be allowed to assist with chair lift not walk away when they see it being</p>
<p>80 used</p>

<p>1/2 hour swim only or make 2 reservations cover the locker rooms safety bars in the showers</p> <p>81 swim up to 7 pm</p>
<p>82 Nothing</p>
<p>1. First and foremost is to get staffing back to budgeted levels of 6 FTE guards, As of today we have only 2.5 FTE's plus a Supervisor and Lead Guard which are not part of the 6 budgeted FTE positions. 2. Explore the possibility of 3rd party operation like Palm Desert. (ie: YMCA) 3. When do we advertise for Aquatics Manager? It was discussed and the position was approved months ago but it seems to have died. 4. Tied to the capacity study, a study for the need of adding more facilities (ie: new comp pool, splash pool, climbing wall, etc) as well as new locker rooms, guard office, first aid office, family changing rooms, admission/entry POS, warm-up pool, &amp; security cameras</p> <p>83 to name just a few. Think big! We are Palm Springs, Calif. ....like no other place.....</p>
<p>84 More outdoor showers to relieve the pressure on the indoor showers.</p>
<p>Please eliminate the reservations system...please only allow first come first serve drop in's. And please remodel and update the men's locker room...all showers need to be usable with good water pressure and temperature, and soap/shampoo would be nice in</p> <p>85 all showers. Thx.</p>
<p>86 Cleaner lockers would be nice.</p>
<p>87 no</p>
<p>—Reservations for single lane; 2 family members at a time, to increase pool lap swim capacity. —Evening lap swim hours.</p> <p>88 —Annual passes</p>
<p>Budget transparency ... is enough \$ being allocated to accomplish the needs expressed &amp;</p> <p>89 the goals decided upon?</p>
<p>Na</p> <p>90</p>
<p>Long lanes on Sunday are fun and different..but it limits the number of lanes for swimmers to have their own lane and not share .</p> <p>91 I like having my own lane and not sharing</p>
<p>I will just re-emphasize the need for locker rooms &amp; showers upgrade - but please leave</p> <p>92 open to the sun, as it is at present</p>
<p>I'm in favor of charging patrons who are no-shows for their reservations, but object to the term "penalize." Also, I would like to see a narrower delineation of improvements to</p> <p>93 locker room to just maintenance items. Just get showers, toilets and sinks to work.</p>
<p>94 None</p>
<p>95 I think lanes 16 thru 20 should be used for group sessions such as training, etc.</p>
<p>My number one request would be to have the pool open from 6:00-7:00. I work full time</p> <p>96 and it would be great to start my work day an hour earlier...</p>
<p>97 Na</p>
<p>98 allow lane sharing if swimmers in the lane wish to share</p>
<p>If the locker room floors could be scrubbed and drains cleaned every couple days it</p> <p>99 would be so much better!! Also hooks to hang up towels, etc.</p>

Eliminate the reservation system.
100 Enable all swimmers at all hours to swim more than 1 hour.
101 I think it would be nice to bring back a night swim for summer months.
102 None
Regarding above I believe the pool deck is ok just improve locker rooms.
103 My main concern is KEEPING THE POOL OPEN!!
104 More drop-in times.
105 .
106 none
The showers in the men's locker room have attachments for soap dispensers, but most are broken. It would be great if that could be fixed. Overall, this is a great facility with a wonderful staff. So . . .continue to prioritize hiring great people. And to emphasize my one criticism . . . for folks who are working, it would really be great if the pool could open
107 at 5:30 or 6. 7 am is too late for me, and I swim at the PDAC most days.
108 Reducing the cost for nonresident swimmers.
Increase the height of the lifeguard chairs and/or alter chair positioning for better visibility of swimmers on/near the skatepark side of the lanes where the starting block covers obscure safe vantage points.
Add hooks on wall of locker rooms near benches so that the benches don't get cluttered
109 with suits, towels, and hangable bags.
110 hiring of additional staff is most important
111 later hours please
112 More days for swimming long pool
113 Opening later in the evening so people can swim after work is top priority
114 Please please stay open later! Those of us who work can't make it by 2/3:00!
You're in violation of many ADA rulings. Why is that not a priority and how are you able to operate with these many violations? A person in a wheelchair must enter through the office and then directly into the men's showers. Clearly a huge violation and in an emergency that person would not be able to exit safely if at all. The ramp has no railings and is at too steep a grade. Shameful violations.
Also- this is a community pool. If people refuse to share they need to go to a private
115 pool.
Swim Etiquette, should lanes become full, sharing lanes and even circle swim is expected of all swimmers in a lane. This is especially true on long course swims when there are
116 fewer lanes (sharing lanes is expected).
117 I think you should do away with the reservation system.
For at least 10 years before the onset of covid the hours for lane swimming were early morning til 7 pm weekdays. Sometimes in the late afternoon/early evening there were 2 swim teams working out, the water polo team practicing and 4-5 lanes for open lane swimming. There was no problem. We circle swam. I am aware of the lifeguard shortage, but if that can be solved, it would be nice to return to those pre-covid hours. For those of us with jobs, kids, etc, closing at 3 pm is cruel. It is the middle of the day.
118 Please consider returning to later closing time.
119 The pool deck needs to be recoated. The men's locker room needs new lockers.
Change the lane reservations from 1 hour to 30 or 45 minutes to allow more swimmers
120 access.



121	Opening until 7pm would allow people to swim after work. 3pm is too early
122	Longer swim hours should be the priority
123	Improve online reservations. Too many unnecessary steps
	A) I believe by extending the hours of the swim center being open, the need for ANY reservation system will be eliminated.
	B) What is not listed above is a modest repair program for locker room plumbing (shower heads, plumbing trim). Wouldn't take much for a plumber to work for 2 days and then
124	recheck it on a monthly basis, with little cost.
125	None that come to mind
126	N/A
	In addition to hiring additional staff to ensure the pool can actually operate, making 5 or more lanes available for drop-in swimmers during the 7 to 11 am reservation hours would be greatly appreciated. As it currently stands, swimmers can't drop in before 11 am, and every time I try to reserve a lane for 10 am, all lanes are already reserved no
127	matter how early I try to make the reservation.
128	I didn't find anything missing
	It would really help to extend the hours in the morning. I have to start work at 8. Even an extra hour, from 6-7, would really help facilitate working out in the morning. At the
129	end of the day the pool is closed.
	It would help, at least for the 7 AM swim, to allow swimmers to enter the pool area a few minutes earlier. For the other swims, they can be ready to go at the hour. For 7, we don't start until 7:05 or so. Five minutes off a workout may not seem like a lot, but it
130	would be nice to have that time, too.
131	Additional lanes
132	More reserved lanes

1. If people don't show up within 10 minutes of beginning of reservation, that reservation will be charged and given up.
2. Reservations should be for 30 minutes. Most people only swim for 30 to 40 min and leaves lanes not occupied for a large percentage of the time.
3. Above 2 items would not be needed if reservation system just went away! There is no need for it. The pool is not that busy and the pool can accommodate a lot more swimmers.
4. I would also be willing to pay more for additional lifeguards and support for the pool.
5. Not sure why a survey is needed. These decisions should be made by pool/recreation manager.
6. This is a public pool and not a private swim club. There seems to be this strange dynamic with certain swimmers and the way the pool operates. This survey is very skewed to a small number of participants. There is no representation of people who don't regularly swim here. For example tourist and weekend visitors who are very important to the city. Also, I am guessing most of the respondents to this survey are retired. I have nothing against people who are retired, but as someone who works full-time and can rarely get a 7am lane for years now AND not having any swim times after 5pm, you've discouraged working people from using the pool. You are not hearing from people who no longer use the pool.
7. There are no details of the number of lanes that will be for open swim and reservations in the morning. I am happy about the change, but no ideas about how it will be done.

133

I just complete a survey and went on the reservation system to see the changes and my response. "Are you kidding me?!"

The open lanes are 2 lanes? Maybe 3 if you count lane 1 but that has the chair lift which makes it impossible to swim laps.

It is 8am and am looking to see about reserving a 7am lane for tomorrow. There are no reservations available for the entire pool across ALL times.

134

135 Open reservation at 6am or later. 5am is too early

136 No

Make certain lanes (or all lanes) 2 persons per lane (who don't know each other) in the reservation period to allow more reservations per hour. Make clear when making the reservation whether you are person #1 or person #2 in that lane (two separate slots per lane) so it is clear you only are entitled to half the lane when making the reservation. Person #1 gets the left half and person #2 gets the right half. Therefore no surprises or

137 arguments.

It would be better if people cancelled reservations they do not use, and suggest modifying the sign up to ALLOW SWIMMERS TO ALSO CANCEL THEIR RESERVATION ONLINE

Did not check above because it was too nonspecific, but do agree there should be a penalty for not showing up to, say, more than three reservations within a three-month period

...say the penalty would come after the third miss -- perhaps a lock-out from the reservation system for one month; after three months, the system can reset and the

138 missed reservation counts starts fresh

139	Have drop in lanes available all day.
140	None
141	Not that I cant think of
142	Look at ALL of the items written on the White Boards at the Community Meeting convened by City Mgr. Scott Stiles!
143	Shade trees in parking lot and over bicycle rack.
144	No reservations. If morning or afternoon extended hours are adopted please do not close the pool midday to achieve this.
145	It's confusing to sign up for swim through the online system and it doesn't feel accessible. I'm also confused because it seems like there are't drop in hours.
146	Nothing missing.
147	I think if hours are extended early and late the need for reservations might become moot. It would be like before COVID. I have been swimming at PSSC for 40+ years and lane sharing was rare before COVID. And never an issue.
148	re-open lane one
149	(1) Keep the pool open later until 7PM (2) Eliminate the reservation system
150	None
151	Changing room, bathroom and shower areas needs attention. Toilets, sinks, shower heads and faucets are in constant need of repair. Either repair them regularly or more importantly, install better, longer lasting equipment. Look at other public pool facilities and see what they do.
152	
153	Hire more life guards. Bring the life guard pay more inline with Palm Desert aquatic center of \$21/hour