



Santa Fe Springs Aquatic Center Community Feedback Report



Background

- On Tuesday, May 3, 2022, a City Council Study Session held
- Discussion centered on the programming needs, anticipated staffing, infrastructure and estimated budget, among other things.
- Approved CIP 2022-2025 appropriated approximately \$3.6 Mil for renovations
- At study session, City Council directed staff to conduct a community engagement effort.

Background

- Robust community engagement effort that consisted of meetings with City Advisory Committees, former staff and lifeguards, and community groups
- Also conducted several community engagement activities from May through August 2022
- Engagement plan enacted to solicit feedback from community to determine the need for renovations, and to determine the amenities and programming of the AC that is most important to community.

Community Engagement Efforts

Description	Date
City Council Study Session	May 3, 2022
*Parks and Recreation Advisory Committee Meeting	June 1, 2022
^Survey Released to Public	June 1, 2022
*Youth Leadership Committee Meeting	June 6, 2022
*Historical & Community Preservation Advisory Committee Meeting	June 22, 2022
*Heritage Arts Advisory Committee Meeting	June 28, 2022
#Booth at Summer Concert Series	July 8, 2022
*Senior Advisory Committee Meeting	July 12, 2022
*Meeting with Lifeguards (City Staff)	July 14, 2022
Presentation at GVNC	July 19, 2022
*Family & Human Services Advisory Committee Meeting	July 20, 2022
#Booth at Summer Movie Series	July 29, 2022
#Booth at Summer Concert Series	August 5, 2022
*Community-Wide Engagement Meeting (Virtual)	August 24, 2022
Close Survey	August 28, 2022

*Community Meeting

#Booth at Event

^Survey to be printed and placed at all City Facilities

Community Engagement Efforts

- Survey launched June 1 through August 28, 2022 (89 calendar days, 12.5 weeks).
- Survey developed by staff and administered through SurveyMonkey.
- Hard copies available in English and Spanish at City facilities
- Promoted survey through the City's recreation software, Active Network, which was sent to a distribution list of over 5,000 emails.
- Social media was also used to advertise the survey on several occasions throughout the summer.
- Finally, the survey was advertised in every water utility statement that went out in mid-June.
- Overall, 397 survey responses were collected

The image shows two documents. The top document is the 'Santa Fe Springs Aquatic Center Survey' form. It has a header with the City of Santa Fe Springs logo. The survey text states: 'The City of Santa Fe Springs is currently seeking feedback from the community to help develop a plan for renovations at the Aquatic Center. Please take 5-10 minutes to provide your feedback.' The survey questions are:

* 1. What is your residency status?

Options: ☐ I'm a homeowner in Santa Fe Springs, ☐ I attend school in Santa Fe Springs, but live in another City, ☐ I rent a home/apartment in Santa Fe Springs, ☐ I am not a resident of Santa Fe Springs, ☐ I work in Santa Fe Springs, but live in another City.

* 2. What city do you live in?

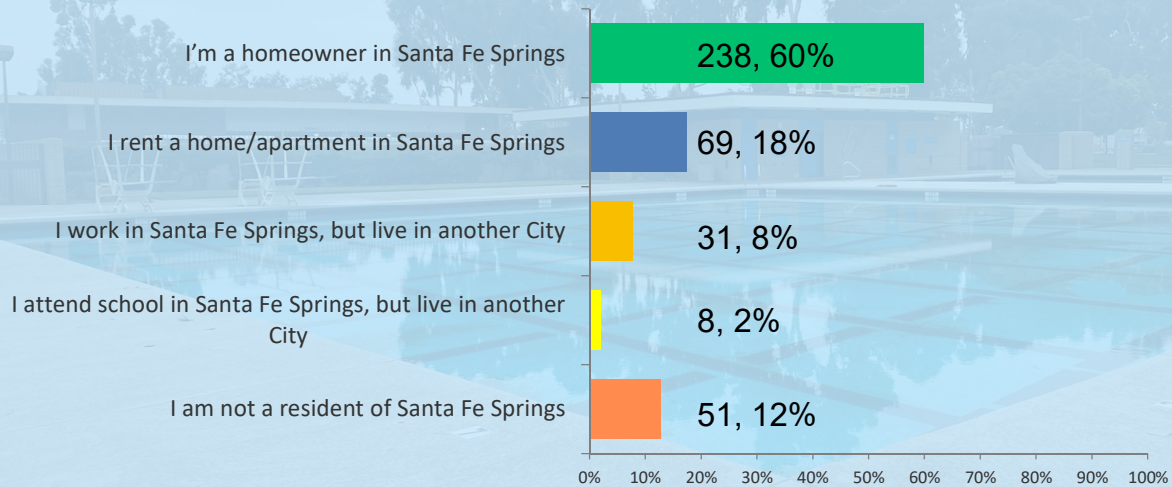
Options: ☐ Cerritos, ☐ Santa Fe Springs, ☐ Downey, ☐ Pico Rivera.

The bottom document is a water utility bill from the City of Santa Fe Springs Water Utility. It includes the city seal, address (17170 Telegraph Road, Santa Fe Springs, CA 90670-3058), and contact information (Customer Service (862) 868-0511). Billing details show: Amount Paid (blank), Amount Billed (\$108.02), and Date Due (06-15-2022). It also includes a QR code and a barcode with the instruction 'Include your Account Number on your check'.

Santa Fe Springs Aquatic Center Survey Findings

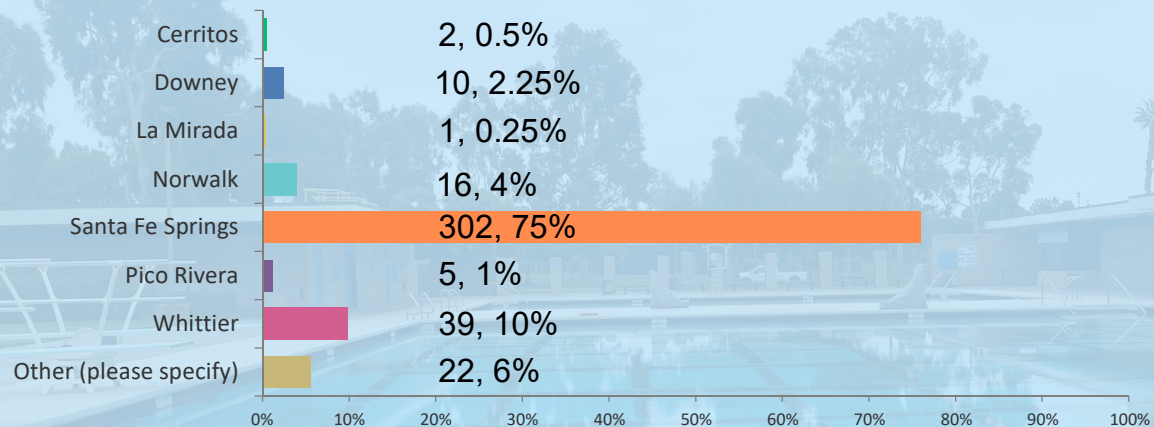
Q1: What is your residency status?

Answered: 397 Skipped: 0



Q2: What city do you live in?

Answered: 397 Skipped: 0

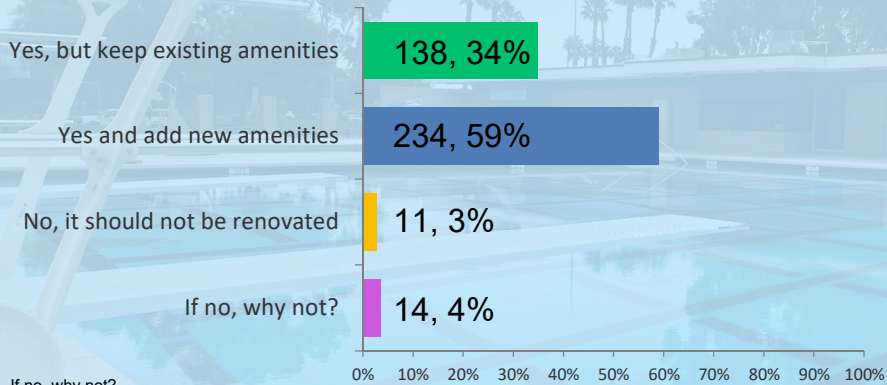


Other:

Alhambra (2), Bellflower (1), Buena Park (1), Cypress (3), Corona (1), Diamond Bar (1), Eastvale (1), Hacienda Heights (1), Lakewood (2), Los Angeles (1), Long Beach (1), Montebello (1), South Gate (1), Ontario (1), Pasadena (1), Did Not Specify (3)

Q3: Do you think the Aquatics Center should be renovated?

Answered: 397 Skipped: 0

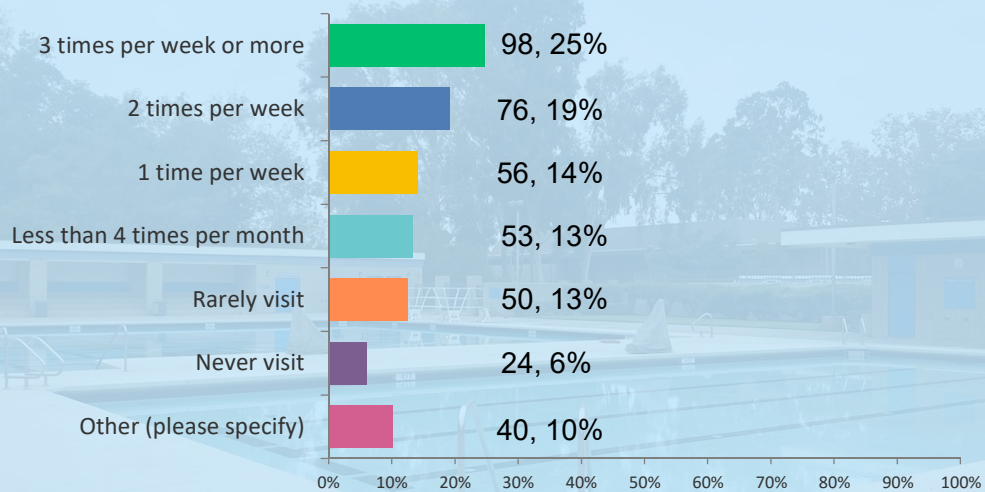


If no, why not?

- It needs to be completely redone
- Don't fix something that isn't broken; use that money for something else
- It's good as is
- Waste of money
- For my purpose, its okay. It needs to be open more often and 7 days a week.
- I have never been told that there's anything wrong
- It's already great as is
- Too much money and not permanent
- If it affects our taxes, then no.
- Never used

Q4: When the Santa Fe Springs Aquatics Center was in operation, how often would you visit the Santa Fe Springs Aquatics Center? (Check only 1)

Answered: 397 Skipped: 0



Q4: When the Santa Fe Springs Aquatics Center was in operation, how often would you visit the Santa Fe Springs Aquatics Center? (Check only 1)

Answered: 397 Skipped: 0

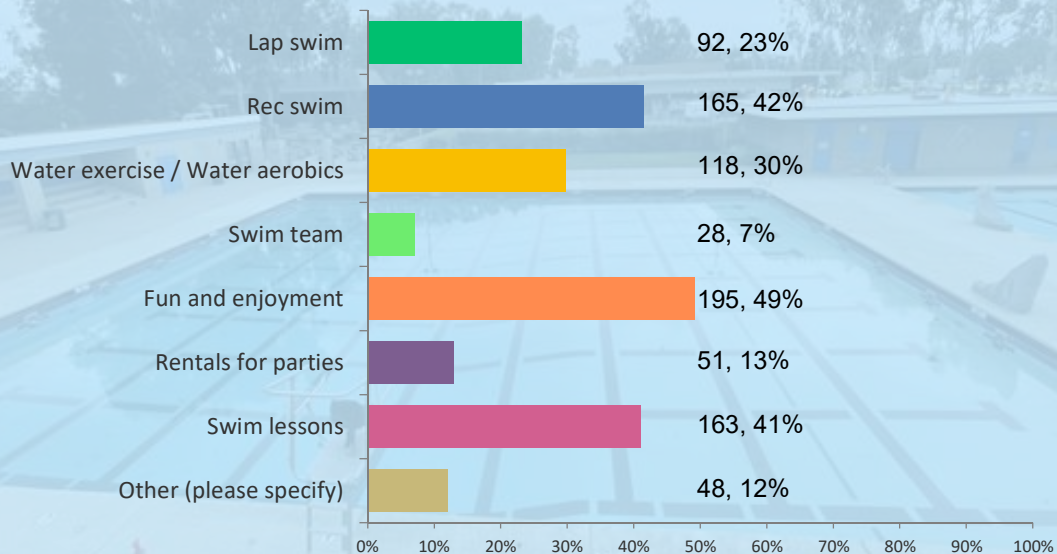
Other (40 responses):

- During the summer every day with the kids.
- As a kid in the 80s and 90s all the time
- Often during the summer, periodically other months
- I only knew it to be open in the summer. My daughter was enrolled.
- Never been. Moved to SFS in 2021. Would love to use this local facility though
- Did not have my child at the time. Now that I have my son, I don't have a place for swim lessons.
- My children did swim classes
- During the summer, 4 times per week. During other seasons, never visit
- Many times when children were growing up. Would like to utilize now that I am retired.
- 3-4 times
- Two swim sessions every summer for each kid
- Mostly when my kids were young.
- Relatively new resident, it hasn't been available for use since April 2022.
- Summer time for swimming classes
- would try to go weekly during the summer
- My Neighbors boys do
- nearly all week
- Everyday
- More frequently during the summer months than the school year

- Very often during summer
- I visited more when I was a child and teen. I was looking forward to water aerobics this summer but it is closed :(
- My sons were part of the swimming team.
- As a child 3 times a week
- New to the area
- Swim lessons during summer
- It's been closed but I lap swim once a wk at Splash. Would be here if it was open.
- Just moved here. Plan to visit weekly
- Frequent visitor when young (5x per week), never go now
- For swim class
- 4X per week
- Classes, rec swim and party rental
- Summer
- Idk
- Never got to use it
- for swimming classes for kids but I was looking forward to going swimming more for adults this year
- I was employed there from 2001-2011
- just depended on the week
- during the summer, i was on the swim team and grew up taking lessons there
- I attended multiple times when my son was in elementary school.
- Summer time

Q5: What uses do you primarily use the Santa Fe Springs Aquatics Center for? (Check all that apply)

Answered: 397 Skipped: 0



Q5: What uses do you primarily use the Santa Fe Springs Aquatics Center for? (Check all that apply)

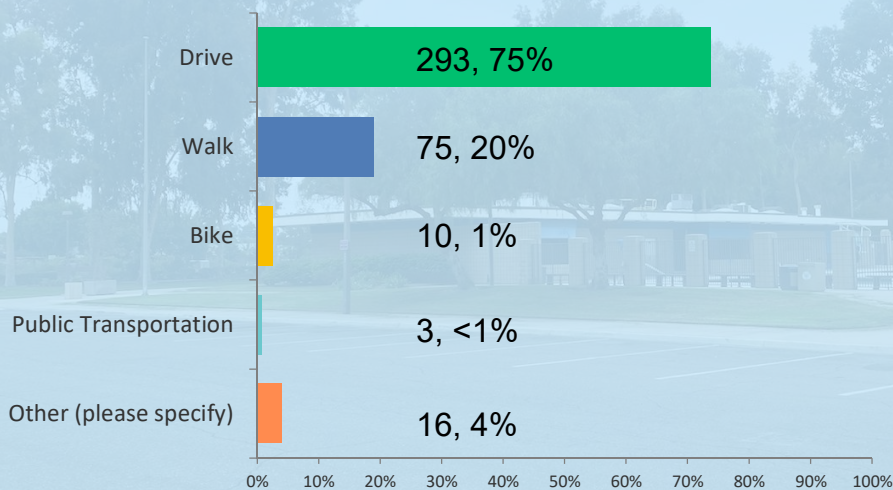
Answered: 397 Skipped: 0

Other (48 responses):

- Haven't used
- **Retired, looking forward to water aerobics**
- For fun
- **Used the jacuzzi when they had them**
- I never used it
- N/A
- Worked there
- None of the above (2)
- Not specified (3)
- No
- All
- Never been
- **For child leisure**
- **Senior swim**
- An enjoyable view when I'm walking the dog in the area
- Water aerobics/prenatal swim/child swim lessons
- All of the above
- My wife attended water aerobics back in the day when it was offered
- **Rec swim, exercise and swim lessons**
- Never visited
- Take the grandkids for fun
- Classes, rec swim and swim party
- Never got to use it
- Idk
- Don't swim
- Spa
- Middle School promotion celebration
- **Swim lessons (11)**

Q6: What is the current method of transportation that you use to visit the Aquatics Center?

Answered: 397 Skipped: 0

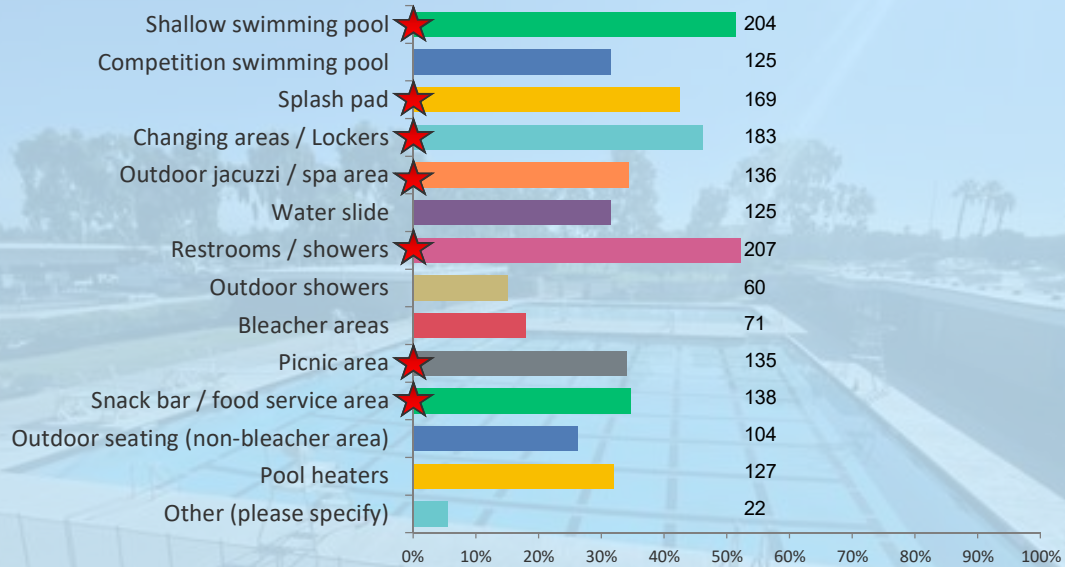


Other (16 responses):

- Access
- None
- I live close
- I would never use it
- N/A (2)
- None of the above
- Not specified
- 0
- Drive, walk, bike (3)
- Uber

Q7: If the Aquatics Center is renovated, what are the top five (5) features that you would like to see renovated or reconstructed?

Answered: 397 Skipped: 0



Q7: If the Aquatics Center is renovated, what are the top five (5) features that you would like to see renovated or reconstructed?

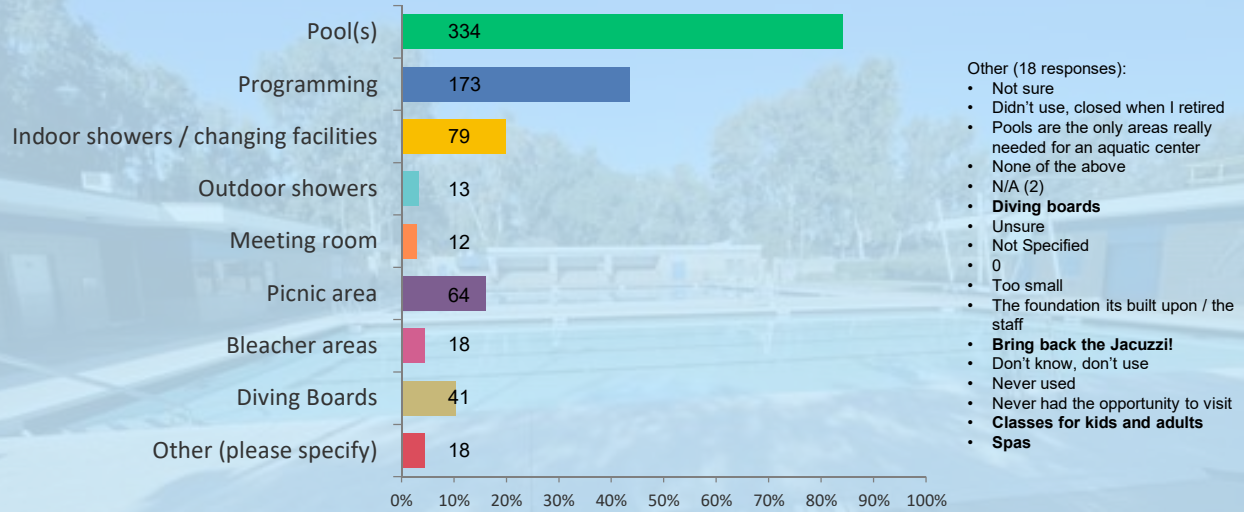
Answered: 397 Skipped: 0

Other (22 responses):

- **Anything that relates to swim lesson and water safety.**
- **Shade for the bleacher areas**
- Pave it and make it a putting green
- N/A (2)
- 0
- Lazy river
- Diving board
- Permanent, designated lap swim lanes
- Everything is fine the way it is
- Bring the Pool indoors and include a therapy/instructional Pool and Jacuzzi indoors with a Splash Pad outdoors see Vegas as an example
- **Add shade to the outside, non bleacher, sitting.**
- Swimming lessons
- **Sun shade on top of pool**
- Touch of paint
- **Playground/fitness area/trail**
- Nothing in particular
- Whatever's necessary to keep it open
- All of the above
- **Playground in front of the pool**
- **Kids play area**

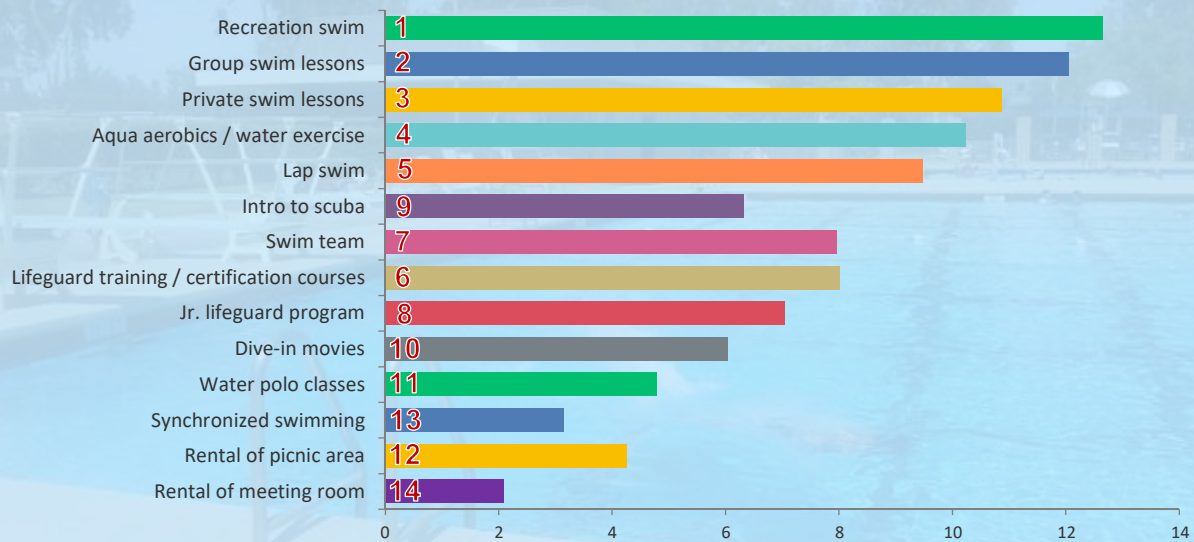
Q8: What are the best aspects of the existing Aquatics Center? (Select Up to 2)

Answered: 397 Skipped: 0



Q9: In order of importance, please rank the activities or programs that you think should be prioritized to be offered at the Aquatics Center (1 being the top choice, 14 being the last choice):

Answered: 397 Skipped: 0



Q9: In order of importance, please rank the activities or programs that you think should be prioritized to be offered at the Aquatics Center (1 being the top choice, 14 being the last choice):

Answered: 397 Skipped: 0

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	TOTAL	WEIGHTED AVERAGE
Recreation swim	51.64% 205	16.37% 65	13.60% 54	6.05% 24	4.79% 19	2.77% 11	1.01% 4	1.26% 5	0.76% 3	1.01% 4	0% 0	0% 0	0.25% 1	0.50% 2	397	12.66
Group swim lessons	18.89% 75	41.81% 166	15.62% 62	8.56% 34	3.53% 14	4.28% 17	2.02% 8	1.26% 5	0.76% 3	1.01% 4	1.01% 4	0.25% 1	0.76% 3	0.25% 1	397	12.05
Private swim lessons	7.05% 28	14.61% 58	34.01% 135	14.61% 58	10.58% 42	5.29% 21	2.77% 11	2.27% 9	2.77% 11	2.52% 10	1.01% 4	1.26% 5	0.50% 2	0.76% 3	397	10.88
Aqua aerobics / water exercise	6.55% 26	7.30% 29	11.34% 45	31.99% 127	14.86% 59	5.54% 22	8.56% 34	6.05% 24	3.78% 15	1.76% 7	1.01% 4	0.76% 3	0.50% 2	0% 0	397	10.23
Lap swim	2.27% 9	5.04% 20	7.30% 29	12.09% 48	31.99% 127	15.37% 61	8.56% 34	9.32% 37	2.52% 10	3.27% 13	1.01% 4	0.76% 3	0.25% 1	0.25% 1	397	9.48
Intro to scuba	0% 0	1.76% 7	1.01% 4	2.27% 9	5.04% 20	22.42% 89	10.08% 40	10.08% 40	10.58% 42	7.05% 28	7.30% 29	6.05% 24	6.55% 26	9.82% 39	397	6.32
Swim team	2.77% 11	1.76% 7	3.02% 12	6.30% 25	7.30% 29	11.08% 44	30.98% 123	12.85% 51	11.08% 44	6.80% 27	2.77% 11	1.51% 6	1.76% 7	0% 0	397	7.97
Lifeguard training / certification courses	6.05% 24	3.02% 12	5.79% 23	3.27% 13	6.05% 24	10.83% 43	13.10% 52	27.71% 110	10.33% 41	5.79% 23	3.78% 15	1.76% 7	1.01% 4	1.51% 6	397	8.01
Jr. lifeguard program	0.50% 2	3.02% 12	2.52% 10	4.79% 19	5.04% 20	8.56% 34	9.82% 39	12.85% 51	33.00% 131	8.82% 35	6.30% 25	3.27% 13	1.01% 4	0.50% 2	397	7.05
Dive-in movies	1.26% 5	3.02% 12	2.27% 9	2.52% 10	5.04% 20	5.29% 21	5.54% 22	6.30% 25	6.05% 24	38.79% 154	11.59% 46	6.80% 27	3.53% 14	2.02% 8	397	6.04
Water polo classes	0% 0	0.76% 3	0.50% 2	1.26% 5	1.51% 6	3.27% 13	3.78% 15	5.54% 22	10.33% 41	10.33% 41	43.07% 171	13.10% 52	4.79% 19	1.76% 7	397	4.80
Synchronized swimming	0.50% 2	0% 0	0.25% 1	0.25% 1	0.50% 2	0.50% 2	0.50% 2	0.76% 3	2.52% 10	5.54% 22	11.84% 47	47.86% 190	20.15% 80	8.82% 35	397	3.15
Rental of picnic area	1.76% 7	1.01% 4	1.51% 6	5.54% 22	2.77% 11	3.78% 15	2.52% 10	2.52% 10	5.04% 20	4.03% 16	6.30% 25	10.83% 43	50.63% 201	1.76% 7	397	4.27
Rental of meeting room	0.76% 3	0.50% 2	1.26% 5	0.50% 2	1.01% 4	1.01% 4	0.76% 3	1.26% 5	0.50% 2	3.27% 13	3.02% 12	5.79% 23	8.31% 33	72.04% 286	397	2.09

Q10: To help us understand the community profile better, could you please provide your age?

Answered: 393 Skipped: 4



Q11: Are there any other features, or amenities, that should be considered as part of this renovation project?

- Kid friendly
- I would like to take swim lessons in the future
- Snack machine
- **More shaded areas (4)**
- Shaded bleachers
- More shade and better parking for dropping off kids and online registration and free lunches during summer like at the parks
- Make it more appealing to community by advertising and offering group/private events
- **Play area for kids**
- Ability to determine online pool operation or availability status, both upcoming and in real time
- Add swimming gear for purchase (goggles for kids)
- **Memorial for Paul Nakamura, dedicate to Paul Nakamura (3)**
- Two pools is a must! Shallow pool with instructional step for swim lessons and large pool for competitions and diving boards Bring back the spas and/or add a sauna Splash pad would be an amazing amenity to have for families with multiple young children
- **Slides**
- Mineral bath
- Maybe something similar to La Mirada's aquatic center. Our main purpose was for the kids.
- It would be really cool to bring something like La Mirada to SFS. Slides for kids and adults; play zones
- Better use of space in general that match the use of the facilities. Consistent commitment to maintain facilities and retain management for the foreseeable future.
- **New pool deck**
- **The showers needed reno and add more. Shade to watch the mommy & me classes by grandma would be nice.**
- Get the input of the staff that worked there. They know best what the community wants and/or what the facility needs.
- Please have water heaters. My younger child was Unable to take swimming classes due to how cold the water was for the late afternoon classes.
- Keep the walk in steps, especially for people with aging knees, hips, etc.
- **Anything that will draw in more people. SFS is such a great city.**
- My opinion is to do a complete overhaul of the aquatic center because there have been too many years of "band-aid" maintenance.
- They have it covered
- Free swim lessons for kids. Water safety is important.
- Water polo
- Only fix if needs fixing.
- **Better seating with shade around the pool for parents during group swim classes**
- Make the lap pool measurements to meet the eligibility of swim meets - high school level at least
- Olympic size pool
- **Locker rooms**
- **Yes!! Accessibility!! Extended days beyond summer**
- My swim instructors are so nice. They help me and my sister learn to swim. Please open again
- just an efficient timeline as having access to swim lessons decreases drowning risk for the community
- Due to the fact, citizens walk their dogs in the area, a dog park in the grass area south of the soaring dreams plaza would also be beneficial for the area
- Make it a parking lot
- **Diving Boards**
- good for kids health and older adults
- **add aerobics and more fitness classes for adults**
- Just change the deep pool into an infinity pool
- Pool should be open all the time we pay taxes and cant even enjoy it. more lessons with more kids. should be free becuas we pay taxes.
- The pool should be open so I can my children. Are property taxes paying for this pool? If so I'd prefer that this pool be open and not remain closed indefinitely.
- Some kind of non-skid padded area
- Swimming competitions
- showering before entering the pool is important to keep the pool safe and clean
- A high dive 3 platform, 5, 10, 15 meter
- **Better parking, bigger class sizes**

Q11: Are there any other features, or amenities, that should be considered as part of this renovation project?

- Make it nicer and up to date with new technology.
- Include Senior swimming or aerobics
- Actually opening the snack bar for sales if it is renovated. Provide more rental opportunities for the community. However, give residents first opportunities to book rentals as opposed to businesses and non-residents.
- Safety cleanliness professional enthusiasm and helpfulness
- Sound system—but that has a variety of music for family members of all ages & musical tastes.
- To bad it wasn't done before summer! Kids really missed out on swimming!!
- **Adult swim lessons**
- Bring the community together with a first class facility that symbolizes what Santa Fe Springs is all about. A Facility that is for all ages and meant for year a round use helping Seniors with low impact water Aerobics.
- **More availability of swim lessons**
- Please do not take years to renovate. It is already terrible it is closed this summer
- Better hours. The limit to recreational hours is not easy to navigate.
- It would be nice to create a lazy River and more interactive water play areas for children.
- Offering programs and events specifically for the local schools/ students I.e usage of the pool for their swim/ water polo programs, host tournaments/ swim meets, infant/ toddler water safety classes, collaborate with local schools to encourage reading programs/ canned food drives/ fundraisers with small pool parties, host a food truck and movie night for fundraisers, host pool parties as fundraisers, etc..
- The pools, the outdoor showers, and the diving boards.
- A way to offer swim lessons in the spring once temperatures warm up, pool heater would help
- **Snack bar (4)**
- **Add a water slide or more for kids (5)**
- Well you renovated a parking lot
- A area for smaller children 6 months-2 years old. More areas of shade for those who are viewing and not swimming. More lounge chairs closer to the shallow pool.
- Open swimming pool year round.
- Kids water park fir the younger children ages 0 to 5
- For a lane or 2 can be use for water walking.
- Renovate in less than a year please. Three years with out our beloved aquatic center is way too long
- Make it a modern swimming pool, with lockers, changing areas that are useful, splash pad and a nice picnic shelter for bday partys
- **Sun shades or covers**
- Capacity
- Infant swim classes
- Yes fix the pool .. we already pay higher taxes than most other cities. Other cities have an awesome pool.
- How about fans for bleachers so that parents are not hot. Also, please add areas for small children to play
- Increase entrance fee and offer passes as an option. Open aquatic center during the first week of June and remain open until labor day.
- Year round availability.
- As a former guard at the SFSAC, that was peoples biggest complaint. Swim team, lap swim, and water aerobics are your base clientele throughout the year. Swim lessons and swim added to that in the summer. Keeping reliable lap swim times and lane availability will attract consistent patrons even in the off season.
- **Lazy river like splash la Mirada**
- Day care
- **Fitness/exercise equipment (3)**
- In light of the current state of the Aquatic Center and the amount of work that must be done, I think the city should do a FULL renovation and eat the cost of recent repairs. It appears that the repairs completed in the past were simply a "band-aid".
- An additional diving pool and a sauna/indoor steam room
- Repair what we have & get the pool up & running
- Large and medium open face slides, splash pad and larger picnic area.
- There should be some type of shade from the sun while in the pool
- Blow dryers for hair, playground and fitness zone
- I'd love to see it be available year round for exercise classes. We need a pool. It is a gathering place for our community . Many fond memories there.

Q11: Are there any other features, or amenities, that should be considered as part of this renovation project?

- handicap safety hand rails
- Please continue the swim lessons for children and adults
- Seating/Bleachers on the sides of both pools.
- A more modern aesthetics
- The importance of swim classes for safety of children. Very sad that it has taken since last summer and still not open.
- **Kids play area**
- Keep it fun for both kids and adults
- Programs aimed specifically at seniors
- **Splash Pad (7)**
- Better scheduling. Allow more options for swimwear
- The Aquatic Center used to be a hot spot for Santa Fe Springs and it's surrounding cities. We had the best swim lessons and programming. I think a lot of the focus should be centered there and that training should be focused on swim lessons year round. I've been to facilities that offer year round lessons as well as other aquatic type clinics. It makes it so that kids can maintain their swim abilities through the winter and spring so that by the time summer arrives, they're well prepared. Once the economic crisis hit the city and mass layoffs happened, the community services department was placed on the back burner and seen as unimportant by city leaders. This was a terrible idea and the city residents felt like they were being told they weren't important. Service to community should always be a top priority.
- **Adding a splash pad area.** If not able to, then just re-open the pool. We need swim lessons, Rec swim, and lap swim.
- Shallow water play area for kids 2 years and up.
- Bring back year-round programming. Bring in more city events to the pool, good for publicity and revenue. Incentivize schools and surrounding community to use the pool year round for their events. Fix the spa and picnic areas to attract more events.
- **Add playgrounds and exercise areas in the area between the garden and the pools**
- **Please bring back the therapeutic jacuzzis.**
- I would really like to see the snack bar be fully functioning/staffed and be used for more than just picnic rentals.
- **At least one "family changing" room which has a restroom and shower to accommodate Ada and non binary**
- Topless bathing area. Just saying.
- New spa(s), better/more outdoor showers. A family(all genders) changing room. Updated first aide room. Solar panels. Additional party rental areas. Additional shaded seating throughout the deck. Considering swim competition specs. Considering water polo set-up.
- Expanding pools
- The decorum of the pool should be updated to make the pool look more inviting.
- The Aquatic Center has been around for years, and it is well known that renovations are needed. I think the lay out of the facility and pools are great, but adding some new amenities such as a splash pad and bringing back the Jacuzzis would be a plus to this amazing facility, along with some internal updates of lockers rooms and snack/picnic area.
- More benches
- **Mural for the walls**
- Just get it up & running
- An art installation- mural?
- A historic art installation-depicting local history
- An art mural
- **ADA-compliant showers & locker rooms**A BETTER STAFF BREAK ROOM (with showers), re-vamping the snack bar maybe
- Parking, covered seating during summer
- **exercise classes and exercise equipment. also more shade in the pools.**
- i think a renovation is needed, i remember there were a few things that i noticed needed a change such as addition of more showers and stalls for changing.
- Times should be expanded for ex. 8 a.m - 5 p.m. then 7 p.m. -9 p.m. for only 15 years and up got night swimming night swimming for a older age group
- More jacuzzis for elderly or young age groups
- Water features and shallow pools
- **More hours open.**
- **Outside splash pad, away from pool, to encourage usage for little kids**
- Expand into the town center area to make the splash pad larger and picnic area larger. Lots of unused space near post office and Tch.
- Diving board
- ADA compliance larger spaces. Roll in shower.
- Wheelchair accessibility in the pool and IN THE SHOWERS. Roll in showers
- Keep the snack bar maybe just upgrade it.
- Whatever it takes.
- **Cabanas, umbrellas, snack bar, vending machine, splash pad**
- I just need a Jacuzzi
- Jacuzzi, sauna
- No/None/No Comment (45)