

Pool Task Force 2017

***DRAFT* Final Report to the Board of Trustees**

*Last updated 2/13/2018**

**This version includes TF Member J. Foran's review of BCC comments and suggestions, and his subsequent revisions to the draft report, on behalf of the entire Pool Task Force.*

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TABLE OF CONTENTS:

- I. Introduction
- II. Overview
- III. Survey
- IV. Reserve Plan and Infrastructure
- V. Management Operations
- VI. Noise, Parking, and Littering
- VII. Hours
- VIII. Season Extension
- IX. Pool Membership Rules
- X. Communications
- XI. Other Topics
- XII. Appendices

I. INTRODUCTION

The task force finds the five pools of the Burke Centre Conservancy to be in good shape and operating well. There is clear recognition by the residents of the value these premier community assets provide. This is not a small feat for our forty-year-old community. It is the result of good stewardship by our board of trustees and the Conservancy staff over the decades. This report has thirty-two (32) recommendations. Our recommendations are largely in the area of moving our pools from very good to excellent. To whatever extent the board is able to adapt them, they will serve to improve our pools and maintain their appeal for the next forty years.

The task force has identified the following as our Top Five Recommendations:

1. Prioritize and allocate resources for bathroom/shower room upgrades at all pools.
2. Install appropriate sound mitigation structures or landscaping around the Commons pool.
3. Conservancy staff review with the pool management company before the next season the pool survey; emphasize behavior and rule issues.
4. Conservancy staff affirm with the pool management company expectations by conducting initial and random evaluations of all pools during the season.
5. Accept the draft 2018 Pool Rules.

II. OVERVIEW

A. Background:

The Burke Centre Pool Task Force (PTF) was formed at the request of the Board of Trustees (BOT) to review and make recommendations regarding the use, operations, and overall infrastructure at the five Burke Centre Conservancy (BCC) pools. The BOT provided their guidance by a Terms of Reference document (Appendix A). The specific tasks were:

- Review Conservancy reserve plan for infrastructure repairs and discuss potential future improvements to pool facilities.
- Review daily pool management and operational practices and make recommendations for changes.
- Review ongoing and historic issues of noise, parking and littering, and develop strategies for permanently resolving them.

- Review the hours the pool is currently open to general membership and the number of hours various pools are dedicated to swim team or other usage.
- Research possibilities for extending the swim season, and address the impact an extension would have on the budget, neighboring clusters, festival and other community events.
- Review pool rules and make recommendations for updates.

The PTF consisted of 8-9 community volunteer members identified on page 2. The PTF has been meeting monthly since May 2017. Meetings generally ran about 1.5 hours. Thirty-two (32) recommendations with justification are presented in the body of the report and summarized in Appendix B.

During the 2017 season some meetings were attended by a few community members. Meetings covered the BOT task items as well as emergent issues of the season. The following are some of the activities the PTF engaged in to meet the BOT tasking.

- Created an e-mail address for the PTF.
- Created a PTF Facebook page.
- Administered a pool survey with 449 residents or pool members responding.
- Pool raft usage was discussed; community members attended PTF meetings to provide feedback and requests. Recommendations were forwarded to the Burke Centre Conservancy (BCC) staff for consideration and implementation.
- The relationship between Burke Centre non-swim team residents and the Burke Centre swim teams was discussed at length; with voluntary adjustments made by the swim teams as to how swim meets are run to help reduce noise and trash.
- Evaluated and updated the pool rules.
- Discussed the attributes of all the Burke Centre pools. The main focus was on the Commons pool, the next pool scheduled for renovations according to the BCC Reserve Plan. The recapitalization budget for pool projects is based on a replace-in-kind approach. Only the existing facility replacement and any mandated requirements such as accessibility under the Americans with Disabilities Act (ADA) are a priority under the Reserve Plan. Any additional changes, modifications, or improvements must be considered and funded by the BOT.*

III. Survey

A. Background:

A survey was administered from 26 July to 17 September, garnering responses from about 15% of the pool membership applicants. The survey was designed to inform the PTF members about community views regarding the use, operation, and overall infrastructure of the five community pools. The survey focused on the BOT tasks and was anonymous. The survey was limited to 15 questions so as not to burden respondents. Question 14 allowed respondents to select more than one answer regarding interest in social activities, as well as providing relevant comments. Question 15 was an open question for comments. The survey was promoted through The Conservancy, the PTF Facebook page, The Burke Buzz, at the Fall Festival, and signage at the five pools. While the survey was open to anyone and without limitations on the number of times it could be completed, an examination of IP addresses and responses do not indicate concerns of skewing the survey results. The survey questions are provided in Appendix D. To gain some perspective on the universe of potential respondents and the participation the following data provided:

- 5,862 Households in Burke Centre
- 2,852 Pool applications with 9,630 members
 - 2,227 Resident applications with 7,401 members
 - 625 Non-Resident applications with 2,229 members
- 449 Survey responses
 - 380 Resident
 - 56 Non-resident
 - 13 Non-member

Demographics: Questions 1,2,3 and 11 established membership status, nearest pool, evaluated pool, and swim team membership respectively. Most respondents (36%) lived closest to the Oaks. Each pool received a fairly equitable number of respondent evaluations of between 81 to 106. 27% of the respondents were involved with the BCC swim teams.

Operations: Questions 4,5,6,7,8,9, and 10 evaluated the check-in process, cleanliness, guards, rule enforcement, and hours. The survey used a five-point, low to high, scale response for each question. Good or satisfied was the middle response. A general conclusion from these questions suggests that respondents feel satisfied or better (greater than 83%) about the check-in process, water quality, and the guard staff overall. Based on a notable increase in negative responses (greater than 17%) rule enforcement and hours, while acceptable, merit additional emphasis by the pool management company and BCC staff. Cleanliness questions had the most negative (greater than 23%) and fewest superlative evaluation marks, making this the area need the most attention by the pool management and BCC staff.

Usage, Season, and Social Events: Questions 12, 13, and 14 evaluated season extension interest, usage, and interest in after hour social events. Pool use seems to be very high with 68% claiming to use the pool two or more times a week. An additional 20% use the pool once a week. There was a lot of interest in extending the pool season. 33% of respondents were very likely to use the pool during an extended season and another 53% likely to use the pool either on weekdays or weekends during an extended season. Question 14 asked about after hour social events or games at the pools. While 23% of respondents were not interested, the significant majority expressed interest in a range of events from family movie nights to adult only parties.

Comments: Questions 14 and 15 allowed respondents to provide an unrestricted number of comments. Appendix E and F contain the comments for each question. Question 15 comments are grouped by natural topic areas. There were 253 respondents who provided comments. Because some commenters address several issues, the comments were parsed into 400 single-issue comments. Comments have not been corrected or edited beyond the parsing action. Readers should be judicious in considering any specific comment as it represents only the perspective of a single individual.

Question 15 Topics and Comment #s				
Check In 11	Facilities 74	Season Extension 21	Hours 21	Community Impact 33
Swim Team 52	Socials & Activities 16	Safety 10	Pool Mgmt. & Staff 45	Cleanliness & Water Quality 22
Rules 40	Enforcement 27	Communication 6	Membership 11	Member Conduct 11

IV. RESERVE PLAN AND INFRASTRUCTURE

A. Background:

Facility-related issues were the most commented upon area of the survey. BCC staff provided the PTF with the Reserve Plan and explained how the plan provides for maintenance or replacement of the infrastructure in-kind or recapitalization. The Reserve Plan is not intended to modernize or improve pools. The Reserve Plan is funded from the General Fund. Pool membership fees pay for annual operations. Membership fees typically exceed operating costs. Any excess funds are used by the BOT to fund other BCC operations and activities. The next pool scheduled for renovation is the Commons, followed by the Landings. ~~Due to the condition of the Commons pool, most, if not all, of its Reserve Plan funds will be expended to fix major structural issues with the pool itself and ADA compliance, limiting the amount available to address any improvements.~~ Other pools are not in immediate need of

infrastructure repairs; however, concern was expressed on pool bottoms for the Oaks, Landings, and Woods pools being too rough and causing cuts and abrasions.

The PTF discussed physical and operational changes to mitigate noise from swim team meets for the adjacent neighborhood at the Commons pool, and this was an item of concern expressed in the pool survey. Also discussed were holding more non-meet swim team activities at other pools to mitigate impact on the Commons neighbors. However, the physical infrastructure of the other pools, and the lack of expanded parking provided by the proximity of the VRE station, made this course of action limited.

Improved pool decks, use of community center decks, areas around the pools for eating and shade were also discussed. These improvements were cited in the survey and could provide upgrades during repairs that could significantly enhance the pool experience.

The cleanliness and functioning of the shower facilities was also discussed and highlighted in the survey (i.e., extremely hot showers, cleanliness, etc.). The PTF sees this as a major improvement that should be made to the pools' infrastructure and be a high priority for resourcing.

Highlighted in the survey and discussed by the PTF was the addition of a food service area to the pools. Questions about whether or not BCC community and staff could or should directly support it precluded it being recommended. However, the PTF did support more diverse vending machines and allowing food trucks to provide services to our pools.

The PTF discussed how we could get pool attendance more evenly distributed amongst the pools. The general consensus of the PTF was that the Ponds pool's popularity was due to the kid-friendly infrastructure upgrades that were made at this pool. Generally, the PTF believes that improvements similar to the Ponds pool should be considered for another pool, specifically the Oaks pool. Also mentioned in the survey and discussed by the PTF was the possibility of one of the pools being upgraded for year-round use.

B. Recommendations and Justifications:

1. Recommendation:

Address the lack of a specific funding source to fund non-recapitalization improvements and modernization of the 40-year-old BCC pool facilities.

Justification:

The recapitalization budget and its limitations were presented by the Executive Director to the PTF. The recapitalization accounts only support "replacement-in-

kind” and compliance with things such as building code changes and ADA requirements. As presented, the account is sufficient for those purposes. What the BCC pools lack is a plan and funding source for capital improvements. The Commons pool is the next scheduled recapitalization project and is in need of significant work. Per the Executive Director, the remaining pools, while scheduled, are not in any immediate need of infrastructure repairs. Below are some potential improvements that were suggested by PTF members and the membership survey.

2. Recommendation:

Prioritize and allocate additional resources for bathroom/shower room upgrades at all pool facilities.

Justification:

Besides health issues this part of the pool infrastructure is the first impression that residents have of the pools. Modernizing will make that a positive experience and set the stage for the rest of their pool experience.

3. Recommendation:

Consider investing in another pool with water features similar to the Ponds pool to make it attractive for families with younger children. The PTF’s pool recommendation for consideration would be the Oaks pool.

Justification:

The Ponds pool is the most popular resident pool in the community due to its child-friendly water features. Building off of experience with the Ponds pool, BCC should upgrade other pools to make them more attractive for this demographic.

4. Recommendation:

Consider relocation or improvements to the Ponds’ guard shack.

Justification:

Current guard shack is too far away from the pool. Relocation would enhance security and communication with other guards. In the near-term, provide an all-weather communication enhancement tool between poolside guard stands and guard shack.

5. Recommendation:

Conduct a review of eating and leisure areas and furnishings around the pools. Upgrade eating facilities. Increase deck furniture and accessories (i.e., tables, chairs, shade umbrellas, etc.).

Justification:

Several comments appealed for improved eating areas. Complaints included too muddy, too many bugs, not clean, not maintained (mowed), not enough picnic tables. Deck furniture and shade umbrellas were either in poor condition or insufficient availability according to some.

6. Recommendation:

Review vending machine use at the pools, and consider adjusting and expanding the variety available to residents.

Justification:

Vending machines offer a low-cost way to provide pool members with food and drink options.

7. Recommendation:

Provide or source better food and snack options at the pools.

Justification:

Improved food and snack options were recurring comments in the survey. To provide additional variety in food and drink choices to our pool guests we should consider allowing “designated” food trucks or local businesses to provide food service to our pools. After a short time, the market would decide how effective this amenity is, and it could be provided with little risk or overhead to the Conservancy. Some suggest BCC could generate revenue by operating concessions stands. Probably beyond the scope of the BCC and cost of regulatory compliance (labor & health code). Consider outsourcing to interested community groups as a fund raiser.

8. Recommendation:

Modification and expand the Commons pool deck.

Justification:

The Commons pool is scheduled for infrastructure improvements. The pool is one of the most heavily used in the community and expansion of the deck area will better accommodate the patrons. The current deck area is too narrow for passage around the pool area.

9. Recommendation:

Improve the pool bottom surfaces at Woods, Landings, Oaks.

Justification:

These pools had complaints of cuts and abrasions being inflicted on members.

10. Recommendation

Better hot water regulators in showers.

Justification:

Several complaints of showers being too hot at different pools. This is a potential liability.

11. Recommendation:

Extend the PTF for three months to make detailed recommendations for the Commons pool and next pool recapitalization project.

Justification:

Extending the PTF to focus on prioritizing improvements and modernization priorities will help inform the BCC staff and BOT on this project.

12. Recommendation:

Obtain Request for Proposals (RFPs) for making the Landings pool a year-round pool.

Justification:

This recommendation was mentioned in the pool survey. With the popularity of swimming year-round and to provide an added amenity; a year-round facility could be an attractive addition to the community. Return on investment, traffic, management and safety infrastructure costs need to be considered.

V. Management Operations

A. Background:

While there were a number of complaints in the pool survey about how the lifeguards behave on duty when interacting with parents and kids, the PTF's general consensus, as confirmed by the survey results, was that the issue was repairable.

B. Recommendations and Justifications:

1. Recommendation:

BCC management staff will meet with the pool management company before the next pool season to review complaints as discussed in the pool survey and emphasize any general behavior and rule issues.

Justification:

The training of guards and rule enforcement are some of the primary responsibilities of the pool management company.

2. Recommendation:

The BCC Staff engage with the pool management company to reaffirm operational expectations by conducting initial and random evaluations of all pools during the pool season using the evaluation questions provided in Appendix E.

Justification:

Observations by members of the PTF and survey comments identify several areas for improvement in pool operations and management.

VI. Noise/Parking/Littering

A. Background:

Over the years there have been many noise, parking and littering complaints before, during, and after swim meets at the Commons pool. Also, there have been parking and littering complaints during swim team practices at the Landings pool.

The two swim teams of BCC, Penguins and Stingers, are run by the Burke Centre Swim Club, which is a chartered organization of the BCC.

Typically, during the summer swim club season, the two teams spread out their practices and events at the Commons, Landings, and Ponds pools. Swim meets are held at the Commons pool on Wednesday evenings (6 times) and Saturday mornings (5 to 6 times). The Commons pool is the only pool used for swim meets because of its size and availability of extra parking spaces at the VRE lot. On Wednesdays, swim meets start at 6 pm and end by about 9:30 pm. On Saturdays, swim meets start at 8 am and end by about 12 pm. Before the official start time of swim meets, swimmers participate in warm-ups and cheers. The National Anthem is played over a loudspeaker to officially start the meet. During “playoffs” at the end of the season, one championship meet starts at 8 AM and ends by about 1 PM on a Saturday.

- a. Noise:** Noise complaints are generally related to loud speakers and music over sound systems during swim meets at the Commons pool. On Saturday mornings, early morning noise (team cheers, loudspeakers, before 8 AM, etc.) has been a frequent source of complaints by Commons residents.
- b. Parking:** The Commons parking lot during swim meets is always full. Commons residents who park their cars in the Commons lot have complained about lack of parking space for residents during swim meets. An alternative perspective is that community center parking lots exist primarily for users of the community

center and pool and therefore not a full-time entitlement for adjacent community residents. Parking is difficult at several pools, particularly on weekends and most notably the Ponds. A contributor to this issue is overflow parking from nearby residents. Parking at the Landings lot during swim team (Penguins) practices has been a challenge when school is still in session and practices are held after school (in 2017, this was from May 30 to June 23). Nearby Landings residents have complained of unauthorized parking in condo spaces as well as permissible curb parking in front of houses. The problem abates when school summer vacation starts and the swim team switches practice times to mornings.

- c. **Littering:** There have been complaints of leaving trash around the pool and surrounding areas after swim meets, practices and special events such as end of season banquets.

B. Recommendations and Justifications:

1. Noise Recommendation:

Move the start time of Saturday morning swim meets one hour later; from its current 8 AM start time to 9 AM.

Justification:

This will mitigate early morning noise, which is one of the biggest complaints by Commons residents. The swim club has indicated that this might be a feasible move, although they will have to work out the details with their league which sanctions the swim meets.

2. Noise Recommendation:

No music amplified music (over sound systems) on Saturday morning swim meets.

Justification:

This will help to reduce the noise burden on Commons residents who live near the pool.

3. Noise Recommendation:

No amplified music (over sound systems) after 9 PM on Wednesday evening meets.

Justification:

This will help to reduce the noise burden on Commons residents who live near the pool while allowing the swim teams to run a swim meet that is enjoyable for participants and families.

4. Noise Recommendation:

Establish a procedure that can facilitate an immediate response by the swim club, which is to have a condo, cluster or neighborhood representative on duty contact a swim club liaison, on duty, during that particular swim meet or event.

Justification:

Current procedure is to have a resident call or email BCC or their neighborhood rep and leave a message if it is after normal business hours (as it typically is). This can be a frustrating experience because the problem is not dealt with right away. Having a neighborhood representative on duty get in touch with a swim club liaison on site could alleviate the problem by alerting the swim club of any issues and giving them an opportunity to address it right away.

5. Noise Recommendation:

Install appropriate sound mitigation structures or landscaping around the Commons pool. Noise dampening panels, landscaping, or other materials should be researched for potential use in common areas in and around the pool.

Justification:

The Commons pool has the majority of swim team activities and has generated weekend noise complaints. While the swim team is widely supported in the community, we believe that some structural enhancements coupled with some administrative changes will address some of these complaints. The residents from Burke Centre Station Commons would like to see more emphasis placed on mitigating the noise generated at the Commons pool by the swim teams and others users. An example of temporary sound barriers can be found at this link: <https://www.acousticalsurfaces.com/temporary-barrier/echo-barrier.html>

6. Parking Recommendation:

At the Landings parking lot, from the start of the swim season (after Memorial Day weekend) to the last day of school, inform Landings residents that there will be a temporary shortage of parking spaces and street parking in neighborhoods may occur. Remind the residents that this will be a very temporary situation as the relevant time period this year should be from May 29 to June 15 (14 practice days).

Justification:

Shortage of parking during the relevant time period is an inherent problem with the Landings pool and its parking lot. When school ends for summer vacation, the problem is significantly reduced because the swim team can then practice in the mornings when there is no competition for parking spaces and practice time can be more staggered for various aged swimmers. Informing the residents that the problem is temporary could alleviate the situation.

7. Littering Recommendation:

The current practice is for the Conservancy staff to contact the Swim Club Liaison to address littering. Each swim team has a designated adult who is responsible for returning the pool and community center in acceptable condition after each use. The Swim Club Liaison will communicate with the swim team personnel to ensure any problem is addressed and future problems prevented. At the beginning of the swim season, the Conservancy staff and Swim Club Liaison will review this procedure as a reminder.

Justification:

Procedure is currently in place for the swim teams to pay attention to this issue. Though littering can occur from time to time during a swim season, swim club leaders are very much aware of the need to keep the facilities litter-free. A yearly review of the procedure by the Swim Club Liaison and Conservancy staff would serve as a good reminder.

VII. HOURS

A. Background:

In response to an objective question on the pool survey regarding hours ("Over the season, how satisfied are you with the hours?"), 79% of the respondents responded that they were "satisfied," "very satisfied," or "completely satisfied." While the pool survey did not specifically ask for input on the number of hours devoted to general pool membership versus other usage, the survey did ask about membership on the swim team ("Is your family a member of one of the Burke Centre swim teams?") and 27% of respondents said "yes."

In the survey's general comments, there were a number of remarks— mostly positive and some negative—about the swim team. The negative comments focused on noise while the positive ones noted the good experience the swim team was for young people. There were some comments regarding swim team and other

events that limited or preempted user hours. The Commons, Landings, and Ponds are most impacted. The PTF could not develop any alternatives that more accommodating than the current scheduling strategy other than move all swim team non-meet events from the Commons pool.

There were also a large number of comments about devoting times to social events for adults or children, like movie nights, cocktail parties, kids' parties, doggie dips, to name a few. During PTF meetings, discussion ensued suggesting that a BCC organization could host special evening events for either adults or children, or both. Opening one or more pools early for additional lap swimming was also discussed.

B. Recommendations and Justifications:

1. Recommendation:

BCC is encouraged to host, or allow approved BCC groups to do so, after-hours events for adults, children and/or families. When an authorized BCC organization (such as a charter group) hosts an event, that group would be responsible for setting up, tearing down, hiring lifeguards, and all other on-site management for the event, unless otherwise agreed upon with BCC. The Commons pool should be avoided for these events because of the already significant impact on the adjacent community.

Justification:

There were numerous comments made in response to the pool survey for additional social activities. Hosting these activities would add potential time constraints on the BCC staff. To help alleviate this, it was pointed out that an authorized BCC organization could take on most of the responsibility for running such an event. If such events are poorly attended, then BCC could discontinue it.

2. Recommendation:

Since the Ponds pool seems to be very crowded during general membership times, consideration is recommended for opening this pool earlier in the mornings.

Justification:

Based input from the PTF, the Ponds pool is very crowded with primarily younger children during peak hours. During this time, adults and young children could enjoy the pool before the more crowded and sun-intensive times of the day.

3. Recommendation:

Consider setting aside certain times (i.e., before normal opening hours) at certain pools for special usage such as lap swim and shallow end usage. Additional lap swim times and shallow end usage could be concurrent at the Oaks pool. For many of the same reasons (e.g., overcrowding during peak

times, etc.), extended hours are recommended for review at all pools on weekends, but not for the Commons pool since the surrounding neighborhood already deals with extended morning hours.

Justification:

Since all pools are crowded during peak hours, it could help to serve all pool members if pools offered extended hours for certain activities.

VIII. SEASON EXTENSION

A. Background:

According to Question # 12 of the pool survey, over 80% of respondents stated they would use a pool if the swim season was extended.

B. Recommendation and Justifications:

1. Recommendation:

A pool season extension is recommended for next year for one additional weekend that DOES NOT conflict with the BCC Festival.

Justification:

The pool season was extended this year for one additional weekend with excellent turnout and huge support from the community.

IX. Pool Rules

A. Background:

The PTF reviewed the current pool rules and made recommendations that the BCC staff has incorporated in the proposed rules for the 2018 season. The changes address the issue of individual floats, toys, and activities that either emerged during the season, were addressed in the survey, advocated by residents attending task force meetings or posted on the Facebook page.

B. Recommendations and Justifications:

1. Recommendation:

Allow both resident and non-resident member 10-guest passes to be valid for two years. (1.4.B)

Justification:

The PTF did not see a reasonable rationale for differentiating the duration of a 10-guest pass between BCC residents and non-BCC residents.

2. Recommendation:

Provide a matrix by pool with occupancy limits and activities. **(2.1.F)**

Justification:

Clarity of occupancy limits in the rules and posted at each pool will provide clear expectations for members and pool staff. This information supports other rule changes modulating allowed activities.

3. Recommendation:

Clarify and update the rule regarding floats, floatation devices, toys, and play activities. **(4.1.G)**

Justification:

Overall the rule changes provide clear occupancy limits for various activities rather than having inconsistent enforcement criteria by pool managers. While floats and rafts have not been permitted by previous rules, lack of enforcement has made their use common practice. This was a significant issue for some pool members. The use of floatation devices by non-swimmers and toy play are also addressed. These issues are either safety related or a nuisance noted in the survey. The proposed changes should permit reasonable accommodations. The occupancy limits are suggestions and not derived from any authoritative source. The BCC staff included illustrations of approved floatation devices in the proposed change.

4. Recommendation:

Maintain current rule on food and drink on the pool deck area. Consider signage on the upper deck of the Ponds to clarify its status. **(4.1.K)**

Justification:

It is fairly common for members to be drinking on the pool deck and fewer, but noticeable numbers eating on the pool deck as well. A number of pool members want better food choices, eating, and drinking areas. However, the Fairfax County Health Department regulations for pools are very clear that this is not a permitted activity. The regulation has been added to the recommended change.

5. Recommendation:

Add pool phone numbers to pool list. **(7.0)**

Justification:

Finding a pool phone number is a bit challenging. Adding this information to the existing information provides one more reference source.

X. COMMUNICATIONS

A. Background:

Communication is essential for the pool members, staff, and BCC personnel to establish expectations and improve pool operations. The PTF and Conservancy staff worked to find effective ways to inform patrons in real time when pools are closed due to bad weather, maintenance, sanitary issues, etc. The various communication platforms of social media, The Conservator, the BCC website and postings at the pools themselves need to have a responsible BCC employee coordinating and controlling information.

B. Recommendations and Justifications:

1. Recommendation:

WIFI passwords should be posted pool side by the guard shack visible to patrons as they need it.

Justification:

Many patrons asked if there was a WIFI password. It was discovered that a separate password exists for each pool, but it was unknown to most patrons. The PTF Facebook administrator was sent personal messages to request the WIFI password.

2. Recommendation:

Establish an email, Facebook page, Twitter account, etc. for pool operations to keep news related to the pools updated. Utilize a banner on the Conservancy home page, for example, so late openings and sudden closures are publicized to patrons immediately.

Justification:

The PTF email was helpful in answering questions that patrons had during the 2017 season. The emails were forwarded to Conservancy staff. As the PTF is not a standing entity nor does it have responsibility for pool operations. The BCC needs to establish these communication outlets. The PTF Facebook page was a great tool to discuss any questions or concerns patrons may have had, but again the PTF was a temporary group. Twitter is communication tool to help get pool news out immediately.

3. Recommendation:

Post lifeguard photos at each pool so the patrons know their names and position at the pool.

Justification:

By having guard photos posted, patrons know who the guards are on duty that day. If a compliment or complaint is given about the guard this helps the patron know who the guards are by name.

4. Recommendation:

Declutter and triage visual communications at the pools between the constrained check-in desk and pool-side area.

Justification:

The business of checking in and out limits the time and space for providing and consuming information. Less time sensitive, but important information should be available at the pools in a consistent format and readily available pool side. Urgent and emergent information should be clearly visible entering the check-in area without getting lost by extraneous signage.

XI. OTHER

1. Recommendation:

Provide all Conservancy members in good standing an individual one-day pass to the pool, valid for the first two weekends and inclusive of the first week of the pool season.

Justification:

All BCC members contribute to the cost of the pools. Many residents are under the false impression that the pools pay for themselves, when in reality, only part of the total costs are actually offset. While all members indirectly benefit from having this amenity available to our community, the residents deserve at least some direct benefit for supporting the pools. This may also serve as a catalyst for someone to formally join the pools.

2. Recommendation:

A cost analysis review should be taken to incorporate pool membership into the general assessment.

Justification:

All members of the community are currently paying for the major portion of maintaining the pools. A review of the last three years of pool management fees would indicate that the added burden to the individual home owner would be negligible and would be further offset by outside the community membership and organizational fees (i.e., swim teams, other sponsored activities, etc.). A consistent planned funding stream would enhance the ability of the Conservancy to address major structural issues as the facilities age and provide for modernization and improvements.

XII. APPENDICES

- A. Board of Trustees' Terms of Reference
- B. Pool Task Force Ranked Recommendation Summary
- C. 2018 Pool Membership Rules Draft
- D. 2017 Survey Questions
- E. 2017 Survey Question 14 Comments
- F. 2017 Survey Question 15 Comments
- G. Pool Evaluation Questions
- H. Pool Overhead Photographs

Appendix A

Pool Task Force (PTF) Terms of Reference (*Approved 02/21/17*)

MISSION

The Pool Task Force (PTF) will study and make recommendations to the trustees regarding the management and operations of Burke Centre's five swimming pools.

BACKGROUND

It has been nearly ten years since the Board of Trustees took a comprehensive look at use, operations and overall infrastructure at the community's five pool facilities. The Board has opted to reestablish a Pool Task Force to address these ongoing issues, as well as review the pool rules, hours and infrastructure, and consider proposing ideas for future improvements.

TASKS

The PTF will:

- Review Conservancy reserve plan for infrastructure repairs and discuss potential future improvements to pool facilities.
- Review daily pool management and operational practices and make recommendations for changes.
- Review ongoing and historic issues of noise, parking and littering, and develop strategies for permanently resolving them.
- Review the hours the pool is currently open to general membership and the amount of hours various pools are dedicated to swim team or other usage.
- Research possibilities for extending the swim season, and address the impact an extension would have on the budget, neighboring clusters, festival and other community events.
- Review pool rules and make recommendations for updates.

COMPOSITION

The PTF should be comprised of one to two representative members from each of the five Burke Centre neighborhoods, plus one representative from the pool management company and at least one representative from the Burke Centre Swim Club. The PTF will elect a chairperson, vice chairperson and recording secretary. The Executive Director and the Board will each designate an individual to act as a liaison to the PTF.

DURATION

The PTF will serve from March through December 2017 for no longer than one year. The Board will appoint members.

MEETINGS

Meetings of the PTF will be held as needed. Minutes of the meetings will be maintained by the PTF recording secretary and copies will be submitted to the Conservancy office for public review. The PTF will provide the following to the BOT:

- Minutes of PTF meetings

- Membership list
- Updates as needed but no less than quarterly
- Final report/recommendation to include a minority report by early 2018

AMENDMENT

Consistent with the terms of reference for all task forces, the terms of reference for the PTF may be amended by the majority of the Board of Trustees, once the task force has had the opportunity to give input on its changes and recommendations.

Appendix B - Pool Task Force Ranked Recommendation Summary

Rank	Item	Recommendation
1	IV.B.2	Prioritize and allocate additional resources for bathroom/shower room upgrades at all pool facilities.
2	VI.B.5	Initiate a feasibility study of appropriate sound mitigation structures and/or landscaping around the Commons Pool. Noise dampening panels, landscaping, and/or other materials should be researched for potential use in common areas in and around the pool.
3	IX	Accept the draft 2018 Pool Rules as submitted (Section IX provides recommendations and justifications for proposed changes. Draft rules provided in Appendix C)
4	V.B.1	BCC management staff will meet with the pool management company before the next pool season to review complaints as discussed in the pool survey and emphasize any general behavior and rule issues.
5	V.B.2	The BCC Staff engage with the pool management company to reaffirm operational expectations by conducting initial and random evaluations of all pools during the pool season using the evaluation questions provided in Appendix E.
6	X.B.3	Post lifeguard photos at each pool so the patrons know their names and position at the pool.
7	IV.B.10	Better hot water regulators in showers
8	IV.B.11	Extend the Pool Task Force for three months to make detailed recommendations for the Commons Pool and next pool recapitalization project.
9	IV.B.4	Consider relocation or improvements to the Ponds guard shack.
10	VI.B.1	Move the start time of Saturday morning swim meets one hour later; from its current 8 AM start time to 9 AM.
11	VIII.B1	A pool season extension is recommended for next year for one additional weekend that DOES NOT conflict with the BCC Festival.
12	X.B.2	Establish an email, Facebook page, Twitter account, etc. for pool operations to keep news related to the pools updated. Utilize a banner on the Conservancy home page, for example, so late openings and sudden closures are publicized to patrons immediately.
13	IV.B.1	Address the lack of a specific funding source to fund non-recapitalization improvements and modernization of the 40-year-old BCC pool facilities.
14	IV.B.3	Consider investing in another pool with water features similar to the Ponds Pool to make it attractive for families with younger children. The PTF's pool recommendation for consideration would be the Oaks Pool.
15	VI.B.2	No music amplified music (over sound systems) on Saturday morning swim meets.
16	X.B.1	WIFI passwords should be posted pool side by the guard shack visible to patrons as they need it.

17	IV.B.8	Modification and expand the Commons Pool deck.
18	VI.B.3	No amplified music (over sound systems) after 9 PM on Wednesday evening meets.
19	VI.B.4	Establish a procedure that can facilitate an immediate response by the swim club, which is to have a condo, cluster or neighborhood representative on duty contact a swim club liaison, on duty, during that particular swim meet or event.
20	VI.B.6	At the Landings parking lot, from the start of the swim season (after Memorial Day weekend) to the last day of school, inform Landings residents that there will be a temporary shortage of parking spaces and street parking in neighborhoods may occur. Remind the residents that this will be a very temporary situation as the relevant time period this year should be from May 29 to June 15 (14 practice days).
21	VI.B.7	The current practice is for the Conservancy staff to contact the Swim Club Liaison to address littering. Each swim team has a designated adult who is responsible for returning the pool and community center in acceptable condition after each use. The Swim Club Liaison will communicate with the swim team personnel to ensure any problem is addressed and future problems prevented. At the beginning of the swim season, the Conservancy staff and Swim Club Liaison will review this procedure as a reminder.
22	VII.B.2	Since the Ponds Pool seems to be very crowded during general membership times, consideration is recommended for opening this pool earlier in the mornings.
23	IV.B.9	Improve the pool bottom surfaces at Woods, Landings, Oaks.
24	VII.B.3	Consider setting aside certain times (i.e., before normal opening hours) at certain pools for special usage such as lap swim and shallow end usage. Additional lap swim times and shallow end usage could be concurrent at the Oaks Pool. For many of the same reasons (e.g., overcrowding during peak times, etc.), extended hours are recommended for review at all pools on weekends, but not for the Commons Pool since the surrounding neighborhood already deals with extended morning hours.
25	XI.B.1	Provide all Conservancy members in good standing an individual one-day pass to the pool, valid for the first two weekends and inclusive of the first week of the pool season
26	IV.B.5	Conduct a review of eating and leisure areas and furnishings around the pools. Upgrade eating facilities. Increase deck furniture and accessories (i.e., tables, chairs, shade umbrellas, etc.).

Burke Centre Conservancy

2017-2018 POOL MEMBERSHIP RULES

Approved—1/17/2017 *POOL TASK FORCE 2017 DRAFT – last updated 11/13/2017

All five Burke Centre pools ~~will be scheduled to open on the Saturday of Memorial Day weekend. All pools will, and close for the season on Labor Day. The Board of Trustees may opt to extend the pool season prior to Memorial Day weekend and/or after Labor Day weekend.~~ Pool memberships and guest passes may be purchased at the Conservancy office, which is located at 6060 Burke Centre Parkway. Office hours are Monday-Friday, 9:00 AM-5:00 PM and Saturdays 9:00 AM-12 NOON.

1.0 MEMBERSHIP DESCRIPTIONS

Pool Member—Resident and Conservancy Member: Conservancy member in good standing – having all assessments current, all fees relating to pool membership paid in full, and has agreed to abide by Burke Centre's pool membership rules.

Pool Member—Non-Resident: Individual or family who has paid all necessary fees for pool membership as determined by the Board of Trustees and has agreed to abide by all pertinent rules of the Conservancy.

Eligibility for membership to the pools will be determined at the time of initial (new or renewal) application only. Members may not be added to the application during the season.

1.1 FAMILY MEMBERSHIP

Family membership shall be limited to up to two (2) adults, and all legal dependents of members residing in the same home that are under the age of 23, as of the first day of the pool season (definition does not include those who are ages 23 & older). Additional adults residing in the home, **including extended family members, and Au Pairs**, who are able to verify it as their residence will be eligible to purchase individual pool memberships. Acceptable proof of residency items include: driver's license, original utility bill, personal check, etc. *Additional members may **NOT** be added to the application after the initial registration is completed.

1.2 SINGLE MEMBERSHIP

Single membership shall be available for: (a) individuals not qualifying for a Family membership as defined in Section 1.1 above; (b) a single adult whose child or children are age four (4) and under as of the first day of pool season; or c) a child who is at least 10 years of age and can pass a swimming test conducted by lifeguards.

1.3 SENIOR CITIZEN MEMBERSHIP

Discounted membership program available to those age 65 and older, proof of age required at the time of registration. Senior- Single; member age 65 and older. Senior-Couple (for Burke Centre residents only): One member age 65 and over and their spouse.

1.4 GUEST PASSES

Guest passes are available for sale only to current season Burke Centre pool members! All guest passes are available for purchase by a current pool member only through the Conservancy office, Monday-Friday, 9:00 AM–5:00 PM and Saturdays from 9:00 AM–12 NOON. Non-Refundable.

Burke Centre pool members may bring guests to the pools. Members must sign the guest in/out when arriving/leaving the pool, use a guest pass for each guest over the age of four and the Burke Centre pool member must stay at the pool while hosting a guest(s).

Guest passes are limited to 30 visits per membership application. The total number of guest visits sold to any Burke Centre pool member may not exceed a total of 30. This can be a combination of 10-visit guest passes and daily guest passes, or can be a total of 30 daily guest passes or a total of three 10-visit guest passes.

- A. **Daily Guest.** Good for one pool visit. Single use daily guest passes are available throughout the season. Non-pool members **must** be accompanied to pools by a Burke Centre pool member. The Burke Centre pool member must stay at the pool while hosting a guest(s).
- B. **10-Visit Guest Pass.** Offers discounted guest pool entrance fees for 10 individual pool visits. Pool member must accompany and sign in all guests. **Any unused visits shall be transferable to the following year. ~~for Burke Centre resident pool members ONLY. Unused visits are non-transferable for non-resident pool members whether full pass has been used or not. No exceptions.~~**
- C. **Individual Weekly Pass (Burke Centre residents only).** Seven (7) consecutive days; one-time purchase only; ages 14 & up. **Usage dates must be filled in by a Conservancy staff member only. Non-Refundable and valid for current pool season only.** Passes must be purchased at the Conservancy office. **Burke Centre residents must be in good standing to purchase.** Applicants are required to submit a pool application form when purchasing this pass. The fee paid for this pass may be credited toward the purchase of a current season's full pool membership following expiration date. Not available to current year Burke Centre pool members.

2.0 ADMITTANCE

2.1 POOL MEMBERS

- A. All pool members must present pool photo I.D. cards at the time of admittance to any Burke Centre pool.
- B. Children ages 12 and under who have not passed a swim test conducted by the lifeguards must be accompanied by an adult age 18 or older.
- C. Children ages 10 and older may enter the pool unaccompanied **after passing a swim test conducted and noted by lifeguards** (ID card will be marked appropriately, the designation will be added to any new passes that are issued). Children **under the age of 10** who pass the lifeguard's swim test must be accompanied by a Burke Centre pool member age 14 or older.

AGE	With Swim Test	Without Swim Test	Requirement
12 & Under		X	Accompanied by Adult 18+
9 & Under	X		Accompanied by pool member 14+
10 & Older	X		May enter pool unaccompanied

- D. Anyone who fails to obey a guard's direction, misbehaves or endangers the safety of others may be suspended from the pool (see Section 5.0-C). I.D. cards will be held and returned to the Conservancy office. In the case of those who are age 17 & under, cards will only be released to parent or guardian.
- E. Children under three years of age not yet toilet trained will be admitted to the main pool when accompanied by a parent and wearing appropriate covering such as disposable diapers made specifically for swimming. This privilege may be suspended at the discretion of the pool manager based on the size and character of the crowd with regard for the safety of the child. The executive director or his designee will reserve the right to prohibit those children from the main pool given due cause.
- F. The manager may, at his/her discretion, restrict or suspend entry as required to alleviate overcrowding of the pool.

CAPACITY LEVELS	MAXIMUM FACILITY LOAD	MAIN POOL	WADING POOL
Commons Pool	338	317	21
Landings Pool	230	193	37
Oaks Pool	231	194	37
Ponds Pool	187	173	14
Woods Pool	230	193	37

NOTE: County Health regulations dictate that the pool must be closed, super-chlorinated and cleaned when contaminated with human waste. It is the responsibility of members to attend to their children accordingly to avoid closure of the pool. Fairfax County requires pools to be closed for a minimum of two (2) hours when contaminated!

2.2 GUESTS

- A. All guests must abide by the same rules and regulations as members.
- B. Members must purchase and present a guest pass and the guest must be signed in at the pool including name, address and phone number (in case of emergency) when arriving at the pool. A member's guest may re-enter the pools on the same day without using an additional pass/punch, provided they are accompanied by the member and the member completed the daily "Guest Sign-in / sign-out" procedure when they first arrived at the pool that day. If the "Guest Sign-in / sign-out" was not completed and cannot be verified for that day, then use of a new guest pass/punch will be required.
- C. A pool member age 23 and older may host up to four guests per day dependent on pool capacity and at the pool manager's discretion. Pool members must remain at pool while hosting a guest(s) and will be held responsible for guests.
- Members under the age of 23 (definition does not include those who are ages 23 & up) may not bring more than three (3) guests to the pools at one time. Admittance of guests is also dependent on pool capacity and at the pool manager's discretion. Members must remain at pool while hosting a guest(s) and will be held responsible for guests. Pool members are encouraged to call ahead before bringing numerous guests to any of the five pools.

3.0 PHOTO I.D. CARDS

- A. **REPLACEMENT I.D. CARDS AND/OR STICKER:** If your pool photo I.D. card(s) and/or sticker(s) are misplaced during the current pool season (defined as the day registration occurs until Labor Day), there is a cost for each replacement card and/or sticker (see attached rate sheet for fees). NO REFUNDS will be given for replacement I.D. cards once they have been made.

- B. All pool members over the age of four must have a photo I.D. card with current photograph.
- C. Children's Photo I.D. cards must be updated every three years and all other photos should be updated if member's appearance has changed dramatically.
- D. All Family membership I.D. cards will be processed at the same time. To avoid delays in processing, all photos should be submitted at the same time. Cards & stickers will be issued only after receipt of all required photographs.
- E. In the event that a temporary pass must be issued, the pass is good only for those listed on the pass and for the dates listed on the pass. There will be no extensions given for temporary passes once they are issued, unless the required photos have been submitted.
- F. Pool members are encouraged to keep photo I.D. cards from year to year.

4.0 POOL RULES

4.1 GENERAL

- A. All persons shall obey the instructions and respect the authority of the lifeguards. Failure to do so may result in immediate suspension.
- B. No persons shall use the pool unless it is officially open and lifeguards are on duty. Unauthorized use of the pool before or after hours will constitute a trespass and all violators may be subject to prosecution.
- C. Persons must stay clear of the guard stations and not loiter at the check-in desk.
- D. Attire. All members and their guests are required to wear appropriately fitting attire, specifically manufactured for swimming, while in the water. Clothing should be suitable for a family environment (i.e., thongs are prohibited). Street or work shoes are not permitted on the pool deck.
- E. Any radio, portable CD player, etc. that is brought to a Burke Centre pool for the personal use of a pool member must be played at such a level so that the sound does not leave the immediate area where it is placed. Additionally, pool members are encouraged to use headsets/earphones.
- F. No pets are permitted in the pool facility **with the exception of service animals, i.e., Seeing Eye dogs.**
- G. Play items. The use of kickboards ~~and~~, noodles ~~and balls~~ will be at the discretion of the pool manager ~~when pool occupancy is below 50% of capacity, the character of the crowd and with regard for the safety of pool members. The use of approved single-person rafts will be at the discretion of the pool manager when pool occupancy is below 50% of capacity. Users of rafts should remain aware of their impact on other pool occupants, e.g., drifting into lap swimmers. Use of water squirters/launchers/guns will be at the discretion of the pool manager when occupancy is below 25% of capacity and confined to the boundaries of the pool. Playing catch or throwing balls will be at the discretion of the pool manager when occupancy is below 25% of capacity and confined to the boundaries of the pool. Throwing from the pool to the pool deck is prohibited. Thrown objects must be of a soft material, e.g., cloth, foam or sponge-like. Children using approved flotation devices (see below) must be under the direct supervision of, and accompanied in the water by, an adult and/or caretaker at all times. and based on the size and character of the crowd and with regard for the safety of pool members. The use of rafts is not permitted except at activities designated by the Conservancy. Children using water wings must be under the direct supervision of, and accompanied in the water by, an adult and/or caretaker at all times.~~

Examples of items that may be deemed acceptable by the lifeguards. Full size devices (exceeds 2' in length) are prohibited.



- H. Wheeled vehicles (bicycles, skateboards, hover boards, rollerskates/rollerblades, heelies (shoes with wheels), etc.) and playpens are not permitted in the pool area. Exceptions include wheelchairs and strollers (see Section 4.2.2-E). Bicycles are to be placed in the racks provided and kept off the access ways to the pools.

- I. Lost Items. The Conservancy is not responsible for items left at pools. Items found and turned into the Conservancy office will be held for no longer than 30 days.
- J. Profane language will not be permitted in the pool facility.
- K. Refreshments. Food and drink must be consumed in designated eating areas. Per Fairfax County Health Department regulations* (see below for specific rule), **the consumption of food and/or beverage on the pool deck is prohibited.** Food/beverage containers must be plastic or metal only. Glass containers are not permitted in the pool enclosure. All refuse must be placed in containers provided.

***Section 69.1-3-6. Food Service. Any person in the process of eating or drinking shall remain in an area designated for the consumption of food and drink. This area shall be at least ten feet from the swimming pool edge and enclosed by a fence or suitable barrier. Glass containers are not permitted in the pool area.**

- L. Chewing gum is not permitted inside the fenced pool area.
- M. Alcoholic beverages are not permitted inside the fenced pool area.
- N. Smoking is not permitted in any pool area including areas designated for food and beverage consumption.
- O. Use of remote controlled devices (drones, helicopters, boats, etc.) is not permitted in or above pool grounds.

4.2 HEALTH AND SAFETY

- A. Fairfax County Health regulations dictate that pools must be closed, super-chlorinated and cleaned when contaminated with human waste. It is the responsibility of members to attend to their children accordingly to avoid closure of the pool. *Fairfax County requires pools to be closed for a minimum of two (2) hours when contaminated.*
- B. Pools will be closed and cleared under the authority of the pool manager when electrical or thunderstorms are in the area. Any person who refuses to leave the pool when asked to do so by pool personnel will be subject to suspension of pool privileges and their membership fee will be forfeited for that season. **Pools must remain closed for at least 45 minutes following the last clap of thunder and/or bolt of lightning.**
- C. A fifteen-minute break period will be observed each hour of operation. ~~At the beginning of the break period the pool will be completely cleared. After the guards check the pool, lap swimming may be permitted at the discretion of the pool manager. All members and guests under the age of 16 must exit the pool.~~ In those pools where there is an area set aside for activity other than lap swimming, adults holding children under the age of three may stand in those areas so as not to interfere with lap swimming.
- D. **Lap Swim is designated for lap swimming only. Members and guests age 14 and older are permitted to swim during Lap Swim sessions.** During designated Lap Swim hours, non-swimmers are permitted to remain inside the pool fence or on the pool deck, however, they are not allowed to linger, sit near the edge of the pool, or to soak their feet in the pool during this time. ~~No food or beverage(s) are allowed on the pool deck at any time.~~
- E. Persons unable to demonstrate to the lifeguards an ability to swim are not permitted in deep water **(five feet and over).**
- F. Sanitation. All persons must take a shower prior to entering the pool. Swim privileges shall be refused to all persons having colds, coughs, inflamed eyes, infections, open wounds/sores or wearing bandages or non-waterproof casts. Spitting and spouting of water or similar unsanitary actions are not permitted.
- G. Unsafe Activities. Running, pushing, dunking, rough play, standing or sitting on another's shoulders, somersaults and other dangerous actions from the pool edge are all prohibited.

4.2.1 DIVING AREA

- A. Diving board use is limited to persons who have proven to lifeguards an ability to swim.
- B. Only one person at a time is allowed on the diving board.
- C. Users must delay a dive until the area is clear of other swimmers.
- D. Repeated bouncing, racing, or other dangerous actions on the diving board are prohibited. Acceptable dives include: Forward Dive; Forward Dive with a Twist; Swan Dive; Jack Knife; Backward Dive; Backward Jack Knife; Forward Somersault and Forward 1½ Somersault.
- E. General swimming in the diving area is prohibited while the diving board is open for use. Divers must swim directly out of the area after each dive.

- F. Children under the age of 10 must be supervised by a person age 14 or older while diving.

4.2.2 BABY POOL

- A. Use is restricted to children five years of age and under. Exceptions may be made for parents, and siblings of children that are over age 5, at the pool manager's discretion.
- B. Babies in diapers must wear disposable diapers made specifically for swimming.
- C. Children under age 5 must be accompanied by a person who is at least 14 years or older who will be held responsible for the behavior of the child.
- D. It is recommended that children under three years of age that are not yet toilet trained use the baby pool, however, they will be admitted to the main pool when accompanied by a parent and wearing appropriate covering such as disposable diapers made specifically for swimming.
- E. Strollers or small baby-carrying devices are permitted in the baby pool area only if space permits and at the discretion of the pool manager. Strollers must be restrained and made incapable of rolling. Babies in small carrying devices are not to be placed on tables or in pool chairs.
- F. Playthings must be limited to small floating and non-breakable items.

5.0 CONDITIONS/ RULES ENFORCEMENT

- A. Any pool member who is caught trespassing will have all pool privileges suspended for an appropriate duration, and police action will be taken as necessary.
- B. Failure to comply with these rules, or any part thereof, shall be sufficient cause for members to be deprived of the use of the pool. The lifeguards or pool manager may suspend privileges for behavior and rule infractions for a 24-hour period. All corrective action taken by the pool management staff must be reported on a daily basis to the Conservancy office. Based on the severity of the infringement, the lifeguard or pool manager may recommend to the Conservancy staff that further corrective action be taken.
- C. The lifeguards or pool manager may suspend the pool member and/or guest for the day due to behavioral or other problems (See Section 4.2F). Under certain circumstances, suspensions may be sufficient cause for the member to have all pool privileges revoked permanently or for an extended period to be determined by the Conservancy staff on a case-by-case basis.
- D. Any person deliberately damaging pool furniture, equipment or structures, or who is trespassing when a pool is closed will be automatically suspended and police action will be taken where necessary.
- E. The cost of any and all damages must be reimbursed to the Burke Centre Conservancy.
- F. All persons using the pool do so at their own risk. The Burke Centre Conservancy assumes NO responsibility for any accident or injury in connection with such use or for any loss and/or damage to personal property.
- G. Persons using the pool agree not to hold the Burke Centre Conservancy liable for any actions of whatever nature occurring within the pool area. Also, members will be responsible for the actions of their children and guests.
- H. Inappropriate behavior will not be tolerated (See Section 4.2 F), and may result in a 3-7 day suspension period of pool privileges beginning with the first offense. Additional and/or more severe offenses will cause pool passes to be revoked for the remainder of the season.
- I. If a pool pass is revoked for the season due to a behavioral issue, the membership fee shall be forfeited.
- J. Pool membership and guest passes are the right and property of the Conservancy, are not transferable (except as described under 6.3 below), and may be revoked at any time.
- K. These rules have been developed for the operation of the pool in the best interest of all community members, and can be changed or amended as necessary by the Board of Trustees. If community members feel at any time that the pool is not being operated in the best interest of the community, they should contact the Conservancy staff at (703) 978-2928.

6.0 REFUNDS AND CHARITABLE DONATIONS

Burke Centre Conservancy pool membership and guest pass purchases are non-refundable. There are two exceptions to this policy, which are discussed in Sections 6.1 and 6.2. There are no other exceptions to the refund policy under any circumstances.

6.1 MOVING (PARTIAL REFUND): Burke Centre resident pool members (only) moving from the area prior to July 5, 2017 may receive a 50% refund upon written request. This request must include the date of the move and the forwarding address for the partial refund, and **MUST** be received by the Conservancy office no later than 5 PM July 5, 2017. All pool stickers and/or I.D. cards must be returned to the Conservancy office before a refund can be issued and mailed to the new address. **This policy does NOT apply to Non-Resident pool members.**

THIS REQUEST MUST BE MADE IN WRITING TO: Burke Centre Conservancy, 6060 Burke Centre Parkway, Burke, VA 22015-3702, Attn: Community Services.

6.2 PRIOR TO SEASON: A 100% refund of membership fee will be granted **if requested in writing to the Conservancy office by 5pm on May 23, 2017.** All I.D. cards and/or stickers issued must be returned at the time of request.

THIS REQUEST MUST BE MADE IN WRITING TO: Burke Centre Conservancy, 6060 Burke Centre Parkway, Burke, VA 22015-3702, Attn: Community Services.

6.3 CHARITABLE DONATIONS: Unused 10-visit guest passes may be donated to Burke CARES.

7.0 SWIM INSTRUCTORS

Swimming instruction may be provided by the pool management company as a direct arrangement between that company and interested members, without the involvement of the Burke Centre Conservancy. Fees and charges for this instruction are established by the company and payment is made by the interested members directly to the company. The instructors' training must be in compliance with Water Safety Instruction (WSI) certification requirements. Call individual pools for class dates and fees.

<u>POOL NAME</u>	<u>POOL ADDRESS</u>	<u>POOL PHONE</u>	<u>HOURS</u>
COMMONS	5701 Roberts Parkway	703-239-8596	
LANDINGS	6001 Cove Landing Rd.	703-250-4359	
OAKS	5708 Oak Leather Drive	703-239-2153	
PONDS	9837 Burke Pond Lane	703-250-2734	

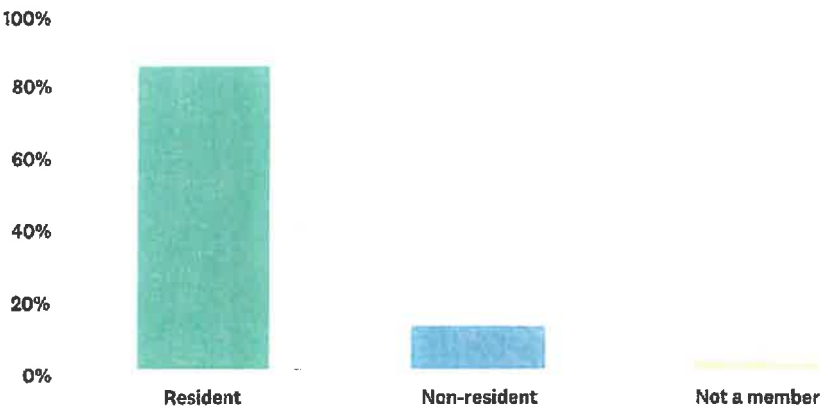
Appendix D - 2017 Survey Questions



2017 Pool Survey
Results.pdf

Q1 Are you a resident or non-resident member of the BCC Pools?

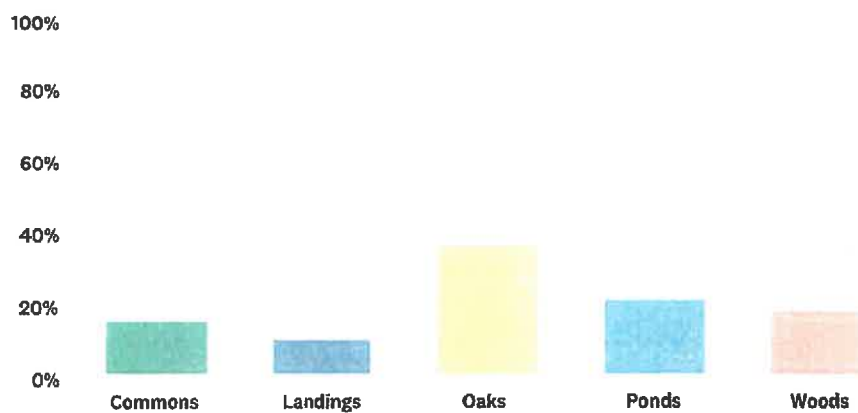
Answered: 449 Skipped: 0



ANSWER CHOICES		RESPONSES	
Resident		84.63%	380
Non-resident		12.47%	56
Not a member		2.90%	13
TOTAL			449

Q2 Which pool is closest to you?

Answered: 449 Skipped: 0



ANSWER CHOICES

Commons

Landings

Oaks

Ponds

Woods

TOTAL

RESPONSES

14.70%

9.58%

36.30%

21.16%

18.26%

66

43

163

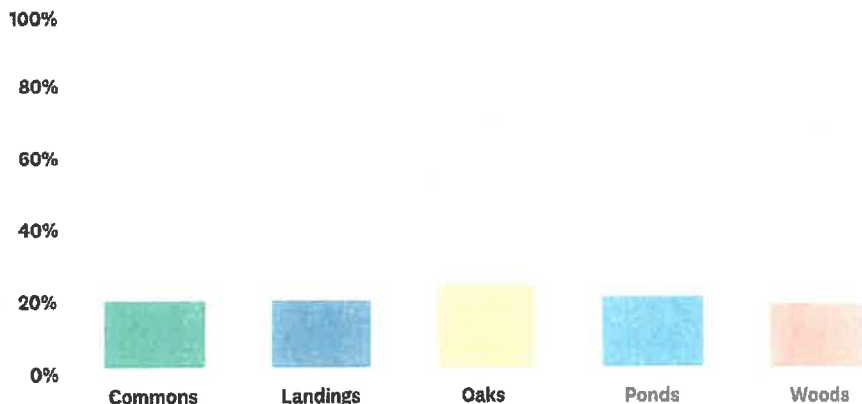
95

82

449

Q3 Please choose the pool you wish to evaluate, preferably the pool you most frequent.

Answered: 445 Skipped: 4



ANSWER CHOICES

Commons

Landings

Oaks

Ponds

Woods

TOTAL

RESPONSES

18.88% 84

19.10% 85

23.82% 106

20.00% 89

18.20% 81

445

Q4 Please rate the bathroom cleanliness.

Answered: 446 Skipped: 3



ANSWER CHOICES

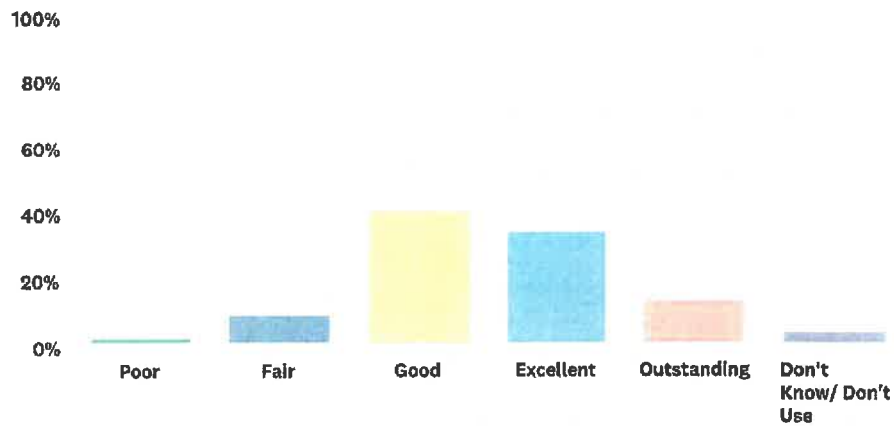
Poor
Fair
Good
Excellent
Outstanding
Don't Know/ Don't Use
TOTAL

RESPONSES

3.36%	15
19.73%	88
46.86%	209
18.61%	83
6.73%	30
4.71%	21
	446

Q5 Please rate the pool water quality.

Answered: 446 Skipped: 3



ANSWER CHOICES

Poor
Fair
Good
Excellent
Outstanding
Don't Know/ Don't Use
TOTAL

RESPONSES

1.35%	6
8.30%	37
40.13%	179
33.63%	150
13.00%	58
3.59%	16
	446

Q6 Please rate the check in/check out process.

Answered: 446 Skipped: 3



ANSWER CHOICES

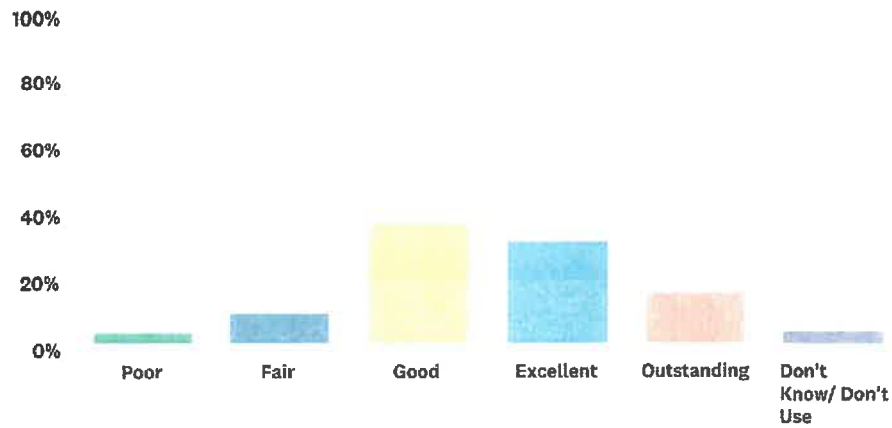
Poor
Fair
Good
Excellent
Outstanding
Don't Know/ Don't Use
TOTAL

RESPONSES

2.47%	11
9.64%	43
40.13%	179
30.72%	137
13.90%	62
3.14%	14
	446

Q7 Please rate the guard staff.

Answered: 446 Skipped: 3

**ANSWER CHOICES**

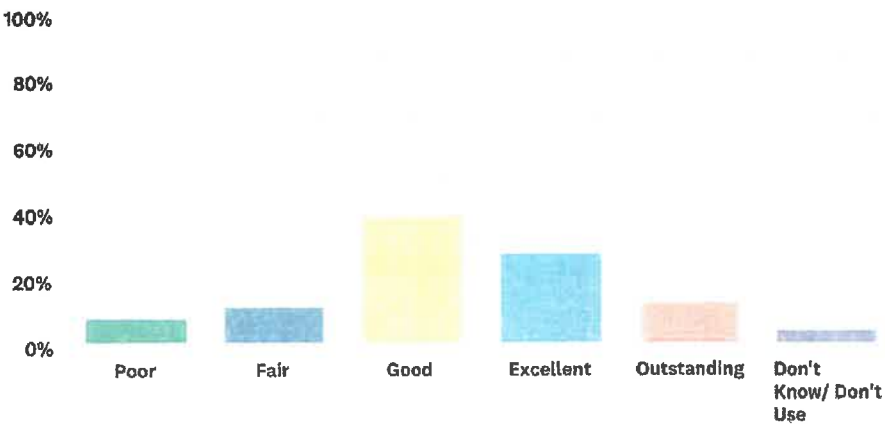
Poor
Fair
Good
Excellent
Outstanding
Don't Know/ Don't Use
TOTAL

RESPONSES

3.36%	15
9.64%	43
36.32%	162
31.17%	139
15.47%	69
4.04%	18
	446

Q8 Please rate the pool rules enforcement by staff.

Answered: 444 Skipped: 5



ANSWER CHOICES

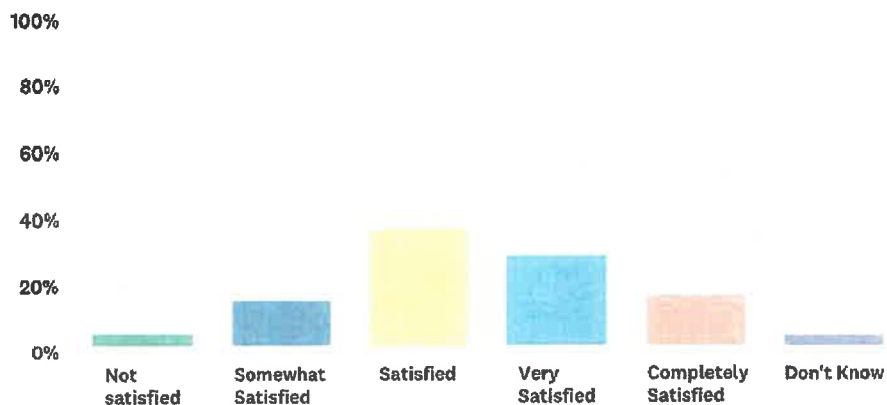
Poor
Fair
Good
Excellent
Outstanding
Don't Know/ Don't Use
TOTAL

RESPONSES

7.43%	33
10.81%	48
38.29%	170
27.03%	120
12.61%	56
3.83%	17
	444

Q9 Over the season, how satisfied are you with the hours?

Answered: 445 Skipped: 4



ANSWER CHOICES

Not satisfied

Somewhat Satisfied

Satisfied

Very Satisfied

Completely Satisfied

Don't Know

TOTAL

RESPONSES

3.82%

14.16%

35.28%

27.42%

15.73%

3.60%

17

63

157

122

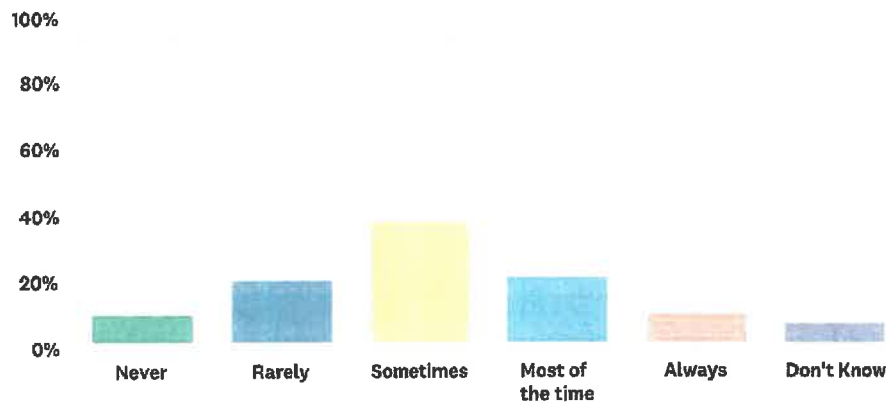
70

16

445

Q10 Do you see the lifeguards perform other cleaning tasks while working? i.e. scrubbing the scum line, emptying the skimmers, picking up trash on the pool deck & outside the perimeter of the pool, checking the bathrooms for cleanliness.

Answered: 445 Skipped: 4



ANSWER CHOICES

RESPONSES

Never	8.54%	38
Rarely	18.88%	84
Sometimes	37.08%	165
Most of the time	20.22%	90
Always	9.21%	41
Don't Know	6.07%	27
TOTAL		445

Q11 Is your family a member of one of the Burke Centre Swim teams?

Answered: 446 Skipped: 3

**ANSWER CHOICES**

Yes

No

TOTAL

RESPONSES

27.13%

121

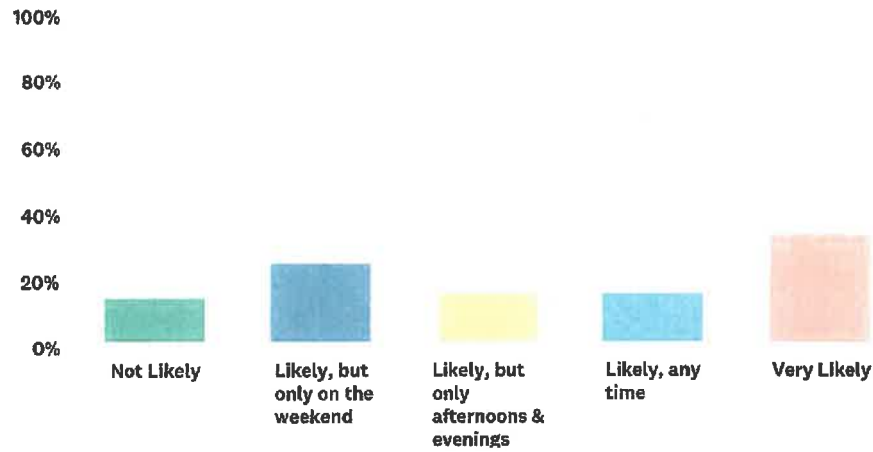
72.87%

325

446

Q12 How likely are you or your family to use a pool after Labor Day weekend, assuming only one pool remained open?

Answered: 447 Skipped: 2



ANSWER CHOICES

Not Likely

Likely, but only on the weekend

Likely, but only afternoons & evenings

Likely, any time

Very Likely

TOTAL

RESPONSES

13.65%

23.94%

14.77%

14.77%

32.89%

61

107

66

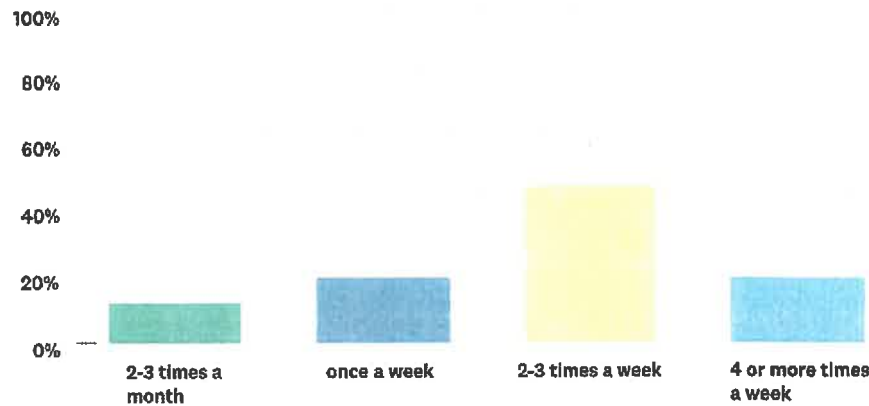
66

147

447

Q13 Other than swim team events, how often to you or your family use a BCC Pool?

Answered: 435 Skipped: 14



ANSWER CHOICES

2-3 times a month

once a week

2-3 times a week

4 or more times a week

TOTAL

RESPONSES

12.64% 55

19.77% 86

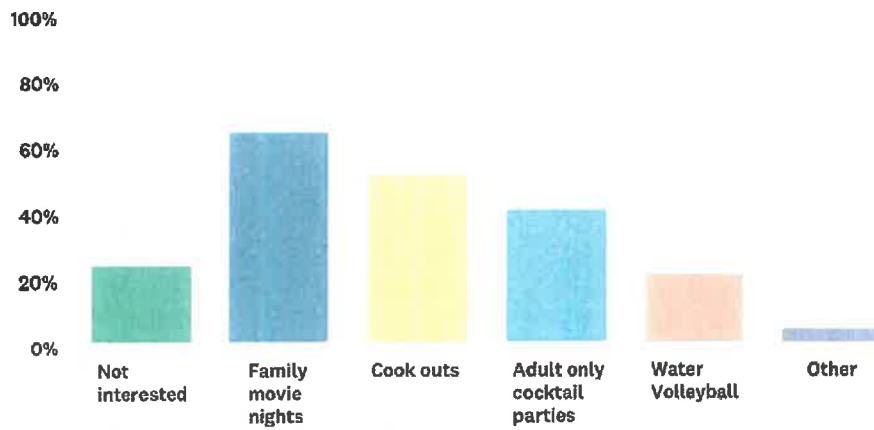
47.36% 206

20.23% 88

435

Q14 Would you be interested in after hour socials & games?

Answered: 433 Skipped: 16



ANSWER CHOICES

Not interested

Family movie nights

Cook outs

Adult only cocktail parties

Water Volleyball

Other

Total Respondents: 433

RESPONSES

23.33%	101
63.51%	275
50.81%	220
39.95%	173
21.25%	92
4.39%	19

Q15 Please add any constructive comment, recommendation, or solution you may have regarding future improvements, daily operations, rules, or issues with adjoining neighbors.

Answered: 253 Skipped: 196

Appendix E - 2017 Survey Question 14 Comments



Question 14
Comments.pdf

Question 14: Would you be interested in after hour socials & games?

Comments

1. Kids theme nights
2. Potlucks
3. Doggie Dip. They used to do it at the Oaks CC, then did away with it.
4. Other area pools have a Friday Happy Hour. Call Kings Park West pool as an example.
5. Other area pools have pot lucks. Call Kings Park West pool as an example.
6. Having food and drink available while swimming
7. Bubble/foam party
8. fun races and games for kids
9. Float night
10. How about water aerobic classes either before opening in the a.m., or early evening?
11. Raft night
12. Especially the adult only cocktail parties. I'd love to hang at the pool with friends without kids hanging around!
I've always wondered why we don't do more things like this.
13. Raft "day" or raft "hours" or raft "night" Any of these ideas above would be amazing!
14. I'm interested in being able to swim at night.
15. Food trucks
16. Anything kid friendly!
17. Adult movie night
18. My son has severe food allergies & would enjoy non-food related events.
19. Food truck nights for families
20. I think movie nights are a great idea along with social hours with cocktails. Creating more social opps will only make this great community even stronger!
21. food trucks!
22. In Pool Workout Classes
23. Having an evening family social weekly would be nice with the pool lights on
24. Dog Swim at the Ponds Pool
25. We love the BCC pools and the Penguins Swim Team. My wife grew up swimming on the Penguins (she is now 38) and now our 8 year old son has been on the team for 3 seasons now. We absolutely love the community and lifelong friendships built on the swim teams and that they donate to BCC family culture.
26. More swim team!...Wow! What a huge sense of community regarding the Burke Centre Pools. I know real estate agents that use them as a selling tool. Who would have believed they were great for home values! You don't get a lot of that in the Northern Virginia area. We especially love the swim team. All three of our kids use the swim team and we would be terribly upset if our community didn't have one. It's been so important to their development and such a thing bringing the community together. I would hate to have to deal with a person who didn't share my love for the community and swim team. I'd have to wonder if they were the type of people who would be petitioning Amtrak to stop using their horn off the VRE and that would just be a safety hazard. What a grump that hypothetical person must be. I mean hasn't the swim team existed for years? Like before most people in the Commons apartments even moved there? In all seriousness, we would be absolutely crushed if our community didn't have a swim team. Literally hundreds of people would be affected. Families, parents, children. Even if I lived near by where the meets are, I would know that everything is done to keep down the noise and I would see it as a special community event that brings people together. Sincerely, Chris
27. we are a homeschooling family that would use the pool and bring guests if the pool was open after labor day and during the mornings after memorial day.
28. Thank you for providing Summer swim teams. Our family is military so this opportunity offered our four children a chance to participate in a competitive sport where they could socialize and create friendships. The Penguins

made us feel very welcome and the confidence they developed made entering a new community easier.

Blessings to live in Burke!

29. Float night
30. Adult swimming lessons
31. Food trucks
32. When i grew up in kings park west in fairfax our pool on commonwealth always had a night time junior high party and a separate high school night party once a summer. It was fantastic and after 37 years i still remember those parties. I often have wondered why we dont do these for the kids-- we should!!
33. Other games out of water too like table tennis for tweens and teens.
34. would love more social events--adult cocktail party with a food truck,
35. would love more social events--end of the year party for kids,
36. would love more social events--end of the season party
37. Adult only evenings - one pool perhaps once or twice a week. (Burke Centre has many older residents now 30+ years after its creation.)
38. Daily adult floatie hours if you are going to keep the ridiculous ban in place, i.e., commons 11-1 middle section or entire pool if the demand becomes too great, which it will.
39. Nats games projected at the pool
40. Pool Basketball games,
41. water polo
42. Ice cream parties
43. happy hours
44. Projected nationals games,
45. summer olympics
46. Fitness Classes Cocktail Parties
47. Our family really values being a part of the Penguins swim team. We are thankful that there are great pools for practices (Landings) and A and B meets (Commons). We plan on being with the Penguins for the next 10 years or so, and it's one of the main reasons why we love being in this community.
48. Family and/or adults only game nights
49. Water aerobics
50. A potluck or cookout on the 4th of July, Memorial Day and Labor Day and weekends.
51. Pot luck or cookout during the day on 4th of July, memorial day, labor day.
52. Trivia
53. Water safety family classes
54. Oh dear God please no. The Commons pool is annoying enough without adding nighttime events. I will strongly protest such a move.
55. I'm not interested in anything that is going to be magnified by speakers, bull horns, motors, loud music, loud movies
56. Also water basket ball
57. Cocktail party could be followed by a surf n' turf cookout with beer and wine available.
58. Community potlucks

Appendix F - 2017 Survey Question 15 Comments



Question 15
Comments.pdf

Question 15 - Please add any constructive comment, recommendation, or solution you may have regarding future improvements, daily operations, rules, or issues with adjoining neighbors.

Comments:

Check In (11)

1. Would love to automate the check in-which could allow for lost cards, etc.
2. We need electronic check-in to get rid of the paperwork and so it's not necessary to repeat everything each year; i.e. checking senior ages for senior passes at the Conservancy office. Simple check-in like Sully Station pool.
3. Eliminate the sign in sheet or update to a more sophisticated system with the passes. Signing in is so redundant. You have my passes, you know who's there at any given time based on those. I assume it's just record keeping for you all so you can see who is utilizing the pool but I find it tedious and cumbersome and it holds up the line as people sit there trying to check off all the boxes for the ages of the people entering. I think a card swipe, electronic system would be faster and easier.
4. Check in should be automated.
5. It seems there should be a better way of checking in/out. Sometimes there is an incredible bottle neck to get in our out. A bar code and swipe system seems like it would be so much more efficient.
6. Would *** love *** card-less check in (had that at least pool, only provided member number
7. Bar code check in or swipe cards inread of signing in and them holding the cards. Very inefficient.
8. Can Burke Centre use computers to sign in? You have a list of everyone who has a pool pass, can't that list be loaded into a computer where we simply check off our names & hand over our pass?
9. A better pass system would also be good. Filling out the paperwork each time is annoying.
10. Pools should be more resort like (i.e. prettier, nicer seating, fencing that doesn't look like a jail, food and drinks, towels);
11. stop making people sign in when they already need a pool pass... it's annoying

Facilities (74)

1. Concession stands would be amazing at the pools and provide good revenue!
2. Vending machines with snacks.
3. a concession or food trucks at the pool
4. It would be cool to have a snack bar at the pool, that sells reasonably priced food so that the conservancy can make a small profit to pay for the kids salaries that run the snack bar, but not a big profit, like the ice cream man is getting. \$3 for a push pop or \$4.50 for a Spider-Man popcicle is too big a profit. Selling ice cream for \$1.50 to \$2 a pop would still allow a significant profit, but please the community that use the pools. Other pools do this in the area and it works well.
5. I would like to have food
6. Build a snack bar, use the proceeds to put back into our community. Something. So many adjoining communities have so much more to offer
7. Some option for food would be great. Snack bar, vending machines, something.
8. Have a snack bar
9. Serving food/Snack and Drink Bar
10. A snack bar would be wonderful as well.
11. You could have snack bars.
12. One small suggestion - if future construction plans would allow it, having a permanent snack bar added to a clubhouse would be awesome and provide a revenue stream for the conservancy. Thanks!
13. I would pay more to have updated locker rooms

14. We could use more lights in bathrooms
15. Faucets in bathroom need to be updated.
16. Long term, it would be great if we could look into improving the size of the changing areas, but I realize that most of the pool entries are attached to the community centers and that is not an easy fix, as most of them seem to be original construction.
17. I wish the bathrooms were bigger and nicer.
18. Some of the bathrooms are horribly dark and dingy. They really need to be revamped.
19. The showers have only hot water.
20. The water temperature in the Landings showers is scalding, no matter which shower, or how the hot/cold knob is positioned. It would be great to take a warm or cool shower; it's too hot for me, let alone my kids. Thanks for listening!
21. The showers are terribly hot! The water temperature can[not] be adjusted. This is in the Ladies room. I mentioned it to the guards last year and this year and asked them to look at it and to inform management. Nothing has changed. :(
22. We've been going here for years and the bathrooms are small, cramped, and always smell of mold.
23. There is not enough room to change.
24. My children suffer abrasions on toes from course pool and kiddie pool floors.
25. Woods pool surface needs to be resurfaced. My kids had cuts and bleed multiple times.
26. Bottom of children's pool at the landings needs to be sanded down. Two of our kids received road rash style injuries from that pool.
27. Oaks pool bottom need to be resurfaced, it is very rough on feet!
28. My kids and I are tearing our feet up at the Woods, and particularly the Oaks, pools. After using the Oaks one time, my son had blisters on his feet. We would like this to be remedied since we haven't noticed this at any of the other pools. Thank you.
29. An extra picnic table would be nice - they are often full on the weekends.
30. Also, sitting on the grass to eat is gross with mud and bugs. Please create patios or let us eat in designated, cemented area.
31. Ponds need a clean pavilion with tables, hard surfaces and numerous trash cans adjacent to pool consume food. Loads of families with kids use the pool and constantly are having pizza or other food delivered in. Presently have to go out to grass picnic area adjacent to pool. The 3 small picnic tables full, meaning sitting on a towel on the grass. The result is a lot of stuff is tracked back into the pool area.
32. My family would like to see a better organized system for eating at the pool. Sending us out to the lawn doesn't work. Some pools are full of mosquitoes out on the lawn, some are have very uneven ground and/or holes in the ground and some just don't have enough places to eat.
33. 5. Concrete the current grassy area at the Commons and expand the deck behind the pool to make a larger deck area. It is too narrow for the amount of people that visit...and always two lifeguards on duty at that one.
34. grass in picnic area (of all pools) needs to be cut more often,
35. Moved into the Oaks in January of 2015, and was a Member of the pools for two years. Totally overcrowded. We joined the Fairfax Station Tennis Club this year, and its night and day.
36. Commons pool is too crowded
37. Perform renovations and improvements to the remaining pools to ease overcrowding at The Ponds pool.
38. Please renovate another pool to prevent the Ponds from being overcrowded.
39. I would like to see more tables and free standing umbrellas. Also more tables on the grass with umbrellas.
40. The ponds pool could use some more shade. Is it possible to have a few more umbrellas in stands?
41. Cons... usual hard to find seats & not enough sun umbrellas.
42. More shade at the ponds pool would be great.
43. More giant umbrellas or shade-providers.
44. Very satisfied with number of pools
45. I would like to have music

46. water feature,
47. more kiddie pools have beach entry
48. You can also install a heated bubble for year round swim :)
49. If you are going to keep one pool open later in the year you should consider adding a heater to one pool
50. It would be great if each pool had a slide, not just the Oaks. Please consider adding a slide to more of the pools.
51. ,improving appearance of all pool grounds (more resort like),
52. It would be better if there was a rope put up in the ponds pool's deep end, so there is a swimming and not just a diving area.
53. or having lap lane at each pool, and enforced
54. A pool with adult only swim
55. Add Wi-Fi at every pool.
56. I would like to have wifi.
57. Wifi access should be standard @ all the BCC pools
58. Wireless routers are needed in every pool location! Internet coverage is ridiculous at the pools!
59. Add Wifi, overall very happy with all the pools
60. add wifi to some (a few) of the pools-
61. Hi I have contacted Jeannie at the beginning of the pool season regarding broken umbrellas...Who at Burke Centre is inspecting or following up on what the pool company is supposed. I'm an RN and we need to instill to our users have fun be safe and provide good rules and guidance for our staff.
62. There were so many broken umbrellas at the beginning of the season and I was told they were inspected how could that have happened. We pay a lovely fee to use the pool and I enjoy that we have it but this season I have gone to the landings commons, oaks pools and see a decline in the quality of our pools. Especially when I sent Jeannie pictures of the commons pools with twist ties holding the fence up.
63. The diving board at the Commons pool slips off the tracks and needs repair. I've seen a child get their leg stuck in the diving board because of this. That said, we enjoy the diving boards at the Burke pools.
64. 2. Can recycle bins be placed at the eating areas and outside? It's a waste all those pizza boxes and pop cans go into the trash. .
65. Also the drains at Commons by the shallow end smell like urine and feces. Maybe a broken pipe? Additionally, the gutter at Commons is about to fall off. You can see it from the shallow end.
66. excessive trash discarded in and around Commons parking lot spilling over onto our neighboring property (BCSC) could be disposed of if a trash can were placed there, e.g., beside the Commons parking lot corner abutting BCSC.
67. Soda vendor was very slow to repair machine.
68. Needs paint.
69. Commons pool is not young children and senior friendly. Does not have easy access to get in and out.
70. get rid of the basketball hoop at Woods
71. move or get rid of stupid basketball hoop that's is dangerous and hits people;
72. , move hoop,adding basketball court lines in pool,
73. I would like to have a second basketball available at pool. Since there's now just one, it's hard for more than one group to play at a time.
74. I'd like to recommend the basketball hoop be moved to the Oaks pool. That pool is the same depth everywhere which means no matter where the b-ball hoop is, the rest of the pool is equally accessible to everyone. As it is now, my 6 year old who is a good swimmer, is either stuck in the crowded, shallow, roped off end of the woods pool or in the water that's too deep for her. The b-ball hoop monopolizes the 3.5 - 4 foot section that young swimmers would like use of, particularly when the shallow, roped off section is super crowded. If moving it to Oaks is not possible, maybe moving it to the deeper end (5/5.5 foot section). I also wouldn't object to getting rid of it altogether since it's kind of a nuisance.

1. Open in April, May, September even if it's just for weekends.
2. Please stay open in September!
3. I am extremely interested in having any one of the pools remain open past Labor Day. It is still hot out in September and my kids love the pool! Please keep at least 1 pool open thru end of September or even thru 1st week of October.
4. I would love to see pool hours after Labor Day.
5. Would be awesome to extended the season past Labor Day!
6. Having the pools open after Labor Day would be a wonderful opportunity for students (as a way to transition back to school and still exercise) and for adults who enjoy swimming for exercise.
7. Is it possible to keep the Commons (largest) pool open in September? Burke has beautiful Septembers & with kids in school you could suspend the floatie rule at least from 10-3.
8. Would love for pool to be open in May and September
9. keep at least one pool open throughout the month of September and even the beginning of October;
10. extending into September if the weather is good would be great.
11. Consider opening before Memorial Day and staying open after Labor Day.
12. We absolutely love the Burke pools, especially Oaks (Max is fantastic). Keeping the pools open after Labor Day doesn't seem like a good use of money--the weather is so unpredictable, and fall activities (e.g., soccer) have started. I would rather keep the current schedule and not increase rates.
13. I would definitely be in favor of an opening of a pool/pools before Memorial Day and after Labor Day.
14. Extend the pools to earlier in May and later in September and staff based on demand (whether that's 1 or multiple pools). It's hot here much longer than just Memorial Day to Labor Day and we all love the pool! As my child gets older we'll use more on weekdays, but just weekends for now.
15. I just wish the pool season could be a month longer.
16. If it is warm after Labor Day, we would use the pool. If it is cool, we would not. We would like to use the pool more in the summer, but are usually out of town for 3+ weeks.
17. Very glad to see the extension of the pool season. I would suggest moving the Fall Festival two weeks later in September and then open up two pools (could be rotated every year) for two weekends after Labor day.
18. Having one pool open year round would be great.
19. We were very happy to hear about one of the pools becoming a year round pool. We would support this effort.
20. All year pool
21. Keep one Pool open year round

Hours (21)

1. Morning lap swim options would be great.
2. Morning lap swim availability,
3. Would be great to have one of the pools open for morning lap swim.
4. The pools are a great perk of living here and we're grateful for the affordability. I would like to have one hour of adult swim only at one pool on weekends (maybe open an hour early).
5. We need two prime time wkend sun hours at a pool as ADULTS ONLY-no kid noise and splashing;
6. Very satisfied with operating hours.
7. I wish all of the pools had the same hours. It is a pain to have to look up what time a certain pool is open on any given day
8. Always seems to have swim team activity.
9. The pool hours in the summer need to go later on the weekends.
10. Wish the hours were longer in summer.
11. Would be nice if Ponds pool opened earlier than 11 on weekdays.
12. Wish they were open later on weekends.
13. I wish the ponds pool would be open earlier after memorial day. Its geared to younger kids who aren't in school yet. Would be nice to take the little ones there in the morning.

14. Oaks Pool- I have to concerns: We'd use the pool more if it stayed out later.
15. And why do pools close at 8pm on Sat and Sun nights. Shouldn't those be the nights they're opened the longest?
16. We'd love the pool to be open at 9am. But, we love the pools!
17. I think the pools would get a lot of use having regular hours the week before school gets out and the week after school starts. There are lots of preschool age children who are not in school during those times and it would afford those children more time to swim and learn.
18. 9am open, occasional extended evening hours,etc)
19. The Oaks pool doesn't seem to have any days during which it is one of the later-closing pools in the system. It would be great if it could be in the rotation for that.
20. I wish they had better weekday hours earlier in the summer
21. Longer hours, please! Could at least one pool open earlier in the summer, like 9am? Most young kids are up early and it's a good time to swim before the sun gets too high.

Community Impact (33)

1. Satisfied overall.
2. Excellent pools!! Clean, friendly staff, not to crowded. We usually visit ponds. We visit almost every day. Love the pools!
3. First of all, I would like to say that I think our the quality of our pools and our low membership fees every year are a commodity that few other northern va communities enjoy and overall I am very pleased.
4. Keep up the great work! We love the pools in Burke Centre!
1. Love the pools at Burke!
5. Burke is lucky to have so many pools and programs available to the kids!
6. It's great that the kids from the area have a safe place to go to get away from all the bad things happening in the world. It also keeps them off the streets and getting into trouble as well.
7. None. Everything is perfect the way it is. I would want NO changes.
8. The pools are great! Thank you
9. Love the Burke pools! We really do love the Burke pools. They are well taken care of and provide a safe and healthy outlet for youth in the summer months.
10. We love the Burke Centre Pools!
11. Overall, I consider the BCC pools to be well run, clean and a great value. Thank you for offering the survey!
12. Retiring soon... may have more time for the pool.
13. We don't seem to use the pools as much as we intend. Therefore the cost per visit is high. It does not seem to be cost effective.
14. I do not have any complaints as I have not ever used the pool or its facilities. However, I have observed children and families and they appear to enjoy and appreciate the facilities immensely.
15. I live in a townhouse right next to the ponds pool. We can always hear the noise coming from the pool fountains and patrons at night when the pool closes at 9pm. I would appreciate if the pool closed earlier rather than later. Thank you.
16. Please don't add activities after dark!
17. Ban all amplified music, bull horns, etc.
18. Pool Team Coaches are exceeding loud and use bull horns before 9 am. We are 300 yds away from a pool and routinely are awakened by this occurrence. Late night parties are also becoming an issue after dark. 3 times this year they have gone until 10 with loud music which is a clear violation of County noise requirements as it can be heard inside our house with the windows closed. There is fun but before 9 am and after dark should not be allowed. You can either correct it or we can start the complint process with Fairfax County for code violations
19. As a resident of Burke Centre Station Commons for 13 years, which abuts the Commons Pool, I must register my complaint regarding how negatively the summer pool noise affects our community. It seems that the Pool clubs, their swim meets/events, are often conducted with no regard for how the noise might affect our community, which is in plain sight. Playing amplified music at 8:00 am on some Saturday mornings is

inexcusable. The pool clubs are a bane to us. People work hard all week long and to be awoken on a weekday morning, or Saturday morning, during the summer months to the sound of blaring music during their events is not only a nuisance, but probably illegal. Do we have to call the Fairfax Police and file a noise complaint in order to restrain the amplified music?? Please eliminate, ban, these groups from playing amplified music. Playful noise, amplified pool meet announcements for competitions I can understand, but the wanton disregard for others quality of life I cannot explain. The pool clubs do not exist in a social vacuum, their noise generation negatively affects our community and we expect and deserve better, more civil, behavior both from the Pool clubs and the Conservancy (which should be proactively addressing this issue - but after 13 years of excessive noise and amplified music I can only deduce that they have abdicated their responsibility and do not give a hoot for the residents of Burke Centre Commons).

20. Too noisy while used by the swim team
21. Please do something with the weekend noise levels from swim meets at the commons pool
22. Excessive noise due to tree removal last summer needs to be mitigated;
23. I don't bother buying a membership to the pool because of the swim team so I can't answer many of these questions.
24. Also, can you please ban the swim team's use of the bullhorn? They are SO loud at their meets. I shouldn't be able to hear them in my home with the windows closed.
25. Control the noise from the swim meets
26. Noise from the pool, during swim team events, can be very loud at times, especially before 9 am on Saturday mornings. Team chants and blaring music are the two things that are the most disruptive.
27. I live near the Commons Pool. We love living here, however the noise generated by the adults during the swim meet is unacceptable. They use bull horns, speakers, loud inappropriate music. It's not the children cheering but the adults magnifying every sound that is so offensive. There needs to be a volume on the speakers that they can't go above. We the neighbors should not suffer due to the adults in charge of the swim teams.
28. Events before 8 am or after 8 pm should be banned or as quiet as possible. The pool generates constant noise complaints in my community.
29. If there is any issue with the adjoining neighborhood, then it should be open dialogue of all parties for solutions. It is wonderful to see kids/teenager join with swimming clubs. Thus, it keeps them active during summer.
30. The swim team also sometimes shuts down the parking lot, which can cause a problem for residents who have parked there overnight.
31. Too much overnight parking allowed at the Landings. Very frustrating
32. During the school year practices are held in the late afternoons. Given the size of the team the pool's parking lot is insufficient. The neighborhood across the Burke Parkway is the only alternative since the Coves Landing community guests' parking is restricted to residents only. This is a huge problem because the residences across B. P. place garbage cans to hold their limited parking spaces in front of their homes. Swim practice is only one and half hours long at most. I ask that the Coves Residences allow swim team families to park in their overflow parking lot located across from the pool during these afternoon practices so the the parents can be present during the practice and not driving around trying to park for an hour. Thank you
33. keep community centers open year round as gym/restaurant; have free regular events at community centers such as (farmers market, cooking classes, fitness classes, movie nights, happy hour)

Swim Team (52)

1. Access for the swim teams is critical to the health and utility of the pools, not to mention the community. The swim teams are possibly the largest volunteer youth activity in the community. They go out of their way to minimize the impact on the surrounding neighborhoods while providing a tremendous resource/activity to the youth of Burke Centre.
2. My family and I have been non-resident members of the Burke Pool for nine years. They are great! In addition, my daughter has been on the Burke Centre Penguins Swim Team for the past nine years. I have volunteered each year, and for the past two years have been president of the team. As evidenced by our long participation

on the team, we think it's a fantastic organization and has added so much to our lives each summer. The team is a unique group in that it encompasses a wide range of ages, from 4 or 5 year olds through 18 year olds. The older children serve as role models for the younger children. Our family members volunteer to help run the team. In addition, we and our sister team, the Burke Centre Stingers, hold an annual Swim-a-thon that benefits a local charity, BurkeCARES, as well as the Leukemia & Lymphoma Society. This year, we collected and donated over \$3,000 to BurkeCARES. Our coaching staff is largely comprised of teenagers who have something constructive to do on Monday-Friday mornings (3.5 hours each day). Our younger children learn to swim; a valuable life lesson. I cannot say enough good about the Burke Centre Swim Club. We are looking forward to fulfilling our volunteer requirements at the upcoming Burke Centre Festival in September. Thanks so much for helping to support this excellent program.

3. The swim team is a great community organization, with hundreds of members. They deserve to continue to have ample access to the pools for meets and practices.
4. Keep the Swim Teams, we are Penguin alumni,
5. Love that the community has swim teams to bring the community at large together.
6. My kids are part of the Penguins team. They and the Stingers do an outstanding job in running meets. We thank BCC Pools for allowing use of pools for their meets.
7. Just want to chime in that the Swim Teams at BC are awesome. What a great way for kids to keep exercising when school is out and sport opportunities are limited. My children have also created lifelong friendships from being a part of the team.
8. We joined for the swim team. Believe many non-residents join for the swim team. More frequent skimming for hair/debris would be nice.
9. The swim team is the best use of the pools! Almost 500 kids and families look forward to the stingers and penguins every summer. Just remember there are black lines on the bottom of the pool for a reason.
10. Keep burke swim teams. Gives kids a chance to develop friendships, learn valuable life skills.
11. I strongly support the Penguins team program during the summer as many children from the community benefit in terms of sport competitiveness and social skills and at the same time having friends with new friends.
12. My son is part of the Penguins swim team. He absolutely loves it and it's such a great program for the community. We provided over \$3000 this year alone to Burke Cares. We are so thankful for this swim team and the use of the Commons Pools for the swim meets.
13. Our daughter was a member of the swim team and we are so grateful to have a team be able to practice long course and short course at the Commons. When other teams come for meets they comment about how great our facilities are. Wednesday night and Saturday morning meets are an integral part of the swimming community. Thank you for the opportunity to be a part of the conservancy.
14. I strongly support the Burke Centre swim teams. The teams provide a wonderful competitive opportunity for almost 400 kids in our community, while imposing almost no real inconvenience on the community. With 5 pools, the practice times are a minor inconvenience at most. Home meets on Saturday mornings are generally done before residents would be using the pools. While some neighbors may not appreciate the happy sounds of kids cheering, I think those folks are simply being selfish. The pool noise is far less annoying than lawn mowers and leaf blowers - it is a happy sound which should be enjoyed.
15. The swim teams offer a terrific opportunity for instruction and introduction to competitive swimming.
16. I especially love that the Burke Centre has an outstanding swim team for my kids to participate in. It is really shaping who they are becoming. The swim program is an excellent for the community for hundreds of children and their families each summer. In addition, the swim team raises thousands of dollars each year for local charities. I am grateful to live a community with such an outstanding program.
17. Please keep the swim teams intact!
18. Burke Centre swim team is a big part of our summer
19. We love being members of the Burke Centre Penguins! It's the main reason we keep up our membership.

20. We are so impressed with the quality of the Burke Centre Pools and the Penguins swim team has been our summer "family" for many years. Although the non-resident cost is comparable to our neighborhood pool membership, we will continue to join the BC pools because of the swim team.
21. The Burke swim teams provide great opportunities for children in our area. The teams also contribute significantly to the local community and strive to be good community neighbors. Please maintain these programs as they exist now.
22. The most amazing thing about living in Burke Venter has been the swim team. It has provided a community activism way beyond teaching my daughter to swim. It has been an opportunity for me and my husband to get to know our neighbors and give back to the community. Thanks to the amazing organization of the swim team.
23. The swim teams are our family's favorite part of the summer and we could not be happier that the community offers to our kids! As non-residents, our family would be less likely to join the Burke pools if the teams were not such a wonderful addition to the Conservancy
24. The Burke Centre Swim teams are composed of almost 450 swimmers each summer. That's over 450 young people working hard at a sport that keeps them out of trouble and teaches them teamwork, sportsmanship and reward for hard work. The teams work hard to be good neighbors with those who have their homes adjacent to the Burke Pools (specifically the Commons). It is unfortunate that a small subset of residents nearby to the Commons Pool have expressed concerns regarding noise and gatherings at the Commons pool that were executed within the requirements of the Burke Centre Conservancy and FCPS noise codes. I do hope that the Conservancy along with the Swim Team representatives and residents are able to come to an amicable solution that keeps our young folks off the streets and in the pools.
25. The swim team option is a big factor in choosing to live in Burke. It provides tremendous opportunities for our children in terms of setting goals, friendship skills, learning healthy competition skills, and giving back to the community.
26. Also our family loves Burke Centre bc of the pools and he wonderful swim team. We have spent years on the team and everyone summer the kids look forward to swim team season. Thanks for providing the commons to host these events. Our pool is a great pool for the league. Thanks for you help
27. We love the penguins swim team and would not be members if it weren't for swim team.
28. The swim teams and the community they build is amazing. Our time here in Burke Center is really enhanced by this part of the community. We appreciate what the team we are a part of has done for our family and look forward to many more exciting seasons.
29. The swim team is a very important part of our family life. Our children are learning important life-lessons including sportsmanship and cooperation. I am very involved with volunteering for swim team events. I know that every year the swim team raises thousands of dollars for Burke Cares and for the Leukemia and Lymphoma Society. Please do not disband the swim team. There are hundreds of families and children that are benefiting from swim team. Please keep the swim team. It is a huge benefit not only for children but for our community as we move into the future.
30. Additionally, I have noticed during swim practices that families who are not part of swim team seem uninformed that the practices take up the entire pool at certain times of the day. It would be good to clearly post these practice dates and times at the check in desk to alleviate disappointment in the lack of pool availability. I have seen this happen first-hand.
31. Also, the parking availability at the pools has become a real problem during after-school practices. Residents near the pools are disturbed by swim team parents who must drive their children to practice and park their cars near their houses. Prior notice of increased traffic and street parking for these residents may help alleviate the frustration. I am more than happy to help with this task force to address these issues.
32. team, the program has been instrumental in teaching hundreds of kids how to swim. It creates a family atmosphere for the participants and allows families to get to know other families in the area. Between the two teams, there are currently over 400 swimmers, each of whom proudly wear "Burke Centre" on their chests. That represents a significant portion of the Burke Centre community. The strength of the teams and comraderie they provide extend beyond the borders of Burke Centre, as a number of swimmers from the surrounding

communities pay to be a part of Burke Centre pools strictly to be a part of the swim teams. In addition, the teams are active in the community, supporting local charities as well as the Burke Centre Festival every fall. It would be a travesty to end this summertime tradition given the overall good the teams give back to the community.

33. We really hope the conservancy will continue the burke Centre swim teams. These teams provide a great program for hundreds of swimmers to learn how to swim. Not only are the teams competitive in their divisions, it also builds a family for those who join. The swim team also raises money for local charities in the area. It would be a great loss to this community if the Burke Centre swim teams no longer existed.
34. Please keep the Swim Team at the Commons Pool.
35. We love and enjoy all the community pools and are very thankful for the conservancy allowing use of the pools for swim team events. This is a great community service that we value.
36. The Burke Centre Penguin swim team is the reason our family becomes members here from Fairfax Station year after year!
37. The swim teams have been an amazing opportunity for my child. She would be devastated if the teams no longer existed. Please ensure the continuation of both BCSC teams for the future.
38. The Burke Penguins swim team is where my family and I spend the majority of our free time in July, and it is an excellent program for all involved!
39. We joined the swim team for the first time this year and are so happy to have had the opportunity. It was a great family atmosphere and I can't say enough beneficial things about the fact BCP has this option. The leadership is amazing and my child had the best time. We feel fortunate to have this opportunity and can't wait for it again next year!
40. Swim team has been a valuable experience for my daughter and we love the many opportunities it brings for hundreds of her friends in the community!
41. Penguins swim team has been the best part of joining the Burke Center Pools
42. We love that our community has a swim team. Its a great way for kids to become strong swimmers, it keeps them out of trouble, and provides great friendships.
43. My children have swum with Burke Centre swim teams for 12 years and likely six years more. Please consider the community outreach if the teams, along with keeping our families' children strong swimmers which certainly hastens water safety of our youngest residents. Our founding HOA members built a competition pool at the Commons for a reason--to promote sportsmanship and athleticism in our youth residents and to keep Burke Center a family community, not a retirement community. Real estate agents must be mindful to explain to potential buyers or renters that Saturday mornings may have ambient noise, just as if they lived near the VRE or a fire station. I grew up with a park with a little league baseball diamond right outside our backyard in Southern California. We heard ball games, announcers and music every Saturday in the spring/summer; that is part of living in the suburbs. Please be mindful of the positives of swim teams. Thank you.
44. We LOVE the Burke Centre Penguin Swim Team and are only pool members because of the Swim Teams.
45. One of my children swam on the swim team for the first time this year. It was an awesome experience! Thanks for supporting the teams.
46. Both of my children swam on the Penguins swimteam this summer and it was a great experience and opportunity for them both. What a great life skill swim team provides for the young members of our community!
47. We are extremely please with the Burke Centre Swim Teams. Our daughter participated for the first time this year. It was amazing to watch her confidence grow as she learned to swim and enjoyed the team environment. The team is very professionally run and courteous with its usage of the pools and surrounding areas.
48. My daughter participates in the Penguins swim team and it is a phenomenal experience for her and also supports the community and local charities. We would like to ensure that the Penguins and the Stingers are able to continue using the Burke Centre Pools in the future.
49. The Swim team is very rewarding summer activity for the children and families.
50. We love the BC pools and the BC swim teams. We have thought about moving out of this community many times to a newer home. But one of the strongest reasons we don't leave is because we love the quality

experience our kids have on the swim team. Thanks for providing this huge benefit to our family. The coaches are great mentors to the little kids and I love that the teams give back to the local community.

51. The pools are an excellent resource for the neighborhood. The swim team has been an asset to the community in providing a positive,engaging activity for many families. The teams provide a sense of community and often lead to first-time jobs, such as lifeguards and coaches, that continue the positive growth in our young members. I fully support continuing the teams. While some near the commons pool have voiced concerns, I would note that all acitivities are conducted within Fairfax county guidelines (noise ordinance, etc.) and provide significant benefit to many members of the conservancy.
52. A "neighbor" at the commons pool came over during a swim meet and started yelling and making a scene because the teams were cheering. He was acting extremely inappropriate with kids around.

Socials & Activities (16)

1. I would love more social events
2. more social activities
3. Love the idea of social times for families and adults....I think that is what the pools are missing; a sense of community.
4. Also, you might consider having all day "pool parties" on Memorial Day, the 4th of July and Labor Day like other pools do.
5. Movie nights would also be so fun!
6. My family would like to see outdoor movies
7. And having certain times during the day when you play music at the pool.
8. Group swim lessons for kids. Make group lessons part of the pool community, not something extra.
9. Also, many parents I know are very interested in group swim lessons for children too young for the swim team.
10. Recommend a swim instructor option.
11. Swimming instruction is an important part of the services of a community pool. But there needs to be a way to avoid instructors taking over the pool during regular pool hours. On more than one occasion at Landings pool, 3 instructors with students monopolized pool space for over an hour. There should be a way to control how these lessons do not interfere with pool usage by other patrons, perhaps simply by providing dedicated space that is roped off.
12. I signed up for swim lessons and never heard back! i kept asking when I would go back and they just keep saying someone will call you and no one ever did. if there wasnt enough swim instructors then a notice about that would have been nice to post.
13. I'm not sure if this is true or not, but I heard that the reason the swim team does not have their end of the season banquet on Saturday night is due to the fact the the conservancy will not allow it. If true, I find this incredibly upsetting. The swim teams are so important for the community and the kids/families in the community. As a full time working parent, Saturday night is the ideal time for the banquet. Not to mention, almost every other pool in the area has their banquet on Saturday night. More support for the swim teams would be much appreciated. Burke Centre is a wonderful place to live, having their full support and more consideration is so important.
14. Dog swim
15. Maybe add an adult swim for the last hour that each pool is open.
16. Long course 50 meter lap swimming at the commons in the mornings from 0600-0800. Would be willing to pay an additional fee to be able to do that. Great pool - drop the lane lines running short course and just have one guard to watch. Certain you would get a lot of interest.

Safety (10)

1. Lifeguards in their check-in area during regular hours leaving just one guard to with the full pool
2. Two lifeguards at all times on duty. There are normally 4 lifeguards at the pool and often only one on the stand.

3. My 12-year-old nephew literally had to pull a small, struggling child out of the water while a guard was chatting with a friend.
4. The showers are terribly hot! The water temperature can be adjusted. This is in the Ladies room. It's really a safety hazard,
5. Also a suggestion for the PONDS pool, it would be very helpful for young swimmers to have a rope that separates the shallow section of pool.
6. "1. Insure safety The rope separating the shallow end from the rest of the pool (at the Landings) was missing for several days. We were told that it was broken. This is a safety hazard The door to the chemical/pump room was left open and unattended. We were told that the door was supposed to shut automatically but the guards had a timer running. This is a safety hazard While swimming laps, I was kicked in the face by another swimmer. I asked the guards for ice, I waited for at least 5 minutes while they rummaged through items under the counter. I finally left and went to my table and got a cold bottle of water to put on my face. A guard finally came over with an ice pack, threw it at me, and told me that it probably didn't work, but that I should shake it to get it cold. It did not work. Not having a stocked and working first aid kit is a safety hazard. Not having a competent lifeguard is a safety hazard."
7. Greater emphasis placed on safety and traffic control between swimmers and adults and children playing in the water. Landing pool has one dedicated lap lane, as is the case with other Conservancy pools. Guards should monitor potential run-ins between swimmers and players, both of whom have a right to enjoy the pool. Swimmers often cannot see what's coming whereas those above water can be more attentive.
8. Today I had the opportunity to speak with one of the atlantic supervisors, the chemical closet door was open while he was rounding. I pointed it out to him and this was not the first time I had seen that. Who at Burke Centre is inspecting or following up on what the pool company is supposed. I'm an RN and we need to instill to our users have fun be safe and provide good rules and guidance for our staff.
9. The diving board at the Commons pool slips off the tracks and needs repair. I've seen a child get their leg stuck in the diving board because of this. That said, we enjoy the diving boards at the Burke pools.
10. Overflow parking on BCP [Ponds overcrowding] is dangerous because it blocks sight lines.

Pool Management & Staff (45)

1. I have been hearing negative comments about the guards from the Facebook group. I have only had positive experiences with them.
2. the guard staff at woods and commons are great. I've experienced lower customer service at the ponds, but it's also a higher maintenance pool with young children and more crowds.
3. Overall, I do think that the lifeguards do the best that they can. I feel like our expectations of them are pretty high, which, they should be. However, I do think it would help that they're managed more closely
4. Lifeguards should be more assertive and all on the same page.
5. The oaks pool staff seem to be so much more on top of things then last year much better management and polite staff member
6. Besides the poll, lifeguards just need to be more aware, professional and trained in what they are supposed to be doing. Grateful for all the good experiences, but there's definitely room for growth
7. A satisfied customer ... Pool staffs at Landings and Oaks have always been courteous, friendly and Professional
8. Live next to Commons Pool and can see it from our home. Have noticed the lifeguards cleaning on a regular basis.
9. The life guards at the Woods pool are so nice and polite. They learned my children's names and were always friendly.
10. Overall , am VERY Happy with all of the pools - lifeguards and staff terrific- thanks for the great job
11. Most lifeguards are very friendly, with the exception of one.
12. Having a single answer for rating the guards is insufficient. Some guards do an excellent job. Some seem to be at the pool just to chat with their friends.

13. Today the guards turned off the sprinklers for an hour as they thought the usual planes flying over was thunder. Adult supervision of the guards might be helpful
14. Over all, I absolutely love the pools here at BC and am very impressed. The only thing that is a little frustrating is the lifeguards use of cellphones while they are manning the desk. Sometimes they are so engrossed that you have to wait to get service.
15. I'm not sure the lifeguards are trained or supported to give safety and good customer service. As well as cell phones . this is clearly a generational issue but cell phones should not be used when they are at work. Their job is pool safety.
16. The Commons is always overstaffed. They usually have one, maybe 2 guards up, and then many in the office on their phones. They should have more jobs to do then just go up in the chair.
17. And don't allow cell phones and maybe the guards would find more jobs. They could at least sit on deck and help monitor the pool and deck.
18. Two days ago my son said he was at the pool and there was no lifeguards on duty. It was 5 minutes past break and my son had to ask them to go on duty. I think they would rather spend their time on their phone than saving a kid
19. When there's a lot of life guards they need to be cleaning the pool not on phones.
20. Lifeguard parties are too loud
21. Also, more reliable swim instructors. Been stood up several times by current unstructors. Have had to call to inquire about lessons despite having signed up for lessons.
22. The pool should be operational when it opens. I should not have to open doors from the restroom to the pool deck. The pool should be vacuumed and the deck clean. I should not have to wait for a lifeguard to get in the stand for my children to get in the pool.
23. When life guards switch stands one guard should always keep an eye on the pool. At almost every stand change I've witnessed no guard is watching the pool. Instead, both have their backs turned.
24. Guards should be in the stand when the pool opens.
25. Guards need to be more attentive
26. One of the male lifeguards has a female friend visit him at the pool. When he is on the stand she stands behind him to talk. He has been seen turning around to talk to her. It's an innocent conversation, but he takes his eyes off the pool to look at the girl while he talks to her.
27. I wanted to bring my older mom just to sit and not even get in the water and the young lifeguards were rude and said she had to have a guest pass even though she wasn't using the pool. The young kids working at the pool can be rude
28. have an adult on duty with the teen guards afternoons and weekends
29. Also only see 2 lifeguards working when I think there should be 3 on the chairs.
30. I witnessed a safety incident that was handled incredibly well by the manager / assistant manager!!
31. The lifeguards often mumble their corrections to the kids. It would be great if they would speak legibly.
32. Overall most guards are great especially at the woods. I must say the ponds pool guards are very unfriendly
33. Pros... friendly staff, very clean & professional.
34. Hire competent lifeguards who want to the job Almost none of the lifeguards appeared to even want to be there, let alone deal with their customers. Pool doors were often open late and guards were not prepared to receive customers at the front desk. They were not prepared to get in the chair, and there were many times when I would wait until 10 minutes after opening to see if a guard was coming. When they did not come out, I would get in the pool without a guard in the chair. Asking for help raising the umbrellas was apparently asking too much of them Guards did not scan the pool. They sat in the chair, but rarely looked up.
35. My kids are older teens so it doesn't matter quite as much to me but, I don't feel the lifeguards are very attentive when watching the pool and when switching shifts, no one watches the pool.
36. Training of life guards needs to be improved. Part of training should emphasize what authority guards have in overseeing activities in the pool. Guards should be on available well before pool opening time to do necessary cleaning, opening umbrellas, etc. and readiness to take to guard chairs.

37. Just a comment, I was at the Woods pool and for 45 mins (with a full pool) there was only one guard on duty. I'm not sure why but that seemed odd to me considering the pool was full.
38. We do observe large groups of lifeguards sitting in the pool house while only one life guard is actually in a chair watching kids in the pool. Not sure why so many lifeguards are needed in the pool house at one time and feel more lifeguards watching out for the safety of swimmers is a better use of their time.
39. The BCC pools have lost my pool pass twice this summer. Guards need to take more time and responsibility with the care of pool passes.
40. Third, whoever manages the Commons pool 1) put a total no floaties rule in effect, which is ridiculous & 2) will never come out and tell us herself, she sends a young life guard, which is cowardly. If it's her rule she needs to own it! Every morning there are 4-5 of us older members who like to float in the commons pool and aside from us, no one else was in the pool for hours (no exaggeration) yet we still can't float. I have pictures of days when my sister and I were the only ones in the pool. The solution is to recognize that manager has no common sense and is cowardly so she should not be manager next year.
41. More training and supervision for guards. Don't allow them to lounge around as they do when they are getting paid. If they aren't working the desk, they should be in a guard chair or walking around cleaning, picking up, etc. instead of looking at their phones in a lounge chair. Tonight, Aug. 22, for the second Tuesday in a row, the lifeguards at the Commons closed the pool early (850pm tonight and 845pm last week). Last week, when I pointed out to the guard at 845 that the pool is supposed to be open till 9, he said "yes, you can stay till 9, but we'd like to leave right at 9 too." Tonight, there was a guard who said she might have seen lightening but she wasn't sure. A couple minutes later they simply blew the whistle, not announcing anything. When I asked the guard if we were closing due to lightening, she said, "I am not sure if I saw it or not." I then reminded her that it was supposed to be open until 9, and she said something not entirely audible but it was along the lines of "but we have to go" do something. By the time we all dried off, got our stuff and walked back up to the desk, all four guards were standing there with their backpacks on, literally ready to follow us out the door. This kind of dereliction on the part of the lifeguards has been a recurring problem at your pools over the years (13 for me), and you all have never fixed it. It really is a shame
42. Kindness when checking in/out of pool goes a long way. Some guards seem put upon by the process. We stopped going to the Oaks this season for that reason.
43. I would stress as a former fire fighter that the life guards at the commons pool be more professional. rules need to be enforced if you have them enforce them. Guards di not even know the time for break. kids need to be out of the pool at a certain time for a break, many parents including myself had to tell the life guards when to blow the whistle. that is a major safety red flag. just at the commons only. the other life gaurds at the other pools where great and i felt confident that they could save a life. i felt the commons life guards where at a college house party to to relaxed, not doing anything. parents had to tell the kids when to get out of the pool. i dont know if i could take my child back to the commons pool ever after seeing the college frat party going on their every day this summer. their needs to be a tougher standard on the life guards.
44. when signing in -staff seemed aloof and hassled except at woods.
45. the guards seem more interested in socializing with each other than watching the pool

Cleanliness, Water (22)

1. I see the lifeguards cleaning when it isn't busy or on break.
2. Guards should be more proactive about deck cleanliness
3. Pool cleanliness seems lacking this year.
4. I noticed in more than one occasion that the water quality in in the Landings pool is not ideal. I am not sure if the amount of chemicals used is not enough or there is too much human liquid waste added by pool goers. In any way something must be done to keep a healthy and clean environment. There is a constant foul odor on the water. It may be time for a gentle reminder to pool goers to use the bathroom if needed instead of releiving themselves in the pool
5. commons baby pool water is not usually very clean

6. please keep the water clean/free of bugs and debris!
7. I use Commons partially because some of the other pools have poor water quality.
8. Too many ear infections and swimmers ear by multiple people I know-please check pool chemicals in both commons and landings pool.
9. Kiddie pools are always cloudy.
10. The kids' pools tend to be dirtier than the main pools. I don't see as much care on a regular basis for removing scum, bugs, etc. .
11. Pool deck need to be hosed down daily!
12. " 3. Maintain cleanliness Pool was often dirty. Water often cloudy. Scum line was green. Litter was never picked up. Restrooms were dirty. Garbage cans not emptied. "
13. frogs in skimmers, parts of the pool not being cleaned, I pointed it out to him and this was not the first time I had seen that, the lifeguards don't seem real interested in , keeping the pool clean, There is still green mold on the cement at this time in the season, the inside of the skimmer the cement part today looks black, I don't know if the company we are using values our business, nor I'm not sure the lifeguards are trained or supported to give safety and good customer service. ... perhaps staffing or bringing in cleaning up before the pool opens is a good thing to consider.
14. More frequent skimming for hair/debris would be nice.
15. also, today one of the lifeguards was obviously unwell (She was carrying a bucket around due to food poisoning). I can;t agree with this. If she fell ill on the guard chair - how would she be able to attend to any emergency. it would also compromise the hygiene at the pool. Sick life guards must stay home!
16. The trash cans are constantly overflowing (not serviced by pool staff)
17. as mentioned above the bathrooms need a lot more cleaning.
18. Some of the bathrooms are horribly dark and dingy. They really need to be cleaned better.
19. The Oaks bathrooms have many spiders.
20. Oaks Pool- I have to concerns I feel that the pool/ bathrooms are not clean enough. My son and two there families have gotten pink eye this season after swimming at the Oaks Pool. Once a child throw up in the girls bathroom, apparently all over the place, so they had to shut down the pool for cleaning. We arrived at the Oaks Pool after the ordeal. The Guard who was cleaning it up was just using a squirt bottle of cleanser which didn't seem adequate.
21. bathroom cleanliness is a problem,
22. There has been a noticeable cleanliness improvement from last year. Also the bathrooms/showers seems to be in better working order than last year, too.

Rules (40)

1. I would like to be able to eat small snacks if I'm at one of the tables instead of going out to the grass; however, I'm pretty sure someone would ruin it for everyone (lol).
2. I've lived in Burke since 1981. I think we need to come with the times and allow eating on pool deck.
3. Consider letting people eating at tables on the pool deck (such at at the Ponds).
4. Also, while we fully understand and respect the food rules, it would be nice to be able to feed kids quick snacks on the pool deck. If not that, quick access to picnic areas would help. It's quite a haul with little ones to give a fast snack, especially from most kid pools. I've not seen the no food rule at neighboring pools, and they're just as clean.
5. Should allow limited snacks in the pool chairs, like some of the other community pools do.
6. It would be great to be able to stay at the pool right after swim meet practice
7. Can there be a rule for girls/women to tie their hair up in the pool? It's really nasty when you end up with a strand of hair in your mouth. My poor son pulled a really long strand out of his mouth the other day. It's just way more hygienic that way. I have very long hair and I am always conscious about this. Thanks
8. would be nice if we could bring adult beverages to the pool.

9. Do swimmers using the diving board have priority over swimmers using that section? For some reason, that was not clear this year.
10. I wanted to bring my older mom just to sit and not even get in the water and the young lifeguards said she had to have a guest pass even though she wasn't using the pool.
11. The rules seem arbitrary and inconsistent.
12. Also the 15 minute rest period is kind of stupid.
13. The 15 minute break is too long. 10 minutes is sufficient.
14. 4. Limit the adult break to 10 minutes, because there is barely anyone in the pool at that time and it's too long of a break.
15. At break time, allow one kid in at a time, give them a scrub brush and a 15ft long section of the wall tile to scrub.
16. Ban water squirters.
17. Please ban long range water guns-they hit people from several yards away and soak people's dry things on the deck
18. Would love to see water shooters banned
19. should have not allowed water guns
20. I do wish the throwing of tennis balls and use of water squirters was not allowed.
21. We're considering switching pools bc younger siblings aren't allowed in the baby pool during swim team
22. 2)I'm not sure the rules but it seems unsafe to allow floats in the baby pool. Small children can get trapped under them.
23. Allow adults to use pool floats
24. We were told we could not use extra large noodles from costco. I feel this is an unreasonable rule for people who use them without horseplay. Just because one group of people misused them does not mean you should ban them for everyone.
25. Our family was sad to loose floats and balls in the pool. We would love to have only adults on floats.
26. Was very disappointed with the floatie ban - vast majority of floatie users are respectful and don't bother anyone. Should allow lifeguards to use discretion re: what is allowed
27. I think that the fact kids can't use their innertubes anymore is ridiculous. If you would check the Facebook boards you can clear see I'm not the o lay one.
28. We want to use floats!!!
29. I'm confused about the you/floaties rule.
30. Would love to see floats allowed again even if only small ones.
31. Also, no floats??? Is that really necessary?
32. Inner tubes
33. Use of floatation devices (i.e. blowup rafts) should be allowed at the discretion of the head life guard on duty depending on how crowded the pool is. Only once the pool begins to get crowded, should their use be restricted - other than in rough housing situations.
34. Toddlers should be allowed a small floatation device.
35. Would love to see water floats allowed.
36. The rules restricting rafts were bothersome and unnecessary. I more relaxed environment would be appreciated as in years past.
37. 4. Speaking of the floatie rule, the entire issue is a disaster that need not have happened. First, the rule was never before enforced so it really wasn't a rule. So, solution is to eliminate it. No child is going to drown, that's one complainer's excuse! Second you need to survey how many people complained versus how many of us use floaties. Likely one complainer ruined the summer fun for everyone.
38. Floaties should be allowed when the pool is not crowded and always during adult swim.
39. Took away inner tubes
40. It would be nice to be able to use inner tubes at the Commons as we have done with no problem the previous twelve years, but this year there is inconsistency with the lifeguards who seem against them. The Conservacy's policy should be more clear and lenient in regards to this especially when parents are supervising their children

closely. One lifeguard will say tubes are okay and the fifteen minutes later a different guard will say they can't be used.

Enforcement (27)

1. Lifeguards do an excellent job enforcing rules on kids, but need to be willing to stand up to adults.
2. I do think it would help that the rules should be consistent across all pools. Thank you so much for putting this survey out there!
3. Guards need to keep rules standard across pools.
4. I recently encountered a lifeguard at the Ponds who permitted 4-5 adolescent boys to rough house on and around the diving board while others were trying to use it. I finally had to walk to the guard and ask her to deal with the situation. Her excuse to me was that the noise from the splash pad would drown out her voice, although she had a whistle. This after a guard had earlier told kids to clear the deep water altogether, because the board was open. Unfortunately, I did not report this timely to the main office so appropriate corrective action could be taken.
5. Please enforce break time,
6. The guards need to enforce the safety rules much better. Kids are always cutting through the lap lanes making it unsafe for the swimmer and the kids cutting through.
7. Lifeguards are reluctant to enforce some rules and kids can get raudy not being supervised by any adults.
8. EOnly critique is inconsistent rules of lifekackets in the deep e d. My 3 yo wears a life jacket a sliced the der e d. Some tell her no depend but not others.
9. The first part of the season the lifeguards were very lax on rules but then I noticed much better enforcement end of June/July. (No pool floats, no eating on deck) Maybe the pool rules need to be reinforced at time of pool registration so people know them.
10. Guard staff seem to have some difficulty getting the attention of kids when correcting behavior and sometimes seem to give up instead of calling to them more forcefully.
11. Better enforcement of not eating around the pool. Seemingly not a big deal to most people. Could cause allergic reaction for my son.
12. Guards don't seem to enforce rules across the board and to everyone. Example: we ate lunch everyday for two weeks at the tables on the upper part of the ponds pool. Then a lifeguard said we had to eat in the grassy area. We moved and when we returned the same guard walked straight by families eating in the same area without saying a word and that went on all day. Also some guards allow kids to go off the board in puddle jumpers and others do not.
13. The [big] kids rush in during adult swim. Lifeguards do nothing to make the kiddie pool a better experience. I never see lifegaards cleaning up unless it is closing time. They seem to do the bare minimum (or less).
14. The lack of inforcement of rules is my biggest issue. There is no consistency. We always respect the rules of eating in the grass areas but see people eating on the deck every time we go...sometimes complete meals with the guards watching and ignoring. If you're not going to enforce the rules, don't make them at all.
15. Moved into the Oaks in January of 2015, and was a Member of the pools for two years. Teenagers were cursing and lifeguards did nothing about it. I have two sons that are 2 and 4. We joined the Fairfax Station Tennis Club this year, and its night and day. Assumed this is the type of feedback you might want.
16. I must say the ponds pool guards need to do a better job being consistent with the overall rules.
17. " Guards did not enforce rules; they did not know the age limits for the baby pool. During break times, the much older kids went to the baby pool. Their roughhousing jeopardized the babies in the baby pool and the guards did nothing. Guards were either too young or not comfortable with dealing with "inappropriate" behavior by some of their peers. On numerous occasions I witnessed inappropriate sexual behavior in the water that made me take my children out of the pool because they did not need to see the groping, pulling of the bathing suits, and legs wrapped around gyrating bodies. I suspect that these were their peers. I did not feel that the guards demonstrated their ability to maintain a safe swimming environmet."
18. Also people are always eating at the baby pool, and staff doesn't enforce the rules.

19. Also, they are sometimes late to blow the whistle when adult swim has ended delaying kids from being able to swim.
20. Ponds lifeguards are not very respectful specifically some of the young women. Not consistent on rules at all. Changes from one guard to the next. You could. Wing doing something for 30 mins and the guards change and you are told you can't do that. Happens way too often and the size of the crowd has nothing to do with it
21. Making sure the lifeguards enforce pool rules
22. Rules are inconsistently enforced, and special privileges given to some.
23. The lifeguards seemed to be all over the place with rules this season, they were never on the same page. It seemed as if they learned of new rules daily and the rules varied drastically from the beginning of the season.
24. A couple of times this summer at an evening time the ponds was scheduled for lap swim I was told the ponds wasn't doing lap swims. Why?
25. I have seen better enforcement of using the diving board area for kids who want to use the board, but it remains inconsistent. There is plenty of place to play but only one board. Kids who want to use the board should not have to wait until the kids playing games in that section are done.
26. I feel the lifeguards could be more strict with enforcing the rules - especially the no running one.
27. Rules regarding float use should be left to guard discretion by pool, not regulated by Conservancy office. The people with complaints are often the ones who do not follow rules.

Communication (6)

1. Is there a top (safety) capacity for number of people? It SHOULD be posted, like in a public place of meeting. Then if capacity is reached, a sign should be put out front saying pls. wait till some people leave.
2. Also would like if pool is at capacity, fir a large sign posted at parking lot or on FB so we don't unload car for nothing.
3. I'm confused about the you/floaties rule and would love some visual signs posted.
4. Communication on changes in pool rules and other information should be shared clearly with all pool personnel. An example of lack of communication this summer occurred when at one points guards seemed to think that all water floats were no longer allowed because of an incident at one pool where there was serious rough-housing with floats. Whatever was put forth at the time did not intend to forbid baby floats but these were affected for a short time.
5. It would be great to have pool closures for accidents and weather on Facebook.
6. communication (social media? Web?) when a pool is closed (thunder or poop, etc)

Membership (11)

1. Continue allowing outsiders to join and for users to have to pay to use the pools.
2. Continue to raise rates for non-residents. Overall, congratulations on a well -run operation.
3. I don't think non-residents should have access to the pools like they do. Residents are having to wait to get into pools and I hear non-residents talk about the cheap cost of joining Burke pools. You are undervaluing the rate for non-residents or selling too many non-resident passes. It's not fair to those of us who live here and pay dues.
4. Have not joined in many years. Seems like the senior rate age is pretty high considering the eligibility for social security is age 62.
5. MAYBE.... one pool dedicated to adults only?
6. Pool membership should be included in HOA fee, not a separate charge.
7. Can we add pool fees to all condo fees and include passes for all!
8. We should be able to purchase guest passes from the pool on the day that we need them.
9. free guest passes (or maybe give a few free annually!!)
10. remove expiration for guest passes!!!
11. Also, non-residents should be able to save their extra guest passes for use next year. I do not understand why residents may use their guest passes next year but the non-resident guest passes expire at the close of the

season. I like to keep a few on hand during the summer so I don't have to run over to the Conservancy Office when we'd like to bring a friend to the pool.

Member Conduct (11)

1. Adults should NOT be floating around in the pool with their kids during break time.
2. Plus, I don't think the guards should take the place of parental supervision and have to parent the kids.
3. Please enforce respectful behavior of kids
4. encourage parents to enforce respectful behavior of kids
5. I don't agree with kids being able to be dropped off without an adult and allowed to bring friends?
6. the pool members are mostly the problem - not obeying rules (food in pool area, kids not leaving pool during adult swim, leaving messes in the bathroom) hitch is compounded by lack of lifeguard enforcement of rules. however adults shouldn't have to be corrected by lifeguards as much as they are. i don't have a solution for fixing attitudes of pool users; other than periodic adult supervision to back up the lifeguards when they try to enforce the rules.
7. Moved into the Oaks in January of 2015, and was a Member of the pools for two years. Teenagers were cursing too much and left.
8. Our house backs to the pool and I have to admit that every time I hear the ice cream truck I get excited! I absolutely hate the constant Marco Polo games that resonate through the woods.
9. A "neighbor" at the commons pool came over during a swim meet and started yelling and making a scene because the teams were cheering. He was acting extremely inappropriate with kids around.
10. Oaks lifeguards did an excellent job this summer. The only problem I saw was parents arguing with the lifeguards when the guards were trying to enforce the rules. It's difficult when teens have to correct adults. The adults should respect the fact that they are just doing their job.
11. Not noticed this year, but in 2016, during break, children outside pool and adult in pool were using SuperShooters at the Woods pool, which was disturbing.

Appendix G – Pool Operation Evaluation Questions

1. As you pull into the parking lot, do you see trash around the perimeter of the pool?
2. Are you greeted by the guards? Is someone physically sitting/standing at the desk to greet and help you check in?
3. Is the pool water clarity board posted with updated info?
4. How does the office look? Is it tidy, messy, etc.?
5. Do you see people in the office who are not identifiable as pool management/lifeguard staff? *No one else should be in the office except for pool staff - no children, or friends of the guards, however, BCC staff may be present periodically on a limited basis.*
6. Do you see the backboard somewhere accessible? *The backboard should have three straps across it. This safety device is used in a spinal injury, if someone hits the bottom of the pool, i.e., diving into the shallow end, hitting the diving board, etc. This board is used to stabilize the neck and spine as to not cause further injury/paralysis. If someone is seriously injured they may be immediately paralyzed and cannot move/turn over in the water. They could be face down and awake but unable to get air until they are turned over. Moving them incorrectly can cause more damage.*
7. How do the lifeguards change in and out of the chair? *What should happen is the guard who is coming to relieve the guard in the chair stands next to the chair, lets the guard in the chair know, "they got it". Then the guard in the chair climbs down, stands next to the other guard and takes over watching the pool. Then the new guard climbs up in the chair and lets the guard know when they are settled and ready to watch the pool. Then that guard will walk to the next chair and relieve the next guard, etc.*
8. Once the guard is done with their rotation(s) in the chair, do they do any jobs/tasks before going to the office?
9. Do you see guards blowing whistles and speaking loudly and clearly to the patrons when necessary?
10. Do you see people talking to lifeguards while they are in the chair? *NO ONE should ever be talking with a guard while in the chair. If a patron comes up to a guard while they are in the chair, the guard should keep watching the pool and speak briefly with the patron. If it is a more in-depth conversation, then the guard should either direct them to the office to speak with another guard or wait for them to get down.*
11. What happens when the diving boards are closed, especially at the smaller deep end pools? *Kids like to play sharks and minnows, which can lead to a lot of injuries when the kids are playing and the guards are not on top of them.*
12. Are the lifeguards enforcing diving area safety rules? *A swimmer should NEVER have anyone in the deep end when someone is going off the board. A parent should never be below the board to "catch" a child. If the child cannot jump straight out and swim to the ladder without assistance, then they should not go off the board. This is a sure way to have a neck/spine/back injury. Or a single or double drowning.*

13. When a child is in the pool with a floatation device of any kind, water wings, life vest, etc., do you see enforcement of the safety rule that the PARENT(s) MUST BE WITHIN ARMS REACH?
14. When a guard blows two whistles in a row, do you see another lifeguard come out onto the pool deck? *This is an important tool that can help in prevention of a drowning/injury.*
15. When a guard blows three sharp whistles that means they are getting down from the chair to make a save. *Do you see ALL guards come out onto the pool deck to see what is going on when this happens? One guard should get over to the chair and watch the area that is now unsupervised since that guard is out of the chair making a save.*
16. Do you see that when a guard blows three sharp whistles and then two more sharp whistles, it signifies a backboard injury? *The guard making the save will gently enter the water and the other guard in the chair or on pool deck should instruct everyone in the pool to be still and gently move out of the way.*
17. Look at the coping stone - the lip of the pool; do you see green and black? *If so, that is algae; look at and feel the tiles. If you see a line, scum, etc. then the scum line is not clean.*
18. Do you see bugs or dirt in the baskets that are on top of the water? *Those are the skimmers and they should be emptied at least 2 or 3 times a week - especially after storms. Each pool has skimmer baskets every few feet. Those are the white circular lids on the pool deck.*
19. Are the guards performing hourly water clarity checks on both the main pool and baby pool? *They are checking the chlorine level and Ph. level. They should dip the collector down to their elbow and not skim the top of the water to get an accurate reading. The guards should also take samples from different parts of the pool; not just in the areas of the pool that are closest to the guard office.*
20. Do you see the pool decks being bucketed nightly? *The decks should not have green/brown/black on them. The white drains and the white strips that line the concrete slabs are great places for algae to grow, as well as under the large umbrellas, since the sun does not get on those parts of the deck. The deck is typically slick and easy for people to fall. One way to clean this is with granular chlorine, large brush with a tall handle and water.*
21. Do you see the bathrooms being cleaned nightly?
22. Do you know that every pool should be vacuumed daily? *This is usually done before the pool opens. This can be tough at the pools where swim team practices as this will be an early morning for the guard. Each guard typically has one day a week they are in charge of vacuuming the pool.*
23. Do you know that the walls of the deep end should be cleaned with the large brush? *This helps with black algae not growing on the sides of the wall.*

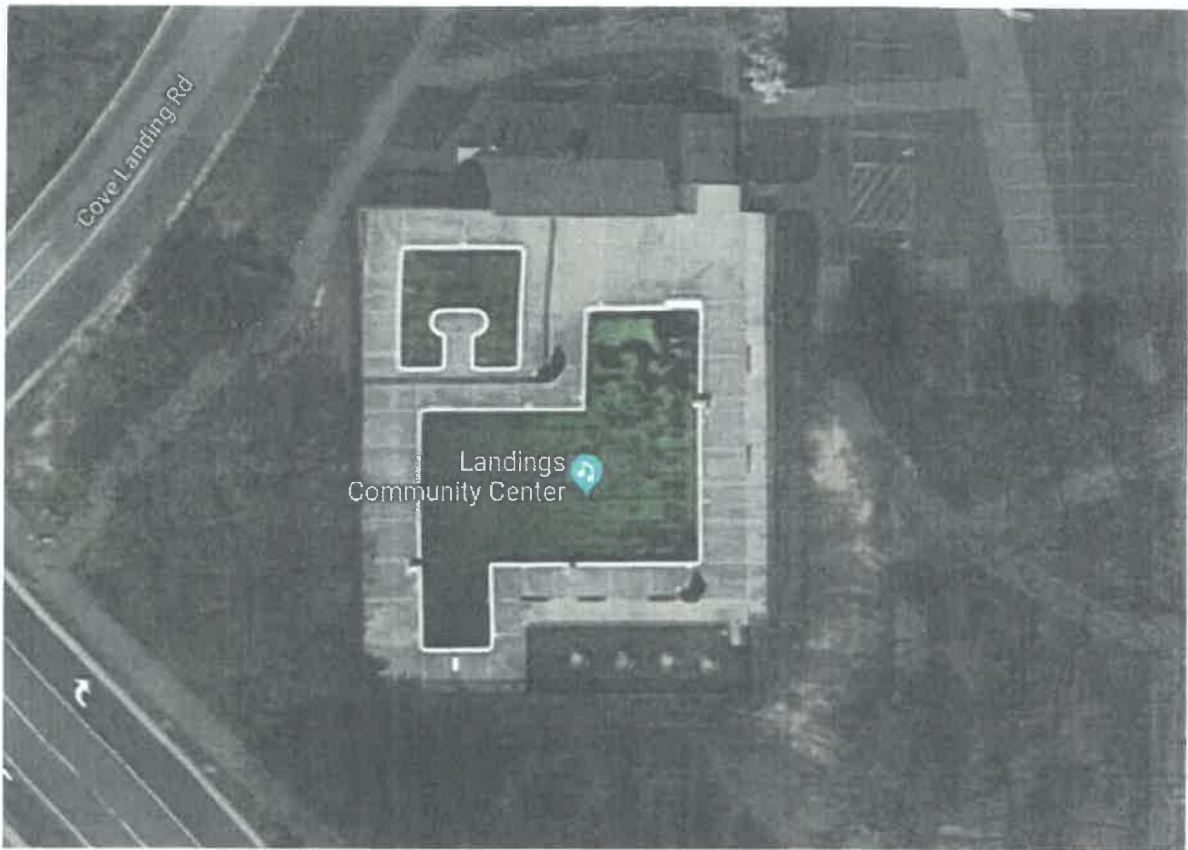
Appendix H – Pool Overhead Photographs



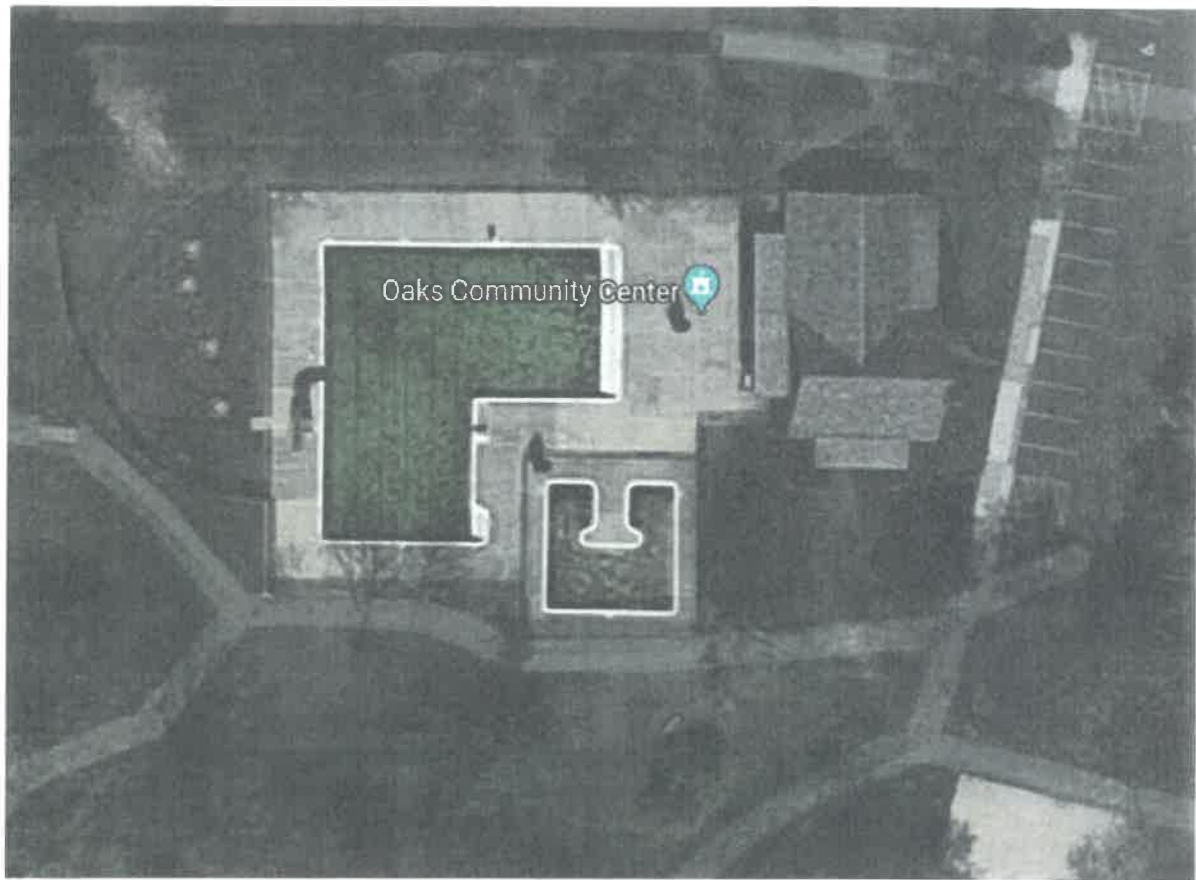
Burke Centre
Pools.pdf



The Commons



The Landings



The Oaks



The Ponds



The Woods