



William Shore Memorial Pool District
225 E 5th St. Port Angeles, WA 98362 – Tel. 360-417-9767
www.williamshorepool.org

ADVISORY COMMITTEE SURVEY RESULTS

Results and Summary of Lap Swimmer Survey conducted mid-December 2011 through mid-January 2012

We received 32 completed surveys from an estimated group of 70-80 people who swim laps regularly. The average number of swims per week reported is 3.5, with most people swimming 2-6 times/week. The matrix below shows the total number of check marks indicating preferred or usual times for swims.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Before 9am	13	11	11	11	11	6	1
9am-noon	13	10	12	11	11	9	7
Noon-3pm	5	5	6	5	6	2	1
Evening	0	0	0	0	0	0	0

The even distribution across morning slots is indicative of swimmers' efforts to avoid overcrowding, and is echoed by responses to Item 8. Sixteen people commented that it is important to choose your swim times carefully. Examples include:

- “ask staff when slowest times are”
- “check for classes and swim accordingly”
- “very hard to find a convenient time where there are enough lanes to handle demand of lap swimmers, especially in the morning”
- “visit the pool at various times to see how the lane availability varies throughout the week”

Three people suggested adding lap swim availability for at least an hour somewhere in the 3-7 weekday period, when teams practice, and two asked about possible earlier Saturday lap swimming.

Eleven people commented that lane allotments for classes and lap swimmers need to be closely monitored, with adjustments in either direction as needs change. The issue of private individual swim lessons in lap lanes during busier times was also raised.

Five people remarked about problems with lane dividers, both as a hindrance to full pool usage and because the dividers are hard and sharp. There were also several suggestions for different patterns of divider usage, some simple and some fairly elaborate. In all cases, people seem to be trying to devise ways of enabling more swimmers to be using the pool



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simultaneously without colliding. Seven people suggested that lifeguards and supervisors can be more actively directing pool users as conditions change.

In regard to the “acceptable” number of swimmers per lane, 23 people said that 2 is the maximum. There were some suggestions for improving circle swim procedures, such as wider lanes, though most people commenting on this doubt that more intensive rotary swimming is feasible in our setting.

Responding to Item #4, most people say that their satisfaction with lap swimming at our pool has either remained the same (13) or increased (11). Five people said that satisfaction has decreased in the past year. For the item rating several pool characteristics, results are shown below:

	EXCELLENT	GOOD	ACCEPTABLE	INFERIOR
Water quality/temperature	8	14	7	1
Locker room/showers	6	13	4	2
Lane usage/crowdedness	4	11	14	3
Staff helpfulness/friendliness	25	6	0	0
Other				

Clearly, lap swimmers are very appreciative of the staff at William Shore Pool, with numerous comments supporting an excellent rating from 25 responses. On the flip side, lap swimmers are finding lane usage and crowdedness at a good (11) or merely acceptable (14) level. Only 4 give an excellent rating, and 3 say it is inferior. Water temperature drew many comments, leading to middling ratings. Similarly, the seriously deficient lockers drew many comments, and hopes for improvement. One person took issue with the expanding use of the sauna as a laundry/towel room, producing mustiness and cooler air as the door is opened more frequently.

Five survey participants began swimming at our pool within the past year, and eight others have been active here 1-6 years. Eighteen people have been lap swimmers here even longer, with twelve people having been swimming from 12 to 36 years. These are dedicated, supportive, appreciative members. As a group, their numerous observations and suggestions on this survey are providing valuable insights that can help guide development and improvement of our pool .

The management of the William Shore Memorial Pool appreciates the effort that went into the Survey and we are happy that so many of the lap swimmers took the time to fill out a survey and make pertinent comments. Some of the issues that were raised as shortcomings of the pool will be solved when the pool has extensive work done at the annual shutdown.

For instance, the lockers were mentioned on several surveys as needing improvement. Many, no longer lock, some lock but there is difficulty unlocking them. They are old. Some were obtained when one of the mills upgraded their locker rooms. The plan is to replace many or all of the lockers this year.



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Some people objected to the lane dividers as being “hard” and “sharp.” There is not much to be done about the lane dividers. They need to float. They need to be constructed of a tough enough material to withstand being dragged about when they are moved. Lane divider companies do not make them out of nerf material. They would not last very long anyway. We will probably have to make do with the current style.

Of course, most of the people who made remarks, were interested in the crowded aspect of the pool. In a way, this is a good thing. In the past few years, there have been more programs instituted. Lap lanes have been made available all day, even when other exercise programs are operating. More people are using the pool.

There were several suggestions for innovative traffic control. For example one person drew an elaborate schematic for three large lap circles with room for a passing lane in the middle. Even trying different schemes and plugging swimming bodies into the spaces, it looks as if the most efficient space usage is that of setting up individual lanes. Most swimmers felt that two people per lane should be the maximum per lane, but if more people show up to swim, circle-swimming is the solution or someone has to wait a turn.

Now that the high school swim team is done with their practices for the rest of the school year, the pool is available to lap swimmers from three to five in the afternoons during the week. There has also been some interest in opening the pool earlier on Saturdays. The pool has obtained more lane dividers and will make more lap lanes available when few people show up for aerobics and other classes.

The water temperature is constantly watched. If the water stays constantly at 83 degrees, it will be too warm for some, too cool for others. If it is 82 to 84, the children taking lessons will generally not become too cold. When the new equipment is installed, it will be easier to control a precise temperature, but there are no guarantees that everyone will be happy with the temperature.

We appreciate your comments and suggestions. Our pool serves the community and we are happy to have your input so we can serve the community better.