

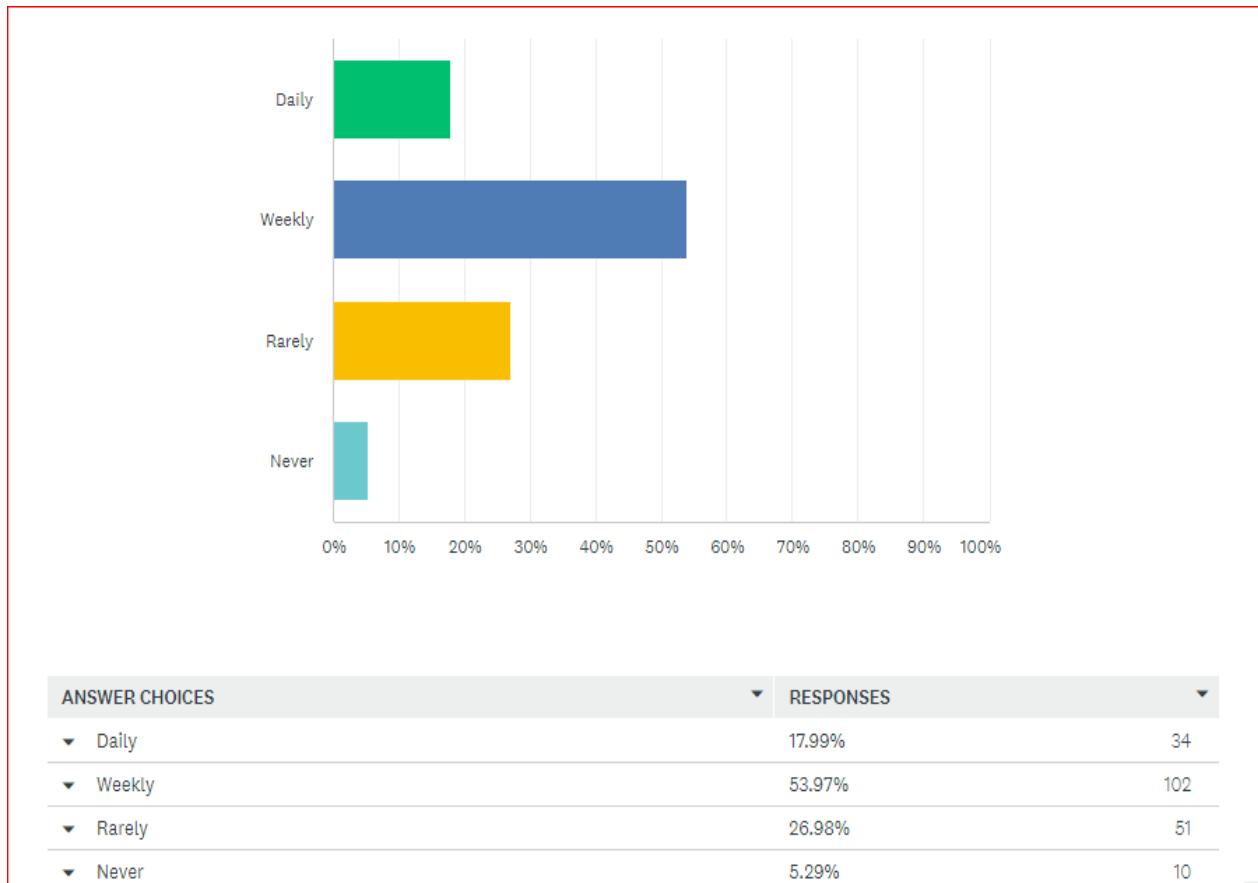
Date: September 4, 2024
To: Morgandale Community
From: The Council for Morgandale
Re: Swimming Pool Survey Results

Dear Resident:

The purpose of our surveys is to gain valuable feedback from our Residents on various aspects of our community, including its amenities, services, and overall atmosphere. The feedback we received from the surveys helps us to identify areas where we are doing well and areas where we need to make improvements. It allows us to better understand the needs and preferences of our Residents, and to create a more welcoming and inclusive community for all.

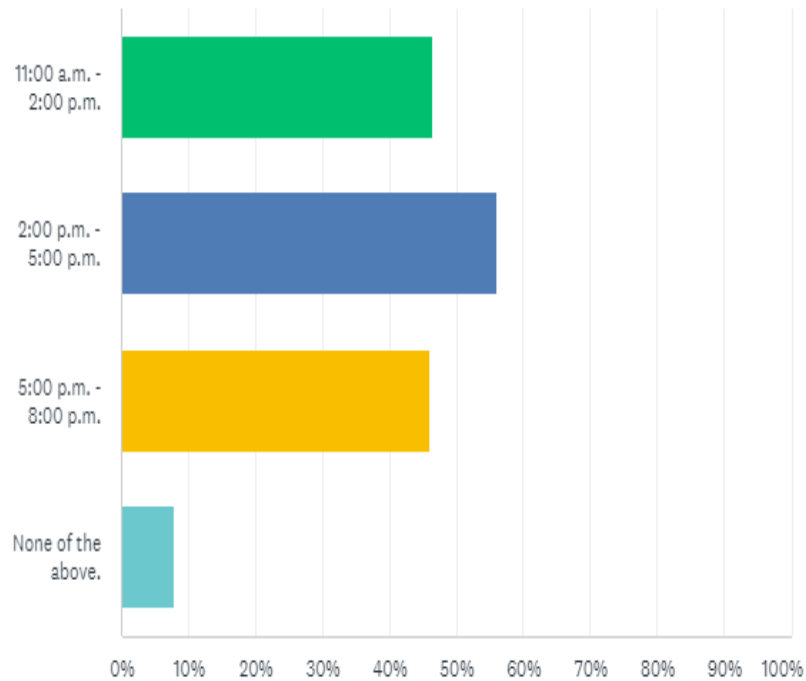
Pool Survey

Question 1: How often do you use the pool?



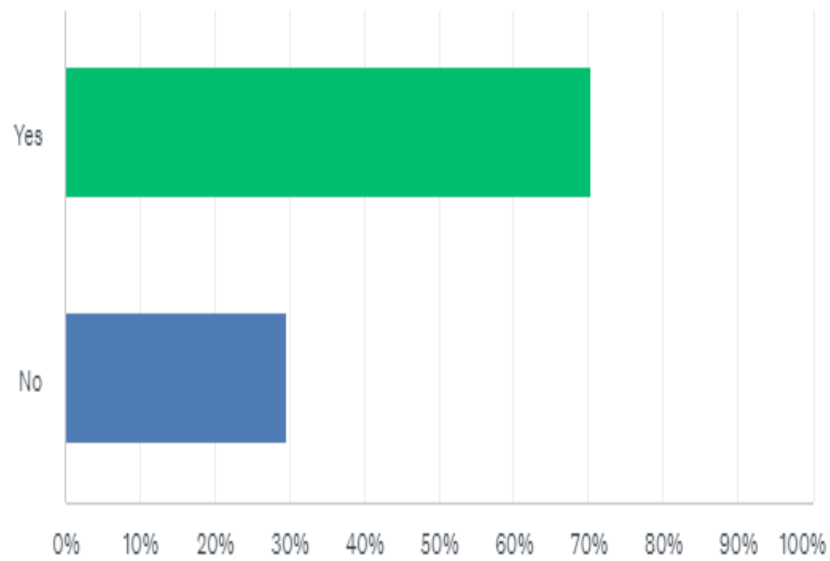
Question 2: What time of day do you typically use the pool?

Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ 11:00 a.m. - 2:00 p.m.	46.56% 88
▼ 2:00 p.m. - 5:00 p.m.	56.08% 106
▼ 5:00 p.m. - 8:00 p.m.	46.03% 87
▼ None of the above.	7.94% 15

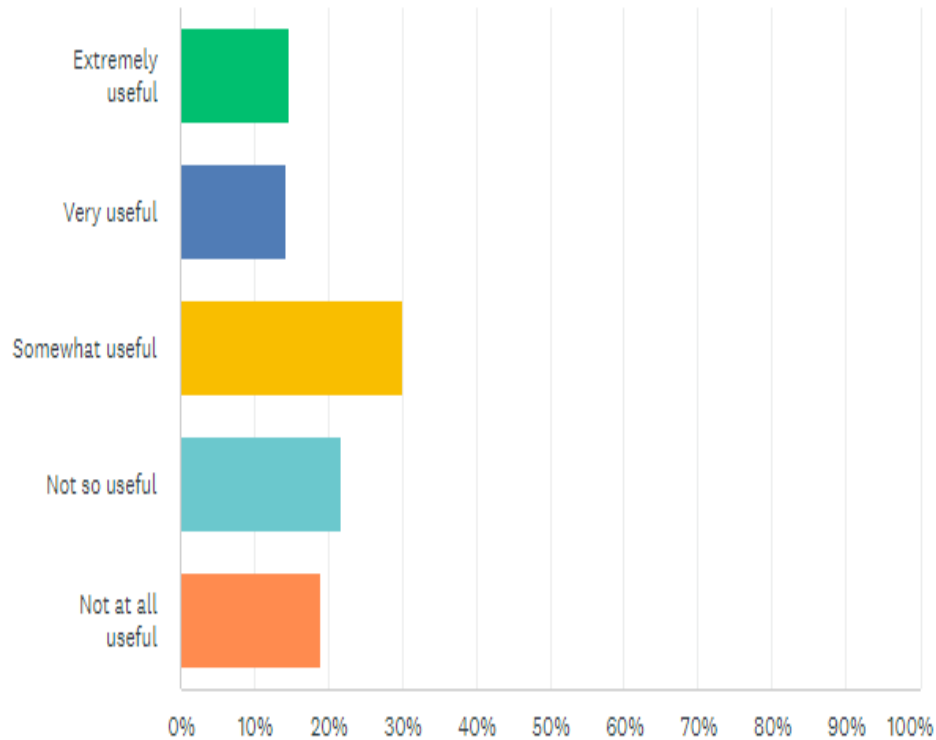
Question 3: Are you aware of the National lifeguard shortage affecting many pool?:



ANSWER CHOICES	RESPONSES	
▼ Yes	70.37%	133
▼ No	29.63%	56
TOTAL		189

Question 4: How important is having a lifeguard on duty to you when using the pool?

Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	14.81%	28
Very useful	14.29%	27
Somewhat useful	30.16%	57
Not so useful	21.69%	41
Not at all useful	19.05%	36
TOTAL		189

Question 5:

Given the lifeguard shortage, which option do you prefer?

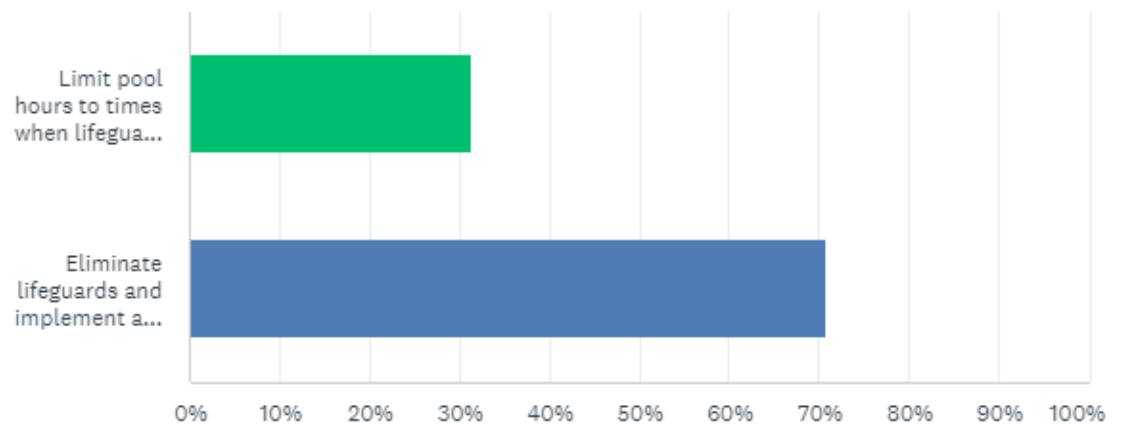
Limit pool hours to times when lifeguards are available.

Eliminate lifeguards and implement a 'Swim at your own risk" policy. By selec

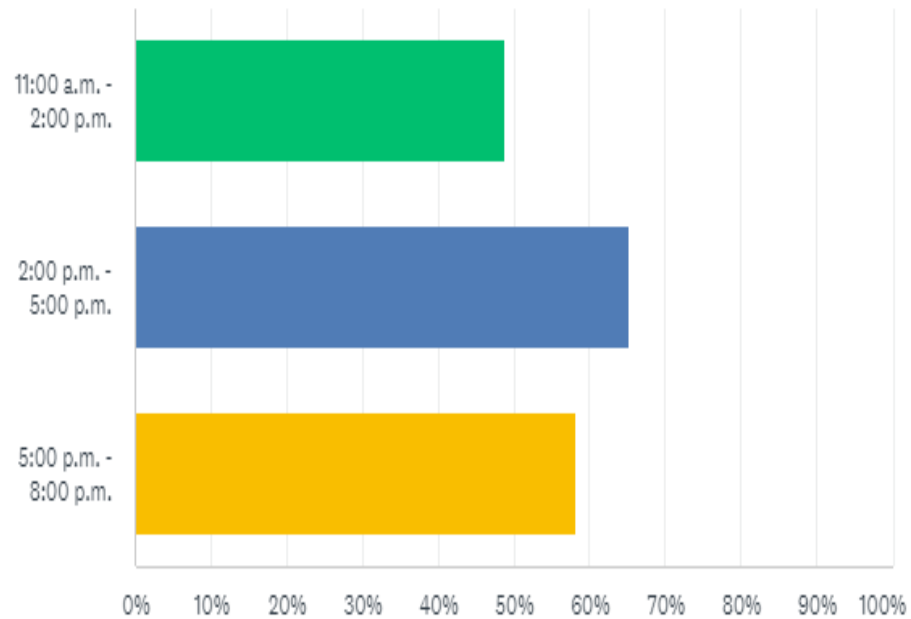
☐ Apply to all (Some may not change) ?

Given the lifeguard shortage, which option do you prefer?

Answered: 182 Skipped: 7

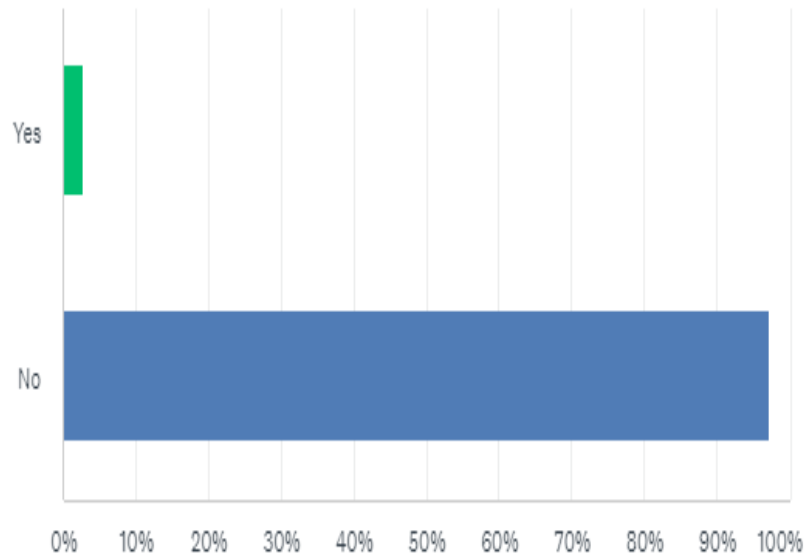


Question 6: If we were to limit the pool hours, what time slots would you prefer?



ANSWER CHOICES	RESPONSES
▼ 11:00 a.m. - 2:00 p.m.	48.82% 83
▼ 2:00 p.m. - 5:00 p.m.	65.29% 111
▼ 5:00 p.m. - 8:00 p.m.	58.24% 99

Question 7: Would you be interested in participating in a lifeguard training program at no cost?



ANSWER CHOICES	RESPONSES	
▼ Yes	2.67%	5
▼ No	97.33%	182
TOTAL		187

Question 8: Do you have any additional comments or suggestions regarding the pool hours and lifeguard situation?

Summary Answers:

Hybrid Option: Most Residents favor the hybrid option of having one lifeguard on duty and/or a Pool Attendant to check bands and enforce rules. Residents also favored (in some instances) a 'Swim at Your Own Risk'; however, concerns have been raised about parents not supervising their children at the pool, leading to unruly behavior. The Association is exploring the Hybrid option for the 2025 season. A 'Swim at Your Own Risk' policy will not affect insurance because Residents would need to sign a waiver and assume liability.

Condo Fees/Lifeguard Contract: The increase in condominium fees is primarily due to rising insurance costs and the Reserve Study, not the lifeguard contract. However, the Association has agreed to a minimal annual increase in the lifeguard contract to accommodate pay raises for lifeguards. If the pool is closed due to a lack of lifeguards, IM Pools credits the Association.

Lifeguard Hiring: Lifeguard hiring begins in March each year, but most applicants do not apply until after school ends. Lifeguards are paid based on their experience, and sometimes we have more guards at the beginning of the season than later in the summer.

In Closing:

Please know that we are committed to providing exceptional service to our Residents, and your feedback is an important part of that process. Your suggestions and comments help us to better understand your needs and preferences, and to create a more welcoming and inclusive community for all.

Sincerely,

The Council for Morgandale Condominium Association

Tim Cooney, President

Marianne Natali, Vice President

Gary Cassel, Treasurer

Caren Roach, 2nd Vice President

Cory Anderson, Secretary

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