


# INFORMATIONAL MEMORANDUM

## Tukwila Metropolitan Park District

TO: Tukwila Pool MPD Board

FROM: Rick Still, Parks and Recreation Director 

DATE: July 8, 2013

SUBJECT: Pool Operations 101

### ISSUE

Pool Operations 101 is to inform the Board on the basics of operating a pool.

### FINANCIAL IMPACT

No Financial Impact.

### BACKGROUND

At the June 17<sup>th</sup> Board meeting staff was requested to present information on what it takes or what does it mean to operate the Tukwila Pool. This was coined as Pool Operations 101. The information in the discussion section of this memo is a brief overview of Attachment A: Pool Operations 101.

### DISCUSSION

The attached Pool Operations 101 report is an in-depth detailed account of all it takes to maintain and operate the Tukwila Pool, as a community pool and at the level of service that it currently operates. To capture all that goes into providing this level of service and the procedures and methods currently being used, the report is separated into three main sections: 1) Administrative Support Services, 2) Maintenance Operations, and 3) Program Operations.

#### **Administrative Support Services**

This section encompasses all support services required to operate the pool. These services are provided by several departments within the city and are detailed as follows:

1. Parks and Recreation
  - a. Pool Administration Management
  - b. Facility Maintenance of Pool
  - c. Grounds Landscaping/Maintenance
2. Finance
  - a. Provide Risk Management Administration
  - b. Accounting Services, Recording and Reporting
3. Human Resources
  - a. Recruitment (Regular Full-Time Employees)
  - b. Recruitment (Part Time / Temporary Employees)
  - c. Maintenance of Employees Records
  - d. Benefit Administration

4. City Clerk's Office
  - a. Records Management (paper and digital)
  - b. Contracts/Recorded Documents/Claims/Litigations/Bids
  - c. Composition and Distribution of Minutes from MPD Board Meetings
  - d. Legal Notifications
  - e. Agenda Management and Meeting Facilitation
  
5. Information Technology
  - a. Telephone Support
  - b. Cell Phones
  - c. Hardware
  - d. Network Servers
  - e. Software
  - f. Printers
  - g. Web
  - h. Maintenance

The Parks and Recreation Department serves as the point for the coordination of all the support services provided to the MPD.

### **Maintenance Operations**

This section details the specifics of pool operations in regards to the maintenance and upkeep of the pool water and overall facility. This work is provided as part of the support services mentioned above but has been separated into a specific section in the Pool Operations 101 report with further detail due to the technical issues related to. The topics for this section include:

1. Pool Maintenance Operations
  - a. Pool Operators
  - b. Exhibit A – Example Questions for Pool Operators
  - c. Exhibit B – Pool Operator Response Scenarios
  - d. Exhibit C – Long-Term CIP Equipment Replacement Plan
  - e. Exhibit D – Water Chemistry Guidelines

### **Program Operations**

This section details program operations in regards to the programming and staffing side of operating the pool on a day to day basis.

This work is not provided as part of the support services mentioned above and has been separated into a specific section in the Pool Operations 101 report in detail due to the technical issues related to. The topics for this section include:

1. Program Operations
  
2. Staffing
  - a. Aquatics Coordinator
  - b. Aquatics Specialist
  - c. Aquatics Program Assistant
  - d. Lifeguards
  - e. Instructors
  - f. Maintenance Worker

3. Staffing Requirements
  - a. Certifications
  - b. Staff Scheduling
  - c. Pre-Service Training and Orientation
  - d. In-Service Training
  - e. Procedures Manual
  
4. Programming Components and Considerations
  - a. Need
  - b. MPD Board Direction
  - c. Schedule and Programs
  - d. Evaluation
  
5. Pool Programs
  - a. Lap Swim/Family Swim
  - b. Open Swim
  - c. Gender Specific Swim
  - d. Group Swimming Lessons
  - e. Private Lessons
  - f. Teen Late Night
  - g. Vertical Exercise
  - h. Water Walking
  - i. Water Aerobics
  - j. Rental – Private Party
  - k. Rental – Aquatics Teams and Clubs
  - l. Rental – Specialized Aquatics Activities
  - m. Red Cross Training
  
6. Pool Scheduling
  
7. Communication and Outreach
  - a. Objective #1: Establish the emerging Tukwila Pool brand in the community
  - b. Objective #2: Increase awareness of the Tukwila Pool and its programs
  - c. Objective #3: Ensure Tukwila Pool Long Range Marketing Plan is achieving its objectives
  
8. Operating Guidelines and Standards

**ATTACHMENT**  
Pool Operations 101



# Pool Operations 101



Tukwila Parks and Recreation

Rick Still, Director

July 2013



# Tukwila Pool Operations 101

## Purpose

This document provides an overview of Tukwila Pool operations. Three sections provide details about Administrative Support Services, Maintenance Operations and Program Operations. For ease of reference numbers were used instead of bullets; numbering does not reflect priority.

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The Tukwila Pool opened in 1973, funded by the 1968 Forward Thrust bond issue to expand parks and recreation in King County. The Tukwila Pool was operated by the County until 2003. Due to County budget issues the City of Tukwila was offered the opportunity to take over ownership and operations of the Pool. In 2011, due to the economy, the City determined they could no longer operate the Pool and asked Tukwila Citizens whether they would be in favor of or against the formation of a Metropolitan Park District (MPD). Voters overwhelmingly supported the measure for the formation of the Metropolitan Park District to support the Tukwila Pool.

The formation of the MPD secures funding through a property tax levy for the management, control, improvement, and maintenance of the Tukwila Pool. A seven member Board of Commissioners sets policy and provides direction to the District. The Board is comprised of the Tukwila City Council members. Soon after the MPD formation, the Tukwila Pool Advisory Committee (TPAC) was formed through resolution #8. TPAC provides input and recommendations to the Board on matters related to programming, events, policy and other matters as requested.

The MPD contracts with the City of Tukwila to perform support services to ensure safe, professional, and positive operations of the Tukwila Pool. In 2012 a major capital improvement project was undertaken and completed in early 2013. Several major systems were replaced and upgraded, a new pool liner was installed and several other facility improvements were completed. The 1.6 million dollar renovation project will allow the facility to operate smoothly for another 20 years.



## Section One: Administrative Support Services

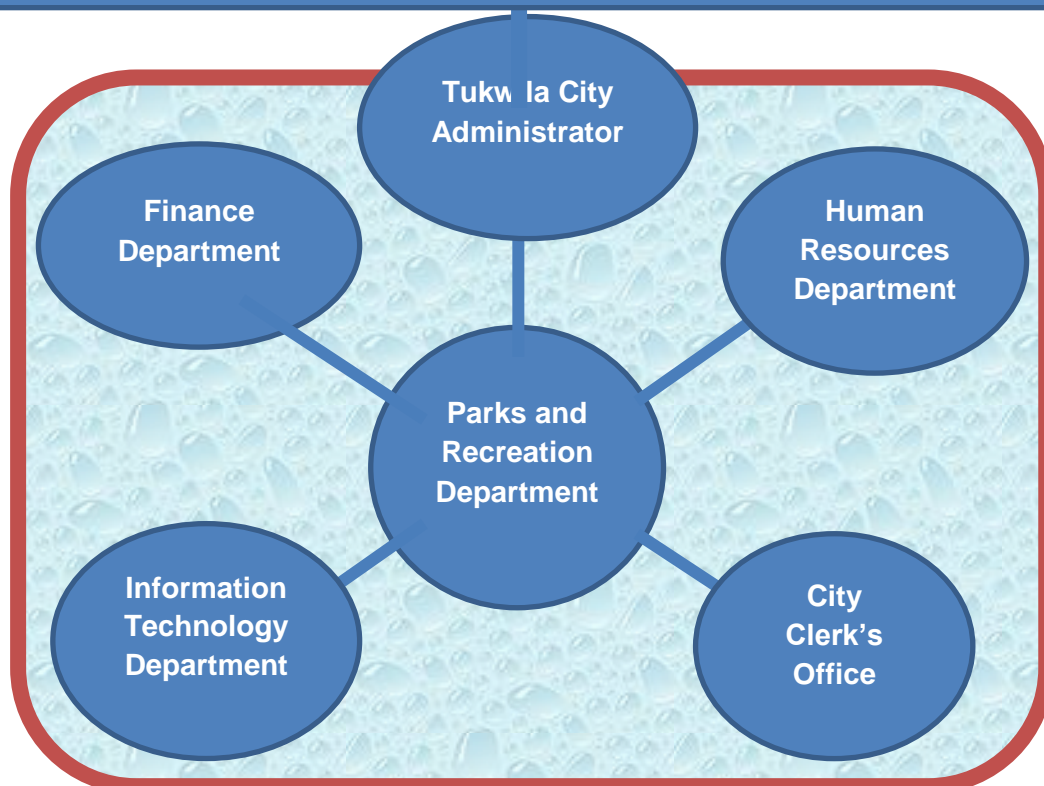
### Overview

Administrative Support Services are the duties performed to ensure efficient operation of the Tukwila Pool. Prior to the formation of the MPD in 2011 the City of Tukwila performed these services as it operated the Pool as a division of Parks and Recreation Department. When the Tukwila Pool Metropolitan Park District (MPD) was formed, the MPD and City of Tukwila (City) entered into an Interlocal Agreement (#11-002). The Agreement enabled a smooth transition and permitted services to continue without disruption. Additionally, the Agreement set forth the opportunity for the recent \$1.7 million capital improvement project to be managed by City Staff who are familiar with the facility.

Through the Interlocal Agreement, the MPD Board provides direction to the Tukwila City Administrator who delegates administrative responsibilities to the City's Parks and Recreation Department, Finance Department, Human Resources Department, Information Technology Department and the City Clerk's Office. The bulk of responsibility lies within the Parks and Recreation Department as it is responsible for planning and managing program and maintenance operations of the facility. Details regarding program operations and maintenance operations are found in Section 1 and Section 2 of this document.

The graphic below demonstrates the flow of Administrative Support Services performed.

### Tukwila Pool Metropolitan Park District Board of Directors





## Recreation and Aquatics Support Services

The Parks and Recreation Department continues to treat the Pool as an equal division of the Department. However, since the inception of the MPD additional time, focus and resources have been dedicated to the Pool due to the recent \$1.7 million capital project and transitioning operations to a separate governing body. Below is explanation of the responsibilities the Department puts forth to manage pool.

### Pool Administration Management

1. Coordinate support services with City of Tukwila's Finance Department, Human Resources Department, Information Technology Department and City Clerk's Office.
2. Provide oversight and management of staff and daily operations performed at the Tukwila Pool.
  - a. **Refer to Section Three (page 19) for details.**
3. Serve as liaison to the MPD Board.
  - a. Prepare long-term agenda for MPD Board by forecasting MPD annual needs.
  - b. Research and prepare documents, reports and/or presentations to the MPD Board.

Examples include:

    - i. Annual budget development, presentation, and monitoring.
    - ii. 5 and 20 year financial plan development, monitoring and updating.
    - iii. Capital Improvement Plan development and planning.
    - iv. Fees analysis: research, report, and presentation.
    - v. Request For Proposals, example: RFP for Legal Services document
4. Staff liaison to the Tukwila Pool Advisory Committee.
  - a. Attend meetings.
  - b. Provide reports, documents, and updates to TPAC.
  - c. Coordinate TPAC and MPD agenda items.
5. Capital Project Management.
  - a. Prepare bid documents (RFP, RFQ etc.).
  - b. Review bid documents and complete bid review process.
  - c. Prepare and execute contract documents.
  - d. Oversee project:
    - i. Document progress.
    - ii. Attend construction meetings.
    - iii. Provide direction and input.
  - e. Prepare reports: progress reports, financial reports.
  - f. Coordinate change orders, amendments, and invoice payments.
  - g. Prepare and present project closeout documents.

### Facility Maintenance of Pool

1. **Refer to Section Two (page 11) for details**

### Pool Grounds and Landscaping



1. Mow turf areas weekly or as needed – March to October.
2. Weed flower beds weekly – March to October.
3. Fertilize 2 times per year – spring & fall.
4. Spray broadleaf herbicide as needed to keep weeds away when irrigation is not on.
5. Rake and dispose of leaves – seasonally.
6. Empty waste receptacles weekly (or more) – year-round.
7. Keep areas around gas meter and oil tank weed free.
8. Blow off walkways and other hard surfaces after mowing and/or as needed.
9. Spread de-icer when walkways are icy.
10. Annual pruning.

## Financial Management

Financial management of the Pool ensures the effective management of Metropolitan Park District funds. The following detail outlines how this is accomplished via the City's Finance Department:

### **Provide Risk Management Administration:**

1. Obtain insurance through the Washington Cities Insurance Authority (WCIA).
2. Coordinate annual insurance audit. MPD Treasurer meets with WCIA representative and reviews coverage and prior year claim results.
3. Report as necessary to insurance authority: provide incident and accident reports and perform necessary follow-up.

### **Accounting Services, Recording, Reporting:**

1. Annual reporting: prepare and distribute annual financial reports including to MPD Board.
2. Prepare Schedule of Financial Assistance (for grants received by the MPD) to the State Auditor's Office.
3. Support State Auditor's Office with annual audit, as requested.
4. Maintain accounting records and prepare reports including: expense reports, revenue reports, quarter payroll detail reports and other reports as requested.
5. Prepare and submit Department of Revenue monthly excise tax return.
6. Provide semi-monthly payroll processing and file necessary monthly, quarterly, and/or annual payroll reports and returns.
7. Provide general accounting services and reports to the Board on the status of TPMPD funds.
8. Provide accounts payable services, payment of invoices and purchasing card administration.
9. Provide daily revenue recording, receipting, banking, and credit card reconciliation activities.
10. Liaison with King County. Finance staff work with King County as they collect property taxes on behalf of the MPD. Property taxes are electronically transferred 2 – 3 times a week. Journal entries are prepared on a weekly basis to record the receipts in Eden (City's accounting software). County reports on property taxes must be reconciled at least annually to ensure proper accounting.





11. Prepare annual resolutions for property tax collections and file with King County.
12. Invest excess funds as available.
13. Provide support to Parks and Recreation Staff for grant funding and tracking to ensure all granting requirements are satisfied. Perform monthly bank account reconciliation.
14. Fixed asset accounting. Tracking and documenting costs of/for assets, calculating depreciation and list on financial statements. Asset counts are required on a periodic basis.
15. Retain all records for the MPD in accordance to the WA State records retention schedule. Records are destroyed when the schedule allows and proper documentation is prepared to record what records are destroyed and when.
16. Prepare and present annual budget in coordination with Parks and Recreation Department.
17. Prepare and update 5 and 20 year plan in coordination with Parks and Recreation Department.

## Human Resources

The City of Tukwila's Human Resources Department coordinates the recruitment process of all MPD employees, manages employee records and administers a benefits program. Below details duties involved within each task.

### Employee Recruitment:

1. Route Personnel Requisition Form for signatures
2. Create job posting from job classification
3. Advertise job – City Website, Association of Washington Cities (AWC), Washington Recreation and Parks Association (WRPA), and newspaper in print and online.
4. Review all applications for possible candidates to interview
5. Coordinate interview panel and schedule interviews, as needed.
6. Administer testing if needed
7. Deliver tentative offer of employment
8. Conduct reference check to include SSCI background check on all finalists
9. Make final offer of employment or rescind tentative offer
10. Prepare employment forms and create personnel file
11. Schedule orientation for employee to complete forms

### Maintenance of Employee Records

1. Data gathering.
2. File maintenance and retention.
3. Processing and recording Personnel Actions.
4. Key Card Access Processes.

### Benefit Administration

1. Coordinate health, dental and vision benefits for full-time employees.
2. Implement employee wellness program.
3. Coordinate retirement benefits.
4. Facilitate employee training and education tracking.



5. Coordinate industrial insurance, manage worker's comp claims.

### **Personnel Policies and Procedures**

1. Implement City personnel policy and procedures manual.
2. Research and analyze City policies.
3. Review policies.
4. Implement policy training as needed.

## **City Clerk**

The City of Tukwila's Clerk's Office completes the following administrative services.

**Records Management:** Organize and maintain District records and files according to state archive requirements:

1. Provide guidance and direction to staff on retention and disposition of records.
2. Keep staff up-to-date on changes to laws and State retention schedules.
3. Directly responsible for retention of records such as resolutions, contracts, and meetings and hearings (agenda packets, meeting minutes, legal notices, audio recordings) in accordance with State retention schedules.
4. Public Records Requests: Process and respond to public records requests as needed and maintain database. If a request is received, the following steps are involved: Review and distribute the request; set timelines based on 5-day legal requirement; request Board attorney review of any responsive records to ensure exempt items are logged per RCW 42.56; assemble and copy documents; assess charges; compose fulfillment correspondence to requester.

### **Contracts/Recorded Documents/Claims/Litigation/ Bids, etc.:**

1. Contracts: Review for accuracy and completeness; collect signatures and distribute.
2. Claims/Litigation: Accept and route claims for damages and litigation filings and appeals.
3. Recorded Documents: Transmit documents to King County Recording Office; pay fees and track until the documents are returned; scan into the Digital Records Center; file paper document.
4. Bids: Review and publish bids based on legal requirements. Provide services to accept secure bid documents per State law and open bids from vendors, as needed.
5. Elections: Coordination with King County Elections as needed in conjunction with ballot measures.

### **Composition and Distribution of Minutes from MPD Board Meetings:**

1. Staff support at MPD meetings, with responsibility for operation of recording system, parliamentary procedures, providing assistance to Commissioners and members of the public and collecting speaker sign-up sheets and any other information distributed at the meeting for inclusion in the public record file.
2. Upload and index audio recording of meetings into the Digital Records Center. Label and file CDs.



3. Prepare meeting minutes, distribute draft to City and MPD staff for review, make changes as needed, and provide copy to Commissioners for review.
4. Provide final copy of minutes to Commissioners under "Consent Agenda" item at next Board meeting and collect signatures.
5. Scan and index signed minutes and index into the Digital Records Center for availability to staff and the public, file paper copy for long term records retention.

### **MPD Board Meeting Facilitation:**

Prepare meeting rooms:

1. Arrange tables and podium, and place microphones and run cords as needed.
2. Set up information for the public including agenda packets and speaker information.
3. Arrangements nameplates, gavel, cups and water pitchers on the dais.
4. Set up recording device.
5. Return the above items to storage after meeting and return room to its original configuration.

Notice meetings:

1. Monitor draft agendas for awareness of any public notice requirements (i.e. special meetings, public hearings, executive sessions).
2. Submit required notices to newspaper for publication and distribute to notification list and post per legal requirements.
3. Scan notices and index into the Digital Records Center and name intuitively for easy access. Distribute electronic and paper copies and file paper copies.
4. Track affidavits of publication and file per legal requirements.

Collect agenda items, prepare agendas, and prepare meeting packets and agenda items:

1. Maintain tentative agenda templates and populate with agenda item information as provided by staff.
2. Distribute draft agenda to applicable staff the week prior to each meeting, including information on deadlines for submission of agenda packet materials.
3. Review agenda packet submissions for completion and accuracy, and contact staff as needed for revisions.
4. Create agenda face sheet.
5. Produce draft and final versions of resolutions. Review for content and accuracy and complete resolution tracking sheet. Ensure draft resolutions are reviewed by the Commission Attorney.
6. Create Info Memos for agenda items and craft new resolutions as needed.
7. Provide agenda packet materials to City Administrator and Board President for review.
8. Participate in agenda review meetings and make changes to materials (or contact staff) as needed.
9. Produce and distribute monthly agenda packets for Commissioners, staff and public. Production process includes review of materials for content and sequencing (including page breaks and inclusion of color inserts as needed), scanning or importing of documents into the the Digital Records Center, electronic enhancement or resizing of images, electronic



page numbering, generate searchable text, intuitively name agenda items, email link to packet materials, production of 20 paper packets for Board members and the public.

## Information Technology

Technological services and support performed at the Tukwila Pool by the City's Information Technology (IT) Department include the following:

**Telephone Support** The Mitel phone system is utilized throughout the City of Tukwila, including the Tukwila Pool. The Voice Over IP system (VOIP) (versus analogue system) provides interconnectivity throughout City Departments. Outside callers can easily be transferred within the system; calls from person to person within the system can be completed through four digit direct dial. The system also includes comprehensive voicemail functions. The IT department provides support on an as needed basis.

**Cell Phones:** The MPD has 2 cell phones serviced by Verizon, each cell phone utilizes the negotiated contract pricing the City receives through the Washington State Cooperative Agreement (WSCA) contract.

**Hardware:** The MPD utilizes hardware such as central processing units, monitors, printers, routers, switches, card scanners, cash drawers, cabling and fiber wiring owned by the City of Tukwila. The IT department provides support and replacement on an as needed basis.

**Network and Servers:** The MPD utilizes server space on the City's servers and network. This includes storage for email, home directory documents, CLASS (point of sale and registration software), and also includes network services such as virus checking, spam filtering, routers, hubs, switches and wiring for connectivity. This allows Pool staff and City staff to share files, and take advantage of a multitude of network capabilities.

**Software** The MPD email is currently using the City's email system licensed under the Microsoft Enterprise Agreement. This agreement is inclusive of all City employees using a computer and covers email, server and network components, Microsoft Office and operating system licensing. The licensing is not transferrable to the MPD if the Contracted Services Agreement is not renewed. WebCTRL is software utilized for communication with the pool controls and water system, this software is currently controlled by the City (for firewall protection) however could be easily released in the future if needed. The MPD utilizes CLASS software and shares a license with the City. CLASS is the Recreation Management System used for Point of Sale (POS), program registration, facility booking and participant database. The license is not transferable. IT staff and Parks and Recreation Staff troubleshoot on an as needed basis.

**Printers:** The MPD utilizes three printers that are maintained by the City on an as needed basis.





**Website:** The current MPD Website was designed, coded and then converted into a WordPress template for ease of use. The IT department coordinates hosting and domain renewal for the tukwilwapool.org website.

**Maintenance:** The IT department provides overall maintenance to equipment and software on an as needed basis.



## Section Two: Maintenance Operations

### Pool Maintenance Operations

Pool Maintenance Operations is described in the following codes from the Washington Administrative Code (WAC).

Washington Administrative Code (WAC 246-260-131 [6.g.]) states that, “*All pool facilities must have a water treatment operator.*” and [7.e.] “*Water treatment operators shall assure the water treatment components of each WRF are functioning to protect health, safety and water quality.*”) In WAC 246-260-010 it refers to the pool operator as an “*appointed person operating the physical and mechanical equipment and performing related water quality monitoring and associated record keeping for proper operation of the physical facility.*”

The best practices and aquatic industry standards for water treatment operators are the Certified Pool Operator (CPO) and the Aquatic Facility Operator (AFO). The CPO certification focuses more on the mechanical and technical side of maintaining the water and facility; AFO certification includes managing and programming of pool operations, and risk management in addition to water quality maintenance.

The City of Tukwila Parks and Recreation Department provides pool maintenance operations for the Tukwila Pool through the means of a CPO. It is the responsibility of the CPO to provide a safe, clean, and balanced pool for patrons, as well as maintain the entire facility. Below is a detailed list of specific duties completed by the pool operator.

#### Pool Operators:

1. Obtain Health Department Permit for the pool facility and follow WAC 246-260 for Water Recreation Facilities (WRF).
2. Maintain current pool operator certifications.
3. Maintain proper water quality and be knowledgeable about appropriate disinfection and water balance.
4. Follow and comply with all regulations and guidelines for public swimming pools.
5. Must be proficient with essential calculations and mathematics skills (arithmetic, conversions) and familiar with both liquid and solid forms of measurement.
6. Respond to pool water contamination issues according to Health Department Regulations.
7. Must be knowledgeable and educated on the various forms of sanitizers, the benefits and dangers of each one and safe handling techniques.
8. Maintain a balanced level of disinfection in the pool and conducts regular pool water tests every three hours according to Health Department Regulations.
9. Superchlorinate as needed to remove chloramines.
10. Calculate dosing requirements for any and all chemicals to be used in the pool.



11. Perform routine chemical dosing calculations and adds chemicals as necessary to adjust and maintain the Langelier Saturation/Calcium Saturation Index of the water to prolong equipment life.
12. Perform routine water tests and cross reference the automated chemical feed system and make changes as necessary.
13. Deal with water problems (poor circulation, cloudy water, colored water, algae, stains, scale, and foaming water).
14. Operate, interact, manipulate and calibrate the computerized chemical feed system.
15. Work closely with the Health Department as needed.
16. Understand water circulation, flow rates, filter sizing, surge tanks, float valves, make-up water valves, entrapment issues, surface water removal vs. main drains, pump influence and effluence, filter vacuum, parts and maintenance of pumps and motors, cavitation, variable frequency drives, valves, piping, and health department codes.
17. Understand pool filtration systems, filter rates, different forms of filter media, calculating filter system sizing and requirements, and maintenance of filter systems.
18. Maintain the filter system through routine backwashing and filter grid cover replacement.
19. Familiar with various pool vacuums, how the function and differ, pros and cons of each, how to maintain and operate correctly.
20. Maintain pool cleanliness and appearance through routine pool vacuuming and brushing.
21. Understand the four forms of energy loss, aquatic industry standards, Health Department regulations for air quality and settings, and makes adjustments to facility heating and air circulation system accordingly.
22. Knowledgeable in boiler and burners for heating, calculating (British Thermal Units) BTU's, various forms of heating, heater sizing, maintenance of boiler systems, dangers and precautions of boilers, safety checks on boilers, code requirements for pressure vessels.
23. Ensure boilers are tested and inspected according to state regulations.
24. Ensure back-check valves are tested and inspected annually.
25. Ensure facility is Virginia Graeme Baker Pool and Spa Safety Act (VGBA) compliant.
26. Ensure facility meets requirements of the Revised Americans with Disability Act (ADA).
27. Ensure facility meets code requirements for water access and water safety.
28. Conduct routine inspections and maintenance of both mechanical and operational equipment: diving board, slides, lane lines, extension poles, basketball hoop, pool covers, guard chairs, handrails, pool stairs, chair lift, natatorium doors, rescue equipment, pace clocks, pumps, boilers, chemical feed system, motors, air handling units (AHU) belts and filters, valves, make-up water systems, water and sewer meters, lighting, electrical systems, domestic plumbing (toilets, showers, sinks, hose spigots, drinking fountains) pool water plumbing, boiler system plumbing, lockers, partitions, dispensers, janitorial equipment.
29. Ensure facility cleanliness and appearance through daily janitorial cleaning.
30. Maintain janitorial supplies inventory, equipment and provide training to staff on daily cleaning procedures.
31. Perform routine deep cleaning of various components and equipment of the facility.



32. Perform various maintenance repairs as needed.
33. Maintain current signage according to Health Department Regulations.
34. Maintain current Material Safety Data Sheets (MSDS) for all chemicals and post information following Health Department Guidelines.
35. Maintain accurate and detailed records of pool water chemistry, Langelier Saturation/Calcium Saturation Index, pump pressure and vacuum gauges, boiler system logs, chemical dosing, utility consumption, air and water temperatures, water quality, general facility safety.
36. Create and maintain a preventative maintenance plan and implementation schedule for all systems and equipment in the facility.
37. Develop and continually update an Emergency Action Plan (including site plans, evacuation procedures and facility shut-down procedures) for facility equipment in conjunction with pool operations plans and procedures.
38. Inform pool staff of any known unsafe conditions.
39. Maintain a clean and presentable appearance to the public, respond respectfully and appropriately to pool patrons' concerns and issues and conduct trainings for pool staff.
40. Trained in WebCNTRL software to be able to monitor, test, adjust, schedule, troubleshoot, and track, all facility systems and equipment.
41. Install, monitor and maintain surveillance system for reception desk tills.
42. Manage multiple maintenance contracts (HVAC, Fire Alarm, Burglar Alarm, Backflows, Boilers) coordinate with contractors (repairs and emergencies), and purchase from supplies vendors (operating supplies, pool chemicals, janitorial products, maintenance supplies, equipment supplies, replacement parts).
43. Develop, monitor, budget and implement a Capital Equipment Replacement Plan (see Exhibit C – Long-Term CIP Equipment Replacement Plan below).
44. Make the water safe for swimming by heating it, treating it, testing it, filtering it, and balancing it (see Exhibit D – Water Chemistry Guidelines below).
45. Respond and troubleshoot any situation that comes up (i.e. colored water, cloudy water, boiler failure, temperatures cold in water, air or showers, pump failure, water chemistry issue, vomit and/or fecal incident, water leaks, fire alarm, burglar alarm, power outage, and any emergency situation (see Exhibit B – Pool Operator Response Scenarios below for examples) by providing 24hr callout service.





## Exhibit A – Example Questions for Pool Operators:

Below is a list of questions from the National Swimming Pool Foundation that exemplify the water specific technical information and abilities a pool operator must be able to answer and apply about pool water.

1. What is the surface area of a circular spa with a 12 foot diameter?
2. What is the volume of a circular spa with a 12 foot diameter and a constant depth of 3.5 feet?
3. What is the surface area of a rectangular pool with a length of 105 feet and a width of 45 yards?
4. What is the volume of a rectangular pool with a length of 46 feet, a width of 24 feet, and a depth ranging from 4 feet in the shallow end to 8 feet in the deep end?
5. What is the surface area of a rectangular pool with a length of 75 yards and a width of 50 feet?
6. What is the volume of a rectangular pool with a length of 75 feet, a width of 50 feet, and a depth ranging from 3.5 feet in the shallow end to 12 feet in the deep end?
7. Calculate the Saturation Index for water that has a total alkalinity of 100 ppm, a pH of 7.3, a calcium hardness of 250 ppm, a temperature of 67°F, and a total dissolved solids of 1500 ppm. If it is not balanced, fix it.
8. Calculate the Saturation Index for water that has a total alkalinity of 100 ppm, a pH of 8.2, a calcium hardness of 200 ppm, a temperature of 78°F, and a total dissolved solids of 500 ppm. If it is not balanced, fix it.
9. Calculate the Saturation Index for water that has a total alkalinity of 70 ppm, a pH of 7.2, a calcium hardness of 200 ppm, a temperature of 77°F, and a total dissolved solids of 500 ppm. If it is not balanced, fix it.
10. Adjust the alkalinity from 70 ppm to 100 ppm in a 250,000 gallon pool using sodium bicarbonate.
11. An L-Shaped pool is 175 feet long and 50 feet wide with a diving well 25 feet by 25 feet. How many gallons of water are lost each week if this pool loses  $\frac{1}{4}$  inch per day due to evaporation and an additional 1 inch per week due to backwash and a leak?
12. Adjust the Calcium Hardness from 75 ppm to 150 ppm in a 150,000 gallon pool. Use Calcium Chloride 77%.
13. How much Cyanuric Acid is needed to raise the stabilizer level in a 75,000 gallon pool from 0 to 30 ppm?
14. How much Calcium Hypochlorite is needed to breakpoint chlorinate a 125,000 gallon pool if the combined chlorine is 0.4 ppm, and free chlorine is 1.0ppm?
15. An accidental fecal release occurs in a pool. The state health department requires raising the free chlorine level from 4 ppm to 20 ppm for 20 hours. How many gallons of sodium hypochlorite would be needed for an 80,000 gallon pool?
16. What is the turnover rate of a 3,500 gallon commercial spa that has a flow rate of 150 gpm?
17. What is the flow rate of a 3,500 gallon spa based on a 30 minute turnover rate?
18. A DE Filter has eight elements each measuring 2.5 feet by 9 inches wide. What is the square footage of this filter?



19. A sand filter is 5 feet in diameter and 3 feet in depth. How much filter surface area does this filter have?
20. A 275,000 gallon pool needs to turn over the water every 8 hours. What flow rate is required for this turnover rate?
21. A pool with a sand filter system has a flow rate of 220 gpm and an optimal media flow rate of 12 gpm per square foot of filter medium. What is the required square feet of filter are to meet this need?



## **Exhibit B – Pool Operator Response Scenarios:**

The following is a list of scenarios that a pool operator has to respond to generated from actual situations that has occurred at Tukwila Pool.

1. At 2:30am, alarm center calls and says there is an intruder alarm going off at the Tukwila Pool, and they ask what do we want to do? Options are 1) Dispatch police (callout cost associated with it) and they want to meet the facility operator on site, 2) Respond in person (no police).
2. 3:15am, alarm center calls and says there is an intruder alarm, NAT South Door and a Lobby Motion Detector alarm (now it is known that someone is in the building). Response Options: same as numbers 1 and 2 above. Was anything stolen? Is anyone in the pool? Was anyone in the pool? Was there vandalism? Is the intruder still in the facility, hiding or did both sensors give false alarms?
3. 1:45am, alarm center call and says the fire alarm is going off and the fire department has been dispatched (callout costs associated with this) and they need to meet someone there. Only choice is to respond. Upon inspection it is determined that it was a false alarm because the power is out. The facility is now on fire watch until the power resumes and the system can be reset (Fire Watch means someone has to be in the building at all times responsible to report in every 2hrs that the facility is ok since the fire alarm system is inoperable).
4. 4:15am Power goes out at home in the wind storm, not sure if the power just went out at the pool too. Do you go to check in hopes to catch it before it sets off the fire alarm and dispatches the fire department (callout cost associated), monitor the facility, put the system in test and be on fire watch?
5. 3:30pm on a cold Sunday in December, Boiler fails to fire and goes into alarm. The air temp begins to fall quickly but staff are gone for the day. Monday morning at 5:00am staff show up to remove pool covers and find the air temperature is only 62 degrees (instead of 86 degrees) and the water is only 82 degrees (instead of 84) and they call you. What is the protocol for this?
6. 9:45pm closing staff calls and informs you there has been a fecal incident in the pool and ask what to do.
7. 4:15pm during the summer, there are 6 lessons going (36 kids learning to swim) with their parents and some siblings in the bleachers, there are 8 people swimming laps and a lifeguard spots what looks like noodles floating in the pool near one of the classes. What is the protocol for this incident? Same scenario only this time it was a small hard formed stool?
8. 5:30am The opening staff call and inform you that the pool water test says there is only 1.0ppm chlorine in the pool (Health Department Code requires 1.5ppm minimum). What is the protocol to follow for this?



**Exhibit C – Long-Term CIP Equipment Replacement Plan**

Item	Approximate Life Expectancy	Comments
Lobby Supply Air Handling Unit Motor/Bearings/Fan	15 yrs	
Lobby Exhaust Air Handling Unit Motor/Bearings/Fan	15 yrs	
Building Heat Motor & Pump	15 yrs	
Pool Heat Motor & Pump	15 yrs	
Natatorium Supply Air Handling Unit Motor/Bearings/Fan/Variable Frequency Drive	20 yrs	
Pool Recirculation Motor/Pump/Variable Frequency Drive	20 yrs	
Pool Cover	5 yrs	
Domestic Boiler	12 yrs	
Washer/Dryer/Refrigerator Replacement	15 yrs	
Interior Doors Replacement	1 yrs	Some need now, some w/in 5yrs, make last for 20yrs
Automated Chemical Feeder (BECS)	15 yrs	
Heat Exchanger (Pool Water)	10 yrs	
Starting Blocks	10 yrs	
Diving Board	12 yrs	
Shallow End Guard Chair	10 yrs	
Exterior Doors Replacement	7 yrs	Some w/in 4yrs, others to be rebuilt w/in 8yrs
Sewer Deduct Meter	20 yrs	
Lighting Conversion	20 yrs	
HVAC Controls/Dampers	20 yrs	
Pool Liner	10 yrs	Shallow end only in 10yrs and rest of liner in 15yrs
Painting (Int and Ext)	7 yrs	
Replace Roof (PVC product)	25 yrs	
Sewer Lines Repair	1 yrs	
Deck Re-finishing	7 yrs	
Locker Room Floor Refinishing	7 yrs	





## Exhibit D – Water Chemistry Guidelines

### B-1 Water Chemistry Guidelines

These commonly accepted chemical parameters do not supersede local or state codes and regulations.

Parameter	Min.	Ideal	Max.	Pool Type
Free Chlorine (ppm or mg/L)	1.0	2.0 – 4.0	5.0	Pools, Waterparks
	2.0	3.0 – 5.0	10.0	Spas
Combined Chlorine (ppm or mg/L)	0	0	0.2	Pools, Waterparks
	0	0	0.5	Spas
Total Bromine (ppm or mg/L)	2.0	4.0 – 6.0	10.0	All Types
PHMB (ppm or mg/L)	30	30 – 50	50	All Types
pH	7.2	7.4 – 7.6	7.8	All Types
Total Alkalinity as CaCO <sub>3</sub> (ppm or mg/L)	60	80 – 100* 100 – 120**	180	All Types
Total Dissolved Solids (ppm or mg/L)	NA	NA	1,500 over start-up***	All Types
Calcium Hardness as CaCO <sub>3</sub> (ppm or mg/L)	150	200 – 400	1,000	Pools, Waterparks
	100	150 – 250	800	Spas
Heavy Metals	None	None	None	All Types
Visible Algae	None	None	None	All Types
Bacteria	None	None	Local Code	All Types
Cyanuric Acid (ppm or mg/L)	0	30 – 50	****	All Types
Temperature °F/°C	78 °F (25.5 °C)	80.5 °F (26.9 °C)	82 °F (27.8 °C)	Competition Pools
	–	–	104 °F (40 °C)	Spas
	–	Personal Preference	104 °F (40 °C)	Other Pools
Ozone (ppm or mg/L)	–	–	0.1 Over 8-hr. time wtd. avg.	All Types
ORP	Calibrate to Disinfectant Level*****			All Types

\* For calcium hypochlorite, lithium hypochlorite, or sodium hypochlorite

\*\* For sodium dichlor, trichlor, chlorine, gas, BCDMH

\*\*\* Start-up includes the TDS contribution of salt found in chlorine generating systems

\*\*\*\* Dictated by state or local codes. Typically 100 ppm (mg/L). (Some codes are higher, some are lower)

\*\*\*\*\* Some state or local codes may dictate a minimum and maximum



## Section Three: Program Operations

### Program Operations

Program operations consist of the swim lessons, aquatics programs, events, and facility rentals that occur at the Pool. To ensure safe operations several factors are considered: staffing, programming considerations and components, and operating guidelines and standards. The following details how staff is prepared, how programming is scheduled, and the standards of operations the Tukwila Pool adheres to ensure safe operations.

### Staffing

The Tukwila Pool staff consists of two full-time employees, one Aquatics Coordinator and one Aquatics Specialist, and one three-quarter time position, an Aquatics Program Assistant. Part-time staff consists of lifeguards, swim instructors, fitness class instructors and one part-time maintenance employee.

**Aquatics Coordinator:** The primary responsibilities of this position are to oversee the entire aquatics program at the Pool. Duties include: organizing and scheduling pool programs based upon demographic needs, desires and expectations; prepares and administer the operations budgets, hires and supervises staff, develops marketing materials, prepares and maintains statistical reports, maintains a safe and sanitary environment, coordinates maintenance needs, proposes long range capital improvements, and works closely with City of Tukwila support services staff.

**Aquatics Specialist:** The primary responsibilities of this position are to assist the Aquatics Coordinator through leading and implementing the Pool's aquatics program. Responsibilities include: developing staff training programs, instruct swim lesson implementation techniques, instruct water aerobics instruction and implementation techniques, leads life-saving skills courses (including lifeguard training courses), implement in-service training, oversees aquatics programs, resolves customer inquiries, collects and balances accounts, and other duties as assigned.

**Aquatics Program Assistant:** This position (currently vacant) is a three-quarter time position with the primary responsibility to assist the Aquatics Specialist. This position leads seasonal staff, implements water safety instruction and swim lessons, assists with staff schedules, and assists in leading water safety courses and evaluations.

**Lifeguards:** The primary responsibilities of lifeguards are to ensure safety and security for patrons and the facility. Lifeguards also assist with the facilitation of aquatic activities at the registration desk, facilitate programs use, coordinate rental group use, and perform daily janitorial tasks.

**Instructors:** Swim instructors and water fitness instructors are responsible for direct program leadership, supervision and general operation of an assigned aquatic recreation and/or swimming courses and classes.



**Maintenance Worker:** One part-time maintenance employee is assigned to work 10 – 15 hours per week to perform general pool facility maintenance and operations. Position completes basic facility repairs, light plumbing and/or light electrical repairs. Other duties are assigned as needed.

## Staffing Requirements

**Certifications:** Full and part-time staff are required to maintain certifications to perform their job duties. The following table details types of certifications, which certifications are required and which certifications are desirable.

Certification	Brief Description	Full-time
Lifeguard Instructor (American Red Cross)	Certifies person to teach Lifeguard Training including: First Aid, CPR for the Professional Rescuer, Lifeguard Management, AED Essentials, Oxygen Administration for the Professional Rescuer, Preventing Disease Transmission, Community Water Safety and Basic Water Rescue.	Required to have at least one full-time staff w/ this certification.  Tukwila Pool has one employee with this certification.
Water Safety Instructor Trainer Certification (American Red Cross)	Certifies person to be able to teach the American Red Cross Water Safety Instructor (WSI).	Highly desirable, yet difficult and time consuming to attain.  Tukwila Pool has one employee with this certification.
Certified Pool Operator (National Swimming Pool Foundation)	Certifies person as able to perform technical duties associated with aquatics facility management with an emphasis on pool and spa chemistry, testing, treatment, filtration, maintenance, automatic feeding equipment, and government requirements.	Tukwila Pool has one employee with this certification and one contracted staff person has this certification.
Aquatic Facility Operator (National Recreation and Parks Association)	Certifies person as able to perform duties pertinent to managing an aquatics program with an emphasis on organization, safety, risk management, filtration, circulation and control, basic chemistry, and purchasing.	Tukwila Pool as two employees with this certification.
Lifeguard (American Red Cross)	Certifies person to be able to perform lifeguarding responsibilities such as rescue and surveillance skills, First Aid and CPR/AED, and teamwork skills.	Required of all full time staff.  Required of all part-time staff.
Water Safety Instructor (WSI) (American Red Cross)	Certifies person to be able to lead and teach swimming skills and techniques at the WSI level.	Required of all water safety instructors.



**Staff Scheduling:** Scheduling staff is based upon anticipated pool users and scheduled programs, classes, and/or lessons. The Tukwila Pool maintains a ratio of one lifeguard per 25-30 swimmers. Even if there is less than 30 swimmers, two lifeguards are in the facility at all times. When the diving board or deep end slide is utilized, two lifeguards are scheduled on the pool deck to perform additional water scanning and surveillance, even if there are less than 25 swimmers utilizing the pool.

**Pre-Service Training and Orientation:** Most Tukwila Pool Lifeguard and Instructor applicants go through an evaluation process which includes an interview and lifeguard or instruction skills test. Once hired, staff undergoes an in-depth pre-service staff training program. The program includes orientation, in-service training, and shadow lifeguarding or instructing for first time lifeguards and instructors. Pre-service training is specialized to each person, depending upon experience, and can last up to 32 hours (inclusive of lifeguard or swim instructor shadowing).

**In-Service Training:** Full time staff develops and implements a comprehensive in-service training program. The training is designed to develop and practice lifeguard and swim instructor skills and to test skills to ensure staff is performing correctly. The WAC 246-260-131 (9)(b)(iii) & (iv) requires that at least two drills be conducted per year to test whether thirty-second response time can be met in emergency situations. The Tukwila Pool implements at least six in-service trainings per year to ensure lifeguards have adequate practice and are better able to respond efficiently in emergency situations.

In-Service topics may include but are not limited to the following:

1. Back boarding and Spinal Injury Management Techniques
2. Active Drowning Victim Rescues
3. Passive Drowning Victim Rescues
4. Distressed Swimmer Rescues
5. Water and Land Rescue Scenario Simulations
6. First Aid Scenario Simulations
7. CPR and AED Practice and Simulations
8. Review of Emergency Action Plan
9. Swim Instruction Training
10. Teaching Swimming Progression Training
11. Teaching Specialized Swimming Skills
12. Class Management Techniques
13. Review of Policies and Procedures





**Procedures Manual:** The Tukwila Pool Procedures Manual is a multi-functional document that each staff member is trained upon and refers to often. Full time staff review and update the manual regularly in accordance with national and local standards and operating procedures. The manual is based upon Washington Administrative Codes, King County Public Health requirements, American Red Cross Standards, and other industry best practices. The manual includes procedures specific to the Tukwila Pool and aids staff in working as part of a lifeguard team. The procedures manual includes the following:

1. Emergency Action Plan for Life-threatening Conditions on land
2. Emergency Action Plan for Non-life-threatening Conditions
3. Emergency Action Plan – Spinal Injury Procedures
4. Emergency Action Plan for Life-threatening conditions with suspected spinal injury
5. Bloody Nose Procedure
6. Emergency Action Plan for Water Rescues
7. Emergency Call Out Procedures
8. Emergency Facility Closure Procedures
9. Contamination Incident Procedures
10. Miscellaneous Closure Triggers and Procedures
11. Tukwila Pool Rules
12. Tukwila Pool Behavior Expectations
13. Additional Tukwila Pool Rules
14. Tukwila Pool Open Swim & Specialty Swim Set Up
15. Tukwila Pool Lap Swim and Family Swim Set Up
16. Shift Responsibilities and Substitute Expectations
17. Lifeguard Scanning Requirements and Expectations
18. Lifeguard Job Description
19. Swim Instructor Job Description
20. Tukwila Pool Whistle Codes
21. Tukwila Pool Accident Report
22. Tukwila Pool Incident Report
23. King County Public Health Water Recreation Facility Injury Report Form
24. How to Perform a Water Test Procedure
25. Tukwila Pool Chemistry Report Form
26. Missing Child Procedure
27. Bomb Threat Call Procedure
28. Power Failure Procedure
29. Earthquake Procedure
30. Fire and Evacuation Procedures
31. Cleaning Checklist – Daily, Closing
32. Tukwila Pool Staff Dress Code
33. Tukwila Pool Staff Cell Phone Expectation
34. Tukwila Pool Chemical Exposure Information & MSDS locations
35. Tukwila Pool Chemical protocols and use procedures
36. Cleaning Procedures

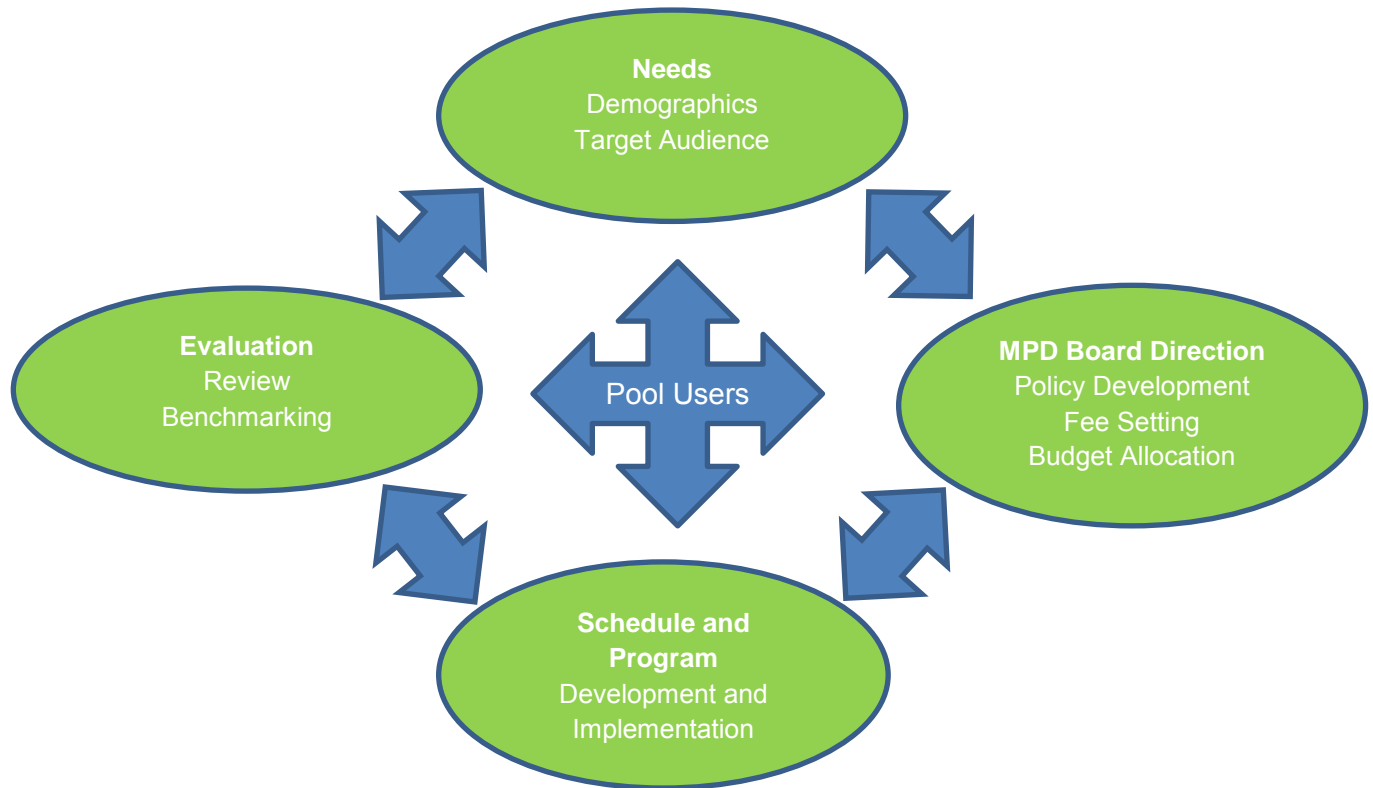


37. Opening Procedures
38. Closing Procedures
39. Creating an account for online timesheet submission
40. Timesheet Submission Procedure
41. Cashing Out Procedure
42. Important CLASS Software Procedures
43. How to complete a registration using CLASS Software
44. How to book a pool party rental using CLASS Software
45. How to give credit utilizing the CLASS Software



## Programming Components and Considerations

Several components are considered when planning how the water at the pool is scheduled and what programs are offered. The process is creative, challenging, and interactive. The following graphic demonstrates how programs and schedules are developed based upon input from users, the MPD Board, and the community at large.



**Need:** Need is determined through analyzing demographic information pertinent to the City of Tukwila, and is inclusive of South King County residents as well. Feedback and requests, pool use data, trends, and input from partner organizations are all considered. Staff also works closely with local school districts to determine swimming safety awareness and needs of students.

**MPD Board Direction:** Through Board Direction (policy development, fee setting, and budget allocation) staff plan programs and schedule pool use that is in line with expectations.

**Schedule and Programs:** Staff schedule pool time and plan programs based upon Board direction, patron interaction, and the needs, wants, and expectations of the community.

**Evaluation:** Evaluation comes in many forms: word of mouth, comparing annual program attendance, comparing annual pool use, and receiving input through internet surveys, user group input, and citizen group input. Additionally, staff compares services provided against local pools and national aquatics standards.



## Pool Programs

Staff strives to contribute to the Tukwila community by creating a warm, friendly environment with diverse programs that increase one's knowledge of water safety, promote efficient swimming techniques and create fun. An array of programs and swim opportunities are available to the public. Pool time is also available for private party rentals, swim team rentals, and other special user group rentals. The pool also hosts special events throughout the year. The mix of use and allocation of pool time is determined by community demand, Board direction, and revenue objectives. The following describes different swim opportunities, programs, events, and rental uses.

**Lap Swim/Family Swim:** The deep end of the pool is set up for lap swimming and the shallow end of the pool is open to families to enjoy. Mats, noodles and the basketball hoop are available for use during this swim in the shallow end. Kickboards fins and pull buoys are available for use in the deep end. Snorkels and masks must be approved by a lifeguard before use during this swim time.

**Open Swim:** The entire pool is open for a swimming including the diving board and slide. Swimmers under 18 wishing to swim in the deep end must pass a swim test administered by a lifeguard. Teens and youth over 6 years old may swim without an adult in the water. Kickboards, pull buoys and snorkels and fins are not available for use during open swim.

**Gender Specific Swim:** Swims that are scheduled for a single gender, an only male or an only female swim is scheduled.

**Group Swimming Lessons:** The Tukwila Pool offers year round swimming lessons. The program was designed by staff to meet the needs of the Tukwila Community. Courses are progressive so participants quickly gain skills to become safe and confident swimmers. Swimming and water safety skills are taught as an integral part of the swimming program, however, students also learn other skills related to aquatics safety, for example: how to properly enter the pool and wear a lifejacket.

Group lessons are categorized as follows:

- Minnows levels 1-4 are for children 3-6 years old
- Sharks levels 1-4 are for children 6-13 years old
- Tiger Sharks, completed Shark level 4, 6-18 years
- Drills & Skills
- Super Strokes
- Pre-Competition
- Spring Board Diving
- Parent Tot, 6 months to 3 years and their parents.
- Adult swimming lessons are available for anyone 15 years and older who would like to learn to swim.

Courses have a maximum of 6 students (with the exception of Minnows 1 with a maximum of 5 students). Swim instructors are trained to teach Tukwila Pool's specific brand of swimming lessons.





During the school year courses are offered in sessions lasting 4 weeks, with classes on Monday and Wednesday, Tuesday and Thursday, or Saturday. During the summer weekday lesson sessions are two weeks in length and courses are offered in the mornings Monday through Friday and the evenings Monday through Thursday. Saturday lessons are also offered during the summer.

**Private Lessons:** Private lessons are offered at the Tukwila Pool on a space, instructor and student availability basis. Lessons are one instructor per student and are generally scheduled one half hour at a time. Classes are customized to the needs of the participant and may include specialized lesson plans for triathlon training, learning a skill a participant is struggling with, adaptive swimming techniques, student comfort, and many more scenarios.

**Teen Late Night:** This program is in partnership with the Tukwila Parks and Recreation Teen Program and occurs on select Friday nights from 8-10 pm. The program was piloted in summer 2012 and was such a success that the program was scheduled on select evenings throughout the 2012-13 school years, the program **will** continue in 2013-14 school year.

**Rental - Private Party:** Rentals for private parties are a great way for community members to host a party or group event. The Pool is popular for birthday parties, team gatherings or parties, and family gatherings. The Pool is available for these types of bookings in one hour increments on Saturdays and Sundays, during the school year and Saturdays during the summer, after 3:00 pm and until 5:00 pm, with the exception of legal holidays and facility closures. Private Party Rentals consist of one hour pool time followed by one hour in the party area.

**Rental - Aquatics Teams:** Aquatics Teams (Swim Team, Synchronized Swimming Teams, Water Polo Teams, etc.) may rent the Tukwila Pool during times not utilized by regular programming based on pool availability and staffing availability. Organizations that have ongoing bookings with the Tukwila Pool will be given preference when booking available pool time. These groups have special certification requirements and insurance requirements that must be met before they can book rental space at the Tukwila Pool.

**Rentals for Specialized Aquatics Activities:** Private Organizations (scuba clubs, kayak clubs, etc.) may rent the Tukwila Pool during times not utilized by regular programming and is based on pool availability and staffing availability. Organizations that have ongoing bookings with the Tukwila Pool will be given preference when booking available pool time. These groups have special certification requirements and insurance requirements that must be met before they can book rental space at the Tukwila Pool.

**American Red Cross Lifeguard Training:** The Tukwila Pool maintains an American Red Cross Lifeguard Instructor as part of the full time staff. The Tukwila Pool offers this 27 hour training course 3-4 times each year. The course gives community members the opportunity to gain the skills required to apply for positions as a lifeguard. The topics covered in the training course include - water rescues training, back boarding training, dry land rescues training, Patron Surveillance training, First Aid training, CPR Training, AED Training, Bloodborne Pathogens Training.



**American Red Cross Water Safety Instructor Training:** The Tukwila Pool maintains an American Red Cross Water Safety Instructor Trainer as part of the full time staff. The Water Safety Instructor Course is designed to help participants gain knowledge about how to teach swimming skills. The course provides an opportunity for participants to practice teaching skills, information about how people learn, and successful progressions you can employ when teaching others how to swim. The course also provides an opportunity for teachers to learn how to teach difficult skills like side breathing, stroke coordination, adaptive swimming lessons and techniques for teaching diving. The Tukwila Pool offers this course as staffing and pool time are available. Course material is utilized in every staff in-service training.

**Vertical Exercise:** One lane is available for vertical exercise during all Lap Swims at the Tukwila Pool. Many patrons enjoy the ability to do low impact aerobic work outs or water walking/running on their own without having to touch the bottom of the pool.

**Water Walking:** Water walking is available during all Family Swims at the Tukwila Pool. It's a great way for community members to take advantage of the health benefits and low impact nature of water even if they can't or don't wish to swim.

**Water Aerobics:** Tukwila Pool offers three types of Aerobics classes: Low Impact Water Aerobics, Balance & Flexibility, and Gamba.

*Low Impact Water Aerobics* is geared towards individuals that are able to participate in exercise that gets their heart rate up but does not require straining. It is generally attended by able bodied adults and seniors who are interested in maintaining their health and wellness.

*Balance & Flexibility* is designed for people with arthritis, Multiple Sclerosis or mobility challenges. The course is designed to assist these individuals in maintaining a lifestyle that allows them to successfully participate in everyday activities such as walking, getting out of bed, opening doors, and navigating

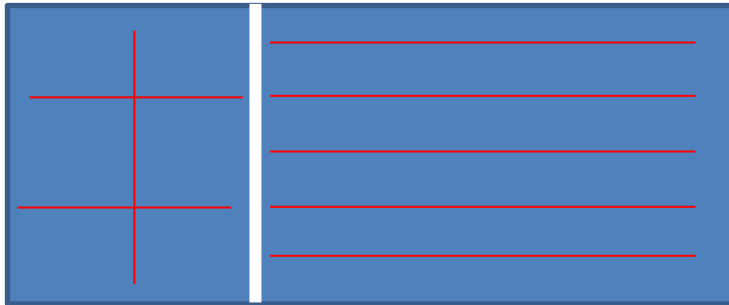
*Gamba* is designed to be a high intensity aerobics course that provides participants an opportunity to experience a challenging water workout without swimming. The course features up tempo music and challenging aerobics moves.



## Pool Scheduling

Scheduling water use is an interactive duty and ever-changing challenge that full-time staff completes. The following page contains a foldout example of pool scheduling. The Tukwila Pool is a standard competition rectangular designed pool with a bulkhead. The pool is considered an indoor mixed use competition design. This design enables staff to plan lap swim while allowing for swim lessons, water aerobics, and/or other programs. The diagram below is a simple drawing of the Tukwila Pool.

The shallow end can be divided into many sections depending upon need.



The deep end can be divided into six lanes depending upon need.









## Communication and Outreach

Communication and outreach is vital to the success of the Tukwila Pool. The Pool staff utilize a Marketing Plan to implement goals, objectives, and strategies for communicating Tukwila Pool activities and aquatics awareness. The following summarizes the Marketing plans objectives and strategies:

**OBJECTIVE #1:** Establish the Tukwila Pool brand in the community.

STRATEGIES:

- Create brand guidelines/standards for marketing and representing the Tukwila Pool that are clear but flexible enough to allow staff to respond when creative opportunities arise.
- Utilize consistent branding across all publications and platforms.
- Plan a regular/recurring time horizon for submission, review and creation of marketing materials.

**OBJECTIVE #2:** Increase awareness of the Tukwila Pool and its programs.

STRATEGIES:

- Communicate program offerings and participation opportunities to current pool patrons and potential future users in a regular, professional and purposeful manner.
- Highlight the unique and special services the Tukwila Pool offers.
  - Aquatics Education Program
    - Swimming Lessons
    - Lifeguard Training
    - Water Safety Instructor Training
    - Community Water Safety Presentations
  - Leader in the region for affordable public use programming
  - Family-like, caring community atmosphere
  - Highly Trained Full and Part Time Staff
  - Volunteer Program
- Utilize marketing tools that have proven to reach pool patrons and community members.
  - Tukwila Parks and Recreation Brochure with 4-page spread
  - Stand-alone schedule, pricing and program information brochure/flier
  - Maintain current and appealing Tukwila Pool website
  - Monthly e-newsletter
  - Active Facebook page
  - Fliers at Tukwila elementary schools
  - Tukwila Hazelnut
  - City of Tukwila Reporter pages
  - Utility Bill Inserts
  - Signage/Banners to promote upcoming events
- Be receptive to new communication technologies and utilize them as appropriate.



- Create new and maintain existing connections and relationships with individuals and organizations that are active in serving the Tukwila Community or can provide support to Tukwila Pool in offering services to the Tukwila Community.
  - New connections to explore:
    - Further collaboration in existing relationships
    - Local Early Childhood Education Groups
    - Local Health Care Providers
    - Local Senior Care Organizations
    - Washington State Home School Association
  - Existing relationships:
    - Tukwila Parks and Recreation
      - Youth Programs
      - Teen Programs
      - Athletics Programs
    - Tukwila School District
    - Seamount League Swim Teams
    - Kennedy Catholic High School – Seattle Archdiocese
    - Academy Schools
    - McMicken Heights Elementary School – Highline School District
    - NeighborCare
    - Community Schools Collaboration
    - Washington Recreation and Parks Association
    - National Parks and Recreation Association
    - Children’s Hospital
    - Children’s Drowning Prevention Network
    - American Red Cross
    - White Water Aquatics
    - Seattle Synchronized Swimming
    - Team River Runner
    - Washington Kayak Club
    - Multiple Sclerosis Society
    - Girl Diver
    - Museum of Flight Space Camp
    - Low Frequency User Groups

**OBJECTIVE #3: Ensure Tukwila Pool Long Range Marketing Plan is achieving its objectives.**

**STRATEGIES:**

- Conduct surveys and interviews to gather input regarding Tukwila Pool and marketing strategies on a regular basis.
  - Staff will gather feedback through regular interaction with the public.
  - Utilize surveys to gather information about user behavior and feedback.
  - Utilize metrics (attendance, revenue, etc.) to gauge success of marketing programs



## Operating Guidelines and Standards

Tukwila Pool staff and the City of Tukwila staff adhere to and utilize standards, rules and regulations set forth by many different organizations. The following list details how each organization is utilized:

**American Red Cross:** Instructor Training, Lifeguard Training, Updated Information on Health and Safety Practices, Staff Training and Certifications

**Aquatics international:** Up to date best practices. <http://www.aquaticsintl.com/>

**King County Public Health:** Code of the King County Board of Health, Title 14: <http://www.kingcounty.gov/healthservices/health/BOH/code.aspx>

**National Parks and Recreation Association:** Aquatics Facility Operator Training & Certification, industry standards, training opportunities. [www.nrpa.org](http://www.nrpa.org)

**National Swimming Pool Foundation:** Certified Pool Operator Training & Certification, Pool and Spa Operator Handbook. <http://nspf.org>

**Seattle Children's Hospital: Drowning Prevention Network:** Best Practices, Community Outreach, Networking, Special Event Media Coverage. <http://www.seattlechildrens.org/classes-community/community-programs/drowning-prevention/>

**USA Swimming:** Rules and Regulations, Industry Trends. <http://www.usaswimming.org>

**Washington Administrative Code (WAC):** Chapter 246-260 and 246-262: Water Recreation Facilities. <http://apps.leg.wa.gov/WAC/default.aspx?cite=246-260>

**Washington Parks and Recreation, Aquatics Section** – Professional networking opportunities, professionals, ongoing training and education opportunities, education regarding compliance with new and/or updated regulations. [www.wrpatoday.org](http://www.wrpatoday.org)

**World Waterpark Association:** Industry Trends, Best Practices. <http://www.waterparks.org>