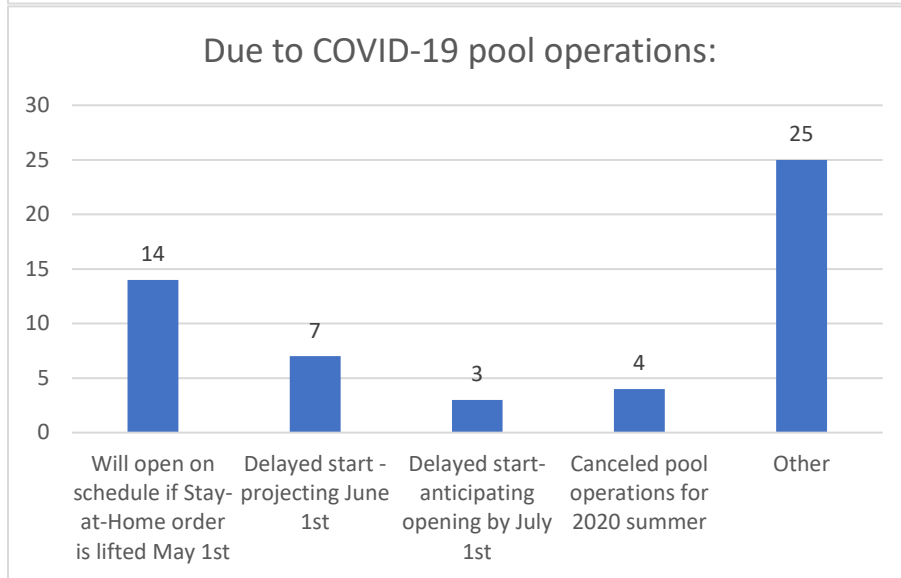
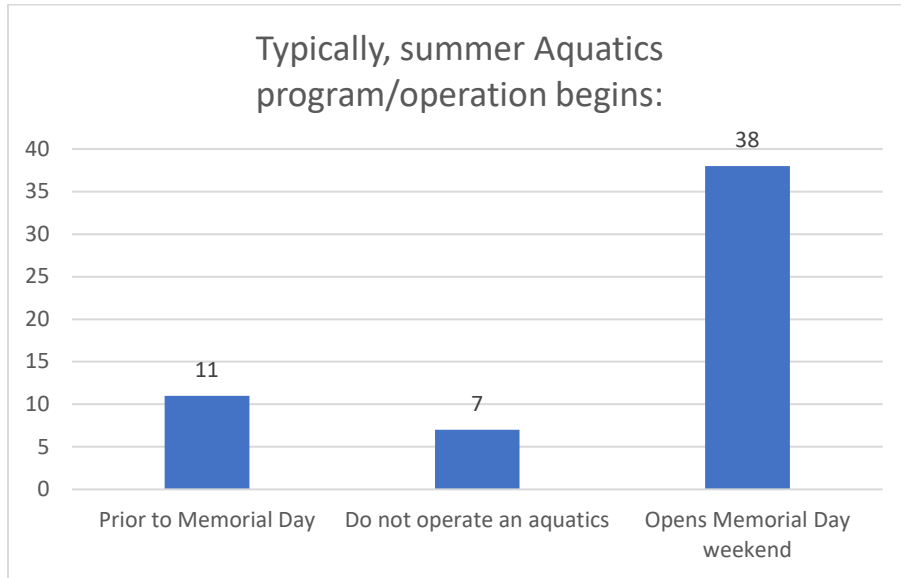
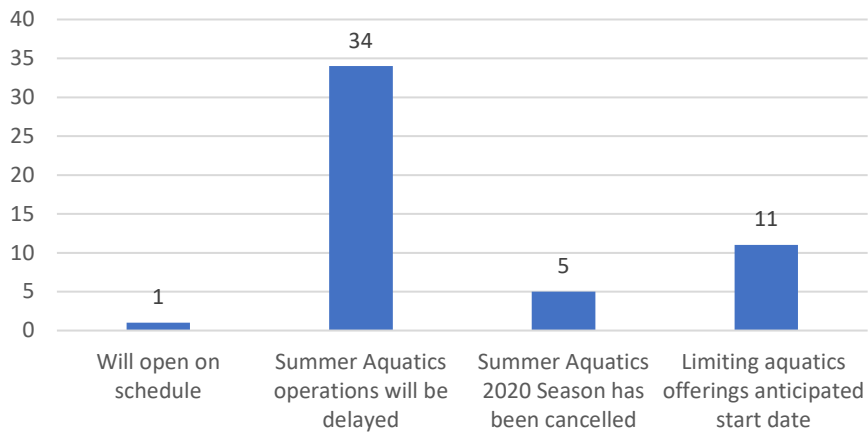


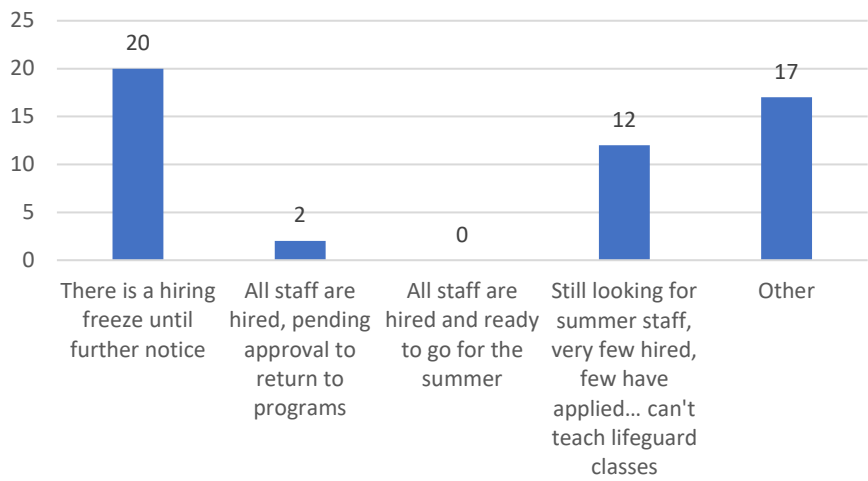
COVID-19 Summer Survey Results 4.16.20



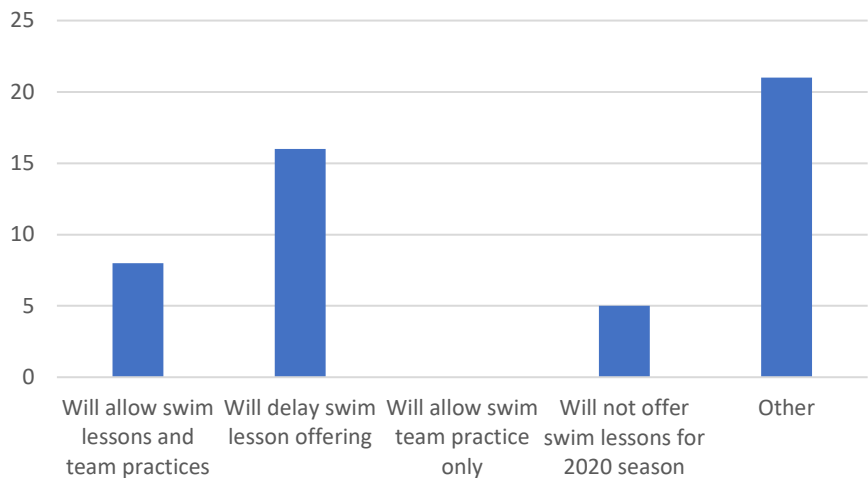
Summer Aquatics Operations: if Stay-at-Home order extended through June 1:



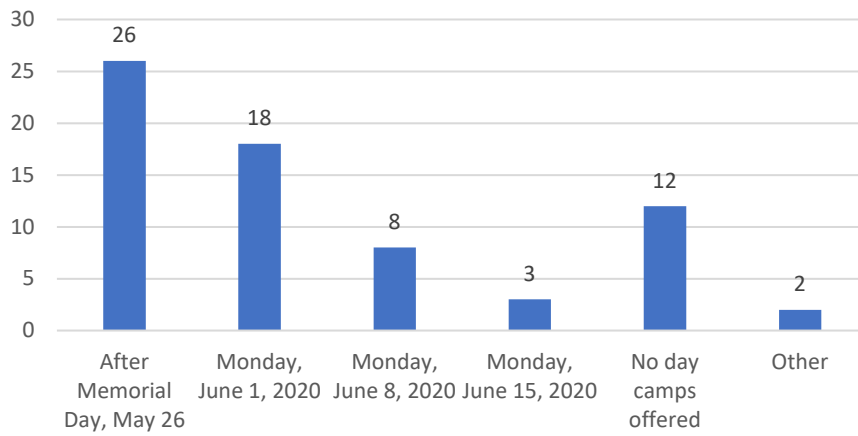
Due to COVID-19 Summer Pool Staff:



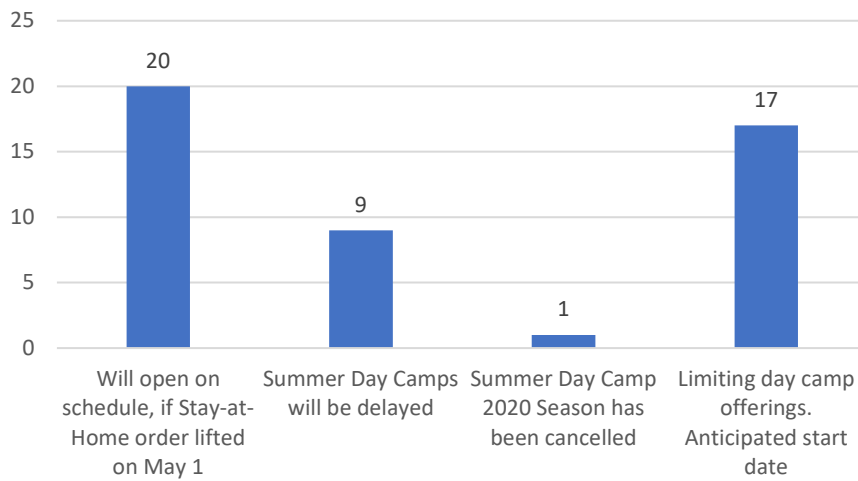
Due to COVID-19, outdoor pools:



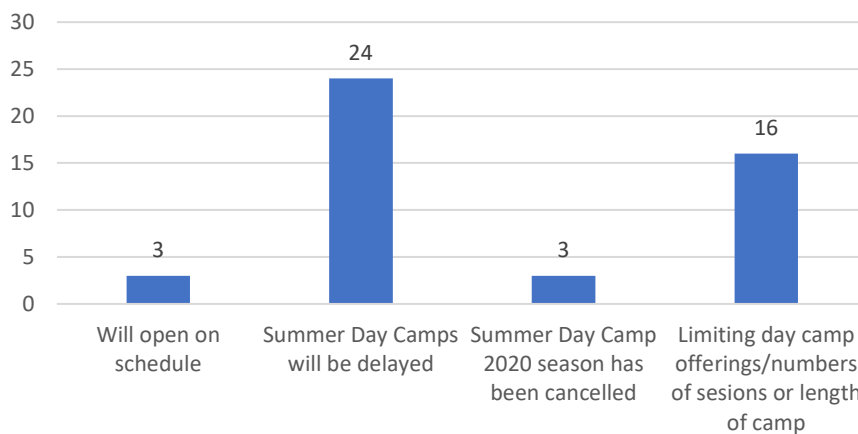
Typically, Summer Day Camp 2020 season would begin:

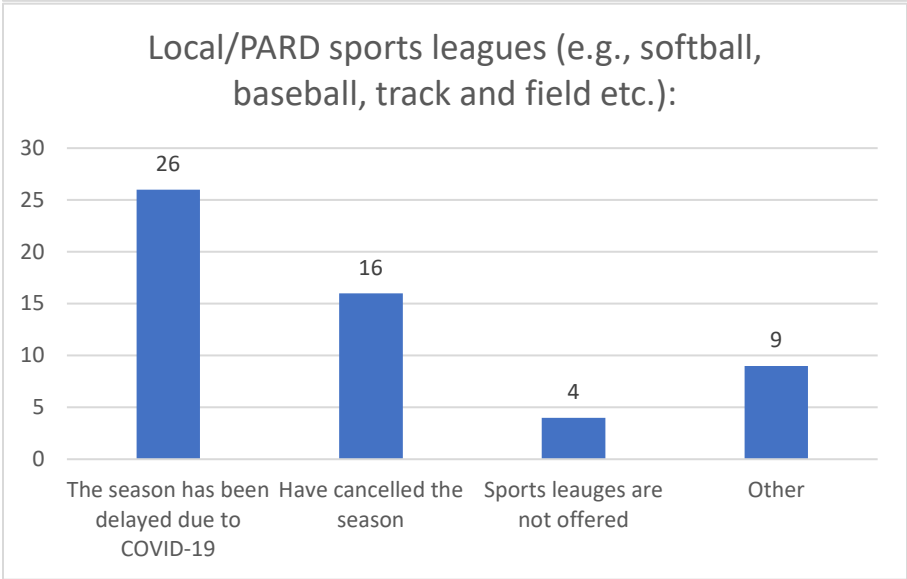
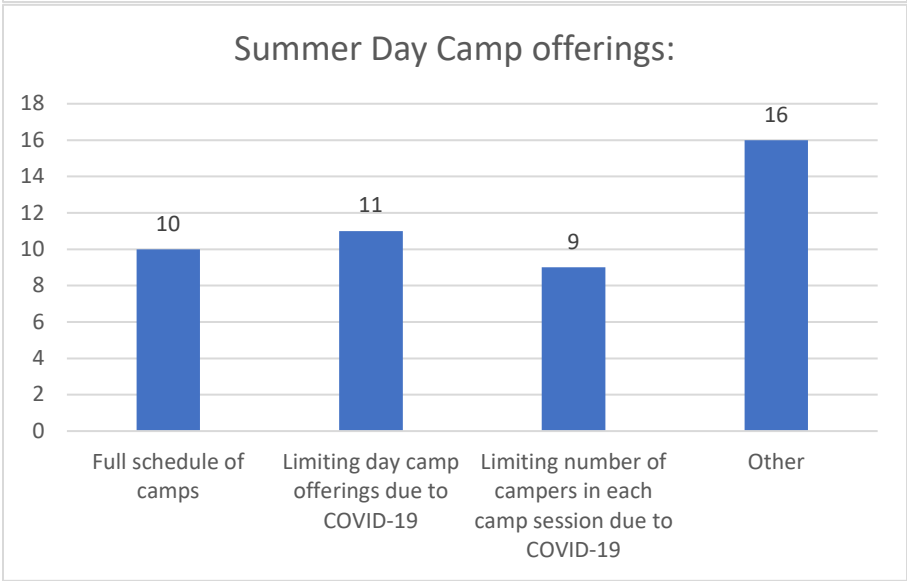
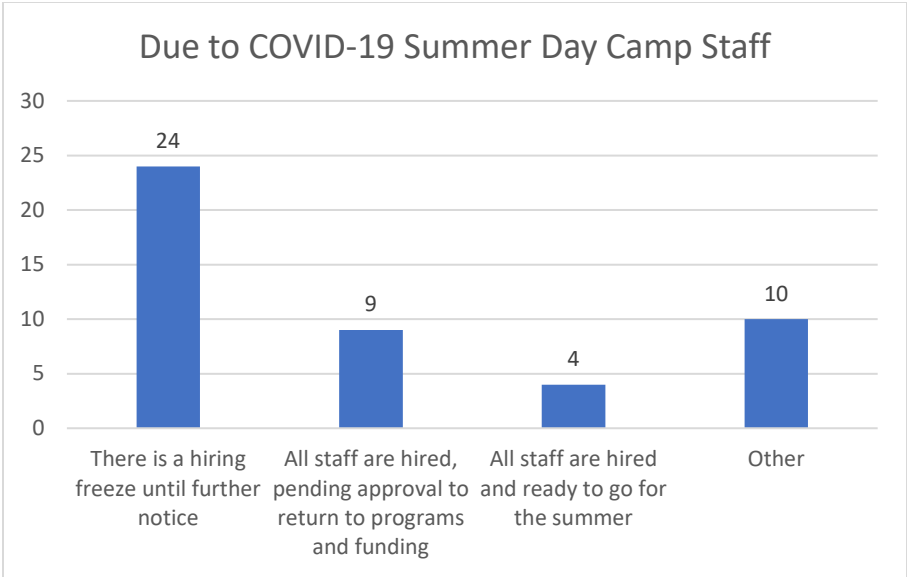


Due to COVID-19 Summer Day Camps:



Summer Day Camp Operations: if Stay-at-Home order extended through June 1:





Once programs are able to resume, what health and safety precaution should be taken; or that you are planning to take?

following increased sanitation and cleaning schedules
practicing social distancing and smaller numbers as appropriate
abbreviated hours to allow time to thoroughly clean and sanitize between days and between peak usage
in short, just as we phased into stay at home orders, we will phase back into "normal" operations, or newly defined normal operations.

will continue to follow the advice of CDC

Limiting play to 2 fields, shortening practices and limiting spectators to outside the fields.

Reduce program maximums

Reduced hours, limited numbers, signage; COVID disinfection schedule

Following guidelines as specified by State Health officials, CDC, local Health Department at the time of opening.

Social distancing and additional sanitizing will be part of the protocol. Program enrollments will be more limited to ensure smaller groups.

Not sure but will follow Dallas County orders

TBD

Social distancing recommendations will be adopted to maintain safety of patrons. Staff will sanitize outdoor equipment regularly (2-3 times per week).

NA

haven't discussed this yet

More training in proper cleaning procedures; supply PPE's as needed to staff.

limiting numbers in classes, limiting numbers of people in areas/buildings

We plan to limit the number of participants to each class. We'll have more sanitizer on hand and limit interaction as much as possible pertaining to our activities. Staff is still discussing this.

Increase sanitation:

Additional cleanings

Change out faucets and handles from manual to automated

Continue to encourage social distancing

Will be looking to CDC, local Health Dept., NRPA for guidelines to follow; safe social distancing - required handwashing/sanitizing prior to games/practices, own water bottles; "air" high fives after games instead of handshakes or actual high fives

Still working on policy

Still discussing

Same that are in place for employees now. Proper protective personal equipment, temperature taking, go-home and stay there orders if illness is observed

The obvious will be done for camps...more hand sanitizer, cleaning, washing hands. We will do the same thing at the pools...offer sanitizer for patrons and staff and really push washing and cleanliness more than ever.

Social distancing practices, increased sanitation, etc.

Summer Camp might look different. Instead of all kids gathering for assemblies, we might keep kids in age appropriate groups throughout the day.

Adding hand sanitizing stations throughout the campus.

Additional custodial staff to keep restrooms and gathering areas cleaned. Provide camp staff with sanitizing products so they too can clean surfaces throughout the day.

Looking at how to open and balance the health and safety of the staff

With our Adult Softball Program, we are looking at ideas to shorten the season. And maybe only allow playing on 2 fields. Still looking at ideas.

temperature checks/log at drop off for kids and as needed

temp checks for staff at start of shift and as needed

additional hand washing stations

PPE for staff and kids

Social distancing and proper hand hygiene.

possible continued social distancing appropriate activities

possible masks requirement

facility deep cleans prior to opening

extra sanitation/disinfecting protocols

possible daily temperature checks prior to program admittance

We will be monitoring and most likely adhering to the C.D.C. recommendations. The only additional safety precaution would be to aggressively maintain cleanliness and sanitation of facilities.

Unknown at this

Reduce maximum numbers allowed in programs

participant temperatures taken and logged daily

reduction of max participants

reduction of hours/services

Wearing gloves and masks. Limiting numbers in programs and spread everyone out.

Waiting on recommendations from CDC and state/local government.

everyone wears a mask, everyone has temps taken, 6' distance, plexiglass shields at counters, staff cleaning surfaces every hour, not hosting open gym or any activity where contact cannot be 6' like cards/board games, leaving doors open to restrooms etc. to limit touching surfaces, hand sanitizer available, extra signage, 6' marks at front desk

Cleaning and sanitizing facilities twice daily. Limiting number of participants in gym at one time.

Automatic hand sanitizers have been installed in all buildings.

There has not been discussions on this but do anticipate small group activities.

For summer camp...

Personal craft supplies / no shared supplies.

Staggered eating schedules.

One group per room rather than rotating throughout facility.

Limiting class/program size and utilizing smaller groups for camps.

still discussing

Further protection for aquatics staff (i.e. gloves, masks for cashiers)

More frequent cleaning of commonly touched surfaces

What pricing or incentives are you considering so as to encourage consumers to re-engage/engage in your summer programs?

ongoing interactive programming initiatives to remain engaged with community,
continuing communication with members and guests with updates
relaxed refund policies on rentals, memberships, deposits
throughout the time we are closed,
flash sales and promotions when appropriate to do so
applying credits to existing accounts where appropriate

none at this time

none

Reduced rate for changed camp structure

Summer Programs are cancelled.

No price breaks being considered at this time

Offering more free/low cost events to bring people back out.

We offered those who were in our cancelled soccer program a 50% discount on a future sports league registration.

NA

Under review

Uncertain at this time. Our Summer Playground program is free to children already. Our Summer Camp is very low cost for the summer as well.

Reduce Summer Day Camp Deposits
Allowing more time to pay balances

Our programs are already inexpensive. We may discount by 10-15% or offer an early bird discount. Many participants have credits on their accounts from spring sports or classes that got cancelled that they can use for summer programs.

Still working on policy

We were supposed to have a Summer Discount Day on April 15 where we offer an additional 10% off in person and 15% off online.... will move that day once we know a firm reopen date.

Just starting this analysis now

We are allowing patrons to just pay deposits for camps instead of paying in full when they register.

None at this time.

We have not initiated anything yet but are considering discounts to families who refer new campers to camp.

Nothing right now,
Our worry is the ability to pay for programs due to unemployment

none, unless service level is disrupted. i.e. no field trips

N/A at this time.

None, prices are very reasonable now

No pricing reductions at this time- the municipality's rates are already highly subsidized and very affordable

Considering program un-enrollment incentives if staffing resources are limited to reduce program participation and but maintain programs for those registered

No pricing incentives. Programs are already priced on a "break even" on direct costs. Revenues are significantly behind in this budget year on projected revenues. Pricing incentives are not going to increase revenues.

Unknown at this time

Reduced rate and only allowing weekly sign up due to unknown start date and program duration

Not sure

Prices are set by the Youth Sport Associations.

discounting pricing at summer day camp due to decreased scope - no field trips

None.

None

Lowering price due to no field trips.

Not determined yet. We are anticipating additional requests for financial aid for youth sports, etc.

additional programming in summer that is typically high-demand to encourage more involvement. discussing the option of offering one-day tournaments in addition to leagues for consumers who are nervous or can't commit to entire league.

None at the moment.

Please place any additional comments here:

How often will this survey be sent out since this is a fast and ever changing topic?

No programs, events or activities through the end of July. August start for youth sports will be evaluated at that time.

Thank you for conducting this survey. I am anxious to see the results.

I think a lot will depend on what state and local government allows. If restrictions are limited to gatherings up to 250 people, I think our programs get a green light. If restrictions are limited to 50 or less, I don't see summer programming at all.

Swimming pool admissions might need to be limited and monitored throughout the day.

Thank you for doing this

Every day is a new challenge, no reason to think it will change during the summer.

All recreational, athletic and aquatic programming and all facility operations are in limbo right now. State, county and city government leadership decisions in the next three weeks will determine our plan of action. We will have the task of planning and reacting to the restrictions or freedoms that government management will mandate or allow.

Planning to change camp program to a play day program 1 - 2 times a week

Submitting summer program proposals to City Council on April 17, 2020 for their input and feedback. Our recommendations are reflected in survey responses.

Assume will be back with accommodations by January 2021.
Senior Centers might not open.