



Operational Challenges at PV Pool

A day in the life...



Here's the problem...

- Hiring an adequate number of lifeguards at Prairie Village continues to be difficult despite a concerted effort to hire more
- This is a trend being seen nationally with many organizations struggling to be fully staffed
- Less guards leads to pools being closed more regularly, which is frustrating for our patrons and burdensome on staff

What the lifeguards are saying

- We don't want to work at PV because...
 - Can make more money at other pools
 - Too many hours
 - "Crazy" atmosphere/busyness of the PV Pool
 - Overwhelmed by school and other activities (during reduced hours)

What we've done in the past

- Extend invitation to previous PV lifeguards in December. Employees are given a ~5% (or almost 50 cents/hour) increase to return
- Open applications for new guards with pool manager conducting interviews throughout the spring
 - Inform candidates of the commitment
- Certifications
 - City pays upfront for recertification for returning guards
 - City reimburses certification costs for new lifeguards who successfully complete the season
- Starting pay was raised in 2015 to \$8.75/hour
- Two end of the season bonuses:
 - \$1/hour extra for any hours worked during reduced pool schedule
 - If the employee avg. 15 hours/week during reduced hours, they receive \$0.50 for each hour that is worked the entire season

Strategies for 2018

- Raising wages for Lifeguards and Assistant Managers and review current incentives
- Updating role of Pool Manager to allow for more engagement during off-season
- Complete (re)certification in-house to make it easier for lifeguards and ultimately cheaper for the City
- Building relationships with local high schools
 - Get to know swim team coaches
 - Post in school newsletter
 - Ensure councilors are featuring job
- Promote job as “career readiness” in Parks & Recreation, Health Care, etc. fields

Does the Council have any other thoughts on strategies?

Pool Hours

Current Regular Hours of Operation

- Leisure Pool and Wading Pool
 - (6 & Under)...11:00 AM to 8:30 PM
- Diving Well, Water Slides, and Meter Pool...Noon to 8:30 PM
- Adult Pool and Lap Lanes
 - Weekends...11:00 AM to 8:30 PM
 - Weekdays...Noon to 8:30 PM
- Lap Lanes (Adult Only)...4:30 PM to 7:00 PM
- Concession Stand...Noon to 7:00 PM

Most guards work 9 ½ - 10 hours each day

Operational Comparison...Regular Hours

	Regular Hours	Total Hours/Day (avg.)	# of Guards	Total Man Hours (avg.)
Prairie Village	M-Sun: 11 am – 8:30 pm	9.5 hours	23	218.5
Leawood	M-Sun: 12 pm – 8 pm	8 hours	16	128
Fairway	M-Sun: 11 am – 8 pm	9 hours	10	90
Merriam	M-R: 12 pm – 8 pm F: 12 pm – 7 pm Sat: 11 am – 7 pm Sun: 12 pm – 6 pm	7.5 hours	12	90
Mission	M-Sun: 12 pm – 8 pm	8 hours	11	88
Roeland Park*	M-Sat: 12 pm – 7 pm Sun: 12 pm – 6 pm	7 hours	16	112

Does not include hours spent at in-services, Swim & Dive team, moon light swims

Continued...Reduced Hours

	Reduced Hours	Total Weekday Hours
Prairie Village	M-F: 4:30 pm – 8:30 pm Sat & Sun: 11 am – 8:30 pm	20 hours
Leawood	T & R: 4 pm – 7 pm Sat & Sun: 12 pm – 6 pm	6 hours
Fairway	F: 4 pm – 8 pm Sat & Sun: 11 am – 8 pm	4 hours
Merriam	Sat: 11 am – 7 pm Sun: 12 pm – 6 pm	0 hours
Mission	F: 4 pm – 8 pm Sat: 12 pm – 8 pm Sun: 12 pm – 6 pm	4 hours
Roeland Park*	M-Sat: 12 pm – 7 pm Sun: 12 pm – 6 pm	35 hours – Only main pool open

Possible changes to hours

- Regular Hours Options
 1. Monday - Saturday: 11:30 AM to 7:30 PM, 8-hour work day
 2. Sunday: 11:30 AM to 6:00 PM
- Reduced Hours Options
 1. Monday – Friday: 4:30 PM to 7:30 PM
 2. Saturday: 11:30 AM to 7:30 PM
 3. Sunday: 11:30 AM to 6:00 PM
- Regular Hours - Current
 1. Monday - Sunday: 11:00 AM to 8:30 PM
- Reduced Hours - Current
 1. Monday – Friday: 4:30 PM to 8:30 PM
 2. Saturday and Sunday: 11:00 AM to 8:30 PM

By the numbers

1. Opening at 11:30 AM
 - 8% of pool membership visits were between 11 – 11:30 PM
2. M – Sat: Close at 7:30 PM
 - Less than 2% of pool membership visits are after 7:30 PM
 - Do not currently charge individuals from 8:00 PM - 8:30 PM
3. Sundays: Close at 6:00 PM
 - Avg. # of Twilight (5:30 PM) Visits on Sundays: 32.9

A decorative border surrounds the central text. It consists of several rectangular blocks in shades of purple, grey, and blue, arranged in a grid-like pattern. The top-left corner has a purple block above a grey block. The top-right corner has a purple block above a white block. The left side has a tall grey block with a purple block at the bottom. The right side has a tall purple block. The bottom edge has a blue bar.

Thoughts/Questions?