

From: Severin Stevenson <severin.stevenson@gmail.com>
Sent: Sunday, December 5, 2021 8:18 PM
To: Public Comment <PublicComment@carson.org>
Subject: Public Comment; Aquatic Facility website schedule updates

For inclusion in the minutes of the Joint Open Space Advisory Committee & Parks and Recreation Commission Meeting, December 07, 2021.

RE: Carson City Aquatic Facility website schedule updates

I am a weekly user of our Aquatic Facility and am consistently inconvenienced by a simple issue; a lack of website schedule & calendar updates.

I am requesting the appropriate actions be taken to ensure Aquatic Facility staff has access and are instructed to maintain an accurate Facility calendar and daily schedule.

The Aquatic Facility is a community resource, well-utilized by many both inside and out of our city. As a result of staffing shortages, it's hours of operation as well as the availability of certain pools, like the warm tot pool, are inconsistent even when the facility is open. Staffing shortages are pervasive these days, and most people including myself are aware and sympathetic. However, this problem is made worse and far more inconvenient for all when information like hours of operation are not publicly available via well-established resources like the Aquatic Facility's website.

I have shown up to the pool, misguided by the website, to find the following situations, recently:

- Closed for Juneteenth (not an official holiday yet)
- Closed to the public for swim meets (3x)
- Tot or Therapy Pool closed due to acute staffing shortage, so young kids can't swim comfortably

In addition, during the swim meets, I've never had a staff member answer the phone. Why can't I answer my question by looking at the website? I shouldn't have to drive to the facility, get my family out of the car, and go up to the window to read about why it's closed; it has a website.

I've seen great examples of community resource websites with up-to-date calendars. The Library is a great one. Furthermore, Douglas County, even though short-staffed, updates their website appropriately. I contacted Mike Freeman, who has made it clear to me that they "don't have access to make direct changes" and "it's done through another department." I know this is inaccurate as other departments have access to make needed changes, and am therefore requesting the appropriate conversations be had to fulfill this simple request:

Please update the website (daily if necessary) to reflect your actual hours of operation.

Thank you for your time and consideration.

Severin Stevenson