

Dear McCandless Swimming Club Members!

We hope this letter finds you well, looking forward to warmer weather and another swim season. We deeply value the feedback provided by our members, and are always striving to improve the experience for everyone. Based on recent responses from our 2025 MSC Annual Membership Survey, we've gathered some valuable insights into what our community loves about the club, the challenges we face, and the areas where we can make improvements. We'd like to take this opportunity to share these insights with you and let you know how we plan to address them.

**Benefits:**

- **Location, Location, Location:** Many of you have mentioned that one of the key benefits of being part of our swim club is its convenient and central location. We are proud to be a community hub that's easily accessible for all members.
- **Opportunity to Build and Reinforce Community:** Our club is a place where members not only enjoy swimming but also connect with neighbors, build lasting relationships, and strengthen the sense of community. We are committed to maintaining this friendly and welcoming environment for all.

**Challenges/Improvements Needed:**

- **Overall Cleanliness:** A number of you expressed concerns about the cleanliness of the pool area, including the pool itself, bathrooms, landscaping, and the presence of trash in the pool and around the grounds. We recognize the importance of maintaining a clean and pleasant environment and are working on a more frequent and ongoing cleaning schedule to address this.
- **Lifeguard Accountability:** Several members pointed out that lifeguards are not consistently enforcing pool rules or assisting with pool maintenance. We will be reinforcing the importance of these duties with our lifeguard team to ensure a safe and clean environment for everyone.
- **Facility Updates:** Our bathrooms, in particular, need updating and restoration. We are actively looking into ways to improve and upgrade these essential facilities to meet the needs of our members.
- **Lap Swimming and Private Lessons During Peak Hours:** We understand that lap swimming and private lessons during regular pool hours can limit space for general swimming. We are exploring potential solutions to balance these activities and ensure more availability for recreational swimmers.
- **Schedule Variability:** Some members expressed concerns about schedule changes and closures without notice, especially related to swim meets. We are working on improving our communication regarding schedule changes and providing more consistent updates.
- **New Chairs:** Many members suggested that new pool chairs would improve comfort. We are investigating the feasibility of replacing or upgrading our current chairs in the near future.

### What Will Foster Growth:

- **Volunteering and Community Outreach Opportunities:** Many of you indicated interest in having more opportunities to volunteer and engage in community outreach. We are planning additional volunteer initiatives and hope to foster a greater sense of involvement in our local community.
- **Clearer, Streamlined Communication:** It's clear that our communication channels could be improved. Members have requested a more straightforward way to stay informed. We are working toward streamlining communication, including having one clear platform for updates and notices.
- **Opt-in Member Directory:** Several members have asked for an opt-in member directory to help foster connections within the club. We are exploring options for creating this directory to enhance member networking.
- **Explaining the Bond Process:** We've heard requests for more clarity on the bond process—who the bondholders are, how the process works, and what the current numbers are. We plan to provide more transparent information on this topic soon.

### Communication Improvements:

- **Streamlining Channels:** We recognize the confusion caused by having multiple Facebook groups, websites, and social media platforms with varying information. We are working on consolidating our communication efforts to ensure everyone knows where to find the latest updates.
- **Updated Pool Calendar:** An updated online pool calendar will soon be available to keep everyone informed about swim times, events, and closures.
- **Regular Newsletters and Updates:** Many members expressed interest in having a monthly or weekly newsletter. We are considering this suggestion to keep everyone well-informed about upcoming events and club news.
- **Board Minutes and Updates:** We also received feedback requesting more transparency from the board. Going forward, we will provide regular updates on board activities, including minutes from meetings, so that everyone can stay informed.

### Leadership:

- **Transparency of Leadership Roles:** Members have asked for clearer information about who is on the board and what their responsibilities are. We will be providing a more detailed breakdown of board member roles and responsibilities to ensure transparency and open communication.

We sincerely appreciate all of the feedback we've received and want to assure you that your voices are being heard. Our goal is to make MSC the best possible place for you and your family. Together, we can continue to grow, improve, and enjoy this wonderful community.

Thank you for being a part of our swim family. If you have any further suggestions or concerns, please do not hesitate to reach out.