

Performance Audit

CITIPARKS AQUATICS DIVISION

Report by the
Office of City Controller

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To the Honorables: Mayor Luke Ravenstahl and
Members of Pittsburgh City Council:

The Office of City Controller is pleased to present this Performance Audit of *Citiparks Aquatics Division* conducted pursuant to the Controller's powers under Section 404(c) of the Pittsburgh Home Rule Charter. Previous audits evaluated City swimming pools for maintenance, cleanliness, vandalism, safety and water quality issues and examined pool age, pool costs and attendance. This performance audit examines cash controls, attendance, facility usage, maintenance, cleanliness and water quality issues at City pools.

EXECUTIVE SUMMARY

Citiparks Aquatics Division operates and maintains 19 outdoor swimming pools, 1 indoor swimming pool and 2 spray parks. The Division also offers various programs and activities such as the learn-to-swim program, water aerobics, competitive swimming techniques and water safety instruction at various pools.

The Aquatics Division is staffed by one full time Supervisor, two full time Program Coordinator 3s, a full time Foreman, three full-time Laborers and a full-time Truck Driver. Part-time staff consist of one Clerk Typist 2, sixty First Year Lifeguards, seventy-two Multi-Year Lifeguards, nineteen Assistant Headguards, twelve First Year Headguards, twelve Multi-Year Headguards, three Regional Headguards, thirty-seven Pool aides/Cashiers and six Spray Park Attendants.

Findings and Recommendations

Closed Pool Facilities

Finding: In 2004, the decision was made to close 12 of the City's 32 swimming pools. Two of the 12 originally closed in 2004 and 2005 were converted into spray parks and 1 was reopened by another organization.

Finding: Actual cost savings from the closing of nearly 38% of the City pools have never been calculated.

Finding: The nine closed pools are sources of potential liability. Unfilled pools must be secured against unauthorized use and damage.

Finding: Frequent checks by pool maintenance staff are needed to make sure no problems such as holes in fences or water in the pool after a heavy rain are present.
Recommendation: Citiparks administration should devise a plan to utilize the 9 closed pool sites to eliminate liability issues. Finding alternative uses for the site, filling in the pools or selling the space are a few options to explore.

Pool Maintenance Policies and Procedures

Finding: The Program Coordinator 3 in charge of maintenance compiles maintenance and operating costs for each pool and calculates the costs per swimmer.

Finding: The Program Coordinator 3 in charge of maintenance has been in his position for over 30 years and has accumulated a wealth of information on keeping the swimming pools running smoothly. He and his staff are very knowledgeable and are approaching retirement age.

Finding: There are no written policies or procedures for pool maintenance or documentation of each pool repairs/maintenance history.

Recommendation: Citiparks should have the Program Coordinator 3 in charge of maintenance put together a written manual outlining the standard operating procedures (SOPs) of his job. The procedures should include a synopsis of each pools maintenance requirements, repair history and how to deal with common problems that arise. Written manuals and SOPs will greatly aid future Citiparks pool maintenance staff.

Pool Age, Maintenance Costs and Attendance

Finding: Six pools (30% of operating Citiparks swimming pools) are over 60 years old. This includes Highland Pool at 84 years old and Oliver Bath House at 98 years old. Seven (or 35% of Citiparks 20 pools) are between 30 and 38 years old. Six pools (30%) are between 25 and 29 years old. The newest pool, McBride, was 10 years old during the audit period.

Operating Costs

Finding: Personnel salaries are not included in the Fowler pool costs because this pool is not operated by the City of Pittsburgh but by a private group. Fowler pool maintenance costs are still the responsibility of the City until 2012.

Finding: Highland pool had the highest total 2010 pool costs.

Finding: Pool operating costs appear to be a factor of attendance and pool size. The largest pools, regardless of age, will require more staff and maintenance.

Finding: Highland Pool, the City's largest pool, has the highest attendance and the highest operating costs but is not the City's oldest pool.

Finding: In 2010, it cost the City \$771,042.55 to provide summer swimming facilities for 186,322 pool users. This equates to \$4.1382 per pool user.

Recommendation: Many factors, such as pool age and annual maintenance costs, should be used to evaluate whether to close a pool or keep it open. Pool usage, or attendance, also should be a leading consideration in this analysis.

Pool Usage Tabulation

Finding: Attendance is hand tabulated by cashiers on a paper tablet as swimmers enter the facility. The auditors were told that the cashiers make every effort not to count people entering and exiting the pool facility twice.

Recommendation: Citiparks should investigate adopting an automated method to count user attendance at all pools. This would ensure more accurate attendance numbers.

Finding: The pools with the highest average daily and total attendance in 2010 were Highland and Schenley pools, located in two of the City regional parks. The pools with the next highest average daily and total attendance were Moore and Magee pools.

Finding: The four pools with the lowest average daily and total attendance in 2010 were McBride, Banksville, Homewood and Ammon.

Finding: Daily or seasonal attendance data was not available for Fowler pool because it is operated by an outside organization and usage data is not supplied to the City.

Finding: Ammon, one of the 4 pools with the lowest daily and seasonal attendance, is the only pool without a cash register. Whether the exact change requirement for daily admission is factor in Ammon's low attendance is unknown.

Aquatic Program Attendance by Pool

Recommendation: Pool Administration should continue to offer free learn-to-swim camp, adult lap swim, swim team competitions and water carnivals. These free programs provide excellent public relations for Citiparks and foster unity and friendship in the community.

Finding: The pool with the most attendance of non-free classes in 2010 and 2011 through November 6th is Oliver Bath House. Classes at this facility are held fall, winter and spring.

Finding: The free adult lap swim had a higher overall attendance in 2010 than in 2011 summer seasons.

Pool Testing Findings

The auditors visited Schenley, Ammon, Sue Murray, Moore and Bloomfield pools to observe cash procedures and controls, attendance tabulation methods and water safety testing procedures.

Finding: At each of the 5 pools in the testing sample, signs were posted in visible locations that listed cost of admission and pool rules and regulations.

Finding: Citiparks Aquatics Division has good procedures for tracking cash receipts at its eighteen pools with cash registers. Cash receipts include checks, money orders and cash.

Recommendation: To simplify paperwork, the pool tag sales summary and the pool tag tally sheets should be combined into one report.

Finding: At the 4 pools with cash registers, all were in compliance with the proper cash controls and followed proper procedures for deposits.

Finding: Ammon does not have a cash register, but uses a cash box chained to a fence near the sidewalk and street. As a result, there is a high potential for fraud and theft of funds.

Finding: Patrons wanting to pay a daily fee to enter Ammon must have the exact change. The cashier cannot retrieve change from the locked cash box. While the auditors were there, a patron had to be turned away because she only had a \$10 bill and the daily fee was \$4. No change could be given.

Recommendation: A cash register should be installed at Ammon Pool in the outside right corner of the building near the retaining wall. An extension cord could be used to power the register or an outdoor electrical receptacle could be installed. There is ample space and this would allow much safer conditions for collecting money and giving change than using a cash box near the street.

Pool Revenues

Finding: Data supplied by the Grant Accountant indicates there were only \$281.00 in Non Sufficient Fund (NSF) checks in 2009 and \$304.00 in NSF checks in 2010. In 2010, NSF checks represented approximately .08 of one percent of total deposited revenue of \$354,185.06.

Finding: In 2010 there was only one deposit made without documentation of the money source. This amount was \$1,695 or approximately 5 hundredths of one percent (.00048) of total deposited revenue.

Finding: In 2010 Citiparks spent \$771,042.55 on pool operating costs while generating \$354,185.06 in pool revenue. Pool revenue reduced the City pool operating costs by 46%, resulting in a \$2.24 expenditure of City funds for each of the 186,322 pool users.

Pool Deposit Checks and Balances

Finding: Citiparks Grant Accountant records both site tag sales and daily admission money as Site Tag Sales.

Recommendation: Sheet headings should reflect what is actually being recorded. The name of the Site Tag Sales sheet should be changed to Site Tag and Daily Admission Sales sheet.

Pool Water Testing

Finding: All head lifeguards at each pool tests the water each hour for chlorine and PH levels. Adjustments to the chlorine tanks are made as necessary, to increase or decrease pool chorine density. Once a week, a pool water sample is sent to an outside lab for bacteria testing.

Finding: Water sampling results at each pool were within acceptable ranges at the time of the auditors visit.

Lifeguard Staffing

Finding: Each of the pools met or exceeded the number of lifeguards required to be on duty.

Other Pool Observations

Finding: In order to save water, Schenley pool has a spray pool that is activated when a pool guest requests to use it.

Finding: Schenley pool has no parking spaces for the lifeguards. The lifeguards received two parking tickets in one week at \$55 each.

Recommendation: An access road that leads down to the Schenley pool building near the Vietnam Veterans Pavilion offers ample space where a parking area could be designated for Pool Staff parking. The City should consider designating a staff parking area for the next pool season.

Finding: The Schenley pool drinking water fountain runs all the time. The lifeguard turns on the fountain when the pool opens and turns it off after the pool closes.

Recommendation: The drinking water fountain at Schenley Pool should be repaired to stop the constant water flow. All pool drinking water fountains should be checked periodically throughout the summer to make sure they are in proper working condition.

Finding: At Sue Murray and Moore pools, the guard station umbrellas are in bad shape with broken ribs. The umbrellas do not provide proper shade for the lifeguards.

Recommendation: Pool lifeguard umbrellas at all the pools that are in bad condition need to be repaired or replaced.

Finding: All five of the swimming pools in the sample were very clean and offered a safe and secure environment. The head lifeguards at each pool were well organized and all pool staff aware of their duties and responsibilities.

Aquatic Accidents/Incidents

Finding: In 2010, twelve swimming pools and one spray park reported 31 total aquatic accidents/incidents. This represents an accident/user ratio of 1.6 hundredth of one percent.

Finding: In 2010 the pool with the highest attendance did not have the most reportable incidents.

Finding: The number of reportable aquatic incidents decreased to 28 incidents in 2011. This is 10% lower than the number of incidents in 2010.

Finding: Pittsburgh swimming pools are safe with low accident/incident rates.

Pool Tag Sales

Finding: For the 2010 swimming season (June 1, 2010 through May 31, 2011) 7,293 pool tags were sold, bringing in sales revenue of \$112,113.

Finding: As of October 13, 2011, pool tag sales for the 2011 swimming season surpassed that of the entire 2010 season. The number of tags issued (11,545) increased by 37% and the amount of revenue (\$165,973.50) increased by 32%.

Free Learn-to-swim Camp Participants Residency

Finding: Day camps often book the Citiparks free learn-to-swim camps for their campers. Registration data from the camps does not always list the participants' names or addresses but merely lists them as "unknown".

Finding: In 2010, a total of 297 children participated in the free learn-to-swim camps. Of that total, 171 participants or 58% were known City residents, 13 or 4% were non-residents and the residency of 113 participants or 38% was unknown.

Finding: In 2011, there was an 8% increase in the number of participants in the free learn-to-swim camps with a total of 320 participants compared to 297 in 2010.

Finding: In 2010 and 2011 the majority of the free learn-to-swim participants are City residents rather than non-residents.

Finding: In 2011, 252 or 79% of the users were City residents, 17 or 5% were non-residents with 51 or 16% unknown residency.

Finding: The reduction in the number of free learn-to-swim camp unknowns in 2011 indicates better user demographic documentation by Citiparks.

Recommendation: Citiparks should require complete address information for all free learn-to-swim participants, especially those attending through summer day camp programs. This would provide complete and accurate demographic information for the free learn-to-swim program.

Swimming Pool Facility Rentals and Discount Pool Admissions

Finding: Revenue from pool rentals decreased from 2010 to 2011.

Recommendation: Pool administration should promote the renting of swimming pools to increase revenue.

Recommendation: Pool administration should work with the Department of Public Works to make sure that shelter renters are told about the discounted swimming pool rate. This would enable shelter renters to plan ahead for that activity. Increased use of discount tickets and revenue could result.

CONCLUSION: Citiparks swimming pool facilities are well managed and provide safe and enjoyable recreational experiences for pool users.

We are pleased that Citiparks administration agrees with many of the audit recommendations.

Sincerely,

Michael E. Lamb
City Controller

INTRODUCTION

This performance audit of the City of Pittsburgh Department of Parks and Recreation (Citiparks) Aquatics Division was conducted pursuant to section 404(c) of the Pittsburgh Home Rule Charter. A previous audit performed during the summer of 1994 evaluated the City's 32 swimming pools for maintenance, cleanliness, vandalism, safety and water quality issues. A 2010 audit of Citiparks Recreation, Aquatic and Senior Divisions examined pool age, pool costs and attendance.

As of June 2011, there are 20 swimming pools and 2 free spray parks located throughout the City. One of the pools is an indoor facility and the rest are outdoor pools. This performance audit examines the cash controls, attendance, facility usage, maintenance, cleanliness and water quality at City pools.

OVERVIEW

Citiparks Divisions and Sub-Divisions

According to its web page, the mission of Citiparks is to enrich and enhance the lives of City residents and visitors by offering health and fitness classes and programs, promoting educational, cultural and environmental information and developing community initiatives and special celebrations.

Citiparks is divided into 3 major divisions: Recreation, Administration and Community Services. The Recreation Division is further broken down into 4 sub-divisions: Aquatics, Community Recreation, Special Events and Facilities. This audit focuses on the Aquatics sub-division.

Aquatics Division Staffing and Budget

The Aquatics Division is staffed by one full time Aquatic Supervisor, two full time Program Coordinator 3s, a full time Aquatic Foreman, three full-time Laborers and a full-time Truck Driver.

Part-time aquatics staff consist of one Clerk Typist 2, sixty First Year Lifeguards, seventy-two Multi-Year Lifeguards, nineteen Assistant Headguards, twelve First Year Headguards, twelve Multi-Year Headguards, three Regional Headguards, thirty-seven Pool aides/Cashiers and six Spray Park Attendants.

Pool Closures

In 1994, there were 32 pools operating throughout the City. However, declining population and revenue concerns led City Administration to evaluate keeping the pools open. In 2004 a City Wide Pool Feasibility Study conducted by The Water Technology Inc. recommended that most City pools be closed. That same year the Act 47 committee issued a report suggesting pool closures.

These studies and reports resulted in the City permanently closing or converting the following pools:

<u>Pool Name</u>	<u>Year Closed</u>
Arlington	2004 to present
Beechwood	2004 to present -- converted into SprayPark and re-opened in 2010
Broadhead	2004 to present
Brookline	2004 to present
Burgwin	2004 to present
Cowley	2005 to present -- converted into SprayPark and re-opened in 2009
East Hills	2005 to present -- under construction as Spray Park
Fowler	2004 and 2005 -- re-opened 2006 to the present by The Pittsburgh Project Organization.
Leslie	2004 to present
Manchester	2004 to present
Paulson	2004 to present
St. Clair	2004 to present
Warrington	2004 to present

Pool Conversions

According to the Aquatic Division Supervisor, when Cowley pool was converted into a spray park, the pool was filled in and the spray park was installed above it. Beechwood spray park was installed across the street from the old pool which was filled in and made into a field. Future plans include the East Hills, and Warrington pools being converted into spray parks. Another spray park is under construction in Mellon Park.

The Pittsburgh Project Organization is a non-profit community development organization committed to serving the most vulnerable residents. It performs this service through afterschool programs, summer programs and elderly resident assistance. The Pittsburgh Project Organization took over Fowler pool management in 2006 with the City continuing to provide maintenance and repair services. The Aquatic Division Supervisor has stated that this assistance will end with the 2011 season. Future repairs and maintenance will then become the responsibility of the Pittsburgh Project Organization.

Pool Operations

The Aquatics Division operates and maintains the 19 outdoor swimming pools, 1 indoor swimming pool and 2 spray parks. The Division also offers various programs and activities such as the learn-to-swim program, water aerobics, competitive swimming techniques and water safety instruction at various pools.

Pool maintenance is performed by a Program Coordinator 3 and a staff of five maintenance personnel. The Maintenance Program Coordinator reports to the Director of Citiparks. Chemicals for all City pools are stored at the Highland Park pool and distributed as needed to the other pools. The type and amount of distributed chemicals are recorded by the delivery driver.

Swimming Pool Facility Rentals

Swimming pool facilities are available for rent on a first-come, first-serve basis through a permit request form, after all previous permit holders are given the opportunity to renew. Pools are available for rental between 9 AM and 1 PM, unless the pool is otherwise in use. Rental rates are based per hour and per facility. The fee for all swimming pools is \$50 per hour for groups up to 50. For most pools, the fee increases by \$25 per hour for 51-100 patrons. The fee at Highland and Moore Pool is an additional \$50 per hour for 51-100 patrons. For groups larger than 100, a rate will be calculated.

Pool Admission

Pool users must present a valid pool tag or pay the daily admission fee. Proof of residency is needed for City residents to purchase annual pool tags at the following rates:

- \$60 for a family of four
- \$10 for each additional family member
- \$30 for an adult (16 and older)
- \$15 for a youth (3 to 15)
- Free for children 2 and younger

An adult or child pool tag is available for non-residents for \$45.

Pool tags can be purchased for admission to Citiparks outdoor pools for summer swimming and Oliver Bath House which operates during the off swimming season. Beginning June 1 pool tags can be purchased at the Citiparks Office, City-County Building, Fourth Floor, 414 Grant Street, Downtown Pittsburgh and Oliver Bath House 38 South 10th Street, South Side. Pool tags can also be purchased at City pools that have a cash register.

A City resident who receives welfare benefits can purchase pool tags at a 50% discount. A case print-out and proof of identity is required for the discount. Disabled Veteran City residents and families of Active Duty Military receive pool tags at no cost. Proper ID is required.

Daily admission tickets can be purchased at all pools at a fee of \$4 for adults (16 and older) and \$3 for children (3 to 15). Exact change is needed to purchase daily admission tickets at Ammon Pool because a locked cash box is used instead of a cash register.

Pool Locations

Indoor Pool

Oliver Bath House located on 10th Street in the South Side of Pittsburgh, is the City's only indoor pool and is open during the fall, winter and spring and closes when the outdoor pools open for the summer. Oliver Bath House is open Monday through Friday from 9 AM to 9 PM and Saturday and Sunday from 12 PM to 9 PM.

Outdoor Pools

The other pools operated by the City are outdoor pools. Pool operation of Fowler pool is limited to maintenance only for 2011. In 2012 the City will turn maintenance responsibilities over to the Pittsburgh Project Organization.

Pool name, street address and neighborhood location are as follows:

East/Central:

Ammon	2217 Bedford Avenue	Hill District
Bloomfield	408 Ella Street	Bloomfield
Highland	151 Lake Drive	Highland Park
Homewood	540 North Lang Avenue	Homewood
Magee	745 Greenfield Avenue	Greenfield
Schenley	Overlook Drive	SchenleyPark
West Penn	450 30 th Street	Polish Hill

North:

Fowler	2438 Wilson Avenue	Perry South (Maintenance Only)
John Stack	600 Brighton Woods Road	BrightonHeights
Riverview	400 Riverview Avenue	Perry North
Sue Murray	301 Cedar Avenue	North Side

South/West:

Banksville	1461 Crane Avenue	Banksville
McBride	1785 McBride Street,	Lincoln Place
Moore	1801 Pioneer Avenue	Brookline
Ormsby	79 South 22nd Street	South Side
Phillips	201 Parkfield Street	Carrick
Ream	321 Merrimac Street	Mount Washington
Sheraden	1071 Adon Street	Sheraden
Westwood	100 Guyland Street	Westwood

The outdoor pools are open from mid June until Labor Day as staffing levels permit. The outdoor pools are open for swimming Mondays through Fridays from 1 PM to 7:45 PM. On Saturdays, Sundays and Holidays pools are open 1 PM to 5:45 PM.

Two Spray Parks

Citiparks has two new free spray parks that operate from late spring to early fall. Spray parks are opened and closed depending strictly on the weather. In 2011, the spray parks closed September 15th. The spray parks are open 7 days a week from 9 AM until 8 PM. When open, Spray Parks are staffed, but not necessarily by a lifeguard. Spray parks are located as follows:

Beechview – Vanucci Playground, Westfield & Orangewood Streets
Troy Hill – Cowley Playground, Goettman Street

Automatic sensors turn the water on when a child or other patron touches a button. The spray cycles off in 4 to 5 minutes. The spray parks also contain a mist area and a shaded area for adults to sit.

Aquatic Programs

Citiparks offers a variety of summer programs and activities at its outdoor pools.

Free Learn-to-Swim Camp

At the end of June, a free two-week learn-to-swim camp that also teaches general pool safety rules for children 6-15 years old is offered at Bloomfield and Ormsby pools. In the second week of July, free learn-to-swim and general safety rules sessions for children are held at Ammon, Homewood and Sue Murray. Certified lifeguards conduct the 10 free lessons which are offered at two separate times each weekday. Because this is a free event, no pool tags are required for participants but participants must register and space is limited.

According to the Aquatic Supervisor the free learn-to-swim camps were initially set up in lower income neighborhoods. Currently participation is open to anyone who registers even if they are not City residents. Participants are only allowed to attend one free 10 week session a summer.

Programs Requiring Pool Tags

Annual pool tags are needed to participate in any of the other City aquatic program classes. Some programs are held at all pools and others at select pools. Some programs depend on participant interest gauged by registration. For example, if more seniors living near the Phillips and West Penn pools sign up for Water Aerobics, classes will be scheduled at those pools. Some programs require an additional fee.

A. Free Pool Programs

Adult Lap Swim

Adult lap swim is available for individuals 16 years and older at 17 of the swimming pools at designated times. Adult lap swim is available Monday through Friday 5-6 PM and Saturday and Sunday noon to 1 PM at Bloomfield, Highland, Jack Stack, Magee, Moore, Ormsby, Phillips, Ream, Riverview, Schenley, Sue Murray, West Penn and Westwood pools. Other adult lap swims are available Monday through Friday from noon to 1 PM at Highland, Moore, Schenley and Sue Murray pools.

Swim Teams

Swim teams are available for kids 6 to 18 years old to join at all outdoor pools. These teams compete against other Citiparks pools throughout the summer. Practice is Monday through Fridays from June 20 through August 5th from noon to 12:45 PM. A Championship Summer Swim Meet was held on August 6th at Highland Park Pool. The top eight winners were awarded medals or ribbons as well as overall team standings.

Water Carnival

A water carnival is organized by the pool staff at each community pool throughout the summer pool season. Water carnivals are held on Tuesdays, Thursdays or Saturdays, weather permitting.

Each pool receives money from Citiparks to plan the event which offers free games, prizes and water shows. Community and patron donations for the water carnivals are also solicited by pool staff.

B. Paid Swimming Programs

Water Aerobics

Water aerobics and senior water aerobics are offered by the City. Both classes are 10 sessions and cost \$20. The difference between the two classes is the intensity of the workout. In 2011 regular water aerobics were offered Tuesday and Thursdays from June 28th through July 28th from 5:15 to 6:00 PM at Bloomfield, Jack Stack, Magee, Ormsby and Phillips pools. Senior water aerobics were offered at Phillips and West Penn pools on Mondays and Wednesdays at 10:00 to 10:45 AM from June 27th through July 27th.

Swimming Lessons

Swimming lessons are offered for infant/preschoolers, children from 6 to 15 years old and adults 16 and older. The infant/preschooler swim lessons were from June 25th through July 23rd at noon to 12:30 PM. The fee was \$10. For the 2011 summer infant/preschooler swim lessons were held at Bloomfield, Highland, Jack Stack, Phillips, Magee, Moore, Schenley and Westwood pools.

The Children swim lessons were held in two week sessions at all pool locations from 11:00 to 11:45 AM Monday through Friday. The cost was \$20. Session 1 was from June 27th to July 8th. Session 2 was from July 11th through July 22nd and Session 3 was from July 25th to August 5th.

Adult learn-to-swim classes cost \$10 for a 5 week session and were held Saturdays June 25th through July 23 from 11:00 to 11:45 AM. Pool administration tries to hold these lessons at pools spread out over the City. In 2011 adult learn-to-swim classes were held at Highland, Homewood, Ormsby, Riverview, Schenley and Sheraden pools.

Pool Rules & Regulations

At every pool a list of the following rules and regulations must be posted:

1. Pool tags must be worn at all times.
2. Swim suits are required for the pool and deck area.
3. Patrons must shower before entering the pool.
4. No running, dunking, horseplay or profanity.
5. No diving on the shallow side of safety line.
6. Smoking is prohibited inside the facility.
7. Food and drink are permitted only in designated area.
8. Swimmers under six years of age must be accompanied by an adult 16 years or older.

9. The Head Lifeguard must approve all flotation devices. Inflatable flotation devices are prohibited.
10. Lounge chairs & strollers must be kept at a minimum distance of ten feet from poolside.
11. Patrons with medical conditions should inform the Lifeguards.
12. Citiparks is not responsible for lost, stolen or damaged property.
13. Complaints - see the Head Lifeguard for procedures.
14. Lifeguards are responsible for your safety, so please follow the rules.

Violations of above rules may result in disciplinary action up to and including loss of pool privileges.

1995 Performance Audit Findings

Field work for a previous performance audit of the City's then 32 swimming pools (31 outdoor pools and 1 indoor pool) was conducted during the summer of 1994. Field work consisted of 120 pool visits to all 32 pool locations. The audit examined the reliability of pool attendance compilation and evaluated the physical conditions of the pools in 5 areas: maintenance, cleanliness, vandalism, safety and water quality. Whether to expand the summer swimming season was also discussed.

This audit was released in 1995 and made 12 recommendations. The audit found problems existed in poor attendance reporting procedures, cleanliness, graffiti and vandalism, discipline and safety. Some of the pools were out of control and did not offer a safe recreational environment for its patrons. The audit concluded that "the financial resources and personnel, currently used in the management of the City's 32 swimming pools, do not and cannot adequately safeguard against unacceptable civil liability risk, serious public disturbances and endangerment of the lives of pool employees and patrons".

2010 Performance Audit of Citiparks Recreation, Aquatic and Senior Divisions

Among the audits recommendations were: 1) prepare a master plan for the future use and upkeep of Citiparks pool facilities; 2) if the City transfers a pool to another operator, transfer the asset in its entirety to prevent potential liability, operational and financial risk issues; 3) convert some facilities into economically run spray parks that provide adequate aquatic recreational activities with minimal staffing costs and lower upkeep costs. The operating costs and attendance at the different pools was also determined to be a leading factor in whether to keep the pool open or not.

SCOPE

The scope of this performance audit of City swimming pool operations is 2010 and 2011 through October 28th 2011.

OBJECTIVES

1. To assess pool attendance calculation.
2. To assess pool usage.
3. To evaluate cash controls and pool water safety controls.
4. To compare the operating costs of individual pools.
5. To determine the percentage of non-residents attending the City's free learn-to-swim programs.
6. To assess the other aquatic programs attendance.
7. To identify any other problems at the City's pools.
8. To make recommendations for improvement.

METHODOLOGY

The auditors met with the Director of Parks & Recreation, Aquatics Supervisor, Fiscal Supervisor, Grant Supervisor, Manager of Special Events and a secretary. Written cash protocols and copies of various pool related application forms were provided to the auditors.

The auditors reviewed Allegheny County's Article 9, Lifeguards, Bathing Places, Hot Tubs & Spas which outlines the requirements and regulations for swimming pools, the past performance audit completed by the City Controller's Office, the Act 47 Recovery Plan recommendations for City pools and a February 2004 City of Pittsburgh's City-wide Pool Feasibility Study prepared by Water Technology, Inc.

The following 5 pools were visited to observe cash procedures and controls, attendance tabulation methods and water safety testing procedures. Bloomfield, Moore, Schenley and Sue Murray pools, represent different areas of the City and were visited on August 11th and 12th, 2011. Ammon Pool, also visited on August 11th, was chosen because it is the only pool that uses a cash box instead of a cash register. The auditors interviewed the head lifeguards and cashiers at each of the 5 pools in the sample.

The auditors interviewed the Aquatic Program Coordinator 3 in charge of maintenance and reviewed pool maintenance and supply documentation.

The auditors requested and received lists of participants for the 2010 and 2011 free learn-to-swim program per pool and session. The forms listed the participants name, address, phone number and date of birth when available. To test the participant's residency, each individual's address was validated as a City resident or non-resident by using a City of Pittsburgh zip code directory. If there was incomplete address data, the individual was categorized as "unknown".

The auditors reviewed and compared the following data provided by Citiparks: 2010 pool personnel and maintenance costs, pool age, pool size and year of last major renovation; pool rental revenues for 2010 and 2011; pool attendance data for 2010; aquatic program attendance for 2010 by pool and program; pool revenue by source and amount for 2010 and Jan 4 through Oct 28, 2011; pool incident/accident date for 2010 and 2011 and pool tag sale revenue by category and amount for 2010 and 2011.

FINDINGS AND RECOMMENDATIONS

Act 47 and Closed Pool Facilities

For decades, declining population and revenues have impacted the City of Pittsburgh's financial stability. The City's failure to find a balanced solution to its fiscal problems escalated into a financial crisis in 2003. The City was forced to lay off 446 full and part-time employees, including 100 police officers and close some recreation centers and half of the swimming pools. In the fall of 2003, Pittsburgh's credit rating was downgraded to a below investment grade rating, making it the only major city in the country to hold this type of "junk bond" rating.

In 2004, the City's poor financial position led the City of Pittsburgh to qualify for distressed status in accordance with the Municipalities Financial Recovery Act, Act 47 of 1987 ("Act 47"). Financial overseers appointed by the State analyzed the City's finances and developed a comprehensive Recovery Plan to restore financial stability.

The Act 47 study found that Pittsburgh had a higher number of swimming pools per capita and a higher ratio of pools per square mile compared to other cities. The Recovery Plan recommended reducing the number of swimming pools to allow for optimal service and to meet the demands of City residents. This led City Administration to evaluate the swimming pools and authorized another pool study. In 2004, the decision was made to close 12 of the 32 pools.

Finding: Two of the 12 pools originally closed in 2004 and 2005 were converted into spray parks and 1 was reopened by another organization.

Finding: Actual cost savings from the closing of nearly 38% of the City pools have never been calculated.

Finding: The nine closed pools are sources of potential liability. Unfilled pools must be secured against unauthorized use and damage.

Finding: Frequent checks by pool maintenance staff need to be performed at the nine closed pools to make sure no problems such as holes in fences or water in the pool after a heavy rain are present.

RECOMMENDATION NO. 1:

Citiparks administration should devise a plan to utilize the 9 closed pool sites to eliminate liability issues. Finding alternative uses for the site, filling in the pools or selling the space are a few options to explore.

Pool Maintenance Policies and Procedures

The Pool Maintenance Division is made up of 6 individuals. The Program Coordinator 3 in charge of maintenance (Maintenance Program Coordinator) reports directly to the Director of Citiparks. This Program Coordinator 3 is responsible for the day to day operations of the pools during the summer and for periodic maintenance of the pools during the winter months. The Maintenance Program Coordinator is also responsible for compiling all year end pool maintenance costs data.

Finding: The Program Coordinator 3 in charge of maintenance compiles maintenance and operating costs for each pool and calculates the costs per swimmer.

Finding: The Program Coordinator 3 in charge of maintenance has been in his position for over 30 years and has accumulated a wealth of information on keeping the swimming pools running smoothly. He and his staff are very knowledgeable and are approaching retirement age.

Finding: There are no written policies or procedures for pool maintenance.

Finding: There is no written history of repairs/maintenance record kept per pool.

RECOMMENDATION NO.2:

Citiparks should have the Program Coordinator 3 in charge of maintenance put together a written manual outlining the standard operating procedures (SOPs) of his job. The procedures should include a synopsis of each pools maintenance requirements, repair history and how to deal with common problems that arise. Written manuals and SOPs will greatly aid future Citiparks pool maintenance staff.

Pool Age, Maintenance Costs and Attendance

Table 1 shows the current 2011 list of 20 open swimming pools, the year they were built, the year the pool was replaced with a new pool and the year when the last improvement to the original or replaced pool facility was performed. Pool replaced or rebuilt resulted in completely redesigned pool facilities. Replaced pools were either rebuilt on the original site of the previous pool or moved to another location close to the original pool site and rebuilt. This data was obtained from the 2004 City-Wide Pool Feasibility Study with updates from the current Program Coordinator 3 in charge of maintenance.

TABLE 1

2011 CITIPARKS SWIMMING POOLS			
Pool Location	Year Original Structure Built	Year Pool Was Replaced	Year of Last Known Improvement
Ammon	1939	n/a*	1999
Banksville	1979	n/a	Unknown
Bloomfield	1950	n/a	1989
Fowler	1939	1983	n/a
Highland	1927	n/a	1999
Homewood	1921	1975	1999
Jack Stack	1982	n/a	Unknown
Magee	1929	1968	2011
McBride	1972	2001	n/a
Moore	1939	n/a	1990
Oliver Bath House	1913	n/a	Unknown
Ormsby	1911	1983	n/a
Phillips	1916	1977	n/a
Ream	1951	n/a	1991
Riverview	1921	1984	n/a
Schenley	1921	1979	n/a
Sheraden	1921	1974	n/a
Sue Murray	1930	1973	n/a
West Penn	1929	1986	n/a
Westwood	1982	n/a	Unknown

* n/a = not applicable to the table heading.

Finding: It is “unknown” when the last renovation for 4 pools was completed.

Finding: Six pools (30% of operating Citiparks swimming pools) are over 60 years old. This includes Highland Pool at 84 years old and Oliver Bath House at 98 years old. Seven (or 35% of Citiparks 20 pools) are between 30 and 38 years old. Six pools (30%) are between 25 and 29 years old. The newest pool, McBride, was 10 years old during the audit period.

Table 2 shows the age of each pool from newest to oldest facility.

TABLE 2

POOL NAME	POOL AGE AS OF 2011
McBride	10
West Penn	25
Riverview	27
Fowler	28
Ormsby	28
Jack Stack	29
Westwood	29
Banksville	32
Schenley	32
Phillips	34
Homewood	36
Sheraden	37
Sue Murray	38
Magee	43
Ream	60
Bloomfield	61
Ammon	72
Moore	72
Highland	84
Oliver Bath House	98

The City is still under Act 47 restrictions and declining revenue is a reality that may affect the future of the City's swimming pools. The costs of keeping the swimming pools in working condition will have to be determined on a pool by pool basis.

RECOMMENDATION NO. 3:

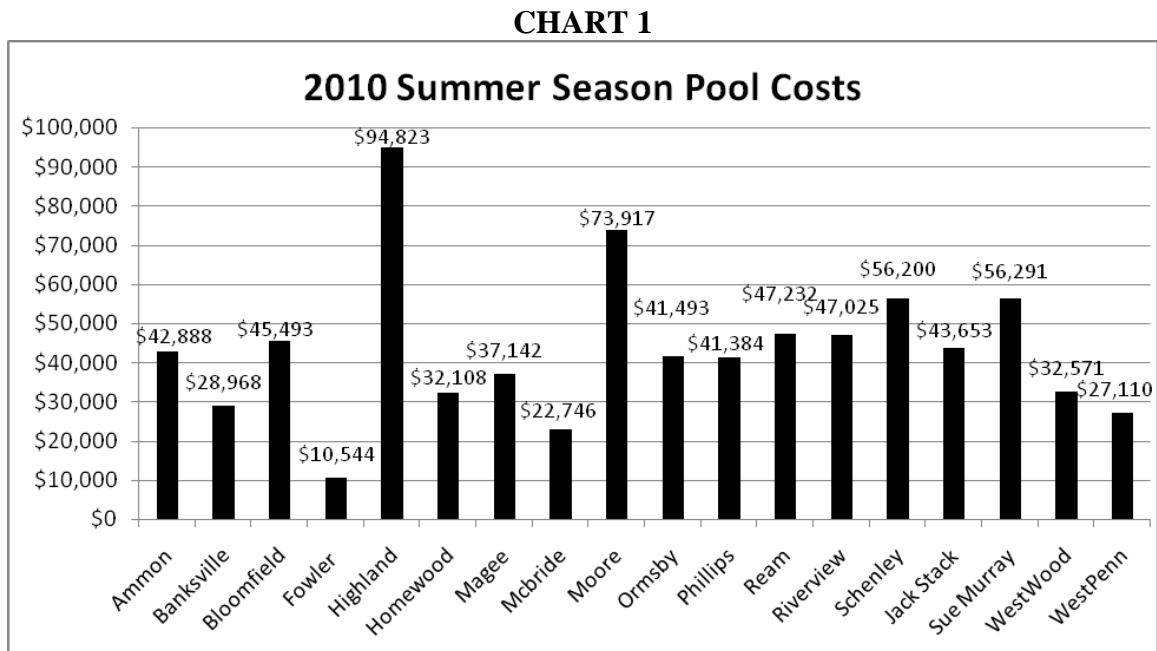
Many factors, such as pool age and annual maintenance costs, should be used to evaluate whether to close a pool or keep it open. Pool usage, or attendance, should be a leading consideration in this analysis.

Pool Operating Costs

Chart 1 shows the total 2010 swimming season pool costs by pool. Sheraden Pool did not reopen until 2011 and is not included. Pool costs consist of all operating expenses such as materials, supplies, equipment and personnel. As of November 1, 2011, pool operating cost totals for 2011 were not available.

Finding: Personnel salaries are not included in the Fowler pool costs because this pool is not operated by the City of Pittsburgh but by a private group. Pool maintenance costs are still the responsibility of the City until 2012.

Finding: Highland pool had the highest total 2010 pool costs.



Source: Data provided by the Aquatic Supervisor and the Program Coordinator 3 in charge of maintenance.

Finding: Pool operating costs appear to be a factor of attendance and pool size. The largest pools, regardless of age, will require more staff and maintenance.

Finding: Highland Pool, the City's largest pool, has the highest attendance and the highest operating costs but is not the City's oldest pool.

Table 3 compares the 2010 summer season attendance with operating costs and pool age. Missing are Sheraden, Fowler and Oliver Bath House pools. Oliver Bath House is not open in the summer and attendance figures are not available for Fowler pool because it is privately operated. Sheraden pool was closed in 2010 due to road entrance construction.

TABLE 3
2010 SEASON
POOL COMPARISON
BY SUMMER SEASONAL ATTENDANCE,
OPERATING COSTS AND POOL AGE

POOL NAME	SEASONAL ATTENDANCE	OPERATING COSTS*	POOL AGE as of 2011
Highland	29,861	\$94,823.09	84
Schenley	26,500	\$56,200.29	32
Moore	20,223	\$73,916.86	72
Magee	16,316	\$37,141.67	43
Bloomfield	10,798	\$45,492.54	61
SueMurray	9,636	\$56,290.97	38
Jack Stack	9,567	\$43,653.15	29
Ream	9,427	\$47,231.65	60
Ormsby	9,278	\$41,492.78	28
Phillips	7,886	\$41,384.20	34
West Penn	7,752	\$27,110.29	25
Riverview	5,924	\$47,024.75	27
West Wood	5,481	\$32,571.13	29
Ammon	5,164	\$42,887.68	72
Homewood	4,437	\$32,107.63	36
Banksville	4,203	\$28,968.24	32
McBride	3,869	\$22,745.63	10
TOTALS	186,322	\$771,042.55	

* Includes cost of maintenance and personnel of the swimming pools.

Source: Data provided by the Aquatics Supervisor and the Program Coordinator 3 in charge of maintenance.

Finding: In 2010, it cost the City \$771,042.55 to provide summer swimming facilities for 186,322 pool users. This equates to \$4.1382 per pool user.

Pool Maintenance Costs

The auditors compared the 2010 summer season pool maintenance costs to the age of each pool. Results are found in Table 4.

TABLE 4

2010 SUMMER SEASON POOL COMPARISON by MAINTENANCE COSTS, POOL SIZE and POOL AGE			
POOL NAME	MAINTENANCE COSTS	POOL SIZE in GALLONS	POOL AGE as of 2011
Highland	\$17,201.92	560,242	84
Bloomfield	\$12,840.79	356,000	61
Riverview	\$12,479.45	205,800	27
Sue Murray	\$10,936.29	271,000	38
Moore	\$10,809.23	417,657	72
Ream	\$10,694.30	356,000	60
Fowler	\$10,544.00	205,800	28
Ormsby	\$9,808.28	205,800	28
Ammon	\$9,686.54	538,000	72
Westwood	\$9,375.17	156,840	29
Phillips	\$9,197.09	224,100	34
West Penn	\$9,155.59	215,451	25
Jack Stack	\$9,148.66	205,800	29
Schenley	\$8,898.35	187,600	32
McBride	\$8,673.85	64,000	10
Banksville	\$8,595.23	166,320	32
Magee	\$7,720.28	195,000	43
Homewood	\$7,418.60	171,075	36
TOTALS	\$183,183.62		

Finding: City pools with the highest summer season maintenance costs are not the oldest pools. Highland, the City's largest pool, had the highest maintenance costs during the 2010 summer season.

Pool Usage Tabulation

One of the functions of the cashiers at the pools is to record attendance. According to Pool Supervisors, pool usage helps them determine future pool personnel coverage and supplies.

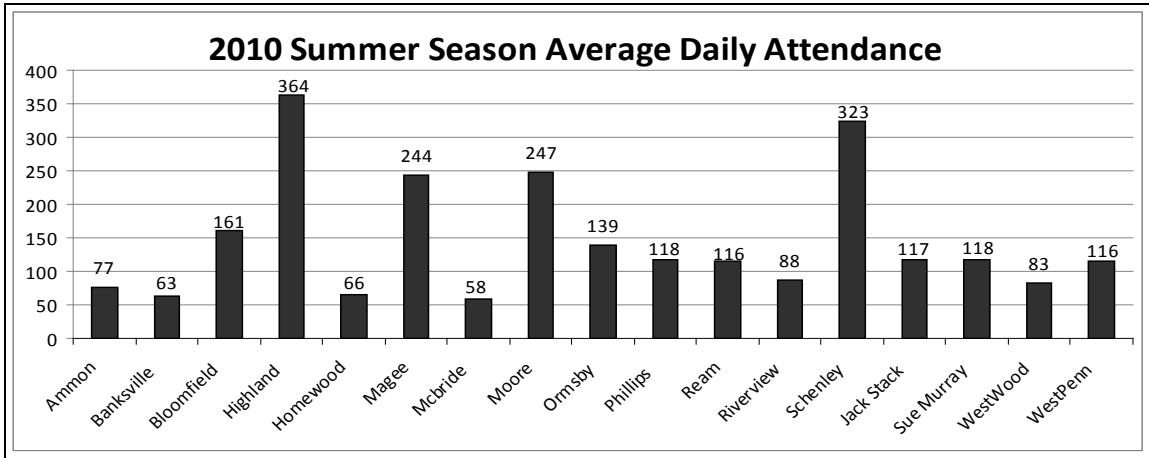
Finding: Attendance is hand tabulated by cashiers on a paper tablet as swimmers enter the facility. The auditors were told that the cashiers make every effort not to count people entering and exiting the pool facility twice.

RECOMMENDATION NO. 4:

Citiparks should investigate adopting an automated method to count user attendance at all pools. This would ensure more accurate attendance numbers.

Chart 2 shows the average 2010 summer season daily attendance per pool.

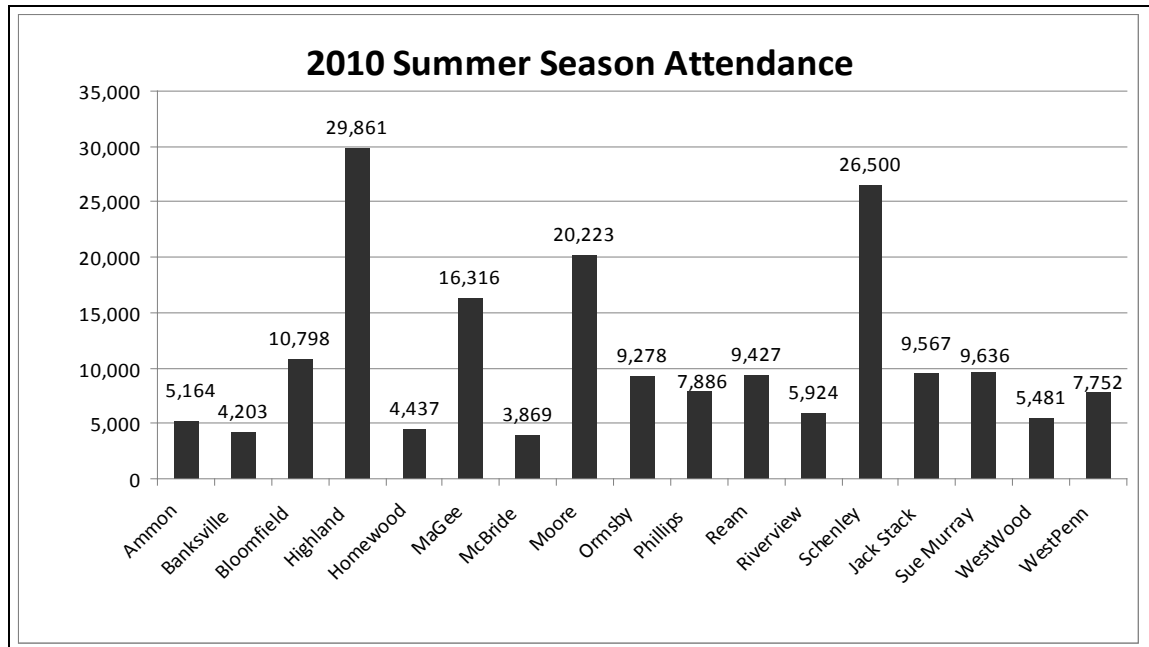
CHART 2



Source: Data provided by the Aquatic Supervisor and the Program Coordinator 3 in charge of maintenance.

Chart 3 below shows the total 2010 Summer Season Attendance.

CHART 3



Source: Data provided by the Aquatic Supervisor and the Program Coordinator 3 in charge of maintenance.

Finding: The pools with the highest average daily and total attendance in 2010 were Highland and Schenley pools, located in two of the City regional parks. The pools with the next highest average daily and total attendance are Moore and Magee pools.

Finding: The four pools with the lowest average daily and total attendance in 2010 are McBride, Banksville, Homewood and Ammon.

Finding: Daily or seasonal attendance data was not available for Fowler pool because it is operated by an outside organization and usage data is not supplied to the City.

Finding: Ammon, one of the 4 pools with the lowest daily and seasonal attendance, is the only pool without a cash register. Whether the exact change requirement for daily admission is factor in Ammon's low attendance is unknown.

Aquatic Program Attendance by Pool

As explained in the Overview, Citiparks offers a variety of swim programs. Participants pay a set fee for most programs. Four programs are offered at the pools at no cost to participants: free learn-to-swim camp, swim team competition, adult lap swim and the water carnival. For both 2010 and 2011 swim seasons each pool was given \$375.00 for expenditures toward their water carnival costs.

RECOMMENDATION NO. 5:

Pool Administration should continue to offer free learn-to-swim camp, adult lap swim, swim team competitions and water carnivals. These free programs provide excellent public relations for Citiparks and foster unity and friendship in the community.

TABLE 5

2010 SWIM PROGRAM ATTENDANCE at CITIPARKS POOLS								
POOL NAME	Infant & Preschool	Children's LTS	Adult LTS	Adult Aerobics	Senior Aerobics	Free Swim Team	Free Adult Lap Swim	Free Carnival Attendance
Ammon								127
Banksville	4	15				1		77
Bloomfield	5	4				17	298	41
Highland	18	102				32	951	527
Homewood			6				1	155
Jack Stack	13	17				24	394	194
Magee	12	70		2		64	494	205
Mcbride						3		117
Moore	13	72				30	313	811
OBH	82	54	24	174	86			
Ormsby		7	2	4		13	198	233
Phillips	2	24			11	30	304	162
Ream	10	6				16	35	189
Riverview		23				15	319	159
Schenley	47	31					1,591	563
Sue Murray							128	74
West Penn		5				7	121	207
Westwood		10				12	73	113
TOTAL	206	440	32	180	97	264	5,220	3,954

TABLE 6

2011 SWIM PROGRAM ATTENDANCE at CITIPARKS POOLS								
POOL NAME	Infant & Preschool	Children's LTS	Adult LTS	Adult Aerobics	Senior Aerobics	Free Swim Team	Free Adult Lap Swim	Free Carnival Attendance
Ammon								418
Banksville	6	13	2			7		51
Bloomfield		8				13	143	154
Highland	26	107	3			32	517	847
Homewood						6		158
Jack Stack	15	34	3	11		8	350	182
Magee	9	41				24	137	281
Mcbride		4				6	2	80
Moore	20	96				34	190	442
OBH*	92	78	38	151	43			
Ormsby	4	2	8			5	210	230
Phillips	3	48			14	21	332	199
Ream		8				9	77	129
Riverview		7				10	160	95
Schenley	30	23	7				886	579
Sheraden**						2		112
Sue Murray			2				73	100
West Penn		16				10	35	162
Westwood	3	18				16	47	132
TOTAL	208	503	63	162	57	203	3,159	4,351

*Attendance for the Oliver Bath House is from January 1 through November 6, 2011.

**Sheraden pool was opened this year

Sheraden pool was closed for entrance road repairs in 2010 and reopened in 2011. Sheraden 2011 pool attendance data is included in Table 6.

Not all summer swim programs are offered at all the pools. Programs are offered at pools where patrons show the most interest in participating. For example, in 2010 Moore pool had infant and children's learn-to-swim classes but no senior or adult aerobic classes. Sue Murray had none of these classes for 2010.

Finding: The pool with the most attendance of non-free classes in 2010 and 2011 through November 6th is Oliver Bath House. Classes at this facility are held fall, winter and spring.

Finding: The free adult lap swim had a higher overall attendance in 2010 than in 2011 summer seasons.

Pool Visit Results

The auditors visited Schenley, Ammon, Sue Murray, Moore and Bloomfield pools to observe cash procedures and controls, attendance tabulation methods and water safety testing procedures.

Finding: At each of the 5 pools in the testing sample, signs were posted in visible locations that listed cost of admission and pool rules and regulations.

Cash Register Procedures, Cash Controls and Deposits

Finding: Citiparks Aquatics Division has good procedures for tracking cash receipts at its eighteen pools with cash registers. Cash receipts include checks, money orders and cash.

Cash registers are used at eighteen pool locations to track daily admission sales and pool tag sales. Ammon pool uses a locked cash box in which no change can be given; a patron needs to have the exact change for daily admissions.

At the beginning of the day, each cash register is "opened" by turning the register key to REG and hitting the "No Sale" key. Each daily admission or pool tag sale is recorded into the cash register accordingly. Half way through the day, a midday X-report is performed that generates two separate reports that verify the paperwork and money collected so far for the day. Report 01 gives the total amount of money collected for the day with a breakdown of cash amounts and checks. Report 03 breaks down the amount of sales for each category (adult, youth, family sale, non-resident, veteran, DPA or daily admission adult/youth).

At the end of the day, a daily total Z-report is performed that generates two separate reports that verify the paperwork and money collected for the entire day of sales.

Personnel at each pool fill out a pool tag sales summary sheet that lists the category of the tag, total number sold and the total amount of money for each category. Also filled out is a pool tag tally sheet that documents each pool tag sale transaction individually.

At day's end, the total amount of money collected is matched up with the totals on both Z reports and both tag sheets. A deposit slip with the pools name on it is written out for the total daily amount collected. The deposit slip and money is placed in the pool-house safe until the regional headguard comes to retrieve it and make the deposit into the PNC bank holding account. This could be the same day or the next day.

The regional headguard will attach the deposit slip receipt to the appropriate daily tag sheets for that pool accordingly. The regional head guard turns the completed daily cash register sales paperwork into the Aquatics Division weekly. Once a week, Aquatic Divisions personnel brings the daily pool tag sales summary sheet, pool tag tally sheet, deposit slip and daily Z reports to the Citiparks accounting office.

RECOMMENDATION NO. 6:

To simplify the paperwork, the pool tag sales summary and the pool tag tally sheets should be combined into one report.

The cashier or the head lifeguard prepares the daily deposit slip. The regional lifeguard takes the deposit to the bank. If the regional lifeguard does not collect monies for deposit that day, the monies are put in a safe for next day pick up. The safe is in a locked room and the safe is bolted to the floor. The permanent record cash register receipts are returned to the Citiparks accounting office once the tape runs out.

Cash Control Procedure Compliance

Finding: At the 4 pools with cash registers, all were in compliance with the proper cash controls and followed proper procedures for deposits.

Finding: Ammon does not have a cash register, but uses a cash box chained to a fence near the sidewalk and street. This is very dangerous for potential robbery of the cash in the cash box.

Finding: Patrons wanting to pay a daily fee to enter Ammon must have the exact change. The cashier cannot retrieve change from the locked cash box. While the auditors were there, a patron had to be turned away because she only had a \$10 bill and the daily fee was \$4. No change could be given.

RECOMMENDATION NO. 7:

A cash register should be installed at Ammon Pool in the outside right corner of the building near the retaining wall. An extension cord could be used to power the register or an outdoor electrical receptacle could be installed. There is ample space and this would allow much safer conditions for collecting money and giving change than using a cash box near the street.

With a cash register, guests would not be turned away for having incorrect change. Also, there is shade in the corner of the building and a retaining wall. When the pool accepts large attendance, pool guests could line up along the retaining wall instead of on the public sidewalk.

Pool Revenues

Revenue is generated by Citiparks swim programs, pool tag sales, lifeguard fees for uniforms and certifications and by miscellaneous scrap sales. Tables 7 and 8 show the amount of money deposited from each Citiparks program in 2010 and 2011.

TABLE 7
2010 REVENUE

2010 Revenues	START DATE	END DATE	AMOUNT MADE
Water Aerobics	January 12	December 16	\$5,920.00
City County Building Pool Tag Sales	January 12	August 18	\$6,655.00
Group Tag Sales	June 9	August 25	\$22,881.00
Swimming Lessons	January 12	November 22	\$12,445.00
Lifeguard Fees	April 1	October 28	\$35,48.58
Oliver Bath House Tag Sales	January 13	December 7	\$24,626.16
Scrap Sale--Misc.			0
Site Tag Sales	February 24	October 14	\$278,109.32
TOTAL REVENUE			\$354,185.06

Data supplied by Citiparks Grant Accountant

Finding: Data supplied by the Grant Accountant indicates there were only \$281.00 in Non Sufficient Fund (NSF) checks in 2009 and \$304.00 in NSF checks in 2010. In 2010, NSF checks represented approximately .08 of one percent of total deposited revenue of \$354,185.06.

Finding: In 2010 there was only one deposit made without documentation of the money source. This amount was \$1,695 or approximately 5 hundredths of one percent (.00048) of total deposited revenue.

Finding: In 2010 Citiparks spent \$771,042.55 on pool operating costs while generating \$354,185.06 in pool revenue. Pool revenue reduced the City pool operating costs by 46%, resulting in a \$2.24 expenditure of City funds for each of the 186,322 pool users.

TABLE 8
2011 REVENUE FROM
JANUARY 4TH THROUGH OCTOBER 28TH

2011 Revenues	START DATE	END DATE	AMOUNT MADE
Water Aerobics	January 4	October 28	\$4,020.00
City County Building Pool Tag Sales	June 28	October 18	\$6,998.00
Group Tag Sales	June 2	October 19	\$20,892.00
Swimming Lessons	January 4	October 28	\$12,240.00
Lifeguard Fees	April 1	October 28	\$4,855.69
Oliver Bath House Tag Sales	January 4	October 26	\$24,493.00
Scrap Sale--Misc.	October 25	October 26	\$52.80
Site Tag Sales	June 21	September 13	\$260,842.00
TOTAL REVENUE TO DATE			\$334,393.49

Data supplied by Citiparks Grant Accountant

Pool Deposit Checks and Balances

The money from each pool revenue source, e.g. swim lessons, water aerobics, pool tags etc., is deposited with its own separate deposit slip into one bank holding account. A bank holding account is used for purposes of accounting. These deposit slips and the corresponding back-up documentation are then sent to the Citiparks Grant Accountant for verification and balancing.

Pool site back up documentation consists of original copies of each pools deposit slip(s), corresponding cash register tape(s), Pool Tag Sales Summary Sheet(s) and Pool Tag Sales Tally Sheet(s). The Grant Accountant checks the addition on all Pool Tag Sales Summary and Tally Sheets, compares the totals to the cash register tapes and compares everything to the dollar amount deposited. After all amounts are verified, the Grant Accountant sends a memorandum for each pool to the City Department of Finance to move the monies from the PNC holding account into the City General Fund. Each memorandum is accompanied by a copy of all deposit slips. The Department of Finance double-checks the deposit amounts.

Finding: The Grant Accountant records both site tag sales and daily admission money as Site Tag Sales.

RECOMMENDATION NO. 8:

Sheet headings should reflect what is actually being recorded. The name of the Site Tag Sales sheet should be changed to Site Tag and Daily Admission Sales sheet.

Pool Water Testing

The auditors discussed water safety testing with the head lifeguards and observed water sampling at all 5 pools. Pool water is collected in a vial and a chemical is added. The color of the water is compared to a color chart. The water color indicates the pool water PH level. Similar testing for chlorine monitoring is also performed. Chlorine and PH testing results are recorded, with date, time and testing result.

Finding: All head lifeguards at each pool tests the water each hour for chlorine and PH levels. Adjustments to the chlorine tanks are made as necessary, to increase or decrease pool chlorine density. Once a week, a pool water sample is sent to a lab for bacteria testing.

Finding: The sampling results were within acceptable ranges at the time of the auditors visit.

Lifeguard Staffing

Allegheny County Code Article 9 Lifeguards, Bathing Places, Hot Tubs & Spas Allegheny County sets lifeguard staffing requirements. The number of lifeguards needed is determined by pool square footage and number of bathers.

Finding: Each of the pools met or exceeded the number of lifeguards required to be on duty.

Other Pool Observations

Finding: In order to save water, Schenley pool has a spray pool that is activated when a pool guest requests to use it.

Finding: Schenley pool has no parking spaces for the lifeguards. The lifeguards received two parking tickets in one week at \$55 each.

RECOMMENDATION NO. 9:

An access road that leads down to the Schenley pool building near the Vietnam Veteran's Pavilion offers ample space where a parking area could be designated for Pool Staff parking. The City should consider designating a staff parking area for the next pool season.

Finding: The Schenley pool drinking water fountain runs all the time. The lifeguard turns on the fountain when the pool opens and turns it off after the pool closes.

RECOMMENDATION NO. 10:

The drinking water fountain at Schenley Pool should be repaired to stop the constant water flow. All pool drinking water fountains should be checked periodically throughout the summer to make sure they are in proper working condition.

Finding: At Sue Murray and Moore pools, the guard station umbrellas are in bad shape with broken ribs. The umbrellas do not provide proper shade for the lifeguards.

RECOMMENDATION NO. 11:

Pool lifeguard umbrellas at all the pools that are in bad condition need to be repaired or replaced.

Finding: All five of the swimming pools in the sample were very clean and offered a safe and secure environment. The head lifeguards at each pool were well organized and all pool staff aware of their duties and responsibilities.

Aquatic Accidents/Incidents

An aquatic incident is an accident that takes place at a pool. Pool headguards are responsible for completing an accident report and turning it in to Pool Administration. Table 3 shows the number of reported accidents/incidents by pool facility in 2010.

The aquatic administration defines the headings in Table 3 as:

- Number of Injuries—incidents that involve slips, falls, more minor incidents.
- Number of Property Damage—incidents that involve pool property being damaged either when the pool is open or closed.
- Number of Thefts—incidents where property is stolen either when the pool is open or closed.
- Number of Incidents Requiring Lifeguard—the lifeguard is active in saving or helping an individual. This is outside assisting in minor incidents.
- Number of Incidents Outside of the Facility—when a lifeguard assists someone off the pool premises; either serious or minor incidents.

Finding: In 2010, twelve swimming pools and one spray park reported 31 total aquatic accidents/incidents. This represents an accident/user ratio of 1.6 hundredth of one percent.

TABLE 9
2010 AQUATIC INCIDENTS
(from most to least number of total incidents)

POOL NAME	Number of Injuries	# of Property Damage	# of Thefts	# of Incidents Requiring Lifeguard	Number Outside of Facility	TOTAL Number of All Types of Incidents
Phillips	2	1			1	4
Sue Murray	1			2	1	4
Highland	2			1		3
Magee	1			2		3
Oliver Bath House	1	1		1		3
Ream	1		1	1		3
Homewood	1			1		2
Jack Stack			1	1		2
Moore	1			1		2
Ormsby	1		1			2
Riverview				1		1
West Penn	1					1
Beachview Spray Park					1	1
TOTALS	12	2	3	11	3	31

Source: Data provided by the Aquatic Supervisor.

Finding: In 2010 the pool with the highest attendance did not have the most reportable incidents.

During the 2011 swim season twelve swimming pools and two spray parks had 28 total reportable incidents.

Finding: The number of reportable aquatic incidents decreased to 28 incidents in 2011. This is 10% lower than the number of incidents in 2010.

Total pool attendance information was not available for 2011 and an accident per user ratio could not be calculated.

Finding: Pittsburgh swimming pools are safe with low accident/incident rates.

TABLE 10
2011 AQUATIC INCIDENTS
(from most to least number of total incidents)

POOL NAME	Number of Injuries	# of Property Damage	# of Thefts	# of Incidents Requiring Lifeguard	Number Outside of Facility	TOTAL Number of All Types of Incidents
Highland	4					4
Beechview Spray Park				2	2	4
Bloomfield	1			2		3
Moore				2	1	3
Magee	2					2
Phillips	1		1			2
Ream				2		2
Schenley				1	1	2
Banksville	1					1
Jack Stack					1	1
Oliver Bath House	1					1
Sheraden					1	1
Sue Murray			1			1
Troy Hill Spray Park					1	1
TOTALS	10		2	9	7	28

Source: Data provided by the Aquatics Supervisor.

2010 and 2011 Citiparks Pool Tag Sales

As stated in the overview season pool tags can be purchased with proof of residency as follows:

- \$60 for a family of four
- \$10 for each additional family member
- \$30 for an adult (16 and older)
- \$15 for a youth (3 to 15)
- Free for children 2 and younger

An adult or child season pool tag is available for non-residents for \$45.

A City resident who receives welfare benefits (DPA) can purchase season pool tags at a discounted rate of at least 50% or more. A case print-out and proof of identity is required.

DPA Discount Priced Tag Fees:

- \$30 for a family of four
- \$ 4 for additional family member
- \$15 for an adult
- \$ 7 for a youth
- \$45 for non-resident

2010 Citiparks Pool Tag Sales

A “family” purchase can be made for one price of \$60 consisting of any combination of youth and adult tags up to a maximum of 4 tags. Therefore, a “family” purchase can include 2 adults, 2 youth; 1 adult, 3 youths; or 3 adults, 1 youth. Additional tags can be purchased at a discounted rate of \$10 for each family member living at the same address.

Pool administration separates the total number of family groups sold and the total number of tags sold. This ensures that enough tags will be purchased for the following year.

Finding: In 2010, 7,293 pool tags were sold bringing in sales revenue of \$112,113.

TABLE 11
2010
Citiparks Pool Tag Sales

SALES CATEGORIES	# OF FAMILY GROUPS	# OF TAGS	DOLLAR AMOUNTS
Family	1,272		\$ 76,320.00
Additional Family	508		\$ 4,572.00
DPA Family	202		\$ 6,060.00
DPA Additional Family	158		\$ 711.00
Adult Tags		3,926	--
Youth Tags		2,356	--
Adult Regular Price		549	\$ 16,470.00
Youth Regular Price		292	\$ 4,380.00
DPA Adult		65	\$ 975.00
DPA Youth		56	\$ 420.00
Non-Resident		49	\$ 2,205.00
TOTAL TAGS		7,293	\$ 112,113.00

In Tables 11 and 12, Adult and Youth Tag sales are included in the family, additional family or adult or youth regular dollar amounts.

2011 Citiparks Pool Tag Sales

The same pool tag pricing and reporting applied in 2011 with the addition of free pool passes to city residents who have served in the military and their family members. Proof of military ID or discharge papers is required for the free passes.

Pool tag sales for 2011 in Table 12 are not final because pool tag revenue for 2011 runs through May 31, 2012 due to tag sales at Oliver Bath House.

TABLE 12
2011
Citiparks Pool Tag Sales

SALES CATEGORIES	# OF FAMILY GROUPS	# OF TAGS	DOLLAR AMOUNTS
Family	1,869		\$112,140.00
Additional Family	850		\$ 7,650.00
DPA Family	315		\$ 9,450.00
DPA Additional Family	253		\$ 1,138.50
Military Family	54		Free
Military Additional Family	36		Free
Adult Tags**		6,333	--
Youth Tags**		3,587	--
Adult Regular Price		739	\$ 22,170.00
Youth Regular Price		468	\$ 7,020.00
DPA Adult		141	\$ 2,115.00
DPA Youth		122	\$ 915.00
Military Adult		76	Free
Military Youth		4	Free
Non-Resident		75	\$ 3,375.00
TOTAL TAGS		11,545*	\$165,973.50*

*2011 pool tag sales run until May 31, 2012 and this is the up-to-date figures provided to auditors as of October 13, 2011.

**Adult and Youth monies are included in Family and Additional Family sales.

Finding: Despite the shorter year for information, in 2011 pool user tags sales and income has increased. The number of tags sold has increased by 37% and the amount of revenue has increased by 32%. (The percentage difference is due to free military tags.)

Free Learn-to-swim Camp Participants Residency

There is a two-week free learn-to-swim camp offered at five different pools during the summer. Bloomfield and Ormsby have Session 1 which is usually held the last week of June and the first week of July. Ammon, Homewood and Sue Murray have Session 2 which is usually the second and third week in July. Each session is available at two different times 10:00-10:45 AM and 11:00-11:45 AM at each of the five pools listed below.

The auditors obtained a list of participants for the 2010 and 2011 free learn-to-swim camp from the Aquatic Supervisor. To determine whether a participant was or was not a City resident the auditors tracked the street and zip code of the participant. If a users street or zip code could not be determined to be in or out of the city it was counted as “unknown”.

Finding: Day camps often book the Citiparks free learn-to-swim camps for their campers. Registration data from the camps does not always list the participants’ names or addresses but merely lists them as “unknown”.

Tables 13 and 14 give a breakdown of the free learn-to-swim camps for the 2010 and 2011 swim seasons. The tables show the total number of participants, the number of participants that were city residents and non-residents and the number of “unknowns”.

TABLE 13

2010 FREE LEARN-TO-SWIM CAMP PARTICIPATION					
NAME OF POOL	SESSION 1 OR 2	TOTAL PARTICIPANTS	# CITY RESIDENTS	# NON-RESIDENTS	# UNKNOWN
Bloomfield	1	60	29	1	30
Ormsby	1	60	23	3	34
Ammon	2	59	29	0	30
Homewood	2	60	41	9	10
Sue Murray	2	58	49	0	9
TOTALS		297	171	13	113
Percentage		100%	58%	4%	38%

Finding: In 2010, a total of 297 children participated in the free learn-to-swim camps. Of that total, 171 participants or 58% were known City residents, 13 or 4% were non-residents and the residency of 113 participants or 38% was unknown.

TABLE 14

2011 FREE LEARN-TO-SWIM CAMP PARTICIPATION					
NAME OF POOL	SESSION 1 OR 2	TOTAL PARTICIPANTS	# CITY RESIDENTS	# NON-RESIDENTS	# UNKNOWN
Bloomfield	1	71	58	5	8
Ormsby	1	61	59	2	0
Ammon	2	62	47	4	11
Homewood	2	78	46	0	32
Sue Murray	2	48	42	6	0
TOTALS		320	252	17	51
Percentage		100%	79%	5%	16%

Finding: In 2011, there was an 8% increase in the number of participants in the free learn-to-swim camps with a total of 320 participants compared to 297 in 2010.

Finding: In 2010 and 2011 the majority of the free learn-to-swim participants are City residents rather than non-residents.

Finding: In 2011, 252 or 79% of the users were City residents, 17 or 5% were non-residents with 51 or 16% unknown residency.

Finding: The reduction in the number of free learn-to-swim camp unknowns in 2011 indicates better user demographic documentation by Citiparks.

RECOMMENDATION NO. 12:

Citiparks should require complete address information for all free learn-to-swim participants, especially those attending through summer day camp programs. This would provide complete and accurate demographic information for the free learn-to-swim program.

Swimming Pool Facility Rentals

All swimming pool facilities are available for rentals on a first-come, first-serve basis through a permit request form. Pools are available for rental between 9 AM and 1 PM, except if the pool is otherwise in use. Rental rates are based per hour and per facility. The fee for all swimming pools is \$50 per hour for groups up to 50. For most pools, the fee increases by \$25 per hour for 51-100 patrons. The fee at Highland and Moore Pool is an additional \$50 per hour for 51-100 patrons. Rates for groups larger than 100 are based on the number of swimmers.

Table 15 compares the number of pool rental permits issued by Citiparks in 2010 and 2011 and the amount of revenue received.

TABLE 15

COMPARISON OF CITIPARKS SWIMMING POOL FACILITY RENTALS		
Year	# of Permits	Revenue
2010	8	\$6,150
2011	8	\$5,900

Finding: Revenue from pool rentals decreased from 2010 to 2011.

RECOMMENDATION NO. 13:

Pool administration should promote the renting of swimming pools to increase revenue.

Discount Pool Admissions

When the Department of Public Works (DPW) rents out a shelter near a pool the renter has the option to use that swimming pool at a discounted rate of \$1.00 a patron. Renters wanting to use this service must provide Citiparks with an approximate number of potential pool users. Pool staff are informed and charge these individuals a \$1 per person ticket at the pool entrance.

RECOMMENDATION NO. 14:

Pool administration should work with the Department of Public Works to make sure that shelter renters are told about the discounted swimming pool rate. This would enable shelter renters to plan ahead for that activity. Increased use of discount tickets and revenue could result.

CONCLUSION:

Citiparks swimming pool facilities are well managed and provide safe and enjoyable recreational experiences for pool users.