

Penn Fair Swim Club Board Meeting Minutes

Date: 06-30-26

Attendees: Board members, Pool Management, Lifeguard Management

Membership & Public Access

Public Pool Days

- Discussed opening the pool to the public during exceptionally hot weather as a way to increase memberships.
- Clarified that the proposal was **not** to regularly open the pool to the public, but only for isolated extreme heat days.
- Current public access is limited to Food Truck Nights.
- Concerns discussed:
 - Setting a precedent for future expectations.
 - Potential member dissatisfaction.
 - Pool safety and staffing.
- Alternative discussed:
 - Better promotion of the existing **Trial Membership**, allowing day admission fees to be applied toward a season membership.

Decision: No change made at this time. Continue promoting Trial Memberships.

Membership Update

Current membership statistics were reviewed.

- 2025 Memberships: **111**
- 2026 Memberships: **84**
- Membership decline: **27% (31 fewer families)**
- **64 prior members did not renew.**

Discussion included:

- Maintenance fee may be discouraging renewals.
- Consider restructuring dues by increasing membership price while eliminating the maintenance fee.
- Emergency assessments under the bylaws were discussed but not recommended as a membership strategy.

Action Item

- Continue evaluating membership pricing and maintenance fee structure for discussion prior to December, in accordance with the bylaws.
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Referral Tracking

Discussed implementing a method to track referrals.

- eSoft includes a “**Referred By**” field that can be utilized during membership registration.
- Referral incentives may be considered for next season.

Action Item

- Utilize the “Referred By” field in eSoft beginning with next year’s membership campaign.
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Staffing & Scheduling

Discussed reducing labor costs during slow attendance periods.

Recommendations:

- Managers should proactively send guards home during slow periods.
- Explore using an **On-Call Guard** system.
- Establish objective staffing guidelines.

Suggested guideline:

- Evaluate attendance hourly.
- If attendance remains low (example discussed: fewer than 10 patrons for an hour), reduce staffing when appropriate while maintaining legal minimums.

Pool Management confirmed:

- Legal minimum staffing is **two lifeguards**.

- Typical daily staffing:
 - Two opening guards
 - One mid-day guard
 - Two closing guards

Action Item

- Pool managers will develop standardized staffing reduction guidelines.
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Party Policies

Discussion centered on party attendance limits.

Topics included:

- Fixed attendance cap versus evaluating each party individually.
- Importance of estimating swimmers rather than total guests.
- Adult-heavy parties may require fewer guards than children's parties.
- Concern that hosts may underestimate expected swimmers.

Action Item

- Continue evaluating party policies.
 - Improve communication with party hosts regarding expected swimmers and staffing requirements.
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Party Waivers

Current online waiver process created difficulties.

Issues:

- Guest lists submitted late.
- Difficulty locating waivers.
- No simple verification process at check-in.

Options discussed:

- Individual online waiver links per party.
- Return to paper waivers for parties.

- Exchange completed waiver for wristband upon arrival.
- Generate new QR code linking directly to waiver form.

Action Items

- Create dedicated waiver process for parties.
 - Generate new QR code for guest waivers.
 - Continue evaluating paper versus electronic waivers.
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Board of Health

Board of Health Certificate

Certificate was mailed twice but never received.

Action Item

- Retrieve certificate in person from:
7321 New Falls Road, Levittown

Assigned volunteer: **Sara Shaji**

Narcan Requirement

Board of Health requires Narcan to be available in the first aid kit.

Discussion included:

- Replacement of expired Narcan.
- Proper disposal of expired doses.
- Basic staff familiarity with administration.

Action Item

- Pick up replacement Narcan from local police department.
- Dispose of expired Narcan appropriately.

Assigned volunteer: **Anissa**

World Cup Viewing

Discussed broadcasting World Cup matches at the pool.

Ideas included:

- Outdoor projector and screen.
- Fourth of July viewing event.
- Increased attendance by parents and adults.

Projector availability was discussed.

Action Item

- Determine equipment availability and test projector before July 4.
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Snack Shack

New visual menu has been designed.

Purpose:

- Easier ordering for younger children.
 - Improve concession sales.
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Food Truck Update

Latest Food Truck event:

- 35 total sales
- Positive customer feedback
- Vendor closed at approximately 7:00 PM

Board agreed food quality was excellent.

Action Item

- Invite vendor to return for future events.
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Email Management

Board discussed delayed responses to club emails.

Recommendations:

- Assign responsibility for responding.
- Create dedicated email accounts for:
 - Swim Lessons
 - Parties
- Shared access for board members.

Action Items

- Create dedicated email accounts.
 - Develop standardized email response process.
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Swim Lessons

Discussed classes with only one registered participant.

Current practice:

- Combine low-enrollment classes when appropriate.

Need to verify:

- Registration waivers.
 - eSoft reporting.
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Additional Business

- Church group event scheduling issue in eSoft to be resolved.
 - Reminder that referral tracking exists in eSoft for future use.
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Summary of Action Items

- Promote Trial Memberships.
- Review membership pricing and maintenance fees before December.
- Use eSoft "Referred By" field next season.
- Develop staffing reduction guidelines.
- Review party attendance policy.
- Improve waiver process and create new QR code.
- Retrieve Board of Health certificate.
- Obtain replacement Narcan.
- Test projector for World Cup viewing.
- Install visual snack shack menu.
- Rebook successful food truck vendor.
- Create dedicated Party and Swim Lesson email accounts.
- Resolve eSoft scheduling and waiver tracking issues.