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# STUDY SESSION AGENDA

234 N. Second Avenue, Covina, California
Covina Library Community Room
**Tuesday, October 18, 2016**

## CITY COUNCIL/SUCCESSOR AGENCY TO THE COVINA REDEVELOPMENT AGENCY/COVINA PUBLIC FINANCING AUTHORITY/COVINA HOUSING AUTHORITY JOINT MEETING—STUDY SESSION

## 5:00 p.m.

### CALL TO ORDER

### ROLL CALL

Council/Agency/Authority Members: Walter Allen III, Peggy A. Delach, John C. King, Mayor Pro Tem/Vice Chair Jorge A. Marquez and Mayor/Chair Kevin Stapleton

### PUBLIC COMMENTS

*To address the Council/Agency/Authority please complete a yellow speaker request card and give it to the City Clerk/Agency/Authority Secretary. Your name will be called when it is your turn to speak. Those wishing to speak on a LISTED AGENDA ITEM will be heard when that item is addressed. Those wishing to speak on an item NOT ON THE AGENDA will be heard at this time. State Law prohibits the Council/Agency/Authority Members from taking action on any item not on the agenda. Individual speakers are limited to five minutes each.*

### COUNCIL/AGENCY/AUTHORITY COMMENTS

*Council/Agency/Authority Members wishing to make any announcements of public interest or to request that specific items be added to future Council/Agency/Authority agendas may do so at this time.*

### CITY MANAGER COMMENTS

### NEW BUSINESS

**NB 1. Park View Drive Development Concept.**

***Report:*** **Park View Drive**

Staff Recommendation:
Provide comments.

**NB 2. Outdoor Advertising Proposal.**

***Report:*** **Outdoor Advertising**

Staff Recommendation:
Provide comments.

**NB 3. Aquatics Program Update.**

***Report:*** **Aquatics Program**

Staff Recommendation:
Provide comments.

**NB 4. Current Projects Update.**

***Report:*** **Current Projects**

Staff Recommendation:
Provide comments.

## ADJOURNMENT

The Covina City Council/Successor Agency to the Covina Redevelopment Agency/Covina Public Financing Authority/Covina Housing Authority will adjourn to its next regular meeting of the Council/Agency/Authority scheduled for Tuesday, October 18, 2016, at 6:30 p.m. for closed session and at 7:30 p.m. for open session in the Council Chamber, 125 East College Street, Covina, California, 91723.

Any member of the public may address the Council/Agency/Authority during both the public comment period and on any scheduled item on the agenda. Comments are limited to a maximum of five minutes per speaker unless, for good cause, the Mayor/Chairperson amends the time limit. Anyone wishing to speak is requested to submit a yellow Speaker Request Card to the City Clerk; cards are located at the City Clerk's desk.

MEETING ASSISTANCE INFORMATION: In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's Office at (626) 384-5430. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

If you challenge in court any discussion or action taken concerning an item on this agenda, you may be limited to raising only those issues you or someone else raised during the meeting or in written correspondence delivered to the City at or prior to the City's consideration of the item at the meeting.

The Covina City Clerk's Office does hereby declare that, in accordance with California Government Code Section 54954.2(a), the agenda for the Tuesday, October 18, 2016, meeting was posted on October 13, 2016, on the City's website and near the front entrances of: 1) Covina City Hall, 125 East College Street, Covina; and 2) Covina Public Library, 234 N. Second Avenue, Covina.

MATERIALS RELATED TO AN ITEM ON THIS AGENDA, AND SUBMITTED TO THE CITY COUNCIL AFTER PUBLICATION OF THE AGENDA, ARE AVAILABLE TO THE PUBLIC IN THE CITY CLERK'S OFFICE AT 125 E. COLLEGE STREET, COVINA.

**City Council Study Session**
**Park View Drive Development Concept**
**October 18, 2016**

- **Introduction:**

The Park View Drive properties are located along the easterly side of Park View Drive, extending from E. Holt Avenue to the cul-de-sac terminus. The properties consist of the five (5) currently undeveloped parcels, with the exception of an existing, developed approximate 45,904 square foot commercial office parcel under separate ownership (1074 Park View Drive). The total, cumulative size of all the undeveloped properties is 5.15 acres (does not include 1074 Park View Drive). The current zoning of the properties is Administrative and Professional Office. The General Plan designation is Commercial.

- **Background:**

The current development concept proposal is an extension of an earlier development concept scenario. The aforementioned earlier development concept involved a multi-party and multi-site development concept where the developer/property owner of an existing entitled development project would agree to enter into a multi-party development agreement in order to facilitate the following:

- A downtown property would be sold to an institution to be developed as professional office and commercial use. The currently entitled residential project on the downtown property would be abandoned; and,
- The developer of the downtown property would then acquire the Park View Drive properties (including the existing office building property at 1074 Park View Drive). The intended concept was to facilitate a residential development to "replace" the residential land use entitlement on the downtown property.

This development concept was pursued because of the significant community benefit to the City in creating job growth and economic development within the downtown area. However, this development concept stalled when the downtown property owner decided to no longer participate in the development concept.

- **Proposed Development Concept:**

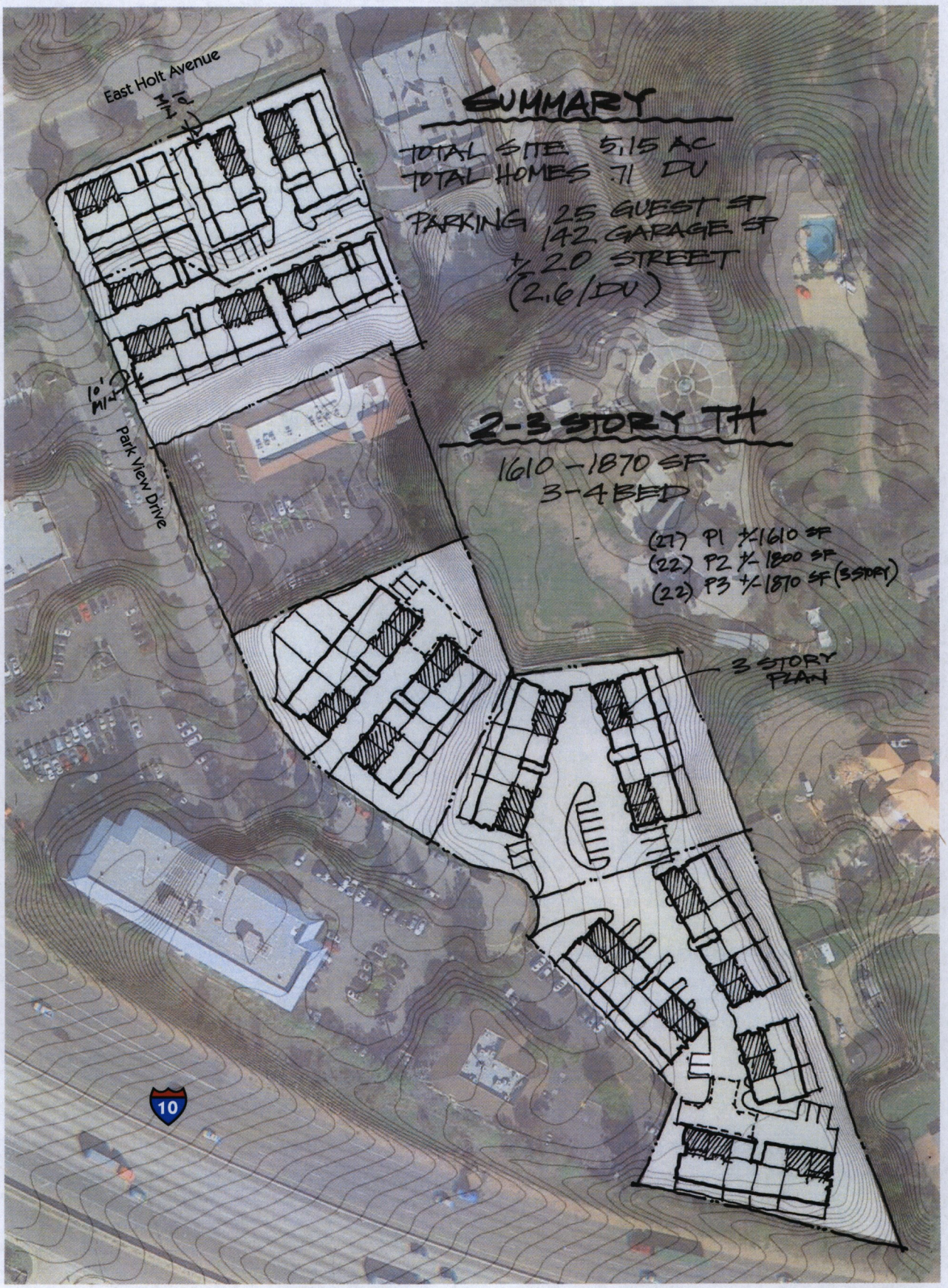
Subsequent to the abandoned downtown/Parkview Drive development scenario, representatives of the property owners approached City Staff with a new, stand-alone residential development concept. The proposed subsequent development scenario consists of approximately 71, 2 and 3 story townhouse residences to be constructed on the five (5) currently undeveloped parcels. The existing office building property located at 1074 Park View Drive is currently not included in the development scenario concept. In response to what would be the potential community benefit of the new residential townhouses; the project proponents have suggested a one-time cash contribution to the City for a yet-to-be-determined City project.

- **Project Merits and Challenges:**

If the currently proposed development scenario were to proceed; in the project analysis, several project merits and challenges would be evaluated. Briefly, these are as follows: (Note: Because there isn't a complete project submittal to evaluate, including a CEQA assessment, a complete analysis of the project merits and challenges is not possible at this time.)

| | Project Merits | Project Challenges |
|---|---|---|
| **1.** | Proposed one-time public benefit contribution of $1 million. | 1074 Park View Drive property not included into project scope – the project developer promises a reasonable effort to acquire the property. |
| **2.** | Residential properties to the east of the project site. | Land use transition between estate residential (to the east), medium-density (14 du/ac), project site, and office/professional uses. |
| **3.** | One-time revenue of development impact fees and permit fees. | Design interface with adjoining land uses within the constraints of the current public infrastructure (ie., on-site parking, access, etc.) |
| **4.** | Peak uses of properties along Park View Drive would off-set (ie., existing offices weekday daytimes vs. residential weekday evenings and weekends.) | 1074 Park View Drive property would create a "reverse spot zone" concept, or necessitate a legal non-conforming designation. |

It should also be noted, the property owner/developer is proposing to initiate the project development through a Memorandum of Understanding (MOU), which would articulate the future land use entitlement logistics.




**Conceptual Site Plan Townhome Alt**

0 20 40 80

# Covina Site

Covina, CA

D·R·HORTON America's Builder

WILLIAM HEZMALHALCH ARCHITECTS INC.

2016xxx | 08-31-16

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**City Council Study Session**
**Outdoor Advertising Proposal**
**October 18, 2016**

- **Introduction:**

The City of Covina has very limited frontage along the I-10 freeway corridor. Essentially, the frontage is limited to the portion of the northerly edge of the I-10 at the Holt Avenue on/off ramp. Chapter 17.56 (Outdoor Advertising) regulates the implementation of outdoor advertising.

- **Background:**

City staff has been approached by several outdoor advertising companies over the past several months. The focus of the outdoor advertising interest is the portion of the City of Covina that is adjacent to the I-10 freeway. Thus far, two (2) outdoor advertising entities have expressed specific interest to the level of providing concept proposals for discussion
. The purpose of the Study Session is to present to the City Council the two (2) outdoor advertising entities that have expressed interest in locating in Covina, and discuss the City Council's interest in pursuing a billboard along I-10 freeway specifically. It is important to note that because of the limited freeway frontage only one billboard would be able to be installed bases on Caltrans criteria.

- **Proposed Development Concept:**

As mentioned, City staff has had preliminary discussions with both outdoor advertising entities. The topics discussed included:

- Development Agreements
- Architectural Treatments
- Location of Sign
- Signage Concepts
- Advertisers
- Content Restrictions
- Revenue Sharing

If the City Council feels there is merit to considering an outdoor advertising proposal, then City staff will prepare an objective assessment of the merits of the respective outdoor advertising proposals and a detailed procedural description as to how the proposal would need to be approved.

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# CITY OF COVINA
# STUDY SESSION REPORT

**MEETING DATE:** October 18, 2016

**TITLE:** Report on 2016 Aquatics Program Contract with Blueray Management LLC

**PRESENTED BY:** Amy Hall McGrade, Parks & Recreation Director
Lisa Evans, Parks & Recreation Manager

**RECOMMENDATION:** Review report and provide direction to staff for extending the term of the agreement with Blueray Management LLC

**BACKGROUND:**
On February 16, 2016, the City entered into an agreement with Blueray Management LLC to provide seasonal aquatics programs and services, including swim lessons, swim team, aquatic exercise classes, lifeguard training, junior lifeguard training, and lifeguard services for recreational swimming, lap swimming, pool rentals, and other aquatics special events.

Per City Council's request, staff is providing this report on the outcome of the 2016 season. Included below are staff's perspective on issues and challenges, as well as positive changes, successes, and recommendations for next year. Attendance and financial information is included in Attached A, and important input from aquatics patrons is included in Attachment B.

**DISCUSSION:**
Upon City Council's approval of the agreement, Blueray Management and Parks & Recreation Department staff began coordination of the 2016 aquatics season. Blueray Management was very willing to consider all requests and recommendations made by staff, and shared the goal of a smooth transition for customers from the City-run program to the Blueray Swim School program.

A major change for customers with the Blueray program was the process of registering according to swim level versus registering according to the participants' age. Many parents had difficulty determining in which level their child should begin, and then if they wanted to register for multiple session, they had to estimate the level progression. The result was that a number of participants had to be moved once lessons began when it was determined that the participant was in the wrong level.

The other significant issue at the beginning of the season was Blueray's staffing levels. All former City aquatics staff were provided information on applying for employment with Blueray, with the hope that many would do so. While some former staff did apply and were hired, Blueray was faced with filling many positions, and initially enrollment numbers had to be lowered because not enough qualified staff were hired. As the summer progressed, Blueray continued to hire and train staff, and classes could be added to accommodate more customers.

A staffing issue also resulted in the publicized Aqua Zumba class not being available to patrons. The certified instructor secured for the class backed out at the last minute, and therefore the class reverted to an Aqua Aerobics class.

Blueray's initial organization of the aquatics facility and logistical processes for participants arriving for classes did not meet the City's expectations. Participants and parents were not sure where to go and were not immediately provided direction, which caused unnecessary confusion and delays in beginning the lessons.

Blueray's preparation for the Swim Team program was also lacking. Blueray staff were not ready for the Swim Team tryout, which resulted in frustration for those attending the tryout. On the positive side, the Swim Team registration was much higher than in previous years, however, the large number of participants attending at the same time caused issues. Blueray proposed an option to split the group into different time slots, which helped with a more manageable group size.

Maintenance and cleaning of the facility throughout the summer was also challenging. Responsibilities on the part of Blueray and the City were outlined and provided to Blueray managers and City maintenance staff. Issues on both sides resulted in facility issues that affected customer service.

Whenever issues arose, whether regarding maintenance, lessons, staff, customers, etc., City staff immediately communicated with Blueray managers. Blueray was always very responsive, and immediately worked to address the problem. This was very beneficial, and reinforced that both parties were working towards the same goals.

Within the first few weeks of the season, Blueray also made a change to their supervision/ management structure at the aquatics center. This was done to address the concerns and issues that had been occurring. This change yielded positive results. Organization with lessons improved, and customer complaints were reduced.

As is the case with all programs, customer feedback is extremely important and assists with continual improvement. A total of 600 patron evaluations were received this season. Overall, the ratings and comments were very positive, with the vast majority being in the "Excellent" category. A summary is included as Attachment B.

At the conclusion of the season, the Parks & Recreation Director and Park & Recreation Manager met with Blueray's president and upper management. The meeting was very productive. All issues were brought forward to discuss and resolve. Several changes for next season were proposed and considered in order to improve the program and the delivery of service to our customers. Some of these changes include:

- Beginning Lifeguard certification training and hiring earlier in the year
- Potentially offering swim lessons beginning in the Spring
- Changing the schedule of classes to remove less popular class times, allowing for expansion of other more popular programs, including Swim Team, and for other new programs
- Revising registration procedures so that participants are registered by age and not by level

- Potentially lengthening the Swim Team season
- Improving coordination with maintenance staff to ensure facility is cleaned and maintained at an acceptable level

Based on the improvement seen as the season progressed and with the changes discussed in the post-season meeting with Blueray Management, staff's recommendation is to extend the agreement for an additional year.

**FISCAL IMPACT:**
A fiscal summary and comparison of the 2015 season to the 2016 season is included in Attachment A. While attendance figures are slightly lower in 2016, overall revenues are higher due to increased class fees. Per the agreement, Blueray Management was paid 90% of instructional lesson fees collected ($208,806), with a total payment of $190,326 for the season. Lifeguarding services for the recreational and fitness programs were billed at an hourly rate, and totaled $26,718 for the season.

The overall net cost to the City was lower with the contractual services provided by Blueray, as compared to the City run program. In addition to the direct savings of approximately $13,340 reflected here, an additional savings of approximately $55,000 was realized by the elimination of the full-time Recreation Services Supervisor position (only 50% of the salary for that position is reflected in the Aquatics cost center).

Additionally, the City realized significant savings in the overhead cost of hiring and maintaining on payroll a minimum of 55 part-time employees necessary to run the Aquatics program each summer. The agreement with Blueray also provides $4,000,000 of insurance, relieving the City of a significant portion of the program's liability.

**CEQA (CALIFORNIA ENVIRONMENTAL QUALITY ACT):**
None.

Respectfully submitted,

Amy Hall-McGrade
Parks & Recreation Director

**ATTACHMENTS:**
Attachment A: Aquatics Program Summary and Comparison 2015 to 2016
Attachment B: Aquatics Program Patron Evaluation Summary

# AQUATICS PROGRAM SUMMARY AND COMPARISON 2015 TO 2016

***ATTENDANCE AND REVENUE***

| | Attendance/ Registration 2015 | Gross Revenue | Attendance/ Registration 2016 | Gross Revenue |
|---|---|---|---|---|
| Weekday Group Lessons (ages 3-12) | 2,041 | $ 112,036.17 | 1,912 | $ 111,592.13 |
| Weekday Group Lessons (Parent/Child) | 160 | $ 8,734.00 | 147 | $ 8,583.14 |
| Weekday Group Lessons (Teen/Adult) | 47 | $ 2,567.00 | 50 | $ 2,916.00 |
| Weekday Private/Semi-Private Lessons | 316 | $ 37,448.50 | 321 | $ 41,124.00 |
| | | | | |
| Saturday Group Lessons (ages 3-12) | 355 | $ 14,208.00 | 414 | $ 16,640.00 |
| Saturday Group Lessons (Parent/Child) | 59 | $ 2,360.00 | 59 | $ 2,360.00 |
| Saturday Group Lessons (Teen/Adult) | 25 | $ 1,016.00 | 13 | $ 536.00 |
| Saturday Private/Semi-Private Lessons | 181 | $ 13,867.00 | 134 | $ 11,390.00 |
| Swim Team | 58 | $ 10,154.38 | 82 | $ 15,990.00 |
| Jr Lifeguard Course | 8 | $ 675.00 | 9 | $ 675.00 |
| ***SUBTOTALS FOR INSTRUCTIONAL PROGRAMS*** | **3,250** | **$ 203,066.05** | **3,141** | **$ 211,806.27** |
| | | | | |
| Lap Swim Pass | 5 | $ 350.00 | 0 | $ - |
| Lap Swim Daily Fee | 553 | $ 1,106.00 | 454 | $ 908.00 |
| Water Exercise Flex Pass | 14 | $ 1,068.75 | 3 | $ 285.00 |
| Water Exercise Daily Fee | 232 | $ 1,160.00 | 215 | $ 1,075.00 |
| Recreational Swim | 3,032 | $ 3,032.00 | 2,782 | $ 2,782.00 |
| Parent & Me Practice Swim | 593 | $ 1,186.00 | 857 | $ 1,714.00 |
| ***SUBTOTALS FOR REC & FITNESS PROGRAMS*** | **4,429** | **$ 7,902.75** | **4,311** | **$ 6,764.00** |
| | | | | |
| ***TOTALS FOR ALL PROGRAMS*** | **7,679** | **$ 210,968.80** | **7,452** | **$ 218,570.27** |

| ***EXPENDITURES*** | **2015** | **2016** |
|---|---|---|
| Full-Time Salaries and Benefits | $ 55,062.71 | $ - |
| Part-Time Salaries and Benefits | $ 165,470.61 | $ 8,909.03 |
| Blueray Fees (Instructional Programs) | $ - | $ 190,325.65 |
| Blueray Fees (Rec & Fitness Programs) | $ - | $ 26,718.00 |
| Utilities (Gas, Electricity, Phone) | $ 25,055.95 | $ 20,114.10 |
| Dues and Subscriptions | $ 270.00 | $ 100.00 |
| Conferences and Meetings | $ 380.00 | $ - |
| Office Supplies | $ 64.85 | $ - |
| Clothing and Equipment | $ 4,237.67 | $ 80.00 |
| First Aid Supplies | $ 343.11 | $ - |
| Equipment | $ 791.81 | $ 1,420.35 |
| Recreation Program Fees | $ 536.00 | |
| Recreation Supplies | $ 2,016.94 | $ - |
| Printing | $ 1,781.06 | $ 1,088.69 |
| ***TOTALS*** | **$ 256,010.71** | **$ 248,755.82** |

| LIFEGUARD CAMP REVENUE/EXPENDITURES | 2015 | 2016 |
|---|---|---|
| Fees collected | $ (4,000.00) | $ - |
| Part-Time Salaries and Benefits | $ 1,893.94 | $ - |
| Supplies | $ 1,155.26 | $ - |
| ***NET TOTAL LIFEGUARD CAMP*** | **$ (950.80)** | **$ -** |

| POOL RENTALS REVENUE/EXPENDITURES | 2015 | 2016 |
|---|---|---|
| Fees collected | $ (2,800.00) | $ (2,100.00) |
| Part-Time Salaries and Benefits | $ 1,241.83 | $ 64.86 |
| Blueray Fees | $ - | $ 1,038.00 |
| ***NET TOTAL POOL RENTALS*** | **$ (1,558.17)** | **$ (997.14)** |
| ***POOL MAINTENANCE COST*** | **$ 61,530.00** | **$ 61,530.00** |

***NET COST SUMMARY***

| | |
|---|---|
| 2015 City Program | $ 104,062.94 |
| 2016 Blueray Program | $ 90,718.41 |

# 2016 SWIM PATRON EVALUATION COMMENTS

## Session 1

***Comments noting improvement or change needed:***

- Small pool needs to be re-glazed.
- Would like additional private lesson timeslots in afternoon.
- Would like individual shower stalls in locker rooms.
- Inconvenient when staff clean locker rooms while swimmers are trying to shower and change
- Would like classes to be 15 minutes longer.
- Instructor's demeanor is sometimes negative. She is tough, but borders on rude. She [doesn't] acknowledge the efforts and improvements, and focuses on flaws.

***Comments complimenting program:***

- Good program!
- Instructor had positive feedback when pointing out certain deficiencies to parents. Friendly approach.

## Session 2

***Comments noting improvement or change needed:***

- Fees can be discounted for multiple registration sessions
- Fees increased this summer, but classes were 10 minutes shorter.
- We talked to the supervisor before about the first week of swimming not being very fruitful. The second week after we talked things improved.
- Women's locker room needs to be cleaned between sessions.
- Showers need to be cleaned often and disinfected. There is trash left on the benches and dressing rooms.
- Women's restrooms seem to not be cleaned on a regular basis. Toilet paper/stains there for several days.
- The first week kids didn't learn anything. They were just in the pool pretty much playing. Bathrooms are dirty. Instructors should plan the class ahead because it seemed they didn't know what to do.
- My concern is how can we know my child's level prior to registration?
- I paid for two sessions, had to repeat level 2. I felt as though he was the biggest and oldest. Looked as though the younger kids needed more attention, so he got less. My son needed more assistance with the arm and breathing to swim. That was what kept him from moving to the next level. As of now, after paying for two sessions I will just keep him out for now because it gets costly. Might look into 1:1 session.
- Child was left on side of pool by himself without anyone at end of class before I could get to him. There needs to be a system in place so parents know where to pick up kids by pool or fence at the start of session, especially for level 1.
- Classes fill up quick. Couldn't register for 3rd session and there were many people on the waiting list.
- It will be good for the class to be a whole hour.
- There can always be reduction in cost for increased affordability.

- It would be great if classes were 5-10 minutes longer so the drills aren't rushed.
- My only concern is the young person helping my son's instructor is too far while the kids are swimming. It scared my son because they were too far if he needed help.
- The session 1 felt was more of a play time experience. Not much teaching being involved. The staff that was being taught was more level 1 stuff, not level 2. Kind of disappointed.
- Would like lesson to be an hour.
- The range of age is too great. It's hard to instruct and 3 year old and a 9 year old at the same time.
- Would prefer online registration option.
- The class starts a couple minutes late and always ends 5 minutes early. Also, the space is very limited. It's overcrowded in water.
- Offer all levels at the same time.
- Don't like that classes cost more and are shorter in length. I know it's the first year with new company, but things seemed a little disorganized. The level system was confusing.
- Would be nice to have it year round.
- Open more classes. My daughter was in a class with two levels. She will benefit more if she was with kids all in same level.
- 40 minute sessions are too short. 45 minutes would be better.
- Assistants at all times please.
- I liked it better when it was 50 minute class.
- Updated registration process online or more phone availability.
- I like how last year there was a sheet showing what my kid did well and what they needed to improve on. That would be helpful so I could work with them on what needs to be improved.
- A bit confusing. It would be better if times were the same, i.e. 9-9:40, 10-10:40, etc.
- Last session the instructor had an assistant, and it was great. This time one instructor with 6 kids doesn't seem to work. Class is too large.
- I would like to speak/understand Spanish.
- Kids pool need bottom floor repaired, concrete falling apart, cuts feet. Should pay less.
- Need more and new teaching. Everyday seemed to be the same thing.
- There were too many students in the group to have enough individual instruction. A group of 4 would be better.
- Class fees have increased since last year – wish they would have stayed the same.
- Instructor never did anything with children, but instead sat there. This was not a parent/child class.
- Need to vacuum bottom of pool.
- More class availability.
- Instructor needs to be more clear to the kids when providing instruction.
- Instructor appears to be a novice. Lots of down time in water where they're not doing anything. Instructor relied too much on posted class curriculum and took his eyes off my child way too often and for long periods.
- The locker rooms and restrooms are dated.
- My child's instructor needs improvement. He needs to set up specific lesson for the day. Most of the time he just let the kids play on their own for the whole 40 minutes.

- Only issue was when substitute teach came for one day, focus was only on stronger kids. Felt my kid and one other were disregarded.
- I would like to see lifeguards more often on their lifeguard chairs. Is there a shortage?
- I would like to know my child's improvement and what she needs to work on, like a paper with a description on what she needs to work on.
- I think for the younger groups the instructor should have an assistant helper, especially if they have a full class of 6 students.

***Comments complimenting program:***

- Erica is amazing, both of my children had her.
- Keep up the good work!
- Excellent instructor, good communication. Love the small class size of only 4 students.
- This was a great experience – even better than last year! Much more organized and efficient.
- Great instructor!
- The improvements made after the first session were remarkable. The management team took it to heart and the program is meeting all the expectations for level 4. Thank you!
- Great Instructor! Very patient!
- We enjoyed the lessons and are looking forward to enrolling in the following session. Lya communicated well and my son enjoyed her style of teaching.
- Great experience! Very organized.
- Overall, satisfied. I really like Blueray Swim compared to the swim 5 years ago.
- Instructor did a great job teaching, and was constantly working on improving my son's swimming skills.
- Felix is a good swim instructor. Very nice and he challenges my son so that he progresses.
- My daughter was very comfortable with Ms. Valerie. She really enjoyed coming to her class. Can't wait for next session.
- Matt was great! Kids loved him. He was very focused on skills, but knew how to connect to each of them and make it fun.
- The lessons are very organized and the instructors seem like they know what they are doing. The girls learn so much and I've seen a huge improvement after only two sessions.
- We had a great experience last year (our first) and glad to say this year has also been great. Jake is a great instructor! He's very enthusiastic and encouraging and really pushes the kids to try their best. They also really like him and are comfortable with him, which helps in the learning process tremendously.
- I was extremely happy with Marie as an instructor.
- Keep up the great work.
- The information on expectations (skills chart) for various levels and the recommended levels by instructor is a great idea.
- I really like that my daughter's group has an assistant/helper. She is learning so much more than last year because there was a lot of time spent on the wall waiting for her turn. She would get bored too. Now she loves it – more activity.
- Great program, excellent instructors and staff! Love it here!
- Lauren is great! So encouraging and patient!

- Special thanks for Felix. His demeanor was appropriate.
- Swimming instructors are very hard working and they should be commended for that.
- Jake was very patient and encouraging. My boy was scared to take the lessons, but Jake made it a safe and fun experience for him.
- My son really enjoyed it.
- My daughter loves the lessons and looks forward to them.
- Excellent program! Thank you!
- Wonderful experience, thank you!
- My daughter was always excited about coming back to class.
- Sergio was great!
- Always a pleasure!
- Great instructors.
- I appreciate that there are 2 instructors in my daughter's class! Coach Lauren is friendly and wonderful with the kids.
- My son has mild autism and his instructor has been great to him. Patient and caring.
- Always impressed with the staff. They have a great attitude. Coaches are the best – kindness and patience is evident. Thank you for teaching and guiding our children.
- We enjoy bringing our kids here. The instructors are very helpful and the facility well kept.
- Overall, instructor was very patient with the children.
- My kids said Ryan's the best teacher they've ever had. They have been in classes since mommy & me. Thank you.
- Sammy is a very good instructor, very systematic.
- Emilio really liked Marcus. I can tell just be seeing how Marcus interacts with the children that he is great with young kids.
- Instructor was very good at developing my child and focused on his strengths while making him improve where he needed help.
- You have great swimming instructors! Overall, very happy with your services.

**Session 3**

***Comments noting improvement or change needed:***

- Wants classes the same length as before. Not happy about shortened classes.
- Lifeguards needs to focus on job, less talking with coworkers.
- Some instructors use their time better than others. Need more time practicing all strokes, less wait time.
- Worried sometimes about kids swimming at the same time, they are crashing into each other. Last session there were more lessons on diving off of board and turning underwater off the wall. My kids said class was too easy.
- I'm guessing the instructor may not want to push him, but I felt my son would often get distracted by toys. I would be fine if the toys were restricted to end of class.
- I'm unhappy with the program changes where parents must evaluation their own child's progress. I would appreciate it if instructor provided feedback when sessions are almost complete or possibly during session.
- We were frustrated that we were unable to register our boys in the appropriate level because they were full. We do miss the assessments and learning exactly what skills are

mastered and what needs work. The boys liked the certificates and feeling of accomplishment.

- The classes are too short – 10 minutes shorter than last year.
- Need more swim instructors to accommodate swimmers.
- Need more private lessons available.
- Maybe start something year round.
- Need to implement more skill practice, especially in beginning. Kids were wading around too much, need to maximize time better.
- I'm not satisfied with shorter classes for same price.
- Fee is a bit high, especially for a family with more than one child.
- I miss the longer time. The time in the water has been shortened.
- It's hard to get classes. They fill up to quickly. Maybe open up more sessions.
- Wants classes to be one hour.
- Improve rotation method for working with children so they know better when it's their turn.
- Online registration would be nice.
- I was told there would be less wall time for a shorter, more expensive class, but that didn't happen.
- If possible, implement progress report cards to let parents know techniques kids need to work on at the end of the session.
- Last year it was 50 minutes instead of 40 and it was cheaper. It would be nice if it goes back to 50 minutes.
- Every time I would give my child a shower and start dressing her, the ladies would come in with bleach and start spraying it everywhere. It feels like you get it in your mouth! Not appropriate with children around!
- It seems the instructor and his helper are quite young and not experienced. Need more experienced instructors.
- Instructor spends more time talking to his assistant than he does teaching the kids. He is unprofessional and the worst teacher I have experienced here.
- Too many times 5 out of the 6 students stayed on the wall while 1 student was with instructor.
- Need more manageable class size to where the instructor isn't stretched thin.
- Instructor should evaluate students and recommend levels, not parents.
- Locker rooms need better ventilation.
- Bathrooms/locker area need a major renovation and more regular cleaning.
- Bathrooms need to be cleaned better.
- Dressing areas could be cleaner.
- The women's locker room was not so great, often smelled like urine.

***Comments complimenting program:***

- Great staff, always helpful, polite and friendly.
- Teachers are great.
- It was a great experience. The class size was excellent and I like that we didn't have to go through a time consuming evaluation.
- I appreciate and expect attention to detail in the instruction. A professional attitude from the instructors and plenty of practice time for the students with very little wall time.

- Awesome instructors! My kids learned here. They didn't at Mt SAC.
- Lya was extremely patient with my child since it was her first experience. Sergio was excellent. Patient and understanding. Overall great experience.
- I love the staff.
- Sergio is fantastic and communicates very well. He's open to suggestions and constructive critiques. My child loves him as an instructor.
- My kids learned much more than they did at West Covina. Great experience. Your instructors, music and overall experience were awesome.
- Very caring staff. Everyone was great and had a listening ear to understand my son. I feel he is more confident in the water and is ready for the next things he can learn to be safe in the water.
- We cannot begin to express the degree of satisfaction with every instructor our daughter had. She had a few "bumps" along the way, but each instructor was very kind and attentive with her. We are extremely grateful.
- Sabrina was great!
- Change for the better … Thanks!
- My son was having issues with being in the water initially, but his instructor gave him closer guidance which in turn made him feel comfortable. Thank you!
- My daughter is having so much fun learning to swim, which makes me very happy!
- Matt was great working with my child who has autism. I appreciate his patience!
- Lya and Jasmine by far are the best instructors. We've seen a lot of development from our daughter. My daughter always looks forward to attending class.
- We are very happy overall working with Blueray this summer. They are a great addition to the Covina Parks sessions.
- My daughter is having a great time.
- Love it!
- Instructors are knowledgeable and great with the kids.
- Loved the organization this year. The board by the fence made it much easier!
- I am very pleased with the instructors my daughter has had and the experience overall.
- All staff members and helpful, friendly and professional. Chris took care of concerns right away and was efficient.
- Lya is awesome. She is very patient.
- Felix was very good with my daughter. He differentiated instruction based on my daughter's ability. He was very professional and very accommodating.
- Excellent instructors and great environment for our kids.
- Andrew was very patient and kind to our daughter.
- Love the energy and attitude of instructor! My son loved class and really enjoy his instructor.
- My daughter was hesitant to take swim lessons and was especially uncomfortable with having a male teacher. Andrew did such a great job as her teacher. She loved it so much. Now she even asks to come on the weekends! Thanks so much! He is an excellent teacher!
- My daughter is in the Jr Lifeguard program and we are so pleased with all she is learning. The instruction is top notch! Thank you for this program.
- Very happy with our second year of swim classes. Kids really liked their instructor and had fun while learning.

- This year's program seems better organized/coordinated. Very pleased with private lessons every year.
- Kara is a great instructor. She is very attentive. My daughter had her in another level and she was great.
- Great job guys. Thanks for all you do!
- Nicole has made it so fun for my daughter. She is thriving. I am so pleased.
- Sabrina has taken my child from being scared to float to wanting to come back. Your program is super.

**Session 4**

***Comments noting improvement or change needed:***

- Would like lessons to be an hour.
- The park should consider investing in update/remodel of locker rooms that would attract more people.
- Bathrooms smell and are dirty.
- The changing stalls smell like urine.
- Bathrooms, lockers and changing area need serious overhaul and renovation. Bathrooms are dated and dirty, often smells of mold or mildew.
- Shower area needs ore ventilation and hooks to hang towels.
- Floor of pool and restroom area need maintenance.
- In order to reserve spots, I had to register for back-to-back sessions at one time due to full classes. This is a problem and expensive expectation of parents. Not enough sessions to cover students. Also, this forced registration not knowing proper future swim levels.
- Suggest a swim evaluation prior to attending swim program. Much like the old program.
- Girls shower/bathroom smell of urine. Shower walls are brown in some areas.
- Registration process should be like it was last year. The current registration process requires parent to guess/project the level for upcoming sessions.
- Fees are similar as when swim lessons were longer.
- I was disappointed that I could not sign up for any time slot. Some levels are in limited time slots. Plus it is hard to register by Thursday for next session when you don't know if they are moving levels until after class on Thursday.
- My child took swim lessons las year. I liked the test she was given at the end of each session. Blueray does not give swim test. I think it is important to see if the student should progress to the next level.
- Fees are a bit high when you have more than one child.
- Instructor played more games and talked rather than practicing swimming.
- Misters in the parent waiting area would be nice.
- Wrong information given at registration office, which prevented me from having my child enrolled.
- They need more interaction with the children.
- Wishing they don't change instructors in the middle of session. It throws off my child's improvement.
- Would like the Jr Lifeguard age limit to be lowered to 9 or 10 years old.
- Be more strict with the kids.

***Comments complimenting program:***

- Lya is awesome! She goes above and beyond. I've seen a lot of improvement with my daughter.
- Great swim program!
- Overall, I'm very happy. The lifeguards are paying attention at all times and love the 2nd level tower keeping an eye on everything.
- Marcus is excellent, very professional.
- Instructor had a great attitude, which made children enjoy swimming even more.
- Much more organized with class rosters, class level signs and descriptions.
- Kara was patient with my children and very caring!
- Latye was very patient with the boys because they hadn't been swimming since last year. He taught them the correct techniques step by step.
- Thank you – my son learned very much from his lessons.
- Very good program!
- The instructors are awesome!
- This is a good class. Marcus is a good instructor.
- This was a wonderful class. Marcus was one of the best teachers. I was able to learn a lot from him. Thank you.
- Great experience for first year under new management. Love that there aren't tests for levels. Karla and her assistant were particularly helpful and patient with my son who is hard to understand. Thanks! See you next summer!
- Sam is an excellent instructor with a great attitude. My kids love come here and look forward to their swimming lessons.
- As always, very impressed and pleased with the quality and instruction the coaches demonstrate. Always patient, kind and nurturing.
- Very pleased with Carla's instruction and challenging both kids to challenge themselves.
- Staff was very kind and great at accommodating.
- We experienced our first time with Covina swim and are very pleased.
- The program is great. We love it. My child loves and enjoys it!
- Really happy with the new management.
- Kara is an excellent instructor. She knows how to teach children, most importantly how to treat them with empathy and care.
- Coach Jake is really good. My kids learned a lot from him.
- My girls have made outstanding progress here. Thank you for doing a great job. Great program!
- My boys enjoyed coming everyday with Austin. He really engaged the boys, while improving their swimming.
- Trevor was very patient with the kids.
- Great class. My child had fun and learned from this class. Thank you.
- We did lessons about 5-6 years ago with my other kids and I see big improvements since. I'm very pleased with the overall experience.
- I'm highly recommending program to my neighbors and friends.

**Session 5**

***Comments noting improvement or change needed:***

- Maybe give the students a review skill to do while they wait for their turn.
- Shade over the pool during the day.
- Not all instructors are same level. Teach the same things – better continuity.
- Bathrooms and changing area need a makeover. Area is dated and can use more frequent maintenance. Would love to see the park and facilities go through a revamp and update the place!
- Didn't get any greeting or updates from the instructor.
- Wants smaller classes.
- Classes are 10 minutes less, but we pay the same rate.
- The instructor talked too much, rather than spending time teaching kids.
- Wants to see instruction on improving strokes, even in level 5.
- Sessions could be a little longer.
- No rigor. Seemed like two weeks of play time in the water. Instructor couldn't articulate child's progress (asked three times). Last year was much better.
- Classes need to go back to 7 levels so kids can learn to improve on their strokes.

***Comments complimenting program:***

- Great program.
- Awesome instructor and instruction! Thanks!
- We have loved the lessons, the teachers, and overall organization.
- We really appreciate Joey's help in teaching the kids to swim. We love his energy and positivity. The kids are always looking forward to seeing him and having lessons with him.
- Great program!
- Thank you for your individualized attention and amazing patience.
- Melissa was great!
- Thank you to Latye and Jerry for your dedication and patience with my son.
- Really liked the program. My children were motivated and treated with respect.
- I really liked by daughter's instructor Sam. She's awesome!
- Couldn't have better instructors for my son. He was afraid of the water and cried on the first day, but looks forward to coming back each day. Wonderful teachers!
- Excellent experience. My daughter had fun.
- Latye is a great motivator and we appreciate the awesome job he is doing.
- Great program! Loved it! Very friendly staff! Kiddos really enjoyed and looked forward to their classes.
- Excellent program and friendly instructors.
- I really appreciate Melissa's ability to maintain safety and discipline in her entire class. She did individual lessons while keeping an eye on the others to make sure they stayed safe.

**City of Covina**
**Current Development Projects Update**
**October 18, 2016**

| | Property | Location | Comments/Description |
|---|---|---|---|
| **1.** | Former K-Mart | 1162 N. Citrus Ave. | Covina Forward Project (Covina iTEC) - DEIR in 45-day comment period. Project scheduled for Nov. 8th Planning Commission public hearing. |
| **2.** | Former Dodge Dealership property | 345 S. Citrus Ave. | The demolition contractor has pulled the demolition permits to demolish and clear the fire damaged structure. The remaining automobile service bay structure that was not damaged in the fire is not included in the demolition permit. |
| **3.** | Former Covina Bookstore | 230 N. Citrus Ave. | Plan check has been completed for a TI for a physical therapy facility at this location. |
| **4.** | Former RED nightclub (proposed Ola Sports Bar) | 211 N. Citrus Ave. | The applicant has appealed the Planning Commission approval, and has requested the appeal hearing be scheduled for Nov. 15th. |
| **5.** | Azo Vino (new name to be "Lincoln House") | 144 W. Badillo St. | On Oct. 11th, Planning Commission approved the upgrade to the existing CUP to a full liquor license & remodel the interior. |
| **6.** | Former Albertsons | 1000 N. Azusa Ave. | We met with the property owners on Oct. 10th to present them with an LOI from Dunkin Donuts and to verbally present them with proposals from Chipolte and Steak and Shake. We received input from the ownership group and anticipate formal LOI's will be submitted by Chipolte and Steak and Shake. The big box building is more problematic. |
| **7.** | Barley Lodge Microbrewery | 740 E. Arrow Hwy. | On Sept. 27th, The Planning Commission approved the CUP for an enlarged microbrewery operation with on-site tasting and an outdoor patio at this location. |
| **8.** | Waba Grill | 1013 N. Grand Ave. | The first round of plan check should be completed by next week. |
| **9.** | Bowling Alley property | 1060 W. San Bernardino Rd. | We've received written confirmation from the National Register of Historic Places that the bowling alley building is historically eligible. No subsequent inquiries from developers have been received. |
| **10.** | Masonic Homes | 1650 E. Old Badillo St. | The processing of the necessary land use entitlement application and CEQA assessment is underway. |
| **11.** | Covina Mini Mall (Arrow Center) | 412 W. Arrow Hwy. | Last week, a letter to the property owner notifying them of the requirement to cease operations at the mini mall, per the 2009 Agreement for Extension of Non-Conforming Use. We have been notified that a new leaseholder for the mini mall building has taken over the building space. The new lease-holder has expressed his intent to aggressively move forward to maintain the mini mall operation. However, no correspondence, plans or request to meet have been received. |

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| **12.** | Dalton Place (Banna subdivision) | Cypress Ave/Banna/Kidder | This project is on-going and the developer is in the process of mobilizing for construction. |
| **13.** | Vita Pakt property | 707 N. Barranca Ave. | The property has been listed for sale. However, no development inquiries have been received lately. |
| **14.** | Edna Place/Grand Ave. | 777 E. Edna Pl./731 N. Grand Ave. | The light industrial project received approval last month. However, no entitlement application has been received on the Grand Ave. parcel (former Blake Paper Co). |
| **15.** | City Ventures downtown project | 116 W. San Bernardino Rd & 413 N. Citrus Ave. | Approx. 68 unit townhouse development with approx. 10,000 sq.ft. of cumulative commercial floor area. This past September the court ruled in favor of the defendant (City Ventures). However, it is anticipated an appeal will be filed. |
| **16.** | Inter-Community Hospital | 210 W. San Bernardino Rd. | Discussions with the hospital re: potential expansion project involving additional medical/admin offices and parking. |
| **17.** | Alhassen Project(s) | 129 W. Orange St., 401 N. Citrus Ave & parcel on the N/E corner of Park Ave. and San Bernardino Rd. | 3 separate development sites proposed for a 6-unit townhouse project, a commercial/office building and mixed use project of commercial with residential apartments on the 2nd floor. The project is in the initial stages of the CEQA process, with a NOP issued. |
| **18.** | Former Hi Ho Market | 160 E. College St. | United Catholic Credit Union purchased property. Although my conversation with them earlier this summer led me to believe they would be moving expeditiously, no plans have been submitted, or even casual inquiries about the development review and/or plan check process have been made. |
| **19.** | Utility Board Shop | 110 E. College St. | Skateboard shop has not been open for several months. Inventory remains visible inside the store. The business filed for bankruptcy in May 2016. |

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