

City of Allentown
Municipal Pool Process Review
7/2025

Hiring Process and Procedures

1. The Parks & Recreation Department (P&R) posts seasonal job openings for positions such as lifeguard, Cashier, concession stand workers, head Cashiers, head lifeguards, assistant managers, and on-site pool managers on the City of Allentown employment portal in the late winter or early spring.
 - a. Interested applicants submit an online application, including basic information, resume (if applicable), and availability.
 - b. The P&R Office collects and organizes applications for review by the Recreation Specialist.
2. The Recreation Specialist reviews applications and schedules interviews.
 - a. The P&R Office collects all submitted applications and compiles a list of all applicants interested in working at the Municipal Pools.
 - b. The compiled list of applicants is sent to the Recreation Specialist. This list includes names, contact information, positions applied for, and availability if provided.
 - c. The Recreation Specialist reviews the applicant list to determine which candidates to interview, based on staffing needs.
 - d. The Recreation Specialist contacts selected applicants by phone or email to schedule interviews.
 - i. Interviews may be conducted in person or over the phone.
 - ii. Interview questions typically cover past work experience, availability, customer service skills, and ability to follow pool policies and safety procedures.
 - e. After interviews are completed, the Recreation Specialist and Aquatics Manager selects the candidates best suited to fill the open positions based on interview performance, qualifications, and scheduling needs.
3. Once an Applicant has been selected, the Recreations Specialist and Aquatics Manager notifies HR of the selected candidates.
 - a. In coordination with HR, the P&R Department contacts each selected applicant and sends them the onboarding forms electronically.
 - b. FBI Fingerprinting (if required) and Criminal Background Check are paid for by HR.
 - c. Required onboarding documentation includes:
 - i. Work Permit (if under 18),
 - ii. Valid ID and Social Security card or other I-9 documentation,
 - iii. PA Child Abuse Clearance,
 - iv. FBI Fingerprinting (if required),
 - v. Criminal Background Check,
 - vi. Emergency contact information (completed on the onboarding packet), and

- vii. Tax forms (W-4, residency certification- completed as part of the onboarding packet).
- 4. All required documentation and background clearances must be submitted, reviewed, and approved before any applicant is permitted to begin working at a Municipal Pool. The documentation is submitted to HR.
 - a. In accordance with Pennsylvania state law, individuals hired to work at Municipal Pool sites are required to complete and submit the following four background checks:
 - i. Pennsylvania Child Abuse History Clearance,
 - ii. Pre-Employment Drug Test,
 - iii. Pennsylvania State Police Criminal Record Check, and
 - iv. FBI Criminal History Background Check (includes fingerprinting).
 - 1. These clearances are mandated under the Pennsylvania Child Protective Service Law (CPSL) and must be obtained by anyone working with or around minors in either a paid or volunteer capacity.
 - 2. The purpose of these background checks is to help ensure the safety and welfare of children by identifying individuals who may pose a risk due to a history of abuse or other disqualifying offenses.
 - 3. It is the responsibility of the P&R Department to confirm that all seasonal employees have completed and submitted valid clearance documentation prior to their first shift scheduled.
 - 4. Employees who have not yet received all the required clearances may begin working for up to 45 days if they sign the Disclosure Statement Application. During this provisional period, these employees must be supervised at all times and cannot work alone with children. They must remain within the immediate vicinity of a permanent employee until all clearances are completed and approved.
 - b. In coordination with HR, the P&R Department and Aquatics Manager verify that all documentation is complete.
 - c. The Recreation Specialist and Aquatics Manager are notified by the P&R Department when the applicant is fully cleared and eligible to be scheduled.
- 5. Once hired and cleared, the employee attends a mandatory orientation led by HR.
 - a. Orientation entails a thorough review of all the proper documents, safety protocols, workplace discrimination, and sexual harassment educational videos.
 - b. Onboarding paperwork is collected and submitted to Payroll.
 - c. Once orientation is completed, the Pool Manager assigns their initial work schedule, and the employee names are entered into the site schedule and added to the contact list.
- 6. Employees who are rehired undergo a streamlined onboarding process.

- a. Returning employee must have worked for the City within the past year.
- b. Returning employees are required to:
 - i. Confirm their availability and interest in returning for the upcoming season.
 - ii. Update contact and emergency information if any changes have occurred.
 - iii. Resubmit employment documents, including tax forms and direct deposit forms, if any previous information has changed.
 - iv. Complete a new W-4 and Residency Certification Form.
- c. Clearance Renewal Requirements:
 - i. Returning employees do not need to resubmit clearances if their existing documents are less than five years old and remain valid throughout the entire upcoming season.
 - ii. If any clearance has expired or will expire during the upcoming season, the employee must renew and resubmit that specific clearance before being rescheduled to work.
 - iii. The P&R Office is responsible for tracking clearance expiration dates and notifying return staff if updates are needed.
- d. Returning employees are required to attend refresher orientation and training sessions, especially if there have been updates to pool procedures, safety protocols, or City policies.

Season Pass Purchasing Process

- 1. The Patron account profile is created on MyRec.
 - a. The staff member responsible for creating a Patron's MyRec account varies depending on the location of the transaction.
 - i. If the season pass is purchased at a Municipal Pool (Cedar Beach, Mack, or Irving), the Pool Manager creates the Patron's account.
 - ii. If the pass is purchased at the P&R Office, the Clerk at the P&R Office creates the Patron's account.
 - iii. If the pass is being purchased On-Line, the Patron creates their own account.
 - b. Patron's Information:
 - i. Name,
 - ii. Address,
 - iii. Date of Birth (DOB),
 - iv. Gender,
 - v. Email Address
 - vi. Phone number.
 - vii. Proof of age is required for a Senior Rate discount.
 - c. Residency is entered.
 - i. Proof of Residency is required to receive the discounted resident rates.
 - ii. Patrons enter their residency via the Parks & Rec website.

- iii. Residency is double checked by pool Cashier when attempting to enter any of the Municipal Pools.
 - d. Military status is verified:
 - i. Acceptable forms of ID include:
 - 1. Active-Duty Military ID (CAC card)
 - 2. Retired Military ID
 - 3. VA-issued Veteran ID Card (VIC)
 - 4. DD Form 214
 - a. Also known as the Certificate of Release or Discharge from Active Duty, is a document for veterans that summarizes their military service, including dates of service, rank, job specialty, and awards received.
 - 5. Or State-issued ID or driver's license with veteran designation
 - e. The Patron creates a Username and Password for MyRec.
 - f. All Patron account registrations and purchases are processed through MyRec.
 - i. MyRec is the City of Allentown's centralized registration and facility management software used to operate all Municipal Pools. It is a cloud-based platform that provides tools for staff to handle patron registration, daily admission, season pass issuance, concessions, reporting, and financial reports. Every transaction, whether it's a pool entry, season pass registration, or refund must be logged through MyRec to ensure accurate revenue tracking and operational accountability.
2. Patron purchases a Season Admission pass. Season Admission passes can be purchased at any of the three pools (Cedar Crest Beach, Mack, Irving), P&R Office or On-Line.
 - a. Season Admission rates are established through Ordinance No. 16017.
 - b. Rates vary depending on the City of Allentown Residency status.
 - i. Proof of Residency is required to receive the Allentown resident rates.
 - 1. Acceptable forms of ID include Driver's License, Photo ID Card, School Issued Photo ID, or utility bill.
 - ii. The Non-Residents rate is double the cost of the Resident rate.
 - c. Senior (60+) / Veteran/Active Military rate is discounted.
 - d. COA rate is discounted (Free Admission).
 - e. All Patron account purchases are processed through MyRec.
3. Patron purchases a Pool Season Pass.
 - a. The account is registered for a Pool Season Pass on MyRec.
 - b. Pool Membership type is selected:
 - i. Resident Family
 - 1. Price including 4 individuals, additional individuals are charged per person.
 - a. Infants (0-3)- Free at all pools.
 - b. Patrons aged 4-59 are classified as individuals.

- c. Individuals are specified by person.
 - ii. Resident Individual
 - iii. Resident Senior (60+)
 - iv. Resident Veteran/Active Military
 - v. Non-Resident Family
 - 1. Price including 4 individuals, additional individuals are charged per person.
 - a. Infants (0-3)- Free at all pools.
 - b. Patrons aged 4-59 are classified as individuals.
 - vi. Non-Resident Individual
 - vii. Non-Resident Senior
 - viii. Non-Resident Veteran / Active Military
 - c. Membership type is added to the MyRec cart.
4. Patron pays for selected membership type.
 - a. Cash is not accepted online.
 - b. If the Patron opts to pay in cash.
 - i. Payment is collected in full at Municipal Pools or the P&R Office.
 - ii. Cash is not accepted for online payments.
 - iii. Patrons cannot register online and opt to pay in-person. The payment must be made in full at the time of registration.
 - c. If the Patron opts to pay with a credit card.
 - i. The Patron's credit card payment is processed at one of the three Municipal Pools front admission stand (Cedar Beach, Mack, Irving).
 - 1. Debit cards, Apple Pay, tap-to-pay, checks, and any form of mobile payment are not accepted.
 - ii. The Patron's credit card payment information is entered in full at the P&R Office.
 - iii. Patron fills out the credit card information form and billing information in full at P&R website MyRec checkout.
5. Disclaimer is emailed to Patron through MyRec.
 - a. Disclaimer is an automatically generated E-mail by MyRec.
 - b. Patrons are required to read and agree to a liability disclaimer acknowledging that participation in City of Allentown recreational activities is voluntary and at their own risk.
 - c. By signing, they accept responsibility for their safety and agree to follow all rules and policies.
6. The User (Clerk, Pool Manager, or On-Line Patron) then selects Pay and the payment process is completed.

Daily Opening Procedures

1. Prior to the start of daily operations, the Pool Manager or designated Supervisor arrives early at the Municipal Pool to complete all opening procedures.
 - a. The Pool Manager verifies that the two drawers (Front Desk and if applicable Concessions) are accounted for and located in the Pool Management Office.
 - b. The Pool Manager unlocks the mounted safe.
 - i. All drawers are stored in the locked management office, and all cash and coins are secured in the safe.
 - ii. At the beginning of the day, the prescribed drawer amounts are recounted to ensure the beginning prescribed totals are accurate.
 - iii. If there is a discrepancy, the Pool Manager records the discrepancy and reports it to the Aquatics Program Manager and/or City Official.
 1. The discrepancy is then investigated by Parks and Recreation office staff and if necessary, corrective action or explanation is documented.
 2. The investigation proceeds through the established chain of command, beginning with frontline staff and escalating as necessary.
 - c. The Pool Manager disburses funds as anticipated for Front Desk admissions and Concessions operations.
2. The Pool Manager lays out the wristbands to be used for the day.
 - a. The Pool Manager ensures that wristband colors used for the day have not been recently repeated.
 - b. The Pool Manager confirms that there are enough wristbands per Patron type in each box.
 - i. When a wristband box is completely empty it is sent to the Parks & Recreation office for tracking and documentation.
 - c. At the beginning of the day, the Pool Manager completes the Wristband Start/End Sheet by recording the starting number of each wristband box.
 - i. The sheet tracks the usage and history of each wristband box.
 1. This document records wristband box numbers, design, daily usage, and Supervisor initials for accountability.
3. The Pool Manager begins completing the Daily Manifest Sheet.
 - a. The Daily Manifest Sheet is used to track all financial activity, and wristband counts for the day.
 - i. This document includes date, Manager name, bank bag number, Patron ticket distributions, and MALS Patron count.
4. The Pool Manager begins completing the Monthly Swimming Pool Report.
 - a. The Monthly Swimming Pool Report is a document used to monitor facility usage and chemical levels.
 - i. The report tracks the number of bathers, chemicals used, operational notes, pH, and chlorine levels.
5. The Pool Manager updates the Inventory Log.
 - a. The inventory log is a document used to track supplies at the start and end of the day.

- i. The Pool Manager confirms the start-of-day inventory for each item.
 - ii. The Pool Manager identifies any low stock item (s) and initiates restocking as needed.
- 6. The Pool Manager begins the Deposit Bag Preparation.
 - a. The Pool Manager reviews the assigned Bank Bag for the day to ensure it is present, correctly labeled, and not damaged or missing the required materials.
 - i. This review ensures that the correct bank bag is being used for that specific site and date, and that it is ready for secure end-of-day cash deposit procedures.
 - b. The Pool Manager begins preparing the associated deposit slip and ensures it is ready for end-of-day use.
 - i. The Pool Manager ensures the deposit bag is labeled with the correct date and site.
- 7. The Pool Manager begins completing the State Sheet.
 - a. The State Sheet is used to record attendance, site activity metrics, chemical levels, pump run time, pH levels, and filter quality required for state reporting.
 - i. Only the beginning portion is completed during opening.
 - ii. Additional entries are filled in throughout the day and finalized at closing.
 - iii. The completed sheet is first submitted to the Allentown Health Bureau, which is responsible for forwarding it to the appropriate state agency.
- 8. The Pool Manager checks the Pump Room and begins the Pump Room log.
 - a. The Pump Room Log is used to monitor equipment and chemicals throughout the day.
 - i. Record the date, the Pool Manager initials and beginning-of-day pump status.
- 9. The Pool Manager reviews the Employee Schedule to see which staff are on duty.
 - a. The Pool Manager uses the Employee Schedule to create a lifeguard rotation schedule.
 - b. The Pool Manager conducts a pool bottom check.
 - i. This ensures the pool is visually safe and clear.
 - c. The Pool Manager begins overseeing the daily lifeguard and pool operations.
 - i. The Pool Manager conducts periodic walkthroughs of the pool area to ensure lifeguards are actively scanning, positioned correctly, and following safety protocols.
 - ii. The Pool Manager ensures the facility is clean, signage is visible, and Patrons are following the posted rules.
 - iii. Any issues or incidents observed during operations are documented and addressed immediately.

Morning Adult Lap Swim (MALS)

- 1. The Patron arrives at the Cedar Beach admission stand and requests admission into MALS.
 - a. MALS is only offered at the Cedar Beach pool.
 - b. Offered to Patrons 18 years of age and older, Monday through Saturday from 8:00 am to 10:00 am.
 - c. MALS prices are not established through Ordinance.

- d. Rates are as follows:
 - i. Free for Season pass holders.
 - ii. Flat admission rate for 18+ Patrons.
- 2. The Cashier verifies the Patron's ID and address.
 - a. Acceptable forms of ID include:
 - i. Driver's License,
 - ii. Photo ID Card,
 - iii. School Issued Photo ID,
 - iv. Or Utility Bill.
- 3. The Cashier enters the total admissions into MyRec.
 - a. The Cashier selects 'Checkout.'
 - b. The Cashier asks the Patron whether they are paying with cash or with credit card:
 - i. For cash: the Cashier enters the amount given, MyRec will calculate the amount due and if applicable display any change due. The Cashier provides change if necessary.
 - ii. For credit card: the Cashier selects 'Credit Card' and has the Patron enter their credit card. The Cashier waits for the credit card approval.
 - c. The Cashier selects 'Finish.' The transaction is processed and logged in MyRec.
- 4. The Cashier does not issue wristbands for MALS Patrons.
- 5. The Cashier allows the Patron entry through the designated locker rooms (Male/Female).
- 6. At the end of the MALS, the Pool Manager fills out a MALS sheet.
 - a. The sheet contains the following information:
 - i. Date,
 - ii. Number of Season Pass Holders,
 - iii. Paying Patrons,
 - iv. Total # of Patrons,
 - v. Total Revenue for the duration of the MALS,
 - vi. Number of Lifeguards on duty, and
 - vii. Complete a visual inspection of the entire pool floor and conduct a water safety test.
- 7. At the end of MALS, participating patrons must leave.

Daily Admission Process

- 1. Patron arrives at the pool to purchase a Daily Admission pass.
 - a. Daily Admission rates are established through Ordinance.

- b. Daily Admission passes can only be purchased at any of the 3 (three) Municipal Pools. Rates vary by Pool.
 - i. Mack, Cedar Beach, Irving.
 - c. Rates vary depending on the City of Allentown Residency status.
 - i. Proof of Residency is required to receive the Allentown resident rates.
 - 1. Acceptable forms of ID include:
 - a. Driver's License,
 - b. Photo ID Card,
 - c. School-Issued ID,
 - d. or Utility Bill.
 - ii. Proof of Age is required to receive senior rates.
 - iii. Proof of Military Status is required to receive Veteran / Active Military rate.
 - iv. Proof of Employment is required to receive COA employee rate.
 - 1. Acceptable forms of ID include:
 - a. Active-Duty Military ID (CAC card),
 - b. Retired Military ID,
 - c. VA-issued Veteran ID Card (VIC),
 - d. DD Form 214, or
 - e. State-issued ID or driver's license with veteran designation
 - v. The Non-Residents rate is double the cost of a Resident rate.
 - d. Senior (60+) / Veteran/Active Military rate is discounted.
 - e. COA Employee 100% Discount Price- \$0.00.
 - f. Daycare / Large Group / Day Camp – Flat fee.
 - g. Redeemed Free Daily Pool Pass - \$0.00.
 - h. Before admitting Patrons, the Cashier must distribute the correct wristband based on the admission category.
 - i. Wristbands are used to identify the day of the week and the Patron type. The wristbands are color- or pattern-coded. This allows lifeguards and staff to monitor access and ensure proper entry throughout the facility.
2. Cashier opens MyRec through designated tablet.
 - a. Select 'Aquatics.'
 - b. Cashier asks the Patron how many individuals are entering and determine their age and category (Infant 0-3, Individual 4-59, Senior 60+, Veteran/Active Military).
 - c. Cashier verifies Patron ID, age, military status and address.
 3. Cashier processes entries through MyRec.
 - a. For each purchase, the Cashier enters the number of Patrons purchasing daily admission into MyRec.
 - b. The Cashier selects 'Checkout.'

4. The Patron pays for the selected admission type price.
 - a. If the Patron is a 2025 Season Pass Holder they are permitted free entry at any of the three Municipal Pools.
 - b. If the Patron opts to pay in cash, payment is collected in full at the Municipal Pool's front admission stand.
 - i. The Cashier manually enters the transaction details into MyRec, including Patron category and amount received.
 - ii. MyRec then logs the transaction and displays the change due, if applicable.
 - b. If the Patron opts to pay with credit card. The Patron's credit card payment is processed at one of the three Municipal Pools front admission stand (Cedar Beach, Mack, Irving).
 - i. The Cashier manually enters the transaction details into MyRec, including Patron type and amount charged.
 - ii. Once submitted, MyRec records the transaction.
5. Cashier provides the corresponding-colored wristband upon entry.
 - a. Each wristband is designated by color or pattern to distinguish between day of the week and Patron type.

Free Admission / Excessive Heat Day

1. Patron arrives at the pool to receive admission on a designated Free Admission / Excessive Heat Day.
 - a. A pool heat emergency will be declared when the National Weather Service issues an Excessive Heat Warning for Allentown.
 - b. Excessive heat warnings are defined on <https://www.weather.gov/bgm/heat>; when the heat index is forecast to reach 105°F (40.5°C) or higher for two or more consecutive hours.
 - c. On days when a heat emergency is declared, we will offer free access to all city pools for Allentown residents only.
 - a. Non-residents will not be permitted entry.
 - b. Season pass holders will be given priority and will be allowed to enter before daily patrons.
 - c. The pool capacity at each location will be followed and may be changed to ensure the safety of patrons and may be decreased on these days.
2. The Patron provides proof of residency to receive free admission.
 - a. Acceptable forms of ID include:
 - i. Driver's License,
 - ii. Photo ID Card,
 - iii. School-Issued ID,

iv. or Utility Bill.

3. Cashier opens MyRec through designated tablet.
 - a. Select 'Aquatics.'
 - b. Cashier asks the Patron how many individuals are entering.
 - c. Cashier verifies Patron ID and address.
4. Cashier processes entries through MyRec.
 - a. For each admission, the Cashier enters the number of Patrons being admitted into MyRec.
 - b. The Cashier selects 'Checkout.'
5. Cashier provides the corresponding-colored wristband upon entry.

Concession Stand

1. The Patron arrives at the Concessions stand to purchase a menu item.
 - a. Concession stands are only at Cedar Beach or Mack Sites.
 - i. Irving does not have a Concession stand.
 - b. Concession item prices are not established through Ordinance.
 - c. Prices are the same at both pool sites but are subject to yearly change.
 - d. Concession sites currently use a laminated menu instead of the displayed board.
 - i. This is due to the price discrepancies on the board displayed.
 - ii. Out of stock items are marked on the laminated menu.
2. The Patron selects a menu item to purchase. Using a designated tablet, the Cashier opens MyRec.
 - a. The Cashier selects 'Concessions'.
 - b. The Cashier processes the Patron's requested item.
 - c. The Cashier processes the items through MyRec.
 - i. The Cashier adds the total entries of the desired items into MyRec.
 - ii. The Cashier selects 'Checkout.'
3. The Patron pays for the desired menu item.
 - a. If the Patron selects to pay in cash.
 - i. Payment is collected in full at the Municipal Pool's concessions stand.
 - ii. Using MyRec, the Cashier enters the transaction details including the item category and amount received. MyRec will calculate the amount due and if applicable display any change due. The Cashier provides change if necessary.
 - b. If the Patron selects to pay with a credit card.
 - i. Using MyRec, the Cashier selects 'Credit Card', and has the Patron enter their credit card. The Cashier waits for the credit card approval.
 1. Once submitted, MyRec logs the transaction.

- c. Debit cards, Apple Pay, tap-to-pay, check, and any form of mobile payment are not accepted.
- 4. The Cashier or other concession staff member prepares the Patron's purchased item.
 - a. Once the item is prepared it is handed to the Patron.

Swim Diapers

- 1. If a Patron arrives at the front admission stand with a small child/infant, the Cashier will determine whether the child requires a swim diaper.
- 2. If a swim diaper is needed, the Cashier provides one to the Patron or responds to the Patron's request for a swim diaper.
 - a. Swim diapers are offered free of charge as a courtesy to Patrons.
 - b. Measures are implemented to help maintain the cleanliness and sanitary conditions of the pool water.
- 3. After distributing the swim diaper, the Cashier records the inventory change on the Check List.
 - a. The Check List is a daily form used to track the quantity of concessions and supply items at the beginning and end of each day.
 - b. The Check List helps ensure that stock levels are accurate, restocking needs are identified, and any discrepancies can be addressed.
 - c. The Check List ensures accurate tracking of swim diaper usage.
- 4. The Pool Supervisor reviews the Check List during each shift to monitor inventory levels.
 - a. Inventory checks and restocks occur before the pool opens and after closing to ensure swim diapers are available.

End of Day Closing Process & General Ledger Posting

- 1. The Pool Manager retrieves the Front Admission Stand drawer and counts all the cash and coin(s) in the drawer.
 - a. The Pool Manager removes the drawer from the front register.
 - b. In the management office, the Pool Manager logs in to the MyRec point-of-sale (POS) system and begins an Income Summary Report.
 - i. The Income Summary Report is a MyRec-generated report that summarizes all sales and transactions for the day, including admission totals and payment methods.
 - ii. The Pool Manager ensures the report date matches the operating date before continuing.
 - c. The Pool Manager compares the physical total with the expected total based on the number of recorded admissions.

- i. If the totals match, the Pool Manager proceeds with the deposit preparation process.
 - ii. If the totals do not match, the Pool Manager recounts the drawer to confirm accuracy.
 1. If a discrepancy is still present, the Pool Manager documents the variance and reports it to the Aquatics Program Manager and/or City Official.
2. The Pool Manager completes the Manifest Sheet - Part 1.
 - a. Total Cash Collected.
 - b. Total Credit Card Transactions.
 - c. The completed entries must be initialed by both the Pool Manager and another designated staff member.
 - d. If no admissions, concessions, or other revenue are collected during the Municipal Pool's operating hours, the Pool Manager or Designated Supervisor obtains and completes a "No Manifest Sheet."
 - i. Select the operating location: Cedar Beach, Mack Pool or Irving Pool.
 - ii. Indicate whether the revenue absence applies to Admissions, Concessions, both (for Cedar / Mack / Irving locations) or "All Locations - \$0.00 Manifest".
 - iii. Complete "\$0.00 Manifest" section and select the reason for zero revenue: inclement weather, lack of Patrons, health or safety concerns, maintenance issues, or Other (include written explanation in space provided).
 - iv. Provide a Brief Written Explanation of the situation on the designated line or comment section.
 - v. Obtain signatures: Pool Manager and/or Pool Supervisor.
3. The Pool Manager reviews the POS Summary on MyRec.
 - a. On the Manifest Sheet, the Pool Manager documents:
 - i. The types of Patrons which include:
 1. Season Pass Holders
 2. NON-Resident Daily
 3. Infants (0-3)- No wristband
 4. NON-Senior/Veteran Daily
 5. Daily Patrons – Residents
 6. Seniors / Veterans (60+) – Resident
 7. Employees \$0.00 Admission Rate (Use RESIDENT Pass Wristband)
 8. Free Passes – (Use Season PASS)
 9. Special Event / Large Groups – During OPEN 12-7 hours – Use Season Wristbands
 10. Daycares/YMCA/Summer Playground Program (SPP)- NO wristband
 11. MALS – NO Wristband

- 12. Special Event – After Closing – NO wristbands
 - 13. PAAC (Parkland Aquatic Club) – NO wristband
 - 14. LTS (Learn to Swim Program) – NO wristband
 - ii. Total number of transactions per category.
4. If a pool site has a concession stand, the Pool Manager retrieves the Concession Stand Drawer.
 - a. The Pool Manager removes the drawer from the concession's terminal.
 - b. The Pool Manager counts all cash and coins.
 - i. The Pool Manager subtotals this amount separately on the Manifest.
 5. The Pool Manager separates the prescribed register opening balance from the day's register drawer.
 - a. The prescribed register opening balance is a fixed amount of cash kept in the register drawer at all times to provide change for customers. This amount is retained in the drawer each day to begin the next day's operations.
 - b. At the end of the day, the Pool Manager removes the prescribed register opening balance and sets it aside.
 - c. The remaining cash in the drawer after removing the opening balance is counted as that day's revenue.
 - d. If the calculated remaining revenue does not match the expected total based on recorded sales, the Pool Manager must document the discrepancy in the daily records and immediately notifies the Aquatics Program Manager and/or City Official for review and investigation.
 6. The Pool Manager records the Daily Revenue on the Manifest.
 - a. The Pool Manager calculates the daily revenue by subtracting the prescribed register total from the total cash and coins counted in the drawer.
 - i. This calculated revenue is recorded as the daily cash revenue for the pool's operations and entered in the designated section on the Manifest.
 7. The Pool Manager fills out the Deposit Bag Forms.
 - a. The Pool Manager completes the TD Bank deposit slip using the total cash revenue collected during the day.
 - b. The Pool Manager staples the deposit slip to the Manifest Sheet.
 - c. The Pool Manager fills out the Deposit Bag Cover Sheet with the site name, date, and total deposit amount.
 - d. The Pool Manager prepares the deposit slip for eventual submission to Treasury.
 - e. Deposits are submitted daily to TD Bank. If a same-day deposit is not possible, the deposit bag is secured in the pool office safe until it can be delivered on the next bank business day.

- f. If the deposit cannot be made on a Friday after the workday it will be deposited on the following bank business day.
- 8. Using the “Cash Out Drawer” function, the Pool Manager closes out in MyRec.
 - a. The Pool Manager, logged into MyRec, selects “Cash Out Drawer” option.
 - b. MyRec compares the entered cash total against the expected amount based on recorded transactions.
 - c. The Pool Manager confirms the totals match and completes the drawer closure process in the system.
 - d. If the system identifies a discrepancy between the expected and actual totals, the Pool Manager reviews transactions for errors, records the discrepancy, and reports it to the Aquatics Program Manager and/or City Official for investigation.
- 9. The Pool Manager finalizes the Manifest Sheet-- Part 2
 - a. The Pool Manager enters the starting and ending wristband numbers.
 - b. To calculate the total number of wristbands used the beginning wristband number is subtracted from the ending wristband number.
 - i. If applicable, log any discrepancies between wristbands used and admissions recorded.
- 10. Daily, the Pool Manager compiles and delivers the following materials to Treasury.
 - a. Completed and signed Manifest Sheet.
 - i. If no sales, a “No Manifest” form as required.
 - b. POS Closeout Report and Category Summary.
 - c. Deposit Slip and Cover Sheet
 - i. Forms should be delivered to Treasury the next morning.
 - ii. If the forms are completed on a Friday, then the forms should be delivered to Treasury the following Monday morning.
- 11. Pool Manager or Supervisor deposits bag with cash and coins at designated bank.
 - a. The Pool Manager ensures that all cash and coins are sealed in a tamper-evident deposit bag labeled with the date and site name.
 - b. The deposit bag is dropped off at the designated bank’s overnight drop box on the same day, when possible.
 - c. If the deposit cannot be made the same day, the bag is securely stored in the locked pool office safe until delivery can be made the next day.
 - d. All deposits are made day of or day after. If the deposit cannot be made on a Friday, the deposit will be made the following Monday.
 - e. Bags are pre-numbered and tracked to ensure accountability and reduce risk of loss or theft.
- 12. Treasury Receipt and Verification.
 - a. Treasury staff receives the deposit slip and accompanying forms from P&R staff.

- b. Treasury verifies the deposit slip number matches the logged manifest and that the recorded amounts are accurate.
 - i. Any discrepancies between the deposit and reported totals are documented and reported back to P&R for investigation.

Preseason Preparation and Inspection Procedures

1. The Aquatics Manager (or designee) begins work in March to coordinate pre-season preparation.
 - a. The Aquatics Manager organizes all binders and required paperwork for each pool site.
 - b. Lifeguard certification classes are scheduled and organized through the MyRec system to track registration, payments, and rosters.
 - a. The Health Inspector reviews and verifies lifeguard certifications for compliance with safety requirements.
2. Pool Manager begins site cleaning and item restocking.
 - a. The Pool Manager or Assistant Manager is responsible for thoroughly cleaning each pool facility prior to opening.
 - b. The Pool Manager prepares a Needs List of all supplies and chemicals required for the season.
 - a. Supplies are reordered based on this list to ensure sufficient stock for all pool operations.
3. Health Department conducts safety inspections
 - a. The Health Inspector conducts two formal inspections during the summer season for each Municipal Pool.
 - b. Inspections cover water quality, chemical storage, lifeguard certifications, and facility cleanliness.
4. Parks Supervisor conducts weekly water tests.
 - a. Weekly water tests are conducted for each pool site.
 - b. The Parks Supervisor (in charge of pools) oversees the collection of water samples and reviews results.
 - c. Water tests are performed separately for each individual body of water (main pool, baby pool, splash pads, etc.)
5. Parks Supervisor conducts electrical inspections.
 - a. All electrical systems at each pool facility are inspected annually.
 - b. The Pool Manager verifies that all electrical inspections are up to date and compliant before opening.
6. Parks Supervisor conducts pump and drain system checks.

- a. The Pool Manager inspects all pumps to confirm they are operational and meet manufacturer guidelines.
- b. Virginia Graham Baker (VGB) Act-compliant drain covers are checked to ensure they are securely installed and undamaged.
- c. The entire circulation system is inspected to confirm safe operation before filling or opening pools.