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Subject: Aquatic Site Tour Notes
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Attached: Site.Visit.Notes.docx

Team,

I have attached our internal notes from our recent site tours. Just wanted to circulate this before our consultant kickoff meeting tomorrow. Additionally, the contacts for each facility are listed below in case any follow-up questions are needed.

Conway, AR: <https://conwayarkansas.gov/conway-community-center/>

- Skylor Swope, Operations Manager: skylor.swope@conayarkansas.gov
- Michael Washington, Aquatic Manager: michael.washington@conwayarkansas.gov
- Jaime Brice, Director, jaimie.brice@conwayarkansas.gov

Rogers, AR: <https://www.rogersar.gov/1333/Rogers-Aquatics-Center>

- Wendy Jones, Director of Operations: wjones@rogersar.gov
- Andrea VonBrinton, Assistant Director: avonbrinton@rogersar.gov
- Quinton Harris, Director: qharris@rogersar.gov

Republic, MO: <https://www.therushaquaticpark.com/>

- Kris Parks, Director: KParks@republicmo.com

Blue Springs, MO: <https://www.bluespringsgov.com/2458/Blue-Surf-Bay-Waterpark>

- Chase Coffee, Manager of Aquatics: Ccoffee@bluespringsgov.com

Lenexa, KS: <https://www.lenexa.com/Parks-Places/Public-Pools/Sar-Ko-Par-Aquatic-Center>

- Logan Wagler, Director: Logan Wagler: lwagler@lenexa.com
- Mandy Danler, Assistant Director: mdanler@lenexa.com

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Site Visit Notes

Rogers

- Bond funded project
- Aerosol sunscreen stains their concrete
- Stained concrete hotter than unstained
- 1000 person max capacity
- Deck heat an issue
 - They have used mister fans and sprinklers in the past to alleviate
- As-built blueprints crucial to maintenance team
- Recommend a separate first aid room with its own entrance
- Contract with Pafford to have an on-site EMT
- Rogers PD regular rounds
- 3rd Janitorial contract for locker room cleaning
 - They need their own storage
- Onsite washer/dryer
- Lock locker rooms at closing time
- 32+ Cameras onsite
- One body of water has 3 lifeguards that originally called for 1
- Rocks instead of mulch in landscaping to lessen cleaning burden
- Lawn area inside fence with outdoor showers
- Special entrance for school bus drive-thru and drop off
- Require tubes for lazy river
- 4 maintenance staff
- Pool staff gets comp hours in the summer
- Their staffing and user load were significantly underestimated in the pro forma
 - Went from 25 estimated lifeguards to 100
 - Lifeguard lanyards based on experience: Red-new, Blue-1yr, Yellow-lead, Black-5yr/Main lead
- Recommend minimal tile for walls, maintenance issue
- Recommend emergency gates, exit gates
- Build for UV but don't use / Added heater 2025
- Grossed 290k from concessions
 - Concession faces West, poor design
 - Concessions ran in-house
 - Not enough concessions storage
 - Bottled drinks, but they would switch to fountain if they were starting over
 - Recommend walk-in freezer and cooler

Site Visit Notes

- 3 concessions windows, wish they had more
- Long lines an issue
- Plan for shade over lines and blinds for concessions staff
- Replaces sand in filters in 2025
- Switched over to sodium bisulfate tablets for ph control
- Sanitation pumps are variable flow rate pumps, feature pumps are not
- Marcos Pizza contract, sell by the slice
 - Likely need a listed cutoff time for pizza availability
- On deck lockers that are more like cubbies with doors
- Do not sell season passes, only punch passes
- Pump needed for each area to isolate
- Included greenspace outside of pool/deck area for people to gather, eat, etc.

Republic

- Original facility opened in 2005, renovated and expanded in 2024
- 26 lifeguards per shift
- On deck cubbies/lockers with doors
 - Rentable locks available
- Surf simulator no a major spectator area due to splash zone
 - Splash apparently out the sides and some to the front
 - Extra daily charge for the surf simulator
 - Gets a lot of use
- They have a dedicated first aid room but wish they had two.
- The expansion was part of the original master plan.
- Concession stand plus an in-house stationary food truck.
 - They do not recommend the food truck.
 - Bottled drinks
 - Premium food options not as popular
 - Concession stand does not have space for a line
 - Food truck concessions needs more shade
- New addition has storm water runoff issues including flooding in ground pumps
- Two rentable party pavilions, 5 terraces, 2 cabanas
 - These are popular and stay booked
- Do not require a tube for the lazy river
- Walkways are not wide enough, especially at new addition
 - Multiple pinch points throughout facility
- 575 ft lazy river / 10 ft wide that completes in ~5 minutes

Site Visit Notes

- Not enough deck chairs
- Original staffing plan was not sufficient
- One pump/filter system for entire new pool
 - Pump is well below surface level and requires climbing down into a pit
- Not enough exit points for lazy river
- 3rd party security presence on weekends
- Slide crash zone not long enough, users can touch the far wall
- No cleaning/maintenance with significant landscaping presence

Blue Surf

- Runs as enterprise fund
- In-house concessions with bottled drinks
 - Pizza a big hit
 - 5 concession workers
- Contracted alcohol and bar sales
 - Alcohol must be kept on upper level patio
 - Exceptions made for adult swim nights
 - Special cups for alcohol
- Murphy wave surf simulator allows for multiple simultaneous users
 - Multiple users when boogie boarding
 - Surfing still allows only one at a time
 - Water is heated for this feature to extend the season
 - Heavily used
 - They have had mechanical issues already
 - They highly recommend it and say it is an easy attraction to run
- Lazy rivers tubes left on deck, no corral bins
 - Switching to TubePro
 - Make sure to print logos on inside of transparent tubes
- Had Life Floor in toddler area
- Contracted Star Guard to certify/assess guards - \$10k/yr
- 13-17 guards outside on deck
- 5 guards indoor pool
- 4 slide types
 - Speed, stand up, tube, body

Site Visit Notes

- Cabanas for rent that include charging stations
- Members get discounts on programs throughout department
- In-house inspections and feature changes for ninja course
 - 2 course options available, beginner and advanced
- Source (ground) capture for hvac system on one side of the pool
 - Seems to help because other side has more condensation and rust issues
 - Chlorine smell and humidity significant when entering
 - Separated well from lobby area
 - Pool office and lifeguard break room do not have separate air or hvac leading to corrosion issues
 - Multiple water temps indoors, air temp kept equal to highest water temp
- Wish they had bigger indoor pool, stays very popular even in the summer
- Very thematic and consistent design features
 - Signs, life floor and acoustic paneling all share design
 - Themed signs and naming of different areas
 - Transparent slide has patterns matching window design
- TV screen for special events
 - Sound system all over park so everyone can here
- Still use liquid chlorine and acid in addition to CO2
- No landscaping and did not seem like enough shade
- Smaller indoor pools had regenerative media filters
- Simplified backwashing system that could be done while pump still on
 - Takes a long time to backwash due to waste system backing up

Lenexa

- 89,000 in attendance- 2025, 82,000- 2024
- Total amount of staff: 200 approx
 - 140 Pool
 - 60-70: Cashiers/Concession
- Indoor Pool 6-7 guards at a time
- Recommend powder coating for indoor, corrosive issues
- Hate their regenerative media filters at the outdoor pool
 - Too much maintenance
 - Maintenance must be done while pool is closed

Site Visit Notes

- Tropitone pool furniture
- Switched landscaping to turf in some problem areas
- Separate emergency exit that is sometimes used for swim team entrance
- Had to redo parking flow to accommodate more users
- Grossed 110k in concessions
 - \$45k in product expense
 - Concessions line not well thought out
 - No shade and line blocks other areas
 - Allowed food on deck
- They are happy with their indoor hvac and dehumidified
 - They had a box fan propped up to cool dehumidifier
 - They noted condensation issues and algae buildup on stairs and problem areas
 - They kept their humidity oddly high and temperature low
- Flooring issues with slick surface, had to supplement with rubber mats
- Losing significant water from slide runoff
 - Did not have proper drains or recirculation
- Indoor power washer setup was really useful!!!
- Indoor pool manager office and lifeguard break room had separate hvac and air control
- Dry party rooms, rentals for 45 minutes

Conway

- Facility was old Axiom Warehouse that was renovated, indoor/outdoor aquatic new
 - 130,000 sq/ft
- Used Traf-Sys: people counter software that counts people coming and leaving
- Front desk too small and right on top of entrance
 - Lobby large but it extends to the side
 - Line would extend out the front doors very quickly
 - Low ceilings in lobby make a large facility feel very small
- Fitness center tvs on the columns in the middle of the room jut out to the side. No fitness studio but is desired
- Treadmills in the center of the room have cords showing, needs a trench or location on front wall
- Music and radio played in fitness center
- Café in lobby for coffee and smoothies
 - This serves as concessions for large events like volleyball tournaments
- Huge IT closet with its own ac unit
- Game room and large meeting room.

Site Visit Notes

- All meeting rooms have large dedicated storage space
- Take a book – leave a book program in game room
- Huge conference room but it does not have dividers
- These rooms have carpet that they are already considering replacing
- Pickleball and volleyball flooring does not work, they are switching to terraflex
- Volleyball net dividers do not split courts side to side, this is needed
- 4 rentable party rooms
 - 2 have pool access
 - 2 hour rentals where parties can go in and out during swimming
 - \$200-\$250/hr, 20 people
- Large warehouse with volleyball and pickleball courts that can be changed over
- Warehouse has only one water fountain and restrooms are all on the same side
- Locker rooms have a lot of fixtures and stalls but feel cramped
- No good space for trash cans in lockerrooms
- Issues with wet floors inside and exiting locker rooms
- Indoor pool air successfully separate from adjoining areas
- Pool door was tied down and may not have had a way to unlock?
- Door handles were already rusting on pool side
- Dedicated first aid room for indoor pool
- 3 backboards on deck with no hangers
- Elevated spectator seating for swim meets
 - Large amount of viewing space
 - Entrance to seating was long and winding
 - Poorly installed railing
- Large video board for indoor pool events and meets
 - Playing tv during open swim hours
- Colorado timing company for meet timers/video board
 - Issue with timing company equipment and gutter style of pool
- Rollaway lifeguard storage on deck
- No on deck storage rooms
- Two diving boards in their lap pool
 - ceiling not high enough for diving meets
- Indoor deck showing cracks and significant dirt
- Cisco concessions contract for food
 - Run their own concessions in house. Allow food on deck
- 4-5 concessions workers at a time
- Mirror tent on concessions windows made it impossible to see digital menus
 - Menus only visible at front of line

Site Visit Notes

- No outdoor lifeguard break room or first aid room
- 2 safes on site for cash and deposit
- They offer guest wifi
- Taped on window coverings for check in windows during the winter to prevent people peering in
- Intercom system for food pickup
 - Can also be used for announcements and safety
- Restrooms way too small for outdoors
 - This caused people to go inside and created the wet floor issues
- No outdoor family restroom
- One outdoor water fountain with no bottle filler
- Outdoor turf and no natural landscaping
 - Positive comments about deck not getting hot despite a lot of concrete and few shade structures
- 4 rentable cabanas: 2 hour and daily rates
- Initial design had chemical feeder issues
 - Had to change out to larger pipes after opening because not enough chemicals were getting to the pools
- One pump room for both indoor and outdoor
 - Located to the side and not central, long pipe lines
- Pulsar chlorine sanitation
- Separate acid and chlorine rooms
- \$600k in operational budget comes from A&P
- Backwash system simple and efficient
 - One handle per filter and pump can stay on
 - Weekly backwash, outdoor pool sometimes 2-3 times per week
- UV for indoor and outdoor pools
- Variable drive pumps
- No tube corrals anywhere
 - Tubes not required to use the lazy river. 300 tubes
- Open outdoor pool at noon, people have asked for earlier
- 16 guards on deck, 25 on schedule at one time
 - Includes a guard at the bottom of slide stairs to limit people on the stairs
- Food allowed everywhere on deck
- Under 18 years old must have adult present with them
- People have asked for more shade
- Kids pool not on a separate filtration system, had many contamination incidents
- Small climbing wall and ropes course feature at kids pool

Site Visit Notes

- Full facility rentals available on Sunday evenings
 - 2500 two hours for members, 3500 non members
- Resident and non resident rates
 - They judge by zip code
- Community center is not part of the parks department. Dept name is Conway Community Center.
- Outdoor decking showing a lot of cracking
- Aquatics office at indoor pool on separate hvac system
- Staff offices in a private hallway upstairs
- Employee break room upstairs
- Tube pro tubes

Other

- All places except blue springs allow food anywhere on deck
- All had plaster liners
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