

Aquatics & Pool Operations FAQ:

Current Aquatic Facility Status

- Bicentennial Pool: The main pool remains open. The Bicentennial Tot Pool is temporarily closed due to a boiler malfunction.
- Genoveva Chavez Community Center: The Therapy Pool remains open with adjusted operating hours. The leisure pool remains open; only the slide feature is temporarily unavailable during scheduled repairs.
- Fort Marcy Recreation Complex: Temporarily closed due to staffing shortages. The City anticipates reopening the facility on June 8 with limited operating hours as additional lifeguards complete hiring and onboarding.
- Salvador Perez Pool: Closed pending repair assessments and cost estimates.

Bicentennial Pool

Q: What specifically caused the Bicentennial Tot Pool closure?

A: The closure was caused by a boiler malfunction affecting the Bicentennial Tot Pool. The boiler heats the water in the pool.

Q: Was this issue preventable?

A: No. The issue was caused by an unexpected mechanical failure that was not identified during regular maintenance inspections.

Q: Why isn't maintenance completed during the winter months when pools are closed?

A: Maintenance work is performed year-round as weather and operating conditions allow. While the Bicentennial Tot Pool is intentionally drained during winter months to protect plumbing systems from freezing temperatures and allow for off-season maintenance, not all mechanical failures can be predicted or prevented. In this case, the pool was operating normally after being refilled in April, and maintenance on the boiler system was current prior to the unexpected malfunction.

Genoveva Chavez Community Center

Q: Why were Therapy Pool hours reduced?

A: Adjustments to Therapy Pool hours were made based on available staffing levels and the

operational demands of expanded summer programming and outdoor pool operations. The City recognizes that the Therapy Pool is an important resource for seniors and individuals recovering from injuries, surgeries, strokes, and other medical conditions. Staff continue working to balance community needs with available staffing and safety requirements.

Q: Is the leisure pool open?

A: Yes. The leisure pool remains open to the public. The slide feature is temporarily unavailable while scheduled repairs are completed.

Fort Marcy Recreation Complex

Q: Why is Fort Marcy Recreation Complex currently closed?

A: Fort Marcy Recreation Complex is temporarily closed due to staffing shortages. The City continues active lifeguard recruitment and hiring efforts to support reopening and expanded operations.

Q: When will Fort Marcy Recreation Complex reopen?

A: The City anticipates reopening the facility on June 8 with limited operating hours as additional lifeguards complete hiring and onboarding processes. Updated schedules will be posted on the City's website as they become available.

Salvador Perez Pool

Q: What is the status of Salvador Perez Pool?

A: Salvador Perez Pool remains closed pending full repair assessments and cost estimates. The City recognizes the importance of the facility, particularly its accessibility features for individuals with disabilities, and understands the community's interest in reopening the pool as quickly as possible.

Q: When will repairs at Salvador Perez Pool be completed?

A: Repair timelines depend on several factors, including final assessment of the issue, contractor availability, procurement timelines, and funding availability. The City will continue to provide updates as more information becomes available.

General Aquatics Operations

Q: Can the City provide an update on reopening timelines?

A: Staff are actively working to assess repair needs and identify the fastest path forward

while ensuring facilities remain safe and operational. Updates will be shared with the public as specific information about engineering, specialty contractor availability, and supply issues becomes available and timelines can be established more accurately.

Q: Are other aquatic facilities still open?

A: Yes. The Bicentennial main pool remains open, and aquatic facilities at Genoveva Chavez Community Center remain open. Some amenities may have modified hours or temporary closures due to staffing or maintenance needs. Current operating information is available on the City's website.

Q: What systems are currently in place to ensure consistent operation and maintenance of public pools?

A: The City follows preventive maintenance schedules using both certified City staff and specialized contractors. Aquatics and Facilities staff routinely monitor systems and submit requests for appropriate maintenance and capital funding to support ongoing operations and repairs.

Q: Why can't repairs and maintenance happen when pools are already closed?

A: Maintenance and repair work is ongoing throughout the year, even when it is not visible to the public. When issues arise, Aquatics staff respond immediately, Facilities Department work orders are initiated, specialized contractors are engaged as needed, and funding is identified and procured for repairs. Some failures, particularly mechanical or boiler-related issues, occur unexpectedly during active operations despite regular maintenance.

Q: What is the City doing to manage unforeseen maintenance and repair issues?

A: Through the recently adopted budget, the City established funding to help address unforeseen maintenance and repair needs that may arise at City facilities. This proactive approach helps the City respond more efficiently when unexpected issues occur, and supports continued operations and service delivery.

Q: Is there a long-term plan to ensure reliable aquatic access for Santa Fe families?

A: Yes. The City continues to focus on lifeguard recruitment and retention efforts, maintaining adequate operational funding, supporting daily pool operations, following recommended preventive maintenance schedules, and strengthening long-term facility sustainability planning. The City is also working with schools, swim clubs, and community partners to address staffing shortages and improve long-term aquatic programming capacity.