2025

Dennis N. Malone Aquatics Center
Facility Impact Report

Bristol CONNECTICUT
PARKS, RECREATION, YOUTH AND COMMUNITY SERVICES

The 2025 Dennis Malone Aquatics Center Facility Survey was an anonymous 30 question survey measuring customer experience issued by the Dennis Malone Aquatics Center (DMAC) and Bristol's Department of Parks, Recreation, Youth and Community Services. The report reflects responses from 2/3/25 - 3/9/25.

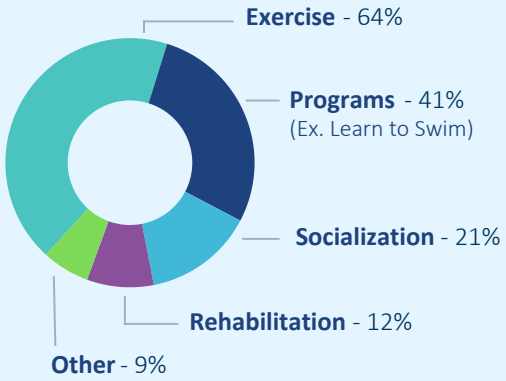
Gender Identity

83% Women

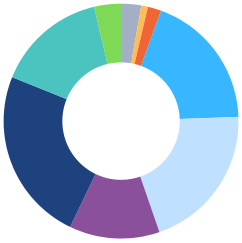
13% Men

"I feel extremely lucky to live in a city with such a high quality amenity like DMAC."
DMAC Patron/ Community Member

Reason for Pool Use



Age of Pool Users



- Under Age 10
- 10- 19 Years Old
- 20- 29 Years Old
- 30- 39 Years Old
- 40- 49 Years Old
- 50- 59 Years Old
- 60- 69 Years Old
- 70- 79 Years Old
- 80+ Years Old

72% of Respondents are Satisfied or Extremely Satisfied with pool and facility cleanliness

Overall Satisfaction

of Survey Respondents are Satisfied or Extremely Satisfied OVERALL with the Dennis Malone Aquatics Center

Program Satisfaction

Percent of Survey Respondents who **reported they are Satisfied or Extremely Satisfied with the following programs**

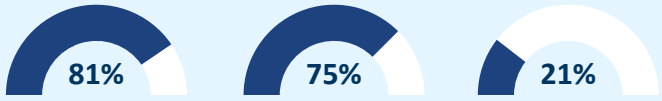
Pool Memberships	86%
Learn to Swim	83%
SPLASH Swim Team	93%
Facility Rentals	94%
Exercise Classes	92%
Special Events	99%
Private Lessons	90%

Service Satisfaction

Percent of Survey Respondents who reported they feel satisfied with the following services:

Lifeguard Attentiveness to Pool and Patron Safety	86%
Quality of Program Instructors	90%
Responsiveness of Staff	86%
Knowledge of Staff	98%

Why do you choose DMAC for your aquatics needs?



"You do a very nice job and I'm proud to have my children apart of this facility and program."
DMAC Patron/ Community Member

"Great facility that I feel fortunate to be able to use."
DMAC Patron/ Community Member

We have been at Dennis Malone Aquatics Center since 2014 and we feel like it is our second home."
DMAC Patron/ Community Member

63% of Respondents **live less than five miles away from DMAC**

91% **of Respondents would recommend the Dennis Malone Aquatics Center to a friend**

Source: 2025 Dennis Malone Aquatics Center (DMAC) Facility Survey