



City of West Hollywood
Aquatic & Recreation Center



CLIENT PROFILE

FROM PAPER RECORDS TO CONNECTED AQUATIC OPERATIONS

See how one municipal aquatics team is using digital documentation to strengthen daily operations, staff accountability, and training.

HYDROAPPS

A Busy Aquatic Operation With a Lot to Keep Track Of

City of West Hollywood Aquatic & Recreation Center

Perched atop a five-story building with views of Downtown Los Angeles and the Hollywood Hills, the City of West Hollywood Aquatic and Recreation Center is anything but an average municipal pool.

The year-round facility features two rooftop pools and offers lap swim, water fitness, swim lessons, recreation swim, and junior lifeguard programming. During the busy season, 50 to 60 staff members may rotate through the facility throughout the day.

Behind all of that activity is a complex web of inspections, water tests, staff records, incident reports, training documentation, schedules, and daily operational tasks.

For Aquatic Supervisor Cortez Jordan and his team, all of that information used to live on paper.

"Everything was paper. Everything was paper."

Even with organized filing systems, locating documentation could mean searching through hundreds, if not thousands, of individual records.

After a serious incident at a previous facility resulted in extensive records being pulled for a lawsuit, the limitations of paper became impossible to ignore. Physical storage presented another risk when a flooded storage closet destroyed a significant amount of documentation.

The team needed a better way to keep critical aquatic records organized, accessible, and connected.



WEST HOLLYWOOD AQUATICS AT A GLANCE:

Facility Type: MUNICIPAL

2 ROOFTOP POOLS, COMPETITION + RECREATIONAL

HydroApps Users: 225

HYDROAPPS MODULES IN USE:

Facility Manager • Staff Manager • Schedule Manager

"IF THIS ALL LIVED IN ONE PLACE, HOW GREAT WOULD THAT BE?"



THE HYDROAPPS SOLUTION

One Place for the Information That Keeps Aquatics Moving

The City of West Hollywood implemented HydroApps to bring critical aquatic documentation into one connected digital system.

Today, staff across the Aquatic Center interact with HydroApps at some level, from aquatic leadership and senior lifeguards to temporary lifeguards and aquatic aides.

Daily opening and closing procedures can be completed from an iPad. Staff document incidents, complete operational tasks, record water tests, and access important information without tracking down the right binder or paper form.

For leadership, records are easier to review, share, and access when they are needed.

"There's nothing like being able to pull out an iPad and go click, click, click, click, click and sign compared to a piece of paper. There's just no comparison."

Staff can also leave notes and review what happened during a previous shift, creating greater continuity across the operation.

As Cortez describes it, HydroApps has created "a huge sense of fluidity in the workplace that we just never had."

When a sensitive patron situation recently required incident documentation, aquatic leadership could access and review the same reports within HydroApps, helping ensure information was clearly and consistently documented.

WITHIN HYDROAPPS, WEHO IS ABLE TO COMPLETE:

- Daily procedures, inspections, incident reports, & custom forms.
- Tracking staff records, training, & lifeguard observations.
- Digital water testing documentation.
- Staff scheduling & workforce operations.





MORE THAN GOING PAPERLESS

West Hollywood is using custom digital workflows to turn important staff programs into repeatable, trackable processes.

TRAINING THREE TIMES A DAY, SEVEN DAYS A WEEK

The West Hollywood aquatics team conducts three half-hour staff training sessions every day, seven days a week.

That volume of training created a lot of paper. Sign-in sheets could be inconsistent. Staff sometimes forgot to sign in, and supervisors did not always have a clear record of who was scheduled or attended.

Working with HydroApps, West Hollywood created a digital training sign-in process within the platform.

Staff training attendance can now be documented in the same system the facility already uses for its daily aquatic operations.

"For us to be able to move completely away from that is a complete game changer."



BUILDING LIFEGUARD VIGILANCE THROUGH PEER OBSERVATION

Vigilant Voice is West Hollywood's peer-to-peer lifeguard observation program.

Staff spend approximately five to ten minutes observing a fellow lifeguard's scanning, rotations, and vigilance. The peers review the observation together, creating an opportunity for immediate feedback and coaching.

Initially, documenting the program on paper made it difficult to sustain.

The team built a custom Vigilant Voice form in HydroApps to document each observation and keep the program moving.

"It just took off."

According to Cortez, the facility has seen lifeguard vigilance and observance improve dramatically.

The difference wasn't simply replacing a paper form. It was creating a process that was easier to repeat, document, review, and sustain.



CUSTOM PROCESSES. ONE CONNECTED SYSTEM.

"The fact that we can customize and create forms... that's been huge. It's a game changer for us."



MORE ORGANIZED. MORE CONSISTENT. MORE CONNECTED.

CENTRALIZED DOCUMENTATION

Operational records, staff information, incident reports, and facility documentation are easier to access in one connected system.

GREATER ACCOUNTABILITY

Digital workflows give staff clear steps to follow and supervisors greater visibility into completed tasks and reports.

OPERATIONAL EFFICIENCY

From daily opening procedures to incident reports and training records, staff spend less time managing paperwork and more time focused on operations. Information is available when it's needed, without digging through files or storage boxes.

CUSTOM WORKFLOWS

Custom forms support West Hollywood's unique programs, including daily training sign-ins and its Vigilant Voice peer observation program, without requiring additional software.

CROSS-DEPARTMENT COLLABORATION

Centralized documentation makes it easier to share records with Human Resources, Facilities, and other city departments, improving communication and speeding up requests for information.

Creating Connections Beyond the Pool Deck

Cortez sees even more opportunity to connect the Aquatic Center's operations with other departments across the City of West Hollywood.

Facility documentation could provide greater visibility to facilities staff. Centralized staff records could make information easier to share with Human Resources.

The goal is simple: make important information easier for the right people to access.

"They [our HR and Facilities teams] are always happy. They're like, 'Oh, do you have that?' And I'm like, 'I'm going to get you right now.' As opposed to, 'I'm going to have to try to find it somewhere.'"

For a busy municipal aquatic facility, that accessibility matters.

Because stronger aquatic operations aren't just about collecting documentation.

They're about creating systems that help teams stay consistent, accountable, and prepared.



"Having it all in one place is one huge advantage."

— Cortez Jordan, Aquatics Supervisor
West Hollywood, CA



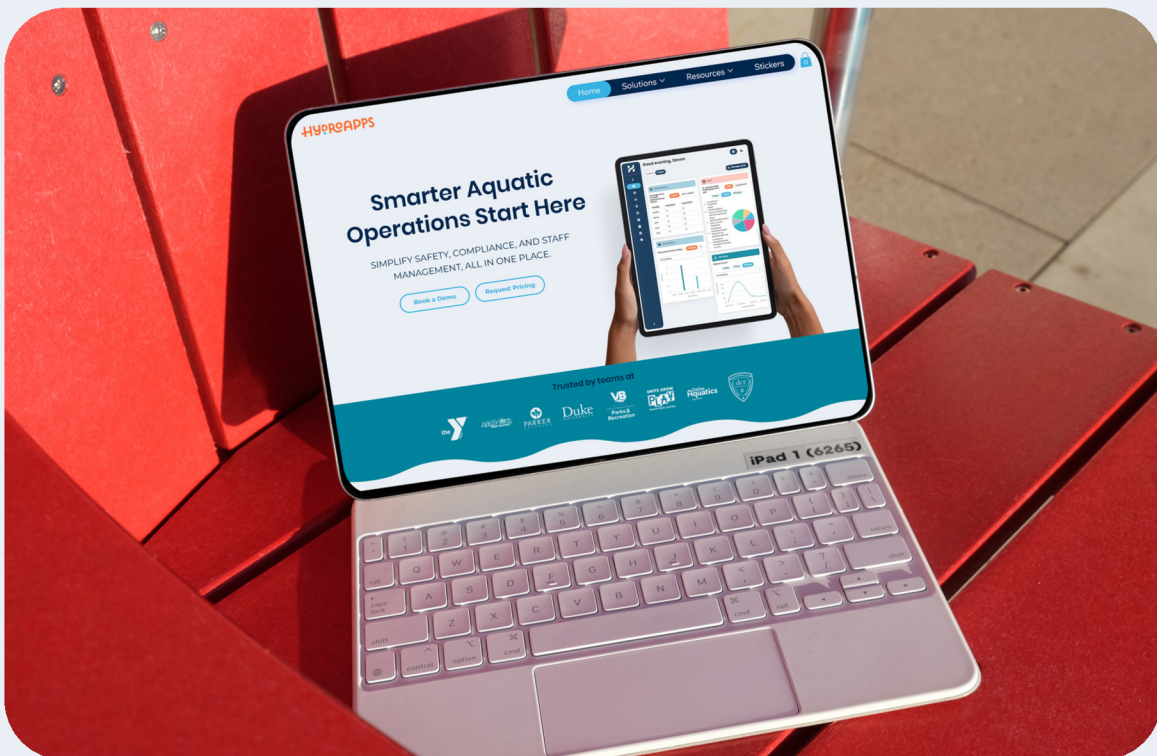
EVERY GREAT OPERATION STARTS WITH BETTER SYSTEMS

The City of West Hollywood didn't simply replace paper with digital forms. They created repeatable processes that help their team stay organized, accountable, and prepared every day.

Imagine what your operation could accomplish with the same approach.

SEE WHAT DIGITAL OPERATIONS COULD LOOK LIKE AT YOUR FACILITY

HydroApps helps aquatic teams centralize documentation, strengthen daily processes, and build operational systems around the way their facilities actually work.



Submit a pricing request & book a demo at
HYDROAPPS.COM