Frequently Asked Questions for Swim Pass Memberships

I have a current swim pass number. Will I be able to transfer my current swims to the new system (PerfectMind)?
Yes, through June 30, 2018 only. Starting on July 1, 2018, we will not be able to transfer any current swims you have in the old system and they will all be expired.

The quickest way to transfer your swims over is to create an online account on cityofoakland.perfectmind.com. If you do not have access to a computer, the Aquatics Staff Member will be able to create your account on-site. Please allow extra time for this. You will need to bring your Driver's License. We will then create a Swim Card for you to scan in during each visit.

Will I have the same pass number as in the old system?
We will try our best and accommodate your same pass number, but there is no guarantee.

How will I receive my Scan Card?
If you have created an online account and emailed us back with your current swim pass number and preferred pool to pick up **by Monday 3/12 at 2pm**, we will create a Scan Card for you by the Go Live Date of Tuesday 3/13 and you can pick this up at Temescal or Lions starting on Tuesday 3/13 during any lap swim shift.

If you do not email us by Monday 3/12 at 2pm or prefer to set-up and transfer your swims in person, the Aquatics Staff Member will be able to assist you and can print off a *Temporary* Scan Card on-site. Please allow extra time for this. Your New Scan Card will be ready for pick up within 3 business days.

Again, we strongly recommend that you create an online account on cityofoakland.perfectmind.com to expedite the process.

I have a current "Oakland Pools Swim Pass" scan card already. Will this work?
No. The "Oakland Pools Swim Pass" scan card will not work in the PerfectMind system. You will need to follow the steps in transferring your swims over to receive a new Scan Card.

Do I really need to scan in with a Scan Card?
Yes! Each pool is equipped with a scanner and you will need to scan your Swim Card during each visit. You will no longer need to tell the Aquatics Staff Member your pass number. In addition, the Aquatics Staff Member will not be able to let you know how many swims you have left because this information is not quickly accessible. The scanner will make a BEEP sound when you do not have any swims left.

How do I find out how many swims I have left?
Login to your online account on cityofoakland.perfectmind.com and it will show you how many swims you have remaining. Please note that the Aquatics Staff Member will not be able to quickly let you know how many swims you have left after each scan. The Aquatics Staff Member will need to search for this information and it will take extra time.

Will the Aquatics Staff Member be able to check me in without a Scan Card?
No. All lap swimmers with a swim pass membership must check-in with their Scan Card.

What if I lost my Scan Card?
We can make you a replacement card. The cost for a replacement card is $5.

Can I purchase a New Membership Pass or Renew my current membership pass online?
No. At this time, we are only selling and renewing passes in person at the pool site. However, we will be looking to sell and renew at a future date.

Is there an expiration date on Swim Pass Memberships?
Yes. There is a 1-year expiration date from the date you transferred or purchased your swims. You will need to use all of your swims prior to the expiration date and you will not be able to roll-over any unused swims after the 1-year expiration date.

Can I share my pass with my Family Member?
Yes! If your family member meets the same age requirement as the Adult or Senior swim pass, we can link your card to the Family Member. The Family Member will need to check-in with their own Scan Card. To expedite this process, please add Family Members to your online account on cityofoakland.perfectmind.com.

If you a current City of Oakland Employee and take advantage of the Free lap swim program:
Please create an online account on cityofoakland.perfectmind.com and email OPRAquatics@oaklandnet.com with your Employee # and Department. We will then create your own Scan Card.