

# Attachment A

## Maple Grove Community Center Facility Usage/Attendance Report January - December 2021

### RECORDABLE FACILITY USE

<b>Paid Admission/Membership Use</b>	<b>2021</b>	<b>2020</b>	2021 versus 2020	<b>2019</b>	2021 versus 2019
Pool	54,987	31,832	73%	93,275	-41%
Gym	8,669	5,159	68%	10,288	-16%
Indoor Playground	12,967	8,061	61%	33,277	-61%
All Building	1,827	1,057	73%	7,646	-76%
Ice Arena (Open Skate/Hockey)	4,138	2,062	101%	4,062	2%
Coupon Use (Upper & Lower customer service desk)	1,193	352	239%	2,298	-48%
Membership Use (Scans)	24,811	12,877	93%	30,875	-20%
<b><u>Facility Rentals</u></b>					
Banquet Room Rentals	28,987	20,666	40%	64,828	-55%
Senior Center (Room 110/112) Rentals	9,818	5,065	94%	14,210	-31%
Meeting Room Rentals	36,321	12,362	194%	53,416	-32%
Multiple Area Rentals & Large Events	14,858	2,150	591%	40,700	-63%
Gymnasium Rentals	1,980	2,252	-12%	1,772	12%
Birthday Party Packages	-	3,637	-100%	12,845	-100%
<b><u>Recreation Programs</u></b>					
Recreation Classes, Programs, Senior Drop-in Use	23,148	17,322	34%	60,661	-62%
Swim Lessons	3,329	2,048	63%	7,750	-57%
<b>Subtotal of Recordable Usage</b>	<b>227,033</b>	<b>126,902</b>	<b>79%</b>	<b>437,903</b>	<b>-48%</b>

### NON-RECORDABLE FACILITY USE

#### **Non-Paid: Estimated Facility Use**

Ice Arena (Skaters & Spectators)	79,649	75,432	6%	140,129	-43%
Teen Center Drop-In	3,502	1,796	95%	9,739	-64%
Skate Park	9,015	5,657	0%	5,518	63%
Walkers	423	519	-18%	1,382	-69%
Lions Playground	13,135	14,225	0%	23,240	-43%
Pavilion/Farmers Market/Parking Lot Use	43,357	46,762	0%	40,322	8%
<b>Subtotal of Estimated Usage</b>	<b>149,081</b>	<b>144,391</b>	<b>3%</b>	<b>220,330</b>	<b>-32%</b>

<b>TOTAL FACILITY USAGE YTD</b>	<b>376,114</b>	<b>271,293</b>	<b>39%</b>	<b>658,233</b>	<b>-43%</b>
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#### **Customer Contacts**

Incoming Phone Calls (Main phone number)*	22,654	12,847		27,802
<b>Subtotal of Recordable Customer Contacts</b>	<b>22,654</b>	<b>12,847</b>		<b>27,802</b>

\*\*2021 Notes: Capacity and mask restrictions ended May 27, 2021.