

## Aquatics & Concessions Annual Report

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The goal of the Maple Grove Parks & Recreation Aquatics program is to provide recreational and structured aquatic opportunities in a safe, fun, and family-friendly environment. Recreational use of the facilities takes priority in scheduling, with programming and structured fitness use secondary. The Concessions operations support the Maple Grove Community Center and other Maple Grove facilities and parks by offering meals and snacks to our patrons.

### 2021 Highlights

- 2021 was another SAFE year at the Aquatic facilities!
- Our facilities operated to the fullest extent possible as Covid restrictions eased and staffing levels allowed
- Our Learn to Swim program continued to offer quality programming
- Our Concessions operations made the return to normal operations
- The pool waterslide was inspected and refurbished



### A Year in Review

Over the course of 2021, our aquatic facilities went from closed due to Covid restrictions, through the challenges of reservation systems and extensive cleaning protocols, and by spring, a return to nearly normal operation.



- Daily pool attendance for summer and fall reflected pre-Covid numbers despite a slight reduction in operating hours due to staffing issues.
- Weaver Lake Beach was open and staffed with lifeguards daily from early June mid-August, and saw lots of use by area families.
- We were able to offer and host a full slate of aquatic programming, from Learn to Swim and Lifeguard Training to log rolling and multiple adult fitness classes. Participation increased from 2020 levels, and is hopefully returning to, and exceeding, that of prior years.
- Our concessions operations at the Community Center, Town Green and Central Park are back to regular operation. We continue to balance the needs of our patrons with the availability of staff and aim to provide a high level of service.

We continue to deal with the challenges of maintaining and operating an aging facility while presenting an inviting environment to our users. We are diligent in the routine maintenance of the facility and equipment, and make use of the annual pool shut-down period in the fall to complete bigger projects like the waterslide refurbishment.

Our biggest challenge continues to be recruiting and retaining enough staff to provide all of the opportunities our patrons desire. The recent staff wage increases should help in that area. We plan to expand our operations as our staffing situation allows.

### 2022 Challenges

- Maintaining the highest level of safety in the Aquatics area
- Rebuilding staffing levels
- Returning to previous hours of operation
- Generating additional revenue through facility usage and concession sales
- Increasing Aquatic programming opportunities and participation
- Evaluating and adjusting the operational plan for Weaver Lake Beach
- Maintaining the operation of our current aging equipment and infrastructure in anticipation of potential renovation

