

Operations & Facility Annual Report

Submitted by:

Paul Mertes, Operational Supervisor

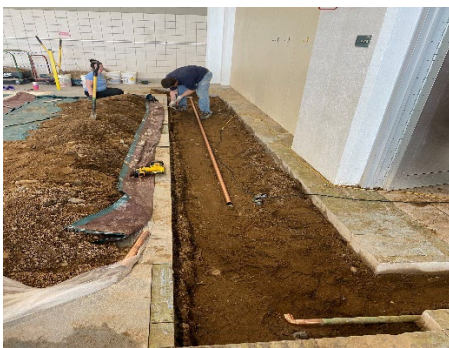
Tanner Lunceford, Facility Maintenance Coordinator

The goal of the Maple Grove Community Center is to provide opportunities for active living and recreation in a safe, clean, and inclusive environment. By creating a positive atmosphere, the Maple Grove Community Center has become essential to personal health and wellness for people of ages.

Key areas of responsibility for Facility/Maintenance Coordinator

- Development and implementation of general building maintenance for the cleanliness and safety of the guests.
- Work alongside the Operations Supervisor and Building Maintenance Technician for repairs emerging on a daily basis in an aging building.
- Responsible for the security and emergency procedures implementation. Coordinate and conduct OSHA, health, safety and security regulatory training with Operations Supervisor.
- Complete monthly inspection and repairs of the indoor playground to ensure the safety of our youngest patrons.
- Scheduling and supervision of Community Center part time staff for Building Supervisor, Building Maintenance, Upper Desk Customer Service Representatives, and Indoor Playground Attendants.
- Train staff to provide quality customer service and facility set ups on large events in the building; lock-ins, weddings, expos, Maple Grove Days.
- Complete meeting room setups and assist customers with audiovisual needs at their time of rental.
- Purchase janitorial equipment and develop training procedures to ensure the longevity of the equipment.
- Foster a good working relationship with the Maple Grove Police Department.

2021 Highlights



Projects performed by staff:

- Assisted in the pool during pool shutdown.
- Repair broken water line under the pool deck floor.
- Work along side vendors to insure the buildings air handler and roof top units are running in an efficient manner due to the age of the building.
- Plan and complete Annual shutdown of the Indoor playground.
- Plan and complete annual shutdown of the Gym.
- Diagnosed problematic Numatics for the community center boiler system.

- Diagnose and replaced water main solenoid and dry valve for the fire suppression system.
- Diagnosed and monitored roof leak in the pool area.
- Schedule and complete all the buildings annual inspections that are required thru the county and state.
- Repair and replace all wearable parts on the Senior Center patio awing system.

2021-Operational Summary



2021 presented multiple challenges for the operations of the Community Center, at the same time allowing building staff to be creative thinkers when it came to finding new ways of offering services to the community during these times. Community Center staff expanded services to the community, at the same time permanent staff completed many needed maintenance projects in the Community Center. In 2021 the Community Center still served a need to the American Red Cross by providing them space in our gym to run twenty-two blood drives as the need for blood was still a national concern this past year. As the calendar year changed to 2022 Community Center staff maintained a balance between providing quality customer service and being sensitive to the budget. Staff will continue evaluate and discuss the operational aspects to identify inefficiencies and create strategies for the improvement of the daily operations of the Community Center.



Community Center Building Staff

Delivering high-quality services to all members of the community is a key commitment of the Maple Grove Community Center Staff. The staff have been great at adapting to the external conditions of society by providing services to help customers feel safe and welcome. Cleaning is still at a high-priority level as we continue to routinely do deep-cleans of our building including wet-vac of the banquet room chairs, weekly carpet scrubbing, daily maze disinfecting and many other tasks to keep our patrons safe.

Maintaining staffing levels has been difficult throughout the year but with our staff's continuing commitment to our building we have been able to maintain our upkeep and provide excellent services for our patrons.

2021 Facility Rental Usage

- 22 Blood Drives
- 5 Quilt/Craft Shows
- 4 Wedding Receptions
- High weekend usage varying from 15-25 rentals between Saturday and Sunday

2022 Challenges

- The top challenge for the Community Center continues to be the lack of new employee applicants. This challenge impacts the operation in many ways. Without readily available employees, projects and repairs take longer and cost more; customer service and cleaning diminish.
- Evaluate and prioritize a preventive maintenance strategy with the age of the building and the master plan process.