



MEMORANDUM

TO: Chuck Stifter, Director of Parks and Recreation

FROM: Lisa Jost Community Center Manager

DATE: December 10, 2021

SUBJECT: Community Center Newsworthy

- **Community Center Events**

November was a busy month with community events and expos returning for the general public to enjoy. Two large events returned after a year hiatus due to COVID-19. The Maple Grove Lions Holiday Boutique and Craft Show returned November 13 with 59 vendors. A steady flow of patrons and strong sales of homemade crafts, jewelry, and other products elated the vendors. The Minnesota Home Shows conducted a home improvement show the following weekend on November 20. 94 vendor booths offered services and products for homes. The number of vendors was only 10-12 less than in 2019.

The ice arena is in the midst of peak season. The first winter OMGHA hockey tournament was held November 12-14. The Maple Grove High School Girls and Boys Hockey games started on November 16. Seven games have been conducted so far. The arena concession volunteers have been able to assemble enough volunteers to staff one of the two concession stands for games and tournaments. The lower level concession is open as the default location when there are insufficient volunteers to open both concession locations.

- **Managing Behavior in the Community Center**

Community Center staff have implemented increased behavior management practices over the last month to ensure patrons are respecting the rules and the others who patronize the building. Last month, the gym hours were adjusted on Saturday to close at 6pm rather than 7:30pm. This has allowed staff to better manage what had become uncontrollable behavior by certain patrons. Recently, the Teen Center closing hours were changed on Saturday from 8:00 p.m. to 6:00 p.m. in response to similar poor behavior.

The current plan includes the Teen Center staff monitoring the meeting room hallways and main entrance after the Teen Center and the gym have closed. Patrons must have a reason

to be in the building. Acceptable reasons include attending a private rental/party, a recreation program, using the Maple MAZE Indoor Playground, or playing/spectating a practice or game in the ice arena. The staff's role is to communicate the modified rules and hours with patrons and ask them to leave if they have no business in the building. This is intended to be a temporary solution to put a stop to an uncontrollable situation. Staff will evaluate Teen Center and gym hours late in December to decide how to set hours for January. The Police Department has been integral in the support of this plan and have provided exceptional guidance to assist in this issue.