

Skagway Recreation Center (SRC)

P.O. Box 868
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www.skagwayrecreation.org

Date: March 26, 2024

To: Recreation Center Advisory Board
Cc: Brad Ryan, Borough Manager
From: Jason Verhaeghe, SRC Director
Re: Director's Report

Dear Advisory Board,

The Rec Center has had an eventful first quarter. Attached you will find a report showing our current memberships broken down by each type of membership plan. I've also included a summary of our program participation so far this year. Various updates are below:

Facility:

We've been rearranging to maximize our limited space. Free-weights were moved up to the second floor so that the room in the NE corner of the first floor can be used as a cycling studio. In the arctic entry, we removed the vending machines, identified abandoned shoes (nearly half), and added a monitor to promote programs. Locks were added to the front restrooms and redesignated as gender-neutral, the largest benefit being that the boys attending the After-School Program no longer need to leave the supervised space to use a restroom. A large metal shelf, a squat rack and four spin bikes were removed. We anticipate removing the Smith Machine as well to make room for a new leg press machine which has already arrived but not yet installed. Also related to changes to the facility, the men's room shower floors are currently being resurfaced. For the time being we are closing the women's room any time a male member needs to shower.

Staffing:

We will see a change in staffing in the coming weeks as Ahlea Callies and Aaron Thompson vacate their seasonal positions. We are very thankful for their contribution this winter. Luckily, they have both accepted new positions on the team. Ahlea will soon be our Rec Attendant focused on youth program, specifically Summer Camp, and Aaron will transition into the seasonal Rec II position focused on senior activities. We will also be bringing on a new Rec Attendant to close the building; I hope to conduct interviews and offer the position by the end of the week. We will also soon see the announcement for a permanent Outdoor Recreation Coordinator. A new position at SRC that will eventually oversee the ice rink, special events, and Skagway's trail system.

Operations:

The SRC is now able to sell memberships online and set up recurring payments. This is thanks to switching our credit card merchant to one who integrates with our Gym Assistant software.

The SRC fee structure was in flux as we adjusted prices. However, Manager Ryan and I have since learned that the fee structure had previously been approved by assembly resolution. Below is both the new and old fee structures side by side.

New

Membership Plans			
	Adult (18+)	Youth (14-17)	Senior (65+)
1 Day	\$10.00	\$3.00	\$3.00
1 Week	\$30.00	\$7.50	\$7.50
1 Month	\$60.00	\$10.00	\$10.00
3 Month	\$150.00	\$25.00	\$25.00
5 Month	\$225.00	\$40.00	\$40.00
6 Month	\$250.00	\$45.00	\$45.00
1 Year	\$300.00	\$50.00	\$50.00
Punch Pass <i>(10 visits)</i>	\$60.00	\$20.00	\$20.00

Old

SRC FEE STRUCTURE			
	Individual	Family	Senior 65+
1 Day	\$8.00	\$15.00	\$8.00
1 Week	\$25.00	\$45.00	\$20.00
1 Month	\$45.00	\$90.00	\$25.00
3 Month	\$120.00	\$240.00	\$60.00
5 Month	\$185.00	\$370.00	
6 Month	\$210.00	\$390.00	\$110.00
1 Year	\$360.00	\$600.00	\$180.00
Punchpass - Youth \$30 Adult \$70			

The new plan raises prices for memberships that are 6 months and less. However, it lowers the price for the year-round membership. Children under 14 years old are now free and senior rates are significantly decreases. Children 14-18 now have a discounted “youth” rate. The new plan also dissolves the family membership option. Family memberships limits our ability to collect data of our operating hours and programs; we don't know which family member is checked in, which also creates a safety issue, with individual memberships, at the click of a button, staff can run a report showing which members are checked in the building. With family memberships we have no way of knowing which family member or multiple family members are on site. There is also the wear and tear on the building to consider, a family membership was less than the cost of 2 individual memberships. Meaning that the larger the family size, the greater the impact on the building without an increase to our revenue. I'll also note that with these intended changes, we also did away with all other fees and charges. No more towel rental, skate rental, or rock-climbing gear fee, etc. Manager Ryan and I had believed that the authority to change prices was under the manager’s preview, so decreases in prices and the removal of family plans has already been in effect since February 16th. The fee structure is listed as an agenda item. If the board approves of this new plan, it will then be brought before the assembly before the increases take effect.

Youth Programs have also seen several changes. Most recently, the SRC is now requiring youth to be registered for the after-school program. This registration allows SRC staff to better plan activities and helps ensure the children are accounted for and supervised at all times. We also expanded the After-school program on the school’s early release days, so that families no longer have to pick up early (4pm) on those day. Last week we hosted a successful and well attended “Spring Break Camp”. We hope this can become a regular offering in future years.

Incidents and Injuries:

Thankfully, we had no injuries this year and only two major incidents, both related to our heating system. Several single-direction release valves failed. One above the multi-purpose room, one

above the bathroom in the gym area, and one above the director's office. All three resulted in leaks that caused damage to drywall, carpet, and produced a foul odor that lingered for several days. The leaks have since been repaired.

Upcoming dates:

We are excited to share several upcoming dates. The SRC will host its annual Rummage Sale April 26-28. Summer Camp will be held Monday – Friday June 3-21 & July 8-26. Our on-site babysitting program “Playgroup” will end for the season starting in April’ the program will return in the late fall.

Thank you for serving on the board,

Jason

Jason Verhaeghe
Director - Skagway Recreation Center
Municipality of Skagway

MEMBER TOTALS
 Active Members: 290
 Inactive Members: 903
 Total Members: 1,193

Responsible Members: 37
 Dependent Members: 95

MEMBERSHIP PLANS - Active Billing Members Only

Membership Plan	12-Month	6-Month	3-Month	1-Month	EFT-CC	EFT-Bank	Other	TOTAL
Adult - 1 Month	-	-	-	27	-	-	-	27
Adult - 1 week	-	-	-	-	-	-	1	1
Adult - 1 Year	35	-	-	-	-	-	-	35
Adult - 3 Month	-	-	20	-	-	-	-	20
Adult - 5 Month	-	-	-	-	-	-	10	10
Adult - 6 Month	-	25	-	-	-	-	-	25
Child (under 14)	60	8	8	17	-	-	-	93
Senior - 1 Month	-	-	-	2	-	-	-	2
Senior - 1 week	-	-	-	-	-	-	-	-
Senior - 1 Year	17	-	-	-	-	-	-	17
Senior - 3 Month	-	-	3	-	-	-	-	3
Senior - 5 Month	-	-	-	-	-	-	-	-
Senior - 6 Month	-	3	-	-	-	-	-	3
Volunteer (monthly)	-	-	-	2	-	-	-	2
Youth - 1 Month	-	-	-	1	-	-	-	1
Youth - 1 week	-	-	-	-	-	-	-	-
Youth - 1 Year	7	-	-	-	-	-	-	7
Youth - 3 Months	-	-	1	-	-	-	-	1
Youth - 5 Month	-	-	-	-	-	-	-	-
Youth - 6 Month	-	1	-	-	-	-	-	1
Z. DO NOT SELL - 1 Year	16	-	-	-	-	-	-	16
Z. DO NOT SELL - 3 Month	-	-	4	-	-	-	-	4
Z. DO NOT SELL - 6 Month	-	9	-	-	-	-	-	9
TOTALS	135	46	36	49	-	-	11	277

Billing Status Breakdown

ACTIVE 290
 INACTIVE 1
 TERMINATED 899
 FREEZE 2
 DELETED 1

Membership Plan Aging for 277 Active Billing Members

Up-to-Date: 271 98%
 1-30 days: 6 2%
 31-60 days: 0 0%
 61-90 days: 0 0%
 91+ days: 0 0%

PUNCHCARD PLANS - Active Billing Members Only

	count>0	count=0	count<0	TOTAL
Adult (18-64)	9	1	-	10
Senior (65+)	-	-	-	-
Youth (14-17)	-	-	-	-
TOTALS	9	1	-	10

DAY-PASS PLANS - Active Billing Members Only

Guest Pass - 1 Day 3
 Guest Pass - 1 Week 0
 Locker LARGE - 1 Month 0
 Locker LARGE - 1 Year 0
 Locker LARGE - 3 Month 0
 Locker LARGE - 6 Month 0
 Locker SMALL - 1 Month 0
 Locker SMALL - 1 Year 0
 Locker SMALL - 3 Month 0
 Locker SMALL - 6 month 0
 Senior Day Pass - 65+yo 0
 Youth Day Pass - 14-17yo 0
TOTALS 3

	Playgroup AM	Playgroup PM	Toddler Time	ASP	Kids Day Camp	Tween Night	Craft Club	Restorative Yoga	Gentle Yoga AM	Gentle Yoga PM	Back Hip Yoga	ACL w/ Aaron	Chair-based fitness	Belay	Spin w/ Kendra	Stretch & Roll w/ Courtney	Line Dancing w/Becky	Adult Pickleball	Family Pickleball	Basketball	Monthly Totals
January	14	24	122	190	27	8	10	9	9	18	22	36	75	4	53	13	N/A	111	0	44	789
February	0	17	126	280	0	15	5	17	20	14	19	26	64	N/A	73	29	4	80	38	76	903
March	0	6	44	134	79	0	7	13	12	5	9	24	60	2	36	23	11	24	29	36	554
April																					
May																					
June																					
July																					
August																					
Sept																					
October																					
Nov																					
Dec																					
Annual Totals	14	47	292	604	106	23	22	39	41	37	50	86	199	6	162	65	15	215	67	156	2246