



REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: June 1, 2018

RE: **Fitness Area Maintenance Shutdown – Customer Concerns**

The Memorial Sports Centre staff have recently been inundated with many fitness members expressing concerns over the imminent maintenance shut down that has been scheduled as follows:

Shutdown Schedule

Week 1	June 11-15	Pool – drain & dry, Changerooms – grout & paint
Week 2	June 18- 22	Pool – paint bottom & walls, Fitness lobby maintenance
Week 3	June 25-29	Weight room - maintenance & paint

Attached are three emails that have been received in addition to the numerous verbal assertions that we should consider extending memberships for the duration of the maintenance shut down.

The following is the disclaimer that is inserted into the Recreator inside the front cover that is provided to all patrons.

Management reserves the right to interrupt service for improvements to the facility with no fee alterations to memberships.

RECOMMENDATION

The Community Services Executive Committee recommends to Mayor & Council to authorize the extension of memberships up to 3 weeks upon request for those patrons who have concerns with the interruption of membership services during the 3-week maintenance shutdown in the fitness area at Memorial Sports Centre.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel".

Jason Kabel

Council approval of this report will agree to the recommendation of the Community Services Executive Committee to authorize the extension of memberships up to 3 weeks upon request for those patrons who have concerns with the interruption of membership services during the 3-week maintenance shutdown in the fitness area at Memorial Sports Centre.

From: David Jorgenson
To: [Jason Kabel](#)
Subject: pool mmembership
Date: Monday, May 28, 2018 12:51:14 PM

I have a 6 month membership with the sportsplex. Since the pool is being shut down for maintenance for 3 weeks I am requesting that my membership be extended for 3 weeks. I do not participate in any other activities and there again the gym is also shut down for a week.

Sincerely,

Carol Jorgenson

919 Frenette Ave Fort Frances

807-274-3523

From: Mary Cooper
To: [Jason Kabel](#)
Subject: Aquasizes
Date: Tuesday, May 29, 2018 10:34:18 AM

Jason , it's Mary Cooper. I was wondering if a few of us could meet with you tomorrow, say after class @ 10. We just have a few questions & suggestions we'd like to run by you. Thanks Mary
Sent from my iPhone

From: Mariann Roper
To: [Jason Kabel](#)
Subject: Pool Closure
Date: Tuesday, May 29, 2018 2:34:26 PM

Hello Mr. Kabel,

I am writing on behalf of my husband, myself, and several others who use the pool on a regular basis, at least 3 times per week.

Due to our limited physical abilities, exercises in the pool are the only ones that we are able to do in order to keep fit.

In the past we have had our days cancelled due to unforeseen circumstances such as water pump failure, water heater problems, or staffing issues. We totally understand and accept this.

However, when you plan a shutdown for three weeks to a month, we are really inconvenienced. We realize that other parts of the facility will remain open, ie the weight room and the treadmill, cycle room, but as mentioned, due to physical limitations, we are unable to, and never use any other facility but the pool.

I know we would totally appreciate your extending ours and others yearly or half year memberships to cover the time the pool is closed.

Thank you for your consideration.

Sincerely,

Mariann and Robin Roper

Sent from my iPad