



## Legislation Text

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### **Receive the Quarterly Report for the Recreation Center.**

#### **BACKGROUND:**

Staff will be present to review the Recreation Center's quarterly report. A brief summary is below; however, a complete copy of the full report is attached for review.

The quarterly report reflects year-to-date (YTD) totals. The City's fiscal year (FY) runs from October through September. This report includes October 2020-March 2021 data. Numbers have not been audited and are subject to adjustment.

The first half of the fiscal year is seeing lower-than-normal revenues. This is due to the ongoing coronavirus pandemic and first-floor renovations. The silver lining is that both the pandemic and renovations are temporary. With the dropping numbers of COVID cases in Dallas County and easing of restrictions combined with the completion of first-floor renovations, brighter days appear to be ahead for the Recreation Center and our community. Revenue topped out at \$223,455 for the first half of the fiscal year, which is 43% lower than this time year.

Expenses include operational costs, supplies, services, maintenance, and personnel. Also included are expenses related to the Recreation Center renovation project. Of the \$963,246 in expenses, \$318,000 is directly attributed to the renovation project. The first-quarter expenditures are down nearly 4% from this time two years ago when excluding renovation project expenses. This is primarily attributed to the decrease in instructor payroll disbursements.

The cost-recovery percentage, including renovation project expenses, was 22% for the quarter. When renovation project expenses are excluded, the Recreation Division reached 32% cost recovery. The Recreation Center team continues to operate efficiently to keep costs down while maintaining a safe environment for guests.

Providing exceptional customer service remains a top priority and has been adopted by each team member, aiding in outstanding feedback and reviews from members and guests. The Recreation Center's NPS\* current NPS rating is 78.