



City of Bowling Green

Internal Auditor's Office

Fitness Center Audit

Project# 2018-11

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- 2. Management should periodically evaluate participation activity by date and time to ensure that Fitness Center hours correspond with demands and that the Fitness Center closes when appropriate. (pgs. 14-16)**
- 3. Management should implement an appropriate level of advertising to showcase the benefits of the City's Fitness Center and increase memberships, especially in specialty areas such as SilverSneakers. (pgs. 17-18)**
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- 5. Member medical history information should be moved to a more secure area within the RecTrac Software. (pg. 20)**

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Transmittal Letter

TO: Jeff Meisel, City Manager, Ex-officio Member
Jeffrey Stein, Audit Committee Chair
Brian Dinning, Audit Committee Vice-Chair
Vivian Grise, Audit Committee Member
John Ward, Audit Committee Member
Joe Denning, Commissioner and Audit Committee Member

CC: Brent Belcher- Director of Parks and Recreation
Frank LaManna- Fitness Division Manager

Pursuant to the approved 2017/2018 Internal Audit Plan, I hereby submit the Fitness Center Audit. The objective of this audit is to analyze the operations and management of the City's Fitness Center and identify areas to improve the operational efficiency and performance of the division. The body of the report consists of observations, recommendations and management's responses to the recommendations.

Results in Brief

Based on the results of this audit, the City's Fitness Center is a well maintained center that complies with the City's general policies and procedures; however, there are opportunities to improve the operational efficiency and performance of the division. The following observations and resulting recommendations have identified key areas where management can improve operations:

- 1. Management should condense and simplify the membership types and rates. The various types of memberships have expanded over the years, creating confusion for staff and citizens, as well as creating multiple discounts that impact revenues.**
- 2. Management should periodically evaluate participation activity by date and time to ensure that Fitness Center hours correspond with demands and that the Fitness Center closes when appropriate.**
- 3. Management should implement an appropriate level of advertising to showcase the benefits of the City's Fitness Center and increase memberships, especially in specialty areas such as SilverSneakers.**
- 4. The Fitness Center should formalize their arrangement with Rivendell Behavioral Health to document the long standing agreement for a donation in exchange for employee plus one guest memberships.**
- 5. Member medical history information should be moved to a more secure area within the RecTrac Software.**

The staff in the Fitness Center were wonderful to work with and the assistance provided by the GIS Division of Public Works Department was greatly appreciated.

Sincerely,

Deborah Jenkins, CFE, CGAP, CICA
Internal Auditor

Background

The Fitness Center of the City of Bowling Green began with the desegregation of the Bowling Green Independent School District in 1966. The City government took over the old High Street High School to use as a recreation center and included a very limited amount of equipment located in what was referred to as the “dungeon.” The City added a few pieces of equipment and moved the fitness equipment into a slightly larger room behind the stage of the gym in the 1980’s. In the early 1990’s, the City moved all of it’s Parks and Recreation administration and gym to the current location at East 3rd Street. The Fitness Center rented a room at a local shopping mall until the renovations were completed.

Since the relocation in the 1990’s, a few renovations and expansions have occurred and the Fitness Center has expanded in efforts to improve the services provided to our citizens. The most recent renovation occurred due to a major roof leak in 2015 which displaced the Fitness Center into the large community room and restricted services for about eight (8) months. The current facility includes a weight room, cardio room, two (2) aerobic classrooms, spinning classroom and locker rooms which include showers and a sauna. The photos below highlight how far the program has grown since it’s early days at High Street High School.



Cardio Room in the 1980’s



Today’s Cardio Room



Weight Room in the 1980’s



Today’s Weight Room



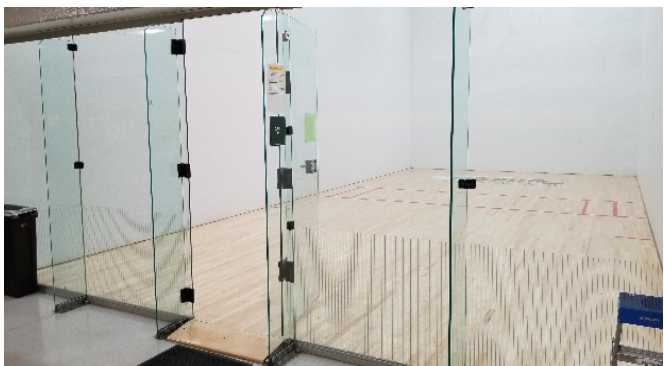
Aerobic Room in the 1980's



Today's Aerobic Room

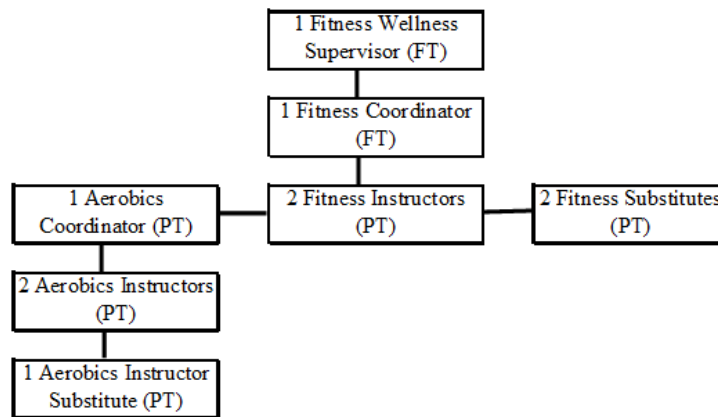


High Street Gym held classes in the 1980's



One of Two Racquetball Courts Today

The Fitness Center is comprised of two (2) full-time positions and eight (8) part-time positions.



The Fitness Center is funded by membership fees for various activities and services provided within the Center. Approximately 70% of the total revenue is generated from the many various general memberships at the Center. The second largest revenue category is derived from participation in the SilverSneakers program even though this category has been declining since Fiscal Year 2015. SilverSneakers is a fitness program provided by certain Medicare supplemental coverages which subsidizes access to participating fitness centers. The City of Bowling Green's Fitness Center was the first one in this area to be in the network; however,

several other fitness centers have received approval in the network which has subsequently decreased the City's Fitness Center participation. The chart below shows the actual revenue per fiscal year.

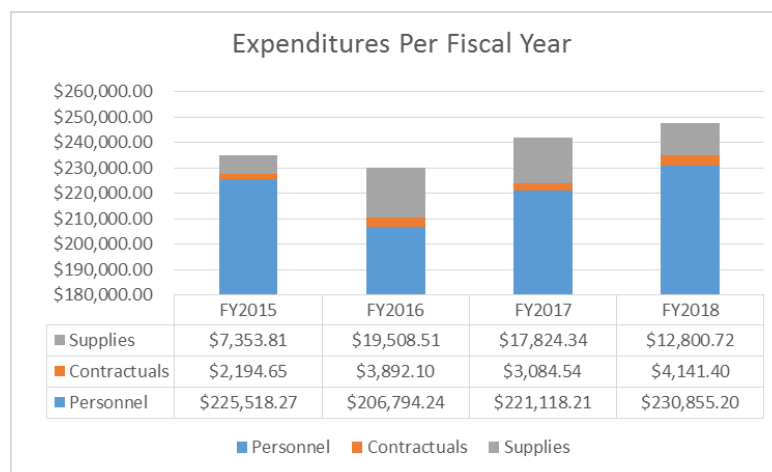
Fitness Center Revenues				
Description	FY2015	FY2016	FY2017	FY2018
General Memberships	73,556.20	77,362.53	87,123.00	95,824.50
Silver Sneakers	28,590.00	20,973.00	16,986.00	16,777.00
Judgements & Settlements	-	12,960.00	-	-
Aerobics	6,455.00	7,331.00	8,271.00	8,039.50
Personal Training	5,094.00	5,223.00	6,061.00	7,230.00
Contributions- Donations	5,000.00	5,000.00	5,000.00	5,000.00
Racquetball- Wallyball	1,593.50	2,512.00	2,393.00	1,710.00
Fitness Tournaments	1,380.00	1,595.00	1,445.00	970.00
Program Fees	360.00	240.00	120.00	-
Resale, Sales, Use Tax	346.54	760.94	385.36	429.72
Total Revenues	122,375.24	133,957.47	127,784.36	135,980.72

The judgments and settlements section from Fiscal Year 2016 is derived from the loss of revenues due to a major roof leak that displaced the Fitness Center in 2015. The annual donation stems from an arrangement with Rivendell Behavioral Health Hospital where they provide a donation of \$5,000 for equipment replacement and the City allows the employees plus one (1) guest to have free general membership to the Fitness Center. According to staff, this arrangement has been in place since the Fitness Center moved to the current facility in the 1990's, but there is no written agreement.

Expenditures within the Fitness Center outpace the revenues, so the division is supported by the City's General Fund to provide the related services to citizens.

Expenditure	FY2015	FY2016	FY2017	FY2018
Net Profit/Loss	\$ (112,691.49)	\$ (96,237.38)	\$ (114,242.73)	\$ (111,816.60)

Personnel costs total over 90% of the expenditures each year as shown in the chart below.



Objective

The objective of this audit is to analyze the operations and management of the City's Fitness Center and identify areas to improve the operational efficiency and performance of the division.

Scope

The scope of this audit funding, expenditures and participation information from July 1, 2017 through June 30, 2018.

Criteria and Approach

This audit was based on documented policies and procedures, as well as general best business practices. The approach consisted of three (3) phases:

1. Understanding the Process:

During Phase One, an entrance conference was held to discuss objectives of the audit work, collect information and documentation, review applicable regulations and explain why this audit was selected. Online research was conducted to review similar audits conducted on similar topics. Observation time was spent in the Fitness Center and interviews were conducted with the two (2) full-time staff members and administration staff who was responsible for deposit reconciliations and financial/participation reporting.

2. Sample Determination and Detailed Testing:

During Phase Two, ten (10) risk areas were identified and prioritized based on perceived control techniques, control weaknesses, as well as the impact to the effectiveness and efficiency of the division. A combination of randomized testing, full record set testing and haphazard samples were tested based on the priority scale of the risks identified and included. Membership data was provided to the City's GIS Division for their assistance with mapping and analyzing where the City's Fitness Center members were located in relation to the facility.

3. Reporting:

During Phase Three, I analyzed and evaluated the results of the tests performed. I then summarized the observations and recommendations into a report format based on the analysis. A draft was provided to management for review and their management responses were incorporated into this report.

Statement of Standards

The audit was performed in accordance with government auditing standards (except for the completion of an external peer review), which are promulgated by the Comptroller General of the United States. Those standards required that I plan and perform the audit to afford a reasonable basis for judgments and conclusions regarding the organization, program, activity or function under audit. An audit also includes assessments of applicable internal controls, compliance requirements under the law and regulations when necessary to satisfy the audit objectives. I believe this audit provides a reasonable basis for the conclusions.

Audit Conclusion

Based on the results of this audit, the City's Fitness Center is a well maintained center that complies with the City's general policies and procedures; however, there are opportunities to improve the operational efficiency and performance of the division.

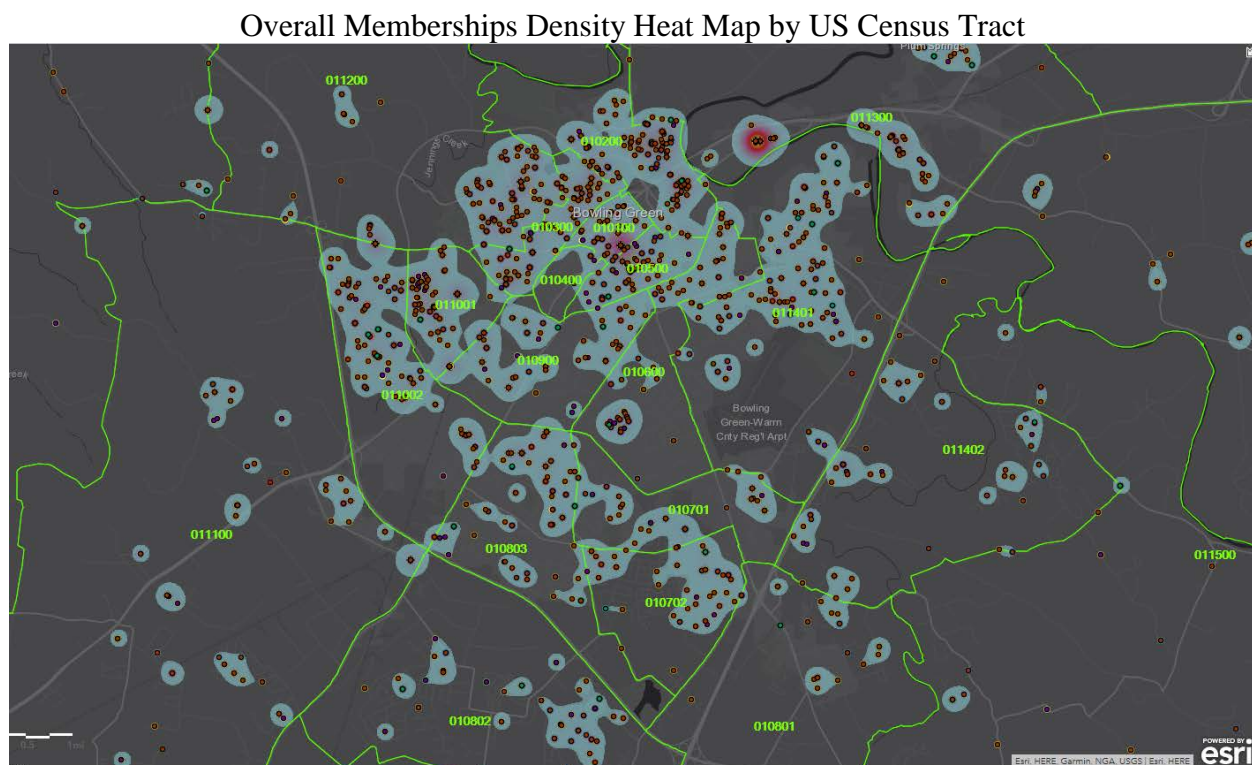
Observations and Recommendations

- 1. Management should condense and simplify the membership types and rates. The various types of memberships have expanded over the years, creating confusion for staff and citizens, as well as creating multiple discounts that impact revenues.**

Observation

The City's Fitness Center offers multiple membership types and the most flexible payment options available in Bowling Green. The City's Fitness Center does not charge a fee to join, does not require a contract or 30-60 day termination notice, and does not require direct billing to a credit or debit card. The flexibility that this offers citizens is unique to the area and makes fitness more accessible to people who may not want to commit to a long term contract or who may not have a credit card or checking account.

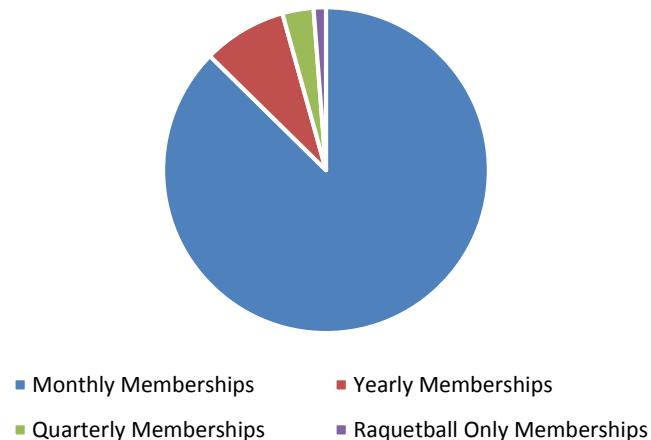
As part of the audit, membership addresses were provided to the City's Public Works GIS Manager in order to analyze where our current members lived. Since this is a City funded Fitness Facility, management was interested to see how memberships correlated with the City's various US Census tracts. The heat map below indicates that the Fitness Center's memberships are spread out throughout the community, but that the highest numbers are coming from the Census tracts that management was striving to reach and serve.



The City offers an array of membership discounts and types that can be seen within Appendix A of this report. However, when analyzing the actual membership types, the overwhelming number of members utilize a month to month membership. In Fiscal Year 2017/2018, there were

a total of 45 different membership types used, and 1,355 of the 1,551 memberships (or 87.3% of the total types used) were month to month memberships.

FY2017/2018 Fitness Payment Types



The smaller categories of quarterly and yearly membership pricing offers the largest discounts, but are the smallest number of membership types used with 48 quarterly and 129 yearly memberships in Fiscal Year 2017/2018. Examples of the yearly discounts rates are below:

Government Rate: \$17 per month or \$130 per year. If paid on a monthly basis, \$17 x 12 months would total \$204 for the year, so a \$74 discount is offered for paying yearly. If they upgrade to the unlimited fitness, a monthly rate would add \$10 if paid monthly totaling \$120 in a year, or adding \$50 if paid yearly for a discount of \$70 by paying yearly.

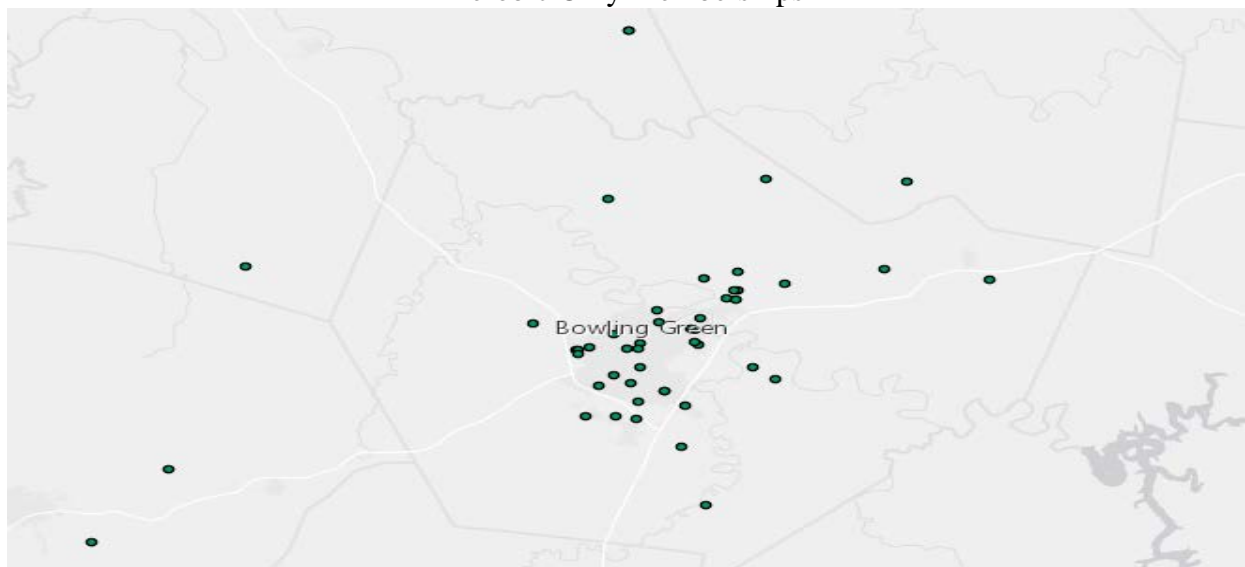
2 Person Plan: \$35 per month or \$45 for unlimited fitness which would total \$420 or \$540 if paid on a monthly basis. However, if paid yearly the rate is paid for unlimited fitness at \$384, the total discount would be \$156 or \$78 per person.

3 or More Person Plan: must be paid yearly for unlimited access to fitness for \$140 per person with 3-5 total people. The individual unlimited yearly rate is \$220 so this provides an \$80 per person discount. These plans can be made up from friends, family, co-workers or anyone who wants to pool together on a plan.

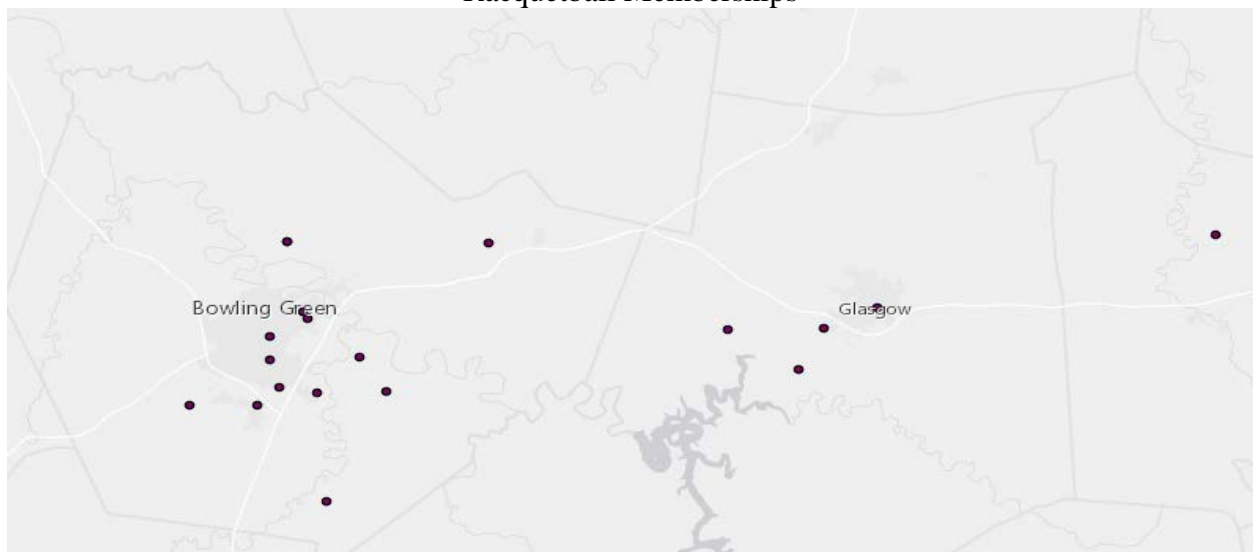
The largest membership type is “Individual Weights Monthly” which is the basic general membership that includes the weight room and cardio room, and included 824 or 53% of the total memberships. The second largest membership group is “City Employee/Employee Family/Retired City Employee” with 221 memberships, and the third largest is “SilverSneaker” with 160 memberships. The top memberships account for 77.6% of the total memberships with the other types accounting for 22.4% combined.

During walkthroughs with staff, the challenges of having so many different membership types were discussed. Examples were given where members had a weights and cardio plan and would try to participate in an aerobics class or vice versa. When this happens, the Fitness employee has to recognize the error and then tell the member that their membership is limited and that they are not able to participate in the class or work out in the cardio or weights room. There are also multiple unlimited fitness memberships that allows members full access to the Fitness Center including aerobic classes and racquetball; however, only 171 or 11% of the memberships in Fiscal Year 2017/2018 were unlimited fitness memberships. The aerobics and spin, as well as the racquetball only membership types, are the least used memberships, but are the same cost as the weights and cardio memberships. In Fiscal Year 2017/2018, there were 52 aerobics and spin memberships, and less than 20 racquetball only memberships as shown in maps below.

Aerobic Only Memberships



Racquetball Memberships



The Fitness Center also has government rates (\$17 per month or \$130 per year) which allows citizens who work at various government organizations to receive a discounted rate. Unlike the City Employee and Rivendell membership types where employee lists are provided to verify employment, government rates are given to citizens who state they work for a government entity. Fitness staff should check for a valid government ID when initially setting their memberships up, but not all entities provide government IDs and the Fitness Center does not document that an ID was provided. Once the membership is set up, the Fitness Center staff will ask if they still work for the government entity when renewing membership; however, there is no way to verify employment for the discount. The current Government Rates form (included as Appendix B) provides a listing of approved government organizations who are included, but not limited to:

- School system employees, such as City, County Schools, WKU, Vo-Tech, etc.
- Active military
- Police/Sheriff Agencies, such as City, State, County, Federal, WKU, etc.
- Fire Departments, including volunteer
- State/County Parks Departments
- Courthouse, Jail, Justice Center, Juvenile Detention Center, Etc. employees
- Warren County employees
- Kentucky Department of Transportation employees
- Health Department employees
- Community Action, Housing Authority, or Lifeskills employees
- BGMU employees

Finally, the Fitness Center allows for members to “freeze” their cards which means that when they know that they will miss five (5) consecutive days or more, they can freeze their membership so when they return it can restart and they won’t lose any of the days on their membership. The card freezes are documented by a note that is put in the system with the date of the freeze and the date that it is reactivated. When an account is frozen, it extends their due date for their next payment by however many days remaining in their current membership, regardless of the length of time paid for. An example shown below was provided by management that demonstrates how the freezing of a membership can impact an account over time.

```
freeze 7-16-14 def UNFROZE CARD 7/28/14 ADD 12 DAYS OLD EXP DATE 6/25/15 NEW EXP DATE 7/7/15 SRH
FROZE CARD 9/17/14 SRH UNFROZE CARD 10/13/14 SRH ADD 27 DAYS TO OLD EXP DATE 7/7/15 NEW EXP DATE 8/3/15 SRH. FREEZE 12-3-14 MWC, UNFREEZE 12-17-14, NEW EXP
8-15-15FL. FREEZE 6-12-15 DEF UNFREEZE 8-17-15 NEW DATE 4-29-15
freeze 11-11-15 def UNFREEZE 1-8-16 NEW DATE 6-26-16; freeze 3-2-16 UNFREEZE 3-9-16 LG FREEZE 3-16-16 LG 03/23/16 UNFREEZE NEW EXP 07/10/16 MP
freeze 3-23-16 unfreeze 4-8-16 new date 7-26-16 def; freeze 4-29th def unfreeze 5-23-16 new date 8-20-16
FREEZE 6/3/16 SRH unfreeze 6-20-16 new date 9-6-16
FREEZE CARD 7/1/16 SRH UNFREEZE 8/1/16 SH
FREEZE 9/28/16 SH UNFREEZE 10/10/16 SH FREEZE 11/16/16 SH unfreeze 12-5-16 new date 11-14-2017
freeze 12-16-16 def UNFREEZE 1/2/17 SH FREEZE 3/1/17 SH unfreeze 3-29-17 new date 12-28-17 FREEZE 4/21/17 SH unfreeze 5-10-17 new date 1-16-18
FREEZE 07/05/2017 MR UNFREEZE 7-14-17 NEW DATE 1-25-18 FREEZE 9-27-17 LG UNFREEZE 10/9/17 SH; FREEZE 11-8-17 DEF unfreeze 11-29-17 def new date 2-14-18 freeze 12-13-17 def UNFREEZE
01/03/18 BD NEW DATE 03/11/18 FREEZE 4-27-18 AB UNFREEZE 6-18-18 NEW DATE 5-6-19; freeze 8-30-18 def unfreeze 9-10-18
FREEZE 10-8-18 DEF UNFREEZE 10-18-18 IN
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Risk

The variety of memberships and discounts in the current membership structure leads to confusion, is difficult to verify employment discounts, can lead to lower participation in aerobic

classes and racquetball, as well as a possible decrease in overall revenues from potentially having members with discounts that they are not eligible to receive.

Recommendation

Management should condense and simplify the membership types, rates and available discounts available. The basic individual rate without any discounts is currently \$20 monthly for the limited membership options and \$30 per month for the unlimited. In addition, there are the various discounts and options listed in Appendix A and Appendix B. Instead of the current rate structure, possibly move to an all-inclusive rate which would allow members to utilize all of the activities at the Fitness Center. By standardizing the membership to a single unlimited price, it will simplify the oversight and payment of fees. By limiting the discounts and only offering a monthly or yearly pricing structure, the focus could be to create the discount structure to encourage yearly payments.

Management should also consider ending the practice of “freezing” membership cards. Given the fact that the majority of memberships are paid on a month to month basis, this practice may not be of value and creates another variation on the terms of membership. It also lessens revenues by allowing repeated extensions of memberships.

Management Response

BGPR is willing and excited to condense the current membership types and rates. A new fee structure will be proposed with our Fiscal Year 2020 fee schedule.

2. Management should periodically evaluate participation activity by date and time to ensure that Fitness Center hours correspond with demands and that the Fitness Center closes when appropriate.

Observation

When members arrive at the Fitness Center, they swipe their card at the front counter and the system will say “welcome.” Employees hear this welcome and immediately know that the member is in good standing. If a member swipes their card and their membership is due for payment or some other exception, the system will beep three times and will say “see fitness staff.” This indicates to the member and to the fitness staff that their card has expired and they need to remit a payment in order to workout at the facility.

This card swipe system contained within the Parks and Recreation Department’s RecTrac software which also creates a date and time stamp so reports can be ran to analyze peak usage times for the Fitness Center. Reports were created and analyzed to review participant usage of the Fitness Center for Fiscal Year 2018. The chart below shows the summarized number of card swipes by day of week and time of day. The yellow highlight indicates the open hours of the facility and the orange highlight areas indicate the peak usage times over Fiscal Year 2018.

Number of Member Card Swipes from 7/1/2017-6/30/2018								
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
5:00-5:59 a.m.	-	30	27	20	12	13	-	102
6:00-6:59 a.m.	-	965	775	996	634	855	-	4,225
7:00-7:59 a.m.	-	680	465	719	429	620	-	2,913
8:00-8:59 a.m.	41	961	579	939	519	982	51	4,072
9:00-9:59 a.m.	696	1,288	1,503	1,387	1,511	1,104	1,035	8,524
10:00-10:59 a.m.	415	825	904	755	835	751	677	5,162
11:00-12:00 p.m.	418	746	676	727	621	602	501	4,291
12:00-12:59 p.m.	455	662	626	675	559	553	451	3,981
1:00-1:59 p.m.	419	571	674	518	569	466	451	3,668
2:00-2:59 p.m.	487	726	728	706	621	555	484	4,307
3:00-3:59 p.m.	479	830	821	800	654	590	453	4,627
4:00-4:59 p.m.	217	1,316	1,417	1,261	1,294	657	222	6,384
5:00-5:59 p.m.	2	1,495	1,732	1,340	1,622	735	-	6,926
6:00-6:59 p.m.	-	751	721	721	628	448	-	3,269
7:00-7:59 p.m.	-	426	528	457	429	165	-	2,005
8:00-8:59 p.m.	-	324	356	192	152	1	-	1,025
9:00-9:59 p.m.	-	45	55	-	3	-	-	103
10:00-10:59 p.m.	-	1	-	-	-	-	-	1
	3,629	12,642	12,587	12,213	11,092	9,097	4,325	65,585
Per Day Average	71	258	242	235	217	175	82	
Overall Average	183							

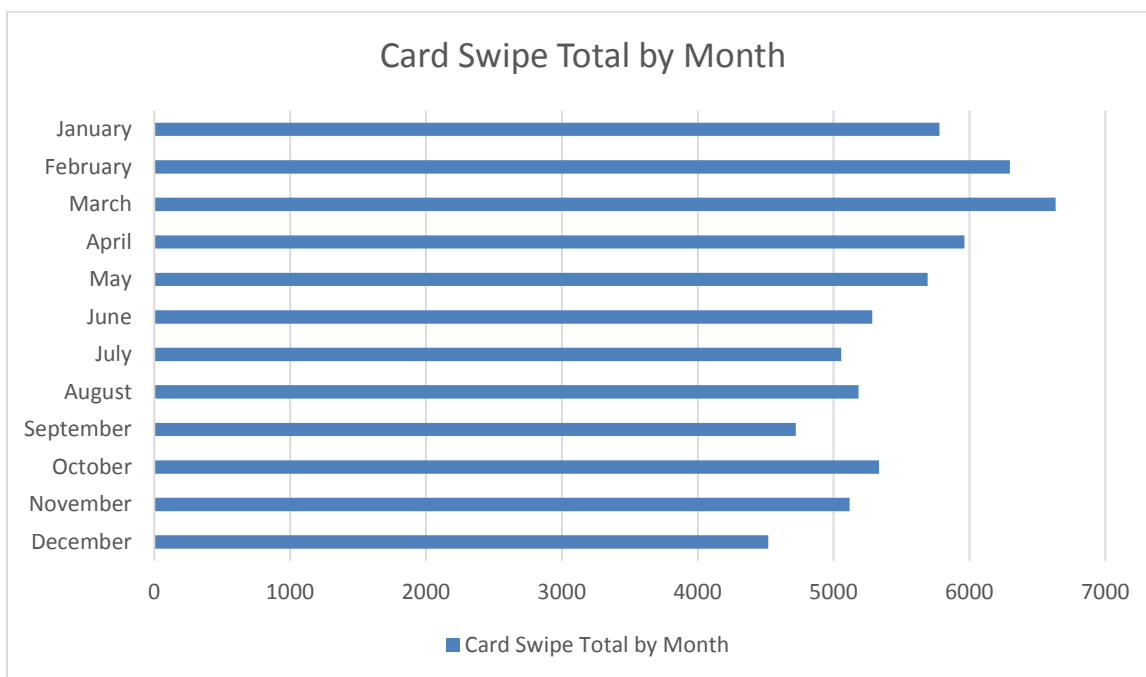
This chart indicates that members are occasionally arriving and swiping in early. Some of these swipes are from the staff members who are opening the facility and preparing for the day and

others are members who are waiting to get into the facility as soon as staff opens the doors. There are also five card swipes right at closing time which indicates that a small number of members are trying to work out right at closing time. Monday and Tuesday's are open an extra hour than the rest of the week, but had a small annual amount of card swipes during that time of the evening from 9:00-9:59 p.m.

A review of the staffing time shows that the work schedule corresponds to the busiest times of the week. The two (2) full-time employees work Monday through Friday from approximately 8:30 a.m. until 5:30 p.m. to 6:00 p.m. Part-time staff are utilized on the weekends and in the early and late periods of the operating hours.

Analysis was also performed summarizing the number of card swipes on each specific date of the fiscal year to review the lowest and peak usage days. The lowest number of members utilizing the Fitness Center during Fiscal Year 2018 was Sunday, December 24th with only 31 card swipes over the limited four (4) hours that the Fitness Center was open. When management was asked how they determined what holidays to open versus close, management indicated that it was up to the discretion of the Fitness Supervisor. Out of the ten (10) slowest usage rates (ranging from 31-52 total card swipes for the day) of the year, eight (8) were on a Sunday with the other two (2) on a Saturday. In addition, four (4) of the days were on holidays which included Christmas Eve, New Year's Eve, Mother's Day and Father's Day.

The Fitness Center's hours are the same year round yet usage fluctuates depending on the time of year. In Fiscal Year 2017, there were 65,585 total card swipes into the Fitness Center. The busiest month of the year was March with 6,635 card swipes. In comparison, the slowest month of the year is December with 4,520 card swipes. The chart below shows the number of card swipes by month.



Risk

Without periodic management analysis of usage times, the Fitness Center risks not meeting member needs. In addition, there isn't a standard or evaluated policy to determine when the Fitness Center should be closed, which can increase cost without adding real value to the members on very low usage days and holidays.

Recommendation

Management should periodically evaluate participation activity by date and time to ensure the Fitness Center hours correspond with demands and that the Fitness Center closes when appropriate. Close attention should be paid to holidays that are open and determine if it makes sense to be open on extremely slow usage days such as Christmas Eve and New Year's Eve.

Implementing the use of seasonal hours to add early or late hours during peak times in the spring, while appropriately advertising the changes to ensure members know about the available operating hours should be considered. Alternatively, changes should be considered when usage is at its lowest or consider new initiatives or activities to encourage members to come during the slower times of the year.

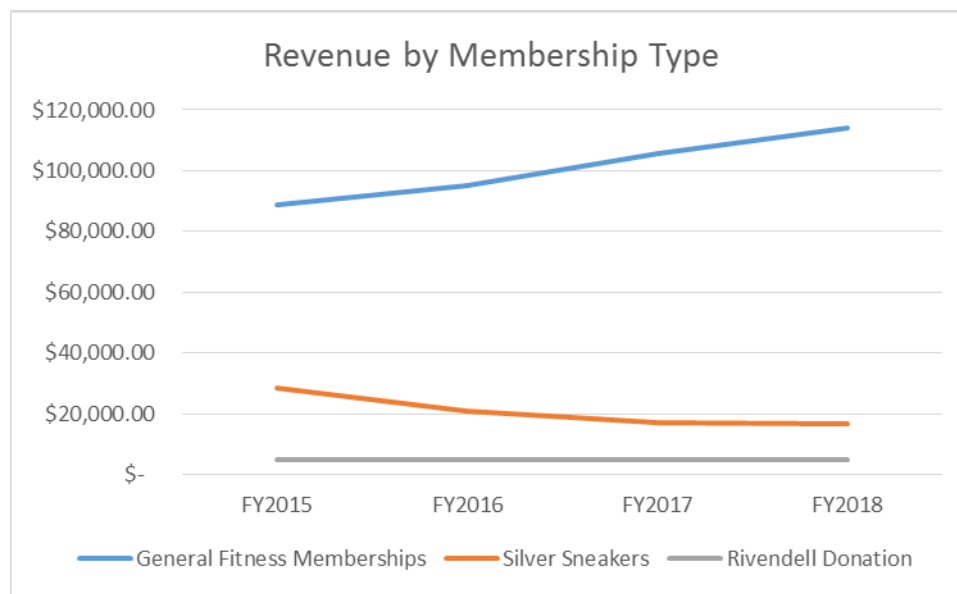
Management Response

BGPR recognizes that our most valuable resource is staff hours/labor. BGPR has and will remain vigilant in how such is expended as BGPR's #1 goal is all we do is participation. Fitness hours have been modified throughout its operation. Most recently, weekend hours were reduced to the current 9 a.m.-5 p.m. times and Fridays were reduced to closing at 8 p.m.. This was a direct result of our attempt to better use staff hours in relation to participation. Holiday schedules will be reviewed for future years, but please know that days of the week do play a significant role in this. The chart clearly shows that Monday use is our highest and each day following decreases in average. Holiday's in the first part of the week do offer more participation opportunities. Also, please understand that card swipes only tell a portion of the story. Hourly head counts should also be used. Card swipes do not tell how long a person stays, just when they arrived. Many people stay 1+ hours when they do come in so 1 hour is not necessarily everyone's use of time. BGPR Fitness will review participation counting methods.

3. **Management should implement an appropriate level of advertising to showcase the benefits of the City's Fitness Center and increase memberships, especially in specialty areas such as SilverSneakers.**

Observation

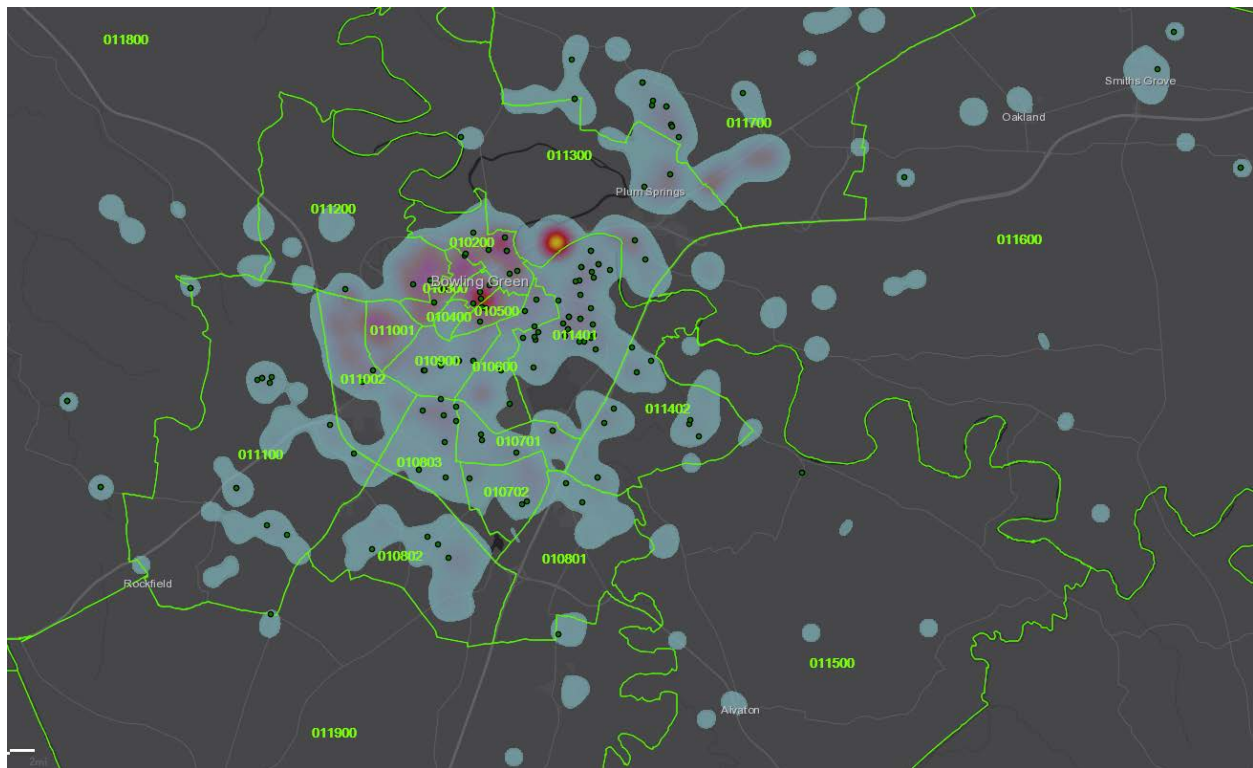
Each year the Fitness Center includes \$700 in the budget for advertisement; however, the only advertisement found is a health and wellness exposition and the purchase of lanyards. There is no social media advertisements or any coordinated advertising or outreach efforts to increase membership to the Fitness Center. General memberships have improved since the displacement from the roof damage in 2015; however, SilverSneaker revenues have decreased over the same time period. The chart below graphs the revenues collected by general membership, SilverSneakers and the Rivendell agreement.



The City has multiple social media accounts and utilizes the City's Public Information staff to advertise in many capacities such as radio, monthly publications and television; however, no advertisement is pushed out about the City's Fitness Center. According to Fitness Center management, they were directed not to advertise in the mid-1990s by a senior official and have refrained from advertising since that time.

The Fitness Center's SilverSneaker program has gained several competing gyms in the past few years, but the program is still the third highest in terms of membership types for Fiscal Year 2017. The largest group of membership stems from the individual monthly weights with 824 records, City Employees are the second largest membership group with 168, and SilverSneaker memberships accounted for 160.

SilverSneaker Membership Density Heat Map by US Census Tract



The SilverSneaker program does reach throughout various areas of Bowling Green and Warren County, and even with the trending decreased number of memberships, with focused advertisement this niche service could quickly rebound.

Risk

The Fitness Center is limiting their memberships to word of mouth which impacts their total members and decreases the number of citizens that utilize the Fitness Center.

Recommendation

Management should implement an appropriate level of advertisement so citizens are aware of the wonderful facilities and services provided by the Fitness Center. Specialty programs such as the SilverSneakers program can be targeted to increase participation. A campaign of advertisement and outreach to inform citizens without significant cost could be achieved by partnering with the City's Public Information Officer and related staff. Business partnerships, such as the agreement with Rivendell, to provide fitness and wellness opportunities for various organization's staff is another opportunity to expand memberships.

Management Response

BGPR has operated most of all our programs with limited or no advertising budgets. Fitness exemplifies that past mandate. BGPR is willing and appreciative of any measure that will allow Fitness to make incremental increases to targeted advertising in the next 2-3 Fiscal Year's.

- 4. The Fitness Center should formalize their arrangement with Rivendell Behavioral Health to document the long standing agreement for a donation in exchange for employee plus one guest memberships.**

Observation

The City Fitness Center has an agreement with Rivendell Behavioral Health that allows all full-time employees and a guest to have unlimited memberships at the City's Fitness Center in exchange for an annual donation. The donation began in the mid-1990s as a \$4,000 per year donation and increased once to \$5,000 and remained at that amount. Management could not find an agreement and discussion with the retired Parks and Recreation Director indicated that there most likely isn't an agreement.

Risk

Undocumented agreements with outside organizations pose various risks and leave the details of the agreement to personal memory of staff.

Recommendation

Management should work with the City Attorney to draft a written agreement that specifies the terms of the agreement and can be signed by both parties. This will provide backup to support the arrangement and can be used as a template for any future business agreements.

Management Response

BGPR supports and will develop a formalized agreement beginning in Fiscal Year 2020.

5. Member medical history information should be moved to a more secure area within the RecTrac Software.

Observation

The City Fitness Center collects various information from their members as part of their registration process. The Informed Consent Form, which is included in Appendix C, asks for an individual to provide any medical problems, as well as provide emergency contact information. This information is important for the Fitness Center staff to have access due when members have a medical issue while utilizing the center; however, the medical history and issues are entered into the general comment field of the pass membership that is accessible to any Parks and Recreation Department staff who have access to RecTrac.

Examples of the medical related comments found included issues such as severe lower back pain, arthritis, triple bypass surgery, replaced heart valve, diabetes, PTSD, high blood pressure, asthma and moderate intellectual disability.

Risk

Any form of medical history or current problems should be protected to the best of the City's ability. The risk of unauthorized employees seeing or sharing this information increases when it is held in a non-secure part of the software.

Recommendation

Management should work with the Information Technology Department to move any medical history notes from the comment field of the membership to a more secure area where only Fitness Center staff would be able to access when needed.

Management Response

BGPR is fine with transferring of medical information into a more secure area. BGPR will work with the IT Department to ensure such private information is more secure and risk of personal information is reduced.

Appendix A

BGPR Fitness Facility Membership Rates

Daily Visit/Locker Room Visit: \$5

Senior Discount (55 or older) - 50% off individual packages

Basic Individual Packages:

Weights & Cardio -	\$20/mo	\$54/3mo	\$180/yr
Aerobics & Spin -	\$20/mo	\$54/3mo	\$180/yr
Racquetball -	\$20/mo	\$54/3mo	\$180/yr

- Add Unlimited Fitness to: monthly plan - \$30
3 month plan - \$80
yearly plan - \$220

Junior Packages (11-17 year old): Under 16 must be accompanied by an adult 18 or older.

Weights & Cardio -	\$16/mo
Aerobics & Spin -	\$16/mo
Racquetball -	\$16/mo

- Add Unlimited Fitness to Junior package for \$10 = \$26/mo

Student Plan (at least 18 yrs old with a valid student I.D.):

Student Plan for Weights & Cardio - \$17/mo

- Add Unlimited Fitness to Student package for \$10 = \$27/mo

Single Parent Packages (limit to 2 children):

Single Parent + 1 Child Weights & Cardio - \$30/mo; additional child for \$5 = \$35/mo

- Add Unlimited Fitness to Single Parent package for \$10 = \$40/mo
additional child for \$5 = \$45/mo

Single Parent + 1 Child Unlimited Fitness yearly = \$280; additional child for \$50 = \$330

2 Person Plan (any 2 persons):

2 Person Weights & Cardio - \$35/mo

- Add Unlimited Fitness to 2 Person package for \$10 = \$45/mo

2 Person Unlimited Fitness yearly = \$384

3 or More Person Plan (max 5 people):

\$140 per person (Must have 3 or more people in group)

- Access to Unlimited Fitness (weights, cardio, aerobic/spin classes, racquetball courts, and locker rooms). - *paid yearly.*

Racquetball/Wallyball court fees

Racquetball court fee = \$8/hr Guest(s) playing with racquetball member = \$4/hr

Wallyball court fee = \$12/hr Guest(s) playing with racquetball member = \$6/hr

BGPR Fitness Facility Government Rates

Daily Visit/Locker Room Visit: \$5

Senior discount excluded on Government rates

Basic Individual Packages:

Weights & Cardio -	\$17/mo	\$130/yr
Aerobics & Spin -	\$17/mo	\$130/yr
Racquetball -	\$17/mo	\$130/yr

- Add Unlimited Fitness to: monthly plan - \$10 extra = \$27
yearly plan - \$50 extra = \$180

Single Parent Packages (limit to 2 children):

Single Parent + 1 Child Weights & Cardio - \$22/mo; additional child for \$5 = \$27/mo

- Add Unlimited Fitness to Single Parent package for \$10 = \$32/mo
additional child for \$5 = \$37/mo

Single Parent + 1 Child Unlimited Fitness yearly = \$220; additional child for \$60 = \$280

Family Packages (up to 5 people, immediate family only):

Family plan for Weights & Cardio - \$48

- Add Unlimited Fitness to Family package for \$10 = \$58/mo

Family Unlimited Fitness yearly = \$380

Fitness Staff

Fitness Wellness/Supervisor:	Frank A. LaManna	frank.lamanna@bgky.org
Fitness Coordinator:	Derick Fair	derick.fair@bgky.org
Aerobics Coordinator:	Bonita Dearbone	bonita.paul@bgky.org
Fitness Instructors:	Melissa Pesterfield Sam Harman Aaron Poynter	Tevon Boards Sara Ward
Aerobic Instructors:	Catrice Barnett Iajahnni Von Leanne Burns	

MicroFit Evaluation

Just starting out on a fitness program? Been working out for awhile, but not sure what areas you need to work on? Then a Microfit Fitness Evaluation may be just the right thing for you!

The MicroFit test is a great way to assess your fitness levels and find out what areas may need improvement and where you may be "fit" or excellent!

(Appointments must be made in advance - 393-3232)

Evaluation Includes:

1. A three page personal printout report
2. Blood pressure and pulse
3. Body weight and body fat percentage
4. Upper body strength
5. Back flexibility
6. Cardiovascular / aerobic fitness level
7. Interpretation of your report and fitness levels

Cost:

1 st test:	Member =	\$10
	Non-member =	\$20
Subsequent test:	Member =	\$5
	Non-member =	\$10



Instructional Sessions

Need more motivation, guidance, support, or just enjoy having someone work out with you? Then our Instructional Sessions may be just what you are looking for! Call 270-393-3582 to schedule your sessions with one of our instructors.

4 initial Instructional Sessions - FREE!!!

Additional Instructional Sessions:

- 5 Sessions - \$50
- 10 Sessions - \$80
- 20 Sessions - \$120

Appendix B

Government Rates

BASIC INDIVIDUAL PACKAGES:

Check for Valid Government ID

Daily Workout Fee: \$5

No Senior Discount on Government Rates

Weights & Cardio -	\$17/mo	\$130/yr
Aerobics & Spin -	\$17/mo	\$130/yr
Racquetball -	\$17/mo	\$130/yr

- Add Unlimited Fitness to: monthly plan - \$10 extra = \$27
yearly plan - \$50 extra = \$180

Member may freeze card but it must be for 5 days or more. Card must be held in fitness office while frozen. A card cannot be frozen by a member calling the fitness office unless approved by Frank or Derick.

Government Rate includes, but not limited to:

- Any School System Employees, such as City/County Schools/WKU/Vo-Tech, etc.
- Any active Military
- Police/Sheriff Agencies, such as City, State, County, Federal, WKU, etc.
- Any Fire Departments, including volunteer
- Any State/County Parks Departments
- Any Courthouse, Jail, Justice Center, Juvenile Detention Center, Etc. Employees
- Any Warren County Employees
- Kentucky Department of Transportation Employees
- Health Department Employees
- Community Action/Housing Authority/Lifeskills Employees
- BGMU Employees

Appendix C



INFORMED CONSENT FORM

Please Print Legibly



NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE NUMBER: _____ BIRTHDATE: _____ AGE: _____

*****MEDICAL PROBLEMS: IF YOU DO NOT HAVE ANY, PLEASE WRITE DOWN "NONE":**

EMERGENCY CONTACT:

NAME: _____ RELATIONSHIP: _____

PHONE NUMBER: _____

I desire to engage voluntarily in the City of Bowling Green Fitness Facility Activities/Programs (including but not limited to the weight room, selectorized equipment, cardio room, aerobics, racquetball, and locker rooms) to attempt to improve my physical fitness.

I understand that these activities are designed to place a gradually increasing work load on my circulation and thereby attempt to improve its function. The reaction of the cardiovascular system to such activities cannot be predicted with complete accuracy. There is a risk of certain changes occurring during or following the exercise. These changes include abnormalities of blood pressure or heart rate, ineffective "heart function", and possibly, in some instances, a "heart attack" or "cardiac arrest". There is also the possibility of muscular strain, sprains, and/or other types of injuries.

I realize that it is necessary for me to report promptly to the exercise supervisor any signs or symptoms indicating any abnormality or distress. I consent to the administration of any immediate resuscitation measures deemed advisable.

I further understand that persons with a history of back trouble, heart disease, high blood pressure, and/or other medical conditions are not to participate in this activity without providing the instructor with a dated doctor's consent form.

I have read the foregoing and I understand it. My questions have been answered to my satisfaction. I acknowledge and agree that the use of the City of Bowling Green Fitness Facility Activities / Programs, including, but not limited to, the weight room, selectorized equipment, cardio room, aerobics, racquetball and locker rooms, is at my own risk. I understand and agree to abide by the regulations and policies of the Bowling Green Parks and Recreation Department. In consideration of the City of Bowling Green allowing me to participate in fitness activities and programs, I agree to waive, release, absolve and hold harmless and indemnify the City, its officials, officers, agents and employees from any and all claims, suits, actions, damages and/or causes of action for any personal injury, loss of life, property damage and other liability, known or unknown, arising out of my participation in fitness activities and programs, the use of the City facility or in any way relating to or arising from any incidence occurring during fitness activities or programs or while using the City facility, including the City's attorney's fees and costs. I understand that this release includes, without limitation, all injuries which may occur as a result of my use of fitness amenities and equipment, my receipt of instruction and other services from City staff, my participation in any fitness activity, class, program or instruction, the malfunctioning of any equipment, and my slipping and/or falling while in or on the City of Bowling Green Fitness Facility or surrounding premises. This waiver and release is intended to be an express waiver of and release from any and all claims against the City of Bowling Green, its officials, officers, agents and employees arising from participating in the fitness activities and programs or the use of the fitness facility and surrounding premises, including all claims or causes of action based on the alleged negligence or gross negligence of the City of Bowling Green or its officials, officers, agents or employees. I expressly agree that this waiver and release shall be interpreted as releasing the City of Bowling Green, its officials, officers, agents and employees from all liability and claims to the fullest extent allowed by Kentucky law.

DATE: _____

EXERCISE SUPERVISOR

FITNESS FACILITY AGE POLICY:

***11 Years:** May use Cardio, Aerobics, Racquetball, Selectorized, and Locker Rooms w/ parent or adult

***12-15 Years:** May use all Fitness Areas w/parent or adult

***16-17 Years:** May use all Fitness Areas

PARTICIPANT'S SIGNATURE

***IF PARTICIPANT IS UNDER 18 YEARS OF AGE, SIGNATURE OF PARENT OR ADULT 18 YEARS OF AGE OR OLDER IS NEEDED.**