MARKET SEGMENTATION REPORT AND RECOMMENDATIONS

VILLAGE OF ORLAND PARK SPORTSPLEX

Market Segmentation Report and Recommendations

Village of Orland Park Sportsplex

The Sportsplex Market Segment Report defines a strategy relying on the notion that all consumers are not alike. "A market segment is a distinct collection of people sharing one or more characteristics and thus having similar needs. Certain programs, equipment, services and promotions are more appealing to various groups based on a variety of factors including age, income, gender and behavior. Retention and acquisition effectiveness can be enhanced by adopting segmentation strategies."* This report is the first step in determining the direction to proceed in and opportunities that are available to the Village of Orland Park Sportsplex.

*O'Rourke, Bryan, Market Segmentation Improves Competitiveness"; Club Industry magazine

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Introduction

Village of Orland Park Sportsplex

The Village of Orland Park was incorporated on May 31, 1892. The current residential population is approximately 58,000 people and the village is the retail and restaurant hub of the south suburbs. The village is located approximately 25 miles southwest of downtown Chicago, with train service via Metra's Southwest Service line. Interstate 55 to the north, Interstate 355 to the west, and Interstate 80 to the south provide easy access to the entire Chicagoland area.

The Sportsplex was established by the Village of Orland Park in 2002 to provide a high-quality fitness facility and community recreation amenity. At that time, the Orland Park market was underserved in the area of fitness and indoor athletics. Within Orland Park and the surrounding area, there is a high demand for indoor recreation facilities and the Sportsplex offers a unique niche with a one-stop facility for athletic programming, gymnasiums, indoor track and soccer fields, fitness center and amenities such as the rock climbing wall – all in a community facility built for use by all-ages.

The Sportsplex is located at 11351 W. 159th Street

Within Sportsplex is the membership-based fitness center with group exercise classes. Recreation programming at Sportsplex is very popular and has included contractual programs through groups such as The Bulls/Sox Academy, Orland Youth Associations, Sky Hawks, Orland Soccer Club, United Gymnastics Academy, etc. The indoor track is available for use by fitness center members and Orland Park residents at no cost with proof of residency. Special events are often held at this facility to welcome the community and visitors.

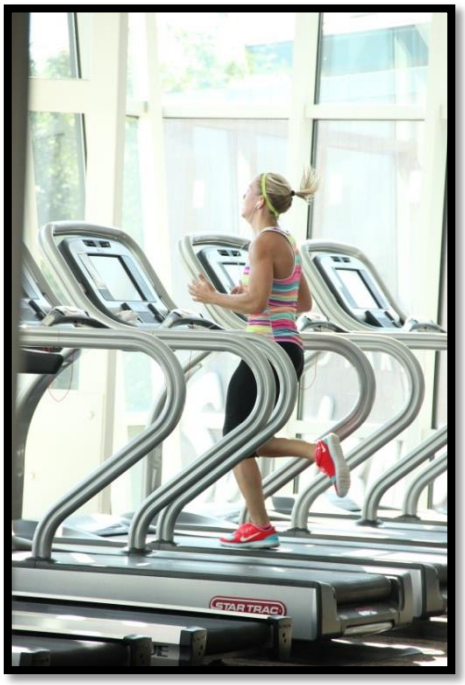
Fitness Center Membership

Membership in the fitness center provides access to state of the art equipment, the indoor walking track, group exercise classes, childcare and more. A variety of membership types provide customers with options to enroll in a plan that fits their own situation; individual, couple, family, senior, student, employee and corporate memberships are available. Membership demographics and trends are discussed further in Section II of this plan. In recent years, enhanced promotion of the Corporate Membership was offered to Orland Park area businesses interested in partnering with Sportsplex to provide a wellness solution for their employees.

Customer Service

Customer service is of the utmost importance to Sportsplex staff; feedback on the facility is gathered in a variety of forms. The views of customers and suggestions for improvement were formally captured in the 2015 and 2013 surveys and have been utilized as part of this report's analysis. These surveys provide insight into what is important to Sportsplex members and point to areas where Sportsplex is meeting and exceeding the expectations of patrons as well as areas for improvement. Detailed results of these surveys can be found in Section II of this report.

Equipment



The Village has invested in a range of fitness equipment to allow users to select the machines that work best for their abilities. For example, there are a variety of treadmill types; ranging from the most basic to a high-end machine. The basic treadmill features a low tread often desired by older members or those who are working to rehabilitate a knee or leg injury. The high-end treadmill provides a high-tech experience with features including television, smartphone port, varieties of training programs and in the case of the Woodway treadmills, a rubberized slat system that provides a softer, safer experience for advanced treadmill users. A complete inventory of the equipment at Sportsplex, including current conditions of the pieces, is available on pages 16-18 of this report. A map of the facility identifying specific equipment and amenities is provided on page 15 of this report.

Future Enhancements

The Village replaces equipment on an as-needed basis as part of the annual budget process. Facility upgrades and equipment replacement are analyzed by the Recreation and Parks teams throughout the year. The capital plan has, in years past, included funding for equipment through a replacement schedule that takes equipment conditions as well as new technology and industry trends into consideration. An equipment inventory is provided in this report. Possible future projects for facility improvements include the replacement of inefficient lighting, boilers and H.V.A.C. systems and a concept plan to determine the feasibility of an addition to accommodate a lap pool with associated aquatic amenities. Section III of the report also provides financial data related to Sportsplex.

The Market Segmentation Report

A market segmentation report serves as a base in developing a long-term plan for possible enhancements to the facility. The analysis identifies the current and future needs of both the existing and potential users of the Sportsplex. It is anticipated that from this report, a strategy could be developed to identify the competitive advantage of Sportsplex, and address the areas of equipment replacement, facility user needs and communication plans for Sportsplex patrons.

Regional Fast Facts

Population & Demographic

(CMAP, 2010a)

- The Chicagoland seven-county region is projected to grow 25% from the present 8.6 million to 11 million residents by 2040.
- The senior population over 65 in the Chicagoland region is expected to double by 2040.

Orland Park Fast Facts

Population & Demographic

(Nielsen 2011a, 2011b, 2011j)

- Orland Park is projected to grow 21% from the present 56,767 to 72,000 residents by 2030.
- Senior citizens comprise 16.4% of the population, a growing segment which is above the state average of 12.2%.
- The number of children under age 10 decreased by 8.9% from 2000 to 2010.

Excerpt taken from the Village of Orland Park 2013 Comprehensive Plan

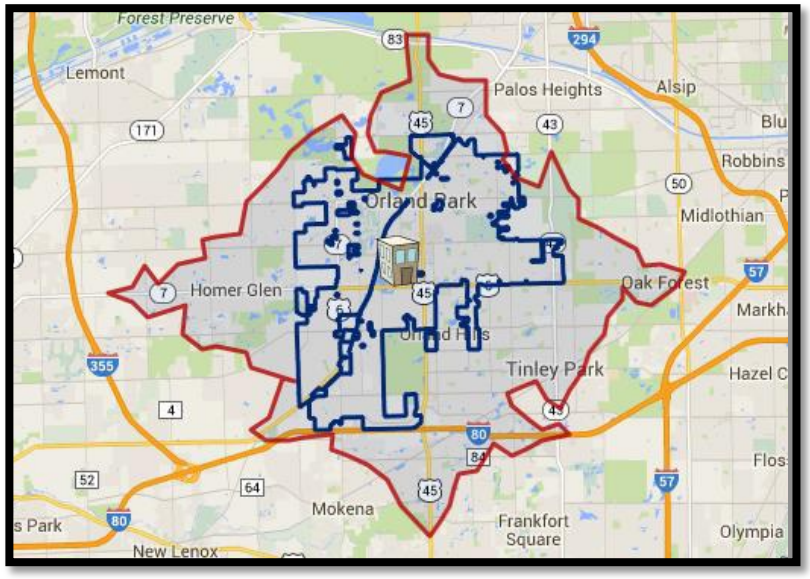
Section I: Market Analysis

This market analysis includes a review of the demographics of Orland Park and the surrounding area. It identifies the needs and opinions of Sportsplex members through an analysis of demographic data as well as the results of two surveys of Sportsplex members. An overview of the fitness market in Orland Park, an inventory of the fees from similar facilities as well as an inventory of the existing equipment and amenities is provided. The review of these components serves to guide the Village Board as policies for the future of Sportsplex are contemplated.

Orland Park Trade Area and Demographics

Recreation interests vary and demographics are a good tool for determining potential user interests and needs. Differences in age, geographic location, individual or family status, income level and other measures improve the understanding of potential members or patrons.

An overview of the demographics in Orland Park and within a reasonable distance, generally 3 to 4 miles, from Sportsplex, is referred to as the trade area. For most people, a fitness or recreation facility must be convenient to home or the workplace, and in some cases, *both*. The primary service area for a fitness facility will ideally be within a 10 minute driving distance. This area for the Orland Park Sportsplex includes potential patrons from Orland Park, Homer Glen, Mokena, Frankfort, Tinley Park, Palos Park and unincorporated Orland Park.



As noted in the Village Comprehensive Plan, Orland Park's population has increased over 10% since the year 2000. The 2010 US Census counts 56,767 residents in the area. Projected changes for 2016 predict a population growth of approximately 3.1%, which is slightly less than the 4.1% growth projected for the United States. Between 2000 and 2010, the number of Orland Park children under the age of 10 decreased by almost 9%, a trend that is expected to continue. Similar to nationwide projections, Orland Park will continue to see an increase in senior populations. By 2016, residents over the age of 65 are expected to increase by 2% and the median household age will increase by three years. Orland Park residents have a significantly higher than average income, as compared to the state and nation. These demographics influence lifestyle choices, activities and the needs of the people.*

**(Nielsen, 2011a, Nielsen 2011b, Nielsen, 2011j, USBC, 2000, and USBC, 2013)*

Excerpts taken from the Village of Orland Park 2013 Comprehensive Plan

Sportsplex Patrons

Though there are many patrons utilizing the Sportsplex for walk-in amenities, programs and events, the most readily accessible data pertaining to customers comes from fitness center memberships and program registrations. Sportsplex membership data is described in the charts in this section of the report. These demographics provide information as to who the current customers are and where there may be an opportunity to grow. Comparing Sportsplex demographics to the larger Orland Park community demographics may also identify areas to focus on for attracting new members to the facility.

The primary service area for the Sportsplex includes many Orland Park residents; however there are also current Sportsplex Members from many of the surrounding suburbs. The Village has historically struck an appropriate balance between serving the Orland Park community and offering a convenient, high-quality alternative for those who live near or work in the Orland Park area. Orland Park, as a center of employment as well as a draw for shopping, dining and entertainment, may make Sportsplex the first choice of non-residents who are seeking a high-quality, affordable fitness environment at a convenient location. The following are highlighted demographic trends from the charts depicted in the following pages.

OP People Fast Facts 2010

56,767
2010 Population

72,000
2030 Population projection

41.4
Median Age

67%
Current percent of families with no family members under 18

55
Age majority of householders will be by 2016

$96,092
Average household income

61.9%
Percent of residents with college level or higher education

91.1%
Percent of home ownership

1,997
Property crime incidents per 100,000, compare to 'best places' average of 3,105

20%
Percent above state average for school reading and math scores

96.68%
Percent of households that own at least one car

(Money Magazine, 2006, Nielsen, 2011a and USBC, 2013)

Excerpt taken from the Village of Orland Park 2013 Comprehensive Plan

Sportsplex has experienced significant growth in 2015 over the prior year especially during the January – April months. This growth equalized from May-August. Seasonal trends are similar from year to year with summer months seeing slower growth. (See chart on page 7)

The most popular membership type is the Resident Senior Membership with a 42% share of the total memberships (866 Resident Senior memberships). This category also holds the lead in members with a 28% share followed by Resident Family members at 22% (866 Resident Senior members, 683 Resident Family members). (See chart on page 8)

Membership types maintain appeal to a broad spectrum of users. The largest categories of members are Orland Park residents. The members, when sorted by age, span across all categories, however one target demographic that is not as well represented is the 30-39 age range. There is a very even split men to women in adult categories. (See chart on pages 9-10)

Sportsplex revenue recaps from 2014:

- Sportsplex served 23,857 open gym patrons, which was an 9% increase from 2013
- Rock wall climbers totaled 3,718, 5% increase from 2013
- Soccer rentals totaled 764, 10% increase from 2013
- 245 party rental bookings, 10% increase from 2013

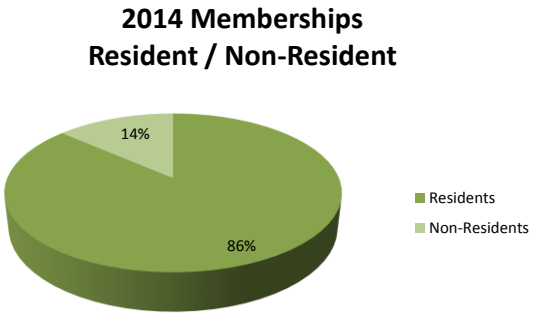
Members live in Orland Park primarily; however there are significant numbers of members from the unincorporated Orland Park area as well as Homer Glen, and Mokena. The chart on page 11 illustrates the areas represented.

Several surveys of Sportsplex members were produced during the past three years and the feedback has been used to help shape Sportsplex offerings and improvements. A summary of the feedback is available in Section II, page 21, and the surveys are available upon request.

2014 All Memberships

Type	Resident Memberships	Percent
Resident-Individual	302	
Resident-Couple	114	
Resident-Family	175	
Resident-Senior	866	
Resident-Student	73	
Employee	224	
Corporate	42	
	1796	86.43% of total memberships

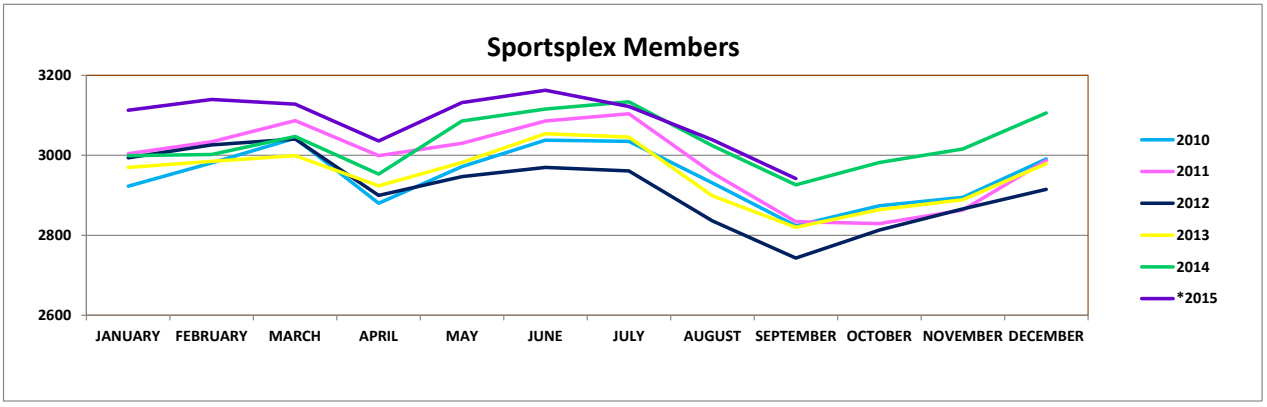
Type	Non-Resident Memberships	Percent
Non Resident-Individual	92	
Non Resident-Couple	32	
Non Resident-Family	36	
Non Resident-Senior	103	
Non Resident-Student	19	
	282	13.57% of total memberships



Members
2010-2015

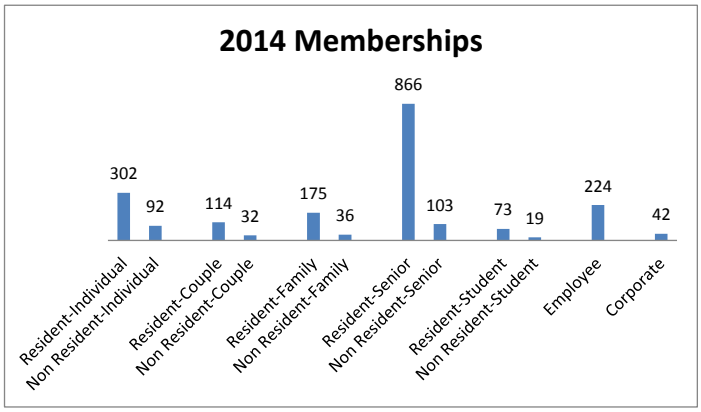
*2015 As of 10/1/15

MEMBERS	FISCAL YEAR					
Month	2010	2011	2012	2013	2014	*2015
JANUARY	2923	3004	2994	2970	2999	3113
FEBRUARY	2981	3034	3026	2985	3002	3140
MARCH	3043	3087	3041	2999	3047	3128
APRIL	2880	2999	2900	2924	2953	3036
MAY	2972	3030	2947	2982	3086	3132
JUNE	3038	3086	2970	3054	3116	3163
JULY	3035	3104	2961	3046	3134	3122
AUGUST	2931	2956	2836	2899	3024	3039
SEPTEMBER	2824	2834	2743	2820	2926	2942
OCTOBER	2874	2829	2813	2864	2982	
NOVEMBER	2895	2863	2866	2889	3016	
DECEMBER	2991	2987	2915	2979	3106	



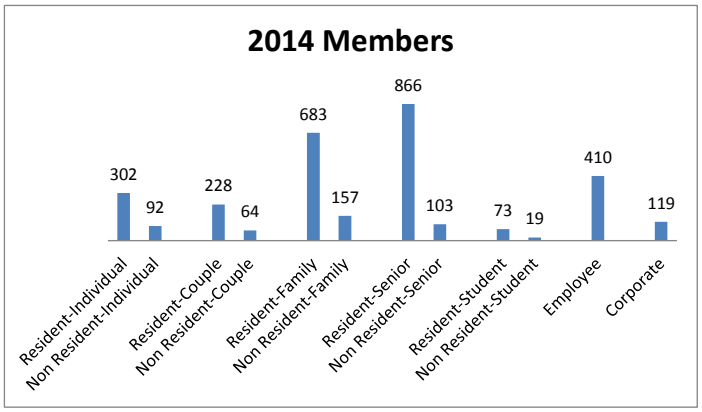
2014 Memberships

MEMBERSHIP TYPE	MEMBERSHIPS	% SHARE
Resident-Individual	302	15%
Non Resident-Individual	92	4%
Resident-Couple	114	5%
Non Resident-Couple	32	2%
Resident-Family	175	8%
Non Resident-Family	36	2%
Resident-Senior	866	42%
Non Resident-Senior	103	5%
Resident-Student	73	4%
Non Resident-Student	19	1%
Employee	224	11%
Corporate	42	2%
	2078	100%

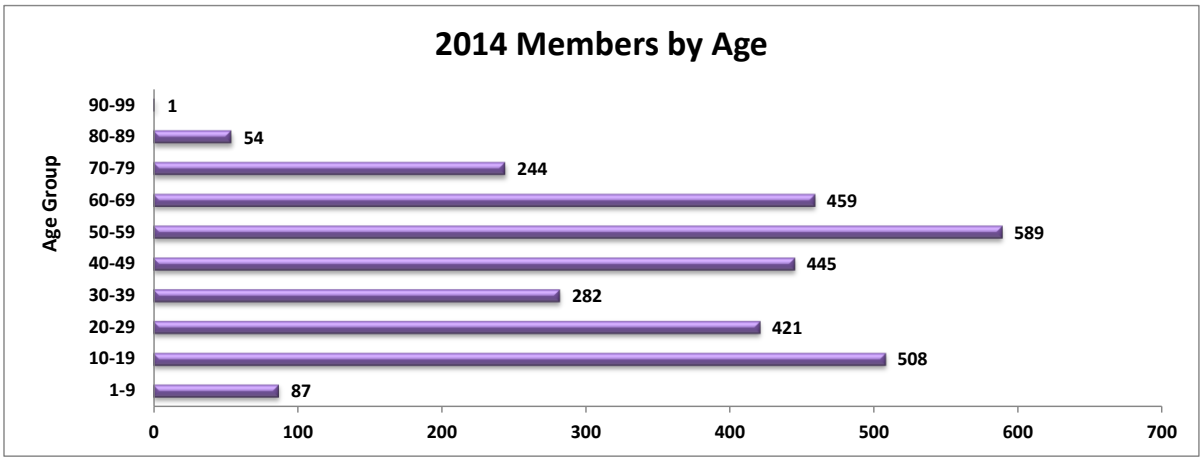


2014 Members

MEMBERSHIP TYPE	MEMBERS	% SHARE
Resident-Individual	302	10%
Non Resident-Individual	92	3%
Resident-Couple	228	7%
Non Resident-Couple	64	2%
Resident-Family	683	22%
Non Resident-Family	157	5%
Resident-Senior	866	28%
Non Resident-Senior	103	3%
Resident-Student	73	2%
Non Resident-Student	19	1%
Employee	410	13%
Corporate	119	4%
	3116	100%

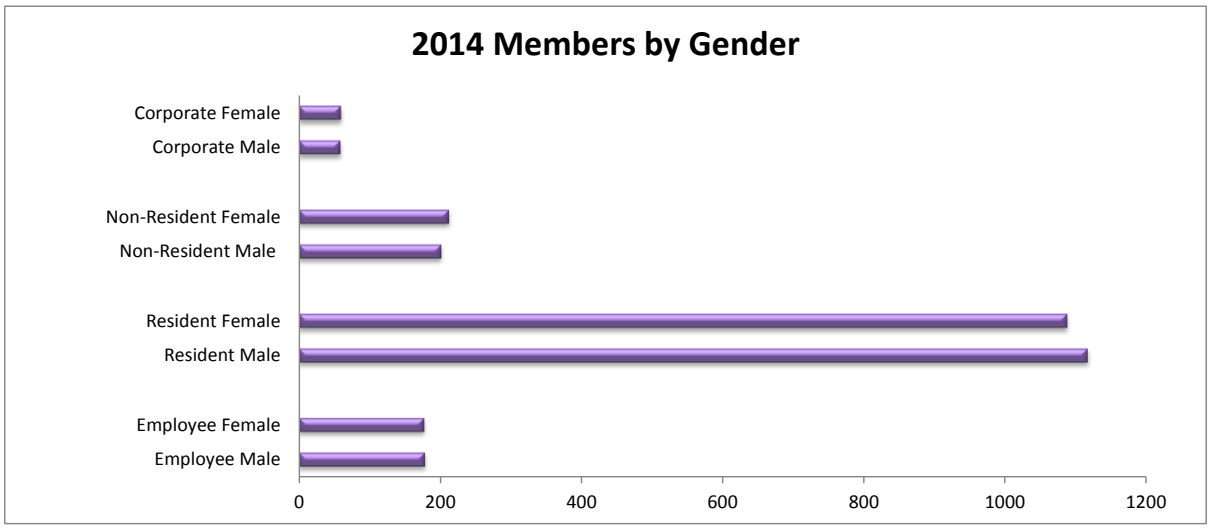


**Sample data taken June 2014*



As of 2014:	Age 50+	1347	43.59%
	Under 50	1743	56.41%
		3090	

With almost 44% of members age 50 or over, the Senior Membership will most certainly become an important focus for Sportsplex.



Membership		
Corporate Male	**58**	49.57%
Corporate Female	**59**	50.43%
Resident Male	**1117**	50.66%
Resident Female	**1088**	49.34%
Non-Resident Male	**201**	48.67%
Non-Resident Female	**212**	51.33%
Employee Male	**178**	50.14%
Employee Female	**177**	49.86%

Every membership category is split very evenly by gender

2014

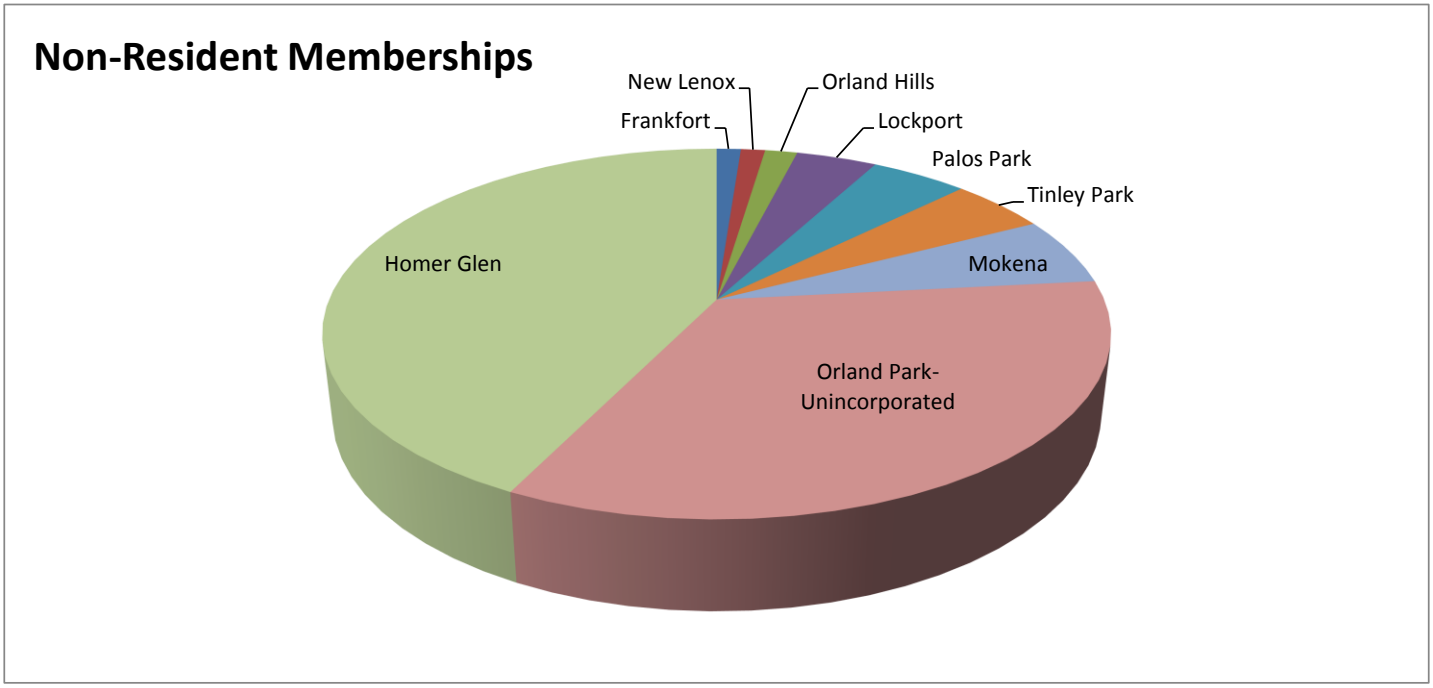
Gender	Age Grouping	Membership Type	Totals	Percentage
Male	1-9	**Employee**	4	66.7%
Female	1-9	**Employee**	2	33.3%
Male	10-19	**Employee**	36	52.2%
Female	10-19	**Employee**	33	47.8%
Male	20-29	**Employee**	39	50.0%
Female	20-29	**Employee**	39	50.0%
Male	30-39	**Employee**	18	58.1%
Female	30-39	**Employee**	13	41.9%
Male	40-49	**Employee**	28	50.0%
Female	40-49	**Employee**	28	50.0%
Male	50-59	**Employee**	34	43.0%
Female	50-59	**Employee**	45	57.0%
Male	60-69	**Employee**	7	31.8%
Female	60-69	**Employee**	15	68.2%
Male	70-79	**Employee**	11	84.6%
Female	70-79	**Employee**	2	15.4%
Male	80-89	**Employee**	1	100%
Female	80-89	**Employee**	0	0%
Male	90-99	**Employee**	0	0%
Female	90-99	**Employee**	0	0%
Male Totals			**178**	**50.1%**
Female Totals			**177**	**49.9%**
Grand Totals			**355**	

Gender	Age Grouping	Membership Type	Totals	Percentage
Male	1-9	**Resident**	30	60%
Female	1-9	**Resident**	20	40%
Male	10-19	**Resident**	187	57%
Female	10-19	**Resident**	141	43%
Male	20-29	**Resident**	156	56.5%
Female	20-29	**Resident**	120	43.5%
Male	30-39	**Resident**	77	41.2%
Female	30-39	**Resident**	110	58.8%
Male	40-49	**Resident**	129	42.9%
Female	40-49	**Resident**	172	57.1%
Male	50-59	**Resident**	181	43.1%
Female	50-59	**Resident**	239	56.9%
Male	60-69	**Resident**	196	52.3%
Female	60-69	**Resident**	179	47.7%
Male	70-79	**Resident**	125	57.6%
Female	70-79	**Resident**	92	42.4%
Male	80-89	**Resident**	36	70.6%
Female	80-89	**Resident**	15	29.4%
Male	90-99	**Resident**	0	0%
Female	90-99	**Resident**	0	0%
Male Totals			**1,117**	**50.7%**
Female Totals			**1,088**	**49.3%**
Grand Totals			**2,205**	

Gender	Age Grouping	Membership Type	Totals	Percentage
Male	1-9	**Non-Resident**	14	63.6%
Female	1-9	**Non-Resident**	8	36.4%
Male	10-19	**Non-Resident**	51	63.0%
Female	10-19	**Non-Resident**	30	37.0%
Male	20-29	**Non-Resident**	26	51.0%
Female	20-29	**Non-Resident**	25	49.0%
Male	30-39	**Non-Resident**	18	36.0%
Female	30-39	**Non-Resident**	32	64.0%
Male	40-49	**Non-Resident**	27	40.3%
Female	40-49	**Non-Resident**	40	59.7%
Male	50-59	**Non-Resident**	33	47.8%
Female	50-59	**Non-Resident**	36	52.2%
Male	60-69	**Non-Resident**	23	41.1%
Female	60-69	**Non-Resident**	33	58.9%
Male	70-79	**Non-Resident**	8	57.1%
Female	70-79	**Non-Resident**	6	42.9%
Male	80-89	**Non-Resident**	0	0%
Female	80-89	**Non-Resident**	2	100%
Male	90-99	**Non-Resident**	1	100%
Female	90-99	**Non-Resident**	0	0%
Male Totals			**201**	**48.7%**
Female Totals			**212**	**51.3%**
Grand Totals			**413**	

Gender	Age Grouping	Membership Type	Totals	Percentage
Male	1-9	**Corporate**	7	77.8%
Female	1-9	**Corporate**	2	22.2%
Male	10-19	**Corporate**	15	50.0%
Female	10-19	**Corporate**	15	50.0%
Male	20-29	**Corporate**	7	43.8%
Female	20-29	**Corporate**	9	56.3%
Male	30-39	**Corporate**	5	35.7%
Female	30-39	**Corporate**	9	64.3%
Male	40-49	**Corporate**	11	52.4%
Female	40-49	**Corporate**	10	47.6%
Male	50-59	**Corporate**	10	47.6%
Female	50-59	**Corporate**	11	52.4%
Male	60-69	**Corporate**	3	50.0%
Female	60-69	**Corporate**	3	50.0%
Male	70-79	**Corporate**	0	0%
Female	70-79	**Corporate**	0	0%
Male	80-89	**Corporate**	0	0%
Female	80-89	**Corporate**	0	0%
Male	90-99	**Corporate**	0	0%
Female	90-99	**Corporate**	0	0%
Male Totals			**58**	**49.6%**
Female Totals			**59**	**50.4%**
Grand Totals			**117**	

2014



Municipality	Non-Resident Memberships	Percent
Frankfort	3	1.19%
New Lenox	3	1.19%
Orland Hills	4	1.58%
Lockport	10	3.95%
Palos Park	12	4.74%
Tinley Park	12	4.74%
Mokena	15	5.93%
Orland Park-Unincorporated	86	33.99%
Homer Glen	108	42.69%
Other*	19	7.51%
	253	100.00%

* Other represents 17 communities that have less than 1% representation.

Section II: Recreation Centers: Where Sportsplex falls in the Market

The Sportsplex facility is comprised of both a membership-based fitness area as well as more public spaces; such as the gymnasiums with walking track, indoor soccer field, climbing wall, dance/aerobic studio and gymnastics room. Sportsplex spans more than 90,000 square feet bringing recreation programs, group rentals, special events, open gyms and individual programming all together. The facility is open 5:30 a.m. to 10:00 p.m. on weekdays, and Saturdays 7:00 a.m. to 9:00 p.m., Sundays 8:00 a.m. to 8:00 p.m. These hours also accommodate fitness center customers, patrons for open gym, youth and adult sports leagues, Village program participants, party rentals, residents enjoying the walking track, and more.

A childcare area is offered to accommodate members needing care for their children while on-site. Secure locker rooms with towel service are available to members. There are no aquatic amenities at Sportsplex.

The first and second floors are depicted in the map on page 15. The fitness center equipment is outlined in detail to provide an overview of the current resources available to patrons. Equipment is color coded and corresponds to the inventory list on the pages following the map.

The Business of Fitness

Sportsplex is a community facility that enjoys a solid position in the mid-tier facility category. According to survey responses, members choose Sportsplex over other facilities because of the wide-range of equipment, cleanliness of the facility, customer service and convenience of the location.

To maintain this position in the market, Sportsplex provides an affordable price and offers amenities that appeal to a wide range of ages and interests. The fitness facility, gymnasiums, soccer field, gymnastics and group class studios, childcare and climbing wall are examples of the added amenities Sportsplex relies on to broaden the appeal of membership.

To illustrate the tiers of fitness facilities in our region, descriptions of several are outlined below. *Information was attained through the websites of these facilities*

Base-tier fitness facilities – Facilities such as Charter Fitness, Orange Theory, and Anytime Fitness offer a value for fitness without the other amenities that are sometimes associated with the fitness facility experience. These facilities typically include cardio fitness, personal training, and free-weights. Some chains offer the opportunity to utilize other locations within their brand; others are franchise locations and operate in a stand-alone fashion.

Mid-tier fitness facilities – These facilities provide fitness centers, personal training, group exercise, gymnasium space, childcare, walking tracks and basic locker room space – all at a mid-tier affordable price. Some of the facilities also include a unique or niche amenity, such as aquatics (i.e. pools, steam room, sauna), gymnastic centers, indoor fields or rinks, batting cages, and golf cages.

Orland Park Sportsplex – Added amenities include climbing wall, indoor soccer field, batting and golf cages, gymnastics center and three gymnasiums. Pilates Reformer, yoga classes, personal training and TRX are also offered at Sportsplex. Birthday parties, using a variety of facility amenities, are offered. Childcare in the Kids' Room is available to members.

Tinley Park Park District Bettenhausen Recreation Center –This facility includes a lap pool constructed in the 2013 addition project. It is a 4-lane, 25-yard lap pool offering 17 Aqua Aerobic classes per week as well as lessons. Membership includes group exercise and cycling classes, access to swim lessons, and personal training. Birthday parties and a kids' room for childcare are available.

Joliet Park District Inwood Athletic Club – Includes indoor ice rink and a 25 yard, 8- lane indoor pool used for group classes, open swim, and lessons. Restaurant and skate shop are additional amenities in building. Adjacent building includes gymnasiums and program rooms. The fitness center also has a premier locker room with added amenities. A kids' room for childcare is available.

Oak Brook Park District Fitness Center – Added amenities are adjacent tennis facility, café and aquatics including a 25 foot, 6-lane lap pool and leisure pools with water slides as well as sauna amenity. A kids' room is available.

Downers Grove Park District 4500 Fitness Center – Additional capacity with six gymnasiums, locker rooms have steam room amenity. There are no aquatics at this facility. A kids' room is available.

High-end fitness facilities – In addition to a gymnasium and other base or mid-tier amenities, the following high-end facilities provide resort-like features and services that distinguish themselves. The cost of membership rises appropriately as the service levels increase.

Lifetime Fitness offers top-quality cardio and free-weight equipment, indoor and outdoor pools, a full-service spa, a café that features a healthy menu, group fitness and personal trainers. Programming, including swimming lessons, weight loss programs, kids' activities and child center, yoga and Pilates classes, squash and racquetball leagues and lessons, plus organized runs.

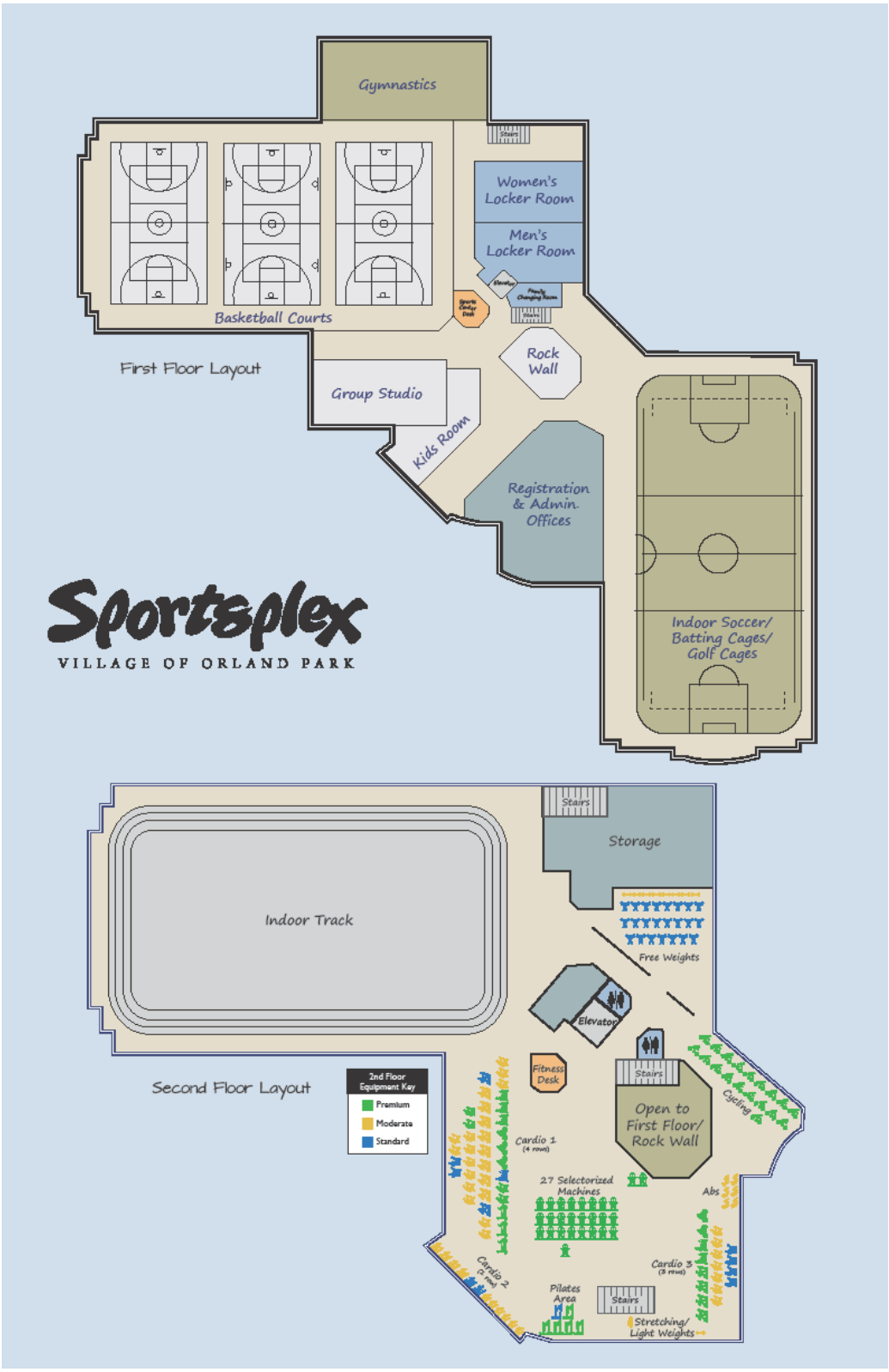
The Riviera Country Club and Sports Center membership includes Group Fitness Orientation with a certified trainer, personal training, indoor and outdoor tennis, racquetball, wallyball, and basketball courts and group exercise classes. This facility has both an indoor and outdoor pool, access to the health spa features such as whirlpool, sauna, steam, and massage therapy. A café and restaurant are within the facility and a kids' room is available for childcare.

Midtown Athletic Club in Willowbrook offers indoor tennis facilities, Pilates Reformer and Kinesis studios, kettlebell and TRX training, a cushioned indoor track, indoor pool, steam, sauna and state-of-the-art cardio equipment that's replaced yearly, services through AthletiCo Sports Medicine and Physical Therapy, a café, pro-shop and full-service spa.

The East Bank Club offers amenities including physical therapy services managed by AthletiCo Sports Medicine and Physical Therapy, an extensive selection of salon and spa services, a complete Pro Shop with boutique and athletic clothing and accessories, child care, a dry cleaner and a car wash. The locker room facilities have day lockers and full-length private lockers, marble-tiled shower and vanity areas, and body care products are available. Members have access to lounge areas, complete with chairs, sofas and televisions, as well as steam rooms, saunas and whirlpools. Sleep rooms are also available.

Palos Health & Fitness Center offers cardiovascular/strength equipment, basketball court, indoor lap and therapy pools, and an indoor walking track. Membership provides group exercise classes including aquatics, fitness assessments and personalized exercise plans. Locker Rooms are equipped with amenities such as a whirlpool, steam room and sauna. A lounge/café area is available with complimentary internet terminals. Additional services include personal training, sports training, a registered dietician for nutrition training, and spa services such as massage, manicures, pedicures, facials, mask treatments, depilatory and body treatments. A Kid's Club is also available for childcare.

Orland Park Sportsplex Facility Map



The Fitness Center

The fitness center area includes a wide range of equipment types to appeal to all users. Equipment is evaluated on ergonomics, construction, ease of use and exercise range as is typical by industry standards.

- Basic users seek straightforward controls and easy access
- Mid-tier users pursue updated features and a wider-variety of uses
- High-end, competitive users seek equipment that offers the latest in technology, durability and support for the most rigorous work-out

An equipment replacement program with updated information and facility improvements are considered annually during the Capital budget process. In 2014 and 2015, funds were allocated to replace certain treadmills, stair climbers, elliptical machines and free-weight equipment in need of replacement. Those items will be brought forward for Village Board consideration following the presentation of this report and are outlined on page 26.

Equipment

Equipment Grade: color coded corresponding to the Fitness Center Floor Map on previous page:

Blue – Standard, Yellow – Moderate, Green – Premium

Aspects reviewed: Ergonomics, Ease of Use, Construction, Exercise Range, User Safety and Features
Ratings: Poor, Fair, Good, Very Good and Excellent

Treadmills

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
True Treadmill	2013	Very Good	Excellent	Very Good	Excellent	Very Good	Basic, Low step up, great for seniors and kids, good functions, TV, I-pod.
Life Fitness 9500*	2002	Fair	Fair	Good	Fair	Poor	Older treadmill, requires constant maintenance.
Life Fitness	2009	Good	Good	Very Good	Excellent	Good	Easy to use touch screen, appeals to all ages.
Life Fitness - Integrity	2011	Very Good	Very Good	Excellent	Excellent	Excellent	Easy to use, appeals to all ages
Star Trac	2013	Very Good	Excellent	Very Good	Excellent	Excellent	High tech with features including TV, I-pod port/charger, unique programs offered
Woodway*	2002	Excellent	Excellent	Excellent	Excellent	Poor	Runner preferred treadmill, unique shock absorbing rubberized slat belt system, user-friendly

Estimated price differential treadmills

True	$4,500 each
Life Fitness	$4,500 each
Star Trac	$6,500 each
Woodway	$10,000 each

*Scheduled for replacement 2015

Bikes and seated cardio/rowers

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Airdyne	2002	Good	Good	Poor	Good	Poor	Appeal to seniors, good for cardiac rehab or physical therapy, arms and legs are not very durable, includes fan feature
Concepts Two	2002	Excellent	Excellent	Excellent	Excellent	Very Good	Good programs for practice, good full body workout, beginner/advanced
Ergometer	2002	Excellent	Very Good	Excellent	Excellent	Very Good	Appeal almost solely to Seniors, good for cardiac rehab, arm rehab, handicapped accessible
NU Steps	2007	Very Good	Excellent	Excellent	Excellent	Very Good	Very unique with seniors, handicap accessible, and good for rehabilitation
Precor	2011	Very Good	Excellent	Good	Excellent	Good	More competitive bike than basic, but not utilized by advanced bikers. Appeals to all ages. Sturdy in stature and durable
Cybex	2011	Excellent	Excellent	Excellent	Excellent	Excellent	Minimal maintenance issues, variety of courses/programs to ride through. Popular with middle-aged members
Octane	2011	Excellent	Excellent	Excellent	Excellent	Excellent	Unique in use of arms and legs, low impact, comfortable, seniors enjoy as it provides a workout that is not overly strenuous
Keiser	2009	Excellent	Very Good	Very Good	Excellent	Very Good	Advanced bikers, great for group classes or individual riding. Various resistance levels.

Ellipticals

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Precor*	2002	Good	Good	Good	Good	Fair	Oldest model, no arm usage, and no additional features
Life Fitness*	2002	Fair	Good	Good	Fair	Poor	Frequent maintenance issues, not running well
Precor	2011	Very Good	Very Good	Excellent	Very Good	Excellent	More popular with female members, total body workout, with TV, iPod, and good features
Life Fitness	2013	Excellent	Excellent	Excellent	Excellent	Excellent	Good programs and courses, many advanced features, TV, iPod, appeals more to middle-age range
Cybex Arc Trainer	2005	Very Good	Very Good	Excellent	Excellent	Very Good	Creates a skiing motion, good for thighs and calves, appeals to members of all ages
Precor AMT	2012	Excellent	Excellent	Excellent	Excellent	Very Good	Unique equipment includes both a stepper and elliptical motion combined in one

Stair climber

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Stairmaster - (2)*	2002	Good	Good	Good	Good	Very Poor	Core membership following, advanced users, intense workout, and great for building leg strength
Stairmaster - (2) *	2005	Excellent	Very Good	Very Good	Very Good	Poor	(Same as above)

*Scheduled for replacement 2015

Free Weights and cables

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Body Master Weight Equipment *	2002	Fair	Poor	Poor	Poor	Poor	This equipment was considered the top tier many years ago, but this company is no longer in business
Hammer Strength*	2002	Excellent	Very Good	Excellent	Very Good	Fair	This equipment is of good quality and is very versatile, it works many body parts, and provides for plate loaded exercises

Dumbbells/Plates

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Ivanko*	2002	Good	Fair	Fair	Fair	Poor	Standard brand 5 – 110 lbs. Equipment appeals to all ages

Selectorized machines

Brand/Model	Year of Purchase	Ergonomics	Ease of Use	Construction	User Safety	Current Condition	Features
Life Fitness	2014	Excellent	Excellent	Excellent	Excellent	Excellent	Good for building strength, toning, covers all muscle groups, utilized by members of all ages, very popular amenity

Locker Rooms

The locker room facilities provide basic lockers with a key/card locking system. Though the locker rooms are clean and well-kept, both women's and men's locker rooms have showers that offer only push-button water turn-on with no individual temperature or volume controls available. The men's locker room provides only for a group shower with no privacy stalls. These features are not in keeping with today's standard for mid-tier facilities. Both locker rooms have new carpet and well-kept tile. There are no additional amenities in the locker room areas. (Additional photos are available in Appendix B)

*Scheduled for replacement 2015

VILLAGE OF ORLAND PARK
Sportsplex
FITNESS CENTER
VISIT US.
SPORTSPLEX
11351 West 159th Street
Orland Park, IL 60467
www.orlandpark.org
P (708) 645.PLAY
F (708) 384.7234
FACILITY HOURS:
Monday – Friday 5:30AM to 10:00PM
Saturday 7:00AM to 9:00PM
Sunday 8:00AM to 8:00PM
OFFICE HOURS:
Monday & Tuesday 8:00AM to 6:00PM
Wednesday – Friday 8:00AM to 5:00PM
Saturday 9:00AM to 12:30PM
FREE TRIAL
GUEST PASS
Sportsplex
VILLAGE OF ORLAND PARK
ORLAND PARK OFFICIALS
MAYOR Daniel J. McLaughlin
VILLAGE CLERK John C. Mehalek
TRUSTEE Kathleen M. Fenton
TRUSTEE James V. Dodge
TRUSTEE Patricia A. Gira
TRUSTEE Carole Griffin Ruzich
TRUSTEE Daniel T. Calandriello
TRUSTEE Michael F. Carroll
WHO WE ARE.
The Village of Orland Park Sportsplex is not a typical health club. As a municipal recreation facility, our mission is to serve and support you in the pursuit of a healthy lifestyle. Sportsplex offers an array of equipment and employs knowledgeable, certified staff whose focus is to help you achieve your wellness goals.

MEMBERSHIP CATEGORIES

INDIVIDUAL* Persons 12 years & over

COUPLE 2 persons living in the same household

FAMILY** Includes a total of 5 immediate family members living in the same household. 6 or more see additional family rates

SENIOR Persons 55+

STUDENT Persons attending school full time. Proof of enrollment required

TRACK* ONLY** Allows member access to track & locker rooms only

* 12-13 years must have parent present at all times and must complete mandatory orientation.

** Immediate family members are defined as parents and their non-adult (24 & under) children residing in the same household.

*** The Track Only membership applies to non-residents. Residents will have free access to the track with a Resident ID. Those 8-13 years must have adult supervision.

SPORTSPLEX AMENITIES INCLUDE:

- No initiation fees
- Personal health assessment, equipment orientation and exercise prescription
- Free weekly group exercise classes
- Full access to over 130 pieces of equipment
- New Life Fitness strength equipment
- Wide variety of treadmills and ellipticals with TV viewing capabilities
- Free towel and locker service
- Men's, women's, & family locker rooms
- Free Friend Friday!
- 1/10 mile indoor track
- 32 foot climbing wall
- Basketball, volleyball & badminton courts
- Soccer, baseball, & football fields
- Batting and golf cages
- Discounts on a variety of Sportsplex programs
- Kidz Room childcare services *(additional fee)*

12 MONTH MEMBERSHIPS

RESIDENT	MONTHLY*	YEARLY
INDIVIDUAL	$38.00	$385.00
COUPLE	$60.00	$640.00
FAMILY	$70.00	$760.00
ADD'L FAMILY	$13.00	$144.00
SENIOR	$27.00	$250.00
STUDENT	$27.00	$250.00
TRACK ONLY	FREE	FREE
NON-RESIDENT	**MONTHLY***	**YEARLY**
INDIVIDUAL	$43.00	$454.00
COUPLE	$72.00	$765.00
FAMILY	$97.00	$1035.00
ADD'L FAMILY	$16.00	$179.00
SENIOR	$35.00	$378.00
STUDENT	$35.00	$378.00
TRACK ONLY	$20.00	$225.00
CORPORATE	**MONTHLY***	**YEARLY**
INDIVIDUAL	$38.00	$385.00
COUPLE	$60.00	$640.00
FAMILY	$70.00	$760.00
ADD'L FAMILY	$13.00	$144.00

Corporate benefit package available. Individuals and immediate family members employed or owning a business within the Village of Orland Park. Proof of employment required.

*Monthly payment for annual contract

3 MONTH MEMBERSHIPS

	R	NR	CORP.
INDIVIDUAL	$152.00	$192.00	$172.00
COUPLE	$240.00	$320.00	$260.00
FAMILY	$280.00	$420.00	$312.00
ADD'L FAMILY	$52.00	$72.00	$60.00
SENIOR	$108.00	$160.00	-------
STUDENT	$108.00	$160.00	-------
TRACK ONLY	FREE	$80.00	-------

Ask us about our monthly specials.

WHAT WE OFFER.

PERSONAL TRAINING

Achieve your fitness goals with a specialized program designed just for you by one of our certified personal trainers.

PILATES REFORMER & TOWER TRAINING

Get a full body, non-impact workout with Pilates Reformer Training. Groups of six or one-on-one sessions available. Stop by the Fitness Desk for a tour or to sign up for a free 20 minute session.

GROUP EXERCISE CLASSES

Join us for one of our 25+ classes each week designed for ages 12 & 13 with a parent or 14 & up and all fitness levels.

PARTIES AT SPORTSPLEX

A variety of packages are available for kids ages 5+ years including sports, rock climbing, or soccer parties. We'll provide the room and party host, you provide the rest! First come, first serve basis *(10 business days booking notice)*.

Sportsplex Member Surveys – 2013 & 2015

Sportsplex surveys were conducted in 2013 and 2015. Surveys were web-based and a direct email was sent to members to request participation.

The 2013 and 2015 Sportsplex surveys yielded an average of 220 respondents. (Full survey results are available upon request.) Both surveys captured the 41-70 years of age demographic with over 60% of respondents being female which reflects our current demographic at the Sportsplex. The surveys mutually concluded that respondents have been members for 5 years or more, live within a 3-10 mile radius from Sportsplex and work-out anywhere from 3-5 days a week.

Together the surveys reported that most respondents joined the Sportsplex for one of the following reasons; to improve health, maintain a healthy lifestyle, take advantage of affordable pricing, utilize a variety of equipment, enjoy the sense of community and family environment, and the convenience of location.

Respondents consistently agreed that the Sportsplex is always clean, however the 2013 survey provided feedback that noted the shower and locker room facilities needed some improvements such as temperature control in the showers, more privacy in the shower area, repairs to the cracked floor tiles, and a general desire to update the locker rooms. Overall, the ranking was still high with an average of 4.2 out of 5 (with 1 being poor and 5 being excellent). In the 2015 survey, there was a slight drop in ranking from the 4.2 in 2013 to 3.9 with percentages spreading more into the average score of 3 based on feedback regarding the showers, locker room, cardio/strength training area and group fitness studio. In response to this feedback, staff and special needs job trainees from Carl Sandburg High School routinely clean the equipment and staff have provided disinfectant in various areas around the facility for members to utilize as needed. The strength training equipment is worn, out of date and does not function well. It is beyond repair and is scheduled for replacement. This also may have contributed to the slight drop in score.

Eighty percent of respondents agreed that the quantity of equipment per area is good. Respondents consistently ranked the condition of equipment as average to excellent with the exception of free weight equipment which scored lower in both categories, but is scheduled for replacement. The Sportsplex attributes that respondents reported are most important are cardio equipment, 69%, convenience to home or

work, 68%, strength training equipment, 65%, no hassles, convenient parking, 48%, free weights, 42% and group exercise classes 35%.

When respondents were asked to rank cardio equipment by preference, treadmills and elliptic

cals were consistently ranked among the top three pieces of equipment. Treadmills rated the highest at 71%, closely followed by ellipticals at 70% of respondents who ranked this equipment as one of their top three choices. Stepmills, upright bikes, recumbent bikes and rowers, were ranked by 33 to 42% of respondents as one of their top three preferred pieces of equipment. The higher percentages on cardio equipment support the survey comments indicating an appreciation of the variety of cardio equipment available. Members have high expectations for the continued equipment maintenance and improvements to support their fitness goals and on-going membership at Sportsplex.

Additional respondent comments addressed the following concerns:

- Desire for more space in the stretch/ab area adjacent to the fitness floor
- Interest in the future additions to the facility such as an additional group exercise room, a pool and locker room improvements as well as aquatic amenities such as sauna, steam room, hot tub
- Advancements in equipment technology to keep up with current developments in the fitness industry

When respondents were asked what their overall satisfaction was with their Sportsplex membership, rankings averaged 8.32 on a scale of 1 to 10 (with 10 being the best).

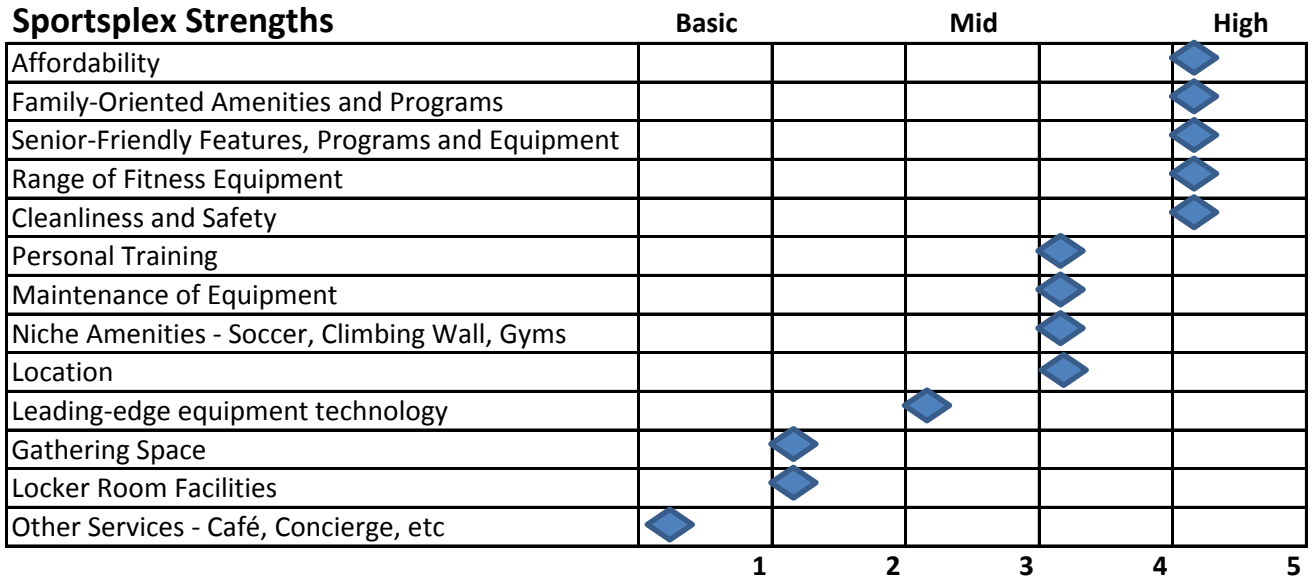
As in the 2013 survey, the 2015 survey reported that Sportsplex staff maintained high ratings with an average score of 4.0 in friendliness, efficiency, knowledge and telephone communication, on a scale from 1 to 5 with 1 being poor and 5 being excellent. The management team strives year round to improve customer service skills, working with a team that is primarily part-time and inexperienced due to turn-over.

The Strengths of Sportsplex

Through review of the feedback from Sportsplex members and by comparing this facility with others from our region, the principal strengths of Sportsplex are identified and rated below. Sportsplex is solidly performing as a mid-tier facility with high quality offerings in facility amenities, classes and equipment.

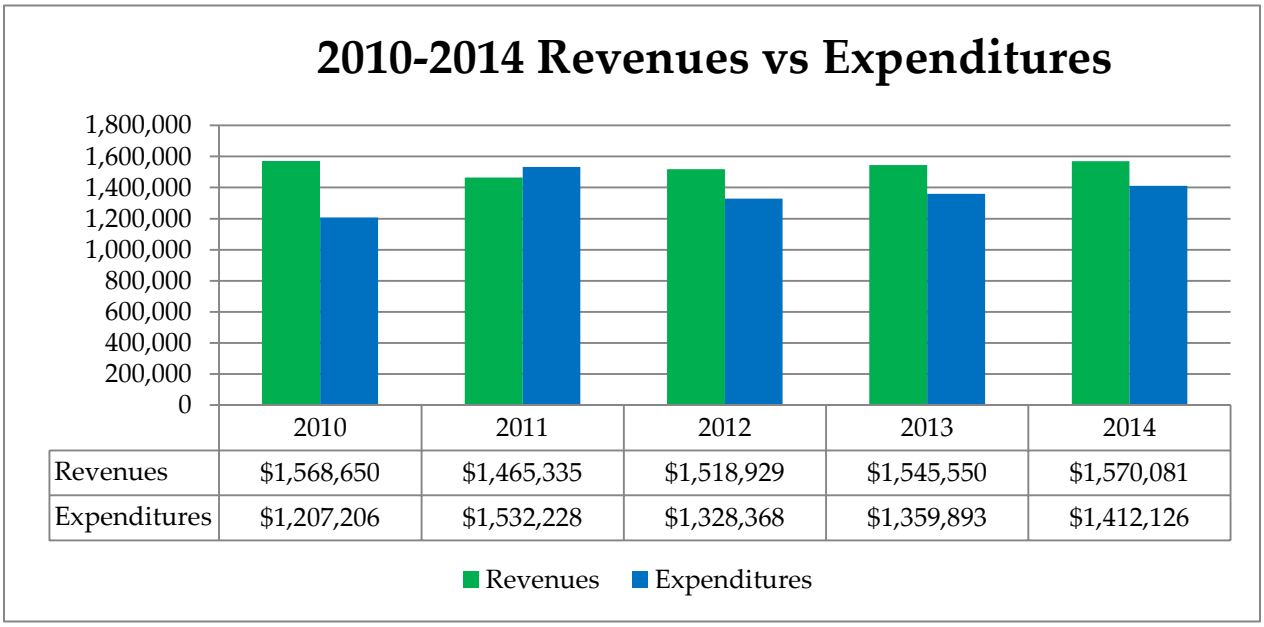
The sense of community in Sportsplex is predominant in the member feedback provided through surveys. The first floor is open to both members and non-members alike and patrons are welcome to move about the first floor openly, even taking advantage of the lounge area with free coffee service. Visitors may be in the facility to attend a class, open gym, birthday party or a soccer, basketball, volleyball or gymnastics activity. Only a portion of the second floor is restricted to members as the indoor walking track also welcomes non-members and is open free for residents with identification.

Based on the feedback from surveys, it appears that Sportsplex is meeting the needs of the target membership demographic and will continue to do so with on-going investment in maintaining its position in the market.



Section III: Sportsplex Financial Data

2010-2014 Revenues & Expenditures



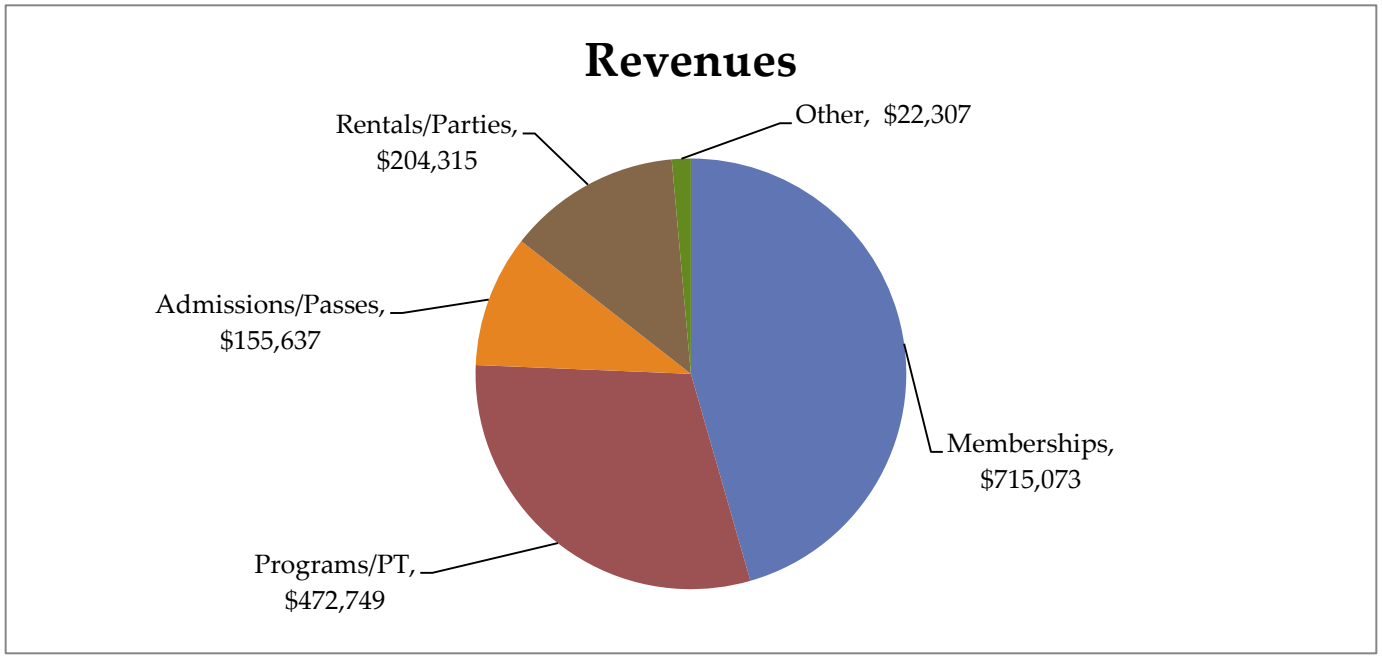
	2010	2011	2012	2013	2014
Revenues	$1,568,650	$1,465,335	$1,518,929	$1,545,550	$1,570,081
Expenditures	$1,207,206	$1,532,228	$1,328,368	$1,359,893	$1,412,126

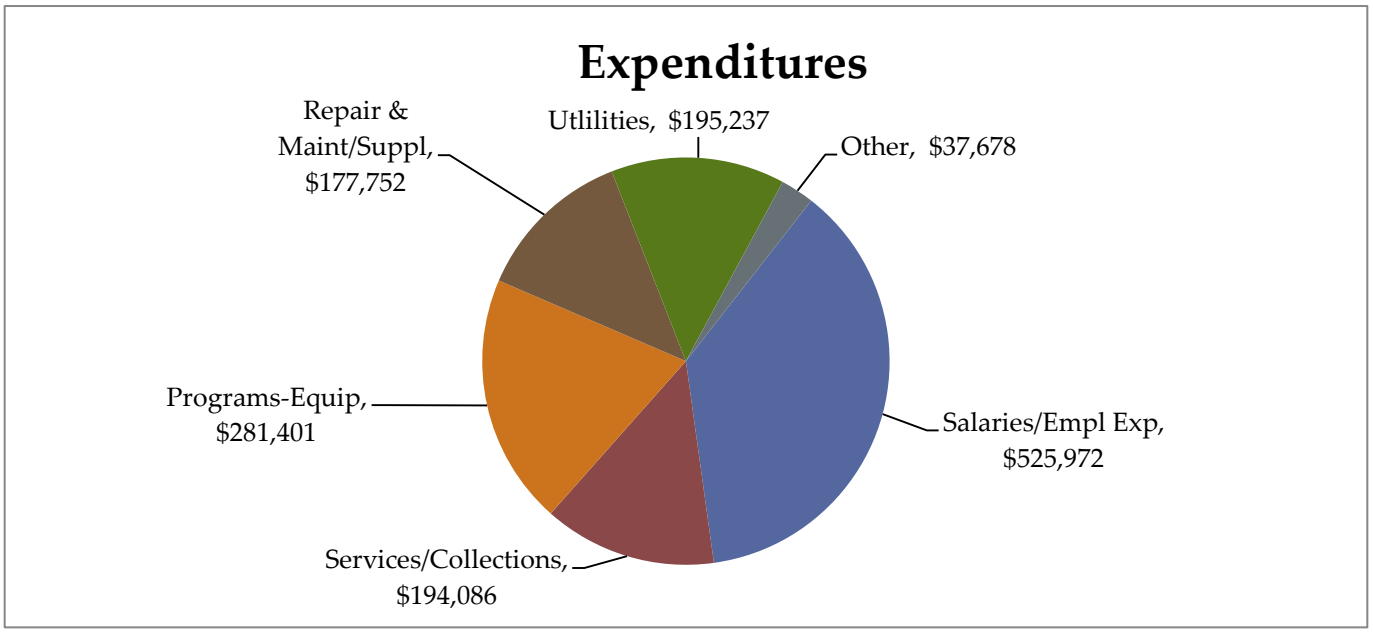
Revenues to Sportsplex include memberships, programs and personal training, admissions/passes, rentals/parties and a miscellaneous category as shown in the pie chart on the following page.

Expenditures to Sportsplex include salaries, employee expenses, services/collections, programs/equipment, repair & maintenance/supplies, utilities and a miscellaneous category as shown.

Depending on the capital outlay for the facility, the expenditures may be higher from year to year. In 2011, $258,247 was expended on the new gym floor and $41,247 for certain cardio equipment. In 2014, $73,662 was expended for the purchase of selectorized equipment.

2014 Sources Summary of Revenues and Expenditures





Sportsplex Proposed Capital Equipment Purchases

The Village budget has included funds to continue the equipment replacement program that provides for replacement of aging fitness equipment at the Sportsplex as outlined below with approximate costs. This replacement equipment addresses member satisfaction issues, assists in attracting new members, and increases the reliability of equipment. The annual replacement program also helps to avoid the need to replace a large volume of equipment at any one time. The 2014 - 2016 replacements will be considered by the Village Board following the review of this report.

Capital Budget 2016 Plan

Cardio/Fitness Equipment (35,000)	Grade	Replacing	Quantity	Projecte	Budgete
Rowers	Premium	N/A	(2) x $1000	$2,000	
Cybex Recumbent bikes	Premium	N/A	(2) x $2,900	$5,800	
Life Fitness Treadmill Integrity w/tv	Moderate	Existing Life Fitness (1)	(2) x $4500	$9,000	
Life Fitness Ab equipment	Premium	Existing Body Master (2)	(5) x ranging from $1,100-$3,100 each	$9,800	
Pilates chair	Premium	N/A	(1) x $1100	$1,100	
Step Reebok Group X Steps	Premium	Existing Reebok (32)	(40) x $100	$4,000	
				$31,700	$35,000

Capital Budget 2015 Plan

Cardio Equipment	Grade	Replacing	Quantity	Projecte	Budgete
Life Fitness Elliptical Integrity w/tv	Mid level	LifeFitness Ellipticals (3)	(3) x $4,500	$13,500	
Stair Steppers (Stair Master) w/tv	High level	Stair Steppers (2)	(2) x $6,000	$12,000	
Precor AMT's 813	High level	LifeFitness Ellipticals (2)	(2) x $5,500	$11,000	
Precor Elliptical 825 w/tv	High level	Precor Elliptical (2)	(2) x $6,500	$13,000	
				$49,500	$ 50,000

Free Weight Equipment	Grade	Replacing	Quantity	Projecte	Budgete
Life Fitness Free weight equipment	High level	Hammer Strength/Body Master	34 pieces of equipment (*delivery/set up included)	$68,079	
Iron Grip Dumbells	High level	Ivanko Dumbells	35 sets (*delivery/set up included)	$30,126	
			Trade-in	($9,000)	
				$89,205	$ 90,000

Capital Budget 2014 Plan

Cardio Equipment	Grade	Replacing	Quantity	Projecte	Budgete
Woodway Treadmills 4Front models with TV	High level	Woodways (4)	(4) x $10,650	$42,600	
Cardio Vision for Woodway treadmills	High level		(4) x $1,199	$4,796	
Woodway discount given	High level		10% Discount	($4,739)	
Woodway Trade in value	High level		Trade-in	($1,600)	
Star Trac Treadmill	Mid/High Level	Life Fitness tread from 2002 (1)	Quanity (1) x $6,500	$6,500	
Stair Steppers w/tv	Mid/High Level	Stair Master from 2002 (2)	Quanity (2) x $6000	$12,000	
Octane Xride *Already purchased	Mid level	New addition	Quanity (1) x $3800	$3,800	
				$ 63,357	$ 70,000
			** all priced items include shipping, installation, and assembly		

Equipment Replacement Strategies

Fitness equipment can be divided into two main categories facility/commercial fitness equipment and home fitness equipment. Commercial fitness equipment is manufactured to withstand increased volume, ranging from 12 hours to 24 hours a day, 365 days a year. It is crafted with durable construction, sturdier frames and motors or electronics slated to last for many hours and handle the natural wear and tear over a longer period of time. On the other hand, residential equipment is not

equipped to handle the rigorous requirements of multiple users and constant use. It tends to be more light weight and provides convenient storage options for the user.

Unlike residential grade equipment made by the same vendors, commercial equipment is purchased through a sole source provider. For example, the company Life Fitness makes residential grade treadmills that can be found at many local retailers like Dicks Sporting Goods or even Costco/Sams-type retailers. In contrast, to purchase commercial equipment by Life Fitness, a sales representative assigned to our region (and others in regions across the United States) is the exclusive authorized dealer. In the fitness center industry there is a balance in providing a variety of levels of equipment while still maintaining consistency to provide patron familiarity. For example, this is why Sportsplex provides basic, mid-tier and advanced treadmills; maintaining one brand in each tier for consistency.

An important factor in any fitness facility is the consistency of functioning equipment and continued reinvestment in the fitness center. The consistent reinvestment demonstrates to the membership that the facility is relevant, attentive to the latest trends and dedicated to building its membership and brand.

Other Capital Projects at Sportsplex

In addition to the fitness center equipment replacements, there have been many facility improvements at Sportsplex in recent years. Some of the most significant completed projects are listed below.

- Tear out and rebuild of the gymnasium floors as well as the annual refinishing
- Wi-Fi installation
- Television installation and cable wiring throughout the fitness floor
- Main entrance improvements including LED lighting and concrete
- Gymnasium and soccer field scoreboard replacements
- Carpet and tile replacement as needed
- Rock wall harnesses and auto-belay purchase
- Rock wall floor replacement
- Security system upgrades
- Exterior downspout improvements
- Fly Yoga hammock installation
- Boxing bag with hanging system
- Volleyball equipment replacement
- Drinking fountains with water bottle refill feature
- Gymnastics equipment
- Body composition equipment and software
- HVAC repairs
- Commercial-grade washing machine replacement

Section IV - Segmentation Strategy for the Future

Increased operating costs and the public's resistance to higher dues make (fitness center/health) club operation economically challenging. **With limited capital available for remodeling or equipment upgrades, how do we effectively compete while still making ends meet?** How do we hold on to current members and attract new ones from the dominant demographic groups? What makes Sportsplex unique and desirable and are the distinctive features of Sportsplex still relevant? These questions are answered as part of the strategic planning for the future of Sportsplex in 2016 and beyond.

<u>Strategies for maintaining position in the market</u>

- Retain a broad mix of membership – by age, gender and membership type
  - Amenities for all; walking track, climbing wall, gymnasium, soccer field, and more
  - Maintain a wide range and variety of equipment
  - Ensure well-maintained equipment, replacing as required
  - Consistently provide a safe and clean environment throughout

- Create a sense of activity in this community facility
  - Activate the entryway to welcome patrons
  - Create a gathering space on the first floor for members and others through a café concessions area
  - Provide opportunities to get to know one another through events and activities

- Attract and retain new corporate memberships
  - Develop a communication strategy to businesses in Orland Park
  - Publicize the corporate membership opportunities

- Membership retention strategies
  - Communication
    - Survey – annual broad membership survey and targeted program surveys
    - E-mail news distribution to all members
    - Utilization of the Village App and Village Website
    - Improved outreach to members who have not been utilizing the facility
    - Outreach to former members to pursue renewals
  - Personalized Attention
    - Provide new ideas and opportunities for members to improve and maintain their health and fitness through nutrition, fitness education, member challenges and events
    - Individualized attention to members in the form of fitness testing, fitness evaluations, health screenings, exercise programming and personal training instruction.
  - Equipment Replacement
    - Maintaining consistency of equipment where brands are successful and in-demand, provide a high-quality user experience with well-maintained equipment, and provide for necessary replacements as outlined on page 26 of this document as funding permits

Appendix A: Sportsplex Equipment

The following items were identified and recommended for replacement in FY2013 and FY2014. Funds are currently available to advance the projects if the Village Board recommends the project.

Free Weight Equipment

Brand: Ivanko

Current Status: The rubber is coming off the dumbbells which causes the dumbbell to be uneven and the balance of the dumbbell to be inaccurate.

The Ivanko representative, the dumbbell manufacturer, stated the rubber cannot be refurbished, but the end cap can be replaced, and the bolts can be repaired.

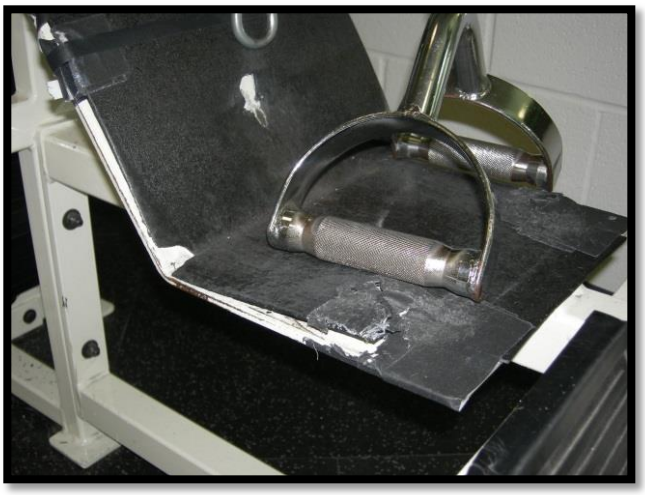
Staff maintains the dumbbells by tightening the bolts and cleans them regularly.

Industry standard: N/A - The Ivanko representative stated the brand of dumbbells they are currently selling have a life expectancy of 20 years. The dumbbells at Sportsplex had a projected life expectancy of 10-12 years and were purchased when the facility opened in 2002.

Seated Row Equipment

Brand: BodyMaster

The seated row plate on this equipment is cracked in many places. Parts for this piece are not available as the manufacturer, Body Master, is no longer in business.



The entire unit that the seated row is attached to is bent and unfixable. In an effort to maintain the safety of the equipment unit, which had become off balance from years of use, staff bolted the system to the ground.

Maintenance of this equipment over the years included replacement of the upholstery and snapped cables.

Industry standard: N/A

Step Mill Equipment

Brand: Stairmaster

Our current step mills have become rusty and in need of repair on a regular basis. The belts are old and often slip off the arm that holds the belt. Continual maintenance is necessary due to the heavy usage as we have a total of four Stairmasters in the Sportsplex.

Maintenance of the step mills includes cleaning on a regular basis and repair when broken.

Industry standard: N/A

T-Row Equipment

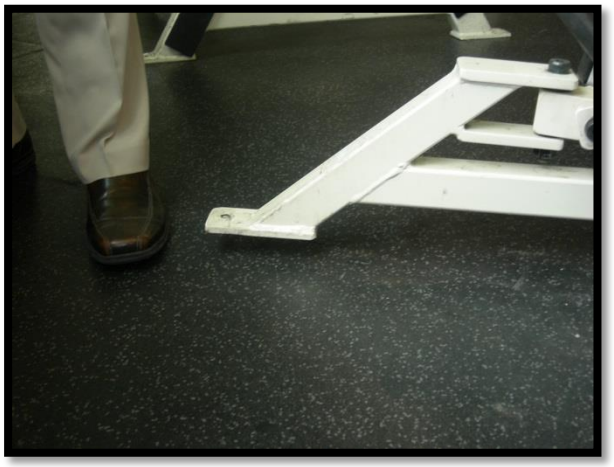
Brand: Body Master

The T-Row machine is bent and unbalanced. In order to attempt to level this piece of equipment, a towel has been placed under the left side of the unit. Due to the fact that the machine is bent, the entire unit slides on a regular basis. The sliding movement of this piece has caused damage to the wall and baseboard behind the machine. The baseboard has been replaced many times due to the movement of the machine into the wall. This piece of equipment is not able to be repaired and currently not functional.

Maintenance of this equipment included regular cleaning and re-upholstery of the padded areas.

Industry Standards: N/A

Others in the fitness industry replace weight room equipment every ten years.



Weight Plates Equipment

Brand: Ivanko

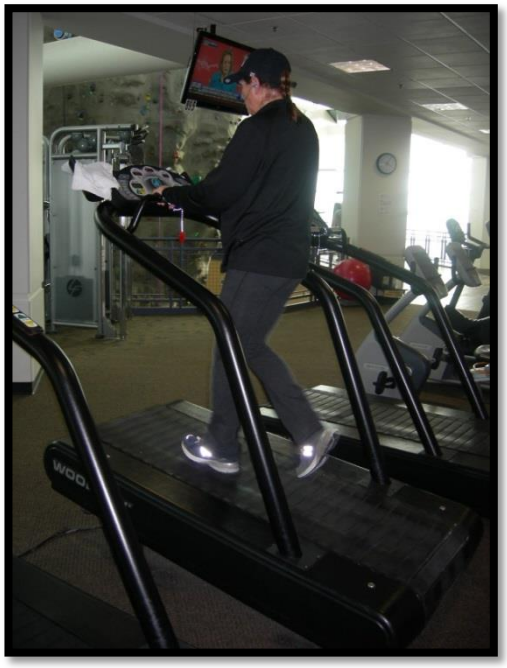
Sportsplex weight plates show considerable wear and tear. The metal area in the center of the plates is rusty, which affects the functionality and also makes it difficult for the patron to put the weight plate onto the actual bar. Maintenance included regular cleaning.

Industry standard: N/A

The Ivanko representative stated the current Sportsplex weight plates have a lifespan of 15-20 years, depending on usage, wear and tear, and handling by the patrons.

The rubber on the plate cannot be refurbished.

Woodway Treadmill Equipment



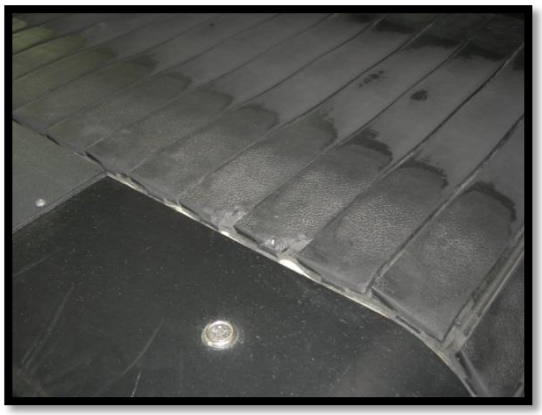
Brand: Woodway

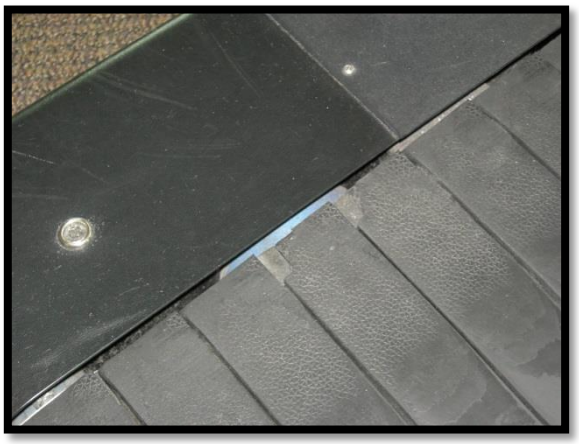
The Woodway treadmills are now fragile and delicate due to their age. They have been malfunctioning on a regular basis with one of the four out of order most of the time. There are rubber pieces coming off the track of the unit. These treadmills make a grinding noise, are not smooth, and have some slipping issues. The parts are old and worn down.

Staff schedules preventative maintenance and cleaning on a regular basis.

Industry standard: N/A

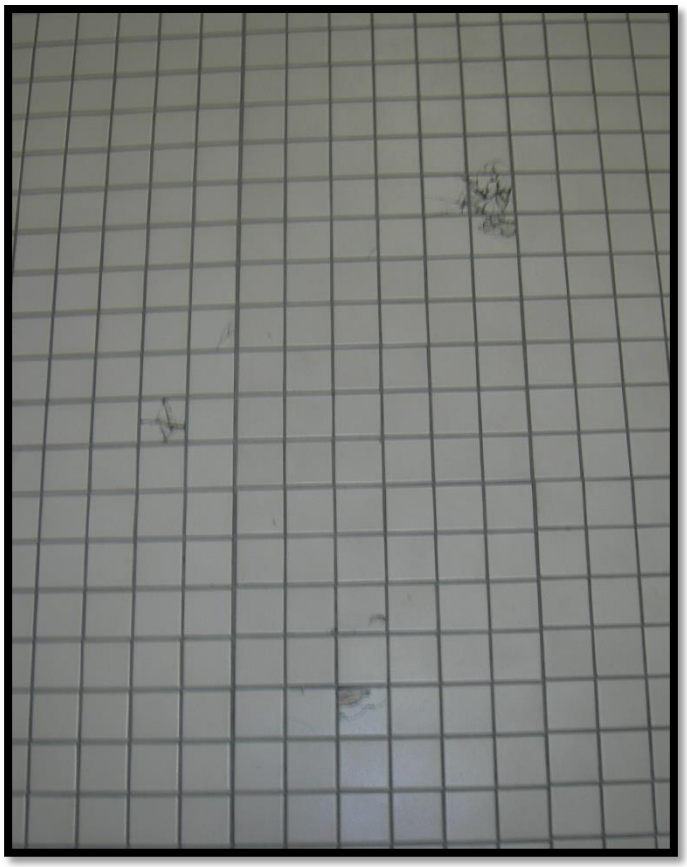
The Woodway representative stated that most of the treadmills are good for 10 -12 years and can be refurbished. However, he suggested with the newer technology, the value is better to buy new. The cost to refurbish is $4,800 per treadmill plus approximately $1,400 each for shipping (to and from our facility), for a total of $6,200 per treadmill versus $10,000 for replacement.





Appendix B: Sportsplex Locker Rooms

Aging tile, countertops and lockers - Project proposed in FY2016 budget



Cracked laminate and stripped hinges

Push button shower faucet with no individual control for temperature or volume.

Worn laminate counter tops

Open shower area in men's locker room

(No reconfiguration planned at this time)

Views from locker room entryways

Appendix C: Facility Fee Comparisons

(original survey 2013, updated in 2015)

Facilities are either similar facilities (blue header) or facilities in the Orland Park area (green header)

Village of Orland Park
Fitness Center Comparisons

RATES Private-Green Public-Blue	SPORTSPLEX (Current)			Tinley PD	DOWNERS GROVE PD		WHEATON PARK DISTRICT		LA FITNESS	LIFETIME FITNESS	PALOS HEALTH & FITNESS	RIVIERA COUTRY CLUB	CHARTER FITNESS		
	R	Corp	NR	R/CORP/NR	R	NR	R	NR							
Enrollment Fee:											Prices are from 2012				
Individual	$0.00	$0.00	$0.00	$50.00	$79.00	$79.00	$0.00	$0.00	$99.00 intro fee	$100 Add on: $25	$100.00	$400.00	$39.00 Annual Service Fee	Basic membership $10.00 w/ $49.99 service fee	Premium membership $19.95 w/ $0 fee per person
Couple	$0.00	$0.00	$0.00	$75.00	$129.00	$129.00	$0.00	$0.00	"	$0.00	$150.00	$650.00			
Three	$0.00	$0.00	$0.00	$100.00	$149.00	$149.00	$0.00	$0.00	"	$0.00	$175.00	$700.00			
Joining Specials	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	No Contract with a year paid in full $414.99 and then $239.98 -2nd year and after or Pay first 2 years in full for $582.81 and $239.98 each year after	$129.00 Admin. fee	No Info Given	1 time enrollment fee	Yrly $39 annual service fee, paid with 2nd payment w/12 mth contract; $60 early cancellation fee		
Monthly Individual	$38.00	$38.00	$43.00	$32/$38/$43	$25.50	$38.25	$37 w/out Grp and Child $77 w/Grp & Child	$46 w/out Grp and Child $96 w/Grp & Child	$29.95 each month	$69.00	$64.00	$80.00	$19.95	$10.00	
Monthly Couple	$60.00	$60.00	$72.00	$53/$60/$70	$44.75	$67.25	$61 w/out Grp and Child $101 w/Grp & Child	$76 w/out Grp and Child $126 w/Grp & Child	$59.90	$119.00	$110.00	$125.00	$19.95 x 2	$10 x 2	
Monthly Three	$70.00	$70.00	$97.00	$71/$85/$105	$57.50	$86.25	$77 w/out Grp and Child $117 w/Grp & Child	$96 w/out Grp and Child $146 w/Grp & Child	$89.85	$159.00	$137.00	$175.00	$19.95 x 3	$10 x 3	
Senior	$27.00	$27.00	$35.00	$26/$34/$40	$20.00	$30.00	$28 includes all	$35 includes all	n/a	n/a	n/a	$70.00	n/a		
Student	$27.00	$27.00	$35.00	n/a	$20.00	$30.00	$28 includes all	$35 includes all	n/a	Ages 3-11 $20.00 per month	n/a	n/a	n/a		

FACILITY AMENITIES	SPORTSPLEX (Current)			Tinley PD	DOWNERS GROVE PD		WHEATON PARK DISTRICT	WHEATON PARK DISTRICT	LA FITNESS	LIFETIME	PALOS HEALTH & FITNESS	RIVIERA	CHARTER FITNESS		
Indoor Pool(s)	not avlbl	not avlbl	not avlbl	X	not avlbl	not avlbl	not avlbl	not avlbl	X	X	X	X	not avlbl	not avlbl	not avlbl
Aqua Aerobics	not avlbl	not avlbl	not avlbl	X	not avlbl	not avlbl	not avlbl	not avlbl	X	X	X	X	not avlbl	not avlbl	not avlbl
Outdoor Pool(s)	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	X		X	not avlbl	not avlbl	not avlbl
Upscale Locker Room Amenities	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	X	X	X	X	not avlbl	not avlbl	not avlbl
Sauna	not avlbl	not avlbl	not avlbl	X	X	X	X	X	X	X	X	X	not avlbl	not avlbl	not avlbl
Jacuzzi	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	X	X	X	X	X	X	not avlbl	not avlbl	not avlbl
Steam Room	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	X	X	X	not avlbl	not avlbl	not avlbl
Childcare	$1/hr. or $12 unlimited monthly	$1/hr. or $12 unlimited monthly	$1/hr. or $12 unlimited monthly	$2 day or $5/mth	add fee	add fee	By choice of membership		add fee	Free	W/Family Membership	Free	No Childcare Available		
Tennis	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	x	not avlbl	not avlbl	not avlbl
Free Group X Classes	X	X	X	not avlbl	punch pass	punch pass	By choice of membership		X	X	X	X	No Group X Classes		
Free Specialty Classes (i.e. Yoga, Pilates)	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	not avlbl	By choice of membership		X	X	X	X	No Group X Classes		
Towel & Locker Service	X	X	X	X	X	X	X	X	No towels; bring own lock	X	X	X	Yes; bring own lock		
Age To Utilize Fitness Center & Track	12 w/adult	14	14	not avlbl	15	15	11 w/adult	11 w/adult	13	12	ages 12 - 15 only with an adult	13	12		

Sportsplex

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