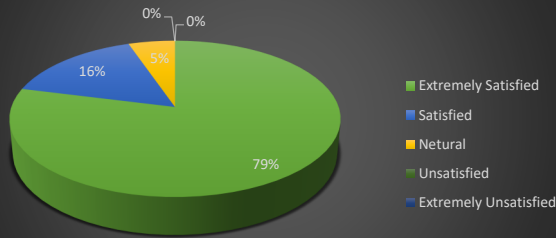


Customer Service



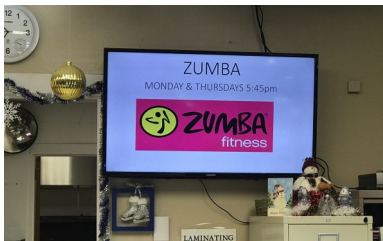
We take member suggestions & complaints seriously.

We hear you!

We pride ourselves on providing excellent customer service and employing friendly, welcoming staff.

2018

We installed a visual marquee at the Front Desk that highlights Center happenings and programming.



We will be looking at member suggestions as we work to plan our 2019 facility and programming improvements.

Don't forget to "like" us on Facebook to keep up to date on programming, events, alerts, etc. More than 1,900 people follow our Facebook page. From our 82 Facebook "reviews", we have a rank of 4.5!



Thank you for your feedback!

What our members had to say!



Stop by and check us out!

Sturgis Community Center
1401 Lazelle Street
Sturgis, SD 57785

(605) 347-6513
rheikes@sturgisgov.com

Visit us on the web: www.sturgis-sd.gov

MEMBERSHIP SATISFACTION SURVEY RESULTS

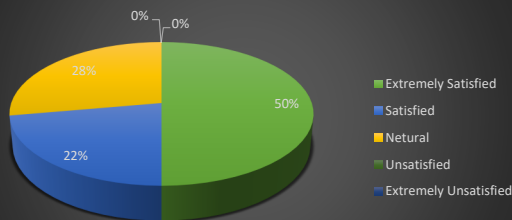
Fall 2018

Sturgis Community Center



The purpose of the Sturgis Community Center is to provide a **safe and healthy** environment to the citizens of the greater Sturgis area so that they may participate in as many **recreational and entertainment opportunities** as possible.

Facilities



Not a single member expressed dissatisfaction with our facilities!

Facilities

It has been a busy few years with numerous upgrades. It's obviously been worth it!

2018

We expanded the Weight Room, repurposing a Racquetball Court to add new, often requested equipment and providing additional space for our members to use.



We installed 3 new large screen televisions in the Cardio Room to allow for customized viewing. By using the "Audio Fetch" app to broadcast the audio from each TV to individual headsets, we allow members to work out in quiet or to listen to a particular TV at their own volume on their own device.



This year, Public Works also made several landscaping improvements outside the building.

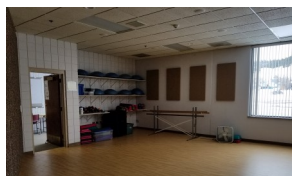
Programming

This year, the Community Center provided programming in yoga (both traditional and chair), Zumba, and land aerobics. We also host the Academy of Dance Arts in order to offer youth dance classes locally.



2018

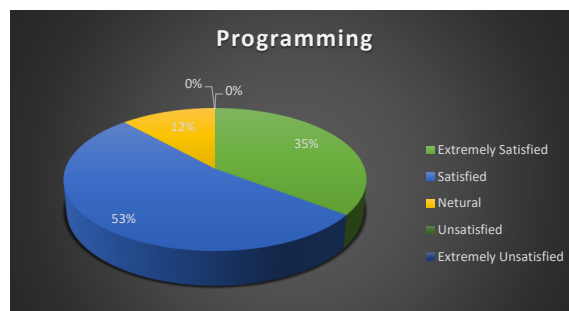
We began contracting with Fitness-on-Demand to provide customized, unique programming for individual and small group work-outs in the Paige McPherson Room.



This year we served 502 kids through our various youth recreational sports programs. We taught swim lessons to 220 children. We also served 240 adults through our Adult Softball League.

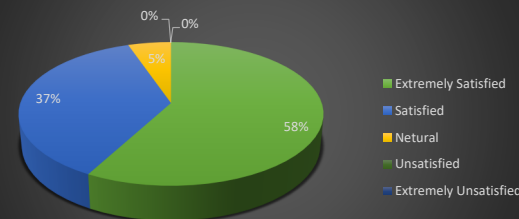
The Meade 46-1 School and the Sturgis Area Arts Council use the SCC Theater throughout the year. The Arts Council hosted their community productions and, in conjunction with the Sturgis Public Library, also hosted acclaimed author Tim Johnson of the *Longmire* series.

The Community Center is a busy place!



88% of those surveyed were satisfied or extremely satisfied with our programming options!

Membership Value



Our members think the SCC membership is an excellent value!

Membership Value

With the support of the City Council, we have been able to upgrade our facility and yet keep membership rates fairly stable.

Membership fees for a single adult are as low as \$26.00 per month!

We also continue to offer 24/7 access. If you can't make it to the Center between 5am and 8pm, this is a great option!



2018

We partner with several health insurance companies to offer access through their wellness and incentive programs. In 2018, we added AARP Medicare as a partner organization for their "Health Contributions" program. We also contract with Silver-&Fit and Silver Sneakers programs. We can also work with local businesses to develop a corporate membership plan to enhance their wellness programs.



"GREAT Value" ~ a 10+ year member