



Staff Report

Date: March 26, 2025

Subject: Evolutions Fitness & Wellness Center Monthly Update

- 1. Transition to MindBody Software:** The transition to the MindBody software has officially been completed as of March 5, 2025, with both the data migration and the go-live date successfully achieved. Since the launch, our primary focus has been on finalizing the clean-up of member accounts. The new MindBody software has provided us with tools that have helped identify account issues that were previously difficult to detect in the CSI system. This clean-up work is crucial to ensure data accuracy and the smooth operation of the platform. Additionally, we have been focused on staff training, and developing and implementing standard operating procedures within the new system, particularly in areas related to member account management and monthly billing processes. Once this phase is completed, our next step will be to operationalize the marketing and member engagement features of the software, with guidance from a MindBody Customer Success Manager. This will help us fully leverage the platform to enhance member experience and engagement moving forward and fully reap the benefits of the new system. Amidst all of the changes that have come with moving into a new software, we are taking this opportunity to simultaneously review and update all front desk procedures as the new system gives us the perfect opportunity to refresh training protocols and evaluate performance of this department as a whole.

- 2. Fit Floor Updates:** The heart of Evolutions is our fit floor, this area is the primary space used by our members every single day and the recent updates made to this space have been very well received by members and staff alike. The replacement of the carpet with athletic flooring is now complete and has left the space looking renewed and refreshed. In addition to this, we have sold the surplus gym equipment which has freed up some much needed space, and allow for the space to be better utilized by our members.



The information presented in this report has been gathered/produced by District staff, and reviewed by/with the following consultant(s):

- Legal Review
- Financial Review
- Other: