



## 2020 MFA Weekly Member Re-Opening Survey - May 13, 2020

### When did you reopen? (3 responses)

2	Week of May 4
0	Week of April 27
0	Earlier than April 27
1	Never closed

### If not open, when do you plan to reopen? (31 responses)

3	Week of May 11
3	Week of May 18
7	Week of May 25
18	June
0	July or later

### At your re-opening, how are you handling physical distancing guidelines? Check all that apply. (12 responses)

5	Limiting numbers in facility to 50 % capacity.
7	Limiting numbers in each space by square footage.
7	Requiring reservations to use certain equipment and classes.
6	Tracking usage and demand by area (group ex, circuit training, free weight, etc.)
11	Closing every other piece of cardio or increasing spacing between machines?
8	Changing the layout of equipment to ensure distancing maintained.

### Comments

Possible scheduling exercise times.

We currently are Not open, and no indication for when they will be. Depends also on NJ State lifting the closure rule. Staff monitoring/enforcing.

Per Mississippi Governor's order, we are only allowed to operate at 30% capacity. For us, that's about 250 people.

### Have you experienced an increase in cancellations, or freezes? (11 responses)

3	Yes, we are seeing 25% or more of our membership cancel or freeze their memberships beyond our opening date
1	Yes, we are seeing more than 10 %, but less than 25% of our membership cancel or freeze their memberships beyond our opening date
5	Yes, we are seeing less than 10% of our membership cancel or freeze their memberships beyond our opening date
2	No, we are not experiencing an increase in cancellations or freezes
0	We did not allow any cancellations or freezes based on COVID 19

### Have you resumed any sales and marketing efforts for re-opening? (17 responses)

0	Yes, we are running a sales promotion and have had some encouraging results
0	Yes, we are running a sales promotion and have seen only minimal or no results

- 13 No, we have not run a sales promotion

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- 4 We are utilizing our sales staff in other capacities initially as we re-open

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**How is your utilization this week compared to last week? (12 responses)**

- 6 We were not open last week

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- 8 We are not open this week

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- 0 We have seen an increase of more than 10 % over last week

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- 1 We have seen an increase of less than 10% over last week

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- 1 We have not seen any increase

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- 0 We have seen a decrease

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**Do you have any capacity concerns in any area of your facility? (18 responses)**

- Yes, outdoor pool.

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- Pool capacity concerns

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- Yes, pools and locker rooms

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- We have limits and placed sign up processes for group ex. and lap swimming (when the pools are allowed to open). We have moved equipment to allow for ample space between. We are prepared to place limitations as necessary however, based on everything I am reading and hearing only a handful of members are wanting to return to facilities once they open.

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- Locker Rooms

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- Locker Room

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- Yes every where...as an urban facility we do not have much open space...no courts...we will have to address everything from locker room, pool, kid center, workout areas and studios.

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- Kidzone is limited with physical distancing. Group cycling is limited based on space and how heavily members perspire during workout. Yoga studio is also small in size.

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- Yes. In our group fitness studios, cardio area and exercise machine areas.

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- We are concerned about capacity on the fitness floor itself, and locker rooms mostly.

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- Not at this time; we are currently at 20% of normal check ins

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- We are following the MFA guidelines of 225 sqft per member (unless the state implements more strict capacity guidelines).

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- We don't know as the Ohio governor hasn't provided any guidelines to opening

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- No (5 "No's")

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**Will you require your members to wear face coverings or masks while working out? (34 responses)**

- 5 Yes, per state guidelines

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- 4 Yes, per our Medical Director or Medical Advisory Committee recommendation

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- 12 No, per MFA recommendation

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- 13 Leaving it up to members

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**Initially, what physical distancing will you require of your members? (34 responses)**

- 18 6 feet

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- 8 10 feet

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- 3 15 feet

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- 5 Other

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**Comments**

More than 6 ft while exercising. At least 6 ft otherwise

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10 feet between equipment and 6 ft otherwise

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15 ft when exercising (as our equipment is that far apart), 6 ft other wise.

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It will depend on the area. Studios will have more distance than locker room so anywhere from 6 to 10...

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We haven't received any guidelines or requirements from the governor of Ohio. Can't answer until we do. We will follow Ohio recommendations.

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6 feet while in the facility - 10 feet while working out.

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15 feet with heavy physical activity

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Arkansas is 12 feet while exercising and 6 feet not exercising.

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**When are you planning to open your aquatics areas? (31 responses)**

8 Not right away

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10 At the same time we open our main facility

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11 When the State allows us to

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1 Less than 2 weeks after main facility

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1 More than 2 weeks after main facility

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