

A CENTERS Case Study



DEPAUL UNIVERSITY RAY MEYER FITNESS & RECREATION CENTER

CHICAGO, IL

PROGRAM MANAGER

Brailsford & Dunlavey

OPERATIONS

CENTERS, LLC

DESIGN ARCHITECT

Antunovich Associates

CONTRACTOR

W.E. O'Neil

In 1993, following a detailed study of campus recreation needs, CENTERS produced an operational review and implementation plan that consisted of a comprehensive industry best practices review, a pre-opening project time-line, development of standard operating procedures, and a staffing plan. The \$15 million recreation center, named the Ray Meyer Fitness and Recreation Center, opened in the fall of 1999. In December 2000, the project received a Facility of Merit award from *Athletic Business* magazine.

The CENTERS team showed the university how a robust membership program for alumni and community residents would allow it to adopt a robust financial model that would generate substantial revenue support for operating the facility. As the selected management company, CENTERS delivered on that premise by generating \$2 million in the first year, and continues to exceed the annual financial goals.

CENTERS continues to manage the facility and offers a comprehensive schedule of fitness and recreation activities. CENTERS' staff quickly developed a successful, seamless integration with DePaul's campus culture.



The department is well-regarded on campus for its student development model, its high-quality customer service, and its positive contributions on campus. All of the policies and procedures for the delivery of a comprehensive campus recreation program, membership services, and facility management were created for DePaul's unique operation.

SUCCESS STORIES

- ◆ CENTERS accommodates 1,500 community members from the Lincoln Park neighborhood / DePaul campus. Such efforts exceed customer service expectations of this membership group, creating unique opportunities for our staff to test and constantly refine our customer service principles.
- ◆ For the first time in the history of the University, a comprehensive schedule of fitness and recreation activities are being offered.
- ◆ To help build a collaborative campus community, several CENTERS staff are guest lecturers for the Student Leadership Institute and team-teach for the first-year student experience classes called Explore Chicago.

CONSTRUCTION TYPE / COSTS

Construction is three story steel and masonry, with exterior brick and limestone façade. Direct construction costs were \$13,690,000.

BUILDING SIZE / PROGRAM

123,000 SF of gross building area.

PROGRAM

- Indoor Pool
- 4-Court Gymnasium
- 3-Lane Jogging Track
- Racquetball Courts
- Group Exercise Studios
- Wellness Suite
- Juice Bar
- Pro Shop
- Multipurpose Rooms
- Weight & Fitness