



[Knowledge Base](#) > [Gym Management Software](#) > [Reports](#) > [Package Utilization Report](#)

Package Utilization Report

Laura Gibson - 2026-09-07 - [Reports](#)

This report helps gym owners and managers see how members are actually using their packages. You'll be able to spot underused packages, identify potential churn or disengagement risks, and make more informed decisions about your offerings.

With this new report, you can set expectations for how often members should be attending based on their package — then compare those expectations to real attendance to quickly see where utilization may be falling short.

Note

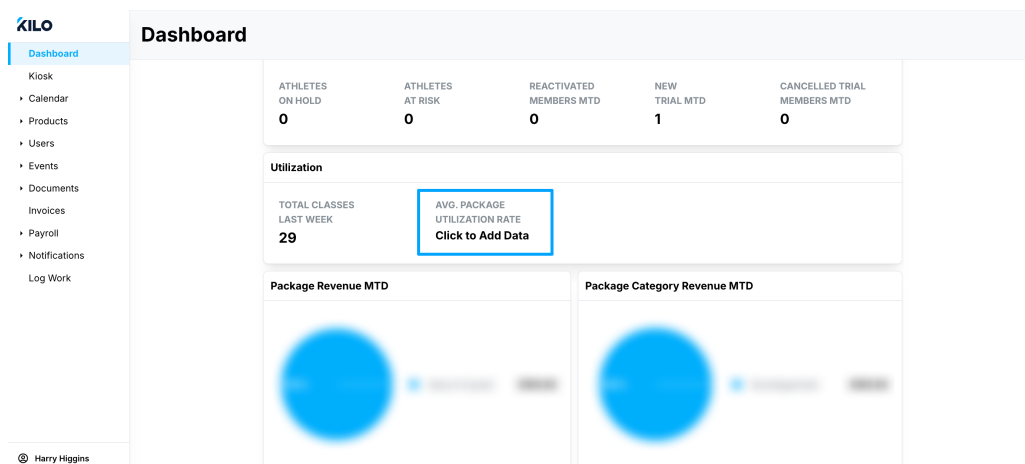
To maximize the value of this report, Athletes must be Checked In via Reservations in the Schedule or the Kiosk.

Video

□ [Check out this extensive video walkthrough](#) of the Package Utilization Report or skim through the quick notes below.

Getting Started With The Package Utilization Report

1. Visit the Utilization portion of your Kilo GMS Dashboard

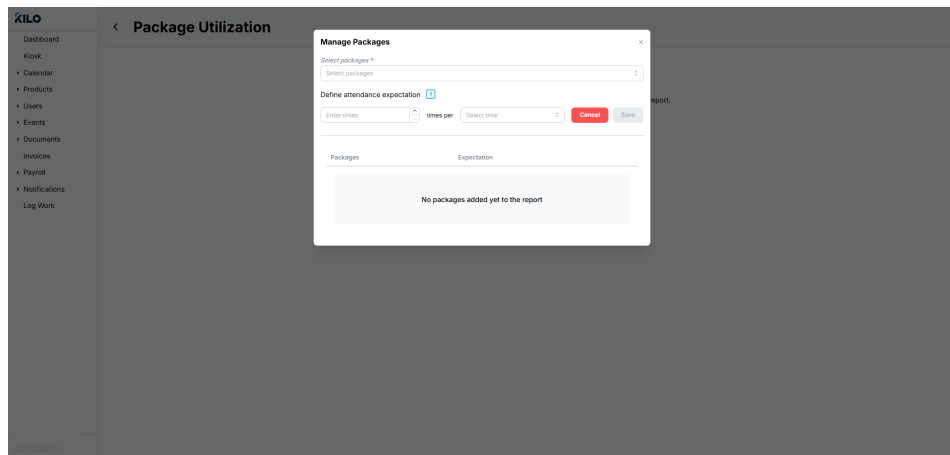


2. When you access the report for the first time, you will be prompted to

Add Packages to Track

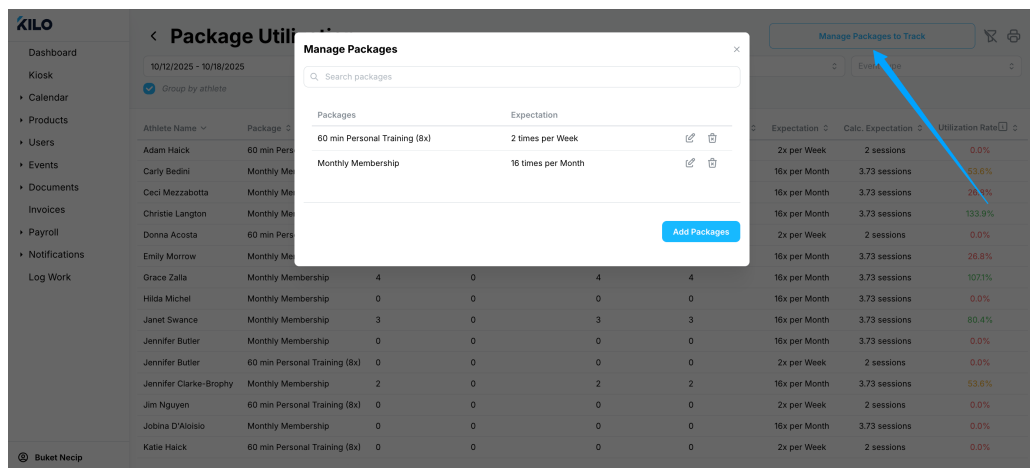
.

1. Choose one or more packages;
2. Define the Attendance expectation;
3. Save
4. Repeat process for different packages with different rules.



Filtering the Package Utilization Report

1. After packages have been added, the package will be listed in the Managed Packages section.



2. In the Package Utilization report, you can filter/view by:

1. Date Range (default is Last Week)
2. Utilization Rate (percentage)
3. Athlete
4. Package Name
5. Event Type

3. The report can be grouped:

1. By Athlete
2. By Package

In the following example, we've opted to view:

- 1. Athletes ("Group by Athlete" is selected)
- 2. In October (date range is set to "This Month")
- 3. With the Monthly Membership (this package name is selected)
- 4. Who have a Utilization Rate of 0-25%

We could consider that these Athletes are at risk for cancellation due to their under-utilization of their membership this far into the month.

KILO

Dashboard

Kiosk

Calendar

Products

Users

Events

Documents

Invoices

Payroll

Notifications

Log Work

Buket Necip

< Package Utilization

Manage Packages to Track

10/01/2025 - 10/22/20250% - 25% Athlete NameMonthly MembershipEvent Type

Group by athlete

Group by package

Athlete Name	Package	Class Attendance	Appointment Attendance	Total Attendance	Days Attended	Expectation	Calc. Expectation	Utilization Rate
	All	0	0	0	0	Multiple	11.73 sessions	0.0%
	All	0	0	0	0	Multiple	11.73 sessions	0.0%
	All	0	0	0	0	Multiple	11.73 sessions	0.0%
	All	0	0	0	0	Multiple	11.73 sessions	0.0%

If "Group by Athlete" is unselected, the view will provide details on how a specific Package is being utilized by members.

In this following example, we see that the overall Utilization Rate of the "Monthly Membership" for October is 61.4%.

KILO

Dashboard

Kiosk

Calendar

Products

Users

Events

Documents

Invoices

Payroll

Notifications

Log Work

Buket Necip

< Package Utilization

Manage Packages to Track

10/01/2025 - 10/22/2025Utilization RateAthlete NameMonthly MembershipEvent Type

Group by athlete

Group by package

Athlete Name	Package	Class Attendance	Appointment Attendance	Total Attendance	Days Attended	Expectation	Calc. Expectation	Utilization Rate
All	Monthly Membership	180	0	180	20	16x per Month	293.33 sessions	61.4%

If you have further questions about the Utilization reporting feature in Kilo, please email our Support team at hello@usekilo.com.