Package Utilization Report

Laura Gibson - 2026-11-11 - Reports

The **Package Utilization Report** in Kilo GMS compares how often athletes attend against the attendance you expect for their package. You set an attendance expectation for each package you track, and the report shows where utilization falls short so you can spot underused packages and athletes who may be losing interest.

Note

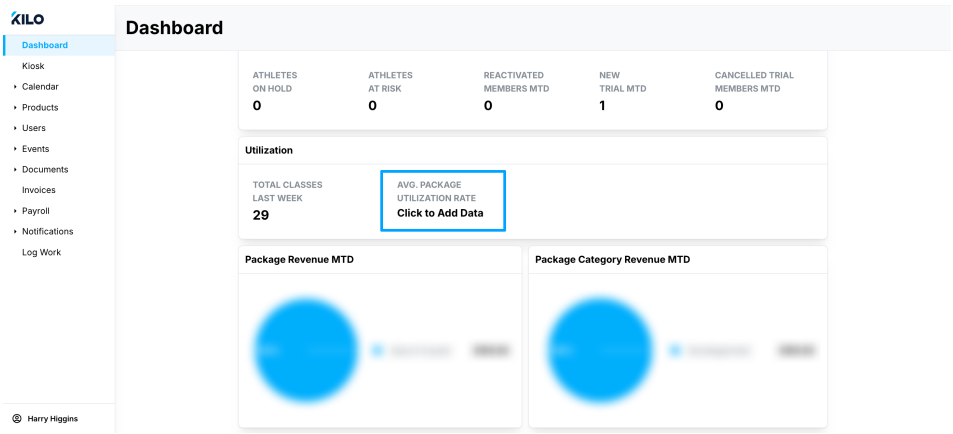
The report measures attendance from check-ins. Check athletes in through reservations on the **Schedule** or at the **Kiosk** so their attendance is counted.

What you can do with the Package Utilization Report

- Set an attendance expectation for each package you track
- Compare expected attendance to actual check-ins
- Filter by date range, utilization rate, athlete, package name, and event type
- Group results by athlete or by package
- Spot athletes who may be at risk of canceling

Getting to the report

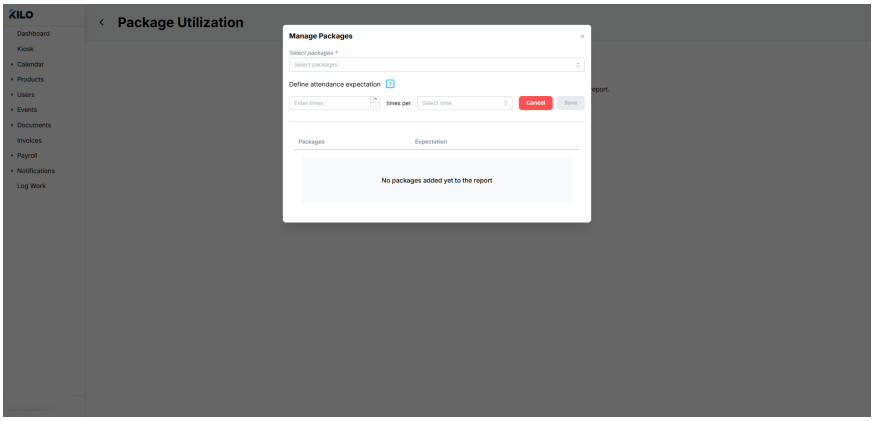
Go to the **Utilization** section of your Kilo GMS Dashboard.



Add packages to track

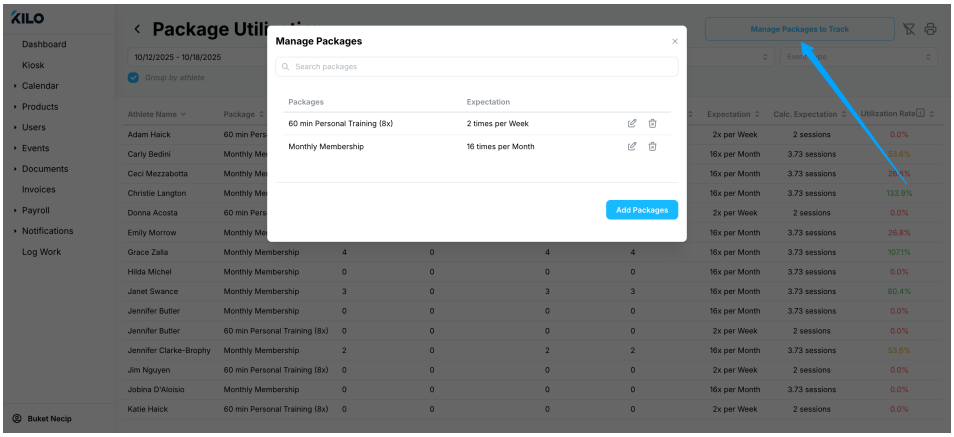
The first time you open the report, you are prompted to **Add Packages to Track**.

1. Click **Add Packages to Track**.
2. Choose one or more packages.
3. Define the attendance expectation for the selected packages.



4. Click **Save**.
5. Repeat these steps for any packages that need a different attendance expectation.

Tracked packages are listed in the **Managed Packages** section.



Filter and group the report

You can filter the report by:

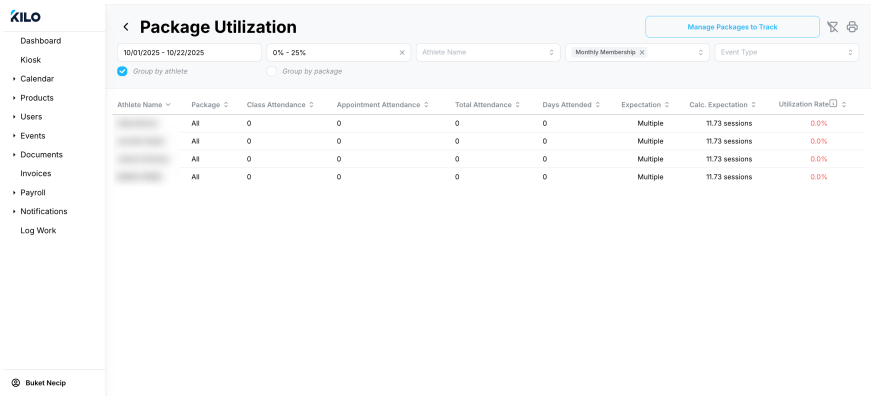
- **Date Range** (the default is **Last Week**)
- **Utilization Rate** (a percentage)
- **Athlete**
- **Package Name**
- **Event Type**

You can also group the results **by athlete** or **by package**.

How do I find athletes who are underusing their package?

Group the report by athlete, then filter to a low utilization rate. Athletes attending well below their package's expectation may be at risk of canceling, which makes this view useful for planning outreach.

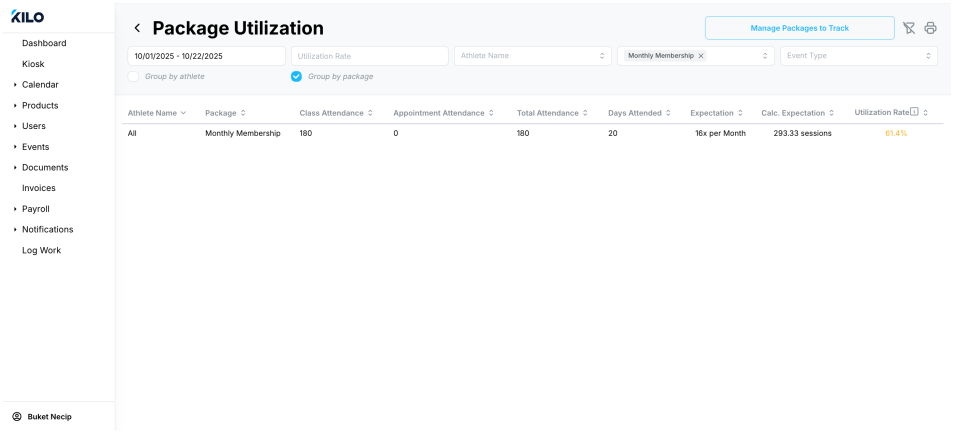
1. Select **Group by Athlete**.
2. Set the **Date Range**, for example to **This Month**.
3. Select the package under **Package Name**, for example a monthly membership.
4. Set the **Utilization Rate** to a low range, for example 0–25%.



The report lists every athlete on that package whose attendance falls within the range you selected.

How do I see utilization for a whole package?

Unselect Group by Athlete. The report then shows how the package is being used across all athletes on it, including its overall utilization rate for the date range you selected.



Helpful tips

- Check athletes in through reservations or the Kiosk so the report reflects real attendance
- Track packages with different attendance rules separately, each with its own expectation
- Review athletes with low utilization partway through the month, while there is still time to reach out

---

When this feature is most helpful

- Spotting packages that athletes are not using as expected
- Identifying athletes who may be disengaging before they cancel

- Making decisions about which packages to offer, adjust, or retire

---

If you have questions about the Package Utilization Report in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- Gym Management