



Thank you to those members who took the time to respond to our recent survey. We value your feedback and believe that it will help us continue to make improvements to those details in our Y that are important to you. Our staff are reviewing your feedback and where possible, are making immediate changes. We are also developing an overall plan for our organization to evaluate some of the other concerns or requests. The information listed below highlights some of the common themes we have heard. We sincerely appreciate your time and always welcome your feedback.

SUGGESTION ITEMS COMPLETED

Suggestion

1. "You need to get more staff in the lifestyle center in the morning at the West Side. Many days there are none or at most, one. This from 8:00 until 10:30am."
2. "The music in the Lifestyle Center needs to be changed. Same songs being played over and over; please play less offensive music."
3. "The workout equipment should be cleaned more often."
4. "Fix the microphone in the aerobics studio."
5. "The locker rooms are much too cold - they are not comfortable; please turn up the heat."
6. "The music/TV sound ports on the machines seem to be 50/50 as far as working correctly."

Action/Response

1. Based upon our weekday & weekend scheduling needs, we are currently in the process of hiring 4 more Member Well-Being staff. The new staff is expected to be in place by mid-December. The new schedule will reflect 2 -3 staff on during our peak times & extended coverage on weekends. All staff will be clearly identifiable in green polo shirts starting December 5th.
2. Beginning on November 29th, we will be researching & changing the music station to a more appropriate option. We will continue to solicit feedback on this matter.
3. We will work with our Member Wellbeing staff & nighttime janitorial service to make sure that the cleaning schedule is being adhered to. The exercise equipment is scheduled to be deep-cleaned on a daily basis. This is in addition to members wiping down after each use.
4. A new microphone was purchased and installed on November 17th. The existing microphone was fixed and will be used as a back-up in case this issue arises again.
5. The floor heat has been turned on and set at 75°. This will help make the locker rooms warmer & more comfortable.
6. We have purchased new headphone jacks for all of the cardio theater boxes. These will be installed by December 2nd. Additionally, our Member Well-Being staff will be checking the cardio theater boxes as part of their daily cleaning procedures.

SUGGESTIONS IN ACTION

Suggestion

1. "Membership fees are becoming increasingly more difficult to afford." Additionally, "Reduce the price of group fitness classes and/or include more value-added classes with the cost of your membership."
2. "Please improve the interaction your Lifestyle Center staff has with members. They should help members with their workouts or with equipment & should enforce policies."

Action/Response

1. Understanding the economic pressures that individuals & families are facing, we can assure you that...
WE WILL NOT BE INCREASING PROGRAM FEES FOR GROUP FITNESS CLASSES OR YOUR MEMBERSHIP RATES IN 2012.
We want to make sure the Y remains a part of you and you a part of our Y family. With that, we have our income based pricing model (Membership For All) to ensure the Y stays affordable and accessible to everyone. We invite you to meet with us to discuss your personal circumstances if your membership becomes an issue of affordability. Hopefully this fall you experienced more value to your membership with group cycling classes becoming a value-added program. In addition, fees for Body Fit and Yoga classes were lowered. Overall, our goal is to ensure we are providing programming of the highest value, quality & meeting the needs of our members. This spring we will continue to add value to our group exercise offerings so be sure to stay posted for this exciting news! At the Y, we strive to provide you with high quality staff, facilities, programs & equipment. Your membership provides access to four convenient locations with such amenities as state-of-the-art exercise equipment, pools, basketball & racquetball courts, indoor running tracks, saunas, whirlpools & more. Plus, My Y is Every Y is another added value for you to have access to Y's everywhere!
2. By mid December, our Member Well-Being staff will be conducting different engagement activities aimed at being more available to help members with their workouts and providing more value-added small group activities. Please stay posted on further updates!

NEXT ITEMS TO BE ADDRESSED

Suggestion

1. "Please look to add hand rails out by pool area."
2. "Individual TV's on cardio equipment like other Centers."
3. "The WS YMCA needs better steps for step aerobics. Many have peeling black tops."

Response

1. We are presently researching the costs to do this. Please stay posted to our progress and/or next steps.
2. The Y has a comprehensive yearly equipment replacement schedule for its four Centers. The West Side Center is slated to update its treadmills in March which include personal viewing screens.
3. We will be purchasing new step platforms for the start of the Winter session (January).