

Member Survey Feedback

November
2011

Below are the comments we heard about how we can improve your
Downtown Y experience and the action taken:

Your Suggestions *IN ACTION:*

Suggestion:

1. "Lower the cost."
"More competitive pricing".
2. "Instructor and program quality in fitness classes"
3. "More lap swimming."

Action:

1. We understand that not all individuals and families may be able to afford the Y. What differentiates us from other like facilities is that we can work with all members on an individual basis to find a rate that is affordable for them based on their income and circumstance. We have learned that not everyone is aware of our Membership For All program and encourage you if cost is prohibiting you from continuing with the Y -- we can help. Please contact Marcia Sengstock, Member Experience Director and find out how to make the Y accessible to all.
2. We have recently restructured our Group Exercise department to allow more focus on class and instructor quality. Watch in Spring for additional steps made towards our goal of being the preeminate provider in Group Exercise!
3. The pool is a high demand area of the YMCA. Our pool schedules are evaluated each session with an intention of having at least one to two two circle lanes available at most times. In addition, all special events that impact the pool schedule will be communicated and posted in the pool area, as well as when more circle swimming opportunities arise due to scheduled practices or lessons not running.

Your Suggestions in the Works:

1. "The DT facility seems tired and old on the inside."
2. "More Member activities like pedometer challenges, etc."
3. "Kettlebells available in LSC".

1. Despite the old building, we do our best to keep the facility and the equipment updated, clean and maintained as well as they can be in order to serve as many individuals and families as possible, strengthening the foundations of our community. We consistently work with our vendors and contractors to ensure your Y experience is a positive one.
2. The member experience staff team are currently developing an annual calendar to allow for interactive activities for members to keep you motivated and coming back for more.
3. Great suggestion! By the end of December, we will have equipment available to use.

Suggestion Completed:

Suggestion:

"More early morning group exercise classes.

Action:

Tuesday 6:15 am Core Conditioning and Thursday 6:15 am Cycling classes have been added to the Winter schedule, starting in Jan.