



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

Fix suit dryer in men's locker room.

Monitor volume in cycling classes.

Add Body Fit classes back into schedule.

Post openings to cycling classes so a person knows if the class is full.

Action/Response

Suit extractor has been fixed.

Have talked with instructors in regards to volume and making sure it is not too loud.

For Fall I and Fall II Body Fit classes were added back into the Group Exercise schedule. Winter will have 3 weekday morning and 2 evening and one Saturday option for Body Fit.

We will have a dry erase board up by the cycling bikes that the instructor will update prior to the start of class.

SUGGESTIONS IN ACTION

Suggestion

More long black jump ropes for the Fit For Life classes.

"Dry off here" sign in women's locker room.

More open swim opportunities.

More early morning or evening, early Friday evening and weekend options for Group Exercise classes for working individuals.

Action/Response

We will be purchasing additional long black jump ropes for the Fit For Life classes for Winter 2012.

We will look into putting a sign up to help promote drying off in the shower area before walking into the locker room area.

More open swim time has been added to Monday evenings and Saturdays beginning in January.

We are looking at a variety of options to offer more early morning or evening classes as well as weekend classes to better accommodate those who work during the day.

NEXT ITEMS TO BE ADDRESSED

Suggestion

Better monitoring of members who do not wipe down machines.

Temperature of the facility.

More power zone or other activities for 6 & 7 year olds.

Response

We will work with our Member Well-Being staff to ensure equipment is being cleaned regularly and educating our members on the importance of clean equipment.

We keep the main portion of our facility at 72°. Locker rooms are kept a bit warmer during the winter months. We will monitor as we head into the winter months.

We will be looking into this through several departments – Kids Korner, Youth, Teen and Family and Aquatics.



Here are the top three items we've heard that you love about the Y.

1. Our friendly, caring, helpful staff
2. Family Friendly Atmosphere
3. Our well-maintained facilities and equipment

The following items are a few more positive comments we've gathered from our surveys.

Staff is so very friendly and will assist you in any way they can if you need them.

I cherish the relationships I have built with members and staff of the Y. These daily interactions make me want to be a healthier person and I look forward to my time at the Y each day. It's more than a place to get physically fit. When you walk into the building you are immediately greeted by a friendly face and that motivates you to want to come back, because you know people at the Y care.

Excellent facility, excellent community minded organization, the people who use the facility are gracious.

Very family oriented, beautiful facility, lots of activity options for all ages.

I think the atmosphere is great at the East Side YMCA. The personnel are always very friendly and make you feel like family. I also like the variety of different activities that are offered for both kids and adults. Finally, I love being able to work out and have some "me" time knowing that my child is well cared for and enjoys the kids corner.

You offer many free classes in addition to machines, the place is always clean, staff is super friendly and informed, and in general, the patrons you draw are nice and considerate.

Helpful, friendly staff. You do not have to learn the configuration of the facility on your own.

Jerry and I are very happy with the people and the support we receive from the YMCA. Even though we have not become close friends with the people who work out there, we are always happy to see familiar faces and exchange a few words with them when we see them. Besides all the great staff and equipment you have at "our Y", the people are what we enjoy the most.

There is something for everyone not matter your fitness (or lack of) level

I think it is a wonderful place, it always cheers my mood, many friendly people, very user friendly, seems to be well thought out and organized. It is available and accessible to all.

I love the community atmosphere and all the things the Y has to offer.