



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BROADVIEW November 2011

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

Action/Response

Class Prices

- Youth Sports are now offered for FREE with your Family Membership
- Bodyfit prices have been lowered for YMCA members
- Cycling is now offered FREE with your membership
- Our organization is now part of the Silver Sneakers program which offers many classes for Free.

Equipment Updates

- Jump Ropes, Resistance Bands & BOSU Balls have all been recently purchased for use in our Group Exercise classes.
- New equipment will be added for the Silver Sneakers program

Rules/Policy Signs

- An updated track policy sign has been created and ordered for the track
- Signage in the Pool area will be monitored by our staff

Noise Level in the Gym

- Starting for our Winter Session, children's classes have been moved to different times to avoid Group Exercise classes.

Class Schedules

- Coming this Winter Session, we will be adding more cycling and TRX classes to our Group Exercise schedule.

Youth Sports Registration Process

- We are opening up registration to online after the in house registration for current jersey owners

SUGGESTIONS IN ACTION

Suggestion

Action/Response

Cleanliness of the Facility

- We will be checking into getting another part or full time staff to work during our business hours.

Noise Level in Gym

- We will be mounting a decibel reader in the gym to monitor the noise level of aerobic classes.

NEXT ITEMS TO BE ADDRESSED

Suggestion

Response

Fresh Air Throughout The Building

- We will be looking into the cost of adding windows that can open in the gym for outside air.

Class Prices

- There will be more Group Exercise changes coming in the near future.

Equipment Updates

- We will be looking into purchasing new dumbbells for our Group Exercise classes.

Noise Level in Gym

- We will check the cost of adding baffling for the Gym.