

MEMBER COMMENTS / SUGGESTIONS

July 2017

YMCA staff review comment cards every week at our staff meeting to look for ways to better serve our members and respond as quickly as humanly possible. Recently we've noticed a trend in comments that mimic the way some people anonymously respond on the internet, meaning we see derogatory, rude and hateful comments that have nothing to do with our YMCA and making positive changes. The YMCA reserves the right to NOT post these types of comments. We encourage people to give us constructive suggestions that help us serve our members better but we ask that you show the four values of caring, honesty, respect and responsibility when responding or we will not display them.

Member Comment: A coffee bar would be a great addition for the YMCA Community. After a workout it would be nice to gather with friends for a cup-of-joe.

YMCA Response: We have been looking into the feasibility of providing a member social area where this would be a possibility. It would require some remodeling of a few areas which would mean raising funds to make it a reality. It has been an item of discussion in the Board's Strategic Planning process.

Member Comment: Aqua Zumba is very fun and a great workout! It would be wonderful to have more opportunities to participate. Preferably evening or Saturday mornings.

YMCA Response: We are glad to hear it is being well received by members. With the limited pool space and many different user groups it may be difficult to add more class time but we will take it into consideration.

Member Comment:

- 1) We need total conditioning class Tuesday mornings at 5:30 am... Please! Or bring back strength training on Tuesday.
- 2) Please do Total Body Conditioning more on Saturday mornings!!!

YMCA Response: Class schedule is largely dependent upon instructor availability and whether or not they can or desire to teach at a certain time/day. It is always helpful to know what participants want and we are always accepting applications if you or anyone you know may be interested in becoming a certified fitness instructor.

Member Comment:

- 1) It would be helpful if the schedule was updated as classes change. I was excited to attend REFIT but it was listed as a "signature class" and it ended up being arms and abs.
- 2) It's really disappointing to show up for a REFIT class but find out it has been changed to something completely different. IT wasn't changed on the FB page or the board at the front desk. Please update us.

YMCA Response: We do our best to keep all current changes to the schedule communicated via FB, front desk and the monitor in the lobby however there are certain times when the change happens very last minute and the change does not get communicated in time to get out to members ahead of class. We apologize and will continue to try doing better.

