

# MEMBER COMMENTS / SUGGESTIONS

July 2018

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:** I feel you should have your hours on the door. When I look online it still shows the winter hours.

**YMCA Response:** Thanks for the observation and suggestion; we will try to implement this suggestion during our annual maintenance shutdown period. Incidentally, the year round hours are listed on our website and in all of our printed materials so just curious where you saw it listed so that we can address it. Thanks!

**Member Comment:** 1) Fix the upholstery on the machines – torn on so many. 2) Clean women's bathroom upstairs. 3) Clean whole place better.

**YMCA Response:** 1) Annual area maintenance shutdown periods are coming beginning in August and continuing through September. I am sure that Tim has noticed the worn pads and will address getting them repaired during those scheduled times. 2 & 3) We will address these issues with the cleaning and maintenance crew but with thousands of members using the facility it is a constant and ongoing effort. We will continue to strive to make the facility as clean and as welcoming an environment as possible.

**Member Comment:** Please place a notice near the weight scales reminding members to zero them when finished. Members have said scales are not accurate. I wonder if the stretching of the spring is doing this.

**YMCA Response:** Thanks for the observation and suggestion; we will try to implement this suggestion to see if it helps but also will have Tim have look at making sure scales are calibrated as well.

**Member Comment:** Get sign that says always strive for greatness.

**YMCA Response:** Thanks for the comment. We like the positivity and power of suggestion and encourage everyone to Always Strive for Greatness!