

MEMBER COMMENTS / SUGGESTIONS

November 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:

- 1) I'm really disappointed there's no more afternoon water aerobics. Please add Aqua Zumba or another water based class in the evenings.
- 2) Let's return Saturday morning cycling @ 9:00 after Christmas for the rest of the winter.

YMCA Response: The winter/spring group exercise schedule has taken into consideration member requests, instructor availability/certification, class attendance, and available space and studio schedules. We currently are not offering the evening water aerobics or the Saturday cycling class due to space and time not being feasible with an available instructor. As always we will strive to continue offering a full and varied group exercise schedule with over 55 classes each and every week.

Member Comment:

- 1) For the third time this month there has been confusion on when the 10am Saturday class begins. Please make sure that all the instructors know the time change.
- 2) All the schedules have been so messed up. Please improve communication with instructors.

YMCA Response: Leslie has addressed the issue with the instructor staff and scheduled class times. This issue has been resolved per the upcoming schedule change effective January 1st.

Member Comment:

- 1) In group exercise class weights, bars and steps have run out. It would be great if you could supply more. Thank you! (2 similar comments)
- 2) Gym should provide more jump boxes for vertical workout. We need a few of them of different sizes. (2 similar comments)
- 3) Need more Tv's in the workout areas. Also need free weights in the 24 hour area.

YMCA Response:

- 1) We are glad to see such full classes. Leslie has been taking inventory on class equipment and developing a plan to replace and add equipment.
- 2) We have 2 plyo boxes that offer 3 different heights, don't require a lot of storage space and we feel are safe options for our facility. We understand that while a small segment of members may require more challenge the boxes we have are sufficient for the majority in light of the specialized nature and space required.
- 3) We are not sure where we would add more TV sets in either wellness center but appreciate your comment. The 24 hour area was not intended as a free weight area as much as it was a cardio area with a few additional cable motion weight machines, benches and TRX station to accommodate those seeking resistance based workouts. Therefore we have opted to keep all free weights upstairs.

Member Comment: Could you make a walking trail that is 2 miles long? Thanks!

YMCA Response: There is a map of local walking trails posted right next to the front desk with varying distances from .66 miles to 3.02 miles.

Member Comment:

- 1) Many members are not cleaning equipment after each use, can the Y hire an interpreter to properly translate to other languages.
- 2) You have to get people to stop sitting on the equipment and talking.

YMCA Response: Thank you for the comments. We will stress these points with staff again and have added signs around the wellness centers in English, Somali and Spanish. Please feel free to remind others or if you are uncomfortable please bring to the staff's attention so they can address while it is happening.