

MEMBER COMMENTS / SUGGESTIONS

October 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) We need some new machines – some stick and are in poor shape.
- 2) Could you please buy a roman chair? Thanks!

YMCA Response: New equipment is on the way and should be in by year end! We do have several new selectorized pieces coming, several new cardio pieces and a roman chair is being considered.

Member Comment:

- 1) Would like to see R.I.P.P.E.D. back!
- 2) I am really missing the weight class on Tues & Thurs. I would like to see a weight class one or both days again at 8:45.
- 3) Zumba is so fun but it seems like class gets canceled frequently. Is there a way to get a backup?

YMCA Response: Leslie is already hard at work on the winter/spring group exercise schedule and has taken into consideration member requests, instructor availability/certification, class attendance, and available space and studio schedules. 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: There are very few men's basketball and the ones here are not very good. Would appreciate more and better balls. Thank you.

YMCA Response: Ryan has ordered new basketballs and replaced several of them. We know they get a ton of use and will make a better effort to monitor their condition and replace accordingly.

Member Comment: I would like to see the wellness center desk staffed. One accident with no supervision could bring a huge lawsuit to the Y.

YMCA Response: The upstairs wellness center is staffed during peak hours, generally from 8AM – Noon and 4PM – 7PM weekdays. We also have trainers in during other hours as their client load dictates. There is always a full time staff available to answer questions and provide assistance. Just ask at the front desk. We also realize that in the era we live in most people have a cellular phone available in the event of an emergency which is why we have left the 24/7 unstaffed. This is not uncommon in 24/7 facilities and our membership application does include a signed waiver. We also think our members are the kind of caring, responsible people who are willing to help others in need.

Member Comment: I find it frustrating coming here on Saturday morning due to the parking situation. As a paying member of the Y I would prefer not to miss classes because I cannot find parking. I think both the Farmers Market and the community Y events are great but there needs to be common ground with parking or better scheduling.

YMCA Response: We feel the Market is a great community event that ties in closely with the Y pillars – For Healthy Living and For Social Responsibility – and we are happy to have it here at the Y. We do direct market patrons and vendors to park on the west half and those Y members coming in to use the facility park on the east half. The market is only here from July – October and we are assuming that the majority of the problem was once

Youth Football started there was a higher volume of traffic in the parking lot for the remaining 4 Saturdays that the two overlapped. We do face a similar problem in the winter when the snow piles high, all in all though these are short term seasonal issues and we hope members and non-members alike will make the best of the situation.

Member Comment: So I realize you have a member appreciation day, what about an instructor appreciation day where members can show their appreciation for their instructors of course you might already be doing this.

YMCA Response: We would encourage our members to feel free to show your instructors appreciation as you like each and every day. We do appreciate our instructors as well as our entire YMCA staff and volunteers and though we may not have lots of formal organized events we try to show it as often as we can.