

MEMBER COMMENTS / SUGGESTIONS

March 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: Wall chargers would be nice and helpful for everyone.

YMCA Response: While we understand your wish to have wall chargers available it is simply not feasible to provide these for several reasons. One there is not available wall space to add them in the upstairs wellness center with the layout of the track and they present a safety hazard for tripping in the wellness area and weight room. Second would be cost and maintaining accountability of such an easy item to walk away with even if unintentional.

Member Comment: People should not be able to put clothing, coats, backpacks, etc. on the chairs, also people should not sit on equipment and talk.

YMCA Response: Thank you for your comment. We completely agree and would like to remind all members and guests to please be respectful of others using the facility and remember that the chairs and benches are for members to sit on and not to store your personal belongings. Please use the wall hooks, coat racks, lockers and locker rooms for this purpose! Secondly please be respectful and responsible while working out and limit your time on equipment and machines by not sitting on them and visiting when others are waiting to use the equipment. Thank you!

Member Comment: I believe the gym should be closed 15 minutes before the building because it gets really hectic and there are less problems and less kids waiting which could be a safety hazard.

YMCA Response: While this is completely within the Building Supervisors authority to do we have left it to them to make that call in the past. However, in the hopes of alleviating some of the chaos that can occur with closing time and having to often wait for teen's rides to show up we will implement it as a standard procedure over the next few months and evaluate its effectiveness.

Member Comment: The biggest issue in the gym is who is up next for 4 on 4. We need some sort of sign up board/sheet people can add their name to so people get their chance to play.

YMCA Response: We feel that members are or should be using the 4 core values of Caring, Honesty, Respect and Responsibility when it comes to sharing the basketball courts during open gym time. We do have a no full court basketball policy to prevent a small number of players from occupying up to 3 baskets at one time and do remind all players of this especially during busy periods in the gym. Since it is an open gym we encourage all members and guests to please be respectful and inclusive of others while playing basketball in the gym by communicating to and with others who would like to participate in any pickup games.

Member Comment: Why can't the calendars be finished and available by beginning of the month?

YMCA Response: Could you be more specific as to what calendars you are referring to as we feel that we are getting them all done and posted by the beginning of the month but if we are missing something specific we would definitely like to know.

