

MEMBER COMMENTS / SUGGESTIONS

December 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: Can we get one of the long lighter body bars back in the weight area?

YMCA Response: The body bars have been redistributed to the weight room and group exercise studios, hopefully all needs are now being met.

Member Comment: We need 2 new step machines get rid of some of the non-used machines.

YMCA Response: New machines have been ordered and we have been told by the company that delivery should be in January. Specifically 2 new treadmills, 2 new ARC Trainers which allow a range of motion from running to stepping, a new recumbent stepper, 2 new selectorized machines, 1 new functional weight trainer and a Roman Chair which has already been added to the lower level wellness center.

Member Comment: Jump boxes required for vertical work out of different sizes. I keep requesting them along with others. (2 comments)

YMCA Response: 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.