

# MEMBER COMMENTS / SUGGESTIONS

April 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:** You all should change wall fans so you don't need to constantly tighten a bolt and washer. It always loosens and moves. Try a mechanism that clicks to position and stays.

**YMCA Response:** Thanks for the suggestion we will relay it to Tim to see if he can look into an economical solution or replacements as fans wear out.

**Member Comment:**

- 1) Request that Ch 26 be the default for the left TV. Thanks
- 2) Why can't you also put chan 26 (Fox News) on TV upstairs in mornings? The am persona always sets MSNBC only.

**YMCA Response:** As stated in previous member comments the televisions are set to a variety of channels that offer news, sports and general viewing. We attempt to provide a wide variety of choices but with thousands of members we also have thousands of opinions on what should be displayed and for everyone that says have a certain station we receive just as many saying don't have a certain station. Our goal is to offer a variety of programming choices that appeal to our wide cross-section of members and there is no attempt to influence what members watch while working out. As always if you would like a station changed and it is not already on another TV just inform the Wellness Center or Front Desk Staff and they will make the change. In the end we hope that the 5 viewing options along with magazines and music will provide an option that will satisfy most members. Once again we ask that members would be tolerant and respectful of other member's preferences. While we are all very different individuals it is our ability to accept those individual characteristics that allow us to live in a free, democratic civilized society.

**Member Comment:** Some sort of message board like a white board to communicate between the glass window from sitting area and swimming pool. Would be very convenient and inexpensive.

**YMCA Response:** We could consider this but would require a board on each side of the window and could become a distraction during lesson times. Also we do have some creative youth and may be introducing a new way to create mischief with what could be put on these boards. Thanks for the suggestion.