

MEMBER COMMENTS / SUGGESTIONS

June 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: Tell the janitor to put the garbage cans up against the wall. The tall ones with black lids are designed to be flush against wall. They're always pulled back from wall after garbage bags replaced.

YMCA Response: Thanks for the observation and suggestion; we will mention it to the building and grounds team.

Member Comment: Can you make the 24 hour room into free weights?

YMCA Response: There are currently no plans to convert this area as it was not designed for this purpose. With a new CEO here we are evaluating many aspects of the facility, programming, and membership and welcome your suggestions.

Member Comment: Replace or add drinking fountains with water bottle fillers. Saves on plastic bottle use, easier to fill bigger bottles, more hygienic than drinking fountain.

YMCA Response: This is not as easy as it sounds but could be researched for feasibility. It may be something that could be added to a future capital campaign.

Member Comment: Too hot and humid in studio A.

YMCA Response: Not sure when this might have been, but we did endure some extreme heat and humidity conditions for the month of June and this can prove challenging for systems to keep up with occasionally. We will have Tim check into the situation and address accordingly.

Member Comment: Fountain filter in studio A needs replacement soon. Thanks! .

YMCA Response: Again thanks for the observation and suggestion, however, this type of comment may be better addressed by speaking directly to a staff member as comments are checked periodically but could be several days before they are reviewed. We will mention to Tim and have it addressed.