

MEMBER COMMENTS / SUGGESTIONS

August 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: Please recalibrate the scale in the women's locker room or get a new one. It is not consistent. Thanks.

YMCA Response: We will have Tim and Leslie address this problem during locker room shutdown. Thanks!

Member Comment: Heard rumor that Wednesday morning step class may be discontinued. Please keep this class. My only chance to do this. Love this class.

YMCA Response: Step class is still on the schedule but like all classes it is subject to change or cancel without notice for a variety of reasons. We will always do everything possible to maintain a well-balanced, challenging and varied group exercise schedule and we are glad you love this class. Please keep coming and encourage others to try it as well.