

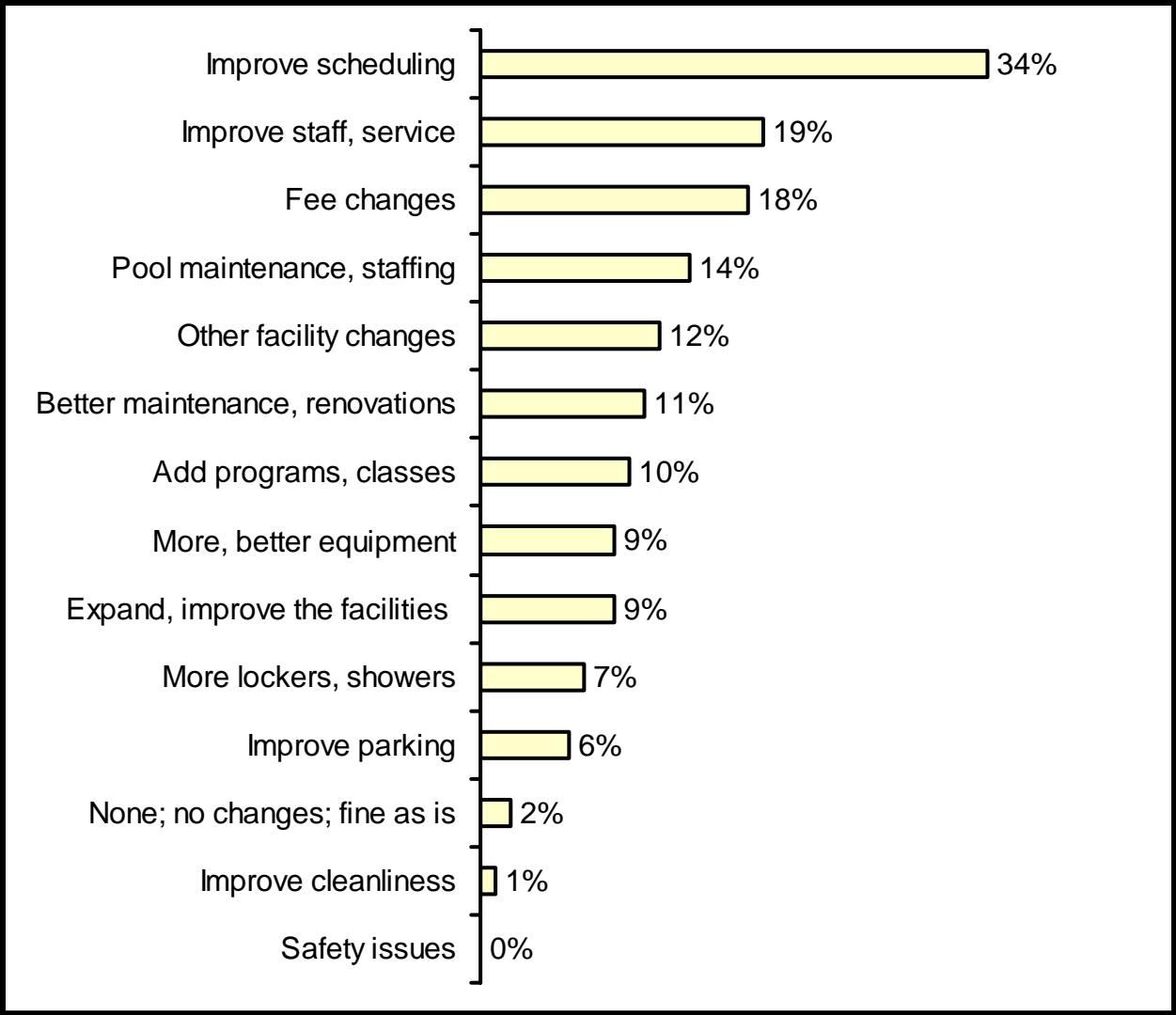
comment & suggestion reporting

member satisfaction study

This report contains verbatim customer responses to open-ended questions. This allows you to hear opinions in the responder's own voice and addresses some concerns that may not be a part of the survey. The report organizes and classifies all of the comments and suggestions by type and frequency.

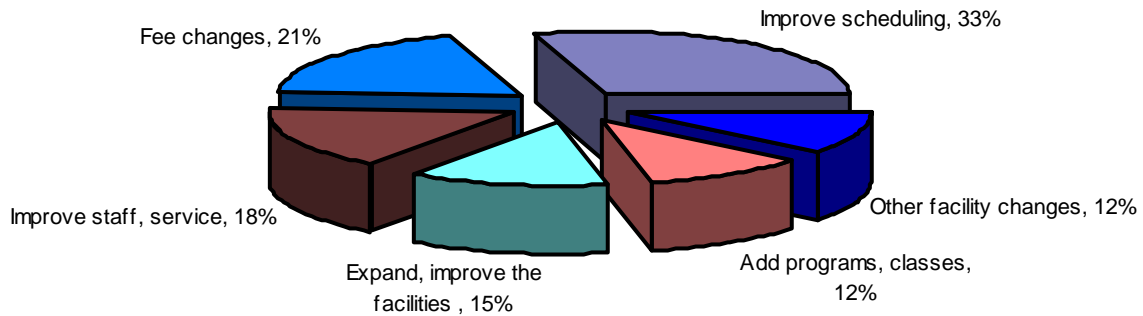
The following are sample pages extracted from a full report; names and statistics have been altered and are for illustrative purposes only.

member comments and suggestions statistical summary

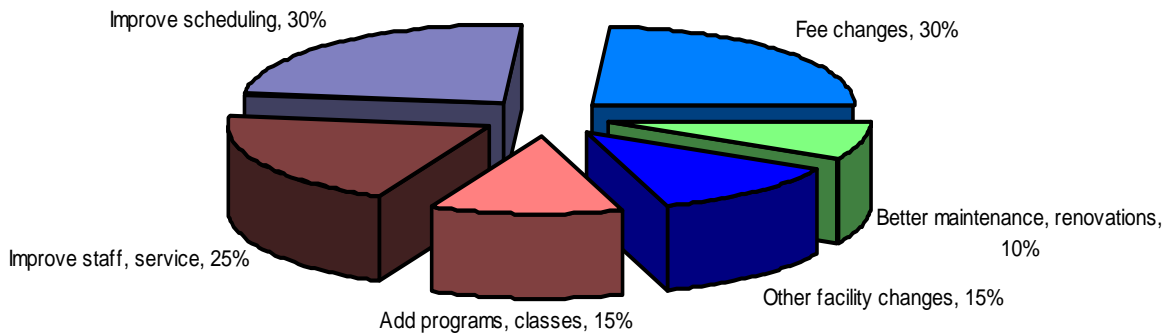


top comments and suggestions by membership type

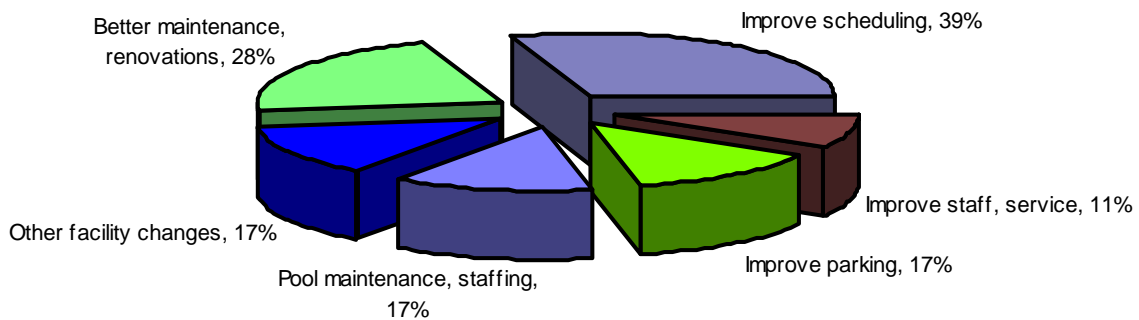
Family Membership



Adult Membership



Senior Membership



Improve scheduling

Improve swimming pool schedule: more lap, free, family, adult swim time

- 1) Have earlier pool hours. I like to come in and exercise and then take my son to the pool, but it's always too early. If I come later to work out, it's too crowded.
- 2) Offer more water aerobics & other classes in the evening & weekends.
- 3) I would like to see the outdoor pool open a little longer toward the end of the session.
- 4) More open swim time in program pool - my kids are getting older and outgrowing water park.
- 5) I found the pool exercise class for seniors overcrowded.
- 6) Access to pool - I joined the Y specifically for the pool (was a member at Fitworks) but couldn't use it because of ABC & XYZ swim teams.
- 7) More open swim time is needed. When both family members work it's not possible to attend a.m. classes are open swim. Change open swim from 3 - 4 rather than 2 - 3.
- 8) Senior aqua classes too crowded in pool.
- 9) Stop shortening our water aerobics classes.
- 10) Water aerobics/swim lessons offered on Sunday.
- 11) Water aerobic classes need to be either earlier or later than they are.
- 12) The pool hours - open during mid-afternoon for stay at home moms.
- 13) Stick to POSTED schedules, esp. of lap lanes.
- 14) Open the water park walking area from 2 to 3 so seniors & other part time workers could use.
- 15) More lap swimming time.
- 16) Pool open earlier in summer - noon is napttime! If we could at 10 a.m. we would use the pool much more.

Schedule more classes at more frequent times; smaller, less overcrowded classes

- 1) More group fitness classes such as yoga 4 times a week.
- 2) I would like more classes earlier in the afternoon. My Y has started some earlier, but I enjoy my regular evening classes better.
- 3) Make the cycling classroom bigger!
- 4) Would love a late a.m. yoga class.
- 5) Offer more Pilates and yoga classes.
- 6) More evening classes. The cardio room is packed between 6 - 9.
- 7) More group exercise times in afternoon hours.
- 8) More classes in afternoon. Open Sunday morning!
- 9) Have earlier spinning classes on Tues/Thurs.