

# We're Listening & Responding

## **2010 Glenwood Park YMCA Survey Results**

**Number of Respondents:  
169 members**

**49% of Respondents  
utilize the YMCA 2-3  
days a week**

**54% of Respondents  
are Very Loyal**

**57% feel the building is  
attractive compared to the  
National Average of 36%**

**Areas of Suggested  
Improvement:**

**Parking  
Scheduling  
Staff/Service  
Maintenance/Cleanliness**



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## **We Did Hear You . . .**

In April 2010, the Glenwood Park YMCA surveyed members via mail and electronic version regarding their satisfaction with our facility. There were 169 surveys returned to us. We greatly valued this input as this information is critical to the growth and development of our YMCA. We have been working over the past few months to define the best plan to address your concerns as well as highlight the positive aspects that were discussed.

## **You Feel You Receive Value For Your \$**

A high percentage of our respondents reported that they are receiving high quality programs, high value and attractive facility. 60% of our respondents feel they are building strong relationships at the Glenwood YMCA. 88% feel the YMCA is a Leader in promoting healthy habits.

## **Our Plan to Serve You Better. . .**

As a result of this survey, we have implemented an action plan with key staff to address the areas you have suggested need improvement. We believe we can work harder to satisfy our members in these areas.

## Addressing Areas of Improvement:

### Improve Staff / Service

Our staff are required to wear a name tag and identifiable staff shirt. We are re-evaluating staff and have added additional staff. We have added the "how are we doing" board to get member feedback. We have staff meetings with emphasis on customer service. We started a teen committee to address teen issues. We plan to hold customer service training, as well as, other trainings for all staff. We recently chose a hospitality champion, who will be trained by a consultant, to train all of our staff.

### Parking

Even prior to this survey, key staff members have made some changes to improve parking. All employees park at the JMC Ice Arena in the furthest lot. We had the city change the crosswalk timers to allow more time to cross. We moved handicap parking so the spaces could be used for either entrance. We adjusted schedules so we would not have as much going on at one time. We changed our Sunday hours to allow members the opportunity to come in before later church service let out. We open an hour earlier on Saturday before programs begin. We are looking into the feasibility of a parking ramp or bridge over 38th Street, having a crossing guard during busy times and possibly moving the playground to add additional parking spaces.

### Improve Scheduling

We are programming around JMC and Zoo programs. We have added new youth orientations times and new early morning classes. We are looking into making sure at least one gym is open at all times and evaluating program usage for the different time slots.

### Maintenance/Cleanliness

We implemented cleaning check lists and repair lists. We reviewed cleaning contract with vendor. We are developing cleaning check list for restrooms/lockers and hiring more staff.

## **Annual Shut Down August 22—29, 2010**

**Flooring:** Stripped & Waxed, Carpets Cleaned.

**Painting:** Many locations need a touch up. Locker Rooms. Lower Fitness Center and Free Weight Room will be painted.

**Men's Locker Room:** New lockers, flooring & shower stalls.

**Pools:** Drained, cleaned and filled.

**Gilmore Recreation Center:** Replace motor for basketball hoops.

**Studio One:** Rack for balls, cart for chairs & remove ballet bars.

**Sauna:** Reline inside and build new seats.

**Equipment:** Cleaned and maintenance work performed.

**Locker Rooms:** Power wash showers and clean out all lockers. Install sinks, counters & faucets.

**Stairwells:** Clean stair treads.

**Cleaning:** All surfaces and equipment in every area will be cleaned.

**Miscellaneous:** We have an eight page schedule of work to be performed by YMCA staff and outside service contractors during our shut down this year.

**Please remember to use the other YMCA of Greater Erie Locations during our Shut Down! This include Glenwood Branch Only Members!**