

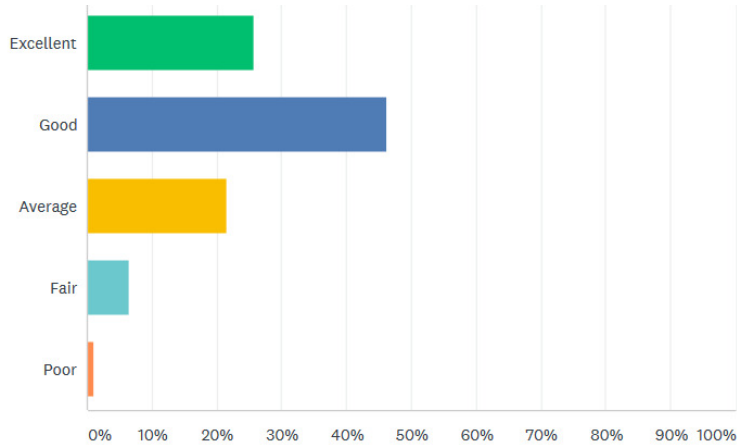
SURVEY SAYS...

2019 MEMBERSHIP SURVEY RESULTS

GENEVA FAMILY YMCA

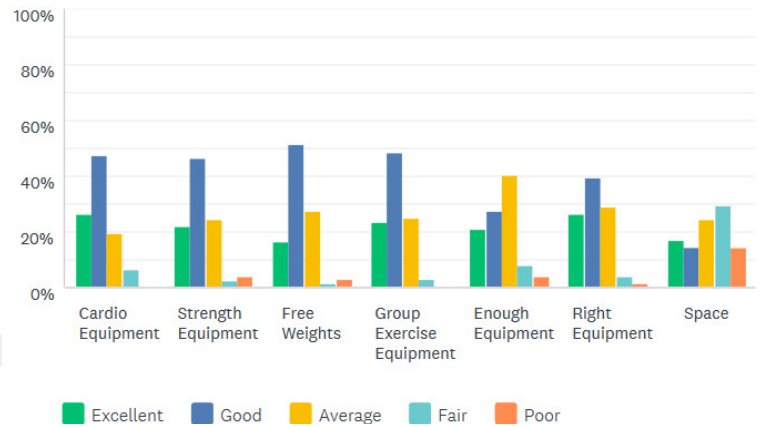
Overall, how would you rate the Geneva Family YMCA?

Answered: 93 Skipped: 1



How would you rate the Geneva Family YMCA equipment on each of the following?

Answered: 87 Skipped: 7



How would you rate the Geneva Family YMCA on each of the following?

	EXCELLENT	GOOD	AVERAGE	FAIR	POOR	TOTAL
Fitness & Pool Schedule	26.58% 21	41.77% 33	30.38% 24	1.27% 1	0.00% 0	79
Frequency of Classes & Programs	30.26% 23	39.47% 30	23.68% 18	3.95% 3	2.63% 2	76
Hours of Operation	45.56% 41	38.89% 35	13.33% 12	2.22% 2	0.00% 0	90
Quality of Classes & Programs	38.96% 30	46.75% 36	14.29% 11	0.00% 0	0.00% 0	77
Staff Friendliness	56.04% 51	35.16% 32	5.49% 5	2.20% 2	1.10% 1	91
Quality of Youth Sports Programs	30.23% 13	46.51% 20	23.26% 10	0.00% 0	0.00% 0	43
Quality of Childcare Programs	35.14% 13	40.54% 15	21.62% 8	2.70% 1	0.00% 0	37
Value for the money	42.35% 36	22.35% 19	17.65% 15	11.76% 10	5.88% 5	85



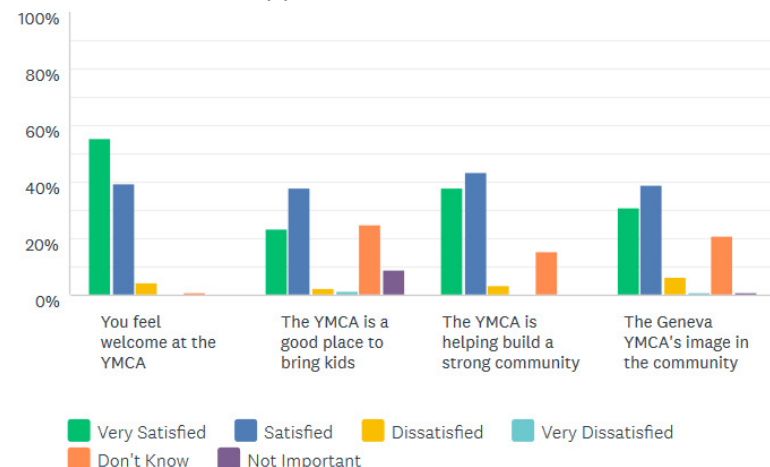
How would you rate the Geneva Family YMCA staff members on each of the following?

Answered: 94 Skipped: 0

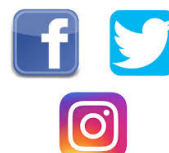


Please rate your satisfaction with each of the following:

Answered: 94 Skipped: 0



Please follow us!



If you have any questions, please contact Mary Bakogiannis
Executive Director | Geneva Family YMCA
(315) 789-1616 or mbakogiannis@genevafamilyymca.org

Geneva Family YMCA

2019 Membership Survey Results

At the Geneva Y we're committed to providing the best possible experience to our members and program participants each and every time they visit the YMCA. To help us continue to improve our facilities and programs we recently conducted our annual Membership Survey, seeking feedback and suggestions from you - our members. We feel very fortunate to have so many members who care deeply about our Y and were willing to take the time to share their opinion....and now the results are in!

We appreciate the feedback you provided, the Key Findings of our survey are listed below, and additionally we would like to share with you a few steps we are already taking to make the Y even better!

Here are the top three items we heard that you love about the Y!

My Y has a friendly and caring staff who are helpful and welcoming!

The programs & Group Exercise schedule offer a good variety of options and our Group Ex Instructors are exceptional!

Members appreciate and enjoy the new variety and variation of programs and classes that have been offered over this past year in an effort to keep your "Y" experience fresh and engaging.

The following are a few more of the positive comments we received from the survey!

"The staff is kind and welcoming"

"I love the pool classes, and see a good variety of exercise programs. The staff is very friendly and accommodating."

"I think the YMCA is innovative in offering new classes. I really like the weight/nutrition program."

"My grandchildren participate in Gators, and as a result, have become strong swimmers who now participate in their school swim team as well."

"I think the Y offers high quality option in every department."

"I like the location and convenience of the Y."

"They are all friendly & courteous at the front desk. I feel good juju. Steven is a great young man and Mike does a terrific job w/facilities."

"Love the group exercise offerings!! Love Yoga! Appreciate family opportunities!"

"It is a great asset!"

Our Capital Improvement Project

The Membership Survey recorded over 100 comments regarding the need for more space and facility renovations and upgrades. We are currently working on a 4.5 million dollar capital improvement project that will see 9,600 square feet of additional space added on to our existing YMCA, as well as significant renovations and upgrades to our current facilities. We are excited to be able to offer improved facilities to our members in the near future! These improvements will include:

- ⇒ An expanded, two-story Wellness Center that will house new state of the art cardio & weight equipment.
- ⇒ A spacious new first floor Exercise Studio that will allow more group exercise classes to be offered and create more open gym time for our members.
- ⇒ An open, light filled, warm and welcoming front entrance and lobby area that includes comfortable seating for social interactions.
- ⇒ An expanded Childcare Center with over 1,000 square feet of additional space for programming.
- ⇒ Completely remodeled Adult and Family Locker Rooms with brand new fixtures and finishes.
- ⇒ A dedicated Preventative and Recovery Care Programming space.
- ⇒ An expanded Child Watch area with more than double its current space.
- ⇒ Updates to our current gymnasium with new wood flooring, new energy efficient LED lighting & climate controlled ventilation.
- ⇒ An inter-generational lounge area to support social activities.

Suggestion Items Completed – Items we were able to address right away	
“Silver Sneakers some chairs in need of repair or	We recently purchased an addition 12 chairs, 36
“Rarely can I find a 3 lb. weight or 5 lb. weight	We began a weekly routine in February to re-
“More Tai Chi classes”	Based on our 2018 survey we actively sought to
“Eliminate charge for Spin classes”	We eliminated the additional charge for our In-
“Hours of operation are lacking in the summer	Based on our facility use last summer, we have

Suggestion Items In Action – Items that we are currently working on	
“Pool is in dire need of work, bottom looks dirty	A \$40,000 upgrade to the pool is scheduled for
“Class registration for cycling & other classes	We are currently exploring options for online
“(Add) A rope cross fit class as was taught by Jes-	We are working with the group exercise instruc-
Several suggestions calling for ‘cardio’ or	We are working with the group exercise instruc-
“Alert lap swimmers who sign up for text or email	We will be introducing an online app for the Ge-