

Pittsfield Family YMCA Satisfaction Survey  
RESULTS (89 surveys taken)

1. Overall, How would you rate the Pittsfield Family YMCA?  
35% Excellent      63% Good      2% Fair      0% Poor

2. How would you rate the Pittsfield Family YMCA on the following:	Excellent	Good	Fair	Poor	N/A
a. Friendliness	57%	43%	0%	0%	0%
b. Competence	66%	33%	1%	0%	0%
c. Enough Staff	33%	64%	3%	0%	0%
d. Front Desk	44%	50%	6%	0%	0%
e. Programs	44%	23%	2%	0%	31%
f. Cleanliness	23%	41%	22%	8%	6%
g. Safety	27%	36%	31%	6%	0%
h. Lockers Availability	28%	54%	18%	0%	0%
i. Pool hours	32%	38%	6%	0%	24%
j. Main Equip	21%	44%	23%	2%	9%
k. Right equipment	36%	42%	15%	0%	7%
l. Enough equipment	37%	47%	12%	4%	0%
m. Schedules	42%	54%	0%	0%	3%
n. Value for \$	42%	45%	0%	0%	3%
o. Quality	32%	46%	8%	0%	14%

Satisfaction questions:

	V. Satisfied	Satisfied	Dissatisfied	V Dissatisfied	N/A
1. Do you feel welcomed?	51%	49%			
2. Y a good place for kids?	39%	40%			21%
3. Y building a strong Community?	36%	40%			20%

1. Renew Membership?      51% definitely will      49% probably will

2. Group or indiv. Exercise?      11% group      36% indiv.      53% both

3. Involvement?      3% Volunteer      13 % donor      84% N/A

4. Membership Type.      40% family      60% Individual

5. How Long have you been a member?

12% less than 1 year    5% 1 year      5% 2 years      22% 3-5 years      9% 6-10 years      47% 10 +

# Comments Made

Bad first impression but I'm glad I stuck with it. There are few great staff (Sharon, Theresa) that made me feel very comfortable.

Clean all air vents

More presence of staff! Seems, like I only see the same two or three people.

Since I have a member I have only seen positive changes. I would not change a thing.

No Bathroom upstairs

Make facility cleaner and brighter.

Men's locker room needs more upgrades.

Need better shower heads. The restricted flow is not good.

More Yoga Classes

Great improvements in the last three years! Staff are great!

New Aquatic Director runs a great pool.

Good Safe place to be

Need more people monitoring Nautilus room.

Offer step aerobics in the am

Handy Staff

Active leadership, improving all the time, thanks for the new lane lines

Please have supervision in the locker rooms during swim meets.

New eight lifting equipment downstairs

A lot of good stuff for kids

More programs for seniors

Convenient location

Staff responds to issues promptly. This did not happen in the past.

Security cameras in the gym to be viewed at front desk.

The YMCA is an important anchor for downtown

Look into an energy audit

The MWF basketball guys are the nicest guys. I enjoy playing with them

Encourage staff to be more engaging