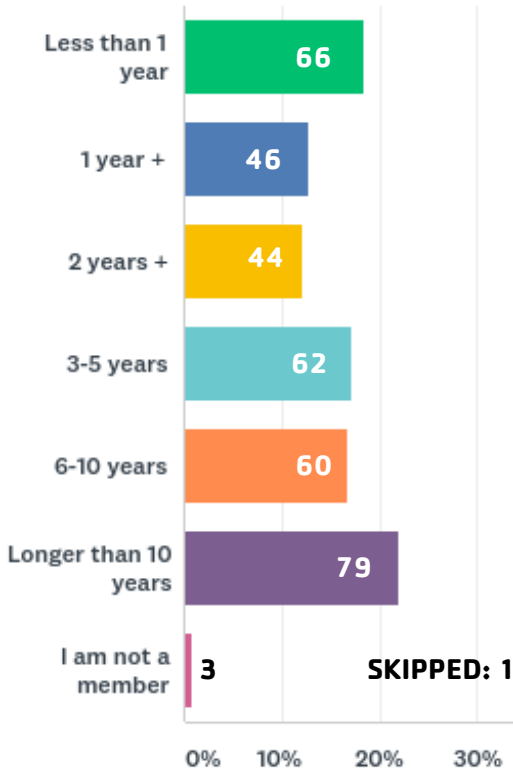


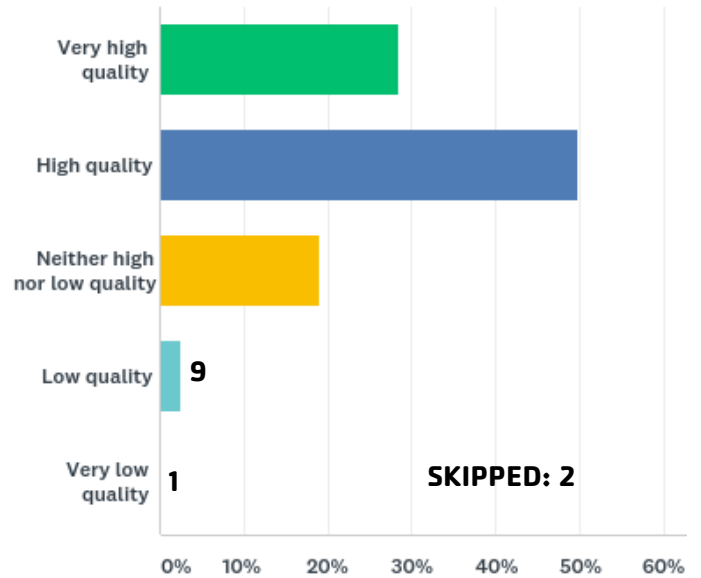
# 2019 MEMBERSHIP SATISFACTION SURVEY RESULTS

361 RESPONDENTS

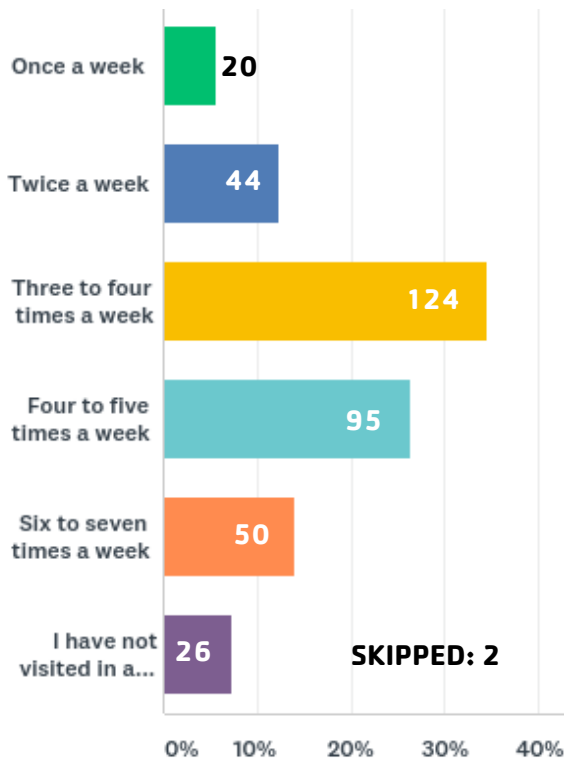
## How long have you been a member?



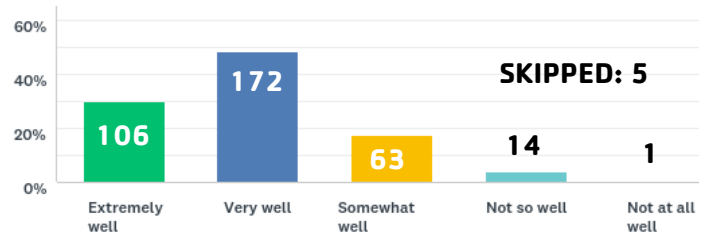
## How would you rate the quality of service?



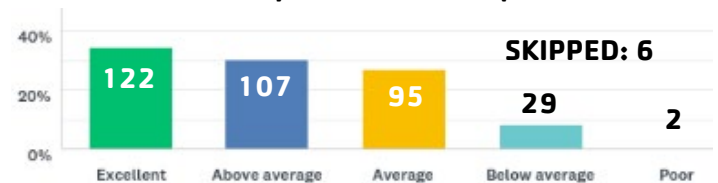
## How many days a week do you visit?



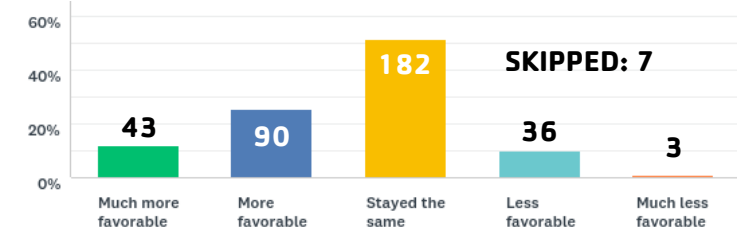
## Overall how does the YMCA meet your needs?



## Rate the value for your membership.



## Has your perception changed in the past year?



**Rate the YMCA facilities in each of the following: SKIPPED: 4**

	EXCELLENT	GOOD	AVERAGE	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Staff	44.54% 155	38.79% 135	10.63% 37	3.45% 12	1.15% 4	1.44% 5	348	1.76
Overall Cleanliness of the Facility	44.66% 159	39.04% 139	12.36% 44	2.25% 8	0.84% 3	0.84% 3	356	1.75
Locker Rooms	31.73% 112	41.93% 148	9.07% 32	5.10% 18	0.85% 3	11.33% 40	353	1.89
Front Desk	45.94% 164	40.62% 145	9.80% 35	1.96% 7	0.56% 2	1.12% 4	357	1.69
Gymnasiums	36.16% 128	37.01% 131	5.93% 21	0.85% 3	0.56% 2	19.49% 69	354	1.67
Climbing Wall	17.56% 62	19.26% 68	2.55% 9	0.28% 1	0.00% 0	60.34% 213	353	1.64
Racquetball Courts	15.86% 56	17.28% 61	2.55% 9	0.28% 1	0.28% 1	63.74% 225	353	1.67
Kids Gym	12.68% 44	14.99% 52	4.61% 16	2.02% 7	2.88% 10	62.82% 218	347	2.12
Pool Area	21.02% 74	30.40% 107	13.64% 48	4.83% 17	2.27% 8	27.84% 98	352	2.13
Group Fitness Areas	25.36% 89	36.47% 128	7.69% 27	1.14% 4	0.85% 3	28.49% 100	351	1.82
Fitness Center	33.33% 117	43.59% 153	10.54% 37	2.56% 9	1.14% 4	8.83% 31	351	1.84
Fitness/Aerobic Equipment	29.46% 104	39.09% 138	14.45% 51	2.55% 9	1.98% 7	12.46% 44	353	1.95
Fitness/Weight Training Equipment	28.69% 101	37.50% 132	15.06% 53	2.84% 10	1.14% 4	14.77% 52	352	1.95

**How does the YMCA meet your needs? SKIPPED: 12**

	EXCELLENT	GOOD	AVERAGE	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
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## What features is the YMCA missing?

### Aquatics

1. All I want is crossfit & swimming
2. better swimming area
3. Fresh water/salt water pool: Chlorine is terrible for our health
4. open swim in the early evening for families
5. Better pool hours
6. Additional Pool space for adults
7. More pool split use with lap swim & lessons
8. Late afternoon water fitness classes
9. Swimming classes
10. Dry sauna in men's locker room inconsistent
11. Indoor kids pool area; splash pad and slides
12. Permanent lap swim lane
13. Cleaner hot tub
14. In the men's locker room, take out the hot tub and make it into a bigger wet sauna
15. Men's Sauna seems to have a lot of issues. Hard to regulate.
16. Competitive pool
17. Second Pool
18. Fun Pool
19. Signs in the locker room to have mandatory trunks in steam and sauna rooms
20. Keep hot tub is clean and post public health inspection results
21. training program for aqua teachers
22. Harder water aerobics classes
23. A good aqua fitness instructor
24. open swim during all hours of operations.
25. Children's pool
26. Better sound dampener in pool area
27. Water slide
28. Adequately trained swim teachers
29. Aquatics. BIG aquatics
30. Kids pool area, such as a splash pad and slides similar to other Y's I have used.
31. A splash pad or similar kiddie aquatic
32. Noticeable cleaning of the pool area floor and sides
33. 5:15 water aerobic class
34. Larger Pool
35. Dedicated lap pool
36. working hot tubs/sauna
37. Modern sauna
38. Warm water pool
39. Warm water pool
40. another pool. One for lessons and lap swim the other for free swim.
41. Actual 25 or 50 meter pool, not 22-23 meters
42. Salt Water pool instead of the one you have
43. Climbing wall in the pool
44. Lane lines for pool would be great if allowed to set up
45. Seperate lane swimming only.
46. More lap swim times
47. Salt water pool/hot tubs
48. Warm Water Therapy
49. Good open swim times for kids
50. Keep hot tub is clean and post public health inspection results
51. Swim/pool supervisor be more supportive of the aqua classes
52. additional pool space
53. 2nd swimming pool
54. Aqua yoga
55. Qualified lifeguards
56. newer life jackets for kids
57. Pool just for lap swim
58. Better PA system in pool area. Maybe music during free swim
59. Earlier swim lesson times
60. more opportunity for lap swimming
61. A kid pool
62. Mandatory trunks in the jacuzzi
63. More access to the pool for general use
64. Needs more swimming availability
65. therapy pool
66. Professional Youth Swim Program
67. Warm water pool
68. Evening/night fitness classes.
69. Kids pool
70. Kid friendly pool area
71. Pool hot tub
72. Previously swim lessons for children/adults have been very poorly ran with little enthusiasm by staff to be inclusive of ALL children.
73. Lap Swim! Lap Swim! LAP SWIM!!!
74. No kids in the pool during certain hours
75. Quality swimming lessons
76. Another swimming pool added
77. fun pool with splash pads and slide
78. the lifeguards at the pool don't pay attention
79. more fun, better prepared water class instructors
80. Warm water pool

### Youth & Adult Sports

1. Tennis courts
2. Access to a pickleball court not unlike the raquetball courts
3. Tennis
4. Volleyball
5. More sports programs for youth
6. More group sports for adults
7. indoor soccer league / time slots
8. Volleyball clubs
9. Youth Sports for winter
10. Pickleball league
11. adult sports
12. Gymnastics facilities
13. More triathlons-biatlhons
14. need a Y volleyball?
15. racquetball youth lessons/program
16. Stop charging for kids sports when we are already paying a membership and there is nothing for them to do.
17. Tennis court/pickle ball outside
18. Tennis courts

## Training Center

1. The area for the free weights could be larger. I find that squat racks and benches are often taken.
2. more rowing machines
3. discipline of people sitting, social media, talking on machines
4. larger weights section
5. Good lifting bars in the weight room
6. Better weightlifting equipment
7. updated equipment with better features (only tv)
8. More weightlifting equipment options
9. New cardio equipment
10. a rack of curly bar weights (yall have straight bar)
11. need more sit down elliptical machines - quite often we have to wait for one to open up. The exercise bikes are not near as busy as these machines.
12. additional treadmills w/ tv's
13. cleaner fitness equipment
14. I'll let you know when my favorite machine quits working and you replace it with something else.
15. Newer free weights
16. New good bars in weight room
17. instruction of exercise equipment
18. Well maintained equipment
19. Various weight machines
20. Needs more mats in the half track room.
21. More space for equipment
22. Not enough clasps for cable machines. Always missing 1 or 2 from machines.
23. more equipment in the middle area
24. Could use more weight lifting machines. More variety/slightly more advanced machines
25. Enforcement of rules
26. More diverse and different lifting machines.
27. Maybe a rule against talking on your cell phone in fitness area
28. Update fitness equipment bench press
29. Need 2 more stair steppers
30. Fans in Cardio area
31. respect for intelligence of the patrons--sometimes all the tvs are tuned to Fox
32. upgraded and additional weight room
33. equipment updates
34. More stair machines
35. Area for sprints
36. more room for specialty cardio ie: jacob's ladder
37. Consolidated stretching routine area. People lag between machines or in the center track / old north end of track.
38. More step masters/climbers. Very popular machines and are sometimes a challenge to use them 1
39. New weight room equipment
40. a high row machine
41. floor (especially) where equip. is filthy
42. More weights in the half track area
43. Newer all around equipment
44. Needs new benches in weight room
45. Staff that enforce rules
46. It seems like the walking/running track could have a bit more spring to the surface
47. More stair steppers
48. People that actually care what members think
49. Workers who actually know the answers to questions asked
50. clean the equipment upstairs
51. Glute machines
52. good powerlifting equipment/bars
53. Knowledgeable/approachable/friendly fitness center staff
54. Weight equipment
55. More squat racks
56. more treadmills with tvs
57. **TIMELY REPAIR OF EQUIPMENT**
58. exercise equipment in fitness area is gross and area is cold, could use some updating or a warmer environment
59. machines are DIRTY
60. More diverse tv news
61. More knowledgeable staff
62. Newer equip.
63. A mobility area, Ext. foam rollers, lacross balls, more bands
64. More Functional Exercise Areas
65. Fix the seat on the Leg Press. The bolts dig into peoples backs!! Been like this for a YEAR!!!!!!
66. a lateral chest press machine
67. More stair-stepper machines
68. screen you can connect to your phone to workout
69. One more large track
70. Friendlier staff
71. Update the equipment overall in the weight room
72. More treadmills with TVs
73. Treadmills need to be updated!
74. High quality equipment
75. more customer-friendly staff
76. Modern lifting equipment
77. Stretching area upstairs that isn't a jigsaw puzzle avoiding machines
78. Getting weight machines repaired in a timely manner.
79. more room for stretching/floor exercise
80. I personally hear way too much foul language from people's conversations in the public areas (weight room, basketball courts etc.)
81. All equipment working
82. Farmers carry machine
83. Abductor - need more

## Rock Wall

1. They should have more rock climbing stuff at the ymca

## Daycare

1. More toys (that work) for all ages of children in the in Y daycare.
2. child care
3. Day Care
4. Longer daycare service
5. wish daycare hours were a bit longer on weekends.
6. Daycare availability times
7. Better daycare and more available hours
8. Ages 6-13 childcare, since cant do anything without adult
9. Better daycare hours
10. Longer daycare hours
11. Use of the kids gym during in Y daycare hours
12. Friday night and weekend childcare hours
13. Keep my kids busy so I can work out
14. more daycare hours
15. Better times for daycare

## Fitness Classes & Group Exercise

1. Not enough group fitness classes
2. Aerobics classes
3. More up-to-date and better maintained spin cycles
4. more senior exercise classes
5. Evening classes
6. More evening basic exercise classes
7. Noon spin class
8. Flexible time
9. A second space for group fitness classes
10. More classes
11. Equipment storage area off aerobics room is messy
12. Tai chi classes
13. Early morning group fitness
14. specific mobility impaired classes
15. New and progressive classes
16. They should do event like outside
17. More fitness class options & times
18. more morning classes before 6am
19. More senior classes
20. Pilates Classes
21. Schedules for who is teaching what group fitness classes
22. Kickboxing Classes
23. Yoga classes. Before or after 8am / 5pm
24. Earlier zumba classes, 6 to 7am
25. adequate sound system in the fitness room
26. More fitness class options
27. Meditation classes
28. More kids classes/lessons
29. Noon spin classes
30. Afternoon yoga classes
31. Kids fitness classes (ages 4-14)
32. Aerobic area needs fans
33. msrom silver sneakers 4-5 times a week
34. More rooms for fitness classes
35. Fitness classes
36. More spin classes
37. MSROM Silver Sneakers needs 4 or 5 times a week, sometimes over corwded
38. more early morning classes
39. Equipment for fitness classes (ex. muscle pump)
40. group fitness room is Ok, and would be nice to have another one so don't have to use the gym (gymn could use a sound system)
41. Fitness classes
42. Maternity program
43. class scheduling- have asked several times to return to 8:30 Saturday
44. Good times for classes
45. pilates based equipment
46. Beginning palaties
47. More frequent cleaning of group fitness room floor
48. More updated classes Zumba gets old after all these years!
49. More Yoga classes
50. Offer ti chi classes
51. better audio equipment for classes
52. More info classes
53. Martial arts
54. Evening/night fitness classes.
55. Tai Chi
56. Tai Chi
57. Yoga that is focused spirit/inward focused.
58. Muscle pump should be taught more than twice a week
59. Weight loss programs
60. More classes
61. charge a guest \$5 for classes
62. More variety group fitness
63. New Classes with updated physical fitness
64. mindfulness class
65. Instructors cancelling-not finding replacements-WellBeats doesn't count
66. Fun class leaders
67. More Variety in classes
68. Dance aerobics
69. blinds in the fitness room
70. Aerial yoga
71. TRX system
72. Certified group fitness instructors

## Trinity Health

1. All I want is crossfit & swimming
2. Free crossfit
3. Bigger Crossfit area
4. Crossfit gym needs more space
5. Bigger Crossfit area
6. Nutrition information
7. Large enough space for crossfit
8. Massage therapy
9. On site trainers
10. Personal trainers
11. Bigger Crossfit area
12. Therapeutic areas
13. Bigger Crossfit, but somewhere on the first floor.
14. Private training rooms
15. Larger weight room and CrossFit space
16. Weight loss programs
17. Nutrition classes
18. Different room for CrossFit
19. personal trainers need to be more "cost" friendly - too expensive!!!
20. Trinity affiliated rehab

## Youth & Teens

1. activities for kids to workout
2. More youth programs, since the y is about youth development
3. youth programs
4. More youth programs, since the y is about youth development
5. Decent quality kids gym.
6. The need for a larger family workout area
7. More for kids to do the basketball, climbing wall, and swim
8. Children's/ preteen facility area
9. programs for late grade school, middle school children
10. More activities for kids- lower hoops
11. More for kids to do while at the y like an older kids gym
12. more kid friendly
13. Ages 6-13 childcare, since cant do anything without adult
14. Locations/activities for kids 6-12
15. Kids programming/day camp on non school holiday & vacation days
16. Kids track etc. not the current "kids gym"
17. Youth fitness area
18. Kids fitness classes (ages 4-14)
19. A true area for children to play/exercise.
20. a gym for kicking soccer balls, playing or running around that isn't dominated by basketball
21. Kids area without parents
22. Teen programs
23. places for kids to actually do something while parents workout (age 7-12)
24. More toddler events in the evenings
25. More activity areas for youth
26. Better area for kids area
27. More children's activities
28. If children 10+ cant use equipment, they need a kid friendly room
29. Kids gym needs improvement
30. Activities for under 13 year olds
31. Space for 8 to 14 year olds.
32. Things for kids 6-11 to do when to old for daycare but too young for gym
33. Big indoor play area
34. a place or programming for children between 9-13
35. After school programs
36. Facilitated open gym for kids while parents work out or area for kids too old for daycare but too young for using facilities on their own
37. After school or weekend kids activities for middle school

## Membership

1. more opportunities for group socialization
2. I personally hear way too much foul language from people's conversations in the public areas (weight room, basketball courts etc.)
3. a policy of no perfume, scents, scented lotions, etc.
4. App that shows personal attendance
5. Everything seems so intimidating when one has never done it before
6. More info about classes
7. Still lost about what all is available
8. get information out better about Y programs to nonmembers
9. bring a guest in
10. Free enrollment
11. Ability to bring guests in 2 to 3 times per year like other Y's
12. A MONTHLY FEE THAT IS NOT SO OVERPRICED
13. Reasonable rates
14. Guest passes for members
15. It's expensive and don't want to be charged to use my CCard
16. Discounts for entering a membership contract
17. Lower rates for members
18. Rates are to high
19. Lower prices. It is crazy high.
20. a printed guide at the front desk or online to help first timers know what to do and how to prepare for their first visit.
21. Bigger locker rentals
22. lockers that lock temporarily with own combination
23. one free pass per year to members for family visitors
24. guidance
25. customer services when it comes to requests
26. opportunities for volunteering in house
27. Schedules available in the app or website
28. Cheaper rates
29. Better family pricing
30. Reduced membership for those who only use 1 type of facility (i.e. the climbing wall)
31. Better orientation to the facility
32. Rates are to high
33. A way to opt out for a few months when I work out of town in the summer without penalty
34. More programs included in price of membership
35. reasonable and consistent billing procedures
36. More opportunities for a discount
37. Participate in deployed military programs like advertised to military
38. If you bring a guest in charge only \$5 for class, \$10 is too much
39. A punch card instead of monthly dues
40. Cheaper memberships for those under 25
41. Better rates for all insurance programs
42. Rates are to high
43. Reliability of services
44. Stop charging for kids sports when we are already paying a membership and there is nothing for them to do.

## Staff

1. Engaging staff
2. I have complained myriad times that staff allow people to use phones and recording devices in womens lockers.
3. Staff off their cellphones in the locker room
4. "admin" needs to be more friendly
5. Enforcement of rules and regulations
6. customer services when it comes to requests
7. Enforcement of rules
8. Greeting people at the front desk when you come and go in the evening
9. Employees to park at the back and leave the close parking to members.
10. Staff that enforce rules
11. People that actually care what members think
12. Workers who actually know the answers to questions asked.
13. Mature staff
14. More knowledgeable staff
15. Staff is to friendly- lol
16. the lifeguards at the pool don't pay attention
17. Cleaning crew understaffed
18. Friendlier staff
19. more customer-friendly staff
20. Communication between management & staff at the front desk
21. Better front desk staff. They need to be less rude
22. Knowledgeable/approachable/friendly fitness center staff
23. availabty of answers by personell
24. Need an overhaul of some of the management positions
25. friendlier front desk staff
26. Qualified lifeguards

## Facility & Grounds

1. 24/7 access
2. 24/7 hours
3. I have complained myriad times that staff allow people to use phones and recording devices in womens lockers.
4. cleanliness--the showers have black mold!
5. Heat in the hallway between the pool and the dressing room
6. maybe a good quality coffee bar like they have in Bismarck? might not be sustainable here, Minot people are not very fancy
7. cleanliness
8. Healthier snacks in vending machines
9. Dry sauna in men's locker room inconsistent
10. Cleaner hot tub
11. In the men's locker room, take out the hot tub and make it into a bigger wet sauna
12. More parking for handicapped
13. Better WiFi
14. Men's Sauna seems to have a lot of issues. Hard to regulate.
15. Cameras in parking lot
16. Additional Gym Space
17. Cameras in parking lot
18. Signs in the locker room to have mandatory trunks in steam and sauna rooms
19. teenagers should be aloud to use steam room
20. Later times for those times I get home late
21. Showers need to have HOT water instead of luke warm.
22. we need security cameras! parking lot
23. water pressure - hot water 1st women's locker room
24. hot water in women's locker room
25. themostate to automatically change temps during the day- ladies new locker room too warm at 7am
26. music in locker rooms
27. parking lot cameras
28. lockers that lock temporarily with own combination
29. security
30. towels-bath-only Y in the state w/o them
31. 24/7 partial service/gym access
32. Good parking lot snow and ice removal
33. Shower Towels in locker rooms
34. Atmosphere
35. Being able to open the glass door without waiting for it to be unlocked
36. Better/ faster internet
37. Better sound dampener in pool area
38. 24 hour access
39. Security cameras in the parking lot
40. air circulation is often not optimum
41. More consistent wi-fi upstairs in the cardio area
42. Full size towels for the adult locker rooms
43. 24/7 access is the biggest missing feature.
44. Open 24/7
45. Towels
46. Parking lot security
47. Good WiFi to listen to music or watch workout
48. meeting room with a kitchen for cooking classes
49. security cameras
50. 24 hour access
51. working hot tubs/sauna
52. Modern sauna
53. fresh juice bar
54. Better options for family locker room
55. Someone making sure the restrooms have paper towels.
56. Needs better WiFi
57. Shower towels provided at facility
58. Tanning beds
59. Tanning
60. Actual 25 or 50 meter pool, not 22-23 meters
61. More toilets in family locker room
62. 24 hour
63. Parking lot security cameras
64. Cold pool ice baths
65. Things breaking down
66. Cleanliness
67. I am disgusted by adult women waling around naked in the children/family lockers where children are present

68. respect for intelligence of the patrons--sometimes all the tvs are tuned to Fox
69. healthy products in vending machines
70. Healthy food & beverages: soda & candy shouldn't be sold here
71. MORE CONVEINIENT HOLIDAY OURS
72. Therapeutic areas
73. recycling bins
74. Cooking class
75. nutrition shop-- protien shakes, breakfast, snacks
76. No rust on shower ceilings
77. bigger locker room
78. More fans in the men's locker room, better air flow
79. Better lighting outdoors in the parking lot
80. Better lighting outdoors
81. Mandatory trunks in the jacuzzi
82. A coffee/juice bar would be nice
83. Warmer / hotter water in the showers
84. floor (especially) where equip. is filthy
85. the red chairs are comfortable in coffee rooms- gray ones are not
86. water pressure
87. a scale in women's locker room
88. a little more heat in the pool locker rooms
89. get rid of gray chairs
90. men's locker room- always in repair
91. Windows
92. towels for showers
93. More frequent cleaning of group fitness room floor
94. Full size towels for the adult locker rooms
95. Private training rooms
96. program to maintain equipment
97. Locker room security
98. WiFi
99. Ensuring that the handicapped parking is deiced
100. Better heating/ac
101. Tanning
102. Lunch counter
103. adequate fans, sometimes they turn off when put on high
104. Cleaning
105. Tanning
106. volleyball use
107. tennis courts
108. Hydro massages
109. Another gym special for events
110. After work out mini bar for protein shakes
111. Tennis court/pickle ball outside
112. dressing stalls
113. Hanger hook by men's weight scale
114. proper time--switch the clocks to ones that are set to receive 'atomic time' updates
115. Possibly some facility upgrades. Things seem to be broken/out of order too often
116. 24/7 access
117. sauna is seldom hot
118. a more central location for Minot residents
119. kitchen area for nutrition classes
120. More diverse tv news
121. Sign in TV room that says no sitting on the furniture in the nude
122. Better adult men's sauna (needs renovation)
123. connection with outlying areas of the Minot economic area
124. A second restroom upstairs
125. scale in family rooms are usually broken
126. Pickleball courts w/ better hours
127. Separated shower stalls in the men's family locker. People have daughters going through there under 6, yet grown men without kids are in there.
128. Sign in TV room that says no sitting on the furniture in the nude
129. Tile the floor adult men's sauna
130. Better security in parking lot and locker rooms
131. perhaps some coat hook/racks in lounge area so everything isn't piled on the tables&floor
132. Cleaning crew understaffed
133. Another swimming pool added
134. Warmer locker rooms
135. Tasers for the kids that aren't attended by their parents
136. monitoring of outside parking areas
137. Full size towels for the adult locker rooms, please
138. program to maintain building
139. towels
140. Expanded facilities
141. Reliability of services
142. Cleaning
143. Ditch outdoor park thing.
144. More bathrooms
145. More private changing areas
146. better signal for wifi
147. Cameras in the parking lot



## What are your favorite things about the YMCA?

### Aquatics

1. The pool
2. water aerobics
3. Pool
4. Pool
5. You have a pool
6. Pool
7. The pool
8. Pool
9. The pool
10. Pool
11. Pool
12. Hot tub
13. Water aerobics
14. Pool
15. Open swim
16. Pool
17. The pool, open swim
18. The pool
19. Swimming pool
20. The pool-swimming lessons
21. Aquarobics classes
22. The swimming pool
23. Aqua classes
24. Water aerobics
25. Schedule of aquasize
26. Pool – swim – aqua
27. Nice pool – steam room
28. Aqua fitness
29. Pool
30. The pool
31. Swimming
32. Swimming
33. The pool
34. Swimming
35. Pool
36. Aquasize
37. The hot tub in lover room
38. Pool
39. The pool and water aerobics
40. Pool
41. Pool
42. Child swim class
43. Pool
44. Pool
45. Open swim
46. Pool
47. Hot tub
48. Pool/hot tub
49. Pool
50. Love the pool and indoor track
51. Water aerobics
52. Pool
53. great pool
54. viewing area of swimming pool
55. senior swimming
56. pool
57. swimming pool
58. swimming lessons
59. good instructors in the pool programs
60. hot tub/szteam room
61. steam room and hot tub
62. swimming
63. the pool
64. pool
65. swimming pool
66. swimming pool
67. water aerobis
68. jacuzzi
69. heated pool
70. pool and swimming lessons
71. sauna
72. steam room
73. steam room
74. adapted swimming lessons
75. swimming for kids
76. hot tub/pool
77. pool-but more lap time needed
78. pool
79. pool
80. sue becker, the water class instructor
81. Pool
82. Pool
83. Pool
84. Aerobic aqua classes
85. Pool
86. Sauna/hot tub
87. Steam room
88. Swim lessons for my kids
89. Hot tub
90. Hottubs
91. Hot tub
92. Saunas
93. Steam room
94. Sauna
95. Steam and sauna in the locker room
96. Sauna
97. Separate steam and sauna areas in adult locker rooms
98. Steam room
99. Steam room
100. Steam room/sauna
101. Steam room
102. Sauna
103. Steam room when working
104. The steam room and hot tub are nice
105. Sauna
106. Sauna
107. Sauna.steam
108. Sauna
109. Hot tub/sauna in adult lovker room
110. Facility options (pool, gym, courts, etc.)
111. steam room/pool
112. sauna
113. sauna
114. steam room
115. steam room
116. sauna when working
117. steam room
118. sauna and steam room
119. steam room
120. saunas
121. sauna
122. steam room
123. steam room

### Fitness Classes & Group Exercise

1. The classes
2. Spin class instructors
3. Like the classes
4. Fitness class instructors
5. Muscle pump
6. My instructors
7. Group exercise
8. Fitness classes
9. 8:00 classes
10. Silver sneakers program
11. Zumba – Tiffany Grosche
12. Classes
13. 5:30 AM group classes
14. Zumba classes
15. Sue the yoga teacher
16. Group fitness
17. Spin class
18. Senior sneakers
19. Yoga classes
20. Group fitness classes
21. Zumba
22. Cycling classes
23. Classes
24. Zumba! Zumba! Zumba!
25. Classes
26. Silver sneakers classic class
27. Group fitness

- |  |                                     |  |
|--|-------------------------------------|--|
| 28. Pleasant fitness instructors                                 | sessions for a few weeks at a time) | 52. Variety of classes for young and old |
| 29. The workout classes  |                                     |  |
| 30. Small class sizes  | 40. Group fitness                   |  |
| 31. Group fitness  | 41. Classes                         |  |
| 32. Classes  | 42. Muscle pump classes             |  |
| 33. Fitness classes  | 43. Classes                         |  |
| 34. Melissa Koppinger  | 44. Different classes to take       |  |
| 35. Fitness classes/great instructors                            | 45. The instructors                 |  |
| 36. Yoga – sue Durand  | 46. Yoga                            |  |
| 37. Sue durans yoga classes                                      | 47. Classes                         |  |
| 38. Muscle pump  | 48. Various classes                 |  |
| 39. Drop in and out of all classes (as opposed to signing up for | 49. Yoga classes                    |  |
|  | 50. Silver Sneakers                 |  |
|  | 51. Burn the Bird                   |  |

## Training Center

- |   |  |  |
|---|--|--|
| 1. Socialization. Tia is awesome in her role. She doesn't get enough credit for her contributions | 38. Weight training area   | 74. Love the pool and the indoor track                                     |
| 2. Walk   | 39. Weight rooms   | 75. Diverse workout equipment  |
| 3. Track  | 40. The track  | 76. Fitness area   |
| 4. Weights  | 41. Variety of equipment   | 77. Lots of cardio machines  |
| 5. Fitness center   | 42. Equipment is well maintained   | 78. Gyms   |
| 6. Weight machines  | 43. The track  | 79. Training track   |
| 7. Weight room  | 44. Lots of machines   | 80. Weight area  |
| 8. Track  | 45. Abundance of treadmills  | 81. Good variety of equipment  |
| 9. Weight room  | 46. Track  | 82. Cardio area  |
| 10. Good variety of equipment   | 47. Lots of machines   | 83. Wide variety of weights  |
| 11. Indoor track  | 48. Indoor track   | 84. Walking/running track upstairs equipment track the track the equipment |
| 12. Free weights  | 49. The track  | 85. Weight machine area  |
| 13. Lots of equipment to learn to use   | 50. Track  | 86. The indoor track   |
| 14. Exercise equipment  | 51. Track  | 87. Fitness equipment  |
| 15. Love the track  | 52. Equipment  | 88. Track  |
| 16. Weight room   | 53. Number of treadmills   | 89. Indoor track   |
| 17. Track   | 54. Friendly staff   | 90. Has good treadmills  |
| 18. Free weights  | 55. Verity of machines & free weights                                    | 91. Good selection of fitness equipment                                    |
| 19. The big weight room   | 56. Treadmill  | 92. Treadmills with TV's   |
| 20. Free weights  | 57. Walking track  | 93. Weight room has everything I need                                      |
| 21. Track   | 58. Variety of machines  | 94. The amount of equipment  |
| 22. Track   | 59. Walking track  | 95. Variety of weight equipment upstairs                                   |
| 23. Workout options   | 60. Plenty of treadmills and cardio equipment                            | 96. Track  |
| 24. Large workout rooms (don't feel crowded)  | 61. Weight area  | 97. Running track  |
| 25. Equipment   | 62. Has so many different areas to work out which helps when its crowded | 98. Plenty of equipment  |
| 26. Workout equipment/cardio equipment  | 63. Exercise machines  | 99. Track  |
| 27. Walking track   | 64. Ellipticals with TV's  | 100. The treadmills  |
| 28. Walking on the track  | 65. Squat rack platforms with deadlift area                              | 101. New bikes   |
| 29. Exercise programs   | 66. Good size weight area  | 102. Cardio deck   |
| 30. Staying in shape  | 67. Machines that are suitable for me                                    | 103. Variety of exercise equipment /wide open track space                  |
| 31. Sit down elliptical is all we use   | 68. Rower  | 104. Great machines  |
| 32. Weight room   | 69. Equipment  | 105. Variety of equipment variety of machines                              |
| 33. Walking track   | 70. Variety of work out options  | 106. Size of work out area   |
| 34. The mobility impaired NuSteps   | 71. Track  | 107. Walking track   |
| 35. Variety of equipment  | 72. Fitness equipment  |  |
| 36. Work out equipment  | 73. Weightroom   |  |
| 37. Treadmill/elliptical areas  |  |  |

108. Great equipment
109. Stationary bikes
110. Availability of cardio machines
111. Workout machines are great
112. Track
113. The gym/track
114. Excellent walking/running track
115. Equipment
116. Variety of equipment
117. Free weights/TRX
118. Machines
119. Work out at my own pace
120. Machines
121. Family cardio room
122. Love the indoor track
123. Kettlebells and battle ropes
124. Designated areas
125. Stepper
126. Track
127. Indoor track

128. Fitness equipment upstairs/track
129. Weight room area
130. Number of workout machines and track
131. Little kids not allowed in the weight room
132. Machines
133. Walking track is wide
134. Cycling equipment
135. Well kept equipment
136. Variety of equipment
137. Separate areas to workout in, cardio area, interval area, weights, machines and area above gyms
138. Circuit room equipment
139. Free weight room
140. Variety of equipment upstairs
141. Track
142. Fitness
143. Track
144. Equipment

145. Exercise machines
146. The center part in between the track
147. Gym space
148. Weights and machines. Also love the locker rooms
149. Equipment
150. Weight room
151. Amount of equipment
152. Running track
153. Fitness rooms
154. The free weight equipment
155. Has good ellipticals
156. Equipment
157. Track
158. Cardiom equipment
159. Track
160. Ample cardio equipment
161. Quantity of machines
162. Free weights
163. track
164. Walking /running track

## Camp & Child Care

1. In Y daycare
2. Daycare (only gym in town that offers it)
3. In Y daycare
4. In Y daycare
5. Daycare

6. Daycare
7. Childcare
8. Daycare
9. Daycare
10. Y Camp
11. Preschool

12. Daycamp/kindercamp for the kids
13. Activities to keep my son occupied
14. The daycare

## Trinity Health

1. Crossfit
2. Crossfit
3. Crossfit
4. Crossfit
5. Good trainers
6. Crossfit
7. Crossfit

8. Crossfit
9. Corssfit
10. Crossfit
11. Crossfit
12. Good trainers
13. Crossfit
14. Crossfit

15. Cancer rehab
16. Personal training
17. Trainers
18. Personal trainers
19. Cancer rehab
20. Crossfit

## Membership

1. Sponsorship program for low income people
2. App to store all family members card for check in
3. Reasonable price
4. Silver sneakers

5. A day pass is so cheap
6. Good price
7. Not a tax burden, users pay and help others that can't afford to pay
8. Easy billing

9. Membership carries to other locations
10. price

## Staff & atmosphere

1. Friendly staff
2. I appreciate that the YMCA is focused on building community
3. Friendliness
4. Atmosphere
5. People

6. Staff
7. Friendly staff
8. The front desk staff, especially the brown curly haired girl
9. Interaction with others
10. Staff

11. Staff
12. Friendly atmosphere
13. Fellowship
14. The sense of community amongst members
15. Super friendly staff

16. Friendly people during group exercise are motivating
17. Social room
18. Staff
19. People and staff
20. Friendly staff
21. Nice people
22. Good people
23. The people
24. Feel at home here
25. Ease of use
26. Meeting new friend
27. Greeted every morning by desk personnel
28. Front desk
29. Social
30. Staff
31. The awesomely friendly locker room cleaning ladies
32. Friendships
33. Staff
34. Great staff
35. Staff greets you as you walk in
36. Atmosphere
37. Opportunities to develop lasting friendships
38. I have made a good group of friends since starting
39. Great people
40. The people
41. People
42. Staff
43. People
44. Convenience
45. Friendly people, staff and members
46. Front desk staff is great early in the AM
47. Staff
48. Ray
49. Have good times
50. Friendly cleaning staff in women's locker rooms
51. Friendly staff, feel wealcome
52. The staff
53. Staff always friendly
54. Friendly people
55. The staff
56. Seeing people i know
57. Staff
58. Social time
59. The climbing wall staff
60. Great place for my family
61. Staff
62. Supportive co-members
63. Friendly
64. The ymca in Minot is a positive element of life in Minot for everyone!
65. The staff
66. The staff
67. Friendships
68. Welcome coming into the Y
69. Friendliness
70. Good atmosphere
71. Friendly staff
72. Staff
73. Fellowship
74. Fellowship
75. Coffee room with friends
76. Senior fellowship in the lounge
77. The companionship after workout
78. Environment
79. Bright atmosphere
80. Knowledgeable staff
81. Morning staff
82. Friendly staff
83. Friendly staff
84. Friendly front desk
85. The staff
86. Break room Is a nice place to congregate after class
87. People that use the YMCA
88. The comraderie
89. Friendly staff
90. Front desk staff
91. Caring and knowledgeable staff
92. Spending time with my workout buddy
93. Relationships
94. Staff
95. Penny
96. Friendly staff
97. Making friends and visiting
98. Group parties
99. Facilities/staff are nice
100. Staff is always helpful
101. Great people
102. Most of the front desk staff are friendly and helpful
103. Friendly staff
104. Social interactions
105. Staff
106. Good friendly staff
107. Not intimidating
108. Community
109. Socializing
110. Great social area and activities
111. Coffee with the gals after class
112. The things you do for clients
113. The social aspect along with fitness
114. Atmosphere
115. Social
116. Staff
117. Awesome facility
118. Friendly staff
119. Positive atmosphere every day
120. Friendly environment, where I feel comfortable to try new workouts
121. Great staff
122. Helpful staff
123. Seeing friends we know using the equipment and the coffee lounge
124. Love the coffee/lounge area and socialization
125. Friendly staff
126. Coffee area for conversation
127. The community environment
128. Getting me out to exercise
129. Staff
130. Friendly staff
131. The staff
132. Friendly staff
133. Staff
134. Employees
135. Friendly front desk
136. Staff is wonderful
137. Very friendly
138. staff
139. Atmosphere

## Rock Wall

1. The variety on the climbing wall
2. Rock wall
3. Rock wall
4. Rockwall
5. Climbing wall
6. Climbing wall for kids
7. Climbing wall
8. Rock climbing
9. The climbing wall staff

## Facility & Grounds

1. Only gym on south end of the city
2. Great facility
3. The variety of things to do
4. Hours open
5. Hours
6. Easy access in and out and areas in building
7. Family friendly locker rooms
8. Wide variety of things to do
9. Times open
10. Hours
11. I can do what I want to do
12. Parking
13. The extended hours
14. Hours of operation
15. The gym
16. Availability
17. Clean
18. Its clean and inviting
19. Overall great place
20. Very clean womens locker
21. Has the potential to be a great facility
22. Social room
23. Location
24. Hours
25. Coffee room
26. A good break in the day for exercise
27. Hours
28. The hours
29. Love the shower curtains, you tried different kinds till you found these.
30. Hours
31. Hours and location
32. Family locker rooms
33. The hours
34. Hours of operation
35. Lots of parking
36. Location
37. Lots to do
38. Hours
39. The size of the gym
40. Cleanliness
41. Hours of operation
42. Variety
43. The new hours. Example Monday-Friday. YMCA opens at 4am
44. The change to the hours has been great
45. 4am opening
46. Winter hours are awesome, summer hours are ok
47. Hours
48. Coffee
49. Convenience
50. Freedom
51. Hours
52. Variety
53. Quality of facilities
54. Rang of activities
55. Many activities to choose from
56. Something for everyone
57. Coffee room
58. Adult locker rooms
59. Newly extended hours
60. Coffee room
61. Excellent hours
62. Assortment of features (not just a gym)
63. Cleaness
64. New longer hours
65. New extended hours
66. Hours
67. Size
68. Hours
69. Y
70. Its overall cleanliness and well-maintained state
71. Hospitality room
72. Great place for my family
73. The YMCA of Minot is a positive element of life in Minot for everyone!
74. Layout of the gym
75. Ease in getting there
76. Facility options (pool, gym, courts, etc)
77. Hours
78. It's cleanliness and well-maintained state
79. Facilities
80. Facilities
81. Locker rooms are always clean and well stocked
82. Not crowded
83. Coffee time
84. Hours are good for all schedules
85. Great programs
86. Hours of operations
87. The coffee room
88. Cleanliness
89. Ease of location
90. Hours
91. Cleanliness
92. Drinking fountain with filter
93. Being able to work out in the winter
94. love the new coverings on the stairwell steps
95. open on Sunday morning
96. clean facility
97. cleanliness
98. hours of operation
99. cleanliness
100. nice outdoor items for summer use. But not during winter, which in ND is long and cold
101. the lounge/coffee room
102. access
103. varius programs
104. the hours of business are convenient
105. Cleanliness
106. Location
107. Good faculties
108. Big parking lot
109. Coffee
110. Always clean
111. Cleanliness
112. Location
113. Space
114. Layout
115. Accessibility
116. Accessibility to young moms/dads to workout
117. Hours
118. Hours
119. Clean
120. The hours
121. Cleanliness
122. The extended operating hours
123. Cleanliness
124. Location
125. Spacious locker rooms
126. Clean facility
127. Facilities/staff are nice
128. The operating hours that fit my schedule
129. Facilities for seniors
130. Location of facility is very good for us
131. Cleanliness
132. Lockers
133. Low traffic
134. Diversity of opportunities – group fitness, individual fitness, youth leagues, adult leagues, etc.
135. Overall facilities
136. Hours
137. The operating hours that fit my schedule
138. Clean facility
139. Program
140. The variety of things to do
141. Not intimidating
142. Your recent purchase of security cameras

- 143. Early-late hours
- 144. New hours
- 145. Hours
- 146. Awesome facility
- 147. Multiple activities available without over crowding
- 148. Hours
- 149. Hours of operation
- 150. Facility
- 151. Events
- 152. Amazing adult locker rooms
- 153. Multiple locker rooms
- 154. Lots of activities located all throughout the facility
- 155. Clean and safe environment
- 156. Gym
- 157. Hours of operation
- 158. The space and locations
- 159. That u open @ 4am
- 160. Something for all ages
- 161. Super clean facility
- 162. Large variety of things to do
- 163. Cleanliness of the facility
- 164. Getting me out to exercise
- 165. Clean Locker rooms
- 166. I like that everything (track, pool, weightroom, crossfit) is in one facility
- 167. Hours the ymca are open
- 168. The locker rooms
- 169. Gyms
- 170. Flexible hours
- 171. Variety
- 172. Hours
- 173. Really like break room/coffee area
- 174. Warm showers
- 175. Hours

## Additional Comments

### Membership

1. Bring membership fees down for doing crossfit
2. Having 24/7 access, could even charge \$5 more for those that want 24/7 access
3. Many gyms offer 24/7 access (Minot AFB, ASK Fitness, Anytime Fitness) and it is something that will make the Y more competitive with these other gyms. Could even charge \$5 more a month for those who want 24/7 access.
4. We stopped attending the Y because there is no room for the amount of people you attempt to accommodate, the classes are full all the time, and kids are not able to get into the sessions they need for their classes. This Y is too small. It is an oversized gymnasium for basketball players, a tiny pool and an average workout room. If you really wanted to help your members, and keep them, you wouldn't charge an arm and a leg for your programs and you'd provide more offerings, like nutrition and diet programs.
5. I feel the Y is expensive and I should be able to use my credit card for monthly payments without being charged. I feel that the membership amount is high enough to cover the fees for usage .
6. I haven't been able to attend in the past years because daycare stopped at 6 and even at 6 the ladies didn't seem to want them in there. My kids always want to be with me to workout and the area is too small to do anything and I have to stay with them always. They have since turned 12 and now have been trained to workout on their own but there have been many years of no working out for me even though I paid every month. Plus the price keeps going up since the 90s when I first began downtown.
7. I personally see \$41 (plus the \$3 monthly charge for using a card to pay my membership) as unrealistic for a 19 year old to pay. This discourages members who are either going to college or college aged from using the YMCA. This creates an age gap between the children on family memberships and the parents who pay for the membership. This could easily be filled by offering cheaper memberships or some type of rewards program to those of college age who frequently use the facilities.
8. Senior price is a bit high
9. I don't use the Y as often as I would like to because my schedule doesn't permit it. But I like most of what it offers. It's more economical for me to cancel my membership and take a day pass when needed than to pay so much money for a place I barely use.
10. Good services and good quality for Minot. Highest price point for Minot. Possibly too high when you compare services and features in other cities.
11. My primary complaints are the pool is fairly gross. I know it's a high volume pool, but it seems like the water should be cleaned and/or replaced more frequently. Also, with the recent rate hike, the monthly fee for a using a credit card, and the expense of enrolling in a fitness class like cross fit, that's about \$100 a month, which is \$1,200 annually. That seems a bit steep for gym membership
12. If additional membership is going to be charged then the inconvenience of the steam and hot tub rooms should be at a minimal. Figure out better times to work on those. Do not over charge your patrons to pay for unnecessary carpeting that is not going to hold up and need extra cleaning creating extra costs
13. Billing procedures have changed three times since I have been a member...I don't like having to provide my bank information and I don't trust having the YMCA safeguard my private information
14. When I first started, the front desk was friendlier & more outgoing. Not anymore. It seems to take a long time for equipment to be repaired upstairs, if ever (like the stirrups on the stationary bikes). You close the pool for 2 wks every fall for cleaning, but it never seems to BE any cleaner afterwards. I volunteered at the Y in Cheyenne, WY for 4 years, doing a variety of tasks (front desk, office work, helping prepare & serve food for board meetings, gymnastics, & child care) in return for a free membership. Child care was staffed by 1 Y staff person who oversaw us volunteers. This way, the Y didn't need to charge for child care. I was dismayed when I moved here & found so little opportunities for volunteering, & that I was expected to pay for child care on top of my already high household membership fee.
15. I feel that w/o a huge rate increase a better kids area in the swimming pool would be greatly utilized.
16. The equipment is outdated, and repairs take too long. Holiday hours are inconvenient. All this would be tolerable if the member fees were not so high. A brief google search indicates that most for-profit gyms are cheaper or about the same. The new \$3 dollar credit card fee adds insult to injury.
17. I am upset that the rates for teenagers are going up \$25. That's ridiculous. We are considering canceling their membership as a result.

### Trinity

1. I would never do CrossFit given the attire the instructor wears.
2. Please put the Crossfit room on a cleaning schedule with staff. The floor is really gross all the time.
3. Please clean the crossfit room, its gross

## Aquatics

1. Quitting as inconsistency with lap swim and hours were stress inducing. Having to consistently be told that lane lines weren't allowed DURING LAP SWIM was insane. I appreciate that you have a pool. But what's the point if a swimmer can't enjoy it, but instead people who can't are the priority. No one person should have been a priority. Especially since it was possible for more than one person to continue their work out.
2. We stopped attending the Y because there is no room for the amount of people you attempt to accommodate, the classes are full all the time, and kids are not able to get into the sessions they need for their classes. This Y is too small. It is an oversized gymnasium for basketball players, a tiny pool and an average workout room. If you really wanted to help your members, and keep them, you wouldn't charge an arm and a leg for your programs and you'd provide more offerings, like nutrition and diet programs.
3. Would like to see the maintenance of the pool deck enhanced. The tile is often dirty. Why not have community service hours used to really scrub the tile. Also the lower part of the ramp (to enter the pool) is dangerous. It is slippery when entering or exiting the pool. There was a material on it but what was left was removed during the last pool maintenance. It is an accident waiting to happen.
4. Kind of a letdown when following training program and pool closed rest of night for one kid getting sick in it
5. The hot tub and the pool are horrible. The chemicals you use for them are not good for people. I was in the hot tub once in December, and I couldn't sit in there for more than a minute. I felt like I was going to get sick from the fumes. I love swimming, but I HATE swimming in the chlorinated pool. I have never felt sick after swimming in a salt water pool or hot tub. The chemicals you have to use for a chlorine pool are not good for people to be in/around.
6. The pool has been very cloudy lately. Wishing the chemicals were normal. I feel like it's dirty.
7. If the swimming lessons haven't changed in the past 9 years I recommend they change. Spent several swimming sessions at the Y with my children and saw little improvement. Spent 1 session with Patrice Mitchell and they learned more in one week of swimming then they did at the multiple sessions at the Y.
8. Penny & Ray are great! Love Sue & Diane, instructors in aqua & Debbie
9. no eating in pool area by staff
10. My primary complaints are the pool is fairly gross. I know it's a high volume pool, but it seems like the water should be cleaned and/or replaced more frequently. Also, with the recent rate hike, the monthly fee for a using a credit card, and the expense of enrolling in a fitness class like cross fit, that's about \$100 a month, which is \$1,200 annually. That seems a bit steep for gym membership
11. It is too hard for me to get into open swim in the am. I work 24s and get off at 0800 and could be there by 0900 but there is other stuff going on.
12. Annual pool maintenance should be done in February when less people are using it.
13. Swim lessons at the Y were a good opportunity for our kids to improve their skills and learn technique, but we feel as though they were hardly challenged or learned anything new. Our kids came in already confident swimmers (ages 5, 7, and 9), but having had little to no previous formal training. Our 5 year old in level 3 started with one teacher but didn't have the same one every time, which seems like it would be hard for them to have continuity and for the teacher to know if there's been improvement. Our older 2 kids in level 4 mastered the techniques taught fairly early, but then it felt like there was little effort made to refine their swimming technique or encourage them to move forward. Also, 2 of the lessons were cancelled due to the pool closing for various reasons, so even though we were reimbursed, it felt like a lot of time was lost for them to learn the techniques. We received their certificates for passing the level a week before lessons ended, and now this last week both of their "lessons" are not lessons, just free time to be in the pool. While we appreciate any swim time as beneficial for them, we did pay for them to be taught and be learning, and now it feels like the last week is a waste of time, which is disappointing building on the other 2 missed lessons. We realize that maybe because our kids were already adequately performing at or above the level of lessons they were in, maybe the teachers didn't know how to proceed with them, but it would have been nice to see our kids a little more challenged.
14. I would like to extend daycare hours. The front desk also needs to be better informed of programs and services, sometimes they seem lost. Of course the hardest and most costly change I would like to see is a second pool, something to separate the kids from the adult swimmers. (Wishful thinking)
15. Frustrations. Would like pool weekly pool schedule posted online. Was posted in the past. Wish the climbing staff was more attentive. Otherwise you do a great job.
16. When I first started, the front desk was friendlier & more outgoing. Not anymore. It seems to take a long time for equipment to be repaired upstairs, if ever (like the stirrups on the stationary bikes). You close the pool for 2 wks every fall for cleaning, but it never seems to BE any cleaner afterwards. I volunteered at the Y in Cheyenne, WY for 4 years, doing a variety of tasks (front desk, office work, helping prepare & serve food for board meetings, gymnastics, & child care) in return for a free membership. Child care was staffed by 1 Y staff person who oversaw us volunteers. This way, the Y didn't need to charge for child care. I was dismayed when I moved here & found so little opportunities for volunteering, & that I was expected to pay for child care on top of my already high household membership fee.
17. I feel that w/o a huge rate increase a better kids area in the swimming pool would be greatly utilized.
18. Would like to see kayak class
19. I have recently had back surgery. I don't know what I would have done without the hot tub and pool to relieve the pain while awaiting surgery.



## Fitness Classes & Group Exercise

1. The Aerobics and fitness classes at the YMCA are a joke. This has been a downfall and has consisted for sometime. Class should be run by trained professionals. All that use this very intricate part of the Y are very unhappy because of this failing part and are choosing to go elsewhere for memberships.
2. I am a member of silver sneakers class. This class is wonderful and so important to the 55 and over members. Our 2 instructors are great! They go out of their way to keep us fit. The three classes a week are really just what we need. I hope that the Y will strive to continue with this schedule. There have been times when we have gotten the feeling that this class doesn't seem important to the Y management. I hope the silver sneakers will continue for a long time. We could use a little update on some of our equipment.
3. Please pay the fitness instructors better so they don't burn out and/or leave the facility. It doesn't take much to make an impact. (and no I am not an instructor or best friends with one).
4. We stopped attending the Y because there is no room for the amount of people you attempt to accommodate, the classes are full all the time, and kids are not able to get into the sessions they need for their classes. This Y is too small. It is an oversized gymnasium for basketball players, a tiny pool and an average workout room. If you really wanted to help your members, and keep them, you wouldn't charge an arm and a leg for your programs and you'd provide more offerings, like nutrition and diet programs.
5. I would like to see more aerobics less Zumba. body not meant to do all that zumba sidestepping and is too hard on knees
6. I do think tai chi classes would be very helpful to seniors and all adults for flexibility and balance....both are definitely needed as we age
7. Equipment for classes updated and labeled for weight or difficulty
8. I haven't been to any classes that aren't pool related besides Zumba, but I feel some new exciting classes are needed?
9. it is been requested by several members to go back to the 830 muscle pump classes instead of the 9 o'clock .. coordinator said that they would look at it once #BAL came and that hasn't happened. Feels like The class schedule is for the benefit of staff and daycare and not the customers of the Y
10. I would really like a tentative schedule for who teaches what group fitness classes at what times. To me the instructors make or break the classes so it would be helpful to know who teaches when. Would love to see more barre classes offered
11. I base my gym trips around group workout classes typically and would really love it if on the app, there was information on who the instructor was so it would help me plan my workout better.
12. I enjoy the coffee/community room. I haven't figure out the cycling room yet; when I have dropped in for senior cycle there is never anyone there. I feel bad that there has been thefts and car windows broken; my coat disappeared on my first day (I bought a lock now)
13. Please add a 1200 pm spin class
14. Hygein for daycare needs improvement, as well as staff training. Fitness manager should be able to cover any class. It's unfair to members to have class cancellations on a regular basis due to no one being able to cover.

## Youth & Adult Sports

1. Why not a racketball court to a golf simulator?
2. Love Basketball & boys
3. Thank you for providing us with a soccer court.
4. Like I said in previous comments. I wish the kids sports didn't charge the members, we are paying a family membership for my kid to be able to sit there and watch me workout. Give the kids something to do. Also a true kids gym. With a track etc. Tried to use the deployed military program that was advertised, and was told they don't go

that here. So, it's offered to other places, just not the area that a base is located. Pretty disappointing. I paid a family membership for 6 months, for myself. I don't use the daycare anymore because of a past incident, but better training, more staff, and cameras would help. I see cameras will be put in the parking lot, but only the front it stated. So people like myself who park towards the back will not be protected from break ins? That's not right. People will be fighting more so than now to get that closest spot.

## Camp & Child care

1. I haven't been able to attend in the past years because daycare stopped at 6 and even at 6 the ladies didn't seem to want them in there. my kids always want to be with me to workout and the area is too small to do anything and i have to stay with them always. They have since turned 12 and now have been trained to workout on their own but there have been many years of no working out for me even though i paid every month. Plus the price keeps going up since the 90s when I first began downtown.
2. The staff is great, the facility is good, the daycare ladies are awesome and we love coming. My only gripe is that my son is 7 and he LOVES to work out with my husband but the "family" workout area is severely lacking. He's not allowed to take our son to the free weights area or training center and I get that but the "family" area is a tiny little hole in the wall that is lacking equipment. I would like to see the age lowered so supervised kids could work out with their parents. In fact, he just turned 7 and the first thing

he said the morning of his birthday was, "2 more years and I can work out with dad". That or create a larger family workout area with more options.

3. I would like to extend daycare hours. The front desk also needs to be better informed of programs and services, sometimes they seem lost. Of course the hardest and most costly change I would like to see is a second pool, something to separate the kids from the adult swimmers. (Wishful thinking)
4. Hygiene for daycare needs improvement, as well as staff training. Fitness manager should be able to cover any class. It's unfair to members to have class cancellations on a regular basis due to no one being able to cover
5. Like I said in previous comments. I wish the kids sports didn't charge the members, we are paying a family

membership for my kid to be able to sit there and watch me workout. Give the kids something to do. Also a true kids gym. With a track etc. Tried to use the deployed military program that was advertised, and was told they don't go that here. So, it's offered to other places, just not the area that a base is located. Pretty disappointing. I paid a family membership for 6 months, for myself. I don't use the daycare anymore because of a past incident, but better training, more staff, and cameras would help. I see cameras will be put in the parking lot, but only the front it stated. So people like myself who park towards the back will not be protected from break ins? That's not right. People will be fighting more so than now to get that closest spot.

## Training Center

1. Please look into getting some new dumbbells and other free weight equipment. A one leg hamstring curl would be awesome. But overall, more attention to the free weight room. There are more than enough ellipticals, treadmills, and bikes.
2. The people in charge are extremely unprofessional. The manager upstairs is always on her phone and the equipment is filthy. A lot of staff are immature and inappropriate. I would never do CrossFit given the attire the instructor wears.
3. A major dislike is that TV channels in cardio and throughout the facility have FOX News or similar FOX channel on. This appears intentional and I do not like that politics is brought into the situation. It has come to the point that I fairly often consider cancelling membership and going elsewhere. I do not come to the YMCA for politics and to receive political propaganda.
4. More enforcement of rules in weight and machine area needed.
5. The equipment is outdated, and repairs take too long. Holiday hours are inconvenient. All this would be tolerable if the member fees were not so high. A brief Google search indicates that most for-profit gyms are cheaper or about the same. The new \$3 dollar credit card fee adds insult to injury.
6. Don't like people exercising in the walkway & phone use in locker room
7. We stopped attending the Y because there is no room for the amount of people you attempt to accommodate, the classes are full all the time, and kids are not able to get into the sessions they need for their classes. This Y is too small. It is an oversized gymnasium for basketball players, a tiny pool and an average workout room. If you really wanted to help your members, and keep them, you wouldn't charge an arm and a leg for your programs and you'd provide more offerings, like nutrition and diet programs.
8. Please, look at other facilities, ie Bismarck, Mandan, those facilities have very clean buildings and the machines are updated in a regular basis. They get used very often and need to be clean continuously. I rarely see the treadmills, weights, etc get cleaned. Bolts are loose, pieces of handles

are missing and equipment is so outdated. Please, have someone clean the carpets, smell bad.

9. Only real thing is the equipment needs new shoulder pads. Most of the bikes, where your arms sit, are completely worn through. Not that appealing
10. The major complaint I have about the YMCA is the prevalence of divisive and inflammatory political cable news television in the cardio/fitness machine area. I find that I actually avoid going to the Y to walk or run the indoor track because I get angry and agitated watching cable news as I circle by the TV bay. The YMCA should (and often is!) a place that brings our community together, but the goal of political cable news is to inflame and exaggerate our differences and divisions. Is there any way that communal TVs like the ones on the wall can be blocked from cable news stations? Or can the YMCA set an expectation that cable or political news shows cannot be shown on the wall televisions? The same could be said about the lounge area near the front desk. I understand and appreciate the complexity of allowing free speech, but there may be many others who will enjoy the break from hyper-politicization. This is the one complaint that I have about our Minot YMCA. Thank you for taking the time to listen and thank you for all of the positive things that you do in and for our community.
11. The one thing I feel that needs to be addressed is the track and how it's used. It's great having three lanes, slower traffic to the inside. Great rules, but just not enforced. Too often two people side by side will take up all three lanes. It's awesome that those with strollers can be on the track to walk too, but again, I've seen just wider strollers side by side really squeezing out the last lane. I don't want to see that access to them go away, but I do wish we could find a way where that third lane is better accessible to those wanting to run.
12. The staff is great, the facility is good, the daycare ladies are awesome and we love coming. My only gripe is that my son is 7 and he LOVES to work out with my husband but the "family" workout area is severely lacking. He's not allowed to take our son to the free weights area or training center and I get that but the "family" area is a tiny little

hole in the wall that is lacking equipment. I would like to see the age lowered so supervised kids could work out with their parents. In fact, he just turned 7 and the first thing he said the morning of his birthday was, "2 more years and I can work out with dad". That or create a larger family workout area with more options.

13. I think in January when people get serious about exercise these machines will really be busy. Some folks will take 5-10 minute rest or visit and then start up again. If 2 people are together 1 will quit and stay sitting while the partner finishes up. They need to vacate the chair so someone else can use it.
14. It would be nice if the runners on the track would stay on the outside lane. Sometimes some almost brush my arm and cut in front within a couple feet as I walk against the inside rail.
15. Having previously worked at the Y, the front desk staff is often very cold. They either just stare at you when you come in, or don't say anything when you come or go. I am the one saying anything and they stare back. Not friendly. Also, every winter when I come back inside to the Y to work out, I get warts on my hands from using the Cybex and stair stepper. I thought it was a fluke thing, but this has been 3 years now that this happens. I shouldn't have to clean it before getting on as well as after, but there is so much dried sweat and dust on some of them and on the screens it is awful. Just my two cents. Thank you for putting out this survey.
16. The equipment could be cleaned more often. I have often found chewed gum or other garbage in the cup holders on the equipment.
17. Would be nice to have more kettle bells and matching pairs of dumb bells in the training area on the way to the circuit room.

18. When I first started, the front desk was friendlier & more outgoing. Not anymore. It seems to take a long time for equipment to be repaired upstairs, if ever (like the stirrups on the stationary bikes). You close the pool for 2 wks every fall for cleaning, but it never seems to BE any cleaner afterwards. I volunteered at the Y in Cheyenne, WY for 4 years, doing a variety of tasks (front desk, office work, helping prepare & serve food for board meetings, gymnastics, & child care) in return for a free membership. Child care was staffed by 1 Y staff person who oversaw us volunteers. This way, the Y didn't need to charge for child care. I was dismayed when I moved here & found so little opportunities for volunteering, & that I was expected to pay for child care on top of my already high household membership fee.
19. Very frustrating that staff allow members to use very bad language and others see that rules are not enforced so they also contribute to an environment that is not family friendly at all.
20. Get rowing machines with foot rests that adjust wider.
21. Dropping of the weights not free weights is very disruptive in the cardio room. And no one says anything
22. It is frustrating waiting to use the weight machines when many people are sitting at the machines playing with their phones for up to 20 minutes and not using the machine. Many days I skip several machines I want to use because people aren't moving from their phones. It should be the staff that talks to them, not the people paying into use the Y equipment
23. With the exception of a few staff members, overall staff is unfriendly and unapproachable especially in the fitness center

## Facilities, Atmosphere, & Policies

1. More lighting in parking lot needed.
2. I cannot repeat enough how annoying it is to have people in the womens locker room using cell phones and recoding devices in the hot tub, and changing area. Again in the childrens/family area, grown women walk around naked in full view of other people's children, very nasty.
3. A major dislike is that TV channels in cardio and throughout the facility have FOX News or similar FOX channel on. This appears intentional and I do not like that politics is brought into the situation. It has come to the point that I fairly often consider cancelling membership and going elsewhere. I do not come to the YMCA for politics and to receive political propaganda
4. Deep cleaning of change rooms and shower facilities is needed
5. we are very fortunate to have this facility
6. We stopped attending the Y because there is no room for the amount of people you attempt to accommodate, the classes are full all the time, and kids are not able to get into the sessions they need for their classes. This Y is too small. It is an oversized gymnasium for basketball players, a tiny pool and an average workout room. If you really

wanted to help your members, and keep them, you wouldn't charge an arm and a leg for your programs and you'd provide more offerings, like nutrition and diet programs.

7. I think we do pretty well with what we have, it's not fancy but it gets the job done and we don't really need frills or anything.
8. Please, look at other facilities, ie Bismarck, Mandan, those facilities have very clean buildings and the machines are updated in a regular basis. They get used very often and need to be clean continuously. I rarely see the treadmills, weights, etc get cleaned. Bolts are loose, pieces of handles are missing and equipment is so outdated. Please, have someone clean the carpets, smell bad.
9. Thank you for adding longer hours
10. Temperature in South Gym seems to be a bit erratic. Most noticeable when you are on suspended walking track.
11. Wish I had more time to go to the Y.... it's a great facility!
12. The major complaint I have about the YMCA is the prevalence of divisive and inflammatory political cable news television in the cardio/fitness machine area. I find that I actually avoid going to the Y to walk or run the

indoor track because I get angry and agitated watching cable news as I circle by the TV bay. The YMCA should (and often is!) a place that brings our community together, but the goal of political cable news is to inflame and exaggerate our differences and divisions. Is there any way that communal TVs like the ones on the wall can be blocked from cable news stations? Or can the YMCA set an expectation that cable or political news shows cannot be shown on the wall televisions? The same could be said about the lounge area near the front desk. I understand and appreciate the complexity of allowing free speech, but there may be many others who will enjoy the break from hyper-politicization. This is the one complaint that I have about our Minot YMCA. Thank you for taking the time to listen and thank you for all of the positive things that you do in and for our community.

13. Thanks for sending me a survey, have a blessed day.
14. Couple of the areas have old carpeting that smells like old gym socks. Most areas are very good though.
15. Keep up the good work
16. Good services and good quality for Minot. Highest price point for Minot. Possibly too high when you compare services and features in other cities
17. We are fortunate to have this beautiful facility and excellent Y programs in Minot
18. Thank you for providing such a wonderful place for fitness and socializing!
19. The men's family locker room truly needs some degree of privacy for parents with small children. Not appropriate to have a 4 year old shower with their dad in the wide open, with a grown man with an ankle monitoring device from law enforcement next to them. Unacceptable.
20. Seriously need to do something in the locker room about the nudity. I have been a member here since it opened up and there are stretches that I just go home and not use the locker room. Nobody should be allowed in the Jacuzzi, steam room or sauna without proper trunks. Guys are sitting on the furniture with no clothes on and pressing their privates on the sink and everybody is supposed to use this stuff. I have mentioned this to Roger before and nothing has been done. Signs would help. I find it strange that they have a dress code upstairs and not in the locker room, what's the difference, I will just sign this as disgusted
21. The staff is great, the facility is good, the daycare ladies are awesome and we love coming. My only gripe is that my son is 7 and he LOVES to work out with my husband but the "family" workout area is severely lacking. He's not allowed to take our son to the free weights area or training center and I get that but the "family" area is a tiny little hole in the wall that is lacking equipment. I would like to see the age lowered so supervised kids could work out with their parents. In fact, he just turned 7 and the first thing he said the morning of his birthday was, "2 more years and I can work out with dad". That or create a larger family workout area with more options.
22. I am upset you don't stop people from wearing perfume or eating on the track. There is no valid reason for people to do these things. I am sensitive to perfumes. They cause breathing trouble. When I complained, the person at the

desk said they can't ask him to stop—it would be like telling him he can't wear a certain shirt. This is a real medical issue on my medical records. I have had to leave several times because the smell is so strong.

23. I love the friendships and coffee at the Y. For many of us that are seniors, it provides a primary social time in our lives. \*Please consider some new chairs in coffee room. Gray chairs are not providing safe feeling as they lean backwards & its not optimal for support. A few "more" chairs are often needed as well. Thank you for starting my days!
24. thanks for all you do to make this an inviting place to come to!
25. I enjoy the coffee room
26. put heat in hallway between swim pool and lockers
27. the YMCA is a great place and I enjoy coming. We are fortunate to have a nice place like this in our town.
28. this is the only Y in the state w/o bath towels poor customer service in this regard
29. Thank you for 2 (small) christian items representing Christmas
30. There are people who feel that they are more privileged that shave in the steam room and feel they don't have to follow the rules. This needs to stop along with certain members who come into the steam room naked and sit on the benches and will leave unsanitary marks on the benches for others to see and sit near.
31. I don't know how you can stop the cell phone use in the locker. It's bad. Maybe big signs throughout the locker room. I've even seen YMCA employees (male) sitting in the locker room going thru their phones.
32. I reiterate, though it is a difficult task, the parking lot needs to be cleaned better in the winter. When I am at the y the large majority of people there are senior citizens and the parking lot is treacherous
33. Like the fact there is alot of different activities to choose from.
34. if additional membership is going to be charged then the inconvenience of the steam and hot tub rooms should be at a minimal. Figure out better times to work on those. Do not over charge your patrons to pay for unnecessary carpeting that is not going to hold up and need extra cleaning creating extra costs
35. I've been at many YMCAs and ours seems to be one of the few that has daytime cleaning staff. Our facility is always clean, most other places get really grungy as the day progresses
36. Would be nice to have additional bathroom on 2nd floor. They r always busy
37. Thank you all for everything that you do! :)
38. Obviously I voiced this above but I would LOVE if you guys could provide towels in the adult locker rooms. Bismarck does this and it's so nice to not have to carry a wet towel in your bag or have one in my tiny locker, where it doesn't dry and makes everything in there damp and stinky. It would be a fairly minimal upfront cost and wouldn't add much laundry I don't think, but would be a huge benefit for those who shower at the facility. Thanks for listening
39. Very frustrating that staff allow members to use very bad language and others see that rules are not enforced so

they also contribute to an environment that is not family friendly at all.

40. When I first started, the front desk was friendlier & more outgoing. Not anymore. It seems to take a long time for equipment to be repaired upstairs, if ever (like the stirrups on the stationary bikes). You close the pool for 2 wks every fall for cleaning, but it never seems to BE any cleaner afterwards. I volunteered at the Y in Cheyenne, WY for 4 years, doing a variety of tasks (front desk, office work, helping prepare & serve food for board meetings, gymnastics, & child care) in return for a free membership. Child care was staffed by 1 Y staff person who oversaw us volunteers. This way, the Y didn't need to charge for child care. I was dismayed when I moved here & found so little opportunities for volunteering, & that I was expected to pay for child care on top of my already high household membership fee.
41. Please remove the vending machines. They contradict the healthy lifestyle the Y promotes
42. I enjoy the coffee/community room. I haven't figure out the cycling room yet; when I have dropped in for senior cycle there is never anyone there. I feel bad that there has been thefts and car windows broken; my coat disappeared on my first day (I bought a lock now)
43. Great facility. No tax burden at all. The Y is our community recreation center
44. Thank you for all that you do!
45. The showers in the Male Adult Locker room could use some attention. They were just closed down for at least a week, and it still looks like they could have used some additional cleaning. In some stalls there is a black substance by the aluminum mounts for the dividers. Not sure if it's mold?
46. Thank you for being here for us!!!!
47. Appreciate everything about the Y.
48. Love the Y
49. Adequate parking & accessible
50. Water should be allowed everywhere at the Y. I don't use the basketball courts, but I've heard you can't have water bottles there, which is ridiculous (because the Y is a gym).

Other than that, all the fitness instructors are amazing and the front desk staff is so friendly and helpful!

51. Scrub and clean daily to much bacteria growing
52. Wall grout in some of the mens adult locker room individual shower areas needs scrubbing. Black mold in some of the shower stalls on wall(s) and where wall meets floor.
53. Needs better WiFi
54. Outdoor park/basketball court/fitness stuff was a waste of time, money and space. It almost never gets used. Should have put that money back into facility that can be used all year long.
55. Like I said in previous comments. I wish the kids sports didn't charge the members, we are paying a family membership for my kid to be able to sit there and watch me workout. Give the kids something to do. Also a true kids gym. With a track etc. Tried to use the deployed military program that was advertised, and was told they don't go that here. So, it's offered to other places, just not the area that a base is located. Pretty disappointing. I paid a family membership for 6 months, for myself. I don't use the daycare anymore because of a past incident, but better training, more staff, and cameras would help. I see cameras will be put in the parking lot, but only the front it stated. So people like myself who park towards the back will not be protected from break ins? That's not right. People will be fighting more so than now to get that closest spot.
56. Please stop people from shaving in the sauna. Certain people ignore the sign. They are supposedly board members (David Houge). Also, the weight dropping/slamming guys are annoying
57. Longer term locker usage
58. City, MSU & Y climbing wall competitions – open
59. The Y is simply one of the most important parts of Minot period
60. Very satisfied with everything
61. Security cameras need in parking area

## Staff

1. The staff is great, the facility is good, the daycare ladies are awesome and we love coming. My only gripe is that my son is 7 and he LOVES to work out with my husband but the "family" workout area is severely lacking. He's not allowed to take our son to the free weights area or training center and I get that but the "family" area is a tiny little hole in the wall that is lacking equipment. I would like to see the age lowered so supervised kids could work out with their parents. In fact, he just turned 7 and the first thing he said the morning of his birthday was, "2 more years and I can work out with dad". That or create a larger family workout area with more options.
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him he can't wear a certain shirt. This is a real medical issue on my medical records. I have had to leave several times because the smell is so strong.

3. Penny & Ray are great! Love Sue & Diane, instructors in aqua & Debbie
4. Love everyone here!
5. I think they need to communicate more with there members of the YMCA.
6. I've been at many YMCAs and ours seems to be one of the few that has daytime cleaning staff. Our facility is always clean, most other places get really grungy as the day progresses
7. I would like extend daycare hours. The front desk also needs to be better informed of programs and services, sometimes they seem lost. Of course the hardest and most costly change I would like to see is a second pool,

something to separate the kids from the adult swimmers.  
(Wishful thinking)

8. With the exception of a few staff members, overall staff is unfriendly and unapproachable especially in the fitness center
- 9.
10. The people in charge are extremely unprofessional. The manager upstairs is always on her phone and the equipment is filthy. A lot of staff are immature and inappropriate. I would never do CrossFit given the attire the instructor wears.
11. Very frustrating that staff allow members to use very bad language and others see that rules are not enforced so they also contribute to an environment that is not family friendly at all.
12. When I first started, the front desk was friendlier & more outgoing. Not anymore. It seems to take a long time for equipment to be repaired upstairs, if ever (like the stirrups

on the stationary bikes). You close the pool for 2 wks every fall for cleaning, but it never seems to BE any cleaner afterwards. I volunteered at the Y in Cheyenne, WY for 4 years, doing a variety of tasks (front desk, office work, helping prepare & serve food for board meetings, gymnastics, & child care) in return for a free membership. Child care was staffed by 1 Y staff person who oversaw us volunteers. This way, the Y didn't need to charge for child care. I was dismayed when I moved here & found so little opportunities for volunteering, & that I was expected to pay for child care on top of my already high household membership fee.

13. Just that the staff needs to be less rude
14. Overall a great gym and I keep coming back. Front desk staff could be more helpful. They often seem aloof and act as if they are being bothered when people come in
15. Friendly people at the Y
16. Front desk is excellent and always friendly