



We build strong kids, strong families, strong communities.

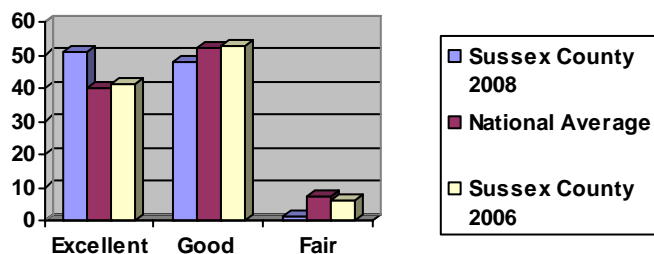
# Your News

October 2008

## Membership Satisfaction Survey

In August of this year, 600 members were randomly selected out of our database to participate in the 2008 Membership Satisfaction Survey. We are excited to report that the results are in! Since the last survey was done in 2006, the excellent rating for overall membership satisfaction has increased by 10%. This rating is also 11% above the national average. Thank you to everyone who participated, as always we appreciate your feedback.

### Overall Satisfaction of Members at the Sussex County YMCA



### From David Carcieri, Executive Director:

Thank you to all of the members for taking the time to fill out the membership satisfaction survey and sending it in. It is wonderful to receive such positive feedback from so many of our members. I appreciate the astounding support that we continuously receive from our members. The entire staff and I at the Sussex County YMCA are committed to continuously improving our services.

### Percent of Excellent Rating On Staff Attributes- How would you rate the YMCA on each of the following?

% Excellent Ratings	2008 Results	National Average	2006 Results
Staff care about your well-being	44%	33%	29%
Friendliness	79%	61%	64%
Competence	58%	44%	48%
Enough staff to help you	57%	43%	52%
You can relate to other members	40%	32%	25%
You feel welcome at the YMCA	60%	47%	43%



### Percent of Excellent Rating on Top Five Service Attributes- How would you rate the YMCA on each of the following?

% Excellent Ratings	2008 Results	National Average	2006 Results
Value for the money	49%	37%	34%
Convenience of schedule	31%	32%	21%
Has enough equipment	35%	31%	24%
Maintenance of equipment	36%	31%	32%
Overall cleanliness	46%	35%	38%



## Y Staff Responses To Comments From Our Members

### AQUATICS: MAKE MORE LAP LANES AVAILABLE

**Response from Rebecca Carlson, Aquatics Director:** We are proud to report that we now have Monday-Friday Lunch Lap Swim from 12-1 for our working members! In addition, we encourage all lap swimmers to sign in each time they swim so we can efficiently track demand. We have more people than ever in our pool & we aim to offer something to everyone. Lastly, be sure to provide us with your e-mail address, because we are the only Y that sends out convenient messages regarding changes to pool schedules or emergency closings.

### PROGRAMS: IMPROVE CLASS SCHEDULE FOR WORKING PEOPLE

**Response from Joanne Browne, Senior Program Director:** Program Directors at the Sussex County Y are committed to creating schedules that meet the needs of our members while best utilizing the program space available. It is an ongoing process, and we welcome suggestions on how to improve our schedules. If you are interested in taking part in a focus group or joining the program committee, contact Joanne Browne at (973)209-9622 or email [jbrowne@metroymcas.org](mailto:jbrowne@metroymcas.org).

### FACILITY: IMPROVE THE CLEANLINESS OF THE LOCKER ROOMS.

**Response from Ryan Riegel, Building and Property Director:** The locker rooms are high traffic areas that are cleaned and checked throughout the day. If you ever find something that is not satisfactory in the building, bring it to the attention of the Welcome Center and it will be rectified as soon as possible.

**You and Your Best Friend-** Join other members who love their dogs like you do and keep yourself and your dog in shape! Presented in association with Newton Veterinary Hospital, this program provides helpful health information for your dog. The class meets on Saturdays at 9:00am from various locations. Please call Alma Dhuyvetter, Wellness Director at (973)209-9622 ext 208



## Upcoming Events at the Sussex County YMCA



Join us at the **Sussex County YMCA on Sunday October 26<sup>th</sup> from 1:00pm-4:00pm** for a fantastic **Fall Family Fun Festival**. Activities will include hayrides, costume parade, crafts, games and much more. Don't miss our famous 'swim with the pumpkins' where kids

will have the opportunity to swim with pumpkins and choose their favorite to decorate and take home. The cost is \$10 per family and non-members are welcome. No registration required!



Put on your bathing suit and come to the **'Just Do It' Adult Swim Meet on Sunday, October 19<sup>th</sup>**. The meet is open to all adults aged 18 to 101 years old and is a great opportunity to race in a friendly, supportive atmosphere. First time competitors welcome. The meet is a US Masters Swimming recognized event. Check in begins at 2:00 pm on the 19<sup>th</sup>.

Download a registration form available at [www.sussexcountyyymca.org](http://www.sussexcountyyymca.org)

**Don't Forget: Fall II Registration begins on October 20<sup>th</sup> for facility members and October 27<sup>th</sup> for program members.**

