



Hamilton Downtown Family YMCA



Listening to You, Growing Together.

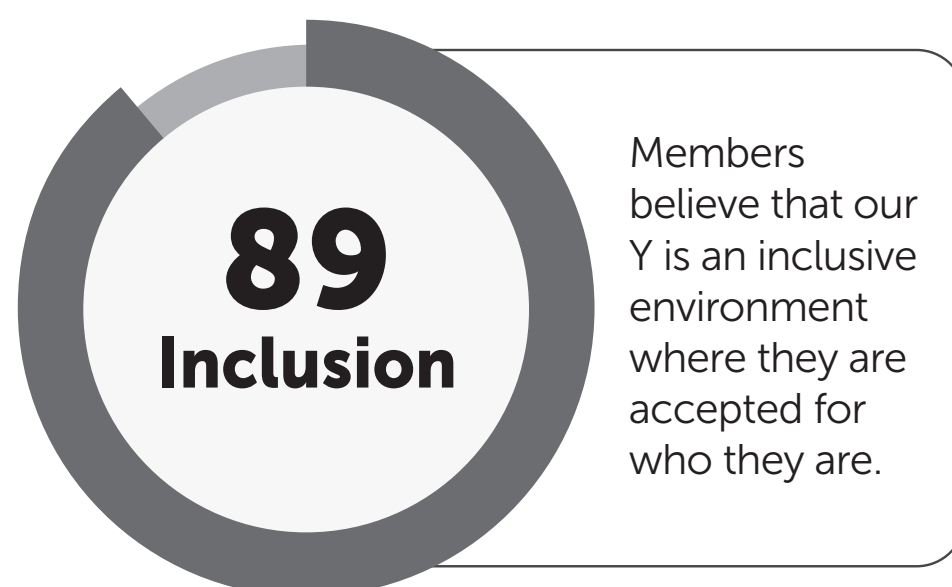
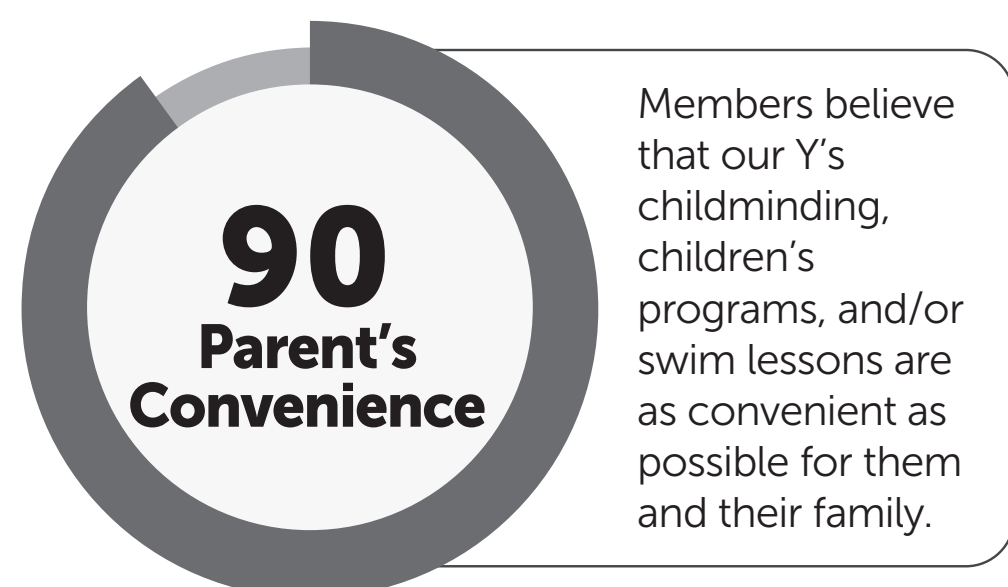
In October 2024, YMCA WorkWell ran a national Member Experience Insight Survey and heard from over 39,000 members at 99 YMCA locations across the country.

Here at the Hamilton Downtown Family YMCA we heard from 310 members. Thank you for sharing your feedback and for being part of our community!

Our Key Strengths

These are the top 3 Scores for the Hamilton Downtown Branch, on a 1–100 scale. We are proud to report that these are our strengths as we believe they reflect the values and dedication of our staff and members.

Score on a 1–100 scale



Areas We Will Focus On

The following areas received the lowest scores in the survey and will be the primary focus of staff's efforts in the coming year to enhance your experience.

Celebration and Encouragement

Ensuring members feel that Y staff/volunteers celebrate their achievements and milestones while also encouraging them/their family to participate in new activities at the Y.

Convenience

Ensuring members feel that they are able to find workout times/classes that work for their schedule.

Facilities

Ensuring the facilities and equipment at the Y are clean and well maintained.