

## Laurier Brantford 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 Laurier Brantford YMCA we heard from 434 members. Thank you for sharing your feedback and for being part of our community!

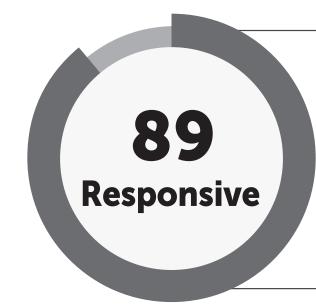
## **Our Key Strengths**

These are the **top 3 Scores** for the Laurier Brantford YMCA 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







Members
believe that Y
staff/volunteers
at our Y are
always there
to help them
when they have
questions or
concerns.

## 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.



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.



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



Ensuring parents/guardians and families feel like childminding, children's programs and/ or swim lessons are as convenient as possible for their family.