



# Listening to You, Growing Together.

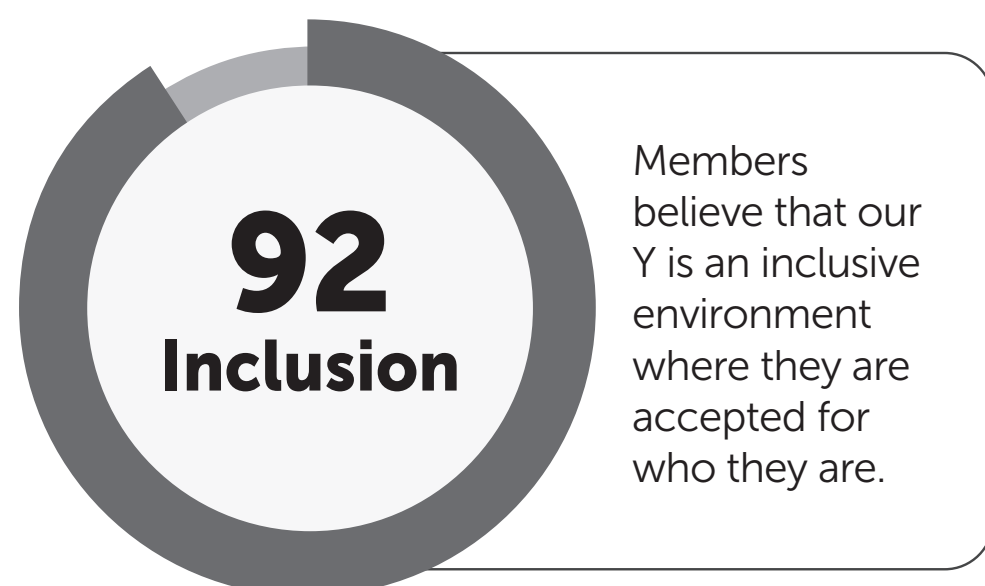
In October 2024, YMCA WorkWell ran a national Member Experience Insight Survey and heard from over 39,000 members at 99 YMCA locations across the country.

Here at the YMCA of Hamilton|Burlington|Brantford we heard from 2,162 members across our five Health and Wellness locations.

## Our Key Strengths

These are our top 3 Insight Scores for our YMCA, 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

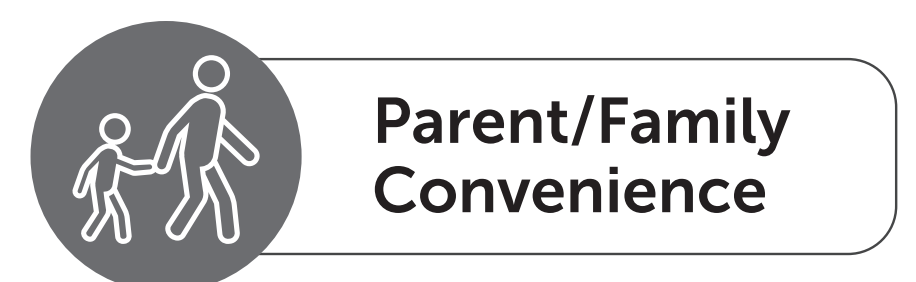
The following areas received the lowest scores in the survey and will be the primary focus of staff's efforts in the coming year to enhance your experience.



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 children's programs and/or swim lessons are as convenient as possible for their family.