

• CRC Membership Questionnaire Feb. 2025

299 Respondents

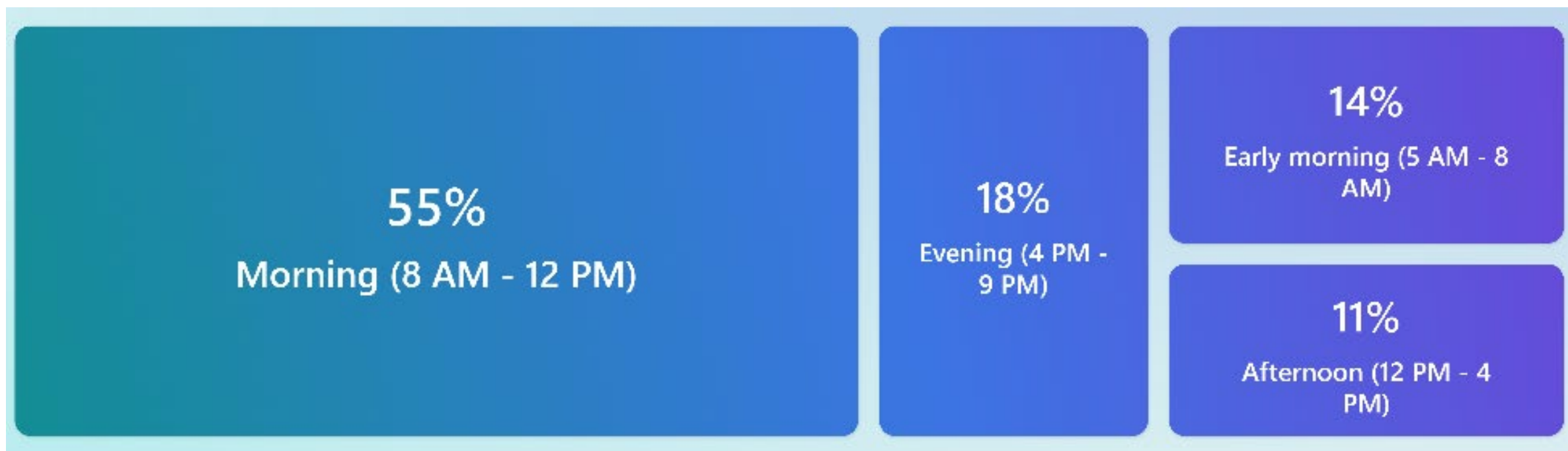




How long have you been a member
of the CRC

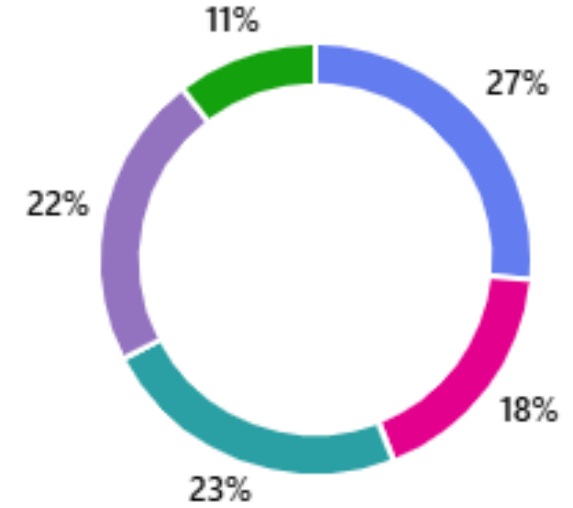


How often do you visit the CRC
each week?



What times do you typically visit the CRC?

● Cardio	131
● Senior classes	87
● Group exercise classes	115
● Weightlifting	109
● Gymnasium	52



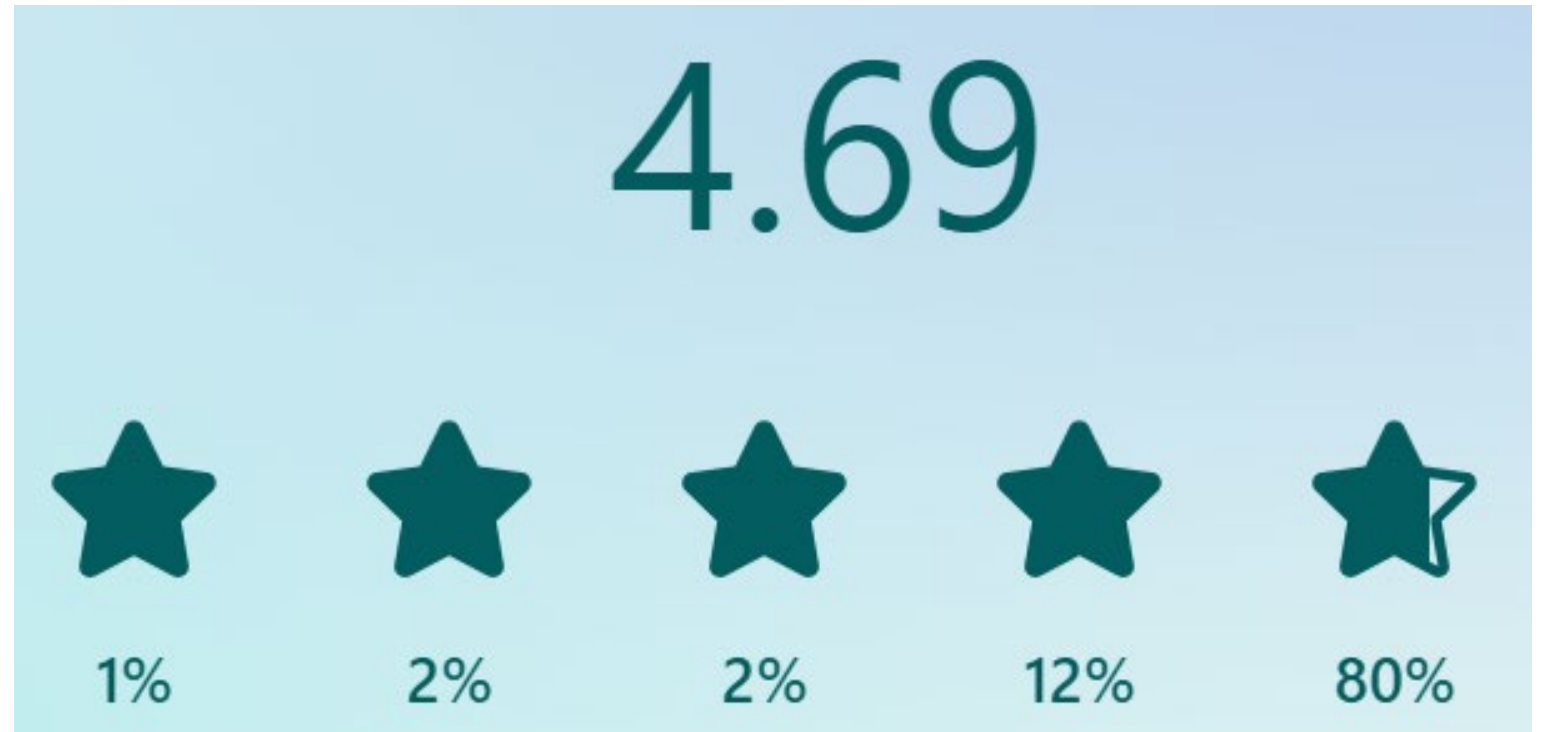
What fitness activities do you participate in at the CRC?



The following questions utilized stars to indicate level of satisfaction, with 1 star being 'Very Dissatisfied' & 5 stars being 'Very Satisfied.'



Facility
Grades – Staff
Assistance.
Front desk
helpfulness.



Facility
Grades – Staff
Assistance.
Phone & walk
– in reception.



Facility
Grades – Staff
Assistance.
Group fitness
instructors.



Facility
Grades – Staff
Assistance.
Management
assistance.

4.21



5%



2%



16%



16%



59%

Facility
Grades –
Facility.
Parking
availability.

4.66



0%



1%



5%

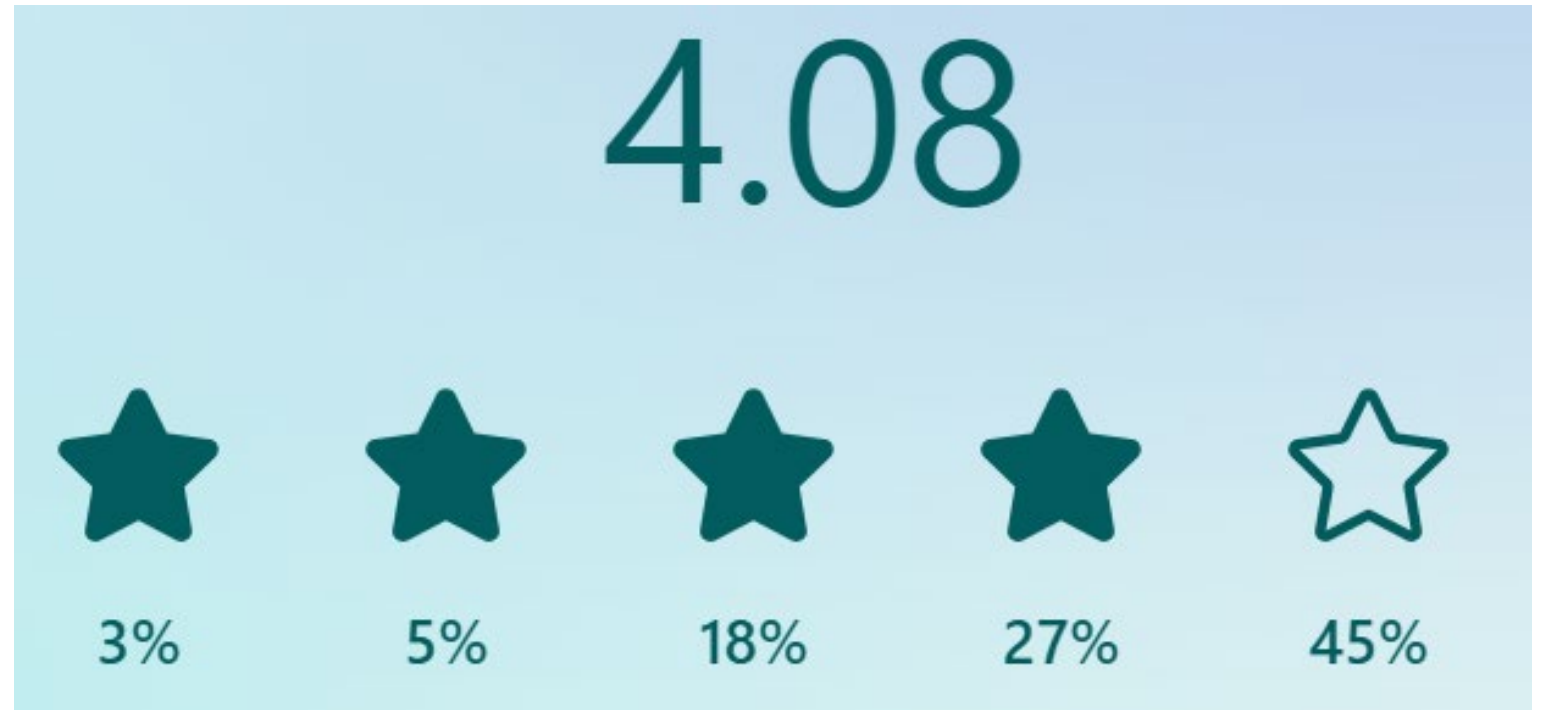


16%



75%

Facility Grades
– Facility.
Availability of
workout
equipment.



Facility
Grades –
Facility.
Timeliness
of repairs.

3.97



5%



5%



20%



23%



44%

Facility
Grades –
Facility.
Exercise
equipment.

4.31



2%



1%



14%

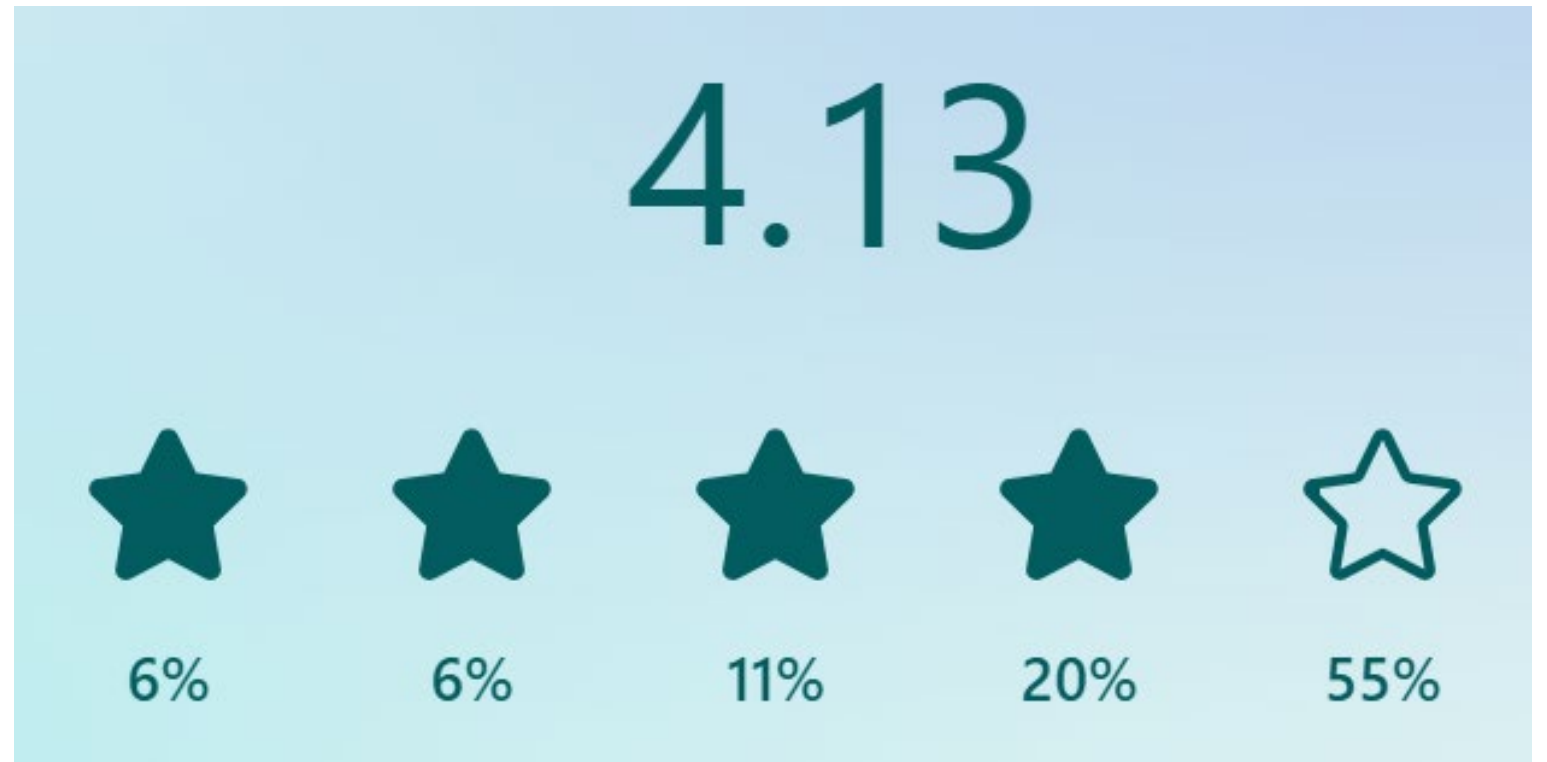


25%



56%

Facility
Grades –
Facility.
Facility hours
of operation.



Facility
Grades –
Cleanliness.
Entrance
area.



Facility
Grades –
Cleanliness.
Front lobby.

4.63



1%



2%



5%



16%



75%

Facility
Grades –
Cleanliness.
Group fitness
rooms.

4.34



2%



3%



10%



24%



59%

Facility
Grades –
Cleanliness.
Fitness area.

4.42



1%



2%



10%



22%



62%

Facility Grades – Cleanliness. Track.

4.56



1%



1%



6%



19%



70%

Facility
Grades –
Cleanliness.
Gymnasium.

4.46



2%



1%



10%



18%



66%

Facility Grades
– Group
Fitness
Classes. Class
times offered.



Facility
Grades –
Group Fitness
Classes.
Class variety.



Facility Grades –
Group Fitness
Classes. Overall
rating of group
fitness classes.

4.34



3%



1%



13%

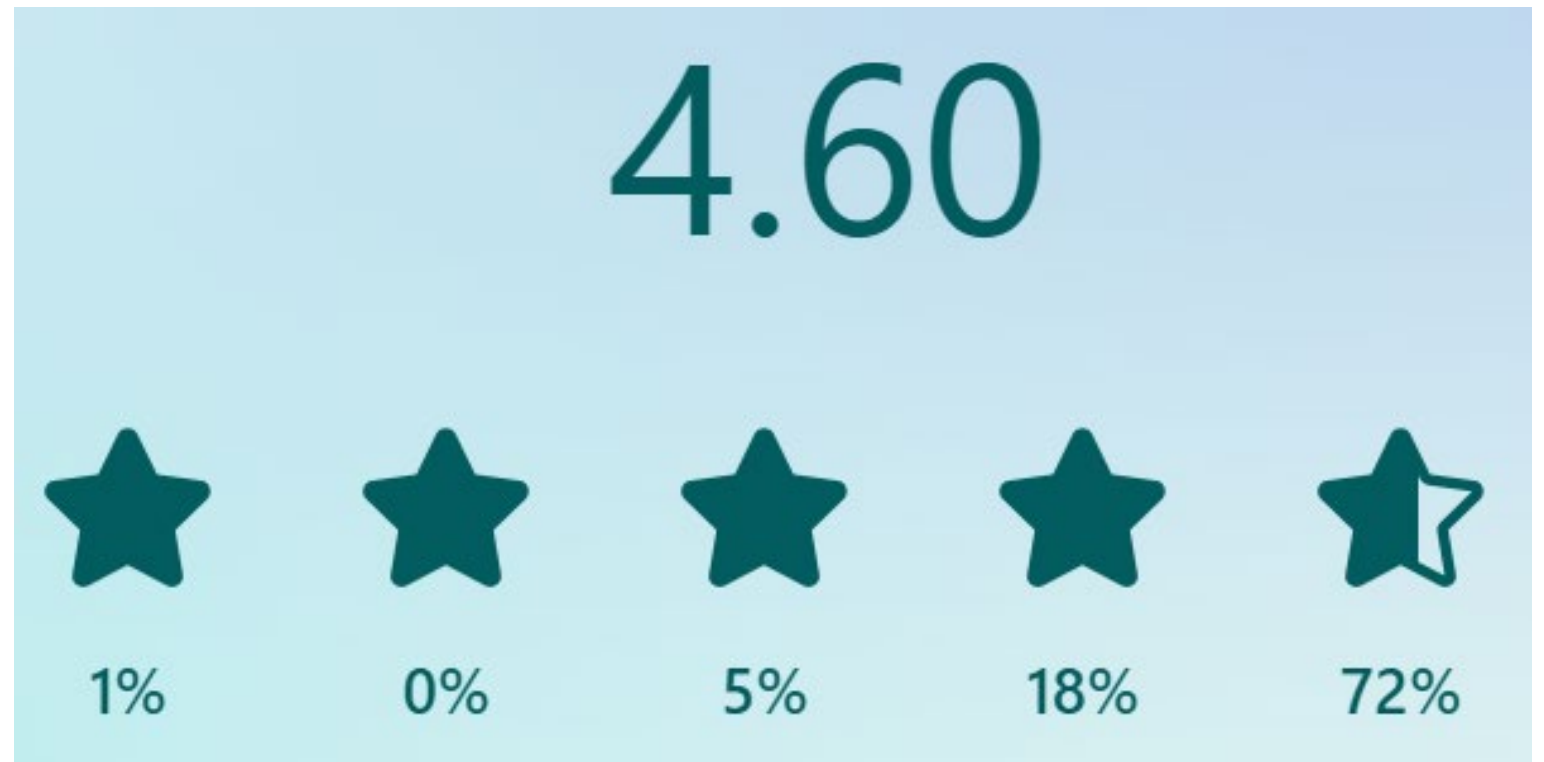


21%

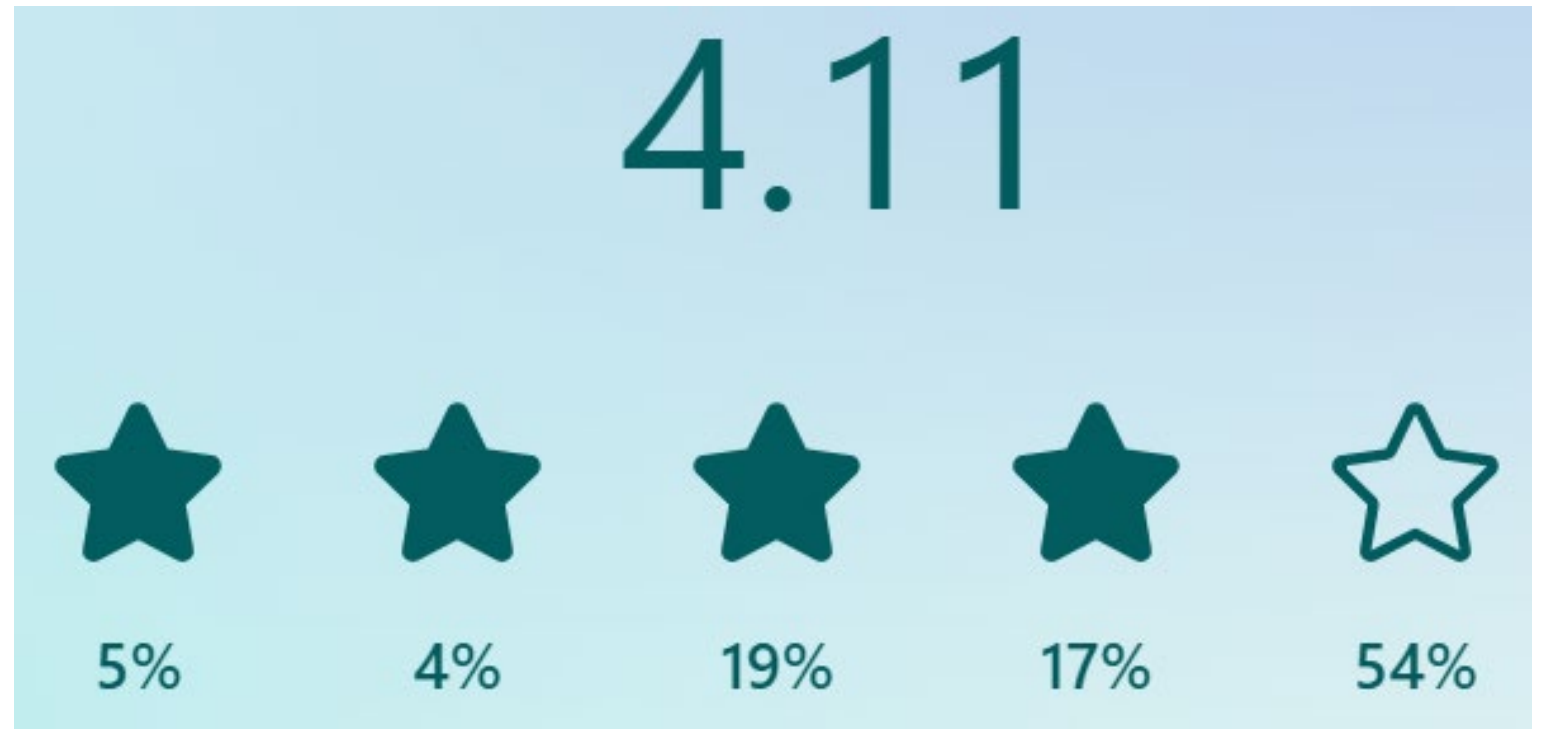


60%

Facility Grades
– Pricing &
Value.
Affordability of
membership.



Facility
Grades –
Pricing &
Value. Day
pass fees.



Facility Grades
– Pricing &
Value. Value for
your money.

4.51



2%



2%



6%



17%



70%

How likely are you to refer the CRC as a recreation center to join.



The following answers
were synthesized to show
the top ten responses.

How can our staff improve in providing a better experience for you?

•**Extended Hours & Sunday Openings** – Many members request longer hours, including opening earlier at 5 AM and operating on Sundays and holidays.

•**Improved Cleaning & Maintenance** – Requests for more frequent cleaning of floors, fitness rooms, restrooms, and ensuring paper towels, sanitizing bottles, and spray are consistently available.

•**Better Equipment Availability & Maintenance** – Members want additional free weights, more recumbent bikes, properly functioning sound systems, and timely equipment repairs.

•**More Space for Fitness Activities** – A larger free weight area, bigger spaces for classes like chair yoga and Zumba, and better machine spacing were frequent requests.

•**Better Enforcement of Gym Etiquette** – Concerns about people monopolizing machines while on phones, young kids in the way, and ensuring members adhere to gym policies.

•**Increased Staff Engagement & Presence** – Feedback suggests staff should be more attentive, enforce policies, and engage with customers instead of being on their phones.

•**More Class Variety & Scheduling Improvements** – Members want new and varied fitness class routines, more evening classes, and timely announcements regarding schedule changes.

•**Improved Front Desk Operations** – Requests for relocating the desk to the entrance, ensuring proper check-ins, and improving customer interactions at the front desk.

•**More Communication & Awareness** – Staff should be more informed about class schedules, cancellations, and membership issues while also improving general customer communication.

•**Additional Amenities & Features** – Requests included a swimming pool, racquetball courts, indoor soccer fields, more fans and AC in rooms, and a bench near the cycling area for changing shoes.

What new classes or programs would you be interested in?

- Expand senior fitness offerings, including stretching, water aerobics, and strength training.
- Increase availability of Pilates, yoga, and Tai Chi classes, including more afternoon and evening sessions.
- Offer more fitness programs for kids, teens, and families, such as parent-child classes and youth sports leagues.
- Provide more evening and weekend classes to accommodate working individuals.
- Introduce specialized fitness programs like meditation, TRX, HIIT, barre, and boxing.
- Add instructional sessions on how to use fitness equipment and personalized training programs.
- Improve accessibility to pickleball with introductory classes for beginners.
- Offer additional dance-based fitness options such as Zumba Toning, salsa, and line dancing.
- Provide more recreational sports options, including badminton, racquetball, and flag football.
- Develop aquatic fitness programs, including year-round access to a swimming pool.

Do you have any other feedback or suggestions for us?

- Extended Hours:** Strong demand for opening on Sundays, earlier weekday hours (5:00 AM or earlier), and longer evening hours.
- Facility Expansion:** The gym and workout areas are too small for current demand, especially on game days and during peak seasons. More space is needed for group fitness, weightlifting, and general use.
- Cleanliness & Maintenance:** Requests for more frequent cleaning of workout areas, mats, exercise rooms, and restrooms. Also, calls for better equipment maintenance and replenishment of supplies like paper towels and sanitizers.
- More Fitness Class Options:** Requests for additional afternoon, evening, and weekend classes, including those for seniors, teens (13-17), and specialized classes like water aerobics.
- Equipment & Space Allocation:** Calls for more stationary bikes, leg curl machines, and properly spaced workout equipment. Some members also request more weights and better sharing etiquette enforcement.
- Indoor Pool & Locker Rooms:** Several requests for an indoor swimming pool, water aerobics, and locker rooms with showers.
- Staffing & Customer Service:** Requests for more engaged, personable staff and fitness trainers to provide assistance. Also, concerns about front desk efficiency and supervision of gym users.
- Better Class Registration & Communication:** Need for online updates on class schedules, substitute instructors, and capacity limits. Some classes are overcrowded, leading to space and safety concerns.
- Accessibility & Convenience:** Requests for more handicap parking, better Wi-Fi, coat racks in winter, and clearer track lane markings.
- Policy Adjustments & Member Experience:** Suggestions for limiting facility overuse, offering gender-specific classes (e.g., women-only belly dancing), reducing unsupervised children in certain areas, and ensuring fair usage of exercise machines.