

# CRC Membership Questionnaire Feb. 2025

299 Respondents

**27%**  
1 - 2 years

**21%**  
3 - 4 years

**21%**  
4 years +

**18%**  
0 - 6 months

**11%**  
7 - 12 months

How long have you been a member  
of the CRC

38%  
3 - 4 days

34%  
1 - 2 days

15%  
4 + days

11%  
0 days

How often do you visit the CRC  
each week?

**55%**  
Morning (8 AM - 12 PM)

**18%**  
Evening (4 PM - 9 PM)

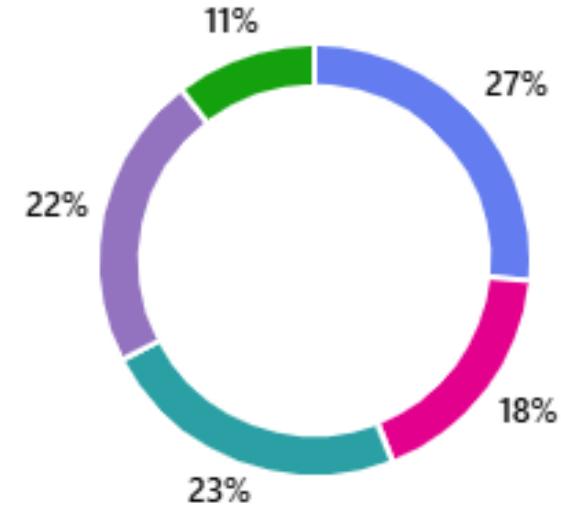
**14%**  
Early morning (5 AM - 8 AM)

**11%**  
Afternoon (12 PM - 4 PM)

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.



Facility  
Grades –  
Facility.  
Exercise  
equipment.

4.31



2%



1%



14%



25%



56%

Facility  
Grades –  
Facility.  
Facility hours  
of operation.

4.13



6%



6%



11%



20%



55%

Facility  
Grades –  
Cleanliness.  
Entrance  
area.



## Facility Grades – Cleanliness. Front lobby.



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.



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.



Facility Grades  
– Pricing &  
Value.  
Affordability of  
membership.

4.60



1%



0%



5%



18%



72%

# Facility Grades – Pricing & Value. Day pass fees.



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



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

4.50



3%



3%



5%



15%



72%

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.