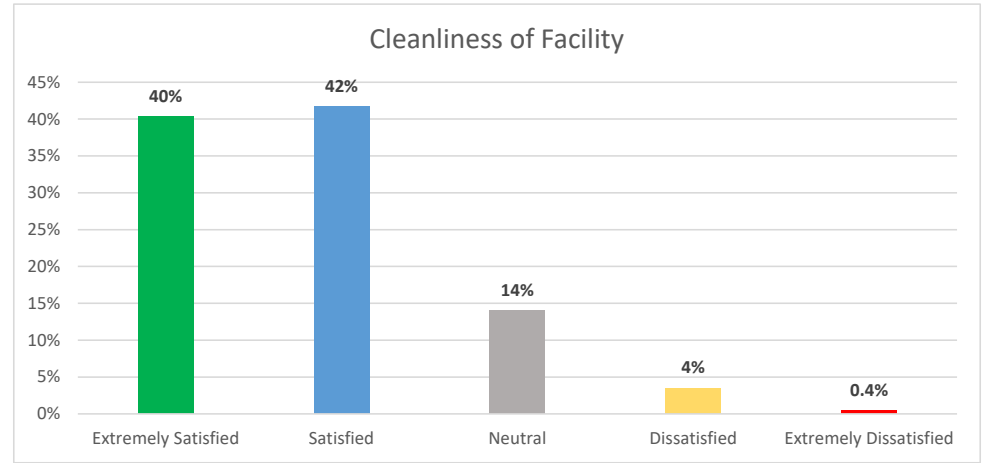


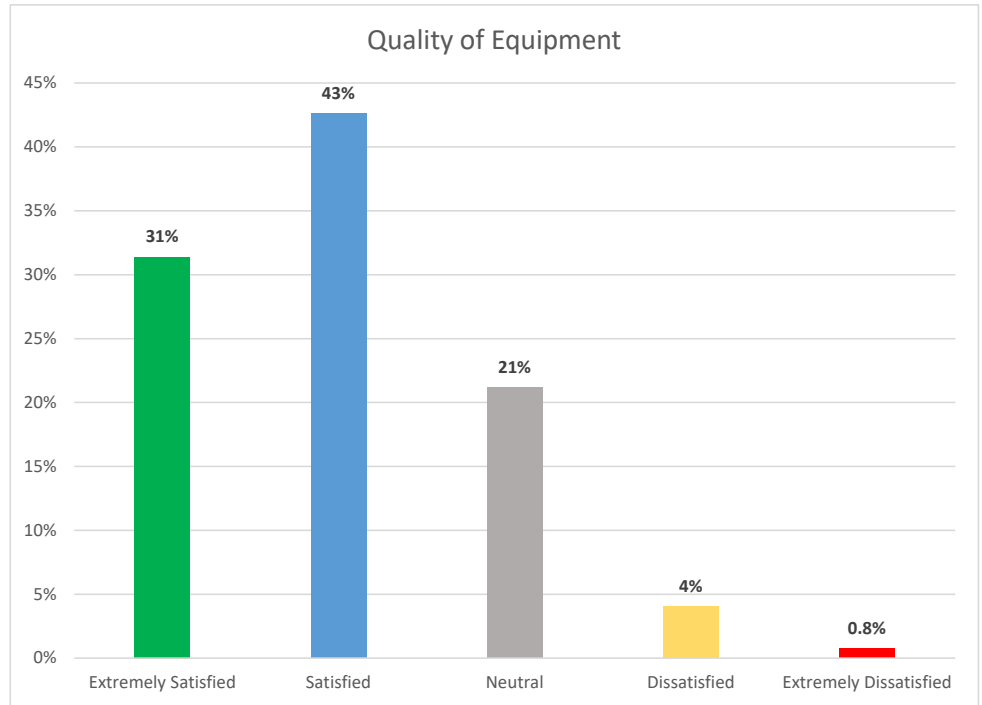
**How satisfied are you with cleanliness in the following areas?**

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Parking Lot/Exterior	51%	43%	5%	1%	0.0%	348
Front Desk/Lobby	55%	38%	5%	1%	0.3%	348
Wellness/Fitness Center	47%	43%	8%	3%	0.0%	303
Pool Area	43%	40%	12%	4%	0.8%	245
Locker Rooms	34%	49%	12%	4%	1.0%	287
Gymnasium	42%	49%	7%	2%	0.4%	250
Playground	32%	40%	19%	8%	1.6%	128
Fitness/Dance Studios	39%	40%	16%	5%	0.6%	164
Racquetball court	33%	45%	20%	2%	0.0%	118
Play and Learn	35%	39%	23%	4%	0.0%	83
Preschool	32%	34%	28%	6%	0.0%	68
<b>Average</b>	<b>40%</b>	<b>42%</b>	<b>14%</b>	<b>4%</b>	<b>0.4%</b>	<b>213</b>



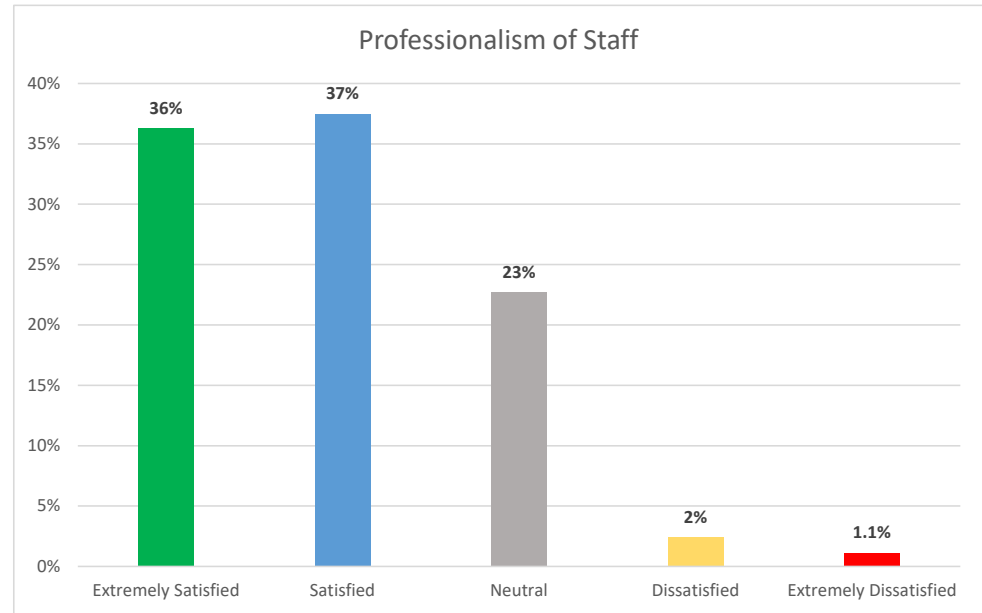
**How satisfied are you with the quality of equipment in the following areas?**

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Cardio Equipment	34%	52%	9%	5%	0.0%	269
Free Weight Equipment	32%	52%	13%	2%	0.5%	222
Parking Lot/Exterior	40%	49%	9%	1%	1.0%	305
Front Desk/Lobby	44%	45%	8%	2%	0.3%	311
Wellness/Fitness Center	38%	47%	11%	4%	0.4%	282
Pool Area	41%	43%	12%	4%	0.8%	237
Locker Rooms	33%	47%	15%	5%	0.4%	259
Gymnasium-Basketball Equipment	31%	46%	17%	6%	0.0%	178
Playground	24%	38%	29%	6%	2.6%	115
Fitness/Dance Studios	30%	42%	21%	6%	0.7%	144
Racquetball Court	31%	43%	22%	5%	0.0%	108
Play and Learn	30%	39%	31%	0%	0.0%	80
Preschool	24%	39%	36%	0%	0.0%	66
Soccer	26%	35%	31%	7%	1.2%	84
Gymnastics	21%	40%	30%	7%	2.0%	98
Music	23%	25%	45%	5%	2.5%	80
<b>Average</b>	<b>31%</b>	<b>43%</b>	<b>21%</b>	<b>4%</b>	<b>0.8%</b>	<b>177</b>



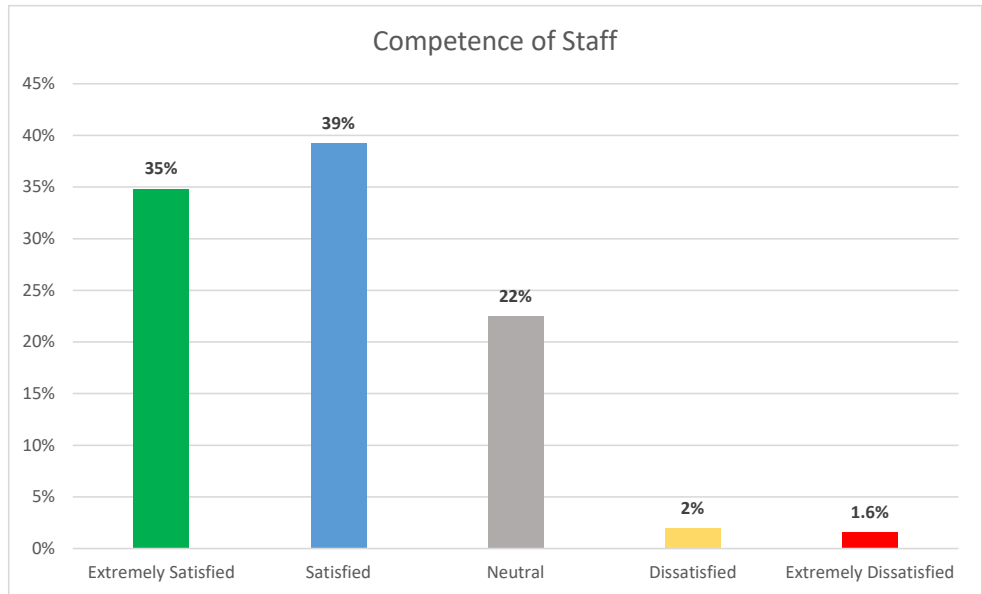
How satisfied are you with the **professionalism** of our front-line staff in the following areas?

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Member Services (front desk)	58%	32%	6%	3%	1.3%	305
Wellness Coaches	50%	32%	15%	2%	0.6%	163
Play and Learn staff	33%	35%	29%	1%	1.3%	75
Personal Trainers	48%	29%	18%	3%	2.4%	125
Group Exercise						
Instructors	52%	34%	11%	2%	0.0%	166
Lifeguards	32%	45%	16%	3%	2.8%	176
Preschool Teachers	30%	35%	35%	0%	0.0%	57
Property/Maintenance	37%	48%	12%	2%	0.5%	211
Swim Instructors	36%	34%	24%	4%	2.1%	95
Dance Teachers	29%	42%	25%	3%	1.4%	72
Gymnastics Teachers	28%	39%	30%	3%	0.0%	76
Camp Counselors	15%	46%	37%	0%	1.9%	54
Music Instructors	23%	35%	38%	4%	0.0%	48
<b>Average</b>	<b>36%</b>	<b>37%</b>	<b>23%</b>	<b>2%</b>	<b>1.1%</b>	<b>125</b>



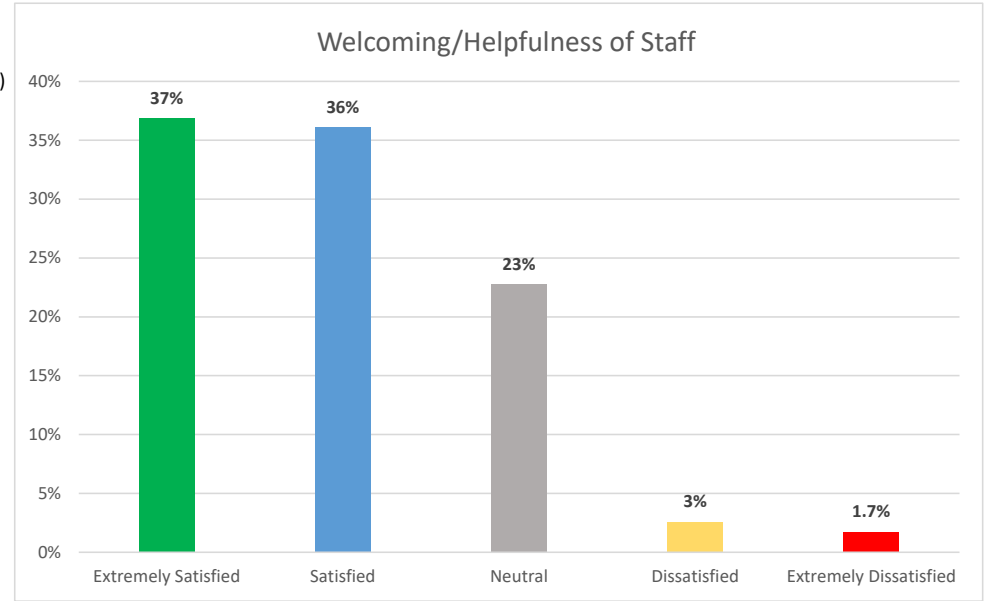
How satisfied are you with the **competence** of our front-line staff in the following areas?

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Member Services (front desk)	55%	34%	7%	3%	1.4%	295
Wellness Coaches	51%	34%	12%	2%	0.7%	145
Play and Learn staff	32%	37%	32%	0%	0.0%	60
Personal Trainers	49%	28%	21%	1%	1.9%	107
Group Exercise						
Instructors	49%	38%	13%	0%	0.7%	144
Preschool Teachers	27%	38%	34%	2%	0.0%	56
Lifeguards	29%	48%	15%	4%	3.2%	157
Swim Instructors	32%	40%	24%	2%	2.2%	91
Dance Teachers	27%	40%	28%	3%	1.5%	67
Gymnastics Teachers	23%	42%	31%	3%	1.4%	71
Camp Counselors	21%	43%	32%	2%	1.9%	53
Music Teachers	24%	37%	35%	0%	4.3%	46
Property/Maintenance	35%	52%	9%	3%	1.1%	181
<b>Average</b>	<b>35%</b>	<b>39%</b>	<b>22%</b>	<b>2%</b>	<b>1.6%</b>	<b>113</b>



**How satisfied are you with the **welcoming-helpfulness** of our front-line staff in the following areas?**

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Member Services (front desk)	57%	33%	7%	1%	2.1%	290
Wellness Coaches	46%	32%	17%	3%	2.0%	149
Play and Learn staff	33%	39%	26%	2%	0.0%	57
Personal Trainers	49%	28%	17%	3%	1.7%	116
Group Exercise						
Instructors	53%	32%	13%	1%	0.7%	142
Preschool Teachers	30%	37%	30%	2%	1.8%	57
Lifeguards	35%	37%	18%	6%	4.9%	142
Swim Instructors	36%	36%	23%	3%	1.2%	86
Dance Teachers	31%	35%	28%	4%	1.4%	71
Gymnastics Teachers	30%	36%	31%	3%	0.0%	70
Camp Counselors	23%	40%	34%	2%	1.9%	53
Music Teachers	23%	36%	34%	2%	4.3%	47
Property/Maintenance	34%	49%	16%	1%	0.6%	154
<b>Average</b>	<b>37%</b>	<b>36%</b>	<b>23%</b>	<b>3%</b>	<b>1.7%</b>	<b>110</b>



**How satisfied are you with the following aspects of our **programs** that you have participated in?**

	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Total votes (NA removed)
Quality of instruction	43%	33%	19%	2%	2.4%	247
Quality of equipment used in program	34%	40%	20%	4%	1.6%	247
Quality of the facilities used during your program	41%	38%	18%	2%	1.6%	245
Variety of program offerings	34%	34%	23%	5%	4.1%	244
Value-Quality of the program related to the cost	38%	27%	24%	6%	5.0%	242
Core values and/or character development exhibited	39%	27%	28%	3%	3.4%	237
<b>Average</b>	<b>38%</b>	<b>33%</b>	<b>22%</b>	<b>4%</b>	<b>3.0%</b>	<b>244</b>

