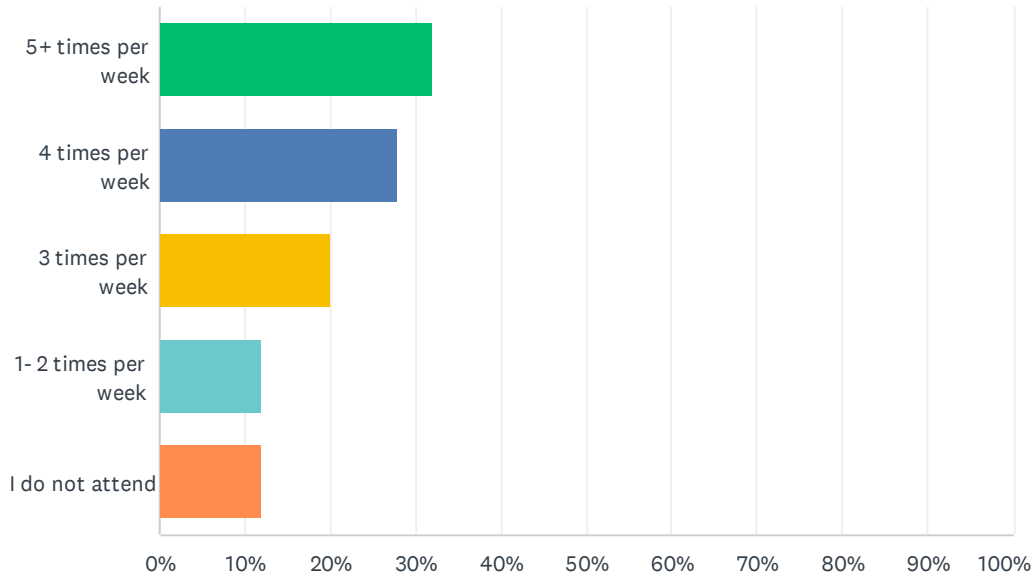


Q1 How many days per week do you visit Oneida Family Fitness?

Answered: 25 Skipped: 0

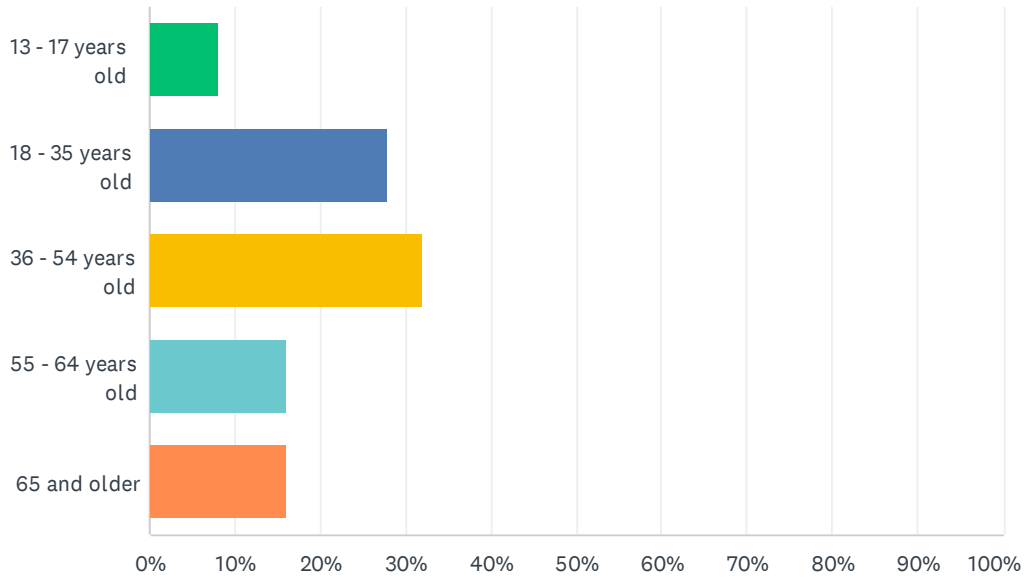


ANSWER CHOICES	RESPONSES	
5+ times per week	32.00%	8
4 times per week	28.00%	7
3 times per week	20.00%	5
1- 2 times per week	12.00%	3
I do not attend	12.00%	3
Total Respondents: 25		

#	IF YOU DO NOT ATTEND, WHY NOT?	DATE
1	Hours don't work for me and I can't bring my kids with me.	9/18/2024 1:03 PM
2	This has happened since June for shoulder rehab.	9/13/2024 9:51 AM
3	Closed :)	9/12/2024 11:30 AM
4	not open late enough for me, should be open till 9 or 10pm	9/10/2024 7:14 AM
5	Elevator broke, can't do stairs	9/10/2024 7:11 AM

Q2 Which represents your age group?

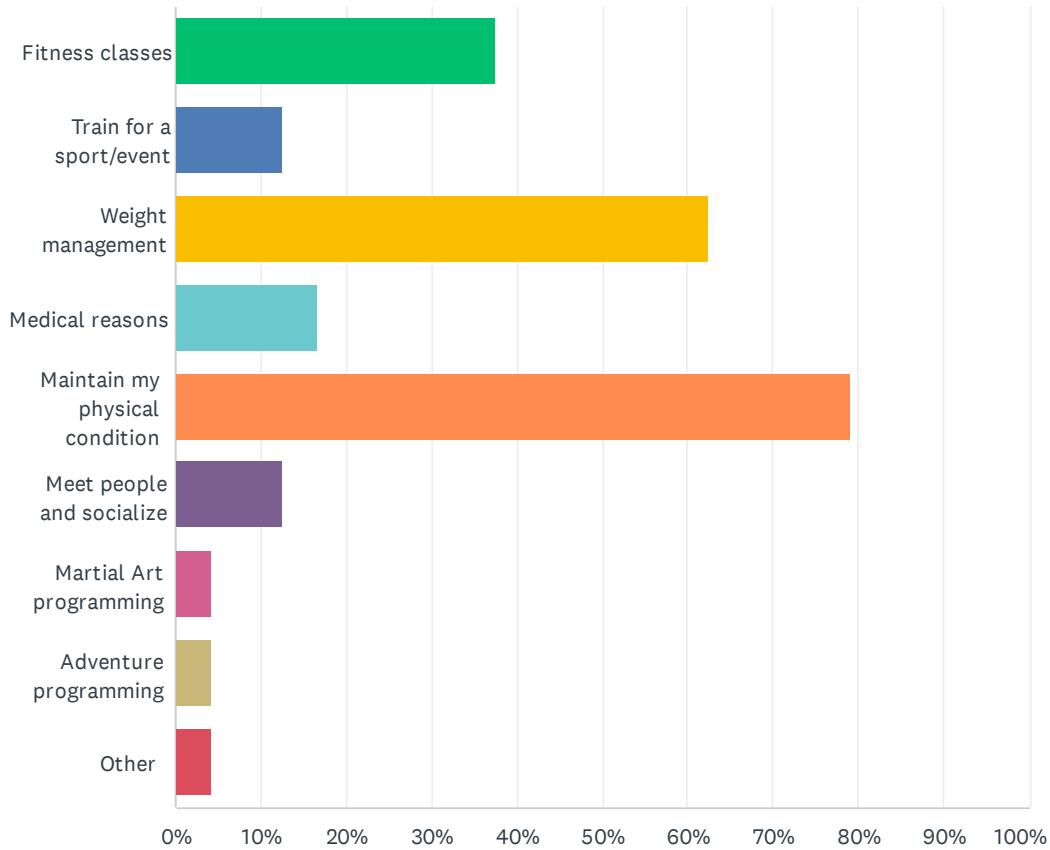
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
13 - 17 years old	8.00%	2
18 - 35 years old	28.00%	7
36 - 54 years old	32.00%	8
55 - 64 years old	16.00%	4
65 and older	16.00%	4
Total Respondents: 25		

Q3 I visit Oneida Family Fitness primarily for? Select all that apply:

Answered: 24 Skipped: 1

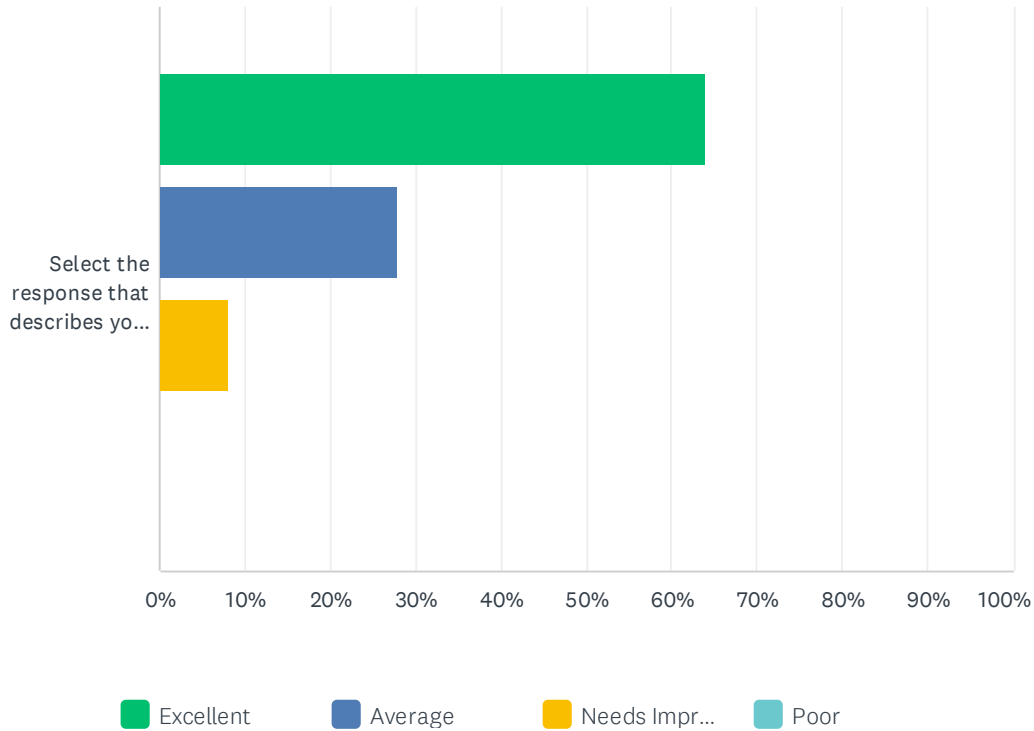


ANSWER CHOICES	RESPONSES
Fitness classes	37.50% 9
Train for a sport/event	12.50% 3
Weight management	62.50% 15
Medical reasons	16.67% 4
Maintain my physical condition	79.17% 19
Meet people and socialize	12.50% 3
Martial Art programming	4.17% 1
Adventure programming	4.17% 1
Other	4.17% 1
Total Respondents: 24	

#	OTHER (PLEASE SPECIFY)	DATE
1	Mental Health	9/12/2024 11:17 AM

Q4 How do you rate our staff and customer service?

Answered: 25 Skipped: 0



	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	64.00% 16	28.00% 7	8.00% 2	0.00% 0	25	3.56

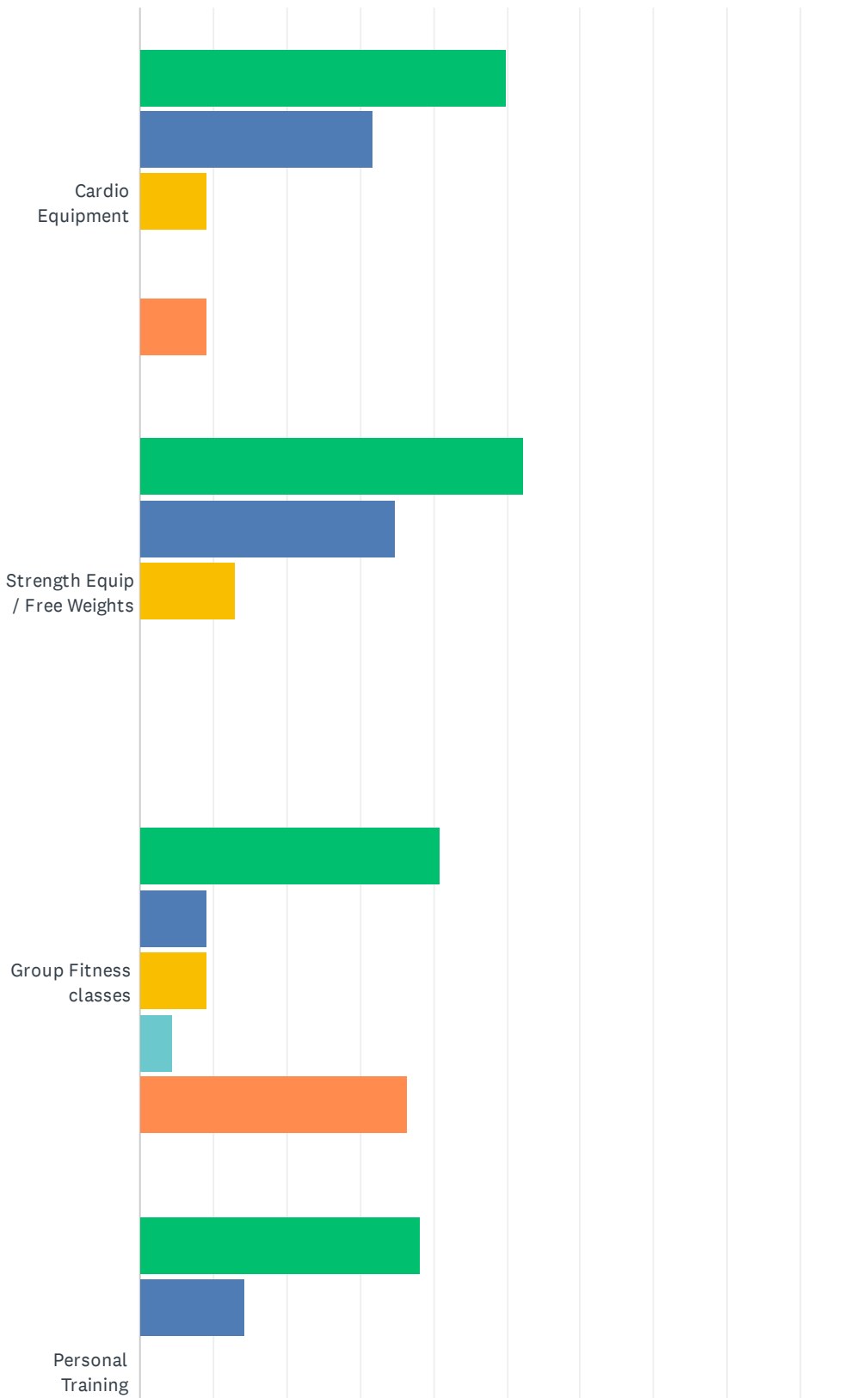
#	IS THERE A PARTICULAR STAFF MEMBER(S) THAT MAKES YOUR VISIT MORE ENJOYABLE? ADD ANY ADDITIONAL COMMENTS.	DATE
1	Front Desk is nice and welcoming	9/14/2024 10:20 PM
2	front desk- always excellent service. depends who is at the trainer desk- they definitely do or don't greet members. never amazing across the board at the trainer desk.	9/14/2024 11:23 AM
3	(Member wrote N/A to side of rating scale) I've only interacted with hello's and have a nice day. Everyone is friendly. Gloria--cleaner does a fantastic consistent job. Front desk people are also always welcoming.	9/13/2024 9:51 AM
4	Cente, Hud, Christina	9/12/2024 10:54 PM
5	All of them are very welcoming	9/12/2024 11:30 AM
6	Everyone is pleasant and seems like they are doing a good job. The front desk is phenomenal!	9/12/2024 11:25 AM
7	Theresa-Always positive and ease to talk to Taylor-Excellent instructor and very sweet Hudson-Excellent trainer. Makes classes fun and engaging. Gloria-Wonderful cleaner! Always fun to talk to! Spotless facility!	9/12/2024 11:17 AM
8	Dude with curly hair is chill.	9/12/2024 11:10 AM
9	I think Clay and the front desk ladies are nice. Also this guy with a combover. They always are nice to me.	9/12/2024 11:04 AM

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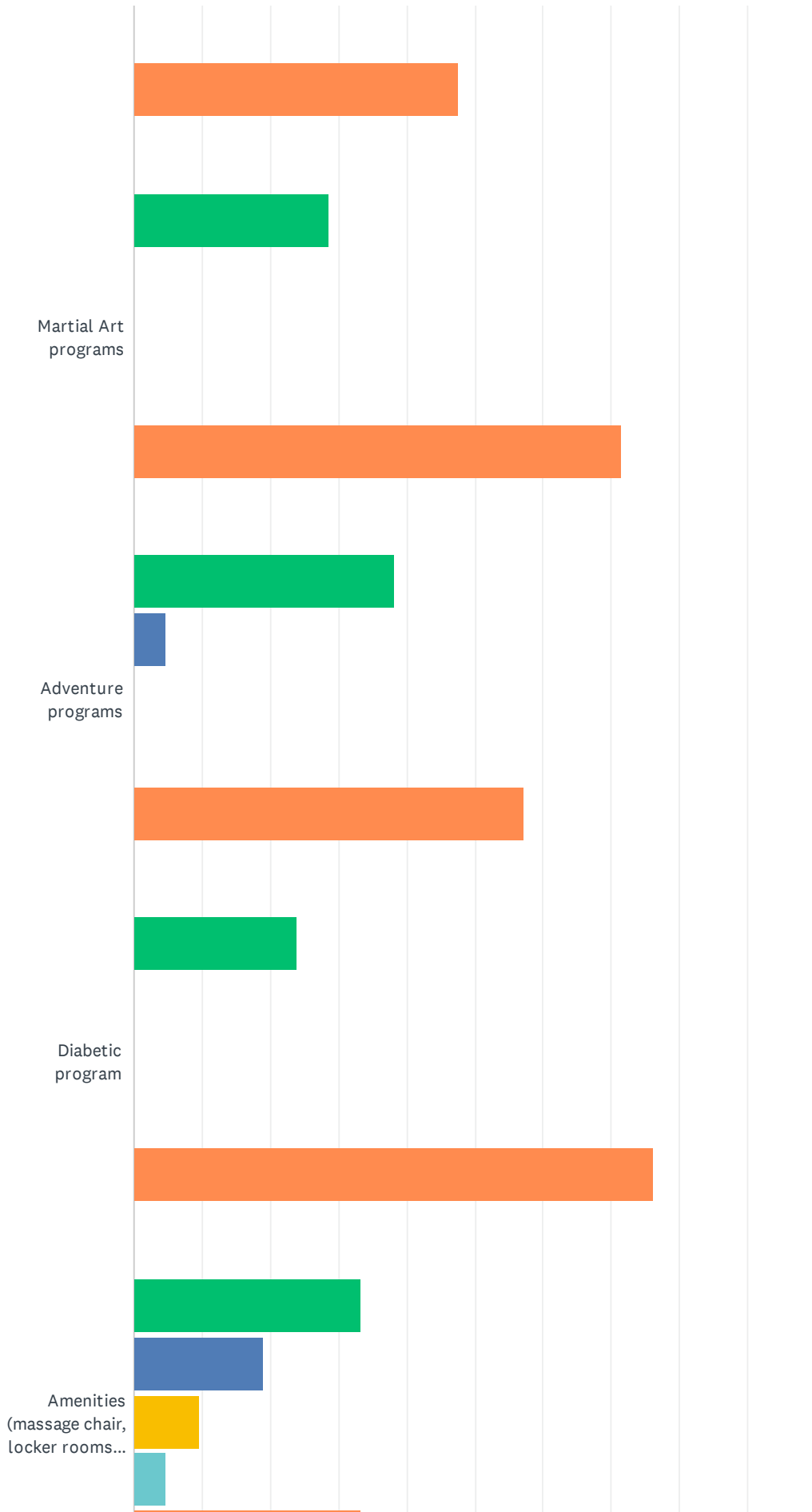
10	All of the staff members are extremely nice and helpful, and the custodial does an excellent job keeping the place nice and tidy and even smelling clean.	9/10/2024 6:39 PM
11	The girls at the desk are always SOOOO friendly!	9/10/2024 2:22 PM
12	Hudson and Taylor motivate me!!	9/10/2024 7:15 AM

Q5 What is your overall rating for programs & services offered at Oneida Family Fitness?

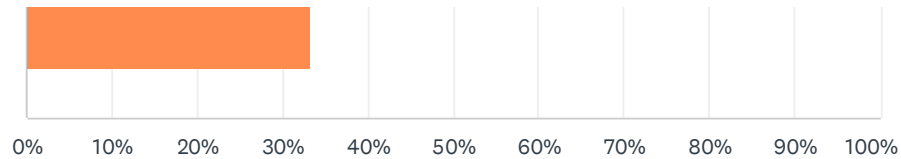
Answered: 24 Skipped: 1



Customer Satisfaction Survey 2024



Customer Satisfaction Survey 2024

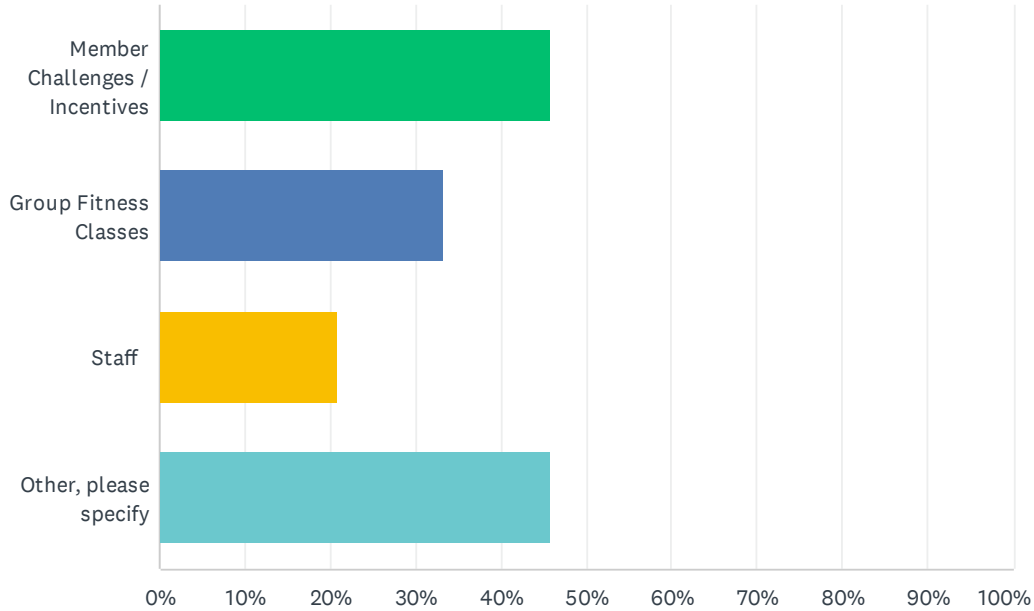


	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	N/A	TOTAL
Cardio Equipment	50.00% 11	31.82% 7	9.09% 2	0.00% 0	9.09% 2	22
Strength Equip / Free Weights	52.17% 12	34.78% 8	13.04% 3	0.00% 0	0.00% 0	23
Group Fitness classes	40.91% 9	9.09% 2	9.09% 2	4.55% 1	36.36% 8	22
Personal Training	38.10% 8	14.29% 3	0.00% 0	0.00% 0	47.62% 10	21
Martial Art programs	28.57% 6	0.00% 0	0.00% 0	0.00% 0	71.43% 15	21
Adventure programs	38.10% 8	4.76% 1	0.00% 0	0.00% 0	57.14% 12	21
Diabetic program	23.81% 5	0.00% 0	0.00% 0	0.00% 0	76.19% 16	21
Amenities (massage chair, locker rooms, pro shop, vending, towel rental)	33.33% 7	19.05% 4	9.52% 2	4.76% 1	33.33% 7	21

#	ADDITIONAL COMMENTS	DATE
1	the amount of quality group fitness classes is astoundingly low. we were told "we're understaffed" for the longest time. pre-covid, there were at least 3 classes every day consistently. now with full staff, the amount of classes or variety of classes hasn't increased. why?	9/14/2024 11:23 AM
2	Have never checked (amenities) out.	9/13/2024 9:51 AM
3	Group Fitness classes---comment "Bad Times" written. The weight room is routinely on the machines dirty. Kids say the "N" word routinely and don't really work out sometimes. Maybe do more frequent rounds?	9/12/2024 11:25 AM
4	NEED A POOL	9/12/2024 11:18 AM
5	Wish you had a pool and open on more weekends. Yoga class?	9/12/2024 11:01 AM
6	Poor lighting in bathroom	9/12/2024 10:55 AM
7	the entire fitness staff are always very helpful and encouraging!!	9/10/2024 7:15 AM

Q6 What best motivates you to keep active at Oneida Family Fitness? Select all that apply.

Answered: 24 Skipped: 1

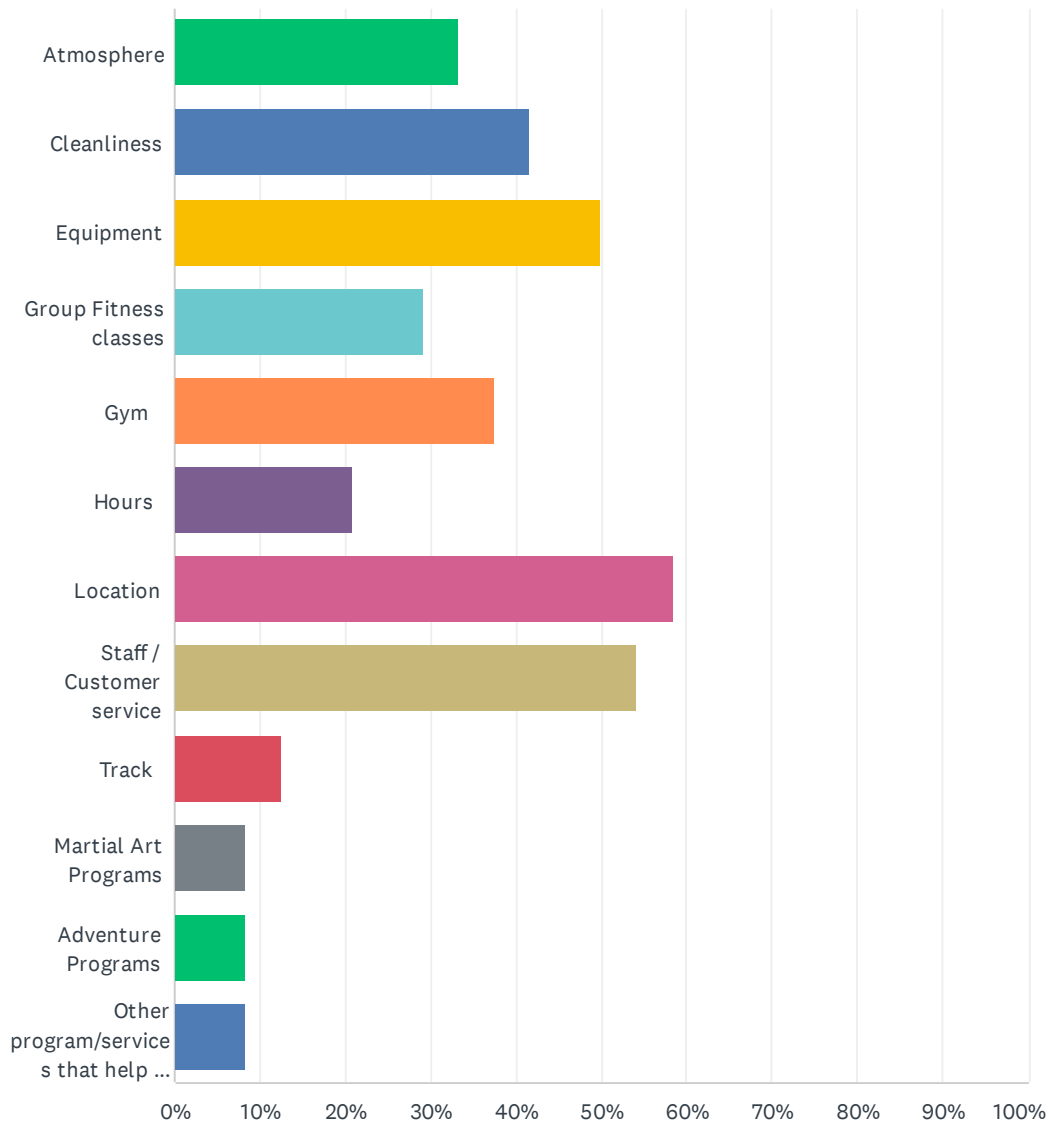


ANSWER CHOICES	RESPONSES
Member Challenges / Incentives	45.83% 11
Group Fitness Classes	33.33% 8
Staff	20.83% 5
Other, please specify	45.83% 11
Total Respondents: 24	

#	OTHER, PLEASE SPECIFY	DATE
1	Because the gym is private	9/23/2024 11:32 AM
2	Oneida nation owned facility	9/18/2024 1:03 PM
3	Myself staying with plan/attendance/self-care.	9/13/2024 9:51 AM
4	Personal health, free membership	9/12/2024 10:54 PM
5	maintaining weight & physical fitness	9/12/2024 1:07 PM
6	My overall health & well being	9/12/2024 11:30 AM
7	Exercise Cardio	9/12/2024 11:18 AM
8	gym	9/12/2024 11:10 AM
9	It's convenient because it's close	9/12/2024 11:04 AM
10	My son. :) and losing weight. Gifts & Acknowledgements too!	9/12/2024 11:01 AM

Q7 What do you like MOST about Oneida Family Fitness? Select all that apply.

Answered: 24 Skipped: 1



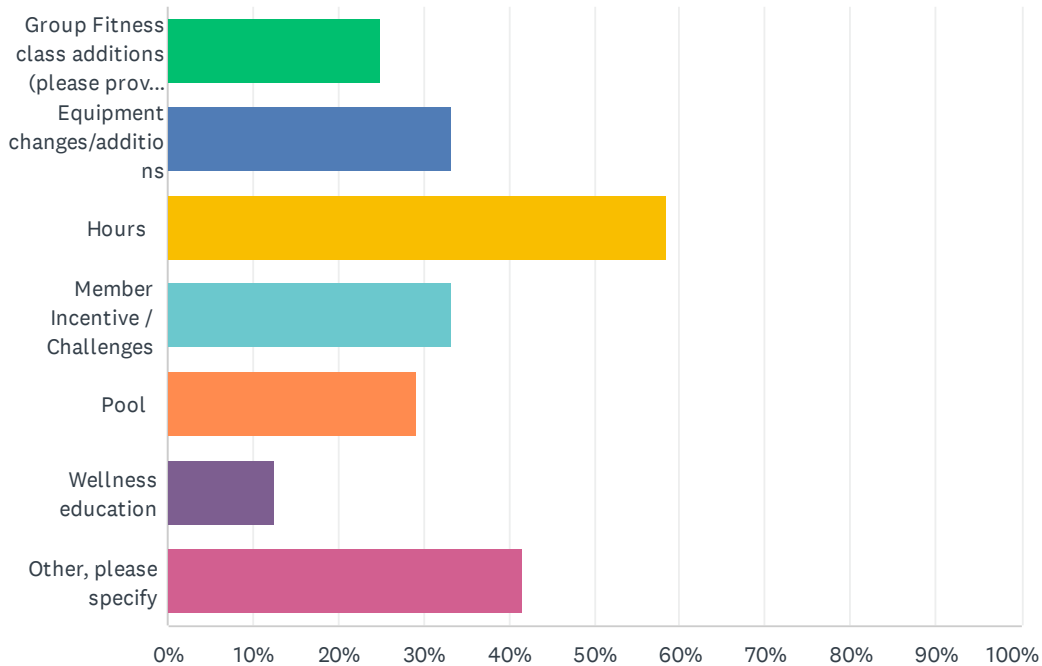
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ANSWER CHOICES	RESPONSES	
Atmosphere	33.33%	8
Cleanliness	41.67%	10
Equipment	50.00%	12
Group Fitness classes	29.17%	7
Gym	37.50%	9
Hours	20.83%	5
Location	58.33%	14
Staff / Customer service	54.17%	13
Track	12.50%	3
Martial Art Programs	8.33%	2
Adventure Programs	8.33%	2
Other program/services that help me manage my health	8.33%	2
Total Respondents: 24		

#	OTHER PROGRAM/SERVICES THAT HELP ME MANAGE MY HEALTH	DATE
1	Love the new Gym.	9/12/2024 11:01 AM
2	It's free Jail vibes in hallways	9/12/2024 10:55 AM

Q8 What would enhance your membership experience at Oneida Family Fitness? Select all that apply.

Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES
Group Fitness class additions (please provide explanation)	25.00% 6
Equipment changes/additions	33.33% 8
Hours	58.33% 14
Member Incentive / Challenges	33.33% 8
Pool	29.17% 7
Wellness education	12.50% 3
Other, please specify	41.67% 10
Total Respondents: 24	

#	OTHER, PLEASE SPECIFY	DATE
1	stated above on group fitness classes. the hours of OFF consistently suck as well. pre-covid, the gym opened at 530 Mon -Fri. now that the pandemic is OVER in Oneida as an employer, the hours still haven't gone back to what they were pre-covid for opening. why?	9/14/2024 11:23 AM
2	Open an hour later	9/13/2024 9:51 AM
3	Sauna, bigger area- it can get crowded during busy hours.	9/12/2024 10:54 PM
4	Would be nice to swim	9/12/2024 1:07 PM
5	After 4PM yoga or Pilates/hot yoga/ barre classes. Enforce cleaning by members and clean	9/12/2024 11:25 AM

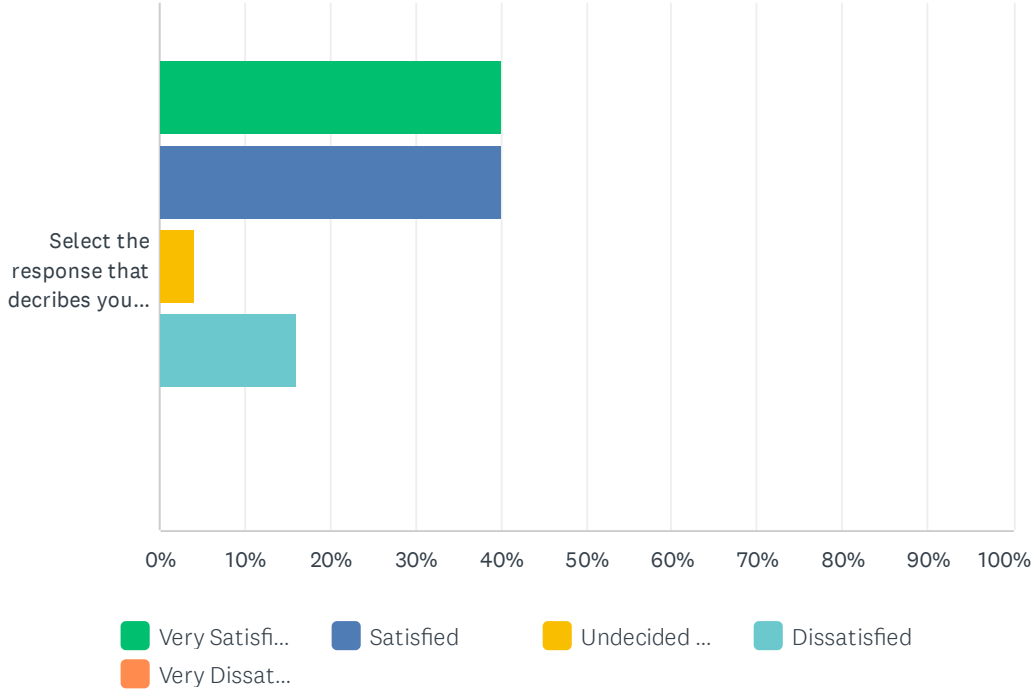
Customer Satisfaction Survey 2024

machines and window skills more often. The bathrooms are usually pretty good. There is sometimes mouse poop on the windowsills. Stay open M-F till 7 and Sat. 8-4.

6	Pool/sauna	9/12/2024 11:18 AM
7	Taylor-core classes nutrition classes	9/12/2024 11:17 AM
8	(Circled pool & checked)	9/12/2024 11:01 AM
9	Open on weekends	9/12/2024 10:55 AM
10	Chair yoga	9/10/2024 1:16 PM

Q9 Overall, how satisfied are you with your Oneida Family Fitness membership? Please explain the reason for your rating.

Answered: 25 Skipped: 0



	VERY SATISFIED	SATISFIED	UNDECIDED / NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	40.00% 10	40.00% 10	4.00% 1	16.00% 4	0.00% 0	25	1.96

#	ADDITIONAL COMMENT	DATE
1	Not a family facility where my all ages can work out.	9/18/2024 1:03 PM
2	I love everything about it! I look forward to my noon classes!!	9/17/2024 8:57 PM
3	Locker room cleanliness is poor. The checklist says it's swept and mopped daily, but the floor and inside some lockers is unsanitary.	9/16/2024 3:55 PM
4	Hours aren't the best	9/14/2024 10:20 PM
5	for a free facility, it has it's great points, and again, for free, it's lacking a ton. better hours and improved/more variety in group fitness classes.	9/14/2024 11:23 AM
6	Location, hours, equipment I use have been appropriate for me.	9/13/2024 9:51 AM
7	Get BC to build a bigger building because when it gets even a little busy it feels claustrophobic quick. Have a designated stretch zone so people can warm up instead of in the halls or the room upstairs if its available.	9/12/2024 11:25 AM
8	Need Pool/Massage Therapist/Sauna	9/12/2024 11:18 AM
9	I love being here! When you're here you are family. I love the staff/knows me by name and they always challenge me to do better! I love it here!	9/12/2024 11:17 AM

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10	I like it here, pretty much no negatives.	9/12/2024 11:04 AM
11	Brighten up the lights & paint the walls some brighter colors--New carpet? Overall, I'm satisfied, especially because its free! :) Thanks!	9/12/2024 11:01 AM
12	Thank you all for being a great place to work out !!	9/10/2024 7:15 AM
13	location should be in Oneida	9/10/2024 7:14 AM
14	Elevator keeps breaking down unable to do stairs.	9/10/2024 7:11 AM