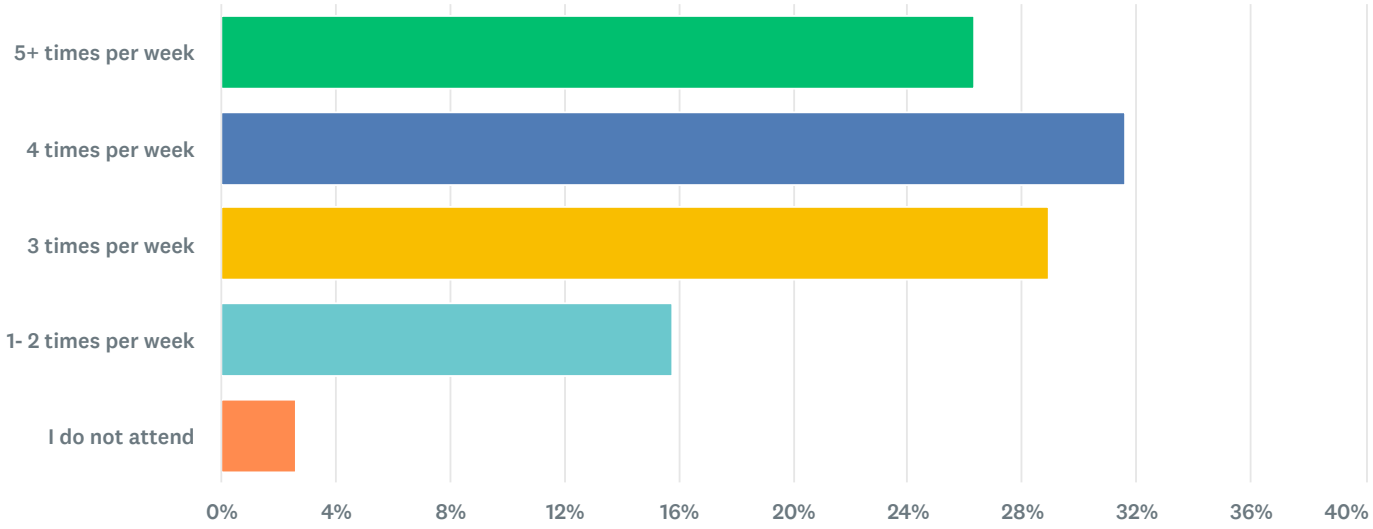
Q1 38 responses

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

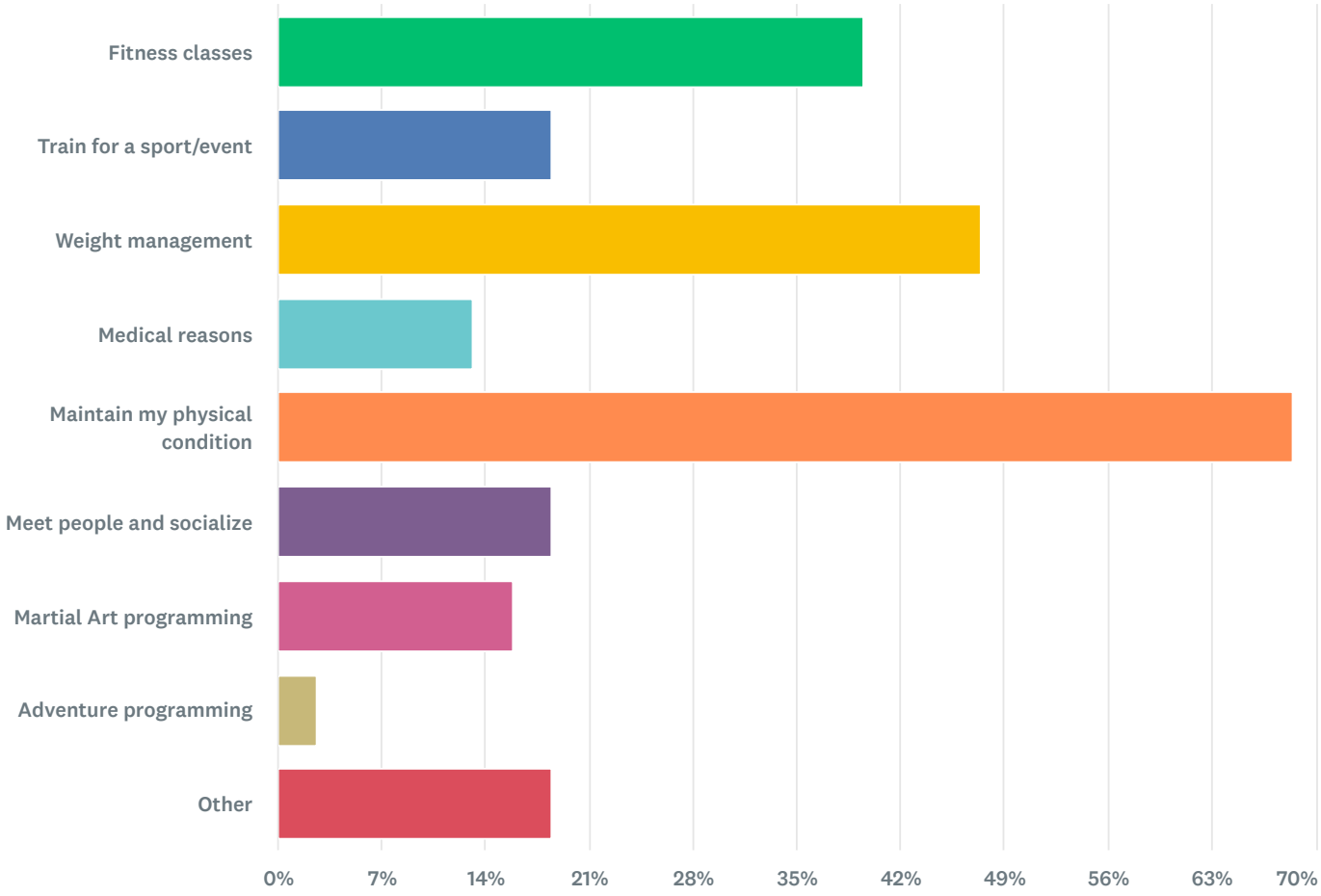


Answer Choices	Percentage	Selections
5+ times per week	26.32%	10
4 times per week	31.58%	12
3 times per week	28.95%	11
1- 2 times per week	15.79%	6
I do not attend	2.63%	1
Total		**40**

#	IF YOU DO NOT ATTEND, WHY NOT?	DATE
1	most of the time; if not because hurt	9/22/2026 4:50 PM
2	Work schedule	9/15/2026 9:35 AM
3	I have a back injury. I plan on returning soon to two times a week.	9/13/2026 10:35 PM
4	Need more variety in group classes in the AM. They are the same workouts each week. I used to attend but went to another gym that offers more variety of weight lifting. The noon classes don't work for everyone. Need to open a little earlier.	9/10/2026 7:31 PM

Q2 38 responses

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



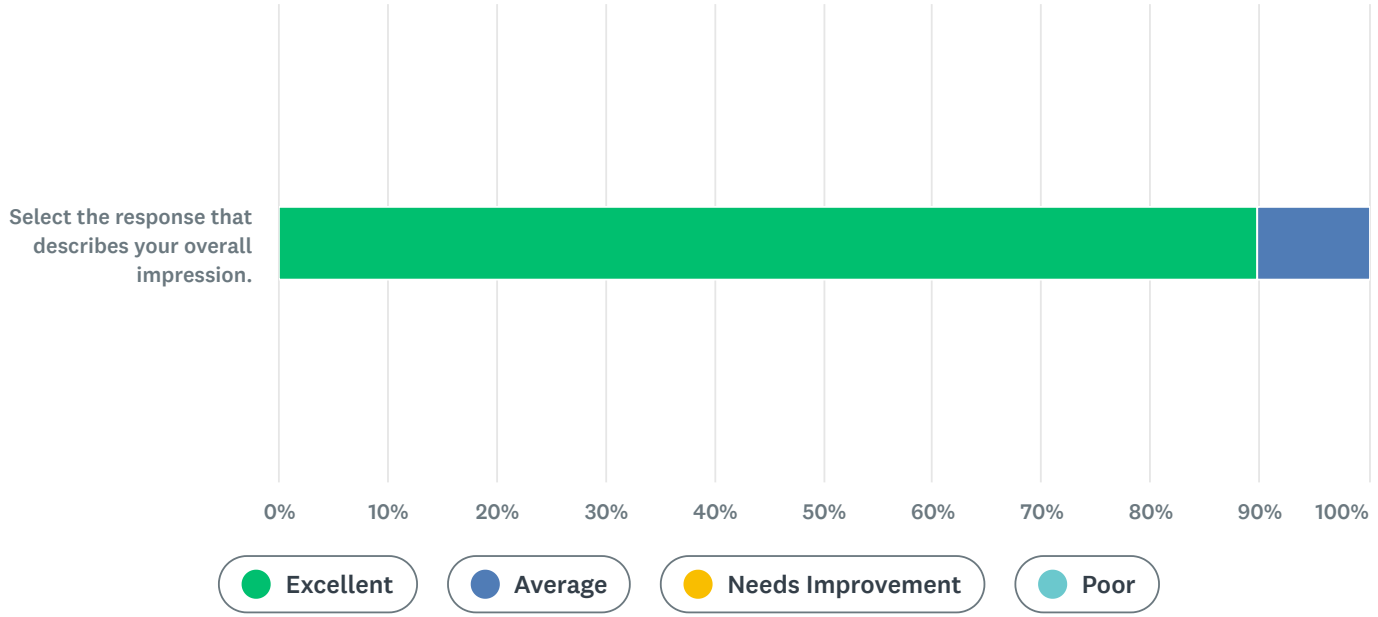
Answer Choices	Percentage	Selections
Fitness classes	39.47%	15
Train for a sport/event	18.42%	7
Weight management	47.37%	18
Medical reasons	13.16%	5
Maintain my physical condition	68.42%	26
Meet people and socialize	18.42%	7
Martial Art programming	15.79%	6
Total		**92**

Adventure programming	2.63%	1
Other	18.42%	7
Total		**92**

#	OTHER (PLEASE SPECIFY)	DATE
1	basketball	9/25/2026 1:59 PM
2	Weight room	9/23/2026 12:50 PM
3	basketball	9/22/2026 4:50 PM
4	I do it for my health	9/22/2026 4:39 PM
5	vacation, rebuild body	9/22/2026 7:42 AM
6	Stress reduction	9/15/2026 9:35 AM
7	marshal arts classes	9/13/2026 10:35 PM

Q3 39 responses

How do you rate our staff and customer service?



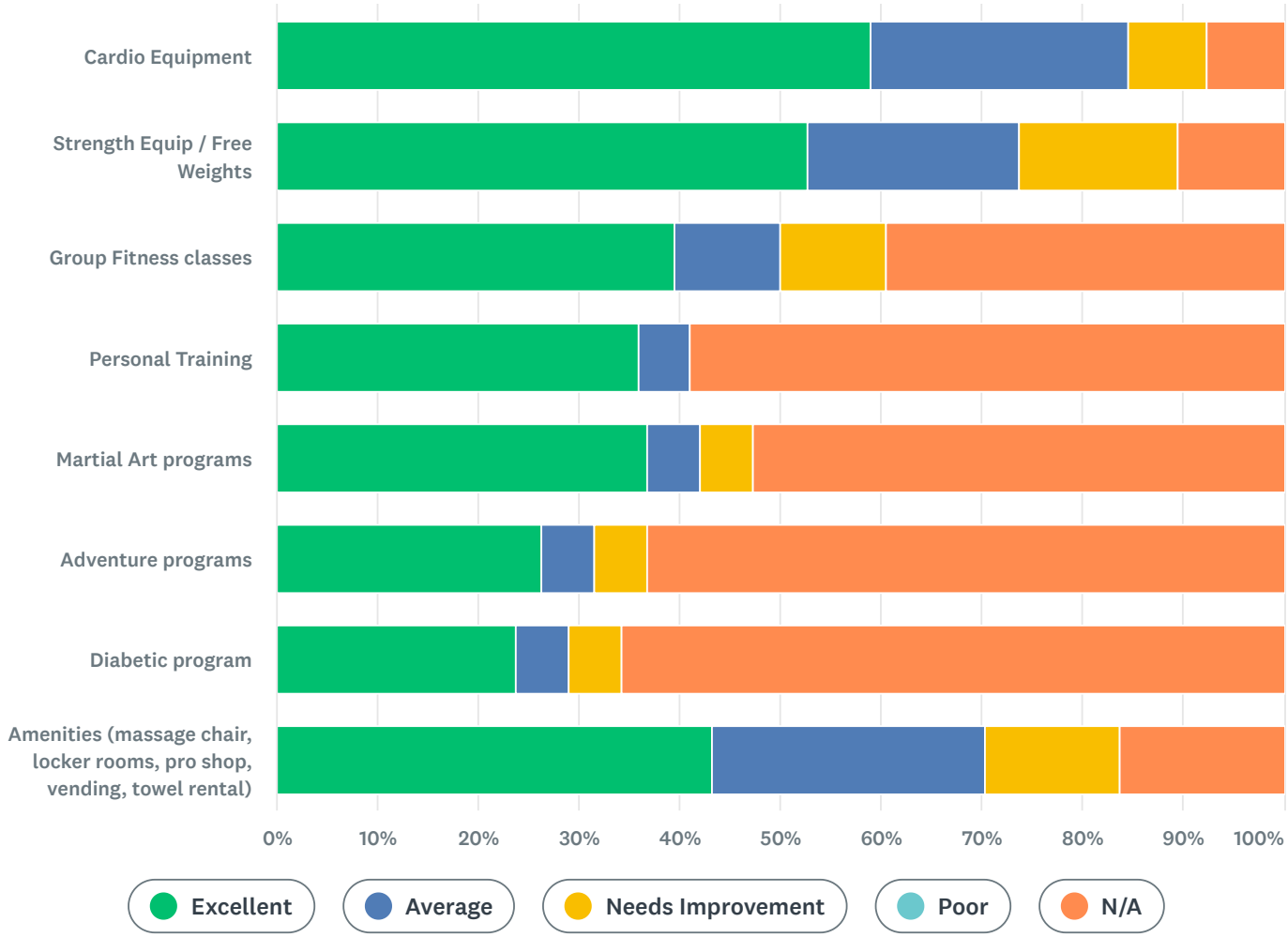
	Excellent	Average	Needs Improvement	Poor	Total
Select the response that describes your overall impression.	89.74% 35	10.26% 4	0% 0	0% 0	39
					39

#	IS THERE A PARTICULAR STAFF MEMBER(S) THAT MAKES YOUR VISIT MORE ENJOYABLE? ADD ANY ADDITIONAL COMMENTS.	DATE
1	David D. amazing	9/25/2026 1:59 PM
2	Taylor and ryan	9/23/2026 12:52 PM
3	Everyone is so welcoming and smiling.	9/23/2026 10:10 AM
4	When team work/ STAFF sometimes help others on their break time. Thank you STAFF.	9/22/2026 4:50 PM
5	I usually have questions on how to use the equipment	9/22/2026 4:39 PM
6	They are all nice.	9/22/2026 7:42 AM
7	All of them! They all remember me by name and never skip a beat to say hello. I feel so welcomed every time.	9/20/2026 11:10 PM
8	All staff are so nice. They greet you by name and make you feel welcome. The trainers are encouraging and helpful.	9/19/2026 6:23 PM
9	Every staff member makes you feel welcome and are always willing to help with any questions I may have.	9/17/2026 5:03 PM

10	The front desk staff over this past year have all been way above average and excellent. The rest of the staff are good too. However ----> management and the older staff members - needs some work with their social skills.	9/15/2026 3:42 PM
11	Front desk staff always do friendly and welcoming! Love all the trainers	9/15/2026 9:35 AM
12	Everyone that works at the fitness are Great!! They are all nice, very professional and genuinely care for each person that walks in the door	9/11/2026 3:20 PM
13	Christine	9/10/2026 1:12 PM
14	Yes! Hudson for my entire time working out. Taylor for her core and strength classes. Clay for his strength classes. Last but not least Kevin Schoenebeck for his martial arts.	9/10/2026 12:48 PM
15	Christine always has a smile on and is very professional	9/10/2026 12:28 PM
16	David is always nice	9/10/2026 8:38 AM

Q4 39 responses

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



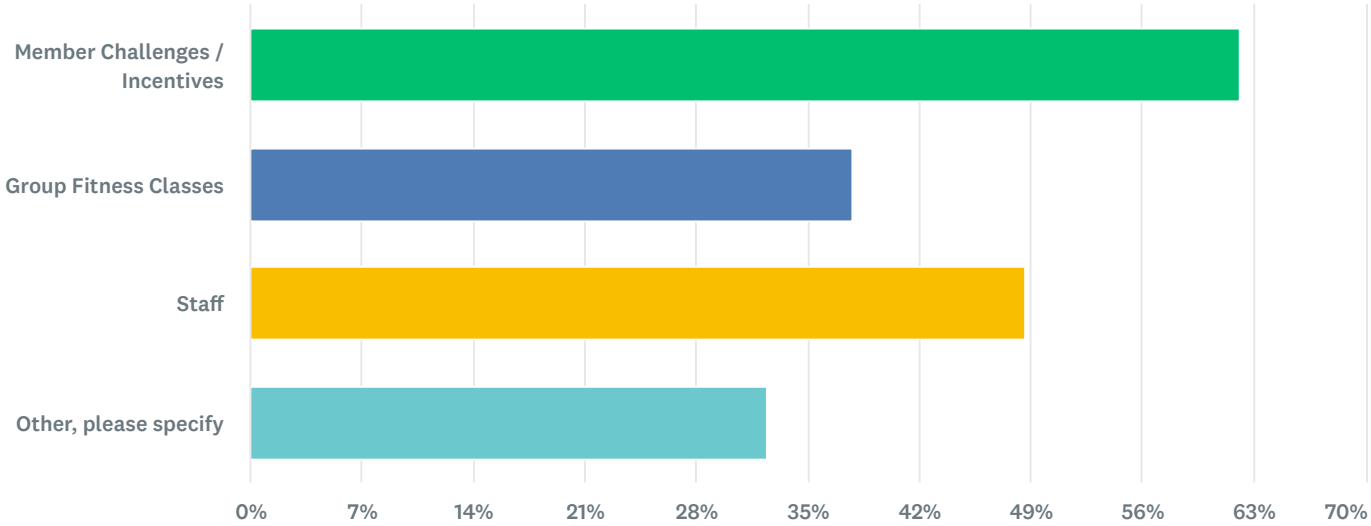
	Excellent	Average	Needs Improvement	Poor	N/A	Total
Cardio Equipment	58.97% 23	25.64% 10	7.69% 3	0% 0	7.69% 3	39
Strength Equip / Free Weights	52.63% 20	21.05% 8	15.79% 6	0% 0	10.53% 4	38
Group Fitness classes	39.47% 15	10.53% 4	10.53% 4	0% 0	39.47% 15	38
						305

Personal Training	35.90% 14	5.13% 2	0% 0	0% 0	58.97% 23	39
Martial Art programs	36.84% 14	5.26% 2	5.26% 2	0% 0	52.63% 20	38
Adventure programs	26.32% 10	5.26% 2	5.26% 2	0% 0	63.16% 24	38
Diabetic program	23.68% 9	5.26% 2	5.26% 2	0% 0	65.79% 25	38
Amenities (massage chair, locker rooms, pro shop, vending, towel rental)	43.24% 16	27.03% 10	13.51% 5	0% 0	16.22% 6	37
						305

#	ADDITIONAL COMMENTS	DATE
1	Just need shoot machine	9/25/2026 1:59 PM
2	Wish we had a steam room or sauna.	9/23/2026 10:10 AM
3	None at this time.	9/22/2026 4:50 PM
4	need a fitness program	9/22/2026 7:42 AM
5	Would love to see other machine varieties for strength training but I think their is plenty dumbbells. Would like an adult martial art program in the evening for after work professionals. Lastly. Wish we had a sauna or steam room!	9/20/2026 11:10 PM
6	I prefer group classes but the types offered and/or times don’t work for me. I’m a middle-aged SAHM, which doesn’t seem to be a common demographic. We need a bigger track!	9/18/2026 9:19 AM
7	I can’t believe the quality for being a free facility. There are places I’ve paid for in the past that aren’t even close to measuring up to OFF.	9/17/2026 5:03 PM
8	Some staff members do not understand modifying exercises appropriately, and the focus on eliminating classes for seniors and differently abled people is alarming. I also don't understand why staff have to stand in cycling classes giving instruction - them not cycling with us is so odd.	9/15/2026 3:42 PM
9	I do wish the Tuesday noon class routine would change	9/15/2026 9:35 AM
10	From what I see, as I don't take part in them, personal training sessions seem short if they are paying $20 for them.	9/10/2026 8:55 AM

Q5 37 responses

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



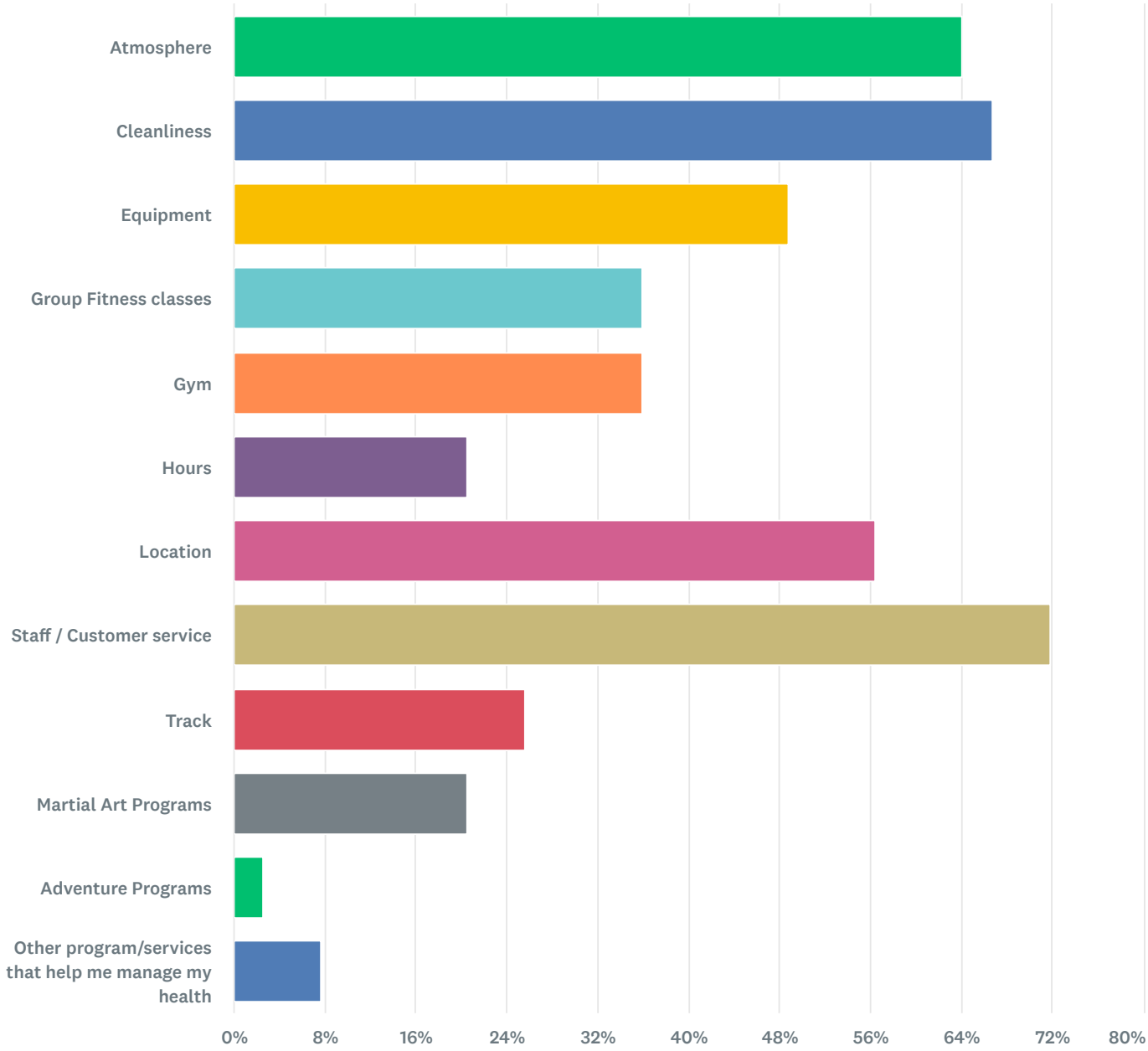
Answer Choices	Percentage	Selections
Member Challenges / Incentives	62.16%	23
Group Fitness Classes	37.84%	14
Staff	48.65%	18
Other, please specify	32.43%	12
Total		**67**

#	OTHER, PLEASE SPECIFY	DATE
1	gym, workout	9/25/2026 1:59 PM
2	Free tribal membership	9/23/2026 10:10 AM
3	noonball; sometime.	9/22/2026 4:50 PM
4	myself is motivated	9/22/2026 4:39 PM
5	Availability to use equipment and not being an overcrowded gym.	9/20/2026 11:10 PM
6	My co-workers	9/19/2026 6:23 PM
7	Belt advancement	9/17/2026 2:53 PM
8	Free membership	9/15/2026 6:25 PM
9	TAI CHI CLASSES	9/14/2026 4:31 PM
10	Chatting with community in the walking track	9/10/2026 2:53 PM

11	Reaching my goals of consistant attendance.	9/10/2026 8:55 AM
12	Just to keep staying healthy	9/10/2026 7:45 AM

Q6 39 responses

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



Answer Choices	Percentage	Selections
Atmosphere	64.10%	25
Cleanliness	66.67%	26
Equipment	48.72%	19
Total		**178**

Group Fitness classes	35.90%	14
Gym	35.90%	14
Hours	20.51%	8
Location	56.41%	22
Staff / Customer service	71.79%	28
Track	25.64%	10
Martial Art Programs	20.51%	8
Adventure Programs	2.56%	1
Other program/services that help me manage my health	7.69%	3
Total		**178**

#	OTHER PROGRAM/SERVICES THAT HELP ME MANAGE MY HEALTH	DATE
1	Just need shooting machine	9/25/2026 1:59 PM
2	yoga	9/23/2026 10:10 AM
3	friends	9/22/2026 4:39 PM

Q7 What would enhance your membership experience at Oneida Family Fitness? Please provide any suggestions/feedback in comment box.

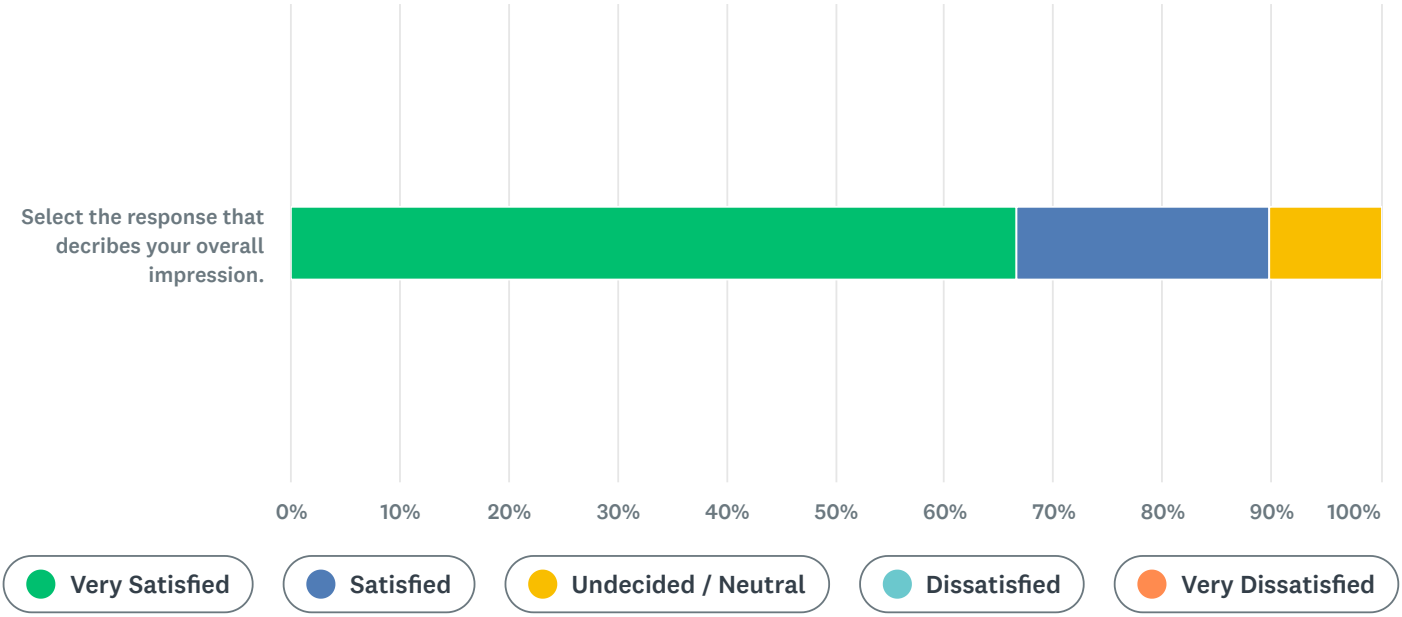
Answered: 30 Skipped: 9

#	RESPONSES	DATE
1	Shooting machine	9/25/2026 1:59 PM
2	More yoga classes in evening	9/23/2026 12:52 PM
3	Open later for an extra hour or 2 would be nice, maybe a couple new pieces of weight lifting equipment.	9/23/2026 12:50 PM
4	more classes around 1pm-2pm yoga every other day for recovery	9/23/2026 10:10 AM
5	None at this time.	9/22/2026 4:50 PM
6	n/a	9/22/2026 4:39 PM
7	I really wish we had later hours, I work 2 jobs, and getting to the gym to be done by 6/7pm during the week is so incredibly stressful on my timeline..additionally, fitness for me is a year long commitment. I wish we had Saturdays all year long and well into 3/4pm in the afternoon.	9/20/2026 11:10 PM
8	Weekend hours past noon and Sunday hours. Weekend classes.	9/19/2026 6:23 PM
9	If members didn’t wear so much perfume/cologne. Some of us are sensitive to fragrances, and working out with a mask isn’t feasible. It’s ok to sweat and stink (within reason of course) at a place where people are being physically active.	9/18/2026 9:19 AM
10	Some people are so quick to judge the facility and complain about what it doesn’t have. Sometimes overhearing those select members constantly point out only the bad things gets tiring. Can’t really control that, but it would be nice to hear more positivity from those that use the facility. If you don’t like it, there are other options around the community, but you won’t find better staff anywhere.	9/17/2026 5:03 PM
11	Closer to home and a childcare option or even a pool	9/17/2026 2:53 PM
12	Extended hours by potentially allowing fitness members the ability to access gym during closed hours. Have security present during night time hours.	9/16/2026 4:56 PM
13	Make the hours longer	9/15/2026 6:25 PM
14	Actually listening to members when they say that the management team only seems to listen to people that complain, and not listen to the people that are regulars day in and day out. The priorities on what is important are completely disjointed, and out of all gyms I am a member to, I only come to this facility because of the equipment and the friendliness of the younger fitness staff. All of the staff who appear to be much older are stuck in their ways and worry about things we don't even care about. And that has to change. I wish the younger staff were in charge because they are what makes the place enjoyable.	9/15/2026 3:42 PM
15	Shake out noon class routines, mostly Tuesday. I also wish we had a noon full yoga class offered.	9/15/2026 9:35 AM
16	Continue to keep equipment updated/modern	9/14/2026 10:11 AM
17	Clean the locker rooms. The inside of the lockers have probably never been cleaned since theybwere installed. The floors and sinks are not mopped and wiped daily.	9/14/2026 10:08 AM
18	Better hours, Saturday opened too	9/13/2026 10:25 AM
19	More Fitness Classes, Bring Back Kick Boxing, more Spin classes	9/12/2026 7:56 PM
20	More classes offered at all times, later hours, child care while working out	9/11/2026 9:41 PM
21	It would be great to have the pool back	9/11/2026 3:20 PM

22	Open on Saturday	9/11/2026 1:46 PM
23	Access through the building to the family center.	9/10/2026 8:56 PM
24	Allow younger kids to utilize the gym and the track. They need a space to be able to stay active, especially in the winter months.	9/10/2026 7:31 PM
25	Changing up the noon hour fitness classes, every time the schedule changes. Noon our classes have been the same for a long time.	9/10/2026 2:02 PM
26	Signs up for: wiping down machines after use, no outside shoes, no loogies in the shower 🤢	9/10/2026 1:12 PM
27	More classes and staff so they don't get burnt out.	9/10/2026 12:48 PM
28	Kettlebells, Improve the stations on the cardio equipment	9/10/2026 8:55 AM
29	More options to bring youth and maybe a basketball league	9/10/2026 8:38 AM
30	Providing different group classes,) chair yoga, strength training development, or a boot camp class. Also want to switch up movements in groups. Always tend to do the same thing every week in class.	9/10/2026 7:45 AM

Q8 39 responses

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



	Very Satisfied	Satisfied	Undecided / Neutral	Dissatisfied	Very Dissatisfied	Total
Select the response that decribes your overall impression.	66.67% 26	23.08% 9	10.26% 4	0% 0	0% 0	39
						39

#	ADDITIONAL COMMENT	DATE
1	Please try to get the shooting machine from the Civic that nobody uses there. Thank you.	9/25/2026 1:59 PM
2	You can't beat free, PLUS the incentive that come with Tx. Thank you! PLUS STAFF!!	9/22/2026 4:50 PM
3	age over 80 need to move body more.	9/22/2026 7:42 AM
4	All based on my comments in this survey :)	9/20/2026 11:10 PM
5	I love the staff and the atmosphere. I feel comfortable and not judged when I attend.	9/19/2026 6:23 PM
6	It would be nice if it stayed open later in the evening, like 9 pm.	9/18/2026 9:19 AM
7	Always feel welcome. Facility is always clean. Equipment is well maintained even if it is older.	9/17/2026 5:03 PM
8	I enjoy working out with the trainers and love group classes overall.	9/16/2026 4:56 PM
9	I am neutral because I would honestly love this facility if the older generations would just decide to retire so the younger staff can enact change and make the place exactly what the members are asking for.	9/15/2026 3:42 PM

10	Thanks for all you do!	9/15/2026 9:35 AM
11	MEETS MY NEEDS.	9/14/2026 4:31 PM
12	I would really like to come back to the fitness center but I wish there were more weight lifting classes and not spin/cardio. The staff are great and motivating!	9/10/2026 7:31 PM
13	Fantastic place with fantastic people. Best gym I’ve ever been to.	9/10/2026 1:12 PM