



# Hamilton Downtown Family YMCA



## Listening to You, Growing Together.

In November 2025, YMCA WorkWell ran a national Member Experience Insight Survey and heard from over 30,700 members at YMCA locations across the country.

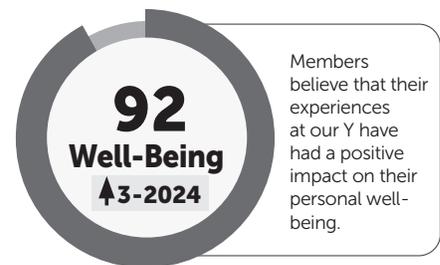
Here at the Hamilton Downtown Family YMCA we heard from 299 members. Thank you for sharing your feedback and for being part of our community!

Member Experience Score - **86 Strong** (▲4-2024)    Net Promoter Score - **45** (▲2-2024)

### Our Key Strengths

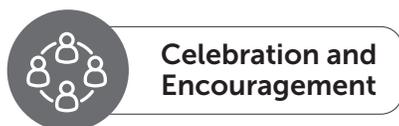
These are the **top 3 Scores** for the Hamilton Downtown Branch, on a 1–100 scale. We are proud to report that these are our strengths as we believe they reflect the values and dedication of our staff and members.

Score on a 1–100 scale



### Areas We Will Focus On

The following areas received the lowest scores in the survey and will be the primary focus of staff's efforts in the coming year to enhance your experience.



Ensuring members feel that Y staff/volunteers celebrate their achievements and milestones while also encouraging them/their family to participate in new activities at the Y.

▲10 (Celebration) & ▲11 (Encouragement) = 2024



Ensuring members feel that they are able to find workout times/classes that work for their schedule.

▲4 - 2024



Ensuring the facilities and equipment at the Y are clean and well maintained.

▲1 - 2024