

OCTOBER 2024

# PARTNERSHIP REPORT

Maitland  
**RECREATION**  
CENTRE



GODERICH HURON YMCA

## GODERICH HURON YMCA Y STORY

As a Membership Services representative, and a Child and Youth Instructor at the YMCA, I really value how our programs and activities reflect our core values of caring, honesty, inclusivity, respect, and responsibility.

One of the things I appreciate most is the strong sense of community we foster among our members. We welcome everyone, regardless of their background or fitness level, ensuring that everyone feels included and valued. It's wonderful to see families come together, whether it's through youth programs or family fitness events, creating lasting connections.

I also admire how we promote honesty and responsibility within our community. Our members trust us to provide safe and supportive environments for their children, knowing that we prioritize their well-being. This builds a sense of trust that is essential for a thriving community.

Additionally, the emphasis on caring is evident in every interaction. Whether it's staff supporting a member through their fitness journey or encouraging kids to try new activities, that commitment to care is palpable. It's this dedication that keeps our members engaged and coming back.

Overall, being part of a team that prioritizes these values in our membership services enriches not only our members' experiences but also contributes to the overall positive atmosphere of the YMCA. It's fulfilling to be part of an organization that genuinely cares for every individual in our community.



**MEMBERS ON ROLL**  
October 21st 2024 - 1621

### **BUILDING ACCESS (JAN - OCT 2024)**

Scans - 87,974

### **2024 FINANCIAL ASSISTANCE**

Receiving membership Financial Assistance **27%**

# NET PROMOTER SCORE (LISTEN360)

NPS®



Response Breakdown

547

Responses

Promoters	392 (72%)
Passives	92 (17%)
Detractors	63 (12%)



SCORE IS UP FROM 54 TO 60 SINCE APRIL



**Christine Jarloc**

10/10

Goderich - Membership

#873931

1 response  
0 recommendations  
\$0.00 spent

October 16, 2024 #873931-2024-10-08

Add Private Note Mark as Flagged

I really appreciate the variety of programs and activities offered at the YMCA. The focus on promoting health, community, and personal growth is inspiring. Whether it's the fitness classes, sports programs, or family-oriented activities, there's something for everyone, and it creates a positive, inclusive environment for all ages and fitness levels. It's a great place to stay active and connect with others.



**Brenda Hallman**

10/10

Goderich - Membership

#739953

6 responses  
0 recommendations  
\$0.00 spent

October 15, 2024 #739953-2024-10-04

Add Private Note Mark as Flagged

Personally I have only used the swimming pool for Aqua Fit and the Liesure lane for water walking. Which the Lifeguards and instructors have been great. Looking forward to gradually (my balance isn't the greatest) improving and being able to go upstairs to using the walking track and Beginners Yoga. The best thing is there is always something to do to better oneself and it's all inclusive.

# PARTNERSHIP REPORT

## APPROVED BUDGET

FISCAL YEAR ENDING DEC 31ST 2024

REVENUE: \$997,701  
COMPENSATION: \$ 1,019,042  
EXPENSES: \$ 179,220  
CONTRIBUTION: (\$200,561)

## YEAR TO DATE

REVENUE: \$1,014,657  
COMPENSATION: \$851,179  
EXPENSES: \$191,001  
CONTRIBUTION: (\$30,523)

## BRANCH UPDATES & COMMUNITY ENGAGEMENT

### Fitness Updates

- Studio Project nearing completion - Sound System, and Ceiling Tiles
- All classes have been moved to the studio
- Reopen date: Tuesday October 21st, 2024

### Aquatics Stats

- 185 Swimming Lesson Spots
- 128 Registered
- 0 members on waitlists

### Child and Youth Stats

- New Programs: Basketball, Soccer, and Art
- Active and Creative - 5 times per week
- Childminding - 10 times per week
- Goderich Youth Collective - 16 Registered

### Summer Camp 2024 Stats

- Target 339 Camper Weeks
- Total 347 Camper Weeks

### Fill the Bus

- Target: \$3000.00
- Raised: \$5620.70, sending 37 kids to camp

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