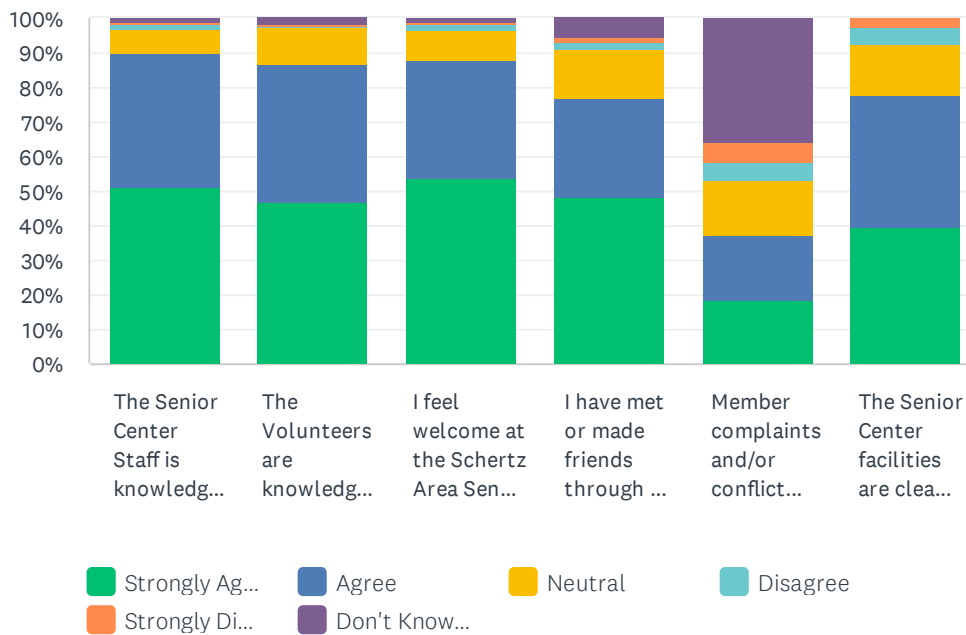


Q1 Please rate the following statements:

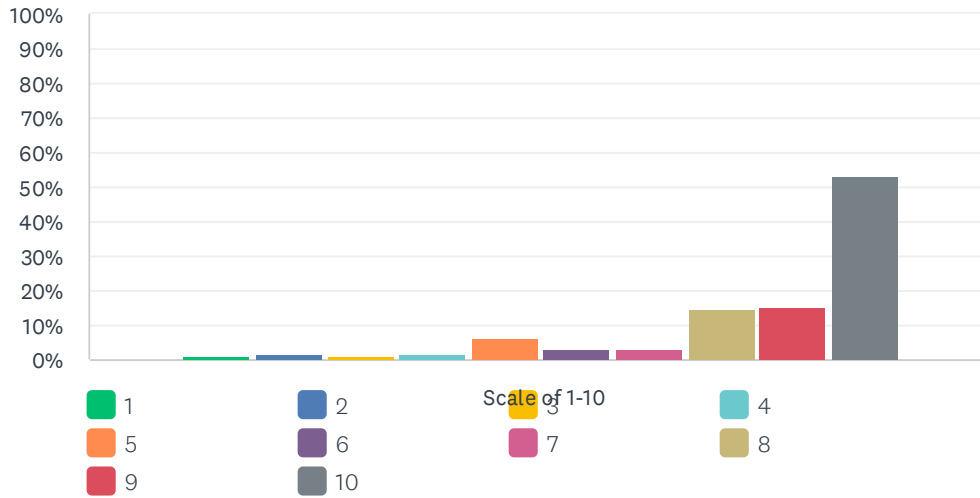
Answered: 238 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW/ NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
The Senior Center Staff is knowledgeable and helpful.	51.05% 121	38.82% 92	7.17% 17	1.27% 3	0.84% 2	0.84% 2	237	4.39
The Volunteers are knowledgeable and helpful.	46.84% 111	40.08% 95	10.55% 25	0.42% 1	0.42% 1	1.69% 4	237	4.35
I feel welcome at the Schertz Area Senior Center.	53.81% 127	34.32% 81	8.90% 21	1.27% 3	0.42% 1	1.27% 3	236	4.42
I have met or made friends through the Schertz Area Senior Center.	48.31% 114	28.39% 67	14.41% 34	2.12% 5	1.27% 3	5.51% 13	236	4.27
Member complaints and/or conflicts are resolved in a satisfactory manner by Senior Center Staff.	18.30% 43	19.15% 45	15.74% 37	5.11% 12	5.96% 14	35.74% 84	235	3.60
The Senior Center facilities are clean and well-kept.	39.24% 93	38.82% 92	14.35% 34	5.06% 12	2.53% 6	0.00% 0	237	4.07

Q2 Overall, how would you rate Group Exercise Classes on a scale of 1-10. With 1 being unsatisfactory and 10 being excellent.i.e. Silver Sneakers, Aquatics fitness classes, etc.

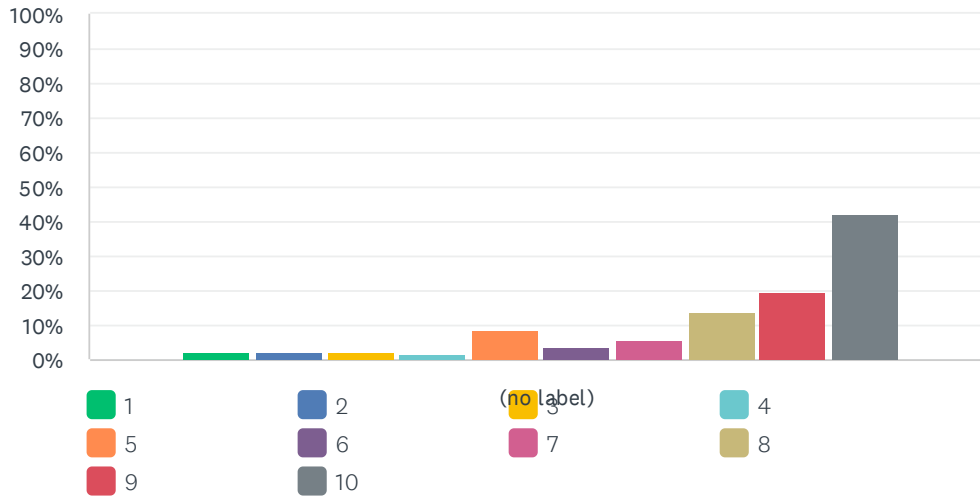
Answered: 206 Skipped: 32



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
Scale of 1-10	0.97%	1.46%	0.97%	1.46%	6.31%	2.91%	3.40%	14.56%	15.05%	52.91%	206	8.67
	2	3	2	3	13	6	7	30	31	109		

Q3 Overall, how would you rate the Program Activities on a scale of 1-10. With 1 being unsatisfactory and 10 being excellent.i.e. arts & crafts, card games, choir, bingo, etc.

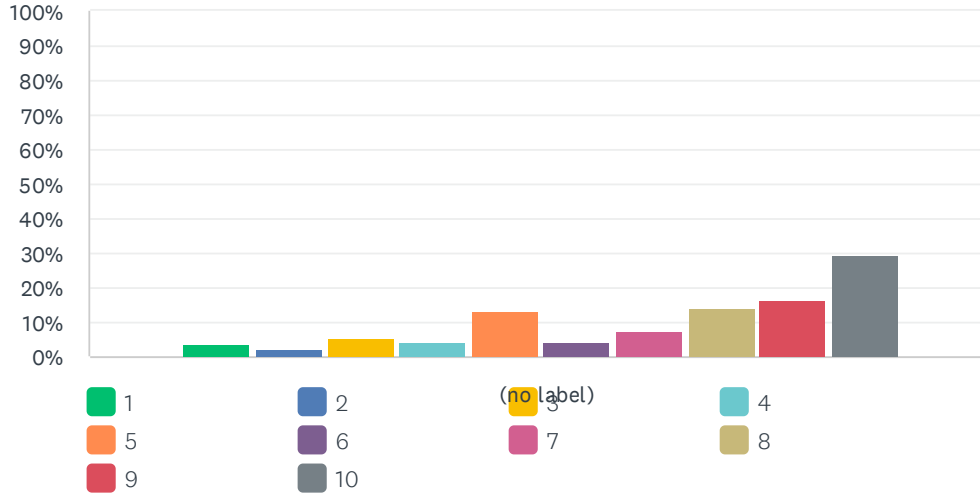
Answered: 212 Skipped: 26



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	1.89% 4	1.89% 4	1.89% 4	1.42% 3	8.49% 18	3.77% 8	5.66% 12	13.68% 29	19.34% 41	41.98% 89	212	8.25

Q4 Overall, how would you rate the Free Lunch Program on a scale of 1-10. With 1 being unsatisfactory and 10 being excellent.

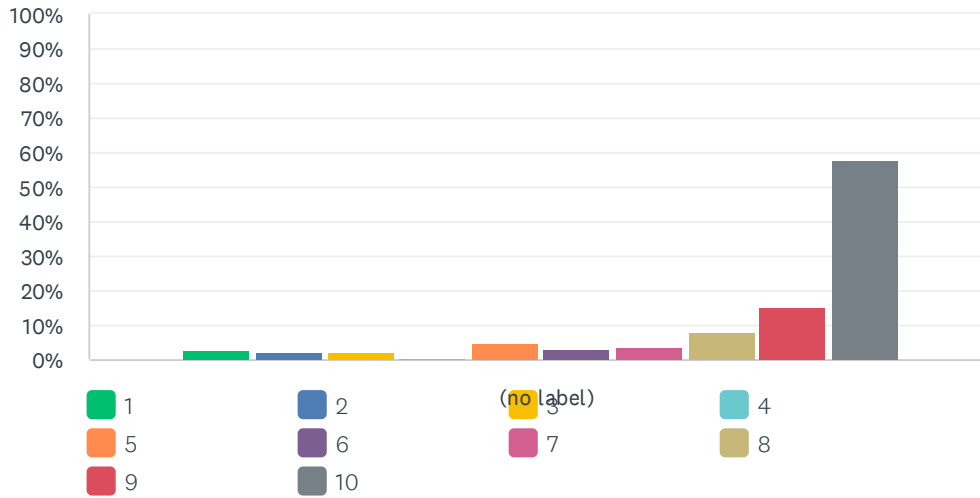
Answered: 209 Skipped: 29



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	3.83% 8	1.91% 4	5.26% 11	4.31% 9	12.92% 27	4.31% 9	7.18% 15	14.35% 30	16.27% 34	29.67% 62	209	7.39

Q5 Overall, how likely are you to refer the Schertz Area Senior Center to friends and family on a scale of 1-10. With 1 being unlikely and 10 being very likely.

Answered: 233 Skipped: 5



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
(no label)	2.58%	2.15%	2.15%	0.43%	4.72%	3.00%	3.43%	8.15%	15.45%	57.94%	233	8.64
	6	5	5	1	11	7	8	19	36	135		

Q6 What else can we do to improve your experience when visiting the Schertz Area Senior Center?

Answered: 125 Skipped: 113

#	RESPONSES	DATE
1	Lunch Program Programs Room for Improvement Staff Volunteers 1. Some programs are inconsistent; no backup instructor when needed. 2, food is still sub par even with a new contractor. The absence of spice and flavor does not overcome the lack of nutritional value. 3. Some staff/volunteers are less than friendly (mostly volunteers) , some even give off an attitude of superiority or worse, race bias against whites.	4/29/2023 1:52 PM
2	Staff Sad to hear they let Bob go!! He was wonderful!! Hire Bob back!! He did an awesome job!! The people who fuss, should put theirself in his shoes!!	4/28/2023 3:24 PM
3	Lunch Program Better lunch program, not so much Mexican food or Fish in sauce	4/27/2023 4:42 PM
4	Staff Keep Bob on as manager..	4/26/2023 6:23 PM
5	Lunch Program A couple of the lunch offerings could be improved... Maybe take a survey specific to the current menus	4/26/2023 4:18 PM
6	Lunch Program Improve Meal- Vegetables overcooked- too much of 1 color on plates	4/26/2023 4:17 PM
7	Nothing	4/26/2023 6:37 AM
8	Room for Improvement Volunteers Sometimes a couple of volunteers are kind of rude. And need to be patient with older seniors. Thank you!	4/26/2023 4:49 AM
9	Staff HIRE BOB BACK	4/25/2023 5:02 PM
10	I have not been able to attend as my ch as I had hoped for so I left most things f the questions blank	4/24/2023 9:23 PM
11	Cleanliness Lunch Program Programs Suggestions Bring healthy meals that are tasty.Create outdoors activities on sunny days.Daily sanitation of tables ,counters,and chairs.	4/24/2023 4:18 PM
12	Staff Suggestions The loss of Bob as manager caused confussion and discord unnessesarily. He was an excellent involved employee as well as kind and caring - great as example at activities. If concerns arise poll the center for specific/general comments to avoid future negative situations.	4/24/2023 12:39 PM
13	Programs Suggestions More outings. Rearrange table to allow more room. Would like to have activities to try & sit w/ other people to broaden acquaintances.	4/24/2023 12:35 PM
14	Staff The lack of support from Josh Sandoval and the interference from Lauren Shrum is why we lost our director, Bob Fishback. They wouldn't allow Bob to address Amalia Hamiltons BEHAVIOR!!	4/24/2023 12:33 PM
15	Cleanliness Lunch Program Volunteers Need a volunteer to welcome new members. Meals need to improve. Need a good housekeeping.	4/24/2023 12:30 PM
16	Lunch Program Change in the lunch menus would be nice.	4/24/2023 12:28 PM
17	Lunch Program Suggestions Picking the table numbers for lunch needs to be changed!	4/24/2023 9:30 AM
18	Programs Suggestions Offer more water aerobic's as sometimes it's difficult to get signed up as it reaches max capacity.	4/23/2023 7:45 AM
19	Cleanliness Programs Room for Improvement Suggestions -Create new programs (ex: outdoor events like picnics, low-impact games, game day, trips to the theater and/or art performances, festivals, etc.) -Keep the Center clean and sanitized as established in rules and regulations (the bathroom is often unclean) -Improve the internet connection and bring more	4/22/2023 11:26 PM

computers (only 1 computer available) -Offer more classes (computer, safe driving course, musical instrument) -Ensure enforcement of the code of conduct for employees and members

20	sorry, I attended a few days and moved to New Braunfels. If I didn't move I would of attend the exercise classes	4/22/2023 7:18 PM
21	Lunch Program I am sure that the most common comment that people make is about the food! Unfortunately, that is my only comment I have about the center!	4/22/2023 6:50 PM
22	Suggestions 1. Saving table seats at lunch time should NOT be PERMITTED. 2. LOUD music should NOT be permitted in CARD ROOM.	4/22/2023 6:00 PM
23	Positives Keep up the good work	4/22/2023 2:35 PM
24	Programs It is okay. I never eat or do any games. Mostly exercise.	4/22/2023 1:58 PM
25	Programs Room for Improvement Staff Suggestions As I come primarily for the exercise classes, I did not evaluate items 3 and 4. I always have a good time when I am at the Center and I always look forward to coming. If I could improve one thing, it would be working to eliminate the office politics, rumors, and gossip that seem to be going on there.	4/22/2023 12:54 PM
26	Positives Volunteers I think the Senior Center is run pretty well and volunteers are great and friendly. I wouldn't change anything.	4/22/2023 10:59 AM
27	I am a new Texas resident having just arrived from Jacksonville, Florida where I spent the last 37 years. I am having to adjust to the south Texas environment and culture. I am not there yet. I am 77 years old and find it difficult to adapt to new situations. Hopefully, i will eventually make the adjustment	4/22/2023 9:21 AM
28	Cleanliness The floors in the exercise room are not the cleanest.	4/22/2023 6:01 AM
29	Membership has grown fast, which is great, but space is getting tight, especially on MWF, BINGO days. I am thrilled at how Bill operates, respectful and his respect and appreciation of Geriatrics.	4/21/2023 9:32 PM
30	Staff Bring Bob back.I have been a member for many years and Bob has been the best	4/21/2023 8:33 PM
31	I joined but have not had the opportunity to participate	4/21/2023 8:30 PM
32	Lunch Program Programs Room for Improvement Improve the lunch menu and activities	4/21/2023 2:47 PM
33	Nothing!	4/21/2023 2:20 PM
34	Suggestions Maybe a billiard table	4/20/2023 1:02 PM
35	Cleanliness Room for Improvement Weights, bands need to be cleaned and sanitized. Floors need to be swept and mop daily	4/20/2023 8:56 AM
36	Cleanliness Room for Improvement Wash the floors	4/19/2023 3:42 PM
37	Cleanliness Positives Room for Improvement Just need the floors in the exercise room to be cleaned regularly. Otherwise the center is awesome.	4/19/2023 3:36 PM
38	Programs Suggestions Zumba	4/19/2023 1:50 PM
39	Programs Suggestions Zumba, modern exercise over 70 and up	4/19/2023 1:49 PM
40	Staff I want Bob back. It not right that you didn't support him.	4/19/2023 1:48 PM
41	Suggestions Accepting visitors without having to pay for membership. Set up an area for those that have walkers, etc. and need meals brought to them. Move podium by TV area	4/19/2023 1:47 PM
42	Programs Room for Improvement Staff Suggestions We want Bob back and a change in morale. More variety	4/19/2023 11:37 AM
43	Cleanliness Room for Improvement Staff Volunteers I feel welcome by the staff & most (not all) volunteers (there are a couple of volunteers that I know of) who are disability discriminatory. Other members are not as welcoming or friendly to All. Staff cannot resolve ALL complaints or conflicts because it is the nature of people. There are a LOT of mean and inconsiderate people at the Schertz Senior Center. As far as cleanliness, the tables are not wiped down daily, the bathrooms are not cleaned daily, the floors are not swept (let alone washed) daily, maybe not even monthly to all the above cleanliness. As far as activities, there	4/19/2023 9:19 AM

are lots of materials (games) & activities for people to be active if they choose (depending upon the dynamics of people playing & sometimes in if they allow others to play). There is too much chatter during bingo. I have met some REALLY wonderful people at the center but I have also encountered some really awful people as well (some being volunteers).

44	Programs Suggestions Present more activities such as museums (Witti), baseball games, (Mission Games), Zoo trips, Doseum, or walking parks, for those who don't have walking disabilities. State Capital tours, Night Bingo games. Celebrate holiday events in the evening (Valentines Day dance).	4/19/2023 9:03 AM
45	Communication Room for Improvement Staff better communication with the members involving things to do with actions that will affect all the members. that we have a vote to things that with affect us.	4/19/2023 7:15 AM
46	Positives I think everything and every one is WONDERFUL!!	4/18/2023 9:41 PM
47	Staff Bob & Rita were great! Can't believe they were let go or moved. Big mistake!	4/18/2023 5:35 PM
48	Staff It's unfortunate that a few people can disrupt a great program.	4/18/2023 2:11 PM
49	Lunch Program The food on the free lunch could be improved. It has little flavor. Veggie's are overcooked.	4/18/2023 2:10 PM
50	Positives Every thing I think are very good!	4/18/2023 12:51 PM
51	Room for Improvement Suggestions Very crowded on bingo days, need a larger building. It is a senior center and should only accept people 62 years old and older.	4/18/2023 10:51 AM
52	I'm a PARKINSON'S DISEASE caregiver.	4/18/2023 7:57 AM
53	Positives Staff I think the staff does a great job.	4/18/2023 6:16 AM
54	Room for Improvement get rid of infighting	4/18/2023 6:04 AM
55	Staff It is sad that Bob has left. Maybe if you give him a raise you can get him back! =0) He is sorely missed and such a fantastic person. He is so wonderful for the center...please get him back!	4/18/2023 5:50 AM
56	Programs Suggestions Provide more exercise and yoga classes.	4/17/2023 9:39 PM
57	Staff GET A NEW DIRECTOR.	4/17/2023 9:26 PM
58	Lunch Program Room for Improvement Staff Food with taste, a menu that varied. Paid staff who listened and not just act without thinking. What does Liz do but sit in Bobs office or the couch by the front door or library? Why does Rita have listen in on every private conversation and put in her two cents or run and tell Bob what is going on. Give Victor a raise he is the kindest person there. More paid staff in the building would be helpful with the everyday running of the facility. Thank You Please do this more often!	4/17/2023 9:12 PM
59	Positives Staff Outstanding facility and excellent staff	4/17/2023 8:25 PM
60	Communication Room for Improvement Staff Volunteers There needs to be more communication allowed from the members, to what is happening, or not happening around there. Certain Volunteers are rude, and controlling, o er other Volunteers, and members. This is unexpectable.	4/17/2023 8:03 PM
61	Lunch Program Staff Bring Bob back. Get a different food vendor. Their food is edible at best.	4/17/2023 7:44 PM
62	Suggestions Security	4/17/2023 7:40 PM
63	Nothing	4/17/2023 6:53 PM
64	Programs Suggestions Would like more line dance classes	4/17/2023 5:52 PM
65	Staff Bring bob back we miss him	4/17/2023 5:38 PM
66	Communication Staff to listen to what other seniors have to say and not bush it under the rug.I can not believe what the Y did to Bob Fishman.He has been the best thing to our senior center.The way the Y went about letting him go.He has been a asset to our center.I am deeply saddened.	4/17/2023 5:02 PM

67	Positives Very happy with the Senior Center.	4/17/2023 4:59 PM
68	Communication Room for Improvement Staff Staff (except Victor) are rude and abusive to Seniors. Staff are demanding and treat staff with little respect. Some staff have even yelled at seniors for not doing as told by staff. Where is the money going? Can someone tell us what the YMCA is spending it on? Start new clean house.	4/17/2023 4:52 PM
69	Room for Improvement Hold folks demonstrating poor behavior accountable. For example one individual blatantly mistreating his wife in front of many and this same individual expressing his political view and ranting to all angrily about what group he hates.	4/17/2023 4:51 PM
70	Programs Room for Improvement Suggestions Control the amount of people in the exercise classes. Some times are very packed.	4/17/2023 4:42 PM
71	Staff Suggestions The director Mr Fishback always made me feel welcomed upon entering the morning. He greeted everyone personally when opening the center. My car was hit in the parking lot, and the individual did not leave a note or contact the front desk. He came outside took pictures and spoke to the officer when he arrived. It would be nice to install cameras outside the center to help in instances like this. I hope the center continues to be welcoming. I'd like to see Mr. Fishback there in the future. He is a very positive and supportive individual.	4/17/2023 4:32 PM
72	Lunch Program Positives Programs Suggestions Rotate books more in library to be more current. Can you make sure the orange juice doesn't have so much ice in it when served with a meal? Your exercise instructors are fabulous! Can Jane's Friday class "Strength and Core" class be offered more than once a week?	4/17/2023 3:54 PM
73	Staff Rehire Bob	4/17/2023 3:50 PM
74	Staff The director, Bob was the absolute best. He added new programs, was always available to the seniors with a smile (which is not an easy task!). The YMCA let him go (huge mistake), and they're going to have a very difficult time finding a replacement who can fill his shoes. If this was a survey about the YMCA, I'd rate it extremely low.	4/17/2023 3:49 PM
75	As long as it's Christian based, God is walking ahead of us, Trust, Believe & Obey In Jesus, we go and grow through any roadblock using Jesus' Love 🙏	4/17/2023 3:43 PM
76	Positives Programs It's definitely a welcoming place to come to and so many various activities are offered. I'm grateful to be a part.	4/17/2023 3:40 PM
77	Programs Suggestions Trips to places other than a casino, i.e. theater performances, etc.	4/17/2023 3:36 PM
78	Nothing	4/17/2023 3:31 PM
79	Programs Staff Bob, the recent center director, was excellent in bringing more activities to the center such as movies, encouraging monthly topics with speakers and decorations and positively engaging with center attendees. The center attendees looked forward to the various day trips planned, and bus spaces quickly filled. Bob was always at the door to say hello when the center opened each day. Bob's departure from the center is a huge loss for the senior community and should not have happened and should have been prevented.	4/17/2023 3:22 PM
80	Programs Room for Improvement Suggestions Budget more funds to assist in programs	4/17/2023 3:17 PM
81	Room for Improvement Staff We signed up and paid. The staff taking care of us signing up was excellent; however, when we returned to our places at the table; we found someone had moved our items. We found another place to sit which we took because people sitting at the table told us the two seats were available. When the exercise lady and man (oriental exercise, I think) returned, they were very rude about us taking their place. They told us that their items were in the place we were sitting. The lady that asked us to sit there was very apologetic, but these two people were rude. It was the first and last time we attended. The lady who told us to sit here made room so we wound up sitting in front of these people and it was very uncomfortable being there the whole time. How sad that people who teach a class could not be welcoming. We did not chastise the person who took our spot. We just moved to another spot. Maybe we will try another time and ensure that we go early and stay in our space.	4/17/2023 3:12 PM
82	Positives I am currently satisfied with the Senior Center and do not have any suggestions for improvement. Thank you!	4/17/2023 2:59 PM
83	Positives Staff and those attend regularly are very friendly people	4/17/2023 2:41 PM
84	Positives We have great time at the center and have made friends there.	4/17/2023 2:26 PM

85	Programs Room for Improvement Offer yoga more often	4/17/2023 2:21 PM
86	Staff I really hope Bob comes back. Although I do not know all details, he is always kind, friendly, and engages with all who attend the classes. Thank you for the opportunity to state my opinion.	4/17/2023 2:20 PM
87	Staff bring back Bob. He has been such a help and now here is gone because of somebody not likely what he has done.he improve the center Now it will go down hill.Because no one care what happen to us senior.	4/17/2023 2:20 PM
88	Programs Staff Suggestions Reinstate Bob Fisback as the Senior Center Director and seek out a larger space for the fitness classes	4/17/2023 1:52 PM
89	Positives Nothing. It was the Best thing that happened to me . The place is awesome.	4/17/2023 1:32 PM
90	Cleanliness Lunch Program Positives Staff We only went three times, the facility was clean and the staff extremely friendly. I don't feel I can rate the exercise programs as we never used them. At our previous Senior Center the food was made on sight but the meals were \$3.50 so this is a great value but the food lacks that homemade quality.	4/17/2023 1:31 PM
91	Positives Staff Staff are all exceptional. They are happy and more than willing to help.	4/17/2023 1:13 PM
92	Cleanliness Programs Staff I would re-instate the Schertz Senior Center Director, Bob Fishback. He has done wonders for the moral and welfare of our seniors. Programs are planned for them each day and he is attentive to their needs. I attend all the exercises class at this facility and when we needed some more heavier weights because we didn't have enough for everyone they showed up the following week. The only concern I had was the cleaning of the exercise rooms they need to be swept and mopped weekly, perhaps twice a week. Right now they aren't cleaned constantly. Some of our exercise classes are on the floor and it's apparent that it's not been done.	4/17/2023 12:50 PM
93	Suggestions larger facility, secure parking	4/17/2023 12:42 PM
94	Lunch Program Lunch can be better and tasty	4/17/2023 12:41 PM
95	Lunch Program Room for Improvement Staff Volunteers Volunteers and paid employees I think should be more tactful in dealing with seniors. Lunch needs to be greatly improved. Very seldom do I eat the food there it's vry unhealthy. Holding or saving seats for friends is horrible. There is so much favoritism among volunteers. Bob is the best director so far since I became a member in 2014	4/17/2023 12:41 PM
96	Positives Programs Staff I have thoroughly enjoyed the chair yoga classes taught by Rose & Kim. The body strengthening classes by Kim are also great! I was very disheartened to hear about Bob not being the director anymore. He was wonderful, always caring and taking care of the center. Who ever let him go did a disservice to the center.	4/17/2023 12:32 PM
97	Lunch Program The food is absolutely terrible. Unless a better contractor is brought in I won't be renewing my membership	4/17/2023 12:28 PM
98	Room for Improvement Staff Suggestions Too many people, need a bigger facility. Bob has done a wonderful person, I would love for him to return- he knows everyone by name and is very respectful towards ALL. He is fair and good!	4/17/2023 12:27 PM
99	Staff The Center has become a great place and membership has grown since Bob Fishback became the Director. We want him back and if other people are causing issues, then maybe they need to find somewhere else to stir up issues. If Bob isn't allowed to come back some members may walk out and may bring up issues other places to let it be known that the Y hasn't supported him and not taking the issues to heart. Please listen to the members.	4/17/2023 12:27 PM
100	Positives I have enjoyed it since becoming a member in 2012	4/17/2023 12:24 PM
101	Lunch Program Programs Suggestions I would like corcheting class or cooking class, movies in spanish ould be nice, healthier food- not too spicy- salads	4/17/2023 12:06 PM
102	Staff I like bob and would like to see him back	4/17/2023 12:04 PM
103	Programs Suggestions More exercise classes in the afternoon	4/17/2023 12:03 PM
104	Staff We wants bob back	4/17/2023 12:01 PM

105	Staff We want Bob back	4/17/2023 12:01 PM
106	Staff Keep Bob	4/17/2023 12:00 PM
107	Staff We want Bob back	4/17/2023 12:00 PM
108	Positives Staff Great facility and amazing, helpful staff	4/17/2023 12:00 PM
109	Staff We want Bob back	4/17/2023 11:59 AM
110	Staff We want Bob back	4/17/2023 11:58 AM
111	Staff I would like for Bob to return. I cry to understand why. There is no person better than Bob!	4/17/2023 11:54 AM
112	Staff Please keep Bob as the director. He does a great job and is well liked and respected.	4/17/2023 11:52 AM
113	Room for Improvement I do not attend that much. I just don't feel welcome there. I feel out of place.	4/17/2023 11:52 AM
114	Programs Some categories are not rated as I only participate in the exercise programs.	4/17/2023 11:49 AM
115	Staff Please bring Bob back. He is a wonderful person.	4/17/2023 11:39 AM
116	Lunch Program Healthy lunches Cut out sodium and carbs	4/17/2023 11:22 AM
117	Programs Room for Improvement Some exercise classes are too overcrowded. If someone takes a class then stays for next class in same room, doesn't leave lots of room for people that came for second class. If I wait 15 plus minutes to get in a room for a class, I should be able to take it. Should be a fair way to do this that doesn't seem like being done. Therefore I haven't come back for 6 weeks.	4/17/2023 11:20 AM
118	Room for Improvement Staff Volunteers Get rid of the choir director. She refused to have a police check, when her son is in jail for trying to kill someone in Methodist hospital. She also conned a 91 yr old choir member to say her girlfriend who wasn't 50 to get into the senior center as a caretaker for the 91. Lynnell is 50 now and needs to pay dues. The choir director is very mean to the Choir members. she cuts us down then tries to build us up.	4/17/2023 11:17 AM
119	Programs Suggestions Sponsor trips to casinos, beaches, or other sites like Galveston.	4/17/2023 11:06 AM
120	Room for Improvement United Health Care insurance is supposed to pay for the yearly \$37 . As of right now, the city of Schertz has not worked it out so that the insurance pays for it. Please try to get this worked out.	4/17/2023 11:00 AM
121	Suggestions Open at 8 am	4/17/2023 10:59 AM
122	Lunch Program The food is sub-par. But is better then nothing. More fresh food would be better.	4/17/2023 10:57 AM
123	Programs Suggestions More road trips	4/17/2023 10:55 AM
124	Communication Room for Improvement Suggestions Coffee for poker players, when we break at 12:00 often coffee is gone . Have mentioned this several times, does not seem to work	4/17/2023 10:54 AM
125	Room for Improvement Maintain the outside of the building it looks bad	4/17/2023 10:34 AM