




135 YEARS
& BEYOND
YMCA OF NORTHERN ROCK COUNTY

**Community Team
Feedback Report**

Q1: FEBRUARY - APRIL 2026



ymcanrc.org





♥ THANK YOU

Across February, March, and April, our 135 Community Team members have spent more than 250 hours with us — working to help shape what comes next for the YMCA of Northern Rock County. And they are just getting started. This is the first of four quarterly snapshots we'll share with our members and community in 2026.



86

Total Responses

74%

Rated Very Good or Excellent

3

Months covered (Feb-Apr)

2

Campuses (Janesville, Parker)

WHAT WE HEARD THIS QUARTER

Each month centered on a different question: February on community awareness and observations across both campuses, March on impact and outreach, April on Parker's green space and community connections. Three pictures emerged.

1. How the community feels about the Y — and what it's coming to understand

Staff and atmosphere were the strongest positive themes of the entire quarter, named at both campuses every month. "Good energy/community," "easy to participate," and "staff welcoming/helpful" were the top three attributes selected in March, with 17 of 28 respondents naming staff. Just as consistently, respondents told us they had not realized how much the Y already offers. March's Impact Report ask brought the \$42,000 in financial aid and the 27,000 free meals story to life for many for the first time. The pattern held into April, where almost half of all Parker visit respondents expressed surprise about something the Y offers.

"I purposefully stopped in unannounced to request a tour. My initial interactions with all staff were kind, courteous, and professional. It was a pleasant surprise to be welcomed without an appointment." — Kurt | February

2. Janesville YMCA — what's working and what needs attention

Janesville's strongest signals were about people and welcome — the front desk and tour staff drew direct, named praise in February, and the building's energy was described as a community space worth showing up for. The friction points were structural rather than relational: respondents described the building as confusing to navigate, with unclear restroom signage and an Esports/gymnastics area that visitors found "by accident." Pool capacity at Aqua Zumba was flagged in February, and equipment was described as showing its age. A safety flag that was raised on a wiggling railing in the main gym in February, is the kind of observation that warrants prompt facilities review.

"Wayfinding was challenging for families with activities spread across multiple levels. I noticed it was hard to figure out where to go in the building for people who hadn't been there frequently." — Brandon | March



