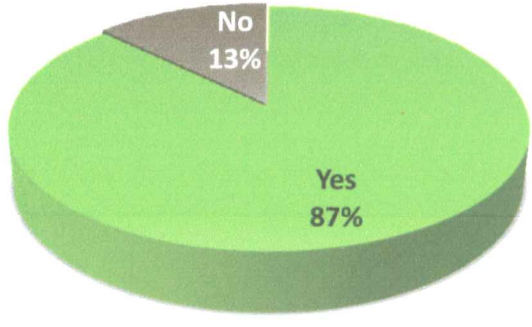
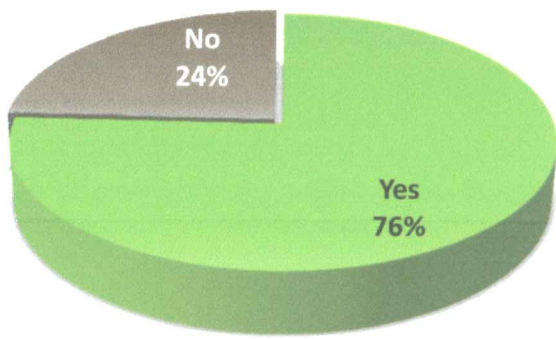


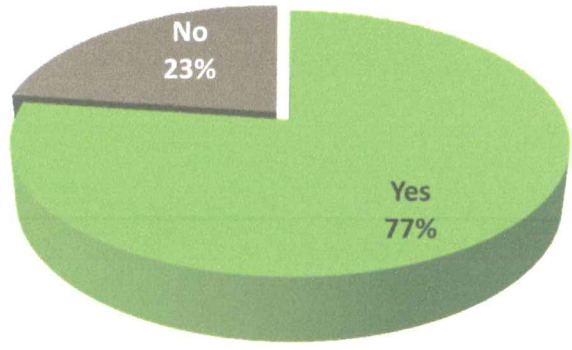
Should the Senior Center implement day/week membership passes?



Do you believe that \$2.00 is a fair price for a one day pass?



Do you believe that \$5.00 is a fair price for a one week pass?



Manitowoc Senior Center Member Pass Survey

January-February 2016

The Senior Center Guest Pass Survey was sent out to members who have email addresses in mid-January. For those without email/computer access, a hard copy was distributed with our February News Notes. We asked that only members complete the survey and the compiled results are only from members (only three nonmembers completed the survey) and received 70 total responses. Among the three nonmembers who completed the survey, all three answered that yes, we should implement the day/week passes and that the pricing of \$2/\$5 is fair.

The Manitowoc Senior Center is proposing implementation of one day and one week guest passes, which would be available to anyone who wishes to utilize the facility and does not have a membership with us. As a valued member of the Center, we ask that you provide us with your thoughts/feedback on this idea. If these passes are approved, members will no longer be able to bring a nonmember to participate in members only activities (bingo, cards, exercise programs, etc.), as they would have to purchase a membership pass.

These short-term passes would include most membership participation benefits including: yoga, bingo, Senior Shape Up (additional charge), monthly movie, etc. Activities not included with guest passes would be Vivian's TARR, Tai Chi, or special pricing for parties or trips.

Q1: Should the Senior Center implement day/week membership passes? These would be available to nonmembers/out of town guests who wish to participate in (limited) activities or classes at the Senior Center.

Yes—61

- Ok and good PR as long as it does not take away involvement of members; visiting family/friends might enjoy the activities.
- That would be very nice for friends that may want to join with a member to see if this would be something that they might want to come to.
- At the YMCA the established policy is for a guest to purchase a pass to participate. I think this would be a good policy to have at the Senior Center.
- A pass should be good for another day of the guest's choice.
- Could bring in new members.
- This is such a lovely gesture. I would take advantage of this because I believe I requested my membership to be terminated. This way I could still take advantage of the great programs you offer. It is so great for people who have lots of family visit, as they can still continue their programs and have the companionship of their visitors attend with them.
- This would add to revenue and should lead to new memberships.
- If this will help financially, I'm all for it.
- But you should limit the number of times a person can purchase a pass before they have to become a member.
- This might increase use of the center and open up activities and classes to those who may not be able to pay for a yearly membership.
- Keep them cheap, please. A free daily pass might be nice to give away for a gift for PR at times.
- Anything that helps bring people into the center, a potential regular member if they enjoy the activities.
- It would help bring more people into the Senior Center, and maybe they will become members after that.

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- It think it is a good idea, depending on the cost.
- A list of participants should be kept so the passes are not overly used by the participant. Otherwise, membership to the Senior Center should be encouraged.
- Why not? Sounds like a good idea!
- Members should always have first choice of classes over daily (weekly) pass people, and those should be checked ahead of time for those classes.
- I think it's only fair to do so. I know some people that come a lot and are not members, I don't think it's fair for people that pay and they don't. I have paid for places when I went with someone else and they belonged to something.

No—9

- I participate in Hearts and Cribbage and there doesn't seem to be a problem just the way it is.
- With strong emphasis! On rare occasions someone brings in a relative that is visiting, it is a one-time thing. We enjoy it and it leaves a good impression of Manitowoc.
- I think it should just be \$1.00 per class or session.
- For the annual price, want to stay a community of group members.

Q2: Do you believe that \$2.00 is a fair price for a one day pass?

Yes—53

- Yes, because if you went to different places, there would be a charge.
- \$3.00 for a one day pass is better.
- If just kept track of for only once every month.
- Again, I believe there should be a limit of times they do this. Depends on what it entails.
- If you make it too high people will not take advantage of it.
- If they are seniors, yes, if they are working ages or have jobs, no.

No—17

- Maybe \$1.50, is the purpose to make money or to embrace others outside the current membership.
- I cannot visualize any cost for a one day attendance for a guest.
- Maybe, I believe just \$1.00 per class or session. That way if they are coming as someone's guest and only want to attend one session, they won't be out much money.
- Should be at least \$5.00
- I think \$1.00 would be more appropriate.
- People should be members. There should not be a day pass.
- Higher cost.
- I don't remember how much a yearly pass is, but even \$1.00 may get more takers or regular visitors.
- No, \$1.00 would be enough and would justify the \$5.00 for the week.

Q3: Do you believe that \$5.00 is a fair price for a one week pass?

Yes—54

- If it is only for one time use per month.
- Both prices sound more than fair to me.

No—16

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- I'm against any fee, however a full week may be an item to charge. If so, and you feel \$2 per day is "fair", why not charge \$10.00?
- People don't generally come in here a lot within a week. They probably couldn't justify the \$5.00 fee.
- A visitor may not use it the five days. As of one or two days a visitor has time to make a choice to join or not.
- \$10 would be better.
- People should be members
- There should not be a week pass.
- Ok for a day, not for an entire week.
- I don't think there should be that big of savings from daily passes, \$7.50.
- \$7.50 for a week pass sounds fair. This may encourage the participant to become a member and it's still a small discount from purchasing a daily pass for five days.
- Think the daily rate of \$2 should be charged.

Do you have any concerns about implementing the day/week membership passes? If so, what are they?

- This could result in some new people not coming because they cannot afford to pay without having visited and know whether they cannot afford to pay without having visited and know whether they want to join or can afford to join.
- I feel it all should be free for one week to see if they want to be a member or not.
- I think it would be hard to monitor who is a member or not so probably some would pay and some would not. There is probably some of that already occurring.
- There may be a problem in Bingo. Several people have complained that nonmembers do attend and sometimes walk away with the winnings, which they deem unfair. Perhaps someone should be monitoring as they enter the room.
- I have strong concerns. I have been a life member since December 2007. I have guided hearts club all these years and we average less than three guests per year, on a one day basis. We are talking 110 sessions per year.
- How should members/visitors be separated?
- No concerns. I believe in a user fee for all or any events.
- Reinforcing feelings of keeping member only community group.
- It may cost more to do all the record keeping work than the amount of extra fees received.
- How will you deal with last minute additions of folks to cases? Won't that be difficult for the teacher of that class?
- Membership would probably drop, as intermittent users would utilize this option rather than pay for a full membership.
- It will take time for staff which seems pretty bare bones already.
- I do have concerns, probably because I just bought a lifetime membership. If you had the passes before I have gone that route to see if I will truly use the Senior Center.
- How might it affect current member use of the center?
- We should welcome people to the Senior Center. Some seniors are short on funds and being nice to invite them to participate would be nice. Longer than a week would be different. But one day should be a welcome to the Senior Center.
- Sounds like to the thing to do.

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- This may lead to yearly passes so I feel it's a good idea to implement this.
- No, because as seniors, we do have company who we would like to take along to show them what is available to us in Manitowoc.
- The concern would be people only choosing the popular activities and not supporting the not so popular activities though a Senior Center membership.
- If use becomes popular, certain areas such as exercise room could possibly be too busy.

Do you have any additional comments or suggestions?

- This request is not unusual in this day in age. It should actually be expected. Good luck in this new venture.
- After one week free, they should be asked either to join or not. They should also be asked to wear a guest badge, which is dated with expiration date on it.
- Limited class size to be honored to prevent regular attendees from missing out on instruction/attention. Must they be accompanied by a member?
- I totally disagree with this policy. Right now memberships are not being monitored at all (as far as I can tell). Until a procedure for this is implemented, I do not think further restrictions should be tried.
- I also guide cribbage. Guests are practically nonexistent. I remember D.A. Rohrer (now judge) attending one session. I don't feel a \$2.50 or \$2.00 charge is practical. On rare occasions my sister & husband visit from Waukesha County once a year. Charge them? You're kidding me. I noted in past how many or some activities were listed free and open to the public. You want to charge my guests? When & how often do you actually check a person who is in the center for membership? A couple of years ago I found a hearts club person not to be a current member, I brought this to her attention and she went to the office to pay up. I suggested to the office person that I have records back to December 2007 showing her to be a constant participant in hearts all that time. I was told they would not collect back dues?
- Want building and events attended, but not over used to infringe on its members.
- The staff has expertise in planning, so you might have to come up with the members (non-members, visitors) giving some notice by phone, or only certain classes or projects could be available so as not to cause confusion. I think overall it is a great idea.
- We need to be welcoming to all visitors to the Center so they know what a great place it is.
- I am a county resident and am so glad to be able to use the center; in my case mostly for yoga. It is well utilized.
- I know some people that come to events and they are not members. It's not fair to people that are members. They should pay or become members.
- I think it's a good idea. You may find that after trying the Senior Center that more would join.
- I think it is a good way to share the center with the community.
- I think a one day free pass is a good idea. They need to see what is available.
- Maybe offer a stamp booklet of 30 Day passes for \$25?
- This may lead to yearly passes, so I feel it's a good idea to implement this.
- This would open up the Senior Center to people that would probably not use it otherwise.

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- A Manitowoc resident is a requirement for membership. Keeping a spreadsheet of the participants would give insight if the passes are being abused.
- If someone is participating in a lot of activities, suggest they become a member. I am not saying to put a limit on the number of passes that can be used.