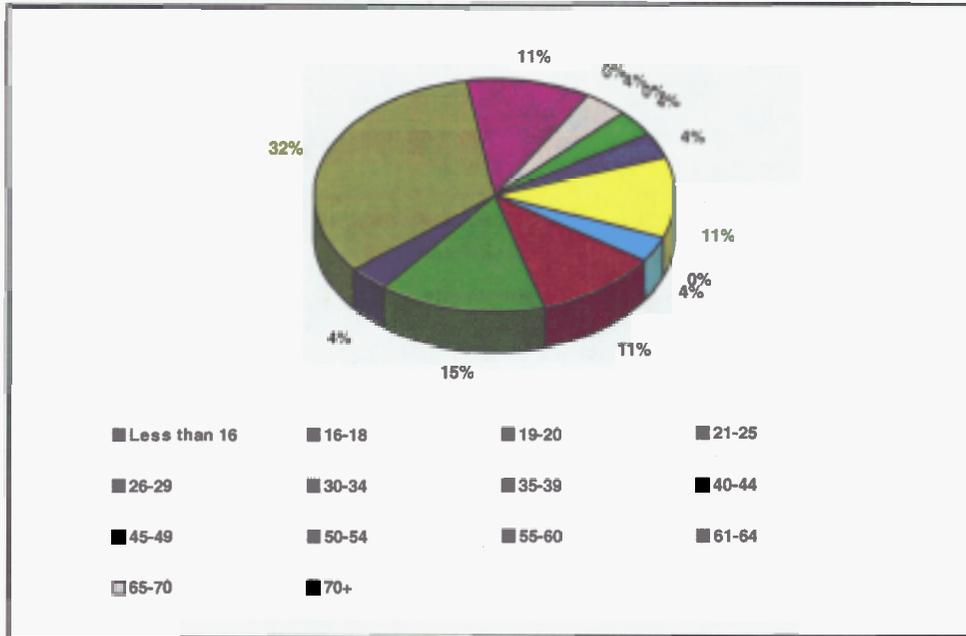
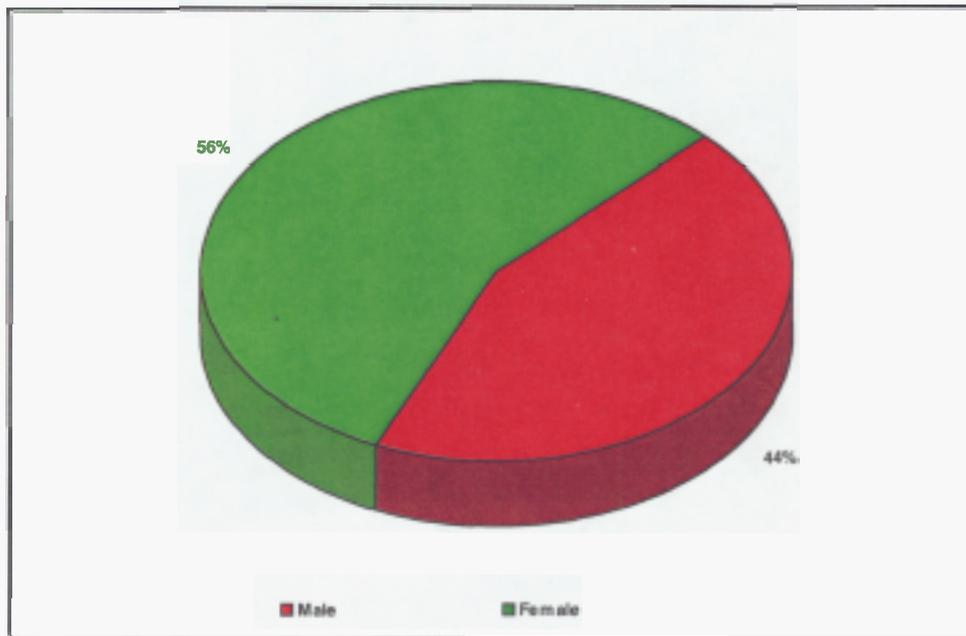


Physical Fitness Center Survey Card Report

Please indicate your age:

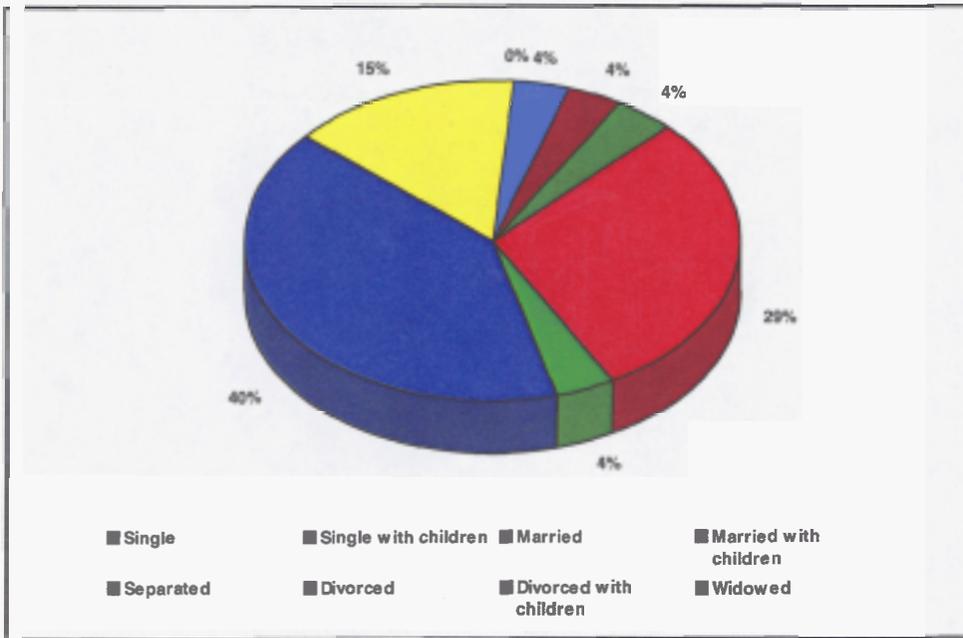


Are you male or female?

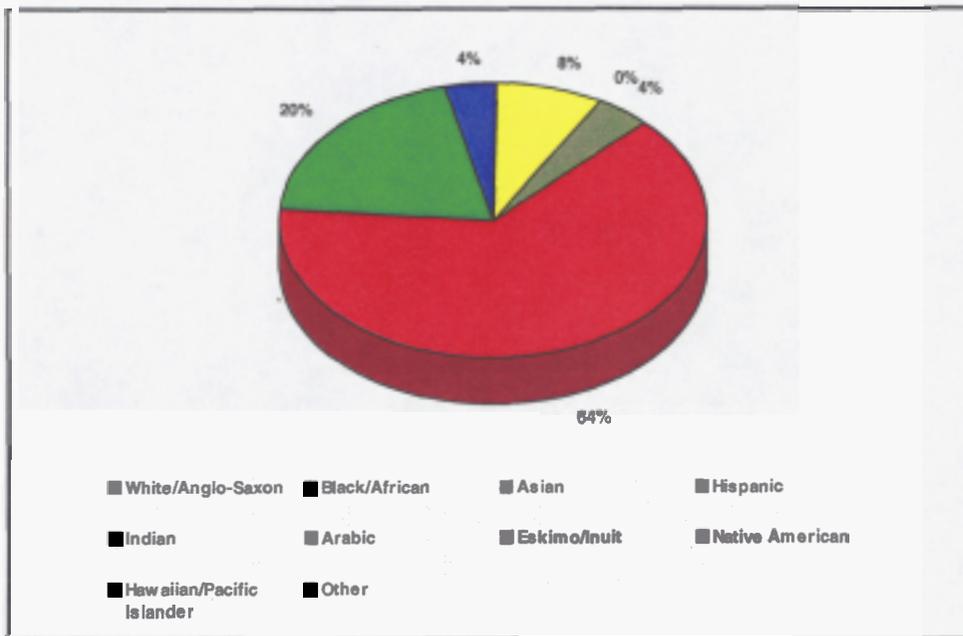


Physical Fitness Center Survey Card Report

What is your marital status?



What is your ethnic background? (select ALL that apply)



Physical Fitness Center Survey Card Report

Responses	Freq.	Percent
Military	5	15.2
DOD Civilian	14	42.4
Contractor	0	0.0
Retiree	7	21.2
No Response	7	21.2

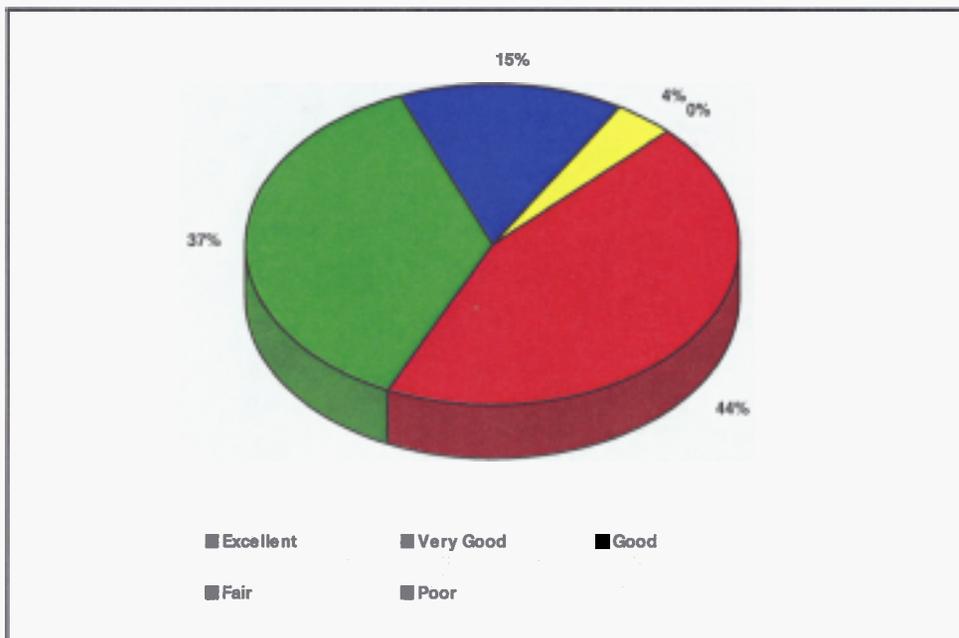
What is your job title?

1. 1st Sergeant
2. Software Engineer
3. Computer Specialist
4. Electrical Engineer
5. Supervisor
6. Accountant Analyst
7. Logistics Manager
8. Secretary
9. Security Specialist
10. Logistics Management
11. Net Action Officer
12. 52D
13. Engineer
14. Program Analyst
15. Retired 1st Sergeant. Immigration Specialist
16. Systems Engineer, Manager
17. Hair stylist
18. MWR

Physical Fitness Center Survey Card Report

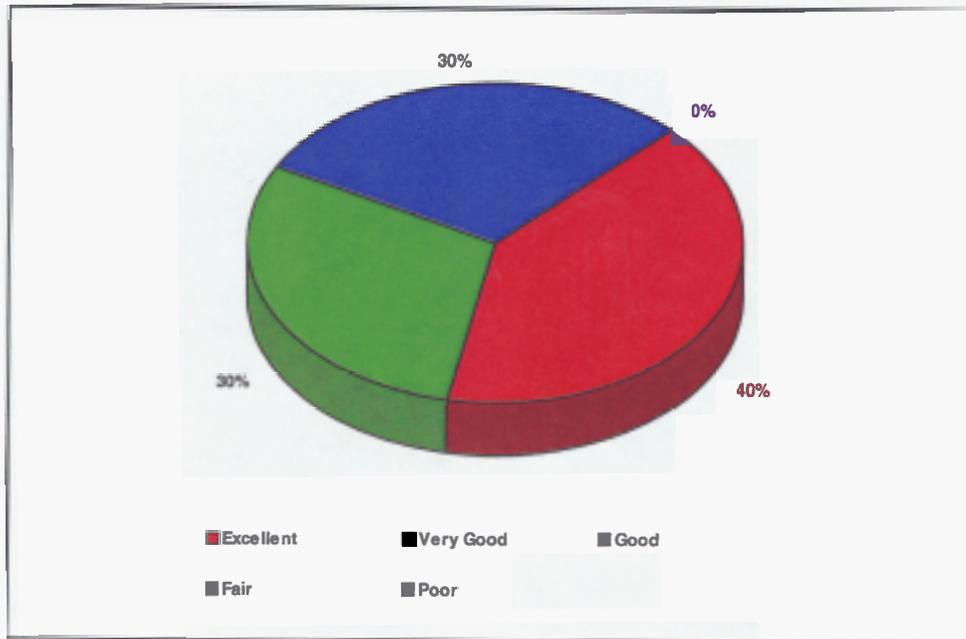
Are you a new or repeat customer? (n = 33)		
Responses	Freq.	Percent
New Customer	3	9.1
Repeat Customer	22	66.7
No Response	8	24.2

How would you rate our staff:

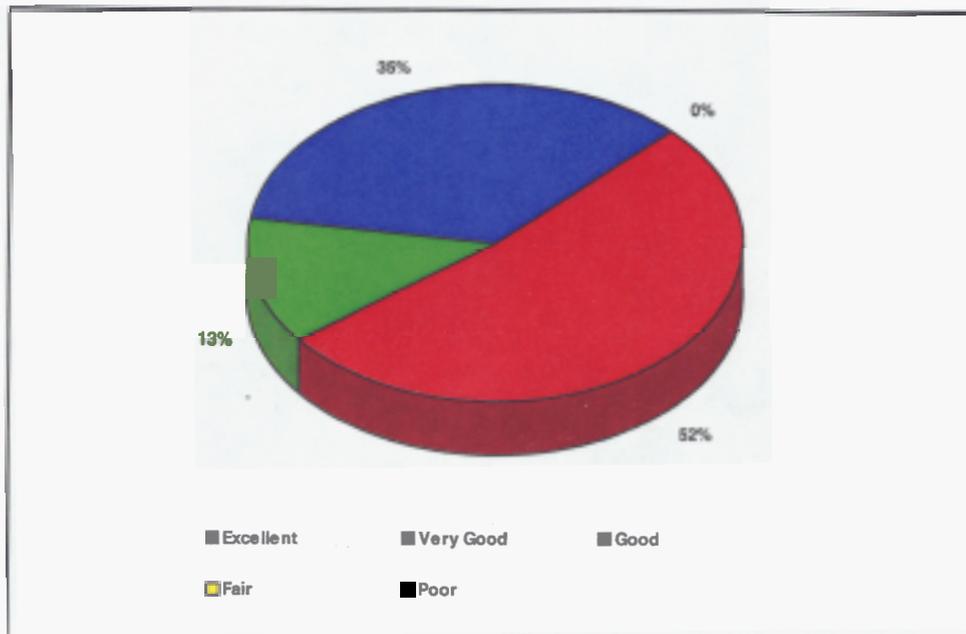


Physical Fitness Center Survey Card Report

How would you rate our service quality?



How would you rate our services on their price verses value?



What should we continue doing to provide our quality services to you?

1. Provide 2 more Precor machines
2. Provide fitness classes that benefit most people.

Physical Fitness Center Survey Card Report

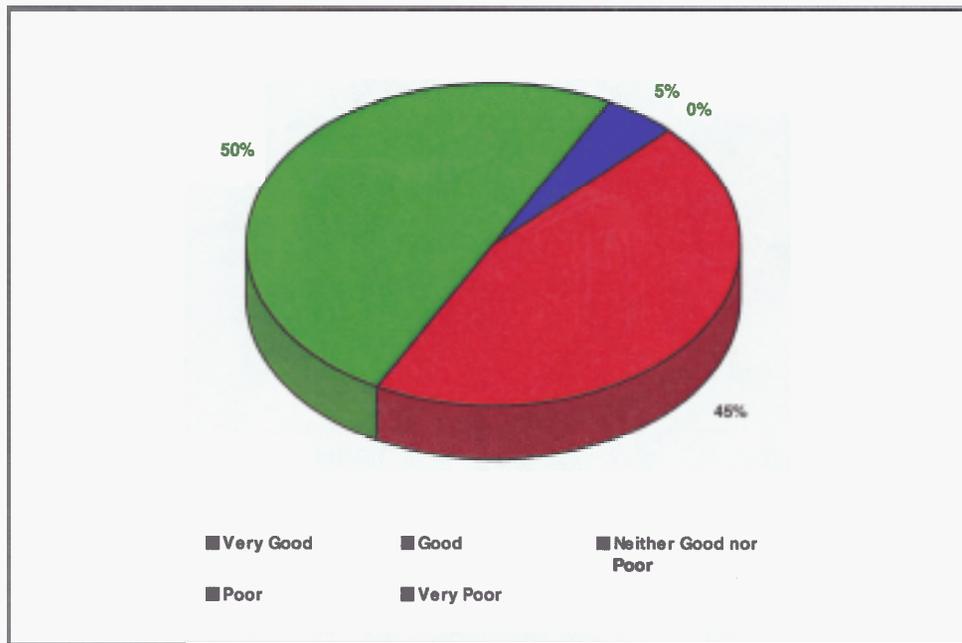
3. Earlier opening on weekend
4. Fix TV.
5. More one-on-one. Seek out , don't wait to be asked
6. Add fan for cardio room.
7. More new equipment.
8. Buy more elliptical machines
9. Please re-instate lunchtime classes on Tues. & Thurs.
10. Bigger towels for shower dry off.
11. Regular attendance with aerobic instructor.

Are there any changes we could make in our services to better serve you?

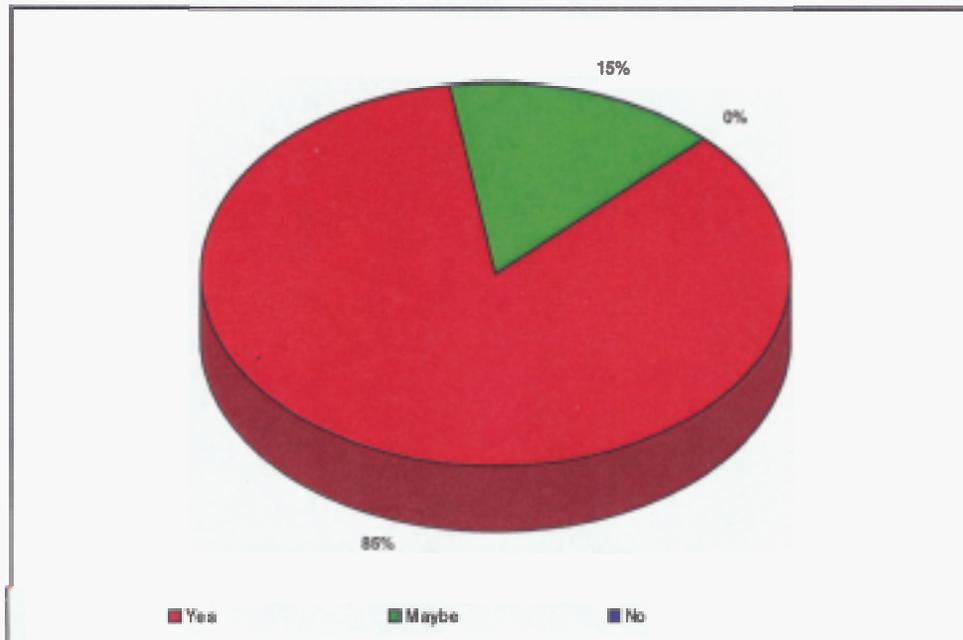
1. no
2. More towels
3. Better towels. and give me 2 lanes of the pool.
4. Put a high rise faucet/spigot on water cooler to fit bottles.
5. More Precor machines
6. Schedule more cardio classes(ie., step, low impact, etc.)
7. Put a chair upstairs w/free weights for shoulder exe.
8. Towels are too stiff. TVs don't always work. Weight machines are mediocre.
9. Aerobic class every night.

Physical Fitness Center Survey Card Report

How would you rate our equipment?

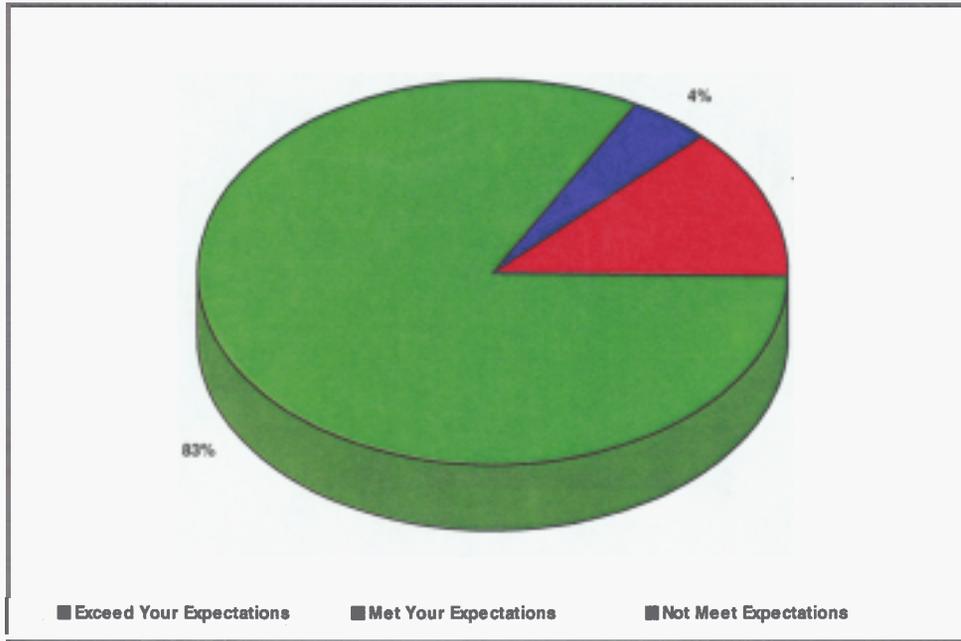


Would you purchase our equipment/services again?



Physical Fitness Center Survey Card Report

How would you rate the cleanliness of our facility?

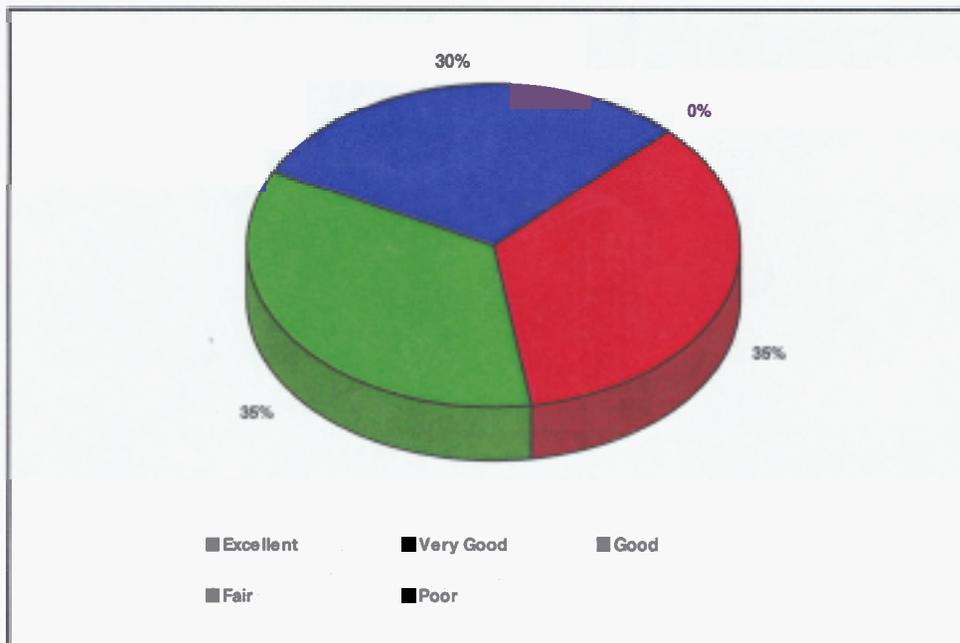


Was the facility layout up to your expectations? If not, could you suggest some improvements?

1. yes
2. Good
3. Yes
4. Equipment getting wet, need bigger towels.

Physical Fitness Center Survey Card Report

How would you rate your overall experience at our facility?



General Comments:

1. I'm interested in yoga class. I would like to take a tennis lesson. Hope that you can offer one.
2. Interested in having a Bowflex machine.
3. Get more EFX Cross Trainers
4. Re-arrange the cardio equipment so some of the steppers can see TV.
5. Clean up the foul language by the basketball courts.
6. Good facility, nice staff, especially Tom & Mark.
7. Too hot in summer. Attendants need to come out of the room to make sure people use towels and help with equipment. Need late hours on Sundays. Mark is the only one who seems to help.
8. Poor ventilation in weight room. Move power machines with free weights would be great.
9. Get rid of all the cardio equipment that no one uses & replace w/more elliptical trainers!(some w/upper body movement would be good.
10. Bring back the Nordic Trac! Noise level should not matter, this is a physical fitness center not the library.
11. Would like to see more elliptical machines.
12. Keep the indoor pool open more for open swimming.
13. More Precor machines.
14. Perhaps fix audio on TVs, more pool hours.
15. Could be better. make room, more water, person always around to help if needed, & more ventilation.
16. Need to calibrate the scales, they are off. Excellent job overall.

Physical Fitness Center Survey Card Report

17. Take a look at Earle Naval Stations gym! Get some more cardio equipment.

Conclusion

In conclusion, the large majority of respondents were 50-54 with the next largest percentage being 16-18. The large number of respondents ages 50-54 coincides with the average age of the Ft. Monmouth employee. However, the next age group, 16-18, shows a good trend toward the younger customers. The majority of respondents were married, white females.

Staff and customer service quality were rated very high. 96% of the respondents rated the PFC staff at least good and 100% rated their customer service skills at least good. 87% of respondents rated the PFC's price vs service quality as at least good.

95% feel that the PFC's equipment is at least good.

Asked whether customers would purchase the PFC services again, 85% responded yes. This shows that the PFC is holding onto most customers with their good equipment, value and staff customer service.

The upkeep of the PFC is also good. 96% of respondents felt the cleanliness of the PFC met or exceeded their expectations.

Overall positive customer experience at the PFC came in at 100% of respondents. 100% of respondents rated their overall experience at the PFC as at least good.