



Dear LINK Cardholder:

I wanted to personally thank you for taking the time to provide us with such great insight during our recent annual ALIVE survey. More than 350 surveys were received, and we read each and every one. If you did not receive the emailed survey, please check with ALIVE staff to confirm we have your current contact information. Please understand that, while we will never be able to implement every idea shared or suggested, we did notice trends in the responses and decided to make the following improvements based on YOUR feedback:

- More than 62% of those who took the survey wanted ALIVE to stay open later Saturdays during the winter. We will be extending Saturday hours to 7 a.m. – 5 p.m., December 5 through February 27.
- Nearly 17% of LINK cardholders were interested in dinner service at NOURISH by The Big Salad. Effective now through the winter months, The Big Salad is offering full menu service from 10:30 a.m. – 7 p.m., Monday through Friday, and on Saturday from 11 a.m. – 2 p.m. We hope you take advantage of the great food options available.
- GROW continues to grow! As a result, we are extending winter hours and adding time on Sundays from 12 p.m. – 2 p.m. beginning November 30 until February 28. Additionally, during that same time frame, we are changing Friday hours to 4:15 p.m. – 6:30 p.m., to better accommodate parents taking evening group exercise classes that day.
- We received many comments about wanting more cardio dance classes. We added several classes to the winter schedule and have brought in well qualified and respected instructors to teach those classes. Enjoy! There have also been some requests for formal dance lessons, such as jazz or ballroom. As of today, we have been unable to secure a formal dance instructor. If you know of a qualified instructor, please forward me their contact information.
- With the increased interest in group cycling classes, we have decided to make these FREE for MOVE members beginning November 30. Please see the Winter Program Guide on how to reserve your bike.

- There were quite a few comments about challenges with scheduling spa appointments. Now that FUSE, our medical spa, has a dedicated space at ALIVE, we have added several new therapists, enhanced the spa experience and expanded offerings. Please look for the updated Service Guide coming soon, which will list these new services. Also, stop by the FREE annual Women's Health Experience from 10 a.m. until 1 p.m., Saturday, Nov. 21, when you can tour the new space during the FUSE Open House.
- We received numerous comments about wanting more, and new, RELISH cooking classes. We are excited to have an expanded winter line-up featuring new chefs and new classes all classified in the program guide as chef's tables, demonstrations and workshops. We have also added a handful of Friday and Saturday classes, as well as workshops for children of all ages (ages 3 to 6 must be accompanied by an adult), as specifically requested in survey feedback.
- Another programming request we received in this and previous surveys was for a self-defense class. We have contacted the Michigan State Police who are assisting us in offering this class sometime in the next month. Please watch the video walls, social media and email as the class date and time are confirmed.

This is just the start of our efforts to respond to your survey feedback. If you should ever want to discuss anything with me, please don't hesitate to stop by my office ... it's the wooden structure (LEAD) near the entrance of ALIVE.

In Good Health,

**Patrick Sustrich**

ALIVE Executive Director