



## MARCH MEMBERSHIP REPORT

TR YOW YMCA METROPOLITAN MILWAUKEE

March 2019

#### **OVERVIEW**

## 1. REVENUE / UNIT TRENDS

#### 2. KEY MEMBERSHIP DRIVERS

- Better Together
- Financial Assistance
- VA
- Cause Driven Tours
- Lead Generation

#### 3. MARKETING

#### 4. CLOSING

## **REVENUE/ UNIT TRENDS**

## 2018-2019 Fiscal Year Trends (Core Units)



#### **KEY MEMBERSHIP DRIVERS – WINTER CAMPAIGN**

### December 26th-March 15th Drivers:

- 11% Of Joins (127)
- 168 Leads Generated
- 7.6 % Members (456)

Better Together

- 3 Association Trainers
- Visual Cues at all Branches
- Increased Closing rate by 8% (RH)

Cause Driven
Tours



- 31% Of Joins (420)
- 295% increase in joins from previous year
- 15.6 % Members (913)

Financial Assistance



- 4.3 % Of Joins (58%)
- 6 On-site visits
- 2.4 % Members (141)

VA



- Added to Website 2018
- 160 Leads Generated
- 7% of Joins are completed online (March)

Lead Generation



#### **MEMBERSHIP MARKETING – WINTER CAMPAIGN**

Post Cards

- Updated to include lower income families: F.A. Messaging to qualifying households. BT to high income
  - December 26th January 31st: \$0 Down
  - February 1st February 28th: Join for \$1

Digital

- March 1st- March 31st: 50% off 1st Month
  - Increase cash flow on front end
  - Ensure Member pays portion of all months

Email Campaign

- Current Members: Promote Better Together with current promo
- Leads: 2X month promo email- linking to Better Together
  - Timed with program session start date to promote discounts for Y members

Website

- Running Banner with membership promotion
- Updated Financial Assistance Page

## **MEMBERSHIP DRIVERS**

### **How Did You Hear About The Y?**

Response	NS	RH	DT	Total
Word of Mouth	37.1%	24.5%	52.9%	35.3%
Former Member	6.0%	20.4%	23.9%	18.0%
Other	37.9%	5.7%	8.7%	14.0%
Online/Internet	2.6%	15.9%	6.5%	10.2%
Employer	4.3%	12.2%	5.8%	8.6%
Postcard	6.9%	9.8%	0.0%	6.4%
Y Program	0.0%	5.7%	0.7%	3.0%
Billboard	1.7%	1.6%	0.0%	1.2%
TV	1.7%	1.6%	0.0%	1.2%
Insurance	0.0%	1.6%	0.7%	1.0%
Newspaper	0.9%	0.8%	0.0%	0.6%
Radio	0.9%	0.0%	0.7%	0.4%

# **QUESTIONS?**



## **THANK YOU**

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