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Assembly
California Legislature

MIKE A. GIPSON
DEMOCRATIC CAUCUS CHAIR
ASSEMBLYMEMBER, SIXTY-FOURTH DISTRICT

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REGIONAL TRANSPORTATION SOLUTIONS

December 18, 2017

Mark Smith, CEO
24 Hour Fitness
Corporate Office
San Ramon, California
800-432-6348

General Manager
24 Hour Fitness
SouthBay Pavilion
945 E. Dominguez St.
Carson, CA 90746
310-323-1424

Dear Mr. Smith,

I served as a councilman for the city of Carson for 10 years and was instrumental in bringing the Magic Johnson 24 Hour Fitness to the city.

I have been extremely proud that the Carson 24 Hour Fitness provides a venue that allows people to get physically in shape.

Today, I serve as a California State assembly member, elected in 2014. I chair the Assembly Democratic Caucus and represent the 64th District that includes the city of Carson.

I have always been a member of Carson24 Hour Fitness since the opening, but I've been very disappointed and very unhappy with the upkeep. Carson is my home. It's where I choose to live, work, and yes - workout.

I hesitated to write this letter, but do so now because of my disappointment and that of the vast numbers of members who have approached me about the poor upkeep of this Carson facility.

I am writing this letter as a 24 Hour Fitness member and as an elected leader representing the complaints of my constituents.

I am formally demanding that unsanitary and unsafe conditions be immediately addressed and improved.

Specifically, the rest rooms are dirty and the floors are usually wet. I have routinely seen paper towels on the floor. I often have to request for another roll to be placed downstairs and sometimes upstairs. The bottles of disinfectant are usually empty.

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The stair-master machines were removed for repair about two months ago. There is only one stair-master that is operational. This is disheartening for me and other members, to say the least.

Upstairs, the leg press and other equipment have been gone for at least three months, broken and out for repair. No one knows when the machines are to return.

During the summer, early June, I noticed the pins that fit in the different levels for the weights were all missing. Now, I am required to leave my driving license in order to get a pin to go in the weights to place on the different levels when I want to work out. It's embarrassing. I've never had that happen before, but it happens there.

I have visited many other gyms when I am not home in Carson where I have only experienced clean facilities and quality equipment. We deserve much better than what we are getting now in Carson.

Out of curiosity, I looked up YELP reviews. There are over 250 comments that are overwhelmingly negative. The "business manager" apologizes, over and over. There are comments from members who are begging for corporate to do something about the conditions. https://www.yelp.com/biz/24-hour-fitness-carson-sport-carson

I am aware that management has been changed several times, but nothing has changed and these issues must be addressed and fixed immediately.

I am requesting a written response to this correspondence within 10 working days of receipt of this letter.

Thank you for your consideration and prompt response.

Sincerely,

Mike A. Gipson
Assemblymember, 64th District
Chair, Assembly Democratic Caucus

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