

Cincinnati Bridge Association 2006 Member Survey

(1) The Cincinnati Bridge Center (CBC) is attractive and conducive to good bridge games. (Check one)

35.3% Strongly Agree	3.6% Disagree	4.7% No Opinion
56.4% Agree	0.0% Strongly Disagree	

(2) The CBC is conveniently located close to me.

27.0% Strongly Agree	21.4% Disagree	4.6% No Opinion
33.1% Agree	13.9% Strongly Disagree	

(3) I have been to the CBC since it was remodeled in May

86.2% Yes	13.8% No
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(4) We should improve the following facilities at the CBC (check all that apply)

39.8% Cards	12.0% Classroom	4.2% Lighting
35.5% Chairs	11.4% Bulletin Boards	3.6% Decor
26.5% Noise Abatement	7.2% Web Site	
22.9% Kitchen	4.8% Tables	

(5) If I could do only one thing to improve the playing environment at the CBC, I would:

- try to better control the loud and offensive players.
- Noise is a problem. I play with Deschappelles club. I would play more often if i had a partner. I have lost a couple of partners.
- reduce or eliminate rudeness. Actually it's better than it used to be.
- make the heating/airconditioning more even. it is cool in some spots and warm in others
- Create a "computer" room where robots & internet bridge would be available to up to 8 players
- new chairs
- I haven't played there in years so i don't feel i can answer many of the questions
- Noise abatement
- control the lighting to eliminate the glare
- All is well
- add large calendar
- make inside temperature more even and predictable, games vary between director to run greatly
- IMPROVE BATHROOMS
- HAVE PLAYERS NOT BE SUCH SLOBS, I KNOW ITS' NOT EASY
- no idea, there is certainly no CBA located near me in the middle of the city
- Bidding boxes cleaned
- More comfortable chairs-- Something like our old blue ones.
- Day to control the heat and cooling system better. In some spots in the room get too cold.
- Chairs
- have it quieter while playing.
- Designate an empty room in which to eat lunch at a certain time. Too messy to eat at tables.
- Make certain we have clean cards and chairs.
- Like to have windows and natural lighting.
- have some of the players be a little nicer to those that do not play duplicate that after.
- I would improve the heating system. It is either too hot or too cold-especially in areas where the air blows.
- Better control heating and airconditioning
- Change the zero tolerance policy

- Separate the large room into two rooms
- We have a reputatin for being cheap.
- cards,over the yrs. too many new life masters have quit coming to play bridge at this point.300-1000
- Great job(Myrna!)
- the enviroment is fine
- too much noise, conversation, when others not finished their boards.grab brds from table without asking
- get new chairs on rollers that are more comfortable
- have the heating / air conditioning made nore even
- improve kitchen
- these are picky items. cards could be cleaner, like blue chairs
- have all the frame chairs
- some games need new borads some new bidding boxes could be used
- keep the temperature even & pleasant it's too cold all yr. round
- have a wall calander (big w/ all events)
- have more games, have more standbys available
- bring in lunches
- since i haven't plyed latley in any game i don't feel it is proper for me to comment any further
- no smoking in building
- the only problem i have is when the toilets breake down!
- the club looks very good
- add restrooms for women
- make(Nancy)quit using the mike and pounding it on the desk
- larger classroom
- spruce up the kitchen
- get rid of blue fabric chairs
- keep the food area clean
- regulate the temperture. Its too hot in one area and too cold in another.
- refurnish the kitchen/ snak area
- move the CBA closer to my house
- get rid of all blue chairs
- work on temperature
- sometimes only h/r or p/r on website
- replace cards frequently with same as 1st type purchased- not flismy
- give a little longer time for lunch on Monday. Maybe start playing at 10:30
- sometimes it is cold
- encourage new players by askign firmly for all members to be nice and considerate
- replace the carpet
- I have not been there recently
- add smiles to every players' face! "it's a great game!!!"
- see above
- MOre heating system. at times too hot. During STAC I had to interrupt play to help move fans
- schedule more games, especially at night
- don't have direvtors push to hand every round people get nasy. no freienliness.
- make chairs very comfortable, Elminate old&sticky decks, Needs better ventaliton
- RESTAURANT STYLE COFFE MACHINE; ORGANIZE BULLETIN BOARDS; STANDARDIZE CHAIRS
- find a bigger facility
- temperature contro=too cold
- bigger games
- Clean the refrig & get a automatic coffee maker+
- cover back windows & keep tables away (cold draft)
- upgrade the kitchen
- More fresh air in circulation
- move to a more central location
- keep cards fresh

- make sure all directors know how to enter results & that they do it!
- more lots in the parking lot
- try to change the perception of ranked players
- be more friendly
- move food tables elsewhere; a distraction to tables close by.
- stop partners arguing
- start the games at 10:30AM
- I don't play at the Bridge Center often enough to answer some of the questions.
- better control of cooling in the room some places are colder in the summer
- penalize people for talking too loudly/ playing too slow
- Friendliness- Feel like odd man out
- alternate tables for small games
- Free Coffee
- Greet people with warmth
- Realize the people from Lebanon are members of the club also.
- More room between tables
- Reprimand some rude and obnoxious players
- Add more toilets - long lines
- Enforce Zero Tolerance. Eliminate cliques
- Buy new cards
- Improve bathrooms - normal flushing toilets
- Better lights. Smaller card tables
- Move the center to Delhi
- Provide indoor smoking facility
- More convenient smoking area. Remodeling looks great
- Site is fine
- Ask E/W pairs to move along more smoothly when rounds are called. Unnecessary waiting all too often.
- WORK ON THE COLD CORNER FOR WOMEN AT TUES PM NOVICE GAME
- 1
- REPLACE THE STAINED WORN OUT CHAIRS
- MAKE IT A FRIENDLIER PLACE TO PLAY. THE BIGGEST PROBLEM IS THE A PLAYERS. THEY ARE RUDE, CONDESCENDING AND TAKE ADVANTAGE OF PLAYERS WHO ARE NOT EXPERIENCED. THEY INTIMIDATE THOSE PLAYERS WITH WORDS & ACTIONS. pSYCH BIDS ARE USED BY THEM QUOTE FREQUENTLY
- ASSURE THAT BEGINNERS OR THOSE WHO HAVE NOT PLAYED FOR A WHILE ARE NOT INTIMIDATED BY OTHERS
- EVEN HEATING
- ARRANGE FOR FOOD AT EACH DAY GAME
- BETTER LIGHTING
- WE DAMAGE CARDS BY MUCH EATING. THE CARDS AGE QUICKLY
- HAVE LIGHTING IN PARKING LOT
- CUT DOWN NOISE & SEPARATE KITCHEN
- CONTROL AIR CONDITIONING BETTER. HOT AT ONE END AND COLD AT THE OTHER
- INSTALL & MAINTAIN A USER FRIENDLY BULLETIN BOARD SYSTEM
- 2
- HAVE ONLY ONE GAME PER ROOM
- USE ROOM DIVIDERS WHEN 2 GAMES ARE PLAYING LIKE TUES NIGHT
- MAKE PEOPLE WELCOME & HAVE FRIENDLY PEOPLE ON STAFF. THIS CENTER HAS A BAD REPUTATION FOR CLIQUISHNESS & NOT BEING FRIENDLY
- ITS FINE FOR ME
- SEGREGATE GAMES MORE SO NO TWO BOARD ROUNDS TAKE PLACE. HAVE TWO SECTIONS. ITS VERY SLOW TO PLAY WITH JUST 2 BOARDS A ROUND
- CUT DOWN ON THE NOISE
- MOVE TO A MORE CENTRAL LOCATION
- KITCHEN TOO SMALL - NEED TO STOP CHARGING FOR COFFEE / TEA
- MORE COMFORTABLE CHAIRS

- GET RID OF OLD BLUE CHAIRS
- 2
- MAKE SURE DIRECTORS ENFORCE FAIRLY RULES OF PLAY & BRIDGE ETIQUETTE AMONG ALL PLAYERS
- I'M SORRY I HAVE NOT BEEN TO THE BRIDGE CENTER IN SEVERAL YEARS. I THINK THIS SURVEY IS VERY THOROUGH AND CONGRATULATE THE BOARD FOR POLLING THE MEMBERS.
- SPREAD THE USED TABLES (WHEN POSSIBLE) THROUGHOUT THE ROOM
- RE-COVER THE BLUE CHAIRS, THEY ARE MY FAVORITES
- START GAMES AT 1:00 PM QAND OFFER FOOD FIRST AS IS DONE IN OTHER CLUBS IN USA
- MOVE IT NEXT TO MY HOUSE
- TRY TO HAVE EVERYONE ENJOY THE GAME RATHER THAN HAVING MANY WANTING TO "PULL OUT THE RULES" AT EVERY OPPORTUNITY - SEEMINGLY WAITING FOR THE OPPORTUNITY TO DO SO.
- GET RID OF STICKY CARDS
- ASK PLAYERS TO BE MORE FRIENDLY
- MENS ROOM COULD USE SA SECOND PAPER TOWEL HOLDER SO WE DO NOT HAVE TO REACH ACROSS
- GLARE ON TALES
- WHEN WE HAVE 18 TABLES OR MORE WE SHOULD SPLIT INTO 2 SECTIONS. THE GAME IS NOT EQUITABLE THAT WAY.
- 2
- I'M CONTENT. PLAY HOMESTYLE WEDNESDAY AT HOMES OTHER DAYS
- ASK MEMBERS TO BE QUIET DURING PLAY TIME

(6) Overall, I enjoy play bridge at the CBC.

34.7% Strongly Agree	3.5% Disagree	4.5% No Opinion
56.9% Agree	0.3% Strongly Disagree	

(7) The bridge games at the CBC are well run and effectively directed.

24.1% Strongly Agree	5.6% Disagree	5.9% No Opinion
62.6% Agree	1.7% Strongly Disagree	

(8) The bridge games at the CBC are too expensive compared to other games in the Cincinnati area.

3.2% Strongly Agree	29.1% Disagree	30.5% No Opinion
16.7% Agree	20.6% Strongly Disagree	

(9) I would like to play in smaller games at the CBC with more people in my masterpoint range, even though I may win fewer masterpoints by playing in a restricted masterpoint game.

3.2% Strongly Agree	32.0% Disagree	18.9% No Opinion
17.4% Agree	28.5% Strongly Disagree	

(10) I like to play against more experienced players because I learn a lot by playing against them.

26.1% Strongly Agree	8.5% Disagree	10.2% No Opinion
51.9% Agree	3.2% Strongly Disagree	

(11) I would like the opportunity to play in two day games per day.

4.3% Strongly Agree	27.4% Disagree	34.3% No Opinion
11.2% Agree	22.7% Strongly Disagree	

(12) If two day games are offered each weekday, I prefer that they be offered at the following times.

46.8%	9:00am and 1:00pm	1.6%	10 and 2	17.9%	Other
24.2%	9:00am and 1:30pm	1.6%	10:00am & 2:00pm		
6.8%	9am and 2:00pm	1.1%	10 & 2		

- I think that the gaems should only cost \$5.00
- 9:30--1:30, 10:30--3:30 or 11:00--3:00
- one game at 1:00 p.m.
- i work weekdays
- 11-7
- I like 11:00 games.
- not likely to play twice in the same day
- generally can't play days
- 9:30-11:30(avoid school buses working and lunch crowds)
- 9am too early 11am is best
- inly want 1 day game
- none of the above
- 10 and 2 pm
- no preference
- would not play except for STAC
- 7 p.m.--10 p.m.
- no opinion
- X
- do not want 2 daygames
- DNA
- 10:00 & 2:00
- na
- 9AM's too early for me
- why? we only fill one game now
- 10AM & 2;30PM
- 11&3
- 9:30 AM start
- 11 & 1
- keep exactly as is
- EVENING
- 10AM & 2PM
- 900AM TOO EARLY
- 10 & 3

(13) If two games are offered per day, we should provide a discount (e.g. 2 games for \$10) to people who play in both games during the same day.

17.0%	Strongly Agree	9.7%	Disagree	26.4%	No Opinion
39.7%	Agree	7.2%	Strongly Disagree		

(14) If two day games are offered per day and I decide to play in both games, I would be willing to pay an additional amount to have a catered lunch provided that day.

6.0%	Strongly Agree	22.0%	Disagree	34.7%	No Opinion
27.6%	Agree	9.7%	Strongly Disagree		

(15) If only two games are offered per weekday, I prefer that they be offered at the following times:

45.0%	11 and 7	12.2%	9 and 1	6.1%	11 and 6	0.9%	No opinion.
12.2%	11 and 6:30	8.3%	9 and 1:30	4.4%	9 and 2	10.9%	Other

-
- 9:30 and 1:30
 - 9:30 and 2:00
 - 10 and 2
 - 10:30 and 2:30
 - 7:30 PM evening game
 - 10:00am & 6:00pm
 - 10:00am & 5:30pm
 - generally can't play days
 - 10:1 and 2-5 see why #7 or 9:30-12:30 1:30-4:30
 - don't play nights
 - 1/ 1:30 & 7/ 7:30
 - 9 am- 7 pm
 - 10 AM and 2:00 PM
 - evening one game at least
 - no opinion
 - i would never attend a 9:00 a.m. games. I'd prefer afternoons to start at 1
 - 2:00 and 7:00 or 9 A.M. and 7 P.M.
 - 11 a.m. and 7:30 p.m.
 - not interested
 - 10:00 & 2:00
 - 2 pm and 7pm
 - Keep evening games but have some 9AM starts
 - 11 & 1
 - 10 and 2
 - 10AM & 7PM
 - 10 & 7
 - 12:30 & 6:30
 - 1:00 AND 7:00

(16) I would like to have more team games offered at the CBC.

2.9% Strongly Agree	20.8% Disagree	38.3% No Opinion
29.2% Agree	8.8% Strongly Disagree	

(17) If more teams games are offered at the CBC, I would prefer that we offer:

49.2% Swiss team during day	8.6% 2-session CKO two consecutive days
18.8% Swiss at night	2.3% 2 session CKO afternoon and night
18.8% 2-session CKO with 2 day sessions	2.3% 2-session CKO two consecutive nights

(18) The CBC should offer more special games like, instant match point games, barometer games, zip games, etc..

4.7% Strongly Agree	17.5% Disagree	48.2% No Opinion
24.5% Agree	5.1% Strongly Disagree	

(19) If I could improve only one thing about the games at the CBC, I would:

-
- Keep the noise down. I can't even hear the announcements.
 - More team games. if attendace approves I think prices should be reduced to \$6 a game
 - have duplicate for 50master points&during the day fixing partners up as in tuesday evening game (Tom Deddens)dircted
 - have no option
 - remind players to be friendly
 - faster play- no breaks
 - win more often, i'd like an occasional hand analysis session afterward.
 - improve my game. love the new clubs
 - DON'T KNOW
 - have game run consistently and expeditiously by directors

- Better heat and cold temperatures.
- Have the starting time be either 9 AM or 1 PM so we have a complete morning or afternoon to do something else.
- Insist that they begin promptly at starting time.
- Continue to practice the no-tolerance rule and make directors do something to take care of the problem when it occurs.
- Remove the zero tolerance policy as it is presently constituted
- Market the CBC to attract more members
- Directors should provide refreshments & free coffee every club does so but ours.
- have a game with bridge players having exactly 300-1000 mp's.
- games seem fine-my schedule prevents me from coming more& internet games are easier to attend
- award winners or players higher points add 3rd place award
- no food- less noise-
- offer more day games. all of our chairs are uncomfortable
- better seeding
- lower noise level
- get more people in the club
- have known standby partner available
- like it to be in my master point range
- i would like to play in more mentor, mentee games all year long: not just in summer
- have no suggestions
- increase the playing time in the beginners day game by 2-3 min
- MORE DAY GAMES FOR NON-LIFE MASTERS
- give the directors an annual refreshment course
- the players be more friendly
- set an area strictly for rubber bridge players in an attempt to get them interested in coming to CBA
- more variety in offering swiss games- those listed in # 12
- have more games for people who have 100-500 mp's. (may not be life masters)
- novice game or a weekday like the tuesday evening game.
- encourage more friendliness.the CBC is still very cliquish. people don't like it because of this
- more day games
- no opinion
- no opinion
- eliminate unnecessary announcements on the microphone
- hospitality
- temperature
- include more NLM (0-299) games like every friday instead of once or twice a month
- no complaints
- improved playing conditions chairs, kitchen, snacks
- start them later in the evening2
- see comment Q# 5
- enforce zero tolerance evenly and effectively
- I think a class to inform new comers of the use of bidding boxes and general rules would help
- have more KO games
- BIGGER JACKPOTS
- put less emphasis on requesting NLM to play in NLM games on 3rd & 5th free days
- more frequency
- 4
- emphasize courtsey more, especially toward "fun" plays vs. self-styled experts, "bigger isn't better"
- ELIMINATE UNWANTED LESSONS AT THE TABLE
- market the games more & better.
- have nice people playing
- 3
- ;Build the membership
- Increase Publicity. Use walls for awards, not decorations
- 5

- Make sure directors know how to score games & do it!
- move tables further apart
- more novice and NLM games during day
- arrange team games so C players don't start against As
- Ask directors not to use microphone during game.
- 2
- spend more time coaching slow players, so games could be sped up
- be kinder to "c" players
- have a game every weeknight - especially wensday
- demand directors infocre zero toleeance rule
- Place some rude and obnoxious players on probation
- Swiss team on Tuesday is very confusing, director needs help organizing the event.
- Friendliness and get youth involved
- Keep noise/conversation level at a minimum until the round is called - very distracting!
- Speed-up consistently slow players, those with long history of slow play. And don't penalize other pair stuck with the slow pair at a table.
- No eating during games at all, except for lunch break. Start game - no lunch break
- Lighten up the atmosphere. More tolerant of new players. Don't allow the experts to take advantage and intimidate new players. Directors should make everyone feel welcome.
- Open a game on Sunday afternoon. There are none in the area.
- Only that E/W pairs move more quickly so that other pairs aren't kept waiting. Chatting goes on, even after boards are finished often.
- WANT TO WIN MORE
- ENCOURAGE DIRECTORS TO ALLOW PLAYERS TO PLAY AT LEAST 3 BOARDS PER ROUND INSTEAD OF 2
- ENCOURAGE REATER PARTICIPATION IN NIGHT GAMES
- TEAMS AT SWISS TEAMS ARE UNFAIRLY MATCHED FOR THE FIRST ROUND WHICH THROWS OFF THE SCORING FOR THE WHOLE DAY. C TEAMS ARE EXPECTED TO PLAY AGAINST A TEAMS IN THE FIRST ROUND
- SEE THAT THE HEATING & COOLING IS MORE CONSISTENT THROUGHOUT THE ROOM
- STRONGER PLAYERS ONE DIRECTION, WEAKER PLAYERS THE OTHER DIRECTION
- IMPROVE SIGNUP & SEATING
- MAKE THEM FRIENDLIER
- MAKE IT EASIER TO FIND PEOPLE LOOKING FOR PARTNERS
- CREATE MORE PARKING
- CLONE TOM AS A DRIECTOR
- MORE GAMES IN MASTERPOINT RANGE
- REDUCE COST OF GAMES
- IT SHOULD BE POSSIBLE TO ARRIVE AT THE CENTER WITHOUT A PARTNER AND HAVE THE DIRECTOR FIND ONE EVEN IF IT MEANS THE DIRECTOR HAS TO BE YOUR PARTNER. IT WOKRS IN UPSTATE NEW YORK
- MAKE SURE GAMES OFFERED ARE NOT CANCELLED
- SOME OF YOUR OLDER PLAYERS ARE ARROGANT & HAVE DISCOURAGED PEOPLE FROM PLAYING
- 3
- ONE DIRECTOR CREATES UNNECESSARY TENSION AND AN UNPLEASANT ATMOSPHERE WITH REPEATED "SCOLDING" COMMENTS ABOUT SLOW PLAYERS AND THREATS OF POINTS DEDUCTIONS
- PARKING DURING TOURNAMENTS
- EVALUATE THIS SURVEY & SEE WHAT PEOPLE WANT
- HAVE STANDBYS AVAILABLE AT ALL GAMES
- 15 MINUTE LUNCH BREAK AND 5 MINUTE BREAK OR SHORTER IN 11:00 GAME
- HAVE SOME IMP PAIR GAMES
- GET A FASTER PRINTER
- WORK HARD TO INCREASE AND MAINTAIN ATTENDANCE AT TUESDAY EVENING GAME
- MEETING OPTHERS TO PLAY BRIDGE AT ABOUT THE SAME LEVEL. aNY WAY THE INTERNET COUDL BE USED TO MATHC PLAYERS WITH TEH CONVENTIONS THEY

KNOW? SPECIAL GAMES WHERE PEOPLE ONLY LAY WITH A PERSON FOR THE FIRST OR SECOND TIME?

(20) Overall I like the playing environment at the CBC.

13.6% Strongly Agree	7.9% Disagree	6.1% No Opinion
69.9% Agree	2.5% Strongly Disagree	

(21) Game directors do a good job of enforcing Zero Tolerance

13.3% Strongly Agree	13.3% Disagree	13.7% No Opinion
53.6% Agree	6.1% Strongly Disagree	

(22) The bridge games at the CBC are too unfriendly and/or frustrating.

4.3% Strongly Agree	42.6% Disagree	10.1% No Opinion
22.4% Agree	20.6% Strongly Disagree	

(23) The bridge games at the CBC are unfriendly or frustrating because:

- 51.0% plays are rude and/or obnoxious
- 48.0% Players frequently criticize
- 48.0% too much discussion of hands
- 37.0% play is too slow
- 29.0% others are unfriendly to me
- 28.0% no one makes me feel welcome
- 26.0% players talk too loud
- 21.0% directors make too many unnecessary announcements
- 10.0% I feel unappreciated
- 9.0% game directors are unfriendly
- 4.0% competition is too tough
- 3.0% can't win enough mp compared to other clubs
- 2.0% partner is too critical

(24) It is difficult to find partners to play at CBC.

6.7% Strongly Agree	32.5% Disagree	31.3% No Opinion
18.3% Agree	11.2% Strongly Disagree	

(25) Game directors need to do more to find partners for players

7.0% Strongly Agree	27.6% Disagree	33.8% No Opinion
26.1% Agree	5.5% Strongly Disagree	

(26) We should have an area on website to find partners.

18.6% Strongly Agree	3.0% Disagree	24.9% No Opinion
52.8% Agree	0.7% Strongly Disagree	

(27) If we could do only one thing to improve playing environment, I would:

- Noise is a problem. In finding partners I think that someone should do this job not sure about directors
- We should post people who need partners on bulletin boards, some people don't have computers
- assigning a friendly person to be stand by at all games
- remind players to be friendlier
- a discount would be appropriate for advanced purchases (ex. a 10 game card for \$55)

- glad there is
- urge players not to compare scores before game has ended
- Telephone system or ans. machine so players could leave messages needing partners which directors should check
- You have done a good job of trying to keep a run on "super competitive people!"
- The directors to be more understanding and not so demanding. Not all but a few.
- Want "long timers" and directors and teachers to be more welcoming. There can be an air of clickishness.
- Try to see that the game starts on time.
- remove the zero tolerance policy as it is presently constituted.
- Play soft background music or something to get people to relax or loosen up a little.
- be friendly to the players who came.
- separate the two large groups in different rooms to control noise and confusion
- cut out efforts to make people welcome. however we have come a long long way since 200
- better counsel the players who offended others about how to improve their relationship with players
- cut back on noise
- appoint a day partner chair & an evening partner chair who could arrange games
- penalize obnoxious players
- start on time
- stress to players that this is a game
- Tom Deddens does a great job as director
- no opinion
- some players are unfriendly
- give the directors clear rules so that they don't make so many subjective rulings
- directors enforce few talking & report actions to board no matter who the person is
- offer a place for constant feedback from our members- part of a "suggestion box" on the web site
- advanced players remember that they were novices at one time, be understanding with new players
- see my response to question 14 under games
- I have seen one player interrupt the entire game & after many warnings nothing was done
- improve the ability for people to find playing partners
- hold down the noise, after a round is almost over but some people are still playing
- request less conversation
- try to get the new players comfortable in the open games
- no sit outs. have pair nearby to call to play at last minute so there's no sit outs
- have standby partner available at more games
- #7 is a great idea
- 1
- I repeat, emphasize and let rude players know you mean business
- make it north's explicit responsibility to pass on completed hands when his/her table is running behind.
- make it easier to find new players, playing at night level
- ELIMINATE AND PSYCHES
- too much talking between hands when some are still playing
- temperature- too cold
- re-train directors in enforcement & game organization
- Remind people to be courteous, Enforce zero tolerance
- Ask Directors to use Zero Tol.
- ask everyone to be friendly, & not focus on "bridge only."
- Stop players and directors from criticizing slow players. New & older players need more time
- have directors spend more time walking around & welcoming people
- speed games up and shut the players up
- Friendliness
- have directors penalize slow players
- Have a way for people looking for partners to find each other. Website good idea. List at CBC?
- Monitor closely and regularly the unpleasant experiences players are having and develop a plan

to do something about it.

- the playing atmosphere at CBC is fine. In this non-perfect world with so many different types it would be hard to improve
- Have a partnership coordinator to match up players (intermediate with intermediate)
- Keep noise level down until round is called
- Have a 15 minute meet & greet prior to each session. Ask people who don't know newcomers to introduce themselves.
- Request the oldcomers to be more friendly to the new people
- ENSURE THAT THE VENDING MACHINES ARE WORKING PROPERLY EG FILLED AND GIVING CHANGE
- GET BETTER DIRECTORS. SOME INSULT PLAYERS WHEN THEY COME TO THE TABLE. SOME CONSTANTLY THREATEN TO TAKE AWAY POINTS. SOME SHOW FAVORITISM TO THEIR FRIENDS. SOME ASSIGN SEATING POORLY BASED ON LEVEL OF SKILL. SOME DO NOT KNOW THE RULES SO THEY CAN'T RULE PROPERLY.
- DISCOURAGE THE NEGATIVE COMMENTS THAT FEED THE COMPLAINERS
- USE WEBSITE TO HELP FIND PARTNERS
- MAKE A CONCERTED EFFORT TO PLOICE THE FEW BAD APPLES RESPONSIBLE FOR THE UNFRIENDLY ATMOSPHERE
- START ON TIME
- IMPROVE HOSPITALITY
- MORE CONSISTENTLY GOOD DIRECTION
- NOT ALLOW OPPONENTS TO CRITICIZE MY PLAY
- STRONGER LEVEL PLAYERS SHOULD SHOW BETTER ACCEPTANCE OF NEW MEMBER/LOWER LEVEL PLAYERS AND NURTURE MORE
- USE CASH AS BAIT FOR WINNERS TO ENCOURAGE NEW PLAYERS
- ENCOURAGE ALL PLAYERS TO REFRAIN FROM DISCUSSING A HAND UNTIL ALL BOARDS IN THE ROUND HAVE BEEN PLAYED. ENCOURAGE EAST-WEST PAIRS TO VACATE THEIR SEATS AS SOON AS THEY ARE DONE PLAYING
- REPLICATE (TOM DEDDENS)
- INCREASE ATTENDANCE AND WORK HARD TO MAKE IT FUN FOR EVERYONE

(28) I regularly attend night games

14.5% Strongly Agree	25.4% Disagree	10.2% No Opinion
27.0% Agree	23.0% Strongly Disagree	

(29) I don't regularly attend night games because:

38.8% I don't like to drive at night	10.9% I prefer to play during day
35.0% Prefer to stay at home	6.0% I prefer to play on Internet
30.1% games end too late at night	1.1% NO PARTNER
12.6% night games are too unfriendly	1.1% TOO FAR AWAY
11.5% I work and games end too late	24.6% Other

- hard to find partner
- There aren't enough pairs to make good games.
- I would attend and support a Sunday PM game.
- Travel time.
- i play at night but would rather play anytime for the above reasons
- no partners
- low attendance
- I play day & don't want to play 2 times in one day
- I PREFER DAY GAMES AND CHOOSE NOT TO PLAY TWICE A DAY
- have other evening commitments
- no one to play with in pen
- i prefer to play during the day
- i am not aware of night games

- I Perfer plying during the day.
- I live too far away
- other commitments (temporary)
- skip one table of play. i.e. one less
- work schedule, distance
- CAN NOT COME
- the game start too early
- would rather do other things in summer eves
- too far to come often (working)
- I have to miss dinner to play at 7
- would like a 9AM Novice game
- not enough players. Trouble finding a partner
- I get too tired at night
- I only play at local club
- I need a regular partner
- I prefer playing in the day
- i prefer playing during the day
- Live 35 miles from bridge center
- Maybe my fault for not finding a partner. Or, it may be that many partnerships are established for the evening game, so it's difficult to break into those events.
- Long drive, at night, bad waether, traffic on I-75, no partner
- other commitments
- We perfer "Home Style". Presently have a class on Monday evenings.
- Too far. There is no way of traveling to the night games without fighting rush hour traffic.
- Traffic problems from Northern Kentucky.
- too far and too late
- TOO TIRED AT NIGHT
- BECAUSE OF THE DECLINGIN ATTENDANCE THERE IS AN UNEVENESS TO THE GAMES. YOU CAN NEVER BE SURE WHO WILL BE THERE OR HOW MANY.
- TOO FAR TO DRIVE HOME
- I WORK EVENINGS
- EXPRESSWAY TRAFFIC IS AWFUL 5:30 6:30
- DAY GAMES PROVIDE A MORE EVEN FIELD IN TERMS OF ABILITY

(30) The night games are more unfriendly and/or frustrating that the day games.

6.4% Strongly Agree	22.3% Disagree	46.2% No Opinion
10.4% Agree	14.7% Strongly Disagree	

(31) Night games are unfriendly because:

59.1% plays are rude and/or obnoxious
 50.0% Players frequently criticize
 50.0% too much discussion of hands
 34.1% play is too slow
 27.3% others are unfriendly to me
 22.7% players talk too loud
 20.5% no one makes me feel welcome
 11.4% can't win enough mp compared to other clubs
 9.1% game directors are unfriendly
 6.8% competition is too tough
 4.5% directors make too many unnecessary announcements
 2.3% I feel unappreciated
 0.0% partner is too critical

(32) Regardless of what the CBA does, I will not attend more night games.

11.9% Strongly Agree	23.3% Disagree	13.8% No Opinion
30.0% Agree	20.9% Strongly Disagree	

(33) To encourage my attendance at more CBC night games, we should:

- 21.7% provide more restricted games
- 16.7% start night games at 6 or 6:30
- 12.5% provide a way for players to car pool
- 11.7% provide more special games
- 10.0% reduce cost of night games
- 7.5% fewer boards to end game earlier
- 6.7% educational lecture before games
- 5.8% collect plays in a van
- 5.0% provide financial subsidy to player of night and day games
- 2.5% smaller game closer to my home

(34) Some people have suggested that the CBA should sponsor a game on the Internet. Are you interested in participating?

6.7% Strongly Agree	19.6% Disagree	35.3% No Opinion
17.6% Agree	20.8% Strongly Disagree	

(35) If I could do only one thing to improve the night games at CBC, I would:

5.6% 2	3.3% start earlier	84.4% Other
4.4% 5	2.2% end earlier	

- eliminate all but well attended one(s) schedule 10:00-2:00 or 10-2:30 or 9:30-2
- Start night games at 6:00
- I was told that there was not a mentor for me and I was dissapointed.
- The mentor -Mentee program is worthwhile depending an the mentor
- I am a mentor and a metnee
- i prefer day games
- have stand by partner
- start them later---it's hard working & having dinner first
- try to attract 30-50 year old ne wmembers, how, i'm not sure
- i am 40 minutes away form the center and it's too far to drive at night
- Try potluck dinners beforehand
- Get more people there.
- Do not play.
- Like more than one chice at night for the lower point/upcoming players. Currently, there is Tues or really low and Thurs. for next level.
- Remove the zero tolerance polic as it is presently constituted
- Advertise/market the CBC to new players
- 4
- a weekly internet game would be great!!
- seperate teh two large groups into two locations or two seperate nights
- start at 6:00 pm
- start them earlier and provide a sandwich
- increase attendance
- provide more restricted games
- I don't like to play at night, so i didn't have any ideas
- play fewer hands if possible
- might have more people thurs nights if you make it a non life master game instaed of a 299'er game

- make it more friendly
- try to get better/fairer directors
- enforce common courtesy
- attempt to have a fri. night game at the CBA
- try to get teh membership to understand that is the yare not supported they will disappear
- have mor peole attend
- ending earlier would do it for me
- more games in my starta (200-300)
- i don't attend night games
- start the game at 7:30 p.m.
- enforce zero tolerance, the big wogs are nerver admishened
- why don't we try a kind of incentire 1 free night games after 5 or 10 night games or a rolling jackpot
- enforce the "be friendly & spaek to peolpe & don't bring a superior attidue to the table.
- limit to 1 or 2 night to increase a herdance for 1 rather than 2 rather than 1
- more of them
- Have a junior high or high school night where young players can learn while parents play
- make the games one round shorter
- Market!Market! Try Progressvie Jackpots
- change something so I can get home earlier
- More unique games. example games with expert hand analysis
- Increase attendance
- 1
- find partners: avoid sit-outs
- be 20 years younger
- start at 6:30
- if night games start earlier then thoes who work will not have tie to eat.
- have one in Wednesday nights!! and spend up so it ends earlier
- If we do the web bridge games...maybe have a session offered at CBC where people bring in laptops to learn how to play online.
- Sponsor internet games
- place rude players on probation
- I do not play very much at night anymore but when I did my partners 30-60 loved Friday night
- 8
- I don't think it is anything that the CBC does. The age of many of the players prefer not to drive at night, especially in the winter.
- BACK RUBS WOULD BE NICE
- GIVE THE RUDE PLAYERS A COURSE IN FRIENDLINESS, POLITENESS AND GOOD MANNERS. ALL PLAYERS SHOULD BE TREATED WITH RESPECT.
- THE CENTER IS SIMPLY TOO FAR FROM MY RESIDENCE. WILL NOT DRIVE AT NIGHT
- HIRE A TOP NOTCH DIRECTOR WHO IS HUNGRY AND WILLING TO WORK
- MONDAY NIGHT GAMES EVERY WEEK
- PROVIDE MORE RESTRICTIVE
- KEEP THEM AT 7:00. ADD A LECTURE ON THURSDAY NIGHT SINCE THERE ARE NEWER PLAYERS THERE
- BETTER LIGHTING IN THE PARKING LOT. I SLIPPED ON ICE AROUND THE DRAIN NEAR THE STEPS
- MOVE GAMES TO A BETTER LOCATION
- GIVE MORE INCENTIVE TO COME - MORE POINTS PRIZES
- ENFORCE ZERO TOLERANCE
- HAVE THEM START EARLIER
- MORE PEOPLE THERE - FRIENDLIER
- HAVE AN OCCASIONAL GAME WHERE STRONGER PLAYERS ARE PAIRED WITH LOWER LEVEL PLAYERS
- OFFER FREE DESSERT AND AN INTERMISSION TO ENJOY DESSERT & SOCIALIZE
- GET MORE PLAYERS
- IMPROVE THE DIRECTORS

(36) The CBA provides me sufficient opportunities to learn how to play bridge.

14.9% Strongly Agree	9.7% Disagree	15.7% No Opinion
57.8% Agree	1.9% Strongly Disagree	

(37) The mentor/mentee program is worthwhile

25.7% Strongly Agree	4.5% Disagree	25.4% No Opinion
42.9% Agree	1.5% Strongly Disagree	

(38) The lecture program on Tuesday nights for novices and intermediate players is worthwhile.

24.3% Strongly Agree	0.4% Disagree	37.3% No Opinion
37.6% Agree	0.4% Strongly Disagree	

(39) We should have regular lectures by experts for more advanced players.

14.6% Strongly Agree	3.1% Disagree	38.5% No Opinion
43.1% Agree	0.8% Strongly Disagree	

(40) The library of bridge books and materials is very useful.

10.6% Strongly Agree	3.0% Disagree	49.4% No Opinion
34.7% Agree	2.3% Strongly Disagree	

(41) If I could do only one thing to improve education opportunities at the CBC, I would:

2.8% 2	97.2% Other
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- Have mentor help partnership(s) rather than only one mentee.
- find a way to "open" our library
- offer "learn&play" days for \$10 pre session rather than the current \$17 + \$6
- attempt to get rubber bridge players to lessons
- schedule advanced lessons evenings&weekends.the game directors both are and aren't doing good
- update the library
- Make more info written to novices.
- The library is hard to use beacuse on several occasions I have tried to get a book- The case is locked and no one is available to open it.
- Encourage the people and have more teaching time.
- Like to see a half-day option involving a specific topic to be taught and followed by supervised play (intense and free of schedule conflicts involved in multi-week games).
- Visiting famous bridge teachers who have written books like Marty Berger, Keith Hansen etc.
- See comments on comment summary sheet.
- Reduce the expense for lessons to \$10 per lesson
- provide more restricted game once a week in the evening so i can compete against comparable players
- i have participated as both a mentor and a mentee in the past
- increase teaching time to 1 heure. slow down the speed of the lectures to give students time to get what they'er teaching
- they are excellent. unlimited acces claess of home. constant source of support.
- offer more classes for the turly advanced players
- a list of book in the library
- get norm to contribute something to our club e.c. lessons, lctures, etc.
- checkout porcedures are not posted anywhere in the club
- i think there are plenty of opportunitis
- offer mentor- mentee games all year round not just in summer

- no suggestions
- more supervised play opportunities for NLM
- educate the directors
- try to get younger people interested in bridge- maybe classes at the high schools
- have a sunday afternoon teaching lesson-just a though,like a clinic lesson but not during bengals games
- work hard to begin bridge lessons in the jr. high schools to attract young people.
- offer free or cheap lessons for new players, advertise more, create enviroment with infomation
- more advertising to attarct new players and more classes for beginnners
- make our exsistence know at UC we need new (younger) players.
- Have 1 written (new) rule on a slip of paper offeres once a week to players
- reduce cost of lessons
- would like to see additoinal instructions added to the mix
- could we offer the coures online?I have odd schedule & it would help to structure it on our website
- teach more detense
- promote them more
- train families to play at home
- Market! Market!
- Have easier access to books
- More lessons for new players & promote them
- Free guest lecturers and work shops
- announce class schedules & stick to it.
- unlock; easier access.
- Have classes at times working people could attend
- have more info on useful web sites & what are the key benefits of each site.
- Target then at young people (under 30)
- ?
- Mentor-Mentee program needs some help. Mentors need to have better idea what to do. Mentors of a partnership might be good. So partners can learn at same pace and same conventions!
- Invite top lecturers to come or find out what it would cost
- Bring in outside teachers for a one or two day class
- Allow others to teach besides Nancy Sachs & Linda Wolber
- List topics of lectures before each game, post on internet
- CBC does an excellent job in providing education for bridge players.
- GIVE (TOM DEDDENS) A RAISE. HE IS FANTASTIC AND A GREAT ENCOURAGEMENT TO NEWCOMERS
- KEEP LITERATURE CURRRENT
- LECTURE/SEMINARS BY INVEITED BRIDGE EXPERTS. POSSIBLY ONE FOR BEGINNERS AND ONE FOR ADVANCED PLAYERS. COST TO BE SHARED BY STUDENTS
- MORE AGGRESSIVELY PROMOTE & CONDUCT PROGRAM AIMED AT ATTRACTING NEW PLAYERS
- OFFER MORE ACTUAL PLAYING RATHER THAN JUST RESOURCES
- ADDITIONAL LECTURES
- PROVIDE BRIDGE LESSONS ONLINE
- I HAVE BEEN PLAYING IN UPSTATE NEWY ORK AND WEDNESDAY AFTERNOONS ARE JUST FOR FUN. A DIRECTOR IS ON HAND TO ANSWER QUESTIONS ON HANDS AS THEY ARE BEING PLAYED.
- OFFER LECTURES BY BEST PLAYERS BEFORE SATURDAY GAME
- STOP THE POLITICS AND LET MATTHEW GRANOVETTER TEACH MORE
- TEACHING A LITTLE, THEN PLAYING IN A GAME, THEN GOING OVER IT IN CLASSROOM
- OFFER CLASSES BEFORE DAY GAMES
- HAVE SHORT (5 MIN) INFO TALKS BEFORE EACH SESSION TO COVER SUCH THINGS AS "CORRECT USE OF STOP CARDS", MOSTLY FOR NEWER PLAYERS
- USE HAND ANALYSES (PRINTED BID & PLAY)
- HAVE ALL TUES EVE LECTURES IN THE CLASSROOM

(42) The CBA Boards is doing a good job

18.1% Strongly Agree	2.9% Disagree	15.9% No Opinion
63.0% Agree	0.0% Strongly Disagree	

(43) The game directors are doing a good job.

21.2% Strongly Agree	6.2% Disagree	5.1% No Opinion
65.3% Agree	2.2% Strongly Disagree	

(44) The STaCs, regionals are run effectively.

17.0% Strongly Agree	3.0% Disagree	20.7% No Opinion
57.9% Agree	1.5% Strongly Disagree	

(45) If I could do only one thing to improve the leadership of the CBA I would:

- very good survey.
- night games rescheduled afternoons& AM games are earlier
- I play night and day games on Saturdays
- Hve day duplicate bridge for 50 or under master points.
- I play 70% of Tuesday night games
- include more of the members in above activities.
- i don't participate as a mentor or mentee yet
- Involve more non board members on committees and projects so as not to "burn out" our board members.
- Encourage the no-tolerance rules and make it applicable to the directors.
- Encourage you to be more friendly to newcomers, to visit or learn about what other clubs do and try "new" things, to consider snacks during tournaments and not after. Some only play in the daytime; others need to get home afterward and not linger.
- remove the zero tolerance policy as it is presently constituted,
- more new members of the CBA board are more willing to changes. CBA board in past too political
- this survey is being proof that the board is doing a good job&look out for the players interests
- provide written information regarding on what they are doing for the members for the club members
- have less individual approach
- take a longer form face issues address the ownership structures for games.
- better directors
- enforce that only regular players be on the board
- to encourage young people to learn how to play bridge teach bridge to high school students
- I would like to be in a mentor or mentee program during 2006
- STRONGLY ELECTED OFFICIALS
- see other comments above
- directors act as if they are bosses and you are the ruff raft to be told what to do
- give (Patti) the support she needs to get the job done
- get more people other than bl. members to help with activities
- make sure the board members are all dedicated to making CBC successful and fun
- nothing, very great board members.
- make sure big events like Swiss team has more than 1 director- last one was a mess
- keep the last board permanently
- this year's leadership is strong. (Patti English) is doing a great job!
- put more attention to doubling members and tables played at night
- PUBLISH A MONTHLY CALENDAR ON PAPER
- Continuing education for directors. Market more for all games & events
- 3
- more member input.
- Speed up action!!

- get more volunteer involvement
- make them more responsive to player complaints
- have more women on the board
- Invite others to help
- Be more prepared for the nights when large crowds show up. Extra tables already set up.
- Suggest developing an active and everchanging marketing plan
- Improve communications
- Do not know who are the leaders. Avoid cliques
- Leadership is fine, but the last tournament at Sharonville was run poorly and cards were a mess (need to be replaced). Organization of games and boards were a joke!
- Make sure that certain board members are limited to non-life masters
- Very satisfied, they work hard
- SEE IF THERE IS INTEREST IN A MENS GAME (LIKE DESCHAPPELLES)
- WHEN A FORMAL COMPLAINT IS MADE ABOUT ANOTHER PLAYER & THE BOARD HAS MET ABOUT THE MATTER, THE COMPLAINING PLAYER SHOULD BE TOLD WHAT ACTION HAS BEEN TAKEN, IF ANY
- LEADERSHIP IS NOT THE PROBLEM. THE MEMBERSHIP IS GETTING OLDER AND NOT MANY YOUNGER PLAYERS IN SIGHT. OLDER FOLKS DO NOT DRIVE AT NIGHT. COST OF LIVING MAY BE A FACTOR. LOCATION MAY BE A BIG FACTOR.
- CREATE & SUPPORT A LARGER CADRE OF QUALIFIED DIRECTORS
- PICK PEOPLE FOR POSITIONS - NO ELECTIONS - PEOPLE WITH EXPERTISE SHOULD BE PLACED TO BETTER HELP THE ASSOCIATION
- END THE "BAKE SALE" ROLE OF THE BOARD, CHARGE WHAT TOURNAMENTS COST AND OFFER EXCELLENT HOSPITALITY, PROFESSIONALLY PREPARED
- MAKE SURE GAMES GO QUICKLY IN ALLOTTED TIME WITH NO RUDENESS
- BETTER WELCOME TO NEW PLAYERS/MEMBERS
- ENCOURAGE REGULAR MEMBERS TO ATTEND BOARD MEETINGS
- TELL NANCY SACHS THAT SHE YELLS TOO MUCH TRYING TO GET PEOPLE TO FINISH A ROUND. NOT ONLY IS IT ANNOYING, BUT IT IS COUNTER-PRODUCTIVE AS IT BREAKS CONCENTRATION AND SOMETIMES SLOWS PLAY. ALTHOUGH NANCY IS WELL INTENTIONED, HER CONSTANT REMINDERS BECOME MERE BACKGROUND NOISE.
- NEW BLOOD. NEW MEMBERS HAVE DONE A LOT OF GOOD LATELY

(46) My age is

35.2% 70-79	16.9% 50-59	3.9% 40-49	0.0% 30-39
30.6% 60-69	12.7% 80+	0.7% 20-29	

(47) My masterpoint range is

25.5% 0-49	11.9% 300-499	10.8% 1000-1499	9.8% 1500+
14.0% 500-999	11.5% 50-99	10.1% 100-199	6.3% 200-299

(48) I have been playing bridge at CBC for:

39.0% 10+ years	19.9% 3-5 years	6.5% Less than 1 year
25.3% 5-10 years	9.4% 1-2 years	

(49) On average at the CBC the following number of times.

23.8% 25-49	22.0% 0-12	13.4% 100+
22.7% 50-99	16.2% 13-24	1.8% Don't know

(50) I mostly play at

54.7% Day games	30.9% Night games	14.4% Both equally
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(51) I participated in the Mentor Mentee program during the last year.

35.2% Yes

64.8% No

(52) I participated as a

56.2% mentor

43.8% mentee

Figure 1: Summary of all responses