



HYBRID MEETING INSTRUCTIONS FOR
THE UNION COLONY CIVIC CENTER ADVISORY BOARD MEETING
On November 10, 2021 3:45 PM

There will be a short Sub Committee meeting at 3:15 PM of the Ticket Donation Committee preceding the full advisory board meeting.

The physical location for the meeting will be the Greeley Recreation Center Room 103.

- You may attend the meeting in person at the physical location.
- You can provide input/public comment for this meeting by emailing your comments to Jason Evenson (jason.evenson@greeleygov.com), or by leaving a voice message for Jason at (970) 350-9482, to provide your comments. Comments received up to 1 hour before the meeting will be read into the record at the appropriate time.

There are no remote participation options for this meeting.

Agenda

Union Colony Civic Center Advisory Board
November 10, 2021 @ 3:45 PM

1. Determination of quorum and call to order.
2. Approval of October Minutes (2 Minutes)
3. New Business
 - a. Recommend ticket donations from Sub Committee.
 - b. Post event survey summary and comments (Amy Grant, Burroughs/GPO, Flobots)
 - i. Questions or discussion of previous semesters data sets sent by email?
4. Old/Ongoing Business
 - a. Fall 2019 Ticket Sales report
 - b. Spring 2022 Programming updates
 - c. Staffing updates
5. Other
 - a. UCCC Backstage Stars Report – (Perry)
 - b. Next meeting will be December 8, 2021

Parking Lot (Items to be discussed at future meetings):

- Portable bars
- Parking directional signs from Active Adult Center Lot (guild supported)
- Discuss the remodeling of the outside/front of the UCCC
- Tigre Radio co-promote (January Update)
 - Spanish Website/Brochure/Ticket office staff
 - Superscript or program notes in 2nd language?
- Commuter bus WiFi advertising when available?

Minutes

Union Colony Civic Center Advisory Board
October 13, 2021 3:45 PM Hybrid In-person & Zoom

1. The meeting was called to order by Mark Pugatch at 3:54 PM.
 - a. Board present: Mark Pugatch, Ken Andrews, Craig Montgomery, Doran Azari, Deanna Terry, Perry Bell, Michelle Sauder, Alison Hamling, and Cher Heimbegner
 - b. Staff present: Andy McRoberts, Jason Evenson, Jill Droegmueller, Leslie Evans
2. Approval of September Minutes
 - Motion to approve minutes, with a correction to Deanna's name, made by Craig, seconded by Perry. Motion passed unanimously.
3. New Business
 - a. Recommend ticket donations from Sub Committee.
 - i. The committee donated four Hot Chocolate tickets to the Weld County Food Bank/St Patrick's Presbyterian Church, in addition to two Burroughs tickets to the Poudre River Trail Corridor.
 - ii. Brief discussion held regarding United Way ticket donations for their Vista employees. The board was informed that donations for UW have previously been handled by UCCC staff. Craig made a motion to continue current practice, seconded by Perry. Motion passed unanimously.
 - b. Post event survey summary and comments (Los Chicos, The Oak Ridge Boys)
 - i. Feedback following both shows has been extremely positive. The board reviewed advertising challenges/opportunities for the following semester. One patron complaint was about box elder bug sightings. Staff are aware and had eliminated as many as possible in advance, the issue will resolve self with onset of winter.
4. Old/Ongoing Business
 - a. Fall 2019 Ticket Sales report
 - i. Currently ahead of previous fall sales (about \$18,000), however, estimates for rescheduled shows were made pre-pandemic and staff expect to end about 70% of budget.
 - ii. The Burroughs brought in 60% of sales for GPO collaboration.
 - b. Spring 2022 Programming updates
 - i. Tentative Season:
Good Morning Guys
We Are Messengers
High Kings
*An Officer and a Gentleman
*Madagascar the Musical
A Tribute to Aretha Franklin with the GPO
Air Supply
Secrets of Space

Minutes

Union Colony Civic Center Advisory Board
October 13, 2021 3:45 PM Hybrid In-person & Zoom

****performances pending further negotiations regarding COVID protocols**

- ii. Jason is also reviewing a Latinx rap act possibilities and a stand up comedian.
 - c. Staffing updates
 - i. Programming Coordinator position has been posted.
5. Other
- a. UCCC Backstage Stars Report – (Perry)
 - i. In order to provide more support through fundraising, the Stars will be providing beverage services. The GPO will staff the Burroughs/GPO performance.
 - ii. The Stars are excited to welcome two new members, Steve Hall and Perry Buck.
 - b. Next meeting will be on November 10, 2021, in-person, in room 103 at the Recreation Center.

Parking Lot (Items to be discussed at future meetings):

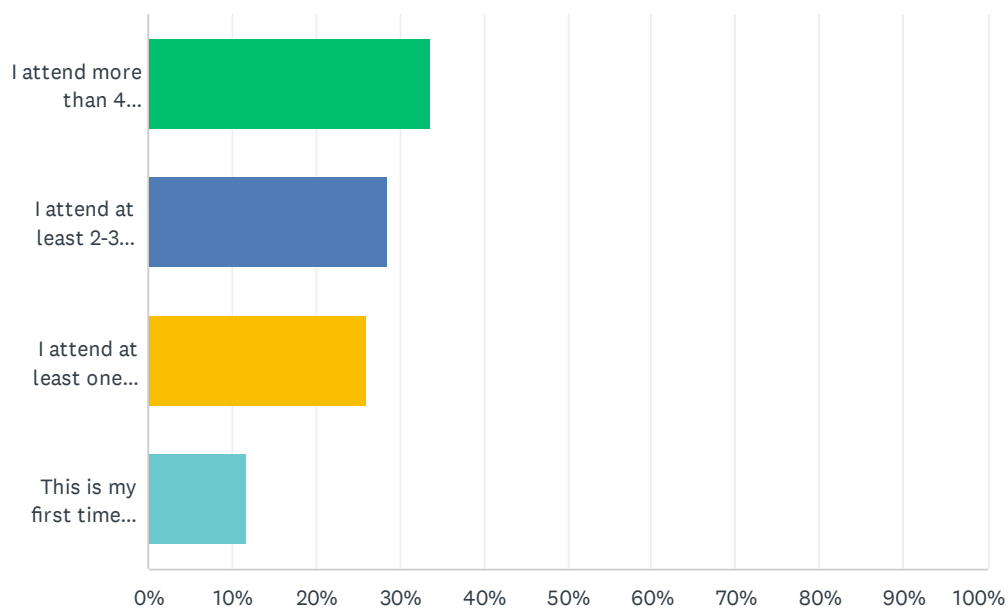
- Portable bars
- Parking directional signs from Active Adult Center Lot (guild supported)

Approved by: _____
UCCC Advisory Board Chair person

Date _____

Q1 Which of the following best describes you?

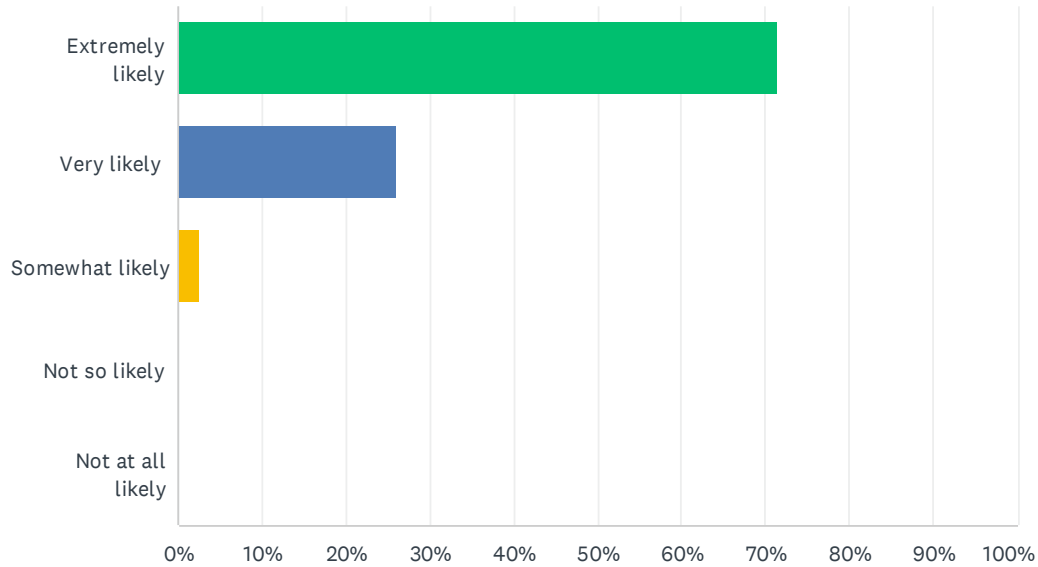
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
I attend more than 4 performances a year at the Union Colony Civic Center	33.77%	26
I attend at least 2-3 performances a year at the Union Colony Civic Center	28.57%	22
I attend at least one performance a year at the Union Colony Civic Center	25.97%	20
This is my first time attending a performance at the Union Colony Civic Center	11.69%	9
TOTAL		77

Q2 How likely is it that you would recommend seeing a show at the Union Colony Civic Center?

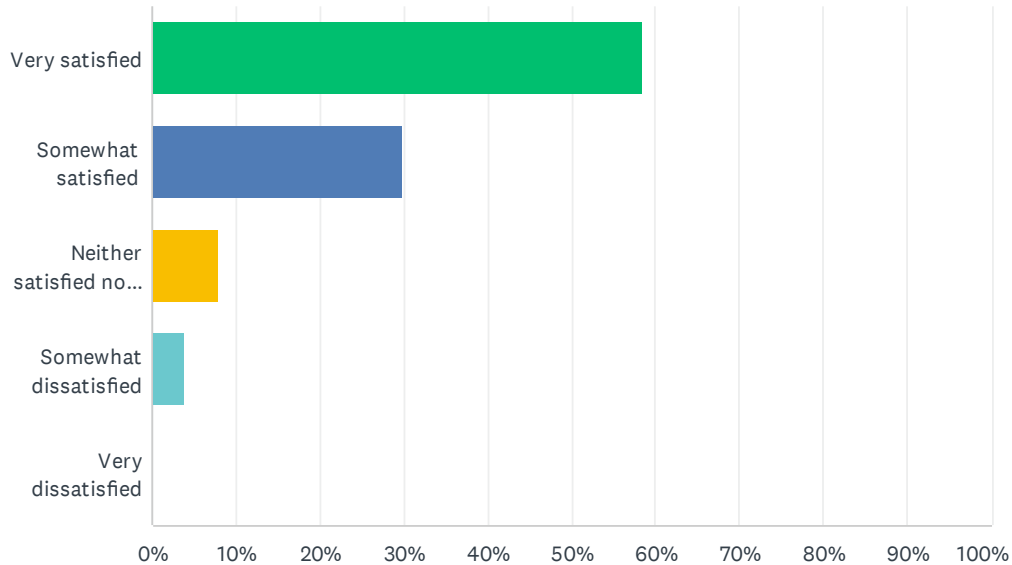
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	71.43%	55
Very likely	25.97%	20
Somewhat likely	2.60%	2
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		77

Q3 Overall, how satisfied or dissatisfied are you with the range of entertainment options offered at the Union Colony Civic Center?

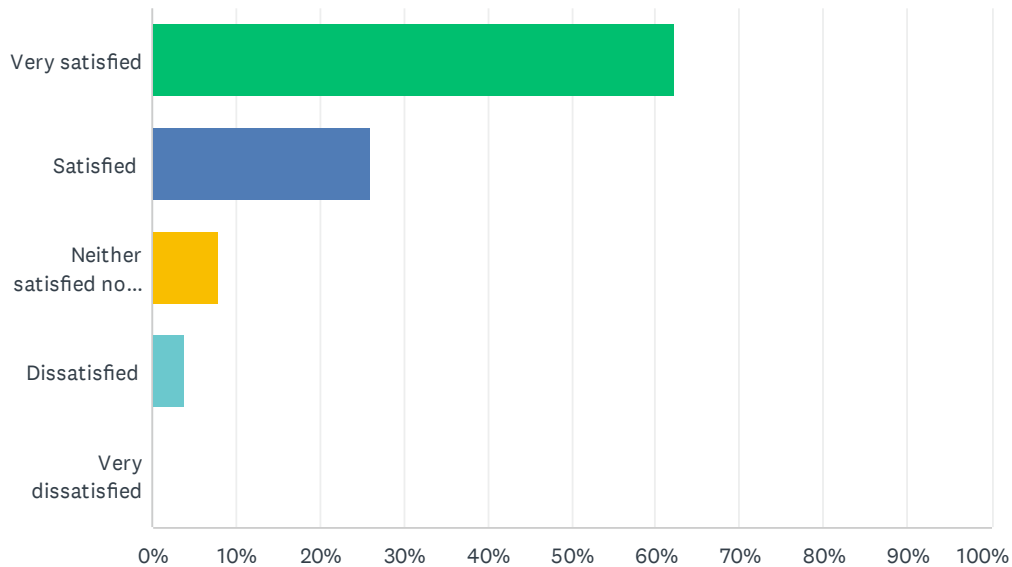
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	58.44%	45
Somewhat satisfied	29.87%	23
Neither satisfied nor dissatisfied	7.79%	6
Somewhat dissatisfied	3.90%	3
Very dissatisfied	0.00%	0
TOTAL		77

Q4 How satisfied were you with the comfort of the theater during your most recent experience at the Union Colony Civic Center?

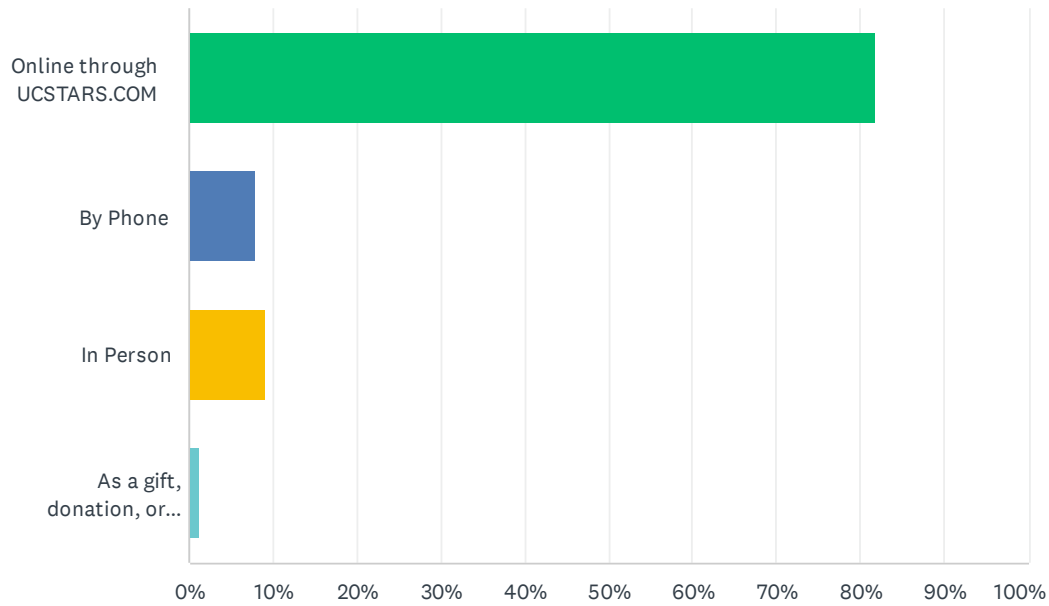
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	62.34%	48
Satisfied	25.97%	20
Neither satisfied nor dissatisfied	7.79%	6
Dissatisfied	3.90%	3
Very dissatisfied	0.00%	0
TOTAL		77

Q5 How did you purchase your tickets?

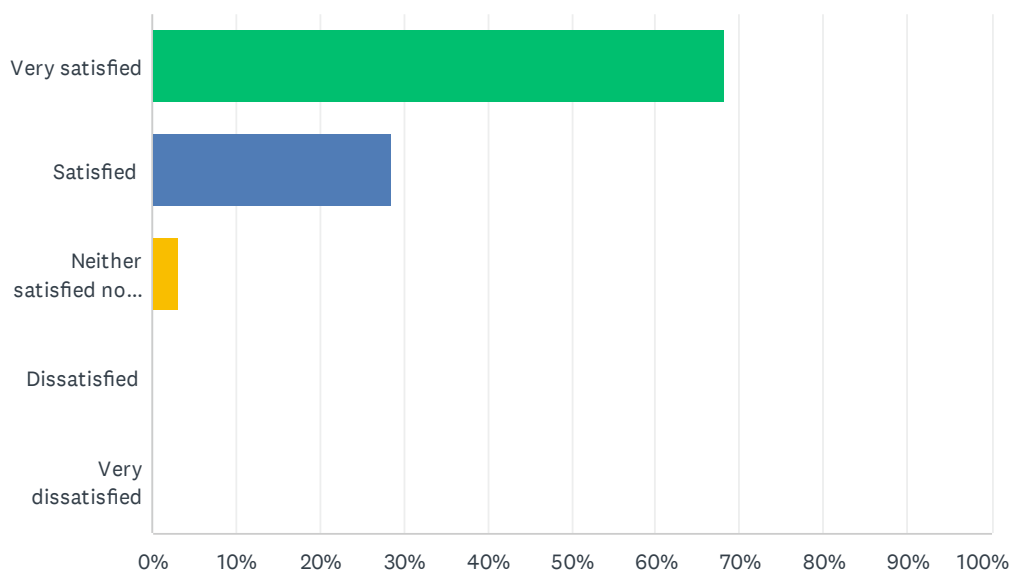
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online through UCSTARS.COM	81.82%	63
By Phone	7.79%	6
In Person	9.09%	7
As a gift, donation, or other non purchase interaction	1.30%	1
TOTAL		77

Q6 Please rate your online purchasing experience:

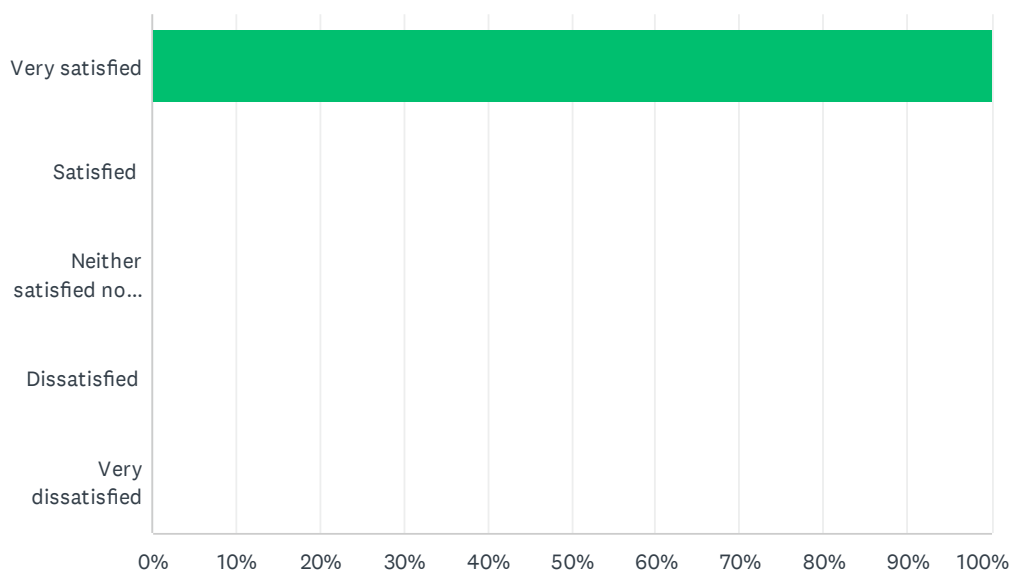
Answered: 63 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very satisfied	68.25%	43
Satisfied	28.57%	18
Neither satisfied nor dissatisfied	3.17%	2
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		63

Q7 Please rate your purchasing experience with our staff:

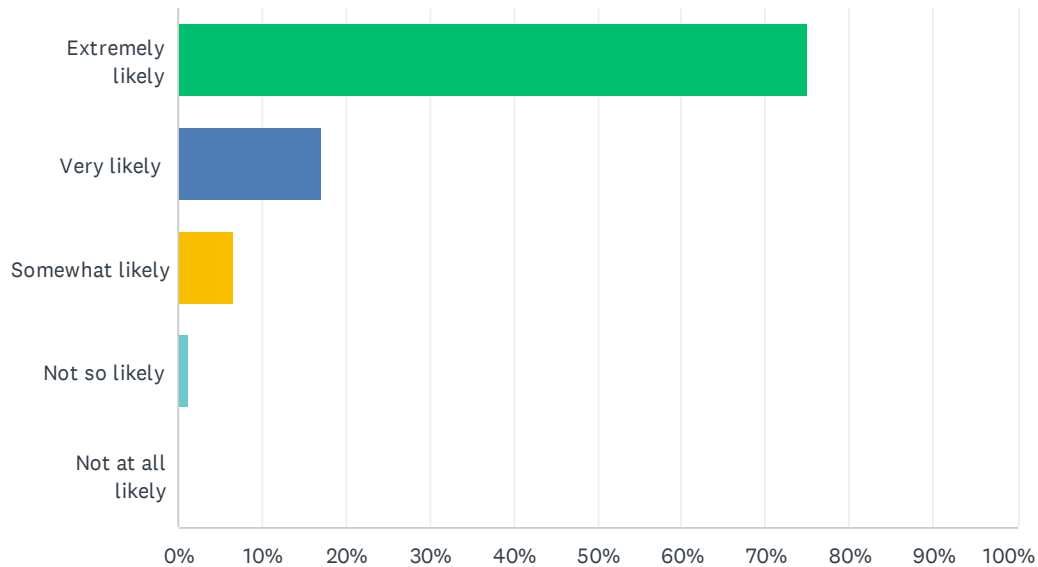
Answered: 13 Skipped: 64



ANSWER CHOICES	RESPONSES	
Very satisfied	100.00%	13
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		13

Q8 How likely are you to purchase tickets to a performance at the Union Colony Civic Center again?

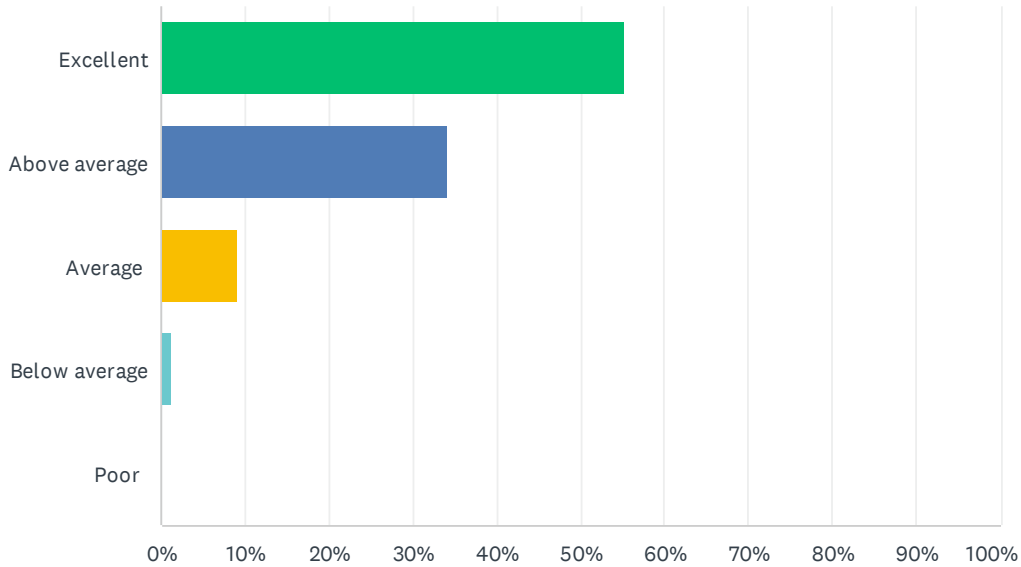
Answered: 76 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely likely	75.00%	57
Very likely	17.11%	13
Somewhat likely	6.58%	5
Not so likely	1.32%	1
Not at all likely	0.00%	0
TOTAL		76

Q9 How would you rate the value for money of tickets at the Union Colony Civic Center?

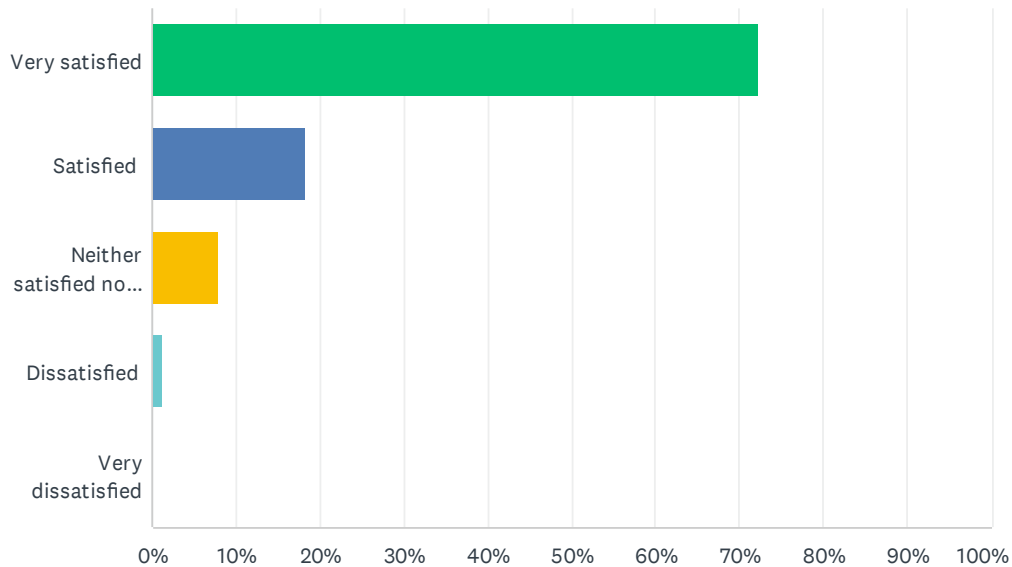
Answered: 76 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	55.26%	42
Above average	34.21%	26
Average	9.21%	7
Below average	1.32%	1
Poor	0.00%	0
TOTAL		76

Q10 Please rate your experience with the staff, volunteers, and security during your most recent experience at the Union Colony Civic Center?

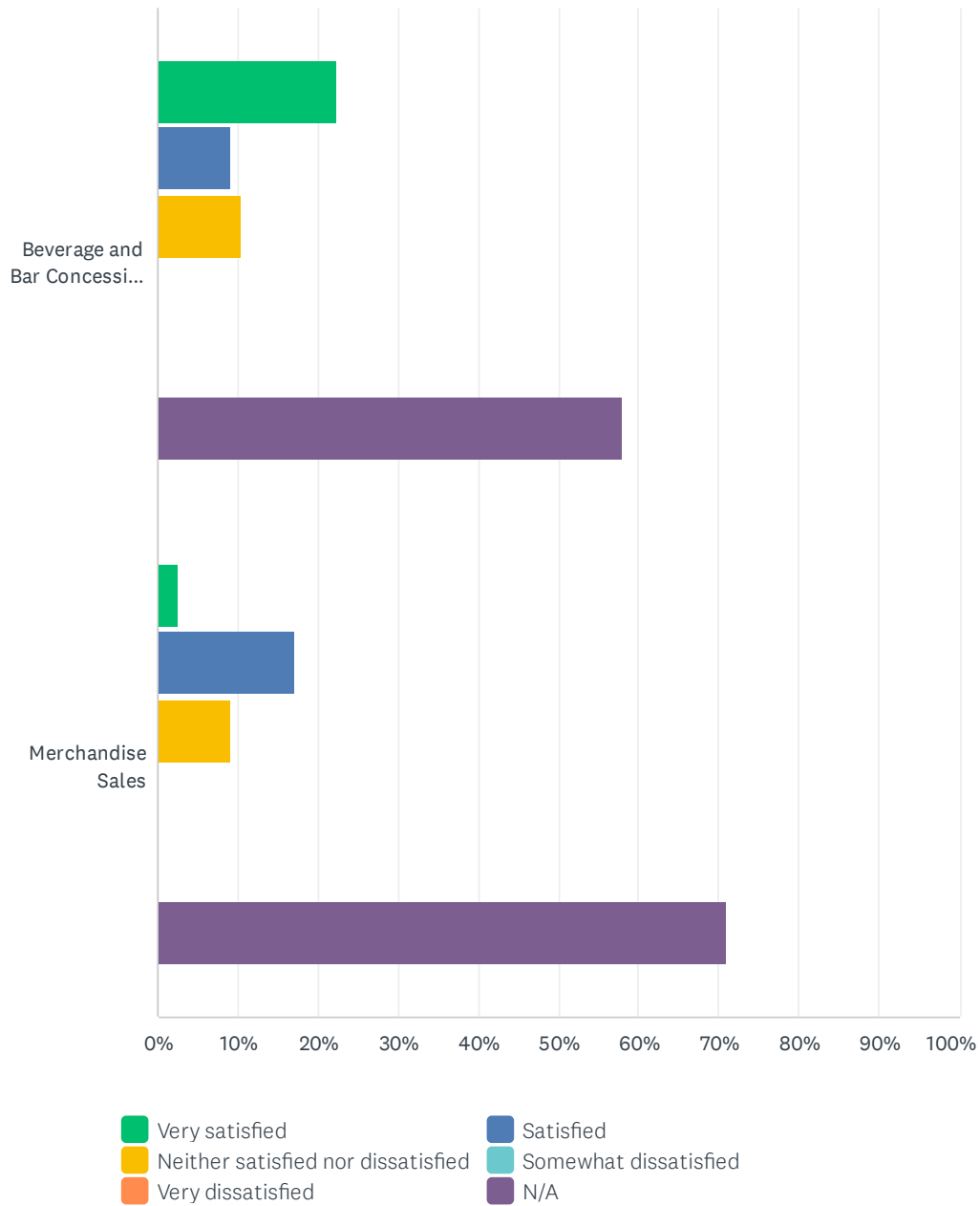
Answered: 76 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	72.37%	55
Satisfied	18.42%	14
Neither satisfied nor dissatisfied	7.89%	6
Dissatisfied	1.32%	1
Very dissatisfied	0.00%	0
TOTAL		76

Q11 The Union Colony Civic Center hires several outside vendors to provide services during performances. Please tell us about your experiences with them:

Answered: 76 Skipped: 1

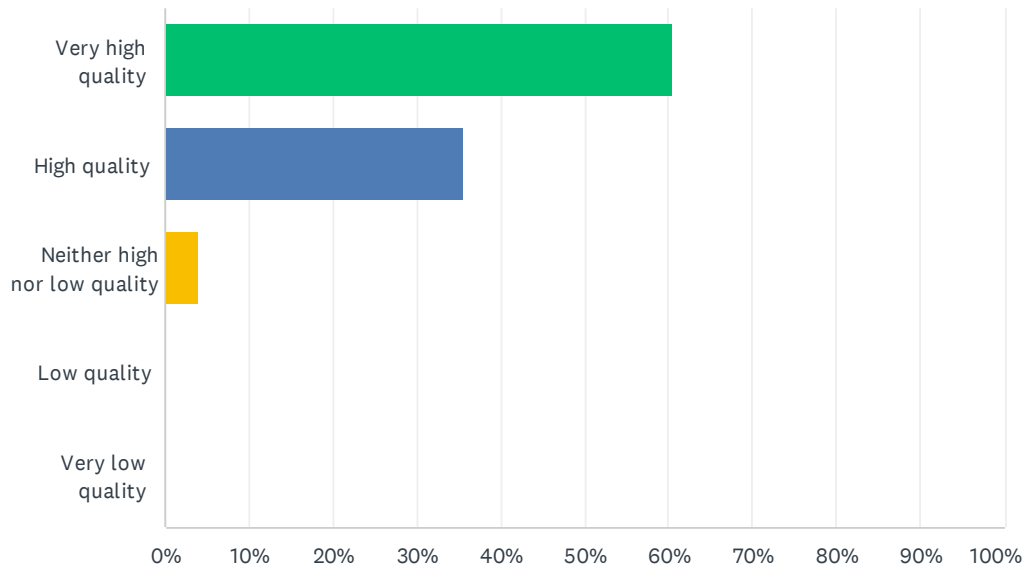


Fall 2021 UCCC Patron Satisfaction Survey

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Beverage and Bar Concession Service	22.37% 17	9.21% 7	10.53% 8	0.00% 0	0.00% 0	57.89% 44	76	4.28
Merchandise Sales	2.63% 2	17.11% 13	9.21% 7	0.00% 0	0.00% 0	71.05% 54	76	3.77

Q12 How would you rate the quality of the performances at the Union Colony Civic Center?

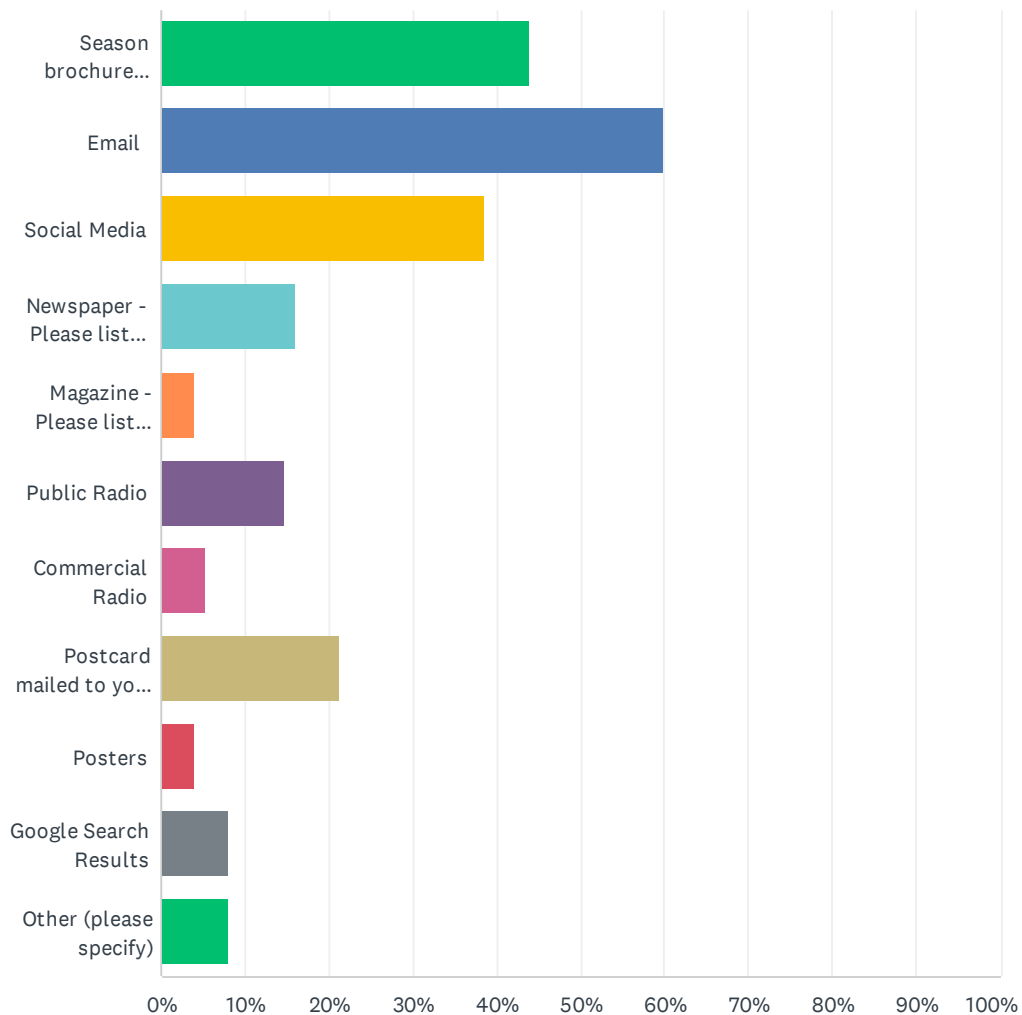
Answered: 76 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very high quality	60.53%	46
High quality	35.53%	27
Neither high nor low quality	3.95%	3
Low quality	0.00%	0
Very low quality	0.00%	0
TOTAL		76

Q13 How do you like to find out about entertainment and events.

Answered: 75 Skipped: 2



Fall 2021 UCCC Patron Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Season brochure (mailed to your home)	44.00%	33
Email	60.00%	45
Social Media	38.67%	29
Newspaper - Please list below	16.00%	12
Magazine - Please list below	4.00%	3
Public Radio	14.67%	11
Commercial Radio	5.33%	4
Postcard mailed to your home	21.33%	16
Posters	4.00%	3
Google Search Results	8.00%	6
Other (please specify)	8.00%	6
Total Respondents: 75		

Q14 Do you have any other comments, questions, or concerns?

Answered: 23 Skipped: 54

Q15 To be entered into the drawing for a pair of free tickets to a series package please enter a phone number or email for us to reach you if you're drawn. This information will NOT be added to any mailing or calling lists, and will be separated from the survey results prior to survey evaluation.

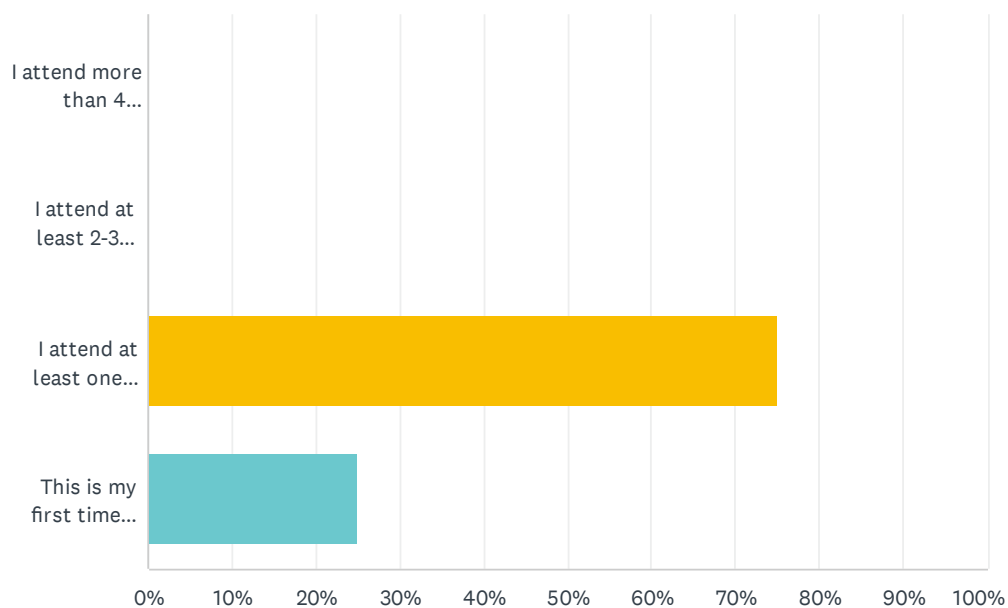
Answered: 72 Skipped: 5

What would you like to see at the UCCC in the future?	What Affected your experience at the performance?	Specific details on Online Ordering	Secific details on In person ordering	Specific details about Staff	Specific Details about Bars and Merch	Other Feedback
Acts like Kenny G, Beach Boys, Michael Bolton, Michael Buble						
Americana or folk or acoustic music	The women's bathroom is GORGEOUS! When did the painting or whatever mural happen?		Very helpful when website kept rejecting my email as invalid without saying it didn't match old one in system			No
Bigger concert names, more Broadway bigs, clean comedy				Love the new touch less entry system- very modern and impressive	Merch sale location caused a bit of a traffic jam on departure after the show but overall still very satisfied	INCREDBLE SHOW! Love the Burroughs and so proud of the GPO for this collaboration.
Book The Long Run or FACE bands.						
Brene Brown, Elizabeth Gilbert						
Broadway Musicals	Sometimes there has been a cool breeze where I sat. It was very comfortable. Also, the parking is ample. :)					I loved The Burroughs and GPO. I do with the GPO had done one or two numbers by themselves. Glad to see them branching out.
BYU ballroom dancers or similiar						
Clean comedy						
Interpretive dance would be cool						
Love it all!	The acoustics are fabulous there. It's a comfortable, intimate setting.	Easy to find seats and do a quick purchase of tickets.		everyone is kind and welcoming and can answer any questions	The show last night was so incredible. We felt like it was the best deal ever for a fun nights outing. Love that I no longer have to drive to Denver to see a good program.	Thank you, thank you for one of the best nights outings in a long, long time.
a symphony that plays symphony music	I did not use my ticket last night			Not present		I was not present for GPO concert, and won't attend most. I'm paying for some symphony music. Not getting it.
More big names	An isle is needed down the center!					
More Broadway like performances						
More country music concerts/broadway type shows						
More current, younger music performances, pop and local bands	Lines for Women's restrooms are too long.					
More plays						
Pilobolus		Seems silly to pay a fee for an online purchase. That should be the cheapest way to buy.				
the L.A. Symphony led by Dudamel [ha-ha]		tix were supposed to be waiting at "will call" but weren't				y'all are doing an impressive job.
Willie Nelson and Family	Sound system needs work, maybe replacement					Sound System needs work
	Felt the ushers and bar tenders should have been wearing masks for their safety and others.					Loved the diversity
	Had a camera and head of the person in front of me.					
	I did streaming option of the Burroughs and GSO.	easy experience		did not interact with any staff since I did online purchase	no interaction on my part since I did streaming option	Audio and video were not aligned on my streaming option of the Burroughs/GSO show so watching was a bit disconcerting. Darn....
	I loved not having to wear a mask!! Thank you!	They were easy to purchase.				
	I purchased the stream and had to restart 2 times, also the stream latency was off so audio delayed.					Because of the latency issues and stalling I feel the price of the stream was too high for the quality.
	Not enough masks for the city's COVID positivity rate					Ask folks to wear masks at the door/have free masks available. Just small nudges to protect us all since a mandate is probably out of the question.
	Safety concerns. Would appreciate following CDC Safety protocols for Covid 19 for indoor spaces and groups.					Non-compliance with CDC Covid 19 protocols placing many people at risk and may keep many people from enjoying the venues .

What would you like to see at the UCCC in the future?	What Affected your experience at the performance?	Specific details on Online Ordering	Secific details on In person ordering	Specific details about Staff	Specific Details about Bars and Merch	Other Feedback
	Seating in the theater is very comfortable. The restroom situation, especially for women, is irritating.					
	The seats are getting old. They need to be re-padded and re-covered (or replaced).					Our concern is with the GPO and it's current program direction, not the UCCC theater itself.
	The theater was really warm, temperature-wise.					There are an inadequate amount of restrooms for the size of the theater. This means spending your entire intermission in line for the bathroom when patrons could be perusing merchandise or patronizing the bar.
	We opted for streaming access.			online streaming		
		I wish they didn't have the high convenience fee		Had trouble with e-tickets	No non-alcoholic drinks available	
		Very simple		Everyone was great		Came in from Los Angeles to see this unique show, and loved the pairing of The Burroughs with the Symphony
				lost a valuable bracelet & information was not very helpful		no
				The volunteers haven't been very cheerful during the last few events we have attended. They are always frowning		
				Well organized and felt very safe		
					Could have used more people!	Burroughs and the GPA was a truly wonderful show. Great Job to All!!!!
					Drinks were very expensive and not all that great.	
					The line was a bit long but it moved along and the staff was kind.	
						All of our many visits have been excellent.
						Always a great experience
						The Burroughs/Philharmonic show was spectacular! Bring a n more like this!
						The GPO and The Burroughs were awesome! Have them back next year!!!!
						The GPO/Burroughs concert was outstanding. The orchestra was wonderful and the Burroughs added another exciting musical layer to the evening. Thank You!!
						You all do a great job. Greeley is lucky to have such a fine facility.

Q1 Which of the following best describes you?

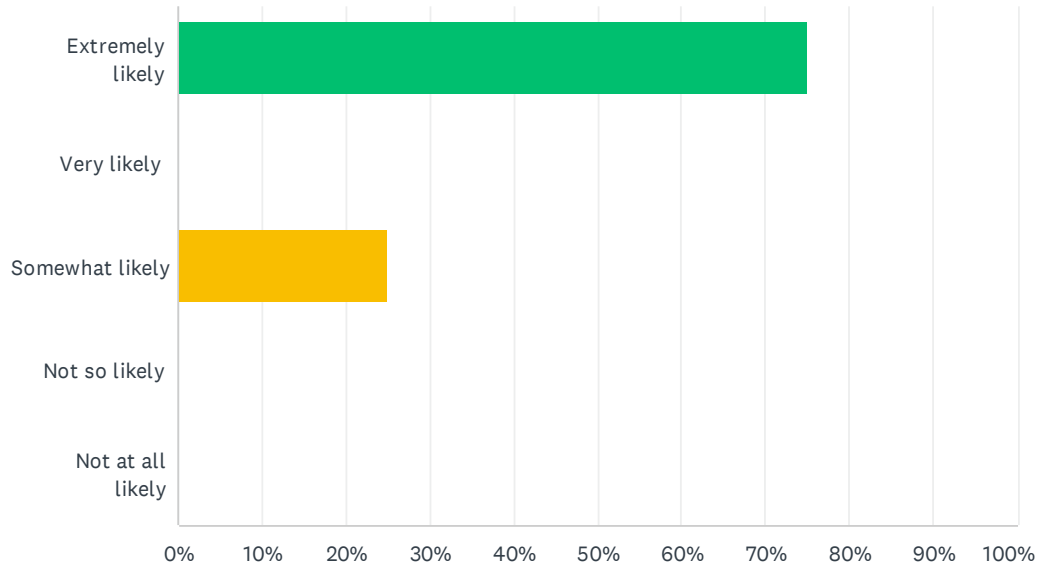
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
I attend more than 4 performances a year at the Union Colony Civic Center	0.00%	0
I attend at least 2-3 performances a year at the Union Colony Civic Center	0.00%	0
I attend at least one performance a year at the Union Colony Civic Center	75.00%	3
This is my first time attending a performance at the Union Colony Civic Center	25.00%	1
TOTAL		4

Q2 How likely is it that you would recommend seeing a show at the Union Colony Civic Center?

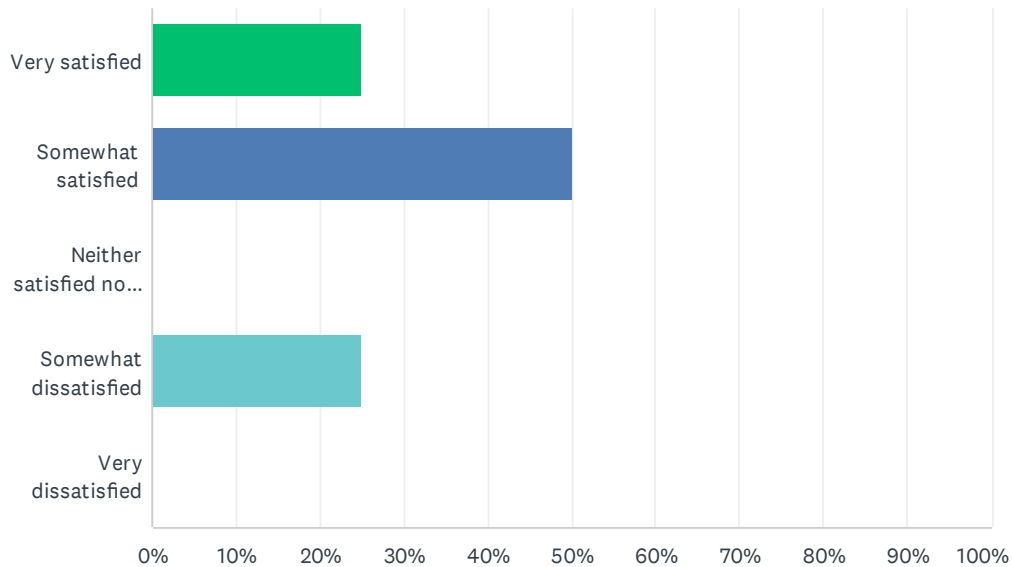
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	75.00%	3
Very likely	0.00%	0
Somewhat likely	25.00%	1
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		4

Q3 Overall, how satisfied or dissatisfied are you with the range of entertainment options offered at the Union Colony Civic Center?

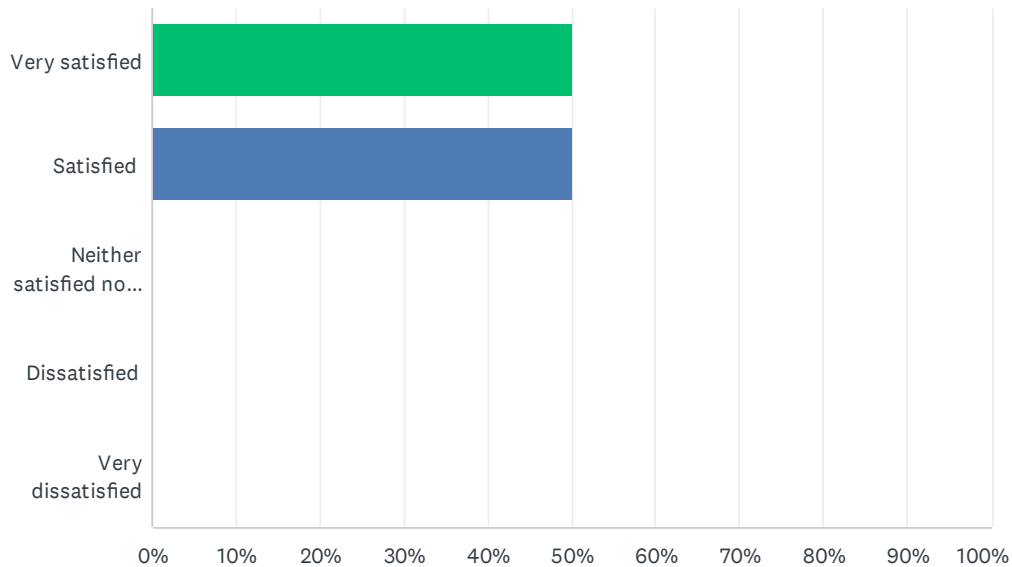
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	25.00%	1
Somewhat satisfied	50.00%	2
Neither satisfied nor dissatisfied	0.00%	0
Somewhat dissatisfied	25.00%	1
Very dissatisfied	0.00%	0
TOTAL		4

Q4 How satisfied were you with the comfort of the theater during your most recent experience at the Union Colony Civic Center?

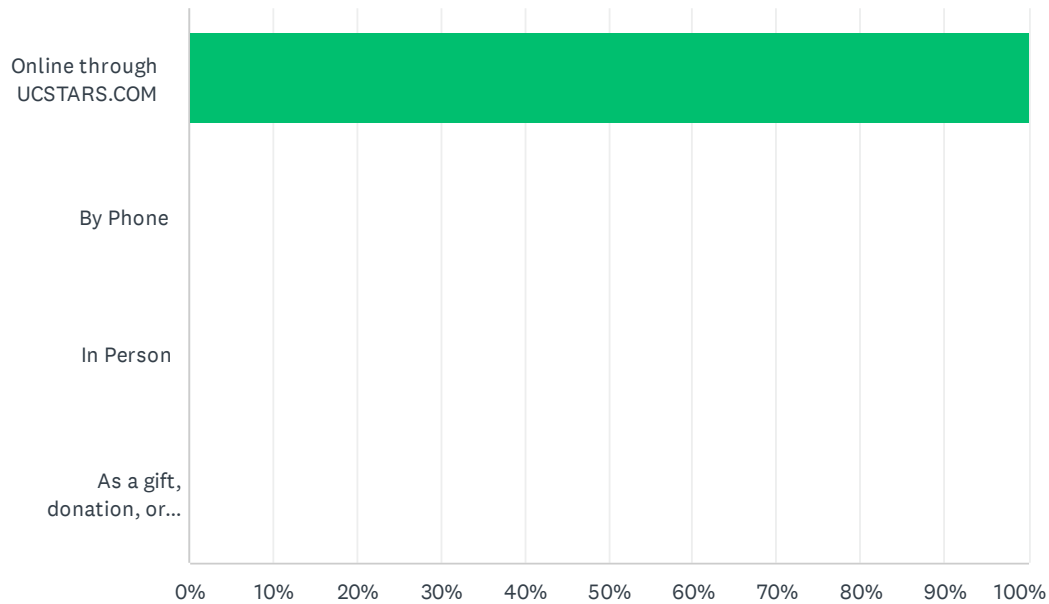
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	2
Satisfied	50.00%	2
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		4

Q5 How did you purchase your tickets?

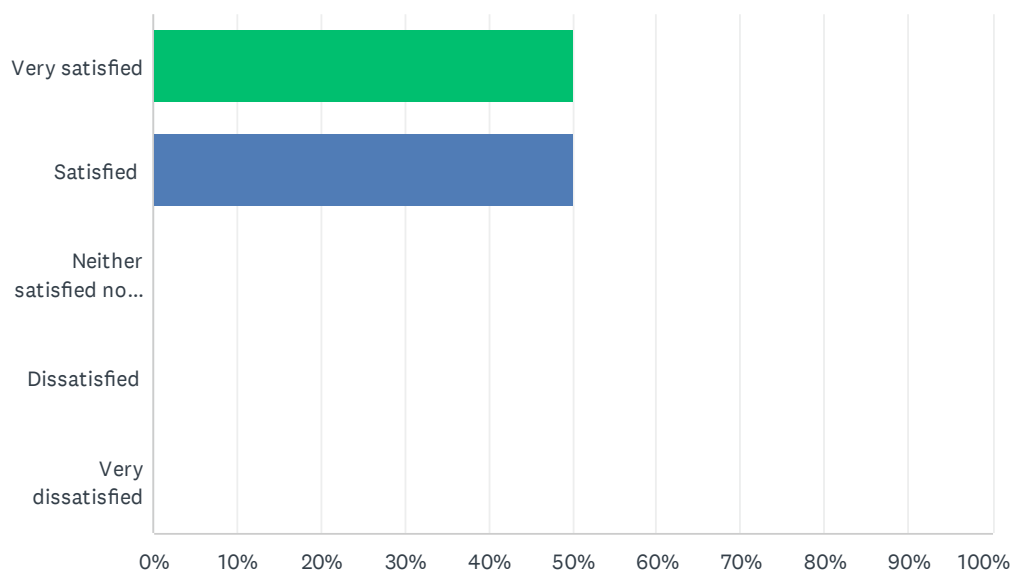
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online through UCSTARS.COM	100.00%	4
By Phone	0.00%	0
In Person	0.00%	0
As a gift, donation, or other non purchase interaction	0.00%	0
TOTAL		4

Q6 Please rate your online purchasing experience:

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	2
Satisfied	50.00%	2
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		4

Q7 Please rate your purchasing experience with our staff:

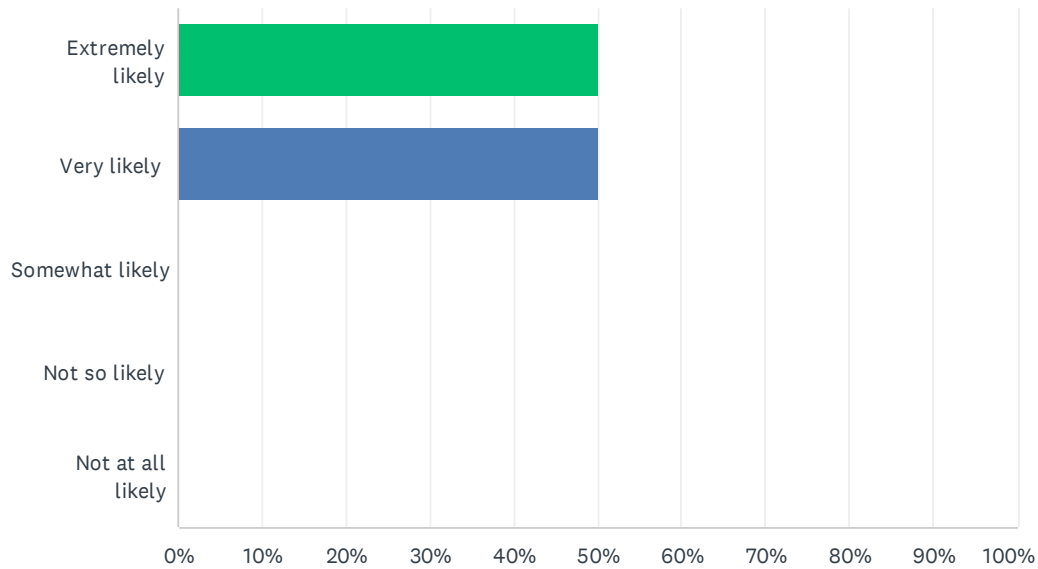
Answered: 0 Skipped: 4

 No matching responses.

ANSWER CHOICES	RESPONSES	
Very satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		0

Q8 How likely are you to purchase tickets to a performance at the Union Colony Civic Center again?

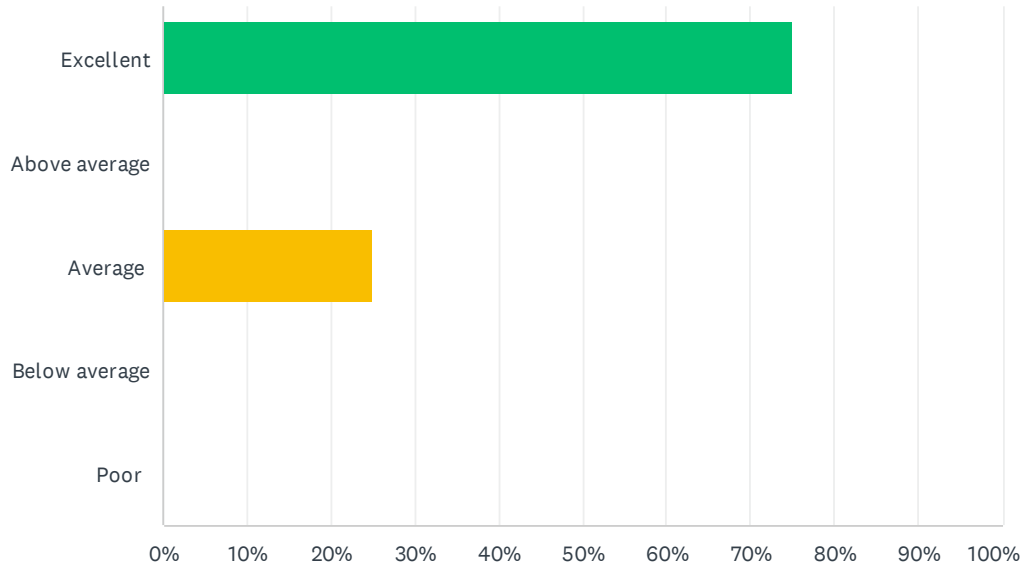
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	50.00%	2
Very likely	50.00%	2
Somewhat likely	0.00%	0
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		4

Q9 How would you rate the value for money of tickets at the Union Colony Civic Center?

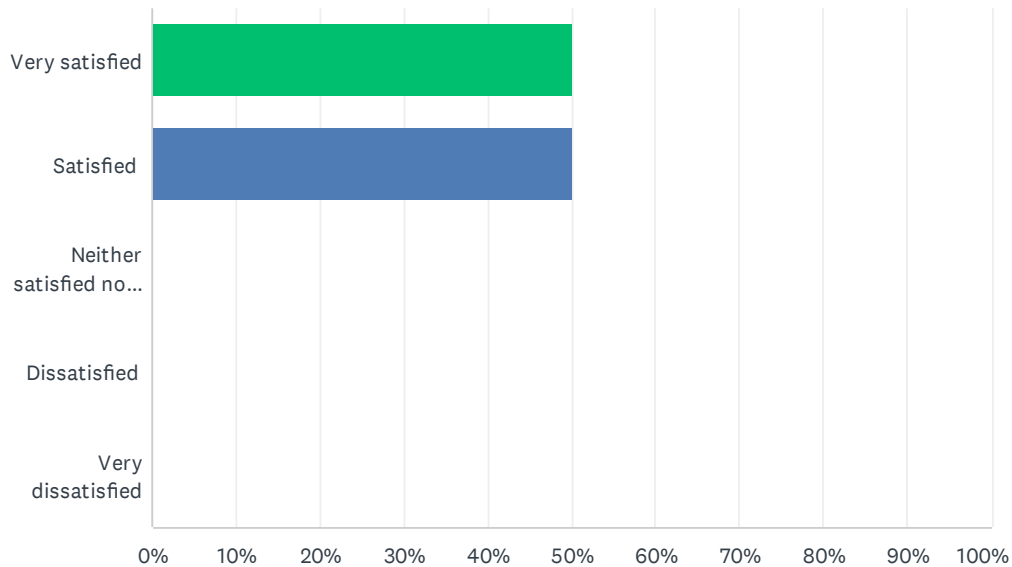
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	75.00%	3
Above average	0.00%	0
Average	25.00%	1
Below average	0.00%	0
Poor	0.00%	0
TOTAL		4

Q10 Please rate your experience with the staff, volunteers, and security during your most recent experience at the Union Colony Civic Center?

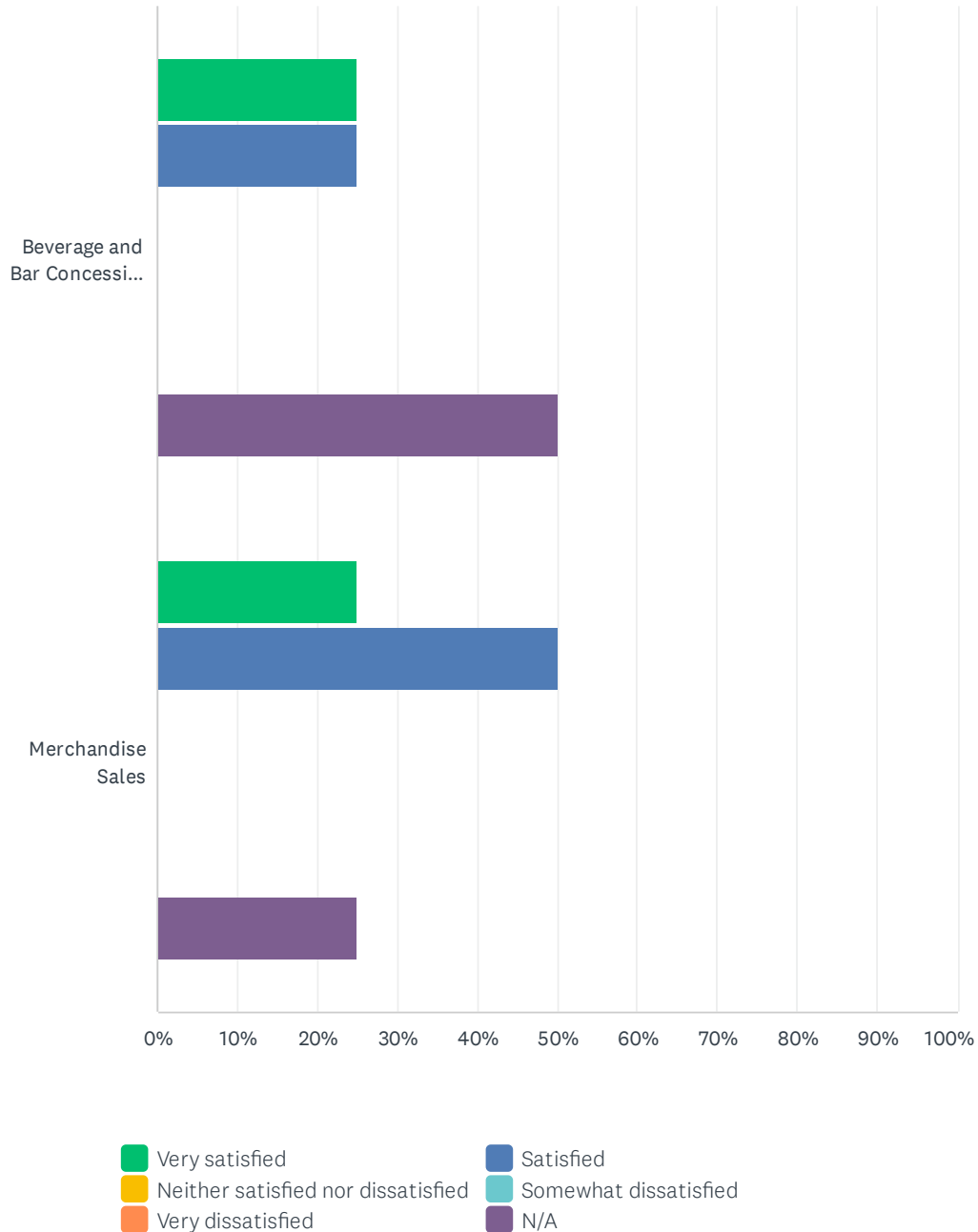
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	2
Satisfied	50.00%	2
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		4

Q11 The Union Colony Civic Center hires several outside vendors to provide services during performances. Please tell us about your experiences with them:

Answered: 4 Skipped: 0

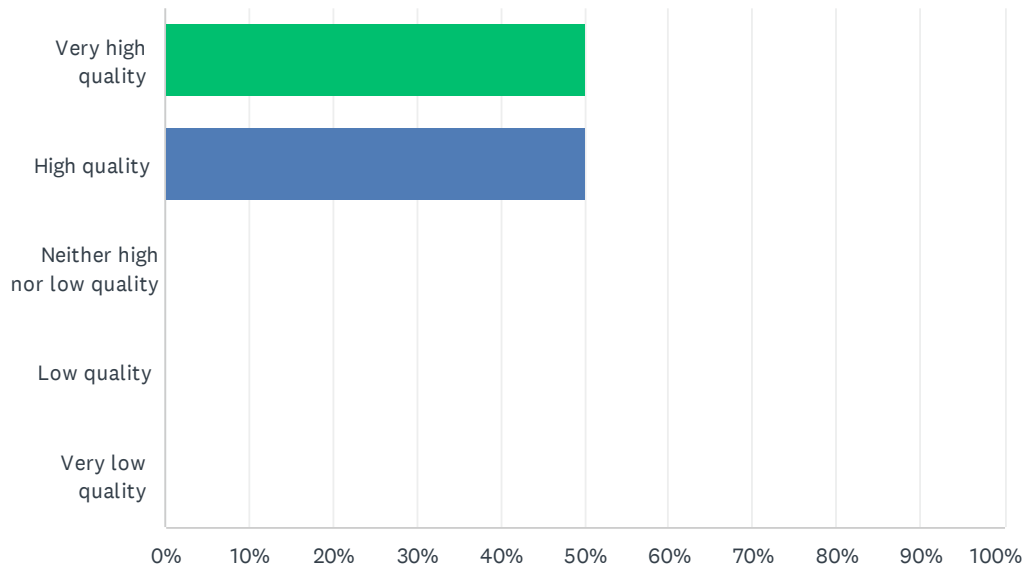


Fall 2021 UCCC Patron Satisfaction Survey

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Beverage and Bar Concession Service	25.00% 1	25.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 2	4	4.50
Merchandise Sales	25.00% 1	50.00% 2	0.00% 0	0.00% 0	0.00% 0	25.00% 1	4	4.33

Q12 How would you rate the quality of the performances at the Union Colony Civic Center?

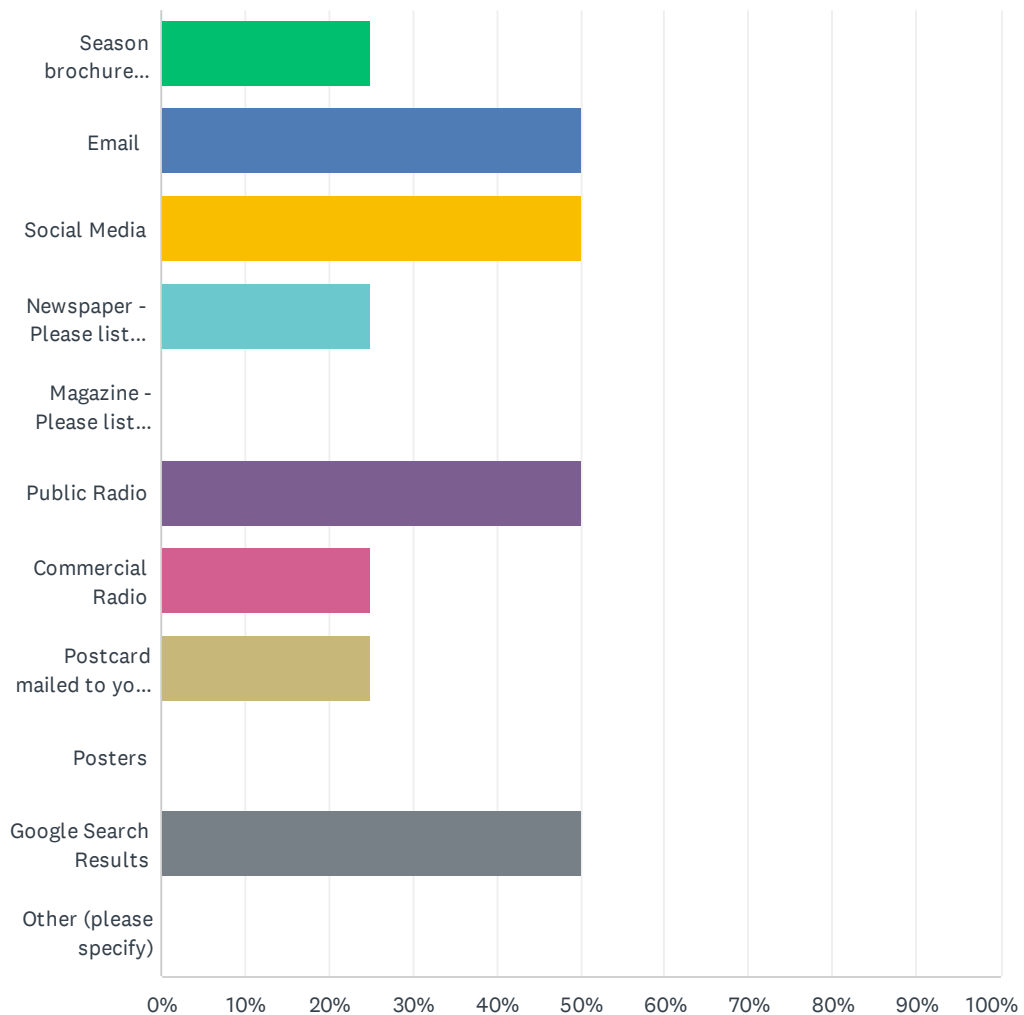
Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	50.00%	2
High quality	50.00%	2
Neither high nor low quality	0.00%	0
Low quality	0.00%	0
Very low quality	0.00%	0
TOTAL		4

Q13 How do you like to find out about entertainment and events.

Answered: 4 Skipped: 0



Fall 2021 UCCC Patron Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Season brochure (mailed to your home)	25.00%	1
Email	50.00%	2
Social Media	50.00%	2
Newspaper - Please list below	25.00%	1
Magazine - Please list below	0.00%	0
Public Radio	50.00%	2
Commercial Radio	25.00%	1
Postcard mailed to your home	25.00%	1
Posters	0.00%	0
Google Search Results	50.00%	2
Other (please specify)	0.00%	0
Total Respondents: 4		

Q14 Do you have any other comments, questions, or concerns?

Answered: 0 Skipped: 4

Q15 To be entered into the drawing for a pair of free tickets to a series package please enter a phone number or email for us to reach you if you're drawn. This information will NOT be added to any mailing or calling lists, and will be separated from the survey results prior to survey evaluation.

Answered: 4 Skipped: 0

Flobots						
What would you like to see at the UCCC in the future?	What Affected your experience at the performance?	Specific details on Online Ordering	Secific details on In person ordering	Specific details about Staff	Specific Details about Bars and Merch	Other Feedback
More music performances						
Ally was AMAZING						
					The merch payment tablet operator was a bit confused by the software, but got it to work with assistance.	