



HYBRID MEETING INSTRUCTIONS FOR
THE UNION COLONY CIVIC CENTER ADVISORY BOARD MEETING
On October 13, 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 City Center South, 1001 11th Avenue, Room 227.

- 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.
- To view the meeting and/or participate in real-time, join via Zoom using any of the following connections:
Please click the link below to join the meeting:

<https://greeleygov.zoom.us/j/87409558589>

OR

Dial from any phone (301) 715 8592
Meeting ID: 874 0955 8589
Passcode: 227580

Agenda

Union Colony Civic Center Advisory Board
October 13, 2021 @ 3:45 PM

1. Determination of quorum and call to order.
2. Approval of September Minutes (2 Minutes)
3. New Business
 - a. Recommend ticket donations from Sub Committee.
 - b. Post event survey summary and comments (Los Chicos, The Oak Ridge Boys)
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 November 10, 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
September 8, 2021 3:50 pm Hybrid In-person & Zoom

1. The meeting was called to order by Mark Pugatch at 3:48 PM.
 - a. Board present: Mark Pugatch, Ken Andrews, Craig Montgomery, Doran Azari, DeAnna Terry and Perry Bell
 - b. Board absent: Michelle Sauder, Alison Hamling, Cher Heimbegner
 - c. Staff present: Andy McRoberts, Jason Evenson, Jill Droegemueller, Leslie Evans
2. Quick Zoom recording notice (Jason)
 - No requests received to be read into minutes, and no community members present. The meeting was held in a hybrid format to accommodate members that were unable to be in-person. Jason will continue to provide this option on a go forward.
3. Approval of July Minutes (2 Minutes)
 - Motion to approve minutes, with a correction made to 6. a. ii. made by Doran Azari, seconded by Ken Andrews. Motion passed unanimously without discussion.
4. New Business
 - a. Staffing updates
 - i. Jason informed the board about the departure of Mari Hein Beegle from the department. Leslie Evans introduced as the new supporting admin for the board.
 - b. Recommend ticket donations from Sub Committee.
 - i. The committee requests a ratification of the donation of 2 Amy Grant tickets for the Women's Crossroads Safe House, as well as 2 tickets to Lance Burton for the Southeast Weld Chamber of Commerce. Perry Bell moved to support the donation, seconded by Doran Azari. Motion carried unanimously.
 - c. Fall 2019 Ticket Sales report
 - i. Data provided was current to September 2nd, unable to update in time for meeting. Sales are strong thus far, ahead year over year.
 - ii. The expenses showed in report were inaccurate due to transitioning to new financial reporting system. Will be unable to view until system is live.
 - iii. There's been an increase in package sales per household.
 - iv. Revenue is down due specifically to lower average ticket price per show.
 - d. Cost Recovery Policy Presentation and discussion
 - i. Jason gave a presentation regarding the CPRD cost recovery plan. Andy clarified process to utilizing data for tracking results. Ken posed concern about Rec focus in report. DeAnna echoed Ken's concerns, as well as fears regarding the fee schedule for non-profits. Andy explained that representation discrepancy due entirely to comparative numbers of programs and categorization. Both Jason and Andy reiterated that the goals presented were to benefit the entire department, and that fee increases are unavoidable to accommodate facility and community needs.
5. Old/Ongoing Business
 - a. Spring 2022 Programming updates
 - i. Jason reported 4-5 show gaps for the spring season.

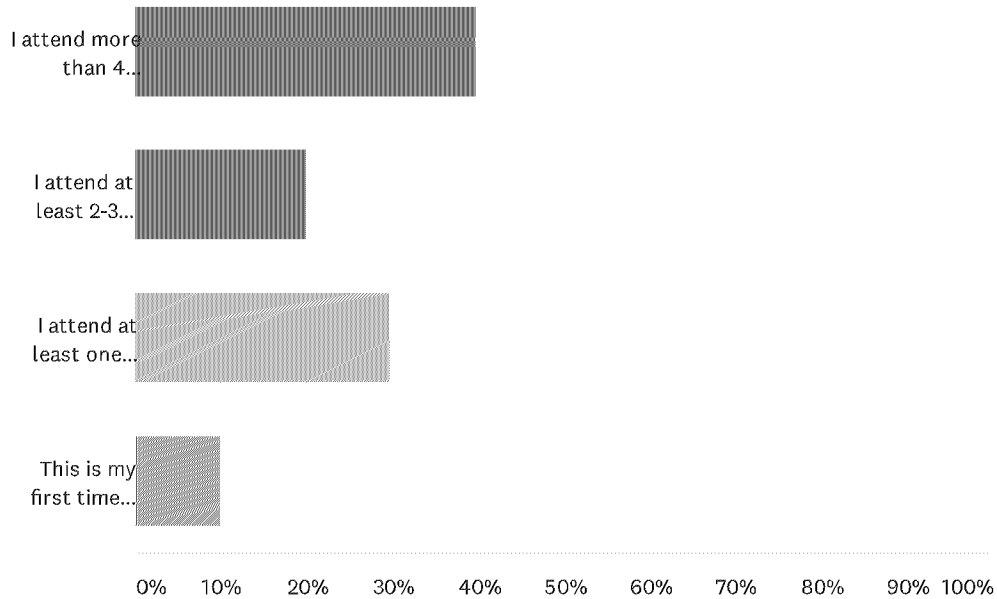
Minutes

Union Colony Civic Center Advisory Board
September 8, 2021 3:50 pm Hybrid In-person & Zoom

- ii. There will be a meeting later in the week to work at confirming the schedule, after reviewing current commitments.
 - iii. Until signed offers received, season cannot be shared at this time.
- 6. Other
 - a. UCCC Backstage Stars Report – (Perry) – summer attendance to meetings was shaky. Stars are coordinating efforts with the GPO to promote the bars for events. Met with Nick to discuss planning and operation. Recruiting new board members
 - b. Next meeting will be October 13, 2021 at 3:45 PM. Location may change to provide easier accommodation of hybrid in-person and video options.

Q1 Which of the following best describes you?

Answered: 10 Skipped: 0



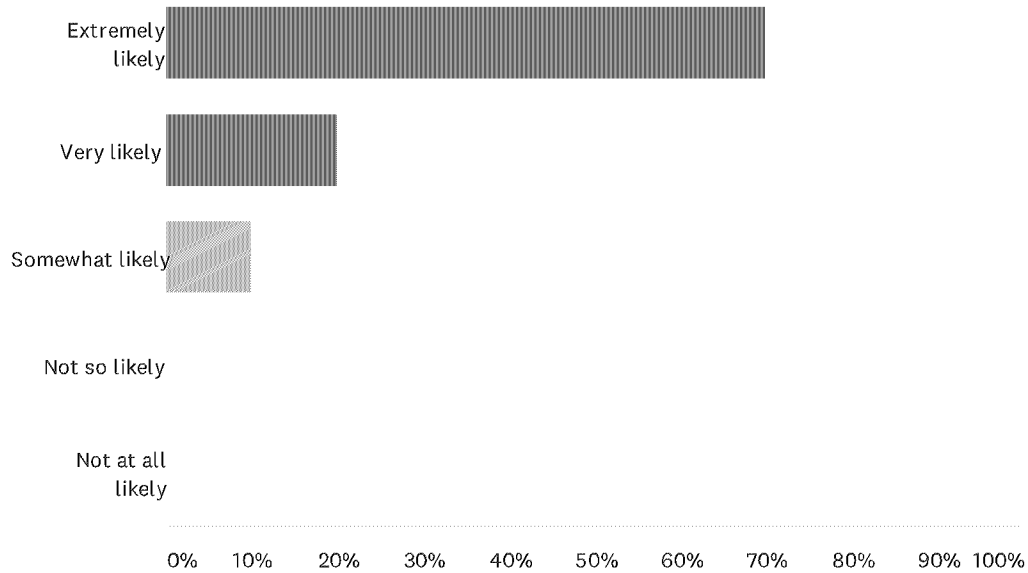
ANSWER CHOICES

RESPONSES

I attend more than 4 performances a year at the Union Colony Civic Center	40.00%	4
I attend at least 2-3 performances a year at the Union Colony Civic Center	20.00%	2
I attend at least one performance a year at the Union Colony Civic Center	30.00%	3
This is my first time attending a performance at the Union Colony Civic Center	10.00%	1
TOTAL		10

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

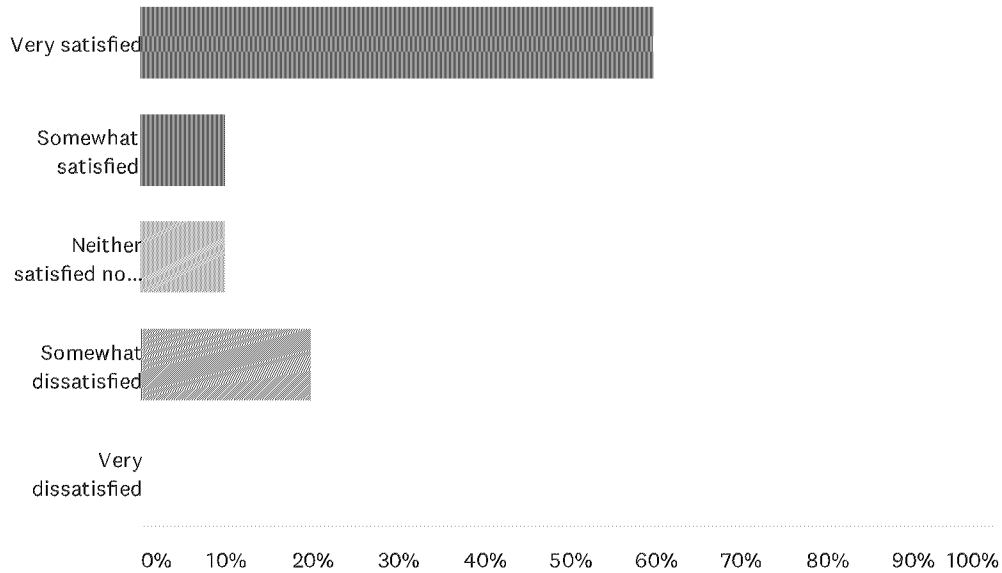
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	70.00%	7
Very likely	20.00%	2
Somewhat likely	10.00%	1
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		10

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

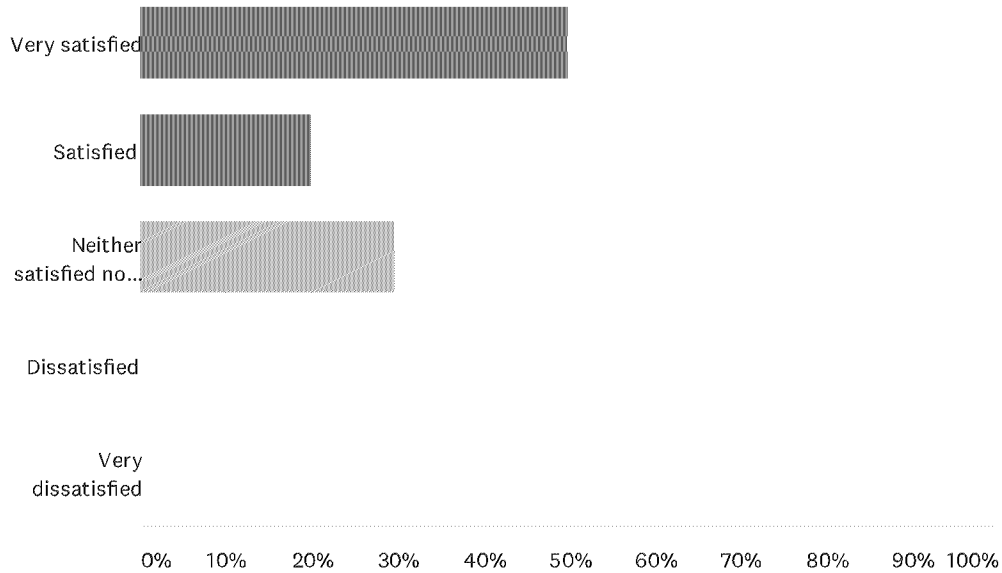
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	60.00%	6
Somewhat satisfied	10.00%	1
Neither satisfied nor dissatisfied	10.00%	1
Somewhat dissatisfied	20.00%	2
Very dissatisfied	0.00%	0
TOTAL		10

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

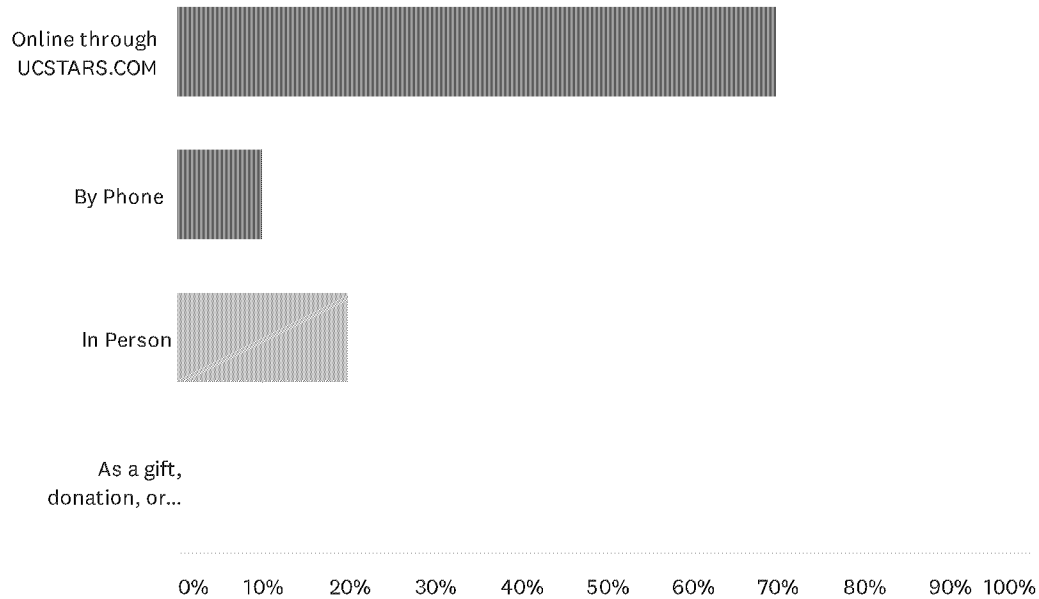
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	5
Satisfied	20.00%	2
Neither satisfied nor dissatisfied	30.00%	3
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		10

Q5 How did you purchase your tickets?

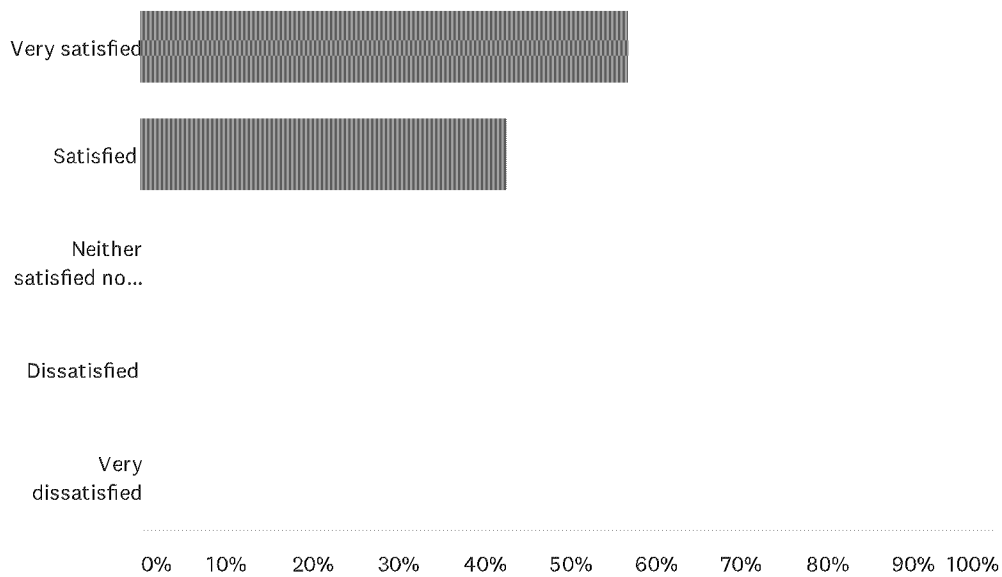
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online through UCSTARS.COM	70.00%	7
By Phone	10.00%	1
In Person	20.00%	2
As a gift, donation, or other non purchase interaction	0.00%	0
TOTAL		10

Q6 Please rate your online purchasing experience:

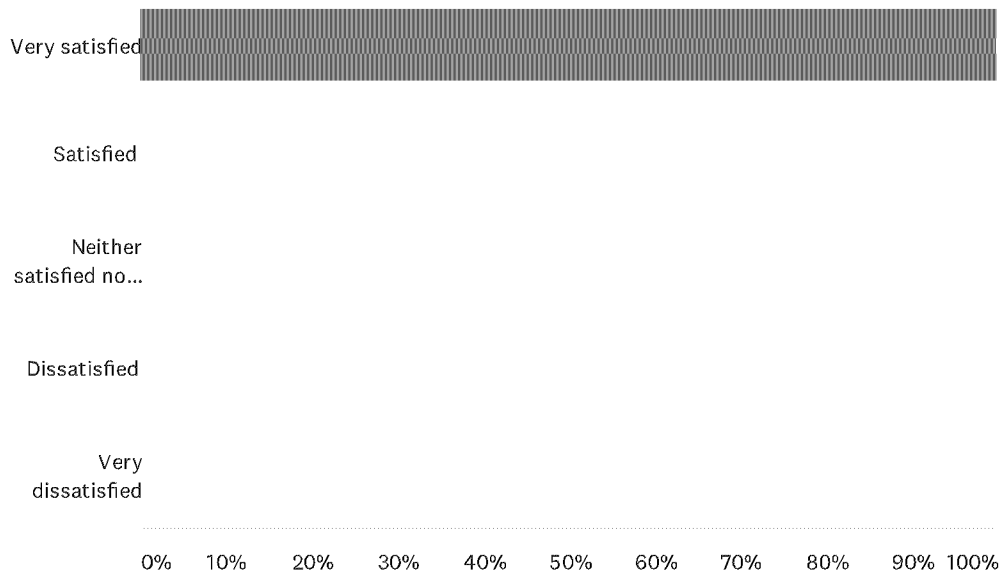
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	57.14%	4
Satisfied	42.86%	3
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		7

Q7 Please rate your purchasing experience with our staff:

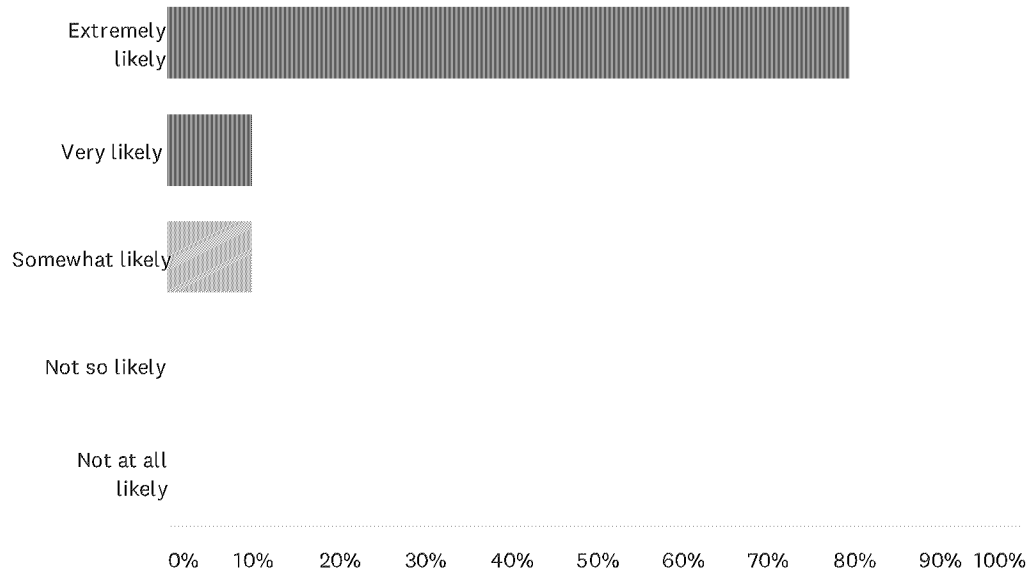
Answered: 3 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	100.00%	3
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		3

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

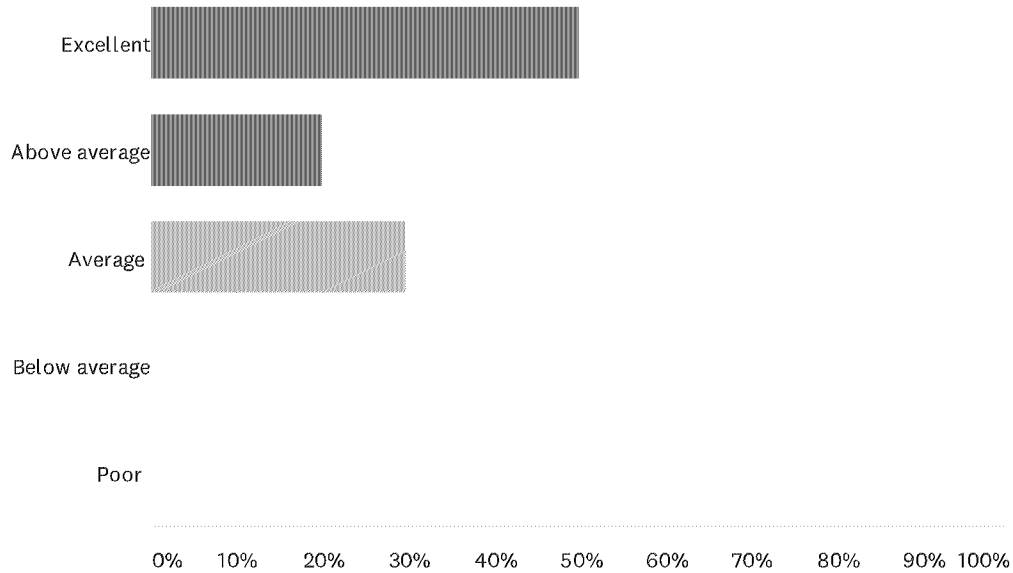
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	80.00%	8
Very likely	10.00%	1
Somewhat likely	10.00%	1
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		10

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

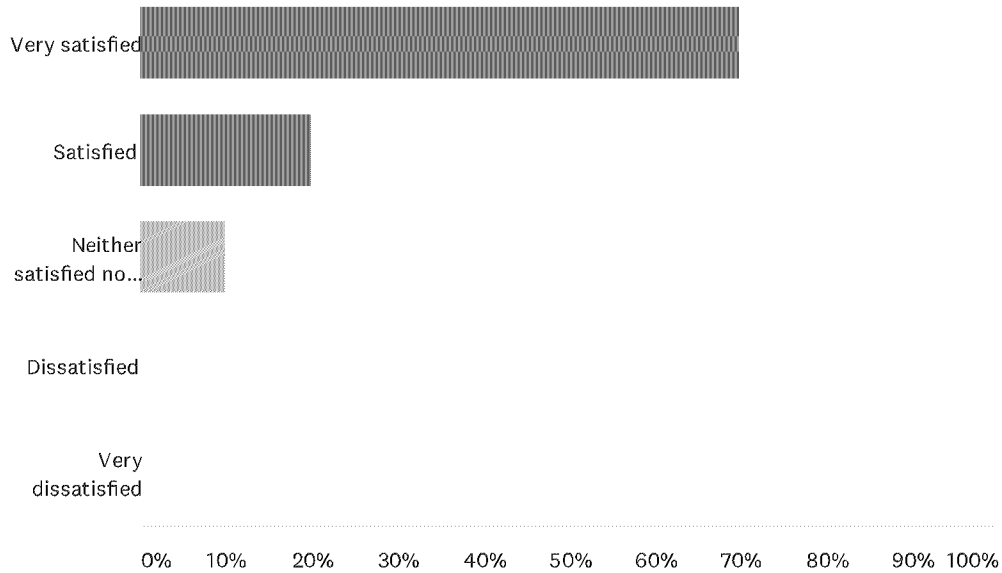
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	5
Above average	20.00%	2
Average	30.00%	3
Below average	0.00%	0
Poor	0.00%	0
TOTAL		10

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

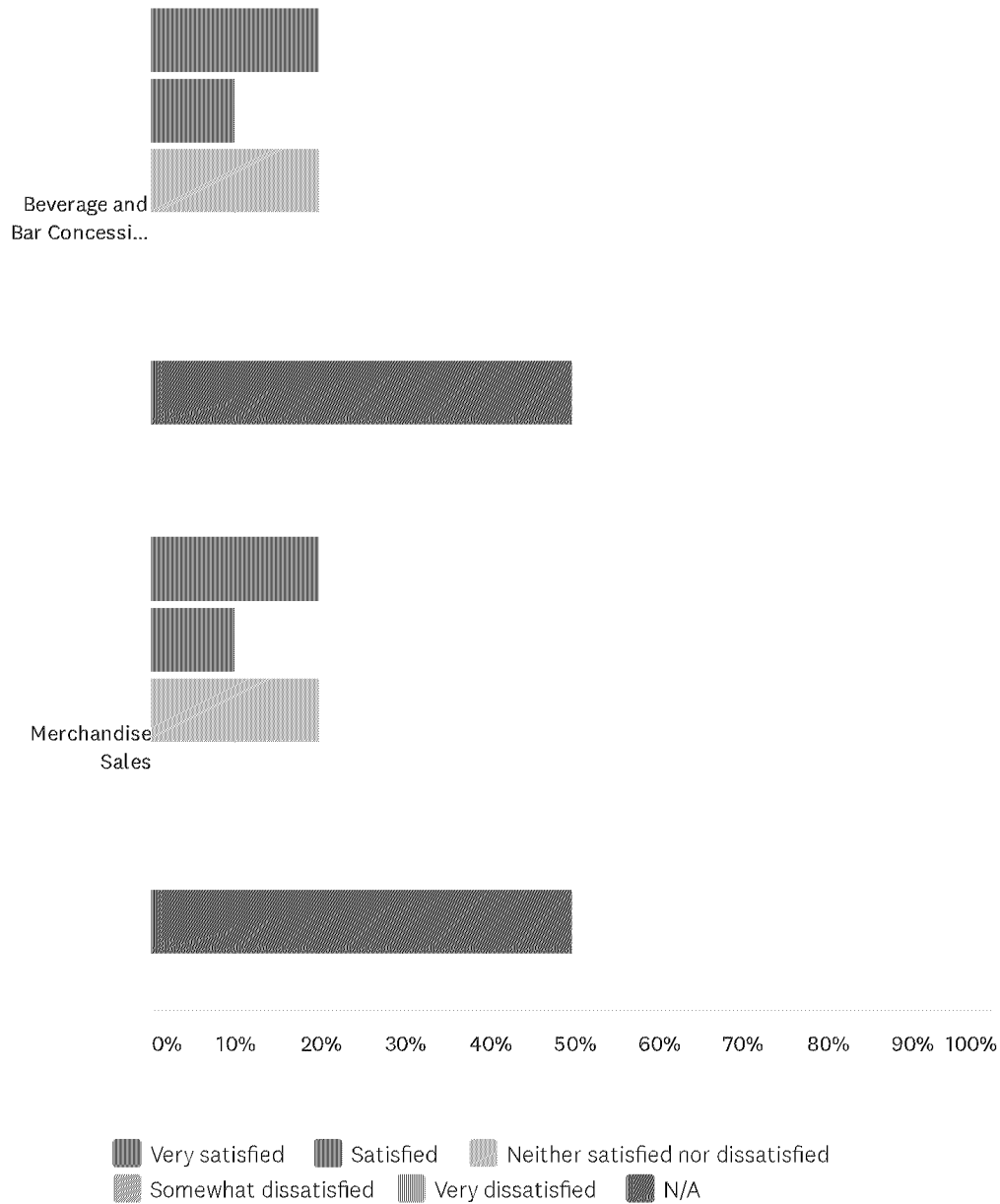
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	70.00%	7
Satisfied	20.00%	2
Neither satisfied nor dissatisfied	10.00%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		10

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

Answered: 10 Skipped: 0

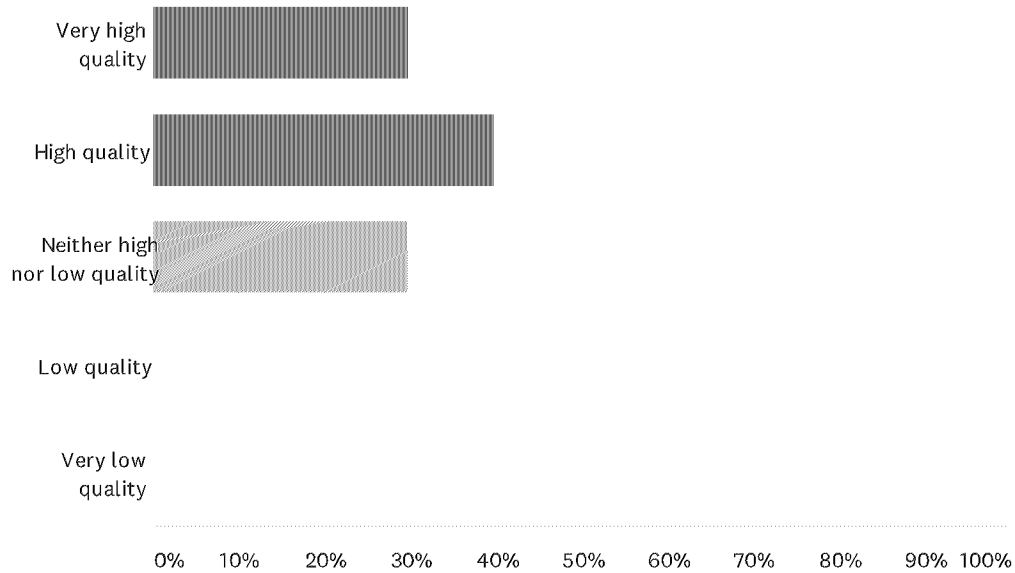


Fall 2021 UCCC Patron Satisfaction Survey

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Beverage and Bar Concession Service	20.00% 2	10.00% 1	20.00% 2	0.00% 0	0.00% 0	50.00% 5	10	4.00
Merchandise Sales	20.00% 2	10.00% 1	20.00% 2	0.00% 0	0.00% 0	50.00% 5	10	4.00

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

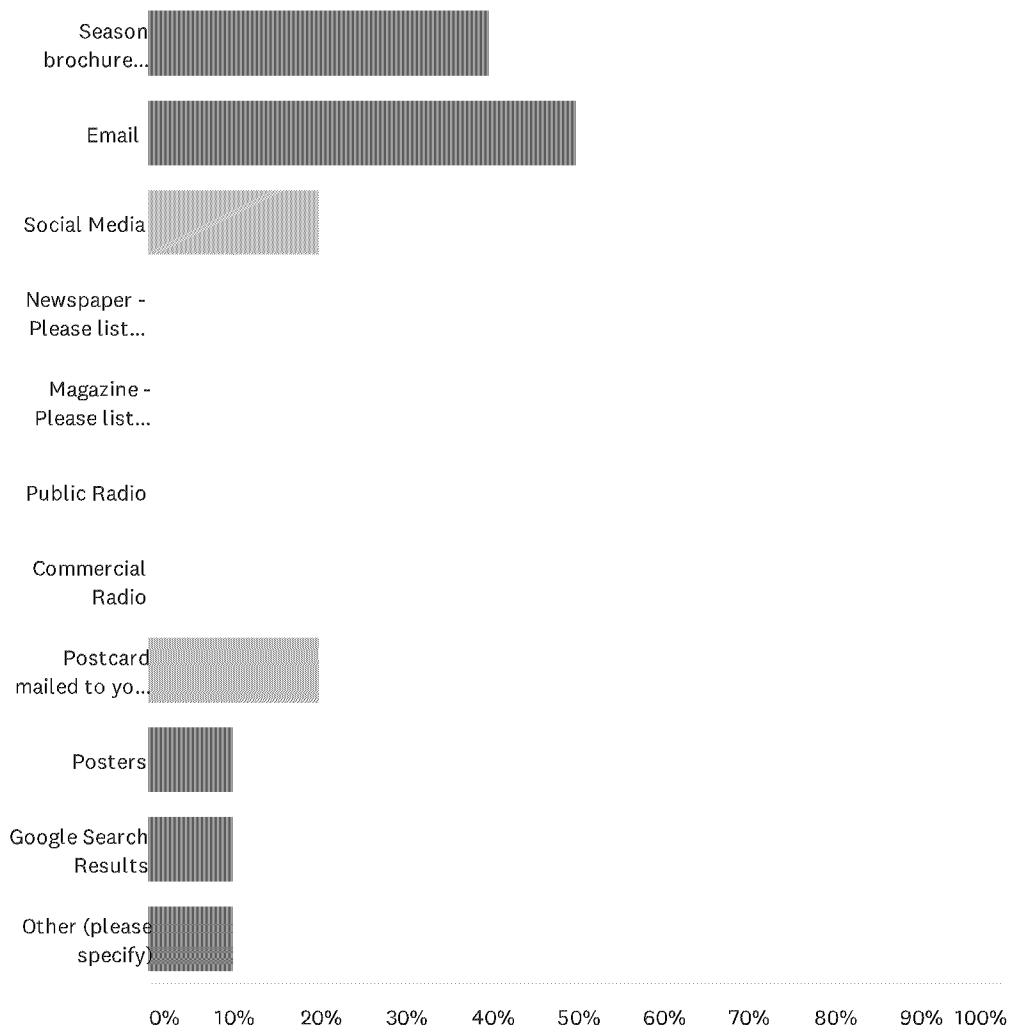
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	30.00%	3
High quality	40.00%	4
Neither high nor low quality	30.00%	3
Low quality	0.00%	0
Very low quality	0.00%	0
TOTAL		10

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

Answered: 10 Skipped: 0



Fall 2021 UCCC Patron Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Season brochure (mailed to your home)	40.00%	4
Email	50.00%	5
Social Media	20.00%	2
Newspaper - Please list below	0.00%	0
Magazine - Please list below	0.00%	0
Public Radio	0.00%	0
Commercial Radio	0.00%	0
Postcard mailed to your home	20.00%	2
Posters	10.00%	1
Google Search Results	10.00%	1
Other (please specify)	10.00%	1
Total Respondents: 10		

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

Answered: 5 Skipped: 5

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.

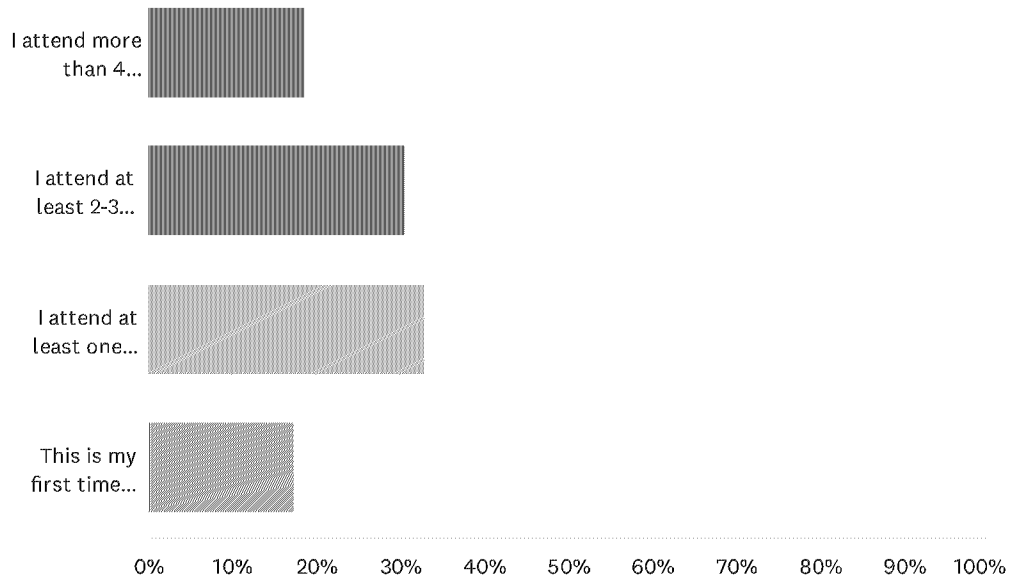
Answered: 9 Skipped: 1

LosChicos Patron Satisfaction Survey

Why should you like to move into the UCCO in the future?	What affected your experience at the performance?	Specific details on Online Ordering	Specific details on in person ordering	Specific details about Staff	Specific Details about Bar and Menu	Other feedback
		Love the way staff treats me!	I feel welcomed each time I come.			So glad you're up and running!
Better musicians, good musicals	Hard to get to bathroom during intermission.					You need to notify your patrons if the show will be in a different language. This show only had 2 songs in English! I would not have purchased tickets if I had known this. The show was wonderful for our Spanish speaking community.
Blue Man Group, Bill Engvall, Church Basement Ladies, Donny Osmond						
Home Free						
Magic shows						no concerns
More latin/hispanic shows and artists						
Multicultural events						
Plays						
this year seems improved over the previous years we were season holders and then stopped because shows quality had diminished	audience were taking video very annoying the doors did not open at 7, late band arrival					answer included have to do to with the first show we attended this season

Q1 Which of the following best describes you?

Answered: 91 Skipped: 0



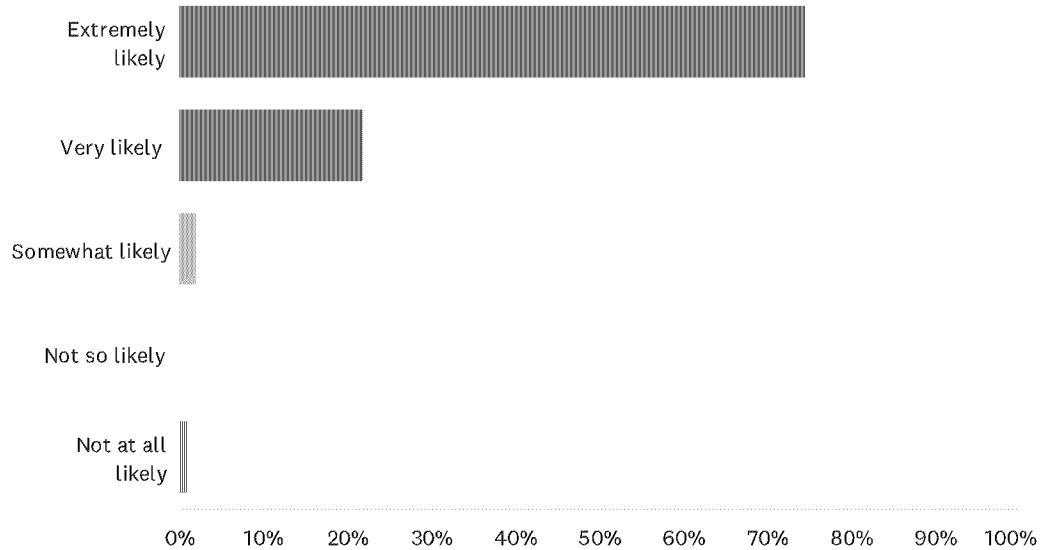
ANSWER CHOICES

RESPONSES

I attend more than 4 performances a year at the Union Colony Civic Center	18.68%	17
I attend at least 2-3 performances a year at the Union Colony Civic Center	30.77%	28
I attend at least one performance a year at the Union Colony Civic Center	32.97%	30
This is my first time attending a performance at the Union Colony Civic Center	17.58%	16
TOTAL		91

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

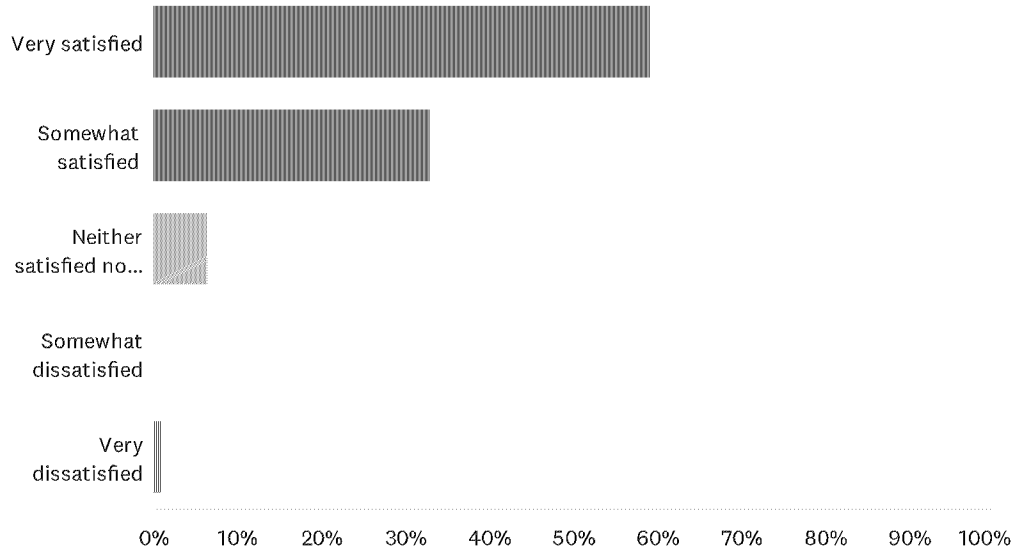
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	74.73%	68
Very likely	21.98%	20
Somewhat likely	2.20%	2
Not so likely	0.00%	0
Not at all likely	1.10%	1
TOTAL		91

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

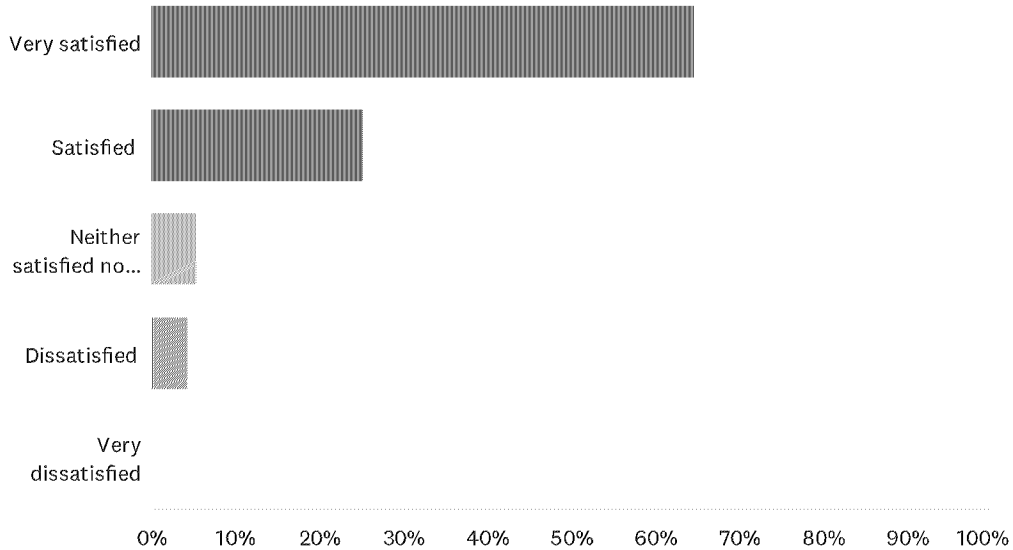
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	59.34%	54
Somewhat satisfied	32.97%	30
Neither satisfied nor dissatisfied	6.59%	6
Somewhat dissatisfied	0.00%	0
Very dissatisfied	1.10%	1
TOTAL		91

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

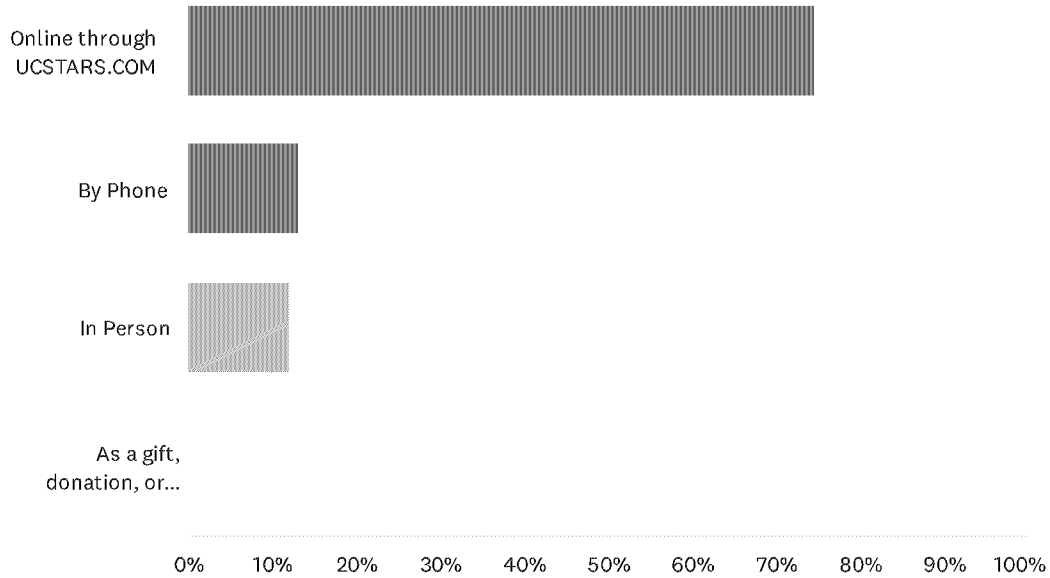
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	64.84%	59
Satisfied	25.27%	23
Neither satisfied nor dissatisfied	5.49%	5
Dissatisfied	4.40%	4
Very dissatisfied	0.00%	0
TOTAL		91

Q5 How did you purchase your tickets?

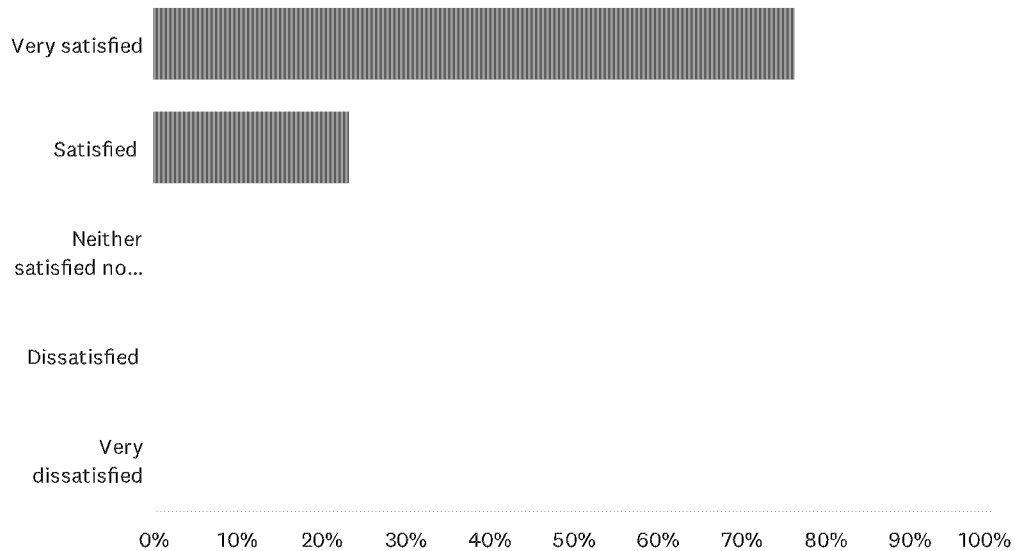
Answered: 91 Skipped: 0



ANSWER CHOICES	RESPONSES	
Online through UCSTARS.COM	74.73%	68
By Phone	13.19%	12
In Person	12.09%	11
As a gift, donation, or other non purchase interaction	0.00%	0
TOTAL		91

Q6 Please rate your online purchasing experience:

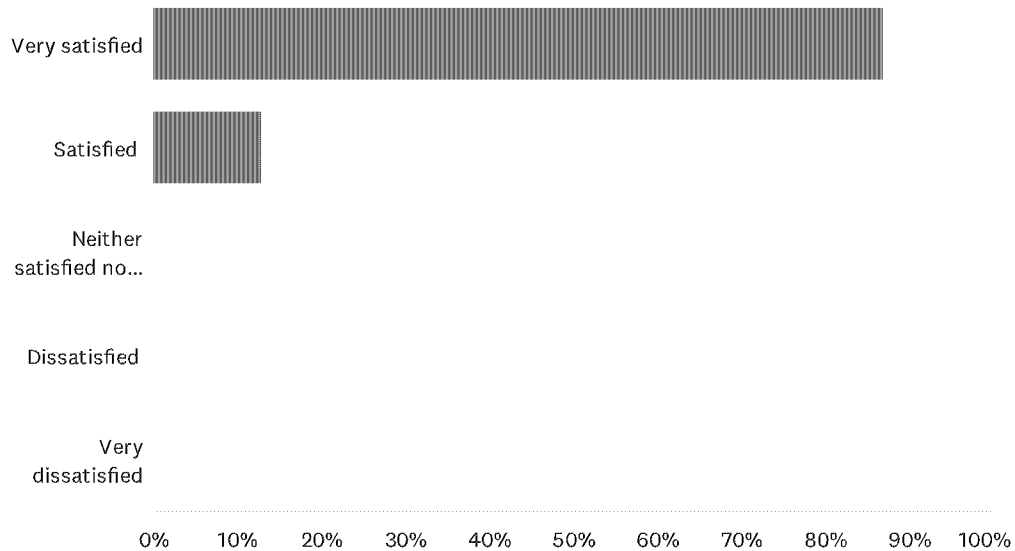
Answered: 68 Skipped: 23



ANSWER CHOICES	RESPONSES	
Very satisfied	76.47%	52
Satisfied	23.53%	16
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		68

Q7 Please rate your purchasing experience with our staff:

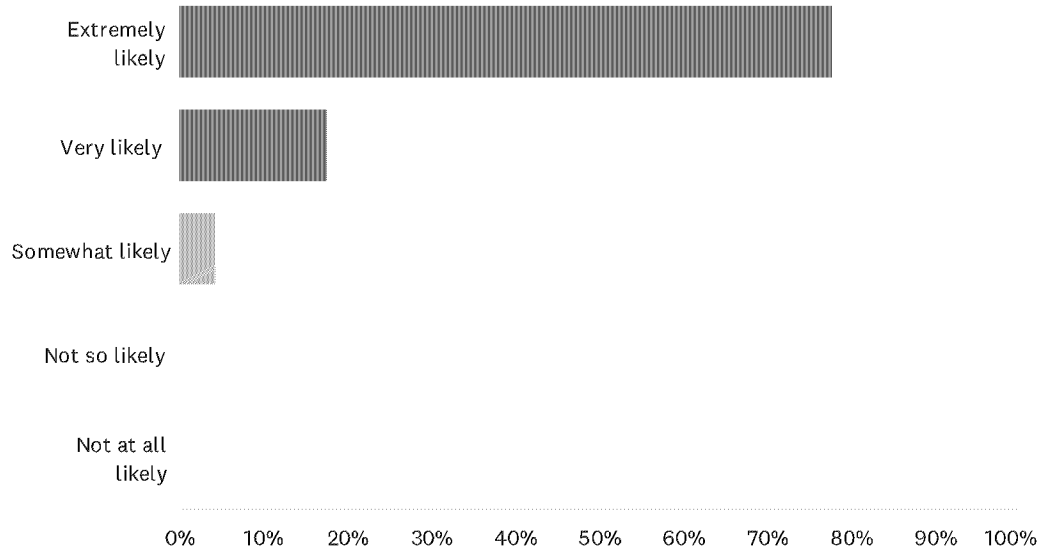
Answered: 23 Skipped: 68



ANSWER CHOICES	RESPONSES	
Very satisfied	86.96%	20
Satisfied	13.04%	3
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		23

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

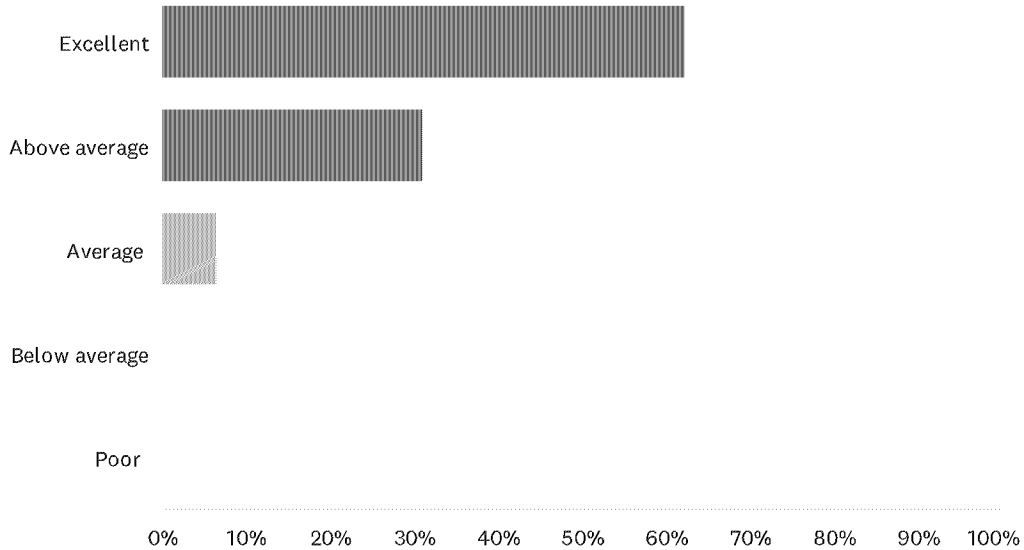
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely likely	77.78%	70
Very likely	17.78%	16
Somewhat likely	4.44%	4
Not so likely	0.00%	0
Not at all likely	0.00%	0
TOTAL		90

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

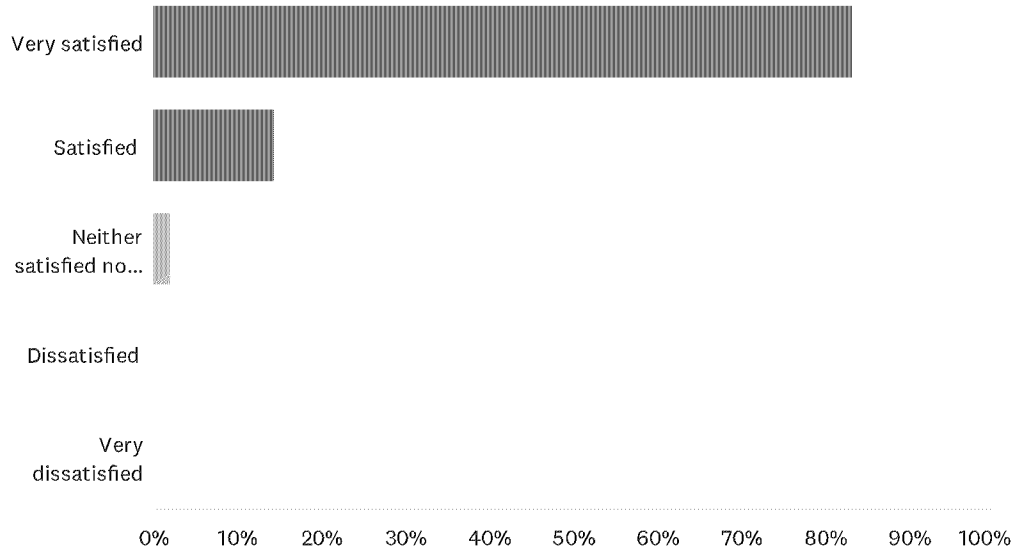
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	62.22%	56
Above average	31.11%	28
Average	6.67%	6
Below average	0.00%	0
Poor	0.00%	0
TOTAL		90

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

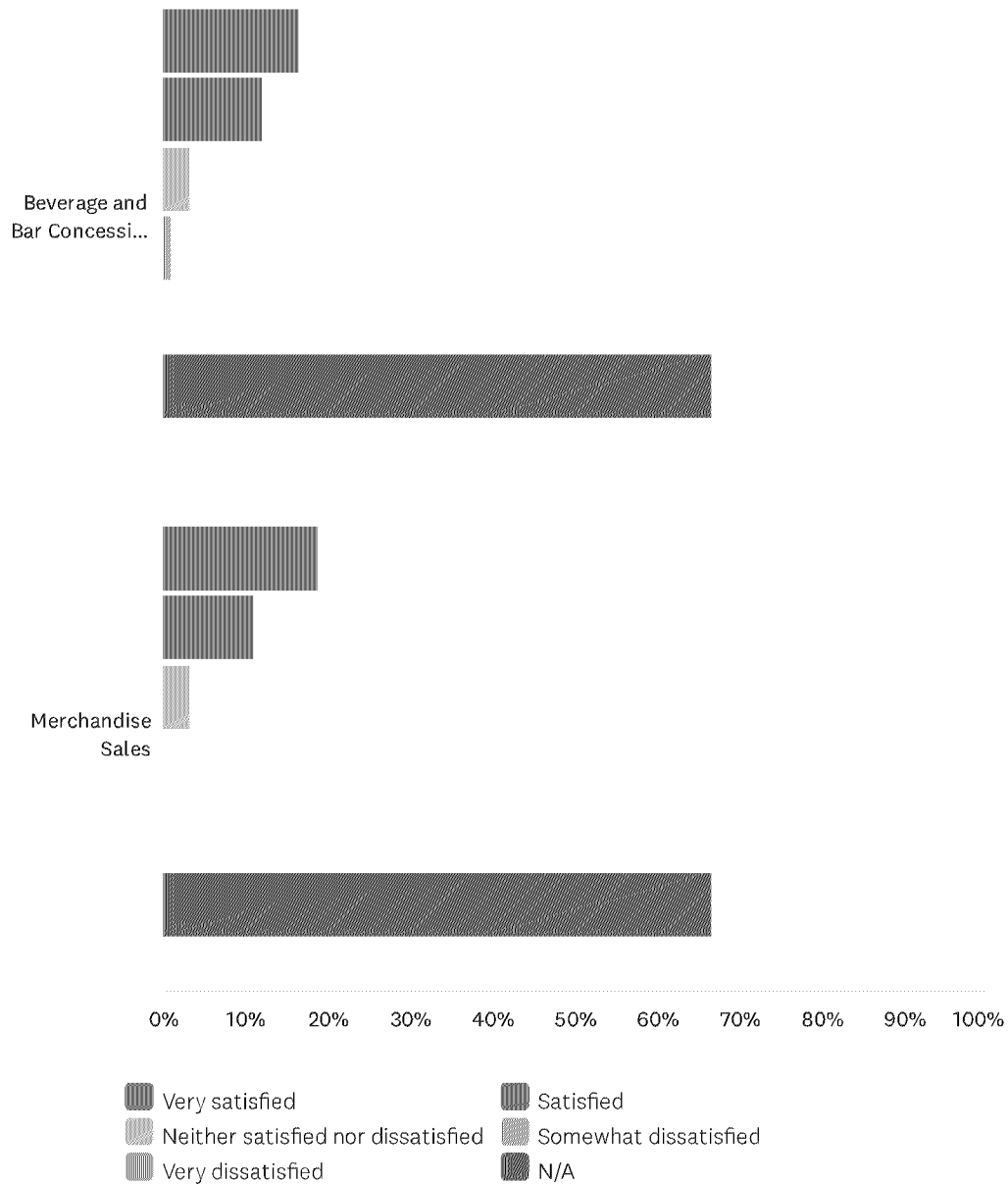
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	83.33%	75
Satisfied	14.44%	13
Neither satisfied nor dissatisfied	2.22%	2
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		90

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

Answered: 90 Skipped: 1

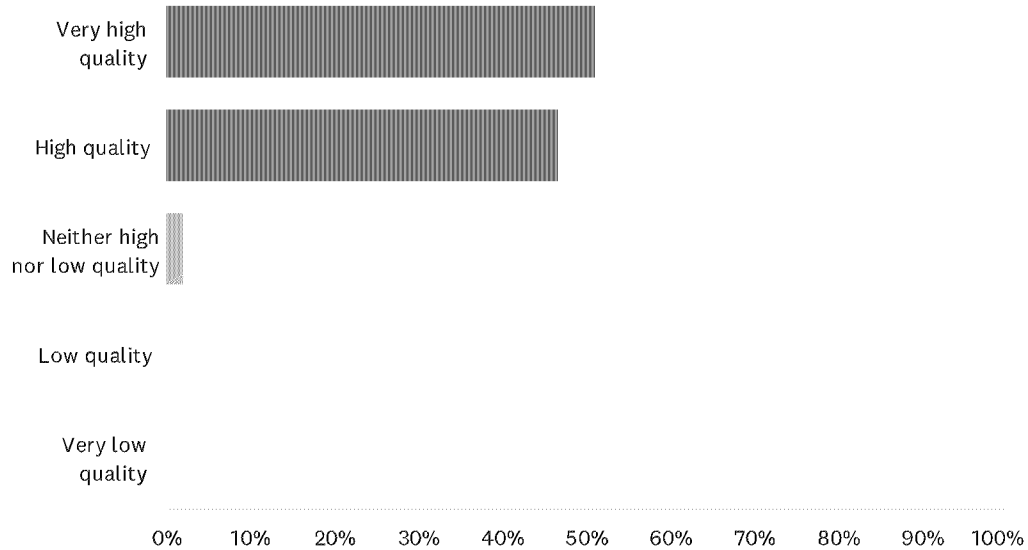


Fall 2021 UCCC Patron Satisfaction Survey

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Beverage and Bar Concession Service	16.67% 15	12.22% 11	3.33% 3	1.11% 1	0.00% 0	66.67% 60	90	4.33
Merchandise Sales	18.89% 17	11.11% 10	3.33% 3	0.00% 0	0.00% 0	66.67% 60	90	4.47

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

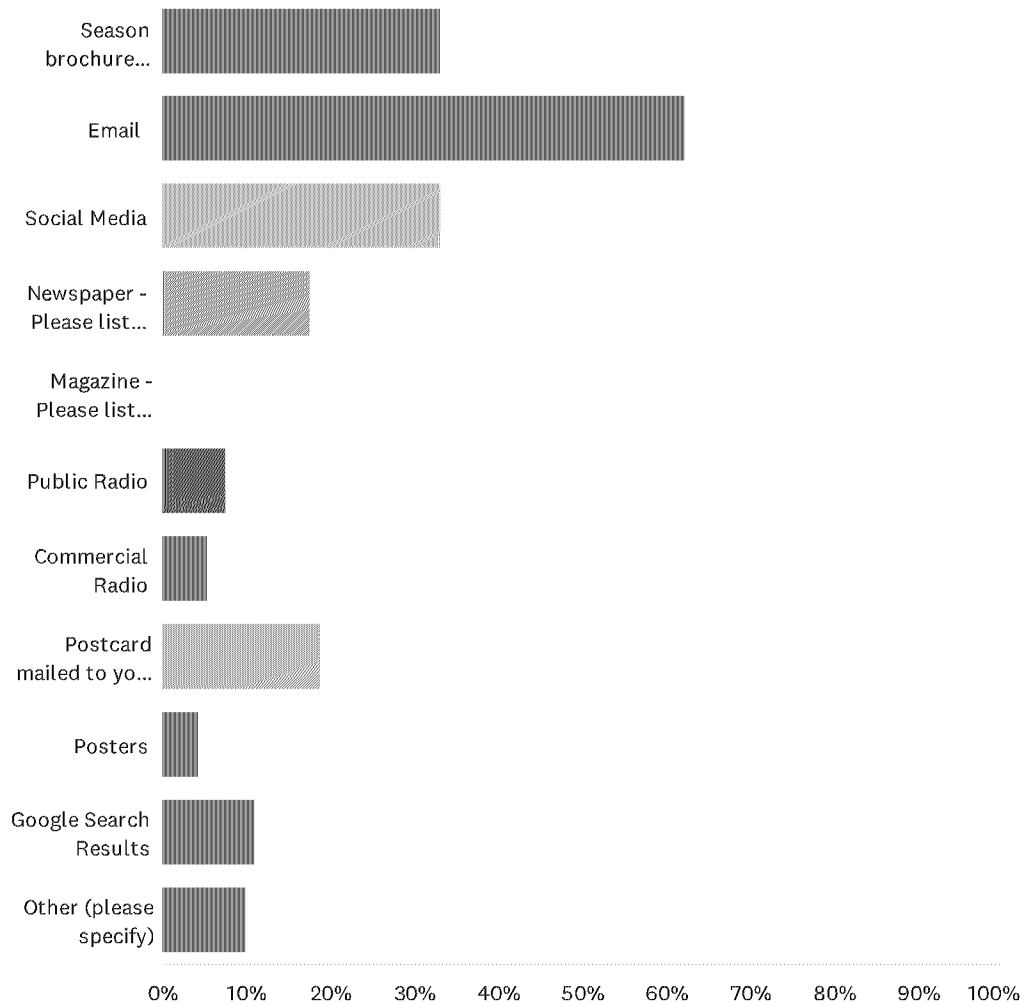
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very high quality	51.11%	46
High quality	46.67%	42
Neither high nor low quality	2.22%	2
Low quality	0.00%	0
Very low quality	0.00%	0
TOTAL		90

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

Answered: 90 Skipped: 1



Fall 2021 UCCC Patron Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Season brochure (mailed to your home)	33.33%	30
Email	62.22%	56
Social Media	33.33%	30
Newspaper - Please list below	17.78%	16
Magazine - Please list below	0.00%	0
Public Radio	7.78%	7
Commercial Radio	5.56%	5
Postcard mailed to your home	18.89%	17
Posters	4.44%	4
Google Search Results	11.11%	10
Other (please specify)	10.00%	9
Total Respondents: 90		

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

Answered: 29 Skipped: 62

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: 83 Skipped: 8

ORB Patron Satisfaction Survey

What show or event did you enjoy at the UCCC in the past year?	What aspects of your experience at the performance?	Specific details on Online Ordering	Specific details on the person(s) at the gate	Specific details about staff	Specific Details about Bar and Merch	Overall Feedback
A Broadway Play, Shania Twain, Up with People A Musical or play						
better advertising. Billy Joel	Disabled people making a lot of noise.		The elder woman tending to our area was aware of all the disruptions but did nothing!		No Civic Center is "Therapy" for me!	
Combination of local talent and national talent. As budget allows, perhaps a near new performing group.		Everyone, from ticket sales to ushering staff, were very cordial and welcoming.	Love the new ticket read system	Tend not to buy merchandise	It would be helpful for UCCC brochures to include a small box/part of a page with other performances that will be at UCCC like Greeley Chorale, Festival of Trees, Elvis Experience. Their success only helps the bottom line for the facility.	
Comedy shows, Christian concerts	Like the new ticket entry, don't care for the seats, not comfortable, out of date.	It's nice to look at the seating and being able to pick my own seats Being late to get tickets, the ability for the best ticket selection by UCCC was excellent	Never had to interact with them.			
Comical plays, country music and oldies music Concerts, musicals					None	
Country music, Kenny G, Kingston Trio						
Country Western draws a big crowd					We were season ticket holders for years, but lost our tickets when it went from 2 shows to 1. I would like to do season tickets, but not willing to start from Row X	
Daniel O'Donnell; Larry Gatlin, Dolly Parton	a little warm needs to be cooler		The lady I contacted was very helpful in finding seats specifically for my Mom's needs. I picked the tickets up that same day from the ticket office and they were ready for pick up!			
Darcy Lynn, more Christian concerts	Appreciated that my Mom was able to have a seat where there was no stairs for her to do. Always enjoy the shows at UCCC but don't make it to as many as we would like			Didn't purchase anything	Keep getting wonderful entertainment!	
Elvis but that's not possible!!! — Tracy Bird again .	Wish you would of had valet parking. Had to get there real early			Haven't gotten anything lately		
Festival of Trees and special Christmas events!	I wish the chairs were a little bigger, and spaced a little bit further apart - then it wouldn't be so uncomfortable while trying to enjoy a performance!	It wasn't as 'user friendly' as I had hoped, but I got through the process successfully. The venue itself needs more signage, even though there are volunteers but sometimes there are not enough of them to give directions.	First time attending with the new 'touchless' system. It worked smoothly, but there weren't enough volunteers, or signage, at the entrance so there was a bottleneck of people. I really like the new 'touchless' system however, and once I figured out how to slide in my bar code printout it worked great! Maybe a picture of how to insert the paper at the gate would help.	The sales person was very polite and was wearing a face shield which I very much appreciated. He was knowledgeable about the merchandise and was smooth with making change, without being pushy. He did a great job!	What a treat! It is a 'once-in-a-lifetime' opportunity to have seen the Oak Ridge Boys in person. It was an entertaining and very moving performance and I thank you for putting this on for our community!	
I think it would be helpful in the times of waning Covid to give people the option of socially distanced seating (between household groups). I would also like to see/hear people reminded to wear masks.	This was my first large group event in 2 years, and I enjoyed it very much! Still some anxiety around Covid spreading.					

ORB Patron Satisfaction Survey

Why Attend (What do you like most about the UCCC in the future?)	What Affected your experience at the performance?	Specific details on Online Ordering	Specific details on in person ordering	Specific details about Staff	Specific Details about Bars and Menus	Overall Feedback
If you catered to me, you'd miss the big audiences. I like jazz and much quieter, harmonic music. Military Bands More Broadway type shows	I'm not happy that masks are optional -- And my name is Sandy Magnuson		Keep Jason happy! He's sincerely interested in concerns of guests of the UCCC.	Because of the mask optional requirement we arrived through a side door and immediately went up the stairs to our seats near the back of the second floor. We're exhausted by the pandemic and shudder to think we might have supported another super spreader. And yet, we decided that we, who've had 3 shots, should not suffer because of a policy that caters to misinformation believing residents. Yes, we're in the minority. Are we still welcome?!	Again, I appreciate the clear and beyond-what's-expected concern shown by Jason Everson when I inquired about the COVID protocols that would be followed.	
More country concerts	WE WERE SO DISAPPOINTED THAT WE COULD NOT UNDERSTAND THE OAK RIDGE BOYS WHILE SINGING. WE WERE IN ROW C		We could not understand the Oak Ridge boys, we saw them at the Budweiser Center and we did not a problem. We were in Row C			We have never had a problem with understanding the entertainers before, were we too close to the stage in Row C?
more country music			The lady that sold me was really helpful to pick excellent seats.			
More country music concerts/broadway type shows	seats are a bit tight for us larger sized people				Missed my Jack Daniel's and coke. Need to get the new vendor on board with what your patrons would like.	
More country music stars			I had to call to change the reservations to wheelchair seat			I'd love to see the Oakridge Boys come back!
More country/western groups/individual performers.					We did not use the concession service or purchase merchandise.	
more faith based groups, blues groups, country.						Survey to long
More older music artists and groups. More oldies rock and roll						
More variety and nicer restaurants. Music and plays	Great staff		Easy and helpful staff			Great acoustics here!
Natalie Grant and Danny Gokey Christmas Oak Ridge Boys again or similar groups. I like that kind of music.	It was comfortable. Temperature was right		Juanita did my ticket purchase. She is great!	Very friendly	Didn't purchase either	No
Plays- Merry poppins, Matilda, come from away , mamma!,big fat Greek wedding, Scott McCleary maybe Josh Turner	Seating was great					
Usually like the music concerts	Everything went smooth		Pretty easy and straight forward		Everyone was very nice and helpful	No
Willie Nelson, old country and/or rock			Easy to use and no issues with either printing or using the qr code		I'm at the age (over 6) that I don't buy souvenirs like I used to. Choices were good but I'm downsizing.	I really enjoyed my experience last night at the Oak Ridge Boys performance. Thank you
Would love for River Dance to come back	Best venue I've ever been to					

ORB Patron Satisfaction Survey

What show did you like most at the UNCC in the future?	What Affected your experience at the performance?	Specific details on Online Ordering	Specific details on in person ordering	Specific details about Staff	Specific Details about Bars and Merch	Overall Feedback
You are doing a great job booking a variety of shows that appeal to different likes.	You need to make a center isle on the main floor. Too hard to climb over all. Those people and not safe to escape if there was an emergency exit. Also, the chairs are too narrow for our expanded people. The volunteers should have been required to wear masks as our 2 wore them.					
	A lovely venue for a variety of performances.	Online purchasing was easy! Was able to see seat chart that allowed me to select the perfect seats!		Staff & volunteers were very friendly, greeting us upon arrival and thanking us for coming after the performance.		
	Cockroaches in women's bathroom.					Building maintenance, insects, etc. I didn't get a mailing this year and missed out on registering early and getting good seats. Didn't know what shows were available. Why?
	Everyone was excited about the coming performance					
	Everything about the Union Colony Civic Center was wonderful, the seats are comfortable, I don't think there is a bad seat in the place. Staff was so friendly and knowledgeable. Will definitely be back.					
	It got hot toward beginning of performance but then the AC did kick in and it was comfortable thereafter	Confused about seating availability between select your own and quick pick or whatever auto option is called.		I thought the necessary adjustments resulting from reduced volunteers went well. I liked elimination of no intermission but suggest giving audience a verbal heads up.		Thanks for continuing to overcome challenges, "figure it out" and find ways to keep culture, arts, education and growth alive in our community.
	It is hard to get to center seats without disturbing many people in the row. I wish there were a center aisle for safety and for courtesy of others.					
	seats were too narrow.	My son needed a handicapped seat and the staff took care of that quite nicely.				
	Still trying to adjust to indoor events... I saw VERY few people wearing masks					
	the music was too loud for the venue and the lights, especially the stage light hurt our eyes					
	The seats are very narrow and a bit uncomfortable for larger people, especially if 2 of them are sitting next to each other.					
		Easy		Excellent staff	Answered questions quick and efficient yet pleasant	Such a great time
		I really enjoyed the concert and the venue.		The staff were awesome!		
		Online purchase saved me a trip to purchase in person			Very crowded so didn't take time to wait in line.	
		Juanita was very friendly and helpful.			Satisfied	The lights were pretty bright.
		The staff is awesome. They are all very pleasant and helpful.				

ORB Patron Satisfaction Survey

What would you like to see at the MGCC in the future?	What affected your experience at the performance?	Specific details on Chorus (Chorus)	Specific details on 1st person ordering	Specific details about Staff	Specific Details about Bars and Merch	Other Feedback
						Enjoyed all concerts we have been to at Union Colony. We will be back for more!
						Enjoyed the show Great Oak Ridge Boys Show!!!
						It was excellent and the crowd loved it! Do more concerts like this!!!!
						It was great to see GREELEY show up and have a wonderful concert experience last night!!
						It was hard to understand the words to most of the songs because the music was so loud.
						More advertising would possible help sales. We have been to see the Oak Ridge Boys twice & Trace Atkins a couple years ago. I would go more often if I saw advertising like I did this time for Oak Ridge boys. Keep it up. Thank you
						Satisfied
						The concert was awesome