

Survey Results and Solutions. This is part 15 of a series of newsletter articles informing Members of the results and of any solutions (to be) implemented from the survey feedback. The full series of these articles can be viewed on the Clubs Website www.clubsofmarlborough.org by clicking on the "About" page.

The first seven issues dealt direct with the percentage results of the various questions asked in the survey but for the remainder of this series I will be reporting on the many numerous suggestions that members freely made about the entire Club operation and what, if any, action will be taken.

Entertainment. "I like all sorts of Entertainment, both Country and Western" that was the feedback from some of our Members but fortunately entertainment covers a far wider field than that and is not only limited to music, so of course entertainment received a fair amount of Member attention, responding with a multitude of comments and suggestions.

To help drive our entertainment better and to respond to the many Member requests your President has appointed a Sub-Committee of Deana Quissy and Sue Wallace to work with Staff Member Kelly Stove to assess Member needs and to measure performers success with the view of providing a better range and wider variety of Music. If you have travelled to other Clubs recently or attended a function and thought the entertainment was great and suited to the environment, if you have their contact details or just a bands name, please pass those details on to Deana, Sue or Kelly to investigate.

Parking/Transport. Perhaps the biggest issue affecting the financial performance of your Club, but at the end of the day, we have got what we have got and we need to accept it as the "new normal" and work with it or face the financial consequences. **So what do we have?**

Parking.

- **Immediate Parking.** There are 46 normal and six disabled car parks immediately in front of the Club. In the far east corner of the car park there is also provision for motorbike parking, which is free and we now have a variety of bike rack options just opposite our main entry.
- **Car Park Building.** This was designed and built specifically to provide for the parks we lost to the construction of the Civic Theatre as well as to cater for Theatre goers when it opened.

The car park building provides 237 normal parks, four ground floor disabled parks, two access lifts, is fully lit and security monitored. Access is from Alfred Street and you pay on exit with no time restrictions. It is open for entry from 6am to midnight but vehicles can exit at any time. Early Bird Special if you enter before 9am and leave after 4pm is \$4.00, otherwise per hour between 9am and 5.30pm is \$1.00 and free between 5.30pm and 9am.

Transport.

- **50% Taxi Rebate.** All Club Members are entitled to a 50% Taxi Rebate on their fare to the Club or home up to a maximum rebate of \$10.00. There are some conditions that apply but this is a very cost efficient way of getting to your Club and home again without the hassle of finding a park or any possible risks associated with drink driving
- **Bus.** Although limited Council provides a bus service around a specific route Monday to Friday between 9am to 3pm and Saturday morning 9am-1pm and is free to Gold Card recipients and stops at the main entry to your Club as part of the daily route, so an ideal option if coming to your Club for lunch.

Lee Davis
Chief Executive Officer