



## Newsletter No: 8 for 2019

3 December 2019



The Board and Management wish you all the best for Christmas and may 2020 be kind to you in all respects.

The Board and Management also acknowledge the massive contribution from the many volunteers that makes the running and enjoyment of our game easy and pleasurable. We thank you.

Since the last update we have seen completion of the NZ Wide Pairs, National Teams in Nelson and the Inter-Provincials in Christchurch.

Once again, the NZ Bridge Foundation was the beneficiary of the NZ Wide Pairs. We wish to thank everyone who competed in this event, raising ~\$18,000 for youth. We also congratulate the winners - Trish Stephens and Ruth Lewis from Rotorua.

The National 15A Teams event in Nelson was won by Kate Davies, John Patterson, Grant Jarvis, Gary Chen- congratulations.

Last weekend the Inter-Provincials were completed in Christchurch. Thank you to all those involved who contributed once again to a successful event. The Wellington region for the fourth year in a row won the Dougal McLean trophy for the overall result. Another great effort by the Wellington region. Winners of each grade:-

- Open- Wellington
- Women- Auckland/Northland
- Seniors- Canterbury
- Intermediate- Wellington

We know bridge is a game for life. We are privileged to have players of all ages enjoying the game. Amongst our fraternity are many players of a mature year who regularly turn up to bridge each week. It is always dangerous to single out people, but it is right to mention Sunday Millar who regrettably recently passed away aged 103. Two days before she scored 59.90%.

The Board had its regular monthly meeting on Tuesday. We remind you board elections will take place in February next.



Earlier this year we put in place a review of the regional committee structure. The review is being led by Karen Martelletti, supported by Anne Barrowclough (Board), Russell Watt (independent), Sue Brown (Auckland/Northland), Rona Driscoll (Waikato Bays), Mairi Fitzsimons (Central Districts) Giles Hancock (Canterbury) and Ray Curnow (Top of the South Regional Bridge Mate). The committee recently met and is on a path to present their initial findings for discussion at next year's national conference. It is not intended that any of their findings and or recommendations (if adopted) be implemented before 2021. Accordingly, it is our intention to conduct the elections for Regional Committee memberships mid 2020 as scheduled.

The Regional Bridge Mates (RBMs) are developing operational plans for 2020. Our focus continues on growing the game and specifically meeting the needs of the local region. We have two vacancies- Otago/Southland and Central Districts. If you are interested in joining the team you are invited to contact Alister who will share the position description and terms of engagement. Hopefully you are excited about the opportunity of joining the team and giving something back to the game and clubs in your region.

The most common message delivered to the Board is the need for a grade between intermediate and the lower end of open. At Congress in recent years we introduced an open restricted grade which proved successful. The Board resolved to give priority to investigate options for a handicapping system based on the Compass offering. Terms of Reference will be developed for this and for the review of our tournament offering.

Following the adoption of the new constitution we have commenced a review of the manual. The intention is to have a draft by the end of December.

Following Congress we undertook a survey. The findings are factored into future planning as we seek to make congress an event that players want to return to year after year. Attached for your interest is a copy of the key findings.

Once again wishing you well for the festive season. Take care, look after yourself and enjoy your bridge.

Cheers

Allan





## NZ Bridge National Congress Survey 2019: KEY FINDINGS

The 2019 NZ Bridge National Congress survey was completed by n= 321 respondents. 94% had played at Congress this year. Eighty percent of respondents were Open Players. The survey was publicised towards the end of the NZ Bridge National Congress and then remained open for two weeks after the close of the event. We would like to thank everyone who took part for taking the time to share their opinions. The Congress Committee has received a full report and will use this feedback as they plan for the 2020 NZ Bridge National Congress.

A few highlights:

- 40% thought the 2019 Congress was better than previous congresses, 44% said it was the same as always and 9% rated it as worse. The remaining eight percent had not played at Congress before. This suggests the changes made by the Congress Committee have (mostly) been well-received
- 59% are happy with the new arrangements for evening play and a further 19% have a neutral view. 12% are unhappy and 4% very unhappy – most in these two groups would prefer no evening play at all.
- More than 7/10 believe the Restricted Open teams should run again in 2020. There were also many positive comments about the continued inclusion of restricted events. The only question mark was around the A points awarded to the event, particularly when compared with those on offer in the Senior Pairs and Teams.
- 77% of respondents expect to play at the 2020 NZB National Congress
- In a new question for 2019, respondents were asked to rate their satisfaction in six areas. The NET Satisfaction rating (Total “very satisfied” + “quite satisfied” LESS Total “not that satisfied” + “not satisfied at all” has been calculated for each. This can now be used to monitor them over time.
  - Congress organisation                      NET Satisfaction +87%
  - Venue    NET Satisfaction +46%
  - Playing rooms                                  NET Satisfaction +55%
  - Lighting in playing rooms                  NET Satisfaction +42%
  - Parking    NET Satisfaction +81%
  - Food available at the venue                NET Satisfaction +2%
- This satisfaction was also reflected in many comments about the 2019 NZB National Congress:

Thank you everyone for listening and making good changes this year. Loved the new look scorebook, the Ryman bags and magazines on offer. Well done

Great organisation. Good directors. Excellent 'receptionist ladies'. Very, very helpful, on the ball, and pleasant.

[From a Junior player] Overall, it surpassed my expectations as an event and I would definitely want to come again and be part of Congress. Thanks to the organizers as I am certain this is a lot of work.

#### Main areas for improvement:

- The biggest issue in 2019 concerned the need for sessions to start on time and, linked to this, having very clear entry cut-off times for events –especially later in the week.
- The venue continues to receive critical feedback and some players again asked NZB to review alternative venue options. This year the perceived poor quality of the food, cost of food and bar prices featured strongly. The lighting continued to be an issue for some.
- The large player numbers – especially on Friday - caused some disruption with numerous comments about overcrowding and noise. There were calls for better layout, signage and room arrangement to improve the playing experience.
- The Multiple Teams event drew some criticism from people who did not enjoy the format; there were requests for Point-A-Board or Back to the Future to replace it.
- MC announcing needs refinement and improvement. Firstly, checking and ensuring correct pronunciation of winners' names and, secondly, ensuring everyone, in all playing areas, can hear the announcements.
- Standardising start times and shortening lunchbreaks would be popular with many