

**PLYMOUTH BRIDGE CLUB - QUESTIONNAIRE RESULTS AND ANALYSIS**

A total of 86 members submitted completed or partially completed questionnaires. This equates to broadly two thirds of the total club membership, but probably represents greater than the active portion of the overall.

The following results and interpretations are simplistic in so much that I have not correlated results from one question to another. For example - I have not determined that all those that drive to the club consider that the chairs comfortable, but these relationships will exist and will need some further work to extrapolate.

**HEADLINE RESULTS**

All percentages quoted are derived from the respondent figures and not as a representation of the total membership, although in some instances I have reported numbers rather than percentages but these will be obvious.

1. 80% said that they wish or intended to return to f2f bridge at the club.
2. The 20% that said that they wouldn't return as it was either too far or online was more convenient. A small number said they had never played at the club and had only joined for online play during Covid.
3. 51% said that they would be prepared to play a hybrid of online and f2f bridge, 44% said they wouldn't like this option and 5% were unsure.
4. 76% said that they would not play all of their bridge online, leaving 17% saying that they would now only play online. These figures bear out the indications from 1. above.
5. Those intending to only play online cited that doing so was either easier or that they lived too far away from the club to be able to attend in person. They also said that they intended to play online through PBC.
6. Preferences for the various online platforms were:  
  
BBO 27%  
Real Bridge 25%  
BCL 8%  
No preference/blank 40%

Those preferring BBO did so because there were no distractions whilst those in favour of Real Bridge said it was because of the better interaction of the site (speaking and seeing people). BCL was noted for ease of use.

7. 52% said their primary or secondary method to get to the club was by car, and 16% reported using public transport. A further 16% said they walked or cycled. The remaining

16% did not respond but these figures accord with the numbers saying they won't return to playing to f2f bridge.

8. Of those using public transport no one reported that the bridge sessions clashed or were inconvenient to their travel.

9. Of the car drivers, 43% parked in local roads, 9% used the Mutley Plain Car Park and 2% used the Church Car Park.

10. 37% of the car users brought friends/partners with them, and 60% did not share the journey. 6% were unsure.

11. Again of the car users who provided an answer, 59% said they would be prepared to car share in future, but 27% said that they wouldn't. 14% were unsure.

12. Of the car drivers who responded to this question, 19% said that parking was a barrier to them coming to the club, whilst 75% said that it was not a factor. 12% were unsure.

13. None of the respondents who answered the question said that there were any other accessibility issues that impacted their attendance at the club. 61 of the 86 respondents answered no to the question and the rest did not provide an answer.

14. Only one person subsequently suggested that if issues were resolved then they would attend the club.

15. In terms of weekly attendance, of the 86 respondents 31 (36%) said that they do not attend for f2f bridge at all at the moment. 35% attend once per week, 14% twice per week, 2% three times a week, and 1% (1 person) said they attend 4 times a week. There were 9 blank or N/A answers.

16. 51% said that they wanted sessions with a break, but 24% said that they didn't want a break. 9% said they didn't mind and 14% didn't provide an opinion, but this number is likely to be from those that don't attend the club anyway.

17. We asked if some changes would make a difference to attendance, including accessibility, parking was addressed or sessions were on different days. Only one person said that parking might affect them, but from the answer the attendance projection was: None - 4, once a week 20, twice a week 20, 3 times a week 5, zero for 4 times and week and 2 people unsure.

18. When asked whether they felt the sessions were too long, short or about right, 78% said that they were about right, with just 5% saying they were too long and 2% saying too short. The rest didn't offer an opinion.

19. 22% said that they would like sessions run at different times/days, but 38% said no to additional sessions. One person was unsure and 37% didn't answer the question.

20.a When asked what sessions they prefer/like to play bridge the responses showed:

MONDAY AFTERNOON	39
TUESDAY AFTERNOON	21
TUESDAY EVENING	25
THURSDAY AFTERNOON	42
FRIDAY EVENING	23

I will do some further analysis on this to see if there is a certain pattern of sessions attended by the same people. e.g. do Monday players also play on Tuesday or Thursday. To do this I will need to do some different data manipulation.

20.b. They were subsequently asked what days and times they would like additional sessions. This was a very poorly answered question and so the results are not great:

Mon Evening	2
Wed Evening	4
Thur Evening	1
Evenings general	4
Mornings	2
Friday (Afternoon)	1
Sunday morning	1
Weekend	1

21. 47 members said they didn't play elsewhere, but 26 members said they played at other clubs with Likeard, Ft Stamford and Exeter being the main additional clubs where people also played, with Yelverton and Tavistock also featuring, but out of 86 respondents 63 didn't or wouldn't say where they played (if they did).

22. The top 3 reasons for playing at other clubs were; closer to home, additional opportunity to play, and partner/friends play at the venue. Parking and better standards of play also featured with 5 and 4 respondents respectively giving these as reasons.

23. When asked what influences people to not come to the club, the following were influential (figures out of 86)

Weather	17
No regular partner	14
Partner away	13
Winter evenings	12
Bank Holidays	10
Summer evenings	7
No response	37

Clearly there is a wealth of people that could be encouraged to the club if partnering could be improved (regular or when routine partners are away).

24. 51% of the respondents said that having a host would encourage them to come to the club - this appears to support the findings of 23. Only 17% said that having a host would influence them, and 8% were unsure. The remainder did not answer.

25. 41% said they would be willing to try a session where random partnerships were created in order to mix skills and social spread. 35% didn't like the idea, with 14% unsure and the rest not answering.

26. When asked about if the start time of evening sessions was made earlier impacting their willingness to attend, 23% said it would, but 40% said it wouldn't, 16% were unsure and the rest didn't answer.

27. 20% of respondents said they would attend evening sessions if some of the issues were resolved, but 29% said they wouldn't. 16% were unsure and the rest didn't respond.

28. 67% said that they were not interested in playing other card games at the club, but 12% did express an interest. The rest were either unsure or didn't answer.

29. The two top alternative card games identified as a preference was whist (9) and euchre (3). All other suggested games were by just 1 person each. 71 people didn't answer the question.

30. If we were to run such card game sessions the preference was for a less competitive feel to the session but with a more social setting.

31. The next is a list of YES, NO, Unsure or Blank responses as follows and in the main the answers speak for themselves. Please note that at some stage I lost one response when doing the analysis so these answers are out of 85 and not 86. This is because I accidentally left a filter in that excluded one person's answers and I can't find out where this occurred and it would take forever to hunt it down within the spreadsheet.

QUESTION	YES	NO	UNSURE	BOTH	BLANK
Do you find the club rooms pleasant to play bridge in?	70	1	3		11
Are the chairs comfortable	66	5	2		12
Are the tables large enough	69	5			11
Are the refreshments acceptable	63	4	1		17
Are refreshments reasonably priced	58	3			24
Do you want longer sessions with longer breaks to enable you to socialise	4	69	1		11
Would you like alcohol to be available	9	69	1		11
Are toilet facilities adequate	73	1			11
Do you feel the club is kept clean	75				11
Do you feel the club is kept well maintained	75	1			10
Do you feel safe at the club	74				11
Do you feel welcomed and a valued member of the club	68	3	1		13
Do you feel encouraged to improve your bridge	51	12	3		19
Do you feel that your bridge play is criticised unduly and does this discourage you	6	65	4		10
Would bridge lessons or improver sessions interest you	25	43	3		14
Would you like to have more social orientated events in addition to or with the bridge sessions	18	38	9		20
Do you think that the club offers sufficient opportunities for you to improve your bridge,	43	19	4		19

Demograhpics:

37 Female

29 Male

20 no gender given

Average Age: 72.6

Average membership time in years: 9

I think we can draw some positives from a lot of the answers and gives us a number of options to consider and some aspects to discount in terms of where we focus attention for spending money on improvements. For example - the vast majority seem happy with the overall facilities (chairs, tables, toilets, cleanliness, maintenance), but we could look at offering perhaps a better partnering or car share solution.

There were plenty of free script comments given by respondents and I have written these in to the end column of the spreadsheet, with the exception of 2 which were very lengthy and I will pass these physically to the chairman and secretary for reading.

Overall, I think this has been a successful and positive exercise to ask our membership what they like and don't like and what are some things to take forward for the future.

We can certainly look deeper in to the results using some 'slicers' within the spreadsheet and I will look to do this when I have time, but equally I am happy if someone with spreadsheet skills would like to take this on.

Mel Melville-Brown