



Survey Recap & Frequently Asked Questions

We appreciate all the feedback provided in the survey that we sent out last month. As you know, for the first time ever, the Culligan City of Palms Classic took place in the brand-new Suncoast Credit Union Arena at FSW last year. With this change, we discovered great benefits and new challenges of hosting the popular tournament at a new venue.

Here are some of our top findings:

- 91.02% of those responding had attended in prior years
- 95.21 were satisfied with the tournament
- 92.77% were very satisfied, satisfied or neutral about our pricing
- 97.59% were very satisfied, satisfied or neutral about the teams
- 96.89% were very satisfied, satisfied or neutral about the schedule
- 92.82% were very satisfied or satisfied about the new arena
- 86.74% were very satisfied, satisfied or neutral about the inside concessions
- 93.87% were very satisfied, satisfied or neutral about the outside concessions
- 80.01% were very satisfied, satisfied or neutral about the ticket ordering
- 80.13% were very satisfied, satisfied or neutral about the parking

Thank you all for weighing in and sharing your thoughts. The results of this survey will help in the continued growth of this prestigious tournament.

The 2016 results were very much like a survey we conducted after the 2014 tournament. The most significant change was the venue. In the 2014 tournament, 68.27 percent were very satisfied or satisfied with the venue, compared to 92.82 percent at the new arena. We were aware that ticket ordering was an issue last year, and we have already had discussions with the box office to improve the quality and timing of the operation. There were some issues with the seating manifest and online booking that have been resolved. We did not ask a question about Parking in 2014. As indicated by survey respondents, parking was an issue for some. Plans are in the works to better control and direct traffic, improve lighting, and add sidewalks.

The open-ended questions provided great insight about your areas of concerns. Some are operational and will be addressed for the 2017 tournament. Most of these comments were about general admission ticket holders sitting in reserved seats. For 2017, we will have a greater number of experienced ushers, especially from 4 p.m. into the evening.

Some voiced concerns about the outside and inside food concessions. We have passed these comments on to the Bishop Verot Booster Club and the arena management, as they control menu items and pricing. We also received some comments about the scoreboard stats. The player information regarding jersey number, name, number points scored, and fouls will be available for the 2017 tournament.

There were several questions on where the teams come from and why we have the Signature and Sunshine Series. Hopefully, the following points will help clarify:

- First and foremost, each state's high school athletic association has its own rules that govern when, where, and against whom teams can play.
- Some states like Indiana do not allow its public schools to travel out of state.
- Some states will not allow a team to miss any school days to play in a tournament.
- Most states will not let a team that is not accredited or part of its state association to play an accredited school.
- Most states will not allow teams to play on a Sunday.

Because our 2016 tournament started on December 16, many schools would have to travel on December 15. Georgia was one of the states that started the Holiday break early enough to participate. There were several teams that we would have invited. Unfortunately, these teams were unable to attend, including many from the West Coast. Our policy is to invite one local area team. Last year we invited Mariner and Lehigh because we felt that both were deserving participants.

Traditionally, the Signature Series is the four best non-accredited teams that are willing to come and only play two games. Last year's Signature Series featured the number one senior in the country, DeAndre Ayton (Hillside Prep), Hamilton Diallo (Putnam Science), the number two sophomore in the country, Charles Bassey (St. Anthony), the number three senior in the country, Mo Bamba (Westtown), and Brandon Randolph (Westtown). These teams and players were not eligible to play in the main bracket of 2016.

Tentatively, the 2017 tournament will include two California teams, one Illinois team, one Missouri team, two New Jersey teams, one Alabama team, one South Carolina team and several other teams that we are still working with.

The tournament pays for airline tickets, hotel rooms, rental vans, and provides money for meals. These items are funded by ticket sales and donations from individuals and companies. We greatly appreciate all of your support. We are currently reviewing our expenses from last year's tournament at the new arena. While our revenue grew thanks to more seating, our expenses are considerably more than they were at Bishop Verot.

Once again, thank you for your support of the Culligan City of Palms Classic.