

# NABC REVIEW

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The NABC Review Committee met and discussed the comments received in the New Orleans NABC survey: <https://www.surveymonkey.com/results/SM-CKMGHWQD/>

There were 584 comments from the 1,066 players who responded to the survey.

The majority of the comments concerned:

- Inadequate number of restrooms and distance from the playing site

- Inadequate number of trash cans

- Rudeness of directors

- Games not starting on time

  - Major complaints about IMP Pairs and Flight B & C NAPs

- Dissatisfaction with the results reporting program – ACBL Live

- Dissatisfaction with Travel Planners/On Peak

- Requests for requirement of players to purchase entries in advance

- Requests for electronic displays of KO & Swiss assignments and scores

- New Orleans was touted to be the BEST and the WORST.

Wendy Sullivan noted that all comments are taken seriously and addressed by the proper department. Often complaints are due to misunderstandings, misinformation and issues not in ACBL's control.

Wendy will put an article in the *Bridge Bulletin* on "NABC information" and also send an email blast to NABC participants. One suggestion is nomenclature of "entry deadline" instead of game start time.

Advanced sales of entries to allow those with free plays to receive an entry is being looked into.

The Tournament Operations Department (Sol Weinstein and Nancy Boyd) will have pre and post NABC tournament reviews from a functional point of view. A 'check list' is being developed to ensure smoother game starts.