

CRITIQUE

Concessions

- 1) Very good job. Good service. Sales excellent.
- 2) Reports by female workers on student side of vulgar, abusive language at the booth by persons who couldn't get free cups and ice. Worker finally slapped person using filthy language, he grabbed her, she cried, etc. Now several workers don't want to work on student side. It should be recorded, however, that concession workers received numerous compliments on friendly and courteous service.

Physical Operations

- 1) Smoke in arena, especially second half, still a problem. Operated heating system fans without the heat, seemed to help a little. Did not use big ceiling fans at all.
- 2) Drinking fountain, press box wall, south concourse, out of order.
- 3) Women reported three fourths of toilets in women's rest room south side were out of paper by the end of halftime.
- 4) No heaters in ticket booths.
- 5) It's more and more apparent that a net to catch extra points and field goals is necessary. Several broken boards replaced before the game.

Admissions

- 1) Need better "N" and "S" signs. Arrows were wrong direction for east end.
- 2) Usher reported ticket for Section S4, Row DD, Seat 24, and he couldn't find that seat. No problem came of it.
- 3) Numerous complaints from people who wanted from one side to the other. Especially where gatemen at SE door told them they could.
- 4) Hand counters not used since everyone was too busy to issue them. Crowd was estimated at 16,250.
- 5) Need to make sure perimeter fences, road blocks, signs, etc. are all correct well before the game. NE perimeter gate was still locked at 11:00 a.m., students were piled up and someone changed the lock, so I didn't have a key. Took thirty minutes to find someone with a key.
- 6) Pass gate attendant should be earlier. He arrived at 11:20 dressed in Levi's. I feel the gatemen's dress still leaves a lot to be desired. SE road attendant also late.
- 7) Problem in protecting reserved seats on student side. Usher held to Row N when he should have held to Row O. Had to move a row of students out when reserved tickets showed up.
- 8) Four high school coaches got past Press Box guards with coaches pass.
- 9) Large number of students had cards picked up who were valid students. They had to buy tickets. Some claim the non-valid cards were not the fault of the students but the system. It's being investigated.
- 10) Ushers should have specific hand-out instructions pertaining to game.

Parking

- 1) We should consider and study the possibility of paid parking.
- 2) Glenn Owen expressed concern over several points:
 - a. Inefficient method and design for parking cars.
 - b. Too many people giving instructions to people on how, when, and where they can park.
 - c. With police, disabled persons, and Golden I passes all parking up front, there is not enough room.
 - d. There is a need for more parking around the stadium, present lots cannot easily handle a capacity crowd.
 - e. Too many vehicles at SE gate between 11:00 a.m. and 12:00 noon. Four vehicles were jammed in with the crowd just before opening.
- 3) It took close to an hour to empty the lots.
- 4) Usual number of vehicles inside the fenced area. Only one which I felt was in the way was the phone truck at SE gate. Nine vehicles counted, some legitimate, some questionable.

Miscellaneous

- 1) Several students want to know why ash trays were set out in the Press Box, which is a no smoking area.
- 2) Concrete partition separating concourse from arena is attracting people who climb up to view the event. This blocks the view of people who wish to watch from the concourse and could be dangerous if a person fell from the wall. Also persons were standing on the tables in the concourse to watch the game, this could be dangerous.
- 3) Had to get kids off boards at end walls where they were trying to put signs up before the game. Need to confine signs to safe areas.
- 4) Give away hand-outs make great airplanes and should be discouraged.
- 5) The clean up crew on Sunday appeared short handed and went well into the afternoon before finishing. Did a good job, however.
- 6) Only one person per first aid station is necessary. They were not busy.

Summary

Overall, the game operation was very good with practically no major problems. I feel it was a big improvement over the first game. People seemed to enjoy themselves, the game, and the facilities.

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