

MFC/ BFR Usher Survey Feedback

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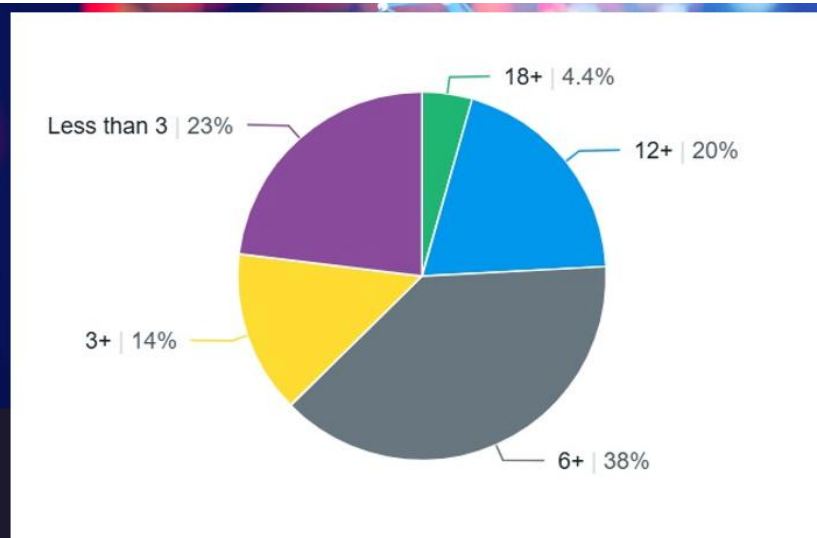
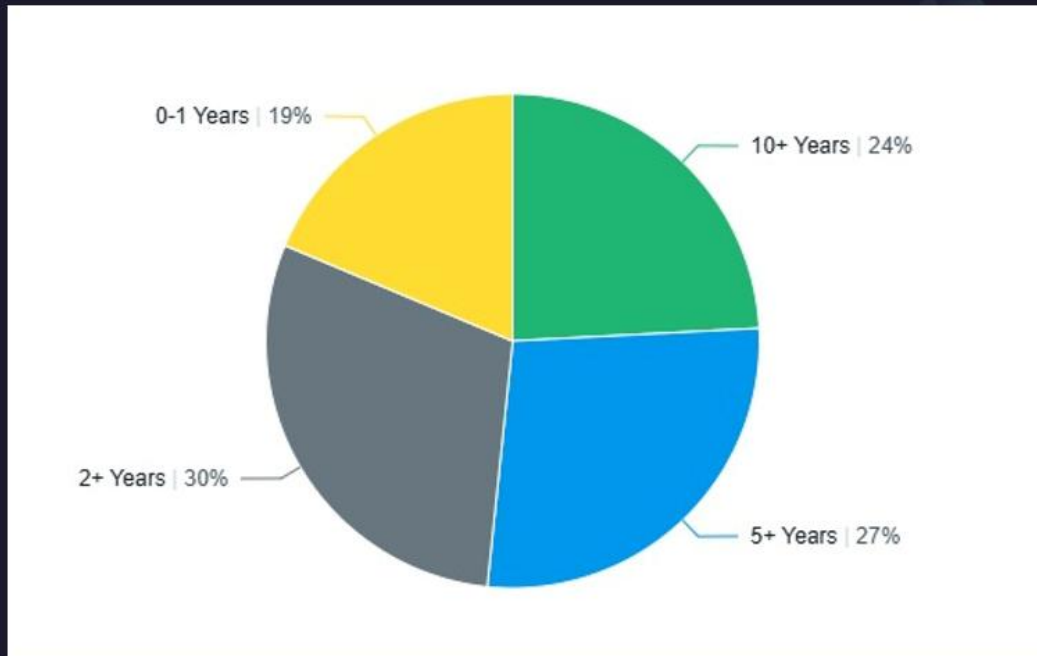
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Recently, we asked folks who are designated Ushers and House Managers for Musikfest Café (MFC) and Blast Furnace Room (BFR) shows to complete a feedback survey. We wanted to gauge what has been going well, what needs improvement, and generally see if there were new ideas floating around that could take the Usher program to the next level. Thank you to all who participated in the survey! As always, your feedback is invaluable as we look to create new solutions together and ease pressure points in one of the most popular aspects of our volunteer efforts.

We had **91 submissions** for the Usher Feedback Survey, and the data below is a summary of all the feedback we received. The graph slides have been compiled by Michael, and showcase at-a-glance how the participating Ushers feel about certain topics. The text below has been written by me, Cory. I have attempted to address and respond to the common themes that clearly stood out in the open-ended written portions of the surveys.

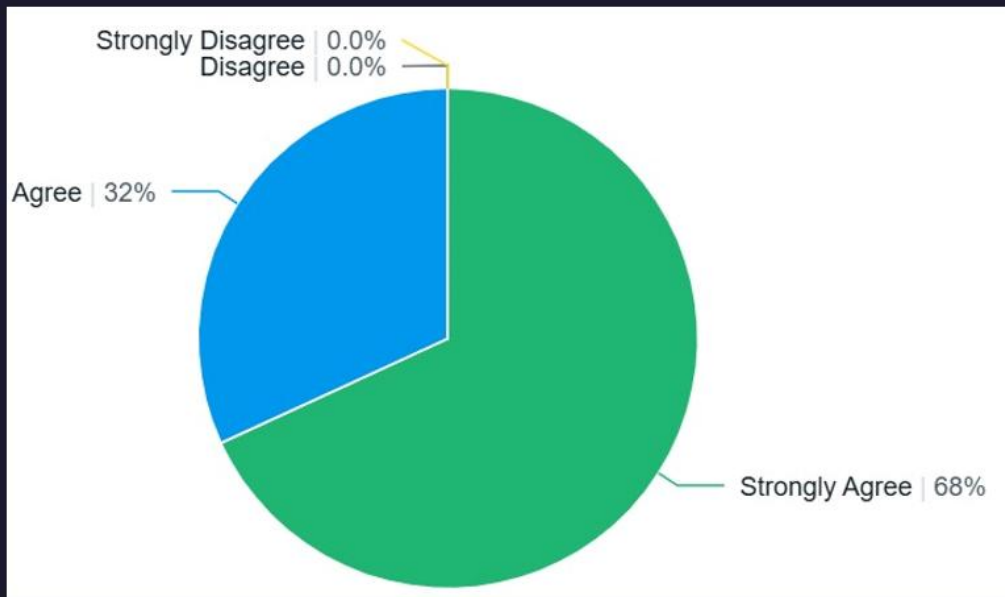
Graphs

How long have you been an Usher?

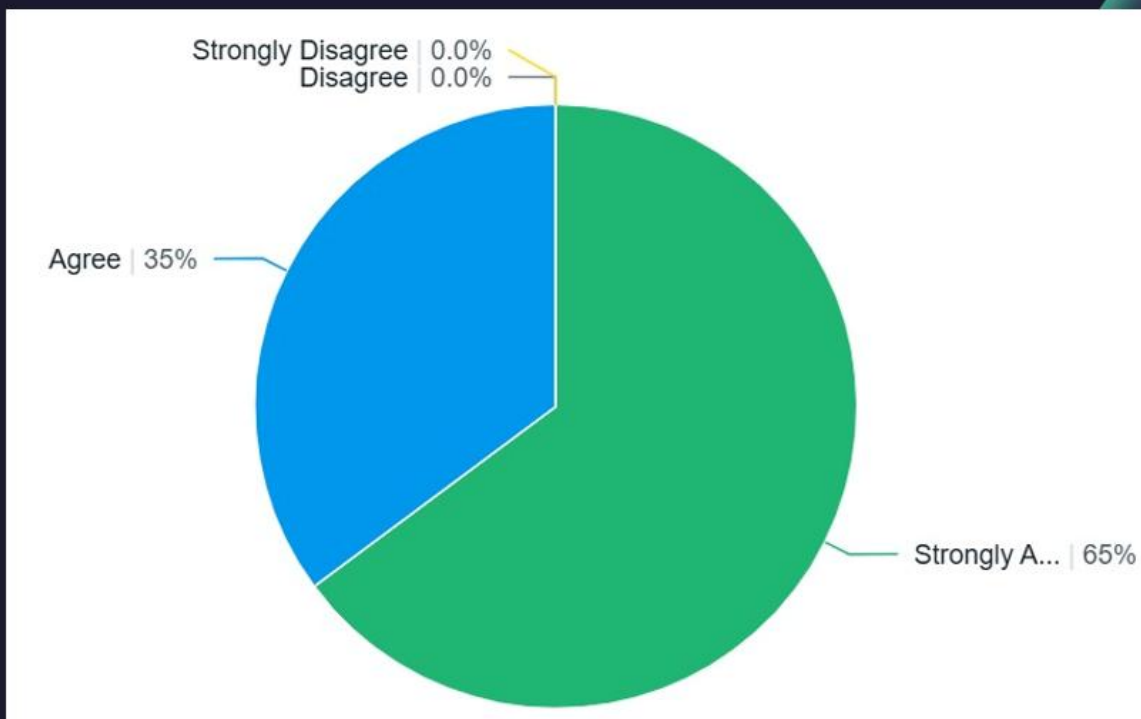


How many shifts do you volunteer for each year?

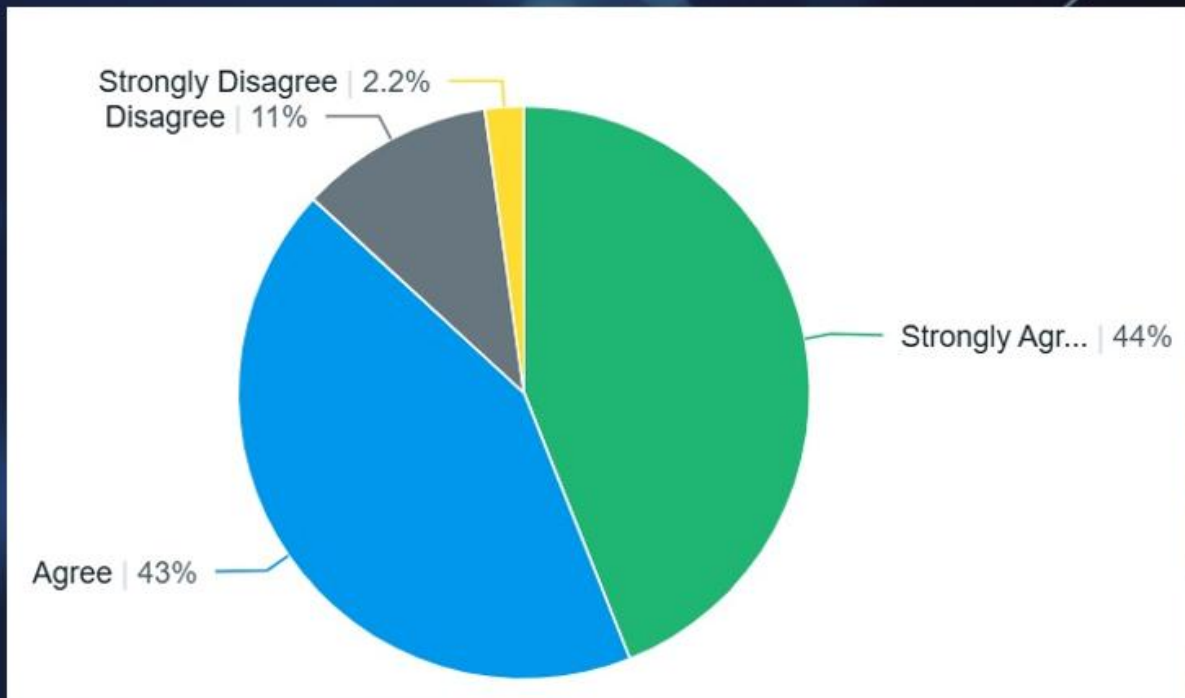
I feel comfortable performing my tasks as an usher



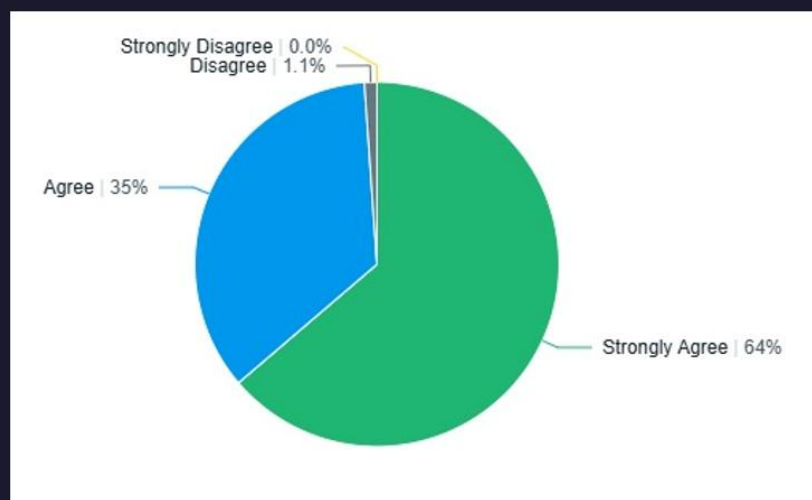
I feel properly trained to be an usher



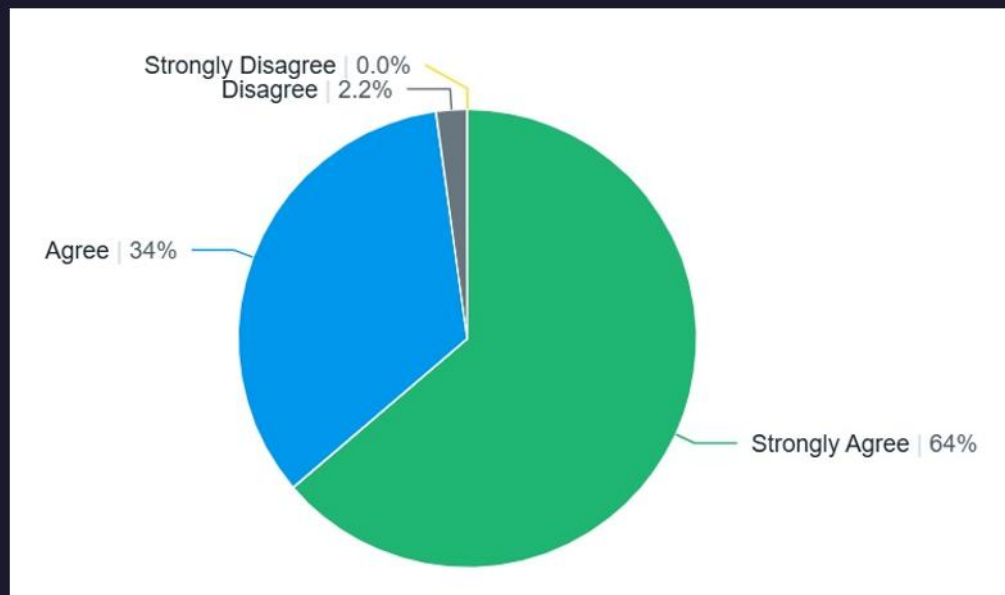
I feel comfortable using the handheld scanners



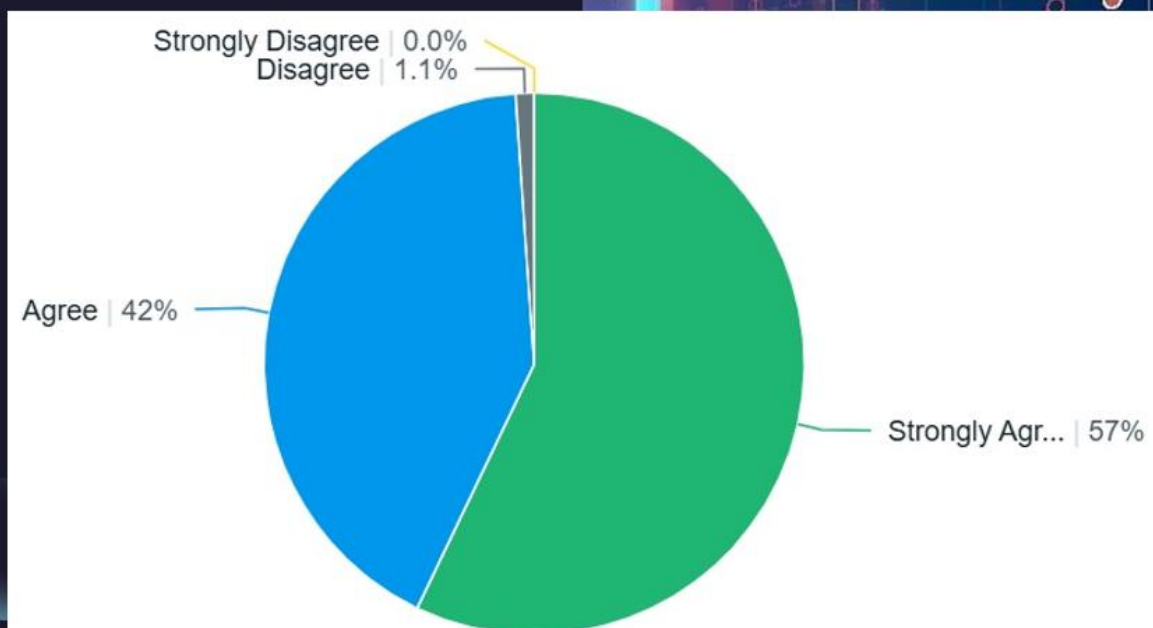
I feel confident in the House Manager's ability to lead me through any issues that may arise



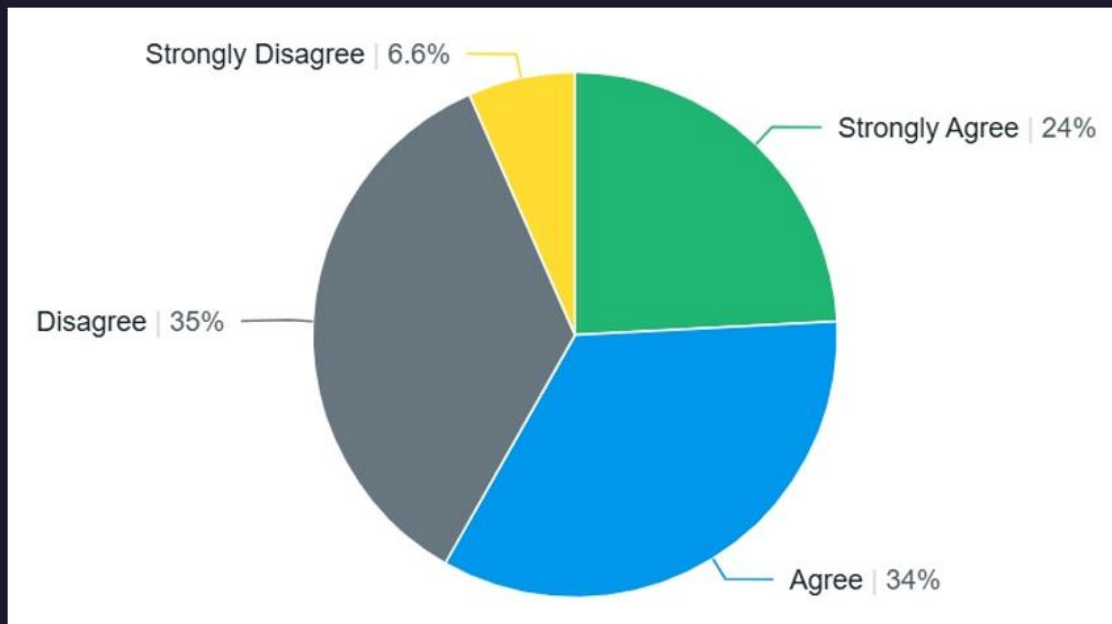
I feel I am part of a productive volunteer team



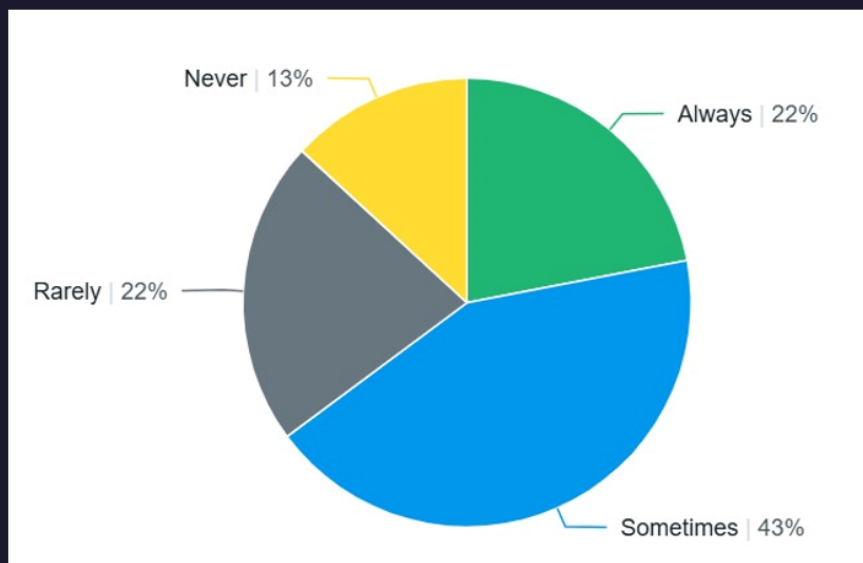
I feel the Volunteer Dept. Staff adequately prepares the Volunteers



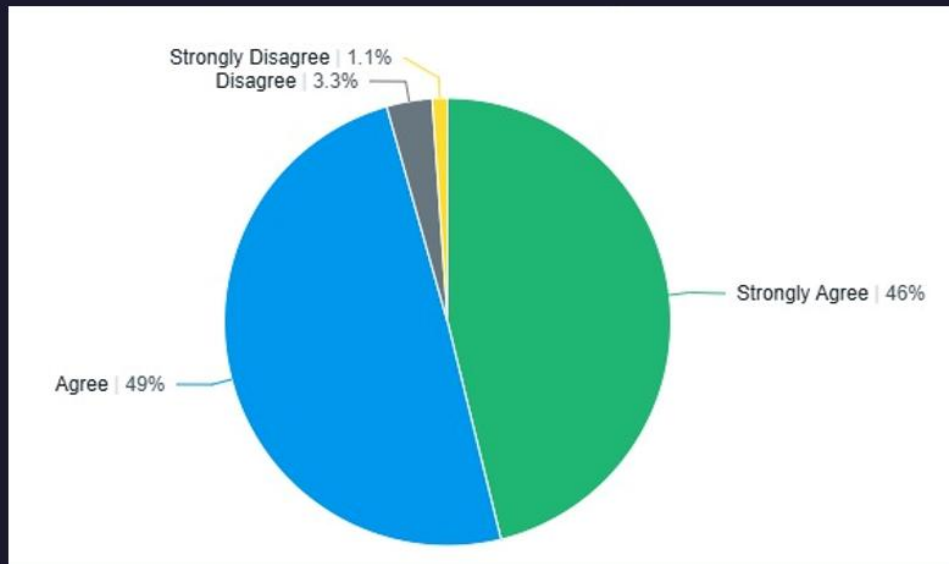
I find it hard to pick up café shifts when they become available on the portal



Are you actively on the portal the moment shifts are released?



I can easily navigate the volunteer portal to find what I am looking for



Introduction

In an attempt to keep things as brief as I can, I have lumped a lot of common feedback into categories. In some cases I may respond directly to the text of a submission, or paraphrase a repeated sentiment from multiple submissions. It's important to note that all submissions were anonymous, so I have no way of knowing who wrote what. If you don't see a piece of feedback you submitted here mentioned, it is not that we've ignored you! It was either too hyper-specific to be written here or perhaps an issue that has already been resolved.

The Need for In-Person Training

We had quite a few submissions questioning our new policy which requires retraining for all Ushers once every two years. If you do not attend a training within that two-year window, you are removed from the Usher list until you attend a training again. There were two main arguments that formed for why this training policy feels unnecessary:

1. **Difficulty Attending:** due either to distance (we have some Ushers who live an hour or more away) or to schedule (working fulltime or caring for loved ones and not able to make it in time for 6pm)
2. **No New Information:** several submissions expressed “In all my years as a Musikfest Café Usher, there have not been any changes” and “I can honestly say that I did not learn any additional information in the presentation.”

These are valid concerns. As someone who drives from over an hour away and hates to sit through two-hour CPR recertification when I have Musikfest volunteers to schedule, I can empathize with the points each of these submissions made. But there are several reasons why the Volunteer Team and House Managers believe this training is important, which should at least further clarify our position if not fully serve as a rebuttal.

- **Inactivity:** it has been a major effort the past few years to clean up our database of volunteers and try to make sure my emails are only harassing folks who are still fully invested in the program. It is no different with the Usher Program, which currently has 269 “active” accounts within the database. 134 of those Ushers trained last year, so 135 more Ushers need retraining this year. Of those remaining, 35 never Ushered since their first training, and 55 more have not Ushered in the past 12 months. When there are so many concerns about lack of opportunities (*way* more on that later), it’s important to prove that anyone who wants to keep Ushering is willing to stay informed and up to date. In the past it was possible for someone to train to be an Usher once, do one or two shows year, then maybe not Usher for three years, and then all of sudden show up on the sign in sheet again seemingly out of nowhere. The new consistent training policy prevents this and allows us to remove the Usher designation from someone who has not interacted with the program in a while and let their training lapse.
- **Reinforcement:** I don’t think it’s unfair to say that the Usher training hasn’t necessarily changed much in recent years. However, that doesn’t mean it isn’t *going* to change. Having consistent retraining provides us with the best opportunity to ensure folks are hearing new policies face-to-face. Yes, we can email any changes (and will, to keep you as informed as possible!) but there is always someone who will say they didn’t get the email or simply didn’t read it. There is also something else important to consider—training isn’t exclusively about new information, it’s about reinforcing what should be foundational information as well. We had a lot of feedback from House Managers years ago that some basic things were slipping—folks didn’t want to learn the scanners, patrons were getting seated incorrectly because an Usher felt they didn’t need to use a map, Ushers would disappear once a show started without saying anything to the HM. These trainings are as much

about reminding everyone of the basic policies and procedures as they are about introducing new information. It gives us all an ability to—as I lovingly refer to it—“tap the sign.” You can’t say you didn’t know it was a rule *because* you attend a training every two years reminding you of it. This is especially important when considering our safety policies, like evacuations. If we don’t drill that in, you won’t know what to do if an evacuation takes place. In addition to having a sign to “tap,” I also like to say that if one person doesn’t know the plan, the plan doesn’t exist. Requiring retraining allows us to reinforce our policies and plans explicitly so that they become second nature. I mentioned the CPR certification above, which is a two-hour class that must be retaken every two years. Similarly, RAMP training (responsible alcohol service) also needs to be

redone every two years, and that’s an online course that takes about 3-4 hours to complete (with tests!) *if* you’re speeding through it. While it’s safe to say I still remember the basics of each, I still must actively participate in keeping up with my training if I want to retain the certification. If you want to enjoy the privilege of being an ArtsQuest Center Usher, it only makes sense to maintain a consistent understanding of our policies and procedures by regularly attending training.

- **Trying New Things/Offering Feedback:** Having these trainings in-person, you get an opportunity to practice hands-on with scanners, seating charts, or other things in a low-pressure environment. If you are someone who feels skeptical about using the scanners, it is way better to get a crash course during an Usher training session than to try and figure it out five minutes before the doors open. These trainings sessions will always be hosted by two House Mangers and a member of the Volunteer Team (staff), so it’s an excellent opportunity to ask questions directly, offer feedback, and receive individualized attention on a concern if you have any. Attending virtual or simply reading a handbook wouldn’t offer these same perks and could, when considering the back-and-forth of asking questions through calls and emails, make the process of getting your answer even longer.

Several suggestions were made to implement a virtual option for trainings or create a test that can be done in lieu of attending a training session every two years. These aren’t outrageous suggestions, but we won’t implement them in 2025. I want to get through this



initial two-year period and remove “inactive” Ushers as a result before we consider alternatives to the training. Even then, virtual options remove the opportunity for hands-on training if needed. I would only be comfortable considering training “completed” through a test if it was for someone who consistently interacts with our polices, like someone who Ushers at least once every two months, which unnecessarily targets those who are unable to get a shift in the leaner months (again—more on that later). You can begin to see that the more we consider exempting or making alternatives for a select few, the whole point of getting on the same page begins to fall apart. I appreciate the pressure points and difficulties here, but in-person training is here to stay for the foreseeable future.

We had several survey responses about the sound quality of our most recent training. We will make sure that microphones are available for future sessions.

Shift Start Time

We had enough surveys noting the shift start times (generally 30 minutes before doors open) to warrant a response here. There were a few suggestions to make it 15 minutes instead of 30.

These 30 minutes are crucial to ensure House Managers have time to assign everyone a position, get them trained up if they are newer at that position, and conduct the pre-show meeting. I’m sure that for experienced Ushers, it can feel like you’re twiddling your thumbs during these 30 minutes if you arrived on time, know what you’re doing, and just need everything to start.

15 minutes is simply not enough time for House Managers to get you signed in, assign positions, run a pre-show meeting, and have everyone feeling comfortable and ready for doors. Recall anytime that you may have been running a few minutes late— with the 30-minute pre-show that will have a smaller impact, while being 10 minutes late on a 15-minute pre-show suddenly means you were *this* close to being a No-Show and now it’s a hectic and stressful race to get you in place.

While it can be frustrating to have a few minutes with nothing to do, it’s important to provide enough time to set the House efficiently before we begin. There will be no change to the shift start times.

Position Rotation and Hands-on Training

A lot of surveys weighed in how we could be better at making sure that everyone gets a chance to do something different, ensure that newer Ushers can train on scanners, and try

to prevent the 4th floor from feeling like an island. Each House Manager might do things differently here and there, but it's clear that there's been some stagnation: the same folks work in the same spots over and over.

This leads us to the first major change we're implementing at the Musikfest Café. We will be tracking what positions an Usher last worked (3rd floor or 4th floor, Ushering or Scanning), so that we can do what we can to prevent folks from doing the same spot twice. It will not be a perfect system—the nature of the Café is to have most Ushers on the 3rd floor, so it's not always going to be completely different. But with this information, House Managers will be able to shake things up and make sure everyone has a chance to try new spots.

We have asked House Managers to let us know if an Usher is resistant to this new policy. The intention is not to make you feel uncomfortable, but to promote fairness for all and build a well-rounded Usher group. The more comfortable everyone is at each spot, the more flexible we can be if crowd count is high and coverage is low.

“PS the Volunteer Committee is awesome!”

—Survey Feedback

Volunteer and Guest Safety

There were a lot of great thoughts about our safety and security policies, namely the decision-making process behind which shows feature a bag check and which don't. We appreciate the level of concern for your fellow volunteers' and the guests' safety, and take each point of this feedback seriously.

The bag check policy is typically implemented on a case-by-case basis, prioritizing shows that are most likely to feature mosh pits or music that presents as aggressive. We've had robust discussions with Event Staff regarding the nature of what we should be prioritizing and how we select these shows, and those conversations will continue as we try to improve our policies. Our goal is to make our events as safe as possible, and you can always go to Event Staff or your House Manager if you have a question or concern during your shift.

It was also brought up that some volunteers are uncomfortable walking to their cars alone at night after the conclusion of a show. While you can ask Event Staff if they'd be willing to escort you, it's quite possible that they will have end-of-night responsibilities and may not be able to walk away. If you want to walk with someone back to your car, please let your House Manager know. House Managers will ensure that either they or a fellow volunteer can go with you at the end of the shift.

As always, if you **See Something, Say Something**. We've done a great job staying vigilant in recent years, and the feedback we got from the survey proved that having many eyes on one issue will bring the best ideas forward.

Reasons for Volunteering

One trend that popped up in the survey feedback was the reason *why* someone Ushers at the Café or BFR. It ranged from folks observing that some fellow volunteers are only there to see the show and clearly shirking other responsibilities, while others straight-up wrote that their main focus is to see the music. Some went as far to say that they wished they could skip a show or leave early if they discover the music isn't to their liking. There were a few points of feedback that specifically noted a desire to be more involved with the "popular" shows.

Now, I'm not silly—I know that if you're volunteering at a music venue, of course you want to be there for performers that you will enjoy. But as we get into discussions about the amount of opportunities and whether or not a 4pm posting time works for you, I think it's important to recognize this aspect of our Usher program.

It is an incredible opportunity to get to be part of the show and to help us put on amazing programming at the ArtsQuest Center. We're so grateful to have folks from the community who want to help make these evenings a reality and a fun party for all in the Lehigh Valley. But because of that, it's also a privilege. If you want to participate, you need to keep your training up to date, you need to be following the directions of your House Manager and ArtsQuest staff, and you can't just disappear to watch the show once the festivities begin.

I'll say what I always say when folks are frustrated they didn't get a show they wanted: seeing the show for free is a great perk of volunteering, but if you *really* want to see the show—**buy a ticket**. Volunteering for a show you like means that you need to complete the full duties of an Usher and will be called upon to do things that will take you away from the music. Attending as a guest is the only way to ensure you don't miss any of the action.

I'm drilling down on this point because it's one of the main reasons we're trying to beef up training and making sure folks are keeping their Usher status "active." When it's tough for folks to sign up for shows at all, we need to make sure that everyone Ushering at those shows is there for the right reasons. Things like wanting to leave early when you don't like the music affect the coverage for the evening and is a spot that otherwise might have gone to someone who would have enjoyed it.

We want you to enjoy your volunteer time with ArtsQuest. It is always the hope that you will like the show and the time spent with your fellow volunteers. But while Ushering may be a

means to an end (i.e. getting to see a show for free) it is not the purpose or goal of the program at large. The Ushers who excel will always be the folks who believe in the ArtsQuest mission and want to deliver the best possible experience they can for our guests.

Amount of Opportunities

One of the more hotly contested topics in our feedback was the amount of opportunities to sign up for MFC/BFR shows, or more accurately the lack of chances to get a spot. There is clearly frustration among Ushers that there aren't enough spots and it's always "the same people" who get them.

It's very much a question of supply and demand. We hear it the most in the winter, when there aren't that many events going on and it's pretty much just the Café shows as we wait for things to thaw outside. Alternatively, we rarely hear this complaint between October, November, and December—when we will often have up to 50 open Usher spots contending with Oktoberfest and Christkindlmarkt. Months like May will always be difficult, because the building gets taken up by proms and we'll usually only have two or three shows in that batch. And while supply will be greater in a month like December, the demand no longer seems to be there either.

This is all to say that we (the Volunteer Team) are at the mercy of whatever is on the slate for a given month. We can't create more shows out of nowhere, and in fact, it's consistently proven that the more shows we have, the more difficult it seems to be to get every show fully covered.

Part of this involves the time that shifts go live in the portal (more on that below). But I want to leave that to the side for now and focus simply on the *amount* of spots available, not *when* they become available. It is always important to check the portal throughout the first week that new shows are available. While there will be months like March or May where there are only 2-4 shows on the schedule, there will also be months like August or December when we have a lot of stuff going on and it's very likely spots will be open throughout that first month that someone can only take one shift. A lot of feedback indicated that folks are frustrated enough that they don't try any more, but checking it at any point after that initial Thursday 4pm is always good practice. You may find that things are more open than you thought. Soon you will see us begin to remind Ushers of what is still open after the initial spots are

"Been around long enough to understand ebb and flow of usher shifts based on the time of year (e.g., winter has more than prom or Fest season) so I don't find it frustrating."

—Survey Feedback

gone—this is a new idea created from this survey feedback and will hopefully get ahead of calls for help later on.

If you absolutely cannot get a spot, you should take advantage of our Wait List—which is a list of names we track for each show, just in case there are any cancellations. This has been a very successful way of getting into a show even after they were full in the portal. It won't always happen, but it's better to be first in line if someone drops a shift rather than wishing you were after the fact. You can put your name on the Wait List for a show by emailing us at volunteer-dept@artsquest.org.

We are always looking for ways to improve signups and ensure everyone has a fair chance to get a slot on any given month. Which, of course, leads us to the biggest common thread of all the feedback we received...



New MFC/BFR shifts go live every first Thursday of the month at 4pm. By far the loudest feedback we received in this survey involved this posting time and the speed with which spots get taken up. A lot of the mentions revolved around how 4pm doesn't work for many people—work, travel, and ability to use technology ranked among the biggest reasons why this is seen as a major challenge.

There's a lot to unpack here, and I want to respect the fact this is seemingly the biggest pressure point for engaging with the Usher program. It also gives me the opportunity to show some clear distinctions being made about aspects of the Usher program, and include a note about perspective.

In April, we posted shows for June at 4pm. Before the next morning, we received complaints that shows were full, there were no more spots left, everything was gone within 5 minutes, etc. Despite these complaints, there were still 18 open Usher spots by Friday afternoon, including a show that had no Ushers at all. It was a perfect opportunity for me to offer a preview of this longer-form survey response, focusing squarely on the 4pm post time and the idea that everything goes instantly.

Above we discussed the supply and demand nature of the number of shows we have. I recognize that a month like May usually has minimal opportunities, and in cases like those the shifts *do* fill up quickly. But more often than not, shifts are still available after 4pm and

well into that first month where we ask folks to only take one. Typically, it is because those shows are seen as undesirable or not as “good” as our more popular offerings.

Our first unfortunate distinction that seems to be made is between “good” and “bad” shows. Volunteering with ArtsQuest is supposed to be fun, and obviously it makes sense that you would prefer to Usher or scan at a show that you will enjoy. Everyone’s tastes are going to be different, and what might sound great to one person will sound like discordant trash to someone else. A perfect example is that there seems to be a strong ska fanbase here in the Lehigh Valley, but I personally cannot stand ska! Ska bands like to say “pick it up, pick it up” when they’re jamming onstage and I can’t “put it down” fast enough, you see what I’m saying? But when a ska show happens to be on a shift I’m assigned to work, I still work it. The show isn’t for me, but it is for somebody. And it’s a beautiful encapsulation of ArtsQuest’s mission that we program a wide range of genres that has the chance to reach a community that might not always see a show like that on a big stage.

There have been some suggested solutions to the sign up issue discussed that involve identifying “good” or higher-profile shows and “bad” or we’re-constantly-begging-for-help shows. I say now, unequivocally, that I am uninterested in determining what shows are good or bad from an objective standpoint—there is no such thing as good or bad shows. There are only (insert month here) shows, and each of those shows have 8-12 Usher spots that need to be filled.

Maybe you wanted the Face 2 Face Billy Joel and Elton John Tribute spot, but it filled up right away at 4pm. That’s unfortunate, and I can sympathize that you were probably excited to be there for it. But if there are four other shows that still had spots open (as was the case after the June shows posted in April)—there you go, those are your spots. I’m trying to make it really clear here—to not get the show you wanted is of course personally disappointing, but it **does not mean that the system is broken, that anyone else is breaking the rules, or that we need to completely overhaul what we’ve been doing for years.**

The job of the Volunteer Department is not to ensure you personally get the one spot you were really excited about. Our job is to ensure that the shifts get filled, the shows are covered, and that you are trained to handle the responsibilities of the position. Shifting this perspective is critical for the overall quality of the Usher program and even your own enjoyment of your time with us. It should be less about “I want this one show” and more about “I enjoy Ushering, regardless of the show.”

The second distinction that was a clear pattern in the survey feedback is the idea of “regulars” or “the same people” versus everyone else. Some feedback went as far as saying

that it seems like folks are already signed up before the 4pm posting or that House Managers get preferential treatment by knowing what's being posted.

It is possible for folks to be signed up earlier than the 4pm posting, but the only time that happens is when a show is postponed and rescheduled for a future month. When a reschedule falls into a new batch of shows, those original Ushers and HM will still be signed on for it because they get to keep it if they can still make the new date. The rescheduled show does not count towards the "only 1 new show" rule in that first month. This policy has been around since at least 2020, when rescheduling and postponing shows unfortunately became a common occurrence. However, it is the only time that shifts will be already assigned before new shows go live at 4pm.

No one receives preferential treatment or gets a leg up on anyone else before the posting at 4pm. It is possible for everyone to know which shows are being posted by checking the website (<https://www.steelstacks.org/events/concerts/concerts-ticketed/>) and seeing which shows are two months out from the posting date.

I certainly understand how it can seem like folks have a jump on it when spots go quickly at 4pm. And that brings us to our third distinction: the line drawn between folks who are available at 4pm on Thursday and folks who aren't. The reasons for not being free at 4pm are as varied and diverse as our volunteer program. Some people are still working and can't step away, some have difficulty working with computers/tablets/phones, some are regularly traveling and don't have consistent internet access, you name it! There is a clear group of volunteers who prioritize being available that Thursday at 4pm, and a clear group of volunteers who cannot be available. Based on the survey feedback, there is a fair amount of frustration between the two.

I wanted to outline these distinctions so that we can have that context in mind as we look at possible solutions. We know 1. It shouldn't be about "good" vs. "bad" shows, and there usually *are* open spots throughout the first-month grace period 2. No one is getting special treatment, and the anytime someone is signed up early it is based on a clearly defined policy and 3. Some Ushers are available at 4pm and others aren't.

The number one and simplest solution suggested was to **change the time**. Why not 7pm, when most people will be home from work? Why not a Saturday, a Sunday?

When we post the shows on the portal, it is done manually. There is no automatic process for doing it, and when you see them appear after refreshing the page it is because Michael or I just clicked on a button to activate it. If you've been part of a posting that went wrong (didn't show up at 4pm, it *was* posted but wouldn't let you click sign up), then you know just how manual it truly is. The reason we don't do it at night or on the weekend is because we

need to be at our computers and ready to troubleshoot whatever might go awry. And based on the unpredictability of technology and the internet in general, it is best to do it when our internal IT department is available, which is Monday-Friday, 9am-5pm. So, it's not to say that we aren't willing to work in the evening or on the weekend, but we do need to do it at a time when we are best equipped to handle any issue that might come up.

Another piece of pushback against changing the post time is that there simply will not be a time that works for everyone. Sure, maybe you're not working on Saturday—but do you really want to step away from the family barbeque to open up My Impact and sign up for a show? Will you remember that we're now doing it on Tuesday at 8pm after we've spent years making Thursday at 4pm the clear time? The only believable alternative time I read in the feedback was 12pm on Thursday, to maximize Ushers who may be on their lunch break—but again, do you take your lunch break exactly at 12?

To try and find a perfect time that works for the most amount of people is like rolling dice at Vegas. It's not impossible to hit on the number, but it's highly unlikely. My belief is that it is better to sit at the time and day that has been established for well over a decade, so that at least you know what time you can target. There could be some legs to the 12pm post time, and perhaps we'll try that with a non-MFC event to see how it goes.

Beyond that, we have always recognized that not everyone is available at 4pm. That is why we have the “only 1 shift” in the new month rule and the Wait List. But if your feedback made one thing clear, it's that we can do new things to try and make it even more fair.

There are a couple of solutions we can explore here. We could:

1. Change the rule about rescheduled shows so that the new show date **would count** as their one shift in the new month, preventing those Ushers from also taking a *new* new show.
2. Change the rule that House Managers can sign up for one HM shift *and* 1 Usher shift. In the new month they can sign up as an HM or Usher but not both. HMs suggested that change in our most recent meeting based on your feedback.
3. Make it so that the one-month rule **never ends**. You can only sign up for one shift in a month's offerings unless we specifically identify a show that needs help.
4. Completely overhaul the sign up process—namely, make it “Musikfest-style:” you would apply for the shows you want, list your availability, and we would assign everyone to shifts accordingly. This eliminates the need to be available at 4pm and allows the Volunteer Team complete oversight on sign ups.
5. Allow early sign ups for an Usher who has signed up to help with X number of low coverage shows, to be identified by the Volunteer Team. This would incentivize

Ushers to help when calls to action are emailed out and allow a pretty big reward for helping on those shows with less coverage. This idea was suggested by the Volunteer Committee.

I believe that the first two options are very doable and could be easily implemented in the near future. There are concerns with the latter three, however.

3. This would keep it absolutely fair but could create a lot of shows with gaps in coverage that have to be identified and recruited for. It puts coverage at risk, especially in high-volume months like August or December. It's not impossible, but could mean extra work on the Volunteer Team and for you—to keep your eye on your email and see when another show shoots up a flare.
4. Speaking of extra work, Musikfest-style sign ups would exponentially increase the workload for me and my team on any given month. It's worth it for a system that would be completely fair, but would it feel fair? The 4pm post time would be gone, but there would still be a designated time that Usher applications go live and like Musikfest, it would have to be first-come, first-served. The Ushers that make it a priority to be free at that time would still get first crack at the selections. If you only select shows you deem to be “good,” there's a high chance that you still won't get one of those spots if they are popular and that you end up with a different show, or worse—if you didn't indicate any other availability you might not get a spot at all. While having the Volunteer Team assign spots would prevent someone from accidentally taking too many shifts, or mix things up so it isn't always “the same people,” would it quiet the voices that feel we show favoritism or sign folks up early? There's a high chance this solution would only make that worse. This is all to say that it would be so much extra work (on all of us) for a system that still won't *feel* fair, even though it is.
5. When there is so much concern about the idea of Ushers signing up early, would this reward help those who struggle to get sign ups or only fan the flames of that criticism higher? What would be the number of low coverage shows that didn't make the reward super-easy to get but still fair and worthwhile? What happens if we go six or seven months without a low coverage show that needs help, but an Usher is sitting at one show away from achieving the reward? We've had great discussions of this so far on the Volunteer Committee, and will continue to do so. Having concerns doesn't mean it can't be done.

For now, we'll remain at 4pm on the First Thursday of every month for new MFC/BFR shows. But your feedback has offered a lot of new ideas and possibilities that we were not

previously considering. Stay tuned for the potential implementation of these new rules and policies as we try our best to improve the experience for all Ushers.

Conclusion

Wow, I don't think I've written this month since my senior seminar thesis in college. But over the course of 91 survey responses, it's clear that you are passionate about the Usher program and want to see it get better. I hope that this essay, while long, showcased my respect for all your thoughts and suggestions. I wanted to leave no stone unturned and ensure that we covered the biggest patterns and overlaps in everything we read.

Moving forward, we recognize these patterns and have several solutions already:

- We need in-person training to ensure that everyone is up-to-date on house policies and is proving they are still “active” within the program. This is critical in determining whether we are at capacity with active Ushers or can open the program to new folks.
- We will now intentionally keep track of what positions within the MFC every Usher is doing to ensure everyone gets a chance to rotate and get stronger at all responsibilities.
- We will continue to work with Event Staff to better understand which shows require the most oversight, and make our case for ones that haven't yet been considered.
- If you feel unsafe walking to your car, please let your House Manager know before the show ends.
- If you really want to see a show, buy a ticket. Don't rely on volunteering as a guarantee to get you in.
- The more you focus on making every experience as great as it can be for your fellow volunteers and guests, the more fun you will have.
- While some months will be light on opportunities, keep checking the portal when you're able to see which spots are still open and if new shows have been added. Always remember the Wait List if everything is truly full.
- Yes, many shifts get filled up at 4pm, but not all of them. We did a deep dive on our policies, identified a way to shift our perspective, and broke down some major distinctions that appear to have developed within the Usher Program based on the frustrations of this particular issue.
- We looked at some new rules and policies that could increase the fairness of our sign up process and will look to implement these in the future if there's no major backlash.