

- COMPOSE
- Inbox (83)
- Important
- Sent Mail
- Drafts (787)
- Circles
- [imap]/Drafts
- [imap]/Sent
- Amazon (5)
- Apartment Hunt (9)
- Charleston Oct 2015
- Cocoran Real Esta...
- Kabomellette
- Corcoran Econ Dev...
- DID
- DMNA (5)
 - DMNA 2.16 Forum
 - DMNA 2015 Ann...
 - DMNA Annual C...
 - DMNA August B...
 - DMNA City/Deve...
 - DMNA Communi...
 - DMNA Contacts
 - DMNA Funding ...
 - DMNA Land Use...
 - DMNA Land Use ...
 - DMNA Livability
 - DMNA March 20...
 - DMNA May 2015...
 - DMNA Open Str...
 - DMNA People S...
 - DMNA Public Fo...
 - DMNA Residenc...

Hart, Hillary <HillaryH@guthrietheater.org> 12/1/15 ☆ [reply] [dropdown]

to me, Joe [dropdown]

Hi Joan and Joe:

I have conferred with my colleagues here and for our business operations (staff and patron experience), the impact seems to fall into three main categories: parking, traffic direction (flow), and cleanup.

Parking, of course, is always an issue when you have that many people attempting to be in the same place at one time; simple physics. But something that also impacts our patron base significantly is the expense of parking and how costly it becomes when there is an event at the stadium. Jumping from \$8 to \$20 (or more in some cases) is a huge leap for our single ticket buyers who are price sensitive and are spending money on child care, possibly dinner, and then our tickets. It acts as a deterrent to attendance in significant ways for both our single ticket buyers and our subscribers. The latter we have attempted to assist with pre-paid parking vouchers, but the system is not as smooth as it could/should be and is ultimately irrelevant when there are no spaces available.

Traffic direction – there simply are not enough adequately trained and coordinated officers directing traffic on the surrounding streets which causes a backup and ultimately late attendance to our shows. In some cases I am told we have had more than 100 people show up late to a show because of their inability to navigate the streets in a timely manner despite having left their homes in ample time.

Cleanup of the parking ramps themselves and the surrounding streets is often late in deployment and leaves incredible amounts of detritus for our patrons and staff to navigate for days after an event. Garbage piles up on the streets and in the ramps, garbage cans are not emptied with speed and regularity...it is an eyesore to any city, to say nothing of one that professes to be progressive when it comes to being "green."

Far be it for the **Guthrie** to impose any kind of requirement that hinders a community's ability to enjoy themselves – it is part of what we do as a business. However, sufficient and appropriate infrastructure is required in order to maintain a quality of experience for any patron of any event; to say nothing of the residents who live here. Thank you for inviting us into the dialogue. I hope that whatever conversations occur surrounding this issue are well-thought, well-intended, and result in a productive and proactive plan to move forward so that everyone in the Eastern District can continue to enjoy the amazing development this city is experiencing.

My best,
Hillary

People (2)

Hart, Hillary

Add to circles

[mail icon] [dropdown]

Show details