

# ACBL Trust Survey



American Contract  
Bridge League

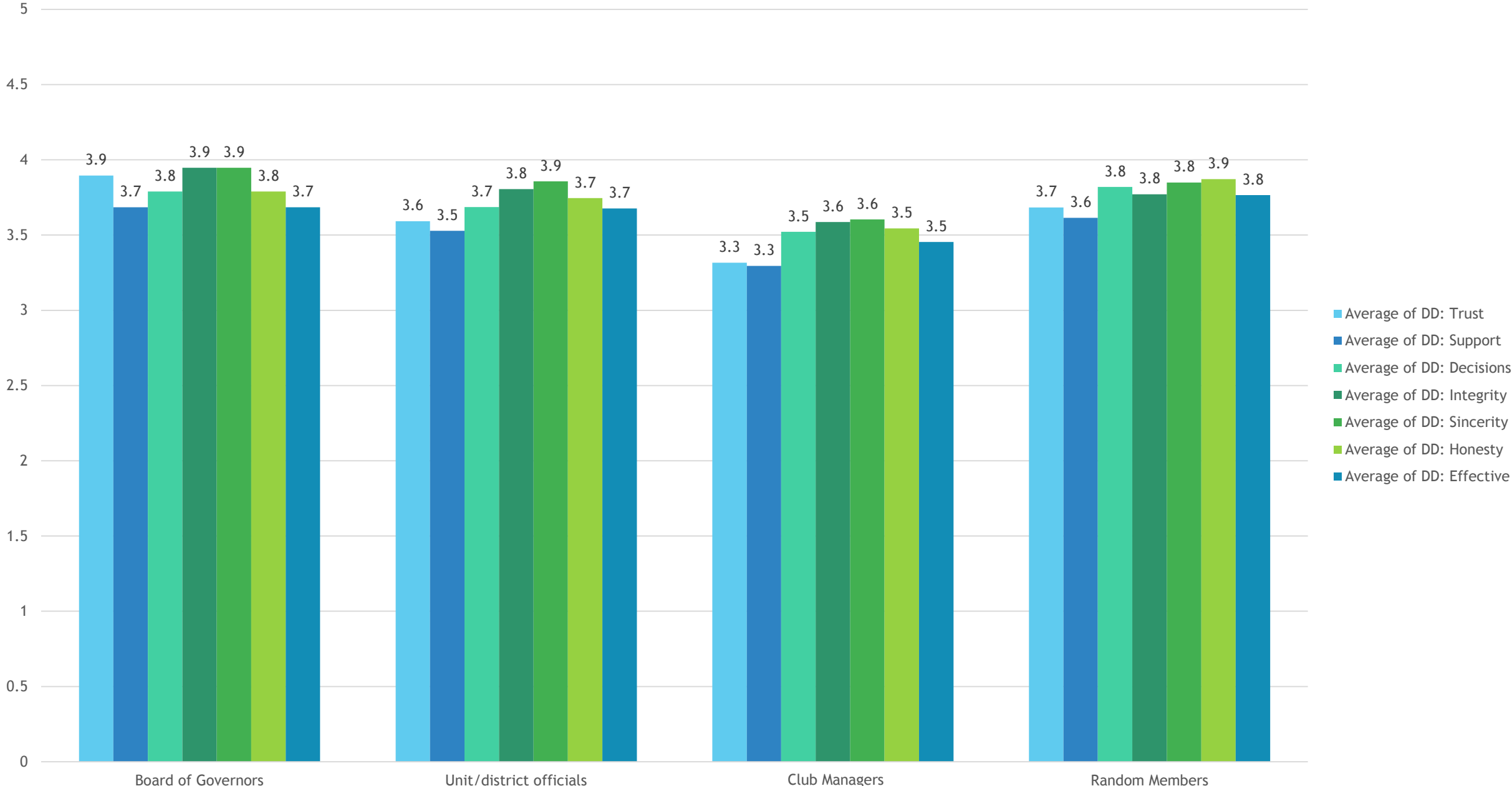
# Survey Details

- Completed in August 2016
- Recipients:
  - Board of Governors
  - Unit/District Officials
  - Club Managers
  - Random Members, evenly from all 25 Districts

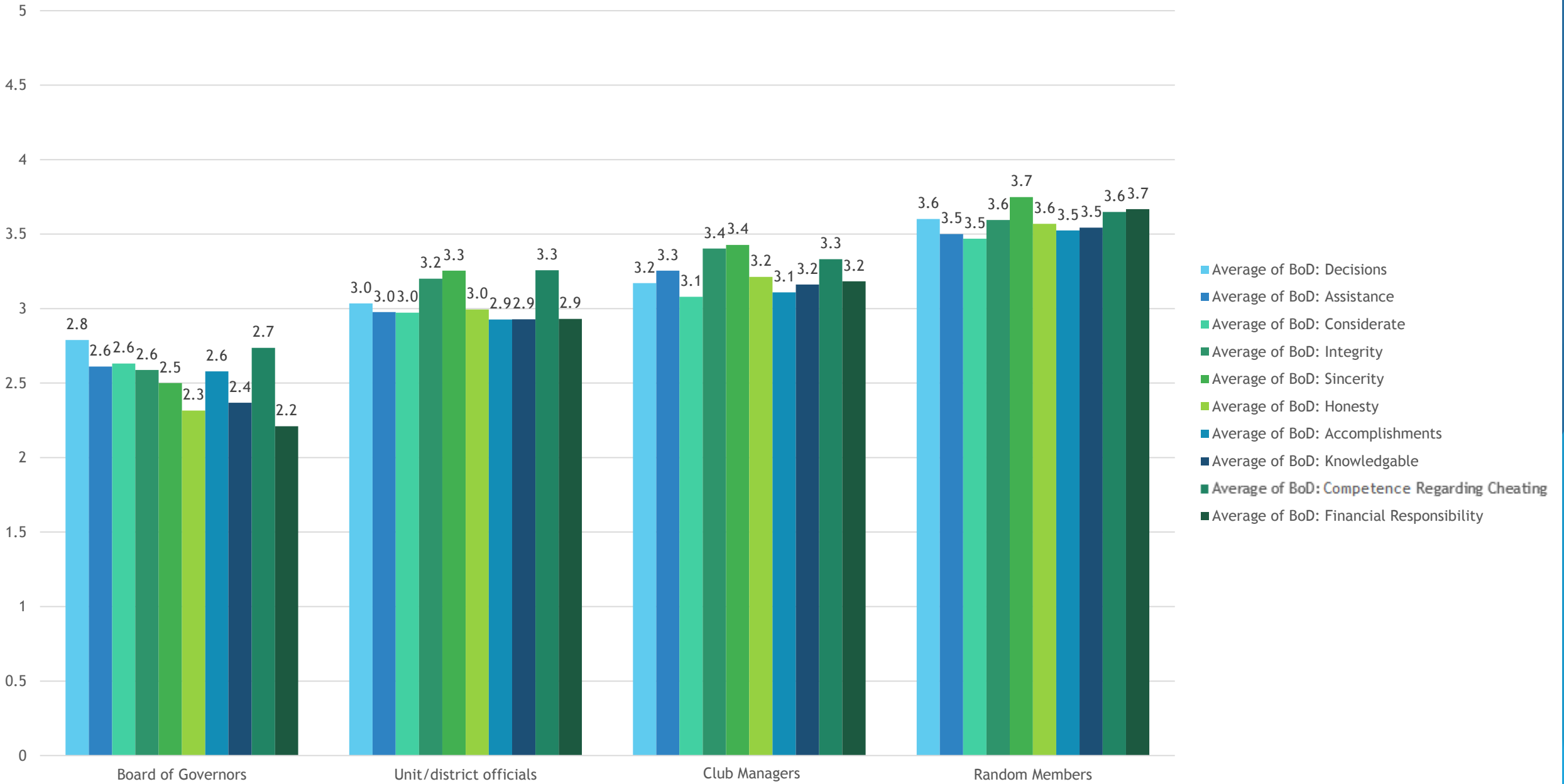
# Confidence Levels

- Board of Governors: 75 recipients with 19 responses = 38% confidence
- Unit/District Officials: 7,702 recipients with 391 responses = 95% confidence
- Club Managers: 2,488 recipients with 270 responses = 92% confidence
- Random Members: 6,000 recipients with 239 responses = 89% confidence

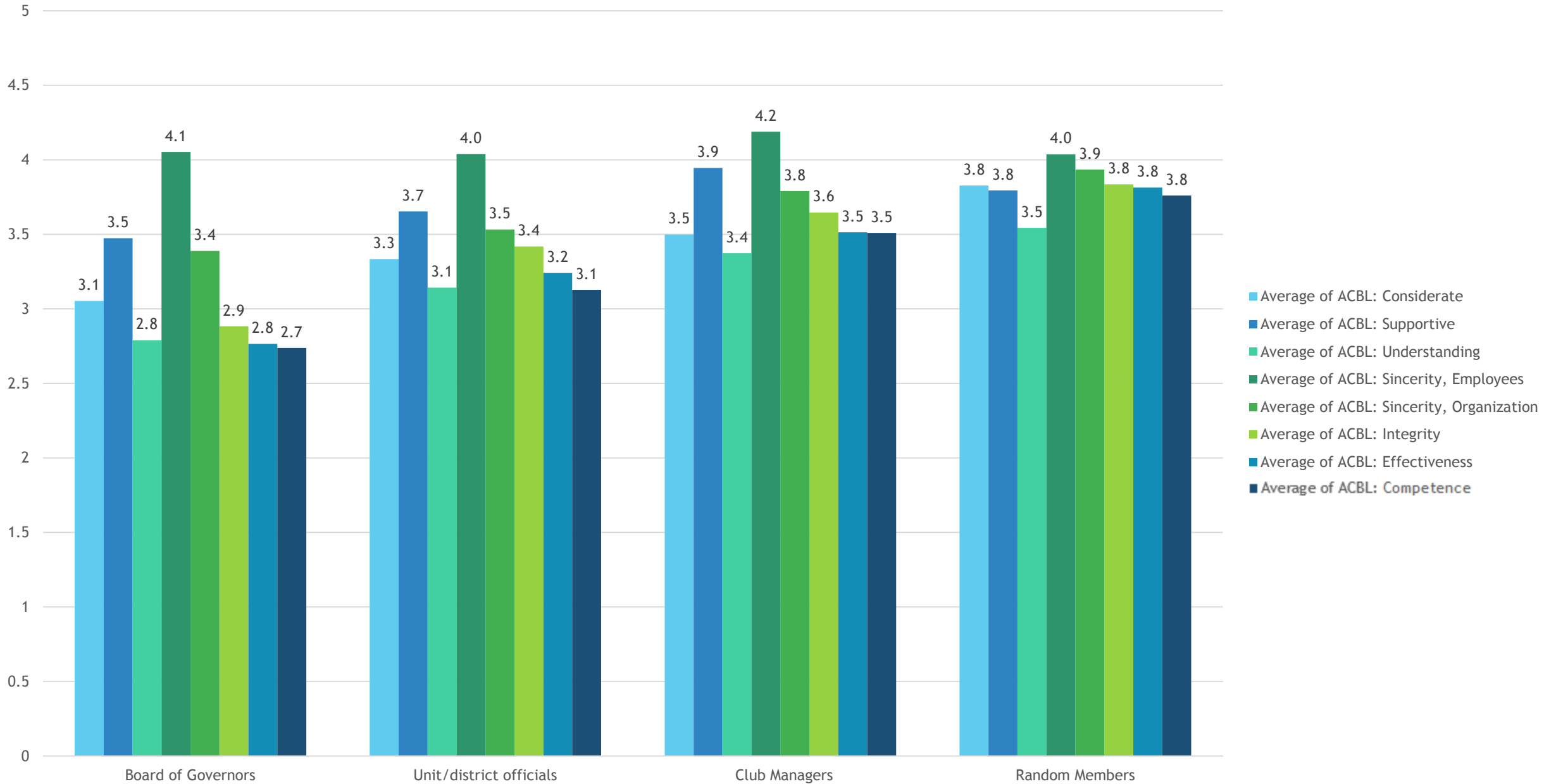
# District Director Satisfaction Survey



# Board of Directors Satisfaction Survey



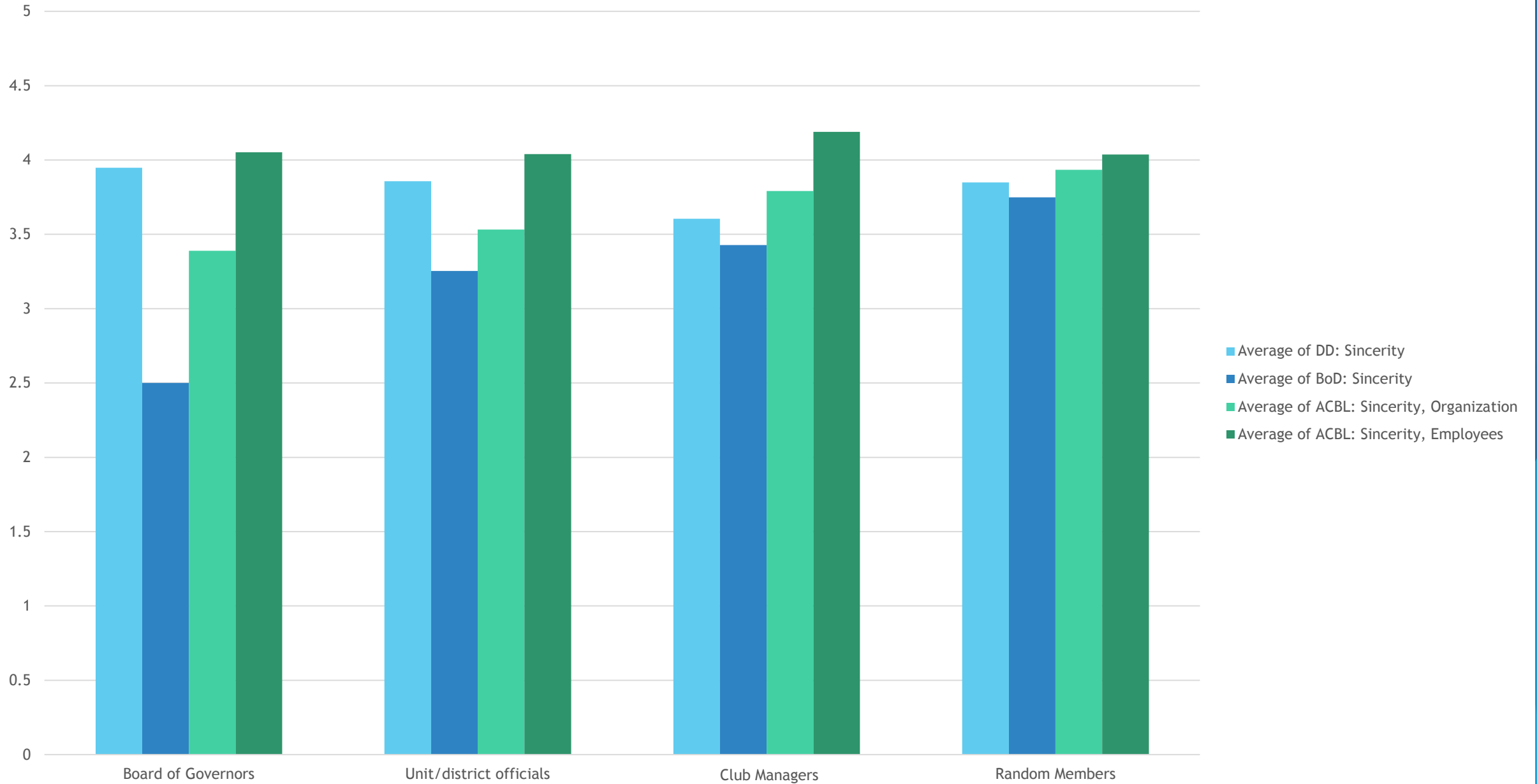
# ACBL Satisfaction Survey



# Overall Averages

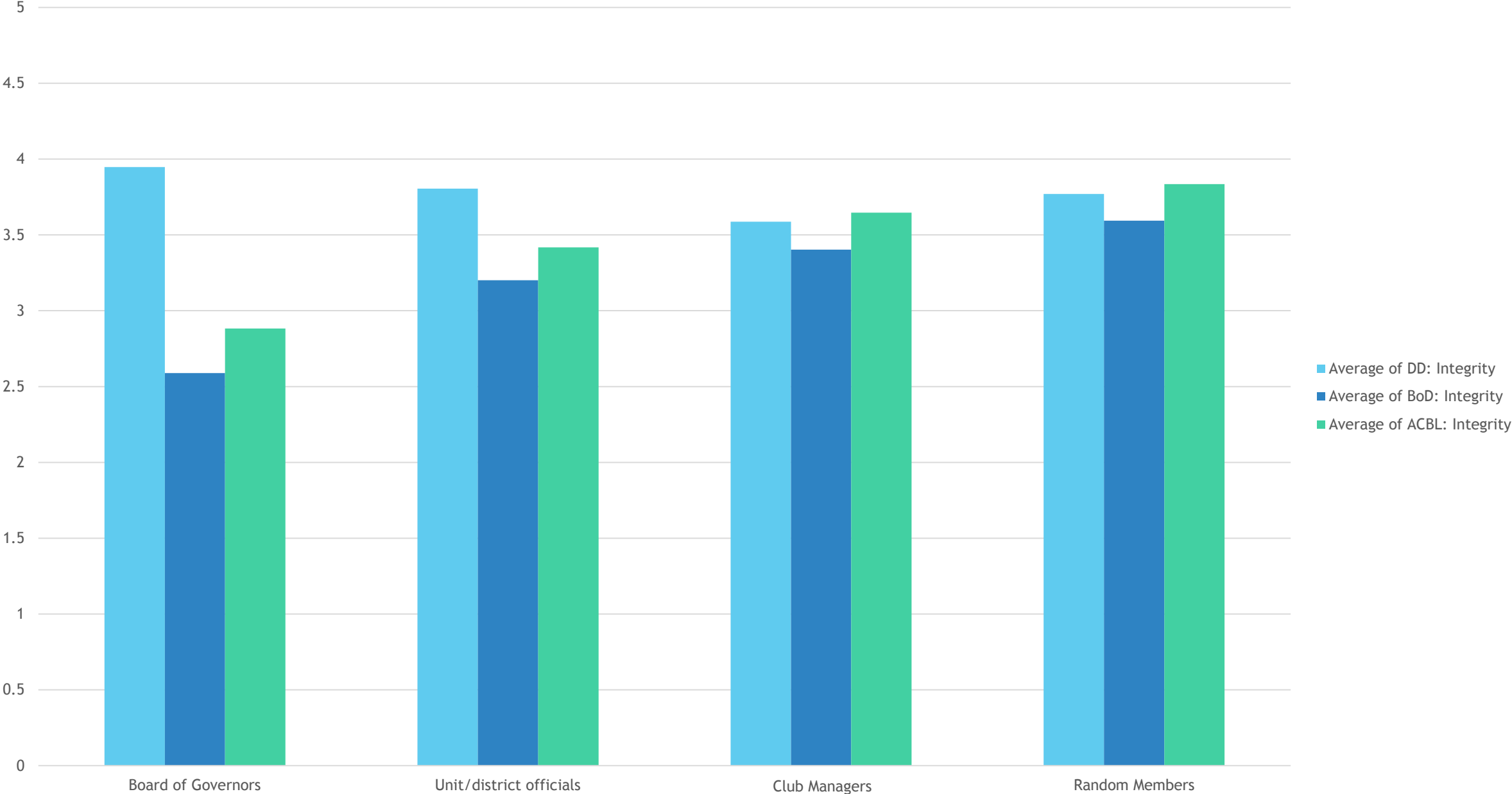
	Board of Governors	Unit/District Officials	Club Managers	Random Members	Average Score
District Directors	3.3	3.7	3.5	3.8	3.6
Board of Directors	2.5	3.1	3.2	3.6	3.1
ACBL	3.2	3.4	3.7	3.8	3.5
Average Score	3.0	3.4	3.5	3.7	

# Sincerity Survey Results

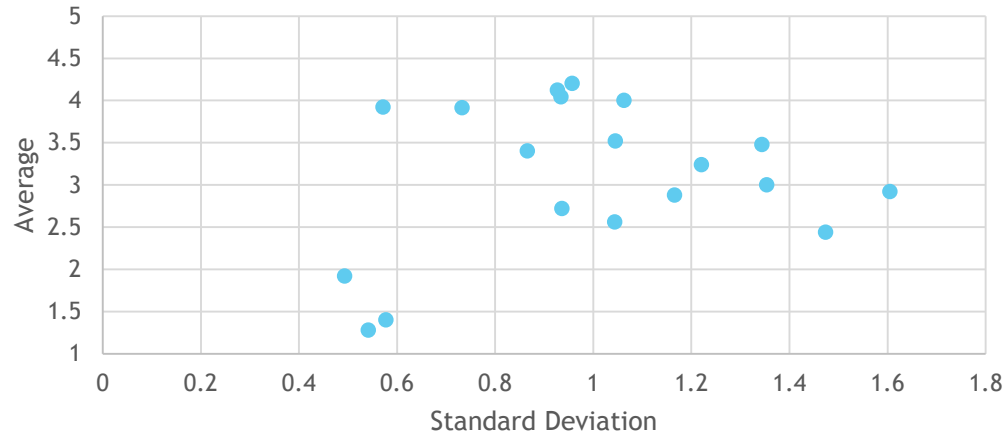




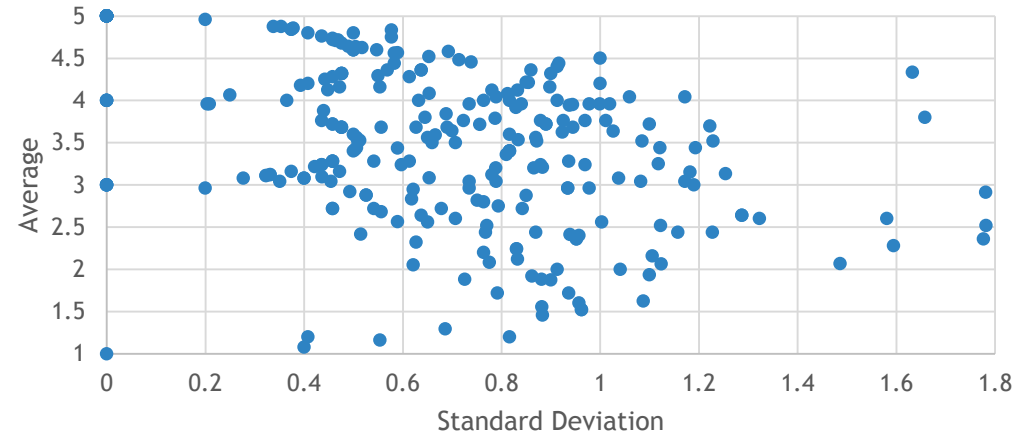
# Integrity Survey Results



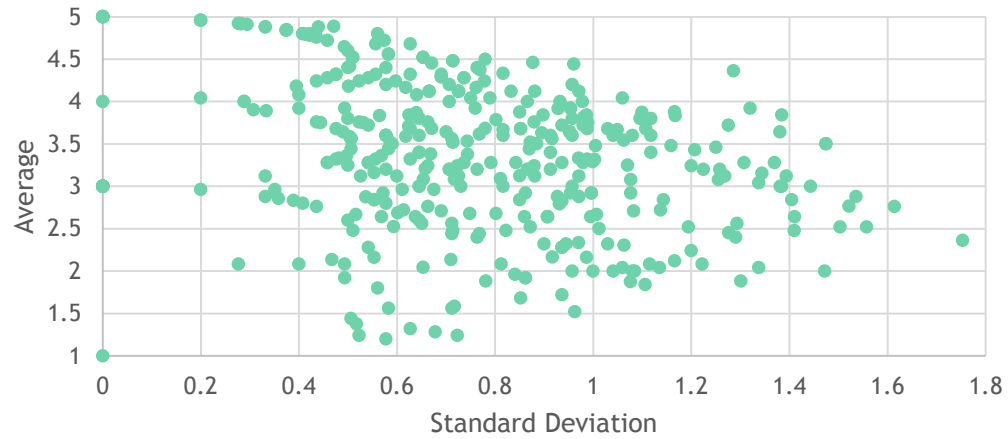
Board of Governors  
Standard Deviation by Average



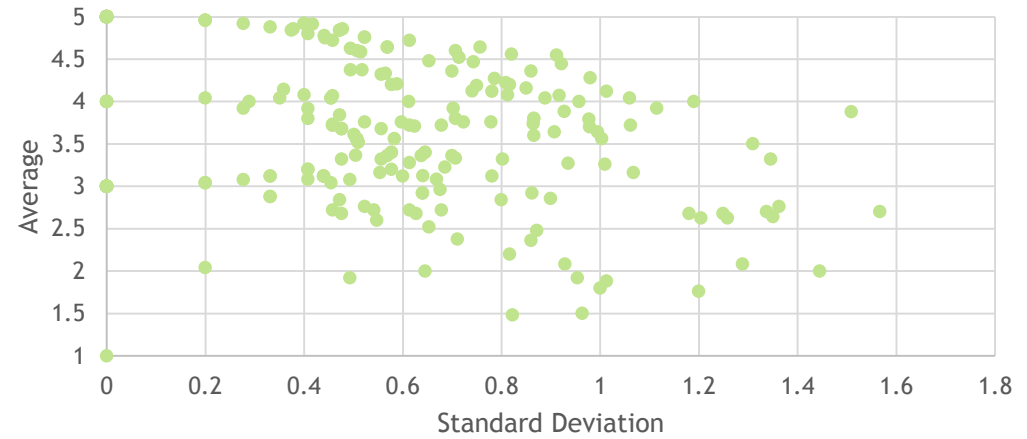
Club Managers  
Standard Deviation by Average



Unit/District Official  
Standard Deviation by Average



Random Members  
Standard Deviation by Average



# Conclusions

- From a trust perspective, the District Directors, Board of Directors and ACBL all fell between a 60-80% approval rating.
- The more active the member in ACBL Governance, the lower the approval rating.
- Standard Deviation charts show that the majority in every group of those surveyed took the time to actively read and answer the questions, rather than answer the same “approval rating” generically.

# Conclusions

- A final conclusion is regarding individuals versus organizations. When those surveyed were asked about approval ratings on individuals (District Directors and ACBL Employees) they received a higher rating than the approval ratings on organizations (Board of Directors and ACBL Organization). This is a similar phenomenon in the United States Congress. According to Gallup.com, the United States Congress has an 18% approval rating as of August 2016, but a 96% reelection rate.