



Strategic Plan Survey Results

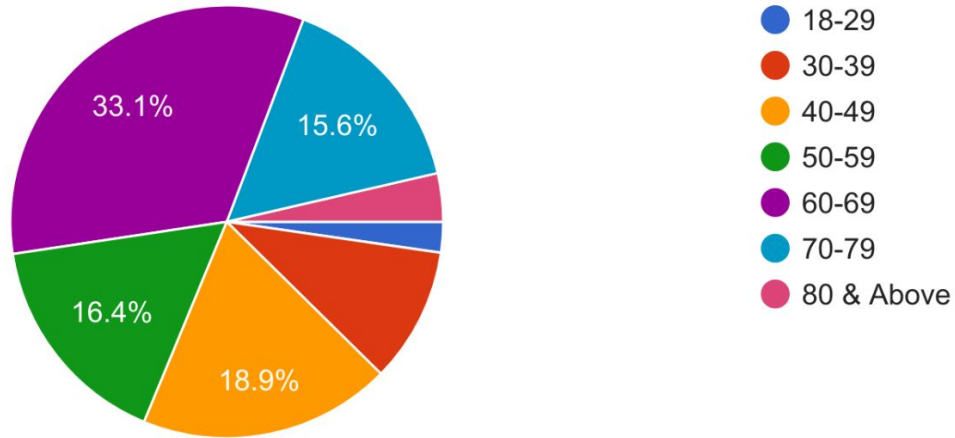


Age Range of Respondents



What is Your Age Range

525 responses

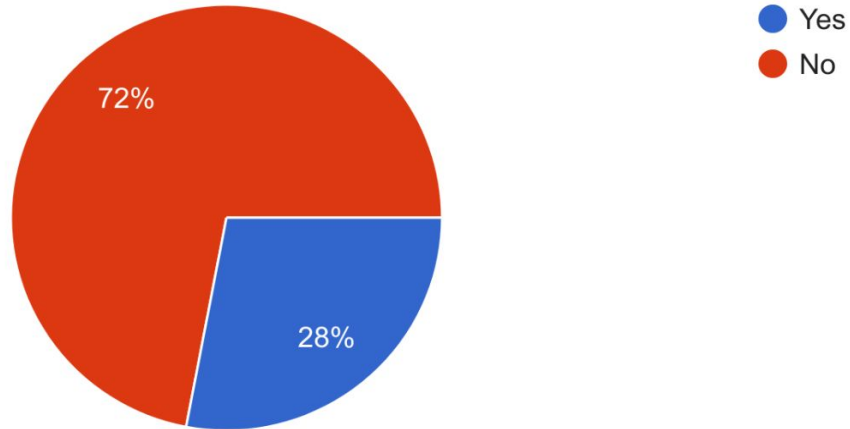


BIC Members



Are you a dues paying member of the GAAA, Inc. (Buffalo Irish Center)

525 responses

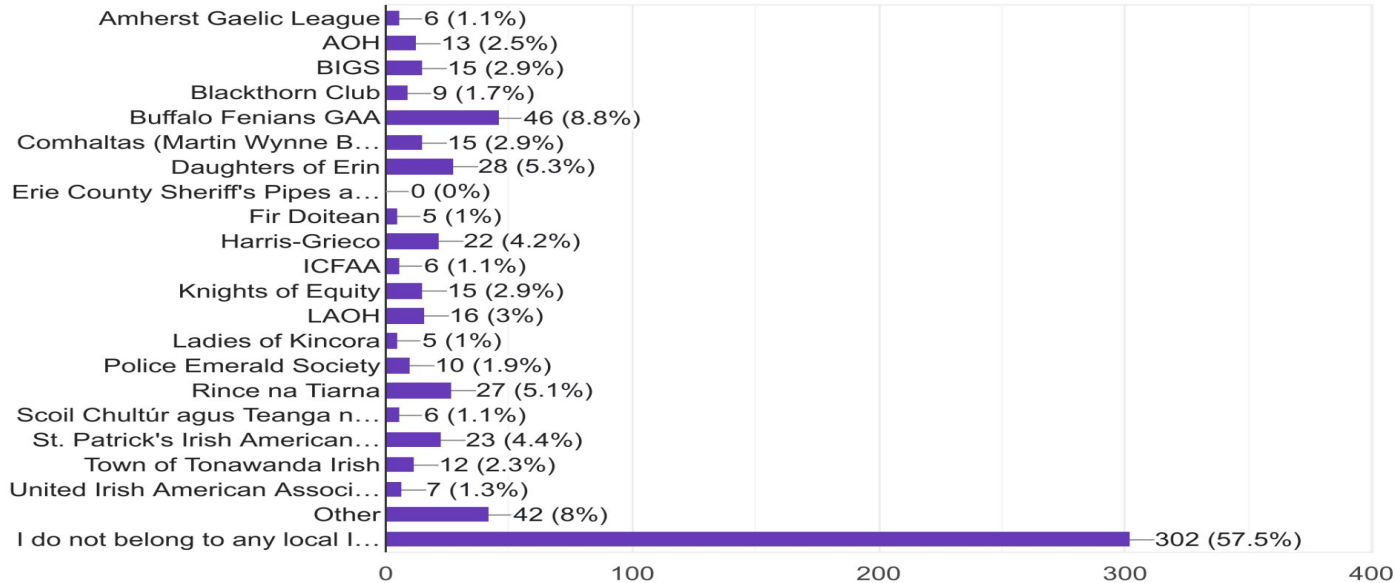


Responses from Local Irish Organizations



Which Local Irish Organizations do you belong to (check all that apply)

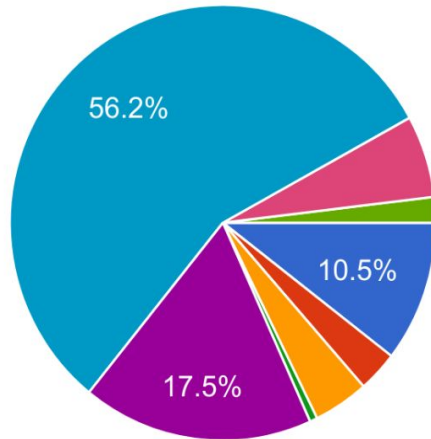
525 responses



Visiting the BIC



On average, how often do you go to the Irish Center
525 responses



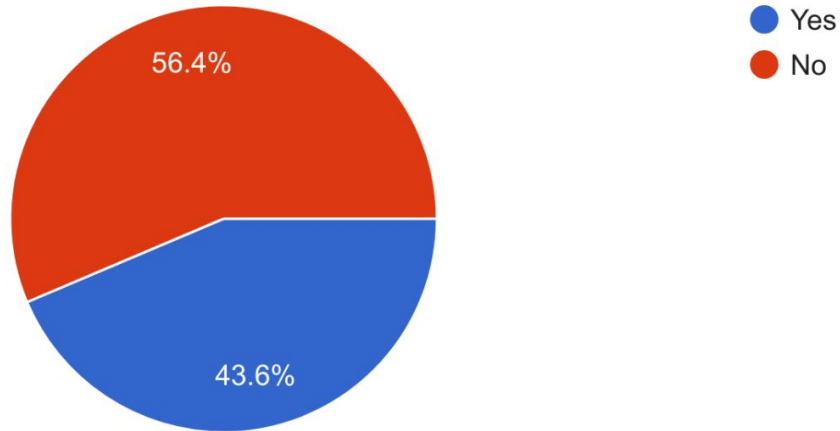
- Once per week
- Twice per week
- Three times per week
- Whenever it's open
- Once a month
- A few times throughout the year
- Once a year
- Never

Booking Events



Have you ever booked a private event in one of the Irish Center's rooms?

525 responses



Quality of Bar Service

18-29:	7.00
30-39:	7.60
40-49:	7.21
50-59:	7.66
60-69:	7.31
70-79:	7.57
80 & Above:	8.58
Total:	7.47
Irish Community:	7.43
Non-Irish Community:	7.50



Quality of Food Service

18-29:	7.75
30-39:	7.79
40-49:	7.51
50-59:	8.11
60-69:	8.06
70-79:	7.78
80 & Above:	9.16
Total:	7.93
Irish Community:	7.97
Non-Irish Community:	7.87



Quality of Food

18-29:	7.92
30-39:	8.13
40-49:	7.92
50-59:	7.98
60-69:	8.19
70-79:	7.99
80 & Above:	8.89
Total:	8.09
Irish Community:	8.04
Non-Irish Community:	8.14



What People Like

It's history and cultural events

Sense of community and Irish culture

It has become our second home with a dancer in Prizewinner level. It is where our dance family meets to make memories of a lifetime. Floyd is always so helpful at the bar and such a hard worker. The food is delicious, but the kitchen definitely needs more help on Wednesday nights.

Memories of a great bar. Potential to be a great bar again.

The mission to preserve Irish culture in Buffalo needs a home and the BIC has always provided that.

I love the fact that when I bring my daughter to dance I can grab food and relax in the restaurant when open. The building is always clean and the staff is always friendly and helpful.

Live music and trivia

I love the people and the loving environment, and how much of a community revolves around there. I Irish danced upstairs there when I was young, and I go for St. Paddy's day and music all the time

[Additional comments](#)



Room Rental Feedback



Bar service was slow, which is always a problem there.

Everything was great had a rehearsal party there. Very attentive to our needs.

The room was great. Set up to specifications and the food and bar service was great. I am always happy to recommend room rentals for the BIC. It would be nice to have dimmer lights in the Claddagh Room, better/easier sound systems in both rooms.

Process to book room was a bit archaic. It took multiple calls to get number of guests confirmed and order food. They did not return calls. But once we got through the process of booking and ordering food everything was fantastic. Food was excellent and we even had leftovers. Process just needs to be streamlined a bit.

Mixed...one time they forgot to schedule a bartender in the emerald room for a party I had with an open bar...another time they didn't have the correct tables set up

I've booked the room multiple times for various events and each time has been a positive experience.

Stag party was the event, everyone involved was very pleased with the results, food & service was good, no one complained

[Additional comments](#)

What People Would Change



Improve social media updates- get the word out more about the center being a bar and restaurant

More music groups

Extended hours for serving food especially on Friday/Saturday. Healthier options, desserts/ specials on certain nights besides Friday

The bar/restaurant NEED management. A consistent wait staff is desperately needed. On a busy night the bartender cannot be the waiter, table cleaner, bartender and host.

The bartenders need to be retrained on how to work a square bar, or the bar as a whole needs to be changed back to the original one-line bar. A square bar is great when there's 2 bartenders on, but with 1 bartender, their back is to 3/4 of the bar at all times and it makes being a patron hard sometimes. Or get new bartenders that draw a crowd/have a following.

The makeup of the board, the mission of the organization, redesign the front bar, make updates to the library, improve the restaurant "business", bring in more cultural events and reach out to the younger community members

Stream the "big games" from Ireland. Offer a proper fry up and a drink special for the early morning games.

Update the website - it's AWFUL.

UPDATE THE BATHROOMS. And put a baby changing table in the men's room because Dads are parents, too.

Promote the center as a regional asset, not as the "South Buffalo Irish Center" as it is widely perceived.

[Additional comments](#)

Suggestions

Keep up with events that are family friendly/ live music

Healthier food choices

More live music on weekends all year. Love the special events

Better menu. Traditional Irish food night. Update website.

I think that the best thing for the Irish Center would be to get younger and more energetic leadership. The board should get younger and a younger leadership core potentially could lead to new and fresh ideas that are needed at the Center.

Make the library accessible to everyone. Have certain nights where there's a genealogist there (advertise that). Give better clarity to what the library is there for and how people can use it. Right now it's just a room.

Consider leasing the bar/restaurant/kitchen facilities to a third party - an actual business person/entity with hospitality experience. That way you get a steady income (monthly lease payment) and eliminate many of the financial risks and management headaches. You can devote more time to Irish culture, etc. matters.

[Additional comments](#)



Suggested Next Steps & Questions



Establish a core subcommittee to review the survey data and create an action plan

Participants will be from the Irish-American community with expertise in areas which need to be addressed

Understand that it will take time to complete an action plan

Present the action plan to the GAAA, Inc. membership and representatives of ALL the local Irish organizations

Questions?