



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM

JEREMY HANSON MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MICHAEL PETTERSSON MLA

Inquiry into referred 2017–18 Annual and Financial Reports
ANSWER TO QUESTION TAKEN ON NOTICE
5 November 2018

Asked by MR MILLIGAN MLA:

In relation to GIO Stadium - Match Day Experience Complaints:

MR MILLIGAN: So coming out of the match day experience and mystery shoppers, what was the most common complaint, do you think, you received? In what area could possibly be improved?

Ms Clarke: That is a good question. I will need to take that on notice. We certainly—we know that we need to work on some of the wayfinding information, and as well we have put in additional customer service people to assist in helping people find their seats.

TREASURER: The answer to the Member's question is as follows:—

The main issue identified in the report on match day experience was with the carparks. Patrons identified the need for improved directional signage and improved lighting for safety.

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature: *Andrew Barr*

Date: 9.11.18

By the Treasurer, Andrew Barr MLA