



Watts Ice Center

2013/2014 Report



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2013-2014 Watts Ice Center Report

Contents

1. Watts Operations Review
 - Hours of Operation
 - Office Hours
 - Public Skate
 - Ice Rentals
 - Scrub & Open Shoot Hockey
 - Additional Patron Services
2. Weather Closings
3. Watts Skating School
 - Recap
4. Overview of New Programs/Services
5. 2014-2015 Season
 - Recommendations
 - Proposed Capital Projects
6. Appendix 1: Survey results
 - Watts Pass holder/Skating survey
 - Watts Classic Survey
7. Appendix 2: Watts Financial Summary
8. Appendix 3: Watts Skating/Hockey Financial Summary

2013-2014 Watts Ice Center Report

Introduction

This annual report will review the operations of the 2013-2014 Watts season. Additionally, any relevant survey results are included that impact that particular service item.

1. Watts Operations Review

The following is a review of basic Watts Operations. Detailed information on staffing, budget, surveys, programs, and capital spending are located in other sections of this report.

Hours of Operation: November 29, 2013- March 7, 2014

- a. The facility was open as dictated by the daily schedule. Closing time was 9:30 p.m. Sunday through Thursday. On Friday and Saturday, the rink closed at 10:00 p.m. or at the discretion of the Facility Manager/Director.
- b. Use of the public address system and amplified music was ceased at 6:00 p.m. Sunday through Thursday and 8:30 p.m. Friday and Saturday with the exception of Park District sponsored special events.
- c. Outdoor lighting was shut off at 9:30 p.m. Sunday through Thursday and at 10:30 p.m. on Friday and Saturday.

Office Hours

- a. Weekdays: Opening occurred at 9:30 a.m. or first rental; Closing occurred at 9:30 p.m. Monday-Thursday and 10:00 p.m. on Fridays. The ice was available and marketed weekday mornings.
- b. Weekends: 8:30 a.m. - 10:00 p.m.
- c. The office was staffed in the off-season September through mid-November and March through May from 9:30 a.m. - 4:30 p.m. to monitor the building, be present for Recreation classes, and answer ice and beach inquiries over the phone.
- d. Holiday Hours: The rink was closed at 5:00 p.m. on Christmas Eve and was closed on Christmas Day. The rink was closed at 5:00 p.m. on New Year's Eve and was open 12:00 p.m. to 5:00 p.m. on New Year's Day.

Public Skate: Friday, November 29, 2013 - Monday, March 7, 2014 (14 weeks)

- a. Weekly Schedule: There were resurface breaks taken near the middle of each afternoon's public skate session as needed.

Mon-Thu	3:00 - 5:15 p.m.
Sat-Sun	1:30 - 4:30 p.m.

NOTE: Most public skating was held on the large rink. Parent child skating was offered Monday through Friday 1:30 p.m. - 3:00 p.m. If adults without children want to skate, they are welcome.

- b. Holiday Public Skate Schedule: 12:30-3:30 p.m. December 24-27 & December 30-January 3

c. Fees and Charges

Daily Fees	2013-2014	2012-2013	2011-2012
Adults (18 yrs & older)	\$7.00	\$7.00	\$7.00
Children (4 yrs & older)	\$5.00	\$5.00	\$5.00
Skate Rental	\$3.00	\$3.00	\$3.00

Tokens	Early Bird 11/1/13-12/2/13	Regular 12/3/13-1/4/14	Reduced 1/5/14-3/3/14
Family of 2	\$75.00	\$90.00	\$45.00
Add'l Family Member (ea)	\$10.00	\$10.00	\$5.00
Individual	\$50.00	\$65.00	\$32.00
Late Addition/Lost Token	\$10.00	\$10.00	\$5.00

Note: Season Tokens rates have not changed since 2009-2010.

d. 2013-2014 Daily Ice Rink Public Skating Daily Fee and Ice Rental Comparison

TOWN	HOURS	ADULT	CHILD	SKATE RENTAL	SKATE SHARPEN	MAIN/STUDIO
Glencoe	M-F 1:30-3p M-Th 3-5:15p Sa-Su 1:30-4:30p	\$7	\$5	\$3	\$4	Main: \$225/hour Studio: \$145
Wilmette	M-Th 10-11:30a Tu & Th 7:30-9:30p Sa-Su 1-2:30p	\$8	\$6.75	\$4	\$7.50	Main \$360/hour Studio: \$150
Highland Park	M-Th 8:30-9:10a & 11a-1p Sa 3:50-5p Su 1-2:20p	\$6	\$5	\$3	N/A	Main: \$280/hour
Winnetka	M-Th 10:45a-2:15p Sa 1:40-2:55p Su 1:20-2:35p	\$6	\$5	\$3	N/A	Main: \$280
Skokie	Tu-F 10a-1p Sa 1:20-2:35p & 6-7p Su 2:20-3:45p	\$5	\$4.50	\$3	\$5	Main: \$315/hour Studio: \$135

Ice Rentals

RENTAL RATES	2013-14 R/NR per hour	2012-13 R/NR per hour	2011-12 R/NR per hour
Resident	\$225	\$220	\$215
Non-Resident	\$240	\$235	
Winnetka	\$195	\$190	\$185
Studio	\$145/\$155	\$135/\$150	\$130

Permits for alcohol use are available. If approved, the cost of liquor liability is \$175 per event. A kitchen facility rental is available upon request for \$20 per hour. An additional fee of \$25 per hour is required for the rental of broomball equipment.

Room and Party Rentals include all setup and cleanup time the patron needs. Any extended rentals, equipment use, and rentals remaining past the contract end time or required additional clean-up costs incurred by the District will be charged a rate of \$50 per hour.

Scrub & Open Shoot Hockey

Definitions

- Scrub: unsupervised pick-up hockey under game conditions scheduled in advance for specified age groups.
- Open Shoot: unsupervised hockey practice (no games allowed) for mixed age groups scheduled during the following times.

DAY	TIME	AGE	RINK
Monday	8:30-9:30p	13 and older	Studio
Tuesday	6:45-7:45p	12 and under	Studio
	8:00-9:15p	13 and older	Studio
Wednesday	3:00-4:15p	8 and under	Studio
	8:00-9:30p	13 and older	Studio
Thursday	6:45-8:00p	12 and under	Studio
Friday	3:00-5:15p	18 and under	Main
Saturday	1:00-2:00p	12 and under	Studio
	2:00-3:00p	13 and older	Studio
Sunday	9:15-11:15a	17 and under	Studio

- Daily "open shoot" hockey was scheduled to fill openings in the skating schedule on the main and studio rinks. Daily open shoot was posted by 10:00 a.m. daily on our phone recording and website calendar. Staff was able to post some schedules and activities on the Glencoe Park District website. No additional open shoot times can be added and only the listed times can be used for open hockey. Hockey punch cards were used for only adult and youth open shoot. Adult scrub players were not allowed to use a hockey punch card.
- Adult Scrub Schedule - Main Rink
 Sunday 8:30-11:00 a.m. Fee: \$10 per visit
- Adult Open Hockey
 Monday-Friday 11:00 a.m.-1:00 p.m. Fee: \$7 per visit

Additional Patron Services

- a. Concessions: In-house concessions and Mark Vend were available. Food items included candy \$1.00, coffee \$1.50, chips \$1.00, and Gatorade \$2.00. Vending consisted of snacks, pop, juice, sports drink and a new coffee/hot chocolate machine. The concession stand continued to operate by GPD during special event times. Concession stand expanded hours to include Saturdays during public skating times from 12:00-4:00 p.m.
- b. Pro Shop: Skating accessories were available. Prices of items fluctuated according to changes in wholesale merchandise. Services and supplies included skate rental \$3.00, skate sharpening \$3.00, pucks \$5.00, skate guards \$6.00, and hockey tape \$3.00.
- c. Glencoe School Use: Local schools were given the opportunity to use Watts facilities as long as the program is sponsored by the School District and the use is during school hours. The skate rental is discounted to \$2.00 per skate.

2. 2013-2014 Weather Closings

DATE	STATUS	WEATHER/ICE CONDITIONS
January 6	Closed	-20° below wind chill
January 7	Closed	-20° below wind chill
January 27	Closed	-20° below wind chill
January 28	Closed	-20° below wind chill

3. Watts Skating School

2012-2014 SKATE & HOCKEY CLASS REGISTRATION REVENUE/EXPENSES				
PROGRAM	2013-2014 REVENUE	ENROLLED	2012-2013 REVENUE	ENROLLED
Learn to Skate	\$13,454	82	\$12,896	79
Hockey Lessons	\$6,649	38	\$3,764	16
Kinderblades	\$3,905	23	\$3,910	24
Watts Classic	\$4,345	59	\$6,941	76
Total	\$28,353	202	\$27,511	195
EXPENSES	2013-2014 EXPENSES		2012-2013 EXPENSES	
Learn to Skate	\$5,531		\$4,136	
Hockey Lessons	\$1,313		\$1,775	
Kinderblades	\$1,557		\$1,248	
Watts Classic	\$3,495		\$7,421	
Total	\$11,896		\$14,580	
NET	\$16,457		\$11,829	

Skating & Hockey Classes: Youth skating classes were held from December 3-February 22 including Kinder Blades, Skate Practice Play, Beginning Rock 'n Tots, and ISI classes. The Adult Skating class was cancelled and replaced with Adult Beginner Hockey. Parent & Me Hockey was cancelled and the time slot filled with Adult Beginner. Chicks and Sticks hockey class was cancelled due to low enrollment.

4. Overview of New Programs & Services

Public Skating/Token: The Open Skate pass procedure changed due to the new RecTrac system. This required the pass holder to show their pass for verification.

Deposits for Permanent Renters: The expectation this past season was that permanent renters pay half of their rental fees before November 29, 2013. Also, the Park District expected to have a credit card on file so any remaining unpaid balance would be charged to the card on file by February 21, 2014. Winnetka Hockey paid 50% by January 3, 2014 and the remaining balance paid near the end of the season within reason.

Special Events: Events included Skate-a-Thon, Winter Carnival, Skating Exhibition, Family Nights and Teen Nights. Teen Night is geared toward youth ages 12-17. Activities included broomball, skating, and a deejay. The Glencoe Junior High Project partnered up with the February Teen Night. Blackhawks Night date and time changed to later in the season. The event included a large movie screen to showcase a live Blackhawks hockey game and Tommy Hawk playing games on the main/studio rink.

Private Lessons: Private lessons are the responsibility of the skating instructor to schedule /coordinate. The skating instructor is considered an independent contractor not an employee. It is required that a \$5 per lesson fee be paid by the instructor before they can go on the ice. A general acknowledgement of the relationship between skating instructor and the Park District outline the requirements for private lessons.

Ice Maintenance: The daily maintenance schedule for both ice rinks placed emphasis on using the ice edger and quality standards in Zamboni operation. Zamboni ice resurfacing training was conducted before the rink opened and was required for all Watts/Park Supervisor staff.

2013-14 Capital Improvement List

- Annual Skate Replacement \$1,500*
 - Annual Off-Season Chiller Worker \$4,000*
 - Annual Walkway/Mat \$1,000*
 - Annual Glass Replacement \$3,000
 - Annual Paint/Off Season Lines \$3,000*
- * = indicates it was completed

5. 2014-2015 Season

Recommendations: Based on the results and input from the surveys received for the 2013-2014 season, district staff will coordinate the following:

- Complete review of the concession operation including purpose, hours, and menu.
- Work with Parks and Maintenance Department to provide netting on north and south ends of the main rink.
- Promote skate sharpening service with signage and make more available.
- Enhance rental skate sharpening, inspection and post season replacement.
- Review curriculum and structure of skating classes.
- Review team selection process for Watts Classic.
- Rink lights are to be turned off no later than 10:00pm Sunday through Thursday. 11:00pm on Friday and Saturday.
- Raise Season Pass Fees incrementally each year.
- The studio rink will be made available for structured use, for a fee, when not rented or programmed.
- Broomball on skates will be permitted but not at the same time as broomball without skates. Helmut required if on skates.
- Enhanced staff training.
- Review the locker room assignment process and seek alternatives for changing rooms.

Proposed Capital Purchases

- Glass and board replacement as needed
- Off season compressor work
- Rental skate replacement
- Walkway matting
- Security gate at front counter
- New rental skate shelving structure