



GLENCOE PARK DISTRICT WATTS ADVISORY GROUP
Thursday, March 13, 2014 – 7:30 p.m.
Takiff Center

Consistent with the requirements of the Illinois Compiled Statutes
5 ILCS 120/1 through 120/6 (Open Meetings Act), notices of this meeting were posted.
Location of the meeting is the Takiff Center, 999 Green Bay Rd, Glencoe, IL 60022

A G E N D A

- I. Call to Order
- II. Introductions
- III. Approval of Meeting Minutes – May 8, 2013
- IV. 2013-2014 Season Overview
- V. 2014 Survey Results
- VI. Recent Facility Improvements
- VII. Glencoe Park District Master Plan
- VIII. Other
- IX. Adjourn

The Glencoe Park District is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend this meeting and who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meeting or facilities, are asked to contact the Park District at 847-835-3030. Executive Director E-mail address: lsheppard@glencoeParkDistrict.com

MINUTES OF MAY 8, 2013 WATTS ADVISORY GROUP MEETING
GLENCOE PARK DISTRICT
999 GREEN BAY ROAD, GLENCOE, ILLINOIS 60022

The meeting was called to order at 6:00 p.m. and roll was called. Members present: Commissioner Hilary Lee, Commissioner Steve Gaines, Commissioner Seth Palatnik, Jack Weinberg; Staff present: David Johnson, Facilities Manager and Lisa Sheppard, Executive Director

Members of the public in attendance included Florence Reiger, Skating Director at Winnetka Park District.

Matters from the Public: There were no matters from the public.

Approval of the Minutes: A motion was made by Jack Weinberg to approve the Minutes of August 22, 2012 Watts Advisory Group Meeting as presented. Commissioner Lee seconded the motion, which passed by unanimous voice vote.

Recap of 2012-2013 Season: David Johnson reviewed highlights of the season. He pointed out that skating classes achieved great registration numbers. The season was seasonably warmer, which contributed to increased repair costs to the ice compressor system.

Gaines asked if there were ways to motivate staff and get supervisors out of the office. Johnson replied that supervisors do a facility walk-thru every 15-20 minutes.

Review of Watts Surveys: Johnson pointed out that 81 percent of patron's surveyed feel that the Watts Center met or went above expectations. Areas for improvement included concessions, the Watts Classic Tournament, and the pro shop.

Initial Thoughts on the Upcoming 2013-2014 Season: Johnson announced there will be an effort to formalize the private lesson procedure. Florence Reiger gave insight into how certain area rinks handle private lessons. She stated that most rinks require a certificate of insurance and consider instructors teaching private lessons to be independent contractors.

Matters from the Public: There were no matters from the public.

Adjourn: Commissioner Lee moved to adjourn the meeting at 7:08 p.m. Commissioner Palatnik seconded the motion, which passed by unanimous voice vote.

Respectfully submitted,

Dave Figgins
Director of Recreation and Facilities



Watts Ice Center Report

2013/2014 Report



by David Johnson March, 2014

2013-2014 Report

Report Contents

1. 2013-2014 Watts Operations Review
 - Hours of Operation
 - Office Hours
 - Public Skate
 - Ice Rentals
 - Scrub Hockey Open Shoot
 - Additional Patron Services
2. Closed Rink Data
3. Watts Skating School
 - 2012-2014 Recap
4. Overview of New Programs/Services 2013-14
 - Capital project list
5. Recommendations for 2014-2015 Season

Appendix 1 – Survey results

-Watts Pass holder/Skating survey

-Watts Classic Survey

Appendix 2 – Watts Financial Summary

Appendix 3 – Watts Skating/Hockey Financial Summary

**2013-2014
Watts Ice Center Report**

INTRODUCTION

This annual report will review the operations of the 2013-14 Watts season. Additionally, any relevant survey results are included that impact that particular service item.

1. 2013-14 Watts Operations Review

The following is a review of the 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. The outdoor lighting was shut off at 9:30 p.m. Sunday through Thursday and at 10:30 p.m. on Friday and Saturday.

Facility Hours

- a. Weekdays – 9:30 a.m. or first rental to 9:30 p.m. and 10:00 p.m. on Fridays. The ice was available and marketed weekday mornings.
- b. Weekends - 8:30 a.m. through 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, answer the telephone with ice and beach inquiries.

Public Skate

Friday, November 29, 2013 through Monday, March 7, 2014 (14 weeks)

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

Monday	3:00 - 5:15 p.m.
Tuesday	3:00 - 5:15 p.m.
Wednesday	3:00 - 5:15 p.m.
Thursday	3:00 - 5:15 p.m.
Saturday	1:30 - 4:30 p.m.
Sunday	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 wanted to skate, they are welcome.

1) *Special 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.

Open Skate Holiday Schedule: 12:30-3:30 p.m. December 24, 23-27 December 30- January 3.

2) *Fees and Charges:*

Daily Fees:	<u>2013-2014</u>	<u>2012-2013</u>	<u>2011-2012</u>
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

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

	Early Bird Through 11/27/13	11/27/13 - 1/6/14 Regular	1/6/14 on
1 st Two Family Members	\$ 75.00	\$ 90.00	\$45.00
Each Add'l Family Member	\$ 10.00	\$ 10.00	\$ 5.00
Individual	\$ 50.00	\$ 65.00	\$32.00
Late Addition/Lost Token	\$ 10.00	\$ 10.00	\$ 5.00

3) *2013-2014 Daily Ice Rink Public Skating Daily Fee and Ice Rental Comparable:*

TOWN	HOURS	ADULT	CHILD	SKATE RENTAL	SKATE SHARPENING	MAIN/ STUDIO
Glencoe	Mon-Fri 1:30-3p Mon-Thurs. 3-5:15p Sat & Sun 1:30-4:30p	\$7	\$5	\$3.00	\$4.00	Main: \$225/hour Studio: \$145
Wilmette	Mon-Thurs. 10-11:30a Tues & Thurs 7:30-9:30p Sat & Sun 1-2:30p	\$8	\$6.75	\$4.00	\$7.50	Main \$360/hour Studio: \$150
Highland Park	Mon-Thurs. 8:30-9:10a & 11a-1p Sat 3:50-5pm Sun 1-2:20pm	\$6	\$5	\$3.00	N/A	Main: \$280/hour

Winnetka	Mon-Thurs 10:45a – 2:15p Sat 1:40-2:55 Sun 1:20-2:35	\$6	\$5	\$3.00	N/A	Main: \$280
Skokie	Tues-Friday 10a-1p Sat 1:20-2:35p 6-7p Sun 2:20-3:45p	\$5	\$4.50	\$3.00	\$5.00	Main: \$315/hour Studio: \$135

Ice Rentals

Rental Rates	2013-14 Res/Non Res. per hour	2012-13 Res/Non Res. per hour	2011-12
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 a \$20 fee 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 ending time of the contract or requiring additional clean-up costs incurred by the district will be charged a rate of \$50/hour.

"Scrub" Hockey & 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 p.m. – 9:30 p.m.	13 and older	Studio
Tuesday	6:45 p.m. – 7:45 p.m.	12 and under	Studio
	8 p.m. – 9:15 p.m.	13 and older	Studio
Wednesday	3 p.m. – 4:15 p.m.	8 and under	Studio
	8:00 – 9:30 p.m.	13 and older	Studio

Thursday	6:45 p.m. – 8:00 p.m.	12 and under	Studio
Friday	3 p.m. – 5:15 p.m.	18 and under	Main
Saturday	1-2 pm	12 and under	Studio
	2-3 pm	13 and older	Studio
Sunday	9:15-11:15am	17 and under	Studio

a) Daily "open shoot" hockey was scheduled and posted to fill openings in the skating schedule on the main or studio rink. Daily open shoot was posted by 10 a.m. daily on the phone recording and internet calendar. Staff was able to make some posting of schedules and activities on the GPD 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.

b) **Adult Scrub Schedule all on the Main Rink**

Sunday 8:30 a.m. - 11:00 a.m.

Fee: \$10 per visit

c) **Adult Open Hockey**

Monday – Friday 11:00 a.m.-1:00 p.m.

Fee: \$7 per visit

Additional Patron Services at Watts Ice Center

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 Saturdays during public skating times (12:00-4:00 p.m.).

b) **Pro Shop:** Skating accessories available. Prices of items will fluctuate according to changes in wholesale merchandise. 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	Details (weather/ice conditions)
6-Jan	Closed	-20 below wind shield
7-Jan	Closed	-20 below wind shield
27-Jan	Closed	-20 below wind shield
28-Jan	Closed	-20 below wind shield

3. Watts Skating School

2012 – 2014 Skate/Hockey Class Registration Revenue/Expense

Program Name	2013-14 Revenue	# Enrolled	2012-13 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 Revenue:	\$28,353	202	\$27,511	195
Expense	2013-14 Expense		2012-13 Expense	
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 Expense	\$11,896		\$14,580	
Net	\$16,457		\$11,829	

Skating & Hockey Classes:

Skating & Hockey Programs- Youth skating classes were held from December 3 through February 22 for the following classes: Kinder Blades, Skate Practice Play, Beginning Rock n Tots, and Saturday morning ISI classes. The Adult Skating class was cancelled and replaced by Adult Beginner Hockey. Parent & Me Hockey was cancelled and the time slot used during the Adult Beginner time slot. Chicks and Sticks hockey class was cancelled due to low enrollment.

4. Overview of New Programs/Services 2013-14

Public Skating/Token:

The Open Skate pass procedure changed due to the new Rec Track system. This required the pass holder to show the 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 expects to have a credit card on file so any remaining unpaid balance is charged to the card on file on or about 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. The teen night is geared toward Youth ages 12-17. Activities include broomball, skating and DJ. 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 all lessons. The skating instructor is considered an independent contractor not an employee when teaching a lesson. It 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. Recommendations for the 2014-2015 Season

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

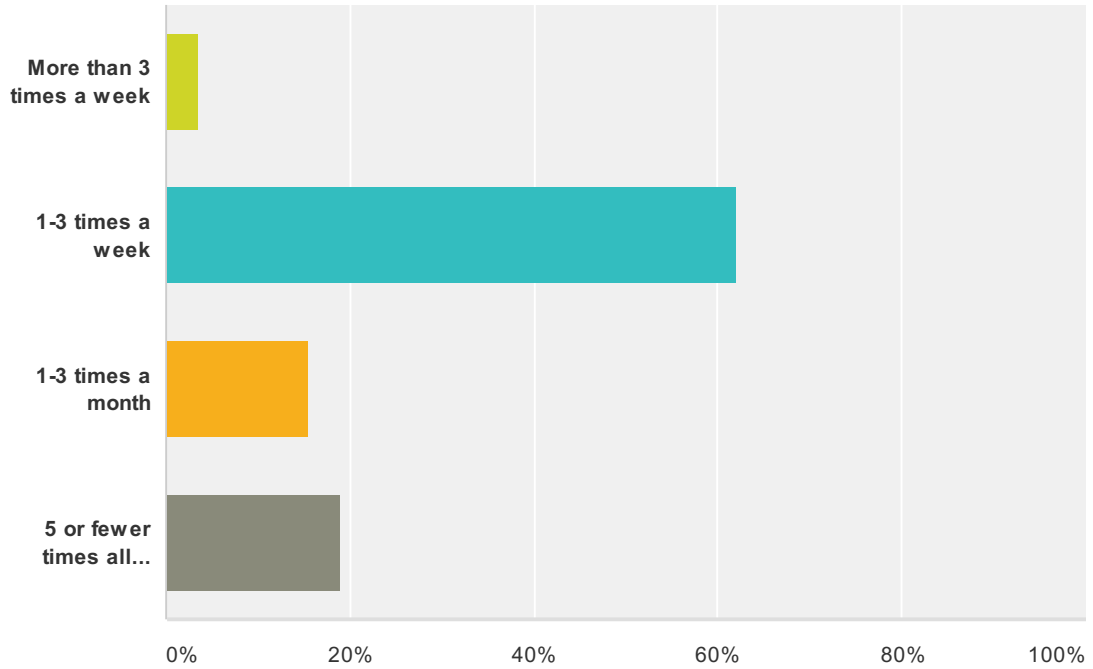
- Complete review of the concession operation including purpose, hours, and menu
- Work with Parks and Maintenance Department to provide netting on north and south ends of the main rink
- Promote skate sharpening service with signage and make more available
- Enhance rental skate sharpening, inspection and post season replacement
- Review curriculum and structure of skating classes
- Review team selection process for Watts Classic

The proposed capital purchases for the 2014-2015 season are:

- 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

Q1 How often did you visit the Watts Ice Center this year? Select one answer.

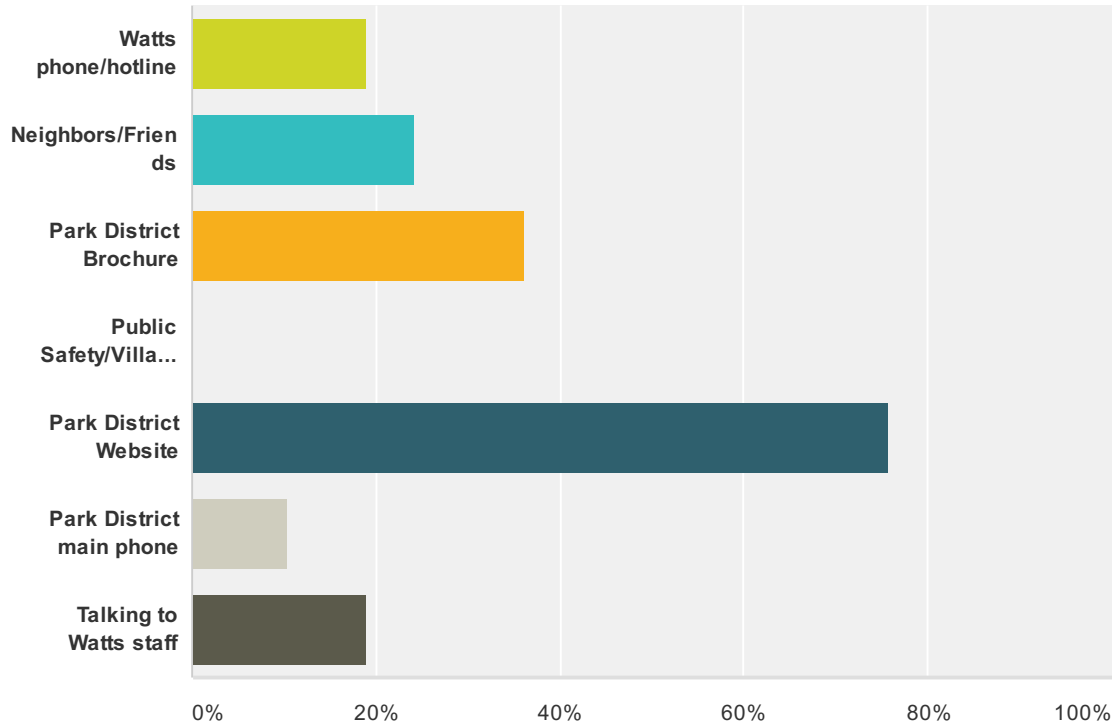
Answered: 58 Skipped: 0



Answer Choices	Responses
More than 3 times a week	3.45% 2
1-3 times a week	62.07% 36
1-3 times a month	15.52% 9
5 or fewer times all season	18.97% 11
Total	58

Q2 How do you stay informed about the Watts Ice Center news, events, activities and daily ice conditions? Select all that apply.

Answered: 58 Skipped: 0



Answer Choices	Responses
Watts phone/hotline	18.97% 11
Neighbors/Friends	24.14% 14
Park District Brochure	36.21% 21
Public Safety/Village of Glencoe	0% 0
Park District Website	75.86% 44
Park District main phone	10.34% 6
Talking to Watts staff	18.97% 11
Total Respondents: 58	

#	Other (please specify)	Date
1	occasional Pk Dist Facebook posts	2/26/2014 10:21 AM
2	email	2/26/2014 9:03 AM
3	Watts Emails	2/25/2014 9:37 PM
4	e-mail alerts	2/18/2014 5:36 PM
5	Visiting Watts	2/18/2014 12:59 PM

Watts Ice Center Survey 2013-14

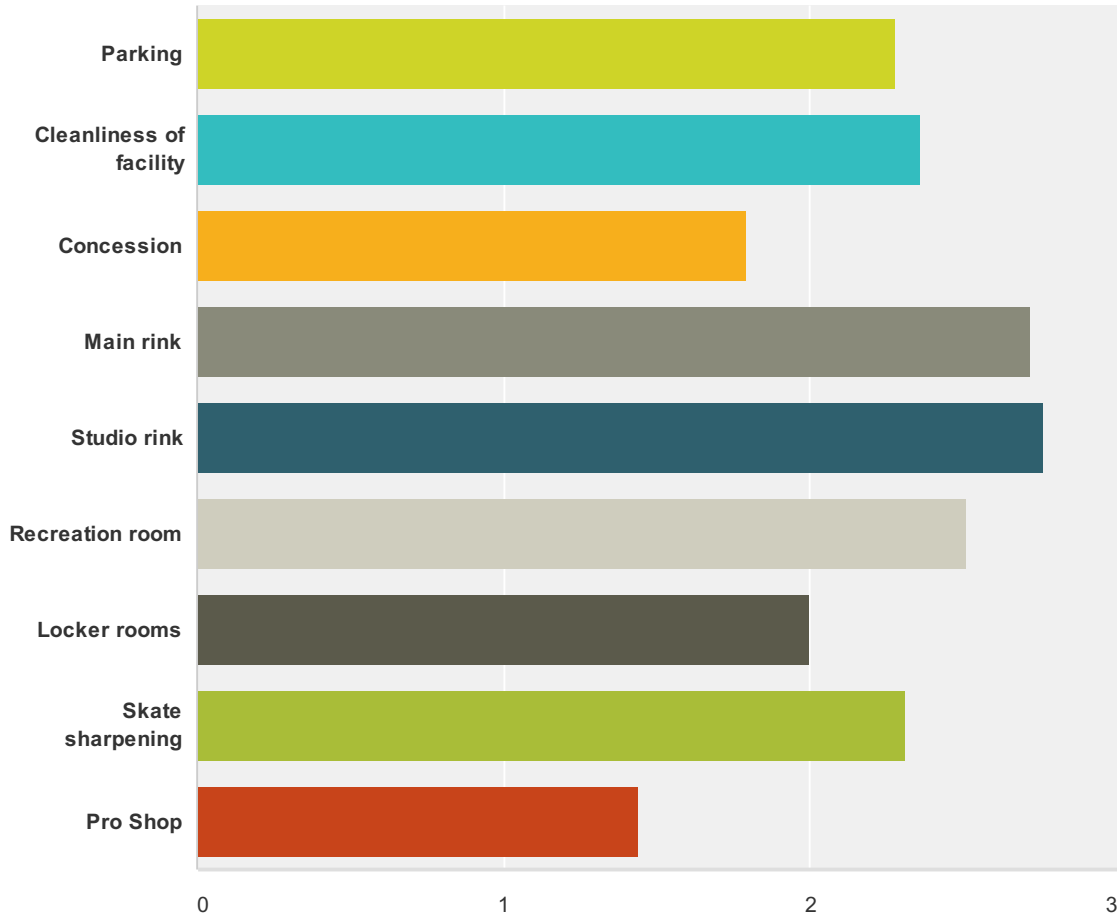
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park district emails

2/17/2014 1:55 PM

Q3 Please rate each of the following Watts Ice Center amenities/facilities. Select one answer per row; if it does not apply, select N/A.

Answered: 58 Skipped: 0



	Excellent	Fair	Poor	N/A	Total	Average Rating
Parking	32.76% 19	60.34% 35	5.17% 3	1.72% 1	58	2.28
Cleanliness of facility	39.66% 23	56.90% 33	3.45% 2	0% 0	58	2.36
Concession	13.79% 8	37.93% 22	31.03% 18	17.24% 10	58	1.79
Main rink	67.24% 39	22.41% 13	1.72% 1	8.62% 5	58	2.72
Studio rink	70.69% 41	22.41% 13	0% 0	6.90% 4	58	2.76
Recreation room	36.21% 21	29.31% 17	1.72% 1	32.76% 19	58	2.51
Locker rooms	10.34% 6	13.79% 8	10.34% 6	65.52% 38	58	2.00
Skate sharpening	13.79% 8	8.62% 5	5.17% 3	72.41% 42	58	2.28

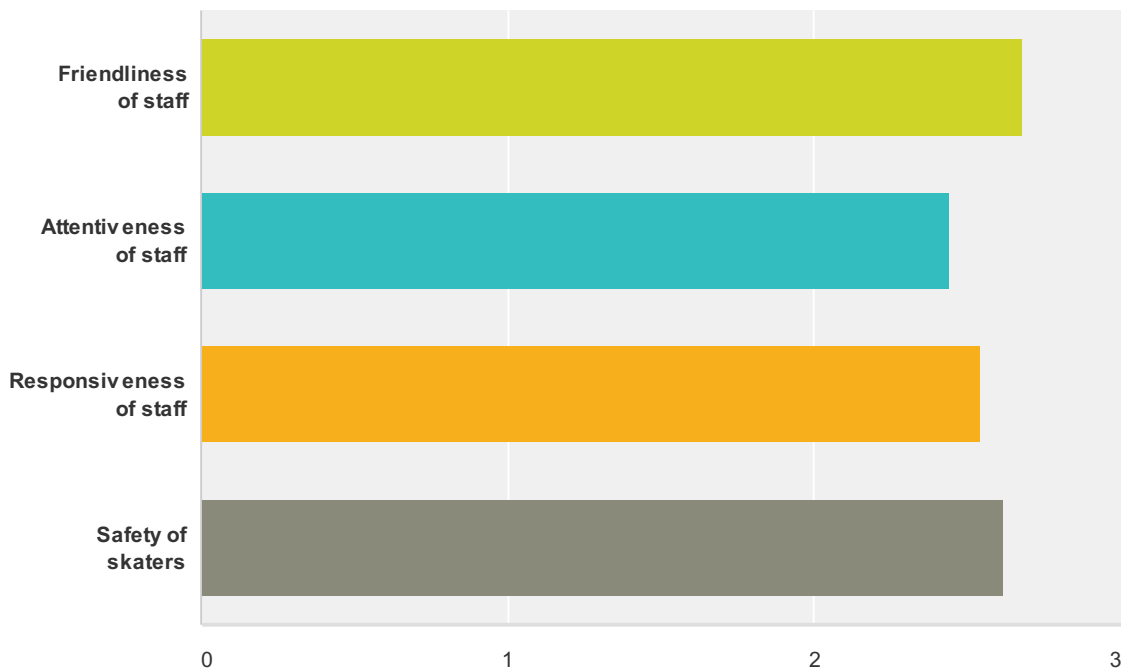
Watts Ice Center Survey 2013-14

Skate sharpening	10.13%	9.32%	9.11%	12.71%		
	8	5	3	42	58	2.31
Pro Shop	0%	7.02%	8.77%	84.21%		
	0	4	5	48	57	1.44

#	Comments:	Date
1	Wonderful facility overall	2/26/2014 9:11 AM
2	Need netting around rinks to prevent lost pucks	2/23/2014 1:01 PM
3	didn't know there was skate sharpening or a pro shop!	2/17/2014 1:57 PM
4	The rental skates should be sharpened more frequently	2/17/2014 1:55 PM
5	would love to have ice sharpening!!!	2/17/2014 1:13 PM
6	My daughters class (Saturday at 1030am) always began 5 minutes late and always ended 5 minutes early. If I pay for a 30 minute class they should be on the ice for 30 mins	2/17/2014 11:56 AM
7	Would love a shower downstairs	2/17/2014 11:11 AM
8	Don't really think of it as a pro-shop, and didn't know they sharpen skates. The ice is not the best quality but it's great just to have it.	2/17/2014 11:09 AM
9	The concessions never had ice or spoons. I consider these necessitates.	2/17/2014 11:03 AM

Q4 Please rate the following attributes of the ice rink staff, including skate guards, cashiers, and managers. Select one answer per row; select N/A if it does not apply.

Answered: 58 Skipped: 0

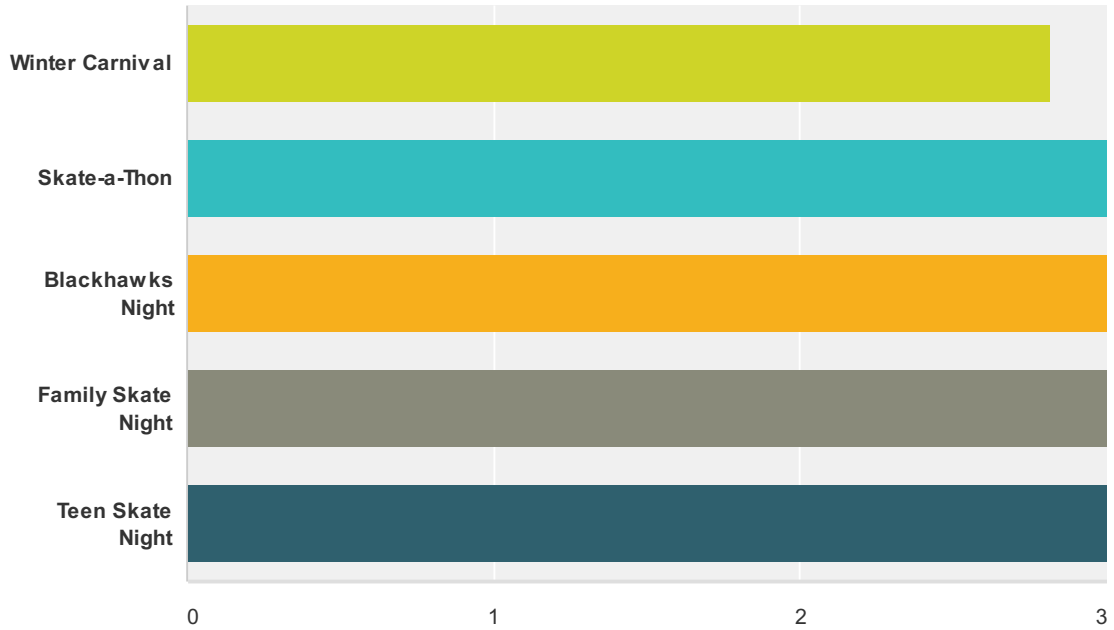


	Excellent	Fair	Poor	N/A	Total	Average Rating
Friendliness of staff	68.97% 40	27.59% 16	1.72% 1	1.72% 1	58	2.68
Attentiveness of staff	48.28% 28	44.83% 26	5.17% 3	1.72% 1	58	2.44
Responsiveness of staff	56.14% 32	38.60% 22	3.51% 2	1.75% 1	57	2.54
Safety of skaters	62.50% 35	28.57% 16	3.57% 2	5.36% 3	56	2.62

#	Comments:	Date
1	Very pleased with the quality of the staff	2/26/2014 9:11 AM
2	I saw staff on the ice while I was skating with my kids but I'm unsure and unclear of the staff's purpose. They didn't help when the kids fell or otherwise.	2/18/2014 12:59 PM
3	Staff charged me different amount for skates each time-sometimes \$2 and sometimes 3	2/17/2014 11:56 AM
4	To be fair, I haven't been to Watts this year so maybe things are different, but in previous years, I thought the skate guards could've been a little better trained to keep the younger speed demon skaters better disciplined.	2/17/2014 11:16 AM
5	Awesome people	2/17/2014 11:11 AM
6	My 3 year old son's skating teachers were great! Very friendly.	2/17/2014 11:03 AM

Q5 Please rate the following events at the Watts Ice Center. Select one answer per row; if you did not attend, please select N/A.

Answered: 58 Skipped: 0

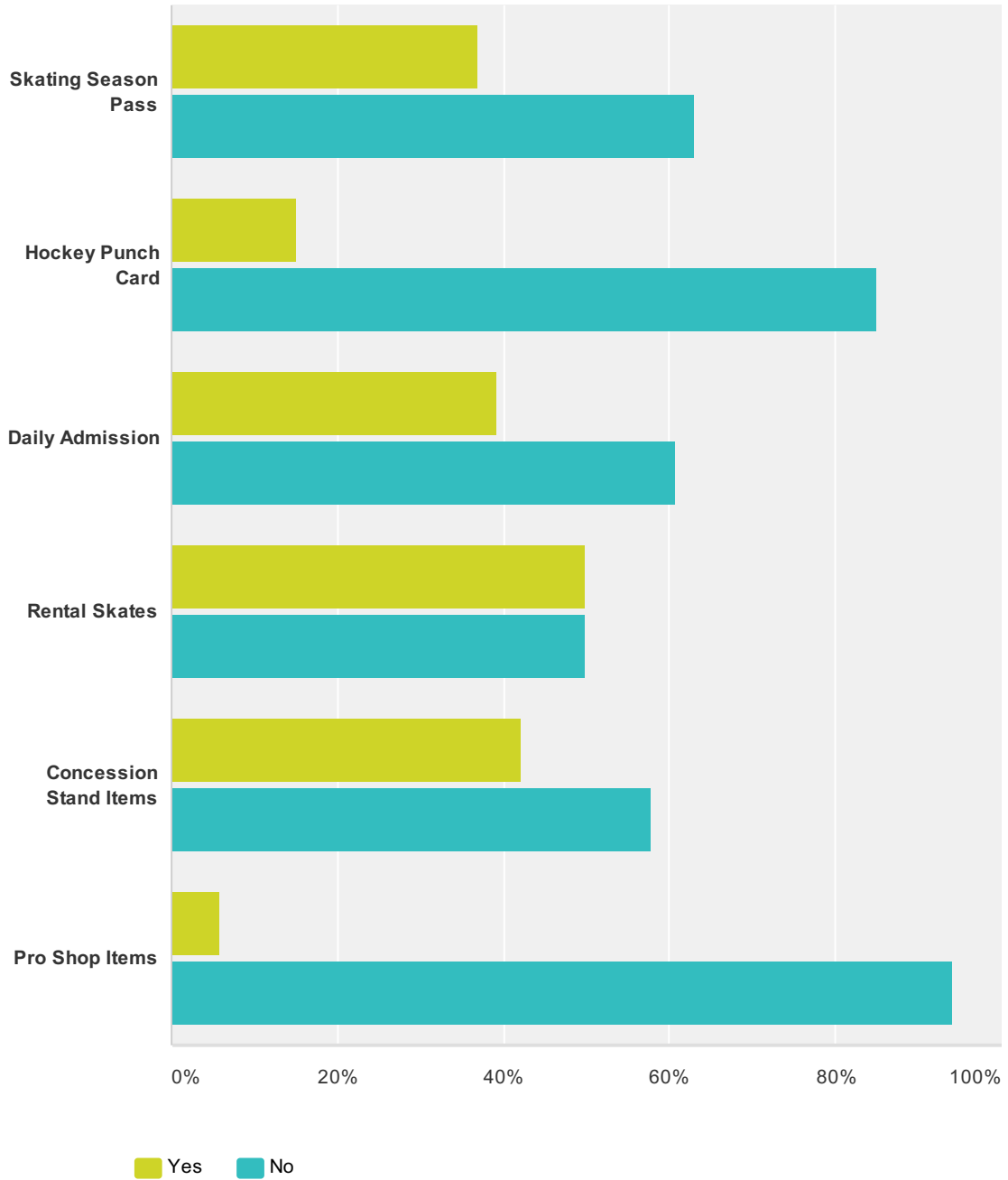


	Excellent	Fair	Poor	N/A	Total	Average Rating
Winter Carnival	32.76% 19	3.45% 2	1.72% 1	62.07% 36	58	2.82
Skate-a-Thon	6.90% 4	0% 0	0% 0	93.10% 54	58	3.00
Blackhawks Night	10.34% 6	0% 0	0% 0	89.66% 52	58	3.00
Family Skate Night	18.97% 11	0% 0	0% 0	81.03% 47	58	3.00
Teen Skate Night	7.14% 4	0% 0	0% 0	92.86% 52	56	3.00

#	Additional Comments	Date
1	itty bitty new year was great!	2/17/2014 11:28 AM
2	Didn't attend these	2/17/2014 11:16 AM
3	Only attended the winter carnival. Not a big fan of crowds.	2/17/2014 11:11 AM

Q6 This season, did you pay for any of the following items? Select one answer per row.

Answered: 58 Skipped: 0



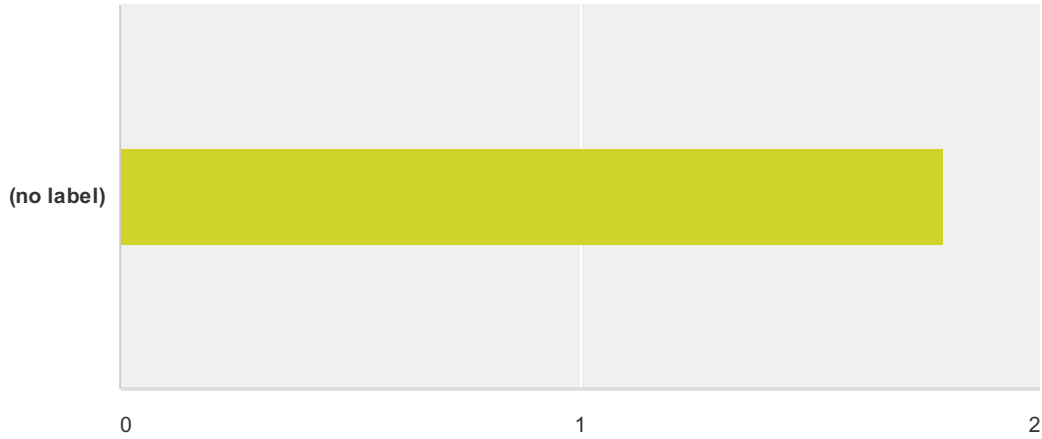
	Yes	No	Total
Skating Season Pass	37.04% 20	62.96% 34	54
Hockey Punch Card	15.09% 8	84.91% 45	53
Daily Admission	39.29% 22	60.71% 34	56

Watts Ice Center Survey 2013-14

Rental Skates	50% 28	50% 28	56
Concession Stand Items	42.11% 24	57.89% 33	57
Pro Shop Items	5.77% 3	94.23% 49	52

Q7 Please rank your satisfaction with the concession stand. Select one answer.

Answered: 58 Skipped: 0

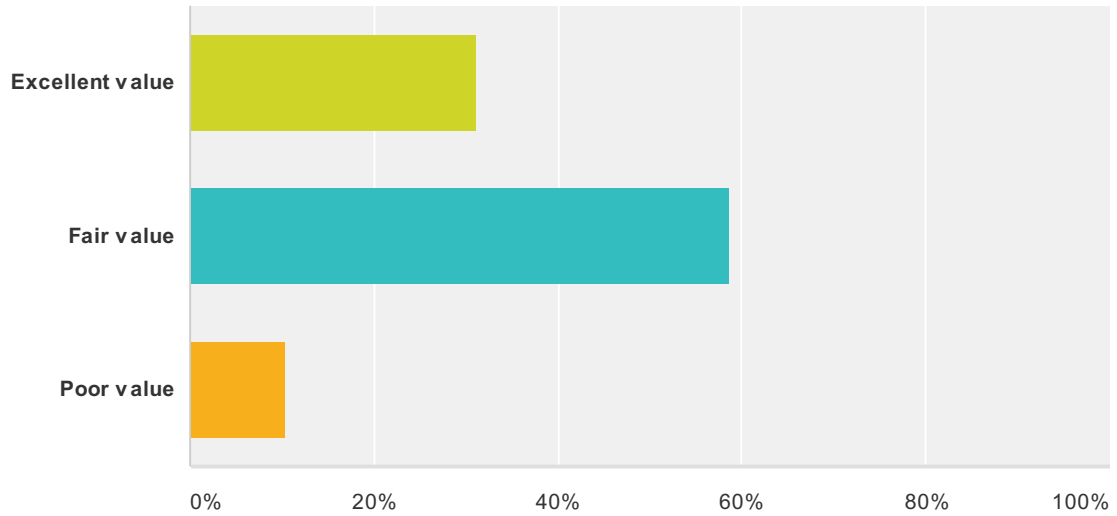


	Excellent	Fair	Poor	N/A	Total	Average Rating
(no label)	8.62% 5	34.48% 20	22.41% 13	34.48% 20	58	1.79

#	Comments/Suggestions	Date
1	There is one?	2/26/2014 1:10 PM
2	Not open often enough	2/26/2014 10:24 AM
3	Never open	2/26/2014 9:39 AM
4	Was never open	2/23/2014 1:01 PM
5	we need better hours and better and healthier choices	2/19/2014 12:01 PM
6	It is unappealing and does not have many nice options for a snack.	2/17/2014 12:54 PM
7	My son took lessons, so we were at Watts once a week.	2/17/2014 12:12 PM
8	Coffe is god awful!	2/17/2014 11:50 AM
9	never purchased anything because its not open the times im there (for kinder culture pick up or after kindergarten skating friday aftermoons....do you serve hot pretzels? pizza? Would you ever consider letting Deweys be the "sponsor" of the concession stand...have Carols Cookies, soups & more?	2/17/2014 11:32 AM
10	Poor selection of items. All junk food.	2/17/2014 11:22 AM
11	I like the types of food on offer there	2/17/2014 11:16 AM
12	Like that we can get healthy items.	2/17/2014 11:11 AM

Q8 In relation to price, please rate the overall value of the Watts Season Skating pass. Select one answer.

Answered: 58 Skipped: 0

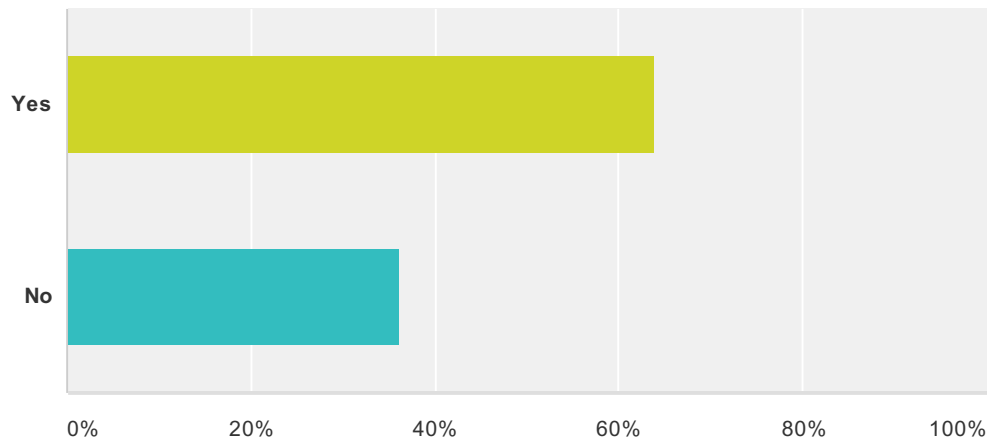


Answer Choices	Responses
Excellent value	31.03% 18
Fair value	58.62% 34
Poor value	10.34% 6
Total	58

#	Comments:	Date
1	For the amount we used it (about 7 times) I think it was fair value - I wish we used it more.	2/26/2014 9:13 AM
2	don't know, didnt buy a season pass	2/17/2014 4:26 PM
3	It's frustrating that hockey and open skate are separate.	2/17/2014 11:10 AM

Q9 Did you take a skating or hockey class at Watts Ice Center? Select one answer.

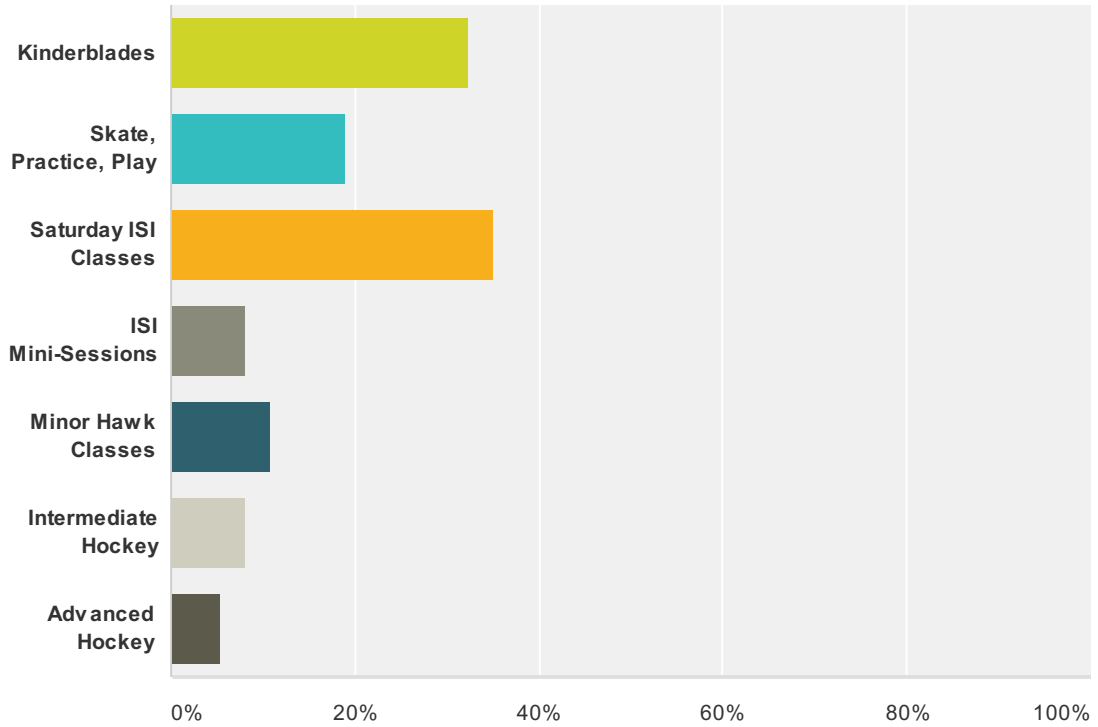
Answered: 58 Skipped: 0



Answer Choices	Responses	
Yes	63.79%	37
No	36.21%	21
Total		58

Q10 What classes did you register for? Select all that apply.

Answered: 37 Skipped: 21

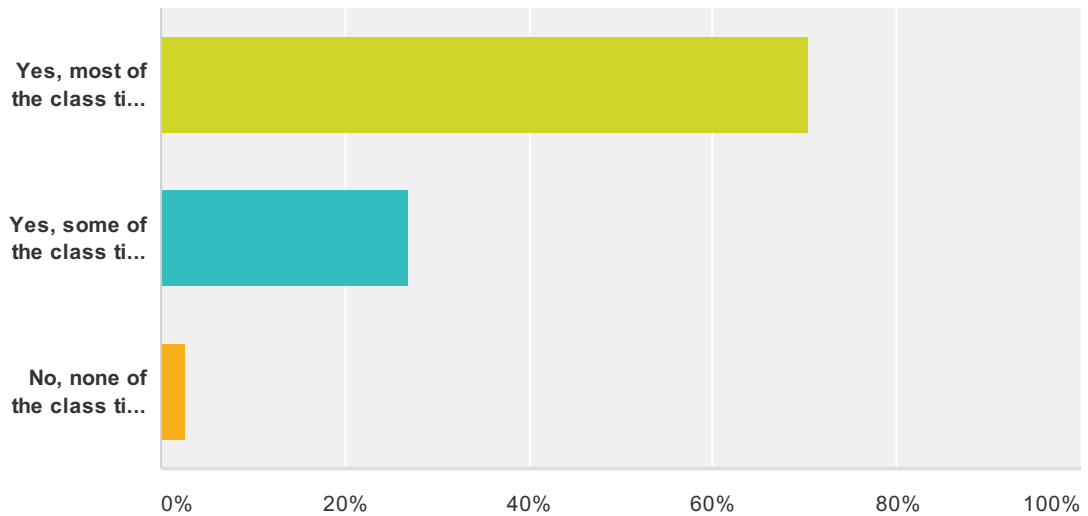


Answer Choices	Responses
Kinderblades	32.43% 12
Skate, Practice, Play	18.92% 7
Saturday ISI Classes	35.14% 13
ISI Mini-Sessions	8.11% 3
Minor Hawk Classes	10.81% 4
Intermediate Hockey	8.11% 3
Advanced Hockey	5.41% 2
Total Respondents: 37	

#	Other (please specify)	Date
1	toddler skating	2/26/2014 12:14 PM
2	My four year old had lessons	2/26/2014 9:08 AM
3	Rock n tots	2/17/2014 12:13 PM
4	Watts Classic	2/17/2014 11:23 AM

Q11 Do you feel Watts Ice Center offered classes at a convenient time? Select one answer.

Answered: 37 Skipped: 21

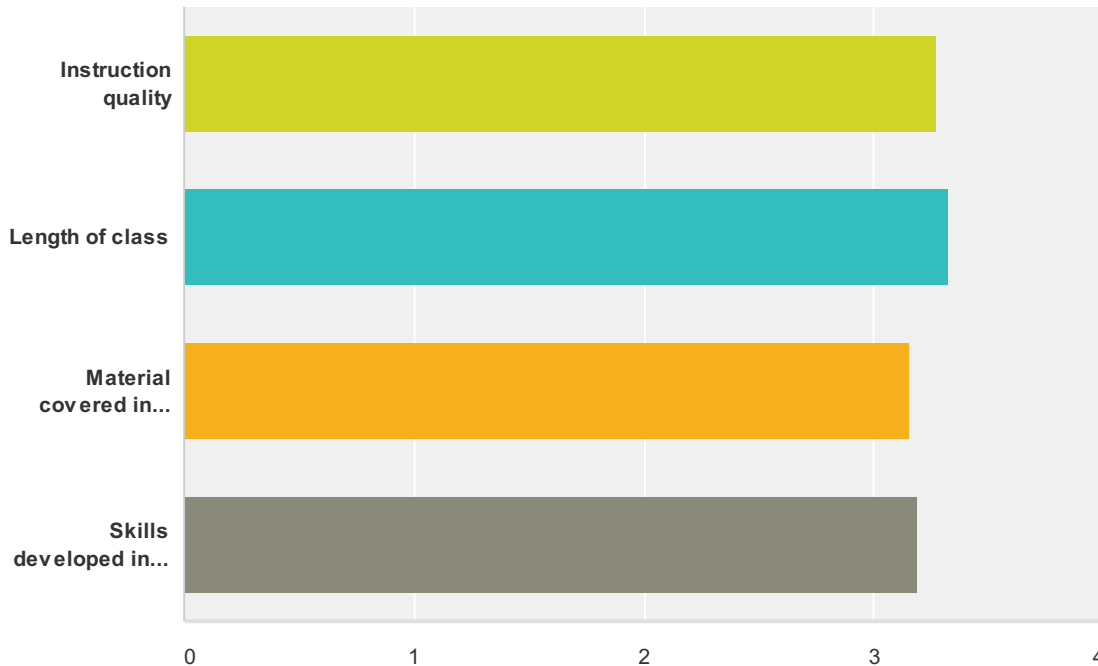


Answer Choices	Responses
Yes, most of the class times were convenient to me.	70.27% 26
Yes, some of the class times were convenient for me.	27.03% 10
No, none of the class times were convenient for me.	2.70% 1
Total	37

#	Comments:	Date
1	would like more weekday hockey classes	2/17/2014 1:15 PM

Q12 Please rate the following attributes for your class. Select one answer per row.

Answered: 37 Skipped: 21

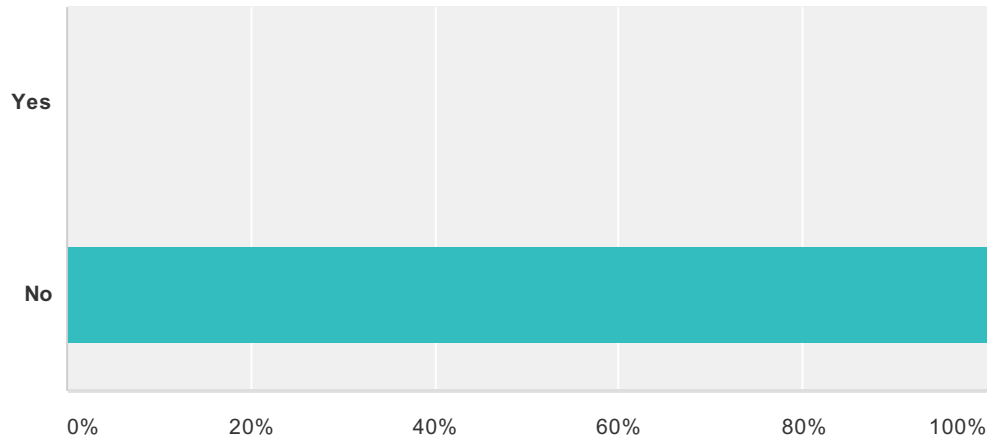


	Excellent	Good	Fair	Poor	Total	Average Rating
Instruction quality	45.95% 17	37.84% 14	13.51% 5	2.70% 1	37	3.27
Length of class	54.05% 20	32.43% 12	5.41% 2	8.11% 3	37	3.32
Material covered in class	37.84% 14	45.95% 17	10.81% 4	5.41% 2	37	3.16
Skills developed in class	43.24% 16	40.54% 15	8.11% 3	8.11% 3	37	3.19

#	Comments	Date
1	My 3.5 year old had never been on the ice before, we told the instructors that, but they just let him go out with the group on the ice without any of their assistance. He fell hard and was scared and we couldn't get him to ever go back. I thought it was terrible that they did that, and what a waste of money for us!! He is now in private lessons at Winnetka rink	2/26/2014 12:14 PM
2	Classes are so short the kids are developing the right skills. I have no idea what material was covered, no agenda or curriculum was given.	2/25/2014 9:38 PM
3	This was a beginners (learn to skate) class and yet my son was not taught how to skate. Lots of other kids knew how, so the instructors just moved to the next level, despite my son's abilities. We were VERY unhappy with the class.	2/17/2014 6:04 PM
4	Classes might be better if they were 40-35 minutes in length. Once the kids are bundled and enjoying themselves a few more minutes of instruction might be very good.	2/17/2014 12:55 PM
5	Classes begun late and ended early.	2/17/2014 11:57 AM
6	Classes were only 25 minutes long but should have been 30.	2/17/2014 11:04 AM

Q13 Did you take a private lesson at Watts Ice Center? Select one answer.

Answered: 37 Skipped: 21

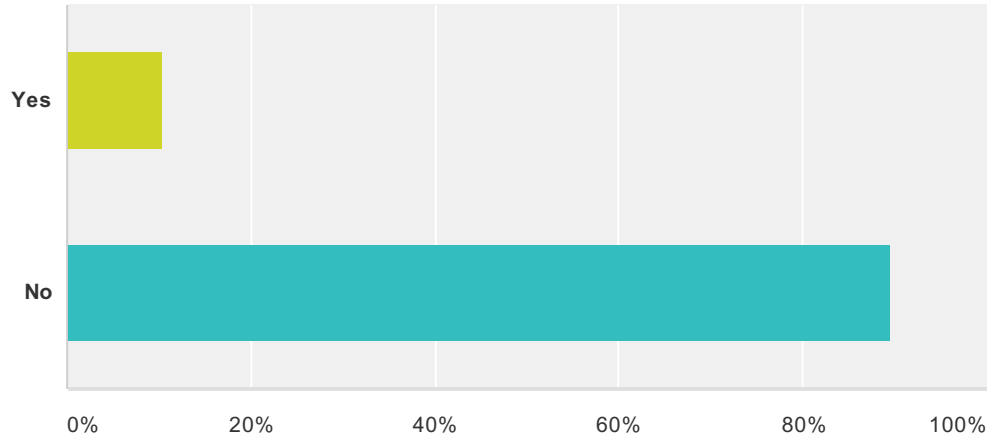


Answer Choices	Responses
Yes	0% 0
No	100% 37
Total	37

#	Comments:	Date
1	we did last year which was great, but took classes in winnetka in fall/winter & decided not to continue this season...	2/17/2014 11:43 AM

Q14 Did you have a party/rental at Watts Ice Center this season? Select one answer.

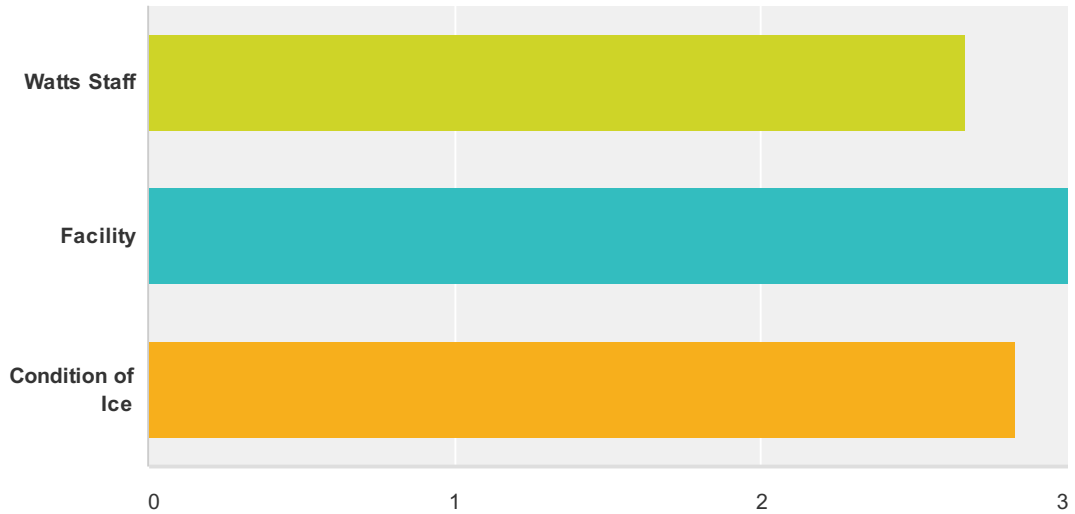
Answered: 58 Skipped: 0



Answer Choices	Responses	
Yes	10.34%	6
No	89.66%	52
Total		58

Q15 Please rate the following elements of your party/rental. Select one answer per row and N/A if it does not apply.

Answered: 6 Skipped: 52

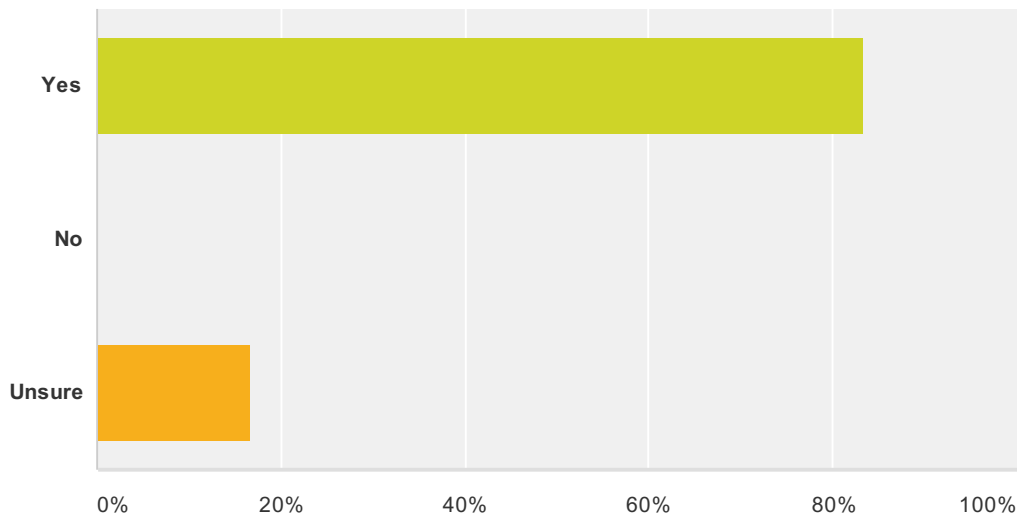


	Excellent	Fair	Poor	N/A	Total	Average Rating
Watts Staff	66.67% 4	33.33% 2	0% 0	0% 0	6	2.67
Facility	100% 6	0% 0	0% 0	0% 0	6	3.00
Condition of Ice	83.33% 5	16.67% 1	0% 0	0% 0	6	2.83

#	Additional Comments	Date
1	We thought the room would have been ready sooner but with staff help we made it happen.	2/17/2014 11:12 AM

Q16 Would you rent space at Watts again for a party/event?

Answered: 6 Skipped: 52

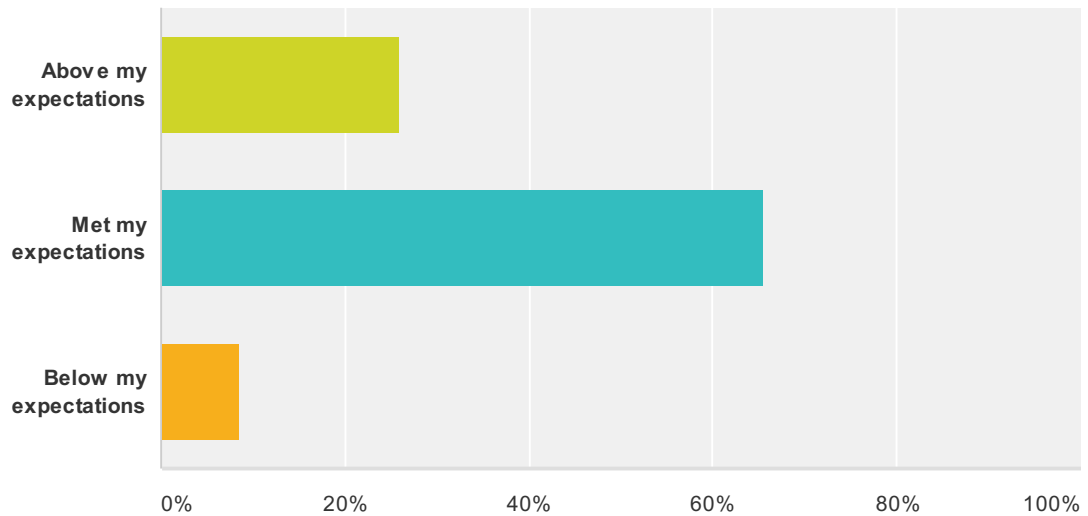


Answer Choices	Responses
Yes	83.33% 5
No	0% 0
Unsure	16.67% 1
Total	6

#	Comments:	Date
	There are no responses.	

Q17 When thinking about the facilities, staff and Watts Ice Center, please select your overall experience. (Select one)

Answered: 58 Skipped: 0



Answer Choices	Responses
Above my expectations	25.86% 15
Met my expectations	65.52% 38
Below my expectations	8.62% 5
Total	58

#	Comments:	Date
1	The skating class really tainted our opinion of Watts.	2/17/2014 6:05 PM
2	Great facility, really nice staff!!	2/17/2014 2:19 PM
3	Watts has nice rinks. The inside of Watts is not very nice but it is sufficient.	2/17/2014 12:57 PM
4	Rink of Dreams	2/17/2014 11:14 AM
5	Family likes the outdoor rink and it's great for Glencoe, but we don't have high expectations of facilities, staff, etc.	2/17/2014 11:12 AM

Watts Ice Center Survey 2013-14

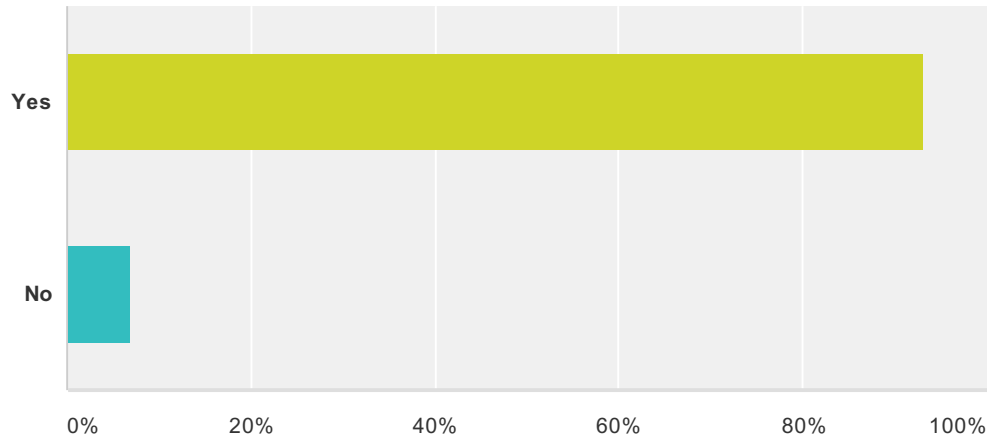
Q18 Do you have any additional comments/suggestions for the Watts Ice Center?

Answered: 15 Skipped: 43

#	Responses	Date
1	Class for kids is 30 minutes. 40 to 45 minutes will be great.	3/3/2014 8:41 AM
2	I feel open shoot, should be included in the skate pass. The rink also needs to make sure that open shoot is supervised and that the age limits are followed.	2/26/2014 4:13 PM
3	Concession stand should be open more often	2/26/2014 9:41 AM
4	No additional suggestions	2/26/2014 9:15 AM
5	The little tennis net behind the studio rink has long outlived its life. It is time for serious netting around both ends of both rinks to prevent pucks from going over. I alone have lost 9 pucks so far this year. Even one of the houses just south of studio rink has constructed their own net preventing pucks from hitting their house. Come on watts!	2/23/2014 1:03 PM
6	Bring back broomball on skates on weekends!!! It was so much fun.	2/19/2014 12:04 PM
7	Wish Watts were a little nicer. The facility definitely works well but it would be great if it were prettier and a bit more functional for putting on skates, storing stuff, parental viewing, etc. Also wish Glencoe had an indoor rink, even if it were small.	2/18/2014 1:02 PM
8	When it is very cold and icy it would be helpful if Watts staff would communicate with Public Works to extra-salt Randolph Street on one or two occasions the street was a sheet of ice and people were falling just getting out of their cars however the Watts sidewalks were very good on those days but the streets were not. Knowing this it would be worth a call to coordinate with Public Works to see that the street is extra-salted.	2/17/2014 12:57 PM
9	We don't plan to purchase passes next year since the main reason we went to Watts was to play broomball.	2/17/2014 12:53 PM
10	Loved the Watts Classic. Wish you had more open hockey sessions available for the squirts.	2/17/2014 11:54 AM
11	Kinder skating class teacher was not particularly good with kids. Last year's class was much more fun for them!	2/17/2014 11:53 AM
12	love the itty bitty new year..def do that again! maybe even consider doing one for slightly older kids 5-10 or so? maybe add classes like art & skate..30 mins of each? or another dual-class, like skate & dance?	2/17/2014 11:44 AM
13	Cost to skate is very high. Winnetka now has an outdoor rink at no cost. Watts is a superior rink/facilities, but should not be 8x more expensive.	2/17/2014 11:24 AM
14	It must be tough to balance the need for revenue and keeping this rink for residents but I don't like it when our weekly skates are delayed because a rental to a bunch of out of towners runs late. I would prefer that the rink is only used for the local community. If there was a way to put a shower near the locker rooms I think many people would appreciate the improved smell.	2/17/2014 11:14 AM
15	Make a punch card that you can use for both skating and hockey.	2/17/2014 11:12 AM

Q19 Are you a Glencoe resident?

Answered: 58 Skipped: 0



Answer Choices	Responses	
Yes	93.10%	54
No	6.90%	4
Total		58

Q20 If you would like to enter to win a Family Season Pass for the 2014-15 Watts Ice Center season, please enter your contact information below.

Answered: 44 Skipped: 14

Answer Choices	Responses
Name:	100% 44
Company:	0% 0
Address:	0% 0
Address 2:	0% 0
City/Town:	0% 0
State:	0% 0
ZIP:	0% 0
Country:	0% 0
Email Address:	100% 44
Phone Number:	97.73% 43

#	Name:	Date
1	francois delcourt	3/3/2014 8:42 AM
2	Mike Valente	2/27/2014 12:20 PM
3	Sarah Henricksen	2/27/2014 9:19 AM
4	Terri Cribb	2/26/2014 1:11 PM
5	Katie	2/26/2014 12:14 PM
6	Nina Merel	2/26/2014 10:53 AM
7	Sara England	2/26/2014 10:25 AM
8	Scott Epstein	2/26/2014 9:41 AM
9	Alyssa Worshtil	2/26/2014 9:38 AM
10	Glen Voycey	2/26/2014 9:15 AM
11	Colleen yeloushan	2/26/2014 9:13 AM
12	Jane	2/25/2014 9:39 PM
13	Edward Solomon	2/23/2014 1:04 PM
14	Cathy	2/22/2014 10:03 PM
15	Bojan Petrovic	2/20/2014 12:10 PM
16	Alicia Resnicoff	2/19/2014 12:04 PM
17	JOHN HOWARD	2/19/2014 9:48 AM
18	Ashley Eckman	2/18/2014 5:38 PM
19	Darron grottolo	2/18/2014 4:12 PM

Watts Ice Center Survey 2013-14

20	Paul Vabakos	2/18/2014 4:03 PM
21	Robyn Tavel	2/18/2014 1:02 PM
22	Cynthia Dinham	2/18/2014 11:27 AM
23	Brittany Schecter	2/17/2014 8:53 PM
24	Serge Slavinsky	2/17/2014 8:51 PM
25	Jeri Anne Darby	2/17/2014 8:20 PM
26	Amy Vree	2/17/2014 8:09 PM
27	Diana Pogosova	2/17/2014 6:01 PM
28	Barrie Scher	2/17/2014 4:27 PM
29	Britt Durkin	2/17/2014 2:19 PM
30	Michael Sadovi	2/17/2014 1:58 PM
31	Michelle McBride	2/17/2014 1:56 PM
32	Lisa Nielsen	2/17/2014 1:17 PM
33	Erin Pockross	2/17/2014 1:15 PM
34	Rebecca Hoffman	2/17/2014 12:57 PM
35	Chris Sullivan	2/17/2014 12:28 PM
36	Suzanne Silberman	2/17/2014 12:13 PM
37	Heather Jagher	2/17/2014 11:57 AM
38	Fernando Vian	2/17/2014 11:54 AM
39	Livore	2/17/2014 11:53 AM
40	Laura Merlo	2/17/2014 11:45 AM
41	Adam Wolff	2/17/2014 11:25 AM
42	Svetlana Vinokur	2/17/2014 11:25 AM
43	steve kohn	2/17/2014 11:15 AM
44	Jennifer Adler	2/17/2014 11:10 AM
#	Company:	Date
	There are no responses.	
#	Address:	Date
	There are no responses.	
#	Address 2:	Date
	There are no responses.	
#	City/Town:	Date
	There are no responses.	
#	State:	Date
	There are no responses.	
#	ZIP:	Date
	There are no responses.	
#	Country:	Date
	There are no responses.	
#	Email Address:	Date

Watts Ice Center Survey 2013-14

1	francois.delcourt@arc-intl.com	3/3/2014 8:42 AM
2	Michael.valente@comcast.net	2/27/2014 12:20 PM
3	sarahhenricksen@gmail.com	2/27/2014 9:19 AM
4	terri.cribb@gmail.com	2/26/2014 1:11 PM
5	smithkcp@gmail.com	2/26/2014 12:14 PM
6	nina_merel@yahoo.com	2/26/2014 10:53 AM
7	Sarajengland@hotmail.com	2/26/2014 10:25 AM
8	Sepstein@gmail.com	2/26/2014 9:41 AM
9	Aworshil@gmail.com	2/26/2014 9:38 AM
10	gvoycey@mac.com	2/26/2014 9:15 AM
11	Teamyeloushan@gmail.com	2/26/2014 9:13 AM
12	janeous@yahoo.com	2/25/2014 9:39 PM
13	Easolomon1991@gmail.com	2/23/2014 1:04 PM
14	carotoole08@yahoo.com	2/22/2014 10:03 PM
15	boyan.petrovic@gmail.com	2/20/2014 12:10 PM
16	resnicoff@sbcglobal.net	2/19/2014 12:04 PM
17	JHOWIE3@AOL.COM	2/19/2014 9:48 AM
18	eckmanhouse@gmail.com	2/18/2014 5:38 PM
19	Darrongrottolo@gmail.com	2/18/2014 4:12 PM
20	don't want to get on junk mail lists	2/18/2014 4:03 PM
21	robyntavel@yahoo.com	2/18/2014 1:02 PM
22	cinders22@gmail.com	2/18/2014 11:27 AM
23	baschecter@yahoo.com	2/17/2014 8:53 PM
24	ses049@gmail.com	2/17/2014 8:51 PM
25	jeriannenixon@yahoo.com	2/17/2014 8:20 PM
26	azvree@gmail.com	2/17/2014 8:09 PM
27	dianapogosova@yahoo.com	2/17/2014 6:01 PM
28	bjaffe911@yahoo.com	2/17/2014 4:27 PM
29	Mnbdurx@sbcglobal.net	2/17/2014 2:19 PM
30	msadovi@comcast.net	2/17/2014 1:58 PM
31	michellemcbr@gmail.com	2/17/2014 1:56 PM
32	Lbrizz1@msn.com	2/17/2014 1:17 PM
33	Pock711@me.com	2/17/2014 1:15 PM
34	Rebecca@goodeggconcepts.com	2/17/2014 12:57 PM
35	chris.m.sullivan@gmail.com	2/17/2014 12:28 PM
36	sncrandall@gmail.com	2/17/2014 12:13 PM
37	Heatherjagher@yahoo.com	2/17/2014 11:57 AM
38	fvian@sbcglobal.net	2/17/2014 11:54 AM
39	Mjlivore@yahoo.com	2/17/2014 11:53 AM
40	laurabethmerlo@gmail.com	2/17/2014 11:45 AM

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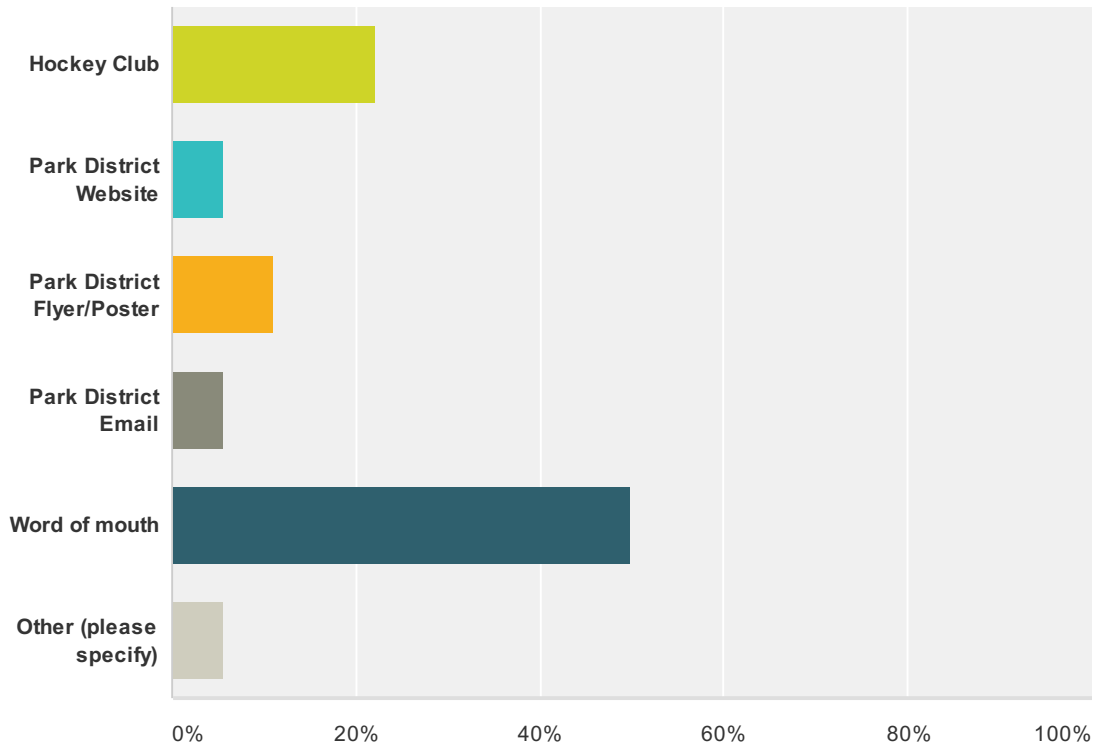
41	a.e.wolff@comcast.net	2/17/2014 11:25 AM
42	svinokur@itw.com	2/17/2014 11:25 AM
43	steven.kohn@colliers.com	2/17/2014 11:15 AM
44	jennifer@ecrllc.com	2/17/2014 11:10 AM
#	Phone Number:	Date
1	847 242 9114	3/3/2014 8:42 AM
2	708-309-7496	2/27/2014 12:20 PM
3	847-997-2987	2/27/2014 9:19 AM
4	847-242-4274	2/26/2014 1:11 PM
5	847-242-0991	2/26/2014 10:53 AM
6	8477864289	2/26/2014 10:25 AM
7	312-399-3285	2/26/2014 9:41 AM
8	3137203835	2/26/2014 9:38 AM
9	310-977-1313	2/26/2014 9:15 AM
10	330-414-5283	2/26/2014 9:13 AM
11	847-835-5305	2/25/2014 9:39 PM
12	8476501893	2/23/2014 1:04 PM
13	773.615.6117	2/22/2014 10:03 PM
14	312-391-6026	2/20/2014 12:10 PM
15	847-732-9768	2/19/2014 12:04 PM
16	3124984692	2/19/2014 9:48 AM
17	770-841-9453	2/18/2014 5:38 PM
18	9546050508	2/18/2014 4:12 PM
19	don't want to get on junk mail lists	2/18/2014 4:03 PM
20	8477864207	2/18/2014 1:02 PM
21	847-242-0672	2/18/2014 11:27 AM
22	8477864456	2/17/2014 8:53 PM
23	3125449472	2/17/2014 8:51 PM
24	3127587790	2/17/2014 8:20 PM
25	8477864438	2/17/2014 8:09 PM
26	(847)361-3243	2/17/2014 6:01 PM
27	847-835-3811	2/17/2014 4:27 PM
28	6306596088	2/17/2014 2:19 PM
29	847-835-1139	2/17/2014 1:58 PM
30	312-961-6365	2/17/2014 1:56 PM
31	7732037445	2/17/2014 1:17 PM
32	847-533-2324	2/17/2014 1:15 PM
33	312-282-4254	2/17/2014 12:57 PM
34	3128590319	2/17/2014 12:28 PM
35	312-593-5226	2/17/2014 12:13 PM

Watts Ice Center Survey 2013-14

36	7736788627	2/17/2014 11:57 AM
37	847-989-0358	2/17/2014 11:54 AM
38	8477160879	2/17/2014 11:53 AM
39	3129332356	2/17/2014 11:45 AM
40	847.256.3534	2/17/2014 11:25 AM
41	847-275-9504	2/17/2014 11:25 AM
42	847 341 6048	2/17/2014 11:15 AM
43	773-612-9601	2/17/2014 11:10 AM

Q1 How did you hear about the Watts Classic? (please choose one answer)

Answered: 18 Skipped: 0

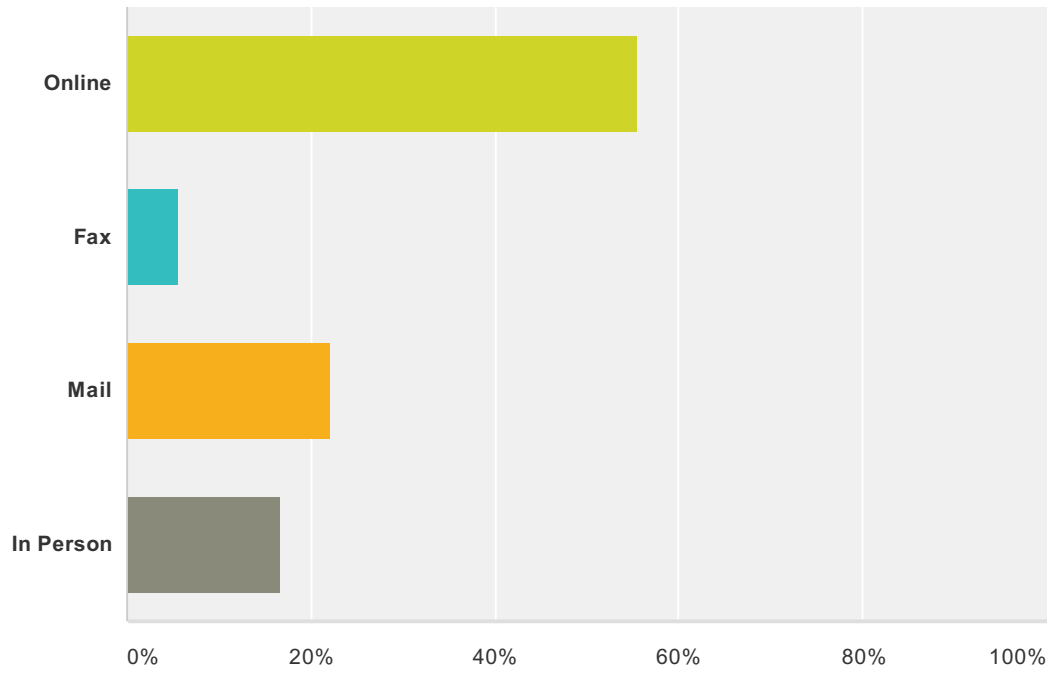


Answer Choices	Responses
Hockey Club	22.22% 4
Park District Website	5.56% 1
Park District Flyer/Poster	11.11% 2
Park District Email	5.56% 1
Word of mouth	50% 9
Other (please specify)	5.56% 1
Total	18

#	Other (please specify)	Date
1	Participated last year	2/13/2014 6:01 PM

Q2 How did you register for the Watts Classic?

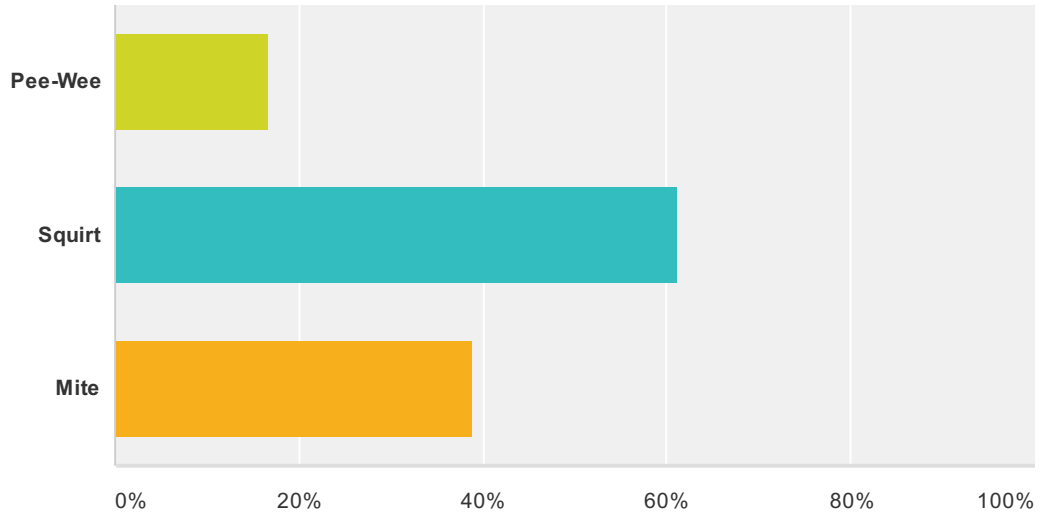
Answered: 18 Skipped: 0



Answer Choices	Responses	
Online	55.56%	10
Fax	5.56%	1
Mail	22.22%	4
In Person	16.67%	3
Total		18

Q3 At what level did your child skate in the Watts Classic?

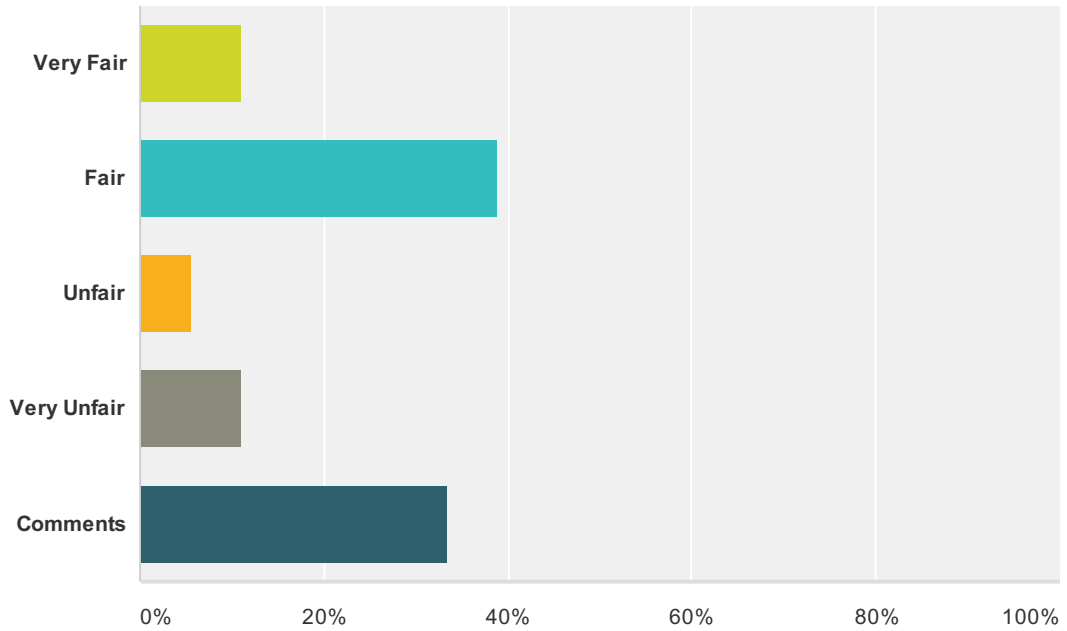
Answered: 18 Skipped: 0



Answer Choices	Responses
Pee-Wee	16.67% 3
Squirt	61.11% 11
Mite	38.89% 7
Total Respondents: 18	

Q4 We are always working to ensure our teams are fair. Please rate how fair your team was compared to other teams.

Answered: 18 Skipped: 0

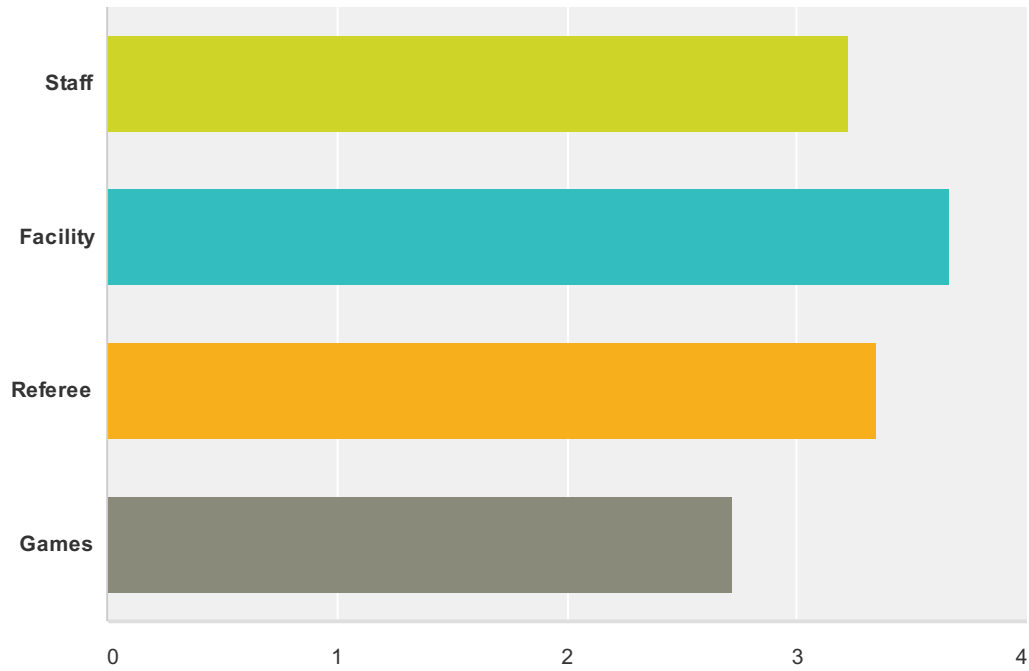


Answer Choices	Responses
Very Fair	11.11% 2
Fair	38.89% 7
Unfair	5.56% 1
Very Unfair	11.11% 2
Comments	33.33% 6
Total	18

#	Comments	Date
1	No goalie	2/14/2014 6:18 AM
2	Two of my kids played. One was on a team with multiple elite players. My child had fun but even he noted that none of the other teams could hope to beat them. I felt badly for the other kids.	2/13/2014 5:31 PM
3	It was clear that 1 of the Mite teams was put together with requests	2/13/2014 4:15 PM
4	unfair. 3 of 4 teams close in ability. One team far superior – they had multiple mite 1 level players (other teams did not).	2/13/2014 2:26 PM
5	The winning team had 4 elite level mites, all others had 1....it was quite clear that the teams were rigged...my two sons won't be participating in this event again.	2/13/2014 2:24 PM
6	Goalies were older than squirt b/c they were needed	2/13/2014 2:15 PM

Q5 Please rate the following Watts Classic attributes. Select one answer per row.

Answered: 18 Skipped: 0

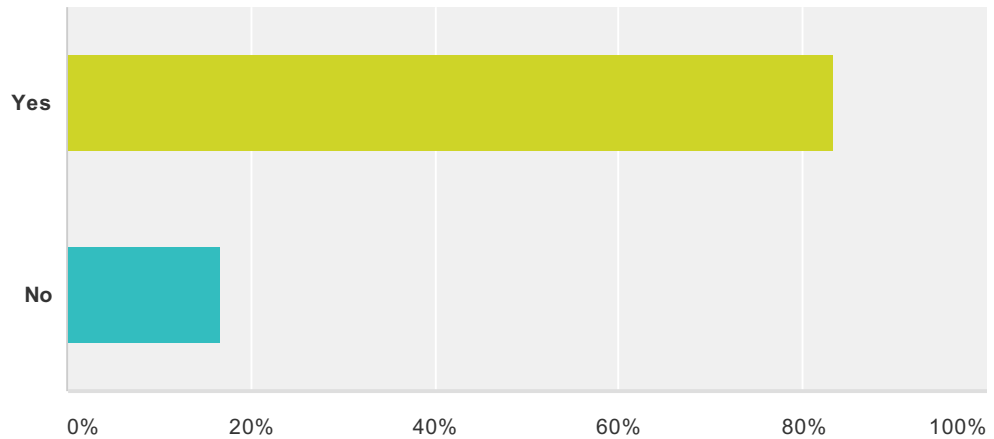


	Excellent	Good	Fair	Poor	Total	Average Rating
Staff	50% 9	33.33% 6	5.56% 1	11.11% 2	18	3.22
Facility	66.67% 12	33.33% 6	0% 0	0% 0	18	3.67
Referee	52.94% 9	29.41% 5	17.65% 3	0% 0	17	3.35
Games	11.11% 2	66.67% 12	5.56% 1	16.67% 3	18	2.72

#	Comments:	Date
1	Squirts a peeewees were combined teams were very uneven	2/15/2014 5:41 PM
2	teams were very mismatched	2/14/2014 10:06 AM
3	Staff seems to do the bare minimum- and was not interested in helping to clear several inches of snow from the ice.	2/13/2014 9:21 PM
4	Ref's need to watch kids tripping & checking	2/13/2014 3:41 PM
5	The tournament was poorly managed. The girl in charge was clearly out of her depth.	2/13/2014 2:24 PM

Q6 The Watts Classic was January 3-5, with games for all levels on Friday, Saturday, and Sunday. We want to make sure the game days and times were convenient for all participants. Did you like the schedule you were provided for the Watts Classic?

Answered: 18 Skipped: 0

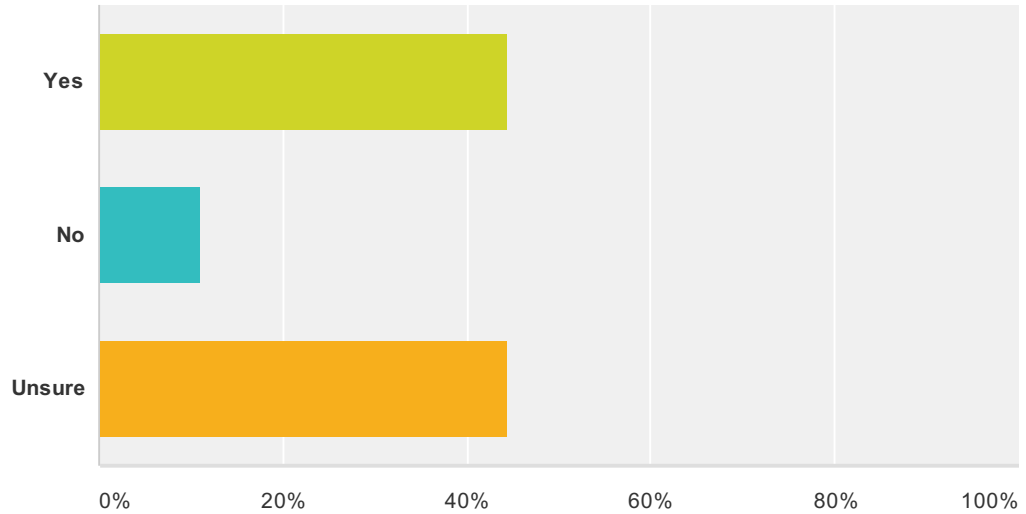


Answer Choices	Responses
Yes	83.33% 15
No	16.67% 3
Total	18

#	Why/why not?	Date
1	Ended up conflicting with practice schedule for regular team	3/3/2014 1:24 AM
2	Timing did not conflict with any plans	2/13/2014 9:21 PM
3	Some games conflicted with NIHL games	2/13/2014 8:02 PM
4	Too late for outside games. Too cold at that time of day.	2/13/2014 2:15 PM

Q7 Would you register for the Watts Classic again? Select one answer.

Answered: 18 Skipped: 0

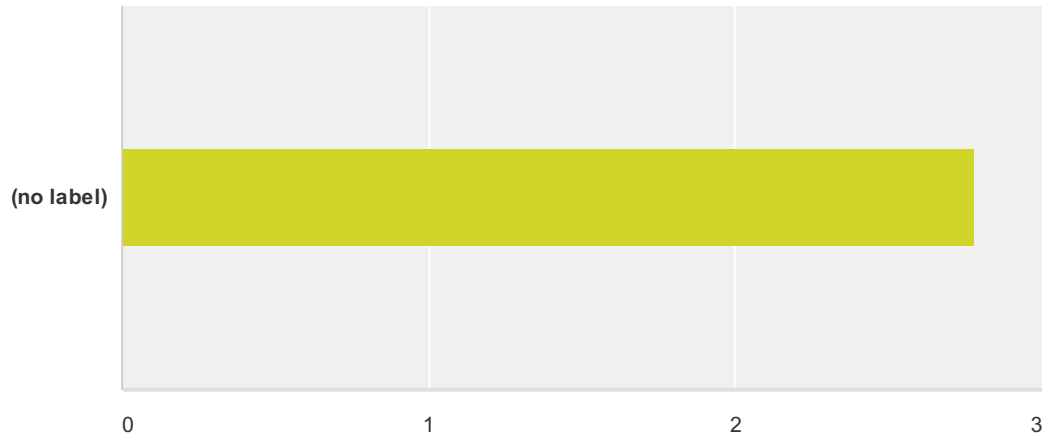


Answer Choices	Responses	Count
Yes	44.44%	8
No	11.11%	2
Unsure	44.44%	8
Total		18

#	Why/why not?	Date
1	It was our understanding that team requests were not going to be honored. When we showed up for our first game, it was obvious that the other team was stacked. I knew the moms and clearly their boys had not just randomly been placed on the same team. The team we played in the first game had two elite mite players and 2 mite 1 players. I assume you request one puts their level on the registration for a reason - to avoid major lopsided scores.	2/14/2014 10:06 AM
2	Fun time for my sons	2/13/2014 9:21 PM
3	Conflicted with hockey practice	2/13/2014 6:01 PM
4	There were not very many participants so we played the same few teams and it seemed like we could have skipped at least one of the games maybe two with same outcome. Need more participants/teams.	2/13/2014 5:31 PM
5	Our son enjoyed his experience playing outdoors even in the heavy snow	2/13/2014 4:15 PM
6	Unless some effort is made to make the event like a real tournament, it seems a waste of time. Kids don't want to show up and get smoked in the first 5 minutes...and even at 8 years of age my son was able to figure out that one team had 2 falcons AA players and 2 wilmette AA players.	2/13/2014 2:24 PM
7	Not enough participants to ensure a good experience. Teams were uneven, missing goalies, etc	2/13/2014 2:15 PM

Q8 Please rate your overall experience at the Watts Classic Event. Select one answer.

Answered: 18 Skipped: 0



	Excellent	Good	Fair	Poor	Total	Average Rating
(no label)	22.22% 4	50% 9	11.11% 2	16.67% 3	18	2.78

#	Comments:	Date
1	Staff and facilities were awesome. Please see comments in #7 and #9.	2/14/2014 10:06 AM
2	We really enjoy the Watts Classic and feel fortunate to have such a great outdoor facility for our boys to play on	2/13/2014 3:32 PM

2013-14 Watts Classic Survey

Q9 How can we improve the Watts Classic?

Answered: 18 Skipped: 0

#	Responses	Date
1	Rather than having a semi and a finals i think it would have been more fair to have all teams play one final game. Two top teams 3 v 4 and 5v6. Rather than eliminating 2 teams	3/3/2014 1:24 AM
2	.	3/1/2014 5:13 PM
3	Don't allow pre-arranged teams.	2/26/2014 3:43 PM
4	Do not combine squirts and peewees	2/15/2014 5:41 PM
5	Spread out the elite players and do not take requests for kids to be on the same team. This should be a chance for kids to meet new kids from the area. Make the teams even. Scores should never be 20-2!	2/14/2014 10:06 AM
6	Our goalie was a no show for every game. Nothing was done once it was clear he was not coming.	2/14/2014 6:18 AM
7	Please get your staff to be helpful for the games, check ins etc. would be nice to have an actual trophy if they win .	2/13/2014 9:21 PM
8	We have really enjoyed participating in the Classic but AAA kids probably should not play - made the teams uneven although staff really tried to even it out- if squirts and pw have to be combined again consider putting lower end squirts with mites. It was tough on bronze squirts playing vs pee wees and aaa kids	2/13/2014 8:02 PM
9	It would be helpful to have schedules sent out earlier to help with planning purposes over Christmas break.	2/13/2014 6:01 PM
10	Market it earlier and reach out to local clubs to get them to encourage participation. It'd be more fun with more kids!	2/13/2014 5:31 PM
11	Not allow play with requests and do a better job to make the teams more equal/competitive	2/13/2014 4:15 PM
12	It would have been nice for the final teams to get a medal, or some token for playing.	2/13/2014 3:41 PM
13	More obvious in the sign up, each team relies on volunteer coaches. Perhaps prompting more organization prior to the event. In consideration that there is a budget and this year was exceptionally cold, the addition of heat lamps on the player's benches. Input from an unbiased, knowledgeable source, coaches, etc. to even the teams a little better. More mixed club players per team.	2/13/2014 3:32 PM
14	Need to make sure teams have goalies and players that actually show up, we were scrambling for a goalie every game.	2/13/2014 2:31 PM
15	equal teams.	2/13/2014 2:26 PM
16	Get someone who actually understands youth hockey to organize the event and run the event. When we asked what time we would have the semi-finals the girl told us 9am. I said we should have been the 2 seed meaning we would play the 3 seed from the round robin (at 8:am)...she said "I just put the first two teams against each other" I said "then what was the first 3 games played for?" I just got a blank stare and she said "this is the way we are going to play the games"...to which I said "Okay". Then I get an email 4 hours later stating that the games had been changed because one of the parents complained???? Really? You have an opportunity to have something special for the kids...however, you still need to run it....A lot of parents complained last years about the "stacked" teams...tums out they were right on the money. It's not that hard to find out where kids play and quickly separate the players into reasonably fair teams.	2/13/2014 2:24 PM
17	ldk	2/13/2014 2:15 PM
18	Monitor number of "AAA" on a team and/or subs what level they are at.	2/13/2014 1:48 PM