



**Watts Ice Center  
2014-2015 Report**

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## Watts Ice Center 2014-2015 Report

### I. INTRODUCTION

This annual report is an overview of operations during the 2014-2015 Watts Ice Center season. Additionally, any relevant survey results are included which impact that particular service item.

### II. WATTS OPERATIONS REVIEW

Basic Watts operations are reviewed in this section. Detailed information on staffing, budget, surveys, programs, and capital spending are located in other sections of this report.

#### **Hours of Operation**

- a. The facility season ran from November 28, 2014 to March 3, 2015.
- b. The facility was open as dictated by the daily schedule at 9:30am weekdays and 8:30am weekends or earlier for a rental. Closing time was 9:30pm Sunday through Thursday and 10:00pm Friday and Saturday or at the discretion of the Facility Manager.
- c. Special Holiday Hours: The rink was closed at 5:00pm on Christmas Eve and was closed on Christmas Day. The rink was closed at 5:00pm on New Year's Eve and was open at 11:00am on New Year's Day.
- d. Use of the public address system and amplified music ceased at 6:00pm Sunday through Thursday and 8:30pm Friday and Saturday with the exception of Glencoe Park District sponsored special events.
- e. Outdoor lighting was shut off at 9:30pm Sunday through Thursday and at 10:30pm on Friday and Saturday.
- f. The office was staffed in the off season September through mid-November and March through May from 9:30am-4:30pm to monitor the building and be present for recreation classes.

#### **Public Skate**

- a. Friday, November 28, 2014 - Sunday, March 1, 2015 (14 weeks)
- b. Most public skating was held on the large rink. If adults without children wanted to skate, they were welcome to skate during parent/child skating times. Resurface breaks were taken near the middle of each afternoon public skate. Our Open Skate Holiday Schedule was offered from December 22-January 3 from 12:30-3:30pm.

<b>Schedule</b>	<b>Parent/Child Skate</b>	<b>Public Skate</b>
Monday-Thursday	1:30-3:00pm	3:00-5:15pm
Friday	1:30-3:00pm	N/A
Saturday-Sunday	N/A	1:30-4:30pm

## Fees and Charges

Daily Fees	2014-2015	2013-2014	2012-2013
Adults (18 years & up)	\$7	\$7	\$7
Children (4 years & up)	\$5	\$5	\$5
Skate Rental	\$4	\$3	\$3

Pass Fees	Early Bird (through 11/21)	Regular (as of 11/22)
Individual	\$55	\$70
Each Add'l Family Member	\$25	\$30
Late Addition / Lost Token	\$10	\$10

## Public Skate Daily Fee Comparable

TOWN	HOURS	ADULT	CHILD	SKATE RENTAL	SKATE SHARPEN	MAIN/ STUDIO
Glencoe	M-F   1:30-3:00p M-Th   3:00-5:15p Sa-Su   1:30-4:30p	\$7	\$5	\$4	\$4	<u>Main:</u> R \$230/hour NR \$265/hour <u>Studio:</u> \$145
Wilmette	M-Th   10:00-11:30a Tu & Th   7:30-9:30p Sa-Su   1:00-2:30p	\$8	\$6	\$4	\$7	<u>Main:</u> \$360/hour <u>Studio:</u> \$150
Highland Park	M-Th   8:30-9:10a & 11:00a-1:00p Sa   3:50-5:00p Su   1:00-2:20p	\$6	\$5	\$3	N/A	<u>Main:</u> \$280/hour
Winnetka	M-Th   10:45a-2:15p Sa   1:40-2:55p Su   1:20-2:35p	\$6	\$5	\$3	N/A	<u>Main:</u> \$280
Skokie	Tu-F   10:00a-1:00p Sa   1:20-2:35p & 6:00-7:00p Su   2:20-3:45p	\$5	\$4	\$3	\$5	<u>Main:</u> \$315/hour <u>Studio:</u> \$135

## Ice Rentals

Rental Rates (Hourly)	2014-15 R/NR	2013-14 R/NR	2012-13 R/NR	2011-12 R/NR
Main Rink	\$230/\$265	\$225/\$240	\$220/\$235	\$215
Studio Rink	\$145/\$160	\$145/\$155	\$135/\$150	\$130
<i>Winnetka</i>	<i>\$200</i>	<i>\$195</i>	<i>\$190</i>	<i>\$185</i>

- a. Permits for alcohol use were available with an additional cost for liquor liability at \$175. A kitchen facility rental was available for a \$20 fee per hour. Broomball equipment rental was available for \$25 per hour.
- b. Room and party rentals included all setup and cleanup time the patron needed. 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 were charged a rate of \$50 per hour.

**Scrub & Open Shoot Hockey**

- a. 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

Schedule	Time	Age	Rink	Type
Monday	8:15-9:15pm	13 and up	Studio	Open Shoot
	11:00a-1:00pm	Adult	Main	Open Hockey
Tuesday	6:45-7:45pm	12 and under	Studio	Open Shoot
	8:00-9:15pm	13 and up	Studio	Open Shoot
	11:00a-1:00pm	Adult	Main	Open Hockey
Wednesday	3:15-4:15pm	8 and under	Studio	Open Shoot
	8:15-9:15pm	13 and up	Studio	Open Shoot
	11:00a-1:00pm	Adult	Main	Open Hockey
Thursday	11:00a-1:00pm	Adult	Main	Open Hockey
	6:45-8:30pm	12 and under	Studio	Open Shoot
Friday	11:00a-1:00pm	Adult	Main	Open Hockey
	3:00-5:15pm	18 and under	Main	Open Shoot
Saturday	1:00-2:00pm	12 and under	Studio	Open Shoot
	2:00-3:00pm	13 and up	Studio	Open Shoot
Sunday	8:30-11:00am	Adult	Main	Scrub
	9:15-11:15am	17 and under	Studio	Open Shoot

- b. 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 10:00am daily on the phone recording and website calendar. Staff was able to post schedules and activities on the website. No additional open shoot times could be added and only the listed times could be used for open hockey.
- c. 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 Fee was \$10 per visit and Adult Open Hockey was \$7 per visit.

**Additional Patron Services**

- a. Glencoe Youth Services’ Young Adult Program (YAP) staffed concessions and Mark Vend was available. Food items included candy \$1, coffee \$1.50, chips \$1, and Gatorade \$2. Vending consisted of snacks, pop, juice, sports drink and a coffee/hot chocolate machine. The concession stand continued to operate by Glencoe Park District during special event times. Concessions expanded hours to Saturdays during public skating times from 1:00-4:00pm.
- b. Pro Shop skating accessories were available including skate rental \$4, skate sharpening \$4, pucks \$5, skate guards \$6, and hockey tape \$3.
- c. Local schools that provide facility use to the Park District for recreation programming were given the opportunity to use Watts as long as the program was sponsored by the School District and use was during school hours. The skate rental was discounted to \$2.

**III. CLOSED RINK DATA**

Date	Status	Details (weather/ice conditions)
February 1	Closed	Heavy snow

**IV. WATTS SKATING SCHOOL**

	2014-2015			2013-2014		
Program	Revenue	Expense	Enrolled	Revenue	Expense	Enrolled
Learn to Skate	\$14,038	\$3,000	72	\$13,454	\$6,012	82
Hockey Lessons	\$4,030	\$669	21	\$6,649	\$1,540	38
Kinderblades	\$3,631	\$1,181	16	3,905	\$1,883	23
<b>Total</b>	<b>\$21,699</b>	<b>\$4,850</b>	<b>109</b>	<b>\$24,008</b>	<b>\$9,435</b>	<b>143</b>
<b>Net</b>	<b>\$16,849</b>			<b>\$14,573</b>		

**V. CAPITAL IMPROVEMENTS**

- a. Annual rental skate replacement
- b. New rental skate shelving
- c. Front counter gate

**VI. SURVEY RESULTS**

How often did you visit the Watts Ice Center this year?

More than 3 times a week	4.44%
1-3 times a week	60.00%
1-3 times a month	26.67%
5 or fewer times all season	8.89%

How do you stay informed about the Watts Ice Center news, events, activities, and daily ice conditions?

Watts phone/hotline	15.56%
Neighbors/Friends	20.00%
Watts Brochure	44.44%
Park District Seasonal Brochure	55.56%
Public Safety/Village of Glencoe	0.00%
Park District Website	57.78%
Twitter	0.00%
Facebook	15.56%
Park District main phone	8.89%
Talking to Watts staff	11.11%

Please rate each of the following Watts Ice Center amenities/facilities.

	Excellent	Fair	Poor	N/A
Parking	36.36%	59.09%	4.55%	0.00%
Facility cleanliness	37.78%	53.33%	6.67%	2.22%
Concessions	13.33%	35.56%	35.56%	15.56%
Main Rink	73.33%	22.22%	0.00%	4.44%
Studio Rink	68.89%	26.67%	0.00%	4.44%
Recreation Room	24.44%	42.22%	2.22%	31.11%
Locker Rooms	6.82%	18.18%	2.27%	72.73%
Skate sharpening	17.78%	13.33%	4.44%	64.44%
Pro Shop	4.44%	6.67%	6.67%	82.22%

Please rate the following attributes of the ice rink staff, including skate guards, cashiers, and managers.

	Excellent	Fair	Poor	N/A
Staff friendliness	77.78%	20.00%	2.22%	0.00%
Staff attentiveness	66.67%	28.89%	2.22%	2.22%
Staff responsiveness	73.33%	20.00%	2.22%	4.44%
Safety of skaters	66.67%	26.67%	0.00%	6.67%

Please rate the following attributes for your skating class.

	Excellent	Fair	Poor	N/A
Instruction quality	59.26%	29.63%	11.11%	0.00%
Length of class	66.67%	29.63%	0.00%	3.70%
Material covered in class	51.85%	33.33%	11.11%	3.70%
Skills developed in class	55.56%	33.33%	11.11%	0.00%