

MINUTES - REGIONAL ICE MANAGERS MEETING

JUNE 12, 2019 FROM 2:30-4:30 PM, CITY OF GP, COCA COLA CENTRE

Facilitators: *Karna Germsheid, GPRSC and Krista Schuett, GPRRC*

Attendees: *Angela Redding (City), Barry Evaskevich (Hythe), Cate Amaro (City, Dave Barr), Clint Froehlick (Sexsmith), Christina Ketchum (Wembley), Joan Sask (City, Coca Cola Centre), Jenn Henderson, (County, Crosslink), Michelle Mills (City, Revolution Place), Richelle LaCoste (Wembley)*

<p>1. Welcome & Introductions</p> <ul style="list-style-type: none"> • Where each attendee currently works, contact list updated as attached 	Karna
<p>2. GPRRC Committee Information</p> <ul style="list-style-type: none"> • Overview of Grande Prairie Regional Recreation Committee and the Master Plan objectives • Master Plan recommendation #10 – it is recommended that service delivery partnerships be explored whenever new programs and marketing efforts are introduced • Letter received from CNG sports as a newly developed hockey program alternative in the region and supporting this newly formed program regionally to obtain ice • Potential collaboration within the region to increase utilization of ice 	Krista
<p>3. Roundtable</p> <p>3.1 Each manager to describe the method in which ice is currently being booked for ice users</p> <ul style="list-style-type: none"> ✓ Sexsmith – Giant Wall calendar, pen and paper, Clint is the contact ✓ Wembley – Minor hockey dictates what they want and then the other programs get the balance. Paper and Pen. Prefer email requests ✓ Hythe, booked with athletic association and then hockey. There is a board with a weekly schedule posted for anyone to glance and will book open ice ✓ City of GP – In June previous users vouch for their ice at an ice-users meeting, August is when the ice is booked. Currently uses software called Class and will start using Perfect mind in January 2020, will then be able to utilize KPIs for reporting to elected officials to create better utilization. City has a ten-day cancellation policy for seasonal contracts and if it can be booked then there is a refund. Camps, tournaments, etc. are booked first and then weekly allocations start from the city after these are confirmed ✓ County of GP – the users from the previous year get first chance to book. Software that is being used is Max Galaxy and is new within the past year. This technology can show your availability online which users like. <p>3.2 Each manager outlined the preferred method in which clients can book ice and Regional Ice Contact List updated.</p>	ALL
<p>4. Discussions</p> <p>4.1 Describe successes and challenges for your organization when you determine the needs of your community</p>	Karna

- Clint – some people feel entitled to the ice and would like to see better utilization of their puck machine or potentially sell it. Clint will use this forum to provide information on the machine.
- Christina from Wembley noted that minor hockey utilization is a barrier to giving sufficient public skating time and accommodating learn to skate
- Hythe has difficulty with weekend utilization prior to playoffs due to unknowns
- Hythe purchased SPARX machine (skate sharpening) and it has been very well received. Small revenue generator and increased customer service.
- City, having to turn people away because they are full on paper is a challenge even though ice appears open
- Dave Barr 3 – 4:45pm is normally free ice time during the rink.
- Dave Barr does not have the room to store equipment that people could use for free for the public skate.
- Stick & Puck is very popular at the Coca Cola Centre and complaints are received that there is not more available slots for this program
- Skate rental and skate sharpener program at the Coca Cola Centre has been very successful
- Challenge is that the late-night ice is not booked for the Coca Cola Centre
- County Sportsplex is short on bookings for July and daytime for June and August during the day
- Dave Barr has such a high demand for free public skating and there is drop in every day from 11-2
- ***Alberta Recreation Facility Program – two levels and people attend this once. Potential to offer this program regionally once a year. If anyone is considering this training, please reach out to the group to explore hosting the training rather than travelling to it.***

4.2 Potential ideas for selling open ice

- ✓ Sexsmith charges \$10-\$12 per kid for the school to use ice during the day throughout the school year
- ✓ The City has a reduced rate for booking the day of for ice, users can call and ask what availability looks like and book one-hour prior for the reduced rate. Here are the current rates.

➤ 5 people or less	\$66.80
➤ 6 people	\$77.30
➤ 7 people	\$87.80
➤ 8 people	\$98.30
➤ 9 people	\$108.80

- ✓ Managers frequently have challenges with minor hockey associations booking ice, paying for ice but not necessarily using the ice. Optically this is challenging to communicate this to other users that are trying to get ice times. This can occur daily, weekends are when the public typically takes notice and makes complaints about perceived open ice. The region is open to new or best practices to help manage this situation better.

4.3 Equipment sharing opportunities

- Sexsmith has a donation bin available for kids to use to learn how to skate, used frequently
- Dave Barr is looking for spare helmets and a couple of pairs of skates, Sexsmith will connect with Clint to facilitate a donation

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<p>5. Outcomes from brainstorm</p> <p>5.1 Is there something that can be done regionally to help create efficiencies for clients</p> <ul style="list-style-type: none"> • Look for funding for facilities so that municipalities can offer free public skating as this is very well attended • Share what programs are available at each location, what is utilized and popular • Facebook group called “Grande Prairie Beer League Hockey”; City will post available ice and many times the group will take it, opportunity for other municipalities to offer available ice on this site • Networking meeting once a year is important to update contact list and discuss challenges and learning opportunities for partners within the GPRRC 	ALL
<p>6. Attachments:</p> <ul style="list-style-type: none"> ❖ SCORES Information from the City (Standing Committee for Recreation & Educational Services) ❖ Fees & Charges – Policy 201 from the City of Grande Prairie ❖ GPRRC Ice Users Contact List 	