

RnBQC 2017 Committee Feedback

Volunteers:

- LDS volunteers were GREAT!
- Canyon State Academy volunteers were GREAT!
- Need First Aid kit purchased for trailer

- Do we need a FAQ handout to give to volunteers so they are able to answer questions?

Sponsors/VIP:

- Good new location
- Great idea for photo booth
- Food presentation could be better
- Key Volunteers/Committee Members should be able to eat.
- Need more signage in the VIP area
- Catwalk access through VIP area was a bottleneck
 - Maybe 2 entrances – One just for VIP and one for contestants who just need to get over.
- The placement of VIP did divert people who didn't need to be on the catwalk or in that area.
- I know several VIP's were not happy that they could not sign in and get their wristbands until 5pm. I know the one that complained to me wanted them earlier to give out to the people they invited so they wouldn't have to meet them at VIP before the rodeo.
- Heard many positives about VIP being right there and visible on this side of the arena.
- Had a positive compliment from a roughstock contestant who said VIP areas at rodeo's never stay open late enough for him to eat after his event. He was very thankful for the meal he got late and a place to sit and eat his food. Glad we kept VIP open until the very end for these participants even though it is hard on our volunteers.
- Put sponsors somewhere else & sell the seats
- Moving the VIP tent was a success.
- Outstanding job of acquiring sponsors and keeping them happy once they get to the rodeo. Kudos.
- If we put large-screen televisions in the VIP tent, Dan thinks many would stay in there which would free up more GA seating to sell. Yuma does that with great success.

Committee Chairs/key volunteers

- Everyone worked very hard all weekend and it showed.
- Brook great job on taking on Treasurer
- Lots of knowledgeable folks around to answer questions - red shirts helped.
- Chairpeople should arrive 30-60 min early & stay late, or designate a primary backup
- Provide better scope of Chair roles & responsibilities, including what they can decide & what must go to the Board.
- Committee Chairs and Board Members more than others, should have respect for each other....sometimes lost because of fatigue, etc.
- Committee Chairs needs to realize their actions and words speak loudly to everyone around them.
- We need to acknowledge main key volunteers more....they get lost in the shuffle and feel unappreciated.
- Acknowledge Board and Key Chairs at each rodeo perf.
- Board/Key Chairs should receive something for their volunteer time. 10 vouchers is not much for what most do....we have to buy our own shirts even.....maybe a nice RnB hat that are not sold, but only given to committee?
- Need a Thank You dinner or celebration within the following 60 days after the rodeo.
- Start looking for additional youth now to shape into key positions.
- Ask main committee chairs on needs now to start looking for youth.
- Maybe a Youth Lead Person to help shape them and pair them with key committee members?

Queens:

- Social media seemed lite
- Need to be more aware of event schedule, e.g. pictures and commitments
- Didn't see how Sweethearts were utilized throughout the weekend....could they have been used in other ways (marketing, VIP, etc)
- Did not attend any Ag in the Class events – those should be mandatory for as much work as they are to organize.
- Worked well in perf

General:

- We need a General Photographer throughout the weekend to take pictures of everything from vendors, committee members, carnival, etc.
- Extra radios were a great addition.
- Dust control was good
- Dance area/dust control good

- Maybe use dust control around VIP & RAM area
- We need Some sort of flashing strobe lights for Gator /UTVs to avoid situations in crowds
- Hand held Flashlights for walking (2) / like airport runway
- Need to cover tent stakes with something /Tables Open to solutions
- Too much access to all areas for all outside areas
- Gate barricades were left open between arenas on E side a lot.
- Display a posted schedule at least 2 different locations to refer people with Questions about What? / Who? /When to - BOTH PUBLIC & COMMITTEE!
- Additional signage needed to all areas (with ARROWS BIG)
 - Saloon
 - Midway
 - Dance
 - From back 2 Arenas to saloon etc.
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- Overall it went great! The heat was a factor we can't control but the event went well.
- I'm sure there is more kudos but that's all I can remember right now.
- Last but not least I continue to be amazed by our efforts, patience and leadership!! Kudos.
- It was a great event, executed smoothly by an amazing team.
- Fire Marshal Ted Ford wants to collaborate on an overall emergency plan well in advance, including occupancy loads, ingress/egress for emergency vehicles, staffing, exits under tents, etc.
- Encouraging vendors and carnival to be open worked pretty well, but our RnB booth wasn't open.
- There is still a several hour drop off attendance and activity each day until about an hour before the performances.
- There is still a lack of connection with the other arenas. Few people watch what goes on. Visually blocked.
- Big problem is lack of shade & seating outside of the dining area.
- More signage from the paseo that goes up when events are underway?
- Debbie from the Town says we need "No Smoking" signs in the parking area on the landfill because methane is being vented. (Shouldn't those permanent signs installed by the town? Methane isn't being vented only during RnB)
- Do we need to designate smoking areas in the arena? Signs on the perimeter fences?
- ATMs ran out of cash at least twice.
- Draft horse woman, Katrina Lindstrom, was concerned about bio-security to protect her horses. She said HPEC appears to do a good job but that FOHP/RnB and HPEC should have that on our websites to say what we do, such as spraying with Sin-Bio, having a vet check all livestock coming into the park, etc.
- Carnival didn't bring the Ferris wheel (being overhauled and didn't tell us). The pad was larger than last year, but still needed to be bigger. Rounded off at the corners eliminated useable space. Should we look at taking over Arena 4 with the carnival?

Or have part of the carnival inside the arena? Probably not big enough, but it would help draw crowds in that direction. Or have the carnival overlap the paseo so people have to go through it to get in and out. Have to evaluate vendor issues.

- Carnival mix: four rides for older kids; five for youngest; climbing gym and fun house; five games and two food trucks.
- Don't have a Lost and Found protocol. Volunteer trailer? Ticket booth? Need signage at both places to tell people where to go. Need to let our staff/volunteers know so they can tell people.
- We announced the Instagram winner but didn't show the winning picture. Only the Instagram logo.
- Committee would get a lot out of attending the PRCA committee conventions.
- Without a ferris wheel, is it time to look at other carnival vendors?

Merchandise:

- Great items, great t-shirt iron-ons.
- Get a bigger budget for hats, higher value items
- Have merchandise ready for block party and some events prior.

Marketing:

- Do people use the tri fold flyer?
- Social Media would like a special flyer for their marketing needs.
- Social Media Live shots were a great idea.
- Do we need more daysheets?

Facility/Site

- Need 1-2 more workers on the facility side.
- How to avoid the increase in power issues we had this year?
- Need a crew that takes down banners. Have a banner crew to relieve the extra work.
- Extra gator/golf carts a great addition. The more people we get to help, the more we may need.
- One person should be in charge of all the keys of the golf carts/gators for easily access
- Pony rides caused issues for port a johns
- Need to schedule servicing of port a johns between 6-7am
- Wednesday load in worked good
- Should we cut off vendors after Wednesday? Issue trying to squeeze into spots with spectators walking, etc.
- Bathrooms (not portajohn, but regular park bathrooms) were not cleaned all weekend? At least the same restroom stalls that had feces on the toilet seats still

had it on Monday and it was also there Saturday.....(ladies restroom). We really need to have the park have their cleaning crew at least do the restrooms a couple of times over the weekend because they get dirty really fast with the crowds we have. If they park doesn't have staff who will come in we might think about hiring someone to do this at least once each day Friday, Saturday and Sunday. It was hard to find a stall clean enough to use on Sunday and I cannot imagine how bad the men's room was if the ladies room was this dirty.

- Park staff was awesome helping us get equipment and livestock stored and transported in and out of the arena for family rodeo/xtreme teen.
- The new coating on the Paseo was effective but it will need to be redone by next year I would think.
- PortaJohns were being serviced during the Family Rodeo registration Sat AM, starting at 7:50 am. People were moved into the stands so the truck could get in and spray everything down.
- The PortaJohns were out of towels before the performance even began on Saturday. Not sure who is responsible for stocking. People were wiping hands off on their clothes.
- Big problem with overflowing trash cans and flies Saturday morning. They weren't emptied Friday night and HPEC worker wasn't scheduled to arrive until noon Saturday. We had to have volunteers pull out full bags and move them out of the way until HPEC could pick up. It was not pretty.
- I had two people mention there are no changing tables in the concession stand restrooms. Suggestion to HPEC?
- Can we work out shade for arenas 3 & 4? Tents? Or can HPEC install?
- Chuck, the sound guy, would like to have HPEC install an outlet in the center of the roof so he doesn't have to string several hundred feet of extension cords.
- Should HPEC install lights in the runway under the west bleachers? We put up temporary ones.

Water/Ice Team/Alcohol

- They were very quick to any call made for additional ice and water.
- Need cut sheet for all used on beer /liquor/Ice to use
- We need to Edit this list to beers of most demand and cut the less popular
- Try to Get COKE or PEPSI to sponsor?
- Bartenders supposedly were telling people on Sunday that they couldn't sit under the big tent in the shade unless they bought drinks.

Parking

- Spectators still parking in trailer parking area.
- Parking on Friday / Saturday was a nightmare for horse trailers. Vendors parked back there and there was no place for horse trailers to fit because single row of cars all across the first row.

- Cars came in during the rodeo and parked in the empty space between horse trailers, leaving the contestants and royalty who returned to their trailers with no way to tie their horses to their trailers while they untacked. In some cases people had to hold the horses until the drivers of the cars returned or put the horses in their trailer (several royalty complaints).
- There was no parking person at the end of the row directing drivers into the upper lot, so many were cars were turning in to park in any space they could find in the lower lot even though they were not contestants or vendors. Having a parking volunteer at the top of the west side would have kept people moving into the upper lot instead of taking the trailer parking with their cars.
- If the mounted shooters come back next year they should pay to use the arena. Also, the promoter should make it clear in his advertisement that they must park on the hill not the road or behind the barns in the contestant area. He should also take responsibility to help control the parking. We will need to have both volunteers/committee and parking staff working early in the morning to assure they park in the right place. I had numerous complaints from contestants about the parking. They don't mind if they get there late and other contestants have filled the space but don't like it when they get there early and the shooters have filled the lot.
- Great job on parking. We should evaluate starting times for workers, both volunteer/committee and Pro-em for parking.
- Problems related to mounted shooters: They ignore signs and park wherever they want. Contestants showing up at 6:30 am before we are staffed to prevent parking issues. Cant we work with mounted shooters to get them to put out the word to their folks on where to park?

Dance

- Dance Lessons should not be done during the dance. Created a lull and people left because of the lull in activity.
- Harry Luge was as big a draw as CrossRoad for 2X the price; big price might not mean big draw.
- Some sort of expanded metal or plastic for water down on the ground in Bar/saloon area
- The dance on Friday works.
- We need to rent the dance floor so we don't get the long down time while the guy gives dance lessons.
- Both bands were good and fit our crowd well.

Rodeo

- Some of the contestants were unhappy with the amount of security at the Roots and Boots Rodeo. At most PRCA Rodeos, if the contestant has their PRCA Card, they have full access around the rodeo grounds. This includes going to check on their livestock draw, hospitality, behind the chutes, etc. Apparently some of this access at the Roots

and Boots was denied because they didn't have back number on or it was a restricted area. Contestants came to watch the livestock on other nights that they were not up on, but did not have access into rodeo with card (because they didn't get their back number yet).

- Live feed did not work on the jumbo tron
- Having all of the security, wristbands, back numbers, etc makes it hard for volunteers to know who's allowed and where. If a contestant or contestant companion presents their PRCA card or Companion pass, they should be allowed access.
- If we could start the Rodeo 101 1/2hr earlier, this will allow us to do (1) hour of talking and still allow people time to get some good seats, especially on the sold out nights.
- The Ford sign on the cat walk should be obscured before the first perf or slack.
- Tickets sold and distributed very well
- If we made any money I would like to up the added money to \$1,500.00 (3,000 in team roping). We are up against numerous rodeos in Texas with the dates we have.
- I think we need a new clown act. His shtick doesn't work for our crowd and he doesn't get the energy level up.
- There was some concerns expressed by the barrel racers that the footing isn't as good in slack as it is in the performance. They said it gets too deep in slack even with the drag. During the perf the ground gets packed down a little so by the time they race it is about right. They acknowledged that the draw is part of rodeo but want it to be as fair as possible.
- Ticket sell out online doesn't mean we are sold out. We probably had a lot of people not come out to get tickets because they thought everything was sold out. Need to come up with a solution.
- The electronic board failed again this year. It was dark on Friday night until the team roping. Camera work was ragged this year.
- Need specific, published ground rules that says "No companion passes behind the chutes." Post on PRCA office wall?
- VIP section roping off too much space again, but was taken down quicker this year avoid conflict with general admission we've had in the past.
- The sign ups for the breakaway contestants was next to the feed sacks by the livestock pens. Can we give them a better location that would be more welcoming? Maybe a table inside/outside the PRCA trailer or something?
- Can we do more with the day sheets? Include announcements (such as links to social media), promo upcoming events, hype the Arena 3 project? More of a program than just a list of contestants?
- Should volunteers hand out tri-folds at same time as day sheets?
- Can we encourage the Town to install Big Ass fans over the west bleachers too?
- Need an A-frame promo for Rodeo 101 tours at the ticket booth. Times/prices/Meet Here.
- Not sure what we can do, but the tractor running arena prep and the sound system being tuned up completely drowned out the Rodeo 101 tour (at least on Sat). Plus,

we advertised it as a behind the chutes tour, but never went behind the chutes. Went in front of them. We had too big of a crowd on Sat. Maybe we should break it up in a couple of smaller groups. Have them start at different ends and cross in the middle.

- Chuck, the sound guy, said the portable fence panel used to control access on the north end of the west bleacher caused him problems when it was dragged to open up. The sound resonated through the bleachers into his sound system. I told the gate volunteer to lift it off the ground to move it rather than sliding it. Chuck asked why we need that gate there at all if we have a volunteer standing there. Maybe a rope on a latch across there would be sufficient (and better in case of an emergency).
- Pre-produce sponsor spots and announcements that could be put up on the video board instead of him just reading. An example would have been the Arena 3 cover campaign. Also, a welcome by the Town of Creek. The pre-production could include video of mayor speaking and video showing new things happening around town. It could also include promos of upcoming events during RnB. Dan said he would make himself available to help with the production of those.
- Can we install temp seats anywhere for the VIPs? Would HPEC put up sky boxes on the south end? There is a lot of real estate down there.
- The Sat perf was one of the best, but Sun was a mess for a variety of reasons. Heat and lack of rodeo action was part of it. Names were all messed up in the breakaway.
- April at his side to keep track of sponsor mentions.
- Yuma gets local TV to do their weather reports from the rodeo.
- Additional added money won't change anything unless we get to the \$10,000 range.
- There is still too much congestion at the gate. Much better than it was, but still a problem.
- Additional fun/local participation during the performances is possible. Mutton busting final? Mounted shooting demo?
- We had few bareback & saddle bronc riders than in the past; maybe we have to be careful how we enforce access rules if we want cowboys to compete here?

Family Rodeo

- I think for the participants family rodeo was much more organized this year than last year.
- Set up and Tear down for family rodeo was quick and smooth this year thanks to all of our great volunteers! A special thank you to volunteers who found banners in the big container quickly.
- We needed "Family Rodeo" directional signs on Saturday morning at the main entrance on the south.
- SKR running smooth

Security/Access Control

- Excellent job on security.

- We will need to work on security at the catwalk a little.
- We need to have a gate on the north side of the tent to allow food to be brought in.
- Security on the west side drive can be increased to keep people from wandering in especially contestants.
- We need to provide a first aid kit in the office and make sure our emt's don't leave for an off-site accident.
- Also, should EMTs stay until the dance is over?
- Access was better with Hospitality tent, but still need to improve catwalk & PRCA access
- We did not have a first aid kit anywhere. On the tri-fold, we designated the volunteer trailer as the first aid location, but we were not prepared for anyone needing help, even as simple as a bandaid.
- The number of new radios is great but I think if we got ear pieces it might help them be more effective.
- We had a child injured in the carnival at 9:45 Sat night, about an hour and a half after the performance, and there was no medical personnel on site. The FD left at the end of the perf.
- We should send complimentary 2018 rodeo/carnival tickets to family of the injured child along with a letter. The boy, was Nolan Schinn, 6. Father, Ramsey Shinn (480-694-6200 and RShinn24@yahoo.com). They rented an RV slot. His ex-wife was working in the Olive Mill food truck. Ironically, she was injured earlier in the day (cut her toe on the Olive Mill truck) and tried unsuccessfully to find a BandAid. That's when we first discovered we don't have a First Aid kit.