

2023 Roots N' Boots Queen Creek Feedback

The following is raw input from the RnB Committee for consideration by the FOHP Board and RnB committee. As always, this input is provided for the continual improvement of the event and should not be taken as a personal attack or that our efforts are not appreciated. As always, the things to improve or change are what sticks in our minds; the positives tend to be expected and therefore don't come across as frequently in such feedback.

SEATING

1. Decide if we are allowing standing along middle aisle east side
2. Great rodeo crowds with few seating issues.
3. The woman who did the national anthem on Friday night spoke with me at the end of the night tonight and mentioned the national anthem singers frequently have problems finding seats in the VIP section. They generally have difficulty because they aren't allowed to go get their seats before they do the national anthem, and then, when they go with their families into the VIP section, they have nowhere to sit together as a family.
4. Security can be sparse and needs to be in particular places during the rodeo, but since I primarily work with young adults, teenagers, or children and the majority are usually female I think it might be a good idea for me to have a security member walking around with me to assist me and my ushers with any altercations or difficult people in general. When I approach people with a security member behind me, they tend to respond a lot better than if it's just an usher or myself, especially when we're dealing with upset men or intoxicated guests.

BOARD

1. Board roles & responsibilities. What is expected of board members needs to be documented & agreed upon
2. Need to clarify board members are to help, oversee and represent honchos, not take over their work.
3. Need equipment manager
4. Too many board/committee at rodeo west gate
5. Board/committee watching rodeo need to have a job
6. Do we need minimal involvement to be on committee?
7. Need to start thinking of formal shifts for some key positions
8. We encountered several times this year that when a decision had been made and communicated that someone else had come behind and changed the plan, etc. Honchos should be allowed to do their job.

LIQUOR/BARS

1. Use Invictus for liquor control exit checks
2. Build custom beer tubs
3. Paseo bar created line issues
4. Build better bars
5. Much fewer cart runs during rodeo - excellent
6. From the beer camp we request the committee buy our own tubs. We can reseal them every year or as needed to prevent so much leakage and mud. Cole has offered to build us bars

VOLUNTEERS

1. Hire daily cleanup crew as our weekend warrior numbers decline
2. Hire adults for ushers
3. Clarify up front who is betting own volunteers and who is relying on nicole
4. More volunteer thank yous
5. Volunteer tent worked very well.
6. Need to scrub volunteer list & emails for folks not being involved
7. Only major issue I saw was with timing of volunteers and opening the arena.
8. PARKING HELP IF WE USE THE SAME SCHEDULE NEXT YEAR WOULD BE FROM 4PM-10PM
9. Couches for volunteer tent

VENDORS

1. No straw - us & vendors. Add to vendor rules
2. Food court & tent worked very well

HOSPITALITY

1. Hospitality was better but more food needed
2. Secure hospitality at night preferably fence
3. Open at 4 with food service Friday and Saturday
4. Tanner committed to turf next year
5. Electric light sign saying hospitality or check in or similar (flashing)
6. Upscale VIP
7. No open entrance to VIP on south side
8. Better food for VIP
9. Extend VIP
10. No coolers for beverages in VIP. Use troughs.
11. Bigger elevate for certain level VIP
12. Free drink tickets for certain level VIP

SPONSORS

1. Add to sponsor contract that perks during perf are "best effort"
2. No Shoppers Supply flag this year meant no recognition announcements during the actual PRCA?

3. Tailgunner Apparel-Upset about her flag not coming out during her sponsored event. Also upset that announcer said "Sponsored by Tailgunner and Sasi".
4. Herd Health Management vets were surprised to hear every night that they were "One of 5 veterinary practices here keeping the rodeo animals safe."
5. Can we have someone in the arena during performances making sure our sponsors are recognized per their individual contracts with us?
6. Sponsor flag presentation also got a little long but a necessary evil as those folks that pay for recognition deserve their flag.
7. flags & commercials - they pay for the rodeo so find a way to keep them happy, but they were not the reason for the length of friday
8. Not too many flags, it's just too many at once. Not only is it difficult to manage, it bores the heck out of the audience. Suggesting splitting them up throughout the performance – even while competitors are moving from one end of the arena to the other. Splitting it up into thirds, at least, would be better.
9. Flag lists don't match what is entering the arena. It is impossible to figure it all out on the fly.
10. We are pretty much at max with the number of logos that we are expected to include on the daysheet. If more are added, they will become so small that they will be hard to read. This is another sponsor discussion that should focus on who should really be included.
11. If sponsors are picking up or told they can pick up banners following the event there should be a designated place where they can collect them.

CREDENTIALS

1. Credential confusion was better but needs to improve more.
2. Better worker pass control; too many scantily clad pretty girls with worker passes
3. Fix backnumber xls
4. Youth bulls wristbands!
5. Too many people asking for all access day of rodeo
6. Need specific names of who they go to - no more just give me x amount

MISC

1. Investigate better WiFi service
2. Town wifi system - limitations on access
3. First aid kits needed for Kids N Kritters, Extreme Teen, SKR, etc.
4. How do we improve the process of ensuring day sheets are getting to our rodeo attendees?
5. Locate current barrel covers or will have to order new.
6. Anthem singers are FOUR tickets not 8.
7. No straw

RODEO

1. Minors in the arena. Youth rough stock, SRR, specialty acts, etc. Decide on a policy.
2. Excellent crowds

3. Tractor grooming was excessive and during slack caused by my watch 70 minutes of extra time
4. Robert and Angela, David Tiffany Dakota Makila and the girls that helped behind the rough stock chutes did an amazing job
5. Not only did the rake cause saturday to go long (or was one of the issues) but raking was different between slack and friday night.
6. No need to rake before barrels start
7. Dan still gets flustered now & then with the number of sponsors to mention. Maybe consider a shadow announcer to help dan as the event grows
8. We need to clarify in SRR contract the odds n ends, ie all women's rodeo if continuing, thurs stock, lodging for extra rodeo help, etc)
9. Need a single POC. too many calls from various folks causes confusion
10. Kids < 18yrs in the arena
 - o There is no single consistent view of kids working in the arena during prca
 - o We do need to make it clear and be consistent in our rules
 - o Regarding cody resor's 7yr old son in the arena pushing cattle, if we don't want that (our queens usually do it) then just say so.
11. Dan Fowlie likes our sound guy, Chuck. April is not understandable.
12. Dan Fowlie really likes our clown. If we need another option though, he suggests "Danger Dave" who is out of Montana but whose parents live in Apache Junction and he has expressed an interest in our event.
13. The Pee Wee stuff is a crowd pleasure, but he said it scares the crap out of me for safety reasons
14. If insurance indicates we cannot have anyone under the age of 18 in the rodeo arena during a PRCA event, this would then apply to our own youth committee members as well.
15. Really garbled audio.., energetic guy regardless. It's an Audi issue, not a clown issue.
16. Speaking of audio: the woman announcer was completely unintelligible
17. Better communication with rodeo clowns regarding times and non-perf expectations.

ELEVATE

1. Better access control at Elevate. Had one known interloper at North Elevate
2. How to add more elevated seating? Very popular.
3. Elevate is an outstanding addition.
4. Based on emails, there seems to be a lot confusion about how people get their passes/tickets. For whatever reason, many of them don't realize they pick it up at the ticket booth. We may want to consider emailing them something (we may do that already, I just don't know). All I know is we've gotten a lot demanding emails.
5. Some people don't seem to realize that kids under 12 aren't allowed.
6. We have to figure out how to account for the drink tokens in the bar POS system.
7. The hightops are for three people. That is such an odd number.
8. Elevate north folks were misplacing meal tickets. Figure a different way for next year.

SITE

1. Location of petting zoo & activities worked well w/out rain
2. Turf was a great addition

VIP

1. VIP security worked well, except small issues between VIP and non-VIP under catwalk stairs
2. Need VIP entrance signs for Kendra entrance of catwalk just like what was made for back side

MARKETING

1. Rich's email blasts seem to help
2. Think about two audiences: people who come to the rodeo and people who come to the festival.
3. Further expand and promote the dance / overflow.
4. We should have General Admission signs for the bleachers
5. Not sure Town signs are worthwhile. Work with Town on other options, including keeping Ellsworth Banner up longer.

XTREME TEEN

1. Xtreme Teen participants who were not teens (parent issue). Maybe we need to adjust age for 10 to 21? Board decision
2. Xtreme Teen-prizes taken by children not participants (too young) parents encouraged them-I watched it happen. No board action needed just an FYI as we grow, we bring in a different type of family value (or lack thereof)
3. Chute Doggin volunteers were awesome-kept event moving-Maiiken Kimball and David Mansingh.
4. Parents lying about kids ages to sign them up for Xtreme Teen-more like 9-10 years old but parents said 12 or 13. Some parents accepted age limit and left, others came back and lied about ages. What does board recommend we do?
5. 20 year old (maybe autistic) his mom was upset I told him he was too old to register as participant for Xtreme Teen. Does the committee want to revisit age group for event? Allow ages around our target age to register (like 10 or 11 to 21?) Younger kids is because KNK activities are really mostly for 3 to 9ish.
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6. KNK
7. Loved the new fences (green but didn't look new....fyi) Easy set up and tear down.
8. Great working together this year with Jacob Kelly. He was on time(early), - brought several employees to help, had big wooly sheep and a range of goat sizes for our activities. Promoted the event to families he sees at other events too. We had 124 actual Mutton Bustin' riders this year.
9. Need to increase Jacob Kelly involvement on Thursday.
10. Long lines waiting for Kiss the Pig, Dash for Cash.
11. Parents showing up at 11:00am or later to register their kids for KNK.

12. A few parents upset about kids being too heavy to do Mutton Bustin'-our advertised weight limit was 55 pounds, Jacob let us go to 60 pounds per size of the sheep.
13. Overall, I think it went really well. I also really enjoy working with Sandy, she has helped me so much this year.
14. We had a whole bunch of Chick fil A coupons at Dash for Cash, so next year we need to use more coupons and less cash.
15. We had some issues with finding volunteers this year and the ones that had reached out to me prior to the event, just over half of them actually showed up.
16. People loved the pig kissing booth and Herd Health's stations!

OVERALL

1. Overall, what a fantastic weekend!
2. Family events saw over 300 kids at KNK and 94 at Xtreme Teen, with 65 chute doggin'!
3. It appeared each and everyone showed dedication and professionalism representing their area and the rodeo as a whole. I am proud to be a part of our organization and have bragged about our Rodeo and committee since I got home.
4. I thought everyone pitched in as usual to help whoever needed it. We need to send thanks to Dave, Cole and the crew at the park! They are so willing to help us no matter what. If we don't know if we invite them to the dinner maybe we could.
5. Great event; we know our audience
6. Dan Fowley continues to be impressed with our event and our organization. It is among the best-run rodeos he deals with
7. We received positive comments from our contract personnel about the rodeo production.
8. Jesse, new RAM rep., proactively stopped me to say how impressed he was on Wed with the number of committee setting up. Said it was clear we had a great committee, communicated and worked well together, and were here for the event for power tripping.

PHOTOGRAPHY

1. Saw them all over the park at events.
2. Very impressive set of photographers this year. Always seemed to be nearby when I looked for one.

ROYALTY

1. 50/50 raffle rocked it this year! Over \$11,000 cash handled by our incoming royalty with half retained by the rodeo.
2. Great job by current and incoming courts. Lots of customer interaction and always on top of their game.

BARNS

1. Rowena, Maaeken and crew ran a smooth operation at the stable and RV lot in my view
2. A Third lite Exit sign on the East Exit road.
3. Signs around the barns that say "pet or feed the horses at your own risk." Or something like that.

SKR

1. The activities were all a great hit!
2. The Rodeo Queens were a dream- they were amazing at connecting with the guests and so willing to help in any way.
3. We weren't expecting JJ Harrison to pop by, but he was also a remarkable hit with the roping station.
4. We had been quite worried about volunteers, but we ended up with more than we even needed.
5. That grass 'carpet' leading to the arena was a fantastic idea!
6. Not surprisingly, the biggest struggle we had was picking up something new without any help from the past organizers. And I'm afraid the volunteer from our organization who was slated to take it all on seemed to bite off more than she could chew so there were some hiccups on our end related to that. Clearly, not a lot could have been done about that and we tried to keep better notes for the future.
7. The event was advertised as hard-packed dirt that is wheelchair friendly. The dirt wasn't actually very packed and we had wheelchairs struggle quite a bit.
8. I appreciated having emails forwarded from the primary skr email, but it was confusing who all it was being sent to, who should respond, having to respond to incoming messages from different accounts, etc. I understand the importance of RNB being represented in a particular way, but if there was a way to give a little more cohesive communication power to the SKR representative.
9. We worked hard to market specifically to special needs kids but, in the end, our guess is that at least 75% of the attendees were adults from day programs. If there really is a desire to increase access to children, I would recommend minimizing the exclusion of neuro- and physically typical siblings.
10. Because there were so many groups, the one entry point as the ingress and egress proved tricky a couple of times. Not sure there's a way to fix that, probably try to have the registration somewhere besides that narrow entry point.
11. In the future, we would strongly recommend that if the SKR organizer also has a booth, it be right next to the entry point.
12. We were under the impression that we had a budget of \$1,000, but were told later that there was no budget.
13. Have water! Lots of water for the volunteers.

ALL WOMEN RODEO

1. Need to cap entrants
2. Clarify responsibilities between us & SRR
3. Dan Fowlie liked Wednesday except for the number of barrel racers. He was really impressed with the food bank donation being the cost of admission.
4. The trick riders were amazing and a huge crowd pleaser.
5. Laurie from Heart Cry indicated that Wednesday and Thursday were not on the contract/agreement for Billy to do the invocation. There were no issues and he was there but need to ensure future contracts/agreements include any additional performances.
6. Who is managing moving forward - RnB or other organizer

7. One other option is to make it an All Women's Rodeo through the WPRA. Entries, etc. would then be handled through procom. Could look at potentially other events rather
8. Need to cap entries in all events. Heard multiple times from spectators and others that it was a glorified slack.
9. Entry deadline needs to be addressed.
10. Food vendors must be open
11. Utility cart available for food transport

BULLS AND CHUTES

1. Youth very unorganized wrt stock & order of riders
2. Thurs stock looked very unhealthy.
3. Copper State Rodeo agreement for youth bull riding and those under 18 in the arena- The contract indicated that no one under the age of 18 could be in the arena during the PRCA event. Ultimately could eliminate any competitors under the age of 18 as well.
4. Youth bulls register on east side of arena -too many unknowns going over catwalk to register

SECURITY

1. Success: Paid folks doing ID check
2. Additional Security
3. Paid Parking attendants
4. Addition of paid staff reduced many of the issues we have had in the past. Still some kinks to work out but overall a win.
5. Improve timing on shifts for paid folks
6. Improve consistent coverage of access points
7. Security more on the west side for parking by arena

HERITAGE MEMBERS

1. This process could be simplified and it would make much more sense to have one individual handling the contacts, spreadsheet, requests, etc.
2. Need to designate someone to manage heritage members and all of the process steps involved.

PARKING

1. Do we need to hire parking shuttle or is it good enough for us to do it with our carts?
2. Everything seemed to go pretty smooth besides trying to get volunteers in positions at crucial times when needed.
3. The hired help was a plus as most of them did what they were asked and a couple didn't which I asked for them to be moved in different potions.
4. Thursday - We definitely need parking help for that night. FRIDAY- PRCA RODEO
5. Paid Parking was open from 8am-10pm. For the amount of cars arriving Friday morning it is not worth it to take paid parking.
6. Strongly urge we get the south lot flagged with rows. We did our best and it worked out the way we managed the overflow. It would save a lot of time to have that area flagged

so cars can proceed without having a shepherd leading every car to where they needed to go

7. WE WILL BE NEEDING TWO GOLF KARTS FOR PARKING NEXT YEAR
8. THE VOLUNTEERS THAT HELPED OUT IN TAKING MONEY WERE ROCKSTARS!!!
9. Need:
 - o 6 - 4'X8' NO EXIT SIGNS
 - o 5 - 4'X8' EXIT SIGN WITH A LARGE LEFT FACING ARROW
 - o 5 - 4'X8' EXIT SIGN WITH A RIGHT FACING ARROW
 - o 3 - 4'X8' EXIT WITH A STRAIT OR FORWARD ARROW
10. STAKES FOR THE FLAGGING IN THE PARKING LOT NEEDS TO BE ALL METAL STAKES. NO PLASTIC!!
11. VENDORS, VOLUNTEERS, AND COMMITTEE MEMBERS NEED THE PRINTABLE PASS ON THE DASH OF THEIR VEHICLES. ALSO MOST OF THEM THINK THEY CAN PARK IN VIP PARKING! I BELIEVE WE NEED TO ADD ON THE BOTTOM OF THE PARKING PASS STATING THAT THIS IS FOR GENERAL PARKING AREA ONLY!!
12. VIP parking on Wed and thurs
13. Paid parking attendants!!

SUGGESTIONS FOR EXPANSION

1. To add more nights, we would have to add more money to keep the competitors there.
2. Add a large concert to the mix with a big name entertainer.
3. Expand the family events. Do KNK and Teens two or three days, not just one.
4. Fill outside arenas Wed& Thursday
5. Small horse shows, events...
6. Payout breakaway increase
7. Payout rodeo increase compare to other AZ rodeos
8. Partner with other events.