

Ice Arena Innovation

BY Andrew Barten, Ocean Ice Palace



Ice Bumper Cars

My wife Raven and I have taken a laser focus to innovation recently. Our geographic area continues to gain more ice arenas, increasing competition, and if you're not careful, decreasing profit margins. We don't want to compete that way. These types of cut-throat models always end up adding far more value to customers than they do business owners. Therefore, the only way to stay profitable and grow your business is to innovate.

As Raven and I build our portfolio of businesses and opportunities I am always reminded of the Red Ocean vs. Blue Ocean strategy first explained to me by a gentleman I worked for as a young man. The best definition of this idea (allowing only for a quick Google search) is from the website blueoceanstrategyaustralia.com:

“Red Ocean companies try to outperform their rivals to grab a greater share of existing demand. As the market space gets crowded, prospects for profits and growth reduce. Products become commodities and cut-throat competition turns the ocean bloody red... In Blue Oceans,

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2019 Spring Conference and Trade Show

Monday, April 22 through Thursday, April 25, 2019

Schedule & Registration Form on Page 10 & 11

Women Now Working in the Ice Rink Industry

By David Korpiel, CIRM

There are men's leagues and there are women's leagues. The NCAA has both men and women playing varsity and club hockey. There are also women and men in positions of director of ice rink facilities. The ice rink industry appears to be dominated by males. However, that is slowly changing. Women are running ice rink facilities and running them well.

The women that were interviewed for this article all enjoy what they were doing. Ulana Fuller, Program Director at the Canandaigua Civic Center, in Canandaigua, NY, says this is her "dream job". She has been on the job only for 6 months. The GCCC is a small 1 sheet facility that the community takes pride in. The GCCC celebrated its 27th year this year. It is an ice rink from September through March. In the months in between it is used for other community events. Fuller likes the challenges of running a facility. "I like the challenge of the industry. I like the fact that I wear many different hats," Fuller said.

Megan Moesch, Operation Manger at the Brigade Sports Complex on the Campus of the US Naval



Academy got her start in the ice industry through her father. "My dad was the athletic trainer for the men's hockey team at the academy. I became a rink rat and I learned how to figure skate," Moesch said. "I never thought that I would be doing what I have been doing," Moesch said. "I never thought I would be driving the Olympia and changing the blade," she concluded. Moesch has been employed at the Naval Academy for 8 years.

Tammy Forbes, Director of the Sunbury Ice rink in Sunbury, PA has been there for six years. Forbes appreciates working at the facility because it is a place where the "Kids can play and learn to skate. The people in this community are thankful for the facility," Forbes concluded. Prior to her current job Tammy worked alongside children with disabilities. "I like to



help children succeed," she said. "The kids with disabilities have that drive as well."

Marissa Trott started in the ice rink business at 16 years old as a rink guard and working at the snack bar in Cranston Memorial Ice Rink in Rhode Island. Upon graduating from college she moved to Northern Virginia and was Director of 4 seasonal ice



Marissa Trott

outdoor rinks. She says that was always interesting trying to keep ice out doors. Marissa is currently the Director of the Warrior Ice Arena in Brighton, MA. It is the practice facility of the Boston Bruins. There are many challenges running an ice rink facility. The industry is primarily made up of men. Each of these women has stated they do not feel intimidated by a male dominated occupation. "I think that the Dad's at the rink are a little jealous that I can drive the Zamboni," Fuller Said. Trott also stated with confidence. "I like the fact that I can drive the Ice Resurfacer and that I do a good job," Moesch explained that she also can drive the Olympia and that she is training 2 more women to do the job.

The women didn't get started in sports management. Trott attended college thinking she wanted to be a teacher but ultimately changed to Sports Management. Fuller went to school and graduated with an English Degree. Moesch attended school and earned a degree in Fine Arts. Forbes was a hair dresser before she worked alongside children with disabilities. They are now working in the ice rink industry and are enjoying it. The hours are long but that doesn't stop them. Fuller is a mother of 3 and home schools one of her children. "Working at night is challenging

but I like that. I will prepare the dinner during the day and my husband will bring it to me at night. He will spend some time with me at the rink while I eat," Fuller commented. Trott explained that she commutes an hour to work but that commute is shared with her husband. "I get to spend that time with him and that is nice," she said. Forbes says that she has full support from her husband and that he understands the job.

Scheduling is the most difficult part of running an ice rink. That includes staff scheduling, ice scheduling and off ice scheduling. "Trying to be creative and how to use a multi-purpose facility in such a big space is difficult," Trott said of the Warrior Ice Arena. Trying to fill the space is not as difficult for Moesch. She hosts the Army/Navy hockey game for the Division I Men's game. "Trying to staff the facility when 1400 people are watching the game is a challenge," Moesch stated, "But keeping it clean is a bigger challenge."

They all wear many hats to keep the place running. Fuller was excited to work at her dream job but

then quickly realized what goes into running a facility. "If you are not on the 'inside' you don't realize what it takes to run an ice rink facility," Fuller stated.

Moesch added, rink managers "do everything."

The good part of the job is working with people. "The most beneficial thing about the industry is the networking," Moesch said. "When I go to NARCE or a NEISMA conference I have never met any obstacle. I was always welcomed with open arms," she concluded. At the Naval Academy trying to fight the high humidity is challenging. When the Naval Academy was experiencing difficulty with their dehumidification, Moesch was on the phone with a rink in Delaware. They showed up one morning helped fix the problem and drove back home that same day. "That is what makes it great," she said.

The Ice Rink Industry isn't 60-70 year old men driving the Zamboni like many have thought. It is young professionals, seasoned professionals and now, women in charge. The industry is changing and that includes women.

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(Continued from cover - Ice Innovations)

*competition is irrelevant.”**

I think the word innovate produces a gag-reflex and anxiety for many people. Often, the word innovate has a negative connotation attached to it. An idea that a person has to be almost inventive or possess a creative genome which is simply not found in all people. I promise this is not the case. Take it from me, I am probably as ‘cookie-cutter’ as they come. Innovation simply means being able to recognize trends. Albeit this too often causes people to shrivel back into their shell, but trend recognition is easy. The trick is don’t over think it.

Look at changes already taking place. These are the trends of tomorrow. For example, more people are allotting more of their budgets to discretionary spending, i.e.: family entertainment. How do we capture these people and their willingness to spend? Ice Skating obviously! However, we also need to recognize not all people are interested in ice skating, at least not at first glance, so what do we do to drive foot traffic into the building?

For Raven and I, our first answer was Broomball. Great game, but we drastically miscalculated how willing people would be to participate after they realized how much money they needed to spend on equipment to satisfy our (and our insurance carrier’s) safety protocols. We provided the brooms, the balls, and the ice surface, but we did not account for the idea that people who already owned the equipment would rather skate/play hockey, and the people who didn’t already own the equipment were not willing to

invest a few hundred dollars to participate in a game they were not all that familiar with.

Our second answer however was much better: Bumper Cars on Ice. With a little encouragement from Jeff Grable of the Delaware State Fairgrounds (who purchased them before we did), Raven



*<http://www.blueoceanstrategyaustralia.com.au/what-is-bos/red-vs-blue/>

and I decided to investigate the idea further. We have found great success! The bumper cars allow us to capture demographics we didn’t capture previously and indirectly advertise our programs and packages to those people previously mentioned, who don’t like/or don’t think they want to ice skate.

Since implementing the cars, we have recouped our investment, increased our ice per hour revenue, sold far more corporate events (team building exercises) during non-peak hours, increased revenue possibilities for birthday party packages and simultaneously increased our program attendance through increased awareness. Just last week Raven booked a session for a non-profit group of visually impaired people. They are ecstatic about the idea of being able to drive while being contained within a safe space.

Our arena, being only the 4th in the country at the time, also benefitted tremendously from press exposure with some local news and radio station articles & video clips generating over 500,000 views.

Considering this success, the next logical question is, “what’s next?”

(Continued on page 7)



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NEISMA Spring Conference – Key Note Speaker Rich Coppola

Rich Coppola –has been a part of Fox 61 since 1989, working as the station’s Sports Director. A Connecticut native, Rich began his broadcasting career in radio at KC 101 in New Haven. From there, he continued his career as a field producer for ESPN and then as a sportscaster at the NBC affiliate in Springfield, Mass. In addition to preparing and delivering nightly sportscasts for Fox 61, Rich anchors The



Sports Media Association award.

Fox 61 Sports Ticket on Sunday nights. Also Rich has been named Connecticut Sportscaster of the Year 9 times, in 1991 and 1997 he won the Associated Press Award for best Sportscast. Most recently in 2018 he was bestowed the honor of National

Certification Classes being offered at the NEISMA Spring Conference



Programming, Marketing and Promotions US Ice Rink Association (PMP)
Tuesday, Wednesday & Thursday, April 23 –25

This management course is designed to help administrators and managers evaluate their established facility programming and maximize its’ potential growth. Attendees are provided resources to create and implement their own marketing plans and examine the different media delivery approaches of each. Special events, advertising (both purchasing and selling), and cross promotion of activities are also examined. .



Certified Arena Executive CAE Seminar - **Monday, April 22 / 4:30 pm - 6:00 pm only**
Art Sutherland “New Developments for Efficiency and Safety In the Refrigeration Industry”

The Certified Arena Executive (CAE) program is the graduate school layer of the curriculum and it truly sets iAIM apart. This comprehensive program was designed to identify and hone our industry leaders. It is the only educational forum designed to equip tomorrow’s ice arena executives to prosper in a wavering industry.

Certified Arena Manager - Part I CAM—Part I **Tuesday, Wednesday & Thursday, April 23 –25**

Topics include: Role of Arena Manager; Leadership; Financial Management; Contract Administration; Arena Scheduling; Public vs. Private Management; Risk Management; Budgeting for Managers

WANT TO REGISTER— REG FORM ON PAGE 11

The Infamous Certificate of Insurance

By Tom Ferguson

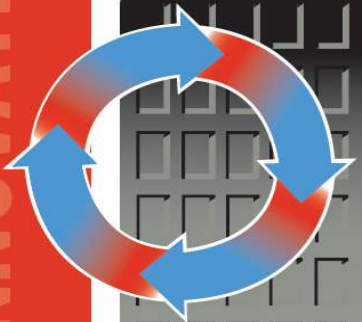
I was very recently asked to explain what a Certificate of Insurance really does. Let's start with what it is. It is simply a proof of insurance in place at a specific point in time. It states the name of the person or entity that is insured, the insurance company or companies providing the insurance, the amount of insurance, the policy numbers, effective and expiration dates of the policies and the name and address of the requester of the certificate. It can be expanded to include more info if requested but that is basically it. How much does it cost? Nothing. It is free. It is the insurance coverage that it represents that costs money.



Now, what does it do? If you have someone, other than an employee, do work on your behalf, wouldn't you want to know that they have insurance in case they wreck something or hurt someone? If they don't have coverage the injured party will probably come after you. How fair is that, if you didn't cause the damage? The Certificate of Insurance is your best way of knowing that the guy you hired is in a position to take care of this situation. There is also a little clause at the bottom of the certificate that says that the insurance companies will "endeavor" to notify you if the policies shown on the certificate are cancelled before they are set to expire. It is not iron clad but at least you have some way of knowing that the coverage is

(Continued on page 14)

ENERGIE INNOVATION



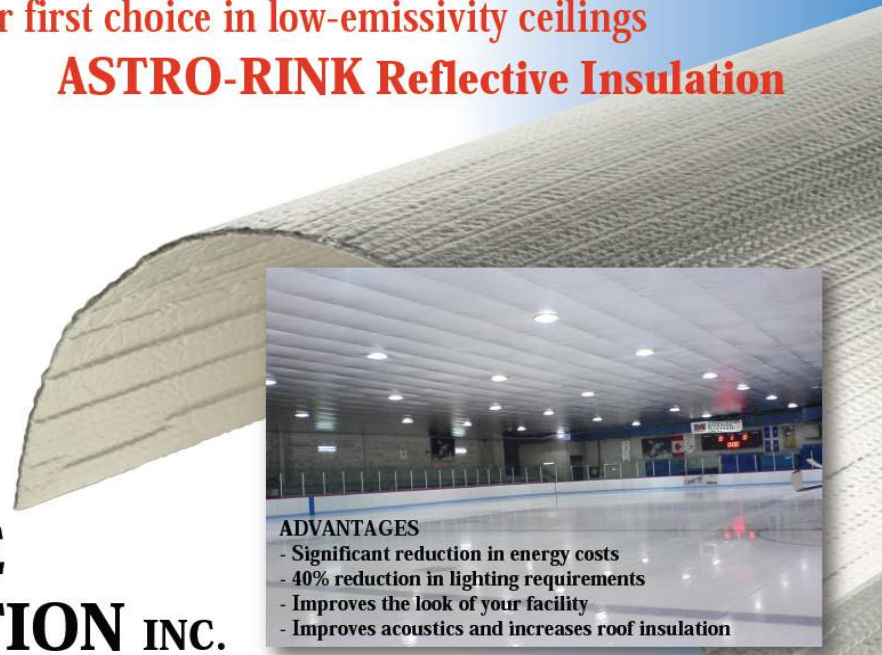
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NEISMA 2019 Spring Conference & Trade Show Schedule

Monday, April 22

- 4:30 pm - 6:00 pm** ISI University (CAE) - Art Sutherland
“New Developments for Efficiency and Safety in the Refrigeration Industry”
- 7:00 pm - 9:00 pm** Welcome Reception

Tuesday, April 23

- 7:30 am - 8:30 am** Coffee and pastries
- 8:30 am - 5:30 pm** ISI University (CAM - Part I)
- 8:30 am - 5:30 pm** US Ice Rink Association (PMP)
- 9:00 am - 4:00 pm** NEISMA Golf Tournament—The Ranch
- 7:00 pm - 10:00 pm** President’s Reception

Wednesday, April 24

- 8:00 am - 9:00 am** Registration and Breakfast
- 9:00 am - 9:45 am** Welcome & Keynote Speaker – Rich Coppola
- Fox 61 - Sports Director
- 10:00am - 12:30 pm** Educational Sessions;
ISI University (Continuation of CAM - Part I)
US Ice Rink Association (Continuation of PMP)
- 10:00am – 11:30am** “Hands On Sessions”
“Don’t get twisted” - Net tying and refinishing
“Sell your rink” - Social media today
“Drop It, Freeze It’ Logo install, Do’s and Don’ts
- 11:30am – 12:30pm** Environmental Protection Agency
– Tier 2 Reporting – Len Wallace
- 12:30 pm - 1:30 pm** Awards Luncheon
- 1:45 pm - 4:00 pm** Educational Sessions;
ISI University (CAM – Part I)
US Ice Rink Association – (PMP)
- 1:45 pm – 2:30 pm** Positive Coaching – Creating a positive experience for all- Eric Eisendrath
- 2:30 pm – 3:30 pm** “Hands On Sessions”
“What’s In Your Room” Rink Mechanical & Building Maint.
“First Impressions” Create a resume that stands out
“Stay Sharp for Customers” Skate Sharpening Basics
- 3:30 pm – 4:00 pm** NHL – Community Rink Infrastructure
– Omar Mitchell / Andrew Ference
- 4:00 pm - 7:00 pm** **Trade Show**
- 7:00 pm - 10:00 pm** Social Event
- 8:30 pm - 9:30 pm** NEISMA Cup Ice Hockey Game—Smead Arena

Thursday, April 25

- 7:30 am - 8:30 am** Coffee and pastries
- 8:30 am - 11:00 am** ISI University (Completion of CAM - Part I Certification)
- 8:30 am - 12:00 pm** US Ice Rink Association (Completion of PMP Certification)





2019 NEISMA Spring Conference Golf Tournament

Tuesday, April 23, 2019



65 Sunnyside Road, Southwick, MA 01077

(413) 569-5333

Highlights:

- Shotgun start at 9:00 am Scramble Format
- 18 holes plus cart
- Use of driving range
- Prizes for winning team
- Prizes for longest drive, closest to pin BBQ and Cash bar afterwards
- Cash bar afterwards Raffle prizes



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2002 to Present: Golf Week, Listed in Top 5 Best Places to Play 2010: Golf World – Listed in the Top 50 Readers Choice in the USA

Want to be a Sponsor or donate prizes?

Contact: Tournament Director: Eric Dursin – 401.865.2331 / edursin@providence.edu

Deadline Monday April 8, 2019



2019 Spring Conference Golf Tournament

The Ranch, Southwick, MA

Tuesday, April 23, 2019

Registration form

\$85 NEISMA Member / \$100 Non-member (per golfer)

Sign up as a team or as an individual (we will pair you up)

Deadline to register - Monday April 8, 2019

Name	Rink/Vendor	Avg Score 18 Holes
1 _____	_____	_____
2 _____	_____	_____
3 _____	_____	_____
4 _____	_____	_____

Team or individual player contact:
Name:

Phone: _____

Email: _____

Total enclosed -

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(Continued from page 4 - Ice Innovations)

We are currently exploring/testing the idea of Knocker ball, where participants wear a huge inflatable ball around their bodies, and, in our case, will try to score goals with a ball while maintaining traction on the ice. Initial customer surveys look promising. Our data indicates customers are willing to pay a



premium for specialty experiences.

If this all sounds too much for you, there are always the simple tips and tricks many have had success with too. Examples include in-house hockey programs, figure skating, tournaments, character skates, face-painting, disco & DJ skates, homeschool groups, minority religious holiday observation, appreciation days (police, military, fire, EMT, etc.), fundraisers, challenger experiences, etc.

(From page 8 - Certificate of Insurance)

there today and not just on the day the certificate was issued.

That was Certificates 101. Now we graduate to second semester. I'm going to tie it all together and make it specific to your life. User groups. You have a rental agreement with your user group that states, among other things, that they will hold you harmless for damage or injuries due to their negligence. The agreement also contains a provision that states that they indemnify you against claims resulting from the aforementioned. In English, the group rents the ice; someone gets hurt because the group screws up; the injured party wants money; the agreement states that it is the group's responsibility to provide the defense and or the money demanded; the Certificate of Insurance is your assurance that the funds to do so are available.

Now this is really important. Never accept a Certificate of Insurance that does not show your name as the certificate holder in the lower left corner. Some people think that a certificate is a certificate and that they can simply give you a copy of the one that they obtained for someone else last week. All certificates are specific. It just takes a phone call to the insurance agent to get one. They are free. It is the insurance that they represent that costs money.

We can get into the Additional Insured stuff when you have sufficiently recovered from this. I hope this helps a little.

(Tom Ferguson is an insurance agent with Wells Fargo Special Risks, Inc. in Dover, NH. He has been in the insurance industry as and underwriter or independent agent since 1976, insuring ice skating facilities since 1993



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Just rink guys helping
other rink guys.



HOW GOOD IS YOUR ICE?

By Ed Peduto

Who has the BEST Ice? Everybody thinks they have it, but the proof often lies far away from the glamorous center ice logos that so many covet. Thick corners are a sign of inadequate/nonexistent ice maintenance. With little in my life to do, I headed out on a Route 128 Rink sojourn, camera phone in hand and the ability to walk on frozen water.

Pictures were taken of the goal line kickplate in the corner closest to the Zamboni gate where possible. I rigged up a Lufkin Tape Measure-Warrior broken stick-Reading Rocket puck rig to measure the height of (normally 8") exposed kickplate above the ice surface. I was impressed with most, horrified by a few....at one rink I tried to edge during a youth hockey game, it WAS THAT BAD! As a guideline, If you can't see two rows of screws, your ice is TOO THICK! As for the one rink that was locked up tightly; YOU must have had a GREAT ST. PATRICK'S DAY!

NEISMA CONTEST

The task is simple ... match the rink name to rink picture. The pictures are lettered, the names of the rinks are scrambled and numbered. Email your answers to jzullo@neisma.com. Good Luck!

THE RINKS

1. CONTE FORUM – BOSTON COLLEGE – CHESTNUT HILL, MA
2. BURBANK ICE ARENA – READING, MA
3. STONEHAM, MA ARENA
4. RISTUCCIA ARENA – WILMINGTON, MA
5. FESSENDEN SCHOOL – WEST NEWTON, MA
6. EDGE SPORTS CENTER – BEDFORD, MA
7. VETERAN'S MEMORIAL ARENA – WALTHAM, MA
8. O'BRIEN ICE RINK – WOBURN, MA
9. BENTLEY UNIVERSITY – WALTHAM, MA
10. JOHN A RYAN – WATERTOWN, MA
11. HOLLAND ARENA – WOBURN, MA
12. BURLINGTON, MA ICE PALACE
13. HAYDEN RINK – LEXINGTON, MA

(pictures on page24)

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NEISMA Awards

Each year we look for worthy recipients for NEISMA awards given at the Spring Conference. We have a few nominees but are still looking for more suggestions. As last year's recipients indicate this isn't an "everyone gets a trophy" kind of thing. The Frank J Zamboni Hall of Fame inductees were Jim Hartnett and Dave Lovero. Doug Peters was awarded the Friend of NEISMA. The three combined had over 100 years in the business.

While we look for recipients who are NEISMA members that have positively influenced the industry as a whole that isn't the only way to be an awardee. NEISMA and the rink industry are strengthened by each member helping keep their rink a safe, clean and enjoyable place for their users. That includes someone who excels at one facility, a group of facilities or works as a vendor.

The Frank J Zamboni Hall of Fame- This award is given to the individual with at least fifteen years of experience in the arena industry and who has given of him or herself in such a way as to benefit the entire industry.

Friend of NEISMA - Awarded to an individual, group or organization that has demonstrated meritorious contributions benefiting NEISMA or its programs.

NEISMA Achievement - The award is presented to a NEISMA member who has demonstrated unusual leadership and has made significant contributions benefiting NEISMA or its programs.

If you want to nominate someone for consideration please forward their name and a brief bio to thomas.walsh.5@bc.edu



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 - Battery Room & Acid Spill Kits



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FACES OF THE INDUSTRY! By Ed Peduto

The iconic magazine Sports Illustrated pioneered the concept of recognizing those excelling in amateur and low-profile sports with its “Faces in the Crowd” column towards the back of the weekly. With that in mind, I headed out on the road to say a friendly NEISMA “THANK YOU” to those who keep the rinks running every day, in this case, Sunday, March 17, St. Patrick’s Day! for some a particularly difficult morning to crawl out of bed and open the barn. Open it they did, and we send a hearty THANK YOU to the Weekend Managers, Zamboni Drivers, Skating Teachers and Referees who answered the bell on St Patrick’s Day.



Clockwise from left – Woburn-native John Cormier staffs BC’s Conte Forum, Sue Hamill strikes a pose at Hayden in Lexington, George Mordaunt gets into the spirit at Stoneham Arena, the Front Desk Crew at Hayden – Dante Vasconcellos, Cayla Weiss and Joyce Guo, Goalie coaching legend Mike Geragosian at Holland Arena in Woburn with Ed Peduto, and Father/Son Quality time at Woburn’s O’Brien Rink involves Kevin & Matthew McBride, true Irish as Woburn demands!!

(Photos Continued on page 29)



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Cleaning Acrylic Sheets

By Tom Walsh

The joy that is cleaning acrylic sheets isn't the same as I get older. I can do about 4 sheets and I'm ready for a nap. I tried to institute a policy of each weekday someone being responsible for maintaining a corner of the rink and the fifth day guy covering the benches and straight-aways. That way there would be some kind of responsibly and hopefully pride in your section. I figured if they did three of the pieces once a week it wouldn't be too bad. Didn't work nearly as well as I thought it would. Something always came up and 3 days a week it wouldn't get done at all. So it ends up being the night before a game we go out and hit the 8 or 9 pieces behind the nets and in the corners where the cameras are located. When did everyone start missing the nets so much?

The process is the same as it always has been but with the advantage of better products. We start using little scrub pads and load them up with watered down product, both are sold by your friendly NEISMA vendors. Two guys scrub and one guy stands by waiting for it to dry with a clean towel to buff it off. We get as much off as we can, concentrating on the really bad marks. Doesn't take that long if you can keep moving.

A couple years ago we started to polish the entire rink over the summer. We would go cart by cart removing pieces, putting them flat on a nice size table and take a buffer to them while wearing a poncho, disposable gloves and safety glasses. Once everyone gets in the groove and/or sick of doing it the cleaner leaves a nice, thick mess right at table height with the buffer. If you take your time it stays neater but that's unlikely if you're trying to wrap it up. After day two you just want it done. Putting a good coat of polish on the sheets makes it a lot easier to keep them clean for the season. I know that not everyone has the luxury of taking the "glass" down during the summer but the buffer will still do the trick. I'd recommend using the poncho/

safety glasses set up even if the glass is installed.

Two years ago we had a concert and needed all the room we could get backstage. The powers that be decided to truck the glass offsite on our glass carts. Seemed like a good idea at the time. We thought they were going a short distance and were strapped down enough on the carts. Didn't pan out that way. They trucked the carts 30 miles away. The constant stopping starting of the truck moved the glass back and forth creating what looked like someone rubbed a Brillo pad, top to bottom a foot wide on each sheet.

We ended up having to use an automotive fine swirl mark removal wax on every sheet. Plus the buffer. This was during the beginning of the season, not the summer, so it was done when convenient and when the glass was down for a basketball game. That's all for now, see you in Springfield.

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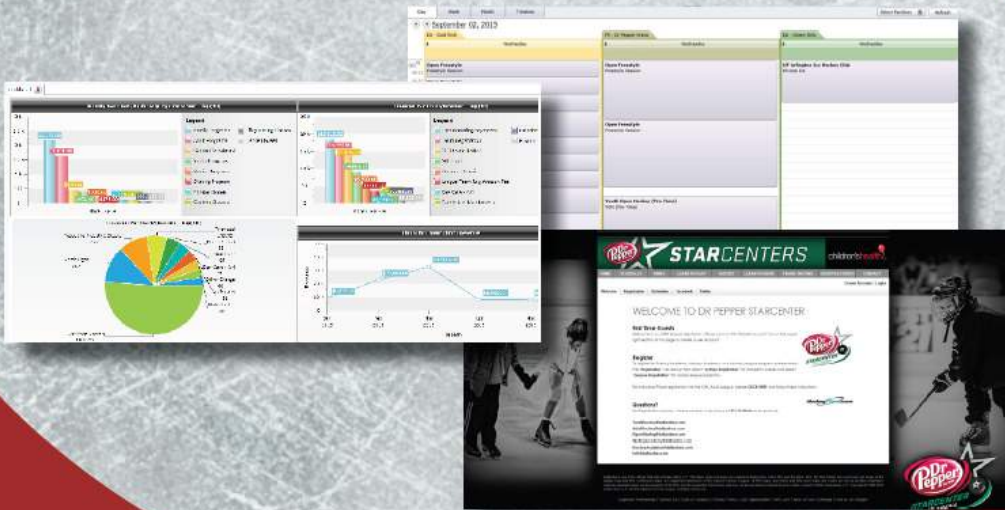
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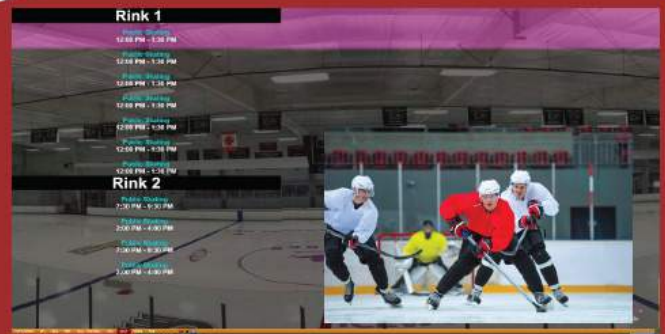
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- Beth Lenz, Kettler Capitals Iceplex



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 Blackstone Valley IcePlex, FMC
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 Buffone Arena, FMC
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 Dix Hill Ice Rink
 Dorothy Hamill Rink
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 Douglas N. Everett Arena
 Dover Ice Arena
 Driscoll Skating Arena, FMC
 Ed Burns Arena
 Edora Pool Ice Center
 Edward F. Loring Ice Arena
 Essex County South Mountain
 Essex Skating Facility
 Falmouth Ice Arena
 Fitzpatrick Arena, FMC
 Floyd Hall Arena
 Gardner Veterans Arena, FMC
 Gordon Paquette Arena
 Greenwich Skating Club
 Hatfield Ice Arena
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 Plymouth State University
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Skate Sharpening Survey

By Peter Montesano ,
 Veterans Rink , West Hdfd , Ct

Vendors

A-Gas- **NEW**
 Accent Refrigeration- **NEW**
 All-American Arena Products
 American Athletic Shoe -**NEW**
 American Insurance
 American Refrigeration Company
 Arena Warehouse
 ArenaEnergy
 Asahi/America
 Athletica Sports Systems
 Becker Arena Products
 Bjorkman Industrial Power Corp
 Carnot Refrigeration Co
 Cimco Lewis Refrigeration
 Climate by Design International
 Comstar International - **NEW**
 Davis Mechanical Service
 Emerald Enviromental Tech
 Energie Innovations
 ETA processing Instrumentation - **NEW**
 Everything Ice
 Facility Management Corporation, FMC
 Farmer Brown Service Inc
 G&A Insurance
 Honco Buildings
 Honeywell-refrigerant
 ICECO Advanced Arena Products
 Impact Safety Systems - **NEW**
 Independent Mechanical Contractors
 Intell Energy
 IRESCO - **NEW**
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 Kane Insurance
 Kingston Knife & Grinding— **NEW**
 Level-Ice—**NEW**
LiveBarn
 LSK Enterprises
 Mayekawa USA - **NEW**
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Friends / Individuals

Ice Sports Industry, ISI
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Total of 24 Rinks responded
 (16 Public, 2 Private, 6
 School/College)

Various Rates Charged

\$5.00 H/F	8
\$6.00 H/F	6
\$7.00 H/F	2
\$8.00 F	1
\$9.00 H/F	1
\$10.00 H/F	2
\$10.00 H/F Rusty	1
\$12.00 H/F	3
\$14.00 (New skates)	1
\$15.00 F	1

H=Hockey F= Figure

NEISMA

MEMBERSHIP

If you're a NEISMA member in good standing, your facility or company name is listed here. Thank you very much!

Our membership year runs Sep 1 to Aug 31 annually. If you haven't paid your dues for this year, there is an application form on page 31 of this Rink Rat.

**Thank you
 for your support!**

The survey response showed that 68% of rinks (Public/School/College) charge either \$5.00, \$6.00 or \$7.00 per sharpening for either Hockey or Figure skates as a low cost service to their customers.

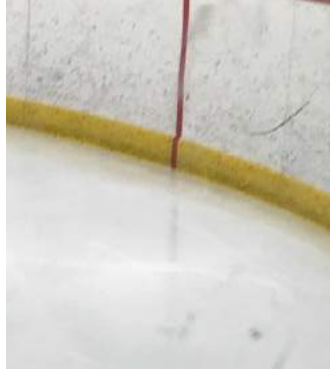
The balance of rinks charge a higher premium rate for sharpening, rust removal and new skates. Two private facilities charge higher rates while also providing a wider range of specialized services ie: custom radius, profiling etc.

(From page 15 - CONTEST)

A



B



E



F



C



D



G



H



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I



J



K



L



M



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THE RINK RAT

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NEISMA

NEISMA is a professional service organization, organized to provide the ice skating industry with education and training. Since 1972 NEISMA has disseminated technical information and conducted seminars on rink equipment, energy, air quality, marketing, skating programs, maintenance and safety. NEISMA provides the professional rink manager with the technical information needed to operate a safe, efficient and profitable facility. The NEISMA Board of Directors is not a testing lab for vendors or their products. We are not responsible for vendor representations or errors. We neither endorse or recommend any vendors products.



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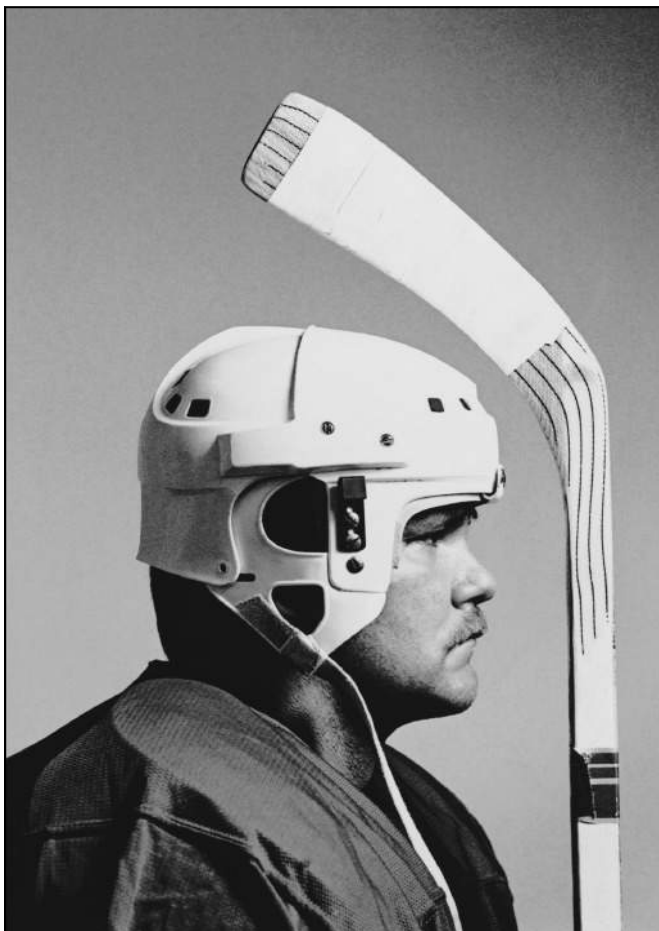
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TOP Left to Right – Everybody’s Irish on St Patrick’s Day! Evidenced by Referee Pat Passerini ; Jenn Toussant staffed FMC’s Burlington Ice Palace, Wattertown’s John A Ryan Arena “Guy” Jimmy O’Brien prettied up his picture – joined by Shannon Connolly & Rachel Wheaton



Middle Row Left to Right – Dave Watson summoned Bedford Edge’s CEO dog “BELLA”, Carestin Stewart at Reading’s Burbank Arena Public Skate, Watson with the Edge’s Zamboni



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Clockwise from left - Burbank Arena’s Jim Brown gives the St. Patrick’s Thumbs up!, Goalie Pat O’Neil shows off his Irish at Geragosian’s camp at Holland Arena, and last, certainly not least, former NEISMA President Jeff Rubin awaits corned beef and cabbage behind Ristuccia’s Olympia Ice Resurfacers. THANKS TO ALL WHO WORKED THAT DAY.....A FUN BUNCH TO PHOTOGRAPH!!

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Name: _____ Signature: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Email address: _____

Parent(s) Name(s): _____

High School attended: _____ Year Graduated _____

College/University enrolled in the Fall 2019: _____

Major/Minor: _____

Rink industry work history: _____

NEISMA Member Affiliation (dues paid 2018 – 2019):

Facility/Company Name: _____

Manager/Owner Name: _____

ESSAY (Please include one page, single spaced.)

Please explain how your personal history (school, extracurricular activities, jobs, hobbies, involvements, etc.) has shaped your future plans in your pursuit of a college education and possible career.

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CHECKLIST

A complete application shall consist of the following:

- _____ The above application filled out with all necessary information completed.
- _____ A letter of recommendation from a NEISMA member (facility or business owner/manager, etc. - please no relatives).
- _____ Your most recent high school transcript.
- _____ A one (1) page, single spaced essay on the abovementioned topic.

APPLICATIONS SHALL BE POSTMARKED NO LATER THAN MARCH 15, 2018.

Applicants will be notified in early April. Scholarships will be awarded at our annual Spring Conference.

Send to: NEISMA, P.O. Box 290595, Wethersfield, CT 06129.

2018 - 2019 NEISMA Membership Registration

September 1, 2018 – August 31, 2019

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New Membership: Fill out entire form.

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(Account name)

RINK or VENDOR Primary Contact: _____
Last First

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

TELEPHONE: (____) ____ - ____ EXT: ____ CELL: (____) ____ - ____

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Someone else in our organization that you would like to receive NEISMA email notices:

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