



# REPORT

## Arena and Parks Department

**TO:** Mayor and Members of Council  
**FROM:** Hunter Gardner, Arena and Recreation Manager  
**DATE:** September 12, 2022  
**REPORT: RC-14/22** **FILE NO.**

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**SUBJECT:** Uxbridge Arena Pro Shop

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### BACKGROUND:

The Pro Shop at the Uxbridge Arena is currently vacant, as the previous lease agreement was not renewed by the tenant in Spring 2022. The loss of revenue for renting out this space is \$2,451.85 per year. Staff are proposing this space be taken on internally on a trial basis to determine viability.

### DISCUSSION:

Historically, the Pro Shop has been used for skate sharpening, sundry sales of hockey and figure skating equipment, and a small arcade area. If operated internally, staff would continue to offer these services, as well as take the opportunity to use the space as a front reception area for the facility. Utilizing the windows at the front of the shop as a service desk and having it staffed during peak operating hours (evenings and weekends) would allow for improved customer service. As a result, the facility benefits from having front-facing staff, increased telephone/business hours, reception for public programs, and a full POS system allowing for increased payment options. Utilizing this space as both a reception and Pro Shop area would elevate the user experience of the facility and allow for creative and increased revenue opportunities.

The proposed operating hours for the Pro Shop/Reception would be as follows:

- Tuesday, Thursday, Friday: 3-9pm
- Wednesday: 6-9pm
- Saturday: 9am-7pm

- Sunday: 10am-8pm

This schedule allows the Pro Shop to be in operation during peak operating hours, based on the current ice schedule for 2022.

Staff are positioning this as a 3-month pilot project from October-December using existing budget resources, and, if successful, will re-budget for this increased service for a full season in the upcoming operating budget discussions for 2023 and beyond. During the pilot project, the Pro Shop would be staffed with an Arena Attendant. The upfront budget items associated with this project include retrofitting the stationary window(s) to become service window(s), constructing a counter/desk for the reception area, adding an additional phone line and device, and installing the POS module through ActiveNet to allow for sales. Should the project not continue post-trial, these items would continue to benefit this space and attract new vendors.

Further, Canadian Tire Uxbridge (CTU), the most recent tenant of this space, has generously offered the Township access and full use of all existing equipment for the duration of the proposed trial period at no cost. This includes the skate sharpening machine and accessories, all fixturing, and the arcade games. CTU staff would also train the Arena Attendants to use the sharpening machine.

#### Financial Impact (October – December 2022):

##### Use of Funds in Existing Operating Budget:

- Staff Wages: \$11,367.62
- Contract Maintenance (Facilities): \$4,300

##### Impact on Existing Operating Budget:

- Predicted Revenue (sharpening, sundries and public programs): \$9,400
- Loss of Revenue (rent): \$970.65
- Staff Costs (beyond existing budget): \$4,063.17

Total Predicted Revenue Increase (not in existing operating budget): **\$4,366.18**

#### **RECOMMENDATION**

THAT Report RC-14/22 be received for information;

AND THAT Council agrees to allow the Pro Shop to be operated internally by Arena Staff on a trial basis from October to December 2023, with future considerations being budgeted for and reported on.

Respectfully Submitted by:

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Hunter Gardner  
Arena and Recreation Manager