Appendix A:

Chalet Improvement Requirements

The following document was provided by Minocqua Winter Park Foundation (MWPF) and is in draft form. The document represents features and amenities identified by MWPF to be possibly incorporated into a new facility to benefit their current uses. Any new facility and/or improvements in the future shall be approved by the Town of Minocqua and will include uses for multiple community service type organizations, including MWPF, as needed to create a year round facility.
The Minocqua Winter Park Chalet, which was built in 1956 and expanded in 1988, is a limitation to growth. The goal is to identify and implement chalet changes which will accommodate increased customer volume, improve the customer experience, improve safety, accommodate potential future uses, and improve the general use of the building.

**Current Customer Base and Uses**

- Cross-country skiers: Over 75km of trails for all skiers.
  - Beginners
  - Intermediate
  - Advanced/Elite
  - Skijorers (skiing with a harnessed dog)
  - Lakeland Nordic Ski Team
  - Nicolet College Continuing Education cross-country skiing classes
- Snowshoers: 15km of dedicated trails
- Snow Tubers
- Ice Skaters
- Participants of fund-raising events
  - Moose Tracks snowshoe race
  - Inga Lami women’s ski/snowshoe event
  - Wolf Tracks Rendezvous ski race
  - Squirrel Hill Skiathlon ski race
  - Winter Park Bark skijor race (skiing with a harnessed dog or dogs)
  - Muggy Buggy Fun Run and Xtreme Run trail runs
  - Buck Rut trail run
  - Light Up The Night, New Year’s Eve snow tubing and music
- Participants of non fund-raising events
  - Demo Days
  - Community Appreciation Day
Potential Future Customers and Uses
The items below have not been prioritized, and no analysis has been completed to determine cost/feasibility.

- **Winter**
  - Snow/fat tire biking
  - Expand snow tubing capacity – additional lanes, possible magic carpet lift (ex. tubing@camelback youtube video)
  - Nordic skiing skills area
  - Terrain and fun-park – requires 200 ft vertical (snow park solutions.com, unique parks.com). Snow is shaped to develop skill and have fun. Could possibly charge if there was a lift service (magic carpet) available
  - Winter sleigh rides (wagon/sleigh pulled by a John Deere Gator)
  - Snow making
  - Biathlon range
  - Additional ice skating (skating ribbon) through the woods with ice (example: Maggie Dailey Park Skating Ribbon)
  - Sit-skiing/Adaptive skiing event
  - Ski in yurt dinner

- **Summer/Fall**
  - Mountain /single track biking (existing and new single track trails)
  - Fall hay rides - wagon/sleigh pulled by a John Deere Gator
  - Educational hikes - Nicolet College, Northwoods Wildlife Center, etc.
  - Outdoor music events
  - Weddings, family reunions, meeting space
  - Hiking
  - Community Garden West - straw bale gardening only
  - Foot golf course - pasture/tundra model (use soccer ball on rugged terrain)
  - Wetland boardwalks for wildflower, natural garden and bird watching (Eloise Butler Wildflower Garden Theodore Wirth Park est. 1907)
  - Frisbee/Disc Golf
  - Observation Tower at the top of Squirrel Hill (like Timms Hill)
  - Outdoor ice/hockey rink
  - Dog park with agility equipment
  - Geo-caching
Chalet Improvement Requirements

Building Main Floor
The main floor of the chalet contains a trail ticket/merchandise sales area, restrooms, customer seating and gear storage area, an office, a ski shop with rentals and merchandise, and a restaurant with a kitchen, serving and seating area.

- Trail Ticket and Merchandise Sales
  - Location - The ticket sales area is located just beyond and to the left of the entry. On busy days and/or when tickets for snow tubing sessions are being sold, there is a large bottleneck of people at the ticket sales area which blocks the entry doors.
  - Space – The tickets sales area is small and does not accommodate having multiple sales lines and point of sales systems. On busy days and/or when tickets for snow tubing sessions are being sold, the line is long.
  - Storage – The storage area is small and does not accommodate storing merchandise for sale.
  - The Needs:
    - A location that is easy in/out for customers and that does not create congestion for entering the seating area and restaurant.
    - Larger area that can accommodate multiple customer lines and multiple point of sales systems.
    - Additional and more efficient storage space for merchandise, tickets, maps, waiver forms, etc.
    - Adequate space for the media center controls: 2-way communication radios, sound system, TV control
  - Potential Future Implementation:
    - Move toward electronic ticket sales: on-line and/or kiosk sales
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- **Restrooms**
  - Location - The location of the restrooms are on the opposite end of the building from the entry doors.
  - Space – There is one Men’s and one Women’s restroom. The Men’s restroom has 1 stall, 2 urinals, and 2 sinks. The Women’s restroom has 3 stalls, and 2 sinks. The space does not service large crowds well. Port-o-potties are rented to handle the volumes of the busiest times.
  - Storage – The Men’s restroom has no storage space for supplies. The Women’s restroom has a sink vanity for some supply storage.
  - Changing Area – There is no area in the restrooms for changing in/out of ski clothes. Customers must try to use the restrooms or the general seating area.
  - The Needs:
    - Larger restrooms with more facilities
    - Area for changing, showers, and lockers
    - Location where lines would not interfere with the general seating space and flow of the building
    - Storage within each restroom or between each restroom (for TP, paper towels, soap, cleaning supplies, mop, etc.).
    - New or enlarged septic system. Most likely the system was not engineered for the current volume or increased volume.
  - Nice to Haves:
    - Sauna area

- **Customer Seating and Gear Storage Area**
  - Location/Space - The customer seating and gear storage area covers approximately half of the main floor. A wood pellet stove sits in the middle of the area for supplemental heat and ambiance.
  - Seating - Wooden benches, a picnic table, a love seat, and chairs are used for customer seating.
  - Gear Storage – Several metal racks exist for customer gear storage. Customers also store their gear under and around the wooden benches.
  - The Needs:
    - Additional space for customer seating and gear storage (lockers, cubbies, etc.)
  - Nice To Haves:
    - Private space for mother nursing and child napping
    - Customers desire a more rustic fireplace
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- Office
  - Location - The office is small and is located on the opposite side of the building from the ticket sales area between the restrooms and the kitchen.
  - The Needs:
    - A separate room with work areas and storage which is connected to the ticket sales area. Chalet ticket sales staff could easily access supplies and cash, etc.

- Restaurant
  - Location/Space – The restaurant area covers approximately 2/3rds of the other half of the main floor. The area is split between a kitchen which includes a storage area and a beer keg cooler and seating area.
  - The Needs:
    - A larger seating area
    - Better tables/chairs
  - Nice to Haves:
    - A more functional storage area and beer storage/serving area

- Retail Shop (Rentals, Sales, Service, and Lessons)
  - Location/Space – The ski shop area covers approximately 1/3rd of the other half of the main floor. Attic space above the ski shop is used for storage. A pull-down ladder is used to access the attic storage space.
  - The Needs:
    - An expanded and separate rental area with easy entry/exit
    - An expanded sales floor
    - An area that is more visible to customers
    - An office area
    - Storage space that is not attic space
    - Separate shop space that includes a thermal waxing bag and a stone grinder (destination services for elite skiers/racers). There are electric requirements for the stone grinder.
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- General
  - Need to Remain:
    - Water fountain/bottle filler
    - Big screen TV
    - Business Sponsor Brochures Rack
    - Large Trail System Map
    - Trail Conditions Map - visible from ticket sales area for staff to reference and customers can easily see
    - Bulletin Board
    - Magazine Rack
    - Coat Racks
    - Security System
  - The Needs:
    - Storage area for vacuum, mops, extension cords, ladder, cleaning supplies, etc.
    - Adequate electrical outlets for customer personal electronics
    - One space for legacy plaques, achievements, etc. (currently scattered throughout the building with one cabinet in the restaurant seating area)
    - A medium-sized, partitionable multi-purpose room for meetings, event staging, race registration, groups, visiting ski teams, parties, massages, etc.
Building Lower Level
The lower level of the chalet is composed of a ski waxing room, ski patrol room, utility room including a toilet and sink, restaurant pantry, restaurant freezer, storage shelves and two storage cabinets. Wood pellets for the pellet stove are also stored in this area. There is one garage door and one entry/exit door. A stairwell connects the main floor to the lower level.

In general this space is not customer friendly and is poorly laid out. Heat in this space is poor. Stairwell lighting is poor and the stair treads are slippery in ski boots. The garage door is not well sealed and enables entry of cold air and rodents.

- General Lower Level
  - The Needs:
    - Additional space and space that is more functional
    - Adequate heat with a separate zone
    - A tighter and better insulated space

- Ski Waxing Room
  - The Needs:
    - Additional space with easy and safe access from outside
    - Exhaust fan
    - Adequate waxing benches and electrical outlets for wax irons
    - Good lighting
  - Nice to Haves:
    - Natural lighting
    - A larger area which includes a ski team meeting room

- Ski Patrol / Emergency Response Area
  - The Needs:
    - An area on the ground level with direct access to the driveway for the ski patrol snowmobile and ambulance
    - A separate space with a private patient area, sitting area, a small office area, and with or close to a sink and toilet

- Storage (restaurant pantry, event supplies, tools, paints, etc.)
  - The Needs:
    - One securable area with adequate storage and shelving for folding tables, event supplies, tools, paints, ice skates, etc.
    - One securable area for the restaurant pantry and freezer. Ideally this would be located on the main floor in or near the kitchen.
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- Ice Skating Pond Warming Area  
  - The Needs:  
    - An area with easy access to the ice skating pond

- Utility Room (hot water heater, power equipment for the tubing hill lift, furnace)

- Stairwell  
  - The Needs:  
    - Safe stair treads  
    - Improved lighting  
    - Safe handrails
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General
- The Needs:
  - A tighter and better insulated building
  - A more energy efficient building
  - Opening, energy efficient windows to enable usage/rental of the building in the offseason.
  - All electrical panels in one easy to access and safe location (currently there are three panels: one in the men’s restroom, one outside the men’s restroom, and one in the lower level utility room)
  - Upgraded electric service to meet the current needs of the business
  - Heating to meet the current needs of the business

- Nice to Haves:
  - A green building. The current location lends itself to solar energy.
  - Geothermal, high-efficiency heating system
  - A Leadership in Energy and Environmental Design (LEED)- Certified building
  - All rooms on the main floor at the same grade

Outside Building
- The Needs:
  - A larger chalet-attached deck, grilling, and seating area with a wind-break.
  - Building-attached storage for 3-4 tons of wood pellets (if a pellet stove continues to be used) which has easy access for deliveries and for staff to bring bags of pellets into the building.
  - Building-attached, partially heated storage with a drain for grills, shovels, snow blower, ice pond hoses, and all other regularly used outdoor items.
  - Building-attached or adjacent shelter for ski patrol toboggan and ski shop’s pulk.
  - External electrical outlets near the deck, the stadium area, and entry/exit areas
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**Short-term Improvements**

- Purchase and install safety treads on the stairs to the lower level. The stairs are slippery with ski boots on.
  - Safety treads were purchased in March 2015 and will be installed prior to November 2015.
- Purchase and install a 2nd railing in the lower level stairwell.
  - The stairwell may not be wide enough to install the 2nd railing. Investigate prior to November 2015.
- Make the road area safer for people using the skating pond. Barricade the driveway prior to the garbage area so traffic cannot enter the parking lot between the chalet and the pond.
  - Cones are used to block the driveway.
  - Possibly add a sign that says Service/Employee Entrance DO NOT ENTER
- Purchase and install a programmable or automatic floodlight to illuminate the US flag at night.
  - Bill Kopanda will fund the purchase. An electrician is required for the installation.
- Purchase and install new water fountain/water bottle filler.
  - A free, used water fountain was installed in April 2015. A bottle filler spout was added and can be operated separately from the fountain.
- Make the walkway/driveway area to the Wax Room safer.
  - Need to investigate
- Install motion sensor floodlights outside the main and basement entrances.
  - Need to investigate
- Add one or two, 20 amp circuits to the front desk area for the radio repeater and audio equipment.
- Repair two outside outlets. The outlet off the deck outside of the front desk windows gets buried in snow, and the outlet on the webcam pole is broken.