**Minutes from CRAB call 23 February, 2017**

Minutes from Last meeting – Approval of the Minutes from Tues Jan 31 CRAB call– Concurrence by all.

Patty O.- CRAB Assignments - Region Policy on Grants submitted/ received with the exception of Hawaii and Guam.

Still working on Park/Pavilions edits for N92

Patty O./Leslie G. Trips Tour and Leader – Question :What is the preference for customer feedback - Survey Monkey or Customer Comment Cards-

Survey monkey-- Info grabbed on bus—app will allow a link on smart phones- text a number to customer- number links to Survey monkey allowing completion of survey –or option to email customer after.

CRAB Member shared that they used QR code to link to the survey and only 4 responses obtained ---QR codes identified as not a strong option

Survey Monkey with Text system selected as ideal feedback tool and agreed by all

Patty O. -Trip Itinerary/Brief - Requesting examples-stated that a comprehensive brief for all to adhere to not viable- each trip is different.

Allow installations to create their own using a provided template/outline.

Patty O. - Entertainment SOP- With Lorraine for approval- (Mathematical formula for amount of space desired per person in venue space- example 10 sq ft per person , was changed )

Patty O. /Leslie G. - MWR Staff Apparel - John Traynor looking at currently, when returned will be processed for delivery to the field

Guidance includes Point AFNAF PO contract – to order from, however does not identify specific materials or colors- this decision is left to installations.

Leslie G. All SOP’s being developed and implemented will be available on the N9 Portal once completed, vetted and signed off.

Leslie G. ---RE SOP’s and Enterprise Documents – Problematic that after CRAB vetting (5-6 months of work), when passed to N92’s, still returned with significant comments and changes.

Process should create Feedback on SOP’s/Doc’s from all of Region during vetting process, this is shared with CRAB Reps, CRAB discusses, votes, Minutes reflect vote and decision.

This challenge will be addressed with the N92’s at the upcoming RAB.

Leslie G. – Requested Samples of Opening/ Closing SOP’s from Region—NW also 2 other Regions Volunteered to submit samples.

Clarified HQ authored opening and closing SOP will be a Template to follow on developing these procedures at the installation level

Patty O. Great Navy Camp Out- CNIC, at enterprise level, will not be doing sponsorship package for this event. CNIC HQ Marketing unable to support. Currently no Sponsorship Coordinator at HQ Level. NW asked if Advertising agreement could be possible solution- Leslie G. will follow up

Sponsorship Package/ Data points for Commercial Sponsorship will be requested from HQ Marketing to provide to installations to use for local sponsorship.

Great Navy Camp Out is Piggybacking on Great American Campout- Piggyback - SE requested option to change date – June 24 too hot for many in SE—Leslie G. – feels it may be doable.

Part of the partnership idea with Great American Camp Out-- Military members Tagging and checking in to Nat Wildlife Outdoor org

Grants are available to make up for some of the loss with Commercial Sponsorship

Navy Getaways offering $1k grant – Info on obtaining sent to Patty Owen

April release info/graphics etc for use at base

Gerry M./ Leslie G. Liberty/SAQ Training – Feb Working Group-for Desk Guide successful- Planned March West Coast working group for Desk Guide rescheduled for April due to hiring freeze impacting travel for installations. Anticipating rollout to Field Early Mid-Summer. New Liberty Standards to be shared at MWR Directors Meeting

Comm Rec In Person training July 31st – Aug 4 2017, Millington further information to follow.

March 6th Accreditation Connections, Patty resending info, this is a copy of the brief Karen Widman gave . This will provide information on what to focus on when preparing for Accreditations.

CARE Training Connections with Nancy Barnes – Date TBD- It’s about the Why requirements for CARE training, what does it mean, what is it for, answering questions about it, addresses that it can be challenging to obtain CARE training.

Special Events Connections May 18th

DIY Trip Itinerary Connections June 1

Food Handlers Connections TBD

Partnership for Off Base Connections July 20

Command equipment Rec Trac training module TBD

How to Market for Comm Rec TBD (Summer)

OCONUS Navy Entertainment TBD

CLIA Hosting Cruise 360 Conference Ft Lauder 18-24 April. Conference package in for approval anticipating if approved 15 spots. No HQ people attending – 1 staff member from Marines attending, managing group attendance

Refer back to Tickets and Travel Guide put out by Dawn S. and Leslie H. - Staff who have completed Training Tier one & Tier two – Staff in the middle of obtaining their CLIA certifications -- These are the staff that should be going . Also recommend consider for attendance high sellers, staff who actually sell cruises. Conf Training designed to help resolve significant amount of requirements with CLIA Training.

Other options for reaching CLIA Training requirements : Installations Host Group Cruise, partner with another base, MWR employee attends as Trip escort. Tour credit covers state room for escort, MWR covers Taxes and Fees, cost incorporated into Cruise Trip Fees.

NRPA New Orleans Sep 26-28- Anticipating a difficult approval for this due to location. Likely minimum number of attendees

62nd IFEA Conference, Tucson —CFEA (Certified Festival Events Association) Staff who attend 3 days prior to conference, participate in training, can receive CFEE( Certified Festival Events Executive) Certifications Sept 14-16

Playgrounds-- 44 Comm Rec playgrounds only 34 are inspected annually by CTSI certified safety person.

Patty requested that 10 reported as uninspected identify reason- Is training needed? Does the base not have a CTSI Safety inspector? Is there a breakdown in communication/support with installation CDC?

Liberty Advisory Board ( LAB) being stood up to support Liberty Program will function similar to CRAB in execution. More Info to follow.

First Aid Kits - Email from CNIC HQ N35 Program Director of Safety shared with CRAB. This states First Aid kits are permitted in facilities at installations .

Leslie G.-

Current Survey Monkey Leisure Skills Survey – This is to allow HQ to toot the horn of installations for all we are doing – If while completing the survey there aren’t enough slots, add them in to Other section or send a separate email to Leslie/Gerry with info. Attempting to do a consolidated spread sheet of leisure skills activities for the N92’s. Questions shared from N92’sWhat is the output for all the training. The enterprise is revitalizing the program we know you are doing a lot but it’s not being captured.

Comm Rec Marketing- Many still have ITT Buttons on websites these are to be removed – all will be known as Tickets and Travel Office

Patty ---Sponsorship – One page pitch –interactive courseware- Programmer uses this format to sell their program in one page – this will be given to your marketing /Sponsorship Coordinator. This is intended to assist the Sponsorship Coordinator to sell your program when obtaining sponsorship. Need to finalize ASAP

Leslie G. - POS National Cash register 2 yr process Currently Meeting with Aloha NCR . Bids completed for RFP- every MWR program was included. 6 vendors responded but only 2 bids included Recreation Components.

In midst of determining - Have we done enough inquiries with industry and not received satisfactory responses? Are we positioned to refuse using contractors who came back on bids? Can we look at a new contract? Can we build our own POS system.

NW asked status of moving forward to partner with Commercial Travel Booking contractor??

Leslie G.- RFP on street – 4 passed minimum eligibility, now in 2nd phase- March 17th Proposals in –OSD working this – two Boards Pricing and Tech review will be in March.

Leslie G. - Background on this --Currently JTSP partnering with Marine Corps – Labor intensive but good commissions. OCONUS Contracts local/separately. Lot of training involved. $800k between 283 bases, four services. Uneven revenue-Some Navy bases bring in 6k commissions monthly carrying other lesser selling bases. Biggest stream in market that we aren’t capturing, Flights/cars/hotels. This contractor would create access to this stream.

Study= COA – #1 Do Nothing- #2 add a website – #3modify existing website -#4 develop internal systems to build up ability to add these options -#5 partner with outside contractor. Working to obtain a commercial partner with a DOD solution

Potential for game changer for NAF profits generated- also opens doors for capitalizing on our Military buying power. If/When implemented Brick and mortar will work in conjunction with this system.

Question --Any discussions of pulling in Navy Getaway sites? RFP for this contract references that Military Rec Lodging be a included and highlighted as part of this.

SE asked if there was a mechanism for partnerships off base.

MOU -- MIDLANT Drafted a doc which serves as a Partnership mechanism for facilitating off base connections and partnerships outside advertising /sponsorship, etc. Concerns raised within MIDLANT regarding this Doc. Leslie G sending a copy to Amy C-S. to be looked at.

CRAB SOP submissions ----Entertainment/Trips and Tours/Parks and Pavilions will be introduced at N92 Meeting in April

After Action reports -- Japan ----Mick at Atsugi asked can we add a line for Foreign Currency-Patty O. will add this line to the Doc.

Question is there going to be Training for the Comm Rec programs participating in the Summer Reading Program?

Patty O. - Training will be done for the 8 participating programs. Details to follow.

Meeting adjourned. Next CRAB call March 27 1600.