



File #: IR-25-002, Version: 1

TAMRMS#: B05

INFORMATION REQUEST (IR) - Servus Place Sound System Technology (SERV-001)

Requested by: Councillor Killick

Date of Request: January 21, 2025

Date Response Due: February 21, 2025

Confidential Response: No

QUESTION

Within SERV-001 are there plans to upgrade the sound system in Servus Place, specifically the customer input in the arenas from old technology to current Bluetooth connection.

RESPONSE

Currently, all five City of St. Albert arenas (Performance, Mark Messier, Troy Murray, Jarome Iginla and Kinex Arenas) use direct wired connections in the timekeeper's boxes to connect music and in-house sound systems.

Following recent enquiries about upgrading the wired systems to Bluetooth technology, Administration has completed a regional scan of services offered relating to sound connections for in-house sound systems. Administration has since procured a Bluetooth receiver for the Performance Arena at Servus Credit Union Place to test the technology. If the pilot project proves effective, Administration will look to add the selected Bluetooth receiver to the remaining four arenas' timekeeper's boxes.

The Bluetooth receiver unit will be permanently affixed inside the timekeeper's box to ensure security of the unit and ease of access for patrons. These units are very cost-effective and can be managed within existing operating budgets.

Administration regularly receives and tracks feedback on both programming and operational items and strives to use that feedback to adjust services to meet the needs of the community while balancing the costs of any enhancements.

Report Date: February 19, 2025

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