

Mayo Civic Center Commission Meeting
Wednesday, June 10, 2015 – 3:00 PM
Mayo Civic Center McDonnell Suite

A. Call to Order

B. Open Comment Period

This agenda section is for the purpose of allowing citizens to address the Commission. Comments are limited to 2 minutes per person, and total comment period shall be limited to 15 minutes. Any speakers not having the opportunity to be heard will be the first to present at the next Commission meeting.

C. Council Item Review

a. None

D. Action Items

a. Approve Meeting Minutes – May 13, 2015

b. Approve Monthly Financial Report – April 2015

a. Income Statements

b. Operations and CIP Payments

E. New Business

a. 2015-2019 Booking Analysis Report

F. Construction Update

G. Unfinished Business

a. Strategic Plan Review

b. RCVB/MCC Joint Meeting Update

H. Other Business

I. Adjournment

Next Meeting: Wednesday, July 8, 2015, 3:00 PM

Mayo Civic Center Commission Meeting
Wednesday, May 13, 2015 – 2:00 PM
Mayo Civic Center McDonnell Suite B

Commissioner Attendees: John Beltz, Jerrie Hayes, Shannon Knoepke, Heidi Mestad, Marv Mitchell,
Dan Nelson

Commissioner(s) Absent: Jon Eischen

Attendees: Donna Drews (Mayor Civic Center (MCC)), Matt Esau (MCC), Mary Gastner (Rochester Convention and Visitors Bureau (RCVB)), Julie Gay (blogger), Dave Goslee (City Attorney), Brad Jones (RCVB), Chad Koehler (Lancer), Andy Krogstad (MCC), Jon Neubauer (CPMI), Jo Oeltjen (MCC), Erin Okins (MCC), Bill Wiktor (Facilitator), Laura Woolworth (MCC)

A. Call to Order

Called to order at 2:04 PM by John Beltz

B. Open Comment Period

None

C. Council Item Review

None

D. Action Items

a. Approve Meeting Minutes – April 8, 2015

Motion to approve the April 8, 2015 meeting minutes was made by Jerrie Hays, Second by Shannon Knoepke. Motion unanimously approved.

b. Approve Monthly Financial Report – March 2015

a. Income Statements

Because of the change in the meeting date from the third Wednesday of the month to the second Wednesday of the month, the lodging tax revenue is not reflected in this month's report. Motion to approve Monthly Financial Report was made by Heidi Mestad, Second by Jerrie Hayes. Motion unanimously approved.

b. Operations and CIP Payments

Reminder the reports will be a month behind because of the meeting date change. Motion by Marv Mitchell to approve the Operations and CIP Payments, Second by Heidi Mestad. Motion unanimously approved.

E. New Business

a. Kitchen Addition Value Engineering – EFIS Stucco System

Donna Drews said that for the last six weeks, the construction team has been reviewing potential solutions to reduce the construction costs by \$700,000 in order to balance the construction budget, yet assure quality control. One solution that could bring significant savings is a change the banquet production kitchen exterior facade from a brick to an EFIS System. Jon Neubauer presented information on an EFIS system, and explained how it functions versus a brick façade. Both provide similar benefits, but an EFIS System could bring savings of up to \$180,000. By consensus, the Commission agreed the EFIS System is reasonable and approved it as a feasible option.

- b. MCC Commission report to the City Council Committee of the Whole, June 8, 3:30 PM
On June 8, the City Council would like to hear from the MCC Commission on 2014 budget highlights, future challenges, additional staffing requests, etc. John Beltz requested volunteers to assist in planning the presentation. Marv Mitchell and Shannon Knoepke agree to help. It was suggested that all Commission members plan to attend. The meeting will be held at City Hall, Room 104.

F. Construction Update

The lobby, the ballroom and a good portion of the skyway have been demolished, and pile driving will start in about two weeks. The street plan – one lane each direction – will probably be implemented the week of June 8. There are multiple vibration monitors (at the Library, the Post Bulletin, the Art Center and one inside the Mayo Civic Center) in place. Knutson Construction has been great with the noise issues, and listened to our concerns. CPMI has been a great help, especially when sound-related issues have occurred. MCC's accessibility plan has been implemented, and adjustments will continue. Overall, this plan is working very well.

G. Unfinished Business

a. MCC Business Plan Update

Bill Wiktor helped facilitate this section.

The goal is to create a concise document of the organization's strategic direction

1. Review/confirm mission and vision
2. Define major goals/areas (3-5) and objectives
3. Define metrics, targets and initiatives, tasks
 - a. Define owner and measurement(s)
4. Consolidate work outputs and reach agreement with combined group

Building block areas that support the mission

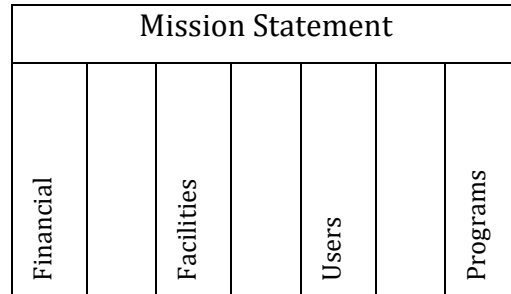
Goals – A timeless statement that describes what you want to attain

Objectives – What must be done to obtain the goals?

Metrics – What is it that you are going to track?

Targets – What are you going to measure?

Initiatives – What tasks will support what we plan to do?



Mission at the top
 The pillars hold up your mission

Examples ONLY

Financial – economic generator

Goal - Become an economic generator for the community

Objectives – Meet your annual budget

Improve the Gross Domestic Product of the community

Metric of some sort

Target – you want to increase revenue by 3%, decrease expenses by 2%

Tasks/Initiatives – things that you are going to be doing and who is responsible for the task

Facilities – world class services, high-quality versatile facilities

Users – premier destination for performers, audience, organizations

Programs – conventions, entertainment, social, sporting – local, regional, national, international

EASELS

Revenue Generator – Mayo Civic Center; Community

Sustainable Revenue – Mayo Civic Center; Community

Business/Economic Generator

GOALS

[Economic] Significant, sustainable ~~revenue~~ economic generator for the City and the Community

- Meet targeted MCC ~~revenue~~ financial goals for 2015-2019 (annual revenue goals rather than listing specific years)
- Meet economic impact \$ to community
- Demonstrate civic stewardship

[User] Create a positive “Great”, memorable, meaningful, exceptional customer (performers, users, etc.) experiences; includes: facilities, services and programs

- Create an easy and convenient booking experience
- Create and maintain a safe and enjoyable ~~world-class~~ amenities in the facility
- Deliver a broad spectrum of programs relevant to the SE MN community

[People] Create an ~~talented~~ internal culture that attracts and retains the best talent

- Maintain optimal level of staffing
- Invest in staff training and professional development

- Create/maintain innovative and engaged staff
- [Processes] Foster/Create operational excellence for efficiencies
- Create integrated (across organizations) systems
 - o Booking, serving, etc.
- Develop a comprehensive community communication process

Processes should be developed at the grassroots level, not created by the Mayo Civic Center Commission

The next things from here are to create the metrics.

Then, after that there should be targets.

Then, after that are initiatives or tasks. Right there you want the staff to do this and then you will put a name next to that task to identify who is responsible – either the staff or the Board or another organization.

Next Steps – Staff take this as your template, make these things happen, these are goals within your scope of knowledge and tools, tell us how we are going to do this, or where the barriers are.

H. Other Business

MCCC/RCVB – new format to RCVB Executive Board Meeting is that it will be a 1½ hour meeting

First 45 minutes – RCVB Executive Board will meet

Second 45 minutes – RCVB Executive Board and MCCC officers will meet. Only three MCCC officers can attend, with four there would be a quorum. John Beltz, Heidi Mestad, and John Eischen will attend – Marv Mitchell will serve as an alternate. There will probably be a couple of larger RCVB/MCCC joint meetings per year.

The MCCC officers will report back to the full MCCC Commission meeting. No decisions will be made at the joint MCCC/RCVB meeting – all recommendations will be brought back to the full meeting of the MCCC Commissioners.

I. Adjournment

The meeting was adjourned at 4:55 PM

Next Meeting: Wednesday, June 10, 2015, 3:00 PM

Mayo Civic Center
Income Statement Summary By Department with Budget and Annual Comparison
For the 1 Month and 4 Months Ended April 30, 2015

	Period to Date					Year to Date					Annual Budget
	Current Actual	Current Budget	Budget Variance	Over/(Under) Budget	Prior Year Actual	Current Actual	Current Budget	Budget Variance	Over/(Under) Budget	Prior Year Actual	
Operating Revenues											
Administration	4,625	4,619	6	0.1%	4,251	18,059	18,470	(411)	-2.2%	16,792	57,199
Sales and Marketing	140	500	(360)	-72.0%	285	2,703	1,000	1,703	170.3%	2,870	2,000
Box Office	5,522	13,504	(7,982)	-59.1%	6,331	44,021	62,214	(18,193)	-29.2%	52,695	166,050
Facility Operations					83					83	
Event Operations	49,468	69,790	(20,322)	-29.1%	59,598	218,066	251,250	(33,184)	-13.2%	226,727	837,500
Space Rental	70,513	79,166	(8,653)	-10.9%	103,287	286,121	285,000	1,121	0.4%	333,841	950,000
Food and Beverage	27,552	107,416	(79,864)	-74.4%	95,336	300,746	347,175	(46,429)	-13.4%	423,304	724,800
	<u>157,820</u>	<u>274,995</u>	<u>(117,175)</u>	<u>-42.6%</u>	<u>269,171</u>	<u>869,716</u>	<u>965,109</u>	<u>(95,393)</u>	<u>-9.9%</u>	<u>1,056,312</u>	<u>2,737,549</u>
Operating Expenses											
Administration	59,042	46,905	12,137	25.9%	62,753	180,145	172,541	7,605	4.4%	179,877	584,589
Sales and Marketing	85	2,731	(2,646)	-96.9%	15	1,821	11,402	(9,581)	-84.0%	7,515	34,780
Box Office	15,612	13,024	2,588	19.9%	12,262	57,503	51,576	5,927	11.5%	52,171	165,016
Facility Operations	130,117	143,314	(13,197)	-9.2%	209,178	469,006	512,902	(43,896)	-8.6%	548,001	1,699,880
Event Operations	50,053	58,690	(8,637)	-14.7%	67,485	214,589	221,499	(6,910)	-3.1%	236,419	731,518
Space Rental											
Food and Beverage	44,991	47,528	(2,537)	-5.3%	59,141	199,498	194,538	4,960	2.5%	235,845	620,058
	<u>299,900</u>	<u>312,192</u>	<u>(12,292)</u>	<u>-3.9%</u>	<u>410,834</u>	<u>1,122,563</u>	<u>1,164,458</u>	<u>(41,895)</u>	<u>-3.6%</u>	<u>1,259,827</u>	<u>3,835,841</u>
Operating Income (Loss)	<u>(142,081)</u>	<u>(37,197)</u>	<u>(104,884)</u>	<u>282.0%</u>	<u>(141,663)</u>	<u>(252,847)</u>	<u>(199,349)</u>	<u>(53,498)</u>	<u>26.8%</u>	<u>(203,516)</u>	<u>(1,098,292)</u>
Non-Operating Revenues (Expenses)											
Lodging Tax Investment	84,400	76,840	7,560	9.8%	75,301	84,400	153,680	(69,280)	-45.1%	75,301	1,152,602
Interest	(144)	(193)	49	-25.6%	13	(624)	(690)	66	-9.5%	49	(2,320)
Other					(5)	2,790		2,790		(5)	4,580
	<u>84,256</u>	<u>76,647</u>	<u>7,609</u>	<u>9.9%</u>	<u>75,309</u>	<u>86,566</u>	<u>152,990</u>	<u>(66,424)</u>	<u>-43.4%</u>	<u>75,345</u>	<u>1,154,862</u>
Income (Loss) before Transfers	<u>(57,825)</u>	<u>39,450</u>	<u>(97,274)</u>	<u>-246.6%</u>	<u>(66,354)</u>	<u>(166,281)</u>	<u>(46,359)</u>	<u>(119,922)</u>	<u>258.7%</u>	<u>(128,171)</u>	<u>56,570</u>
Operating Transfers In (Out)		<u>(3,450)</u>	<u>3,450</u>	<u>(1)</u>		<u>(15,169)</u>	<u>(27,589)</u>	<u>12,420</u>	<u>-45.0%</u>		<u>(56,570)</u>
Net Income (Loss)	<u>\$ (57,825)</u>	<u>\$ 36,000</u>	<u>\$ (93,824)</u>	<u>-260.6%</u>	<u>\$ (66,354)</u>	<u>\$ (181,450)</u>	<u>\$ (73,948)</u>	<u>\$ (107,502)</u>	<u>145.4%</u>	<u>\$ (128,171)</u>	<u>\$ 0</u>

Mayo Civic Center
Budget & Actual Year to Year Comparison By Operating Function
For the Period Ending April 30, 2015

	2015				
	Period Actual	Approved Budget	YTD Actual	Over/(Under) Amount	Budget Percent
Revenue					
Facility Rental	74,464	997,930	301,926	(696,004)	-69.7%
Event Services	28,612	586,300	171,225	(415,075)	-70.8%
Food and Beverage Services	34,736	903,100	317,219	(585,881)	-64.9%
Equipment Rental	14,960	220,000	67,345	(152,655)	-69.4%
Advertising	140	2,000	703	(1,298)	-64.9%
Other	4,908	28,219	11,799	(16,420)	-58.2%
Interest & Investment Income	(144)	(2,320)	(624)	1,696	-73.1%
Lodging Tax Investment	84,400	1,152,602	84,400	(1,068,202)	-92.7%
Other Government Funds		4,580	2,290	(2,290)	-50.0%
Transfers In					
Prior Year Revenue					
	<u>242,076</u>	<u>3,892,411</u>	<u>956,282</u>	<u>(2,936,129)</u>	<u>-75.4%</u>
Expenses					
Employee Services	173,691	1,620,738	529,809	(1,090,929)	-67.3%
Rents & Leases	5,359	120,740	30,196	(90,544)	-75.0%
Professional Services	53,571	523,455	167,723	(355,732)	-68.0%
Maintenance and Repair	2,710	146,745	45,311	(101,434)	-69.1%
Event Services	54	10,250	734	(9,516)	-92.8%
Travel, Training, Business Meals	1,683	22,090	7,120	(14,970)	-67.8%
Utilities	48,679	708,758	190,447	(518,311)	-73.1%
Supplies & Materials	10,967	344,600	124,647	(219,953)	-63.8%
Advertising and Promotions	234	30,705	1,274	(29,431)	-95.9%
Communications	1,785	41,915	10,795	(31,120)	-74.2%
Equipment		6,000	74	(5,926)	-98.8%
Insurance	370	103,260	1,618	(101,642)	-98.4%
Other		59,000	8,811	(50,189)	-85.1%
Taxes & Licenses		6,480	469	(6,011)	-92.8%
Depreciation					
City of Rochester Charges	797	91,105	3,536	(87,569)	-96.1%
Transfers Out		56,570	15,169	(41,401)	-73.2%
	<u>299,900</u>	<u>3,892,411</u>	<u>1,137,732</u>	<u>(2,754,679)</u>	<u>-70.8%</u>
Net Income (Loss)	<u>\$ (57,825)</u>	<u>\$ 0</u>	<u>\$ (181,450)</u>	<u>\$ 181,450</u>	<u>4.7%</u>

**Mayo Civic Center
Payments for Operations By Department
4/1/2015 - 4/30/2015**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
04/03/2015	Culligan of Rochester	Cooler rental	Equipment Rent	15.00
04/03/2015	Verizon Wireless	Cell Phones Charges Feb-Mar	Cellular phone charges	40.01
04/10/2015	Beckleys Inc	Replace Stapler Broken by Cust	Office Supplies	11.96
04/10/2015	Beckleys Inc	Office Supplies	Office Supplies	30.65
04/10/2015	Engraving Etc.	Nametags	Printing	28.93
04/16/2015	Olm Co Telecomm-Finance Dept 5071112144	MAR WATS	Telephone/Fax/Computer line	15.59
04/16/2015	Olm Co Telecomm-Finance Dept 5071112145	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112146	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112147	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112148	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112149	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112150	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112151	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5071112152	MAR WATS	Telephone/Fax/Computer line	7.00
04/16/2015	Olm Co Telecomm-Finance Dept 5072816277	MAR WATS	Telephone/Fax/Computer line	28.97
04/16/2015	Olm Co Telecomm-Finance Dept 5073282120	MAR WATS	Telephone/Fax/Computer line	16.97
04/16/2015	Olm Co Telecomm-Finance Dept 5073282121	MAR WATS	Telephone/Fax/Computer line	25.68
04/16/2015	Olm Co Telecomm-Finance Dept 5073282125	MAR WATS	Telephone/Fax/Computer line	18.87
04/16/2015	Olm Co Telecomm-Finance Dept 5073282133	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282137	MAR WATS	Telephone/Fax/Computer line	19.59
04/16/2015	Olm Co Telecomm-Finance Dept 5073282145	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282220	MAR WATS	Telephone/Fax/Computer line	43.69
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.72
04/20/2015	Beckleys Inc	Poster Printer Paper	Office Supplies	38.91
04/20/2015	Beckleys Inc	Office Supplies	Office Supplies	26.99
04/20/2015	Beckleys Inc	Banker Boxes	Office Supplies	34.17
04/28/2015	Wells Fargo Bank	IAVM Due-Drews	Membership Dues	455.00
	MCC Administration			996.70
04/16/2015	Olm Co Telecomm-Finance Dept 5073282222	MAR WATS	Telephone/Fax/Computer line	22.88
04/16/2015	Olm Co Telecomm-Finance Dept 5073282134	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282135	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282127	MAR WATS	Telephone/Fax/Computer line	19.25
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.72
	MCC Box Office			82.85
04/03/2015	Express Personnel Services Inc	General Custodial	Other Expert & Professnl Srvc	1,746.00
04/03/2015	Graybar Electric Co Inc	Lobby ATM Chase	Building/Grounds Mtce Supplies	124.48
04/03/2015	Verizon Wireless	Cell Phones Charges Feb-Mar	Cellular phone charges	99.48
04/06/2015	G & K Services Inc	Uniforms	Clothing/Uniforms	257.30
04/06/2015	G & K Services Inc	Dust Mops	Laundry & Linen	40.78
04/06/2015	Premier Security Inc	Alarm Repsonse 3/28/15	Security Services	54.25
04/08/2015	Roch Public Utilities-Electric	300000513099@30SE2Av	Electricity	30,494.15
04/08/2015	Roch Public Utilities-Electric	300000513099@30SE2Av	Water	74.57
04/08/2015	Roch Public Utilities-Electric	300000513099@30SE2Av	Water	225.67
04/08/2015	Roch Public Utilities-Electric	300000513099@30SE2Av	Sanitary Sewer	801.88

**Mayo Civic Center
Payments for Operations By Department
4/1/2015 - 4/30/2015**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
04/08/2015	Roch Public Utilities-Electric	300000513099@30SE2Av	Storm Water	253.04
04/10/2015	Custom Communications Inc	On Site Service	Other Expert & Professnl Srvc	67.50
04/10/2015	Engraving Etc.	Nametags	Printing	27.96
04/10/2015	Express Personnel Services Inc	General Custodial	Other Expert & Professnl Srvc	1,118.88
04/10/2015	Ferrellgas	LP for Fork Trucks	Gasoline and Vehicle LP	78.00
04/10/2015	Ferrellgas	LP For Fork Trucks	Gasoline and Vehicle LP	26.00
04/10/2015	G & K Services Inc	Dust Mops	Laundry & Linen	31.51
04/10/2015	G & K Services Inc	Uniforms	Clothing/Uniforms	251.57
04/10/2015	Graybar Electric Co Inc	Lamps	Building/Grounds Mtce Supplies	83.10
04/10/2015	Graybar Electric Co Inc	Locknut/Wiremold Raceway &	Building/Grounds Mtce Supplies	14.93
04/10/2015	Summit Fire Protection Inc	Fire Sprinkler Service Labor	Bldg & Grnds Contr Mtce & Rpr	807.50
04/10/2015	Summit Fire Protection Inc	Fire Sprinkler Service Parts	Building/Grounds Mtce Supplies	37.50
04/13/2015	WHV Inc	Prev Maint - Temp Control Auto	Bldg & Grnds Contr Mtce & Rpr	1,865.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282126	MAR WATS	Telephone/Fax/Computer line	15.22
04/16/2015	Olm Co Telecomm-Finance Dept 5073282129	MAR WATS	Telephone/Fax/Computer line	14.84
04/16/2015	Olm Co Telecomm-Finance Dept 5073282130	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282131	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282132	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282136	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282138	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282139	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282140	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282141	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282142	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282143	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282144	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5075294968	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5075294969	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5075294970	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5075294972	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5075294973	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5075294974	MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept 5073282154	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282124	MAR WATS	Telephone/Fax/Computer line	14.08
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.71
04/20/2015	Cintas Corporation 2	First Aid Supplies	First Aid supplies	91.78
04/20/2015	Cintas Corporation 2	Service Charge	Other Expert & Professnl Srvc	9.95
04/20/2015	Dalco Corp	Building Supplies	Building/Grounds Mtce Supplies	349.57
04/20/2015	Dalco Corp	Maint Supplies	Building/Grounds Mtce Supplies	2,443.43
04/20/2015	Dalco Corp	Building Supplies	Building/Grounds Mtce Supplies	85.80
04/20/2015	Express Personnel Services Inc	General Custodial	Other Expert & Professnl Srvc	548.12
04/22/2015	Express Personnel Services Inc	General Custodial	Other Expert & Professnl Srvc	559.70
04/22/2015	G & K Services Inc	Dust Mops	Laundry & Linen	25.33
04/22/2015	G & K Services Inc	Uniforms	Clothing/Uniforms	271.10
04/22/2015	Olm Co Solid Waste Utilities	Steam Heat Mar 15	Steam Heat	16,829.81
04/22/2015	Schumacher Elevator Inc	Scheduled Elev Maint Apr 15	Bldg & Grnds Contr Mtce & Rpr	233.90

**Mayo Civic Center
Payments for Operations By Department
4/1/2015 - 4/30/2015**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
04/22/2015	Zarnoth Brush Works Inc	Cablewrap Broom Refill	Vehicle/Mach Parts & Supplies	346.00
04/28/2015	Wells Fargo Bank	IAVM Reg 2 & 3 Conf-Blake	Travel and training	350.00
	MCC Building Operations			61,123.19
04/16/2015	Olm Co Telecomm-Finance Dept 5073282122	MAR WATS	Telephone/Fax/Computer line	18.80
04/16/2015	Olm Co Telecomm-Finance Dept 5073282123	MAR WATS	Telephone/Fax/Computer line	36.52
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.71
04/28/2015	Wells Fargo Bank	Event/Arena Mktg Conf-Okins	Travel and training	499.00
	MCC Sales & Marketing			567.03
04/03/2015	Ameripride Services	Chef Coats	Clothing/Uniforms	10.60
04/03/2015	Ameripride Services	Towels	Laundry & Linen	13.58
04/10/2015	Ameripride Services	Chef Coats	Clothing/Uniforms	9.67
04/10/2015	Ameripride Services	Towels	Laundry & Linen	12.65
04/10/2015	Engraving Etc.	Nametags	Printing	16.48
04/10/2015	Hy-Vee, Inc.	Product for Resale	Food Products for Resale	21.45
04/10/2015	Johnson Brothers Liquor Co.	Product for Resale	Alcoholic Beverages for Resale	292.54
04/10/2015	Northern Beverage Distributing	Product for Resale	Alcoholic Beverages for Resale	160.50
04/10/2015	Schott Distributing Co	Product for Resale	Alcoholic Beverages for Resale	252.00
04/13/2015	US Foods, Inc.	Product for Resale	Food Products for Resale	1,234.92
04/13/2015	US Foods, Inc.	Product for Resale	Non-alcoholic Beverages-Resale	116.97
04/13/2015	Vistar	Product for Resale	Food Products for Resale	1,893.83
04/13/2015	Vistar	Supplies	Other Supplies	181.82
04/16/2015	Olm Co Telecomm-Finance Dept 5073282172	MAR WATS	Telephone/Fax/Computer line	26.46
04/16/2015	Olm Co Telecomm-Finance Dept 5073282173	MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept 5073282174	MAR WATS	Telephone/Fax/Computer line	14.00
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.71
04/20/2015	Ameripride Services	Chef Coats/Towels	Clothing/Uniforms	10.60
04/20/2015	Ameripride Services	Chef Coats/Towels	Laundry & Linen	49.52
04/20/2015	Hy-Vee, Inc.	Product for Resale	Food Products for Resale	28.00
04/20/2015	US Foods, Inc.	Product for Resale	Food Products for Resale	589.10
04/20/2015	US Foods, Inc.	Product for Resale	Other Supplies	36.16
04/22/2015	Beckleys Inc	POS Thermal Paper Rolls	Office Supplies	80.92
04/22/2015	Beckleys Inc	Shipping Tape	Office Supplies	53.15
04/22/2015	Koehler, Chad	Product for Resale	Food Products for Resale	47.96
04/22/2015	US Foods, Inc.	Supplies	Other Supplies	1,990.20
04/22/2015	US Foods, Inc.	Product for Resale	Food Products for Resale	668.67
04/22/2015	US Foods, Inc.	Product for Resale	Non-alcoholic Beverages-Resale	15.83
	MCC Food & Beverage			7,854.29
04/03/2015	AVVR Inc.	February Equipment Rental	Audiovisual Equipment Rental	385.00
04/03/2015	Culligan of Rochester	Supplies	Other Supplies	196.50
04/03/2015	Express Personnel Services Inc	Post Event Cleanup	Other Expert & Professnl Srvc	1,627.11
04/03/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Srvc	108.08
04/03/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Srvc	61.76
04/03/2015	Mayo Civic Center - Petty Cash	Runner Vehicle Fuel-Wheeler	Gasoline and Vehicle LP	10.40

**Mayo Civic Center
Payments for Operations By Department
4/1/2015 - 4/30/2015**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
04/06/2015	G & K Services Inc	Stagehand Unniforms	Clothing/Uniforms	181.29
04/06/2015	Glasenapp, Gregory S	Scoreboard Operators - Harlem	Other Expert & Professnl Srvc	55.00
04/06/2015	Lanier Parking Meter Services,	Validated Parking Chgs Mar 15	Other Contractual Services	4.50
04/10/2015	Allied Arts Inc	Piano Tuning	Other Expert & Professnl Srvc	255.00
04/10/2015	Ameripride Services	Linens	Laundry & Linen	133.05
04/10/2015	AVVR Inc.	Equipment Rental	Audiovisual Equipment Rental	5,028.00
04/10/2015	Engraving Etc.	Nametags	Printing	160.48
04/10/2015	Express Personnel Services Inc	Post Event Cleanup	Other Expert & Professnl Srvc	2,117.55
04/10/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Srvc	694.80
04/10/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Srvc	46.32
04/10/2015	G & K Services Inc	Stagehand Unniforms	Clothing/Uniforms	181.29
04/16/2015	MN Dept of Employment &	D Young/MCC	Unemployment Compensation	(6.29)
04/16/2015	Olm Co Telecomm-Finance Dept	5075294971 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5075294851 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5075294853 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5075294857 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5073282151 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282152 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282153 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282181 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282182 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282183 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282184 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282185 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282186 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282187 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282188 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282189 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282190 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282191 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282192 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282193 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282194 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282195 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282196 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282197 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282198 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282199 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282212 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282155 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282156 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282157 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282158 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282159 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282160 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282161 MAR WATS	Telephone/Fax/Computer line	14.00

**Mayo Civic Center
 Payments for Operations By Department
 4/1/2015 - 4/30/2015**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
04/16/2015	Olm Co Telecomm-Finance Dept	5073282162 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282163 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282164 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282165 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282166 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282167 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282168 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282169 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282170 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5073282171 MAR WATS	Telephone/Fax/Computer line	14.00
04/16/2015	Olm Co Telecomm-Finance Dept	5072877991 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5072877992 MAR WATS	Telephone/Fax/Computer line	28.80
04/16/2015	Olm Co Telecomm-Finance Dept	5072877993 MAR WATS	Telephone/Fax/Computer line	28.80
04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	12.71
04/20/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Svc	50.18
04/20/2015	Express Personnel Services Inc	Post Event Cleanup	Other Expert & Professnl Svc	615.14
04/22/2015	Allied Arts Inc	Piano Tuning - Gaither Vocal	Other Expert & Professnl Svc	105.00
04/22/2015	Express Personnel Services Inc	Post Event Cleanup	Other Expert & Professnl Svc	1,824.90
04/22/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Svc	169.84
04/22/2015	Express Personnel Services Inc	Restroom Attendant	Other Expert & Professnl Svc	216.16
04/22/2015	G & K Services Inc	Stagehand Uniforms	Clothing/Uniforms	181.29
04/28/2015	Wells Fargo Bank	IAVM Reg 2 & 3 Conf-Wheeler	Travel and training	350.00
04/28/2015	Wells Fargo Bank	Monthly Transaction Fee	Credit Card Percentage Fee	59.95
	MCC Events			15,586.61
	Total All Departments			\$ 86,210.67

**Mayo Civic Center
Payments for Capital Improvements
4/1/2015 - 4/30/2015**

<u>Proj Id</u>	<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
3502	04/13/2015	NCR Corporation	Air Ptr Lion Hdl	Equipment (not capitalized)	3,645.89
3502					3,645.89
3541	04/10/2015	Grainger Inc	Worster Antislip Tape	Building/Grounds Mtce Supplies	508.50
3541	04/10/2015	Graybar Electric Co Inc	Lamps	Building/Grounds Mtce Supplies	1,068.48
3541	04/10/2015	Metro Connections Inc	Construction Signage	Other Expert & Professnl Srvc	750.00
3541	04/20/2015	A+ Imaging Systems Inc	Copies	Ofc Equip Contr Mtce & Repair	50.00
3541	04/20/2015	Express Personnel Services Inc	Back Ramp Prep for Updating	Other Expert & Professnl Srvc	59.20
3541	04/22/2015	Beckleys Inc	DryEase Board	Office Supplies	180.60
3541	04/22/2015	CPMI Inc	Owner's Representative Service	Other Expert & Professnl Srvc	16,840.29
3541	04/22/2015	TSP Inc	A&E Services - Expansion	Eng & Architectural Consultant	57,922.19
3541	04/28/2015	Wells Fargo Bank	3-72" Storage Cabinets	Equipment (not capitalized)	871.73
3541	04/30/2015	Pompeii Painting Inc	Paint Back Service Corridor	Other Contractual Services	8,665.00
3541					86,915.99
Total					90,561.88

Mission: Mayo Civic Center is Southern Minnesota’s premier destination for local, regional, national and international conventions, entertainment, social and sporting opportunities. Serving as a vital economic generator for the region, Mayo Civic Center focuses on providing an exceptional experience by delivering world-class service and high-quality, versatile facilities.

Mayo Civic Center 2014 Budget Statistics

- MCC generated revenue totaling \$2,991,331, equaling 75% of its annual operating costs
- MCC Box Office sold 108,461 tickets valued at \$1,625,043
- Facility fee of \$1 per ticket sold totaled \$50,586
- MCC concession revenues increased 3%
- 2014 Total number of attendees: 303,097
- MCC hosted 357 events including the following:
 - 64 concerts and entertainment events
 - 31 conventions
 - 26 Mayo Clinic events
 - 54 social events
 - 116 one-day meetings

2014 Commission Highlights

- The Mayo Civic Center (MCC) Commission held its first meeting on January 15, 2014
- Conducted strategic planning session to create a joint RCVB/MCC business plan with goals and objectives
- Implemented a new booking policy with the intent of maximizing the revenue opportunities
- Established new governance model and oversight
- Worked with staff to develop new Standard Operating Procedures (SOP)
- Developed and implemented a new catering model to clarify policies and improve options for customers and caterers
- Reallocated sales and marketing functions while broadening event coordination responsibilities

2014 Department Highlights

- On June 2, 2014, the City of Rochester was officially informed that the State Legislature approved a \$35M State grant to construct the MCC Convention Center Expansion
- With City Administration coordinated the draft of the State’s formal grant agreement
- Contracted with TSP to reactivate the design process, and complete the convention center plans
- Contracted with CPMI to serve as the owner’s representative through the Best Value Contracting process and construction phase

- Informed facility users of the pending construction, offered accommodations, and created accessibility plans so events could continue throughout the construction phase
- Initiated a new monthly stakeholders report
- Utilized short-term solutions, i.e. new lobby and patio furniture, to compliment long-term expansion plans
- Implemented MCC Commission approved initiatives including a new catering model, booking priorities and procedures, reallocation of sales and marketing functions, and a new post event survey response system
- Completed major renovation projects totaling nearly \$2.9M in the Arena and Auditorium

Department and Commission Challenges

1. Bring clarity to the roles, responsibilities, processes, and accountability in the relationship among the Commission, the MCC staff and management, and the Rochester Convention and Visitor’s Bureau.
2. MCC will be under construction through August 2017; 2015-16 revenues will remain flat, but expenses will likely increase.
3. Almost all annual/regular events have agreed to continue utilizing MCC during the construction phase, but several have elected to cancel their 2015-16 events, and rebook post-construction. Total lost revenue to-date is estimated @ \$120,000.
4. Utility costs continue to increase; in 2014 utilities increased 12% over 2013
5. Service demands have increased exponentially, particularly in functions related to technology including internet, digital displays, website development and updates, security, and the like. The need for audio-visual proficiency, detailed event coordination, and professional event oversight are vital to achieve MCC’s mission-critical approach to seamless, client-focused service delivery. This can be accomplished but only with well-trained, skilled, expert and experienced staff.
6. Customer expectations have increased, yet staffing levels have remained flat. In 2013, prior to legislative approval to expand MCC, Strategic Advisory Group (SAG) recommended four FTE’s be added. Additional staffing was requested in 2014 and 2015, but no new staffing was approved.
7. In December 2016, construction of MCC’s new 188,000 SF Convention Center will be completed. This new facility will create many new opportunities, and service demands will escalate. Professional conventions, meetings and special events require a higher degree of oversight, and the need to elevate housekeeping and maintenance standards is vital to success. This is best accomplished with well-trained staff dedicated to a client-focused approach to exceptional customer service.
8. New revenue streams, such as sponsorships, naming rights, display advertising, and additional fees and charges, etc., will be needed to support additional operating expenses.

2014 Community Events

Rochester Public Schools High School Graduation Ceremonies	Rochester Fire Department Firefighter Exam
University of Minnesota Marching Band Concert	Governor Dayton Media Conference
Down by the Riverside Concert Series	City of Rochester New Employee Orientation – 2 sessions
Eagles Cancer Telethon	City of Rochester Landlord Seminar – 2 sessions

Election Judge Training – 8 sessions Children’s Dance Theatre Rochesterfest Celebration of a City Board Meetings – 10 meetings Rochesterfest Committee Monthly Meetings – 8 meetings Texas 4000 Cancer Team Park and Recreation Department Safety Training – 6 sessions Rochester Park and Recreation Department Annual Staff Meeting	City of Rochester Continuity of Operations Plan (COOP) Training CUDE Awards Breakfast Mayor’s Medal of Honor Luncheon City of Rochester Severe Weather TTX Training City of Rochester Emergency Management Training City of Rochester 3ECHO Training – 4 sessions City of Rochester Accident/Incident Investigation Training – 2 sessions Rochester Fire Department Hazmat Training
---	--

2015 Commission Goals and Objectives

With the help of an external facilitator, the Civic Center Commission has laid the foundation for the development of a comprehensive strategic plan that will serve as the lodestone for future decision-making. The Commission has defined the four key pillars of the strategy, 1) Financial, 2) Customer 3) Talent and Technology and 4) Internal Processes, and key objectives for each of the pillars. The next phase of this process is to develop meaningful measures, metrics and targets, and then the tactics to reach the targets.

[Financial] Significant, sustainable economic generator for the City and the Community

- Meet targeted MCC financial goals for 2015-2019
- Achieve economic impact commitments to the community
- Demonstrate civic stewardship

[Customer] Create a positive, memorable, meaningful, exceptional customer experiences including facilities, services and programs

- Create an easy and convenient booking experience
- Maintain safe while creating enjoyable experiences with added amenities
- Deliver a broad spectrum of programs relevant to the SE MN community

[Talent and Technology] Create an internal culture that attracts and retains the best talent

- Maintain optimal level of staffing
- Invest in staff training and professional development
- Create/maintain innovative and engaged staff

[Internal Processes] Foster/Create operational excellence for efficiencies

- Create integrated systems
- Develop a comprehensive community communication process

2016 New Employee Requests (4 FTE’s)

- Custodial Crew Chief – 1 FTE
- Custodian – 1 FTE
- Technical Operations Supervisor – 1 FTE, Sept 2016 start
- Event Coordinator – 1 FTE, Sept 2016 start