

Mayo Civic Center Commission Meeting

Wednesday, January 10, 2018; 3:00 PM
Mayo Civic Center Offices Conference Room

- 3:00 PM A. Call to Order
- B. Approval of Agenda
- C. Open Comment Period
- This agenda section is for the purpose of allowing citizens the opportunity 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.
- 3:05 PM D. Consent Agenda
- a. Council Items
 - b. Meeting Minutes
 - i. December 13, 2017
 - c. Monthly Financial Report
 - i. December 2018 Bills (Due to timing, December financial statements will not be available until February)
 - d. Director's/Staff Report
 - e. MCCC Committee Reports
 - f. Sales Report
- 3:15 PM E. Review Action Items from December 13, 2017 Meeting
- a. Value Stream Process Updates
 - b. RCVB 2019 Budget to be presented to MCC Commission at the October 2018 MCCC Meeting; MCC 2019 Marketing Plan to be presented to MCC Commission at the November 2018 MCCC Meeting
 - c. MCC Commission Executive Committee to actively participate in RCVB Board and RCVB Executive Committee Meetings
- 3:45 PM F. New Business
- 3:50 PM G. Unfinished Business
- a. Arena Task Force Update
- 3:55 PM H. Other Business
- 4:00 PM I. Adjournment

Next Meeting: Wednesday, February 14, 2018 - 3:00 PM

**Mayo Civic Center Commission Meeting
Wednesday December 13, 2017 – 3:00 PM
Mayo Civic Center Office Conference Room**

Attendees: Commission Members

Teresa Chapman, Matt McCollom, Marv Mitchell, Dan Nelson
Absent: Jerrie Hayes, Heidi Mestad, Amita Patel

Other Attendees:

Donna Drews (Mayo Civic Center (MCC)), Matt Esau (Rochester Convention and Visitor's Bureau (RCVB)), Mary Gastner (RCVB), Julie Gay (Freelance), Dave Goslee (City Attorney's Office), Val Halling (Mayo Clinic), Brad Jones (RCVB), Andy Krogstad (MCC), Jo Oeltjen (MCC), Randy Peterson (Post-Bulletin), Steve Rymer (City Administration)

A. Call to Order

0:03 Audio Tape

The meeting was called to order by Marv Mitchell, Chair, at 3:03 PM.

B. Approval of Agenda

00:13 Audio Tape

Motion to approve the agenda was made by Matt McCollom, Second by Teresa Chapman. Motion was approved.

C. Open Comment Period

00:30 Audio Tape

Julie Gay, blogger, has heard questions about the MCC lighting and it has come up for a second time – all the lights on at the MCC. Andy Krogstad explained that MCC lighting systems are monitored and scheduled to go off in the evening unless there are activities in the building. Whenever there is an activity in the MCC or the Rochester Art Center (RAC), lighting in public areas will be on. MCC personnel are working with the software vendor to better define the lighting schedule. At midnight and 2:30 AM, there should be a “loop” that runs through the system to turn lights down. Many events run well past midnight, and for safety and security reasons, lighting must be available. Also, cleaning crews are scheduled to begin work as events conclude. Crews are often working sometimes as late as 3:00 – 4:00 AM. One benefit is LED lighting – 100% of the public areas in the new Convention Center is equipped with LED lighting.

D. Value Stream Mapping – Val Halling, Mayo Clinic Compliance and Integrity Operations Manager

02:53 Audio Tape

Val Halling gave a presented details on the value stream mapping and process definition used to create a sales booking process to benefit MCC customers. The goals of this initiative was to identify service gaps, remove waste, identify efficiencies and ultimately improve the customer experience. Value Stream Mapping is based on a Japanese led concept of delivering quality products and services that are what the customer wants, when the

customer wants them, in the amount they want and at the right price. All steps are designed to benefit the customer by creating value by eliminating waste to ensure that our internal and external customers receive the best possible service from both the RCVB sales team and MCC staff. Value equates to whatever the customer is willing to invest. The Japanese word for waste is Muda – or anything that takes resources, but doesn't really have a value to the customer. There two types of Muda – Type I is incidental work or activities that you have to do (i.e. regulatory requirements) to make your process work, strictly non-value added activities, and not necessary but we tend to build them in as years go by because we have always done them that way. Type II those areas that could be improved such as waiting, transporting things, inventory piling up, or doing more than necessary. Value streaming is creating a process applied from the beginning to the end to assure customer satisfaction by developing a current state map, future map, ideal state map, and then an implementation plan. Val distributed copies of the process flow the group worked to create and explained how it was developed, cross communications, and potential opportunities. An implementation plan identifying each opportunity and its impact were categorized into four areas: A – Easy to do, basic impact; B – Easy to do, may require time to implement; C – Hard to do, huge impact. As a group, staff members from both RCVB and MCC each step as an A, B or C opportunity, a team leader and the team members. Team leaders have already met to start working on the A impacts. Staff will provide progress reports and monthly updates to the MCCC. Participants in the Value Stream Mapping Process were: Donna Drews (MCC), Matt Esau (RCVB), Jay Gunnarson (RCVB) for a brief time, Brad Jones (RCVB), Joe Kollar (MCC), Andy Krogstad (MCC), Deanna Meyer (RCVB), Perry Spindler (MCC), and T.R. Wheeler (MCC). Earlier in 2017, Marv Mitchell, MCCC Chair, and Randy Staver, City Council President, requested that staff participate in this process, and made arrangements with Val Halling to facilitate the process and create and implementation plan.

ACTION: Value Stream Processing Updates

E. Consent Agenda

31:27 Audio Tape

- a. Council Item Review
 - i. Convention Center Expansion Change Order 16
- b. Meeting Minutes
 - i. November 8, 2017
- c. Monthly Financial Report
 - i. November 2017 Bills & Income Statement
- d. Director's/Staff Reports
- e. MCCC Committee Reports
- f. Sales Report

Motion to approve the consent agenda was made by Matt McCollom, Second by Teresa Chapman. Motion was approved.

F. Review Action Items from November 8, 2017 Meeting

31:52 Audio Tape

- a. Review 2018 Operating Budget

Andy Krogstad reviewed a detailed report comparing the adopted 2017 budget and the recommended 2018 budget. Andy discussed revenues, expenses and food and beverage/catering-related information. Overall, employee Services makes up 43% of the budget (funding for three new MCC full time positions

was included in the 2017 budget), and utilities costs consume 16% of the budget. Professional services include vendor security, the contract for Lancer Hospitality (our in-house food and beverage management contract), and post-event cleanup. Under rents and leases, AVVR equipment rental is listed. The City of Rochester charges are costs for IT services, replacement charges from the IT Department, technology revolving fund to help offset future purchases, replacements and upgrades to technology (i.e. networks switches which have a life expectancy of about six years, projectors in the meeting rooms and the ballroom, etc.). Also in 2018, MCC begins pay back for the energy improvement upgrades (McKinstry Project). The lighting consumption in the arena was metered before the upgrades and then metered again after the upgrades. The savings was over 50%. Rochester Public Utilities provided two rebate checks to the MCC for a combined total of \$133,420. These rebates are for work done in the new Convention Center, and will be added project reserves.

G. New Business

01:08:42 Audio Tape

- a. Election of 2018 Officers
Matt McCollom, Chair
Dan Nelson, Vice Chair
Amita Patel, Treasurer
Teresa Chapman, Secretary

The Nominating Committee submitted the above people for the positions as listed. Marv Mitchel asked for any nominations from the floor. There were no other nominations.

Motion to approve the officers as listed above was made by Teresa Chapman, Second Matt McCollom. Motion was approved.

H. Unfinished Business

01:08:45 Audio Tape

- a. 2018 RCVB Sales Plan and Budget Review

The 2018 RCVB budget was included in the packet. Brad Jones talked about the RCVB budget. The biggest adjustment is in marketing this year – there is more spending in this area. The sales goals have been set for 2018. All sales people exceeded their sales goals for 2017. When preparing the RCVB budget, the RCVB utilizes their department chairs for their budget. Comments were made that the RCVB budget is supposed to be presented and approved in the October meeting of the MCC Commission. The RCVB Board approves the RCVB budget in November. Matt McCollum asked Brad to bring budget numbers to the MCC Commission meeting in October 2018 – as a preliminary budget.

ACTION: Brad Jones to bring preliminary budget number to the MCC Commission meeting in October 2018.

- b. 2018 MCC Marketing Plan and Budget Review

The marketing summary was included in the packet. Mary Gastner talked about the marketing plan. Erin Okins is the MCC marketing liaison. In the RCVB contract with the City, the marketing budget is to be a collaborative effort with the RCVB and MCC. The RCVB marketing budget is about 8% of their overall budget. The marketing plan is supposed to be presented and approved at the November meeting. In the future, the marketing plan will be consider a 3-5 year rather than just one year plan.

c. Arena Task Force Update

The City Council has tabled the Arena Task Force.

I. Other Business

01:28:32 Audio Tape

a. Recognition of Commission Member Service

There are three people leaving the Mayo Civic Center Commission this year: Jerrie Hayes, Heidi Mestad and Marv Mitchell – all three are original Mayo Civic Center Commission members. Due to term limits, Jerrie Hayes and Marv Mitchell must both step down. Heidi Mestad has found her new job challenging, and asked the Mayor to replace her. Marv has agreed to attend until his replacement is named. Donna Drews recognized Marv Mitchell for all he has done while on the Mayo Civic Center Commission. Marv commented that the first two years of the Mayo Civic Center Commission (started in January 2014) were storming years, the last two years have been norming years. The next time period requires that the MCC Commission stay focused and perform the duties required as stated in the City Ordinance establishing the MCC Commission. There is a lot of work to be done, including revisiting the financial potential tied to exclusive food, beverage and catering services. All aspects of such an arrangement need to be considered including the political, customer, community and revenue potential impacts while always keeping the customer first in all we do. Marv asked the commissioners to continue to assert their authority over the Rochester Convention and Visitor's Bureau (RCVB) as it relates to the Mayo Civic Center. According to City Ordinance, the MCC Commission is the governing authority, and by appointment of the Mayor, has fiduciary responsibility for this facility. Overseeing MCC's sales and marketing functions as stated in the City's contract with the RCVB is the Commission's role and vital to MCC's success. Marv reiterated that the Commission is the governing authority – it is not the other way around. Be sure the MCC Commission is well represented at the RCVB Board and Executive Committee Meetings. Marv recommended that the RCVB meeting agendas should frequently include discussions on MCC sales and marketing strategies. Currently there are a lot of topics discussed at RCVB meetings by MCC is rarely a focus. If you look at the RCVB contract with the City, the care and feeding of the MCC is its primary objective.

Donna Drews prepared a PowerPoint presentation reviewing the past year – she highlighted the Grand Opening in May, some of the events that took place during the year, and the last slides were the artwork being readied for transport from California to Minnesota (the artwork had the shipper's wrapping removed today – 12/13/17).

ACTION: Active participation on the RCVB Board and Executive Committee

J. Adjournment

01:37:57 Audio Tape

Motion was made to adjourn by Marv Mitchell at 4:37 PM.

Next Meeting: Wednesday, January 10, 2018 at 3:00 PM

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|---------------------------|--|--|-------------------------------|-----------------|
| 12/01/2017 | Beckleys Inc | Printer Paper | Office Supplies | 34.90 |
| 12/06/2017 | Beckleys Inc | Toner | Office Supplies | 52.02 |
| 12/06/2017 | Culligan of Rochester | Equipment Rental | Equipment Rent | 32.00 |
| 12/08/2017 | Beckleys Inc | Paper | Office Supplies | 34.90 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.76 |
| 12/15/2017 | Olm Co Health Dept | Employee Flu Shot 2017 | Medical services | 30.00 |
| 12/20/2017 | Wells Fargo Bank | Casio KL8100 Label Printer | Office Supplies | 29.95 |
| 12/20/2017 | Wells Fargo Bank | 11 x 17 Laminating Pouches | Office Supplies | 69.19 |
| 12/20/2017 | Wells Fargo Bank | Cell Phone | Cellular phone charges | 40.01 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282120 NOV WATS | | Telephone/Fax/Computer line | 14.66 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282121 NOV WATS | | Telephone/Fax/Computer line | 21.51 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112144 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112145 NOV WATS | | Telephone/Fax/Computer line | 14.15 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112146 NOV WATS | | Telephone/Fax/Computer line | 14.10 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112147 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112148 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112149 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112150 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112151 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5071112152 NOV WATS | | Telephone/Fax/Computer line | 7.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5072816277 NOV WATS | | Telephone/Fax/Computer line | 37.30 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282125 NOV WATS | | Telephone/Fax/Computer line | 23.98 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282137 NOV WATS | | Telephone/Fax/Computer line | 28.81 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282133 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282145 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282220 NOV WATS | | Telephone/Fax/Computer line | 85.92 |
| MCC Administration | | | | 736.16 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.77 |
| 12/15/2017 | Post Bulletin Co | Web Targeting | Advertising and Promotion | 1,200.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282127 NOV WATS | | Telephone/Fax/Computer line | 21.58 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282222 NOV WATS | | Telephone/Fax/Computer line | 23.84 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282134 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282135 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 8004222199 NOV WATS | | Telephone/Fax/Computer line | 8.93 |
| MCC Box Office | | | | 1,336.12 |
| 12/01/2017 | All Pest Exterminating LLC | Pest Control Nov 2017 | Other Expert & Professnl Srvc | 126.00 |
| 12/01/2017 | Bowmans Safe & Lock Shop Ltd | Concealed Restroom Lock | Parts for Equipment | 179.70 |
| 12/01/2017 | Cintas Corporation 2 | First Aid Supplies | First Aid supplies | 54.22 |
| 12/01/2017 | Cintas Corporation 2 | Service Charge | Other Expert & Professnl Srvc | 12.95 |
| 12/01/2017 | Custom Communications Inc | IntrusionAlarmMonitorDec17Jan | Other Expert & Professnl Srvc | 187.50 |
| 12/01/2017 | Dakota Supply Group Inc | RAC Plumbing Fix | Parts for Equipment | 14.14 |
| 12/01/2017 | Express Services Inc DBA | General Custodial | Other Expert & Professnl Srvc | 1,682.76 |
| 12/01/2017 | Express Services Inc DBA | General Custodial | Other Expert & Professnl Srvc | 1,394.90 |
| 12/01/2017 | Ferrellgas | LP for Fork Trucks | Gasoline and Vehicle LP | 40.00 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|--------------------------------|--|--------------------------------|---------------|
| 12/01/2017 | Ferrellgas | LP for Fork Trucks | Gasoline and Vehicle LP | 20.00 |
| 12/01/2017 | Ferrellgas | LP for Fork Trucks | Gasoline and Vehicle LP | 60.00 |
| 12/01/2017 | G & K Services Inc | Uniforms | Clothing/Uniforms | 118.16 |
| 12/01/2017 | Herc-U-Lift | Trouleshoot Forktruck FG15K | Veh & Mach Contr Mtce & | 201.60 |
| 12/01/2017 | Intl Chemtex Corporation | 30 Filters, 5 Micron | Building/Grounds Mtce Supplies | 140.03 |
| 12/01/2017 | Menards Inc - South | Misc Shop Tools | Small Tools | 37.68 |
| 12/01/2017 | Menards Inc - South | Supplies | Building/Grounds Mtce Supplies | 36.12 |
| 12/01/2017 | MN Energy Resources Corp | Natural Gas 10/16 to 11/15 | Natural Gas | 1,007.53 |
| 12/01/2017 | Napa Auto Parts of Roch Inc | Battery - Ford Trcuk | Vehicle/Mach Parts & Supplies | 65.20 |
| 12/01/2017 | Olm Co Solid Waste Utilities | Steam Heat Oct 2017 | Steam Heat | 14,811.41 |
| 12/01/2017 | Sign Here Inc | Building Signage | Building/Grounds Mtce Supplies | 860.00 |
| 12/01/2017 | Toyota Lift of Minnesota Inc | Maint TaylorDunn SS536 | Veh & Mach Contr Mtce & | 797.60 |
| 12/06/2017 | Arnold's Supply & Kleenit Co | Liners | Building/Grounds Mtce Supplies | 1,200.00 |
| 12/06/2017 | Ferrellgas | LP for Fork Trucks | Gasoline and Vehicle LP | 40.00 |
| 12/06/2017 | G & K Services Inc | Uniforms | Clothing/Uniforms | 430.16 |
| 12/06/2017 | Mayo Civic Center - Petty Cash | Hardware for Tree | Building/Grounds Mtce Supplies | 10.83 |
| 12/06/2017 | Waste Management Inc | Acct 7-91331-43006 | Rubbish&Brush | 427.55 |
| 12/08/2017 | Express Services Inc DBA | General Custodial | Other Expert & Professnl Srvc | 1,514.04 |
| 12/08/2017 | Fire Safety USA Inc | Serv fire ext | Other Expert & Professnl Srvc | 446.40 |
| 12/08/2017 | Fire Safety USA Inc | Purchase fire ext | Building/Grounds Mtce Supplies | 87.95 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Electricity | 30,617.42 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Water | 79.59 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Water | 205.80 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Sanitary Sewer | 604.02 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Storm Water | 310.38 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Water | 130.35 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000513099@30SE2Av | Sanitary Sewer | 173.26 |
| 12/11/2017 | Roch Public Utilities-Electric | 300000690406@MCCWestSrcv | Electricity | 14,222.13 |
| 12/13/2017 | Dalco Corp | Gloves | Building/Grounds Mtce Supplies | 138.72 |
| 12/13/2017 | G & K Services Inc | Uniforms | Clothing/Uniforms | 472.76 |
| 12/13/2017 | Herc-U-Lift | Finance Charges | Other Expert & Professnl Srvc | 6.82 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.77 |
| 12/13/2017 | Menards Inc - South | Lumber for Storage Rack | Building/Grounds Mtce Supplies | 132.34 |
| 12/15/2017 | DMC Plumbing & Heating Inc. | Replaced 6" Shut Off Values | Bldg & Grnds Contr Mtce & Rpr | 3,675.38 |
| 12/15/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 2,297.94 |
| 12/15/2017 | Express Services Inc DBA | General Custodial | Other Expert & Professnl Srvc | 2,828.28 |
| 12/15/2017 | Greater Roch Surplus Store Inc | Basketball Nets | Building/Grounds Mtce Supplies | 53.90 |
| 12/15/2017 | Menards Inc - North | Spreader Model SS028 | Building/Grounds Mtce Supplies | 65.85 |
| 12/15/2017 | MN Dept of Labor & Industry | Elevator Annual Ops License | Other Taxes & Licenses | 200.00 |
| 12/15/2017 | Olm Co Health Dept | Employee Flu Shot 2017 | Medical services | 50.00 |
| 12/15/2017 | Pauls Lock & Key Shop Inc | Midwest Food Products Keys | Building/Grounds Mtce Supplies | 15.00 |
| 12/15/2017 | Tennant Sales and Service Co | Maint Sweeper Model 6200 | Veh & Mach Contr Mtce & | 219.99 |
| 12/15/2017 | Thomas Tool & Supply Inc | DeWalt Battery Drill | Small Tools | 330.00 |
| 12/15/2017 | Thomas Tool & Supply Inc | Saw Blades | Small Tools | 78.10 |
| 12/15/2017 | Viking Electric Supply Inc | Electrical Supplies | Building/Grounds Mtce Supplies | 101.64 |
| 12/19/2017 | Arnold's Supply & Kleenit Co | Filter Bags | Building/Grounds Mtce Supplies | 28.00 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|--------------------------------|--|--|--------------------------------|-------------------|
| 12/19/2017 | Cintas Corporation 2 | First Aid Supplies | First Aid supplies | 119.63 |
| 12/19/2017 | Cintas Corporation 2 | Service Charge | Other Expert & Professnl Srvc | 12.95 |
| 12/19/2017 | G & K Services Inc | Uniforms | Clothing/Uniforms | 326.66 |
| 12/20/2017 | Wells Fargo Bank | Label Making Tape | Office Supplies | 38.32 |
| 12/20/2017 | Wells Fargo Bank | Cell Phones | Cellular phone charges | 94.14 |
| 12/20/2017 | Wells Fargo Bank | Label Making Tape | Office Supplies | 36.32 |
| 12/21/2017 | Ban-Koe Systems Inc | Annual Fire Alarm Testing/Supp | Bldg & Grnds Contr Mtce & Rpr | 3,773.00 |
| 12/21/2017 | Bernie's Equipment Co., Inc. | Cabinets/Panel Mover | Building/Grounds Mtce Supplies | 1,750.66 |
| 12/21/2017 | Express Services Inc DBA | Cleanup/Gen Cust/Restroom | Other Expert & Professnl Srvc | 1,238.76 |
| 12/21/2017 | Johnstone Supply | Hose Set/Regulator/Drum | Small Tools | 366.14 |
| 12/21/2017 | Johnstone Supply | Pump/Rec Unit/Tank | Small Tools | 1,903.65 |
| 12/21/2017 | Johnstone Supply | Scale/Defrost Control | Small Tools | 375.11 |
| 12/21/2017 | Johnstone Supply | Refrigerant | Building/Grounds Mtce Supplies | 176.26 |
| 12/21/2017 | Olm Co Solid Waste Utilities | Steam Heat Nov 2017 | Steam Heat | 25,905.40 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294972 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294973 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294974 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282136 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294968 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294969 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294970 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282154 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282124 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282126 NOV WATS | | Telephone/Fax/Computer line | 14.70 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282129 NOV WATS | | Telephone/Fax/Computer line | 14.08 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282130 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282131 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282132 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282138 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282139 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282140 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282141 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282142 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282143 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282144 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Schumacher Elevator Inc | Sched Elev Maint Dec 2017 | Bldg & Grnds Contr Mtce & Rpr | 464.22 |
| 12/26/2017 | All Pest Exterminating LLC | Pest Control - Dec 2017 | Other Expert & Professnl Srvc | 126.00 |
| 12/26/2017 | MN Energy Resources Corp | Natural Gas 11/15 to 12/15 | Natural Gas | 1,462.68 |
| 12/27/2017 | Express Services Inc DBA | General Custodial | Other Expert & Professnl Srvc | 1,696.08 |
| 12/27/2017 | G & K Services Inc | Uniforms | Clothing/Uniforms | 499.56 |
| MCC Building Operations | | | | 123,892.69 |
| 12/01/2017 | Carlson Bryon DBA Mid America | High Black Drape | Equipment Rent | 450.00 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.77 |
| 12/15/2017 | Olm Co Health Dept | Employee Flu Shot 2017 | Medical services | 10.00 |
| 12/20/2017 | Wells Fargo Bank | Mail Chimp Subscription | Advertising and Promotion | 170.00 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|----------------------------------|--|--------------------------------|---------------|
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282122 NOV WATS | Telephone/Fax/Computer line | 25.46 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282123 NOV WATS | Telephone/Fax/Computer line | 28.22 |
| | MCC Sales & Marketing | | | 737.45 |
| | | | | |
| 12/01/2017 | Ameripride Services | Chef Coats/Aprons | Clothing/Uniforms | 18.33 |
| 12/01/2017 | Ameripride Services | Towels | Laundry & Linen | 22.36 |
| 12/01/2017 | Ameripride Services | Chef Coats/Aprons | Clothing/Uniforms | 16.83 |
| 12/01/2017 | Ameripride Services | Towels | Laundry & Linen | 20.86 |
| 12/01/2017 | Ameripride Services | Linens | Laundry & Linen | 74.27 |
| 12/01/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 388.51 |
| 12/01/2017 | Bix Produce Co. | Product for Resale | Non-alcoholic Beverages-Resale | 251.55 |
| 12/01/2017 | Elavon | Payment Gateway Nov 2017 | Credit Card Percentage Fee | 1,800.00 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 39.74 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 291.34 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 14.97 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 59.80 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 33.66 |
| 12/01/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 23.96 |
| 12/01/2017 | Johnson Brothers Liquor Co. | Product for Resale | Alcoholic Beverages for Resale | 4,902.29 |
| 12/01/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 1,203.34 |
| 12/01/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 51.72 |
| 12/01/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 86.30 |
| 12/01/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 307.44 |
| 12/01/2017 | Sysco Minnesota | Supplies | Other Supplies | 264.54 |
| 12/06/2017 | Ameripride Services | Chef Coats | Clothing/Uniforms | 10.83 |
| 12/06/2017 | Ameripride Services | Towels | Laundry & Linen | 20.86 |
| 12/06/2017 | Ameripride Services | Linens | Laundry & Linen | 167.28 |
| 12/06/2017 | Beckleys Inc | Sharpener | Office Supplies | 21.44 |
| 12/06/2017 | Berry Coffee Company | Product for Resale | Non-alcoholic Beverages-Resale | 520.95 |
| 12/06/2017 | Berry Coffee Company | Supplies | Other Supplies | 361.00 |
| 12/06/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 226.12 |
| 12/06/2017 | General Parts, Inc. | Tilit Switch Fixed | Bldg & Grnds Contr Mtce & Rpr | 250.00 |
| 12/06/2017 | Gillette Pepsi Companies Inc | Product for Resale | Non-alcoholic Beverages-Resale | 180.00 |
| 12/06/2017 | Gillette Pepsi Companies Inc | Product for Resale | Non-alcoholic Beverages-Resale | 28.95 |
| 12/06/2017 | Gillette Pepsi Companies Inc | Product for Resale | Non-alcoholic Beverages-Resale | 6,641.00 |
| 12/06/2017 | Gingerbread House | Product for Resale | Food Products for Resale | 55.77 |
| 12/06/2017 | Gingerbread House | Product for Resale | Food Products for Resale | 293.16 |
| 12/06/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 11.97 |
| 12/06/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 19.98 |
| 12/06/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 30.90 |
| 12/06/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 35.60 |
| 12/06/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 45.80 |
| 12/06/2017 | Johnson Brothers Liquor Co. | Product for Resale | Alcoholic Beverages for Resale | 828.90 |
| 12/06/2017 | Schott Distributing Co | Product for Resale | Alcoholic Beverages for Resale | 183.40 |
| 12/06/2017 | Schott Distributing Co | Product for Resale | Alcoholic Beverages for Resale | 343.40 |
| 12/06/2017 | Schott Distributing Co | Pitchers | Other Supplies | 30.00 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|--------------------------------|--|--------------------------------|---------------|
| 12/06/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 24.95 |
| 12/06/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 1,953.72 |
| 12/06/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 146.14 |
| 12/06/2017 | Sysco Minnesota | Supplies | Other Supplies | 229.16 |
| 12/08/2017 | Beckleys Inc | Stapler/Indexes/Tacks | Office Supplies | 22.56 |
| 12/08/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 553.48 |
| 12/08/2017 | Gillette Pepsi Companies Inc | Product for Resale | Non-alcoholic Beverages-Resale | 3,450.75 |
| 12/08/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 1,097.71 |
| 12/08/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 354.21 |
| 12/08/2017 | Total Restaurant Supply Co Inc | Supplies | Other Supplies | 64.78 |
| 12/13/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 264.90 |
| 12/13/2017 | Gillette Pepsi Companies Inc | Product for Resale | Non-alcoholic Beverages-Resale | 144.75 |
| 12/13/2017 | Hy-Vee, Inc. | Product for Resale | Alcoholic Beverages for Resale | 158.11 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.77 |
| 12/15/2017 | Ameripride Services | Chef Coats/Aprons | Clothing/Uniforms | 11.67 |
| 12/15/2017 | Ameripride Services | Towels | Laundry & Linen | 21.69 |
| 12/15/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 458.80 |
| 12/15/2017 | Bix Produce Co. | Product for Resale | Non-alcoholic Beverages-Resale | 52.30 |
| 12/15/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 30.50 |
| 12/15/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 242.67 |
| 12/15/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 20.00 |
| 12/15/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 152.30 |
| 12/15/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 4.45 |
| 12/15/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 20.00 |
| 12/15/2017 | Hy-Vee, Inc. | Product for Resale | Alcoholic Beverages for Resale | 25.96 |
| 12/15/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 533.18 |
| 12/15/2017 | Sysco Minnesota | Supplies | Other Supplies | 97.72 |
| 12/15/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 642.67 |
| 12/15/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 142.93 |
| 12/15/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 399.57 |
| 12/19/2017 | Bowmans Safe & Lock Shop Ltd | Door Swing - Kitchen | Parts for Equipment | 91.32 |
| 12/19/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 24.96 |
| 12/19/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 37.21 |
| 12/19/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 62.15 |
| 12/19/2017 | Hy-Vee, Inc. | Product for Resale | Non-alcoholic Beverages-Resale | 24.81 |
| 12/19/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 6.49 |
| 12/19/2017 | Northern Beverage Distributing | Product for Resale | Alcoholic Beverages for Resale | 1,284.00 |
| 12/19/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 238.31 |
| 12/19/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 196.33 |
| 12/19/2017 | Sysco Minnesota | Supplies | Other Supplies | 413.69 |
| 12/19/2017 | Sysco Minnesota | Cream Dispenser | Equipment (not capitalized) | 12.92 |
| 12/19/2017 | US Foods Culinary Equipment & | Steak Knives | Equipment (not capitalized) | 57.70 |
| 12/19/2017 | US Foods Culinary Equipment & | Salt & Pepper Shakers | Equipment (not capitalized) | 49.11 |
| 12/20/2017 | Wells Fargo Bank | POS Paper | Office Supplies | 55.95 |
| 12/21/2017 | Ameripride Services | Chef Coats/Aprons | Clothing/Uniforms | 11.67 |
| 12/21/2017 | Ameripride Services | Towels | Laundry & Linen | 21.69 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|--------------------------------|--|--------------------------------|------------------|
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282205 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | MCC New Phone Line | Ofc Furniture & Equip (non FA) | 198.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282172 NOV WATS | Telephone/Fax/Computer line | 29.18 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282173 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282174 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 89.24 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 139.24 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 81.60 |
| 12/21/2017 | Sysco Minnesota | Supplies | Other Supplies | 24.54 |
| 12/21/2017 | Sysco Minnesota | Pocket Thermometers | Equipment (not capitalized) | 47.46 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 44.62 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 44.62 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 70.42 |
| 12/21/2017 | Sysco Minnesota | Supplies | Other Supplies | 141.88 |
| 12/21/2017 | Sysco Minnesota | Pastry Brushes/Pastry Bags | Equipment (not capitalized) | 70.32 |
| 12/21/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 49.66 |
| 12/26/2017 | Gingerbread House | Product for Resale | Food Products for Resale | 36.80 |
| 12/28/2017 | Ameripride Services | Chef Coats/Aprons | Clothing/Uniforms | 17.67 |
| 12/28/2017 | Ameripride Services | Towels | Laundry & Linen | 21.69 |
| 12/28/2017 | Bix Produce Co. | Product for Resale | Food Products for Resale | 331.72 |
| 12/28/2017 | Hy-Vee, Inc. | Product for Resale | Food Products for Resale | 15.35 |
| 12/28/2017 | Sysco Minnesota | Product for Resale | Food Products for Resale | 1,595.20 |
| 12/28/2017 | Sysco Minnesota | Product for Resale | Non-alcoholic Beverages-Resale | 51.72 |
| | MCC Food & Beverage | | | 37,285.76 |
| 12/01/2017 | Allied Arts Inc | Piano Tuning-Festival of Trees | Other Expert & Professnl Srvc | 85.00 |
| 12/01/2017 | Ameripride Services | Linens | Laundry & Linen | 120.76 |
| 12/01/2017 | Ameripride Services | Linens | Laundry & Linen | 122.27 |
| 12/01/2017 | Charter Communications LLC | Acct 8352 30 680 0002931 | Telephone/Fax/Computer line | 1,320.00 |
| 12/01/2017 | Charter Communications LLC | Acct 8352 30 680 0002931 | Equipment Rent | 48.58 |
| 12/01/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 1,482.44 |
| 12/01/2017 | Express Services Inc DBA | VB Floor Removal | Other Expert & Professnl Srvc | 166.50 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 490.25 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 37.00 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 134.13 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 55.50 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 83.25 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 194.25 |
| 12/01/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 185.00 |
| 12/01/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 2,340.61 |
| 12/01/2017 | Federal Express Corp | Return Lost and Found | Freight | 15.55 |
| 12/01/2017 | G & K Services Inc | Stagehand Uniforms | Clothing/Uniforms | 69.68 |
| 12/01/2017 | Viking Electric Supply Inc | 28' Ladder/Ladder Leveler | Building/Grounds Mtce Supplies | 433.07 |
| 12/01/2017 | Wells Fargo Bank | SiriusXM Service Nov 2017 | Other Expert & Professnl Srvc | 74.85 |
| 12/05/2017 | Verified Credentials Inc | D.Wagner/MCC | Other Expert & Professnl Srvc | 56.00 |
| 12/06/2017 | Ameripride Services | Linens | Laundry & Linen | 275.97 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|--|--|-------------------------------|---------------|
| 12/06/2017 | Culligan of Rochester | Supplies | Other Supplies | 353.75 |
| 12/06/2017 | G & K Services Inc | Stagehand Uniforms | Clothing/Uniforms | 69.68 |
| 12/08/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 1,173.91 |
| 12/08/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 300.63 |
| 12/08/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 148.00 |
| 12/08/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 111.00 |
| 12/08/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 78.63 |
| 12/13/2017 | AVVR Inc. | AV Rental Equipment - Dec | Audiovisual Equipment Rental | 7,984.50 |
| 12/13/2017 | G & K Services Inc | Stagehand Uniforms | Clothing/Uniforms | 69.68 |
| 12/13/2017 | Loffler Companies Inc | Copier Charges | Ofc Equip Contr Mtce & Repair | 53.77 |
| 12/15/2017 | Ameripride Services | Linens | Laundry & Linen | 16.97 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 194.25 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 92.50 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 55.50 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 305.25 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 55.50 |
| 12/15/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 37.00 |
| 12/15/2017 | Mountain Productions | Rigging Equipment | Equipment (not capitalized) | 135.19 |
| 12/19/2017 | G & K Services Inc | Stagehand Uniforms | Clothing/Uniforms | 69.68 |
| 12/20/2017 | Wells Fargo Bank | Gaffers Tape | Other Supplies | 725.51 |
| 12/20/2017 | Wells Fargo Bank | Monthly Trans Fee Nov 2017 | Credit Card Percentage Fee | 59.95 |
| 12/21/2017 | Ameripride Services | Linens | Laundry & Linen | 16.97 |
| 12/21/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 693.48 |
| 12/21/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 379.25 |
| 12/21/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 180.38 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282206 NOV WATS | | Telephone/Fax/Computer line | 21.86 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282212 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294971 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294851 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294853 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5075294857 NOV WATS | | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282146 NOV WATS | | Telephone/Fax/Computer line | 28.09 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282151 NOV WATS | | Telephone/Fax/Computer line | 15.09 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282152 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282153 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282181 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282182 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282183 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282184 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282185 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282186 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282187 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282188 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282189 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282190 NOV WATS | | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept 5073282191 NOV WATS | | Telephone/Fax/Computer line | 14.00 |

**Mayo Civic Center
Payments for Operations By Department
12/1/2017 - 12/31/2017**

| <u>Post Date</u> | <u>Payee</u> | <u>Purchase or Service Description</u> | <u>GL Account Description</u> | <u>Amount</u> |
|------------------|------------------------------|--|-------------------------------|----------------------|
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282192 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282193 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282194 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282195 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282196 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282197 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282198 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282199 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282155 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282156 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282157 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282158 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282159 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282160 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282161 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282162 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282163 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282164 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282165 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282166 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282167 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282168 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282169 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282170 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5073282171 NOV WATS | Telephone/Fax/Computer line | 14.00 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5072877991 NOV WATS | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5072877992 NOV WATS | Telephone/Fax/Computer line | 36.75 |
| 12/21/2017 | Olm Co Telecomm-Finance Dept | 5072877993 NOV WATS | Telephone/Fax/Computer line | 36.75 |
| 12/27/2017 | Charter Communications LLC | Acct 8352 30 680 0002931 | Telephone/Fax/Computer line | 1,320.00 |
| 12/27/2017 | Charter Communications LLC | Acct 8352 30 680 0002931 | Equipment Rent | 48.58 |
| 12/27/2017 | Express Services Inc DBA | Post Event Cleanup | Other Expert & Professnl Srvc | 532.08 |
| 12/27/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 148.00 |
| 12/27/2017 | Express Services Inc DBA | Restroom Attendant | Other Expert & Professnl Srvc | 217.38 |
| 12/27/2017 | G & K Services Inc | Stagehand Uniforms | Clothing/Uniforms | 69.68 |
| 12/27/2017 | Mountain Productions | Shockwave2 Rigging Gear | Equipment (not capitalized) | 622.86 |
| 12/27/2017 | Waste Management Inc | Acct 19-33426-83000 | Rubbish&Brush | 402.08 |
| 12/28/2017 | Ameripride Services | Linens | Laundry & Linen | 16.97 |
| 12/28/2017 | Mountain Productions | Rigging Gear | Equipment (not capitalized) | 3,254.09 |
| | MCC Events | | | 28,651.60 |
| | Total All Departments | | | \$ 192,639.78 |

**Mayo Civic Center
Payments for Capital Improvements
12/1/2017 - 12/31/2017**

| <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> |
|----------------|------------------|----------------------------------|--|--------------------------------|-------------------|
| 3512 | 12/06/2017 | Daktronics Inc | Scoreboard | Furniture and Equipment | 21,263.00 |
| 3512 | 12/27/2017 | Daktronics Inc | Scoreboard | Furniture and Equipment | 917.50 |
| 3512 | | | | | 22,180.50 |
| 3519 | 12/08/2017 | Bowmans Safe & Lock Shop Ltd DBA | South Kitchen Doors | Equipment (not capitalized) | 3,654.46 |
| 3519 | | | | | 3,654.46 |
| 3541 | 12/01/2017 | Parsons Electric LLC DBA All | Change Over Flash Card | Other Expert & Professnl Srvc | 150.00 |
| 3541 | 12/01/2017 | LaCrosse Sign Co Inc | Rework Existing Signs | Other Contractual Services | 3,020.00 |
| 3541 | 12/01/2017 | LaCrosse Sign Co Inc | Interior Sign Package | Other Contractual Services | 27,977.50 |
| 3541 | 12/08/2017 | CDW Government Inc | Fiber Project | Equipment (not capitalized) | 356.00 |
| 3541 | 12/11/2017 | TSP Inc | A&E Services - Expansion | Eng & Architectural Consultant | 14,436.61 |
| 3541 | 12/13/2017 | JC Burnham, LLC | Window Coverings | Equipment (not capitalized) | 13,490.67 |
| 3541 | 12/15/2017 | Hiawatha Homes Foundation | 18 Foot Tree | Furniture and Equipment | 6,705.87 |
| 3541 | 12/19/2017 | Hiawatha Homes Foundation | Tree Shipping | Equipment (not capitalized) | 330.00 |
| 3541 | 12/19/2017 | Premier Electrical Corporation | Dimming Fixtures Concession | Bldg & Grnds Contr Mtce | 4,283.00 |
| 3541 | 12/27/2017 | CPMI Inc | Owner's Representative Service | Other Expert & Professnl Srvc | 10,417.11 |
| 3541 | 12/28/2017 | Parsons Electric LLC DBA All | Motion Sensor-Kitchen Dock | Other Contractual Services | 820.00 |
| 3541 | | | | | 81,986.76 |
| 3543 | 12/01/2017 | McKinstry Essention LLC | GESP Pay App 6 | Other Contractual Services | 848,700.00 |
| 3543 | 12/01/2017 | Parsons Electric LLC DBA All | InstallDualCat6-Audio Network | Other Contractual Services | 4,898.00 |
| 3543 | | | | | 853,598.00 |
| Total | | | | | 961,419.72 |

MCC Department Goals

Monthly Update – December 2017

Management/Director's Report – Donna Drews

2017 proved to be an exciting transitional year at Mayo Civic Center. We have accomplished a lot and are so grateful for those who have instilled confidence and believe in what we do. Many thanks to the following:

- MCC Commission and City Council – MCC is what it is today because of your leadership
- Experience Rochester – also known as Rochester Convention & Visitors Bureau – for working on our behalf in building future business
- MCC Signature Caterers – for helping us deliver on the promise to serve all of our customers' catering needs
- MCC's 22 full time and 120+ part time employees – nothing happens without good people working together to do great things
- Knutson Construction and CPMI – for taking on a huge, multi-year construction project was finished on time and on budget

I would also be remiss if I did not recognize MCC Commission members who have completed their commitments to serve. Best wishes to Marv Mitchell, Jerrie Hayes and Heidi Mestad. All were "charter members" and helped guide us through challenges, successes and even a few celebrations!

Numerous year-end reports are pending, but I am most please to share a couple of one major accomplishments in 2017:

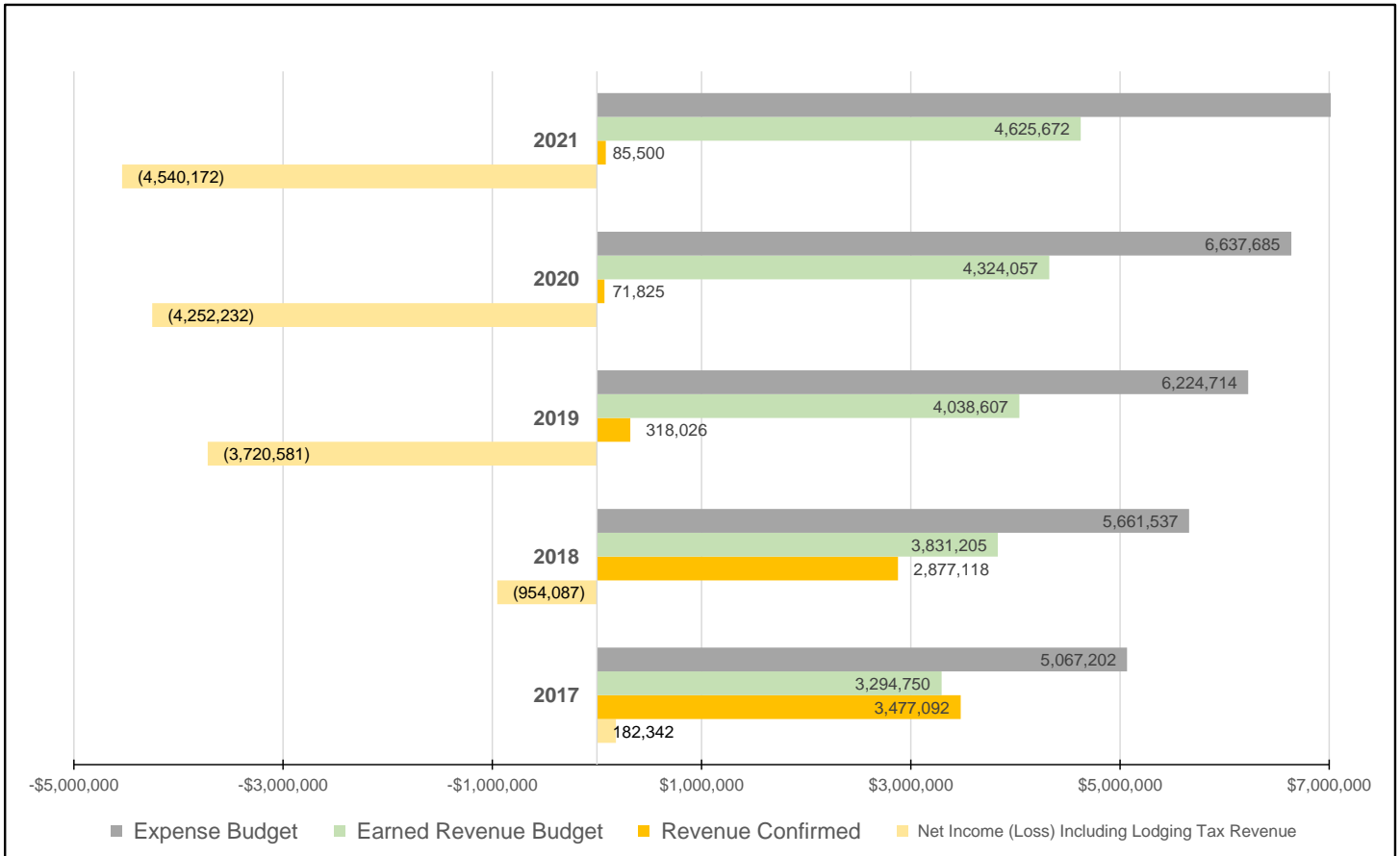
- MCC post event surveys (58 out of 241) indicate an overall approval rating of 92.8%
 - MCC's 2017 employee engagement survey indicates an overall response of 94% favorable
-

**Mayo Civic Center
Five Year Confirmed Sales Revenue & Expense Projections
Sales as of December 31, 2017**

| Event Year | Revenue | | | | Expense | Lodging Tax Investment | Net Income |
|--------------|-------------------|------------------|---------------------|-------------------------------|-------------------|------------------------|---------------------|
| | A | B | C = A - B | D | E | F | G = B - E + F |
| | Forecast | Confirmed Sales | Over (Under) Budget | Current Month Confirmed Sales | Forecast | Forecast | Income (Loss) |
| 2017 | 3,294,750 | 3,477,092 | 182,342 | | 5,067,202 | 1,772,452 | 182,342 |
| 2018 | 3,831,205 | 2,877,118 | (954,087) | 83,958 | 5,661,537 | 1,830,332 | (954,087) |
| 2019 | 4,038,607 | 318,026 | (3,720,581) | | 6,224,714 | 2,186,107 | (3,720,581) |
| 2020 | 4,324,057 | 71,825 | (4,252,232) | | 6,637,685 | 2,313,628 | (4,252,232) |
| 2021 | 4,625,672 | 85,500 | (4,540,172) | | 7,086,470 | 2,460,798 | (4,540,172) |
| TOTAL | 20,114,291 | 6,829,561 | (13,384,604) | 83,958 | 30,677,608 | 10,563,317 | (13,284,730) |

Notes

1. Revenue, expense, and lodging tax budgets for 2017 & 2018 as approved by Council
2. Revenue, expense, and lodging tax budgets for 2019 - 2021 are projections last adjusted 7/1/2017
3. Lodging taxes for 2019 - 2021 adjusted to balance budget

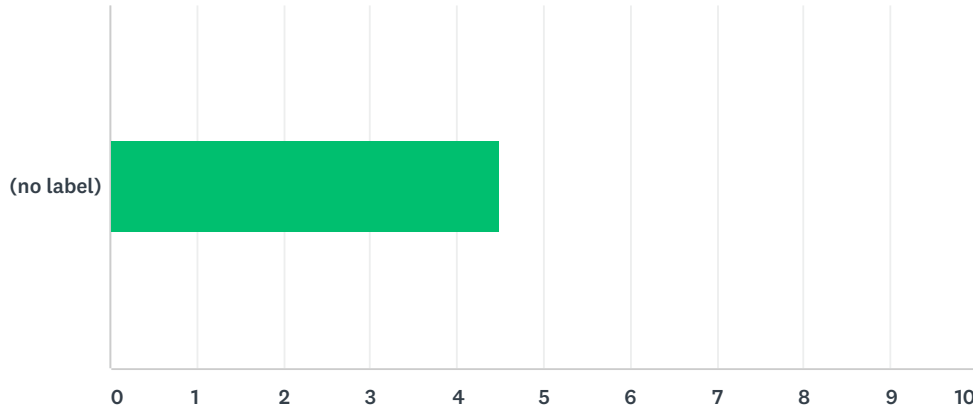


Mayo Civic Center
Five Year Confirmed Sales Revenue and Event Statistics
For the One Month Ending December 31, 2017

| Event Year | 2017 | 2018 | 2019 | 2020 | 2021 | Total |
|--------------------------------------|------|-----------|-----------|------|------|-----------|
| Events - Confirmed | 2 | 14 | | | | 16 |
| Events - Cancelled | | | | | | 0 |
| Net Events | 2 | 14 | 0 | 0 | 0 | 16 |
| Revenue - Net Events | | | | | | |
| Food & Beverage | | 29,425 | | | | 29,425 |
| Services & Equipment | | 21,788 | | | | 21,788 |
| Facility Rental | | 32,745 | | | | 32,745 |
| Total Confirmed Revenue | \$ - | \$ 83,958 | \$ - | \$ - | \$ - | \$ 83,958 |
| Event Statistics - Net Events | | | | | | |
| Booking Priority | | | | | | |
| Priority 1 | | | 4 | | | 4 |
| Priority 2 | | | 1 | | | 1 |
| Priority 3 | | 2 | 9 | | | 11 |
| New Event | | 2 | 5 | | | 7 |
| Repeat Event | | | 9 | | | 9 |
| Hotel Room Nights | | 0 | 240 | | | 240 |
| Economic Impact | | \$250 | \$321,657 | | | \$321,907 |

Q1 Based on the services provided, please rate our overall performance.

Answered: 6 Skipped: 0

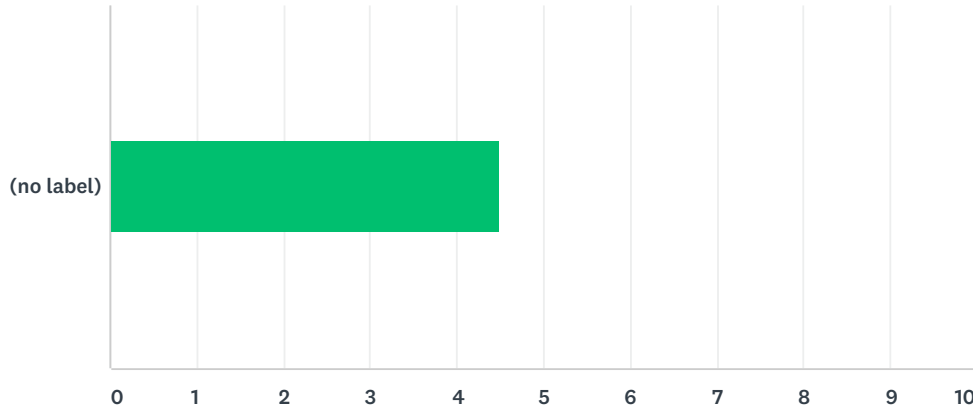


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------------|---------------|-------------|---------------|-------------------|-------|------------------|
| (no label) | 66.67% 4 | 16.67% 1 | 16.67% 1 | 0.00% 0 | 0.00% 0 | 6 | 4.50 |

| # | PLEASE COMMENT ON OUR OVERALL PERFORMANCE. | DATE |
|---|---|---------------------|
| 1 | They were VERY responsive to all requests and available for questions and help. | 12/28/2017 11:06 AM |
| 2 | After meeting with some members of the staff, I was excited to be bringing our show to the Civic Center and I believed the staff was excited as well. However, as we got further into the promotion of the show, I had a very difficult time getting the staff to respond to my phone calls and emails and it just seemed like the staff had lost interest. | 12/27/2017 2:03 PM |
| 3 | All service was done on time and correctly. | 12/26/2017 6:55 AM |
| 4 | We were very pleased with everything from set up of the show as well as during the show. | 12/23/2017 2:38 PM |
| 5 | Perry Spindler was AWESOME! He was very on top of things and that continued all the way through the event. Very impressive. I did have an issue with Cheth Kuch. We were told when we did the site visit that we could create a drink for our event which was very exciting to our group. However, I was never able to connect with Cheth. I attempted on several occasions and also had Perry connect for us to no avail. When I arrived onsite I was told what drink we would be serving. There was not really a chance for us to choose from different ideas or anything. This was a bit frustrating and honestly kept you from an Excellent rating above. | 12/22/2017 11:17 AM |

Q2 How likely are you to book your next event at Mayo Civic Center?

Answered: 6 Skipped: 0

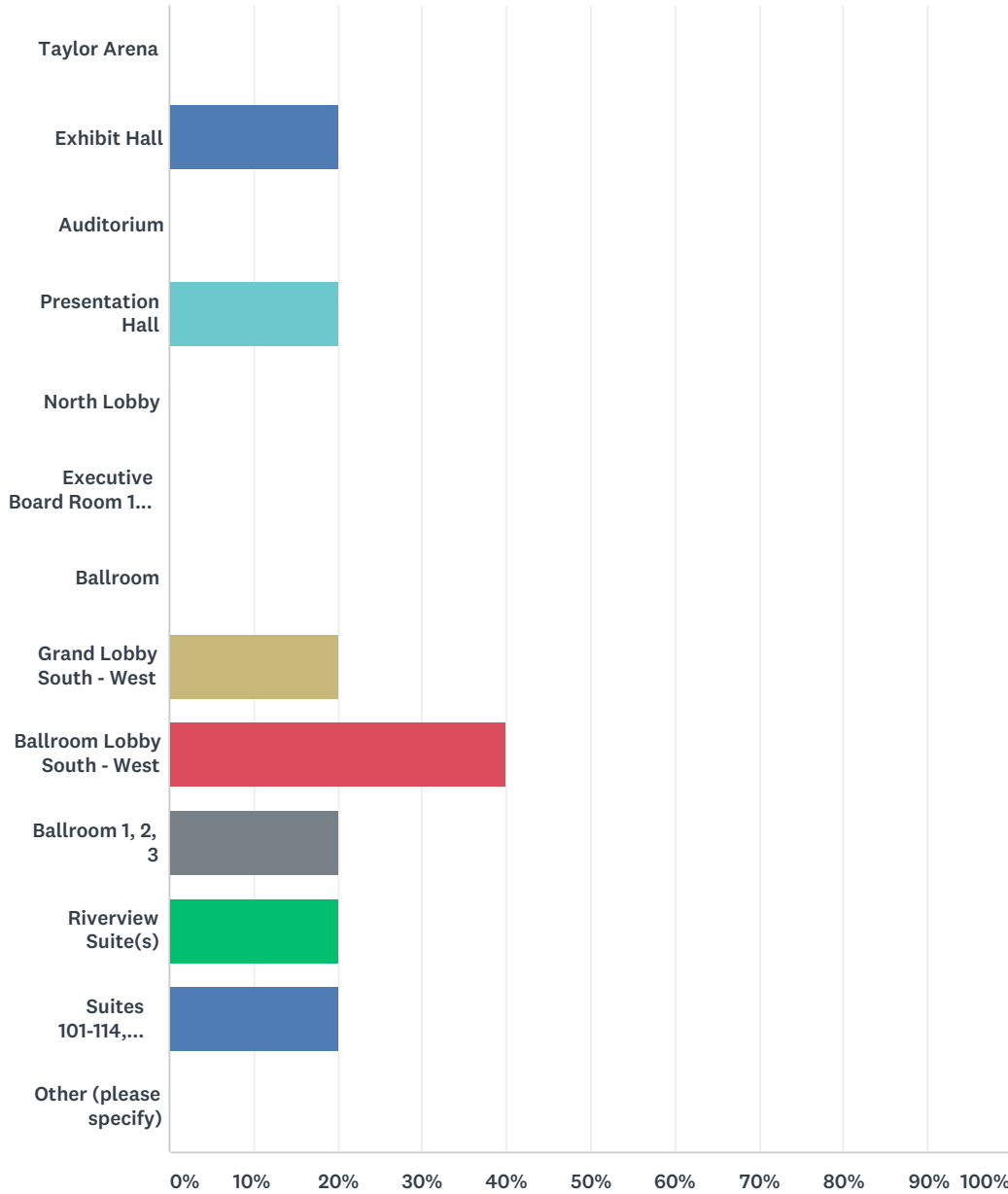


| | LIKELY | (NO LABEL) | MAYBE | (NO LABEL) | UNLIKELY | TOTAL | WEIGHTED AVERAGE |
|------------|--------|------------|-------|------------|----------|-------|------------------|
| (no label) | 83.33% | 0.00% | 0.00% | 16.67% | 0.00% | 6 | 4.50 |
| | 5 | 0 | 0 | 1 | 0 | | |

| # | COMMENTS | DATE |
|---|--|---------------------|
| 1 | The attendance for our show was about 2/3 of the rest of our the venues on this leg of the tour. That being said, it is unlikely we would be bringing this show or those similar that I promote back to Rochester. | 12/27/2017 2:04 PM |
| 2 | Likely to book in the future but not for our next event. | 12/22/2017 11:18 AM |

Q3 Which of our venues did you rent? (Select all that apply)

Answered: 5 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|----------------------------|-----------|
| Taylor Arena | 0.00% 0 |
| Exhibit Hall | 20.00% 1 |
| Auditorium | 0.00% 0 |
| Presentation Hall | 20.00% 1 |
| North Lobby | 0.00% 0 |
| Executive Board Room 1 - 2 | 0.00% 0 |

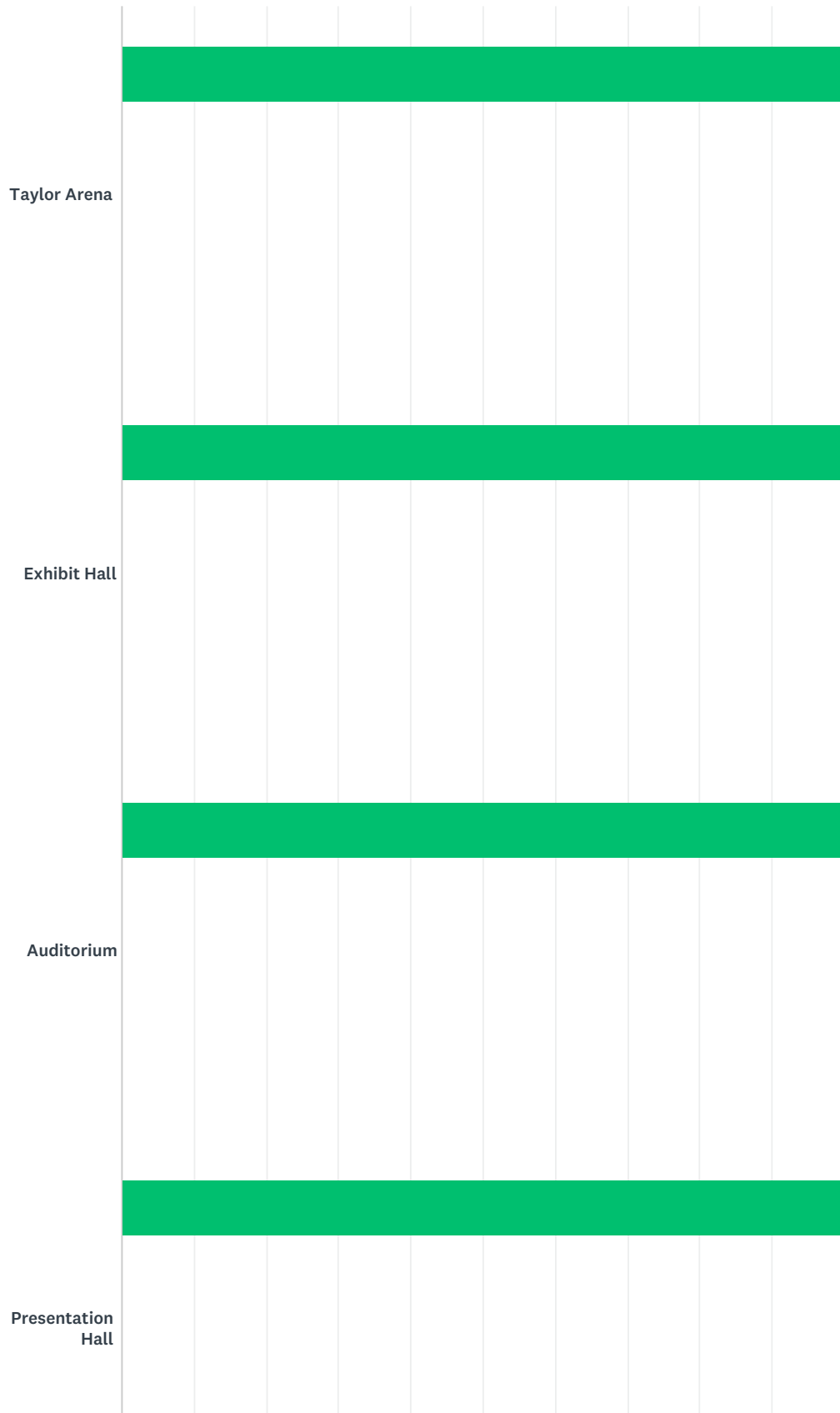
Customer Satisfaction Survey

| | | |
|--|--------|---|
| Ballroom | 0.00% | 0 |
| Grand Lobby South - West | 20.00% | 1 |
| Ballroom Lobby South - West | 40.00% | 2 |
| Ballroom 1, 2, 3 | 20.00% | 1 |
| Riverview Suite(s) | 20.00% | 1 |
| Suites 101-114, American Legion, McDonnell | 20.00% | 1 |
| Other (please specify) | 0.00% | 0 |
| Total Respondents: 5 | | |

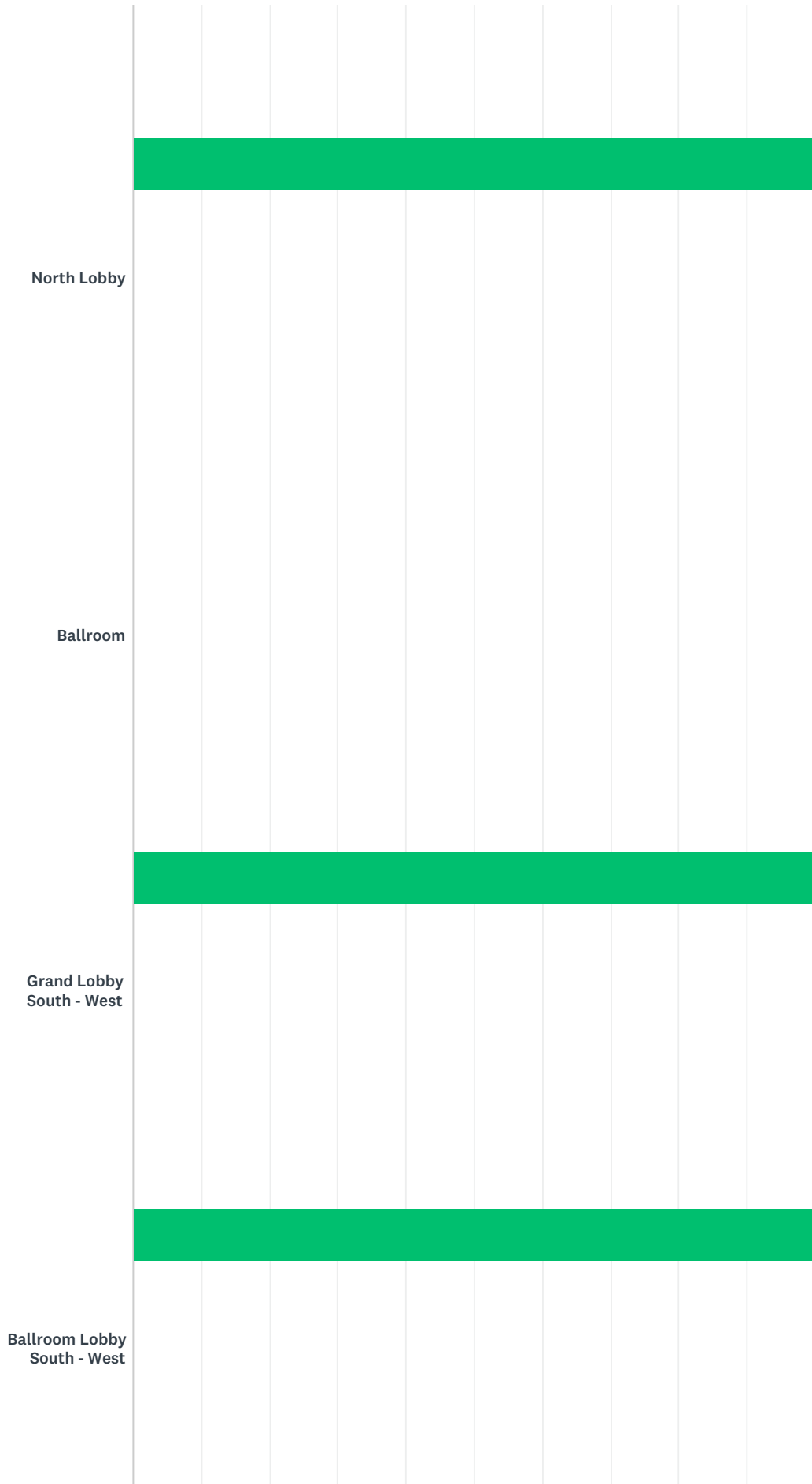
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q4 How would you rate the overall physical condition of the facility?

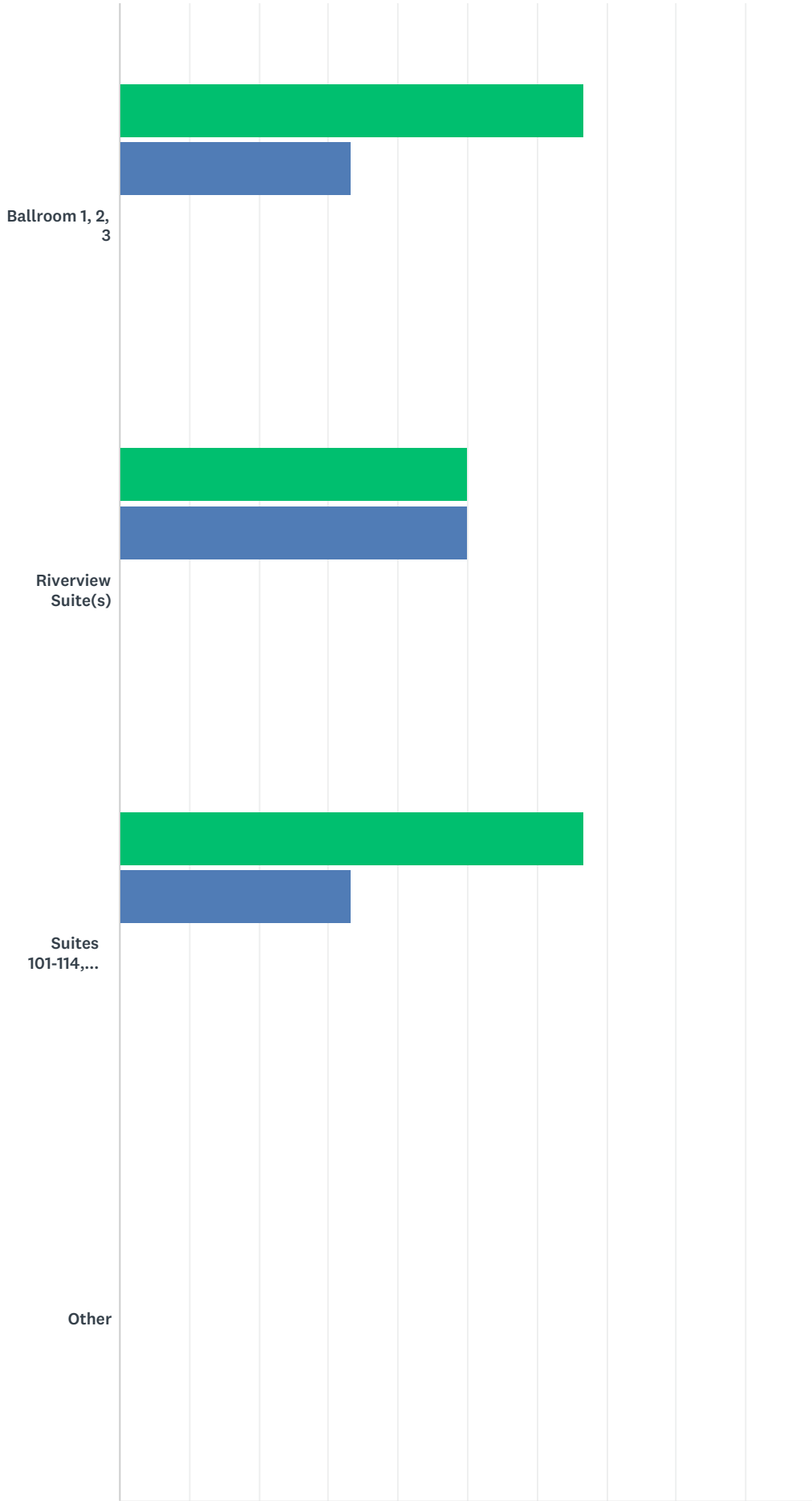
Answered: 5 Skipped: 1



Customer Satisfaction Survey



Customer Satisfaction Survey



Customer Satisfaction Survey

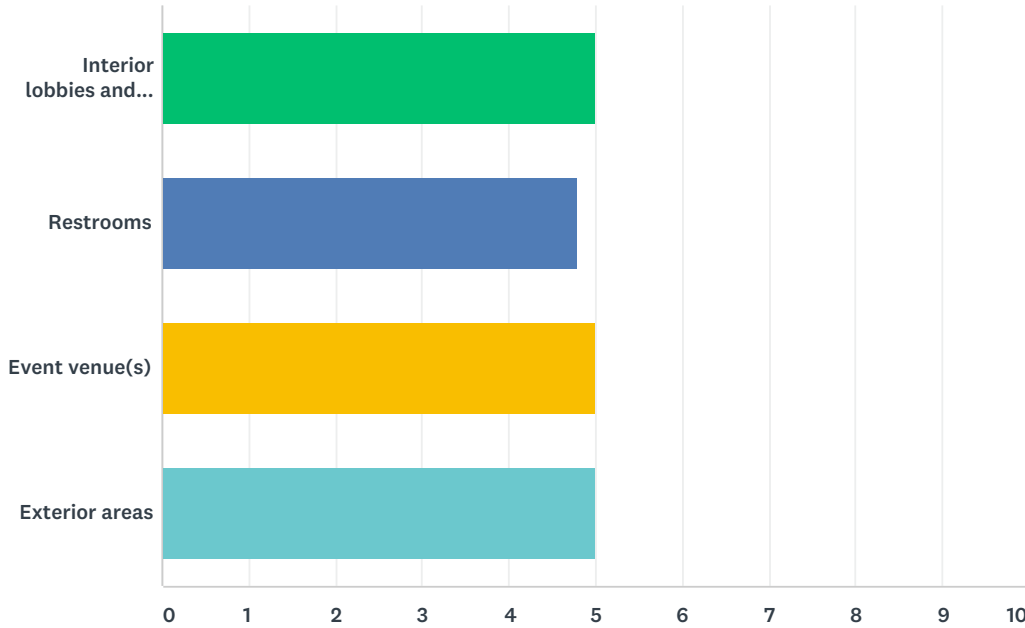
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Excellent
 ■ Above Average
 ■ Average
 ■ Below Average
■ Needs Improvement

| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL |
|--|--------------|---------------|------------|---------------|-------------------|-------|
| Taylor Arena | 100.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 1 |
| Exhibit Hall | 100.00% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 2 |
| Auditorium | 100.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 1 |
| Presentation Hall | 100.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 1 |
| North Lobby | 100.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 1 |
| Ballroom | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0 |
| Grand Lobby South - West | 100.00% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 2 |
| Ballroom Lobby South - West | 100.00% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 2 |
| Ballroom 1, 2, 3 | 66.67% 2 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 |
| Riverview Suite(s) | 50.00% 1 | 50.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 2 |
| Suites 101-114, American Legion, McDonnell | 66.67% 2 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 |
| Other | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0 |

Q5 How would you rate the overall cleanliness of the facility?

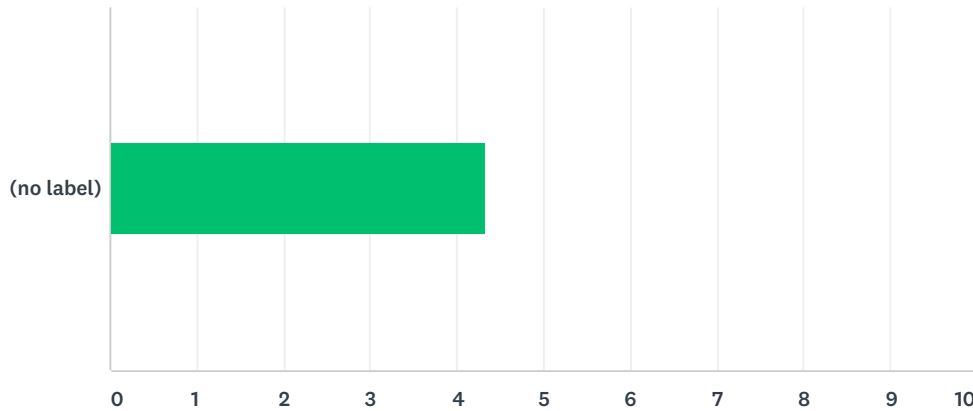
Answered: 5 Skipped: 1



| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|-------------------------------|--------------|---------------|------------|---------------|-------------------|-------|------------------|
| Interior lobbies and hallways | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Restrooms | 80.00% 4 | 20.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 4.80 |
| Event venue(s) | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Exterior areas | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

Answered: 6 Skipped: 0

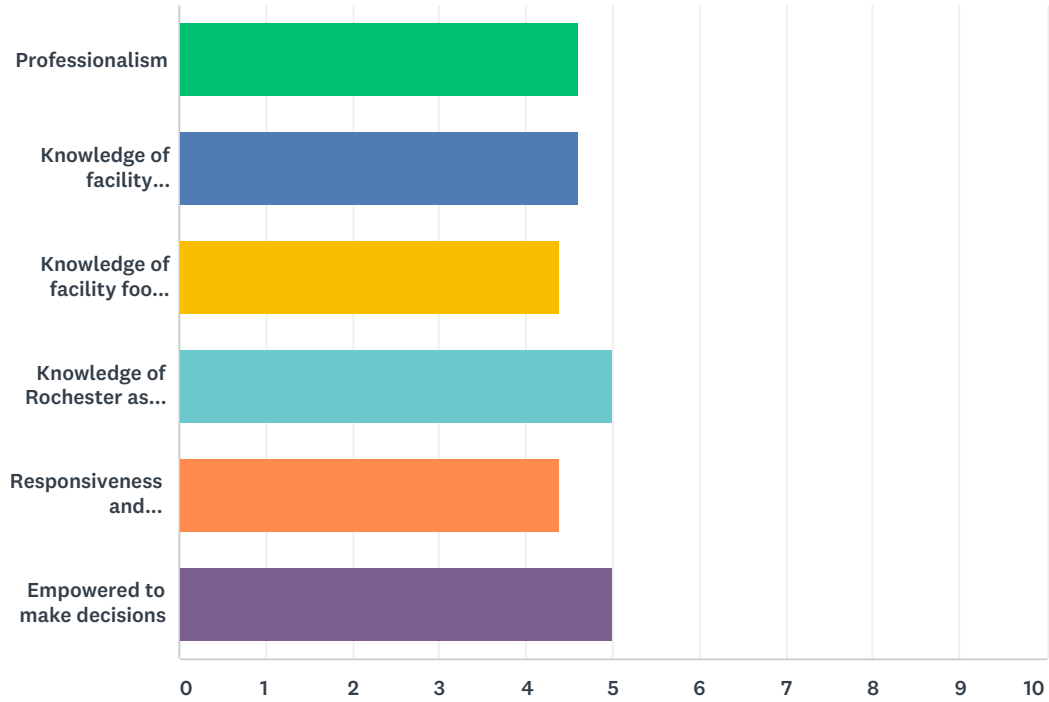


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------------|---------------|------------|---------------|-------------------|-------|------------------|
| (no label) | 66.67% 4 | 16.67% 1 | 0.00% 0 | 16.67% 1 | 0.00% 0 | 6 | 4.33 |

| # | GENERAL COMMENTS ABOUT MAYO CIVIC CENTER STAFF. | DATE |
|---|--|---------------------|
| 1 | They were great! We could not have asked for better service. | 12/28/2017 11:09 AM |
| 2 | As I pointed out earlier, as time went on from our initial meeting, the staff seemed to lose their original excitement over our show. In one case it took over a week for one member of the staff to return my calls or answer and email: in another case, I had to send three emails to the catering department before I received and answer; my final contact with a staff member was for settlement of our show and it took a Friday, Monday and a Tuesday before I received a communication. T | 12/27/2017 2:08 PM |
| 3 | They do such an excellent job. | 12/23/2017 2:39 PM |
| 4 | See previous comments. | 12/22/2017 11:19 AM |

Q7 Please tell us about your Sales Manager.

Answered: 5 Skipped: 1

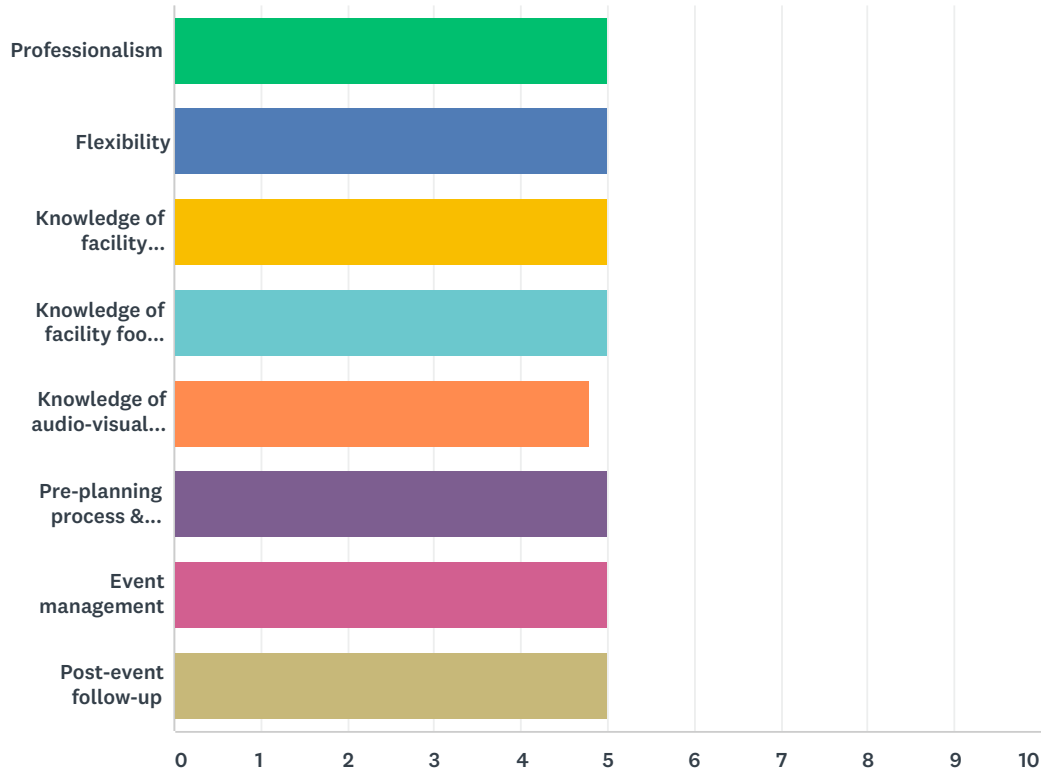


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|--|--------------|---------------|-------------|---------------|-------------------|-------|------------------|
| Professionalism | 80.00% 4 | 0.00% 0 | 20.00% 1 | 0.00% 0 | 0.00% 0 | 5 | 4.60 |
| Knowledge of facility capabilities | 80.00% 4 | 0.00% 0 | 20.00% 1 | 0.00% 0 | 0.00% 0 | 5 | 4.60 |
| Knowledge of facility food and beverage services | 80.00% 4 | 0.00% 0 | 0.00% 0 | 20.00% 1 | 0.00% 0 | 5 | 4.40 |
| Knowledge of Rochester as a destination | 100.00% 4 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 4 | 5.00 |
| Responsiveness and follow-through | 80.00% 4 | 0.00% 0 | 0.00% 0 | 20.00% 1 | 0.00% 0 | 5 | 4.40 |
| Empowered to make decisions | 100.00% 4 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 4 | 5.00 |

| # | GENERAL COMMENTS ABOUT YOUR SALES MANAGER. | DATE |
|---|--|--------------------|
| 1 | Great manager. | 12/23/2017 2:40 PM |

Q8 Please tell us about your Event Coordinator.

Answered: 5 Skipped: 1

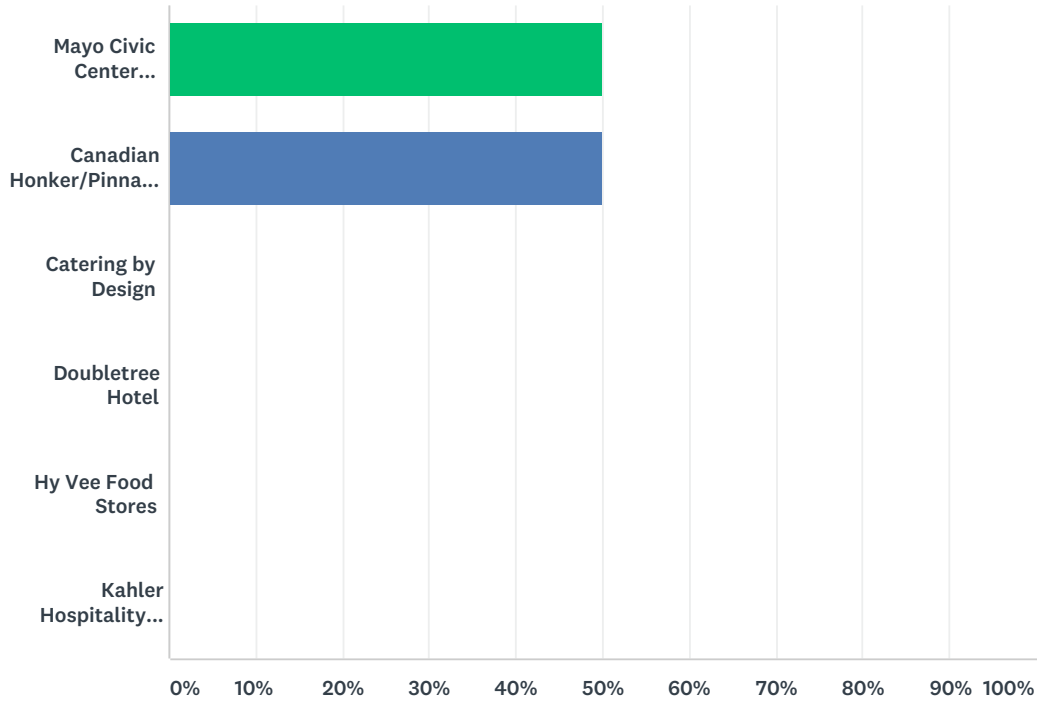


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|--|--------------|---------------|------------|---------------|-------------------|-------|------------------|
| Professionalism | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Flexibility | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Knowledge of facility capabilities | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Knowledge of facility food and beverage services | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Knowledge of audio-visual services | 80.00% 4 | 20.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 4.80 |
| Pre-planning process & timeline | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Event management | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |
| Post-event follow-up | 100.00% 5 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 | 5.00 |

| # | GENERAL COMMENTS ABOUT YOUR EVENT COORDINATOR. | DATE |
|---|---|---------------------|
| 1 | Great event coordinator. He makes sure all our needs are met. | 12/23/2017 2:41 PM |
| 2 | Perry was EXCELLENT! I only marked above average on A/V because I think there were a few things with the new venue that were being figured out. | 12/22/2017 11:20 AM |

Q9 Please identify your event caterer.

Answered: 2 Skipped: 4

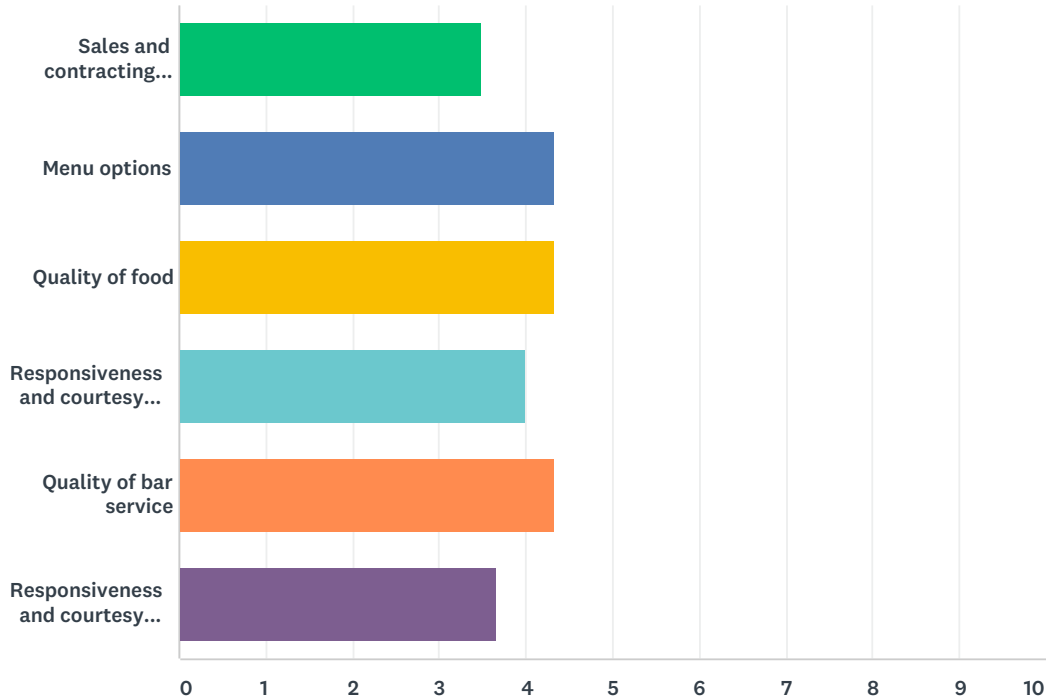


| ANSWER CHOICES | RESPONSES |
|-----------------------------------|-----------|
| Mayo Civic Center Hospitality | 50.00% 1 |
| Canadian Honker/Pinnacle Catering | 50.00% 1 |
| Catering by Design | 0.00% 0 |
| Doubletree Hotel | 0.00% 0 |
| Hy Vee Food Stores | 0.00% 0 |
| Kahler Hospitality Group | 0.00% 0 |
| TOTAL | 2 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|---------------------|
| 1 | Hy-Vee | 12/28/2017 11:12 AM |
| 2 | The group ended up eating in a food court because by the time I received any communication from the catering department, I was told they could not handle another event. | 12/27/2017 2:10 PM |

Q10 Please tell us about your catering experience.

Answered: 4 Skipped: 2

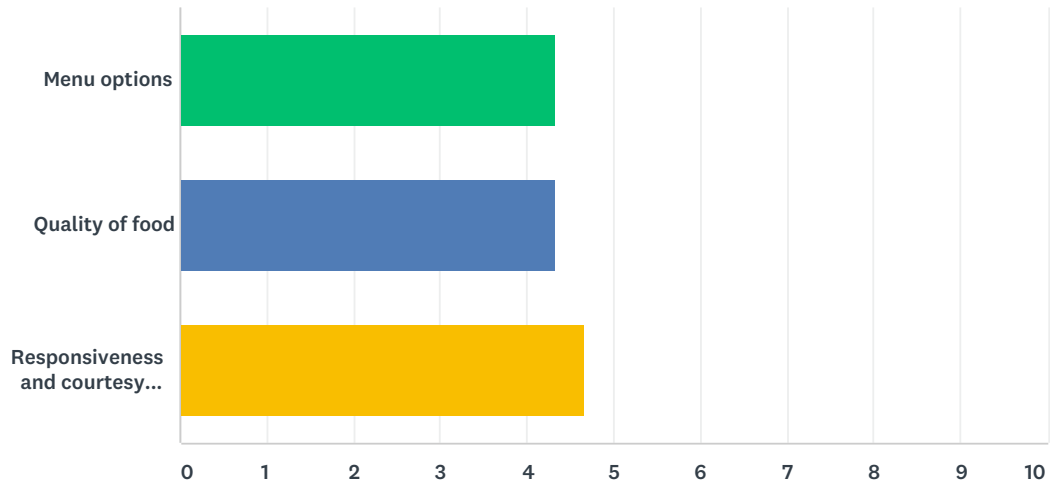


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|---|-------------|---------------|-------------|---------------|-------------------|-------|------------------|
| Sales and contracting process | 50.00% 2 | 0.00% 0 | 25.00% 1 | 0.00% 0 | 25.00% 1 | 4 | 3.50 |
| Menu options | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Quality of food | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Responsiveness and courtesy of wait staff | 50.00% 2 | 25.00% 1 | 0.00% 0 | 25.00% 1 | 0.00% 0 | 4 | 4.00 |
| Quality of bar service | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Responsiveness and courtesy of bar staff | 66.67% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 33.33% 1 | 3 | 3.67 |

| # | GENERAL COMMENTS ABOUT YOUR CATERING SERVICES EXPERIENCE. | DATE |
|---|---|---------------------|
| 1 | They are very responsive. We forgot to order coffee and they provided coffee at no extra charge. They were very friendly. | 12/28/2017 11:12 AM |

Q11 Please tell us about your concession food experience.

Answered: 3 Skipped: 3

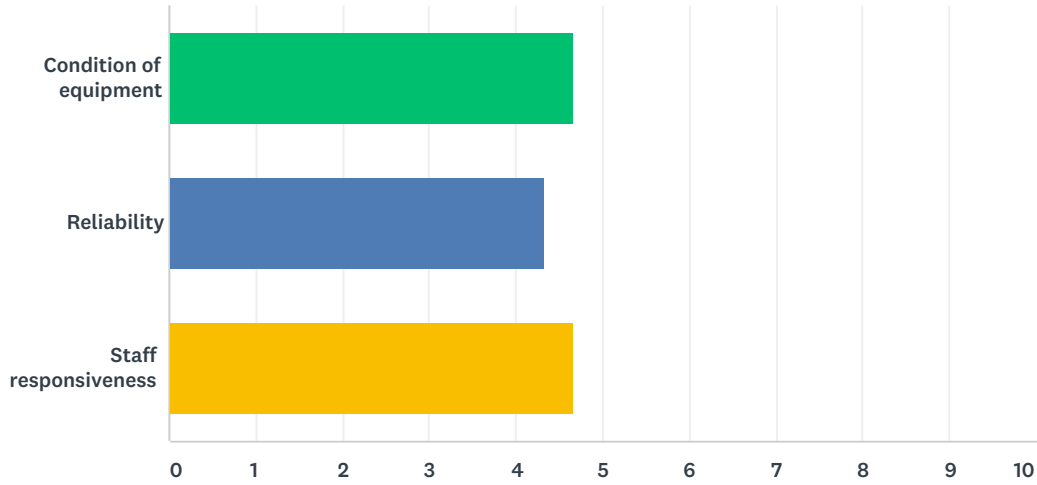


| | EXCELLENT | ABOVE AVERAGE | AVERAGE | BELOW AVERAGE | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|---|-------------|---------------|-------------|---------------|-------------------|-------|------------------|
| Menu options | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Quality of food | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Responsiveness and courtesy of concession staff | 66.67% 2 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 | 4.67 |

| # | GENERAL COMMENTS ABOUT YOUR CONCESSION SERVICES EXPERIENCE. | DATE |
|---|--|--------------------|
| 1 | They are very courteous and really do a very nice job with their food offerings. | 12/23/2017 2:41 PM |

Q12 Please tell us about your audio-visual services experience.

Answered: 3 Skipped: 3



| | EXCELLENT | ABOVE AVERAGE | AVERAGE | (NO LABEL) | NEEDS IMPROVEMENT | TOTAL | WEIGHTED AVERAGE |
|------------------------|-------------|---------------|-------------|------------|-------------------|-------|------------------|
| Condition of equipment | 66.67% 2 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 | 4.67 |
| Reliability | 66.67% 2 | 0.00% 0 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 3 | 4.33 |
| Staff responsiveness | 66.67% 2 | 33.33% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 | 4.67 |

| # | GENERAL COMMENTS ABOUT YOUR AUDIO-VISUAL SERVICES EXPERIENCE. | DATE |
|---|---|------|
| | There are no responses. | |

Q13 Is there an individual(s) who exceeded your expectations that you would like to recognize?

Answered: 4 Skipped: 2

| # | RESPONSES | DATE |
|---|--|---------------------|
| 1 | Joe Kollar was outstanding. He seemed to be there day and night for us. Was proactive to reach out and schedule meetings to make sure he understand our needs. | 12/28/2017 11:14 AM |
| 2 | TR Wheeler does a great job! | 12/26/2017 6:58 AM |
| 3 | They all do such a wonderful job; we just look forward to coming each time. | 12/23/2017 2:42 PM |
| 4 | Perry Spindler | 12/22/2017 11:22 AM |

Q14 Event Name

Answered: 6 Skipped: 0

| # | RESPONSES | DATE |
|---|---------------------------------|---------------------|
| 1 | Javascript Code Camp | 12/28/2017 11:17 AM |
| 2 | A Motown Christmas | 12/27/2017 2:10 PM |
| 3 | Mayo Clinic Employee Craft Show | 12/26/2017 6:59 AM |
| 4 | Townsend Flea & Vintage Market | 12/23/2017 2:43 PM |
| 5 | Township Show | 12/22/2017 12:35 PM |
| 6 | Minnesota Library Association | 12/22/2017 11:22 AM |

Q15 Contact Name

Answered: 6 Skipped: 0

| # | RESPONSES | DATE |
|---|---------------------------------|---------------------|
| 1 | Laura Bates and Charlene Bannta | 12/28/2017 11:17 AM |
| 2 | Ben Hart | 12/27/2017 2:10 PM |
| 3 | Pam Mickelson | 12/26/2017 6:59 AM |
| 4 | Richard Townsend | 12/23/2017 2:43 PM |
| 5 | Dan Lingen | 12/22/2017 12:35 PM |
| 6 | Tammy Schoenberg | 12/22/2017 11:22 AM |

Q16 Contact Phone

Answered: 5 Skipped: 1

| # | RESPONSES | DATE |
|---|-------------------------------|---------------------|
| 1 | 507-284-5223 and 904-953-6766 | 12/28/2017 11:17 AM |
| 2 | 912-399-7799 | 12/27/2017 2:10 PM |
| 3 | 5072845371 | 12/26/2017 6:59 AM |
| 4 | 507-269-1473 | 12/23/2017 2:43 PM |
| 5 | 612-499-4627 | 12/22/2017 12:35 PM |

Q17 Contact E-Mail

Answered: 4 Skipped: 2

| # | RESPONSES | DATE |
|---|---|---------------------|
| 1 | bates.laura@mayo.edu and Bannta.charlene@mayo.edu | 12/28/2017 11:17 AM |
| 2 | benh017@bellsouth.net | 12/27/2017 2:10 PM |
| 3 | mickelson.pamela2@mayo.edu | 12/26/2017 6:59 AM |
| 4 | sales@iridescenthouse.com | 12/23/2017 2:43 PM |