

MINNESOTA'S ROCHESTER
MAYO CIVIC
CENTER CONVENTIONS
& EVENTS

mayociviccenter.com

MAYO CIVIC CENTER
30 CIVIC CENTER DRIVE SE
ROCHESTER MINNESOTA 55904

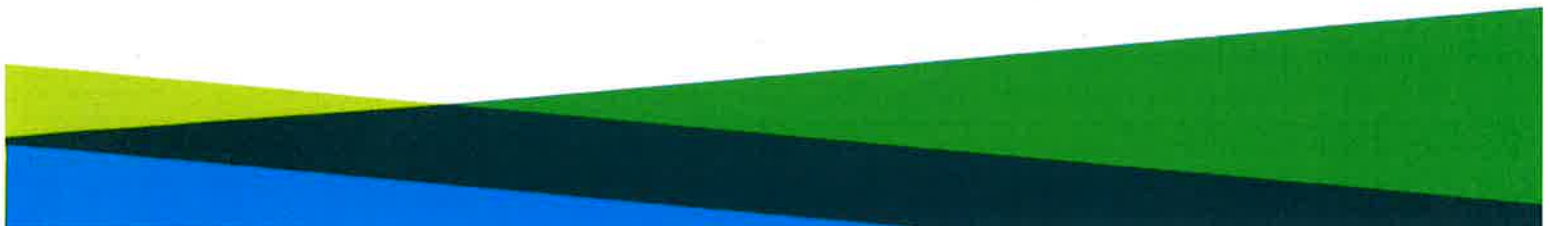
☎ 507 328 2220

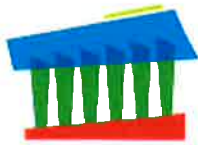
Mayo Civic Center Commission Meeting

Wednesday, June 12, 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.*
- 3:10 PM E. Consent Agenda
- a. Meeting Minutes
 - i. May 8, 2019
 - b. Monthly Financial Report
 - c. May 2019 Bills & Income Statement - pending
 - d. Sales Report
- 3:15 PM F. Review Action Items from February 2019 Meeting
- a. Transition Update – Steve Rymer, City Administrator
- 3:20 PM G. New Business
- 3:40 PM H. Unfinished Business
- 3:50 PM I. Other Business
- 4:00 PM J. Adjournment

Next meeting – July 10, 2019





MINNESOTA'S ROCHESTER
MAYO CIVIC
CENTER CONVENTIONS
& EVENTS

mayociviccenter.com

MAYO CIVIC CENTER
30 CIVIC CENTER DRIVE SE
ROCHESTER MINNESOTA 55904

☎ 507 328 2220

Mayo Civic Center Commission Meeting
Wednesday, May 8, 2019 – 3:00 PM
Mayo Civic Center Office Conference Room

Attendees: Commission Members

Teresa Chapman, Sarah Clausen, Matt McCollom, Dan Nelson

Absent: Warren Harmon, Quinn Proffer

Other Attendees:

Donna Drews (Mayo Civic Center (MCC)), Mary Gastner (Experience Rochester), Randy Peterson (Post Bulletin)
Erin Okins, (MCC), Natalie Spinler (MCC)

A. Call to Order

The meeting was called to order by Matt McCollom at 3:04 PM.

B. Approval of Agenda

Motion to approve the agenda was made by Dan Nelson, Second by Teresa Chapman. Motion was approved.

C. Open Comment Period

Donna stated we are down 4 fulltime positions, a maintenance worker, a custodian, managing (finance) director, and an IT production worker. Donna stated that filling positions has been difficult because they are limited-term positions and employment can't be guaranteed after this year. Commission Chairman Matt explained that while the City can't guarantee employment beyond December, he feels the future operator would likely see certain benefits in hiring existing staff.

Mary Gastner of Experience Rochester announced that they are fully staffed again in the sales department. Mary said she expects the future operator will find positions for staff members who are familiar with the facility and its operations.

Donna noted that final months of the year are typically the Civic Center's busiest, which could make things challenging. Donna said almost every full time exempt employee has applied for another city position, but only a couple have found future work.

Commission members questioned whether support could be found among other city employees, noting several skill sets could transfer between departments.

Donna said some negotiations for future event contracts have been difficult to finalize due to existing uncertainty, but she and Mary also noted bookings are meeting expectations.

Dan Nelson said the Commission's goal in the coming months will be to set the table for the next operator. Dan suggested we have Steve Rymer attend a future meeting for a curiosity visit.

D. Consent Agenda

- a. Meeting Minutes February 13, 2019
- b. Monthly Financial Report
- c. February 2019 Bills & Income Statement
- d. March 2019 Bills & Income Statement
- e. April 2019 Bills & Income Statement
- f. Sales Report

Motion to approve the consent agenda was made by Dan Nelson Second by Teresa Chapman. Motion was approved.

E. Review Action Items from February 13, 2019 Meeting

- a. No Action Items

F. New Business

- a. None

G. Unfinished Business

- a. None

H. Other Business

- a. None

I. Adjournment

Meeting adjourned by Matt McCollom, Chair, at 3:37 PM.

Next Meeting: Wednesday, June 12, 2019 at 3:00 PM

#1

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Thursday, May 16, 2019 1:39:38 PM
Last Modified: Thursday, May 16, 2019 1:45:42 PM
Time Spent: 00:06:04
IP Address: 129.176.151.11

Page 2

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

(no label) **Excellent**

Page 3

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

(no label) **Likely**

Page 4

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

**Suites 101-114, American Legion, McDonnell,
Ballroom 1, 2, 3,
Ballroom Lobby South - West**

Page 5

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

Taylor Arena	Above Average
Exhibit Hall	Above Average
Auditorium	Above Average
Presentation Hall	Above Average
North Lobby	Above Average
Grand Lobby South - West	Above Average
Ballroom Lobby South - West	Excellent
Ballroom 1, 2, 3	Excellent
Riverview Suite(s)	Average
Suites 101-114, American Legion, McDonnell	Above Average

Page 6

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

Interior lobbies and hallways	Above Average
Restrooms	Above Average
Event venue(s)	Above Average
Exterior areas	Above Average

Page 7

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

(no label)	Excellent
General comments about Mayo Civic Center staff.:	Always a great experience working with TR, Joe and Jo on my Mayo Clinic events.

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent
General comments about your Sales Manager.:	Always an excellent experience!!

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent
General comments about your Event Coordinator.:	Great service and responsiveness every time!!

Page 10

Q9 Please identify your event caterer. **Canadian Honker/Pinnacle Catering**

Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of wait staff	Excellent
Quality of bar service	Excellent
Responsiveness and courtesy of bar staff	Excellent
General comments about your catering services experience.:	My go-to every time!!

Page 11

Q11 Please tell us about your concession food experience. **Respondent skipped this question**

Page 12

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

Condition of equipment	Excellent
Reliability	Excellent
Staff responsiveness	Excellent

Page 13

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

Chris Wagner and TR Wheeleler for coordinating the space and setting up the event to run smooth like always!!

Page 14

Q14 Event Name

May 2019 Mayo Clinic Information Technology Conference

Q15 Contact Name

Patrick Hass

Q16 Contact Phone

507-266-3530

Q17 Contact E-Mail

hass.patrick@mayo.edu

#2

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Tuesday, May 21, 2019 4:29:51 PM
Last Modified: Tuesday, May 21, 2019 4:36:13 PM
Time Spent: 00:06:22
IP Address: 75.162.236.242

Page 2

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

(no label)

Please comment on our overall performance.:

Excellent

We host a few dozen events like this around the Midwest every year. The staff at the MCC are really the most positive, helpful and friendly group we've met to date. We will definitely host at this venue again!

Page 3

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

(no label)

Likely

Page 4

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

Riverview Suite(s)

Page 5

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

Riverview Suite(s)
Other

Excellent
Above Average

Page 6

Customer Satisfaction Survey

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

Interior lobbies and hallways	Excellent
Restrooms	Above Average
Event venue(s)	Above Average
Exterior areas	Above Average

Page 7

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

(no label)	Excellent
------------	------------------

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent
General comments about your Sales Manager.:	To be fair, we didn't need food/beverage or info about Rochester, but we were fully taken care of in every respect.

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Average
General comments about your Event Coordinator.:	Again, didn't need food or av but overall great service.

Page 10

Q9 Please identify your event caterer.

Other (please
specify):
We did not need catering

Q10 Please tell us about your catering experience.

Respondent skipped this question

Page 11

Q11 Please tell us about your concession food experience.

General comments about your concession services experience.: NA

Page 12

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

General comments about your audio-visual services experience.: NA

Page 13

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

Respondent skipped this question

Page 14

Q14 Event Name

Wicked Pinup

Q15 Contact Name

Jeff Gray

Q16 Contact Phone

5158654075

Q17 Contact E-Mail

jwgray@camdenservicesgroup.com