



MINNESOTA'S ROCHESTER
**MAYO CIVIC
CENTER** CONVENTIONS
& EVENTS

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**Mayo Civic Center Commission Meeting
Wednesday, August 8, 2018 – 3:00 PM
Mayo Civic Center Office Conference Room**

Attendees: Commission Members

Teresa Chapman, Warren Harmon, Matt McCollom, Dan Nelson, Amita Patel

Absent: Sarah Clausen

Other Attendees:

Donna Drews (Mayo Civic Center (MCC)), Matt Esau (Experience Rochester), Julie Gay (Freelance), Mary Gastner (Experience Rochester), Andy Krogstad (MCC), Jo Oeltjen (MCC), Erin Okins (MCC), Randy Peterson (Post Bulletin), Steve Rymer (City Administrator)

A. Call to Order

0:00 Audio Tape

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

B. Approval of Agenda

00:04 Audio Tape

Motion to approve the agenda was made by Teresa Chapman, Second by Amita Patel. Motion was approved.

C. Open Comment Period

00:16 Audio Tape

No Comments

D. Consent Agenda

00:26 Audio Tape

a. Council Item Review - None

b. Meeting Minutes

i. July 11, 2018

c. Monthly Financial Report

i. July 2018 Bills & Income Statement

The City has not closed the July accounting month yet, there will be two sets of financial reports next month

d. Director's/Staff Report

e. MCC Committee Reports

f. July Sales Report

Motion to approve the consent agenda was made by Amita Patel, Second by Warren Harmon. Motion was approved.

E. Review Action Items from July 13, 2017 Meeting

01:02 Audio Tape

a. Matt Esau to add economic impact estimates to monthly Sales Booking Report

The economic impact will be added to the next sales report Matt Esau presents to the Commission.

F. New Business

01:29 Audio Tape

a. International Association of Venue Managers (IAVM) VenueConnect 2018 Update

And Krogstad, Joe Kollar and Perry Spindler attended the IAVM VenueConnect Conference. The biggest take-away that crossed the many spectrums of conversations was safety and security for patrons and employees. Some of the round table discussions were how are other buildings manage security, what is their security plan, what kind of presence do they have for security, what number of employees do they have for security, etc. Responses ranged from very little day to day security to heavily focused regular security plans and procedures. Some plans also included fire and tornado drills. In 2018 and into 2019, MCC will work to review and update safety and security plans. Active shooter was another topic that came up regularly as well as overall staffing and the need for well trained, knowledgeable part-time staff. This is an industry-wide challenge. Finding qualified part-time staff willing to work irregular schedules is difficult, and almost always requires higher than planned hourly to get and keep good part-time staff. Part-time staffing for food and beverage was a common theme across other venues. IAVM is developing a program EMSSI (Exhibitor and Meetings Safety & Security Initiative) with the Department of Homeland Security to be rolled out this fall. For buildings to have the ability to meet the standards, they will need outside vendors to come in to help. Our operating model at MCC is very unique. Success is not just measured on financials, but also in economic terms.

Matt McCollom asked if there was anything we could add to the RFP for safety and security. The key focus of the RFP is to maintain a security presence, and to later add security components to boost front and back of house security standards. The RFP is looking for responses from interested parties, hourly rates, services and relevant experience. We hope to have some proposals back within the month. Once the Mayo Civic Center Commission approves a proposal, then it will go to the City Council for approval.

b. 2019 Strategic Planning

Donna Drews reviewed the 2019 Strategic Plan. Donna asked for input from the MCC Commissioners on, "Are the goals where we want them?" On the second line (the pink line), the City has created some strategic priorities. Previously many of our goals were sales related which we do not control. It might be better to focus on items we are in control of – the day-to-day operations, planning for the future as far as the physical plant, maintenance, staffing and how we would report to the MCC Commission when JLL Consulting is finished with their report.

ACTION – Send comments for the 2019 Strategic Plan to Donna Drews.

IAVM is working with Destination International to develop an economic impact model for one-day, non-convention business (non-hotel rooms, non-traditional convention business). Target date for it to be released is this fall. Andy saw a demo of the application at IAVM.

Matt McCollom asked about getting the parking revenue numbers, also.

ACTION – Understand the economic impact of non-traditional convention business. Keep this on the agenda.

ACTION – Get parking revenue numbers

G. Unfinished Business

38:17 Audio Tape

a. Security Services Request for Proposals

Covered above

b. MCC Staffing Challenges

Some of the staffing challenges are with our overnight cleaning staff. We do currently have a contract with Express Services. Example, we will ask for 10 workers to come in at nine o'clock for three hours to get the 'building turned over' for the next day. Right now we are getting 2-3 workers. To help with this, we have 'beefed up' our daytime, part-time staff to do more of the set, strike and cleaning. The Mayo Civic Center does provide uniforms for all part-time custodians working front of house. In the past, the park crew has done a lot of the sets here, but we have really drawn that down. The park crew does do the basketball courts to make sure the courts are handled properly. We are charged by the Park Department for their services.

H. Other Business

41:15 Audio Time

Donna Drews showed the Award the Mayo Civic Center received from MN Finance and Commerce as one of the Top Projects of 2017. This was presented in late July 2018 in recognition of the overall project.

Matt McCollom shared that Mary Gastner is now the Interim Director for Experience Rochester.

We received a report from our Operations Staff on this year's maintenance orders and work that has been done by MCC staff at the Rochester Art Center. We will share this information with the MCC Commission in September. The Rochester Art Center opened in 2004.

Matt McCollom let the MCC Commission know that Heidi Mestad has resigned from the MCC Commission, effective on July 16, 2018. There is now an open seat on the MCC Commission.

ACTION – Share Maintenance Report with the MCC Commission.

I. Adjournment

47:14 Audio Tape

Meeting adjourned at 3:51 PM by Matt McCollom, Chair.

Next Meeting: Wednesday, September 12, 2018 at 3:00 PM