

**CENTURY CENTER BOARD OF MANAGERS**  
**THURSDAY, JANUARY 28, 2016**  
**8:00 A.M. – SUITE #15**

**MEMBERS PRESENT**

Dennis Andres, Jr.  
Linda Doshi  
Greg Downes  
Alison Fox  
Michael Neises  
Cathy Roemer  
David Varner

**MEMBERS ABSENT**

Aaron Perri  
Valerie Schey

**STAFF**

Leanna Belew  
Chris Kinnard  
Scott Herczeg  
Crista Thompson  
Jesse Vogel  
Pris Phillips

**OTHERS**

Aladean DeRose, City Legal  
John Murphy, City Controller  
Craig Liston, VP/SMG  
Bill Lamie, Alliance Architects

The meeting was called to order by President Downes at 8:00 a.m.

**CONSENT AGENDA**

Downes entertained a motion to approve the A) Minutes of November 18, 2015  
B) Claims of Nov-Dec. 2015 C) Financial Report Dec. 2015 & Year End. Varner motioned for approval; seconded by Fox, the motion carried.

**ELECTION OF OFFICERS**

Linda Doshi, Chair of the Nominating Committee, presented the proposed slate of 2016 officers: President – Greg Downes; Vice President – Aaron Perri; Secretary – David Varner; Treasurer – Cathy Roemer. With no nominations from the floor, Doshi motioned for approval the slate as presented; seconded by Neises, the motion carried.

**GENERAL MANAGER'S REPORT**

Building & Grounds: Scott Herczeg gave updates on building projects and capital improvements. Over \$5 million in capital improvements accomplished for 2015. Current projects – exterior masonry work and new dishwasher is ordered. The unit will have a custom food scrap table and is energy efficient generating a \$1,000 rebate from AEP.

SMG funds (\$297,000) will cover the cost of new staging and security upgrades with 7 projects remaining. Ameresco project is 90% complete; next phase is Recital Hall and Bendix Theatre. New color lighting features installed in the White Water windows and pavilion. Work continues on the air handlers; humidifiers to be installed in Art Museum galleries. A change order will provide for additional heating unit in Great Hall and heaters in door #1 entrance; this will free up the funds from Redevelopment to address landscaping at door #1. New chandeliers have been installed in the two corridors. The City is working on new grant for additional solar panels for the roof – 90 total; would require AEP to tie into the Center's electrical grids.

December's electric usage is recorded as the lowest in history; however, rates are higher and demand was up with controls for the air handlers.

2016 projects: the City is overseeing the plans for improvements to the back dock area; Bill Lamie is working on the design. Remodeling/upgrades to CEO Suites and Suite 17 will be addressed. Other work – upgrades to electrical panels; painting of the steel skylight beams in Great Hall; recover surface of Convention Hall air wall; new carpeting and stage in Recital Hall; hand railing in Bendix; design plans for second entrance to Convention Hall. For 2017, revisit automatic gate system for parking lot.

Relative to the 30 Year Capital Plan: 20 projects completed out of the 52 - \$8 million of the \$11 million; we are ahead of schedule and two more projects will meet the 10 year schedule.

Convention Hall floor update: contractor on site reapplying surface coating in the Pointe and specific areas of the main floor; completed work by March; \$32,000 cost is covered by warranty.

Belew presented highlights of the Executive Summary:

Introduced new Event Coordinator, MJ Doan. Belew proposed presenting quarterly board reports which will give the board a better view of revenue and sales trends – information would be current up to the prior month of the meetings; would allow the staff more time to prepare the financial and sales reports with the close of the month. Board members discussed the merits of correlating the reporting with the quarterly meetings and agreed with Belew.

Financial and Budget: missed budget by less than 1% (\$7,000); a 12% growth over 2014. Expenses came in under budget by 4.71%. Belew commented although the budget was not met, she considers it a great achievement with 4-5 months of rooms/space out of inventory due to the \$5 million of capital projects. The facility continued to operate and service 490 events and customer service did not suffer during this period. All due to the dedicated and hard work of the Center's team.

Belew reported AEP has issued a rebate of \$52,000 for the Ameresco project. After his discussion with the staff, Downes recommended those "extra" funds be used for the following: over budget cost of the River Lights - \$8,000, West Race emergency repairs - \$9,000, new environmental yet attractive trash reciprocals for inside and outside – GSA pricing is 10 for \$15,000. \$20,000 would be left available for other immediate needs not covered by the budget. Andres moved to accept Downes' recommendation of the expenditure of the AEP rebate; seconded by Roemer, the motion carried.

Sales Report: Sales reports are based upon gross numbers will be provided on bookings going forward. New hotel update: JSK reports have closing reported for April with groundbreaking set for June 1. The HOF tunnel to provide access to the Center; a covered crosswalk from the hotel to the HOF planned; hotel will have 136 rooms.

2015 Annual Report: Belew gave a Powerpoint presentation that reviewed statistics of all the market segments (Conventions, Meetings, Special Events, Banquets, Tradeshows, and Consumer Shows); number of events; attendance; room nights and peak room nights; rent revenue; financial & budget highlights, capital improvements, customer survey and NPS scores. The recap of sales statistics reflects a comparison to 2014. Belew noted the joint efforts with VSBM and reported she and DeCleene will be making a joint request to the Tax Board to fund hosting the Small Market Meetings conference in 2017.

Roemer asked what measurements are in place for the room nights. Belew stated VSBM tallies hotel room usage for the entire county; the Center has a reliable source with the Doubletree. Downes noted the team efforts with Visit South Bend and the South Bend Alliance to help with the Center's focus on business that brings in hotel room nights. Andres asked if the Center's room nights are benchmarked against other communities/centers. Belew will consult with DeCleene on the data; she also will share VSBM's 2015 report that provides the room night information.

SMG contract – Criteria 2: Belew noted the board voted to increase the benchmark at the last meeting but two more events were added to 2015 changing the average to 45. Andres moved to accept the addendum change; seconded by Roemer, the motion carried. Downes stated the board

and staff will review next year to consider weighting some groups with large room blocks per Neises' suggestion.

Belew presented the video produced by Tompson that was posted on the Center's website and FB Page reviewing events and activities of 2015. Board members acknowledged Belew and the Center's staff with applause on the 2015 achievements.

#### **PRESIDENT'S REPORT**

Downes acknowledged Craig Liston, Regional VP of SMG. Liston expressed his appreciation to the staff for their performance and thanked the board for its support and trust in SMG to serve as the management company.

Marketing: Chair Michael Neises discussed the value of the SB Alliance and recommended the suspension of the Marketing Committee. Downes stated the appointment of Neises to the group as the board liaison would be in lieu of the committee. Varner moved to accept the recommendation; seconded by Roemer, the motion carried.

Andres asked if there is a report on space usage; the information would be useful in evaluating the need to upgrade and increase the marketing of space with low use. Neises concurred and recommended the information gathered and added to the quarterly reports.

#### **OLD BUSINESS**

None.

#### **NEW BUSINESS**

None.

#### **ADJOURNMENT**

With no further business, Downes called for adjournment.

GD:pp