



REPORT FOR ACTION

Exhibition Place Management Report - Fourth Quarter, 2018

Date: February 4, 2019
To: The Board of Governors of Exhibition Place
From: Dianne Young, Chief Executive Officer
Wards: All Wards

SUMMARY

The management report from the Chief Executive Officer is provided to the Board for information on a quarterly basis.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There are no negative financial implications of this report. The cost of the Sales Missions proposed are budgeted in the 2019 Operating Budget.

DECISION HISTORY

The Exhibition Place 2017 – 2019 Strategic Plan has an Organizational and Staffing Goal to develop annual departmental objectives that drive success based on the parameters of the 2017 to 2019 Strategic Plan in order to deliver a Customer Service Strategy that embodies employee empowerment and Customer Engagement.

COMMENTS

The management report provides The Board with information from September 1, 2018 to December 31, 2018 for operations at Enercare Centre, Beanfield Centre and Exhibition Place.

- Appendix A is a Dashboard showing overall performance for eight management metrics
- Appendix B is a report on Sales and Event Management activities for both the new events booked in the third quarter and external events that were held and serviced by our Event Management Services team.
- Appendix C is the EXcellence in Action report with comments from client

CONTACT

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SIGNATURE

Dianne Young
Chief Executive Officer

ATTACHMENTS

Appendix A - Quarterly Dashboard
Appendix B - Sales & Event Management Activity
Appendix C - EXcellence in Action