



REPORT FOR ACTION

Exhibition Place Management Report - Third Quarter, 2020

Date: November 24, 2020

To: The Board of Governors of Exhibition Place

From: Don Boyle, Chief Executive Officer

Wards: All Wards

SUMMARY

The management report from the Chief Executive Officer is provided to the Board for information. A new format has been developed with graphs and tables for ease of reference of the information by the Board and the community. This Management Report and a separate Financial Report is produced on a quarterly basis.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

The financial impact to the 2020 Operating and Capital Budget due to the global pandemic is the subject of two separate reports from staff on the Board's Agenda.

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 business information from July 1, 2020 to September 30, 2020 for operations at Enercare Centre, Beanfield Centre, and Exhibition Place.

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

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

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