

Management Report - 4th Quarter 2021

Date: March 22, 2022
To: The Board of Governors of Exhibition Place
From: Don Boyle, Chief Executive Officer
Wards: All Wards

SUMMARY

The fourth quarter management report from the Chief Executive Officer is provided to the Board for information. A new format has been developed with various graphs and tables for ease of reference of the key information by the Board and the community. This Management Report along with 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 update to the 2021 Operating and Capital Budget due to the global pandemic is the subject of a separate report from staff to the Board, which was also provided to the City Managers Office and will be reported to Council through the City quarterly variance analysis.

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 October 1, 2021 to December 31, 2021 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 fourth 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 - Annual Dashboard
Appendix B - Sales & Event Management Activities
Appendix C - EXcellence in Action