

REPORT FOR ACTION

Tenant Liaison Consultation Meeting - March 8, 2022

Date: May 26, 2022
To: The Board of Governors of Exhibition Place
From: Chief Executive Officer
Wards: All

SUMMARY

This report summarizes the discussions at the Tenant Liaison Consultation meeting held virtually March 8, 2022. Leading the meeting were Co-hosts Councillor Michael Ford and Mr. Howard Lichtman. Exhibition Place staff in attendance included Don Boyle, Chief Executive Officer; Hardat Persaud, Chief Financial Officer & Corporate Secretary; Laura Purdy General Manager, Mark Goss General Manager-Operations, Kelvin Seow, Chief People and Strategy Officer; Gilles Bouchard, Director of Event Management Services; Catherine de Nobriga, Tenant and Community Relations Coordinator and Debbie Sanderson, Executive Assistant to the Chief Executive Officer.

Thirty people were in attendance representing Exhibition Place Staff, Tenants, and Show Clients.

Jesse Burns and Giulia De Lorenzis from Optimus SBR conducted the second round of engagement sessions as part of the Strategic Plan development.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There is no negative financial impact to this report.

DECISION HISTORY

The Exhibition Place 2017 – 2019 Strategic Plan had an Organization Goal to deliver a customer service strategy that embodies employee empowerment and customer engagement.

At its meeting on April 10, 2019, the Board approved of the report entitled Tenant Consultation Liaison Meeting, dated March 27, 2019.

<https://www.toronto.ca/legdocs/mmis/2019/ep/bgrd/backgroundfile-131284.pdf>

At its meeting on June 10, 2020, the Board approved of the report entitled Tenant Consultation Liaison Meeting, dated January 20, 2020.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EP11.20>

At its meeting on April 15, 2021, the Board appointed Councillor Michael Ford, as a co-host of the Tenant Liaison Consultation Meeting.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EP17.14>

COMMENTS

All Tenants and a selection of Show Clients were notified of the meeting date and informed of the Board's direction to meet with Tenants and Clients to discuss the Exhibition Place Strategic Plan. The Board of Governors has engaged Optimus SBR to guide Exhibition Place through the development of its next five-year Strategic Plan, expected to encompass 2022-2026. To better understand Exhibition Place's operating environment, Tenant and Show Client requirements, current issues and future priorities, Optimus SBR conducted its initial engagement session with Tenants and Show Clients in the fall of 2021.

At the March 8, 2022, Tenant Liaison Consultation meeting, Optimus SBR presented a recap of the previous engagement session intended to shape the Strategic Plan and invited the Tenants and Clients to provide further feedback.

Attached as Appendix A to this report are the meeting notes of the March 8, 2022, Tenant Liaison Consultation meeting.

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

Appendix A - Tenant Consultation Liaison Meeting Notes