

**Recommendation:**

It is recommended that the Board receive this report for information.

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**Exhibition Place**

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# **Management Report**

April 30, 2016

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## Executive Summary

- Net Income for Exhibition Place and Enercare Centre for the four months ended April 30, 2016 was \$2,233,821 compared to budget net income of \$1,761,422 for a favourable variance of \$472,399.
- Operating Income (Loss) before interest and amortization expense for Allstream Centre for the four months ended April 30, 2016 was \$92,938 compared to a budget income of \$255,732 for an unfavourable variance of (\$162,794).
- The Sales & Marketing team secured 34 new events for Exhibition Place.
- Sales & Marketing welcomed Corina Hitchcock to their team in April, as Digital Marketing Specialist.
- Tony Porter joined the Exhibition Place team in April, as Director of Parking and Security Services. Tony was Senior Division Manager for Contemporary Security Canada, which managed security services for the TO2015 PanAm Games.
- Staff successfully coordinated the massive overnight turnover from National Home Show and Canada Blooms to the One of a Kind Spring Show.

## April 2016 Financials for Combined Exhibition Place and Allstream Centre

Combined Operating Income (Loss) for Exhibition Place and Allstream Centre for the four months ended April 30, 2016 before net naming fees, building loan interest and amortization expense for the Allstream Centre was an income of \$2,326,759 compared to a budgeted income of \$2,017,154 for a favourable variance of \$309,605.

## Exhibition Place

Net Income for Exhibition Place and Enercare Centre for the four months ended April 30, 2016 was \$2,233,821 compared to budget net income of \$1,761,422 for a favourable variance of \$472,399.

- Rental income from events of \$5,317,495 is unfavourable to budget by (\$146,192) primarily due to higher than budgeted rental income from the Boat Show offset by budget timing of new events.
- Net electrical commissions of \$482,685 are unfavourable to budget by (\$113,805) primarily due to lower than budgeted commission from NBA Jam Session and budget timing of new events.
- Food & Beverage concessions of \$413,626 are unfavourable to budget by (\$104,750) primarily due to lower than budgeted revenue for NBA Jam Session and budgeting timing of new events.
- Show services from third party billings at \$1,732,155 are unfavourable to budget by (\$114,929) primarily due to lower than budgeted for NBA Jam Session and budget timing of new events.
- Parking revenues at \$2,837,627 are unfavourable to budget by (\$90,373) primarily due to lower than budgeted revenue from the Boat Show, NBA Jam Session and OOAK Spring event offset by higher than budgeted revenue from tenants and Toronto Marlies games at RICOH.
- Program recoveries and interest income at \$146,343 are favourable to budget by \$6,343 primarily due to higher than budget labour service recoveries due to budget timing of tenanted events.
- Direct and indirect expenses at \$9,364,807 are favourable to budget by \$1,091,853 primarily due to lower utilities due to the energy savings initiatives, lower operational costs offset by higher direct expenses. Indirect expenses include costs from various departments; these are Chief Executive Officer, Chief Financial Officer, General Manager, Marketing/Event Services, Corporate Secretary, Records & Archives, Purchasing & Stores, Human Resources, Security, Finance, Operations, Facilities, Utilities, Special Appropriations,

Telecommunications and wages & materials for base building upkeep and general maintenance of the grounds.

Energicare Centre accounts receivable as at April 30, 2016 was \$1,034,784 consisting primarily of:

- \$641,559 for services on completed events of which nil has been received by May 13, 2016.
- \$329,359 of deposits owed as contractual for future events of which \$214,557 (65%) has been received by May 13, 2016.
- \$16,294 owed by MLSE- BMO Field of which nil have been received by May 13, 2016.
- \$15,964 owed by Spectra of which nil has been received by May 13, 2016.
- \$14,030 owed by MLSE (Ricoh) of which nil has been received by May 13, 2016.

Exhibition Place accounts receivable as at April 30, 2016 was \$3,642,241 consisting primarily of:

- \$683,276 owed by tenants of which \$65,209 (10%) has been received by May 13, 2016.
- \$549,200 owed by City of which nil has been received by May 13, 2016.
- \$457,344 owed by MLSE - BMO Field for payroll costs of which \$79,358 (17%) has been received by May 13, 2016.
- \$414,686 owed by MLSE (Ricoh) for services of which \$109,742 (26%) has been received by May 13, 2016.
- \$265,908 owed by the CNEA of which nil has been received by May 13, 2016.
- \$106,616 for show services on completed events of which \$14,945 (14%) has been received by May 13, 2016.
- \$54,093 owed by MLSE, BioSteel Centre for payroll and utility costs of which nil has been received by May 13, 2016.

### **Allstream Centre**

Operating Income (Loss) before interest and amortization expense for Allstream Centre for the four months ended April 30, 2016 was \$92,938 compared to a budget income of \$255,732 for an unfavourable variance of (\$162,794).

- Rental income of \$365,113 is unfavourable to budget income by (\$185,704) primarily due to budget timing of new events.
- Food & Beverage concessions of \$236,345 are unfavourable to budget by (\$133,891) primarily due to budget timing of new catered events.
- Net electrical services revenue of \$14,421 is unfavourable to budget by (\$18,553) primarily due to budget timing of new events.
- Show services revenue from third party billings of \$224,427 is unfavourable to budget by (\$238,001) primarily due to budget timing of new events.
- Parking revenue \$70,026 is favourable to budget by \$34,700.
- Direct and indirect expenses at \$681,883 are favourable to budget by \$179,708 primarily due to lower utilities due to the energy savings initiatives and lower than budgeted direct expenses. Indirect expenses include costs from various departments. These are Marketing, Event Services, Security, Concierge, Finance, Cleaning and Décor, House Technician, Operations, Utilities and wages & materials for base building upkeep and general maintenance of the buildings.

Allstream Centre accounts receivable as at April 30, 2016 was \$842,561 consisting primarily of:

- \$416,069 for services on completed events of which nil has been received by May 13, 2016.
- \$319,659 owed by Cerise Fine Catering of which \$150,905 (47%) has been received by May 13, 2016.

- \$59,563 for accounts with City Legal; this amount is fully provided for as a bad debt in the financial statements or the rental revenue has not been recognized as income and deferred as appropriate.
- \$42,271 owed as contractual deposits for future events of which \$14,542 (31%) was received by May 13, 2016.

### **Sales and Marketing**

Sales & Marketing welcomed Corina Hitchcock to their team in April, as Digital Marketing Specialist. This position encompasses digital and traditional marketing, communications, website and social media for Exhibition Place, Enercare Centre and Allstream Centre. Corina comes to us with a strong content marketing and social media background and has worked for companies such as Corus Entertainment and Quark Expeditions.

### **March & April Sales Effort**

During this period, our Sales & Marketing team secured 34 new events for Exhibition Place. The events are categorized as follows:

- 21 meetings & conventions
- 1 trade & consumer shows
- 2 film/photo shoots
- 3 sporting events
- 2 educational
- 2 banquet/receptions
- 1 exam
- 2 other

### **Business Travel**

Lyne Montpetit attended the Tourism Toronto Annual Montreal Client Signature events on March 31<sup>st</sup> to April 1<sup>st</sup>. This signature event is a team sell for all participants and the main focus is to generate new business for the Greater Toronto Region. The event was attended by 25 industry participants along with Tourism Toronto and 31 clients at the evening reception.

Lyne Montpetit attended the 25<sup>th</sup> Anniversary CanSPEP conference in Windsor on March 3<sup>rd</sup> to March 6<sup>th</sup>. A group of 120 planners and suppliers attended informative key note speaker sessions, workshops, and a table top exhibit. Networking opportunities were key to information sharing, developing relationships and opening opportunities for new business.

Laura Purdy, Director of Sales & Marketing, attended the SISO Executive Leadership Conference. This event is organized by the Society of Independent Show Organizers and took place from April 3<sup>rd</sup> to 6<sup>th</sup> in San Diego. The conference was attended by for-profit trade and consumer show organizers from all over the USA and some international representation. Laura is following up on leads garnered through this conference.

Barbara Outschoorn, Marvin Self & Don Leddy hosted the Allstream Centre annual client event in Ottawa on April 6<sup>th</sup>. Despite an unexpected snowstorm, the event was well attended and will keep Allstream Centre present in clients' minds as they determine venues for future events.

### **Publicity**

#### **Allstream Centre**

- News reports for this period included **19** hits in March and 28 hits in April for Allstream Centre.
- Top stories included CIRA BOD Election and AGM 2016, Ontario Association of Architects Awards 2016, TDSB Parents as Partners Conference, OAA Design Excellence Awards, The Summit on Children and Youth Mental Health, Garrison Officers Ball

## **Enercare Centre**

- News reports for this period include **89** hits March and **33** hits in April for Enercare Centre.
- Top Stories include One of A Kind Spring Show and Sale, National Home Show, Canada Blooms, The Baby Show, Toronto Food & Drink Market, Canada's 100 Best Restaurant Awards, Hallyu North, Everything to Do with Sex Show, Pharmacy Expo, Food Truck Frenzy, Toronto Food & Drink Market, Toronto's Bridal Show
- March 18 - Meetings + Incentive Travel ran a story titled "Enercare Centre Gets Car Charging Stations"

## **Exhibition Place**

- News reports for this period include **96** hits in March and **318** hits in April
- Top Stories include Toronto Honda Indy track adjustments, International Bicycle Show, Wizard World, Vintage Clothing Show, Khalsa Day Parade, Toronto Spring Psychic Fair, BMO Field revamp, Honda Indy tickets on sale
- March 4<sup>th</sup> – Spacing.ca ran an article titled "How Exhibition Place got the Retro Dufferin Gate
- The Canadian Press, Hamilton Spectator, Guelph Tribune, and a few smaller local outlets all ran articles about the Argos returning to a revamped BMO Field.

## **Social Media**

**Impressions** – Impressions made across Twitter and Facebook were down compared to previous months. This is mainly due to a gap in coverage due to the social media handover between outgoing and incoming employees and a decrease in reach compared to during the NBA all-star event held in February.

### **Impressions**

#### **March**

Twitter – 81.1K  
Facebook – 4876

#### **April**

Twitter – 23.5K  
Facebook - 5497

### **No. of Posts**

#### **March**

Twitter – 195  
Facebook – 9

#### **April**

Twitter - 28  
Facebook - 2

### **Fan Growth**

#### **March**

Twitter – 73  
Facebook – 349

#### **April**

Twitter - 36  
Facebook - 11

## Event Management Services

During the months of March and April, Event and Meeting Co-ordinators and Exhibitor Services staff were involved in the following events:

<b>Exhibitions/Meetings/Conventions/Corporate Events</b>	
<b>March 2016</b>	
<ul style="list-style-type: none"> <li>▪ Landmark – 2 meetings (AC)</li> <li>▪ The Strain TV Series Film Shoot, Season III</li> <li>▪ Toronto International Bicycle Show</li> <li>▪ CNEA Board of Directors Meeting (AC)</li> <li>▪ Wizard World</li> <li>▪ National Home Show co-located with Canada Blooms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Toronto Antique and Vintage Market and Toronto Vintage Clothing Show</li> <li>▪ RMTAO Town Hall Meeting (AC)</li> <li>▪ Energy Council of Canadas Toronto Regional Forum (AC)</li> <li>▪ Accenture Senior Manager Milestone Meeting (AC)</li> <li>▪ One of a Kind Spring Show &amp; Sale</li> <li>▪ CNEA Meeting (AC)</li> </ul>
<b>April 2016</b>	
<ul style="list-style-type: none"> <li>▪ Candance 30th. Anniversary Tour</li> <li>▪ The Baby Show</li> <li>▪ The Holdout Short Film Shoot</li> <li>▪ The Ontario Public Health Convention (AC)</li> <li>▪ OPSBA - Summit on Children &amp; Youth Mental Health (AC)</li> <li>▪ Cannabinoids in Clinical Practice (AC)</li> <li>▪ Health Canada - Post TOPHC Educational Session (AC)</li> <li>▪ School Library Resource Fair</li> <li>▪ Toronto Food and Drink Market</li> <li>▪ State of the Art: Successfully Managing your Type 1 Diabetes (AC)</li> <li>▪ Toronto's Spring Bridal Show</li> <li>▪ Toronto Agile Community - Open Space 2016 (AC)</li> <li>▪ College of Physicians &amp; Surgeons of Ontario Assessor Meeting (AC)</li> </ul>	<ul style="list-style-type: none"> <li>▪ RAWF AGM</li> <li>▪ PanVista Mobile R&amp;D</li> <li>▪ CAMSC Diversity Procurement Fair (AC)</li> <li>▪ UBC Exams (AC)</li> <li>▪ CMPA (AC)</li> <li>▪ Toronto District School Board</li> <li>▪ Canadian Medical Protective Assoc. symposium (AC)</li> <li>▪ Trimark Sportswear Photo Stills Shoot</li> <li>▪ CIO Peer Forum (AC)</li> <li>▪ CIPO 2016 Patent Agent Exams (AC)</li> <li>▪ Univ. of Toronto, Dept. of Family &amp; Community Medicine (AC)</li> <li>▪ First Star Psychic Fair</li> <li>▪ Khalsa Day Celebration</li> <li>▪ Toronto Marathon Expo</li> </ul>

## Event Services

Staff provided coordination support to several returning clients during March and April, including National Home Show co-located with Canada Blooms, One of a Kind Spring Craft Show, Wizard World and the School Library Fair. We also hosted a number of film shoots and Candance 30<sup>th</sup> Anniversary Tour.

Staff were proactive in the face of impending inclement weather for the Toronto International Bicycle Show; rentals were moved in early and extra Housekeeping Staff were scheduled to keep the show floors clean and safe. A need for additional bicycle racks was identified at the 2015 event, so this year staff placed double the number. Grounds signage was increased to

assist patrons with directions to the Toronto Antique and Vintage Market and Toronto Vintage Clothing Show.

As per past procedure, staff coordinated a shared usage of the loading docks for the tight move out of National Home Show and move in of One of a Kind, which was very successful. Event Staff also arranged for the Toronto Fire Department to meet with staff and implemented their suggestions for the safety and security of patrons and staff at Exhibition Place.

Wizard World was well attended and all safety inspections were conducted on time. The Baby Show and Toronto's Spring Bridal Show were both very well attended. The show manager for the Toronto Food and Drink Market expressed pleasure with the whole event. PanVista, a new event, ended up extending their event dates.

### **Exhibitor Services**

Ten events were serviced by Exhibitor Services in the months of March and April

A new ATM provider (HM Cash Inc.) was selected, and staff coordinated the removal of the old ATM units and installation of new units. This was completed by March 31st.

Staff assisted with updating the CNE shared inventory and providing Finance with an updated list to include with the 2017 CNE master agreement. Exhibitor Services staff also met with Finance and senior management to finalize the 2017 Show Management Price list.

### **Allstream Centre**

Fourteen events were hosted in March at Allstream Centre. Two seminars were hosted for Landmark for 500 to 600 people. Cerise events included the Tangerine Employee Gala Dinner, with 650 attendees returning for their 5<sup>th</sup> year, and the BILD Luncheon. Other returning clients were Energy Council of Canada and Accenture. The Registered Massage Therapists Town Hall Meeting was new to us this year.

April was an extremely busy month with eighteen events, six of which took place over multiple days. Cerise booked the Garrison Ball with approximately 1,000 guests in attendance. This was a very high end, successful event. We also had an internal Customer Service Review Meeting and the highly successful Meetings Industry Euchre Tournament.

Allstream Centre hosted many returning clients such as the Ontario Public Health, Summit on Children and Youth, a two-day conference, Health Canada, College of Physicians, CAMSC and Canadian Medical Protective Symposium. The Toronto District School Board held a very successful Model Schools for Inner Cities for 1000 people, including 200 children. Patent Agent Exams, CIO Peer Forum and University of Toronto Faculty of Medicine were all returning clients.

New clients included Cannabinoids in Clinical Practise from Montreal, State of Art: Diabetes Association, Toronto Agile Community, and the University of BC Real Estate Exams.

Event Services Staff are working closely with the Honda Indy Toronto Management Team regarding the realignment of the track and pit lane due to the Hotel construction. We are also working intensively on pre-planning for the Summer event line up.

BMO Field construction was able to return some areas to us earlier than anticipated; this worked to our advantage with parking and traffic plans.

## **Parking**

Tony Porter joined the Exhibition Place team in April, as Director of Parking and Security Services. Tony has a wealth of management experience in the fields of security services and loss prevention and a very customer serviced focused background. Most recently, Tony was Senior Division Manager for Contemporary Security Canada, which managed security services for the TO2015 PanAm Games. Tony oversaw staff recruitment, training, scheduling, support, deployment and mobilization of over 5,000 employees for 60+ Games venues.

## **March**

Parking inventory at the beginning of March was decreased by approx. 850 parking spaces due to the BMO Field construction, consisting of Lots 2, 3 and Gravel Lot. Parking staff were creative in finding ways to accommodate National Home Show/Canada Blooms and the One of a Kind Spring Show. Home Show/Blooms exhibitors were parked in the Gore Lot, Lot P, Lot N and inside the Q.E. Exhibit Hall. Parking Services ran shuttles daily for the exhibitors and increased shuttles on the weekends travelling to Ontario Place and Liberty Village. Additional measures, such as Paid Duty and Security, were implemented and by the end of the event Home Show revenue was greater by 6.1% compared to 2015. The One of a Kind Show was the last event to be affected by the construction.

## **April**

Smaller events in April were less impacted by construction. The Toronto Marlies played 5 home games in April and commenced round 1 of the playoffs on the road against Bridgeport. Marlies played games 3 and 4 in April and game 5 on May 1, winning all games and moving onto round 2 of the playoffs. Revenue for the month of April was approx. \$35,000 above budget due to the Marlies playoff and Allstream events.

## **IT/Telecommunications**

The IT/Telecom team provided a variety of services for various events within Enercare Centre and Allstream Centre. WiFi demand has remained relatively consistent with previous years however hard line internet, especially at the 100MB+ service level, has increased in demand. Exhibitors are relying on the internet as a key component of their event including for real time high definition live video streaming and are open to paying for these premium services.

The final stage of the time clock payroll system integration has been completed, with Housekeeping being the pilot department. Housekeeping can now assign staff and job codes to events electronically prior to an event and have the time clock system automatically populate actual hours. This information can then be conveyed to the payroll department electronically which in turn can generate payroll data. Prior to this systems implementation, the source documents were manually compiled by Housekeeping clerks, sent to payroll and then manually keyed into the payroll module of the accounting system. With the new deployment additional checks and balances have been implemented to refine and enforce additional accounting controls. IT/Telecom is now preparing to roll the system out to the other departments at Exhibition Place.

IT/Telecom is working on deploying additional services for the IOT (Internet Of Things). Many of the future demands for IOT internet access will be for slow, low bandwidth connectivity that is distributed and penetrates into various behind the scenes locations. These services serve to poll temperature, light, motion, GPS position etc. sensors and are used for information gathering from various devices. A 900 Mhz long range internet transmission/receiver system is being deployed that will help in facilitating the demand for this functionality moving forward.



## **Building Operations**

### **Mechanical**

- Assisted in the move in and move out of Home Show/Canada Blooms and One of a Kind, including damage repairs caused during the event
- Repaired the following roll up doors # 24, #33 , #58 , #53
- Completed various floor repairs in Enercare Centre, using epoxy compound
- Repaired roof leaks in the Galleria, Industry Building and Heritage Court
- Repaired hinges on four Galleria which were damaged by high winds
- Cleaned and flushed the Industry drain system
- Repaired the AB Hufcor wall and installed new carriers
- Started the trip hazard report & repairs
- Started de-winterization of outdoor water services

### **Electrical**

- Completed the Joint Health & Safety Committee electrical issues listed on their report
- Reset time clocks
- Investigated the issues in the Facilities Foreperson area regarding power
- Investigated issues with parking garage air curtain and repaired east loading dock air curtain
- Replaced tubes and ballasts in the underground parking entrance and exit signs
- Investigated and relocated the lighting system sensors in the underground parking area
- Investigated and repaired the heat tracing issues around piping in the Enercare Centre
- Investigated the pot lights in Hall C and Hall D regarding the rings that holds the light fixture in place on the light fixtures
- Assisted the cleaning department in the substations, cleaning the electrical surfaces
- Disconnected the old Wayfinding Map Signs for Carpentry removal
- Assisted Black and MacDonald in the Substation NEX shut down for maintenance, located in the North Extension
- Completed the installation of new phone and data outlets in Facilities
- Repaired the defective card reader located in the east end of the Galleria
- Completed the installation of the new garbage compactor, located in the west loading dock
- Completed the Security Maintenance requests
- Replaced the heater motor located in the Industry Building
- Installed a conduit for the new Galleria Tower Lights
- Adjusted the new cameras located in the Industry Building
- Repaired the concession hood located in Hall B
- Replaced burnt out lamps located in the Royal Agricultural Winter Fair Offices
- Repaired the control wiring for the roll-up door air curtains located on the parking level

### **Facility Services**

- Updated, reviewed and verified MSDS information binders ensuring information reflected our current inventory of products used in Facility Services
- Transitioned to the electronic time management system for Housekeeping staff
- Implemented a tracking system specifically to report and identify Housekeeping attendance issues, allowing a proactive approach to correct occurrences
- Continue to consolidate assets and identify under-utilized inventory in order to streamline operations and assist with increasing parking inventory on the grounds for our clients, tenants and events
- Commenced discussions with Human Resources to plan and initiate the hiring process for our summer service delivery for Housekeeping
- Reviewed and refreshed all flag locations on the grounds in our care with a further focus to both the Enercare Centre and Allstream Centre main entrances and gathering places

- Completed pressure washing and window cleaning of Enercare Centre and Allstream Centre following a high volume of construction activity on the grounds during the winter months
- Continuing and nearing completion of our initial grounds wide clean up following the winter months, utilizing pressure washers and street sweeping equipment, with a special focus on the public spaces on the perimeter of our buildings
- Conducted a complete review and rectified issues with the hygienic product dispensing units located through-out the washroom facilities of the Enercare Centre
- Removed and stored all snow removal equipment from our fleet and prepared fleet accordingly for the spring and summer scope of work
- In progress of furnishing an additional locker and change room area to better meet the requirements of our staffing levels
- Hired four Soft Landscaping assistants to focus on weeding and tending in our public areas as part of our grounds wide spring clean-up; will be ongoing through spring and summer
- Conducted a complete review and rectified technical issues with the Audio Visual Systems in the Salons and meeting spaces of Enercare Centre
- Production staff is awaiting the arrival of two mobile stations which will house required health and safety equipment relating to their job specific duties. This will ensure the availability of equipment in a centralized location at the various work sites
- Completed a radio frequency study related to wireless production technology. This study identifies stable and available frequencies on the grounds, helping to mitigate potential issues causing disruption when we have multiple events on

### **EXcellence in Action**

Jim MacGregor received an email dated March 24<sup>th</sup> from Greg Pietersma; “Thanks for going above and beyond to help me with my issue with the fire department. Much appreciated!”

Danielle Chateau, Professor, School of Hospitality & Tourism Management for George Brown College, sent an email dated March 31<sup>st</sup> to Martin Kenneally, cc Andrew Landrigan, Jim MacGregor, and Arlene Campbell; “WOW!!! I can't thank you and your team enough for the wonderful presentation that was given to my students yesterday. In particular, I want to pass along my thanks and appreciated to both Andrew and Don for their time and tremendous insight. The time and effort that everyone put into this was simply amazing and very much appreciated by everyone in attendance. It was great for the students to hear, first hand, from experts in the industry!!! “

Arlene Campbell and Laura Purdy received an email dated April 7<sup>th</sup> from Troy Taylor; “I wanted to say a **BIG** thank you from all of us at the RC show team, to all of you, who helped orchestrate our "**Hospitality Unleashed**" exposition! As you know, it is a big endeavor and one that the show team cannot do alone. Many of you went over and above to help us out [...] Thanks again. And, because of all your efforts, we are already getting companies calling us wanting in for '17.”

“Arlene Campbell received a card from Duncan Payne, post-Home Show/Canada Blooms; “...your team (in particular David) delivered and showed how well things can work. Thank you for working through this”.

Amy Whittington sent an email dated April 12<sup>th</sup> to Marvin Self; “Both days were a great success and we've had nothing but positive feedback. Denise and Kori were such a pleasure to work with as well as all of the Cerise Banquet staff. Richard was a big help with all our AV needs and the day went off without a hitch. It makes our job so much easier having events at Allstream because everyone there is so good at what they do. We're looking forward to coming back in November to do it all over again”

Kathy Treanor received an email dated April 14<sup>th</sup> from Wendy Stienburg; “Kathy – I cannot thank you enough for all of your patience, back and forth e-mails, time and reassurance (especially when it came to A/V -Marshall and Richard were also amazing)! We have been getting such good feedback on the Expo and requests for making it an annual event”

Daniel Ziemianski sent an email dated April 14<sup>th</sup> to Sonia Naeemi; “Thank you for all of your assistance and hard work towards making our event a success.”

Vicky Branco sent an email dated April 20<sup>th</sup> to Denise DeFlorio; “Thank you for everything. You were wonderful! “

Marvin Self received an email dated April 20<sup>th</sup> from Jenn Chand; “I am looking forward to a successful September and December exam at your venue. Kathy Treanor was great to liaise with...”

Vicky Branco sent a letter dated May 4<sup>th</sup> to Marvin Self: “Our Toronto District School Board Parents as Partners Conference was a great success. Your constant support over the last several months from our planning stages to the day of the conference and beyond was a large contributor to the outcome to our conference. [...] Thank you for your unwavering cooperation during those times when we required support around finalizing a myriad of never ending details.”

Alison Konrad sent an email dated April 25<sup>th</sup> to Arlene Campbell; “THANK YOU!!! for your participation as a resource for the Ivey HBA Women in Leadership students this Winter/Spring, 2016. I and the students are all immensely grateful for the time you took to talk with them on the phone, meet with them in person, and/or invite them for an office visit/job shadow. [...] Thanks again, so very much, for your ongoing support of our HBA students. They learn a lot from you and appreciate your attention so very much.”

Kathy Treanor received an email dated April 26<sup>th</sup> from Diana Tobin; “Thank YOU very much for all your wonderful work. I didn’t have to worry about a thing – it was seamless. I can’t tell you how much I appreciate that.”

Vicky Branco sent a letter dated May 4<sup>th</sup> to Marvin Self: “Our Toronto District School Board Parents as Partners Conference was a great success. Your constant support over the last several months from our planning stages to the day of the conference and beyond was a large contributor to the outcome to our conference. [...] Thank you for your unwavering cooperation during those times when we required support around finalizing a myriad of never ending details.”

## **Spectra by Comcast Spectacor**

### **March 2016**

Spectra rented out two concessions as booths for Restaurants Canada. Industry night had multiple sponsors and went well. National Home Show/Canada Blooms had many catering requirements, as usual, and all events went very well. Spectra hosted the café and bistro for One of a Kind. The post-show meeting with the client took place in April and adjustments are planned for next season. Revenue was similar to last year, except in the bistro which was down 11% over last year.

### **April 2016**

Spectra did second interviews in April for a Catering Manager.

Toronto's Food and Drink Market hosted a competition that Spectra participated in; Chef Candice made Mac and Cheese Four Ways. The show manager was very happy with the event.

Chef Candice served up some spectacular offerings for the RAWF's Annual General Meeting. Salmon BLT Sliders with Candied Bacon and Chipotle Mayo and Deep Fried Cheesecake with Caramel Drizzle were very well received.

Magic the Gathering was a super fun new event, which was serviced by two food trucks that were very well received. Bottled water sales were higher than expected and will be anticipated if the event returns.

### **Cerise Fine Catering**

In March and April the Cerise Fine Catering/ Allstream Centre team saw the return of several corporate clients, including ON Public Health, College of Physicians and Surgeons, and U of T Medical. As well, Cerise hosted a number of client tastings to secure future business.

Of special note, the Tangerine staff gala for 650 guests and the Garrison Ball for 1,000 guests were significant events which were well executed by the Cerise Fine Catering /Allstream Centre team. Client feedback was overwhelmingly positive.

Submitted by:

Arlene Campbell  
General Manager, Sales & Events

Submitted by:

Dianne Young  
Chief Executive Officer

## APPENDIX A

### Combined Exhibition Place and Allstream Centre Financial Summary

Statement Of Operations Highlights For the four months ended April 30, 2016						
	Actual	Current Month Budget	Fav (Unfav) Variance	Actual	YTD Budget	Variance
	\$	\$	\$	\$	\$	\$
Event Income	1,560,833	1,607,083	(46,250)	12,762,068	13,677,072	(915,004)
Direct Expenses	355,575	248,727	(106,848)	1,288,097	1,571,936	283,839
Indirect Expenses	2,449,267	2,401,360	(47,908)	9,147,212	10,087,982	940,770
<b>Operating Income (Loss) before building loan interest &amp; amortization and naming fees</b>	<b>(1,244,010)</b>	<b>(1,043,004)</b>	<b>(201,006)</b>	<b>2,326,759</b>	<b>2,017,154</b>	<b>309,605</b>
Interest expense - Allstream Centre	139,978	140,045	-	561,990	562,259	269
Amortization expense - Allstream Centre	129,216	129,216	-	516,864	516,863	-
<b>Operating Income (Loss) before naming fees</b>	<b>(1,513,204)</b>	<b>(1,312,264)</b>	<b>(201,006)</b>	<b>1,247,905</b>	<b>938,032</b>	<b>309,874</b>
Contribution from (to) Conference Centre Reserve Fund	464,562	192,053	272,509	887,954	546,900	341,054
<b>Net Income (Loss)</b>	<b>(1,048,642)</b>	<b>(1,120,212)</b>	<b>71,570</b>	<b>2,135,860</b>	<b>1,484,932</b>	<b>650,928</b>

(1) Operating Income for the Board before interest on City loan, amortization of building improvements net of contribution from naming fees is \$2,326,759 compared to a budgeted Operating Income of \$2,017,154 for a favourable variance of \$309,605.

(2) Amortization is a non cash item as related to the capitalization of the asset for the Allstream Centre.

**EXHIBITION PLACE  
FINANCIAL STATEMENT HIGHLIGHTS  
APRIL 2016 AND COMPARATIVES**

	MONTH			YTD			2015 YTD	
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE	ACTUAL	YOY VARIANCE
Number of Events	12			37			41	(4)
	\$	\$	\$	\$	\$	\$	\$	\$
Direct Event Income	356,585	680,453	(323,868)	6,932,701	7,246,735	(314,034)	5,994,519	938,182
Ancillary Income	150,218	181,115	(30,897)	1,359,321	1,537,129	(177,808)	1,779,878	(420,557)
Advertising and Sponsorship	5,313	15,167	(9,854)	21,252	60,667	(39,415)	19,294	1,958
Rent-MLSE-Ricoh Coliseum	75,346	76,388	(1,042)	301,384	305,551	(4,167)	227,353	74,031
Naming Rights	97,155	85,417	11,738	388,619	341,667	46,952	355,685	32,934
Parking EP	379,980	325,000	54,980	2,792,106	2,928,000	(135,894)	2,857,576	(65,470)
Parking - BMO Events	26,451	-	26,451	45,521	-	45,521	27,138	18,383
Program Recoveries and Other	12,869	35,000	(22,131)	146,343	140,000	6,343	171,210	(24,867)
<b>Total Event Income</b>	<b>1,103,916</b>	<b>1,398,540</b>	<b>(294,624)</b>	<b>11,987,247</b>	<b>12,559,749</b>	<b>- 572,502</b>	<b>11,432,653</b>	<b>554,594</b>
Direct Expenses	324,199	222,027	(102,172)	1,213,498	1,423,440	209,942	1,349,444	(135,946)
Indirect Expenses	2,194,640	2,142,203	(52,438)	8,151,309	9,033,220	881,911	9,342,547	(1,191,238)
Naming Rights	97,155	85,417	(11,737.29)	388,619	341,667	(46,952)	355,685	32,934
<b>Total Event Expenses</b>	<b>2,615,994</b>	<b>2,449,647</b>	<b>(166,347)</b>	<b>9,753,426</b>	<b>10,798,327</b>	<b>1,044,901</b>	<b>11,047,676</b>	<b>(1,294,250)</b>
<b>Net Income (Loss)</b>	<b>(1,512,078)</b>	<b>(1,051,107)</b>	<b>(460,971)</b>	<b>2,233,821</b>	<b>1,761,422</b>	<b>472,399</b>	<b>384,977</b>	<b>1,848,844</b>

**ALLSTREAM CENTRE  
FINANCIAL STATEMENT HIGHLIGHTS  
APRIL 2016 AND COMPARATIVES**

	MONTH			YTD			2015 YTD	
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE	ACTUAL	YOY VARIANCE
Number of Events	17			43			45	(2)
	\$	\$	\$	\$	\$	\$	\$	\$
Direct Event Income	268,441	118,128	150,312	445,973	661,672	(215,699)	263,181	182,792
Ancillary Income	144,709	74,110	70,599	258,822	420,325	(161,503)	254,083	4,739
Parking Revenue	43,767	16,304	27,463	70,026	35,326	34,700	59,567	10,459
<b>Total Event Income</b>	<b>456,917</b>	<b>208,543</b>	<b>248,374</b>	<b>774,821</b>	<b>1,117,323</b>	<b>(342,502)</b>	<b>576,831</b>	<b>197,990</b>
Direct Expenses	31,376	26,700	(4,676)	74,599	148,496	73,897	80,225	(5,626)
Indirect Expenses	157,472	173,740	16,268	607,284	713,095	105,811	1,701,521	(1,094,237)
<b>Total Event Expenses</b>	<b>188,848</b>	<b>200,440</b>	<b>11,592</b>	<b>681,883</b>	<b>861,591</b>	<b>179,708</b>	<b>1,781,747</b>	<b>(1,099,864)</b>
<b>Operating Income (Loss) before building loan interest &amp; amortization and naming fees</b>	<b>268,068</b>	<b>8,103</b>	<b>259,966</b>	<b>92,938</b>	<b>255,732</b>	<b>(162,794)</b>	<b>(1,204,916)</b>	<b>(1,297,854)</b>
Interest expense	139,978	140,045	67	561,990	562,259	-	578,874	(16,884)
Amortization expense	129,216	129,216	(0.010)	516,864	516,863	(1)	516,864	-
<b>Operating Income (Loss) before naming fees</b>	<b>(1,126)</b>	<b>(261,158)</b>	<b>260,032</b>	<b>(985,916)</b>	<b>(823,390)</b>	<b>(162,526)</b>	<b>(2,300,654)</b>	<b>(1,314,738)</b>
Contribution from Conference Centre Reserve Fund	464,562	192,053	272,509	887,954	546,900	341,054	928,730	(40,776)
<b>Net Income (Loss) before transfers</b>	<b>463,436</b>	<b>(69,105)</b>	<b>532,541.81</b>	<b>(97,962)</b>	<b>(276,490)</b>	<b>178,528</b>	<b>(1,371,924)</b>	<b>1,355,514</b>

Note 1. 2016 Allstream Centre Total Event Income Budget was based on Proforma and 2015 actual.

**ENERCARE CENTRE AND ALLSTREAM CENTRE  
EVENT STATISTICS  
FOR THE MONTH ENDED APRIL 30, 2016**

**ENERCARE CENTRE**

	<u>MONTH ACTUAL</u>	<u>YTD ACTUAL</u>	<u>PRIOR YEAR ACTUAL</u>
Attendance [Note:1]	30,660	456,397	467,240

<u>EVENT</u>	<u>ACTUAL # OF EVENTS</u>			<u>(NOTE 3) NET EVENT INCOME</u>		<u>(NOTE 2) REFRESHMENT</u>
	<u>2016</u>	<u>2015</u>	<u>2014</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>PER CAP'S ACTUAL</u>
	<u>#</u>	<u>#</u>	<u>#</u>	<u>\$ (IN '000'S)</u>	<u>\$ (IN '000'S)</u>	
Consumers Show	15	14	14	5,543	4,317	3.77
Trade Show	2	3	5	513	-	2.01
Exam	0	1	2	-	-	-
Photo/Film Shoot	4	1	0	16	-	5.17
Meeting/Corporate	7	6	4	23	-	0.68
	<b>28</b>	<b>25</b>	<b>25</b>	<b>6,095</b>	<b>4,317</b>	<b>-</b>

**ALLSTREAM CENTRE**

<u>EVENT</u>	<u>ACTUAL # OF EVENTS</u>			<u>(NOTE 3) NET EVENT INCOME</u>		<u>(NOTE 2) REFRESHMENT</u>
	<u>2016</u>	<u>2015</u>	<u>2014</u>	<u>ACTUAL</u>	<u>BUDGET</u>	<u>PER CAP'S ACTUAL</u>
	<u>#</u>	<u>#</u>	<u>#</u>	<u>\$ (IN '000'S)</u>	<u>N/A</u>	
Gala	2	2	1	29	-	-
Conference	14	15	10	365	-	108.07
Reception	6	6	3	91	-	88.79
Meeting	17	20	16	66	-	68.22
Photo/Film Shoot	0	0	2	-	-	-
Exam	4	2	1	36	-	0.60
	<b>43</b>	<b>45</b>	<b>33</b>	<b>587</b>	<b>-</b>	<b>-</b>

Note: 1 Attendance estimates provided by Show Management.

Note: 2 Refreshment per cap's based on information reported by Ovations/Cerise.

Note: 3 Net event income includes rent and services, ancillary income includes catering and electrical commissions.



**COMBINED EXHIBITION PLACE AND ALLSTREAM CENTRE  
CHEQUE DISBURSEMENTS - APRIL 2016  
GREATER THAN \$50,000**

Cheque No	Date		\$ Amount	Description
	06/04/2016	ADP CANADA	212,656.10	HOURLY PAYROLL
	13/04/2016	ADP CANADA	340,042.60	SALARY PAYROLL
	13/04/2016	ADP CANADA	207,059.14	HOURLY PAYROLL
	20/04/2016	ADP CANADA	172,239.72	HOURLY PAYROLL
	26/04/2016	ADP CANADA	336,566.37	SALARY PAYROLL
	27/04/2016	ADP CANADA	137,675.72	HOURLY PAYROLL
8737	05/04/2016	ENBRIDGE	55,345.69	2016 MARCH PAYMENT
8811	08/04/2016	LOCAL 58 BENEFITS FUND	56,277.84	2016 MARCH REMITTANCE
8854	15/04/2016	CITY OF TORONTO	79,077.40	PREMIUM FOR DENTAL & LIFE FOR APRIL 2016
8853	15/04/2016	CITY OF TORONTO	187,227.00	2016 BMO FIRST LOAN PAYMENT
8832	08/04/2016	TREASURER CITY OF TORONTO	187,583.00	2016 PROPERTY TAX
8762	30/04/2016	CITY OF TORONTO	222,689.97	2016 MAY LOAN PAYMENT
8761	29/04/2016	OMERS	233,535.62	2016 MARCH REMITTANCE
8881	20/04/2016	CANADA CUSTOMS AND REVENUE	312,587.72	2016 MARCH REMITTANCE
8970	28/04/2016	TORONTO HYDOR-ELECTRICE SYST	494,481.15	2016 MARCH REMITTANCE
		<b>DISBURSEMENTS OVER \$50,000</b>	<b>3,235,045.04</b>	
		<b>OTHER DISBURSEMENTS</b>	<b>985,646.99</b>	
		<b>TOTAL DISBURSEMENT</b>	<b><u>4,220,692.03</u></b>	

**BOARD OF GOVERNORS OF EXHIBITION PLACE  
BALANCE SHEET  
AS AT APRIL 30, 2016**

	2016 April \$	2015 April \$
<b>FINANCIAL ASSETS</b>		
CASH	1,816,167	935,307
SHORT-TERM INVESTMENTS	4,000,000	6,250,000
TRADE ACCOUNTS RECEIVABLE	5,431,501	5,867,226
ALLOWANCE FOR DOUBTFUL ACCOUNTS	(713,107)	(625,557)
NET ACCOUNTS RECEIVABLE	4,718,394	5,241,669
SALES TAX RECOVERABLE	150,848	219,282
OTHER RECEIVABLE	1,296,665	1,226,760
RECEIVABLE FROM THE CITY OF TORONTO	7,411,019	6,946,337
<b>TOTAL FINANCIAL ASSETS</b>	<b><u>19,393,094</u></b>	<b><u>20,820,178</u></b>
<b>LIABILITIES</b>		
ACCOUNTS PAYABLES - TRADE	345,585	1,248,722
ACCRUED LIABILITIES	4,689,771	3,458,532
SALES TAX PAYABLE	376,374	437,337
DEFERRED REVENUE	4,198,843	8,551,714
OTHER CURRENT LIABILITIES	797,459	756,410
EMPLOYEE BENEFITS PAYABLE - PSAB	8,576,026	8,595,444
OTHER LIABILITIES	313,208	353,558
LOAN PAYABLE - ERP PROJECTS	11,104,815	9,083,819
GOVERNMENT ASSISTANCE	1,172,440	1,314,120
LOAN PAYABLE- FCM CAPITAL ASSET	1,504,508	1,594,108
LOAN PAYABLE- CONFERENCE CENTRE ASSET	33,327,546	34,332,754
NET INCOME (LOSS) CURRENT	2,135,860	108,792
PRIOR YEAR SURPLUS	(5,355,534)	(5,390,877)
<b>TOTAL LIABILITIES</b>	<b><u>63,186,901</u></b>	<b><u>64,444,434</u></b>
<b>NET DEBT</b>	<b><u>(43,793,807)</u></b>	<b><u>(43,623,635)</u></b>
<b>NON-FINANCIAL ASSETS</b>		
INVENTORIES	51,134	75,439
PREPAID EXPENSES	54,271	131,832
STEP UP RENT/OTHER RECEIVABLE	2,073,438	1,432,732
FIXED ASSETS		
EQUIPMENT	60,559,164	58,278,238
ACCUMULATED DEPRECIATION - EQUIPMENT	18,944,201	16,294,606
EQUIPMENT - NET	41,614,963	41,983,631
<b>TOTAL NON-FINANCIAL ASSETS</b>	<b><u>43,793,807</u></b>	<b><u>43,623,635</u></b>

## Summary of Sole Source Commitment Activity by Reason - March 1, 2016 to Apr 29, 2016

**Part A** of the report below informs the Board of the sole source activity for Exhibition Place including sole source purchases approved through the Board. The format used to provide the information below is the same used by the City of Toronto Purchasing and Materials Management Division (PMMD) so as to maintain consistency and uniformity in reporting.

Procedures for the processing of sole source purchase are outlined below and include due diligence measures to ensure that:

- (1) Detailed explanation is provided for the sole source purchase.
- (2) Sole sourcing is an appropriate method to obtain the needed goods and/or services
- (3) Proper approvals as outlined in the Board Financial By Laws are obtained before processing a sole source purchase; and
- (4) Where possible, the process is in accordance with current market conditions and prices offered to other customers.

Total sole source activity from March 1, 2016 to April 29, 2016 total is \$92,784.00. The percentage of dollar value of sole source purchasing activity for goods and services compared to the total purchasing expenditures of \$679, 038.45 is 13.7% for this period. The revised annual percentage year to date is 9.2% on purchasing expenditures of \$1,150,361.23.

### EP Program

Reason for Sole Source	Number of Commitments	Number of Suppliers	Total Value
Match Existing Equipment/Service	2	2	\$ 66,439.00
Specialized Services	1	1	\$ 10,000.00
Ensure Warranty Maintenance	0	0	\$ -
Emergency	1	1	\$ 3,695.00
Time Constraints	0	0	\$ -
Bridging Contract	0	0	\$ -
Proprietary/Trademark/Patent	1	1	\$ 12,650.00
Health & Safety Issues	0	0	\$ -
Other Reasons -	0	0	\$ -
<b>Total</b>	<b>0</b>	<b>0</b>	<b>\$ 92,784.00</b>