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## EXHIBITION PLACE

May 15, 2000

TO: The Board of Governors of Exhibition Place

FROM: Leo Lauro  
Interim Director of Operations

SUBJECT: Update on In-House Electrical Services, May 2000

### Recommendation:

It is recommend that the Board receive this report for information and it is further recommended that staff submit updates to the Board on the In-House Electrical Services on a quarterly rather than a monthly basis.

### Background:

The Board at its meeting of January 28, 2000, requested that staff report on a monthly basis on the delivery of in-house electrical services.

### Discussion:

Since the last update in March 2000 staff have successfully provided electrical services to the following six large shows and a number of smaller ones: One of a Kind Show, National Home Show, Life! Rave, Creative Sewing Craft and Needlework Festival, Glaxo Wellcome Corporate Event and the Old Clothing Show and Sale. The overall net percentage of profit for trade and consumer shows for a total of fourteen large shows and approximately 20 small shows is 61%. The provision of electrical services during this period has continued to be very smooth with positive feedback from clients.

Most of the spring trade shows have been completed in the NTC and staff are now planning for the Molson Indy and the CNE. These two shows were successfully completed in 1999 with in-house staff and staff are aiming at improving the delivery of this service given the addition of administrative support provided in the 2000 Operating Budget.

One problem encountered in providing electrical services to very large shows is the inability to provide large number of electricians qualified to work in trade show environment. Consequently staff issued a Request for Proposal for Electrical Services at Exhibition Place to supplement the

THE BOARD OF GOVERNORS OF EXHIBITION PLACE

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manpower needs. Two proposals were received and staff are presently evaluating these and will update the Board in the next report.

As reported in March, 2000, two of the areas that staff intended to focus on was the supply, handling and delivery of electrical equipment and improving the electrical infrastructure which would improve the efficiency of delivery of electrical services. Staff have ordered equipment (i.e. portable transformers), re-organized its delivery of equipment and are modifying the electrical infrastructure inside the NTC, all of which will improve the delivery of services both inside the NTC and outside for events. Funding for these improvements has been approved in the 2000 Capital Works Budget. The additions to the electrical infrastructure in the NTC are only modest improvements in 2000, however, further consideration will be given in 2001.

In April, staff from Exhibition Place and the NTC, up to and including management, from carpentry, cleaning, creative services, HVAC, labour, mechanical, painting, plumbing, security and parking completed customer service training and safety training. In addition to these initiatives both Exhibition Place and NTC operational staff meet on a weekly basis to review the delivery of services to past and future shows.

Conclusions:

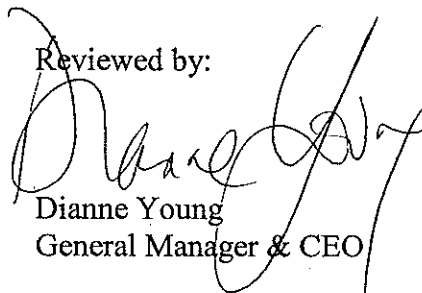
This report updates the Board on the steps taken by staff to improve the delivery of in-house electrical services to trade and consumer shows. Mr. Harvey Repp, Director of Operations, NTC, has provided input and reviewed this report and agrees with its content.

Submitted by:



Leo M. Lauro  
Interim Director of Operations

Reviewed by:



Dianne Young  
General Manager & CEO