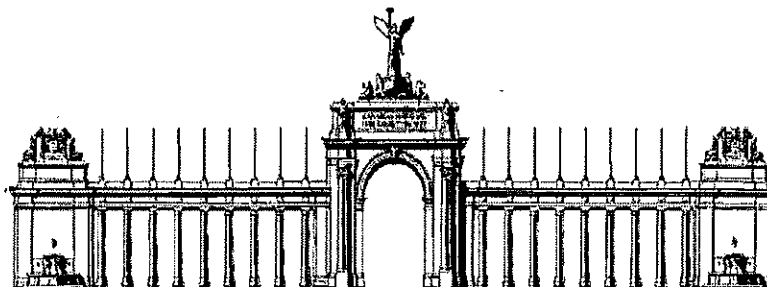


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EXHIBITION PLACE

MANAGEMENT REPORT

FOR THE PERIOD FOR THE PERIOD
ENDING JUNE 30, 2000

"CREATING OPPORTUNITIES
TO DO BUSINESS"

Submitted by:

A handwritten signature in black ink, appearing to read "Dianne Young".

Dianne Young
General Manager & CEO

GENERAL MANAGER'S OFFICE

As part of the regular six-monthly reporting to the Board, I am submitting this Management Report for the period ending June 30, 2000. This updated report format has been designed to be more user friendly given the imminent on-line public distribution of Board of Governors agendas.

This Management Report highlights only the major initiatives that Exhibition Place Program staff have undertaken since the beginning of the year. These initiatives reflect the objectives as set by the Board of Governors and management and are aimed at meeting our overall goal of "Creating Opportunities to Do Business" at Exhibition Place

SPECIAL PROJECTS

- **COMPENSATION REVIEW** – In consultation with the City of Toronto, Human Resources staff from Exhibition Place and The National Trade Centre have fully revised all job descriptions for Board employees. The City of Toronto staff are now assisting Exhibition Place in a review of the Board's positions in the context of the City's Interim Compensation Plan.
- **HEALTH AND SAFETY REVIEW** – Assisted by external consultants, a complete review of occupational health and safety procedures at Exhibition Place was completed and staff are now in the process of implementing the recommendations including a full review of the Health and Safety Policy Manual and the development of Job Hazard Analyses.
- **SAFETY AWARENESS PROGRAM** – Implementation of a new program across the grounds which provides an award program to staff through use of educational safety pamphlets and responses to safety questions.
- **OTHER ACTIVITIES**

Development/revision of policies and the provision of several training programs including workshops on Employee Appraisal; Alcohol & Drug Policy; Young Worker Safety; Customer Service; First Aid Training and various job specific training programs.

OPERATIONS DIVISION

MAINTENANCE AND EVENT SERVICES

- Full implementation of the first phase of the computerized Preventative Maintenance Program for mechanical and electrical equipment was accomplished along with the

development and inputting of the computerized program for building envelop maintenance with the plan of full implementation of all programs in 2001. Given that this is the first year of implementation, staff are assessing and adjusting the program as required.

- ▪ Continue to successfully provide in-house electrical services to the NTC shows and to the Board events such as the CHIN Picnic and Molson INDY with a substantial profit return to the Board. The efficiency of this service will be further increased with the delivery of additional electrical equipment during the summer.
- Working with Information Technology Services, the computerized time record system has been fully implemented and is operational within the cleaning and labour areas which management tool will provide staff with detailed reports of labour allocations for the purpose of costing and analysis.
- Implementation of the Building Audit Program commenced in Spring, 2000 with completion of audits on 4 of the 17 buildings/structures on the grounds. The aim is to complete an initial audit of all buildings, including tenanted buildings, in 2000. The audits will be used in the development of the annual operating and capital budgets.
- Snow Removal Policy was drafted in consultation with the City of Toronto and is in keeping with City standards while addressing the special needs of Exhibition Place and its tenants. The policy was implemented in January, 2000 and proved to be effective from both a service and budgetary perspective.

CAPITAL WORKS

- Capital Works is well underway in implementing the 2000 Capital Works Program that involves 11 projects at a value of \$4.25 Million. Of the 11 projects, 6 contracts have been approved with 5 to be tendered post CNE. As in the previous 10 years, Capital Works is projecting that it will complete the entire Capital Works Program on or below budget.
- In addition to the capital projects approved by the Board as part of the 2000 budget, three additional projects have been undertaken which include the added landscaping of the Stadium Site and the renovations to the General Services Building, both of which are nearing completion and the emergency repairs to the Horse Palace Columns which are underway.

SPECIAL PROJECTS

- TECHNICAL SERVICES RFP - Working with staff from Business Development Division and The National Trade Centre, the RFP process and contract negotiations were concluded with Parallel Productions as the official supplier of A/V Services and equipment. Staff are now working with Parallel to establish market rental rates for the Board's equipment.

- **LABOUR NEGOTIATIONS**– Negotiations have been underway with all seven unions for last few months. Settlements have been reached with CUPE, Local 2840 and with the Painters International.
- **MOUNTED HORSE UNIT** – Staff successfully put together a bid and was awarded the contract by the Police Services Board for the renovations of the Mounted Horse Unit at the Horse Palace. This \$1.5 million project is nearing substantial completion and will generate a profit to the Board of approximately \$130,000.
- **SECURITY AND COMMUNICATIONS** - Amalgamation of Security and Communications into one security services office was accomplished and all security officers have received updated training in first aid, CPR and municipal law enforcement with further comprehensive training occurring in coordination with the City of Toronto Security Services.

CORPORATE SECRETARIAT DIVISION

TELECOMMUNICATIONS & CORPORATE ADMINISTRATION

- In consultation with the City of Toronto, launched the Board's agenda on-line through the City of Toronto Website commencing in July, 2000.
- PBX system conversion was completed in General Services and Press Buildings, Service Shops/Coliseum and Elevators generating annual savings of \$5,200.
- Marketing strategy of the PBX system to on-site tenants is in progress and has the potential of generating over \$5,000 annually. To date the Canadian International Air Show has accepted the proposal.
- Developed an on-line system accessible to the appropriate staff for the tracking of all agreements entered into by the Board and third parties.
- Achieved \$19,000 of salary savings through staff training and rotation of staff through Archives area.

ARCHIVES AND RECORDS

- Completed classification, coding and entry of all Exhibition Place records into the City of Toronto database.
- Commenced the classification, coding and entry of the Board's records created by the NTC.

- Involved in the design, preparation and ultimately the presentation of the Archives Display at the 2000 CNE which display will be "The CNE – Show Window of the Nation, 1879 to 2000".
- Assisting the CNEA with a special project to display historical photographs across the grounds during the 2000 CNEA.

FINANCE DIVISION

FINANCIAL ADMINISTRATION AND PURCHASING

- Completed the 1999 Annual Financial Statements for Exhibition Place and formerly presented these statements to the Board and to City of Toronto Council for approval
- Developed and will be leading an accelerated 2001 Operating and Capital Budget process.
- In consultation with Human Resources staff, undertaking a cost benefit analysis for a new employee badge system and a combined payroll/human resources database.
- Implemented procedural improvements to address the comments of the auditor relating to securing payroll records; timely reconciliation of credit cards; expediting payments of accounts receivable; and development of a disaster recovery plan in the event of damage of electronic records.

SPECIAL PROJECTS

- **WIRELESS TELECOMMUNICATION** - Working with the Corporate Secretariate, The National Trade Centre and the Operations Division, implemented a project team to explore wireless telecommunication options that may have significant operational impacts and positive budgetary implications.
- **CNEA AUDIT PLAN** - In conjunction with the CNEA and City Audit developing a comprehensive audit plan and internal control strategies for parking, cash handling, gate admissions and concession revenues for the CNEA.
- **IT ACTIVITIES** - Information Technology staff have been assisting on many of the major projects as noted above including the development of the Web site for Exhibition Place and launching the Board agendas on-line at the City; the ITR implementation in cleaning and labour areas; and analysis of payroll/human resources database.

BUSINESS DEVELOPMENT

BUSINESS DEVELOPMENT

- Butterfly Sanctuary proponent for long-term development of Horticulture Building (\$15 million dollar private sector investment and 20 year term).
- Long term development of Ontario Government Building – four (4) proposals submitted in response to RFP presently under consideration (approximately \$4.5 - \$5 million dollar private sector investment and 20 year term).
- Hotel Marketing Package completed and Request for Expressions of Interest for consultant is in progress. Meanwhile, discussions continue with Mr. Fred Braida and in addition, there has been an initial meeting with PriceWaterhouse Coopers representing a second interested party.

LEASE RENEWALS

- Renewals of 6 leases for Immersion Studios, Bandshell Café, 7-Up Stand, Canadian Sports Hall of Fame, Exhibition Place Riding Academy, and Toronto Police Mounted Unit Headquarters

SPECIAL EVENTS

A total of thirty-seven events are confirmed for 2000 (up from 29 events in 1999). New events this year include:

- Youth Quake 2000, March 28 (sponsored by The World Youth Federation)
- BAD Ride for Charity, May 28 (in support of the Toronto Distress Centre), which raised over \$80,000.00 (will return in 2001)
- World Cup Martial Arts Competition, June 16-18 (sponsored by City of Toronto Parks & Recreation) (presently in discussions to bring event back in 2001 or 2002)
- International Triathlon Union (ITU) World Cup Competition July 8 (an Athens Olympic-qualifying event) (will return in 2001)
- Teddy Bear Picnic, October 14-15 (a fund-raising event in support of the Sick Children's Hospital) (planned to return in 2001)
- Five feature, video or commercial film shoots

Total license fees for these events is projected at \$315,00.00 (in addition to Molson INDY license fees of \$527,875) and revenues for supporting rentals and services are projected at over \$350,000.00 (not including parking revenues directly related to these events of approximately \$65,000.00).

SPECIAL PROJECTS

- **WAYFINDING SIGNAGE PROGRAM** - Completed preparations for presentation of report to City Council on August 1, 2 and 3, and continue to work with Proponent's design team and City of Toronto planning staff on implementation of Lake Shore signs following approval of City Council.
- **GALLOP BILLBOARD RELOCATION** - Working with Gallop, its contractors and Capital Works with respect to the relocation of the sign from Windemere Ave. to Exhibition Place and negotiating with MediaCom on the terms of an assignment of the Board's agreement with Gallop effective August 2000.
- **EXTREME SPORT PARK** - Staff was unable to secure private-sector funding of approximately \$50,000.00 but hopes to move this project forward for 2001.
- **CORPORATE SPONSORSHIP RFP AND SUB-COMMITTEE** - Staff participated in the RFP process and continues to participate in the activities of the Corporate Sponsorship Sub-Committee.
- **WEB SITE** - In conjunction with Information Technology staff, working on the design and layout of a new web site for Exhibition Place for launch later this year.
- **OTHER ACTIVITIES**

Participation in the Olympic 2008 Sport & Venue Committee, Caribana Organizing Committee, City of Toronto Millennium Project Special Task Force (Fort Rouille Re-dedication), as well as the City of Toronto Traffic Services Special Task Force.

PARKING SERVICES

- The transition of Parking Services from Operations to Business Development was successfully completed in April of this year and regular bi-weekly meetings with staff continue.
- New kiosks and automated equipment (including a new software package and database) were ordered and are in the process of being delivered and installed. The new software has been installed at the west entrance to the garage and staff are in the process of receiving training. The new system will improve cash handling processes and provide improved data to better understand the parking operations.