



# Exhibition Place

2017-2019  
Strategic  
Plan  
DRAFT

## 01. Message from the Chair

TBD

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## 02. Introduction

The Exhibition Place Board of Governors, composed of nine members representing the Mayor, Council, and citizens of Toronto, provides leadership and oversight of Exhibition Place through its management and staff. A key role played by the Board of

Governors lies with shaping, approval and adoption of the three-year Strategic Plan that sets the direction and broad-based business activities for the Board and Senior Management Team.



## Exhibition Place Overview

Exhibition Place is an iconic City of Toronto landmark serving as Canada's largest entertainment venue; an urban parkland enjoyed by Toronto's residents and visitors; a multi-faceted professional sports destination.

Located on Toronto's waterfront next to Lake Ontario, and accessible by transit and major highways, Exhibition Place is a focal point for Toronto's downtown and suburban residents providing a range of business, entertainment, and family activities. In 2016, approximately 5.5 million attended 365 events on the Exhibition Place grounds. Exhibition Place represents a true "Gathering Place" for residents of both the city and province, as well as national and international visitors to the region.

The convention facilities, Allstream and Enercare Centres, together offer 775,000 square feet of exhibition and meeting space and, combined, are the largest such facilities in Canada and the sixth largest in North America. According to Tourism Toronto, the City of Toronto hosted 539,745 meeting delegates in 2015 and continues to be recognized as a major North American business and convention centre; a factor which complements these high quality facilities located on the east side of Exhibition Place.

In 2017, an impressive luxury hotel, Hotel X, will begin operating adjacent to the convention facilities offering the potential for an overnight stay to convention/meeting users as well as other visitors to the grounds.

Hotel X will offer significant food and beverage amenities, a spa and recreational facilities to hotel guests, event attendees, and to the neighbouring residents.

In addition to the major sports facilities housing professional soccer, football, hockey and basketball teams, the Canadian National Exhibition, Canada's largest summer fair is held at Exhibition Place annually. These, in combination with other high profile events such as the Honda Indy, the Royal Agricultural Winter Fair, as well as various music venues on site, all position Exhibition Place at the centre of entertainment in Toronto.

The west side of Exhibition Place contains public parkland and many heritage buildings, some of which are used for year-round entertainment purposes. This green space provides an open and accessible environment for recreation and family activity; an important requirement for the densely populated high-rise developments that have expanded along the northern and eastern perimeter of the Exhibition Place grounds. The opening of a new five-acre urban park surrounding the historic Stanley Barracks, the last remaining structure belonging to the former New Fort York, will be realized in 2017.

Transit access is a key component to the future growth at Exhibition Place. The current enhancements to the GO station on the northern border will improve the service experience, although a larger consideration relates to the future Metrolinx rail plans which will increase frequencies, in connecting Exhibition Place to communities further afield. The TTC has recently improved streetcar access from Union Station, a key factor in further developing the meetings and events business at the Enercare and Allstream facilities.

Future potential exists for a physical connection of Exhibition Place grounds to the Ontario Place site through an expanded land bridge over Lakeshore Boulevard. The future growth of Spring and Summer programming, and overall visitation, is tied to waterfront access.



## Strategic Planning Process

The 2017 – 2019 Strategic Plan is the third in a series of guiding documents focused on the governance and operation of Exhibition Place. Since adoption of the 2009 – 2013 plan much has changed. The surrounding communities have seen explosive growth. The focus and use of adjacent lands (notably Ontario Place) has changed. The business operations at Exhibition Place have evolved.

Whereas the 2009 – 2013 plan set the basis for strategic planning with a clear focus on the future while grounded in the site’s heritage value, the 2014 – 2016 plan looked ahead to transformational opportunities such as Exhibition Place’s role as the major venue host for the 2015 Pan Am Games. Future plans need to address the integration of the site into the evolving community in which Exhibition Place is located.

Development of the current Strategic Plan also recognizes that the Board of Governors, management and staff of Exhibition Place serve in three key capacities on behalf of the City of Toronto, specifically as:

- manager of the publicly-owned buildings, event and meeting spaces, as well as the spectacular parkland available to the community;
- partner in supporting activities and business functions operated within the grounds; and
- landlord in providing stewardship of the site and its heritage buildings.



Ultimately the Plan serves as a framework to guide the land, built assets and operating businesses comprising Exhibition Place.

<b>Exhibition Place Strategic Planning Evolution and Context</b>		
2009 – 2013	2014 – 2016	2017 – 2019
<b>STRATEGIC PLAN THEME AND FOCUS</b>		
Always Moving Forward While Building on the Past	Transformational Opportunities	Integration Within a Vibrant, Emerging Neighbourhood
<b>MAJOR ACTIVITIES/INITIATIVES</b>		
<ul style="list-style-type: none"> <li>Allstream Centre renovation</li> <li>Ontario Place closes</li> <li>Allstream Centre LEED Silver certification</li> <li>Downtown casino debate</li> <li>CNEA independence</li> </ul>	<ul style="list-style-type: none"> <li>Pan-Am Games host venue</li> <li>BMO Field expansion</li> <li>Argonauts relocation</li> <li>Enercare Centre: LEED Gold certification</li> <li>Biosteel Centre opening (Raptors)</li> </ul>	<ul style="list-style-type: none"> <li>Hotel X opens</li> <li>Festival Plaza completed</li> <li>Allstream Centre to be renamed Beanfield Centre</li> <li>Stanley Barracks Park completion</li> </ul>
<b>REPRESENTATIVE MAJOR EVENTS (ENERCARE AND ALLSTREAM CENTRES)</b>		
<ul style="list-style-type: none"> <li>Aga Khan Celebration</li> <li>G8/G20 Media Centre</li> <li>Volleyball Canada</li> </ul>	<ul style="list-style-type: none"> <li>Perfect China</li> <li>Salesforce</li> <li>NBA Jam Session</li> <li>Pan-Am Games</li> <li>Grey Cup</li> <li>MLS Cup</li> <li>NHL Centennial Classic</li> </ul>	<ul style="list-style-type: none"> <li>International Cyber Risk Management Conference</li> <li>Ontario Public Health Convention</li> <li>Military and Health Research Forum</li> <li>Indigenous Women's Summit</li> </ul>
<b>SURROUNDING NEIGHBOURHOOD POPULATION (LIBERTY VILLAGE)</b>		
▪ 7,000	▪ 11,100	▪ 15,500 (forecast 2019)
<b>SURROUNDING NEIGHBOURHOOD EMPLOYMENT (LIBERTY VILLAGE)</b>		
▪ 8,000 (2012)	▪ 10,200 (2016)	▪ 13,500 (2019)
<b>▪ FINANCIAL PERFORMANCE: SURPLUS (AVG/YEAR)</b>		
▪ \$2.53M	▪ \$.450M	▪ Target to achieve or exceed previous 3-yr average
<b>FINANCIAL PERFORMANCE: ECONOMIC IMPACT (AVG/YEAR)</b>		
▪ \$380M	▪ \$400M	▪ \$420M

*Note: Liberty Village is shown as a proxy for growth, not an attempt to exclude other surrounding communities  
The Economic Impact does not include tenant or BMO Field activities*

## 03. Setting the Stage

The 2017- 2019 Strategic Plan incorporates a broad consultation process and objective consideration of opportunities and challenges affecting Exhibition Place.

### Listening to Stakeholders

The initial capture and input phase of the strategic planning process, executed through the Spring and Fall of 2016, ensured input from a cross-section of stakeholders including customers/user groups, City departments, the Provincial tourism agency and residential communities affected by the presence of Exhibition Place. Approximately fifty stakeholders were consulted and surveyed including:

- Exhibition Place Board of Governors
- Twenty Exhibition Place tenants
- Major facilities and BIAs situated adjacent to Exhibition Place
- Enercare and Allstream Centre show managers
- Tourism businesses and marketing organization representatives (e.g., Tourism Toronto)
- Exhibition Place senior management

Additionally, a townhall-format session was held with residents from the neighbouring districts of Parkdale, Liberty Village and City Place/Fort York to ensure that opinions and concerns were tabled as part of the outreach.

The final and key component of the process included a full-day input session attended by members of the Board of Governors, selected City of Toronto staff from both the Planning and Economic Development and Culture departments, and senior management representatives from Exhibition Place. The output of this strategic session defines the strategic planning elements at the core of this plan.

### What We Heard

The outreach to Exhibition Place tenants and users, neighbours, representatives of various City departments and tourism marketers elicited a range of input to inform the Governors and Senior Management of Exhibition Place and, ultimately, provide guidance for the Strategic Plan. By design, the input received focuses on ways to improve and enhance Exhibition Place operations.

The key themes are summarized below.

### **Connect Exhibition Place with the Surrounding Communities**

Once an island well removed from downtown Toronto, Exhibition Place is now bordered on its northern and eastern edges by rapidly growing residential and commercial areas. The population of Liberty Village alone exceeds 15,000, more than double that of just a decade ago, with further densification anticipated over the next decade.

Despite the proximity, Exhibition Place is largely separated from these communities by rail and road corridors. Further, the northern edge of Exhibition Place, historically viewed as the service entrance or “back door”, offers little to encourage visitation from nearby residents other than during certain major events.

Input focused on the potential for creating a more “lively” northern edge with activities offering a year round appeal. Specific suggestions included community recreation, retail and/or related commercial activities.

### **Improve Access to and within Exhibition Place**

Visitors to Exhibition Place arrive through multiple means depending on the event/activity and timing. The principal means of access include by:

- Vehicle—Attendees at the majority of events (although perhaps not those generating the greatest attendance such as the CNE and BMO Field sporting events) arrive by vehicle.
- Transit—GO Train service connects at Exhibition station but is often not sufficient to address event needs (e.g., during major consumer shows). TTC access requires a significant walk from major stops (e.g., King streetcar).
- Bicycle—Cycling continues to expand as a preferred form of transportation linking the downtown core to Exhibition Place.
- Foot—Residents of the surrounding communities visit Exhibition Place by foot. However, as interest in Exhibition Place events grow, the surface parking within the surrounding communities generates additional foot traffic.
- Wayfinding (to Exhibition Place from major roadways and within the grounds) is not ideal.

As Exhibition Place becomes even more integrated within the surrounding communities, a transportation plan that ties to major access/egress points will be essential.

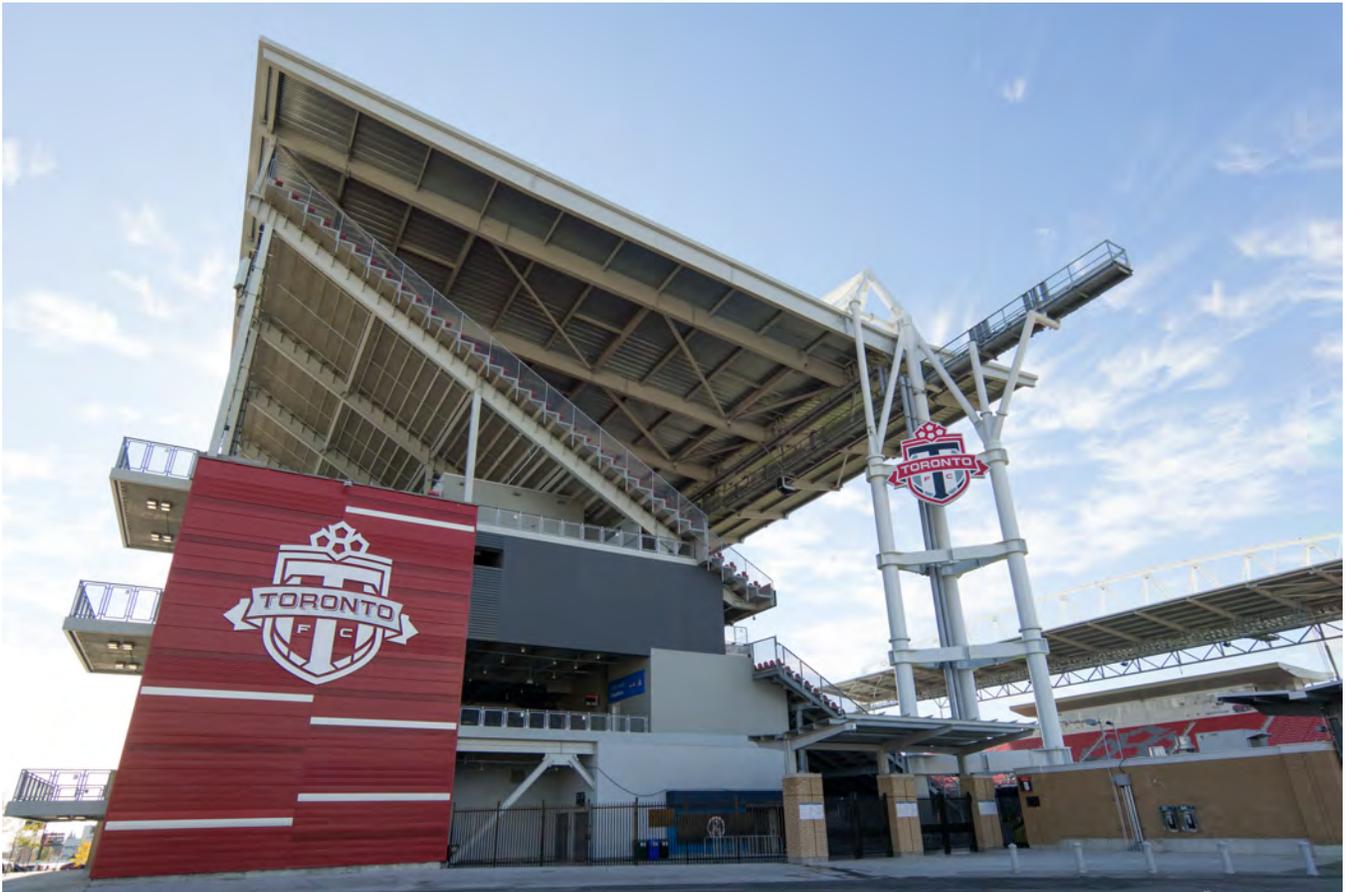
Transportation options across the 192-acre site were also raised given distances between buildings and transit/parking connection points. Whether for convention/trade show delegates moving between the GO Train station and the Enercare and Allstream Centres or spectators accessing BMO Field, onsite transportation options such as shuttles could be considered.

### **Be a Good Neighbour**

Despite a 100+ year history at the lakefront location, and virtual isolation from residential and commercial uses, recent development activity has created a new operating reality. Whereas the

CNE was once the major generator of Exhibition Place activity, now many of the events, tenants and businesses at Exhibition Place and Ontario Place concerts create noise, congestion (people and vehicles on surrounding streets) and security challenges throughout the year. Decisions affecting Exhibition Place activities (e.g., parking charges) and use of buildings (e.g. tenants) have wider community implications.

A structured outreach program would alleviate, or at least provide a perspective, on potential neighbourhood impacts.



### **Develop an Overarching Master Plan**

Exhibition Place continues to evolve as a mix of meeting, sport and entertainment venues, located within both new and heritage structures, all the while surrounded by parkland. These individual uses resonate with Torontonians in different ways. However, the general public knows little of the long-term vision for the site.

Interest was expressed in a longer-term vision for Exhibition Place that:

- Creates more active usage on a year round basis.
- Defines zones/nodes by use type and links these uses (and support needs such as parking and access) to each other.
- Identifies development opportunities (land and buildings) and conservation/preservation opportunities (heritage structures), ensuring the best use and ability to showcase existing structures before embarking on new development.
- Engages the private sector in considering how to implement the vision.

### **Develop a Long-Term Labour Strategy**

The high cost of doing business at Exhibition Place, notably labour cost, was repeatedly raised by meeting planners and Exhibition Place tenants. Multiple examples were provided where the cost structure placed Exhibition Place at a disadvantage vis a vis alternate Toronto venues as well as when competing against other cities. Cost was often noted as a deciding factor for meeting organizers choosing alternate locations.

The parameters affecting labour and labour cost are complicated. However, gaining a greater understanding of the terms and conditions affecting cost at Exhibition Place would inform a longer-term labour strategy designed to improve competitiveness.

### **Communicate Better**

Exhibition Place is recognized by all but the components, responsibilities, and mandate is understood by few. The complex mandate of operating individual businesses (e.g., Enercare Centre), hosting well-known events (e.g., CNE, The Royal Winter Agricultural Fair), acting as landlord (e.g., BMO Field, Liberty Grand) and providing custodial services to dozens of buildings and acres of parkland has a host of communication challenges.

These challenges exist within the Exhibition Place “family” of businesses, tenants and other stakeholders as well as among the public. Among tenants and Exhibition Place events a forum or vehicle for discussion, collaboration and feedback—along the lines of a business improvement area model with less rigid structure—was identified as desirable.

Externally, Exhibition Place would benefit from investing in and generating clearer communication about role and mandate as the basis for ensuring the value of the operation is understood by Torontonians.

## Identifying our Strengths, Weaknesses, Opportunities and Threats

Prior to establishing the outcomes and goals of the enterprise, the consultation session attended by key Board of Governors, and key City of Toronto stakeholders, identified strengths, weaknesses, opportunities or threats that could have an impact on the strategic directions to be taken.

### Strengths

- Exhibition Place location including proximity/access to the City core and Toronto Waterfront.
- Significant densification of residential, neighbourhoods on the Northern and Eastern perimeter.
- Host to high profile events.
- Highly qualified staff and a commitment to excellent customer service.
- Beauty of the site, including heritage buildings and parkland.
- High quality facilities for meetings/events/entertainment/sports.
- Environmental leadership.

### Weaknesses

- Exhibition Place identity and branding.
- Cost of onsite services/perceived cost of onsite services.
- Site limitations related to transportation issues and event access.
- Under-utilization of spaces/buildings (lack of activity on the site 365 days).
- Lack of public awareness regarding Exhibition Place activities, initiatives and improvements.

### Opportunities

- Develop Festival Plaza as another central gathering area.
- Further demonstrated focus on sustainability by preserving and upgrading parkland.
- Expanding the Customer Base by appealing to adjacent residential development.
- Ontario Place / Exhibition Place joint redevelopment/transformation.
- Expansion of Class A convention facilities to meet potential demand.

### Threats

- Dependence on entertainment/event revenues and impact of global economy on such revenues.
- Growing access and congestion issues in Toronto and immediate area.
- Changing security issues as a high-profile public venue.
- Impact on increased Exhibition Place activity on the surrounding neighbourhoods.

## 04. Mission, Vision and Values

The plan’s structure began with a Vision, Mission and Values process intended to:

- Develop a Vision providing a mental image of what the organization believes in and stands for.
- State a Mission defining what is essential to the business and how the Vision will be accomplished.
- Cite Values that will serve as the principles and ‘glue’ to align and holds the organization together as it accomplishes its goals.

### VISION



To serve as a major destination "Gathering Place" while protecting the heritage and the sustainable assets of the City of Toronto

### MISSION



- Champion business stimulation and public celebrations at the local, national, and international levels to generate economic impact for the City of Toronto.
- Grow and develop existing and new events by capitalizing on the powerful diversity within the city and province.
- Maintain and elevate the image of the public asset, parklands and heritage buildings
- View all elements operating within Exhibition Place through a business lens, promoting customer service excellence and revenue generation.
- Maintain long-term operational financial stability.
- Manage and programme Exhibition Place in a manner which is respectful of the local community.

### CORE VALUES



- Continuous Improvement – Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.
- Safe Environment – Each of us is focused on maintaining the safest possible environment for our guests and for each other.
- Respect for People – Each of us will demonstrate honesty, integrity and belief in people.
- Place-Making – Each of us is dedicated to ensuring Exhibition Place continues to be a focal point of which Torontonians will be proud.
- Stewardship of a City - Wide Asset – Each of us is responsible to promote environmental sustainability and to care and preserve, for the future, our facilities and assets.

## 05. Focus Areas and Objectives

Exhibition Place has defined seven focus areas to deliver the Vision and Mission set out in the 2017-2019 Strategic Plan. These are not necessarily presented in priority order. Addressing the objectives associated with each focus area is necessary to successfully implement the Strategic Plan.

### PUBLIC SPACE and INFRASTRUCTURE

The 192 acres of Exhibition Place, our very large collection of heritage buildings and structures, and our new convention and sports facilities are key to the urban fabric of the City of Toronto. Collectively these assets should be used to further enhance the historic position of Exhibition Place as Toronto's "Gathering Place."

Much has happened at Exhibition Place since implementation of the first strategic plan. Development and repurposing of our land and buildings is an underlying requirement of our business development strategies whether for our directly-managed enterprises such as convention and meeting facilities or our sports and entertainment partners and tenants. We have achieved much success but a longer-term view of potential opportunities will guide future development.

### Objectives

1. Define the longer-term vision for Exhibition Place (15+ years) by completing a Master Plan for the site:
  - Delineate usage zones (e.g., meeting/convention, sport, entertainment, service, parkland, conservation) and identifies target future infrastructure needs/development opportunities within each zone.
  - Set a priority to implement the Festival Plaza Master Plan including funding options
  - Identify connectivity between each zone within Exhibition Place including nature and type of support services, transportation and parking.



- Identify how the Exhibition Place site is linked to future public transit and road networks as well as neighbouring land uses such as Ontario Place and residential/commercial communities.
  - Identify opportunities for private sector involvement where appropriate.
  - Ensure preservation of heritage assets has a predominant position in planning.
2. Ensure our 10-year preventative maintenance process is adequately linked to our capital plan:
- Maintain our Class “A” event space and improve our Class “B” event space.
  - Identify funding mechanisms required to implement major grounds-wide infrastructure renewal.
  - Increase our State of Good Repair to improve capital and rolling assets through operating budget or other funding mechanism.
  - Ensure our buildings offer market/customer appropriate technology.
3. Improve all forms of access needs to and within the grounds:
- Actively support the enhancement of TTC access to the grounds.
  - Ensure the parking facilities and Wayfinding meet the needs of our customers attending events attracting high volume attendance.
  - Address the opportunity of improving transportation options on site:
    - On-site bicycle network infrastructure
    - On-site shuttle options

### Outcome:

**An illustrated, documented vision for Exhibition Place that reinforces the Gathering Place theme by identifying opportunities for development, public use and preservation.**



## BUSINESS DEVELOPMENT

Business development opportunities extend across a broad range of responsibility areas including revenue growth from existing business activities (e.g., Allstream and Enercare Centres), managing existing/creating new partnerships with sports and event producers, as well as leasing heritage and other structures for a variety of entertainment and service purposes. These efforts resulted in more than 5.5 million annual visitors to the site generating \$400 million of economic impact for the City of Toronto (in addition to benefits at the provincial and federal levels).

Over the next three years, our primary operating focus is on generating greater utilization levels at the Allstream and Enercare Centres by growing attendance from existing events and attracting new events. New event growth will result from enhancing lead generation through the sales arm of Tourism Toronto (and cooperative efforts with the City's Economic Development department) as well as identifying any operating barriers to achieving greater utilization levels. The Spring 2017 opening of Hotel X will add to the destination attractiveness by offering meeting planners a high-value lodging option.

Business opportunities will also be identified through the completion of a Master Plan (as set out in the Public Space and Infrastructure focus area above) that sets out renovation, rehabilitation and new construction possibilities across the site.



## Objectives

1. Grow event activity at the Enercare Centre and Allstream Centre:
  - Maintain strong relationships with existing clients/events; identify areas for revenue enhancements.
  - Cultivate opportunities for new clients/events through business relationships designed to enhance lead generation.
  - Develop an annual marketing plan with growth targets and revised messaging for MICE events to include the benefits from Hotel X.
  - Focus on aspects of our current customer service promise that will significantly impact revenue growth.
  - Continue to seek event opportunities reflecting the city/region's diverse cultures.
2. Better understand our competitive positioning by conducting a comprehensive cost study relative to local, national and North American competitive facilities (focused on, but not exclusively, Enercare and Allstream Centres) including:
  - Facility rental and labour costs.
  - Transportation access and lodging costs.
3. As an integral component to the Master Plan, complete an opportunity assessment that:
  - Identifies complementary business activities.
  - Prioritizes these activities and suggests the best delivery vehicle (e.g. through a tenancy or through Exhibition Place operation).
  - Pays particular attention to opportunities to augment existing Exhibition Place business particularly the Allstream and Enercare Centres.
  - Continue to monitor Enercare Centre expansion opportunities.



### Outcome:

**Progressively increasing revenue across all the enterprises of Exhibition Place.**

## ENVIRONMENTAL

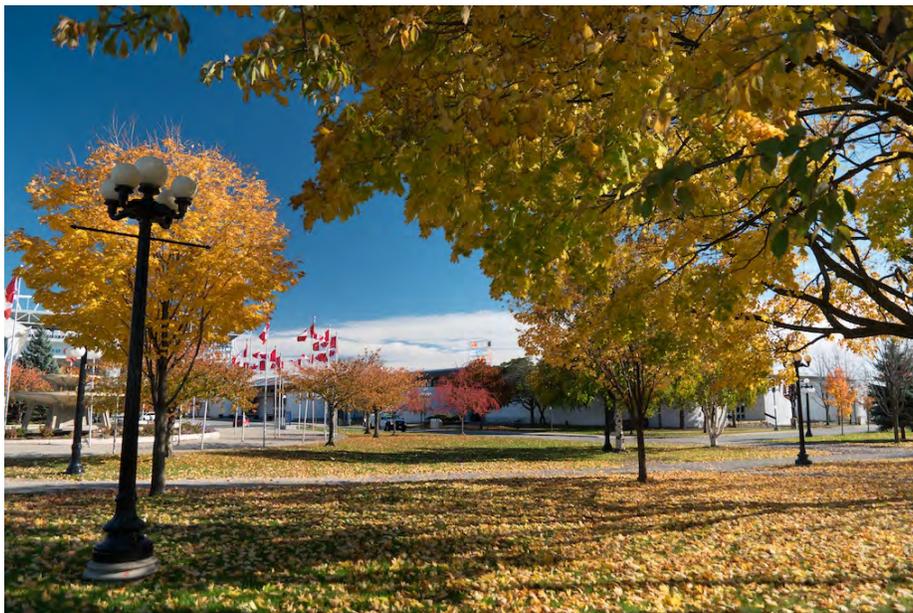
The City of Toronto is committed to addressing the climate change challenge and Exhibition Place has taken a leadership role in meeting this challenge through its introduction of innovative green technologies. Exhibition Place recognizes the importance of environmental stewardship of the grounds and we will continue to demonstrate this commitment to our 5.5 million visitors through a path to sustainability. The development of a comprehensive Green Strategy action and implementation plan to ensure our Green Strategy is effectively communicated to all staff will serve as the basis for achieving our aggressive targets of zero waste and “net” zero energy for Exhibition Place through 2019.

### Objectives

1. Action a “green” strategy shared by staff and promoted throughout the community:
  - Build a culture of environmental sustainability across the organization at all levels.
  - Develop a high profile outreach plan supported by a communication strategy to promote our “green” initiatives.
2. Set targets to reduce environmental impact of our operations and businesses:
  - Achieve a plan to reach zero waste for Exhibition Place.
  - Introduce and activate a plan to target Net “0” grid supplied electricity use.
  - Set targets for the reduction of potable water use.
  - Detail opportunities grounds-wide to upgrade the Building Automation System for the control and conservation of energy use.

### Outcome:

**Demonstrate environmental stewardship to supporting sustainability of all assets throughout the grounds.**





## SAFETY and SECURITY

Exhibition Place, as a central gathering place for both Torontonians and visitors to the City, recognizes the importance of public safety for all its guests. The mandate for safety in public venues has become even more acute in recent years. The current three-year plan has a renewed focus in this area.

Exhibition Place recognizes the need to be accessible to all citizens, and we will ensure the development of programs that not only meet but also, where possible, exceed, the requirements of the *Accessibility for Ontarians with Disabilities Act*.

With over 500 individuals working on our site during the year, protecting our work force in their daily activities to achieve no workplace injuries is a paramount consideration every day.

## Objectives

1. Coordinate, execute and communicate internally and externally our security and public safety program:
  - Develop and implement the next phase of the Accessibility Plan for the grounds.
  - Implement a capital program to upgrade fire systems as required.
  - Implement a comprehensive safety program focused on our guests, property and assets to reduce claims in all categories.
2. Promote safe work practices for all staff:
  - Continue to expand and optimize the Young Workers Training program.
  - Implement effective programs and procedures to achieve zero lost time injuries.

### Outcome:

**Continue the high-level focus on securing the environment for all employees, guests, and assets.**

## RECOGNITION and PUBLIC UNDERSTANDING

Exhibition Place is better known for specific uses or events (i.e., the location of the CNE, Honda Indy, Home Show or BMO Field) than for its comprehensive role in operating and managing a diverse portfolio of businesses as well as maintaining parkland and heritage buildings. As a result, Exhibition Place is neither seen nor acknowledged by Torontonians as the progressive, custodian of the key City asset of Exhibition Place. Over the next three years, Exhibition Place will better communicate its role and value to the City of Toronto and to Torontonians.

### Objectives

1. Develop a comprehensive communication plan to increase the public's understanding of the role held by Exhibition Place:
  - Establish a broad messaging platform enunciating Exhibition Place's key attributes and value proposition. This platform will provide ongoing updates of specific event activity directed to the following recipients:
    - City and Provincial political staff and elected representatives.
    - Media outlets: print, broadcast, and digital.
    - Tenants and annual event organizers.
  - Enhance use of Social Media channels to position and personalize Exhibition Place and its tenant's activities with the younger demographic residing in the urban core.
  
2. Differentiate the role of Exhibition Place as custodian (i.e., heritage land and buildings), landlord (e.g., Liberty Grand), partner (e.g., CNE) and business operator (e.g., Enercare Centre) and the value generated through these roles:
  - Reinforce the "Gathering Place" focus of Exhibition Place.



- Promote this unique positioning across local, national, and international outlets.
  - Promote the attributes of the Enercare and Allstream facilities within a unique setting to meeting and event organizers.
3. Reaffirm and enhance the profile of the Exhibition Place heritage mandate:
- Develop guidelines for preservation, conservation, renovation and/or redevelopment for each significant heritage asset.
  - Enhance archeological understanding of the site through assessment and development of heritage plans.
  - Develop and implement directions to position/refurbish heritage displays across the site.

### Outcome:

**Exhibition Place is seen as the event and entertainment gathering place of Toronto.  
Exhibition Place is acknowledged as an effective and efficient steward of City assets as well as a significant contributor to economic growth and public enjoyment.**



## ORGANIZATION and STAFFING

Exhibition Place staff interact with our customers and tenants on a daily basis. We understand our success is a direct result of efficient processes, training and the provision of appropriate technology to carry out all functions in an effective manner. To that end, we will deliver a well-constructed Customer Service Strategy that empowers all of our employees to meet each customer's expectation.

Exhibition Place is committed to advancing Toronto's Motto "Diversity our Strength" and ensuring that Toronto's diversity is integrated into all aspects of our business.

### Objectives

1. Deliver a Customer Service Strategy that embodies employee empowerment and customer engagement:
  - Actively promote and develop employee engagement at all levels to meet our customer service expectations.
  - Innovate and upgrade programs to meet our evolving customer service expectations and core deliverables.
  - Finalize consolidation of staff in one area.
  - Annually review, update and develop new policies and processes that address general organization matters.
  - Develop annual departmental objectives that drive success based on the parameters of the 2017 - 2019 Strategic Plan.
  
2. Rework Exhibition Place corporate governance systems to reflect current best practice in complex board environments:
  - Finalize review of by-laws and Board policies and procedures in light of Council directions and recommendations to support the 2017 - 2019 Strategic Plan.
  - Examine our organizational structure to reflect the broader strategic initiatives in the 2017 - 2019 Strategic Plan.



## FINANCE

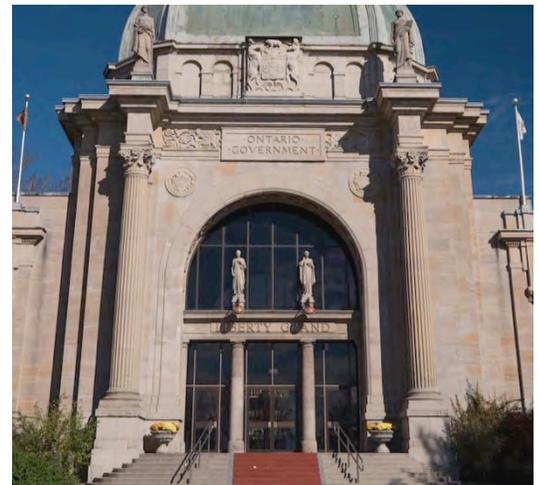
Exhibition Place will continue to manage, and be seen to manage, the public funds under its control in an efficient and a prudent manner. Over the last 15 years, Exhibition Place has not only been self-sufficient and financially independent from the City tax base but has also achieved surpluses over budget in every year. However, we recognize the imperative to continue to achieve historical revenue levels and monitor operating costs in a manner that ensures delivering of financial surpluses. A key component of financial success of Exhibition Place has been the growth of the tenant base and new business opportunities. In the upcoming three-year plan, the revenue base will be enhanced through support of our various businesses on site and finding connections that benefit the entire grounds.

### Objectives

1. Ensure the effective monitoring of costs and revenues:
  - Deliver operating results that meet or show a positive revenue surplus and/or positive under expenditure to budget.
  - Review and update financial organization systems to strengthen controls.
  - Update processes to improve accuracy of financial reporting.
  
2. Seek additional revenue opportunities:
  - Evaluate our provision model to ensure that services offered are best provided either internally or externally.
  - Seek new and/ or expand tenant revenues/naming partners / third parties/ existing operations and develop oversight processes for each revenue stream.
  - Seek opportunities for business development through negotiations of collective agreements and positive labour relations.

### Outcome:

**Positive financial performance across Exhibition Place and all of its businesses.**



## Appendix

The development of the Exhibition Place Strategic Plan: 2017 - 2019 included the process of interviewing the following stakeholders comprising:

- Exhibition Place tenants including senior management of the annual shows and sporting events
- Tourism Industry stakeholders
- City of Toronto Planning Staff
- Transit Agencies accessing Exhibition Place
- Association executives managing events in Toronto
- Organizations located adjacent to Exhibition Place

The stakeholder interviews that took place with the individuals listed in the charts below occurred during the period: March–September 2016.

Additionally, the Board of Governors and Exhibition Place Senior Management participated in a full-day 'visioning' session in September 2016 to offer a directional perspective for the 2017- 2019 Strategic Plan.

Tenant/Client Interview List		
Tenant Representative		Business
Bruno Sinopoli	Technical Director	QE Theatre/Fountainblu
David Ross	General Manager	Medieval Times
Peter Church	General <b>Manager</b>	BMO Field and Ricoh Coliseum
Pat Di Donato	Owner/Operator	Liberty Grand
Donna Bakewell	Fire Prevention Insp.	Fire Services
Celso Thompson	Director of Sales and Marketing	Hotel X
Walter Shanley	Operator	Riding Academy
Susan Langdon	Executive Director	Fashion Incubator
Charlie Johnstone	Chief Executive Officer	The Royal Winter Agricultural Fair
Carl Bandow	General Manager	Animal Services
Virginia Ludy	Chief Executive Officer	CNEA
Patti Stewart	Vice President	Informa Canada
Linda Waddell	President	Canadian Boat Show Inc.
Jeff Atkinson	President	Honda Indy
Graham Queen	Staff <b>Sergeant</b>	TPS Mounted Unit
Duncan Payne	General Manager	Building Industry and Land Development Association
Ida Dominelli	Owner/Operator	Acqua Dolce
John Kiru	Executive Director	TABIA

Meeting Planners Interview List		
Meeting Planner		Association
John Hoyles	Past Chief Executive Officer	Canadian Bar Association
Louise Gervais	Team Lead: Conference Management	Royal College of Physicians and Surgeons
Jill Fredericks	Director	Conference and Educational Tech Services
Angela Marini	Senior Manager: Corporate Events	Toronto Real Estate Board
Carol Brault	Manager Events	Canadian Federation of Municipalities
Laura Barbera	Director Corporate Events	CIBC Corporate Events

BOG Interview List	
Board Member	Organization
Mark Grimes - Chair	City of Toronto Councillor
Connie Dejak - Vice Chair	President and Chief Executive Officer Runnymede Healthcare Centre
Justin Di Ciano	City of Toronto Councillor
Jim Karygiannis	City of Toronto Councillor
Mike Layton	City of Toronto Councillor
Giorgio Mammoliti	City of Toronto Councillor
Victoria Mancinelli	Independent
Paula Oliveira	Bank of Montreal
Mark Teeple	Independent

<b>Tourism/Municipal Organizations</b>		
<b>Representative</b>		<b>Organization</b>
Liberty Village BIA	Strategic Initiatives Consultant	Andrew Flint
Parkdale BIA	Executive Director	Anna Bartula
TABIA	Executive Director	John Kiru
Joanne Belanger	Chief Executive Officer	Tourism Toronto
Lisa Lavecchia	Vice President Marketing	OTMP
Terry Mundell	President & CEO	GTHA
Dave O'Hara	Site Manager	Fort York
Eriks Eglite/ Mark Lang	General Manager/ Manager Marina & Site Services	Ontario Place
Ken Lundy	Vice President Infrastructure, Planning & Environment	Billy Bishop Airport
Mary Ann George/Mitch Stambler/Jim Sinikas/Scott Haskill	Planning Department	TTC
Lynda Macdonald/Michelle Knieriem	Manager, West Section/Planner	City of Toronto Planning Dep't
Lisa Salsberg	Director Regional Planning	Metrolinx