

BILL BOLTON ARENA

Board Meeting – Thursday, December 7, 2017

Meeting Number 9

(NOTE: April Meeting (#4) was cancelled. November meeting was eliminated.)

PRESENT:

Manager: Mario Carpino left @ 8:10 PM

Chair: Sharon Bider

Directors: Peter Diaz present @ 6:35pm, Jacob Hadwen present @ 6:32pm, Shelley Hopkins, Jan Hughes left @ 7:31 PM, Stephen Longstaff, Ellen McNeill present @ 6:56pm, Sean Otto

Other attendees: Dave Pim (Program Manager) Dave left @ 7:25pm

Chris Quinn (Arena Staff) left @ 8:09 PM

ABSENT: Councillor Joe Cressy, Kim Brown, Colin Burns

DECORUM CALLED BY CHAIR

MEETING CALLED TO ORDER: 6:30 p.m.

1. Approval of Agenda/Conflicts

Motion: To approve the agenda as amended move Item 8 - Programming to follow Item 1. (Moved: Sharon; Seconded: Sean - Approved Unanimously)

Programming (Jan, Peter, Ellen, Mario)

a) Survey – Update and Decision on duration

Update: (Powerpoint summary presented) Stephen Longstaff and Chris Quinn reported on the updated survey results. 115 responses (up from 35 in October) with the overall pattern unchanged. Survey responses have dropped significantly in the past week. Sharon noted that when email can be used to “push” the link to community members it will likely stimulate more responses. Staff reported that the survey collection box is broken and needs to be replaced.

Highlights:

- Demographics unchanged: 70% of respondents come by car; 2/3 of respondents are over 35 years of age;
- Continued high level of satisfaction with all aspects of the arena (programs, staff, facilities, etc)
- Preference for information continued to be: 1. Website 2. Emails 3. In house
- Comments that included a concern or suggestion were almost always followed by a positive statement and no significant area of concern was identified. (See PPT for analysis of topics.)

Discussion:

- There is an opportunity to use the data to better understand parking needs (see item 3 below)

- The board noted that comments do give staff and the Board an opportunity to look at areas for enhancement of the community experience even if they are not statistically significant (i.e. increased clarity of board communication (Issue Resolution) policy; upgrades to changeroom showers and toilet areas; continuing innovation in snack bar offerings)

ACTION: Staff, with input from Stephen, to draft brief Summary Report on Survey Results that can be posted on the Website for community information in the new year.

Motion: That the current survey collection be halted and a decision on timing for re-issuing the survey be considered at a future meeting of the Board. (1st Sharon 2nd Sean, passed unanimously.)

b) **Programming Committee Report re: 2018-19 Program Changes (decision item)**

**Ice utilization policy recommendations & Program change proposals
(Part 1 – January meeting will confirm remainder and all fees)**

Jan Hughes reported on behalf of the program committee. There was only one decision item. The remainder will be presented for decision with the financial impact at the January meeting. Jacob will be joining Ellen, Peter, and Jan on the Program Committee.

1. The 2018 March Break Camp program was recommended with no changes to fees or program format relative to 2017. The Manager emphasize the importance of approving it immediately so that brochures could be distributed before the holiday break as they are often used as gifts. The question about timing for this program and fee approval in future years will be discussed in January.

Motion: To approve March Break 2018 with fees of \$397.50. 1st Jan 2nd Sean – Passed Unanimously

ACTION : Mario to post March Break 2018 Brochures in the arena & on our website

2. Other program changes to be presented in January for decision:
 - Draft 18+ Friday teams adding 2 more teams - removal of 15 minutes of free skate time and finish 7 pm. 10pm -11pm last game on Friday. Programming team approved it to add 1 hr to men's 18+ league. Keeping ice time until 11 pm.
 - Adult Season Duration - Reduce number of weeks for adult leagues in the 18/19 season to 27 weeks (currently 30 weeks) and prorate fees. This will provide a buffer if there are any start-up delays in Sept.
 - Withdrawal policy – Limit refunds (which are prorated) to those notifying within the first 5 week of the program (currently allowed up to 15 weeks into the program) with exceptions for medical leave or pregnancy.
 - Lottery - On a one-time basis, eliminate the lottery for adult teams. Allow current players to sign up and pay prior to shutdown (date to be determined).

3. Other program discussion:

- Full facial protection – was discussed but deferred to report on consultation with City Risk Management – very debated Issue– we are covered – Sean discussed with Risk Management. Anyone can wear what they want and Bill Bolton will still be Legally covered.
- Boy’s Skills – Program Committee is looking at a test of demand by offering an April – June 2019 session.

Action: Program Committee look at options for implementing a full program, including a clarification on whether this is to be “co-ed”, consistent with the House League eligibility and to report back as a part of the January 2018 meeting.

- Priorities for Ice Allocation – Guidelines to help Manager to make decisions still desirable.

2. Review of October 18, 2017 Minutes/Resulting Business

Motion: To accept previous Minutes. (Moved: Sharon; Seconded: Sean - Accepted Unanimously)

Parking Issue

Summary: Colin Burns from Councillor Cressy’s office confirmed in writing that there is no move to reduce street parking generally to 1 hour maximum and that there are no applications for changes in the immediate vicinity at this time.

He recommended that if the Arena wishes to propose changes to the parking to address arena clients’ concerns, a package with recommendations and supporting information be prepared and discussed with the immediate community including the SVRA.

Action: Ellen, Mario and Sharon to prepare a package for parking improvements, making use of survey information to the extend possible and it presented at a spring 2018 Board meeting.

Action: The Chair make every effort to ensure that the Councillor’s Office is represented for that meeting item.

3. Chair's Report

- a) Board Appointments - The Chair noted that this was Sean Otto’s final meeting. The Director and all present expressed appreciation for the contribution Sean has made to the initiatives undertaken by the Board and wished him well in his new digs in Quebec. Cake was eaten.

Board member interviews are to be held in early Feb 2018, with appointments to be confirmed the 3rd week of February and members on Board for March 2018. Posters advertising the vacancies are on the Website and in the Arena.

- b) Meeting Dates for 2018 (Decision Item)

2018 Board Meeting dates were approved:

January: Tuesday 16th

February: Thursday 15th

March: Tuesday 20th

April: Thursday 19th
May: Tuesday 15th
June Thursday 14th
July – BREAK
August – BREAK
September: Thursday 13th
October: Tuesday 16th
November: Thursday 15th
December: Thursday 13th

c) Email notice update and recommendation (Decision Item)

Consistent with the recommendation of the Corporate Information Management Services expert, the following motions were approved in order to bring the Arena into compliance with MFIPPA Notice of Collection requirements.

Motion: That the Board approve the amendment of all current and future pamphlets or other forms to include the following Notice of Collection Statement:

The Bill Bolton Arena collects personal information on this form under authority of the City of Toronto Act, R.S.O. 2006, s. 143(1), the Community Recreation Centres Act, R.S.O. 1990, s. 5(6) and City of Toronto By-law 317-71 as amended by By-law 1994-0792. Information is collected for the purpose of administering arena programs and services and contacting you when required. Questions about this collection can be directed to the Arena Manager at [40 Rossmore Rd, Toronto, ON M6G 2M7](#) or by telephone at 416-392-0088.

1st: Sharon; 2nd Jan (Passed unanimously.)

Motion: That the Arena Manager to implement a retroactive notice process for those emails that are currently on file with the Arena, by issuing the following email:

Subject: Bill Bolton Arena Retroactive Notice of Collection

Dear community member,

It is necessary for the Bill Bolton Arena to collect email addresses and other limited personal information to manage programs and services and communicate with those who use its services. Your email and other personal information were collected under the legal authority of the City of Toronto Act, R.S.O. 2006, s. 143(1), the Community Recreation Centres Act, R.S.O. 1990, s. 5(6) and City of Toronto By-law 317-71 as amended by By-law 1994-0792 for the purposes of administering the arena programs and services and contacting you when required. Questions about this collection can be directed to the Arena Manager at [40 Rossmore Rd, Toronto, ON M6G 2M7](#) or by telephone at 416-392-0088.

Should you wish to have your email address removed from our list, please reply to this email and let us know.

1st: Sharon; 2nd Jan (Passed unanimously.)

4. Manager's Report

Investments status

- SnackBar fryer and the gates have been ordered and will be installed in January.

- Garage doors could not be order this year because of technical problems with overhead piping that needed to be removed.

Physical Plant – hot water tank issue: on November 28th a leak was discovered in the hotwater tank. A temporary clamp has been installed. If it does not hold until the end of March, the tank will need to be replaced at cost of i20,000 - \$30,000. The capital project money can not be flowed early to deal with this issue.

Interac – is in place with a \$4.75 minimum purchase. Currently there are 9-10 transactions per day.

Events:

SANTA SKATE – FREE – This Friday DEC 8TH 2017

SUE DEACON TOURNEY – Will be not be held this year, but they are not going to another venue.

Feedback:

An email from the Women’s convenor sparked some correspondence regarding officiating. Most was positive, but some negative.

Action: For the February 2018 meeting Sharon and Mario are to prepare options for what feedback is to be tracked and reported on to the Board.

5. Treasurer’s Report

a) Treasurer’s Year End Expenditure Projection

Because we cannot proceed with new garage doors- \$20,000 SURPLUS

b) Investment status; additional proposals (joint with Manager)

None.

c) 2018-19 Financial preview (including COLA update)

Not available due to early meeting date.

d) Minimum Wage - Estimated Impact and Next Steps

Right now minimum now is \$11.60. As of January 1st it will increase to \$14.00. It will cost the arena approximately \$6000 per year in additional wages. The intent of the legislation was to ensure a living wage for all workers.

Issue: It will compress the wage rates for staff doing more complex jobs and may make it difficult to fill these positions. Should the Board change other salaries to maintain some differentiation? Early estimate is that adjusting wages for all those earning less than \$20/hr would be an additional \$8000.

Action: HR Committee (Jacob, Sharon, Stephen, Mario) to report back to the Board in February 2018 with options and a recommendation addressing other part-time wage rates.

6. Capital Project Update (see handout)

a) **Status Report:** The tender closed and there were five bids. The lowest bid is being vetted. The project is still at risk, but this is good news. The tender is to be awarded by end of January 2018.

b) **Communications planned:**

There is a lot of communication required. Some is a legal requirement that is the responsibility of the contractor. The Arena will need to advise the community of the construction activity details.

Action: Mario to contact the project manager to get a detailed understanding of what communication will be needed and who is responsible, to be shared with the Board at the January meeting.

Action: Mario to prepare an update for posting on the Website when the details of the contractor award are known.

7. Insurance Review

a) **Status of Consultation with Risk Management (Sean)**

Risk Management expert confirmed that the Arena is covered for errors and omissions up to \$4 million in the event of a lawsuit related to our policies and practices. However a strong waiver is a good idea. Sean sent out a request to all Board Chairs and Managers of community arenas to provide copies of their policies and waivers. He received one response from George Bell and it is considerably stronger than the BBA's. Mario noted that some arenas require that rental clients provide their own insurance.

Action: Mario to follow up to acquire waivers wording for contract rentals as well as for programs.

Action: Ellen and Sharon to work with Mario to develop waiver update package for February 2018.

b) **Policy Implications (facial protection) (Decision Item)**

Major issue is that we are not consistent in our policies between leagues and that we may not be enforcing.

ACTION: Program committee to work with Mario to develop an approach to addressing facial protection policy and enforcement consistency.

8. Other Business – None

Regular Meeting Adjourned – 8:10 pm (moved to In Camera)

a) **In Camera** - Started @ 8:13PM

DECEMBER 2017 - ACTION SUMMARY

1. **Action:** Stephen and Chris to put together a DRAFT Summary Report for Survey.
2. **Action :** Mario to Post March Break 2018 Brochures in the Arena & on our Website.
3. **Action:** Program Committee look at options for implementing a full program, including a clarification on whether this is to be “co-ed”, consistent with the House League eligibility and to report back as a part of the January 2018 meeting.
4. **Action:** Ellen, Mario and Sharon to prepare a package for parking improvements, making use of survey information to the extend possible and it presented at a spring 2018 Board meeting.
5. **Action:** The Chair make every effort to ensure that the Councillor’s Office is represented for that meeting item.
6. **Action:** For the February 2018 meeting Sharon and Mario are to prepare options for what feedback is to be tracked and reported on to the Board.
7. **Action:** HR Committee (Jacob, Sharon, Stephen, Mario) to report back to the Board in February 2018 with options and a recommendation addressing other part-time wage rates.
8. **Action:** Mario to contact the project manager to get a detailed understanding of what communication will be needed and who is responsible, to be shared with the Board at the January meeting.
9. **Action:** Mario to prepare an update for posting on the Website when the details of the contractor award are known.
10. **Action:** Mario to follow up to acquire waivers wording for contract rentals as well as for programs.
11. **Action:** Ellen and Sharon to work with Mario to develop waiver update package for February 2018.

From October meeting:

12. Lobbying Bylaw Material and text – Mario and Sharon to prepare for January meeting.
13. Capital Project Risk Mitigation - programming adjustment proposal (Programming Ctte/Mario) – January meeting
14. HR Policy – Complaints Process Revisions approval (Sharon) – January meeting