

# BILL BOLTON ARENA

Board Meeting – May 16, 2017

## Meeting Number 05

(Note: Meeting #4 - April 19, 2017 was cancelled)

### PRESENT:

Manager: Mario Carpino

Chair: Sharon Bider

Directors: Peter Diaz, Jacob Hadwen, Jan Hughes, Shelley Hopkins, Sean Otto, Stephen Longstaff, Simon Freedman

Other attendees: Kim Brown (Parks and Rec Representative), Chris Quinn (Arena Staff)

ABSENT: Councillor Cressy, Pam Evans, Ellen McNeill

Note: Simon Freedman left at the end of the regular meeting.

CALLED TO ORDER: 6:31 p.m.

<b>1. Approval of Agenda/Conflicts</b>
<b>Motion:</b> To approve Agenda (Approved unanimously.)
<b>2. Approval of Previous Minutes and Business Arising</b>
<b>Motion:</b> To approve the Minutes March 2017. (Approved unanimously.)
<b>3. Chair's Report</b>
Executive Compensation: <ul style="list-style-type: none"><li>• April 27, 2017 information meeting attended by Jan Hughes and Sharon Bider. Draft Executive Compensation Policy document is being prepared for Board approval at June meeting.</li><li>• Directors endorsed recommendation from Jan and Sharon that the Arena support a regular (once or twice a year) information meeting of Chair, director (s) will colleagues from interested community-run arenas</li></ul> Integrity Commissioner Presentation: Board agreed to defer to the fall due to heavy June agenda. Meeting dates for remainder of 2017: Board agreed to continue with Tuesday, Wednesday, Thursday rotation for 2017-18.
<b>4. Managers Report</b>
HR Update: <ul style="list-style-type: none"><li>• May 29th, orientation regarding TPS</li><li>• May 24th, anti-harassment training</li><li>• Two staff members attended professional development</li><li>• Financials have been presented to the Treasurer</li></ul> Financial: <ul style="list-style-type: none"><li>• City wants Budget 2018 to be submitted June 12th, but we may ask for an extension due to our meeting schedule (confirmed required as budget was not approved – see item below)</li></ul> Capital Works: Site meeting on May 9 <sup>th</sup> – see below for more detailed discussion.  Plant and equipment: Surveillance system operational and staff comments are favourable

Programs:

- Spring House League 90% sold out
- Summer Adult is over-subscribed
- Tuesday Night Booking is paid in full
- Youth camps are not full

**Action: Manager to arrange for staff to contact local schools to seek permission to post Camp information.**

Correspondence:

- Neighbourhood complaint about visitor parking: dealt with by the manager to the neighbour's satisfaction (notice posted).

Staff/Board Member Differences: Manager received a report about a relationship issue between a staff and Board member. No details were tabled at the meeting. The Manager and Chair will proceed in a manner consistent with HR Policy/Guidelines.

5. Financial Report (to end April 2017)

- In comparison to 2016, we look on track to meet our year-end targets.
- As expected, expenses are up from last year due to inflationary pressures but are offset by program fee increases.
- Line 79 (Building Maintenance Repair) over budget due to refrigeration plant overhaul. There are adequate offsets in other accounts.

Action (Manager, Treasurer):

- Add column to show % of year budget YTD for the current month/current year and for same month/previous year

6. Budget Submission

The Board reviewed a draft budget and requested the following adjustments to the document that will be reviewed at the June meeting.

**Action for Treasurer and Manager:**

Substantive:

- Obtain an explanation from City as to why are we still getting reimbursement from the city, how is it calculated,
- Identify the location of the reimbursement in the 2017, 2018, and 2019 budget documents.
- Question: Why are Program Expenses not consistently increased by 5%/annum? Please review and make consistent or explain differences.
- Question: Are the revenue increases approved in November reflected in the budget? Please adjust accordingly.
- Question: Are the % due to shutdown field accurately reflected across all line items? Please adjust accordingly.
- Question: What is in the basis for the Advertising and Promotion proposed? How was the budget determined in past years and for this year? Please be prepared to discuss.

Format:

- Board would like to see the major lines as a percentage of budgeted totals along with

similar calculations for the same line items from the past

- Introduce line numbers/letters for rows/columns to help with discussion
- to support review.

**Action: Manager to request an extension to allow Board approval of budget at June meeting.**

The Board noted its appreciation for the time and effort by Jacob Hadwen, our Treasurer, in preparing the budget package.

## 7. 2016 Audit Report

Arena made about \$30k. The Auditor reported two material issues:

Payroll register: Not enough oversight. This was reported in 2015. The current document continues to recommend that the Manager prepare the register and bookkeeper review and sign off on the register.

Discussion: The Manager reported that this is being done and he is not clear on what additional oversight is required.

**Action: Treasurer to obtain clarification from Auditors.**

HST and Input Tax Credit rebates: method for calculating the public service body rebate due has not been correct and as a result excessive claims have been made and processed. The amount of the excess claim liability is approximately \$7,800.

Context:

In 2016 the Arena was advised that it had been collecting HST for youth programs that were HST exempt. This practice was corrected. At that time the Board had asked that the Auditor provide detailed information to the Bookkeeper and Manager regarding the method of allocating shared costs and any other accounting changes that would be needed to put the proper system in place. It appears that further adjustments to the system are needed to ensure that all related tax calculations are carried out correctly.

**Action: Treasurer to obtain clarification from the Auditors concerning the specifics of the error/omission in the bookkeeping process.**

Issue raised by Treasurer:

Revenue overstatements: Although the Auditor did not consider the variances between un-audited and audited financial statements to be material, the Board would like to have the Auditor's opinion on the source of the overstatement.

**Action: Treasurer to request input on this issue from the Auditor.**

NOTE: A meeting with the Auditor team, the Treasurer, Manager, and Bookkeeper will be set up to address the above concerns.

**Motion:** To accept the 2016 Audit Report as drafted, subject to follow-up from the Treasurer and Manager on the issues identified above. (Sharon (moved), Simon (seconded). *Approved with Peter opposed, no absentions.*)

8. Revisions to HR & Anti-Harassment Policy

The chair reported that the ad hoc group (Sharon, Sean, Shelley) had prepared a document to reflect discussion at the February meeting regarding obligations to put a complaint in writing and that the expert at the City's Human Rights Office, Catherina Faux, provided feedback on this and on certain other aspects. The draft submitted for approval includes the suggested changes.

**Motion:** That the Board rescind the current Workplace Harassment Policy, Human Rights Anti-Harassment/Discrimination Policy and Procedures (Feb. 2017) that was approved on Feb. 15, 2017; and That the Board approve the revised Workplace Harassment Policy, Human Rights Anti-Harassment/Discrimination Policy and Procedures (May 2017), with comments and highlighting removed. (Moved: Shelley; seconded Sean; approved unanimously.)

**Motion:** That the Employee Handbook be updated to incorporate this document.

**Action (Chair, Manager):** Final documents be prepared and submitted to City for their records and to have updated Handbook printed and bound. (Moved: Sean; seconded Shelley; approved unanimously.)

9. Capital Project Update

The Chair summarized the situation: On March 22<sup>nd</sup> members of the Board, and the Manager met with the Project Manager (PM) (see Notes document) to confirm scope and schedule. At that time the PM agreed that the engineering consultant would be on board and preparing tender documents in June 2017. At the Manager's request the Chair corresponded and spoke with the PM on April 28<sup>th</sup> and 29<sup>th</sup> when the release of the RFP to procure the engineering consulting firm appeared to be delayed, putting the June date at risk. Three days later, on May 1<sup>st</sup>, the RFP was released with the date for having the consultant on board and preparing tender documents amended to "June-July 2017". The site meeting was held on May 9<sup>th</sup> and following the meeting the Arena Manager and the Chair advised the PM that our perception is that the project is "yellow" and at risk for delays in release of the tender documents. The PM indicated that he will work very closely with the successful vendor to ensure that tender documents are ready by the specified "mid-September" date.

It was agreed that if the risk of delays increases, the matter will be escalated formally to the Councilor. The Manager reported positive news from CIMCO that the arena may not have to replace compressors, which would be a major savings.

**Action:** Chair and Manager to develop a standard report with key deliverable dates and colour code to reflect assessment of risk.

**Action:** Further discussion on strategy to communicate effectively with the community and to minimize loss of client based.

10. Programming – Survey Development

Stephen noted draft he and Jacob is rough and intended to stimulate discussion. Major

points covered in the discussion:

- Not clear what the purpose of the survey is. Discussion identified survey as a means to get quantitative information about user satisfaction with facilities, programs and staff.
- Methodology:
  - Survey mechanism (paper or electronic or both)
  - Sample – how to reach a good sample – need to have legal access to emails; possible use of link on Website; paper distribution during program activities; should separate surveys target each distinct group (adult, youth, skills, etc)
  - Analysis – who would do it; would it be possible to pay for expertise
  - Is there any value to focus groups (which would not address quantitative objectives but might provide insight into participants interests, perspective; help fine-tune survey questions)

Kim Brown offered to send a sample survey used by a community centre as an input to discussion. She noted that it was administered electronically (survey monkey) and via paper (which was then manually input to the survey tool.)

**Action:** Directors ask to send comments to Stephen and Jacob via email.

**Action:** Manager to have staff begin immediately to collect email addresses with the appropriate waiver to support the administration of a survey.

**Action:** Chair to distribute community survey example and schedule this topic on the June agenda.

#### 11. Planning Initiative Priorities

Not discussed. Deferred to next meeting.

**Regular Meeting Adjourned – 8:40 pm (moved to *in camera*)**

Next Meeting Date: Thursday June 15, 2017 @ 6:30pm

## **FUTURE ITEMS**

For Meeting	Item	Responsible
Standing Item	Reports on Planning Initiatives	Leads
	Capital Planning Progress	Manager, Directors
June	Election of Officers	Chair, Board
	Audit Follow-up	Treasurer, Manager
	Establish 2017/18 meeting dates	Chair, Board
	Approval of 2018 Budget	Board
	Survey scope questions – further discussion/next steps	Board
	Review of planning initiative priorities and director membership	Board
Future Board Items	<ul style="list-style-type: none"> <li>• Director’s Insurance presentation</li> <li>• Staffing plan Review (May 2018)</li> <li>• 2018-19 Program Proposals (Sept or Oct 2017)</li> <li>• Integrity Commissioner</li> </ul>	