

Five Flags Commission Meeting Monday October 25, 2010

Present: Rod Bakke, Barb Kurt, Cindy Fuller, Marilynne Field, Bryce Parks, Joyce White, Don Howes, Ali Levasseur, and guest Sue Balsamo

Absent: No one

Commissioner Bakke called meeting to order.

Approval of Minutes: Commissioner Fuller motioned to approve minutes of September 27, 2010 meeting. Commissioner Bakke seconded the motion, all approved.

Old Business:

- Commissioner Field completed the Oath and was sworn in as Civic Center Commissioner, Commission Chair Parks, signed in the oath.
- Guest Sue Balsamo reported on Lobby Committee's progress. Committee has been photographing along the way to have historical "before and after" photos. Plan will continue throughout the year, including implementation of UV coating, brass railing, and cabinetry for bar and coat storage. November 16, 2010 is the 100th anniversary ribbon cutting celebration in the theater lobby at 3:30PM. The Commission is invited to attend and will be receiving plaque on behalf of the theater.

New Business:

- No new business reported at this time.

Don Howes delivered the following reports:

Operations Department:

- *Five Flags Café* (coffee cart) is on order with anticipated delivery date of November, 2010. Commissioner Parks and Field suggest using the cart for Theater Events and taking the cart down the street for Cable Car Square events such as Chili Cook Off and Christmas Candle walk.
- Bid to repair theatre roof leak has been submitted to Leisure Services.
- Bid to repair the theatre's exterior steel fire escape stairs has been submitted to Leisure Services.
- CIP 2016 estimates for replacement of two RTU's (roof top air conditioning units) was requested, received, and submitted to Leisure Services.
- CIP 2015 estimate for replacement of theatre lobby A/C was requested, received, and submitted to Leisure Services.

Marketing, Promotions, and Events Interests:

- Events recently placed on hold are Gaelic Storm (February, 2011); Night Storm Traveling Dance Club (November, 2010); and three additional IBM Interview days (November, 2010).
- Eastern Outlaws Roller Derby League debuted at Five Flags on October 9. The inaugural event was very successful and sold 904 tickets.

- Michael Feldman *Whad'Ya Know Show*, a collaborative venture between IPR, WPR, and Five Flags was a hit with 608 in attendance to watch the live radio talk comedy show on October 16.
- TNA Wrestling made its inaugural appearance in Dubuque on Saturday, October 16.
- Mannheim Steamroller has gross sales exceeding \$100K and is currently considering a second show. Show date is December 9.
- Richard Marx performance cancelled – publicist released following statement – *“Due to unforeseen scheduling conflict, the Friday, October 22 Richard Marx performance at Five Flags Center is canceled, announced today.” “Refunds will be available at point of purchase.”*
 - *Five Flags responded by pulling all media ads and notifying Ticketmaster to cancel event and proceed with notification to customers purchasing tickets on-line or via a TM phone room. TM customer's credit cards are automatically credited.*
 - *Five Flags instructed staff to place building signage notification and begin making efforts to locate customers purchasing tickets at the Box Office by credit card.*
 - *Five Flags staff will be onsite at the Theatre Box Office on Friday evening; October 22 to provide customer service to those purchasers who failed to learn the event had been cancelled.*
 - *Five Flags staff prepared a \$5 food coupon to offer as a gratuitous gesture to those who had won complimentary tickets to the event*

October “primary” Events:

- DSO – October 2, 3
- IBM Interviews – October 4-8
- Outlaw Roller Derby Set-up and Practice – October 8, 9
- City Management Team – October 12
- Michael Feldman Whad'Ya Know – October 16
- TNA Wrestling – October 16
- DSO Art's Trek – October 22
- Richard Marx – October 22 - **cancelled**
- The 3 Magicians – October 30

HR :

- Five Flags Center has hired Angie Cross, as part-time concessions manager. Angie has nine years experience on Five Flags concession staff.

Financial, Accounting Reports:

- September was a very light month in terms of events. Management had budgeted for a small concert which never materialized. Utilities were \$6K over budget, primarily due to a 13% rate increase and increased usage of electrical and air conditioning in the arena for shampooing and repair of chairs. Actual expenses incurred during September were \$82,458 and budgeted expenses were \$71,464. Management expects October's event calendar to offset the loss.

- Five Flags salaries and wages line item is less \$10K less than budgeted due to keeping the F & B manager's position open for three months prior to filling it on a part-time basis.

Box Office "On-Sales":

- Dubuque Symphony Orchestra
- Mannheim Steamroller
- TNA Wrestling Live!
- Outlaw's Roller Derby
- Richard Marx
- The 3 Magicians
- Wahlert High School's "The Quilters"
- Jim McDonough
- Sesame Street Live

F&B Department:

- New F & B manager is shifting from a "worker" to a "manager" and handling new management responsibilities well.

Other:

- Discussion on November and December Meeting dates because of Holiday Season. Decided on November 22 and December 20 at 4:00PM, Ali Levasseur will not be present for December meeting.

Adjournment of Monthly Commission Meeting:

Commissioner Parks motioned to adjourn the meeting. Commissioner Fuller seconded. All Approved.

Next meeting: in the General Manager's Office on Monday November 22, 2010 at 4:00PM. Five Flags staff will place a call "Thursday before" and a "Monday of" email to remind commissioners of the meeting.