

Five Flags Commission Meeting Monday February 6, 2012

Present: Rod Bakke, Bryce Parks, Cindy Fuller, Joyce White, Don Howes, and Ali Levasseur

Absent: Barb Kurt

Commissioner Bakke called meeting to order.

Approval of Minutes: Commissioner Fuller motioned to approve minutes of January 3, 2012 meeting. Commissioner Bakke seconded the motion, all approved.

Old Business:

- Ali Levasseur reported the Theater Lobby updates are at a standstill.

New Business:

- Commissioner Fuller suggested or asked if Five Flags Theater could hold Dueling Piano show on a regular basis similar to Diamond Jo. Discussion continued and concluded that Five Flags Theater hasn't the same social environment that is needed for a successful Dueling Pianos performance.
- Commissioner Parks suggested Five Flags create its own "Teen Dance Club." Utilizing the Night Storm event as a base, Five Flags could create Local Dance Club, hiring a local DJ to create the same event. This could be help weekly, monthly, twice a month. Have a lower admission price, \$10 to gain higher attendance. Discussion ensued in generalities and may be revisited in future.

General Manager, Joyce White, delivered the following reports:

Operations Department:

- In conjunction with Colts Drum and Bugle Corp's weekend auditions held in November, 2011 and January, 2012, Dubuque Fire Department has notified Five Flags they are in violation of the fire code when providing the venue for "sleeping". Management requested a copy of the specific code in addition to engaging a representative from Simplex Grinnell to assess the cost of compliance. Results of the estimate will be forwarded to Marie Ware for further disposition.
- Westphal Electrical has completed installation of additional lighting upgrades around the "horseshoe" area of the theater. After inspection of the new lighting, management determined additional upgrades were needed and requested a bid for supplemental lighting within the available remaining CIP funding. Additional work will be scheduled in February.
- Performance Fabrication has started the process of refurbishing the theater brass in conjunction with an old CIP item. The project was not completed in January as expected, but will be ongoing throughout the spring – as allowed by both the booking schedule of the theater and Precision Performance availability.

Marketing, Promotions, and Events Interests:

- Placed hold for Mannheim Steamroller for December 6, 2012.
- Received a commitment from the local chapter of the National Holstein Association to host the cow show portion of 2014 National Holstein Convention. Confirmation of Five Flags center was approximately an eighteen month process of meeting with and providing tours for the local farm committee.
- Communicating with Youth Director at Hope Church regarding bringing a Christian concert to Dubuque in August. Investigation, research, and discussion are ongoing.
- In process of negotiating a contract to pick up a date with Jim McDonough in April as he establishes his spring tour. Jim has changed his business model from "renting" to "presenting" – which places the risk on the building. Risk mitigation will be included in the contract negotiation and structure.
- Marketing and promoting January event load was a daily occurrence.

January Events

- Dubuque Soccer Association convenes soccer practice (T-T from 5PM – 8PM) for the next three months.
- Outlaws – January 7
- City Engineering (OSHA Training) – January 10
- City Manager's Meeting – January 10
- Colts Drum and Bugle Corp (full weekend of auditions) – January 13-15
- Civil Service Tests - January 11 & 18
- MMA – January 27
- Gun Hut Gun Show – January 28 & 29
- FBN (begins rehearsals for "Crowns" which coincides with February's Black History Month) January 23 – Feb 4

February Events

- Dubuque Soccer Association (T-T from 5PM – 8PM) – February 2, 7, 8, 14, 16, 21, 23, 28
- FBN presents "Crowns" in conjunction with Black History Month – Feb 3 & 4
- City Engineering Department – February 2
- Bull Ride – February 10 & 11
- DSO (rehearsal Feb 7-10) – performances February 11 & 12
- University of Dubuque Pi Beta Sigma – February 11
- Gaelic Storm – February 14
- City Manager's Meeting – February 14
- Outlaws Roller Derby – February 18
- Bixby's Rainforest Inflatable's – February 25 & 26
- DSO Youth Ensemble – February 26

F & B Department

- January's programming had four F & B revenue generating opportunities (Outlaws, MMA, and Gun Hut Gun Show – which ran for two days).

Financial Manager, Don Howes, delivered the following reports:

Financial, Accounting Reports:

- December Adjusted Gross Income down \$15,861 to budgeted
 - "Timing issue" - Christmas concert budgeted for December but occurred in November
- Actual YTD Income down \$8,363 compared to YTD budgeted income
- Actual YTD Expenses down \$28,365 compared to YTD budgeted expenses
- Actual YTD net loss down \$20,002 compared to YTD budgeted net loss
- December forecast reflects beating the benchmark at fiscal year-end by \$52,502K

Staff Development

Five Flags staff training initiatives during the past several months have focused on a broad array of topics and culminated over the weekend of January 20 and 21 with the **SMG K'nekt Customer Service** - presented by Katie Wells, KEW Solutions, Charleston, SC. Management and staff last participated in corporate Customer Service program in 2007 – so the K'nekt program was new to staff. *The overwhelming consensus was "good program, well presented"!* A new and updated corporate K'nekt Customer Service program will be rolled out this year. *Our goal is to budget for the new program in 2014.*

Fifty-one (51) full and part-time staff received training –split into two sessions (some employees trained on Friday night after work and the others trained on Saturday morning.)

Evacuation and "Shelter-in-Place" Exercise

- To capitalize on availability of personnel present for Customer Service Training, management tacked on a twenty-minute **Evacuation** and **"Shelter-in-Place"** exercise for both full and part-time personnel. The exercise was conducted by John Richardson.

Other Training

- Department managers are currently scheduling time for personnel to watch Job specific videos, including those listed below:
 - Sexual Harassment in the Workplace
 - System Lifting/Back Injury Prevention
 - How to Prevent Slips and Falls
 - New Blood borne Pathogens – The Complete Program
 - Sanitation for Cafeteria and Food Service Areas
 - Kitchen and Food Service Safety
- Specific operations personnel were schedule for renewal certification in:
 - Bobcat
 - Forklift
- Full-time and part-time staff made progress in December and some are continuing to work toward completion of web based training in:
 - Trained Crowd Manager (IAVM 6 hour plus program)
 - Workplace Security Awareness (FEMA)

Adjournment of Monthly Commission Meeting: Commissioner Bakke motioned to adjourn the meeting. Commissioner Parks seconded, all approved.

Next meeting: in the General Manager's Office on Monday March 5, 2012 at 4:00PM. Five Flags staff will place an email "Thursday before" to remind commissioners of the meeting.