

Tri Municipal Leisure Facility Corporation Board Meeting
February 9, 2017
Tri Village Room, Holiday Inn, Spruce Grove

ADOPTED

Present

Gary Fulmore	Chair, Public Rep, Town of Stony Plain
Lonnie Stewardson	Public Rep, Town of Stony Plain
Daniel Beaton	Public Rep, City of Spruce Grove
Pat Hansard	Town of Stony Plain
Brenda McKinnon	Public Rep, Parkland County
Wayne Rothe	City of Spruce Grove
Yvan Boutin	Public Rep, Parkland County
Greg Dewling	Public Rep, City of Spruce Grove

Absent with Notice

Darrell Hollands	Parkland County
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Others Present

Graig Walsh	General Manager
Kathy Sadek	Corporate Services Manager
Josh Reashore	Health and Safety Advisor

CALL TO ORDER

Call to Order

G. Fulmore called the February 9, 2017 board meeting to order at 6:00 pm.

ADOPTION OF AGENDA

01/1/2017
Adoption of Agenda

Moved by L. Stewardson that the Board adopt the February 9, 2017 meeting agenda as amended.

CARRIED

ADOPTION OF MINUTES

02/1/2017
Adoption of
December 15, 2016
Minutes of Meeting

Moved by W. Rothe that the Board adopt the December 15, 2016 Minutes of Meeting as presented.

CARRIED

BUSINESS

N/A

INFORMATION

Health and Safety Presentation

01/11/2017
FI: Health and Safety
Presentation

G. Walsh introduced J. Reashore, the Health and Safety Advisor for the TLC. J. Reashore presented a health and safety overview to the board. This presentation included a summary of key projects and processes that have been implemented at the facility since the beginning of 2016 as well as projects that are in progress or planned for 2017. G. Fulmore requested that leading and lagging statistics be compiled and included in the monthly reports to the board. J. Reashore to gather the statistical information and compile to the Health and Safety contribution to the monthly report.

December Financials – Preliminary Year-End

02/1/2017
FI: December
Financials –
Preliminary Year-End

K. Sadek presented a preliminary financial picture to the Board. This included an operating and audit summary. Based on the preliminary information, the TLC's 2016 year will result in a modest operating surplus and an increase to the unrestricted fund balance. The board requested that the auditors book an amount for potential employee severance as a liability. K. Sadek to confirm with the auditors an amount to book.

Shotz Lounge/Mountain Top Market

03/1/2017
FI: Shotz
Lounge/Mountain
Top Market

G. Walsh provided a summary of the lease transfer and renewal for Shotz Lounge/Mountain Top Market. At the December 15, 2016 meeting of the board, the board approved the transfer of the lease from 1550752 Alberta Ltd. To 2016217 Alberta Ltd. (Dumont Contracting). Between the December 15, 2016 Meeting and the February 9, 2017 meeting, the transfer was finalized. A part of that included the TLC receiving confirmation of financial security for 2016217 Alberta Ltd. As of February 1, 2017, 2016217 Alberta Ltd. Assumed ownership of Shotz Lounge/Mountain Top Market.

G. Walsh also confirmed that the renewal for the lease had also been finalized and that the rate agreed upon was a) at market rate and b) not less than the final year of the preceding renewal.

Customer Experience Report & Initiative

04/1/2017
FI: Customer
Experience Report &
Initiative

G. Walsh provided an update on customer experience challenges and initiatives that administration are working on. With the annual January rush, the TLC has seen an increase in traffic through the main customer experience desk. Administration is also working to return staffing levels to the historic norm following a sharp increase in 2016 as a result of the transition from CLASS to IntelliLeisure, the Centre's recreation management software. These two factors have resulted in longer than desired lines at the front desk.

Administration is working on a number of initiatives to ensure that service levels are maintained and heightened. Using data collected from the main entry people counter and the recreation management software check ins, the TLC is working towards matching the staffing levels with building traffic. Additionally, using RFID silicone wristbands, the TLC is working to develop a replacement solution for the single use paper wristbands. Finally, administration is reviewing all processes at the customer experience desk, including sign in and registration processes, the steps needed to complete transactions, and other to ensure that the highest level of service can be offered to the clients.

Front Walkway Ice Control/Maintenance

05/1/2017
FI: Front Walkway Ice
Control/Maintenance

G. Walsh provided an update on issues related to snow and ice control on the front walkway. An example of a slip and fall was presented. Administration is encountering an issue with patrons emptying or spraying their water bottles on the front walkway after leaving the building. On two occasions this has resulted in a slip and fall injury to another patron. Administration commits to reviewing the snow and ice control guideline currently in place and will report back to the Board at a later date.

IN CAMERA

1/1/2017
In Camera 7:52pm

Moved by L. Stewardson that the Board goes in camera.

CARRIED

2/1/2017
In Camera 8:15pm

Moved by G. Dewling that the Board goes out of in camera.

CARRIED

REPORTING IN AND OUT

Reporting In and Out

- P. Hansard updated the Board on a potential development that could impact the TLC. Everest Group of Companies is considering the development of Everest Sports Centre which in the early stages may include up to six indoor field/court surfaces as well as a myriad of complimentary services and facilities.
- K. Sadek confirmed that the original board retreat date will be rescheduled as the date landed on Easter weekend. New date to be confirmed.

Adjournment

ADJOURNMENT

Meeting adjourned at 8:20pm.



Gary Fulmore, Chair