

**CIVIC CENTER COMMISSION  
MEETING MINUTES  
January 23, 2020**

**Attendees:**

CCC Members: Chairman John Harranty, Commissioner Patrick Lowe, Commissioner John Brissette, Commissioner Jim Knowlton, & Commissioner Lowell Alexander

City: John Odell, Candee Raphaelson

ASM: Sandy Dunn, & Melissa Bishop      Absent: Jim Moughan,

Minutes Prepared by: Betty Coolidge, SMG

**1. Call to Order**

Chairman Harranty brought the meeting to order at 8:03 am.

Betty Coolidge, Sandy Dunn's new administrative assistant was introduced and Melissa Bishop, CFO, was welcomed back.

**2. Acceptance of Meeting Minutes – December 12, 2019**

Meeting minutes that were presented for approval from *December 12, 2019*, were passed. Commissioner Brissette motioned for approval and was seconded by Commissioner Knowlton (4 yeas, 0 nays) Motion *passed*.

**3. Capital Projects – John Odell**

John Odell discussed the estimated quote for the telephone/cameras combined. Currently it is back in Technical Services to revise the quote due to the price tag and the discussion with Sandy Dunn and her staff was to review and scale back. The netting bid was delayed but the purchase order is in process. The convention center electrical vault upgrade has been put on hold due to the unexpected, surprisingly high estimate from National Grid for their related costs. Chairman Harranty asked if the City Manager could get involved and John agreed to do so. Sandy made mention that the chairs in the entire building were going to be replaced and that there were three choices in the lobby if the Commissioners wished to sit in them and voice their opinion.

**4. SMG Reporting – Sandy Dunn**

A brief update was provided She has retained a search firm for the Food and Beverage position which is proving to be difficult to fill and has many part time jobs available on the website The Pirates are back for a third season. The Oval has seen significant increase in numbers of skaters so far this year. Rain Café, a Vietnamese coffee, tea and smoothie shop with a place in Dorchester will be utilizing the space where Figs and Pigs was and they are partnering with Lazy Susan Donut Shop so they will also have food.

Melissa Bishop went over the financials which is a timing issue but the projection is they will be on Budget. Sandy stated last year was extremely high and this year would be closer to average but still expected to be on Budget.

Sandy went over the events listed in the monthly highlights and mentioned the added information about the Bob Cousy statue. Chairman Harranty had spoken to Mr. Cousy and relayed that he was ecstatic about it.

**6. Adjournment**

Chairman Harrity motioned to adjourn; seconded by Commissioner Brissette.  
**Vote - (4 yeas, 0 nays) *Motion passed.***

Meeting Adjourned at 8:53 am

**Next Standard Meeting:**

Thursday, February 27, 2020 at 7:30am (Breakfast) - 8:00am Meeting – DCU Center – Conf Room

### DCU Center - Capital Project Update 1-17-2020

	Funding Source	Projects	Assignment	Estimated Value	Current/Actual Value	Status	Expected Completion	Comments
1	DCU - Special District	Vault Upgrade	JO/RT	\$ 790,000	\$ 790,000	Design	Summer 2020	Waiting on NGrid cost estimates before finalizing design contract with EDM Engineering
3	DCU - Special District	DCU - Barricade Parts	JO	\$ 10,000	\$ 10,000	Pending	Winter 2020	PO in Process
4	DCU - Special District	DCU - 1 Man Mini Lift	RT	\$ 25,000	\$ 12,885	Complete	10/31/2019	Complete
5	DCU - Special District	Telephone and Camera System	Tech Services	\$ 175,000	\$ 262,000	Pending	Winter/Spring 2020	Tech Services Dept. working with SMG and EAM to finalize network switch locations
7	DCU - Special District	Pipe/Drape and Table Skirting	JO	\$ 25,000	\$ 25,000	Pending	Winter 2020	PO in Process
9	DCU - Special District	Exterior DCU Signs - Interior LEDs (5)	RT	\$ 110,000	\$ 110,000	Pending	Winter 2020	Design work underway SMG to participate - Working with NGrid Expediter Program
10	DCU - Special District	DCU - Hockey Net Replacement	JO	\$ 10,000	\$ 10,000	Pending	Winter 2020	PO in Process
11	DCU - Special District	DCU - Iceplant Control System	RT/LLB	\$ 12,000	\$ 12,000	Pending	Spring / Summer 2020	TBD
12	DCU - Special District	Parapet Netting System - Full Cap remove & Replace	RT/LLB	\$ 49,000	\$ 49,000	Design @ 95%	Winter/Spring 2020	Bid delayed - Remove & Replace- New Metal Cap to match existing
13	DCU - Special District	Ride on Vacuum	RT	\$ 16,000	\$ 16,000	BID	11/8/2019	Complete
14	DCU - Special District	Wide Area Vacuums (4)	JO	\$ 17,000	\$ 17,000	Pending	Winter 2020	PO in Process
15	DCU - Special District	Ballroom Chairs	RT	\$ 240,000	\$ 240,000	Pending	Winter 2020	Requisition Bid processing w/comparative pricing and construction- Virco and MilyLite bidding options defined to include samples as deliverable.QTY TBD
16	DCU - Special District	Door Controls S Elevator - Replace	RT	\$ 25,000	\$ 25,000	Pending	Winter/Spring 2020	Per SMG Specs
17	DCU - Special District	Security Cameras	Tech Services	\$ 250,000	\$ 250,000	Pending	Winter/Spring 2020	Tech Services Dept. working with SMG and EAM to finalize network switch locations
			Total =	\$ 1,754,000	\$ 1,828,985			



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***FINANCE AND HUMAN RESOURCES DEPARTMENTS***

**Human Resources**

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The Director of Food and Beverage remains open. As of January, we have retained a hospitality head hunting service to assist with a search and remain hopeful that we will identify a candidate in the near future. In the meantime, the staff has done an excellent job keeping the operation running with some limited support required from corporate and the field.

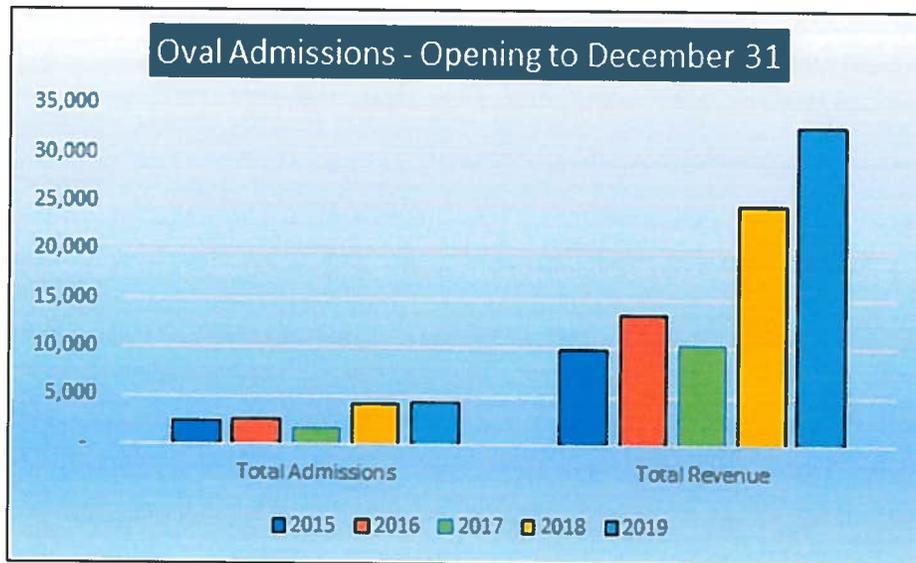
Significant opportunities remain available for part time employees in all departments.

**Box Office**

Massachusetts Pirates – Third season is scheduled to go on sale February 1<sup>st</sup>. This is the final option year for their contract and they have not begun discussions for an extension. The status of the Leagues in arena football will likely be a factor in addition to sponsors and attendance.



**Oval Updates** – Last year’s attendance was dramatically up over previous years and that trend is continuing this year with attendance up 9%. Weather and improved marketing has been a positive impact. Admission revenue is up 33% which is attributable to new skate aids that were added this year. Both aids were sponsored with the Boy Scouts constructing the PVC aids and sponsored by MCPHS. The Seals were purchased prior to the season once sponsorship was confirmed by Mass Live. After Mass Live held a naming contest, the seals were named BlueWoo.



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Performing Arts	1	3			
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Arena Football		2	<b>Variance</b>	2,157	(77,794)
<b>Total</b>	<b>30</b>	<b>119</b>			
<b>Budget</b>	<b>29</b>	<b>108</b>	<b>Net Income</b>		
<b>Variance</b>	<b>1</b>	<b>11</b>	<b>Actual</b>	72,654	(339,713)
			<b>Budget</b>	235,625	104,483
			<b>Variance</b>	(162,971)	(444,196)



## **EVENTS & MARKETING**

### **DCF Holiday Party**

The DCU Center was filled with the holiday spirit during the Worcester Area Department of Children and Families annual holiday party that took place on December 29th in the Grand Ballroom. Hosted for the 5th year in a row by the Department of Nursing at UMass Memorial Medical Center in partnership with ASM Global, the event succeeded in spreading holiday cheer to local families. Toys, arts & crafts, cookies and treats including a chocolate fountain, and much needed warm weather clothing, were shared with all attendees, who were also given the chance to take a photo with Santa before the festivities were over.

This year was the highest attended with nearly 600 people – 280 children, 208 adults and 100 volunteers.



### **Worcester Telegram Best Of Delivers the Voice of the Community**

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## Oval Decorations and Events

In preparation for the holidays, the Operations staff added decorations to the Oval skate shack for the first time this year. The added décor was pleasantly received by attendees and passer bys. In addition, the Central MA Torah Center Hosted a Menorah Lighting on December 26<sup>th</sup> (the middle of the Chanukah holiday). A variety of other events have also taken place to increase attendance.



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## **OPERATIONS**

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Additionally, new chemical management systems has been deployed on both sides of the complex. Although the cartridges are slightly more expensive than the previous units, the new ones have a better RTU to mix ratio & overall a better cleaning substance as well as a higher green certified rating. Ultimately, we expect a slight financial savings with better results.



Conv Ctr Paper Towel



Chemical Management System

### **Vault Protection**

After a significant amount of use and deterioration, new matting was purchased to cover the vault grid to assist with limiting the amount of water flowing into this area. We are looking forward to the long term solution.



## **SALES**

### **Persistence and Patience Pays Off:**

On 1/16/20, the New England Apparel Buyers Show (NEAC) completed its first Trade Show at the DCU Center with a Board Meeting. This capped off the 4 day buyers show that used the full exhibit hall for a total of 6 days inclusive of move-in. This event was courted when the building first opened 23 years ago and the event was initially going to host 5 week long events a year, but ultimately, they decided to stay at their current facility. Creating a relationship 22 years ago and staying in touch, coupled with the change in management of the organization resulted in their first event being here this month with additional events slated for August of 2020 and again in January of 2021. The groups goal it to host their event here at the DCU Center 3-4 times a year. NEAC attracts 2000 Vendors and buyers from around the country, using 350-500 room nights per stay with an economic impact of over \$200,000.00 each time.

### **NCAA Events**

The NCAA has released their RFPs for 86 of their 90 championships for the academic years of 22-23 through 25-26. During this process and for the 4 years listed, over 500 sites will be selected. ASM Global is working with Holy Cross and Discover Central MA to prepare bids for 3 of the years to host NCAA Hockey and 2 of the years to host NCAA Basketball. All bids are due by February 2<sup>nd</sup>.





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Monthly Sales Report      December 2019**

Name	Banquet/ Social	Conference/C onvention/T radeshow	Date of Event	# of Days	Anticipated Attendance	New Business	Repeat Business
<b>Banquet/Social Contracts</b>							
MassCOP Banquet	1		4/17/2020	1	700	1	
Shrewsbury HS Jr. Prom	1		5/15/2021	1	800		1
Shrewsbury HS Sr. Prom	1		5/27/2022	1	500		1
Realtors Assoc. of Central MA Awards Banquet	1		4/16/2020	1	500	1	
	<b>4</b>			<b>4</b>	<b>2300</b>	<b>2</b>	<b>2</b>
<b>Conference/Convention/Tradeshow Contracts</b>							
Sustainable Comfort Inc.		1	2/5-8/20	2	90	1	
Mass Hire Job Fair		1	05/14/20	1	1,200		1
MA Nat. Guard Professional Conference		1	02/08/21	1	800	1	
Eversource Meeting		1	02/25/20	1	350	1	
Magna Legal Services		1	1/15-16/20	2	45	1	
NE-ACCE 2020 Annual Meeting		1	10/24/20	1	150	1	
UMassMemorial Quarterly Meeting		1	10/28/20	1	500		1
MA Nonprofit Network Annual Conf.		1	10/28/20	1	800	1	
Imperial Distributors Seasonal Show		1	8/17-20/20	4	450		1
Hilti Meeting		1	1/28-30/20	3	75	1	
		<b>10</b>		<b>17</b>	<b>4,460</b>	<b>7</b>	<b>3</b>
<b>Proposals</b>							
Nat. Assoc of Hispanic Real Estate Prof. Gala	1		2/7/2020	1	180	1	
Black Student Union Gala	1		Feb. 2020	1	120	1	
Star City Games		1	Jun - Dec. 2020.	2	1,500		1
MA Town Clerks Assoc. Winter Mtg.		1	2/3-5/21	3	250	1	
Interweave Yarnfest		1	Nov. 2020	3	1,500	1	
Community Care Cooperative		1	Feb. 2020	1	100	1	
Magna Legal Services Focus Group		1	1/15-16/20	2	45	1	
Hilti Meeting		1	1/28-30/20	3	75	1	
New England Assoc of Teachers of English		1	Oct. 2022 and 2023	2	250	1	
Mass Council on Aging		1	Fall 2021	3	1,800	1	
Mass National Guard		1	02/08/21	1	800	1	
Mass School Psychology		1	04/10/20	1	100	1	
Mass Facilities Assoc		1	10/13-15/20	1	450	1	
Helping Hands Youth Conference		1	03/21/20	1	500	1	
Mass Rehabilitation Commission		1	08/01/20	1	350		1
NEAC		1	1/17-21/21	3	1,500		1
Sustainable Comfort Inc.		1	2/5-8/20	2	90	1	
	<b>2</b>	<b>15</b>		<b>31</b>	<b>9,610</b>	<b>14</b>	<b>3</b>



**Site Visits & Appointments**

Sunovian Pharmaceuticals Planning Committee  
 Madeleine Morgan - MA Nonprofit Network  
 Mahshid Ghaemmaghani - FTF Behavioral Consulting  
 Steve Mesrobian - Armenian Youth Olympics  
 Apparel Club Vendor Meeting  
 Joe Sarrm - Kenyan Religious Event  
 Obed Konadu - Pop Up Worship  
 Gregg Snody, WPI  
 Ken Wertz - Mass Facilities Assoc  
 Kristin Dylstra Bass Board of Building Mgr.  
 Kevin Kuros, Ma office of Bus Development  
 Framingham State U Staff  
 Mass Teachers Assoc.

**Conf/On sale Arena Events**

NCAA Hockey	3/27-28/20	2
FBR Worcester Rumble	2/22/2020	1
WAAF Big Gig	4/25/2020	1

**Track able overnight room pick-up for Nov. 2019**

<b>Event</b>	<b>Date</b>	<b># of Days</b>	<b>Rm Nights</b>
UCC Annual Meeting	11/1-2/19	2	
World Class Dance	11/3/19	1	
OSD Conference	11/6-7/19	2	
The Harvest Cup	11/8-10/19	3	
MA Senior Care Conference	11/13-14/19	2	
Trans Siberian Orchestra Concert	11/16-17/19	2	
MAHPERD Conference	11/18-19/19	2	
Pilgrim Gymnastics	11/22-24/19	3	
Islamic Circle of North America	11/29-12/1/19	3	





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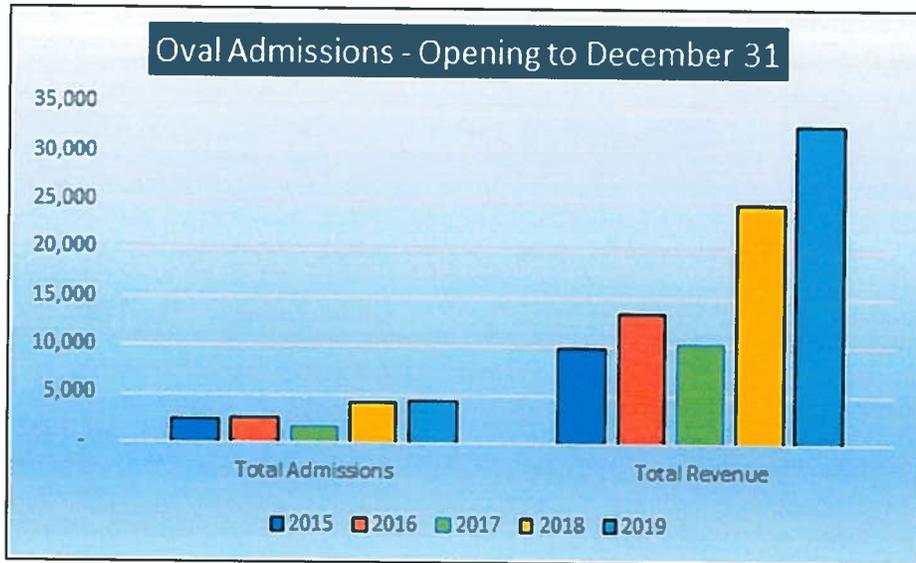
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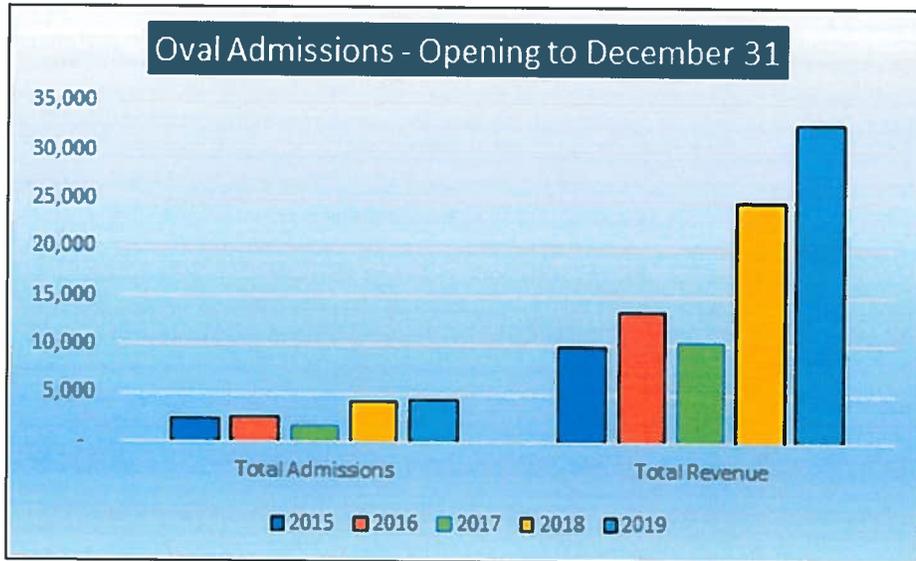
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Concerts	2	4			
			<b>Other Operating Income</b>		
Consumer Shows	2	21	<b>Actual</b>	46,908	313,338
Conventions	4	26	<b>Budget</b>	68,133	359,910
Family Shows		6	<b>Variance</b>	(21,225)	(46,572)
Meetings	7	23			
Performing Arts	1	3			
			<b>Indirect Expenses</b>		
Sporting Events	2	3	<b>Actual</b>	558,250	2,532,039
Railers Hockey	8	10	<b>Budget</b>	556,093	2,609,833
Trade Shows	1	15	<b>Variance</b>	2,157	(77,794)
Arena Football		2			
<b>Total</b>	<b>30</b>	<b>119</b>	<b>Net Income</b>		
<b>Budget</b>	<b>29</b>	<b>108</b>	<b>Actual</b>	72,654	(339,713)
<b>Variance</b>	<b>1</b>	<b>11</b>	<b>Budget</b>	235,625	104,483
			<b>Variance</b>	(162,971)	(444,196)



## **EVENTS & MARKETING**

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Conv Ctr Paper Towel



Chemical Management System

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Monthly Sales Report      December 2019**

Name	Banquet/ Social	Conference/C onvention/T radeshow	Date of Event	# of Days	Anticipated Attendance	New Business	Repeat Business
<b>Banquet/Social Contracts</b>							
MassCOP Banquet	1		4/17/2020	1	700	1	
Shrewsbury HS Jr. Prom	1		5/15/2021	1	600		1
Shrewsbury HS Sr. Prom	1		5/27/2022	1	500		1
Realtors Assoc. of Central MA Awards Banquet	1		4/16/2020	1	500	1	
	<b>4</b>			<b>4</b>	<b>2300</b>	<b>2</b>	<b>2</b>
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Sustainable Comfort Inc.		1	2/5-6/20	2	90	1	
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Hilti Meeting		1	1/28-30/20	3	75	1	
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Star City Games		1	Jun - Dec. 2020	2	1,500		1
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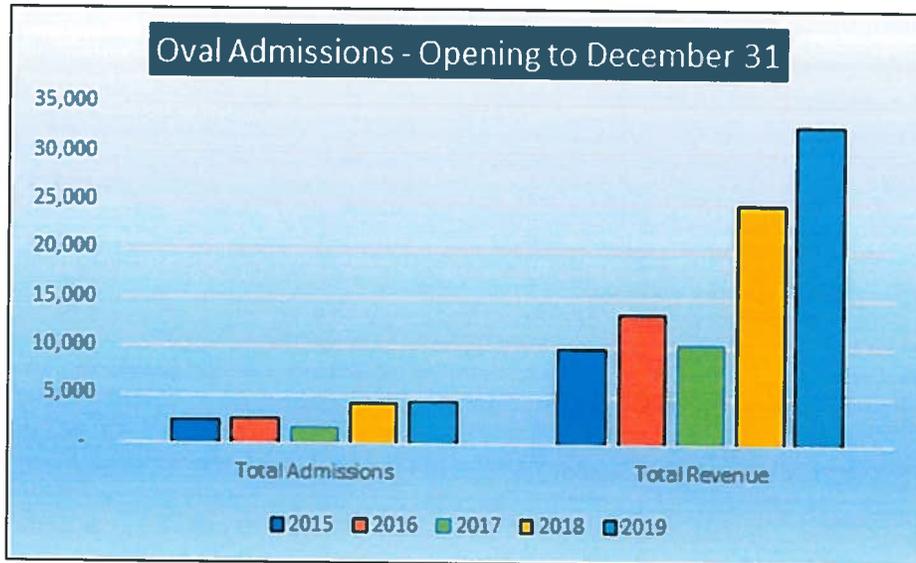
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