



MONONA TERRACE COMMUNITY AND CONVENTION CENTER

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REPORT TO THE MONONA TERRACE BOARD OF DIRECTORS

April 16, 2015

A. Building Operations:

- The recruitment process for the open Building Maintenance Supervisor position was completed. Mike Waters who was our Maintenance Mechanic 2 has been promoted to the position.
- Assistant Operations Manager Thubden Sangha, an 18 year employee, has retired and his replacement will be announced this week.
- Third Shift Operations Lead Worker Gary Flesher has taken a position at the Senior Center and interviews for this now vacant position will begin this week.
- Third Shift Operations Worker Terry Daveler has accepted a position in City Engineering. This opening will be posted in 2 weeks.
- Staff attended two Baldrige Criteria trainings at the Wisconsin Center for Excellence in March: Insights to Performance Excellence and ADLI – Approach, Deploy, Learning and Integration.
- Staff is working on spring clean-up now that the snow has melted.
- Pressure washing of the rooftop and entryways will begin.
- The heating system will be shut down and the cooling system brought into service.
- Cheryl Catalino, a facility worker in the Maintenance Department, will be retiring this month. Cheryl worked for the UW for 13 years and started with the city March 1990 at the Madison Municipal Building. From there she went to Housing and then started at Monona Terrace in February 2001.
- Work continues on both the LEED certification and the Wisconsin Forward application.

B. Community Relations:

- Lunchtime Yoga
 - Mondays & Thursdays, January 26-March 19
 - Total Attendance = 1,177
 - Average Attendance = 73
 - 100% Satisfaction Rate
 - 97% Willingness to Return
- Tunes at Monona Terrace – March 18
 - All That Jazz Big Band
 - Attendance = 225
- Tours and programs were provided to East Madison Monona Coalition of the Aging, Sandburg Elementary, University Lake School, Cottage Grove Elementary, St James Elementary, Girl Scout Troop #2344, and Winnequah Elementary.
- A “Product Designer” Girl Scout workshop occurred on March 7. Monona Terrace partnered with designers from the firm Credo to present the program.
- Staff participated in the Circle Wisconsin Midwest Marketplace, which took place at Monona Terrace on March 30-31. The Marketplace provided an opportunity to promote group tour offerings to 30 tour operators.
- The department received renewals of sponsorship from Oak Park Place and Oakwood Foundation for Tunes.
- Staff joined the Latino Professional Association and served on the review panel for Dane Arts spring project grant evaluations.

C. Gift Shop:

- Staff completed the latest Book Sales event for the Madison Civics Club.
- There are several new items in the shop including a large selection of greeting cards, some ladies scarves & jewelry, a new Frank Lloyd Wright umbrella pattern and a local line of candles. Many more products have been added to the website as well.
- Orders for the personalized rooftop tiles continue to come in; the next installation date will be in the autumn of 2015.

D. Sales and Marketing:

- The March booking pace report is attached.
- Monona Terrace was represented by the sales team at the following networking functions and events: MPI Monthly Meeting, Latino Chamber, DMI New Faces/New Places, SMBA Monthly Networking Luncheon, Good Morning: Monona!.
- Staff participated as an exhibitor at the Mad City Bridal Expo held at Monona Terrace.
- The repeat events whose loyalty is appreciated include **Wisconsin Realtors** who have been holding their event here since 1997 and have signed on for 2016 as well as **United Way** for hosting their 16th Campaign Celebration here in November of this year.
- Below is a summary of all other events booked in the month of March:

Repeat Events	New Events	Weddings
15	11	4

E. Event Services:

- UPCOMING EVENTS:

April 16-19	NACA Northern Plains Regional Conference 2015 (National Association for Campus Activities)	800 ppl
April 21-23	AIA Wisconsin 2015 Convention & Expo	2000 ppl
April 21	City of Madison Common Council Luncheon	70 ppl
April 30-May 2	29 th Annual Pharmacology & Clinical Update	500 ppl
May 6-8	ACD Games Day 2015	550 ppl
May 14-15	U.S. Conference of Mayors – Mayor's Bike Summit	100 ppl
May 22-23	2015 Spring Madison Half Marathon & Twilight Run	4500 ppl
May 29-31	Pokemon Regional Competition	800 ppl
June 27	Festival Foods Shake the Lake Rooftop Party	2000 ppl

F. Business Office / Human Resources

- A limited financial report will be discussed at the board meeting due to the ongoing issues with the City implementing the MUNIS system.