



## VANCOUVER CIVIC THEATRES BOARD

### MINUTES

FEBRUARY 26, 2015

A meeting of the Vancouver Civic Theatres Board was held on Thursday, February 26, 2015, at 12:00 noon, in the Queen Elizabeth Theatre Salon.

**PRESENT:** Rob Haynes, Chair  
Michael Noon  
Wendy Soobis  
Karen Wilson

**ABSENT:** Susan Adams (Leave of Absence)  
Sarah Kim (Leave of Absence)  
Karole Sutherland, Vice-Chair

**ALSO PRESENT:** Sandra Gajic, Director, Civic Theatres  
Sandra Elliot, Audience Services Manager, Civic Theatres  
Jason Gordon, Food & Beverage Manager, Civic Theatres  
Guy Leroux, General Manager, Civic Theatres  
Miles Muir, Technical Director, Civic Theatres

**RECORDER:** Elizabeth Griffiths, Operations Assistant, Civic Theatres

#### Leave of Absence Requests

None.

#### Approval of Minutes

MOVED by Wendy Soobis  
SECONDED by Karen Wilson

THAT the Minutes of the Vancouver Civic Theatres Board meeting held on January 29, 2015, be approved as circulated.

CARRIED UNANIMOUSLY

## 1. Chair's Comments

Rob Haynes, Chair

- expressed his appreciation and thanks to the Board of Directors for their extra efforts this year and for their commitment to the Civic Theatres. This is the last meeting this year for this board, Rob reminded them that their responsibility to not discuss in public the confidential work of the board.
- mentioned that he had heard a discussion on local radio proposing a ban on cameras and cell phones at concerts with many callers being for the idea.

## 2. Resident Companies Report

Karen Wilson attended the recent VRS and Miami City Ballet performances. She was deeply impressed with the quality of the Ballet.

## 3. Director's Report

Sandra Gajic, Director, Civic Theatres, with Guy Leroux, reported on the following:

- Finance
  - Updated revenue estimates
  - New budget reporting system with new cost centres for enhanced tracking
  - New accountability procedures

Staff present reported and responded to questions on:

- Operations
  - Scanner problems being ironed out
  - Working on ideas to encourage audiences to arrive early
  - Customer service
  - New technician for the Annex hired
  - Transition plan for retiring Head Carpenters
  - Sound equipment updates necessary at the Orpheum
  - New vendors and new products at the concessions
  - Creating a preferred caterers list
  - Project to replace much of the bar equipment
  - Working on RFP for the old restaurant
  - On-going inventory management project
  - Work with IT to update booking management software
  - Finishing the fall protection plan
  - Dialogue has increased with the parkade management to improve customer service during events and enhance revenues during non-event hours

MOVED by Wendy Soobis  
SECONDED by Karen Wilson

THAT the Board recommends to the Director, Sandra Gajic, and the City that key senior management staff as part of their duties should be required to monitor shows from an audience perspective improving their overall understanding of operational and licensee requirements.

CARRIED UNANIMOUSLY

#### 4. New Business

None.

#### ADJOURNMENT

MOVED by Wendy Soobis  
SECONDED by Karen Wilson

THAT this meeting be adjourned.

CARRIED UNANIMOUSLY

#### Next Meeting

DATE: Thursday, March 19, 2015  
TIME: 12 Noon  
PLACE: Queen Elizabeth Theatre Salon

The Board adjourned at 1:07 pm.

\* \* \* \* \*