



VANCOUVER CIVIC THEATRES BOARD

MINUTES

MAY 18, 2017

A meeting of the Vancouver Civic Theatres Board was held on Thursday, May 18, 2017, at 12:01 pm, in the Queen Elizabeth Salon, 630 Hamilton Street, Vancouver, BC.

PRESENT: Rob Haynes, Chair
Sue Adams, Vice-Chair
Hugh Cochlin
Patricia McSherry
Lynn Ross
Wendy Soobis

ABSENT: Christopher Ball

ALSO PRESENT: Councillor Elizabeth Ball, Council Liaison
Kathleen Llewellyn-Thomas, General Manager,
Community Services
Sandra Gajic, Director, Vancouver Civic Theatres, Staff
Liaison
Guy Leroux, Associate Director, Vancouver Civic Theatres
Krista Edwardson, Senior Manager, Sales, Vancouver Civic
Theatres

CITY CLERK'S OFFICE: Tina Hildebrandt, Meeting Coordinator

Leave of Absence Requests

MOVED by Wendy Soobis
SECONDED by Sue Adams

THAT the Vancouver Civic Theatres Board approve leaves of absence for Rob Haynes and Patricia McSherry for the June 22, 2017, meeting.

CARRIED UNANIMOUSLY

Approval of Minutes - April 27, 2017

MOVED by Lynn Ross
SECONDED by Hugh Cochlin

THAT the Vancouver Civic Theatres Board approve the minutes from the meeting held April 27, 2017, as circulated.

CARRIED UNANIMOUSLY

1. Chair's Comments

The Chair's comments included the following:

- Draft VCT Budget;
- Review of net revenue and rental rates; and
- Work Plan.

Sandra Gajic, Director, Vancouver Civic Theatres, responded to questions related to ticket distribution agencies.

2. Digital Services Presentation

Kathleen Llewellyn-Thomas, General Manager, Community Services, responded to the Board's motion regarding the VCT website and Point of Sales (POS) system, and introduced Jessie Adcock, Chief Technology Officer, and Darcie Wilson, Director, Digital & Contact Centre Services.

Ms. Adcock and Mr. Wilson provided an update on the status of projects and services within the City of Vancouver's Technology Services Department during the transformation. Ms. Llewellyn-Thomas noted her advice to the Corporate Management Team during the transformation is to address the higher risk projects and services first, adding the VCTB motion is not as high a risk and that staff will respond to it as soon as possible.

In discussion, Board members emphasized the need to launch the website and POS system in order to meet financial goals and improve customer service but expressed optimism the project is nearing completion.

3. Website Follow-up

Hugh Cochlin and Wendy Soobis provided an update on their review of the VCT website to determine user-friendliness and, along with VCT staff, responded to questions.

In discussion, Board members suggested changes to improve the user experience and expressed support for progress to date.

Krista Edwardson, Senior Manager, Sales, Vancouver Civic Theatres, will be in touch with Mr. Cochlin and Ms. Soobis when the website has been updated.

4. 2017-2018 VCTB Work Plan Approval

The Board reviewed the second draft of the work plan prepared by Sue Adams and Lynn Ross and agreed to approve it in principle pending receipt of the consultant's report in the Fall.

MOVED by Wendy Soobis
SECONDED by Sue Adams

THAT the Vancouver Civic Theatres Board approve the Draft 2017-2018 Work Plan in principle as presented at its meeting on May 18, 2017, pending receipt of the consultant's report in the Fall on options for a new VCT business model.

CARRIED UNANIMOUSLY

5. Arts & Culture Policy Council Report

No report.

6. Finance

Guy Leroux, Associate Director, Vancouver Civic Theatres, reviewed the Financial Report for April 2017 (Q2) and, along with Ms. Gajic, responded to questions.

There was a brief discussion on the draft VCT budget. Ms. Gajic noted house seats will be a taxable benefit effective June 1, 2017. She also noted that recommendations for 2017/2018 Theatre Rental Grant allocations will be going to Council in June.

7. Director's Report

Ms. Gajic reviewed the report and responded to questions.

8. New Business

None

ADJOURNMENT

MOVED by Sue Adams
SECONDED by Lynn Ross

THAT this meeting be adjourned.

CARRIED UNANIMOUSLY

Next Meeting:

DATE: Thursday, June 22, 2017
TIME: 12 Noon
PLACE: Queen Elizabeth Theatre Salon
630 Hamilton Street, Vancouver, BC

The Board adjourned at 2:04 pm.

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