

MINUTES OF THE 67th MEETING OF THE CONVENTION CENTER AUTHORITY OF THE METROPOLITAN GOVERNMENT OF NASHVILLE & DAVIDSON COUNTY

The 67th meeting of the Convention Center Authority of the Metropolitan Government of Nashville and Davidson County (CCA) was held on September 1, 2016 at 9:00 a.m. in the Administrative Conference Room of the Administrative Offices at the Music City Center, Nashville, Tennessee.

AUTHORITY MEMBERS PRESENT: Marty Dickens, Irwin Fisher, Randy Goodman, Vonda McDaniel, Willie McDonald, Luke Simons and Mona Lisa Warren

AUTHORITY MEMBERS NOT PRESENT: David McMurry, Renata Soto

OTHERS PRESENT: Charles Starks, Charles Robert Bone, Jasmine Quattlebaum, Elisa Putman, Brian Ivey, Heidi Runion, Mary Brette Clippard and Mary Anne Morris

Chair Marty Dickens opened the meeting for business at 9:00 a.m. and stated that a quorum was present.

ACTION: Appeal of Decisions from the Convention Center Authority of the Metropolitan Government of Nashville and Davidson County – Pursuant to the provisions of § 2.68.030 of the Metropolitan Code of Laws, please take notice that decisions of the Convention Center Authority may be appealed if and to the extent applicable to the Chancery Court of Davidson County for review under a common law writ of certiorari. These appeals must be filed within sixty days after entry of a final decision by the Authority. Any person or other entity considering an appeal should consult with private legal counsel to ensure that any such appeals are timely and that all procedural requirements are met.

ACTION: Randy Goodman made a motion to approve the 66th Meeting Minutes of July 14, 2016. Willie McDonald seconded the motion, which was approved unanimously by the Authority.

* Denotes arrival of Luke Simons.

The next regularly scheduled meeting is scheduled for October 6, 2016.

Mona Lisa Warren gave an update on the Marketing & Operations Committee and there was discussion (Attachment #1)

Vonda McDaniel gave an update on the DBE & Development Committee and there was discussion (Attachment #1)


Charles Starks then gave an operations update and there was discussion (Attachment #1).

* Denotes departure of Willie McDonald.

Charles Robert Bone gave an update on the Premier v. MDHA lawsuit and there was discussion.

With no additional business, the Authority unanimously moved to adjourn at 10:05 a.m.

Respectfully submitted,



Charles L. Starks
President & CEO
Convention Center Authority

Approved:



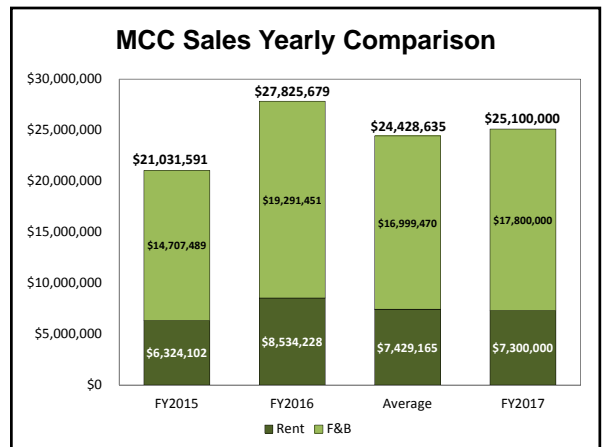
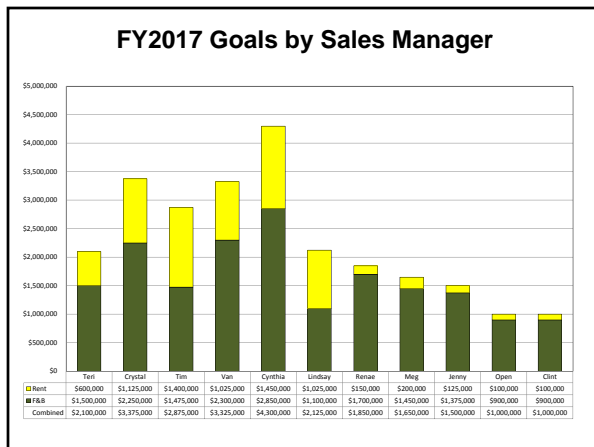
Marty Dickens, Chair
CCA 67th Meeting Minutes
of September 1, 2016

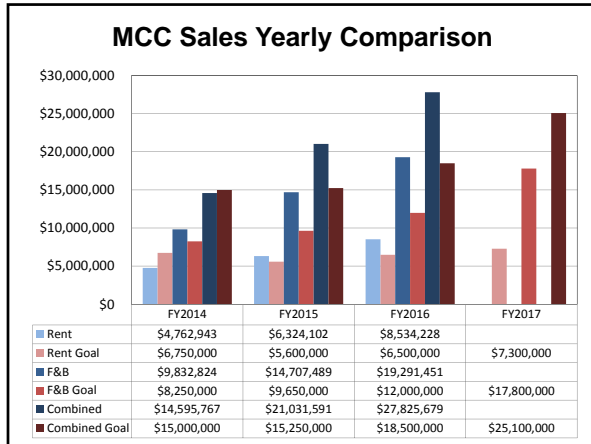


Appeal of Decisions

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Marketing & Operations





CUSTOMER SURVEYS

July 2016 Year to Date

- 66 out of 140 surveys returned (47.14% response rate)
- Would you recommend the Music City Center?
 - Yes - 65 (98.48%)
 - No - 1 (1.52%)
- Overall Score: 12.24 = A (based on a scale of 1-13)

CUSTOMER SURVEYS

July 2016 Year to Date

Top Five

1. Quality of Banquet Services/Appearance & Cleanliness of Ballroom - 4.59
2. Building Exterior - 4.54
3. Appearance & Cleanliness of Meeting Rooms - 4.52
4. Quality of Retail Carts - 4.50
5. Sales Experience - 4.44

Bottom Five

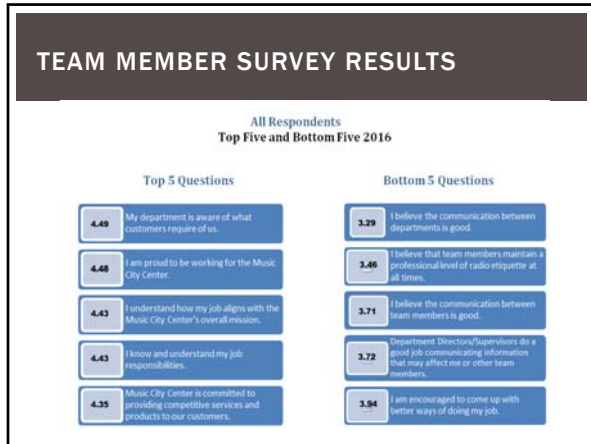
1. Al Taglio - 3.83
2. Security - 3.81
3. Dunkin Donuts - 3.70
4. Free Public WiFi - 3.61
5. Internet Speed - 3.52



TEAM MEMBER SURVEY RESULTS

Completion Totals:

- **Music City Center (excluding Food & Beverage) - 73% response rate**
106 team members completed / 145 total team members
- **Music City Center (including Food & Beverage) - 74% response rate**
157 team members completed / 213 total team members
- **Food & Beverage Only - 75% response rate**
51 team members completed / 68 total team members



TEAM MEMBER SURVEY RESULTS

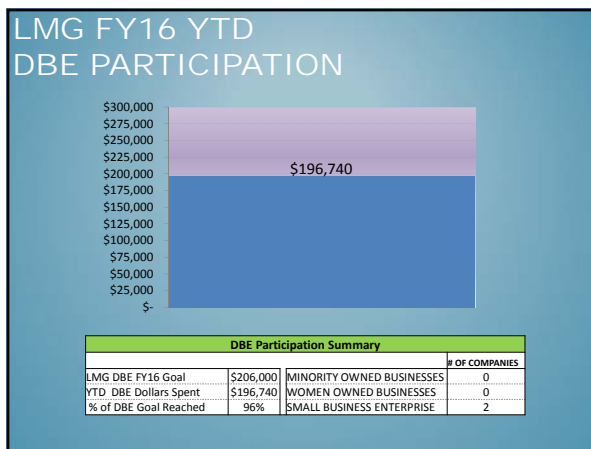
Top Five Scores

2016		2015		2014	
Score	Item	Score	Item	Score	Item
4.49	My department is aware of what customers require of us.	4.45	I know and understand my job responsibilities.	4.47	My department is aware of what customers require of us.
4.48	I am proud to be working for the Music City Center.	4.44	I understand how my job aligns with the Music City Center's overall mission.	4.43	I am proud to be working for the Music City Center.
4.43	I understand how my job aligns with the Music City Center's overall mission.	4.44	I am proud to be working for the Music City Center.	4.36	I understand how my job aligns with the Music City Center's overall mission.
4.43	I know and understand my job responsibilities.	4.44	My department is aware of what customers require of us.	4.33	I know and understand my job responsibilities.
4.35	Music City Center is committed to providing competitive services and products to our customers.	4.31	Music City Center is committed to providing competitive services and products to our customers.	4.33	Music City Center is committed to providing competitive services and products to our customers.

TEAM MEMBER SURVEY RESULTS

Bottom Five Scores

2016		2015		2014	
Score	Item	Score	Item	Score	Item
3.94	I am encouraged to come up with better ways of doing my job.	3.76	Department Directors/Supervisors do a good job communicating information that may affect me or other team members.	3.79	I am aware of advancement opportunities that exist in the Music City Center.
3.72	Department Directors/Supervisors do a good job communicating information that may affect me or other team members.	3.56	I believe communication between team members is good.	3.73	I believe that communication between team members is good.
3.71	I believe the communication between team members is good.	3.55	I am aware of the advancement opportunities that exist in the Music City Center.	3.65	Department Directors/Supervisors do a good job communicating information that may affect me or other team members.
3.46	I believe that team members maintain a professional level of radio etiquette at all times.	3.31	I believe that team members maintain a professional level of radio etiquette at all times.	3.57	I believe that team members maintain a professional level of radio etiquette at all times.
3.29	I believe the communication between departments is good.	3.12	I believe the communication between departments is good.	3.20	I believe that communication between departments is good.



CENTERPLATE FY16 YTD DBE PARTICIPATION DOLLARS SPENT AS OF 6/30/2016

DBE Classification	DBE Dollars Spent:
Ethnic Minority Male	
African American Owned	\$89,352 (2.3%)
Ethnic Minority Female	
African American Owned	\$98,722 (2.5%)
Total Minority Business Enterprise	\$188,075 (4.85%)
Total Woman Owned	\$932,840 (24.07%)
Total Small Business	\$254,827 (6.58%)
Total DBE Participation	\$1,375,741 (35.5%)
Total Non Diversity Business	\$2,499,757 (64.5%)

CENTERPLATE DBE VENDOR SNAPSHOT

DBE VENDOR PARTICIPATION SUMMARY	FY16 # OF COMPANIES	FY15 # OF COMPANIES
MINORITY OWNED BUSINESSES	2	4
WOMEN OWNED BUSINESSES	7	6
SMALL BUSINESS ENTERPRISE	2	4
TOTAL	11	14

CENTERPLATE YEAR END 2016 VENDORS:

BANQUET STAFFING (AAFBE)	NICKS FAMOUS BBQ (SBE)
COLTS CHOCOLATE (WBE)	TDAAT MOBILE TREATS (SBE)
CREATION GARDENS (WBE)	THE FRENCH CONFECTION (WBE)
NASHVILLE CHOCOLATE & NUT (WBE)	TROJAN LABOR (WBE)
KIJIJI COFFEE CONCESSIONS AND KIOSKS (AAMBE)	TROPICAL NUT AND FRUIT (WBE)
	XCLUSIVE STAFFING OF TENNESSEE (WBE)

MUSIC CITY CENTER FY16 YE DBE PARTICIPATION SUMMARY AS OF 6/30/2016

DBE Classification	DBE Dollars Spent:
Ethnic Minority Male	
African American Owned	\$328,740 (5.29%)
Ethnic Minority Female	
African American Owned	\$88,739 (1.43%)
Hispanic Female Owned	\$789
Total Minority Business Enterprise	\$417,479 (6.72%)
Total Woman Owned	\$731,824 (11.8%)
Total Small Business	\$1,029,609 (16.56%)
Total DBE Participation	\$2,178,912 (35.22%)
Total Non Diversity Business	\$4,007,224 (64.8%)

DBE VENDOR SNAPSHOT

DBE VENDOR PARTICIPATION SUMMARY	FY16 # OF COMPANIES	FY15 # OF COMPANIES
MINORITY OWNED BUSINESSES	9	9
WOMEN OWNED BUSINESSES	13	14
SMALL BUSINESS ENTERPRISE	6	4
TOTAL	28	27

FY16 High Performing DBE Vendors (over \$100,000):

- Convention Production Rigging (SBE) – Rigging Services
- Industrial Staffing (WBE) – Supplemental Labor
- Med-star Medical (WBE) – EMT Services
- Premiere Building & Maintenance (AAMBE) – Window cleaning
- SMS partnership with Bestway Janitorial Services (AAMBE) – Housekeeping Labor

OMNI 2016 LOCAL PARTICIPATION

COMMITMENT TO LOCAL HIRING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total FTEs GOAL: 300	742	711	724	712	707	713						
# FTEs (40 hours) Residents of Nashville Metropolitan Statistical Area Goal: 250	649	700	712	699	694	702						
# FTEs (40 hours) Residents of Davidson County Goal: 200	601	573	583	573	570	569						

OMNI 2016 DBE Participation

SUPPLY AND SERVICE EXPENDITURE COMMITMENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2016 Total
Nashville Metropolitan Statistical Area Businesses Goal: \$100,000/yr.	\$15,1764	\$160,049	\$134,367	\$156,099	\$135,460	\$157,255							\$1,410,118
Small, minority and women owned business enterprises Goal: \$50,000/yr.	\$33,269	\$28,903	\$22,414	\$30,086	\$28,563	\$28,816							\$192,194

RFQ Construction Management

Operations Update

Spring Projects - Security

- **Fisheye (360° cameras) - \$31,700**
 - Replaced 22 - Added 5
- **Access control upgrade - \$117,200**
 - 57 Back of House Doors

Spring Projects - Engineering

- **Exhibit Hall storage areas - \$13,100**
 - Installed 6'x7' double leaf doors to secure 1,200 sq.ft.
- **Exterior pressure washing/aggregate sealing - \$42,200**
 - Sidewalks, stacked stone, terrace. Sealing should last 3 years
- **Parking office safe room - \$6,400**
 - 8'x10' secure area for cash counting & deposits
- **Foyer matting replacement - \$15,800**
 - Replaced existing grills with Armstrong water hog matting
- **Blink electric car charging stations- \$47,200**
 - 9 Blink stations - 3 on each level of the garage northeast corners

Spring Projects - Technology

- **WiFi Survey - \$17,000**
 - Exhibit Hall, Karl F. Dean Grand Ballroom, & Concourse
- **Administrative Boardroom - \$25,000**
 - Upgrade of audio visual equipment and operation
- **Public Space TV upgrades - \$60,000**
 - Upgraded 36 42-38 65" LED TVs
- **LED back of house signage - \$30,000**
 - Installation of digital information boards for staff

Spring Projects - F&B

- **China/glass/silverware replacement - \$48,700**
- **Commercial griddle table - \$33,700**
- **Fusion buffet package - \$16,700**
- **Tasting room tables- \$10,900**
- **Screen flex portable partition - \$9,100**

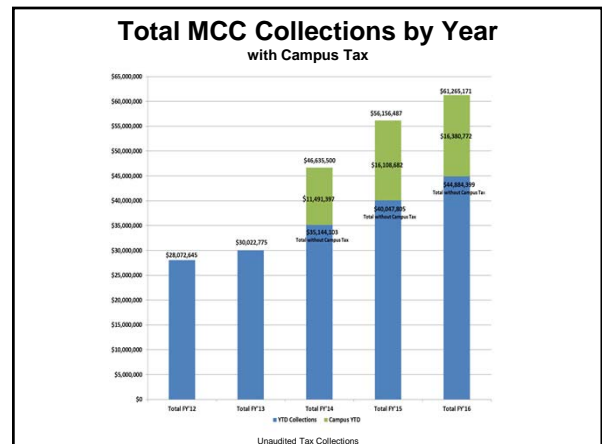
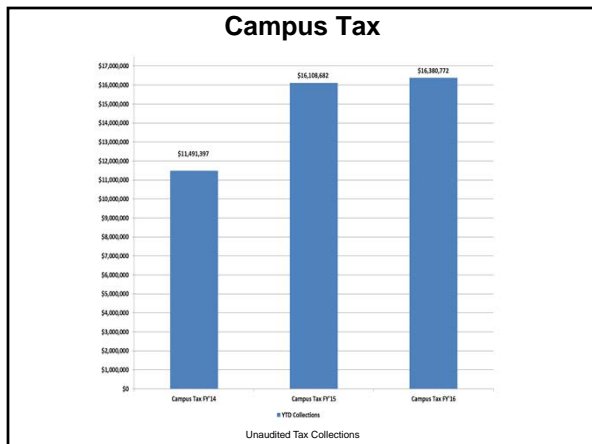
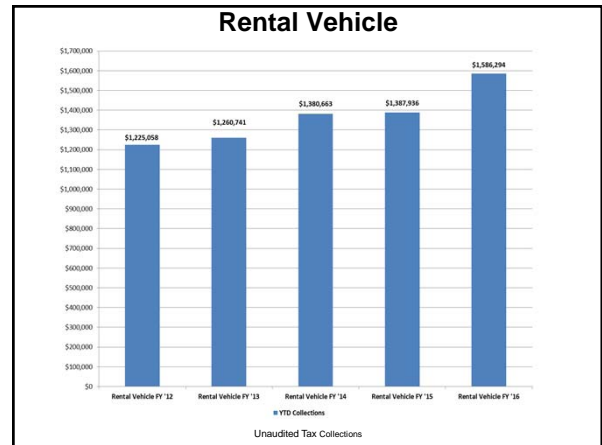
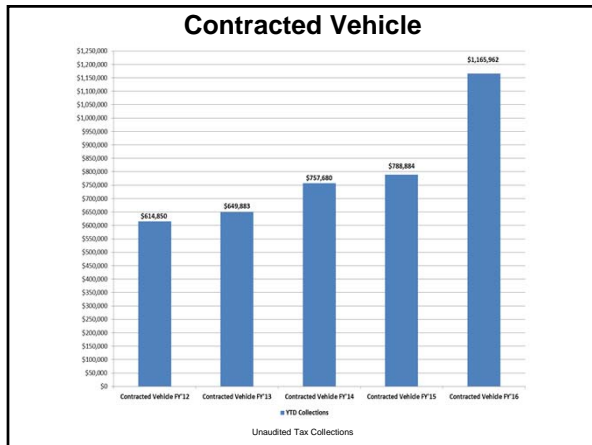
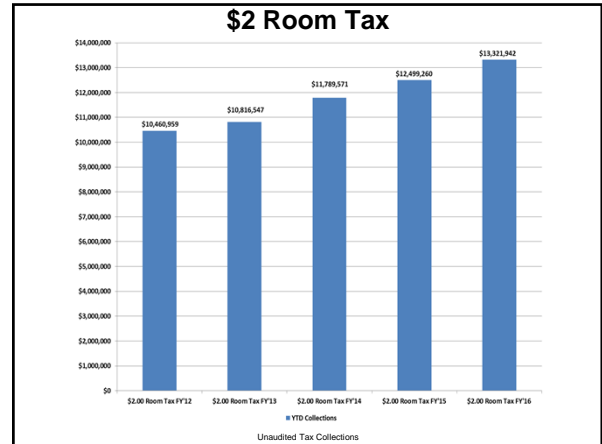
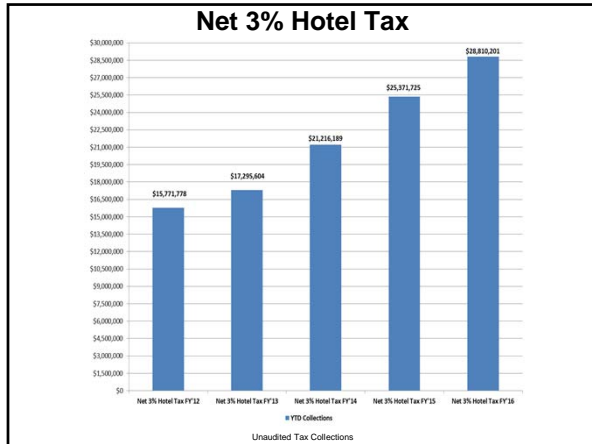
MCC/Hotel Tax Collection								
As of June 30, 2016								
	2/5 of 5% Occupancy Tax	Net 1% Occupancy Tax	\$2 Room Tax	Contracted Vehicle Tax	Rental Vehicle Tax	Campus Tax	Total	Variance to FY 14-15
July	\$1,738,303	\$757,978	\$1,215,421	\$44,902	\$187,587	\$1,373,115	\$5,317,306	19.72%
August	\$1,556,357	\$684,181	\$1,104,133	\$69,943	\$121,121	\$1,324,855	\$4,860,590	5.29%
September	\$1,667,075	\$737,374	\$1,125,906	\$79,902	\$126,018	\$1,368,043	\$5,104,318	7.05%
October	\$2,066,292	\$881,945	\$1,245,924	\$128,432	\$149,942	\$1,730,713	\$6,203,247	15.01%
November	\$1,472,962	\$622,312	\$1,004,700	\$84,669	\$125,548	\$1,297,529	\$4,607,720	15.03%
December	\$1,205,510	\$474,055	\$887,310	\$82,418	\$103,456	\$979,505	\$3,732,254	4.71%
January	\$1,168,123	\$505,732	\$868,930	\$86,350	\$96,830	\$1,179,983	\$3,905,948	9.50%
February	\$1,421,082	\$610,775	\$970,335	\$98,425	\$99,936	\$1,502,041	\$4,702,594	33.79%
March	\$1,982,500	\$864,842	\$1,265,980	\$107,474	\$131,227	\$1,530,294	\$5,882,317	-2.48%
April	\$1,931,236	\$844,233	\$1,193,340	\$126,064	\$134,074	\$1,606,283	\$5,835,230	9.99%
May	\$1,897,748	\$829,930	\$1,229,763	\$64,376	\$145,607	\$1,644,337	\$5,811,761	9.78%
June	\$2,006,172	\$883,484	\$1,210,198	\$193,006	\$164,947	\$844,074	\$5,301,881	-6.22%
YTD Total	\$20,113,361	\$8,696,840	\$13,321,941	\$1,165,961	\$1,586,292	\$16,380,772	\$61,265,168	9.10%

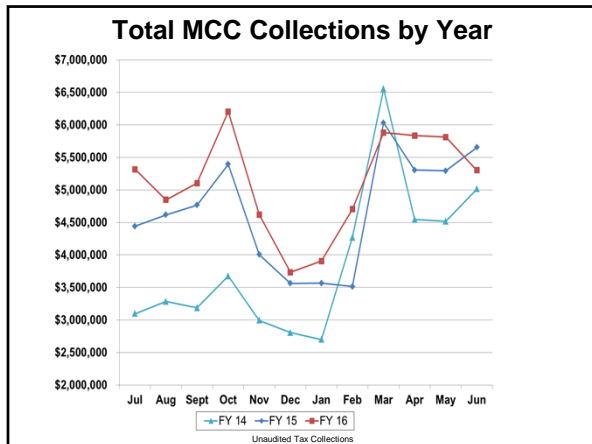
Unaudited Tax Collections

MCC/Hotel Tax Collection			
MCC Portion of June 2016 Tourism Tax Collections			
	FY 2015	FY 2016	Variance
2/5 OF 5% Occupancy Tax	\$1,854,990	\$2,006,172	8.15%
Net 1% Occupancy Tax	\$815,445	\$883,484	8.34%
\$2 Room Tax	\$1,172,894	\$1,210,198	3.18%
Contracted Vehicle	\$82,568	\$193,006	133.75%
Rental Vehicle	\$93,939	\$164,947	75.59%
Campus Tax	\$1,633,525	\$844,074	-48.33%
TD2 Sales Tax Increment	\$0	\$0	0.00%
Total Tax Collections	\$5,653,361	\$5,301,881	-6.22%

MCC Portion of Year-to-date FY 2016 Tourism Tax Collections			
	FY 2015	FY 2016	Variance
2/5 of 5% Occupancy Tax	\$17,795,863	\$20,113,362	13.02%
Net 1% Occupancy Tax	\$7,575,862	\$8,696,840	14.80%
\$2 Room Tax	\$12,499,260	\$13,321,942	6.58%
Contracted Vehicle	\$788,884	\$1,165,962	47.80%
Rental Vehicle	\$1,387,936	\$1,586,294	14.29%
Campus Tax	\$16,108,682	\$16,380,772	1.69%
TD2 Sales Tax Increment	\$11,548,916	\$15,669,415	35.68%
Total YTD Tax Collections	\$67,705,403	\$76,934,587	13.63%

Unaudited Tax Collections





July Events

- 9 Events
- 69,462 Attendees
- 42,903 Room Nights
- \$44,298,166 Economic Impact

July Tours & Site Visits

- 13 Sales Site Visits
- Group tours with 119 attendees.
(This included interns from Mayor Barry's office, Hume Fogg students, and interns from Congressman Jim Cooper's office.)

