



Agenda Commentary

Item Title/ Subject: Consider new management proposal with the Clinton Chamber of Commerce for Frisco Center.

Staff Source: City Manager, Steve Hewitt

Date: March 30, 2012

History/Background Information:

The City of Clinton Industrial Authority has an agreement with the Chamber of Commerce to assist in the day to day operations of the Frisco Center.

Subject Summary:

The Chamber has made a proposal to take over full control of operations for the Frisco Center. This would eliminate the City Conference Center Director Position. The proposal would keep the custodian position under the City for maintenance, however all other employees would be under the Chamber supervision.

I have reviewed the operations of the facility the past year. I believe the current operations are somewhat confusing. No clear management direction exists; due to the two entities manage simultaneously. We are not being efficient in our operations, with this current model. This new proposal clearly defines the management role to be with the Chamber. The City has a responsibility regarding the facility maintenance. However, the operations day to day scheduling of events would be with the Chamber.

Recommendation:

I recommend we make this change starting July 1st, 2012. This decision needs to be decided due to budget preparation. This would allow a good transition period and notice to employees of the change.

This recommendation is not a reflection on our current City Staff (The staff has done everything asked of them, this is sustainable business decision). I feel that a change is needed which will create clarity and more efficiency. The facility continues to see capital and technology needs. The savings can support the needs of the facility and a marketing plan.

If approved, staff will prepare a new agreement for both parties approval. Budget preparation is pending this action.

Price/Cost: Savings of \$40,000 per year.

PROPOSAL TO CHANGE STAFFING AND OPERATION AGREEMENT
FOR THE FRISCO CONFERENCE CENTER

This is a proposal for the change of the Staffing and Operation Agreement for the Frisco Center, previously dated June 21, 2005, by and between the Clinton Industrial Authority and the Clinton Chamber of Commerce.

This proposal is furthering the addendum to the Staffing and Operation Agreement for the Frisco Center, dated June 15, 2011.

The proposal shall be a one year agreement commencing July 1, 2012 and ending June 30, 2013.

The Chamber proposes to continue all duties on the Addendum and original Contract which include:

1. A receptionist from 8:00 a.m. to 5:00 p.m., Monday through Friday;
2. Answering all phone calls and greeting all guests;
3. Full bookings and scheduling of all meetings and events;
4. Handling of all billing and purchase orders;
5. Sending of faxes, filing and other office tasks;
6. Daily check of Frisco Center voicemail; and
7. Daily check of Frisco Center general e-mail.
8. Stock and replenish all visitor information;
9. Provide visitor packets by request for meetings and events;
10. Provide backup facilities, support, including, making coffee, refilling water, making copies, etc., for meeting guests in the event a City employee is not available between 8:00 a.m. and 5:00 p.m.;
11. Provide complementary Chamber memberships and promotion for all City entities, including City Parks, Riverside Golf Course, the Frisco Center and the Airport; and
12. Update current schedule of events to Clinton Daily news, Frisco Center website, and relevant information for the digital sign.

The Chamber proposes the City shall still be obligated to provide the following listed in the Addendum;

1. Salary plus benefits for a full time custodian;
2. Meeting planning software to assist with booking and billing of meetings;

Additional duties of the Chamber currently listed in the contract or the addendum include;

1. Handling of all accounts receivables;
2. Scheduling of all part time staff;
3. Handling of after hour phone calls;
4. Setting up and tearing down multiple meetings;
5. Custodial duties;
 - (1) changing light bulbs
 - (2) taking out trash
 - (3) cleaning up meetings
 - (4) moving furniture
6. Delivering accounts receivables to City Hall.

The Chamber proposes to change the following of the previous duties;

1. Having authority over the full time custodian;
2. Pay and hire part time employee to also;
 - (1) set up for all meetings and events
 - (2) clean up after all meetings and events in the event the full time custodian is not available
 - (3) making signs for all meetings and events (digital and paper)
 - (4) writing thank you notes after all meetings and events

The Chamber proposes to amend the contract and addendum to have full management of the Frisco Conference Center. The Chamber will continue all previous duties and add the following duties;

1. Have authority over all Frisco Conference Center employees;
2. Market the Frisco Conference Center to promote future meetings and events as the City and Chamber agree;
3. Handle all day to day operations which include, but are not limited to;
 - (1) keep stock of all items needed for meetings and events;
 - (2) insure customers have all needs taken care of for their meeting or event;
 - (3) management over the website with an up to date calendar of events; pricing; marketing materials;
 - (4) insure cleanliness of the facility for customers
 - (5) handle compliance issues with the health department and code regulations as the City sees fit;
 - (6) work within the budget set by the City to take care of needs for the Frisco Conference Center;

The Chamber proposes to leave Section 23 (Priority of Occupancy) and Section 24 (Chamber payment for usage of the Frisco Center) in the agreement.

The Chamber would provide a full time Operations Manager for the Frisco Center with the President of the Chamber overseeing all operations of the facility. The Chamber will also have a monthly compilation prepared by a certified public accountant for the financials of the Frisco Conference Center. A copy of the proposed budget is attached along with a copy of the advertising/marketing goals for the Frisco Conference Center.

The Chamber proposes that the City still pay for the Custodian, janitorial supplies and maintenance of the Frisco Conference Center. The Chamber proposes to have the ability to use the Frisco Center vehicle for conducting business for the Frisco Conference Center.

The Chamber proposes to the City to have an agreement drawn up between the City of Clinton and the Clinton Chamber of Commerce for the Chamber to be the full time manager of the Frisco Conference Center. The Chamber foresees a more positive view of the Frisco Conference Center by doing so.

In the current agreement, the City pays the Chamber of Commerce \$42,000/year on a payment of \$3,500/month. The Chamber proposes an additional \$30,000/year on top of attached budget for the managing of the Frisco Conference Center.

Advertising for Frisco Conference Center

The Chamber proposes to take over all advertising for the Frisco Conference Center, including, but not limited to:

1. Printed media such as providing mailers to Oklahoma regions.
2. Provide packets of information to County Courthouses, for example, to advertise the facility for classes and conferences.
3. Printed media, such as seasonal postcards to local and surrounding area businesses.
4. Purchasing ads in local and surrounding area newspapers.
5. Social networking, i.e, facebook page to promote the facility with regular page updates, twitter account.
6. Continue billboard advertising
7. Promoting facility through publications such as Brides of Oklahoma and other Oklahoma magazines.
8. Chamber President to advertise facility by being a member of OSAE (Oklahoma Society of Association Executives).