

## Quad City Civic Center Authority Minutes

Thursday, December 18, 2014

**Present:** Chairman Paul Mulcahey, Mike Haney, John Hass, Reggie Freeman, Thomas Thomas, Ted Thoms, Jennifer Walker, Don Welvaert, Hunt Harris, Lew Steinbrecher

**Absent:** None

**Staff:** Scott Mullen, Rocky Jones, Kevin Snodgrass, Joy Toporowski, Roger Strandlund, Mayor Raes, Mayor Thodos, Mayor Pauley

**Approval of Minutes:** Motion by Mr. Freeman, seconded by Mr. Hass, to approve the minutes of November 20, 2014. With Chairman Mulcahey calling for a vote on the motion, the vote was taken and it carried unanimously.

**Financials:** Rocky Jones reviewed the financial statements. Motion by Mr. Welvaert, seconded by Mr. Thoms, to approve the financial statements for the period ending November 31, 2014. With Chairman Mulcahey calling for a vote on the motion, the vote was taken and it carried unanimously.

### **Director's Update:**

#### Recognition and Sponsor Appreciation.

Mr. Mullen announced that the Arena received the Prime Site Award for the Arena's respective size category. The award is sponsored by Facilities Magazine. The award honors facilities that best exemplify the highest qualities in staging, audience amenities, physical facility, security and staff. The selection process for the Prime Site award focuses on the opinions of talent buyers, booking agents, promoters, and special event planners.

Mr. Mullen informed the Board that an iWireless Center sponsor appreciation event (to include a wine tasting, appetizers, desserts and tickets to the Mallards game) will be held prior to the Mallards game on January 9, 2015 in the Conference Center.

#### Project Update.

Kevin Snodgrass and Mr. Mullen presented the Board with a projects update (list attached). Discussion was held concerning the retractable seating, lighting, etc. Mr. Snodgrass explained the basis for his opinion that the roof replacement project does not involve the Authority's pursuit of a warranty claim against the previous vendor/supplier/installer. Motion by Mr. Harris, seconded by Mr. Hass, approving the project list and status presented by staff. With Chairman Mulcahey calling for a vote on the motion, the vote was taken and it carried unanimously.

#### Quality Assurance.

Mr. Jones explained to the Board that the Arena has been gathering information from "mystery shoppers" who have been selected to attend certain events and rate the facility on a 1 to 10 scale. Mr. Jones explained that staff has utilized the ratings to develop ways to improve service to customers. Chairman Mulcahey invited general Board discussion on the topic, with particular inquiries and observations being made by Mr. Steinbrecher and Ms.

Walker. Chairman Mulcahey, making the observation that the Board appreciates the quality assurance effort of the staff, requested that staff periodically report back on the subject.

**Executive Session/Closed:** (No Closed Session occurred, although such a session was noted on the Agenda.)

**Guest Comments and Chairman Announcements:** Chairman Mulcahey expressed the Board's appreciation to the Mayors in attendance (Hon. Thodos, Hon. Raes, Hon. Pauley) for their respective appointments to the Board and their interest and support for the Arena. He invited comments from the above-referenced special guests. Mayor Thodos expressed a particular interest in the progress of the new hockey ownership toward building broader community support and attendance. He suggested that staff consider new and creative opportunities to promote the sports tenants, e.g., exhibition games. Mr. Mullen thanked Mayor Thodos and explained the progress of the new ownership. Mr. Mullen expressed a particular satisfaction with the effort being presently made by the team, including but not limited to, the extreme effort made within the last year toward obtaining the present affiliation with the East Coast Hockey League (ECHL). Mr. Mullen agreed to continue to aggressively explore new opportunities in the area of event promotion.

Chairman Mulcahey announced that his travel schedule presently conflicts with the routinely-scheduled Executive Committee Meetings. He stated that he was compensating for the schedule conflict by making the temporary appointment of Reggie Freeman to the Executive Committee (with Vice Chairman Haney expected to preside). No discussion was generated by Chairman Mulcahey's announcement, with approval of the appointment being deemed made by consensus.

**Adjourn:** Mr. Haney motioned for adjournment. Mr. Freeman seconded and the motion carried unanimously.

The meeting was adjourned at 1:08 p.m.

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Joy Toporowski, Secretary