

**CITY OF CLOVIS
CIVIC CENTER POLICY COMMITTEE
AGENDA**

**3:00 p.m.
Tuesday, April 13, 2021**

**Clovis Civic Center
801 Schepps
Clovis, New Mexico**

1. Call to Order
2. Roll Call
3. Approval of minutes of regular meeting of March 10, 2020
4. Report regarding Civic Center activities, Misty Bertrand
5. For the good of the order
 - Date & time of next meeting
6. Adjournment

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the City Clerk at 321 Connelly at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the City Clerk at 321 Connelly if a summary or other type of accessible format is needed.

whatever food was left from the previous banquet. They will charge them for how many orders they have and they did start paying rent during the pandemic. Mr. Howalt asked if they were going to continue to pay. Ms. Bertrand is going to have that conversation and ask them to continue to pay rent. Mr. Howalt asked what it cost the city to have them in the building. Ms. Bertrand stated around \$250 per day. Commissioner Casaus advised there are other organizations that could hear about how much rotary is paying and then they would have problems. Ms. Bertrand stated they always paid for the food but not the space. Clovis Rotary pays individually and the Civic Center will give them a monthly rate.

Mr. Howalt advised they should not charge less than what the cost is to open the building. They should always at least break even. There might be some upcharge with the larger events but if they are hosting events and losing money by hosting those it's a bad business decision. Ms. Bertrand stated they try to keep event expenses at 35% and industry standard is 43%. Mr. Howalt stated it still costs money to turn the light switch on.

Mr. Sharp asked if it would take the year to get back to 80% or 90%. Ms. Bertrand stated she was hoping for 75%. Mr. Sharp stated 2021 is not going to be a normal year either. Mr. Howalt asked what the largest Christmas party was. Ms. Bertrand stated squadron parties have 150-200 people, Milk Lovers Ball is looking at 2022 and they usually have around 400 people, and Pregnancy Resource Center is usually over 400 people and they are looking at two nights or pushing the date back. SWC Christmas parties are two back-to-back parties that are 400 people as well as PRMC the Chamber Banquet.

Ms. Bertrand met with Mr. Howalt because she was concerned about the budget. They have some things on the books for the next few months but they are going to be over the bottom line. They currently do not have in house sound and are using external sound. The verbal quote she received for the sound was \$10,000, but she is waiting to hear back from Paul Nelson, IT. Mr. Howalt stated Ms. Bertrand provides the city a budget stating what they will spend and what they should bring in. As revenues come in it offsets the expenditures. While revenues are low so are the expenditures.

Ms. Bertrand stated said the offices at the Civic Center will be getting new computers and the HVAC system will be repaired.

They brought Morgan Schugg back to help with events and calls. They are also looking into hiring an Operations Manager. There are huge weddings that they carried over from 2019. They have booked over \$4,000 in vendors for the Spring Arts and Craft Show. They will also hire part and full time employees starting in July.

Mr. Sharp asked if the Civic Center qualified for stimulus monies. Mr. Howalt stated the venue has to be based off of ticket sales and a certain number of chairs have to be bolted into the ground so they did not qualify. The American Recover Plan can be used for revenue replacement so they are looking into that.

Mr. Howalt stated a lot of the athletic competitions have large concreted floor areas within their Civic Centers. He asked if Spectra has ever looked into adding on to the building and doing

something similar. Ms. Bertrand stated it wasn't a conversation she's had recently but she will speak with them.

Ms. Bertrand advised the Events Center and the Civic Center were currently sharing their finance manager, Ms. Goynes. At the last County Commission meeting Lance Pyle, County Manager, said he would prefer not to share resources. Spectra is still working on that and will be meeting with Mr. Pyle next week.

Ms. Bertrand advised preventative maintenance checklists have been created space by space. Mr. Howalt asked if they knew the life span of their assets. Ms. Bertrand stated inventory wise they are good and everything in the facility came with the facility.

Agenda Item No. 5 – For the good of the order

None.

Agenda Item No. 6 – Adjournment

There being no further business to come before the committee the meeting adjourned at 3:54 p.m.

**CITY OF CLOVIS
CIVIC CENTER POLICY COMMITTEE
AGENDA**

**3:00 p.m.
Tuesday, November 16, 2021**

**Clovis Civic Center
801 Schepps
Clovis, New Mexico**

1. Call to Order
2. Roll Call
3. Approval of minutes of regular meeting of April 13, 2021
4. Report regarding Civic Center activities, Misty Bertrand
5. For the good of the order
 - Date & time of next meeting
6. Adjournment

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the City Clerk at 321 Connelly at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the City Clerk at 321 Connelly if a summary or other type of accessible format is needed.

COUNTY OF CURRY)
CITY OF CLOVIS) ss.

The Clovis Civic Center Policy Board met in regular session at 3:00 p.m., Tuesday, November 16th, 2021 at the Clovis Civic Center, in full conformity with the laws of the State of New Mexico and the ordinances and resolutions of said city with the following members present:

Mr. Justin Howalt
Ms. Sabra Smith
Dr. Sistar Yancy
Ms. Monica Provolt
Commissioner Helen Casaus

ALSO PRESENT:

Ms. Vicki Reyes, Assistant City Clerk
Ms. Misty Bertrand, General Manager
Ms. Morgan Schugg, Sales & Event Manager
Ms. Becky Bolton, Regional VP (Spectra)

Mr. Howalt called the meeting to order at 3:01 p.m. and established the presence of a quorum.

Agenda Item No. 3 – Approval of minutes of April 13, 2021

Commissioner Casaus made a motion to approve the minutes of April 13, 2021 as presented; Mr. Howalt seconded the motion, which passed by acclamation.

Agenda Item No. 4 – Report regarding Civic Center activities

Ms. Bertrand advised they are open at 100% capacity and September-November have been very busy. They had the Holiday Bazaar this weekend, which raised \$13,000 and had over 1200 in attendance. Ms. Bertrand gave a brief overview of the committee responsibilities to the new members.

Ms. Bertrand advised they had some changes to the food and beverage policies they would like to make. The linens were rented from a company in Lubbock prior to Covid and was a \$20,000 expense. They would like to change the policy so that linens are not included unless the client purchase a package. They will be allowed to bring in their own. Ms. Schugg advised they discussed changing the duel plate RSVP date from 3 working days to 10. They want to add “no confetti” to the list under Well-Being of Rental Space. They also want to change the décor removal to be taken out the same day.

Mr. Howalt asked if there was a set up and tear down fee for the linens. Ms. Bolton advised if they were charging a rental fee that would be included. Mr. Howalt advised it could all be built into the same price, but they don’t want to overcharge. Commissioner Casaus asked if they should add a cost. Mr. Howalt advised he didn’t know what the labor cost would look like but it’s all part of overhead costs.

Ms. Bertrand advised they want to change the guarantee time to 10 days. Ms. Bolton asked when final payment was due. Ms. Bertrand advised it was due prior to the function. Ms. Bolton asked if they charge for credit card fees. Ms. Bertrand advised they did. Ms. Schugg asked if they should add that the credit card fees are passed on to the state. Mr. Howalt advised they should.

Ms. Schugg advised if someone leaves items in the building for longer than 7 days the civic center is allowed to donate them. Mr. Howalt asked if they should add something stating things cannot be hung from the chandeliers. Ms. Schugg advised they would add another section stating that under Well-Being of Rental Space.

Ms. Bolton asked if alcohol has to be poured by staff. Ms. Bertrand advised it did. Ms. Bolton advised she would add that into the sampling section. She asked if they ever have alcohol donations. Ms. Bertrand advised they have never had anyone donate alcohol. Mr. Howalt advised it wouldn't hurt to have something in place to get ahead of it.

Ms. Bolton asked if they charge for any room changes. Ms. Bertrand advised they do. Ms. Schugg advised it depends on how drastic the change is. Ms. Smith asked if they should wait to see the changes in the policy before they approve it. Mr. Howalt advised they did and they can schedule another meeting to get those changes approved.

Ms. Provolt asked how the cancellations worked. Ms. Bertrand advised there are some circumstances where they don't require deposits, for example with the schools because they use a requisition system so that is considered their deposit. Others require a \$500 deposit or half of the total cost. If someone cancels the deposit is held a year and they have that year to schedule another event. With Covid they had to start offering refunds if the event was cancelled due to the pandemic.

Ms. Bolton asked if they felt they were back to pre-covid way of doing things. Ms. Bertrand advised she did and were following the city's leads on Covid protocols. They leave the mask mandates up to the event planners, but have signs posted stating masks are required indoors. Ms. Schugg advised the servers wear masks when they are around food.

Ms. Bertrand advised they are currently looking for a Finance Manager. In September and October they had over \$70,000 in revenue. She advised they have not done financial reports for September or October since she can't get into the program. Mr. Howalt asked if Spectra had someone in house that could help with that. Ms. Smith asked why she didn't have access to it. Ms. Bolton advised they have two software programs for financials and they have a regional finance director, Amy Dunning, that could help them get back on track. Ms. Smith asked if it was an option for the person that runs the Civic Center to have access to these programs. Ms. Bolton advised they didn't want too many people in it especially if they don't know how to run them.

Ms. Smith asked if they had enough employees to work the various events. Ms. Schugg advised they have temporary staff. Ms. Bertrand advised they have had issues with last minute call-ins due to covid. She advised Brian Mount is the new executive chef and he has one sous chef.

Sarah Stevens was promoted to Assistant General Manager and Brandi Thomas is the new Operations Manager. They are working with Workforce Connection to get more temp help.

Ms. Bertrand advised they have solar panels on the roof from a grant that the city obtained several years ago. A few months ago, they stopped reading and two companies have come to look at them. Triple M tried to pair the system at the Civic Center and the one at the library and said they have never seen a system like that. The Civic Center is no longer getting a credit on their electric and the company that installed them are no longer in business. Mr. Howalt advised there are a lot of solar companies in Albuquerque. Ms. Bertrand asked if they should combine that call with the library so they can have their system looked at as well. Ms. Bolton advised it would be a good idea to.

Ms. Bertrand advised they have had two of their large holiday parties cancel and one more that is considering cancelling. They have around \$12,000 on the books for the holidays right now. SWC waited to reserve dates and by the time they did the civic center didn't have two consecutive Fridays for them. They have gone to the events center, but have already reserved dates for 2022 at the Civic Center.

Mr. Howalt asked where the people were from that came to the Holiday Bazaar. Ms. Bertrand advised all they were able to generate was a list of zip codes so they still need to go through it. Dr. Yancy suggested setting up QR codes for people to scan and fill out the two questions they ask. Ms. Schugg advised they had a dozen vendors from outside of Clovis.

Ms. Bertrand advised they are discontinuing the Bunco series due to attendance, but they are working with the Brickstreet Players to bring back the Murder Mystery Dinners. They are also discontinuing the Women's Expo and replacing it with a possible Tattoo Expo.

Agenda Item No. 5 – For the good of the order

Mr. Howalt asked Ms. Bertrand and Ms. Schugg to update the Food & Beverage Services and Policies and then the committee to meet to review and approve. The next meeting will be scheduled for 3:00 p.m., Tuesday, November 30th at the Civic Center.

Agenda Item No. 6 – Adjournment

There being no further business to come before the committee the meeting adjourned at 3:59 p.m.

**CITY OF CLOVIS
CIVIC CENTER POLICY COMMITTEE
AGENDA**

**3:00 p.m.
Friday, December 3, 2021**

**Clovis Civic Center
801 Schepps
Clovis, New Mexico**

1. Call to Order
2. Roll Call
3. Approval of minutes of regular meeting of November 16, 2021
4. Discussion & recommendation regarding changes to the food & beverage services and policies, Morgan Schugg, Misty Bertrand
5. For the good of the order
 - Date & time of next meeting
6. Adjournment

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the City Clerk at 321 Connelly at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the City Clerk at 321 Connelly if a summary or other type of accessible format is needed.

COUNTY OF CURRY)
CITY OF CLOVIS) ss.

The Clovis Civic Center Policy Board met in regular session at 3:00 p.m., Tuesday, December 3rd, 2021 at the Clovis Civic Center, in full conformity with the laws of the State of New Mexico and the ordinances and resolutions of said city with the following members present:

Mr. Justin Howalt
Dr. Sistar Yancy
Ms. Monica Provolt
Commissioner Helen Casaus
Ms. Sabra Smith (via telephone)

ALSO PRESENT:

Ms. Vicki Reyes, Assistant City Clerk
Ms. Claire Burroughes, Assistant City Manager
Ms. Misty Bertrand, General Manager
Ms. Morgan Schugg, Sales & Event Manager
Ms. Julie Surina, Office Manager

Mr. Howalt called the meeting to order at 3:01 p.m. and established the presence of a quorum.

Agenda Item No. 3 – Approval of minutes of November 6, 2021

Commissioner Casaus made a motion to approve the minutes of November 6, 2021 as presented; Dr. Yancy seconded the motion, which passed by acclamation.

Agenda Item No. 4 – Discussion & recommendation regarding changes to the food & beverage services and policies

Ms. Schugg advised the first change, in food and beverage sampling, all alcohol must be poured by a Clovis Civic Center staff member at an hourly rate and all alcohol is subject to a corkage fee. Ms. Burroughes asked for an explanation on hourly rate. Ms. Schugg advised when people bring alcohol on premise the staff still has to serve it so they would charge the employee hourly rate. Ms. Bertrand advised that would be the labor for the bartending and it is for alcohol sampling only.

Ms. Schugg advised they changed the linens section. Previously, linens were included with the purchase of food and beverage and they changed that to “standard linens are available for rent from the Clovis Civic Center at an additional cost. Linen selections are due no later than 10 business days prior to the event. If you are providing your own linen, napkins and/or overlays, those items must be delivered to the Clovis Civic Center no later than 3 days prior to the event and are subject to a linen set up fee. Please communicate any linen deliveries with your event manager.” Ms. Bertrand advised they were charging cost and have upped the cost to include the setup. They haven’t worked out the cost of that yet. Ms. Schugg advised it would depend on the size of the event and how many people are attending. Ms. Bertrand advised all of the event estimates are customized to what they want. Commissioner Casaus asked if they should include

the cost of the linen setup fee. Ms. Bertrand advised they could add that. Ms. Burroughes asked if there would be a charge if someone set up their own linens. Ms. Schugg advised there would be no fee. That will be added into the policy.

Ms. Schugg advised the menu tasting was offered on Wednesdays or by appointment only and they changed it to by appointment only. Under guarantees, it used to state that exact count of each item was due 3 business prior to the event and that is not enough time. They changed that to 10 business days. Ms. Bertrand advised that was consistent with all of their other dates as well. Everything is due 10 days prior and anything after is subject to additional charge. A credit card fee of 3% will be passed on to the client.

They added that nothing may be hung from the ceiling or chandeliers. They also added confetti into the cleaning charges. Removal of all decorations shall occur no later than the conclusion of the event and the stated end of contract time. They also added that the Civic Center has the right to discard or donate items that are left behind at the facility.

Ms. Burroughes suggested, in reference to the linens, “No set up fee will be charged if you provide and sets up your own linens.” Ms. Bertrand advised they would like to change “you” to “client”. Ms. Burroughes advised there were various places throughout the document that that state “you or your”. Ms. Schugg advised she would go through the document to make those changes. Ms. Burroughes advised in the Pre-function Menu Tasting section it states “Will only be offered by appointment only.” That should be changed to “Shall only be offered by appointment only.” Under payments it should read “the credit card fee”. Under well being of rental space it should say “nothing shall be hung” and “shall retain the right to discard or donate”. Ms. Bertrand advised she would like to change the section about the credit card fee to say “a credit card fee shall be imposed” and take out the 3% in case anything was to change in the future.

Ms. Burroughes asked if smokers had to be 25 feet from a facility. Ms. Schugg asked if it was 25 feet from the building or the gate. Commissioner Casaus thought it would be from the front door. Ms. Burroughes advised she would check with Attorney Morris.

Ms. Burroughes asked how they are handling security personnel. Ms. Bertrand advised they are doing that in house.

Commissioner Casaus made a motion to accept the changes to the services and policies; Ms. Provolt seconded the motion which passed by acclamation.

Agenda Item No. 5 – For the good of the order

Ms. Bertrand advised Spectra was acquired by the Oak View Group. The Civic Center will now be recognized worldwide as part of the group.

Ms. Burroughes advised the next meeting would be at 3:00 p.m., March 15th.

Agenda Item No. 6 – Adjournment

There being no further business to come before the committee the meeting adjourned at 3:27 p.m.