



**City of Kingston  
Information Report to Council  
Report Number 16-150**

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**To:** Mayor and Members of Council  
**From:** Desirée Kennedy, Chief Financial Officer and City Treasurer  
**Resource Staff:** Stephen Dickey, Director of Financial Services  
Lana Foulds, Manager of Financial Planning  
**Date of Meeting:** May 17, 2016  
**Subject:** First Quarter Operating Budget Status Report for 2016

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**Executive Summary:**

This information report is to provide a financial status update of the general operating fund as at March 31, 2016, the end of the first fiscal quarter.

**Recommendation:**

This report is for information purposes only.

May 17, 2016

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**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF FINANCIAL OFFICER AND CITY TREASURER

**Desirée Kennedy, Chief Financial Officer and  
City Treasurer**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Gerard Hunt, Chief Administrative Officer**

**Consultation with the following Commissioners:**

Cynthia Beach, Corporate & Strategic Initiatives

Lanie Hurdle, Community Services

Denis Leger, Transportation, Facilities & Emergency Services

Jim Keech, President and CEO, Utilities Kingston

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**Options/Discussion:**

The financial information provided in this report is derived from the financial accounting records of the Corporation as at March 31, 2016. The report reflects the approved operating budget for the year 2016 together with 2016 actual year-to-date revenue and expenditure information. A variance column is provided for reference purposes and generally reflects the amount of revenues to be generated or expenditures to be spent over the balance of the year. With respect to the overall corporate results, three exhibits are attached, reported by group and summarized by department. Board and agency transfers and municipal utilities are summarized as well. Exhibit A reflects the net operating information (revenues less expenditures). Exhibits B and C reflect gross revenues and gross expenditures respectively.

This report also includes the 2016 first quarter results for the Grand Theatre, INVISTA Centre and Arenas and Rogers K-Rock Centre as provided in summary form by the departments in Exhibits D, E and F respectively.

The majority of revenues and expenditures to the end of the first quarter are tracking normally or reflect seasonal variances. Some additional observations are noted below.

Overall Public Works net expenditures to the end of the first quarter are tracking above budget due to approximately 60% of the annual winter control budget being spent in the first quarter. However, year-to-date winter control costs as a percentage of the annual winter control budget are slightly lower than an average year for the city.

The favourable Recreation and Leisure and Cultural budget variances in the first quarter resulted from the recognition of seasonal revenues. Offsetting expenditures in these service areas will occur as the year progresses, with results expected to be in line with budgets.

Departments continue to work with finance staff to review variances on a regular basis with a goal to have a balanced budget by year end.

**Existing Policy/By Law:**

By-law Number 2016-25, "A By-Law to Approve the 2016 Operating Budget"

**Notice Provisions:**

There are no notice provisions under the *Municipal Act, 2001* for this report.

**Accessibility Considerations:**

The exhibits to this report are available in an alternate format upon request.

**Financial Considerations:**

There are no financial considerations at this time. Comments are contained in the Options/Discussion section of this report and in the exhibits that are attached.

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**Contacts:**

Stephen Dickey, Director of Financial Services, Extension 2370

Lana Foulds, Manager of Financial Planning, Extension 2209

**Other City of Kingston Staff Consulted:**

Denis Leger, Commissioner, Transportation, Properties and Emergency Services

Colin Wiginton, Director, Cultural Services

Luke Follwell, Director, Recreation & Leisure Services

**Exhibits Attached:**

Exhibit A: Net Operating Report

Exhibit B: Gross Revenues

Exhibit C: Gross Expenditures

Exhibit D: Grand Theatre Quarterly Performance Report

Exhibit E: INVISTA Centre and Arenas Quarterly Performance Report

Exhibit F: Rogers K-Rock Centre Quarterly Performance Report

**City of Kingston**  
**Net Operating**  
**March 31, 2016**

	Actuals	Annual	Variance	25% of Year Actual to Budget
	Year to Date	Budget	\$	%
Public Works	5,984,884	20,771,345	(14,786,461)	29%
Engineering	893,992	3,244,001	(2,350,009)	28%
Solid Waste	1,562,414	7,503,281	(5,940,867)	21%
<b>Public Works Services</b>	<b>8,441,290</b>	<b>31,518,627</b>	<b>(23,077,337)</b>	<b>27%</b>
Planning, Building & Licensing	729,764	2,776,702	(2,046,938)	26%
Housing & Social Services	4,714,161	17,738,751	(13,024,590)	27%
Recreation & Leisure Services	977,422	6,763,202	(5,785,780)	14%
Long Term Care	1,390,876	5,225,324	(3,834,448)	27%
Commissioner's Office	64,519	268,904	(204,385)	24%
<b>Community Services</b>	<b>7,876,742</b>	<b>32,772,883</b>	<b>(24,896,141)</b>	<b>24%</b>
Transportation Services	3,111,559	14,239,606	(11,128,047)	22%
Facilities Management & Construction Services	700,360	2,712,954	(2,012,594)	26%
Fire & Rescue	5,934,536	23,503,575	(17,569,039)	25%
Commissioner's Office	93,903	279,386	(185,483)	34%
<b>Transportation, Facilities &amp; Emergency Services</b>	<b>9,840,357</b>	<b>40,735,521</b>	<b>(30,895,164)</b>	<b>24%</b>
Environment & Sustainable Initiatives	204,758	1,018,796	(814,038)	20%
Cultural Services	711,150	4,211,084	(3,499,934)	17%
Legal Services	381,377	1,246,138	(864,761)	31%
City Clerk	371,681	1,652,462	(1,280,781)	22%
Human Resources & Organization Development	566,206	2,931,537	(2,365,331)	19%
Commissioner's Office & Land Development	137,985	677,312	(539,327)	20%
<b>Corporate and Strategic Initiatives</b>	<b>2,373,157</b>	<b>11,737,329</b>	<b>(9,364,172)</b>	<b>20%</b>
Mayor, Council, & CAO	422,395	1,463,583	(1,041,188)	29%
Strategic Communications	257,170	1,481,278	(1,224,108)	17%
Information Systems & Technology	658,600	3,331,819	(2,673,219)	20%
Financial Services	516,419	1,839,866	(1,323,447)	28%
<b>Finance, Technology, &amp; Administration</b>	<b>1,854,584</b>	<b>8,116,546</b>	<b>(6,261,962)</b>	<b>23%</b>
Agency Transfers	15,407,069	66,520,324	(51,113,255)	23%
Fiscal Services & Capital Levy	7,497,122	30,319,746	(22,822,624)	25%
<b>Agency and Board Transfers &amp; Fiscal Services</b>	<b>22,904,192</b>	<b>96,840,070</b>	<b>(73,935,878)</b>	<b>24%</b>
<b>Taxation Revenue</b>	<b>(105,431,016)</b>	<b>(221,720,976)</b>	<b>116,289,960</b>	<b>48%</b>
<b>Total</b>	<b>(52,140,695)</b>	<b>0</b>	<b>(52,140,695)</b>	
Water	51,828	0	51,828	
Wastewater	(261,125)	0	(261,125)	
Gas	(4,421)	0	(4,421)	
Appliance Rental	(126,419)	0	(126,419)	
<b>Municipal Utilities</b>	<b>(340,137)</b>	<b>0</b>	<b>(340,137)</b>	
<b>Total Net Operating</b>	<b>(52,480,832)</b>	<b>0</b>	<b>(52,480,832)</b>	

**City of Kingston  
 Gross Revenue  
 March 31, 2016**

	Actuals	Annual	Variance	25% of Year Actual to Budget
	Year to Date	Budget	\$	%
Public Works	(104,077)	(603,703)	499,626	17%
Engineering	(216,983)	(542,409)	325,426	40%
Solid Waste	(832,175)	(3,298,751)	2,466,576	25%
<b>Public Works Services</b>	<b>(1,153,235)</b>	<b>(4,444,863)</b>	<b>3,291,628</b>	<b>26%</b>
Planning, Building & Licensing	(1,041,436)	(4,847,451)	3,806,015	21%
Housing & Social Services	(12,366,583)	(52,829,390)	40,462,807	23%
Recreation & Leisure Services	(2,848,291)	(8,667,295)	5,819,004	33%
Long Term Care	(2,888,673)	(11,615,608)	8,726,935	25%
Commissioner's Office	(6,295)	(55,000)	48,705	11%
<b>Community Services</b>	<b>(19,151,278)</b>	<b>(78,014,744)</b>	<b>58,863,466</b>	<b>25%</b>
Transportation Services	(4,307,845)	(16,999,529)	12,691,684	25%
Facilities Management & Construction Services	(776,323)	(3,417,896)	2,641,573	23%
Fire & Rescue	(42,643)	(325,637)	282,994	13%
Commissioner's Office	(505,143)	(2,090,952)	1,585,809	24%
<b>Transportation, Facilities &amp; Emergency Services</b>	<b>(5,631,953)</b>	<b>(22,834,014)</b>	<b>17,202,061</b>	<b>25%</b>
Environment & Sustainable Initiatives	(79,877)	(236,855)	156,978	34%
Cultural Services	(527,003)	(2,264,832)	1,737,829	23%
Legal Services	(441,961)	(2,319,786)	1,877,825	19%
City Clerk	(66,534)	(281,835)	215,301	24%
Human Resources & Organization Development	(116,031)	(330,262)	214,231	35%
Commissioner's Office & Land Development	(16,287)	(41,500)	25,213	39%
<b>Corporate and Strategic Initiatives</b>	<b>(1,247,694)</b>	<b>(5,475,070)</b>	<b>4,227,376</b>	<b>23%</b>
Mayor, Council, & CAO	(10,062)	(123,200)	113,138	8%
Strategic Communications	(380,815)	(1,004,100)	623,285	38%
Information Systems & Technology	(560,982)	(1,384,087)	823,105	41%
Financial Services	(233,016)	(929,114)	696,098	25%
<b>Finance, Technology, &amp; Administration</b>	<b>(1,184,876)</b>	<b>(3,440,501)</b>	<b>2,255,625</b>	<b>34%</b>
Agency Transfers	(62,733)	(445,639)	382,906	14%
Fiscal Services & Capital Levy	(499,646)	(8,806,914)	8,307,268	6%
<b>Agency and Board Transfers &amp; Fiscal Services</b>	<b>(562,378)</b>	<b>(9,252,553)</b>	<b>8,690,175</b>	<b>6%</b>
<b>Taxation Revenue</b>	<b>(107,275,866)</b>	<b>(225,979,340)</b>	<b>118,703,474</b>	<b>47%</b>
<b>Total</b>	<b>(136,207,280)</b>	<b>(349,441,085)</b>	<b>213,233,805</b>	<b>39%</b>
Water	(6,106,703)	(26,202,000)	20,095,297	23%
Wastewater	(7,007,657)	(30,242,000)	23,234,343	23%
Gas	(7,124,247)	(40,042,000)	32,917,753	18%
Appliance Rental	(641,961)	(2,355,000)	1,713,039	27%
<b>Municipal Utilities</b>	<b>(20,880,569)</b>	<b>(98,841,000)</b>	<b>77,960,431</b>	<b>21%</b>
<b>Total Revenue</b>	<b>(157,087,849)</b>	<b>(448,282,085)</b>	<b>291,194,236</b>	<b>35%</b>

**City of Kingston**  
**Gross Expenditures**  
**March 31, 2016**

	25% of Year			
	Actuals Year to Date	Annual Budget	Variance \$	Actual to Budget %
Public Works	6,088,961	21,375,048	(15,286,087)	28%
Engineering	1,110,975	3,786,410	(2,675,435)	29%
Solid Waste	2,394,589	10,802,032	(8,407,443)	22%
<b>Public Works Services</b>	<b>9,594,525</b>	<b>35,963,490</b>	<b>(26,368,965)</b>	<b>27%</b>
Planning, Building & Licensing	1,771,199	7,624,153	(5,852,954)	23%
Housing & Social Services	17,080,744	70,568,141	(53,487,397)	24%
Recreation & Leisure Services	3,825,713	15,430,497	(11,604,784)	25%
Long Term Care	4,279,549	16,840,932	(12,561,383)	25%
Commissioner's Office	70,814	323,904	(253,090)	22%
<b>Community Services</b>	<b>27,028,020</b>	<b>110,787,627</b>	<b>(83,759,607)</b>	<b>24%</b>
Transportation Services	7,419,404	31,239,135	(23,819,731)	24%
Facilities Management & Construction Services	1,476,682	6,130,850	(4,654,168)	24%
Fire & Rescue	5,977,179	23,829,212	(17,852,033)	25%
Commissioner's Office	599,045	2,370,338	(1,771,293)	25%
<b>Transportation, Facilities &amp; Emergency Services</b>	<b>15,472,310</b>	<b>63,569,535</b>	<b>(48,097,225)</b>	<b>24%</b>
Environment & Sustainable Initiatives	284,635	1,255,651	(971,016)	23%
Cultural Services	1,238,153	6,475,916	(5,237,763)	19%
Legal Services	823,338	3,565,924	(2,742,586)	23%
City Clerk	438,215	1,934,297	(1,496,083)	23%
Human Resources & Organization Development	682,238	3,261,799	(2,579,561)	21%
Commissioner's Office & Land Development	154,272	718,812	(564,540)	21%
<b>Corporate and Strategic Initiatives</b>	<b>3,620,851</b>	<b>17,212,399</b>	<b>(13,591,548)</b>	<b>21%</b>
Mayor, Council, & CAO	432,458	1,586,783	(1,154,325)	27%
Strategic Communications	637,985	2,485,378	(1,847,393)	26%
Information Systems & Technology	1,219,582	4,715,906	(3,496,324)	26%
Financial Services	749,435	2,768,980	(2,019,545)	27%
<b>Finance, Technology, &amp; Administration</b>	<b>3,039,460</b>	<b>11,557,047</b>	<b>(8,517,587)</b>	<b>26%</b>
Agency & Board Transfers	15,469,802	66,965,963	(51,496,161)	23%
Fiscal Services & Capital Levy	7,996,768	39,126,660	(31,129,892)	20%
<b>Agency and Board Transfers &amp; Fiscal Services</b>	<b>23,466,570</b>	<b>106,092,623</b>	<b>(82,626,053)</b>	<b>22%</b>
<b>Taxation Revenue</b>	<b>1,844,850</b>	<b>4,258,364</b>	<b>(2,413,514)</b>	<b>43%</b>
<b>Total</b>	<b>84,066,586</b>	<b>349,441,085</b>	<b>(265,374,499)</b>	<b>24%</b>
Water	6,158,531	26,202,000	(20,043,469)	24%
Wastewater	6,746,532	30,242,000	(23,495,468)	22%
Gas	7,119,826	40,042,000	(32,922,174)	18%
Appliance Rental	515,543	2,355,000	(1,839,458)	22%
<b>Municipal Utilities</b>	<b>20,540,432</b>	<b>98,841,000</b>	<b>(78,300,568)</b>	<b>21%</b>
<b>Total Expenditures</b>	<b>104,607,017</b>	<b>448,282,085</b>	<b>(343,675,068)</b>	<b>23%</b>

## Grand Theatre Quarterly Performance Report

Period: First Quarter: For the three months ending March 31, 2016

### Financial Performance:

	Actuals to Date	2016 Budget	Expected by Year End	Variance	Previous Year Comparators	
					Total 2015	1st Quarter 2015
<b>Income</b>						
Rental Revenue	\$ (34,331)	\$ (145,000)	\$ (145,000)	0	\$ (169,270)	\$ (30,268)
Other Revenues & Recoveries <sup>1</sup>	(176,499)	(857,611)	(857,611)	0	(836,280)	(203,246)
<b>Total Income</b>	<b>\$ (210,830)</b>	<b>\$ (1,002,611)</b>	<b>\$ (1,002,611)</b>	<b>0</b>	<b>(1,005,550)</b>	<b>(233,514)</b>
<b>Expenditure</b>						
Operational Expenditures <sup>2</sup>	\$ 342,600	\$ 1,454,557	\$ 1,454,557	0	\$ 1,357,456	\$ 289,957
Contributions to Reserve Funds	17,494	153,000	153,000	0	114,449	27,663
<b>Total Expenditures</b>	<b>\$ 360,094</b>	<b>\$ 1,607,557</b>	<b>\$ 1,607,557</b>	<b>0</b>	<b>\$ 1,471,905</b>	<b>\$ 317,620</b>
<b>Net</b>	<b>\$ 149,264</b>	<b>\$ 604,946</b>	<b>\$ 604,946</b>	<b>0</b>	<b>\$ 466,355</b>	<b>\$ 84,106</b>

### Notes

<sup>1</sup> Includes concession sales, expenditure recoveries, box office fees and a capital improvement surcharge

<sup>2</sup> Includes staffing, facility-related costs, box office costs, concessions and technical costs



## Grand Theatre Quarterly Performance Report

Period: First Quarter: For the three months ending March 31, 2016

### Operational Performance:

Key Indicators:	Actuals to Date		Budgeted	
	Regina Rosen	Baby Grand	Regina Rosen	Baby Grand
Days of Use				
Performance <sup>1</sup>	32	25	126	46
Non Performance <sup>2</sup>	15	11	40	98
<b>Total Use (by space)</b>	47	36	166	144
<b>Total Use (combined)</b>	<b>83</b>		<b>310</b>	

Attendance	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2016 Total
On-site Events <sup>3</sup>	14,678	0	0	0	14,678
Off-site Events <sup>4</sup>	3,437	0	0	0	3,437
<b>Total</b>	<b>18,115</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18,115</b>

### Notes

<sup>1</sup> Includes ticketed events only (Community, Commercial, Grand Theatre Presents)

<sup>2</sup> Includes load-ins, tech days, rehearsal days, dark days and load-outs

<sup>3</sup> Includes all ticketed events sold through the Grand Theatre and held on-site

<sup>4</sup> Includes all ticketed events sold through the Grand Theatre but held off-site [i.e. Domino Theatre, Isabel Bader Centre for the Performing Arts (Kingston Symphony) and Kingston Writersfest]

## INVISTA Centre and Arenas Quarterly Performance Report

Period: First Quarter: For the three months ending March 31, 2016

### Financial Performance: INVISTA

Income	Actuals To Date	2016 Budget	Expected by Year End	Variance	Previous Year Comparators	
					Total 2015	1st Quarter 2015
Ice Rentals	\$ (743,185)	\$ (2,422,552)	\$ (2,422,552)	0	\$ (2,350,246)	\$ (721,051)
Other Revenues and Recoveries	(49,686)	(312,390)	(312,390)	0	(313,156)	(69,363)
	<b>\$ (792,871)</b>	<b>\$ (2,734,942)</b>	<b>\$ (2,734,942)</b>	<b>0</b>	<b>\$ (2,663,402)</b>	<b>\$ (790,415)</b>
<b>Expenditure</b>						
Operational Expenditures	\$ 622,190	\$ 2,377,543	\$ 2,377,543	0	\$ 2,348,435	\$ 566,160
Contributions to Reserves	372,052	1,488,209	1,488,209	0	1,444,864	361,216
	<b>\$ 994,242</b>	<b>\$ 3,865,752</b>	<b>\$ 3,865,752</b>	<b>0</b>	<b>\$ 3,793,299</b>	<b>\$ 927,376</b>
<b>Net</b>	<b>\$ 201,371</b>	<b>\$ 1,130,810</b>	<b>\$ 1,130,810</b>	<b>0</b>	<b>\$ 1,129,897</b>	<b>\$ 136,962</b>

### Summary of Ice Revenues - All Arenas

Facility	Actual 2016	Budget 2016	Expected by Year End	% 2016	Total 2015	1st Quarter 2015
INVISTA Centre	\$ (743,185)	\$ (2,422,552)	\$ (2,422,552)	31%	\$ (2,350,246)	\$ (721,051)
Cataraqui-Kinsmen	(267,639)	(660,000)	(660,000)	41%	(618,554)	(287,640)
Memorial Centre	(202,140)	(412,660)	(412,660)	49%	(396,404)	(188,885)
C70	(142,225)	(354,117)	(354,117)	40%	(335,848)	(148,799)
<b>Total</b>	<b>\$ (1,355,189)</b>	<b>\$ (3,849,329)</b>	<b>\$ (3,849,329)</b>	<b>35%</b>	<b>\$ (3,701,053)</b>	<b>\$ (1,346,375)</b>

## INVISTA & Arenas Quarterly Performance Report

Period: First Quarter: For the three months ending March 31, 2016

### Operational Performance: All Arenas

Ice Rentals	INVISTA Centre		Catarauqui/ Kinsmen, Memorial Centre, Centre 70		Total All Arenas	
	Hours	%	Hours	%	Hours	%
<b>Prime</b>						
Total Available	3,200		3,036		6,236	
Booked	3,014	94%	2,561	84%	5,575	89%
Vacant	186	6%	475	16%	661	11%
<b>Non-Prime</b>						
Total Available	2,560		1,916		4,476	
Booked	938	37%	554	29%	1,492	33%
Vacant	1,622	63%	1,362	71%	2,984	67%
<b>Distribution of Ice</b>						
Total	3,826					
Youth	2,919	76%				
Adult	907	24%				

Hall Rentals	INVISTA Centre	
Halls	Hours	%
Total Available	3,240	
Booked	840	26%
Vacant	2,400	74%
<b>Distribution of Halls</b>	<b>Hours</b>	<b>%</b>
Internal	50	6%
External	381	45%
Partner Groups	409	49%

## Rogers K-Rock Centre Quarterly Performance Report

Period: First Quarter: For the Three Months ending March 31, 2016

### Financial Performance:

Income	Actuals to Date	2016 Budget	Expected by Year End	Variance	Previous Year Comparators	
					Total 2015	1st Quarter 2015
SMG Events	\$ (259,038)	\$ (822,742)	\$ (822,742)	0	\$ (649,319)	\$ (289,077)
Kingston Frontenacs Events	(279,271)	(438,394)	(438,394)	0	(457,398)	(232,383)
Other Revenues and Recoveries	(407,429)	(1,456,945)	(1,456,945)	0	(1,438,563)	(385,647)
	<b>\$ (945,738)</b>	<b>\$ (2,718,081)</b>	<b>\$ (2,718,081)</b>	<b>0</b>	<b>\$ (2,545,280)</b>	<b>\$ (907,107)</b>
<b>Expenditure</b>						
Operational Expenditures	\$ 565,099	\$ 2,168,039	\$ 2,168,039	0	\$ 1,994,280	\$ 563,174
	<b>\$ 565,099</b>	<b>\$ 2,168,039</b>	<b>\$ 2,168,039</b>	<b>0</b>	<b>\$ 1,994,280</b>	<b>\$ 563,174</b>
<b>Net Income From Operations</b>	<b>\$ (380,639)</b>	<b>\$ (550,042)</b>	<b>\$ (550,042)</b>	<b>0</b>	<b>\$ (551,000)</b>	<b>\$ (343,933)</b>

(Prior to Reserve Fund Contributions & Management Fees)

## Rogers K-Rock Centre Quarterly Performance Report

Period: First Quarter: For the Three Months ending March 31, 2016

### Operational Performance:

Key Indicators:	2016 Actual	2016 Budget	Variance	% Achieved
<b>Revenues</b>				
SMG Spectator Events	\$ (239,687)	\$ (754,567)	\$ (514,880)	32%
SMG Non-Spectator Events	(19,351)	(68,175)	(48,824)	28%
SMG Events	(259,038)	(822,742)	(563,704)	31%
Frontenacs Events	(279,271)	(438,394)	(159,123)	64%
Total Event Income	(538,309)	(1,261,136)	(722,827)	43%
Suites/Club Seats	(213,931)	(773,168)	(559,237)	28%
Naming/Advertising	(111,961)	(489,777)	(377,816)	23%
Ice Rentals	(77,790)	(175,000)	(97,210)	44%
Other	(3,747)	(19,000)	(15,253)	20%
	<b>\$ (945,738)</b>	<b>\$ (2,718,081)</b>	<b>\$ (1,772,343)</b>	<b>35%</b>
<b>Expenses</b>				
Operating	\$ 565,099	\$ 2,168,039	\$ 1,602,940	26%
<b>Net Income</b>	<b>\$ (380,639)</b>	<b>\$ (550,042)</b>	<b>\$ (169,403)</b>	<b>69%</b>

<b>Number of Events</b>				
SMG Spectator Events	9	30	21	30%
SMG Non-Spectator Events	9	32	23	28%
SMG Events	18	62	44	29%
Frontenacs Events	20	37	17	54%
<b>Total Number of Events</b>	<b>38</b>	<b>99</b>	<b>61</b>	<b>38%</b>

<b>Attendance</b>				
SMG Spectator Events	23,920	84,550	60,630	28%
SMG Non-Spectator Events	7,395	28,849	21,454	26%
SMG Events	31,315	113,399	82,084	28%
Frontenacs Events	70,432	109,798	39,366	64%
<b>Total Attendance</b>	<b>101,747</b>	<b>223,197</b>	<b>121,450</b>	<b>46%</b>

Note: Spectator Events include: Concerts, Family Shows, Entertainment Events, Performing Arts and Sporting Events

Non-Spectator Events include: Assemblies, Banquets, Consumer/Trade Shows, Conventions, Meetings, Other Events

**Rogers K-Rock Centre**  
**Quarterly Performance Report**  
**First Quarter ending March 31, 2016**

The Rogers K-Rock Centre operating agreement (2013-2017) now includes a requirement for SMG to provide a detailed qualitative performance report to the City's contract administrator on a quarterly basis.

In addition to the financial information on year-to-date results of operations and key performance indicators, the quarterly report now includes a summary of year-to-date qualitative performance measures.

Qualitative initiatives are developed annually and reported in greater detail in the Operator Annual Plan, typically presented in the 4<sup>th</sup> Quarter of each year, prior to budget deliberations.

**A. Community Involvement**

<b>Meetings, Events, Public Speaking, Outreach:</b>	<b>Number of Occurrences <u>Year-to-Date</u></b>
• KEDCO	1
• Downtown Kingston! BIA	10
• Chamber of Commerce	3
• Post-secondary institutions	1
• Military & business	0
• Tourism	2
• Other Community/Charity	8

<b>Community Support</b>	<b>Number of Contributions <u>Year-to-Date</u></b>
• In Kind - Facility (total value - \$8,985)	18
• Cash - SMG (total value - \$1,830)	4

**B. Tenant and User Relation**

Kingston Frontenacs - Continue to provide additional ice time on Saturdays for *Rink of Dreams*, a Frontenacs youth hockey league promotion in January and February.

**C. Customer Satisfaction - Sales & Marketing**

Ten promoter surveys were conducted during this quarter which indicated very favourable results and top marks in customer service. General Admission surveys were conducted for eight events including a Frontenac game. Patrons were questioned regarding their satisfaction on purchasing tickets, parking, venue access, customer service, staffing and food and beverage service. The average of all surveys was 93.04%