



Staff Report

To: Dan Best, Chief Administrative Officer

From: Jo-Anne Fields, Community Services Manager

Date: May 15, 2017

Report: CSD.17.06

Subject: Expression of Interest for Concession Operations in South Huron

Recommendation:

That South Huron Council receives the report from Jo-Anne Fields, Community Services Manager re: Expression of Interest for Concession Operations in South Huron;

And that staff proceed with preparing an Expression of Interest for sourcing out the concession operations at the South Huron and the Stephen Arena.

Background and Analysis:

Concession operations and service delivery have been sourced out and provided independently through a Partnership Agreement since the fall of 2011. A RFP was prepared and released in June 2011 with no respondents. Council directed staff to seek out an interested party. Since that time, we have had two independent groups operate the concession.

The most recent proponent operating the concessions provided written notice at the end of the 2016/2017 ice season that they are no longer available to provide this service.

Expression of Interest for Concession operations in South Huron

Staff are requesting authorization from Council to proceed with preparing an Expression of Interest for the provision of concession operations at both arena facilities for a period of two (2) years subject to approval by both parties. Agreement will be null and void if either party's provide sixty (60) days written notice.

Through the signed Agreement, the Proponent will:

- Accept full responsibility for the service delivery of the concession services for both facilities as set forth by the Community Services Manager.
- Be responsible for all administrative aspects of the operation, including setting of hours as dictated by facility events and rentals, hiring staff, product inventory, cleanliness and appearance.
- Will provide the Municipality with proof of liability insurance and WSIB
- Agrees to follow the Municipality of South Huron's Health and Safety Policies.
- Will ensure that new equipment brought on site meet safety requirements and be approved by Management.

Municipal staff:

- Will communicate regularly regarding schedule requirements to provide effective customer service in concession operations.
- Will provide regular inspections of booth operations and assist with maintenance issues as required.
- Will allow proponent to use existing equipment for concession operations.

Operational Considerations:

A number of options can be considered as compensation for the privilege of operating the concessions in South Huron including;

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- Provide space, utilities and equipment to the proponent at no charge, as in the past
- Charge a nominal fee
- Accept a donation
- Council provide direction to staff

South Huron's Strategic Plan:

7.2.2 Strategic Objective: Administrative Efficiency and Fiscal Responsibility:

- Demonstrate Commitment to service excellence:
 - Continue to implement corporate wide customer service training at all levels of the organization

Financial Impact:

In past Agreements, the Municipality has provided utilities and equipment for concession operations. Equipment that is presently not operational would be the responsibility of the proponent to replace if required. Utility costs are not broken down to a level of detail to provide adequate costing.

Legal Impact:

There are no legal implications for the Corporation resulting from the proposed recommendation.

Staffing Impact:

Staff will work closely, and communicate regularly, with the successful proponent to ensure effective and adequate service delivery. Staff will ensure the proponent is aware of ice rental schedule of special events requiring coverage.

Policies/Legislation:

The proponent will comply with all health codes and regulations for the delivery of food and beverage services.

Consultation:

Chief Administrative Officer – Consulted with the CAO to discuss moving forward with securing a suitable proponent to provide effective

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concession operation at the South Huron Recreation Centre and the Stephen Arena.

Corporate Manager/Clerk – Consulted with the Corporate Manager/Clerk to discuss continuing operations in a safe and responsible manner.

Financial Services Manager/Treasurer – Consulted with the Financial Services Manager/Treasurer for review purposes and to discuss the Expression of Interest document to source out concession operations.

Attachments:

- N/A

Respectfully submitted,



Jo-Anne Fields
Community Services Manager

I concur with this report.

Dan Best MPA, BA
Chief Administrative Officer