

# THE MONUMENT

## BOARD OF DIRECTORS MEETING MINUTES

September 14, 2021

Vice-Chair of the Board, Charity Doyle, called the meeting to order at 8:15 a.m. with the following Board members present: Gary Brown, Tim Johnson, and via tele-conference: Brad Estes and Jason Lambert. Staff present include: Executive Director, Craig Baltzer; Deputy Director/Finance, Tracy Heitsch; Deputy Director/Events, Jayne Kraemer; Stage/Production Manager, David Owen; Director of Operations, Paul Sterling; Engineering Manager, Nathan Kleinschmit; Operations Manager, Rory Hammerbeck; and Accounting Clerk, Teresa Dringman; and via tele-conference: Ticket Operations Manager, Sara Callaway and Accounting Clerk, Lori Kiehn. Others present include Rapid City Councilman, Greg Strommen; City Attorney, Joel Landeen; and via tele-conference include: RC Journal, Kent Bush.

After review of the meeting agenda, motion was made by Brown and seconded by Johnson **to approve the agenda as presented.** Upon vote being taken, the motion carried unanimously.

### General Public Comment

None

### Minutes

Motion was made by Brown and seconded by Johnson **to approve the minutes of August 24, 2021 and August 27, 2021, meetings as presented.** Upon vote being taken, the motion carried unanimously.

### Bill List

The 2021 Bill List for September 14, 2021, was audited.

A&B WELDING SUPPLY CO INC	1,915.41
ALSCO INC	732.39
AMAZON CAPITAL SERVICES	595.69
BROWN'S SMALL ENGINE REPAIR	906.60
CAPITAL ONE NA	441.06
CASH-WA DISTRIBUTING COMPANY	1,993.92
CBH COOPERATIVE	105.00
COCA-COLA OF THE BLACK HILLS	1,990.00
CRESCENT ELECTRIC SUPPLY CO	196.90
DIAMOND VOGEL PAINT CTR	115.28
ECOLAB INSTITUTIONAL INC	1,305.34
FASTENAL COMPANY	210.80
G&H DISTRIBUTING INC.	101.41
HILLS TIRE & SUPPLY INC.	117.95
I SCREAM LLC	260.00
KNECHT HOME CENTER	172.81
M G OIL CO	250.99
MENARDS	175.23
PRAIRIE AUTO PARTS	8.69
QUALITY BRANDS OF THE BLACK HILLS	371.90
RAPID CITY JOURNAL - ADVERTISING	279.32
RUNNINGS SUPPLY INC	251.96
SAFEWAY INC	25.95
SAM'S CLUB	2,735.61
SERVALL UNIFORM/LINEN CO INC	128.61
STAN HOUSTON EQUIP CO INC	246.65
STATE OF SOUTH DAKOTA	237.50
SYSCO MONTANA INC	5,096.25
ULINE INC	1,794.00
UNITED RENTALS NORTH AMERICA	104.00
US FOODS	2,271.60

US FOODS INC	5,536.29
WESTERN STATIONERS	42.35
Total	<u>30,717.46</u>

Motion was made by Johnson and seconded by Brown and carried **to authorize the Finance Officer to issue warrants or treasurers checks, drawn on proper funds, in payment thereof.**

**Event Update** - Kraemer stated last week we had our last official concert in the Barnett Arena with Foreigner. It was a great show. We had an Allied Arts fundraiser, STM banquet, and VA Stand-down and Concert on the same night. Saturday night we had the Lincoln Day Dinner. This week we have the Elevate Mixer, Shrine Circus, the Gun Show, and the Pheasants Forever Banquet. Next week we have Philadelphia Church of God and the Black Hills Paha Sapa Celebration (Will Graham event). They will have services Friday through Sunday in Barnett. The last event scheduled in Barnett will be LNI volleyball.

**Executive Director's Update** – Baltzer reminded everyone about the Elevate mixer starting at 4:30 p.m. today and ending at 6:30 p.m. We have construction crews planning to come in immediately after. We will meet on the floor and then allow self-guided tours. People will be coming in through the loading dock and walking into the grand entrance onto the floor. Help us to remind attendees this is an active construction zone with work to be done.

We are in the final weeks of construction on the new building. There is a lot of finish work and fine tuning being done. Mortenson is confident on meeting the deadline. We are taking our lead from them and going from there.

We announced a concert yesterday, today, and then will announce another concert later this week. We should have more coming. It has been difficult through COVID.

Labor is still an issue. We are moving forward in Operations with both inmate/community service and work release programs. We are working on the details, but inmates will work in non public areas, primarily. We will undergo management training for these programs.

### **Miscellaneous**

- 1) **Capital Update** – We continue to work our way through our list. We are still holding on the flatbed trailer, electric shuttles, and the ice arena south side compressor overhaul since it will not get done in time for the start of this new hockey season. The Rushmore Hall fire alarm panel is still in process, but we are waiting on computer chips. The Chamber space is in process. The two items we are requesting approval for today are the T7 scrubber and the portable foundation barriers. Operations thought the T7 scrubber would be \$18,500, but we have found a refurbished one that is half the price. Operations has come up with an option to utilize a portable foundation system in the Summit Arena. We have anchors in the floor in Barnett. One of our concerns with the new building is that we may be doing things a bit different and don't want to compromise the concrete. Once a floor anchor is placed in the concrete, it is permanent. This is an option we would like the Board to consider. Hammerbeck explained these are water-filled barriers that are traffic rated. They are very light when empty and easy to move around. Once filled with water the weight for each one is about 1,200 pounds. Baltzer stated this is tried and true in other venues. Even our arena football team is using this system in Billings. Operations has checked with Sutton Rodeos and they support the idea. The importance is the flexibility. We have quoted this project, and the best pricing is \$71,267.88, through OTA Safety which is a GSA approved vendor.

Motion to **approve to move forward with the purchase of the T7 scrubber and the portable foundation barriers through GSA was made by Estes and seconded by Johnson.** Upon vote being taken, the motion carried unanimously.

- 2) **Uniform Apparel Bid** – Heitsch reminded the Board that a couple of meetings ago we asked the Board for approval to advertise for bids for new facility wide uniforms, based on our name change. We put together a comprehensive listing with all the different uniforms we were looking for. We received six (6) bids from all over a multi state region. The low bid was Dilly Prints, LLC, out of Spearfish. It is a qualified bid. We are comfortable with them as our provider for uniforms for full-time and all part-time staff. This is something we moved out of FFE and into our 2021 Operational Budgets based on FFE budget constraints. Motion to **approve Dilly Prints, LLC, as**

**the low bid for uniform apparel and to proceed with them as the provider for uniforms was made by Brown and seconded by Johnson.** Upon vote being taken, the motion carried unanimously.

- 3) **Event Marketing Credit Card Authorization** – Heitsch stated this is related to event show marketing and is something we have been discussing with Pauline Sumption, City Finance Officer. Department directors have been issued city credit cards to purchase items; however, that is operational based. A sizeable amount of marketing we place on behalf of touring shows is digitally based and requires credit card payments only. No check or ACH payments are allowed by digital vendors. Currently, our marketing and corporate sales department is using our operational US bank card to place show marketing expenses orders. This causes inefficiency and confusion for the customers and vendors alike. Sumption stated, with Board approval, we could move forward with a show-only credit card with our new banking partner, BHFCU. You may see BHFCU on our bill list in the future. We may have to use the card and then pay ourselves back since you can only have one account on some platforms. Motion to **authorize, establish, and utilize an event marketing credit card thru BHFCU was made by Brown and seconded by Johnson.** Upon vote being taken, the motion carried unanimously.
- 4) **Team Appreciation Program** – Heitsch unveiled a comprehensive appreciation program for all of our staff--full time, part time, union, and nonunion. Heitsch reminded the Board our entire team was furloughed last summer, so everyone of our team members was impacted by loss of business due to COVID. We had a majority of them stick with us. We have been concerned about cash flow and how we will move forward based on lost events. This program is an opportunity to show appreciation to those who stuck with us. It includes an incentive plan for new hires, a referral program if an employee brings a friend who is hired, as well as a vaccine incentive. Even though the city has a vaccine incentive, we are requesting an additional incentive based on our stringent event requirements. For example, Foreigner required proof of vaccination or a negative COVID test 48 hours before the event. For us, we run the risk of false negatives and false positives at the last minute. We are encouraging the team to be vaccinated. The requirements vary by events. With Cats we had to fill out an extensive questionnaire. One question was if we could guarantee all stage hands will be vaccinated. We cannot guarantee that, but we can guarantee each will provide proof of vaccination, or proof of a negative test. They will require masks and touchless water stations. National touring groups are stringent on no touch and keeping the tour separate from locals. There are lots of different rules that we have to follow and it varies with each event. With shortage of staff, it makes it really tough if we have someone from events, finance, etc., test positive. We had one of our full-time staff get certified to be a COVID rapid test administrator. We are going through all the measures possible to maintain our operation. Kraemer said we did not have any positive tests for Foreigner. Baltzer said rules are not standard. Every tour is coming up with their own rules. This is part of the larger incentive program. We are trying to incent our teams, for their own health and for the shows. If they do not have a vaccine, they might have to do a quick test. We want to incent beyond the City's program. Baltzer stated we are in a competitive world, and we know our existing employees have been courted elsewhere. We put a lot on our managers with the new building. There are also incentives for our team to help recruit new hires. This is well put together by Heitsch. It does all the things we are looking for--helps with COVID requirements, retaining existing employees, and recruiting new employees. City Attorney Landeen said unions are typically happy with these. Legally it is not an issue. Motion to **approve the Team Appreciation Program as presented was made by Johnson and seconded by Brown.** Upon vote being taken, the motion carried unanimously.
- 5) **Operations Team Sustainability Plan** – Baltzer stated one of the problems we are having is maintaining a full roster amongst our union positions. We often hear how our employees are the lowest paid in the city. There are similar positions in Streets and Parks. Our operations team did some digging and saw that we are in a different/lower wage structure than other City departments. We are not competing with the rest of the world OR other City departments. We have recently lost a handful of employees to other City departments – mostly Streets and Parks. A job here is almost more demanding considering we do not have set hours and we work most weekends, overnights, and holidays. Hammerbeck and Sterling developed this program, and it is set up very similar to other city department programs. It would affect union positions. Hammerbeck stated he has been with civic center for almost 2 years now. During that time Operations has never been able to maintain a full operations staff, due to constant vacancies. When a staff member leaves, Hammerbeck will ask why they are leaving. They say they work at the civic center because it is a great way to get into the city and then move to another city department 6 months later to get a better wage. In other city departments, they are able to work

Monday through Friday and not weekends and not nights. It is difficult to match in pay scale and to entice people because of our challenging work schedule. This program helps us match Streets and Parks as to their wage scales. Nothing herein is new within the City structure, but it is new for us. Now is the best time. Before we had maintenance 1, 2, 3 positions, but now our goal is to get more structure to have supervisors and technicians and have a chance for progression. This way they can see a future here with us. With this it allows us to assign more responsibilities to them. With hierarchy there are benefits and new responsibilities. We would have supervisor 1 and 2 and maintenance technicians 1 and 2. If the supervisor is gone, we would have someone step up and pay them for that out of class responsibility. Our differential for night pay is \$1 per hour. We would like to add an extra \$1 per hour for weekend pay. Heitsch expects payroll costs would be \$50,000 more than budgeted with this program, but we will adjust the budget elsewhere to accommodate this plan, if the Board approves. Baltzer stated we are currently \$750,000 ahead in our salaries budget because we are losing employees or just cannot hire enough. This is in the wrong direction. We have to combat it. Johnson stated it would probably be a wash in the long run with hierarchy and upward movement. Hammerbeck also stated our supervisors are all set to retire in a year or less, leaving us with only a few, non-tenured employees. Motion to **approve the Operations Team Sustainability Plan as presented was made by Estes and seconded by Johnson.** Upon vote being taken, the motion carried unanimously.

There being no further business, motion was made by Brown and seconded by Johnson **to adjourn the meeting.** Upon vote being taken, the motion carried unanimously. The meeting adjourned at 8:56 a.m.

I certify a true and accurate accounting of the minutes of the meeting.

*Teresa Dringman*

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Teresa Dringman, Accounting Clerk

September 14, 2021

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Date