



## GNAG BOARD MEETING November 16th, 2016 7:00 p.m.

**Present:** John Richardson, Mary Tsai, Clare Pearson, Michel Ouellet, Elspeth Tory, Geoff Kellow, Kate Weider, Cathy MacCillion, Brad Sigouin

**Regrets:** Heather Irwin, Heather Moncur, Liz Izaguirre, Suzanne Joyal

### 1. **Welcome. Quorum established**

### 2. **Approval of Agenda**

The agenda was adopted.  
(Kate Weider/Geoff Kellow) **Carried**

### 3. **Approval of Minutes**

The minutes from the previous meeting of October 19th 2016 were approved with two corrections: addition of Kate Weider to attendance, correction to title of heading 3 to “minutes” instead of “agenda” .  
(Geoff Kellow, Cathy MacCillion) **Carried**

### 4. **Chairperson’s Report - Michel Ouellet**

- **City of Ottawa SLA renewal (Kate):**
  - Parks and rec has been restructured; they have downsized by 8%, one of whom was our representative. We met with replacement, Natalie Olsen, (she is in charge of all centres in Ottawa Centre) for 3 hours, had a positive meeting.
  - Discussed the friction/miscommunication in and around customer service reps, looking for better solutions
  - Our Service Level Agreement is up for renewal, but we won’t look at restructuring due to the new staff member.
  - We asked to see if Janet could be here on Friday and Monday to bookend events
  - Want to see if we can get CSR trained on Legend, and get a full list of job duties in the document
  - One option could be to add a setup/teardown fee option for the stage to ensure we’re getting paid for this
- **Executive Director’s Report (Mary)**
  - Wifi is installed and we are waiting for mapping
  - GNAG Open will have vouchers with time limits. We haven’t decided about limitations yet, but will consider this. Open DNS is a possibility. Other possibilities include asking customers to give GNAG their first-born child in exchange for free wifi.
  - The cost of the phone and internet (including hardware) was under \$10,000. We now have 8 phone extensions instead of 2.
- **Phone (Mary)**
  - We are now with Verstature, and have cordless phones with a good range.
- **Cafe (Mary)**

- We have ordered a pinpad machine for the cafe
- **Legend & E-Register (Mary)**
  - They are hiring more staff in Canada, which will mean more local support
  - They are starting out a number of bugs and change requests. The biggest issue is trying to simplify the system - it's not as intuitive as we'd hoped.
  - Datasets for reporting are not available. Right now it's costing us in extra effort and frustration.
  - Mary has contacted two other companies to ensure we have alternatives (E-Register and BookKing)
- **Other (Mary)**
  - AODA Phase 3 Compliance update: we have been through two phases so far. The main piece for phase 3 involves major building elements, and the entrance to the GCC. The facility would need to be closed during construction because it's the only accessible entrance. There was discussion that this 2 to 3 week closure was unacceptable. If the closure takes place in the last week of August, first week of September 2018, there's a risk of work not being finished in time for school starting. Also lost revenue from not running camps. There was a suggestion to have a temporary elevator to take people up the stairs.

#### **5. Treasurer's Report (Brad)**

- Figures aren't exactly where we want them. Pete is getting quite frustrated with Legend - the accounting has funds split up in various parts of Legend. We are trying to make it standardized. We are ahead of last year's revenue by about \$20K on \$1.2million. Legend isn't capturing credits, and software isn't following what GNAG wants it to do. Might need to build a detailed excel spreadsheet to manage the data.
- As things stand, we will not pass audit with the current financials. This needs to be made clear to Legend. Brad should also meet with Mary and Pete to ensure Pete's process is as efficient as possible.

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#### **6. Community Partners Report (Geoff K)**

- GCA meeting: Traffic problems on third avenue; the GCA wants to help plant 150 trees (but not pay for them); the GCA would like to use the GCC space for their 50th anniversary

#### **7. Any other Standing Committee Reports**

- **Craft and artisan fair** will be on November 18, 19, 20th (café will be open). Please Promote!
- **Sleepout**
- December 1st on the field at TD Stadium. Tim is looking for people to join his team

#### **8. Motion to adjourn:**

- *(Geoff Kellow/Kate Weider)* Carried