
Memorandum

To: Budget Standing Committee
Cc: Shelley Chemnitz, David Oakes
From: Cristi, Phil
Date: November 20, 2018
Subject: Key Performance Indicators for SMG

Section 4.3.2 of the Management Agreement between The City and SMG states the following:

Non-Financial Incentive Fee: SMG will be eligible for a discretionary incentive fee based upon the City's evaluation of SMG's performance in qualitative areas that are important to the City.

At its meeting on May 29, 2017, Council approved the following motion:

"That Council approve the performance evaluation model as described within this report to guide annual performance reviews of the Meridian Centre operator in its role as facility manager / operator and business agent." Council was presented with an evaluation model that included key performance indicators summarizing SMG's performance related to quantitative and qualitative indicators.

SMG has submitted year end results that satisfy the quantitative indicators and has received the appropriate incentive fee but performance indicators have not been sought or submitted for the non financial or qualitative indicators.

Moving forward, the Meridian Centre Governance Committee (MCGC) will work with the SMG management team to determine the processes required to identify satisfaction and/or compliance ratings in the following categories:

Customer Experience
Promoter Experience
Tenant Experience
SMG Staff Experience
Workplace Health and Safety
Building Cleanliness
Building Operations and Maintenance

With the end of the fiscal year approaching, the MCGC will endeavor to finalize the 2018 results as soon as possible.