



Buffalo Niagara Convention Center
Annual Members Meeting
Wednesday, February 9, 2022
Zoom Video Conference

PRESENT: C. Abbott-Letro, M. Alnutt, T. Beauford, D. Castle, M. Chiazza, N. Fletchall, M. Glasgow, P. Kaler, T. Long, K. Minkel, M. Murphy, B. Paladino, M. Roberts

ABSENT: S. Bieler, J. Dandes, D. Gallagher, D. Spasiano, H. Taran, G. Wells

STAFF: J. Calkins, M. Even, E. Healy, C. Kincaide, D. Marzo, J. Smith

Due to the pandemic, the meeting was held by Zoom Video Conference.

CALL TO ORDER: The annual members meeting was called to order by Board Chair, Mary Roberts at 3:46 p.m.

ELECTION OF DIRECTORS: Ms. Roberts presented the slate of directors proposed by the Executive Committee and asked for a motion to elect the slate for 2022:

Representatives of the Hotel Industry:

Matt Chiazza
Thomas Long
Huseyin Taran

At-Large Directors

Kimberley A. Minkel
Michael G. Murphy
Mary F. Roberts
Donald Spasiano
Gail V. Wells

A motion was made by Ms. Minkel and seconded by Mr. Alnutt to elect the slate presented for 2022. Motion carried.

ADJOURNMENT: A motion was made by Ms. Roberts and seconded by Ms. Minkel to adjourn the annual members meeting. Motion carried and meeting adjourned at 3:48 p.m.

Minutes prepared by J. Smith.

Approved: _____
/s/ Mary F. Roberts
Mary F. Roberts, Chair



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Due to the pandemic, the meeting was held by Zoom Video Conference.

CALL TO ORDER: Board Chair, Mary Roberts, called the annual directors meeting to order at 3:48 p.m.

APPROVAL OF MINUTES: A motion was made by Mr. Beauford and seconded by Ms. Fletchall to approve the November 17 minutes as presented. Motion carried.

ELECTION OF OFFICERS: Ms. Roberts presented the slate of officers proposed by the Executive Committee and asked for a motion to elect the slate for 2022:

Chair – Mary F. Roberts

Vice Chair – Cindy Abbott-Letro

Treasurer – Huseyin Taran

Secretary – Michael G. Murphy

Immediate Past Chair – Jonathan A. Dandes

A motion was made by Mr. Alnutt and seconded by Mr. Beauford to approve the slate of officers as presented. Motion carried.

2022 BUSINESS PLAN: Mr. Calkins reviewed the Business Plan highlights.

- Continue Customer Confidence Program conveying the latest County/State guidelines to our customers. Aggressively promote the program to customers reinforcing relaxed contract terms to encourage future bookings.
- Partner with Audio Visual/Production Companies for virtual and hybrid meeting opportunities.
- Develop an E-Marketing campaign highlighting relaxed contract terms to promote short-term bookings.
- Develop an enhanced Customer Confidence Program specific to local market.
- Identify key dates that need to be filled and create a client list based on past bookings.
- Create holiday promotion for end of year event bookings.

- Prioritize convention services to provide increased attention to health and safety of attendees, vendors and guests.
- Access satisfaction of meeting planners through surveys to utilize feedback.
- Capture customer testimonials and share positive feedback.
- Maintain partnership with Erie County Department of Health to review and implement evolving guidelines.
- Work with Erie County Department of Public Works to identify and prioritize capital improvements.
- Revamp website with more interactive platforms.
- Implement full facility and departments integration into Ungerboeck CRM system.
- Provide more professional development opportunities for staff

A motion was made by Ms. Minkel and seconded by Mr. Castle to approve the 2022 Business Plan as presented. Motion carried.

FINANCE REPORT: Mr. Marzo reviewed the financial statements ending December 31, 2021. The Center finished with approximately \$1.4 million in total assets, most of which is cash and cash equivalents. Mr. Marzo reported our attorneys have been in negotiations working to recoup the \$170,000 Hyatt receivable. The Center was also notified that their PPP loan of \$375,000 was completely forgiven.

On the statement of activities, the Center ended the year with a decrease in net assets of approximately \$200,000. On the revenue side, there were no earned revenues for the first three quarters and revenues in the fourth quarter were lower than anticipated. This was offset by the PPP loan forgiveness of \$375,000.

On the expense side, expenses were ahead of budget by \$368,000, which is mostly attributed to capital purchases. The most significant expense was the upgrade to the camera and security systems. The variance in personnel costs is due to the return of much of the staff in advance of reopening the building, and an increase in salaries for the food and beverage staff to be competitive to retain current employees and attract new employees.

Professional fees were also higher than budget due to expenses related to pursuing the outstanding Hyatt receivable, as well as expenses related to the successful defense of an EEOC claim brought against the Center by an employee. Equipment maintenance was over budget due to repairs to the marquee, elevators and HVAC systems. Travel and promotional expenses were under budget due to cancellation of most in-person tradeshow and staff travel because of Covid.

Mr. Marzo reported the field work for the Center's annual audit began last week and they are expected to finish by next week. The results will be reviewed with the Finance Committee and presented to the Board at the May meeting.

Mr. Marzo reported negotiations with the three unions have been taking place since November and there are tentative agreements with two of the groups. A meeting with the engineers is set for this week and we hope to have that contract finalized during that meeting. We will report further when the contracts are voted on.

A motion was made by Ms. Roberts and seconded by Mr. Alnutt to approve the year-end financial statements as presented. Motion carried.

Q4 REPORT: Mr. Calkins reviewed the fourth quarter activities:

- Hosted and participated in the Customer Advisory Council meeting
- Hosted four site inspections with Firefighters Association of NYS, In-Plant Printing and Mailing Association, Buffalo Prep and FuzeHub/NYS Innovation Summit
- BNCC served as a County Covid testing site
- Hired new Executive Chef
- Completed installation of the new security system

Mr. Calkins reported that the World's Largest Disco held in November was very successful, with close to 7,000 attendees. Upcoming events in the first quarter include the NYS Bar Exam and the Buffalo Home Show.

OTHER BUSINESS/ADJOURNMENT: There being no other business, a motion was made by Ms. Minkel and seconded by Mr. Castle to adjourn the meeting. Motion carried and meeting adjourned at 4:25 p.m.

Minutes prepared by J. Smith.

Approved: /s/ Mary F. Roberts
Mary F. Roberts, Chair