



**Texas Civic Center Association  
Business Meeting Minutes  
Annual Conference Business Meeting  
White Bluff Resort  
Whitney, TX**

**November 4-6, 2009**

**Attendees:**

**Name**

Donna Leach  
Connie Kuehl  
Duffy erry  
Lou Bryant  
Don Carpenter  
Marilyn Gilbert  
Lin Przybyl  
Linda Dixon  
Bob Sigsbee  
Evan Dunkel  
M. Todd Lestage  
Gayle Stakes  
Dianne Wade  
Annette Schonhoeft  
Michael Duren  
James Franklin  
Rosa Guzman  
Kate McBride  
Rusty Hernandez  
Mary Rustin  
Adam Saunders  
John Smith  
Clyde Smith  
Wayne Osborne  
Jeremy Allen  
Jessica Robinson  
Sherry Killingsworth  
Sherry Day-Mueller  
Edie Yentes  
Johnnie Ray Scroggins  
Carolyn Weeks  
Pansy Bell  
Dottie Ford  
Audrey Perry  
Debbie Isham

**Facility**

Richardson Civic Center  
Killeen C & CC & CVB  
Decatur Civic Center  
Waxahachie Civic Center  
The Lone Star Conference & Expo Center  
Colleyville Center  
Colleyville Center  
Plano Centre  
Virco  
Palmer Snyder  
Harvey Convention Center  
Boerne Convention Center  
San Patricio County Fairgrounds  
Aransas Pass Civic Center  
Cleveland Civic Center  
Cleveland Civic Center  
San Patricio County Fairgrounds  
Richardson Civic Center  
Grapevine Conference Center  
Midlothian Conference Center  
Port Arthur Conference Center  
Grapevine Conference Center  
Technical Service Resources  
Technical Service Resources  
Cedar Hill Recreation Center  
Schertz Civic Center  
Brazos Center  
Radius Display Products  
Radius Display Products  
Humble Civic Center  
Linen Hero  
Hopkins County Civic Center  
Hopkins County Civic Center  
Abilene Civic Center  
Tyler Parks & Recreation

- I. **Welcome Members/Guests – Rusty Hernandez, President**
- II. **Call to Order – Rusty Hernandez, President**
- III. **Financial Report – Audrey Perry, Treasurer Motion made by Lou Bryant, 2<sup>nd</sup> by Don Carpenter – All in Favor**
- IV. **Approval of Minutes of Sept. 15, 2009- Rusty Hernandez, President Motion made by Edie Yentes, 2<sup>nd</sup> by Don Cunningham – All in favor**
- V. **Election of the offices of Vice-President, Treasurer and Secretary- Rusty Hernandez, President**
  - a. **President, 2 year term, from 11/2009 to 11/2011-Rusty Hernandez**
  - b. **Vice President- 11/07-11/09-Margaret Lane-(Debbie Isham Interim as of July 2009) Motion made by Dottie Ford, 2<sup>nd</sup> by Connie Kuhel – All in favor**
  - c. **Treasurer- 11/07-11/09-Audrey Perry Motion made by Linda Dixon 2<sup>nd</sup> by Lou Bryant – All in favor**
  - d. **Secretary- 11/07-11/09-Debbie Isham-(Donna Leach, Interim as of July 2009) Motion made by Debbie Isham 2<sup>nd</sup> by Dottie Ford – All in favor**
- VI. **Set Meeting Locations for 2010**
  - a. **January 19 - Sulphur Springs – Dottie Ford**
  - b. **March 16 - San Patricio County – Diana Wade**
  - c. **May 18 - Plano Center – Linda Dixon**
  - d. **July 20 - Cedar Hill – Jeremy Allen**
  - e. **September 21 – Cleveland – Michael Duran**
- VII. **TCCA Website update-Jeremy Allen, webmaster**

Jeremy reported that searchable words have been added to the website so that search engines can find TCCA easier. Software has been switched from Front Page to Publisher. Investigating Google Tools as a possibility for tracking links and photos. Also is researching a forum for questions to be securely stored and password protected.
- VIII. **Discussion on : TCCA Questions sent out by Secretary - After much discussion, everyone agreed that when a question is sent out that you only reply to all if it is beneficial to the group. Do not use “Ditto” and “Same as xxx facility” as this clog up the e-mails unless someone is requesting specific statistics.**
- IX. **Conference Date/Site for 2010-Debbie Isham, Interim Vice President ATT Conference Center in Austin – November 3-5, 2010 Be sure to budget accordingly as the conference fee will increase to \$500.00**
- X. **Round Table Discussion/New Business**
  - a. **Jessica – Schertz Center asked if anyone has PVC Flooring No one had PVC Faux wood flooring, rather Grapevine has Vinyl;**

Cedar Hill has same as Grapevine, but uses a finish on it. Sulphur Springs has vinyl in the front entry. Comments were made that Direct Lighting has an effect on the durability.

- b. Connie – Killen Center asked about sustainability  
Waxahachie changed out HVAC to Chilled H2o system – 22K savings in 6 mos. Plus, Oncor has a rebate.
- c. Connie – Killeen center also asked about Downtown revitalization.  
Waxahachie, Conroe, Tyler & Kerrville all have.
- d. Jeremy – Cedar Hill mentioned he was doing Daytime Activities Promotion, was anyone else? Jeremy brought in Action Coaching Seminars free to public. Plano Centre offering Monday room rental free with minimum catering requirement. Also, get a free round of Golf.
- e. Rusty – Grapevine discussed savings they have done this by switching to Empire Paper for Janitorial Supplies, Restaurant Depot and Sam’s Club instead of Cisco Foods.  
Also, adjusting schedules to reduce overtime and Cross Training.
- f. Donna – Richardson Civic Center asked who has recently or is going to increase room rates.  
Cedar Hill is going up  
Conroe just Doubled rates  
Schertz – went up 25%  
Humble – Increased 3 years ago, with attempts to get those that are grandfathered to increase to current rate over 2 years.
- g. Fee for clients going over time?  
Ranged from \$300 per hour fee to \$1000 Fine per 30 minutes and police shutting down event.

**XI. Housekeeping notes:**

- a. Virco donated chairs and table to be sent to Margaret Lane who was part of TCCA for 12 years and on the Board of Directors.  
Attendees signed back of chairs with well wishes

**XII. Adjournment – Rusty Hernandez, President      ADJORN 5:03 p.m.**

## **Friday continuation of Roundtable discussions:**

### **a. Client Satisfaction Survey**

- **Evaluations Mailed**
- **Touch Screen Surveys in Addison**
- **Personal Contact – phone calls**
- **Event number is on Survey sheet**
- **Survey at end of event checkout**

### **b. Preferred Vendors**

- **\$100 charge to be listed as Preferred Vendor**
- **Card Rack**
- **Disclaimer about vendors**

### **c. Security – City or “Free Agent”**

- **Tyler & Decatur let client choose security**
- **Most others need to go thru City or Sheriffs dept.**
- **Be sure to make sure “Security” has the authority to enforce your rules and the law.**

### **d. Open Catering Policy**

- **Schertz – Open catering Policy**
- **San Patricio – charges % of headcount**
- **Grapevine – 12% food service fee**
- **Colleyville – 15% food service fee**
- **Humble - \$1 per person based on chair set up**
- **Midlothian – 12% flat rate**

**Grapevine already has food service fee in contract. If client uses internal catering, it is removed. “Perceived Discount”**

**San Patricio has “Release of Liability” if client is bringing in their own food.**