

**THE RHODE ISLAND CONVENTION CENTER AUTHORITY
MEETING OF THE
DUNKIN' DONUTS CENTER COMMITTEE**

December 19, 2006

A meeting of the Dunkin' Donuts Center Committee of the Rhode Island Convention Center Authority (hereinafter referred to as "Authority", the "CCA" or the "Board") was held on December 19, 2006, pursuant to notice, at the Rhode Island Convention Center Boardroom, One Sabin Street, Providence, Rhode Island.

Board members present were, Co-Chairs Bernie Buonanno and Dave Gavitt, Commissioners, Jeff Hirsh, Paul MacDonald, Patrick Butler, Jason Fowler and Dave Duffy.

Also in attendance, Jim McCarvill, Betty Sullivan and Kerrie Bennett, Convention Center Authority; Larry Lepore and Bob Cappalli, SMG/DDC; Tim Muldoon, Deb Tuton and Julien Raveneau, SMG/RICC; Bruce Leach, Legal Counsel; Larry Bacher, Gilbane; Steve MacDonald, Ahlborg; Jerry Freed and Peter Clouden, Sportservice and Eileen Smith, Recording Secretary.

Mr. Buonanno called the meeting to order at 3:03 pm and announced that the next meeting would be held on January 16th at 3:00 p.m.

Mr. Buonanno recognized Mr. Freed and Mr. Freed of Sportservice and asked that they address the Committee. Mr. Clouden distributed

a DVD highlighting the expanded services that Sportservice provides to other facilities and can offer to the Dunkin' Donuts Center. The DVD introduced the company and the facilities that they either own or where they operate the food service component. Mr. Duffy asked what is being planned for our facility. Mr. Freed distributed a pamphlet showing what was being done in Boston and Dallas with suite menus and stated that the similar items could be offered at the Dunk. Mr. Fowler asked how the concession stands would be staffed. Mr. Freed responded that Sportservice recruits and hires individuals from the community. Mr. Fowler asked how many people staff each stand and expressed an interest in keeping waiting times short. Mr. Freed responded that it depends on the popularity of the event. Mr. Duffy asked how the suites would be serviced. Mr. Freed stated that with an enhanced kitchen and pantry the suite patrons will enjoy a wide variety of new items. He continued that there will also be more variety in the food courts. Mr. Freed said that Sportservice is excited about the changes and will be trying different menu items. Mr. Fowler asked what the biggest complaints have been in the past. Mr. Lepore said that the crowded concourse, lines and the inability to use credit cards at the concession stands have been the most voiced complaints. Mr. McCarvill reported that some mutually beneficial changes may be negotiated in the concession agreement. Mr. McCarvill stated that Sportservice is capable of high end service to our suites and concession stands. Mr. Gavitt said that he is encouraged. He said that we will have only one opportunity to impress the public. Mr. Hirsh asked if the menu could be reflective of

this market. Mr. Freed responded yes. Mr. Fowler stated that he was concerned with the speed of service and said that having enough personnel would be very important to the fan experience. Mr. Freed said that with proper planning the lines could be eliminated. Mr. MacDonald asked if the same items would be sold at the concessions. Mr. Freed answered that the usual hot dogs, pizza and popcorn would be available as well as some new items. Mr. Duffy said that he hoped that doughboys would not be made available because of the odor of frying. Mr. Buonanno thanked Mr. Fried and Mr. Clouden for their presentation.

Noting that the minutes of the November meeting had been distributed, Mr. Buonanno sought a motion to approve. Upon a motion duly made by Mr. MacDonald and seconded by Mr. Butler it was unanimously

VOTED: to approve the minutes of the November meeting.

Mr. Lepore informed the Committee that prior the Authority's purchase of the facility, Sportservice very often would advance monies to the Dunkin' Donuts Center to keep the building open. He expressed his thanks to Sportservice.

Mr. Lepore reported that the arena continued to outpace budget for Year to Date net income from operations by \$154,000. He continued that unanticipated labor costs due to the renovations have now been

recognized. Mr. Lepore said that the number of events, event days and attendance continue to exceed budget expectations. Mr. Lepore said that we don't have a contract yet with PC but everyone is working diligently to get it done. Mr. Lepore reported that changes to accounting and recordkeeping are ongoing.

Mr. Lepore presented highlights of the upcoming season and reported that Trans Siberian Orchestra had done very well with both performances. Mr. Lepore thanked the staff for their quick response to the cleanup of the arena between shows. He said that the staff had only about 40 minutes to prepare the facility for the next show and did a great job. Mr. Lepore thanked Mr. McCarvill and Mr. Buonanno for their attendance at the press conference in recognition of our partnership with Hope High School and New England Tech. Mr. Lepore said that this is the time of year when the staff at the Dunkin' Donuts Center works very hard. He said that there is only one dark day in January. Mr. Lepore brought to the Committee's attention an e-mail applauding the handling of a complaint. He said that every effort is being made to address all complaints and that customer service representatives are on site at every event. Mr. Lepore stated that pyrotechnics were of great concern prior to the Trans Siberian concerts but with the help of Mr. Mancuso and Ms. Bennett the Fire Marshall was satisfied that all requirements were being met.

Ms. Bennett reported that construction remains on schedule. She stated that Mr. Duvel was recuperating and would most likely return

in early January. Ms. Bennett noted that scope reviews of the bids received would take place shortly. Mr. MacDonald noted that this would be the most important opportunity for savings.

Mr. Buonanno asked if there was any other business. Hearing none he sought a motion to adjourn. Upon a motion duly made by Mr. Duffy and seconded by Mr. MacDonald it was unanimously

VOTED: to adjourn at 3:55 p.m.