

Servus Place Quarterly Report Second Quarter 2013

Income Statement of Revenue and Expenditures For the Period Ended June 30, 2013 (Un-Audited)

	2013 Q2 Actual	2013 Q2 Budget	2013 Q2 Variance	2013 YTD Actual	2013 YTD Budget	2013 YTD Variance	2013 Forecast (As submitted 07-13)
Memberships	674,007	674,000	7	725,584	758,600	(33,016)	2,638,500
Admission Fees	277,935	279,500	(1,565)	464,726	430,800	33,926	1,375,200
Lesson Fees	246,853	215,900	30,953	270,635	261,300	9,335	1,039,800
Rentals - Facility	370,320	343,800	26,520	479,713	463,900	15,813	1,667,900
Advertising/Sponsorship	150,911	129,000	21,911	140,260	126,200	14,060	561,500
Commissions & Vending	137,971	128,700	9,271	196,121	189,100	7,021	634,400
Miscellaneous Revenue	12,727	8,000	4,727	7,904	8,200	(296)	43,500
Total Revenue	\$1,870,724	\$1,778,900	\$91,824	\$2,284,943	\$2,238,100	\$46,843	\$7,960,800
Personnel Costs	1,224,947	1,207,300	17,647	1,098,886	1,104,100	(5,214)	4,757,500
Contracted & General Services	199,392	241,400	(42,008)	211,038	265,400	(54,362)	968,200
Utilities	269,233	199,800	69,433	239,876	293,100	(53,224)	944,800
Materials, Goods & Supplies	174,112	142,900	31,212	190,383	185,500	4,883	668,800
Transfer to Reserves	19,241	19,100	141	26,374	24,800	1,574	88,500
Transfer to Aquatics	219,716	227,600	(7,884)	139,976	150,000	(10,024)	765,200
Transfer to Public Works	193,480	170,700	22,780	191,331	217,000	(25,669)	781,700
Total Expenditure	\$2,300,121	\$2,208,800	\$91,321	\$2,097,863	\$2,239,900	\$(142,037)	\$8,974,700
Net Surplus (Deficit)	\$(429,397)	\$(429,900)	\$503	\$187,080	\$(1,800)	\$188,880	\$(1,013,900)
Recovery Rate	81%	81%	0%	109%	100%	9%	89%
Cost Centre 3171 Revenue	85,379	90,900	(5,521)	148,832	158,700	(9,868)	546,300
Cost Centre 3171 Expenses	26,825	39,100	(12,275)	36,532	35,700	832	141,700
Operating Surplus (Deficit)	\$58,554	\$51,800	\$6,754	\$112,300	\$123,000	\$(10,700)	\$404,600
Total Operating Surplus (Deficit)	\$(370,843)	\$(378,100)	\$7,257	\$299,380	\$121,200	\$178,180	\$(609,300)

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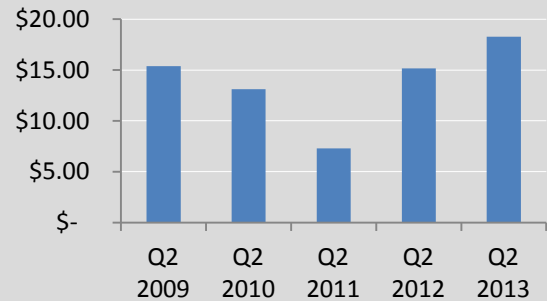
Department Overview

During the second quarter of 2013, Servus Place resulted in a net deficit of \$429,397 which is on budget for the quarter.

The department is forecasting to end the year with an 89% cost recovery rate and a deficit of \$1,013,900 which is 1% ahead of budget.

In Q2 2013, the St. Albert tax support for Servus Place per household was \$18.27. The number of households is based on the City of St. Albert 2012 Census.

St. Albert Tax Support for Servus Place per Household



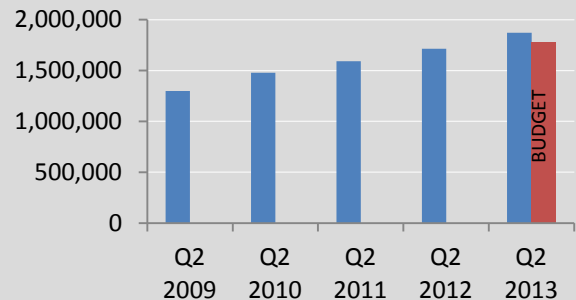
Total revenue for Q2 2013 is \$1,870,724 with a variance of \$91,824 (5.2%) above budget projections. This variance is due to increase revenues in all areas with the exception of admission fees.

Year to date revenue is ahead of budget by 3.5% with memberships only slightly under budget (-2.3%). All other revenue areas are ahead of budget by a minimum of 4.6%.

Revenue is forecasted to end the year \$160,000 ahead of budget due to increases in admission fees (\$50,000), lesson fees (\$50,000), facility rental revenue (\$50,000), advertising and sponsorship revenue (\$50,000) and sale of goods (\$10,000). These increases are only slightly offset by a \$50,000 decrease in membership revenue.

Servus Place Q2 Revenue

+9.2%



Total expenses for Q2 2013 are \$2,300,121. Total expense variance for Q2 was \$91,321 (4.1%) above budget projections.

Year to date expenses are currently \$50,717 under budget but are anticipated to end the year ahead of budget due to increases in personnel costs (\$55,400), contracted and general services (\$10,000) and utilities (\$12,000). There is a savings of \$10,000 anticipated in transfer to aquatics that will offset these increases slightly.

Servus Place Q2 Expenses

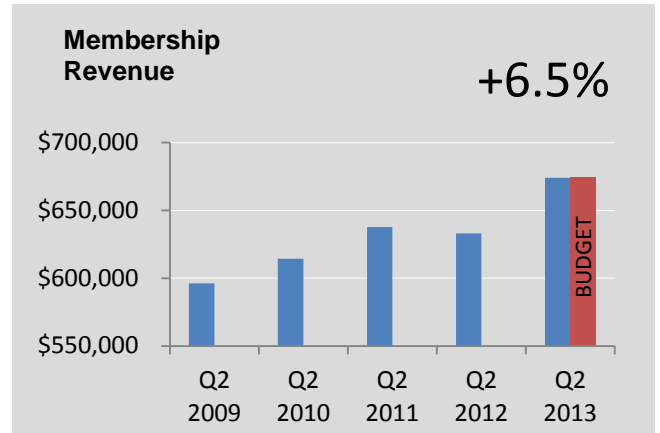
+8.4%



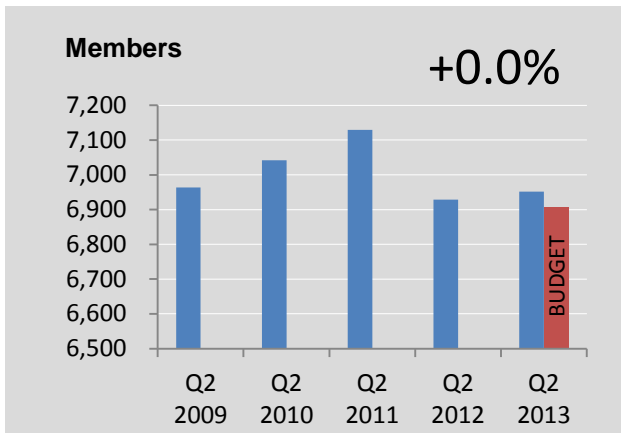
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Guest Services

Servus Place telephone reception continues to be a value added service with over 2746 calls taken in Q2 2013. The non-traditional office hours of the facility provide residents with increased opportunity to speak to someone directly during evenings and weekends to answer any questions in regards to the City. Many of the calls are received after 5:00 pm and on weekends when the main switch board at City Hall is closed. In October, Servus Place reception will be participating in a two week pilot in partnership with Corporate Communications, providing coverage for City Hall Reception during their 12-1pm lunch break and 15 min daily breaks. Following the pilot, an evaluation will be completed to determine how to proceed.



Membership revenue for Q1 2013 is \$674,007 which is on budget and 6.5% above Q2 2012.



Servus Place members of 6,952 are on budget for Q2 2013 and compared to Q2 2012.

The average number of family membership units per month for Q2 2013 is 503, which equates to 4.8 individual members per family membership unit.

Corporate memberships represent 15.9% of the Servus Place memberships.

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In Q2 2013, the average percentage of members who are St. Albert residents is 73% which is a 4% decrease from Q2 2012. This number has seen gradual decreases over the past few years. The improved accessibility to other communities has led to an increase in the number of members from outside of St. Albert.

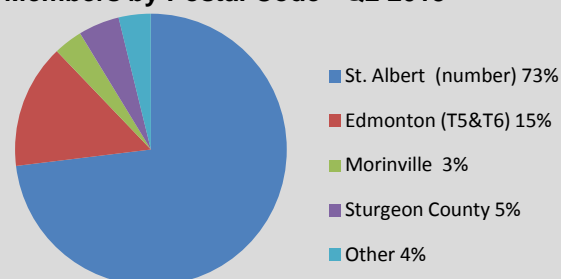
The percentage of members that are from Edmonton has seen high growth from 9% in Q2 2012 to 15% in Q2 2013.

In Q2 2013, annual memberships accounted for 68% of the total memberships, a decrease of 6% from Q2 2012. There has been a significant decrease in corporate memberships which are annual membership holders. This area will be a focus in 2013.

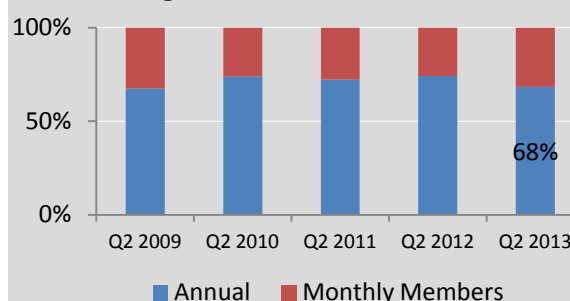
Annual membership totals are the key indicators of sustained monthly revenues that contribute, as a large driver, to the facility financial model.

This quarter, 16.9% of Servus Place members were annual members who renewed their membership with no lapse and 13.6% were brand new members (monthly and annual) who have never had a membership before.

Members by Postal Code - Q2 2013



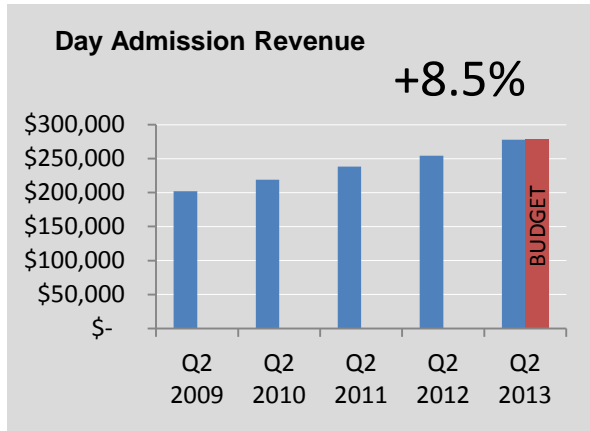
Percentage of Annual Members



Memberships	Q2 2011 Actual	Q2 2012 Actual	Q2 2013 Actual	Q2 2013 Budget	Q2 2013 Variance	YTD Actual	YTD Budget	YTD Variance
Adult	2,933	2,863	2,827	2,839	-12	2,987	3,096	-109
Child	357	320	281	271	10	307	288	20
Family	2,320	2,344	2,420	2,235	185	2,494	2,375	119
Senior	730	760	800	813	13	874	864	10
Student	447	358	358	339	19	356	360	-4
Youth	341	284	266	271	-5	272	288	-16
Total Members	7,129	6,929	6,952	6,907	210	7,289	7,340	-51
Total Paid Membership Units	5,299	5,069	4,957			5,260		
Corporate Memberships	1,984	1,766	1,106			1,109		
Membership Revenue	\$ 637,833	\$ 633,004	\$ 674,007	\$ 674,000	\$ 7	\$1,399,591	\$1,432,600	\$ (33,009)

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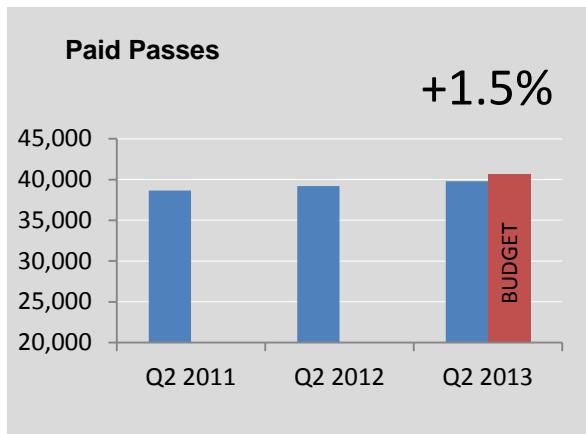
Day Admissions



The Day Admission revenue for Q2 2013 is \$277,935 and has increased 8.5% over Q2 2012 and is on budget for the quarter due to increase in the number of paid passes.

Admission highlights for Q2 2013 were:

- Easter Monday (2627 users)
- The weekend of April 6 and 7 with 5400 users over the two day period

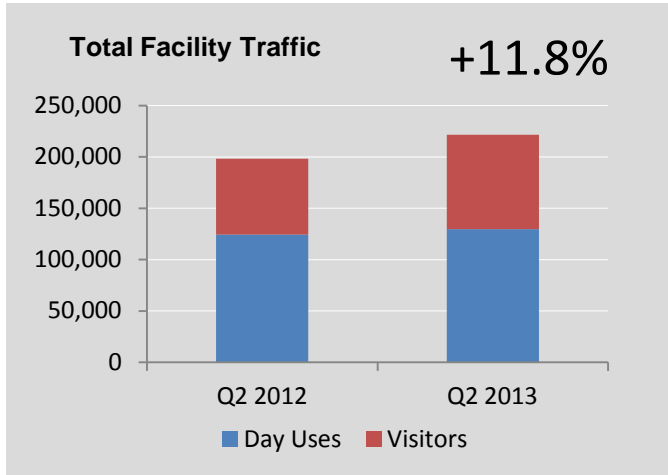


Paid passes are 39,782 for Q2 2013. A small increase of 1.5% has been seen in Q2 2013 primarily in the family and youth membership categories.

Paid Passes are the number of people that purchased a day admission to use the facility. Paid passes information has been collected since 2011 to provide a better indication of the number of individuals paying to access the facility.

Day Admissions	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD	YTD Budget	YTD Variance
Adult	9,909	10,190	11,350	10,184	1,166	28,982	26,186	2,796
Child	12,890	12,227	12,686	12,219	467	32,513	31,422	1,091
Family	11,621	12,546	10,882	13,443	-2,561	34,894	34,566	328
Senior	531	761	1,145	815	330	2,808	2,096	712
Youth	3,719	3,473	3,719	4,074	-355	10,567	10,476	91
Total Paid Passes	38,670	39,197	39,782	40,735	-953	109,764	104,746	5,018
Total Membership Swipes	84,362	85,109	89,870	296	-15	209,002	296	119,117
Total Day Uses	123,032	124,306	129,652	2,445	-25	318,766	2,445	189,089
Paid Pass Revenue	\$ 227,386	\$ 241,516	\$ 264,140	\$ 156,189	\$ (155,389)	\$ 710,679	\$ 567,889	\$ (120,550)
Childminding Revenue	\$ 10,574	\$ 12,782	\$ 13,779	\$ 6,570	\$ (6,212)	\$ 30,873	\$ 23,670	\$ (6,218)
Comm Drop-In Program Rev	\$ 491	\$ 90	\$ 16	\$ 296	\$ (30)	\$ 1,109	\$ 2,296	\$ (937)
Total Admission Fees Rev	\$ 238,451	\$ 254,388	\$ 277,935	\$ 169,056	\$ (162,104)	\$ 742,661	\$ 599,856	\$ (128,178)

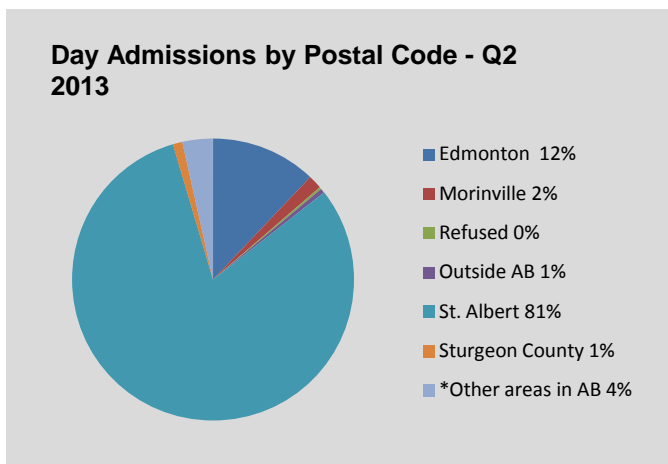
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Overall facility traffic has seen slight increase from the same period in 2012 with just over 220,000 people through the facility in Q2 2013. This increase is due to ten weeks in a row of large events in the facility including the Women’s Conference, Western Canadian Tae Kwon Doe Championships, Girl Guides Northern Jamboree, and the first ever street hockey tournament. Servus Place sees an average of 2,400 individuals through the facility daily.

The number of day users at Servus Place in April was over 62,000 which is a significant increase (approx 10,000) over April 2012. This increase could be attributed to unseasonably cool weather as well as a 19% increase in the number of day admissions over the same period last year.

The busiest days in the facility were June 8 and 9 which saw almost 9,500 individuals through the facility during the Baggataway Lacrosse Tournament.

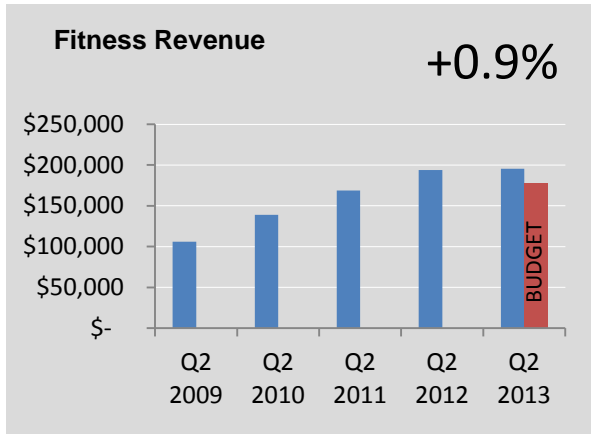


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Lesson Fees

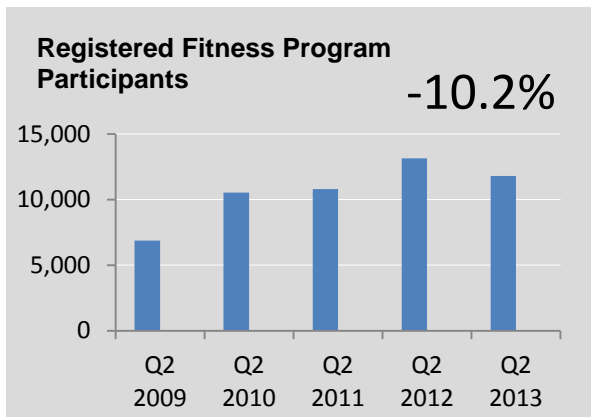
Lesson fees are significantly ahead of budget for the quarter due to higher than anticipated revenue in fitness programs, personal training revenue and preschool programming both at Servus Place and in the community.

Fitness Programs & Services



In Q2 2013, fitness program revenue is \$195,385 which is significantly ahead of budget, and slightly above 2012.

Fitness personal training continues to see significant growth, contributing to the variance, however fitness program registration is currently slightly below budget.

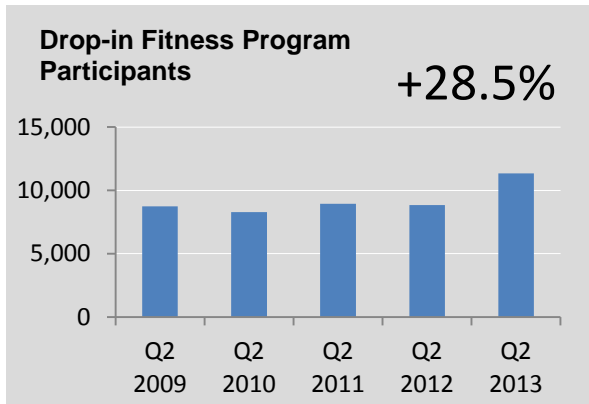


Registered fitness program participants are at 11,801 for Q2 2013 which is a significant decrease from Q2 2012. The fact that this session is the first online program guide session may have impacted overall registrations.

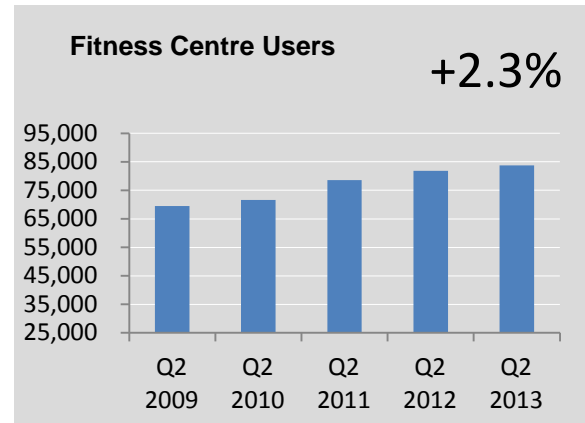
Fitness provided a new type of fitness in program called Tabata Trek which is a workshop in Tabata and spin. This program saw 91% fill rate serving 21 people.

In Q2, Servus Place offered its first TRX for Weight Loss. This class combined TRX techniques as well as circuit training, offering participants increased cardiovascular health with muscular endurance. This class ran as a one-month boot camp with 100% capacity.

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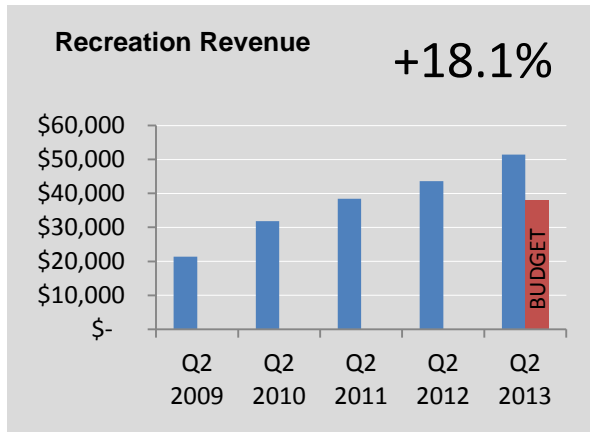
Drop-in participants were 11,348 in Q2 2013 which is an increase of 28.5% over Q2 2012. There were 63 additional programs offered and contributed an additional 1,600 new participants. The remaining 900 participants are from increased overall usage in all drop-in fitness programs



In Q2 2013, there were 83,711 users of the Fitness Centre which is a slight increase from Q2 2012 (2.3%). Continued space limitations have impacted usage however, strong memberships and day admissions in Q2 resulted in high usage of this space.

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Recreation Programs & Services



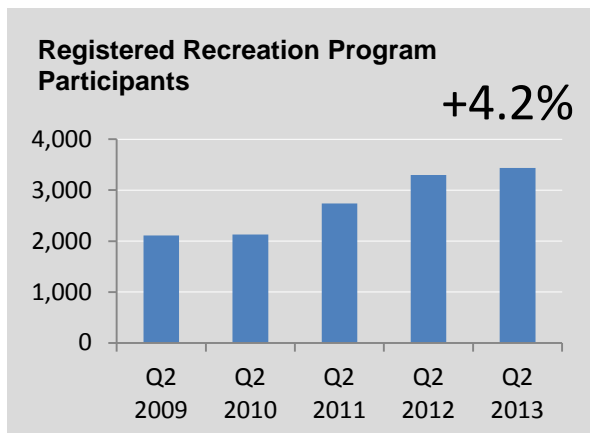
Recreation program revenue for Q2 2013 is \$51,469 which is significantly above Q2 2012 (18.1%) and 35.4% above budget. This variance is due to increased registrations in preschool programming at Servus Place and in the community.

The Q2 2013 child minding participation continues to see very high numbers in 2013. There were 3,332 attendees which is an increase of 400 children over the same period in 2012. The increase came despite one week less of childminding during the Landrex Water Play Centre annual shutdown. The 12% increase in attendance is due to strong Saturday numbers and increasingly popular Sunday childminding attendance.

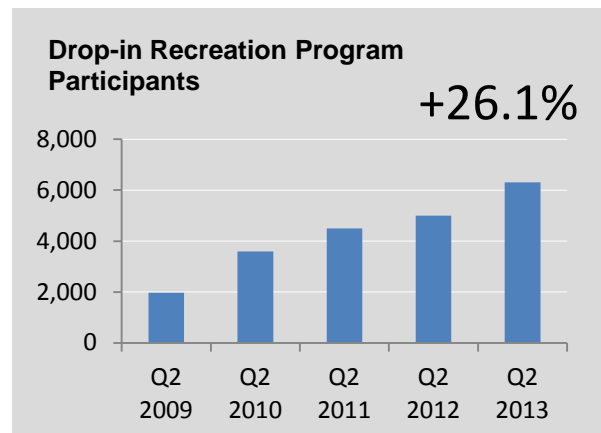
Program evaluations were completed and recreation programs received 93.6% program satisfaction in Q2. The breakdown was as follows:

- 47.7% extremely satisfied, 36.7% very satisfied and 9.2 % satisfied for an overall total of 93.6%.

Feedback from the program evaluations is used to ensure that programs are meeting people's expectations. Any feedback about a specific program is shared with the instructors so they can ensure they continue to deliver outstanding programs.



Registered Program participants are 3,436 in Q2 2013 which is a slight increase over Q2 2012 with a 92% fill rate in Servus Place and Community Recreation programs.



Drop in Program participants have seen significant increases from 2012.

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Servus Place Recreation Programs

In Q2, Servus Place Recreation staff hosted a Fundamental Movement Skills (FMS) trainer's course, providing three internal staff and thirteen external individuals with the opportunity to become certified FMS trainers. Staff also hosted "A Day in the Life" summer camp training to 36 camp leaders from surrounding municipalities. Staff provided ten different learning sessions for these individuals from game preparations to camp participant engagement strategies to large group game activity delivery.

Servus Place will be collaborating with St. Albert Transit to provide a City tour as part of the Summer Camp staff orientation and to provide transit services for summer camps.

In April and May, Servus Place staff volunteered their time and resources to build mini-golf course in the Kingsway Toyota Leisure Ice to be available to the public for the month of May. Throughout the month, 251 participants came to enjoy the course before the inflatables replaced mini-golf in that space in June.

Over 21,000 individuals took advantage of the spontaneous spaces at Servus Place including the ReidBuilt Community Gymnasium (12,200) and the Kingsway Toyota Indoor Playground (8,000) and Leisure Ice (1,300). This is an increase of approximately 7,500 users from 2012.

Community Recreation Programs

Recreation staff participated in the City's annual Arbour Day celebrations on May 29 by providing Recreation opportunities to eight schools at this event.

Doodles continue to provide strong community programming at 100% capacity for 60 preschoolers. Active Kids Preschool continues to experience very strong numbers and has really been embraced by preschool parents in St. Albert as an emerging program philosophy.

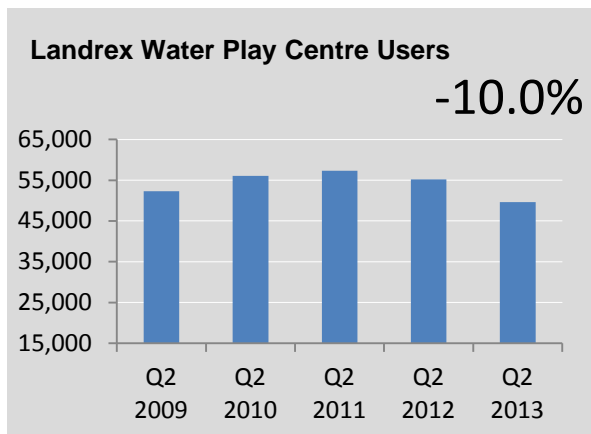
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Aquatics

In Q2 2013, there were approximately 50,000 users of the Landrex Water Play Centre, which is a 10% decrease from Q2 2012. The highest days of use were Saturday, April 13 and Sunday, April 21, both with approximately 1,350 users.

The annual shutdown took place from May 13 to June 8. This was the longest shutdown since the facility's opening in 2007 which was due to the magnitude of major repairs that were required. Some of the major projects completed during the shutdown included:

- Tile repairs in the pool basin and lazy river.
- Repairs and extensive painting on the slide staircase.
- Water slide maintenance.
- New and upgrading lighting.
- Updating of the sponsorship signage from Landrex. The new signage promoted new development and the Landrex branding.



The Aquatics contract of \$73,239 was under budget for Q2 2013 but 6.4% above Q2 2012. This increase from 2012 to 2013 was due to the scope of repair and maintenance costs for the shutdown. 83% of the total cost of the shutdown was for repair and maintenance.

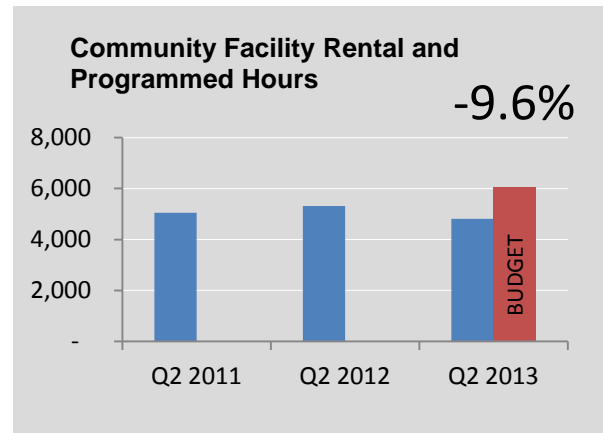
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Booking & Events

In Q2 2013, Booking & Events staff:

- Completed the Spring Summer Outdoor Field Schedules
- Completed allocation of Community Fields to SASA, SA Rugby, SAMBA, School programs in relation to Riel Refurbishment Project.
- Completed open ice allocation completed for Fall/Winter Season.
- Implemented the Spring/Summer Master schedule for dry floor and Ice.

Community Facility Rental and Programmed Hours



Community recreation facility rental revenue of \$85,379 is slightly under budget and Q2 2012 (-6.0%), Due to adjustments in business processes during the refurbishment of the SASA and Rugby fields, rental fees for rentals during Q2 will be allocated to Q3 rental revenue.

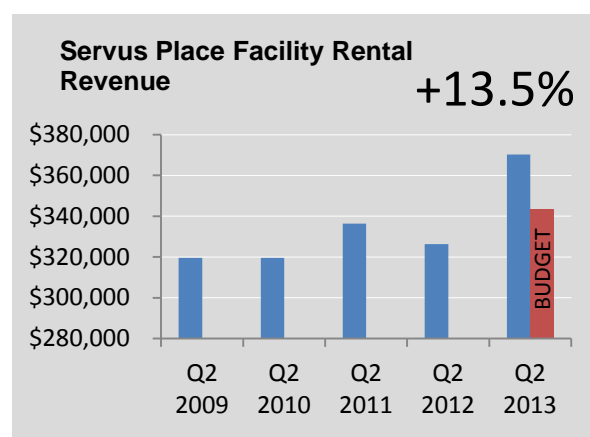
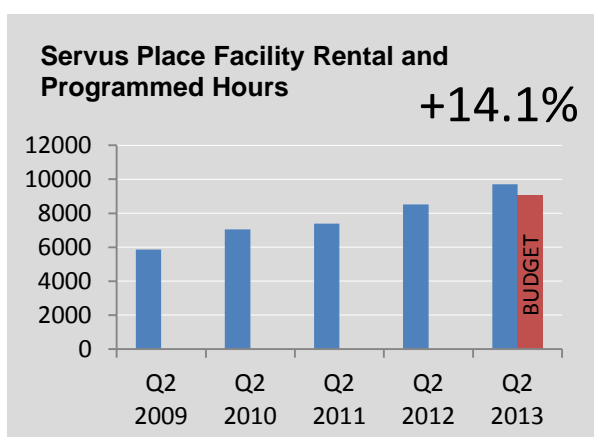
Rental and programmed hours were 4,809 in Q2 2013 which is below budget by 20.4% and 9.6% below Q2 2012 due to lower than anticipated rentals in playfields and playgrounds.

Community Recreation Facilities Rental Revenue	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD Actual	YTD Budget	YTD Variance
10920 Akinsdale/Kinex	\$ 56,672	\$ 53,459	\$ 54,192	\$ 36,100	\$ 18,092	\$ 192,816	\$ 179,200	\$ 13,616
10921 Playfields/Playgrounds	\$ 19,886	\$ 23,123	\$ 13,925	\$ 28,600	\$ (14,675)	\$ 15,287	\$ 28,600	\$ (13,313)
10922 Outdoor Rinks	\$ 428	\$ 140	\$ 72	\$ 200	\$ (128)	\$ 7,558	\$ 7,000	\$ 558
10923 Clubhouses	\$ 1,302	\$ 1,381	\$ 1,648	\$ 1,380	\$ 268	\$ 2,815	\$ 2,510	\$ 305
10924 Riel Sport Field	\$ 19,484	\$ 12,709	\$ 15,542	\$ 20,800	\$ (5,258)	\$ 15,735	\$ 21,430	\$ (5,695)
Total	\$ 97,772	\$ 90,811	\$ 85,379	\$ 87,080	\$ (1,701)	\$ 234,210	\$ 238,740	\$ (4,530)

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Servus Place Facility Rental and Programmed Hours

Q2 2012 Events List	Approx. Participants	Approx Spectators	Date
St. Albert Chamber of Commerce Lifestyle Expo Trade Show	10,000		April 5, 6, 7
SAFSC High Test Day	150		April 6
“Women of Dignity” Conference	800		April 13
St. Albert Kidswap	500		April 13
Phoenix Taekwondo – ICTF Western Canadian Championships	400	800	April 19, 20
Tot Swap	500		April 20
Blues Lacrosse Tournament	600	1,200	April 26, 27, 28
Desa Spirit of the North Karate	300	300	May 3, 4
Girl Guides Regional Jamboree	600		May 10, 11
Poundmaker Lodge Spirit Dance Festival	600	400	May 17, 18, 19
Road Rage Street Hockey Tournament	300	200	May 24, 25, 26
Take It or Leave It	2,000		June 1
Baggataway Lacrosse Tournament	600	600	June 7, 8, 9
Ladies JR Provincial Lacrosse Championships	100	50	June 29, 30, July 1



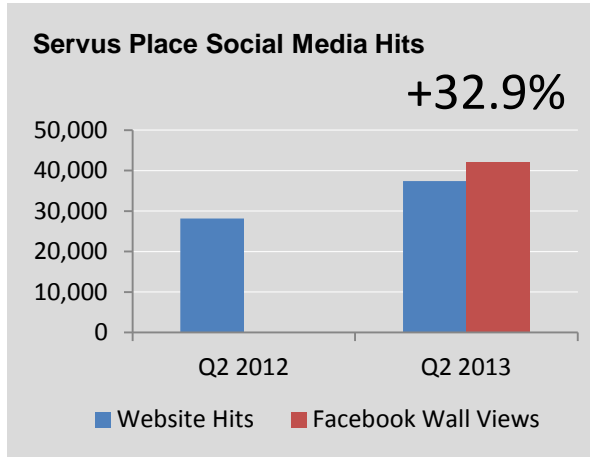
Servus Place rental hours (9,708) and revenue (\$370,322) are above Q2 2012 by almost 15% and over budget by 7.4% and 7.7% respectively.

The significant variance in rental revenue is due to higher than budgeted revenue for gymnasiums and party rentals. Rental of the parking lot by Canadian Traffic Education Centre (CTEC) has resulted in a significant increase in meeting room rental revenue. And in arenas, additional arena use due to events Women’s Conference, Tae Kwon Doe, Girl Guides in Northstar Arena and St. Albert Skating Centre expanding their program for Spring/Summer Session, contributed to higher than anticipated revenues.

Servus Place Rental Revenue	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD Actual	YTD Budget	YTD Variance
Arenas	\$ 176,308	\$ 172,929	\$ 198,199	\$ 190,000	\$ 8,199	\$ 454,987	\$ 450,000	\$ 4,987
Fieldhouses	47,081	51,259	53,545	53,800	(255)	172,989	165,100	7,889
Gymnasiums	9,442	5,285	7,399	4,700	2,699	16,031	13,300	2,731
Meeting rooms	32,607	40,312	46,381	31,700	14,681	63,499	46,600	16,899
Leaseholders	56,665	53,782	52,012	53,300	(1,288)	110,009	106,500	3,509
Party Rentals	3,014	2,809	2,345	-	2,345	4,605	-	4,605
Refurbishment Charges*	11,217	-	10,441	10,300	141	27,916	26,200	1,716
Total Revenue	\$ 336,333	\$ 326,375	\$ 370,322	\$ 343,800	\$ 26,522	\$ 850,035	\$ 807,700	\$ 42,335

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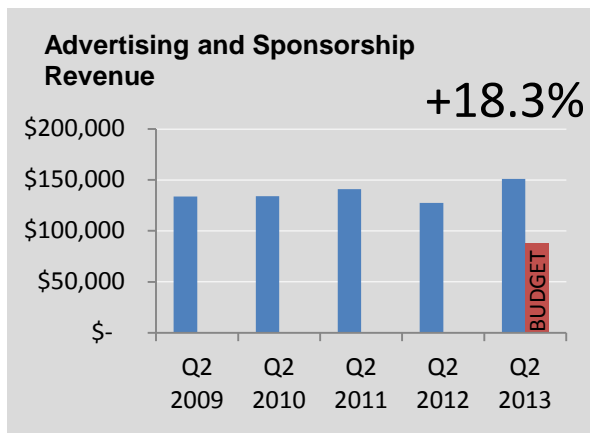
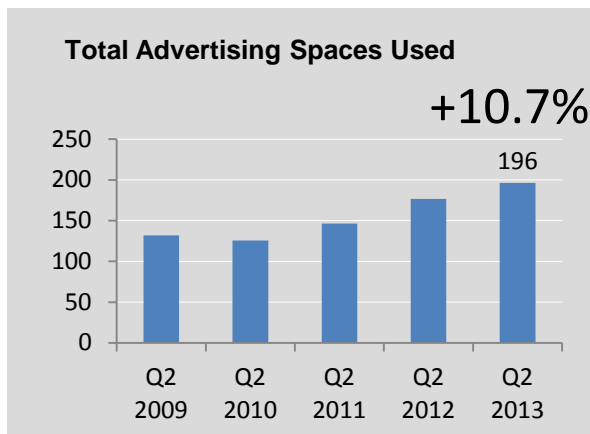
Business & Marketing



The Servus Place website had over 34,000 hits in Q2 with April seeing the highest number of hits (14,922). This is a significant increase of 32.9% over the same period last year, which correlates with the release of the online guide. Facebook and Twitter continue to be an extremely well utilized method of communication with over 42,000 Facebook wall views in Q2 2013.

Other work completed by Business & Marketing in Q2 2013 includes:

- Report on the transition to the Online Guide was submitted to the City Manager.
- Television walls in the Servus Place fieldhouses have been installed and advertising inventory is now available.
- Work has continued with Economic Development on the CSTA Sport Tourism Economic Assessment Model (STEAM) to generate economic impact data for Servus Place. Surveys were conducted at Lifestyle Expo and Women's Conference and the Baggataway Lacrosse Tournament.



Advertising sales are above budget by \$12,000 due to continued implementation of the advertising strategy. The strategy identified new inventory opportunities such as LCD screens and wall signs. Advertising has been steadily growing over the past two years and this year continues to see such growth.

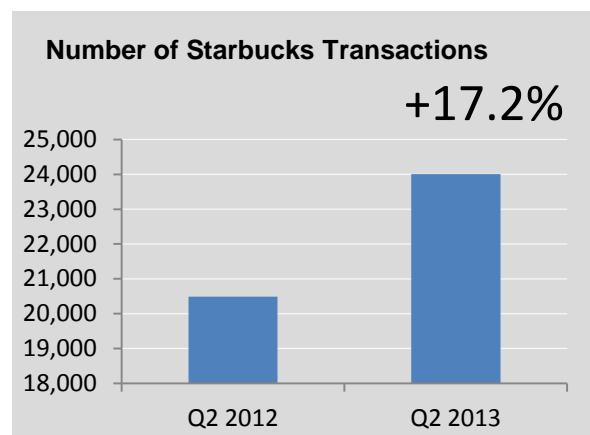
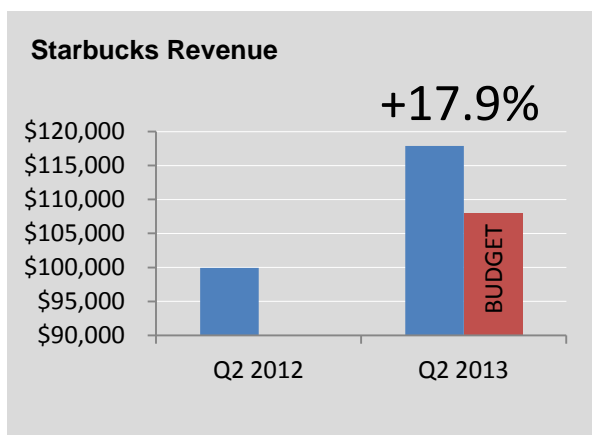
Sponsorship revenue is over budget by \$9,000 due to additions of new sponsors and unburdened revenue from program sponsorship. The implementation of the sponsorship strategy and tactical plan has produced steady growth over the past two years.

This area is anticipated to end the year \$50,000 ahead of budget based on signed advertising and sponsorship commitments.

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Retail

Starbucks continues to operate to the standards as set out in the Licence Agreement, offering a full line of hot and cold beverages, pastries, and merchandise as well as meeting all the customer service and quality standards and expectations of the Starbucks Corporation. The addition of Starbucks has contributed to an enhanced user experience and reflects upon the social and community gathering opportunities within the facility.



Retail Revenue	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	Jan-Aug 2012	Jan-Aug 2013	Jan-Aug Budget	Jan-Aug Variance
Operating Revenue	\$ 99,955	\$ 117,878	\$ 108,000	\$ 9,878	\$312,260	\$ 364,771	\$ 341,200	\$ 23,571
Operating Expenses	\$ 112,958	\$ 126,106	\$ 101,100	\$ 25,006	\$313,604	\$ 319,572	\$ 290,900	\$ 28,672
Subtotal	-\$ 13,003	-\$ 8,228	\$ 6,900	-\$ 15,128	(\$1,344)	\$ 45,199	-\$ 50,300	\$ 5,101
Transfer To Reserves	\$ 3,750	\$ 8,800	\$ 8,800	\$ -	\$28,664	\$ 23,500	\$ 23,600	\$ 100
Total	-\$ 16,753	-\$ 17,028	\$ 15,700	-\$ 32,728	(\$30,008)	\$ 21,699	-\$ 26,700	\$ 5,001

Note: The transfer to reserves includes \$7,000 per year in lifecycle replacement accrual and \$28,000 in capital cost repayments for the store construction costs.

Revenue reflects the total sales for Q22013 and is 17.9% over Q2 2012 and 9.1% over Q2 budget with approximately 24,000 transactions at an average of \$4.89 per transaction. This is an increase of 3,500 transactions (17.2%) over the same period of the previous year. This type of growth is not unusual in a second year business that maintains consistent standards and service levels.

This chart shows that the retail operation has made an operating profit of \$45,199 up until August 2013 with transfers of \$23,500 to reserves leaving a net profit of \$21,699 year-to-date. This compares to a net loss of \$30,008 for the same period in 2012.

The store has seen strong growth in sales (13.5%) in 2013 compared to the same period in 2012 and expenses have increased by 2%.

There are a number of factors contributing to the improved financial success of the store including;

- Focus on improving food attachment ratio and reducing waste
- Improved efficiency in staffing and scheduling
- Improved customer service and focus on efficiency on high volume periods
- Increase in average transaction values as well as number of transactions
- Customer awareness and natural second year growth
- Improved sales in merchandise and 'pick-up' items

The budget for the year is a profit of \$90,200 before transfers and a net of \$55,200.

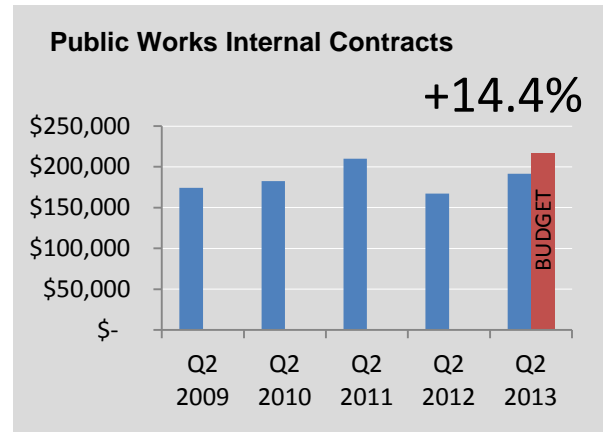
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Operations

Public Works Internal Contracts

The Transfer to Public Works was \$ 191,331 which is 14.4% above Q2 2012. The variance is due to timing of initiatives.

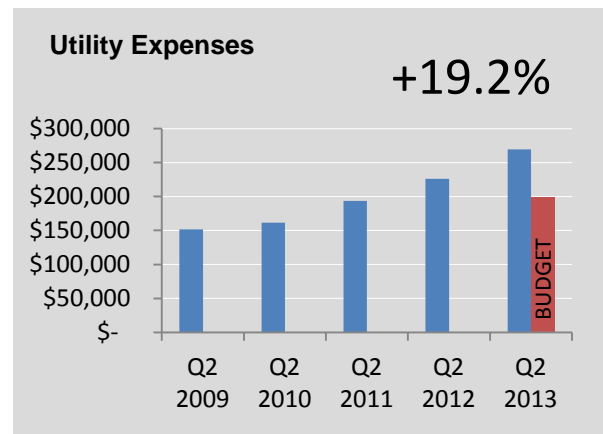
This account is anticipated to end the year on budget.



Utilities

Overall utilities ended the quarter significantly (\$80,000) above budget for Q2 and over Q2 2012 due to higher than budgeted electricity and natural gas charges.

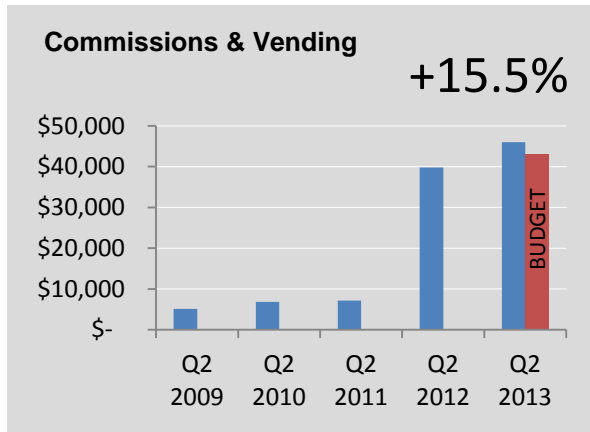
This area is anticipated to end the year over budget by \$12,000. The utility budget is set based on the corporate utility model.



Utility Expenses	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD Actual	YTD Budget	YTD Variance
Electricity	\$ 136,273	\$ 150,452	\$ 176,780	\$ 127,000	\$ 49,780	\$ 237,766	\$ 236,081	\$ 306,962
Natural Gas	\$ 29,819	\$ 44,302	\$ 64,432	\$ 44,200	\$ 20,232	\$ 145,641	\$ 123,809	\$ 136,465
Water and Waste	\$ 24,907	\$ 28,577	\$ 23,845	\$ 25,300	\$ (1,455)	\$ 35,277	\$ 45,034	\$ 49,329
Telephone and Cable	\$ 2,420	\$ 2,532	\$ 4,176	\$ 3,300	\$ 876	\$ 8,502	\$ 5,033	\$ 5,970
Total	\$ 193,419	\$ 225,863	\$ 269,233	\$ 199,800	\$ 69,433	\$ 427,186	\$ 409,957	\$ 498,726

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Commissions & Vending



Commissions and vending was \$ 45,990 for Q2 2013 which is 15.5% over Q2 2012 and 7.2% over budget. The variance in commissions and vending is primarily due to higher than budgeted retail revenue.

The budget for commissions and vending significantly increased in 2012 with the addition of Starbucks Revenue to the Servus Place operating budget.

This area is anticipated to end the year by above budget by \$10,000 due to higher than budgeted retail revenue.

Commissions & Vending Revenue	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD Actual	YTD Budget	YTD Variance
Vending Commission Rev	\$ 4,615	\$ 3,981	\$ 4,044	\$ 4,067	-\$ 23	\$ 14,323	\$ 14,267	\$ 56
Locker Revenue	1,909	2,251	2,437	2,900	- 463	12,679	11,600	1,079
Guest Services	430	294	254	100	154	1,770	500	1,270
Miscellaneous Revenue	162	193	187	-	187	707	-	707
Retail Revenue	-	33,111	39,069	35,833	3,236	212,634	205,633	7,001
Total C&V Revenue	\$ 7,116	\$ 39,830	\$ 45,990	\$ 42,900	\$ 3,090	\$ 242,112	\$ 232,000	\$ 10,112

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Personnel Costs

Personnel Costs for Q2 2013 are \$1,224,947 which is only slightly over Q2 2012 (2.4%) and Q2 2013 budget (1.5%).



The variance in Recreation and Fitness personnel costs are due to increased utilization of recreation programs, fitness programs, personal training and dry land training. This additional expense is reflected positively under lesson fee revenue.

The retail personnel costs for Q2 2013 are over budget due to adjustments in scheduling to compensate for additional sales.

The Q2 variance in Guest Services personnel costs are due to staffing and scheduling efficiencies.

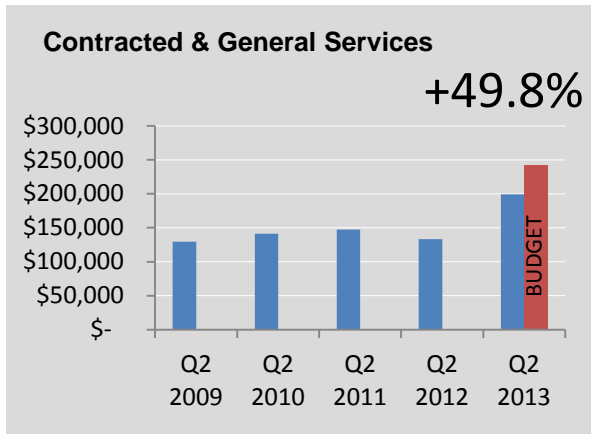
The variance in personnel costs for booking and events is due to staff vacancies.

This account is forecasted to end the year over budget by \$55,400 due to increases in recreation casual wages and fitness casual wages which are offset under lesson fees.

Personnel by Cost Centre	Q2 '11	Q2 '12	Q2 '13	Q2 '13 Budget	Q2 '13 Variance	YTD Actual	YTD Budget	YTD Variance
Admin	\$ 64,974	\$ 73,470	\$ 69,017	\$ 68,200	\$ 817	\$ 135,051	\$ 134,000	\$ 1,051
Recreation	118,288	139,324	165,060	146,400	18,660	299,568	282,600	16,968
Fitness	221,082	265,672	279,432	269,700	9,732	512,383	494,100	18,283
Operations	191,750	191,815	165,012	168,200	- 3,188	320,780	325,000	- 4,220
Marketing	52,473	56,622	59,930	59,400	530	116,552	117,000	- 448
Bookings and Events	64,374	68,440	63,465	75,100	- 11,635	139,248	147,600	- 8,352
Guest Services	153,096	201,200	206,997	215,500	- 8,503	394,503	402,100	- 7,597
Retail	-	43,248	53,420	41,000	12,420	93,914	91,900	2,014
Subtotal	\$ 866,037	\$ 1,039,791	\$ 1,062,333	\$ 1,043,500	\$ 18,833	\$ 2,011,999	\$ 1,994,300	\$ 17,699
Benefits	\$ 131,868	\$ 156,327	\$ 162,614	\$ 163,800	-\$ 1,186	\$ 311,833	\$ 317,100	-\$ 5,267
Total Personnel Costs	\$ 997,905	\$ 1,196,118	\$ 1,224,947	\$ 1,207,300	\$ 17,647	\$ 2,323,832	\$ 2,311,400	\$ 12,432

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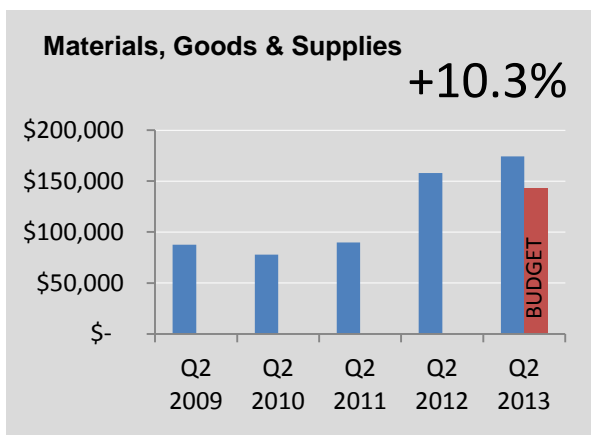
Contracted & General Services



Contracted and general services were \$199,392 for Q2 2013 which is 49.8% above Q2 2012 but 17.4% under budget. The variance is due to timing of initiatives in development and training, advertising and promotions, maintenance contracts, rentals and insurance premiums.

This area is forecasted to end the year above budget by \$10,000 due to increase costs associated with increased advertising and sponsorship revenue.

Materials, Goods & Supplies



Materials, goods and supplies are \$174,112 which is 10.3% above Q2 2012 due to increased expenses in operating supplies, janitorial supplies and construction and maintenance materials.

This area is forecasted to end the year over budget by \$10,000 due to increased expenses in retail supplies which is reflected on the revenue side.