

# **CITY OF ELKHART LERNER BOARD MEETING AGENDA**

**Common Council Chambers  
10:00 a.m., Wednesday, February 10, 2021**

- 1. ROLL CALL**
- 2. APPROVE AGENDA**
- 3. MINUTES Regular Meeting January 13, 2021**
- 4. TREASURER'S REPORT**
  - **Financial Report December 31, 2020- Michelle Adams (Kruggel, Lawton, and Co.)**
  - **Claims and Allowance Docket**
- 5. PRESIDENT'S REPORT**
- 6. CRYSTAL BALLROOM CATERING REPORT**
- 7. GENERAL MANAGER'S REPORT**
- 8. FRIENDS OF THE LERNER**
- 9. NEW BUSINESS**
- 10. PUBLIC PARTICIPATION**
- 11. ADJOURNMENT**

LERNER THEATRE BOARD  
Wednesday, January 13, 2021

Vice-President Diana Lawson called the Regular Meeting of the Lerner Theatre Board to order at 10:00 a.m. on Wednesday, January 13, 2021. She authorized Dallas Bergl to Chair the meeting. The Clerk of the Board, Nancy Wilson called the roll. Member Dallas Bergl was present. Jamie Arce, Ashley Martin, Diana Lawson and Dina Harris were present on WebEx. Gary Boyn was absent.

1. AGENDA

On motion by Dina Harris, seconded by Ashley Martin and carried 5-0, the agenda was approved as presented.

2. MINUTES: Regular Meeting December 9, 2020

On motion by Dina Harris, seconded by Diana Lawson and carried 5-0, the Board adopted the minutes from December 9, 2020.

3. ELECTION OF OFFICERS

On motion by Dina Harris, seconded by Diana Lawson and carried 5-0, the Board elected Gary Boyn as President of the Lerner Governing Board for 2021.

On motion by Diana Lawson, seconded by Jamie Arce and carried 5-0, the Board elected Dina Harris as Vice-President of the Lerner Governing Board for 2021.

On motion by Dina Harris, seconded by Ashley Martin and carried 4-0-1 abstention, the Board elected Dallas Bergl as Treasurer of the Lerner Governing Board.

4. TREASURER'S REPORT

Financials-November 30, 2020

Michelle Adams attend the meeting on WebEx. She noted a date error on the second page that said October 31, 2020 and should have read November 30, 2020. The November 30, 2020 financial report was submitted to the Board for review. Total operational expenses of \$1,147,541 were covered by a City contribution of \$1,008,501 (88%) and a Lerner contribution of \$139,040 (12%). This compared with 2019 City's contribution of 44% and the Lerner's contribution of 56%. The YTD net income from theatre operations only (shown as gross profit) at the end of the period was \$128,553 which was a decrease of \$396,203 from 2019. The YTD net loss for all Lerner operations (including City expenses) at the end of the period was (\$139,154) which was a decrease of \$87,854 from the net profit on last year's statement of \$51,299. On budgeted City Operational Expenses alone we were under-budget by \$359,042 year to date. Michelle Frank discussed an invoice that will carry over to 2021 for Patron Manager with the Board. On motion by Jamie Arce, seconded by Dina Harris and carried, the Board accepted the financial report as presented.

Claims

On motion by Dina Harris, seconded by Diana Lawson and carried 5-0, the Board ratified the claims and allowance docket totaling \$70,903.45 as listed on the register consisting of 7 pages as prepared on December 21, 2020 at 1:17 p.m. On motion by Dina Harris, seconded by Diana Lawson and carried 5-0, the Board approved the claims and allowance docket totaling \$27,496.95 as listed on the register consisting of 22 pages as prepared on January 11, 2021 at 1:59 p.m.

5. PRESIDENT'S REPORT

Dallas asked the Board if they had anything they wanted to contribute about

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the theatre or the operation at this point. Dina Harris congratulated Michelle and the team for the wonderful work they are doing with the facility. She said the Christmas windows were a brilliant twist to bring people downtown to see the Lerner even though we are not having any shows. Dallas said the bar is pretty high for next year, and Michelle responded that they are having conversations about the 2021 window display and they have plans to expand.

6. CRYSTAL BALLROOM CATERING

Kurt Janowsky was on line and had nothing to report. The current restrictions are 25 guests or less. Bookings through July have slowed down due to the uncertainty. The first half of 2021 is softening rather than getting better. Dallas noted that he appreciates the position he is in. The news is very sobering. As of September 2020, 120,000 restaurants closed forever.

7. GENERAL MANAGER'S REPORT

The General Managers report has been inserted in the minutes as presented.

GENERAL MANAGER REPORT PREPARED BY: MICHELLE FRANK

Activity (January-March)	As % of 90 days	
2 Events	24%	Activity in theatre
1 Ticketed Events	9%	Ticketed events
1 Non-Ticketed Events	0%	Non-Ticketed events
10 Rehearsal Dates	16%	Rehearsal Space

Compare to 2020 Board Report Ticketed Events: 15

Compare to 2020 Board Report Non-Ticketed Events

+Rehearsals: 19

- In December, we welcomed our new Box Office Supervisor, Mindy Migedt. Mindy has primarily been in marketing and social media for the last several years, most previously as the Creative Director at Spearhead Marketing. During the interview process for the Marketing & Communications Manager position at The Lerner, I thought Mindy would be an excellent Box Office Supervisor. Mindy started in mid-December and has transitioned into the role exceptionally.
- In the month of January, I will be meeting with various heads of Departments within the theatre to go over new protocols pertaining to budgets and project management. With the transition of Sara Hicks into the role of Office Manager, this allows me an opportunity to change of the previous protocols into a more communicative process across departments and establishing new expectations moving forward.
- I completed my first meeting with EyeDart and Stephanie Krol Public Relations under the new marketing team approach. This was an introduction, flow of communications and content creation meeting. I'm looking forward to working with Maddie and Stephanie. The creativity from the meeting was immense and we have a number of projects planned out

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within the next few months that will encompass social media, digital and traditional PR and media outlets.

MEDIA SPECIALIST REPORT PREPARED BY: SONNY LISI  
E-Blast Reporting – December 2020

Campaigns Sent	5
Total Emails Sent	30,394
Emails Opened	10,185
Emails Clicked Through	584
Starting Subscribers	16,615
Ending Subscribers	16,525
Average Emails Per Campaign	6,079

Tickets Purchased by City

City	Tickets
Goshen	4
Elkhart	4
South Bend	3
White Pigeon	1
Speedway	1
Shipshewana	1
Saint Joseph	1
Osceola	1
Millersburg	1
Granger	1

December Accomplishments

- Worked with the Tech team during Management Boot Camp events so all managers could attend. Controlled lobby access and monitored the sound board during the presentations.
- Worked with our website host, web designer, and city IT to facilitate a full website transfer to a web host owned by the city, leaving us with complete control over our website in the future.
- Began collecting and formatting all information for the 2020 year-end report for my department, with a draft due early January.

January Goals

- Finish installing digital displays outside the dressing rooms and Green Room, then create a document detailing how to access their programming and display contents so all management staff has knowledge of how to use them. Previous attempts to finish this project were put on hold due to several staff out of the office due to COVID exposure precautions.
- Finish gathering and formatting information for our 2020 year-end report listing statistics and accomplishments throughout the year, then design and present a booklet containing all staff member contributions in relation to their departments.
- Continue supporting the second round of Management Boot Camp events each week, including lobby control and sound monitoring.

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BOX OFFICE/OFFICE MANAGER  
 PREPARED BY: MINDY MIGEDT

Date	Time	Event Name	On Sale Date	Sold	Revenue w/Hist. Fee	Net Revenue	Hist. Fee	Total Revenue
12/11/2020	7:30 PM	Premier Arts: Elf the Musical - Leaving Season - Now: A Lerner Christmas - Totals reflect refunds and exchanges into now cancelled Lerner Christmas	10/11/2019	-30	-\$667.50	-\$592.50	-\$75.00	-\$667.50
12/20/2020	7:30 PM	Premier Arts: A Lerner Christmas - Show will not take place in person - Virtual Viewing	11/7/2020	-89	-\$1,650.00	-\$1,427.50	-\$222.50	-\$1,650.00
5/14/2021	8:00 PM	Gordon Lightfoot	12/12/2019	-4	-\$228.05	-\$218.05	-\$10.00	-\$228.05
6/26/2021	8:00 PM	Kansas	9/24/2019	5	\$543.50	\$531.00	\$12.50	\$543.50
9/24/2021	7:30 PM	The Price Is Right Live! - NEW DATE	10/28/2019	-126	-\$8,415.25	-\$8,100.25	-\$315.00	-\$8,415.25
11/12/2021	7:30 PM	Stars of the Sixties	3/5/2020	0	-\$1.25	-\$1.25	\$0.00	-\$1.25
<b>Total Ticket Revenue</b>					<b>-\$10,418.55</b>			

Accomplishments for December

- Assumed role as new Box Office Supervisor / Intro to the team
- Completed Job Shadowing & New Hire Orientation
- Acquired knowledge on required software & processes

Goals for January

- Continue to gain knowledge on SOP for position.
- Organize quarterly Box Office staff meeting w/ team building activity.
- Continue to process refund request in timely manner.

TECHNICAL THEATRE MANAGER  
 PREPARED BY: ANDREW KREIDER

Overview:

December brought the final step in our year-long process of upgrading the theater audio system. Installation of an under-balcony speaker ring allows us to provide high quality audio to all the seats at the back of the downstairs. The sound was good before, but it is now much better. In the next few months, we will be tuning the entire audio system so that all the elements introduced in 2020 work as well as possible together. The upheaval of 2020 created many challenges for our department, but we recognize the gift in the middle of it - that we were given unexpected time and space to do extensive upgrades that will serve us well for the decade to come.

Accomplished in December:

- Installation of under-balcony speaker ring.
- Support for Premier Arts video shoot of Lerner Christmas
- Use of stage and loading dock for Mayor's Christmas gift project - assembling care packages.

Upcoming tasks:

- 10-year maintenance of theatrical lighting system, with an expert from Vincent Lighting Systems who did the original install. Installation of new lighting touch

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panel on stage, and re-wiring on stage and in the main dimmer room. Work postponed from December due to COVID-related issues at Vincent.

- Balancing of audio in ballroom, incorporating new programming
- Smart Goals setting, to be in line with Mayor's direction for the city in 2021.

FACILITIES MANAGER PREPARED BY: DAN GOULD

Happy New Year! Optimistic is my word for January. Optimistic that the new year begins better than the old year ended. Between quarantine and vacation, I was only able to work seven days in December, which made my goals for December unattainable.

My main goal for January will be finishing the carpet installation in the sound booth of the auditorium. Due to the type of traffic in the sound booth, reusing the adhesive under the old carpet, was not an option and removing the old adhesive is extremely difficult. The result is the installation of the carpet will be delayed until the old adhesive is removed.

We will also continue to convert our light fixtures to LED. Switching our focus from outside, to inside with the Grand Staircase and the Auditorium getting our attention first.

Switching the information board outside the dressing rooms from paper to electronic displays is also on the schedule for January, along with anything else that decides it has performed its task long enough.

Sometime between Christmas and December 28<sup>th</sup>, a pump failed on our hot water system. We have repaired the pump and we are ready to reinstall it. That is something that has started to happen in 2020, and I expect more of in 2021. Everything that was installed in 2009 and 2010 are now 10 and 11 years old now. With some of those items going past their projected lifespan, so it will be crucial moving forward to further develop the 10-year maintenance plan in anticipation of larger items going past their life expectancy.

8. NEW BUSINESS

On motion by Dina Harris, seconded by Diana Lawson and carried 5-0, the Board approved a contract with Eyedart Creative Studio for an annual fee of \$15,600.00.

On motion by Jamie Arce, seconded by Ashley Martin and carried 5-0, the Board gave Dallas Bergl authority to sign approvals on behalf of the Board.

Jamie and Dallas discussed the Shuttered Venue Operators Grant that the Lerner Theatre may qualify for. Dallas advised the City to act quickly since the funding is first come first served.

9. ADJOURNMENT

On motion by Ashley Martin, seconded by Dina Harris and carried 5-0, the Lerner Theatre Governing Board was adjourned at 10:47 a.m.

\_\_\_\_\_ Gary Boyn, President

Attest: \_\_\_\_\_ Nancy Wilson, Clerk of the Board

# The Lerner Theatre

## Financial Analysis Through December 31, 2020

	<u>2020</u>		<u>2019</u>		<u>Diff</u>
<b><i>City Operational Expenses</i></b>					
Staff & Related	704,254		706,899		(2,645)
Other	<u>546,604</u>		<u>384,541</u>		<u>162,063</u>
Total Expenses to be Covered	1,250,858		1,091,440		159,418
Less: City Subsidy (Budgeted)	<u>950,000</u>		<u>420,000</u>		<u>530,000</u>
Net City Operational Expenses	300,858		671,440		(370,582)
<b><i>Lerner Box Office Operations</i></b>					
Income	194,244		751,916		(557,672)
COGS	<u>57,260</u>		<u>170,081</u>		<u>(112,821)</u>
Gross Profit	136,984		581,835		(444,851)
Lerner Labor Expense	<u>10,486</u>		<u>45,545</u>		<u>(35,059)</u>
Lerner Contribution from Operations	147,470		627,380		(479,910)
<b><i>Additional Subsidy Sources</i></b>					
City Subsidy (Un-Budgeted)	153,388		44,060		
Lerner Excess Contribution	-		-		
<b>How the Operational Expenses Are Covered:</b>					
City Contribution	1,103,388	88%	464,060	43%	
Lerner Contribution	<u>147,470</u>	12%	<u>627,380</u>	57%	
Total Expenses to be Covered	1,250,858	100%	1,091,440	100%	

# The Lerner Theatre

## P&L - TOTAL THEATRE - DETAILED COMPARISON

January - December 2020

	TOTAL			
	JAN - DEC 2020	JAN - DEC 2019 (PY)	CHANGE	% CHANGE
<b>Income</b>				
<b>Theatre Income</b>				
4000 Ticket Sales Collected	409,206.03	1,160,796.04	-751,590.01	-64.75 %
4001 Ticket Sales Due/Paid	-392,990.95	-1,160,796.04	767,805.09	66.14 %
4010 Facility Rental - Theatre	11,545.00	56,840.00	-45,295.00	-79.69 %
4050 Equipment Rental	1,550.00	15,899.00	-14,349.00	-90.25 %
4080 Concessions Commissions	26,059.71	159,343.27	-133,283.56	-83.65 %
4090 Merchandise Commissions	1,225.77	7,476.73	-6,250.96	-83.61 %
4110 Contributions - FOL Memberships		5,306.00	-5,306.00	-100.00 %
4125 Contributions - Jazz Festival		75.00	-75.00	-100.00 %
4127 Contributions - Premier Arts		2,438.00	-2,438.00	-100.00 %
4128 Contributions - FOL		919.75	-919.75	-100.00 %
4129 Contributions - FOL Volunteers		232.00	-232.00	-100.00 %
4140 Miscellaneous Income	7,964.26	297.16	7,667.10	2,580.13 %
<b>Event Labor</b>				
4030 Stagehands, Etc.	6,296.71	23,713.58	-17,416.87	-73.45 %
4040 Front of House	3,369.25	25,614.89	-22,245.64	-86.85 %
<b>Total Event Labor</b>	<b>9,665.96</b>	<b>49,328.47</b>	<b>-39,662.51</b>	<b>-80.40 %</b>
<b>Non-Ticketed Event Revenue</b>				
41311 Tour Commissions		134.67	-134.67	-100.00 %
41313 Other Events Revenue	4,880.51	20,576.09	-15,695.58	-76.28 %
41314 Crystal Ballroom Events	870.00	9,540.88	-8,670.88	-90.88 %
<b>Total Non-Ticketed Event Revenue</b>	<b>5,750.51</b>	<b>30,251.64</b>	<b>-24,501.13</b>	<b>-80.99 %</b>
<b>Ticket Processing Fees</b>				
40201 Mailing Fee	173.26	1,710.01	-1,536.75	-89.87 %
40202 Phone Order Convenience Fee	389.80	2,247.22	-1,857.42	-82.65 %
40203 Historical Facility Fee	23,454.00	104,366.50	-80,912.50	-77.53 %
40204 Box Office Fee	19,254.01	52,858.28	-33,604.27	-63.57 %
40205 Blended Ticket Transaction Fee	18,019.41	65,892.58	-47,873.17	-72.65 %
40206 Web Ticket Fees	36,442.00	110,769.41	-74,327.41	-67.10 %
40207 Handling Fees	365.40	758.20	-392.80	-51.81 %
40208 Convenience Fees	16,169.50	84,907.00	-68,737.50	-80.96 %
<b>Total Ticket Processing Fees</b>	<b>114,267.38</b>	<b>423,509.20</b>	<b>-309,241.82</b>	<b>-73.02 %</b>
<b>Total Theatre Income</b>	<b>194,243.67</b>	<b>751,916.22</b>	<b>-557,672.55</b>	<b>-74.17 %</b>
<b>Total Income</b>	<b>\$194,243.67</b>	<b>\$751,916.22</b>	<b>\$ -557,672.55</b>	<b>-74.17 %</b>
<b>Cost of Goods Sold</b>				
<b>Cost of Sales</b>				
5010 Ticket Transaction Expense	6,419.84	11,975.53	-5,555.69	-46.39 %
5020 Ticket Web Expense		45,916.49	-45,916.49	-100.00 %
5025 Patron Manager Ticket Fees	10,261.25		10,261.25	



# The Lerner Theatre

## P&L - TOTAL THEATRE - DETAILED COMPARISON

January - December 2020

	TOTAL			
	JAN - DEC 2020	JAN - DEC 2019 (PY)	CHANGE	% CHANGE
5030 Ticket CC Processing Exp - BOA	17,437.35	53,148.93	-35,711.58	-67.19 %
5035 Merchant Account Fees	9,545.32		9,545.32	
5040 Ticket Mailing Expense	2.50		2.50	
5090 Catering Expense	1,601.48		1,601.48	
5120 Contributions Paid		8,970.75	-8,970.75	-100.00 %
5140 Misc Income Expenses	587.05	-0.40	587.45	146,862.50 %
Direct Labor - Events				
5050 Stage Labor	3,403.93	28,406.69	-25,002.76	-88.02 %
5060 Front of House Labor	7,082.49	17,138.09	-10,055.60	-58.67 %
<b>Total Direct Labor - Events</b>	<b>10,486.42</b>	<b>45,544.78</b>	<b>-35,058.36</b>	<b>-76.98 %</b>
Non-Ticketed Event Expense				
51313 Other Event Expenses	5.00		5.00	
51314 Other Events Labor Expense	914.16	4,525.19	-3,611.03	-79.80 %
<b>Total Non-Ticketed Event Expense</b>	<b>919.16</b>	<b>4,525.19</b>	<b>-3,606.03</b>	<b>-79.69 %</b>
<b>Total Cost of Sales</b>	<b>57,260.37</b>	<b>170,081.27</b>	<b>-112,820.90</b>	<b>-66.33 %</b>
<b>Total Cost of Goods Sold</b>	<b>\$57,260.37</b>	<b>\$170,081.27</b>	<b>\$ -112,820.90</b>	<b>-66.33 %</b>
<b>GROSS PROFIT</b>	<b>\$136,983.30</b>	<b>\$581,834.95</b>	<b>\$ -444,851.65</b>	<b>-76.46 %</b>
Expenses				
City Accts by Submission Date				
5000000 City Contribution Toward Budget	-950,000.00	-420,000.00	-530,000.00	-126.19 %
5000010 Resident Theater Contribution		-20,892.51	20,892.51	100.00 %
Capital Outlay				
4420400 Building & Structure	32,513.86		32,513.86	
4440100 Furniture & Fixtures	102,675.20		102,675.20	
4440500 Other Equipment-Capital Expense	19,545.00	96,187.04	-76,642.04	-79.68 %
<b>Total Capital Outlay</b>	<b>154,734.06</b>	<b>96,187.04</b>	<b>58,547.02</b>	<b>60.87 %</b>
Other Services/Charges				
3472100 Patron Ticket Refunds	777.25	83.50	693.75	830.84 %
3600000 Concessions	176.25		176.25	
3620000 Rental Property	50.00		50.00	
4310400 Professional Services	27,117.91	30,199.23	-3,081.32	-10.20 %
4320300 Travel	167.68	230.49	-62.81	-27.25 %
4320400 Telephone/Communications	15,960.60	14,627.78	1,332.82	9.11 %
4330300 Advertising/Marketing	29,504.61	46,618.29	-17,113.68	-36.71 %
4330301 Promotions	893.65	2,841.58	-1,947.93	-68.55 %
4350100 Electricity	81,247.21	103,056.78	-21,809.57	-21.16 %
4350200 Natural Gas	14,046.55	12,185.01	1,861.54	15.28 %
4350400 Water & Sewer	1,768.15	2,109.22	-341.07	-16.17 %
4360100 Repairs & Maintenance-Building	73,094.69	53,625.74	19,468.95	36.31 %
4360200 Equipment Repair	13,617.34	2,239.76	11,377.58	507.98 %

# The Lerner Theatre

## P&L - TOTAL THEATRE - DETAILED COMPARISON

January - December 2020

	TOTAL			
	JAN - DEC 2020	JAN - DEC 2019 (PY)	CHANGE	% CHANGE
4370200 Equipment Leases	2,286.69	1,973.13	313.56	15.89 %
4390200 Postage	27.39	1,498.11	-1,470.72	-98.17 %
4390300 Subscriptions	2,568.00	2,025.00	543.00	26.81 %
4390800 Memberships & Dues	2,084.83	2,188.00	-103.17	-4.72 %
4390900 Donation Dispersment	500.00		500.00	
4390910 Education		4,460.14	-4,460.14	-100.00 %
4391000 Minor Misc Small Capital	99,585.22	2,821.43	96,763.79	3,429.60 %
<b>Total Other Services/Charges</b>	<b>365,474.02</b>	<b>282,783.19</b>	<b>82,690.83</b>	<b>29.24 %</b>
Personnel Services				
4110110 Department Head	47,549.65	70,000.06	-22,450.41	-32.07 %
4110130 Full Time	405,184.00	380,867.11	24,316.89	6.38 %
4110150 Part Time	53,563.44	84,543.99	-30,980.55	-36.64 %
4110160 Overtime Wages	210.38	435.97	-225.59	-51.74 %
4110170 Longevity	525.00	825.00	-300.00	-36.36 %
4130100 Employer's Social Security	30,638.94	28,940.44	1,698.50	5.87 %
4130200 Employer's Medicare	7,165.71	6,771.03	394.68	5.83 %
4130300 Employer's PERF	66,508.04	56,875.04	9,633.00	16.94 %
4130500 Employer's Group & Life	92,909.21	77,640.73	15,268.48	19.67 %
<b>Total Personnel Services</b>	<b>704,254.37</b>	<b>706,899.37</b>	<b>-2,645.00</b>	<b>-0.37 %</b>
Supplies				
4210200 Stationary & Print	125.50	323.48	-197.98	-61.20 %
4210500 Office Supplies	1,323.58	2,035.98	-712.40	-34.99 %
4220150 Operating Supplies	15,193.15	11,475.61	3,717.54	32.40 %
4220310 Household, Laundry	4,351.59	3,959.65	391.94	9.90 %
4230200 Repair Parts	670.48	3,476.45	-2,805.97	-80.71 %
4230300 Small Tools/Minor Equipment	4,731.37	5,191.73	-460.36	-8.87 %
<b>Total Supplies</b>	<b>26,395.67</b>	<b>26,462.90</b>	<b>-67.23</b>	<b>-0.25 %</b>
<b>Total City Accts by Submission Date</b>	<b>300,858.12</b>	<b>671,439.99</b>	<b>-370,581.87</b>	<b>-55.19 %</b>
<b>Total Expenses</b>	<b>\$300,858.12</b>	<b>\$671,439.99</b>	<b>\$ -370,581.87</b>	<b>-55.19 %</b>
<b>NET OPERATING INCOME</b>	<b>\$ -163,874.82</b>	<b>\$ -89,605.04</b>	<b>\$ -74,269.78</b>	<b>-82.89 %</b>
Other Expenses				
99996 City Budget Offset Special Acct		20,892.51	-20,892.51	-100.00 %
99998 Show Labor Exp Incl in Budget	-9,000.57	-50,069.97	41,069.40	82.02 %
<b>Total Other Expenses</b>	<b>\$ -9,000.57</b>	<b>\$ -29,177.46</b>	<b>\$20,176.89</b>	<b>69.15 %</b>
<b>NET OTHER INCOME</b>	<b>\$9,000.57</b>	<b>\$29,177.46</b>	<b>\$ -20,176.89</b>	<b>-69.15 %</b>
<b>NET INCOME</b>	<b>\$ -154,874.25</b>	<b>\$ -60,427.58</b>	<b>\$ -94,446.67</b>	<b>-156.30 %</b>

# The Lerner Theatre

## P&L - TOTAL THEATRE - SUMMARY COMPARISON

January - December 2020

	TOTAL			
	JAN - DEC 2020	JAN - DEC 2019 (PY)	CHANGE	% CHANGE
Income				
Theatre Income	194,243.67	751,916.22	-557,672.55	-74.17 %
<b>Total Income</b>	<b>\$194,243.67</b>	<b>\$751,916.22</b>	<b>\$ -557,672.55</b>	<b>-74.17 %</b>
Cost of Goods Sold				
Cost of Sales	57,260.37	170,081.27	-112,820.90	-66.33 %
<b>Total Cost of Goods Sold</b>	<b>\$57,260.37</b>	<b>\$170,081.27</b>	<b>\$ -112,820.90</b>	<b>-66.33 %</b>
<b>GROSS PROFIT</b>	<b>\$136,983.30</b>	<b>\$581,834.95</b>	<b>\$ -444,851.65</b>	<b>-76.46 %</b>
Expenses				
City Accts by Submission Date	300,858.12	671,439.99	-370,581.87	-55.19 %
<b>Total Expenses</b>	<b>\$300,858.12</b>	<b>\$671,439.99</b>	<b>\$ -370,581.87</b>	<b>-55.19 %</b>
<b>NET OPERATING INCOME</b>	<b>\$ -163,874.82</b>	<b>\$ -89,605.04</b>	<b>\$ -74,269.78</b>	<b>-82.89 %</b>
Other Expenses				
99996 City Budget Offset Special Acct		20,892.51	-20,892.51	-100.00 %
99998 Show Labor Exp Incl in Budget	-9,000.57	-50,069.97	41,069.40	82.02 %
<b>Total Other Expenses</b>	<b>\$ -9,000.57</b>	<b>\$ -29,177.46</b>	<b>\$20,176.89</b>	<b>69.15 %</b>
<b>NET OTHER INCOME</b>	<b>\$9,000.57</b>	<b>\$29,177.46</b>	<b>\$ -20,176.89</b>	<b>-69.15 %</b>
<b>NET INCOME</b>	<b>\$ -154,874.25</b>	<b>\$ -60,427.58</b>	<b>\$ -94,446.67</b>	<b>-156.30 %</b>

# The Lerner Theatre

## PROFIT & LOSS BUDGET VS. ACTUAL

January - December 2020

	TOTAL		
	ACTUAL	BUDGET	OVER BUDGET
<b>Income</b>			
<b>Total Income</b>			<b>\$0.00</b>
<b>GROSS PROFIT</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Expenses</b>			
City Accts by Submission Date			
5000000 City Contribution Toward Budget	-950,000.00	-950,000.00	0.00
Capital Outlay			
4420400 Building & Structure	32,513.86	53,000.00	-20,486.14
4440100 Furniture & Fixtures	102,675.20	110,000.00	-7,324.80
4440500 Other Equipment-Capital Expense	19,545.00	17,000.00	2,545.00
<b>Total Capital Outlay</b>	<b>154,734.06</b>	<b>180,000.00</b>	<b>-25,265.94</b>
Other Services/Charges			
4310400 Professional Services	27,117.91	35,500.00	-8,382.09
4320300 Travel	167.68	1,700.00	-1,532.32
4320400 Telephone/Communications	15,960.60	22,860.00	-6,899.40
4330300 Advertising/Marketing	29,504.61	57,500.00	-27,995.39
4330301 Promotions	893.65	5,000.00	-4,106.35
4340200 Liability Insurance		51,148.00	-51,148.00
4350100 Electricity	81,247.21	123,600.00	-42,352.79
4350200 Natural Gas	14,046.55	18,500.00	-4,453.45
4350400 Water & Sewer	1,768.15	3,200.00	-1,431.85
4360100 Repairs & Maintenance-Building	73,094.69	71,000.00	2,094.69
4360200 Equipment Repair	13,617.34	16,250.00	-2,632.66
4370200 Equipment Leases	2,286.69	3,200.00	-913.31
4390200 Postage	27.39	3,400.00	-3,372.61
4390300 Subscriptions	2,568.00	2,537.00	31.00
4390800 Memberships & Dues	2,084.83	1,735.00	349.83
4390910 Education		22,750.00	-22,750.00
4390930 Processing Fees		51,000.00	-51,000.00
4391000 Minor Misc Small Capital	99,585.22	101,900.00	-2,314.78
<b>Total Other Services/Charges</b>	<b>363,970.52</b>	<b>592,780.00</b>	<b>-228,809.48</b>
Personnel Services			
4110110 Department Head	47,549.65	70,000.00	-22,450.35
4110130 Full Time	405,184.00	434,341.00	-29,157.00
4110150 Part Time	53,563.44	126,255.00	-72,691.56
4110160 Overtime Wages	210.38	2,307.00	-2,096.62
4110170 Longevity	525.00	900.00	-375.00
4130100 Employer's Social Security	30,638.94	39,516.00	-8,877.06
4130200 Employer's Medicare	7,165.71	9,242.00	-2,076.29
4130300 Employer's PERF	66,508.04	73,260.00	-6,751.96
4130500 Employer's Group & Life	92,909.21	82,859.00	10,050.21
<b>Total Personnel Services</b>	<b>704,254.37</b>	<b>838,680.00</b>	<b>-134,425.63</b>

# The Lerner Theatre

## PROFIT & LOSS BUDGET VS. ACTUAL

January - December 2020

	TOTAL		
	ACTUAL	BUDGET	OVER BUDGET
Supplies			
4210200 Stationary & Print	125.50	950.00	-824.50
4210500 Office Supplies	1,323.58	4,500.00	-3,176.42
4220150 Operating Supplies	15,193.15	21,160.00	-5,966.85
4220310 Household, Laundry	4,351.59	5,500.00	-1,148.41
4230200 Repair Parts	670.48	4,200.00	-3,529.52
4230300 Small Tools/Minor Equipment	4,731.37	5,300.00	-568.63
<b>Total Supplies</b>	<b>26,395.67</b>	<b>41,610.00</b>	<b>-15,214.33</b>
<b>Total City Accts by Submission Date</b>	<b>299,354.62</b>	<b>703,070.00</b>	<b>-403,715.38</b>
<b>Total Expenses</b>	<b>\$299,354.62</b>	<b>\$703,070.00</b>	<b>\$ -403,715.38</b>
<b>NET OPERATING INCOME</b>	<b>\$ -299,354.62</b>	<b>\$ -703,070.00</b>	<b>\$403,715.38</b>
<b>NET INCOME</b>	<b>\$ -299,354.62</b>	<b>\$ -703,070.00</b>	<b>\$403,715.38</b>

# LERNER THEATRE GOVERNING BOARD

## CLAIM AND ALLOWANCE DOCKET

I HEREBY CERTIFY THAT EACH OF THE ABOVE LISTED VOUCHERS AND INVOICES OR BILLS ATTACHED THERETO ARE TRUE AND CORRECT AND I HAVE AUDITED SAME IN ACCORDANCE WITH IC 5-11-10-1.6. I ALSO HEREBY CERTIFY THAT THESE VOUCHERS AND INVOICES REPRESENT GOODS AND/OR SERVICES THAT ARE FOR THE BENEFIT OF THE CITY OF ELKHART AND THAT APPROPRIATIONS FOR THESE EXPENDITURES HAVE BEEN DULY MADE OR OTHERWISE AUTHORIZED BY THE CITY COUNCIL AND OTHER APPROPRIATE AUTHORITY.

February 8<sup>th</sup>

,2021



JAMIE ARCE - CITY CONTROLLER

IN RELIANCE ON THE ABOVE CERTIFICATION, CLAIMS IN THE TOTAL AMOUNT OF **\$14,344.86**, AS LISTED ON THE REGISTER ATTACHED HERETO **CONSISTING OF 16 PAGES**, ARE HEREBY APPROVED EXCLUDING ANY CLAIMS WITHHELD AS SHOWN ON THE SEPARATE SUMMARY OF PENDING CLAIMS.

EXECUTED THIS 10TH DAY OF FEBRUARY 2021 BY:

PRESIDENT

\_\_\_\_\_  
GARY BOYN

VICE PRESIDENT

\_\_\_\_\_  
DIANA LAWSON

TREASURER

\_\_\_\_\_  
DALLAS BERGL

MEMBER

\_\_\_\_\_  
ASHLEY MARTIN

MEMBER

\_\_\_\_\_  
DINA HARRIS

MEMBER

\_\_\_\_\_  
JAMIE ARCE

MEMBER

\_\_\_\_\_

ORIGINAL COPY MUST BE RETAINED IN THE CONTROLLER'S OFFICE

# Lerner Theatre Board Report

## February 2021

### GENERAL MANAGER REPORT

PREPARED BY: MICHELLE FRANK

Activity (February-April)	As % of 90 days	
0 Events	0%	Activity in theatre
0 Ticketed Events	0%	Ticketed events
0 Non-Ticketed Events	0%	Non-Ticketed events
3 Rehearsal Dates	3%	Rehearsal Space

Compare to 2020 Board Report Ticketed Events: n/a

Compare to 2020 Board Report Non-Ticketed Events +Rehearsals: n/a

- On Tuesday, February 3<sup>rd</sup>, I met with Dr. Bethany Wait, new Elkhart County Health Officer, and her Covid team, plus Mayor Roberson and a few other City Departments present, to discuss a re-opening plan for The Lerner Theatre. The team from the Health Department was impressed by our approach to trying to re-open our facility and said that our re-opening plan that we used for The Sound of Music in October set the standard for how they approach requests for gatherings.

**Here are some of the takeaways from that meeting that impact our operations:**

- Governor Holcomb announced a new Executive Order regarding capacity limits in percentages if your county is red, orange, yellow or blue. For example, Elkhart County is yellow, so under his Executive Order, we should be able to hold 50% capacity with social distancing. This is not the case.
- In Governor Holcomb's Executive Order, he states that additional restrictions can be put into place by local government if they so wish. In speaking with Dr. Wait, there is a public health order for Elkhart county that trumps that order, and it is the same order that we have been operating under with people gathering and not percentages. For example, Elkhart County is yellow, so the public health order would allow for 50 people only, socially distanced. Dr. Wait has stated that this public health order will not be lifted until Elkhart County reaches a 70% vaccination rate.
- The good news: Dr. Wait and her team have classified The Lerner Theatre (not including the Crystal Ballroom) as a business and not as a Special Event. To be classified as a business, they need to make the justification that we rely on profits from gatherings to survive and that the nature of our gatherings are business related and not a special event, like a wedding or an engagement party.
- Because of that justification, the Covid plan that I submitted to them on Tuesday has been verbally approved and we have been granted the approval to re-open our facility to public gatherings with the mitigation and capacity limits in place.
- With the verbal approval in place, we can begin the process of planning our first event with CK Dance Studio on May 1<sup>st</sup>.

- I have begun reaching out to all renters on the books in 2021 with our Covid mitigation plan, in addition to a form that the renter would have to fill out with acknowledgment of our Covid plans, plus the steps they are taking on their own end.
- The City rolled out a new process for conducting reviews and setting SMART goals for all city staff. We are in the midst of completing those reviews and setting SMART goals for 2021 for all full-time positions. In the March Board report, we will include our SMART goals for the Lerner Governing Board to review in the staff's respective report section.
- At the request of the administration, I delivered a revised Lerner Operating Budget for 2021 to the City Controller with cuts to the overall budget for 2021. Officer held positions of the Lerner Governing Board and the President of the Friends of The Lerner were copied on this email and brought up to speed on this request.
- In the delivery of the requested revised Lerner Operating Budget, there was a special note regarding the emergency lighting system for the theatre. As part of our yearly maintenance plan for The Lerner, an audit is performed each year on the emergency lighting fixtures to ensure that all are working properly, and the back-up battery mechanism is ensuring that the batteries are charged long enough to allow for a timely exit of all persons from the theatre in case of an emergency. The life expectancy of the existing lighting fixtures was five years. These fixtures and their battery back-up system has been failing for the past year to year and a half. After months of research and consultation with the architect of the renovation, the conclusion was made that the existing fixtures should be replaced with a whole new fixture, as the current fixtures are no longer manufactured, and the replacement pieces are far too costly to be a viable option. In anticipation of the 2021 Lerner Operating Budget, Lerner Executive Director submitted a capital expense of \$31,000.00 to the City Council to fund a replacement of the existing emergency lights. These requested fixtures would fit the aesthetic of the building with a fixture that would retract into the building and not an outwardly obtrusive emergency light fixture. In 2020, the theatre's revenues were impacted heavily by Covid-19 after the shutdown of the theatre in March 2020. Though budget maintenance and cost mitigation were utilized, there remains a shortfall to the 2021 Lerner Operating Budget. The City Controller, at the request of the Mayor, requested that the Executive Director make cuts to the approved 2021 Lerner Operating Budget. The emergency lighting replacement was removed with the notation that if Friends of The Lerner chose not to fund the request, it would remain in the 2021 Lerner Operating Budget as a City expense. The importance of this project completion before we re-open the facility is paramount and cannot be pushed into 2022. Upon the completion of the 2021 audit on the existing lighting fixtures in January, we are at a 25% fail rate of the existing lights. Since the audit, we have lost another two fixtures. Due to the importance of this request for the safety of the public that we are anticipating returning to the theatre in May 2021, we sought the approval of the Friends of The Lerner to fund the replacement of the emergency lighting fixtures. Should Friends of The Lerner decline, we will seek to have this expense return to the Lerner Operating Budget for 2021.



## MEDIA SPECIALIST REPORT

PREPARED BY: SONNY LISI

### E-Blast Reporting – January 2021

Campaigns Sent	0
Total Emails Sent	0
Emails Opened	0
Emails Clicked Through	0
Starting Subscribers	16,526
Ending Subscribers	16,524
Average Emails Per Campaign	N/A

### Tickets Purchased by City

City	Tickets
Middlebury	2
Elkhart	2
South Bend	1
Portage	1
Plymouth	1
Niles	1
Encino	1
Belleville	1

### January Accomplishments

- Continued to work on collecting and formatting all information for the 2020 year-end report, including finalizing the graphic design and content arrangement.
- Completed installation of digital displays outside the dressing rooms and Green Room. Created a simple to use content management system that management can access from anywhere to change each display.
- Completed annual performance review self-assessment and supervisor assessment. Brainstormed ideas for 2021 S.M.A.R.T. Goals.

### February Goals

- Develop new guidelines and seating arrangements for reopening procedures and event scheduling while maintaining social distancing, attendance limits, and other COVID-19 restrictions.
- Complete content layout for the 2020 year-end report and finalize the booklet for print and distribution.
- Start virtual learning and coursework related to PatronManager and the Salesforce platform to better understand how we can utilize our ticket system moving forward.

## BOX OFFICE/OFFICE MANAGER

PREPARED BY: MINDY MIGEDT

Date	Time	Event Name	On Sale Date	Sold	Net Revenue	Hist. Fee	Total Revenue
5/14/2021	8:00 PM	Gordon Lightfoot	12/12/2019	7	\$536.40	\$17.50	\$553.90
6/26/2021	8:00 PM	Kansas	9/24/2019	-6	-\$445.05	-\$15.00	-\$460.05
9/24/2021	7:30 PM	The Price Is Right Live! - NEW DATE	10/28/2019	-24	-\$1,345.00	-\$60.00	-\$1,405.00
11/12/2021	7:30 PM	Stars of the Sixties	3/5/2020	3	\$306.20	\$7.50	\$313.70

Total Ticket Revenue	-\$997.45
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### Accomplishments for January

- Hosted 1st Quarterly B.O. Meeting as Supervisor
- Gained Confidence in using PatronManager
- More secure executing assigned duties/ tasks

### Goals for February

- Set, Review, and Achieve "Smart Goals"
- Organize Files/ Office Space
- Brainstorm Ideas for Hiring New Ushers/B.O. Staff

## TECHNICAL THEATRE MANAGER

PREPARED BY: ANDREW KREIDER

### Overview:

January provided several opportunities for the tech department to put our 2020 upgrades into service. Notably, we provided A/V support for a live taping of a socially-distanced performance by the Elkhart County Symphony. This process took several weeks of rehearsals, as we experimented with microphone placement, deployed our new monitor console, and made space for a five-camera crew to set up on the day. One of the pieces performed was done in collaboration with a second set of performers in California. The two performances will be combined into a single piece in post-production. The finished concert video will be broadcast on local television later this spring, and we look forward to seeing the symphony and the Lerner shine!

### Accomplished in January:

- - A/V support for taping of socially-distanced Symphony performance in theater.
- - Re-cabling audio runs for subwoofers in theater.
- - Collaboration with City IT on email migration for @thelerner.com
- - Setting of SMART goals, in line with the Mayor's direction for the city.

### Upcoming tasks:

- - 10-year maintenance of theatrical lighting system, with an expert from Vincent Lighting Systems who did the original install. Installation of new lighting touch panel on stage, and re-wiring on stage and in the main dimmer room. Work postponed from December due to COVID-related issues at Vincent.

- - RFP for emergency lighting throughout the theater.
- - LED wiring for under-balcony cove lighting in theater

## **FACILITIES MANAGER**

PREPARED BY: DAN GOULD

We did not have to remove any snow in January. In my past years of working here, snow removal was a weekly thing. That meant, this year, we could concentrate on the tasks at hand including installing the new carpet in the sound booth. When we removed the old carpet from the sound booth, we discovered the floor below the carpet was extremely degraded due to the high traffic and heavy road cases that we roll in and out of the space. Ninety percent of the equipment cases are in the 300 to 600 pound range. I was not prepared for the damage that had occurred. But, when you have the best crew in the city, no job is too big. Make sure to check it out, the next show you attend at the Lerner. The new carpet has special metal fibers woven in to help control static electricity and matches our existing carpet.

January also saw us continuing our efforts to upgrade our lighting to LED Lights. We have just started on this project and it is something I see us continuing long into the future. The theatre has a lot of lights. February will see us continuing to convert lights to LED with a concentration on emergency, and entrance lights.

In February, we have a very important job. The week between Christmas and New Year's Day, the recirculating pump for our boiler system stopped working causing a significant leak. We had water dripping on three different floor levels including our General Manager, Michelle Frank's office. This pump is so specialized, it took us two weeks just to find a replacement and, of course, the manufacturer didn't have any in stock. It will be February 10th before they will have one to send us. We are waiting patiently for the new pump. Meanwhile, we haven't had hot water since December 28<sup>th</sup>.

In February, our team will be concentrating on cleaning floors. The lobby and backstage are all showing the effects of all the maintenance we have been doing. And, we can't forget the painting that needs to be done.

As always, thank you for letting me care for this beautiful building.

## COVID-19 2021 Re-open The Lerner Theatre

### 1. Dates of Performances:

1. Saturday, May 1<sup>st</sup> – CK Dance Recital
2. Friday, May 7<sup>th</sup> through Sunday, May 9<sup>th</sup> – PA Beauty & The Beast
3. Thursday, May 13<sup>th</sup> – Get The Led Out
4. Friday, May 14<sup>th</sup> – Gordon Lightfoot
5. Saturday, May 15<sup>th</sup> – Elkhart County Symphony
6. Friday, May 21<sup>st</sup> – Oaklawn Spring Spectacular
7. Saturday, May 22<sup>nd</sup> – Larger Than Life

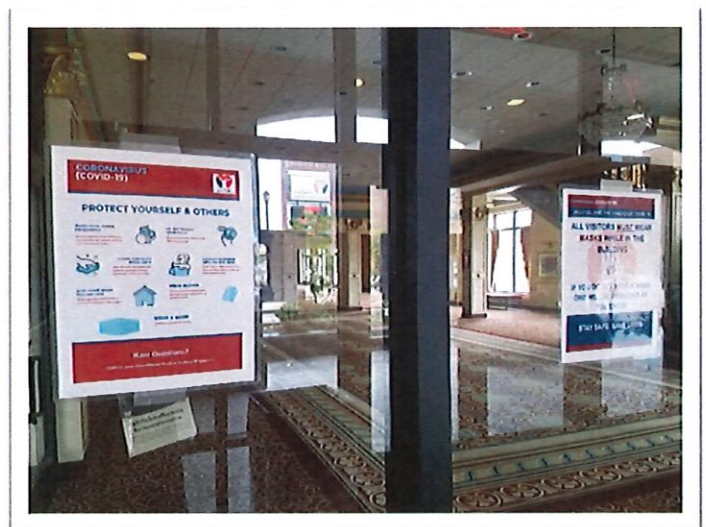
### 2. Capacity Limits:

1. **Reserved seating** in pod style seating in groups of 2 or 4.
2. The Lerner Theatre can **social distance** in pod style seat groupings up to: 550
3. Seating can be scaled back based on approval for gathering limits but will not exceed 550 in total **social distanced** seating.
4. **General admission** allows for up to 6 people in a household to sit together socially distanced from other groups, or two people can sit in a grouping of 6 with two seats “killed” in-between the next two people in that grouping.
5. The Lerner Theatre can **social distance** in general admission seat groupings up to: 620, ideally 400 due to having to kill two seats between groupings
6. First come, first serve basis on seating, filling main floor first before opening the balcony.
7. Advance communication and onsite management will advise patrons to sit in their households only, allowing for a minimum of two seats between groupings of seats for social distancing.
8. Advance communication and onsite management will advise patrons to purchase in their households only, allowing for a minimum of two seats (6 feet) between groupings of seats and every other row in the theatre will be “killed”.
  - i. Paid staff will be present to help enforce seating arrangements.

### 3. Guest Information to be Distributed:

1. Warning to stop and not come inside if they are exhibiting any symptoms of COVID-19
2. Masks are required for entrance to the facility, **exceptions for medical conditions only** (Is this still relevant?)
  - i. They may provide their own or The Lerner will provide for \$1.00 charge
3. Scanners for ticket entry will be used for entry to the theatre to reduce the potential spread of COVID-19 and ticket takers will ask the patron to hold the ticket while they scan the barcode, as to not touch the patron’s ticket.

4. Public restrooms will be open, but will be disinfected every 60 minutes by janitorial staff with signage on door entries.
5. Communication that there are no gatherings in the lobbies following shows and everyone must exit out Main Street doors.
  - i. Sections will be dismissed by announcement of colored section on the seat in front of them and with paid staff help after the show is over.
6. Concessions will be served in the lobby. The bars are contained to one area in the Grand Lobby (the largest gathering area). The ground is marked with signage of 6 feet proper distancing and stanchions are used for crowd control.
7. Forms of communications will be as follows:
  - i. Website updated with information
  - ii. Press Release to 100+ news and local outlets
  - iii. Social media posts to Lerner Theatre and Premier Arts platforms, combining 30,000 reaches
  - iv. E-blasts to ticket purchasers attending each show
  - v. Signage distributed throughout the venue:



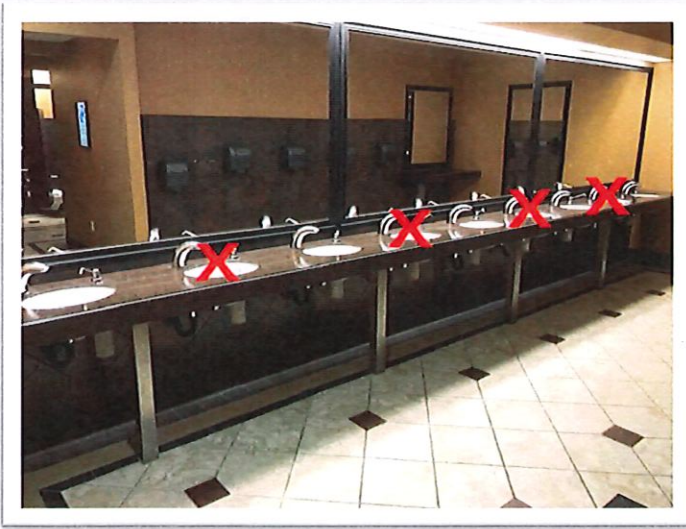


**Social Distancing Measures:**

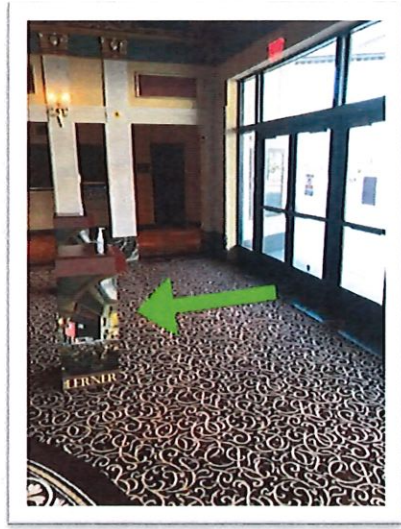
- a. Entrance to the theatre will be from Main Street entrance, facilitated by paid staff.
  - i. The goal is to limit the number of patrons by groups of the ticket purchaser coming into designated entrances at a time by our management staff. No tickets would be exchanged.



- b. Stanchions and signage will designate the exits to the lobby for restrooms, which differs from the entrance points into the theatre from the lobby.
- c. Social distancing in the theatre is laid out on Page 1.
- d. Restrooms will also be set-



up for social distancing. Every other urinal and sink will be roped off to maintain the 6 feet social distancing.



### **Staff & Volunteer Screening:**

1. Lerner Theatre staff follows the protocols laid out by the City of Elkhart, which include mask wearing where 6 feet social distancing is not possible and self-monitoring of COVID-19 symptoms.
2. Performers:
  - a. Participants have signed on to perform with mitigation of potential spread.
  - b. Temperatures of performers and personnel must be taken before every rehearsal and every performance to ensure safety of all.
  - c. Premier Arts
    - i. Premier Arts will use creative blocking to perform with as much social distancing as possible. When social distancing is not possible in a scene, unmasked time limits have been set and will not exceed 15 minutes as previously laid out by previous Elkhart County Health Officer.
3. At this time, we're still deciding if Lerner Theatre volunteers will be permitted for these performances, given their age demographic that puts them more susceptible to COVID-19. If they are permitted, they will follow the same guidelines as City staff.

### **Increased Sanitation:**

1. Please see page 4 for Box Office sanitation procedures.
2. Please see page 2 for restroom disinfecting schedule.
3. Hand sanitizer stations will be distributed throughout the facility for patron and staff use.
4. Microphones for performers are for each individual and not exchanged among performers. They are disinfected after each performance and rehearsal.
5. The theatre seats will be disinfected by facility staff and with electrostatic disinfecting machines after each performance.
6. Elevators, door handles, handrails, etc. will be disinfected every hour.

### **Face Covering:**

1. Masks are required for entrance to the facility, exceptions for medical conditions only (is this still relevant?)
  - a. They may provide their own or The Lerner will provide for \$1.00 charge

### **Compliance:**

1. Lerner Theatre Managers: 6-10 at each show
2. Usher Corps: 8-12 at each show
3. Police Officers: 2-4 at each show

## COVID-19 2020 Re-open The Lerner Theatre Box Office

Procedure for patrons and Box Office staff conducting Lerner Box Office business.

1. Box Office staff must wear masks throughout shift.
  - a. They may provide their own or The Lerner will provide.
2. Box Office staff must wear gloves once seated at station and working with a patron.
  - a. Gloves should be changed after each patron and sanitizing.
3. Sanitize workstation with prepared bleach solution and paper towels at beginning of and end of each shift.
  - a. Document date, time, and name of person sanitizing on City of Elkhart Cleaning Schedule document.
4. The Lerner Box Office Hours
  - a. Monday through Friday: 9am to 4pm  
Saturday: 9am to 1pm  
Exceptions for show days and on-sale days: 9am to 5pm
5. Doors between Box Office vestibule and Main Lobby remain locked.
  - a. Stanchions across this door.
  - b. Sign text: The Lerner Theatre Lobby is closed
6. Doors entering Main Lobby through Franklin street doors remain locked.
7. Box Office staff only unlock Franklin Street doors, 1 closest to Main Street and handicapped closest to vestibule.
  - a. Leave center door, closest to Main Street, locked.
8. Box Office vestibule is empty but for small table.
  - a. Magazine racks and chairs removed.
9. Doors between entranceway and Box Office vestibule open with door wedges while Box Office is open to limit touching of door handles.
10. Box Office window ledge holds hand sanitizer.
11. Box Office staff member will be wearing mask and gloves and have a hand sanitizer available.
12. High top table in entranceway of Franklin Street Doors, in front of locked door.
  - a. Table holds disposable masks and hand sanitizer.
    - i. Sign on table on easel and Raspberry pi screens in Box Office alerting entering patrons to mask requirement.  
Sign text:  
Patrons must wear masks in all City of Elkhart facilities, including The Lerner. If a patron would decide to ignore that advisement, they would be asked to follow the policy or will not be provided with service nor admission into the event. No refunds would be issued if the patron would choose to not follow the city's policy for mandatory masks.
13. Patrons enter through Franklin Street Door, closest to Main Street.



- a. Sign on door closest to Main Street, inside and outside.
    - i. Sign text:  
ENTER ONLY – If another patron is waiting inside this door, please wait.
  - b. Square or X immediately inside door on the floor for patron to wait.
  - c. Sign placed in path to Box Office vestibule on music stand or another easel
  - d. Sign text:  
STOP. One patron allowed in the Box Office vestibule at a time. Please wait for the patron in front of you to depart and the Box Office staff to disinfect the window to proceed.
14. Patron must be wearing a mask upon entering the Box Office vestibule.
    - a. They may wear their own masks OR a mask provided by The Lerner (Sign text information for this requirement listed in Outline 12. a. i.)
  15. Patron approaches Box Office window to complete needed transaction.
    - a. Box Office staff member accepts payment of cash, check, or credit card, if applicable.
  16. If patron pays with credit card.
    - a. Accept card from patron.
    - b. Wipe card with sanitizing wipes OR prepared bleach spray and paper towels if no wipes are available.
    - c. Swipe card or type in card number.
    - d. Return card to patron.
  17. Complete transaction and give patron tickets, receipts, etc, as necessary.
  18. Patron departs through Franklin Street door, closest to Box Office vestibule.
    - a. Sign alerting to exit door – inside and outside the door – closest to Box Office Vestibule.
      - i. Sign text reads:  
EXIT ONLY
  19. Box Office staff member moves to vestibule to sanitize Box Office window ledge with prepared bleach solution and paper towels OR sanitizing wipes.
  20. Return to Box Office, dispose of gloves and put on new pair.
  21. Next patron may now enter the Box Office vestibule.
  22. End of Day procedures:
    - a. Box Office staff lock doors that are unlocked and turn off handicapped switch on Franklin Street doors.
    - b. Sanitize all door handles and handicapped switch with prepared bleach solution and paper towels OR sanitizing wipes.
    - c. Remove wedges from Box Office vestibule door and lock.
    - d. Sanitize all door handles and handicapped switch with prepared bleach solution and paper towels OR sanitizing wipes.
    - e. Sanitize workstation with prepared bleach solution and paper towels.

- f. Document date, time, and name of person sanitizing on City of Elkhart Cleaning Schedule document.

## **Covid Script for Mask Compliance**

**For: Ushers**

**Professionalism is key.**

**Use sir or ma'am when speaking to a patron.**

**Smile when speaking to every patron.**

**DO NOT argue or become visibly frustrated.**

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**Approaching someone not wearing mask:**

“Good evening (ma'am or sir). Can you help us maintain our regulations by putting on your mask please?”

**If they say they cannot wear a mask because of a medical condition:**

“Thank you for letting us know! We understand. Please help us maintain our regulations by maintaining social distancing and sanitizing frequently. Enjoy the show!”

**If they say they will not wear a mask:**

“We understand. It is our responsibility to ensure a safe environment for everyone in our building. Please put your mask on because you share in that responsibility as well.”

**If they say they will not wear a mask again:**

“(Ma'am/ or Sir), we understand your position. Please understand ours. We are under Governor and Health Department orders of a mask mandate. This is how we can bring the arts to the community during a global pandemic. Please be respectful of the rules we are under from the Governor.”

**If they respond again that they will not wear a mask:**

“Thank you for sharing that. A manager or a police officer will be over to speak with you shortly.”

**Take a note of the seat or section, a quick description of the person, walk away and call a manager.**

## **Covid Script for Mask Compliance**

### **For: Floor Managers**

**Professionalism is key.**

**Use sir or ma'am when speaking to a patron.**

**Smile when speaking to every patron.**

**DO NOT argue or become visibly frustrated.**

**Use a forceful tone when necessary, but never raise your voice.**

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**Approaching someone not wearing mask:**

“Good evening (ma'am or sir). Can you help us maintain our regulations by putting on your mask please?”

**If they say they cannot wear a mask because of a medical condition:**

“Thank you for letting us know! We understand. Please help us maintain our regulations by maintaining social distancing and sanitizing frequently. Enjoy the show!”

**If they say they will not wear a mask:**

“We understand. It is our responsibility to ensure a safe environment for everyone in our building. Please put your mask on because you share in that responsibility as well.”

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**You may receive a call from an usher advising that a patron refuses to wear a mask. Ushers have been advised to let the patron know that a manager or a police officer will be over to speak to them.**

**Responding to a patron that will not wear a mask:**

“Good evening sir/ma'am. We understand that there is an issue with our mandatory mask policy. Do you need to purchase a mask?”

**If they respond that they will not wear a mask:**

“We are sorry to hear that. Our policy was clear when you purchased tickets to tonight’s event. If you will not wear your mask, you are not able to stay to enjoy the show.”

**If they respond that they will not wear a mask again:**

“Sir/Ma’am, this is the last time we will ask you to please follow the mandatory mask policy. You will be asked to leave, and a police officer will escort you out if we have to ask you again.”

**If they respond again that they will not wear a mask:**

Call a police officer on the radio and ask them to join you in your location. Reference a patron removal from the theatre.