



COMMUNITY & CORPORATE SERVICES – AGENDA REPORT

Meeting Date: 26 November 2024

Subject: Town and Country Centre Rental Process Progress Report

Directorate: Community Services

Issue:

A progress update is being provided to the Community and Corporate Services Standing Committee on work that has and is being done to streamline the rental process and remove barriers for Town and Country users.

Policy / Council Direction:

N/A

Background:

In May, members of the Standing Committee were informed of the steps being taken by Administration to address challenges expressed by users when renting the Town and Country Centre. Administration has been working diligently to ensure that the rental process is easy to use and seamless from the customers' experience. This meant prioritizing solutions based on how easily they could be implemented with the greatest positive impact on customer experience.

1. Fire Code Requirements and Floor Plans – To support users comply with Fire Code occupancy requirements, common floor plans per event type have been developed by an architect. Drawn to scale, these floor plans provide the maximum occupancy load per event type which as long as the user does not exceed, will generally comply with Fire Code. A professional Architect has completed their review of the proposed floor plans and final revisions are being made in preparation to be made available for users to review on the City website.
2. Simplified Online Booking Information– All the information a user needs to know about booking the Town and Country Centre is now on the website including rental fees and information, features and amenities included in the large and small halls, and kitchen.

3. NEW Online Room Availability Feature – Users can now go on the City of Airdrie website, click a button and search by date to check availability of the large hall, small hall and/or kitchen without having to call a booking agent. This will help users at a glance plan their event in real time without waiting for a person to provide confirmation. For further inquiries, staff are always available to provide telephone assistance.
4. Virtual Tour – To provide customers a simulated view of the Town and Country Centre Halls, an online virtual tour has been made available on the website.

In Q4, the team is working on testing the capabilities of the City's online booking software to provide further enhancements to the customer's booking experience by adding an online payment feature. For simple room bookings such as meeting rooms, the software can easily be adapted to provide online booking and payment options. The Town and Country Centre is a complex space to book due to factors such as set-up/strike down time, bookings outside of normal business hours (past midnight). An update will be provided to Committee in first quarter 2025 if not sooner.

Administration Recommendation:

That the Corporate and Community Services Standing Committee accepts this report for information.

Alternatives/Implications:

N/A

Budget Implications:

N/A

Communications and Engagement:

Corporate Communications has cleaned up the website to provide more clarity in the rental process.

Recommendation:

That the Corporate and Community Services Standing Committee accepts this report for information.

Clay Aragon

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Department:	Community Services
Reviewed by:	Michelle Lock
Attachments:	#1: N/A

