

Talisman Centre



f o r s p o r t a n d w e l l n e s s

November 13, 2007

Good morning Talisman Centre staff, sport partners, members and tenants:

Over the past two months the Talisman Centre management team has been updating our facility master plan. This master plan is essentially our 'blueprint' for keeping this amazing facility in great physical shape heading into the next five years.

The planning sessions have been both productive and insightful for everyone involved. As this soon-to-be 25-year-old facility ages, the coming years will present us with several important and challenging projects, including our facility renewal plans and the 2010 roof replacement. At this point, I'd like to stress that no final decisions have yet been made in terms of funding, construction details or timelines for the roof replacement.

Currently, Talisman Centre is working closely with the City of Calgary as well as an engineering team to study and investigate the finer details of this complex and important project. Over the coming weeks, a team of experts will be finalizing design plans and providing cost estimates for the roof replacement and other facility improvements. The Talisman Centre and City of Calgary Recreation will then provide a report to City Council in April 2008. Between now and April 2008, as key decisions are made, the Talisman Centre Management Team will provide you with a regular and timely update as how these decisions will impact everyone here at Talisman Centre and the citizens of Calgary.

Finally, I'm extremely pleased to report that our overall customer service satisfaction scores from our recent Fall Survey are greatly improved over scores that we received earlier this year. Those who responded have indicated that we have made improvements with respect to the overall friendliness of the staff, cleanliness, communications in the building, and drop-in programming. This is great news!

On behalf of the Management Team at Talisman Centre, I'd like to thank all staff for their hard work and dedication to ensuring that the Talisman Centre is truly an inspirational place for all our customers. I'd also like to thank the sport partners, members and tenants for giving us the time to put our plans in place to improve upon some of the concerns. We aren't going to stop here!

Sincerely,

Robin Mitchell

President & Chief Operating Officer