



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
March 14th, 2024 – 4 pm**

- | I. CALL TO ORDER | Term Expiration |
|--|---------------------------------------|
| a. Roll Call | |
| Erik Marston (Chair) | 10/25/24 |
| Dana Phillips (Vice-Chair) | 10/25/26 |
| Robert Fuller | 10/25/25 |
| Nancy McCune | 10/25/26 |
| Shaun Wagner | 10/25/25 |
| Linda Benjamin | 10/25/25 |
| Robert Perkel | 10/25/24 |
| II. Consensus of Agenda / Additions | |
| a. Motion to Approve | |
| III. Minutes from Feb 8th, 2023 | |
| a. Motion to Approve | |
| IV. Declaration of Potential Conflict of Interest | |
| V. Guest Present | |
| VI. Budget / Finance | - Jennifer Biamont |
| a. Motion to Approve | |
| VII. Advertising / Marketing | - Brian Owen for (Tina Eilers) |
| a. Joshua Heineman | |
| b. Motion To Approve | |
| VIII. Sales Director's Report | - Brian Owen for (Tina Eilers) |
| a. Motion to Approve | |
| IX. General Manager's Report | - Brian |
| a. Motion to Approve | |
| X. Old Business | |
| a. Update on Fee Adjustment | - Brian |
| XI. New Business | - Open to all |
| XII. Correspondence | |
| XIII. Adjournment | |



CIVIC AND CONVENTION CENTER

**COMMISSION REGULAR MEETING
February 8th, 2024**

CALL TO ORDER:

The meeting was called to order at 4:01 p.m.

A. Roll Call:

• **Members Present:**

Erik Marston	Dana Phillips
Robert Perkel	Nancy McCune
Robert Fuller	Linda Benjamin
Shaun Wagner	

• **Members Absent:**

All present

B. Consensus of Agenda/Additions:

There were no additions to the agenda. (Shaun/Robert F)

MINUTES OF LAST MEETING:

- The January minutes were approved as presented. (Nancy/Dana)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

- There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

- There were no guests Present.

COMMITTEE REPORTS:

A. Budget/Finance:

- Jennifer B shared the status of the accounts receivable through the end of January.
- Brian talked about the Seaside Chamber getting caught up on a delinquent \$300 for a cancellation fee last October.
- Brian shared the financial report through February 2024. Brian talked about the maintenance line amount.
- Brian discussed the new financial software system and thanked Zach for attending the last Commission meeting. (Robert P/Robert F)

B. Advertising/Marketing:

- Josh started by sharing an update on the new visitor's guide release and distribution.

- Josh talked about the Meeting News NW new ad and the CAL SAE new ad.
- Josh shared the January statistics for the SCCC website. Josh added that we can see each month's direct comparison from the previous year.
- Tina shared that she will be attending the MPI Cascadia Conference and the GOSGMP Annual Education Conference in March. (Dana/Nancy)

SALES DIRECTOR'S REPORT:

- Tina started by talking about the 10-year booking spreadsheet, the 2024 booking report and the monthly event report.
- Tina shared her activity for the month of January with contacts, contracts, meetings, trainings, addendums, site tour and cancellations.
- Tina added that a new event is booked in August, the Coastal Craft Uprising.
- Tina talked about the Oregon Coast Wedding Expo and said it has been rescheduled from January to March this year.
- Tina explained that she is nearly finished updating our new software, Tripleseat, with existing contact and contract information. (Robert F/Nancy)

GENERAL MANAGER'S REPORT:

- Brian started by talking about the economic impact for January.
- Brian added that February is a very busy month with only four days open for bookings.
- Brian expressed his gratitude to the operations staff for working flexible schedules to meet the demands of our clients.
- Brian talked about the new maintenance tools we have been using, which are starting to show with compliments of our cleanliness.
- Brian added that he has an open-door policy for communication and invites you to talk. He also said he appreciates all our volunteers who take their time to serve.
- Brian explained that we have addressed issues with our HVAC system. He said we have been working with HVAC and life safety vendors to learn how to better manage our systems. (Shaun/Nancy)

OLD BUSINESS:

Brian explained the building fee adjustment proposal and provided copies of the rate schedule from the past year over year, and the new proposed fees. Brian added that he has presented the fee adjustments to the SDDA and Seaside Chamber for input from the business community and asked for a letter of support from both organizations. The City Council has given input, and Brian is looking for input from the commission members. Brian said he will officially present the fee adjustment schedule to the City Council meeting for approval March 6th.

NEW BUSINESS:

No new business.

CORRESPONDENCE:

The Commission reviewed the current surveys.

ADJOURNMENT:

The meeting was adjourned at 5:10p.m.

2023-2024 ACCOUNTS RECEIVABLE

EVENT DATE	EVENT	INVOICE DATE	AMOUNT DUE	DATE PAID	AMOUNT PAID
5/14/23-5/17/23	Area Forum on Aging 2023	5/19/23	\$30,310.92	7/3/23	\$30,310.92
5/18/23-5/20/23	MD Lions of Oregon Main Event	5/22/23	\$20,513.70	7/3/23	\$20,513.70
5/18/23-5/20/23	MD Lions of Oregon Foundation	5/22/23	\$690.30	6/14/23	\$690.30
5/22/23-5/25/23	NW Regional CIT Conference Main Event	5/30/23	\$23,725.72	7/3/23	\$23,725.72
5/22/23-5/25/23	NW Regional CIT Conference Lunch Sub Billing	5/30/23	\$1,103.30	7/3/23	\$1,103.30
5/22/23-5/25/23	NW Regional CIT Conference Breakfast Sub Billing	5/30/23	\$1,047.84	7/13/23	\$1,047.84
5/26/23-5/27/23	Sou' Wester Plant Sale	6/2/23	\$225.00	6/7/23	\$225.00
5/30/23-5/31/23	Pacifica Project	5/1/23	\$600.00	6/26/23	\$600.00
6/1/23-6/4/23	Sea Pac Ham Radio	6/8/23	\$19,155.60	6/20/23	\$19,155.60
6/1/23-6/1/23	Rotary Club of Seaside Cancellation Fee	6/1/23	\$300.00	7/5/23	\$300.00
6/7/23-6/8/34	Seaside High School Graduation	5/1/23	\$450.00	6/14/23	\$450.00
6/9/23-6/10/23	Encore Dance Recital	6/13/23	\$2,711.05	7/5/23	\$2,711.05
6/20/23-6/23/23	COSA Summer Conference	6/26/23	\$62,825.89	7/17/23	\$62,825.89
6/26/23	Clatsop Association of Realtors	6/26/23	\$2,676.22	7/28/23	\$1,885.00
6/26/23	Clatsop Association of Realtors	6/26/23	\$791.22	8/10/23	\$791.22
9/10/23	Class of 1963 Reunion	6/29/23	\$150.00	7/3/23	\$150.00
10/20/23-10/21/23	Seaside Rotary Auction 2023	7/1/23	\$300.00	7/5/23	\$300.00
9/11/23-9/13/23	United Steel Workers District Conference Deposit	7/3/23	\$2,400.00	8/7/23	\$2,400.00
10/30/23	Life Line Screening Oct 23	7/3/23	\$200.00	7/14/23	\$200.00
7/29/23	Pacific Northwest Custom Invitational 2023	7/6/23	\$550.00	7/12/23	\$550.00
6/29/23	CIS Trust	7/12/23	\$761.10	7/26/23	\$761.10
7/6/23	Clatsop Association of Realtors Short Term Rental #1	7/13/23	\$1,496.86	7/28/23	\$1,496.86
9/9/23	SHS Class of 1973 Reunion	7/16/23	\$3,103.40	7/24/23	\$3,103.40
2/25/25	Englund Marine Anniversary Celebration Deposit	7/18/23	\$650.00	7/24/23	\$650.00
6/6/23-6/8/23	Coast Spotlight Talent Show Fundraiser	7/18/23	\$1,250.00	8/7/23	\$1,250.00
1/13/24-1/14/24	Wedding Trade Show	7/18/23	\$1,100.00	8/18/23	\$1,100.00
7/9/23-7/16/23	Spotlight Dance Cup	7/20/23	\$6,450.00	8/7/23	\$6,450.00
7/17/23-7/23/23	Miss Oregon 2023	7/24/23	\$9,071.49	7/28/23	\$9,071.49
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$1,318.00	7/28/23	\$1,108.00
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$210.00	8/8/23	\$210.00
7/29/23	Pacific Northwest Custom Invitational 2023	8/7/23	\$650.00	8/25/23	\$650.00
7/31/23	South Korean Delegates	8/7/23	\$3,658.00	12/13/23	\$3,658.00
9/23/24-9/26/24	NW GIS Conference Rental Deposit	8/11/23	\$2,000.00	9/6/23	\$2,000.00
8/17/23	Clatsop Association of Realtors Webmaps 23	8/28/23	\$1,229.00	8/27/23	\$1,229.00
8/28/23	OAWU Summer Classic 2023	8/28/23	\$24,719.28	10/2/23	\$24,719.28
8/28/23-8/31/23	OR State Police CJIS Training 2023	9/6/23	\$13,131.90	10/16/23	\$13,131.90
10/23/23-10/25/23	OR Ministry Conference	9/28/23	\$1,500.00	9/28/23	\$1,500.00
9/10/23	Class of 1963 Reunion	9/6/23	\$1,481.04	9/6/23	\$1,481.04
9/6/23-9/8/23	Head Start Pre-Service 23	9/15/23	\$21,151.82	10/23/23	\$21,151.82

2023-2024 ACCOUNTS RECEIVABLE

9/10/23	Class of 1963 Reunion	9/15/23	\$84.96	9/18/23	\$84.96
9/15/23	OSPA George Fox Reception	9/18/23	\$240.72	10/2/23	\$240.72
9/15/23	OSPA Pacific University Reception	9/18/23	\$410.64	10/2/23	\$410.64
9/15/23	OSPA OHSU Alumni Reception F&B Only	9/18/23	\$371.70	9/20/23	\$371.70
9/15/23	OSPA OHSU Alumni Reception Alcohol Only	9/18/23	\$247.80	9/20/23	\$247.80
9/15/23	OSPA Sanofi Luncheon	9/20/23	\$2,492.16	9/21/23	\$2,492.16
9/13/23-9/16/23	OSPA Fall Conference 2023	9/18/23	\$26,977.14	9/25/23	\$26,977.14
9/18/23-9/21/23	Pacific Shellfish Growers Conference	9/26/23	\$69,928.72	10/11/23	\$69,928.72
9/22/23-9/24/23	It's A She Thang Conference	9/26/23	\$17,981.90	10/6/23	\$17,981.90
9/25/23-9/28/23	OR Vocational Rehab In-Service	10/3/23	\$38,627.10	10/6/23	\$38,627.10
9/29/23-10/2/23	ASAN Fall Conference	10/3/23	\$16,262.24	10/3/23	\$16,262.24
3/8/24-3/10/24	Pouring at the Coast Cancellation	10/4/23	\$300.00	3/4/24	\$300.00
12/8/23-12/9/23	Toy Drive 2023	10/9/23	\$600.00	10/9/23	\$600.00
6/7/24-6/8/24	Dance Recital 2024	10/9/23	\$800.00	10/9/23	\$800.00
10/2/23-10/8/23	ACBL Regional Tournament	10/10/23	\$17,476.05	10/19/23	\$17,476.05
10/8/23-10/9/23	Columbia Pacific Annual Summit	10/16/23	\$22,818.34	11/14/23	\$22,818.34
10/11/23-10/14/23	West Coast Women's Conference	10/17/23	\$24,097.13	10/19/23	\$24,097.13
10/16/23	CAR Ethics Training	10/18/23	\$1,358.80	10/18/23	\$1,358.80
10/18/23-10/20/23	NOW Lutheran Educators	10/23/23	\$13,945.94	11/27/23	\$13,945.94
10/21/23	Chinook Co-Stewardship	10/23/23	\$1,386.15	11/6/23	\$1,386.15
10/23/23-10/25/25	OMN Intermission	10/25/23	\$37,021.58	10/31/23	\$37,021.58
7/5/24-7/7/24	Metaphysics & Wellness Fair Deposit	10/25/23	\$1,500.00	11/13/23	\$1,500.00
10/27/23-10/28/23	Seaside Sashay	11/1/23	\$2,030.00	11/6/23	\$2,030.00
10/29/23	Founders Dinner	11/1/23	\$6,238.20	11/13/23	\$6,238.20
7/28/24-7/31/24	OR School Officer Conference 2024	11/6/23	\$4,000.00	11/13/23	\$4,000.00
11/1/23-11/4/23	OFDDA Conference	11/7/23	\$31,672.86	11/27/23	\$31,672.86
11/4/23-11/6/23	OASC Fall Conference	11/8/23	\$20,491.78	11/15/23	\$20,491.78
11/8/23	Seaside Kids Pancake Feed	11/13/23	\$150.00	12/20/23	\$150.00
11/9/23	Head Start All Staff PBIS Training	11/13/23	\$4,712.60	11/27/23	\$4,712.60
11/13/23-11/14/23	Iron Chef 2023	11/15/23	\$1,477.00	12/14/23	\$1,477.00
11/15/23-11/16/23	PEO Holiday Boutique	11/22/23	\$285.00	12/1/23	\$285.00
11/17/23-11/19/23	Word of Life Family Conference	11/27/23	\$12,857.00	12/1/23	\$12,857.00
11/24/23-11/23/23	Seaside Artisan Fair	12/1/23	\$3,200.00	12/15/23	\$3,200.00
11/27/23-12/2/23	Festival of Trees	12/4/23	\$26,025.16	1/16/24	\$26,025.16
1/13/24-1/14/24	Oregon Coast Wedding Expo Deposit #2	12/4/23	\$1,100.00	1/8/24	\$1,100.00
2/1/24-2/5/24	Get Out The Float Room Rental	12/4/23	\$5,000.00	12/11/23	\$5,000.00
12/8/23	OR State DAS Event	12/13/23	\$300.00	12/18/23	\$300.00
2/25/25	Englund Marine Anniversary Celebration Deposit #2	1/4/24	\$650.00	1/16/24	\$650.00
1/5/24-1/7/24	Emerald Cat Club Cat Show	1/9/24	\$2,553.50	1/22/24	\$2,553.50
1/10/24-1/12/24	Exec Leadership ODEI Sub Group	1/12/24	\$8,289.50	1/22/24	\$8,289.50

March 14th 2024

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining	% Remaining
ADVERTISING	\$45,000	\$3,011	\$24,086	\$20,914	46%
AUDIT	\$7,500	\$85	\$680	\$6,820	91%
BUILDING MAINTENANCE	\$35,000	\$6,922	\$55,374	(\$20,374)	-58%
CLOTHING	\$4,000	\$422	\$3,373	\$627	16%
CREDIT CARD DISCOUNT	\$1,000	\$63	\$507	\$493	49%
DUES & MEMBERSHIPS	\$5,000	\$190	\$1,519	\$3,481	70%
ELECTRICITY	\$60,000	\$4,614	\$36,915	\$23,085	38%
EQUIPMENT MAINTENANCE	\$12,000	\$428	\$3,425	\$8,575	71%
FOOD & LIQUOR FRANCHISE	\$875,000	\$71,796	\$574,368	\$300,632	34%
GARBAGE	\$3,000	\$187	\$1,494	\$1,506	50%
GAS/DIESEL/OIL	\$1,000	\$15	\$121	\$879	88%
GROUNDS MAINTENANCE	\$12,000	\$883	\$7,067	\$4,933	41%
HEATING FUEL	\$25,000	\$1,128	\$9,028	\$15,972	64%
INSURANCE	\$100,000	\$13,275	\$106,201	(\$6,201)	-6%
LEGAL SERVICES	\$500	\$234	\$1,873	(\$1,373)	-275%
MAINTENANCE CONTRACTS	\$20,000	\$1,602	\$12,818	\$7,182	36%
MINOR EQUIPMENT	\$40,000	\$2,805	\$22,442	\$17,558	44%
POSTAGE & FREIGHT	\$500	\$20	\$159	\$341	68%
PRINTING	\$2,500	\$76	\$608	\$1,892	76%
PROFESSIONAL/CONTRACTUAL	\$100,000	\$4,559	\$36,471	\$63,529	64%
PUBLICATIONS	\$150	\$33	\$260	(\$110)	-73%
RENTALS & LEASES	\$10,000	\$0	\$0	\$10,000	100%
SUPPLIES	\$30,000	\$2,822	\$22,578	\$7,422	25%
TELEPHONE	\$5,000	\$361	\$2,890	\$2,110	42%
TRAINING	\$20,000	\$821	\$6,570	\$13,430	67%
TRAVEL & MEETING	\$25,000	\$1,417	\$11,338	\$13,662	55%
Total	\$1,439,150	\$117,770	\$942,163	\$496,987	35%

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining	% Remaining
FICA	\$60,044	\$4,744	\$37,955	\$22,089	37%
HEALTH/DENTAL/LIFE INSURA	\$166,467	\$8,019	\$64,149	\$102,318	61%
INSURANCE SPLIT	\$4,000	\$200	\$1,600	\$2,400	60%
LONGEVITY BONUS	\$0	\$703	\$5,622	(\$5,622)	
OVERTIME/HOLIDAY PAY	\$5,536	\$451	\$3,608	\$1,928	35%
PAID FAMILY LEAVE	\$15,000	\$17	\$136	\$14,864	99%
PART-TIME HELP	\$3,057	\$255	\$2,038	\$1,019	33%
RETIREMENT	\$0	\$189	\$1,515	(\$1,515)	
Salaries and Wages	\$206,906	\$3,885	\$31,077	\$175,829	85%
UNEMPLOYMENT	\$764,356	\$55,694	\$445,550	\$318,806	42%
WORKMANS COMPENSATION INS	\$764	\$141	\$1,131	(\$367)	-48%
Total	\$1,070	\$238	\$1,904	(\$834)	-78%

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
Interfund Loan - FIRE EQU	\$1,250,000	\$0	\$0	\$1,250,000
Interfund Loan - Water	\$900,000	\$0	\$0	\$900,000
BOND PRINCIPAL	\$615,000	\$76,875	\$615,000	\$0
BOND INTEREST	\$526,050	\$33,839	\$207,713	\$255,338
Total	\$3,291,050	\$110,714	\$822,713	\$2,405,338

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
BAD DEBT	\$0	\$0	\$0	\$0
BUILDING	\$1,750,000	\$5,369	\$42,956	\$1,707,044
ENDING FUND BALANCE	\$590,806	\$0	\$0	\$590,806
EQUIPMENT	\$25,000	\$5,809	\$46,474	(\$21,474)
MINOR EQUIPMENT	\$10,000	\$595	\$4,761	\$5,240
Total	\$ 2,375,806	\$ 11,774	\$ 94,190	\$ 2,281,616

Seaside Civic & Convention Center

Sales Report February 2024

Number of Contacts: 40
Contracts Received: 11
Addendums Received: 3
Meetings & Trainings: 10
Site Tours of SCCC: 0

Cancelled Contracts: 3 June 8-12, 2027, OR Grand Lodge of AF & AM Annual Communication
 June 6-10, 2028, OR Grand Lodge of AF & AM Annual Communication
 June 8-12, 2032, OR Grand Lodge of AF & AM Annual Communication

Priority	New	Return	Attendees	Dates	Event
1			275	9/4-6/2025	OR AFL-CIO 59th Biennial Convention 2025
1			500	6/23-30/2024	Addendum Miss OR Scholarship Program Add June 23, 2024 For Total Rental of June 23-30, 2024
1			350	9/17-20/2031	OR AFL-CIO Convention 2031
1			300	10/30-11/1/2026	OR State Beekeepers Assn Conference 2026
1			250	5/12-14/2025	Addendum DOJ Organized Crime Conference 2025 Switch Dates From March 19-21, 2024 To May 12-14, 2025
1			250-300	2/21/2025	Scooter Cannonball 2025
3			110	2/11-16/2026	Get Out The Float 2026
3			125	2/13/2024	Addendum OR Vocational Rehabilitation Youth Services Training 2024 Release Sunrise Room 2/13/24
3			160	2/28-3/2/2024	Addendum THE Conference For Festivals & Events 2024 Remove Usage of Riverside Room For The Day February 28, 2024
4			15	2/13-14/2024	City of Seaside Telecommunicator Testing 2024
4			50	2/28/2024	City of Seaside SEAR Event TTX 2024
4			40	6/17/2024	Life Line Screening June 2024
4			1,000	3/14-16/2025	Seaside Jazz & Blues 2025
4			50	6/6/2024	Clatsop Assn of Realtors (CAR) Training June 2024

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2024-2033



Data Details	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
CONTRACTED DAYS	256	181	103	77	74	79	74	50	41	27
PENDING CONTRACT	4	9	2	0	0	0	0	0	0	0
TENTATIVE HOLD	6	31	33	28	19	18	23	17	18	15



2024 BOOKING CALENDAR

January							February							March									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
	1	2	3	4	5	6					1	2	3						1	2			
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▶	14	15	16	17	18	19	20	▶	11	12	13	14	15	16	17	▶	10	11	12	13	14	15	16
▶	21	22	23	24	25	26	27	▶	18	19	20	21	22	23	24	▶	17	18	19	20	21	22	23
▶	28	29	30	31			▶	25	26	27	28	29			▶	24	25	26	27	28	29	30	
														▶	31								

April							May							June									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
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July							August							September									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
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▶	21	22	23	24	25	26	27	▶	18	19	20	21	22	23	24	▶	22	23	24	25	26	27	28
▶	28	29	30	31			▶	25	26	27	28	29	30	31	▶	29	30						

October							November							December									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
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▶	13	14	15	16	17	18	19	▶	10	11	12	13	14	15	16	▶	15	16	17	18	19	20	21
▶	20	21	22	23	24	25	26	▶	17	18	19	20	21	22	23	▶	22	23	24	25	26	27	28
▶	27	28	29	30	31		▶	24	25	26	27	28	29	30	▶	29	30	31					

YELLOW = CONTRACTED DAYS - 256 days

Updated 3/1/24

RED = CONTRACT PENDING - 4 days

GREEN = TENTATIVE HOLD - 6 days

GREY = FACILITY MAINTENANCE - 22 days

General Managers Report

February 2024

In February, we held twenty-six (26) event/usage days, which included:
Five (5) Conferences, Four (4) Civic Events, and One (1) State of Oregon.

Economic Impact: \$2,406,286 to our Seaside Business Community.

Upcoming, we have;

March 4-7	NEW EMPLOYEE ORIENTATION, FOREST SERVICE REGION 6
March 8	NW REGIONAL ESD TRAINING SERIES
March 9-10	OREGON COAST WEDDING EXPO*
March 11-13	CVNW ANNUAL ENRICHMENT CONFERENCE
March 15-17	SEASIDE JAZZ AND BLUES*
March 22-24	OREGON GHOST CONFERENCE*
March 26-29	NORTHWEST REGIONAL MANAGERS CONFERENCE

Brian's two cents:

Let's kick off this month's message with a wonderful quote from Jennifer of the Special Districts Association of Oregon regarding our Operations crew: "They are consistently amazing and tirelessly dedicated. If I could, I'd give them a raise."

Our Operations crew not only demonstrates hard work but also showcases creativity and camaraderie. Every SCCC team member strives to ensure a positive experience for every guest who walks through our doors. For that, I extend my sincere gratitude.

In recent months, we've received several comments regarding the guest experience with our Wi-Fi. We've partnered with our IT provider to address all concerns promptly, more to come.

Thank you all for your dedication to the success of the Seaside Civic & Convention Center Commission. Your time and energy are truly appreciated.

Seaside Civic & Convention Center

Monthly Event Report – February 2024

#	Event	Event Days	Attendees
1	SDAO Annual Conference	5	625
1	OVMA Annual Conference	3	180
1	Get Out The Float	5	149
3	Miss Clatsop County	2	250
1	OACE Winter Conference	3	320
5	OR Vocational Youth Services Training	2	45
3	Seaside 2050 Meeting	1	72
3	SPD Telecommunicator Testing	2	18
3	Goodding Memorial	1	50
1	President's Promenade Cheer	2	850
Totals: 10 Events		26	2,559

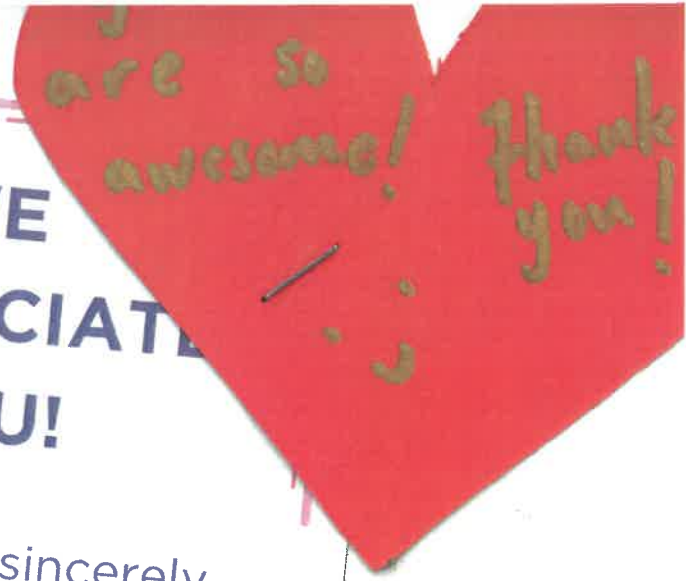
	Key	Total Events	Attendees
1	Conference/Convention	5	2,124
2	Trade Show	0	0
3	Civic Event	4	390
4	Fundraiser	0	0
5	State of Oregon	1	45
Totals		10	2,559

Seaside Civic and Convention Center: Economic Impact / Room Tax Revenue

Month	2020	2021	2022	2023	2024
January	\$ 1,259,519.00	\$ 13,397.00	\$ 289,775.00	\$ 967,660.00	\$ 1,810,182.00
February	\$ 1,115,551.00	\$ 987,130.00	\$ 1,897,091.00	\$ 1,202,772.00	\$ 2,406,286.00
March	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	\$ 2,025,227.00	
April	\$ -	\$ 298,213.00	\$ 5,068,830.00	\$ 4,227,075.00	
May	\$ -	\$ 913,027.00	\$ 1,147,357.00	\$ 1,773,456.00	
June	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	\$ 3,403,889.00	
July	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	\$ 3,217,944.00	
August	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	\$ 602,683.00	
September	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	\$ 2,030,243.00	
October	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	\$ 2,382,070.00	
November	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	\$ 2,571,635.00	
December	\$ 302,650.00	\$ 593,261.00	\$ 1,064,681.00	\$ 793,377.00	
TOTAL	\$ 5,318,104.00	\$ 10,004,911.00	\$ 22,488,383.00	\$ 25,198,031.00	
Annual Facility Usage	96	168	244	228	256
Room Tax Revenue					
Jan-Mar	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	\$ 941,655.00	
April-June	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	\$ 1,625,482.00	
July-Sept	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	\$ 2,366,422.00	
Oct-Dec	\$ 1,098,752.00	\$ 1,099,439.00	\$ 1,198,695.00	\$ 1,233,162.00	
TOTAL	\$ 4,831,417.00	\$ 7,102,836.00	\$ 7,146,625.00	\$ 6,166,721.00	

Note: On July 1, 2017 a 2% increase in transient lodging tax went into effect to fund the SCCC Expansion/Renovation Project.

Note: April - June Room Tax Revenue is not official as of 9-2-22

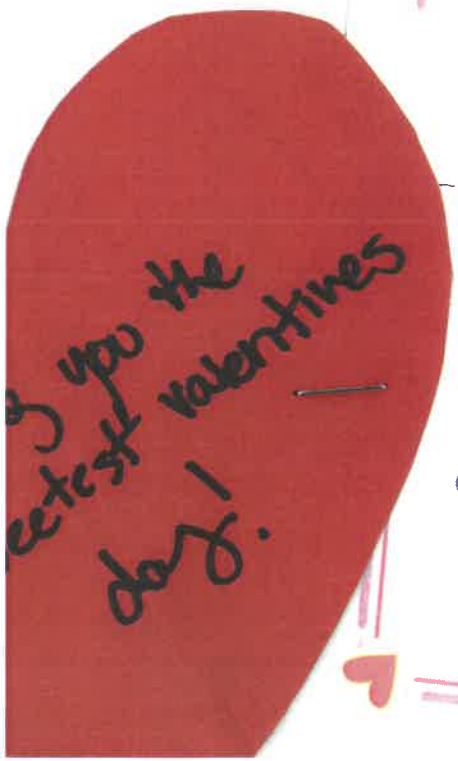


WE APPRECIATE YOU!

We'd like to sincerely thank you for your continued support of the MHAAO mission!

Please join us in raising awareness and spreading some love this Valentine's Day! We invite you to share these stickers with friends and family, put them on your water bottle or favorite to-go cup, or however else you'd like to share some love.

Thank you for all you do for MHAAO and the folks we serve.



#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 08, 2024 8:04:00 PM
Last Modified: Friday, February 09, 2024 8:28:30 AM
Time Spent: 12:24:30
IP Address: 50.109.254.11

Page 1

Q1

Please tell us about your event.

Name of Event	Get Out The Float 2024
Name of Evaluator	Louis Lamp
Email Address	louis.lamp@gmail.com
Number of Attendees	149
Date(s)	Feb 1-5, 2024; incl setup and loadout.

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Tina is often faster than I am at responding to my questions on contracts; if she doesn't know, she gets the answers.

Seaside Civic and Convention Center 2024 Survey

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Celeste is a joy to work with, she is a great resource and her problem-solving prior to and during the convention was awesome.

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Good
Appearance	Outstanding
Signage	Average
Value	Outstanding
Other (please specify):	Had early issues with some high-speed wireless access points throttled to 1Mb/s when they should have been faster; unsure how it was resolved, only that Jennifer Biamont found a solution that worked for everyone. Pacific Room, I think I'll need to add a note to the BEO for a quick mop/sweep after the bouncy castles have been set up, in case the sandbags used as anchors spill anything. Some of the sand dug into the undersides of inflatables such as the gator, and it added to extra cleaning. I believe we used all the interior screens available to us, but some interior screens were still showing a default slideshow during the convention, including the one near the Seamist Room) during the weekend. Unsure if that was brought to the attention of facility staff. Equipment: I believe we used all available easels for signage, would love an update if the number of easels and stanchion signs increases. Network: There might not be many conventions that take place that would like to use a wired network in the building; we do plan to use cameras more in the future. The biggest obstacle we have is getting camera feeds from their locations to Seamist (convention operations). Their main purpose is deterrence, but we want to make sure that if they are needed, they can be more properly deployed in future years.

Seaside Civic and Convention Center 2024 Survey

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Good
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	Excellent experiences all around; I tried to make sure everyone got coins.

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Good
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding
Other (please specify):	Every room was set up to our specs except for Riverside A, which was set up to our original plan when we thought we would have 8 dealers; once that number was halved, I sent an update to that effect. It's a small thing, and the extra tables didn't detract from our experience.

Seaside Civic and Convention Center 2024 Survey

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Below Average
Other (please specify):	The less than excellent rating for sound and lighting is less against convention center AV and more that the AV contractor (Kelcema) and my AV Lead focused myopically on Necanicum East, and not on other events in other rooms. Where we had insufficient AV support was not against the convention center. WIFI was addressed in an earlier comment.

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Average
Courtesy	Outstanding
Other (please specify):	We had a two-fold problem. We did not find the menu to our liking (generally), but it is a concession stand menu. But the utility of the concession stand was minimal because we didn't have enough of our attendees actually inside the convention center for most of the convention. We'll be working on that problem before we ask for the concession stand again.

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Good
Responsive to Needs	Good
Presentation/Creativity	Average
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Good
Affordability	Good
Cleanliness	Good
Guest Room Appearance	Average
Courtesy of Front Desk Staff	Good
Parking	Below Average
Amenities	Average
Other (please specify):	The feedback above is specific to the Inn at Seaside, where most of us stayed. Parking is a fairly large shortage in Seaside, especially when you have more than one car per room. In our case, I'd like to direct our truck drivers to park their trucks in an area where overnight parking is allowed (even if we need to ask for a permit to do such from the city).

Q12

Were there members of our team who provided exceptional customer service?

Yes - and I'm very sad that I don't remember their names now!

Q13

Please provide any suggestions you have for improving your experience with us.

The concrete-filled hot tub was quite cool; I would suggest that if the hot tub is not functional but in plane with the pool, to temporarily close the pool and remove the hot tub component. Its current state was a 'permanent fix' to whatever problem the hot tub was causing, but it limits the utility of the space overall.

Q14

Please comment on your overall experience while visiting Seaside.

I loved it! Based on incoming feedback from our attendees, they loved it, too!

Q15

How did you hear about us?

Referral,
Repeat Customer

Seaside Civic and Convention Center 2024 Survey

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 14, 2024 5:06:14 PM
Last Modified: Wednesday, February 14, 2024 5:12:52 PM
Time Spent: 00:06:37
IP Address: 71.63.230.177

Page 1

Q1

Please tell us about your event.

Name of Event	Special Districts Association of Oregon
Name of Evaluator	Jennifer Quisenberry
Email Address	jquisenberry@sdao.com
Number of Attendees	A lot
Date(s)	2/7-2/11/24

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Good
Appearance	Outstanding
Signage	Average
Value	Outstanding
Other (please specify):	Properly equipped - it is equipped with everything we need... except for easily adjusting the temperatures in the room. We also had a problem on Saturday where no one was in the office so they couldn't adjust the temps in Necanicum. Big hole there. That should be adjustable by all staff. Signage - I'm not a fan of the Seaside and Riverside digital signage. Just a personal preference. It doesn't come on until a certain time so if someone is early, it doesn't show anything. It would be great if it just showed the schedule for the day.

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	They are always amazing and they work so hard. If I could give them a raise I would. :-)

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding
Other (please specify):	Only complaint is the chairs... Kind of uncomfortable.

Seaside Civic and Convention Center 2024 Survey

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Good
Other (please specify):	We had a snafu on Friday with the wi-fi. It was capped at 100 people and we had 600+ on site that day.

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	Everyone is always so nice!

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Good
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	Only thing I wasn't a fan of (which was my fault for not reading) was Best Western's contract terms. A 30-day cancellation clause or else you get charged for the entire stay. We won't use them again if that is required in the contract.

Q12

Were there members of our team who provided exceptional customer service?

Everyone!

Q13

Please provide any suggestions you have for improving your experience with us.

HVAC, digital signage, and chairs.

Seaside Civic and Convention Center 2024 Survey

Q14

Please comment on your overall experience while visiting Seaside.

Wonderful!

Q15

Repeat Customer

How did you hear about us?

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 1:19:34 PM
Last Modified: Monday, February 26, 2024 1:23:26 PM
Time Spent: 00:03:52
IP Address: 47.25.201.229

Page 1

Q1

Please tell us about your event.

Name of Event	Miss Clatsop County Scholarship Program
Name of Evaluator	Sandy Newman
Email Address	director.clatsopcounty@missoregon.org
Number of Attendees	250
Date(s)	February 23-24

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Good
Menu Creativity	N/A
Courtesy	N/A

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	N/A
Responsive to Needs	N/A
Presentation/Creativity	N/A
Properly Staffed	N/A
Flexibility of Staff	N/A
Courtesy of Staff	N/A

Seaside Civic and Convention Center 2024 Survey

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A

Q12

Respondent skipped this question

Were there members of our team who provided exceptional customer service?

Q13

Respondent skipped this question

Please provide any suggestions you have for improving your experience with us.

Q14

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

Q15

Repeat Customer

How did you hear about us?

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 28, 2024 8:44:27 AM
Last Modified: Wednesday, February 28, 2024 8:49:25 AM
Time Spent: 00:04:58
IP Address: 76.191.93.210

Page 1

Q1

Please tell us about your event.

Name of Event	Seaside 2050
Name of Evaluator	Jeff Flory
Email Address	jflory@cityofseaside.us
Number of Attendees	72
Date(s)	02/27/24

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Excellent communication and very easy to work with through the booking process.

Seaside Civic and Convention Center 2024 Survey

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Made setting up the room easy and put together the perfect layout for the event.

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding
Other (please specify):	Facility was clean and the technology made the event very successful.

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	Staff quickly worked through bug issues with computer connectivity and very professionally helped get the presenter set up.

Seaside Civic and Convention Center 2024 Survey

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding
Other (please specify):	The catchbox microphone was a hit and helped facilitate discussion throughout the room.

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	N/A
Communication Skills	N/A
Timely Response	N/A
Menu Creativity	N/A
Courtesy	N/A

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	I did not meet Roscoe but the F&B staff we worked with was excellent and put out the perfect spread for what we were trying to do.

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A

Q12

Respondent skipped this question

Were there members of our team who provided exceptional customer service?

Seaside Civic and Convention Center 2024 Survey

Q13

Respondent skipped this question

Please provide any suggestions you have for improving your experience with us.

Q14

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

Q15

Respondent skipped this question

How did you hear about us?

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 05, 2024 10:09:35 AM
Last Modified: Tuesday, March 05, 2024 10:17:49 AM
Time Spent: 00:08:14
IP Address: 207.55.94.235

Page 1

Q1

Please tell us about your event.

Name of Event	THE Conference for Festivals & Events
Name of Evaluator	Jill Ingalls
Email Address	jill@oregonfestivals.org
Number of Attendees	182
Date(s)	Feb 29 -March 2nd 2024

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Good
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding
Other (please specify):	The heat issue in the Seaside rooms was a source of most of our complaints. Other than that the facility is OUTSTANDING

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding
Other (please specify):	Jennifer was on it! We really had zero issues with WIFI

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	We were always spoiled!

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Below Average
Courtesy	Outstanding
Other (please specify):	Roscoe is always easy to deal with in arranging the BEO.

Seaside Civic and Convention Center 2024 Survey

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Below Average
Responsive to Needs	Below Average
Presentation/Creativity	Below Average
Properly Staffed	Good
Flexibility of Staff	Below Average
Courtesy of Staff	Average
Other (please specify):	A major menu mistake on our gala awards night, several of the special diet requests were rudely dealt with or not accommodated. Staff responded often with "I don't know" or "you're not in my area". I would like to discuss this in more depth with Brian.

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Good
Affordability	Good
Cleanliness	Average
Guest Room Appearance	Good
Courtesy of Front Desk Staff	Good
Parking	Good
Amenities	Good
Other (please specify):	Our attendees were EVERYWHERE - I didn't hear of anything in particular with lodging

Q12

Were there members of our team who provided exceptional customer service?

All facility staff are over the top. The Bartender - he is our favorite anywhere.

Q13

Please provide any suggestions you have for improving your experience with us.

You kept us informed about the heating issue - hope you can solve that soon.

Seaside Civic and Convention Center 2024 Survey

Q14

Please comment on your overall experience while visiting Seaside.

Excellent for the most part, The homeless / drug use seemed more obvious than previously. We encouraged attendees to move about in buddy system.

Q15

Repeat Customer

How did you hear about us?

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 11, 2024 4:39:54 PM
Last Modified: Monday, March 11, 2024 4:53:42 PM
Time Spent: 00:13:47
IP Address: 66.154.132.120

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Q1

Please tell us about your event.

Name of Event	NWRESD Early Literacy Supports: The Science of Reading, The Science of Teaching & Data-Based Decision Making
Name of Evaluator	Matthew Kishlock
Email Address	mkishlock@nwresd.k12.or.us
Number of Attendees	65
Date(s)	03/08/2024

Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Loved working with Celeste!

Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding

Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2024 Survey

Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	Despite the difficulty we had in making the initial connection, Roscoe was incredibly responsive and generous. We felt more than taken care of.

Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding

Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	Rivertide Suites; room was comfortable and well-located. Room on ground floor felt less private, but was otherwise adequate in every way.

Seaside Civic and Convention Center 2024 Survey

Q12

Were there members of our team who provided exceptional customer service?

Celeste was a huge help throughout the initial planning process; I'd also like to thank each person that came up and introduced themselves individually to me throughout the day. It was unexpected and very pleasant.

I'm unsure of what other large scale gatherings we might have on the coast, but I'll definitely recommend your facilities if we need to plan something.

Q13

Respondent skipped this question

Please provide any suggestions you have for improving your experience with us.

Q14

Please comment on your overall experience while visiting Seaside.

Had a great time visiting Seaside; stayed an extra night with my partner and toured around the city and coast a bit.

Q15

Website

How did you hear about us?

Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.