



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
December 14th, 2023 – 4 pm**

- I. **CALL TO ORDER**
 - a. **Roll Call**

Erik Marston (Chair)	10/25/24
Robert Fuller (Vice-Chair)	10/25/25
Nancy McCune	10/25/26
Shaun Wagner	10/25/25
Linda Benjamin	10/25/25
Robert Perkel	10/25/24
Dana Phillips	10/25/26

- II. **Consensus of Agenda / Additions**
 - a. **Motion to Approve**

- III. **Minutes from November 17th, 2023**
 - a. **Motion to Approve**

- IV. **Declaration of Potential Conflict of Interest**

- V. **Guest Present**

- VI. **Advertising / Marketing** - **Joshua Heineman / Tina Eilers**
 - a. **Motion To Approve**

- VII. **Budget / Finance** - **Jennifer Biamont**
 - a. **Motion to Approve**

- VIII. **Sales Director’s Report** - **Tina Eilers**
 - a. **Motion to Approve**

- IX. **General Manager’s Report** - **Brian**
 - a. **Motion to Approve**

- X. **Old Business**
 - a. **Update fees** - **Brian (Bob & Nancy)**
 - i. **First meeting (Dec 18th – 22nd)**
 - ii. **Second meeting (Jan 2 – 5th)**

- XI. **New Business** - **Open to all**

- XII. **Correspondence**

- XIII. **Adjournment**



CIVIC AND CONVENTION CENTER

**COMMISSION REGULAR MEETING
November 16th, 2023**

CALL TO ORDER:

The meeting was called to order at 4:02 p.m.

A. Roll Call:

• **Members Present:**

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

• **Members Absent:**

Nancy McCune

B. Consensus of Agenda/Additions:

There were no additions to the agenda. (Dana/Robert P)

MINUTES OF LAST MEETING:

The October minutes were approved as presented, and the September minutes were approved with the insertion of the conversation regarding the interfund loans. (Linda/Robert P)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

- There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

- There were no guests Present.

COMMITTEE REPORTS:

A. Advertising/Marketing:

- Joshua started by explaining that we don't have any new ads right now.

- Joshua said that SCCC is part of an MPI email distribution that went out November 9th. The ad was displayed for the group to review. Brian added that we are always trying to keep current and create better content, and the current photo in this ad shows that perfectly.
- Joshua shared SCCC website stats for the month of October. He mentioned that now we get information from GA4 as opposed to Google Analytics.
- Tina talked about the Oregon State University supplier showcase and expo that she attended in October and said she made several good contacts.
(Robert F/Dana)

B. Budget/Finance:

- Jennifer B started with the status of the accounts receivable report through the end of October. She said all clients are up to date.
- Brian shared his current two-page budget report. He showed a display to explain the breakdown of funds with the information he has collected from the city.
- Robert F questioned Brian's budget report with how it represents the time frame for the dollar amount under the Insurance portion. Brian said he would find out.
- Shaun said he does not see an updated breakdown in the financial report regarding the distribution of the tourism tax dollars. Shaun added he is concerned about the loans to other departments and how these funds are being used and if they are going towards tourism activities. Joshua talked about the notes from the last meeting with information from Seth representing the city. Joshua explained that this is a City Manager and council budget decision. Brian said that he will work on getting that information from the city. (Shaun/Robert P)

SALES DIRECTOR'S REPORT:

- Tina started by talking about a trend she is seeing, and that is current attendees asking about renting the building for a different group event in the future. She mentioned that this reflects the renovation in how the building is selling itself.
- Tina shared her activity for the month of October with contacts, contracts, meetings, trainings, addendums, and site tours.
- Tina talked about the Word of Life group moving into the building this week and that the number of attendees has increased.
- Tina added that this is the time of year we do several civic events. She said these are the type of groups that do important fundraisers, and that they have been successful this year so far.

- Tina explained that she is still working on Triple Seat software client/calendar entries, and this has been a long process. She added that we are getting closer to opening it up to the rest of the staff.
- Brian reviewed the booking calendars and 10-year booking spreadsheet with the commission. (Robert F/Dana)

GENERAL MANAGER'S REPORT:

- Brian started by talking about the Economic Impact for October, he said it was almost 2.4 million.
- Brian shared the new arrangement for Iron Chef and said the event was almost sold out and was successful. Brian said he is impressed with how our crew thinks over and beyond to make each event even better.
- Brian talked about our upcoming maintenance and projects. He added that we have vendors we can count on, and they give us a prompt response. For example, we had to bring in a roofer to help us with some patching, and they showed up in a timely manner to make those repairs. Brian explained he has an Engineer that will help us choose a proper HVAC system.
- Brian said Oregon Fine Foods has given him a draft version of their menu. He added that he asked them to make the menu format more creative and engaging with more information. Brian said they are making those changes and some pricing changes.
- (Robert F/Dana)

OLD BUSINESS:

Brian moved the meeting to January 2024 regarding updating our fees for the building.

NEW BUSINESS:

The next commission meeting is December 14th. The group will vote on new leaders for 2024.

CORRESPONDENCE:

The Commission reviewed the surveys.

ADJOURNMENT:

The meeting was adjourned at 5:02p.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
2/25/24	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

Updated 11/28/23

Dec 2023 Commission Meeting

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining	% Remaining
ADVERTISING	\$45,000	\$3,661	\$14,643	\$30,357	67%
AUDIT	\$7,500	\$170	\$680	\$6,820	91%
BUILDING MAINTENANCE	\$35,000	\$4,502	\$18,008	\$16,992	49%
CLOTHING	\$4,000	\$843	\$3,373	\$627	16%
CREDIT CARD DISCOUNT	\$1,000	\$121	\$485	\$515	51%
DUES & MEMBERSHIPS	\$5,000	\$380	\$1,519	\$3,481	70%
ELECTRICITY	\$60,000	\$4,143	\$16,571	\$43,429	72%
EQUIPMENT MAINTENANCE	\$12,000	\$850	\$3,401	\$8,599	72%
FOOD & LIQUOR FRANCHISE	\$875,000	\$54,439	\$217,757	\$657,243	75%
GARBAGE	\$3,000	\$203	\$811	\$2,189	73%
GAS/DIESEL/OIL	\$1,000	\$0	\$0	\$1,000	100%
GROUNDS MAINTENANCE	\$12,000	\$883	\$3,533	\$8,467	71%
HEATING FUEL	\$25,000	\$258	\$1,034	\$23,966	96%
INSURANCE	\$100,000	\$26,550	\$106,201	(\$6,201)	-6%
LEGAL SERVICES	\$500	\$291	\$1,165	(\$665)	-133%
MAINTENANCE CONTRACTS	\$20,000	\$768	\$3,073	\$16,927	85%
MINOR EQUIPMENT	\$50,000	\$6,238	\$24,952	\$25,048	50%
POSTAGE & FREIGHT	\$500	\$18	\$72	\$428	86%
PRINTING	\$2,500	\$0	\$0	\$2,500	100%
PROFESSIONAL/CONTRACTUAL	\$100,000	\$3,851	\$15,405	\$84,595	85%
PUBLICATIONS	\$150	\$0	\$0	\$150	100%
RENTALS & LEASES	\$10,000	\$10	\$40	\$9,960	100%
SUPPLIES	\$30,000	\$2,569	\$10,277	\$19,723	66%
TELEPHONE	\$5,000	\$353	\$1,411	\$3,589	72%
TRAINING	\$20,000	\$23	\$90	\$19,910	100%
TRAVEL & MEETING	\$25,000	\$275	\$1,102	\$23,898	96%
Total	\$1,449,150	\$111,401	\$445,603	\$1,003,547	69%

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining	
FICA	\$60,044	\$3,561	\$14,243	\$45,801	76%
HEALTH/DENTAL/LIFE INSURA	\$166,467	\$9,277	\$37,108	\$129,359	78%
INSURANCE SPLIT	\$4,000	\$150	\$600	\$3,400	85%
LONGEVITY BONUS	\$5,536	\$338	\$1,353	\$4,183	76%
OVERTIME/HOLIDAY PAY	\$15,000	\$25	\$100	\$14,900	99%
PAID FAMILY LEAVE	\$3,057	\$200	\$798	\$2,259	74%
PART-TIME HELP	\$0	\$379	\$1,515	(\$1,515)	
RETIREMENT	\$206,906	\$7,769	\$31,077	\$175,829	85%
Salaries and Wages	\$764,356	\$46,601	\$186,402	\$577,954	76%
UNEMPLOYMENT	\$764	\$43	\$171	\$593	78%
WORKMANS COMPENSATION INS	\$1,070	\$457	\$1,827	(\$757)	-71%
Total	\$1,227,200	\$68,799	\$275,195	\$952,005	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	\$0	\$0	\$615,000
BOND INTEREST	\$526,050	\$0	\$0	\$526,050
Total	\$3,291,050	\$0	\$0	\$3,291,050

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining	
BUILDING	\$1,750,000	\$10,214	\$40,857	\$1,709,143	98%
CONTINGENCIES	\$300,000	\$0	\$0	\$300,000	100%
ENDING FUND BALANCE	\$10,368,504	\$0	\$0	\$10,368,504	100%
EQUIPMENT	\$25,000	\$5,809	\$23,237	\$1,763	7%
Total	\$12,443,504	\$16,023	\$64,094	\$12,379,410	99%

Seaside Civic & Convention Center

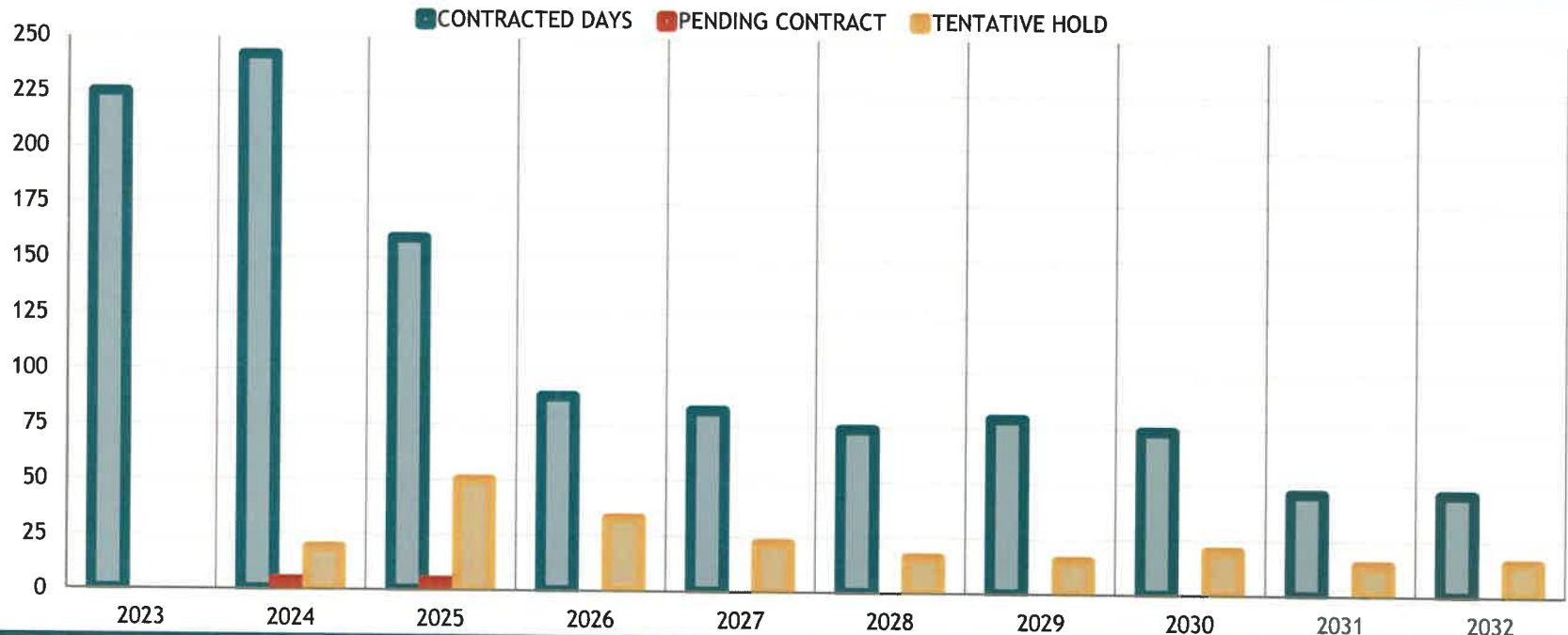
Sales Report November 2023

Number of Contacts: 45
Contracts Received: 7
Addendums Received: 6
Meetings & Trainings: 9
Site Tours of SCCC: 2

Cancelled Contracts: 1 November 16, 2023, Clatsop County T.I.O. Law Enforcement Training

Priority	New	Return	Attendees	Dates	Event
1		x	250	12/29-31/2023	Addendum Almost New Year's Roundup 2023 Transferring Authorized Representative From Holly Byrum to Kelly Goss
1		x	250	12/27-29/2024	Addendum Almost New Year's Roundup 2024 Transferring Authorized Representative From Holly Byrum to Kelly Goss
1		x	250	12/26-28/2025	Addendum Almost New Year's Roundup 2025 Transferring Authorized Representative From Holly Byrum to Kelly Goss
1		x	250	12/31/26-1/3/2027	Addendum Almost New Year's Roundup 2026 Transferring Authorized Representative From Holly Byrum to Kelly Goss
1		x	340	10/27-29/2025	OR Ministry Network "Intermission" Conference 2025
1		x	340	10/26-28/2026	OR Ministry Network "Intermission" Conference 2026
1	x		300	10/20-23/2025	NW Conference on Disability Services 2025
1	x		250	10/31-11/1/2024	OSECE Statewide Conference 2024
2	x		220	7/28-31/2024	OR School Resource Officers School Safety Conference 2024

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	225	242	159	88	82	74	79	74	46	46
PENDING CONTRACT	0	4	4	0	0	0	0	0	0	0
TENTATIVE HOLD	0	19	50	33	22	16	15	20	14	15



2023 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
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▶ 8	9	10	11	12	13	14	▶ 5	6	7	8	9	10	11	▶ 5	6	7	8	9	10	11
▶ 15	16	17	18	19	20	21	▶ 12	13	14	15	16	17	18	▶ 12	13	14	15	16	17	18
▶ 22	23	24	25	26	27	28	▶ 19	20	21	22	23	24	25	▶ 19	20	21	22	23	24	25
▶ 29	30	31	▶ 26	27	28	▶ 26	27	28	29	30	31									

April							May							June						
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▶ 30																				

July							August							September						
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▶ 23	24	25	26	27	28	29	▶ 27	28	29	30	31	▶ 24	25	26	27	28	29	30		
▶ 30	31																			

October							November							December						
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													▶ 31							

YELLOW = CONTRACTED DAYS - 225 days

Updated 12/4/2023

RED = CONTRACT PENDING- 0 days

GREEN = TENTATIVE HOLD - 0 days

GREY = FACILITY MAINTENANCE - 0 days



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			
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April							May							June									
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July							August							September									
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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
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October							November							December									
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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
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▶	27	28	29	30	31			▶	24	25	26	27	28	29	30	▶	29	30	31				

YELLOW = CONTRACTED DAYS - 242 days

Updated 11/29/23

RED = CONTRACT PENDING - 4 days

GREEN = TENTATIVE HOLD - 19 days

GREY = FACILITY MAINTENANCE - 9 days

General Managers Report

November 2023

In November, we held nineteen (19) event/usage days, which included:
Three (3) Conferences, Three (3) Civic Events, and Three (3) Fundraisers.

Economic Impact: \$2,571,635.00 to our Seaside Business Community.

Upcoming, we have;

November 13-14
November 15-16
November 16
November 17-19
November 24-25
Nov 27- Dec 3

IRON CHEF GOES COASTAL
P.E.O. HOLIDAY TREASURES BOUTIQUE
TIO LAW ENFORCEMENT TRAINING
WORD OF LIFE FAMILY CONFERENCE
SEASIDE ARTISAN FAIR
FESTIVAL OF TREES

DECEMBER 2023

December 7th
December 7th
December 8th
December 12th
December 8-9
December 18-21
December 29-31

Pearl Harbor Day Remembrance
ORLA/OLTA Tour and Q&A session
2023 State of Oregon Disparity Study Meeting
City of Seaside EPREP & Department Head Meeting
ENCORE DANCE RECITAL AND TOY DRIVE
SANTA'S WORKSHOP
ALMOST NEW YEAR'S ROUNDUP

Brian's two cents:

As my first full calendar year comes to a close, I'd like to take a moment to share a couple of insights I've gained along the way. These reflections are in no particular order:

- (a) One major realization is that things tend to cost more than initially anticipated, and our consumption often exceeds the planned amount.
- (b) I'm incredibly grateful for our amazing staff, who consistently prioritize creating a positive experience for our clients.
- (c) It's clear that achieving the perfect room temperature for everyone in the audience is an elusive goal.
- (d) On a lighter note, our tables are impressively sturdy – not that I'm challenging anyone to test their strength!

As we wrap up the calendar year, I want to express my sincere gratitude to everyone who played a role in making each event memorable for our event managers, attendees, civic groups, and art enthusiasts. Collaboratively, we've built a supportive community, and I'd like to extend a big thank you to the Seaside Civic & Convention Center Team, Oregon Fine Foods, as well as all our vendors and suppliers. Our guests appreciate your contributions, and we eagerly anticipate seeing you all again next year.

Warm regards,
Brian

Seaside Civic & Convention Center

Monthly Event Report – November 2023

#	Event	Event Days	Attendees
1	Oregon Fire District Directors	4	140
1	OR Assn of Student Councils	3	1000
3	CAT Staff Training	1	100
4	PEO Holiday Treasures Boutique	2	700
4	Iron Chef Goes Coastal	2	720
1	Word of Life Family Conference	3	500
3	Seaside Artisan Fair	2	1,250
4	Seaside Kids Pancake Feed	1	400
3	City of Seaside CIS Meeting	1	15
Totals: 9 Events		19	4825

	Key	Total Events	Attendees
1	Conference/Convention	3	1,640
2	Trade Show	0	0
3	Civic Event	3	1365
4	Fundraiser	3	1,820
5	State of Oregon	0	0
Totals		9	4825

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

Month	2019	2020	2021	2022	2023
January	\$ 670,525.00	\$ 1,259,519.00	\$ 13,397.00	\$ 289,775.00	\$ 967,660.00
February	\$ 159,118.00	\$ 1,115,551.00	\$ 987,130.00	\$ 1,897,091.00	\$ 1,202,772.00
March	\$ 1,261,332.00	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	\$ 2,025,227.00
April	\$ 3,412,611.00	\$ -	\$ 298,213.00	\$ 5,068,830.00	\$ 4,227,075.00
May	\$ 3,903,943.00	\$ -	\$ 913,027.00	\$ 1,147,357.00	\$ 1,773,456.00
June	\$ 5,352,622.00	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	\$ 3,403,889.00
July	\$ 1,681,435.00	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	\$ 3,217,944.00
August	\$ 1,252,004.00	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	\$ 602,683.00
September	\$ 1,907,811.00	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	\$ 2,030,243.00
October	\$ 3,247,581.00	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	\$ 2,382,070.00
November	\$ 5,220,893.00	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	\$ 2,571,635.00
December	\$ 938,458.00	\$ 302,650.00	\$ 593,261.00	\$ 1,064,681.00	
TOTAL	\$ 29,008,333.00	\$ 5,318,104.00	\$ 10,004,911.00	\$ 22,488,383.00	\$ 24,404,654.00
Annual Facility Usage	213	96	168	257	228

Room Tax Revenue					
Jan-Mar	\$ 843,846.00	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	\$ 941,655.00
April-June	\$ 1,387,666.00	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	\$ 1,625,482.00
July-Sept	\$ 2,146,082.00	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	\$ 2,836,867.00
Oct-Dec	\$ 907,746.00	\$ 1,098,752.00	\$ 1,099,439.00	\$ 1,198,695.00	
TOTAL	\$ 5,285,340.00	\$ 4,831,417.00	\$ 7,102,836.00	\$ 7,146,625.00	\$ 5,404,004.00

#40

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Friday, November 17, 2023 12:16:16 PM
Time Spent: 00:24:49
IP Address: 172.56.105.40

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Holiday Treasures Sale
Name of Evaluator	Sheri Anderson
Email Address	RetiredLT123@gmail.com
Number of Attendees	700???
Date(s)	Nov. 16 set up, and Nov 17, 2023

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 always on top of everything and since we are a non-profit, she keeps tabs and notifies us as soon as we can officially book the room each year. We really appreciate that.

Seaside Civic and Convention Center 2023

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 very helpful. As we make changes each year, trying to make the event better she is very accommodating and has fabulous suggestions as to the best tables, signs or any extra equipment we may need to make our event even better. I really enjoy her energy and kindness.

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):	Since we are a non profit, we really appreciate the special pricing that is offered to our organization.

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):	The staff was "Johnny on the spot" with anything we needed or any special requests that came up last minute. we had to add a couple different tables last minute. The staff had the tables to us in no time and were cheerful as they set the tables up. Their promptness to our requests were greatly appreciated.

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	Good
Other (please specify):	We had a slight hiccup with the music. It was playing in the lobby but not in the room. When the music came on suddenly it was really loud. The staff was on it and had it fixed quickly. The WIFI cut out a few times, but for the most part was good

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):	AMAZING! Everyone is always so nice and helpful. Jennifer went out of her way to make our slides on the monitors even better. She added some photos and just did a super job!

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	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

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

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

Celeste and Jennifer were both AMAZING in every aspect

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.

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 21, 2023 8:54:49 AM
Last Modified: Tuesday, November 21, 2023 9:03:56 AM
Time Spent: 00:09:06
IP Address: 172.56.153.66

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Family conference
Name of Evaluator	Ivan Shostakovskiy
Email Address	sswedhost@gmail.com
Number of Attendees	500+
Date(s)	11.17-19.23

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):	I'm very pleased to work with the management

Seaside Civic and Convention Center 2023

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	Good
Timely Response	Average
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Very pleased work with the coordinator

Q4

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

Properly Equipped	Average
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding
Other (please specify):	The sound system needs to be upgraded for sure

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	Good
Communication Skills	Good
Timely Response	Good
Event Execution	Good
Knowledge	Average
Courtesy	Good
Other (please specify):	Regarding a sound system. Some quality mixing should have been better was a lot of interference in the microphones and overall sound.

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	Good
Technical Knowledge	Average
Sound Equipment	Average
Lighting Equipment	Good
WIFI Experience	Good
Other (please specify):	Regarding a sound system. Some quality mixing should have been better was a lot of interference in the microphones and overall sound.

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 2023

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

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

Q12

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

Response to overall requests besides the audio

Q13

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

Upgrade sound system and education

Q14

Please comment on your overall experience while visiting Seaside.

Great place, great opportunities, great staff we were so happy to utilize your facility.

May God bless you all

Q15

How did you hear about us?

Referral,

Repeat Customer

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.

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2023 3:02:40 PM
Last Modified: Thursday, November 30, 2023 3:05:44 PM
Time Spent: 00:03:04
IP Address: 76.191.93.226

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	CIS & Department Head Training
Name of Evaluator	Jon Rahl
Email Address	jr@cityofseaside.us
Number of Attendees	15
Date(s)	11/29/2023

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	N/A
Courtesy	Outstanding

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	N/A
Event Execution	Outstanding
Knowledge	N/A
Courtesy	N/A

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	N/A
Lighting Equipment	N/A
WIFI Experience	Outstanding

Seaside Civic and Convention Center 2023

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	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	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

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.

#42

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Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	CIS & Department Head Training
Name of Evaluator	Jon Rahl
Email Address	jr@cityofseaside.us
Number of Attendees	15
Date(s)	11/29/2023

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	N/A
Courtesy	Outstanding

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	N/A
Event Execution	Outstanding
Knowledge	N/A
Courtesy	N/A

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	N/A
Lighting Equipment	N/A
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

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

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Responsive to Needs	N/A
Presentation/Creativity	N/A
Properly Staffed	N/A
Flexibility of Staff	N/A
Courtesy of Staff	N/A

Q11

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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.