



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda  
April 11th, 2024 – 4 pm**

- |  | Term Expiration                |
|--|--------------------------------|
| <b>I. CALL TO ORDER</b>                                  |                                |
| <b>a. Roll Call</b>                                      |                                |
| 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                       |
| <b>II. Consensus of Agenda / Additions</b>               |                                |
| <b>a. Motion to Approve</b>                              |                                |
| <b>III. Minutes from March 14th, 2024</b>                |                                |
| <b>a. Motion to Approve</b>                              |                                |
| <b>IV. Declaration of Potential Conflict of Interest</b> |                                |
| <b>V. Guest Present</b>                                  |                                |
| <b>VI. Budget / Finance</b>                              | - Jennifer Biamont             |
| <b>a. Motion to Approve</b>                              |                                |
| <b>VII. Advertising / Marketing</b>                      | - Brian Owen for (Tina Eilers) |
| <b>a. Joshua Heineman</b>                                |                                |
| <b>b. Motion To Approve</b>                              |                                |
| <b>VIII. Sales Director’s Report</b>                     | - Brian Owen for (Tina Eilers) |
| <b>a. Motion to Approve</b>                              |                                |
| <b>IX. General Manager’s Report</b>                      | - Brian                        |
| <b>a. Motion to Approve</b>                              |                                |
| <b>X. Old Business</b>                                   |                                |
| <b>a. Wi-Fi / Internet update</b>                        | - Brian                        |
| <b>XI. New Business</b>                                  | - Open to all                  |
| <b>a. Commission Packet ideas</b>                        |                                |
| <b>XII. Correspondence</b>                               | - Brian                        |
| <b>XIII. Adjournment</b>                                 |                                |



**COMMISSION REGULAR MEETING**  
**March 14<sup>th</sup>, 2024**

**CALL TO ORDER:**

The meeting was called to order at 4:00 p.m.

**A. Roll Call:**

• **Members Present:**

Erik Marston

Robert Fuller

Robert Perkel

Nancy McCune

Shaun Wagner

• **Members Absent:**

Dana Phillips

Linda Benjamin

**B. Consensus of Agenda/Additions:**

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

**MINUTES OF LAST MEETING:**

- The February minutes were approved as presented. (Nancy/Shaun)

**DECLARATION OF POTENTIAL CONFLICT OF INTEREST:**

- There were no conflicts of interest.

**ACKNOWLEDGEMENT OF GUESTS PRESENT:**

- There were no guests Present.
- The Commission acknowledged Mayor Steven Wright & City Liaison Seth Morrisey.

**COMMITTEE REPORTS:**

**A. Budget/Finance:**

- Brian and Jennifer B talked about the accounts receivable status through the end of February. Brian added that the Seaside Chamber has paid the past-due cancellation fee for Pouring at the Coast.
- Brian shared the budget financial report through February 2024. Brian talked about the building maintenance line amount. Brian pointed out that the bond principal was paid. Brian added that the equipment line was over because we had bought new ovens for the kitchen. Shaun asked about the history and age of kitchen equipment. Jennifer B. replied that she has a list of kitchen equipment and the year each item was purchased.
- Brian shared that he has been working with Zack at City Hall to readjust the budget for additional maintenance possibly.

- Jennifer B and Brian talked about annual inspections and Quality Door company, which will be doing our door maintenance and will be here next week. (Shaun/Robert F)

#### **B. Advertising/Marketing:**

- Brian talked about the experience Tina & Celeste had at the MPI Cascadia Conference.
- Brian shared our new swag and showed the items to the Commission. Brian added that one of the items is Jones Soda with our SCCC custom-made labels.
- Brian added that Josh said our Meeting News NW ad is still active, and Brian gave an update on the February statistics for the SCCC website. Brian said we will soon be working on an update on our social media. (Shaun/Robert P)

#### **SALES DIRECTOR'S REPORT:**

- Brian started with Tina's activity for February with contacts, contracts, meetings, training, addendums, site tours, and cancellations.
- Brian explained that we have booked several small civic groups for 2–4-hour meetings.
- Brian shared information on the Scooter Cannonball run, and the 2<sup>nd</sup> annual Seaside Jazz & Blues Festival contracted for 2025. (Shaun/Robert P)

#### **GENERAL MANAGER'S REPORT:**

- Brian started by talking about the economic impact for February and added that our attendees were up compared to last year due to a new group.
- Brian shared our upcoming March events, including the Seaside Jazz & Blues Festival.
- Brian was grateful to our crew for being consistently amazing and tirelessly dedicated.
- Brian talked about the issues surrounding our Wi-Fi and access points. Brian added that it's a hefty price tag to fix the problem.
- Brian shared that we have several new laptops for our operations crew and client speakers to use while in the building.
- Brian explained that we have hit some milestones with our HVAC system, and we understand our system better than ever. Brian added that we had been learning how to manage our system better and keep accurate temperatures in each room. (Nancy/Robert P)

#### **OLD BUSINESS:**

Brian shared that he appreciates the council in approving the building fee adjustment that will go into effect on April 1st.

#### **NEW BUSINESS:**

No new business.

#### **CORRESPONDENCE:**

The Commission reviewed the current surveys.

#### **ADJOURNMENT:**

The meeting was adjourned at 5:05 p.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	\$1,885.00	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	\$1,108.00	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
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

2023-2024 ACCOUNTS RECEIVABLE

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
1/10/24-1/12/24	Executive Leadership	1/12/24	\$23,653.90	2/7/24	\$23,653.90
1/17/24	Wyndham Employee Party 2024	1/18/24	\$16,940.62	2/7/24	\$16,940.62
2/18/24-2/19/24	President's Promenade Cheer 2024	1/18/24	\$1,000.00	1/25/24	\$1,000.00
1/18/24-1/21/24	Word of Grace Couples Retreat	1/22/24	\$4,564.12	1/30/24	\$4,564.12
8/16/24-8/17/24	Coastal Craft Uprising 2024 Rental Deposit	1/26/24	\$750.00	2/7/24	\$750.00
10/31/24-1/1/24	OSECE Statewide Conference Rental Deposit #1	1/26/24	\$1,000.00	3/6/24	\$1,000.00

2023-2024 ACCOUNTS RECEIVABLE

1/26/24-1/28/24	Collectors West Gun Show	1/31/24	\$2,270.00	2/14/24	\$2,270.00
1/30/24	Project Homeless Connect	2/5/24	\$402.50	2/14/24	\$402.50
2/7/24-2/11/24	SDAO Conference	2/12/24	\$150,176.12	3/1/24	\$150,176.12
2/1/24-2/5/24	Get Out The Float Concessions	2/7/24	\$1,058.40	2/13/24	\$1,058.40
2/12/24-2/13/24	Youth Service Training	2/15/24	\$3,267.32	2/26/24	\$3,267.32
3/15/24-3/17/24	Seaside Jazz & Blues Deposit #2	2/15/24	\$600.00	3/4/24	\$600.00
2/15/24-2/17/24	OACE Winter Conference	2/21/24	\$35,573.38	3/16/24	\$35,573.38
2/20/24-2/24/22	OVMA Conference	2/23/24	\$13,066.80	3/16/24	\$13,066.80
2/23/24-2/24/24	Miss Clatsop Pageant	2/25/24	\$820.00	3/1/24	\$820.00
2/27/24	2050 Planning Meeting	2/28/24	\$1,126.90	3/20/24	\$1,126.90
2/28/24-3/2/24	The Conference for Festivals and Events	3/4 & 3/24	\$23,277.07		
3/4/24-3/7/24	USDA Forest Service	3/11/24	\$8,330.48		
3/8/24	NW Regional ESD	3/11/24	\$2,941.70		
3/9/24-3/10/24	Oregon Coast Wedding Expo	3/11/24	\$680.25	4/1/24	\$680.25
3/11/24-3/13/24	CVNW Annual Conference	3/15/24	\$25,054.44	3/29/24	\$25,054.44
3/15/24-3/17/24	Seaside Jazz & Blues	3/21/24	\$1,445.00		
3/22/24-3/24/24	Oregon Ghost Conference	3/26/24	\$6,900.00		
4/22/24-4/24/24	GAIN Higher Education	3/21/24	\$14,108.30		
6/10/25-6/12/25	OR State Garden Club Convention	3/27/24	\$1,500.00	3/27/24	\$1,500.00
		<b>TOTAL</b>	<b>\$1,031,126.40</b>		<b>\$974,123.85</b>

## APRIL 1ST 2024

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
ADVERTISING	\$45,000	\$3,979	\$39,788	\$5,212
AUDIT	\$7,500	\$867	\$8,670	(\$1,170)
BUILDING MAINTENANCE	\$35,000	\$5,413	\$54,132	(\$19,132)
CLOTHING	\$4,000	\$337	\$3,373	\$627
CREDIT CARD DISCOUNT	\$1,000	\$84	\$845	\$155
DUES & MEMBERSHIPS	\$5,000	\$182	\$1,819	\$3,181
ELECTRICITY	\$60,000	\$4,964	\$49,642	\$10,358
EQUIPMENT MAINTENANCE	\$12,000	\$520	\$5,204	\$6,796
FOOD & LIQUOR FRANCHISE	\$875,000	\$74,284	\$742,843	\$132,157
GARBAGE	\$3,000	\$149	\$1,494	\$1,506
GAS/DIESEL/OIL	\$1,000	\$18	\$182	\$818
GROUNDS MAINTENANCE	\$12,000	\$795	\$7,950	\$4,050
HEATING FUEL	\$25,000	\$1,314	\$13,143	\$11,857
INSURANCE	\$100,000	\$10,620	\$106,201	(\$6,201)
LEGAL SERVICES	\$500	\$174	\$1,745	(\$1,245)
MAINTENANCE CONTRACTS	\$20,000	\$2,032	\$20,319	(\$319)
MINOR EQUIPMENT	\$40,000	\$2,998	\$29,985	\$10,015
POSTAGE & FREIGHT	\$500	\$16	\$159	\$341
PRINTING	\$2,500	\$30	\$304	\$2,196
PROFESSIONAL/CONTRACTUAL	\$100,000	\$4,156	\$41,559	\$58,441
PROMOTIONAL EVENTS(I/O)	\$0	\$180	\$1,800	(\$1,800)
PUBLICATIONS	\$150	\$26	\$260	(\$110)
RENTALS & LEASES	\$10,000	(\$2)	(\$20)	\$10,020
SUPPLIES	\$30,000	\$2,745	\$27,448	\$2,552
TELEPHONE	\$5,000	\$319	\$3,189	\$1,811
TRAINING	\$20,000	\$356	\$3,555	\$16,445
TRAVEL & MEETING	\$25,000	\$1,059	\$10,592	\$14,408
<b>Total</b>	<b>\$1,439,150</b>	<b>\$117,618</b>	<b>\$1,176,179</b>	<b>\$262,971</b>

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
FICA	\$60,044	\$4,355	\$43,549	\$16,495
HEALTH/DENTAL/LIFE INSURA	\$166,467	\$8,994	\$89,939	\$76,528
INSURANCE SPLIT	\$4,000	\$180	\$1,800	\$2,200
Leave Payout	\$0	\$281	\$2,811	(\$2,811)
LONGEVITY BONUS	\$5,536	\$406	\$4,059	\$1,477
MANAGER	\$0	\$12,704	\$127,042	(\$127,042)
OVERTIME/HOLIDAY PAY	\$15,000	\$61	\$610	\$14,390
PAID FAMILY LEAVE	\$3,057	\$233	\$2,330	\$727
PART-TIME HELP	\$0	\$151	\$1,515	(\$1,515)
RETIREMENT	\$206,906	\$13,185	\$131,853	\$75,053
Salaries and Wages	\$764,356	\$44,208	\$442,083	\$322,273
UNEMPLOYMENT	\$764	\$136	\$1,359	(\$595)
<b>WORKMANS COMPENSATION INS</b>	<b>\$1,226,130</b>	<b>\$84,895</b>	<b>\$848,951</b>	<b>\$377,179</b>

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	\$61,500	\$615,000	\$615,000
BOND INTEREST	\$526,050	\$27,071	\$270,713	\$255,338
<b>Total</b>	<b>\$3,291,050</b>	<b>\$88,571</b>	<b>\$885,713</b>	<b>\$3,020,338</b>

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



## Seaside Civic & Convention Center

### *Sales Report March 2024*

Number of Contacts: 43 Plus mtgs w/23 planners at MPI Cascadia & presentation to 14 planners at GOSGMP Annual Ed Conf  
 Contracts Received: 10  
 Addendums Received: 6  
 Meetings & Trainings: 10  
 Site Tours of SCCC: 4  
 Cancelled Contracts: 0

Priority	New	Return	Attendees	Dates	Event
1		x	475	11/14-16/2025	Word of Life Family Conference 2025
1		x	600	6/15-18/2025	Addendum COSA Seaside Conference 2025 Change Dates From June 17-20, 2025 To June 15-18, 2025
1		x	600	6/15-18/2026	Addendum COSA Seaside Conference 2026 Change Dates From June 16-19, 2026 To June 14-17, 2026
1	x		250-300	6/20-21/2025	Addendum Scooter Cannonball 2025 Add June 20, 2025 As A Building Rental Day
1		x	400	3/6-8/2034	CVNW Annual Enrichment Conference 2034
1		x	600	6/19-22/2024	Addendum COSA Seaside Conference Remove June 18, 2024 From Building Rental New Rental Dates June 19-22, 2024
1	x		300	5/13-16/2024	USDA Forest Service PNW Incident Business & Dispatch Workshop 2024
2	x		200	11/4-7/2025	NW Pavement Assn Conference 2025 (NWPMA)
3		x	180	11/19-22/2025	OR Fire District Directors Conference 2025



## 2024 BOOKING CALENDAR

updated 3/26/24

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
▶	7	8	9	10	11	12	13	▶	4	5	6	7	8	9	10	▶	3	4	5	6	7	8	9
▶	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			
▶		1	2	3	4	5	6	▶			1	2	3	4	▶						1		
▶	7	8	9	10	11	12	13	▶	5	6	7	8	9	10	11	▶	2	3	4	5	6	7	8
▶	14	15	16	17	18	19	20	▶	12	13	14	15	16	17	18	▶	9	10	11	12	13	14	15
▶	21	22	23	24	25	26	27	▶	19	20	21	22	23	24	25	▶	16	17	18	19	20	21	22
▶	28	29	30					▶	26	27	28	29	30	31	▶	23	24	25	26	27	28	29	
															▶							30	

  

July							August							September									
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	3	4	5	6	7	
▶	7	8	9	10	11	12	13	▶	4	5	6	7	8	9	10	▶	8	9	10	11	12	13	14
▶	14	15	16	17	18	19	20	▶	11	12	13	14	15	16	17	▶	15	16	17	18	19	20	21
▶	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			
▶		1	2	3	4	5	▶					1	2	▶	1	2	3	4	5	6	7		
▶	6	7	8	9	10	11	12	▶	3	4	5	6	7	8	9	▶	8	9	10	11	12	13	14
▶	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 - 263 days

**AQUA** = MULTI EVENT CONTRACTED – 9 days

**RED** = CONTRACT PENDING - 0 days

**GREY** = FACILITY MAINTENANCE - 22 days

**GREEN** = TENTATIVE HOLD - 3 days

# General Managers Report

## April 2024

In March, we held twenty-four (24) event/usage days, which included:  
**Five (5) Conferences, One (1) Trade Show, and Two (2) Civic Events.**

**Economic Impact:** \$2,123,956 to our Seaside Business Community.

**Upcoming, we have;**

April 1-4	OR CH APWA CONFERENCE
April 4-6	ANNUAL OREGON ONSITE WASTEWATER CONFERENCE
April 8	CITY OF SEASIDE FD DPSST TRAINING
April 8-9	FERGUSON WATERWORKS UTILITY SOLUTIONS EXPO
April 10-14	NORTH COAST ROUNDUP*
April 15-16	ASSOCIATION OF CHRISTIAN SCHOOLS INTERNATIONAL
April 17-18	OSRC RESPIRATORY CARE CONFERENCE
April 19-20	OR SCHOLASTIC CHESS FEDERATION ST CHAMPIONSHIPS*
April 22-24	GAIN HIGHER ED CONFERENCE
April 25-27	OR STATE ELKS CONVENTION
April 27-29	OASC SPRING CONFERENCE
April 30-May 2	PNW BRIDGE MAINTENANCE CONFERENCE

**Brian's two cents:**

Well, buckle up, folks, because we're about to dive headfirst into the whirlwind of events! It seems like the universe has conspired to keep our building busier than a seagull at low tide. We have more events lined up than a gelato joint on a Friday night.

I swear, if you blink, you might miss those precious six days when the building isn't buzzing with activity. They're like rare gems hidden in the calendar, mostly popping up around holidays or the occasional lazy Sunday. Kudos to Tina for playing Tetris with our schedule and squeezing in all these fabulous happenings.

In case you were living under a sanddollar (or perhaps haunting one), the annual ghost conference was an absolute scream! I mean, it's not every day you get to mingle with the ghostly elite. According to Rocky, the Ghost Conference guru, it was the spookiest show in his history. And hey, looks like we've got some ghostly regulars now, planning their haunt for the next few years. Boo-yah!

Oh, and have you heard the news? Our ADA doors are swinging smoother than a jazz band on a Saturday night. No more door drama for our clients—they can waltz through any entrance like VIPs at a red carpet event. Next up on our renovation rollercoaster: HVAC. Get ready to chill out, folks, in more ways than one!

## 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	\$ 2,123,956.00
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	
<b>TOTAL</b>	<b>\$ 5,318,104.00</b>	<b>\$ 10,004,911.00</b>	<b>\$ 22,488,383.00</b>	<b>\$ 25,198,031.00</b>	
<b>Annual Facility Usage</b>	<b>96</b>	<b>168</b>	<b>244</b>	<b>228</b>	<b>256</b>
<b>Room Tax Revenue</b>					
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	
<b>TOTAL</b>	<b>\$ 4,831,417.00</b>	<b>\$ 7,102,836.00</b>	<b>\$ 7,146,625.00</b>	<b>\$ 6,166,721.00</b>	

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

Seaside Civic & Convention Center

# Monthly Event Report – March 2024

#	Event	Event Days	Attendees
1	Employee Orientation Forest Service Region 6	4	140
1	CVNW Annual Enrichment Conference	3	390
1	Oregon Ghost Conference	3	1000
3	Seaside Jazz and Blues	3	200
1	Northwest Regional Managers Conference	4	135
1	The Conference for Festivals & Events	4	182
3	NW Regional ESD training series	1	65
2	Oregon Coast Wedding Expo	2	100
<b>Totals: 8 Events</b>		<b>24</b>	<b>2212</b>

	Key	Total Events	Attendees
1	Conference/Convention	5	1,847
2	Trade Show	1	100
3	Civic Event	2	265
4	Fundraiser	0	0
5	State of Oregon	0	0
<b>Totals</b>		<b>8</b>	<b>2,212</b>

# #13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, March 18, 2024 3:10:15 PM  
**Last Modified:** Monday, March 18, 2024 3:23:30 PM  
**Time Spent:** 00:13:14  
**IP Address:** 47.7.2.215

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Page 1

## Q1

Please tell us about your event.

Name of Event	<b>Seaside Jazz and Blues</b>
Name of Evaluator	<b>Carrie Bond</b>
Email Address	<b>studio@seaside138.com</b>
Number of Attendees	<b>150/1000</b>
Date(s)	<b>3/15-17</b>

---

## 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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

## 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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**Q4**

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

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

---

**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	<b>Good</b>
Technical Knowledge	<b>Good</b>
Sound Equipment	<b>Good</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	Keith, Nick, and Max(?) were especially helpful.

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Jeremy was incredible!

---



**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	<b>Good</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Good</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>
Other (please specify):	Didn't get her name, but the gal at the register (dark hair) was outstanding and professional.

---

**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	<b>N/A</b>
Affordability	<b>N/A</b>
Cleanliness	<b>N/A</b>
Guest Room Appearance	<b>N/A</b>
Courtesy of Front Desk Staff	<b>N/A</b>
Parking	<b>N/A</b>
Amenities	<b>N/A</b>

---

**Q12**

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

Front office, Keith, Jeremy, Ben, Nick, the young woman at the food service register, and the woman who was bartending.

---

**Q13**

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

Train the staff in the proper set-up of the sound and light boards.

Name tags for staff?

---

**Q14**

Please comment on your overall experience while visiting Seaside.

n/a

---

**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.

---

# #14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, March 21, 2024 8:53:09 AM  
**Last Modified:** Thursday, March 21, 2024 9:04:28 AM  
**Time Spent:** 00:11:19  
**IP Address:** 98.97.42.213

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Page 1

## Q1

Please tell us about your event.

Name of Event	<b>CVNW Annual Enrichment Conference</b>
Name of Evaluator	<b>Zachary Paul</b>
Email Address	<b>zach@churchventurenw.com</b>
Number of Attendees	<b>~300</b>
Date(s)	<b>3/11-13/2024</b>

---

## 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	<b>Good</b>
Communication Skills	<b>Good</b>
Timely Response	<b>Good</b>
Knowledge of Facility	<b>Good</b>
Courtesy	<b>Good</b>

---

## 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	<b>Good</b>
Communication Skills	<b>Good</b>
Timely Response	<b>Good</b>
Knowledge of Facility	<b>Good</b>
Courtesy	<b>Good</b>

---

**Q4**

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

Properly Equipped	<b>Good</b>
Appearance	<b>Good</b>
Signage	<b>Good</b>
Value	<b>Good</b>

---

**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	<b>Good</b>
Communication Skills	<b>Good</b>
Timely Response	<b>Good</b>
Event Execution	<b>Good</b>
Knowledge	<b>Good</b>
Courtesy	<b>Good</b>

---

**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	<b>Good</b>
Overall Cleanliness	<b>Good</b>
Equipment Set-Up	<b>Good</b>
Equipment Condition	<b>Good</b>
Restrooms/Cleanliness	<b>Good</b>

---

**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	<b>Good</b>
Technical Knowledge	<b>Good</b>
Sound Equipment	<b>Average</b>
Lighting Equipment	<b>Good</b>
WIFI Experience	<b>Good</b>
Other (please specify):	There were some audio issues in our sessions. Main speakers weren't unmuted during worship for one session. Overall wasn't bad though.

---

**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	<b>Good</b>
Communication Skills	<b>Good</b>
Timely Response	<b>Good</b>
Knowledge	<b>Good</b>
Courtesy	<b>Good</b>

---

**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	<b>Good</b>
Communication Skills	<b>Good</b>
Timely Response	<b>Good</b>
Menu Creativity	<b>Good</b>
Courtesy	<b>Good</b>

---

**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	<b>Average</b>
Responsive to Needs	<b>Good</b>
Presentation/Creativity	<b>Good</b>
Properly Staffed	<b>Good</b>
Flexibility of Staff	<b>Good</b>
Courtesy of Staff	<b>Good</b>
Other (please specify):	We had a lot of comments about the hawaiian chicken being dry. Other than that, I thought it was great!

---

**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	<b>Good</b>
Affordability	<b>Good</b>
Cleanliness	<b>Good</b>
Guest Room Appearance	<b>Good</b>
Courtesy of Front Desk Staff	<b>Good</b>
Parking	<b>Good</b>
Amenities	<b>Good</b>
Other (please specify):	I stayed at Rivertide. It was great.

---

**Q12**

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

I thought everyone was very kind and helpful

---

**Q13**

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

This isn't a you thing, per se. We moved the tables for our vendor booths out of Pacific this year. Because of that we had less room in the halls and had to move several down by Necanicum where there was far less traffic. If you can help us think of a better place for those booths to be, that would be very helpful. Next year problems :)

---

**Q14**

Please comment on your overall experience while visiting Seaside.

Very good! Thanks for having us!

---

**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.

---

# #15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 08, 2024 10:57:45 AM  
**Last Modified:** Monday, April 08, 2024 11:02:17 AM  
**Time Spent:** 00:04:32  
**IP Address:** 71.34.108.232

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Page 1

## Q1

Please tell us about your event.

Name of Event	<b>APWA Spring Conference</b>
Name of Evaluator	<b>Maggie Vohs</b>
Email Address	<b>cameomag@gmail.com</b>
Number of Attendees	<b>289</b>
Date(s)	<b>April 1-4, 2024</b>

---

## 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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

## 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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---



**Q4**

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

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>

---

**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	<b>Outstanding</b>
Affordability	<b>Outstanding</b>
Cleanliness	<b>Outstanding</b>
Guest Room Appearance	<b>Outstanding</b>
Courtesy of Front Desk Staff	<b>Outstanding</b>
Parking	<b>Outstanding</b>
Amenities	<b>Outstanding</b>
Other (please specify):	Inn at Seaside, Inn on the River, Saltline, The Kathryn, BW Oceanview and Rivertide Suites

---

**Q12**

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

Everyone is awesome! I didn't click "outstanding" because it was easiest - it is the truth. Seaside Civic & Convention Center is the best venue in the State of Oregon - period!

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**Q13**

**Respondent skipped this question**

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

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**Q14**

Please comment on your overall experience while visiting Seaside.

It's our favorite location for venue, lodging, restaurants and the overall walking experience.

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**Q15**

**Repeat Customer**

How did you hear about us?

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**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.

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## Brian Owen

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**From:** jill@oregonfestivals.org  
**Sent:** Monday, March 18, 2024 9:55 AM  
**To:** 'Rosco Rotella'  
**Cc:** 'Jeremy Tolliver'; Celeste Kenneally; Brian Owen  
**Subject:** RE: OFEA in Seaside

Hi Rosco –

I meant to follow up with you earlier after our conference but moved right into another big project – my apologies for the delay.

There were some serious issues with the food quality and service.

The dinner Friday night was unacceptable and incorrect. This was our gala event and awards celebration. The BEO I confirmed was for Pork Loin Roast – which we have enjoyed in the past.

We were instead served a sliced turkey in a pool of gravy – with steamed vegetables. There was no potato or rice with said pile of turkey in the gravy. The vegetables were partly cold, very limp and not appetizing. Our attendees complained across the board that was a sub-par meal.

This is an evening that we host special guests and try to put our best foot forward. That was embarrassing.

There were other mistakes that I can shoulder some responsibility for, like ordering a coffee break service and not catching that it was only out for 15 minutes total then pulled. Many of our attendees got to the coffee service only to find it was being pulled already. This was a 15-minute break on our schedule. I failed to request that the coffee be left for consumption – but honestly – your team usually takes better care to alert me that folks didn't get enough time to even get to it.

The reception on Friday was also crammed onto one table – I noticed that it was very crowded and hard to get to, thinking there would be another table set up – went about my work. When I returned in 10 minutes – the table was empty and our folks wandering the halls thinking there was a reception. Maybe I ordered the wrong amount of food? I rely on your team to alert me if something doesn't feel right. There was little to no communication from anyone. Unfortunately, I was short my lead staff person – so was pulled in another direction and not able to get back to the kitchen and inquire.

There were complaints across the board about the special diet requests. One person in particular was difficult for your team and they let me know about her. I agree she was not very cooperative. However – there were 15 special meal requests – and some were quite unique. When I asked how to deal with them, was told they should inform their server. I had 9 out of the 15 complain that there were served something that was against their diet, or they had to make several requests to get their meals. I had plenty of time to alert them well in advance of the conference if you were unable to satisfy some of those unique diet request but was assured by you that all was good. Specifically, we had a gluten free, and a lactose free person served incorrectly. Several folks with special requests had to send meals back only to be told "I don't know what you want" by their server.

I've shared these concerns with Brian Owen, and he requested that I do reach out directly to you.

Please verify the incorrect meal and adjust our invoice accordingly.

Thank you,

Jill Ingalls  
Oregon Festivals & Events Association

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**From:** Rosco Rotella <rrotella@oregonfinefoods.com>

**Sent:** Friday, February 23, 2024 9:53 AM

**To:** jill@oregonfestivals.org

**Cc:** Jeremy Tolliver <jtolliver@oregonfinefoods.com>; Celeste Kenneally <ckenneally@seasideconvention.com>

**Subject:** OFEA in Seaside

Hi Jill

Thank you for the info 😊

I have revised attached the BEO. Please read it over and let me know if you have any questions or corrections.

Thank you!

Rosco

## Brian Owen

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**From:** jill@oregonfestivals.org  
**Sent:** Saturday, March 23, 2024 8:51 PM  
**To:** Brian Owen  
**Subject:** FW: OFEA in Seaside  
**Attachments:** Invoice OFEA Page 2 w Credit.xls

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi – well I'm not thrilled with the answer.  
THAT WAS NOT PORK LOIN ROAST.

Will you resend a fresh invoice reflecting the 10% please?

I hope we can see some changes before next year on the food. Let me know if there is anything further I can do.

Jill

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**From:** Rosco Rotella <rrotella@oregonfinefoods.com>  
**Sent:** Friday, March 22, 2024 4:50 PM  
**To:** jill@oregonfestivals.org; Brian Owens <bowen@seasideconvention.com>  
**Cc:** Jeremy Tolliver <jtolliver@oregonfinefoods.com>; Celeste Kenneally <ckenneally@seasideconvention.com>; Zach Poole <zp@pignpan.com>; Wayne E. Poole <wp@pignpan.com>  
**Subject:** OFEA in Seaside

Hi Jill

Thank you for reaching out and providing your feedback. We genuinely appreciate your constructive comments as we continuously strive to deliver exceptional food and service for every event. We apologize sincerely for any shortcomings experienced during your recent event.

Regarding the discrepancy in menu items, rest assured, we served roast pork as instructed, not turkey. However, I acknowledge the oversight in not accommodating special dietary requests adequately. We will use this experience as a learning opportunity to refine our procedures, ensuring all guests are properly identified and catered to in the future. Special dietary requests are of paramount importance to us, and I am committed to crafting balanced meals that meet all specified criteria.

I regret that your guests found the experience unsatisfactory, and I want to assure you that our entire team is dedicated to delivering exceptional experiences moving forward. I propose that we schedule an earlier meeting next year to collaboratively devise a more tailored and creative menu that better aligns with the needs of all attendees. Thank you again for your valuable feedback, and we look forward to the opportunity to exceed your expectations in the future.

I have issued a request for a 10% credit towards your invoice. You should receive that from the city.

Thank you!  
Rosco / Jeremy / ORFF