



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
February 9th, 2023 – 4 pm**

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| I. CALL TO ORDER | Term Expiration |
| 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 |
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| II. Consensus of Agenda / Additions | |
| a. Motion to Approve | |
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| III. Minutes of January 12th, 2023 | |
| a. Motion to Approve | |
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| IV. Declaration of Potential Conflict of Interest | |
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| V. Guest Present | |
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| VI. Welcome, New Commission Member | |
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| VII. Advertising / Marketing | - Joshua Heineman / Tina Eilers |
| a. Motion To Approve | |
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| VIII. Budget / Finance | - Jennifer Biamont / Brian J Owen |
| a. Motion to Approve | |
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| IX. Sales Director’s Report | - Tina Eilers |
| a. Motion to Approve | |
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| X. General Manager’s Report | - Brian J Owen |
| a. Motion to Approve | |
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| XI. Old Business | - |
| a. Building Usage Policy | Task Force (Bob P & Nancy) |
| b. Signage Policy | Task Force (Bob P & Nancy) |
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| XII. New Business | - Open to all |
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| XIII. Correspondence | - Brian J Owen |
|
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| XIV. Adjournment | |



CIVIC AND CONVENTION CENTER

**SEASIDE CIVIC & CONVENTION CENTER COMMISSION
REGULAR MEETING
January 12th, 2023**

CALL TO ORDER:

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

A. Roll Call:

• **Members Present:**

Shaun Wagner
Robert Fuller
Nancy McCune

Erik Marston
Robert Perkel
Linda Benjamin

• **Members Absent:**

- **Staff Present:** Brian Owen, Tina Eilers, Jennifer Travis, Jennifer Biamont, & Josh Heineman.

B. Consensus of Agenda/Additions:

There were no changes or additions to the agenda. (Robert F/Robert P)

MINUTES OF LAST MEETING:

There were no changes to the December 15th, 2022, minutes. The minutes were approved as presented. (Robert P/Nancy)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

- There were no guests present.
- Seth Morrisey is present as the City Council liaison.

COMMITTEE REPORTS:

A. Advertising/Marketing:

- Josh started with an update on the Oregon Business issue for January. It has included a ranking on meeting facilities by size and Seaside Civic & Convention Center shows up at number 28 on the list. It said our facility has the largest meeting space size on the Oregon Coast. Josh added that by luck we are listed

a couple pages ahead in the same issue with a Seaside destination ad. This is part of the Seaside Visitors' contract that is a valued bonus.

- Josh stated that the Meeting Professionals International retargeting digital ad has had 52,759 impressions and 225 click thrus to the website since September and will continue.
- Tina explained the geofencing retargeted digital ad campaign. She said that geofencing basically puts a technical fence around targeted locations, and then digital ads target the people at those locations on their cell phones, laptops, or any digital access device. The digital ads are an animated .gif that shows up when they go online within the targeted areas. If they click on the ad, it will take them to our website. We have 15 competitor convention centers in our region to target during our slow times. These locations were handpicked to target those site centers. The campaign started this month and goes through February, and then picks back up again mid-July to mid-August. We can see how many people are coming to our website from this campaign. For instance, last week, in January the amount of people visiting the site jumped up. Josh added that it has jumped to 541 in its first week. This is a campaign to entice people to come to Seaside and meet by taking them to our website. The attendees at these conferences will look at their phone and see that maybe they can come to Seaside next time. For the artwork we have 5 different ads, 7 different sizes. Tina showed pictures of what the ads look like. Tina said the concept of the ads is to meet, stay and explore with emphasis on the building and location. Josh shared that about 50 people have ended up on the contact list. Brian added that the second phase to this campaign is using the information to retarget the folks who clicked through originally, then later, like in maybe a month to remind them to have their next meeting in Seaside.
- Josh shared the Venue Spotlight for the media event planners guide came out today with Seaside as the featured venue in an email blast. The Convention Center ad shows a nice balance of the building and location as a destination site for meeting planners. Josh showed pictures of the ad to the group. Tina added that if someone clicks on the email, or our ad on their website, it takes them to our website virtual tour.
- Josh shared information on upcoming ads, the new Seaside Visitor Guide will be out January 19th with a full-page inside back cover ad. On January 25th our new ad will be out with Meeting News NW publication.
- (Shaun/Nancy)

B. Budget/Finance:

- Jennifer B shared the status of finances through the end of December. She said we received payment for the Festival of Trees, and everything is current in accounts receivable, except we are trying to get a small payment from Spotlight Dance Cup for a damaged chair.
- Jennifer B added that she has been working on some revenue forecasting for 2023-2024 that Brian has shared with the new Finance Director.
- Jennifer B said Brian asked to set up a shared file system for expenditures.
- Jennifer B added that she updated the Oregon Fine Foods menu prices on the website.

- Jennifer B stated new computers are arriving with Brian's being the first to arrive with the others still on backorder. We also upgraded our server rack and that has been installed.
- Brian shared that we have facts and figures coming forward from the Finance Director. Brian passed around a listing of our current expenditure totals line by line and explained some of the expenses. Brian said that he still has some questions and concerns regarding some of the line figures.
- (Bob F/Bob P)

SALES DIRECTOR'S REPORT:

- Tina started with her activity, she had contact with 35 different organizations, did 7 contracts and 2 addendums were completed in the month of December. She added she attended 7 meetings and trainings and had 2 site tours.
- Tina shared one of the site tours was with the Seaside High School Class of 73 committee, which went well and now they have booked their event next September.
- Tina stated that the other site tour was with The League of Oregon Cities. They are booked and coming in April this year, but this group represents three other Conferences that they manage. Oregon Mayors Association, City and County Managers and NW Regional Managers. This group was impressed by the building, and we hope to have them book additional events in the future.
- Tina shared that she has been working with Brian and Celeste on updating signage and brochures for upcoming trade shows and conferences. She stated that she will be attending about 5 conferences between this March and April. She is getting some new items for the booth that haven't been there before, with some stand-up signage, a vinyl banner, a new sign for the table, and a new look for the brochure to have a consistent message all around. Brian added that the way we represent our building is wonderful and reflects the quality of personnel and culture.
- (Bob P/Nancy)

GENERAL MANAGER'S REPORT:

- Brian started with January activities sharing that we will have 4 conferences, 5 events, and 18 scheduled usage days.
- Brian shared that we are starting to see increasing numbers of attendees registering at each event. The events coming to the building are seeing registration numbers going up at the last minute.
- Brian added that he is amazed that we have 19 events booked in 2032 already.
- Brian recognized John Stockenberg in Operations for his 25-year anniversary with the center. John takes pride in the building and is a hard worker.
- Brian shared that we had just over a one-million-dollar impact on our business community with 18 event usage days and 2880 attendees in December.
- Brian explained that our City Council is going through some goal setting sessions. He said if you have any input, please contact a city council person, and share your thoughts on any goals you would like to see for the city.
- Brian shared that he is looking at some new communication and production tools for our staff. Brian said he calls it a single software program system, where all of our staff uses the same software program for everything. Brian showed on screen a sample demo program that he is looking at.
- (Nancy/Robert F)

OLD BUSINESS:

Brian explained that drafts for the building usage and signage policies have been made and have been given to the city attorney for review.

NEW BUSINESS:

- Address the issue of weapons in the building on the Convention Center policy.

CORRESPONDENCE:

The Commission reviewed the returned surveys.

FOR THE GOOD OF ALL:

ADJOURNMENT:

The meeting was adjourned at 5:02 p.m.



CITY of SEASIDE

OREGON'S
FAMOUS
ALL-YEAR
RESORT

989 BROADWAY
SEASIDE, OREGON 97138
(503) 738-5511

CONVENTION CENTER COMMISSION

Term of Office: 4 years

Number of Members: 7

<u>NAME</u>	<u>ADDRESS</u>	<u>PHONE</u>	<u>TERM EXPIRES</u>
ROBERT PERKEL	2039 HUCKLEBERRY DR.	971-320-0008	10/25/2024
ERIK MARSTON*	2472 NEAWANNA	503-739-2057	10/25/2024
SHAUN WAGNER	300 N. PROM	440-1911	10/25/2025
LINDA BENJAMIN	911 1 ST AVENUE	949-292-1921	10/25/2025
ROBERT FULLER**	361 HILLTOP DR.	503-807-0332	10/25/2025
NANCY MCCUNE	PO Box 315	503-260-8905	10/25/2026
DANA PHILLIPS	1845 BROADWAY	503-738-2485	10/25/2026

*CHAIR

**VICE CHAIR

2022-2023 ACCOUNTS RECEIVABLE

EVENT DATE	EVENT	INVOICE DATE	AMOUNT DUE	DATE PAID	AMOUNT PAID
1/6-8/23	Emerald Cat Club Cat Show 2023 Rental Deposit	5/11/20	\$500.00	5/11/20	\$500.00
2/26-3/1/23	OR Government Finance Officers 2023 Rental Deposit	9/22/20	\$1,000.00	9/22/20	\$1,000.00
9/19-21/22	OJDDA Annual Conference 2022 Rental Deposit	1/15/21	\$1,500.00	1/26/21	\$1,500.00
05/04-05/07/2023	Get Out The Float	6/7/21	\$1,000.00	6/11/21	\$1,000.00
7/18/22- 8/2/22	Gem Bead & Mineral Show 2022	9/29/21	\$2,400.00	9/29/21	\$2,400.00
11/16/22-11/17/22	PEO Holiday Boutique	11/29/22	\$150.00	11/29/21	\$150.00
10/3/22-10/5-22	Oregon Realtors Fall Conference 2022	12/1/21	\$2,000.00	12/27/21	\$2,000.00
8/14/22	Willman Wedding	7/1/22	\$400.00	7/14/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/19/22	\$5,212.50	7/22/22	\$5,212.50
8/20/22	Neah Kah Nie Class Reunion	7/13/22	\$400.00	7/25/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/29/22	\$350.00		
12/17/22	O'Brien Holiday Party	8/8/22	\$400.00	8/8/22	\$400.00
3/15/24-3/17/24	Seaside Jazz & Blues Festival 2024	8/8/22	\$600.00	8/8/22	\$600.00
7/1/23	Pacific Northwest Custom Invitational 2023	8/17/22	\$550.00	8/17/22	\$550.00
8/15/22-8/16/22	NW Regional ESD Threat Training	8/17/22	\$3,256.72	10/5/22	\$3,256.72
8/16/22-8/19/22	ODAA Summer Conference	8/22/22	\$51,641.76	9/7/22	\$51,641.76
8/22/22-8/25/22	OAWU Summer Classic	8/29/22	\$23,167.34	9/14/22	\$23,167.34
8/12/24-8/15/24	OACC Summer Conference 2024	8/26/22	\$2,000.00	8/29/22	\$2,000.00
10/3/22-10/6/22	OR Realtors Fall Conference	8/18/22	\$2,000.00	8/29/22	\$2,000.00
8/29/22-8/31/22	Head Start Pre-Service Conference	9/7/22	\$14,817.70	9/29/22	\$14,817.70
10/27/22-10/30/22	Get Out The Float balance deposit	9/13/22	\$1,500.00	9/22/22	\$1,500.00
4/22/24-4/24/24	Gain Higher Ed Conference deposit	9/7/22	\$1,500.00	9/19/22	\$1,500.00
9/9/22-9/11/22	OSPA Fall CME 2022 Pac University hosted reception	9/14/22	\$680.86	10/4/22	\$680.86
9/9/22-9/11/22	OSPA Fall CME 2022	9/14/22	\$18,002.39	9/26/22	\$18,002.39
11/18/22-11/20/22	Word of Life Family Conference 2022 Dep/F&B	9/14/22	\$4,983.62	10/25/22	\$4,983.62
9/5/22-9/8/22	Ocean Connect 2022	9/12/22	\$40,844.29	10/24/22	\$40,844.29
9/12/22-9/15/22	OR Homicide Investigators Conference 2022	9/19/22	\$33,908.56	10/5/22	\$33,908.56
10/3/22-10/5/22	Oregon Realtors Fall Conference F&B+Deposit #2 2022	9/20/22	\$41,842.80	9/29/22	\$41,842.80
9/17/22	Seaside Rotary Auction 2022	9/23/22	\$6,888.05	10/4/22	\$6,888.05
9/18/22	Wildlife Center Founders Dinner 2022	9/23/22	\$5,133.28	11/7/22	\$5,133.28
9/19/22-9/21/22	OJDDA Annual Conference 2022	9/23/22	\$48,964.98	9/29/22	\$48,964.98
9/23/22-9/25/22	It's A She Thang 2022	9/29/22	\$16,604.04	10/17/22	\$16,604.04
9/23/22-9/25/22	It's A She Thang Committee Dinner 2022	9/29/22	\$949.90	10/31/22	\$949.90
9/26/22-10/2/22	ACBL Regional Bridge Tournament 2022	10/3/22	\$10,625.70	10/17/22	\$10,625.70
10/3/22-10/6/22	Oregon Realtors Fall Convention 2022	10/11/22	\$6,160.58	10/28/22	\$6,160.58
10/7/22-10/9/22	ASAN Annual Conference 2022	10/13/22	\$14,707.37	10/17/22	\$14,707.37
10/11/22	Seaside Kids Pancake Feed 2022	10/12/22	\$150.00	11/7/22	\$150.00
12/6/22	North Coast Housing Summit 2022	10/17/22	\$200.00	10/17/22	\$200.00
10/12/22-10/15/22	West Coast Womens Conference 2022	10/18/22	\$23,349.63	10/25/22	\$23,349.63

Seaside Civic & Convention Center Sales Report January 2023

Number of Contacts: 57
 Contracts Received: 9
 Addendums Received: 3
 Meetings & Trainings: 6
 Site Tours of SCCC: 0

 Cancelled Contracts: 0

Priority	New	Return	#Attendees	Dates
1		x	1,200-1,500	7/12-18/2024
1		x	1,000	9/29-10/5/2031
1		x	1,000	9/27-10/3/2032
1		x	1,000	9/26-10/2/2033
1		x	400-500	6/17-23/2024
1		x	800	9/1-4/2023
2		x	250	1/2-4/2026
3		x	175	1/8-10/2025
4		x	200	10/29/2023
4		x	8	1/17/2023
4		x	90	9/6-8/2023
4		x	600	7/20/2024



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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April							May							June						
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July							August							September						
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October							November							December						
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														▶ 31						

YELLOW = CONTRACTED DAYS - 236 days

Updated 1/27/2023

RED = CONTRACT PENDING- 5 days

GREEN = TENTATIVE HOLD - 13 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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															▶	30							

July							August							September									
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October							November							December									
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YELLOW = CONTRACTED DAYS - 157 days

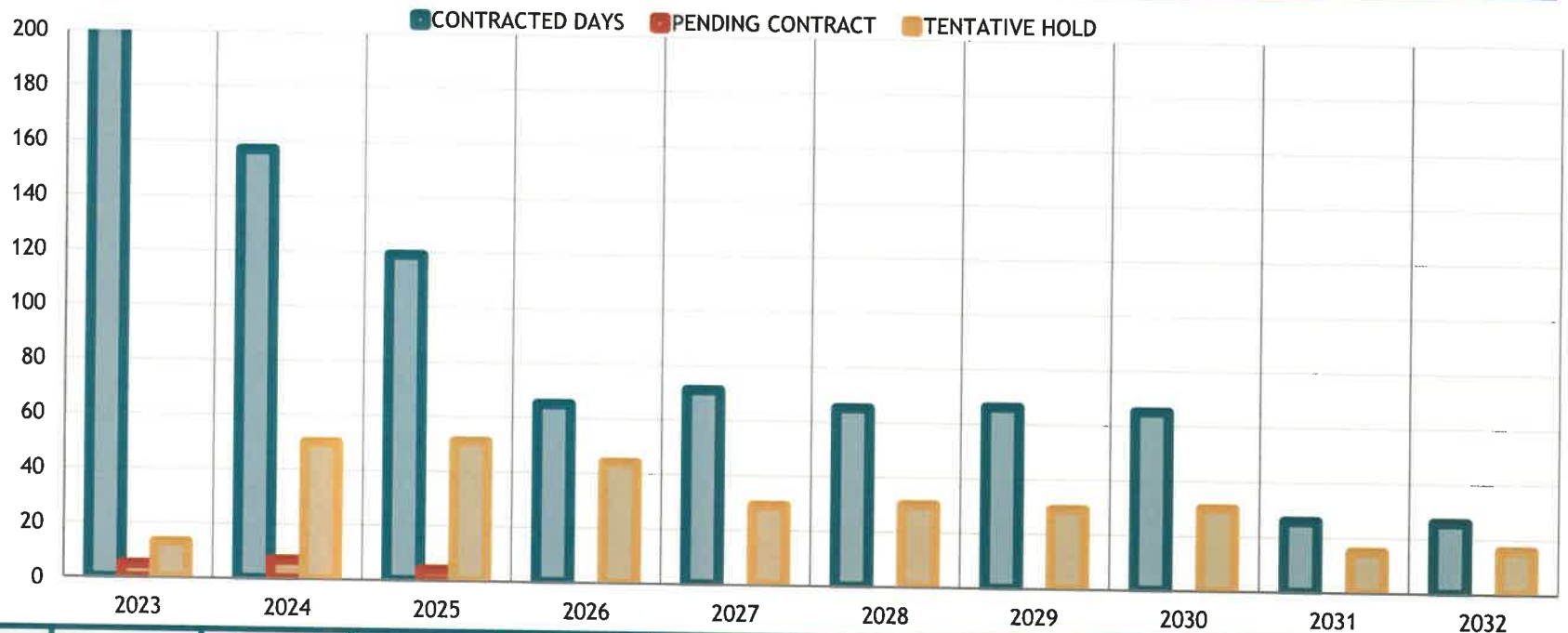
Updated 1/30/23

RED = CONTRACT PENDING - 7 days

GREEN = TENTATIVE HOLD - 50 days

GREY = FACILITY MAINTENANCE - 0 days

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	236	157	119	65	71	65	66	65	26	26
PENDING CONTRACT	5	7	4	0	0	0	0	0	0	0
TENTATIVE HOLD	13	50	51	44	29	30	29	30	15	16

General Managers Report

February 9th, 2023

In February, we are scheduled to hold thirteen (13) event/usage days which includes: **Two (2) conferences, Two (2) events, and zero (1) fundraisers.**

Upcoming in February, we have;

February 8-9th	Seaside Chamber Annual Awards
February 17th – 19th	Collector's West Gun & Knife Show
February 21st – 23rd	OVMA Annual Conference
February 24th – 25th	Miss Clatsop County
February 26th – March 1st	Oregon Government Finance Officers

Brian's two cents:

January and February have been very productive for our operations crew around general and annual building maintenance. Our team has completed their portion fire extinguisher and elevator safety procedure. In the next two weeks, we should have replacement doors installed on the North East entrance along with a temporary fix for the North West doors. In addition, they installed new lighting fixtures for the back of our main stage. The new lighting will allow us to manage events better during live streaming and necessary color requirements.

Our temporary patches on the roof have slowed the water penetration to a trickle during heavy rains. The complete roof repair is part of our Pacific Room HVAC replacement project.

Celeste and Tina are 90% complete with their sales refresh and trade booth experience. This project has been fun to watch how our creative team works together, and I believe we'll reap the benefits for years to come.

Economic Impact:

In January, we produced eighteen (18) event/usage days with 1175 attendees that provided an economic impact of \$967,660.00 to our Seaside business community.

Seaside Civic & Convention Center

Monthly Event Report – January 2023

#	Event	Event Days	Attendees
1	Emerald Cat Club Cat Show	3	250
1	OR Chiefs of Police Executive Leadership	3	165
1	Word of Grace Church Couple's Retreat	3	160
3	Project Homeless Connect	1	180
1	OACE Winter Conference	4	250
3	Jacobs Radio Traffic Diversion	1	12
3	City of Seaside Luncheon	1	150
3	Clatsop Realtors Strategic Planning Mtg	1	8
Totals: 8 events		17	1175

	Key	Total Events	Attendees
1	Conference/Convention	4	825
2	Trade Show	0	0
3	Civic Event	4	350
4	Fundraiser	0	0
5	State of Oregon	0	0
Totals		8	1175

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	
March	\$ 1,261,332.00	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	
April	\$ 3,412,611.00	\$ -	\$ 298,213.00	\$ 5,068,830.00	
May	\$ 3,903,943.00	\$ -	\$ 913,027.00	\$ 1,147,357.00	
June	\$ 5,352,622.00	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	
July	\$ 1,681,435.00	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	
August	\$ 1,252,004.00	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	
September	\$ 1,907,811.00	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	
October	\$ 3,247,581.00	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	
November	\$ 5,220,893.00	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	
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	
Annual Facility Usage	213	96	168	244	
Room Tax Revenue					
Jan-Mar	\$ 843,846.00	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	
April-June	\$ 1,387,666.00	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	
July-Sept	\$ 2,146,082.00	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	
Oct-Dec	\$ 907,746.00	\$ 1,098,752.00	\$ 1,099,439.00		
TOTAL	\$ 5,285,340.00	\$ 4,831,417.00	\$ 7,102,836.00	\$ 5,947,930.00	

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

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, January 16, 2023 11:28:44 AM
Last Modified: Monday, January 16, 2023 11:32:28 AM
Time Spent: 00:03:44
IP Address: 71.237.228.249

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Emerald Cat Club - Cat Show
Name of Evaluator	Wendy Heidt
Email Address	wheidt@comcast.net
Date(s)	Jan 6-8, 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	Outstanding
Courtesy	Outstanding

Seaside Civic and Convention Center 2023

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
Other (please specify):	All the guys who helped with the requests where great. the hall was well tidy and the exhibitors loved having the music playing and the use of the screens to "see" the judging from far away.

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 2023

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

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

Seaside Civic and Convention Center 2023

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	Good
Guest Room Appearance	Good
Courtesy of Front Desk Staff	Good
Parking	Outstanding
Amenities	Good
Other (please specify):	Hi Tide, Ebb Tide

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.

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, January 23, 2023 12:19:45 PM
Last Modified: Monday, January 23, 2023 1:17:27 PM
Time Spent: 00:57:41
IP Address: 71.59.240.142

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Prayer Retreat 2023
Name of Evaluator	Nadia Synia (Word of Grace Bible Church)
Email Address	church@slovo.org
Number of Attendees	160 people
Date(s)	01/19-01/21/23

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

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 2023

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	Good
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	Good
Technical Knowledge	Good
Sound Equipment	Good
Lighting Equipment	Good
WIFI Experience	Good

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	Good
Communication Skills	Good
Timely Response	Good
Knowledge	Good
Courtesy	Good

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	Average
Communication Skills	Good
Timely Response	Good
Menu Creativity	Good
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	Good
Responsive to Needs	Good
Presentation/Creativity	Good
Properly Staffed	Good
Flexibility of Staff	Good
Courtesy of Staff	Good

Seaside Civic and Convention Center 2023

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	Good
Courtesy of Front Desk Staff	Good
Parking	Good
Amenities	Good

Q12

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

Celeste Kenneally and Jennifer Travis

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.

It was a pleasure to have our prayer retreat at Convention Center. Looking forward to having other events at your place.

Q15

Referral

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.

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, January 25, 2023 1:35:40 PM
Last Modified: Wednesday, January 25, 2023 1:56:00 PM
Time Spent: 00:20:20
IP Address: 24.20.232.128

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Executive Leadership Training Seminar
Name of Evaluator	Marie Campbell
Email Address	marie@victorygrp.com
Number of Attendees	165
Date(s)	Jan 12-14

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 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):	Although Celeste was great to work with, I did not see her much once we arrived. It would have been nice if she was checking in regularly. All other staff was available and helpful, though!

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):	We continue to enjoy the updated look.

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):	I'm assuming this is Jeremy that you are referring to. He always was willing to go above and beyond, and seemed to take pride in his work and wanted to make everything as excellent as possible for us. Our group benefitted from that attitude he had.

Seaside Civic and Convention Center 2023

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):	Your AV team is reliable, knowledgeable, friendly, and 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	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding
Other (please specify):	The team was always available and helpful. We were in want of nothing.

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
Other (please specify):	The food was amazing. I give it a 10+. I love the selections and the abundance.

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

Respondent skipped this question

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.

Q12

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

Because I worked mainly with Jeremy I'd like to give a shout out to him, but EVERYONE was helpful and available.

Seaside Civic and Convention Center 2023

Q13

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

My only suggestion is the cost of the coffee and tea, which I expressed in an email. The cost was clearly stated, and I continued to let Jeremy know to keep making it available. I should have monitored it more closely. The Riverhouse gives us a special concession for coffee at our Annual Conference so it is not so expensive, and I will request something similar for next year at the Convention center. I will also ask that the tea be less expensive. Ironically I brought my own tea bags with me to the conference since I like strong black tea, and I was calculating most likely how much the water cost that I used for my several cups of tea I made for myself. Sigh. On another note, I do realize that the cost for beverages not just covers coffee and water, but also the cups, creamer, sugars, and the monitoring all day of the coffee table.

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.