



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
November 17th, 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 October 12th, 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. **Set date – Update fees** - Brian

- XI. **New Business** - Open to all
 - a. **December Commission Date – 12/14/2023**

- XII. **Correspondence**

- XIII. **Adjournment**



CIVIC AND CONVENTION CENTER

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

CALL TO ORDER:

The meeting was called to order at 4:03 p.m.

A. Roll Call:

• **Members Present:**

Nancy McCune
Shaun Wagner

Robert Perkel
Dana Phillips

• **Members Absent:**

Robert Fuller
Linda Benjamin

Erik Marston

B. Consensus of Agenda/Additions:

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

MINUTES OF LAST MEETING:

Shaun requested a change to the September 14th, 2023, minutes in Budget and Finance regarding the conversation interfund loans to be included. The minutes were approved as presented pending the insertion of the absent conversation about the interfund loans. (Shaun/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:

- Tina started by explaining information from Josh regarding impressions and click-thru rates as well as our advertising campaign numbers. Tina added that these numbers reach meeting planners on a consistent basis. She said we have such a specific clientele that when we reach any number of those meeting planner individuals it is very valuable.

- Tina shared September stats on our MPI campaign. She said this campaign continues to receive responses and we will see consistent results monthly. Tina added meeting planners are getting exposure to our SCCC branding and website. Brian added that we have focused on being consistent in our branding with digital marketing, print ads, business cards, nametags and in-person presence, to make sure everything looks like our specific image.
- Tina talked about the SCCC website stats and where our traffic is coming from. Tina said most visitors were organic, meaning they naturally found our website without paid advertising. She said most referrals to our website come from the visitor's center website.
- Tina explained that the CAL-SAE association meeting planners' ad is starting in the digital magazine and SCCC is on the inside cover of the print copy. Tina said that she will be going to Wilsonville for the current quarterly CAL-SAE meeting.
- Tina added that in two weeks she will be going to Oregon State University for a supplier showcase and expo that reach event planners. (Dana/Robert P)

B. Budget/Finance:

- Jennifer B started with the status of the accounts receivable report through the end of September. She said everyone is current and within their time frame.
- Shaun said he does not see updated information on the interfund loans. Brian explained he couldn't get that information from the city right now but will provide it in time. Shaun also asked if we could get an understanding on how room tax dollars are currently dispersed by the city. Brian said that he will work on getting that information from the city. Shaun added that he feels the financials are incomplete. (No Motion to Approve)

SALES DIRECTOR'S REPORT:

- Tina shared her activity for the month of September with contacts, contracts, meetings, trainings, addendums, and site tours.
- Tina explained the cancellation of Seaside Chamber's Pouring at the Coast.
- Tina talked about her transition to Triple Seat software, and that it is taking extra time to get our client process in the system.
- Tina highlighted returning client events in October. She added October is a busy month, and she is happy to see the Oregon Ministry Network group coming back after not being here since 2012.
- Tina shared the booking calendar information for 2023 & 2024. She added we have a couple of positive new groups holding dates in May and July 2024.
- Nancy asked if we are approached to do music/entertainment type events. Tina said we do not get approached often for concerts or performing arts. Brian added that we are fully equipped to support performing arts and concerts events. (Shaun/Robert P)

GENERAL MANAGER'S REPORT:

- Brian started by talking about the Economic Impact for last month and shared that September was a busy month with 24 days of use. Brian said he continues to be pleased by how clients creatively use the building.
- Brian shared a report of the room tax revenue for September.

- Brian talked about the pace and number of clients that are coming back after the pandemic. He explained things have changed in the way clients hold events whether in person or online.
- Brian shared that in the new year we are looking at more travel opportunities for staff education. He said he would like to send operations staff to a couple functions to see other buildings and influencers.
- Brian explained the challenges with the building where the new renovation meets the old parts of the building. He said he has an Engineer that will help us choose a proper HVAC system to marry with the roof repairs and other possible changes. He added at the time the HVAC system is discussed, he would like to make some plans for the roof and Pacific room ceiling. He said he is looking forward to having a good plan to make these changes.
- Brian added that he has been aggressively moving forward on his project list. He added that if you think of anything that needs to be on his project list, please let him know.
- Brian talked about our new payroll system with the city.
- Brian added that everyone is invited to give input on the comprehensive plan for the City of Seaside. (Shaun/Robert P)

OLD BUSINESS:

Brian set a meeting time with Robert P and Nancy for Wednesday October 18th regarding updating our fees for the building.

NEW BUSINESS:

Brian stated we need to reschedule the November Commission meeting. The group decided on Thursday November 16th at 4:00pm.

CORRESPONDENCE:

The Commission reviewed the surveys.

ADJOURNMENT:

The meeting was adjourned at 4:55p.m.



CIVIC AND CONVENTION CENTER

**SEASIDE CIVIC & CONVENTION CENTER COMMISSION
REGULAR MEETING
September 14th, 2023
Updated Oct 12th, 2023*

CALL TO ORDER:

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

A. Roll Call:

• **Members Present:**

Nancy McCune
Linda Benjamin

Robert Perkel
Shaun Wagner

Robert Fuller

• **Members Absent:**

Dana Phillips

Erik Marston

B. Consensus of Agenda/Additions:

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

MINUTES OF LAST MEETING:

There were no changes to the August 17th, 2023, minutes. The minutes were approved as presented. (Nancy/Robert P)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

- There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

- There were no guests Present. Seth Morrissey was present as City Council liaison.

COMMITTEE REPORTS:

A. Advertising/Marketing:

- Tina started with August stats on our continuing MPI campaign. She said this campaign continues to receive responses.
- Tina stated the Google analytics stats show our users are up over last year in August. Tina added that the data shows overall we've had several new users from all over the world.
- Tina talked about the City of Seaside website links to our website. She said we have a link to our website at the bottom of the City's home page and under "Community".
- Tina shared that she will be going to the MPI meeting next week, and in October the OSU Suppliers Showcase & Expo.
- Brian talked about our brand-new upcoming Newsletter. This valuable tool is to keep our current clients engaged.

- Brian showed the commission members the new look of the weekly activities and events email. He added that a lot of local restaurants and hotels use this as a tool for scheduling staff.
- Brian mentioned that our customers are very valuable, so at the end of the day, Brian said he is more concerned with the value of the customer and the economic impact on the community, instead of the number of days we have booked per event. (Nancy/Linda)

B. Budget/Finance:

- Jennifer B started with the status of the accounts receivable report through the end of August.
- Brian shared a financial report generated from the City with budgets and Expenditures.
- **Shaun asked if the city Interfund loans are paid back. Brian explained that we do get the funds back from the water and sewer departments. Shaun asked why these funds are going to sewer and water when they are designated for tourism activities. Seth explained that during the budget process they allocated funds to sewer and water because tourism impacts the use of sewer and water. (Shaun/Linda)**

SALES DIRECTOR'S REPORT:

- Tina shared her activity for the month of August with contacts, contracts, meetings, trainings, addendums, and site tours.
- Tina highlighted two new events happening in September, the Pacific Coast Shellfish Growers Association, and the Oregon Vocational Rehabilitation In-Service Conference.
- Tina talked about the cancellation of United Steelworkers in September.
- Tina shared her transition to Triple Seat software, and that it has taken time to get sorted out for our specific process.
- Tina talked about why August was down in event numbers compared to the past. (Nancy/Robert P)

GENERAL MANAGER'S REPORT:

- Brian started by talking about the Economic Impact being low for August and that it was not what it typically has been in the past.
- Brian shared that in August our crew has done some major wall repairs in the Seaside rooms, and he added that he would like to show the commission the newly painted walls and new projectors as well as the roof's new HVAC unit.
- Brian talked about the new floor maintenance equipment that we have ordered.
- Brian showed the commission Tripleseat software and how it will be used by all key team members will be using this eventually.
- Brian talked about raising our rates and restructuring our pricing to add audio/video equipment charge. (Nancy/Robert P)

OLD BUSINESS:

None

NEW BUSINESS:

Brian stated we are working on a new version of the Commission Packet.

CORRESPONDENCE:

The Commission reviewed the surveys.

ADJOURNMENT:

The meeting was adjourned at 4:52p.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	\$2,676.22
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	\$1,318.00
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		
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

November 6th, 2023

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

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

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
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
Total	\$12,443,504	\$16,023	\$64,094	\$12,379,410

Seaside Civic & Convention Center

Sales Report October 2023

Number of Contacts: 54
Contracts Received: 12
Addendums Received 0
Meetings & Trainings: 8
Site Tours of SCCC: 1

Cancelled Contracts: 1 November 9-11, 2023, OR EMS Conference 2023

Priority	New	Return	Attendees	Dates	Event
1		x	500	4/28-30/2027	OR Library Association Conference 2027
1		x	800	4/18-19/2031	OR Scholastic Chess Federation (OSCF) State Championship 2031
1		x	800	4/16-17/2032	OR Scholastic Chess Federation (OSCF) State Championship 2031
1		x	800	4/15-16/2033	OR Scholastic Chess Federation (OSCF) State Championship 2031
1		x	300	1/15-18/2025	OR Assn for Comprehensive Ed (OACE) Winter Conference 2025
1	x		600	7/5-7/2024	Metaphysics & Wellness MeWe Fair + Gem Show 2024
1	x		600	7/25-27/2025	Metaphysics & Wellness MeWe Fair + Gem Show 2025
1	x		250-300	12/10-12/2024	2024 Northwest Fish Culture Concepts
3		x	175	8/18-21/2025	OR Assn of Water Utilities Summer Classic (OAWU) 2025
4		x	200	1/28/2025	Project Homeless Connect 2025
4		x	80-100	11/9/2023	CAT Child & Family Development Programs All Staff Training PBIS Mod. 1 2023
4		x	300	2/21-22/2025	Miss Clatsop County Scholarship Program 2025

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	226	239	149	85	82	74	79	74	46	46
PENDING CONTRACT	0	4	4	0	0	0	0	0	0	0
TENTATIVE HOLD	1	20	53	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
▶ 1	2	3	4	5	6	7	▶			1	2	3	4	▶			1	2	3	4
▶ 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						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
▶						1	▶	1	2	3	4	5	6	▶				1	2	3
▶ 2	3	4	5	6	7	8	▶ 7	8	9	10	11	12	13	▶ 4	5	6	7	8	9	10
▶ 9	10	11	12	13	14	15	▶ 14	15	16	17	18	19	20	▶ 11	12	13	14	15	16	17
▶ 16	17	18	19	20	21	22	▶ 21	22	23	24	25	26	27	▶ 18	19	20	21	22	23	24
▶ 23	24	25	26	27	28	29	▶ 28	29	30	31				▶ 25	26	27	28	29	30	
▶ 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	▶		1	2	3	4	5	▶					1	2
▶ 2	3	4	5	6	7	8	▶ 6	7	8	9	10	11	12	▶ 3	4	5	6	7	8	9
▶ 9	10	11	12	13	14	15	▶ 13	14	15	16	17	18	19	▶ 10	11	12	13	14	15	16
▶ 16	17	18	19	20	21	22	▶ 20	21	22	23	24	25	26	▶ 17	18	19	20	21	22	23
▶ 23	24	25	26	27	28	29	▶ 27	28	29	30	31			▶ 24	25	26	27	28	29	30
▶ 30	31																			

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

YELLOW = CONTRACTED DAYS - 226 days

Updated 10/23/2023

RED = CONTRACT PENDING- 0 days

GREEN = TENTATIVE HOLD - 1 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			
▶		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	
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July							August							September									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
▶		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
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▶	21	22	23	24	25	26	27	▶	18	19	20	21	22	23	24	▶	22	23	24	25	26	27	28
▶	28	29	30	31				▶	25	26	27	28	29	30	31	▶	29	30					

October							November							December									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
▶			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
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▶	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 - 239 days

Updated 10/30/23

RED = CONTRACT PENDING - 4 days

GREEN = TENTATIVE HOLD - 20 days

GREY = FACILITY MAINTENANCE - 9 days

General Managers Report

November 2023

In October, we held Twenty-Five (25) event/usage days, which included:
Six (6) Conferences, Three (3) Civic Events, and One (1) Fundraiser.

Economic Impact: \$2,382,070.00 to our Seaside Business Community.

Upcoming, we have;

November 1-4	OREGON FIRE DISTRICT DIRECTORS
November 4-6	OR ASSOCIATION OF STUDENT COUNCILS
CONFERENCE	
November 8	SEASIDE KIDS PANCAKE FEED
November 9	CAT CHILD & FAMILY PROGRAMS STAFF TRAINING
November 13-14	IRON CHEF GOES COASTAL
November 15-16	P.E.O. HOLIDAY TREASURES BOUTIQUE
November 16	TIO LAW ENFORCEMENT TRAINING
November 17-19	WORD OF LIFE FAMILY CONFERENCE
November 24-25	SEASIDE ARTISAN FAIR
Nov 27- Dec 3	FESTIVAL OF TREES
	DECEMBER 2023
December 8-9	ENCORE DANCE RECITAL AND TOY DRIVE
December 18-21	SANTA'S WORKSHOP
December 29-31	ALMOST NEW YEAR'S ROUNDUP

Brian's two cents:

During the next two months, our building will host some of my favorite events that I look forward to. These events, I believe, demonstrate how important this building is to our community. There is something for everyone, from Iron Chef to Almost New Year's Roundup. The size and audience of each event vary, but they are all vital to both the business community and the residential community as a whole.

Our crew focuses on deep cleaning and light maintenance during November and December, such as paint touch-ups, carpet care, and moving parts inspections. Among the noteworthy projects will be installing a door into a storage area for better access and replacing the black kick strip on the mezzanine level with porch paint. It will benefit the building's aesthetics and keep our employees safe to have each of these projects completed. By increasing storage access, we will be able to move from event to event with greater flexibility.

We look forward to seeing you at one or more of our upcoming events over the holiday season.

Seaside Civic & Convention Center

Monthly Event Report – October 2023

#	Event	Event Days	Attendees
1	ACBL Regional Bridge Tournament	7	775
1	Columbia Pacific CCO Annual Summit	2	210
1	West Coast Women's Conference	4	360
1	NOW District Lutheran Educators	3	250
3	Life Line Screening	1	47
1	Seaside Sashay	2	267
4	Wildlife Center Founders Dinner	1	150
1	OMN Intermission	3	320
3	CAR Training	1	23
3	Chinook Co-Stewardship Celebration	1	50
Totals: 10 Events		25	2452

	Key	Total Events	Attendees
1	Conference/Convention	6	2,182
2	Trade Show	0	0
3	Civic Event	3	120
4	Fundraiser	1	150
5	State of Oregon	0	0
Totals		10	2452

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	
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	\$ 21,833,019.00
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	
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	

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

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 12, 2023 2:05:39 PM
Last Modified: Thursday, October 12, 2023 2:12:43 PM
Time Spent: 00:07:03
IP Address: 209.94.86.247

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	CPCCO SUD Summit
Name of Evaluator	Emily Borke
Email Address	borkee@careoregon.org
Number of Attendees	210
Date(s)	10/9/23-10/10/23

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	N/A
Communication Skills	N/A
Timely Response	N/A
Knowledge of Facility	N/A
Courtesy	N/A
Other (please specify):	I didn't interact with Tina as I think the booking was done before I came on as PM.

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	Good
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Celeste was awesome to work with prior to the event- so helpful and accommodating. The only thing that would have been helpful was to know who my point person should be during the event although everyone I interacted with was super helpful so it all worked out. I just didn't know if I was going to the right person for the different things I needed during the event.

Q4

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

Properly Equipped	Good
Appearance	Outstanding
Signage	Outstanding
Value	Good
Other (please specify):	There were several requests for a more clearly marked or centrally located place to get water.

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
Other (please specify):	The team that was present were so friendly, helpful, and responsive to the many things that came up during the event. I am incredibly appreciative of this team.

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	Good

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	Good
Lighting Equipment	Good
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	Good
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	Good
Communication Skills	Good
Timely Response	Good
Menu Creativity	Good
Courtesy	Good

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	Average
Responsive to Needs	Good
Presentation/Creativity	Good
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	Jeremy was awesome on both days- super friendly, communicative, and positive. I really enjoyed working with him. I wish we could have had the breakfast remain out longer and more diversity in the items offered (this was feedback we got from several attendees).

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	Outstanding
Amenities	Good
Other (please specify):	River Inn at Seaside and Inn at Seaside

Q12

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

John was so helpful at the beginning of Day 1 before any other staff had arrived trying to help us troubleshoot our tech needs even though he was clear that wasn't his area of expertise. :) All the IT guys were great to work with.

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.

We had an incredibly positive response from attendees on our event and really appreciate all that SCCC did to make this a great event with 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.

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 16, 2023 12:16:55 PM
Last Modified: Monday, October 16, 2023 12:24:35 PM
Time Spent: 00:07:40
IP Address: 199.187.211.42

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	West Coast Women's Conference
Name of Evaluator	Rachel Sparks
Email Address	orladiesministries@gmail.com
Number of Attendees	360
Date(s)	October 12-14,2023

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

Q4

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

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

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

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

Q6

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

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

Q7

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

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

Seaside Civic and Convention Center 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
Other (please specify):	They went above and beyond... told me about Gobo. I had no idea, there was such a thing as Gobo. Thank you so much for this information.

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):	He provides a wonderful experience for the ladies with food! I really like his flexibility.

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	Average
Cleanliness	Good
Guest Room Appearance	Good
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	Inn at Seaside Rivertide Suites The price is high for the fall time.

Q12

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

Respondent skipped this question

Q13

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

Respondent skipped this question

Q14

Please comment on your overall experience while visiting Seaside.

Respondent skipped this question

Q15

How did you hear about us?

Repeat Customer

Q16

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

Respondent skipped this question

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 17, 2023 11:13:58 AM
Last Modified: Tuesday, October 17, 2023 11:16:28 AM
Time Spent: 00:02:30
IP Address: 47.33.189.19

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Clatsop Association of Realtors, Code of Ethics Class
Name of Evaluator	Bree Phillips
Email Address	bree@liveastoria.com
Number of Attendees	23
Date(s)	Oct. 16, 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

Q4

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

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

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

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

Q6

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

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

Q7

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

Professionalism	Outstanding
Technical Knowledge	Good
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
Other (please specify):	Lots of positive comments on the food. The Chicken in the ceaser wraps was excellent. It would have been nice to keep the food on ice so it could have been out a bit longer.

Q10

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

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

Q11

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

Availability	Outstanding
Affordability	Good
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding

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

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.

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 23, 2023 12:05:18 PM
Last Modified: Monday, October 23, 2023 12:12:59 PM
Time Spent: 00:07:41
IP Address: 96.79.97.113

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	NOW LCMS Educators Conference
Name of Evaluator	Marilyn Allen
Email Address	marilyna@nowlcms.org
Number of Attendees	250
Date(s)	10/18-20/2023

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

Q4

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

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

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

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

Q6

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

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

Q7

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

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

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
Other (please specify):	We worked mostly with Jeremy, but Roscoe came out and said hello. The catering staff was awesome as always!

Q10

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

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

Q11

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

Availability	Outstanding
Affordability	Good
Cleanliness	Good
Guest Room Appearance	Good
Courtesy of Front Desk Staff	Good
Parking	Outstanding
Amenities	Good
Other (please specify):	We stayed at the Rlvertide Suites and it is getting a bit tired but we still enjoy staying there. It is close to the convention center and the suites are a good value for our staff and presenters

Q12

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

Celeste, Jennifer (both of them), Tina, Jeremy, Frank and Andy. I don't know the names of the evening staff, but they were excellent as well.

Q13

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

Your staff is great and the venue is wonderful. There's nothing that I can think of that would improve our experience!

Q14

Please comment on your overall experience while visiting Seaside.

a 10 out of 10

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.

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 30, 2023 10:13:39 AM
Last Modified: Monday, October 30, 2023 10:25:44 AM
Time Spent: 00:12:04
IP Address: 50.43.32.141

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Seaside Sashay
Name of Evaluator	Gary Clark
Email Address	gaclark42@gmail.com
Number of Attendees	267
Date(s)	October 27 & 28, 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

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):

There was a hiccup on clearing out the Necanicum room after the Craft Fair and when I talked to them they got on it and it was done in enough time for the 7:00 dance. It wasn't listed on their paperwork.

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	N/A

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.

Other (please specify): We stayed in the Thousand Trails Campground

Q12

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

I don't remember names but the facility men always did everything I asked for adding tables and chairs. The woman's restroom needed towels and they took care of it. Very professional men.

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.

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 30, 2023 2:11:19 PM
Last Modified: Monday, October 30, 2023 2:20:24 PM
Time Spent: 00:09:04
IP Address: 47.7.27.94

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Founder's Night
Name of Evaluator	Allie Kloster / Wildlife Center of the North Coast
Email Address	allie@coastwildlife.org
Number of Attendees	100+
Date(s)	10/29/23

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
Other (please specify):	Very helpful, professional and approachable. Thanks for all of your assistance to make this event happen!

Q4

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

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

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

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

Q6

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

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding
Other (please specify):	Fast, efficient and friendly.

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):	Tech and sound crew very helpful and knowledgable. Everything sounded and looked great!

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	Average
Courtesy	Outstanding
Other (please specify):	The staff was very helpful both before and during the event. The salad was nice...the main entree was OK (I had comments the salmon was cooked "fine", the pork was sliced extremely thin/almost like lunchmeat and one of my vegetarians said it was good but "just pasta"). I know you can't please everyone, I thought the flavor on mine was good and enjoyed my meal but did want to pass along the feedback from our guests. And either way...everything came out hot and on time. So we do genuinely appreciate that!

Q10

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

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	Catering staff was SO helpful and friendly. Jeremy was doing a great job overseeing everything, our bartender was quick and friendly, while not seeming overwhelmed - everything went pretty flawlessly, so we thank you!!!

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 was quick to respond and seemed happy to help. I appreciate her timely response to emails and willingness to cater to our groups needs.

Q13

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

Different overhead lighting options. We did dim the back area some, but it was still fairly bright for a dinner event.

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.

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, November 06, 2023 12:53:51 PM
Last Modified: Monday, November 06, 2023 2:13:56 PM
Time Spent: 01:20:04
IP Address: 216.110.198.246

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	OFDDA Conference
Name of Evaluator	Mandy
Email Address	mandy@ofdda.com
Number of Attendees	140
Date(s)	11/1-11/4

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
Other (please specify):	Some of the easiest event planning with Celeste. Thank you!

Q4

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

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

Q5

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

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

Seaside Civic and Convention Center 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):	Frank was very knowledgeable and personable. Thank you.

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):	Both Jennifer's were AMAZING!!

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	Average
Timely Response	Average
Menu Creativity	Good
Courtesy	Good
Other (please specify):	My communication with Roscoe was limited. All of the above services with Jeremy was 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	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	N/A
Amenities	Outstanding
Other (please specify):	Staff stayed at an airbnb off-site (it was wonderful). My experience with the Holiday Inn and Rivertide Suites was great for booking speakers.

Q12

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

Jeremy, Celeste, and Frank.

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.

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 07, 2023 12:06:11 PM
Last Modified: Tuesday, November 07, 2023 12:13:31 PM
Time Spent: 00:07:19
IP Address: 157.97.134.162

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	OASC Fall Conference
Name of Evaluator	Miles Palacios
Email Address	miles@oasc.org
Number of Attendees	~1000
Date(s)	November 4th – 6th

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):	Always love working with Celeste! Communication and problem solving is always timely!

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):	Incredible experience with the space as always!

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):	Working with Jon, Nick, Frank, Max, and Keith every year is always a treat. I met a part timer that I hadn't before but am blanking on his name. He was great to chat with and a fine addition to the incredible team we're always lucky enough to work with.

Q6

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

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding
Other (please specify):	No notes, everything was set as we needed and clean.

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):	Great!!

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):	Front office team is always a treat!

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.

Other (please specify):	I absolutely love working with Oregon Fine Foods. Roscoe and Jeremy are such a pleasure to work with. And their whole team make every event bright.
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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
Other (please specify):	Exact to my requested specifications and excellent quality.

Q11

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

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding

Q12

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

All of the event staff guys are a treat to work with. I want to specifically shout out Jon this year. We had a situation where one of our students was having a hard emotional moment during the conference because of the death of someone close to them. He helped us find a quiet space for them to grieve and feel their emotions in the moment and then came back around the following day to check in to see if the kiddo was alright. That type of community concern for our students and us as clients is so powerful and I am so thankful to him for being thoughtful in such a way. The whole team portrays this type of value for the people who cross your front doors. Thank you!

Q13

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

No suggestions at this time!

Q14

Please comment on your overall experience while visiting Seaside.

Wonderful experience! Can't wait until April! :)

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.

Tina Eilers

From: Allie Kloster <allie@coastwildlife.org>
Sent: Wednesday, November 1, 2023 3:30 PM
To: Celeste Kenneally; Tina Eilers
Subject: Following up / Founders Night

Hello Celeste and Tina!

I wanted to take a moment to follow-up after the Founders Event and pass along a sincere **THANK YOU!** Our event was well-attended and well-received by guests. Celeste made the planning very easy and was accommodating to our needs. I really appreciate your support answering questions and helping make things happen! (The lighting on the stage was one of my favorite elements!! It was a blue/almost ombre to green and looked stunning! The little details really make the difference. We also got compliments on the fun wavy table for the silent auction!)

The sound/tech crew was very knowledgeable and helpful and I saw them helping out all around. Overall, the entire staff was a pleasure to work with.

I just wanted to send this genuine thank you for helping make our event a success. Have a great week -

Sincerely,

Allie K.

--

Allie Kloster

She | Her | Hers

Development Coordinator

Wildlife Center of the North Coast

allie@coastwildlife.org

89696 Hwy 202 | PO Box 1232 | Astoria, OR 97103

503.338.0331 | www.CoastWildlife.org

Thanks from
Wildlife Center of the
North Coast...



10/27/23

Jennifer,

Thank you so much for your assistance last Wednesday, during our conference. I was very anxious, flustered, and even felt panicked trying to fix our nametags issues. Your help was much appreciated and I am very grateful.

Blessings to you,
Kelsie & The Northwest District