



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda
October 12th, 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 Sept 14th, 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 J Owen
 - a. Motion to Approve**

- X. Old Business**
 - a. Set date – Update fees (Nancy & Bob P)**

- XI. New Business** - Open to all
 - a. November Commission Date –**

- XII. Correspondence** - Brian J Owen

- XIII. Adjournment**



CIVIC AND CONVENTION CENTER

**SEASIDE CIVIC & CONVENTION CENTER COMMISSION
REGULAR MEETING
September 14th, 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 Morrisey 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. (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	\$1,885.00
6/26/23	Clatsop Association of Realtors	6/26/23	\$791.22	8/10/23	\$791.22
9/10/23	Class of 1963 Reunion	6/29/23	\$150.00	7/3/23	\$150.00
10/20/23-10/21/23	Seaside Rotary Auction 2023	7/1/23	\$300.00	7/5/23	\$300.00
9/11/23-9/13/23	United Steel Workers District Conference Deposit	7/3/23	\$2,400.00	8/7/23	\$2,400.00
10/30/23	Life Line Screening Oct 23	7/3/23	\$200.00	7/14/23	\$200.00
7/29/23	Pacific Northwest Custom Invitational 2023	7/6/23	\$550.00	7/12/23	\$550.00
6/29/23	CIS Trust	7/12/23	\$761.10	7/26/23	\$761.10
7/6/23	Clatsop Association of Realtors Short Term Rental #1	7/13/23	\$1,496.86	7/28/23	\$1,496.86
9/9/23	SHS Class of 1973 Reunion	7/16/23	\$3,103.40	7/24/23	\$3,103.40
2/25/24	Englund Marine Anniversary Celebration Deposit	7/18/23	\$650.00	7/24/23	\$650.00
6/6/23-6/8/23	Coast Spotlight Talent Show Fundraiser	7/18/23	\$1,250.00	8/7/23	\$1,250.00
1/13/24-1/14/24	Wedding Trade Show	7/18/23	\$1,100.00	8/18/23	\$1,100.00
7/9/23-7/16/23	Spotlight Dance Cup	7/20/23	\$6,450.00	8/7/23	\$6,450.00
7/17/23-7/23/23	Miss Oregon 2023	7/24/23	\$9,071.49	7/28/23	\$9,071.49
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$1,318.00	7/28/23	\$1,108.00
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$210.00	8/8/23	\$210.00
7/29/23	Pacific Northwest Custom Invitational 2023	8/7/23	\$650.00	8/25/23	\$650.00
7/31/23	South Korean Delegates	8/7/23	\$3,658.00		
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		
8/28/23-8/31/23	OR State Police CJIS Training 2023	9/6/23	\$13,131.90		
10/23/23-10/25/23	OR Ministry Conference	9/16/23	\$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		

Account	Appropriations	Month to Date Expenditures	Year to Date Expenditures	Unencumbered Balance	% Balance
Salaries and Wages	\$ 764,356.00	\$ 62,406.63	\$ 62,406.63	\$ 701,949.37	92%
MANAGER	\$ -	\$ -	\$ 17,044.00	\$ (17,044.00)	0%
SALES DIRECTOR	\$ -	\$ -	\$ 13,712.00	\$ (13,712.00)	0%
ASSISTANT MANAGER	\$ -	\$ -	\$ 1,789.60	\$ (1,789.60)	0%
OPERATIONS PERS (6)	\$ -	\$ -	\$ 61,100.00	\$ (61,100.00)	0%
PART-TIME HELP	\$ -	\$ -	\$ 1,514.57	\$ (1,514.57)	0%
OFFICE PERSONNEL (3)	\$ -	\$ -	\$ 30,350.00	\$ (30,350.00)	0%
FICA	\$ 60,044.00	\$ 4,727.43	\$ 14,243.46	\$ 45,800.54	76%
HEALTH/DENTAL/LIFE INSURANCE	\$ 166,467.00	\$ 12,370.17	\$ 37,108.21	\$ 129,358.79	78%
RETIREMENT	\$ 206,906.00	\$ -	\$ 31,077.12	\$ 175,828.88	85%
WORKMANS COMPENSATION INS	\$ 1,070.00	\$ 17.78	\$ 1,827.25	\$ (757.25)	-71%
UNEMPLOYMENT	\$ 764.00	\$ 46.72	\$ 171.11	\$ 592.89	78%
INCENTIVE PAY	\$ -	\$ -	\$ -	\$ -	0%
INSURANCE SPLIT	\$ 4,000.00	\$ 200.00	\$ 600.00	\$ 3,400.00	85%
TRAVEL ALLOWANCE	\$ -	\$ -	\$ -	\$ -	0%
OVERTIME/HOLIDAY PAY	\$ 15,000.00	\$ -	\$ 100.00	\$ 14,900.00	99%
LONGEVITY BONUS	\$ 5,536.00	\$ 450.98	\$ 1,352.94	\$ 4,183.06	76%
COMPENSATED ABSENCES	\$ -	\$ -	\$ -	\$ -	0%
Leave Payout	\$ -	\$ -	\$ -	\$ -	0%
PAID FAMILY LEAVE	\$ 3,057.00	\$ 247.20	\$ 798.07	\$ 2,258.93	74%
Totals for Personnel Services	\$ 1,227,200.00	\$ 80,466.91	\$ 275,194.96	\$ 952,005.04	78%
PUBLICATIONS	\$ 150.00	\$ -	\$ -	\$ 150.00	100%
SUPPLIES	\$ 30,000.00	\$ 5,746.62	\$ 8,450.75	\$ 21,549.25	72%
MINOR EQUIPMENT	\$ 40,000.00	\$ 5,049.06	\$ 17,958.43	\$ 22,041.57	55%
GAS/DIESEL/OIL	\$ 1,000.00	\$ -	\$ -	\$ 1,000.00	100%
CLOTHING	\$ 4,000.00	\$ -	\$ -	\$ 4,000.00	100%
EQUIPMENT MAINTENANCE	\$ 12,000.00	\$ 249.03	\$ 3,155.96	\$ 8,844.04	74%
GROUNDS MAINTENANCE	\$ 12,000.00	\$ 883.33	\$ 2,649.99	\$ 9,350.01	78%
BUILDING MAINTENANCE	\$ 35,000.00	\$ 11,140.61	\$ 16,304.01	\$ 18,695.99	53%
MAINTENANCE CONTRACTS	\$ 20,000.00	\$ -	\$ 3,072.51	\$ 16,927.49	85%
OTHER MAINTENANCE	\$ -	\$ -	\$ -	\$ -	0%
TELEPHONE	\$ 5,000.00	\$ 297.04	\$ 1,411.33	\$ 3,588.67	72%
ELECTRICITY	\$ 60,000.00	\$ 5,642.00	\$ 11,332.55	\$ 48,667.45	81%
HEATING FUEL	\$ 25,000.00	\$ 267.46	\$ 591.93	\$ 24,408.07	98%

Account	Appropriations	Month to Date Expenditures	Year to Date Expenditures	Unencumbered Balan	% Balance
GARBAGE	\$ 3,000.00	\$ -	\$ 811.49	\$ 2,188.51	73%
LEGAL SERVICES	\$ 500.00	\$ 4.54	\$ 1,164.54	\$ (664.54)	-133%
PROFESSIONAL/CONTRACTUAL	\$ 100,000.00	\$ 4,470.31	\$ 12,348.24	\$ 87,651.76	88%
CHAMBER-ROOM TAX & BUSINE	\$ -	\$ -	\$ -	\$ -	0%
AUDIT	\$ 7,500.00	\$ -	\$ 680.00	\$ 6,820.00	91%
INSURANCE	\$ 100,000.00	\$ -	\$ 106,200.88	\$ (6,200.88)	-6%
	\$ 2,500.00	\$ -	\$ -	\$ 2,500.00	100%
POSTAGE & FREIGHT	\$ 500.00	\$ -	\$ 66.56	\$ 433.44	87%
RENTALS & LEASES	\$ 10,000.00	\$ -	\$ 39.90	\$ 9,960.10	100%
ELECTION	\$ -	\$ -	\$ -	\$ -	0%
ADVERTISING	\$ 45,000.00	\$ 3,204.10	\$ 14,643.31	\$ 30,356.69	67%
BULK HOUSING(I/O)	\$ -	\$ -	\$ -	\$ -	0%
PROMOTIONAL EVENTS(I/O)	\$ -	\$ -	\$ -	\$ -	0%
FOOD & LIQUOR FRANCHISE	\$ 875,000.00	\$ 39,543.60	\$ 61,465.57	\$ 813,534.43	93%
LIQUOR FRANCHISE	\$ -	\$ -	\$ -	\$ -	0%
CREDIT CARD DISCOUNT	\$ 1,000.00	\$ 253.99	\$ 473.70	\$ 526.30	53%
TRAVEL & MEETING	\$ 25,000.00	\$ 454.33	\$ 454.33	\$ 24,545.67	98%
DUES & MEMBERSHIPS	\$ 5,000.00	\$ 530.00	\$ 1,519.00	\$ 3,481.00	70%
OVERTIME MEALS	\$ -	\$ -	\$ -	\$ -	0%
TRAINING	\$ 20,000.00	\$ -	\$ 90.00	\$ 19,910.00	100%
INTEREST	\$ -	\$ -	\$ -	\$ -	0%
BAD DEBT	\$ -	\$ -	\$ -	\$ -	0%
BOND SERVICE	\$ -	\$ -	\$ -	\$ -	0%
CASH OVER & SHORT	\$ -	\$ -	\$ -	\$ -	0%
DISCOUNTS EARNED	\$ -	\$ -	\$ -	\$ -	0%
MISCELLANEOUS	\$ -	\$ -	\$ -	\$ -	0%
Totals for Services and Supplies	\$ 1,439,150.00	\$ 77,736.02	\$ 264,884.98	\$ 1,174,265.02	82%

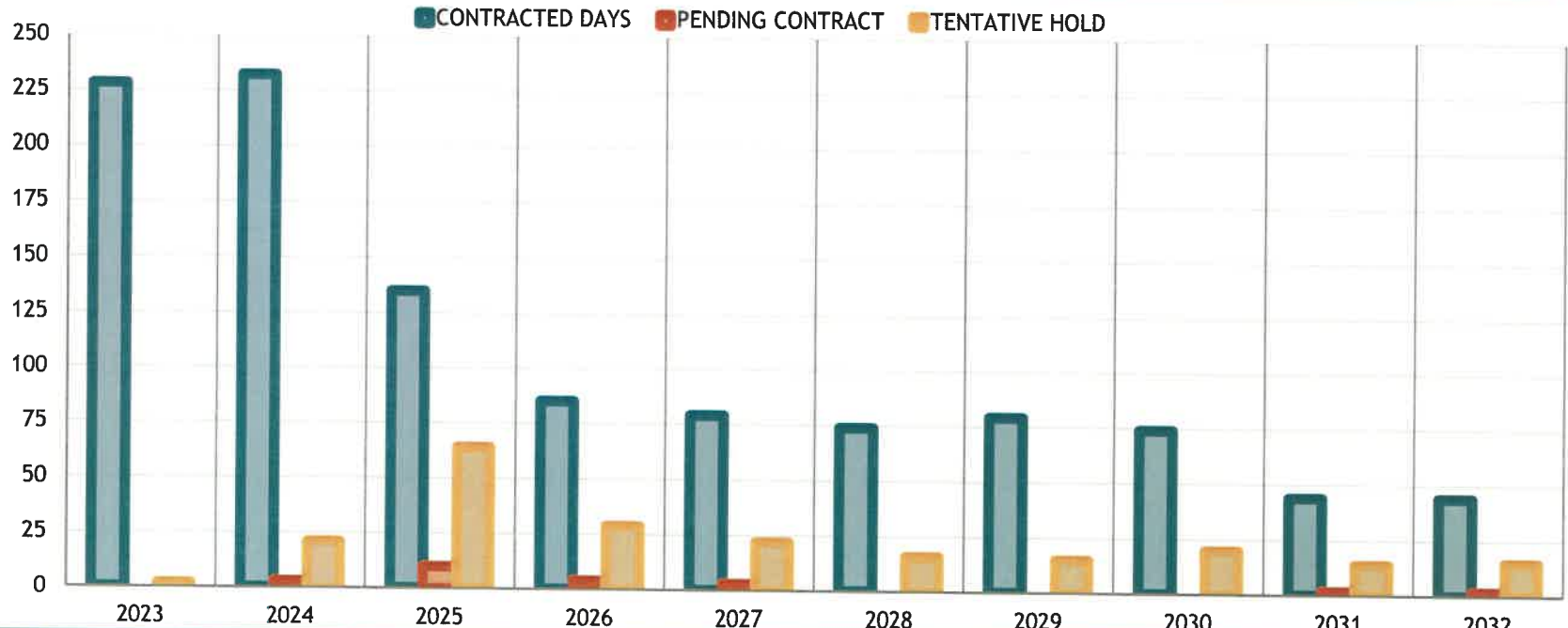
Seaside Civic & Convention Center Sales Report September 2023

Number of Contacts: 43
 Contracts Received: 4
 Addendums Received: 1
 Meetings & Trainings: 7 *working on data input for new software program
 Site Tours of SCCC: 1

Cancelled Contracts: 2 March 8-10, 2024 & March 6-9, 2025 Pouring At The Coast

Priority	New	Return	Attendees	Dates	Event
3		x	150	9/19-21/2025	ASAN Annual Conference 2025
3		x	150	3/4-7/2024	New Employee Orientation, USDA Forest Service Region 6 2024
4		x	95	2/6-10/2025	Get Out The Float 2025
4		x	150-175	10/13/2024	Wildlife Center of the North Coast Founders Dinner 2024
4		x	30-50	10/21/2023	Addendum Necanicum Watershed Council Chinook Co-Stewardship Community Celebration Move Date From 9/2/2023 to 10/21/2023

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	228	232	135	85	79	74	79	74	44	44
PENDING CONTRACT	0	3	10	4	3	0	0	0	2	2
TENTATIVE HOLD	2	21	64	29	22	16	15	20	14	15



2023 BOOKING CALENDAR

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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▶ 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
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April							May							June						
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▶ 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							
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October							November							December						
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													▶ 31							

YELLOW = CONTRACTED DAYS - 228 days

Updated 9/13/2023

RED = CONTRACT PENDING- 0 days

GREEN = TENTATIVE HOLD - 2 days

GREY = FACILITY MAINTENANCE - 0 days



2024 BOOKING CALENDAR

January							February							March									
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April							May							June									
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July							August							September									
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▶	28	29	30	31				▶	25	26	27	28	29	30	31	▶	29	30					

October							November							December									
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▶	27	28	29	30	31			▶	24	25	26	27	28	29	30	▶	29	30	31				

YELLOW = CONTRACTED DAYS - 233 days

Updated 10/6/23

RED = CONTRACT PENDING - 3 days

GREEN = TENTATIVE HOLD - 21 days

GREY = FACILITY MAINTENANCE - 9 days

General Managers Report - for September 2023

In September, we are scheduled to hold twenty-Four (24) event/usage days which include:
Six (6) Conferences and Three (3) Civic Events.

Economic Impact: \$2,030,243.00 to our Seaside Business Community.

Upcoming in September, we have;

October 2-8	ACBL REGIONAL BRIDGE TOURNAMENT
October 9-10	COLUMBIA PACIFIC CCO ANNUAL SUMMIT
October 11-14	WEST COAST WOMEN'S CONFERENCE
October 16	CLATSOP ASSOCIATION OF REALTORS TRAINING
October 18-20	NOW DISTRICT LUTHERAN EDUCATORS CONFERENCE
October 21	CHINOOK CO-STEWARDSHIP COMMUNITY CELEBRATION
October 23-25	OREGON MINISTRY NETWORK INTERMISSION
October 27-28	SEASIDE SASHAY SQUARE DANCE FESTIVAL
October 29	WILDLIFE CENTER OF THE N. COAST FOUNDERS DINNER
October 30	LIFELINE SCREENING

Brian's two cents:

During this month, we focused on growing our future building maintenance cycles and pre-planning for November and December.

In the next few weeks, I will work with our building officials and advisors to update or replace four of our eleven HVAC systems. It is the beginning of our Request for Proposals process. To help create the RFP, I would like two commissioners to meet with me during the week of the 23rd to 27th. As we go through the process of selecting products and making adjustments to the building, these two individuals will continue to serve on the HVAC Task Force. We will meet monthly as the project progresses.

There isn't much more I can add at this point other than my project, and the budget list for 2024/2025 continues to grow. Between June of 2024 and December of 2025, we will be very busy completing much-needed updates to our oldest sections.

Seaside Civic & Convention Center

Monthly Event Report – September 2023

#	Event	Event Days	Attendees
1	Oregon Society of Physician Assistants	4	150
1	Pacific Coast Shellfish Growers Conference	4	300
1	It's A She Thang	3	600
1	American Society of Allergy Nurses	3	200
3	SHS Class of 73 Reunion	1	80
1	Head Start/Early Head Start	3	130
3	SHS Class of 63 Reunion	1	50
1	VR In-Service Conference	4	500
3	City of Seaside EPREP meeting	1	15
Totals: 9 Events		24	2025

	Key	Total Events	Attendees
1	Conference/Convention	6	1,880
2	Trade Show	0	
3	Civic Event	3	145
4	Fundraiser	0	
5	State of Oregon	0	
Totals		9	2,025

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	
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	\$ 19,450,949.00
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

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, September 18, 2023 8:35:07 AM
Last Modified: Monday, September 18, 2023 8:41:54 AM
Time Spent: 00:06:46
IP Address: 63.146.248.194

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Oregon Society of PAs
Name of Evaluator	Mike Oechsner
Email Address	admin@oregonpa.org
Number of Attendees	150
Date(s)	September 14-17, 2023

Q2

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

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

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.

Property 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

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	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	Need to expand efforts on supporting dietary restrictions and labeling food items.

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	Below Average
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Poor
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.

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 28, 2023 9:38:48 AM
Last Modified: Thursday, September 28, 2023 10:33:06 AM
Time Spent: 00:54:17
IP Address: 47.7.9.198

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	It's a She Thang
Name of Evaluator	SUZANN DANFORTH
Email Address	zandanforth@mail.com
Number of Attendees	600
Date(s)	Sept. 22-24

Q2

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

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Wonderful!

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):	The best!

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):	Another drinking fountain maybe?

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):	Thank you for everything especially helping with the details I forget!

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):	Perfect, John looks great ! Great haircut!

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):	Bravo!

Q8

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

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

Seaside Civic and Convention Center 2023

Q9

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

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding

Q10

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

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	You guys Rock!

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	Below Average
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Average
Amenities	Good
Other (please specify):	I wish to thank the sound booth guys for all of their patience and tolerance for those of us who endlessly asked favors for talent show and the video! I would also like to go on record as saying SSC staff always make us feel like a part of their crew . As we are an all volunteer committee, some of us aren't always very professional, but the entire staff always treats us with the utmost respect overlooking some of (mine for sure) mistakes then quickly adjusts. Although this event is meant to be a celebration of recovery we never loose site of the fact She thang can be a life saver. We could NOT do these sometimes lifesaving, always life changing events without the staff and their kind and cheerful attitudes. One never knows when a small kindness from another whether from a committee member of staff, will change the course of history ,at least for one person . A kindness is always remembered. On behave of our team, thank you ALL, (including Rosco and Jeramy) for the spirit of community and family. Zan DANFORTH It's a She Thang' and NCR

Q12

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

The entire crew. But if I were to pick anyone this year..... the evening guys at the sound booth. We could not have a talent show without them! Thanks

Q13

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

To whom ever is in charge of public restrooms;

The only negative I have is this PLEASE unlock the bathrooms by the bridge!!!! On Saturday we had an enormous amount of people walking in to the center wanting a restroom. Whether just tourists and or cross country race team and a few homeless people, they came in during speaker meetings. We help pay the taxes by renting rooms from local motels, which indeed should keep the bathrooms open. It isn't our jobs to kick out homeless people especially, (I have to do that in my neighborhood a lot) and I don't feel that the staff should have to worry about it as well. I was at the front desk all weekend and had to take time from attendees to direct to other restroom locations. It was made easier due to the "Women only" attendance. Thanks.

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.

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 10, 2023 7:13:11 AM
Last Modified: Tuesday, October 10, 2023 8:13:06 AM
Time Spent: 00:59:55
IP Address: 73.240.126.22

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	ACBL Bridge Tournament
Name of Evaluator	Jim Wheeler
Email Address	jimpamw@yahoo.com
Number of Attendees	775
Date(s)	October 2- 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

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	N/A
WIFI Experience	Outstanding

Q8

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

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

Q9

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

Professionalism	Average
Communication Skills	Average
Timely Response	Below Average
Menu Creativity	Outstanding
Courtesy	Outstanding

Q10

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

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

Q11

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

Availability	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A
Other (please specify):	Stayed in a house in Gearhart

Q12

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

Tina & JB & JT

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.

Excellent

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.