



FY 2023/24 QUARTERLY REPORT – 2nd Quarter Ended December 31, 2023

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Santa Clara Convention Center is strategically located in the heart of Silicon Valley, a prime location for conventions, trade shows and exhibitions. The Santa Clara Convention Center is minutes from hotels, restaurants, Levi’s Stadium, California’s Great America Theme Park, and many of the largest and most influential technology companies in the world, with easy access to freeways and Norman Y. Mineta San Jose International Airport and only 45 miles south of San Francisco. The Convention Center features 100,000 square feet of exhibit space, a 22,400 square foot ballroom, 31 breakout rooms and a 607-seat theater and attracts over 350,000 visitors annually. The facility is an integral economic component of Santa Clara, generating economic benefits through attendee direct and indirect spending and sustaining over 500 local jobs.

For more information, visit www.santaclaraconventioncenter.com.

2nd Quarter Highlights

This quarterly report covers fiscal operations of the Santa Clara Convention Center for the second quarter ended December 31, 2023. This report is unaudited and, therefore, subject to change.



61,071

Total Attendance



56

Total Events



\$5,535,047

Total Revenue

Strategic Highlights

Oak View Group (OVG 360) continues to be actively involved with the City and its partners at the Silicon Valley/Santa Clara DMO, Inc dba Discover Santa Clara® (the DMO) and the Santa Clara Tourism Improvement District (SCTID). The OVG General Manager (GM) participated in the interview for a new Board Member. As a Board Member/Officer of the DMO, the OVG 360 GM remained engaged in various activities of the organization including the finalization of the financial SOP's and training of the Administrative Services Manager (ASM) to take over payroll duties.

OVG 360 continued an elevated level of involvement in a wide array of activities, spanning partner meetings, contract evaluations, and union changes. OVG 360 in concert with the Teamsters changed its local from 853 to 2785 to provide better coverage for events at the Santa Clara Convention Center. OVG 360 met with its partners, Levy (Food & Beverage), Encore (Audio Visual) and Smart City (IT) to explore upcoming event opportunities while concentrating on enhancing operational processes and revenue-generating strategies. Notably, capital projects were a key focus, involving discussions about the digital signage project, the need for an electrical contractor, the beginning of a full electrical assessment of the facility and plans to issue additional RFP's and RFB's for facility maintenance. OVG 360, along with Levy, Smart City, and Encore, continued utilizing the booking policy and actively sought new business opportunities aimed at attracting impactful events to the facility. The dedicated sales efforts of the Center team resulted in the booking of 39 events in the quarter, with 6 of them classified as new business. OVG 360 continued to monitor event load and potential revenue throughout the quarter. All employees were brought back in accordance with California's Rehiring and Retention Law.

Financial Highlights

After a better than anticipated first quarter, the SCCC saw business continue to trend upward in the second quarter. Gross revenue October through December was \$5,535,047 representing 141.84% of the overall budget for revenue. Conversely, expenses totaled \$4,672,472, 119.99% of the budgeted expenses for the quarter, resulting in an overall profit of \$862,575 for Q2.

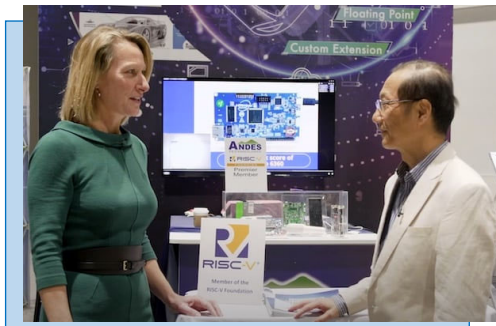
Event Highlights

Fifty-six events took place during the quarter, two less than the budgeted number of 58. Three events rescheduled their dates in Q2, four events were canceled due to either a reduction in registration numbers or other reasons within the quarter. A total of 33 clients did not move forward with their proposals.

In October, over 1,500 attendees gathered for Snowflake's two-day Data Cloud World Tour. Business leaders explored the latest innovations in Snowflake's Data Cloud while holding meetings and holding educational sessions. November brought the four-day RISC-V Summit to the SCCC, drawing over 1,500 participants to explore technological breakthroughs, engineering milestones, and case studies of the industry. Attendees also visited a trade show to see the newest offerings from RISC-V members. Capping the year, the SCCC held the Global Semiconductor Alliance Awards Celebration in December before 1,500 guests. Dubbed "The Oscars of the Semiconductor Industry," the event honored outstanding achievements and leadership in the field.



Snowflake Data
Cloud World Tour



RISC-V Summit



GSA Awards
Celebration

Operational Highlights

- As mentioned above, a total of 56 events occurred in the second quarter, with 22 in October, 20 in November, and 14 in December.
- The OVG 360 GM continued to monitor event load and staffing levels based on business quantity at the Center. Throughout the quarter, the Center experienced staff turnover, leading OVG to offer and hire a new Event Manager. Consequently, employee levels fluctuated between 31 and 32.
- The OVG GM conducted weekly meetings with Levy's GM to discuss ongoing operations and CIP projects.
- The OVG GM collaborated with Levy's GM and Levy corporate to address scenarios related to the cancellation of a large group and requested liquidated damage fees.
- The OVG 360 GM, Director of Events, and Human Resources extended an offer for the Event Manager position, which was accepted. The new employee began work in October.
- OVG 360 collaborated with the City and SCPD to review and strategize security and overall operations for a high-profile event at the SCCC in November.
- The OVG 360 GM submitted a request to the City for a budget add for FY 2024/25. This request included the addition of funds to address the increased insurance costs and funds to replace the Center's antiquated booking software.

Other Noteworthy Highlights

- In Q2, the OVG 360 Senior Director of Sales represented the City and the Center at the TEAMS and IMEX trade shows alongside the DMO to explore new business opportunities.
- OVG 360 hosted 22 site tours for potential future events at the Convention Center.
- The OVG 360 GM completed manual entry of all events from October 2021-June 2023 into the "Glide Path" model and sent to JLL, the City's former consultant, for review and processing.
- OVG 360 GM and OVG 360 Senior Vice President met with City leadership to present Sponsorship/Advertising opportunities for the City through a partnership with OVG.
- OVG 360 conducted a meeting with Local 2785, the new Teamsters local for the Center, to review the existing Letter of Understanding, extending the members' Collective Bargaining Agreement until June 30, 2024.

Financial Summary

Financial Results

In FY 2023/24, the second quarter followed its historical pattern of a strong start gradually tapering off toward the holiday season. Notably, October, originally projected as the most profitable month in the first half, exceeded expectations by an impressive margin of over \$60,000. Surprisingly, November, initially expected to incur a \$13,000 loss, turned out to be the standout performer, yielding a profit exceeding \$565,000, mainly due to the success of two new events. Despite December resulting in a loss, it exceeded anticipated losses by over \$200,000. As a result, OVG 360 and its partners achieved a gross revenue of \$5,535,047 during the quarter, surpassing the budgeted amount by \$1,632,601. The net income for Q2 reached \$862,575, surpassing the budgeted income by \$854,047, compared to the anticipated \$8,528.

Financial Summary – 2nd Quarter Ended December 31, 2023

	Projected in Budget	Actual	Difference
Gross Revenue	\$3,902,446	\$5,535,047	\$1,632,601
Total Expense	3,893,918	4,672,472	(778,554)
Net Income	\$8,528	\$862,575	\$854,047

Total expenses for the quarter were \$4,672,472 or 778,554 more than the budgeted amount of \$3,893,918. There was \$117,793 of other revenue recognized in Q2 primarily from cancelation fees and interest income.

Income Statement

SANTA CLARA CONVENTION CENTER
QUARTERLY GROSS INCOME STATEMENT
For the Six Months Ending December 31, 2023

	QUARTER 2 TO DATE			YEAR TO DATE		
	BUDGET	ACTUAL	VARIANCE	BUDGET	ACTUAL	VARIANCE
Number of Events	58	56	(2)	109	113	4
Number of Event Days	131	131	-	267	264	(3)
Attendance	62,391	61,071	(1,320)	128,255	133,101	4,846
Event Revenue						
Rental	\$1,013,863	\$915,052	(\$98,811)	\$1,958,478	\$1,787,841	(\$170,637)
Services	38,612	102,618	64,006	76,959	192,860	115,901
IT/Telecom	216,107	361,351	145,244	484,333	639,878	155,545
Food & Beverage	2,055,801	2,743,144	687,343	3,885,363	4,016,491	131,128
Electrical	111,757	207,950	96,193	143,736	517,716	373,980
Audio Visual	427,927	1,087,139	659,212	606,367	1,742,604	1,136,237
Total Event Revenue	3,864,067	5,417,254	1,553,187	7,155,236	8,897,390	1,742,154
Event Expenses						
Services	-	31,659	(31,659)	-	53,616	(53,616)
IT/Telecom	159,919	245,719	(85,800)	358,406	435,117	(76,711)
Food & Beverage	1,741,709	1,947,067	(205,358)	3,352,068	3,101,598	250,470
Electrical	78,230	147,905	(69,675)	100,615	382,051	(281,436)
Audio Visual	286,711	873,277	(586,566)	406,266	1,322,547	(916,281)
Total Event Expenses	2,266,569	3,245,627	(979,058)	4,217,355	5,294,929	(1,077,574)
Net Event Income (Loss)	1,597,498	2,171,627	574,129	2,937,881	3,602,461	664,580
Other Revenue	38,379	117,793	79,414	76,759	197,913	121,154
Total Net Event & Other Revenue	1,635,877	2,289,420	653,543	3,014,640	3,800,374	785,734
Indirect Expenses						
Executive	115,997	77,171	38,826	218,818	152,447	66,371
Finance	122,865	105,308	17,557	233,223	182,274	50,949
Event Services	141,482	100,508	40,974	272,271	202,822	69,449
Sales/Marketing	123,498	97,930	25,568	231,558	180,498	51,060
Operations	745,507	725,653	19,854	1,427,433	1,300,442	126,991
Overhead	378,000	320,275	57,725	755,999	596,507	159,492
Total Indirect Expenses	1,627,349	1,426,845	200,504	3,139,302	2,614,990	524,312
Net Operating Income	8,528	862,575	854,047	(124,662)	1,185,384	1,310,046
Other Income/(Expense)						
Net Income	\$8,528	\$862,575	\$854,047	(\$124,662)	\$1,185,384	\$1,310,046

Event Statistics

There were 56 events scheduled in Q2 with \$5,417,254 in revenue and \$3,245,627 in expenses. 'Conventions' and 'Trade shows' generated the largest amount of revenue in the quarter.

Event Revenue

Event Net Revenue – 2nd Quarter Ended December 31, 2023

Event Types	Gross Revenue	Cost of Sales	Net Revenue
Banquets	\$1,218,307	\$878,607	\$339,700
Meetings	70,872	22,437	48,435
Consumer Shows	267,437	89,767	177,670
Trade Shows	574,598	319,934	254,664
Conventions	2,954,602	1,831,031	1,123,571
Special Events	114,426	36,233	78,193
Miscellaneous Events	-	-	-
Sporting Events	217,012	67,618	149,394
Totals	\$5,417,254	\$3,245,627	\$2,171,627

This quarter, there was a profit of \$2,171,627. Revenues generated were higher than anticipated due to increased partner activity. Event expenses were slightly over budget due to the increase in event revenue for the quarter.

Partners

Partner Revenue – 2nd Quarter Ended December 31, 2023

Partner	Gross Revenue	Cost of Sales	Net Revenue
Levy Restaurants	\$2,743,144	\$1,947,067	\$796,077
Smart City (IT services)	361,351	245,719	115,632
ENCORE-AV (AV services)	1,087,139	873,277	213,862
Electrical	207,950	147,905	60,045
Totals	\$4,399,584	\$3,213,968	\$1,185,616

Partner revenue for Q2 was \$4,399,584. The cost of sales was \$3,213,968 for a net profit of \$1,185,616.

Indirect Expenses

Total indirect expenses were \$1,426,845 for the quarter.

Departments	Expense Description	Indirect Cost
Executive	Senior personnel	\$77,171
Marketing	Sales and marketing related	97,930
Finance	Finance and Human Resources	105,308
Events	Staffing to manage events	100,508
Operations	Engineering, building services, security, and all other related expenses to operate the building	725,653
Overhead	Non-departmental expenses	320,275
Transition Costs	Costs related to the transition to OVG	-
Totals		\$1,426,845

Previous Fiscal Year Comparison

When compared to the same quarter of the previous fiscal year, the number of actual events that took place were the same; however, FY 2023/24 saw a seven day increase. While the number of events stayed the same, the decreased attendance is usually indicative of the type of events that took place. For example, consumer/public shows generate more attendance than sporting events and in FY 2023/24, there were more sporting events during this time frame than consumer/public shows.

Financially, there was significant improvement with a net operating gain of \$862,575 in the current quarter compared to a net operating gain of \$357,738 in 2nd quarter of FY 2022/23.

Quarter 2 Comparison

	Quarter ended December 31, 2023			Quarter ended December 31, 2022		
	Projected in Budget	Actual	Budgeted Overage / (Underage)	Projected in Budget	Actual	Budgeted Overage / (Underage)
Number of Events	58	56	(2)	101	56	(45)
Number of Event Days	131	131	0	196	124	(72)
Attendance	62,391	61,071	(1,320)	52,540	80,959	28,419
Gross Revenue	\$3,902,446	\$5,535,047	\$1,632,601	\$3,990,335	\$3,664,200	(\$326,135)
Total Expense	\$3,893,918	\$4,672,472	(\$778,554)	\$3,764,452	\$3,306,462	\$457,990
Net Income	\$8,528	\$862,575	\$854,047	\$225,883	\$357,738	\$131,885

YTD Comparison

	YTD ended December 31, 2023			YTD ended December 31, 2022		
	Projected in Budget	Actual	Budgeted Overage / (Underage)	Projected in Budget	Actual	Budgeted Overage / (Underage)
Number of Events	109	113	4	166	107	(59)
Number of Event Days	267	264	(3)	341	233	(108)
Attendance	128,255	133,101	4,846	92,540	127,024	34,484
Gross Revenue	\$7,231,995	\$9,095,303	\$1,863,308	\$6,112,933	\$6,422,061	\$309,128
Total Expense	\$7,356,657	\$7,909,919	\$553,262	\$6,593,514	\$5,711,806	\$881,708
Net Income	(\$124,662)	\$1,185,384	\$1,310,046	(\$480,581)	\$710,255	\$1,190,836

Other Activities

- OVG 360 worked in partnership with the Hyatt Santa Clara when a water main broke in the shared courtyard between the properties. The teams were able to locate the turn off and minimize the damages to the courtyard and meeting areas surrounding.
- The OVG 360 GM, as a Board Member/Officer (Treasurer) attended the following meetings regarding DMO business:
 - Met with Kirsh & Company, the DMO accounting agency, to review and finalize the DMO's Financial SOPs.
 - Met with the Board Chair and the CEO to review and provide results of the CEO's goals for FY 2022/23.
 - Met with representatives of Bridge Bank, the DMO's new banking partner to discuss and implement the setting up of its new account.
 - Met as part of the Nominating Committee to interview a potential new board member.
 - Met with the Administrative Services Manager (ASM) to begin training on processing DMO payroll.
- OVG 360 met with the City, the DMO and JLL to discuss and review outstanding projects that needed to be completed by JLL prior to the end of the calendar year. OVG 360's management team also met to review and prepare its event folders for a sales audit scheduled by the City and JLL in December.
- Working in conjunction with Levy, the DMO, and the City the sales team reconfirmed its prospect goals for FY 2023/24. OVG 360's goal for the year is to average 220 active business prospects throughout FY 2023/24. As of the end of the second quarter, OVG 360's sales team is actively working 131 sales prospects. The sharp decline in prospects for this December is due to a change in how we track lost business opportunities. Previously prospects were updated to reflect event dates for the following year instead of labeling them as "Lost." This allowed the team to continue pursuing them as opportunities. However, after redefining "Lost Business" with the DMO, OVG updated the lead tracking procedures and those prospects that went past the potential event dates are now marked as lost. So, while the lower number of prospects seems to reflect worse business conditions, it will likely result in keeping the prospects fresh for the sales managers. It will also lead to improved accuracy in prospect reporting. OVG 360 will continue to put an emphasis on prospecting and generating leads for Priority 3 business aiming to convert 20% of those prospects into tentative¹ business. Of those tentative events, OVG 360 strives to reach a conversion rate of 20% into definite² business throughout the fiscal year.

¹ A tentative is defined as having dates held and/or proposals issued to the client.

² A definite is realized when a client signs its Use License Agreement for an event at Convention Center.

Key Performance Indicators (KPIs)

Gross revenue was \$5,535,047 and net income was \$862,575 for Q2. Through the second quarter, the event mix shows the Convention Center hosted eleven of its targeted P3's, twenty of its P4 goal and 81 of its P5 mark.

OVG Venue Management – Santa Clara Convention Center			
Performance Measures			
	2023/24 Target	YTD	NOTES
1. Convention Center Gross Revenue	\$15,663,770	\$9,095,303	
2. Net Income	\$104,174	\$1,185,384	
3. Number of Room Nights Consumed	26,591	11,549	
4. Economic Impact	\$24,444,969	\$24,626,994	
5. Customer Service Survey Results (<i>overall satisfaction</i>)	85%	-	Reported at year-end
6. Event Mix at the Convention Center (<i>consumed</i>)			
Percent of P1 Events	0.5%	0.00%	
Number of P1 Events	1	0	
Percent of P2 Events	1.0%	0.88%	
Number of P2 Events	2	1	
Percent of P3 Events	15.0%	9.73%	
Number of P3 Events	33	11	
Percent of P4 Events	19.5%	17.70%	
Number of P4 Events	43	20	
Percent of P5 Events	64.0%	71.68%	
Number of P5 Events	141	81	
Total Events	220	113	
7. Community Benefit			
Number of collaborative, community-based events hosted at the Center	2	1	
Percent of Center employees that volunteer in the community	60%	0%	Reported at year-end
Percent of small, local and MWBE businesses/vendors	20%	0%	Reported at year-end
8. Number of Prospects (active) (<i>non-cumulative</i>)	220	252	Average for the year of P3, P4, P5

- Priority 1 (P1) event – Large multi-day convention and/or conference that utilizes all venue space at the Convention Center, utilizes significant venue services such as food and beverage, audio-visual and information technology, and draws a substantial number of out-of-town visitors that stay in multiple Santa Clara hotels. Based on projected combined building spend and peak hotel room nights booked, has an 18+ month booking window.
- Priority 2 (P2) event – Primarily large multi-day convention and/or conference that utilizes most of the venue space at the Convention Center, utilizes venue services such as food and beverage, audio-visual and information technology, and draws out of town visitors that stay in multiple Santa Clara hotels. Based on projected combined building spend and peak hotel room nights booked, has a 12 – 18 month booking window.
- Priority 3 (P3) event – Multiple or single day event that utilizes space at the Convention Center. Attendance and out of town visitors are less than for a P1 or P2. Examples of P3 events may include trade shows, consumer shows, smaller conventions/conferences, and sporting events. Based on projected combined building spend and peak hotel room nights booked, has a 9 – 12 month booking window.
- Priority 4 (P4) event – Typically a one- or two-day event that utilizes space at the Convention Center. Attendees are primarily local. Special events (e.g., graduations), smaller meetings and/or smaller trade and consumer shows are examples of P4 events. Based on projected combined building spend and peak hotel room nights booked, has a 6 – 9 month booking window.
- Priority 5 (P5) event – Usually a single day event. Examples of P5 events are banquets, galas, other social type events and meetings. Based on projected combined building spend and peak hotel room nights booked, has a 0 – 6 month booking window.

Forecast

SANTA CLARA CONVENTION CENTER					
ROLLING FORECAST					
FY 2023/2024					
	ACTUAL YTD Jul - Dec FY 2024	PROJECTED Jan - Jun FY 2024	TOTAL PROJECTED FYE 6/30/24	ORIGINAL BUDGET FYE 6/30/24	VARIANCE
# OF EVENTS	113	94	207	220	(13)
DIRECT EVENT INCOME	\$ 2,131,846	\$ 2,010,771	\$ 4,142,617	\$ 4,348,664	\$ (206,047)
ANCILLARY INCOME	1,470,615	831,646	2,302,261	1,872,840	429,421
TOTAL NET EVENT INCOME	<u>3,602,461</u>	<u>2,842,417</u>	<u>6,444,878</u>	<u>6,221,504</u>	<u>223,374</u>
OTHER INCOME	<u>197,913</u>	<u>100,000</u>	<u>297,913</u>	<u>163,770</u>	<u>134,143</u>
EXECUTIVE	152,447	227,855	380,302	437,636	57,334
MARKETING	182,274	262,653	444,927	466,447	21,520
FINANCE	202,823	286,627	489,450	547,041	57,591
EVENTS OPERATIONS	180,499	260,582	441,081	463,116	22,035
OPERATIONS	1,300,442	1,857,180	3,157,622	2,854,867	(302,755)
OVERHEAD	596,505	988,925	1,585,432	1,511,997	(73,433)
TRANSITION COSTS	-	-	-	-	-
INDIRECT EXPENSES	<u>2,614,990</u>	<u>3,883,822</u>	<u>6,498,812</u>	<u>6,281,104</u>	<u>(217,708)</u>
OPERATING NET INCOME (LOSS)	<u>1,185,384</u>	<u>(941,405)</u>	<u>243,979</u>	<u>104,170</u>	<u>139,809</u>
NET INCOME (LOSS)	<u>\$ 1,185,384</u>	<u>\$ (941,405)</u>	<u>\$ 243,979</u>	<u>\$ 104,170</u>	<u>\$ 139,809</u>

The Center operated at a profit of \$1,185,384 through Q2 as a result of higher audio-visual and electrical revenues. For the remainder of FY 2023/24, revenues are projected at a \$941,405 loss resulting in an overall profit of \$243,979 for the fiscal year. If these projections hold, the Center will exceed its budgeted profit of \$104,170 by \$139,809. While this number is fluid, OVG 360 anticipates that the projected profit will continue to increase in the coming months due to new business bookings scheduled in the year and for the year.

FY 2023/24 Capital Improvement Projects (CIP)

CIP Project Updates

- OVG 360 issued a revised memo addressing the ongoing challenges with the Air Wall System in the Grand Ballroom.
- OVG 360 finalized its agreement with Kitchell to conduct a comprehensive Electrical Assessment of the Convention Center.
- Following the withdrawal of OVG 360's original electrical contractor for the Digital Signage project, an RFB was issued; however, OVG did not receive any responsible bidders. Under the City's guidance, OVG reached out to electrical contractors directly for quotes, and OVG 360 is in discussion with a potential electrical contractor.
- OVG 360 GM, working with the City's Contract Administrator, prepared and presented an updated 5-year Capital Plan. The full list was reorganized based on project priority.
- Levy successfully completed the Refrigeration Project for the Main Kitchen, upgrading all refrigerators and freezers.
- OVG 360 operations team conducted a two-day walkthrough of the Center's electrical system in collaboration with the Kitchell contractor.
- Council approved the allocation of \$90,000 for a roof assessment. The RFB will be released in Q3.



CIP Project Budget

Proj. #	Project Name	Phase	CITY/OVG 360 REVISED BUDGET	LEVY	TOTAL BUDGET	Actual Exp.	Balance
003	Convention Center HVAC - BMS System	Completed FY 2019/20	\$ 20,450	\$ -	\$ 20,450	\$ 20,450	\$ -
004	Convention Center HVAC Portable A/C Units	Completed FY 2020/21	\$ 75,350	\$ -	\$ 75,350	\$ 75,350	\$ -
005	Convention Center Security System	Completed FY 2021/22	\$ 172,831	\$ -	\$ 172,831	\$ 172,831	\$ -
006	Convention Center Lobby Roof (Glass Pyramids) Assessment and Repair	Completed FY 2021/22	\$ 479,300	\$ -	\$ 479,300	\$ 479,300	\$ -
008	Convention Center Interior Digital Signage and Display System	Implementation	\$ 1,035,386	\$ -	\$ 1,035,386	\$ 813,205	\$ 222,181
009	Convention Center Interior Paint	Completed FY 2021/22	\$ 648,052	\$ -	\$ 648,052	\$ 648,052	\$ -
012	Convention Center Riding Vacuum Purchase	Completed FY 2019/20	\$ 31,238	\$ -	\$ 31,238	\$ 31,238	\$ -
013	Convention Center Carpet Replacement	Completed FY 2021/22	\$ 1,509,869	\$ 241,856	\$ 1,751,725	\$ 1,751,725	\$ -
014	Balance - Contingency (Electrical)	-	\$ 137,524	\$ -	\$ 137,524	\$ 34,474	\$ 103,050
015	Kitchen/Tech Café/Stand B	Planning	\$ -	\$ 1,757,065	\$ 1,757,065	\$ 297,872	\$ 1,459,193
016	Roof Assessment	Planning	\$ 90,000	\$ -	\$ 90,000	\$ -	\$ 90,000
TOTAL			\$ 4,200,000	\$ 1,998,921	\$ 6,198,921	\$ 4,324,497	\$ 1,874,424

Community Involvement

- OVG 360 employees continued to volunteer for the Academy of Travel & Tourism program at Milpitas High School as mentors and judges. This program is a small learning community that focuses on Hospitality, Tourism, and Recreation in partnership with local businesses.



- OVG 360 organized a "Warm Coat Drive" in November for the Opening Doors organization's Operation REACH. This initiative aims to provide assistance to homeless individuals seeking support services in the downtown business corridor. Our mobile unit helps homeless residents find emergency shelter, clothing, showers, laundry service, meals, medical services, case management, employment training, and more.



- The OVG 360 team hosted the 2nd Annual Frosty Fest in partnership with Levy and other SCCC partners. Over 1,200 people registered for the event; 32% of which were residents of Santa Clara. Frosty Fest featured activities such as gingerbread man cookie decorating, arts and crafts, games, a scavenger hunt throughout the SCCC, and performances by local groups, including the Santa Clara City Library, Montage Dance, the New Ballet of San Jose, the Salvation Army, Palo Alto Players, and more. The event brought together residents for an evening filled with festive joy and community spirit.





Santa Clara Convention Center

5001 Great America Parkway

Santa Clara, CA 95054

Tel: (408) 748-7000

www.santaclaraconventioncenter.com

General Manager: Kelly Carr