



# **Team San Jose Performance Fiscal Year 2022-23**

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A Report from the City Auditor  
Issued November 2023

<http://www.sanjoseca.gov/auditor>

CED Committee, November 27, 2023

Item (d) I

Presenter: Joe Rois, Michelle Mallari

# Background

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- Since 2004, Team San Jose has operated several City-owned facilities on behalf of the City
- Since 2009, Team San Jose has also operated the San José Convention and Visitor's Bureau (CVB)
- Objective of this audit was to determine whether Team San Jose achieved agreed upon performance targets during Fiscal Year 2022-23



**San José McEnery Convention Center**



## Finding I: Team San Jose Exceeded Its Weighted Incentive Fee Score and CVB Performance Targets for FY 2022-23

### Weighted Incentive Fee Score for the Convention and Cultural Facilities

Measures	Target	Actual	% of Target Achieved	Weighted Incentive Fee Score Percentage
Gross Operating Results (40%)	\$642,999	\$4,790,008	745%	298%
Hotel Nights (20%)	111,000	111,486	100%	20%
Estimated Economic Impact (20%)	\$44,294,493	\$52,002,824	117%	23%
Theater Occupancy (10%)	69%	90%	131%	13%
Satisfaction Rate (10%)	95%	100%	105%	11%
<b>Total Weighted Incentive Fee Score</b>				<b>365%</b>

### Weighted Performance Score for the Convention and Visitor's Bureau

Measures	Target	Actual	% of Target Achieved	Weighted Performance Score Percentage
Hotel Nights (50%)	111,000	111,486	100%	50%
Direct Visitor Spending (50%)	\$44,294,493	\$52,002,824	117%	59%
<b>Total Weighted Incentive Fee Score</b>				<b>109%</b>

# Conclusion

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We would like to thank Team San Jose, the Office of Economic Development and Cultural Affairs, and the Budget Office for their time, information, insight, and cooperation during the audit process.

The audit report is available at [www.sanjoseca.gov/auditor](http://www.sanjoseca.gov/auditor)



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