



# Team San Jose Performance Fiscal Year 2023-24

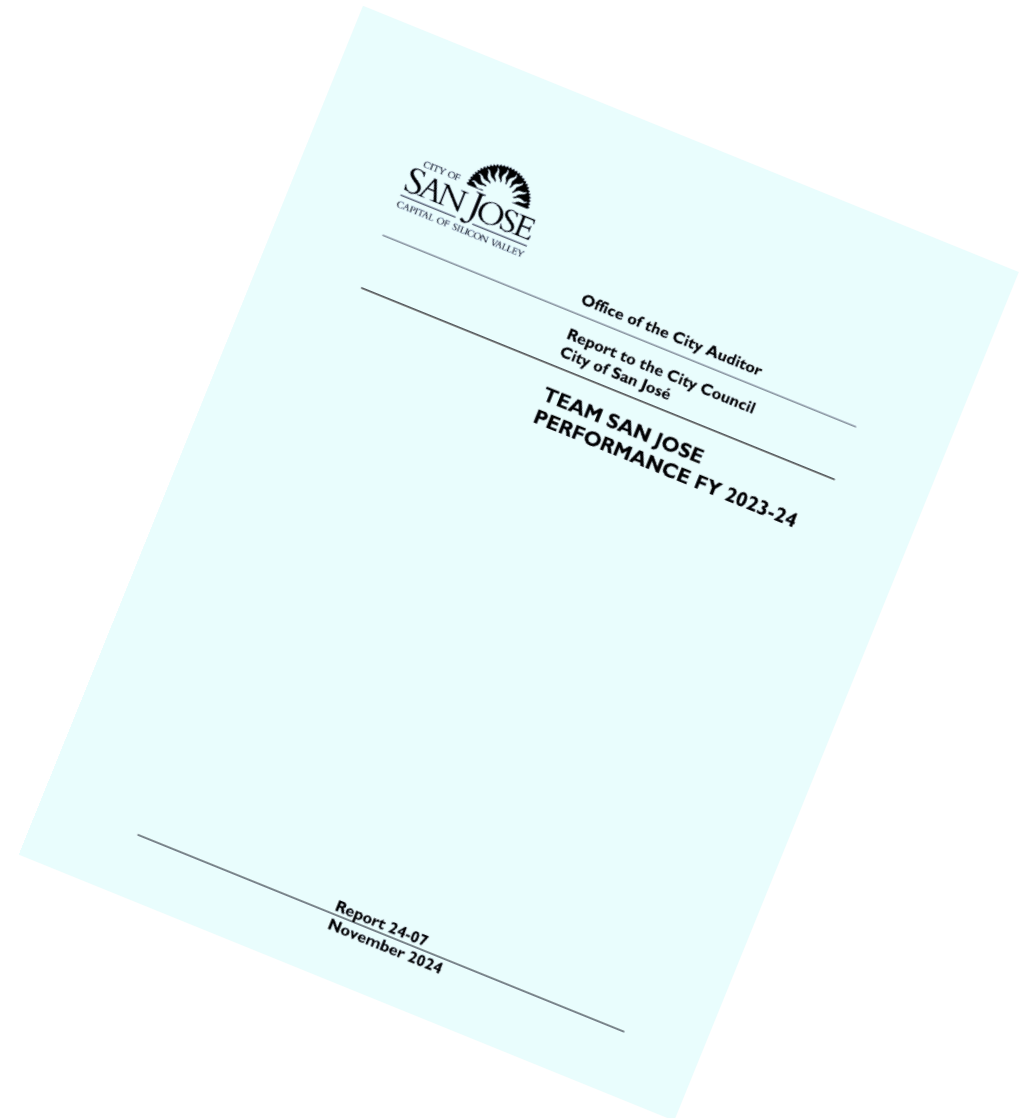
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A report of the City Auditor  
Issued November 2024

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

November 18, 2024, Community and Economic Development Committee, Item (d) I

Presented by Joe Rois, City Auditor and Adrian Perez, Program Performance Auditor II



# 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 2023-24



**San José McEnery Convention Center**



# Finding I: Team San Jose Exceeded Its Weighted Incentive Fee Score and CVB Performance Targets for FY 2023-24

## 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%)	\$1,539,363	\$5,691,188	370%	148%
Hotel Nights (20%)	112,000	121,835	109%	22%
Estimated Economic Impact (20%)	\$55,108,300	\$75,560,244	137%	27%
Theater Occupancy (10%)	91%	94%	103%	10%
Satisfaction Rate (10%)	95%	100%	105%	11%
<b>Total Weighted Incentive Fee Score</b>				<b>218%</b>

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

Measures	Target	Actual	% of Target Achieved	Weighted Performance Score Percentage
Hotel Nights (50%)	112,000	121,835	109%	54%
Direct Visitor Spending (50%)	\$55,108,300	\$75,560,244	137%	69%
<b>Total Weighted Incentive Fee Score</b>				<b>123%</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)