



# **Team San Jose Performance Fiscal Year 2021-22**

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A Report from the City Auditor  
Issued November 2022

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

11/28/22 CED Committee  
Item (d)2

# 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 2021-22



**San José McEnery Convention Center**



## Finding I: Team San Jose Exceeded Its Weighted Incentive Fee Score and CVB Performance Targets for FY 2021-22

### 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%)	\$25,353	\$2,687,086	10599%	4,239.5%
Hotel Nights (20%)	100,000	101,839	102%	20.4%
Estimated Economic Impact (20%)	\$26,897,118	\$34,183,087	127%	25.4%
Theater Occupancy (10%)	65%	75%	115%	11.5%
Satisfaction Rate (10%)	95%	100%	105%	10.5%
<b>Total Weighted Incentive Fee Score</b>				<b>4,307.3%</b>

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

Measures	Target	Actual	% of Target Achieved	Weighted Performance Score Percentage
Hotel Nights (50%)	100,000	101,839	102%	50.9%
Direct Visitor Spending (50%)	\$26,897,118	\$34,183,087	127%	63.5%
<b>Total Weighted Incentive Fee Score</b>				<b>114.5%</b>

# Conclusion

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We would like to thank Team San Jose, the Office of Economic Development, 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)