



Team San Jose Performance Fiscal Year 2024-25

A report of the City Auditor
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<http://www.sanjoseca.gov/auditor>

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

Background

- 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 2024-25



San José McEnery Convention Center

Finding I: Team San Jose Exceeded Its Weighted Performance-based Fee Score and CVB Performance Targets for FY 2024-25

Weighted Performance-based Fee Score for the Convention and Cultural Facilities

Measures	Target	Actual	% of Target Achieved	Weighted Incentive Fee Score Percentage
Gross Operating Results (40%)	\$2,047,535	\$6,522,015	319%	127%
Hotel Nights (20%)	117,000	133,513	114%	23%
Estimated Economic Impact (20%)	\$78,150,000	\$95,396,108	122%	24%
Theater Occupancy (10%)	93%	96%	103%	10%
Satisfaction Rate (10%)	95%	97%	102%	10%
Total Weighted Performance-Based Fee Score				195%

Weighted Performance Score for the Convention and Visitor's Bureau

Measures	Target	Actual	% of Target Achieved	Weighted Performance Score Percentage
Hotel Nights (50%)	117,000	133,513	114%	57%
Direct Visitor Spending (50%)	\$78,150,000	\$95,396,108	122%	61%
Total Weighted Achievement Percentage Score				118%

Conclusion

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