



Team San Jose Performance Fiscal Year 2020-21

A Report from the City Auditor
Issued November 2021
<http://www.sanjoseca.gov/auditor>

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 2020-21



San José McEnery Convention Center



Finding I: Team San Jose Did Not Meet Its Weighted Incentive Fee Score Or Its CVB Performance Targets for FY 2020-21

Weighted Incentive Fee Score for the Convention and Cultural Facilities

Measures	Original Target	Adjusted Target	Actual	% of Adjusted Target Achieved	Weighted Incentive Fee Score Percentage - Adjusted Target
Gross Operating Results (40%)	\$1,025,128	\$612,830	\$70,111	11.4%	4.6%
Hotel Nights (20%)	119,820	71,629	82,953	116%	23.2%
Estimated Economic Impact (20%)	\$28,707,785	\$17,161,748	\$0	0%	0.0%
Theater Occupancy (10%)	77%	46%	0%	0%	0.0%
Satisfaction Rate (10%)	95%	57%	0%	0%	0.0%
Total Weighted Incentive Fee Score					27.7%

Weighted Performance Score for the Convention and Visitor's Bureau

Measures	Original Target	Adjusted Target	Actual	% of Adjusted Target Achieved	Weighted Incentive Fee Score Percentage - Adjusted Target
Hotel Nights (50%)	119,820	71,629	82,953	116%	57.9%
Direct Visitor Spending (50%)	\$28,707,785	\$17,161,748	\$0	0%	0.0%
Total Weighted Performance Score					57.9%



Conclusion

Our audit report includes 1 recommendation.

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