

**SAN DIEGO CONVENTION CENTER CORPORATION  
BOARD OF DIRECTORS MEETING**

**TUESDAY, DECEMBER 1, 2020, 12:00 P.M.**

**AGENDA**

**(Meeting to be held via teleconference pursuant to  
State of California Executive Order N-29-20)**

**Telephone number for members of the public  
to observe, listen, and address the meeting telephonically:  
1(888) 251-2909 – Access code is 6724115#**

**1. Call to Order – Jaymie Bradford, Chair**

**2. Non-Agenda Public Comments**

This portion of the agenda provides an opportunity for members of the public to address the Board on items of interest within the jurisdiction of the Board that are not on the posted agenda. Pursuant to the Brown Act, no discussion or action shall be taken by the Board on items not posted on the agenda.

**3. Board Committee Reports and Board Action Items**

**Consent Agenda:**

- A. Approval of Minutes of Board Meeting of October 27, 2020**
- B. Acceptance of October Financial Reports from Chief Financial Officer**

**Action Item(s):**

- C. Budget Committee (Carol Kim)
  - (1) Authorization to Approve Contract for Waste Disposal Provider****
- D. Defined Contribution Committee (Carlos Cota)**
- E. Nominating Committee (Jaymie Bradford)
  - (1) Election of 2020 Board Officers**
  - (2) Ratification of Committee Assignments****

**4. Chair's Report (Chair Jaymie Bradford)**

**5. President's Report (Rip Rippetoe)**

**6. Board Comment [Govt. Code § 54954.2(a)(2)]**

**Adjournment**

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In compliance with Government Code section 54957.5, non-exempt written material that is distributed to the Board prior to the meeting will be available at the meeting or it may be viewed in advance of the meeting online at [visitsandiego.com](http://visitsandiego.com). Materials distributed to the board after the posting of this agenda also will be available. Please contact Pat Evans at (619)525-5131 or pat.evans@visitsandiego.com if you would like to receive a copy of any material related to an item on this agenda.

**Action items on this agenda may be consolidated for voting purposes into a single vote of the Board, to the extent they are routine or otherwise do not require further deliberation. A Board member may comment on an action item before it is voted upon as part of the consolidated vote; however, if a Board member wishes to discuss an action item, that item will not be included in the consolidated vote. If a member of the public wishes to comment upon an action item, they should so advise the Board chair at or before the public comment portion of the meeting, in which case that item will not be included in any consolidated vote.**

**Agenda Item 3.A**

**MINUTES\***  
**SAN DIEGO CONVENTION CENTER CORPORATION**  
**THE BOARD OF DIRECTORS**

**BOARD MEETING OF OCTOBER 27, 2020**  
**Via Teleconference**

<b>BOARD MEMBERS PRESENT:</b>	Chair Jaymie Bradford and Directors, Elvin Lai, Carlos Cota, Allan Farwell, Jeff Gattas and Xema Jacobson
<b>BOARD MEMBER(S) ABSENT:</b>	Director Carol Kim
<b>STAFF PRESENT:</b>	Rip Rippetoe, Mardeen Mattix and Pat Evans (Recorder)
<b>ALSO PRESENT:</b>	Jennifer Lyon, General Counsel, Julie Coker, SDTA President & CEO

\*Audio copies of Board of Director meetings are available upon request. Please contact Pat Evans at (619)525-5131 or [pat.evans@visitsandiego.com](mailto:pat.evans@visitsandiego.com) to request a copy.

**1. Call to Order**

Chair Jaymie Bradford called the Board Meeting to order at 12:01 p.m. in the Executive Boardroom of the San Diego Convention Center Corporation, 111 West Harbor Drive, San Diego, CA 92101. Chair Bradford then called roll to determine which Directors were present on the teleconference:

Chair Bradford – Present  
Director Lai – Present  
Director Kim – Absent  
Director Farwell – Present  
Director Cota – Present  
Director Gattas – Present  
Director Jacobson - Present

All Directors were present except Director Kim. Chair Bradford noted that all votes taken during this meeting would be recorded via roll-call vote.

**2. Non-Agenda Public Comment – None**

**3. Board Committee Reports and Board Action Items:**

**Consent Agenda:**

- A. Approval of Minutes of Board Meeting of September 22, 2020**
- B. Acceptance of June, July, August and September Financial Reports from Chief Financial Officer**
- C. Authorization to Support Downtown San Diego Partnership Digital Kiosk Project**

**Directors Farwell and Cota moved and seconded, respectively, to approve the Consent Agenda set forth hereinabove.**

- Chair Bradford – Aye**
- Director Lai – Aye**
- Director Kim – Absent**
- Director Farwell – Aye**
- Director Cota – Aye**
- Director Gattas – Aye**
- Director Jacobson - Aye**

**Vote: Unanimous**

**AYES: 6                      NAYS: 0                      ABSTENTIONS: 0**

**Action Item(s):**

**D. Budget Committee (Carol Kim)**

- (1) Authorize Approval of Revised FY 21 Budget**

**Directors Lai and Gattas moved and seconded, respectively, to authorize approval of the Revised FY 21 Budget.**

- Chair Bradford – Aye**
- Director Lai – Aye**
- Director Kim – Absent**
- Director Farwell – Aye**
- Director Cota – Aye**
- Director Gattas – Aye**
- Director Jacobson - Aye**

**Vote: Unanimous**

**AYES: 6                      NAYS: 0                      ABSTENTIONS: 0**

**E. Audit Committee (Allan Farwell)**

**(1) Authorize Acceptance of Audited Annual Financial Report for the Fiscal Year Ended June 30, 2020**

**Directors Farwell and Jacobson moved and seconded, respectively, to accept the Audited Annual Financial Report for the Fiscal Year Ended June 30, 2020**

**Chair Bradford – Aye  
Director Lai – Aye  
Director Kim – Absent  
Director Farwell – Aye  
Director Cota – Aye  
Director Gattas – Aye  
Director Jacobson - Aye**

**Vote: Unanimous**

**AYES: 6**

**NAYS: 0**

**ABSTENTIONS: 0**

**F. Sales & Marketing Committee (Elvin Lai) – Director Lai reported:**

- The short-term sales team closed three events in the first and second quarter of next year. Director Lai then requested that Mr. Mikschl provide further details regarding the short-term team's sales efforts.
- Mr. Mikschl reported that there has not been a lot of booking activity. As indicated by a review SDCCC's sales report this year, relative to last fiscal year, the report shows substantially lower revenue and number of events year to date. Revenues are specifically about \$400,000 less than what had been booked at the same time last year.
- Mr. Mikschl further noted, however, there is activity in the short-term market. There are smaller, consumer shows and community events, looking to schedule in the second quarter and beyond of 2021. Pending SDCCC's ability to open, Staff is certainly pursuing those events cautiously, but optimistically.
- The short-term team has reduced its staff substantially as was alluded to during the budget discussion. There is now one sales manager working on behalf of the short-term market. Eventually, if the opportunity and if the business presents itself, staffing levels may increase to an appropriate level sometime next year.
- There is still plenty of business on the books well into the third quarter and beyond of next year.
- Director Lai also requested that Ms. Coker, SDTA President & CEO, provide an update regarding long-term sales.
- Ms. Coker reported that SDTA was unable to close any events in September. SDTA continues to work very closely with customers to shift business, especially in January, February, and March, since the Convention Center still is unable to open based on Sacramento guidelines.
- SDTA also recently closed a piece of business for 2022. SDTA is booking events, but those events are mostly in 2025, 2026 and 2027, and beyond. Part

of the issue is that the Center doesn't have open dates that some of SDTA's customers are looking for. Right now, most of the team is spending time trying to shore up calendar year 2021, and are trying to determine what attendance will look like for citywide conventions.

- SDTA is also working with those clients that are looking to shift business out of 2021. From a customer standpoint, 50% of the planners are saying that they don't want to hold a face-to-face meeting until there's a vaccine. On the other hand, the other 50% are willing to move forward with meetings.
- SDTA is providing talking points to clients regarding reopening; however, since some meeting planners are willing to wait for a vaccine, and if the vaccine doesn't materialize until later in the year, there is a chance that the region could lose key business in 2021 and beyond. SDTA is providing clients with written material on how we feel they can hold meetings safely. SDTA is also very actively involved with the Hotel & Motel Association in trying to push forward hotel meetings. If the Governor would at least allow hotel meetings, we could then build off of that concession and eventually lead to the Convention Center meetings. California is the only state in the United States that is not allowed to hold meetings of any type. Some destinations might have meetings as small as 25 or 50 people and some have no limit.
- SDTA is working very closely with a media event at the Hyatt hotel next Thursday to show how we can hold hotel meetings safely. The goal is to allow hotel meetings so that we can then gain confidence of meeting planners and obviously move towards meeting at the convention center.
- SDTA will also host another citywide customer town-hall meeting in November to provide updates. SDTA received repeated questions regarding when the Convention Center will open. SDTA will continue to work very closely with Mr. Mikschl and the short-term sales team, and the sales managers to keep customers informed, until the Governor renders an opinion on when we can hold controlled gatherings safely. SDTA is also in the process of planning a strategic planning session with local partners to review sales and marketing practices.

Director Lai and Director Bradford then discussed postponing the SDCCC November Board Retreat and rescheduling it to a date in either mid-December or early January in order to review the outcome of the SDTA strategic planning efforts. The Board will review their calendars and determine a new date for the Board Retreat.

**4. Chair's Report (Chair Jaymie Bradford):**

- Chair Bradford congratulated Mr. Rippetoe for being named as one of the 2020 All-Stars by *Venues Now* magazine.
- The Convention Center was also named as one of the top 30 Venues of Excellence by *Exhibitors Magazine*.
- The Governor's office announced that San Diego will remain in the "red" COVID tier for the time being.
- The next scheduled Board meeting is December 1, 2020.

**5. President's Report (Rip Rippetoe) – Mr. Rippetoe reported on the following items:**

- SDCCC not only received the Centers of Excellence Award, SDCCC also shared the Taxpayer Association's Gold Award with the Shelter-at-Home Operation, the City, and the County.
- Mr. Rippetoe also reported that Bobby Ramirez was recognized by Sodexo Worldwide as one of their heroes because of his helping to put together the "Rise" program. This certification is over and above the Global Bio Risk Advisory Council. Centerplate, under Mr. Ramirez' leadership was recognized as the go-to standard. SDCCC is one of the very first organizations in food and beverage in North America to achieve that recognition. Now, Mr. Ramirez has been asked to present his program to all of his peer group within the world-wide Centerplate family. Mr. Rippetoe thanked Center Plate for all the good work that they've been doing.
- The California Convention Center Coalition is attempting to put together a meeting for this Thursday afternoon.
- SDCCC going to act as a super polling site for the upcoming election from Saturday through Election Day.
- SDCCC has a brand new website that will launch sometime in November.
- SDCCC has been approached by Maylin Burnham about perhaps finding a location for an on-site sailing exhibit that would match SDCCC's nautical theme and tie SDCCC a little more to the bay. If an agreement is reached, this item will be brought back to the Board for approval.
- The IAVM Annual Conference began yesterday morning, and is running all of this week. Thirteen SDCCC staff members will be participating in this event. Ms. Totaro will be presenting and moderating a town-hall and Mr. Mikschl is also moderating a panel on Sales & Marketing.
- SDCCC representatives met with Comic-Con. SDCCC is working with Comic-Con and the Port regarding closing Harbor Drive for the next Comic-Con event.

**6. Board Comment [Govt. Code § 54954.2(a)(2)] – None**

There being no further business, the meeting adjourned at 12:59 p.m.

**CERTIFICATION**

I, Allan Farwell, Secretary of the Board of Directors of the San Diego Convention Center Corporation, Inc., do hereby certify that the foregoing is a true and correct copy of the minutes of the business transacted by the Board of Directors of the San Diego Convention Center Corporation, Inc., at a duly noticed meeting held on October 27, 2020 and that said minutes were approved by the Board of Directors on December 1, 2020.

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Allan Farwell, Secretary

**Agenda Item 3.C.1**

**SAN DIEGO CONVENTION CENTER CORPORATION  
M E M O R A N D U M**

**TO:** Board of Directors

**FROM:** Carol Kim, Budget Committee Chair

**DATE:** For the Agenda of December 1, 2020

**RE:** Authorization to Award Contract for Waste Disposal Services

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**BACKGROUND**

On July 1, 2015, Corporation entered into a contract with USA Waste of California, Inc. for waste removal and disposal services. This contract was for a five (5) year term expiring on June 30, 2020. Due to the COVID-10 pandemic, Staff was unable to solicit and award a new contract for these services and Staff received authorization from the Board to proceed with waste disposal services on a month-to-month basis.

**DISCUSSION**

In September 2020, Staff issued a RFP to award a three (3) year contract term for waste disposal services with two (2) single years options to extend. The award determination was based on best value and received four (4) bid responses. An evaluation panel was formed and evaluated bidders based on the following criteria outlined in the RFP:

- a. Price – 50%
- b. Comparable Accounts – 20%
- c. Corporate Resume – 15%
- d. Safety Record – 5%
- e. Interview Presentation (for those shortlisted) – 10%

Based on the above criteria, the evaluation panel shortlisted and interviewed two bidders: Republic Services of San Diego and USA Waste of California, Inc. (incumbent). Each bid response consists of a variety of defined services at a set unit rate. Based on estimated volumes, we anticipate an annual spend of \$185,000 with Republic Services of San Diego, compared to \$250,000 with USA Waste of California, Inc. This represents a 26% cost difference. Republic Services of San Diego will guarantee their pricing for three (3) years and will not exceed 4% annual escalation during the option years (if exercised).



**Agenda Item 3.E.1**

**SAN DIEGO CONVENTION CENTER CORPORATION  
M E M O R A N D U M**

**TO: Board of Directors**  
**FROM: Jaymie Bradford, Nominating Committee Chair**  
**DATE: For the Agenda of December 1, 2020**  
**RE: Election of Officers**

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**BACKGROUND**

The Nominating Committee of the Board of Directors of the San Diego Convention Center Corporation (“SDCCC”) has selected a proposed slate of Officers to serve on the SDCCC Board for 2021.

**DISCUSSION**

After deliberations by the Nominating Committee consisting of Chair Jaymie Bradford and Directors Xema Jacobson and Jeff Gattas, the following slate of officers was submitted for consideration for 2021 San Diego Convention Center Board service:

Board Chair – Elvin Lai  
Vice-Chair - Carol Kim  
Treasurer – Allan Farwell  
Secretary – Carlos Cota

**RECOMMENDATION**

It is recommended that the Board approve the slate of officers as set forth hereinabove.

                  /s/                    
Jaymie Bradford  
Nominating Committee Chair

Agenda Item 3.E.2

## 2021 SAN DIEGO CONVENTION CENTER CORPORATION COMMITTEE APPOINTMENTS/LIAISONS

### AUDIT (QUARTERLY MEETINGS)

Oversees the external audit, accounting, financial internal control and risk management processes

Carlos Cota, Chair

Jeff Gattas

Xema Jacobson

Staff Liaison: Chief Financial Officer

### EXECUTIVE COMMITTEE (MONTHLY MEETINGS)

Elvin Lai, Chair

Carol Kim, Vice-Chair

Allan Farwell, Treasurer

Carlos Cota, Secretary

Jaymie Bradford, Immediate Past Chair

Staff Liaison: President & CEO

### BUDGET (MONTHLY MEETINGS)

Reviews and approves the Corporation's Budget

Allan Farwell, Chair

Elvin Lai

Carol Kim

Staff Liaison: Chief Financial Officer

### SALES & MARKETING COMMITTEE

(7 MEETINGS A YEAR)

Review strategies for Convention Center sales and marketing

Jeff Gattas, Chair

Jaymie Bradford

Carlos Cota

Staff Liaison: President & CEO

### DEFINED CONTRIBUTION COMMITTEE

(MEETINGS SCHEDULED AS NEEDED)

Board representative on Employee Defined Contribution Committee

Xema Jacobson

Staff Liaison: Chief Financial Officer

## Agenda Item 5

### SAN DIEGO CONVENTION CENTER CORPORATION MEMORANDUM

**TO:** Board of Directors  
**FROM:** Rip Rippetoe, President & CEO  
**DATE:** December 1, 2020  
**RE:** December 2020 President & Staff Report

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**Core Value:** Service – If we are not serving our customer, serve someone who is.

Thanks to the Executive Team, Maren Dougherty and Rita De la Fuente for helping to construct the content of this report.

#### **Executive:**

- 100+ events cancelled from March through December 2020.
- Operation Shelter-to-Home has been extended through December.
- CenterPlate will provide a hot meal to staff and residents of the Shelter on Thanksgiving.

#### **Human Resources:**

The HR department team continues to stay busy. The employee hotline is no longer very active but we do continue to check, however as before, employees are calling us directly (laid off, active and leave of absence).

- *Achievements for the past 4 weeks:*
  - The team has successfully processed 25 layoffs from September 25, 2020 to current.
  - We continue to distribute UltiPro Training Videos and Domestic Violence Awareness Videos ((1) supervisor (1) employee)
  - We distributed the updated domestic abuse handouts which are now available in both English and Spanish.
  - Have signed an agreement with Zeamo to make products available to all employees, current and laid off. Zeamo offers employees access to free on-demand workouts, live-stream classes, free activity tracking, fitness rewards, discounts on fitness equipment and tech, and unlimited access to gyms and studios with the purchase of a monthly subscription.

## Agenda Item 5

- Successfully completed and submitted discovery items and review, updated and signed interrogatories for PAGA Claim and Sexual Harassment/Medical Discrimination claims.
- HR team continues to have two staff members in the office 8am – 5pm, M-F.

### **Finance:**

- Accounting continues to develop new disclosure requirements for leases (all future license agreement obligations and future building rental revenue will be required in next year's reporting schedule as a new note disclosure)
- ERP project contracted and kick off meetings are underway. Anticipated conversion timeline will begin in December and is anticipated to take 12-18 months for full conversion/testing.
- A formal funding request is being coordinated with the City to subsidize a \$4.2M shortfall for FY2021.
- IT enabled enhanced security features for leadership staff and those who exchange high volumes of sensitive data. Multi factor authentication currently possible have been enabled. More authentication will come with new ERP platform and all integrated devices.
- Received RFP response for Property Condition Assessment. Purchase order authorizing proceeding with the assessment will occur soon.
- Sales and event metrics as well as trend analysis were developed and presented for collaborative approach with SDTA to focus on booking strategy and incentive programs to build a stronger sales program for destination growth.
- Contract renegotiations continue related to maintenance, insurance, software and benefit costs reductions.

### **Business Development:**

The following are project opportunities are currently under development:

- ***New Opportunities***
  - We continue our discussions with CLEAR, to explore partnership which would potentially provide health screening technology services to SDCC staff and to our clients, while creating potential new revenues source for SDCC through referral agreement.
- ***Hybrid Meetings***
  - We are working with On Site AV on potential options for in-house broadcast studio at SDCC, as most clients anticipate the need for this type of service as they plan for some form of virtual or hybrid component as part of their conventions for the foreseeable future.

## Agenda Item 5

### Sales:

- We are working with SDTA citywide sales & SDCC short term sales teams on mutual cancellations for events into Q1 of '21. Currently all event activity has been cancelled through February. In early December we will be making decisions on March and April events, and working with those client on their events. Additionally, frequent and ongoing discussions and meetings are taking place with Q3 & Q4 clients, to provide updates on our re-opening plans, and to work with them on the specific logistical needs for their events.
- We recently participated in SDTA sales strategy meeting, conducted by an outside consultant commissioned by SDTA. Meetings included SDTA citywide sales staff, headquarter and overflow hotel general managers & Directors of Sales, along with SDCC C-suite. Focus of the meeting was to determine long term sales strategies that will help ensure the success of both SDCC, hotel partners, and the entire hospitality community. The information from the meeting is still be vetted. We will report back on it at a later date.
- Along with Julie Coker, we recently conducted citywide client round table discussions. The conference call included 10 clients who have large citywides scheduled at SDCC in FY21. The purpose of the call was to learn from our clients what areas we should focus on as we prepare to re-open for large event activity, and for us to gain a better understanding of the current mindset of their organizations regarding the future of their large events into '21 and beyond.

### *Convention Services*

- We have successfully transitioned the convention services department from SDCC to SDTA. Presently SDTA has retained only one staff member for that department.

### Venue Operations:

#### *Re-opening efforts:*

- Met with the County Health team who were pleased with our draft Client Re-Opening Guide and the Staff Re-Opening Guide. They have forwarded the draft guides to the Public Health officials at the state level.
- Our team has created a checks and balance sheet for clients to ensure we are meeting our GBAC obligations. It is a check-list for clients to know what to look for as they walk the venue.
- We have just completed outlining a process with our team and the general service contractors regarding process for checking in labor calls. We will utilize one lane of the back of house garage exit way to line up labor and check-in with color coding sticker for badges, wristbands and temp checks etc.
- We will be utilized as a “Super Polling Place” 10/31 through Election Day 11/3.

## Agenda Item 5

### *Venue Operations:*

- We continue to document all related OSTH matters via spreadsheet related to the Shelter operation. Over 1650 incident reports have been completed.
- We facilitated transition of GMI Security replacing Allied Security inside FJs.
- We briefed GMI management on SDCC Emergency Procedures. Created test and sign in acknowledgement form.
- We collaborated/coordinated labor analysis with Mardeen on replacing Allstate post with SDCC PSRs and GSRs. Implemented on 11/15/20. In conjunction with Facilities, saving the city over 300k per month while increasing hours for PT PSRs and calling back FT/PT GSRs for employment.
- Conducted Panic Alarm test. Identified a number of alarms that did not work. They were repaired. Also identified a number of panic alarms that need to be implemented in CEO, CFO and Pat Evans Office. Will be implemented in the next few months.
- We created Quarterly Panic Alarm test tracking spreadsheet.
- Training Platform/Briefing. Slip and fall protocol and front drive Post will be done in the next 4 weeks.
- Finalizing the permit process for the kitchens new dish machine.
- Facilities achievements the past 4 weeks: (steps done related to goals, strategic plan aspects, dept. projects etc.)
  - All 4-stream received signage being installed
  - Grounds re-working front drive planter-new annual plants
  - Grounds- Final installation of smart irrigation clock completed- tied to weather stations to reduce water usage (Anchor Park)
  - Cleaning has taken over all cleaning for the shelter (restrooms)
  - Donald and Marty Borja have completed all necessary educational requirement to maintain State Pesticide Applicator Certifications (2-year licenses).
  - Donald completed educational requirements to continue as a Certified Arborist (3-year Certification)
  - All riser steps have been re-painted
  - Waste/recycling vendor RFQ completed
  - Coordinated with SmartCity (Verizon and AT&T) contractor tours for replacement/movement of existing external cellular antennas and air-conditioning install for DAS equipment room.
  - Ron Huntjens and 4-supervisors virtually attended the ISSA convention/trade show at no cost (Cleaning Tradeshow including COVID-related processes/equipment)
  - Auction completed and all material sold/picked up for old performance riser platforms
  - Completed 4-weekly inspections of Marshalling Yard
  - Donald was nominated and approved to be the Vice-President on the Board of Directors of the GIE+EXPO (Final year of agreement) in Louisville. GIE agreement (OPEI, NALP & PGMS) will dissolve at the end of 2021.

## **Agenda Item 5**

- Donald helped to develop in coordination with PGMS staff the drafting and approval of a stand-alone contract between OPEI and PGMS for continuation of the Green Industry Trade Show in Louisville. NALP will be having their own tradeshow starting in 2022.
- 7-SOPS revised:
  - Banquet Setups
  - Classroom Setups
  - Theater Setups
  - Setting and Striking Cocktails and Belly Bars
  - Flatbed Usage
  - Setting and Striking Rounds and Transporting and Storage of Round Carts
  - Setting and Striking Dance Floor
  - Repair Tags
- 3- Go1 training videos produced this month
  - Conference Setups
  - Hollow Square & U-Shapes
  - Cocktail Rounds & Belly Bars

### **Shelter to Home Operations:**

- The “Shelter to Home” program will continue through December 2020.
- Current residents = 1034.
- We had one guest pass away in Father Joe’s. The death was not CoVid19 related, waiting for confirmation but all indications appear to be natural causes.
- Testing for Coid19 continues on an on-going basis. As of April 2020 through today we have only had 28 positive cases with over 8,000 tests conducted.
- Under Todd Temple, Director of Public Safety & Guest Services we are taking a larger role in overseeing and directing the contracted security staff for the shelter agencies.

### **Centerplate:**

- As we continue our efforts to educate our staff on health and safety awareness, we invited Dr. Lou to present to our team about the importance of the flu vaccine as well offer open forum questions related to covid-19.
- In light of the Thanksgiving Holiday, our team has produced a hearty variety of dining selections for our shelter residents which included a hot lunch, hot dinner, and homemade pumpkin pies. We are grateful to have all 4 teams contributing to make this a memorable Thanksgiving experience for those in need.
- We recently had (2) positive test results from members of the same team, we successfully initiated protocols that were set in place to respond which included the following: Entire team in question is quarantined for 14 days, kitchen is fogged and sanitized thoroughly, alternative team steps in to cover shifts and production, open communication with quarantined team members to assist with contact tracing.

## **Agenda Item 5**

- Construction on the Shell is progressing nicely. Final kitchen buildouts are being completed along with increased storage infrastructures & contactless payment systems being installed.
- Chef Sufi, Morgan, Andrea, Herman, and I will be volunteered for the 33<sup>rd</sup> annual “Stand Down” event for Veteran Village taking place on November 22<sup>nd</sup>. This event helps homeless veterans find solutions amid the challenges of the pandemic by offering a wide variety of services and supplies including: meals, benefits, housing referrals, clothing, hygiene items, court services...etc. We are proud to service our community and help our homeless veterans through volunteer efforts.

### **On Site Audio Visual:**

On Site has continued to support “Operation Shelter to Home.” Over the next several weeks they are continuing to finalize instructions for their staff so upon return procedures will be in place that meet local and federal guidelines. In addition they have incorporated more virtual meeting technology into their efforts to support our customer’s needs.

### **Smart City Technical Services:**

Smart City is providing ongoing support for the “Shelter to Home” program. They have also developed a business continuity plan that includes a reduction of operating costs. The Smart City team have developed re-entry guidelines and trained their teams. A good deal of time is spent brainstorming ideas to support virtual meetings with their services. The majority of time moving forward is being spent in contact with our customers for service requirements with a focus on the events in late fall/early winter.

### **Marketing & Communications**

- Launched a redesigned website for the Convention Center, Visitsandiego.com. We created all the page designs and content in-house, moved to a new content management system (Joomla) and expanded information related to safe meeting protocols.
- Communicated our role as one of the County’s super polling locations for the 2020 election.
- Recognized Veterans Day on social media by featuring photos and quotes from staff who have served in the military, and by lighting the Sails Pavilion red, white and blue.
- Partnered with the County to honor Transgender Day of Remembrance through the lighting of our building and related press and social media.
- Developed the FY20 Annual Report.

### **Government Affairs and Community Outreach:**

- 10/26-10/30/20 SDCC Staff included in IAVM VenueConnect2020

## **Agenda Item 5**

- 11/6/20 SDCC Staff spoke on a COVID-19 response panel hosted by East Village Association
- 11/9/20 SDCC and Centerplate Staff featured on San Diego Tourism Authority Town Hall

### *Awards and recognition:*

- 10/23/20 SDCC and Partner Agencies received Grand Golden Watchdog Award by the SD County Taxpayers Association