Members of the public who wish to speak during the meeting must submit a “Request to Speak” form to the Board Secretary prior to the commencement of the public comments for each agenda item of interest. Comments by the public on matters not identified on the agenda, but within the subject matter jurisdiction of the Commission, will be heard only during the item designated as “Public Comment.” Public speaking will be limited to two minutes per speaker, unless the presiding officer grants some other amount of time before the commencement of the public comment.

Regular Meeting
Wednesday, December 5, 2018
9:00 a.m.
Los Angeles Convention Center
1201 S. Figueroa Street, L.A., CA 90015
Executive Board Room

1. CALL TO ORDER / ROLL CALL

2. COMMENTS FROM THE PUBLIC
   a) General Public Comments
   b) Neighborhood Council representatives on any Neighborhood Council Resolution or Community Impact Statement filed with the City Clerk which relate to any agenda item listed or being considered on this agenda for Board of Los Angeles Department of Convention and Tourism Development Commissioners

3. APPROVE MINUTES:
   a) Approval of the regular meeting minutes from November 7, 2018

4. REPORTS:
   a) Executive Director Report
   b) AEG Monthly Report - October
   c) LATCB Monthly Report – October
      i. Dine L.A. Overview

5. DISCUSSION:
   a) AEG Post-Convention Survey Results

6. ACTION ITEMS:
   None

7. ADJOURNMENT
The Board of Los Angeles Convention and Tourism Development Commission (Board) convened a regular meeting on Wednesday, November 7, 2018 at 9:00 a.m. at the Los Angeles Convention Center (LACC), located at 1201 S. Figueroa Street, Los Angeles, CA 90015, in the Executive Board Room.

**PRESENT:**
President, Jon F. Vein  
Vice President, Otto Padron  
Commissioner Stella T. Maloyan  
Commissioner David Stone

**ABSENT:**  
Commissioner Ana Cubas

**PRESENTERS:**  
Ellen Schwartz, AEG  
Doane Liu, CTD  
Diana Mangioglu, CTD  
Kath McAdams, LATCB  
Erika Hartmann, LATCB

**Item 1. Call to Order / Roll Call**
President Vein called the meeting to order at 9:01 a.m.

**Item 2. Public Comment**
None

**Item 2b. Neighborhood Council**
None

**Item 3a. Approval of the regular meeting minutes from October 3, 2018**
UNANIMOUSLY APPROVED

**Item 4a. Executive Director Report**
Mr. Doane Liu provided an overview of his activities since the last Board meeting which included: participating in several meetings, presentations, and panels to discuss the expansion and modernization; attending the Mayor’s 2nd State of Girls conference; meeting with Mayor’s cabinet to discuss the 2028 games; meeting with Ernie Wooden of LATCB to discuss the City’s Tourism Master Plan; meeting with the Mayor’s office to discuss the annual number’s press conference; meeting the with Neighborhood Council Budget Advocate to discuss the FY 19-20 budget; a site visit of the Olympia project to advocate for Option B – 1000 room hotel; meeting with tourism stakeholders, e.g. Starline Tours, Hotel Indigo regarding traffic, Metro staff regarding an
underground Pico Station; attending the EDC meeting at which the Committee approved the pricing adjustments and policies for operating the Los Angeles Convention Center; and meeting with clients, e.g. American Political Science Association to discuss the state of the building in 2023.

Item 4b. AEG Monthly Update – September

Ms. Ellen Schwartz reported that LACC had hosted eight events, two of which were Citywide event, resulting in 65,400 attendees in addition to hosting three filmings. Ms. Schwartz presented the financial data for September, reporting $6.3M in gross revenue, which includes increased utilities due to GSMA and $1.2M in expenses. Ms. Schwartz also reported that the September occupancy was 73%, which in an increase from the last three years and an estimated economic impact of $37M, $2.12M from local events.

Item 4c. LATCB Monthly Update – September

Ms. Kathy McAdams reported that LATCB processed 69 leads YTD, resulting in 94,654 room nights with a year-end goal of 220 leads and projected 390,000 room nights. Ms. McAdams gave an overview of LATCB’s strategic prospecting using Master Profiles.

Item 4ci. LATCB Membership Overview

Ms. Erika Hartmann provided an overview of LATCB’s Membership division, reporting that LATCB is a 501(c)6 Non-Profit member-based organization with 1,100 members, largely made up of hotels, restaurants, and activities. Ms. Hartmann noted that the Membership division is focused on promoting the destination and utilizing the network of engaged members and is responsible for the Visitor Information Centers and it’s publications, which include 350,000 2018 maps.

Item 5. Discussion:

None

Item 6a. FY 19-20 CTD Budget Presentation – Board Report #18-007

Ms. Diana Mangioglu provided an overview of the Budget schedule, noting that CIEP’s are due November 9 and the complete department budget is due on November 16, 2019. Ms. Ellen Schwartz provided the AEG portion of the CTD budget noting the projected operating surplus of $8.43M if no construction takes place during the budget year and $4.61M if construction does take place. Ms. Schwartz reported a projected revenue of $34M, of which $13.2M or 39% is generated from parking, and $25M in expenses, of which $12.69M or 49% is wages and benefits. Ms. Schwartz also noted that no funds are expected to be added to the reserve due to contingency for construction, leaving the reserve balance at $9.1M. Ms. Schwartz reviewed the opportunities and threats for the budget year. Ms. Mangioglu provided an overview of the CTD proposed budget noting the expenditures of $1.9M each for the CTD Department and General Fund reimbursement, $25.0M for LACC AEG Operating Budget and A&I, and $5.1M in various capital projects. Ms. Mangioglu reported that the source of funds are projected to be $1.34M for the Convention Center Revenue Fund and $552,000 from the LACVB Fund, which is a result of
1% of the Transit Occupancy Tax. Ms. Mangioglu provided an overview of the budget line items noting that the Contractual Services line increase is due to a $250,000 allocation for the Tourism Master Plan, focusing on City infrastructure to support increased tourism, and the drop in salaries is due to retirements. As well as, an overview of the proposed Capital Improvement Program requests which total $5M, funded by MICLA. Ms. Mangioglu stated that the recommendation of CTD is that the CTD Board of Commissioner approve the CTD departmental budget submission for consideration by the Mayor’s Office for the 2019-20 Proposed Budget.

UNANIMOUSLY APPROVED

ADJOURNMENT

The meeting was adjourned at 10:16 a.m.
LEADER OF THE 3\textsuperscript{RD} QUARTER

JUAN SOTO
MANAGER, FINANCE
| OCT 2 - 10 | PROJECT MANAGEMENT INSTITUTE 2018 | 2,700 |
| OCT 9-10  | ICSC WESTERN DEAL | 6,000 |
| OCT 10    | IDEALIST.ORG | 1,200 |
| OCT 14-17 | ADOBE MAX | 35,000 |
| OCT 20-21 | EI SEMBRADOR MINISTRIES | 10,000 |
| OCT 20-21 | POLITICON 2018 | 10,000 |
| OCT 20-21 | ULTIMATE WOMAN'S EXPO | 8,000 |
| OCT 21    | INT'L DATA ENGINEERING/SCIENCE ASSOC. |
| OCT 23    | NATURALIZATION | 12,000 |
| OCT 22-24 | CRYPTO INVEST SUMMIT | 6,000 |
| OCT 25    | APARTMENT OWNERS ASSOC. | 3,500 |
| OCT 26-27 | ROCK N' ROLL MARATHON | 20,000 |
| OCT 26-28 | L.A. COMIC CON 2018 | 70,000 |
| OCT 28    | BRIDAL & WEDDING EXPO | 3,000 |

TOTAL | 155,600 |
<table>
<thead>
<tr>
<th>DATE</th>
<th>Name</th>
<th>Location</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 3 - 4</td>
<td>Good Trouble</td>
<td>Venice</td>
<td>$3,750</td>
</tr>
<tr>
<td>Oct 19</td>
<td>Bunker NY</td>
<td>South Lobby</td>
<td>$17,280</td>
</tr>
<tr>
<td>Oct 29 - 30</td>
<td>Veep</td>
<td>Kentia</td>
<td>$27,500</td>
</tr>
<tr>
<td>Oct 30 - 31</td>
<td>Lucite Desk</td>
<td>South Lobby</td>
<td>$28,555</td>
</tr>
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</table>

**TOTAL FILMING:** $77,085
LACC OCTOBER 2018 FINANCIALS

OPERATING SURPLUS:

- $2.7M (before approved City Reimbursements, A & I and Capital Projects)
- $1.2M above budget
- $1.6M above prior year

REVENUES:

- $10.4 million gross revenue (before discounts and service provider share)
- $4.8 million net revenue
- $1.4M above budget and $1.7M above prior year
LACC OCTOBER 2018 FINANCIALS

OPERATING EXPENSES:

- $2.2 million (before approved A & I, Capital Projects, and City reimbursement)
- $225K below budget and $192K above prior year

CITY REIMBURSEMENT - $412K

Capital and Alterations & Improvements
LACC OCTOBER 2018 OCCUPANCY

Exhibit Hall Occupancy

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>80%</td>
<td>74%</td>
<td>79%</td>
<td>73%</td>
</tr>
</tbody>
</table>

Occupancy by Exhibit Hall

- West Hall
- South Hall
- Petree
- Concourse

Legend:
- Blue: 2018
- Red: 2017
- Green: 2016
- Purple: 2015
$30 million in Projected Economic Impact

* Based on estimates provided by LATCB
## CITYWIDE CONVENTION SALES
### YTD FY 18/19 PRODUCTION RESULTS

<table>
<thead>
<tr>
<th>Lead Production</th>
<th>Leads Actual</th>
<th>Booked Room Nights Produced</th>
<th>RNs Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 18/19 Goal</td>
<td>220</td>
<td>FY 18/19 Goal</td>
<td>390,000</td>
</tr>
<tr>
<td>FY 18/19 YTD</td>
<td>89</td>
<td>FY 18/19 YTD</td>
<td>101,809</td>
</tr>
<tr>
<td>FY 17/18 STLY</td>
<td>84</td>
<td>FY 17/18 STLY</td>
<td>181,799</td>
</tr>
</tbody>
</table>

Dated November 28, 2018
American College of Chest Physicians
2026 CHEST Annual Conference
October 14-24, 2026
14,765 Room Nights

California Association of Realtors
California Realtor Expo 2019
September 25-28, 2019
3,832 Room Nights

American College of Medical Genetics - ACMG
ACMG 2021 Annual Clinical Genetics Meeting
April 12-17, 2021
7,155 Room Nights
American College of Medical Genetics - ACMG
Annual Clinical Genetics Meeting
April 12-17, 2021
7,155 Room Nights
CUSTOMER ADVISORY BOARD

- Annual Gathering of Our Top Customers and Industry Leaders
- Focus on Current Trends and Issues within the Meeting Industry
- Update on What is New in Los Angeles and Enhanced Value Proposition
CUSTOMER ADVISORY BOARD

CAB Member Demographics:

• 10 Associations (56%) and 8 Corporations (44%)
• 13 Citywide Convention Clients (72%), 2 Self Contained Client (11%) and 3 Both (17%)
• 4 West Coast (22%) , 11 East Coast (61%), 2 Midwest (11%) and 1 Southwest (6%)
• 5 New Members (28%) and 13 Returning Members (72%)
• Notable Customers: E3, GSMA, NBA, Wells Fargo
CUSTOMER ADVISORY BOARD

The Garland Hotel

November 26-28, 2018

GLAMPING is a fusion of glamour and camping. It’s where stunning nature meets modern luxury, a way to experience the untamed and completely unique parts of the world—without having to sacrifice creature comforts.
C U S T O M E R A D V I S O R Y B O A R D

Camp Schedule:

• Panel Discussion: The Event From the Other Side
• Global Data Protection & Cyber Security
• Homelessness in Los Angeles
• Mobility & 5G
• Panel Discussion: Transformation of the Convention Center
• Sports Capital in the Making
IAEE EXPO! EXPO! 2018

Annual Meeting & Exhibition
New Orleans
December 11-13, 2018

IAEE represents over 10,000 individuals in 52 countries who conduct and support exhibitions around the world.
dineL.A. Overview

December 2018
“Culinary travel experiences are now the most popular method for driving tourism business.”
- Greg Oates, Skift Senior Editor

2016 Skift Travel Megatrend: Food is Now the Leading Hook of Travel

2017 Skift Travel Megatrend: Dining Out is the Main Event
dineL.A. Overview

ACCOLADES

**FOOD & WINE**

“Now that there’s consensus building about L.A. being America’s best dining city, it feels like the right time to make the case that L.A. has America’s best restaurant week.”

**ZAGAT**

Los Angeles, the most exciting food city of 2017 (#1 out of 30)
#2 Austin, #3 Chicago, #15 New York

**U.S. Tourism Quality Index**

In 2017, Los Angeles holds the second spot among the top 20 cities domestically valued for culinary experiences
To drive economic impact to Los Angeles by promoting our vibrant and diverse culinary scene to residents and visitors alike, and establishing L.A. as a one of the world’s premier food destinations.
dineL.A. started in 2008 with 142 restaurants and has become the largest and best Restaurant Week program in the nation with over 400 restaurants. Consumers spend over **$55 million** across the 2 annual events.
dineL.A. Overview
RESTAURANTS VALUE dineL.A.

Restaurants continue to sign up for dineL.A. as they see the benefits of participating. We’ve been able to maintain an 80%+ retention rate.

1. It **drives incremental revenue** to the restaurants and brings in first-time diners.

1. dineL.A. has **evolved into one of the nation's most diverse programs** with a range of price points showcasing various cuisines, attracting *quality* diners rather than bargain-hunters into restaurants.

2. Restaurants are also changing their approach to impress diners during dineL.A. by offering signature and quality dishes; as a result, they’re **seeing more return guests**.
To expand the dineL.A. brand, we launched the dineL.A. Food Trek Series with the goal of leveraging media attention around established national food holidays, as well as focus on culinary experiences and food that are synonymous with L.A.
dineL.A. Overview
ENGAGED AUDIENCE

ROBUST SOCIAL FOLLOWING

- 369,000 followers
- 100,000+ fans
- 83,000 followers

dineL.A. DEMOGRAPHICS

Premium foodies living in L.A.
- 62% Female / 38% Male
- Average Age Range: 25-34
- Average Household Income: $114k+
dineL.A. Overview
TOP L.A. FOOD INSTAGRAM ACCOUNTS

Instagram has become the most effective social media platform for food and restaurants. dineL.A. is currently the top L.A. food Instagram account.
1. APL - Hollywood
2. Bavel - Arts District
3. Chori-man - San Pedro
4. Guerrilla Tacos - Arts District
5. Here’s Looking at You - KTown
6. Hippo - Highland Park
7. Ma’am Sir - Echo Park
8. Milk Bar LA - Beverly
9. Petit Trois Valley - Sherman Oaks
10. Porridge and Puffs - Filipino Town
11. Ronan - Fairfax Area
12. Simone Restaurant - Arts District
THANK YOU
Overall, how would you rate our Customer Service?

<table>
<thead>
<tr>
<th></th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>85.92%</td>
<td>12.68%</td>
<td>1.41%</td>
<td>0.00%</td>
<td>71</td>
<td>4.85</td>
</tr>
</tbody>
</table>

OVERALL CUSTOMER SERVICE
4.9 – 98%
Overall, how satisfied are you with your experience at the Los Angeles Convention Center?

<table>
<thead>
<tr>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.42%</td>
<td>28.17%</td>
<td>1.41%</td>
<td>0.00%</td>
<td>71</td>
<td>4.69</td>
</tr>
</tbody>
</table>

OVERALL EXPERIENCE
4.7 – 94%
Please rate each of the following based on your overall impression of our facility

<table>
<thead>
<tr>
<th></th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance</td>
<td>71.43%</td>
<td>24.29%</td>
<td>4.29%</td>
<td>0.00%</td>
<td>70</td>
<td>4.67</td>
</tr>
<tr>
<td>Functionality</td>
<td>65.71%</td>
<td>31.43%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.63</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>68.57%</td>
<td>30.00%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.67</td>
</tr>
<tr>
<td>Lobby Areas</td>
<td>69.57%</td>
<td>30.43%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>69</td>
<td>4.70</td>
</tr>
<tr>
<td>Event Space</td>
<td>68.57%</td>
<td>30.00%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.67</td>
</tr>
<tr>
<td>Restrooms</td>
<td>64.29%</td>
<td>28.57%</td>
<td>4.29%</td>
<td>2.86%</td>
<td>70</td>
<td>4.54</td>
</tr>
<tr>
<td>Accessibility</td>
<td>66.67%</td>
<td>31.88%</td>
<td>0.00%</td>
<td>1.45%</td>
<td>69</td>
<td>4.64</td>
</tr>
</tbody>
</table>

OVERALL IMPRESSION  
4.6 – 94%
Please rate each of the following based on your level of satisfaction with your LACC Sales Manager.

<table>
<thead>
<tr>
<th></th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism</td>
<td>82.86%</td>
<td>15.71%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.81</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>80.00%</td>
<td>15.71%</td>
<td>4.29%</td>
<td>0.00%</td>
<td>70</td>
<td>4.76</td>
</tr>
<tr>
<td>Courteous Attitude</td>
<td>84.29%</td>
<td>14.29%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.83</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>81.16%</td>
<td>15.94%</td>
<td>2.90%</td>
<td>0.00%</td>
<td>69</td>
<td>4.78</td>
</tr>
</tbody>
</table>
Please rate each of the following based on your level of satisfaction with your LACC Event Manager.

<table>
<thead>
<tr>
<th></th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism</td>
<td>87.14%</td>
<td>11.43%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.86</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>87.14%</td>
<td>12.86%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>70</td>
<td>4.87</td>
</tr>
<tr>
<td>Courteous Attitude</td>
<td>87.14%</td>
<td>11.43%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.86</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>87.14%</td>
<td>11.43%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.86</td>
</tr>
<tr>
<td>Pre-Planning Process</td>
<td>84.29%</td>
<td>14.29%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.83</td>
</tr>
<tr>
<td>Proactive in Anticipating Needs</td>
<td>84.29%</td>
<td>12.86%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.81</td>
</tr>
<tr>
<td>On-Site Management</td>
<td>87.14%</td>
<td>12.86%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>70</td>
<td>4.87</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>85.71%</td>
<td>12.86%</td>
<td>1.43%</td>
<td>0.00%</td>
<td>70</td>
<td>4.84</td>
</tr>
<tr>
<td>Estimating Event Expenses</td>
<td>84.29%</td>
<td>15.71%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>70</td>
<td>4.84</td>
</tr>
</tbody>
</table>

EVENT MANAGERS
4.8 – 97%
Please rate each of the following based on your level of satisfaction with Taste of LA, our exclusive Food & Beverage provider.

<table>
<thead>
<tr>
<th></th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering Sales Manager</td>
<td>52.86%</td>
<td>20.00%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.66</td>
</tr>
<tr>
<td>Pre-Planning Process</td>
<td>48.57%</td>
<td>24.29%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.60</td>
</tr>
<tr>
<td>Catering Menu Selection</td>
<td>35.71%</td>
<td>34.29%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.45</td>
</tr>
<tr>
<td>On-Site Management</td>
<td>44.93%</td>
<td>28.99%</td>
<td>1.45%</td>
<td>0.00%</td>
<td>69</td>
<td>4.58</td>
</tr>
<tr>
<td>Quality of Food</td>
<td>30.00%</td>
<td>38.57%</td>
<td>2.86%</td>
<td>1.43%</td>
<td>70</td>
<td>4.33</td>
</tr>
<tr>
<td>Concessions Outlets</td>
<td>33.33%</td>
<td>23.19%</td>
<td>7.25%</td>
<td>4.35%</td>
<td>69</td>
<td>4.26</td>
</tr>
<tr>
<td>Price Value</td>
<td>27.54%</td>
<td>30.43%</td>
<td>11.59%</td>
<td>4.35%</td>
<td>69</td>
<td>4.10</td>
</tr>
</tbody>
</table>
Please rate each of the following LACC Services based on your level of satisfaction.

<table>
<thead>
<tr>
<th>Service</th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Set-up</td>
<td>77.14%</td>
<td>17.14%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.76</td>
</tr>
<tr>
<td>Housekeeping/Cleaning</td>
<td>74.29%</td>
<td>20.00%</td>
<td>2.86%</td>
<td>0.00%</td>
<td>70</td>
<td>4.74</td>
</tr>
</tbody>
</table>
## Security

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Not Satisfied</th>
<th>Very Dissatisfied</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>57.14%</td>
<td>31.43%</td>
<td>7.14%</td>
<td>0.00%</td>
<td>70</td>
<td>4.5</td>
</tr>
</tbody>
</table>

BUILDING SECURITY

4.5 – 94%
## Parking

<table>
<thead>
<tr>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>53.04%</td>
<td>34.58%</td>
<td>7.29%</td>
<td>0.75%</td>
<td>4.46</td>
</tr>
</tbody>
</table>

**PARKING**  
4.5 – 94%
Please rate the following based on your level of satisfaction with our preferred in-house data/telecom partner, Smart City.

<table>
<thead>
<tr>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>47.09%</td>
<td>22.50%</td>
<td>6.70%</td>
<td>12.29%</td>
<td>48</td>
<td>4.2</td>
</tr>
</tbody>
</table>

SMART CITY
4.2 – 82%
Please rate the following based on your level of satisfaction with our preferred in-house audio visual partner, Encore Event Technologies.

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>Percentage</th>
<th>Total Respondents</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>53.66%</td>
<td>41</td>
<td>4.46</td>
</tr>
<tr>
<td>Satisfied</td>
<td>34.15%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>4.88%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2.44%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please rate the following based on your level of satisfaction with our preferred in-house electrical/utility partner, Edlen Electric.

<table>
<thead>
<tr>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NOT SATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.59%</td>
<td>29.41%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>34</td>
<td>4.71</td>
</tr>
</tbody>
</table>

EDLEN
4.7 – 94%
OVERALL SCORE

OVERALL PERCENTAGE: 93%

OVERALL RATING: 4.6

TOTAL POINTS: 190.26

RESPONSE RATE: 47%