



Operations and Accomplishments List

	2020		
	Goal	Actual	Variance
Rental Revenues	\$787,866	\$258,761	(\$529,105)
F&B Gross Revenues	\$2,657,120	\$705,485	(\$1,951,635)
F&B Net Revenues	\$750,405	(\$8,839)	(\$759,244)
F&B Net Profit Margin	28.2%	-1.3%	-29.5%
Electrical Services Revenues	\$165,099	\$63,288	(\$101,811)
Total Number of Meetings & Events	138	22	-527.3%
Total Estimated Attendance	249,964	95,698	(154,266)
Total Estimated Room Nights	35,000	7,650	(27,350)
Guest Satisfaction Survey Index Based upon Customer Survey Response (5 = Excellent, 1 = Poor)	4.80%	4.97%	3.4%

2020 Narratives

No events or revenues in the fourth quarter of 2020 due to the Covid-19 pandemic. We did record \$20 in vending receipts and \$13,385 in other revenue from the annual year-end entry to distribute the remaining balance of the Administrative Fees.

Major Definite Bookings 2020

	For Year	Total Revenue
Kaleida Health Foundation – 2020 Festival of Trees	2020	\$104,000
Greater Buffalo Sports Hall of Fame – 2020 Dinner	2020	\$46,350
Town Square Media of Buffalo – 2020 Diversity Job Fair	2020	\$6,300
Insurance Club of Buffalo – 2021 I-Day	2021	\$75,000
Varsity Brands LLC – 2021 American Championships	2021	\$50,050
Fast Enterprises – 2021 RACC Conference	2021	\$29,000
UB Dental Alumni Association – 2022 Buffalo Niagara Dental Meeting	2022	\$55,900
NEC/AAAE – 2023 International Aviation Snow Symposium	2023	\$110,000
NYS School Boards Association – 2023 Annual Convention	2023	\$75,000
NEC/AAAE 2024 International Aviation Snow Symposium	2024	\$110,000
NEC/AAAE 2025 International Aviation Snow Symposium (Equipment Year)	2025	\$136,300
Craftproducers – 2020 Wine Festival	2020	\$8,895
Society of Women Engineers – 2021 WE Local Conference	2021	\$73,300
Motorama Group LLC – 2021 Buffalo Motorama	2021	\$46,600
National Association of College Fairs – 2021 Buffalo College Fair	2021	\$17,700
WNY Stormwater Coalition – 2021 Conference	2021	\$12,000
Intrigue Dance Intensive – 2021 Competition	2021	\$11,260
Holy Cross Head Start – 2021 Dance	2021	\$5,000
National Association of County Engineers – 2022 Annual Conference	2022	\$100,000
Serving the Rinks – 2022 North American Rinks Conference	2022	\$14,005
ECMC Foundation – 2021 Spring Gala Auction	2021	\$20,000
Unlimited Possibilities Overcoming Poverty Ministries – Scholarship Awards Dinner	2021	\$15,000
Boulevard Trash Entertainment LLC, Oddities & Curiosities Expo	2021	\$13,080
Schwartz Ciccotti Wedding	2021	\$10,000
Buffalo Niagara Partnership – Athena Awards Luncheon	2021	\$6,500
Buffalo Niagara Partnership – Diversity & Inclusion Symposium	2021	\$5,600
Conesus Fest for Charity – World’s Largest Disco	2021	\$60,000
Break the Floor Productions – Nuvo Dance Convention	2022	\$26,250
Multiple District 20 Lions Clubs of NY & Bermuda – Annual Convention	2023	\$36,000

Major Events Hosted 2020

Event	Month	Attendance
Town Square Media – 2020 Buffalo on Tap	Jan	6,200
Tuxedo Junction – 2020 Bridesworld	Jan	2,900
Cheersport – 2020 Cheerleading Competition	Jan	1,995
Ingram Micro – 2020 USSK	Jan	1,300
Roman Catholic Diocese of Buffalo – 2020 Gala	Jan	550
Excelsior Health Care – Holiday Party	Jan	500
Niagara Frontier Automobile Dealers Association – 2020 Auto Show	Feb	45,000
Varsity Brands LLC – 2020 American Championships	Feb	6,101
Moog Inc. – 2020 Mid- Winter Bash	Feb	4,000
City of Buffalo, Office of the Mayor – 2020 State of the City Address	Feb	1,938
New York State Board of Law Examiners – February 2020 Bar Exam	Feb	1,325
Marketplace Events – 2020 Buffalo Home Show *(One weekend)	March	21,620
No events held due to the Covid-19 pandemic	April - June	0
No events held due to the Covid-19 pandemic	July - September	0
No events held due to the Covid-19 pandemic	October - December	0

Notable Activities

	Month
Sales Trip to DC to meet with National Association of County Engineers and help secure 2022 Conference	Jan

Exhibited at Bridesworld	Jan
Site visit with Society of Women Engineers planning meeting committee	Jan
Participated in VBN phone blitz with hotel partners	Feb
Exhibited and attended MPI Mid-America in Cincinnati	Feb
Exhibited and attended Destination Showcase with VBN in DC	Feb
Sales calls in DC with VBN	Feb
Attended Convention Center Study Breakfast presentation with key customers	Feb
Hosted interviews for the Convention and Event Services Manager position	Feb
Site with NY Association of Training and Employment	Feb
Attended ASAE Planning meeting with VBN and hotel partners	Mar
Participated in ESSAE Trade Show Planning conference call with VBN and hotel partners	Mar
Site with Dada Bhagwan	Mar
Site with 716 Sports	Mar
Site with DiVal Safety Sales	Mar
Working with our customers as we are dealing with the Covid19 crisis and building closure to facilitate rescheduling of events.	Mar
Participated in Tally Management/VBN Webinar -How Will Events and Destination Partnerships Change Coming out of Covid?	May
Completed Recovery Plan as part of the greater plan with VBN	May
Participated in CAC Virtual Meeting	May
Participated in VBN DOS Virtual Meeting	May
Created new floor plans and capacity chart for clients that includes new social distancing guidelines	May
Updated BNCC menus to reflect menu revisions and price increases as related to the pandemic	June
Collaborated with the VBN on e-mail campaign that reached out to local and state associations and organizations	June
Participated in MPI Upstate Chapter Virtual Annual Meetings and Awards	June
Participated in Tally Management/VBN Webinar - Face2Face	June
Applied for and received confirmation of being a Qualified Film Production Facility	June
Regular and ongoing client outreach. Assisted with securing new dates and rebooking postponed events due to the pandemic.	Ongoing
Participate in the Buffalo Cares! Stay Safe Pledge	Ongoing
Pursuing the GBAC Star Certification for facility health and sanitation practices	Ongoing
Working with operations staff on in-house communications regarding health and safety signage and other tools needed for reopening	Ongoing
Working with Hyatt Regency Buffalo clients to communicate status of the hotel	Ongoing
Participate in the Buffalo Reopening Task Force and subcommittees as we outline plans for Buffalo's reopening	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Site Visit with PowerSchool User Group with VBN	July
Submitted GBAC Certification Application	July
Participated in VBN and Hotel Partner Virtual Meeting	Aug
Collaborated with the VBN on second phase of e-mail campaign to national associations and organizations	Aug
Received confirmation of GBAC Certification for facility health and sanitation practices	Sept
Paul Murphy went out on disability	Sept
Implemented additional BNCC staff layoffs	Sept
Regular and ongoing client outreach. Assist with securing new dates and rebooking postponed events due to the pandemic	Ongoing
Participate in the Buffalo Cares! Stay Safe Pledge	Ongoing
Working with operations staff on in-house communications regarding health and safety signage and other tools needed for reopening	Ongoing
Working with Hyatt Regency Buffalo and Aimbridge Management on group status, RFP responses	Ongoing
Participate in the Buffalo Reopening Task Force and subcommittees as we outline plans for Buffalo's reopening	Ongoing
Working with the County as a COVID test site featuring weekly drive through and periodic rapid testing on site	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Participated in Customer Advisory Council Virtual Meeting with VBN	Oct
Participated in BNCC Client Virtual Meeting with Erie County Officials and TVS	Oct
Participated in meeting with TVS regarding BNCC Q&A	Oct
Presented Buffalo and BNCC at Multiple District 20 Lions Clubs Virtual Bid with VBN & Hyatt for 2023	Oct
Participated in VBN/BNCC Board Meeting for Q3	Nov
Presented at MPI Potomac Chapter Virtual Meeting with VBN	Nov
Attended Events Industry Council (EIC) Advance Virtual Conference	Nov
Attended ESSAE Winter Connections & Education Virtual Meeting	Dec
Completed One Year Contract Extension for in house CBA thru 2021	Dec
Attended VBN Q4 Industry Virtual Meeting	Dec
Site visit with Erie County Emergency Preparedness staff regarding possible vaccination location	Dec
Regular and ongoing client outreach. Assist with securing new dates and rebooking postponed events due to the pandemic	Ongoing
Participate in the Buffalo Reopening Task Force and subcommittees as we outline plans for Buffalo's reopening	Ongoing
Working with the County as a COVID test site featuring weekly drive through and periodic rapid testing on site	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Working to identify and purchase facial thermal scanner, signage and other tools needed for reopening	Ongoing