



Operations and Accomplishments List

	Goal	2021	
		Actual	Variance
Rental Revenues	\$126,981	\$106,746	(\$20,235)
F&B Gross Revenues	\$536,825	\$305,658	(\$231,167)
F&B Net Revenues	(\$14,731)	(\$168,281)	(\$153,550)
F&B Net Profit Margin	-2.7%	-55.1%	-52.3%
Electrical Services Revenues	\$31,190	\$5,380	(\$25,810)
Total Number of Meetings & Events	40	21	-90.5%
Total Estimated Attendance	27,204	21,669	(5,535)
Total Estimated Room Nights	500	295	(205)
Guest Satisfaction Survey Index Based upon Customer Survey Response (5 = Excellent, 1 = Poor)	N/A	N/A	

2021 Narratives

No events or revenues in the first three quarters of 2021 due to the Covid-19 pandemic. We did record \$10,000 from a grant received from the ECIDA to reimburse the BNCC for Covid related purchases. We were able to hold 21 events in the fourth quarter of 2021.

Major Definite Bookings 2021

	For Year	Total Revenue
YMCA Buffalo Niagara – Post Race Party	2021	\$13,500
Society of Women Engineers – 2022 WE Local Conference	2022	\$73,300
Break the Floor Productions – Jump Dance Convention	2022	\$31,250
Marketplace Events – 2024 Buffalo Home and Garden Show	2024	\$230,000
Marketplace Events – 2025 Buffalo Home and Garden Show	2025	\$240,000
Marketplace Events – 2026 Buffalo Home and Garden Show	2026	\$250,000
Kaleida Health Foundation – Festival of Trees	2021	\$104,000
Roswell Park Alliance Foundation – All Star Gala	2021	\$62,500
SABAH – Starlight Night Auction	2021	\$19,000
Greater Buffalo Sports Hall of Fame – Dinner	2021	\$18,000
Niagara Frontier Automobile Dealers Association – Buffalo Auto Show	2022	\$152,000
Buffalo Motorama – 2022 Motorama	2022	\$56,250
NYS Dance Alliance – Regional Convention	2022	\$26,250
Higher Education Web Professionals Association – Annual Conference	2023	\$100,000
ECMC Springfest Gala*	2021	\$122,700
Buffalo Urban League – 2021 Gala	2021	\$41,000
Buffalo Wedding Bridal Show	2021	\$6,000
Insurance Club of Buffalo – 2022 Buffalo I-Day	2022	\$65,000
Varsity Brands – 2022 American Championship	2022	\$49,300
Varsity Spirit – 2022 Aloha Buffalo	2022	\$32,245
Tuxedo Junction – 2022 Bridesworld	2022	\$13,069
CSEA – 2023 Annual Delegates Meeting	2023	\$60,000
North American Rink Conference – 2023 Conference and Expo	2023	\$14,620
Civil Service Employees Association – Holiday Party	2021	\$18,750
Focus Litigation Consulting – Mock Trial	2021	\$6,532
WILD Dance Intensive – 2021 Dance Intensive	2021	\$6,000
The Bison Scholarship Fund – 2022 Luncheon	2022	\$24,800
Niagara Frontier Automobile Dealers Association – Preview Party	2022	\$20,000
Buffalo Prep – Celebration of Achievement Gala	2022	\$15,000
Tuxedo Junction – Bridesworld	2022	\$13,069

Major Events Hosted 2021

Event	Month	Attendance
No events hosted January - September 2021		
Wedding in New York – Buffalo Wedding Bridal Show	Oct	1950
The Bison Scholarship Fund – Annual Celebration Luncheon	Oct	881
Greater Buffalo Sports Hall of Fame – Induction Ceremony & Dinner	Oct	710
Unlimited Possibilities Overcoming Poverty Ministries – Scholarship Awards Dinner	Oct	604
Buffalo Fire Department – Awards Dinner	Oct	600
Conesus Fest For Charity – World’s Largest Disco	Nov	6600
YMCA Buffalo Niagara – Turkey Trot Post Race Party	Nov	4,999
UB Dental Alumni Association – Buffalo Niagara Dental Meeting	Nov	2,200
Kaleida Health Foundation – OCH Hospital Meals in place of canceled Gala	Dec	650
WILD Dance Intensive – 2021 Dance Intensive	Dec	540
Civil Service Employees Association – Holiday Party	Dec	375

Notable Activities

	Month
Participated in Buffalo Reopening Task Force Meeting	January
Participated in Event Services Professionals Association (ESPA) Virtual Conference	January

Hosted Buffalo Police Department KP Training	January
Site visit with Paramount Films scout	January
Site visit with One of a Kind Films Inc. scout	January
Participated in Convention Sales Professionals International (CSPJ) Virtual Sales Summit	February
Partnered with VBN, Rochester CVB & Rochester Convention Center to host a virtual client event "Certain Planning in Uncertain Times"	February
Hosted the Mayor's State of the City taping	February
Attended the VBN/Hotel Partners Virtual Meeting	February
Client outreach to all events scheduled through September 2021 to reschedule/cancel due to the pandemic and planned renovation projects	February/March
Attended the MPI Virtual Gala, cosponsored a portion of the program with VBN	March
Attended IAVM Town Hall Meeting	March
Participated in the Customer Advisory Council Virtual Meeting with VBN	March
Received our second PPP Loan	March
Site visit with Buffalo Fire Department	March
Working with the County as a COVID test site featuring weekly drive through and periodic rapid testing on site	Ongoing
Regular and ongoing client outreach. Assist with securing new dates and provide updated guidelines and facility information	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Attend regular meetings to review upcoming city and county projects	Ongoing
Continue to research and make appropriate purchases of supplies for reopening	Ongoing
Attended VBN Industry Virtual Meeting	April
Participated with VBN in Global Meeting Industry Day	April
Participated in staff focus group for Strategic Plan	April
Hosted 360 Video Shoot for BNCC Virtual Tour	April
Participated in VBN/BNCC Board Meeting	May
We were approved for a \$10,000 grant from the ECIDA to offset purchases related to PPE	May
Received forgiveness of our 2020 PPP loan funds	May
Site inspection with NYS Liquor Store Association	May
Lobby renovations underway	June
Attended VBN & Hotel Partner Virtual Meeting	June
Attended CAC Virtual Meeting	June
Attended ESSAE Spring Virtual Meeting	June
Partnered with VBN to host Buffalo Book Club client event	June
Welcomed back Catering Sales Manager	June
Site inspection with West Herr Automotive Group	June
Developed and implemented a comprehensive Reopening Plan	Ongoing
Regular and ongoing client outreach. Assist with securing new dates and provide updated guidelines and facility information	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Participate in biweekly BNCC reopening meeting	Ongoing
Attend regular meetings to review upcoming city and county projects	Ongoing
Continue to research and make appropriate purchases of supplies for reopening	Ongoing
Executive Chef returns to work	July
Submitted 2022 Budget	July
Begin working on Business Plan and BNCC menus	July
Meeting with new Security Company and Linen Company	August
Site with National Association of County Engineers -NACE	August
Renewed GBAC Certification	August
Begin search for General Manager	August
Attended ESSAE Annual Conference and Trade Show in Albany	September
Attended MPI Meeting in Albany	September
Participated in VBN/Hotel Partners Meeting	September
Participated in Strategic Plan Meeting	September
Attended planning meeting with Snow Symposium planning committee	September
Resumed working with the County as a COVID test site featuring weekly drive through	September
Staff returning to work and preparing for the building reopening	Ongoing
Regular and ongoing client outreach. Assist with securing new dates and provide updated guidelines and facility information	Ongoing
Participate in biweekly BNCC reopening meeting	Ongoing
Attend regular meetings to review upcoming city and county projects	Ongoing
BNCC reopened and begins hosting in person events	October
Hosted and participated in the VBN/BNCC Customer Advisory Council Meeting	October
Interviewing process with BNCC General Manager candidates	October
Site Inspection with IPMA	October
Site Inspection with Buffalo Prep	October
Partnered with VBN to host Buffalo Book Club client event	November
Attended VBN & Hotel Partner Q4 Virtual Meeting	November
Site inspection with FuzeHub/NYS Innovation Summit	November
Restart county weekly drive through covid testing	December
Jeff Calkins, new General Manager begins. Hosted a welcome reception with hotel partners and board members.	December
Site Inspection with Firefighters Association of the State of New York - FASNY	December
Completed work on new digital signage wayfinding system	December
Completed installation of new security camera system throughout the building	December
Regular and ongoing client outreach. Assist with securing new dates and provide updated guidelines and facility information	Ongoing
Participate in regular industry webinars and virtual meetings to keep updated on current trends and client activity	Ongoing
Ongoing painting, cleaning, project work throughout the building	Ongoing
Updates to website to provide most current guidelines, staff additions and other information	Ongoing