

2022 ANNUAL REPORT

OVG
360

Tribute communities Centre



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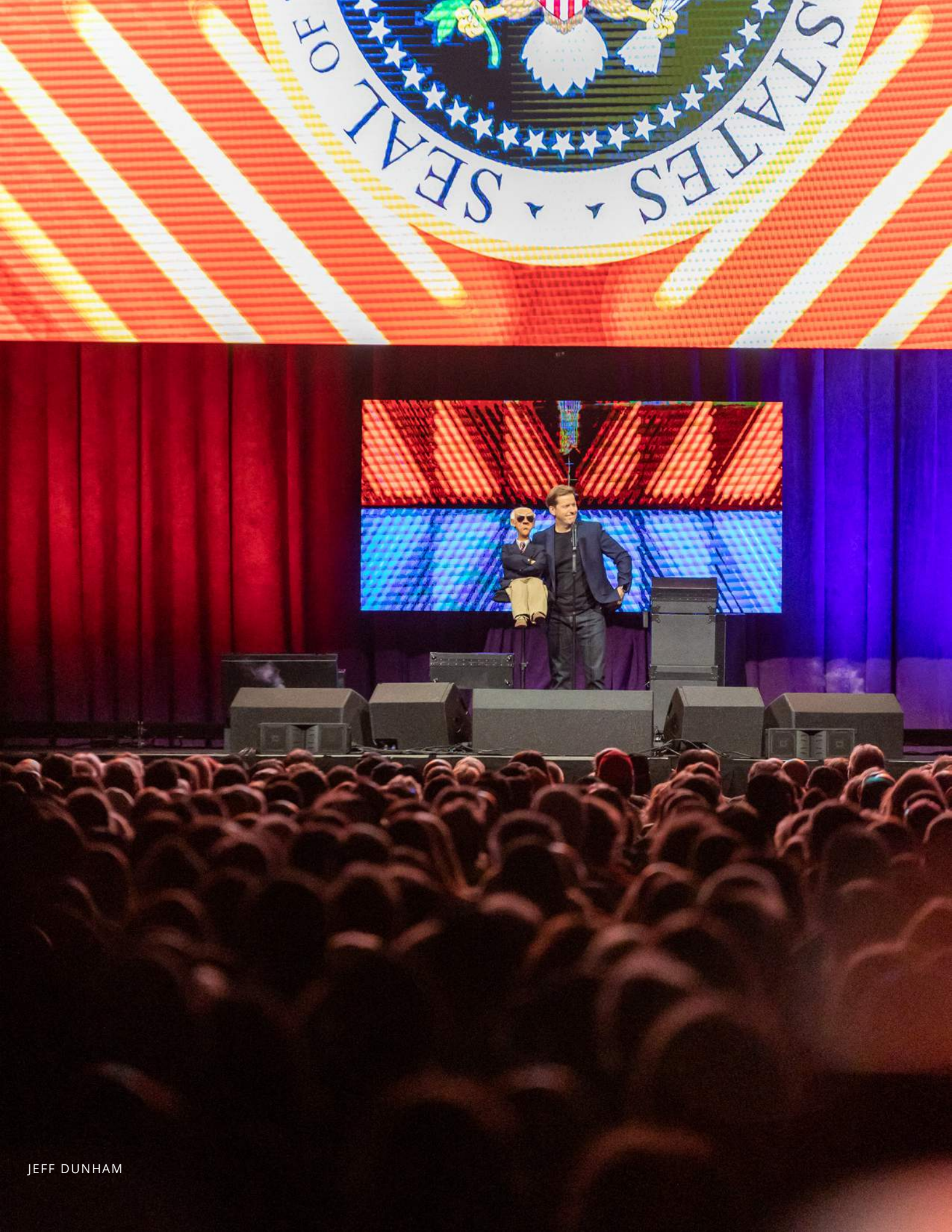
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STATEMENT
OF
PURPOSE

The City of Oshawa’s slogan is “prepare to be amazed”; and with that, it is the goal of management and staff of OVG360 at the Tribute Communities Centre to ensure that everyone, from promoters and artists; to guests who attend our events – are truly amazed. OVG360 is committed to operate and maintain the Tribute Communities Centre with the highest standards in order to provide a world class sports and entertainment facility that is clean, safe, offers exceptional customer service and products, and offers something for everyone; whether it be world class concerts, sports, theatre or family and/or community events.

It is our mission to build strong and lasting relationships with all of our guests, partners and our community. We pledge to be good corporate and community partners as well as safeguard the great responsibility for the care and control of the Tribute Communities Centre for which we have been entrusted by the citizens of Oshawa. We will continually strive to raise the bar in all areas and promise to not only meet any expectations, but to exceed them.



JEFF DUNHAM

MESSAGE FROM THE GENERAL MANAGER

Dear Stephanie;

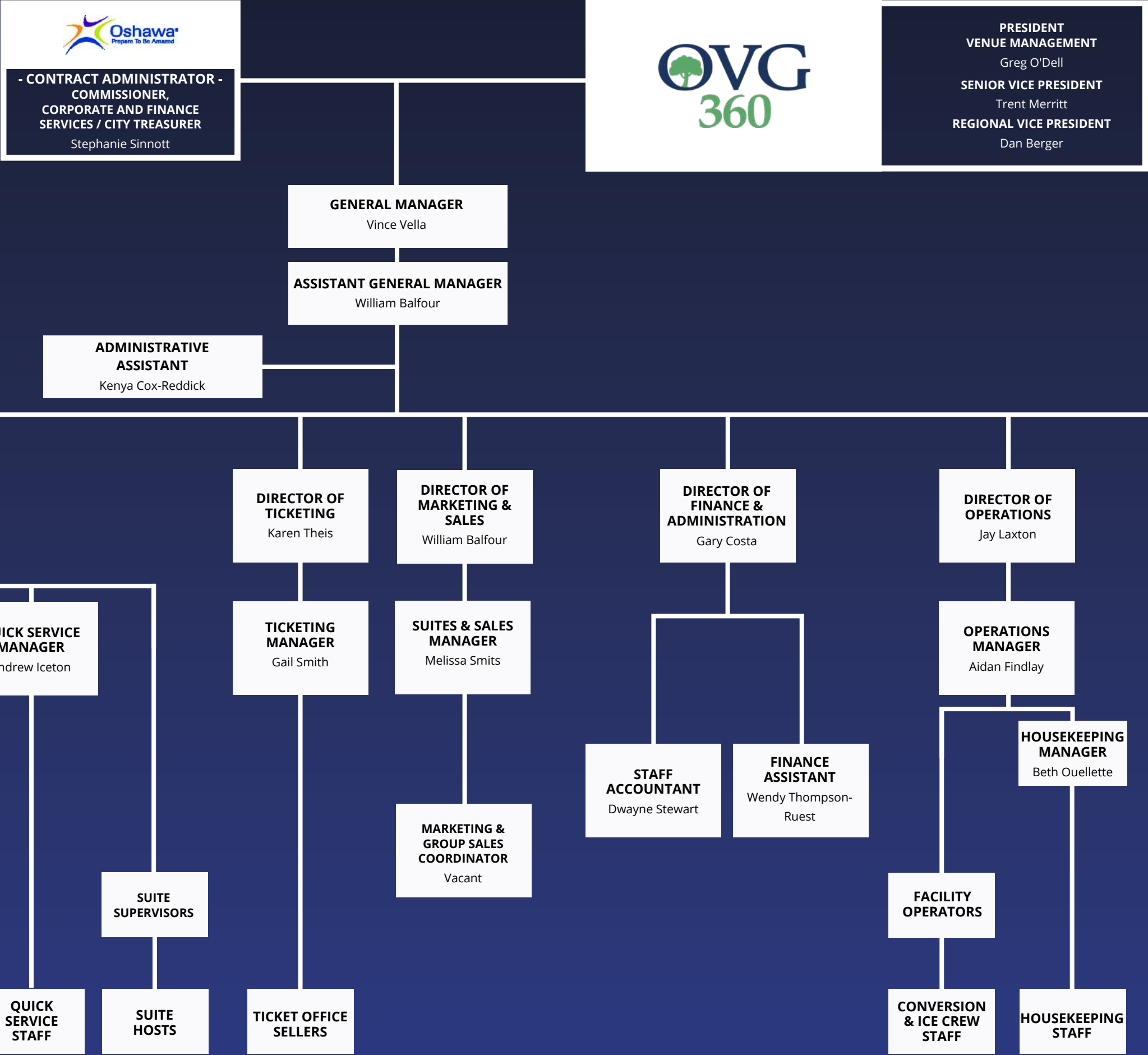
When the 2022 budget was created, we were slowly edging our way out of the pandemic. The 2021/22 OHL season was set to resume, albeit with restricted capacities; so, there was some guarded optimism that in 2022, we should be on a gradual road to recovery. The 2022 budget was built projecting that both live event content, and Oshawa Generals attendance for the first two quarters would be soft but then, by quarters three and four, a full recovery was anticipated. Unfortunately, this was not to be the case. A new variant in December resulted in a complete closure of the facility to the public, and we found ourselves with ice programing suspended, and hosting Generals games without fans through January and into February. Ice rentals, summer DCAHL league, suites, and sponsorship were all significantly impacted by the shutdown, and we were forecasting more than a \$220,000 shortfall to budget by year end.

Having identified the challenges ahead, all focus shifted to reducing operating costs to offset shortfalls in Event and Other Income revenues. For much of the year, vacant staff positions remained unfilled, and only critical and necessary spending was authorized. Restricted attendance once again resumed on February 6, and we gradually working our way back up to full capacity games by mid-March. Our first live event for 2022 was the Harlem Globetrotters on March 6, and our first concert was the Arkells on April 16. The 2021/22 Generals season, however; finished off strong and three playoff games occurred where two were budgeted. Convocations returned in June, as did more live events which allowed us to slowly chip away at the revenue shortfall. In the fall, content slowly returned and we hosted several significant events such as Bryan Adams, The Wiggles, Jeff Dunham and Three Days Grace. We also had the opportunity to host a week-long Amazon TV shoot. These events and ongoing cost control all continued to help narrow the gap. December finished off very strong with several unbudgeted, well attended Generals games, a record setting Cheer for the Cure event, and the year closed off with a well-received Holiday Dreams: A Spectacular Holiday Cirque show. The end result was making up \$182,000 in lost revenues, and only missing budget by under \$38,000.

OVG360 staff continue to focus on ensuring that the Tribute Communities Centre is well cared for and maintained. This season, IT was targeted, with upgrades to point of sales capabilities, lighting computer upgrades, LED lighting retrofits for the south lot and Red Tilson Lane, as well as elevator upgrades, followed by a rebuild of the Gate 1 courtyard drainage system. The venue continues to wear well and remains one of the crown jewels of the OHL.

Although 2022 was another challenging year, I could not be prouder of our OVG360 team and what they have been able to accomplish through difficult times. We would also not have been able to accomplish what we have without the unbelievable support of senior City staff. I feel blessed to enjoy an uncompromising partnership and unified vision. 2023 is shaping up to be the bounce back year we have been waiting for, and we will use this momentum to begin the process of rebuilding the operational and revenue generating areas hardest hit by the pandemic. I am supremely confident that we will, in a short period of time, return to our pre-pandemic stability.




Sincerely,
Vince Vella - General Manager for OVG360



	<p>CITY OF OSHAWA</p> <p>The City of Oshawa is the largest municipality in Durham Region, expanding North from Lake Ontario to rural farmlands. The city is alive with its ever emerging arts and music scene; home to a number of annual cultural events, galleries, five museums, three live theatres and the Ontario Philharmonic, a world-class symphony. The freshly named Tribute Communities Centre naturally fits in, located in the heart of Downtown.</p>
 	<p>OAK VIEW GROUP</p> <p>OVG360, a division of Oak View Group, is a full-service venue management and hospitality company that helps client-partners reimagine the sports, live entertainment, and convention industries for the betterment of the venue, employees, artists, athletes, and surrounding communities. With a portfolio of more than 200 client-partners spanning arenas, stadiums, convention centers, performing arts centers, cultural institutions, and state fairs around the globe, OVG360 provides a set of services, resources and expertise designed to elevate every aspect of business that matters to venue operators. Service-oriented and driven by social responsibility, OVG360 helps facilities drive value through excellence and innovation in food services, booking and content development, sustainable operations, public health and public safety and more.</p>
	<p>TRIBUTE COMMUNITIES</p> <p>Tribute Communities is a Builder/Developer with over 30 years experience who has built more than 35,000 homes across Southern Ontario. The company's reputation has been earned through their architecturally distinct and exquisitely designed homes that incorporate unique features, classic finishes and the very finest streetscapes and communities. We were excited to announce that Tribute Communities extended their Naming Rights Partnership to 2031 which added five years to the pre-existing 10-year agreement which began on November 1, 2016 when the venue transitioned to the Tribute Communities Centre.</p>
	<p>Oshawa Generals, five-time winners of the Memorial Cup and one of the most recognizable hockey organizations of the OHL. The hockey club can boast about being the starting point for names like Bobby Orr, Eric Lindros, Albert 'Red' Tilson and the first overall pick in the 2009 entry draft John Tavares.</p>

MAJOR IN-VENUE PARTNERS

At the Tribute Communities Centre, we have strategically aligned ourselves with leading food and beverage organizations to come on board as our major in-venue partners.

  	<p>Labatt is one of Canada's founding businesses and its leading beverage company. Our roots go back 175 years to a single small brewery founded by John Kinder Labatt in London, Ontario in 1847 – where our hometown brewery still stands. Today we are truly a national brewer with 3,700+ employees across Canada, a portfolio of more than 70 quality brands, and ten breweries from coast to coast.</p> <p>Coca-Cola offers a wide variety of beverage brands, many of which come in no-calorie and low-calorie options. These beverages include sparkling soft drinks, still waters, juices and fruit beverages, sports drinks, energy drinks and ready-to-drink teas.</p> <p>Pizza Pizza offers a diverse and premium menu to Canadians of all ages and tastes. They have become a leader in the quick service segment of the Canadian food service industry and one of the top restaurant chains in the country.</p>
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"We have been working with the Tribute Communities Centre for many years partnering on a variety of shows, including many sold out ones. Working with the staff there, you know everything will go smoothly and accurately, from box office to production and everything in between. Vince and his team have the experience and expertise you want in order to execute a large scale show without any hiccups. We look forward continuing a great relationship in the future."

Brad Jones - President
Jones Entertainment Group

"The Tribute Communities Centre in Oshawa has been a great venue with an experienced team to work with to make our events successful. Their staff is very well equipped to help organize all the moving parts to ensure everything goes as smoothly as possible. Key is how they assist in planning out every aspect of the event; from building conversion to meet our needs, to ticketing, advertising, catering, and video and audio needs. There are a lot of behind the scenes preparations to ensure a safe and successful event, and they cover all the bases from start to finish. Our Company has produced several events with the TCC team, and we look forward to continuing to promote our events in Oshawa for years to come."

Kevin Lubsen - President
Monster Trucks All Out

DECEMBER 21, 2020

Closed to the public as of December 26, 2020 as part of the province-wide lockdown.

FEBRUARY 19, 2021

Reopened for on-ice instruction to specific sport affiliations and organizations.

APRIL 1, 2021

Closed to the public as of April 3, 2021 as part of the province-wide emergency brake shutdown.

APRIL 20, 2021

Ontario Hockey League announced that they will not have a 2020/2021 season.

JULY 12, 2021

As of July 20, 2021, the venue reopened for ice user groups.

SEPTEMBER 24, 2021

Permitted to have 50 per cent capacity for spectator events starting on September 25, 2021.

OCTOBER 8, 2021

Permitted to have 100 per cent capacity for spectator events starting on October 9, 2021.

DECEMBER 15, 2021

Province introduced a 50 per cent capacity limit.

DECEMBER 17, 2021

Food and drink service is prohibited.

DECEMBER 30, 2021

Province introduced a 1,000 spectator capacity limit.



JANUARY 1: GENERALS VS NORTH BAY*

JANUARY 3, 2022

Province announced sporting and live event venues to be closed as of January 5 until at least January 26, 2022.

JANUARY 7: GENERALS VS OTTAWA*

JANUARY 8: DIERKS BENTLEY TOUR CANCELLED

JANUARY 9: GENERALS VS SUDBURY

JANUARY 11: GENERALS VS KINGSTON*

JANUARY 14: GENERALS VS HAMILTON*

JANUARY 16: GENERALS VS MISSISSAUGA

JANUARY 18: GENERALS VS KINGSTON

JANUARY 20: GENERALS VS MISSISSAUGA

JANUARY 23: GENERALS VS KINGSTON

JANUARY 30: GENERALS VS PETERBOROUGH

JANUARY 20, 2022

Province announced sporting and live event venues to be allowed to open at 50% capacity or **500 people capacity**; whichever is less effective on January 21.

FEBRUARY 6: GENERALS VS BARRIE

FEBRUARY 13: GENERALS VS PETERBOROUGH

FEBRUARY 14, 2022

Province announced sports arenas to be allowed to open at 50% capacity effective on February 17.

FEBRUARY 18: GENERALS VS NIAGARA

FEBRUARY 21: GENERALS VS NIAGARA

FEBRUARY 27: GENERALS VS KINGSTON

MARCH 1, 2022

Province lifted all capacity limits and sports arenas permitted to operate at 100% capacity.

*Postponed due to COVID-19 protocols.

JANUARY / FEBRUARY: COVID-19 Restrictions



MARCH 10: Harlem Globetrotters

**MARCH 13: Oshawa Generals vs Peterborough
100% Capacity for Hockey Games Begin**



APRIL 16: Arkells

**APRIL 19: Celtic Illusion
APRIL 23-24: OHL Combine**



MAY 7: Wadded UP! FMX Tour

**MAY 14-15: Oshawa Generals Spring Orientation Camp
MAY 25: Oshawa Sports Hall of Fame Induction Ceremony**



**JUNE 2: Trent University Convocation
JUNE 5: Phoenix Coyotes Prospects Combine**

JUNE 11: Wadded UP! Monster Truck Tour

JUNE 13-17: Durham College Convocation

JUNE 28: Sinclair Secondary Commencement

JUNE 29: Maxwell Heights Commencement

JUNE 29: R.S. McLaughlin CVI Commencement

JUNE 30: O'Neill CVI Commencement



AUGUST 22-26: Oshawa Generals Hockey School

AUGUST 25: Touch-a-Truck

AUGUST 29- SEPTEMBER 2: Oshawa Generals Training Camp



SEPTEMBER 13-14: Pet Shop Boys and New Order Rehearsals

OCTOBER 8: The Wiggles

OCTOBER 12: Bryan Adams

OCTOBER 15-21: Amazon TV Shoot

OCTOBER 22: GL Roberts 50th Anniversary Pub Night

OCTOBER 27: Durham College Convocation



NOVEMBER 16: Jeff Dunham

NOVEMBER 22: Three Days Grace

NOVEMBER 26: Tequila Expo

DECEMBER 3-4: Cheer for the Cure

DECEMBER 17: Holiday Dreams: A Spectacular Holiday Cirque



OVG360 continues to deliver quality programming to the residents of Oshawa and the Durham Region. They are proud to have created memories for more than 250,000 guests throughout 2022, which generated over \$5.3M in gross ticket sales even with COVID restrictions still in place during the first quarter of the year.

With the mandated restrictions continuing to affect revenue generation, we announced the launch of the Tribute Communities Centre Zamboni Experience which garnered a lot of attention. After selling out within a few days of its announcement, OVG360 has decided to continue offering this experience for a limited number of sessions each year as a new revenue source.

The Harlem Globetrotters were the first live event to perform at the venue after COVID restrictions were lifted on March 1, 2022 allowing venues to go back to 100% capacity. The Arkells was the venue's first concert in 801 days and truly was a celebration and light at the end of the pandemic tunnel.

OVG360 worked to bring back motorsports to Oshawa for the first time since 2007 with the Wadded UP! FMX Tour in May as well as the Wadded UP! Monster Truck Tour in June. Both shows were well attended and have already scheduled dates for their return in 2023.

OVG360 also hosted rehearsals in September for Pet Shop Boy and New Order in advance of their tour. The venue had another taste of Hollywood as it was transformed for a week-long TV shoot in October that will be shared publicly once it airs.

The list of world-class performers and entertainment was thinner than normal due to the pandemic's impact but progress was seen as the months passed. The return of Bryan Adams, Jeff Dunham and Three Days Grace attracted eager crowds to the venue while The Wiggles returned with another sold out show along with Holiday Dreams: A Spectacular Holiday Cirque.



	ACTUAL	BUDGET	VARIANCE FAV / (UNFAV)
Number of Events	82	87	(5)
Paid Attendance	236,285	318,096	(81,811)
Direct Event Income	\$617,624	\$618,800	(\$1,176)
Surcharge/Ticketing Revenue	\$199,641	\$274,000	(\$74,359)
Ancillary Income	\$903,310	\$791,800	\$111,500
Suite Leases & Rental Revenue	\$265,292	\$316,100	(\$50,808)
Total Event Income	\$1,985,867	\$2,000,700	(\$14,833)
Naming Rights Revenue	\$200,052	\$202,000	(\$1,948)
Ticket Order Revenue	\$56,326	\$58,000	(\$1,674)
Rentals, Advertising,F&B and Other	\$1,383,102	\$1,792,500	(\$409,398)
Total Other Income	\$1,639,480	\$2,052,500	(\$413,020)
Food and Beverage Expenses	(\$537,614)	(\$695,500)	\$157,886
Event Services Expenses	(\$199,803)	(\$263,000)	\$63,197
Ice Rentals / League Expenses	(\$218,606)	(\$279,800)	\$61,194
All Other Departmental Expenses	(\$3,475,900)	(\$3,583,500)	\$107,600
Indirect & Extraordinary Expenses	(\$4,431,923)	(\$4,821,800)	\$389,877
Income (Loss) From Operations	(\$806,576)	(\$768,600)	(\$37,976)

Surplus Loss to Budget	2022 (\$37,976)	2021 (\$212,783)	VARIANCE \$174,807
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LOADING BAY

The Tribute Communities Centre has two standard sized loading docks with dock levelers and one drive-in loading bay with a 14’ bay door, with ample show vehicle parking and show power available upon request. The back of house is spacious with a short push to our west end stage location and approximately 140 feet or 43 metres to our Half Mode location.

SHOW POWER

The Tribute Communities Centre has 1,600 total amps of camlock show power. 600A lighting panel, 400A audio panel and 600A show power panel.

RIGGING

The Tribute Communities Centre has a full life line system with 117,000 lbs rigging capacity in Full Modes and a 124,000 lbs rigging capacity in the centre (Half Mode), which can be fully accessible via our catwalk, with a low steel height of 43’. The installed, centre hung score clock, fully nests into the steel for an unobstructed and clean look.

VIDEO SCOREBOARD

The Tribute Communities Centre unveiled a new video scoreboard in 2016. The video scoreboard utilizes virtual scoring and boasts a resolution of 5.2mm on the main video screens as well as lower ring.

ARENA SOUND SYTEM

A new sound system was installed in 2019 to enhance the Fan Experience. The new system provides better coverage throughout the building, discernibly clear audio, multi-layering and steering of all audio speakers, including the ability for all user groups to play audio of their choice over Bluetooth connection.

AMENITIES

The upper level of the venue boasts 23 luxury suites and four group suites. These suites provide a great occasion for companies to entertain or appreciate their clients or customers as well as friends and families to enjoy a night out together at an upcoming event.

CONFIGURATION CAPACITIES

Hockey Mode	6,158
Basketball Mode	6,418
360 Mode	6,847
270 Full Mode	5,366
180 Full Mode	4,884
Three Quarter Mode	4,061
Half Mode	3,387
One Third Mode	2,813
One Quarter Mode	1,506





TICKETING OUTLETS

Fans are able to purchase tickets to events at the Tribute Communities Centre Ticket Office as well as online at www.tributecommunitiescentre.com. The Tribute Communities Centre website continued to be the primary outlet to purchase tickets for safety reasons and the ticket office operated with reduced hours for a portion of the year due to the lack of events and for cost saving measures.

OVG360 launched their internal call centre in 2021 after major ticketing providers decided to close call centres. After the results and internal costs associated with running the standalone call centre, OVG360 felt it was not financially feasible for it to continue and have focused on in person and online ticket sales moving forward.

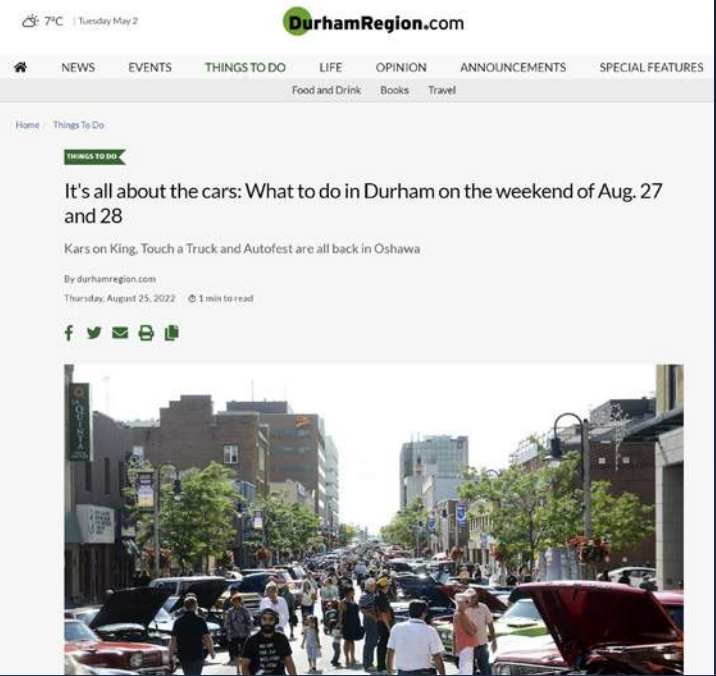
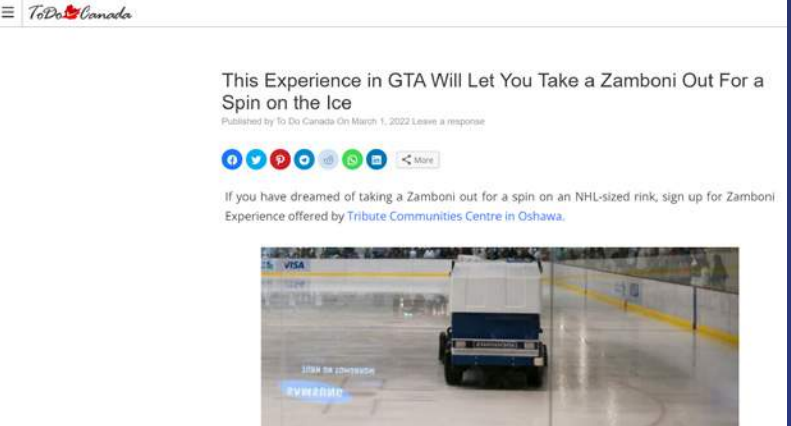
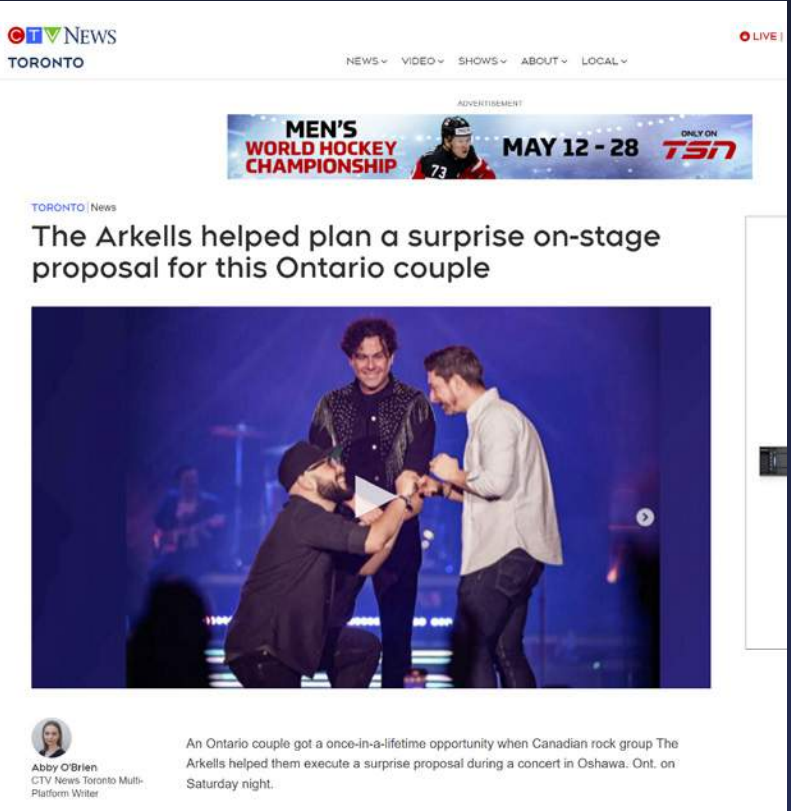
TICKET PURCHASING

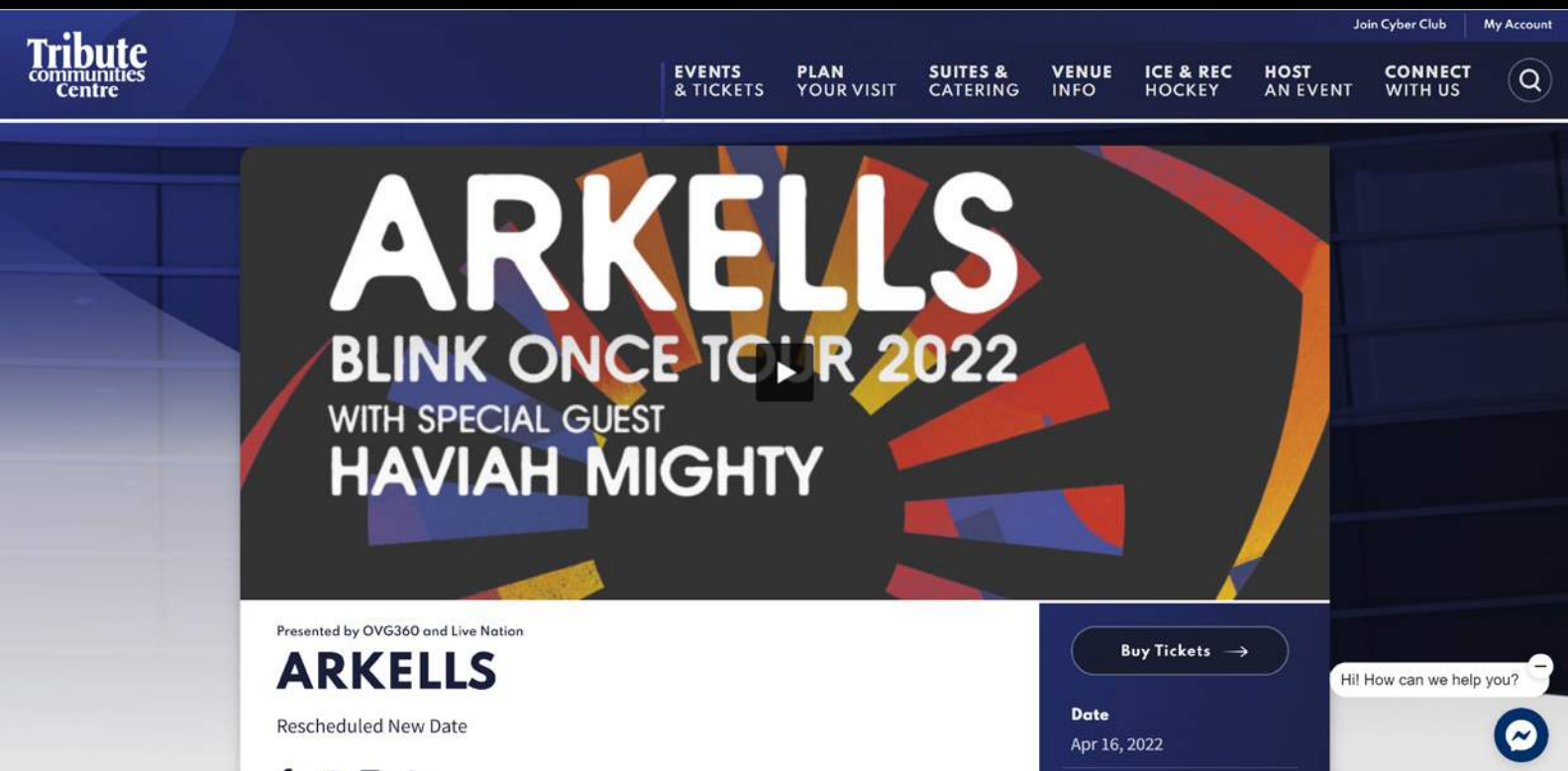
INTERNET	25,462	\$1,495,119.39	64%
TICKET OFFICE	13,138	\$ 380,912.56	33%
PHONE	1,400	\$ 83,131.56	3%
TOTAL	40,000	\$1,959,163.51	

*Includes tickets for live events only and does not include team tickets sold between January 1, 2022 and December 31, 2022.
Figures above do not reflect refunds due to postponed or cancelled events.

MOBILE TICKETING

While reduced touchpoints at the venue continued to be promoted, mobile ticketing continued to be the main choice for most guests attending events. Most suite owners and large groups prefer this form of ticket delivery as it allows for easy transferring of tickets to friends, family and clients while also ensuring you don't lose your tickets. New features for this delivery are expected to roll out in 2023!



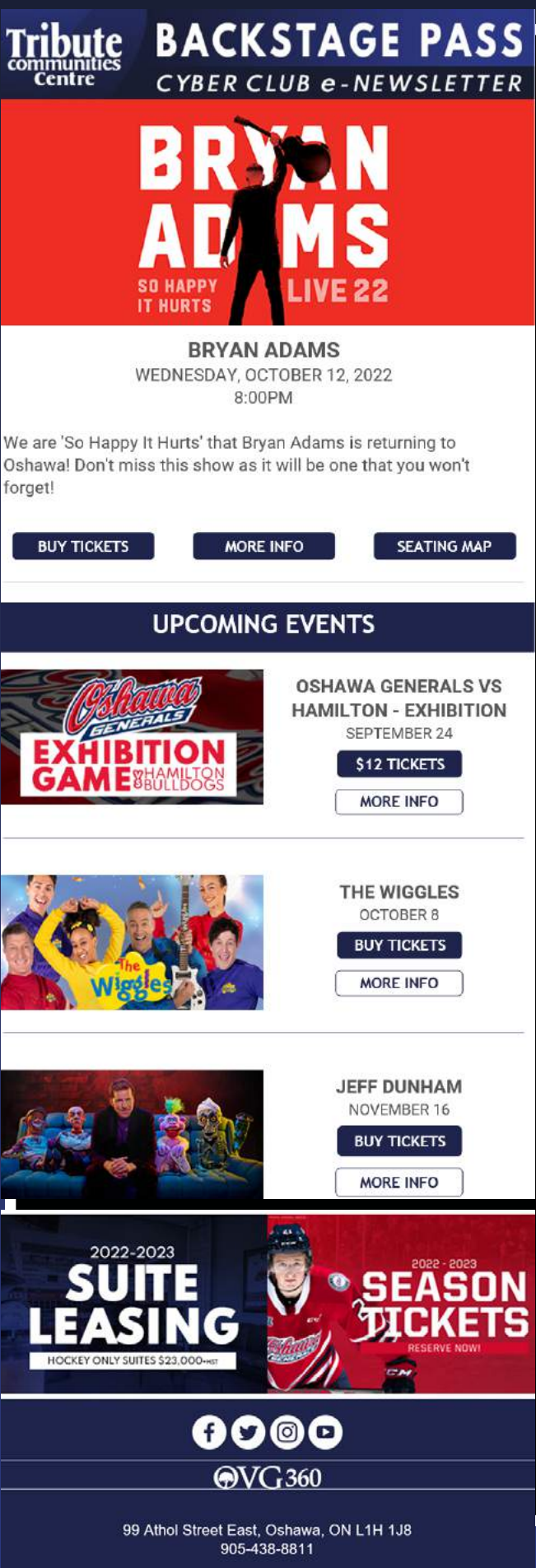


OVG360 was excited to launch the new Tribute Communities Centre website in October 2020 in partnership with Carbonhouse.

The new website has already proven to be more user-friendly for our marketing department when building events. It has also been successful in generating more leads for select areas of business such as suite rentals, ice rentals, and venue rentals.

ANALYTICS

145,268 USERS	143,585 NEW USERS	236,936 SESSIONS	\$1,269,389 / 28,988 TICKETS MAIN VENUE WEBSITE SOLD (ONLINE TICKET SALE LINKS ONLY)
2.68 PAGES PER VISIT PAGES	48 SECONDS AVERAGE ENGAGEMENT TIME		
388,936 TOTAL PAGEVIEWS	MOBILE + TABLET + TV: 110,870 USERS BY MOBILE VS DESKTOP	DESKTOP: 35,165 USERS BY MOBILE VS DESKTOP	
USERS BY TRAFFIC ACQUISITION	TOP 5 PAGES OF CONTENT	TOP 5 CITY VISITS	
ORGANIC SEARCH: 69,385	HOME 69,221	TORONTO 45,517	
DIRECT: 46,928	EVENTS 60,122	OSHAWA 21,276	
REFERRAL: 16,753	DCAHL STATS 24,339	WHITBY 6,680	
ORGANIC SOCIAL: 11,459	NATIONAL SKATING CHAMPS. 18,691	AJAX 4,359	
DISPLAY: 2,525	HOLIDAY DREAMS 17,438	BOWMANVILLE 3,844	



The Backstage Pass Cyber Club has become one of our most successful marketing and information tools at the venue. It allows us to communicate with our members quickly and easily while providing them with all types of information.

This year we switched email marketing platforms from Adobe Campaign to Cheetah Digital in July 2022. The user face is much easier to utilize in customizing emails for our audience however we did lose some beneficial components through our old system such as cart abandonment.

ANALYTICS

66,994 JANUARY 1, 2022	57,053 DECEMBER 31, 2022
-9,941 SUBSCRIBERS	
2,591 // 0.16% OPT OUTS	
1,649,681 EMAILS RECEIVED	
174,956 // 10.54% REAL OPENS	111,477 // 6.78% REAL UNIQUE OPENS
36,662 // 2.23% TOTAL CLICKS	22,277 // 1.36% UNIQUE CLICK RATE
3,336 TICKETS TOTAL SOLD THROUGH BSP EBLASTS IN 2022	\$171,892.85

Through the change of platforms we conducted a cleanse of our membership of any inactive users which resulted in a large loss of subscribers.

Terminology of the campaign results have changed with the platform however this new system does provide a more detailed breakdown of data. It also allows us to see real results and solves the problem of false data created by Apple MPP.



HOLIDAY DREAMS: A SPECTACULAR HOLIDAY CIRQUE

FACEBOOK

36,450 LIKES JANUARY 1, 2022	36,583 LIKES DECEMBER 31, 2022	+ 133 LIKES
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- Facebook post organic reach of 618,788 users
- Paid reach of 175,296 users
- Generated over 1,304 tickets sold and \$55,211 in revenue

TWITTER

10,200 FOLLOWERS JANUARY 1, 2022	10,056 FOLLOWERS DECEMBER 31, 2021	- 144 FOLLOWERS
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- Generated over 15 tickets sold and \$680 in revenue

INSTAGRAM

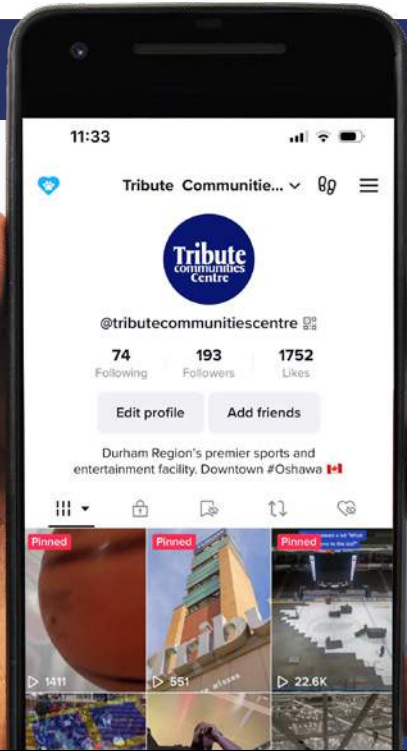
11,556 FOLLOWERS JANUARY 1, 2022	12,341 FOLLOWERS DECEMBER 31, 2021	+ 785 FOLLOWERS
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- Generated over 43 tickets sold and \$1,925 in revenue

YOUTUBE

388,783 VIEWS JANUARY 1, 2022	410,243 VIEWS DECEMBER 31, 2022	+ 21,460 VIEWS
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*Tracking direct online ticket link sales only for revenue figures.



TIKTOK

With the incredible rise of TikTok, it was hard to stay away from the popular social media application. The venue decided to open an account and have trialed the video-based platform.

With new mobile devices slated for 2023, the marketing department will begin shifting to include more video content into their campaigns whether on TikTok, Instagram or Facebook to determine if video posts truly help generate more reach with the algorithms.

At the Tribute Communities Centre, customer satisfaction is our number one priority. Through post-show surveys, OVG360 was able to gather vital information regarding the average fan satisfaction rate from the live events in 2022.

The results to the right are based on the responses from 875 fans surveyed, rating specific aspects of our services using the system listed below:

- 1 - Did not meet expectations
- 2 - Met expectations
- 3 - Exceeded expectations

	Rating Average
Website	2.12
Purchasing Tickets	2.31
Customer Service	2.22
Cleanliness	2.25
Prospects Bar & Grill	2.11
Concession Stands	1.96
Enjoyment of Entertainment	2.39
Navigation Around Venue	2.16
Total Response Count	875

CUSTOMER COMMENTS

"This is a great venue to see concerts. We love Oshawa and being able to see Bryan Adams in this venue instead of driving to Toronto was great. Ample parking nearby, prices are more reasonable than Toronto and the venue is smaller and more intimate. I will go again!"

- James on Google -

"This is my favourite venue to watch OHL games. Sight lines are good from wherever you sit and the restaurant in the arena has great food and great service which is always a winning combination! Catch a Generals game here and you won't be disappointed!."

- Jeff H. Google -

"Love going to the generals and the concerts are amazing.. concession have great selection to choose from. People who work there are helpful and very friendly."

- Sonia K. on Google -

"Fantastic arena, great place to come watch a game or join a league and play in one yourself. The arena is also a great venue that hosts all sorts of events from concerts to graduations. Staff are polite and helpful and the place is always clean and well stocked. Definitely a great attraction for the city of Oshawa."

- Dillon L. on Google -

"We rented a box for the Gens game! I highly recommend getting a group together and booking one! We had our own server and ordered a bunch of finger foods. No line up for the bathroom either. Its not as expensive as you would think!!"

- Regan M. on Google -

TOUCH-A-TRUCK

OVG360 launched the eighth annual Touch-a-Truck presented by Campkin's RV Centre with more than 40 vehicles participating and an estimated attendance of 4,000 guests over the course of the four hour event. Through donations from attendees as well as vehicle partners, vendors, and OVG360's BBQ, Spectra was able to generate \$5,694.20 for Big Brothers Big Sisters of South West Durham.



TICKET DONATION

OVG360 assists numerous non-profit organizations in conjunction with upcoming events through regularly donating tickets as silent auction prizing. In 2022, OVG360 donated over \$4,000 in sporting and live event tickets to assist with these groups' fundraising efforts.

DCAHL FOOD DRIVE

The Durham Central Adult Hockey League hosted their annual food drives which benefitted Feed the Need Durham. Teams of the DCAHL, Oshawa Generals fans, and the community rallied together to donate 1,905 lbs of food and \$1,684.41.



OVG360 SHOWS PRIDE

Members of the OVG360 team celebrated in the Pride Parade in the Pride Toronto Parade in Downtown Toronto in June. Employees from across the US and Canada joined together to march in the parade to show representation and allyship to the LGBTQ2S+ community.



OSHAWA GENERALS CROWD

Dear William,

I want to express my gratitude for your kind offer to allow Autism Home Base the use of the box seats to last night's Generals game.

Three families with an adult child with autism were able to have a night out and enjoy each others company, watch the game without the stress nor worry of our adult child.

As parents we continue to encourage our child to experience new things and socialize with others. It is difficult for people with autism with sensory issues and anxiety to be around large crowds. You made it possible for us to enjoy an activity as a family.

We were impressed with the facility, the availability of family washrooms, the guest services who provided us with activity bags and noise reducing ear phones. The earphones made a difference allowing them to fully enjoy the experience. It is a very inclusive environment.

For the parents with adult children with autism it was an amazing experience to be in the community together, bonding and sharing with like families. We give so much of our time volunteering to keep their "Homebase" going and it was nice to just enjoy an activity. It was a very special evening for all.

Many thanks,
Susan Sullivan

Dear Vince,

On behalf of the Regional Chair's Classic Committee, I wish to extend our sincere gratitude for Tribute Communities Centre's support of the 24th Regional Chair's Classic Golf Tournament's Auction held on June 9, 2022 at Deer Creek Golf & Banquet Facility.

We are grateful for your generosity to provide two Bryan Adam tickets. Money raised will go a long way to assist students in need at Durham College, Ontario Tech University, and the child and youth initiatives at the Ontario Shores Foundation for Mental Health. These funds will enable the research and delivery of programs that help build a brighter future and a stronger community.

Please mark your calendar for next year's exciting 25th Annual Regional Chair's Classic Golf Tournament that will be taking place on June 8, 2023.

Once again, thank you for the support and for the continued generosity.

Sincerely,
John Henry
Regional Chair and CEO

Dear Tribute Communities Centre,

It is with heartfelt gratitude that I thank you, on behalf of Herizon House, for the kindness and generosity you have extended to us through your donation of Monster Truck event tickets. With your contribution we are inspired to share hope with those who seek refuge from violence, abuse and fear in this community. Because you have shared with us, we are able to extend this hope to families at Herizon House. We deeply appreciate your thoughtfulness.

Here at Herizon House, our mission is to provide a safe, supportive and empowering environment for abused women and their children. We are committed to promoting equality for all persons, and through education, are working towards a safer community.

This year our community has managed through the COVID-19 pandemic and continues to do so. Here at Herizon House we have continued to provide our essential service while taking all precautions to keep the health and safety of everyone as the forefront of our work. We are heartened to see the support of our community and members like you during these very challenging times. We wish to extend our appreciation for your donation and wish you to keep safe and well.

With Sincere Thanks,
Vanessa Falcon
Executive Director
Herizon House



WADDLED UP! EMX TOUR

FUTURE OUTLOOK



2022 was a difficult year with all its pandemic related starts and stops that made getting off to a strong start extremely difficult. Although the beginning of the year was challenging, slowly the pandemic fell into the rear-view mirror and things started to progress. Attendance at events and Generals games continued to grow as the public seemingly became more comfortable being part of mass gathering events again. After 801 days of pandemic silence, we welcomed back our first concert in April and an amazing concert turned into a giant celebration of life and liberation. Spring turned to summer and the familiar sight of graduates returned from Durham College, Trent University and various high schools, as they crossed the stage towards a new chapter of their life. Fall and winter continued on a strong note with solid attendance at our Oshawa Generals games, and it was evident that promoter confidence was fully restored as we welcomed back shows like Bryan Adams, the Wiggles, Jeff Dunham, Three Days Grace, and Cirque Holiday Dreams. The year ended with a bang as our annual Cheer for the Cure event which boasted a record number of team participating in 2022.

As Durham continues to grow in the north end of the city with new developments, so does the downtown as a new residential tower has sprung up at 100 Bond to join the neighbourhood that already is home to the tower at 80 Bond and the Genosha condominiums. Although seventeen years young, the Tribute Communities Centre continues to stand the test of time and is one of the crown jewels of the OHL. Annual capital projects contribute to replenishing the venue operationally, and upkeep and maintenance continues to smooth out the rough edges of time.

2023 seems poised to be the bounce back year we have been waiting for. The year started with the Canadian Tire National Skating Championships, and a number of quality events are already on the calendar such as The Doobie Brothers, Jon Pardi, and Cirque du Soleil CRYSTAL. Hockey attendance for the 2022/23 season has been strong and has all but returned to pre-pandemic levels. The rebuild out of the pandemic is well underway and the future looks bright.

Tribute communities Centre

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