

2023 ANNUAL REPORT



Tribute communities Centre



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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.



MESSAGE FROM THE GENERAL MANAGER

Dear Stephanie;

2023 was a year that started full of trepidation. Having experienced the prolonged post pandemic financial impact to our 2022 outcomes, the 2023 budget was crafted to be conservative and to guard against financial disappointment should recovery continue to flounder. Hockey budgeted revenues were restrained, and the live event mix was anticipated to continue to be soft to allow for the potential of a longer runway to full recovery.

I am, however, happy to report that our 2023 outcomes strongly suggest that we have finally reached the full recovery we have been waiting for. By years end, we had hosted 102 events surpassing our budgeted events by 13. We began the year in January by hosting the Skate Canada Canadian Tire National Skating Championships which saw the very best Canada had to offer compete for a national title. Concerts included very successful dates with Lee Brice, the Doobie Brothers, Jon Pardi, and the Glorious Sons. Many community events which had taken a pandemic hiatus returned in 2023; such as the Metroland Spring Home and Garden Show, the Harlem Globetrotters, the Ontario Ji Jitsu Championships, our full slate of June convocations and graduations, as well as Cheer for the Cure. 2023 concluded in style with a well received 8 show unbudgeted run of Cirque Du Soleil – Crystal. The Oshawa Generals also experienced a welcome resurgence posting strong game day attendances and enjoyed a full season uninterrupted by new variants and changing restrictions.

2023 was not without its challenges as DCAHL summer league did not enjoy the same post pandemic recovery as events did with only one third the typical registration returning. Also, as the facility ages, repairs and maintenance provided challenges in both the number of items that required attention as well as escalating costs to address them. These issues were, however, identified early into the budget year and steps taken to counteract the shortfalls through implementing several operational efficiencies and cost-cutting measures. The cumulative result was offsetting any negative variances and concluding 2023 with a positive budget variance of over \$427,800.

Along with a robust repairs and maintenance program, investment in capital upgrades continues to be the cornerstone of safeguarding this facility and ensuring a first-class facility for many years to come. Investments were made in the addition of a new outdoor HD video board, and a new event deck was purchased to enhance public safety. Other investments included continuing to pay down the debit on the new sport lighting and sound system, as well as replacing the Building Automation System controller hub, and both winches and their cabling for the main rink spectator safety nets.

Although 2023 seems to have paved the way for a return to stronger event activity and relative stability in 2024 there are still post pandemic challenges ahead. These include attempting to rebuild DCAHL summer league or creating alternative programming to replace lost revenues; and rebuilding the suites program which have several suites which are either in need renewing or vacant in 2024. I am, however, confident that my team and I are up to the task, and we are energized by the support we receive from yourself, and from the many members of council and the City of Oshawa staff that we have the pleasure to work alongside of.

Sincerely,
Vince Vella
General Manager for OVG360



**- CONTRACT ADMINISTRATOR -
COMMISSIONER,
CORPORATE AND FINANCE
SERVICES / CITY TREASURER**
Stephanie Sinnott

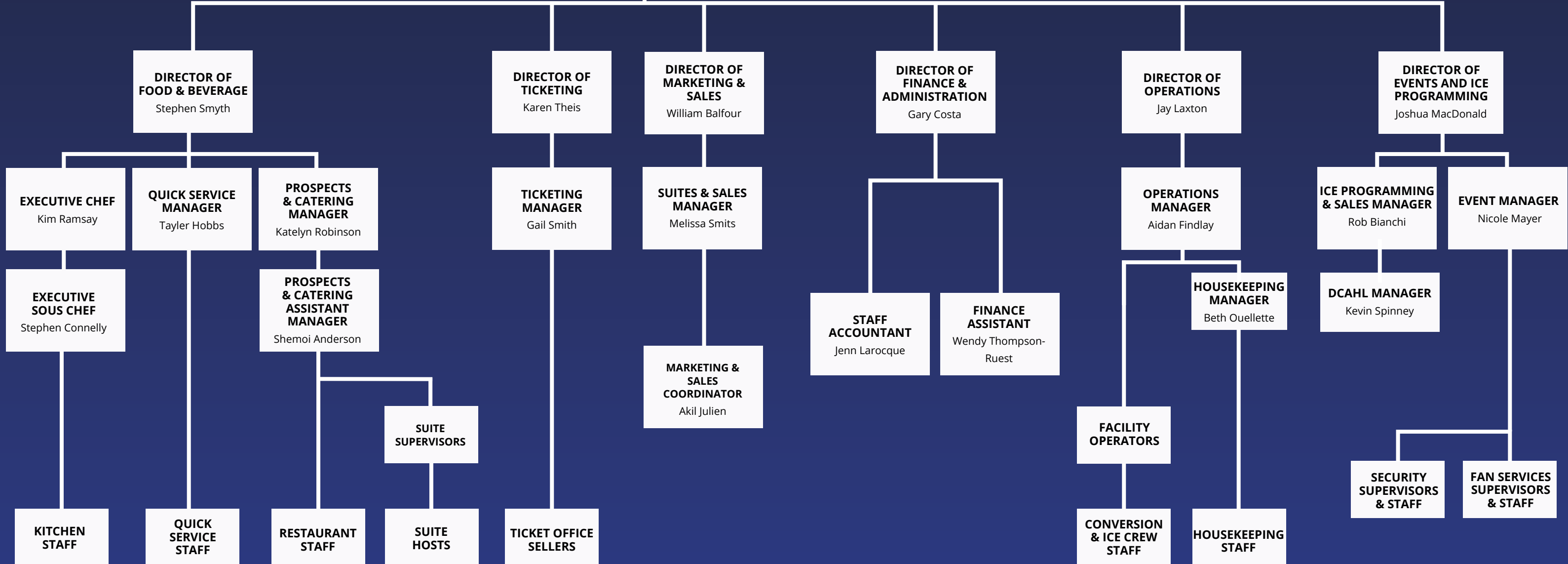


**PRESIDENT
VENUE MANAGEMENT**
Greg O'Dell
SENIOR VICE PRESIDENT
Trent Merritt
REGIONAL VICE PRESIDENT
Dan Berger

GENERAL MANAGER
Vince Vella

ASSISTANT GENERAL MANAGER
William Balfour

**ADMINISTRATIVE
ASSISTANT**
Kenya Cox-Reddick





CITY OF OSHAWA

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.



OAK VIEW GROUP

OVG360, a division of Oak View Group, is a full-service venue management company specializing in sports, live entertainment, and hospitality. Our portfolio of 300 + client-partners spans arenas, stadiums, convention centers, performing arts centers, cultural institutions, and state fairs around the globe. Service-oriented and driven by social responsibility, OVG360 helps facilities drive value through excellence and innovation in food services, venue operations, booking and content development, sustainable operations, public health and safety, parking, premium and corporate sales, marketing and more.



TRIBUTE COMMUNITIES

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.



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.

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.



Labatt is one of Canada's founding businesses and its leading beverage company. Our roots go back 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 over 3,600 employees, a portfolio of more than 60 quality beers, and 10 breweries from coast-to-coast. We're also a major part of Canada's ready-to-drink beverage segment, with brands like Palm Bay, Mike's Hard Lemonade, Okanagan Cider, and NÜTRLVodka Soda.



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.



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.

PARTNER TESTIMONIALS

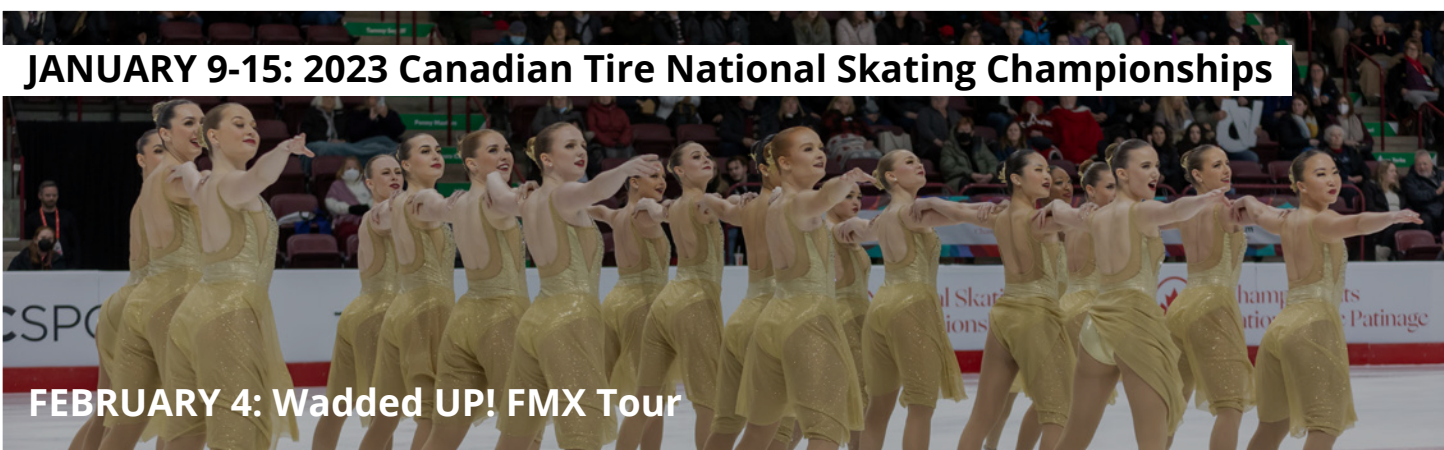
"We look forward to present our touring Cirque du Soleil arena productions at Tribute Communities Centre. Behind the scenes, the OVG360 management team provides friendly, first-class attention to our needs. The operations team delivers consistently exceptional service to our artists, technicians, and staff on tour, and the front-of-house staff welcome our audience with professionalism and polish. The combined efforts of the team at Tribute Communities Centre ensures a safe and enjoyable experience for our audiences, which ultimately results in selling more tickets to our event!"

David Pitman - Director - Tour Planning, Arena Shows
Cirque du Soleil Entertainment Group

"It has been a pleasure to get the opportunity to meet Vince as well as the rest of his team and build the foundation for a collaborative and engaging working relationship! Vince, Stephen, and William all have a passion for the business, the team, and the community and I look forward to working together in 2024 and beyond!"

Anthony Carnevale - Account Executive
Coca-Cola Bottling Limited

JANUARY 9-15: 2023 Canadian Tire National Skating Championships



FEBRUARY 4: Waddled UP! FMX Tour

MARCH 3-5: Oshawa Home Show

MARCH 11: Blippi

MARCH 25: Muskie Odyssey



APRIL 3: Harlem Globetrotters

APRIL 12: Skills Ontario Regional Competition

APRIL 15-16: OHL Combine

APRIL 22: The Great Benjamins Circus

APRIL 28: Lee Brice

MAY 6-7: Ontario Open International Jiu-Jitsu Championships

MAY 13-14: Oshawa Generals Spring Orientation Camp



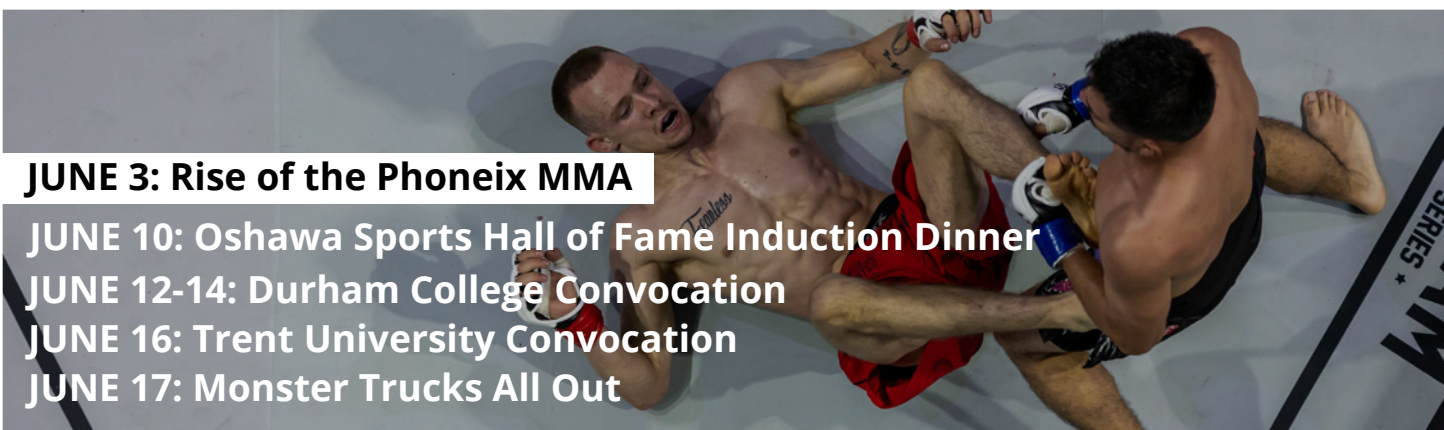
JUNE 3: Rise of the Phoenix MMA

JUNE 10: Oshawa Sports Hall of Fame Induction Dinner

JUNE 12-14: Durham College Convocation

JUNE 16: Trent University Convocation

JUNE 17: Monster Trucks All Out



JUNE 28: Sinclair Secondary Graduation Ceremony

JUNE 28: St. Stephen Graduation Ceremony

JUNE 29: Maxwell Heights Graduation Ceremony

JUNE 29: R.S. McLaughlin CVI Graduation Ceremony

JUNE 29: Pickering High School Graduation Ceremony

JUNE 30: O'Neill CVI Graduation Ceremony



AUGUST 22-26: Oshawa Generals Hockey School

AUGUST 25: Touch-a-Truck

AUGUST 29- SEPTEMBER 2: Oshawa Generals Training Camp



SEPTEMBER 3: The Outpouring

SEPTEMBER 8-9: The Monster

SEPTEMBER 10: Oshawa Generals Exhibition Game

SEPTEMBER 22: Thunder From Down Under

OCTOBER 4: The Wiggles

OCTOBER 17: The Doobie Brothers

OCTOBER 25-26: Durham College Fall Convocation



NOVEMBER 4: ABKC Canada GTA Bully Takeover

NOVEMBER 17: Jon Pardi

NOVEMBER 21-22: Level UP!

NOVEMBER 25: Oshawa Tequila Expo

NOVEMBER 30: The Glorious Sons

DECEMBER 2-3: Cheer for the Cure

DECEMBER 7-10: Cirque du Soleil: CRYSTAL



2023 ACCOMPLISHMENTS

OVG360 continues to deliver quality programming to the residents of Oshawa and the Durham Region. 2023 was the first full year back without any COVID restrictions in place and are proud to have created memories for more than 336,000 guests throughout 2023, which generated over \$8M in gross ticket sales.

The Tribute Communities Centre started the year on the national stage as Oshawa welcomed the 2023 Canadian Tire National Skating Championships.

The venue hosted a list of world-class performers and entertainment throughout the year which contributed to our success. There were numerous events that returned such as the Wadded UP! FMX Tour, Monster Trucks All Out, Harlem Globetrotters, Peppa Pig, The Wiggles, Thunder From Down Under and Jon Pardi. New events such as Blippi, Lee Brice, The Doobie Brothers and The Glorious Sons all excited fan bases in the region for their first showing at the venue.

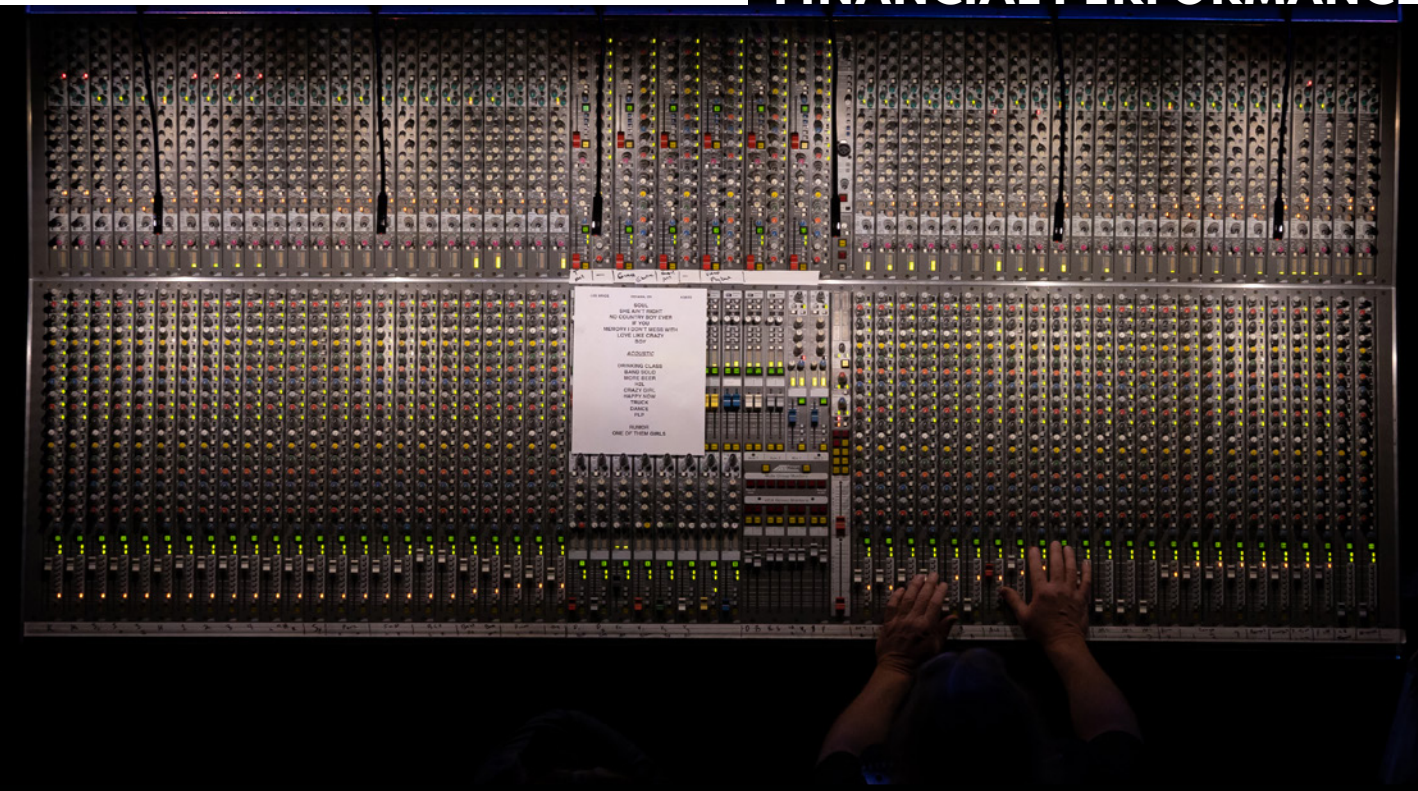
New event genres were also welcomed to the venue including Rise of the Phoenix MMA which was the first professional mixed martial arts event at the Tribute Communities Centre. The Muskie Odyssey welcomed anglers from all over Canada to get the latest gear right here in Oshawa while the world's largest inflatable obstacle course, The Monster, was wrangled into a two-day event at the venue. The Outpouring Canada, a worship, prayer and revival event had overwhelming interest and had the highest viewing on our website in 2023.

The Tribute Communities Centre continues to increase the number of graduation and commencement ceremonies hosted as they welcomed six high schools from across Durham Region, Trent University, and Durham College.

Much like it started, the venue ended the year on ice, as Cirque du Soleil hosted eight performances of CRYSTAL. Their first touring skating event welcomed thousands of attendees resulting in multiple sold out performances before the holidays.



FINANCIAL PERFORMANCE



	ACTUAL	BUDGET	VARIANCE FAV / (UNFAV)
Number of Events	102	89	13
Paid Attendance	336,117	299,900	36,217
Direct Event Income	\$ 730,913	\$ 614,400	\$ 116,513
Surcharge/Ticketing Revenue	\$ 409,796	\$ 363,200	\$ 46,596
Ancillary Income	\$1,245,206	\$1,033,800	\$ 211,406
Suite Leases and Rental Revenue	\$ 486,637	\$ 322,900	\$ 163,737
Total Event Income	\$2,872,552	\$2,334,300	\$ 538,252
Non-Event Food & Beverage Revenue	\$ 162,678	\$ 49,300	\$ 113,378
Ticket Order Revenue	\$ 114,744	\$ 59,900	\$ 54,844
Rentals, Advertising and Other	\$1,716,114	\$1,914,000	(\$197,886)
Total Other Income	\$1,993,536	\$2,023,200	(\$ 29,664)
Indirect & Extraordinary Expenses	(\$5,218,852)	(\$5,138,100)	(\$ 80,752)
Income (Loss) From Operations	(\$352,764)	(\$780,600)	\$427,836

	2023	2022	VARIANCE
Surplus Income to Budget	\$427,836	(\$37,976)	\$465,812

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

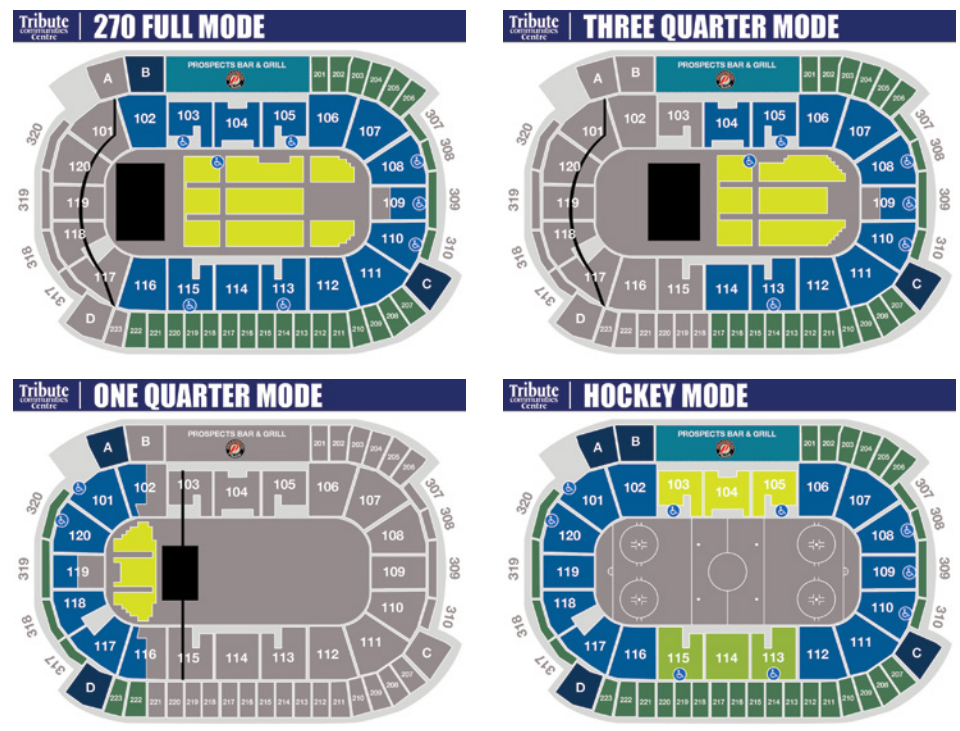
A new sound system was installed in 2019 to enhance the Fan Experience. The new system provides better coverage throughout the building, discernibly clear audio, multi-layering and steering of all audio speakers, including the ability for all user groups to play audio of their choice over Bluetooth connection.

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



SOUND SYSTEM

\$92,210 Lease payment for the new sound system.

EXTERIOR VIDEO BOARD

\$89,526 Replacement of Gate 1 exterior video board.



EXTERIOR HANDRAILS

\$37,100 Repairs to exterior handrails at various locations around the venue.

FOOD AND BEVERAGE

\$30,923 Purchase of pizza prep table, chaffing dishes, and Squirrel POS components including four new terminals.

EVENT DECK

\$25,700 Replacement of event deck for Rink 1 ice conversions. Five year term - \$5,090.20/month.

FLEET RESERVE

\$22,752 Contribution to the reserve for replacing city vehicles including ice resurfacers.

PLEXIGLASS

\$14,683 Purchase of plexiglass for penalty and players bench on Rink 1.

SAFETY NET WINCHES

\$11,820 Replacement of two hockey safety net winches for Rink 1.

BAS CONTROL HUB

\$11,280 Upgrade of the Building Automation System equipment.

ELEVATOR DOOR

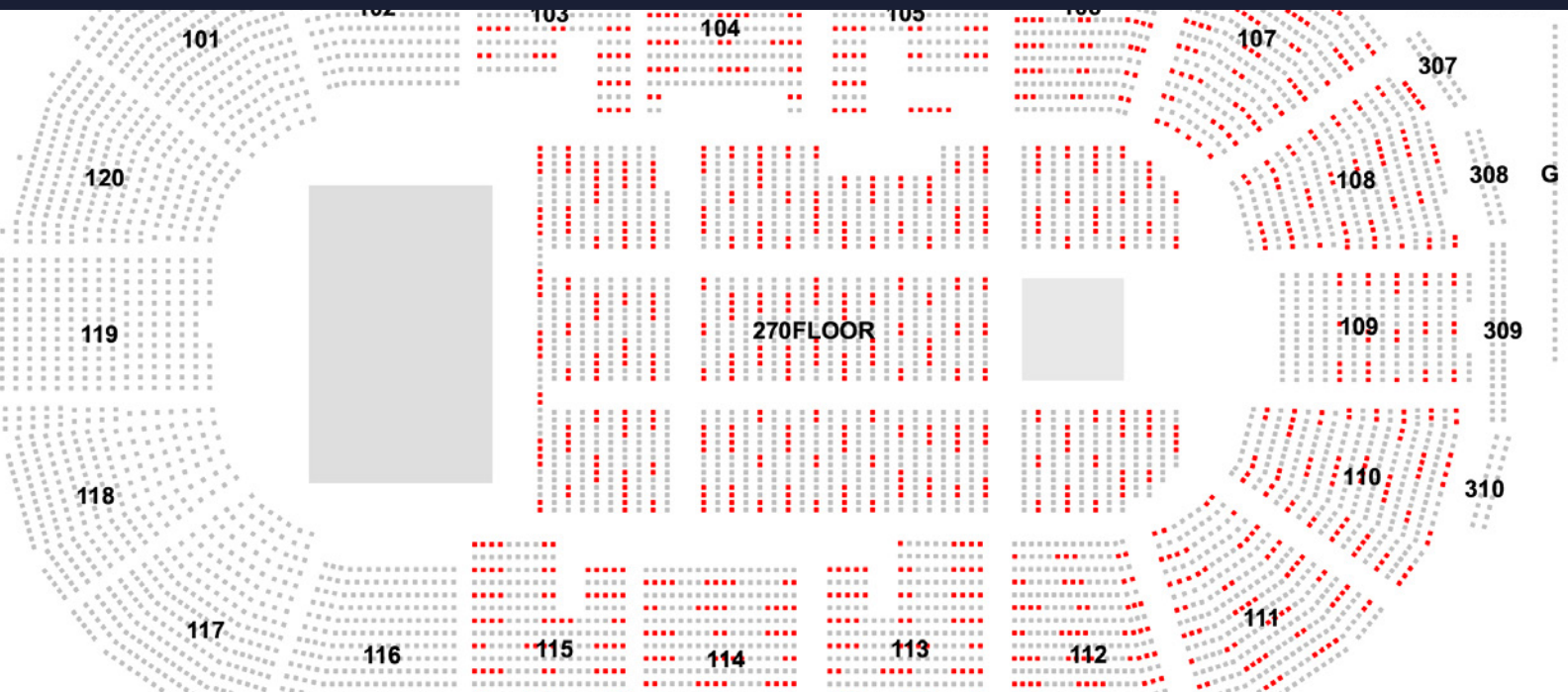
\$10,780 Repairs to elevator doors.

INFORMATION TECHNOLOGY (IT)

\$9,770 Purchase of one new laptop and new server.

STAGE STAIRS AND LECTERN

\$9,452 Purchase of stage stairs and lectern.



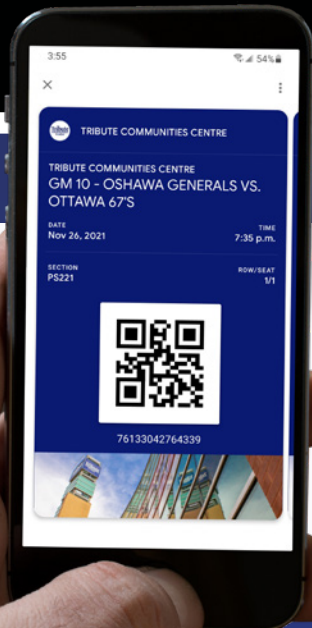
TICKETING OUTLETS

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 and we continue looking at ways to enhance the customer purchase experience through the features available with Paciolan.

TICKET PURCHASING

INTERNET	56,620	\$3,228,398.62	61%
TICKET OFFICE	34,934	\$ 870,364.35	37%
PHONE	1,613	\$ 113,222.66	2%
TOTAL	93,167	\$4,212,085.63	

*Includes tickets for live events only and does not include team tickets sold between January 1, 2023 and December 31, 2023. Figures above do not reflect refunds due to postponed or cancelled events.



MOBILE TICKETING

Since the launch of mobile tickets in 2021, this form of delivery continues to grow in popularity and preference as more guests become accustomed to the process. The ease of transferring tickets to other guests has made this option preferred and also assists with the reduction of lost ticket instances our ticket office staff encounter.

YOU DON'T NEED A PAIR: Winning the Key to the TCC contest means 2 tickets to every 2024 event at Oshawa's Tribute Communities Centre are yours

Big winner will be announced just before the holidays

The winner is going to Oshawa Generals' games, Disney On Ice, Gerry Dee, Lainey Wilson and more

By Mike Ruta Durhamregion.com
Saturday, November 18, 2023 | 1 min to read
Article was updated Nov 18, 2023



Dave Sobanski from Oshawa holds the big ticket as winner of the Tribute Communities Centre's Key To The TCC contest in 2019. Ron Pietroniro / Metroland

Listen to this article now
Powered by Trinity Audio
00:00 01:21

MMA hits the octagon at Oshawa's Tribute Centre Saturday night

By Glenn Hendry
Published May 31, 2023 at 10:33 am



Professional mixed martial arts will make its Oshawa debut when the Rise of the Phoenix events arrives with a bang at the Tribute Communities Centre Saturday night.

The Doobie Brothers Announce Canadian Leg of 50th Anniversary Tour

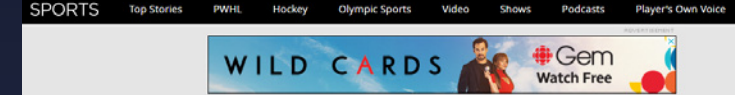
They'll play coast-to-coast in October



EXCLAIM! IRL



READ THE LATEST ISSUE



Sports > Olympics > Winter Sports > Figure Skating

Messing claims emotional men's victory, Schizas wins women's title at Canadian figure skating championships

30-year-old, who is retiring this off-season, wins 2nd straight men's national title
Lori Ewing / The Canadian Press - Posted Jan 14, 2023 2:12 PM EST | Last Updated: January 14, 2023



Keegan Messing reacts after winning gold in the men's event at the Canadian figure skating championships in Oshawa, Ont., on Saturday. (Nathan Denette/The Canadian Press)

Twelve local athletes compete at 2023 Ontario International Open

The Sun Times
Published May 10, 2023 • Last updated May 10, 2023 • 4 minute read
Join the conversation



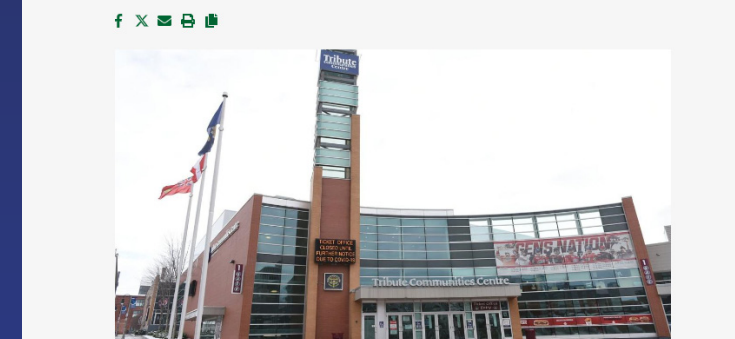
Ontario champion Killey McGiahan in action at the 2023 Ontario International Open at the Tribute Communities Centre in Oshawa this past weekend. Photo by Abrie Killan

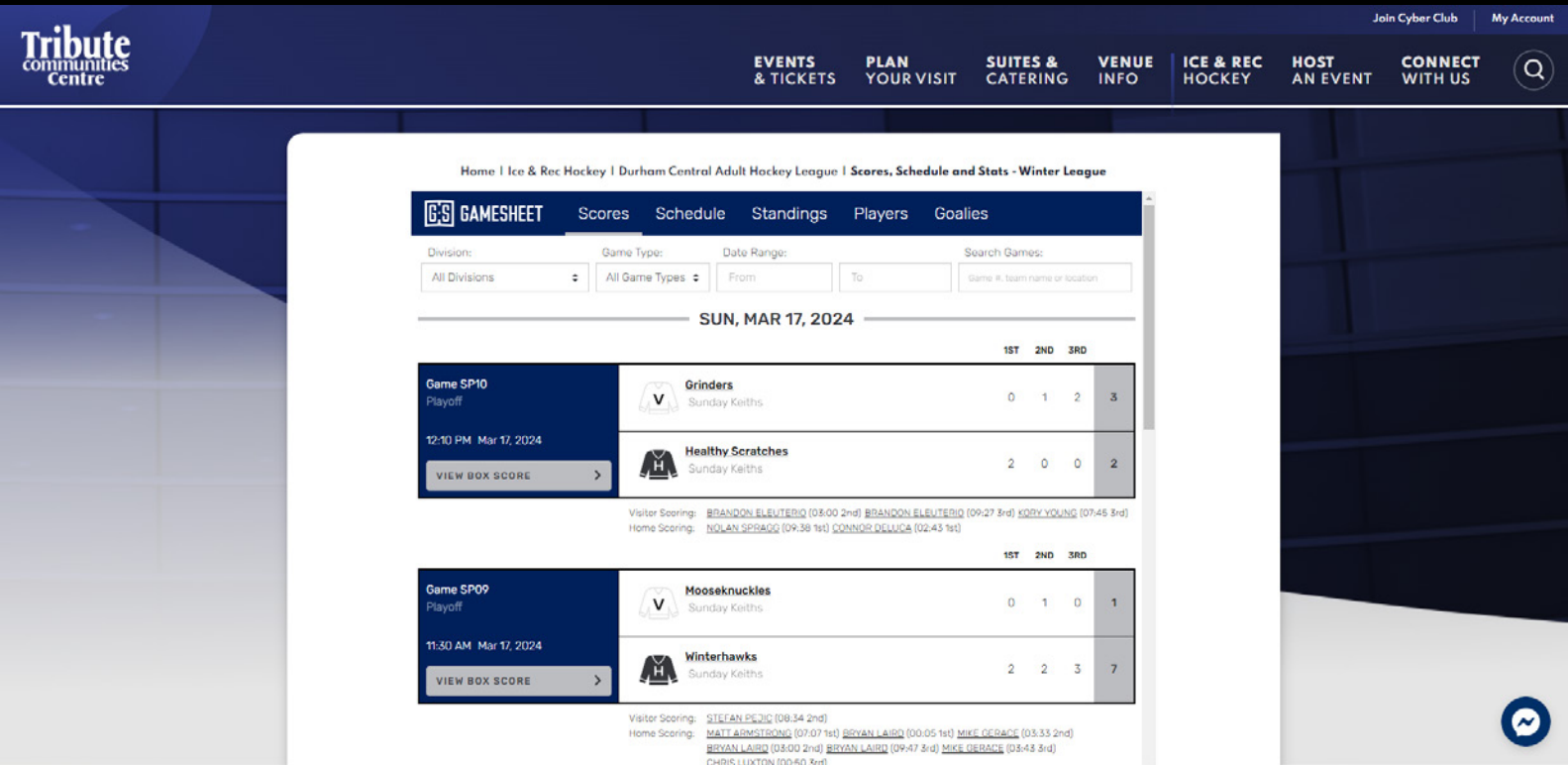
The largest tournament on the Canadian Brazilian Jiu-Jitsu Circuit took place at the Tribute Communities Centre in Oshawa this past weekend with more than 2,000 athletes competing at this year's 2023 Ontario International Open, arguably one of the toughest BJJ tournaments in Canada.

Oshawa's Tribute Communities Centre holding job fair on Monday, Aug. 21; may hire on the spot

Arena looking for concession attendants, cooks, suite hosts, wait staff, runners; bring resume, ID, SIN number, bank info to interview

OSHAWA This Week
By Tim Kelly Oshawa This Week
Saturday, August 19, 2023 | 1 min to read
Article was updated Jan 23, 2024





OVG360 was excited to launch the new Tribute Communities Centre website in October 2020 in partnership with Carbonhouse. The new site continues proving to be more user-friendly for our marketing department when building events but also for lead generation for select areas of business such as suite rentals, group sales, ice rentals, and venue rentals.

We also incorporated the Durham Central Adult Hockey League website in the main site and have incorporated digital scoring, stats and schedules which enhances the player experience while also generating additional traffic to our main website on a regular basis.

ANALYTICS

565,559 USERS	554,655 NEW USERS	910,858 SESSIONS	\$2,657,791 / 54,399 TICKETS MAIN VENUE WEBSITE SOLD (ONLINE TICKET SALE LINKS ONLY)
4.76 PAGES PER VISIT PAGES	1 MIN 27 SECONDS AVERAGE ENGAGEMENT TIME		
2,692,905 TOTAL PAGEVIEWS	MOBILE + TABLET + TV: 437,750 USERS BY MOBILE VS DESKTOP	DESKTOP: 127,809 USERS BY MOBILE VS DESKTOP	
USERS BY TRAFFIC ACQUISITION	TOP 5 PAGES OF CONTENT	TOP 5 CITY VISITS	
DIRECT: 186,704	HOME 189,455	TORONTO 177,340	
ORGANIC SEARCH: 178,840	EVENTS 155,845	OSHAWA 63,638	
REFERRAL: 112,534	DCAHL STATS 42,950	WHITBY 21,327	
ORGANIC SOCIAL: 54,405	THE OUTPOURING 32,997	MONTREAL 20,569	
PAID SOCIAL: 28,515	OSHAWA GENERALS 31,129	AJAX 13,485	

The newsletter features a photo of Lee Brice and promotes his 'Beer Drinking Opportunity Tour' with special guests Tenille Arts and Josh Ross on Friday, April 28, 2023, at 7:30 PM. It includes buttons for 'BUY TICKETS', 'MORE INFO', and 'CONTEST'. Below, it lists upcoming events: The Doobie Brothers (October 17), Jon Pardi (November 17), and Cirque du Soleil Crystal (December 7-10). At the bottom, there are social media icons for Facebook, X, Instagram, and YouTube, along with the OVG 360 logo and contact information: 99 Athol Street East, Oshawa, ON L1H 1J8, 905-438-8811.

The Backstage Pass Cyber Club continues to be 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.

The change to the Cheetah platform in 2022 proved to be more user-friendly for our marketing department however the back-end of the system was not as powerful in terms of automated processes such as cart abandonment and other capabilities. We are excited to be switching to Oracle Eloqua in April 2024 which will provide us the best of both worlds.

ANALYTICS

57,053 JANUARY 1, 2023	59,064 DECEMBER 31, 2023
+2,011 SUBSCRIBERS	
0.08% AVERAGE OPT OUTS	
3,433,018 EMAILS RECEIVED	541,715 // 15.78% REAL OPENS
103,271 // 3.01% TOTAL CLICKS	341,612 // 9.95% REAL UNIQUE OPENS
8,971 TICKETS TOTAL SOLD THROUGH BSP EBLASTS IN 2023	\$675,983.70

The return of our annual Key to the TCC Giveaway for it's 11th year, was a main factor in the increase of our database numbers this year as the ticketing platform still does not permit subscriber opt-ins during the purchasing process as it once did.



FACEBOOK

36,583 LIKES
JANUARY 1, 2023

37,465 LIKES
DECEMBER 31, 2023

+ 882 LIKES

- Generated over 632 tickets sold and \$29,008 in revenue
- Post organic reach of 613,236 and paid reach of 421,895
- 40,432 link clicks and 29,100 content interactions such as reactions, shares, comments, etc.
- 966 messaging conversations started

TWITTER

10,056 FOLLOWERS
JANUARY 1, 2023

9,848 FOLLOWERS
DECEMBER 31, 2023

- 208 FOLLOWERS

- Generated over 12 tickets sold and \$724 in revenue

INSTAGRAM

12,341 FOLLOWERS
JANUARY 1, 2023

14,016 FOLLOWERS
DECEMBER 31, 2023

+1,675 FOLLOWERS

- Generated over 123 tickets sold and \$6,642 in revenue
- Post organic reach of 388,501 and paid reach of 269,612

YOUTUBE

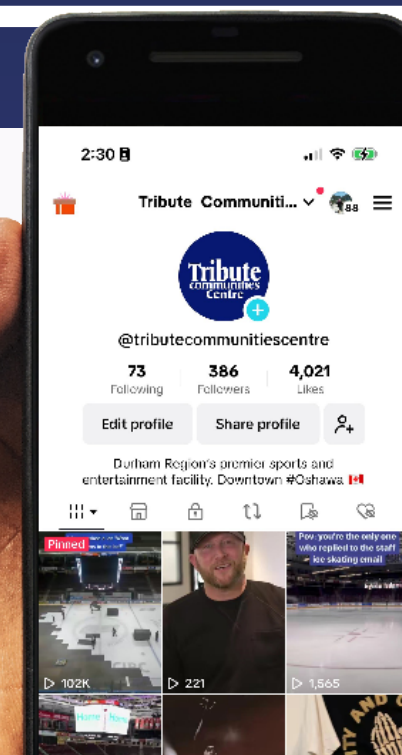
410,243 VIEWS
JANUARY 1, 2023

454,906 VIEWS
DECEMBER 31, 2023

+ 44,663 VIEWS

399 SUBSCRIBERS
188 VIDEOS

*Tracking direct online ticket link sales only for revenue figures.



TIKTOK

With new mobile devices for the marketing department this year, they started incorporating more video content into their campaigns for TikTok and Instagram Reels to expand their reach in an attempt to capture new audiences.

176 FOLLOWERS
JANUARY 1, 2023

269 FOLLOWERS
DECEMBER 31, 2023

+93 FOLLOWERS

GOING VIRAL

One of the conversion videos made in 2022, started going viral in 2023 and now has over 102k views and 2.4k likes.

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 2023.

The results to the right are based on the responses from 1,965 fans surveyed, rating specific aspects of our services using the system listed below:

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

*Non food and beverage employees only.

	Rating Average
Website	2.15
Ticketing	2.16
Communications	2.17
Cleanliness	2.22
Prospects Bar & Grill	2.29
Concession Stands	1.94
Enjoyment of Entertainment	2.18
Staff*	2.29
Parking	1.97
Total Response Count	1,965

CUSTOMER COMMENTS

"Today I am actually at the in arena restaurant. Prospects bar and grill. Trust me, try the Buffalo Chicken Poutine! It's amazing! The food is second only to the staff! Prospects is open exactly 2 hours before an event starts, and there is always a line up! Haven't found a bad seat yet! Love the venue, and its staff! Very open and friendly place."

- Philip N. on Google -

"Was here for The Doobie Brothers show. I really like it for concerts. The views are pretty good from different vantage points, and the acoustics are great. I miss the large video screens of the performance, but that might be specific to this act. Security was thorough, but friendly, and concession staff was really gracious and helpful."

- Oz B. Google -

"Good sight lines and acoustics at this venue. There is a lot of accessible parking along the side of the building, which is a plus. The refreshments are not as costly as some larger venues. We enjoyed the concert we attended there. We would consider attending again even though it's a long drive for us to get there."

- Anne Marie C. on Google -

"Great venue to watch a Gens game. Plenty of concessions and bar / restaurant area is a nice touch. Plenty of paid parking by arena."

- Dave L. on Google -

"Went to see Cirque du Soleil here and it was a great venue for a wonderful show. Easy sight lines and small enough to keep even the furthest seats engaged. This venue suited the show perfectly."

- Andrew S. on Google -

TOUCH-A-TRUCK

OVG360 launched the ninth annual Touch-a-Truck presented by Oshawa Power with 45 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 \$5,802.72 for Big Brothers Big Sisters of South West Durham and Northumberland.



TICKET DONATION

OVG360 assists numerous non-profit organizations in conjunction with upcoming events through regularly donating tickets as silent auction prizing. In 2023, OVG360 donated over \$2,600 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 739 items and \$84.00.



**OVG360
CLEANS UP OSHAWA**

Members of the OVG360 team worked together to help clean up Downtown Oshawa in May. Their focus was a section of the Joseph Kolodzie Oshawa Creek Bike Path.

Dear Mr. Balfour,

Thank you again for supporting Our Cancer Campaign by way of Lakeridge Health Foundation's Annual Gala!

With Tribute Communities Centre's kind contribution of four tickets to Cirque du Soleil to our silent auction, we raised over \$430,000! We were thrilled to celebrate the ways this campaign is advancing cancer care in Durham Region at Durham College on October 21st.

A highlight of the evening for many was the courageous speech by Marc Gibbons, as he candidly shared how cancer has impacted his life and mental health. Marc's resolve throughout his cancer journey is inspiring. Patient stories like Marc's reinforce that it is not just their cancer. It is our cancer.

Together, we are doing something extraordinary! Because of the generosity of our community, we are 95 per cent of the way to Our Cancer Campaign's \$20 million goal. Your kindness is enabling us to invest in the very best cancer care, including bringing robotic surgery and PET-CT imaging technology to our Region.

On behalf of patients and their families, thank you again for your commitment to exceptional cancer care, close to home.

Sincerely,

Helen Knelsen
 Manager, Community Giving
 Lakeridge Health Foundation

Rebekah McMillan
 Officer, Community Giving
 Lakeridge Health Foundation

Dear Vince Vella,

Thank you so much for your generous gift for our B.F.O. Paint afternoon Fundraiser on Sunday, November 12th.

With the generosity of our 'artists' and the members of the community who graciously donated towards our Penny Table and Door prizes we were able to bring in \$690.00.

These funds will continue to help us run the office with our one-on-one counselling, mother's and father's groups along with sibling loss groups; just to name a few of the services provided.

Thank you again,

Anna Moreino
 Bereaved Families of Ontario - Durham Region

Dear Tribute Communities Centre,

On behalf of the Durham Children's Aid Foundation (DCAF), we would like to take this opportunity and thank you for supporting our 18th annual Fore the Future Charity Golf Classic. It was a beautiful, sunny day on the course raising funds for those in our community who need it the most.

As a result of your support and participation, this year's golf classic raised \$46,000!! These funds will go directly to the DCAF Bursary program. DCAF is assisting 33 bursary recipients through their academic year who are pursuing their post-secondary education. They are very grateful for your support as they navigate through their academic journey into adulthood.

Receiving a bursary can provide a lifelong impact as it gives vulnerable youth the opportunity for a future full of endless possibilities. Our goal is to help each youth reach their full potential, regardless of the barriers they have overcome.

Holiday Hope is launching November 1st. For more information regarding this heartwarming program, please visit Holiday Hope or contact Leslie McLean to be provided on the list to receive details when the program launches.

Again, a sincere thank you for your support in helping to make this year's Fore the Future Charity Golf Classic a success. Together, we are making a difference and helping to ensure that No Youth Shall Be Left Behind.

Sincerely,

Leslie McLean (she/her)
 Interim ED & Manager, Signature Programs
 Durham Children's Aid Foundation





CIRQUE DU SOLEIL: CRYSTAL

FUTURE OUTLOOK



2023 was chalked full of positive signs indicating that we have finally rounded the pre-pandemic corner and are on a path to a full recovery. It is indeed encouraging to witness our community once again coming together to enjoy world-class sports and entertainment and create lasting memories. 2023 saw the return of Cirque du Soleil to Oshawa with seven breathtaking performances of Crystal, and in February 2024, we were thrilled to welcome Disney on Ice to the venue for the first time, which delighted over 24,000 fans both young and young at heart over eight enchanting performances. With a number of quality shows already on sale for 2024 such as Queens of the Stone Age, Cole Swindell, and Lainey Wilson, and with more to come, we are looking forward to a diverse and robust 2024. The Oshawa Generals are once again Eastern Conference Champions for the 2023/24 season, and we are all buckling in for hopefully a long and successful playoff run.

Although in its eighteenth season now, the venue continues to stand the test of time and remains one of the crowned jewels of the OHL and investments will continue to be made in capital upgrades to ensure this remains the case for many years to come. Our community continues to grow and flourish, as housing developments sprout up, transportation lines are expanded connecting us all, and new businesses call Oshawa and Durham home to provide employment and economic growth. All this will only continue to reinforce our ability to flourish and serve notice to the sports and entertainment world that the Durham Region and Oshawa is open for business and is a destination that should not be overlooked. The future of both our facility and our community continues to look bright and we are full of optimism for what is yet to come.

Tribute communities Centre

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