



Legislation Text

File #: 20661, **Version:** 1

Fiscal Note

No expenditure is required.

Title

Thanking Jim Hess for his years of service to Monona Terrace and the City of Madison.

Body

WHEREAS, Jim Hess will retire on December 10 as the Executive Director of Monona Terrace after ten years of service; and

WHEREAS, Jim effectively balanced Monona Terrace's roles as a community gathering place, tourist destination, and economic catalyst; and

WHEREAS, in his time at Monona Terrace, Jim has overseen 683 conventions and conferences, with an economic impact of over \$300 million; and

WHEREAS, Jim has overseen 7,097 total events, attracting 3.8 million attendees and visitors to the building; and

WHEREAS, Jim has managed an average of 200 community events open to the public each year; and

WHEREAS, under Jim's leadership, Monona Terrace has achieved a ten year overall customer satisfaction rating of 97%, as determined by Guest Surveys; and

WHEREAS, Jim has done an extraordinary job managing our world class convention center and working tirelessly to make sure Monona Terrace realizes its full potential in bringing visitors to Madison, as well as providing opportunities for residents to enjoy;

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and Common Council of the City of Madison thank Jim Hess for his years of service, congratulate him on his retirement and wish him all the best.