



OFFICE
OF THE
PRESIDENT

1501 East Orange Road • P.O. Box 8015 • Waterloo, Iowa 50704-8015 • 319-296-4201 • www.hawkeyecollege.edu

July 13, 2017

Mayor Quentin Hart and City Council Members
City of Waterloo
City Hall
Waterloo, Iowa

Dear Mayor and Council Members:

As President of Hawkeye Community College, I am pleased to provide support for the City of Waterloo's economic development agreement with Leslie Hospitality Management to upgrade and rejuvenate the Five Sullivan Brothers Convention Center and Ramada Hotel properties.

Hawkeye's new Adult Learning Center is currently under construction with an anticipated opening date in the fall of 2018. Among other things, this Center will provide training for people seeking employment in the hospitality and culinary arts fields. This training and its proximity to the downtown area creates an opportunity for partnering with Leslie Hospitality Management for internship experiences as well as long term employment opportunities, both of which would help Leslie Hospitality Management as it transforms the facility into the Waterloo Convention Center at Sullivan Brothers Plaza and Hotel RL.

We see this venture as a great opportunity to alleviate the concerns that have plagued these facilities while providing a tourism and economic development boost the City needs. I look forward to partnering with both the City of Waterloo and the Leslie Hospitality Management group as this project moves forward.

Sincerely,

A handwritten signature in black ink that reads 'Linda Allen'.

Linda Allen, Ph.D.
President



We've got you *covered*.

Jim McKernan
Vice President & General Manager

July 13, 2017

Aaron Buzza
Executive Director
Waterloo Convention & Visitors Bureau
500 Jefferson Street
Waterloo, Iowa 50701

Via email: aaron@travelwaterloo.com

Dear Aaron:

As you and I have discussed on previous occasions, the need for a solution to our convention center problem is clear and present. Waterloo is surrounded by cities, namely; Cedar Rapids, Dubuque, Iowa City, Rochester, Des Moines, Omaha, Davenport, Lacrosse, et.al., which have superior facilities compared to Waterloo. This situation makes us non-competitive and completely unable to provide a high-quality experience for conventions and events. The current facility has lost business and will continue to lose business because of the antiquated condition of the facility, the poor aesthetic appeal, the lack of a professional sound system, the poor food, and the easy availability of much better facilities in our region. The only business the convention center will attract will be low end events looking for a cheap deal that will ultimately not bring either cache or cash to downtown Waterloo. Frankly, the facility is an embarrassment and should be viewed that way by city leadership. Recently, we were forced to inform our on-air talent they could no longer emcee events in the facility unless the event hired a contract sound engineer like the Alliance did for their annual dinner this year due to the poor sound quality and lack of reliability of the equipment in the facility. We spend far too much money on imaging our anchors and reporters to then watch it being degraded by subpar technology.

Now let me shift gears and enthusiastically throw my support, the support of KWWL-TV and the support of Quincy Media Inc. behind the proposed transaction between the City of Waterloo and Leslie Hospitality from Omaha. Given the various issues surrounding the split ownership of the hotel and convention center, the likely risk of a bond issue to finance a complete restoration of both and the urgent need to do something now, the Leslie proposal is highly attractive and in our view; the most

KWWL Television, Inc.
500 E 4th St. Waterloo, IA 50703
319-291-1200



Page Two

concrete, likely to happen solution which has come to the forefront TO DATE. The RL flag for the hotel, with its accompanying lifestyle approach and restaurant is PRECISELY what is needed for the facility. It is 2017 and Waterloo needs downtown convention facilities which express that fact. Leslie intends to provide a hotel which is fun, comfortable, contemporary, competitive, and appealing while adding a great restaurant to attract daily customers, not just guests of the hotel. The facility will have curb appeal and will partner nicely with the rehab of the convention center, fully funded by Leslie, providing a state of the art event and convention experience. This is a great opportunity for Waterloo, Iowa.

Given the difficulty in funding large projects, this proposal should be viewed as a gift. If not this, what? It is indeed the best way for the city to proceed. A completed project will be a boon to downtown Waterloo and put an exclamation point on the development which has already occurred. The financing approach is similar, though on a larger scale, to other development deals which have been done by the city to spur growth. Assuming appropriate standards in the development agreement affording the city protections for the next 20-25 years, this deal is the right deal at the right time for our city.

To speak plainly, this is a no-brainer!! Our support for the Leslie proposal is unequivocal. We applaud the efforts of the Mayor, Noel Anderson and Michelle Weidner to get us this far and respectfully ask the city council to ratify the agreement.

Regards,



Jim McKernan
Vice President & General Manager

JM/sy



July 13, 2017

Mayor Quentin Hart and
City Council Members
City of Waterloo
City Hall
Waterloo, IA
Via email

Dear Mayor and Council Members:

The Greater Cedar Valley Alliance & Chamber encourages you to *approve the development agreement with an entity of Leslie Hospitality Management (developer) related to the convention center and associated hotel, during your July 17 meeting*. This agreement is beneficial to the city's taxpayers, and should be seen as enabling a significant benefit to the Cedar Valley economy and your city's image.

- The upgrading and rejuvenation of the convention center and hotel, together, by a private for-profit entity will send a strong and visible signal to the market that a viable, "new" major convention option is available in Iowa.
- The developer is a proven entity. They have been successful in similar rejuvenation projects where they have identified similarly weak properties and brought them to a strong, competitive market position. They have been transparent about plans and requirements for this property. They have been available to you as decision makers and to stakeholders throughout the Cedar Valley area. They are a credible, proven partner in a difficult project that requires high profile communications with your constituents, convention market participants (both customers and hospitality and entertainment colleagues), and Cedar Valley stakeholders.
- The transaction puts the convention center on the commercial tax roll, permitting an element of self-financing in the short term and contributes to the tax base immediately. It increases the tax value of the hotel in the very short term.
- This agreement and private approach to rejuvenating the convention center solves a very difficult, highly visible and pressure-filled redevelopment problem for the City. It also permits the City to assert its voice effectively in maintaining the quality and use of the facility.

- The marketing of the rejuvenated convention center, as offered by the developer, will bring tens of thousands of new visitors and repeat visitors to Waterloo and the Cedar Valley, whose meetings otherwise may not have been attracted to the Cedar Valley area.
- The project re-establishes and presents what will likely be the largest single indoor event attendance space in the Cedar Valley market.
- The convention center, a black eye to Waterloo and the Cedar Valley for a decade or longer, lends a renewed focal point in the traditional core central business district of the Cedar Valley, encouraging further redevelopment of properties such as the nearby Courier Block, other aging hotel properties, and underutilized historical structures. It can bring vibrancy to the Riverloop Expo grounds.
- The characteristics of the Hotel RL flag will bring more of the “vibe” you want in your central business district – offering another place for dining, but also a place to seek and participate in intimately presented performance and visual arts, utilizing the planned public stage and gallery spaces of the property. It helps create the kind of space in the urban downtown area expected by the professionals we’re trying to attract.
- It brings another, major property owner voice to support and promote the central business district, supporting continued private and public investment in the district.
- The developer understands and supports the importance of cross promotion of properties like the new Marriott Courtyard opening on TechWorks Campus, also an essential redevelopment project of the general riverfront at the edge of your downtown district. Their promotion dollars will “lift all boats” in hospitality and entertainment in the market.
- The naming convention of the center and its site is an elegant, very acceptable approach to rebranding the property while continuing to honor the memory of Waterloo’s Five Sullivan brothers. It must be understood that changing the name of the building itself gives the building where business is conducted – the center – a new brand identity and helps erase the convention and meeting marketplace memories of the deficient conditions it and we’ve suffered. Waterloo Convention Center at Five Sullivan Brothers Plaza brings appropriate attention to both the “new” convention center property in the market, and the historic importance of the place.

And more. This is a comprehensive solution to redeveloping the convention center and adjoining hotel that puts Waterloo and the Cedar Valley back into the larger, Midwestern convention market, which we deserve and from which all will benefit.

We applaud the concentrated work of the Mayor Hart, Noel Anderson, and Michelle Weidner, along with the CVB and those supporting with legal and business advice, in their professional and aggressive approach. Mayor Hart asked me last fall to assemble a group of business and civic leaders to advise the staff and him on this major project, well before anyone was aware of the LHM firm. He has engaged us in various points of the process, asking for guidance (which was freely given, by the way.)

It is for all of these reasons we encourage you to approve the development agreement with Leslie Hospitality Management.

Sincerely,

Steven J. Dust CEcD
CEO

cc: GCVAC Board of Directors
GCVAC staff
Waterloo CVB
Noel Anderson, Michelle Weidner, Wendy Bowman

VGM Group, Inc.



July 11, 2017

Mayor Quentin M. Hart
715 Mulberry Street
Waterloo, Iowa 50703

Dear Mayor Hart:

On behalf of VGM Group, Inc. and our more than 900 employee-owners, I would like to give you our support to enter into a development agreement between Leslie Hospitality and the City of Waterloo, which includes the purchase of the Ramada Hotel and improvements to the Five Sullivan Brothers Convention Center.

For the past sixteen years, VGM has proudly showcased our hometown of Waterloo by hosting our annual Heartland Conference at the Convention Center – attracting more than one-thousand visitors for four days of education, networking and socializing.

Although we enjoy bringing guests from all over the U.S. to Waterloo, we have a lingering struggle with the deteriorating condition and lack of modern amenities at the Ramada and the Convention Center. This causes us to spend thousands of dollars to rent furniture and audiovisual equipment so that attendees experience a more adequate and comfortable learning environment.

The roof of both facilities leak which requires staff to place trash receptacles to capture the water. During this year's keynote speaker, water was dripping onto a vacant seat next to one of our guests. In the exhibitor hall, strips of paint fell from the ceiling landing on our guests' products and expensive tradeshow displays.

The condition of the skywalk and parking garage are other concerns. Without controlled temperature, the skywalks are unbearable to use. Lack of use could explain why there was a missing door handle from the transition from the skywalk into the Ramada. Other basic maintenance issues include exterior stairs to the parking garage littered with cigarette butts and trash. Poor customer service and lack of security in the parking ramp are other concerns we hope can be addressed.

Heartland has a \$1.2 million economic impact on Waterloo and we pride ourselves on our outstanding hospitality, but we can only do so much. We feel that having the city enter into a development agreement with Leslie Hospitality will bring the expertise necessary to restore value and pride into the Five Sullivan Brothers Convention Center and the Ramada. Leslie's comprehensive services will not only revive these facilities and provide a wonderful setting for Heartland Conference, but also continue the development, both public and private, of downtown Waterloo.

Sincerely,

Mike Mallaro
CEO

August 10, 2016

Columbus High School Class of 1981
5025 William Drive
Waterloo, IA 50701

Bette Wubbena
Director of Events
Greater Cedar Valley Alliance and Chamber
10 W. 4th Street, Suite 310
Waterloo, IA 50701

Dear Ms. Wubbena,

I am writing to you because of the experience my classmates and I had during our class reunion in downtown Waterloo this summer. Our committee began planning this reunion 11 months ago and our goal was to make this a nice reunion (fancier than the picnic type reunion we had 5 years ago). We decided that we wanted to have the reunion in downtown Waterloo to showcase some of the wonderful additions that have been made to that part of our community.

We planned a golf outing for during the day on Friday at the Irv Warren Memorial Golf Course. Friday evening's festivities were to start out at the Riverloop Amphitheater and then move to the Factory City Gastropub and party room at the Ramada Inn Hotel. Saturday's event was a dinner and dance to be held at the Five Sullivan Brothers Convention Center. During the planning stages of the reunion we met with the staff at the Ramada, we reserved a block of rooms, we looked over menus and sampled food options and chose the areas of the hotel and convention center that we thought would work best for our events.

The weekend of our reunion (July 22 & 23rd) was a hot one! We knew that the outdoor events would be hot and uncomfortable but we were reassured by the fact that the other parts of our reunion would be indoors at a nice hotel where people would be comfortable. We were wrong!

Upon arriving at the hotel on Friday afternoon I was horrified at how hot the lobby, elevators and all of the hallways were. The Gastropub doors were closed at the time and so I assumed that it was cool in that area and maybe it was just the above mentioned areas that were hot. My husband and I were staying at the hotel and I asked the desk staff during check-in if they had someone coming to fix the air conditioning. We were told that they were working on it.

My husband and I waited for over 10 minutes for an elevator to go up to our room (we later learned that only one elevator was working). We used the stairs for the remainder of our stay but unfortunately the stairwells did not have working air conditioning either. Luckily for us the air in our room was working but I was immediately disappointed in the condition of our room. The carpet looked like it hadn't been vacuumed and it was covered in stains, the room smelled musty, the bathroom was dingy, moldy and dark and the bathroom door was falling apart. My husband went to get ice to top off our cooler but the ice machine wasn't working. We were also disappointed to learn that our "block of rooms" wasn't a block at all. My classmates' rooms were spread out all over the hotel. I was beginning to think that even though the Ramada looked like a nice hotel on the outside it was a whole different

story on the inside. As a committee we didn't tour the guest rooms. We assumed they were nice, clean and up to date. That was a mistake and we were wrong.

As my classmates began arriving at the hotel we started hearing of one problem after another. Several people had to switch rooms more than once until they were finally put in rooms with working air conditioning (this after waiting for what seemed like forever in a sweltering lobby for staff to make the changes). Some rooms had no bath towels or only hand towels that looked like dish rags. One room's door was gouged up like someone had tried to break into the room. Classmates were stuck down in the lobby because the one working elevator never arrived. Mold in the bathrooms was a common complaint along with dirty carpet, peeling wallpaper, smelly hallways and no refrigerators. The worst of all was that one couple's room had not even been cleaned! Even the bed was still unmade and there were hairs all over in the bathroom. When they called the desk to complain they were told they would send someone up immediately to clean it or they could get a new room. Rather than missing out on time with classmates while waiting at the desk to switch rooms they chose to stay in that room (they were told it would be cleaned right away). Little did they know there was no housekeeping staff person on duty! Finally late in the evening a male staff member came up and put clean sheets on the bed but no one cleaned anything! They had to call the desk several times the next morning before someone finally came in, cleaned the bathroom and brought in clean towels!

As I stated above, our Friday night event was to start at the Amphitheater. That venue was beautiful and the band was awesome. However, the heat and humidity were awful. Most of our classmates were looking forward to leaving that event early and heading in to the Ramada bar and party room to escape the oppressive weather conditions. I was looking forward to that as well.

My husband and I walked back over to the Ramada from the Amphitheater and upon entering the Factory City Gastropub realized there was no air conditioning in the bar or party room! The appetizers that were part of our event were sitting out in the party room melting in the heat. No one wants to eat warm salami and greasy cheese! When we planned our event, Marco from the Ramada staff had promised us a lovely meat and cheese tray with a variety of meats and cheeses, homemade chips and salsa and homemade pretzels with dip. The food that they provided was nothing like that! The items were salami, cheese, pretzels, chips from a bag and warm salsa. That was it! As you can imagine, I and the other committee members were beyond upset at this point. We were trying to find someone to help us with all of these issues that were becoming overwhelming and frankly ruining our reunion. The only staff members available were the people at the desk who said there wasn't anything that they could do. Everyone else was gone for the weekend! Why had they not contacted us earlier in the week when the forecast called for extremely hot weather and told us that their air conditioning wasn't working? Why didn't they offer us an alternative to the bar and party room area (possibly somewhere else in the hotel or convention center where it would be at least a little bit more comfortable)? It was clear that the Ramada Inn staff did not care about the comfort of their guests. They were happy to take our money and promise us things that they knew they could not deliver. It was so frustrating that no one from the Ramada actually came up to any of us that night and asked what they could do to make things better. It seemed as if there was no one in the hotel who had any authority.

Eventually someone did bring in a few fans to blow on the food and around the bar area to try to make things better but they said nothing could be done to fix the air conditioning. The bartender told us that the air never works when it is hot outside. The staff members that helped us plan our event must have known this ahead of time but never mentioned that it might be a problem (remember, our reunion was scheduled for a weekend in July in Iowa)!

As the evening progressed we kept hearing more stories from our classmates about the deplorable conditions of the hotel. The elevator that did work was filthy. There was a hole in the skylight in the lobby. Imagine the bugs and bats that have found their way in to the hotel through that hole. The glass in the lobby doors and windows was full of handprints and grime. Everyone was trying to make the best of it but this was not the nice reunion that we had spent so many months planning for.

Saturday, during the day, our classmates continued to try to deal with the staff at the hotel. The response from the staff at the desk was "that's the way it is and you will just have to deal with it"! My husband and I had planned on staying two nights at the hotel but decided to only stay one night because of the awful conditions. A few other classmates did the same so we then had to drive home after Saturday night's event instead of just walking across the street to our hotel like we had planned on doing.

Saturday evening's event was held at the Five Sullivan Brothers Convention Center and thankfully the air conditioning was working properly in that building. The food was good, the staff there was accommodating and everyone seemed to have a good time.

As a committee we knew that we did not get what was promised by the Ramada staff so Joe Craig and I met with Marco and Dustin on the following Monday afternoon and brought our list of complaints to them. We also gave them the contact information for our classmate who spent the night in a room that had not been cleaned and had no clean towels. They were apologetic, took notes as we were speaking and said they would get back to us right away. They said they wanted to make things right with us. They said they wanted to make things right with the classmate who had the dirty room. They shook their heads in dismay and said they understood why we were so upset. Marco stated that the heating and cooling system in the building had been inadequate since the facility opened many years ago. . My question is why then do they continue to book events in the summer when they know it will be miserable for their guests?

We felt that they would honor their promise of making things right and get back to us right away. Again, we were wrong. We didn't hear anything from Dustin or Marco the rest of that day or on Tuesday, Wednesday or Thursday. Finally, on Friday afternoon, Joe called them back. Marco said he was planning on calling Joe that afternoon!

Their idea of making things right was to deduct \$200.00 from our final invoice! Joe was astonished! He stated that was unacceptable and at the very least they should remove all of the food costs from Friday night. Marco agreed to deduct \$600.00 from our total bill of \$3104.04. Joe reminded them that they also needed to make an adjustment to the room charge for our classmate who spent the night in a dirty room with no clean towels. Marco said he would do that.

We paid our final bill minus the \$600.00 so that we could put this terrible experience behind us. To this day our classmate with the dirty room has not heard a thing from the Ramada! We have since heard that the heating and cooling system in the Ramada is always a problem for guests whether it is summer or winter.

Ms. Wubbena, my reason for writing to you is that I am proud of Waterloo. The Columbus class of 1981 reunion committee wanted to impress our classmates and show the ones that no longer live in this area how far Waterloo has come since the 80's when many of them left. The Ramada Inn Hotel and its staff

are a disgrace to Waterloo and should never be recommended to anyone. I know that the Greater Cedar Valley Alliance and Chamber wants to make a good impression on anyone coming to Waterloo. The hotel connected to Waterloo's convention center should be a shining example of the beautiful city we live in. Staying there should be a pleasant experience that makes people want to come back to our city again and again. Instead, staying in that hotel leaves guests feeling that Waterloo is still the run down old town that it was several years ago.

The Ramada Inn is privately owned so I'm assuming that not much can be done by outside organizations to improve the conditions there. However, my reunion committee and I wanted to do our part to make sure that the Alliance and Chamber organization knows not to recommend staying there to anyone (especially if they want them to leave with a good impression of Waterloo).

Thank you for your time. I know this was a long letter and I appreciate you taking the time to read it. Thank you for all that you do to promote our city and the Cedar Valley as a whole.

Sincerely,

Liz Griffin Freshwater
Columbus High School Class of 1981 Reunion Committee
(319) 269-7427



Martin Bros.
DISTRIBUTING CO INC

November 21, 2016

Ms. DeLaHunt:

Martin Bros held their annual Food Show last month, October 2nd and 3rd at the Five Sullivan Brother convention center in Waterloo. We have been holding our event at this location for over 20 years. We bring customers from all over Iowa and the surrounding states. Our customers are all involved in the hospitality and restaurant industry and look forward to a weekend where they can be the customer, be entertained and learn more about ways to further the success of their businesses. In addition to renting the convention center for 4 days, we book 400 hotel rooms in the metro area and support many local restaurants and retailers.

We have concerns we would like shared regarding our experience this year. The Ramada suffered a major power-outage, days before our show. Aaron Buzza from the Waterloo Convention and Visitors Bureau was very helpful in helping us find an additional lodging for our customers to replace the 160 rooms we were unable to maintain at the Ramada. We know this was unavoidable and unfortunate for you, however we do strongly feel that communication from your staff was poor and didn't seem to have any sense of urgency. Also, because there was no power at the Ramada, the convention center was unable to clean linens over the course of our event.

The major issues we have are with the convention center itself.

It is my understanding that the boiler has been under repair for a number of months. There was no heat available to the entire building while we were there. Mornings were in the low 40's and the building temperature was uncomfortable. We were told that there was no way to correct that concern, during our stay.

The restroom facilities need serious improvements. Most of the toilets leak or the fixtures sweat and this creates not only a slipping hazard, but also an unclean appearance that cannot be addressed, even with continuous staffing. The design layout makes people with wet hands drip water 4 feet across the main walk area to reach paper towels. In addition, we have grave concerns from multiple customers about the temperature of the water. In the women's restroom on the Jefferson side of the upper concourse, the water was so hot, steam was coming off of it. Two people reported burns that weekend.

Lastly, the ceiling in exhibition hall is peeling off. I understand the staff spent time the week before the show scraping excess paint off the ceiling. While I'm sure this helped, it did not rectify the situation. We had 120 vendors serving food to over 1000 guests. There were many times over the course of the weekend I found paint chips on the tables and on the floor.

As a local company, employing over 400 people from this area, we are very proud of the Waterloo – Cedar Falls area and enjoy the opportunity to invite customers from all over the Midwest to our city. We know keeping our business local is important to many people in the community.

Foodservice with a Difference

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Solutions Center • 312 Viking Road, Cedar Falls, IA 50613

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Martin Bros.
DISTRIBUTING CO INC

We felt it necessary to convey these concerns. We have not determined whether we will be holding our event in Waterloo again next year. The size of our event has outgrown what we see as our current options, as well as the concerns addressed above.

Please feel free to contact me for further discussion.

Jennifer Meinders
VP of Merchandising
Martin Bros Dist. Co.
Cedar Falls, IA 50613
319-553-0445
jmeinders@martinbros.com

cc. Brooks Martin, President/CEO Martin Bros. Dist Co.
Aaron Buzza, Executive Director, Waterloo Convention and Visitors Bureau

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July 5, 2017

Mayor Hart,

Martin Bros is pleased with the announcement of the development agreement between Leslie Hospitality and the City of Waterloo. We are excited for the investment Leslie Hospitality has indicated they are willing to make, to bring the convention center up to standards that will encourage existing clients to continue business in Waterloo, as well as hopefully draw more business to our great community.

Based on discussions we've had, I know you are aware that there are basic improvements (ceiling, water temperature, facility heating and cooling) that must be addressed immediately for us to keep our business with the convention center. Other longer term investments must be made, to make this facility comparable to other venues in neighboring cities. Our community must continue to support and push progress forward at the Five Sullivan Brother Convention Center. I know more companies will be forced to move their conference business elsewhere if this doesn't happen. This, of course, affects our towns financially much more than the revenue created by facility rental with the loss of hotels stays, restaurant meals and much more.

Please let me know how I can continue to support you in this endeavor.

Sincerely,

Jennifer Meinders

Jennifer Meinders
Vice President of Merchandising
Martin Bros. Distributing Co.
Cedar Falls, IA
319-553-0445
jmeinders@martinbros.com

Foodservice with a Difference

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Career Services

7/6/17

Mayor Quentin Hart
Waterloo City Hall
715 Mulberry Street
Waterloo, Iowa 50703

Mayor Hart:

I am writing in support of the development agreement between the City of Waterloo and Leslie Hospitality that covers the purchase of the Ramada Hotel and the improvements at the Convention Center.

This next year will mark the 42nd year of the annual University of Northern Iowa Overseas Teaching Fair hosted by the UNI Office of Career Services. For the past 22 consecutive years, UNI Career Services has held our event in both the convention center and Ramada Inn. As estimated by the Waterloo Convention & Visitors Bureau, the economic impact for Waterloo of our Overseas Fair is between \$800K - \$1M annually.

Two significant pieces to the lasting success of this event are 1) excellent hotels for our international school administrators & teachers and 2) a first class, 21st century convention center. The pending sale and renovation of the Ramada is met with great anticipation by our overseas recruiters. I think we can all agree it is much needed. However, the opportunity to include a renovation of the convention center is even more exciting to those of us who rent the facility. In fact, as one of the convention centers larger event rentals, I can tell you that the \$6M Leslie Hospitality is proposing to spend to bring this facility up to modern convention center standards is truly needed. From technology, to restrooms, to HVAC, to windows, to lighting, to straight forward curb appeal, much work is needed!

Mr. Mayor, it is our sincerest wish to keep this event in Waterloo. The much needed renovation of the Ramada and convention center will not only go a long way in supporting those of us who are already long-time users but will, in my opinion, spur additional growth in the downtown area. Many thanks to you, the city council, the convention and visitors bureau and the area economic development agencies for your great work on this tremendous opportunity.

Sincerely,

Bob

Robert J. Frederick, Director
Office of Career Services
University of Northern Iowa