



**LEGENDS**  
GLOBAL

FY 25 YEAR IN REVIEW

ELEVATING EVENTS TO THE NEXT LEVEL

# TABLE OF CONTENTS

---

01. <b>LEADERSHIP</b>	<b>PAGE 3</b>
02. <b>HUMAN RESOURCES</b>	<b>PAGE 6</b>
03. <b>FINANCIAL</b>	<b>PAGE 9</b>
04. <b>SALES</b>	<b>PAGE 12</b>
05. <b>FOOD &amp; BEVERAGE</b>	<b>PAGE 18</b>
06. <b>MARKETING</b>	<b>PAGE 20</b>
07. <b>SOCIAL MEDIA</b>	<b>PAGE 23</b>
08. <b>PUBLIC RELATIONS</b>	<b>PAGE 26</b>
09. <b>COMMUNITY IMPACT</b>	<b>PAGE 28</b>
10. <b>OPERATIONS</b>	<b>PAGE 30</b>
11. <b>CUSTOMER SERVICE</b>	<b>PAGE 33</b>

# 01. LEADERSHIP





# Legends Global

## Leadership Message



“

As we reflect on a true milestone year, we do so with both pride and gratitude. What we accomplished together is more than a collection of statistics or accolades—it is a testament to the dedication, resilience, and passion of the people who bring the Albany Capital Center to life every day. In 2025, we not only celebrated our achievements but also **look ahead** with confidence, knowing that the opportunities before us will continue to strengthen and elevate our event and meeting service capabilities.

This year stands as the most decorated in ACC's history, welcoming more than **115,000 guests**—the highest attendance in our eight-year history. This achievement sends a powerful message: the demand for events and meetings has not only returned, but it has also grown beyond pre-pandemic levels in downtown Albany and across New York's Capital Region. That momentum reflects the trust our clients place in us and the exceptional experiences our team consistently delivers.

Equally meaningful is the recognition we received across the industry, including **six national awards and one local award for the facility**, a national award honoring facility leadership, and the prestigious ISSA GBAC STAR certification. These honors affirm our commitment to excellence, safety, innovation, and they belong to every individual who contributes to our success. As we look ahead, we do so energized and inspired, ready to build on this momentum and continue setting new standards for what ACC can achieve together. To my team, I say thank you, and to 2026 I say – **BRING IT ON!!**

”

*Shannon Licygiewicz, CEM, General Manager  
of the Albany Capital Center*

# Senior Management

LEGENDS  
GLOBAL



**Shannon Licygiewicz, CEM**  
**General Manager**  
**With ACC for 10 Years, Legends 20 Years**



**Jennifer Cioffi**  
**Director of Finance**  
**With ACC for 9 Years**



**Ana Messina**  
**Senior Sales Manager**  
**With ACC for 9 Years**



**Maria Vaughan**  
**Event Manager**  
**With ACC for 7 Years**



**Robert Brady**  
**Operations & Event Security Manager**  
**With ACC for 9 Years**



**Joe Leavens**  
**Facility Manager**  
**With ACC for 9 Years**



**Christine Hayes**  
**HR Manager**  
**With ACC for 4 Years**



**Jordan Harris**  
**Senior Accounting Manager**  
**With ACC for 1 Year**  
**& previously from 2017 – 2021**

# 02.

## HUMAN RESOURCE



# EMPLOYEE BREAKDOWN



Our future is contingent on the success and development of our workforce. We are committed to developing our team to keep the Albany Capital Center and our industry successful.

For over 8 years the Albany Capital Center has proudly partnered with LifeSong Inc. whose mission supports Employment Department and makes it possible for people with varying levels of abilities to become active, wage-earning contributors to their local communities. Many of our team members have been with the facility for the full 8 years and their development of skills has been admirable.



LOVE. ENHANCE. EQUIP. INSPIRE.

All ACC Legends Global employees have access to over 410 courses through our online training platform, Legends Global Academy.

Over 426 hours of professional development training completed.

## Legends Global Albany Staff:

- (135) non-union full time and part time positions filled
- (9) full time management staff dedicated to ACC daily operations
- (6) full time management staff with shared duties between ACC and the MVP Arena
- (103) part time security and guest service staff
- (3) full time building security staff
- (19) part time housekeeping staff and (1) full time housekeeper 291

## IATSE Local #14 – Scheduled and Managed by Legend Global Albany

- (73) Union workers employed during 2025

## Mazzone Hospitality

- Employs 284 Employees

Albany Capital Center Total

MW/EO Score: 61%



## 2025 BEST PLACES TO WORK

Thanks to our employees' participation and feedback the Albany Capital Center was honored locally and recognized for a Best Places to Work Awards (small company) from the Albany Business Review. This award recognizes local employers that have gone **above and beyond** to create an outstanding workplace culture. The rankings are based on confidential surveys of employees that measure success in team dynamics, **trust in leadership**, communication and more, with only the top-scoring companies in the region earning the **coveted right** to be named one of the Best Places to Work.

**"The Albany Capital Center is a great place to work. The organization as a whole paired with our awesome management makes it a place I am proud to say I work for. We all work together as a team to make every event be a success!"**



# 03. FINANCIAL





# ACC FINANCIAL OVERVIEW

The Albany Capital Center had an operating net loss of **\$422,777** in 2025. This is 55% improvement compared to the 2025 budget of \$989,958.

The Albany Capital Center has had a phenomenal year. Most notable is total rental revenue increasing by over \$130,000 vs budget. While we did not meet our overall event number goals, the team certainly maximized our revenue position with the events that were contracted. This truly is the best financial year in our history of our facility. The ACC team continues to identify new revenue streams, attract new events, and has a laser focus on cost savings efforts with operations and overhead.



TOTAL RENTAL REVENUE

**\$808,106**



BILLABLE EVENT REVENUE

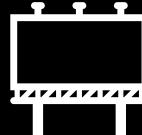
**\$420,723**

PARKING REVENUE



**\$207,276**

SPONSORSHIP REVENUE



**\$71,290**



FOOD & BEVERAGE COMMISSION

**\$1,221,726**



AUDIO VISUAL COMMISSION

**\$278,873**

Revenue drivers for 2025 included increasing rental rates, capturing a higher volume of billable revenue, increasing parking rates, upselling event services & amenities, and focusing on optimizing parking opportunities outside our footprint. The ACC also received an ERC credit this year of \$229,268.



# EVENT REVENUE BY YEAR

FY 25

**\$2,111,060**

FY 24

**\$1,688,567**

FY 23

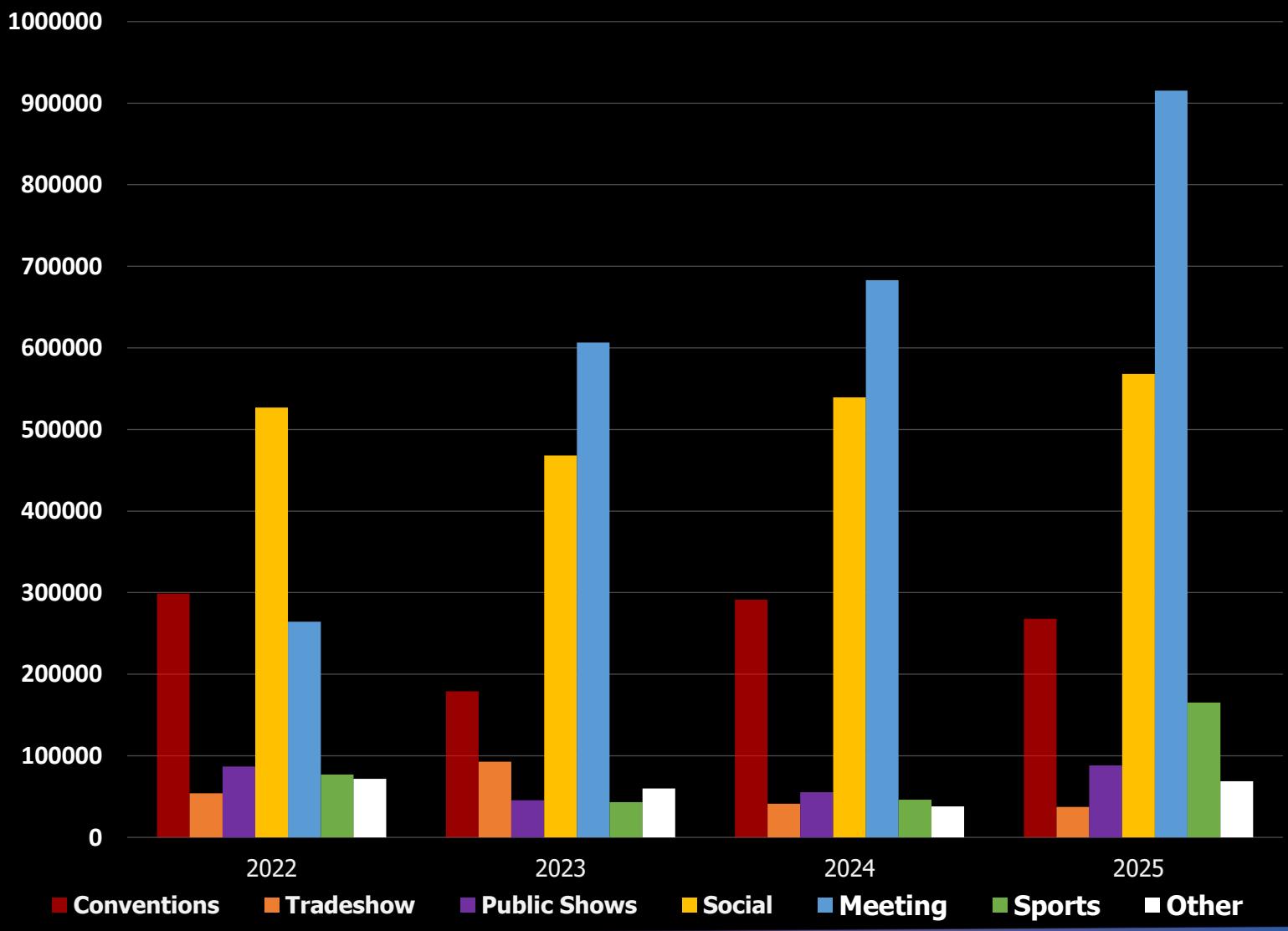
**\$1,496,991**

FY 22

**\$1,379,625**

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## EVENT REVENUE BY EVENT TYPE



# 04.

## SALES



# 2025 SALES STORY

## SUMMARY

With less than 100 events booked prior to the beginning of 2025, the ACC Legends Global sales team knew they would need to dial in to book over 40% of our business within the year. The team continued to strategize throughout the year and really focusing on and forging relationships with venue partners and meeting planners to encourage more lead sharing. The sales team delivered above expectations this year with revenue and volume of business. For 2025 the ACC has realized another record-breaking event revenue in our history. **The ACC Legends Global sales team was responsible for booking 179 events with over 62 of them new business to the convention center.**

## TRAVEL SCHEDULE

- Local: ESSAE Harvest Highlight
- National: (Legends) CVENT Luncheon
- National: Northstar Small Boutique
- National (Legends): Small Market Meetings
- Local: Empire State Society of Association Executives Conference & Expo
- Local: Meeting Planners International Northeast Fall Focus



### Hotel Room Night Breakdown for 2025:

Discover Albany – 1,782 (4 Contracted Leads) 9%

Legends Global Albany – 17,228 (179 Contracted Leads) 91%

### 2025 Legends Global Albany Specific Lead Generation Breakdown:

- 86% is Legends ACC Sales Efforts
- 4% is Legends Corporate
- 6% is CVENT Leads
- 4% is Partner Referrals

1

2025 – Legends Leads

167 Leads Cultivated

Contracted 98 of these leads or 59% conversion rate

2

2026 – Legends Leads

182 Leads Cultivated

Contracted 88 of these leads or 48% conversion rate

3

2027 – Legends Leads

54 Leads Cultivated

Contracted 27 of these leads or 50% conversion rate

# TOP 10 REVENUE GENERATING EVENTS OF 2025

1. Regeneron Holiday Party
2. NYS Society of Human Resource Management Conference
3. NYSSPA CME Conference
4. ETE Summit & World AIDS Day
5. NY Association for Independent Living
6. NYS Council for School Superintendents
7. NYS MWBE Forum
8. NERIC Regional Technical Awareness Day
9. NY-BEST Consortium
10. Alliance for Clean Energy Fall NY Conference

**\$656,028**

Combined Revenue

# TOP 10 ATTENDED EVENTS OF 2025

**50,634**

Combined Attendees

1. CrossFit Games Albany
2. Regeneron Holiday Party
3. APA Billiards Tournament
4. Reptile Expo
5. Albany Home Show
6. USA Powerlifting Northeast Regionals
7. Varsity Spirit Cheerleading
8. Albany Chef's Food & Wine Festival
9. Albany College of Pharmacy Graduation
10. LR Productions Gymnastics

# TOP HOTEL ROOM NIGHT GENERATING EVENTS OF 2025

1. CrossFit Games Albany
2. Gym Rats Boys Challenge (Boys and Girls)
3. NYS Council for School Superintendents
4. NYS Craft Brewers Annual Conference
5. NYS Society of Human Resource Management Conference
6. NY Bar Exam
7. NY Association of Black & Puerto Rican Legislatures Rec.
8. Solution Tree TEAMS Mtg
9. American Council of Engineering Companies of New York
10. NY-BEST Consortium

**13,830**

Combined Room Nights

# NUMBER OF EVENTS

FY 25

# 183

FY 24

# 186

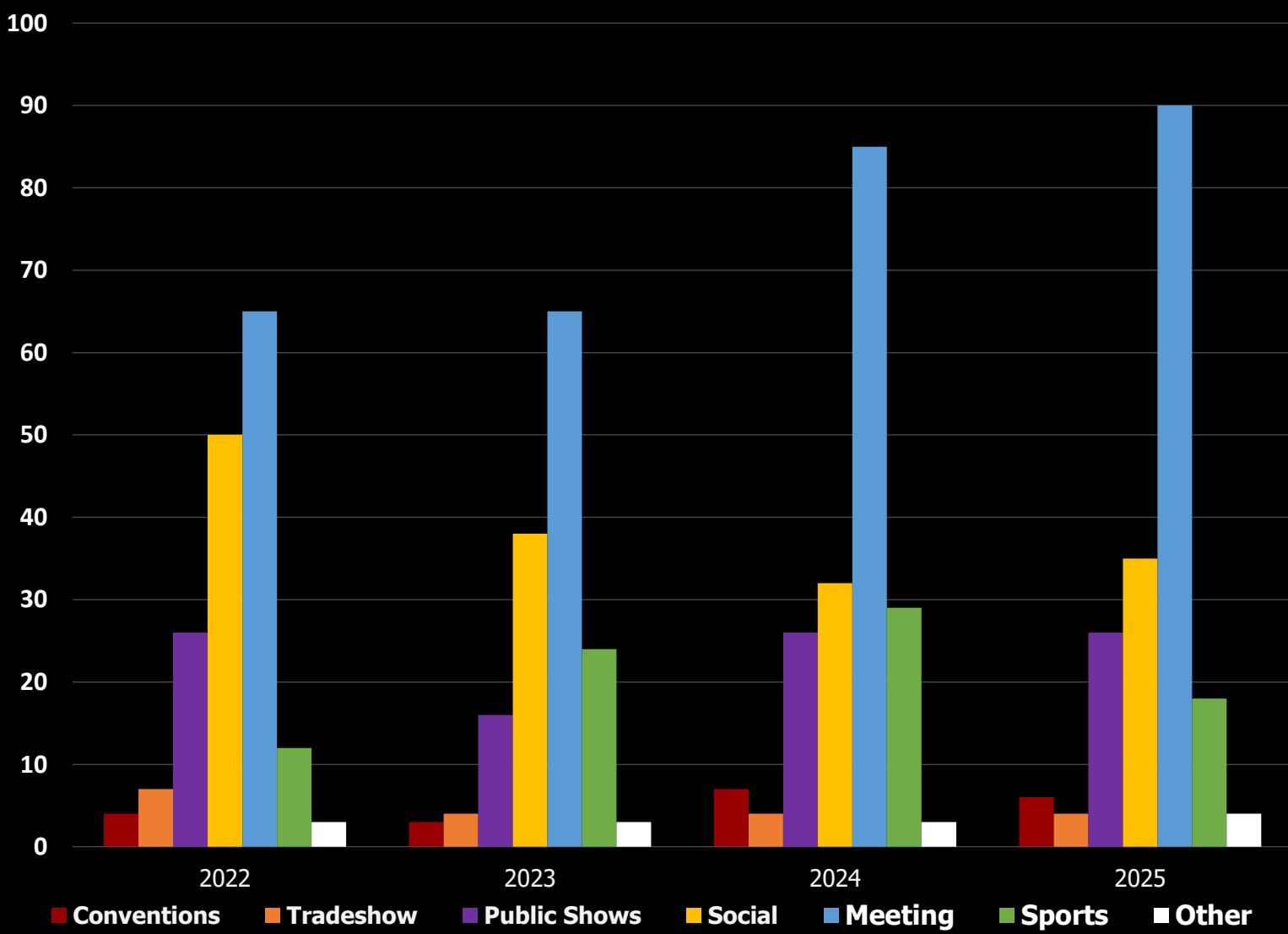
FY 23

# 153

FY 22

# 167

## EVENTS BY EVENT TYPE



# NUMBER OF EVENT DAYS

FY 25

**330**

FY 24

**325**

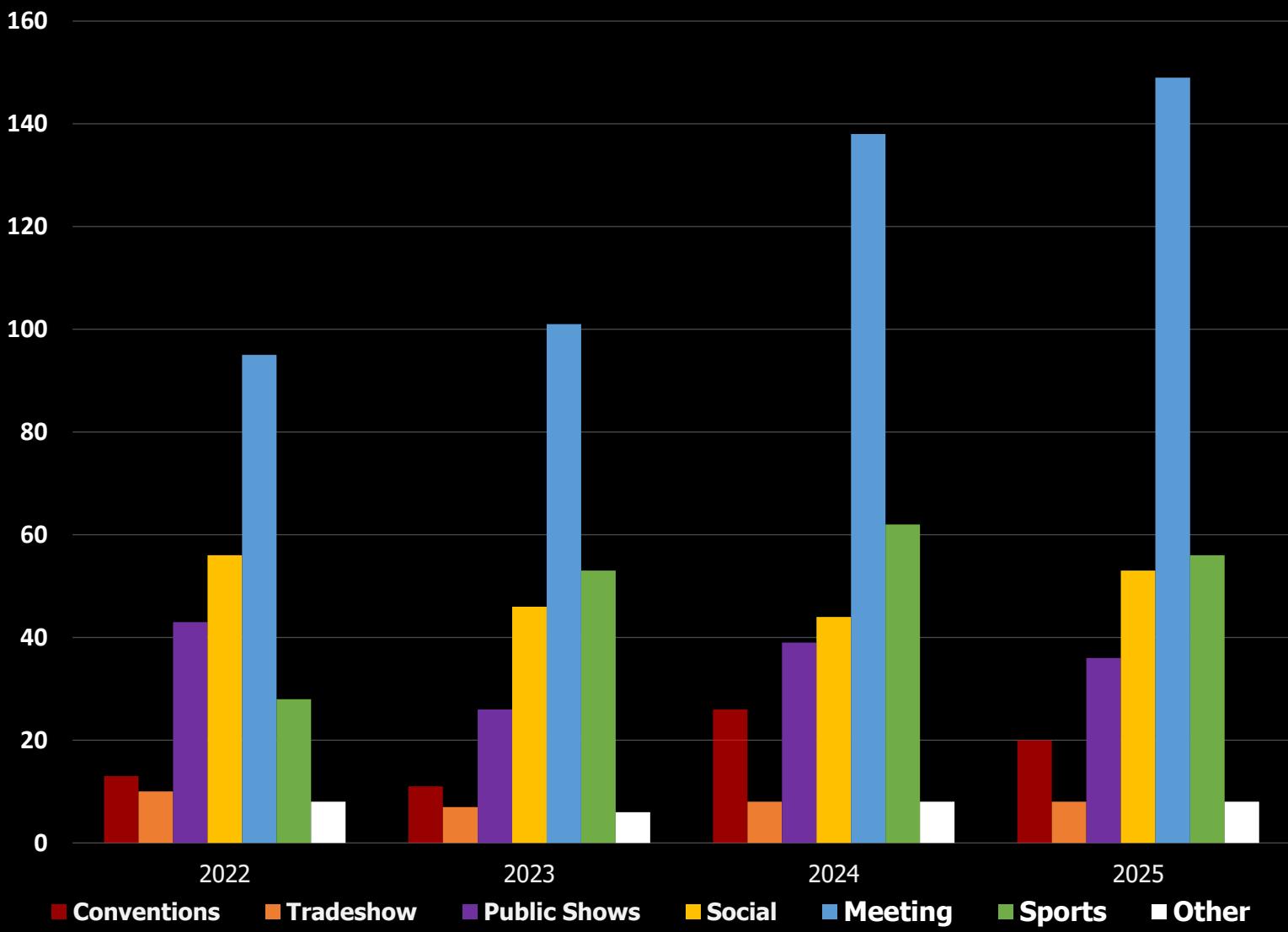
FY 23

**213**

FY 22

**253**

## EVENT DAYS BY EVENT TYPE



# NUMBER OF ATTENDEES

FY 25

**115,008**



FY 24

**92,692**

FY 23

**74,642**

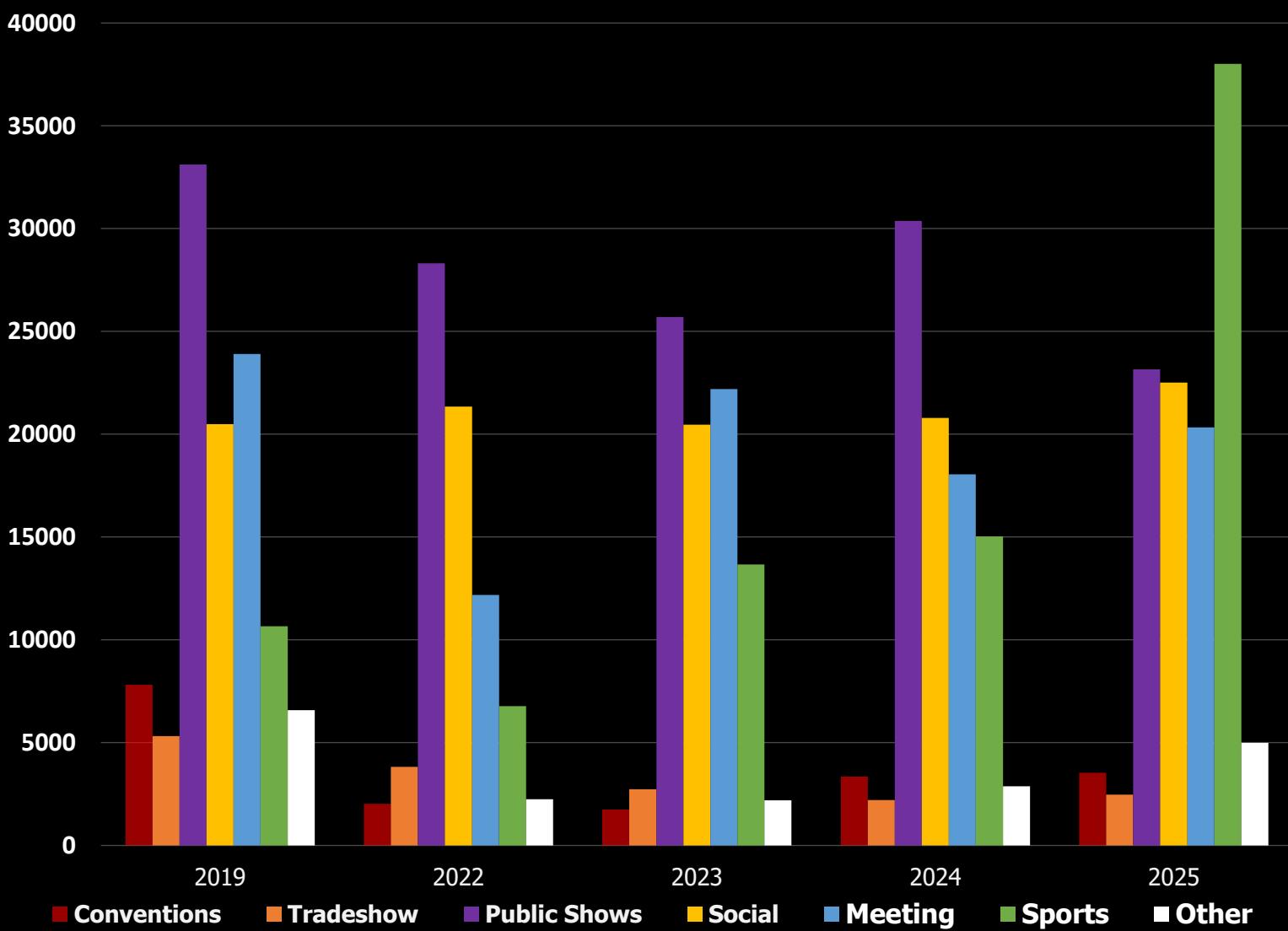
FY 22

**76,710**

FY 19

**107,867**

## ATTENDEES BY EVENT TYPE



# 05.

## FOOD AND BEVERAGE



# 2025 F&B STORY

Our ACC catering team with Mazzone Hospitality exceeded the budgeted 2025 commissionable food and beverage revenues by more than **\$297,000**. Making this year another record-breaking net revenue year for this category. The boost in revenue from F&B came from driving **consistent and accessible** ACC concession menus, streamlining our corporate menu offerings, upselling stations, and activating experiences. The facility also had an increase in overall attendance this year, which also helped drive revenues. The Legends Global Albany leadership is thrilled with how our partnership has turned a corner this year, and we have successfully negotiated another 5-year contract to extend our partnership and our future together is strong.

The onsite sales team has been in place for two years, and it is safe to say they have found their footing. They work extremely hard to forge relationships with new and repeat clients. They have helped breathe excitement back into menu building and guided so many clients to new options, new ways of thinking about food, and exciting experiences. The culinary team with Mazzone has **delighted taste buds**, listened & delivered creative options, and wowed with stunning desserts. They certainly have **helped to change the thought process** behind convention center food offerings and provided us with an edge over our competition. We truly offer a unique culinary experience that comes with a full team of professionals who are waiting to wow and impress. We can not wait to see what they dream up in 2026!



**MAZZONE**  
HOSPITALITY

**FY 25 - Gross Revenues for Mazzone Hospitality**

**\$4,223,172.85**

**FY 25 – F&B Commission Revenues to ACC**

**\$1,221,726**



**LARGEST PLATED MEAL SERVED**

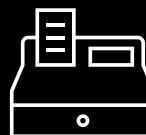
**1,250 People**

*CHAMBER DINNER*



**MEALS DONATED FOR FOOD RECOVERY**

**1,982**



**LARGEST CONCESSION REVENUE EVENT**

**\$41,000**

*APA BILLARDS*

# 06. MARKETING



# ADVERTISING RECAP

Approximately 60% of the Legends Global Marketing budget was spent on ad buys.

- Successful Meetings, Discover Albany Website & Visitor Guide, C-Vent, Small Market Meetings, Smart Meetings, MPI (Local and Regional), ESSAE, NESAE Newsletter, Tradeshow Executive, Business View Magazine.

Approximately 35% of the budget was spent on creative experiences, sponsorships, fam tours, film tours, and partnerships.

- Some of those creative experiences were selfie stations, additional décor, special food activations, upgraded concessions experiences, community give-back programs, prize giveaways, and FAM Tour activations with Discover Albany and I LOVE NY.

Approximately 5% was spent on social media campaigns.



Throughout the year, Baker Public Relations assisted the Albany Capital Center with creative assets for a record-breaking year achievement graphic, an expansion project sales sheet, an expansion groundbreaking slide deck, and marketing and advertising materials, in collaboration with the Albany Convention Center Authority.

**AFFORDABLE LUXURY WITHIN REACH**

**ALBANY CAPITAL CENTER**

**PERFECT FOR EVERY C**

- Located in the Heart of New York City
- 53,000 Square Feet of Adaptable Space
- Robust Wi-Fi & LED Lighting Infrastructure
- GBAC STAR Certified
- Easy Access to Albany International Airport

ALB | NY **ASM** GLOBAL [VISIT AlbanyCapitalCenter.com](http://VISIT AlbanyCapitalCenter.com)

**ALBANY CAPITAL CENTER EXPANSION**

**COMING EARLY 2027**

30,000 SF New Event Space	12,000 SF Ballroom Space	6,450 SF Meeting Space Across 5 Rooms
4,200 SF Renovated Historic Ballroom	2,600 SF Stunning Outdoor Courtyard	1st Level Bridge Connecting to 50,000 SF Event Space

**New Space at 126 State Street, Same Quality Service**

55 Eagle Street | Albany, NY 12207  
518-487-2155  
To schedule a personalized tour, contact Ana Messina, Director of Sales  
[ana.messina@albanycapitalcenter.com](mailto:ana.messina@albanycapitalcenter.com)

[AlbanyCapitalCenter.com](http://AlbanyCapitalCenter.com)

The Albany Capital Center's expansion will welcome larger events and more people to Albany – an American crossroads of history, innovation and culture. At a time where profound collaboration is paramount, the ACCA appreciates the partnership with the Governor's Office, Empire State Development, the Albany County Executive, Albany County Legislature and other local elected officials."

–Albany Convention Center Authority Executive Director/CEO Monica Kurzejeski

# CREATIVE SERVICES



Baker Public Relations scripted, recorded, and produced a variety of video projects for the Albany Capital Center in 2025. Highlights of these projects include:

1. **A drone video project.** The project created clip banks for use across social and digital media that were shared with the ACC and event organizers. Clip banks were created for the North East Open, Capital District Reptile Expo, Coaches vs. Cancer Ball, Capital Region Card Show, USA Powerlifting and IDFPA Championships, and NERIC Tech A-Day. Exterior footage of the venue and interior footage of the Regeneron holiday party were also captured.
2. **State Street expansion groundbreaking recap video.** Footage from October's event was captured, featuring the program's speakers, the groundbreaking ceremony, and the signature construction beam photo opportunity.
3. **Social media reels** featuring on-site, engaging content were filmed at the State Street expansion groundbreaking, Capital District Reptile Expo, and CrossFit Games. 5,004 views across X (223), LinkedIn (1,199), and Meta (3,582) platforms.
4. **GM Messages** with Shannon Licygiewicz showcased upcoming events at the ACC, as well as timely venue and partners news, along with awareness days/months. 2025 marked the first year that these videos were produced bi-monthly, and they continue to be featured across social media platforms and in the 'Nice to Meet You Monthly' email newsletter. 1,600 recipients/ 4.2 click average.
5. **A sales video project.** Pre-production and production efforts have been ongoing in 2025 with a planned completion date of early 2026.



# 07. SOCIAL MEDIA



# SOCIAL MEDIA ENGAGEMENT

TOTAL SOCIAL REACH

# 161,850



312  
INSTAGRAM  
FOLLOWERS



214  
TWITTER  
FOLLOWERS



181  
FACEBOOK  
FANS



2,148  
EMAIL & LINKEDIN  
SUBSCRIBERS



Baker Public Relations, with the guidance of Legends Global Albany, continues to write social media copy and develop corresponding graphics, averaging approximately **15 posts per month** across ACC's X, Facebook, Instagram, and LinkedIn, along with consistent monitoring on all four platforms. Posts centered around event promotion and recaps, facility education, **testimonials**, industry recognition, and partner spotlights. Social media goals included increasing audience growth and engagement while **expanding awareness** of the ACC's event calendar and corporate initiatives.



**Top Performing Post of the Year Facebook:**  
**Drop It Like It's Hot with Katelyn Ohashi Graphic**  
**4,500 Impressions**

# 08.

## PUBLIC RELATIONS



# AWARDS & CERTIFICATIONS



**BE PART OF SOMETHING EXTRAORDINARY!**

AWARD-WINNING SERVICE  
STATE-OF-THE-ART AMENITIES

**Honored with 8 National & Local Awards in 2025**

**ALBANY CAPITAL CENTER**

**PRIME SITE FACILITIES DESTINATION AWARD 2025**

**NORTHSTAR Stella Awards**

**THE WORLD'S TOP CONVENTION CENTERS**

**EXHIBITOR CENTERS OF EXCELLENCE AWARD**

**ALBANY CAPITAL CENTER**

**ALBANY BUSINESS REVIEW B P T W 2025 BEST PLACES TO WORK**

**Smart meetings**

**ThankingMagazines ASSOCIATION CONVENTIONS & FACILITIES**

**GBAC STAR FACILITY**

## Building Recognitions & Certificates

- **Albany Business Review:** 2025 Best Places to Work (Small Companies category)
- **Association Conventions & Facilities:** 2025 America's Premier Convention Centers
- **Business View Magazine:** Five-Time Best Managed Convention Center Award
- **EXHIBITOR Magazine:** 2026 Centers of Excellence Award
- **Facilities & Destinations:** 2025 Prime Site Award
- **Northstar Meetings Group:** Stella Award for Best Convention Center, Northeast Region Category, Bronze Medal
- **Smart Meetings:** 2025 Platinum Choice Award for Extraordinary Venue – State of New York
- **Smart Meetings:** 2025 Catalyst Award Winner - Momentum Award (Shannon Licygiewicz)

# MEDIA RELATIONS

HERE IS A LOOK AT WHAT IS HAPPENING AT SOME OF THESE VENUES

ALBANY CAPITAL CENTER  
ALBANY, NY

"As the premier event and meeting facility in the Capital Region, the Albany Capital Center, managed by ASM Global, prides itself on innovation and providing our guests with a unique and memorable experience," declares Shanna Lippincott, CEM, general manager for the facility, which is set to mark its 10th anniversary in 2024.

"Thanks to the support of the Albany Convention Center Authority and their unwavering support of our mission, we have several exciting updates coming next year as part of the capital improvement project."

The project is to include several upgrades and additions, including eye-opening designs to the venue's pro-function space on level one, a chargEZONE added in December 2023 for center guests who wish to rent portable phone chargers on the go - a premium amenity that has led to increased guest and exhibitor satisfaction; and others.

ALBANY CAPITAL CENTER  
ALBANY, NY

"We are very proud to partner with our destination marketing organization, Discover Albany, who provides a complementary sales and service team that assists in site selection, itinerary development, support services, media relations and marketing," says Lippincott.

Located downtown, the Albany Capital Center is a sustainable, community-integrated convention facility featuring 53,000 square feet of space across two levels, as well as amenities like Bipolar Ionization Technology, a comprehensive indoor air quality solution that actively purifies indoor air quality, LED lighting featuring customizable color options, smart wireless technology networks and wireless access for up to 5,000 guests, digital signage featuring state-of-the-art plasma screens and more.

The Renaissance Albany Hotel, featuring 204 guestrooms, is connected to the Albany Capital Center via an enclosed walkway. Four additional hotels, encompassing more than 750 rooms, are located within walking distance.

**HAPPENING TODAY**  
**FILM DAY HIGHLIGHTS INDUSTRY'S ECONOMIC IMPACT**  
ALBANY

**Spotlight NEWS.com**

**Albany Capital Center hosts Gala for Animals**

**TIME UNION**

**Photos: Snakes, lizards, turtles get their closeups**

Albany Capital Center hosts reptile show

**SEEN: Shaker Senior Prom at Albany Capital Center**

**THE DAILY GAZETTE**  
dailygazette.com

**Facilities & Destinations**

Never Give Up with MyKayla Skinner Invitational Tour to appear at Albany Capital Center this weekend



Baker Public Relations drafted and distributed 15 press releases and media advisories on behalf of Albany Capital Center to local and national trade media in 2025.

Baker Public Relations secured a total of approximately 1,176 media placements across print, digital, radio and broadcast from story pitches, media advisories, contributed articles and press release distribution in 2025. Highlights included placements on and in *WNYT*, *WTEN*, *WRGB*, *WAMC*, *Spectrum News*, *Times Union*, *The Daily Gazette*, *Albany Business Review*, *Spotlight News*, *Troy Record*, *Facilities & Destinations*, *Exhibit City News and Meetings Today*.



**Total Advertising Value Equivalency**  
**\$17,269,518.77**

**Over three times the 2024 AVE**

# 09. COMMUNITY IMPACT



# COMMUNITY INVOLVEMENT



## 298 Volunteer Hours Logged

- Albany Business Review: General Manager participated in a **women's mentorship** program series over three-month span. Meeting, encouraging, and mentoring women in the Capital Region.
- E-Waste Recycling Event: In celebration of Earth Day. We opened this event up to our surrounding community and had our largest participation to date, recycling over **685 pounds**.
- Downtown Bid Earth Day Clean Up: ACC Sponsored and had staff volunteer to pick up the downtown **Albany neighborhoods**.
- **United Way 518 Day**: ACC & the ACCA sponsored and had staff volunteer at locations throughout Albany County.
- St. Catherine's Center for Children Foundation: ACC staff came together and donated school supplies (totaling \$350.00 in value), which were used to help supply **300 students** in Downtown Albany with much-needed back to school supplies.
- The Albany Capital Center went green in support of Mental Health Day, red in support of Women's Health Day, and purple for Domestic Violence Awareness. A social media campaign was created to support each of our efforts.
- **Adopt a Family** for Albany County: Our team partnered with the MVP Arena to provide a family of 6 with not only the essentials but a Christmas they will not soon forget.
- Capital Region **Food Bank** Thanksgiving Meal Day Prep: ACC & the ACCA offered up our kitchen to be a base for the preparation for a total of 7,000 meals. The ACC also had staff volunteering many hours to assist with this massive undertaking.
- **Food Recovery**: The Albany Capital Center in conjunction with Mazzone Hospitality and Discover Albany participated in over three dozen **food recovery** efforts for Albany County. Delivery of "safe" leftover food items were made to local food banks and pantries in the Downtown Albany area.

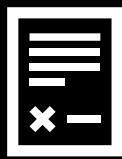
# 10. OPERATIONS



# 2025 OPERATIONS STORY

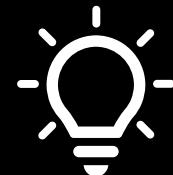
The Operation department's main goals this year remained consistent in the following areas: **tightening purchasing practices**, negotiating maintenance contract rates, effective labor management, and maximizing PM orders. We realized some true savings this year from all of these areas. Operations was able to stay **under budget** and identify many areas where we now have best practices in place to carry us into the future. The operations team has handled reporting, staffing, hiring, and training, and any projects we ask of them. These two gentlemen also have an amazing sense of **fiscal responsibility** and make sure they present the best value not only to ACC Legends Global but to the Albany Convention Center Authority. As the facility begins to age, it is a priority to stay on top of preventative maintenance, work closely with the ACCA to identify future expenses to help the facility, and make investments that have a long shelf life.

The ACC Legends Global operations team continues to use and train with Legends Global **VenueShield** and the international **GBAC**'s protocols for housekeeping and cleaning. Best practices are always at the forefront of what we do every day. Additional partnerships have been provided by Legends Global as a resource and buying power for the following companies of **Clorox Pro, Staples, Sherwin Williams, ChargeFuze, and Honeycomb Strategies**.



MAINTENANCE CONTRACTS FY 25

**\$ 131,908**



UTILITIES FY 25

**\$ 361,441**



SUPPLIES FY 25

**\$ 40,310**



REPAIRS & MAINTENANCE FY 25

**\$ 153,854**

# 2025 CAPITAL IMPROVEMENTS



THE ACC Legends Facility Manager and Operations Manager have worked in conjunction with the Albany Convention Center Authority to complete a schedule of capital improvement projects.

## **Projects:**

1. Installed roof protection pad installation
2. Installed a new hot water tank pump and new water valves for the kitchen
3. Installed new card reader hardware at the main entrance
4. Installed new safety mirrors on all three levels in the ACC garage
5. Installed additional emergency life system strobes on Level 2
6. Completed kitchen & dishwasher upgrades/part replacement/major PM's
7. Installed planter arms for the exterior lighting poles
8. Transitioned to a cloud-based phone system (separated from the MVP Arena in preparation for expansion)
9. Installed additional network capabilities (in preparation for the expansion)
10. Continuous painting and beautification throughout the facility

# 11. SURVEY RESULTS

# WHAT THE CLIENTS SAY:

## NYS Technology Enterprise Corporation

“Great communication, very patient with changes on the fly. Excellent team to work with. The lighting is great, the ability to customize everything so easily is wonderful and we love Mazzone Catering.”

## Ginsberg's Food

“The team, all the way from setup through day-of execution, is flawless. There is always someone checking in with me to make sure everything is perfect. We never worry about an event with your team!”

## Government Technology

“Preparation and execution of our event was outstanding. Quick responses from everyone involved at every point in the process. Massively impressed and grateful for this team and venue!

## MPI Upstate NY Chapter

“Shannon and her team were extremely helpful, timely in their responses, and anticipated our needs before we even asked. From booking to hosting the entire experience was amazing!

## Capital Region Chamber

“I cannot say enough wonderful things about the exceptional service provided by the Capital Center. From start to finish, their professionalism, attention to detail, and warm hospitality makes the entire planning & logistics experience seamless. Thanks to their outstanding teamwork and dedication, our event was an overwhelming success. Highly recommend the ACC to anyone looking for a top-tier venue with an incredible staff.”



# SURVEY RESULTS

This year's survey results were a great testament to how strongly our team and partners delivered the highest level of customer service and amenities to our customers. We received **30% of our surveys back**, which is 10% over industry standards according to Legends Global data. While the information collected helps Legends Global Albany with our qualitative review, it is also helpful for us as a team to evaluate our work during the last year. We use this data to set goals with our partners, **congratulate teams**, and decide on areas to improve in the future. It also gave us some great insight into the specific **planner's perspective**, which is always great information to have on all fronts. The Insights survey platform also shows how the ACC stack up against other convention center facilities – by providing an average percentage rating. The statistics below are pulled from a comprehensive year-end report. We are extremely proud of our teams for 2025, scoring a **perfect 100%** in several categories.

## January 2025 – December 2025

### Event Organizer Dashboard / Quick View

