Board of Directors Meeting Kalispell Tourism Business Improvement District Wednesday, September 22, 2021 3:00 pm – 5:00 pm

Board of Directors - in person at Kalispell Chamber. Guests - online access via Zoom.

AGENDA

3:00 pm

Meeting Called to Order: Bryce Baker, Chair of the Board

1. Hear from the Public

Members of the public are invited to present information related to the Tourism Business Improvement District. Presenters are limited to three (3) minutes each.

- Agency Presentations on FY22 Media Plans
 The Abbi Agency Abbi and Ty Whitaker, Warren Phan
 Lightning Bug Public Relations Tia Troy
- 3. Board Action Items
 - a) Approval of minutes from August 25, 2021
 - b) Approval of TBID financial statements for August 2021
 - c) Approval of adjusted FY21 year-end budget versus actual.
- 3. Board Discussion
 - a) FY21 rollover funds available for allocation
 - b) Staff reports
 - c) Roundtable discussion

Enclosures:

August 25, 2021 board meeting minutes TBID financial statements for August 2021 KCVB dashboard and reports

For Further Information Please Contact:

Bryce Baker, Board Chair - <u>kalispell@myplacehotels.com</u> 406-752-4847 Diane Medler, KCVB Director <u>diane@discoverkalispell.com</u> or 406-758-2808

2021 TBID Board Meeting Schedule (subject to change)
(Meetings are held at the Kalispell Chamber unless otherwise notified)

January 27February 24March 24April 28May 26June 23July 28August 25September 22October 27November 24December 22

Note: Other than the meeting starting time, times listed are approximate and agenda items may be rearranged. Action may be taken on any item listed on the agenda. Public comment is welcome on all items.

Join Zoom Meeting

https://us02web.zoom.us/j/4989062297?pwd=Yml4bWtEdTJxMWdSU2svSjUxNFJsQT09 Meeting ID: 498 906 2297 Passcode: Discover

Board of Directors Meeting Kalispell Tourism Business Improvement District Wednesday, August 25, 2021 3:00 – 5:00 pm

Location: Board of Directors in person at Kalispell Chamber Guests – online access via Zoom

Board Members Present: Bryce Baker, Britta Joy, Zac Ford, Emily Schroeder, Dawn Hendrickson, Robert

Hall

Board Members Via Zoom: Noelle Barr

Board Members Absent: none

Staff Present: Lorraine Clarno, Diane Medler, Dawn Jackson, Vonnie Day

Guests: Chris Walters, Kalispell Grand Hotel (via Zoom)

MINUTES

The meeting was called to order at 3:07 pm by Chair Bryce Baker.

1. Hear from the Public - none

2. Board Action Items

a) Approval of minutes from July 28, 2021

Motion was made by Zac Ford to approve the minutes. Motion was seconded by Dawn Hendrickson. Discussion: none. Board approved unanimously.

b) Approval of TBID financial statements

Motion was made by Emily Schroeder to approve the financials for July 2021. Motion was seconded by Robert Hall. Discussion: none. Board approved unanimously.

Motion was made by Zac Ford to approve the financials for FY21 year-end. Motion was seconded by Emily Schroeder. Discussion: expenditures for FY21 were 82.9% of what was budgeted. \$66K approved for new website project was moved from reserves in Whitefish Credit Union to the checking account leaving the balance in WFCU at \$223,978. The board discussed reducing the reserve amount to put the funds to use. The goal for the amount in reserves has been 10% of the annual budget. Board approved unanimously.

3. Board Discussion

a) Event and grant updates

- Foys to Blacktail completed their signage project and the remaining \$205 in grant funds were paid.
- \$8,595 remains in the event/visitor development grant fund for FY22.

b) Marketing and operational updates

- The Fall Under the Spell / Great American Road Trip campaign is resuming and will continue through June with messaging that the park is open year-round.
- DK hosted a writer for Newsweek and two influencers in August. Recreate Responsibly was emphasized. Two more press trips will be hosted in September: a NYC-based writer for Thrillist and

- a group from The Journal of Lost Time, a website with a large Spanish language following that provides multi-media coverage of destinations.
- Hotels report a big demand for Glacier Park maps. There is a fold-out park map in the visitor guide that is available for reprinting.
- Due to increased demand this year, 6,000 more Kalispell visitor guides are being printed.
- STR Report: occupancy dropped the week of August 8th but ADR stayed strong. July occupancy was 85.8%, ADR was \$225.
- According to credit card data for Q1 2020, spending in Kalispell increased 25% over 2020. Top DMA's include Missoula, SLC, Seattle, Los Angeles, Great Falls.
- According to AirDNA there are approximately 2,700 short term rentals in Flathead County. Most are 2+ bedrooms which translates to an additional 6,000-bedroom inventory. As a comparison, there are 3,400+/- traditional lodging rooms in the County. AirDNA shows 418 available listings in the 59901-zip code area for July.
- New GSA per diems have been announced. The board discussed the need to push for extending the
 peak season to 4 months rather than request increased peak season dollar amount (currently
 \$171). Efforts need to begin now for 2023. The government looks at STR data for rate information.

c) Group, M&C updates

- The USS St. Paul Reunion takes place in Kalispell September 8 12. Dawn is working with the group on transportation, activities and other services.
- Dawn is also assisting organizers of the Western Extension Leadership Development Conference which takes place in September.
- The Montana Ghost Town Preservation Society is meeting at the Hilton Garden Inn September 9-10.
- The Red Lion has closed their conference center through the end of the year due to HVAC issues. Scheduled events have been cancelled through year-end.
- Kate Lufkin has resigned to take a position with the Abbi Agency. Her last day will be September 8th.
- Vonnie Day will be retiring in October, date TBD.

d) Roundtable discussion:

- Demand for rooms is fluctuating wildly from day to day. There are a lot of same-day cancellations which are sometimes rebookable since there are a lot of walk-ins and last minute bookings.
- Hilton Garden Inn is experiencing their strongest September since 2019 and October is looking good. Others have seen a slowdown in September.
- Rental car reservations are strong until mid-September.
- Several seasonal flights are ending after Labor Day.
- DK will be pushing the message on social media that ticketed entry to the park ends on Labor Day.
- The Park expects to make a decision in November on the continuation of the ticketed entry system next summer.

Meeting was adjourned at 4:10 pm.

Respectfully submitted: Diane Medler

For further information, please contact: diane@discoverkalispell.com or 406-758-2808

Kalispell Tourism Business Improvement District Summary of Financial Reports - August 2021

TBID Checking account balance as of 8/31 KCVB Checking account balance as of 8/31 WFCU Reserve Account balance

\$183,602.49 \$90,048.72 \$223,978.44

TBID Account - Expense Summary

Admin: rent; accounting; phone (office, Verizon); postage; copies; email and Outlook accounts; office supplies; tech support and software; City of Kalispell admin fee; Chamber audit (TBID funds).

Marketing Support: Creative agency services (July & August); final payment Foys To Blacktail Trails grant.

Website: SEO/SEM

Consumer: fall media buy; airport display stocking; social media admin.

M&C: media buy; group incentive.

PR/Publicity: monthly PR contract (Lightning Bug PR); media trip expenses (Winston Ross and Vanita Salisbury).

KCVB Event Account – Income and Expense Summary

Income: \$10,000 Recreate Responsibly grant funds from MT Department of Commerce; payment for step-on guide services; aRes booking commission; \$66,000 transferred from WFCU for website redesign.

Expenses: RR grant; website redesign; account admin.

TBID Revenue

FY22 Gross Revenue	Projected	Actual	% Change YOY
Total Budget	\$625,000		
Q1 JUL-SEP	\$287,500		
Q2 OCT-DEC	\$128,125		
Q3 JAN-MAR	\$106,250		
Q4 APR-JUN	\$103,125		
FY21 Gross Revenue	Projected	Actual	% Change YOY
Total Budget	\$560,000	\$611,569	9.2%
Q1 JUL-SEP	\$257,600	\$224,785	-12.7%
Q2 OCT-DEC	\$114,800	\$101,676	-11.4%
Q3 JAN-MAR	\$95,200	\$108,206	13.6%
Q4 APR-JUN	\$92,400	\$176,902	91.4%

Tourism Business Improvement District Balance Sheet

As of August 31, 2021

	Aug 31, 21
ASSETS Current Assets Checking/Savings 1010 · Checking 1020 · Whitefish Credit Union	186,757.58 223,978.44
Total Checking/Savings	
Total Current Assets	410,736.02
	410,736.02
Fixed Assets 1710 · Office Equipment 1820 · Web Site Development	4,048.20 91,230.44
Total Fixed Assets	95,278.64
TOTAL ASSETS	506,014.66
LIABILITIES & EQUITY Liabilities Current Liabilities Accounts Payable 2000 · Accounts Payable	5,749.31
Total Accounts Payable	5,749.31
Total Current Liabilities	5,749.31
Total Liabilities	5,749.31
Equity 32000 · Unrestricted Net Assets Net Income	446,155.49 54,109.86
Total Equity	500,265.35
TOTAL LIABILITIES & EQUITY	506,014.66

Tourism Business Improvement District Profit & Loss - FY22

August 2021

	Aug 21	Jul - Aug 21
Income		
4000 · TBID Revenue 4100 · Interest Income	176,902.00 0.85	176,902.00 1.82
Total Income	176,902.85	176,903.82
Expense 5000 - Staffing	40 400 50	0.4 222
5000 · Staffing	18,469.50	64,537.50
5100 · Administrative		
5160 · Rent	900.00	1,800.00
5180 · Telephone 5140 · Office Supplies	158.42	375.23
5150 · Postage & Copies	13.25 67.69	65.05
5122 · Audit - Chamber	1,650.15	140.24 1,650.15
5125 · Accounting Services	281.25	427.50
5350 · City of Kalispell Admin Fee	4,422.55	4,422.55
5185 · Travel & Entertainment	0.00	322,48
5190 · Technology Support	75,00	150.00
5195 · Equipment (Software)	14.99	29.98
5130 · Directors & Officers Insurance	0.00	1,163.00
Total 5100 · Administrative	7,583.30	10,546.18
5200 · Marketing Support		
5230 · Organizational Memberships	0.00	1,570.00
5242 · Grant Program 5235 · Creative Agency Services	205.00 3,346.00	1,680.00 3,346.00
Total 5200 · Marketing Support		
	3,551.00	6,596.00
5250 · Web Site	0.00	2.44
5260 · Website Redesign 5270 · Maintenance & Enhancements	0.00	0.00
5280 · Website Marketing (SEO & SEM)	0.00 2,500.00	1,438.00 2,500,00
Total 5250 · Web Site	2,500.00	3,938.00
5400 · Consumer Marketing		,
5405 · Photo and Video Library	0.00	054.40
5430 · Social Media Administration	0.00 795,00	951.49
5450 • Media Buy	7,374.00	1,890.00 7,374.00
5480 · Airport Visitor Display	125.00	250.00
5420 · E-Marketing	0.00	1,000.00
Total 5400 · Consumer Marketing	8,294.00	11,465,49
5550 · M&C and Groups		
5570 · M&C and Group Incentive Program	445.76	445.76
5571 · Media Buy	2,800.00	2,800.00
5575 - EMarketing	0.00	701.25
5574 · M&C Collateral	0.00	170.00
5589 · M&C Memberships	699,00	699.00
Total 5550 · M&C and Groups	3,944.76	4,816.01
5650 - Publicity		
5666 - PR Agency	2,625.00	5,250.00
5660 · Travel Media Press Trips/FAM	539.30	2,624.97
Total 5650 - Publicity	3,164.30	7,874.97
Total 0000 - Fublicity		
otal Expense	47,506.86	109,774.15

3:21 PM 09/10/21 Accrual Basis

Tourism Business Improvement District Profit & Loss Budget vs. Actual FY22 July through August 2021

	Jul - Aug 21	Budget	\$ Over Budget	% of Budget
Income 4000 · TBID Revenue 4100 · Interest Income	176,902.00 1.82	625,000.00	-448,098,00	28.3%
Total Income	176,903.82	625,000.00	-448,096.18	28.3%
Expense 5000 · Staffing	64,537.50	239,700.00	-175, 1 62.50	26.9%
5100 · Administrative	10,546.18	35,550.00	-25,003.82	29.7%
5200 · Marketing Support	6,596.00	89,900.00	-83,304.00	7.3%
5250 · Web Site	3,938.00	32,000.00	-28,062.00	12.3%
5400 · Consumer Marketing	11,465.49	74,450.00	-62,984.51	15.4%
5500 · Events & Sports-Operatn & Promo	0.00	35,000.00	-35,000.00	0.0%
5550 · M&C and Groups	4,816.01	71,400.00	-66,583.99	6.7%
5650 · Publicity	7,874.97	47,000.00	-39,125,03	16.8%
Total Expense	109,774.15	625,000.00	-515,225.85	17.6%
et Income	67,129.67	0.00	67,129.67	100.0%

Kalispell Chamber of Commerce KCVB P&L by Class August 2021

Net Income	Total Expense	5740.00 · Travel	5420.00 · Office	5520.00 · Professional Fees	5000.00 · Direct Program	Expense	Total Income	4410.00 · TBID Revenue	4400.00 · Grants & Contributions	4025.00 · Program Revenue	Income		
				al Fees	ram			ne	ontributions	evenue			
318.15	65.85	0.00	0.00	0.00	65.85		384.00	0.00	0.00	384.00		Conv	Weetings/
3,607.28	6,392.72	92.72	0.00	5,500.00	800.00		10,000.00	0.00	10,000.00	0.00		Grants	
100.33	0.00	0.00	0.00	0.00	0.00		100.33	0.00	0.00	100.33		aRes	
55,350.00	10,650.00	0.00	0.00	10,650.00	0.00		66,000.00	66,000.00	0.00	0.00		Redesign	Website
-2,043.41	2,043.41	0.00	20.74	2,022.67	0.00		0.00	0.00	0.00	0.00		Admin	
57,332.35	19,151.98	92.72	20.74	18,172.67	865.85		76,484.33	66,000.00	10,000.00	484.33		TOTAL	

KALISPELL CONVENTION & VISITOR'S BUREAU EVENT BALANCES

Cash Basis

EVENT BALANCES	December 2020	October 2020	August 2020	July 2020	May 2020	April 2020	March 2020	February 2020	January 2020	2020 Balance Forward	
2,591.57	0.00	0.00	0.00	(a,959.42) (1,000.00)	(13,259.01)	25,656.00	0.00	0.00	0.00	154.00	SPARTAN RACE
9,273.65	0.00	0.00	0.00	0.00	(80.00)	(2,000.00)	0.00	0.00	0.00	11,353.65	INDOOR SOCCER
1,217.30	0.00	0.00	255.42	(1,/22.00) 1.838.35	0.00	0.00	0.00	0.00	0.00	845.53	MTGS & CONV
405.12	0.00	0.00	0.00	0.00	0.00	2.62	0.00	0.00	17.00	385.50	VC MERCH
275.00	0.00	0.00	0.00	0.00	0.00	375.00	0.00	0.00	0.00	(100.00)	BWD BROCHURE
9,865.30	0.00	0.00	4,422.36	7,140.00	0.00	0.00	0.00	0.00	580.86	(580.86)	GRANTS
383.00	0.00	0.00	100.33	38.97 52.46	0.00	12.89	4.17	33.16	0.00	141.02	aRES
66,000.00	0.00	0.00	66,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	WEBSITE REDESIGN
(259.26)	0.00	0.00	(2,066.03)	(247.10)	(177.01)	2,413.47	(214.04)	(148.29)	(52.30)	368.78	ADMIN
89,751.68	0.00	0.00	(342.33) 68,712.08	(3,749.55)	(13,516.02)	26,459.98	(209.87)	(115.13)	545.56	12,567.62	ТОТАL

WEBSITE (Y/Y Comparison) **AUGUST** Users Pgs/Session 29,922 (+79.6%) 3.09 (-21.3%) **Top Cities** 1. Kalispell 6. Dallas 2. Salt Lake 7. Denver 3. Seattle 8. Portlad 4. Whitefish 9. Ashburn 5. Not Set 10. Boise

CONVERSIONS (digital) - AUGUST

	Month	YTD (fiscal)
VG Requests (web-online/postal)	372	984
Newsletter subscribers	425	986
aRes reservations booked	2	12
aRes room nights booked	4	23
Future grp rm/nts contracted	25	65

SOCIAL MEDIA - AUGUST

	f	اف	P	E
Followers	37,750	15,477	1,210	3,985
Impressions (organic)	99,197	100,314	1,775	6,308
Reach/profile visits	97,763	96,892		
Link Clicks		75		

VISITOR INFORMATION CENTER - AUGUST

_	Month	YTD (fiscal)	YTD (calendar)
Calls	181	468	1,277
Walk-ins	506	1,154	2,130
Intercom (web chat)	107	255	750
VG's requested	220	737	3,022
TOTAL	1,014	2,614	7,179

Session Duration

01:12 (-40.8%)

Page Views

113,074 (+40.7%)

aRes (Google Analytics)

list views list clicks 9,634 (-9.3%)

list clicks 203 (-37.3%) list CTR 2.11% (-30.8%)

Lodging Page

GROUP SALES - AUGUST

RFP's Sent to Hotels	1
Proposals to Clients	1
Groups Assisted	12
Future group rooms won	25

MARKETING CAMPAIGNS - AUGUST

PAID MEDIA - SEM: 1,206 clicks, 13.58% CTR, \$1.38 avg CPC. DISPLAY: 830,074 imp, 3,666 clicks, 0.44% CTR, \$0.60 avg CPC. PAID SOCIAL: 275,175 imp, 5,533 clicks, 2.01% CTR, \$0.14 avg CPC. HOTEL CAMPAIGN: 42,550 imp, 995 clicks, 2.34% CTR, \$0.39 avg CPC. SEARCH: 1,054 clicks, 0.66% CTR, \$0.82 avg CPC, 12.50 conversions.

EARNED MEDIA: Goodsam.com - 4 Cool Mountain Towns that Beat the Summer Heat. Family Vacationer Pocast - Diane interviewed about family-vacations in Kalispell. Hosted media: Winston Ross, Newsweek, Daily Beast and other outlets.

PARTNERS - AUGUST

Airport Enplanements

Month (Y/Y) YTD 2021 68,463 (+16.8%) 289,638 (+107%)

GNP Recreational Visits

14.8% increase over 2019 670,628 (+46 %) 2,354,475 (+38%)

3.79 % decrease over 2019

LODGING - AUGUST

Running 12

	Kullilling 12		
YTD 2021	Mths	FY22 YTD Avg	
58.5%	54.2%	77.7%	
51.2%			
61.3%			
\$136.61	\$123.22	\$211.36	
\$102.11			
\$147.43			
296,852	413,235	50,247	
	58.5% 51.2% 61.3% \$136.61 \$102.11 \$147.43	YTD 2021 Mths 58.5% 54.2% 51.2% 61.3% \$136.61 \$123.22 \$102.11 \$147.43	

7000	August	YOY
Kalispell		
occ	70.8%	-0.3%
econ class	66.8%	-1.4%
mid/upper	71.6%	0.1%
ADR	\$201.61	53.2%
econ class	\$145.39	62.1%
mid/upper	\$221.88	51.0%
Comp Set Avg OCC	75.0%	16.0%

Weekly STR

	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	l Su	Mo	Tu	We	Th	Fr.	85	1
OCC %	Aug 20	21	22	23	24	25	26	27	28	29	30	31	Sep 1	2	3	4	5	6	7	9	9	10	11	Run
2021	70.6	71.3	56.6	63.7	65.2	66.8	61.2	67.9	64.0	52.7	60.8	60.6	62.3	64.8	73.5	84.1	75.6	66.0	78.2	79.8	82.7	83.2	79.1	75.4
2020		81.7	57.9	64.7	68.4	67.8	68.7	71.9	73.7	56.6	62.5	66.6	68.0	70.3	86.3	90.8	86.6	68.4	76.8	77.1	80.0	85.4	87.9	77.8
% change	-10.7	-12.7	-2.2	-1.5	-4.6	-1.5	-10.9	-5.6	-13.2	-6.8	-27	-8.9	-8.3	-7.9	-14.8	-7.3	-12.7	-3.5	1.8	3.5	3.3	-2.6	-10.1	-3.2
間接入りまった。タイトアル日	205.36	196.17	186.00	195.88	187.97	186 11	194.40	194.45	180 21	173 86	174 94	161 02	165.41	158 90	180 35	187 53	174 13	153 73	155 00	140 76	404 CE	450 70	455.00	400.00

August 2021 Monthly Report

Dawn Jackson, Group Sales Manager

RFP's/RFI's Sent:

• 2021 August - Belgrade High School

Working leads:

- 2022 October Northwest Rental Association
- 2023 National Commanders Testimonial Dinner
- 2024 OWA-Outdoor Writers Association of America

RFP's Won:

2021 August - Belgrade High School

RFP's Turned Down:

• 2023 – Spring - MTJA (Midwest Travel Journalists Association) Convention – turned down due to the cost versus ROI for Discover Kalispell

Group Assist:

- 2021 USS St. Paul Association finalizing details
- 2022 POMA gathering off-site information
- 2021 WELD finalizing details
- 2021 ATI 40 Welcome Bags
- 2021 Group Coordinators-assisted with ideas for St. Mary's and commercial vehicle entry
- Glacier Bank-needing mobile bar suggestions
- 2022 Red Angus Association Halla Pfeiff -needed promotional information for future conference
- Collette Tours Jason St. Claire needed information for group restaurants
- Rebecca Schreiner Celebration of Life venue suggestions
- 2021 Lakewood High School needed transportation suggestions for upcoming state cross-country meet
- 2021 Elite Tours needed guide suggestions for upcoming tour
- Renaissance Festival looking for volunteers

August Highlights:

- Participated in Flathead Crisis Management calls
- Attended Kalispell Chamber All-Staff Meeting
- Attended Kalispell Chamber Luncheon
- Site tour with Barry Fitzgerald to finalize USS St. Paul details
- Volunteered with Flathead Water Cleanup
- Small Market Meeting Email Blast working on photos for September 13 email blast
- Worked with Danielle Schwalk to list venues for Sports Tourism website

Future Conferences & Large Events

2021

August

- 2021 Travis Tritt Concert August 1 Majestic Valley Arena
- 2021 MT State Drill Team Competition August 6-8 Fairgrounds
- 2021 Cirque Ma'Ceo-August 6-7 Majestic Valley Arena
- 2021 *GirlTime Getaways August 14-17, 2021
- 2021 Northwest Montana Fair and Rodeo August 18-22, 2021

September

- *2021 USS St. Paul Association-September 7-11, Hilton
- *2021 MT Ghost Town Preservation Society-Sept 9-12 -Hilton
- *2021 Flathead Celtic Festival September 10-11, 2021 Centennial Farm
- 2021 NWMACA Gun Show September 10-12 Majestic Valley Arena
- *2021 WELD-Western Extension Leadership Development- September 19-24 Hilton
- *2021 MACo-MT Association of Counties September 26-30 Hilton

October

- 2021 Battle of the States Bull Riding October 9 Majestic Valley Arena
- *2021 NRA Finals-October 28-30 -Majestic Valley Arena

November

- 2021 Wimp 2 Warrior MMA Event November 9 Fairgrounds
- *2021 MEDA-MT Economic Development Association-Hilton- November 14-16

December

2021 Arena Cross – December 10-11 – Majestic Valley Arena

2022

February

• 2022 Whitefish Winter Carnival – February 4-6, 2022 - Whitefish

March

2022 NWMACA Gun Show – March 25-27 – Majestic Valley Arena

May

• Spartan Race - May 7-8, 2022

June

- 2022 Three Blind Refs Soccer Tournament-June 4-5 Citywide
- *2022 National Forest Legacy-June 6-10, 2022-Red Lion-Rescheduled from 2020
- *2022 POMA-Professional Outdoor Media Association-June 14-16, 2022 Red Lion

July

2022 Under the Big Sky Festival – July 17-18, 2022 – Big Mountain Ranch

September

*2022 Red Angus Association of America-September 14-16, 2022-Hilton

October

• *2022 MT League of Cities and Towns-October -4-7, 2022-Hilton & Red Lion + overflow rooms

9/13/2021

*Indicates Discover Kalispell has booked the group/event or assisting in some way.