Board of Directors Meeting Kalispell Tourism Business Improvement District Wednesday - March 2, 2016 3:00 pm - 5:00 pm

Location: Kalispell Chamber

AGENDA

3:00 pm

Meeting Called to Order: Janet Clark, Chairman of the Board

Hear from the Public 1.

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

- 2. TBID Safety Awareness information sharing
- 3. **Board Action**
 - a) Approval of minutes from February 3, 2016
 - b) TBID financial statements for January, 2016
 - c) Approval of draft budget, goals and objectives for FY'17
- **Board Discussion**
 - a) Event updates
 - b) Governor's Conference on Tourism
 - c) Wayfinding project
 - d) Kalispell Hostel
 - e) Expiring board seats
 - f) Workforce concerns in 2016
 - g) Group, M&C updates
 - h) Marketing updates

5:00 pm

Meeting Adjourns

Enclosures:

February 3, 2016 minutes

TBID financial statements for January 2016

KCVB Updates

For Further Information, Please Contact:

Janet Clark, Board Chairman jc@clarkmontana.com or 406-755-8100 Diane Medler, KCVB Director diane@discoverkalispell.com or 406-758-2808

2016 TBID Board Meeting Schedule (subject to change)

January 6 February 3 March 2 April 6 May 4

June 1 July 6 August 3 September 7 October 5 November 2 December 7

Board of Directors Meeting Kalispell Tourism Business Improvement District

Location: Kalispell Chamber of Commerce February 3, 2016 3:00 pm – 5:00 pm

Location: Kalispell Chamber

Minutes

Board Members Present: Janet Clark, Vanessa Nordahl, Dan Moderie, Dawn Hendrickson, Laurie Schultz

Board Members Absent: Nautam Patel, Lisa Brown

Staff Present: Diane Medler, Dawn Jackson, Joe Unterreiner, Vonnie Day

Visitor: Dax Schieffer with Voices of Montana Tourism, Kim Carson LaQuinta Inn

Meeting was called to order by Janet Clark, Board Chair, at 3:20 PM.

1. Hear from the Public – Dax Schieffer, new Executive Director for Voices of Montana Tourism, provided an update on the organization's transition to a 501c3 that has the purpose of presenting a unified voice for businesses and organizations involved in tourism. Voices of Montana Tourism will focus exclusively on education and outreach. A separate group, Tourism Matters, will direct its efforts toward lobbying. Dax noted that the amount Kalispell TBID's contributions to his organization had dropped and asked the board to consider an increase for the current fiscal year.

2. Board Action

a. Approve minutes from the January 6, 2016 meeting:

Action: Motion was made by Laurie Schultz to approve the minutes. Motion seconded by Vanessa Nordahl. Discussion: none. Board approved unanimously.

b. TBID financial statements for December, 2015:

Action: Motion was made by Laurie Schultz to approve the financial statements. Motion seconded by Dawn Hendrickson. Discussion: none. Board approved unanimously.

c. Approval of projected revenue for FY2017

Action: Motion was made by Vanessa Nordahl to set the projected revenue for FY2017 at \$525,000,. Motion seconded by Laurie Schultz.

Discussion: the board decided to leave the projected revenue at the same amount at FY16 due to the projected downward pressure on revenues from drop in Canadian traffic and spending due to the unfavorable exchange, poor Alberta economy, and increased room inventory in the valley. National Park Centennial will boost visitation and the TBID will receive revenue from additional member hotels. Board approved unanimously.

3. Board Discussion

a. Pond Hockey – 69 teams have registered; 15 are from Canada. City Council approved the application to serve alcohol in Woodland Park. The event will almost certainly be held at Woodland Park since the continuing warm weather is causing questionable ice conditions at Foys Lake. If the ice at Woodland is soft, it might work to hold games in the morning and evening to avoid warmer parts of the day. The ice rink could also be used. Moose's is sponsoring the player check-in which

will be held there on February 18. Montana Magazine and Mountain Outlaw Magazine both published feature articles on the Pond Hockey Classic.

Spartan -3,000 racers have registered. Registrations for The Beast are up 16% over last year and Sprint numbers are up 5%. NBC will be filming the race again this year.

Western B Basketball Tournament – returning February 25 – 27. Bryce Wilson, Athletic Director at FHS, will send the link to lodging directory to the families attending.

- b. Press trip recap CVB hosted Laura Rote with Time Out Chicago. Laura's article about Glacier National Park and Kalispell was featured as the lead story on timeout.com/usa. The article included all-season activities, food and drink. There will be a print version will be published in Chicago on March 9 to promote the direct flight. CVB collaborated with Glacier Country to host 8 journalists from the international Food and Travel Writers Association. The group went dogsledding, did a brewery tour, rode the trolley, enjoyed cowboy music around a campfire, explored the Conrad Mansion and visited several local restaurants.
- c. Event Grant updates Montana Elite Wrestling (April 7 9) organizers say their event is on track to fill all 16 team slots. DK logo and a link to wrestling lodging packages will be posted on their website and included in team eblasts.
- d. Kalispell Hostel Margaret Lekander, owner of Wheaton's Cyclery, has opened a hostel on the second floor of her building. She's interested in joining the TBID. The hostel has fewer than 6 rooms so TBID membership is not mandatory. Board concerns included setting precedence for other small lodging facilities and the limited financial contribution the smaller operations would make to the TBID. Bicycle tourism is currently a strong focus of the Montana Office of Tourism and a strong emerging market for destinations. Staff will research what amenities TBID members are offering cyclists and how many other small operations might want to join the TBID.
- e. Workforce concerns in 2016 conversation tabled
- f. Group, M&C updates <u>IDSS CRM system</u> will be in place in a couple weeks. The system will include an extranet feature for hotel partners. The <u>Governor's Conference on Tourism</u> will be in Kalispell April, 10 12. 500 are expected to attend. CVB is working on pre-tours, the welcome reception and transportation sponsorships. Hilton Garden Inn will be the primary host hotel with Red Lion as secondary. Overflow rooms will be posted on the event web page. Plans for <u>POMA</u> are under way. 10 of 19 hotels submitted information for the <u>TBID Quarterly Report</u>. The information is useful to the CVB and board in determining marketing strategy. The hotels that provided information will receive a summary report. There will be a group sales meeting in March.

pilots. The <u>Wayfinding Project</u> is moving forward. Daily Inter Lake is selling ads and getting printing bids for the <u>annual Visitor Guide</u> which will come out the 2nd week of March. Gina at Snow Ghost is doing the design. 30,000 will be printed.

h. Board discussed problems properties are having with increased drug trafficking. Problem guests who've been asked to leave one property are moving on to other properties. CVB will reach out to KPD and County Drug Task Force and invite to TBID meeting to discuss.

Meeting was adjourned at 4:30 PM

Respectfully Submitted: Diane Medler

For Further Information, Please Contact:
Diane Medler, CVB Director, diane@discoverkalispell.com or 406-758-2808

Kalispell Tourism Business Improvement District Summary of Financials March 2, 2016

TBID General Funds – Expense Summary January 2016

Admin: Rent; postage; bookkeeping; telephone, misc. mileage/expenses; Business Days at Capitol; Annual meeting expenses; email hosting;

Memberships: Associated Chambers

Consumer Marketing: airport stocking; social media admin; Outdoor Show booth fee; Glacier Map ad

Event: event operation mgmt. monthly payment for January (Rob)

Meetings & Convention: POMA eblast

Publicity: Press trips – Laura Rote – Time Out Chicago and IFWTWA group of 8 (coop with Glacier Country)

KCVB Event Funds - Summary January 2016

Dragon Boat: (2016 - \$30,000 TBID) Balance forward from 2015: (\$784.26)

Income - \$7,028.25 Expenses: \$0

Balance - \$6,243.99

Spartan 2016: (2016 - \$25,000 TBID) Balance forward from 2015: \$3,706.40

Income - \$0 Expenses - \$0 Balance - \$3,706.40

Pond 2016: (2016 - \$30,000 TBID) Balance forward from 2015: \$18,372.85

Income – \$8,220.95 Expenses – \$0

Deferred Revenue - \$30,000 (registrations through 12/31/15)

Balance - \$56,593.80

Tourism Business Improvement District Balance Sheet As of January 31, 2016

	Jan 31, 16
ASSETS Current Assets Checking/Savings 1010 · Checking	185,730.10
Total Checking/Savings	185,730.10
Accounts Receivable 1200 · Accounts Receivable	677.77
Total Accounts Receivable	677.77
Total Current Assets	186,407.87
Fixed Assets 1710 · Office Equipment 1820 · Web Site Development	3,954.84 25,230.44
Total Fixed Assets	29,185.28
TOTAL ASSETS	215,593.15
LIABILITIES & EQUITY Liabilities Current Liabilities Accounts Payable 2000 · Accounts Payable	21,266.73
Total Accounts Payable	21,266.73
Total Current Liabilities	21,266.73
Total Liabilities	21,266.73
Equity 32000 · Unrestricted Net Assets Net Income	164,312.26 30,014.16
Total Equity	194,326.42
TOTAL LIABILITIES & EQUITY	215,593.15

Tourism Business Improvement District Profit & Loss

January 2016

	Jan 16	Jul '15 - Jan 16
Income 4000 · TBID Revenue 4100 · Interest Income	0.00 8.20	350,086.88 47.86
Total Income	8.20	350,134.74
Expense 5000 · Staffing	15,558.43	124,599.36
5100 · Administrative		•
5350 · City of Kalispell Admin Fee	0.00	5,000.00
5110 · Bank Fees 5125 · Bookkeeping	2.77 420.00	127.54 1,417.50
5140 · Office Supplies	29.75	731.37
5145 · License & Tax	0.00	550.00
5150 · Postage & Copies 5160 · Rent	97.33 700.00	465.63 4,900.00
5165 · Storage Unit	0.00	360.00
5180 · Telephone	194.18	1,458.34
5185 · Travel & Entertainment	692.21	1,431.21
5190 · Technology Support 5195 · Equipment (Software)	0.00	300.00 198.48
150 11 100 100 100 100 100 100 100 100 1		
Total 5100 · Administrative 5200 · Research & Education	2,136.24	16,940.07
5210 · Smith Travel Reports	0.00	5,500.00
5230 · Organizational Memberships	100.00	600.00
Total 5200 · Research & Education	100.00	6,100.00
5250 · Web Site	0.00	4 007 00
5270 · Maintenance & Enhancements 5280 · SEO & SEM	0.00 0.00	4,967.20 7,204.00
Total 5250 · Web Site	0.00	12,171.20
5400 · Consumer Marketing		
5455 ⋅ Winter Prize Package 5405 ⋅ Photo and Video Library	0.00 0.00	493.84 5,099.00
5430 · Social Media Admin & Adv	845.00	3,154.21
5440 · Creative Services	0.00	12,432.39
5450 · Media Buy Online 5460 · Travel Show Attendance	0.00 786.82	14,461.20
5480 · Airport Displays	50.00	4,386.51 450.00
5420 · E-Marketing	0.00	2,092.75
5496 · Visitor Guide & Niche Brochures	150.00	150.00
Total 5400 · Consumer Marketing	1,831.82	42,719.90
5500 · Event Marketing	1 750 00	14 500 00
5548 · Events Operations Management 5501 · Dragon Boat	1,750.00 0.00	14,500.00 45,572.00
5509 · Pond Hockey	0.00	30,000.00
5549 · Other Event Marketing	0.00	1,826.88
Total 5500 · Event Marketing	1,750.00	91,898.88
5550 · Meetings & Conventions 5565 · Meeting Planner Shows	0.00	4,825.76
5570 · Meeting Planner Incentive Progm	16.43	4,963.72
5574 · M&C Guide 5583 · Customer Relationship Mgmt Syst	0.00 0.00	390.00 1,500.00
Total 5550 · Meetings & Conventions	16.43	11,679.48
5650 · Publicity	Mills specified streets	200000 pg 20 million sannan
5660 · Travel Media FAM	2,131.94	6,242.25
5665 ⋅ PR/Story Pitches 5680 ⋅ Kalispell Merchandise	0.00 0.00	7,140.00 629.44
*		
Total 5650 · Publicity	2,131.94	14,011.69

3:11 PM 02/18/16 Accrual Basis

Tourism Business Improvement District Profit & Loss

January 2016

Jan 16

Jul '15 - Jan 16

Total Expense

23,524.86

320,120.58

Net Income

-23,516.66

30,014.16

12:37 PM 02/26/16 **Accrual Basis**

Tourism Business Improvement District Profit & Loss Budget vs. Actual July 2015 through January 2016

	Jul '15 - Jan	Budget	\$ Over Bud	% of Budget
Income 4000 · TBID Revenue 4100 · Interest Income	350,086.88 47.86	632,500.00	-282,413.12	55.3%
Total Income	350,134.74	632,500.00	-282,365.26	55.4%
Expense 5000 · Staffing	124,599.36	206,635.00	-82,035.64	60.3%
5100 · Administrative	16,940.07	28,865.00	-11,924.93	58.7%
5200 · Research & Education	6,100.00	8,000.00	-1,900.00	76.3%
5250 · Web Site	12,171.20	18,000.00	-5,828.80	67.6%
5400 · Consumer Marketing	42,719.90	97,700.00	-54,980.10	43.7%
5500 · Event Marketing	91,898.88	134,072.00	-42,173.12	68.5%
5550 · Meetings & Conventions	11,679.48	75,500.00	-63,820.52	15.5%
5600 · Opportunity 5650 · Publicity	0.00 14,011.69	33,728.00 30,000.00	-33,728.00 -15,988.31	0.0% 46.7%
Total Expense	320,120.58	632,500.00	-312,379.42	50.6%
Net Income	30,014.16	0.00	30,014.16	100.0%

KALISPELL CONVENTION & VISITOR'S BUREAU EVENT BALANCES Accrual Basis

	DRAGON BOAT	POND HOCKEY	SPARTAN RACE	WAYFINDING	TOTAL
2015 Balance Forward January 2016 February 2016 March 2016 April 2016 May 2016 June 2016 July 2016 August 2016 September 2016 October 2016	(784.26) 7,028.25	18,372.85 8,220.95	3,706.40 0.00	63,100.00 0.00	84,394.99 15,249.20 0.00 0.00 0.00 0.00 0.00 0.00 0.00
November 2016 December 2016					0.00 0.00
Deferred Revenue*		30,000.00			30,000.00
EVENT BALANCES	6,243.99	56,593.80	3,706.40	63,100.00	129,644.19

^{*}Deferred revenue is listed on the balance sheet as a payable, because there is a portion that is refundable.

Income will be recorded the same calendar year as the event is held.

2:54 PM 02/18/16 Accrual Basis

Kalispell Chamber of Commerce KCVB P&L by Class

January 2016

	Dragon	Pond	
	Boat	Hockey	TOTAL
Income			
4700.00 · Special Events			
4700.10 · Registrations	7,378.25	9,000.00	16,378.25
4850.00 · Sponsors	0.00	1,500.00	1,500.00
Total 4700.00 · Special Events	7,378.25	10,500.00	17,878.25
Total Income	7,378.25	10,500.00	17,878.25
Expense			
5000.00 · Direct Program			
5460.00 · Permits & Fees	0.00	100.00	100.00
Total 5000.00 · Direct Program	0.00	100.00	100.00
5060.00 · Bank Fees & Service Charges			
5060.10 · Bank & Credit Card Fees	0.00	6.00	6.00
Total 5060.00 · Bank Fees & Service Charges	0.00	6.00	6.00
5260.00 · Insurance	0.00	884.30	884.30
5520.00 · Professional Fees			
5520.10 · Professional Services	0.00	1,288.75	1,288.75
Total 5520.00 · Professional Fees	0.00	1,288.75	1,288.75
5400.00 · Miscellaneous			
5580.00 · Research & Surveys	350.00	0.00	350.00
Total 5400.00 · Miscellaneous	350.00	0.00	350.00
Total Expense	350.00	2,279.05	2,629.05
Income	7,028.25	8,220.95	15,249.20

Marketing Updates

MONTANA POND HOCKEY CLASSIC – February 19-21

Cancelled due to lack of ice. Of the 70 teams that were registered only 8 teams requested the 50% refund, the rest are deferring their registration to 2017. We'll open registration in October with approximately 58 teams registered!

Several out of state teams came to Kalispell anyway for the weekend. Met several at Mooses Friday night, they were in good spirits. Also received emails after the weekend from teams that were enthusiastic about their visit.

The 2017 event will be moved to January: either Jan 13-15 or Jan 20-22

WESTERN B BASKETBALL TOURNAMENT – February 25-27

Held at Flathead High School. 16 boy and girl teams from across western Montana.

PRESS TRIPS/MEDIA

Laura Rote, Editor with Time Out Chicago, January 9-12. Online article on national Time Out.com and print coverage in Time Out Chicago spring travel guide which comes out March 9th.

Food, Wine and Travel Writers Association press trip in cooperation with Glacier Country, January 28-30

Recent press on Kalispell and NW Montana:

Sheknows: http://www.sheknows.com/living/articles/1111941/reasons-to-visit-western-montana
A Luxury Travel Blog: http://www.aluxurytravelblog.com/2016/02/12/perfect-winter-road-tripping-through-western-montanas-glacier-country/

Time Out USA: http://www.timeout.com/usa/things-to-do/best-things-to-do-in-glacier-national-park

VISITOR GUIDE

The 2016-2017 visitor guide is going to press this week. This year's guide will be 44 pages with 35,000 copies printed. Available by March 15th.

WAYFINDING

The CVB is working with the City of Kalispell and Montana Department of Transportation to complete the city-wide Wayfinding system. The CVB received a grant from the Department of Commerce to cover the majority of costs. Project is slated to be completed by this summer.

GLACIER AERO

The 2016-2017 winter direct flight to Chicago on United Airlines is performing very well with ridership up from last year. As of January our revenue guarantee balance was only \$7,453. The flight runs until April 10th. The priorities for the board is securing direct flights to the Bay Area, Portland and securing a continued flight to Los Angeles. That market is currently served in the summer and Christmas holidays by Delta.

Q2 COLLECTIONS

TBID collections for the 2nd Quarter (Oct-Dec) totaled \$100,503.90 which was equal to the same quarter last year.

STR REPORT - JANUARY

Year over year, Jan OCC up 3% to 34.0%; ADR up 1.6% to \$77.18; RevPAR up 4.6% to \$26.26. One property did not report.



Dawn Jackson Group Sales Manager February 2016

RFP and Room Requests submitted for February

Wrestling Tournaments

Making a Difference-February 27

Western Little Guy-March 25 & 26

Mt Elite Wrestling-April 8 & 9

ESPCOR NSF Conference November 2017

Netafim Key Dealer Summit 2016-July 2016

Springbrook Ranch Yak Seminar-May 2016

Group Support and Information Assistance

Statewide Housing Partnership-may
AAU Conference
Business Owners Assistance
First Command
US Health Advisors
Joan Kerg Consulting
Ladies Pamper Evening

Meetings/Events Attended (not listed):

Flathead Economic Outlook
TBID January Board Meeting
Chamber Luncheon
Safety Awareness Meeting
Dragon Boat Bash Committee Meeting
BEAR Meeting
Kalispell Downtown Meeting
Glacier National Park/Glacier Country/WF CVB/KCVB
Kalispell Beer and Wine Open discussion

Other Tours

BRIX

2016 Governors Conference Update

Working on the Welcome Reception and Transportation Sponsorships

Continuing Projects not listed above

POMA Planning Group Activities Unique Meeting Venues FY15 Bed Tax Report Virtual event bag Providing information for IDSS Implementation FY17 Budget Projections

January 2016										
RFP'S/ REQUESTS	Date Submitted	Meeting Date or Event Date	Estimated # of room nights	Meeting EventSpace & F & B opportunity	# Hotels that Submitted proposals or offered a rate	# of Properties RFP Sent or Requested	Industry	Proposed Decision Date	Final decision	Comments
Netafim Key Dealer Summit 2016	2/24/2016	Jul-16	185	YES	2	ъ	Corporate	March 2016		CVENT lead
ESPoR National Science Foundation Conference	2/26/2016	November 5-8 2017	1200	YES	Un-	л	Association	March 2016		Client requested hotels close to Host hotel but will look at hotels if selected. It is between us and Bozeman.
GROUPS STILL PENDING									Anna Constitution (Constitution)	
Wisconsin Board of Directors	1/11/2016	i.i.b. 20-21 2016	2/	VEC	.	J	Corporate	120000000000000000000000000000000000000		Laure pot board back from the planner
AT Kearney Leadership Retreat- Revised Dates	1/19/2016	June 27-29, 2016	112	YES	2	2	Corporate	March 2016		CVENT
Philanthropy Northwest 2016 Annual Conference	8/27/2015	September 2016	736	YFS	TBD	4	Association	September 2015		Status still unknown. If I don't hear back from
Penzien Family Reunion	6/18/2015	July 22-24, 2016	120	YES	ω	All	Social	TBD		Family member requested our area. Still waiting to hear back from him.
MT Rocky Mountain Association of Fairs	11/9/2015	November 2020	940	YES	2	2	Association	November 2016	November 2016	Executive Director will visit in March
White Family Reunion	10/20/2015	July 2016	TBD	TBD	TBD	TBD	TBD	TBD	TBD	Status still unknown.
Pierce Family Reunion	10/16/2015	July 2016	TBD	TBD	TBD	TBD	TBD	TBD	TBD	Status still unknown.
QUOTES										
Dragon Boat Bash	12/15/2015	Sept 10, 2016	0	YES	2	ALL	Social	29-Jan-16	Red Lion	KCVB Sponsored
LEADS BEING WORKED						2				
2017 National Association of State Park Directors		September 2017	550	YES						Have not heard from the planner will continue to pursue.
SPECIAL EVENT ROOMS										
Western B Tournament-Officials	1/14/2016	February 24-27, 2016	24	NO	7	ALL	Sports	February 2016	RQ	Rooms for officials to be paid by KCVB
LOST BUSINESS from										
		February 15-24,								
HOPE Montana-Couples Retreat	1/8/2016	1/8/2016 July 28-31, 2016	37	YES 8	2	2	Social	February 2016	Red LION	Did not have the response they needed and cancelled the event
TURNED DOWN BUSINESS										
MISC Information										
Requested										