WELCOME!

The September 30, 2020 virtual meeting of the Buncombe County Tourism Development Authority will begin shortly.

Explore ASHEVILLE

CALL TO ORDER

Chairman Himanshu Karvir

Call to Order the Virtual Joint Meeting of the BCTDA, Public Authority and BCTDA, Nonprofit Corporation

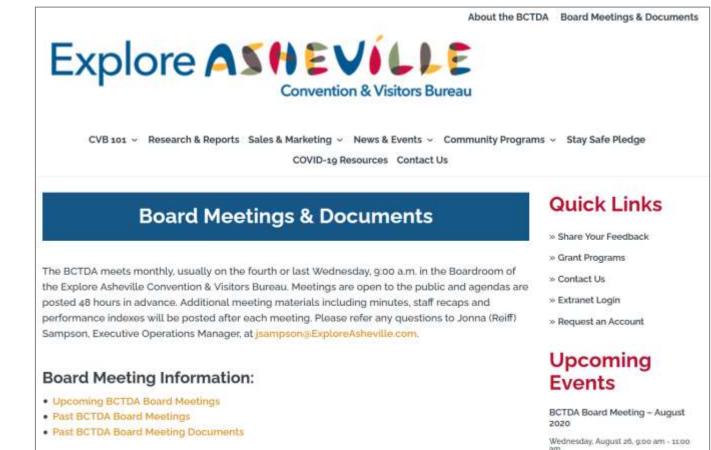
MEETING AGENDA & DOCS

Chairman Himanshu Karvir

The agenda and meeting documents are available online.

Go to:

>AshevilleCVB.com
>Board Meetings & Documents
>Upcoming BCTDA Meetings



BCTDA ROLL CALL

Chairman Himanshu Karvir

- Vice Chairman Gary Froeba
- Leah Ashburn
- Andrew Celwyn
- Brenda Durden
- John Luckett
- John McKibbon

- Kathleen Mosher
- James Poole
- Buncombe County Commissioner
 Joe Belcher
- Asheville City Councilmember Julie Mayfield

WELCOME BRENDA DURDEN



Brenda Durden was appointed to a 3-year term by the Buncombe **County Board of** Commissioners to fill the seat previously held by Chip Craig.

ANDREW CELWYN REAPPOINTED



Andrew Celwyn was reappointed to a second 3-year term by Asheville City Council.

MINUTES

Chairman Himanshu Karvir

Consideration to Approve the Meeting Minutes from the **August 26, 2020** Regular BCTDA Meeting

Explore ASHEVILLE

Buncombe County Tourism Development Authority

Buncombe County Tourism Development Authority A Joint Meeting of the Public Authority and Nonprofit Corporation Via Zoom Webinar due to the COVID-19 Pandemic/State of Emergency

> Virtual Board Meeting Minutes Wednesday, August 26, 2020

Present (Voting):	Himanshu Karvir, Chair, Gary Froeba, Vice Chair; Leah Ashburn, Andrew Celwyn, Chip Craig, John Luckett, John McKibbon, Kathleen Mosher, James Poole
Absent (Voting):	None
Present (Ex-Officio):	Asheville City Councilmember Julie Mayfield Buncombe County Commissioner Joe Belcher
Absent (Ex-Officio):	None
CVB Staff:	Chris Cavanaugh, Marla Tambellini, Dianna Pierce, Pat Kappes, Jonna Sampson, Josh Jones, Ritchie Rozzelle, Daniel Bradley
BC Finance:	Don Warn, Buncombe County/BCTDA Fiscal Agent
Legal Counsel:	Sabrina Rockoff, McGuire, Wood & Bissette
Online Attendees:	Glenn Cox, Jennifer Kass-Green, Kathi Petersen, Carli Adams, Kathryn Dewey, Tina Porter, Glenn Ramey, Charlie Reed, Dodie Stephens, Jason Tarr, Landis Taylor, Audrey Wells; Explore Asheville Staff Kit Cramer, Asheville Area Chamber of Commerce Kelsey Ann Bassel, Lauren Jennings, Ashley Keetle, Emery Morris; 360i Jessica Green, Blue Star Hospitality Jim Muth, Asheville Buncombe Hotel Association Jane Anderson, Asheville Independent Restaurant Association Demp Bradford, Madison Davis; Asheville-Buncombe Regional Sports Commission John Ellis, Past BCTDA Board Member Chris Corl, City of Asheville Sharon Tabor, Black Mountain/Swannanoa Chamber Jackson Tierney, Asheville Homestay Network Rebecca Lynch, Chow Chow Asheville Mackenzie Wicker, Asheville Homestay Network Rebecca Lynch, Mountain Xpress Ryan Coulter, Taylor Stewart; WLOS Sunshine Request
Members of the public and attended the onlin	and additional tourism industry partners registered in advance e meeting.

MINUTES - ROLL CALL VOTE

Chairman Himanshu Karvir

- Vice Chairman Gary Froeba
- Leah Ashburn
- Andrew Celwyn
- Brenda Durden
- John Luckett
- John McKibbon
- Kathleen Mosher
- James Poole
- Chairman Himanshu Karvir

FINANCIAL REPORTS

Buncombe County Finance Director Don Warn

Presentation of the August 2020 Financial Reports

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY Monthly Statement of Revenues, Expenditures, and Changes in Fund Balance Operating Fund, Budget and Actual August 31, 2020

					(%)	Prior	Year
	Current	Current Month	Year to Date	Budget	Budget	Year to Date	(%)
	Budget	Actual	Actual	Remaining	Used	Actual	Change From
Revenues:							
Occupancy tax, net	\$11,135,293	\$ 1,390,343	\$ 1,390,343	\$ 9,744,950	12.5%	\$ 1,946,888	-28.6%
Investment income	-	-	66	(66)	-	-	-
Other income	-			-	-	-	
Total revenues	11,135,293	1,390,343	1,390,410	9,744,883	12.5%	1,946,888	-28.6%
Expenditures:							
Salaries and Benefits	2,545,163	163,966	290,867	2,254,296	11.4%		
Sales	881,277	37,720	133,422	747,855	15.1%		
Marketing	11,390,551	285,194	557,765	10,832,786	4.9%		
Public Affairs	88,519	2,033	3,233	85,286	3.7%		
Administration & Facilities	670,684	68,316	117,271	553,413	17.5%		
Events/Festivals/Sponsorships	-	-	-	-	-		
Total expenditures	15,576,194	557,230	1,102,558	14,473,636	7.1%	1,332,223	-17.2%
Revenues over (under)							
expenditures	(4,440,901)	833,114	287,851			\$ 614,665	-53.2%
Other Financing Sources:							
Carried over earned income	0	-	-				
Total other financing sources	0	-	-				
Net change in fund balance	\$ (4,440,901)	\$ 833,114	287,851				
Fund balance, beginning of year Fund balance, end of month			12,465,089 \$12,752,940				

As directed by State statute, 75% of the occupancy tax revenue is invested in tourism promotion (reflected in the operations budget presented here) and 25% is dedicated to the Tourism Product Development Fund (TPDF) to be used for tourism-related community grants. The TPDF is budgeted by project ordinance due to the nature of the fund. Revenue dedicated to TPDF is projected at \$3,711,764 for FY21.

Page 1 of 8

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY Monthly Revenue Summary

August 31, 2020

	Operating Fund									Product Development Fund									
		By Month		Cumulative Year-to-Date					By Month					Cumulative Year-to-Date					
	Current	Prior	(%)		Current	Prior	(%)		Current		Prior	(%)	_	Current	Prior	(%)			
Month of room sales:	Year	Year	(%)		Year	Year	Change		Year		Year	Change		Year	Year	Change			
July	\$ 1,390,343	\$ 1,946,888	-29%	s	1,390,343	\$ 1,946,888	-29%	s	463,448	\$	648,963	-29%	\$	463,448	\$ 648,963	-29%			
August	-	1,803,567	-			3,750,455	-		-	\$	601,189	-		-	1,250,152	-			
September	-	1,736,622	-		-	5,487,077	-		-	s	578,874	-		-	1,829,026	-			
October	-	2,206,323	-		-	7,693,400	-		-	\$	687,320	-		-	2,516,346	-			
November	-	1,771,151	-		-	9,464,551	-		-	s	590,384	-		-	3,106,729	-			
December	-	1,780,020	-		-	11,244,571	-		-	\$	593,340	-		-	3,700,069	-			
January	-	1,115,364	-		-	12,359,935	-		-	\$	371,788	-		-	4,071,857	-			
February	-	1,043,672	-		-	13,403,607	-		-	\$	347,891	-		-	4,419,748	-			
March	-	504,135	-		-	13,907,742	-		-	\$	168,045	-		-	4,587,793	-			
April	-	117,789	-		-	14,025,531	-		-	\$	39,263	-		-	4,627,056	-			
May	-	383,262	-		-	14,408,792	-		-	s	127,754	-		-	4,754,810	-			
June	-	943,662	-		-	15,352,455	-		-	\$	314,554	-		-	5,069,364	-			
Total revenues	\$ 1,390,343	\$ 15,352,455		\$	1,390,343	\$ 15,352,455		\$	463,448	\$	5,069,364		\$	463,448	\$5,069,364				

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY Monthly Product Development Fund Summary

August 31, 2020

Demonstration of the second	Budget	Life to Date Actuals	Remaining Budget	(%) Budget Used
Revenues:	6 07 000 000	C 00 544 470	e	07.0%
Occupancy Tax Investment Income	\$27,203,000	\$ 26,544,176 1,228,683	\$ 658,824 (1,228,683)	97.6% 0.0%
Total revenues	27.203.000	27,772,859	(569,859)	102.1%
Total levenues	27,203,000	21,112,039	(569,659)	102.1%
Expenditures:				
Product development fund projects:				
2009 Asheville Art Museum (Museum Expansion)	\$ 500,000	\$ -	500,000	-
2012 Montford Park Players (Welcome Facility & Amphitheatre Renovations)	125,000	-	125,000	-
2014 City of Asheville (Riverfront Destination Development 1.0)	7,100,000	3,300,000	3,800,000	46.5%
2016 Asheville Community Theatre (Theatre Expansion & Renovation)	1,000,000	430,000	570,000	43.0%
2016 City of Asheville (U.S. Cellular Center - Theatre Creation & Meeting Room Conversi	1,500,000	-	1,500,000	-
2016 Diana Wortham Theatre (The Wortham Center)	700,000	700,000	-	100.0%
2017 Buncombe County Government (Woodfin Greenway & Blueway)	2,250,000	-	2,250,000	-
2018 Buncombe County Government (Enka Recreation Destination)	6,000,000	-	6,000,000	-
2018 Eagle Market Streets Dev. Corp. (YMI Cultural Center Improvements)	800,000	-	800,000	-
2018 LEAF Community Arts (LEAF Global Arts Center)	705,000	705,000	-	100.0%
2018 NC Arboretum Society (Garden Lighting & Parking Enhancements)	905,000	684,180	220,820	75.6%
2018 River Front Development Group (African-American Heritage Museum at Stephens-L	100,000	-	100,000	-
Tourism Jobs Recovery Fund	5,000,000	5,000,000		100.0%
Total product development projects	26,685,000	10,819,180	15,865,820	40.5%
Product development fund administration	518,000	108,218	409,782	20.9%
Total product development fund	\$27,203,000	\$ 10,927,398	\$16,275,602	40.2%
Product Development Funds Available for Future Grants				
Total Net Assets		\$ 16,994,786		
Less: Liabilities/Outstanding Grants		(15,865,820)		
Less: Unspent Admin Budget (Current Year)		(409,782)		
Current Product Development Amount Available		\$ 719,184		
Page 3 of 8				

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY

Monthly Balance Sheet Governmental Funds August 31, 2020

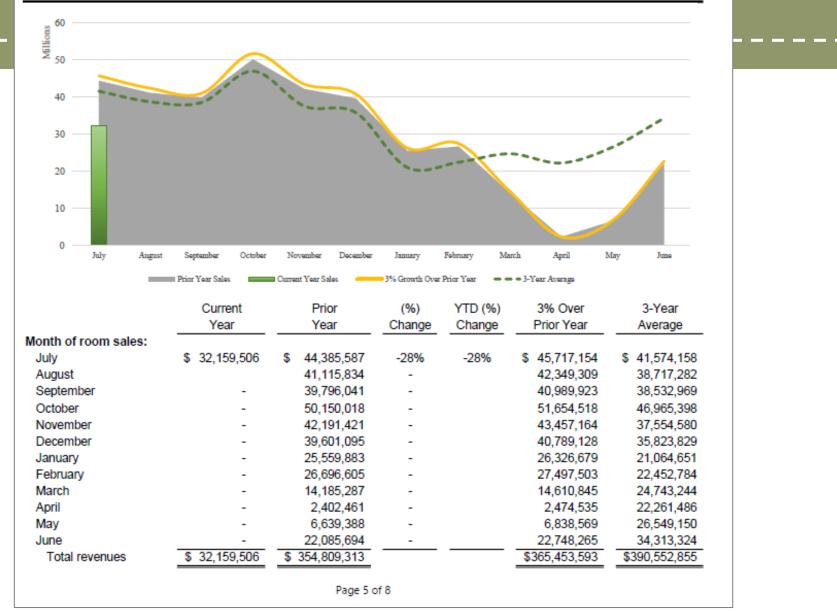
Operating Fund	Product Development Fund	Total
\$ 12,859,477	\$ 16,994,786	\$ 29,854,263
27	-	27
\$12,859,504	\$ 16,994,786	29,854,290
		-
\$ 42,514	\$-	\$ 42,514
64,050	\$ 15,865,820	\$ 15,929,870
106,564	\$ 15,865,820	\$ 15,972,384
		-
-	1 128 966	1,128,966
	-	11,237
	-	890,823
4,191,257	-	4,191,257
7,659,622	-	7,659,622
12,752,940	1,128,966	13,881,906
	Fund \$ 12,859,477 27 \$ 12,859,504 \$ 42,514 64,050 106,564 - 11,237 890,823 4,191,257 7,659,622	Operating Fund Development Fund \$ 12,859,477 27 \$ 16,994,786 \$ 12,859,504 \$ 16,994,786 \$ 12,859,504 \$ 16,994,786 \$ 12,859,504 \$ 16,994,786 \$ 12,859,504 \$ 16,994,786 \$ 12,859,504 \$ 15,865,820 \$ 15,865,820 \$ 15,865,820 106,564 \$ 15,865,820 11,237 - 890,823 - 4,191,257 - 7,659,622 -

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY

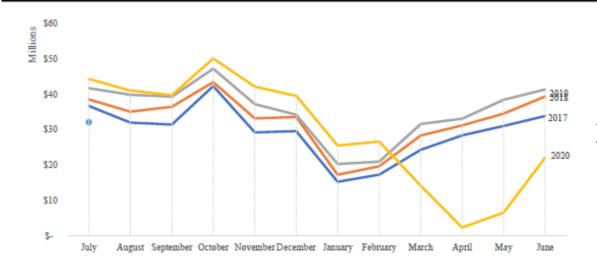
Room Sales

Shown by Month of Sale, Year-to-Date

August 31, 2020



BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY History of Total Sales by Month Shown by Month of Sale, Year-to-Date August 31, 2020



	2017	2018	2019	2020	2021
Month of room sales:					
July	\$ 36,734,684	\$ 38,602,612	\$ 41,734,276	\$ 44,385,587	\$ 32,159,506
August	32,040,330	35,118,463	39,917,550	41,115,834	-
September	31,498,527	36,475,819	39,327,048	39,796,041	-
October	42,361,030	43,473,922	47,272,253	50,150,018	-
November	29,254,904	33,231,722	37,240,595	42,191,421	-
December	29,615,696	33,597,999	34,272,393	39,601,095	-
January	15,323,999	17,286,992	20,347,077	25,559,883	-
February	17,323,590	19,676,430	20,985,316	26,696,605	-
March	24,352,927	28,406,443	31,638,002	14,185,287	-
April	28,444,541	31,240,963	33,141,034	2,402,461	-
Мау	31,113,327	34,544,014	38,464,050	6,639,388	-
June	33,898,766	39,441,126	41,413,153	22,085,694	-
Total room sales	\$ 351,962,319	\$ 391,096,506	\$ 425,752,745	\$ 354,809,313	\$ 32,159,506
		Page 6 of 8			

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY

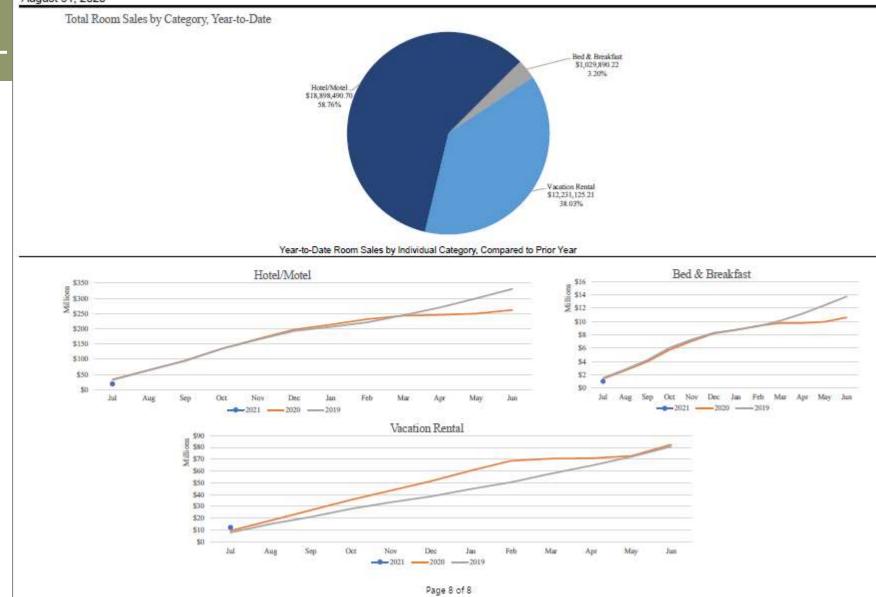
Room Sales

Shown by Month of Sale, Year-to-Date

August 31, 2020

		Hotel/Mot	el			Vacation Re	ntals			Bed & Break	fast			Grand Tota	16	
Month of room cales:	Current Year	Prior Year	% Change	YTD % Change	Current Year	Prior Year	% Change	YTD % Change	Current Year	Prior Year	% Change	YTD % Change	Current Year	Prior Year	% Change	YTD % Change
July	\$ 18,898,491	\$ 33,587,325	-43.7%	-43.7%	\$ 12,231,125	\$ 9,390,995	30.2%	30.2%	\$ 1,029,890	\$ 1,407,268	-26.8%	-26.8%	\$ 32,159,506	\$ 44,385,587	-27.5%	-27.5%
August	-	31,112,092	-		-	8,736,879	-		-	1,266,863	-		-	41,115,834	-	
September	-	29,886,060	-		-	8,600,095	-		-	1,309,887	-		-	39,796,041	-	
October	-	39,606,607	-		-	8,764,027	-		-	1,779,383	-		-	50,150,018	-	
November	-	32,892,802	-		-	7,993,245	-		-	1,305,374	-		-	42,191,421	-	
December	-	30,545,959	-		-	7,916,287	-		-	1,138,848	-		-	39,601,095	-	
January	-	16,067,073	-		-	8,959,164	-		-	533,646	-		-	25,559,883	-	
February	-	17,832,201	-		-	8,250,039	-		-	614,365	-		-	26,696,605	-	
March	-	11,867,918	-		-	1,906,094	-		-	411,274	-		-	14,185,287	-	
April	-	2,109,282	-		-	288,041	-		-	5,139	-		-	2,402,461	-	
May	-	4,523,980	-		-	1,928,425	-		-	186,983	-		-	6,639,388	-	
June	-	11,770,482	-		-	9,660,914	-		-	654,299	-		-	22,085,694	-	
Total	\$ 18,898,491	\$ 261,801,781			\$ 12,231,125	\$ 82,394,203			\$ 1,029,890	\$ 10,613,329			\$ 32,159,506	\$ 354,809,313		
			_				-				-					

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY Room Sales by Category Shown by Month of Sale, Year-to-Date August 31, 2020



FINANCIAL STATEMENTS

Questions?

APPROVAL OF FINANCIALS

Chairman Himanshu Karvir

Consideration to Approve the August 2020 Financial Statements as Presented

FINANCIALS - ROLL CALL VOTE

Chairman Himanshu Karvir

- Vice Chairman Gary Froeba
- Leah Ashburn
- Andrew Celwyn
- Brenda Durden
- John Luckett
- John McKibbon
- Kathleen Mosher
- James Poole
- Chairman Himanshu Karvir

OCCUPANCY TAX PENALTIES Related to COVID-19 - REVISION

Chris Cavanaugh and Don Warn

Discussion to consider revising the previously approved action to automatically waive all COVID-19 related penalties incurred as follows:

- Extend the waiver to include late Occupancy Tax reports and remittances <u>for one additional month</u>. This would include the sales months of February through August 2020, due on the 20th day of each month in March through September 2020.
- Include all penalties incurred AND those still to be assessed when late reports are filed.
- Remove the requirement that the property has had no late payments or penalty waivers in the three-year period prior to the start of the pandemic.
- Buncombe County and Explore Asheville will communicate this action to all properties to encourage the submission of late reports and payments and inform them of the waiver timeline.

OCCUPANCY TAX PENALTIES Related to COVID-19 – RECUSE FROM VOTE

Vice Chairman Gary Froeba

Consideration to recuse Himanshu Karvir, Brenda Durden, John Luckett and James Poole from the upcoming vote regarding the bulk pre-approval of occupancy tax penalties related to COVID-19.

ROLL CALL VOTE

Vice Chairman Gary Froeba

- Leah Ashburn
- Andrew Celwyn
- John McKibbon
- Kathleen Mosher
- Vice Chairman Gary Froeba

OCCUPANCY TAX PENALTIES Related to COVID-19 - REVISION

Vice Chairman Gary Froeba

Motion for Consideration:

Motion to revise the board's previous action to automatically waive all COVID-19 related penalties incurred or to be assessed for late Occupancy Tax reports and remittances for the sales months of February through August 2020, due on the 20th day of each month in March through September 2020.

ROLL CALL VOTE

Vice Chairman Gary Froeba

- Leah Ashburn
- Andrew Celwyn
- John McKibbon
- Kathleen Mosher
- Vice Chairman Gary Froeba

BUDGET AMENDMENT

Chris Cavanaugh

Presentation of a Budget Amendment from Earned Revenue in the amount of \$100,000 to support funding in FY 21

BOARD MEETING DATE: September 30, 2020 Budget Amendment Item: FY21 Earned Revenue (Fund 131) Background Information: Earned Revenue fund balance transfer to support event and sponsorship funding in FY21 Funding Source: Earned Revenue Fund Balance - Committed for Event Program Support Increase (Decrease) PROGRAM (IF APPLICABLE) COST CENTER/DEPARTMENT LEDGER ACCOUNT REVENUE/SPEND CATEGORY REVENUES EXPENDITURES 100,000.00 Earned Revenue (Fund 131) 4310:Appropriated Fund Balance Earned Revenue (Fund 131) 5620:Program Support Local Support 100,000.00 TOTAL 100.000.00 100.000.00 Attest: APPROVED BY Himanshu Karvir, Chairman of the Board DATE Jonna Sampson, Executive Operations Manager DATE

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY BUDGET AMENDMENT FUND 131 OPERATING FUND

BUDGET AMENDMENT

Chairman Himanshu Karvir

Consideration to Approve the Earned Revenue Budget Amendment as Presented

BUNCOMBE COUNTY TOURISM DEVELOPMENT AUTHORITY BUDGET AMENDMENT FUND 131 OPERATING FUND

BOARD MEETING DATE: September 30, 2020

Budget Amendment Item: FY21 Earned Revenue (Fund 131)

Background Information: Earned Revenue fund balance transfer to support event and sponsorship funding in FY21.

Funding Source: Earned Revenue Fund Balance - Committed for Event Program Support

				Increase (D)ecrease)
COST CENTER/DEPARTMENT	PROGRAM (IF APPLICABLE)	LEDGER ACCOUNT	REVENUE/SPEND CATEGORY	REVENUES	EXPENDITURES
Earned Revenue (Fund 131)		4310:Appropriated Fund Balance		100,000.00	
Earned Revenue (Fund 131)		5620:Program Support	Local Support		100,000.00
			TOTAL	100,000.00	100,000.00
Attest:			APPROVED BY:		
Jonna Sampson, Executive Operations	Manager	DATE	Himanshu Karvir, Chairman of the Board		DATE

ROLL CALL VOTE

Chairman Himanshu Karvir

- Vice Chairman Gary Froeba
- Leah Ashburn
- Andrew Celwyn
- Brenda Durden
- John Luckett
- John McKibbon
- Kathleen Mosher
- James Poole
- Chairman Himanshu Karvir

ASHEVILLE BUNCOMBE REGIONAL SPORTS COMMISSION UPDATE

DEMP BRADFORD PRESIDENT/EXECUTIVE DIRECTOR

Explore ASHEVILLE



ASHEVILLE BUNCOMBE REGIONAL SPORTS COMMISSION COVID-19 & BEYOND

LOSS OF EVENTS



- French Broad Invitational Golf (March)
- River Ruckus Crossfit (April)
- NCYSA Kepner Cup (May)
- Carpetbagger Lacrosse (June)
- Spartan Race (July)
- Grand Fondo Cycling National Championships (July)
- Asheville Open Tennis (July)
- Skyview Open (July)
- Blue Ridge Classic Lacrosse (August)
- Riverside Soccer Shootout (August)
- Ville to Ville (September)
- Beer City Cup Soccer (September)
- Beer City Beatdown Crossfit (October)
- Grapple (December)
- **Gala Gymnastics** (January)
- Other Local Events*

LOSS OF EVENTS (CONTINUED)



- Asheville City Soccer Club (May July)
- **Asheville Tourists** (April September)





GAINS

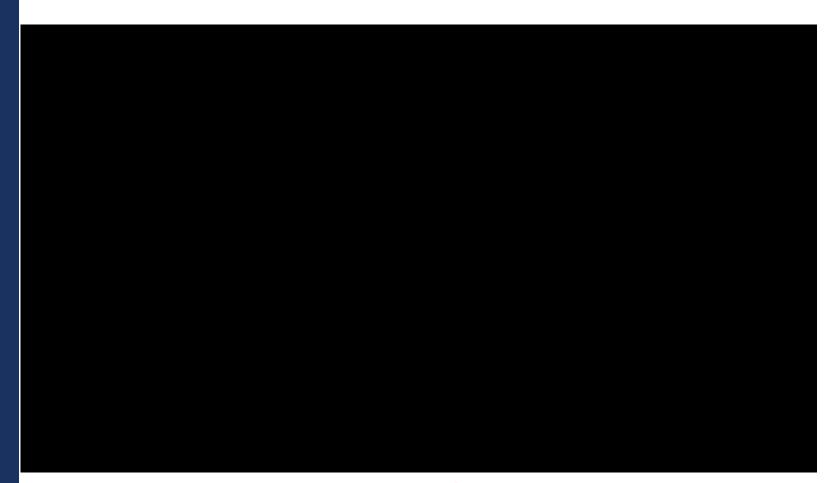
Maui Jim Maui Invitational

Profile

ESPN

Jobs

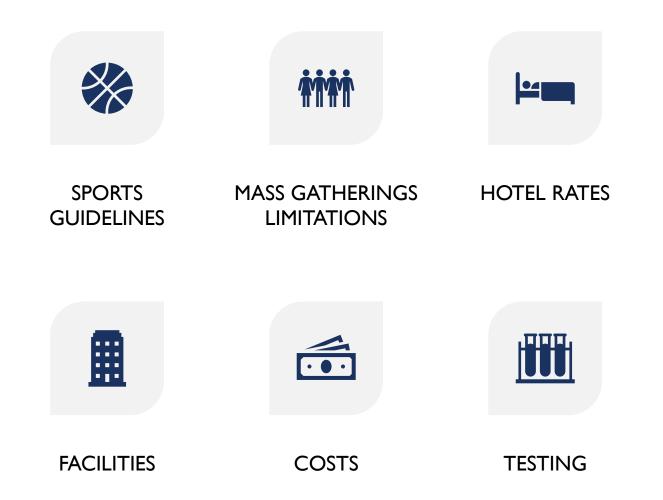
First Event







ELEVATION OF PROFILE



OBSTACLES WE FACE

THE BUBBLE CONCEPT

- Housing
- Meals
- Testing
- Restrict Contact
- Travel
- Venue



28.5



COLLEGE BASKETBALL BUBBLES

 Relocation Events
 Non-Conference Events
 Conference Events
 Conference

Tournaments

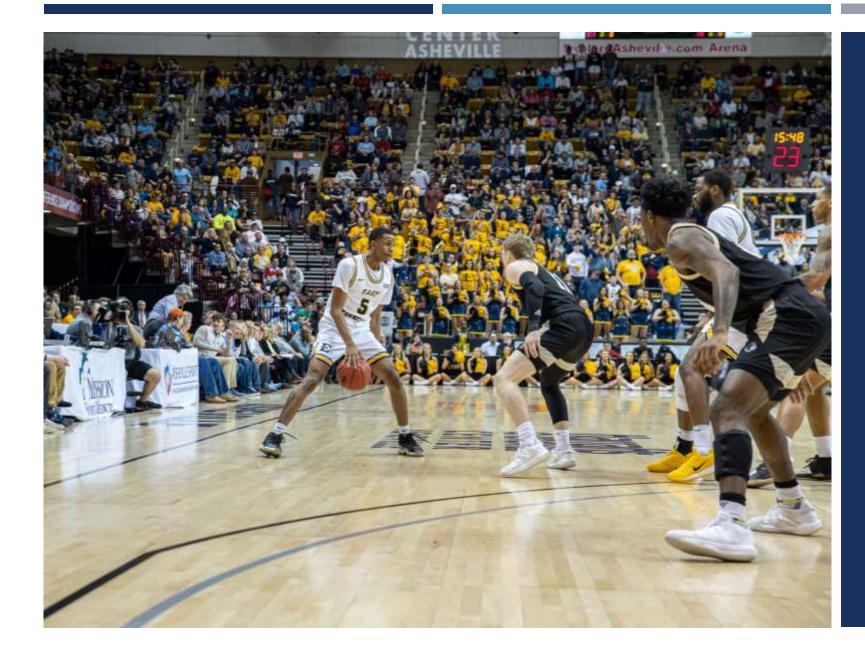




FUTURE OPPORTUNITIES

- USA Wrestling
- Spartan
- Cycling
- American Cornhole League
- Other Events





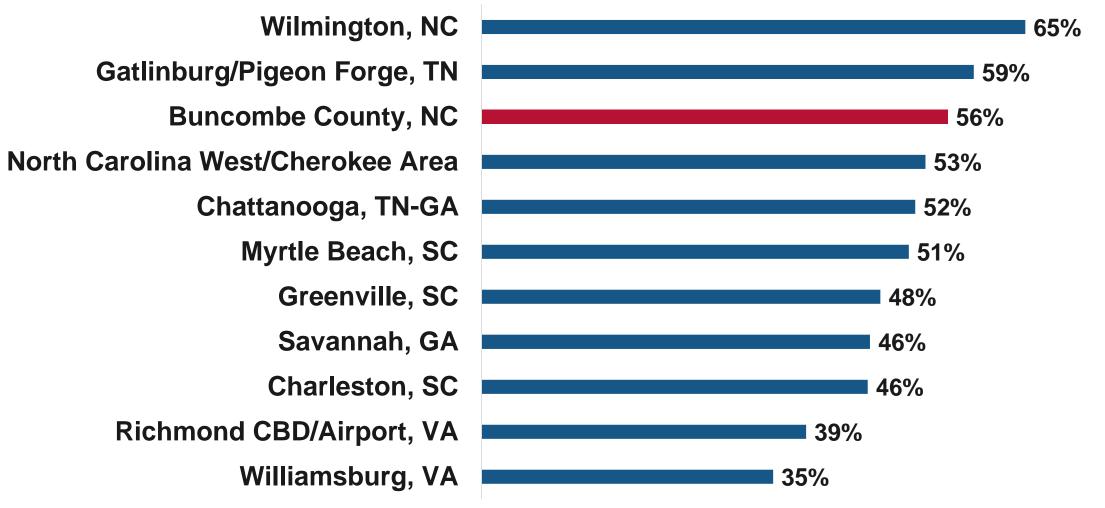
THANK YOU FOR YOUR CONTINUED SUPPORT!

INTERIM EXECUTIVE'S REPORT

CHRIS CAVANAUGH INTERIM EXECUTIVE

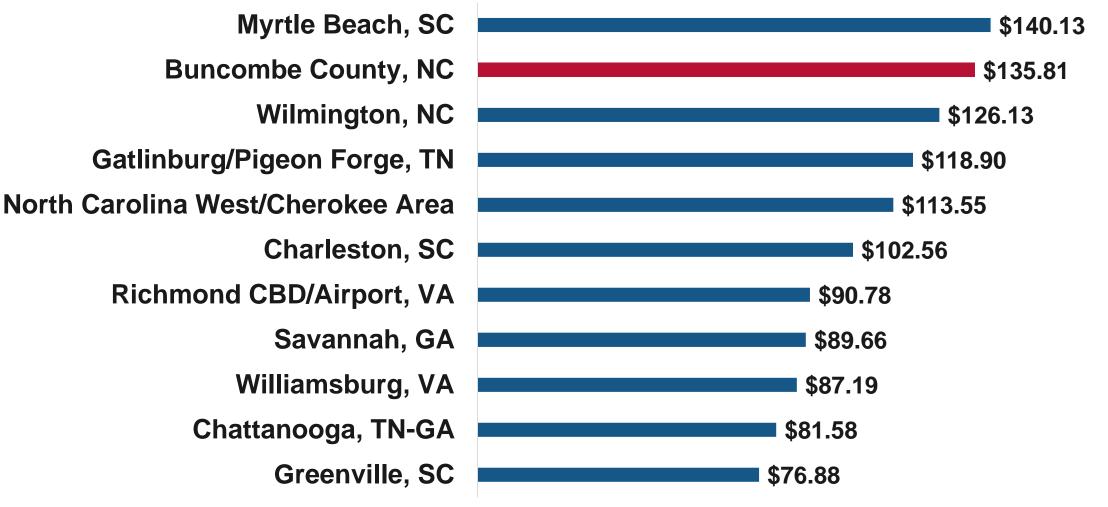
Explore ASHEVILLE

PEER DESTINATION HOTEL OCCUPANCY: AUGUST 2020



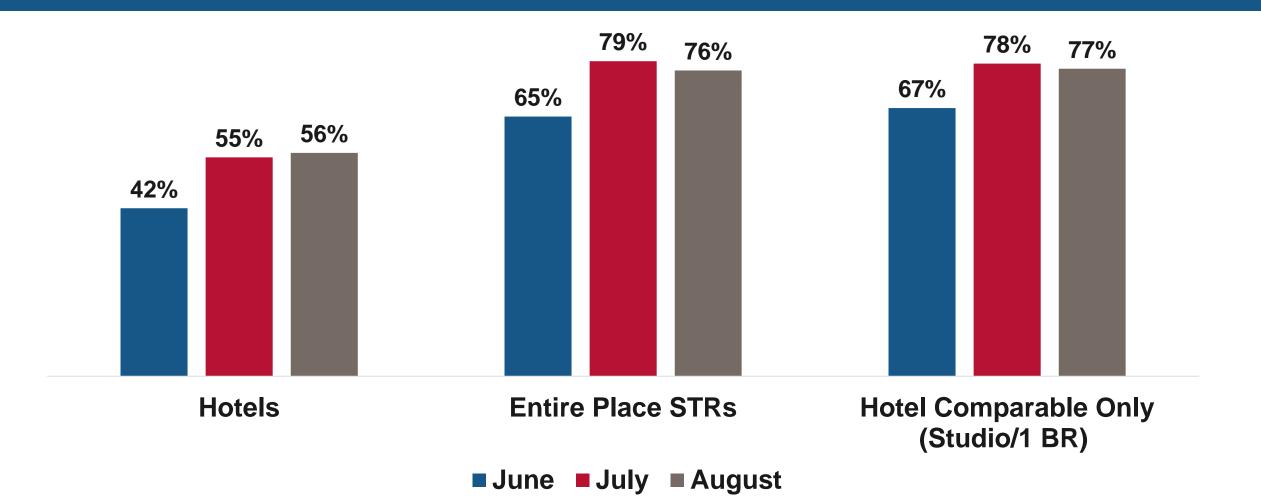
Source: Smith Travel Research (hotels only)

PEER DESTINATION HOTEL ADR: AUGUST 2020

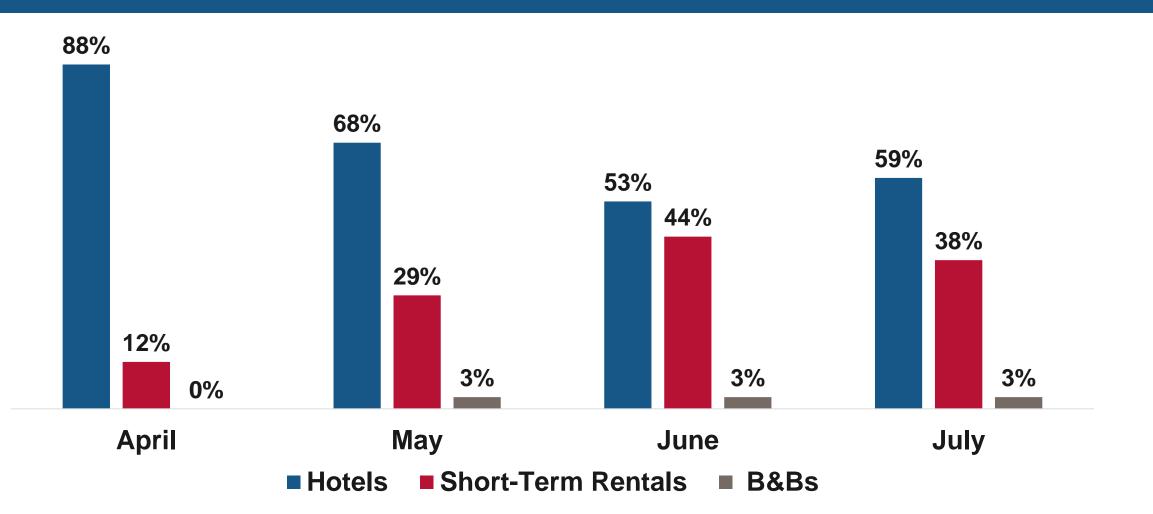


Source: Smith Travel Research (hotels only)

LODGING OCCUPANCY BY TYPE: JUNE, JULY, & AUGUST 2020

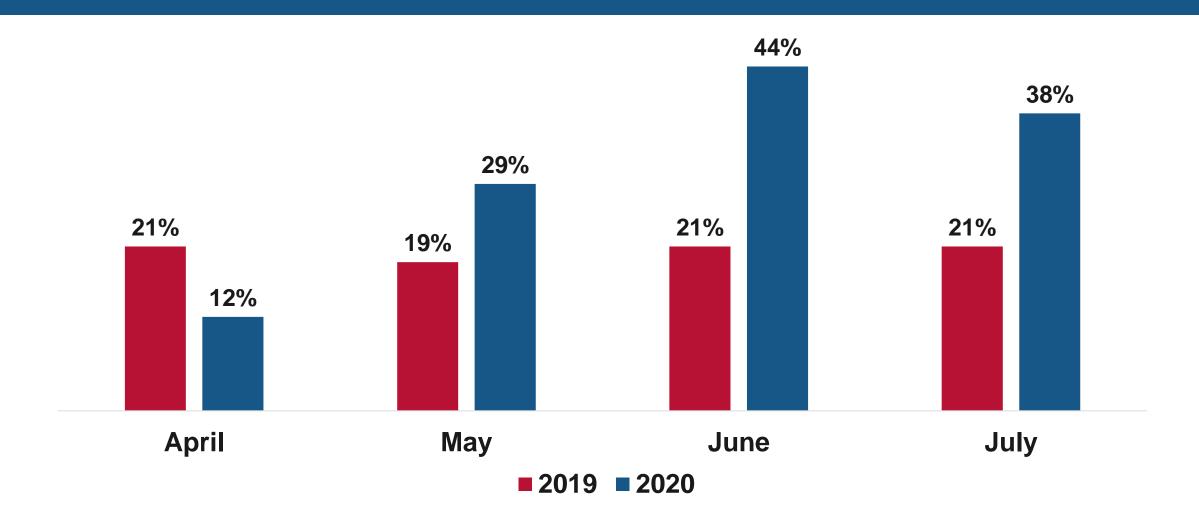


BUNCOMBE COUNTY LODGING REVENUE: % OF TOTAL TAX COLLECTIONS BY TYPE, APRIL – JULY 2020



Source: Buncombe County Finance

SHORT-TERM RENTAL LODGING REVENUE: % OF TOTAL TAX COLLECTIONS, APRIL – JULY 2020 VS. YAGO



ORGANIZATIONAL UPDATES

- Changed the name of Public Affairs department to Community Engagement to reflect better the ongoing activities of the unit.
 Shifted Hannah Dosa into the department and hired Nicole Will to fill open position.
- Currently hiring for Director of Content position.
- Director of Finance Jennifer Kass-Green begins maternity leave this week.

ANNUAL MEETING GOES VIRTUAL: OCTOBER 7 AND OCTOBER 20

- Looking ahead, not back
- 3:30 PM October 7
- Keynote speaker
- William A.V. Cecil Tourism Leadership Award
- 10:00 AM October 20:
- Sales, Marketing, & Community Engagement updates



OCTOBER 7 | 3:30 - 5PM



Keynote Speaker

Earl B. Hunter Jr.

Founder & President of Black Folks Camp Too

- Other Updates
- CVB Staff Recap
- Destination Dashboard
- Quick List
- Questions?

Explore ASHEVILLE



ADVERTISING & RESEARCH UPDATE SEPTEMBER 30, 2020

Explore ASHEVILLE



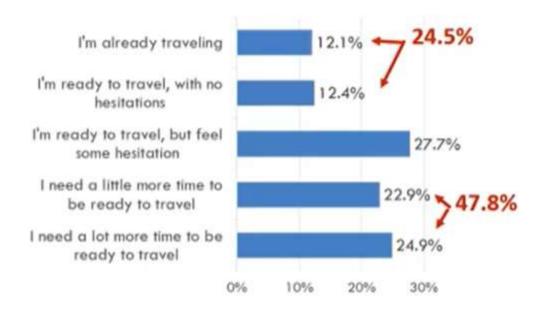
MARLA TAMBELLINI

Deputy Director/ VP of Marketing

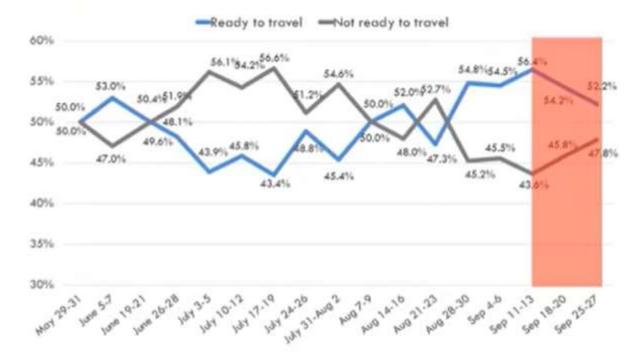
ASHEVÍLLE

TRAVEL STATE-OF-MIND

QUESTION: When it comes to getting back out and traveling again, which best describes your current state of mind? (Select one)







(Base: Waves 12-13 and 15-29. All respondents, 1,257, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,206, 1,224, 1,201, 1,202, 1,207, 1,250, 1,225, 1,205, 1,200 and 1,205 completed surveys.)



Experts are warning of a coming surge of Covid-19 cases in US

By Christina Maxouris and Nicole Chavez, CNN (3) Updated 4:17 PM ET. Sat September 26, 2020



(CNN) — The US could see an explosion of Covid-19 cases as fall and winter set in, one expert says, joining a chorus of health officials who have warned about the challenges of the coming months.

Two things will likely help drive that expected winter surge, according to Dr. Chris Murray, director of the University of Washington's Institute for Health Metrics and Evaluation (IHME).



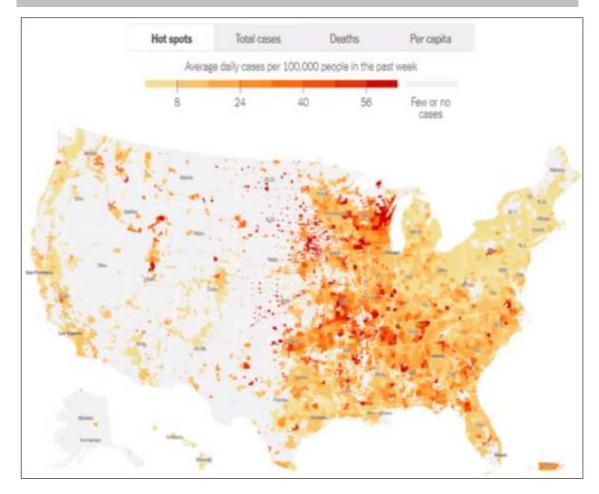
"First, as case counts have come down in some states, we tend to see that people become less careful, they tend to have more contact," he said. "But then the most important effect is the seasonality of the virus, that people go indoors, transmission happens more."

Related Article: Covid-19 vaccinations could start in November or December, Fauci says

The IHME model indicates that the country is currently seeing about 765 daily deaths from Covid-19, but that number could jump to 3,000 daily deaths by late December.

More than 204,000 Americans have already died from the virus since the start of the pandemic and more than 7 million have been infected, according to Johns Hopkins University. At least 24 states are now reporting a rise in new cases compared to the previous week, mostly across the US heartland and Midwest, according to data from Johns Hopkins.

COVID-19 Cases



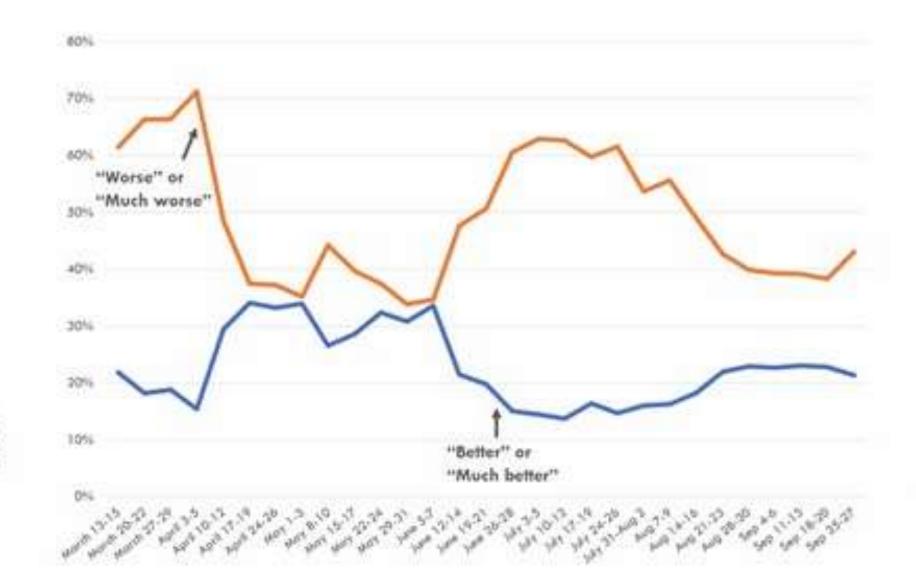
EXPECTATIONS FOR THE CORONAVIRUS OUTBREAK (WAVES 1-29)

Question: In the NEXT MONTH, how (if at all) do you expect the severity of the coronavirus situation in the United States to change?

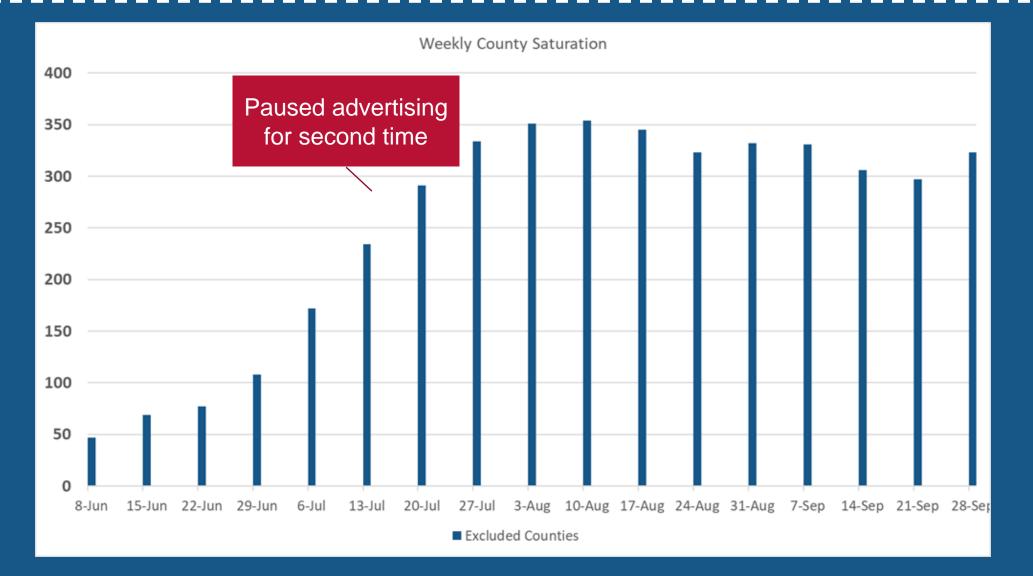
In the next month the coronavirus situation will _____

(Bore: Waves 1/29, All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200, 1,212, 1,223, 1,257, 1,274, 1,214, 1,205, 1,231, 1,365, 1,213, 1,200, 1,205, 1,224, 1,201, 1,202, 1,207, 1,260, 1,325, 1,205, 1,200 and 1,205 completed serveys)

Destination O Analyst



MARKET EXCLUSIONS



BUNCOMBE COUNTY

Confirmed new case trendline shows signs of reversing.

Positive test percentage is well within guidelines.



FALL CAMPAIGN

Trip Advisor Horizon Unit



Rich Media - Undertone

Rich Media - Undertone





Undertone Enhanced Standard





Pack your bags & masks! Relax in nature & visit Asheville safely.

ASHEVILLE Let's Go



Explore Asheville Pack your bags & masks in nature & visit Asheville safet

ASHEVILLE

Front

Nearly 2/3 of American travelers expect to travel this season.

Top motivations for fall trips:

- Relaxation
- Time w/family
- Escapism

ON-THE-GROUND COVID MESSAGING

- Geo-fencing Campaign
 - COVID safety digital ads served to those who enter heavily trafficked geo-fenced areas in Buncombe County
- Custom COVID Safety Messaging
 - Custom artwork created to help communicate COVID safety messaging (the 3 Ws)
 - Messaging will be on sidewalks, banners, wayfinding kiosks, etc
- Social Media Mask Contest
 - Promote mask wearing via social media mask contest
 - Fans asked to share their favorite masked photo in the Asheville area for a chance to win a prize package

Visit Asheville

📂 September 21 at 12 30 PM 🔞

Masks aren't forever, but fond memories are. Now, wearing a mask is also a chance for you to win! Post your favorite mask picture from the Asheville area and you'll be automatically entered to win a prize package that includes a \$100 gift card, piece of East Fork pottery, box of French Broad Chocolates, gift certificate for two for a Hood Huggers tour, and handmade mask from Curve Studios. Post in the comments below, on Instagram with #MaskUpAVL or by uploading on our website: https://www.exploreasheville.com/ashevillemaskchallenge/.

Have fun with the photo! Showcase creative masks, remarkable locations, masked pets or even inanimate objects wearing masks! Extra points for creativity! Submit your photo by midnight on October 4, 2020 for a chance to win!



E EXPLORE People

PEOPLE.COM > TRAVEL

68

New Research Shows That Just the Act of Planning a Trip Can Boost Happiness

By Claudia Harmata September 08, 2020 12:58 PM



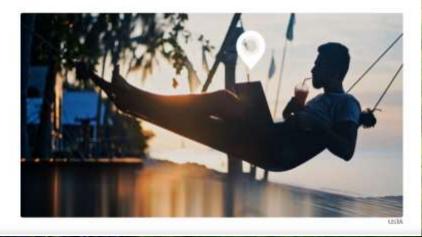
ADWEEK = a

TRAVEL

Tourism Brands Join Forces to Get People Traveling Again

let's GO There

More than 70 companies unite for "Let's Go There" national campaign





LET'S GO THERE

ELECTION

FOR

PAUSE

Phase One September 7-25

PR kick-off post Labor Day to

talk about Coalition, focus on

industry professionals affected

by the pandemic and how to

travel safely

OWNED

Industry partners launch campaign assets across owned channels

PAID

Paid media launches with high profile national TV, ROS cable, digital, programmatic, social and digital OOH (key cities) Phase Two November 9-27

Messaging around holiday travel, options and industry-wide support of Black Friday and Cyber Monday deals

> Black Friday and Cyber Monday deals and incentives

Paid media relaunches with ROS cable, digital, programmatic, social and digital OOH (key cities) Phase Three December 28-January 29

New Year, New You. With a resolution to take a vacation, # of days unused in 2020 and one day event for National Plan for Vacation Day

HOLIDAYS

R

0

L

PAUSE

Industry-wide roadblock and push to National Plan for Vacation Day, plus one-day flash sale

High profile New Year content, ROS cable, and programmatic and social

WHEN IT'S TIME FOR YOU, WE'LL BE READY



More to See and Do



PepsiCo | Stronger Together

ECOLAB

See Clean with Ecolab Science



Entertain with World Cinema



U.S. Chamber of Commerce, Washington DC



9

Powering the global travel industry

Where to Go











Welcome to Las Vegas

Find the perfect view in California

Explore Asheville, North Carolina

Alabama's outdoors. Take it all in.

Austin, Live Music Capital of the World[®]

INTEGRATION

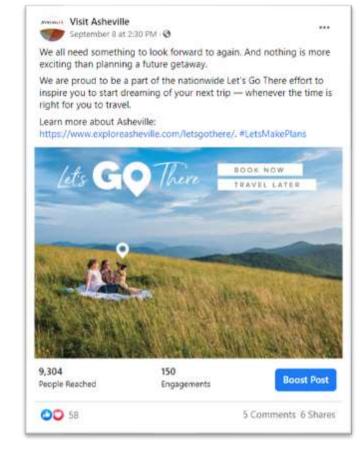
Let's Go There Landing Page



Homepage Pop-up



Social Posts





VISIT NC CREDIT PROGRAM

NC CREDIT PROGRAM CO-OP







DISCUSSION

GROUP SALES OUTLOOK

DIANNA PIERCE VICE PRESIDENT OF SALES

CONNIE HOLLIDAY, CMP SENIOR SALES MANAGER

> TINA PORTER SENIOR SALES MANAGER

KATHRYN DEWEY SALES MANAGER

BETH MCKINNEY SALES MANAGER

CARLIADAMS GROUP COMMUNICATIONS & SERVICES MANAGER





DIANNA PIERCE

Vice President of Sales



PIVOT TO WHAT'S POSSIBLE





CONNIE HOLLIDAY

Senior Sales Manager



SALES MOVES FROM IN-PERSON TO VIRTUAL

- Participated in virtual trade shows/events:
 - Meetings Today Virtual Trade Show Corporate/Association/Regional
 - MPI Sunshine Education Summit National
- Launch virtual familiarization tour November
- Debut "Mug Moments," 20-minute coffee break style conversation with planners about meeting safely
- Participate in additional virtual trade shows/events:
 - TEAMS Conference & Expo Sports/National
 - National Tour Association
 - State/Regional Professional Association networking





AND BACK TO IN-PERSON (2021)

Sports Express	Sports
SCSAE Trade Show	Regional
Asheville Winter Spa Visit FAM	Regional
Wedding Festivals	Regional
Destination Showcase	National
Prevue Visionary Summit	National
48 Hour FAM	National
ABA Marketplace	Motorcoach





KATHRYN DEWEY

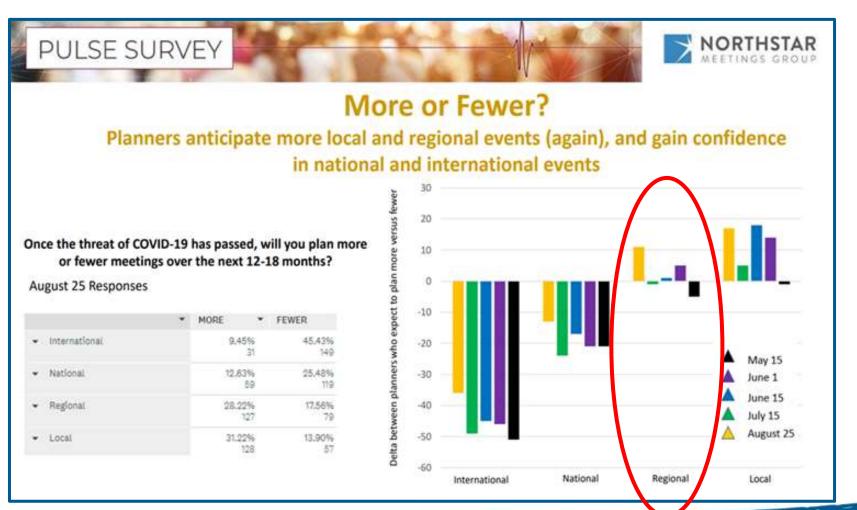
Sales Manager



"WHEREVER THE FISHARE, THAT'S WHERE WE GO." – RICHARD WAGNER



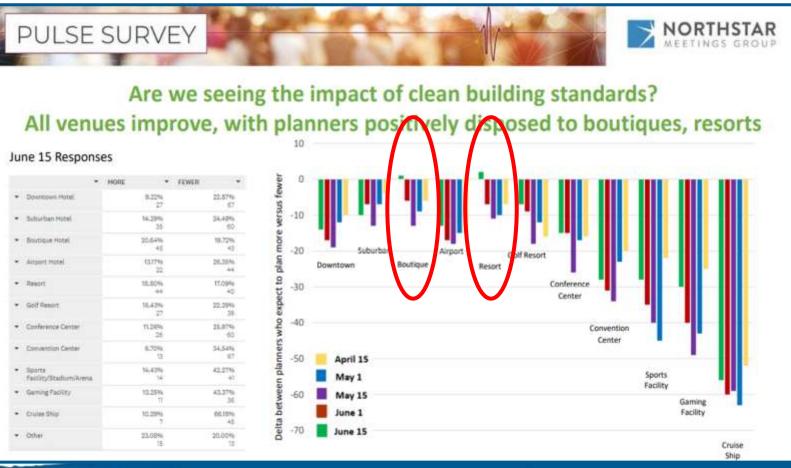
REGIONAL EMPHASIS



ASHEVÍLLE MEETINGS ELEVATED.

WHY ASHEVILLE WORKS

- We fit the "Sweet Spot"
- Boutique hotels and resorts
- Second tier cities viewed favorable



SHEVÍLL MEETINGS ELEVATED.

REGIONAL PUSH

- "Close to Home- Just What the Attendees Ordered"
- Print assets support messaging







REGIONAL PUSH

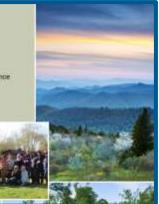
- Reengaging with corporations headquartered in NC and regional non-profits headquartered in Asheville
- Group Tour focuses on companies within three-hour drive radius with targeted messaging

SAMPLE ITINERARY Asheville Wellness Tour

A two or three night group itinerary with many opportunities to socially distance while seeing the incredible mountain sights. Accommender to 30 area page.

DAY ONE

Arrive and check into your hotel. The Ashevalle CVB can offer the and helpful assations with blocking your group accommodations. Use on lead serves, we also provide a three versions and the part of our serves, we also provide a three versions part, such as local withmass has a "burdle time" available the weather part of the version of the serves. In the server the time of the server part of the serves are also provide a three versions part and withmass has a server burdle have sur totels have pletged to keep provide softer.



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DAY THREE

Depart for home or enjoy an additional day at Biltmore.

Tour the impressive 250-room chateau, a wonder of architecture and hospitality, and stroll acres of formal and informal gardens. Enjoy lunch at Stabile Calé before visiting Antier Hill Village and the award-winning Bitmore Winery, or, allow the group to drive on their own in the Village. See how Bitmore is committed to your safety <u>here.</u>

For additional dining, step-on guide, and activity recommendations, please contact the CVB.

DAY TWO

Hop aboard the open-air historic Gray Line Trolley for a complete narrated tour of Asheville's history. You may be surprised to learn that Asheville's popularity began with its distinction as a healing destination. Hear the stories behind historic Montford neighborhood's sleeping porches, the creation of a health elixir that created a fortune, and how it all ties into the great Vanderbill family's dynasty.

Next, enjoy a guided or self-guided visit of The North Carolina Arboreturn. This Ashevilie gem boasts indoor and outdoor exhibits, acres of walking trails and gardens, and an award-winning bonsal garden. Stay for a fresh and seasonal lunch at the at Bent Creek Bistro. Orderahead and box lunch options available, indoor and outdoor seating available.



ASHEVÍLLE MEETINGS ELEVATED.

OPPORTUNITIES

- "Something to Bark About" an affinity group outreach
- Identified tour companies focused on outdoor adventures booking multiple departures

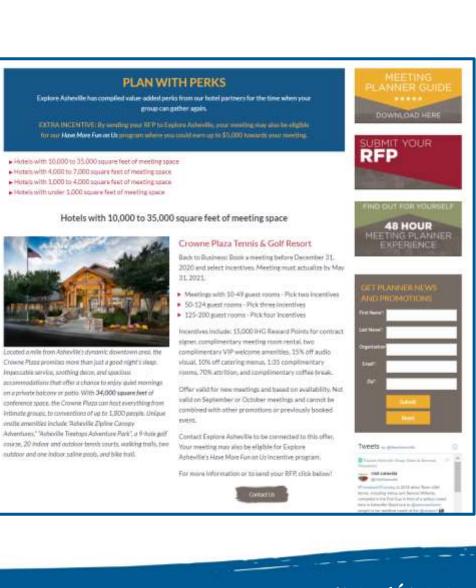




THRU DECEMBER 31

- Visit NC- DMOs Meeting and Conventions Co-op
 - Regional-Corporate/Association
 - SMERF Groups & Small Meetings
 - National Associations & Third-Party Planners
- Plan with Perks Program

SUCCESSFUL M E E T I N G S FILLE



MEETINGS ELEVATED



BETH MCKINNEY

Sales Manager



ASSET SHARING

- 3D Matterport Virtual Meeting Hotel Tours
 - Provided at no cost to larger meeting properties
 - 736 unique visits

COLLABORATION

- Continue elevating partners Plan with Perks / Mug Moments
- Wedding Industry Town Hall (2)







COVID-19 COMMUNICATIONS SUPPORT

Meet Safe Pledge

- A pledge specific to meetings
- Shared responsibility





MEETINGS ELEVATER



TINA PORTER

Senior Sales Manager

"IT'S NOT WHETHER YOU GET KNOCKED DOWN. IT'S WHETHER YOU GET UP." – VINCE LOMBARDI



SPORTS – ALL THE TIME

- Strong outreach to rights holders/organizers
 - Signature and smaller, regional events
- Maintain critical relationships with local sports
 planners to book 2021
 - Regional colleges, universities, & high schools
 - ABYSA, Bob Lewis Park, Carpetbagger Lacrosse, Hi-Neighbor Volleyball, etc.
 - Identify new prospects & events
- Messaging supported with new Sports fact sheet

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	Multi-cos Sports Field for Boetral ent Sports	Winstorg

SPORTS – ALL THE TIME

- Tradeshow Outreach & Face to Face
 - TEAMS Booth, 1:1 appointments
 - Sports Express Two days 1:1 appointments, networking
 - Sports meetings are as important
- Work hand in hand with ABRSC on signature events
 - Spartan, Fed Cup, Gala Gymnastics, etc.









CARLI ADAMS

Group Communications & Services Manager

ASHEVÍLLE MEETINGS ELEVATED.

BRAND REFRESH

ASHEVILLE

MEETINGS ELEVATED

MEETING

ACCESSIBLE

WIDE OPEN

GRAND RESORTS

BOUTIQUE HOTELS

8,000

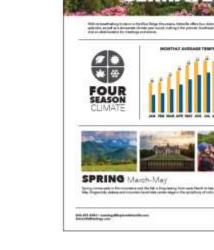
AshevilleMeetings.com

HOTEL ROOM





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ASHEVILLE

MEETINGS ELEVATED

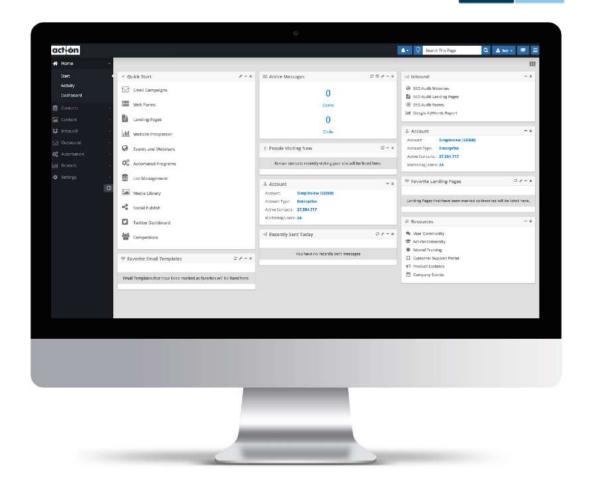
AshevilleMeetings.com

ASHEVÍLLE MEETINGS ELEVATED.

ACT-ON SOFTWARE

New tool for group sales:

- New email marketing platform
- Marketing automation software featuring lead scoring, list segmentation, automated programs and customizable campaigns
- Full integration with CRM with a suite of dynamic analytics





MEETINGS ELEVATED

COMMUNICATION STRATEGY & NEW NEEDS OF MEETING PLANNERS

Communication & Outreach

• Avg Open Rate 19% since March 16th

New Tools

- 11-minute virtual video | 264 viewers
- 3D Virtual Hotel Tours | 1,745 impressions
- LinkedIn Company Page | 240 followers
- Mug Moments Episode 1 | 29 registered
- Meet Safe Pledge





KEY POINTS

- 1. Asheville is positioned better than most destinations for the return of meetings and events
- 2. Asheville has a strong virtual presence and is addressing planners' new needs
- 3. The CVB has taken additional steps to provide support for industry partners to secure future business
- 4. The CVB has a strong and passionate staff dedicated to bringing meetings and events to the community and to our partners

QUESTIONS?



CITY COUNCIL UPDATE

Councilmember Julie Mayfield

Asheville City Council Update

BC COMMISSION UPDATE

Commissioner Joe Belcher

Buncombe County Commission Update

MISCELLANEOUS BUSINESS

Chairman Himanshu Karvir

Miscellaneous Business

PUBLIC COMMENTS

Chairman Himanshu Karvir

Members of the Public were invited to submit comments via email to <u>reply@ExploreAsheville.com</u> through 4:00 p.m. on Tuesday, September 29, 2020.

One comment was received and sent to the board.

CEO SEARCH UPDATE

Vice Chairman Gary Froeba

Update on the CEO Search

CLOSED SESSION

Chairman Himanshu Karvir

Call for motion to go into Closed Session

CLOSED SESSION MOTION

I move that we go into closed session at this time for the following reasons (1) Pursuant to North Carolina General Statute 142-318.11(a)(1), to prevent disclosure of information that is confidential pursuant to the laws of North Carolina, or not considered a public record within the meaning of Chapter 132 of the General Statutes; (2) Pursuant to North Carolina General Statutes 154-318.11(a)(6) and 142-318.11(a)(1) to consider the qualifications, competence, performance, character, fitness, and conditions appointment of an individual public officer or employee or prospective public officer or employee, and (3) Pursuant to North Carolina General Statute 143-318.11(a)(3) to consult with an attorney retained by the Buncombe County Tourism and Development Authority about matters with respect to which the attorney-client privilege between the BCTDA and its attorney must be preserved.

CLOSED SESSION ROLL CALL VOTE

Chairman Himanshu Karvir

- Vice Chairman Gary Froeba
- Leah Ashburn
- Andrew Celwyn
- Brenda Durden
- John Luckett
- John McKibbon
- Kathleen Mosher
- James Poole
- Chairman Himanshu Karvir

PUBLIC ADJOURNMENT

Chairman Himanshu Karvir

Members of the public can now exit the meeting and the closed session will begin.

Thanks for attending!

The next monthly BCTDA meeting will be on Wednesday, October 28, 2020, at 9:00 a.m.

NEXT BCTDA MEETING

Explore ASHEVILLE Buncombe County Tourism Development Authority

Thanks for attending! The next BCTDA meeting will be on **Wednesday, October 28, 2020** at 9:00 a.m.