Georgia World Congress Center Authority

November 29, 2016

Board of Governors Meeting











Financial Snapshot – October 2016

Profit/Loss

Actual

Budgeted

Actual YTD

Budgeted YTD





\$1,828,138

1,608,753

7,295,795

6,067,335



G E O R G I A

D O M E

\$1,617,282

1,145,149

16,710,844

15,841,598



H/M Tax YTD

Actual \$2.1m

Budget **\$2M**

3.44%

FY16 \$1.9M

7.57%



Customers (Estimated)

273,064



Economic Impact (Estimated)

\$103.2M



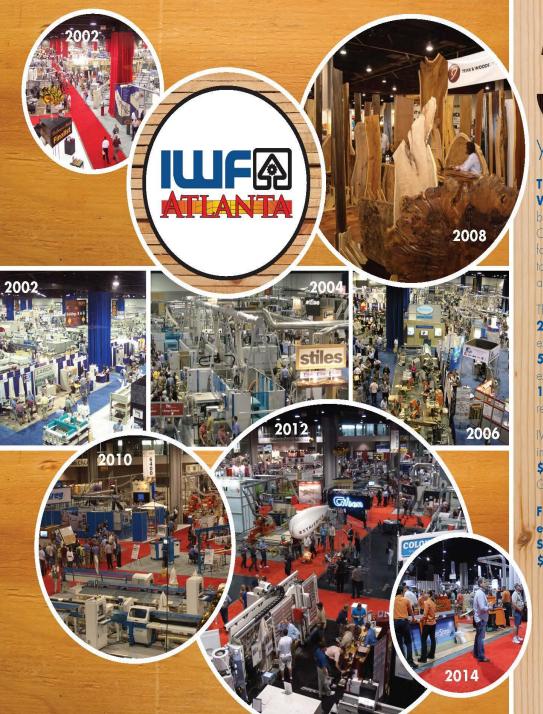


International Woodworking Fair Recognition

Mark Zimmerman

GWCC General Manager







The International
Woodworking Fair (IWF) has
been a part of the Georgia World
Congress Center Authority family
for 32 years, bringing 17 shows
to the GWCC beginning in 1984
and continuing biannually.

The 2016 IWF welcomed 25,768 attendees and 1,079 exhibiting companies occupying 532,565 net square feet of exhibit space. There were also 1,848 international visitors representing 81 countries.

IWF generated an economic impact of approximately **\$62,037,297** to the State of Georgia in 2016.

From 2000 to 2016, IWF's economic impact on the State of Georgia stands at \$659 million.







ACVB MISSION:

To sell and market metro Atlanta and Georgia globally as the premier conventions, meetings and tourism destination in the regional, national and international marketplace and favorably impact the Atlanta economy through conventions and tourism.

ACVB VISION:

To be the most hospitable convention city in the U.S. that is the easiest with which to do business.





Vision 2020 5 Year Strategic Plan

OVERALL OBJECTIVE

While continuing objective to reach a minimum

925,000

room nights for meetings greater than 2,500 room nights on peak, also maintain a minimum of

20

city wide bookings in each year for 5,000 room nights and greater on peak

Strategic Priorities

Targeted focus to optimize the city by increasing meetings with room nights between 2,500 and 5,000 room nights on peak which will add 50,000 room nights per year

By the end of 2015 finalize and begin executing a plan to increase member engagement

"Mobile First" Design Approach: Shift interactive design and content delivery to focus on mobile first, before desktop, and optimize to smaller screens and differing needs

Continue emphasis on growth of visitation from Europe and Latin America and dramatically increase our focus on China doubling visitation by Chinese visitors to

Key Initiatives

- Align ACVB sales process with GWCC revenue management strategy
- Highly targeted Atlanta Updates and key sales initiatives toward groups of 2,500 to 5,000 room nights on peak
- Identify strategic partner that influences conventions in order to optimize GWCC and fill gaps in hotel room demand
- Fully define member engagement around mutually beneficial relationships, program involvement across ACVB functional areas, and member satisfaction
- Research and determine relevant benchmarks for measurement of member engagement
- Implement programs and initiatives to increase engagement and measure against benchmarks
- Map content and functionality to mobile device use case scenarios and identify gaps
- Prioritize site sections for enhanced mobile device design lavouts
- Establish reporting to monitor mobile access and performance of Atlanta.net.
- Develop consumer satisfaction survey to ensure equal satisfaction across platforms
- Rhythms of the South Continue the successful international marketing alliance of Atlanta, Nashville and New Orleans by expanding target markets and furthering our consumer and trade outreach
- Delta Stopover-work with Delta Air Lines on developing program that promotes Atlanta as a 2-3 day stopover destination, focusing on Atlanta's shopping and tourism assets
- Invite key Chinese travel trade to visit Atlanta and investigate hosting targeted industry events that focus on the Chinese market
- Continue work with Brand USA to leverage Atlanta's international presence in key international markets



2017 Business and Financial Plan

Presentation – Georgia World Congress Center

Atlanta Convention & Visitors Bureau, Inc.

2016 Highlights Where we have come

*Continued positive momentum with visitor metrics from beginning of 2011 in City of Atlanta:

- Occupancy up 15.4% or 3.0% annualized
- REVPAR up 42.7% or 8.5% annualized
- Demand up 15.9% or 3.2% annualized

*Metro market share of demand in top 25 destinations up 5.5% or approximately 1.1% annualized

2016 Highlights Where we have come

5 Year Sales productivity history

- Total room nights booked up 6.4% or 1.3% annualized (1,694,000 projected 2016)
- Trade show room nights booked up 11.2% or 2.3% annualized (1,288,500 projected 2016)
- Trade show leads up 35.5% or 7.1% annualized (675 projected 2016)
- 3 year average 5000+ peak groups up 25% to 20 groups
- Total room nights booked on 2500+ peak groups up 35% from 2011 to just a projected 1,070,000 (this is not a running average, but an annual peak)

2016 Highlights

				2015
	Goal	Projected	% of Goal	Actual
room nights	1,676,393	1,694,000	101.1%	1,770,250
vide room nights	1,275,000	1,288,000	101.0%	1,332,126
najor citywides	20	21	105.0%	22
> 5000 peak nights				
3 year running average				
n nights for 2,500 peak-	925,000	1,070,000	115.7%	942,843
# of Leads	5,598	5,572	99.5%	5,435
ity-wide leads	617	675	109.4%	618
dance goal for major	100%	107%	107.0%	108%
city wides				
1	ride room nights najor citywides > 5000 peak nights 3 year running average nights for 2,500 peak- # of Leads ity-wide leads dance goal for major	room nights 1,676,393 vide room nights 1,275,000 najor citywides > 5000 peak nights 3 year running average nights for 2,500 peak- # of Leads 5,598 ity-wide leads 617 dance goal for major 100%	1,676,393	room nights 1,676,393 1,694,000 101.1% ride room nights 1,275,000 1,288,000 101.0% najor citywides 20 21 105.0% > 5000 peak nights 3 3 year running average n nights for 2,500 peak+ 925,000 1,070,000 115.7% # of Leads 5,598 5,572 99.5% ity-wide leads 617 675 109.4% dance goal for major 100% 107% 107.0%

2016 Highlights

- The last 4 ½ years show the strength of the market
 - 40 citywides that have not been to Atlanta in 5 or more years
 - 20 citywides that have not been to Atlanta in 10 years
 - 47 citywides that have never been to Atlanta
- Continued productivity growth from Group Sales and Convention Services efforts
 - Group sales lead volume up 7% over goal
 - Year end room night bookings will exceed goal
 - 28 of 38 conventions have exceeded their attendance goals YTD by 8%
 - Maintained 8 year TAP pace at 108%

2016 Highlights-continued

- Continued leadership positions with PCMA, IAEE and ASAE
- Launched GWCC 2020 Vision at ASAE Annual Meeting
- Expanded International awareness by hosting International Showcase
- Assisted in securing Super Bowl in 2019
- Received several industry trade publication awards
- Secured ASAE Annual Meeting for 2022
- Completed In-House meeting redesign
- Hosted over 400 customers from International Destinations
- Restructured sales programs and support 55 events
- Hosted 835 meeting and convention site visits

GWCCA ASSETS MARKETED THROUGH KEY ACVB CHANNELS

2016 Highlights

- Convention Trade Shows
 - New Booth Design launched at ASAE Annual meeting
 - Interactive Virtual Tour
 - Virtual Reality In-Booth Experience
 - Google Cardboard (VR Viewer Giveaway)
 - GWCC Vision 2020 Video Loop
- Convention Bid Books
- UPDATE presentation
- Atlanta.net
- Atantameetings.com
- Advertising
- Advertorials
- PR Driven Articles
- Social Media
- Meeting & Event Planner
- Tour Manual
- Atlanta Now
- New Sales Tools





TRADE SHOW BOOTH

In-Booth Virtual Reality Tour : Airport – Centennial Olympic Park





TRADE SHOW BOOTH

Google Cardboard VR Viewer - Booth Giveaway/Mailer





Virtual Reality App available for download from iTunes Google play and Google Play stores

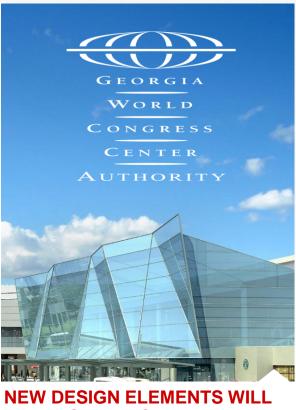




2016 UPDATE PRESENTATION

PROPOSED NEW HQ HOTEL CONNECTED TO THE GWCC





NEW DESIGN ELEMENTS WILL ENHANCE THE CONVENTION CENTER FAÇADE

A \$20 MILLION
BEAUTIFICATION OF
CENTENNIAL OLYMPIC PARK



2016 SALES BID BOOKS

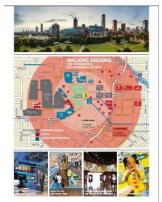






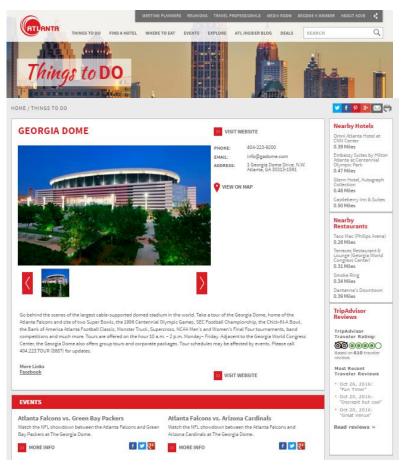


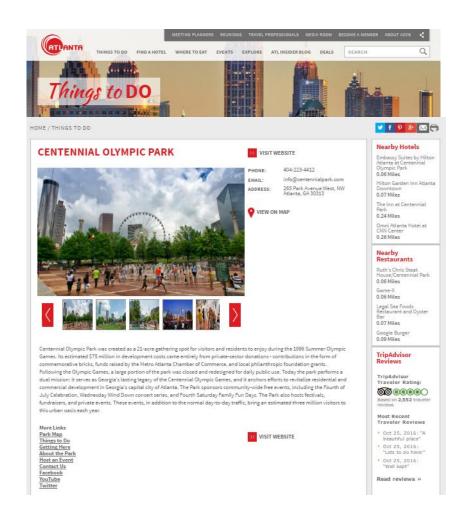






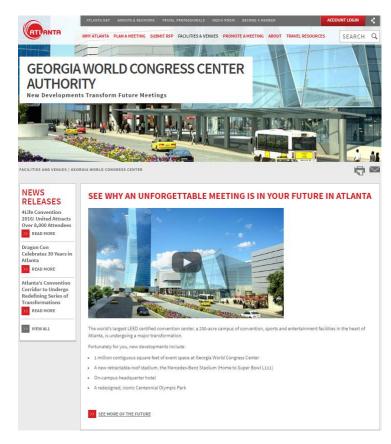
2016 ATLANTA.NET





2016 ATLANTAMEETINGS.COM





2016 ADVERTISING MEETING PLANNER CAMPAIGN – I AM ATL





I HELP MAKE YOUR MEETING A WALK IN THE PARK.

Plan on Atlanta and a great meeting is just steps away.









2016 ADVERTORIAL SAMPLES

Successful Meetings - February 2016





Partners in Planning

Don't go it alone: CVBs and DMOs are the dynamic resources you need to make each and every event a success.

erting planning can be a daunting proposition—but it doesn't have to be.
Convention—but it doesn't have to be.
Convention & Visition Baserian (CVBs) and Destraintion Management Organizations (OCMOs) join forest with planten on overything from site inspections and pre-promotion to permits and special event locations. Acriling as an extension of the planner's seam, CVBs and DMCs offer their local according and callowed services often an occumenting that planners save time and monsy while having their come personnal guide to great activations.

PLAN ON ATLANTA FOR SUPERB EVENTS

Home to the fourth-largest convention center in the U.S., Atlanta is known as a premiere communion destination. However, this hub of the Southeast offers much more than meeting space. Getting here is a breeze with 80 percent of the U.S. population within a two-hour direct flight. Four compact meeting districts are connected by AMRTA, Atlanta's public

rail system, and are located less than 20 minutes from Hartsfield-Jackson Atlanca International Airport. Within each district, you'll find hotels at every price point, award-winning dining options, top attractions, and Besible venues for meetings of any size.

Adatatix walkable convention certainer offers more than 10,000 beed convox. 21 million again feet of versatile schibit space, and nearly 500 reasurants within a one-mill enails on the Georgia World Congress Center (GWCC), GWCC provides more than 14 million again feet of edoblist pace, but the ciry's event facilities don't end there. Unique spaces like Adatase Convention Center at América Mart, 200 Paccheree, and top attractions fike Center for Crist and Human Righes, Codleg Foodball Half of Forms, Georgia Aquarism, CNN Global Half of Forms, Georgia Aquarism, CNN Global Half of Forms, Georgia Aquarism, CNN Global Headquarren and World of Coars-Cod marks meeting in Adatase all about options. The Adatase screen produce another case way or travesser the city connecting GWCC, major attractions, horein, and nightiful georges with in 27-mille loops.

SPECIAL ADVERTISING SECT

Knawn as the Beater of the arm's Midsown in the sear of Adams/as wan and Cardual Community. The district of first more than 4,500 boott rooms and 180,000 square for overlag and core system of control and the sear of a multi to mid-niced meetings. After the meeting, attended on eneigy externooflancy exhibits, music preformances, and cuterestiments for all gos at award-winning records like the Woodsulf Arts Cornec, Centre for Puppersy Arts, Fox Thusters, an Moseum of Design Adams. Jacobs and vinition all congregate at Podomos Plack, Adamsk Afronic populous, for footrols and concerns. This district is also more to some of the crity but restaurants, credity home to some of the crity but restaurants, credity

boutiques, und chie night ridus. Buckheal midde het fast pase of a dynamic business center with the city's more caquitire resustanents, squate bodys, and exciting algibilioptions no create the ultimate in heaves. The might bothoud edings ungerness when it crosses to high-ord accommodations, with more than 7000 heart format and last good and the company of but the company and lasting darker than 4000 and even space. The Shops Buckhead Adunta is in laure despring and diring darker that and offers special even options that are user or impress.

SUCCESSFUL

Produced by Northstar Meetings Group Custom Media Department 100 Lighting Way, 2nd Floor, Secaucus, NJ 07094

(201) 902-2000
Ledisy Krauthelin –
Group Manuging Editor
Alison Bolub – Sentor Editor
Janice Hill Plear – Sentor Editor
Tessa Sestina – Art Director
Michelle Hickey – Desigher
Adam Schaffer – Production Specialst
Mariane Christelesski –
Group Production Manager
Josef Blantiflet – J-Beschlet Wice President,

NORTHSTAR

63

FEBRUARY 2016 ■ SUCCESSFUL MEETIN

2016 SAMPLES OF PR-DRIVEN PLACEMENTS





2016 SOCIAL MEDIA SAMPLES

Twitter, Facebook, Google+, Instagram, ATL Insider Blog

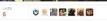














The nation's largest women's expo kicks off 5/2 @GWCC_ATL! Welcome Ultimate Women's Expo! budurl.com/mj2z







See how @Centennial Park has grown w/ more great attractions 20vrs after the Olympics. bit.ly/21gkkuD





Get over the hump with relaxing live music at @Centennial_Park's weekly Wednesday Winddown, bit.ly/2bXg1Cn





For #TBT, we look back at the beginnings of our piece of sports history, @Centennial_Park. bit.ly/21gkkuD





ACVB owned print media channels 2016/17 MEETING & EVENT PLANNER

- 2016 ATLANTA NOW- all issues
- **2016/17 TOUR MANUAL**









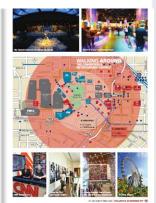


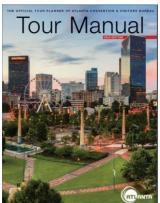


















NEW SALES TOOLS - 2017











Start your Atlanta experience in the convention & entertainment district surrounded by dining, attractions and unique special event venues. Go beyond the district to discover even more exciting things to do.

EXPERIENCE NOW





ee Atlanta through a guided 360 tour that takes
ou from your arrival at the world's most traveled
proof to the convention & entertainment district.

- Download the Google Cardboard App
 Download the 360ATL Atlanta Virtual Tour app
 Evaluate Atlanta virtually
- Available on the App Store



ACVB will develop a comprehensive hi-res Virtual Tour of the GWCC to be added to the VR platform on AtlantaMeetings.com and available to be included on gwcca.org





ACVB Sales have access to Samsung GearVR Goggles to take to client meetings, Update, Upnext, etc. These will be loaded with the GWCC virtual tour

2017 Goals

- Increase room night bookings and maximize 1% Convention Marketing Fund
 - Room nights:
 - Increase room nights 2% over year end actual for trade show sales
 - Increase room nights 2% over year end actual for in-house sales
 - 3-year average of major citywide conventions booked/events (5,000 peak nights and above) to continue at 20
 - 925,000 room nights booked for 2,500 peak and above
 - Leads to increase by 2% over year-end actual
- Achieve 100 percent attendance goal for major citywide conventions
- Increase visibility of Atlanta as one of the top U.S. meeting and travel destinations
- Maintain atlanta.net as the premier hospitality online marketing platform
- Continue to position ACVB as an industry expert nationally and as the singular voice of hospitality in Atlanta

Increase room night bookings and maximize 1% Convention Marketing Fund

- Focus sales strategy on the anticipated GWCC connector, hotel, and park redesign at all sales events and in all sales messaging
- Educate Chinese tour operators about Atlanta by hosting "CHINA – American Summit"
- Expand presence in association market with new industry event XDP powered by ASAE
- Expand VR (virtual reality) marketing opportunities with tours of GWCC, hotels and attractions

Achieve 100% attendance goal for major citywide conventions

- Market Atlanta at 14 customer conventions in preparation for their 2018 conventions in Atlanta
- Familiarize convention planners with our new destination marketing assets and attendance building service offerings: videos, customized print & digital collateral, and integrated marketing campaigns
- Provide new responsive mini-sites for all ACVB convention and meeting clients

Increase visibility of Atlanta as one of the top U.S. meeting and travel destinations

- Make GWCC Vision 2020 developments the focus of our meeting planner campaign
- Provide Sales and Convention Services online tools to leverage Atlanta360 content supporting site visits and FAMS.

Maintain atlanta.net as the premier hospitality online marketing platform

 Continue successful mobile-first development strategy for marketing materials and content to reflect significant behavioral shift online

Position ACVB as an industry expert nationally and as the singular voice of hospitality in Atlanta

 Ramp up focus on all legislation which could have a negative impact on our industry focusing on education of our stakeholders



2017 Financial Plan

2017 Financial Plan Points

- Total revenue up 5.1%
 - Public sector revenue up 4.0% to 2016 forecast
 - Private sector up 8.3% due to program variations
- Total expense up 4.8%
 - Payroll and related expenses up 3.1%
 - 2.5% performance based merit increase pool
 - Group insurance renewal increase
- Direct promotional expenses up 6.2%
- Operating expenses and expenses against capital assets up 6.2% due primarily to depreciation expense increases

2017 Summary Budget

	2017 Budget		2016 Forecast	
Total revenue	\$	32,180,314	\$ 30,624,020	
Total expense		31,803,148	30,359,020	
Excess(deficiency)	\$	377,166	\$ 265,000	

Total Public Sector Revenue

Hotel tax - City of Atlanta

Hotel tax - Fulton County

Atlanta Convention Marketing Fund - 80%

Atlanta Convention Marketing Fund - 20%

Total Public Sector Revenue

2017 Budget

\$ 14,602,124

35,000

7,416,952

1,854,238

\$ 23,908,314

2016 Forecast

\$ 14,040,504

35,285

7,131,685

1,782,921

\$ 22,990,395

Total Private Sector

157,000

18,000

227,000

1,145,000

8,272,000

\$

1,395,000

145,000

17,000

382,000

1,135,000

7,633,625

1,375,000

		Revenue			
	202	17 Budget	201	6 Forecast	
Annual meeting/HHOF/HBN	\$	150,000	\$	141,000	
Contributed services		4,065,000		3,400,000	
Co-op cash support		1,100,000		1,025,125	
Grants/sponsorships		15,000		13,500	

Internet revenue

Membership dues

Other revenue

Membership services

Publication ad revenue

Total private sector revenue

Total Expense

	2017 Budget	2016 Forecast	
Direct promotional expense	\$ 12,090,899	\$ 11,382,335	
Expense against capital assets	1,898,112	1,675,000	
Other operating expense	836,439	900,000	
Payroll and related expense	9,560,746	9,270,000	
Transfer to ACMF reserve	7,416,952	7,131,685	
Total expense	\$ 31,803,148	\$ 30,359,020	

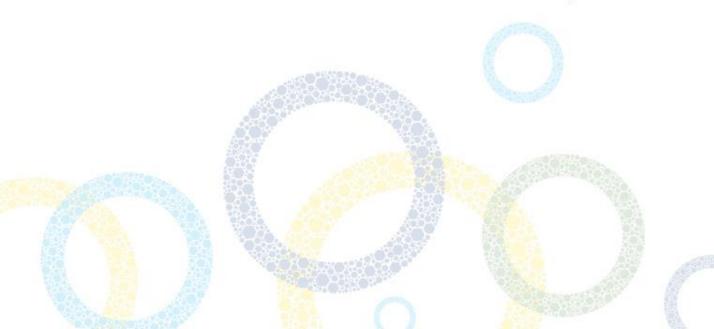
Total Budget by Corporate Entity

	2017 Revenue		2017 Expense
Atlanta Convention & Visitors Bureau, Inc.	\$	29,361,314	\$ 29,150,702
ACVB Enterprises, LTD		1,302,000	1,152,446
ACVB Foundation, Inc.		1,517,000	1,500,000
	\$	32,180,314	\$ 31,803,148





Operations Reports







Atlanta Metro Chamber Building Demolition Schedule

Adam Straight

Senior Director of Project and Program Management





Demolition Method

The building will be demolished in two phases.

- Phase one is from ground level up including utility/basement protection.
- Phase two is part of the larger COP vision to ready the site for improvements.





Project Schedule

- Documents for GWCCA review and approval
- Bid period to start December 15, 2016
- Demolition estimated to take 3 months (90 days)
- Estimated cost for Phase 1 \$200,000 &
 Phase 2 \$150,000

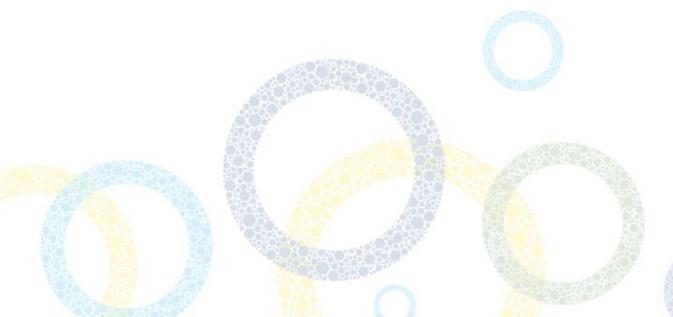




Campus Operations

Patrick Skaggs

Sr. Director of Campus Operations





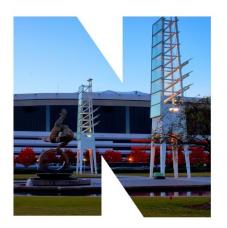


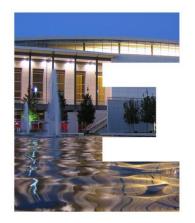




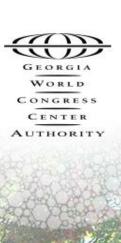
SCORECARD SCORECARD







GWCCA Campus Operations Team







Making It



for our Customers

- 230k attendees
- 5,773 exhibiting companies
- 260k products & services delivered

100+ events (Top Events for Q1 include)

- International Woodworking Fair largest since 2008
- 1996 Olympics 20th Anniversary
- AKA largest sit-down dinner on record
- Microsoft Ignite, Teradata, Nike, and more..











Responsible





Record Breaking





FY14-16

FY17

Revenue/1k sq.ft.

\$81

Expense /1k sq.ft.

\$94

Profit 1k sq.ft.

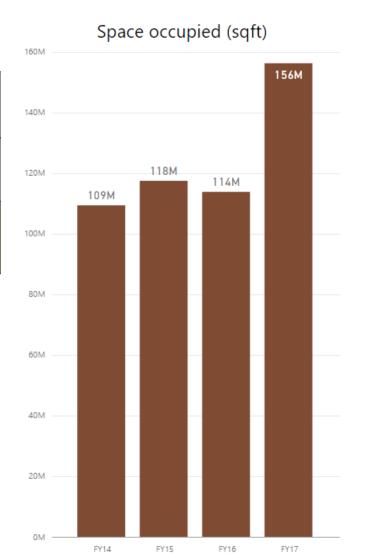
(\$13)

Revenue/1k sq.ft.
\$104
Expense/1k sq.ft.
\$71
Campus Ops Cost

\$33

\$46

swing in profitability per 1k sq.ft





2014

2015

2016

2017

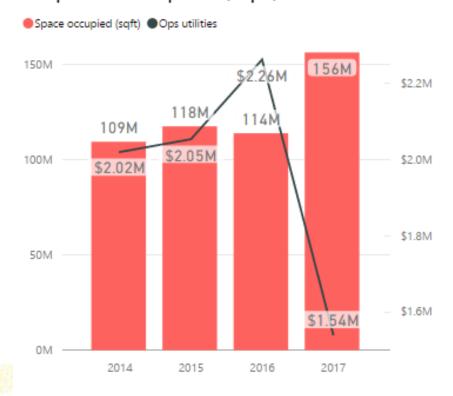


Record Breaking



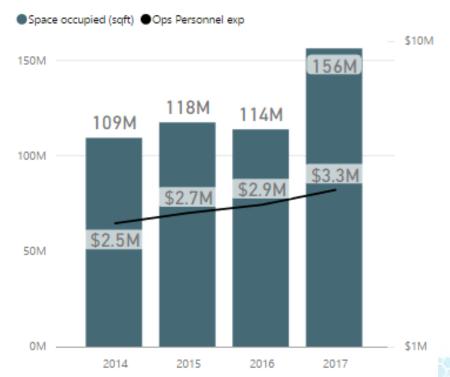


Space occupied (sqft) and utilities



fy14-fy16 fy17 **\$22 \$10**

Space occupied (sqft) and Personnel



fy14-fy16

\$28

fy17

\$21



Stakeholder Engagement Tell Compelling



Testimonials:

"Your team is the best!" – **Billy Payne (Chairman of Augusta National** to Frank Poe regarding the 20th Anniversary event in the Park)

"It was such a pleasure working with you and the Congress Center. The conference flowed flawlessly and enabled our attendees to have a wonderful experience." – **Teradata Client** note to Eric Ingvaldsen (Sr. Event Coordinator)

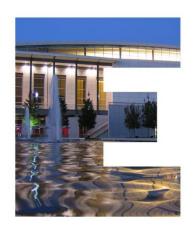
'From all of us here ... Thank you for making the work as easy as possible for us and allowing us to film at your beautiful facility!' - *Marvel Comics*Movie Producer note to Kat Pomey and Toni Jenkins in Sales & Services.











GWCCA CAMPUS OPERATIONS TEAM









License to Sell/Dispense Alcoholic Beverages in Mercedes-Benz Stadium

Pargen Robertson

GWCCA Legal Counsel





Questions?







THEREFORE, BE IT RESOLVED by the Board of Governors of the Authority that it hereby authorizes the sale, dispensing, or distribution of alcoholic beverages for consumption on the premises within the facility and on the property of the Authority known and operated as Mercedes-Benz Stadium.









GWCCA Nominating Committee Report

Glenn Hicks

Chairman







GWCCA 2017 Board Meeting Schedule





GEORGIA WORLD CONGRESS CENTER AUTHORITY BOARD OF GOVERNORS 2017 MEETING DATES

January 31

February 28

March 28

April 25

May 23*

June 27

July 25

August 29

September 26**

October 31

November 28***

*The May meeting is moved to the prior Tuesday due to Memorial Day Holiday.

**The September meeting is typically cancelled in favor of an Authority Planning Retreat.

***November and December meetings are combined.



Next Meeting: Tuesday, January 31, 2017

