

BOARD OF GOVERNORS MEETING

Action Item



Approval of Minutes
October 27, 2020

FINANCIAL

Financial Update

Janet Arsenault
Sr. Director of Finance, GWCCA

Financial Snapshot – October 2020







Month	Budget	Actual	Variance
Revenue	\$3,505,702	\$864,875	\$2.6M 75.3%
Expense	\$4,063,288	\$2,477,489	\$1.6M 39.6%
Net Loss	(\$557,586)	(\$1,612,614)	\$1.0M 170%

Financial Snapshot – October 2020







YTD	Budget	Actual	Variance
Revenue	\$7,535,358	\$5,305,597	\$2.2M 29.6%
Expense	\$15,012,572	\$10,503,893	\$4.5M 30.0%
Net Loss	(\$7,477,214)	(\$5,198,295)	\$2.3M 30.5%

FY21 Revenue Assumptions



- Large event cancellations including IWF, Printing United, Super Computing, IPPE, SkillsUSA
- > Attendance reduction in remaining events through Q3
- Anticipate NFL with limited fans through December 2020
- Anticipate MLS fans returning in May 2021

Updated FY21 Revenue Budget and Forecast Comparison



Original Rental
Budget:
\$11.9M
106 Events

Original Other
Revenue Budget:
\$25.3M

Original Total
Revenue Budget:
\$37.3M

Updated Rental
Forecast:
\$7.2M
90 events

Updated Other
Revenue Forecast:
\$14.6M

Updated Total
Revenue Forecast:
\$21.7M

Updated Expense Mitigation Results



Salary/Fringe
Savings
\$5.7M

Overtime Reduction \$664K

Operating Expense \$2.3M

Temp Help Reduction \$3.1M

Show Labor Reduction \$1.8M

Contract SVC
Savings
\$3.4M

FY21 Forecast Update



	Budget FY 2021		Updated 11/9/2020		Variance
Total Revenue	\$	37,255,508	\$	21,738,624	\$ (15,516,884)
Total Expenses	\$	47,031,821	\$	31,256,719	\$ (15,775,102)
OPERATING LOSS	\$	(9,776,313)	\$	(9,518,095)	\$ 258,218





AUTHORITY

Action Item: ACVB 3-Year Strategic Plan & FY21 Business/ Financial Plan

William Pate
President & CEO, ACVB

Gregory Pierce Executive Vice President & CAO/CFO, ACVB





ABOUT 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

Vision

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



RECOVERY 2023 | THREE-YEAR STRATEGIC PLAN

Overall goal

While continuing objective to reach a minimum

925,000 room nights

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

20 citywide bookings

of 5,000 room nights and greater on peak each year Strategic priorities

Maintain a leadership position in citywide booking pace against top competitors

Drive visitation among meeting attendees and leisure visitors by enhancing destination appeal

Maintain our technological leadership with customers, consumers and employees

Restructure membership in ACVB

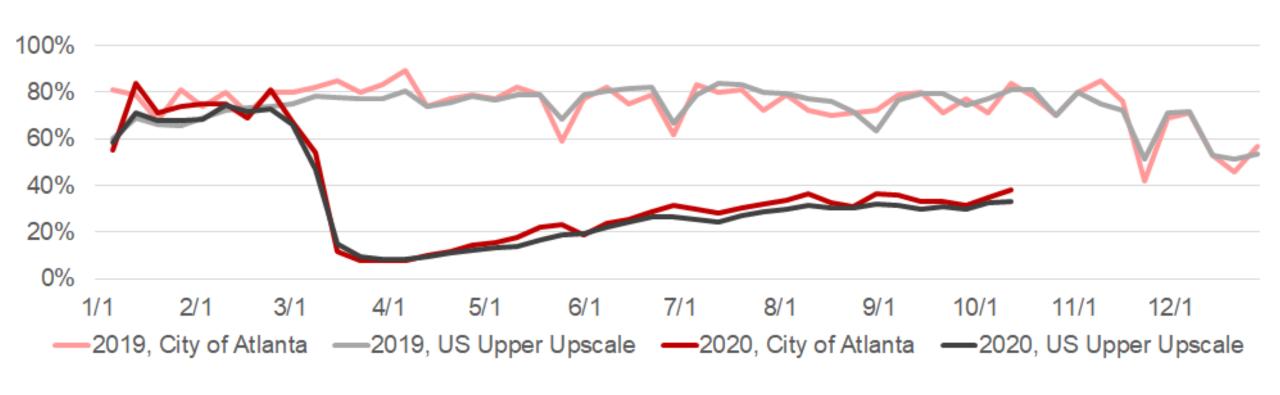
Key initiatives

- Narrow use of group program resources to focus on citywide business
- Leverage competitive advantage as the premier destination for diversity, equity and inclusion
- Deepen our relationships with third-party lead producers
- Expand martech platform to generate increased leads and bookings
- In partnership with meeting planners, utilize ACVB marketing assets and tools to maximize meeting attendance
- Leverage martech platform to drive increased leisure visitation
- Utilize competitive advantage as a progressive city to drive incremental visitation from diverse audiences
- Mobilize our influence to enhance the destination appeal of Downtown
- Expand martech platform to support sales engagement, email marketing and diversity marketing
- Provide state-of-the-art platforms for staff to work from any location
- Evaluate potential changes in membership structure and revenue and recommend new model
- Implement new membership structurer involving different levels of engagement
- · Increase involvement with diverse organizations
- Increase efficiency and effectiveness of all private revenue producing programs and products across all areas of ACVB





CITY OF ATLANTA OCCUPANCY vs. US UPPER UPSCALE 2020



SEPTEMBER 2020 HOTEL OCCUPANCY CITY OF ATLANTA

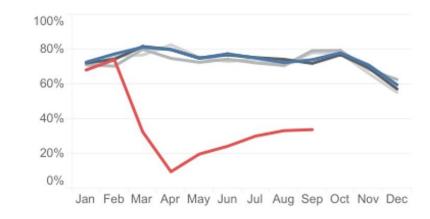
SINGLE MONTH

34%

vs. LY -40.2% -54.4% vs. 5 Yr Avg -33.6% -49.9%

raw change

% change



 Occ
 YoY
 vs. 5 Yr

 Total Atlanta Market
 49%
 -27.9%
 -26.0%

 Downtown
 30%
 -59.6%
 -54.8%

 Midtown
 34%
 -54.9%
 -49.8%

 Buckhead
 42%
 -44.7%
 -40.3%

 Airport
 46%
 -36.4%
 -32.5%

 Major Convention Hotels
 25%
 -67.5%

GWCC 1-Mile Radius 29% -60.7% -55.5% Top 25 Lux & UpUp 29% -62.4% -57.7%

YEAR TO DATE

37%

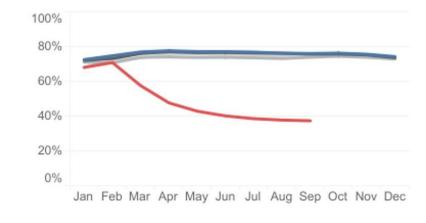
vs. LY

-38.7% -50.9%

vs. 5 Yr Avg -30.2% -44.7%

raw change

% change



Total Atlanta Market 48% -33% -28.0%	
Downtown 37% -53% -46.2%	
Midtown 36% -51% -45.2%	
Buckhead 40% -48% -42.6%	
Airport 47% -39% -32.7%	
Major Convention Hotels 35% -57%	
GWCC 1-Mile Radius 37% -54% -46.7%	
Top 25 Lux & UpUp 36% -53% -48.0%	

2020 2019 2018 2017 2016

Source: STR

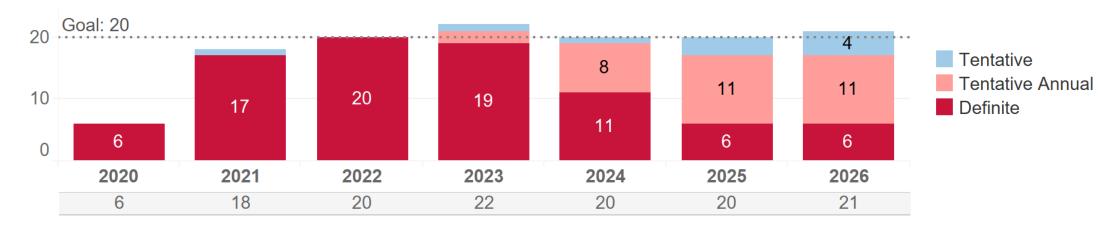
September 20..



LARGE GROUPS FOR FUTURE YEARS

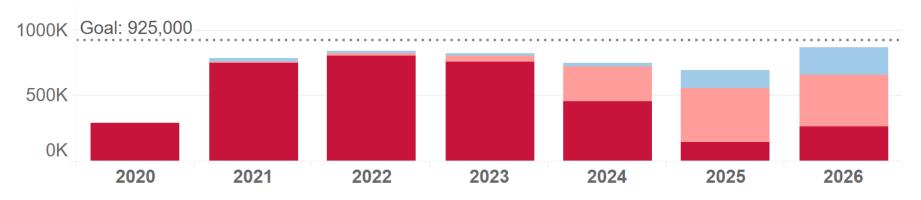
5,000+ on Peak

Number of Events



2,500+ on Peak

Room Nights





2020 HIGHLIGHTS

- Booked 20 major citywides and 925,000 convention room nights
- Led U.S. destinations in booking convention business during pandemic
- Secured four major new groups due to GWCC expansion
- Rebooked 17 major conventions for future years
- Maintained top five ranking among meeting destinations (No. 4)
- Hosted 60 virtual and in-person site visits
- Redesigned convention services collateral and marketing assets for convention customers
- Secured three industry events to promote the future of Atlanta
- Engaged more than 300 international tour operators and travel agents with virtual training webinars
- Maintained leadership positions with PCMA, IAEE, ASAE, MPI Georgia, U.S. Travel Association and Destinations International
- Redirected support staff to optimize sales efforts



2020 HIGHLIGHTS

- Launched new martech platform and new DiscoverAtlanta.com website
- Launched Still Atlanta campaign, expanded to feature 26 Black leaders, receiving 4.8 million impressions
- Developed 'We are ATL' microsite and content for COVID-19 resources and updates
- Launched Atlanta's food story campaign with cookbook, culinary microsite and Atlanta Film Festival partnership
- Broadcast four 24-minute episodes of 'Taste Atlanta' globally
- Executed Expedia OTA campaign with 7.2 million impressions, delivering 22,000 room nights and 24,000 air tickets
- Received international recognition for best travel/tourism campaign for 'I AM ATL' from Online Media, Marketing and Advertising Association (OMMA)
- Continued enhancements of 360ATL virtual tour and development of ATL FlyCycle virtual bike tour
- Supported ASAE with debut of engaging virtual trade show booth including virtual tours, GWCCA new developments video and COVID-19 resources
- Launched 'On a Different Level' campaign for meeting planners focused on supporting citywide sales



KEY MARKETING HIGHLIGHTS

- Social media
 - 44.3 million impressions (through Q3)
 - 2.69 million engagements (through Q3)
- Website traffic
 - 2 million sessions (through Q3)
 - 4 million page views (through Q3)
- Meeting planner media campaigns
 - 5 million impressions (through Q3)
- Discover Atlanta app
 - 235,000 app page views
 - 3,500 monthly active users





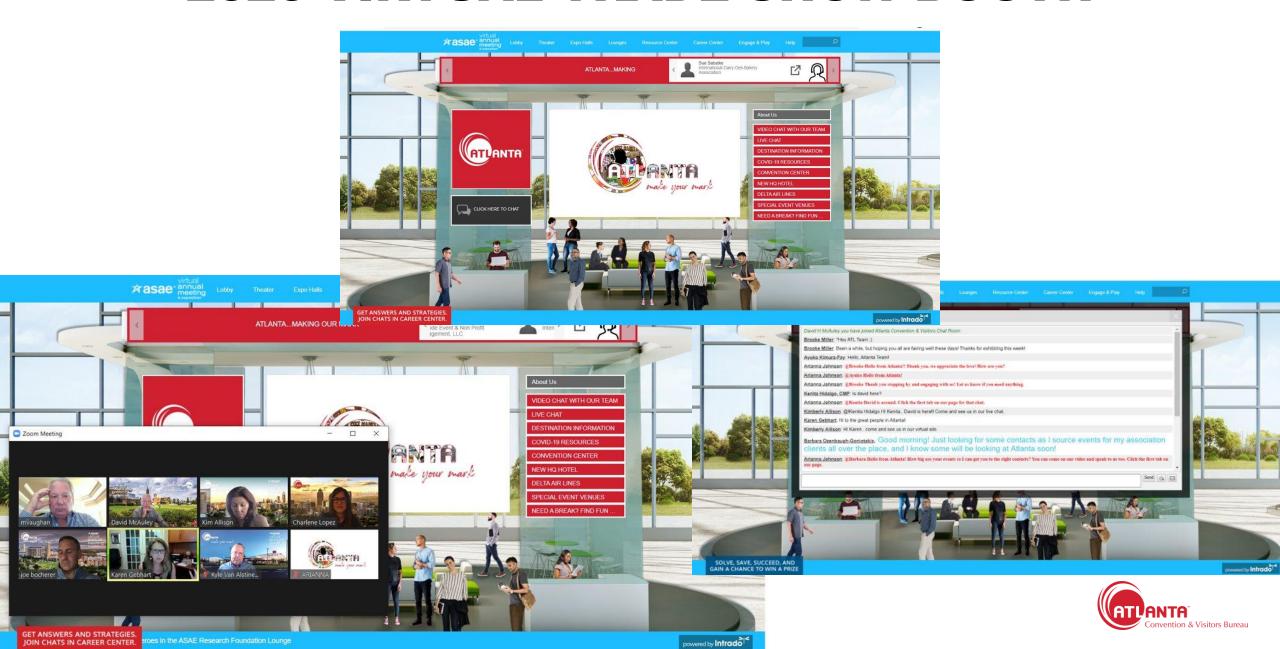
CONVENTION TRADE SHOWS

ASAE Virtual Annual Meeting & Expo – Aug. 10-12

- Virtual booth design featuring video chat with ACVB sales team members and booth partners
- Interactive virtual tour of Atlanta including GWCC virtual tour
- GWCCA new developments video loop featuring updated visuals of new GWCC expansion and other significant campus enhancements
- Provided COVID-10 specific resources



2020 VIRTUAL TRADE SHOW BOOTH



2020 GWCCA NEW DEVELOPMENTS VIDEO LOOP

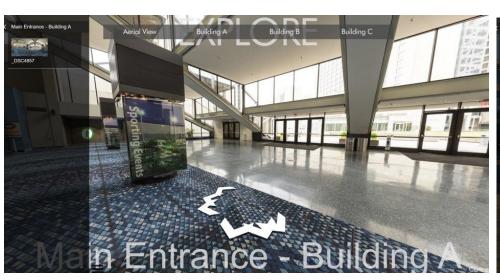






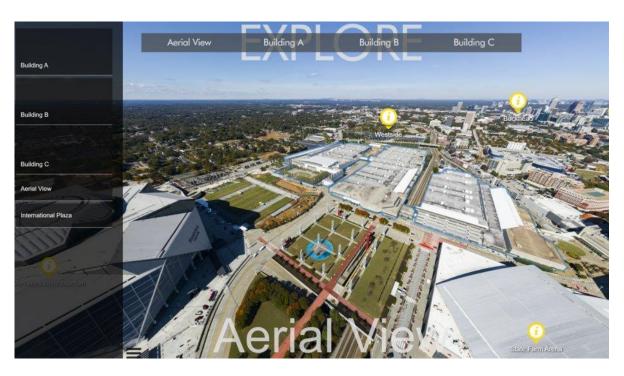








2020 GWCCA 360 VIRTUAL TOUR

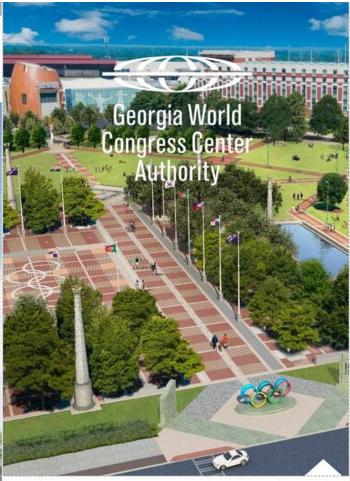


Comprehensive, high
resolution virtual tour of
GWCC featured on
DiscoverAtlantaMeetings.com
virtual tour platform; also
promoted on gwcca.org

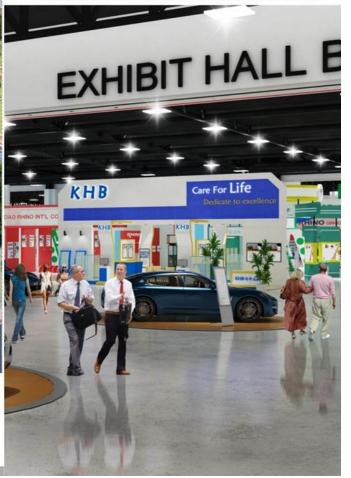
2020 UPDATE AND UPNEXT PRESENTATIONS

NEW LUXURY
SIGNIA BY HILTON CONVENTION
CENTER HOTEL
OPENING SOON





\$27 MILLION RE-ENVISIONING OF CENTENNIAL OLYMPIC PARK GWCC EXHIBIT HALL BC CREATING 1+ MILLION GSF EXHIBIT SPACE COMPLETION DATE: DEC 2019



2020 BID BOOKS



GEORGIA WORLD CONGRESS CENTER

Building A, the first of three buildings comprising Georgia World Congress Center, features three exhibit halls totaling 340,300 oguare teet of prime exhibit space, 29 meeting norms, and in home to the two-level fallowy Marcus. Auditorium, a perfect setting for speeches, sward presentations, and antertainment avents.





BUILDING A HIGHLIGHTS

540,000 square test of smaller spaces

26 meeting rooms

Solvey Stherop, hardronies 1,05 salts + 15 shockfull spaces \$1,000 square feet of souble space

GEORGIA WORLD CONGRESS CENTER

The hourt of Councils World Congress Contin, Stabiling II Sestence from exhibit halfs, 67 mercing reasons, and the 2L/SX square hast Transac Marginy Eufreson. Asserting a reliable & Folks of the, pit stop, Stockhom Stocks Cocks, and Sourcal Yaids.



BUILDING B HIGHLIGHTS

unable space

All mosting-rooms Thomas Murphy (balloom

of used to spece

options.

Amendme include Feedby office, gift strop, Southern Foots Cale, and Social Table

When the Caucigo Wintit Congress Contar specied in 1576, 4 became the first state-cented and spontage region consentate in the Castal States.

GEORGIA WORLD CONGRESS CENTER

Building C features new terraces flooring, onesting a breathstating welcome for show attendees. Highthights include floor exhibit building over #85,000 square-bert, 22 monthing recent, show face flooring auditorisms, and the Georgia Bullroom





HIGHLIGHTS

totaling 415,250 square bet-phobbild REMON.

2 feed and auditolore

23 mosting name.

2,000 for dinner and 3,000 Eventur style

businessfee and all

Control lab. Microsophy come, and following and from beautiful techniques of control states and for all a following and the same property.

GREEN MEETINGS IN ATLANTA

THE CITY IN THE FOREST

Fully ICH accomplies



ATLANTA'S UNIQUE MEETING DISTRICTS

Centing to Alderta in senther best faciation wither our city for you upcoming meeting. Each destrict has a unique personality and offers a variety of hotels and special even seriors to best \$0 year tweels.











JUST STEPS AWAY



WALKING AROUND











DISCOVERATLANTAMEETINGS.COM









ON A DIFFERENT LEVEL CAMPAIGN



Meeting planner e-newsletter September 2020



Campaign landing page

JUNE AND AUGUST 2020 MART SUPPORT



TOTAL IMPRESSIONS

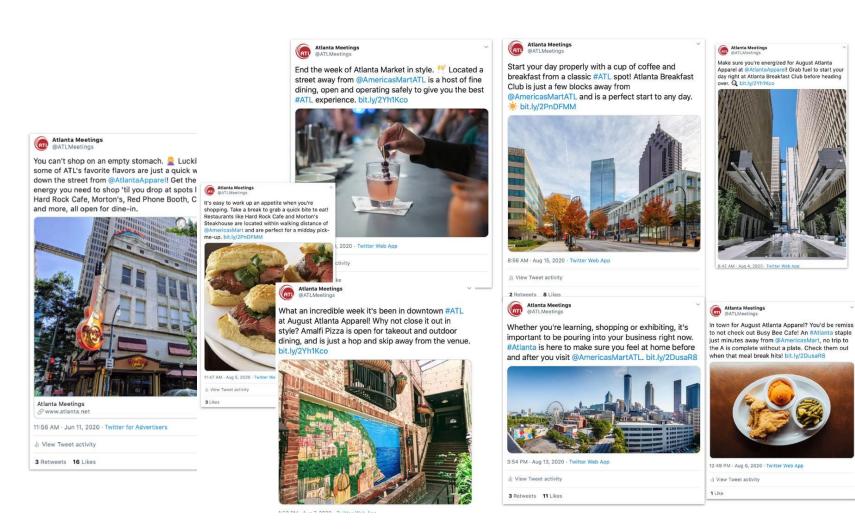
TOTAL ENGAGEMENTS

June 2020



TOTAL IMPRESSIONS TOTAL ENGAGEMENTS

August 2020



parell Grab fuel to start your



STILL ATLANTA CAMPAIGN EXPANDED TO SUPPORT THE BLM MOVEMENT

Due to the protests that started May 29, we pivoted from our planned Still Atlanta/Still Beautiful brand affinity campaign to celebrate past and present Black leaders that have helped make Atlanta the city it is today.

- Started posts June 5, ended June 23
- Posts promoted on Instagram, Facebook and Twitter, with additional video content on Facebook and Twitter
- Garnered +300,000 impressions





2020 ADVERTORIALS



SKIFT TAKE tlanta's BeltLine loop has already transformed the way meeting and event attendees can experience the city, and will continue to do so as the project continues to develop through 2030.

- Atlanta Convention & Visitors Bureau



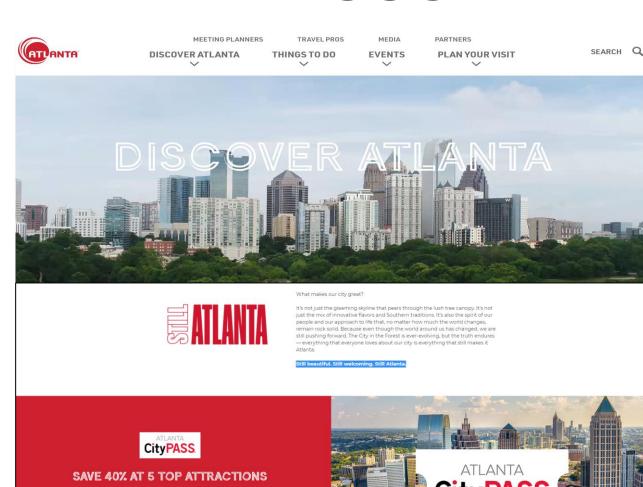
Atlanta is known for its intown neighborhoods, each with its own personality and unique vibe. A common thread that unites the communities is Atlanta BeltLine, a former railway corridor turned pedestrian path around the core of the city.

The BeltLine, one of the largest transportation projects in Atlanta's history and one of the most ambitious sustainable redevelopment projects taking place in the United States right now, has transformed the landscape of the city. As of today, Atlanta BeltLine comprises 22 miles of unused railroad tracks circling 45 of the city's in-town neighborhoods. By the time the BeltLine is complete in 2030, it will provide a 33-mile network of multi-use trails and walkways, open green space, and restored parks, as well as access to outdoor art installations, restaurants and breweries, and art galleries and shopping, to locals and visitors alike. The BeltLine shouldn't have any problem living up to its slogan. "Where Atlanta Comes Together."

ATLANTA'S BELTLINE BOLSTERS ITS MEETINGS AND EVENTS



DISCOVERATLANTA.COM





musicians across the city, or stroll through endless neighborhoods of unique shops. Whatever you choose, you're in for a trip of a lifetime.

We can't wait to share our remarkable city with you!

Be sure to grab an Atlanta CityPASS and save on tickets to some of the top attractions.

50 FUN THINGS TO DO

Check out 50 fun things to do in Atlanta to get a head start on learning about our city-favorites.











SEE ALL 50 THINGS TO DO

EXPLORE ATL

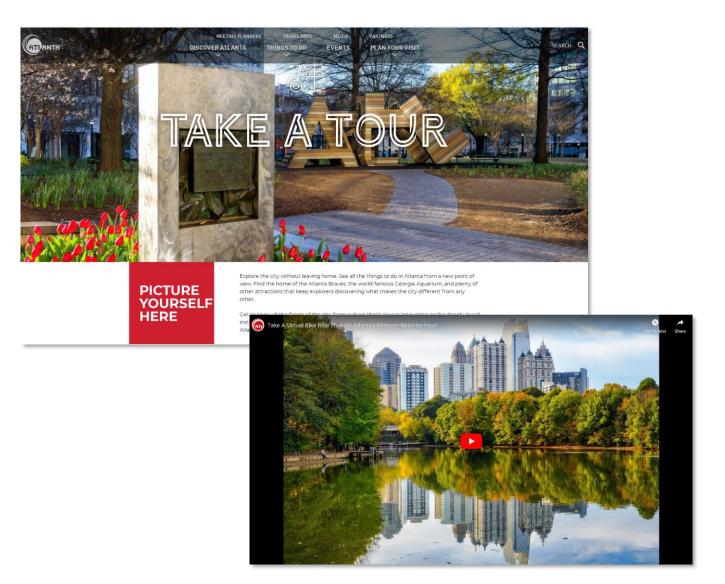


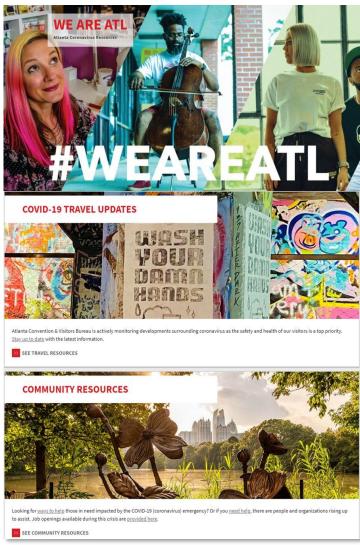






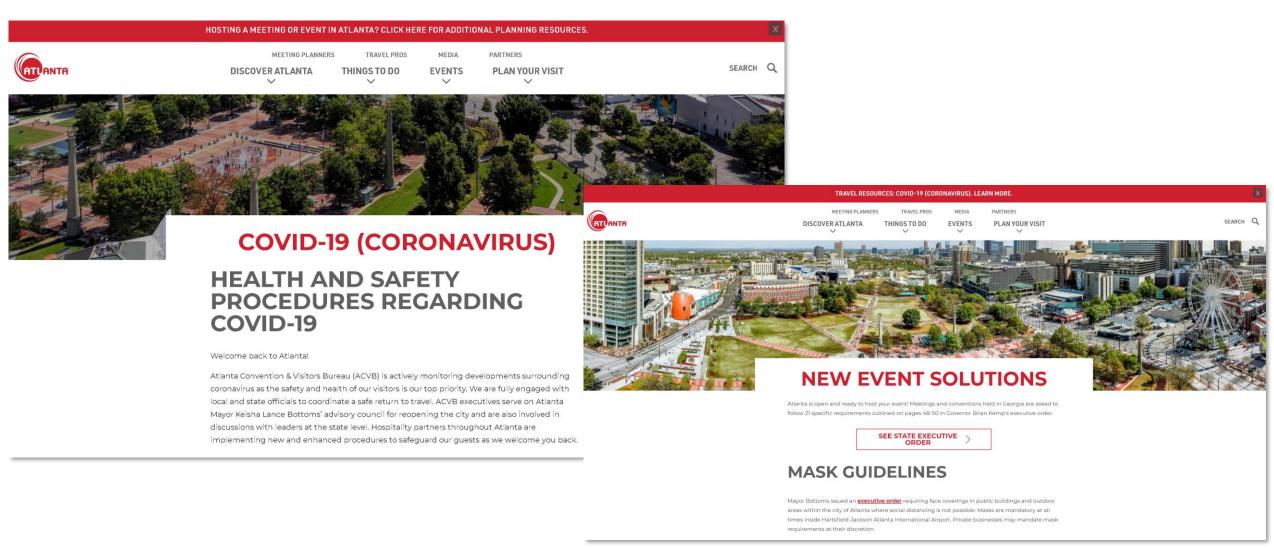
WeAreATL AND COVID-19 RESOURCES





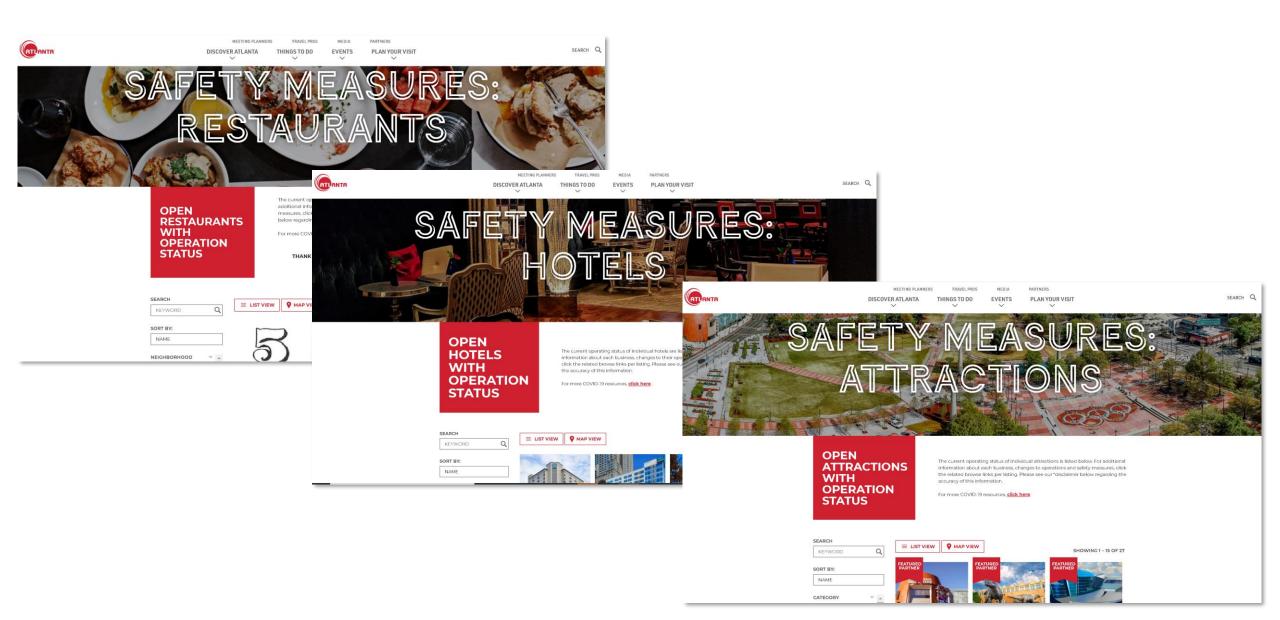


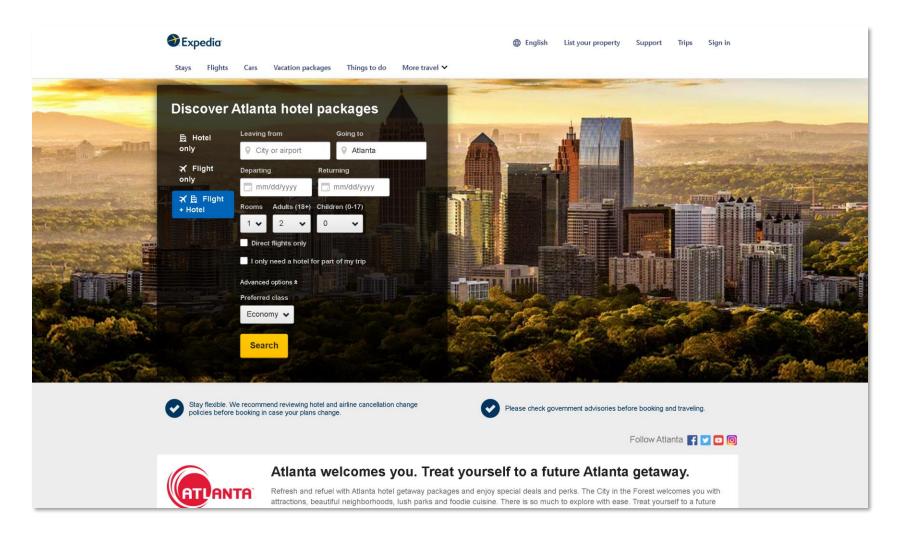
COVID-19 RESOURCES





COVID-19 RESOURCES





2020 OTA (EXPEDIA) CAMPAIGN

Target audience:

Families in Southeast drive markets*

Results:

- 7.2 million impressions
 - 21.6K room nights
- 24.3K airline tickets
- 116 return on ad spend

Southeast radio:

- Paid and promotional campaign
 via I Heart Radio
 - Seven markets: 11 million impressions

*Metro Atlanta, Birmingham, Charlotte,
Nashville, Jacksonville,
Greenville/Spartanburg/Asheville++

TASTE: ATLANTA FIRE

Attance was forged in fire and chat's reflected in its impressive culmary scene. Meet chaf Ron Hau, stong with neocomer chaf Ma Crino, and behander Tim Faulkrest.



TASTE: ATLANTA FLAVORS

If a the Southern flavors inflused with indocative that Atlantic is known for and chaffs Terry Kosal and Carta Feats take us on a tour registrer with barrenderFolk Sears.



TASTE: ATLANTA COLORS

Oneth create Ties artists pains. Meet chafe Mercais Vegs and Staven Satterfield, repired by local regredients, create a treal that is crowned by a cake from Karen Portales, Sugar Artist.



TASTE ATLANTA VOYAGER

- Four episodes in worldwide syndication
- Reach of more than two billion on five continents with episodes on repeat broadcast
- Showcased during Atlanta Film Festival



FIRE, FLAVOR, COLOR,

When three top fixed critics were pasked with researching the top 50 restaurants in Atlanta, they ended up with 73. They could not whitle down ene further That lefs you something —our food scene has matured big time.

Alterna, has long been overlooked and undersporecised as a cultrary destination. This occurs destination many national media articles training about the fixed access and the beet piaces to sell in Asserts, including everything from The Well Street Journal's top street burgers. In the aution to Street Asserts have represented in the constitution.

Simily pat, Allians as a hode oily that dear not rely on outside validation but continues to investes and drive. Look support the culmary community and, see in the mide of a pandemic, they're is eping a majority of our restautants open, thenk a guide to what you about the and to what you've been missing.















SINK YOUR TEETH INTO SOOTHING SOUL FOOD AND SOUTHERN EATS IN ATLANTA



ATLANTA'S FOOD STORY

Coffee table cookbook

 49 recipes including cocktails from 30 diverse chefs and bartenders across Atlanta

Digital experience

- Eight culinary articles DiscoverAtlanta.com
- Seven cocktail recipes
- Five videos including Forged in the Fire of the Civil Rights
 Movement and Meet the Chef

National media placements

The Local Palate – June/July summer edition
Black Meetings & Tourism –
November/December issue

2020 PR PLACEMENTS



Georgia World Congress Center Adds Exhibit Space

W ith the completion of Exhibit Hall BC, Georgia World Congress Center has more than 1 million square feet of contiguous exhibition space. Perhaps most impressive: The 100,000 sq.-ft. addition came in on time and under budget.

Step back a few thousand feet, and the new space is a key cog in a larger picture. Georgia Worl Center Authority is marking off its checklist on a 2020 improvement plan. Other projects include million in improvements to Centennial Olympic Park and the addition of a headquarter hotel, Sig Hilton, set to break ground this spring.

"Exhibit Hall BC continues the transformation of Atlanta's walkable convention and ent one of the country's top meetings destinations," says William Pate, president and CEO

The timing could not be better. The space debuted at International Production & Proceedings of the Victorian State of the State of the

IPPE had no trouble filling the extra space this year, hosting a chicken wing eatir stations, as well as additional booths, there.

Pate says the additional exhibition area is not a vanity project. It is designed to competitive bidding on events that previously would not fit in the building.

"This exhibit hall is really a game changer for our city to compete for the largest country," he says.

In addition to meetings, the congress center has also been used during an extra which Atlanta has hosted the College Football Playoff Championship, Super Box Four. CREATIVE WAYS CVBS ARE USING VIRTUAL EXPERIENCES TO PROMOTE THEIR DESTINATIONS

Atlanta Convention & Visitors Bureau

Even though the Atlanta Convention & Visitors Bureau launched 360ATL, its suite of online virtual reality tour products for event planners, almost four years ago, the need for this content couldn't be more current. Check out the city's walkable downtown convention and entertainment district, which includes the Georgia World Congress Center, Centennial Olympic Park, Mercedes-Benz Stadium, hotels, restaurants and attractions, or get a more expansive view of the destination by exploring the Midtown, Buckhead, Eastside and Westside neighborhoods. To complement the virtual tours, ACVB also offers an online venue catalog of more than 300 restaurants, facilities and attractions that can double as event spaces.



Virtual Destination Tours Help Event Planners Get Business Back on the Books

The Atlanta Convention and Visitors Bureau is taking its southern hospitality online and inviting planners to explore the Georgia capital through an immersive, 360-degree tour. 360ATL goes through the heart of the city's convention and entertainment district. Guests can explore the Georgia World Congress Center, as well as nearby hotels, restaurants and attractions such as the Georgia Aquarium.

"Virtual site visits allow our sales staff to guide meeting planners through a complete tour of the city, beginning with their arrival at Hartsfield-Jackson Atlanta International Airport," said William Pate, president and CEO of the ACVB. "Given the state of the industry, this immersive experience shows meeting planners the proximity between special event venues, attractions, hotels and dining options in lieu of an in-person site visit."



Convention Centers Add GBAC STAR Accreditation as COVID-19 Assurance

Two convention centers have stepped up to model <u>best practices</u> for meeting during a pandemic. <u>Georgia World Congress Center</u> (GWCCA) in Atlanta announced at the end of June that it was the first convention center in the country to achieve <u>Global Biorisk Advisory Council</u> (GBAC) STAR facility accreditation. The more than 4 million-square-foot facility documented each step of its procedures for <u>cleaning</u>, disinfection and infection prevention.

"Although events will look different moving forward, our commitment to our customers, show attendees and team members that the highest cleaning and disinfection protocols are being implemented at GWCC hasn't changed," said Frank Poe, executive director of Georgia World Congress Center Authority. He described the step as assurance for planners and exhibitors that venues are doing everything they can to provide a <u>safe</u>, <u>clean environment</u>.



2021 ASSUMPTIONS

- A vaccine will be available with general public distribution by late Q2 2021
- Corporate travel restrictions will continue through Q2 2021
- Nationally, convention booking pace will be down 20-40%
- Hotel occupancy will end year between 42-44%
- Continued backlog of lead volume on the major convention side as organizations reward cities they had to cancel during the pandemic
- Traveler sentiment is up to 70% from 58% for attendees to return to events in fall 2021
- 60% of convention planners expect to use a virtual component moving forward
- Conventions will require less rooms and more space to account for decreased attendance and social distancing in the near future



2021 BUSINESS PLAN GOALS

- Estimating booking 1 million citywide room nights (goal to be reviewed quarterly based on recovery and market conditions)
- Assist meeting planners to achieve adjusted attendance goals for major citywide conventions
- Increase visibility of Atlanta as one of the top U.S. meeting and travel destinations
- Refine and expand new martech platform using machine learning to deliver personalized content to meeting planners, attendees and leisure visitors
- Continue to position ACVB as an industry expert nationally and locally with a heightened focus on diversity, equity and inclusion



ESTIMATING BOOKING 1 MILLION CITYWIDE ROOM NIGHTS TO BE REVIEWED QUARTERLY BASED ON RECOVERY AND MARKET CONDITIONS

New or significant ramp up in focus

- Increase GWCC expansion efforts by hosting:
 - Large Show Roundtable in August
 - IAEE board of directors in May
- Host IGLTA in September
- Support Atlanta Braves with MLB All-Star Game
- Maximize Atlanta representation on third-party planner platforms within the scope of partnership agreements
- Evaluate and streamline Simpleview CRM / email marketing integration opportunities with martech platform
- Ramp up safety messaging and city/state guidelines via DiscoverAtlanta.com to provide real-time resources to meeting planners and attendees

- Restructure all partnership agreements
- Start initial preparation for ASAE 2023 annual convention
- Host in-market sales missions in Washington, D.C. and Chicago
- Conduct virtual presentations to international customers and tour operators
- Assist Travel South with USA Global Week in April
- Restructure overall sales programs and attend 30 trade shows and events
- Continue LinkedIn and other social media messaging efforts as budget allows



WORK WITH MEETING PLANNERS TO HELP THEM ACHIEVE ADJUSTED ATTENDANCE GOALS FOR MAJOR CITYWIDE CONVENTIONS

New or significant ramp up in focus

- Work with groups to right size attendance expectations and room block needs
 - Increase collection of housing pace reports in advance of meetings
 - Leverage our martech platform to provide online attendance-building marketing for all full-service citywide groups
- Revamp toolbox offerings to 12 largest 22 citywide meetings and optimize promotional opportunities during 2021 shows to build traffic for Atlanta show
- Utilize new tiered preshow promotion package and virtual exhibit booth destination marketing assets to expand Atlanta exposure opportunities for all size 2022 groups at their 2021 meetings
- Review and update existing Toolkit and Planner's Timeline and collateral to incorporate new martech platform capabilities
 - Utilize all redesigned marketing and convention services collateral and improved virtual tools (site visits/360ATL, venue catalog, content and blog guides, COVID-19 planning)
 - Update differentiators, messaging points and supporting marketing assets for sales and convention services
 - Leverage digital assets in earned media as people continue making decision virtually
- Support program planning, marketing and city décor to build excitement for ASAE Annual Meeting and Expo in 2023

- Target citywide conventions for public relations proactive outreach
 - Pitch Atlanta stories to industry trade media and host client media FAMs (virtual or in person)
- Continue to plan/host UpNext Atlanta in Washington, D.C. for meetings booked 2022-24
- Continue to leverage relations with GDEcD and Metro Atlanta Chamber to connect customers to additional resources for programming and attendance building in the region
- Ongoing collaboration with city partners and public safety to address meeting planner concerns and distribute convention specs to aid in preparing the community for the arrival of the meeting

INCREASE VISIBILITY OF ATLANTA AS ONE OF THE TOP U.S. MEETING AND TRAVEL DESTINATIONS

New or significant ramp up in focus

- Leverage DiscoverAtlanta.com as an enhanced benefit and service for meeting planners, visitors, members and media
- Highlight any citywide events in earned media to help build consumer confidence in return to Atlanta
- Ramp up ongoing efforts for earned media coverage to build more destination appeal

- Develop and acquire new assets to inspire visitors (photography, video, UGC, partner content)
- Continue to add content to digital platforms and optimize the personalization engine and search (video and website)
- Target leisure and meetings markets leveraging brand ambassadors with a priority on culinary and diversity messaging
- Enhance 360ATL content supporting virtual, hybrid and in-person site visits/FAMs and trade shows
- Continue to promote GWCCA campus developments in meeting planner messaging
- Continue meeting planner-oriented editorial strategy
- Build on successful 2020 OTA co-op campaign to bring in additional partners
- Pitch and submit Atlanta assets to publications for national accolade opportunities



REFINE AND EXPAND NEW MARTECH PLATFORM USING MACHINE LEARNING TO PROGRAMMATICALLY DELIVER PERSONALIZED CONTENT TO MEETING PLANNERS, ATTENDEES AND LEISURE VISITORS

New or significant ramp up in focus

- Establish internal task force to evaluate Simpleview CRM / email marketing integration opportunities with martech platform
 - Develop project scope for 2022 execution
- Refine NLP/personalization engine to reach target audiences beginning with the Black traveler experience
- Merge ACVB's newsroom into new platform to align organizational channels and branding
- Integrate Bandwango experiences, itinerary and savings platform to complement content strategy, help evolve Savings in the City member discount program and expand membership services

- Ensure legal and financial risks of collecting and maintaining proprietary audience data are appropriately documented
- Optimize ad model across all channels to provide additional revenue opportunities (ACVB, ATCOMM, membership publications + DiscoverAtlanta.com)
- Evaluate platforms, technologies and agencies to streamline efforts
- Develop and acquire new assets to inspire visitors (photography, video, UGC, partner content)
- Improve the integration of 360ATL content with CRM platform to better support virtual, hybrid and in-person site visits/FAMs and trade shows

CONTINUE TO POSITION ACVB AS AN INDUSTRY EXPERT NATIONALLY AND LOCALLY WITH A HEIGHTENED FOCUS ON DIVERSITY, EQUITY AND INCLUSION

New or significant ramp up in focus

- Ensure our value is shown through strengthened relationships and leadership roles with organizations that fit our mission, including but not limited to – our core hospitality partners
- Increase focus on representation by diverse team members at trade shows, conferences, panels, etc.
- Host IGLTA in September
- Connect meeting planners with community organizations and build a resource library of local engagement and charitable give-back opportunities for convention team building events, exhibit hall donations and community service projects/programming
- Develop cultural/diversity-specific marketing content and blogs to highlight unique Atlanta heritage for convention attendees
- Participate in ESPA Celebrates Services week and elevate service industry professionals with a team building community service volunteer opportunity
- Seek earned media opportunities in industry trade outlets to highlight ACVB's efforts around DEI

- Provide sales and services with collateral and tools that reinforce benefits of working with ACVB along with third-party providers
- Enhanced focus on working with companies committed to DEI or disadvantaged business enterprises for vendors
- Increased focus to educate and offer innovative marketing resources and options to planners that are new to the industry through virtual, hybrid and in-person events
- Highlight industry expertise through guest columns and opinion editorials
- · Capitalize on media opportunities to show importance of Atlanta's hospitality industry





2021 FINANCIAL PLAN NARRATIVE

- For budgeting and cash flow purposes, our financial plan is being presented in cash basis rather than in GAAP basis.
- Total revenue over three years:
 - 2021: \$19,183,234
 - 2020: \$19,513,290
 - 2019: \$40,281,180
- Hotel tax revenue will be up 35% over 2020 and down 57% over 2019
- Private revenue will be up 21% over 2020 and down 67% over 2019
- Payroll and related expenses will be down approximately 10% from 2020 and down nearly 30% from 2019
- Operating and fixed will be down 16% from 2020 and down nearly 51% from 2019.
 This is primarily due to conversion to cash basis and to rent concessions and cuts in fixed expenses.
- Direct promotional expenses will be down 7% from 2020 and 68% from 2019.



2021 SUMMARY BUDGET

	2021 Budget		2020 Forecast	
Total revenue	\$	19,183,234	\$	19,513,290
Total expense		19,168,234		19,477,690
Excess(deficiency)	\$	15,000	\$	35,600



TOTAL PUBLIC SECTOR REVENUE

Hotel tax - City of Atlanta
Reserves used from deferred revenue
Atlanta Convention Marketing Fund - 80%
Atlanta Convention Marketing Fund - 20%
Total Public Sector Revenue

	2021 Budget	2020 Foreca		
\$	9,210,784	\$	6,803,762	
	-		5,000,000	
	4,678,493		3,455,879	
	1,169,623		863,970	
\$	15,058,900	\$	16,123,611	



TOTAL PRIVATE SECTOR REVENUE

	2021 Budget	2020 Forecast
Annual meeting/HHOF	\$ -	-
Contributed services	1,750,000	1,800,000
Co-op cash support	-	-
Grants/sponsorships	-	-
Internet revenue	105,000	95,000
Membership dues	975,000	987,179
Membership services	7,500	7,500
Other revenue	536,834	200,000
Publication ad revenue	750,000	300,000
Total private sector revenue	\$ 4,124,334	\$ 3,389,679



TOTAL EXPENSE

	2021 Budget		2020 Forecast	
Direct promotional expense	\$	5,191,053	\$	5,612,157
Expense against capital assets		942,275		1,107,728
Other operating expense		722,176		865,073
Payroll and related expense		7,634,237		8,436,853
Transfer to ACMF reserve		4,678,493		3,455,879
Total expense	\$	19,168,234	\$	19,477,690



TOTAL BUDGET BY CORPORATE ENTITY

	2021 Revenue	2021 Expense	
Atlanta Convention & Visitors Bureau, Inc.	\$ 17,273,234	\$ 17,413,558	
ACVB Enterprises, LTD	855,000	704,676	
ACVB Foundation, Inc.	1,055,000	1,050,000	
	\$ 19,183,234	\$ 19,168,234	



THANK YOU!



DiscoverAtlanta.com

Action Item: ACVB FY21 Business & Financial Plan

Action Item: Nominating Committee Report

2021 Board Meeting Schedule

2021 Meeting Schedule



JANUARY

26

FEBRUARY

23

MARCH

30

APRIL

27

MAY

18

JUNE

29

JULY

27

AUGUST

31

SEPTEMBER

16

OCTOBER

26

NOVEMBER

30

MAY meeting moved to prior Tuesday due to Memorial Day holiday

SEPTEMBER meeting typically cancelled in lieu of an Authority planning retreat

NOVEMBER / DECEMBER meetings combined

Next Scheduled Board Meeting

January 26, 2021