

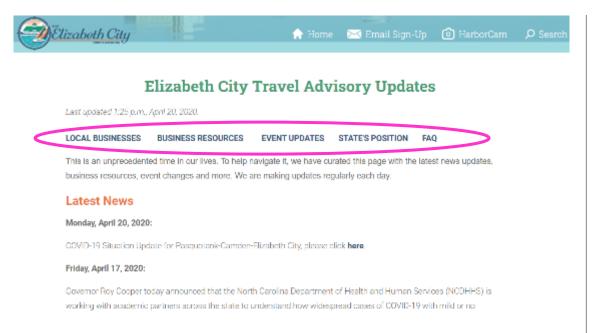
Elizabeth City - Pasquotank County Tourism Development Authority Board Meeting

EXECUTIVE DIRECTOR'S REPORT | APRIL 23, 2020

Despite the pandemic and working from home, our team and our Board continue to do the business of Visit Elizabeth City. The first section of this report reviews and updates on some of the key items.

- The next two slides highlight a sampling of the programs the team has worked on in recent weeks.
- Of note, we have significantly increased and continue to work to improve our partner communications. Now more than ever, communication is one of the most valuable services we can provide, leveraging our website platform to provide always- available content.
- Also, since we paused all of our traditional messaging and advertising on March 13, we have shifted gears to content that allows our destination to remain both top-of-mind yet inspirational; sharing good news, scenic photos and messaging that allows folks to connect with our region from a distance.

Partner Communication



https://visitelizabethcity.com/Travel-Advisory-Updates

The team launched a COVID-19 section on our website on Friday, March 13. Since then, we update the page daily, including topics for all residents and partners such as Latest News, Resources for Businesses, changes to Local Business operating hours/ structure and so much more. We have shared the page via email, on FB, and through The Daily Advance.



https://www.facebook.com/ECTourismPartners

In order to help increase our communication opportunities, we also launched an industry-specific Facebook page on March 19. We are posting info about grants, loans, marketing opportunities etc for our local business community. The page will take a bit of time to grow. We encourage all Board members to follow the page and engage regularly.

Staying Top-of-Mind

During a time full of negativity, we'd like to take a moment to celebrate all the good that exists in our community by acknowledging these members of society who make our hometown such a great place to live and visit!

Featured Hometown Heroes



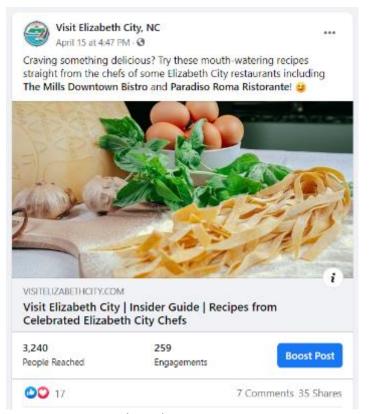
Michael and Tyreka Harrell founded Birthday Presence, Inc. a non-profit dedicated to reminding children who have lost a parent that they are important and loved.



Maureen Donnelly enlisted people to help prepare emergency donations to the Food Bank of the Albernarie. These donations are crucial to our community, especially now.

https://visitelizabethcity.com/hometown-heroes

Phase 1 of the Hometown Heroes campaign highlighted 10 nominated locals, an ongoing FB campaign, email, and several mentions in The Daily Advance. We are hoping to continue with the effort, including another email if we get enough additional nominations.



https://visitelizabethcity.com/Blog/Recipes-from-Celebrated-Elizabeth-City-Chefs

While we cannot promote dining in our local restaurants, we still want to feature them. After seeking participation from dozens of restaurants we received enough content for another web page, email & SM campaign. This one was so popular, we're looking at implementing a round 2!

Accreditation

- As we continue to plug away towards earning accreditation, the next big item is a modernized personnel policy manual. Susan & I researched and read approximately 8 policies from other North Carolina DMOs, reviewed the overall policy and NC requirements with John Leidy, and created a comprehensive draft document.
- Gwen, Rhonda & Maureen are working with us to do a thorough review from the Board perspective. After completion of the review, we will submit the document to John Leidy for a final legal review and then bring the document to the full Board for adoption.

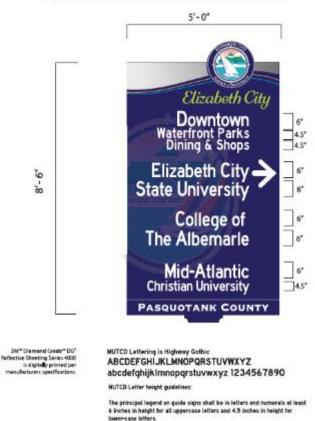


Visit Elizabeth City Personnel Policy Manual



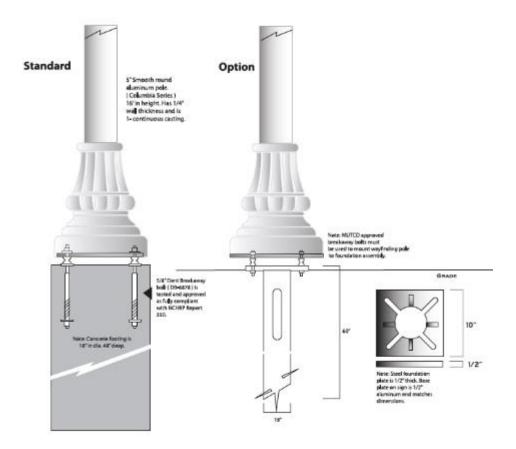
Downtown Wayfinding / Lettering and Message guidelines / Breakaway Mounting Guidelines

NOTE: ALL DESTINATIONS LISTED ARE CITY OR COUNTY OWNED OR MANAGED PUBLIC, ART, EDUCATIONAL AND CULTURAL PACILITIES.



For signs on lower valume streets with speed limit at 25mph or below

4 inches in height.

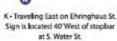


Bizzell Design is in the final stages of developing the complete plan, including required engineering specs to obtain NCDOT approval. Above is an example. The next slide is an example of the NCDOT required mapping.



Installation Guide / Locations









Collaborative
Wayfinding
Project





L-Traveling South on Southern Ave. Sign is located 20' North of Hoffler St.

The team will review final drafts from Bizzell to ensure accuracy. We also need to get together to discuss getting an estimate for fabrication and installation, and brainstorm ideas how to cover the cost. This project has not been a priority in recent weeks as we've all had to shift focus to COVID-19. We hope to start working on it again and at a minimum, complete the plan.





National Travel and Tourism Week, May 3-9, 2020, is an annual tradition for the U.S. travel community. It's a time when travel and tourism professionals across the country unite to celebrate the value travel holds for our economy, businesses and personal wellbeing.

This year, the coronavirus (COVID-19) emergency is having an unprecedented impact on the travel industry and the entire economy. Now more than ever, the travel and tourism community must come together, support each other and remind our country that even through the most difficult times, the Spirit of Travel cannot be broken.

ACTION ITEM:

The Marketing Committee recommends that the Board request the City and the County issue a Proclamation declaring May 3-9 National Travel & Tourism Week in Elizabeth City and Pasquotank County. *A draft Proclamation is included.



COVID-19 & the State of the Travel Industry



2020 Smith Travel Research Report Measures

	EC Region Actuals	EC Region YOY Comparison	Golds- boro Actuals	Golds- boro YOY Comparison	Beaufort County Actuals	Beaufort County YOY Comparison	New Bern Actuals	New Bern YOY Comparison	Middle OBX Actuals	Middle OBX YOY Comparison	Suffolk, VA Actuals	Suffolk, VA YOY Comparison	NC — Entire State YOY Comparison	NC – Northeast Region YOY Comparison
	<u>Month To Date – <mark>March</mark> 2020</u>													
Occupancy	41.0%	-33.4% from Feb '19	48.1%	-29.1%	31.2%	-45.8%	56.7%	-29.7%	25.0%	-51.8%	40.5%	-35.3%		
ADR	\$80.55	-2.7%	\$84.03	-1.2%	\$75.04	-2.0%	\$102.35	-8.4%	\$94.39	-9.7%	\$81.33	-6.4%		
RevPAR	\$33.00	-35.2%	\$40.40	-29.9%	\$23.43	-46.9%	\$57.99	-35.6%	\$23.55	-56.5%	\$32.96	-39.4%		
						<u>Year t</u>	to Date – Ma	arch, 2020						
Occupancy	46.1%	-19.0%	49.7%	-19.6%	33.9%	-30.1%	65.9%	-14.9%	28.8%	-26.4%	45.7%	-16.1%		
ADR	\$81.08	-0.7%	\$84.46	0.0%	\$74.87	-2.7%	\$100.89	-4.7%	\$95.54	-4.7%	\$82.77	-1.8%		
RevPAR	\$37.39	-19.5%	\$41.99	-19.6%	\$25.39	-32.0%	\$66.50	-18.9%	\$27.54	-29.8%	\$37.80	-17.6%		

EC Region includes: 7 out of 7 properties; total rooms: 541/541
Goldsboro includes: 10 out of 15 properties; total rooms: 915/1127

Beaufort County includes: 6 out of 9 properties; total rooms: 413/548

Northeast Region includes: Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Halifax, Hertford, Hyde, Martin, Nash, Northampton, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wilson

New Bern includes: 7 out of 8 properties; total rooms: 636/701

Middle OBX includes: 5 out of 17 properties; total rooms: 611/1095; (Kitty Hawk, Duck, Nags Head)

Suffolk, VA includes: 9/12 properties; total rooms: 835/990

ADR= Average Daily Rate

RevPAR= Revenue Per Available Room

Travel industry losses will far exceed that of any other sector. This is 9 times the impact of 9/11

Expected Travel-Related Losses in 2020

	Direct travel industry	Total impact
Lost spending (\$ billions)	-\$519	-\$1,181
Air transportation	-\$97	
Other Transportation	-\$78	
Lodging	-\$112	
Recreation & Amusement	-\$54	
Retail	-\$49	
Food Services	-\$128	
GDP Impact (\$ billions)	-\$286	-\$651
Jobs (thousands, April)	-6,852	-8,015
Air transportation	-374	
Other Transportation	-448	
Lodging	-1,004	
Recreation & Amusement	-1,110	
Retail	-349	
Food Services	-2,752	
Travel Planning	-96	
Lost taxes (\$ billions)	-\$35.3	-\$80.3
Federal	-\$19.0	-\$43.4
State	-\$10.0	-\$22.7
Local	-\$6.3	-\$14.3

[&]quot;The Impact of COVID-19 on the US Travel Economy". Oxford Economics. April 15, 2020.

Travel Unemployment <u>directly</u> causes overall unemployment

Employment impacts of travel declines



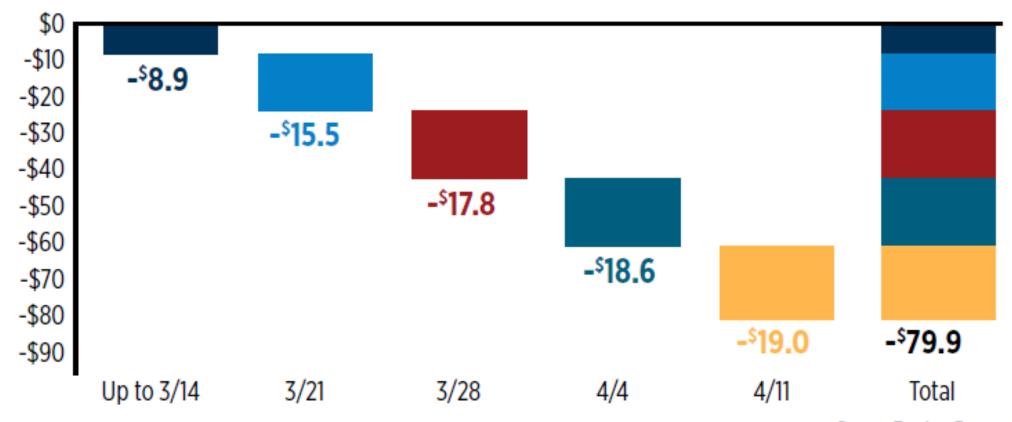
"The travel industry has been hit disproportionately worse than any other industry. Of all the unemployment, 36% comes from travel—and we only make up 3% of total GDP."

Roger Dow, US Travel

[&]quot;The Impact of COVID-19 on the US Travel Economy". Oxford Economics. April 15, 2020.

Since the beginning of March, the COVID-19 pandemic has resulted in \$80 billion in losses for the U.S. travel economy.

Weekly Travel Spending Losses Through April 11th (\$ billions)



Source: Tourism Economics

YEAR-OVER-YEAR % CHANGE IN WEEKLY TRAVEL SPENDING											
WEEK ENDING	WEEK ENDING 2/22 2/29 3/7 3/14 3/21 3/28 4/4 4/11										
North Carolina	-1%	-2%	-4%	-26%	-63%	-75%	-81%	-83%			

YEAR-OVER-YEAR NET CHANGE IN WEEKLY TRAVEL SPENDING (\$ MILLIONS)											
WEEK ENDING	2/22	2/29	3/7	3/14	3/21	3/28	4/4	4/11			
North Carolina	-7	-8	-21	-136	-332	-390	-430	-437			

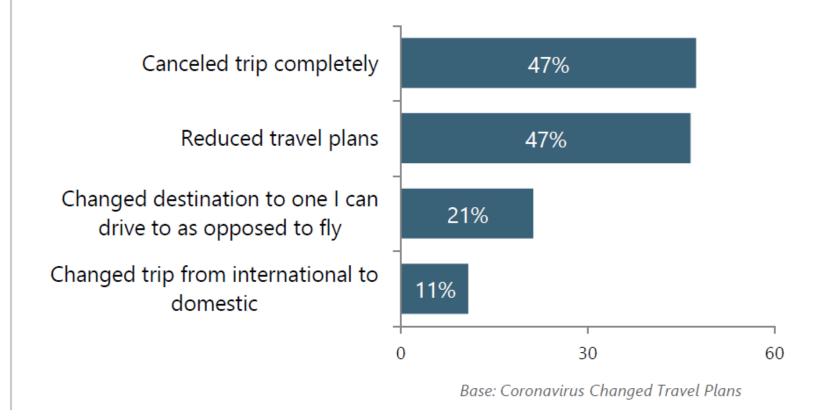
YEAR-OVER-YEAR NET CHANGE IN LOCAL TOTAL TAX REVENUE (\$ MILLIONS)											
WEEK ENDING	2/22	2/29	3/7	3/14	3/21	3/28	4/4	4/11			
North Carolina	0	0	0	-3	-7	-8	-9	-9			

[&]quot;Weekly Coronavirus Impact on Travel Expenditures in the US". US Travel Association. April 16, 2020.

IMPACT ON TRAVEL PLANS



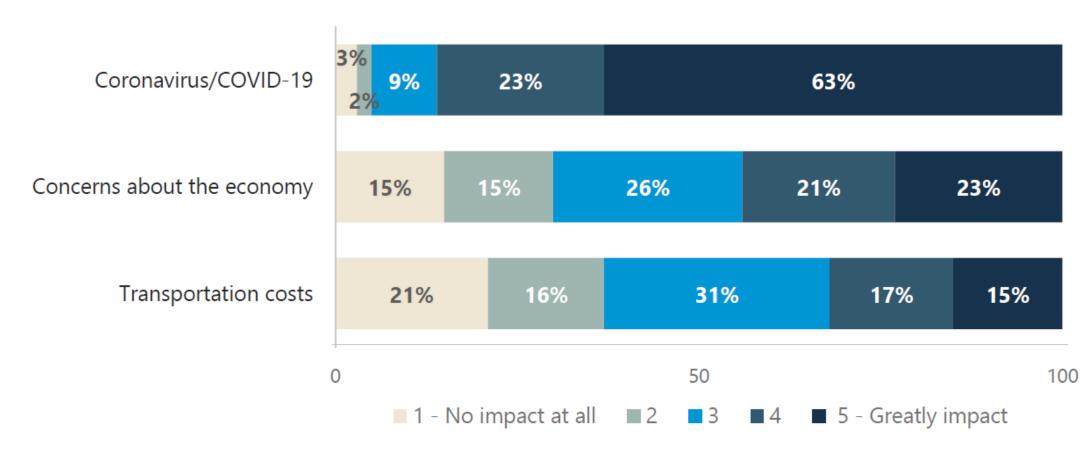
of travelers planning to travel in the next six months will change their travel plans due to coronavirus





IMPACT ON TRAVEL PLANS

Factors Impacting Decisions to Travel in Next 6 Months





First Activities After Sheltering

When presented a list of leisure and personal activities and asked to select the first things they were going to do when shelter-in-place restrictions are lifted, 22.5% said taking a trip would be among their top 5. Taking a trip comes behind dining out and hangouts with friends, grooming services and shopping in a retail store, and beats going out on a date or to the gym.

Question: What are the first things you are going to do when shelter-in-place restrictions are lifted? (Select as many as FIVE)

(Base: Wave 6. 1,238 completed surveys. Data collected April 17-19, 2020)

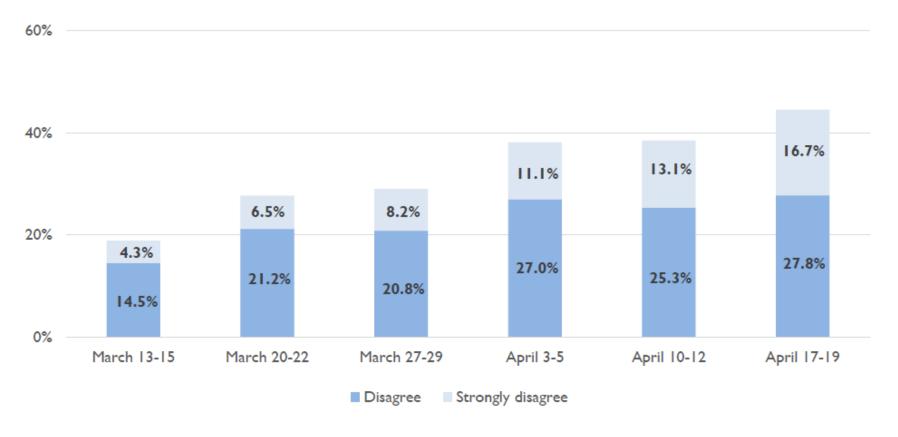
What are the first things you are going to do when shelter-in-place restrictions are lifted?



Expectations for Summer Travel Season

Americans Who Disagree That the Coronavirus Situation Will be Resolved Before Summer

Regarding timing, American travelers increasingly don't believe or are unsure that the pandemic will be resolved by the summer travel season (44.5% disagree it will).



Question: How much do you agree with the following statement?

Statement: I expect the coronavirus situation will be resolved before the summer travel season.

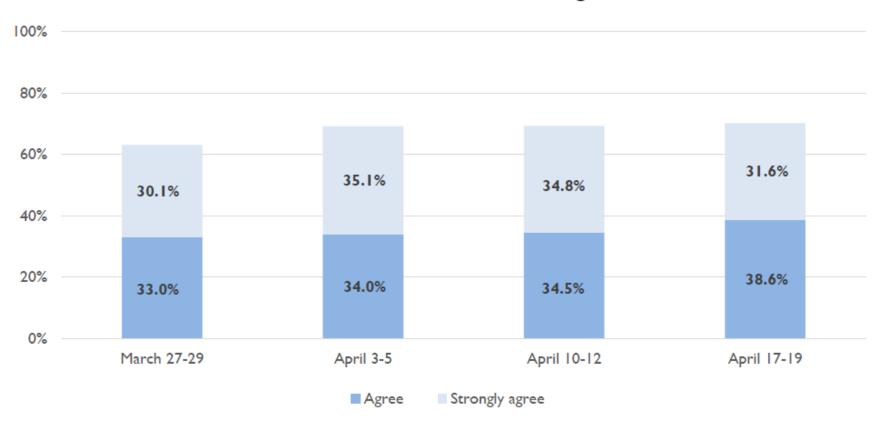
(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263 and 1,238 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12 and 17-19, 2020)



Excitement to Get Back to Travel

Americans Who Miss Traveling and Can't Wait to Get Out and Travel Again

A majority of American travelers, 70.2%, say they miss travel this week--with 38.6% strongly agreeing they do.



Question: How much do you agree with the following statement? Statement: I miss traveling. I can't wait to get out and travel again.

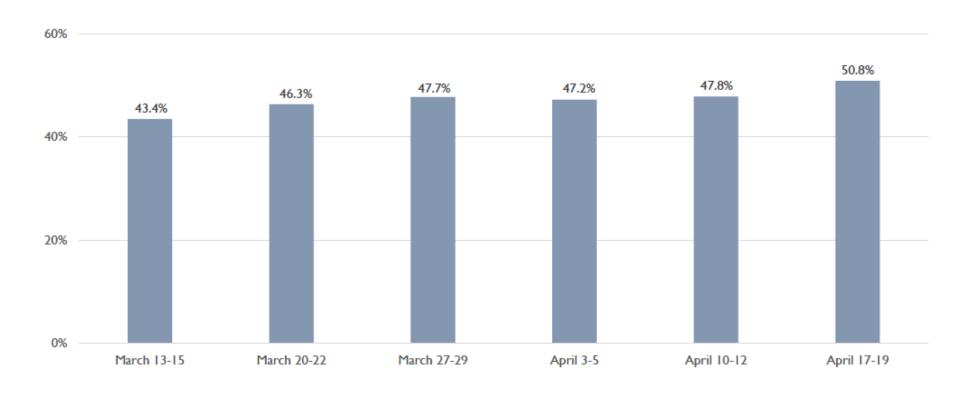
(Base: Waves 3-6. 1,201, 1,216, 1,263 and 1,238 completed surveys. Data collected March 27-29, April 3-5, 10-12 and 17-19, 2020)



Regional Trips

There is a continued sign that travel is unlikely to quickly return to what it was prepandemic. The number of American travelers saying they will choose regional rather than long-haul destinations (50.8%) this year continues to grow and is at the highest recorded level since this study began.

Americans Who Will Take More Regional Trips and Avoid Long-Haul Travel



Question: How much do you agree with the following statement?

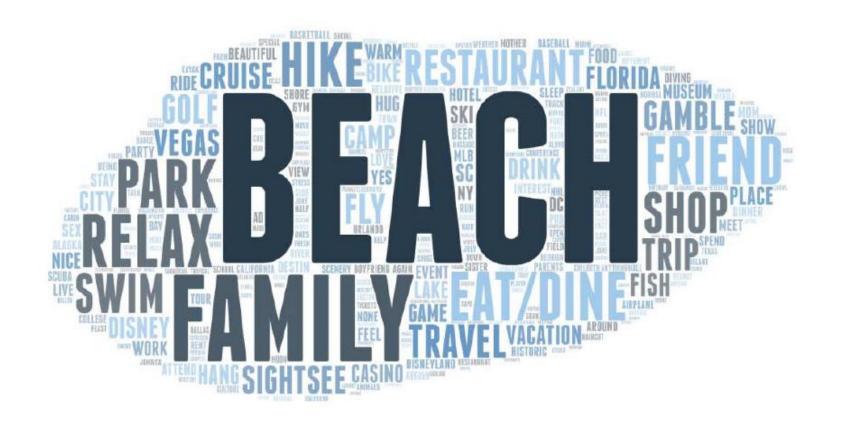
Statement: Because of the Coronavirus, I'll probably be taking more regional trips and avoid long-haul travel.

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263 and 1,238 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12 and 17-19, 2020)



Most Desired Activities on First Post-Pandemic Trip

Americans appear to strongly want to get to a beach on their first trip post-pandemic.



Question: Imagine it is some time later when you first begin feeling it is safe to travel again for leisure. On your first trip what activities do you most want to do? (OPEN_ENDED QUESTION)

(Base: Wave 6. Cancelling trips, 643 completed surveys. Data collected April 17-19, 2020)





Old Business



New Business



BRINGING NC BACK TOURISM RECOVERY PLAN

Spring 2020

TOURISM IS VITAL INDUSTRY IN ALL 100 COUNTIES



Tracked visitor arrivals share from 2019 A3 panel



1,500

NOW: TOURISM AT VIRTUAL STANDSTILL IN ALL 100 COUNTIES

Historically the sixth most visited state, North Carolina now ranks sixth in the rise in jobless claims.

And unlike past disasters, this crisis hits every corner of the state.

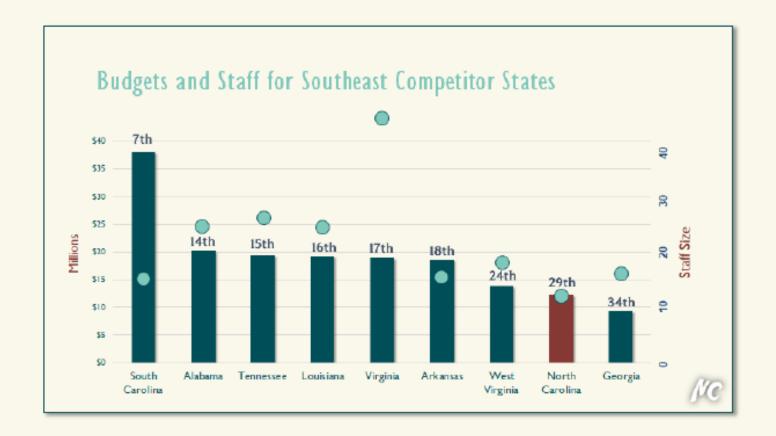




THE COMPETITIVE RISK

Competitors with deeper pockets:

Visit NC's base marketing resources are already limited vs. primary competitive states



Released and increased flow of ad spend: marketing landscape will be crowded and well-funded to meet pent-up demand across travel, retail and more – plus record-setting election year advertising

Smaller pool of travelers: health and financial concerns mean the potential travel audience size will start out smaller – so we'll be competing for fewer prospective visitors



TOURISM CAN BE THE FIRST LIGHT AT THE END OF THIS TUNNEL

IMMEDIATE Most missed, most in-demand when crisis alleviates and quickest return

LUCRATIVE 15:1 return in tax revenue for every media dollar spent to promote tourism

IMPACTFUL Restoring this industry means paying jobs – not paying unemployment

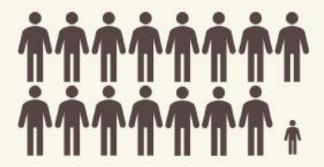
Let's restore and protect the **right** #6 ranking.



2019 ARRIVAL LIFT

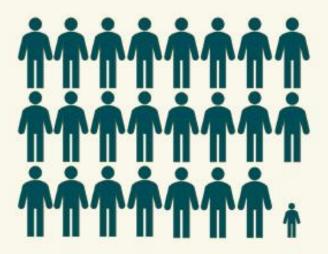
People who see Visit NC's marketing travel here at 1.5 times the rate of those who don't

Arrivalist Control Group



15.3 visitor arrivals per 1,000 panelists

Visit NC Target Group



23.3 visitor arrivals per 1,000 panelists





OBJECTIVES

Business Objective

Help restore North Carolina's economic vitality by invigorating the tourism industry coming out of COVID-19

Marketing Objective

Drive consideration and conversion for short and mid-term travel to North Carolina's destinations



BUDGET SUMMARY

Plan	Description	Base
Tailored Campaign	Strategy, concept and creative development, and production across all tactics	\$500,000
Targeted Media	Working media and plan management	\$12,000,000
Partner Support	Stimulus relief, co-op marketing program and education execution and management	\$7,000,000
Research	Research tools and analysis	\$500,000
TOTAL		\$20,000,000

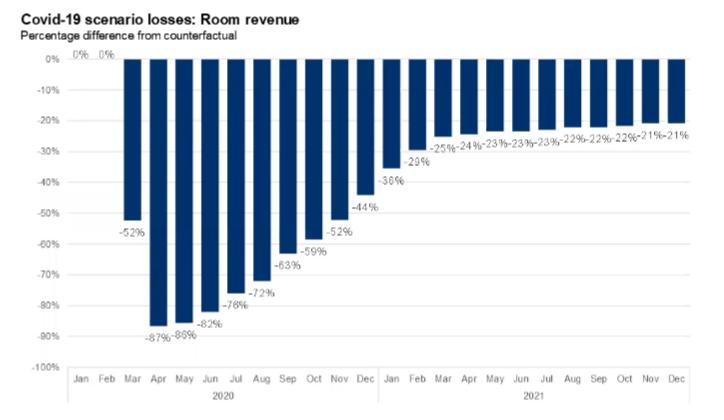


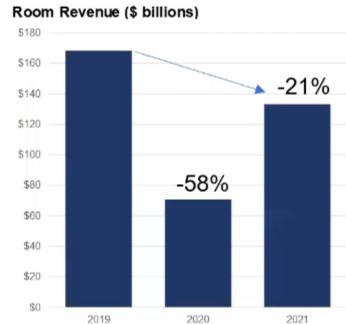


Write and send a letter on behalf of the entire Tourism Development Authority strongly in support of this program to Senator Steinburg and Representative Hunter, requesting their support.



Profile of latest TE / STR forecast





Projections looking at the possible national loss in lodging revenue through 2021. Calculated 04.02.2020.



	July	August	September	October	November	December	January	February	March	April	May	June	TOTAL
2019-2020 Budget	\$79,000	\$71,000	\$71,000	\$57,000	\$57,000	\$44,000	\$40,000	\$43,000	\$47,000	\$55,000	\$60,000	\$66,000	\$690,000
2019-2020 Actual/Projected	\$83,093	\$74,952	\$67,339	\$62,340	\$50,820	\$40,952	\$39,834	\$42,319	\$22,560	\$7,150	\$8,400	\$11,880	\$511,639
									-52%	-87%	-86%	-82%	
2020-2021 Projected	\$19,942	\$20,987	\$24,916	\$25,559	\$24,394	\$22,933	\$25,494	\$30,046	\$35,250	\$41,800	\$46,200	\$50,820	\$368,341
	-76%	-72%	-63%	-59%	-52%	-44%	-36%	-29%	-25%	-24%	-23%	-23%	

Using the STR revenue loss projections, this chart shows current projections for Elizabeth City/ Pasquotank County occupancy tax collections.

EC-PC TDA
FY 2019-2020
APPROVED BUDGET

APPROVED New Projections 2019-2020 Budget due to COVID-19

04.13.2020

REVENUES			
Occupancy Tax Revenue	\$ 690,000	\$ 511,639	Currently projecting lost revenue
TDA Interest	\$ 4,000	\$ 3,500	of \$178,361
City of EC Interest	\$ 1,400	\$ 1,600	
Pasquotank Interest	\$ 400	\$ 590	
Tourism Co-op Marketing Plan	\$ -	\$ -	
Fund Balance Appropriation	\$ 56,000	\$ 80,600	
Total Revenues	\$ 751,800	\$ 597,929	=

If the current projections and calculations are accurate, we are looking at a loss in budgeted revenue for FY 2019-2020 of \$178,361.

^{*}Even with most expenses curtailed, we still will need to address an estimated \$32,712 budget gap.* Please refer to the complete budget document labeled "Approved 2019-2020 budget_Covid_v2" for details. I am working on a few proposed budget alternatives and will send those out tomorrow upon receipt of final information.

For those folks who CANNOT see the screen:

Please refer to two previously emailed documents for this part of the discussion.

- 1. Approved 2019-2020 budget_COVID_v2 show details for the balance of this year's budget
- 2. Possible 2019-2020 Budget Options shows four alternative budgets for board discussion and input.

EC-PC TDA FY 2020-2021 PROPOSED BUDGET	20	PPROVED 019-2020 Budget		Projections to COVID-19		ible Budget 020-2021
			04	1.13.2020	04.13.2020	
REVENUES						
Occupancy Tax Revenue	\$	690,000	\$	511,639	\$	368,341
TDA Interest	\$	4,000	\$	3,500	\$	-
City of EC Interest	\$	1,400	\$	1,600	\$	-
Pasquotank Interest	\$	400	\$	590	\$	-
Tourism Co-op Marketing Plan	\$	-	\$	-		
Fund Balance Appropriation	\$	56,000	\$	80,600	\$	-
Total Revenues	\$	751,800	\$	597,929	\$	368,341

EC-PC TDA FY 2020-2021 PROPOSED BUDGET	APPROVED 2019-2020 Budget		due	Projections to COVID-19	Possible Budget 2020-2021 04.13.2020		
TOURISM RELATED EXPENDITURES							
Total Tourism Related Expenditures	\$	170,074	\$	130,100	\$	92,086	
WAGES & BENEFITS							
Total Wages & Benefits	\$	216,384	\$	205,449	\$	213,000	
ADMINISTRATION & OPERATIONS							
Total Administration & Operations	\$	69,352	\$	56,182	\$	64,000	
CAPITAL OUTLAY							
Total Capital Outlay	\$	4,500	\$	3,265	\$	3,000	

This slide shows estimates for our operating expenses.

MARKETING & SALES			
Advertising & Marketing	\$ 183,000	\$ 100,000	\$ 175,000
Web technology	\$ 6,600	\$ 6,600	\$ 6,600
Media Relations	\$ 2,250	\$ -	\$ 2,500
Collateral / Promotional Items	\$ 4,000	\$ 4,000	\$ 2,000
Dues & Subscriptions	\$ 2,750	\$ 4,855	\$ 4,500
Research	\$ 46,750	\$ 70,750	\$ 3,500
Community Relations	\$ 1,500	\$ -	\$ 1,000
Visitor Experience / Grants	\$ 12,500	\$ 17,500	\$ 25,000
Civil War Markers	\$ 1,200	\$ 1,200	\$ 1,200
Rose Buddies / Ambassadors	\$ 400	\$ 200	\$ 1,000
College of the Albemarle	\$ 1,275	\$ 1,275	
ECSU	\$ 9,000	\$ 9,000	
Mid-Atlantic Christian University	\$ 640	\$ 640	
Potato Festival/ECDI	\$ 3,000	\$ 3,000	
Port Discover	\$ 2,125	\$ 2,125	
Museum of the Albemarle	\$ 3,750	\$ 3,750	
Arts of the Albemarle	\$ 7,000	\$ 7,000	
Juneteenth Celebration	\$ 500	\$ 500	
Coast Guard Sponsorship	\$ 1,250	\$ 1,250	
Craftsmans Fair	\$ 1,000	\$ 1,000	
Ghost Walk/ECHNA	\$ 1,000	\$ 1,000	
Total Marketing & Sales	\$ 291,490	\$ 235,645	\$ 222,300

For Board discussion and input.

EC-PC TDA FY 2020-2021 PROPOSED BUDGET	APPROVED 2019- 2020 Budget		New Projections due to COVID-19		Possible Budget 2020-2021		
		04.3		4.13.2020	0	04.13.2020	
Total Revenues	\$	751,800	\$	597,929	\$	368,341	
Total Tourism Related Expenditures	\$	170,074	\$	130,100	\$	92,086	
Total Wages & Benefits	\$	216,384	\$	205,449	\$	213,000	
Total Administration & Operations	\$	69,352	\$	56,182	\$	64,000	
Total Capital Outlay	\$	4,500	\$	3,265	\$	3,000	
Total Marketing & Sales	\$	291,490	\$	235,645	\$	222,300	
TOTAL EXPENSES		\$751,800.00		\$630,641.00		\$594,386.00	
Total Revenues		\$751,800.00		\$597,929.00		\$368,341.00	
Difference		\$0.00		(\$32,712.00)		(\$226,045.00)	

If the current projections and calculations are accurate, we are looking at significantly dipping into our reserves in order to have a solid operating and marketing budget for FY 2020-2021.

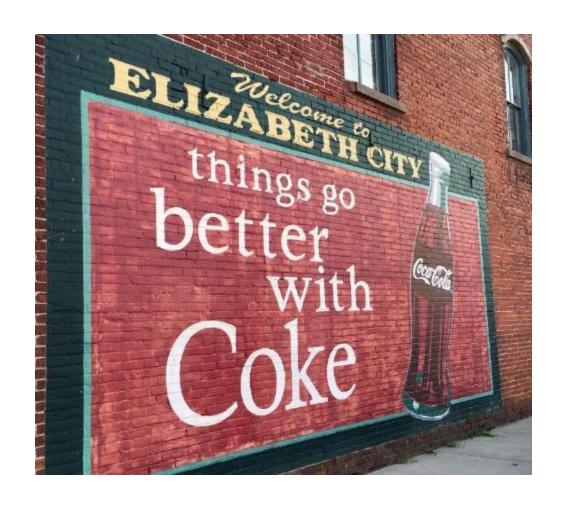


1. Provide specific direction on the proposed options to balance the FY 2019-2020 budget.

*Note: The Finance Committee is not recommending making budget amendments at this time as that will happen during our June meeting when we have more accurate data. However we do need direction.

2. Provide feedback on the proposed 2020-2021 budget.

*Note: The Finance Committee will take the Board's feedback and work to build a complete version of the budget for tentative adoption at the May meeting.





Thank you!