

#### **CALL TO ORDER**

Chair Brenda Durden

 Call to order the Joint Meeting of the BCTDA, Public Authority and BCTDA Nonprofit Corporation.



#### **Board Meeting**

Wednesday, September 27, 2023 | 9:00 a.m.
Explore Asheville | 27 College Place | Board Room (1st Floor)

Members of the public may attend in person or register here to view a livestream of the meeting.

#### **AGENDA**

9:00 a.m.	Call to Order the Joint Meeting of the BCTDA, Public Authority and BCTDA, Nonprofit Corporation	Brenda Durden
9:05 a.m.	Welcome New BCTDA Board Member a. Lucious Wilson, Wedge Brewing Company	Brenda Durden
9:10 a.m.	Approval of August 30, 2023 Meeting Minutes	Brenda Durden
9:15 a.m.	Financial Reports  a. Welcome New BCTDA Fiscal Agent i. Melissa Moore, Buncombe County Finance Director b. August 2023 Financial Reports	Buncombe County Finance Department
	c. BCTDA Finance Committee Update	HP Patel, BCTDA Nonprofit
	i. Investment Services Recommendation	Treasurer/Finance Committee Chair
9:25 a.m.	Legacy Investment from Tourism (LIFT) Fund Update a. LIFT Committee Nominations	Tiffany Thacker, Brenda Durden
9:30 a.m.	President & CEO Report a. Industry Metrics b. Other Updates	Vic Isley
9:40 a.m.	Marketing Update	Marla Tambellini
10:00 a.m.	Asheville City Council Update	Vice Mayor Sandra Kilgore
10:05 a.m.	Buncombe County Commission Update	Commissioner Terri Wells
10:10 a.m.	Miscellaneous Business	Brenda Durden
10:15 a.m.	Comments from the General Public	Brenda Durden
10:20 a.m.	Adjournment	Brenda Durden

The next joint BCTDA monthly meeting is **Wednesday**, **October 25**, **2023**, at 9:00 a.m., in the Board Room of Explore Asheville, located at 27 College Place. Please contact Julia Simpson at <a href="mailto:isimpson@ExploreAsheville.com">isimpson@ExploreAsheville.com</a> or 828.333.5831 with questions.

#### BCTDA Mission Statement

To be a leader in the economic development of Buncombe County by attracting and servicing visitors, generating income, jobs and tax revenues which make the community a better place to live and visit.



EXPLOREASHEVILLE.COM REAL PROPERTY OF THE PROP

#### **FOR OUR REMOTE VIEWERS**

Chair Brenda Durden

For our viewers watching remotely, documents were emailed to everyone who registered on Zoom by 8:00 this morning.

The agenda and meeting documents are available online.

Additional materials, including the PowerPoint presentation, will be posted later today.

#### Go to:

- AshevilleCVB.com
- About the Buncombe County TDA
- Find out about upcoming BCTDA meetings



About Buncombe County TDA Visitor Information Partner Login

What We Do v Business Toolkit v Research & Reports News & Events v Community Programs v COVID-19 Resources v Contact Us v

#### **About the Buncombe County TDA**

#### What is the Buncombe County Tourism Development Authority?

The Buncombe County Tourism Development Authority is the public authority created in 1983 by an act of the North Carolina Legislature to oversee the collection and investment of occupancy taxes paid by travelers who stay overnight in commercial lodging establishments, such as hotels and motels, bed and breakfast operations, and vacation rentals such as Airbnb and VRBOs. The members of the Buncombe County TDA Board have a fiduciary responsibility to ensure that the tax dollars are spent in accordance with the specific legislation governing their use.

- Meet the members of the Buncombe County TDA Board >>
- Find out about upcoming BCTDA meetings >>
- Review past BCTDA meeting minutes & documents >>
- Read past editions of the Tourism Community Update, providing highlights of BCTDA meetings >>



#### **WELCOME BOARD & GUESTS**

Chair Brenda Durden

- Welcome board members and guests who are in attendance
- Introductions around the room



#### WELCOME, LUCIOUS!

New city-appointed BCTDA Board Member

- Lucious Wilson is replacing Andrew Celwyn on the BCTDA
- Lucious is General Manager and partial owner of Wedge Brewing Company, which has three locations in the city
- Lucious was appointed by Asheville City Council on June 13
- He represents an owner of a restaurant, brewery, distillery, or winery open for tours/tasting, or executive director of ticketed arts organization
- His first 3-year term runs through August 31, 2026; he will be eligible for reappointment to a second 3-year term
- Thanks, Lucious, for volunteering your service to the board!





#### **AUGUST 30 MINUTES**

Chair Brenda Durden

Questions/ Comments

**Suggested Motion:** 

Motion to approve the August 30, 2023, meeting minutes.

**Motion Second** 

Additional Discussion

Vote



Buncombe County Tourism Development Authority
A Joint Meeting of the Public Authority and Nonprofit Corporation
The North Carolina Arboretum – 100 Frederick Law Olmsted Wav

Board Meeting Minutes Wednesday, August 30, 2023

Present (Voting): Brenda Durden, Chair; Matthew Lehman, Vice Chair; Kathleen Mosher, HP

Patel, Michael Lusick, Larry Crosby, Andrew Celwyn, Elizabeth Putnam

Absent (Voting): Scott Patel

Present (Ex-Officio): Buncombe County Commissioner Terri Wells

Absent (Ex-Officio): Asheville Vice Mayor Sandra Kilgore

Staff: Vic Isley, Jennifer Kass-Green, Julia Simpson, Ashley Greenstein, Josh

Jones, Marla Tambellini, Michael Kryzanek, Penelope Whitman

BC Finance: Mason Scott, Buncombe County/BCTDA Interim Fiscal Agent

In-Person Attendees: Drake Fowler, The North Carolina Arboretum

Glenn Murray, Matt Evans; Buncombe County Rick Bell, Asheville Buncombe Hotel Association Randy Claybrook, Asheville Bed & Breakfast Association

Chris Hardy, Robert Sponder; Parks Hospitality

Chris Smith, Asheville Buncombe Regional Sports Commission

John Ellis, Prior TDA Board Member Lucious Wilson, Wedge Brewing Ken Floyd, Monte Vista Hotel Chase Davis, Mountain Xpress Olivia Ward, OnWard Digital Media Will Hofmann, Asheville Citizen Times

Jason Burk, Black Mountain-Swannanoa Chamber of Commerce

Ben Williamson, Tourism Taxes for Affordable Housing

Online Attendees: Mickey Poandl, Kimberly Puryear, Charlie Reed, Emily Crosby, Sha'Linda

Pruitt, Anna Harris, McKenzie Provost, Tiffany Thacker; Explore Asheville

Timothy Love, Buncombe County Jaime Matthews, City of Asheville Tina Kinsey, Asheville Regional Airport

Madison Davis, Asheville Buncombe Regional Sports Commission

Jim Muth, TPDF Committee Chip Craig, Greybeard Realty

Zach Wallace, Asheville Area Chamber of Commerce

Meghan Rogers, Asheville Independent Restaurant Association (AIR)

Diane Rogers, Pinecrest Bed & Breakfast

Lacy Cross, Movement Bank Chelsea Hett, Love the Green Andrew Jones, Asheville Watchdog

Buncombe County Tourism Development Authority - August 30, 2023 BCTDA Meeting - Page 1 of 3



## FINANCIAL REPORTS

Matt Evans
Buncombe County Finance

HP Patel
BCTDA | Nonprofit Treasurer, Finance Committee Chair



#### WELCOME, MELISSA!

New BCTDA Fiscal Agent

- Melissa Moore started as Buncombe County Finance Director on September 18, 2023
- The Buncombe County Finance Director serves as the BCTDA Fiscal Agent
- Melissa was the Finance Director of Pflugerville, Texas, and brings more than 20 years of fiscal experience to the county
- Thanks to Mason Scott for his leadership as the interim during the transition period following Don Warn's departure







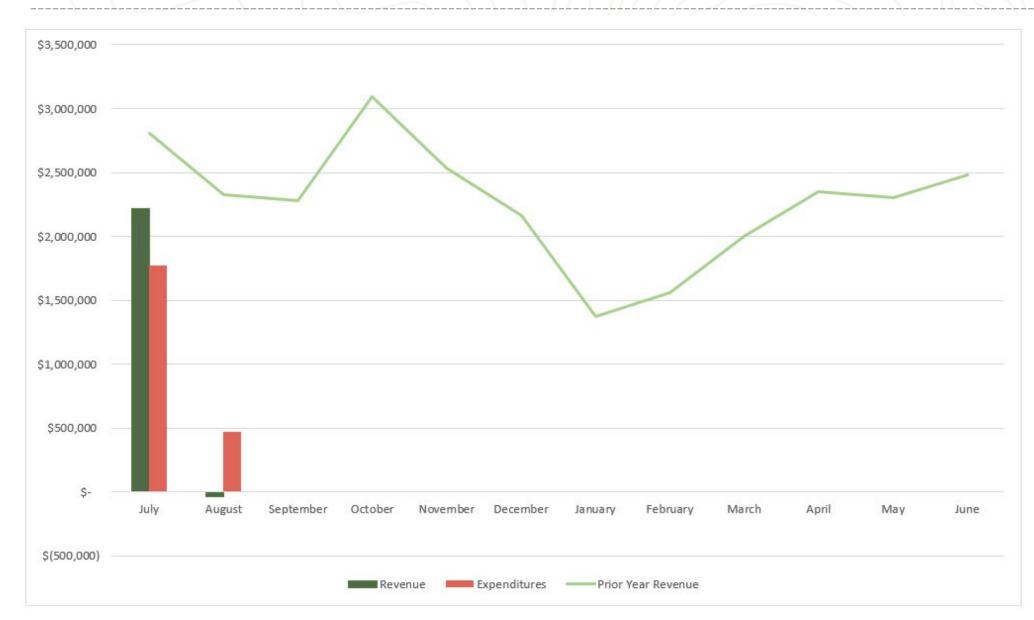
## AUGUST 2023 FINANCIAL REPORTS

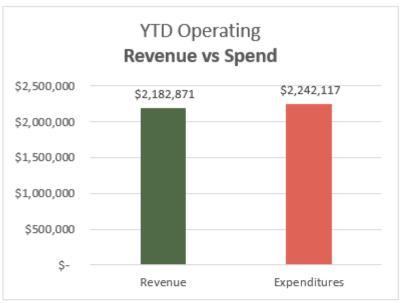
Buncombe County Finance Department

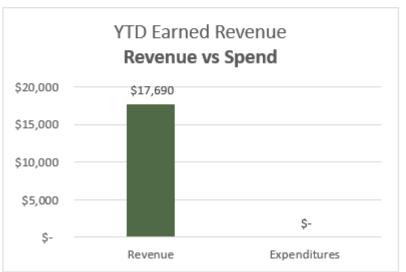


#### **OPERATING AND EARNED REVENUE FUNDS**

Revenues (Current and Prior-year) vs Expenditures (current year), August 2023







For more information, see financial and sales statements pages 1, 3, and 6



#### PROJECT FUNDS: TPDF AND LIFT FUNDS

Monthly Summary of Activities, August 2023

Tourism Product Development Fund	Budget	Current Month Actual		Life to Date Actual		(%) Budget Collected/Used
Total revenues	\$ 26,483,770	\$	228,335	\$	34,464.655	>100%
Total expenditures	φ 20,403,770	\$	6,314	\$	2,335,577	8.8%
Active projects			16			
Funding available for future grants		\$	7,980,884			

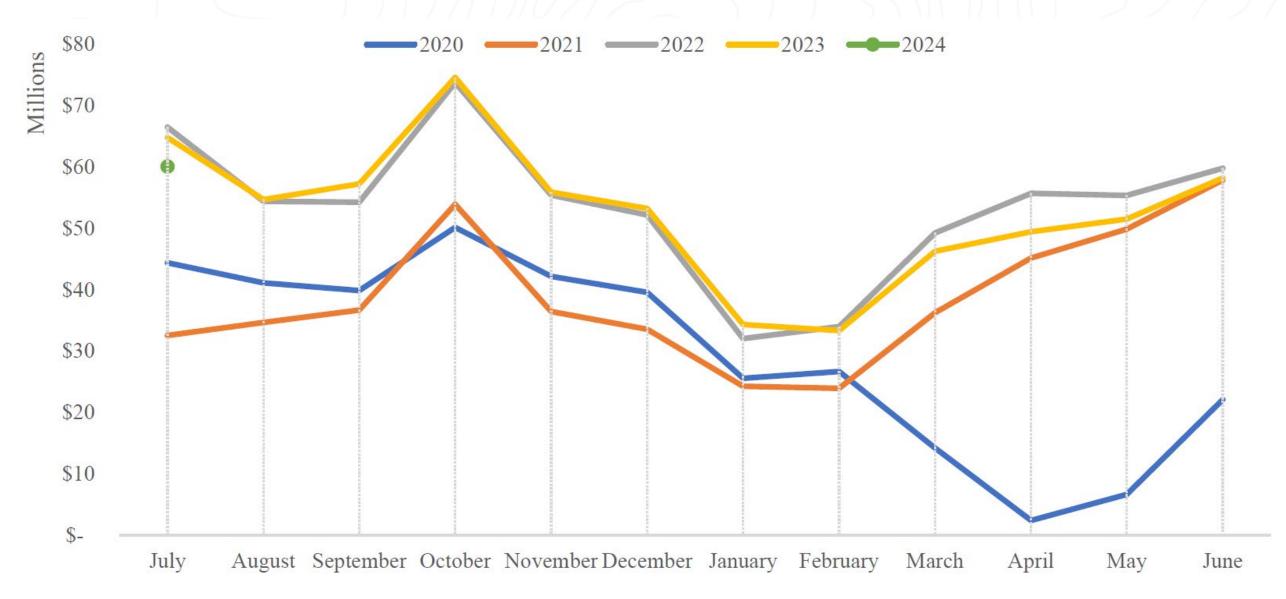
Legacy Investment From Tourism Fund	BILLIA	Current Month Actual		Life to Date Actual		(%) Budget Collected/Used
Total revenues	φ 220 E60	\$	(8,699)	\$	6,712,903	>100%
Total expenditures	\$ 339,560	\$	0	\$	98,618	29%
Active projects			0			
Funding available for future grants			6,373,343			

For more information, see financial and sales statements pages 3 - 6



#### **LODGING SALES**

Shown by Month of Sales, Year-to-Date (5 years), August 2023



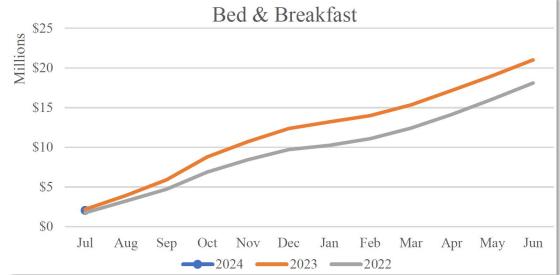
For more information, see financial and sales statements pages 8



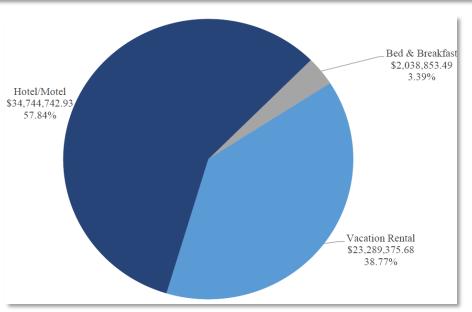
#### **LODGING SALES**

Activity by type and month, shown for 3 years, August 2023









For more information, see financial and sales statements pages 9 - 10



#### **AUGUST 2023 FINANCIAL REPORTS**

Chair Brenda Durden

Questions/Comments

**Suggested Motion:** 

Motion to approve the August 2023 Financial Reports as presented.

**Motion Second** 

Additional Discussion

Vote





## FINANCE COMMITTEE UPDATE

HP Patel

BCTDA | Nonprofit Treasurer, Finance Committee Chair



#### FINANCE COMMITTEE REPORT

HP Patel, Finance Committee Chair

#### **COMMITTEE MEMBERS**

#### HP Patel | BCA Hotels

Finance Committee Chair & BCTDA (Nonprofit) Treasurer

#### Matthew Lehman | Grand Bohemian Hotel Asheville

Finance Committee Member & BCTDA Board Member

#### **Chip Craig | GreyBeard Realty**

Finance Committee Member & Former BCTDA Member

#### Brenda Durden | Asheville Hotel Group

Finance Committee Ex-Officio Member & BCTDA Board Chair



#### **FINANCE COMMITTEE REPORT**

Investment Strategy Background

#### What are we talking about and why?

- TDA commits significant investments to approved tourism-related capital projects through the Tourism Product Development Fund every year, while actual cash *payments* may be on extended timeline
- Finance committee looking for opportunities to maximize benefits of idle cash i.e., create additional revenue while waiting to pay project reimbursements and expand overall project capacity
- TDA's cash is currently managed through the same "standard" accounts as County checking account and State-sponsored money market trust fund
- Finance committee exploring investment options; considering investment plan similar to Buncombe County since governed by same laws
- Note: Tax dollars that are collected for a specific purpose must be used for that specific purpose, including investment income derived from those dollars



#### INVESTMENT MANAGEMENT SERVICES RECOMMENDATION

Overview, RFP timeline and responses

#### Background

- Prior to Don Warn's departure, Vic and Don discussed ways that the BCTDA could earn more investments in TPDF project funds prior to
  dispersement to generate more revenue to invest in more community projects. For example, in this month's financials there is \$38 million
  available in TPDF and LIFT Funds combined.
- Based on BCTDA needs and recent county experience, BCTDA Finance Committee and interim fiscal agent recommended:
  - 1. Joining established investment pool (NCIP created in 2021; Buncombe County and Wake County are founding trustees; positive competition with state-sponsored money market trust fund)
    - The board approved a resolution to join the NCIP in its May meeting
  - 2. Engaging a dedicated investment advisor (maximize returns through proactive management; TDA may have more risk interest than County)
    - Finance Committee and Explore Asheville staff worked Buncombe County Finance to issue an RFP to select an investment advisor

#### **RFP Process**

- RFP for investment management services was issued on June 28, 2023; the submission deadline was July 21, 2023
- Two firms responded with proposals: Sterling Capital Management and Chandler Asset Management
- Finance Committee, staff and Buncombe County Finance reviewed proposals, discussed, and requested clarifying information from both respondents

#### Recommendation

• The BCTDA Finance Committee recommends selecting Chandler Asset Management as the investment advisor. Chandler is currently engaged in investments for Buncombe County, works primarily with public funds, and reported zero losses for clients.



#### FINANCE COMMITTEE RECOMMENDATION

Chair Brenda Durden

Questions/Comments

**Suggested Motion:** 

Motion to approve Chandler Asset Management as recommended by the BCTDA Finance Committee.

**Motion Second** 

Additional Discussion

Vote





# LEGACY INVESTMENT FROM TOURISM (LIFT) FUND UPDATE

Tiffany Thacker Explore Asheville | Director of Grants

Brenda Durden
BCTDA | Chair



## LIFT FUND | COMMITTEE STRUCTURE

#### LIFT Committee Structure (Similar to TPDF Committee):

- Consists of 9 members
  - o Five members must be persons who are owners or operators of hotels, motels, or bed and breakfasts
  - Remainder of the committee shall be made up of representatives with tourism, legal, financial, economic development, architecture, or engineering expertise
- All members shall serve 3-year terms, with no more than 2 consecutive terms
- RECOMMENDED CHANGE: TDA Board Liaison position to transition to an ex-officio position for TPDF & LIFT
  - Due to TDA Board member terms not aligning with Committee terms, TDA liaisons currently change mid-grant cycle. To maintain connectivity between the TDA Board and Committees, we are updating the TDA Committee position to an ex-officio position.

#### **Application Review Update:**

- Application opened on May 15, and closed on July 26
- Received 24 applications
- Nominating Committee thoughtfully reviewed all applications and determined their recommendations for the inaugural Committee for the Board to consider



## LIFT FUND | COMMITTEE NOMINATIONS



**Laura Webb**Founder & President
Webb Investment
Services



**Dr. Joseph Fox**Founder & Owner
Fox Management
Consulting Enterprises



Barbara Benisch
Non-Profit Management &
Community Development
Consultant



**Mike McCarty**Restaurant Owner *The Lobster Trap* 



HP Patel

BCA Hotels

TDA Ex-Officio Liaison,

Treasurer of the nonprofit



Himanshu Karvir
President & CEO
Virtelle Hospitality
Lodging Appointment



**Kyle Highberg**Sr. Director of Operations *Biltmore Farms*Lodging Appointment



Amy Kelly
Managing Principal
Hatteras Sky
Lodging Appointment



**Kathleen Mosher**VP of Communications
Biltmore
Lodging Appointment



Shelton Steele
Co-Owner
Wrong Way River Lodge & Cabins
Lodging Appointment



#### LIFT FUND COMMITTEE APPOINTMENTS

Chair Brenda Durden

Questions/Comments

**Suggested Motion:** 

Motion to approve the LIFT Fund Committee as recommended by the LIFT Fund Nominating Committee.

**Motion Second** 

Additional Discussion

Vote



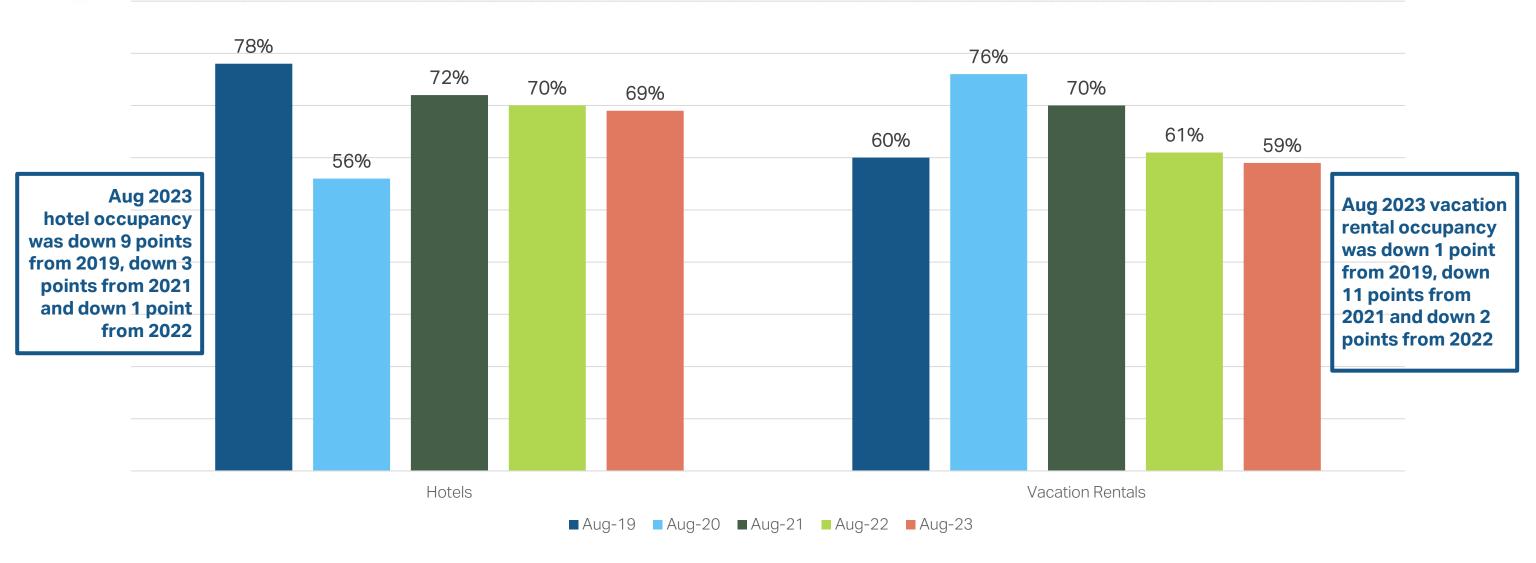


## PRESIDENT & CEO REPORT

Vic Isley
Explore Asheville | President & CEO



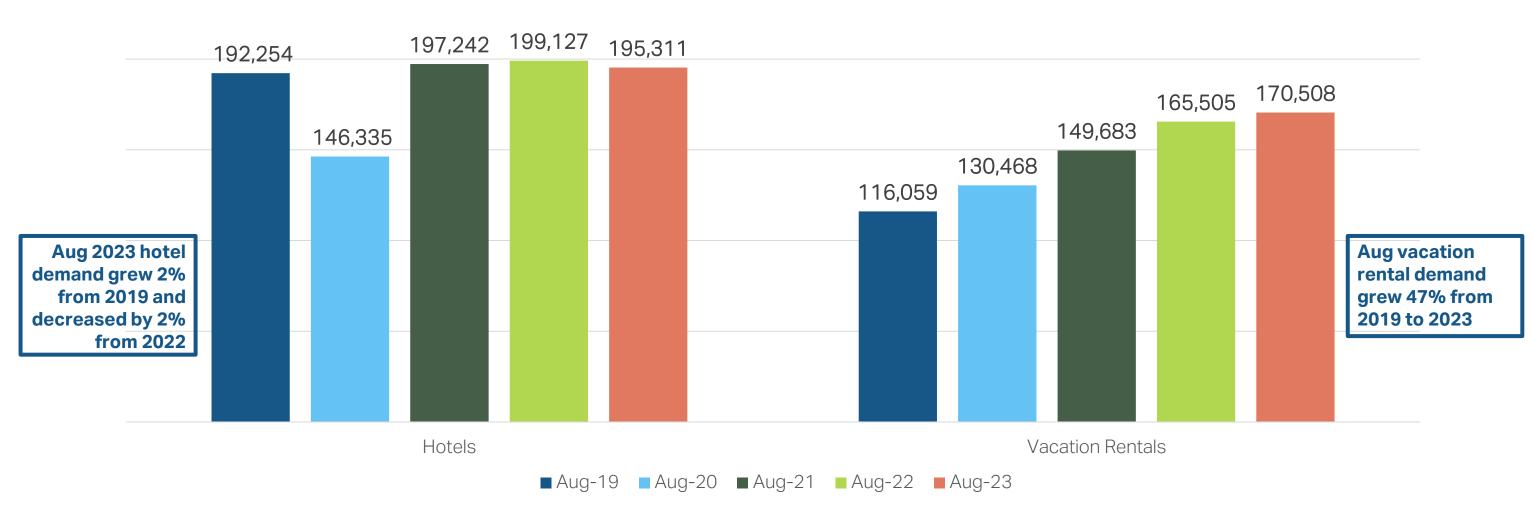
#### **AUGUST LODGING OCCUPANCY**



Source: Smith Travel Research, AirDNA



#### **AUGUST LODGING DEMAND**



Source: Smith Travel Research, AirDNA





## 40 YEARS OF IMPACT



#### **BCTDA ANNUAL MEETING RECAP**

On September 19, we celebrated 40 years with 250+ partners at Wortham Center for the Performing Arts

- Richard Florida gave a thought-provoking presentation about the future of city centers
- We reflected on four decades of the BCTDA investing in and building community
- Mayor Manheimer received a check to mark the significant TPDF investment in McCormick Field
- Matthew Bacoate Jr. was recognized as the 2023 William A.V. Cecil Tourism Leadership Award recipient
- Stewart/Owen Dance opened the event with a moving performance of Memory Affair
- F&B partners provided tasty bites and beverages during the reception
- Attendees were sent home with a copy of the FY23 Annual Report and a silver dollar in Matthew's honor
- Thanks to all of those who participated!





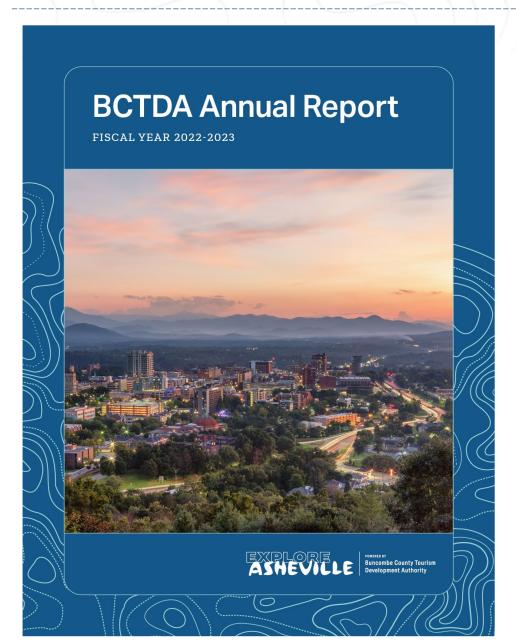






#### **FY23 BCTDA ANNUAL REPORT**

Major accomplishments of the organization captured

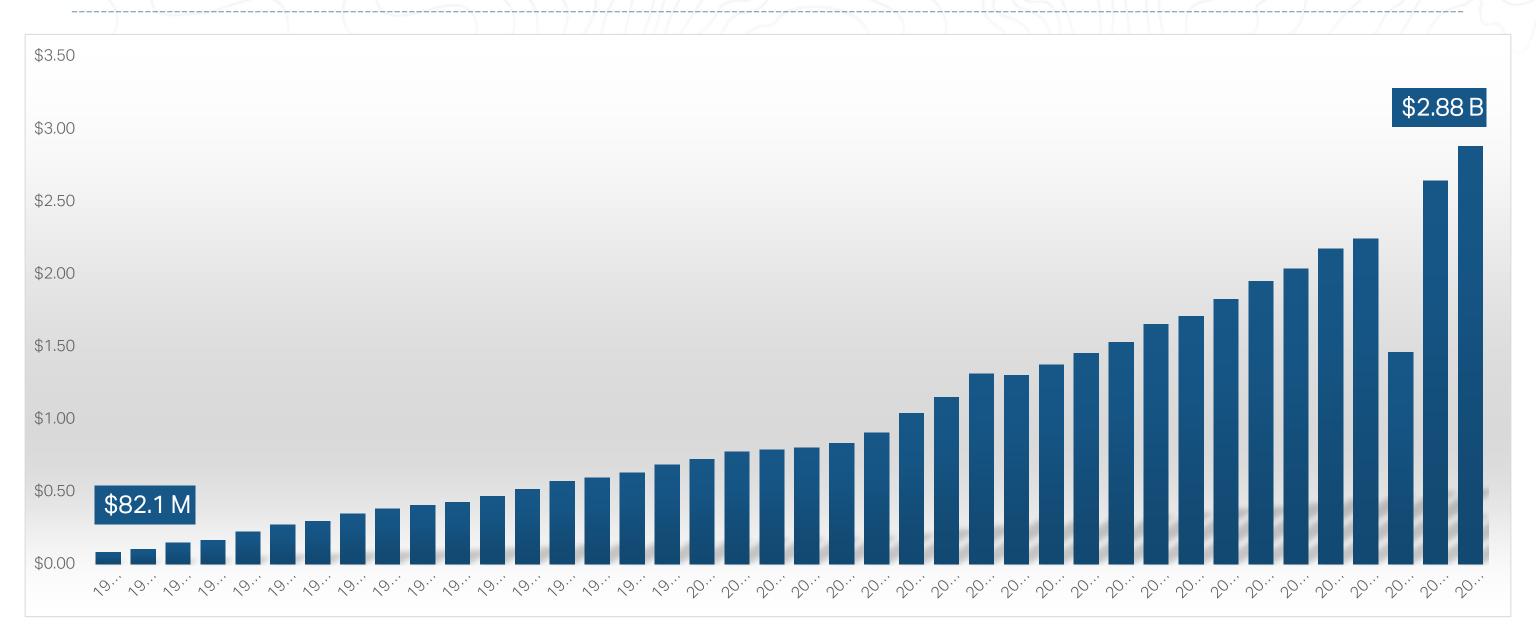






#### VISITOR CONTRIBUTIONS TO THE LOCAL ECONOMY

Visitor spending 35X greater than 1983









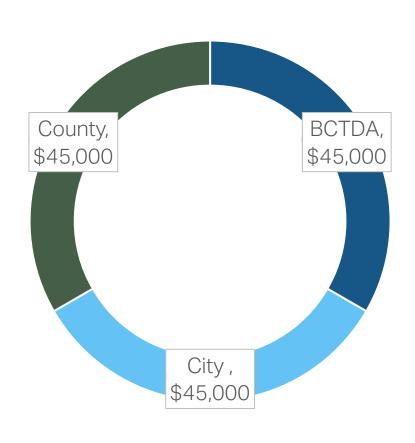
# SPORTS COMMISSION UPDATE



#### **SPORTS COMMISSION INVESTMENT HISTORY**

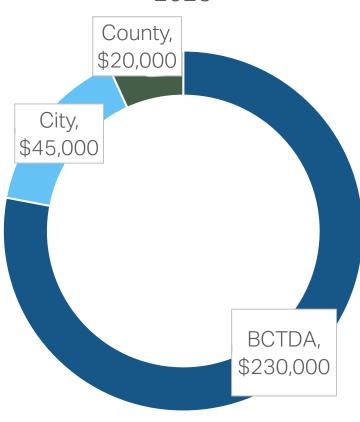
As a founding member, Explore Asheville/BCTDA has legal and financial responsibilities for the sports commission

## Original Investment Levels 2010



■ BCTDA ■ City ■ County

## **Current Investment Levels** 2023





Prior to forming the Sports Commission, sports tourism efforts were conducted by Explore Asheville.

The Sports Commission was created in 2010 with four founding members: City, County, UNC Asheville and Explore Asheville/BCTDA.

Originally the City, County and TDA were equal investors at \$45K each annually, with UNC Asheville providing in-kind facilities and expertise. The plan was to start up with the four founding members' investments and over time determine a sustainable funding model.

To date, additional investment has been provided by Explore Asheville. Over time, we have increased investment levels and are now the primary investor in ABRSC: Explore Asheville (\$230K and \$30K for SoCon sponsorship), City of Asheville (\$45K), Buncombe County (\$20K and \$30K for SoCon sponsorship), and UNC Asheville (in-kind facilities).

#### ORGANIZATIONAL ASSESSMENT BACKGROUND

Intended to determine a sustainable way forward to build on the success of sports tourism efforts

In June 2022, the founding members met and jointly agreed that hiring an independent consultant to review the ABRSC to determine a sustainable way forward to build on the success of sports tourism efforts:

- Assess current structure & bylaws
- Analyze the current funding model
- Optimize board and staff (skills, roles, responsibilities)
- Identify critical relationships for future success

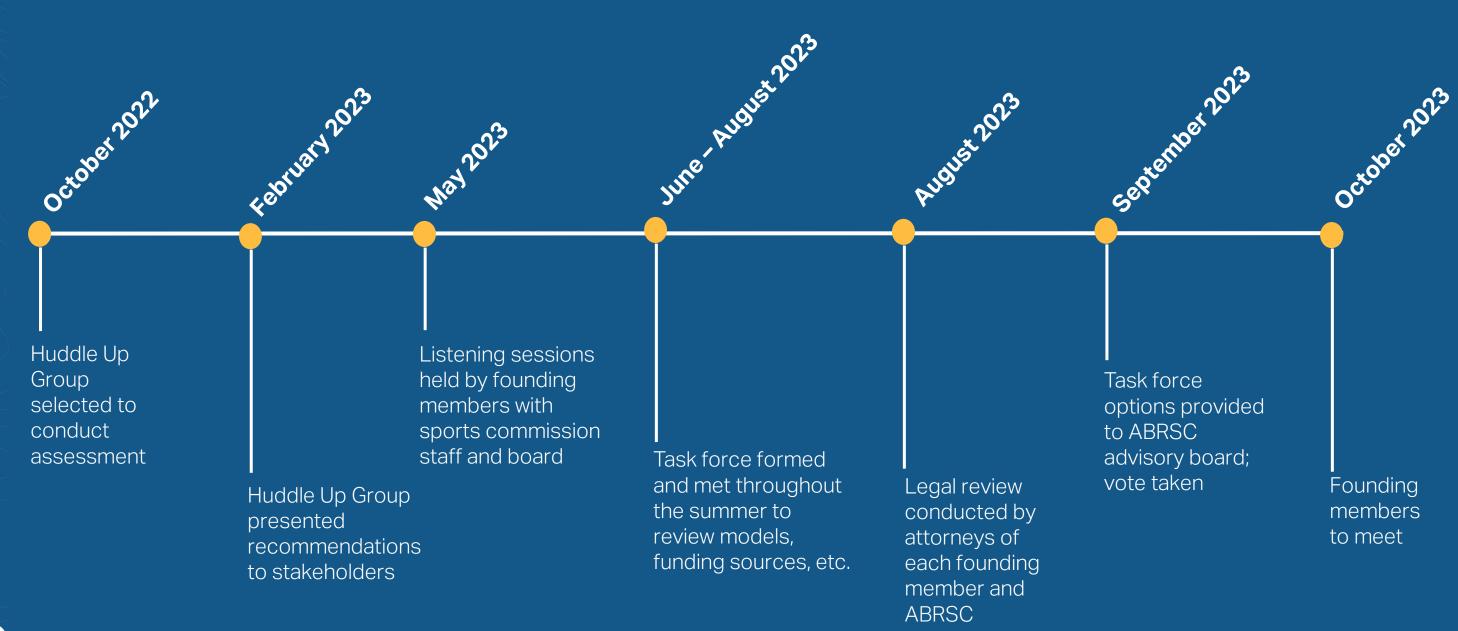
The ABRSC Chair and now Interim Executive Director were present at the June meeting and agreed to the assessment. The founding members agreed to allow Explore Asheville to underwrite the assessment.

In October 2022, founding members met along with the ABRSC Chair and Interim Executive Director to review proposals. Based on the strong recommendation from both the ARBSC Chair and Interim Executive Director, the founding members agreed to select Huddle Up Group to conduct the assessment.



#### ORGANIZATIONAL ASSESSMENT TIMELINE

The assessment and subsequent task force evaluation has lasted a year





#### TASK FORCE RECOMMENDATIONS

Two options were presented to sports commission volunteer leadership on September 18

### SPORTS COMMISSION BLENDED MODEL



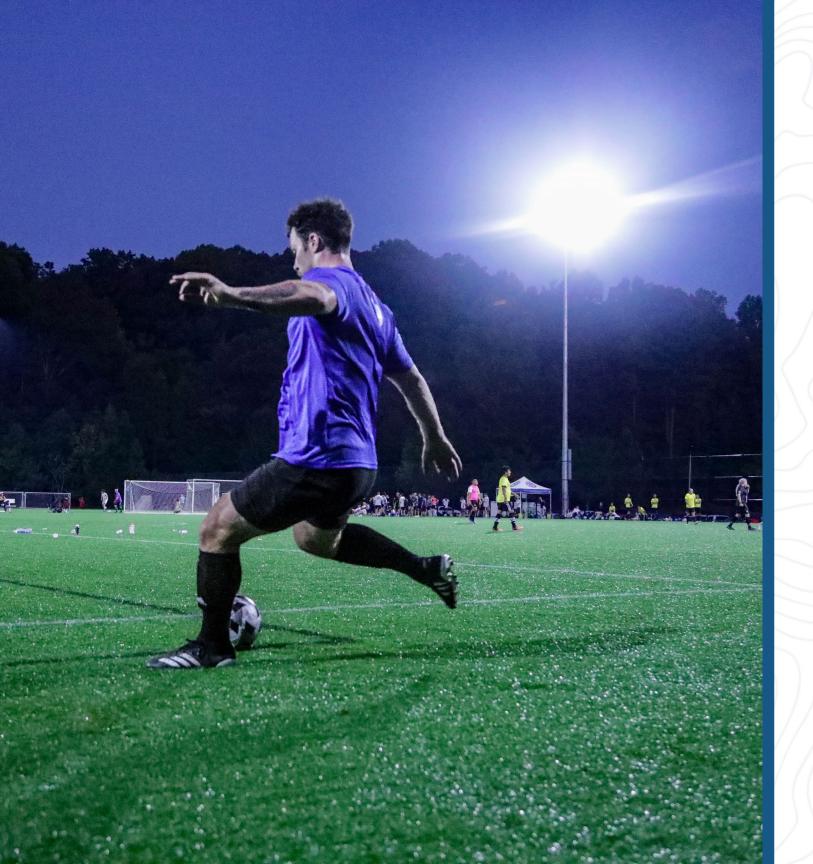
Buncombe County Tourism
Development Authority



## SPORTS COMMISSION EVENT OPERATIONS MODEL (MODIFICATION)







## ONGOING COMMITMENTS

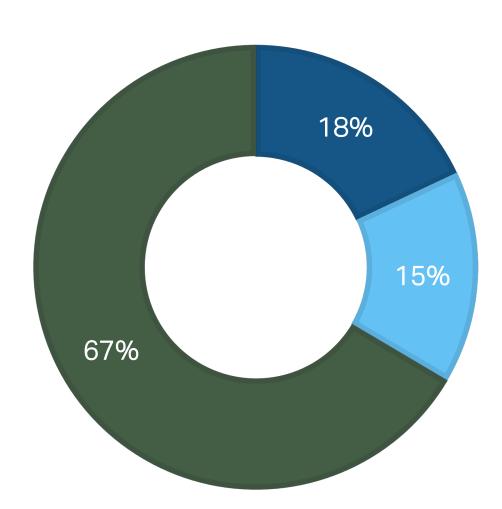


## RECRUITING AND BOOKING SPORTS EVENTS

Explore Asheville's Business Development Team is dedicated to securing and servicing sports business

#### **GROUP BUSINESS**





While 33% of FY23 booked business was sports, 54% of sports business (18% of total) was booked directly by the Explore Asheville team, and 46% of sports business (15% of total) was booked by the Explore Asheville team in collaboration with ABRSC



## **SPONSORING TOURNAMENTS AND CHAMPIONSHIPS**

Our investment in sports events helps secure or sustain them









\$105,000 Title Sponsorship to Rights Holder

\$30,000 Sponsorship to ABRSC

\$10,000 Sponsorship to Skyview

\$1,000 Sponsorship to Asheville Tennis Association



### **INVESTING IN COMMUNITY SPORTS FACILITIES**

The BCTDA has committed nearly \$52 million in TPDF grants to sports facilities in the county

City of Asheville Civic Center ExploreAsheville.com Arena: \$5.675 million

NOTE: The BCTDA committing \$2 million in TPDF investment for civic center facility upgrades and participating in the bid presentation was pivotal in securing the return of Southern Conference (SoCon) Basketball Tournament to Asheville in 2010

- John B Lewis Soccer Fields: \$2.4 million
- Enka Recreation Destination: \$6.75 million
- Enka Ballfields: \$2 million
- Woodfin Greenway Blueway: \$8.14 million
- Montreat College Pulliam Stadium: \$350,000
- UNC Asheville Lighting: \$500,000
- McCormick Field: \$22.9 million
- UNC Asheville Karl Straus Track: \$1.5 million



## MORE OPPORTUNITIES ARE ON THE HORIZON

Recent reopening of the UNC Asheville Karl Straus Track

- The latest sports-related TPDF project was officially dedicated last Friday on the UNC Asheville campus
- The Karl Straus Track officially reopened on September 22
- The BCTDA got a sneak peek of the upgrades after our June meeting
- Explore Asheville's team is meeting with UNC Asheville staff soon to discuss event recruitment for this state-of-the-art facility





## **NEXT STEPS**

Explore Asheville/BCTDA will participate in final decision making as a founding member

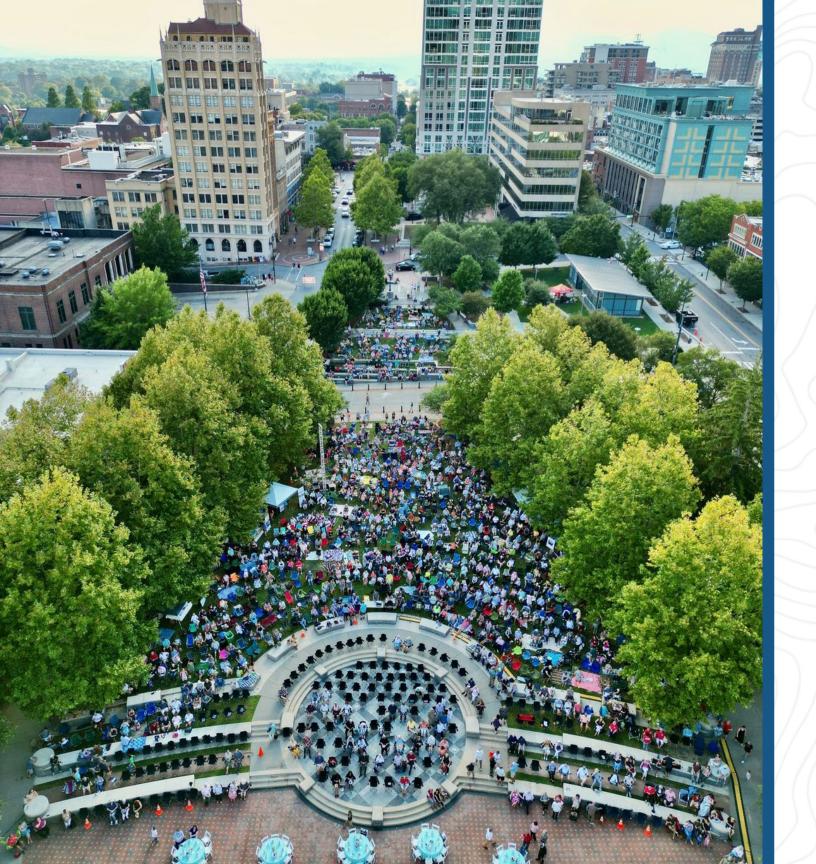
- The founding members will meet on October 3 to discuss the vote of the ABSRC advisory board members and determine next steps.
- In light of the vote from the Sports Commission advisory board, it is my current intention to support their strong desire for the Sports Commission employees to remain staff of the 501C3 with funding from the BCTDA more in line with the funding from the other Founding Members.
- The Founding Members will also be looking at some bylaws revisions in the future that will reduce the role of the Founding Members, including the BCTDA, in the governance of the Sports Commission.
- Explore Asheville and the BCTDA will continue investing in sports tourism and the area's facilities alongside partners.



## **BOARD DISCUSSION**

## COMMENTS





## **OTHER UPDATES**



## **LOCAL FESTIVALS & CULTURAL EVENTS**

Supported by Explore Asheville and the BCTDA

#### **September Events**

- Asheville Art Museum Community Day: The Art of Food
- Chow Chow Festival
- Appalachian Sustainable Agriculture Project (ASAP) Farm Tour
- Asheville Quilt Show
- Blue Ridge Pride Festival
- Sow & Grow Fest
- Downtown After 5
- 2023 Annual Eliada Fall Festival and Corn Maze

#### **October Events**

- Beer City Comic Con
- Krafthaus: Forest of the New Trees
- CiderFest NC

The Festival & Cultural Event Support Fund was designed to provide financial support to local nonprofits for events that serve both the residents of Buncombe County and the visitors who travel to the Asheville area.

We opened applications for the 2024 grant program on Tuesday, September 26. <u>The deadline for application submissions is Friday, October 27, 2023</u>.

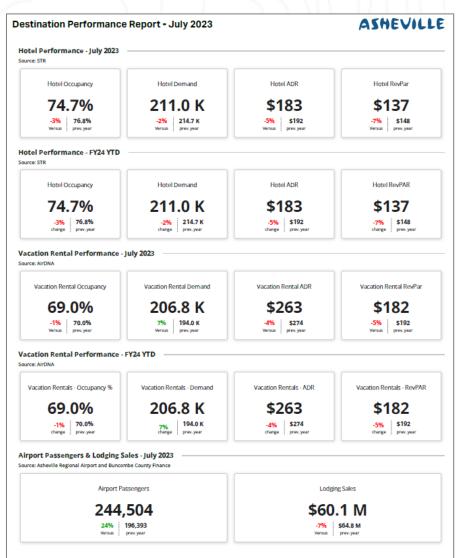
More information is available at AshevilleCVB.com



### **UPDATED DASHBOARD**

#### Condensed report focuses on lodging performance

- The monthly Destination Performance Report provides snapshot of hotel and vacation rental performance
- The report includes occupancy, demand, average daily rate (ADR), and revenue per available room (RevPar), as well as airport passenger counts and lodging sales
- Each metric includes a year-over-year comparison; month-overmonth trends are also charted
- Data included is from two months ago due to the timing of reporting from the airport and county finance department
- Additional metrics from each of the organization's departments will be included in quarterly reports







## **DODIE STEPHENS**

Vice President of Marketing, effective October 2

- Dodie Stephens spent more than 15 years with Explore Asheville;
   she was the Director of Communications for eight years
- Dodie contributed to the launch of Asheville as a national hub for culinary craft and a top destination for music-minded travelers
- During her tenure with Explore Asheville, award-winning and business generating initiatives earned national headlines and honors from the U.S. Travel Association, Hospitality Sales & Marketing Association International, and others
- Dodie is a founding board member of Chow Chow Food +
   Culture Festival and board chair for the Travel & Tourism Section
   of the Public Relations Society of America
- Most recently, she served as Vice President of Marketing at Allen Tate/Beverly-Hanks REALTORS for the last year and a half
- She will take the helm from Marla Tambellini as she plans to retire early next year; Explore Asheville conducted a nationwide search for the position





## **BOARD DISCUSSION**

## QUESTIONS





# MARKETING UPDATE A LOOK AHEAD

Marla Tambellini Explore Asheville | Senior VP of Marketing





## FALL FOLIAGE CAMPAIGN

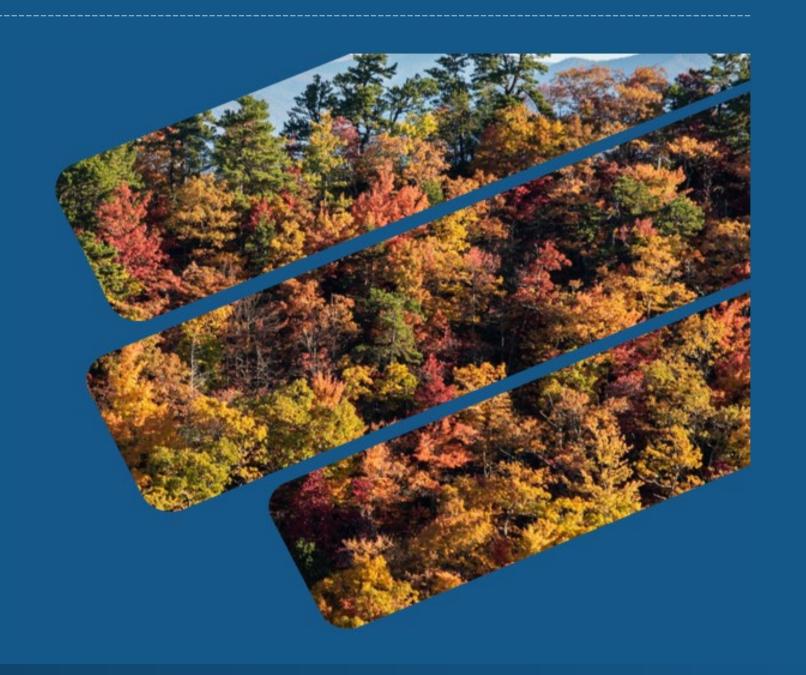


## FALL FOLIAGE CAMPAIGN

Positioning Asheville as the Premiere Fall Destination

#### Fall Foliage Campaign Includes:

- Expanded TV with Weather Sponsorships
- Paid Digital Advertising
- Media Outreach Seasonal Press Release
- Fall Color Hunter Program
- Weekly Fall Color Reports
- Web Pop-Ups
- Social Media





## **FALL TV**Weather Sponsorships

## July through September TV Flight

EXPLORE ASHEVILLE	VISIT NC
Atlanta	Atlanta
Raleigh-Durham	Nashville
Nashville	Orlando
Cincinnati	Washington, D.C.
Washington, D.C.	
Tampa	



## **EXTENDED TV REACH**

#### Weather Sponsorships

- Running brand messaging (inclusive of the new:15s spot, logo, fall imagery and tagline) across a mass-reach medium through linear weather sponsorships, with networks such as the CW, FOX, NBC, ABC and CBS
- Retargeting audiences exposed to our brand message with CTV and display efforts through November, encouraging them to Book Now
- Estimating over 1 million impressions
- Explore Asheville brand messaging July through mid-September in Atlanta, Cincinnati, DC, Nashville, Raleigh and Tampa resulted in approximately 62 million impressions

					SEPTEMBER						OC	то	BER		NOVEMBER				DECEMBER			
MEDIUM	PUBLISHER	MARKETS	START DATE	END DATE	28	4	11	18	25	2	9	16	23	30	6	13	20	27	4	11	18	25
		Greensboro,	0/40/0000	10/0/000																		
Linear TV	Amobee	Charlotte	9/18/2023	10/6/2023																		
Linear TV	Amobee	Knoxville	9/25/2023	12/31/2023																		
		Raleigh, Jacksonville,																				
Linear TV	Amobee	Atlanta	ASAP	10/31/2023																		



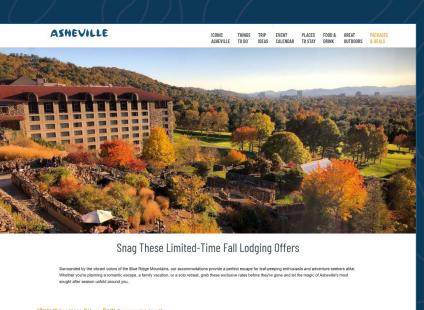
## PLANTING THE IDEA OF FALL TRAVEL

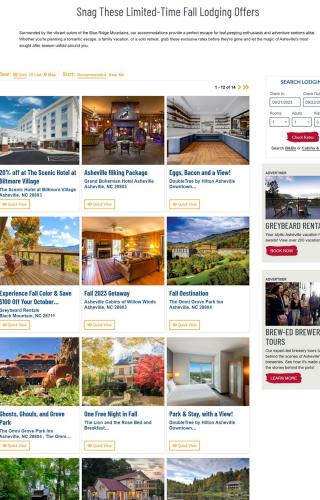
Fall Lodging Promotion and Support

An extension of the fall foliage campaign, the lodging promotion aims to create a sense of urgency for booking with a Limited-Time Offers message.

#### Tentpoles Include:

- "Limited-time Offers" with landing page, inclusion in weekly fall color reports and web pop-ups
- Lodging advertising co-op program with Sojern
- AFAR storytelling workshop opportunity





## **FALL COLOR REPORTS**

Weekly email newsletters

#### **Weekly fall color reports feature:**

- Fall Color Hunters
- Best autumn hikes
- Fall foliage drives
- Events & travel deals

### First report went out on September 20

- 4% increase in opens
- 14% increase in clicks
- 55% decrease in YOY opt-outs



#### Explore Asheville's Fall Forecast is Here!

Fall in the Blue Ridge Mountains is just around the corner, and our excitement is growing as the vibrant hues of the season are beginning to show! The forecast for leaf color this year is promising, with local experts predicting a strong season of stunning beauty that could extend well into November. Check out the full forecast, find out what's going on in town and get travel tips on how to make the most of Asheville's autumnal bliss!

DISCOVER FALL COLOR



#### Meet Leafy

"Fall-elujah! My favorite season is here!"

Leafy, our 2023 fall foliage mascot, is looking forward to a long fall (literally and figuratively). Leafy lives on a beautiful maple tree with a great view of downtown Asheville, and will be tracking fall foliage progress from the highest limb.

#### Fall in Love with Asheville



Top Fall Festivals

Check out our at-a-glance look at Asheville's best fall events to find the fests that



Early Fall Drives

Hop in your car for these scenic drives in late September and early



Best Fall Hikes

These iconic trails can be explored during any season but offer a truly special



### **2023 FALL COLOR HUNTERS**

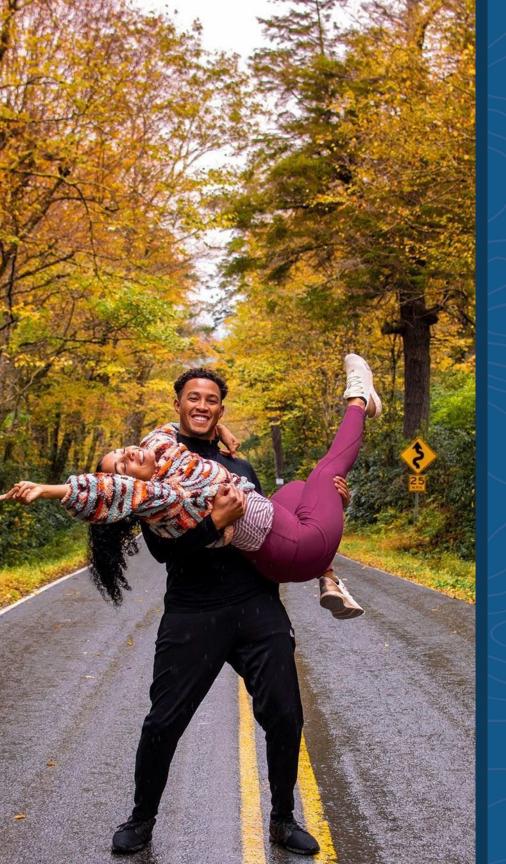
Local Photographers & Content Creators

Explore Asheville's Fall Color Hunters are a group of talented local photographers and content creators who share updates on when and where to catch the best and brightest fall color in the region.

- Authentic Asheville is run by Erin McGrady (she/her) and Caroline Whatley (she/her). They share stories that increase BIPOC and LGBTQ+ representation in the outdoors.
- **Blair Meeks** is an adventurer who is local to Asheville. She enjoys sharing her adventures and encouraging others to spend more time in nature.
- Rachel Pressley is an Asheville-based photographer and content creator specializing in outdoor, editorial and wedding photography.
- **Reggie Tidwell** is an award-winning, multi-disciplinary photographer and graphic designer. Reggie chose Asheville because of its endless scenic beauty. He's in his 22nd year of business operating Curve Theory.
- Ricardo Tejeda is an experienced graphic designer, photographer, printer, and blog writer based in Asheville. He started his company, Show And Tale Creative, in 2021.
- **Katie Collin** is a content creator and travel blogger based in Asheville. She enjoys traveling and hiking and can't wait to chase the fall colors this year!







## STORYTELLING PARTNERSHIPS



## **AFAR & EXPLORE ASHEVILLE - "ALWAYS ASHEVILLE"**

#### **General Focus**

AFAR provides educational opportunities for EA Partners and collaborates with local content creators to create a suite of multimedia content.

#### In-Market Workshop - 10/2

Half day immersive workshop for Asheville lodging, tourism, attraction, and hospitality Partners to learn demand-generating tactics from AFAR's team of editors and directors.

#### **Custom Content**

- Custom Audio in Unpacked Podcast
- 3x Inbook Custom Pages
- 3x Instagram Reels
- 10x Custom Articles
- 6x Custom Itineraries
- Licensable Photography: 100x edited photos

#### Enjoy the Tranquility of Asheville's Spectacular Fall Foliage—If You

Know Where to Look

rowds and reduce you

With another year of extraordinary autumn colo **Graveyard Fields Loop** commend The North Carolina Arboretum fo its pristine trails, plus the ths behind the Education

the French Broad River glass of natural wine and

#### Always Ashevill

Explore Asheville and why it's Always Asheville savvv travelers like vou

Starting this November see the Asheville





Unpacked

The world is complicated. Being an ethical traveler doesn'i

#### **ALWAYS ASHEVILLE**

MONDAY, OCTOBER 2 2023

Guest Registration and Breakfast

Vic Isley, President and CEO, Explore Asheville

Finding Your Story

- Jennifer Flowers, Senior Deputy Editor, AFAI

Building Traveler Engagement Through Content

Tiana Attride, Social Media Editor, AFA

Julie Huang, Associate Director of

Working with Content Creators

Ami Kealoha, Branded Content Director, AFAR

Lunch and Networking (to-go options available









## **GARDEN & GUN | THE GOOD ROAD (PBS)**

#### Champions of Conservation

- PBS programming
- Garden & Gun editorial and landing page
- Champions Cocktails & Conversation event at Hickory Nut Gap Farm







#### Gaining Ground

Aaron and Anne Grier of <u>Gaining Ground</u> <u>Farm</u> and the <u>Equal Plates Project</u> and chef John Fleer of <u>Rhubarb</u> restaurant share a farm-to-table discussion.



#### The Utopian Seed Project

Chris Smith, founder of the <u>Utopian</u> <u>Seed Project</u>, discusses increased agrobiodiversity in the food and farming system with DiBenedetto before taste testing his harvest with dishes prepared by chef Luis Martinez and chef Yunanda Wilson.



#### Southside Community Farm

In the historically Black Southside neighborhood of Asheville, North Carolina, Southside Community Farm is growing black agricultural sovereignty through food distribution, environmental education, racial justice, and connection with the land.





## **OUTSIDE PARTNERSHIP**

2024 Summer Gear Guide September Shoot



Outside editors in market in September testing outdoor gear and shooting images for 2024 Summer Gear Guide

Outside 🗸 WATCH LEARN PODCASTS MAPS EVENTS SHOP BUYSELL OUTSIDE+

GET 60% OFF OUTSIDE+

The One Subscription to Fuel All Your Adventures



AR ADVENTU

LTH T

CULTUR

DOD

ADS

PODCA

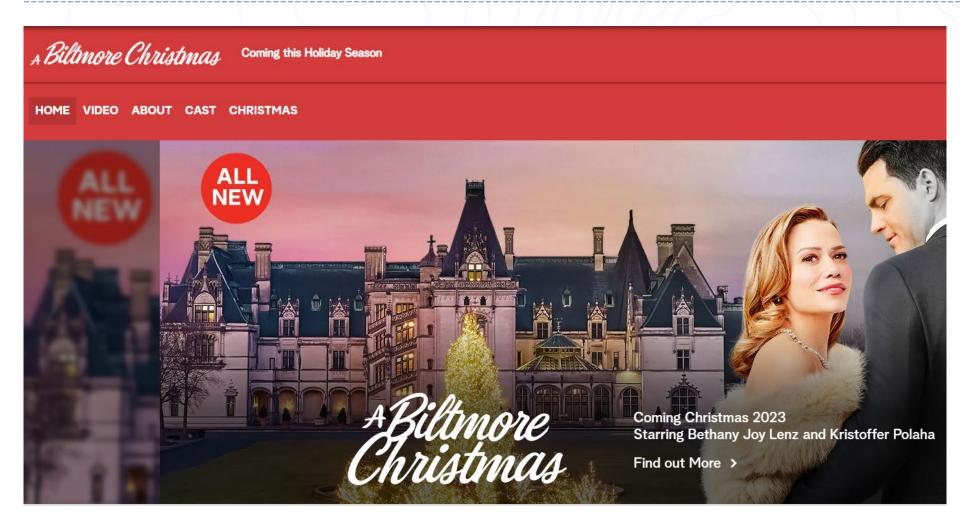






## **HALLMARK PROMOTION**

A Biltmore Christmas Movie



Premieres Thanksgiving Weekend | Sunday, November 26 at 8 p.m.



63

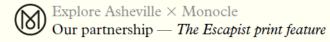




## **MONOCLE**

The Escapist Print Feature





## The perfect weekend in Asheville— an immersive print feature on the best stops in town

We will bring the must-see sights from the 'Monocle on Asheville' guide to Monocle's travel special, The Escapist

After establishing Asheville as a facilitator and enabler of better living in the 'Monocle on Asheville' book, we will demonstrate how the best haunts of the guide are worth the trip. Bringing back our annual travel magazine, The Escapist, our stories will dig deeper on what makes Asheville a special place to visit in a vacation-focused issue.

- Year-long influence: Our annual travel special is a must-have for readers looking for the best new getaway spots around the world.
   Released once a year, it has a lasting reference and newsstand longevity.
- **Real-world impact:** After establishing Asheville as a city that provides the creative opportunity and inspiration from which people can flourish, we will demonstrate how this yields real-world results through character-led stories.
- Space to innovate: Given our highlights will play out over 12 places of
  note, our senior creative team will have room to extrapolate the stories
  from 'Monocle on Asheville' to dive into the rich tourist offerings of the
  city. Alongside on-the-ground reportage and in-depth Q&As with key
  protagonists, our stories will include expanded stories, new portraits,
  and why Asheville is a top U.S. destination for your next holiday.









### TRAVEL + LEISURE PARTNERSHIP

Asheville Reader Weekend Activation

TRAVEL+

TRIP IDEAS

DESTINATIONS

WORLD'S BEST

TIPS + PLANNING

CRITISE

**ABOUT US** 

Q

SUBSCRIBE

TRIP IDEAS

## How to Plan the Perfect Asheville, North Carolina Getaway

Planning a trip to Asheville, North Carolina? Here's everything you need to know, including the best things to do, when to go, and where to stay.

By Stacey Leasca Published on October 8, 2022











IMMERSIVE EXPERIENCE: TRAVEL + LEISURE CURATED READER TRIP

## Travel + Leisure Reader Trip Overview

Our readers continue to turn to our brand for travel inspiration and guidance. Asheville is an ideal destination for our readers who crave a touch of everything — a sense of history, arts & culture, stunning landscapes, and a vibrant culinary scene.

In 2024, a group of affluent and passionate travelers will enjoy a luxury experience through a Curated Reader Trip hosted by Explore Asheville and Travel + Leisure.

Curated in partnership with Explore Asheville, this unique reader trip will provide up to twenty (20) Travel + Leisure readers with an unparalleled itinerary that will draw them into the allure of Asheville through the city's creative spirit, leisure appeal, and history and local roots.

With a strategic promotional plan utilizing consistent print placements and digital extensions, Travel + Leisure will educate, build awareness, and drive travel consideration and bookings for this unique and extraordinary experience.



# ENCOURAGING GROUP & EVENT BUSINESS



## **BUSINESS DEVELOPMENT**

Supporting Group Sales Efforts





Supplied Content / Video Spotligh Sponsored by Explore Asheville

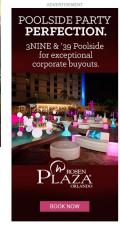
#### How Asheville's Independent Spirit Energizes Groups

Unique venues and attractions make this North Carolina gem an ideal destination.

Asheville, N.C. is a community of creators and innovators, and this inspiration fuels the success of meetings and events held here. This video takes event planners on a tour through some of the city's remarkable venues, properties and activities, with testimonials from those who know them best.

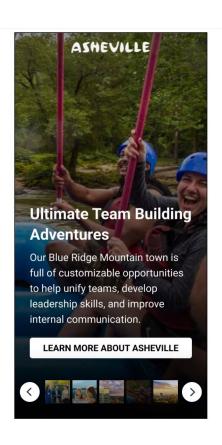
Among the highlights in the video:

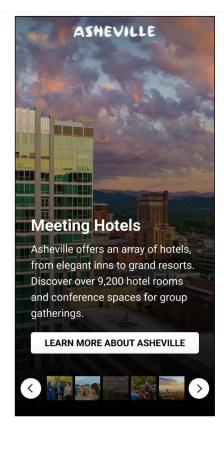
 Victoria Isley, president and CEO of Explore Asheville on how the city's hospitality community can serve groups of all sizes.



**P** 

## The Washington Post







## **ASHEVILLE CHAMPIONSHIP**

#ITALLSTARTSINASHEVILLE







## SIGNIFICANT FY24 INITIATIVES



## **WEBSITE RE-DESIGN**

RFP Update & Timeline

Received 13 responses to RFP; Vendor to be selected by Oct. 9

#### **SCHEDULE**

October 2023 – November 2023 Discovery Phase

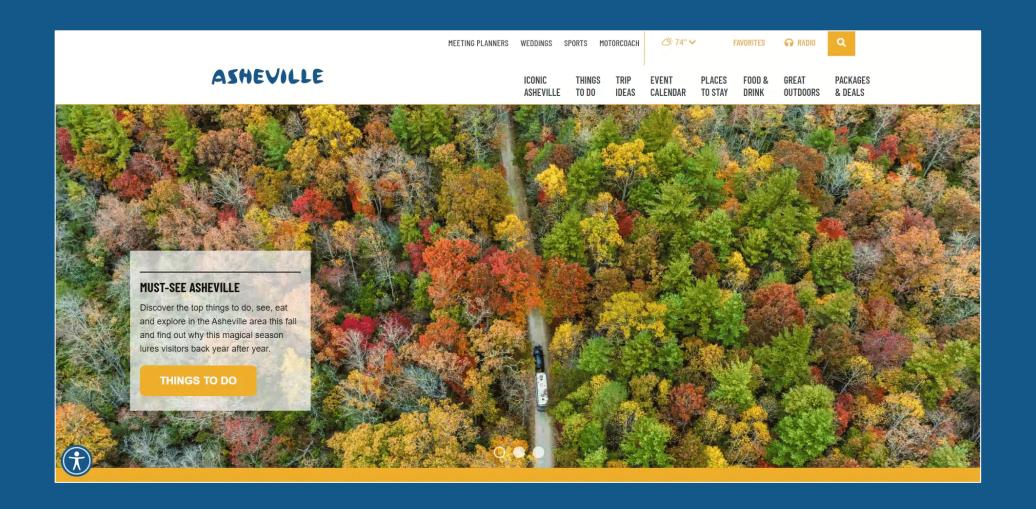
**December 2023 – January 2024** Information Architecture Re-structuring

**February 2024 – April 2024**Design Phase

May 2024 – July 2024 Implementation / Development Phase

**August 2024**QA Phase

**September 2024** Website launch





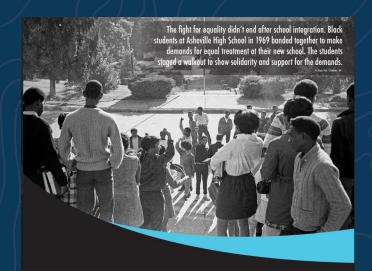
### BLACK CULTURAL HERITAGE TRAIL

Expanded Storytelling with Digital Content

The digital portion of the Black Cultural Heritage Trail consists of 20 unique landing pages (accessed by QR codes on the panels) that will link the physical trail to engaging additional content for added depth, music and history.

Digital content will include:

- Several blog posts with additional names, faces and experiences that link to the stories and information on the trail signage
- Recordings from a local voiceover artist narrating the content on the panels
- Video of a local musician singing the "Swannanoa Tunnel Song" that will tie into the dark history of the building of the Swannanoa Tunnel
- A deep dive video on legendary advocate Matthew Bacoate
- An augmented reality (AR) depiction of historic Stephens-Lee High School



#### SITTING DOWN, STANDING UP



#### Racial Justice

guson (1896), provided legal justification segregation in public facilities such theaters, schools, trains, and buses. spite the overturning of this ruling with the sum v. Board of Education (1954), Black zens organized during the Civil Rights evement (1950s–1960s) to continue fighting criminatory laws and racist practices.



A Asheville, local students formed the Ashevill tudent Committee for Racial Equality ASCORE) in 1959, which worked to oppose nequal treatment of Black people using civil isobedience and nonviolent protest. The tudents successfully desegregated public paces such as grocery stores, restaurants, not the public library system.



#### Local Leader

William R. "Scabron" Saxon: In 1951, 75-year-old William R. "Scabron" Saxon retured to give up his seat on a bas from Allants is his home in Adminis After threats from police, Mc. Scorn related but the filed a leavest active filed 3 strong 16-400 and 16-400 gives from Smoky McCounter Stages, Inc. The Administ Oction reported that the policy's jury instructions physical consideration of discrimination and meagant treatment, and the plage stade will the bas company. This judgment delayed but did not prevent Mc. Saxon and millions of other Black Amendation from socrating equal rights to election 16-910, on basis (1960), and to employment, access to public places, and to vite (1861, Learn more about these and other important IC. Superno Court decisions here.





### BIPOC IN THE OUTDOORS MARKETING INITIATIVE

Objective: Engaging and inviting more diverse audiences by leveraging our unique outdoor resources

#### Helping make outdoor recreation more accessible and inviting

- Share access points for varying comfort levels and provide countermeasures to valid fears.
- Interview local outdoor organizations and experts to build a real foundation of current barriers and motivators
- Develop resources and tool kits, e.g., web page, blog post, PR one pager.

#### **Educating and inspiring BIPOC audiences**

- Engage BIPOC locals embracing the outdoors as ambassadors.
- Pitch relevant BIPOC outdoor stories and media opportunities.
- Prioritize BIPOC representation in new outdoor assets and content.
- Secure BIPOC content creator partnerships to highlight natural and cultural resources in Asheville.





Clockwise from top: Lex Go Hiking; Reggie Tidwell; Authentic Asheville



## **LGBTQ+ MARKETING EFFORTS**

### Blue Ridge Pride Festival, Sep. 29

 Journalist Jamie Valentino (Queerty, GayCities, INSIDER, National Geographic) visiting for Blue Ridge Pride and to conduct general research on LGBTQ+ Asheville.

## IGLTA 40th Anniversary Global Convention, Oct. 4-7

• PR Manager Mickey Poandl attending in San Juan with 500+ journalists, influencers (including Ravi Roth, who Explore Asheville hosted in July), destination representatives, and travel vendors.







### **ARTS INITIATIVE EXTENSION**

Increasing attendance at Asheville's performing arts organizations

Summer pilot program aimed at increasing engagement and attendance for Asheville's performing arts organizations.

#### Metrics to Date (June 1- September 24, 2023)

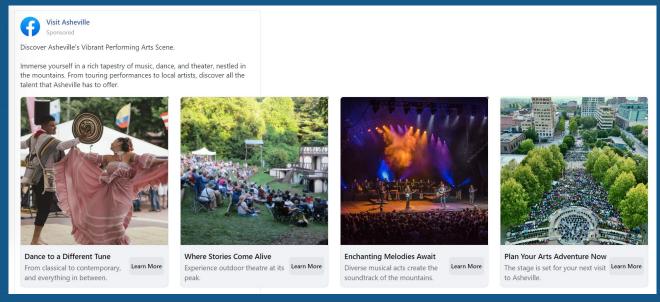
• Sessions: 25,415

• Engaged Session: 14,493

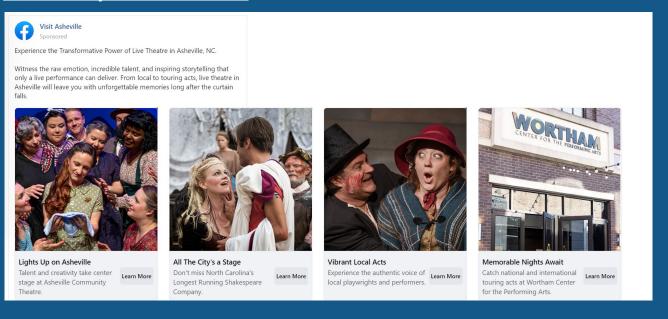
• Users: 18,737

Engagement Rate: 57.03%

#### **General Focus**



#### **Genre-Specific Focus**





## QUESTIONS?







## CITY UPDATES

Vice Mayor Sandra Kilgore







## COUNTY UPDATES

Commissioner Terri Wells





# MISCELLANEOUS BUSINESS

Brenda Durden
BCTDA | Chair





## PUBLIC COMMENTS

Brenda Durden BCTDA | Chair



### LIVE VIRTUAL PUBLIC COMMENTS

Chair Brenda Durden

Members of the Public were invited to sign-up to virtually share live comments during today's in-person BCTDA meeting.

As of the 12:00 p.m. registration deadline on Tuesday, September 26, no requests to speak had been received.



### **IN-PERSON PUBLIC COMMENTS**

Chair Brenda Durden

Upon arrival to this morning's BCTDA meeting, anyone who indicated a desire to make public comments completed the Public Comment Sign-In Sheet, affirming they agree to abide by the Rules of Decorum.





## **ADJOURNMENT**

Brenda Durden

BCTDA | Chair



## **ADJOURNMENT**

Chair Brenda Durden

Questions/Comments

**Suggested Motion:** 

Motion to adjourn the BCTDA Meeting.

**Motion Second** 

Discussion

Vote



