### Williamsburg Tourism Council

Tuesday, January 16, 2024



### Roll Call

James City County Colonial Williamsburg Foundation City of Williamsburg

Busch Gardens Hotel/Motel Association Jamestown Rediscovery Jamestown/Yorktown Foundation Restaurant Association

Greater Williamsburg CoC Virginia Tourism Corporation Ruth Larson, Chair Cliff Fleet, Vice Chair Doug Pons, Treasurer

Kevin Lembke Neal Chalkley Jim Horn Christy Coleman Michael Claar

Ben Ellington, Ex Officio Rita McClenny, Ex Officio



### Public Comment

- Limit to three minutes
- State name and address
- No Q & A



### Capital Region USA (CRUSA) Briefing

Scott Balyo, Executive Director



### CAPITAL REGION USA WASHINGTON, DC · MARYLAND · VIRGINIA



www.capitalregionusa.org

### Value of International Visitor



INTERNATIONAL

ADMINISTRATION

"International travel plays a critical role in the US economy. Prior to the COVID-19 pandemic, in 2019, **international visitors spent \$233.5 billion** experiencing the United States; **injecting nearly \$640 million a day into the U.S. economy**.

At 14.5% of international travel spending globally, international travelers spend more in the United States than any other country."

"The international segment of the travel economy is especially highvalue because visitors from abroad on average **spend more time and money** and visit more destinations than domestic travelers."

While an international traveler may represent less than 10% of your total visitation, they can be over 20% of your visitor revenue.



#### **Brand USA**





## Who we are

### **Our Organization and Mission**

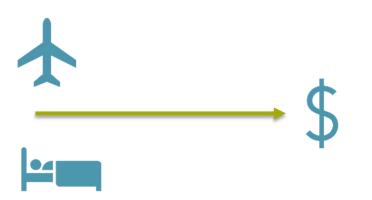
#### WHO WE ARE:



Capital Region USA (CRUSA) is the official regional destination marketing organization promoting Washington, DC, Maryland, and Virginia internationally, in partnership with Destination DC, the Maryland Office of Tourism Development, the Virginia Tourism Corporation, and the Metropolitan Washington Airports Authority.

#### **OUR MISSION:**

More Overseas Visitors Staying Longer Spending More Money



**Our Partners** 











#### The rest of our US Team





Kimberly@capitalregionusa.org



**Stacey Sheetz, Marketing and Membership Director** 

stacey@capitalregionusa.org

### **Our Board of Directors**

#### Virginia Tourism Corporation

- Heidi Johannesen, Secretary/Treasurer
- Rita McClenny
- Diane Bechamps

#### Maryland Office of Tourism Development

- Liz Fitzsimmons, Chair
- Rich Gilbert
- Marci Ross

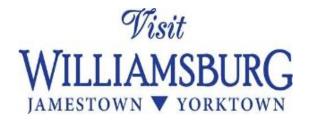
#### **Destination DC**

- Theresa Belpulsi, Vice-Chair
- Elliott Ferguson
- Robin McClain



### **Our Allied Members**













MARYLAND

Marlotteoville



### **Our Affiliate Members**











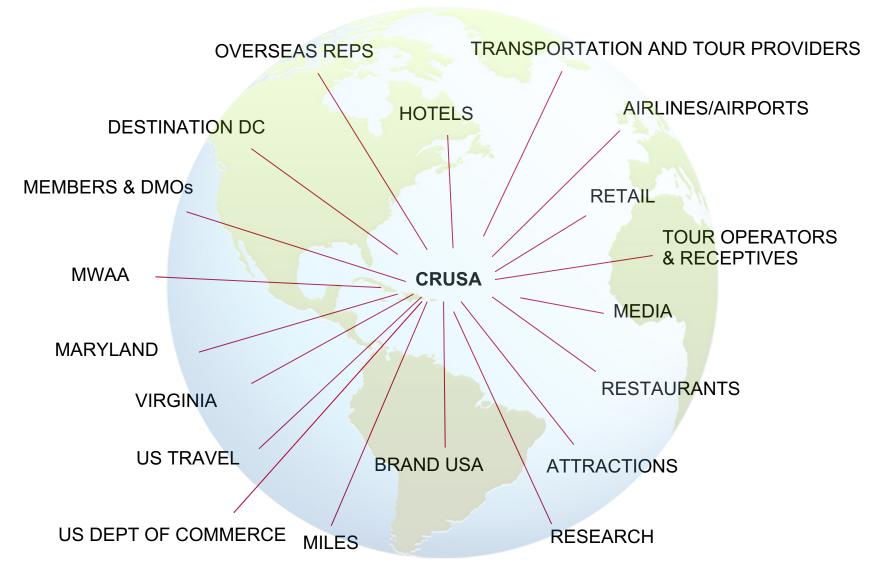






### Our Network





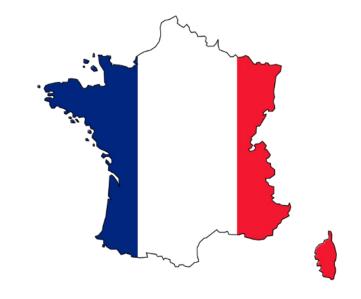
### **Our Primary Markets**





#2 Germany includes Austria and Switzerland #4 France includes Belgium and Netherlands

CAPITAL REGION USA WASHINGTON, DC M A R Y L A N D V I R G I N I A



India = #3

#### Our Overseas Team



Lisa Chamberlain LC Marketing Plus United Kingdom - Sales



**Della Tully** LC Marketing Plus United Kingdom - Sales



**Olivier Barthez** Rep & Co. France



Emmanuelle Massieu Rep & Co. France



**Anna Beketov** FINN United Kingdom - PR



Maria Greiner Claasen Communication Germany





## Research

### Overseas to CRUSA - 2022

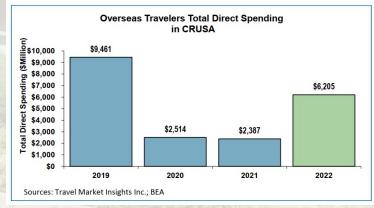


	20 Market Share	019 Arrivals in (000)	20 Market Share	)22 Arrivals in (000)	Percent of 2019					
Total Overseas	5.95%	2,403	6.55%	1,569	65.3%					
Overseas Visits to CRUSA										
₹ 1,000 - 500 - 0	0.082	1,749								

### Overseas to CRUSA - 2022

Capital Region		U.S	S. Arriva	s				
Country of Residence	2019 CRUSA Arrivals (IN 000s)	2022 CRUSA Arrivals (IN 000s)	2022/2019 Percent of 2019	2019 Market Share	2022 Market Share	2019 U.S. Arrivals (IN 000s)	2022 U.S. Arrivals (IN 000s)	2022/2019 Percent of 2019
1 United Kingdom	259	213	82.1%	5.42%	6.14%	4,780	3,466	-27.5%
2 Germany	176	155	88.3%	8.51%	10.47%	2,064	1,481	-28.2%
3 India	176	155	87.9%	11.94%	12.31%	1,474	1,257	-14.7%
4 France	115	90	78.1%	6.22%	6.80%	1,844	1,318	-28.5%
5 Spain	59	51	85.3%	6.29%	6.54%	943	773	-18.0%
6 Italy	74	47	63.4%	6.82%	6.54%	1,086	718	-33.9%
7 El Salvador	28	46	165.9%	11.95%	20.77%	231	220	-4.5%
8 Brazil	77	42	54.5%	3.64%	3.41%	2,105	1,225	-41.8%
9 Colombia	44	41	94.2%	4.66%	4.39%	944	944	0.0%
10 Netherlands	59	40	68.3%	8.08%	8.49%	727	473	-35.0%
11 Korea, South	139	36	25.8%	6.06%	3.90%	2,298	920	-60.0%
12 People's Republic of China	241	36	14.9%	8.51%	9.74%	2,830	368	-87.0%
13 Israel	28	29	100.9%	6.32%	8.09%	451	355	-21.2%
14 Turkey	11	27	245.1%	6.42%	22.21%	171	121	-29.2%
15 Switzerland	21	27	130.0%	4.34%	8.52%	475	314	-33.8%





### 2023 and beyond



Volume Projection Scenarios													
Capital Region USA													
Volume Trend with Projections													
		Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Forecast
Volume		2015	2016	2017	2018	2019	2020	2021	2022	2023 (F)	2024 (F)	2025 (F)	2026 (F)
France	Actual Historical w/2023 Projection	117,705	125,056	99,884	90,847	114,683	13,073	12,456	89,616				
	Competitive Growth								89,616	118,017	133,471	141,901	153,141
	Modest Growth								89,616	74,869	85,293	90,980	98,561
Germany	Actual Historical w/2023 Projection	180,280	184,780	147,710	149,941	175,627	10,436	15,522	155,062				
	Competitive Growth								155,062	160,268	186,358	191,949	203,130
	Modest Growth								155,062	118,687	139,201	143,597	152,389
UK	Actual Historical w/2023 Projection	276,244	266,510	256,411	258,584	259,076	34,239	33,358	212,819				
	Competitive Growth								212,819	230,506	272,163	286,049	302,712
	Modest Growth								212,819	202,079	240,941	253,894	269,439

### **Our Key Services**

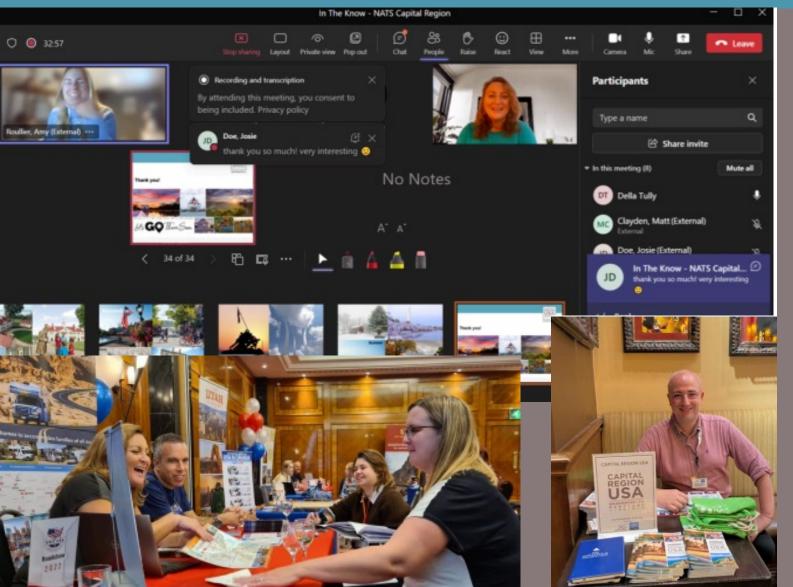
- Work with Travel Trade and Press through our overseas representatives:
  - Tour operator marketing co-ops
  - Sales calls and staff trainings
  - Sales and media missions
  - Public relations/Media outreach
  - Consumer travel shows
  - Media and trade familiarization tours
- Brand USA and Miles Partnership
  - Miles: Digital and print marketing Completely updated website in seven languages; Holiday Guide in three languages; consumer e-newsletter 7x/year
  - Brand USA: Travel Week; Marketing Programs
- Market research
- Allied and Affiliate membership programs
- Global Travel Exchange and IPW





## Sales and PR

### Sales Calls & Trainings





#### **KEEP UP WITH THE CAPITAL REGION**

The region, comprising Washington, DC, Maryland, and Virginia, is eyeing an exciting 2023.



AS TRAVEL Market Insights predict the Stateside Capital Region to exceed 2019's visitor numbers by 2024, the region is hosting a number of new additions to entice visitors back in 2023.

#### Virginia

George Washington's home state will

#### GetYourGuide collection

Originals by GetYsurGuide, a curated collection of exclusive experiences. "This year, we are gearing up to

September, with works of over 140 artists, and immersive art experiences.

#### Washington, DC

November 2022 saw a 203-room addition in the form of The Morrow Hotel Washington, DC Curio Collection by Hilton, with Paris-based MOB adding 144 keys later this year. The National Air and Space Museum recently opened following a multi-year renovation, with the National Museum of Women in the Arts reopening post-renovation this Autumn, A LEGO Discovery Center, akin to the popular Manchester attraction, will be the first-of-its-kind in America. when it opens this summer.

Suites by Hilton opened in the state earlier this year, with 157 suites offered.

Maryland

The bayside state is set to host the

largest Great Wolf Lodge, the indoor

of Cecil County, Baltimore's boutique

hotel scene will see the addition of

Iterary history, Artscape, America's

largest free arts festival, will rock the

cultural heart of Baltimore this

Ulysses, an ultra-chic nod to the city's

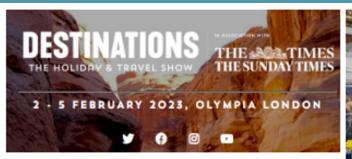
water park resort, on the western edge

MoMA tour heads up new

ONLINE BOOKING platform has launched unlock even more unforgettable

welcome a number of new attractions this year. Cirgue du Soleil will hold the US premiere of its new tour, ECHO, in Virginia this September 6. Embassy

### **Consumer & Trade Shows**



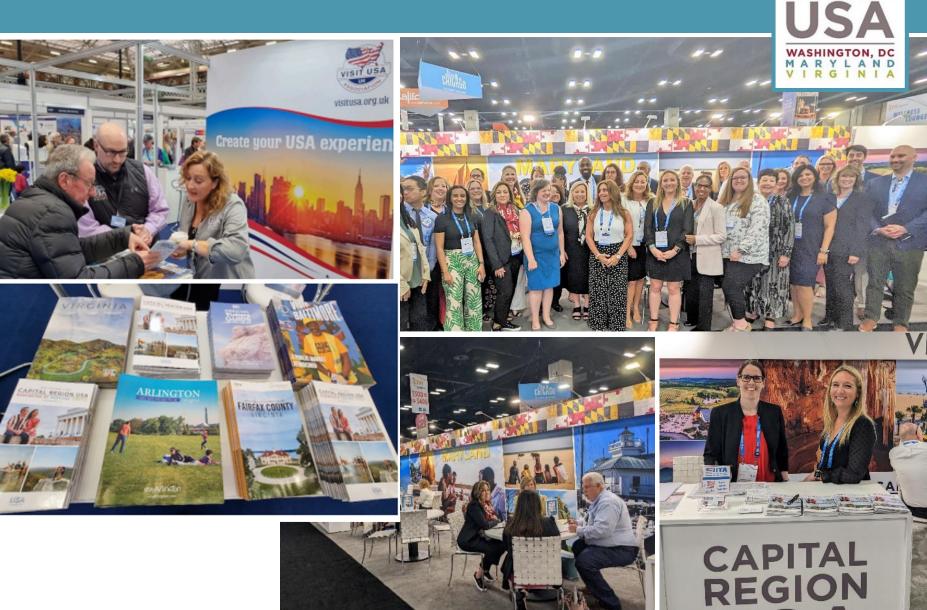
Destinations: The Holiday & Travel Show in association with The Times & The Sunday Times, is the UK's largest and longest-running travel event, taking place at Kensington Olympia. Over 600 leading and best independent travel brands, including tour operators and over 70 tourist boards from around the world.

The average age of the Destinations visitor is 55-64

#### years

- The average spend on holidays per person for 2023 will be £6,448
- 78% state their main reason for attending will be to 'research future trips'





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### Media Clippings - \$10.8 million AVE in FY23

### 

#### BEST LUXURY HOTELS IN BALTIMORE



Washington, D.C. : 8 musées incontournables à visiter dans la capitale américaine



#### Hidden USA: The Capital Region









#### Global Travel Exchange – Sept. 16-18, 2024 in Charlottesville, Virginia



The 2<sup>nd</sup> Annual Global Travel Exchange was held in Annapolis in September, and we hosted **35 qualified buyers** and **45 Suppliers** as well as representatives from CRUSA's overseas offices and US Commercial Service.

CAPITAL REGION

The marketplace generated more than **1,300 appointments**.

All buyers were also required to participate in a pre- or post-fam tour to DC and/or Virginia.

Registration for the 2024 event in Charlottesville opens in January.

### Sales or Media Missions

- France
  - Sales: Dec. 11-15, 2023
  - Media: June 3-7, 2024
- UK
  - Media: Feb. 19-23, 2024
  - Sales: March 11-15, 2024
- Germany
  - Media: Jan. 29-Feb. 2, 2024
  - Sales: April 15-19, 2024



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## Marketing & Advertising

### **CRUSA** Marketing Program



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#### Reasons to Visit Williamsburg, Virginia

From living history and theme-park fun to shopping and stunning waterfronts, there's plenty to explore in Williamsburg, Virginia.

#### Share This: 🕤 🔽 🔘 🧖

Just a short drive from Washington, D.C., the spirit of America is alive and well in Williamsburg - where colonial meets cool. Come discover why readers of Southern Living magazine call this vibrant area "The South's Best Small Towns 2023."

Explore the grounds of America's first settlement in Jamestown, or shop along the quaint streets of historic Williamsburg. Discover the sights, sounds and tastes of America's earliest days, or lace up your trainers to enjoy new-world amenities and toprated outdoor activities. Though Williamsburg has long been revered for its historic charm and landmarks, it's the pastoral beauty, leisure activities and gracious hospi

Website



CAPITAL REGION USA WASHINGTON, DC · MARYLAND · VIRGINIA

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GET BEACH HOLIDAY IDEAS

The Atlantic coastlines of Maryland and Virginia are perfect for a beach holiday. From posh resorts to family-friendly beaches and loads of activities both on and off the water, you'll find plenty of ways to make summer memories.





Just a short drive from the capital of the US, enjoy fine dining, shopping, world-class golf, high-flying amusement and so much more.

**Consumer Mailings** 



Social Media

CAPITAL REGION

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#### **Brand USA Programs**



#### Plan your great American holiday to Capital Region USA





Washington Dulles International Airport



See hotels



Williamsburg, Virginia Experience history in the making See hotels



Baltimore, Maryland Discover Charm City See hotels

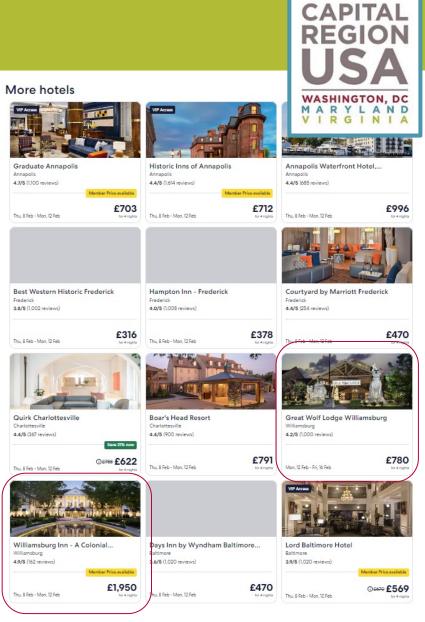
Learn more



Charlottesville, Virginia History and culture in the Blue Ridge Mountains See hotels



Annapolis, Maryland Sailing Capital USA See hotels



#### **Brand USA Programs**





If you're looking for an enriching escape, set your sights on this historic part of the USA

Ella Buchan 18 December 2023 • 3:50pm









### CapitalRegionUSA.org

#### CAPITAL REGION USA

#### Consumer website available in 7 languages



American Holidays in Washington, DC and Capital Region USA





#### Erleben Sie die Chesapeake Bay

Share This: f 💌 @ 裙

Die Chesapeake Bay in vollen Zügen zu entdecken, bedeutet vor allem, baden zu gehen, den Duft des Meeres einzuatmen und etwas über die Geschichte der Bucht zu lernen. Hier in Annapolis zeigt sie sich in ihrer ganzen Schönheit.

Machen Sie mit diesem dreitägigen Reiseplan das Beste aus ihrer Erlebnistour an der Chesapeake Bay:

#### Tag 1

Amerikas Segelhauptstadt heißt Sie mit offenen Armen und einem großen Angebot willkommen. Falls Sie mit dem Auto anreisen, nutzen Sie eines unserer öffentlichen <u>Parkhäuser</u>. Machen Sie einen ersten Halt beim Besucherzentrum (26 West Street) oder beim Informationsstand an der Anlegestelle <u>City Dock</u>, um sich eine Karte sowie Insidertipps für die zahlreichen Möglichkeiten in Marylands Hauptstadt zu besorgen.



#### Reasons to Visit Williamsburg, Virginia



### **Tour Operator Co-Op Campaigns**

USA ~ Home ~ Canada









0844 80 444

From mountains, to the Chesapeake Bay and the Atlantic Ocean, Maryland boasts a vast assortment of outdoor activities, unique attractions, and historical landmarks. It has been described as 'America in Miniature' since it encapsulates so much within about a three-hour drive of Baltimore and Washington, DC. Western Maryland is the perfect place for adventure. There are picturesque mountains for hiking and white-water rapids for rafters; Deep Creek Lake for boating and water skling when its warm or Wisp Resort for winter ski. If you prefer to step back in time, explore the C&O Canal and Antietam National Battlefield

Maryland

Central Maryland is home to both the capital, Annapolis, and its most populated city, Baltimore. This region boasts an unbeatable combination of fun and culture from a ball game to a classical concert, shops to historic sites, plus great meals at the region's famous restaurants.

#### Highlights



Annapolis





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WASHINGTON, DC RGIN

Frederick

Learn more

Learn more







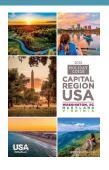




#### Maryland

Maryland boasts a wealth of historical, cultural and tourist attractions and offers visitors host of year-round outdoor activities. Feel the pull of history looking out over the Civil Wa the storied docks of Annapolis. Sail the waters of the Chesapeake Bay; try your hand surfi more than 4,000 miles of Maryland coastline and experience breathtaking views in the Al

### Some FY23 Results



#### **45,000** print guides distributed



capitalregion usa

#### 1,200 social media posts; 145,000 followers

CAPITAL REGION USA



#### **260,000** unique web visitors

70,200 e-newsletters

delivered

American Holidavs in Washington, DC and Capita Region USA WASHINGTON, DC

CAPITAL REGION USA



Washington DC et sa région crèvent l'écran !

Une découverte de la capitale américaine et ses environs à travers films et séries qui y ont été tournés.



**339** travel agents trained **227** tour operator sales calls

Hosted 25 media members from the UK, Germany and France on fam tours of the region



CAPITAL

WASHINGTON, DC MARYLAND RGIN



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# Thank you!

scott@capitalregionusa.org or 540-450-7593

### Virginia Tourism Corporation (VTC) Briefing

Rita McClenny, President and CEO



# Roundtable Discussion



# Approve Minutes

November 20, 2023



## Vote

James City County Colonial Williamsburg Foundation City of Williamsburg

Busch Gardens Hotel/Motel Association Jamestown Rediscovery Jamestown/Yorktown Foundation Restaurant Association Ruth Larson, Chair Cliff Fleet, Vice Chair Doug Pons, Treasurer

Kevin Lembke Neal Chalkley Jim Horn Christy Coleman Michael Claar



# Chair Report



# Treasurer's Report

- FY23 Audit Report
  - Aires Coleman, Director, CliftonLarsonAllen LLP (CLA)
- Financials
  - Revenue/Expenses
  - Cash on Hand
  - Tax Revenue



# FY23 Audit Report

Presented by:

Sean Walker, Principal, CliftonLarsonAllen LLP (CLA)

Aires Coleman, Director, CLA





# Financial Audit Results of the Williamsburg Tourism Council

January 16, 2024

WEALTH ADVISORY | OUTSOURCING | AUDIT, TAX, AND CONSULTING

Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor

## AGENDA

- CLA's Audit Process
- Summary of Audit Results
- Required Communications with Those Charged with Governance





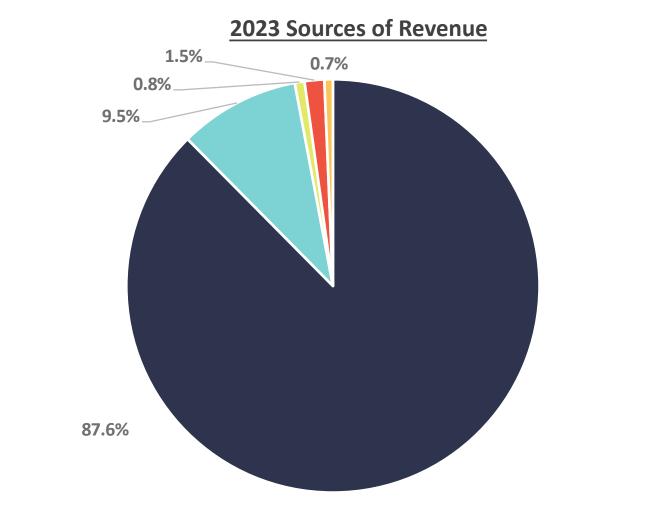
# FINANCIAL HIGHLIGHTS

- WTC's financial statements are prepared in accordance with General Accepted Accounting Principles (GAAP) promulgated by the Government Accounting Standards Board (GASB).
- WTC's total net position was \$3,343,745 as of June 30, 2023, a decrease of \$7,307,266 from the prior year. The decrease was due to funding \$5,195,710 to the Historic Triangle Recreational Facilities Authority for the development of a new sports complex and increased spending of \$2,227,730 for marketing and sales activities.
- Total general revenues totaled \$16,467,732, a decrease of \$1,227,405, or 7% below the prior year. The decrease was due to a reduction in maintenance of effort funds received as a result of an amendment to the authorizing legislation.
- Destination marketing expenses were \$16,552,029, 88% of the total 2023 operating expenses and a 13% increase over the prior year.
- Other sales and marketing expenses were \$585,715, 3% of the total 2023 operating expenses and an 83% increase over the prior year.
- General and administrative expenses were \$1,543,343, 8% of the total 2023 operating expenses.





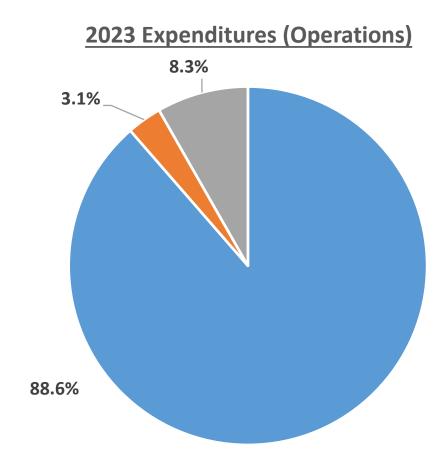
## Revenue



Sales Tax (58.1-603.2) \$1 Transient Tax Maintenance of Effort Funds ARPA Grant Other Financing Sources



# Expenditures



Destination Marketing Other Sales & Marketing Administrative Expenses



Create Opportunities 5

# AUDIT RESULTS

- Auditors' Opinion on Financial Statements
  - Unmodified "clean" opinion

- Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards
  - Identified no material weaknesses or significant deficiencies over financial reporting noted



# **REQUIRED COMMUNICATIONS**

- Financial statement disclosures
- No difficulties encountered during the audit
- No material corrected misstatements
- No uncorrected misstatements
- No disagreements with management
- Management provided representation for the financial statements





# **REQUIRED COMMUNICATIONS**

- Management did not consult with other independent accountants
- No significant issues were discussed with management prior to engagement
- No other audit findings or issues
- Other information in documents containing audited financial statements
  - Required supplementary information
    - Management Discussion and Analysis and Budget to Actual Schedule





## Sean M. Walker, CPA, CFE, CGFM, CGMS Principal

<u>sean.walker@claconnnect.com</u>

Aires Coleman, CPA Director aries.coleman@claconnect.com



WEALTH ADVISORY | OUTSOURCING | AUDIT, TAX, AND CONSULTING

nvestment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor

# Financials

- Revenue/Expenses
- Cash on Hand
- Tax Revenue



# November Revenue/Expenses

		Month	
	Actual	Budget	Variance
REVENUE			
Sales Tax (58.1-603.2)	1,207,942	1,176,735	31,207
\$1 Transient Tax	127,499	93,344	34,155
Maintenance of Effort Funds	0	0	0
Other	26,884	3,323	23,561
Total Revenue	1,362,324	1,273,402	88,922
EXPENSES			
Destination Marketing	620,601	949,666	329,065
Other Sales & Marketing	22,214	39,380	17,166
Labor & Benefits	112,132	139,052	26,920
Admin	26,027	28,187	2,160
Total Expenses	780,974	1,156,285	375,311
Net Revenue Expense by Month	581,350	117,117	464,233



Source: York County, Office of the Commissioner and Revenue and VA Department of Taxation

# FYTD Revenue/Expenses

		FY 2024	
	Actual	Budget	Variance
REVENUE			
Sales Tax (58.1-603.2)	6,453,343	6,224,431	228,912
\$1 Transient Tax	768,210	674,983	93,227
Maintenance of Effort Funds	63,300	63,300	C
Other	57,455	16,617	40,838
Total Revenue	7,342,308	6,979,331	362,977
EXPENSES			
Destination Marketing	4,912,329	5,392,932	480,603
Other Sales & Marketing	177,027	237,890	60,863
Labor & Benefits	584,068	687,511	103,443
Admin	129,737	147,222	17,485
Total Expenses	5,803,160	6,465,555	662,395
Net Revenue Expense by Month	1,539,148	513,776	1,025,372

Net Position - Beginning of Year	3,400,916	3,400,916	0
Net Position - Current YTD	4,940,064	3,914,692	1,025,372



Source: York County, Office of the Commissioner and Revenue and VA Department of Taxation

# November Cash on Hand

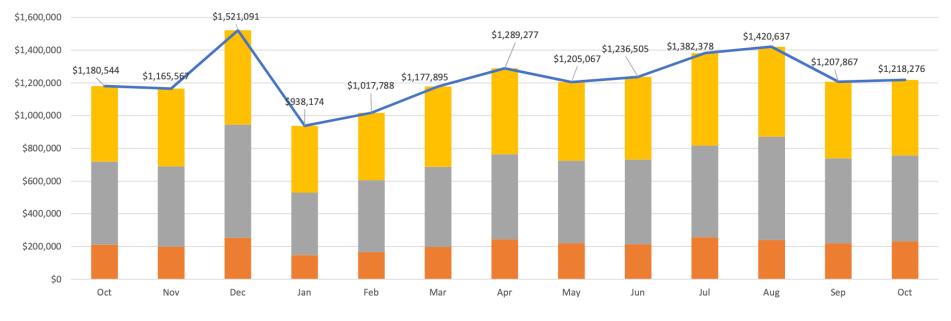
#### **Operating Cash**

Cash Balances		Sep-23			Oct-23			Nov-23	
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance
Bank Account Balances: operations									
BB&T Reserve Checking	\$ 250,002	\$ 250,000	\$ 2	\$ 250,002	\$ 250,000	\$ 2	\$ 250,002	\$ 250,000	\$ 2
BB&T ICS Investment Fund	\$ 510,011	\$ 510,000	\$ 11	\$ 510,017	\$ 510,000	\$ 17	\$ 510,023	\$ 510,000	\$ 23
Ches Bank Payroll	\$ 1,000	\$ -	\$ 1,000	\$ 1,000	\$ -	\$ 1,000	\$ 1,000	\$ -	\$ 1,000
Ches Bank Checking	\$ 4,954,260	\$ 2,915,416	\$ 2,038,844	\$ 5,652,258	\$ 3,144,161	\$ 2,508,097	\$ 5,398,401	\$ 3,271,276	\$ 2,127,125
Total Cash on Hand	\$ 5,715,272	\$ 3,675,416	\$ 2,039,856	\$ 6,413,277	\$ 3,904,161	\$ 2,509,116	\$ 6,159,427	\$ 4,031,276	\$ 2,128,151

Key Sources of Funds		Sep-23			Oct-23			 Nov-23	
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance
State Disbursement	\$ 1,550,729	\$ 1,483,448	\$ 67,281	\$ 1,537,942	\$ 1,410,160	\$ 127,782	\$ 1,357,940	\$ 1,270,079	\$ 87,861
Total Gov't Sources	\$ 1,550,729	\$ 1,483,448	\$ 67,281	\$ 1,537,942	\$ 1,410,160	\$ 127,782	\$ 1,357,940	\$ 1,270,079	\$ 87,861
Interest Earned:									
State Interest Paid	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 	\$ 22,574	\$ -	\$ 22,574
BB&T Reserve Checking	\$ 2	\$ -	\$ 2	\$ 2	\$ -	\$ 2	\$ 2	\$ -	\$ 2
BB&T ICS Investment Fund	\$ 4	\$ -	\$ 4	\$ 4	\$ -	\$ 4	\$ 4	\$ -	\$ 4
Ches Bank Checking	\$ 4,291	\$ 3,323	\$ 968	\$ 4,550	\$ 3,323	\$ 1,227	\$ 4,304	\$ 3,323	\$ 981
Total Interest Earned	\$ 4,297	\$ 3,323	\$ 974	\$ 4,557	\$ 3,323	\$ 1,234	\$ 26,884	\$ 3,323	\$ 23,561



### Sales Tax

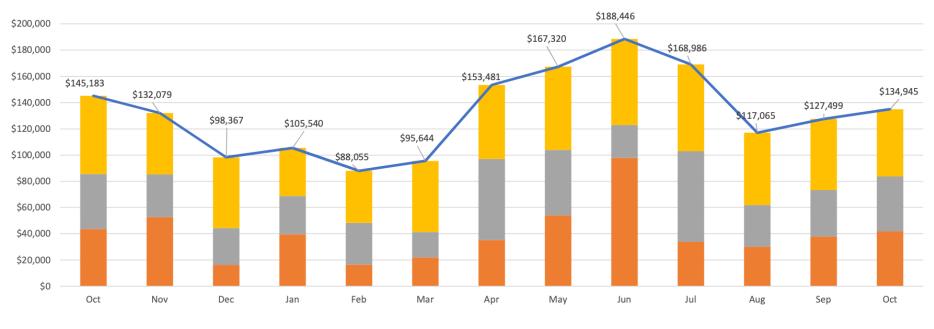


City of Williamsburg James City County Vork County ——Total

§§ 58.1-603.2 1/2 of 1%							2					6	
FY2022 / 2023	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
City of Williamsburg	\$199,225	\$253,949	\$148,068	\$165,892	\$196,748	\$244,871	\$220,208	\$213,243	\$256,700	\$238,658	\$219,434	\$231,252	\$2,588,247
James City County	\$490,752	\$691,788	\$380,432	\$440,402	\$490,853	\$519,871	\$504,459	\$518,835	\$560,191	\$633,248	\$519,452	\$526,194	\$6,276,475
York County	\$475,590	\$575,353	\$409,675	\$411,494	\$490,295	\$524,536	\$480,400	\$504,427	\$565,487	\$548,731	\$468,981	\$460,830	\$5,915,798
Total	\$1,165,567	\$1,521,091	\$938,174	\$1,017,788	\$1,177,895	\$1,289,277	\$1,205,067	\$1,236,505	\$1,382,378	\$1,420,637	\$1,207,867	\$1,218,276	\$14,780,520
Calendar YTD Total												\$12,093,863	
FY2021 / 2022	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
FY2021 / 2022	Νον	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
FY2021 / 2022 City of Williamsburg	Nov \$202,317	Dec \$202,613	Jan \$131,465		Mar \$189,651	Apr \$231,784	May \$90,027	Jun \$207,491		Aug \$193,545		Oct \$210,454	Total \$2,244,197
							,			\$193,545		\$210,454	\$2,244,197
City of Williamsburg	\$202,317	\$202,613	\$131,465	\$165,912 \$360,658	\$189,651	\$231,784	\$90,027	\$207,491	\$220,587 \$592,409	\$193,545	\$198,351	\$210,454 \$509,470	\$2,244,197
City of Williamsburg James City County	\$202,317 \$575,357	\$202,613 \$684,676	\$131,465 \$350,997	\$165,912 \$360,658 \$375,763	\$189,651 \$481,969	\$231,784 \$525,667 \$489,605	\$90,027 \$629,207 \$475,929	\$207,491 \$537,213 \$505,060	\$220,587 \$592,409 \$554,153	\$193,545 \$554,137 \$492,921	\$198,351 \$508,735 \$467,086	\$210,454 \$509,470 \$460,621	\$2,244,197 \$6,310,495



### Transient Tax



City of Williamsburg James City County

ounty 🛛 York County 🚽 Total

Transient Tax \$1 of the \$2													
FY2022 / 2023	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
City of Williamsburg	\$52,725	\$16,250	\$39,621	\$16,525	\$21 <i>,</i> 985	\$35,178	\$54,023	\$97,914	\$33,812	\$30,119	\$37,836	\$41,814	\$477,802
James City County	\$32,628	\$28,103	\$29,026	\$31,700	\$19,309	\$61,820	\$49,960	\$24,973	\$69,058	\$31,594	\$35,602	\$41,928	\$455,701
York County	\$46,735	\$54,014	\$36,893	\$39,830	\$54,350	\$56,483	\$63,337	\$65,559	\$66,116	\$55,352	\$54,061	\$51,203	\$643,933
Total	\$132,088	\$98,367	\$105,540	\$88,055	\$95,644	\$153,481	\$167,320	\$188,446	\$168,986	\$117,065	\$127,499	\$134,945	\$1,577,436
Calendar YTD Total												\$1,346,981	
FY2021 / 2022	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
City of Williamsburg	\$14,661	\$41,856	\$30,655	\$31,478	\$11,790	\$52,009	\$58,379	\$36,281	\$51,383	\$47,851	\$22,852	\$43,719	\$442,914
James City County	\$44,154	\$19,433	\$28,881	\$23,543	\$22,353	\$33,659	\$63,164	\$24,694	\$70,889	\$47,765	\$22,287	\$41,935	\$442,757
York County	\$44,756	\$54,079	\$33,590	\$42,683	\$48,958	\$62,258	\$55,238	\$57,967	\$70,632	\$70,953	\$48,205	\$59,529	\$648,848
Total	\$103,571	\$115,368	\$93,126	\$97,704	\$83,101	\$147,926	\$176,781	\$118,942	\$192,904	\$166,569	\$93,344	\$145,183	\$1,534,519
Calendar YTD Total												\$1,315,580	



\*Source: York County, Office of the Commissioner of Revenue

# Interim CEO Report

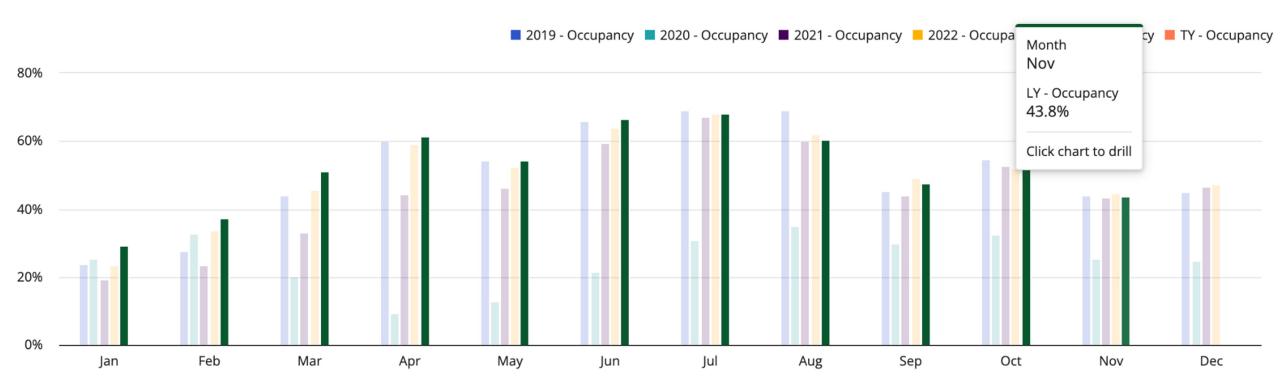
**Key Performance Indicators** 

Marketing/Public Relations Program

Sales Program



### STR: Occupancy

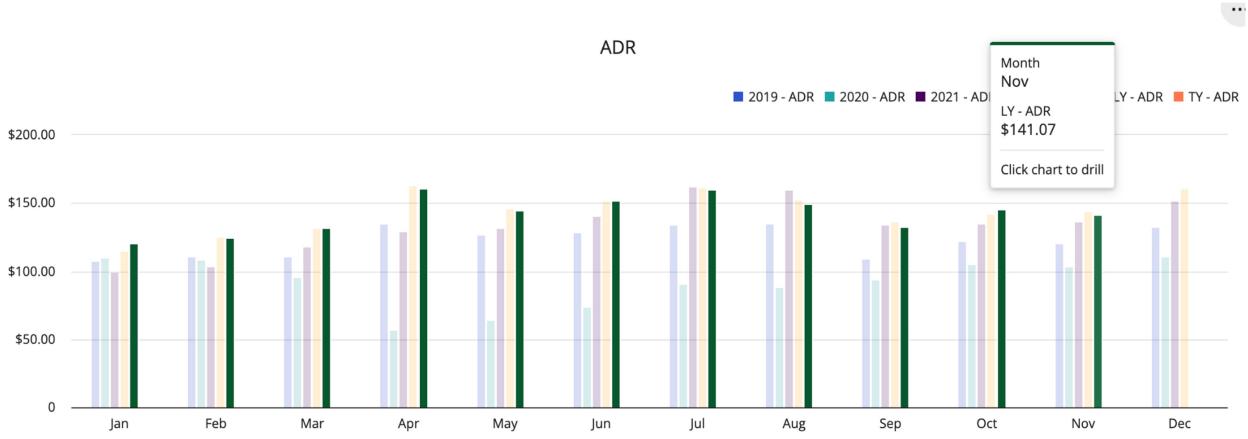


Occupancy



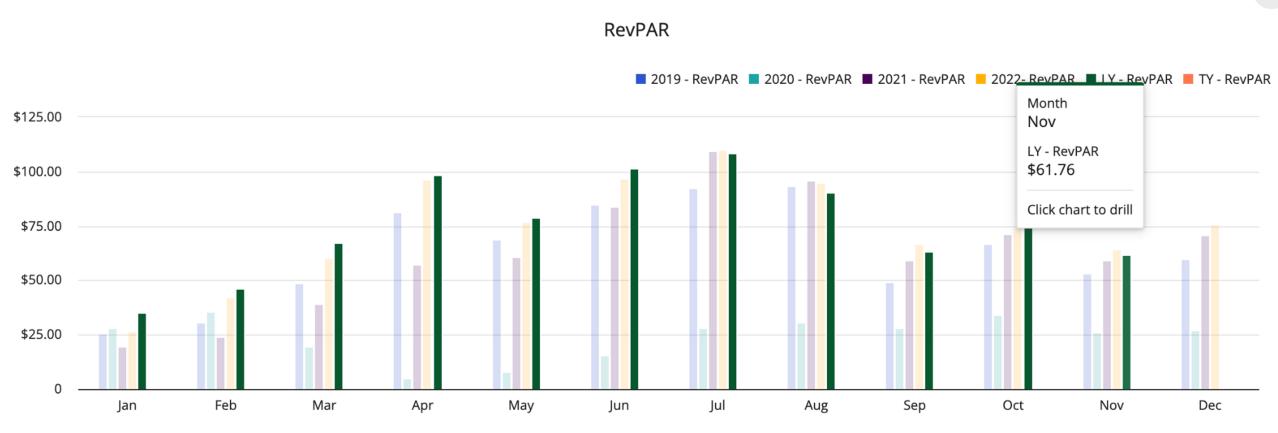
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### STR: Average Daily Rate





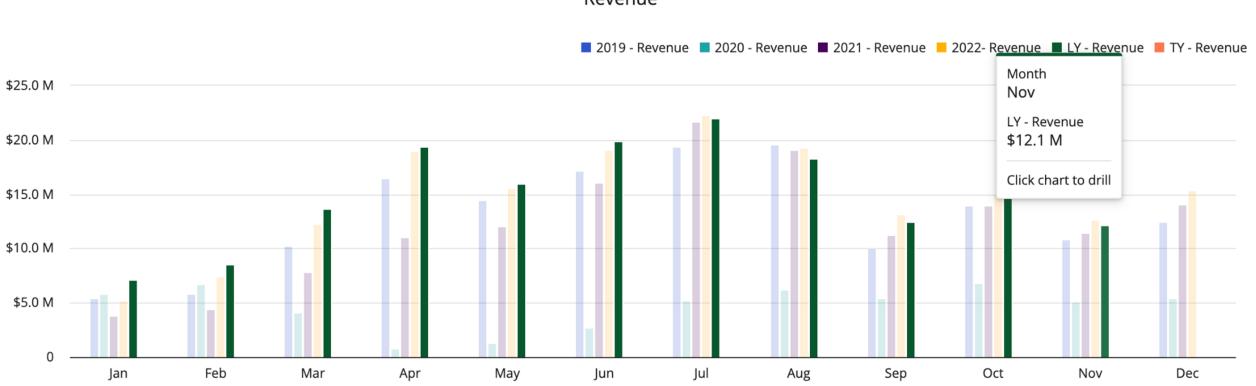
### STR: RevPAR





••

### STR: Revenue

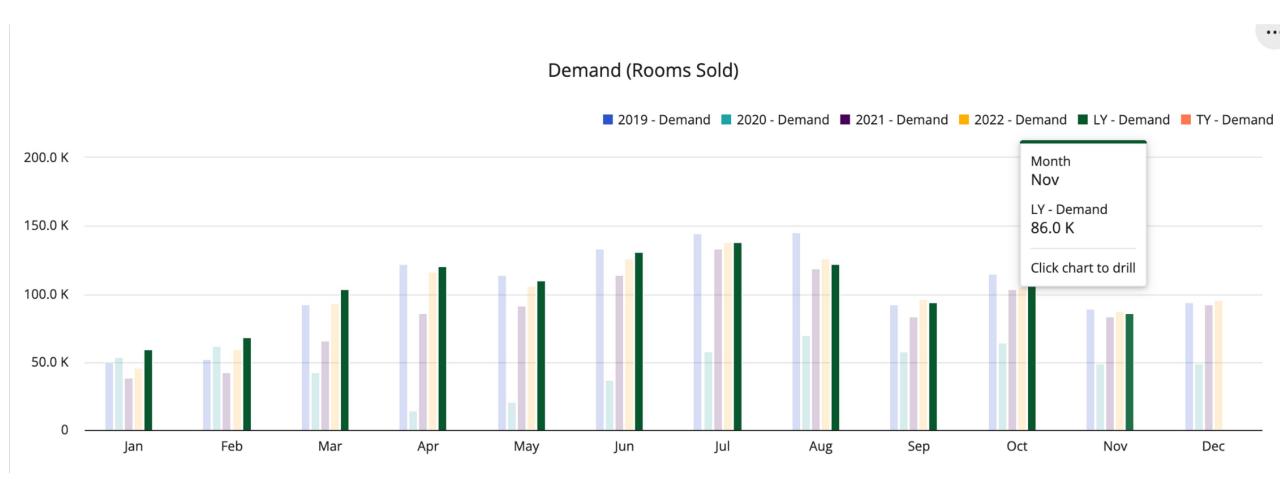




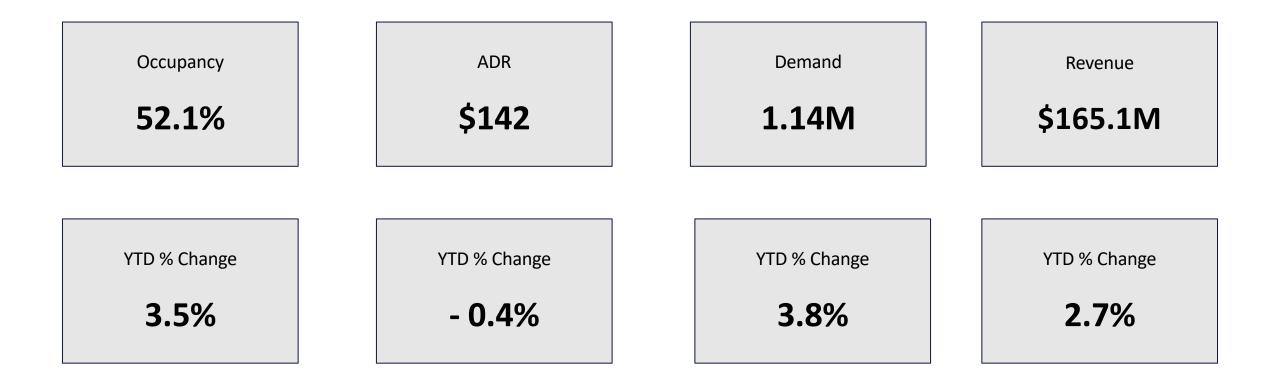


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### STR: Demand









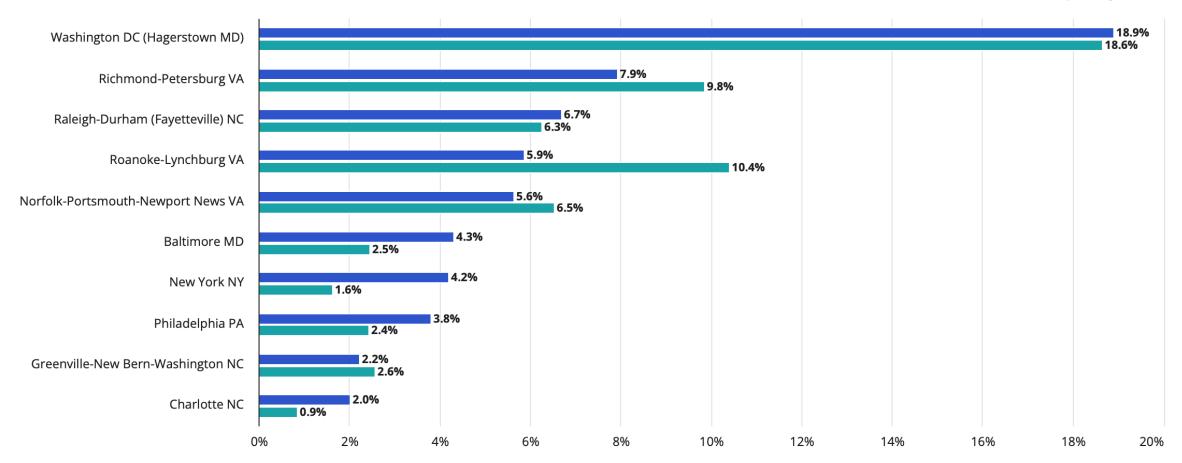
## STR: Comparison to 2019

YTD Occupancy	YTD ADR	YTD RevPAR
<b>52.1%</b>	<b>\$142</b>	<b>\$75</b>
YTD 2019 Occupancy	YTD 2019 ADR	YTD 2019 RevPAR
<b>50.7%</b>	<b>\$122</b>	<b>\$63</b>
Occ Point Change YTD from 2019 <b>1.4%</b>	ADR % Change YTD from 2019 <b>16.5%</b>	RevPAR % Change YTD from 2019 <b>19.3%</b>



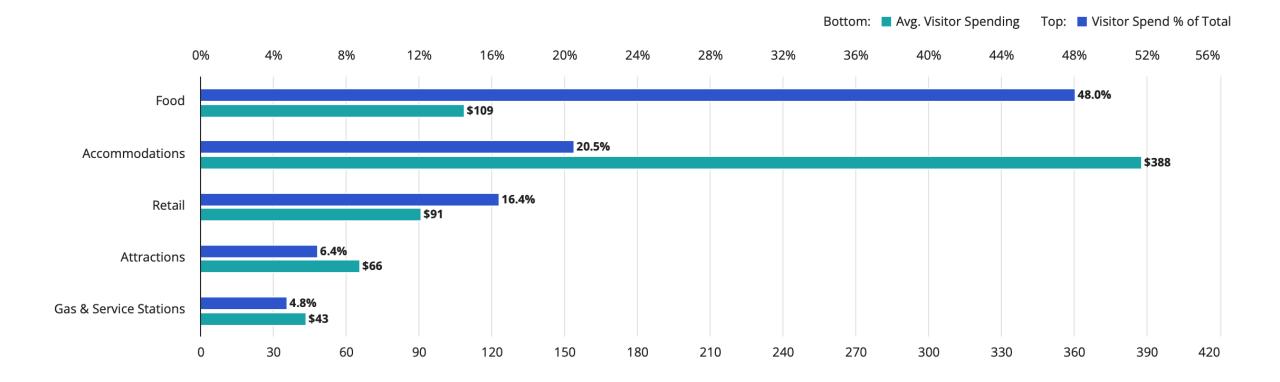
### Top Origin Markets (December)

Visitors % of Total Visitor Spending % of Total



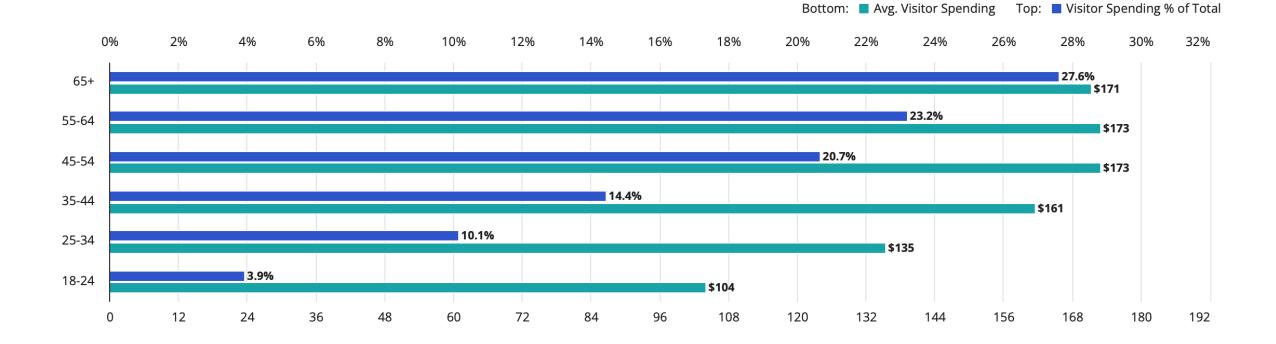


### Average Visitor Spend By Category (December)





### Visitor Spend By Age Group (December)





### Benchmark Comparison: Average Visitor Spend Per Month



Avg. Visitor Spending 🔳 Benchmark



# Marketing

November/December Performance

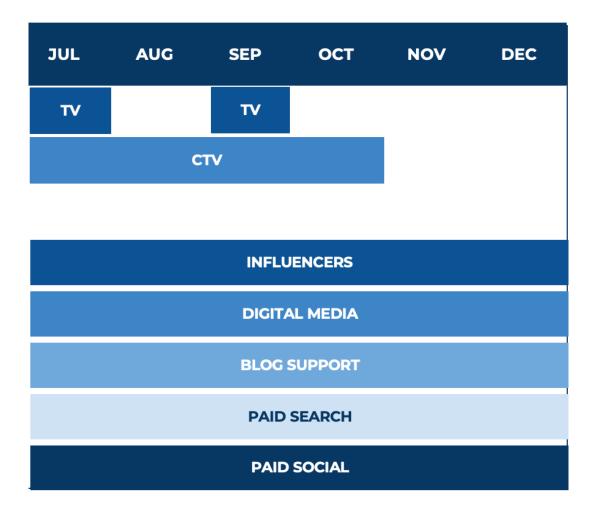
2023 Performance



### Flighting Strategy

AUG - OCT	NOV - DEC
15%	10%

FALL	HOLIDAY
CTV	СТV
Display	Display
Streaming Audio	Streaming Audio
Paid Social	Paid Social
Paid Search	Paid Search
Paid Blog Support	Paid Blog Support
Influencer	Influencer
Email Marketing	Email Marketing
Co-op Marketing	Co-op Marketing



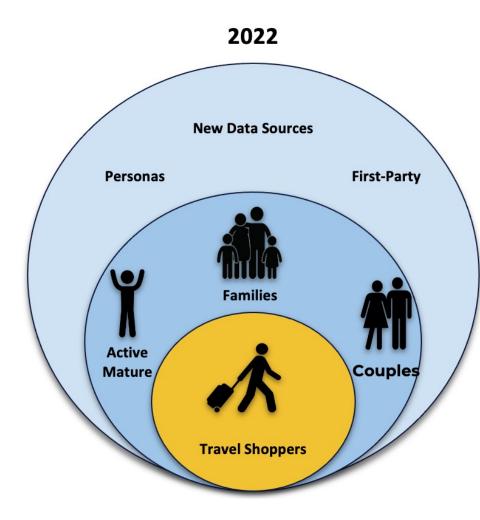


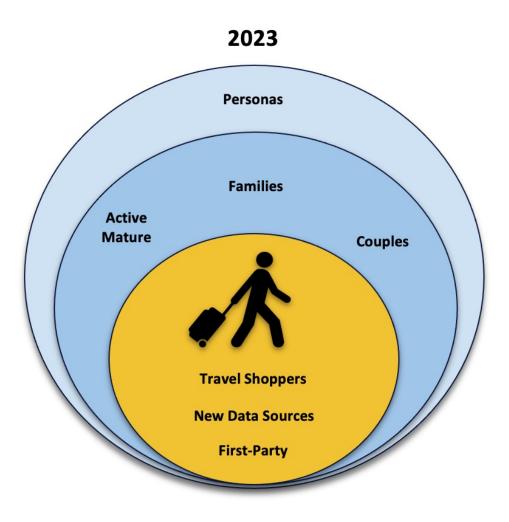
## **MARKET STRATEGY**

SATURATE	INFLUENCE	ELEVATE	ESTABLISH	MAINTAIN
Maximize potential of strongest organic markets Top 10 organic	Continue to impact markets influenced by paid support Pushed to top 10 via paid efforts	Raise profile in smaller heritage markets	Allow more development time for new 2022 markets Begin testing one new market digitally	Heritage coverage in local feeder markets via digital
Washington DC New York Baltimore Raleigh-Durham	Philadelphia Harrisburg, PA Pittsburgh Charlotte Boston	Charlottesville Salisbury Roanoke Greenville-New Bern	Cleveland Columbus Atlanta (digital-only)	Harrisonburg, VA Greensboro-High Point - Winston Salem, NC Florence-Myrtle Beach, SC Johnstown-Altoona- State College, PA Wilkes-Barre, PA Knoxville, TN

#### AUDIENCE

To continue to maximize bookings, active travel shoppers will be an increased focus, while maintaining overall audience targeting across mature, families, and couples.

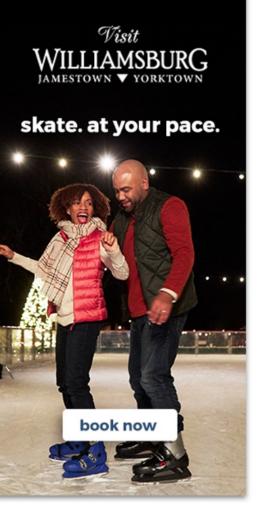


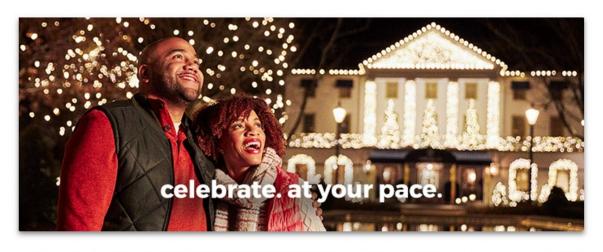




#### Sample Digital Creative



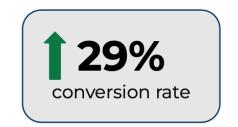








#### November/December: Media Performance



November saw a decline in search demand YoY, however ad conversion rate increased, proving success in gaining market share



Hotel bookings among ad audience is pacing 30% stronger YoY for December (attribution window closes Jan 30)

Tripadvisor Paid Search Sojern

Top three vendors for hotel bookings, proving advertising is driving lower-funnel conversion 72% engagement rate

Site engagement among VIstagraphics audience, which was 2nd largest driver of site traffic **7.2K** clicks to TravelZoo deals

53% of TZ landing page audience clicked to view hotel deals. On VW.com, they visited "Plan Your Stay," visitors guide, and blog –showing strong intent



#### November/December: Influencer FAMs



Influencer: Taryn Newton



Influencer: Travis Levius



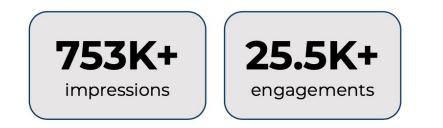
Influencer: Britny McKibben



Influencer: Charlotte Simpson



#### November/December: Influencer Program Highlights



includes content from Jennifer Allen (accessibility), Tee George (outdoor activities), Christine Tran Ferguson (multi-gen travel), Annie Jiang (charming scenery), the Hamiltons (couples getaway), Hunter Hulbert (adventure and discovery), Britny McKibben (girls' holiday trip), Charlotte Simpson (active mature, multi-gen travel), Mallory Ervin and Taryn Newton (family holiday travel)



#### What their followers are saying...

This is now on my list of places to go on a road trip!!! The pictures were beautiful! Looks like an amazing place to visit! 😍 😍

Now I want to go to Williamsburg!!!

I love this content: I'm inspired to go to Williamsburg real soon.

What a great place to visit near Christmas!! 🤎

Such a great trip! So nice to see one of the places on my bucket list @visitwilliamsburg through your family's eyes! Can't wait to visit sometime!

Looked like a great trip! Now I want to visit!

#### **Trips With Upcoming Content**

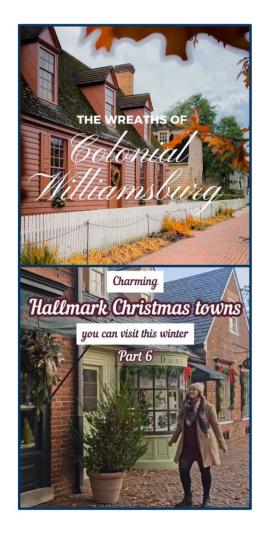


Travis Levius, November 2023

- WilliamsBLOG & Instagram
- Luxury & upscale Williamsburg



#### November/December: Organic Social Highlights



The holiday season brought us **two record-setting** organic social posts:

- The <u>"Wreaths of Colonial Williamsburg" Reel</u> was our top-performing Instagram post to date, netting over 94K views and 7.7K engagements.
- The <u>"Hallmark Christmas Towns" Reel</u> was our top-performing Facebook post to date, totaling over 265K impressions and 2.5K engagements.

The 26 holiday-themed posts drove **425K+ impressions** and **16.5K engagements,** far surpassing previous years.

#### What our followers are saying...

brown.eyed.flower.child You definitely sold me 🥶

twiniepie One of my very favorite places in the world!

dreamtravelries Magical! Williamsburg is lovely any time of year 🤎

apostolovadventures It looks amazing, would love to visit

kpmarie\_08 What a fun trip 🙌 thanks for sharing the itinerary

kairosoh09 Love to experience Williamsburg!!!!

princetonandphotographer @anastasiavkorol ROAD TRIP

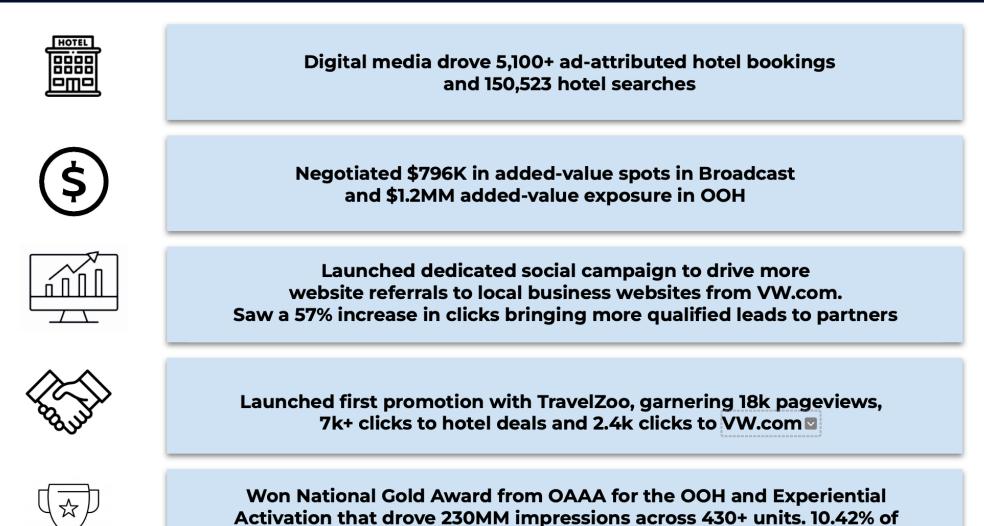
angieknowsthetruth Control of Definitely adding this to my Christmas places to visit list!!

alwaysonthegofamily Looks like such a festive town. Will certainly have to check it out!

shann.rashel There's so much more to Williamsburg then I first thought! How beautiful and historic!! I need to go again.

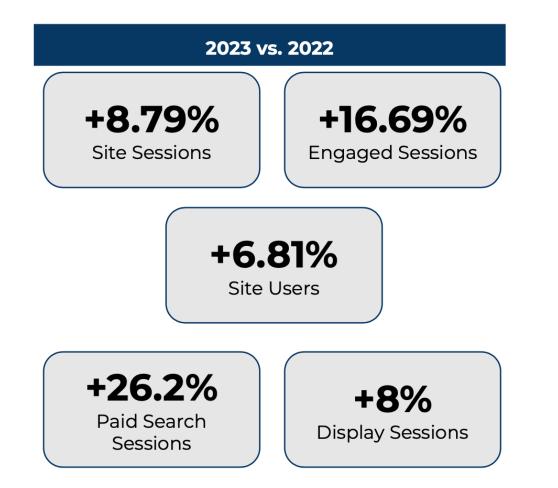


#### 2023 Advertising Highlights



visitors to the area in 2023 were exposed to OOH (up from 4.5% in 2022)

*Visit* WILLIAMSBURG



Top Pages		
Page	Engaged Sessions	
things-do	91,707	
attractions	76,689	
things-to-do-for-first-time-visitors-to-williamsburg/	36,984	
events	24,966	
williamsburg-vacation-packages	24,367	
7-reasons-why-williamsburg-great-families	20,062	
get-star-treatment-williamsburg	18,584	
colonial-williamsburg	18,518	
7-charming-date-ideas-williamsburg	17,777	



#### 2023 Blog Performance

Top Posts of 2023		
Post	Page Views	
Traveling With Kids on a Family Friendly Getaway	34,207	
How Black History is Being Preserved	29,687	
Must See Places From a Local's POV	26,465	
Unlimited Holiday Fun	14,898	
Fall Happenings	13,631	
7 Reasons Why Williamsburg is Great For Families	12,528	
10 Great Free Things to Do in Williamsburg	12,057	
7 Places to Stay in Williamsburg This Summer	9,831	
Spring It	9,638	
Animal Attractions Are Best in Breed	9,108	





Increases overall search strength of site

31%

Page views driven from search channels

Traveling with Kids: A Family-Friendly Getaway in Williamsburg By Monet Hambrick on Feb. 15, 2023

If you're looking for a must-visit for you and your family, Williamsburg is your spot. Even if you are short on time and can only spare a weekend getaway, you can have a fun-filled adventure. My family spent three nights in Williamsburg and are now sharing our weekend itinerary to help you plan your...

#### Must-See Places in Williamsburg from a Local's Point of View By Anna Hartman on Jan. 05, 2023

When you think of Williamsburg, the first things that pop into your mind are likely Colonial-era tours filled with rich history and cobblestone streets lined with perfectly preserved homes from the 18th century. While you can certainly travel back in time when visiting this iconic city, there's so...

Read More



#### 2023 Influencer Performance









- Celebrity and mega/macro-influencer partnerships: Lauren Speed-Hamilton & Cameron Hamilton, Mallory Ervin, Taryn Newton
- Influencers created content across Black history, food & beverage, outdoor activities, LGBTIQA+ travel, active mature, multi-gen travel, and featured content via short-form videos, images, podcasts and blog posts
- Implemented additional paid support on TikTok influencer content for broader reach
- Launched a content creator program to capture more seasonal images and short-form video for use on social media and paid campaigns





Cross-Channel Performance (I	nstagram, Facebook, and Twitter)
------------------------------	----------------------------------

KEY METRICS	2023	YoY +/-
New Followers	6,110	+29%
Impressions	2,385,417	+17%
Engagements	115,572	+14%
Engagement Rate	4.8%	-0.2%
Shares & Saves	14,708	+141%
Video Views	750,765	+266%
Link Clicks	4,290	+89%



- With a forward-thinking organic social strategy built around short-form video and authentic content from influencers and creators, we drove YoY gains in nearly every performance category.
- Significant gains in audience growth, shares, saves, and link clicks proves that **content is resonating on a much deeper level** with social users.



## 2024 Media Strategy



#### **2024 MEDIA STRATEGY**

In anticipation of changing travel habits and economic uncertainty in 2024, find more ways to increase reach, generate demand and influence travel intenders at scale

- Market Evolution: Continue to establish emerging market of Atlanta by increasing channel mix and investments. Pull back in smaller heritage markets that have seen less impact from media efforts over the past 1-2 years.
- Finding Intenders in More Places: Increase Travel Shopper investment and partner with platforms where more travelers are going to research & book travel, prioritizing placement and targeting abilities over attribution abilities in some instances.
- **Prioritize High Impact:** Increase destination demand through channels that inspire & influence travel decisions like video, social/influencer and streaming audio.
- Measurement Refinement: Look toward holistic measurement—including search demand, STR reports and Zartico—to better assess less attributable, but more impactful, media. Test cookieless platforms as well, to prepare for Chrome update.

#### **2024 EVOLUTION**

	LINEAR/TV	ООН	TRAVEL ENDEMIC
Prioritize	GRP weights, flight length & Atlanta expansion Remove smaller markets Harrisburg, Charlottesville, Salisbury to accommodate Cable will be used as needed throughout the campaign given the political season	4-week "short & loud" OOH campaign	Prioritize Travel Shopper channels over OTAs to capitalize on growing trends of consumers booking direct Prioritize OTAs with the most scale over attribution capabilities
Integrate	Add in Atlanta in TV market list given digital success Include rotation of :30 units in linear TV in Atlanta for more real estate in a new expansion market Introduce new daypart distribution (late fringe) to expand reach	Add Atlanta to OOH market mix to create substantial baseline awareness and build upon success within digital channels	Increase placements on Booking.com as the top OTA Introduce Youtube to capture "hand raisers" given search-engine backed targeting
Continue	All markets at :15s except for newest expansion market of Atlanta	Leverage a mix of reach & frequency and high impact formats given 2023 success	Lean on top performing units and tactics based on 2023 campaign performance: Priceline sponsorships, Tripadvisor and Sojern video units, Adara targeting

#### **2024 EVOLUTION**

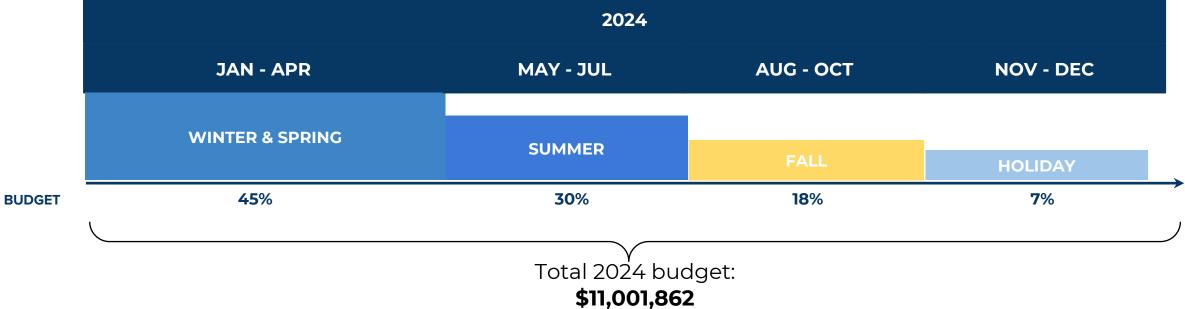
	AUDIO	NON-ENDEMIC DIGITAL	PAID SEARCH
Prioritize	Podcast placements considering the rapid growth of podcast consumption	Traffic driving strategies, including high impact units, email deployments and blog promotion	Branded terms, given the majority of bookings in 2023 were driven by brand campaign
Integrate	Higher number of host-read podcasts given influence	New rich media partner that provides proprietary cookieless solution Retargeting tactic with Vistagraphics Display & OTT/CTV ads via Amazon products	New ad copy and refined flighting with seasonal learnings
Continue	Run on top performing podcasts, including Conan O'Brien and 99% Invisible Utilize mobile interstitial unit and streaming audio for greatest site traffic impact	Focus on site traffic support	Monitor top performing keywords and ad groups Continue blog dynamic campaign

#### **2024 EVOLUTION**

	INFLUENCER	ORGANIC SOCIAL	PAID SOCIAL
Prioritize	Longer-term partnerships and micro/macro- influencer partnerships	New TikTok and YouTube Shorts channels to inspire younger travelers and reach net-new audiences	Full funnel campaigns to reach audiences during each stage of their customer journey
Integrate	Ambassador program for repeated exposure and reaching priority markets Tap into newer-to-us platforms	Fresh, engaging content from our new ambassadors and content creators to attract visitation	Seasonal consideration campaigns in Meta and TikTok to boost audiences interests during seasonal travel trends Introduce Action campaign in TikTok
Continue	Driving traveler awareness through authentic content by honing in on partnerships with micro- and macro-influencers who are skilled at a particular content format or are subject matter experts	Carefully curating owned social feeds to integrate industry partners and showcase the breadth of the destination	Allocate majority of budget towards Meta, considering it's the most cost efficient platform Double-down on opportunities for integration between organic content and paid support through influencers and boosted ads

#### **FLIGHTING STRATEGY: 2024**





\*Budgets/timelines provided are rough estimates and subject to fluctuations based on inventory availability and final buy details

## **Public Relations**

November/December 2023 Performance



#### Nov 1– Dec 31, 2023

### Global Impressions 294.6 Million



\*YoY 2022 – 528.4 Million Impressions & 21 Placements

#### Key Media Placements | Nov 1 – Dec 31, 2023

"This Virginia City Is One of T+L Readers' Favorites in the U.S. — How to Visit" **TRAVEL+** - Lydia Mansel

"25 best Christmas getaways to celebrate the season" - Sarah Lemire ychoo:/news

"20 Best Christmas Markets and Winter Festivals In the US"

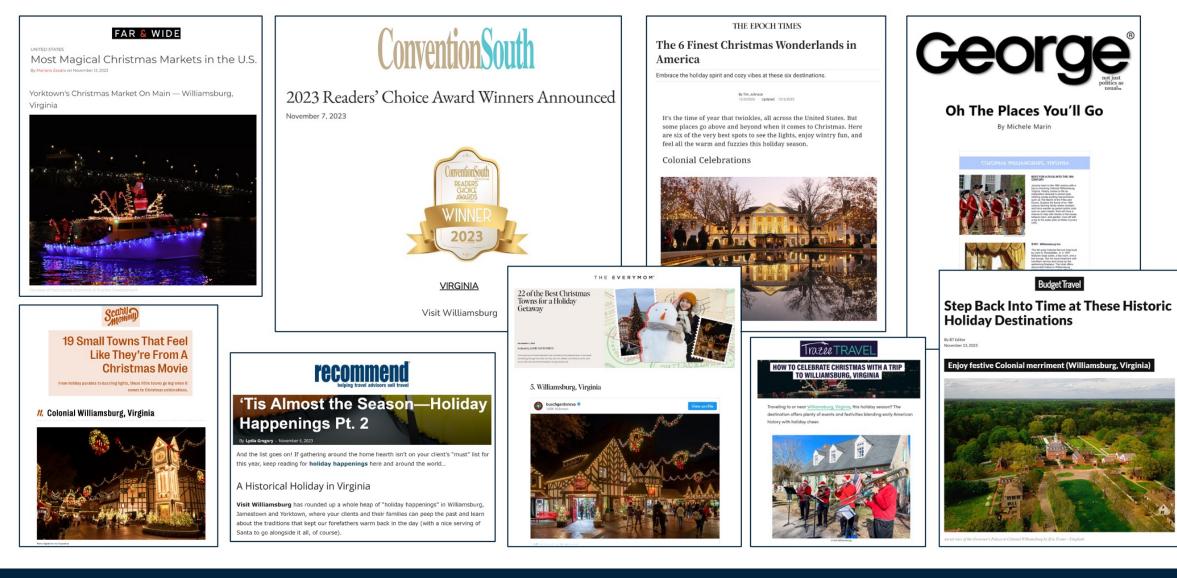
- Holly Johnson



"Capital pleasures: Historic cities and <u>neighbourhoods</u> to explore in the Capital Region USA" The Telegraph



#### November/December: Key Media Placements





#### November/December: Media FAMs



#### International Journalists Amit Dixit, Sonia Nazareth, and Prachi Joshi



### Sales

November/December 2023 Performance



#### **Connect Corporate**

Travel South International Showcase

November 27 – 29 – Washington, D.C.

December 3 – 7 – Memphis, Tennessee

Emerge 2024

American Bus Association (ABA) Marketplace

January 9 – 11 – San Antonio, Texas

January 13 – 16 – Nashville, Tennessee

November/December: Site Visits

Viajes	Virginia Motorcoach Association	North Carolina Motorcoach Association
December 2 – 3, 2023	December 13 – 15, 2023	December 28 – 30, 2023



#### November/December: New Business Leads

ISSUE DATE	LEADS	ROOM NIGHTS
11/10/2023	Eisenman & Associates	55
11/10/2023	Continental Sales	639
11/10/2023	King Kat Tournament	175
11/17/2023	Conference Direct	1024
11/17/2023	American Express	24
11/17/2023	Virtual Service Operations	108
11/17/2023	Mid Atlantic Real Estate Marketing Association	90
11/24/2023	Alpha Epsilon Pi Foundation	59
11/24/2023	Alpha Epsilon Pi Foundation	160
12/08/2023	Bob Neff Tours, Inc	44
12/08/2023	Firecracker Sports	800
12/15/2023	The Association for the Study of African American Life and History Conference	717
12/15/2023	AV Adventure Productions	60
12/15/2023	AV Adventure Productions	120
01/03/2024	Conference Solutions International	63
01/03/2024	Capital Lacrosse	130



Date	Definite Booking	Property	Room Nights
02/04 - 02/05/2024	Eisenman & Associates	Williamsburg Lodge	10
02/13 - 02/14/2024	King Kat Tournament	Clarion Hotel Williamsburg	140
04/14 - 04/16/2024	African American Travel Conference Pre-Familiarization Tour	Great Wolf Lodge	40
05/15 – 05/17/2024	VTC Visitor Center Familiarization Tour	Great Wolf Lodge	40
07/03 - 07/06/2024	Moore Family Reunion/Riddick Family Reunion	Club Wyndham Kingsgate	60
07/05 – 07/08/2024	2024 War at Williamsburg	Great Wolf Lodge	150
07/05 – 07/10/2024	2024 War at Williamsburg	Embassy Suites Hotel	245
07/06 – 07/08/2024	2024 War at Williamsburg	The Woodlands	225
07/06 – 07/9/2024	2024 War at Williamsburg	Club Wyndham Kingsgate	80
09/11 09/15/2024	Wagyu Beef Association	Williamsburg Lodge	700









#### Upcoming Shows/Events

#### Student & Youth Travel Association Summit

February 2 – 5 – Orlando/Cape Canaveral, Florida



STS Domestic Showcase

March 20 – 23 – Little Rock, Arkansas





## Old & New Business



### **Closed Session**

Pursuant to Va. Code Section 2.2-3711(A)(1) to discuss personnel matters.



### Vote

James City County Colonial Williamsburg Foundation City of Williamsburg

Busch Gardens Hotel/Motel Association Jamestown Rediscovery Jamestown/Yorktown Foundation Restaurant Association Ruth Larson, Chair Cliff Fleet, Vice Chair Doug Pons, Treasurer

Kevin Lembke Neal Chalkley Jim Horn Christy Coleman Michael Claar



## Return from Closed Session

We hereby certify that to the best of our knowledge, (1) only public business matters lawfully exempted from open meeting requirements under the Freedom of Information Act, and (2) only such public business matters as were identified in the motion by which closed the meeting was convened, were heard, discussed, or considered by this body in the closed meeting just concluded.



### Vote

James City County Colonial Williamsburg Foundation City of Williamsburg

Busch Gardens Hotel/Motel Association Jamestown Rediscovery Jamestown/Yorktown Foundation Restaurant Association Ruth Larson, Chair Cliff Fleet, Vice Chair Doug Pons, Treasurer

Kevin Lembke Neal Chalkley Jim Horn Christy Coleman Michael Claar



# Adjourn

Next Meeting Tuesday, March 19, 2024

