

AGENDA
Irving Convention and Visitors Bureau Board of Directors
Executive Committee
Friday, August 17, 2018 at 9:00 AM
Irving Convention Center, First Floor Board Room
500 W. Las Colinas Blvd.
Irving, Texas 75039

NOTE: A possible quorum of the Irving Convention and Visitors Bureau Board of Directors may be present at this committee meeting.

1. Accepting the Irving Convention Center Financial Reports for July 2018
2. Accepting ICVB Financial Reports for July 2018
3. Chairman / Executive Director Reports
 - a. Approving July 20, 2018 Minutes
 - b. Approving July 24, 2018 Special Executive Committee Meeting Minutes
 - c. Review of August 20, 2018 Board meeting agenda
4. Next meeting – Friday, September 21, 2018

CERTIFICATION

I, the undersigned authority, do hereby certify that this notice of meeting was posted on the kiosk at City Hall of the City of Irving, Texas, a place readily accessible to the general public at all times, and said notice was posted by the following date and time:

_____ at _____ and remained so posted at least 72 hours before said meeting convened.

Deputy Clerk, City Secretary's Office

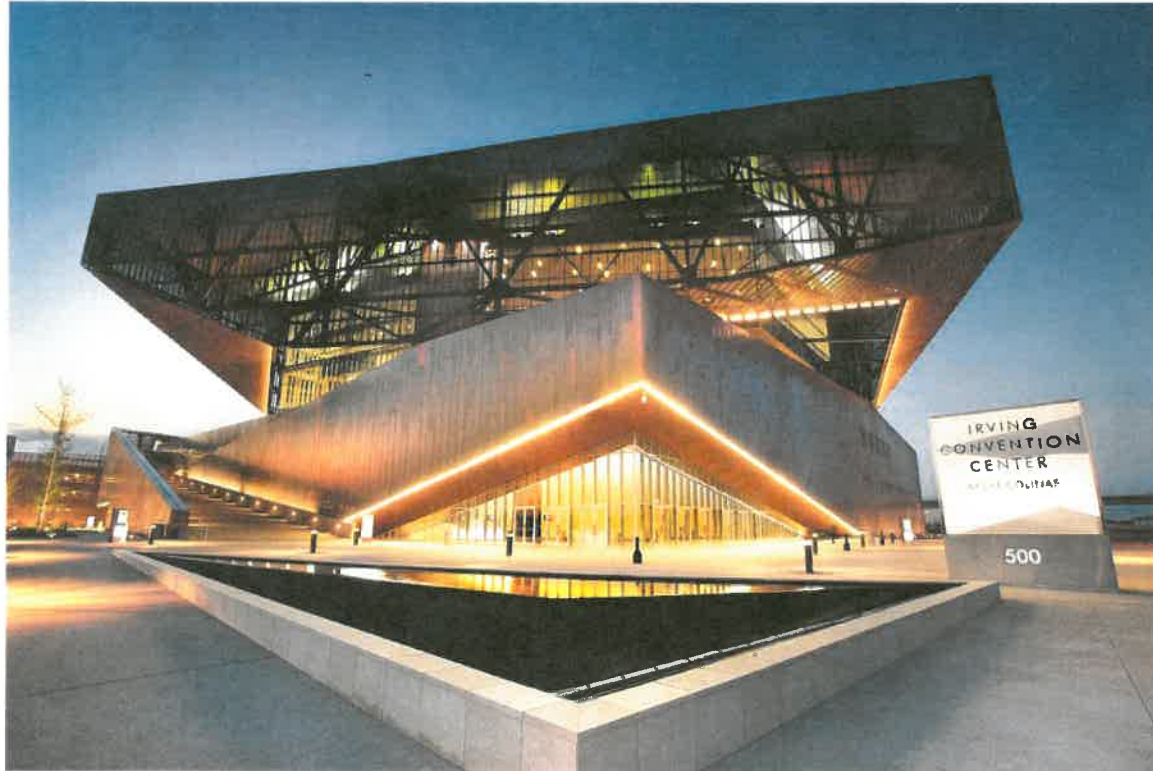
This meeting can be adjourned and reconvened, if necessary, the following regular business day.

Any item on this posted agenda could be discussed in executive session as long as it is within one of the permitted categories under sections 551.071 through 551.076 and section 551.087 of the Texas government code.

This facility is physically accessible and parking spaces for the disabled are available. Accommodations for people with disabilities are available upon request. Requests for accommodations must be made 48 hours prior to the meeting. Contact the City Secretary's Office at 972-721-2493 or Relay Texas at 7-1-1 or 1-800-735-2988.



IRVING CONVENTION CENTER
AT LAS COLINAS



Date Distributed: August 10, 2018

Monthly Financial Summary

For Period Ending July 31, 2018

IRVING CONVENTION CENTER
Monthly Financial Reports
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Period Ending
July 31, 2018

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IRVING CONVENTION CENTER AT LAS COLINAS / SMG

OCTOBER 1, 2017 TO SEPTEMBER 30, 2018

Board Lead Income Statement - Monthly FY 2018

	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	Total
Event Income																
Direct Event Income																
Rental Income	117,100	35,954	39,927	105,725	86,890	155,975	179,515	135,950	34,820	122,625	155,320	120,270	1,290,071			
Service Income	43,471	23,129	46,456	10,029	60,981	104,848	59,522	47,309	72,516	34,223	39,066	58,522	600,070			
Service Expenses	(66,060)	(48,030)	(49,564)	(58,278)	(99,378)	(139,154)	(91,673)	(111,297)	(128,313)	(72,407)	(52,885)	(69,980)	(987,018)			
Total Direct Event Income	94,511	11,053	36,819	57,476	48,493	121,669	147,364	71,962	(20,977)	84,441	141,501	108,812	903,123			
Ancillary Income																
F & B Concessions	29,160	6,220	5,350	12,588	7,039	35,895	39,995	27,014	6,351	13,295	1,500	18,000	202,408			
F & B Catering	326,765	289,373	461,572	275,097	361,456	218,039	246,994	270,728	500,964	74,413	145,489	143,288	3,314,176			
Parking: Self Parking	32,197	4,910	(5,280)	24,287	22,250	44,897	20,343	31,346	28,794	24,580	15,440	23,600	267,364			
Electrical Services	9,865	12,261	5,800	23,227	21,715	22,195	7,650	4,664	13,170	(7,320)	250	3,000	116,477			
Audio Visual	(90)	(1,331)	(117)	(0)	33	(2,103)	(702)	(1,703)	(252)	(0)	-	-	(6,265)			
Internet Services	580	3,350	-	1,050	405	5,310	1,670	900	2,600	(1,900)	780	950	15,695			
Total Ancillary Income	398,477	314,783	467,325	336,249	412,898	324,233	315,950	332,949	551,627	103,068	163,459	188,838	3,909,854			
Total Event Income	492,988	325,836	504,144	393,725	461,391	445,902	463,314	404,911	530,650	187,509	304,960	297,650	4,812,979			
Other Operating Income	130,093	64,477	25,394	52,536	45,837	82,058	61,110	31,120	62,421	24,676	39,200	33,063	651,984			
ICVB Operating Subsidy				348,000		350,000			348,750			348,250	1,395,000			
Adjusted Gross Income	623,081	390,313	529,538	794,260	507,228	877,960	524,424	436,031	941,821	212,185	344,160	678,963	6,859,962			
Operating Expenses																
Employee Salaries and Wages	202,542	161,560	251,329	202,263	189,429	191,145	192,642	235,625	204,409	200,819	207,424	205,090	2,444,278			
Benefits	55,111	(12,565)	65,173	62,849	54,030	62,802	57,104	61,840	66,940	65,823	64,044	64,044	667,197			
Less: Event Labor Allocations	(33,730)	(27,044)	(24,368)	(32,171)	(34,182)	(34,851)	(37,574)	(63,138)	(66,670)	(54,277)	(37,088)	(37,088)	(482,183)			
Net Employee Wages and Benefits	223,923	121,951	292,134	232,940	209,277	219,096	212,172	234,327	204,679	212,365	234,380	232,046	2,629,292			
Contracted Services	95,696	69,337	59,442	58,844	66,482	58,325	67,727	60,546	46,342	46,929	45,639	45,639	720,949			
General and Administrative	85,386	62,214	31,815	55,129	59,562	76,670	47,285	37,922	81,154	54,653	39,577	39,577	670,944			
Operations	46,466	38,029	49,515	49,985	36,347	67,056	53,900	49,937	95,771	33,640	40,625	40,625	601,896			
Repair & Maintenance	64,590	64,407	42,606	34,412	54,214	54,719	51,920	(13,976)	60,013	87,387	44,856	44,856	590,005			
Supplies	34,869	15,124	8,277	23,982	10,218	34,195	20,185	23,310	10,323	27,304	15,449	15,449	238,686			
Insurance	5,266	5,538	6,635	4,726	5,538	5,388	6,481	4,925	5,758	11,905	8,333	8,333	78,826			
Utilities	44,174	56,170	34,558	43,923	57,817	45,763	27,707	44,531	49,016	53,046	46,666	46,666	550,038			
SMG Management Fee	12,899	12,899	12,899	12,899	12,899	12,899	12,899	12,899	12,899	12,899	12,899	12,899	154,788			
SMG F&B Incentive Fee	33,224	12,769	38,991	29,601	34,013	32,229	28,131	31,573	28,119	-	-	-	268,650			
Total Operating Expenses	646,493	458,438	576,872	546,442	546,367	606,340	528,406	485,995	594,074	540,128	488,424	486,090	6,504,074			
Net Income (Loss) From Operations	(23,412)	(68,125)	(47,334)	247,818	(39,139)	271,620	(3,982)	(49,963)	347,747	(327,943)	(144,264)	192,873	355,888	-1395000	(1,039,112)	
Other Income (Expenses)	-	-	-	-	-	-	-	-	-	-	-	-	-			
Net Income After Other Income (Expenses)	(23,412)	(68,125)	(47,334)	247,818	(39,139)	271,620	(3,982)	(49,963)	347,747	(327,943)	(144,264)	192,873	355,888			
Budget Forecast Comparison by Month																
2018	47,856	494,666	472,986	314,913	336,267	350,441	290,325	430,161	460,996	355,888	-					
2017	(990,976)	(850,624)	(812,492)	(808,222)	(760,116)	(621,850)	(538,064)	(102,394)	(16,789)	273	79,067	315,251				

IRVING CONVENTION CENTER/SMG
Financial Statements Monthly Highlights
For the Month Ending July 31, 2018

	Current Actual	Current Budget	Variance	Prior Year Actual
Attendance	28,818	15,740	13,078	29,929
Events	16	7	9	17
Event Days	28	11	17	28
Direct Event Income	84,441	91,841	(7,400)	136,407
Ancillary Income	103,068	186,440	(83,372)	137,771
Total Event Income	187,509	278,281	(90,772)	274,178
Other Operating Income	24,676	41,000	(16,324)	55,049
Adjusted Gross Income	212,185	319,281	(107,096)	329,227
Indirect Expenses	(540,128)	(512,732)	(27,396)	(574,385)
Net Income (Loss) From Operations	(327,943)	(193,451)	(134,492)	(245,158)

IRVING CONVENTION CENTER/SMG
Financial Statements Year to Date Highlights
For the Ten Months Ending July 31, 2018

	Year to Date Actual	Year to Date Budget	Variance	Prior YTD Actual
Attendance	232,582	210,146	22,436	198,834
Events	212	253	(41)	203
Event Days	333	347	(14)	305
Direct Event Income	652,805	796,398	(143,593)	668,018
Ancillary Income	3,557,423	2,665,745	891,678	3,021,245
Total Event Income	4,210,228	3,462,143	748,085	3,689,263
Other Operating Income	579,722	444,826	134,896	333,424
Adjusted Gross Income	4,789,950	3,906,969	882,981	4,022,687
Indirect Expenses	(5,529,545)	(5,127,325)	(402,220)	(5,035,279)
Net Income (Loss) From Operations	(739,595)	(1,220,356)	480,761	(1,012,592)

IRVING CONVENTION CENTER/SMG

Balance Sheet

July 31, 2018

ASSETS

Current Assets

Cash	\$	1,217,508
Accounts Receivable		551,529
Prepaid Assets		0
Inventory		57,185

Total Current Assets 1,826,222

Total Assets \$ **1,826,222**

LIABILITIES AND EQUITY

Current Liabilities

Accounts Payable	\$	538,792
Accrued Expenses		210,935
Deferred Income		0
Advance Ticket Sales/Deposits		770,347
Other Current Liabilities		0

Total Current Liabilities 1,520,074

Long-Term Liabilities

Long Term Liabilities		0
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Total Long-Term Liabilities 0

Total Liabilities 1,520,074

Equity

Net Funds Received	10,070,669
Retained Earnings	(9,024,926)
Net Income (Loss)	(739,595)

Total Equity 306,148

Total Liabilities & Equity \$ **1,826,222**

IRVING CONVENTION CENTER/SMG
Income Statement
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Variance + (-)	Year to Date Actual	Year to Date Budget	Variance + (-)	Year to Date Prior Year
EVENT INCOME							
Direct Event Income							
Rental Income	122,625	98,000	24,625	1,014,481	934,200	80,281	915,066
Service Revenue	34,223	35,066	(843)	502,481	384,051	118,430	407,978
Service Expenses	(72,407)	(41,225)	(31,182)	(864,157)	(521,853)	(342,304)	(655,026)
Total Direct Event Inco	84,441	91,841	(7,400)	652,805	796,398	(143,593)	668,018
Ancillary Income							
F & B Concessions	13,295	8,405	4,890	182,912	195,223	(12,311)	127,509
F & B Catering	74,413	167,085	(92,672)	3,025,263	2,187,524	837,739	2,637,425
Parking	24,580	8,650	15,930	228,322	170,018	58,304	153,711
Electrical Services	(7,320)	1,400	(8,720)	113,226	99,105	14,121	97,865
Audio Visual	0	0	0	(6,265)	0	(6,265)	(825)
Internet Services	(1,900)	900	(2,800)	13,965	13,875	90	5,560
Total Ancillary Income	103,068	186,440	(83,372)	3,557,423	2,665,745	891,678	3,021,245
Total Event Income	187,509	278,281	(90,772)	4,210,228	3,462,143	748,085	3,689,263
OTHER OPERATING INCOME							
Advertising	0	0	0	17,000	0	17,000	25,000
Other Income	24,676	41,000	(16,324)	562,722	444,826	117,896	308,424
Total Other Operating In	24,676	41,000	(16,324)	579,722	444,826	134,896	333,424
Adjusted Gross Income	212,185	319,281	(107,096)	4,789,950	3,906,969	882,981	4,022,687
INDIRECT EXPENSES							
Salaries & Wages	200,819	213,307	12,488	2,031,764	2,133,068	101,304	1,985,190
Payroll Taxes & Benefit	65,823	64,806	(1,017)	539,099	648,065	108,966	625,267
Labor Allocations to Ev	(54,277)	(51,902)	2,375	(408,005)	(519,022)	(111,017)	(397,903)
Net Salaries and Benefit	212,365	226,211	13,846	2,162,858	2,262,111	99,253	2,212,554
Contracted Services	46,929	41,697	(5,232)	629,668	416,970	(212,698)	432,894
General and Administrat	54,653	50,487	(4,166)	591,788	504,870	(86,918)	479,637
Operating	33,640	41,604	7,964	520,650	416,040	(104,610)	520,590
Repairs & Maintenance	87,387	41,327	(46,060)	500,291	413,270	(87,021)	398,910
Operational Supplies	27,304	20,712	(6,592)	207,788	207,120	(668)	95,906
Insurance	11,905	8,333	(3,572)	62,160	83,330	21,170	93,879

IRVING CONVENTION CENTER/SMG
Income Statement
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Variance + (-)	Year to Date Actual	Year to Date Budget	Variance + (-)	Year to Date Prior Year
Utilities	53,046	46,966	(6,080)	456,702	469,664	12,962	433,150
SMG Management Fees	12,899	35,395	22,496	397,640	353,950	(43,690)	367,759
Total Indirect Expenses	540,128	512,732	(27,396)	5,529,545	5,127,325	(402,220)	5,035,279
Net Income (Loss)	(327,943)	(193,451)	(134,492)	(739,595)	(1,220,356)	480,761	(1,012,592)

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: Banquets
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	1,490	800	21,488	23,948
Events	3	1	40	42
Event Days	3	1	41	42
Direct Event Income				
Rental Income	2,450	0	34,807	38,358
Service Revenue	200	0	50,114	56,811
Service Expenses	(6,032)	(640)	(85,672)	(70,961)
Total Direct Event Income	(3,382)	(640)	(751)	24,208
Ancillary Income				
F & B Concessions	3	0	(605)	0
F & B Catering	27,768	0	754,302	0
Parking	0	0	175	8,115
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	0	0	6,546	8,690
Audio Visual	0	0	(22)	0
Internet Services	0	0	350	0
Total Ancillary Income	27,771	0	760,746	16,805
Total Event Income	24,389	(640)	759,995	41,013

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: Consumer / Public Shows
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	10,850	2,500	92,667	73,636
Events	3	1	22	26
Event Days	6	1	53	52
Direct Event Income				
Rental Income	36,575	8,500	409,650	240,898
Service Revenue	23,915	0	174,401	122,634
Service Expenses	(32,362)	(640)	(261,271)	(205,294)
Total Direct Event Income	28,128	7,860	322,780	158,238
Ancillary Income				
F & B Concessions	13,188	0	125,720	0
F & B Catering	38	0	112,870	(223)
Parking	22,718	1,650	115,246	98,688
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	(525)	0	37,042	23,048
Audio Visual	0	0	(2,183)	(220)
Internet Services	0	0	1,510	1,023
Total Ancillary Income	35,419	1,650	390,205	122,316
Total Event Income	63,547	9,510	712,985	280,554

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: Conventions
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	14,648	11,200	41,973	27,414
Events	4	2	10	9
Event Days	13	6	25	21
Direct Event Income				
Rental Income	70,600	98,000	127,605	229,184
Service Revenue	8,695	0	66,340	74,807
Service Expenses	(26,831)	(6,820)	(123,234)	(117,497)
Total Direct Event Income	52,464	91,180	70,711	186,494
Ancillary Income				
F & B Concessions	13	0	16,650	0
F & B Catering	44,109	0	329,155	0
Parking	1,480	0	12,661	21,134
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	(1,218)	0	7,974	32,550
Audio Visual	0	0	0	0
Internet Services	350	0	755	700
Total Ancillary Income	44,734	0	367,195	54,384
Total Event Income	97,198	91,180	437,906	240,878

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: Meetings
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	1,750	440	41,386	38,694
Events	3	2	101	104
Event Days	3	2	157	145
Direct Event Income				
Rental Income	9,500	0	229,915	191,267
Service Revenue	200	0	60,687	67,990
Service Expenses	(4,158)	(640)	(184,140)	(147,664)
Total Direct Event Income	5,542	(640)	106,462	111,593
Ancillary Income				
F & B Concessions	0	0	(28)	0
F & B Catering	10,288	0	1,530,802	0
Parking	382	0	40,237	39,291
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	(6,733)	0	39,084	45,912
Audio Visual	0	0	(1,827)	4,054
Internet Services	0	0	9,445	8,390
Total Ancillary Income	3,937	0	1,617,713	97,647
Total Event Income	9,479	(640)	1,724,175	209,240

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: Other
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	30	0	580	0
Event Days	1	0	2	0
Direct Event Income				
Rental Income	3,500	0	18,125	0
Service Revenue	650	0	4,750	0
Service Expenses	(2,922)	0	(10,339)	0
Total Direct Event Income	1,228	0	12,536	0
Ancillary Income				
F & B Concessions	0	0	0	0
F & B Catering	(8,444)	0	12,856	0
Parking	0	0	0	0
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	600	0	1,600	0
Audio Visual	0	0	0	0
Internet Services	0	0	0	0
Total Ancillary Income	(7,844)	0	14,456	0
Total Event Income	(6,616)	0	26,992	0

IRVING CONVENTION CENTER/SMG
Monthly Event Income Statement: ICVB
For the Ten Months Ending July 31, 2018

	Current Month Actual	Current Month Budget	Year to Date Actual	Year to Date Budget
Attendance	50	0	798	1,133
Events	2	0	17	31
Event Days	2	0	17	31
Direct Event Income				
Rental Income	0	(13,750)	0	(90,350)
Service Revenue	0	35,066	418	(37,310)
Service Expenses	(102)	(31,845)	(2,574)	130,799
Total Direct Event Income	(102)	(10,529)	(2,156)	3,139
Ancillary Income				
F & B Concessions	0	8,405	0	195,222
F & B Catering	654	167,085	14,065	2,187,747
Parking	0	7,000	2,919	(34,355)
Parking: Valet	0	0	0	0
Booth Cleaning	0	0	0	0
Electrical Services	(294)	1,400	(294)	(56,405)
Audio Visual	0	0	(597)	(7,529)
Internet Services	0	900	0	2,861
Total Ancillary Income	360	184,790	16,093	2,287,541
Total Event Income	258	174,261	13,937	2,290,680



ICVB FINANCIAL STATEMENTS

For Period Ending: July 31, 2018

IRVING CONVENTION AND VISITORS BUREAU
GENERAL FUND
BALANCE SHEET
JULY 31, 2018

ASSETS

Cash	69,611
Petty Cash	250
Investments	<u>1,456,000</u>
Total Assets	<u><u>1,525,861</u></u>

LIABILITIES AND FUND BALANCE

LIABILITIES

Accounts Payable	62,838
Due to City of Irving General Fund	<u>300</u>
	<u>63,138</u>

FUND BALANCE

Reserved for Encumbrances	640,548
Unreserved	<u>822,175</u>
Total Fund Balance	<u><u>1,462,723</u></u>
 Total Liabilities and Fund Balance	 <u><u>1,525,861</u></u>

Notes:

Reserved for Encumbrances:

Business Development Incentive Program - 137,938
Destination Analysts - 50,000
Maloney Strategic Communications - 29,276
Media Advertising - 251,762
Simpleview - 49,125
SMG/Technology Support - 29,137
The Richey Company (lanyards) - 38,597
Tucker & Associates - 12,326
Miscellaneous - 42,387

IRVING CONVENTION AND VISITORS BUREAU
GENERAL FUND
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
FOR THE TEN MONTH PERIOD ENDING JULY 31, 2018

	----- Budget -----		----- Actual -----			Unencumbered	Percent	Prior
	Adopted	Adjusted	Current Month	Year-to-Date	Encumbrances	Available Budget	Collected/ Expended	Year to Date Actual
<u>REVENUES AND TRANSFERS IN:</u>								
<u>REVENUES:</u>								
Hotel/Motel Taxes:								
Current Year	8,485,907	8,485,907	0	4,073,450	0	4,412,457	48.00%	3,973,796
Penalties and Interest	0	0	0	5,597	0	(5,597)	0.00%	5,931
Prior Years	0	0	0	0	0	0	0.00%	58,624
Interest	17,000	17,000	4,047	23,291	0	(6,291)	137.01%	15,625
State of Texas Events Trust Fund	50,000	50,000	0	9,622	0	40,378	19.24%	0
Miscellaneous	5,000	5,000	0	15,743	0	(10,743)	314.86%	6,632
Total Revenues	<u>8,557,907</u>	<u>8,557,907</u>	<u>4,047</u>	<u>4,127,703</u>	<u>0</u>	<u>4,430,204</u>	<u>48.23%</u>	<u>4,060,608</u>
TOTAL REVENUES AND TRANSFERS IN	<u>8,557,907</u>	<u>8,557,907</u>	<u>4,047</u>	<u>4,127,703</u>	<u>0</u>	<u>4,430,204</u>	<u>48.23%</u>	<u>4,060,608</u>
<u>EXPENDITURES AND TRANSFERS OUT:</u>								
<u>EXPENDITURES:</u>								
Salaries	2,106,626	2,112,626	149,712	1,541,873	0	570,753	72.98%	1,466,034
Benefits	561,825	561,825	43,263	438,577	0	123,248	78.06%	413,739
Supplies	61,900	63,105	1,585	23,014	5,625	34,466	45.38%	38,793
Equipment Maintenance	6,900	6,900	628	3,620	0	3,280	52.46%	3,514
Miscellaneous	180,095	180,270	39,288	163,378	0	16,892	90.63%	152,372
Equipment Rentals	7,900	7,725	825	2,475	825	4,425	42.72%	1,650
Special Services	1,675,881	1,804,505	37,945	1,208,112	184,801	411,592	77.19%	1,067,274
Facility Management Services	1,395,000	1,395,000	348,750	1,046,750	0	348,250	75.04%	1,035,000
Advertising Projects	140,000	121,700	8,229	27,376	38,597	55,727	54.21%	169,777
Sponsorships / Partnerships	174,000	186,000	0	59,966	21,000	105,034	43.53%	343,783
Media Advertising	680,000	698,292	62,612	382,240	251,762	64,290	90.79%	566,076
Travel	680,265	653,360	21,515	338,930	0	314,430	51.87%	311,897
Promotions / Special Events	1,171,000	1,646,976	101,042	664,097	137,938	844,941	48.70%	858,369
Memberships	82,615	93,491	885	62,724	0	30,767	67.09%	68,626
Total Expenditures	<u>8,924,007</u>	<u>9,531,775</u>	<u>816,279</u>	<u>5,963,132</u>	<u>640,548</u>	<u>2,928,095</u>	<u>69.28%</u>	<u>6,496,904</u>
<u>TRANSFERS OUT:</u>								
Transfer to ICVB Reserve Fund	200,000	200,000	0	200,000	0	0	100.00%	200,000
Transfer to ICC Reserve/CIP Fund	900,000	1,215,249	0	250,000	0	965,249	20.57%	500,000
Total Transfers Out	<u>1,100,000</u>	<u>1,415,249</u>	<u>0</u>	<u>450,000</u>	<u>0</u>	<u>965,249</u>	<u>31.80%</u>	<u>700,000</u>
TOTAL EXPENDITURES AND TRANSFERS OUT	<u>10,024,007</u>	<u>10,947,024</u>	<u>816,279</u>	<u>6,413,132</u>	<u>640,548</u>	<u>3,893,344</u>	<u>64.43%</u>	<u>7,196,904</u>

Percent of year completed = 83.3%

IRVING CONVENTION AND VISITORS BUREAU
GENERAL FUND
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
FOR THE TEN MONTH PERIOD ENDING JULY 31, 2018

SUMMARY:

Beginning Fund Balance at October 1, 2017	3,748,152
Revenues and Transfers In	4,127,703
Expenditures and Transfers Out	<u>(6,413,132)</u>
Ending Fund Balance at July 31, 2018	1,462,723
Encumbrances	<u>(640,548)</u>
Unreserved Fund Balance at July 31, 2018	<u><u>822,175</u></u>

NOTES:

Adjusted Budget:

The adjusted budget includes prior year encumbrances in the amount of 607,768.

Transfer to ICC Reserve/CIP Fund - After approval by the Board and Council, the budget was adjusted by 315,249 which is the FY17 subsidy refund. A partial transfer was made in June; the balance of the transfer will be made prior to year end.

Revenues & Transfers In:

Hotel Tax: The 1st and 2nd quarter hotel taxes have been received.

State of Texas Events Trust Fund: Funds received were for the 2017 USA Wrestling Event.

Expenditures & Transfers Out:

Special Services: Outside Services - 37,074; Miscellaneous - 871

Facility Management Services: Three subsidy payments have been processed

Promotions / Special Events: Business Development Incentive Program - 80,272; Local Programs/Events - 16,959; Miscellaneous - 3,811

Irving Convention and and Visitors Bureau

Check Register Report - July 2018



Generated: 8/8/2018 1:42:27 PM

Batch: 7375

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059401	07/03/18	BH DFW PROPERTY LP (WESTIN DFW)	\$	4,085.00
80059402	07/03/18	SUSAN D. CUTTS	\$	818.75
80059403	07/03/18	DALLAS FORT WORTH AIRPORT MARRIOTT	\$	258.00
80059404	07/03/18	DOUBLETREE DALLAS DFW AIRPORT	\$	575.00
80059405	07/03/18	DRIVE NATION SPORTS, LLC	\$	785.00
80059406	07/03/18	EMERGENCY DEPARTMENT PRACTICE MANAGEMENT ASSN	\$	285.00
80059407	07/03/18	FOUR SEASONS RESORT AND CLUB DALLAS AT LAS COLINAS	\$	8,039.00
80059408	07/03/18	STEPHEN A. GOODGAME	\$	830.00
80059409	07/03/18	GUARANTEED EXPRESS, INC.	\$	25.76
80059410	07/03/18	IRVING - LAS COLINAS ROTARY CLUB	\$	112.00
80059411	07/03/18	IRVING CONVENTION CENTER	\$	348,750.00
80059412	07/03/18	IRVING CONVENTION CENTER	\$	9,874.00
80059413	07/03/18	DEBORA C. MANUSAMA	\$	521.13
80059414	07/03/18	MCKESSON CORPORATION	\$	560.00
80059415	07/03/18	MULTIVIEW, INC.	\$	18,000.00
80059416	07/03/18	NESTLE USA	\$	855.00
80059417	07/03/18	OMNI MANDALAY HOTEL	\$	2,475.00
80059418	07/03/18	PATHWAYS CORE TRAINING	\$	1,295.00
80059419	07/03/18	ROSELLE PLIEGO	\$	267.27
80059420	07/03/18	SHERATON DFW AIRPORT HOTEL	\$	980.00
80059421	07/03/18	SOUTHWEST INSULATION CONTRACTORS ASSOCIATION	\$	900.00
21 payments Batch Total:				\$ 400,290.91

Batch: 7386

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059422	07/12/18	AMERICAN COLLEGE OF EMERGENCY PHYSICIANS	\$	585.00
80059423	07/12/18	CONFERENCE DIRECT	\$	6,900.00
80059424	07/12/18	SUSAN D. CUTTS	\$	656.25
80059425	07/12/18	DALLAS FORT WORTH AIRPORT MARRIOTT	\$	676.00
80059426	07/12/18	FEDERAL EXPRESS CORPORATION	\$	245.02
80059427	07/12/18	GREATER IRVING/LAS COLINAS CHAMBER OF COMMERCE	\$	1,400.00
80059428	07/12/18	OMNI MANDALAY HOTEL	\$	1,930.00
80059429	07/12/18	PATHWAYS CORE TRAINING	\$	470.00
80059430	07/12/18	PETTY CASH	\$	60.00
80059431	07/12/18	SPORTS CLUB AT FOUR SEASONS	\$	800.00

continued on next page

Batch: 7386

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059432	07/12/18	TUCKER & ASSOCIATES, LLC	\$	96.20
			11 payments Batch Total: \$	13,818.47

Batch: 7393

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059433	07/19/18	AMERICAN EXPRESS	\$	45,516.43
80059434	07/19/18	ARES TRAVEL INC.	\$	1,250.00
80059435	07/19/18	BARBERSTOCK SYSTEMS INC.	\$	2,397.00
80059436	07/19/18	BH DFW PROPERTY LP (WESTIN DFW)	\$	2,545.00
80059437	07/19/18	BT HOTEL LAS COLINAS LLC (NYLO)	\$	1,815.00
80059438	07/19/18	KATHERINE DIPIETRO	\$	133.60
80059439	07/19/18	LORI M. FOJTASEK	\$	107.51
80059440	07/19/18	WENDY FOSTER	\$	154.60
80059441	07/19/18	FOUR SEASONS RESORT AND CLUB DALLAS AT LAS COLINAS	\$	2,895.00
80059442	07/19/18	CHERYL HOPKINS	\$	92.00
80059443	07/19/18	INNOVATIVE PACKAGING GROUP INC.	\$	5,492.40
80059444	07/19/18	IRVING - LAS COLINAS ROTARY CLUB	\$	1,500.00
80059445	07/19/18	MARIANNE LAUDA	\$	81.02
80059446	07/19/18	KATHY LEVINE	\$	65.00
80059447	07/19/18	LORI MANSELL	\$	140.00
80059448	07/19/18	KAYLA MANSOUR	\$	190.91
80059449	07/19/18	DIANA PFAFF	\$	149.35
80059450	07/19/18	PITNEY BOWES GLOBAL FINANCIAL SVCS, LLC	\$	825.12
80059451	07/19/18	DEBBIE ROBERTS	\$	187.56
80059452	07/19/18	KELLY ROCHE	\$	256.61
80059453	07/19/18	BARBARA SCHINGLE	\$	158.21
80059454	07/19/18	SHERATON DFW AIRPORT HOTEL	\$	2,065.00
80059455	07/19/18	LORI SIRMEN	\$	100.00
80059456	07/19/18	CAROL STODDARD	\$	271.08
80059457	07/19/18	TOUR-RIFIC OF TEXAS	\$	935.00
80059458	07/19/18	VERIZON WIRELESS	\$	491.73
80059459	07/19/18	MICHAEL ZUMBAUGH	\$	61.80
			27 payments Batch Total: \$	69,876.93

Batch: 7403

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059460	07/26/18	BH DFW PROPERTY LP (WESTIN DFW)	\$	7,175.00
80059461	07/26/18	CONFERENCE DIRECT	\$	9,900.00

Batch: 7403

<u>Number</u>	<u>Date</u>	<u>Payee</u>		<u>Amount</u>
80059462	07/26/18	CONNECT	\$	28,500.00
80059463	07/26/18	COPYNET DIGITAL IMAGING SOLUTIONS	\$	189.95
80059464	07/26/18	SUSAN D. CUTTS	\$	525.00
80059465	07/26/18	DALLAS FORT WORTH AIRPORT MARRIOTT	\$	375.00
80059466	07/26/18	DELTA AIR LINES, INC.	\$	4,604.00
80059467	07/26/18	DOUBLETREE DALLAS DFW AIRPORT	\$	409.00
80059468	07/26/18	FEDERAL EXPRESS CORPORATION	\$	155.90
80059469	07/26/18	HILTON GARDEN INN DFW AIRPORT SOUTH	\$	195.00
80059470	07/26/18	IRVING CONVENTION CENTER	\$	23,060.94
80059471	07/26/18	KANE RUSSELL COLEMAN LOGAN PC	\$	590.00
80059472	07/26/18	KEMPKE'S MUSIC	\$	530.00
80059473	07/26/18	MALONEY STRATEGIC COMMUNICATIONS	\$	626.00
80059474	07/26/18	MEETINGS TODAY	\$	2,000.00
80059475	07/26/18	NESTLE USA	\$	855.00
80059476	07/26/18	NORTHSTAR TRAVEL MEDIA, LLC	\$	1,666.00
80059477	07/26/18	PCMA SERVICES	\$	2,500.00
80059478	07/26/18	SHERATON DFW AIRPORT HOTEL	\$	880.00
80059479	07/26/18	SIDDONS MARTIN EMERGENCY GROUP, LLC	\$	256.20
80059480	07/26/18	THE FULCRUM GROUP INC.	\$	876.00
80059481	07/26/18	TIGER OAK MEDIA, INC	\$	4,000.00
80059482	07/26/18	TRIPADVISOR, LLC	\$	343.79
80059483	07/26/18	TUCKER & ASSOCIATES, LLC	\$	4,000.00
80059484	07/26/18	WFAA-TV INC	\$	6,470.00
			25 payments Batch Total: \$	100,682.78
			84 payments Sub Total: \$	584,669.09

SUMMARY

84 payments TOTAL: \$ 584,669.09

MINUTES
IRVING CONVENTION AND VISITORS BUREAU
BOARD OF DIRECTORS - EXECUTIVE COMMITTEE MEETING
IRVING CONVENTION CENTER
JULY 20, 2018

Attendance: Board Chair Clem Lear, Board Vice Chair Ron Mathai, Debbi Haacke, and Greg Malcolm – Committee Members; David Cole, Karen Cooperstein, Joe Marshall, and Joe Philipp – Board Members; Tom Meehan, Matt Tungett, Verenis Pedraza – SMG/ICC; Maura Gast, Carol Boyer, Marianne Lauda, and Mike Zumbaugh – ICVB Staff.

Board Chair Clem Lear called the meeting to order at 9:00 a.m.

ICC General Manager Tom Meehan gave an overview of the Irving Convention Center June 2018 financial reports. He noted that for the month of June, Net Income (Loss) From Operations is \$64,312 better than budget, and \$1,026,905 for the first eight months of the year. In reviewing the Income Statement, Meehan reported June's Food and Beverage Catering is an all-time high net of \$500,964. There were three large groups in June that gave F&B a big push in revenue. Rental Income was down slightly for the month but offset with F&B revenue. The Adjusted Gross Income for the year is \$990,081 ahead of budget. He reported nothing unusual in Expenses but \$81,342 over budget due to several repairs and maintenance to the building. For the year, Expenses are \$374,826 over budget. Meehan stated the Capital Repairs and Maintenance Fund still has a substantial amount of money to date, and he anticipates using some of the funds for carpet replacement in the Grand Ballroom soon. In reviewing the forecast, Meehan reported to date the ICC is projected to return \$460,996 back to the subsidy.

Meehan reported the building is financially solid. Board Member Joe Philipp congratulated Meehan and staff and asked how business is changing regarding clients, size of group, etc. Gast commented changes are being seen in bookings with the new Westin Irving Convention Center Hotel. The biggest changes over time likely will be a decline in the number of events and attendees at the Convention Center because of the types of larger events that will book over several days in the building. The staff will be selective in booking groups that are good for business in our local hotels, and the benefit of the bigger picture and the environment around the building. Rental Income will often be sacrificed in return for room nights and F&B revenues, but the F&B portion may be changing because of the restaurants now open immediately nearby. It remains a buyer's market when it comes to facilities, and Rent is often waived. Meehan announced the team is close to signing the SMG National Meeting at the ICC next summer, which is close to 1,000 room nights attached to the event. He also stated the building is so busy, there are only two dates open for them to consider.

Board Member Debbi Haacke made a motion to accept and present to the full Board the ICC June 2018 Financials. With a second from Board Vice Chair Ron Mathai, the motion was unanimously approved.

ICVB Director of Accounting Marianne Lauda reviewed the ICVB June/Third Quarter 2018 financial reports. She stated that June is the end of the third quarter, and the General Fund is going well. In the month of June, interest was the only revenue reported. The Reserve Fund shows transfers out of \$200,000 to the ICVB Reserve Fund and a partial transfer to the ICC Reserve Fund of \$250,000. In reviewing the Reserve Fund, Lauda noted due to a posting error, the cash balance is overstated, and the investments balance is understated; a correcting entry will be posted in July. The corrected cash balance for July is \$952,000 and

investments is \$1,138,300. In reviewing the current quarter, Revenues transferred in are \$200,000 from the General Fund, plus interest, totaling \$208,355. In reviewing the Computer Replacement Fund, Lauda noted the only revenue reported was interest and no funds have been expended this year to date. The Convention Center Reserve/Capital Projects Fund is doing well. She noted a Miscellaneous item where SMG had issued a refund to the ICVB for a FY16 invoice that was billed twice under two different Capital Improvement Project numbers. She also noted Expenditures are budgeted for \$798,000, and \$261,459 are expended. In reviewing the Check Register, Lauda pointed out Check #59364 made out to Adco Advertising was a test check and voided. She reviewed two checks payable to Irving Convention Center: one for Capital Improvement Projects and one for Business Development Incentive Program reimbursement for a group at the Convention Center. In response to a question from Board Member David Cole, Gast reported check #59398 to WFAA-TV, Inc. was for a targeted digital marketing initiative.

Cole made a motion to accept and present to the full Board the ICVB June/Third Quarter 2018 financials. With a second from Haacke, the motion was unanimously approved.

Lear reminded the group of the Special Executive Committee meeting scheduled for Tuesday, July 24 to review the Compensation Study with consultant Wil Brewer of Performance Solutions Group. Brewer will give a presentation on the study, and the Committee will review and discuss how to proceed with the results. Gast stated a draft of the report will be sent to the Committee before the meeting for review.

It was noted the October 22 Board meeting will be canceled in lieu of the October 19 Executive Director Performance Evaluation for Board review. It was suggested to change the date of the November 19 Board meeting, due to the Thanksgiving holiday, but also typically when Board officer elections happen. It was agreed to poll the Board for options of November dates.

After reviewing the minutes from June 22, 2018 meeting, Board Member Greg Malcolm made a motion to approve. With a second from, Cole, the minutes were unanimously approved.

Lear reviewed the July 23, 2018 Board meeting agenda and noted the presentation from Texican Court will be postponed. She noted High Spirited Citizen awardee Will Cole was recognized at the July 19 City Council meeting, and he will be invited to a future Board meeting to be recognized. Three Convention Services staff members will be recognized for their service, and new Board member Karin Rilley will be introduced. She reported the next Executive Committee meeting is scheduled for Friday, August 17.

Gast noted that Irving Parks and Recreation Director Ray Cerda is retiring at the end of July and a reception in his honor is scheduled from 10:00 a.m. to noon today at the former Central Library building next to City Hall.

Being no further discussion, Lear adjourned the meeting at 9:31 a.m.

Respectfully submitted,



Maura Allen Gast, FCDME
Executive Director

IRVING CONVENTION AND VISITORS BUREAU

MINUTES – SPECIAL BOARD EXECUTIVE COMMITTEE MEETING

IRVING CONVENTION CENTER, FIRST FLOOR BOARDROOM

TUESDAY, JULY 24, 2018

Those present for the meeting were: Clem Lear, Chair; Ron Mathai, Vice Chair; Bob Bettis, Bob Bourgeois, Jo-Ann Bresowar, David Cole, Karen Cooperstein, Debbi Haacke, John Haigler, Rick Lindsey, Greg Malcolm, Joe Marshall, and Joe Philipp – Board Members, Maura Gast and Mike Zumbaugh – ICVB Staff. Guest: Wil Brewer, Performance Solutions Group.

Board Chair Clem Lear called the meeting to order at 8:30 a.m. and welcomed those in attendance. She said the agenda for today's special meeting is to receive a presentation from Wil Brewer of Performance Solutions Group (PSG) who performed the Compensation Study on behalf of the ICVB. Maura Gast then stated the compensation review was one of the last remaining items from the 2015-18 ICVB Board of Directors Strategic Plan. The process for the study involved all staff updating their job descriptions at the outset, with an RFP then following to select the firm for the study. As part of the study, PSG met with each of the ICVB's Assistant Executive Directors to ensure positions were accurately reflected within each department's hierarchy for internal equity purposes, and that PSG had a clear understanding of the respective job descriptions. Gast indicated the only "direction" she had provided PSG in the process was that it was her priority to have the three AED positions at the same base pay from an internal equity standpoint, a process which had taken considerable time and effort over the years within the City system to make happen.

Brewer thanked the board for the opportunity to conduct the Compensation Study. Brewer presented his report, explaining his methodology for market pricing, compensation structure, and incentive plans, along with providing his recommendations for changes. In response to a question, Brewer stated that the midpoint of the salary bands is what represents the value of the job. The 50% range in the band widths is standard, particularly for the higher level positions. Brewer noted that for the most part, compensation for the ICVB has been well-managed, however, the executive positions are low compared to the market, particularly that of the executive director.

In response to a question regarding Cost-of-Living-Adjustments (COLA), Gast stated that should the city implement any COLA as part of its annual budget, the ICVB would continue to be part of those adjustments. However, this compensation study by PSG serves as the Market Study for the ICVB, and thus the ICVB would not be eligible for any future Market Study adjustments by the City (unless the ICVB discontinues conducting its own market studies on the every three-year basis).

Brewer then presented the study's findings as it related to a benefits comparison. The information was initially requested during the governance review, and with a determination now made to remain within the city's structure, there was an understanding by the board that there would be limited action taken on this front. It was noted that some of the items presented could come in to play when recruiting in the future, particularly in Short Term Disability. There were also concerns regarding the non-reimbursement for business mileage for the Executive Director's position.

Discussion took place regarding the information presented, and the plan's implementation. Gast indicated the implementation would have individual staff members' base pay adjusted to the nearest step on the revised grade that is equal to or above their current salary levels. This is the procedure that has been followed in the past with

City implementation as well. These base salary adjustments fall within the amount currently budgeted as a placeholder in the 2018-19 FY Budget.

Considerable discussion then took place regarding the consultant's recommendations for the executive director's base salary. Gast reiterated her concerns (noted in her cover memo to the report) that the recommendation for the level of immediate adjustment would not be prudent, but noted that ultimately, for succession planning purposes, the salary level will have to be adjusted significantly to recruit the caliber of candidates it is assumed the board would want to consider. She also noted that because the other staff adjustments were already at the budgeted level, she would be willing to postpone hers until it could be budgeted, if that was the board's recommendation. After further discussion, the consensus was that the best approach to make this position equitable in the market would be a phased one, with an adjustment similar to that for the staff to the closest step on the new grade (versus the middle of the range as recommended) effective October 1, with another adjustment contemplated during this year's annual performance review, and future adjustments over the next two years to bring the position base pay up to market. Staff indicated that the funds should be available in next year's budget to accommodate this with no impact on other priorities. It was also acknowledged that should there be a leadership change within this time frame, it would be likely that a higher salary level would be necessary to recruit the ideal candidate.

Two recommendations from the study that the board wishes to review over the next twelve months before making a final determination are:

- 1) Open Ranges – rather than following the step system that the City currently has implemented, should the ICVB consider discretionary salary increases within the established ranges without being limited to an automatic 3.5% increase annually.
- 2) All-Staff Incentive – should the ICVB enhance its current Incentive Program to incorporate annual incentives for all positions within the bureau, instead of being limited to Sales and the Executive Director.

Discussion was also held regarding next steps for communicating with City Manager Chris Hillman and with the City's Human Resources department. Gast indicated the City Manager has continuously acknowledged the board's authority on these issues, and that she would meet with him to brief him on the report and the board's actions. Gast and Mike Zumbaugh will meet with the city HR staff on the actual implementation details.

A motion was made by Jo-Ann Bresowar and with a second by Ron Mathai to accept the Compensation & Benefits Study as presented by the consultant, and the staff implementation plan, and to evaluate the concepts of Open Ranges and an All-Staff Incentive over the course of the next year.

There being no further discussion, the meeting was adjourned at 11:36 a.m.

Respectfully submitted,



Maura Allen Gast, FCDME
Executive Director

***AMENDED**

AGENDA

**Irving Convention & Visitors Bureau Board of Directors
Monday, August 20, 2018 at 11:45 a.m.
Irving Convention Center at Las Colinas
Third Floor – Junior Ballroom C-D
500 W. Las Colinas Blvd.
Irving, Texas 75039**

NOTE: A possible quorum of the Irving City Council may be present at this committee meeting.

Consent Agenda

1. Approving ICVB Board Minutes for July 23, 2018
2. Accepting Irving Convention Center Financial Reports for July 2018
3. Accepting ICVB Financial Reports for July 2018

Individual Consideration

4. Adopting the 2018-21 ICVB Board of Directors Strategic Plan
5. * Approving the Destination Development Committee Recommendation to Maintain the City of Irving Hotel Development Standards

Presentation:

6. APEX Award Presentation for Surveyor Magazine – Adam Pitluk, Groom Lake Publishing

Reports

7. Board Chair Report
 - a. Recognition of Will Cole as High Spirited Citizen
 - b. Schedule of Upcoming Meetings and Activities
 - Next Executive Committee Meeting – September 21, 2018
 - Next Board Meeting – September 24, 2018
 - REMINDER: Special Board Meeting, Friday, Oct. 19, 2018 – Executive Director Annual Performance Evaluation
8. Board Committee Reports
 - a. Board Development – Debbi Haacke
 - Next Meeting – September 14, 2018
 - b. Community Relations – Rick Lindsey
 - Upcoming High Spirited Citizen Presentation – Debra Cox, October 4, 2018
 - High Spirited Citizen 30th Anniversary – November 15, 2018, City Hall
 - Next Meeting – October 20, 2018
 - c. Destination Development – Greg Malcolm
 - Recap of August 7 meeting
 - Next Meeting – November 6, 2018

AGENDA - Continued

9. City Reports

- a. Council Liaison – Mayor Pro Tem John Danish
- b. Mayor & Other Council Members
- c. City Manager – Chris Hillman
 - Visitor Development Updates
 - Headquarter Hotel
 - Irving Music Factory/Entertainment Venue
 - Other City Updates

10. Bureau Monthly Management Reports

- a. Executive Director – Maura Gast
- b. Sales and Services – Lori Fojtasek
- c. Marketing and Communications – Diana Pfaff
- d. Finance and Administration – Mike Zumbaugh
 - Smith Travel Research and AirDNA Monthly Reports

11. Convention Center Management Report – Tom Meehan

12. Industry Partner Reports

- a. The Pavilion at the Music Factory/Live Nation Report – Mike Riley
- b. Hotel Industry Updates – Greg Malcolm, Dirk Burghartz, Kim Limon, Holly Turner
- c. Restaurant Industry Update – David Cole

13. Partner Organization & Stakeholder Reports

- a. DART/Transportation and Infrastructure- Mayor Rick Stopfer
- b. DCURD – Jacky Knox
- c. Irving Arts and Culture – Todd Hawkins/Judy Pierson
- d. Irving-Las Colinas Chamber of Commerce – Beth Bowman/Lori Bunker
- e. TIF – John Haigler
- f. The Las Colinas Association – Hammond Perot
- g. University of Dallas – Karin Riley

CERTIFICATION

I, the undersigned authority, do hereby certify that this notice of meeting was posted on the kiosk at City Hall of the City of Irving, Texas, a place readily accessible to the general public at all times, and said notice was posted by the following date and time:

_____ at _____ and will remain so posted at least 72 hours before said meeting convened.

Deputy Clerk, City Secretary's Office

This meeting can be adjourned and reconvened, if necessary, the following regular business day.

Any item on this posted agenda could be discussed in executive session as long as it is within one of the permitted categories under sections 551.071 through 551.076 and section 551.087 of the Texas government code.

This facility is physically accessible and parking spaces for the disabled are available. Accommodations for people with disabilities are available upon request. Requests for accommodations must be made 48 hours prior to the meeting. Contact the City Secretary's Office at 972-721-2493 or Relay Texas at 7-1-1 or 1-800-735-2988.