

RENO-SPARKS CONVENTION AND VISITORS AUTHORITY NOTICE OF PUBLIC MEETING MEETING OF THE BOARD OF DIRECTORS Thursday, February 27, 2025, at 10:00 a.m. Reno-Sparks Convention and Visitors Authority 4065 S. Virginia Street, Board Room Reno, Nevada

BOARD OF DIRECTORS: Mayor Hillary Schieve, Chair

Councilwoman Charlene Bybee Mr. Stephen Ascuaga Mr. Greg Long Mr. John East Commissioner Alexis Hill Mr. Richard Jay Mr. Glenn Carano Mr. Eddie Ableser

THIS NOTICE AND AGENDA HAVE BEEN POSTED PER NRS REQUIREMENT, AT LEAST THREE BUSINESS DAYS BEFORE THE MEETING, IN ACCORDANCE WITH NRS 241.020, AT THE MEETING LOCATION AND AT THE FOLLOWING PUBLIC LOCATIONS:

Evelyn Mount Northeast Community Center Reno Municipal Court Reno-Sparks Convention & Visitors Authority (RSCVA) Washoe County Administration Building RSCVA Website: www.rscva.com/public-meetings Reno City Hall Sparks City Hall McKinley Arts & Culture Center Washoe Co. Reno Downtown Library Online at http://notice.nv.gov/

This meeting is being livestreamed and may be viewed by the public at the following link: www.rscva.com/publicmeetings

Items on the agenda are for possible action by the Board of Directors unless stated otherwise. Items will not necessarily be considered in the order listed. The Board may combine two or more agenda items for consideration, may remove an item from the agenda, or may delay discussion relating to an item on the agenda at any time. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Board. The designated contact to obtain support materials is Myrra Estrellado, 4065 South Virginia Street, Suite 100, Reno, NV (775) 827-7737.

AGENDA

A. <u>OPENING CEREMONIES</u>

Call to Order Pledge of Allegiance Roll Call

B. <u>COMMENTS FROM THE FLOOR BY THE PUBLIC</u>

Public comment is limited to three minutes. The public is encouraged to comment on all agenda items as well as issues not on the agenda during the Public Comment period or on "action" items immediately before board discussion of such "action" items. Members of the public desiring to speak must complete a "Request to Speak" form and return it to the RSCVA clerk at the meeting. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Public comments may not be accepted after the Chairman closes any period for public comment.

C. CONSENT AGENDA:

C1. <u>Approval of the Agenda of the February 27, 2025, Regular Meeting of the Board of</u> <u>Directors</u>

For Possible Action

C2. <u>Approval of the Minutes of the January 30, 2024, Regular Meeting of the Board of Directors</u>

For Possible Action

D. <u>PRESENTATIONS</u>

D1. <u>Presentation: OnStrategy Strategic Plan Update</u>

Erica Olsen and Kamryn Mock, from the RSCVA's strategic planning partner OnStrategy, will update the RSCVA Board of Directors on the process and timeline for producing a new, three-year strategic plan.

Informational Only

D2. <u>Reno-Sparks Convention and Visitors Authority Department Updates</u>

Members of the Senior Leadership Team will deliver updates on current activities and initiatives.

Informational Only

E. BOARD MATTERS

E1. <u>Review, Discussion and Possible Action regarding Legislative priorities for the upcoming Legislative session</u>

Jesse Wadhams, with the law firm of Black and Wadhams, as the RSCVA's retained government affairs firm, will discuss the current Legislative session and issues which may impact or be of interest to the RSCVA. The Board may consider, discuss and take action to direct Mr. Wadhams to pursue RSCVA priorities/initiatives in the Legislative session.

For Possible Action

E2. <u>Review, Discussion, and Possible Action Regarding Contract for Future Partners, for</u> <u>Destination Research</u>

The RSCVA Board of Directors is being asked to review, discuss, and possibly approve the authorization of the President and CEO to execute agreements with Future Partners for conducting the following destination research projects in 2025: Visitor Profile Study in an amount not to exceed \$78,000, Brand Health & Ad Tracking Study in an amount not to exceed \$34,000, and Resident Sentiment Study in an amount not to exceed \$33,000. The total amount is not to exceed \$145,000.

For Possible Action

F. BOARD MEMBER ANNOUNCEMENTS, REPORTS, AND UPDATES

RSCVA Board Members may share announcements, reports, updates, and requests for information. This item is informational only, and no discussion among Board Members will take place on this item.

Informational Only

G. <u>COMMENTS FROM THE FLOOR BY THE PUBLIC</u>

Public comment is limited to three minutes. The public is encouraged to comment on all agenda items as well as issues not on the agenda during the Public Comment period. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.

H. ADJOURNMENT

For Possible Action

For information or questions regarding this agenda please contact: The RSCVA Executive Office P.O. Box 837, Reno, NV 89504 775-827-7618



Reno-Sparks Convention & Visitors Authority Meeting held Thursday, January 30, 2025, at 10:00 a.m. 4065 S. Virginia Street, Board Room Reno, Nevada

The Reno-Sparks Convention & Visitors Authority Board of Directors met at 10:00 a.m. on Thursday, January 30, 2025. The meeting was properly noticed and posted in compliance with the Nevada Open Meeting Law.

A. OPENING CEREMONIES

A1. Call to Order

Vice Chair Richard Jay called the meeting to order at 10:00 a.m.

A2. Pledge of Allegiance

Vice Chair Jay asked Board Member Carano to lead the pledge.

A3. Roll Call

The Clerk of the Board took roll call.

Board Members Present:

Board Members Absent:

Mayor Hillary Schieve, RSCVA Chair **[via Zoom]** Richard Jay, RSCVA Vice Chair Stephen Ascuaga, RSCVA Board Member Councilwoman Charlene Bybee, Board Member Commissioner Alexis Hill, Board Member Greg Long, RSCVA Board Member John East, RSCVA Board Member Glenn Carano, RSCVA Board Member Eddie Ableser, RSCVA Board Member

RSCVA Executive Staff Present:

Mike Larragueta, President & CEO John McGinnes, Vice President of Sales Courtney Jaeger, Vice President of Finance Art Jimenez, Executive Director of Tourism Sales Renee McGinnes, Executive Director of Venue Sales & Events Ben McDonald, Senior Director of Communications & Public Affairs Lori Tange, Director of Human Resources Joel Seidman, Director of Operations Reno Event Center Valarie Segarra, Director of Event Development **RSCVA Legal Counsel:** Benjamin Kennedy, Argentum Law Molly Rezac, Ogletree Deakins **Board Clerk:** Myrra Estrellado, Administrative Office Manager & Board Clerk

B. COMMENTS FROM THE FLOOR BY THE PUBLIC

Vice Chair Jay opened the floor to public comment, there was one public comment from Chris Minnes with Legion Sports Fest. Public comment was closed.

Chair Schieve joined the meeting via Zoom at 10:03am.

C. CONSENT AGENDA:

C1. <u>Approval of the Agenda of the January 30, 2025, Regular Meeting of the</u> <u>Board of Directors</u>

C2. <u>Approval of the Minutes of the December 19, 2024, Regular Meeting of the</u> <u>Board of Directors</u>

On a motion made by Board Member Bybee, seconded by Board Member East, it was decided to approve the consent agenda. The motion was **APPROVED** by a vote of 8-0-0.

D. PRESENTATIONS

D1. <u>Reno-Sparks Convention and Visitors Authority Department Updates</u>

Mike Larragueta presented the Executive Update PPT for January, 2025. He announced that the spotlight award was awarded to Maria Ammirati. He informed the Board of the upcoming 30th Anniversary Bowl on February 1, 2025. They have sold 58 lanes for \$50 per lane, which includes bowling balls and shoes for four bowlers. Mike Larragueta advised that the number of room nights of 5,431 for the five completed track meets only includes the rooms of the athletes, it does not include family members and others. He informed the Board that his team is working on a strategy to collect more detailed data regarding the impact on room nights for track events. Mike Larragueta reassured the Board that for Track and Field events Shot Put and Hammer Throw, the throw area is in Hall 5 and is protected by nets on all sides. The staff make sure everything meets safety standards and requirements and the safety manager is on site. He updated the Board that they have come to an agreement with the Wild Sheep event, where the track does not need to be removed for the event. The past Wild Sheep event was a test run in terms of not taking down the track and it was a success.

Courtney Jaeger presented the Finance Updates. There were no questions from the Board.

John McGinnes presented Convention Sales updates. In general, he reported increases, and his team is working on making sure they are securing business in areas where there was a decrease. He reported that even though there was a drop in the average leads for room nights, they are still going strong and there is nothing to be concerned about.

Art Jimenez presented Tourism Sales updates. He reported that in general there was nice growth in Tourism Sales. They have already reached and surpassed their goals. He reported that corporate travel is driving the 20 percent increase in sales seen in the Travel Agent channel.

E. BOARD MATTERS

E1. <u>Review, Discussion and Possible Action regarding Legislative priorities for the</u> <u>upcoming Legislative session</u>

Jesse Wadhams reported that the Legislative Session begins on February 3, 2025, and there are 986 VDRs 287 pre-filed bills. He expects another 700 to 800 bills to be filed. It will all be finished in June. The Board's Bill number is AB114 sponsored by Assemblyman DeLong in Washoe County. He reported that a minor technical amendment will be made to capture the two concepts of the Board requested. Jesse Wadhams reported that it is still too early to see what direction the bills will be headed, he has not seen anything related to room tax or other items that the Board may be interested in, but there is still time for more issues to come out.

Board Member Bybee inquired as to whether there will be any co-sponsors to have a Democratic support as well. Jesse Wadhams will be working with a democratic majority to ensure there is democratic support.

E2. <u>Review, Discussion, and Possible Action regarding the Reno Events Center at-</u> risk promotion and pursuit of Concerts and Events

Mike Larragueta introduced Joel Siedman to present the REC Operations PPT. He emphasized that the purpose was to activate the facilities at REC.

Joel Siedman explained that the PPT only included revenue from ticket sales, it did not include sales from concessionary sales, merchandise sales, and other sales that would come in from hosting events. He also explained that RSCVA would take the position of the promotor, meaning that the facility fee is paid to the RSCVA.

Board Member Ascuaga is in support of promoting events in activating the REC and suggested a screening of events by the Executive Committee and advised that events would not be promoted during certain times of the year.

Mike Larragueta explained that to lower risk and liability as much as possible, they would form a committee chaired by Mike Larragueta and included John McGinnes, Courtney Jaeger, Christina Ernie, Jose Martinez, and Joel Seidman. Each member would look at the event from the perspective of their department and then it will be passed on the Mike Larragueta. Mike Larragueta expanded that when they choose events for the REC, they will not be looking to compete with stakeholders and casinos but will be looking for events that will be compliment the community. They will be looking for indoor events with a seat capacity of 3000 to 7000 seats. In the summer, since it is busy season for events, they will only be looking for concerts and events that will compliment events already being held in the community. He also explained that his staff is equipped to choose

quality events that will appeal to the community.

Board Member Bybee asked for a breakdown of where the funding for the events will come from.

Mike Larragueta explained that since there was no item budgeted this fiscal year for this opportunity, they can make use of the Event Development Fund for the first year of the plan. In the budget process in March and April they can discuss how to budget for the subsequent year. He also explained that the events are a rolling expense, so if they plan to host six concerts for the year, they do not need to have the funds for the entire six concerts at the beginning of the year, since they will be collecting revenue as the events roll out. They can discuss and decide on an amount to budget for these events to ensure that they have enough to bid and to make sure they do not have a financial crisis. He also elaborated that the goal is to break even after each event. If an event is cancelled because of a storm there would be no financial loss.

Joel Seidman added that if the performer cannot come in because of the weather, or he does not want to come in because he knows a large number of the audience cannot attend, the event will usually be rescheduled to another date and there is no loss on anyone's end. REC can offer to refund or to rebook tickets sold.

Board Member Carano suggested increasing the budget of \$500,000 for the events, which could be considered at the future meeting.

Board Member Ableser asked for elaboration of the impact on tourism that these events will have.

Mike Larragueta and Joel Seidman explained that they are in constant communication with the airports and that when attendees stay the night in Reno, it is usually two to a room and they are spending on food, drink, and more.

Board Member Ableser inquired if there was any program for discounts for local residents.

Joel Seidman explained if there are events that are undersold, they can open up discounts to local residents to boost ticket sales.

On a motion made by Board Member East, seconded by Board Member Long, it was decided to authorize the RSCVA President/CEO to contract with artists or live performances at the REC, either solely or in partnership with other promoters or as a direct promoter, and also to authorize the RSCVA President/CEO's signature to authorize a maximum of \$500,000 per event. The motion was **APPROVED** by a vote of 8-0-0.

Stephen Ascuaga clarified that the authorization for the President/CEO's signature to spend a maximum of \$500,000 was so that he did not need to return to the Board for authorization for each item.

Board Member Ascuaga left at 11:02am. He returned at 11:04am.

F. BOARD MEMBER ANNOUNCEMENTS, REPORTS, AND UPDATES

Vice Chair Jay reported that the airport celebrated its busiest year since 2008, in 2024, with 4.8 million passengers, which is a 6% increase from the previous year. The airport is also projecting a 5% increase in seats.

G. <u>COMMENTS FROM THE FLOOR BY THE PUBLIC</u>

Vice Chair Jay opened the floor to public comment, there was none. Public comment was closed.

H. ADJOURNMENT

Vice Chair Jay adjourned the meeting at 11:23am. The meeting may be viewed at the following: 01/30/2024 RSCVA BOD Mtg <u>https://www.youtube.com/watch?v=9sZ6Fc02wg8</u>

Board Kickoff

February 2025



Reno-Sparks Convention & Visitors Authority

OnStrategy Team



Erica Olsen CEO



Kamryn Mock Principal Strategist

CVB Clients:









Reno-Sparks Convention & Visitors Authority

OnStrategy Planning Model

Core Purpose

What is our noble reason for being?

Diagnosis

Where are we today?

Envisioned

Future

Where are we going? What does success look like?

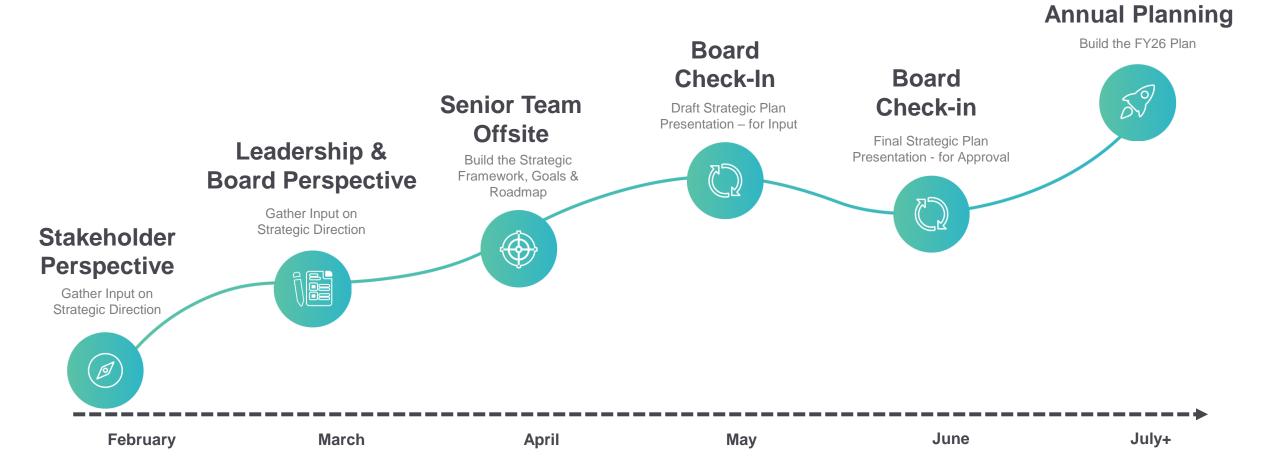
Guiding Approach

What principles will guide us along the way?

Coordinated Action

Who needs to do what by when to achieve our future state?

RSCVA Planning Process Timeline



Principles to Guide this Process



Directional, not prescriptive.

New plan will be directional in nature, with an emphasis on clearly defining what are "strategic" initiatives and "business as usual" RSCVA health metrics.



Build the future & learn from the past.

Using the current plan to see what we've learned, what's still relevant, & what can be carried forward.



Staff to build. Board to refine.

Senior Staff's role is building the plan; Board's role is confirming & refining.



Update Board often.

Communicate with the Board early and often – framework and roles.



Direction not operations.

Stay at the 30,000ft level, not day to day operations.

Strategic Topics We'll Explore

To be expanded based on Board and stakeholder input.

- Creating a framework for facility development and activation
- Expand the track market to be become the national destination
- Approach to developing the identified event categories
- Maintaining a positive employee engagement rate
- Supporting the Air Service Fund
- Deepen our community education and collaboration efforts
- Planning for Federal impacts & impacts from the 2025 Session



EXECUTIVE UPDATES

BOARD OF DIRECTORS FEBRUARY 27, 2025



SPOTLIGHT AWARD



SPOTLIGHT AWARD







AMERICAN BUS ASSOCIATION (ABA) MARKETPLACE 2026 UPDATE



ABA MARKETPLACE

- Marketplace is an appointment-based show for Motorcoach and Tour Operators and Travel Industry Suppliers who want to expand group tour & travel business.
- January 2026 will be the first time that ABA has held their Marketplace on the west coast of the country.
- Reno was selected from a finalist list consisting of Portland, Oregon and Long Beach, California.







PEPPERMILL



ABA BY THE NUMBERS

3,500 ATTENDEES

2,300 Motorcoach/Tour Operators

1,200 Suppliers

8,000 CASH ROOM NIGHTS

SHOULDER SEASON – JANUARY AND MIDWEEK

POTENTIAL 10% INCREASE*

Overall group tour business

For five consecutive years

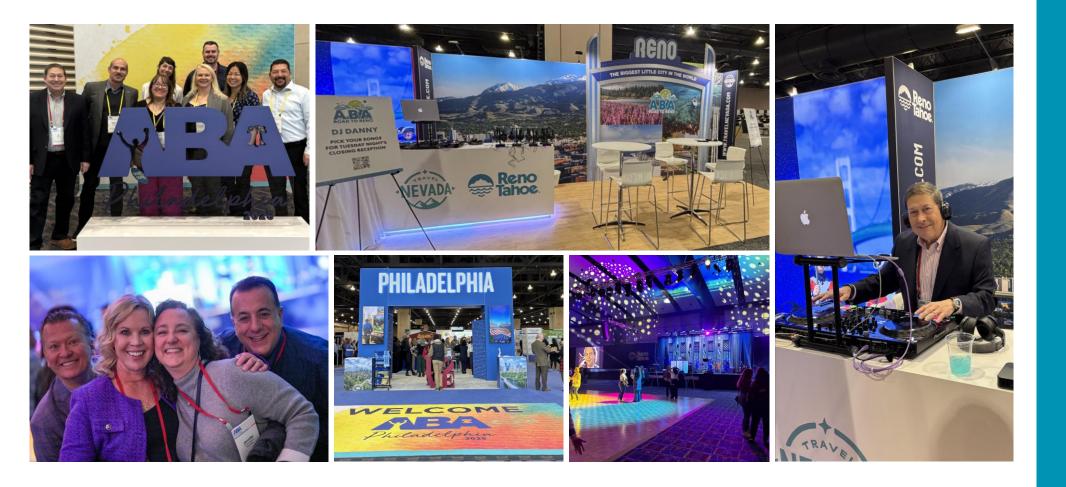
EXPOSE NEW MOTORCOACH COMPANIES TO DESTINATION

\$3,765,359 ECONOMIC IMPACT





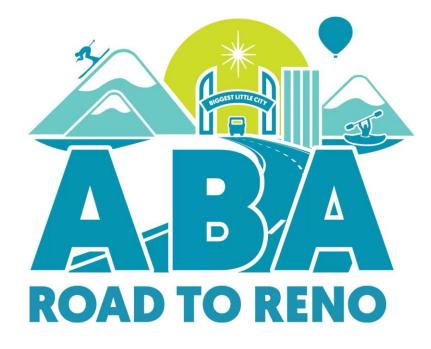
ABA MARKETPLACE 2025 - PHILADELPHIA







ABA MARKETPLACE 2026





Q3 STAKEHOLDERS MEETING





VOLARIS FAM

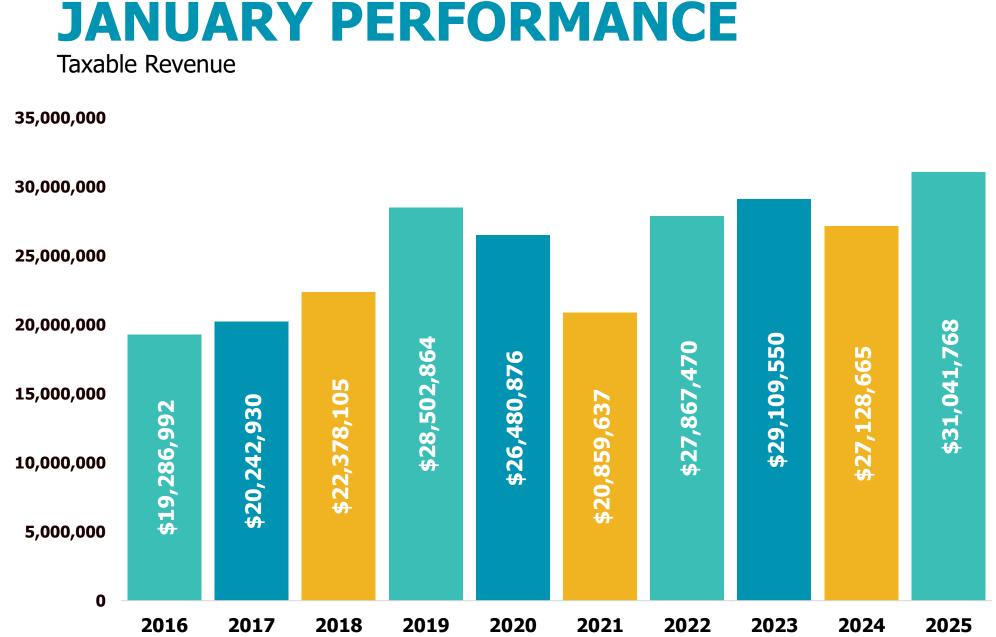




BOARD MEMBER OPPORTUNITIES

INDUSTRY SHOWS & EVENTS	DATES
RURAL ROUNDUP	April 8 - 11
PARTY ANIMALS - RENO	May 29 - 31
IPW - CHICAGO	June 14 - 18
AMERICAN CENTURY CLASSIC - RENO TAHOE	July 9 - 12
DESTINATIONS INTERNATIONAL - CHICAGO	July 9 - 11
ESTO - PHOENIX	August 16 - 19
CONNECT MARKETPLACE - MIAMI	August 25 - 27

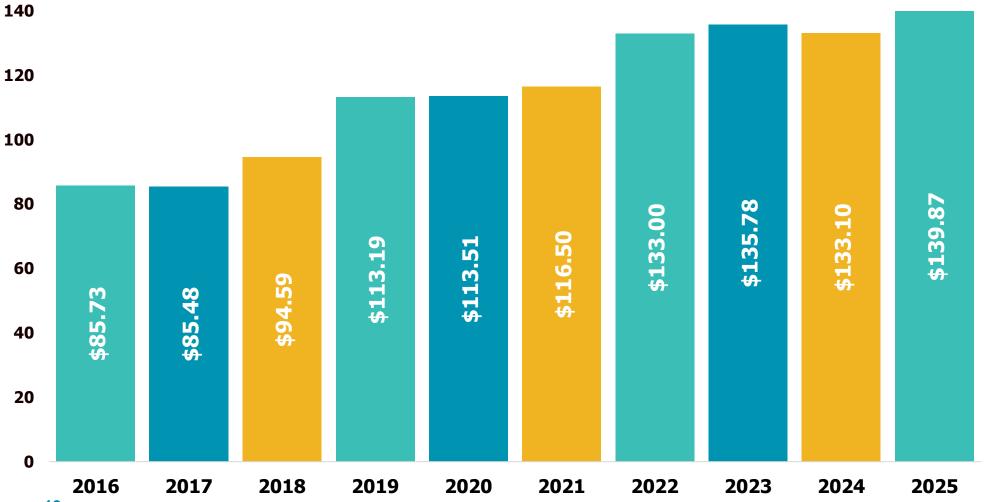








Average Daily Rate





13

STAFF UPDATES



CHAD PETERS



HIRE DATE

1/30/2024

STARTING TITLE

NBS Operations Manager

CURRENT TITLE

Director of Operations



JOSE MARTINEZ





MARKETING & RESEARCH



SPECIAL EVENT FUNDING PROGRAM

NOW OPEN

Application Open: Tuesday, February 25 Deadline: Monday, April 14 Panel Review: Early May Final Award Approvals: End of May Eligibility and Guidelines: rscva.com





PERFORMANCE | VISITRENOTAHOE.COM

July '24 - January '25

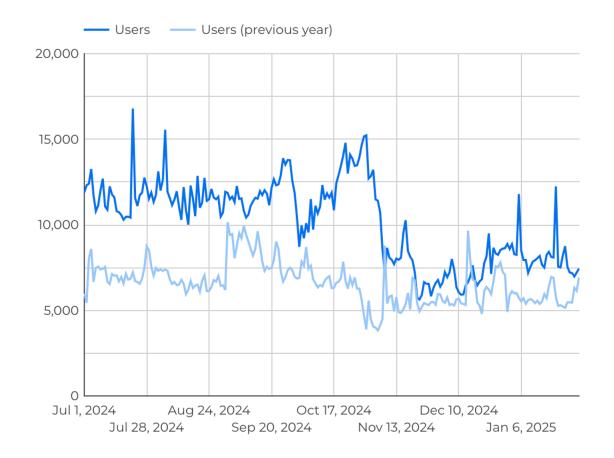
+62% YoY Sessions

+47% YoY Users

+35% Engaged Sessions

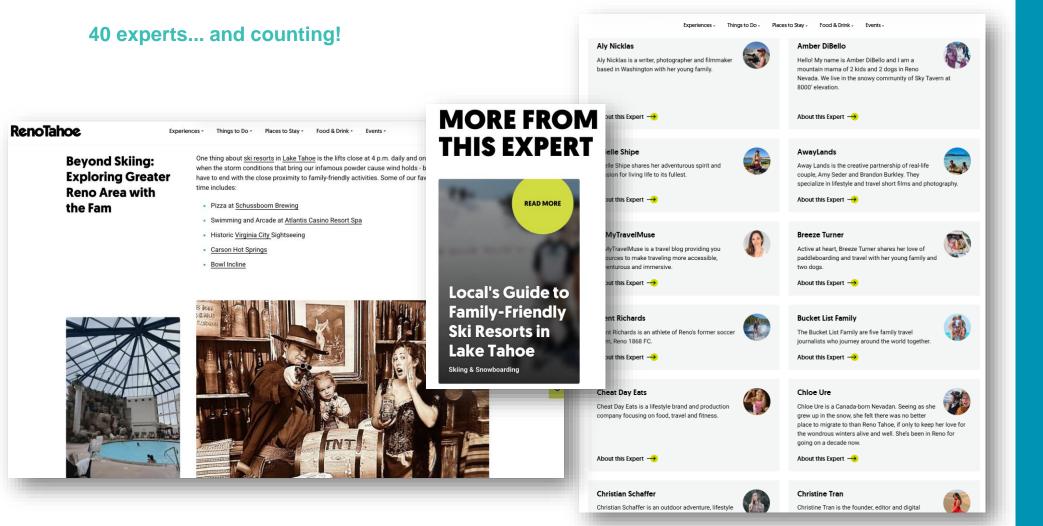
+41% Non-local Engaged Sessions

- Developing custom content: from general articles highlighting partners to custom guides to local experts guest writing.
- Top viewed pages are: Outdoor activities, events, family activities, overall things to do and places to stay.
- Top referral driving pages: Things to do with kids, snow parks, food & drink, and events.



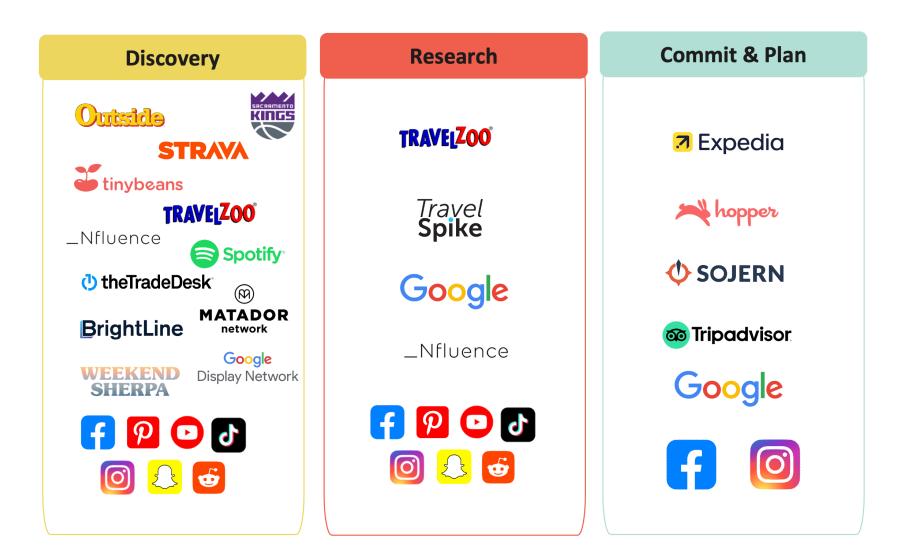


PERSPECTIVES | VISITRENOTAHOE.COM





FY25 PAID MEDIA OVERVIEW





PARTNERSHIPS | STRAVA

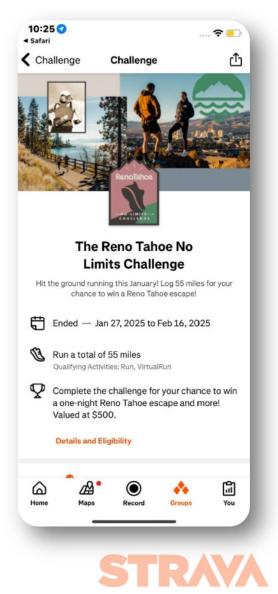
Hit the ground running this January!

CHALLENGE #2 LAUNCHED JAN 27 - FEB 16

- 18.3K Participants
- 6.9K Completions | 37.6% Completion Rate
- 2.7K Unique Reward Clicks
- Resulted in ~2K entries on sweepstakes landing page

CAMPAIGN DROVE 186.5K HOURS OF ACTIVITY

- Participants traveled 1.1MM+ miles and uploaded more than 215K activities
- Grew Reno Tahoe Club by nearly 270 members





PARTNERSHIPS | KINGS



Sacramento Kings 🤣 @SacramentoKings · Feb 20 Enter to win the Kings Stay & Play Getaway courtesy of @renotahoel 🕉 🏂

One lucky fan will win exclusive Kings branded snowboard and skis along with a two-night stay in Reno, lift tickets and many more amazing prizes!

STAY & PLAY GETAWAY

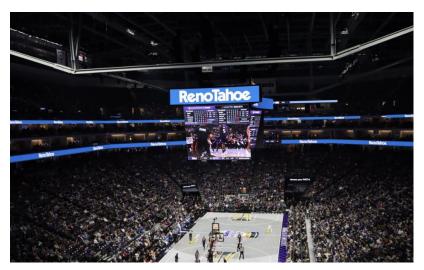
Win Exclusive Kings Branded Snowboard & Skis, 2-Night Stay in Reno and Lift Tickets!

+ 2 Rounds of Golf and Kings Apparel Prize Pack!

COURTESY OF RenoTahoe







Sacramento Kings & @SacramentoKings - Jan 8 * + Explore the endless possibilities of Reno Tahoe! Whether you're chasing outdoor adventures, savoring incredible eats, or soaking in the vibrant culture, this is where unforgettable moments happen. *

Watch the video to see why @renotahoe should be your next getaway! Ready



Kings Partner Offer



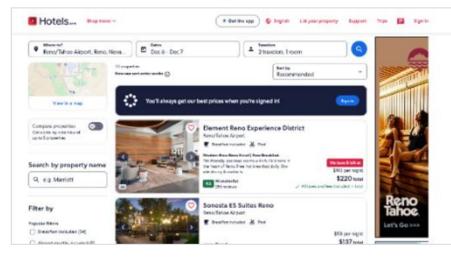
\$20 OFF LIFT TICKETS AT DIAMOND PEAK SKI RESORT.

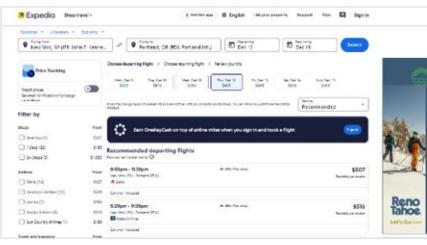
ENJOY A FRIENDLY ATMOSPHERE AND TAHOE'S BEST VIEW

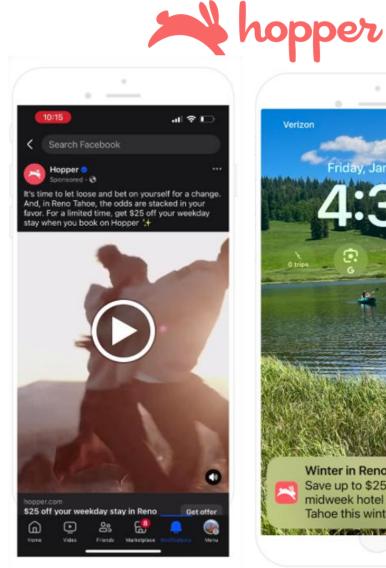


PARTNERSHIPS





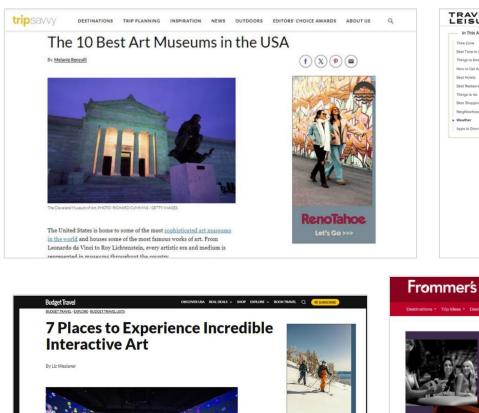








DISPLAY - PROGRAMMATIC



TRAVEL+ In This Article Time Zone Best Time to Go Things to Know How to Get Around Best Hotels Best Restaurant Things to do Best Shopping Weather Apps to Download



DESTINATIONS WORLD'S BEST TIPS + PLANNING CRUISES ABOUT US

he climate ranges from cold, snowy winters to sunny, clear summers. Snow falls as early as October and continues through April, with December, January, and February receiving the largest amounts, receiving at least 12 inches each month, according to WeatherSpark. Summers are dry with minimal rainfall, and even on warm days, the temperature is significantly cooler at nigh



The past lag



perks we don't use because we are also Disney Vacation Club and annual pass holders, which unlock discounts and benefits of their own.

But even with all that, we still keep the Disney Visa in our wallet because it offers unique perks such as character access and periodic resort or other discounts that can save a ton of money when offered at the right time for your needs.

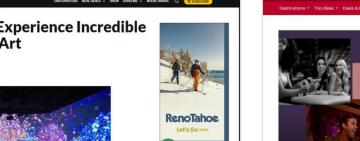
If you take semi-regular Disney vacations, don't have access to any of these member or passholder discounts, and don't mind adding another card to your wallet, the perks and savings that come with a Disney Visa can make it worth your while, especially if you're able to take advantage of one of the heftier discounts periodically offered on hotel stays.

And if you are already a Disney Vacation Club member or annual passholder and visit the theme parks as frequently as we do, even the seemingly small perks like exclusive character meet-and-greets add up enough to make the card worth it.



Plan your trip

Mural tours. Loc Be the face line



elated places



Best Places to Go in the Fall: USA Travel





PAID MEDIA IMPACT (Leisure Only)

January '25



15.0K HRS 🛣

Time Spent on Reno Content

197.2K People 🐣

Considering Reno Tahoe Travel

9,153 🛧 Planning Trip Ads In-Market

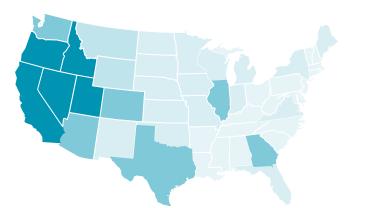
Ad Interactions

Clicks, Completed Views, Comments, Shares, and Likes





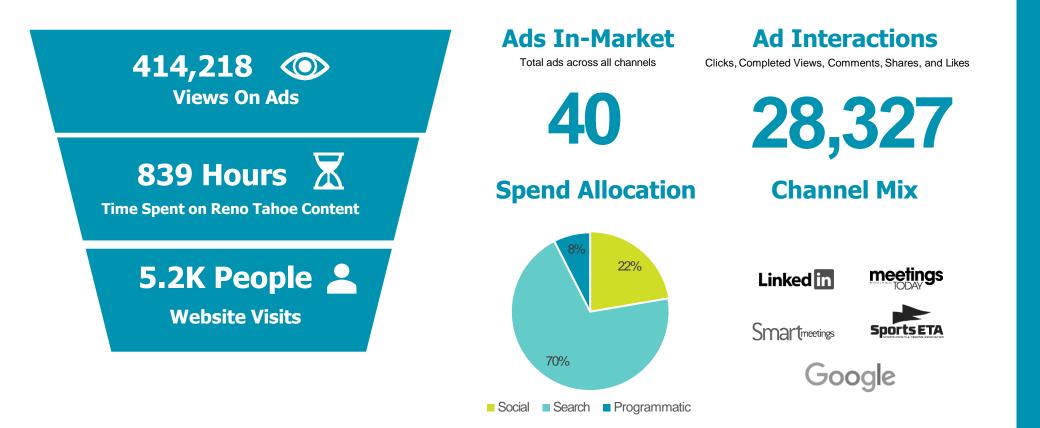
Key Markets





PAID MEDIA IMPACT (M&C Only)

January '25





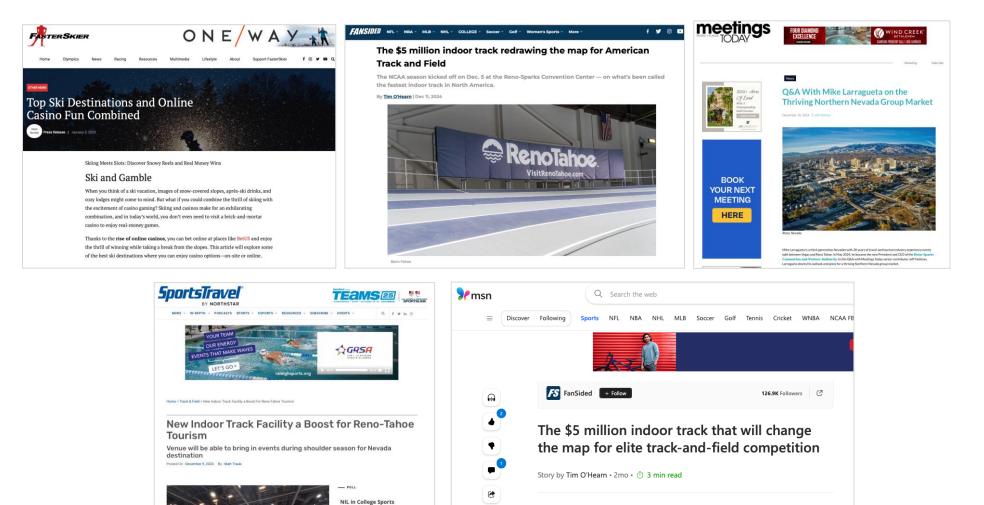
EARNED MEDIA

December & January





PUBLIC RELATIONS



do you think NIL deals will affect

They're calling it the fastest indoor track in North America.

Manufactured by Mondo in Italy, the new world-class track has been assembled stateside in time for the 2024-25 season. Six lanes marked on the banked 200m oval, eight lanes on the interior straight, and a facility featuring a surplus of the most precious resource for wintertime track and field: *space*.



TOURISM ECONOMICS



EXECUTIVE SUMMARY

Dec '24

Highlights

Room revenues for Reno rose in December compared to the year prior. Reno lodging providers reported \$30.8M in room revenues, up 2.1% compared to the year before. This was primarily due to increased demand, which rose 1.5% compared to the year prior, though pricing also strengthened, increasing 0.6% YoY to \$135.99.

RevPAR was roughly in line with prior year performances in December. At \$49, It was slightly above 2023's \$48, but below 2022's \$52 amount. This trend in performance compared to prior years was also reflected in occupancy and RevPAR statistics, with 2023 and 2024 values about the same, but lagging 2022's levels.

The month-to-month decline in leisure and hospitality (L&H) jobs was slightly stronger than in 2023. According to BLS data, employers shed 400 L&H jobs over the month, compared to 300 last year, or, a 1% decline vs a 0.7% decline. However, the total L&H employment levels remained elevated above last years levels, with 1% more workers employed in the sector than...

Hotel demand for the U.S. ended 2024 up 0.5% YOY, while ADR and RevPAR grew 1.7% YOY. Tourism Economics' November hotel forecast currently predicts hotel demand to grow 1.1% throughout 2025 in tandem with a 0.9% increase in supply.

Short term rental listing nights and cruise cabin nights continue to gain a larger share of total U.S. lodging demand, at a combined 17.3% for the 2024 full-year forecast, up 3.6 ppt from its 2019 aggregate share of 13.7%.

Media Engagement Rate remained relatively flat MoM (17.7%), remaining well above 5% goal (+3.5x) – driven by high engagement custom content, video and paid social. Campaign continues to see significant increases to site traffic, with paid sessions at 153K (+40% YoY) and an average paid time on site of more than 2 minutes (+85% YoY).

Media partnerships continue with Outside, Sacramento Kings and Weekend Sherpa, along with many lower-funnel Travel tactics (Expedia, Hopper, Sojern, Tripadvisor).

Outside campaign wrapped – delivering nearly 4MM total impressions and 25K clicks to Reno Tahoe pages, custom content, or posts tagging Reno Tahoe, over-delivering on planned impressions by 1MM.

Campaign also drove great exposure through social channels – with engagement rates well above benchmarks and organic posts. Editorial and content pieces drove nearly 795K in additional impressions as well.

Weekend Sherpa's Editorial Takeover delivered nearly 500K impressions and 1+ minute of time on page.













MONTHLY SCORECARD Fiscal YTD as of Dec '24

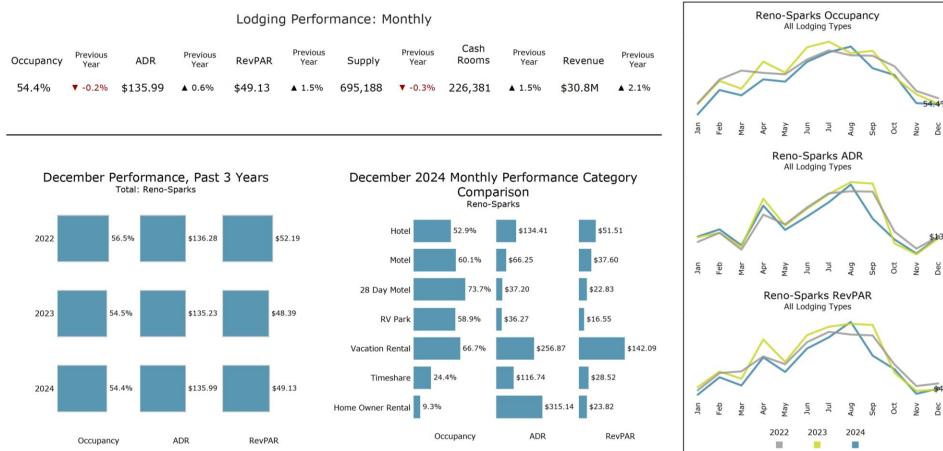
=														Year-to-Date	Year-End
Room Inve	entory _{Jul}	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total		
Actual	671,754	678,817	691,071	676,141	645,046	695,188							4,058,017	100.3%	50.5%
Budget	672,925	676,925	671,090	676,925	655,450	692,565	676,925	612,500	692,395	655,450	676,925	670,920	8,030,995	Budget:	Budget:
% of Budget	99.8%	100.3%	103.0%	99.9%	98.4%	100.4%							50.5%	4,045,880	8,030,995
Cash Roor	n Nights														
Actual	313,404	331,510	293,091	271,762	206,826	226,381							1,642,974	103.4%	53.2%
Budget	303,190	290,492	301,763	260,678	210,384	222,406	205,438	225,892	241,413	263,239	259,660	302,462	3,087,016	Budget:	Budget:
% of Budget	103.4%	114.1%	97.1%	104.3%	98.3%	101.8%							53.2%	1,588,912	3,087,016
Comp Roo	m Nights														
Actual	89,344	89,444	82,838	75,809	65,130	69,759							472,324	102.0%	53.7%
Budget	93,325	80,668	84,332	69,439	68,230	66,972	58,480	65,941	75,251	65,223	71,194	80,729	879,784	Budget:	Budget:
% of Budget	95.7%	110.9%	98.2%	109.2%	95.5%	104.2%							53.7%	462,966	879,784
Taxable R	oom Revenu	e													
Actual	\$49,388,346	\$55,845,967	\$43,207,539	\$36,554,763	\$26,026,566	\$30,785,441							\$241,808,622	102.6%	53.9%
Budget	\$48,224,292	\$47,830,962	\$49,684,313	\$34,065,034	\$26,077,029	\$29,807,717	\$27,802,324	\$31,195,856	\$31,091,329	\$40,266,054	\$36,693,310	\$45,841,870	\$448,580,090	Budget:	Budget:
% of Budget	102.4%	116.8%	87.0%	107.3%	99.8%	103.3%							53.9%	\$235,689,347	\$448,580,09
Overall Oc	cupancy														
Actual	72.7%	74.7%	67.1%	64.7%	54.8%	54.4%							64.8%	101.9%	103.2%
Budget	72.6%	67.0%	70.4%	61.5%	55.6%	54.4%	52.1%	69.6%	57.5%	62.6%	61.1%	70.0%	62.8%	Budget:	Budget:
% of Budget	100.2%	111.5%	95.3%	105.2%	98.5%	100.1%							103.2%	63.6%	62.8%
Average R	ate - Cash														
Actual	\$157.59	\$168.46	\$147.42	\$134.51	\$125.84	\$135.99							\$147.18	102.0%	101.3%
Budget	\$159.06	\$164.65	\$164.65	\$130.68	\$123.95	\$134.02	\$135.33	\$138.10	\$128.79	\$152.96	\$141.31	\$151.56	\$145.31	Budget:	Budget:
% of Budget	99.1%	102.3%	89.5%	102.9%	101.5%	101.5%							101.3%	\$148.33	\$145.31
Estimated	Visitor Coun	it													
Actual	380,690	398,031	359,672	333,727	262,888								1,735,008	89.1%	45.9%
Budget	375,473	348,586	363,577	312,139	264,700	283,294	252,945	283,000	303,150	309,729	311,918	369,958	3,778,468	Budget:	Budget:
% of Budget	101.4%	114.2%	98.9%	106.9%	99.3%								45.9%	1,947,768	3,778,468
Other Mor	thly KPIs														
Air PAX	479,858	479,829	419,203	418,241	346,927								2,144,058		
Gaming Win	\$95,701,124	\$93,197,497	\$98,302,106	\$91,277,190	\$76,064,042								\$454,541,959		

Source: Visit Reno Tahoe

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LODGING PERFORMANCE Dec '24



\$136 Dec Dec Powered by **SYMPHONY** | TOURISM ECONOMICS

Data Source: Visit Reno Tahoe



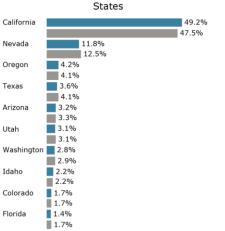
VISITOR PROFILE

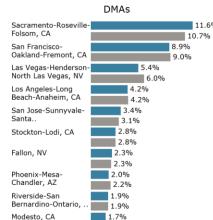
December 2024 Domestic Visits



Top Origin Markets

Current Year Last Year

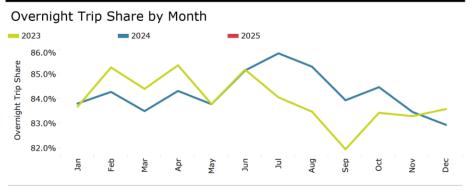




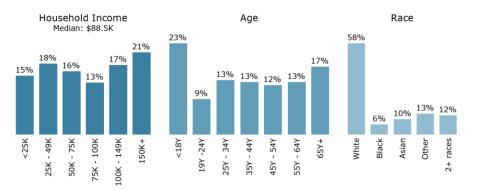
1.6%

11.6%

Domestic Visitor Trends & Characteristics



December 2024 Visitor Origin Demographics Share of Total



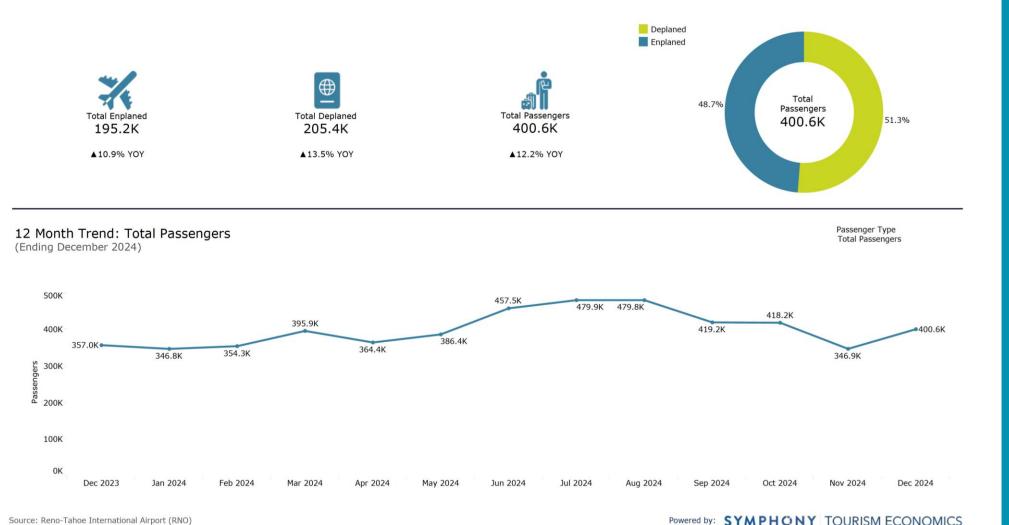
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Source: Azira (formerly Near) & U.S. Census Bureau

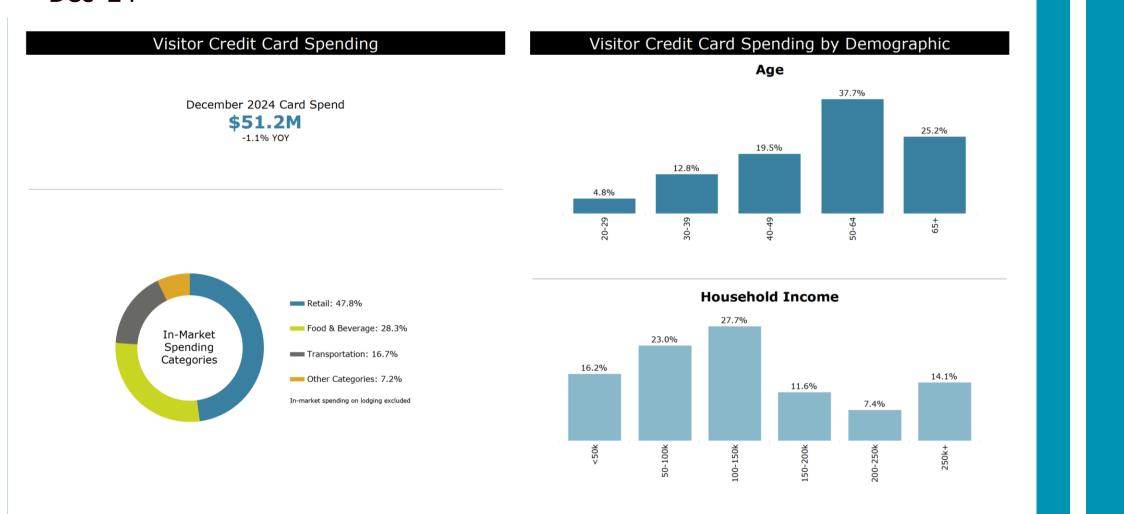
PASSENGER SUMMARY

Reno-Tahoe International Airport | Dec '24



Source: Reno-Tahoe International Airport (RNO)

VISITOR SPENDING Dec '24

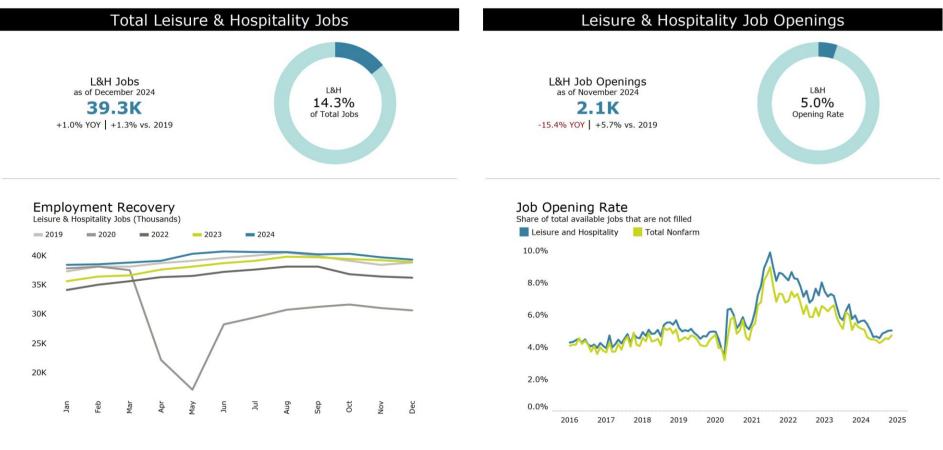


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Source: Transunion

LEISURE & HOSPITALITY WORKFORCE



Source: Bureau of Labor Statistics

Source: Tourism Economics

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NATIONAL TRAVEL TRENDS KPIS Dec '24

Insights

Hotel demand for the U.S. ended 2024 up 0.5% YOY, while ADR and RevPAR grew 1.7% YOY. Tourism Economics' November hotel forecast currently predicts hotel demand to grow 1.1% throughout 2025 in tandem with a 0.9% increase in supply.

Short term rental listing nights and cruise cabin nights continue to gain a larger share of total U.S. lodging demand, at a combined 17.3% for the 2024 full-year forecast, up 3.6 ppt from its 2019 aggregate share of 13.7%.



Travel Spending (Tourism Economics) → +2.4% December vs. Previous Year

→ +2.4%
YTD vs. Previous Year

Hotel Demand

→ +1.7%

December vs. Previous Year

YTD vs. Previous Year



Air Passengers (TSA) 7 +3.6% December vs. Previous Year

→ +2.1%
YTD vs. Previous Year



Overseas Arrivals								
(NTTO)								
December vs. Previous Year								

→ +11.7%
YTD vs. Previous Year



Short-term Rental Demand (AIRDNA) 7 +4.4% December vs. Previous Year

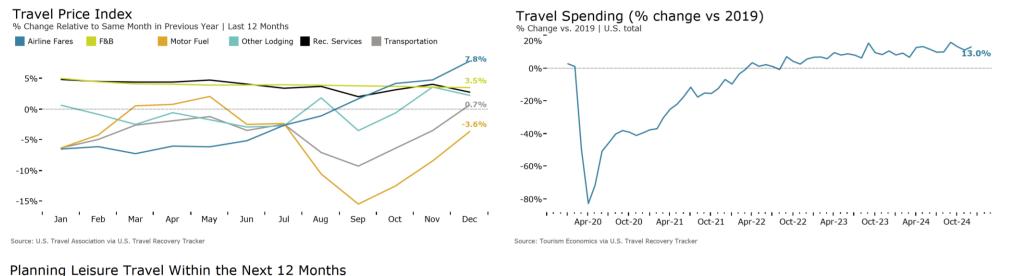
→ +9.1%
YTD vs. Previous Year

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Source: Tourism Economics, TSA, NTTO, STR, AirDNA

NATIONAL TRAVEL TRENDS Dec '24



% of American Consumers Planning Travel by Household Income (Calendar Year) 2024 02

2024 03

2024 04

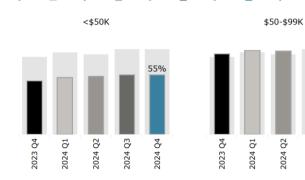
83%

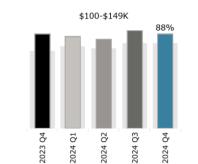
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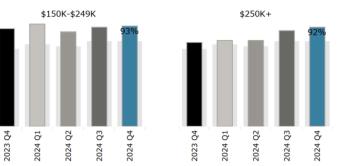
2024

63

2024





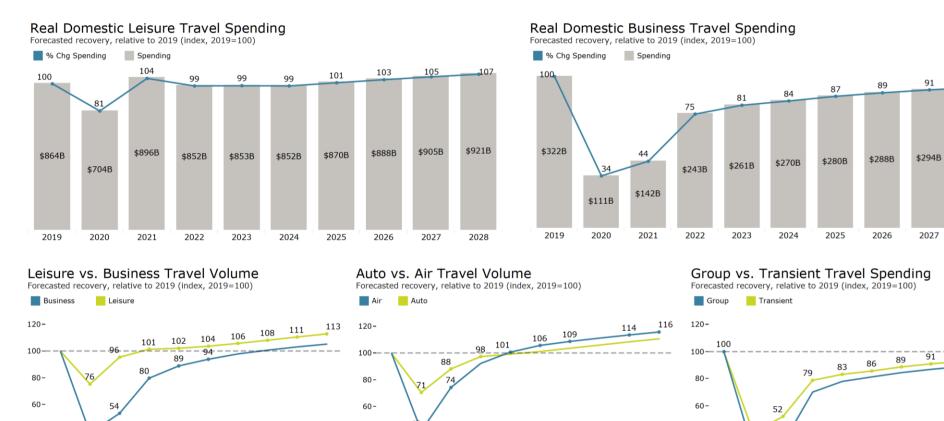


Note: Light gray bars represent the average for all survey respondants Source: MMGY Global's Portait of American Travelers

2024 01



DOMESTIC TRAVEL FORECAST Dec '24



40-

20-

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40-

20-

\$299B



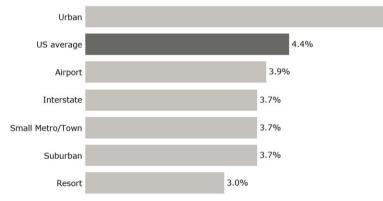
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20-

U.S. HOTEL FORECAST Dec '24

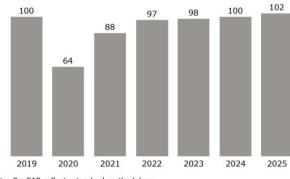
U.S. Actual RevPAR Growth by Location

December 2024, % change relative to 2019



Source: STR





Note: RevPAR reflects standard methodology Source: STR; Tourism Economics

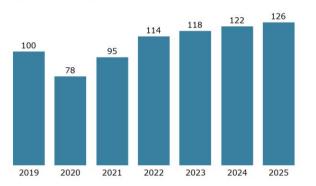
U.S. Hotel Forecast Summary YOY % change, Forecast released February 2025

	2020	2021	2022	2023	2024	2025	2026
Supply	-4.0%	4.9%	1.7%	0.2%	0.5%	0.9%	1.3%
Occupancy	-33.4%	31.0%	8.8%	0.7%	0.0%	0.2%	0.1%
Demand	-36.0%	37.4%	10.6%	0.9%	0.5%	1.1%	1.4%
ADR	-21.6%	20.7%	19.9%	4.3%	1.7%	1.6%	2.0%
RevPAR	-47.8%	58.2%	30.4%	5.0%	1.8%	1.8%	2.1%
RevPAR relative to 2019	-47.8%	-17.2%	8.0%	13.4%	15.4%	17.5%	19.9%

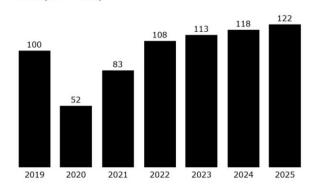
Note: RevPAR reflects standard methodology Source: STR; Tourism Economics



7.6%



RevPAR Index Index (2019 = 100)



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THANK YOU.



Reno-Sparks Convention & Visitors Authority Proposed Scope of Work for the Reno Tahoe 2025 Destination Research Program

Research Overview & Objectives

The Reno-Sparks Convention & Visitors Authority (RSCVA) seeks to continue its comprehensive Visitor Profile, Brand Health and Ad Tracking and Resident Sentiment Research Study. This research provides the RSCVA with insights on:

- Visitors, including trip logistics, seasonality, desired experiences, activities, satisfaction, and demographic characteristics
- Brand health, brand sentiment, and ad recall
- Intention to visit and deterrents to visiting
- Resident sentiment about tourism and its impact on their quality of life
- Data changes over time to illustrate the impact of RSCVA's efforts and yield actionable data to inform future marketing strategies

In support of these insights, Future Partners proposes continuing the following studies in 2025:

- Visitor Profile Study
- Brand Health & Ad Tracking Study
- Resident Sentiment Study

2025 Visitor Profile Study

The primary objectives of this study are to track:

- Visitors to Reno Tahoe, including trip logistics, seasonality, desired experiences, activities, and demographic characteristics
- Travel planning resources used
- Key performance indicators, such as visitor satisfaction, likelihood to return and likelihood to recommend

Visitor Profile: Online Survey of Visitors, N=600

Future Partners will survey visitors through our trusted online panel providers. Collection will be "always-on" to maximize sample size. Month of travel will be captured in the survey to allow for insights based on seasonality.

Visitor Profile: Online Survey of Owned Audiences

To supplement the sample of N=600 completed visitor surveys collected through panel providers, Future Partners offers an optional Online Survey of Owned Audiences. A survey link will be provided to RSCVA to distribute the survey to email subscribers and/or visitor guide requestors. Future Partners will employ a system for tracking the source of the survey respondents as well as removing duplicate respondents. To encourage survey responses Future Partners will manage an attractive sweepstakes incentive package. Sample size will be dependent on response rate.

Visitor Profile: Analysis of Mobile Geolocation Data

Should RSCVA wish, Future Partners will analyze mobile geolocation data. Mobile geolocation data analyzed will layered in to the final visitor profile report, as well as implemented in the data weighting model. Future Partners requests access to mobile geolocation data dashboards.

2025 Brand Health and Ad Tracking Study

The primary objectives of this study are to track:

- Perceptions of the Reno Tahoe destination brand
- Intentions to visit and deterrents to visiting
- Advertising awareness
- Advertising recall
- Key performance indicators, such as ad likeability, the impact of the ads on destination brand perceptions and the impact of the ads on travel intentions

Future Partners will survey RSCVA's target audience through a trusted panel provider. In total, N=1,600 completed surveys will be collected from their target audience in key markets.

2025 Resident Sentiment Study

The primary objectives of this study are to track:

- · Sentiment about tourism and its impact on quality of life
- Perceptions of the tourism industry
- The impact of tourism on the local and statewide economies
- Ideal tourist/visitor behaviors from the perspective of Washoe County residents

Future Partners will survey residents through our trusted panel providers. In total, N=400 completed surveys will be collected from Washoe County residents. Data collection will be "always-on" to maximize sample size.

***IMPORTANT NOTE:** Future Partners requests access to secondary data that the RSCVA has available in order to develop the data weighting plan. We request lodging data, tax data, dashboards, and any other available information from the RSCVA.

Added Value: The State of the American Traveler

Future Partners' *The State of the American Traveler* study surveys a new, representative sample of 4,000 adult American travelers each month. This study is specifically designed for organizations seeking up-to-date information on the American travel landscape, American traveler profiles, and how to best market to them, including:

- Travel Sentiment
- Trip Behaviors
- Media Consumption Habits and Travel Planning Behaviors
- Demographics + Psychographics
- Destinations and Travel Brands Visited, Used and/or of Interest

The destinations of Reno and Lake Tahoe are tracked separately in *The State of the American Traveler*. As the Reno-Sparks Convention & Visitors Authority is one of our most valued partners, RSCVA will receive two complimentary custom *The State of the American Traveler* reports—Reno Edition and Lake Tahoe Edition.

Research Services & Deliverables

Future Partners' proposed scope of work for the Reno Tahoe 2025 Destination Research Program includes the following:

- Project Kick-off, Discovery, and Briefings
- Project Management
- Survey Questionnaire Review & Updates
- Survey Programming and Hosting
- Sample Procurement and Data Collection
- Management of Sweepstakes
- Data Cleansing, Crosstabulations, and Analysis
- Online Dashboard
- Quarterly Dashboard Updates
- Comprehensive Annual Reporting for Visitor Profile, Brand Health & Ad Tracking, and Resident Sentiment, with each deliverable including:
 - Executive Summary

- \circ $\;$ Data Visualizations and Written Analyses $\;$
- Online Presentation of Findings
- In-Person Presentation of Findings, presented during the Spring Board of Directors Meeting

Investment

The following presents the investment associated with conducting the proposed Reno Tahoe 2025 Destination Research Program:

Investment								
 Visitor Profile Study Survey of Visitors (N=600) Survey of Owned Audiences Mobile Geolocation Data Analysis 	\$78,000							
Brand Health & Ad TrackingSurvey of Target Audiences (N=1,600)	\$34,000							
Resident Sentiment ResearchSurvey of Residents (N=400)	\$32,750							
 Added Value: Two Custom Reports: The State of the American Traveler Reno edition The State of the American Traveler Lake Tahoe edition 	Added value of \$20,000							
	\$144,750							
Additional research design, analysis, presentations, and/or reporting outside of the proposed scope of work \$250/hour								
A new scope of work will be developed for additional research and analysis beyond 30 days of delivering the report of findings.								

Reno Tahoe 2025 Destination Research Program Terms & Conditions

- Destination Analysts was founded in 2003 and rebranded as Future Partners in 2023. The company's legal name remains Destination Analysts and invoices will be sent from Destination Analysts.
- The two parties to this agreement are Destination Analysts (2855 Jackson St. #302, San Francisco, CA 94115) and Reno-Sparks Convention & Visitors Authority (4065 S. Virginia St., Reno, NV 89502).
- Under this agreement, Destination Analysts will provide the research services as described in this proposal/scope of work document.
- Destination Analysts, its officers, agents, employees and subcontractors shall not, in no event or under any circumstances, be liable to Reno-Sparks Convention & Visitors Authority or any other person whose rights or claim may arise through Reno-Sparks Convention & Visitors Authority for any loss, injury or damage, including consequential damages, that Reno-Sparks Convention & Visitors Authority or any other person may sustain by reason of the provision, application or use in any manner of the data or services furnished by Destination Analysts. No person, firm or entity shall be a third person beneficiary of this agreement.
- Both parties acknowledge that any and all data collected under the scope of work is the intellectual property of Destination Analysts. Destination Analysts agrees to only use the data collected under the scope of work for the research project outlined within said scope and for no other purposes.
- Any and all use, release or publication of the Future Partners or Destination Analysts name and logo must first receive clear and explicit consent from Destination Analysts. Destination Analysts acknowledges that its reports will be presented publicly and provided to any party requesting the same, and hereby grants consent to its name and logo on such publicly released presentations and reports.
- Destination Analysts' work product is the intellectual property of Destination Analysts. Work product includes surveys and discussion guides. Reno-Sparks Convention & Visitors Authority agrees not to share use or publish Destination Analysts work product without the explicit consent of Destination Analysts unless required by law. Destination Analysts acknowledges that its reports will be presented publicly and provided to any party requesting the same, and hereby grants consent to such release of its intellectual property.
- -Reno-Sparks Convention & Visitors Authority agrees to pay Destination Analysts a total project fee of \$144,750, billed in quarterly installments of \$36,187.50 (upon signature, April 2025, July 2025 and October 2025). Each invoice will detail the months covered by the
 - invoice. Invoices will be sent by Destination Analysts and checks should be made payable to Destination Analysts. A finance charge of 1.5%, 18% annually, will be charged on all balances 30 days past the invoice date.

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Reno-Sparks Convention and Visitors Authority

Interim Financial Report

December 2024



Reno-Sparks Convention and Visitors Authority Interim Financial Report December 2024

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RENO-SPARKS CONVENTION AND VISITORS AUTHORITY

Financial Summary by Category

	Six Month Period Ended December 31,						
	2024			2023	Total Budget Fiscal Year 2025		
Revenues							
Room Tax Collections	\$	20,854,540	\$	21,823,734	\$	39,739,356	
Tourism Surcharge		2,390,280		2,403,257		4,309,997	
Facilities Revenues		2,742,696		3,903,031		7,358,789	
Other Income		1,225,570		1,163,432		1,902,541	
Total Revenues	\$	27,213,085	\$	29,293,454	\$	53,310,683	
Operating Expenses (by Category)							
Payroll & Related	\$	8,718,360	\$	7,590,335	\$	19,111,658	
Supplies & Services		5,368,665		6,067,838		13,654,422	
Promotion & Advertising		4,886,696		4,734,436		10,136,707	
Travel & Entertainment		427,855		492,773		2,193,900	
Special Projects		746,085		1,153,575		1,242,043	
Other		43,414		54,272		186,900	
Total Operating Expenses	\$	20,191,076	\$	20,093,229	\$	46,525,630	
Non-Operating Expenses/General Fund Transfers Out							
Incline Village/Crystal Bay Apportionment	\$	1,380,113	\$	1,307,705	\$	2,003,029	
Debt Service Transfers	т	4,041,200	т	3,366,313	т	8,082,400	
Capital Improvements		4,250,395		3,226,167		6,623,617	
Contingency		-		-		200,000	
Total Non-Operating Expenses/Transfers	\$	9,671,709	\$	7,900,185	\$	16,909,046	
Net Revenues (Expenses)	\$	(2,649,699)	\$	1,300,040	\$	(10,123,993)	

RENO-SPARKS CONVENTION AND VISITORS AUTHORITY

Financial Summary by Department

	Six	Month Period Er		
		2024	2023	Total Budget Fiscal Year 2025
Revenues				
Room Tax Collections	\$	20,854,540	\$ 21,823,734	39,739,356
Tourism Surcharge		2,390,280	2,403,257	4,309,997
Facilities		2,742,696	3,903,031	7,358,789
Other Income		1,225,570	1,163,432	1,902,541
Total Revenues		27,213,085	29,293,454	53,310,683
Operating Expenses (by Department)				
Facilities Operations		7,728,678	8,208,262	14,074,264
Marketing		5,491,366	5,419,580	14,933,807
Sales		3,841,794	3,807,840	9,886,066
General Government, Finance, and Administrative		3,129,238	2,657,548	7,631,493
Total Operating Expenses		20,191,076	20,093,229	46,525,630
Non-Operating Expenses/General Fund Transfers Out				
Incline Village/Crystal Bay Room Tax Apportionment		1,380,113	1,307,705	2,003,029
Debt Service Transfers		4,041,200	3,366,313	8,082,400
Capital Improvements		4,250,395	3,226,167	6,623,617
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Net Revenues (Expenses)	\$	(2,649,699)	\$ 1,300,040	\$ (10,123,993)

RENO-SPARKS CONVENTION AND VISITORS AUTHORITY

Transient Lodging Tax Collections and Statistics

	Si	ix Month Period E	ndec	d December 31,	Increase (Dec	rease)	
		2024		2023	\$	%	
Room Tax Collections							
Lodging (6 5/8%)	\$	16,018,704	\$	16,763,158	\$ (744,453)	(20.8%)	
Convention Center (2%)		4,835,835		5,060,576	(224,741)	(20.8%)	
Tourism Surcharge		2,390,280		2,403,257	(12,977)	(2.7%)	
Total Tax Collections	\$	23,244,820	\$	24,226,991	\$ (982,171)	(19.1%)	
Total Taxable Room Revenues	\$	241,808,622	\$	253,544,185	\$ (11,735,563)	(23.1%)	
Average Rate - Cash	\$	147.18	\$	152.05	\$ (4.88)	(3.0%)	
Occupied Rooms							
Cash		1,642,974		1,667,474	(24,500)	(7.9%)	
Comp		472,324		451,433	20,891	26.5%	
28 Day		432,392		449,546	(17,154)	(18.1%)	
Total Occupied Rooms		2,547,690		2,568,453	(20,763)	(4.3%)	
Total Percentage of Occupancy		64.8%		66.4%		(1.6%)	
Total Taxable Room Revenues by Tax District							
Reno B (Suburban Reno)	\$	114,259,224	\$	119,964,052	\$ (5,704,828)	(4.8%)	
Reno D (Downtown Reno)	\$	50,854,603	\$	56,836,501	\$ (5,981,898)	(10.5%)	
Reno E (1 Mile Radius from Downtown)	\$	7,153,931	\$	7,061,078	\$ 92,853	1.3%	
Sparks	\$	29,222,710	\$	31,590,481	\$ (2,367,771)	(7.5%)	
Washoe A (Washoe County (excluding Incline Village)	\$	1,026,162	\$ ¢	526,142	\$ 500,020	95.0%	
Washoe B (Incline Village)	\$	39,291,992	\$	37,565,932	\$ 1,726,060	4.6%	