

VCB Board of Directors Meeting Packet June 24, 2025, 1:30 p.m. Hyatt Place St. Augustine/ Vilano Beach 117 Vilano Rd., St. Augustine, FL 32084

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ANTI-TRUST & CONFLICT OF INTEREST STATEMENT PAGE 1 AGENDA PAGES 2-3 MINUTES FROM APRIL 2025 MEETING DISTRIBUTED AT THE MEETING DISTRIBUTED AT THE MEETING FINANCIAL STATEMENTS STR REPORT DISTRIBUTED AT THE MEETING TDC BED TAX COLLECTION REPORT **PAGE 4-6** PAGES 7 INDUSTRY EMAIL BLAST STATS **CONSUMER EMAIL BLAST STATS** PAGES 8 INQUIRY REPORT **PAGES 9-19**



ST. AUGUSTINE. PONTE VEDRA & THE BEACHES VISITORS & CONVENTION BUREAU

Anti-Trust Statement

The purpose of this meeting today is to act upon matters relating to the business of St. Johns County Visitors and Convention Bureau and not to discuss or pursue the business interests of individual companies. We should proceed with caution and alertness, keeping in mind the requirements and prohibitions of Federal and State Antitrust laws. Specifically, but without limitation, there should be no discussions or deliberations relating to pricing methods, allocation of territories or customers, or restraints of trade as to property owners, suppliers or others. We should concern ourselves only with the business of St. Johns County Visitors and Convention Bureau as set forth in the agenda for this meeting.

Conflict of Interest Statement

It is the duty of every member of the Board of Directors who is in any way, directly or indirectly, interested in a contract or proposed contract with the St. Johns County Visitors and Convention Bureau to disclose the nature and extent of such interest and to refrain from voting in respect to the contract or proposed contract.



VCB Board of Directors Meeting Agenda
June 24, 2025 1:30 pm
Hyatt Place, Vilano Beach
117 Vilano Road
St. Augustine, FL 32084

Call to order:

Acknowledge Anti-Trust Statement and Conflict of Interest Statement

Roll Call:

Public Comments:

Agenda Items

- 1. Approval of April 2025 Minutes VCB Board of Directors
- 2. President's Report Susan Phillips
 - a. Primary Metrics & Departmental Reports Susan Phillips & VCB Directors
- 3. Financial Reports Dave Chatterton
- 4. April & May 2025 Advertising/Media Report Susan Phillips
- 5. May 2025 State of the Tourism Industry Recap Susan Phillips
- 6. Distribution of FY2026 Marketing Plan Susan Phillips

Committee Reports:

Leisure Sales Committee – Cindy Stavely or Evelyn Lopez-Kelley

Conference Sales Committee - Jennifer Jenkins

Government Liaisons' Comments:

St. Johns County Board of County Commissioners: Commissioner Ann Taylor

City of St. Augustine: Commissioner Jon DePreter/Melissa Wissel

City of St. Augustine Beach: Commissioner Don Somora

Ex-officio Comments:

St. Johns County Chamber of Commerce: Isabelle Renault

St. Johns County Cultural Council: Jeff Potts

New Business:

1. VCB Annual Meeting (September 2025) Location Approval – Charlie Robles

Old Business:

1. Update on VCB Board Nomination Process – Chair Charlie Robles

Adjournment:

ST. JOHNS COUNTY TOURIST DEVELOPMENT TAX FISCAL YEAR 2025

OCCUPANCY/REPORTING MONTH		ОСТ	% PY	NOV	% PY	DEC	% PY	JAN	% PY	FEB	% PY	MAR	% PY	
GROSS RECEIPTS		\$27,592,427.26	-15.1%	\$35,478,105.61	8.7%	\$47,278,718.11	7.3%	\$38,400,339.41	4.3% \$	40,719,522.38	-3.5%	\$57,643,609.00	-4.8%	
EXEMPT RECEIPTS		-\$1,181,211.46	-31.0% \$	(1,320,708.41)	39.9%	-\$1,433,321.11	1.6%	-\$1,194,918.21	-17.8%	-\$2,541,163.98	92.3%	-\$1,328,630.80	14.2%	
TAXABLE RECEIPTS	\$	26,411,215.80	-14.2% \$	34,157,397.20	7.8% \$	45,845,397.00	7.5% \$	37,205,421.20	5.2% \$	38,178,358.40	-6.6% \$	56,314,978.20	-5.2%	
TOTAL TAX COLLECTED	\$	1,320,560.79	-14.2% \$	1,707,869.86	7.8% \$	2,292,269.85	7.5%	\$1,860,271.06	5.2% \$	1,908,917.92	-6.6% \$	2,815,748.91	-5.2%	
ADJUSTMENTS	-		·								·			
TOTAL TAX DUE	\$	1,320,560.79	-14.2% \$	1,707,869.86	7.8% \$	2,292,269.85	7.5% \$	1,860,271.06	5.2% \$	1,908,917.92	-6.6% \$	2,815,748.91	-5.2%	
LESS COLLECTION ALLOWANCE		-\$10,886.83	\$	(12,138.80)		-\$16,438.52		-\$12,995.36		-\$14,216.41		-\$21,684.57		
PLUS PENALTY		\$10,068.36	\$	19,738.92		\$15,201.82		\$14,247.28	\$	12,500.79		\$9,639.18		
PLUS INTEREST		\$378.31	\$	631.74		\$661.32		\$963.78	\$	302.88		\$579.14		
TOTAL AMOUNT REMITTED	\$	1,320,120.63	-13.9% \$	1,716,101.72	8.2% \$	2,291,694.47	7.5% \$	1,862,486.76	5.4% \$	1,907,505.18	-6.3% \$	2,804,282.66	-5.3%	
LESS TAX COLLECTOR & CLERK	\$	(26,402.41)	-13.9% \$	(34,322.03)	8.2% \$	(45,833.89)	7.5% \$	(37,249.74)	5.4% \$	(38,150.10)	-6.3% \$	(56,085.65)	-5.3%	
NET TO TDC	\$	1,293,718.22	-13.9% \$	1,681,779.69	8.2% \$	2,245,860.58	7.5% \$	1,825,237.02	5.4% \$	1,869,355.08	-6.3% \$	2,748,197.01	-5.3%	
			•	•				•	•	•	•			
		APR	% PY	MAY	% PY	JUNE	% PY	JULY	% PY	AUG	% PY	SEP	% PY	YTD
GROSS RECEIPTS		\$45,832,407.89	2.8% \$	-	\$	-	\$	-	\$	-	\$	-		\$ 292,945,129.66
XEMPT RECEIPTS		-\$1,216,631.49	-13.2% \$	-	\$	-	Ś	-	Ś	-	Ś	-		\$ (10,216,585.46)
AXABLE RECEIPTS	\$	44,615,776.40												
		44,013,770.40	3.3% \$	-	\$	-	\$	-	\$	-	\$	-		\$282,728,544.20
TOTAL TAX COLLECTED	\$	2,230,788.82	3.3% \$ 3.3% \$	-	\$ \$	-	\$ \$	-	\$	-	\$ \$	-		\$282,728,544.20 \$14,136,427.21
	\$				\$ \$	-	\$ \$:	\$:	\$	-		
ADJUSTMENTS	\$ \$ \$	2,230,788.82			\$ \$:	\$ \$:	\$:	\$:		
ADJUSTMENTS OTAL TAX DUE	\$ \$	2,230,788.82	3.3% \$		\$ \$		\$ \$		\$ \$	- :	\$ \$:		\$14,136,427.21
ADJUSTMENTS OTAL TAX DUE ESS COLLECTION ALLOWANCE	\$ \$ \$	2,230,788.82 - 2,230,788.82	3.3% \$	-	\$ \$ \$ \$	-	\$ \$		\$ \$		\$ \$			\$14,136,427.21 \$14,136,427.21
ADJUSTMENTS FOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY	\$ \$ \$	2,230,788.82 2,230,788.82 -\$17,304.41	3.3% \$:	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	-	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	- 1	\$ \$		\$ \$	- 1		\$14,136,427.21 \$14,136,427.21 \$ (105,664.90)
IDJUSTMENTS OTAL TAX DUE ESS COLLECTION ALLOWANCE ILUS PENALTY UUS INTEREST	\$ \$ \$	2,230,788.82 2,230,788.82 -\$17,304.41 \$34,585.66	3.3% \$	- - -	\$ \$ \$ \$ \$ \$ \$	-	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	÷	\$ \$ \$:	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	- 1		\$14,136,427.21 \$14,136,427.21 \$ (105,664.90) \$115,982.01
TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY PLUS INTEREST TOTAL AMOUNT REMITTED LESS TAX COLLECTOR & CLERK	\$ \$ \$	2,230,788.82 - 2,230,788.82 -\$17,304.41 \$34,585.66 \$957.88	3.3% \$ 3.3% \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	- - - -	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	- - - -	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$:	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$:	\$ \$ \$:		\$14,136,427.21 \$14,136,427.21 \$ (105,664.90) \$115,982.01 \$4,475.05

FY 2025 TOURIST DEVELOPMENT TAX REMITTED BY ZIP CODE

ST. JOHNS COUNTY TOURIST DEVELOPMENT COUNCIL

	Anas	tasia Island		Ponte	Ponte Vedra Beach		St. Augustine/Villano/N. Bch			Shores/South/207		
FY2025	32080	% TTL	+/- PY	32082	% TTL	+/- PY	32084	% TTL	+/- PY	32086	% TTL	+/- PY
ОСТ	\$388,397.75	29.4%	-15.3%	\$249,063.57	18.9%	-28.2%	\$542,600.54	41.1%	-9.4%	\$22,125.58	1.7%	2.8%
NOV	\$502,601.36	29.3%	18.8%	\$304,702.42	17.8%	-3.1%	\$774,005.27	45.1%	7.5%	\$12,746.40	0.7%	-56.6%
DEC	\$658,287.57	28.7%	4.7%	\$241,630.95	10.5%	-11.4%	\$1,186,923.21	51.8%	10.7%	\$43,263.01	1.9%	82.3%
JAN	\$555,175.32	29.8%	-3.3%	\$369,761.37	19.9%	23.1%	\$789,635.44	42.4%	6.9%	\$33,834.34	1.8%	-15.5%
FEB	\$664,840.53	34.9%	-5.2%	\$317,754.18	16.7%	-15.9%	\$762,459.53	40.0%	-3.0%	\$39,143.53	2.1%	-5.0%
MAR	\$1,049,553.84	37.4%	-0.7%	\$529,032.15	18.9%	-17.7%	\$1,031,772.56	36.8%	-3.2%	\$43,050.22	1.5%	54.6%
APR	\$839,665.80	37.3%	11.9%	\$436,975.62	19.4%	-6.3%	\$828,671.08	36.8%	5.5%	\$30,043.36	1.3%	59.8%
MAY												
JUN												
JUL												
AUG												
SEP												
FY YTD	\$ 4,658,522			\$ 2,448,920			\$ 5,916,068			\$ 224,206		
							-					

	WGV	+ west of I95			I95&SR16 + Palencia				Other		
	32092	% TTL	+/- PY	32095	% TTL	+/- PY	92+95	OTHER	% TTL	+/- PY	TOTAL
ОСТ	\$87,517.29	6.6%	-3.1%	\$14,402.56	1.1%	30.2%	7.7%	\$16,013.34	1.2%	147.8%	\$ 1,320,120.63
NOV	\$98,374.55	5.7%	21.3%	\$16,879.96	1.0%	23.4%	6.7%	\$6,791.76	0.4%	37.7%	\$ 1,716,101.72
DEC	\$120,448.10	5.3%	12.1%	\$23,200.63	1.0%	32.2%	6.3%	\$17,941.00	0.8%	79.9%	\$ 2,291,694.47
JAN	\$91,329.46	4.9%	5.6%	\$13,512.13	0.7%	-5.7%	5.6%	\$9,238.70	0.5%	-28.3%	\$ 1,862,486.76
FEB	\$95,972.78	5.0%	-8.4%	\$16,560.17	0.9%	-0.7%	5.9%	\$10,774.46	0.6%	42.7%	\$ 1,907,505.18
MAR	\$116,438.45	4.2%	-16.3%	\$22,518.54	0.8%	16.0%	5.0%	\$11,916.90	0.4%	19.7%	\$ 2,804,282.66
APR	\$88,283.90	3.9%	-18.1%	\$15,617.90	0.7%	0.8%	4.6%	\$9,770.29	0.4%	22.5%	\$ 2,249,027.95
MAY											
JUN											
JUL											
AUG											
SEP											
FY YTD	\$ 698,365			\$ 122,692				\$ 82,446			\$ 14,151,219

FY2025 TOURIST DEVELOPMENT TAX REMITTED BY ACCOMMODATIONS TYPE

OCC. MNTH	H/M	%	PV+-	Condo	%	PV+-	Apts	%	PV+-
October	\$831,589.44	63.0%	-13.9%	\$150,640.19	11.4%	-13.8%	\$258,887.70	19.6%	-11.0%
November	\$1,118,948.60	65.2%	12.3%	\$157,385.40	9.2%	12.4%	\$338,867.19	19.7%	4.4%
December	\$1,423,365.12	62.1%	6.0%	\$196,800.91	8.6%	-9.3%	\$507,725.79	22.2%	21.7%
2025 January	\$1,070,233.46	57.5%	10.1%	\$258,708.48	13.9%	-8.4%	\$404,603.49	21.7%	12.2%
February	\$1,089,405.16	57.1%	-5.5%	\$323,880.55	17.0%	-4.3%	\$357,851.32	18.8%	-8.4%
March	\$1,577,812.82	56.3%	-6.0%	\$466,116.13	16.6%	-6.6%	\$598,757.85	21.4%	-4.4%
April	\$1,276,570.35	56.8%	-0.1%	\$335,280.33	14.9%	5.6%	\$502,471.46	22.3%	17.3%
May									
June									
July									
August									
September									

OCC. MNTH	Camp	%	PV+-	B&B	%	PV+-	TOTAL
October	\$33,042.41	2.5%	-28.0%	\$45,960.89	3.5%	-18.2%	\$1,320,120.63
November	\$38,680.67	2.3%	-33.9%	\$62,219.86	3.6%	-6.6%	\$1,716,101.72
December	\$67,927.97	3.0%	32.1%	\$95,874.68	4.2%	-7.7%	\$2,291,694.47
2025 January	\$65,609.95	3.5%	-19.6%	\$63,331.38	3.4%	-10.5%	\$1,862,486.76
February	\$77,163.52	4.0%	-6.3%	\$59,204.63	3.1%	-16.5%	\$1,907,505.18
March	\$85,562.96	3.1%	18.4%	\$76,032.90	2.7%	-10.6%	\$2,804,282.66
April	\$66,628.72	3.0%	12.4%	\$68,077.09	3.0%	-1.6%	\$2,249,027.95
May							
June							
July							
August							
September							
Total							\$14,151,219.37



VCB INDUSTRY EMAIL STATISTICS MAY 2025

Time Sent ↑	Campaign Name	Sends	Opens	Clicks	Bounces	Unsubscribes
Mon, May 5, 2025,	THIS WEEK,5-5-2025	904	427	36	7	1
1:53 PM			48%	4%	1%	1%
Tue, May 6, 2025,	Fish Tournament Season is Florida's Historic Coast	1,373	592	23	12	0
11:51 AM	with Year-Round Tournaments		43%	2%	1%	0%
Wed, May 7, 2025,	No Tickets, No Hassle, Just Fun with Sunkissed	1,422	568	28	12	0
10:11 AM	Staycations		40%	2%	1%	0%
Wed, May 7, 2025,	2025 STI evite - 5	479	241	16	3	0
10:19 AM			51%	3%	1%	0%
Mon, May 12, 2025,	THIS WEEK, 5-12-2025	1,090	468	39	7	0
9:20 AM			43%	4%	1%	0%
Tue, May 13, 2025,	VCB Social 5-28 - 33 Speakeasy by Odd Birds - 1	367	204	37	1	0
10:17 AM			56%	10%	1%	0%
Mon, May 19, 2025,	THIS WEEK, 5-19-2025	694	316	38	10	0
9:16 AM			46%	6%	1%	0%
Tue, May 20, 2025,	Social Media Seminar - June 12 - 1	496	243	21	9	0
10:10 AM			50%	4%	2%	0%
Wed, May 21, 2025,	2025 Group & Meeting Guide announcement - 1	471	241	35	8	0
10:07 AM			52%	8%	2%	0%
Mon, May 26, 2025,	THIS WEEK, 5-26-2025	701	335	34	10	0
8:18 AM			48%	5%	1%	0%
Wed, May 28, 2025,	Social Media Seminar - June 12 - 2	499	236	14	1	0
10:10 AM			47%	3%	1%	0%

Email Performance

Opt-in Subscribers

37,737MESSAGES SENT

21%

CTOR

645

0:02:39

SESSIONS

AVG. SESSION DURATION

Other Source Subscribers

161,665

42%

MESSAGES SENT

CTOR

344

SESSIONS

0:02:42

AVG. SESSION DURATION



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St. Johns County Visitors & Convention Bureau Call Center Statistics

May 1 - May 31, 2025

Total Calls Received: 93
Total Call Minutes: 357
Average Answer Time: 16 sec
Brochures Ordered: 22

St. Johns County Visitors & Convention Bureau Requests By Guide

<u>Guide</u>	# of Requests
St Augustine Travel Planner	1031
GRAND TOTAL	1031

St. Johns County Visitors & Convention Bureau

Requests By Source

<u>Guide</u>	# of Requests
WebTraveler	768
2024 Visit Florida Magazine	1
2025 Visit Florida Magazine	26
Call Center	22
Spring Events Calendar	214
GRAND TOTAL	1031

St. Johns County Visitors & Convention Bureau

Requests By State

<u>STATE</u>	# of Requests	<u>%</u>
FL	215	20.9%
GA	85	8.2%
NY	67	6.5%
SC	65	6.3%
TX	58	5.6%
IL	47	4.6%
NC	44	4.3%
NJ	43	4.2%
OH	39	3.8%
PA	29	2.8%
CA	27	2.6%
TN	21	2.0%
KY	20	1.9%
MI	18	1.7%
VA	18	1.7%
MO	17	1.6%
AL	16	1.6%
WI	16	1.6%
IN	15	1.5%
Foreign	14	1.4%
LA	14	1.4%
MD	12	1.2%
MN	12	1.2%
WA	12	1.2%
MS	11	1.1%
MA	10	1.0%
AR	8	0.8%
CT	8	0.8%
IA	8	0.8%
OK	7	0.7%
AZ	6	0.6%
CO	6	0.6%
UT	6	0.6%
WV	6	0.6%
KS	5	0.5%
DE	4	0.4%

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NM	4	0.4%
NV	4	0.4%
ME	2	0.2%
NH	2	0.2%
OR	2	0.2%
AE	1	0.1%
DC	1	0.1%
MT	1	0.1%
ND	1	0.1%
NE	1	0.1%
RI	1	0.1%
SD	1	0.1%
VT	1	0.1%
GRAND TOTAL	1031	

St. Johns County Visitors & Convention Bureau Requests By Country

COUNTRY	# of Requests	<u>%</u>
USA	1017	98.64%
Canada	6	0.58%
Argentina	1	0.10%
Australia	1	0.10%
Brazil	1	0.10%
France	1	0.10%
Iran	1	0.10%
Italy	1	0.10%
United Kingdom	1	0.10%
Uruguay	1	0.10%
GRAND TOTAL	1031	

St. Johns County Visitors & Convention Bureau Have you visited our area before?

<u>Visit</u> <u>Before?</u>	<u>This</u> month	Month %	<u>YTD</u>	YTD%
No	17	77%	78	77%
Yes	5	23%	23	23%
TOTAL	22		101	

St. Johns County Visitors & Convention Bureau

When do you plan to visit? (Month Year)

	<u>This</u>			
When Visiting?	<u>month</u>	Month %	<u>YTD</u>	YTD%
Jan-25	0	0%	0	0%
Feb-25	0	0%	8	8%
Mar-25	0	0%	11	11%
Apr-25	0	0%	1	1%
May-25	0	0%	3	3%
Jun-25	8	36%	22	22%
Jul-25	3	14%	8	8%
Aug-25	2	9%	5	5%
Sep-25	3	14%	9	9%
Oct-25	0	0%	5	5%
Nov-25	3	14%	6	6%
Dec-25	0	0%	2	2%
Jan-26	0	0%	0	0%
Feb-26	0	0%	0	0%
Mar-26	0	0%	0	0%
Apr-26	0	0%	0	0%
May-26	0	0%	0	0%
Jun-26	0	0%	0	0%
Jul-26	0	0%	0	0%
Aug-26	0	0%	0	0%
Sep-26	0	0%	0	0%
Oct-26	0	0%	0	0%
Nov-26	0	0%	0	0%
Dec-26	0	0%	0	0%
Unsure 2025	3	14%	21	21%
Unsure 2026	0	0%	0	0%
TOTAL	22		101	

St. Johns County Visitors & Convention Bureau How long do you plan to stay?

	<u>This</u>			
Length of Stay	<u>month</u>	Month %	<u>YTD</u>	YTD%
1 day	0	0%	1	1%
2 days	2	9%	5	5%
3 days	4	18%	22	22%
1 week	8	36%	37	37%
2 weeks	3	14%	7	7%
3 weeks	0	0%	0	0%
1 month	0	0%	1	1%
2 months	0	0%	0	0%
3 months	0	0%	0	0%
Don't know	5	23%	28	28%
TOTAL	22		101	

St. Johns County Visitors & Convention Bureau How many people will be traveling in your party?

	<u>This</u>			
Number of People	<u>month</u>	Month %	<u>YTD</u>	YTD%
1	0	0%	2	2%
2	11	50%	36	36%
3	3	14%	11	11%
Four or more	4	18%	28	28%
Don't know	4	18%	24	24%
TOTAL	22		101	

St. Johns County Visitors & Convention Bureau What type of accommodations are you interested in?

May 1 - May 31, 2025

	<u>This</u>			
<u>Type</u>	<u>month</u>	Month %	<u>YTD</u>	YTD%
All	12	55%	80	79%
Hotel / Motel	6	27%	14	14%
Bed / Breakfast	1	5%	1	1%
Condo	3	14%	4	4%
RV	0	0%	1	1%
Single Family	0	0%	1	1%
Efficiency / Suite	0	0%	0	0%
TOTAL	22		101	