

VCB Board of Directors Meeting Packet November 19, 2024 at 1:30 p.m. Holiday Inn Express & Suites Vilano Beach 140 Vilano Rd., St. Augustine, FL 32084

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ANTI-TRUST & CONFLICT OF INTEREST STATEMENT PAGE 1 PAGES 2-3 **AGENDA** MINUTES FROM OCTOBER 2024 MEETING DISTRIBUTED AT THE MEETING FINANCIAL STATEMENTS DISTRIBUTED AT THE MEETING 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
November 19, 2024 1:30 pm
Holiday Inn Express & Suites Vilano Beach
(enter at restaurant on left side of building)
140 Vilano Rd., St. Augustine, FL 32084

Call	to	ord	ler:
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**Acknowledge Anti-Trust Statement and Conflict of Interest Statement:** 

Roll Call:

**Public Comments:** 

#### **Agenda Items**

- 1. Recognition of Commissioner Henry Dean Past Chair Jason Kern & Chair Charlie Robles
- 2. Approval of October 2024 Minutes (vote required)
- 3. President's Report Susan Phillips
  - a. Primary Metrics & Departmental Reports Susan Phillips & VCB Directors
- 4. October 2024 Financial Report Dave Chatterton (vote required)
- 5. October 2024 Advertising/Media Report Susan Phillips
- 6. Update on Partner Drops Susan Phillips

#### **Committee Reports:**

Leisure Sales Committee Meeting – Cindy Stavely or Evelyn Lopez-Kelley

Conference Sales Committee Meeting – Jennifer Jenkins

#### **Government Liaisons' Comments:**

St. Johns County Board of County Commissioners: Commissioner Henry Dean

City of St. Augustine: Commissioner Cynthia Garris/Melissa Wissel

City of St. Augustine Beach - Commissioner Don Samora

#### **Ex-officio Comments:**

St. Johns County Chamber of Commerce: Isabelle Renault/Bob Porter

St. Johns County Cultural Council: Brenda Swann

#### **New Business:**

- 1. Resolution required for update to Ameris Bank signature cards Chair Charlie Robles
- 2. VCB 2025 State of the Tourism Industry discussion Chair Charlie Robles & Susan Phillips
- 3. New member acquisition discussion Chair Charlie Robles
- 4. Jacksonville hotelier as a VCB associate member discussion Chair Charlie Robles

#### **Old Business:**

 Advertising RFP/Advertising Contract Management Update – Chair Charlie Robles & Susan Phillips

#### **Adjournment:**

### ST. JOHNS COUNTY TOURIST DEVELOPMENT TAX FISCAL YEAR 2024

OCCUPANCY/REPORTING MONTH		ОСТ	% PY	NOV	% PY	DEC	% PY	JAN	% PY	FEB	% PY	MAR	% PY		
GROSS RECEIPTS		\$32,488,036.16	4.3%	\$32,635,663.74	7.9% \$	44,077,420.28	10.8% \$	36,826,503.76	0.6% \$	42,186,914.73	2.5% \$	60,573,492.09	3.9%		
EXEMPT RECEIPTS		-\$1,711,195.56	25.5%	-\$944,153.94	-22.3% \$	(1,411,329.88)	2.5% \$	(1,452,798.16)	-13.7% \$	(1,321,518.73)	-2.0% \$	(1,163,145.69)	-15.3%		
TAXABLE RECEIPTS	\$	30,776,840.60	3.4% \$	31,691,509.80	9.2% \$	42,666,090.40	11.1% \$	35,373,705.60	1.2% \$	40,865,396.00	2.6% \$	59,410,346.40	4.4%		
TOTAL TAX COLLECTED	\$	1,538,842.03	3.4%	1,584,575.49	9.2% \$	2,133,304.52	11.1% \$	1,768,685.28	1.2% \$	2,043,269.80	2.6% \$	2,970,517.32	4.4%		
ADJUSTMENTS															
TOTAL TAX DUE	\$	1,538,842.03	3.4% \$	1,584,575.49	9.2% \$	2,133,304.52	11.1% \$	1,768,685.28	1.2% \$	2,043,269.80	2.6% \$	2,970,517.32	4.4%		
LESS COLLECTION ALLOWANCE		-\$11,256.36		-\$11,199.26	\$	(14,499.07)	\$	(12,862.90)	\$	(15,206.61)	\$	(21,269.03)			
PLUS PENALTY		\$5,781.01		\$12,597.73	\$	13,103.77	\$	10,835.79	\$	6,913.68	\$	13,068.14			
PLUS INTEREST		\$125.28		\$517.65	\$	374.57	\$	359.99	\$	379.50	\$	295.53			
TOTAL AMOUNT REMITTED	\$	1,533,491.96	2.0% \$	1,586,491.61	9.5% \$	2,132,283.79	11.2% \$	1,767,018.16	1.4% \$	2,035,356.37	2.4% \$	2,962,611.96	4.5%		
LESS TAX COLLECTOR & CLERK	, \$	(30,669.84)	2.0% \$	(31,729.83)	9.5% \$	(42,645.68)	11.2% \$	(35,340.36)	1.4% \$	(40,707.13)	2.4% \$	(59,252.24)	4.5%		
NET TO TDC	\$	1,502,822.12	2.0%	1,554,761.78	9.5% \$	2,089,638.11	11.2% \$	1,731,677.80	1.4% \$	1,994,649.24	2.4% \$	2,903,359.72	4.5%		
		ADD	e/ DV	MAY	e/ DV	HIME	9/ DV	ших	9/ DV	AUC	0/ DV	CED	e/ DV	VTD	
CDOSS BECEIDTS		APR	% PY	MAY	% PY	JUNE \$49,730,095,01	% PY	JULY ¢51 199 400 40	% PY	AUG	% PY	SEP	% PY	YTD	0.20%
GROSS RECEIPTS		\$44,603,364.86	-12.8%	\$42,047,834.64	4.0%	\$48,720,085.01	1.3%	\$51,188,400.49	-5.9%	\$31,370,588.88	5.4%	\$25,475,858.10	-14.2% \$	492,194,162.74	0.29%
EXEMPT RECEIPTS	ė	\$44,603,364.86 -\$1,401,599.66	-12.8% 21.1%	\$42,047,834.64 -\$1,004,799.44	4.0% -32.2%	\$48,720,085.01 -\$2,739,042.21	1.3% 62.0%	\$51,188,400.49 -\$1,670,738.29	-5.9% 19.5%	\$31,370,588.88 -\$1,415,188.08	5.4% 32.1%	\$25,475,858.10 -\$1,740,330.90	-14.2% \$ 31.1% \$	492,194,162.74 (17,975,840.54)	0.29%
EXEMPT RECEIPTS TAXABLE RECEIPTS	\$	\$44,603,364.86 -\$1,401,599.66 43,201,765.20	-12.8% 21.1% -13.6% \$	\$42,047,834.64 -\$1,004,799.44 41,043,035.20	4.0% -32.2% 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80	1.3% 62.0% -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20	-5.9% 19.5% -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80	5.4% 32.1% 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20	-14.2% \$ 31.1% \$ -16.3%	492,194,162.74 (17,975,840.54) \$474,218,322.20	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED	\$ <b>\$</b>	\$44,603,364.86 -\$1,401,599.66	-12.8% 21.1%	\$42,047,834.64 -\$1,004,799.44 41,043,035.20	4.0% -32.2%	\$48,720,085.01 -\$2,739,042.21	1.3% 62.0%	\$51,188,400.49 -\$1,670,738.29 49,517,662.20	-5.9% 19.5%	\$31,370,588.88 -\$1,415,188.08 29,955,400.80	5.4% 32.1%	\$25,475,858.10 -\$1,740,330.90	-14.2% \$ 31.1% \$	492,194,162.74 (17,975,840.54)	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS	\$ \$	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0	-12.8% 21.1% -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 6 41,043,035.20 2,052,151.76	4.0% -32.2% 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b>	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b>	-5.9% 19.5% -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36	-14.2% \$ 31.1% \$ -16.3% -16.3%	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE	\$ <b>\$</b>	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26	-12.8% 21.1% -13.6% \$	\$42,047,834.64 -\$1,004,799.44 6 41,043,035.20 6 <b>2,052,151.76</b>	4.0% -32.2% 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b>	1.3% 62.0% -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b>	-5.9% 19.5% -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04	5.4% 32.1% 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36	-14.2% \$ 31.1% \$ -16.3%	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE	\$ <b>\$</b>	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26 -\$15,734.65	-12.8% 21.1% -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 41,043,035.20 <b>2,052,151.76</b> 2,052,151.76 -\$15,593.70	4.0% -32.2% 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b> 2,299,052.14 -\$20,517.69	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b> 2,475,883.11 -\$21,869.84	-5.9% 19.5% -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04 1,497,770.04 -\$13,247.18	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36 -\$10,465.23	-14.2% \$ 31.1% \$ -16.3% -16.3%	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97 (183,721.52)	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY	\$ <b>\$</b>	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26 -\$15,734.65 \$7,667.76	-12.8% 21.1% -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 41,043,035.20 <b>2,052,151.76</b> 2,052,151.76 -\$15,593.70 \$10,079.70	4.0% -32.2% 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b> 2,299,052.14 -\$20,517.69 \$15,186.69	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b> 2,475,883.11 -\$21,869.84 \$8,293.18	-5.9% 19.5% -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04 -\$13,247.18 \$12,770.94	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36 -\$10,465.23 \$9,650.62	-14.2% \$ 31.1% \$ -16.3% -16.3%	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97 (183,721.52) \$125,949.01	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY PLUS INTEREST	\$ <b>\$</b> \$	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26 -\$15,734.65 \$7,667.76 \$274.62	-12.8% 21.1% -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 641,043,035.20 2,052,151.76 -\$15,593.70 \$10,079.70 \$256.76	4.0% -32.2% 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b> -\$20,517.69 \$15,186.69 \$553.65	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b> -\$21,869.84 \$8,293.18 \$322.37	-5.9% 19.5% -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04 -\$13,247.18 \$12,770.94 \$607.56	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36 -\$10,465.23 \$9,650.62 \$286.27	-14.2% \$ 31.1% \$ -16.3% -16.3% \$	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97 (183,721.52) \$125,949.01 \$4,353.75	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY PLUS INTEREST TOTAL AMOUNT REMITTED	\$ <b>\$</b>	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26 -\$15,734.65 \$7,667.76 \$274.62 <b>2,152,295.99</b>	-12.8% 21.1% -13.6% \$ -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 41,043,035.20 <b>2,052,151.76</b> -\$15,593.70 \$10,079.70 \$256.76 <b>2,046,894.52</b>	4.0% -32.2% 5.4% \$ 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b> -\$20,517.69 \$15,186.69 \$553.65 <b>2,294,274.79</b>	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b> -\$21,869.84 \$8,293.18 \$322.37 <b>2,462,628.82</b>	-5.9% 19.5% -6.5% \$ -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04 -\$13,247.18 \$12,770.94 \$607.56 1,497,901.36	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36 -\$10,465.23 \$9,650.62 \$286.27 1,186,248.02	-14.2% \$ 31.1% \$ -16.3% -16.3% \$ -16.5%	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97 (183,721.52) \$125,949.01 \$4,353.75 \$23,657,497.35	
EXEMPT RECEIPTS TAXABLE RECEIPTS TOTAL TAX COLLECTED ADJUSTMENTS TOTAL TAX DUE LESS COLLECTION ALLOWANCE PLUS PENALTY PLUS INTEREST	\$ <b>\$</b> \$	\$44,603,364.86 -\$1,401,599.66 43,201,765.20 <b>2,160,088.26</b> 0 2,160,088.26 -\$15,734.65 \$7,667.76 \$274.62	-12.8% 21.1% -13.6% \$ -13.6% \$	\$42,047,834.64 -\$1,004,799.44 41,043,035.20 <b>2,052,151.76</b> -\$15,593.70 \$10,079.70 \$256.76 <b>2,046,894.52</b> (40,937.89)	4.0% -32.2% 5.4% \$ 5.4% \$	\$48,720,085.01 -\$2,739,042.21 45,981,042.80 <b>2,299,052.14</b> -\$20,517.69 \$15,186.69 \$553.65	1.3% 62.0% -0.9% \$ -0.9% \$	\$51,188,400.49 -\$1,670,738.29 49,517,662.20 <b>2,475,883.11</b> -\$21,869.84 \$8,293.18 \$322.37 <b>2,462,628.82</b> (49,252.58)	-5.9% 19.5% -6.5% \$ -6.5% \$	\$31,370,588.88 -\$1,415,188.08 29,955,400.80 1,497,770.04 -\$13,247.18 \$12,770.94 \$607.56 1,497,901.36 (29,958.03)	5.4% 32.1% 4.4% \$ 4.4% \$	\$25,475,858.10 -\$1,740,330.90 23,735,527.20 1,186,776.36 -\$10,465.23 \$9,650.62 \$286.27	-14.2% \$ 31.1% \$ -16.3% -16.3% \$	492,194,162.74 (17,975,840.54) \$474,218,322.20 \$23,710,916.11 \$21,411,863.97 (183,721.52) \$125,949.01 \$4,353.75 \$23,657,497.35	0.29% -0.01%

#### FY 2024 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		
FY2024	32080	% TTL	+/- PY	32082	% TTL	+/- PY	32084	% TTL	+/- PY	32086	% TTL	+/- PY	
ОСТ	\$458,785.26	29.9%	10.4%	\$346,735.47	22.6%	-3.1%	\$598,594.10	39.0%	2.6%	\$21,514.87	1.4%	13.5%	
NOV	\$423,126.90	26.7%	1.4%	\$314,505.09	19.8%	15.5%	\$719,780.00	45.4%	16.3%	\$29,354.81	1.9%	20.5%	
DEC	\$628,926.94	29.5%	16.3%	\$272,734.53	12.8%	-9.8%	\$1,071,943.43	50.3%	18.6%	\$23,732.91	1.1%	-24.2%	
JAN	\$573,896.91	32.5%	-2.2%	\$300,487.45	17.0%	5.1%	\$738,881.66	41.8%	4.3%	\$40,059.75	2.3%	1.2%	
FEB	\$701,438.41	34.5%	-1.5%	\$377,805.70	18.6%	2.6%	\$785,933.94	38.6%	7.4%	\$41,194.76	2.0%	2.6%	
MAR	\$1,057,288.74	35.7%	8.9%	\$643,142.66	21.7%	7.3%	\$1,065,916.32	36.0%	-0.2%	\$27,850.75	0.9%	12.8%	
APR	\$750,688.08	34.9%	-21.4%	\$466,336.04	21.7%	-10.1%	\$785,190.44	36.5%	-5.6%	\$18,803.06	0.9%	-67.4%	
MAY	\$703,253.57	34.4%	-0.7%	\$467,851.99	22.9%	21.0%	\$735,947.33	36.0%	4.6%	\$18,310.61	0.9%	-31.6%	
JUN	\$1,101,863.27	48.0%	6.8%	\$379,891.90	16.6%	-9.1%	\$688,057.00	30.0%	-3.9%	\$26,852.80	1.2%	-3.7%	
JUL	\$1,099,610.73	44.7%	-11.2%	\$479,198.70	19.5%	2.6%	\$736,363.50	29.9%	-7.8%	\$20,581.09	0.8%	-19.7%	
AUG	\$567,500.34	37.9%	1.8%	\$276,619.01	18.5%	2.5%	\$537,126.12	35.9%	7.3%	\$22,253.30	1.5%	26.5%	
SEP	\$402,861.51	34.0%	-15.6%	\$243,207.09	20.5%	-17.1%	\$447,515.92	37.7%	-17.9%	\$11,826.08	1.0%	-32.5%	
FY YTD	\$ 8,469,241			\$ 4,568,516			\$ 8,911,250			\$ 302,335			

	WGV	+ west of I95			I95&SR16 + Palencia				Other			
	32092	% TTL	+/- PY	32095	% TTL	+/- PY	92+95	OTHER	% TTL	+/- PY	TOTAL	
ОСТ	\$90,336.88	5.9%	-15.1%	\$11,063.05	0.7%	-24.2%	6.6%	\$6,462.33	0.4%	12.1%	\$ 1,533,491.96	
NOV	\$81,116.49	5.1%	-13.0%	\$13,675.00	0.9%	-6.8%	6.0%	\$4,933.31	0.3%	-38.4%	\$ 1,586,491.60	
DEC	\$107,424.60	5.0%	1.7%	\$17,548.50	0.8%	-7.0%	5.9%	\$9,972.88	0.5%	-29.6%	\$ 2,132,283.79	
JAN	\$86,479.78	4.9%	-13.2%	\$14,326.45	0.8%	-12.3%	5.7%	\$12,886.16	0.7%	121.0%	\$ 1,767,018.16	
FEB	\$104,764.89	5.1%	-7.0%	\$16,668.54	0.8%	7.6%	6.0%	\$7,550.13	0.4%	-1.6%	\$ 2,035,356.37	
MAR	\$139,048.70	4.7%	0.8%	\$19,411.47	0.7%	-25.7%	5.3%	\$9,953.32	0.3%	7.4%	\$ 2,962,611.96	
APR	\$107,804.93	5.0%	8.8%	\$15,496.40	0.7%	-14.4%	5.7%	\$7,977.04	0.4%	-13.7%	\$ 2,152,295.99	
MAY	\$97,939.81	4.8%	8.1%	\$15,198.44	0.7%	7.8%	5.5%	\$8,392.77	0.4%	3.9%	\$ 2,046,894.52	
JUN	\$87,716.53	3.8%	-5.9%	\$2,125.78	0.1%	-86.6%	3.9%	\$7,767.51	0.3%	-3.3%	\$ 2,294,274.79	
JUL	\$79,299.79	3.2%	-9.8%	\$25,010.09	1.0%	153.0%	4.2%	\$22,564.92	0.9%	139.9%	\$ 2,462,628.82	
AUG	\$77,353.74	5.2%	2.4%	\$10,602.63	0.7%	44.1%	5.9%	\$6,446.22	0.4%	4.6%	\$ 1,497,901.36	
SEP	\$66,701.48	5.6%	-13.1%	\$8,704.23	0.7%	33.4%	6.4%	\$5,431.71	0.5%	18.8%	\$ 1,186,248.02	
FY YTD	\$ 1,125,988			\$ 169,831				\$ 110,338			\$ 23,657,497	

### FY2024 TOURIST DEVELOPMENT TAX REMITTED BY ACCOMMODATIONS TYPE

OCC. MNTH	H/M	%	PV+-	Condo	%	PV+-	Apts	%	PV+-
October	\$965,713.21	63.0%	-0.1%	\$174,758.10	11.4%	3.3%	\$290,978.14	19.0%	6.4%
November	\$996,715.32	62.8%	7.2%	\$140,001.45	8.8%	-4.9%	\$324,584.74	20.5%	18.2%
December	\$1,342,883.84	63.0%	6.7%	\$216,882.95	10.2%	9.8%	\$417,240.38	19.6%	29.4%
2024 January	\$971,674.24	55.0%	-0.4%	\$282,359.02	16.0%	4.9%	\$360,583.11	20.4%	10.2%
February	\$1,152,962.35	56.6%	-0.6%	\$338,312.47	16.6%	-1.2%	\$390,867.16	19.2%	17.3%
March	\$1,679,403.86	56.7%	-2.6%	\$499,274.57	16.9%	28.4%	\$626,604.29	21.2%	19.0%
April	\$1,278,084.51	59.4%	-7.2%	\$317,376.14	14.7%	-26.9%	\$428,365.25	19.9%	-13.1%
May	\$1,184,491.16	57.9%	4.6%	\$287,980.10	14.1%	-5.3%	\$464,876.43	22.7%	23.0%
June	\$1,023,829.29	44.6%	-8.3%	\$595,813.32	26.0%	6.8%	\$563,602.73	24.6%	10.4%
July	\$1,124,347.49	45.7%	-8.0%	\$580,432.07	23.6%	-13.0%	\$670,701.33	27.2%	5.7%
August	\$783,233.97	52.3%	-1.4%	\$245,015.26	16.4%	-0.5%	\$391,307.46	26.1%	21.7%
September	\$703,149.39	59.3%	-15.9%	\$164,201.84	13.8%	-14.9%	\$258,746.15	21.8%	-14.3%
						•		Ī	
OCC. MNTH	Camp	%	PV+-	B&B	%	PV+-	TOTAL		
October	\$45,875.33	3.0%	-8.3%	\$56,167.18	3.7%	29.0%	\$ 1,533,491.96		
November	\$58,556.22	3.7%	20.2%	\$66,633.88	4.2%	37.4%	\$ 1,586,491.61		
December		<b>3</b> , , c	20.270	700,033.00	4.270	37.470	7 1,500,451.01		
	\$51,422.75	2.4%	-2.7%	\$103,853.87	4.9%	20.6%	\$ 2,132,283.79		
2024 January	\$51,422.75 \$81,619.84			. ,					
		2.4%	-2.7%	\$103,853.87	4.9%	20.6%	\$ 2,132,283.79		
2024 January	\$81,619.84	2.4% 4.6%	-2.7% -16.0%	\$103,853.87 \$70,781.95	4.9% 4.0%	20.6% -4.3%	\$ 2,132,283.79 \$ 1,767,018.16		
<b>2024 January</b> February	\$81,619.84 \$82,319.67	2.4% 4.6% 4.0%	-2.7% -16.0% -1.9%	\$103,853.87 \$70,781.95 \$70,894.72	4.9% 4.0% 3.5%	20.6% -4.3% 3.4%	\$ 2,132,283.79 \$ 1,767,018.16 \$ 2,035,356.37		
<b>2024 January</b> February March	\$81,619.84 \$82,319.67 \$72,277.50	2.4% 4.6% 4.0% 2.4%	-2.7% -16.0% -1.9% -0.5%	\$103,853.87 \$70,781.95 \$70,894.72 \$85,051.74	4.9% 4.0% 3.5% 2.9%	20.6% -4.3% 3.4% -31.4%	\$ 2,132,283.79 \$ 1,767,018.16 \$ 2,035,356.37 \$ 2,962,611.96		
<b>2024 January</b> February March April	\$81,619.84 \$82,319.67 \$72,277.50 \$59,282.56	2.4% 4.6% 4.0% 2.4% 2.8%	-2.7% -16.0% -1.9% -0.5% -40.9%	\$103,853.87 \$70,781.95 \$70,894.72 \$85,051.74 \$69,187.53	4.9% 4.0% 3.5% 2.9% 3.2%	20.6% -4.3% 3.4% -31.4% -18.4%	\$ 2,132,283.79 \$ 1,767,018.16 \$ 2,035,356.37 \$ 2,962,611.96 \$ 2,152,295.99		
<b>2024 January</b> February March April May	\$81,619.84 \$82,319.67 \$72,277.50 \$59,282.56 \$50,382.28	2.4% 4.6% 4.0% 2.4% 2.8% 2.5%	-2.7% -16.0% -1.9% -0.5% -40.9% -18.8%	\$103,853.87 \$70,781.95 \$70,894.72 \$85,051.74 \$69,187.53 \$59,164.55	4.9% 4.0% 3.5% 2.9% 3.2% 2.9%	20.6% -4.3% 3.4% -31.4% -18.4% -4.5%	\$ 2,132,283.79 \$ 1,767,018.16 \$ 2,035,356.37 \$ 2,962,611.96 \$ 2,152,295.99 \$ 2,046,894.52		
2024 January February March April May June	\$81,619.84 \$82,319.67 \$72,277.50 \$59,282.56 \$50,382.28 \$61,902.41	2.4% 4.6% 4.0% 2.4% 2.8% 2.5% 2.7%	-2.7% -16.0% -1.9% -0.5% -40.9% -18.8% -3.0%	\$103,853.87 \$70,781.95 \$70,894.72 \$85,051.74 \$69,187.53 \$59,164.55 \$49,127.04	4.9% 4.0% 3.5% 2.9% 3.2% 2.9% 2.1%	20.6% -4.3% 3.4% -31.4% -18.4% -4.5% -20.8%	\$ 2,132,283.79 \$ 1,767,018.16 \$ 2,035,356.37 \$ 2,962,611.96 \$ 2,152,295.99 \$ 2,046,894.52 \$ 2,294,274.79		



## VCB INDUSTRY EMAIL STATISTICS OCTOBER 2024

Time Sent ↓	Campaign Name	Sends	Opens	Clicks	Bounces	Unsubscribes
Tue, Oct 29, 2024, 1:06 PM	PartnerCom 10-25-24	483	242 51%	24 5%	5 1%	0 0%
Tue, Oct 29, 2024, 10:29 AM	VCB Social 10/20 Home2 Suites - 3	485	190 40%	6 1%	5 1%	0
Mon, Oct 28, 2024, 9:49 AM	THIS WEEK, 10-28-2024	910	383 42%	31 3%	7 1%	0 0%
Tue, Oct 22, 2024, 11:04 AM	VCB Social 10/20 Home2 Suites - 2	474	209 44%	10 2%	3 1%	0
Mon, Oct 21, 2024, 8:55 AM	THIS WEEK, 10-21-2024	929	362 40%	19 2%	13 1%	0 0%
Tue, Oct 15, 2024, 8:47 AM	VCB Social 10/20 Home2 Suites - 1	481	224 47%	21 4%	7 1%	2 1%
Mon, Oct 14, 2024, 11:45 AM	FHC Opens Its Hearts to Floridians Impacted by Hurricane Milton	1,415	662 47%	127 9%	17 1%	1 1%
Mon, Oct 14, 2024, 8:34 AM	THIS WEEK, 10-14-2024	933	408 44%	32 3%	11 1%	0
Fri, Oct 11, 2024, 8:15 AM	FHC We Are Here For You Campaign	416	186 45%	24 6%	6 1%	o o%
Mon, Oct 7, 2024, 1:55 PM	Must-Do Experiences Video Playlist	1,373	595 44%	76 6%	6 15 1%	1 1%
Fri, Oct 4, 2024, 9:47 AM	Florida's Historic Coast New Al Know-It-All Assistant	1,445	607 43%	59 4%	22 2%	0
Tue, Oct 1, 2024, 3:44 PM	It's Not too LAte to sign up for the Virtual Hispanic Media Webinar	438	240 55%	43 10%	5 1%	0

## **Email Performance**

## **Opt-in Subscribers**

34,905

**MESSAGES SENT** 

47%

CTOR

**1,756**SESSIONS

04:18

AVG. SESSION DURATION

## Other Source Subscribers

194,140

48%

**MESSAGES SENT** 

**CTOR** 

1,152

04:39

**SESSIONS** 

AVG. SESSION DURATION



## St. Johns County Visitors & Convention Bureau

### **Call Center Statistics**

October 1 - October 31, 2024

Total Calls Received: 44
Total Call Minutes: 157.5
Average Answer Time: 364
Brochures Ordered: 5

# St. Johns County Visitors & Convention Bureau Requests By Guide

<u>Guide</u>	# of Requests
St Augustine Travel Planner	717
GRAND TOTAL	717

## St. Johns County Visitors & Convention Bureau

## **Requests By Source**

<u>Guide</u>	# of Requests
WebTraveler	358
2023 Visit Florida Magazine	4
2024 Visit Florida Magazine	80
Call Center	5
Nights of Lights	270
GRAND TOTAL	717

## St. Johns County Visitors & Convention Bureau

## **Requests By State**

<u>STATE</u>	# of Requests	<u>%</u>
FL	245	34.2%
GA	39	5.4%
SC	35	4.9%
PA	32	4.5%
OH	27	3.8%
MI	25	3.5%
NC	23	3.2%
NY	23	3.2%
TN	22	3.1%
MN	19	2.6%
Foreign	18	2.5%
IL	18	2.5%
TX	16	2.2%
MA	15	2.1%
NJ	13	1.8%
WI	13	1.8%
AL	12	1.7%
IN	11	1.5%
CT	9	1.3%
MO	9	1.3%
VA	9	1.3%
MD	8	1.1%
OK	8	1.1%
AZ	6	0.8%
CA	6	0.8%
KY	6	0.8%
LA	6	0.8%
IA	5	0.7%
ME	5	0.7%
CO	4	0.6%
MS	4	0.6%
PR	4	0.6%
AR	3	0.4%
KS	3	0.4%
NH	3	0.4%
DE	2	0.3%

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NE	2	0.3%
VT	2	0.3%
WA	2	0.3%
WV	2	0.3%
NM	1	0.1%
RI	1	0.1%
WY	1	0.1%
GRAND TOTAL	717	

# St. Johns County Visitors & Convention Bureau Requests By Country

COUNTRY	# of Requests	<u>%</u>
USA	699	97.49%
Canada	11	1.53%
United Kingdom	4	0.56%
Argentina	1	0.14%
Guernsey	1	0.14%
Italy	1	0.14%
GRAND TOTAL	717	

## 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	2	40%	217	61%
Yes	3	60%	140	39%
TOTAL	5		357	

## St. Johns County Visitors & Convention Bureau

## When do you plan to visit? (Month Year)

	<u>This</u>			
When Visiting?	<u>month</u>	Month %	YTD	YTD%
Jan-24	0	0%	2	1%
Feb-24	0	0%	24	7%
Mar-24	0	0%	40	11%
Apr-24	0	0%	34	10%
May-24	0	0%	39	11%
Jun-24	0	0%	33	9%
Jul-24	0	0%	30	8%
Aug-24	0	0%	15	4%
Sep-24	0	0%	21	6%
Oct-24	0	0%	31	9%
Nov-24	1	20%	16	4%
Dec-24	3	60%	21	6%
Jan-25	0	0%	1	0%
Feb-25	0	0%	3	1%
Mar-25	1	20%	5	1%
Apr-25	0	0%	2	1%
May-25	0	0%	5	1%
Jun-25	0	0%	2	1%
Jul-25	0	0%	0	0%
Aug-25	0	0%	1	0%
Sep-25	0	0%	0	0%
Oct-25	0	0%	0	0%
Nov-25	0	0%	0	0%
Dec-25	0	0%	1	0%
Unsure 2024	0	0%	28	8%
Unsure 2025	0	0%	3	1%
TOTAL	5		357	

# 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%	8	2%
2 days	0	0%	41	11%
3 days	1	20%	97	27%
1 week	2	40%	139	39%
2 weeks	1	20%	8	2%
3 weeks	0	0%	6	2%
1 month	0	0%	3	1%
2 months	0	0%	2	1%
3 months	0	0%	0	0%
Don't know	1	20%	53	15%
TOTAL	5		357	

# 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 %	YTD	YTD%
1	0	0%	12	3%
2	2	40%	162	45%
3	0	0%	33	9%
Four or more	3	60%	106	30%
Don't know	0	0%	44	12%
TOTAL	5		357	

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

October 1 - October 31, 2024

	<u>This</u>			
<u>Type</u>	<u>month</u>	Month %	YTD	YTD%
All	5	100%	293	82%
Hotel / Motel	0	0%	49	14%
Bed / Breakfast	0	0%	8	2%
Condo	0	0%	4	1%
RV	0	0%	2	1%
Single Family	0	0%	1	0%
Efficiency / Suite	0	0%	0	0%
TOTAL	5		357	