ST. AUGUSTINE - ST. JOHNS COUNTY AIRPORT AUTHORITY

Regular Meeting held in The Conference Center, Meeting Room B 4730 Casa Cola Way St. Augustine, Florida on Monday, May 17,2020
from 4:00 p.m. to 5:21 p.m.

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BOARD MEMBERS PRESENT:

BRUCE MAGUIRE, Chairman
SUZANNE GREEN
JUSTIN MIRGEAUX
REBA LUDLOW
ROBERT OLSON

ALSO PRESENT:

DOUGLAS N. BURNETT, Esquire, St. Johns Law Group, 104 Sea Grove Main Street, St. Augustine, FL, 32080, Attorney for Airport Authority.

EDWARD WUELLNER, A.A.E., Executive Director.

JANET M. BEASON, RPR, RMR, CRR St. Augustine Court Reporters

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PR OCEED I N GS
CHAIRMAN MAGUIRE: Call the meeting to order.
All right. 4:00. Reba, can you lead us in the Pledge?

MS. LUDLOW: Yes.
(Pledge of Allegiance.)
MINUTES \& FINANCIAL REPORT
CHAIRMAN MAGUIRE: All right. Now, the
minutes and financial report. Any changes,
modifications to the minutes?
MS. GREEN: Yes, Chairman, I do.
MR. WUELLNER: Could you use your mic, please?
MS. GREEN: Yes. Thank you.
MR. WUELLNER: Oh, that's high.
CHAIRMAN MAGUIRE: Can you turn it down a little bit?

MS. GREEN: It is high. Thank you.
For privacy purposes, I would like to strike
Lines 5 through 20 of the minutes.
CHAIRMAN MAGUIRE: Okay. All right. Any objections to that?

MS. LUDLOW: Would you review it?
MS. GREEN: I'd rather not on the record. It's for privacy purposes. If you look at your minutes, you can see.

MS. LUDLOW: 5 through 20?
MS. GREEN: Uh-huh.
(Mr. Mirgeaux enters.)
CHAIRMAN MAGUIRE: Okay. All right. Let the record show that we now have all five members of the board. Okay.

MR. OLSON: Oh, okay.
MS. GREEN: Uh-huh.
CHAIRMAN MAGUIRE: All right. Any opposition?
(None.)
CHAIRMAN MAGUIRE: All in favor?
MS. GREEN: Aye.
MR. MIRGEAUX: Aye.
MS. LUDLOW: Aye.
MR. OLSON: Aye.
CHAIRMAN MAGUIRE: Aye. Opposed?
(None.)
CHAIRMAN MAGUIRE: Okay. They stand with the stricken lines. The financial report, any changes --

MS. GREEN: 5 through 20. Page, I guess
it's --
MR. WUELLNER: 1.
MS. GREEN: Well, it's the first of -- it's your cover page, and then you have an index. So I

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    guess maybe it's Page 3? It's the first of your
    text, but it's Lines 5 through 20.
    CHAIRMAN MAGUIRE: 5 through 20 of the text.
    MS. GREEN: Correct.
    CHAIRMAN MAGUIRE: Okay. The financial
report, any changes or modifications to the
financial?
                                    (None.)
    CHAIRMAN MAGUIRE: Seeing none, they will
stand as presented.
                    AGENDA APPROVAL
    CHAIRMAN MAGUIRE: All right. Agenda
approval, any changes to the agenda?
    MS. GREEN: No, sir.
    CHAIRMAN MAGUIRE: Okay. Now that we've gone
    through that, we'll start off with the staff
    reports.
            STAFF REPORTS
    MR. WUELLNER: Staff report, a couple -- oh,
I'll do it again.
    Staff report, a couple of items to walk
    through. One is tax -- new T-hangars Bravo and
    Charlie, we completed the patio and the canopy
    project out there, landscaping improvements
    underway around that, and very likely over the next
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week to two weeks, we'll begin the closeout of that project finally. And most certainly it will be closed before the end of the fiscal year.

Taxiway Delta, that work continues. Crazy -crazy busy schedule out there on that project. We've done our level best to make sure our -- our affected parties, tenants and the like, are being kept informed, but the work continues this week in earnest. They finished up subgrade on the eastern end of the taxiway, are moving into lime rocking already in that area.

CHAIRMAN MAGUIRE: Uh-huh.

MR. WUELLNER: I would expect over the next two to three weeks, lime rocking will wrap -- wrap up and they'll begin whatever they need to do to get to a point to begin paving. This job is over in July, so hopefully things will continue at the pace they've been going. Kudos to staff and our engineering team.

They've come up with some creative ways to continue to get access while -- for the $T$-hangar tenants while simultaneously getting some larger chunks to the contractor of this job to allow it to proceed even -- perhaps even faster than what we originally envisioned. So some good stuff there. Real proud

> of them all.

I have a couple of items I just want to make note of. One -- a couple of very interesting meetings this week. One with St. Johns County administrative staff, and we're beginning to talk about economic development-type efforts where we could do some things jointly and how we can begin to support each other.

Keep in mind there's an entirely new administrative feel up there and some -- some really good people and really creative people. So I'm looking forward to continuing that dialogue and see how we can work projects of mutual interest.

I did want to make mention that we have been in contact with the -- the new owner of the corner of Gun Club and U.S. 1, which is directly adjacent to property the Airport Authority owns. And we are opening a conversation to -- well, started a conversation, but we will meet in person, I believe it's tomorrow, and that will further a conversation about how we can perhaps construct some sort of a property trade or something with the adjacent property that the Authority owns, putting the corner which has the airspace issues under the Airport Authority control.

So we'll just see where that conversation
goes. There's nothing to take action on or anything else, but $I$ was really excited that the owners were at least open to having the conversation about how to -- how to make that all work. They are aware of the shortcomings of that property. Lastly, we received a letter from the Florida Adventures in Railroading organization, which is kind of a local firm, but they are -- a local group. It's a nonprofit who has asked us to enter into a conversation at this point over that railroad building on U.S. 1. They would like to begin to do some fundraising in an effort to preserve that building itself and perhaps to get it a historical status, whatever that means at this moment.

I -- I think we're in a position to talk about the building. My concern is $I$ don't want any of their plans, or my -- my suggestion to you would be that their plans not include that as a permanent site for that building.

But if they can come up with some other suitable location at their -- under their own and are willing to move it again, $I$ wouldn't see any
reason why we'd want to hang on to it. It could be something to consider for donation or something.

CHAIRMAN MAGUIRE: Right.
MR. WUELLNER: That's a decision later for you guys. But we'll see what they want and what they have in mind and what the schedule is and report back to you on that.

And lastly -- is Carol here?

MS. GREEN: Uh-huh.
MR. WUELLNER: I'll let Carol give you the Overview, if you will, of the legislative. Yes, sir, I'm sorry.

MR. OLSON: Oh, two things. Which of the railroad buildings were you referring to --

MR. WUELLNER: It's --

MR. OLSON: -- about the --
MR. WUELLNER: Yeah, it's the one that's not
occupied by Civil Air Patrol, if that's helps you.

MR. OLSON: Okay. So it's the old --
MR. WUELLNER: The lower --

MR. OLSON: It's the old passenger terminal building.

MR. WUELLNER: Yes. It supposedly was involved with the crossing over to Anastasia Island years ago.

MR. OLSON: And then the other question. I have a question about the operational update that's part of government relations.

MR. WUELLNER: Okay.
MR. OLSON: I mean, it's in the government relations attachment. Would that be appropriate to ask now or what?

MR. WUELLNER: It -- it's usually in that one, but we could easily -- are you asking to have it separated?

MR. OLSON: No, I just have a question about it.

MR. WUELLNER: Oh, okay. Yeah, go ahead. MR. OLSON: Under fuel usage, I understand that -- the fuel volumes and gallons self-serve and then there's another item self-serve. I understand that is Atlantic Aviation, or should it be Atlantic Aviation, that second category. MR. WUELLNER: Uh-huh. MR. OLSON: But I -- I'm looking at April 20- -- 2021, and we have jumped up in gallons pumped under Jet $A$ to almost half a million, 499,000, up from last year 2020 410,000. F. MR. WUELLNER: Uh-huh. MR. OLSON: That's a huge increase, and it
happened during a period of -- you know, I guess the tail end of COVID.

So, is there a -- is there -- is there any story behind having had that bump-up in fuel consumption? And is that expected to go through the end of the year at a much higher volume?

MR. WUELLNER: I do not have much of an explanation, but I'm hoping Vinny -- is Vinny here?

Maybe -- maybe he can shed some light on that under the business reports --

MR. OLSON: Okay.
MR. WUELLNER: -- if you want to ask him.
MR. OLSON: Sure. Okay. Thanks.
MR. BEYERS: Yeah, absolutely.
MR. OLSON: Okay. That's the only thing.
MR. WUELLNER: And I do see a little
mislabeling on this. That should not be indicated
as self-serve under the --
MR. OLSON: Right. But I was --
MR. WUELLNER: That would be FBO.
MR. OLSON: Right.
MR. WUELLNER: But that's our labeling issue.
MR. OLSON: Yeah. Okay.
CHAIRMAN MAGUIRE: Carol?
MS. SAVIAK: Thank you for the opportunity to
give a government relations update.
On that particular item, $I$ would just mention, and I'm sure Vinny can mention as well, but that was -- that month was a little bit unusual in that last year the comparative included the beginnings of COVID, March, and there might have been some impact from the cessation of a lot of traffic in March. But I'm sure Vinny can share a little bit more.

So this -- this month's report contains the wrap-up for a number of legislative items that were monitored by NFRA and also the Florida Airports Council. And so I provided a summary of the key highlights for those.

It was not an expansive year in terms of fact-tracking a number of highest priority items, but they also track a number of items. And so, the state budget ended up being favorable to the state Aviation Grant Program in that the program was fully funded for this year. And you probably already read about the positive benefit to the state not to include the bonus dollars, if you will, that are coming from the federal American rescue act.

One item that we always watch is whether or
not they're going to change any elements of the aviation fuel tax, and nothing occurred this year.

One item that we are looking at specifically for the Airport Authority and for a lot of airports around the state was whether or not airports would again be exempt from a new law that passed I believe in 2019 requiring a certified engineering inspection. And that's something that we came under for the past year and was not -- was not corrected last session, but was corrected this session favorably and -- with regards to our needs.

There were some additional other legislation that passed that always seem to add a few new regulations, and so we will be incorporating a few of those small -- smaller items regarding special district accountability. There's some additional financial reporting standards and then also there's some new regulations regarding public works projects.

So it was a pretty, I won't say a light year in terms of major aviation bills, but that's just a quick summary of some of the more interesting ones that were being tracked.

Operations and training, Ed probably already mentioned Taxiway D, and so I'd like to mention
that Kevin Harvey had conducted airport and driving training for the St. Johns County Fire Rescue. We had multiple units out for that, and so we continue that strong partnership, especially as it is Emergency Management Services week or EMS week nationally.

So with that, I'll go ahead and conclude my report briefly, but always open to any questions either today or throughout the month.

CHAIRMAN MAGUIRE: Is that fire training annually or just whenever a new class comes in? MS. SAVIAK: It's on an as-needed basis, but Kevin may be able to share more about that.

CHAIRMAN MAGUIRE: Okay.
MR. WUELLNER: Well, just there -- there are two different aspects to it.

One is familiarization. As you know, they -especially from your time on the county commission, that they rotate firefighters among the different stations.

CHAIRMAN MAGUIRE: Uh-huh.
MR. WUELLNER: As new groups report to those stations most likely to respond to the airport, we arrange or they arrange with us now to do orientation training of the airport so that we have
their people responding to the right location at the airport in the event they're dispatched here.

CHAIRMAN MAGUIRE: Good.
MR. WUELLNER: The other piece of it is we do some annual live fire drill training that we contract out of Jacksonville to do.

So, every year we send a finite number of St. Johns County firefighters up to Jacksonville at a few hundred dollars a student to keep them qualified under FAR Part 139 to respond to fire -or to accidents on the airport.

CHAIRMAN MAGUIRE: Okay. Good. Okay. Any
questions for Carol from the board?
(None.)
CHAIRMAN MAGUIRE: Thank you, Carol.
BUSINESS PARTNER UPDATES
CHAIRMAN MAGUIRE: All right. Business
partner updates. Henry Dean, is he available?
COMMISSIONER DEAN: Yeah.
CHAIRMAN MAGUIRE: There he is.
COMMISSIONER DEAN: I'm hiding.
Well, good afternoon. Good to see everyone again. Henry Dean, District 5 County Commissioner. Just a couple of things this afternoon and then see if you have any questions.

First of all, $I$ want to reiterate and reinforce what Ed reported to you. Our senior staff, our administrative staff, had a really good meeting with Ed. I think Carol sat in, too. MR. WUELLNER: Yeah.

COMMISSIONER DEAN: And I think we have some opportunities $I$ see in the relatively near future to work on some economic activities which are exciting, I think. So that's good.

At our last meeting, you may have saw a brief article or two in the paper from our May 4th meeting. After several years of workshops and debate and discussion and the legislative action possibly inter -- intervening or not, we finally adopted a county short-term rental ordinance, vacation rentals.

And the highlights, just briefly, it -- for the county, that only applies to those vacation rentals east of the intercoastal. Think about that, east of the intercoastal.

So we're talking about basically kind of where we are sitting here on the other side of the bridge, but roughly from Vilano Beach up to South Ponte Vedra, and there are some in Ponte Vedra. But there are a lot of vacation
rentals in what is the north shore area of Vilano Beach. And then on Anastasia Island, there are quite a few vacation rentals, particularly along Atlantic View along the oceanfront.

In total, there are probably about 2,000 units that fall under the short-term rental definition, less than six months.

Highlighting the actual ordinance, we did address occupancy, and the ordinance is going to limit occupancy to no more than 10 occupants per rental unit. But in fairness to those current owners, we're going to phase that in over a three-year period.

So it will start with 20 this year and phase down to 17 next year and then 14 the third year and then 10. It does not include any children 12 years and under. So, it's -- we're really talking about those over 12 years and -- that's the head count. That's the occupancy.
It will also limit -- it will require
off-street parking -- for every three occupants, it
will require one off-street parking space. For
every three occupants, one off-street parking
space. We also addressed the garbage pickup, and
the or -- the noise ordinance will continue to be
enforced.
And I think that with this, hopefully this will address a lot of the problems typical, like traffic or almost any other thing you can think of or that $I$ can think of.

Unfortunately, there are usually only a few bad actors. And like, for example, I heard a statistic once that like there are -- there are only like 5 percent of the -- of the criminals commit like 80 percent of the crime.

So, I mean, it's like, well, I think that a lot of the problems that are generated by short-term rentals are created by one or two bad apples and then it sort of creates a problem for the whole neighborhood. But hopefully this will work.

We can all -- the good news is as we go forward, we can either loosen it or tighten it as the need arises. But that's where we are with short-term rentals.

I want to quickly mention, as to the legislative session, of course they're back in special session as of today with -- dealing with casino gambling or off-site betting or whatever it is, online betting, with the Seminole tribe.

But one bill did pass during the session that I think is a very onerous bill that should be vetoed, and I have suggested to my fellow commissioners we should send a veto request to the Governor. We -- they have taken that under advisement and we'll probably discuss it tomorrow at our next commission meeting.

But it basically severely limits our ability as a local government as a county to address impact fees. And if we are -- if we are restrained from addressing impact fees when we need to, only two things can happen, and they're both bad in my opinion.

One is that we will be unable to meet the infrastructure needs of new development over time because we can't adjust our impact fees for residential development. Second -- or the alternate is we would have to increase ad valorem taxes for current owners, which I am not interested in doing.

So I hope that my board agrees with me tomorrow that we send a letter. I don't know if it will do any good, but I -- I'm proposing again, as I did May 4th, to send a letter to the Governor recommending we veto House Bill 337.

And if you wish, I would encourage you to reach out to any members you may know at the local delegation and suggest that, you know, we are writing the Governor because we think it's not a good bill for local government. Also, Palm Beach County, Charlotte County and Orange County are all doing the same.

So, anyway, those are the quick highlights, and if there are any questions, Mr. Chairman, I'll be glad to try to address them. CHAIRMAN MAGUIRE: Questions from the board? MS. GREEN: No, sir. CHAIRMAN MAGUIRE: No? Thank you, very much, Mr. Dean. COMMISSIONER DEAN: Okay. CHAIRMAN MAGUIRE: All right. Mr. Vinny Beyers, is he around? MR. BEYERS: I'm here. How are you doing? Vinny Beyers. Atlantic Aviation. To answer your question, Mr. Olson, we are seeing an incredible uptick in traffic. This -this location is very organic. We don't have any major drive here. No football team, convention center, anything like that. So we're finding that the leisure markets post-COVID are really doing
very, very, very well.
Just give to give you some ideas on some numbers -- and I actually pulled these up at the end of April -- this is compared to 2019. Our year-to-date activity is up 13 percent. Year-to-date avgas activity is up 9 percent. Year-to-date jet activity is up 17 percent. Avgas gallon year to date, we're up 35 percent. And year-to-date jet gallons are down 4 percent.

Also, you've got to take into consideration that because of COVID, we have no -- we haven't seen our Russian BBJ come, which is a considerable amount of gallons. And we also have an International GIV that comes in -- comes over from Antilles. We haven't seen them as well since the COVID started, and they account for about 21,000 gallons in 2019.

Grumman is -- Grumman's been kind of slow the first quarter 2019 -- I mean first quarter of 2021, and with a 27 percent decrease in activity. So with that, if we had the Russian BBJ and we had the GIV and Grumman was busy in the first quarter, the numbers would be even more incredible.

You know, you can't really factor in the first quarter of 2020 because that's when COVID broke
loose and the numbers went down.
MR. OLSON: If I might quickly ask a question related.

So, we're -- that's a third into the year, covering April, that's half a million. Would -would that mean that we'd likely -- you'd likely hit 1 1/2 million gallons if that same --

MR. BEYERS: We generally do about 1.4, 1.5 million gallons annually in jet fuel anyway.

MR. OLSON: Okay.
MR. BEYERS: But with the -- I mean, hangar demand is off the chart. I'm getting phone calls on the daily for hangar space. I'm pretty much at capacity and probably need to have that conversation relatively soon about, you know, development, future development on the field to meet hangar demand, because as far as I know, any large cabin aircraft, there's no hangar within 50 square miles of this airport.

MR. OLSON: Okay. Thank you.
MR. BEYERS: Anything else?
MR. OLSON: No. Thank you.
CHAIRMAN MAGUIRE: Since he brought that up, what's the -- your prognostication on fuel costs over the next couple of months and do we have
enough supply --
MR. BEYERS: Yeah. The --
CHAIRMAN MAGUIRE: -- to --

MR. BEYERS: -- Colonial pipeline doesn't feed us. We get ours from Port Canaveral. So the panic was that, you know, they were going to run out of fuel up north and they were going to start sourcing fuel from down south to go up north, and right now there's a shortage of drivers.

So I'm getting my loads pretty regularly.
There's only a couple of hiccups here and there when there might be a driver shortage or something like that. But if they were to tap into our fuel, the Colonial pipeline's back up and running, from what I understand, so we should be good to go. But that's where that all came about, would be a shortage of drivers and getting fuel -- the demand would be higher than, you know, we could supply. CHAIRMAN MAGUIRE: Okay. Questions?
(None.)
CHAIRMAN MAGUIRE: Thank you.
MR. BEYERS: Okay. Thank you.
CHAIRMAN MAGUIRE: Okay. Sam Barresi?
MR. WUELLNER: Another Sam.
MR. KRIES: I'm not Sam. I'm Bruce Kries,
president of SAAPA. I'm going to be speaking for
Sam, who's still out on medical.
First and foremost, I want to thank the
airport, the board and the Authority, and the
management for that beautiful canopy that we have
over the front of our -- our shop now. It's really
nice out there. It's really going to make it nicer
for the evenings and stuff. So that was -- that
was a great addition --
MR. WUELLNER: Sure.
MR. KRIES: -- and we appreciate that.
The only thing that $I$ really have to add today
is that at our next meeting, we're going to have a
person come in and teach a CPR class that has
the -- the AEDs, I think they're called. He's got
a new kind of an AED or something that he's going
to demonstrate for us and kind of give us, you
know, kind of a refresher that we all should do
every year.
So if anybody wants to come, that is
June 12th, Saturday June 12th at 8:30 in the
morning at the clubhouse, and you'll have -- have a
nice demonstration and of course everybody's
welcome to come, you-all included. Thanks.
CHAIRMAN MAGUIRE: Questions?

CHAIRMAN MAGUIRE: Thank you. Okay.
Mr. Nehring?

MR. WUELLNER: It's going to be --

MR. McKENDRICK: This is Dave McKendrick, but

I have nothing to add.

CHAIRMAN MAGUIRE: Nothing? Okay. Did you get that?

Okay. Tammy Albin. MS. ALBIN: Tammy Albin, St. Augustine Tower. Our numbers are starting to finally normalize. We're a little bit below what we were before COVID, obviously. But from just looking from when COVID finally settled in at St. Augustine around April, March/April of last year, we had 9,319 operations for April of 2020 , but April of 2021 we're up to 10,521. So, the last two months we've been over 10,000 operations, which is getting back into normal -- normal speed.

The year prior, though, for 2019 , of course that was our record year and we were all -- you know, the first quarter, we were $12,000,15,000$, things like that. So we're still trying to find, you know, the footing with the flight schools and everything, but we're actually starting to get more

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    of a normal flow of traffic.
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    Over the first quarter from last year, though,
    we're still down about 10,000 operations because
    January and February were very good last year till
    COVID did set in. So we're still a little bit
    down.
    CHAIRMAN MAGUIRE: Good. Questions for Ms. Albin?
(None.)
CHAIRMAN MAGUIRE: Thank you, Tammy. All right. Mr. Doug Burnett. MR. BURNETT: Okay. I have the microphone on. I guess I'll speak loud. Nothing -- nothing to report this month. Obviously I'll probably be speaking for at least -- on at least one agenda item.

CHAIRMAN MAGUIRE: Okay. Do we have Richard here today?

MR. WUELLNER: I'm looking. I don't see him.
CHAIRMAN MAGUIRE: I don't see him.
MR. HARVEY: No, he's not.

MR. WUELLNER: We'll plug him in if he gets here. I'm not aware of him not going to be.

CHAIRMAN MAGUIRE: Well, if he comes, we'll --

MR. WUELLNER: Plug him in if he gets here?

CHAIRMAN MAGUIRE: Plug him -- yeah.
MR. WUELLNER: So to speak.
CHAIRMAN MAGUIRE: All right.
MR. WUELLNER: Very good.
CHAIRMAN MAGUIRE: Then we will go to the appeal that's next on the agenda. APPEAL - LEASE POLICY

MR. WUELLNER: Yeah, your -- this is a, as you well know, continuation of last month's agenda item, and relates to seek -- the seeking of a policy exception as it relates to the hangar waiting list.

And as we briefed last month, this -- this request comes from the flying club basically, looking to allow the person who is number one on the hangar waiting list currently to transfer their position to the flying club -- or effectively transferring the number one position of the hangar over to the flying club.

Policy currently does not, and purposefully back when it was written, did not allow for that in order to avoid what we have described as a commoditization, if you will, of that position in any form.

We're not necessarily opposed to someone

> changing the entity. That is somewhat common, as long as they're an actual owner of the entity. In -- in this particular case, and I think in future cases, they're not necessarily an owner of the pilots -- or, excuse me, of the flying club, they're simply members of the flying club, which is a bit of a different -- a different matter. They've come forward seeking that. There was some discussion at the last meeting. I know we -the item was basically tabled till this meeting to allow them the opportunity to meet with individual board members, which I understand they have done some of. I don't -- I can't speak to how many of you. But kind of pick it up from there. CHAIRMAN MAGUIRE: Okay. I'll disclose that Tariq called me and we had a nice conversation, about 20 minutes. Did he call anybody? Did anybody else have a conversation? the Air Force -- in the Airport Authority offices. MR. OLSON: I was -- I met with two MR. OLSon: Mr. -- Mr. Lapido.

MR. OLSON: Lopinto.
MR. HARVEY: -- and Mike Zonis.

MR. OLSON: Yes.

CHAIRMAN MAGUIRE: Okay.

MR. WUELLNER: Did we catch those names for
you? Did you get those? Lopinto, and what was the other name, please?

MS. LUDLOW: Mike Zonis.

MR. WUELLNER: Mike?

MS. LUDLOW: Z-o-n-i-s.

MR. HARVEY: Zonis, Z-o-n-i-s.

MR. WUELLNER: Z-o-n-i-s. Thank you.

CHAIRMAN MAGUIRE: Okay.
MR. MIRGEAUX: I didn't meet anybody, but I did trade e-mails with Joe, and I told him that my -- the facts, I clearly understand them and I'm in favor of the name change.

CHAIRMAN MAGUIRE: Okay. Suzanne, any?
MS. GREEN: I spoke about 40 minutes with

Mr. Lopinto on the phone.
CHAIRMAN MAGUIRE: Okay. Reba?

MS. LUDLOW: Yes. When I finally got out of here alive, I spoke to them and they reminded me of the error of my ways, and -- and right after that, I researched the leases and all the things that --

I understand it perfectly now. But as soon as someone said jump the waiting list, you know, I -but thank you.

CHAIRMAN MAGUIRE: Okay. All right. We're going to start off with -- since we're on the topic, Len Tucker has --

MR. TUCKER: I have no comments at this time.
CHAIRMAN MAGUIRE: No comment? Does anybody from the floor have a comment they want to mention? (None.)

CHAIRMAN MAGUIRE: Okay. We'll bring it back to the board, then. Comments from the board?

Well, I'll start it off. The -- here's my concern, and if you'll bear with me for a minute. I'm a real estate broker, and I -- and Suzanne will appreciate this. I have a fiduciary relationship with my clients, just like Suzanne does. There has to be a distinguishing factor between a client and a customer for me.

As a broker, if $I$ want to sell somebody's house, that homeowner who's contracted with me to sell his or her house is my client. The person who comes in that wants to buy the house and make an offer is my customer.

I have no fiduciary or other relationship with
that customer except to be honest and forthright
and not to hide factors, any -- anything that's
going to affect the sale. With my client, I have a
fiduciary relationship. That means that my client
and his or her interests are paramount, and nothing
goes above that, especially my own personal issues.
I look at my relationship with the airport the
same way. I look at the airport as my client.
Everybody who has an airplane on this airport or
who uses this airport is the customer. So I have a
very -- maybe not as strong as a fiduciary
relationship to the airport, but my relationship
client/customer tells me that my client, the
airport, is paramount.
So whenever anything comes up like this, I
have to look at it as to the benefit of the airport
or to the detriment of the airport, whichever way
it goes, and I'll make my decision based upon that.
I am an enthusiast with airplanes, obviously,
because I've been flying all my life, but my
allegiance is to the airport. And $I$ cannot find
anything here that tells me that $I$ need to go
against what has been recommended by the staff,
because I believe their allegiance is to the
airport.

> I want to give to the customers everything I can as long as it is not to the detriment of the airport. So my position is that I cannot support this.

So I'll open it up to the rest of you. So who would like to go first?

MS. GREEN: I'll go briefly.
I have to agree with you. I'm concerned about the airport's exposure, precedent, and that we open this up to other entities jumping. And to open up one does open up two, three, four.

So I do have concerns over that and I think our policy stands for our clients, which is the airport. I agree.

CHAIRMAN MAGUIRE: Okay. Mr. -- okay. Reba?
MS. LUDLOW: Well, I -- I do agree with
Suzanne, because it is -- until you're number one, you can change the name. When you're number one, you can't change the name anymore.

This, it is subject to appeal. They are
appealing. I concur with -- with their appeal, that they could be able to change it. It does not change the lease at all. If anybody else wants to do it, they have to appeal and get approved.

MR. OLSON: I just -- in my mind, if the
exception is not granted, there is a certain -there is a -- appears to be a path to addressing the -- the need, and that's for someone in the queue to be a member and write in the Aero Club as a, $I$ don't know, co -- co-whatever. I mean, isn't that a solution, $I$ believe?

MR. WUELLNER: Yes.

MR. OLSON: And that's fits within the established policy of the Authority. So, that's one of the pieces of information that I've -- you know, I've gathered in not supporting the exception.

CHAIRMAN MAGUIRE: Okay.
MR. MIRGEAUX: I'm in favor of the exception. I don't think it changes policy. The policy stays the same way.

This is an appeal to the policy, and in this case the facts are what they are and it's -- you know, for airplane enthusiasts, for flying enthusiasts, for people that want to have access to this airport and to the aircraft, I think it opens the door; albeit, you know, slightly wider. It's not, you know --

CHAIRMAN MAGUIRE: Okay.
MR. MIRGEAUX: -- it's not a free-for-all for
everybody. And obviously the staff's done a good job of upholding the policy as it's written. But in this case, I think an exception to policy is -is warranted.

I don't think it -- I don't think it opens us up to any undue risk. I don't think it sets a precedent. In fact, they say specifically we're not -- this is a nonprecedent-setting exception. And we're not jumping anybody in the list -MS. LUDLOW: Right.

MR. MIRGEAUX: -- so I'm in favor of the appeal, of approving the appeal as an exception to policy.

CHAIRMAN MAGUIRE: Okay. Any further comments?
(None.)
CHAIRMAN MAGUIRE: Do $I$ hear a motion pro or con?

MS. LUDLOW: I make a motion we approve the appeal.

MR. MIRGEAUX: A motion to vote, I think, right?

CHAIRMAN MAGUIRE: Okay. You make a motion to approve the appeal.

MS. LUDLOW: Yes.

CHAIRMAN MAGUIRE: Okay. Do I have a second? MR. MIRGEAUX: I second.

CHAIRMAN MAGUIRE: We have a second. Any
further discussion?
(None.)
CHAIRMAN MAGUIRE: Okay. Voice vote. Start with one-on-one. Reba, what's your vote, yes or no?

MS. LUDLOW: Yes.
CHAIRMAN MAGUIRE: Mr. Olson?
MR. OLSON: No.
MS. GREEN: No.
MR. MIRGEAUX: Yes.
CHAIRMAN MAGUIRE: No. So it fails by a
three-to-two vote, okay?
MS. LUDLOW: I -- I must say, I thought from
your discussion that you would have said yes because what you -- the client and the customer. So this is not interfering with the client -- I mean, with the client in any way, detrimentally.

CHAIRMAN MAGUIRE: It doesn't benefit the client or detriment. I have to see a positive -okay. The vote's already taken.

I have to see a positive benefit to the airport, okay? And I agree with -- with Suzanne.

There are potentials here, and $I$ brought it up last time. What's going to prevent -- there are several potential problems, and what's going to prevent those problems from arising?

They may be extreme. They may be radical. But when you're in business, if you're a business owner like I am, I see extreme and radical issues all the time because non-extreme issues are approved or whatever.

So I don't see a benefit to the airport in this particular case, okay? Now, where does that take us next, Mr. Burnett?

MR. BURNETT: That's the end of the matter.
That would conclude it.
CHAIRMAN MAGUIRE: Okay. All right. So that's done. So the next one, and we have not received the -- let me go back here.

MR. WUELLNER: To budget development?
CHAIRMAN MAGUIRE: Yeah. Well, Richard Goldman has not shown up yet, so we'll go to the next issue, which is the budget development. BUDGET DEVELOPMENT GUIDANCE

MR. WUELLNER: Yeah. Just sort of annually we show up about this time of the year as we begin in earnest the development of the proposed budget for
next fiscal year, which would begin in October of this year, and we just kind of walk through a couple of items.

One, we make you aware that as is typical, that the capital development program that's out there for the airport is a significant impact on our overall budget. So we'll -- that'll -- that'll lean heavily in our preparation of the budget. And the primary reason behind that of course is that we like to maximize the use of -- of other state or federal agencies and their -- and their funding mechanism. So we want to take advantage of that as it presents itself coming -- in the coming fiscal year.

The other is an assumption we make, and this is the time that it would be nice to get -- while informally, it'd would be nice to just hear and be sure we're on the right track as it pertains to ad valorem taxes.

We assume, right or wrong, but we generally assume as we build the budget that there is little to no interest, or no, or firmly no interest anyway, in including ad valorem as a possible augmentation of the budget for whatever reason. So, we are not planning to use ad valorem or
put that into the mix unless we hear otherwise from you. You would formalize that of course later at the TRIM hearing as we get out into July. CHAIRMAN MAGUIRE: Uh-huh. MR. WUELLNER: But it helps us if -- rather than build the budget multiple times. Assuming that's the case, then we provide you with some save the dates, if you will. June 21st, which would be your next regular meeting, it is our intent to present a preliminary budget to you. There will be no action required at that meeting and you are welcome to input from that point forward into the process.

In July, July 12th would be your scheduled July meeting, and that is the TRIM action is required. That's the point of call it no return as it re -- as it pertains solely to ad valorem tax assessments for the -- for the next year. As long as we're building a budget with no tax implications, that's usually a pretty benign action, but it's required under Florida Statutes. And then following that, we have two public hearings that are scheduled specifically related to the budget. Tentatively, those are scheduled for September 13 th and September $20 t h$, both of those
meetings beginning at 5:01 in the evening, and one of which will be also likely tied to our regular meeting for September so that you'll kind of kill two birds with one stone, if you will, or one meeting.

That's what we've got for you. If you've got input you would like us to consider into even building the preliminary budget, I would encourage you to give us a call, drop us an e-mail, whatever. Let's make sure it gets included in the preliminary.

I'd much rather deal with it on the front end and make those provisions, and then of course we'll have ample time to talk about it as we go through the summer months.

CHAIRMAN MAGUIRE: Okay. Board discussion. Any items -- any comments for the issue of the budget?

MS. GREEN: No.
CHAIRMAN MAGUIRE: Taxes or --
MS. GREEN: No.
CHAIRMAN MAGUIRE: Okay. Public comment, do we have anybody out there?
(None.)

CHAIRMAN MAGUIRE: Okay. Bring it back, and
so direction to the staff is continue on. MR. WUELLNER: Fair enough. CHAIRMAN MAGUIRE: All right. All right. We still do not have Mr. Goldman. Can we schedule him for next time? MR. WUELLNER: We will do that. CHAIRMAN MAGUIRE: All right. MR. WUELLNER: I see nothing here, but I do know and you probably know as well, that today is their normal board meeting for -- call it TDC -- or VCV.

CHAIRMAN MAGUIRE: VCB.
MR. WUELLNER: It's normally their board meeting today, and $I$ know that starts significantly earlier than yours, but if it runs late, I'm sure that's where --

CHAIRMAN MAGUIRE: Always runs late.
MR. WUELLNER: -- where he is, yeah. Always
runs late. Okay.
CHAIRMAN MAGUIRE: Always.
PUBLIC COMMENT - GENERAL
CHAIRMAN MAGUIRE: Okay. I'm going to open
up -- before we get to the board members, any public comment on any issue not discussed so far? (None.)

## MEMBER COMMENTS AND REPORTS

CHAIRMAN MAGUIRE: Okay. We'll bring it back. Ms. Ludlow, you're first.

MS. LUDLOW: Well, we did not have an
airport -- Aerospace advisory meeting. That's coming up. We haven't solidified our internship yet with SAAPA, but we're working with the lady on that.

And the TPO meeting is -- I just can't wait to go to the training because they go through so many facets. They're -- 99 percent of them are Duval County or another county, they're not St. Johns County. So, I can't say there was anything of significance for St. Johns County. Those are my two reports.

CHAIRMAN MAGUIRE: Okay. Okay. Mr. Olson?
MR. OLSON: Very little to report.
There has -- I'm not sure when the next quarterly meeting of the economic development round table is, but to my knowledge, it hasn't been scheduled yet.

I was able to be at part of the MRO event in Orlando, the trade show for several hours, and specifically went through the exhibit hall to talk to airports that were exhibiting or states that
were exhibiting that had airports that had economic development initiatives in the form of industrial parks.

There were several, but $I$ was specifically interested in anyone that had formalized a targeting of the aerospace industry. The only one I ended up talking to was Greenville -Greenville's airport, Greenville, South Carolina. That has a tract, a 223-acre tract that they have just designated as the G -- GSP Airport Park -Aerospace Park adjacent to their primary airport.

So the -- so there was also another airport in -- a small airport in Texas that's near the SpaceX launch facilities down in -- right near the Mexican board, $I$ guess El Paso area -- that is -that is thinking about targeting aerospace.

Quite frankly, I don't think that there's probably any other of the airports that were there that have the advantages we have as far as the presence in the -- nearby presence of both space and, you know, major manufacturer, all of that.

So it was interesting -- interesting way -thing to do, to talk to some of these airports. That's mine.

CHAIRMAN MAGUIRE: I'm excited about the
aerospace industry that you're pushing for, so I
hope you continue to push that and -- so we can move on with that one. Okay. Ms. Green?

MS. GREEN: Nothing to report. I usually attend with Mr. Olson on EDC, and he's correct, I don't even know when the next one is.

CHAIRMAN MAGUIRE: Okay.

MR. MIRGEAUX: Nothing to report.

CHAIRMAN MAGUIRE: Nothing?

The -- Carol, your update, I -- I really like what I see here, okay? And I'm going to comment on Mr. Olson's comment.

Because you printed this and sent it out, he was able to read it and make a decision to make a comment. I did, too. My chagrin is I forgot what my comments were because I didn't write them down. But I like the idea that I'm getting them early so I can review these things. Thank you, very much for doing -- doing that on there.

The -- now, I understand we're waiting on the Governor to sign the bill for our -- our house bill; is that correct? This says --

MS. LUDLOW: Without the stipend.
CHAIRMAN MAGUIRE: I'm looking for it here.

MS. SAVIAK: Yeah. Sorry about that.

To answer on microphone, $I$ was just letting Ed know that Richard Goldman is en route, so we'll just kind of keep a posting on that.

But our airport bill, which was mentioned in that report, technically the process is the legislature transmits it --

CHAIRMAN MAGUIRE: Yes.
MS. SAVIAK: -- formally to the Governor's office and then he has an opportunity to review it and sign it or not sign it. Sometimes -- and so there's just a little bit of process that's still left for not only our bill but a large number of bills that are still waiting.

He signed it I think about -- Andrew, I had sent Andrew a list because he had requested it of about 25 bills so far following session. Last year, he waited until mid June to sign most of the bills due to COVID scheduling.

CHAIRMAN MAGUIRE: So it's just a -- it's just a waiting game?

MS. SAVIAK: Yeah, it's just a waiting game, and it -- the Senate acts and then the Governor can act from that, but our expectation is it will be signed or -- or processed into law.

CHAIRMAN MAGUIRE: Okay. All right. If the
board members have any other things they'd like to see her put on here --

MR. WUELLNER: If I might. Carol, what are the dates for FAC in Jacksonville? Do you have them off the top of your head?

MS. SAVIAK: Yeah. Just a second.
MR. WUELLNER: You sent me something earlier on the agenda.

MS. GREEN: Yeah, I saw that.
MR. WUELLNER: Did you send the agenda to everyone?

MS. SAVIAK: I did not, but just give me a second.

MR. WUELLNER: I'm sure she will.
CHAIRMAN MAGUIRE: Okay. I know it -- and this is not a short-term issue, but I'm always asked by -- not always, but quite often I'm asked about -- from people about the connectivity between the airport property and I-95.

Can you throw a little comment on there that nothing is changed or it's about to change or -- to just give us an update on that one?

MS. SAVIAK: Okay.
MR. WUELLNER: Yeah. The FAC dates are 17th through the --

MR. MIRGEAUX: 21st.

MR. WUELLNER: -- 21st. Thank you.

CHAIRMAN MAGUIRE: 17th through 21st.

MR. WUELLNER: If you are interested in
attending that, even if it's just part of the day or whatever, I would -- I would recommend you take a little time and get up there if you can. Pick something that looks interesting and -- and we'll make provision. If you're going to do that, let us know so we'll make sure you're registered.

CHAIRMAN MAGUIRE: 17th through 21st?

MR. WUELLNER: Yes, of July.

CHAIRMAN MAGUIRE: July.

MR. WUELLNER: July, yes. And that's just up in Jacksonville downtown at the Hyatt Regency location. So it's relatively easy to get to and -and --

CHAIRMAN MAGUIRE: The 17 th , is that a Saturday?

MS. GREEN: Yes.

MR. WUELLNER: Yes. And there's really not much for you on the 17th. The earliest would be Sunday the 18 th, that evening --

MR. HARVEY: Monday, Tuesday.
MR. WUELLNER: -- and then Monday's probably
the most productive of the days, if you have room in your schedule.

CHAIRMAN MAGUIRE: I'm going to be at the chocolate convention.

MR. WUELLNER: That sounds way more
interesting, frankly.
CHAIRMAN MAGUIRE: If anybody wants to go.
MS. GREEN: Bruce, samples.
CHAIRMAN MAGUIRE: Do what?
MS. GREEN: Samples.
CHAIRMAN MAGUIRE: Samples?
MS. GREEN: Yeah.
CHAIRMAN MAGUIRE: Bring them back? You know, and that's a good point.

This is the annual. We take -- we take an extra suitcase to bring samples back. Regretfully, Virginia puts them in the refrigerator and saves them for future use, so -- but I'll bring some back.

MR. MIRGEAUX: It's market research, right?
MS. GREEN: That's right.
CHAIRMAN MAGUIRE: Exactly.
So, I would like to make one comment. The airlines, we were -- excuse me, we went up to The Greenbrier last week and found out that there
is the Lewisburg airport ten minutes away. It sure be would be nice to have a direct flight from St. Augustine to Lewisburg, West Virginia and market The Greenbrier.

MR. WUELLNER: Well, we had that. We do not anymore.

CHAIRMAN MAGUIRE: No, you did it before I went. Because if we had an air -- we could do a convention up there at The Greenbrier -MR. WUELLNER: Yeah, it was just down the road --

CHAIRMAN MAGUIRE: -- if they an airplane flying into there.

MR. WUELLNER: We were going into Beckley.
CHAIRMAN MAGUIRE: Beckley. But you still had to drive an hour and a half.

MR. WUELLNER: That's the best $I$ can do.
CHAIRMAN MAGUIRE: Okay. Yes, Reba?
MR. WUELLNER: That's a tough market to fly.
MS. LUDLOW: I see Mr. Goldman's here, but I
wanted to ask one question before. What is the
time frame for Taxiway D completion?
MR. WUELLNER: It's July --
MS. LUDLOW: Oh, we're still on?
MR. WUELLNER: I can't remember off the top of
my head, but --
MR. HARVEY: 15th.
MR. WUELLNER: 15th?
MR. HARVEY: Something like that.
MR. WUELLNER: Something about mid-July.
MS. LUDLOW: Oh. We've got all June to get
through?
MR. WUELLNER: Yeah.
CHAIRMAN MAGUIRE: Okay.
MS. LUDLOW: All right. Thank you.
CHAIRMAN MAGUIRE: Any other comments before I introduce Richard?
(None.)
VCB PRESENTATION - RICHARD GOLDMAN
CHAIRMAN MAGUIRE: I'd like to introduce Richard. Go ahead, Richard.

MR. GOLDMAN: Thank you all. Thank you all. Can you hear me okay? It's be really easier for me not to have stand there.

So I'm Richard Goldman. I'm the president and CEO of the St. Augustine, Ponte Vedra \& The Beaches Visitors \& Convention Bureau. It's taken me about a year to be able to say that in one sentence, but that's -- that's a mouthful.

What I've been asked here to do is come here
and give you just a little update on what's happening in the tourism industry, what we've been doing to help rejump the tourism industry here in St. Johns County.

So I've got a few slides. I'm going to ask for your patience to get through that. But I've also incorporated a few little videos in there to make it at least a little bit entertaining.

So, one of the things to be aware of is that our relationship with an advertising agency, a very good advertising agency that has lots of experience in destination marketing, in attractions, in -thanks, I just came from the TDC meeting. Boy am I thirsty.

So that advertising agency has come with very very good credentials. They've done some great work for other destinations, and they came to us in May of 2019. By fall, November, we had researched, they had become aware of the destination, had researched a number of our entities in the community, and come back with a few options.

Those options were exposed to our advertising committee, which is part of our board of directors, made up of businesses and business leaders in the tourism industry, and so they have come back with a
really terrific advertising campaign which I'll show you in a moment.

But right now, what's important for us to keep in mind is that we just passed March. That was a year cycle from everything's going well to everything's gone crazy.

And so, we had a number in working with them, and everybody else in the community, had a number of opportunities to go through this cycle of crash and burn. What's going on? What do people want if they're going to travel? Who's going to travel? What do they want to hear from us? Do we have what they want and so on? Execute, and then cycle back. So that's kind of this image of where we are.

MR. HARVEY: Could we?

MR. GOLDMAN: Yes, sir.

MR. HARVEY: Just point.

MR. GOLDMAN: So what happened was, in the fall of last year before CoVID, one of the -- the programs that came up from the -- the agency and which was very well researched was this idea that our destination is one that feels very international. It has all the qualities of something international, but you don't have to go through the hassles of international travel.

So if we'll hit that, we'll show you a little video on that how that is communicated. One more I think will launch it. Go. We need some more sound on it.
(Video played.)
MR. GOLDMAN: So, that's the messaging that was built pre-COVID. It was launched in November -- (video starts). It's so good, you see it twice.

So that messaging was built pre-COVID. It
tested. We don't do anything with public sector dollars without testing them. It tested very well. It launched in November and we saw performance increase.

So we were walking into the first quarter of -- the first calendar quarter of 2020 setting records. And we knew that this campaign -- and again, that's just one spot, but it's part of the campaign. And then March happened. And, you know, we had a few challenges.

So, what we did -- go ahead, Kevin -- first
was deal with Dorian. Everybody remembers that
Dorian missed us. What some people forget is that
for two weeks, it sat over the -- the Bahamas, terrible for those folks, but it also sent
everybody who was planning to come to Florida home because the presumption was it wasn't going to miss us. So that was an impact that we had to deal with. And then of course March 13th came around and we had a pandemic.

So, we had an obligation to try and keep the business and the economy of St. Johns County rolling, and we had to do that after the Board of County Commissioners said no more money for you. There was a presumption that their bed taxes wouldn't be collected, so they shut that down. So as we began to tune back and shut down our operations, the folks in the community stepped up and said, hey, this is something we shouldn't do. We need to have funds to continue to market the destination. And so, the county commission went to the reserves and gave us $\$ 2$ million to market with.

That happened in May -- yeah, May. And so we started to build the campaign. But on March the 18th, a company called Destination Analysts began the process of measuring travel incentive, and they've produced a report every Monday since then, including today.

And so we monitored what those people were thinking. Who was going to travel? Who -- what
did they want from their travel? And so, we were able to inform what we would do with that \$2 million. So everything was built on what's the best use of those dollars and how do we return business?

So, what we did was we went very silent initially because nobody really wanted to hear anything. We set up protocols and procedures that would help people feel safe. We looked at what kind of media would be available moving forward, because there was all kinds available. And then to -- that monitoring of the -- of the realtime research. And that informed us with a message that would allow us to go back to the market with words and images that made people feel more comfortable.

What we've learned in talking to the folks was that there were four phases. They were going to wait or see what was going on; they weren't going to do anything. They decided that during that process, that they would begin to acclimate. They were processing information mainly from the media about what's safe, what's not safe, and they were processing their own feelings sitting at home like you were saying, you know, pretty soon I've got to get out of here. They began to think about where
they want to go if they do get out, if they are allowed to leave, and what would that place look like. And then finally, you know, hit the send button on that e-mail and get out there and travel.

So, we have -- the beauty of our wonderful destination is that we have a unique experience that can fit with what people wanted and -- whether they were in the second, third, or fourth phase of that process.

We have this beautiful natural destination with lots of outdoor spaces, wide open coastlines, and a place to relax, rejuvenate themselves because, you know, they've been listening to small children and other people, spouses, parents. We gave them -- we have as a destination the freedom to explore as much as you want or to just hang out. And of course it's a wonderful place with very very genuine hospitable people where you can buy the things you want.

So, our role of our brand in this process was to reinvigorate and excite travelers about relaxing, comforting, vibrant experiences that they can only get here. And that's real important, because they -- there's a lot of places that pitch that that don't deliver.

Folks were telling us and telling
Destination Analysts that they really want to feel safe. They wanted to have plenty of outdoor activities, safe activities; golf, beach. We have a lot of that. They wanted to be able to have dining experiences that could be outdoors. You remember how important that was. And at the same time they wanted to be able to get there by car because, goodness knows, they didn't want to get in an airplane. And so, those were some things which when we look at what our destination has, checked every one of those boxes.

We needed to find a way to convey that in a way that wasn't mask-filled, didn't create hysteria, didn't add to any hysteria, made people feel comfortable. And as I said, those are the needs that we wanted to meet.

So this campaign was built on "Your Getaway Isn't Faraway." All those characterizations, proximity was one that was very very important to them, but there's a perception of proximity that is also a little different when you're coming out of a pandemic than the proximity that you and I think of everyday. So that was something that we tapped into.

So let's hear what that campaign was like -is like.

MR. GOLDMAN: And if you -- and there were birds under that and the waves that you could hear. Well, you couldn't hear it in this, but very comforting. Go ahead and hit the next one. (Video played.)

MR. GOLDMAN: Okay. So, that was -- that was a little radio, a little television -- and I shouldn't say television. I'll say video because now there are so many ways deliver -- to deliver video messaging, over-the-top television, videos on your hand-held. So there's lots and lots of ways we get in that.

This is some social media presence that we have and it's really just going to be, you know, clicking, I guess, through. But the point of this is that you're going to see beach messaging, you're going to see family messaging, you're going to see food and culinary, and then finally you're going to see golf.

So those are the things that we were able to do with a little bit of money that maintained the sense of that original campaign of our getaway
isn't far away.
Travel INTRAnationally, we're tied to that. We used the same voice talent as the other campaign, and we hope that when this is all behind us and everybody's stopped thinking about COVID, that we'll be able to reintroduce traveling intranationally, because it's -- we're the only folks who can tell that story.

And that's something that's very important to us, especially when we have a budget that is 12 out of -- Number 12 out of our 12 comp set. So we are -- we have the smallest budget of all of the destinations in our comp set.

The media side is, you know, a lot about being in the right -- with the right message to the right people, the right levels, at the right time and the right place.

So, these are some of the places that we
were -- our strategy was to be -- a lot of terminology that goes with our industry. When we say full funnel, what we mean is it talks to you when you're in the inspiration phase, but it also talks to you when you're planning and when -- and it reinforces your decision after you've hit the buy button. So that's what the sense is of full
funnel.
We learned -- in addition to what people were willing to do to travel and how they felt about travel, we also learned how they were consuming media. And you can probably look at your own experiences.

Radio wasn't so much because people were staying at home. But television and audio on your Spotify or your Pandora, oh my gosh, it went crazy. Doubled the use of that. So we had to buy media that was appropriate to how people were using media at the time. And the good news was we had a weekly communication, a metric on how people were consuming their media and how -- as well as how they felt about travel.

A lot of digital now, moving pretty significantly away from traditional media types simply because that's where people are and allows us to measure performance. It's also less expensive. So given our budgetary con -considerations, it allows us to do more there. Go on. So -- so, what happened? As a result of that campaign, that Travel INTRA- -- the "Your Getaway Isn't Faraway," just in the by between July of '20 and March of '21, it was launched in July,

95 million impressions.
We exceeded our engagement rate goal. Engagement is did I do something? Did I go to the website? Did I inquire or go -- search for something at the website? Did I ask for a travel plan? Did I open an electronic travel plan? That's what we mean by engagement. We exceeded that by 50 percent.

We grew sessions to the website. Like more than 50 percent. So folks were being moved by that messaging to do some things that we needed them to do.

The beauty of the website, of course, is that we were constantly putting in information consistent with what people were saying they wanted so that we were able to send them to this place through that -- that advertising messaging and then give them the tools to make decisions about things they wanted to do.

And our -- and our suppliers, hotels and restaurants, were providing information about their operations, special offers, programs that they were doing, including the safety of their operations, which was real important at the time.

And then finally that last measure down there
of the guide. So a lot of folks like me want to have something printed, and so they'll go through everything, they'll spend hours on the computer, and then they'll ask you to send them a brochure. So that's that measure and that was up by 19 percent.

This is a cool spaghetti model and -- because this shows you what happened. And 2018 is the light blue line. This is 2019. So we were setting records as we went through the year. Blue is 2020, crash and burn. And then the campaign launches, and we improve.

So now let's look at -- and this gives you where Travel INTRAnationally was launched and then when we paused at the pandemic. Go ahead and hit that last one, Kevin.

So when vaccines were announced in 11/20, on November 20th, we then began to climb, you know, pretty significantly. So, you know, we're above the 20 -- 2018 levels.

And I've just been in touch with seven different hoteliers and about 15 attractions, which I do every month, and most of them have said they have -- with this last month's reporting, April, that they've exceeded 2019.

So, we expect that we're going to be at the end of Q2 -- April, June and July -- up here. And all that's because we paid attention to the consumer -- you can't tell them what to do; you have to listen to them. We paid attention to the consumer and we had the amazing luck of the things that used to make us less attractive as a destination made us more attractive and with leveraging that, delivering a wonderful experience, with the exception of slow service in restaurants, with the exception of not being able to get anywhere. And that brings us to the next real challenge. If you would go to that.

Okay. The beauty is people think -- expect
that they're coming back and that their biggest month will be July. It corresponds with our biggest volume month.

So the pattern that -- that travelers are reporting that they're planning on doing in the next several months reflects what our best times of the years are. There's a challenge and that is we don't really have enough people.

Now, this time in 2019, we were saying we need more folks to work in our hotels and we need more folks in our restaurants. We were already in
something of a pickle with employment.
Now with so many people having gone to other businesses, left the market, not able to take care of their kids, you know, or deciding to collect Unemployment, all of those things conspire to give us fewer people.

So that's one of the things that we're -- that keeps me up at night, is we're successfully getting folks to come see us, planning to come see us, but what are they going to find? Is their experience going to be the kind that turns them off? And that's where we need to work with the community to make sure that that's not the case.

Let's go look at a couple of others. Remember I told you about the things that they think are important? This is one of our most recent weeks, not this week but last week.

Safety is still -- in spite of the confidence everybody has with the vaccinations and with, you know, people feeling better about how things are going, safety's still the top consideration when they think of travel.

Weather. Many of us do things outdoor and we want the weather to be good. They want to be able to get around easily. Food and cuisine, a place to
escape to. And the folks that we're most interested in bringing to the destination are folks who can now spend more time and more money when they're here. Because there isn't an absolute upside but for volume.

So what we need is more people because we've got some more hotels coming. But we need folks who will spend more when they're here and have a better economic impact. And that's something we focus on, per -- what we call purpose pursuers. So those are the folks that we're targeting now, whether they're millennials with kids or without or boomers who have a good deal more money and time to come to our destination. But we're looking at the folks who want some kind of enrichment from their experience here, because that's what we can provide, you know, in our destination.

I told you that the staffing and the service experience keeps me up at night. What makes me go to sleep late is that our competitors who have been laying low now for a year and several months are coming back.

And I don't know if you consume commercial media, but you're probably hearing spots from our
competitors. And they've got bigger budgets than we do. So we're -- we're hopeful that our messaging can be a little more memorable than their me-too voices, because their voices are going to be bigger.

And that gets us to really what are we planning for the future? But $I$ kind of covered that with you. And $I$ know that everybody wants to get out of here, and I apologize for, you know, being late.

But we're going to continue to stick with
"Your Getaway Isn't Faraway" until the line's crossed on concern about the -- about COVID and not concerned about COVID. And so that's why we're watching this data weekly.

But expect towards the end of summer, certainly in the fall, we'll be back with "Travel INTRAnationally" and we'll all feel like we're back in the saddle.

That's all $I$ have. If you have any questions, I'd be more than happy to address them.

CHAIRMAN MAGUIRE: Yes. Go ahead.

MR. OLSON: Prefer -- in your market research, do you have any fresh data on preferences for short-term rentals versus hotel rooms?

MR. GOLDMAN: Good point.
So the growth in short-term rentals has been, you know, astronomical. It's a certain type of vacation people are looking for with the vacation rentals.

To -- to put a -- to illustrate that, in March and April when everything was supposed to be shut down, folks were telling us, well, I'll go to a Hilton or I'll go to a Marriott because I know they're going to be careful. I know they're going to take care of me.

Those brands had done a good job of saying, it's safe to come to our hotels and here's why. And they were telling us, calling us and telling us that vacation rentals were -- they were afraid of them because who were they?

By middle of May, that had all changed.
Folks, through experience were starting to say, yeah, but I'm going to take my wipes with me. I'm going to take my disinfectant. And if I have a house, then I'm not really going to mix it up with anybody. So I could actually better control my environment and feel safer at a vacation rentals. And that spiked.
And we -- they -- and so vacation rentals went
through the roof in terms of occupancy and average rate. And the data from Destination Analysts also reinforced that, that fact that we actually saw in the data. And we get that from the county. MR. OLSON: So, but -- and another sort of part of that question is, hotel rooms, I think with a half dozen hotels that are going to open locally within the next 12 months, that's a thousand more rooms coming on the market.

MR. GOLDMAN: I think it's -MR. OLSON: It's about a thousand more rooms. MR. GOLDMAN: Over the course of the next two years, it's about -- it's a thousand. So you're saying how do $I$ feel about the --

MR. OLSON: Well, the --
MR. GOLDMAN: How do you fill the --
MR. OLSON: -- staffing side of it, plus the growth, the market. We have to go beyond where we were before pre-COVID in order to report --

MR. GOLDMAN: That's right.
MR. OLSON: -- that additional --
MR. GOLDMAN: That's right.
And that is part of why not stopping last year in 2020, by continuing to market the destination, was so important, because it gave us free ground
where the competitors were not there. So we're anticipating that we've generated additional demand to help occupy those hotels.

Here's something also very important. Average rate has been increasing very substantially even as the number of visitors that we've hosted has -would decline during the last year.

The reason $I$ say that is that $I$ don't have to fill my hotel if I'm getting a higher rate. And so, you know, it's -- that's the money you take to the bank, not the people.

And in fact, in times when you have fewer employees, especially housekeepers, fewer visitors is better for you at a higher rate. And we're seeing that, especially at the beaches. We've got Best Westerns getting \$300, and that's just not heard of.

So -- so that's -- we anticipate that the demand that we're generating will satisfy filling those hotels -(Ms. Green exits the meeting.)

MR. GOLDMAN: -- especially as people visit.
CHAIRMAN MAGUIRE: Good questions. Any other questions? Reba, Justin?

MS. LUDLOW: No, but great presentation.

MR. GOLDMAN: Thank you. I'll hang around if everybody just wants to scoot.

MS. LUDLOW: That's very good and positive and it's just what we need.

CHAIRMAN MAGUIRE: Yeah.

MR. GOLDMAN: Thank you. I apologize for racing through, but that's --

CHAIRMAN MAGUIRE: Thank you for coming and then laying that out. Any questions or comments from the attorney?

MR. BURNETT: No, sir.

CHAIRMAN MAGUIRE: The director?

MR. WUELLNER: No, sir.

CHAIRMAN MAGUIRE: The board?

MS. LUDLOW: Thank our video streaming people for being here.

CHAIRMAN MAGUIRE: Yes, I tend to forget. They're out of sight back there. So, good job. Thanks.

All right. With that said and no other comments, adjourned.
(Meeting adjourned at 5:21 p.m.)

## REPORTER'S CERTIFICATE

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STATE OF FLORIDA )
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COUNTY OF ST. JOHNS )

I, JANET M. BEASON, RPR-CP, RMR, CRR, certify that I was authorized to and did stenographically report the foregoing proceedings and that the transcript is a true record of my stenographic notes.

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\text { Dated this 7th day of June, } 2021 .
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| $\begin{aligned} & \text { 42/21 } \\ & \text { make [22] } 6 / 67 / 27 / 14 \end{aligned}$ | 39/3 39/5 40/10 40 | 61/24 [7] 17/7 22/25 | 66/19 66/20 66/22 68 |  |
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| $\begin{aligned} & 34 / 1934 / 2337 / 437 / 15 \\ & 39 / 1039 / 1343 / 14 \end{aligned}$ | meetings [2] | $\begin{aligned} & \text { 25/17 39/15 62/20 } \\ & \text { 64/22 67/8 } \end{aligned}$ |  | not [61] 3/23 8/21 9/17 1/7 11/17 12/15 12/22 |
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|  | messag | $\begin{aligned} & \text { motion [4] 34/17 34/19 } \\ & 34 / 2134 / 23 \end{aligned}$ |  | $\begin{aligned} & 44 / 1245 / 1245 / 16 \\ & 45 / 1746 / 2148 / 549 / 19 \end{aligned}$ |
|  | 52/10 57/13 57/19 |  | $\begin{array}{\|l\|l} 52 / 3 ~ 53 / 15 ~ 62 / 23 ~ 62 / 24 ~ \\ 63 / 1264 / 6 ~ 64 / 7 ~ 69 / 4 ~ \end{array}$ | 54/22 62/11 63/3 63/13 |
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|  | might [4] |  |  | ber 20th |
|  | /12 45/3 | Mr. Burnett [1] 36/12 <br> Mr. Chairman [1] 20/9 | $\left\|\begin{array}{c} \text { next [21] } 5 / 256 / 13 \\ 17 / 15 ~ 19 / 7 \\ 22 / 25 \\ 24 / 13 \end{array}\right\|$ |  |
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