

## Agenda

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### Finance Committee

**Friday, November 5, 2021**

**8:00 a.m.**

**Kent County Commission Chamber**

**300 Monroe, NW • Grand Rapids, MI 49503**

- |     |  |                |
|-----|--|----------------|
| 1.  | Call to Order  | Richard Winn   |
| 2.  | Minutes of September 9, 2021, Combined Meeting   | Action         |
| 3.  | Consolidated Financial Statement for the Period Ending September 30, 2021                                | Action         |
| 4.  | ASM Global Financial Statements for Period Ending September 30, 2021 - DeVos Place® and Van Andel Arena® | Information    |
| 5.  | Independent Contractor Agreement with McConomy Properties, LLC   | Action         |
| 6.  | Auto Parking System Periodic Reporting   | Information    |
| 7.  | Report from ASM Global   | Rich MacKeigan |
| 8.  | Self-Assessment by ASM Global  | Information    |
| 9.  | Public Comment   |                |
| 10. | Committee Member Comments  |                |
| 11. | Adjournment  |                |

**Next Meeting Date: Friday, December 3, 2021**  
**Joint Board and Committee Meeting**

**MINUTES OF THE GRAND RAPIDS-KENT COUNTY  
CONVENTION/ARENA AUTHORITY  
COMBINED MEETING OF FINANCE COMMITTEE  
AND BOARD OF DIRECTORS  
303 MONROE AVENUE, NW | GRAND RAPIDS, MI  
Thursday, September 9, 2021**

Attendance:

Members Present: Richard Winn, Chairperson  
Rosalynn Bliss  
Lew Chamberlin  
Joe Jones  
Birgit Klohs  
Jay Preston  
Charlie Secchia  
Jana Wallace  
Floyd Wilson, Jr.

Members Absent: Mandy Bolter  
Jeff Dood  
Jill Ferris  
Robert Herr  
Marvin Van Nortwick

Staff/Others:	Andrea Anderson	Mobile GR
	Chris Anderson	ASM Global
	Kathy Bart	ASM Global
	Lauren Callahan	ASM Global
	Kate Carlson	<i>MiBiz</i>
	Megan Distel	Broadway Grand Rapids
	Aaron Doty	Grand Rapids Symphony
	Alison Goodyke	ASM Global
	Chris Machuta	ASM Global
	Jennifer Kasper	Mobile GR
	Andy Kursch	ASM Global
	JJ Loew	Vicinity Energy
	Rich MacKeigan	ASM Global
	Mary Manier	Experience Grand Rapids
	Cheri McConomy	McConomy Properties, LLC
	Doug Small	Experience Grand Rapids
	Eddie Tadlock	ASM Global
	Brad Thomas	Progressive AE
	John Van Houten	Progressive AE
	Susan Waddell	CAA
	Mark Washington	City of Grand Rapids
	Richard Wendt	Dickinson Wright
	Jessica Wood	Dickinson Wright

**1. Call to Order**

Chairperson, Richard Winn, called the meeting to order at 9:05 a.m. Staff recorded the meeting minutes.

**2. Minutes of Prior Meetings**

*Motion by Ms. Klohs, support by Mr. Jones, to approve the May 7, 2021, Finance Committee Minutes and the June 4, 2021, Board Minutes. Motion carried.*

**3. Application to Liquor Control Commission for Special License**

Mr. MacKeigan requested approval to apply to the Michigan Liquor Control Commission for special liquor licenses in conjunction with the International Wine, Beer & Food Festival that will be held November 18-20, 2021.

*Motion by Ms. Bliss, support by Ms. Klohs, to approve an application to the Michigan Liquor Control Commission for special liquor licenses in conjunction with the International Wine, Beer & Food Festival. Motion carried.*

**4. Director and Officer Insurance Renewal**

*Motion by Mr. Chamberlin, support by Mr. Secchia, to approve the annual renewal of the directors' and officers' liability insurance. The motion carried unanimously.*

**5. Consolidated Financial Statement for the Period Ending June 30, 2021**

Chairperson Winn reported that the adopted FY 2021 budget forecasted a draw on fund balance of \$10.9 million. Additional spending reductions and unanticipated new revenue sources combined to reduce the budgeted deficit by \$3.1 million, resulting in a preliminary unrestricted fund balance of \$13.8 million.

*Motion by Mr. Jones, support by Ms. Wallace, to accept the June 2021 Consolidated Financial Statements. Motion carried.*

**6. Consolidated Financial Statement for the Period Ending July 31, 2021**

Chairperson Winn reported that the FY 2022 budget that was adopted in June forecasted a draw on fund balance of \$2.2 million. Since that date, there have been a couple of significant changes, namely notification of a federal grant award in the amount of \$8.2 million and a request to carry over additional capital in the amount of \$86,455 to provide for three projects that had not been completed by June 30, 2021.

*Motion by Ms. Klohs, support by Mr. Wilson, to (i) accept the July 2021 Consolidated Financial Statements; (ii) recognize receipt of federal grant funds in the amount \$8.2 million; and (iii) authorize an increase of \$86,455 in the FY 2022 capital appropriation to provide for three projects that had not been completed by June 30, 2021. Motion carried.*

**7. ASM Global Financial Statements – DeVos Place® and Van Andel Arena® - June 30, 2021**

The ASM Global financial statements were included in the agenda packet as information items.

**8 ASM Global Financial Statements – DeVos Place® and Van Andel Arena® - July 31, 2021**

The ASM Global financial statements were included in the agenda packet as information items.

**9. Experience Grand Rapids Report**

Ms. Manier provided an overview of the CVB's recent bookings, sales activities, marketing efforts, site visits, and major bid presentations. Ms. Manier presented a promotional video Experience Grand Rapids and Travel Michigan used for U.S. Travel ESTO conference that will be hosted in 2022.

**10. Auto Parking System Periodic Reporting**

The quarterly report regarding the City/County utilization of discounted DeVos Place® monthly parking passes was included as an information item.

**11. Shuttered Venue Operator Grant (SVOG) Update**

Staff reported that the SBA approved the CAA's SVO grant application, in the amount of \$8.2 million. The CAA received the funds in a single disbursement on July 21, 2021, and these funds may be used to pay allowable items of cost incurred between March 1, 2020, and December 31, 2021. The CAA is eligible for a supplemental grant of \$1.7 and amended performance period. The amended performance period will allow the CAA to use the grant funds for expenses through June 30, 2022.

**12. ASM Global Report and Facilities Calendars**

Mr. MacKeigan provided an event update through the end of the calendar year. The Griffins home opener is scheduled for October 15, 2021. ArtPrize begins September 16, and both DeVos Place® and the Van Andel Arena® will exhibit artist installations.

**13. Public Comment**

None.

**14. Adjournment**

The meeting adjourned at 9:35 a.m. The next CAA Board meeting is Friday, October 1, 2021.

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Susan M. Waddell, Recording Secretary



**Consolidated Financial Report**  
**September 30, 2021**

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**Financial Dashboard**  
**Year-To-Date (3Month)**  
**September 30, 2021**

<b>Van Andel Arena®</b>						
	<b>All Events</b>			<b>Concert</b>		
	<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>	<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>
<b>Events</b>	2		4			3
<b>Attendance</b>			17,548			14,699
<b>Event Income</b>	\$ 18,894		\$ 317,677			\$ 257,187
<b>DeVos Place®</b>						
	<b>All Events</b>			<b>Convention/Trade</b>		
	<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>	<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>
<b>Events</b>		56	64		45	20
<b>Attendance</b>		64,010	22,866		50,160	5,830
<b>Event Income</b>	\$ (3,226)	\$ 554,242	\$ 637,711		\$ 412,395	\$ 261,178
				<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>
<b>Operating Income (Loss)</b>				\$ (986,559)	\$ (1,309,804)	\$ 7,354,546
<b>Capital/Repair/Replacement</b>				(768,255)		
<b>Net - To/(From) on Fund Balance</b>				\$ (1,754,814)	\$ (1,309,804)	\$ 7,354,546

**\*NOTES:**

(1) Unrestricted Fund Balance at June 30, 2021 (preliminary, subject to audit) - \$13.8 million.

(2) Excluding the \$8.2 million SBA grant, the 9/30 year-to-date performance - (\$847,719).

**Grand Rapids-Kent County Convention/Arena Authority**  
**Summary by Facility/Other**  
**Fiscal Year Ending June 30, 2022**

	<b>FY 2022</b>			
	<b>7/1 - 09/30</b>			
	<b>Year-to-Date</b>	<b>Roll</b>	<b>Estimate<sup>(1)</sup></b>	<b>Budget</b>
<b>Van Andel Arena</b>				
Operating - Revenues	\$ 385,206	\$ 4,807,167	\$ 5,192,373	\$ 4,746,644
- Expenses - Facilities	(726,484)	(3,602,061)	(4,328,545)	(4,330,348)
- Base Management Fees	(45,085)	(140,663)	(185,748)	(183,945)
- Incentive Fee	-	-	-	-
Net Operating Income (Loss)	(386,363)	1,064,443	678,080	232,351
Parking	91,739	187,250	278,989	278,989
Pedestrian Safety	(1,134)	(63,866)	(65,000)	(65,000)
<b>Net Proceeds (Cost) of VAA</b>	<b>(295,758)</b>	<b>1,187,827</b>	<b>892,069</b>	<b>446,340</b>
<b>DeVos Place Convention Center</b>				
Operating - Revenues	657,004	3,742,406	4,399,410	4,143,265
- Expenses - Facilities	(1,303,844)	(4,419,559)	(5,723,403)	(5,725,206)
- Base Management Fees	(45,085)	(140,663)	(185,748)	(183,945)
- Incentive Fee	-	-	-	-
Net Operating Income (Loss)	(691,925)	(817,816)	(1,509,741)	(1,765,886)
Parking	228,221	534,790	763,011	763,011
Pedestrian Safety	(1,318)	(34,682)	(36,000)	(36,000)
<b>Net Proceeds (Cost) of DVP</b>	<b>(465,022)</b>	<b>(317,708)</b>	<b>(782,730)</b>	<b>(1,038,875)</b>
<b>Other</b>				
Revenues	8,212,812	2,060,188	10,273,000 <sup>(3)</sup>	273,000
Expenses	(97,486)	(781,014)	(878,500)	(878,500)
Net Other	8,115,326	1,279,174	9,394,500	(605,500)
<b>Total Net Proceeds/Operating</b>	<b>7,354,546</b>	<b>2,149,293</b>	<b>9,503,839</b>	<b>(1,198,035)</b>
Capital/Repair Expenditures	-	(1,056,567)	(1,056,567)	(1,056,567)
<b>Results Net of Capital/Repair Expenditures</b>	<b>\$ 7,354,546</b>	<b>\$ 1,092,726</b>	<b>\$ 8,447,272</b>	<b>\$ (2,254,602)</b>

Notes:

- (1) A first quarter Roll will be compiled as a part of the September financial report and presented at the November Board meeting.  
(2) Includes an approved (9/9/21 agenda) budget amendment to provide for several capital project balances (\$86,455) carried over from the June 2021 consolidated financial report for details.  
(3) Includes a \$10M - Small Business Administration/Shuttered Venues Operator Grant

**Grand Rapids-Kent County Convention/Arena Authority  
Administrative - Operating / Capital Replacement Budget  
FY 2022 Budget**

FY 2022 Eligible Projects:		Budget	Actual 7/1-09/30	Roll	Appropriation Lapse
<b>Van Andel Arena®</b>					
<b>Total VAA</b>		-	-	\$ -	-
<b>DeVos Place®</b>					
	Lyon Street Landscape	200,000	-	200,000	-
<b>Total DVP</b>		200,000	-	200,000	-
<b>Both Venues</b>				-	
<b>Carryover (FY20) Projects</b>					
DVP	Building Maintenance Software-HVAC	43,740	-	43,740	-
DVP	Additional Furniture	30,580	-	30,580	-
VAA	Security Upgrades	12,135		12,135	-
VAA	Suite Refresher	370,112	-	370,112	-
DVP	Lyon Street Landscaping	400,000	-	400,000	-
<b>Total Carryover</b>		856,567		856,567	-
<b>Total Unrestricted Accounts</b>		1,056,567		1,056,567	-
<b>COVID-19 County Grant (Restricted Account)</b>		48,620	1,380	47,240	-
<b>Total FY 2021 Capital Budget</b>		\$ 1,105,187	\$ 1,380	\$ 1,103,807	\$ -

Notes: The FY2022 budget, as adopted, included - \$400,000 for Lyon Street Landscape and \$370,112 for Suite Refresher.  
The July monthly financial report included a request to re-appropriate a total of \$86,455 for Unrestricted Projects  
and \$48,620 in the County Grant account.

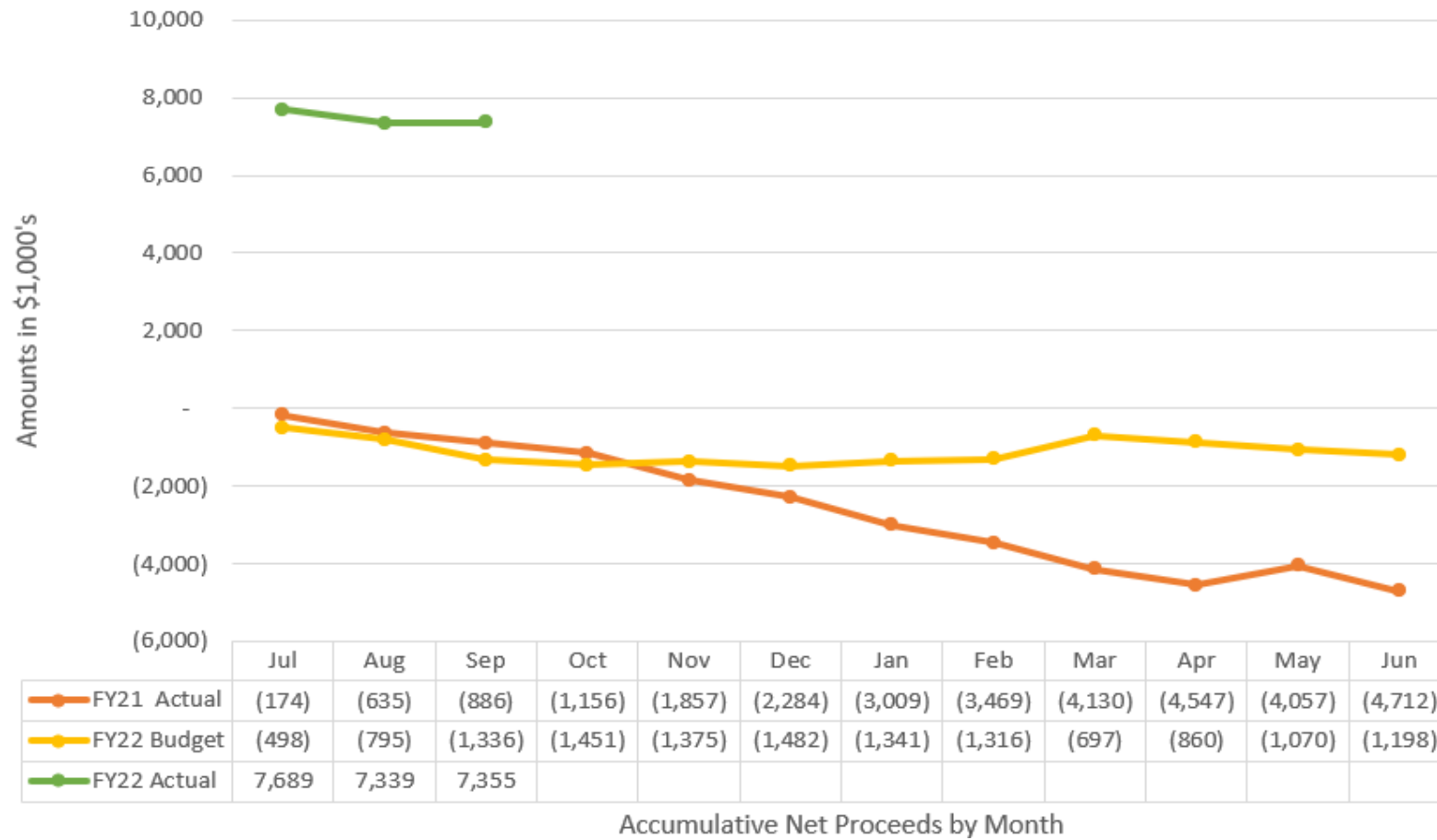


**Grand Rapids-Kent County Convention/Arena Authority**  
**Budget Summary by Facility/Other**  
**Financial Trends for Year Ending June 30, 2022**

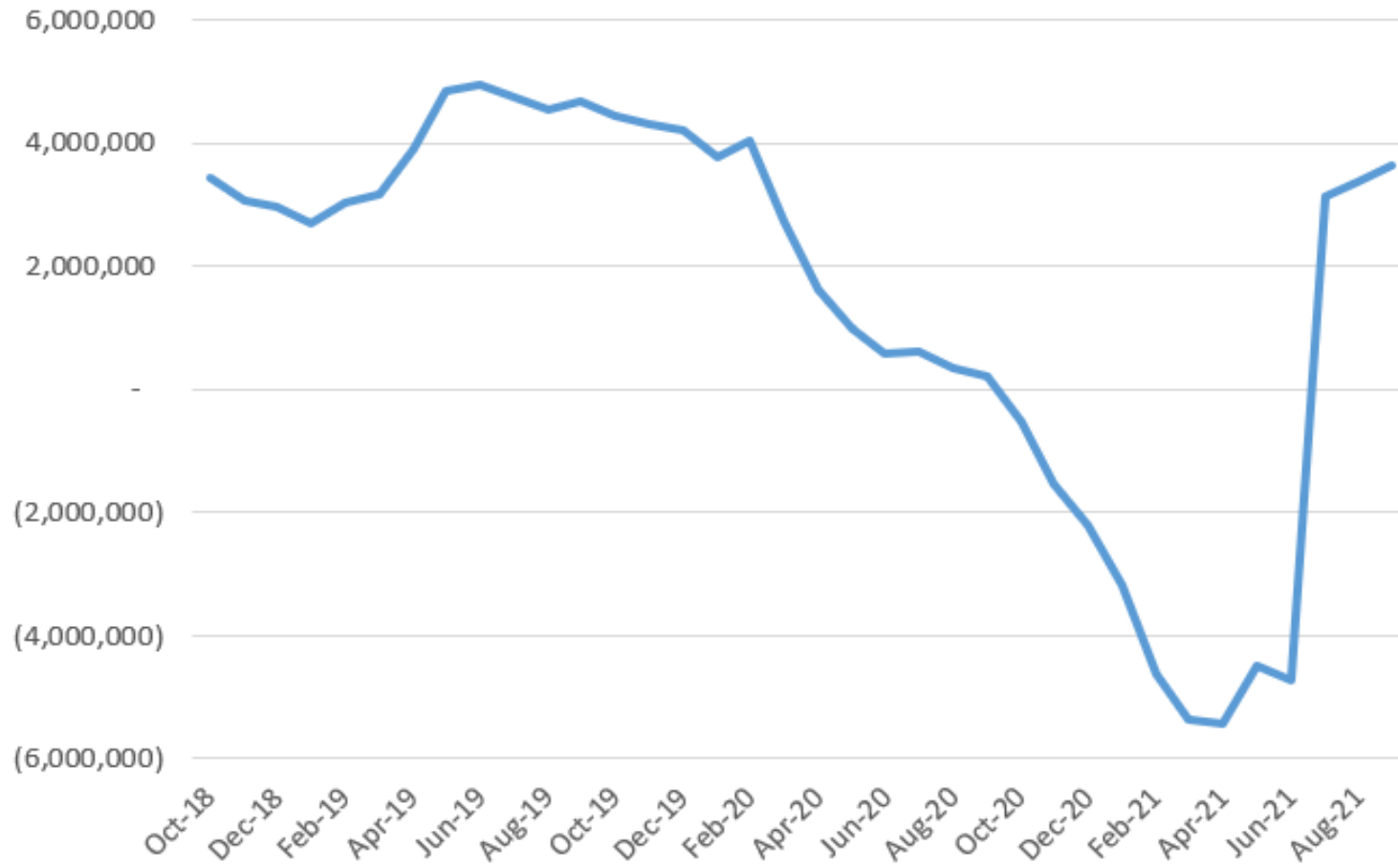
	Annual			Year-To-Date		
	FY 2021 Final	FY 2022 Budget	Change Positive (Negative)	FY 2021 7/1-09/30	FY 2022 7/1 - 0930	Change Positive (Negative)
<b>Van Andel Arena</b>						
Operating - Revenues	\$ 634,175	\$ 4,746,644	648.4	\$ 472,227	\$ 385,206	(18.4)
- Expenses - Facilities	(2,278,844)	(4,330,348)	(90.0)	(512,536)	(726,484)	(41.7)
- Base Management Fees	(180,339)	(183,945)	(2.0)	(45,085)	(45,085)	-
- Incentive Fee	-	-	-	-	-	-
Net Operating Income (Loss)	(1,825,008)	232,351	112.7	(85,394)	(386,363)	(352.4)
Parking	263,244	278,989	6.0	36,975	91,739	148.1
Pedestrian Safety		(65,000)	(100.0)		(1,134)	(100.0)
<b>Net Proceeds (Cost) of VAA</b>	<b>(1,561,764)</b>	<b>446,340</b>	<b>128.6</b>	<b>(48,419)</b>	<b>(295,758)</b>	<b>(510.8)</b>
<b>DeVos Place Convention Center</b>						
Operating - Revenues	175,842	4,143,265	2,256.2	20,084	657,004	3171.3
- Expenses - Facilities	(4,043,012)	(5,725,206)	(41.6)	(895,072)	(1,303,844)	(45.7)
- Base Management Fees	(180,339)	(183,945)	(2.0)	(45,085)	(45,085)	-
- Incentive Fee	-	-	-	-	-	-
Net Operating Income (Loss)	(4,047,509)	(1,765,886)	56.4	(920,073)	(691,925)	24.8
Parking	272,113	763,011	180.4	(11,912)	228,221	100.0+
Pedestrian Safety	(71,120)	(36,000)	(49.4)		(1,318)	(100.0)
<b>Net Proceeds (Cost) of DVP</b>	<b>(3,846,516)</b>	<b>(1,038,875)</b>	<b>73.0</b>	<b>(931,985)</b>	<b>(465,022)</b>	<b>50.1</b>
<b>Other</b>						
Revenues	1,334,864	273,000	(79.5)	62,661	8,212,812	100.0+
Expenses	(638,282)	(878,500)	(37.6)	(68,816)	(97,486)	(41.7)
<b>Net Other</b>	<b>696,582</b>	<b>(605,500)</b>	<b>(186.9)</b>	<b>(6,155)</b>	<b>8,115,326</b>	<b>100.0+</b>
<b>Total Net Proceeds/Operating</b>	<b>(4,711,698)</b>	<b>(1,198,035)</b>	<b>74.6</b>	<b>(986,559)</b>	<b>7,354,546</b>	<b>745.5</b>
Capital/Repair Expenditures	(3,070,138)	(1,056,567)	65.6	(768,255)		100.0+
<b>Results Net of Capital Expenditures</b>	<b>\$ (7,781,836)</b>	<b>\$ (2,254,602)</b>	<b>71.0</b>	<b>\$ (1,754,814)</b>	<b>\$ 7,354,546</b>	<b>419.1</b>

## CAA Trends

### Monthly Net Operating Proceeds through September 30, 2021



## Lagging 12 Months Net Operating Proceeds



## Significant Notes

### Van Andel Arena®

- Page 1 - Three concerts generated \$257,187 in event revenue revenue, a 100% increase over no concerts
- Page 5 - Net Proceeds of (\$295,758) decreased by (510.8%) from prior year of (\$48,419).

### DeVos Place®

- Page 1 - Convention/trade show business generated \$262,178 in event revenue, an increase of 100% over
- Page 5 - Net "proceeds" of (\$465,022) increased by 50.1% from prior year Net Proceeds of (\$931,985).

**Grand Rapids-Kent County Convention/Arena Authority**  
**Administrative Accounts**  
**Net Other Detail**  
**September 30, 2021**

	Annual			Actual		
	FY 2021 Final	FY 2022 Budget	Change Positive (Negative)	FY 2021 7/1-9/30	FY 2022 7/1-9/30	Change Positive (Negative)
Other						
Revenues						
Interest/Capital Contr.	\$ 205,007	\$ 215,000	4.9	\$ 62,661	\$ 10,547	(83.2)
Miscellaneous	1,129,857	58,000	(94.9)		8,202,265	100.0+
	1,334,864	273,000	(79.6)	62,661	8,212,812	100.0+
Expenses						
Arena 25-Year Recognition	-	100,000	(100.0)	-	10,875	100.0+
Marketing (CVB/Sports)	200,000	200,000	-			
Diversity Initiative	3,000	100,000	(3,233.3)			
Wages/Benefits	135,838	139,000	(2.3)	24,948	33,170	(33.0)
Professional Services	87,233	87,000	0.3	3,402	3,732	(9.7)
DID Assessment	32,110	33,000	(2.8)			
Food & Beverage Repairs	-	40,000	(100.0)			
Consulting Services	118,099	91,500 <sup>(1)</sup>	22.5	13,600	23,580	(73.4)
Landscaping	25,151	27,000	(7.4)			
Procurement of Art		25,000	(100.0)		689	(100.0)
Insurance	24,836	26,000	(4.7)	24,445	22,501	8.0
Supplies/Other	12,015	10,000	16.8	2,421	2,939	(21.4)
	638,282	878,500	(37.6)	68,816	97,486	(41.7)
Net Proceeds - Operating	<u>\$ 696,582</u>	<u>\$ (605,500)</u>	<u>(186.9)</u>	<u>\$ (6,155)</u>	<u>\$ 8,115,326</u>	<u>100.0+</u>

Notes:

<sup>(1)</sup> SMG-\$55,500 and Potomac Strategic Development - \$36,000.

**Grand Rapids-Kent County Convention/Arena Authority**  
**Special Accounts**  
**Federal CARES Allotment (County)**  
**Grant Period: 10/8/20 to 12/30/20**  
**Revenues/Expenses**  
**September 30, 2021**

	<u><b>Budget</b></u>	<u><b>Actual</b></u>
Revenues:		
County Grant	\$ 48,620	\$ 1,380
Expenses:	<u>(48,620)</u>	<u>(1,380)</u>
Net Balance	<u><u>\$ -</u></u>	<u><u>\$ -</u></u>

NOTES:

- County Board Approval - 10/8/2020
- CAA - Funds Received - 10/27/2020
- ASM - Purchase Orders Issued - 10/28/2020
- CAA Board - Grant Agreement Approved - 11/13/2020
- Timing Limitation - All Grant Funds Must Be Spent on or Before 12/30/2020
- Time limit extension for "advertising" expenditures

Unexpended Balance, of \$30,172, returned to Kent County on 01/29/2021

Reserve balance, of \$48,620, held for remaining grant eligible activities

# DEVOS PLACE

## DE VOS PLACE

### FINANCIAL STATEMENT FOR THE MONTH ENDED SEPTEMBER 30, 2021

Distribution:

Grand Rapids – KentCounty Convention / Arena Authority  
Robert White  
Harry Cann  
Hope Parkin  
Howard Feldman  
Richard MacKeigan  
Chris Machuta



DE VOS PLACE  
ROLLING FORECAST  
FISCAL YEAR ENDING JUNE 30, 2022

	YTD Actual	Roll	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	64	213	277	269	8
ATTENDANCE	22,866	376,410	399,276	410,420	(11,144)
DIRECT EVENT INCOME	320,887	2,254,654	2,575,541	2,352,417	223,124
ANCILLARY INCOME	279,405	1,136,589	1,415,994	1,401,350	14,644
OTHER EVENT INCOME	37,419	263,365	300,784	287,498	13,286
TOTAL EVENT REVENUE	637,711	3,654,608	4,292,319	4,041,265	251,054
TOTAL OTHER REVENUE	19,293	87,798	107,091	102,000	5,091
TOTAL OPERATING REVENUE	657,004	3,742,406	4,399,410	4,143,265	256,145
INDIRECT EXPENSES					
EXECUTIVE	39,022	182,737	221,759	221,759	-
FINANCE	75,040	198,790	273,830	273,830	-
MARKETING	36,660	147,251	183,911	183,911	-
OPERATIONS	313,602	1,163,083	1,476,685	1,476,685	-
EVENT SERVICES	302,166	844,095	1,146,261	1,146,261	-
BOX OFFICE	44,384	124,240	168,624	168,624	-
SALES	84,668	401,292	485,960	485,960	-
OVERHEAD	453,387	1,498,734	1,952,121	1,952,121	-
TOTAL OPERATING EXP.	1,348,929	4,560,222	5,909,151	5,909,151	-
NET REVENUE ABOVE EXPENSES	(691,925)	(817,816)	(1,509,741)	(1,765,886)	256,145
INCENTIVE FEE		-	0	0	-
NET OPERATING REVENUE OVER OPERATING EXPENSES	(691,925)	(817,816)	(1,509,741)	(1,765,886)	256,145

Comments:

September marks the busiest month for DVP coming out of shutdown. 31 event days were hosted during the month including the start of the Arts Group season with a couple of Symphony events.

Forecast for the balance of the fiscal year anticipates revenue coming in higher than budget for the fiscal year overall.

DocuSigned by:



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General Manager

DocuSigned by:



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Assistant General Manager



**DE VOS PLACE**  
**FINANCIAL STATEMENT HIGHLIGHTS**  
**FISCAL YEAR ENDING JUNE 30, 2022**

The following schedule summarizes operating results for both the current month and Year to Date as compared to budget and prior year:

<b>MONTH</b>	September Actual	September Budget	September FY 2021
Number of Events	31	11	0
Attendance	10,540	8,100	0
Direct Event Income	\$162,068	\$81,531	\$0
Ancillary Income	148,135	40,643	(1,865)
Other Event Income	23,046	12,393	0
Other Operating Income	7,799	8,500	20,298
Indirect Expenses	(531,010)	(376,938)	(308,924)
Net Income	(\$189,962)	(\$233,871)	(\$290,491)

<b>YTD</b>	YTD 2022 Actual	YTD 2022 Budget	YTD 2021 Prior Year
Number of Events	64	56	0
Attendance	22,866	64,010	0
Direct Event Income	\$320,886	\$288,881	\$2,200
Ancillary Income	279,407	226,003	(5,426)
Other Event Income	37,419	39,358	0
Other Operating Income	19,292	25,500	23,310
Indirect Expenses	(1,348,929)	(1,130,814)	(940,157)
Net Income	(\$691,925)	(\$551,072)	(\$920,073)

**EVENT INCOME**

Event income fell short of budget due to a couple of events that were postponed.

**ANCILLARY INCOME**

Ancillary income, while falling short of budget overall due to a couple of postponements, performed well for the events that were hosted and spending was consistent with expectations.

**INDIRECT EXPENSES**

Indirect expenses came in a bit higher than budget overall, however, nothing alarming that would indicate any sort of trend.

**DeVos Place**  
**Income Statement**  
**For the Three Months Ended September 30, 2021**

	Current Month Actual	Current Month Budget	Variance	Current Month Prior Year	Year to Date Actual	Year to Date Budget	Variance	Year to Date Prior Year
<b>Event Income</b>								
<b>Direct Event Income</b>								
Rental Income	\$178,362	\$87,860	\$ 90,502	\$0	\$324,068	\$297,148	\$ 26,920	\$2,200
Service Revenue	133,197	69,870	63,327	0	301,616	236,060	65,556	0
Service Expenses	(149,491)	(76,199)	(73,292)	0	(304,797)	(244,327)	(60,470)	0
<b>Total Direct Event Income</b>	<b>162,068</b>	<b>81,531</b>	<b>80,537</b>	<b>0</b>	<b>320,887</b>	<b>288,881</b>	<b>32,006</b>	<b>2,200</b>
<b>Ancillary Income</b>								
F&B Concession	17,415	5,204	12,211	0	28,994	13,869	15,125	0
F&B Catering	60,021	12,115	47,906	0	85,030	85,069	(39)	0
Novelty Sales	600	203	397	0	5,009	1,695	3,314	0
Booth Cleaning	27,149	4,738	22,411	0	52,454	26,758	25,696	0
Telephone/Long Distance	0	-	-	0	0	-	-	0
Electrical Services	18,670	6,482	12,188	0	43,543	36,182	7,361	0
Audio Visual	8,255	4,691	3,564	0	30,113	37,046	(6,933)	0
Internet Services	6,315	1,159	4,764	(1,865)	7,682	9,670	(1,988)	(5,426)
Equipment Rental	9,710	6,051	3,659	0	26,580	15,714	10,866	0
<b>Total Ancillary Income</b>	<b>148,135</b>	<b>40,643</b>	<b>107,492</b>	<b>(1,865)</b>	<b>279,405</b>	<b>226,003</b>	<b>53,402</b>	<b>(5,426)</b>
<b>Other Event Income</b>								
Ticket Rebates(Per Event)	23,046	12,393	10,653	0	37,419	39,358	(1,939)	-
<b>Total Other Event Income</b>	<b>23,046</b>	<b>12,393</b>	<b>10,653</b>	<b>0</b>	<b>37,419</b>	<b>39,358</b>	<b>(1,939)</b>	<b>0</b>
<b>Total Event Income</b>	<b>333,249</b>	<b>134,567</b>	<b>198,682</b>	<b>(1,865)</b>	<b>637,711</b>	<b>554,242</b>	<b>83,469</b>	<b>(3,226)</b>
<b>Other Operating Income</b>								
Luxury Box Agreements	0	2,000	(2,000)	775	0	6,000	(6,000)	2,325
Advertising	0	0	-	0	0	0	-	0
Other Income	7,799	6,500	1,299	19,523	19,293	19,500	(207)	20,985
<b>Total Other Operating Income</b>	<b>7,799</b>	<b>8,500</b>	<b>(701)</b>	<b>20,298</b>	<b>19,293</b>	<b>25,500</b>	<b>(6,207)</b>	<b>23,310</b>
<b>Adjusted Gross Income</b>	<b>341,048</b>	<b>143,067</b>	<b>197,981</b>	<b>18,433</b>	<b>657,004</b>	<b>579,742</b>	<b>77,262</b>	<b>20,084</b>
<b>Operating Expenses</b>								
Salaries and Wages	296,661	202,967	93,694	144,419	736,614	608,901	127,713	551,564
Payroll Taxes and Benefits	112,798	58,972	53,826	67,667	266,422	176,916	89,506	209,584
Labor Allocations to Events	(193,739)	(126,398)	(67,341)	(74,921)	(456,388)	(379,194)	(77,194)	(307,780)
<b>Net Salaries and Benefits</b>	<b>215,720</b>	<b>135,541</b>	<b>80,179</b>	<b>137,165</b>	<b>546,648</b>	<b>406,623</b>	<b>140,025</b>	<b>453,368</b>
Contracted Services	38,796	28,046	10,750	2,768	89,033	84,138	4,895	6,445
General and Administrative	25,844	21,432	4,412	14,428	88,948	64,296	24,652	44,597
Operations	6,672	11,946	(5,274)	3,719	16,197	35,838	(19,641)	11,147
Repair and Maintenance	60,443	47,100	13,343	43,901	143,124	141,300	1,824	87,249
Operational Supplies	36,761	15,675	21,086	6,273	56,512	47,025	9,487	18,053
Insurance	18,459	18,969	(510)	12,639	51,920	56,907	(4,987)	37,916
Utilities	113,287	82,900	30,387	72,824	311,462	248,700	62,762	236,297
SMG Management Fees	15,028	15,329	(301)	15,207	45,085	45,987	(902)	45,085
<b>Total Operating Expenses</b>	<b>531,010</b>	<b>376,938</b>	<b>154,072</b>	<b>308,924</b>	<b>1,348,929</b>	<b>1,130,814</b>	<b>218,115</b>	<b>940,157</b>
<b>Net Income(Loss) From Operatic</b>	<b>(189,962)</b>	<b>(233,871)</b>	<b>43,909</b>	<b>(290,491)</b>	<b>(691,925)</b>	<b>(551,072)</b>	<b>(140,853)</b>	<b>(920,073)</b>
<b>Other Non-Operating Expenses</b>								
<b>Adjusted Net Income(Loss)</b>	<b>(189,962)</b>	<b>(233,871)</b>	<b>43,909</b>	<b>(290,491)</b>	<b>(691,925)</b>	<b>(551,072)</b>	<b>(140,853)</b>	<b>(920,073)</b>

**SMG DeVos Place**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Year to Date Event Summary Report**  
**For the Three Months Ended September 30, 2021**

Event Type	Events/Days		Attendance		Total Event Income	
	Actual	Budget	Actual	Budget	Actual	Budget
Convention/Trade Shows	20	45	5,830	50,160	261,178	412,395
Consumer/Gated Shows	4	-	2,400	-	56,588	19,330
DeVos Performance Hall	15	11	6,539	13,850	111,171	122,522
Banquets	2	-	270	-	2,306	-
Meetings	14	-	3,094	-	152,067	-
Other	9	-	4,733	-	54,400	-
GRAND TOTALS	64	56	22,866	64,010	637,711	554,242

As Percentage of Overall

Convention/Trade Shows	31.25%	80.36%	25.50%	78.36%	40.96%	74.41%
Consumer/Gated Shows	6.25%	0.00%	10.50%	0.00%	8.87%	3.49%
Devos Performance Hall	23.44%	19.64%	28.60%	21.64%	17.43%	22.11%
Ballroom Exclusive	3.13%	0.00%	1.18%	0.00%	0.36%	0.00%
Meetings	21.88%	0.00%	13.53%	0.00%	23.85%	0.00%
Other	14.06%	0.00%	20.70%	0.00%	8.53%	0.00%

**DeVos Place**  
**Balance Sheet**  
**As of September 30, 2021**

**ASSETS**

**Current Assets**

Cash	1,642,163
Account Receivable	466,600
Prepaid Expenses	215,217

<b>Total Current Assets</b>	<b>\$2,323,980</b>	
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<b>Total Assets</b>	<b>\$2,323,980</b>	
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**LIABILITIES AND EQUITY**

**Current Liabilities**

Accounts Payable	372,635
Accrued Expenses	191,051
Deferred Income	101,273
Advanced Ticket Sales & Deposits	2,268,908

Total Current Liabilities	\$2,933,868	
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**Other Liabilities**

**Equity**

Funds Remitted to CAA	(16,500)
Funds Received by CAA	
Expenses Paid Direct by CAA	302,932
Beginning Balance Equity	(204,395)
Current Year Equity	(691,925)

Total Equity	(\$609,888)	
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<b>Total Liabilities and Equity</b>	<b>\$2,323,980</b>	
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**SMG - DeVos Place**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Summary of Accounts Receivable**  
**As of September 30, 2021**

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Current - Under 30 Days	
Food & Beverage	78,065
Ticketing	66,600
Merchandise	2,657
Decorating	27,148
Audio/Visual	8,349
Van Andel Arena	(34,716)
Operating	284,157
Over 30 Days	-
Over 60 Days	34,340
Over 90 Days	
Total Accounts Receivable	466,600

**SMG - Van Andel Arena & DeVos Place  
Grand Rapids - Kent County Convention/Arena Authority  
Management Fee Summary  
Fiscal Year Ending June 30, 2022**

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**MANAGEMENT FEE SUMMARY**

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2021 Actual
Net Revenue above Expenses	678,080	(1,509,741)	(831,661)	(5,686,855)
Benchmark++			1,050,000	1,050,000
Excess	678,080	(1,509,741)	(1,881,661)	(6,736,855)

Incentive Fee Calculation (Only if above greater than zero)

	Arena Estimate	DeVos Place Estimate	Total Estimate	Total Actual
Base Fee	185,749	185,749	371,497	360,676
Incentive Fee				
Revenue	5,192,373	4,399,410	9,591,783	1,018,204
Benchmark Revenue	5,548,039	4,901,666	10,449,705	9,914,331
Revenue Excess	(355,666)	(502,256)	(857,922)	(9,104,314)
Incentive Fee **	-	-	-	-
Total SMG Management Fee	185,749	185,749	371,497	360,676

\*\* Incentive fee is 25% of the first \$500,000 in excess, 30% of remaining capped at base fee amount.

++ SMG will be eligible for an Incentive fee if Net Revenues exceed Expenses by the following amounts:

Equal to \$850,000 and less than \$950,000 shall be paid at 50% of calculated fee.

Equal to \$950,000 and less than \$1,050,000 shall be paid at 75% of calculated fee.

Equal to \$1,050,000 and above shall be paid at 100% of calculated fee.



## VAN ANDEL ARENA

### FINANCIAL STATEMENT FOR THE MONTH ENDED SEPTEMBER 30, 2021

PROUD HOME OF THE GRAND RAPIDS GRIFFINS – TWO TIME CALDER CUPS CHAMPIONS



#### Distribution:

Grand Rapids – Kent County Convention / Arena Authority  
Robert White  
Harry Cann  
Hope Parkin  
Howard Feldman  
Richard MacKeigan  
Chris Machuta



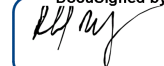
VAN ANDEL ARENA  
ROLLING FORECAST  
FISCAL YEAR ENDING JUNE 30, 2022

	YTD	ROLL	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	5	78	83	78	5
ATTENDANCE	20,397	523,600	543,997	523,600	20,397
DIRECT EVENT INCOME	108,754	913,770	1,022,524	913,770	108,754
ANCILLARY INCOME	120,496	1,341,111	1,461,607	1,334,871	126,736
OTHER EVENT INCOME	88,427	593,600	682,027	593,600	88,427
TOTAL EVENT INCOME	317,677	2,848,481	3,166,158	2,842,241	323,917
TOTAL OTHER INCOME	67,529	1,958,686	2,026,215	1,904,403	121,812
TOTAL INCOME	385,206	4,807,167	5,192,373	4,746,644	445,729
INDIRECT EXPENSES					
EXECUTIVE	47,592	206,750	254,342	254,342	-
FINANCE	63,345	172,921	236,266	236,266	-
MARKETING	38,610	247,851	286,461	286,461	-
OPERATIONS	314,312	1,756,866	2,071,178	2,071,178	-
BOX OFFICE	43,210	255,802	299,012	299,012	-
LUXURY SEATING	-	-	-	-	-
SKYWALK ADMIN	8,015	43,222	51,237	51,237	-
OVERHEAD	256,485	1,059,312	1,315,797	1,315,797	-
TOTAL INDIRECT EXP.	771,569	3,742,724	4,514,293	4,514,293	-
NET REVENUE ABOVE EXPENSES	(386,363)	1,064,443	678,080	232,351	445,729
LESS INCENTIVE FEE			-	-	-
NET REVENUE ABOVE EXPENSES AFTER INCENTIVE	(386,363)	1,064,443	678,080	232,351	445,729

Comments:

September saw the Arena host 3 concerts including its first "hair razing" sell out. The first quarter concludes with the facility well ahead of budget as it was anticipated no events until October. Bookings through the balance of the fiscal year appear to be consistent with budget and current forecast shows an increase of over \$400K from original budget.

DocuSigned by:



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General Manager

DocuSigned by:



10BEBDD852E245A

Assistant General Manager



**VAN ANDEL ARENA  
FINANCIAL STATEMENT HIGHLIGHTS  
FOR FISCAL YEAR ENDING JUNE 30, 2022**

The following schedule summarizes operating results for both the current month and Year to Date as compared to budget and prior year:

<b>MONTH</b>	September Actual	September Budget	September FY 2021
Number of Events	3	-	2
Attendance	14,699	-	-
Direct Event Income	\$83,239	\$0	\$19,076
Ancillary Income	95,490	0	0
Other Event Income	78,049	0	(15)
Other Operating Income	64,491	0	158,331
Indirect Expenses	(244,648)	(322,169)	(168,851)
Net Income	\$76,621	(\$322,169)	\$8,541

<b>YTD</b>	YTD 2022 Actual	YTD 2022 Budget	YTD 2021 Prior Year
Number of Events	4	-	2
Attendance	17,548	-	-
Direct Event Income	\$108,752	\$0	\$19,076
Ancillary Income	120,497	0	0
Other Event Income	88,428	0	(182)
Other Operating Income	67,529	0	453,333
Indirect Expenses	(771,571)	(904,329)	(557,620)
Net Income	(\$386,363)	(\$904,329)	(\$85,393)

**EVENT INCOME**

3 concerts were hosted during the month including sell outs by Michael Buble and Blake Shelton.

**ANCILLARY INCOME**

Per cap spending is very strong as compared to past visits of same artists.

**INDIRECT EXPENSES**

Indirect expenses came in ahead of budget overall.

**Van Andel Arena**  
**Income Statement**  
**For the Three Months Ended September 30, 2021**

	Current Month Actual	Current Month Budget	Variance	Current Month Prior Year	Year to Date Actual	Year to Date Budget	Variance	Year to Date Prior Year
<b>Event Income</b>								
<b>Direct Event Income</b>								
Rental Income	\$ 108,017	\$ -	\$ 108,017	\$ 17,450	\$ 151,690	\$ -	\$ 151,690	\$ 17,450
Service Revenue	284,030	-	284,030	31,180	325,787	-	325,787	31,180
Service Expenses	(308,808)	-	(308,808)	(29,554)	(368,723)	-	(368,723)	(29,554)
<b>Total Direct Event Income</b>	<b>83,239</b>	<b>0</b>	<b>83,239</b>	<b>19,076</b>	<b>108,754</b>	<b>0</b>	<b>108,754</b>	<b>19,076</b>
<b>Ancillary Income</b>								
F&B Concession	74,103	-	74,103	-	95,826	-	95,826	-
F&B Catering	7,152	-	7,152	-	7,745	-	7,745	-
Novelty Sales	14,235	-	14,235	-	16,925	-	16,925	-
Booth Cleaning	-	-	-	-	-	-	-	-
Audio Visual	-	-	-	-	-	-	-	-
Other Ancillary	-	-	-	-	-	-	-	-
<b>Total Ancillary Income</b>	<b>95,490</b>	<b>0</b>	<b>95,490</b>	<b>0</b>	<b>120,496</b>	<b>0</b>	<b>120,496</b>	<b>0</b>
<b>Other Event Income</b>								
Ticket Rebates(Per Event)	78,049	-	78,049	(15)	88,427	-	88,427	(182)
<b>Total Other Event Income</b>	<b>78,049</b>	<b>0</b>	<b>78,049</b>	<b>(15)</b>	<b>88,427</b>	<b>0</b>	<b>88,427</b>	<b>(182)</b>
<b>Total Event Income</b>	<b>256,778</b>	<b>0</b>	<b>256,778</b>	<b>19,061</b>	<b>317,677</b>	<b>0</b>	<b>317,677</b>	<b>18,894</b>
<b>Other Operating Income</b>								
Luxury Box Agreements	50,443	-	50,443	97,993	52,926	-	52,926	293,980
Advertising	-	-	-	48,155	-	-	0	144,466
Other Income	14,048	-	14,048	12,183	14,603	-	14,603	14,887
<b>Total Other Operating Income</b>	<b>64,491</b>	<b>0</b>	<b>64,491</b>	<b>158,331</b>	<b>67,529</b>	<b>0</b>	<b>67,529</b>	<b>453,333</b>
<b>Adjusted Gross Income</b>	<b>321,269</b>	<b>0</b>	<b>321,269</b>	<b>177,392</b>	<b>385,206</b>	<b>0</b>	<b>385,206</b>	<b>472,227</b>
<b>Operating Expenses</b>								
Salaries and Wages	138,356	99,266	39,090	65,317	301,841	263,546	38,295	169,977
Payroll Taxes and Benefits	46,598	45,975	623	27,675	102,958	109,999	(7,041)	80,407
Labor Allocations to Events	(102,651)	-	(102,651)	(24,835)	(111,964)	-	(111,964)	(24,835)
<b>Net Salaries and Benefits</b>	<b>82,303</b>	<b>145,241</b>	<b>(62,938)</b>	<b>68,157</b>	<b>292,835</b>	<b>373,545</b>	<b>(80,710)</b>	<b>225,549</b>
Contracted Services	20,699	27,446	(6,747)	2,328	68,701	82,338	(13,637)	5,996
General and Administrative	20,666	22,827	(2,161)	19,312	89,735	68,481	21,254	52,911
Operations	5,076	7,232	(2,156)	446	7,235	21,696	(14,461)	3,261
Repair and Maintenance	20,909	30,875	(9,966)	5,925	69,881	92,625	(22,744)	48,299
Operational Supplies	11,163	15,558	(4,395)	7,369	28,184	46,674	(18,490)	24,994
Insurance	12,135	11,036	1,099	5,469	25,922	33,108	(7,186)	16,407
Utilities	56,669	46,625	10,044	44,638	143,991	139,875	4,116	135,118
SMG Management Fees	15,028	15,329	(301)	15,207	45,085	45,987	(902)	45,085
<b>Total Operating Expenses</b>	<b>244,648</b>	<b>322,169</b>	<b>(77,521)</b>	<b>168,851</b>	<b>771,569</b>	<b>904,329</b>	<b>(132,760)</b>	<b>557,621</b>
<b>Net Income(Loss) From Operations</b>	<b>76,621</b>	<b>(322,169)</b>	<b>398,790</b>	<b>8,541</b>	<b>(386,363)</b>	<b>(904,329)</b>	<b>517,966</b>	<b>(85,393)</b>
<b>Other Non-Operating Expenses</b>								
<b>Adjusted Net Income(Loss)</b>	<b>76,621</b>	<b>(322,169)</b>	<b>398,790</b>	<b>8,541</b>	<b>(386,363)</b>	<b>(904,329)</b>	<b>517,966</b>	<b>(85,393)</b>

**SMG - Van Andel Arena**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Event Summary**  
**For the Three Months Ended September 30, 2021**

Event Type	Events/Days		Attendance		Total Event Income	
	Actual	Budget	Actual	Budget	Actual	Budget
Family Show	-	-	-	-	-	-
Sporting Event	1	-	2,849	-	60,490	-
Concert	3	-	14,699	-	257,187	-
Team Home Games	-	-	-	-	-	-
Other	-	-	-	-	-	-
GRAND TOTALS	4	-	17,548	-	317,677	-

As Percentage of Overall

Family Show	0.00%	#DIV/0!	0.00%	#DIV/0!	0.00%	#DIV/0!
Sporting Event	25.00%	#DIV/0!	16.24%	#DIV/0!	19.04%	#DIV/0!
Concert	75.00%	#DIV/0!	83.76%	#DIV/0!	80.96%	#DIV/0!
Team Home Games	0.00%	#DIV/0!	0.00%	#DIV/0!	0.00%	#DIV/0!
Other	0.00%	#DIV/0!	0.00%	#DIV/0!	0.00%	#DIV/0!

**Van Andel Arena**  
**Balance Sheet**  
**As of September 30, 2021**

**ASSETS**

**Current Assets**

Cash	11,494,779
Account Receivable	1,358,022
Prepaid Expenses	164,553

<b>Total Current Assets</b>	<b>\$13,017,354</b>	
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<b>Total Assets</b>	<b>\$13,017,354</b>	
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**LIABILITIES AND EQUITY**

**Current Liabilities**

Accounts Payable	957,657
Accrued Expenses	133,293
Deferred Income	1,739,625
Advanced Ticket Sales & Deposits	10,859,529

Total Current Liabilities	\$13,690,104	
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**Other Liabilities**

**Equity**

Funds Remitted to CAA	-
Funds Received by CAA	-
Expenses Paid Direct by CAA	136,060
Beginning Balance Equity	(422,447)
Current Year Equity	(386,363)

Total Equity	(\$672,750)	
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<b>Total Liabilities and Equity</b>	<b>\$13,017,354</b>	
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**SMG - Van Andel Arena**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Summary of Accounts Receivable**  
**As of September 30, 2021**

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Current - Under 30 Days	
Food & Beverage	129,833
Ticketing	369,247
Merchandise	26,659
Permanent Advertising	-
DeVos Place	35,306
Operating	796,977
 Over 30 Days	
 Over 60 Days	
 Over 90 Days	
 Total Accounts Receivable	1,358,022

**SMG - Van Andel Arena & DeVos Place  
Grand Rapids - Kent County Convention/Arena Authority  
Management Fee Summary  
Fiscal Year Ending June 30, 2022**

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**MANAGEMENT FEE SUMMARY**

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2021 Actual
Net Revenue above Expenses	678,080	(1,509,741)	(831,661)	(5,686,855)
Benchmark++			1,050,000	1,050,000
Excess	678,080	(1,509,741)	(1,881,661)	(6,736,855)

Incentive Fee Calculation (Only if above greater than zero)

	Arena Estimate	DeVos Place Estimate	Total Estimate	Total Actual
Base Fee	185,749	185,749	371,497	360,676
Incentive Fee				
Revenue	5,192,373	4,399,410	9,591,783	1,018,204
Benchmark Revenue	5,548,039	4,901,666	10,449,705	9,914,331
Revenue Excess	(355,666)	(502,256)	(857,922)	(9,104,314)
Incentive Fee **	-	-	-	-
Total SMG Management Fee	185,749	185,749	371,497	360,676

\*\* Incentive fee is 25% of the first \$500,000 in excess, 30% of remaining capped at base fee amount.

++ SMG will be eligible for an Incentive fee if Net Revenues exceed Expenses by the following amounts:

Equal to \$850,000 and less than \$950,000 shall be paid at 50% of calculated fee.

Equal to \$950,000 and less than \$1,050,000 shall be paid at 75% of calculated fee.

Equal to \$1,050,000 and above shall be paid at 100% of calculated fee.

**GRAND RAPIDS-KENT COUNTY  
CONVENTION/ARENA AUTHORITY**

**RESOLUTION APPROVING AND AUTHORIZING EXECUTION OF AN  
INDEPENDENT CONTRACTOR/CONSULTANT AGREEMENT WITH  
MCCONOMY PROPERTIES, LLC**

Boardmember \_\_\_\_\_, supported by Boardmember \_\_\_\_\_,  
moved the adoption of the following resolution:

**WHEREAS**, the Grand Rapids – Kent County Convention/Arena Authority (the “CAA”) has a need for certain bookkeeping and accounting services and certain enhanced financing, contract monitoring, and budgeting services (collectively, the “Services”); and

**WHEREAS**, McConomy Properties, LLC (“McConomy”) has represented that it is qualified and willing to provide the Services as an independent contractor with such Services to be personally performed by Cheryl L. McConomy; and

**WHEREAS**, with respect to the Services, the CAA and McConomy have agreed to enter into an Independent Contractor/Consultant Agreement (the “Agreement”).

**RESOLVED:**

1. That the Agreement in the form presented at this meeting is approved with such modifications not materially adverse to the CAA approved as to content by the Executive Director of the CAA and as to form by CAA legal counsel and the Chairperson of the Board of Directors is authorized and directed to executed the approved Agreement for and on behalf of the CAA.

2. That all resolutions or parts of resolutions in conflict herewith shall be, and the same are hereby, rescinded.

YEAS: Boardmembers \_\_\_\_\_  
\_\_\_\_\_

NAYS: Boardmembers \_\_\_\_\_

ABSTAIN: Boardmembers \_\_\_\_\_

ABSENT: Boardmembers \_\_\_\_\_

**RESOLUTION DECLARED ADOPTED.**

Dated: November 5, 2021

\_\_\_\_\_  
Susan M. Waddell  
Administrative Manager/Recording Secretary

**CERTIFICATION**

I, the undersigned duly qualified and acting Administrative Manager/Recording Secretary of the Grand Rapids-Kent County Convention/Arena Authority (the "CAA"), do hereby certify that the foregoing is a true and complete copy of a resolution adopted by the CAA Board at a regular meeting held on November 5, 2021, and that public notice of said meeting was given pursuant to, and in compliance with, Act 267 of the Public Acts of Michigan of 1976, as amended.

Dated: November 5, 2021

\_\_\_\_\_  
Susan M. Waddell  
Administrative Manager/Recording Secretary



## INDEPENDENT CONTRACTOR/CONSULTANT AGREEMENT

**THIS INDEPENDENT CONTRACTOR/CONSULTANT AGREEMENT** (the “Agreement”) is made and is effective as of January 1, 2022, by and between the **GRAND RAPIDS-KENT COUNTY CONVENTION/ARENA AUTHORITY**, an authority organized pursuant to Act 203 of the Public Acts of Michigan of 1999, as amended (the “CAA”), of 303 Monroe Avenue, N.W., Grand Rapids, Michigan 49503 and **McCONOMY PROPERTIES, LLC**, a Michigan limited liability company (the “Contractor”) of 4542 Hidden Ridge Drive, Hudsonville, Michigan 49426.

**Section 1. Agreement.** The CAA has identified the need for certain bookkeeping and accounting services and certain enhanced financing, contract monitoring, and budgeting services. The Contractor has represented to the CAA that it is willing and has the ability to provide certain bookkeeping and accounting services in accord with recognized professional standards and certain enhanced financing, contract monitoring and budgeting services (collectively, the “Services”). The Contractor has represented that it is qualified and willing to provide the Services. This Agreement confirms the terms and conditions of the Services the Contractor will provide to the CAA.

**Section 2. Engagement.** The CAA hereby engages the Contractor to perform the Services. The Contractor agrees that the Services shall all be personally performed by Cheryl L. McConomy (“McConomy”), unless otherwise agreed by the CAA, and agrees to perform the Services in good faith and to the best of its ability. The Services contracted for are as follows:

- A. Prepare monthly bank reconciliation and prepare cash basis financial statements.
- B. Prepare for each financial quarter consolidated financial data and reporting information including all operating and administrative accounts.
- C. Convert, at year end, accounting records for cash basis to accrual basis, prepare necessary audit work papers, compile year-end financial statements, and respond to auditor requests for additional information.
- D. Cash flow matters including:
  - 1. compiling twelve month rolling forecasts; and
  - 2. coordinating the cash flow schedule with the CAA facilities manager, ASM Global.
- E. Monitor and keep current CAA contracts including, but not limited to, the management services agreement, the food and beverage agreement, the parking services agreements, agreements with professional sports organizations, the legal services agreement, the accounting services agreement and the audit services agreement.
- F. Perform liaison services between the CAA and the City of Grand Rapids, the County of Kent and the State of Michigan, including monitoring State and local legislation affecting the CAA.

- G. Assist in the preparation of the CAA's annual consolidated budget and long-range capital plan; monitor the annual budget and expenditures and prepare monthly reports regarding the same; and prepare quarterly financial reports.
- H. Analyze and make recommendations regarding the CAA's disbursement schedule to maximize the value of the CAA's State of Michigan sales tax exemption.
- I. Such other duties as directed by the CAA including review of the annual Downtown Improvement District assessment, review of the annual calculation of the CAA's contribution for pedestrian safety and attendance at CAA Board of Directors meetings and Board committee meetings.

**Section 3. Direction and Reporting.** McConomy will receive direction and assignment of Services from, and report to, the Chairperson of the Board's Finance Committee. McConomy shall keep a written record of the time she devotes to performing the Services in a format acceptable to the CAA which she shall submit to the CAA's Executive Director for review and approval at the end of each calendar month during the term of this Agreement and which the CAA will use to determine the Contractor's compensation for such month.

**Section 4. Compensation.** The Contractor will be compensated for the Services at the rate of \$140 per hour determined to the nearest quarter hour, *provided, however*, during each twelve-month period the Contractor will not receive payment for more than 400 hours unless approved in advance by the CAA's Executive Director. The hourly rates set forth in this Section 4 shall include reimbursement for related ordinary out-of-pocket expenses. In order to be reimbursed for extraordinary out-of-pocket expenses, Contractor shall obtain the prior approval of the CAA's Executive Director. The hourly rate set forth above may be adjusted on the anniversary date of this Agreement upon mutual written agreement of the CAA and Contractor.

**Section 5. Payment Terms.** The Contractor shall invoice the CAA on a monthly basis with such detail of Services as required by the CAA from time to time. The Contractor will be paid according to the CAA's customary payment terms not later than 30 days from receipt of the invoice.

**Section 6. Independent Contractor Status.** It is the intention of the parties hereto that the Contractor be an independent contractor for all purposes. This Agreement shall not be construed to make the Contractor in any sense an agent, servant, or employee of the CAA. The Contractor shall have no authority over or on behalf of the CAA, its business or employees. The Contractor shall conduct its services as an independent contractor, and, as such, shall have control over the manner, method, and hours of work so long as the Contractor performs the Services in a timely, competent and professional manner. The Contractor understands and agrees that the Contractor and its employees, if any, are not entitled to unemployment compensation benefits or workers compensation benefits, and that the Contractor shall be responsible for obtaining and maintaining, if required, workers' compensation insurance during the term of this Agreement.

**Section 7. Tax Responsibilities of Contractor.** The Contractor acknowledges, understands and agrees to be responsible for any declarations of estimated tax liability relating to any payments under this Agreement and filing all taxes, including by way of illustration but not

limitation, federal, State and local income tax returns, social security tax, self-employment tax, unemployment insurance taxes, or any other taxes or business license fees as required. The CAA shall furnish Contractor with a 1099 Form, when required of it, indicating all compensation paid to the Contractor on an annual basis.

**Section 8. Assignment or Transfer.** This Agreement may not be assigned or transferred by the Contractor or the CAA to any party or parties or to any entity or entities without the written consent of the other party, *provided, however*, the CAA may, without the Contractor's consent assign this Agreement to any successor or other entity who undertakes the duties and responsibilities of the CAA.

**Section 9. Term and Termination.** This Agreement shall be for a one year term commencing on January 1, 2022, and unless otherwise terminated under this Section 9, shall automatically renew itself under its terms provided neither party before October 1 of any contract year has given the other party written notice electing not to renew. Additionally, during any one year term under this Agreement, either party may terminate this Agreement for any reason or no reason upon 30 days prior written notice to the other party. Further, the Contractor's engagement shall terminate automatically without notice in the event of the death of McConomy or her disability that makes her unable to perform the Services under this Agreement.

**Section 10. Notices.** All notices required to be given pursuant to this Agreement by one party to the other party shall be given by first-class mail or personal delivery at the addresses shown in the first paragraph of this Agreement, or such other address as one party provides the other by notice given in compliance with this Section 10.

**Section 11. Treatment of Information.** The Contractor agrees that all information generated or compiled in the rendering of Services under this Agreement, including but not limited to, work papers, source documents and other financial or other data, are the property of the CAA and will be made available to the CAA when requested. In the event of any termination under this Agreement, the Contractor shall deliver promptly to the CAA all information, records, documents, computer files and other items belonging to the CAA which are in the Contractor's possession or under its control as of the date of termination and relating to the Service or to the CAA, its business or finances. Contractor shall keep confidential and shall not in any way use, disclose or communicate to any person any financial, operational or other information obtained during the term of this Agreement or in connection with its Services as Contractor, except as otherwise required by law. The Contractor's obligations under this Section 11 shall continue in effect beyond termination of this Agreement, beyond the period Contractor acts as an independent contractor for the CAA, and notwithstanding any other terms of this Agreement, these obligations shall be binding upon Contractor's assigns, heirs, executors, administrators, and other legal representatives.

**Section 12. Severability.** The provisions of this Agreement are severable, and if any one or more of its provisions may be determined to be illegal, or otherwise unenforceable, in whole or in part, the remaining provisions, and any partially unenforceable provisions, to the extent enforceable, shall nevertheless be binding and enforceable.

**Section 13. Governing Law.** This Agreement shall be governed by, and construed in accordance with, the laws of the State of Michigan.

**Section 14. Complete Agreement.** This Agreement contains the complete agreement between the Contractor and the CAA regarding the subject matter, and as of the effective date of this Agreement, any and all prior agreement, arrangements, representations, or understandings between the Contractor and the CAA, including specifically the Independent Contractor/Consultant Agreement between the CAA and Contractor dated September 1, 2004, are superseded by this Agreement. This Agreement may only be modified by an express written agreement executed by the Contractor and the CAA.

**WHEREFORE,** the undersigned have executed this Agreement effective as of the day first above written.

**GRAND RAPIDS – KENT COUNTY  
CONVENTION/ARENA AUTHORITY**

By: \_\_\_\_\_  
Richard A. Winn, Chairperson

**McCONOMY PROPERTIES, LLC**

By: \_\_\_\_\_  
Cheryl L. McConomy  
Its: Principal

**Memorandum**

**To:** Richard A. Winn, Finance Committee Chairperson  
CAA Board

**From:** Robert White

**Subject:** Auto Parking System Periodic Reporting

**Date:** November 1, 2021

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The previously (6/5/20) adopted “Parking Operation Agreement” requires the City-Auto Parking System to provide a quarterly report regarding City/County utilization of discounted DeVos Place® monthly parking passes. The content of this first quarter (FY22) periodic report includes the following information:

A) “... the number of current City and County passes outstanding ...”

The City currently holds 119 monthly passes.  
The County currently holds 172 monthly passes.

B) “... the increase and/or decrease in such City and County passes since the prior report ...”

The City increased the number of passes out by 2 between 7/1/21 and 9/30/21.  
The County decreased the number of passes out by 7 between 7/1/21 and 9/30/21.

C) “... a calculation of the difference between the then current market rate for monthly passes for the Parking Spaces and the then current rate for monthly passes by the City and County.”

The current (public) monthly pass rate is \$154, while the discounted City/County rate is \$49.82.  
The City currently holds 119 passes with a total annualized discount of \$148,769.  
The County currently holds 172 passes with a total annualized discount of \$215,028.

Attached with this correspondence is a copy of the quarterly report from City-Auto Parking System.

Cc: Richard MacKeigan

<b>Account</b>	<b>Previous End of Quarter Space Count Q4 FY21</b>	<b>Total Spaces End of Q1 FY22</b>	<b>Space Count Change</b>	<b>Current Monthly Market Rate Price Difference EOQ*</b>	<b>Monthly Price Difference Variance, Prev Quarter</b>
17 <sup>th</sup> Circuit Court	25	24	-1	\$2,500.32	<b>(\$91.22)</b>
KC Facilities Management	154	148	-6	\$15,418.64	<b>(\$547.32)</b>
City of GR	117	119	2	\$12,397.42	<b>\$182.44</b>
<b>Total</b>	<b>296</b>	<b>291</b>	<b>-5</b>	<b>\$30,316.38</b>	<b>(\$456.10)</b>

\*Current Market Rate is \$154 monthly, City/County Contractual Rate is \$49.82 monthly, effective 7/1/2021.

**SMG, A DIVISION OF ASM GLOBAL  
SELF-ASSESSMENT  
VAN ANDEL ARENA®/DeVOS PLACE®/  
DeVOS PERFORMANCE HALL  
NOVEMBER 5, 2021**

**FINANCE**

- FY21 Special Purpose Audit is completed and submitted to the CAA in September and working with Cheri on the consolidation for the full CAA audit.
- Working on some training and verifying of data as we are targeted to move to a new payroll system at the start of 2022 and continue to work on the task force related to the new accounting system to be rolled out at some point in 2022.
- Getting ready for wine & food festival with a new electronic ticket method for sample tickets which should ease some of the labor burden on the event overall and provide better data to be used for planning on future events.

**Box Office**

- Lots of shows going on-sale before the end of the calendar year.
- Implementing new “touchless” ways of selling tickets. More tickets being sold either by email or text, even from the box office itself.
- Working on implementing the new turnstiles. Have some kinks to work through, however, have been a big improvement over the old system.

**DVPH Bookings**

- Finalized the 2022-23 calendar for the groups. Cycle went longer than normal due to some shifting around of things with COVID but got a calendar together everyone is happy with.
- Bookings for non-arts events continue to be strong and anticipating an active calendar overall.

**DEVOS PLACE®**

**Diversity Equity & Inclusion (DEI) Assessment**

ASM Global Grand Rapids contracted with Grand Rapids Chamber of Commerce to provide a DEI Assessment for our operations in Grand Rapids. The completed assessment was used to show our deficiencies and be used as is a tool develop a more sustainable inclusive workplace. Our first initiative following the DEI workplace assessment included a training session in Implicit Bias for all ASM Global staff in Grand Rapids.

**Hospitality Industry Partnerships**

ASM Global Grand Rapids partnered with Experience Grand Rapids and the Kent County Hospitality Association and hosted the *“Let’s Get Back to Work”* industry-wide Job Fair on Thursday, September 9, 2021, at DeVos Place. Over fifty businesses signed up to talk with

potential employees about jobs in various sectors within the hospitality industry – including hotels, restaurants, breweries, distilleries, attractions, events, and those providing goods and services to the industry. There was no charge to attend this event and parking was validated for those coming in to interview for open positions.

## **Social/Refreshment Zones**

The three (3) different Refreshment Areas around the Downtown district – Bridge Street, Monroe North and Downtown/Hotel/Arena Area as outlined by the DDA. were expanded to include the Van Andel Arena®, DeVos Place®, and DeVos Performance Hall. (Attached Map with proposed changes)

ASM Global announced a new corporate social responsibility platform, **ASM Global Acts**, which elevates our commitment to protect the environment, invest in people and strengthen communities around the globe.

ASM Global also launched the **ASM Global Acts Foundation** to support philanthropic and community-based endeavors guided by its sustainability and diversity pillars. The ASM Global Acts Scholarship will focus on serving diverse and under-resourced communities with educational and career-development opportunities.

ASM Global has outlined the following broad goals and commitments:

- **Protect the Environment** – Reduce waste from the guest experience across our venues, enhance facility efficiency through capital investments, and protect and preserve resources in and around our communities.
- **Invest in People** – Create an environment of inclusion and gender equity across our organization, grow the diversity of our business partners around the world, and enable opportunities for our current and future workforce.
- **Strengthen Our Communities** – Engage in improving the vitality of our communities, increase philanthropic support through meaningful efforts, and enhance the health and well-being of our coworkers, clients, and guests.

## **Recognition of New Holiday**

ASM Global has Recognized Juneteenth as a companywide holiday in all venues in the United States. Juneteenth (officially Juneteenth National Independence Day and also known as Jubilee Day, Emancipation Day, Freedom Day, and Black Independence Day) is a federal holiday in the United States commemorating the emancipation of African American slaves. It is also often observed for celebrating African American culture.

## **Other Highlights**

ArtPrize® is an open, independently organized international art competition which takes place in Grand Rapids, Michigan. For 18 days, art is exhibited throughout the city in public parks and museums, in galleries and vacant storefronts, in bars and on bridges.

- DeVos Place hosted forty artists in the 2021 Exhibition
- Van Andel Arena is hosting two artists this year (Outside on the plaza)



- 14 Artists at DeVos Place were cash award winners via the public, and two artists were awarded \$10k juried awards.
- One artist at DeVos Place was chosen for the independent Hispanic LatinX award.

## **OPERATIONS & SECURITY**

- Events have returned with full capacity attendance allowed! Our first event at the arena was the Professional Bull Riders August 21. We have also now hosted several concerts and Monster Truck shows. The convention center and theater also have returned to business with full capacity meetings, conventions, and shows.
- Operations at the arena is preparing for the 2021/22 AHL Hockey Season which begins October 15. The AHL provides a COVID-19 Protocols manual that detail procedures for all team, player and building personal for event and non-event days.
- COVID protocols with touring shows have come specific requirements for mitigating the spread of Covid19. Each event advances their procedures with the venue.
- Vaccination requirements. New to the security and operational procedures is a requirement for fans or guests to provide either negative tests or proof of vaccination before being allowed entry to an event. We have had this requirement for several shows in the theater and at the arena.
- We continue to implement the ASM VenueShield cleaning protocols in all venues, PPE and cleaning supplies continue to become more available from our suppliers.
- Staffing. A challenge we have had since reopening has been staff shortages. All departments have been affected including security, front of house, back of house, concessions, and stagehands. All areas continue to recruit to both past employees as well as reaching out for new prospects. Again, each event has had different degrees of covid requirements for staff which has also affected the ability to fill staffing calls.

## **SALES AND EVENT SERVICE**

Since May, things have progressed for the ASM Sales and Services Team at DeVos Place. Over the last year and a half, we have reacted, and we have reorganized. Now we are on the rebuild.

On our Events Services side of things, Matt Van Essendelft was brought back from furlough in August and Lacie Tryan in September. Lauren Callahan, our Events Manager, is happy to see the return of these two event coordinators. The open position currently listed for an Event Coordinator will round out our full-time Events team for the convention center.

On the Sales side of things, Tiffany Williams joined our sales team in October. She comes to us from California on the hotel side of the industry having worked at the Hilton in Anaheim. She will be handling our local market. Jen Henkel is now our Senior Sales Manager and will be working with our state market.

100% of the Sales and Services Department is vaccinated and all we are ready!

- Site visits have gone from virtual to in-person. We have hosted more than 30 building tours/site visits.
- We went from having 9 events on prior assessment to hosting over 50 events the last 6 months.

We have been working on industry participation, staff development, and community involvement in the following ways:

- Continue to reschedule and move events around our books
- Sales and Services Staff all received vaccinations.
- Re-engaged and on boarded Event Coordinators
- Monthly Town Hall Calls with CSPI
- Convention Center Consortium participation (monthly zoom meetings and virtual speakers)
- Continue to work with clients on updates of state mandates and corporate recommendations.
- Toured the new Residence Inn
- Safe Events – Next Steps Webinar
- MSAE Golf Outing – Sponsored putting contest & hosted a client
- Attended Experience GR (virtual) Customer Advisory Board
- Two separate cultural intelligence Webinars
- Implicit Bias Training
- Attended lunch meeting with AMR along with Experience GR & AHC staff
- Participated at Experience GR Fall Harvest lunch for Lansing area clients
- Attended (virtual) CSPI Town Hall
- Participated in the AMPs golf outing in DC where Experience Grand Rapids was the major sponsor.
- DOS moderator for June's CSPI Town Hall Call (GBAC Certification)
- Participated with ExGR at Quarterdeck Crabfeast in DC
- Attended Connect Marketplace in Tampa (appointment driven format)
- Participation in VIP FAM with ExGR and AHC
- Hosted a foursome at WMSC Golf Outing
- DOS was panelist for October's CSPI Town Hall (CVBs and Centers)
- On board new sales staff member
- Zoom meetings with ASM National Sales Team

**CSPI** - Convention Sales Professionals International, is dedicated to fostering a spirit of collaborative success between convention sales professionals and their convention sales counterparts at convention centers, hotels, and regional destination marketing organizations (DMOs). CSPI brings together the headquarter hotel sales professionals, conventions centers and

destination marketing organizations so that they can seamlessly serve their shared clients. Convention sales professionals at centers and DMOs play a leading and interdependent role in bringing conventions and the positive impact these large meetings have on the economic prosperity of a city or a region.

**MSAE** - based in East Lansing, is a professional organization of more than 1,800 members that works to advance knowledge in the association industry. The association sector in Michigan employs more than 40,000 people, representing approximately 3,000 industries and professions.

## **MARKETING**

### **Reopening Strategies and Initiatives**

- In anticipation of the return of live events, the marketing department implemented a comprehensive marketing and public relations campaign in July through September to welcome guests back to the venues and inform them of updated health and safety protocols as well as venue improvements. Paid advertising and video creation were funded by the CARES grant. Communication methods included radio and TV advertising/interviews, digital advertising/interviews, e-mail marketing, website inclusion and organic social media content.
- This welcome back/informational messaging continues to be reinforced through ongoing communications with the community and, more directly, with ticket holders for each upcoming event.
- We are working with our tenants - the Grand Rapids Griffins, Broadway Grand Rapids, Grand Rapids Ballet, Grand Rapids Symphony and Opera Grand Rapids – to ensure consistent messaging and assist in communications with their ticket holders.
- Message development includes signage, press releases, website content, social media content, videos, graphics and more. We have created Welcome Back and VenueShield webpages for each venue's website and updated the FAQs webpages with updated policies as we welcome guests back to the venues.

### **Event Updates**

- **New Events:** As the live event industry begins to rebound, we are working with event promoters on new event announcements on a regular basis and consistently see 2-4 each week. We promote the announcement, presale and on sale through e-mail blasts, press releases, social media, website inclusion and more, and also work with promoters on advertising and promotions based on each event's needs.
- **Event Postponements:** Many events that had been rescheduled have begun to take place and there have been a handful of new postponements. We are communicating updates about each event with the public through press releases, websites, social media, signage, and targeted e-mails.

### **Employees**

- With the return of events, we have been able to bring back our furloughed marketing staff - Receptionist, Krys Uzarski, and Promotions and Special Events Manager, Rebecca Chesnut.

- We filled an open position within the marketing department with the hire of Digital Marketing Coordinator, Lauren Szalai.
- ASM Global staff worked with the Kent County Hospitality Association to host a Back to Work Job Fair at DeVos Place that included booths for a variety of businesses within the hospitality industry in Kent County, including ASM Global and subcontractors. We supported the Job Fair through press, website inclusion and social media.

### **Van Andel Arena 25<sup>th</sup> Anniversary**

- 2021 marks Van Andel Arena's 25<sup>th</sup> Anniversary. Normally an anniversary year would include a variety of events, but the 25<sup>th</sup> anniversary celebration is taking on a different look than the 10<sup>th</sup> and 20<sup>th</sup> anniversaries, as we celebrate while continuing to navigate the COVID-19 pandemic.
- This year, we are working with Chris Knappe on a public relations campaign to highlight Van Andel Arena's history and community impact. Included in this campaign are video interviews with Dick DeVos, David Frey, Birgit Klohs and Joe Jones. The interviews are being sent with press releases for a multimedia outreach effort.
- The full longform video interviews will be submitted to the Grand Rapids Public Museum for their public archives and shorter versions of the videos will not only be used for media outreach, but also on the Van Andel Arena website and social media. Other historical content, including items that Grand Action had given us as well as items that we had on site, have been submitted to the Museum for their archives to ensure that they are preserved and available to the community for years to come.
- We are celebrating the 25<sup>th</sup> anniversary with signage on site at the arena. We have been celebrating the anniversary all year long with content surrounding highlights over the past 25 years on our social media, website and in e-mail blasts, and are ramping up this content in October for the anniversary month through the end of the year. Part of our digital campaign has been to collect favorite memories from the community, which we have been including on the website and on social media.
- We are hosting "25 Days of Giveaways" on our social media throughout November with prize packages including event tickets, local business gift cards and Arena SWAG.
- We invite you to celebrate with us! Visit the 25<sup>th</sup> Anniversary [webpage](#) and connect with us on [Facebook](#), [Instagram](#) and [Twitter](#).

### **ASM Global Synergy**

- We participate in monthly video conference calls with ASM Global marketing personnel from other venues to discuss strategy, ideas, and support.
- ASM Global provides video conference calls periodically for current topics such as social media and Ticketmaster new technology.
- ASM Global Marketing Portal: Internal website for news, best practices, and shared ideas.
- ASM Global *VenueShield*: We are cleaning and sanitizing the venues and putting protocols in place in accordance with the most advanced hygienic safeguards as recommended by leading medical professionals, industry experts and public health officials through ASM Global's *VenueShield* environmental hygiene program. *VenueShield*, a comprehensive and best-in-class program, is being deployed in various stages worldwide at more than 325 ASM Global facilities in alignment with approvals from local government officials and

health care experts. We are using *VenueShield* protocols to prepare the facilities for events in accordance with state, county, and city guidelines.

- We joined ASM Global venues in supporting ASM Global's 2<sup>nd</sup> anniversary (October 1<sup>st</sup>) with social media messaging.

## Community Involvement

- **Haircut for Good:** In April 2020, ASM Grand Rapids launched an effort to raise money for the Heart of West Michigan United Way Coronavirus Response Fund. Community members were asked to make a donation and to vote on which crazy haircut Rich MacKeigan would get. Rich vowed that if we reached \$2,500 in donations, he would let his 17-year-old son, Wil, cut his hair into whatever style the community voted for. On April 22, 2020, Rich let his son cut his hair into a mohawk! Wil was guided virtually by AKA Salon owner Kathy Showers. A total of \$10K was raised through this initiative and donated to United Way. During Rich's haircut he vowed to not cut his hair again until the arena was back operating at full capacity. 17 months later, Van Andel Arena hosted Michael Buble, at full capacity, on September 13, 2021, and Rich finally scheduled a haircut with Kathy Showers herself. Over six inches of hair was donated to Michigan-based non-profit, Children with Hair Loss.
- **Local Heroes:** Inspired by the name and mission of his tour, Blake Shelton made it his goal to identify a special community member on each stop of the Friends And Heroes 2021 run. As he prepared to take the stage at Van Andel Arena on September 30, 2021, Shelton celebrated local "heroes" Cari Steensma and Kameron Gaffney. The couple are both serving in the U.S. Army National Guard military police and were set to be deployed shortly after the concert date. Shelton, with the assistance of Van Andel Arena, was able to identify Cari & Kameron based on the nomination of a friend and local community member. Cari's family also attended the show to celebrate the couple's heroism. Cari & Kameron received a prize pack that included front row tickets for Blake Shelton's concert at Van Andel Arena.
- **Hispanic Chamber:** We are active members of the West Michigan Hispanic Chamber of Commerce, as we continue to build and maintain relationships in the Latinx Community and attend monthly video meetings.
- **Heartside Business Association:** We are active members of the Heartside Business Association and attend virtual meetings to stay up to date on happenings in the neighborhood.
- **Cultural Marketing Group:** We are active members of the Cultural Marketing Group, made up of Arts and Cultural institutions in Grand Rapids who work together to support the arts in West Michigan and hold virtual meetings every other month.
- **Community Partnerships:** We continue to reach out to establish/continue relationships with community organizations for cross-promotional opportunities.
- **Community Inclusion Group (CIG)**
  - CAA task force committed to provide insight into each community to create a comfortable *belonging* to our public venues.
  - The CIG is meeting virtually to discuss strategy for the current fiscal year.

## **FACILITIES**

### **Van Andel Arena®:**

- The Plaza Project is done and in full use
- The Security Entrance is complete with all new Card readers, making this are a lot more secure
- We are current on all training classes and up to date on all Best Practice Policies.
- We have completed all projects for getting the Arena ready for Hockey

### **DeVos Place®:**

- New touchless drinking fountains have been installed, they are also equipped the water bottle fill feature
- We have installed to High Visibility clearance pipes on the Michigan Street and Lyon Street entrances to the parking ramps.
- We have been focusing on cleaning the building top to bottom.
- We just had warranty inspections on the Welch Lobby, Keeler Lobby and Fly Rail. All went pretty well, there are a couple of issues that needed to be corrected.
- We have cleaned the light fixtures in the parking garage to improve the lighting, we are also ordering some fixtures to replace fixture that are dim down in the parking garage.
- Just had our Annual Fire inspections and We easily passed.
- We are in the process of installing new HVAC controls
- We are in the process of getting all staff caught up on trainings

## **SAVOR FOOD & BEVERAGE VAN ANDEL ARENA®**

- Savor continues to follow building protocols with VenueShield cleaning of F&B locations for each event (PPE is required for all staff to wear during events). Staffing levels continue to be a concern for us due to Savor losing over 50% of all NPO groups Vs 2019 NPO group numbers. We continue to call groups looking to fill locations for each event. Hourly staffing numbers are also down by 30% and we continue to try and fill spots for events. Mobile ordering has been placed in two concession stands and are working well. This has helped with some staffing levels for events and will look to expand locations down the road.