



# Agenda

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## Board of Directors

### Remote Virtual Meeting

Friday, October 2, 2020

### Following CAA Operations Committee Meeting

1. Call to Order Steve Heacock
2. Minutes of August 7, 2020 Action
3. Committee Reports
  - A. Operations Committee
  - B. Finance Committee
    - i. Consolidated Financial Statement for Period Ending August 31, 2020 Action
    - ii. SMG August 31, 2020 Financial Statements – DeVos Place® and Van Andel Arena® Information
4. SMG Update
5. Public Comment
  - A. Downtown Information Booth
6. Board Member Comments
7. Adjournment

**MINUTES OF THE GRAND RAPIDS-KENT COUNTY  
CONVENTION/ARENA AUTHORITY  
MEETING OF BOARD OF DIRECTORS  
REMOTE VIRTUAL MEETING  
Friday, August 7, 2020**

Attendance

Members Present: Steve Heacock, Chairperson  
Birgit Klohs  
Floyd Wilson, Jr.  
Richard Winn

Members Absent: Rosalynn Bliss  
Lew Chamberlin  
Charlie Secchia

Staff/Others:	Mercedes Barragan	Spectrum Health/CIG
	Kathy Bart	ASM
	Lauren Callahan	ASM
	Hilarie Carpenter	ASM
	James Conner	Triangle, Inc.
	Omar Cuevas	Grand Rapids Chamber/CIG
	Jeff Dubin	SAVOR
	Alison Goodyke	ASM
	Scott Gorsline	DP Fox
	Tim Gortsema	Grand Rapids Griffins
	Braden Graham	Bluewater Technologies
	Jen Henkel	ASM
	Jennifer Kasper	Grand Rapids Parking Services
	Andy Kursch	ASM
	Michael Lozon	Bluewater Technologies
	Chris Machuta	ASM
	Rich MacKeigan	ASM
	Mary Manier	Experience Grand Rapids
	Brian McVicar	<i>MLive/The Grand Rapids</i> Press
	Angela Nelson	Experience Grand Rapids/CIG
	Tim Nelson	Experience Grand Rapids
	Hannah Piggot	ASM
	Evette Pittman	City of Grand Rapids/CIG
	Darel Ross	Start Garden/CIG
	Torrance Richardson	Gerald R. Ford International Airport
	Doug Small	Experience Grand Rapids
	Brett Smith	Bluewater Technologies
	Monica Sparks-Polk	Kent County
	Emilee Syrewicze	Opera Grand Rapids
	Eddie Tadlock	ASM
	Aaron Terpstra	City of Grand Rapids
	John Van Houten	Progressive AE
	Susan Waddell	CAA
	Mark Washington	City of Grand Rapids
	Richard Wendt	Dickinson Wright
	Robert White	CAA
	Robert Wilberding	Bluewater Technologies

## 1. Call to Order

Steve Heacock, chairperson, called the remote virtual meeting to order at 8:37 a.m. Secretary/Treasurer, Richard Winn, recorded the meeting minutes.

## 2. Minutes of Prior Meeting

*Motion by Mr. Winn, support by Mr. Wilson, to approve the July 10, 2020, Minutes. Motion carried.*

## 3. Committee Reports

### A. Operations Committee

#### i. Experience Grand Rapids Report

Mr. Doug Small reiterated the necessity to build future business for the convention center now. Two more sales staff members have been added to the team. The Traverse City convention bureau is getting out of the meeting business and focusing strictly on the leisure business, and that provides a lot of opportunity. The Detroit convention bureau lost about 60% of its staff and that includes a statewide sales staff member and that provides us with another opportunity to bring convention business that went to these two cities. Staff is working hard to rebook cancelled conventions for years 2021, 2022, and 2023. The airport has asked ExGR to re-engage its visitor service staff. Mary Manier reported on two new bookings for the convention center, working with Kathy Bart's staff and Chris Machuta for an event for the fall of 2021 at the Arena. Staff is attending virtual meetings to talk with clients and meeting planners about Grand Rapids and what we offer. The services team put together a website for meeting planners called Meet Confidently in Grand Rapids. Meeting planners want to know what phases we are in, what the phases mean, and what are the rules and regulations. A couple of clients came to town for site visits and staff is working on protocols to meet safely. Mr. Small stated that his staff is thoroughly impressed with the convention center upgrades and put together a video of virtual site inspections.

### B. Finance Committee

#### i. Acceptance of June 2020 Consolidated Financial Statements

*Motion by Mr. Winn, support by Ms. Klohs, to accept the June 2020 Consolidated Financial Statements and to re-appropriate \$1,124,625 million for capital projects that were carried over from FY 2020. Motion carried.*

#### ii. SMG June 2020 DeVos Place® and Van Andel Arena® Financial Statements

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

#### iii. 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.

#### **4. Public Comment**

Rich MacKeigan, ASM Regional General Manager, stated that the American Hockey League has postponed its season and will not start prior to December 4, 2020.

#### **5. Board Member Comments**

Ms. Klohs reported that the Right Place is still engaged in business and is working on several key projects. A prospect visited town this past Monday and the Right Place continues to get leads, both self-generated and from the MEDC. The Right Place received \$9+ million in CARES funding from the State. They received over 2,000 applications from 11 counties and will be making grants to small businesses.

Floyd Wilson appreciated all the years of fellowship with Ms. Klohs, even more so than all her accomplishments. Floyd wished Birgit all the best this world has to offer.

Mr. Winn reiterated the optimism, especially with what some businesses had to go through with staffing.

Mr. Mark Washington added congratulations to Birgit and concurred it was well deserved. Birgit left a mark on our community and has been a trail blazer in so many ways. Personally, Birgit has been absolutely encouraging and a great partner with the City. The City is working to reactivate the retail community. The City looks forward to meeting safely in public. There are planned efforts for the fall Be the Bridge event beginning in late August through September. There will be a lot of special events, including arts and activities. Public safety continues to be at the forefront of local and national concerns. The police chief will be unveiling his strategic plan on Tuesday, August 11, at 10:30 a.m.

Chair Heacock shared that Grand Rapids Whitewater's partnership with the City to restore the Grand River is proceeding well and hope to apply for the permit in September. The biological assessment has been sent in and they are working on the environmental assessment and will submit that by next week. The group is optimistic they can be in the river next year and the river will be under construction for a two-year period. Chair Heacock may provide a project report regarding its importance to the city and the convention center.

#### **6. Adjournment**

The meeting adjourned at 8:56 a.m.

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Richard A. Winn, Recording Secretary

**Grand Rapids-Kent County  
Convention/Arena Authority  
Consolidated Financial Report  
August 31, 2020**

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**Financial Dashboard  
Year-To-Date (2 Months)  
August 31, 2020**

<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>
Events	5	-	-	5	-	-
Attendance	39,765	-	-	39,765	-	-
Event Income	\$ 368,580	\$ -	\$ -	\$ 368,580	\$ -	\$ (167)
<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>
Events	69	-	-	26	-	-
Attendance	35,170	-	-	22,645	-	-
Event Income	\$ 556,897	\$ -	\$ -	\$ 341,875	\$ -	\$ (1,361)
				<b>Prior Year</b>	<b>Budget</b>	<b>Actual</b>
Operating Income (Loss)				\$ (407,312)	\$ (883,066)	\$ (634,755)
Capital/Repair/Replacement				(1,105,291)	(887,120)	(887,120)
Net - To/(From) on Fund Balance				\$ (1,512,603)	\$ (1,770,186)	\$ (1,521,875)

\*NOTES: (1):

Unrestricted Fund Balance (unaudited) @ June 30, 2020

\$21.608M

(1)

**Grand Rapids-Kent County Convention/Arena Authority**  
**Summary by Facility/Other**  
**Fiscal Year Ending June 30, 2021**

	<b>FY 2021</b>				<b>FY 2020</b>
	<b>7/1 - 8/31</b>				
	<b>Year-to-Date</b>	<b>Roll</b>	<b>Estimate<sup>(1)</sup></b>	<b>Budget</b>	<b>Prior Year</b>
<b>Van Andel Arena</b>					
Operating - Revenues	\$ 294,833			\$ 855,248	\$ 5,882,796
- Expenses - Facilities	(358,892)			(3,161,016)	(3,918,222)
- Base Management Fees	(29,877)			(182,848)	(179,263)
- Incentive Fee	-			-	-
Net Operating Income (Loss)	(93,936)			(2,488,616)	1,785,311
Parking	22,317			234,000	286,064
Pedestrian Safety	-			(13,700)	(82,159)
<b>Net Proceeds (Cost) of VAA</b>	<b>(71,619)</b>			<b>(2,268,316)</b>	<b>1,989,216</b>
<b>DeVos Place Convention Center</b>					
Operating - Revenues	1,652			975,759	4,962,437
- Expenses - Facilities	(551,602)			(4,606,032)	(6,305,298)
- Base Management Fees	(29,877)			(182,848)	(179,263)
- Incentive Fee	-			-	-
Net Operating Income (Loss)	(579,827)			(3,813,121)	(1,522,124)
Parking	79,667			395,000	731,160
Pedestrian Safety	-			(8,300)	(42,382)
<b>Net Proceeds (Cost) of DVP</b>	<b>(500,160)</b>			<b>(3,426,421)</b>	<b>(833,346)</b>
<b>Other</b>					
Revenues	46,158			198,022	665,537
Expenses	(109,134)			(1,160,106)	(1,246,943)
Net Other	(62,976)			(962,084)	(581,406)
<b>Total Net Proceeds/Operating</b>	<b>(634,755)</b>			<b>(6,656,821)</b>	<b>574,464</b>
Capital/Repair Expenditures	(887,120)			(4,420,427) <sup>(2)</sup>	(3,234,739)
<b>Results Net of Capital/Repair Expenditures</b>	<b>\$ (1,521,875)</b>			<b>\$ (11,077,248)</b>	<b>\$ (2,660,275)</b>

Notes:

(1) Roll and year-end estimate will be updated on a quarterly basis beginning with the Board meeting of Nov. 6th.

(2) Includes budget amendment to provide for several capital project balances carried over from FY20. See June 2020 consolidated financial report for details.

**Grand Rapids-Kent County Convention/Arena Authority**  
**Budget Summary by Facility/Other**  
**Financial Trends for the Month of August 2020**

	<b>August Monthly</b>		
	<b>FY 2020</b>	<b>FY 2021</b>	<b>Change Positive (Negative)</b>
<b>Van Andel Arena</b>			
Operating - Revenues	\$ 479,786	\$ 146,760	(69.4)
- Expenses - Facilities <sup>(1)</sup>	(423,395)	(197,798)	53.3
- Base Management Fees	(14,703)	(14,939)	(1.6)
- Incentive Fee	-	-	-
Net Operating Income (Loss)	41,688	(65,977)	(258.3)
Parking	32,583	-	(100.0)
Pedestrian Safety	(2,809)	-	100.0
<b>Net Proceeds (Cost) of VAA</b>	<b>71,462</b>	<b>(65,977)</b>	<b>(192.3)</b>
<b>DeVos Place Convention Center</b>			
Operating - Revenues	329,598	861	(99.7)
- Expenses - Facilities <sup>(1)</sup>	(618,498)	(296,525)	52.1
- Base Management Fees	(14,703)	(14,939)	(1.6)
- Incentive Fee	-	-	-
Net Operating Income (Loss)	(303,603)	(310,603)	(2.3)
Parking	52,790	-	(100.0)
Pedestrian Safety	(16,734)	-	100.0
<b>Net Proceeds (Cost) of DVP</b>	<b>(267,547)</b>	<b>(310,603)</b>	<b>(16.1)</b>
<b>Other</b>			
Revenues	53,316	21,784	(59.1)
Expenses	(188,692)	(101,717)	46.1
Net Other	(135,376)	(79,933)	41.0
<b>Total Net Proceeds/Operating</b>	<b>(331,461)</b>	<b>(456,513)</b>	<b>(37.7)</b>
Capital/Repair Expenditures	(174,539)	(797,509)	(356.9)
<b>Results Net of Capital Expenditures</b>	<b>\$ (506,000)</b>	<b>\$ (1,254,022)</b>	<b>(147.8)</b>

Notes:

(1) Includes ASM line item - "Net Salaries and Benefits": August 2019 (Actual) \$471K, August 2020 (Budget) \$217K, and August 2020 (Actual) \$214K, [a 54.6% reduction from August 2019 (Actual)].



**Grand Rapids-Kent County Convention/Arena Authority**  
**Administrative - Operating / Capital Replacement Budget**  
**FY 2021 Budget**

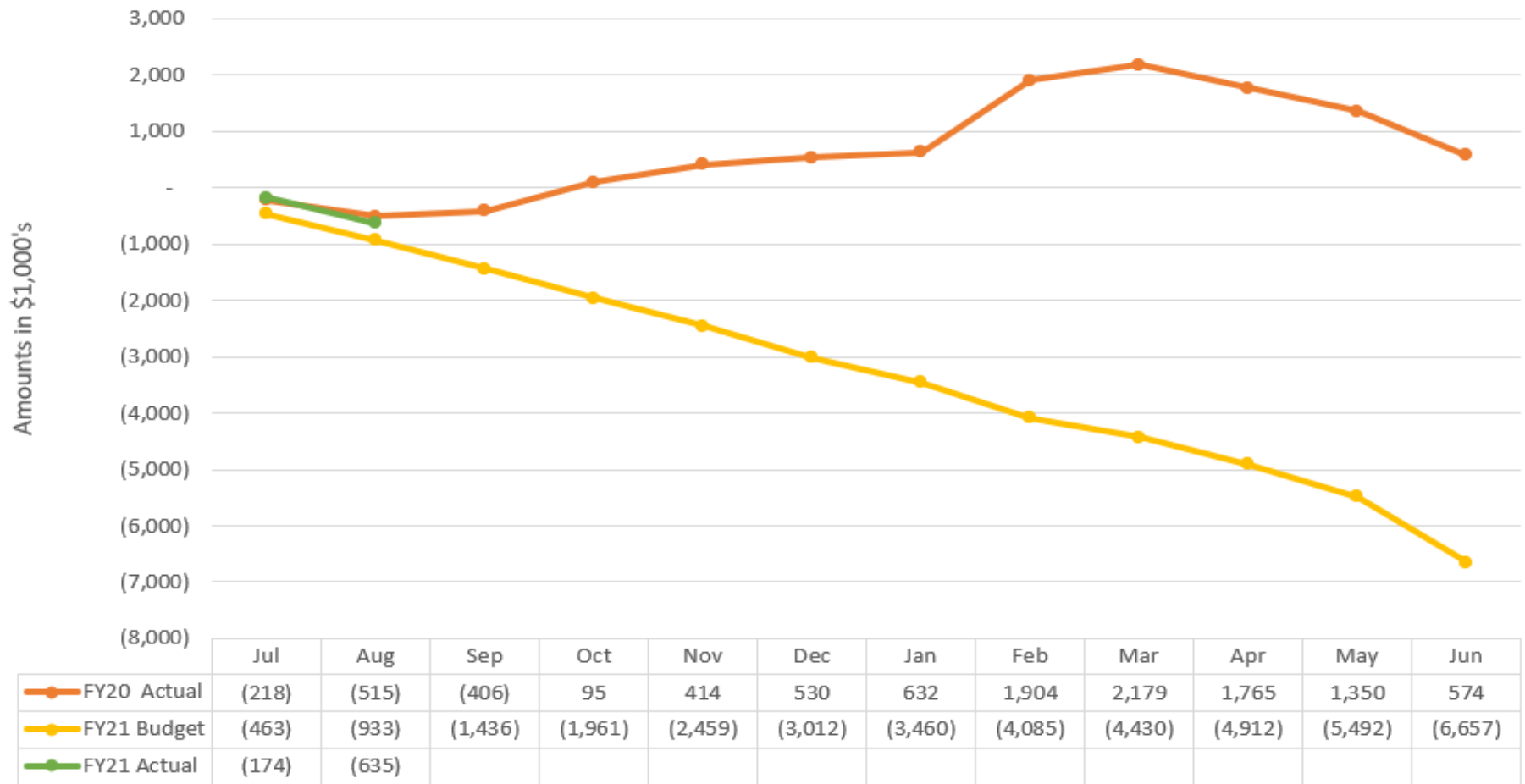
		Actual
<b>FY 2021 Eligible Projects:</b>	<b>Budget</b>	<b>7/1-8/31</b>
<b>Van Andel Arena®</b>		
Upper Bowl Seating	\$ 750,000	-
<b>Total VAA</b>	<b>750,000</b>	<b>-</b>
<b>DeVos Place®</b>		
Building Management Software-HVAC	150,000	-
Exterior Welsh Granite & Steps	300,000	43,023
Fly Rail System	1,450,000	500,106
<b>Total DVP</b>	<b>1,900,000</b>	<b>543,129</b>
<b>Both Venues</b>		
Box Office Speakers	60,000	-
<b>Carryover (FY20) Projects</b>		
DVP Projection Theater Updates	200,000	-
DVP Fly Rail System	114,604	92,030
DVP Additional Furniture	33,000	-
DVP Carpet: Keeler Lobby/Performance Hall	323,619	188,039
DVP Airwall Fabric Replacement	42,015	42,015
DVP OSHA Safety Changes	7,381	-
DVP Lyon Street Landscaping	400,000	-
DVP New Soft Start for Chiller	39,885	-
VAA Suite Refresher	372,803	21,907
VAA Security Upgrades	25,135	-
BOTH Elevator Modernization	10,985	-
BOTH New Computers	4,000	-
BOTH New Phone System	137,000	-
<b>Total Carryover</b>	<b>1,710,427</b>	<b>343,991</b>
<b>Total Unrestricted Accounts</b>	<b>4,420,427</b>	<b>887,120</b>
<b>Amphitheater - State Grant (Restricted Account)</b>	<b>4,739,485</b>	
<b>Total FY 2021 Capital Budget</b>	<b>\$ 9,159,912</b>	

**Grand Rapids-Kent County Convention/Arena Authority**  
**Budget Summary by Facility/Other**  
**Financial Trends for Year Ending June 30, 2021**

	Annual			Year-To-Date		
	FY 2020 Final	FY 2021 Budget	Change Positive (Negative)	FY 2020 7/1-8/31	FY 2021 7/1 - 8/31	Change Positive (Negative)
<b>Van Andel Arena</b>						
Operating - Revenues	\$ 5,882,796	\$ 855,248	(85.5)	\$ 727,452	\$ 294,833	(59.5)
- Expenses - Facilities	(3,918,222)	(3,161,016)	19.3	(737,147)	(358,892)	51.3
- Base Management Fees	(179,263)	(182,848)	(2.0)	(29,407)	(29,877)	(1.6)
- Incentive Fee	-	-	-	-	-	-
Net Operating Income (Loss)	1,785,311	(2,488,616)	(239.4)	(39,102)	(93,936)	(140.2)
Parking	286,064	234,000	(18.2)	79,549	22,317	(71.9)
Pedestrian Safety	(82,159)	(13,700)	83.3	(2,809)	-	100.0
Net Proceeds (Cost) of VAA	1,989,216	(2,268,316)	(214.0)	37,638	(71,619)	(290.3)
<b>DeVos Place Convention Center</b>						
Operating - Revenues	4,962,437	975,759	(80.3)	566,284	1,652	(99.7)
- Expenses - Facilities	(6,305,298)	(4,606,032)	26.9	(1,141,769)	(551,602)	51.7
- Base Management Fees	(179,263)	(182,848)	2.0	(29,407)	(29,877)	(1.6)
- Incentive Fee	-	-	-	-	-	-
Net Operating Income (Loss)	(1,522,124)	(3,813,121)	(150.5)	(604,892)	(579,827)	4.1
Parking	731,160	395,000	(45.0)	198,025	79,667	(59.8)
Pedestrian Safety	(42,382)	(8,300)	80.4	(722)	-	100.0
Net Proceeds (Cost) of DVP	(833,346)	(3,426,421)	(311.2)	(407,589)	(500,160)	(22.7)
<b>Other</b>						
Revenues	665,537	198,022	(70.2)	109,932	46,158	(58.0)
Expenses	(1,246,943)	(1,160,106)	7.0	(147,293)	(109,134)	25.9
Net Other	(581,406)	(962,084)	(65.5)	(37,361)	(62,976)	(68.6)
<b>Total Net Proceeds/Operating</b>	<b>574,464</b>	<b>(6,656,821)</b>	<b>(1,158.8)</b>	<b>(407,312)</b>	<b>(634,755)</b>	<b>(55.8)</b>
Capital/Repair Expenditures	(3,234,739)	(4,420,427)	(36.7)	(1,105,291)	(887,120)	19.7
<b>Results Net of Capital Expenditures</b>	<b>\$ (2,660,275)</b>	<b>\$ (11,077,248)</b>	<b>(316.4)</b>	<b>\$ (1,512,603)</b>	<b>\$ (1,521,875)</b>	<b>(0.6)</b>

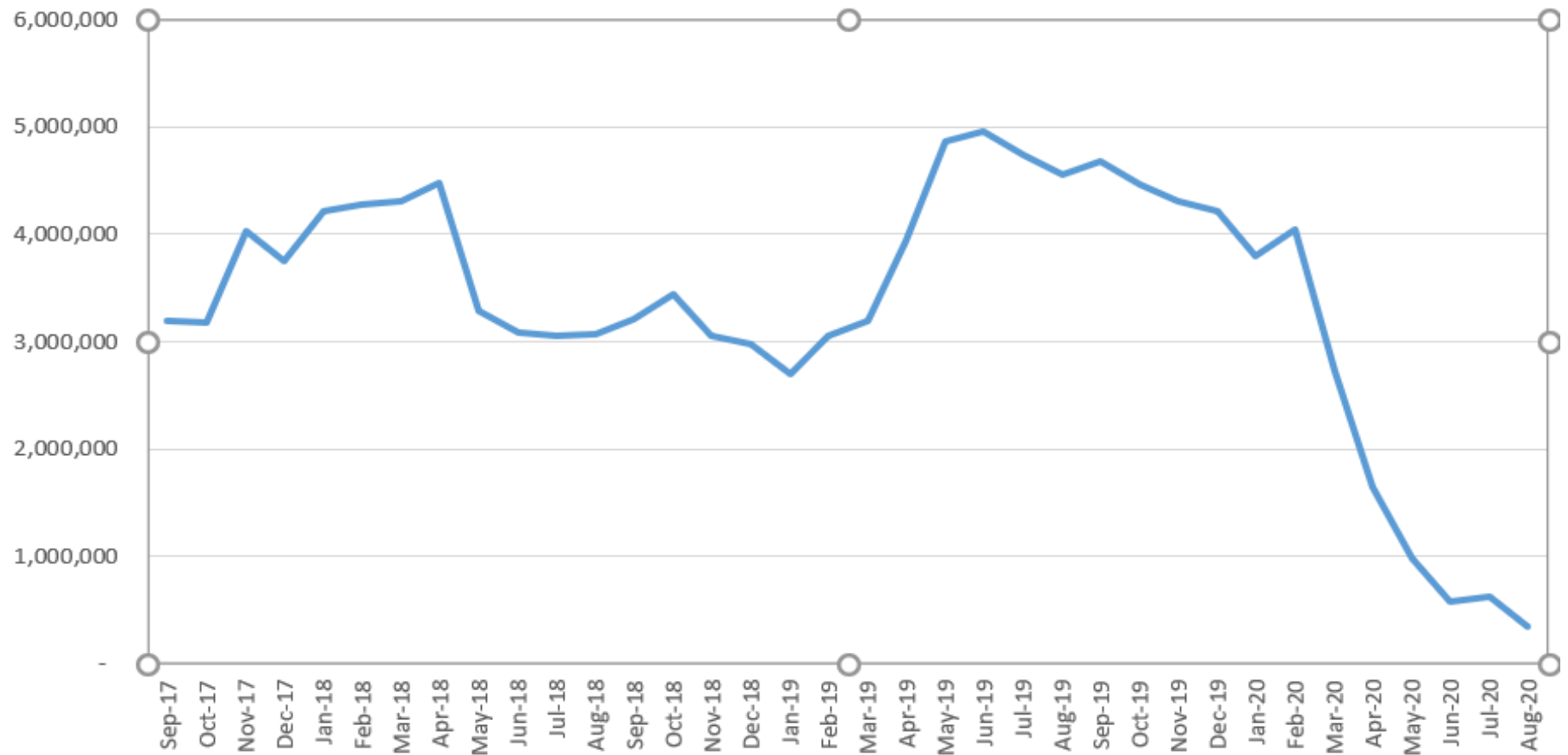
## CAA Trends

### Monthly Net Operating Proceeds through August 31, 2020



Accumulative Net Proceeds by Month

## Lagging 12 Months Net Operating Proceeds



## Significant Notes

### Van Andel Arena®

- Page 1 - Zero concerts generated \$0.00 in event revenue, a decrease of (100.0%) from prior year (5 concerts) of \$368,580.
- Page 4 - Net proceeds of (\$71,619) decreased by (290.3%) from prior year of +\$37,608.

### DeVos Place®

- Page 1 - Convention/trade show business generated \$0.00 in event revenue, a decrease of (100.0%) from prior year (attendance decreased from 22,645 to zero) of \$341,875.
- Page 4 - Net "proceeds" of (\$500,160) decreased by (22.7%) from prior year Net Proceeds of (\$407,589).

**Grand Rapids-Kent County Convention/Arena Authority**  
**Administrative Accounts**  
**Net Other Detail**  
**August 31, 2020**

	Annual			Actual		
	FY 2020 Final	FY 2021 Budget	Change Positive (Negative)	FY 2020 7/1-8/31	FY 2021 7/1/-8/31	Change Positive (Negative)
Other						
Revenues						
Interest/Capital Contr.	\$ 597,468	\$ 190,000	(68.2)	\$ 109,932	\$ 46,158	(58.0)
Miscellaneous	68,069	8,022	(88.2)	-	-	
	665,537	198,022	(70.2)	109,932	46,158	(58.0)
Expenses						
COVID-19 Preparedness Plan	-	300,000	100.0+	-	-	-
Marketing (CVB/Sports)	200,000	200,000	-	-	-	-
Diversity Initiative	140,468	100,000	(28.8)	19,413	-	100.0
Wages/Benefits	146,456	141,106	(3.7)	16,830	19,430	(15.4)
Professional Services	67,966	85,000	25.1	642	250	61.1
DID Assessment	65,284	33,000	(49.5)	43,569	-	100.0
Food & Beverage Repairs	-	40,000	100.0+	-	-	-
Consulting Services	552,628	200,000 <sup>(1)</sup>	(63.8)	53,013	88,344	(66.6)
Landscaping	24,723	25,000	1.1	-	-	-
Procurement of Art	2,105	-	(100.0)	-	-	-
Insurance	23,676	26,000	9.8	12,065	-	100.0
Supplies/Other	23,637	10,000	(57.7)	1,761	1,110	37.0
	1,246,943	1,160,106	(7.0)	147,293	109,134	25.9
Net Proceeds - Operating	<u>\$ (581,406)</u>	<u>\$ (962,084)</u>	<u>(65.5)</u>	<u>\$ (37,361)</u>	<u>\$ (62,976)</u>	<u>(68.6)</u>

Notes:

<sup>(1)</sup> SMG-\$55,159 and \$144,891 proof of concept and general engineering.

**Grand Rapids-Kent County Convention/Arena Authority**  
**Special Accounts**  
**Amphitheater Project**  
**Revenues/Expenses**  
**4/4/19 to 8/31/20**

Revenues:

State of Michigan Grant	\$ 5,000,000
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Expenses:

<u>(260,515)</u>
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Net Balance

<u><u>\$ 4,739,485</u></u>
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NOTES:

- MEDC Grant - West Michigan Amphitheater
- Grant Period: 1/1/19- 1/31/21
- Grant Activities: "Park/Playground Improvements"
- Interest credited to the operating account

# DEVOS PLACE

## DE VOS PLACE

FINANCIAL STATEMENT  
FOR THE MONTH ENDED AUGUST 31, 2020

Distribution:

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





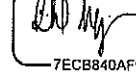
DE VOS PLACE  
ROLLING FORECAST  
FISCAL YEAR ENDING JUNE 30, 2021

	YTD Actual	Roll	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	-	-	0	0	-
ATTENDANCE	0	-	0	0	-
DIRECT EVENT INCOME	2,200	520,160	522,360	520,660	1,700
ANCILLARY INCOME	(3,561)	371,260	367,699	369,479	(1,780)
OTHER EVENT INCOME	0	37,620	37,620	37,620	-
TOTAL EVENT REVENUE	(1,361)	929,040	927,679	927,759	(80)
TOTAL OTHER REVENUE	3,013	45,929	48,942	48,000	942
TOTAL OPERATING REVENUE	1,652	974,969	976,621	975,759	862
INDIRECT EXPENSES					
EXECUTIVE	13,046	158,242	171,288	171,288	-
FINANCE	26,633	175,842	202,475	202,475	-
MARKETING	14,840	111,100	125,940	125,940	-
OPERATIONS	74,630	584,471	659,101	659,101	-
EVENT SERVICES	135,916	1,242,182	1,378,098	1,378,098	-
BOX OFFICE	20,585	69,703	90,288	90,288	-
SALES	49,611	356,049	405,660	405,660	-
OVERHEAD	246,219	1,509,811	1,756,030	1,756,030	-
TOTAL OPERATING EXP.	581,479	4,207,400	4,788,880	4,788,880	-
NET REVENUE ABOVE EXPENSES	(579,827)	(3,232,431)	(3,812,259)	(3,813,121)	862
INCENTIVE FEE		-	0	0	-
NET OPERATING REVENUE OVER OPERATING EXPENSES	(579,827)	(3,232,431)	(3,812,259)	(3,813,121)	862

Comments:

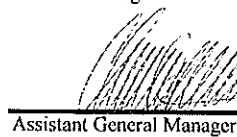
DeVos Place continues to be dark and not hosting any events.

DocuSigned by:



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General Manager



Assistant General Manager

**DE VOS PLACE**  
**FINANCIAL STATEMENT HIGHLIGHTS**  
**FISCAL YEAR ENDING JUNE 30, 2021**

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>	<b>August Actual</b>	<b>August Budget</b>	<b>August FY 2020</b>
Number of Events			45
Attendance			26,136
Direct Event Income	\$1,700	\$0	\$143,742
Ancillary Income	(1,781)	0	164,335
Other Event Income	0	0	13,943
Other Operating Income	942	4,000	7,578
Indirect Expenses	(311,464)	(340,923)	(633,200)
Net Income	(\$310,603)	(\$336,923)	(\$303,602)

<b>YTD</b>	<b>YTD 2021 Actual</b>	<b>YTD 2021 Budget</b>	<b>YTD 2020 Prior Year</b>
Number of Events			70
Attendance			32,295
Direct Event Income	\$2,200	\$0	\$253,492
Ancillary Income	(3,561)	0	244,181
Other Event Income	0	0	59,224
Other Operating Income	3,013	8,000	9,386
Indirect Expenses	(581,479)	(681,846)	(1,171,176)
Net Income	(\$579,827)	(\$673,846)	(\$604,892)

**EVENT INCOME**

No events were hosted during the month.

**ANCILLARY INCOME**

No events were hosted during the month.

**INDIRECT EXPENSES**

Indirect expenses came in ahead of budget.

**DeVos Place**  
**Income Statement**  
**For the Two Months Ended August 31, 2020**

	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	\$1,700	\$0	\$ 1,700	\$191,186	\$2,200	\$0	\$ 2,200	\$307,070
Service Revenue	0	-	-	155,186	0	-	-	304,097
Service Expenses	0	-	-	(202,630)	0	-	-	(357,675)
<b>Total Direct Event Income</b>	<b>1,700</b>	<b>0</b>	<b>1,700</b>	<b>143,742</b>	<b>2,200</b>	<b>0</b>	<b>2,200</b>	<b>253,492</b>
<b>Ancillary Income</b>								
F&B Concession	0	-	-	5,302	0	-	-	13,619
F&B Catering	0	-	-	43,342	0	-	-	83,724
Novelty Sales	0	-	-	8,261	0	-	-	9,582
Booth Cleaning	0	-	-	31,542	0	-	-	35,840
Telephone/Long Distance	0	-	-	0	0	-	-	0
Electrical Services	0	-	-	30,114	0	-	-	37,814
Audio Visual	0	-	-	26,938	0	-	-	37,888
Internet Services	(1,781)	-	(1,781)	10,346	(3,561)	-	(3,561)	11,759
Equipment Rental	0	-	-	8,490	0	-	-	13,955
<b>Total Ancillary Income</b>	<b>(1,781)</b>	<b>0</b>	<b>(1,781)</b>	<b>164,335</b>	<b>(3,561)</b>	<b>0</b>	<b>(3,561)</b>	<b>244,181</b>
<b>Other Event Income</b>								
Ticket Rebates(Per Event)	-	-	-	13,943	-	-	-	59,224
<b>Total Other Event Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,943</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>59,224</b>
<b>Total Event Income</b>	<b>(81)</b>	<b>0</b>	<b>(81)</b>	<b>322,020</b>	<b>(1,361)</b>	<b>0</b>	<b>(1,361)</b>	<b>556,897</b>
<b>Other Operating Income</b>								
Luxury Box Agreements	775	0	775	942	1,550	0	1,550	1,883
Other Income	167	4,000	(3,833)	6,636	1,463	8,000	(6,537)	7,503
<b>Total Other Operating Income</b>	<b>942</b>	<b>4,000</b>	<b>(3,058)</b>	<b>7,578</b>	<b>3,013</b>	<b>8,000</b>	<b>(4,987)</b>	<b>9,386</b>
<b>Adjusted Gross Income</b>	<b>861</b>	<b>4,000</b>	<b>(3,139)</b>	<b>329,598</b>	<b>1,652</b>	<b>8,000</b>	<b>(6,348)</b>	<b>566,284</b>
<b>Operating Expenses</b>								
Salaries and Wages	155,495	132,530	22,965	418,336	357,392	265,060	92,332	715,752
Payroll Taxes and Benefits	68,631	33,786	34,845	55,289	141,917	67,572	74,345	97,356
Labor Allocations to Events	(85,015)	(38,596)	(46,419)	(202,485)	(232,859)	(77,192)	(155,667)	(355,958)
<b>Net Salaries and Benefits</b>	<b>139,111</b>	<b>127,720</b>	<b>11,391</b>	<b>271,140</b>	<b>266,450</b>	<b>255,440</b>	<b>11,010</b>	<b>457,151</b>
Contracted Services	1,668	0	1,668	43,571	3,676	0	3,676	81,246
General and Administrative	15,954	21,375	(5,421)	78,927	30,169	42,750	(12,581)	130,100
Operations	3,726	11,946	(8,220)	31,587	7,428	23,892	(16,464)	40,564
Repair and Maintenance	30,950	47,100	(16,150)	40,099	43,348	94,200	(50,852)	121,034
Operational Supplies	10,880	15,676	(4,796)	11,826	11,781	31,352	(19,571)	29,608
Insurance	12,639	18,969	(6,330)	14,726	25,277	37,938	(12,661)	25,377
Utilities	81,596	82,900	(1,304)	126,622	163,473	165,800	(2,327)	256,689
SMG Management Fees	14,939	15,237	(298)	14,703	29,877	30,474	(597)	29,407
<b>Total Operating Expenses</b>	<b>311,464</b>	<b>340,923</b>	<b>(29,459)</b>	<b>633,200</b>	<b>581,479</b>	<b>681,846</b>	<b>(100,367)</b>	<b>1,171,176</b>
<b>Net Income(Loss) From Operati</b>	<b>(310,603)</b>	<b>(336,923)</b>	<b>26,320</b>	<b>(303,602)</b>	<b>(579,827)</b>	<b>(673,846)</b>	<b>94,019</b>	<b>(604,892)</b>
<b>Other Non-Operating Expenses</b>								
<b>Adjusted Net Income(Loss)</b>	<b>(310,603)</b>	<b>(336,923)</b>	<b>26,320</b>	<b>(303,602)</b>	<b>(579,827)</b>	<b>(673,846)</b>	<b>94,019</b>	<b>(604,892)</b>

**SMG DeVos Place**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Year to Date Event Summary Report**  
**For the Two Months Ended August 31, 2020**

Event Type	Events/Days		Attendance		Total Event Income	
	Actual	Budget	Actual	Budget	Actual	Budget
Convention/Trade Shows	-	-	-	-	(3,561)	-
Consumer/Gated Shows	-	-	-	-	-	-
DeVos Performance Hall	-	-	-	-	-	-
Banquets	-	-	-	-	-	-
Meetings	-	-	-	-	2,200	-
Other	-	-	-	-	-	-
GRAND TOTALS	-	-	-	-	(1,361)	-

As Percentage of Overall

Convention/Trade Shows	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	261.65%	#DIV/0!
Consumer/Gated Shows	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Devos Performance Hall	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Ballroom Exclusive	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Meetings	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-161.65%	#DIV/0!
Other	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!

**DeVos Place**  
**Balance Sheet**  
**As of August 31, 2020**

**ASSETS**

**Current Assets**

Cash	1,071,579
Account Receivable	338,672
Prepaid Expenses	108,535
	-----

<b>Total Current Assets</b>		<b>\$1,518,785</b>
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<b>Total Assets</b>		<b>\$1,518,785</b> =====
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**LIABILITIES AND EQUITY**

**Current Liabilities**

Accounts Payable	224,333
Accrued Expenses	98,711
Deferred Income	111,218
Advanced Ticket Sales & Deposits	1,415,723
	-----

Total Current Liabilities		\$1,849,985
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**Other Liabilities**

**Equity**

Funds Remitted to CAA	-
Funds Received by CAA	-
Expenses Paid Direct by CAA	143,979
Beginning Balance Equity	154,402
Current Year Equity	(629,580)
	-----

Total Equity		(\$331,199)
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<b>Total Liabilities and Equity</b>		<b>\$1,518,785</b> =====
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**SMG - DeVos Place**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Summary of Accounts Receivable**  
**As of August 31, 2020**

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Current - Under 30 Days	
Food & Beverage	-
Ticketing	-
Merchandise	12,529
Decorating	-
Audio/Visual	-
Van Andel Arena	245,259
Operating	
 Over 30 Days	
 Over 60 Days	80,884
 Over 90 Days	
 Total Accounts Receivable	338,672

**SMG - Van Andel Arena & DeVos Place  
Grand Rapids - Kent County Convention/Arena Authority  
Management Fee Summary  
Fiscal Year Ending June 30, 2021**

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**MANAGEMENT FEE SUMMARY**

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2020 Audited
Net Revenue above Expenses	(2,211,650)	(3,812,259)	(6,023,909)	152,577
Benchmark++			1,050,000	1,050,000
Excess	(2,211,650)	(3,812,259)	(7,073,909)	(897,423)

Incentive Fee Calculation (Only if above greater than zero)

	Arena Estimate	DeVos Place Estimate	Total Estimate	Total Estimate
Base Fee	180,338	180,338	360,676	358,526
Incentive Fee				
Revenue	1,132,214	976,621	2,108,835	10,799,359
Benchmark Revenue	5,263,794	4,650,537	9,914,331	9,855,200
Revenue Excess	(4,131,580)	(3,673,916)	(7,805,496)	990,033
Incentive Fee **	-	-	-	-
Total SMG Management Fee	180,338	180,338	360,676	358,526

\*\* 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.

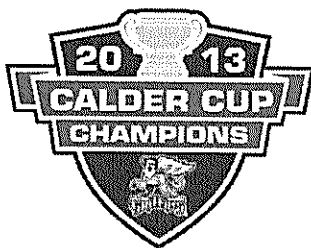
Equal to \$1,050,000 and above shall be paid at 100% of calculated fee.



## VAN ANDEL ARENA

### FINANCIAL STATEMENT FOR THE MONTH YEAR ENDED AUGUST 31, 2020

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, 2021

	YTD	ROLL	TOTAL FYE	BUDGET FYE	VARIANCE
NO. EVENTS	-		0	0	-
ATTENDANCE	-		0	0	-
DIRECT EVENT INCOME	0	166,258	166,258	166,258	-
ANCILLARY INCOME	0	228,632	228,632	228,632	-
OTHER EVENT INCOME	(167)	112,268	112,101	112,125	(24)
<b>TOTAL EVENT INCOME</b>	<b>(167)</b>	<b>507,158</b>	<b>506,991</b>	<b>507,015</b>	<b>(24)</b>
TOTAL OTHER INCOME	295,000	330,223	625,223	348,233	276,990
<b>TOTAL INCOME</b>	<b>294,833</b>	<b>837,381</b>	<b>1,132,214</b>	<b>855,248</b>	<b>276,966</b>
INDIRECT EXPENSES					
EXECUTIVE	26,664	172,344	199,008	199,008	-
FINANCE	20,938	156,986	177,924	177,924	-
MARKETING	16,449	153,191	169,640	169,640	-
OPERATIONS	146,381	1,295,370	1,441,751	1,441,751	-
BOX OFFICE	17,477	148,385	165,862	165,862	-
LUXURY SEATING	-	-	-	-	-
SKYWALK ADMIN	6,695	47,401	54,096	54,096	-
OVERHEAD	154,167	981,416	1,135,583	1,135,583	-
<b>TOTAL INDIRECT EXP.</b>	<b>388,769</b>	<b>2,955,093</b>	<b>3,343,864</b>	<b>3,343,864</b>	<b>-</b>
<b>NET REVENUE ABOVE EXPENSES</b>	<b>(93,936)</b>	<b>(2,117,712)</b>	<b>(2,211,650)</b>	<b>(2,488,616)</b>	<b>276,966</b>
LESS INCENTIVE FEE			-	-	-
<b>NET REVENUE ABOVE EXPENSES AFTER INCENTIVE</b>	<b>(93,936)</b>	<b>(2,117,712)</b>	<b>(2,211,650)</b>	<b>(2,488,616)</b>	<b>276,966</b>

Comments:

The arena continues to be dark and not hosting events.

Overall expenses through 2 months have been favorable to budget.

DocuSigned by:



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General Manager



Assistant General Manager

**VAN ANDEL ARENA  
FINANCIAL STATEMENT HIGHLIGHTS  
FOR FISCAL YEAR ENDING JUNE 30, 2021**

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>	<b>August Actual</b>	<b>August Budget</b>	<b>August FY 2020</b>
Number of Events	-	-	2
Attendance	-	-	14,564
Direct Event Income	\$0	\$0	\$83,994
Ancillary Income	0	0	128,134
Other Event Income	(25)	0	81,264
Other Operating Income	146,784	6,000	186,397
Indirect Expenses	(212,737)	(234,994)	(438,098)
Net Income	(\$65,977)	(\$228,994)	\$41,690

<b>YTD</b>	<b>YTD 2021 Actual</b>	<b>YTD 2021 Budget</b>	<b>YTD 2020 Prior Year</b>
Number of Events	-	-	5
Attendance	-	-	39,765
Direct Event Income	\$0	\$0	\$53,006
Ancillary Income	0	0	177,990
Other Event Income	(167)	0	137,584
Other Operating Income	295,000	12,000	358,871
Indirect Expenses	(388,769)	(469,988)	(766,554)
Net Income	(\$93,936)	(\$457,988)	(\$39,101)

**EVENT INCOME**

No events were hosted during the month.

**ANCILLARY INCOME**

No Ancillary income due to no events.

**INDIRECT EXPENSES**

Indirect expenses came in ahead of budget overall.

**Van Andel Arena**  
**Income Statement**  
**For the Two Months Ended August 31, 2020**

	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	\$ -	\$ -	\$ -	\$ 101,012	\$ -	\$ -	\$ -	\$ 60,346
Service Revenue	-	-	-	202,296	-	-	-	342,948
Service Expenses	-	-	-	(219,314)	-	-	-	(350,288)
<b>Total Direct Event Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>83,994</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>53,006</b>
<b>Ancillary Income</b>								
F&B Concession	-	-	-	97,343	-	-	-	136,460
F&B Catering	-	-	-	9,212	-	-	-	14,419
Novelty Sales	-	-	-	21,579	-	-	-	27,111
Booth Cleaning	-	-	-	-	-	-	-	-
Audio Visual	-	-	-	-	-	-	-	-
Other Ancillary	-	-	-	-	-	-	-	-
<b>Total Ancillary Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>128,134</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>177,990</b>
<b>Other Event Income</b>								
Ticket Rebates(Per Event)	(25)	0	(25)	81,264	(167)	0	(167)	137,584
<b>Total Other Event Income</b>	<b>(25)</b>	<b>0</b>	<b>(25)</b>	<b>81,264</b>	<b>(167)</b>	<b>0</b>	<b>(167)</b>	<b>137,584</b>
<b>Total Event Income</b>	<b>(25)</b>	<b>0</b>	<b>(25)</b>	<b>293,392</b>	<b>(167)</b>	<b>0</b>	<b>(167)</b>	<b>368,580</b>
<b>Other Operating Income</b>								
Luxury Box Agreements	97,993	0	97,993	129,083	195,987	0	195,987	244,826
Advertising	48,155	0	48,155	51,243	96,310	0	96,310	102,485
Other Income	636	6,000	(5,364)	6,071	2,703	12,000	(9,297)	11,560
<b>Total Other Operating Income</b>	<b>146,784</b>	<b>6,000</b>	<b>140,784</b>	<b>186,397</b>	<b>295,000</b>	<b>12,000</b>	<b>283,000</b>	<b>358,871</b>
<b>Adjusted Gross Income</b>	<b>146,760</b>	<b>6,000</b>	<b>140,760</b>	<b>479,788</b>	<b>294,833</b>	<b>12,000</b>	<b>282,833</b>	<b>727,452</b>
<b>Operating Expenses</b>								
Salaries and Wages	50,229	72,550	(22,321)	246,520	104,661	145,100	(40,439)	434,418
Payroll Taxes and Benefits	24,980	16,613	8,367	22,205	52,732	33,226	19,506	36,248
Labor Allocations to Events	-	-	-	(68,577)	-	0	-	(122,294)
<b>Net Salaries and Benefits</b>	<b>75,209</b>	<b>89,163</b>	<b>(13,954)</b>	<b>200,148</b>	<b>157,393</b>	<b>178,326</b>	<b>(20,933)</b>	<b>348,372</b>
Contracted Services	1,660	-	1,660	29,543	3,668	0	3,668	47,923
General and Administrative	19,473	22,768	(3,295)	65,926	33,599	45,536	(11,937)	106,996
Operations	786	7,232	(6,446)	2,928	2,816	14,464	(11,648)	5,559
Repair and Maintenance	30,562	27,375	3,187	16,445	42,374	54,750	(12,376)	27,933
Operational Supplies	17,625	15,558	2,067	32,787	17,624	31,116	(13,492)	51,030
Insurance	5,469	11,036	(5,567)	12,035	10,938	22,072	(11,134)	18,639
Utilities	47,014	46,625	389	63,583	90,480	93,250	(2,770)	130,695
SMG Management Fees	14,939	15,237	(298)	14,703	29,877	30,474	(597)	29,407
<b>Total Operating Expenses</b>	<b>212,737</b>	<b>234,994</b>	<b>(22,257)</b>	<b>438,098</b>	<b>388,769</b>	<b>469,988</b>	<b>(81,219)</b>	<b>766,554</b>
<b>Net Income(Loss) From Operations</b>	<b>(65,977)</b>	<b>(228,994)</b>	<b>163,017</b>	<b>41,690</b>	<b>(93,936)</b>	<b>(457,988)</b>	<b>364,052</b>	<b>(39,101)</b>
<b>Other Non-Operating Expenses</b>								
<b>Adjusted Net Income(Loss)</b>	<b>(65,977)</b>	<b>(228,994)</b>	<b>163,017</b>	<b>41,690</b>	<b>(93,936)</b>	<b>(457,988)</b>	<b>364,052</b>	<b>(39,101)</b>

**SMG - Van Andel Arena**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Event Summary**  
**For the Two Months Ended August 31, 2020**

Event Type	Events/Days		Attendance		Total Event Income	
	Actual	Budget	Actual	Budget	Actual	Budget
Family Show	-	-	-	-	-	-
Sporting Event	-	-	-	-	-	-
Concert	-	-	-	-	(167)	-
Team Home Games	-	-	-	-	-	-
Other	-	-	-	-	-	-
GRAND TOTALS	-	-	-	-	(167)	-

As Percentage of Overall

Family Show	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Sporting Event	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Concert	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!
Team Home Games	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
Other	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!

**Van Andel Arena**  
**Balance Sheet**  
**As of August 31, 2020**

**ASSETS**

**Current Assets**

Cash	5,726,175
Account Receivable	690,414
Prepaid Expenses	134,810

<b>Total Current Assets</b>	<b>\$6,551,399</b>	
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<b>Total Assets</b>	<b>\$6,551,399</b>	
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**LIABILITIES AND EQUITY**

**Current Liabilities**

Accounts Payable	(86,262)
Accrued Expenses	84,356
Deferred Income	971,289
Advanced Ticket Sales & Deposits	6,540,365

Total Current Liabilities	\$7,509,748	
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**Other Liabilities**

**Equity**

Funds Remitted to CAA	0
Funds Received by CAA	0
Expenses Paid Direct by CAA	76,500
Beginning Balance Equity	(905,167)
Current Year Equity	(129,683)

Total Equity	(\$958,349)	
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<b>Total Liabilities and Equity</b>	<b>\$6,551,399</b>	
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**SMG - Van Andel Arena**  
**Grand Rapids - Kent County Convention/Arena Authority**  
**Summary of Accounts Receivable**  
**As of August 31, 2020**

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Current - Under 30 Days	
Food & Beverage	-
Ticketing	322,440
Merchandise	-
Permanent Advertising	593,484
DeVos Place	(245,259)
Operating	
 Over 30 Days	
 Over 60 Days	19,749
 Over 90 Days	
 Total Accounts Receivable	690,414

**SMG - Van Andel Arena & DeVos Place  
Grand Rapids - Kent County Convention/Arena Authority  
Management Fee Summary  
Fiscal Year Ending June 30, 2021**

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**MANAGEMENT FEE SUMMARY**

	Arena Estimate	DeVos Place Estimate	Total Estimate	FY 2020 Audited
Net Revenue above Expenses	(2,211,650)	(3,812,259)	(6,023,909)	152,577
Benchmark++			1,050,000	1,050,000
Excess	(2,211,650)	(3,812,259)	(7,073,909)	(897,423)

Incentive Fee Calculation (Only if above greater than zero)

	Arena Estimate	DeVos Place Estimate	Total Estimate	Total Estimate
Base Fee	180,338	180,338	360,676	358,526
Incentive Fee				
Revenue	1,132,214	976,621	2,108,835	10,799,359
Benchmark Revenue	5,263,794	4,650,537	9,914,331	9,855,200
Revenue Excess	(4,131,580)	(3,673,916)	(7,805,496)	990,033
Incentive Fee **	-	-	-	-
Total SMG Management Fee	180,338	180,338	360,676	358,526

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

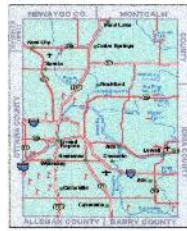
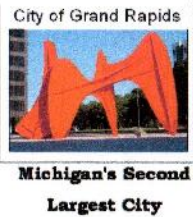
++ SMG will be eligible for an Incentive fee if Net Revenues exceed Expenses by the following amounts:

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.

Michigan Flashcard -  
Scott Atchison  
PO Box 1235  
Grand Rapids, MI 49501  
616-293-9056 NativeGR@gmail.com



Kent  
County

## Immediate and Future Benefits

### Part of Downtown Infrastructure

The **DDA** funds the construction  
of the facility  
and the **CVB** runs it  
every day of the year  
with a new contract.

## What is Missing in Grand Rapids?

# Directions & Information Booth

Grand Rapids does not have  
everything - But it does have  
the best Information Booth!

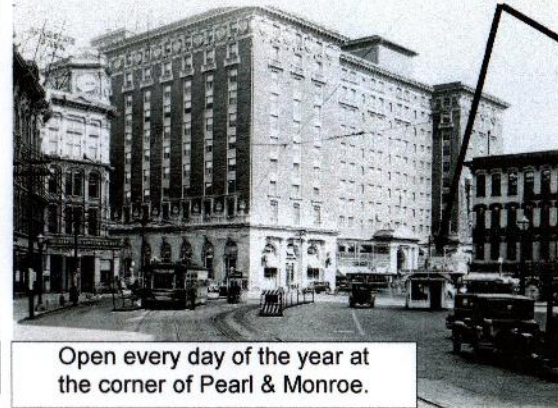


Not a Retail  
Shop!

Staffed  
with  
Helpful  
Humans

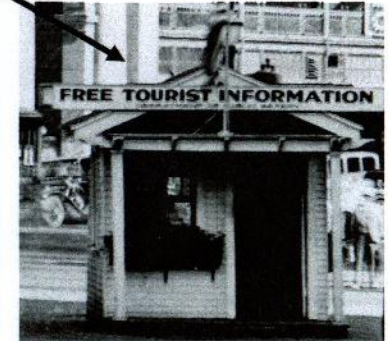
Verbal, Printed  
and Written  
Information!

Publicly Sponsored,  
Privately Funded



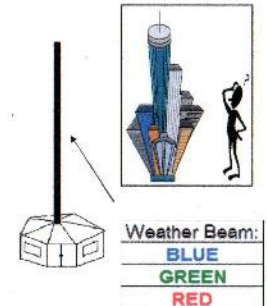
Open every day of the year at  
the corner of Pearl & Monroe.

## Information Booth circa 1930



A **365 day a year operation** which will bring visitors, tourists, conventioners and residents:

- A Daily Menu Matrix of restaurant's hours of operation for that day, daily special, address and phone number
- "The Walking Tour of Downtown Grand Rapids" in a variety of languages (sister city languages & more)
- MAPS: Both walking and driving
- Traffic/Construction/Detours reporting and updating
- and many, many other useful tools that tourists, visitors, conventioners and residents will find most interesting and useful!



## Better LOCAL information than the Internet/GPS/smartphone

October 2020

Forward to: Community Leaders

Page 1 of 2

Good for the city,  
good for the county  
&  
good for the state.

cc: DDA - CVB - City of Grand Rapids - Kent County

Notes: Immediate & Future Benefits! - Publicly Sponsored & Privately Funded - Naming Rights

Sue Waddell:  
Please Forward to:  
Convention & Arena Authority  
Operations Committee  
  
& Convention & Arena Authority  
Board - 10/02/20 Meeting(s)



Good for the city,  
good for the county &  
good for the state.

Inside the GRAM is/was not  
the best location!

Great for  
"DeVos Place" and  
"Van Andel Arena"

October 2020

Downtown  
Grand Rapids, MI

Suggested Name of  
Information Center



**Daily Menu Matrix** to show what  
restaurants & bars are open (that day), when  
they close with daily food specials.



**Owner of  
Record:**  
City of  
Grand Rapids

Would you like to view  
printed menus or the scan  
version for electronic  
viewing. Here is what is  
open now.

# B M A Bissell - Meijer - Amway Directions & Information Center

We are here visiting  
our daughter who  
goes to **GVSU**.

We are  
looking for  
restaurant  
information.



Welcome  
to Grand Rapids

Visitor's

Special  
Event  
Information  
Inside

City of  
Grand Rapids  
logo

Center

Hours of Operation

Monday	8:00AM-5:00PM
Tuesday	8:00AM-5:00PM
Wednesday	8:00AM-5:00PM
Thursday	8:00AM-5:00PM
Friday	8:00AM-5:00PM
Saturday	8:00AM-5:00PM
Sunday	8:00AM-5:00PM



Bienvenido

Take the DASH  
bus or it is a 10  
minute walk.

Yes. Here is the "daily:"  
list that shows what is  
open and when it closes.

What are the hours of  
operation for the museums &  
movie theater?

Which bus should we  
take? How do we  
rent .....?



The **DDA** funds the construction of the  
facility and the **CVB** runs it every day of  
the year with a new contract.

Verbal, printed, written and electronic information!

**Providing BETTER local information than the internet/GPS/smartphone.**

Scott Atchison  
616-293-9056 NativeGR@aol.com

Web pages are not enough!

Open everyday of the year at  
the corner of Pearl & Monroe.

Unique to  
Grand Rapids, MI

Page 2 of 2

