







2020

Convention & Visitors Bureau

Annual Report





Elkins Depot Welcome Center CVB, Inc. Elkins-Randolph County Tourism, CVB

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The Elkins Depot Welcome Center CVB, Inc. (d.b.a. Elkins-Randolph County Tourism CVB) is proud of our contributions to the 2020 tourism economy. This is especially true as West Virginia faced an initial 65% decrease in tourism and limited knowledge of what circumstances lay ahead.

During this past year we had to make some major changes to our marketing plan and determine the best way to attract tourists that were, and still are, apprehensive about traveling. We have never worked harder, longer hours or more collaboratively than we have in the last ten months. We concentrated on building relationships, working closely with the West Virginia Tourism Office, designing market plans that encouraged last minute travel and safe options for distancing. The importance of individual cabins and campsites, isolated outdoor activities and the safety practices of our county became a priority as we marketed to nervous individuals. These important decisions meant a 15% decrease in hotel/motel tax, a percent much lower than many West Virginia counties.

Travel plans were cancelled and events were postponed, but we spent countless hours determining how to highlight Randolph County so that those homebound travelers are anxious to visit here when they begin to dream about traveling again. This has also included extensive conversations and planning with our professional colleagues, to assure the area is putting its best foot forward before guests begin to arrive – thus making this an attractive, vibrant location to visit, recommend and return to in the future. Due to the long work hours and collaborative efforts, we were able to accomplish much more than we expected.

We, as in the past, do not take any of our funding for granted, but know that our funding has a major impact on the stability and growth of Randolph County. We assure you that every dollar we invest in the marketing of the county is done so in a decisive manner that produces the most comprehensive marketing possible.

As you read through this comprehensive report about our 2020 endeavors, please do not hesitate to contact us should you have any questions and concerns. We look forward to working with you in 2021.

Sincerely,

Anne F. Beardslee Executive Director

Sue Sheets President of the Board

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Treasurer	Mark Scott		Morgan Glup AFNHA AmeriCorps

Chelsea Boggs

Organization Overview



As a West Virginia accredited Convention and Visitor's Bureau, The Elkins Depot Welcome Center CVB, (d.b.a. Elkins-Randolph County Tourism Convention and Visitors Bureau), provides visitors with a warm welcome and introduction to our towns, county, and region.

Funded by a portion of the City and County hotel/motel tax collected from lodging facilities, the organization strives to build strong partner relationships, provide extensive marketing for the entire county and to contribute to the community and economic development of the area.

The CVB promotes Randolph County as an entire tourism entity. This includes dining, outdoor recreation, festivals and events, shopping, arts and culture, history and additional activities that persuade an individual or group of visitors to travel to the area. Once a visitor selects Randolph County, we depend on our tourism industry partners to give them an exceptional experience. This is vital in creating new and repeat visitors.

MISSION: To promote Elkins, Randolph County, and the surrounding area with the purpose of increasing economic vitality for local retail establishments, restaurants, services, lodging, and entities related to tourism recreation while offering excellent service to our visitors through the Welcome Center's well-trained staff and volunteers.



Welcome Center: (304) 635-7803 CVB: (304) 940- 2795



ElkinsDepot.com ElkinsRandolphWV.com



@elkinsdepotwelcomecenter @elkinsrandolphwv



@elkinswelcome @elkinsrandolphwv



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Travel Insights

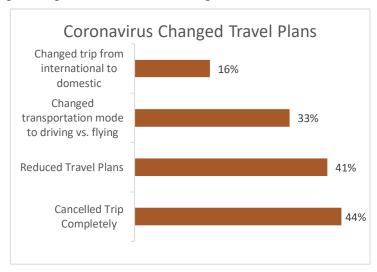


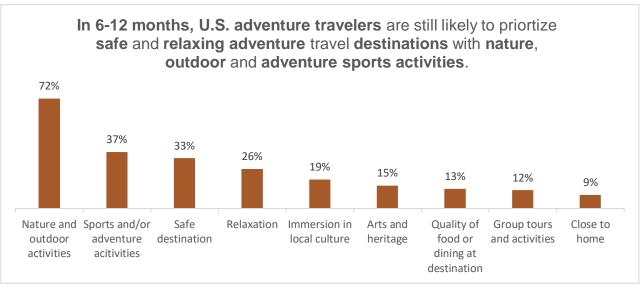
COVID-19 Marketing Response Planning

During COVID-19 media consumption has shifted, people are using the internet and watching TV more while audio formats are being negatively impacted. 87% of Americans are saying they are consuming more content digitally, and 30% believe they will continue to increase their digital time, indicating a long-term behavior change.



of travelers planning to travel in the next six months will change their travel plans due to coronavirus





72% of travelers are planning on doing nature and outdoor activities on their next trip, specifically hiking/trekking/walking, biking, and camping. During the coronavirus pandemic, studies show that travelers are seeking rural destinations, small towns/villages/resort communities, and national and state parks, which are all ideal for social distancing. They are less likely to visit cities/urban areas and popular/busy destinations.

2020 Marketing Projects



In the last year, the Elkins-Randolph County Tourism CVB and Welcome Center had to shift the way we marketed and advertised to our travelers due to COVID-19. The needs and expectations of travelers changed and with that our marketing strategy had to be altered as well. We limited advertising in traditional media like print magazines and brochures but increased our online presence and social media promotions.

2020 projects included:

- Developing and printing the Randolph County Map and Guide
- Creating, designing, and distributing the 2020 Randolph County Travel Guide
- Establishing a COVID-19 landing page on both the CVB and Welcome Center website to increase consumer confidence in the area
- Including Randolph County attraction brochures and rack cards on the CVB website so visitors can digitally download them
- Receiving grant money designated for new camera equipment which will enhance our photo and video database
- Producing in-house seasonal videos: Fish, Hike, Bike, Visit, Shop, and Winter
- Strategically marketing Randolph County as West Virginia's Biking Epicenter and the Heart of West Virginia Ski Country
- Creating a CVB twitter account to increase social media reach
- Participating in the West Virginia Tourism Cooperative Advertising Program during all four seasons
- Establishing earned media opportunities
- Writing and posting monthly stories and blogs about Randolph County and surrounding area attractions
- Constructing a Mountain State Forest Festival rack card in collaboration with the Mountain State Forest Festival
- Designing Cheat Mountain Outdoor Recreation rack card with topography map
- Participating and promoting "Building a Vibrant Community" in partnership with the Elkins-Randolph County Chamber of Commerce
- Writing a monthly newsletter regarding Elkins Depot Welcome Center news called "The Depot Dispatch"
- Working with three writers (housing and meetings) from RoadRunner magazine

Travel and quarantine restrictions coupled with fears of infection and tight budgets, significantly reduced tourism in 2020. With that being said, the Elkins-Randolph County Tourism CVB adapted to a new way of marketing and still delivered effective results while increasing brand exposure.

Industry Statistics



Objective: Advertising Randolph County as an adventure destination to in-state travelers or our target core audiences (MD, KY, DC, PA, OH, VA) while abiding by COVID-19 safety guidelines and making our county a safe place to visit during any season.

- Increase digital and social media presence
- Encourage future travel
- Drive quality traffic to elkinsrandolphwv.com
- Provide best service and hospitality under the unique circumstances

COMBINED ENGAGEMENT

135,999

Unique Website Users



1,671,939

Number of **PEOPLE** reached on Social Media



Number of **PEOPLE** who reacted to Social Media posts



8,820 Followers



4,627 Followers



39,426 Views

ACHIEVEMENTS

The Welcome Center CVB received several honors for its continued excellence in marketing and public relations on behalf of Randolph County.

2020 TripAdvisor Certificate of Excellence (Welcome Center awarded

past 5 years)

2020 TripAdvisor Traveler's Choice Award

2020 Silver ADDY Award (LMC &

Associates awarded on behalf of elkinsrandolphwv.com)





Visitor Services



Representing Randolph County, the Elkins Depot Welcome Center CVB serves as the central location for tourist information and is a critical component of the economic and community development of the area. The well-trained, professional volunteers who serve throughout the year have a tremendous effect on the tourists who visit Randolph County. Although COVID-19 has drastically affected visitor numbers, after being closed for four months we implemented a new way of greeting visitors at the Welcome Center. Using the back window of the Depot, having a plexiglass barrier, and following CDC guidelines, our volunteers and staff have been able to effectively serve visitors while keeping everyone's health the number one priority.





2,421Visitors Greeted



40,000Brochures Printed

Volunteer Hours Contributed **848**





24 States5 Countries

Over
800
Phone Calls Received

COVID-19 put a significant strain on the tourism industry, especially noticeable in the decrease of in-person contact. Although these numbers do not represent typical years, 2020 brought a unique opportunity to research, reevaluate, and personalize our services. Since opening in 2006, the Welcome Center has served over **496,000** guests.

Print & Digital Media



Paid Media

2020 West Virginia Tourism Travel Guide, Full Page Ad

AAA Ohio Travel Show, January Issue

GuestQuest, Spring, Summer, Fall, Winter Print & Digital Ad

Mountain Rail, Online Ad & Brochure

Inter-Mountain Hometown Publication Advertisement

Inter-Mountain Taste & Travel Guide

Discover West Virginia Magazine, Advertorial on US48

Travel South, Spring Issue, Full Page Print & Digital Ad

Blue Ridge Country, Spring Issue, Quarter Page Ad

Long Weekends Ohio, WV Edition, Full Page Spread

Allegheny Highlands Map, Ad

Purple Lizard Map, Ad

Highland Outdoors Magazine, Fall Issue, Half Page Ad

WV Living Full Page Ad, Winter Issue, Full Page Ad

Recreation News, WV Tourism COOP, May issue

WV Tourism COOP, Spring, Summer, Fall, Winter, Social Media Ads

Earned Media

WV Tourism, Twitter

WV Radio Folk Talk Podcast, on Monongahela National Forest

WV Living, Best of the Best

WineMag.com, Mountain Explorer Dinner Train

Local Palate (SC Magazine), Forks Inn & Big Timber

Wonderful West Virginia, Mountain State Forest Festival

Highland Outdoors, Mower Tract, Mount Porte Crayon, Shavers Fork River, 100 Years of the Mon Forest

Travel Awaits, Elkins featured as "10 WV Towns That Feel Like You Are In A Hallmark Christmas Movie"

Trips To Discover, Elkins features as "10 Best Places to Visit in West Virginia (2020 Travel Guide)"

While travel plans were cancelled and events were postponed, advertisements are keeping Randolph County in people's minds as they dream about future adventures. Cooperative partnerships enhanced regional and state travel promotion of experiences to maximize marketing dollars and broaden the reach of Randolph County.



6.8 millionPEOPLE REACHED



24 PRESS RELEASES

Community Relations



Educating our community regarding the value of tourism is vital to our mission and continued support. Solid relationships, open discussions, and collaboration among various organizations as well as regional county CVB's, are all extremely important to the marketing success of Randolph County. In 2020, we were invited to speak via zoom during the Elkins-Randolph County Chamber of Commerce October Meeting on tourism, to the Davis Medical Center board retreat on marketing, and the Appalachian Forest National Heritage Area AmeriCorps members regarding social media. We were also invited to participate at a WV Tourism forum for the Potomac Highlands Region.

County-wide Participation

Elkins Main Street Board of Directors (Executive Director)

Appalachian Forest National Heritage Area Board of Directors, Personnel Committee Chair, Treasurer, and Finance Committee (Executive Director)

Elkins-Randolph County Chamber of Commerce Board of Directors (Executive Director)

Elkins-Randolph County Chamber of Commerce Network Committee member (Marketing Director)

Elkins-Randolph County Chamber of Commerce Economic Vitality Committee member (Executive Director)

Members of Bi-Weekly Local Directors meeting (Executive Director & Marketing Director)

Beverly Heritage Convention & Visitors Bureau Board of Directors (Marketing Director)

Mountain Arts District Board of Directors (Executive Director)

Civil War Trails Board of Directors, West Virginia and Potomac Highlands Region Representative (Executive Director)

Mon Forest Town Partnership Representative (Marketing Director)

Mon Forest Town Partnership Marketing Committee Member (Marketing Director)

WV HubCAP Grant Leadership Team Chairperson (Executive Director)

WV HubCAP Grant Secretary (AmeriCorps Member)

Chamber of Commerce Vibrant Task Force Team (Marketing Director)

Potomac Highlands Creative Economy Action Council (Executive Director)

Mountain State Forest Festival Assistant Director (Marketing Director)

Attended Chamber of Commerce Bi-Monthly Meetings

Participated in and promoted Chamber of Commerce "Building a Vibrant Community"

Responsible for placement and operation of Town Square Christmas Lights

Worked collaboratively with Durbin & Greenbrier Valley Railroad operations

Community Relations



State-wide Participation

Member of West Virginia Hospitality and Travel Association

Member of West Virginia Association of Convention and Visitors Bureaus

Attended West Virginia Governor's Conference on Tourism virtually

Attended Tourism Day at the Legislature

Attended West Virginia Hospitality University

Participated in West Virginia Tourism Webinars

Participated in LeadershipWV Webinars

Attended COVID-19 Governor's Press Conferences

Took part in the Potomac Highlands Regional Summit virtually

Attended Corridor H Celebration

Group Participation

Attended 2020 AAA Ohio Travel Expo

Hosted RoadRunner Motorcyle Group Travel Writers

Produced packet information for Bee Sustainable Conference (postponed 2021)

Produced packet information for Knights of Columbus (postponed 2021)

Planned to host 2020 National Speleological Society Convention (virtually attended, returning to Elkins in-person 2023)

Sponsorships

Highland Trail Foundation
Civil War Trail signs
Mountain Arts District
Gandy Dancer Theatre

Durbin & Greenbrier Valley Railroad

Memberships

Highland Trail Foundation
Chamber of Commerce
Mountain Arts District

Grants Received

Snowshoe Foundation Grant
WV HubCAP Grant
First Energy Grant
West Virginia Fairs and Festivals
West Virginia Department of Arts, Culture, and History

2020-2021 Budget Information



Although the annual budget shows an increase of funds over 2019, this growth was not due to an increase in hotel/motel tax funding from the County and/or City. The upturn came from the Payroll Protection Program funding, additional funding from the County to cover Personal Protective Equipment and three full-page print advertisements in prominent magazines, a refund from the IRS for double payment and increase in grants received. The carryover is necessary because there will be a decrease in January and February funding due to the lack of Polar Express excursions.

This remainder of the 2020-21 marketing budget (carryover plus City and County contributions through June 2021) includes funding for social media, website hosting, digital and print advertising, publishing brochures, and group tour and conference hosting.

As we evaluated the best use of our funding, we selected the projects with the most immediate needs and impact. However, we discussed many other projects and collaborations that would have a tremendous impact on the 2021 promotion of Randolph County based on financial availability.

Coming in 2021:

- New Media South / WV Living Potomac Highlands Regional Vacation Guide inserted into Washington Post (project was postponed from 2020 to 2021)
- Updating and modernizing Welcome Center website
- Implementing a specific Welcome Center Mailchimp account for additional email subscribers
- Marketing Randolph County as a motorcycle destination "Mountains to Valleys"
- Strategically marketing Randolph County as "Base Camp of the Mon"
- Developing digital motorcycle maps and itineraries
- Randolph County Motorcycle Brochure and Rack Cards
- Partnership with Beverly Heritage Center on creating bus group itineraries
- Marketing Director will attend LeadershipWV (activity was postponed from 2020 to 2021)
- Advocating and educating visitors about good environmental stewardship when promoting outdoor recreation
- Airbnb presentation to help those exploring this business opportunity

Income & Expense 2020 Report



INCOME

DIRECT PUBLIC SUPPORT	City of Elkins	\$6	3,9	81.37
	Randolph County Commission	\$7	'8,9	44.94
CARRY OVER FUNDS	2019 Funds	\$1	.6,0	59.02
	Visitor Donations	\$		15.00
GRANTS AND AWARDS	Snowshoe/Fairs & Festivals/FirstEnergy	\$	3,5	78.50
PAYROLL PROTECTION PROG.	Federal Funding	\$1	.3,7	44.13
PERSONAL PROTECTIVE EQUIP.	County Reimbursement for Equip	\$	1,1	79.13
MARKETING FUNDS	Randolph Co. Comm. Funding	\$1	.0,2	10.00
IRS REFUND	Overpayment Refund	\$	3,6	44.29
OTHER TYPES OF INCOME	Miscellaneous	\$	9	<u>33.49</u>
TOTAL INCOME		\$19	92,2	288.87
<u>EXPENSES</u>				
RAMPS AND RAIL FESTIVAL	Total Expenses	\$	71	5.86
INSURANCE	Liability/Workers Comp	\$ 4	4,35	52.22
EVENT EXPENSES	Christmas Lights	\$:	1,28	39.68
GRANTS AND AWARDS	Snowshoe Two Grant Expenditures	\$ 2	2,86	59.73
BUSINESS REGISTRATION	West Virginia	\$	ŗ	51.00
FACILITIES	Upgrades	\$	7	76.63
RENT	Office Space, Storage Unit	\$	5,9	88.24
MARKETING EXPENSES	Digital, Website Maintenance			
	Prof. Design, Printed Materials			
	Maps and County Brochure	\$5	0,4	67.58
VOLUNTEERS	Appreciation, Badges, Shirts	\$	7	21.46
OPERATIONS	Postage, Phones, Internet, Copier	\$	3,3	83.16
SUPPLIES	Office and Cleaning	\$	7	83.61
MEMBERSHIP DUES	State and Local Organizations			
PAYROLL EXPENSES	Ex. Dir., Dir. Of Marketing, Janitor	\$7	'5,6	29.65
AMERICORP MEMBER	Stipend, training	\$	4,6	37.75
TRAINING, TRAVEL	Staff Development, Conference	\$	1,6	13.10
TRAVEL SHOW	Columbus, Ohio	\$	1,4	79.17
ACCOUNTANT	Filing of Taxes, Quickbooks Help	\$	4.	50.00
PERSONAL PROTECTIVE EQUIP	Masks, Plexiglass, Gloves, Cleaning	\$	1,5	56.56
MISCELLANEOUS	Plants, Leadership WV, Petty Cash	\$	<u>2,6</u>	<u>42.83</u>
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TOTAL EXPENSES \$159,408.23

2:14 PM 01/11/21 Accrual Basis

Elkins Depot Welcome Center CVB, Inc. 2021-2022 Proposed Profit & Loss Budget vs. Actual July 2021 through June 2022

	Jul '21 - Jun	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense		*		
Income				
43400 · Direct Public Support				
1 · City of Elkins	0.00	69,000.00	-69,000.00	0.0%
2 · Randolph County Commission	0.00	78,000.00	-78,000.00	0.0%
3 · Donations from Visitors	0.00	200.00	-200.00	0.0%
43450 · Individ, Business Contributions	0.00	0.00	0.00	0.0%
Total 43400 · Direct Public Support	0.00	147,200.00	-147,200.00	0.0%
46400 · Other Types of Income				
110 · Misc. Income	0.00	700.00	-700.00	0.0%
111 · Previous Year Carry-Over	0.00	0.00	0.00	0.0%
Total 46400 · Other Types of Income	0.00	700.00	-700.00	0.0%
60000 · Grants and Awards	0.00	0.00	0.00	0.0%
6483615 · Ramps & Rail Festival				
100 · WV Fairs and Festival Donation	0.00	1,150.00	-1,150.00	0.0%
102 · Ramps & Rail Festival Sales	0.00	1,000.00	-1,000.00	0.0%
103 · Ramps and Rail Silent Auction	0.00	1,100.00	-1,100.00	0.0%
104 · Ramps & Rail Trains	0.00	300.00	-300.00	0.0%
106 · Ramps & Rail Vendors	0.00	2,100.00	-2,100.00	0.0%
Total 6483615 · Ramps & Rail Festival	0.00	5,650.00	-5,650.00	0.0%
Total Income	0.00	153,550.00	-153,550.00	0.0%
Gross Profit	0.00	153,550.00	-153,550.00	0.0%
Expense				
12 · Ramps & Rails Expenses				
120 · Ramps & Rail Entertainment	0.00	2.200.00	-2.200.00	0.0%
121 · Ramps & Rails Tables & Chairs	0.00	175.00	-175.00	0.0%
122 · Ramps & Rails Mailings	0.00	60.00	-60.00	0.0%
123 · Ramps & Rail Items to Sell	0.00	850.00	-850.00	0.0%
124 · Ramps & Rail Marketing	0.00	1,300.00	-1,300.00	0.0%
127 · Randolph Co. Health Department	0.00	500.00	-500.00	0.0%
129 · Ramps & Rails Port-a-Potties	0.00	295.00	-295.00	0.0%
130 · Ramps & Rails Misc.	0.00	585.00	-585.00	0.0%
Total 12 · Ramps & Rails Expenses	0.00	5,965.00	-5,965.00	0.0%
17 · Concert Expenses	0.00	0.00	0.00	0.0%
21 · Insurance	Name (Critical	Tarrenge occurs	90.000.000.000	No. To Cont.
023 · Workers Comp Insurance	0.00	4,300.00	-4,300.00	0.0%
024 · Liability Insurance	0.00	3,100.00	-3,100.00	0.0%
Total 21 · Insurance	0.00	7,400.00	-7,400.00	0.0%
24693 · Elkins Events Expenses	12.22			12.72.2
160 · Polar Exp. Depot Decorations	0.00	225.00	-225.00	0.0%
161 · Town Square Lighting	0.00	500.00	-500.00	0.0%
162 · Downtown Trick or Treat	0.00	75.00	-75.00	0.0%
Total 24693 · Elkins Events Expenses	0.00	800.00	-800.00	0.0%
60200 Create and Awards Eventures	0.00	0.00	0.00	0.0%
60300 · Grants and Awards Expenses	0.00			

2:14 PM 01/11/21 Accrual Basis

Elkins Depot Welcome Center CVB, Inc. 2021-2022 Proposed Profit & Loss Budget vs. Actual July 2021 through June 2022

	Jul '21 - Jun	Budget	\$ Over Budget	% of Budget
62800 · Facilities and Equipment				
01 · Office Rental CVB	0.00	4,800.00	-4,800.00	0.0%
20 · Storage Rental Expense	0.00	570.00	-570.00	0.0%
22 · General Building Maintenance	0.00	450.00	-450.00	0.0%
30 · Office Equipment Maintenance	0.00	400.00	-400.00	0.0%
32 · Office Equipment Upgrades	0.00	700.00	-700.00	0.0%
40 · Office Equipment	0.00	800.00	-800.00	0.0%
Total 62800 · Facilities and Equipment	0.00	7,720.00	-7,720.00	0.0%
63000 · Marketing Expenses				
304 · Digital Advertise/Social Media	0.00	3,900.00	-3,900.00	0.0%
305 · Professional Design Expenses	0.00	4,600.00	-4,600.00	0.0%
306 · Website Hosting	0.00	350.00	-350.00	0.0%
307 · Print Advertising	0.00	19,000.00	-19,000.00	0.0%
308 · Printing Marketing Materials	0.00	6,500.00	-6,500.00	0.0%
309 · Group Hosting	0.00	500.00	-500.00	0.0%
			ALL TA ARRAMAN AND AND AND AND AND AND AND AND AND A	-
Total 63000 · Marketing Expenses	0.00	34,850.00	-34,850.00	0.0%
64832 · Volunteer Appreciation 65000 · Operations	0.00	600.00	-600.00	0.0%
200 · Postage, Mailing Service	0.00	1,400.00	-1,400.00	0.0%
300 · Copier	0.00	575.00	-575.00	0.0%
401 · Telephone, Internet	0.00	2,500.00	-2,500.00	0.0%
ACTION AND ACTION AND ACTION AND ACTION ASSESSMENT AND ACTION ASSESSMENT AND ACTION AC			5000 ABOUT 1000 E	
404 · Accountant	0.00	1,000.00	-1,000.00	0.0%
Total 65000 · Operations	0.00	5,475.00	-5,475.00	0.0%
65060 · Supplies				
5 · Cleaning Supplies	0.00	580.00	-580.00	0.0%
6 · Office Supplies	0.00	850.00	-850.00	0.0%
Total 65060 · Supplies	0.00	1,430.00	-1,430.00	0.0%
65100 · Misc. Expenses	0.00	10,000.00	-10,000.00	0.0%
65200 · Memberships and Dues	0.00	1,950.00	-1,950.00	0.0%
66000 · Payroll Expenses				
04 · Director of Marketing	0.00	24,200.00	-24,200.00	0.0%
05 · Executive Director	0.00	24,900.00	-24,900.00	0.0%
06 · Janitorial Wages	0.00	3,500.00	-3,500.00	0.0%
07 · AFHA Contract Labor	0.00	5,600.00	-5,600.00	0.0%
231 · Federal Payroll taxes	0.00	12,700.00	-12,700.00	0.0%
232 · WV State Taxes	0.00	2,900.00	-2,900.00	0.0%
Total 66000 · Payroll Expenses	0.00	73,800.00	-73,800.00	0.0%
68300 · Travel and Meetings				
113 · Staff Development	0.00	3,500.00	2 500 00	0.0%
113 · Staff Development	5 PRESENT	armer meaning	-3,500.00	-
Total 68300 · Travel and Meetings	0.00	3,500.00	-3,500.00	0.0%
68320 · Travel Show Expenses	0.00	0.00	0.00	0.0%
Total Expense	0.00	153,550.00	-153,550.00	0.0%
Net Ordinary Income	0.00	0.00	0.00	0.0%
Net Income		0.00	0.00	0.0%