



Quad Cities Chamber

ANNUAL REPORT

Fiscal Year 21 7.1.20 - 6.30.21



QuadCitiesChamber.com | 563.322.1706

letter from the PRESIDENT & CEO

Who would have predicted in 2021 we'd be cherishing such common experiences like eating at our favorite Quad Cities restaurants, joining a friend to catch up over a beverage or meeting with a client to brainstorm a new project? This renewed sense of normalcy feels good, but it's different.

We've evolved through significant social and economic disruption, which has created opportunities for growth and better times ahead. Early in 2021, the Quad Cities Chamber began seeing indicators of growth and a return to more prosperous times. Since then, in-person events have returned, our downtowns are starting to fill back up, hard-hit businesses are seeing customers again and our economic development projects are double what we anticipated – all signs that point to the beginning of a strong economic recovery. That's why you heard a top RSM economist open with "Welcome to boomtown" during our recent Midyear Economic Update, indicating our region is poised for some of its best growth in decades.

You'll notice the content of this annual report is unlike any other in years past, setting the stage for another exciting year ahead. To win the race for talent and economic prosperity, the Chamber has adapted our business model to not only provide relevant services, but to create an essential impact on the Quad Cities region. We're embracing our role in placemaking by creating a way for Davenport, Bettendorf, Rock Island and future partners to enhance how downtowns and commercial neighborhoods facilitate economic growth. We're talking about how small and medium business development is just as important as attracting Amazon to the Quad Cities region – the largest economic development project in our history. And above all else, we're only as good as our people, which is why it's critical more people choose to live in the Quad Cities region to create the customer base and workforce pipeline to meet business needs.

Shortly after the COVID-19 pandemic hit our region, the Chamber team refocused and doubled down on supporting businesses. We have an amazing team that leveraged their collective strengths to serve over 3,300 businesses throughout the six-county Quad Cities region.

As the region's one-stop business resource, the Chamber provided reliable, timely and accurate information on financial assistance, economic data and industry issues while advocating for business concerns at a state and federal level. We also announced a new era for the Chamber, streamlining our organization to create efficiencies that maximize your investment. A year later, I'm proud of this work that allowed us to engage more businesses and build stronger partnerships throughout the region, setting the stage for another momentous year ahead.

The Chamber is dedicated to our region's growth, and we're moving forward with new strategies in alignment with the Q2030 vision. For example, in the coming year we will roll out a new QC brand in partnership with Visit Quad Cities that will drive our collective marketing efforts, including business attraction, talent attraction and the QC's many exceptional experiences that make this community a great place to live, work and explore.

Thank you for your continued support of the Quad Cities Chamber and investment in the Quad Cities. The Chamber can serve regional businesses because of nearly 1,300 member investors, significant philanthropic grants and collaboration with our public sector partners.

We stand ready to support your business's growth – and help lead the way for our region's growth.

Sincerely,





Paul Rumler,
President & CEO
Quad Cities Chamber

AMBITIOUS GOALS BY 2030



470,973 (2019)

\$35 billionGross Domestic
Product (GDP)

\$27.7 billion (2019)

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25% of the region's employers engaged with the Chamber

10% (2021)

STRONG CHAMBER

STRONG CHAMBER

TAILTIONS

ATTRACTATORS

ATTRACTATORS



t the beginning of this fiscal year the Chamber announced a plan to streamline the organization to best deliver on our goals for the region and provide the best return on investment for you. An expanded Board of Directors that now includes business, local government and K-12 leaders has provided a diverse and well-rounded strategic leadership to guide the Chamber.

Our merger of Quad Cities First into the Chamber created a powerhouse Business & Economic Growth team that has allowed us to focus work on our five targeted industries along with supporting non-primary industry businesses with the same time and attention. This new direction brought a substantial uptick in business connections and resource assistance to businesses of all sizes throughout the region.

To provide companies with more resources, we expanded partnerships with the Small Business Development Centers (SBDC) at Eastern Iowa Community Colleges (EICC) and Western Illinois University – Quad Cities (WIU-QC), SCORE Quad Cities, Center for Industrial Research and Service (CIRAS) and Illinois Manufacturing Excellence Center (IMEC). We strengthened our commitment to one of our region's top employers by bringing the Rock Island Arsenal Defense Alliance into our fold. All of these collaborations equate to the Chamber being better positioned to serve existing businesses, while attracting new companies to the region and helping those already here expand.

In order to attract the talent that our businesses need to grow, the Quad Cities region must be a place where people want to be – a key goal in placemaking. The Chamber created the Quad Cities Community Partnership to solidify our work in place management which currently is driven by the Downtown Davenport Partnership (DDP) and Downtown Bettendorf Organization (DBO). The Chamber also formed a partnership with the City of Rock Island to build upon the work already done in the downtown area and create a sustainable funding source for Rock Island's downtown. With placemaking as a growing priority, we anticipate the responsibility and scope of work will grow in the coming years.

Knowing that talent would be a key challenge to business growth, the Chamber in partnership with United Way Quad Cities, completed a talent study in early 2021. The study will serve as the framework of the region's strategic talent initiatives and also launch our new line of work in talent attraction and development.

In the coming year, your Chamber will continue to offer unique resources that cater to your business needs. We will help build networks, provide resources and advocate for your interests.



HIGHLIGHTS:

- Advocated for financial relief for businesses at the state and federal level, calling on lowa and Illinois to work together to re-open our regional economy at the same time.
- Inclusion of programs and tax credits crucial in COVID-19 relief legislation to employers' viability including: revamping the Paycheck Protection Program to include loan deductibility and a simplified process; expansion of the Employee Retention Tax Credit; targeted financial support for the tourism, hospitality and childcare sectors; and adequate funding being sent to state and local partners to offset COVID-19 expenses.
- Launched promotions to drive support to local businesses including the creation of a buy local campaign, Keep lt QC.
- Hosted COVID-19 friendly events and programs in downtown Davenport including Second Saturdays and Between Two Bridges. Provided marketing and outreach services across our downtowns.
- Conducted a child care study along with United Way Quad Cities and Q2030 to assess how families were handling child care during the pandemic.
- Provided regular COVID-19 updates with the latest reliable information and resources including dozens of webinars.

- Educated businesses on how to fight the spread of COVID-19 and to make informed decisions about protecting the health of their workforce.
- Developed a COVID-19 Resource Guide as a one-stop business online resource.
- Provided business consultations on financial assistance available including Paycheck Protection Program loans, Shuttered Venue Operator grants and Targeted Economic Injury Disaster loans.
- Transitioned our Chamber events to virtual, returning to in-person events with our May AMp Up.
- Promoted opportunities for Quad Citizens to get vaccinated across the bi-state region and provided resources for employers on vaccinations.
- Advocated for our community partners to think regionally as they strategized how to spend their American Rescue Plan Act funding.
- Served on the QC COVID-19 Coalition, working collaboratively to respond to the crisis across the metro area with health organizations, hospitals, emergency management, government and nonprofit entities.



AMAZON TO OPEN ROBOTICS FULFILLMENT CENTER

Amazon delivered exciting economic news to the Quad Cities when it selected the Eastern Iowa Industrial Center in Davenport as the site for its new 640,000-square-foot robotics fulfillment center to open in 2022. The project will create 1,000 new jobs – the largest project in the Chamber's history for new job creation. The Chamber, City of Davenport and Greater Davenport Redevelopment Corporation (GDRC) collaborated to get this deal across the finish line.

DIVVYDOSE EXPANDS, ADDS 200-300 JOBS

The Chamber and DDP celebrated the Quad Cities expansion of divvyDOSE, a Moline-based pharmacy startup, into the Mississippi Plaza office building in downtown Davenport. The homegrown company, acquired by UnitedHealth Group, expanded its footprint and added 200-300 new jobs. The demand for additional space and workforce was driven by divvyDOSE rapid growth of its direct-to-consumer medication delivery services.

TARGETED INDUSTRY STUDY

With the help of Conway, a full-service economic development firm, the Chamber took an in-depth look at two of our targeted industries – manufacturing and agriculture. Through this lens we learned that ag tech and materials tech are emerging as sectors our region should focus on attracting. Both involve the combination of technology, including software and hardware, with more traditional industries like agriculture and materials production. Using business intelligence tools, we have pinpointed specific companies within these new sectors that are "ripe and ready" for expansions and are reaching out to build new business connections.







manufacturing

- RubberStamps.Net
- Seaberg Industries acquired by Crawford Company
- Service Steel



· unnamed office project

warehouse

BUSINESS & ECONOMIC GROWTH



successful projects



1,361

jobs added





610 company outreach

connections

1,354 resource assists







\$191,525 Keep It QC gift cards sales



Peer Roundtables with 117 participants

QUARTERLY REPORTS PROVIDE MARKET TRENDS

Launched this year, Quarterly Market Reports provide members with a summary of our regional economic position and the contributions and impact of our region's business sectors. An update on the active projects for business attraction and expansion also are provided. In addition, each report includes an analysis by Dr. Kenneth A. Kris, University of Illinois, of how the Quad Cities regional economy performed in the quarter.

ECONOMIC DATA DASHBOARD

Quad Cities businesses, economic development leaders, investors and prospective companies have a new go-to resource available with the Chamber's Economic Data Dashboard. Launched this spring, the dashboard tracks key metrics for progress by 2030 in the Quad Cities Combined Statistical Area (CSA). Data includes population, post-secondary attainment, high school graduation rates, poverty rate and civic pride. Advancing programs to improve our standing in all these areas is key to the Quad Cities' future success.

PARTNERSHIP ASSISTS MANUFACTURERS

To broaden resources for members and expand the region's ecosystem of experts, the Chamber signed formal partnership agreements with the IMEC and its lowa counterpart, CIRAS. The partnerships have led to a deeper commitment to work together to help manufacturers and defense suppliers grow their businesses, improve their operations and overcome today's challenges. As a member of the Illinois Defense Network, the Quad Cities will benefit from a \$140,000 grant from the Office of Local Defense Community Cooperation that began Jan. 1. The grant will be used to assist local supply chain companies with emerging issues in the areas of cyber security, workforce and supply chain resiliency.

DEI TOOLKIT

The Chamber created a DEI Toolkit to help businesses become more diverse, equitable and inclusive organizations. The toolkit includes four steps to begin or advance the DEI journey with a list of action items and tools to accomplish them. From enhancing leaders' knowledge to building the business case for why DEI in important along with how to build a company plan are provided in the toolkit.

KEEP IT QC

The Chamber launched Keep It QC, an initiative to bring awareness to the power of doing business locally. Buying local has many tangible economic benefits for the region including: increasing GDP; investing in better schools, roads and more; supporting and creating jobs; and increasing regional attractiveness. This initiative showcases that every dollar kept in the Quad Cities increases our collective success.

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DOWNTOWN BETTENDORF ORGANIZATION (DBO)

New I-74 Bridge Opens First Span

The lowa-bound span of the new I-74 Bridge opened in November marking the halfway point of completion for this \$2.1 billion project. This once-in-a-generation opportunity is helping to pave the way for future growth in Downtown Bettendorf and our region.

TBK Bank Building Completed

The year saw the completion of the new four-story TBK Bank Building, creating another iconic building downtown next to The Bridges Lofts and within view of the new I-74 Bridge. Home to the bank's headquarters, the building will host a Japanese restaurant and retail shops on the first floor.

Construction Began on Be the Light Pocket Park

Construction is nearing completion on a new Be the Light Park, a pocket park west of Scuba Adventures named for the late Dale Owen. The former Ascentra Credit Union CEO was a longtime downtown champion and helped launch the DBO, serving as its Vice Chair. Owen died in November 2020.

Downtown Events & Festivals

Be Downtown





32

new & expanded businesses

14



completed projects (\$27.5M



projects under construction (\$49M+)

18



planned projects (\$59M+)

DOWNTOWN DAVENPORT PARTNERSHIP (DDP)

Downtown Davenport Master Plan

A new Downtown Master Plan and initial flood study were completed in 2021. Done in coordination with the City of Davenport, the Master Plan was created with WXY, an architecture, urban design and planning firm. H.R. Green also delivered its initial flood mitigation engineering report for Davenport's nine miles of riverfront. DDP's priority is to balance the city's flood protection needs and maintain the riverfront as a vibrant destination.

Hospitality Ambassadors Program Launched

DDP launched its new Hospitality Ambassadors pilot program, whose ambassadors interact and assist visitors, residents and downtown employees as well as provide community outreach and increased communication with stakeholders. DDP also has been proactive in addressing safety issues downtown working with the City of Davenport.

Complete Streets

This year saw renovation of Kaiserslautern Square and construction of Quinlan Court, installation of new downtown LED street lights, creation of a new snow removal policy and completion of a streetscape project on 3rd St.

National Commercial Historic District Approved

DDP established the largest historic district to date, the Commercial Historic District, which encompasses much of the downtown core. The designation will assist with gaining Historic Tax Credits for projects, as well as building value and tourism opportunities downtown.

Downtown Events & Festivals

- Icestravaganza
- Second Saturdays
- Cyber Monday deliveries & curbside retail events
- Pinewood Derbies
- Keep It QC Gift card giveaway events

DOWNTOWN ROCK ISLAND

Chamber Contracts with City of Rock Island

The City of Rock Island approved a contract with the Chamber to provide downtown place management services. Through this contract, the Chamber hired a director to explore the creation of a downtown place management organization with a sustainable funding model.

Downtown Steering Committee Formed

A Downtown Rock Island steering committee consisting of business and property owners, residents and public partners will help guide the creation of a new organization. In addition, the committee will focus on downtown Rock Island's placemaking needs, including business and economic growth, infrastructure, livability, advocacy and promotions.

TIF District Project Guidance

With the support of the steering committee, we began to provide guidance to the City of Rock Island for implementation of the remaining Downtown Tax Increment Financing (TIF) District funds.

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REGIONAL TALENT STUDY

The Chamber and United Way partnered on a Quad Cities Regional Talent Study, generously funded by Deere & Company and conducted by consulting firm Alchemy. The report identified five priorities to aid the Quad Cities in building a successful talent machine:

- · Preschool for all
- Career connections
- High school graduation career/college ready
- Talent attraction
- Career pathways

It is critical that we address the priorities as a region so that long-term our region will be positioned well to compete for jobs, investment and people. The Chamber has taken the lead on talent attraction and career connections whereas United Way is leading the career pathways, preschool and high school priorities.

HIGH SCHOOL APPRENTICESHIP SIGNING DAY

More than 50 high school students from throughout the Quad Cities got a start on their career path with an apprenticeship at a Signing Day event, presented by a collective of education and industry partners along with the Chamber. More than 15 companies in the Quad Cities region representing manufacturing, security, IT, health care and banking are hosting high school apprentices. This program connects the dots between high school graduation, continued learning and degree completion, and meeting in-demand workforce needs for area employers.

PARTNERED ON QCA HIRING FAIR

The Chamber partnered with lowaWORKS and area school districts to host the QCA Hiring Fair targeted to 10th-12th graders. More than 40 regional companies representing a variety of industries offered on-site interviews for a range of jobs including full-time, part-time and seasonal jobs. The hiring fair exposed students not only to job openings but also to opportunities to improve professional skills such as writing a resume, interviewing for a job, and approaching and talking

ADVOCACY wins

The Chamber is committed to enhancing our economic competitiveness, increasing investment and improving our regional economy.

IOWA

- Appropriation of \$100 million in FY22 budget to expand broadband connectivity throughout the state.
- Passage of a package of child care reform bills that will increase available child care providers, provide tax incentives for businesses offering child care and address the child care cliff effect.
- Amendment of the Iowa code to streamline the Chamber's operation of our Foreign Trade Zone.

ILLINOIS

- Defeat of the proposed Progressive Income Tax on the November 2020 ballot and five of the nine proposed tax increases on employers in the FY22 budget.
- Passage of legislation creating a state and local tax deduction (SALT)
 cap workeround, and extension of tax credit programs including: Angel
 Investment Tax Credits, Edge Redevelopment Zone Credits, Live Theatre
 Production Credits and more.

FEDERAL

 Secured more than \$240 million to advance several projects on the Rock Island Arsenal (RIA) in three key areas including supporting the RIA Joint Manufacturing & Technology Center (JMTC), ramping up production at the Army's Advanced and Additive Manufacturing Center and continuing to build infrastructure and partnership on RIA. In addition, it was announced the world's largest 3D printer will be coming to RIA to assist in developing next-generation combat vehicles.



Q2030wins

MIDCOURSE REVIEW COMPLETED

In 2020, consulting firm Alchemy conducted a midcourse review of Q2030 to determine what was working, identify gaps and develop an action plan to accelerate the pace of moving the region forward. Focus groups, one-on-one conversations and an online survey provided critical feedback during the process. The foundational recommendation was to incorporate Q2030 as a 501(c)3 nonprofit organization with independent governance to serve as the vision's implementation backbone, including a diverse board of directors and its own executive director. Not only does corporate independence ensure that Q2030 is a neutral party in the Quad Cities' strategic landscape, but it also serves to clarify roles and better engage major implementation champions and a broader group of key strategic partners.

NEW 501(C)3 ORGANIZATION FORMED

The new 501(c)3 stand-alone organization was created providing a new sustainable model for Q2030 governance and funding. The new organization includes a diverse board representing the business, government, nonprofit and education sectors within the Quad Cities. In addition, the first four champion organizations — Quad Cities Chamber, Quad Cities Community Foundation, United Way Quad Cities and Visit Quad Cities — have strengthened their partnership with Q2030 by committing to align their work with the vision and support the initiative.

SAME VISION

The Q2030 vision remains the same: The Quad Cities is recognized globally in 2030 for growing and attracting talent and businesses, is energized by a diverse and culturally rich community, inspires innovation and embraces lifelong learning.

FINANCIALS

STRONG CHAMBER

- Sold all properties owned by the Quad Cities Chamber and its affiliated entities.
- Subleased the Moline office to free up cash to begin implementation on talent attraction and development work.
- Secured Paycheck Protection Program (PPP) Round 1 and 2 funds.
- Landed three new federal grants for work in business and economic growth as well as talent attraction and development.
- Maintained a member retention rate of 90% lead and 75% core.
- Grew Self-Supported Municipal Improvement District (SSMID) revenues in Davenport and Bettendorf.
- \bullet Received an unmodified audit opinion with zero findings.



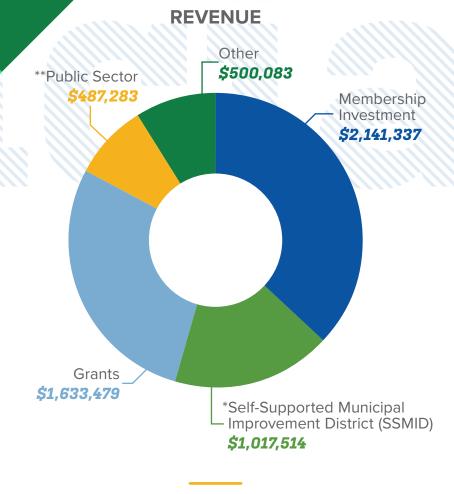




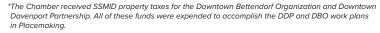
62 events



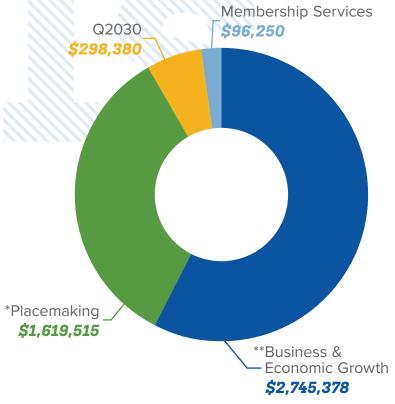








EXPENSESMembe



Total Expenses **\$4,759,523**

21

20

^{**}The Chamber received public sector funds to support business attraction, growth and retention. All of the funds received from the local units of government were expended to accomplish the work plans of the Business & Economic Growth. None of these funds were expended for advocacy.

TOP INVESTORS

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