SeeMonterey.com

Board of Directors Meeting Wednesday, May 24, 2017 | 3:00 PM – 5:00 PM Portola Hotel & Spa | 2 Portola Plaza Monterey, CA

<u>DIRECTORS BOARD</u> PRESENT	<u>ADVISORS</u> PRESENT	ALL ABSENT	STAFF PRESENT
Bob Buescher Diane Mandeville Ed Smith Julie Weaver	Bobby Richards Dave Spaur Carol Chorbajian Hans Uslar	Amrish Patel Doug Phillips Janine Chicourrat Mary Adams	Alliah Sheta April Locke Keith Turner Mark McMinn
Mimi Hahn René Boskoff Rick Aldinger Steve McNally Thomas Becker	Kim Stemler Kimbley Craig Marilyn Lidyoff Mike La Pier Norm Groot	Sean Panchel Ralph Rubio Susan Breen Tony Tollner	Paul Martin Rob O'Keefe Tammy Blount
	Troy Kingshaven		<u>GUESTS</u> Steve Dallas Yuri Anderson Jennifer Fahselt

CALL TO ORDER: Bob Buescher called the meeting to order at 3:02pm.

PUBLIC COMMENT: None

MEMBER AND STAFF ANNOUNCEMENTS

Tammy Blount gave a recap of her attendance on behalf of DMAI at IMEX Frankfurt.

Rick Aldinger updated the board on the recent San Francisco Media mission trip with the MCCB. The purpose of the trip was to get the word out that Big Sur North is open. Carolyn Betata of Visit California attended the press visits with Rick to help elevate the message.

Rob O'Keefe recapped the Chicago Pop-up event. The MCCVB partnered with local Monterey Chefs Mathew Beaudin from the Monterey Bay Aquarium, Todd Fisher with Folktale Winery and Monterey County Vintners & Growers Association showcasing regional food and wines of Monterey County to Chicago area meeting planners, journalists and wine buyers.

Rick and Thomas Becker discussed the impact of the Mud Creek slide in the national news and confirmed that that the slide activity did not impact the closures in Big Sur. In addition they mentioned Pfeiffer State Park just opened with 50 campsites available. Access to the area continues to improve.

Bobby Richards added that the Carmel Winemakers event was well-attended.

Bob thanked Janine Chicourrat for hosting today's board meeting.

CONSENT AGENDA

Motion to Approve Consent Agenda M/S/C: Rick Aldinger/Ed Smith/Unanimous

OLD BUSINESS

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests and members.

A. Board Resolutions

Bob reviewed the updated resolutions regarding the transactions between the MCCVB and voting board members.

Motion to approve Resolution A as presented M/S/C: Rick Aldinger/Julie Weaver/Steve McNally abstain/Unanimous

Motion to approve Resolution B as presented M/S/C: Rick Aldinger/Steve McNally/Unanimous

Motion to approve Resolution C as presented M/S/C: Mimi Hahn/Rick Aldinger/Julie Weaver abstain/unanimous

B. TID Oversight Committee

Steve McNally informed the board that the group decline the offer to create a formal committee of the MCCVB.

NEW BUSINESS

A. April 2017 Financials

Paul Martin gave an overview of the April 2017 Financials. Discussion ensued. Dave Spaur commented on the impact of short term rentals in Pacific Grove's TOT funding. The consensus was to place the topic of short term rentals on a future agenda for further discussion.

Motion to approve the April 2017 financials as presented M/S/C: Diane Mandeville/Mimi Hahn/ Unanimous

B. 2017-18 Business Plan

Tammy gave an overview of the business plan and reviewed what has changed since the budget workshops. She noted the inclusion of suggestions from the workshops. Paul reviewed the proposed budget details. Rob discussed and reviewed strategic goals, priority initiatives and aligning marketing and group sales initiatives. Mark reviewed the focus of group sales and the new direction on scope of work. Tammy reviewed the strategic resource management changes for Visitor Services.

Tammy reviewed incremental spending options. Rob presented the Monterey Regional Airport's pursuit of a DOT grant to support additional air service. Jennifer Fahselt informed the board of the available grant that would support the proposed daily flights into Monterey from Dallas on American Airlines. Discussion ensued.

Motion to adopt the MCCVB 2017-2018 budget and business plan as presented with the addition of a letter of intent to support the DOT grant application with a pledge of \$100,000 distributed over the course of three years. Motion to approve M/S/C: Diane Mandeville/Mimi Hahn/unanimous.

Tammy then reviewed additional incremental spending options if there were additional funds available for the 2017-2018 fiscal year. Tammy surveyed the board on their interest in supporting MCC initiatives and additional marketing initiatives. The board ranked their preference and the items will be brought forward for consideration at the June Board meeting.

GOOD OF THE ORDER: None

ADJOURN: Bob Buescher adjourned the meeting at 5:22 pm.

NEXT MEETING June 28, 2017 | 3:00 PM - 5:00 PM | Hyatt Regency Monterey

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests and members.





SeeMonterey.com

Joint Executive and Compensation Committee Meeting Tuesday, June 6, 2017 | 11:30 AM – 1:30 PM MCCVB Office | 787 Munras Avenue, Suite 110, Monterey, CA Civitas | 1102 Corporate Way, Suite 140 Sacramento, CA 95831

Present: Bob Buescher Rick Aldinger Thomas Becker Mimi Hahn Steve McNally Janine Chicourrat Absent: Rene Boskoff

Staff: Jennifer Johnson Tammy Blount Alliah Sheta

Bob Buescher called the meeting to order at 11:32 AM

PUBLIC COMMENT: None

MEMBER AND STAFF ANNOUNCEMENTS

Tammy Blount recapped recent budget workshops at the County, and cities of Monterey and Carmelby-the-Sea.

Rick Aldinger reviewed the recent MCHA Government Affairs Committee meeting.

CONSENT AGENDA

Motion to approve the consent agenda: M/S/C, Rick Aldinger/Steve McNally, Unanimous with Janine Chicourrat abstaining.

REGULAR AGENDA NEW BUSINESS

A. Business Model review

Rick Aldinger suggested that the MCCVB explore expanding the TID and ensuring a more secured revenue stream. John Lambeth from Civitas reviewed the 1989 and 1994 laws regarding TID formation and the different businesses included in districts across the state. Discussion ensued. Staff was directed to research the taxes and fees paid by the customers in our comp set and set up a meeting with restauranteurs to get feedback on the possibility of expanding the TID.

B. 2017-18 Merit Plan

Tammy Blount reviewed the proposed 2017-18 merit plan. Discussion ensued.

Motion to recommend the 2017-18 Merit Plan for approval by the Board of Directors, M/S/C, Mimi Hahn/Rick Aldinger, Unanimous

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guest, members and community



OLD BUSINESS

2017-18 Incentive Plan

Tammy Blount reminded that the recommended full team 2017-18 incentive plan had already been supported by the group and presented the plan for the sales department. Discussion ensued. Janine Chicourrat suggested the bonus plan for large groups using multiple properties be renamed to Compression Bonus Plan and apply to any group booking in the destination, including but not limited to the MCC. Other suggestions were discussed

Motion to recommend the 2017-18 Incentive Plan with discussed amendments for approval by the Board of Directors, M/S/C, Steve McNally/Rick Aldinger, Unanimous

GOOD OF THE ORDER: Bob asked the staff to bring back the research and recommendations on the TID discussion for the next Executive Committee meeting.

In addition, Bob and Tammy thanked the committee for their service.

ADJOURN: Bob Buescher adjourned the meeting at 1:27 PM.

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guest, members and community





Nominating Committee Special Meeting June 12, 2017 | 11:00 AM – 12:00 PM MCCVB Office | 787 Munras Avenue, Suite 110, Monterey Call-in location: 3319 Putter Drive, Soquel, CA 95073

<u>Present:</u> Rick Aldinger Steve McNally Kimbley Craig

<u>Public</u> Carol Chorbajian <u>Absent:</u> Gill Campbell Tony Tollner

<u>Staff:</u> Tammy Blount Alliah Sheta

Rick Aldinger called the meeting to order at 11:09 AM

PUBLIC COMMENT: None

MEMBER AND STAFF ANNOUNCEMENTS: None

CONSENT AGENDA

- A. May 25, 2017 Meeting Minutes
- B. Motion to approve the consent agenda, M/S/C, Kimbley Craig, Steve McNally/Unanimous

REGULAR AGENDA NEW BUSINESS

A. 2017-18 Board Nominations

The committee discussed candidate interviews and recommended a slate of directors. Motion to recommend the renewal of lodging positions for Janine Chicourrat and Julie Weaver and the additions of lodging Directors John Lloyd and John Turner, to recommend the renewal of Mimi Hahn and the addition of Brad Shupe as atlarge Directors. M/S/C, Steve McNally, Kimbley Craig/Unanimous

B. 2017-18 Appointed Directors and Advisors

Rick Aldinger reviewed the nominations for Advisors and appointed Directors. Discussion ensued. Staff was directed to follow up with Mary Adams regarding attendance in the next fiscal year. Tammy reviewed staff's recommendation for advisors and the committee agreed, adding a recommendation to add Gill Campbell and Rene Boskoff as at-large Advisors.

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests, members and community.



C. 2017-18 Slate of Officers

Rick reviewed options for a slate of officers. Discussion ensued around the importance of filling the leadership pipeline and include members on the Executive Committee who are willing and able to fulfill Chair positions in the future. Motion to recommend Thomas Becker as Chair-Elect, John Lloyd as Treasurer, and Mimi Hahn as Secretary contingent on if she's able to serve as Chair in the future with John Turner as a recommended alternative. M/S/C, Steve McNally, Rick Aldinger/Unanimous

The committee then discussed candidate follow up and assigned members of the committee to contact each candidate.

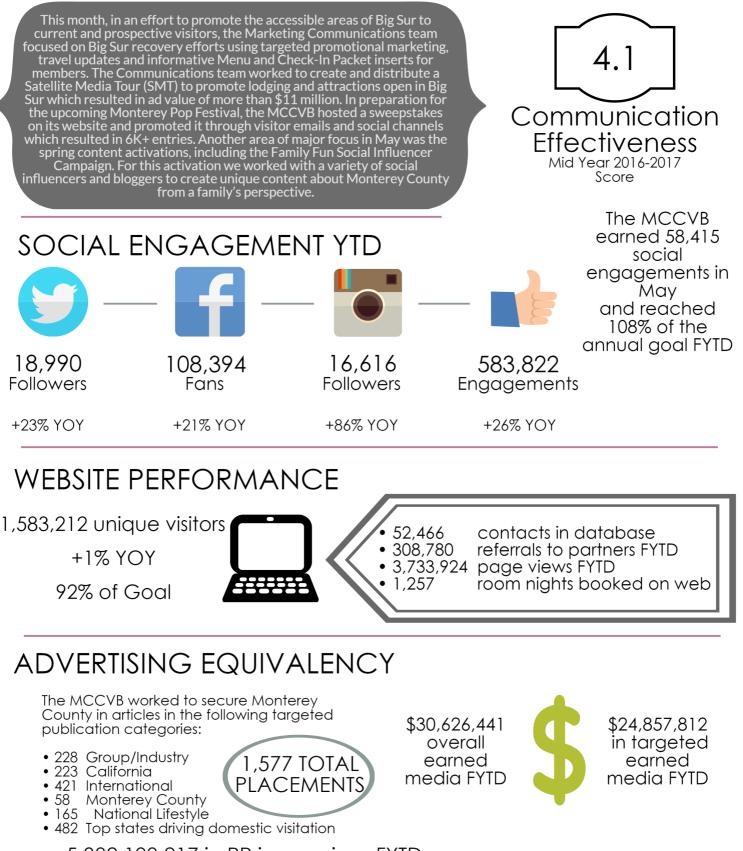
GOOD OF THE ORDER: Rick and Tammy thanked the committee for their service.

Rick Aldinger adjourned the meeting at 12:33 PM

MCCVB MISSION: Drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests, members and community.

Marketing Communications

May 2017



5,382,199,217 in PR impressions FYTD

Group Sales & Services Report

May 2017

Total Group Room Nights

1,575

May

53,196

YTD

59% of Annual Goal

The Sales & Services team had a busy month of promoting the destination at the Conference Direct Conference. The CVB hosted a Murder Mystery Client event in Sacramento with 25 clients which resulted in 1 lead so far. Members of the sales team attended a Pop Up Event in Chicago generating buzz in the midwest market.

Also in May, the remote sales team was brought to Monterey to discuss 2017-2018 planning as well as attend some local events such as MCHA's Employee Appreciation Day.



Pace Report Growth



Pace Report is under construction as we reevaluate how we look at our Pace Report Growth.

Group RevPAR

*RevPAR is Revenue Per Available Room Night

	May	FYID
	+10.6%	-2.2%
South Lake Tahoe	-10.3%	-12.4%
Santa Barbara	+24.0%	+25.0%
San Jose	+4.1%	-3.9%
Napa Valley	-4.4%	+2.2%

	May	FYTD
Palm Springs	+9.0%	+11.4%
San Diego	-3.1%	+8.4%
San Francisco	-28.3%	-12.3%
Newport Beach	+16.5%	+8.5%
Sonoma County	+18.8%	+0.5%

Total Demand

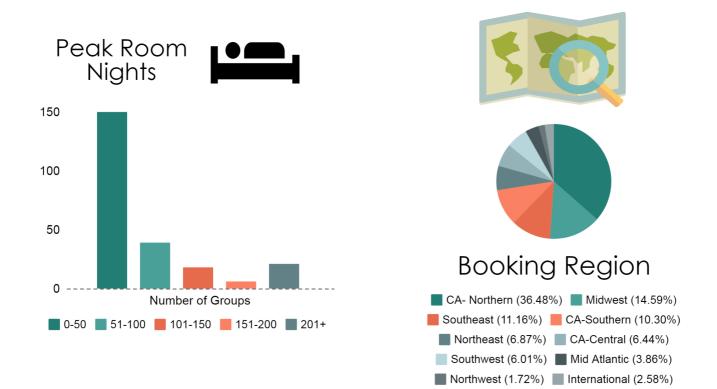
27,947 Lead Room Nights May

310,980 Lead Room Nights YTD

New Business Bookings

974 Room Nights May

27,485 Room Nights YTD



Top Prospect Sources



Top 5 Tradeshow ROI

21,454 Lead RN ASAE Annual
9,458 Lead RN IMEX
9,916 Lead RN Assn Forum Holiday Showcase
8,971 Lead RN CalSAE Seasonal
5,968 Lead RN LA/OC Client Event

Top 5 Market Segments



Corporate (39.63%)
 State Association (19.35%)
 National Association (12.44%)
 SMERFE (11.06%)
 Government (5.53%)
 Other (11.98%)

Partner Referrals

The Strategic Client Services team recommended over 60 member businesses to clients inquiring about lunch & dinner locations, transportation providers, catering companies, and spouse activities.

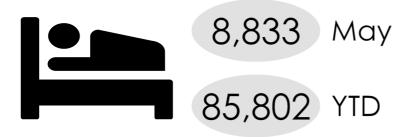


Visitor Services

May 2017

The Visitor Services team's primary focus is to extend visitor stays and this month the team influenced 66% of the Monterey Visitors Center walk-ins to stay longer, resulting in \$2,994,387 in economic impact.

ROOM NIGHTS INFLUENCED



"Not only did we find accommodation here, we were given information on local amenities and events and also given great advice for our onward journey down the coast."

-Layni66 from Solihull, United Kingdom on TripAdvisor

Smith Travel Research Year over Year Performance Report

May 2017

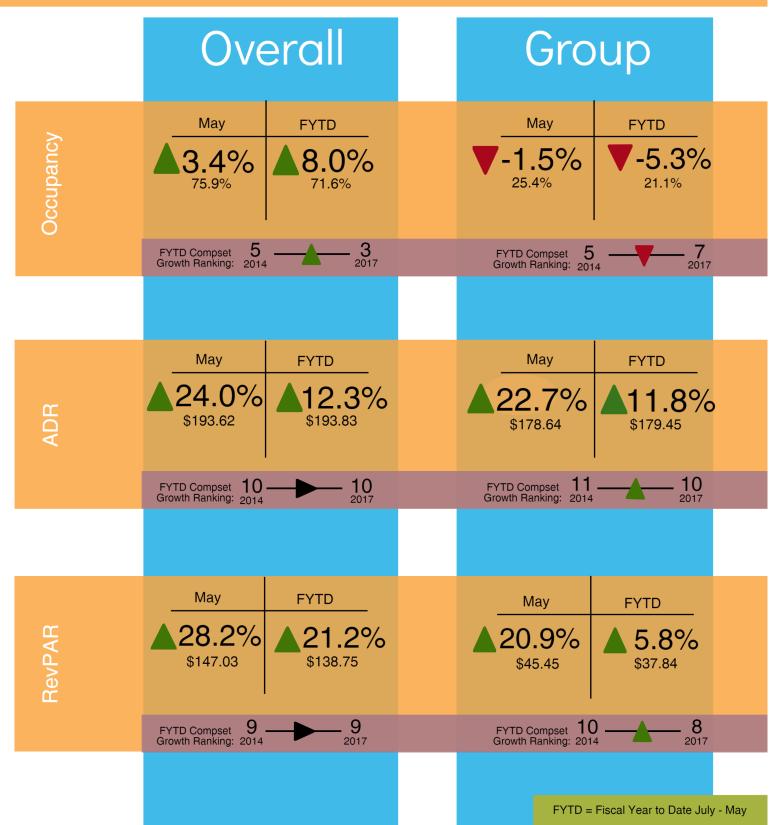


Monterey County Competitive Set

Laguna Beach Napa County **Newport Beach** Palm Springs San Diego San Francisco San Jose-Santa Cruz Santa Barbara Sonoma County South Lake Tahoe

Smith Travel Research 2014-2017 Performance Report

May 2017



Monterey County Competitive Set

Laguna Beach Napa County **Newport Beach** Palm Springs San Diego San Francisco San Jose-Santa Cruz Santa Barbara Sonoma County South Lake Tahoe

Funding Jurisdiction Membership

Overview

The Monterey County Convention and Visitors Bureau (MCCVB) is a partnership of the City of Monterey, <u>Carmel,</u> <u>Carmel</u>-by-the-Sea, Seaside, Marina, Salinas, Monterey County and Pacific Grove. The mission of the MCCVB is to drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests and members. The MCCVB Board of Directors oversees the plans, progress and finances of the MCCVB and is the City of Monterey's MCTID Advisory Board.

The MCCVB is funded through Funding Jurisdiction Memberships, Tourism Improvement District assessments and private membership and other revenues. The combined funds are used to execute a robust regional tourism sales and marketing program for Monterey County. A complete business plan and annual report are produced annually for the combined budget.

Jurisdiction Memberships are calculated as a formula of the previous year's actual TOT collections. The City of Monterey and Monterey County invest 6% of the total TOT collections; all; all other jurisdictions with lodging facilities in them invest 3%.

Benefits

Funding Jurisdiction Members receive the following benefits:

- Inclusion in all regional sales, marketing and communications programs
- Access to MCCVB memberships for Jurisdiction businesses
- Inclusion in advertising, co-op and advertorial opportunities offered to members for the Jurisdiction, its points
 of interest and CVB business members in the Jurisdiction
- Inclusion of the Jurisdiction and its points of interest in the Official Visitor Guide to Monterey County<u>MCCVB</u> collateral and maps
- Inclusion of the Jurisdiction, its lodging properties and points of interest on official CVB website, www.seemonterey.com
- Inclusion_Representation in trade show representation in leisure_travel trade and meetings markets
- Inclusion-Promotion of jurisdiction, city events, and all members within the Jurisdiction who wish to include information in theat the El EsteroMonterey Visitor Center for visitor referrals through calls, visits, letters and emails

•

- Inclusion in media and staff FAMs Familiarization (FAM) tours when appropriate
- Inclusion in participation in CVB reservations systems
- Inclusion<u>Representation</u> in media relations programs including <u>but not limited to reactive servicing and</u> proactive pitches<u>press releases</u>, media visits, pitches, and Satellite Media Tours (SMT)
- Inclusion in strategic planning discussions and consultations
- Involvement with municipal government activities, chamber of commerce, panels, committee and events as needed
- Inclusion of Jurisdiction Name on MCCVB stationery and in-publications
- Inclusion of Jurisdiction Name in customer and member communications including newsletters and reports for customer groups and stakeholders
- Inclusion of participation oOpportunities to participate in for MCCVB standing and ad hoc committees and task forces
- Representation on <u>the MCCVB Board of Directors</u>-Advisors
- Access to and inclusion in MCCVB image and media library
- MCCVB Team participation in jurisdiction special projects as appropriate
- Amplification of jurisdiction, member businesses, and events on MCCVB social networks and digital platforms

and B roll (video)

Formatted: Indent: Left: 0.25", No bullets or numbering

August 2013

MONTEREY Monterey County Convention & Visitors Bureau

Access to all research conducted by MCCVB



Funding Jurisdiction Members are asked to provide the following:

- Attendance and active participation in the MCCVB Board, committees and other events as needed
- Collaborate with the MCCVB, other jurisdictions and tourism related businesses within the jurisdiction
- A constant conduit of information and collaboration between and among the jurisdiction and the MCCVB-

August 2013

MONTEREY

Monterey County Convention & Visitors Bureau

Bylaws of the Monterey County Destination Marketing Organization, Inc. A California Nonprofit Mutual Benefit Corporation (dba: Monterey County Convention and Visitors Bureau)

Bylaw revisions to be approved by the Board of Directors on June 28, 2017

Section 6: Finance Committee. The finance committee shall be an advisory committee, comprised of as many Directors as the Board shall determine on an annual basis, and chaired by the Treasurer of the Corporation. The finance committee shall advise and otherwise assist the Board in financial matters, and shall have such duties as prescribed by corporate policy.

Section 8: Sales Committee. The sales committee shall be an advisory committee, comprised of a representative from the group focused lodging properties and any other key representatives deemed appropriate by the Chair of the Board to accomplish the committee's mission. The committee's mission will be to actively participate in the development, planning and evaluation of the Corporation's group sales programs, and the Committee shall have such duties as prescribed by corporate policy.

MCCVB Meeting Schedule 2017-2018

All committee meetings will be held in the conference room of the MCCVB office, unless otherwise noted. All meetings will be noticed in accordance with the Ralph M. Brown Act.

Day	Date	Time	Meeting	Location
JULY				
Wed	7-5	3:00 PM – 5:00 PM	Executive Committee	MCCVB
<u>Thurs</u>	7-6	9:00 AM – 11:00 AM	Community Relations Committee	e MCCVB
Wed	7-26	3:00 PM - 5:00 PM	Sales Committee	MCCVB
<u>Thurs</u>	7-27	10:30 AM – 12:00 PM	Marketing Committee	MCCVB

AUGUST

Wed	8-2	2:00 PM – 5:00	PM Board Member Orientation/Meeting	TBD
Tues	8-8	3:00 PM – 5:00	PM Executive Committee	MCCVB
Thurs	8-24	11:00 AM – 1:30 PM	Annual Meeting of the Membership	Embassy Suites

SEPTEMBER

Wed	9-6	3:00 PM – 5:00 PM	Executive Committee	MCCVB
<u>Thurs</u>	9-7	1:00 PM – 2:00 PM	Compensation Committee	MCCVB
Wed	9-13	3:00 PM - 5:00 PM	Sales Committee	MCCVB

OCTOBER

Tues	10-3	3:00 PM – 5:00 PM	Executive Committee	MCCVB
Thurs	10-12	10:30 AM – 12:00 PM	Marketing Committee	MCCVB
<u>Thurs</u>	10-19	9:00 AM – 11:00 AM	Community Relations Committee	MCCVB
Fri	10-20	9:00 AM – 11:00 AM	Finance Committee	MCCVB
Tues	10-24	1:00 PM – 2:00 PM	Compensation Committee	MCCVB
Tues	10-31	10:00 AM – 11:30 AM	Executive Committee	MCCVB

NOVEMBER

Wed	11-8	3:00 PM – 5:00 PM	Sales Committee	MCCVB
Wed	11-15	2:00 PM – 5:00 PM	Board of Directors Meeting	TBD
<u>Thurs</u>	11-16	3:30 PM – 5:00 PM	Quarterly Forum	TBD

DECEMBER

|--|

j.com p | 800.555.6290 | 831.657.6400 f | 831.648.5373

SeeMonterey.com

Big Sur | Carmel-by-the-Sea | Carmel Valley | Del Rey Oaks | Marina | Monterey Moss Landing | Pacific Grove | Pebble Beach | Salinas | Salinas Valley | Sand City | Seaside

JANUARY

Thurs	1-11	10:30 AM – 12:00 PM	Marketing Committee	MCCVB
Tues	1-16	3:00 PM – 5:00 PM	Executive Committee	MCCVB
<u>Thurs</u>	1-18	9:00 AM – 11:00 AM	Community Relations Committee	MCCVB
Fri	1-19	9:00 AM – 11:00 AM	Finance Committee	MCCVB
Wed	1-24	3:00 PM - 5:00 PM	Sales Committee	MCCVB
Thurs	1-25	2:00 PM - 4:00 PM	Nominating Committee	MCCVB
Wed	1-31	2:00 PM – 5:00 PM	Board of Directors Meeting	TBD

FEBRUARY

Tues	2-6	3:00 PM – 5:00 PM	Executive Committee	MCCVB
Wed	2-28	3:30 PM – 5:00 PM	Quarterly Forum	TBD

MARCH

Wed	3-7	3:00 PM – 5:00 PM	Executive Committee	MCCVB
Wed	3-21	3:00 PM - 5:00 PM	Sales Committee	MCCVB
Wed	3-28	2:00 PM – 5:00 PM	Board of Directors Meeting	TBD

APRIL

Tues	4-10	3:00 PM – 5:00 PM	Executive Committee	MCCVB
Thurs	4-12	10:30 AM – 12:00 PM	Marketing Committee	MCCVB
Wed	4-18	3:30 PM – 5:00 PM	Quarterly Forum	TBD
<u>Thurs</u>	4-19	9:00 AM – 11:00 AM	Community Relations Committee	MCCVB
Fri	4-20	9:00 AM – 11:00 AM	Finance Committee	MCCVB

MAY

Wed	5-2	3:00 PM - 5:00 PM	Sales Committee	MCCVB
<u>Thurs</u>	5-3	2:00 PM - 4:00 PM	Nominating Committee	MCCVB
Tues	5-8	2:00 PM – 4:00 PM	Budget Workshop	MCCVB
<u>Thurs</u>	5-10	9:00 AM – 11:00 AM	Budget Workshop	MCCVB
Wed	5-30	2:00 PM – 5:00 PM	Board of Directors Meeting	TBD

JUNE

Tues	6-12	3:00 PM – 5:00 PM	Joint Executive + Compensation Committee	MCCVB
Thurs	6-14	10:30 AM – 12:00 PM	Marketing Committee	MCCVB
<u>Thurs</u>	6	2:00 PM - 4:00 PM	Nominating Committee meeting + interviews	MCCVB
Wed	6-27	2:00 PM – 5:00 PM	Annual Meeting of the Board	TBD