Redondo Beach Travel and Tourism Board of Directors Meeting

Monday, August 19th at 9:30am Shade Hotel Harbor Drive Redondo Beach, CA 90277

Present:

- 1. Rebecca Elder, Board Chair
- 2. Sandra Vivas, Vice Chair
- 3. Kasi lacono, Treasurer
- 4. Rey Rodriguez
- 5. Laurie Koike, City of Redondo Beach

Guests:

- 1. Cameron Estep, PMS Communication Arts
- 2. Other 2 PSM folks (social media)
- 3. Jan Drumright, Portofino Hotel & Marina

I. Call to Order

Board Chair Rebecca Elder called the meeting of the Board of Directors to order at 9:32 am.

II. Approval of Minutes

The minutes from the Board of Directors Meeting held on July 15th were reviewed and considered. Board Chair Rebecca Elder called for a motion to approve & file, Sandra motioned, and Rey seconded. A vote was held, and the motion carried as follows: aye – everyone

III. Approval of Financials

Kasi Iacono, Treasurer routed and reviewed the updated financial report. Kasi stated last distribution of \$14,825.23 was for March - May. Payments have been made to PSM for all marketing. The balance is currently \$218,908, referred to 8.19 financial statement. Laurie noted that there was a discrepancy between her balance calculations and what was paid to RBT. She believes the payment only represents March & April, and another \$62K will be distributed for May. She brought it to the attention of Finance at the City, and believes it will be paid before our next meeting. The partial check was due to timing and potential payment delays from hotels. Board Chair Rebecca Elder called for a motion to approve & file. Rey Rodriguez made a motion to approve and file, Sandra Vivas seconded. A vote was held, and the motion carried as follows: aye – everyone nay – 0.

IV. Public Comment

Board Chair Rebecca Elder opened for public comments at 9:40. No comments from the public.

V. Action Items

 <u>Co-Sponsorship opportunity for city walking map presented by Jeff Ginsburg.</u> Jeff Ginsberg emailed a request for a continuance to the Sept meeting as he is still working with the Pier Association. RBT is waiting for pricing and final map inclusions as Jeff works on partnerships.

2. World Open Water Swimming Partnership Proposal

Cameron Estep from PSM indicated that the WOWSA proposal sent prior to last meeting stood, and the Board could decide how they wanted to proceed. First option would be to accept the original proposal, or the Board could opt to dedicate a \$5K-\$10K media buy to gain exposure at a national level, similar to what was done with the Teen Choice Awards. Rebecca Elder asked Cameron to refresh the board on what the WOWSA proposal was, Cameron stated that WOWSA requested sponsorship of 10% of their total weekend spend (projected at \$400K) which amounted to \$39K. Their weekend spend estimate was calculated based on the San Diego event spend of similar size. Sandra Vivas asked if the October WOWSA event was confirmed, and Cameron Estep replied that it was. Rebecca Elder asked what media was included in the \$39K sponsorship request, and Cameron Estep said no additional media was submitted with the proposal. The Board previously discussed sponsoring registration, but without an internal booking engine that would not be possible and could be explored next year. Cameron Estep mentioned it was early in the event to supply funds to guarantee a return on investment to occupancy; there would be an economic impact to Redondo but it may not translate to room nights. Cameron Estep mentioned that the \$5-\$10K media buy might be a safer investment. Rey Rodriguez mentioned that the properties could individually set up a group code to cover registration as a way to sponsor membership. Rey Rodriguez inquired about using the WOWSA database for additional marketing; we mentioned this to Quinn at WOWSA and they were waiting for our decision on the proposal before they responded. Sandra Vivas said that it was important for tourism to part of the event, but expressed surprise that there was not much follow through from WOWSA. Cameron Estep clarified that WOWSA was providing an opportunity for the Board to have discussion, and they would be happy to discuss further. Sandra Vivas asked if WOWSA had followed up with PSM, Cameron Estep said he got info on WOWSA, the Chairman and background but not a specific benefit to the hotels. Jan Drumright mentioned the only confirmed sponsor on the site is Golden Bloom. Laurie Koike asked what type of return the hotels needed from WOWSA. Sandra Vivas suggested \$10-\$15K spend but noted that \$39K was too large of an investment for an early event depending on what marketing WOWSA would supply. Rebecca Elder agreed, as did Rey Rodriguez, who mentioned that the return on spend could be greater with Beach Life Festival. Cameron Estep said he could go back and get clarification on how our sponsorship would be displayed, and request to add RB into the title. It sounded like they wanted to incur benefit to database and social media. We didn't get much info on the benefit to the hotel. Laurie Koike asked what we spent on Beach Life, Rebecca Elder estimated it at about \$10K but ultimately did not get invoiced due to challenges on the Beach Life side. Rebecca Elder asked if PSM could go back to WOWSA and get a media buy versus a sponsorship; PSM could give WOWSA a budget range to get what the media buy would be. Sandra Vivas and Rey Rodriguez agreed, Rebecca Elder asked what rate the group was comfortable with, the Board agreed on \$5K-\$10K. Cameron Estep outlined the levels of inclusion on the proposal which were: Bronze \$3K inclusion in social, logo at event website, opportunity to place promo & swag. Silver was \$6K with 4 tickets, logo on step & repeat, logo in program, free to use co-branded logo in marketing placement. Gold is \$10K with 8 tickets, a full page in event, 2 day vendor space, placement in digital & print ad buys. Sandra Vivas suggested the \$6K Silver Sponsor and Rey Rodriguez, Rebecca Elder and Kasi Iacono agreed. Cameron Estep pointed out there weren't details on the media buys yet. Rebecca Elder made a motion to approve the WOWSA Silver Sponsorship at \$6K, Sandra Vivas seconded. A vote was held: Aye – all in attendance Nay – none.

3. <u>PS&M Communications</u>

PS&M referred to the media plan and indicated that the red boxes had already been approved, and the green boxes are agreed upon expenses but needs formal Board approval before spend is confirmed. In the June meeting, the Board approved the plan until Sept, and now Sept - Q4 is up for approval. Rebecca Elder asked for ROI's in each category so the team could reallocate funds if needed for Sept – Dec. Cameron Estep referenced the reporting and said Google Adwords produced 1.87 mil impressions, 11.6K clicks to websites with budget just under \$11K. The average CPC was \$0.93 which is one of the lowest CPC to get to website. Facebook had the lowest CPC, over 56K in clicks through leisure, business and Teen Choice (ran from July 10 – Aug 10th. Cameron displayed the Google Adwords report and noted that the display advertising gets the highest conversion/most traffic. CPC on Facebook is lower at \$0.23 with higher clicks but the conversion is lower because the guests are shopping and we don't have pixels on each website to track. Email campaign info was provided with a 15% open, 2.42% clickthrough with 3K clicks. Google analytics showed increases since the FB efforts halfway through July. Top link click outs were presented. Bing had 268K impressions with a higher CPC and hits an older demographic, 2 hour drive market outperformed 2h flight which we've seen across the board. Rebecca Elder commented that Teen choice had a lot of video plays, same with leisure. Cameron Estep will send to the Board a breakdown of each video and performance. Rebecca Elder asked for optimization recommendations to shift spend, or if it was too soon. Cameron Estep said the 2 hour drive is converting better so PSM dialed back the 2 hour flight spend from

strategy perspective. Rey Rodriguez suggested we'd see more from 2 hour flight market as we shift seasons since our weather would be so much better than those markets. He noted it would be interesting to see how that trend might shift. Cameron Estep reviewed the creative digital out of home results that included freeway billboard, airports and malls. The Board like the digital billboard off the 405, and Cameron Estep will provide the hours and location. Cameron Estep will provide a full list of where the ads were placed, and the team asked about the airport as well. The LA times placement is a mix of digital, video, programmatic and LA times/affiliate sites. LA Times focus is local DMA and PSM affiliates partnership has a larger reach with more targeted approach.

Rebecca Elder reminded the Board that they had access to all the PSM images and they could be used for hotel marketing. She also suggested that they could use a targeted digital approach for 4th Q initiatives such has 3rd night free. Cameron Estep mentioned the hotels could always send updated imagery and content to PSM. Rebecca Elder also mentioned that the Daily Breeze article on the RBT was picked up by secondary publications. Rebecca mentioned that the article did a good job of delineating how the TOT impacts city revenue, and David (the reporter) was good to work with.

Rebecca motioned to approve digital spend Sept – Dec. Rey Rodriguez seconded. A vote was held: aye – everyone nay - 0.

The social media plan for September was presented and the Board reviewed it. Andrew Castillo of PSM mentioned that the posts would have a theme by day of week: Tuesday are Travel Tuesdays and Friday is Foodie Friday. Andrew's email is <u>acastillo@psmcommarts.com</u>. Laurie Koike asked how PSM was getting information from Riviera Village, Andrew said he was reviewing the websites. Andrew said to let him/Cameron know about hotel events or local events, send him content and information and he can include it in the posts.

Cameron Estep mentioned that PSM is focused on ongoing assets procurement, they were waiting weather to be clear for the second part of the shoot. This part will focus on single, family and business setting for You Tube launch in October.

Sarah Dearing of PSM discussed influencer events later in the year. The micro influencers theme will be 'a day in the life' at hotels and local eateries/the pier. The influencers will not be compensated, and their audience consists of world travelers, staycations, local base. There will be contracts in place to tag RBT and hotels and ensure appropriate content. Jan Drumright asked about an agenda, and Sarah Dearing confirmed that PSM will draft an agenda for Board approval based on which influencers are attending once we have a finalized list. Sarah Dearing discussed that large Influencers will be paid out of the existing budget line item with no additional cost to the hotels. The press list is a work in

progress, and Sarah Dearing anticipates the final list to be 3-4 publications. Influencers may reach out to hotels individually for stays. The Board will review the influencer list and provide any feedback prior to PSM soliciting them.

Cameron Estep presented the ARES proposal to offer direct bookings on the RBT website; visit FT Worth was shown as an example of the platform. Hotels can put a deal and the Book Now link goes directly to the booking engine of the hotel, and hotels can offer package pages. The proposal was \$10K per year and PSM can integrate in house and host. Sandra Vivas asked how the connectivity worked, and Rebecca Elder explained it was a GDS connection, so rates were pulling live. Rey Rodriguez asked how many rates could return, and Cameron Estep explained one rate would show on the landing page, but guests are driven to the individual hotels booking engines so the hotel strategy would be reflected. Jan Drumright noted that Hermosa Beach was featured on the mobile site as she shopped it. Kasi lacono asked if we could promote an offer just for RBT, and Cameron Estep confirmed we could. The smallest term agreement was 3 years with \$10K billed annually or \$30K up front prepayment. The contract would be between Redondo Beach Tourism & ARES since PSM is contingent for one year. Cameron mentioned that the cost would come out of \$38K contingency, or the budget would be reconfigured. Rey Rodriguez asked if the agreement was calendar based, and if there were any additional costs. Sandra Vivas said she would be comfortable with an annual payment versus paying all 3 years upfront. Cameron Estep noted that he tried to get less than 3 years, and there was not wiggle room. Sandra Vivas said she did not see a concern, but preferred the \$10K annual payment option. Rebecca Elder made a motioned to execute a 3year contract between RBT and ARES with the \$10K annual payment option. Sandra Vivas seconded and a vote was held. All in favor – aye nay – 0. Cameron Estep will follow up with an estimate on how long it will take to get ARES live. Rey Rodriguez asked for confirmation that the website buildout was not at an additional cost and Cameron Estep confirmed it was not. Laurie Koike suggested legal review, and Sandra Vivas will ask her legal team to review the contract. Rebecca clarified whether she (Board Chair) should be the one to sign the contract, and Laurie Koike confirmed she should. Laurie Koike suggested giving a copy to Kasi lacono for payment terms.

Cameron Estep reviewed the TOT trends report with occupancy, ADR and Revenue information provided by the city. Rebecca Elder reminded the Board that available inventory/supply is not noted on the report, so the occupancy and revenue changes could be a result of increased supply. Rebecca Elder mentioned that the Destination STR repot is being explored, it is a monthly report and there are options that will be presented to the team. Cameron Estep will present the levels to the Board at the next meeting. Pricing will also be presented, and Cameron noted that STR required a request for demo for full breakdown.

4. Annual Report

Laurie Koike clarified that the report was due within 90 days of September 1, 2019. Laurie Koike passed around the 2018-2019 RBTMD Annual Report Presentation Schedule with upcoming council dates so the Board could select one to present the report. The report should include: history, timeline, participants and hotels should attend. Laurie passed out a second handout 'Exhibit A' that is part of RBT's bylaws that indicates that RBT has the ability to increase or decrease the assessment amount by 0.5%. The Board will need to address that in the presentation. Laurie Koike mentioned that videos, handouts and supplementary information about partnerships is helpful. Rebecca Elder said she could not attend 11/19, and Laurie Koike said she was out of office on 11/5. Rebecca Elder made a motion to present the annual report at the October 15 City Council Meeting, Kasi Iacono seconded. A vote was held: aye - everyone, nay -0.

5. Summer Expedia Campaign

Cameron Estep mentioned that the Expedia LA Summer Landing Page campaign has concluded, and results will be sent next week. Cameron Estep will provide more info and analysis comparing this campaign against the prior Spring campaign. Initially he noticed that the Spring campaign was only a month and, of the two campaigns, there was an uptick in smaller hotels and average bookings was lower in the LA Summer campaign. Rebecca Elder clarified that the Spring Campaign was a multi month campaign. Kasi referenced the financials, and the Spring Campaign was a \$20K campaign for March-April. Rebecca Elder mentioned that the Spring Campaign was geotargeted against Orange County and other drive market cities, where the Summer LA campaign was driving traffic to RB within a Los Angeles search. The Summer campaign was also marketed by Expedia pushing traffic to LA. Rebecca Elder was interested in which had a better ROI, so the Board could use that information to make more informed decisions in the future.

6. Replacement of Board Secretary position

No update available, Rebecca Elder will reach out to Stacey Rivera for more information and provide an update at next meeting.

VI. Information items

Board Advisor Laurie Koike updated the RBT Board of Directors that the most recent payment made from the city did not include \$68K for May reconciliations. She noted that sometimes reclasses and late payments get jumbled into June due to the end of the fiscal year, and the outstanding balance would be paid promptly.

VII. Miscellaneous Items

Next Meeting

Board Chair Rebecca Elder announced the next RBT Board of Directors meeting be scheduled for Monday, September 16th at 9:30am and Portofino offered to host.

VIII. Adjournment

With no further business to report, Board Chair Rebecca Elder closed the meeting.



From Jul 01, 2019 to Aug 19, 2019

Created On Aug 19, 2019





Google AdWords Breakdown

Keyword	Impressions	Clicks	CTR	Conversions	Avg. CPC	Cost
Display Network - No specific keyword	1,327,409	5,051	0.38%	2.00	\$0.51	\$2,575.36
+beach +hotels	51,509	1,546	3.00%	0.00	\$1.36	\$2,101.10
+nearby +hotels	20,088	572	2.85%	0.00	\$1.47	\$842.10
+hotel +resort	85,689	464	0.54%	0.00	\$1.37	\$634.80
hotels on the beach	13,541	442	3.26%	0.00	\$1.20	\$532.39
+beachfront +hotels	9,698	391	4.03%	0.00	\$1.40	\$546.27
best hotel prices	14,838	359	2.42%	0.00	\$1.11	\$399.38
cheap hotel bookings	22,445	246	1.10%	0.00	\$1.05	\$258.40
+cheap +hotels	29,268	241	0.82%	0.00	\$1.70	\$409.77
+hotels +near +me	6,879	229	3.33%	0.00	\$1.49	\$340.23





From Jul 01, 2019 to Aug 19, 2019

Created On Aug 19, 2019







DS&M COMMUNICATION ARTS	BING ADS - PAGE 1				Redondo Beach Tourism for Redondo Beach Tourism From Jul 01, 2019 to Aug 19, 2019 Created On Aug 19, 2019		
▶ KPIs							
	268.41K Impressions	1.04K Clicks	0.39% CTR	1.15K Conversions	\$1.85K Client Cost	\$1.78 Client CPC	
b Top 10 keywords							Grid contains more rows, but they have been clipped.
Keyword		Impressions			Clicks	CTR	
hotel			176,820			605	0.34%
discount hotels		11,489			55	0.48%	
hotels reservations		9,376			24	0.26%	
hotel hotel		8,703			24	0.28%	
beachfront hotels			5,694			39	0.68%
+hotel +resort			4,201			13	0.31%
hotel rooms			3,236			9	0.28%
rate hotel			3,137			8	0.26%
best hotels		2,475			28	1.13%	

PS&M

From Jul 01, 2019 to Aug 19, 2019 Created On Aug 19, 2019



Campaign Performance

Campaign	Ad Group	44	Clicks	Impressions	CTR
Redondo Beach Tourism 2 hour Drive	Family 2 hour Drive		459	116,317	0.39%
Redondo Beach Tourism 2 hour Flight	Family 2 hour flight		477	136,994	0.35%
Redondo Beach Tourism 2 hour Drive	Leisure 2 hour Drive		21	812	2.59%
Redondo Beach Tourism 2 hour Flight	Leisure 2 hour flight		6	884	0.68%
Redondo Beach Tourism 2 hour Drive	Staycation 2 hour Drive		42	5,638	0.74%
Redondo Beach Tourism 2 hour Flight	Staycation 2 hour flight		36	7,769	0.46%



LAT_Redondo Beach Tourism_8.1.19-9.15.19

Aug 1, 2019 - Sep 15, 2019

LATimes Travel Run of Channel Filmstrip/Half Page 300x600

Sections

TRAVEL



Escapes: This car-free Maine island is a Wyeth painting come to life



Welcome to the dog days of summer, so named not because hounds are drooling and panting but because this is the time of year when the Dog Star, a.k.a. Sirius, rises or sets when the sun does, usually about the time the weather gets stinkin' hot (a

LATEST TRAVEL >

LATimes Travel Run of Channel Banner 320x50



TRAVEL

In Reno, Burning Man's vibe burns bright all year long



Stunningly illuminated each evening, "Space Whale" sits in the shadow of Reno City Hall. (Andy Fox / Reno Tahoe)

By JAY JONES

AUG. 1, 2019 7:30 AM



LATimes Travel Run of Channel Cube 300x250

TRAVE

Sections

Los Angeles Times

2 Q

 Lyft joins Uber in offering ride-hailing services to wheelchair users in L.A. County



Lyft is piloting services for disabled customers with a fleet of 2019 Toyota Siennas. The wheelchair-accessible vehicles have ramps and safety tie-downs to accommodate fixed-frame wheelchairs and scooters. (First Transit)

By YOMI S. WRONG AUG. 1, 2019 | 7 AM

Lyft, the ride-hailing company that's striving to revolutionize transportation for the masses, recently launched a pilot program in Los Angeles and San Francisco to serve customers with disabilities.



LATEST TRAVEL > TRAVEL

So long, Mom and Dad; we're taking the grandkids gramping Aug. 1, 2019

BUSINESS

Airlines add bigger luggage bins but don't want you to pack more Aug. 1, 2019

Free tickets to see Rams and Chargers practice at SoCal training camps

LATimes Travel Run of Channel Leaderboard 728x90



LATimes Travel Run of Channel (Lighthouse) Frame 1



Cuba travel rules

LATimes Travel Run of Channel (Lighthouse) Frame 2



LATimes Travel Run of Channel (Lighthouse) Frame 3



Cuba travel rules

LATimes ROS Run of Site Data Targeting Leaderboard 728x90 Ad 1



LATimes ROS Run of Site Data Targeting Leaderboard 728x90 Ad 2



LATimes ROS Run of Site Data Targeting Cube 300x250 1



LATimes ROS Run of Site Data Targeting Cube 300x250 2



LATimes ROS Run of Site Data Targeting Filmstrip/Half Page 300x600 Ad

Sections

SCIENCE

Los Angeles Times

2 Q

Gender gap in STEM fields could be due to girls' reading Ŵ skills, not math ability



Why do men still dominate STEM careers? It's not that boys are better than girls at math, according to a new study. It's that girls tend to be even better at reading. (Getty Images)

LATimes ROS Run of Site Data Targeting Filmstrip/Half Page 300x600 Ad

Sections

ANGELS

2

Los Angeles Times

THE TASTE IS BACK!

Angels quiet at trade deadline except to acquire catcher Max Stassi



The Angels have made incremental moves all summer, adding relief depth on the peripheries of their roster and acquiring two catchers in Anthony Bemboom and Josh

LATEST SPORTS >

LATimes ROS Run of Site Data Targeting Banner 320x50



RAMS

Rams' Brandin Cooks has connection with Chargers as teams prepare for joint practices



Rams receiver Brandin Cooks is looking forward to the joint practices with the Chargers. (Wally Skalij / Los Angeles Times)



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