

Tourism Council Meeting

15 January 2019







OUR MISSION

STRENGTHEN COMMUNITY THROUGH TOURISM

OUR STRATEGY

To accomplish our mission, we make investments in:

ACCESSIBILITY · AWARENESS
ATTRACTABILITY · AFFORDABILITY

MEASURING SUCCESS







OVERNIGHT STAYS

421 NORTH BOUNDARY STREET WILLIAMSBURG, VA 23185

(757) 229-6511

ADMISSIONS

REVENUE GENERATED





Breaking News

• Expedia – Top 19 Must-See Destinations in 2019

- Other Williamsburg 2019 Accolades
 - Frommer's Best Places to Go in 2019
 - Now It Counts 6 Great East Coast Destinations
 - Readers Digest 16 Best Cities for History Buffs
 - Forbes 14 Best Places to Travel in 2019
 - Family Vacation 12 Best Family Vacations for 2019
 - NYT Best Places to Travel in 2019



Roll Call Tourism Council Members

- Voting
 - Busch Gardens
 - Colonial Ntl Hist. Park (NPS)
 - Colonial Williamsburg
 - Hotel/Motel Association
 - Restaurant Association
 - Yorktown/Jamestown Found.
 - City of Williamsburg
 - James City County
 - York County
- Ex Officio
 - GWCTA
 - Virginia Tourism Council

Kevin Lembke

Kym Hall

Mitchell Reiss

Neal Chalkley

Mickey Chohany

Phil Emerson

Doug Pons

Ruth Larson

Jeff Wassmer

Vice Chair

Treasurer

Chair

Jeanne Zeidler Rita McClenny



Public Comment

- Limit to 3 Minutes
- State Name and Address
- No Q&A



Approve Minutes

• December 17, 2018 Meeting



Treasurer Report



Revenue/Expenses

	Dec-18	Jan-19	Fe	eb-19	Mar-19	P	Apr-19	May-19		Jun-19		Jul-19		Aug-19	:	Sep-19		Oct-19		Nov-19		Dec-19		TOTAL	
	Actual	Budget	Bu	udget	Budget B		Budget Budget			Budget		Budget		Budget		Budget		Budget		Budget		Budget			
REVENUE																									
SB942	\$ 3,791,403	\$ 719,77	5 \$	741,955	\$ 693,688	\$	807,344	\$ 559,88	5 \$	603,694	\$	695,886	\$	793,740	\$	774,953	\$	842,010	\$	847,439	\$	753,869	\$	12,625,642	
\$1	\$ 566,400	\$ 170,25	7 \$:	119,269	\$ 138,236	\$	104,089	\$ 118,24	5 \$	57,841	\$	73,401	\$	118,645	\$	160,786	\$	132,071	\$	174,230	\$	181,530	\$	2,115,001	
Maint of Effort	\$ -	\$ -	\$	-	\$ 418,944	\$	-	\$ -	\$	418,944	\$	-	\$	-	\$	418,944	\$	-	\$	-	\$	418,944	\$	1,675,777	
Other	\$ 2,077																						\$	2,077	
Total Revenue	\$ 4,359,880	\$ 890,03	2 \$	861,224	\$ 1,250,868	\$	911,433	\$ 678,13	2 \$	1,080,479	\$	769,287	\$	912,385	\$	1,354,683	\$	974,081	\$	1,021,669	\$	1,354,343	\$	16,418,497	
EXPENSES																									
Destination Marketing	\$ -	\$ 228,09	5 \$!	532,328	\$ 807,806	\$	1,119,858	\$ 848,23	5 \$	669,331	\$	366,121	\$	519,693	\$	463,169	\$	445,382	\$	351,836	\$	278,842	\$	6,630,695	
Other Sales & Marketing	\$ -	\$ 72,66	0 \$	46,350	\$ 78,650	\$	84,750	\$ 54,69	5 \$	28,250	\$	26,225	\$	26,250	\$	30,600	\$	36,850	\$	25,725	\$	22,700	\$	533,710	
Labor & Benefits	\$ -	\$ 94,69	8 \$	94,698	\$ 94,698	\$	94,698	\$ 94,69	3 \$	94,698	\$	94,698	\$	94,698	\$	94,698	\$	94,698	\$	94,698	\$	94,698	\$	1,136,375	
Shared Admin	\$ -	\$ 17,11	8 \$	17,118	\$ 17,118	\$	17,118	\$ 17,11	3 \$	17,118	\$	17,118	\$	17,118	\$	17,118	\$	17,118	\$	17,118	\$	17,118	\$	205,420	
Total Expenses	\$ -	\$ 412,57	2 \$ (690,494	\$ 998,273	\$	1,316,425	\$ 1,014,74	7 \$	809,397	\$	504,163	\$	657,760	\$	605,585	\$	594,048	\$	489,377	\$	413,359	\$	8,506,200	
2019 Rev over Expenditures by Month		\$ 477,46	0 \$	170,730	\$ 252,596	\$	(404,992)	\$ (336,61	5) \$	271,082	\$	265,124	\$	254,625	\$	749,098	\$	380,033	\$	532,292	\$	940,985	\$	3,552,417	
YTD TOTAL CASH BALANCE	\$ 4,359,880	\$ 4,837,34	0 \$ 5,0	,008,070	\$ 5,260,666	\$	4,855,674	\$ 4,519,05	9 \$	4,790,141	\$	5,055,265	\$	5,309,890	\$	6,058,988	\$	6,439,021	\$	6,971,312	\$	7,912,297			



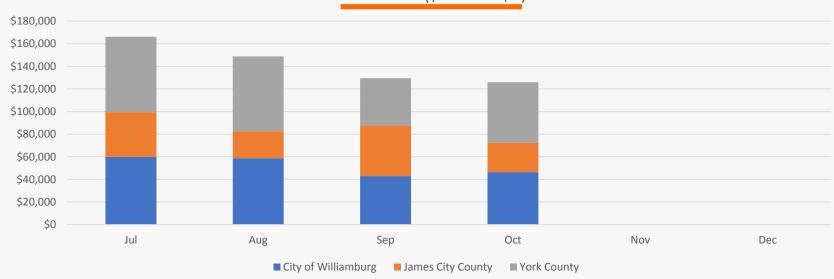
Cash Projections

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
	Actual	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	Budget	
State Disbursement	\$4,359,880	\$890,032	\$861,224	\$831,924	\$911,433	\$678,132	\$661,535	\$769,287	\$912,385	\$935,739	\$974,081	\$1,021,669	\$935,399 \$	10,382,840
Maint of Effort	\$0	\$0	\$0	\$ 418,944	\$ -	\$ -	\$ 418,944	\$ -	\$ -	\$ 418,944	\$ -	\$ -	\$ 418,944 \$	1,675,777
Reserves	0	\$750,000	\$ 751,250	\$ 752,502	\$ 753,756	\$ 755,013	\$ 756,271	\$ 757,531	\$ 758,794	\$ 760,059	\$ 761,325	\$ 762,594	\$ 763,865	
Money Market	0	\$2,000,000	\$ 2,002,500	\$ 2,005,003	\$ 2,007,509	\$ 2,010,019	\$ 2,012,531	\$ 2,015,047	\$ 2,017,566	\$ 2,020,088	\$ 2,022,613	\$ 2,025,141	\$ 2,027,673	
Checking	\$4,359,880	\$2,087,340	\$2,254,320	\$2,503,161	\$2,094,408	\$1,754,027	\$2,021,338	\$2,282,687	\$2,533,530	\$3,278,842	\$3,655,083	\$4,183,577	\$5,120,759	
Total Cash on Hand	\$4,359,880	\$4,837,340	\$5,008,070	\$5,260,666	\$4,855,674	\$4,519,059	\$4,790,141	\$5,055,265	\$5,309,890	\$6,058,988	\$6,439,021	\$6,971,312	\$7,912,297	



Transient Tax



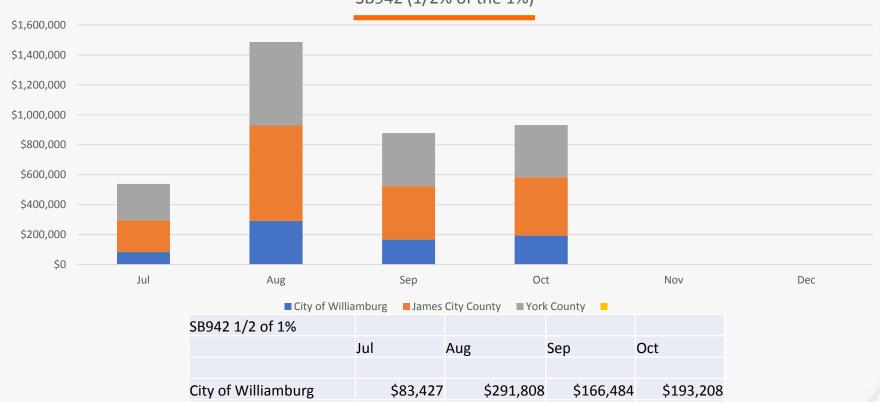


Transient Tax \$1 of the \$2	<u>)</u>			
	Jul	Aug	Sep	Oct
City of Williamburg	\$59,869	\$58,788	\$42,833	\$46,433
James City County	\$39,712	\$23,755	\$44,779	\$26,085
York County	\$66,598	\$66,166	\$41,933	\$53,517
Total	\$166,179	\$148,709	\$129,545	\$126,035



SB 942 1/2%

SB942 (1/2% of the 1%)



\$212,948

\$241,914

\$538,289

James City County

York County

Total



\$636,898

\$558,126

\$1,486,832

\$356,619

\$355,033

\$878,136

\$390,212

\$348,248

\$931,668

WADMC Closeout

July - December 2018 (Est.)	
Marketing	\$555,105
Shared Expenses (65%)	\$69,821
Salaries including shared	\$360,980
WADMC shortfall	\$11,436
Total expenses	\$997,342
Collected Revenue	
Tourism	\$52,540
Maintenance of Effort	\$769,300
To be collected	\$200,000
Total revenue	\$1,021,840
Balance	\$24,498



Other

- Alliance Debt
- 2019 Financial Processes



Committee Reports

- By-Laws
- Search



By-Laws

- Alliance Finalized By-Laws
 - Three Tourism Council Members -??
 - Business Council Begins Work on Thiers
- Mikey Chohany Starting By-Laws Committee
 - Mickey Chohany
 - Phil Emerson
 - Neal Chalkley
 - Greg Davis Counsel



Search Committee

- Progressing Well
- Schedule
 - January
 - SearchWide Sends Top 7-8 Resumes
 - Committee Narrows to 4-5 For Interviews
 - February
 - SearchWide Vets Candidates
 - Candidate Interviews
 - Selection and Negotiation



Staff Updates

- Marketing Director
- Administrator



Marketing Director

- 2019 Campaign Update
- Marketing & PR Advisory Groups



2019 - Q1 Topline PR Initiatives

- What's New in 2019 roundup press release distribution and pitching
- Host 1st of 4 themed Media Fam trips target 5-8 journalists for destination immersion
- Monthly Consumer Newsletter Content Creation
- Pitch Angles: Romance, Weekend Winter Getaways, Presidential/History, Spring Break (adults, families)
- Compile a list of Spring Break dates by state (they vary) so outreach is targeted and maximized
- Broadcast Surge: Culinary, What's New, Commemoration/400th Anniversary, etc.
- Visiting Journalists Pitch, Vet and secure logistics/coverage
- Q2 Planning: NY Media Tour, Memorial Day/Summer Travel, 2nd of 4 Media Fam trips, Visiting Journalist Program



Q1 Social, Influencer & Syndication Initiatives

- Ongoing weekly content creation on Facebook, Twitter, Instagram, Instagram Stories and Pinterest promoting new things to do in destination, anniversaries and events
- "Dark" Facebook ads promoting spring break and past spring break influencer content to inspire travel
- Family influencer visit slated for end of March to specifically promote spring break and summer travel
- Ongoing syndication promoting relevant outdoor, spring-related website articles to drive clicks to website content and travel intent
- Photographer-in-residence to capture ongoing imagery and real-time needs

Dark ads refer to highly targeted ads that are running on Facebook but not visible on our Facebook page itself



Q1 SEO Initiatives

- GEO Specific Keyword Strategy: Secure top page rankings for all city and state related key terms.
- Organic Search Seasonality Strategy: Holiday & Events
 - Spring Break 2019
- Partner Optimization: Focus on building visibility for partners and driving qualified traffic to their pages
- **Historical Content Optimization**: repurposing outdated content to be more appealing or setting up redirects to more relevant pages
- Mobile Search: In 2018 Google unrolled mobile-first indexing, which evaluates how responsive VW is on mobile devices for relevant search queries.
- Voice Search: By 2020, it is predicted that 50% of all searches will be through voice search
- **State Level Optimization**: While we own above the fold rankings for almost all "Williamsburg" related search terms, we have been implementing a GEO SEO strategy incorporate state related terms to expand reach and visibility
- **Semantic Markup**: Approach to incorporate images and other multimedia files within our search results to attract visitors.





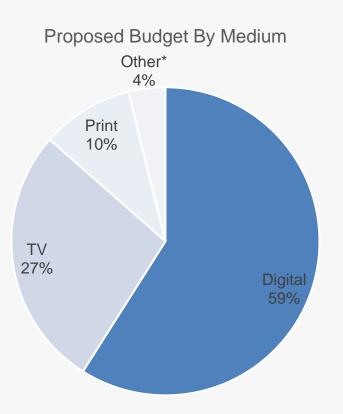


MEDIA

- The first media is scheduled to launch on March 4, 2019
- All necessary items are on track to meet this date
- IN PROGRESS:
 - Media authorizations
 - Securing the inventory
- NEXT STEPS
 - Trafficking materials
 - Campaign launch



Budget By Medium





Spend

Ohamad	20	19	2018				
Channel	Mix %	\$\$	Mix %	\$\$			
Display	42%	\$1,489,518	35%	\$805,983			
Paid Social	2%	\$80,500	3%	\$65,174			
OTT/OLV	16%	\$550,000	9%	\$200,000			
Search	6%	\$204,300	9%	\$204,300			
TV	12%	\$420,000	10%	\$238,106			
ООН	0%	\$0	0%	\$0			
Audio	0%	\$0	0%	\$0			
Print	10%	\$340,482	12%	\$288,700			
Со-Ор	6%	\$200,000	7%	\$160,000			
Cinema	0%	\$0	1%	\$13,750			
Other*	7%	\$244,751	15%	\$355,055			

^{*}Other includes SEM/SEO/Content, Email Marketing, and Special Themed Programs

Budget	2019	2018			
Total Media Budget	\$3,529,551	\$2,331,069			
% Digital/Online	53%	61%			
Digital/Online Spend	\$1,882,318	\$1,420,512			
% Offline	41%	32%			
Offline Spend	\$1,447,233	\$750,556			
% Co-Op	6%	7%			
Co-Op Spend	\$200,000	\$160,000			

Spending Shifts / Strategies vs. '18

51% increase in YoY media budget

Evaluated market priorities, expanding TV advertising from two markets to fourteen

Shift from seasonal campaigns to always on

Added new targeting segments, including families with younger kids, couples, and travel trade



Creative

- Following the board meeting on December 18, 2018, Luckie took the feedback provided by the board and reviewed the campaign concept and execution "FUNEXPECTED".
- We challenged ourselves to think about:
 - Does "FUNEXPECTED" align with our destination strategy and vision?
 - How could we make this more "ownable" for Greater Williamsburg?
 - How can we make the payoff more direct?
 - Does this campaign idea support the Greater Williamsburg brand positioning?

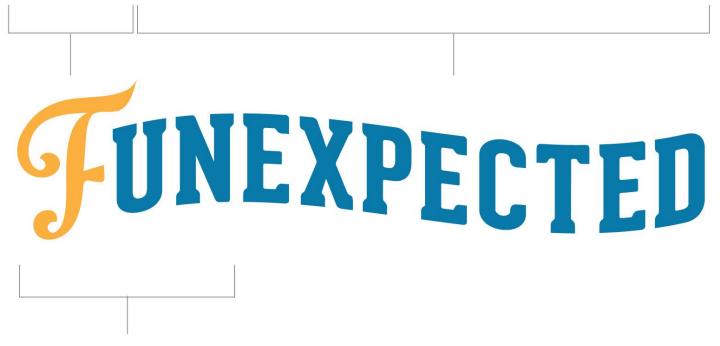


THE OWNABLE "F"

The calligraphy "F" is a strong nod to the historic roots of Greater Williamsburg. It makes this creative platform Williamsburg's alone.

SHIFT IN EMPHASIS

This change heightens the idea of the unexpected in Greater Williamsburg. It clarifies that we are talking about an experience where you will discover fun that is beyond your expectations.



UNDENIABLY FUN

The word 'fun' still comes through clearly.



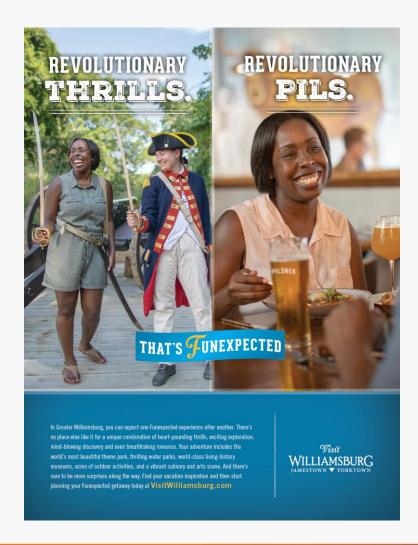
REVISED COPY TO MAKE PAYOFF MORE DIRECT

In Greater Williamsburg, you can expect one Funexpected experience after another. There's no place else like it for a unique combination of heart-pounding thrills, exciting exploration, mind-blowing discovery and even breathtaking romance. Your adventure includes the world's most beautiful theme park, thrilling water parks, world-class living-history museums, acres of outdoor activities, and a vibrant culinary and arts scene. And there's sure to be more surprises along the way. Find your vacation inspiration and then start planning your Funexpected getaway today at **VisitWilliamsburg.com**





WORK IN PROGRESS







WORK IN PROGRESS



SIDE BY SIDE







Next Steps

 Luckie will attend the next Marketing Advisory meeting on January 24, 2019 to work with the committee on final treatment of the campaign identity



Marketing Advisory Group

Meet January 24, 1:30 pm, GWCTA

Members

Kristi Olsen York County

Michael Kimball Williamsburg Winery

Susan Bak Jamestown Yorktown Foundation

Andrea Sardone Colonial Williamsburg

Julie O'Neill Busch Gardens

Laura Messer James City County

Chris Smith Virginia Beer Company

Ron Kirkland Williamsburg Hotel/Motel Association

Kelly Beckley Historic Jamestowne

Brad Garrett Kingsmill

Michael Claar Restaurant Association



Public Relations Advisory Group

Meeting January 22, 10:00 am at GWCTA

Members

Chris Smith Virginia Beer Company

Laura Messer James City County

Tracy Perkins Jamestown Yorktown Foundation

Joe Straw Colonial Williamsburg

Cindy Sarko Busch Gardens

Lee Ann Hartmann City of Williamsburg

Jessica Wauhop York County

Suzanne Seurattan College of William & Mary

Kelly Beckley Historic Jamestowne / Preservation

Virginia

Michael Byrd National Park Service



Administrator

- Visitor Research RFP
 - Down Selected 3 Firms
 - Presentations on January 23
 - Target Award Date 1 March 2019
- Staff Resources



Room Nights

2017 1,480,3502018 1,454,905





Room Nights



■ City of Williamburg ■ James City County ■ York County ■

Sep

Aug

	Jul	Aug	Sep	Oct	Nov
City of Williamburg	59,869	60,865	41,157	48,469	39,153
James City County	49,336	50,016	27,117	3,796	29,692
York County	66,598	65,960	41,875	53,512	44,186
Total	175,803	176,841	110,149	105,777	113,031



Jul

Oct

Nov

Dec

Staff Presentation





Lisa Pacheco, CSEE

Director of Sports Development



Background

- Sports Williamsburg was formed in 2010
- Operating Board Community driven Parks & Recreation, Lodging, Attractions, Dining, College of W&M, High Schools
- Grant Committee 3 EDA's, Member at Large, Sports
 Current grant budget \$100,000
- Partnerships Parks & Recreation, First Responders, VDOT, Military, Local Businesses, College of W&M



Mission & Goals

- **Mission**: Establish Williamsburg as a top 5, year-round sports destination within Virginia.
- Goals:
 - Grow economic impact of sports annually by 5%
 - Continue to maintain strong repeat sports business
 - Promote our sports destination to influential events holders
 - Build our reputation for high quality events in youth and adult sports







Plans to Grow Sports Williamsburg

- Increase marketing promotions to make the consideration list and raise visibility of Sports Williamsburg
- Target sport event managers and coaches
- Increasing more adult sports in addition to youth sports
- Increase sales development at conferences, trade shows
- Diversify with more types of sports: golf, tennis, fishing
- Offer more coordination with lodging, retail and dining
- Continue relationships with Parks & Recreation, College of William & Mary and Sports VA
- Create LOC to activate volunteers



Where We Are Headed

- VA Sports Summit February 2-5, Norfolk, VA
- Women's Sports Summit April 3-5, Tampa, FL
- National Association of Sports Commissions May 6-9, Knoxville, TN
- Connect Sports August 22-25, Louisville, KY
- S.P.O.R.T.S. September 9-12, Panama Beach, FL
- TEAMS November 11-14, Anaheim, CA
- US Sports Congress December 9-11, Columbia, SC



Feasibility Study

- JCC Court Facility & Aquatic Center March, 2014 The Sports Facilities Advisory
- Economic Impact Study October, 2014 Sports Impacts
- Sports Tourism Strategic Marketing Plan September, 2016 Dr. Lisa Delpy Neirotti, Ph.D. The George Washington University



2019 Looking Good

- 66 Events
- Event each month year round destination
- Event in every municipality and at the College of William & Mary
- Current total room nights 34,985
- Potential economic impact is over \$9 million



What's New?

- Diversification Gymnastic Olympic Qualifiers; Tennis Pro Tournaments
- New Relationships Virginia High School League presentation January
 24
- New Business All American Catfish; American Cornhole Tournament





Show Me the Money

- IRONMAN VA 70.3 Sunday, May 5
- Race was restricted to 2100 registered athletes
- Event sold out in 2 weeks
- Qualifier for Ironman World Championship
- Swim James River, Bike Capital Trail, Charles City, New Kent, Run JCC
- Most athletes are professional and will arrive 1-2 weeks before event to train
- Expected economic impact \$1.5 million



New Ad Opportunities





sports virginia

Partnership Opportunities



SPORTSVIRGINIA.ORG





Questions????



Lisa Pacheco, CSEE

Director of Sports Development



Chair Report

- Alliance and WTC updates
- Future Tourism Community Forum
- Community Outreach
- Financial Reserves
- Additional Revenue



Reserve

- Recommended 5-15%
- Motion to establish 5% Reserve Minimum (Approx 625K)
- Motion to Transfer 750,000 to Reserve Account
 - Second Financial Intuition
- (11.5M Estimate 8.5M Budget 3M Additional)



Estimated Funding

• Estimate 16,418,000 (Includes 1.6 Mx of Effort)

• Budget 8,500,000

• Reserve 750,000

Balance 7,168,000



Wrap-Up

• Other New Business Items?

- Next Meeting Date: February 19, 2019
 - Stryker Building

THANK YOU







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OUR STRATEGY

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