



MARKETING STRATEGY



PRIMARY OBJECTIVES

- Increase brand awareness as a one-of-a-kind, year-round destination
- Drive overnight stays with a focus on midweek and off-season
- Increase longer stays & in-market spend
- Expand owned audiences & return-visitor base
- Support & amplify partners
- Track industry trends & growth opportunities



SOUTHERN CALIFORNIA

- Los Angeles
 - Orange County

San Diego

TARGET MARKETS

PRIMARY MARKETS

- Los Angeles
- San Diego
- Orange County



GOOGLE ANALYTICS

		1,009,459 % of Total: 100.00% (1,009,459)
1.	Los Angeles	216,746 (20.24%)
2.	San Diego	51,495 (4.81%)
3.	(not set)*	19,929 (1.86%)
4.	Irvine	18,344 (1.71%)
5.	San Francisco	18,261 (1.70%)
6.	Avalon	18,250 (1.70%)
7.	Long Beach	17,988 (1.68%)
8.	Las Vegas	17,520 (1.64%)
9.	Phoenix	12,447 (1.16%)
10.	Riverside	11,926 (1.11%)

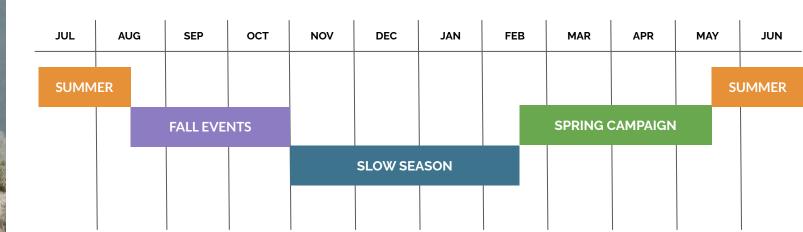
Jan 1, 2021 - Dec 31, 2021 ▼

20.24%	LOS ANGELES
4.81%	SAN DIEGO
1.71%	IRVINE
1.70%	SAN FRANCISCO
1.68%	LONG BEACH
1.64%	LAS VEGAS
1.16%	PHOENIX
1.11%	RIVERSIDE

^{*} The keyword (not set) simply identifies traffic that doesn't arrive via a particular keyword and hence may not come via any search at all.



MARKETING SEASONALITY





PAID MARKETING



FY22 MEDIA PLAN

	July	August	September	October	November	December	January	February	March	April	May	June
PAID SOCIAL									(i			
Facebook + Instagram												
NYE Promotion												
CONNECTED TV				Color.								
Fifty												
PROGRAMMATIC DISPLAY												
Fifty												
EMAIL and DISPLAY												
TravelZoo - Newsflash									42			
TravelZoo - Cost per Click												
оон												
Clear Channel Outdoor												
GoTo Catalina Search										8		
Google Ads												

= Direct Response/Conversion = Awareness = Full Funnel Capabilities = Engagement



2022 WEBSITE TRAFFIC

2022 vs 2021





2022 WEBSITE TRAFFIC

2022 vs 2019





2022 WEBSITE TRAFFIC SOURCES

1.	google / organic	110,805 (51.93%)
2.	(direct) / (none) *	27,370 (12.83%)
3.	Travelzoo / Email	16,356 (7.67%)
4.	Catalina Chamber Booking Widget / referral	16,239 (7.61%)
5.	Facebook / PaidSocial	10,044 (4.71%)
6.	Fifty / Display	6,467 (3.03%)
7.	CoOpB / website	5,852 (2.74%)
8.	bing / organic	3,654 (1.71%)
9.	Instagram / PaidSocial	2,642 (1.24%)
10.	lovecatalina.bookdirect.net / referral	1,534 (0.72%)

Jan 1, 2022 - Mar 8, 2022 -

19.5% PAID DIGITAL

* (direct) / (none) means Google Analytics doesn't have any referral information for these users. This may include users who directly type the URL into their browser having seen it in an ad, PR or other.



TRAVELZOO TRAFFIC

Jan 16, 2022 - Mar 8, 2022 -

Emails Sent: 349,723

Open Rate: 11%

Typically see 8%-15% open rates

Clicks: 12,942

20% CTR, which is 2x-3x our average

1.	google / organic	90,497	(50.87%)
2.	(direct) / (none) *	21,850	(12.28%)
3.	Travelzoo / Email	16,356	(9.19%)
4.	Catalina Chamber Booking Widget / referral	14,005	(7.87%)
5.	Facebook / PaidSocial	8,580	(4.82%)
6.	Fifty / Display	5,066	(2.85%)
7.	CoOpB / website	4,662	(2.62%)
8.	bing / organic	3,007	(1.69%)
9.	Instagram / PaidSocial	2,533	(1.42%)
10.	lovecatalina.bookdirect.net / referral	1,307	(0.73%)

^{* (}direct) / (none) means Google Analytics doesn't have any referral information for these users. This may include users who directly type the URL into their browser having seen it in an ad, PR or other.



Display Ad | Prospecting

January 1 - March 8, 2022

Creative	Impressions	Clicks	CTR	Total Conversions
FIFTY - Cross Device - Love Catalina FY22 - Prospecting - 160x600 - Banner	229,877	213	0.09%	88
FIFTY - Cross Device - Love Catalina FY22 - Prospecting - 300x250 - Banner	312,038	297	0.10%	107
FIFTY - Cross Device - Love Catalina FY22 - Prospecting - 300x600 - Banner	83,823	160	0.19%	61
FIFTY - Cross Device - Love Catalina FY22 - Prospecting - 320x50 - Banner	2,548,548	3,193	0.13%	928
FIFTY - Cross Device - Love Catalina FY22 - Prospecting - 728x90 - Banner	1,282,924	2,680	0.21%	415
	4,457,210	6,543	0.15%	1,599

Industry Average CTR: 0.10%



320x50



728x90



Display Ad | Retargeting



300x250

January 1 - March 8, 2022

Creative	Impressions	Clicks	CTR	Total Conversions
FIFTY - Cross Device - Love Catalina FY22 - Retargeting - 160x600 - Banner	48,141	96	0.20%	32
FIFTY - Cross Device - Love Catalina FY22 - Retargeting - 300x250 - Banner	320,374	472	0.15%	122
FIFTY - Cross Device - Love Catalina FY22 - Retargeting - 300x600 - Banner	34,163	111	0.32%	10
FIFTY - Cross Device - Love Catalina FY22 - Retargeting - 320x50 - Banner	907,908	1,583	0.17%	48
FIFTY - Cross Device - Love Catalina FY22 - Retargeting - 728x90 - Banner	294,818	632	0.21%	65
	1,605,404	2,894	0.18%	277



Industry Average

CTR: 0.10%

320x50



CTV:30 Sec Video | Prospecting

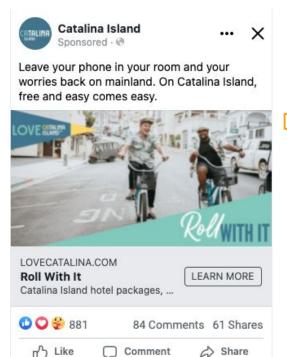


January 1 - March 8, 2022

Creative	Impressions
FIFTY - CTV - Prospecting - FY22 Tourism - 30 sec BOLD - 1x1 - Tracker	1,394,867
	1,394,867



Facebook & Instagram | Prospecting



January 1 - March 8, 2022

Creative	Impressions	Clicks	CTR	AV Post Engagement	Spend	СРС
FB - Roll-Bikers - Link Ad	485,459	13,126	2.70%	5,752	\$ 6,792.97	\$ 0.52
FB - Stay-Bikers - Link Ad	51,467	1,185	2.30%	520	\$ 514.53	\$ 0.43
FB - Wander On-Hikers - Link Ad - Get off the Grid	165,725	1,170	0.71%	770	\$ 1,067.75	\$ 0.91
FB - Wander On-Hikers - Link Ad - Take a Hike	295,206	2,176	0.74%	1,295	\$ 2,134.06	\$ 0.98
FB - Wander Wild-Hikers - Link Ad - Get off the Grid	329,415	3,935	1.19%	1,871	\$ 3,009.59	\$ 0.76
FB - Wander Wild-Hikers - Link Ad - Take a Hike	421,755	3,857	0.91%	1,924	\$ 3,144.56	\$ 0.82
IG - Roll-Bikers - Link Ad	294,551	1,626	0.55%	2,238	\$ 4,073.72	\$ 2.51
IG - Stay-Bikers - Link Ad	27,970	147	0.53%	269	\$ 395.66	\$ 2.69
IG - Wander On-Hikers - Link Ad	2,687	5	0.19%	37	\$ 28.76	\$ 5.75
IG - Wander Wild-Hikers - Link Ad	38,460	150	0.39%	339	\$ 408.13	\$ 2.72
Grand Total	2,112,695	27,377	1.30%	15,015	\$21,569.73	\$ 18.09

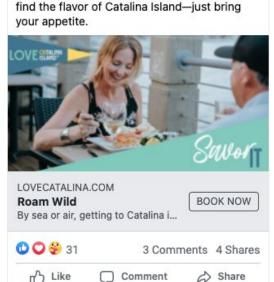
Industry Average CTR: 0.90%



Facebook & Instagram | Retargeting



find the flavor of Catalina Island-just bring



January 1 - March 8, 2022

Creative	Impressions Clicks		CTR	AV Post Engagement		Spend		CPC
FB - Savor-Michelle - Link Ad	51,693	851	1.65%	526	\$	1,146	\$	1.35
FB - Taste-Michelle - Link Ad	112,683	2,107	1.87%	1,177	\$	2,505	\$	1.19
IG - Savor-Michelle - Link Ad	31,766	112	0.35%	88	\$	792	\$	7.07
IG - Taste-Michelle - Link Ad	65,189	273	0.42%	243	\$	1,527	\$	5.59
Grand Total	261,331	3,343	1.28%	2,034	\$	5,970.19	\$	15.20

Industry Average CTR: 0.90%

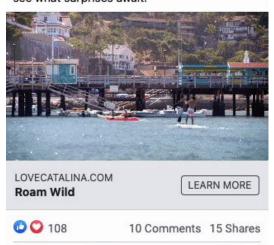
LOVE CATALINA

∟ Like

FB/IG:30 Sec Video | Prospecting



Wherever your path takes you is the perfect place to be. Take a trip to Catalina Island and see what surprises await.



Comment

A Share

January 1 - March 8, 2022

Creative	Impressions	Clicks	CTR	Video Plays	AV Post Engagement	Spend	CPC
FB - Bold - 30sec Video	338,192	2,029	1.75%	111,502	112,751	\$ 2,278	\$ 1.12
FB - Script - 30sec Video	921,877	5,607	1.74%	321,940	325,370	\$ 5,918	\$ 1.06
IG - Bold - 30sec Video	355,446	632	0.53%	124,548	125,569	\$ 1,606	\$ 2.54
IG - Script - 30sec Video	1,203,404	2,277	0.57%	430,515	433,697	\$ 5,286	\$ 2.32
Grand Total	2,818,919	10,545	0.37%	988,505	997,387	\$15,087.53	\$ 7.04

Industry Average View Rate: 22.00% FB - Script Video Rate: 35.07%

LOVE CATALINA ISLAND™

Digital Media Key

- <u>IMPR Impressions:</u> Impressions measure the number of times a piece of content be it a Social post, an ad, etc is consumed.
- <u>Clicks:</u> Clicks are a marketing metric that counts the number of times users have clicked on a digital advertisement to reach an online property.
- <u>CTR Click Through Rate:</u> CTR is the number of clicks that your ad receives divided by the number of times your ad is shown: clicks ÷ impressions = CTR.
- <u>CPC Cost Per Click:</u> CPC is also called pay per click (PPC). CPC is used to determine costs of showing users ads on media platforms.
- AV Post Engagements: Added Value Post Engagements are Comments, Likes and Shares on social ads.
- Video View: A video view is when users watches at least three seconds of a clip.
- View Rate: A ratio showing the number of paid views of a video ad to the number of impressions.
- New User: A "new user" is a visitor who, according to Google's tracking, has never been to your site before and is initiating their first session on your site.
- <u>User:</u> A "user" is a visitor who has initiated a session on your website: the moment a person lands on any page of your site, they are identified as either a new or returning user.
- Session: A "session" is a group of user interactions with your website that take place within a given time frame.



NEW SPRING CREATIVE



NEW SPRING-SUMMER CREATIVE





Prospecting Display Ads











NEW SPRING-SUMMER CREATIVE







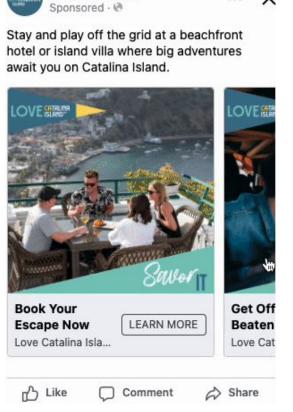
Retargeting Display Ads





LOVE CATALINA ISLAND

NEW SPRING-SUMMER CREATIVE



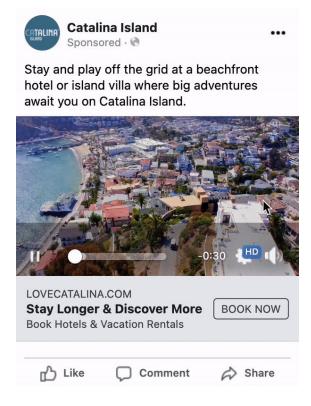
Catalina Island



Prospecting
Paid Social Ads



NEW SPRING-SUMMER CREATIVE



Prospecting Paid Social Video Ads

LOVE CATALINA ISLAND™

NEW SPRING-SUMMER CREATIVE







Comment

A Share

Like

Retargeting
Paid Social Ads



NEW SPRING BILLBOARDS







NEW SPRING BILLBOARDS





PUBLIC RELATIONS



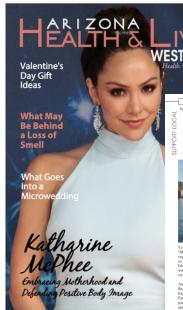
PUBLIC RELATIONS

Public Relations highlights from January 2022 to present:

- Catalina Island was mentioned in 59 stories for a combined reach of more than 4.7 billion
- Planned and secured 23 media appointments for the IMM event in New York
 - Met and secured interest with writers/contributors at CNN Travel, AFAR, National Geographic and more
- Worked with Visit CA to host Global Influencer Advisory Board retreat from January 18-20
 - Group of 7 influencers from domestic and international markets
 - Access to library of photos from Visit CA photographer
- Targeted pitch angles to 60+ media, including "Romantic Destinations to Celebrate
 Valentine's Day", "Best Small Towns in America", "Best Fishing Destinations", "Unique Filming
 Locations" and more
- Managed upcoming media visits with more than 8 media, including writers with Travel + Leisure, USA TODAY, Good Morning Arizona, and Ciao Bambino

COVERAGE HIGHLIGHTS





By Lynette Carrington Catalina Island A nearby island getaway with so much to offer



You may have heard of Catalina Island and thought, "Maybe, someday," What you may not realize is that an engaging island adventure is only a half-day away. There are so many things to do and discover on historic Catalina Island, whether you're traveling by yourself, as a couple or with a family, you will have the trip of a lifetime and want to

Any getaway to Catalina Island begins with a trip to Long Beach, San Pedro or Dana Point to catch a ride on Catalina Express. Our chosen port was Long Beach and Catalina Express was a dream. In less than a six-hour drive, we parked at the convenient parking structure at Long Beach and boarded a luxurious boat, bound for Catalina Island. Aboard, we chose the upgraded indoor Commodore Lounge with snack and beverage service included, sat back and enjoyed the 55-minute smooth-as-elass jaunt to our tour that will provide you with a wealth of information destination. The crew was stellar, friendly and informative.

It's no wonder Catalina Express has continually garnered and the homes of the Wrigley family that still own the

port city of Avalon by walking or biking, Feeling like
way, you will learn about island conservancy efforts and
getting out to see more of island? You can always rent a golf
how most of Catalina Island is indeed preserved and cannot

Our home base was Hermosa Hotel, a mere eight-minut walk from the Catalina Express station. The conveniently located historic hotel was established in 1896 and one of a few hotels to escape Catalina's devastating 1915 fire. It offer single and double rooms and cottages and much peace and queet, while remaining just a minute's walk away from all the Avalon action. Hermosa Hotel also has complimentary coffee and tea in the lobby and a variety of beach toys and accessories available to guests. Many snorkelers and sculu icore choose this hotel for its laid-back community vibe



At the green pier, you will find no shortage of fun things to do, and many events start at or depart from this area. If you haven't visited the island before, take the Avalon-area bus this no wonder Calanina Express has Comindary generated and the looks of the design of analysis and distributions are reviewed revalue, promptness and hospitality since its inception in 1981.

Catalina Island company, If I celling a bit more adventurous, sign up for an island Jeep Eco Tour which will take your far back into the hillst to see buffalo, deer, the occasional take into the links to see buffalo, deer, the occasional take your far back into the hillst to see buffalo, deer, the occasional take your far back into the hillst to see buffalo, deer, the occasional take your far back into the hillst to see buffalo, deer, the occasional take your far back into the hillst to see buffalo, deer, the occasional take your far back in the links of the proposed One huge bonus on Catalina Island is that you won't need a rental car. Nearly everything you do can be accessed in the because it is not accessible to the general public. Along the be further developed.

48 February 2022 | arhealthandliving.com

Photos by Lynette Carrington



COVERAGE HIGHLIGHTS

The New York Times

FRUGAL TRAVELER

Has the Pandemic Undermined Off-Season Deals?

In many places, high-occupancy rates are inflating prices for budget-minded travelers who count on off-peak periods to find the best bargains. Here's what to do and where to look.

Off the coast of Southern California, <u>Catalina Island</u> hotels are bundling rooms with passage on the <u>Catalina Express</u> ferry plus other perks through March 25. The <u>Bellanca Hotel</u> throws in taxi transfers and a bottle of wine from \$299 a night, and the <u>Hotel Catalina</u> includes morning coffee and dining discounts from \$83.50 a person.



^{*}Facilitated in partnership with Catalina Express



COVERAGE HIGHLIGHTS





emilyjanejohnston . Follow



Bobo and Chichi (27.2K Followers)

EmilyJaneJohnson (95.4K Followers)

JacobTheFu (53K Followers)



PUBLIC RELATIONS

MEDIA VISITS (completed and upcoming)

- Scott and Megan (Bobo & Chichi blog): February 22-24
- Mikkel and Dan (Sometimes Home blog): March 23 25
- Nick Kontis (Freelance: USA TODAY, Forbes Travel, etc.): March/April
- Alyssa Pinsker (GoNomad): March/April
- Kim Orlando (Traveling Mom): March/April
- Ali Dugaw (Good Morning Arizona): April/May
- Mariela Smith (Epic7 Travel): April/May
- Ashley Bustillos (AdventurePro): May/June
- Tanvi Chheda (Freelance: T+L, Ciao Bambino, etc.): August

PERFECT CATALINA ISLAND WEEKEND TRIP ITINERARY



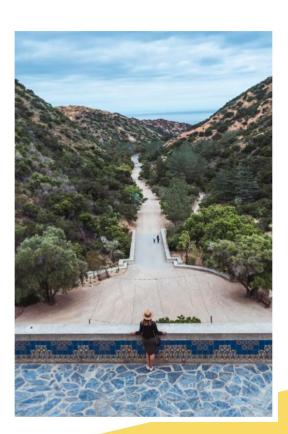
Looking for the perfect Southern California paradise? How about taking a Catalina Island weekend trip where you can enjoy an idyllic island escape just miles off the Southern California coastline ... Read More

LOVE CATALINA

PUBLIC RELATIONS

Looking Ahead

- "What's New for Spring" seasonal press release March
- Spring travel segments with LA stations (KTLA, Fox 11, etc.) March/April
- Memorial Day getaways and packages May
- "What's New for Summer" press release June
- Pride Month June
- Supplemental seasonal summer pitch angles; examples:
 - "Best towns to celebrate 4th of July"
 - "Family-Friendly Summer Getaways"
 - "Unforgettable Camping Trips for Summer"
- Plan "Trek and Retreat" FAM targeting top outdoor adventure media/influencers (i.e. Outside Magazine, Sunset, etc.) - Fall
- Continue monitoring for Visit California and HARO submission opportunities ongoing





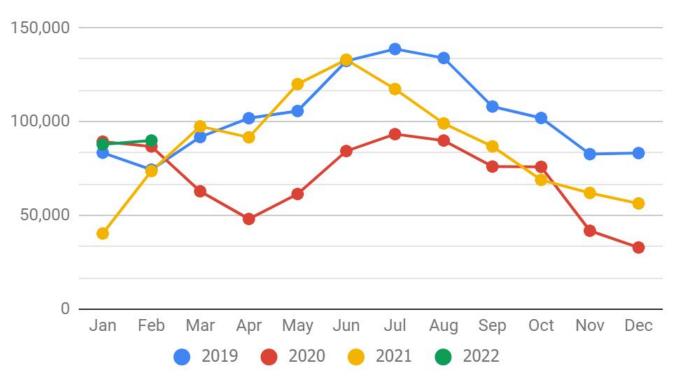
WEBSITE & SOCIAL MEDIA

LOVE CATALINA ISLAND™

WEBSITE

Website Visitors

- February 2022 ahead of past 3 years
- January 2022 just about in line with 2020
- Organic traffic has picked up with the addition of paid media





WEBSITE

Top Visited Pages - YTD 2022

Homepage	10.67%
Things To Do	8.88%
Booking Engine	4.80%
Winter Wander	4.33%
School Break Calendar	2.24%
Get Here	2.10%
Bikes and Golf Carts	1.77%
Specials & Packages	1.77%
Places to Stay	1.66%
Things to Do by Land	1.46%
COVID 19 Microsite	1.25%
Kidalina	1.18%
Family Fun	1.12%
Visitors Guide	0.93%



WEBSITE

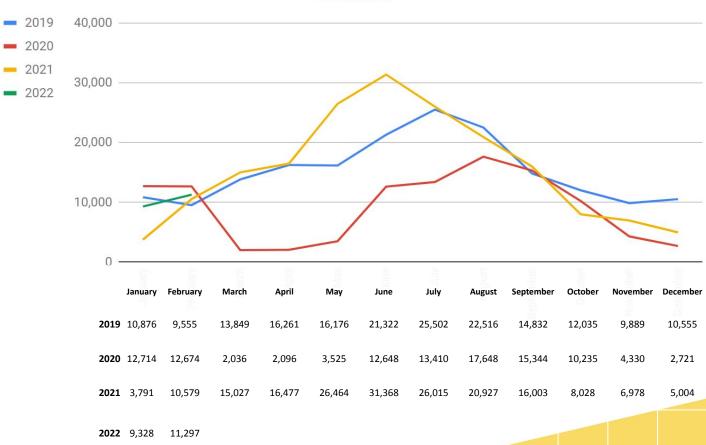
Booking Engine Visits Searches





WEBSITE Booking Engine Visits

Referrals



LOVE CATALINA ISLAND

SOCIAL MEDIA

Managing content on the following platforms

- Facebook 118,700 Followers
- Facebook Group (Love Catalina) 1,500 members
- Instagram 32,200 Followers
- **Twitter** 4,418 Followers
- TikTok 732 Followers
- **Pinterest** 281 Followers
- LinkedIn 240 Followers
- TripAdvisor 72 Followers
- Google Business 15,314 searches (33% direct/66% discovery)

LOVE CATALINA ISLAND™

VISIT CA - STORY NETWORK







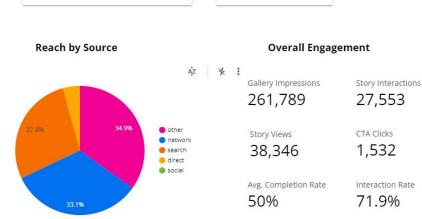




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VCA Travel Stories: Story Performance Report

lan 1, 2021 - Mar 9, 2022



View Source









GUIDE, MAP & TRADE SHOWS



VISITORS GUIDE

- #1 fulfillment piece and source of information for visitors planning a trip to the island.
- Designed to sell Catalina Island to prospective visitors as a premier, year-round vacation destination.
- Magazine style, featuring 80 pages, with business listings, ads, maps and new photography.
- Sales begin in August each year.
- Each member business receives a FREE business listing.
 Display advertising and/or additional listings also available.
- 75K printed annually in January.
- Produced a digital only version in 2021 due to Covid.





VISITOR GUIDE DISTRIBUTION

- Mailed in response to advertising leads, phone, mail, online & email inquiries
- Distributed in racks at 9 California Welcome Centers, Santa Monica Visitor Centers, Catalina Express & Catalina Flyer terminals, and 3 So. CA Airports: Burbank, John Wayne & San Diego (through Certified Folder)
- Mailed to 260+ AAA offices in CA, NV, AZ, UT, ID, WA & OR
- Distributed at Travel Trade & Cruise Industry Trade Shows
- Available in racks at the Visitor Information Center on the Green Pleasure Pier
- Online edition available at LoveCatalina.com with direct links to businesses from display ads and listings



DESTINATION MAP

- The Catalina Island Map & Directory is the most popular local marketing piece for Catalina Island.
- Advertising supported; all member businesses offered the opportunity to purchase directory listings and/or display ads (two available sizes).
- Double sided, 7 panel folded brochure, with ads, listings, Avalon map and Island map.
- 175,000 copies printed annually in April and distributed for a year.
- We have not produced a map since 2019-20 due to Covid.





DESTINATION MAP DISTRIBUTION

- In display racks at the mainland transportation terminals (Certified Folder)
- Mainland terminal windows + on-board the majority of the passenger ferries
- To visitors and cruise ship passengers at Visitor Information Center on the Green Pleasure Pier
- Through member businesses and island hotels
- At travel and cruise industry trade shows
- Included in media kits and welcome packets for groups visiting the island
- To 260+ AAA travel offices in CA, NV, AZ, UT, ID, WA & OR
- Also available to view/print from LoveCatalina.com



LURE BROCHURE

- 4" x 9" four color, double sided rack card, complements the Visitors Guide
- Perennial usage
- Highlights unique to Catalina traits, activities
- Drives consumers to LoveCatalina.com for more information, view/order the Guide, access upcoming special events with QR Code.
- Because it is less expensive to produce than our
 Visitors Guide, we distribute these on the
- mainland through Certified Folder (LA/OC)







TRAVEL & TRADE SHOWS

- Love Catalina Island member businesses have the opportunity to "buy-in" and attend individual shows of interest, along with Love Catalina Island.
- Participation fees vary per day, per show. Fees do not include travel expenses, giveaways for in-booth drawing.
- Opportunity is open to all members based on space available.
- Catalina Island Visitors Guide & Maps are distributed at shows.
- Members that attend shows are able to distribute their own materials and receive show attendee contact lists.



TRAVEL & TRADE SHOWS 2021-22 SCHEDULE

- Bay Area Travel Show, Santa Clara, CA, October 23-24, 2021
 - Show attended by staff & Catalina Express
- Fred Hall Fishing & Travel Show, Long Beach, March 2-6, 2022
 - Show cancelled due to Covid restrictions/protocols
- LA Travel Show, Los Angeles, CA, March 12-13, 2022
 - Show attended by staff & Catalina Express
- Seatrade Global, Miami, FL, April 25-28, 2022 (conference & trade show)
 - Show attended by our rep Dave Creigh, Cruise the West booth & reception
- Florida Caribbean Cruise Association (FCCA), San Juan, PR, June 1-3, 2022
 - Attendee list under development; conference & appt. meetings



2022 EVENTS



2022 EVENTS THROUGH LABOR DAY

BUSINESS MIXERS

Business Mixers are open to all members and we encourage you to attend to mix and mingle with local businesses. The cost to attend is \$10 for members, \$15.00 for non members and guests and \$20 at the door. Registration required.

- March 17 Eric's on the Pier
- April 21 Hermosa Hotel/Cork & Brew
- May 19 The M
- June 16 Catalina Museum for Art & History
- July 21 Annual Meeting & Installation Dinner



2022 EVENTS THROUGH LABOR DAY

FIXERS

Fixers are learning events for Love Catalina members. Prices, dates and times vary. Fixers are announced in the weekly Thursday Updates and registration is also available there.

- Social Media Presentation via the Extranet March/April Date TBD
- Customer Service Presentation March/April Date TBD

CATALINA CONCERT SERIES

- June 25: Venice
- August 20: The Highwayman Show
- Sept 3: Xceptional Tribute to ABBA



2022 EVENTS THROUGH LABOR DAY

OTHER EVENTS

- March Love Catalina Board/Staff Volunteer Beach Clean Up (Date Pending)
- April Community Shred Event April 27 (Date Pending)
- May 4 Lodging Open House
- June 2 Taste Around of Avalon
- June 3-9 Avalon Restaurant Week
- June 18 Pride March and Music Event on Wrigley Stage



THANK YOU