



2016 Catalina Chamber Marketing Conference Presented by

Lisa Baggio & Susanna Bunker

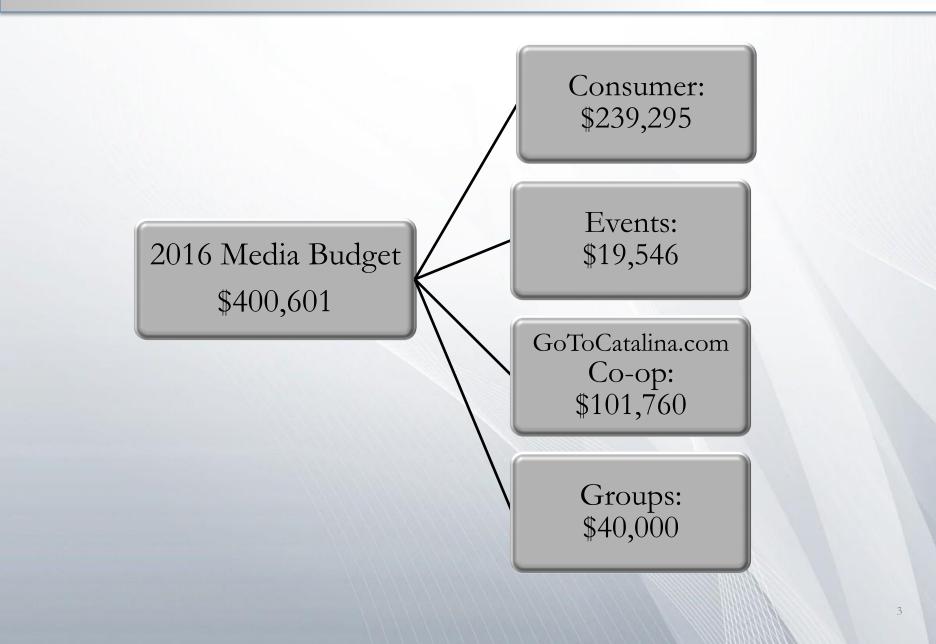




- Consumer Media Campaign
 Catalina Chamber Events
- ✓ GoToCatalina.com Co-op
- ✓ Group/Meetings Co-op

2016 Media Campaign







Spend: \$239,295

Value: \$343,444

Impressions: 33.4 million

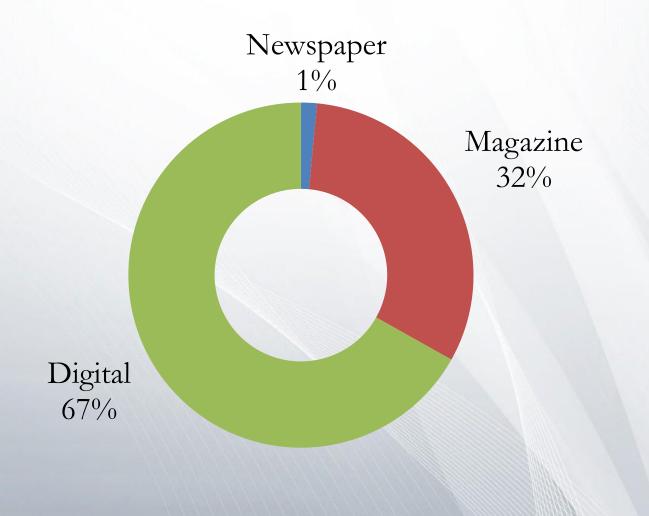
We generated **\$104,149** or **44%** in additional media value against spend



| Seasonal Budget Allocation | | |
|----------------------------|-----|--|
| January – February | 13% | |
| March – June | 49% | |
| July – mid August | 15% | |
| Mid August – October | 17% | |
| November – December | 6% | |



Media Mix







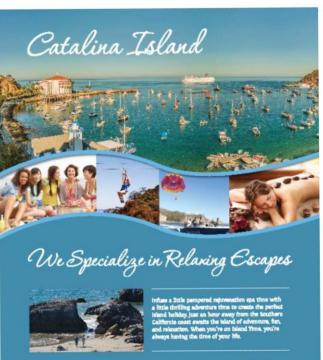


Magazines 32% of Budget

Impressions: 14.6M

Total Leads: 5,638

Gentry Destination



For more information, call \$55.772.9592 or visit www.CatalinaChamber.com





Long Beach Pride Guide



Smooth Jazz News





Enjoy live music at the longest running smooth jazz feetival in America. Featuring smooth jazz stare performing "Unplugged at Descarso Seach Club" and in the historic Casino Ballroom, Enhance the rhythm of your life on beautiful Catalina. When you're on Island Time, you'll always have the time of your life.



talinaChamber.com

We Specialize in Relaxing Escapes.

Just an hour off the coast of Southern California awaits the island of thrilling adventure, unexpected fun, and unforgettable romance. When you're on Island Time, you're always having the time of your life.

Visit our website for Catalina Hot Deals and Island Time Packages.

866-449-5803 • CatalinaChamber.com



Sunset So Cal Insider

9



Superior Insights. Excellent Results.

National Geographic Traveler

SPECIAL ADVERTISING SECTION HOT*SPOT*TRAVEL

Catalina Island, CA - Discover the magical island of Catalina, an hour off the S. California coast. If you are looking to chill with friends, enjoy an exhilarating outdoor experience or a relaxing romantic getaway, Catalina is the perfect destination. From zip line tours to undersea adventures, waterfront restaurants to colorful oceanside shops, Catalina's unique blend of scenic beauty, world-

class events and never-ending adventures awaits. Ventura, CA Home to Channel Islands National Park, Ventura is an hour north of Los Angeles along the Pacific Coast Highway. Explore this amazing region known as North America's Galapagos by jumping aboard one of Island Packers' boats departing out of Ventura Harbor Village. Once on the islands, kayak through sea caves and tunnels, hike uncrowded traits, and camp among friendly island foxes in naturally scenic surroundings - a true

Oceanside, CA - An inviting coastal community with the perfect blend of sea and land adventure for all ages. Soak up the warm sun along 3 miles of beautiful sandy beaches; kayak, shop or dine within Oceanside's quaint Harbor Village; and explore the lively local craft beer & dining scene. The hardest part of your trip will be deciding what to do next. Request your FREE Visitor Guide

Sonoma County, CA Discover your #SonomaPassion today. Just 30 miles north of San Francisco's Golden Gate Bridge, Sonoma County is a land of agricultural bounty and world-class wines. More than 425 wineries, organic farms, acclaimed farm-to-table restaurants, and a thriving arts community give way to ancient redwood forests, oak-covered mountains, secluded ocean coves, and dozens of nature parks. Sonoma County beckons the adventurous and the curious who seek a genuine Wine Country experience.



CatalinaChamber.com

OCEANSIDE

800.350.7873 VisitOceanside.org



\$05.648.2075 VisitVentureCA.com



800.576.6662 SonomaCounty.com







| Digital | | | | | | |
|---|--------------------|---------|----------------|------------------|-----------|-------------|
| 67% of Budget | Impressions: 18.1M | | | Total Leads: 469 | | |
| CATALINA CHAMBER DIGITAL CAMPAIGN RESULTS JANUARY-SEPTEMBER | | | | | | |
| Type of Buy | Impressions | Clicks | Avg. CPC | CTR | Cost | % of Clicks |
| Paid Search | 3.1 Million | 69,978 | \$1.14 | 2.25% | \$79,989 | 37.50% |
| Paid Social (6,397 page likes) | 2 Million | 21,070 | \$0.40 | 1.04% | \$8,324 | 11.30% |
| Annual Destination Sites | 494,425 | 6,200 | \$2.8 0 | 1.25% | \$17,337 | 3.30% |
| Network/Site Buys | 10.4 Million | 52,277 | \$1.06 | 0.50% | \$55,282 | 28.10% |
| Emails | 296,685 | 36,837 | \$0.30 | 12.42% | \$11,219 | 19.80% |
| Total | 16.4 Million | 186,362 | \$0.92 | 1.14% | \$172,151 | 100.00% |



| Chamber Emails | |
|-----------------------|--|
| Email Drop Dates: | |
| DigDev | 2/2- Island of Romance lodging packages |
| | 3/8- Endless Fun Island Style, Spring events and hot deals |
| | 8/9- Fall Lodging Push, & August events |
| | 8/23- Fall Lodging Push, August events |
| | 9/27- Fall Lodging Push, October events |
| National Geo Traveler | 2/10- Hot Deals |
| | 9/7- Fall Lodging Push, September events |
| NBCLosAngeles.com | 3/8- Enter to Win a Spring Getaway to Catalina Island |
| LA Weekly | 9/12-Fall Lodging Push, September events |





Sunny And Warm, With So Much To Do.

Fall is the perfect time for relaxing and enjoying the soft, sandy beaches of Catalina Island. Take in the extraordinary views and treat yourself to a spa treatment. Stroll around town and take in the unique items among the many local shops. Follow this with a signature island beverage and tasteful meal in one of many seaside eateries. And to rejuvenate, take in an island adventure in the back country or on water. Lodging options abound. From full-service hotels, vacation rental condominiums and private homes to quaint bed and breakfast inns, you will find just the right pillow for ultimate relaxation. Visit CatalinaChamber.com to learn of the affordable and flexible island vacation packages

October Events

A complete calendar of events is available at CatalinaChamber.com/Events

September 28 - October 2 Catalina Film Festival

An annual celebration of film featuring more than 90 films, nightly events and entertainment. From Charlie Chaplin to Marilyn Monroe, celebrities and filmmakers have flocked to Catalina for inspiration. Clear blue water and coastal breezes provide the perfect backdrop for unparalleled premieres, yacht and mansion parties, and industry networking. Films are screened at multiple venues around the Island, including the iconic, art deco, 1,200-seat Avalon Theatre the worlds first sound theatre.

September 29 - October 2 Buccaneer Days in Two Harbors

Aargh, mateys! Come celebrate our 27th Annual Buccaneers Weekend. Don your best pirate attire and set sail for Two Harbors for a weekend of treasure hunts, costume contests, great food, live music, and a lot of fun.

October 13 - 16 30th Annual Catalina Island JazzTrax Festival

The longest running Smooth Jazz festival in America. In the historic 1929 Casino Ballroom, 20+ different stars of Smooth Jazz two consecutive October weekends for Smooth Jazz lovers all over the world. Thursday night Unplugged at Descanso Beach Club and Friday, Saturday and Sunday in the Casino Ballroom

October 15 Avaion Charity Home Tour Join us for the second annual custom home tour benefiting the Catalina Island Foundation. Step into Avalons most iconic properties: learn about their history and distinctive architectural styles, enjoy beautiful island home designs and stunning views of Catalinal

October 31 Annual Halloween Parade Don your favorite costume and join Island school kids and residents alike for the Annual Halloween Parade down Crescent Avenue starting at 4pm

For more information, call 310.510.1520 or visit www.CatalinaChamber.com Relax...You're On Island Time.

| January-September | Email Results: |
|---------------------|----------------|
| Database: | 2,745,407 |
| Emails Opened: | 296,685 |
| Average Open Rate: | 10.8% |
| Clicks: | 36,837 |
| Average CPC: | \$0.30 |
| Average Click Rate: | 12.42% |
| | |



For more information, call 310.510.1520 or visit www.CatalinaChamber.com





Weather Trigger

Sites:

Campaign Dates: February 4-16

Spend: Impressions: Clicks: Click Rate: CPC: \$618 95,795 759 .79% \$0.81



Google and Facebook

Catalina Island Chamber of Commerce Sponsored - @

u Like Page

Zip line tours, excursions, seaside dining & shops- Catalina's beauty and adventures await



Picture Perfect Catalina

WWW.CATALINACHAMBER.COM

Learn More



Romance/Hot Deals

Sites:

Google, Yahoo/MSN, Instagram and Facebook Campaign Dates: January-September

| Spend: | \$9,305 |
|--------------|---------|
| Impressions: | 503,834 |
| Clicks: | 9,681 |
| Click Rate: | 1.92% |
| CPC: | \$0.96 |

Note:

We promoted Hot Deals via paid search from 1/1-9/30. Facebook and Instagram ran 1/13-2/29.



Leap Day Packages

Sites: Campaign Dates:

Google, Yahoo/MSN and Facebook February 8-29

Spend:\$3Impressions:53Clicks:97Click Rate:1.CPC:\$0

\$357 51,000 978 1.92% \$0.37



Catalina Island Chamber of Commerce Sponsored - 🛞 👍 Like Page

Leap over to Catalina for Lodging, Spa, Dining & Tour deals. Book Now!



Leap Year Day Specials!

WWW.CATALINACHAMBER.COM

Learn More



Fall Lodging Push

Campaign Dates: August 9- September 30

\$8,525

23,501

3.69%

\$0.36

635,974

Spend: Impressions: Clicks: Click Rate: CPC:

Sites:

Google, Yahoo/MSN, Tripadvisor Banners, Google Site Retargeting, Sandiego.com, Facebook, DigDev 8/9, 8/23 & 9/27 Emails, LAWeekly 9/12 email and National Geo Traveler 9/7 email

All of these placements promoted the 'Sunny and Warm without the Summer Crowds' message.



Without the Summer Crowds





Fall Events

Events Promoted:Catalina Trail Venture WeekendCataliaUkulele FestivalCatalinaCatalina Film FestivalJazzCatalina Women's Forum Wine Festival

Catalina Island Triathlon Catalina Festival of Art JazzTrax

Campaign Dates: August 18- September 30

| Spend: | |
|--------------|--|
| Impressions: | |
| Clicks: | |
| Click Rate: | |
| CPC: | |

\$3,909 1,157,519 9,604 0.83% \$.41

Sites:

Google, Yahoo/MSN/BING, TripAdvisor and Facebook



Experience Catalina! Swim it. Bike it. Run it. Tri it!



Catalina Island Triathlon & Duathlon: November 5 catalinachamber.com

Sign Up



Catalina Island Concert Series

April 15 – September 9 LA Weekly/OC Weekly Media Sponsorship

ResultsTotal Impressions:616,550Total Click-Throughs:1,055Contest Entries:2,340





<u>Digital Banners</u> April 15 – September 9



Impressions: Clicks

LA Weekly 143,785 732 OC Weekly 84,586 282









Promotional Newsletters

May 5 Delivered: 71,772 Opens: 7,316 Open Rate: 10.2% Clicks: 8

June 9 Delivered: 72,407 Opens: 6,853 Open Rate: 9.5% Clicks: 6

June 16 Delivered: 72,238 Opens: 6,442 Open Rate: 8.9% Clicks: 12

August 25 Delivered: 72,070 6/18 Catalina Island Concert Series featuring Cougrzz Rock Opens: 6,614 Enjoy a FREE waterfront concert in Avalon on Saturday, June 18th, 7pm-10pm. This all female rock band features players who have shared the stane with Poison. Elvin Open Rate: 9.1% Enjoy a FREE waterfront concert in Avalon on Saturday, June 18th, 7pm-10pm. Elvin all female rock band features players who have shared the stage with Poison, Jimm Bishop, BB King, Fishbone, George Thoroughgood. The Village People and Jimm all female rock band features players who have shared the stage with Poison, Elvin Bishop, BB King, Fishbone, George Thoroughgood, The Village People and Jimm Van Zant. Members of the band are endorsed by Carvin Guitars and Hot Picks. An Clicks: 8 Bishop, BB King, Fishbone, George Thorougngood, The Village People and Jimm Van Zant, Members of the band are endorsed by Carvin Guitars and Hot Picks. An adjacent Beer & Wine Garden opens at 6pm. Produced by Catalina Island Chamber Van Zant. Members of the band are endorsed by Carvin Guitars and Hot Picks. An adjacent Beer & Wine Garden opens at 6pm. Produced by Catalina Island Chamber of Commerce and Xceptional Music. 310-510-1520. www.CatalinaChamber.com

concerts

FREE Waterfront Concert

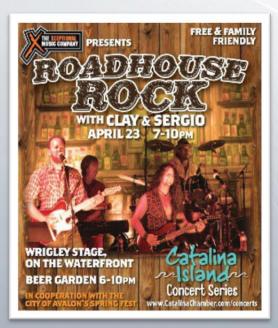
September 1 Delivered: 73,427 Opens: 6,863 Open Rate: 9.3% Clicks: 7

adjacent Beer & Wine Garden opens at 6pm. Produced by Catalina Island Cham of Commerce and Xceptional Music. 310-510-1520, www.CatalinaChamber.com/ concerts



Print Insertions Run Dates / Size

- ¹/₄ page ads ran in the 6 issues
- Full page ad ran in the 6/3 Summer Concert Guide

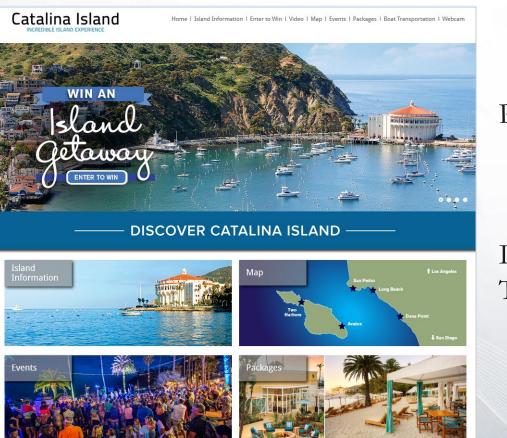






Part III: GoToCatalina.com





Created in 2005

Partners: Catalina Chamber SCIRS Catalina Express

Investment:\$100k eachTotal:\$300k



Strategies

- ✓ Combine dollars to create exponential impact
- ✓ Build awareness/brand of Catalina Island
- Drive targeted and qualified visitors to GoToCatalina.com who then click out to partner sites
- Primarily drive overnight visits



Target:

Adults 25-54 HHI \$125K+ Propensity to Travel

Primary:

Southern California

Secondary: Destination Market

Campaign Focus: March - June

2016 Media Mix: Digital (65%) Cable TV (35%)



Los Angeles Area Cable Television

Flight Dates: March 14 - May 8 (6 weeks)

Networks: A&E, HGTV, Bravo, TBS

Geo targeted to select zip codes with the highest propensity to visit Catalina Island.

Impressions: 21.5 million

61% of spots ran in primetime



Digital

Paid Search, Travel Spike, Mobile Fuse, Underdog Media, You Tube, Sunset.com/Coastalliving.com and Emails

Total Impressions: 9.5 million

Total Clicks:

257,528

CPC:

\$0.69

Total Video Views:

96,111 (\$0.09 cpv)



Paid Search

% of ClicksCatalina Terms:82%General Travel Terms Geo Targeted to So California:18%

Top Performing General Travel Terms:

Island Vacation Weekend Vacation Romantic Vacation Family Vacation Vacation Getaway Vacation Package

These six search terms delivered 77% of the general travel term clicks.

Part III: GoToCatalina.com

Visitor / Island Info | Island Packages | Boat Transportation



3/15, 4/27, 6/14 &

9/13

Catalina Island



FALL IS THE TIME FOR CATALINA ISLAND

of excitement. Besides diving, hiking, biking, kayaking, golfing, celebrating, dining, zip lining, spa-ing, and concert going - there's something for everyone

EXPLORE >>

ON CATALINA ISLAND

With more than two dozen





UPGRADE YOUR BOAT RIDE TO COMMODORE LOUNGE

priority cneck-in, reclining leather-trimmed seats and a complimentary snack & drink

Upgrade >>

RELAX ON CATALINA ISLAND

Fall is the ideal time to relax on Catalina

Island. Enjoy soft sandy beaches and take in

extraordinary views as you stroll around town

browsing unique local shops, dining on fresh-

caught local seafood, and taking

in one of the season's best events

View Calendar >>



December 31

CATALINA WINE MIXER September 23-25, 2016 Inspired by the Catalina Wine Mixer scenes from Will Ferrell's comedy classic Step Brothers, the real-life version features entertainment from KONGOS and The Dan Band, in addition to DJs, a Step Brothers screening, costume party, and more.

More Info >>

Go To Catalina Visitor / Island Info 866.602.7642 Island Packages 877.778.8407 oat Transportation 800.410.9159

GoToCatalina.com

Email

Drop Dates:

1,112,142 Database: 214,007 Emails Opened: Average Open Rate: 19.2%Clicks: 17,608 Clicks out to CatalinaChamber.com: 4,507



Results

Chamber Investment: Value: \$101,000 \$327,000

Estimated 2016 GoToCatalina.com Web Visits: 315,000

| Visitor Profile Based on Survey Content | |
|---|-------|
| Never Been to Catalina: | 73% |
| Haven't been in 11+ years: | 11.4% |
| Female: | 69.2% |
| Adults 25-54: | 57.4% |
| HHI \$100k+: | 26.9% |
| Live outside So California: | 75.7% |
| Interested in Overnight: | 47.4% |
| Would you like information: | 48.7% |
| How far out would you plan your trip | |
| to Catalina Island - 1 month+: | 80.5% |
| Do you have plans/reservations-NO: | 84.3% |



Catalina Island Chamber Benefits

- Visits to CatalinaChamber.com from GoToCatalina.com (Jan-Sept): 81,117
- Cost Per Visit: \$1.12
- Time on Site: 3.29 (Site Average: 2:59)
- Average Pages Viewed: 7 (Site Average: 5.7)
- Ranked Referring site to CatalinaChamber.com: 2nd after Google
- Visitor Planner Request: 729
- Phone calls: 587
- Opt In Contest Leads: 5,547



2017 Direction

Budget: \$300,000

Media Mix: Cable and/or Podcast and Digital

Growth Market: San Francisco Bay Area Digital Campaign



Budget: Chamber: Partners: \$73,000 \$40,000 \$33,000

May - December, 2016

Campaign Dates:

Total Impressions: Total Value: Leads thru September:

2.7 million \$104,440 ber: 64

Media Mix: Digital: 89% Print: 11% Newly Developed Co-op for 2016 13 Members Participated Each Investing \$500-\$5,000



Print 11% of Budget Impressions: 124K



An Island So Close, Yet a World Away

California's only island resort lies just 22 miles from the southern coast. Criteline Island offers a rare and ideal combination of netural beauty, caring attention, a dazzing array of activities and special locations to assemble your group.

Collaboration happens when you take the square room out of the equation. Sparks of creativity fly when you gather in a piece fostering togetherness and team cameradiarie. The finsh, clean all, bright, clear skies and starry nights make Cabilina island a piece where ideas come together, naturally. Cabilina island, the partect piece for inspiration.

Visit CatalineChember.com/Groups to learn how easy it is to book your next group gethering on an island.



Plan Your Meetings

Smart Meetings (p.78)

Unique Venues

Meeting Paradise

Visit CatalinaChamber.com or call 310-510-1520 to book your next event.

Catali





Just 22 miles from southern California's mainland, Cataline Island is exactly what you need to hast a successful and unique meeting and group gathering. This bland offers a rare and ideal cambination of natural beauty, caring attention, and a variety of special locations to assemble your group.

You may know us for summer weekend escapes, but exturn is an ideal time for group gatherings. We've been ranovating and upgracing our properties and baset-frank locations to pravide your organization the pleasure of experimening Catalins ident in a brand new way. Calisboration happens when you take the square room out of the equation. Sparks of creativity fly when you gather in a place fastering togetherness and basen comarcederk. Catalina island is a place where kleas corres together, naturelly. The fresh, clean air, bright, clear sites and starry nights combined with a descring array of group activities make this the parket place for inspiration.

Vbit CatalinaChember.com/Gravps or cell us directly et 310-510-1520.

Catalina Sand



2+ Follow

Smart Meetings Integrated Buy Print Emails and E-Newsletter Sponsorships Branded Native Content on Site

Smart Meetings From Catalina Chamber of Commerce & Visitors Bureau - Catalina Island offers the perfect venue for your small or medium business group, just an hour from Los Angeles - http://hubs.ly/H04MYtM0



Like (2) · Comment (1) · Share · 20 days ago

Alfredo Lara and Sarita Ramgulam

Sarita Ramgulam One of my favorites! 20 days ago



Smart Meetings October 17 at 4:30pm · 🚱

From Catalina Chamber of Commerce & Visitors Bureau - Catalina Island offers the perfect venue for your small or medium business group, just an hour from Los Angeles - http://hubs.ly/H04MYtN0

LIKES 4

17 Oct 2016

SmartMeetings @SmartMeetings

#Eventprofs

From @catalinachamber - Hold your next

an hour from LA - hubs.ly/H04MYtP0

M 🛐 🔤 😹 💽 🖁

group event on beautiful Catalina Island. Just





Digital

- ✓ Emails
- ✓ Paid Search
- ✓ Paid Social Media
- ✓ UniqueVenues.com
- ✓ MultiView
- ✓ SmartMeetings.com
- ✓ PlanYourMeetings.com

Part IV: Groups / Meetings Co-op





Meetings in Paradise. Closer Than Expected.

Just 22 miles from southern California's mainland, Catalina Island is exactly what you need to host a successful and unique meeting and group gathering. This island offers a rare and ideal combination of natural beauty, caring atternion, and a variety of special locations to assemble your group.

You may notion us for summor venerance excepts, but advantin is an black time for group pathenings, where been renormaling and upgarange our poperties and beating third scalarship beating out organization the pleasure of exceptioning Catalant black and in a brand new way. Collaboration hopens when you take the scalar room out of the equation. Sparks or solength by when you gather is a stage of the scalar together, nutarially. The besh, cleas are, torget, cleas beas and stary rights combined with a disatting stary of group achieves main than the perfect place for inequation.

Visit CatalinaChamber.com/Groups or call us directly at 310-510-1520. Catalina Island Chamber & Visitors Bureau is here to help match your group's needs with the ideal Island location.



Emails

Drop Dates: Database: Emails Opened: Average Open Rate: Clicks: Clicks to Partners: 6/28, 8/4, 8/30 & 9/21 198,355 45,748 23% 3,513 1,107



Plan Your Meetings

Newsletter





August 2016

Catalina Island

Catalina Island is the perfect place to meet. Just 22 miles from the Southern California coast, this sunny and warm four-season paradise provides the opportunity to get away and focus with renewed clarity.

Easy access via high-speed passenger boat and helicopter transfers combined with a variety of unique Island venues, makes Catalina the ideal place for your next group gathering. Whether for meetings, corporate retreats, health and wellness seminars, or incentive and team building programs, consider

Catalina Island.

Learn more at http://www.catalinachamber.com/groups/



Campaign Results May – September

Digital campaign Impressions: 2 million Clicks to CatalinaChamber.com/groups: 8,428

Website Actions Clicks to Partner Profiles: 274 Clicks out to Partner Sites: 1,211



CatalinaChamber.com/Groups

% website growth 2016 vs 2015

Pre Campaign January-April (346 additional visits YOY)

Campaign May-September (22,000 additional visits YOY)

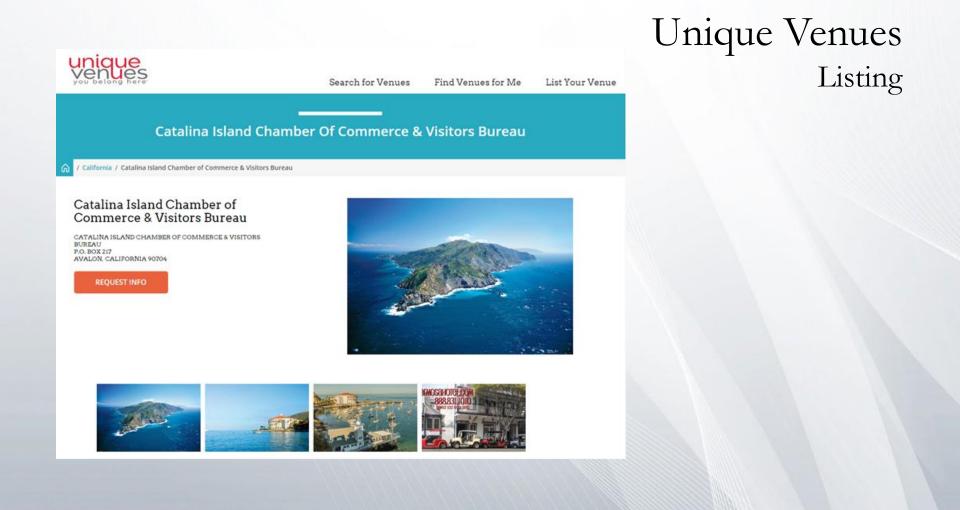
Source of visits to sectionDigital campaign:58%Direct traffic:10.5%Organic search:22%

5.1%

201%

Part IV: Groups / Meetings Co-op







MultiView Banners





Thank you



