

# **What will Travel look like when the Economy Opens Up?**

---

**SAN MATEO COUNTY**  
  
**SILICON VALLEY**  
**CONVENTION AND VISITORS BUREAU**







# TODAY'S SPEAKERS



**Erin Francis-Cummings**

President and CEO

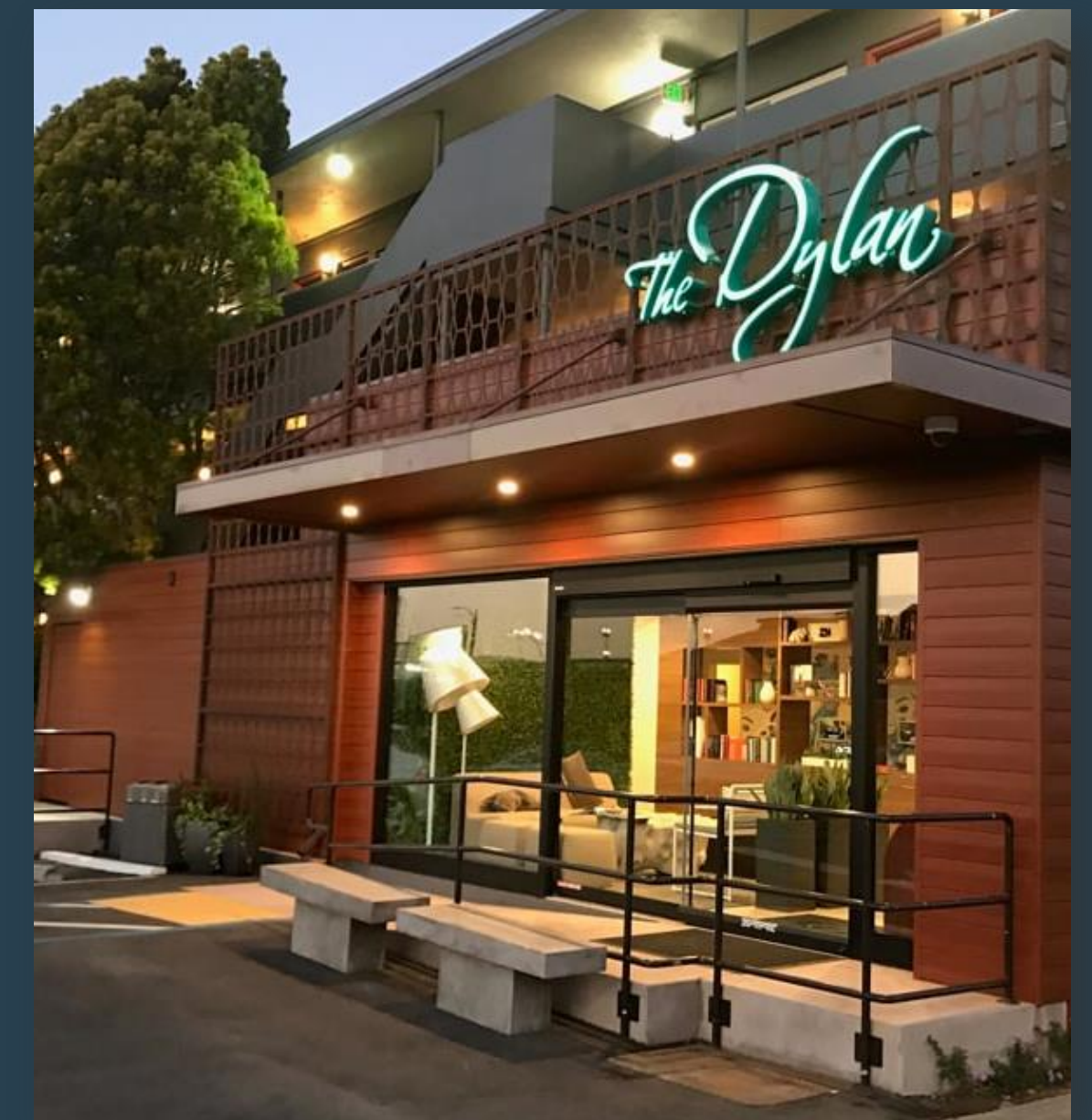
Destination Analysts



**Tara Stangel**

Head of Lodging Supply

TripActions



**Barry & Christina Ongerth**

Owners

The Dylan Hotel at SFO





Destination  Analysts

The image features a sunset background with a bright sun in the upper right corner, casting a warm glow across the sky. Below the sunset, there is a white horizontal band containing the text "Destination Analysts" in a blue sans-serif font. The word "Destination" is followed by a logo consisting of two overlapping, stylized arrows pointing right, one in orange and one in blue. The word "Analysts" follows the logo. Below the white band, there is a photograph of a hillside covered in dense green trees and shrubs, with a small, bright light source visible in the distance, creating a lens flare effect.





# Coronavirus Travel Sentiment Index

Presentation of Findings

*Week of May 18<sup>th</sup>*

Destination  Analysts





Destination Analysts is a market research company that offers businesses a **breadth of insights**, from the comprehensive understanding of target audiences and customer profile development, to ROI analysis and economic forecasts.

Clients seek us out for unique and more deeply thoughtful analysis, our **actionable storytelling** of data, high quality and defensible findings, and progressive and open approach to research methodologies.



# Research Overview & Methodology

- Weekly tracking survey of a representative sample of adult American travelers in each of four U.S. regions
- Designed to track traveler sentiment and generate insights into when tourism businesses can expect demand to return and from whom
- Week 10 data (fielded May 15<sup>th</sup>-17<sup>th</sup>) will be presented today
- 1,200+ fully completed surveys collected each wave
- Confidence interval of +/- 2.8%
- Data is weighted to reflect the actual population of each region





SHARE

## Not wearing masks to protect against coronavirus is a 'big mistake,' top Chinese scientist says

By Jon Cohen | Mar. 27, 2020, 6:15 PM

Science's COVID-19 reporting is supported by the Pulitzer Center.

SIGN UP FOR OUR DAILY NEWSLETTER

Get more great content like this delivered right to you!

Email Address \*

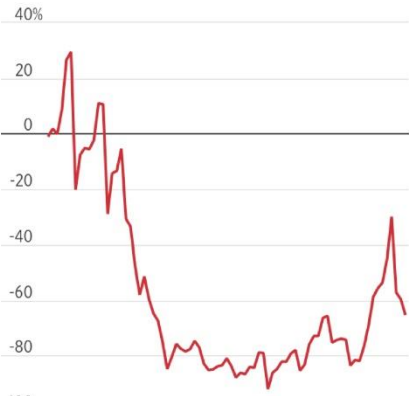
Chinese scientists at the front of that country's outbreak of coronavirus disease 2019 (COVID-19) have not been particularly accessible to foreign media. Many have been overwhelmed trying to understand their epidemic and combat it, and responding to media requests, especially from journalists outside of China, has not been a top priority.

Science has tried to interview George Gao, director-general of the Chinese Center for Disease in Wuhan, China, people with mild COVID-19 cases were taken to large facilities and not permitted to see their families. "Infected people must be isolated. That should happen everywhere," George Gao says. STR/AFP VIA GETTY IMAGES

## Social Distancing Wanes as States Loosen Coronavirus Curbs

Cellphone location data indicates Americans were on the move before states began lifting stay-at-home orders

Percentage change in human encounters since Feb. 24



## Los Angeles Times

Your subscription to Apple News+



Los Angeles Times

## Drive-ins in New Jersey, haircuts in Florida, gyms in Iowa — a patchwork of coronavirus rules grows

13m ago

## POLITICO

CORONAVIRUS

## U.S. on pace to pass 100,000 Covid-19 deaths by June 1, CDC director says

This marks the first time Robert Redfield has explicitly addressed the grim milestone.



Dr. Robert Redfield. | AP Photo/Alex Brandon

By SUSANNAH LUTHI

05/15/2020 07:35 PM EDT

The United States is heading toward more than 100,000 coronavirus deaths by June 1, with leading mortality forecasts still trending upward, CDC Director Robert Redfield tweeted on Friday.

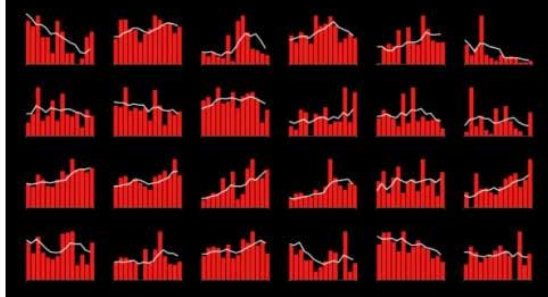
His assessment cited 12 different models tracked by his agency and marked the first time Redfield has explicitly addressed the grim milestone of 100,000 deaths, even as the Trump administration turns its strategy toward reopening the economy. The CDC director has been mostly sidelined in the government's public-facing response to the Covid-19 pandemic.

Advertisement

## These are the states with coronavirus cases falling and rising the most

By Jasmin Hattala, CNN

Updated 4:24 PM ET, Sat May 16, 2020



(CNN) — The numbers of daily new reported coronavirus cases appear to be dropping in most states as the majority of the country takes steps to open their economies — though there are plenty of caveats.

Below, we'll examine which states' daily rates are rising or falling the steepest in relation to each other. Because this involves ranking states, we've adjusted for population.

First, a word on how case rates may, or may not, be important. Some public health experts say declining case rates should be one guide for figuring when states should relax social distancing restrictions.

On the other hand, uneven testing rates should affect how states' positive case rates rise and fall. For example, case rates may rise as testing rates increase.



# How Are We Feeling?



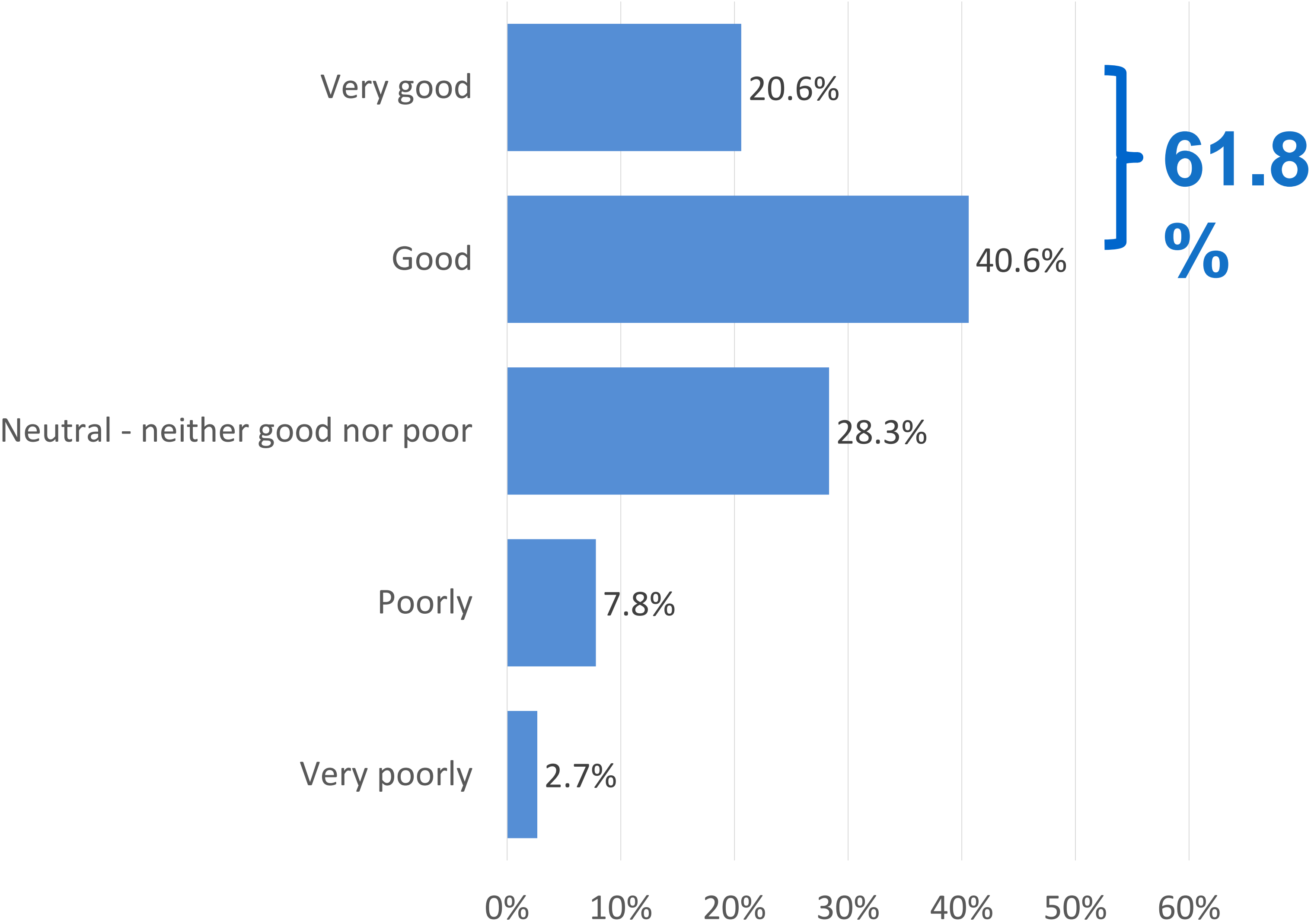


# How Sheltering-in-Place has Gone

**Question:** Overall, on an emotional level, how well has sheltering-in-place gone for you?

*(Base: All respondents living under shelter-in-place restrictions, 1,007 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10





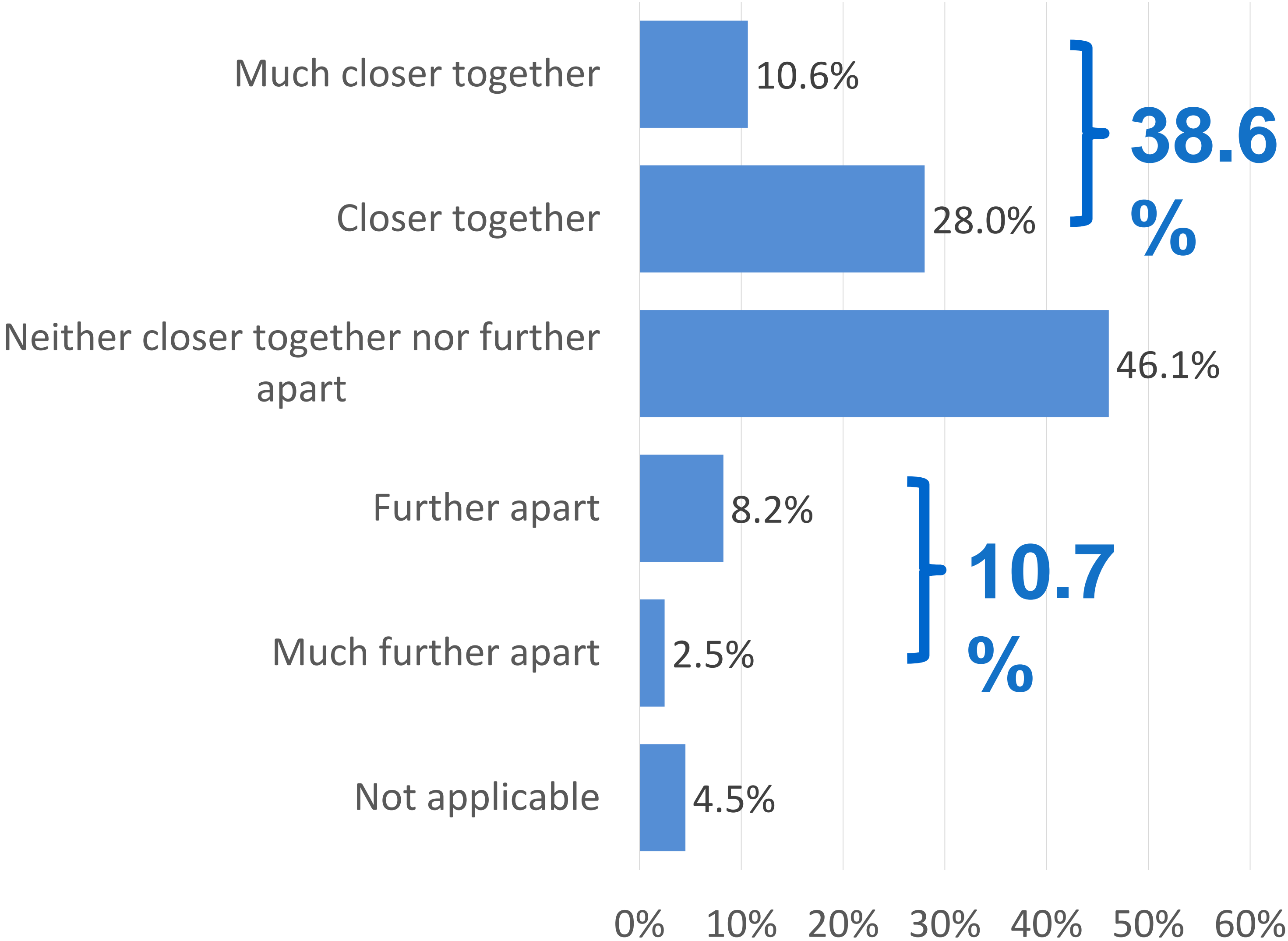
# Sheltering-in-Place and its Effect of the Family

**Question:** Has sheltering-in-place impacted your family? Has it brought you closer together or not?

**Sheltering in place has brought us**

*(Base: All respondents living under shelter-in-place restrictions, 1,004 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



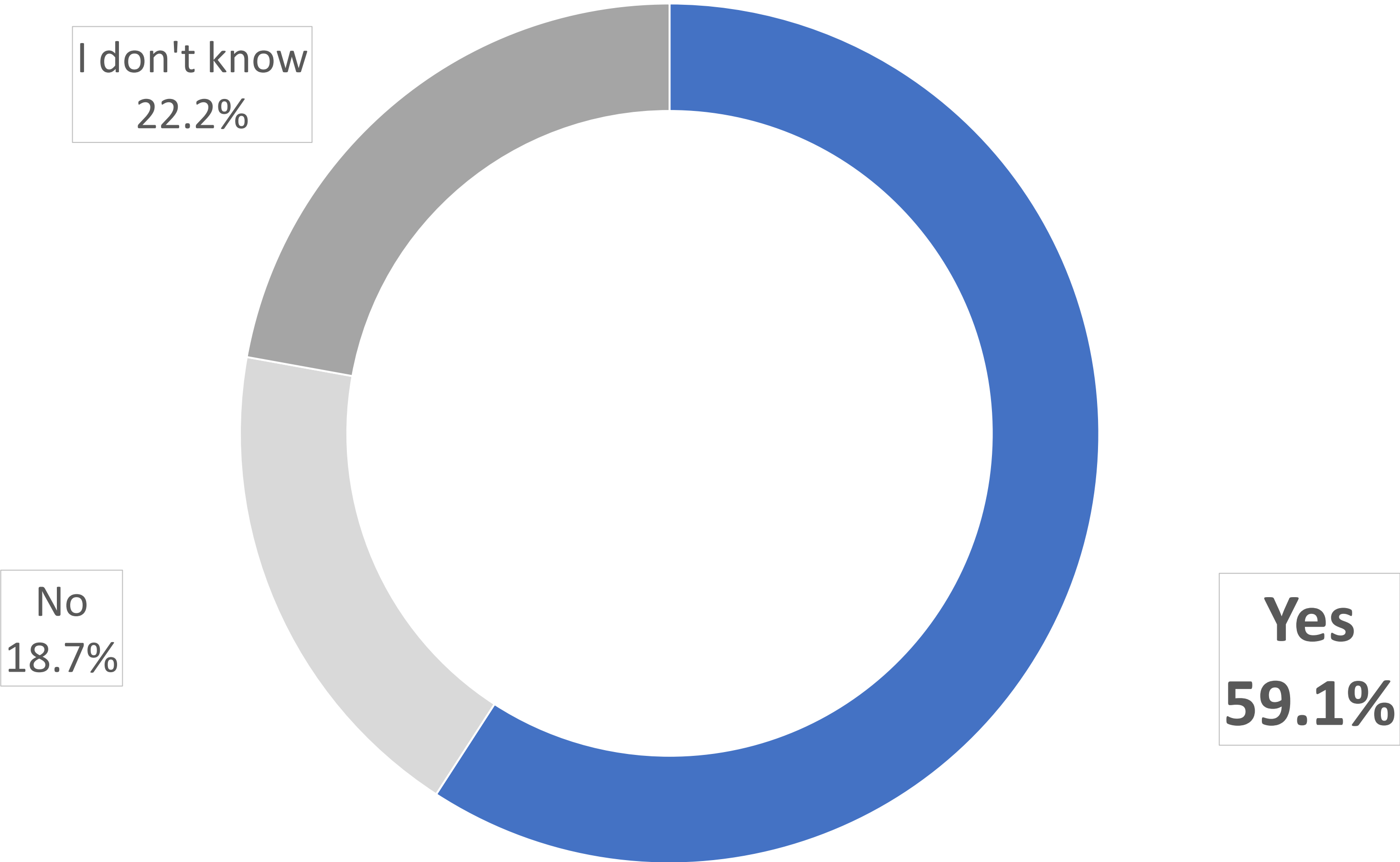


# Family Travel After Sheltering-in-Place

**Question:** Do you feel that traveling together when the Coronavirus situation is over would be good for your family?

*(Base: All respondents living under shelter-in-place restrictions, 1,005 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10





# Trust in Co-Workers

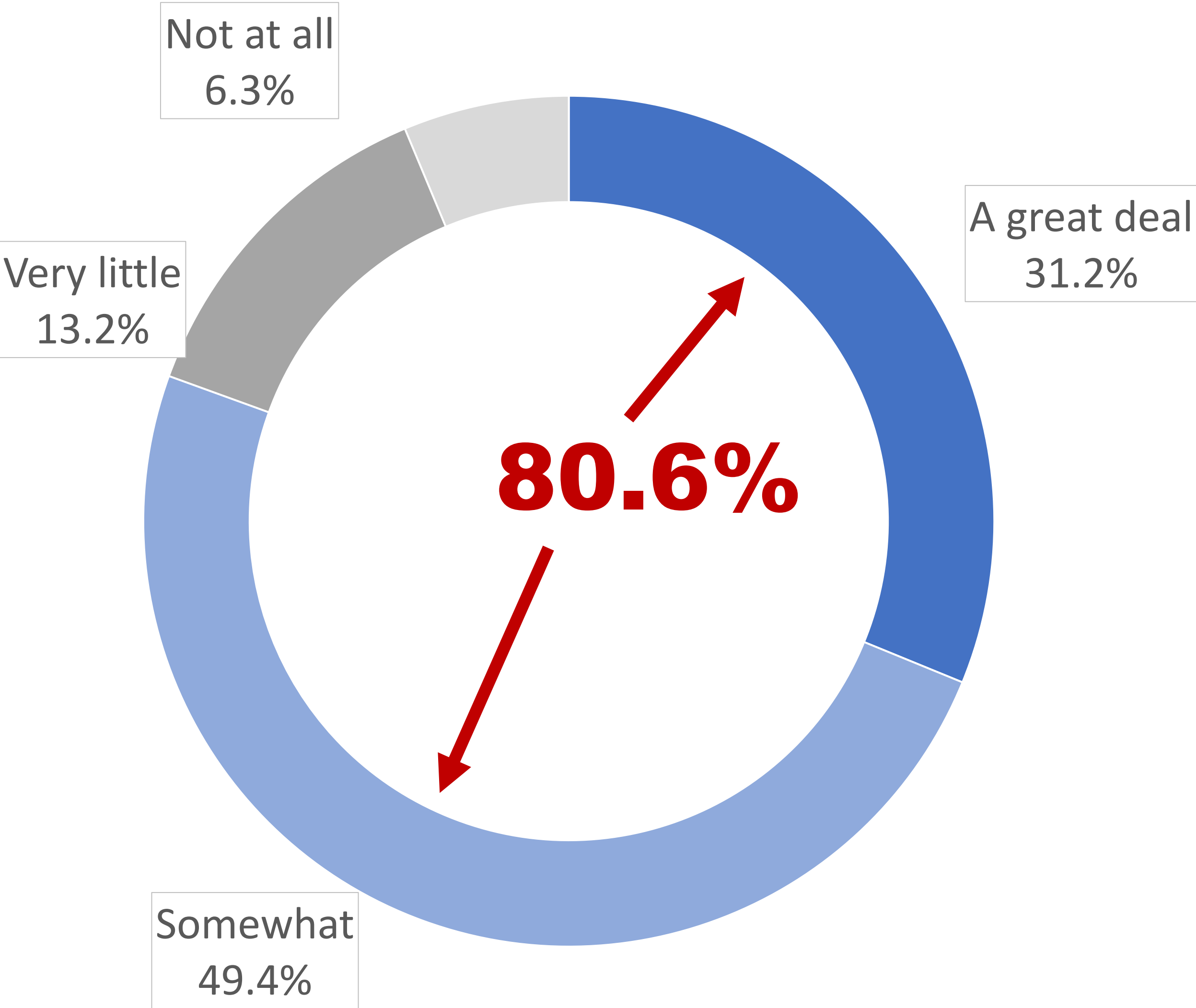
**Question:** Let's talk now about your work and the COVID-19 virus.

In general, how much do you trust your co-workers to behave in a way that will protect your health while at work? (Select one)

I trust my co-workers \_\_\_\_\_.

*(Base: All full-time or part-time employed respondents, 987 completed surveys. Data collected May 15-17, 2020)*

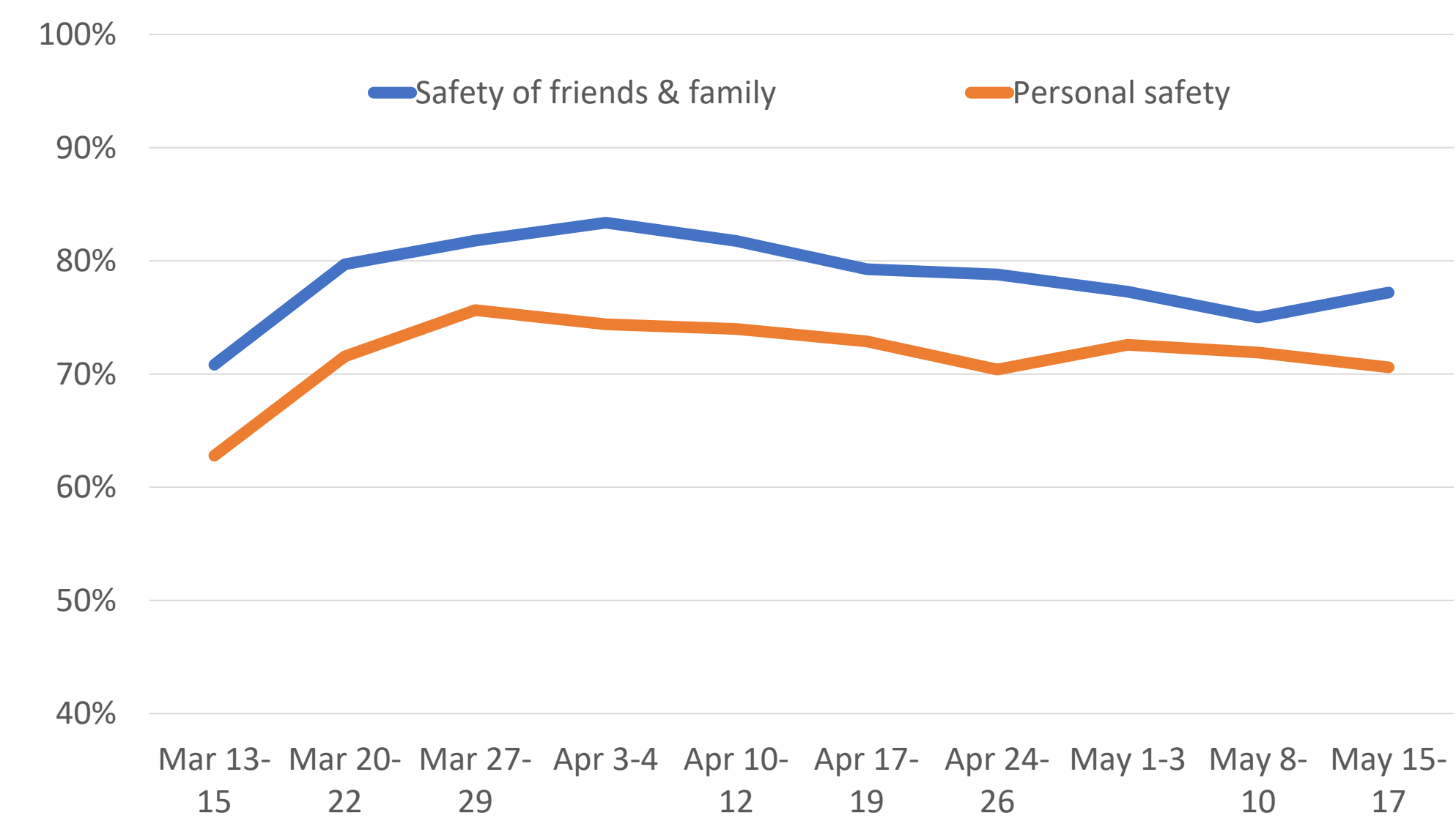
Question added in Wave 10





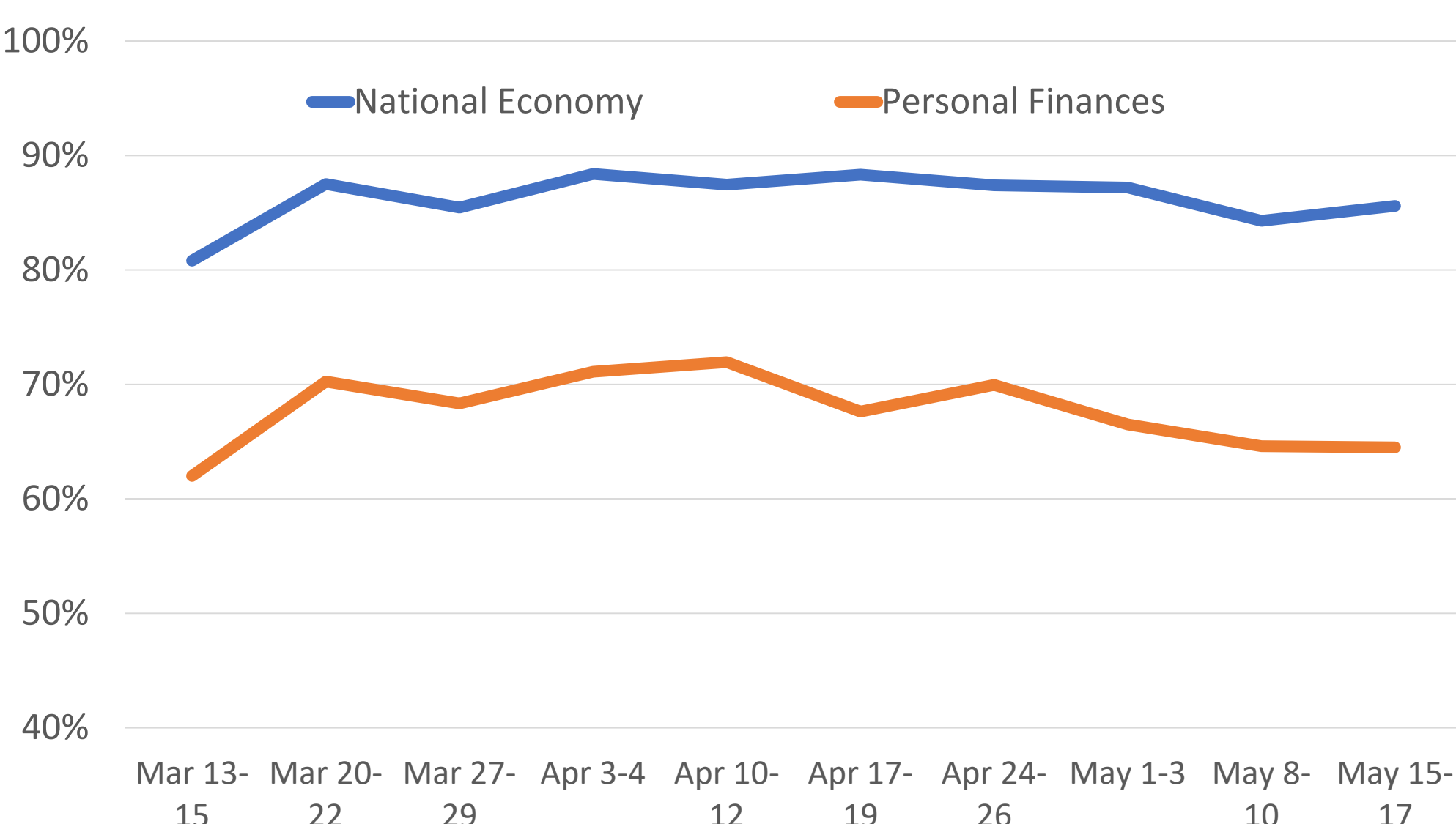
# Summary: Personal & External Concerns

## Safety Concerns (% answering 10-6 on 11-point scale)



**Question:** Thinking about the current coronavirus situation, in general, HOW CONCERNED ARE YOU PERSONALLY about contracting the virus? **Question:** Thinking about the current coronavirus situation, in general, how concerned are you about your FRIENDS OR FAMILY contracting the virus?

## Economic Concerns (% answering 10-6 on 11-point scale)



**Question:** Thinking about the current coronavirus situation, how concerned are you about the impact it may have on the NATIONAL ECONOMY? **Question:** Thinking about the current coronavirus situation, how concerned are you about the impact it may have on your PERSONAL FINANCES?

(Base: All respondents, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected March 27-29 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10 and 15-17, 2020)

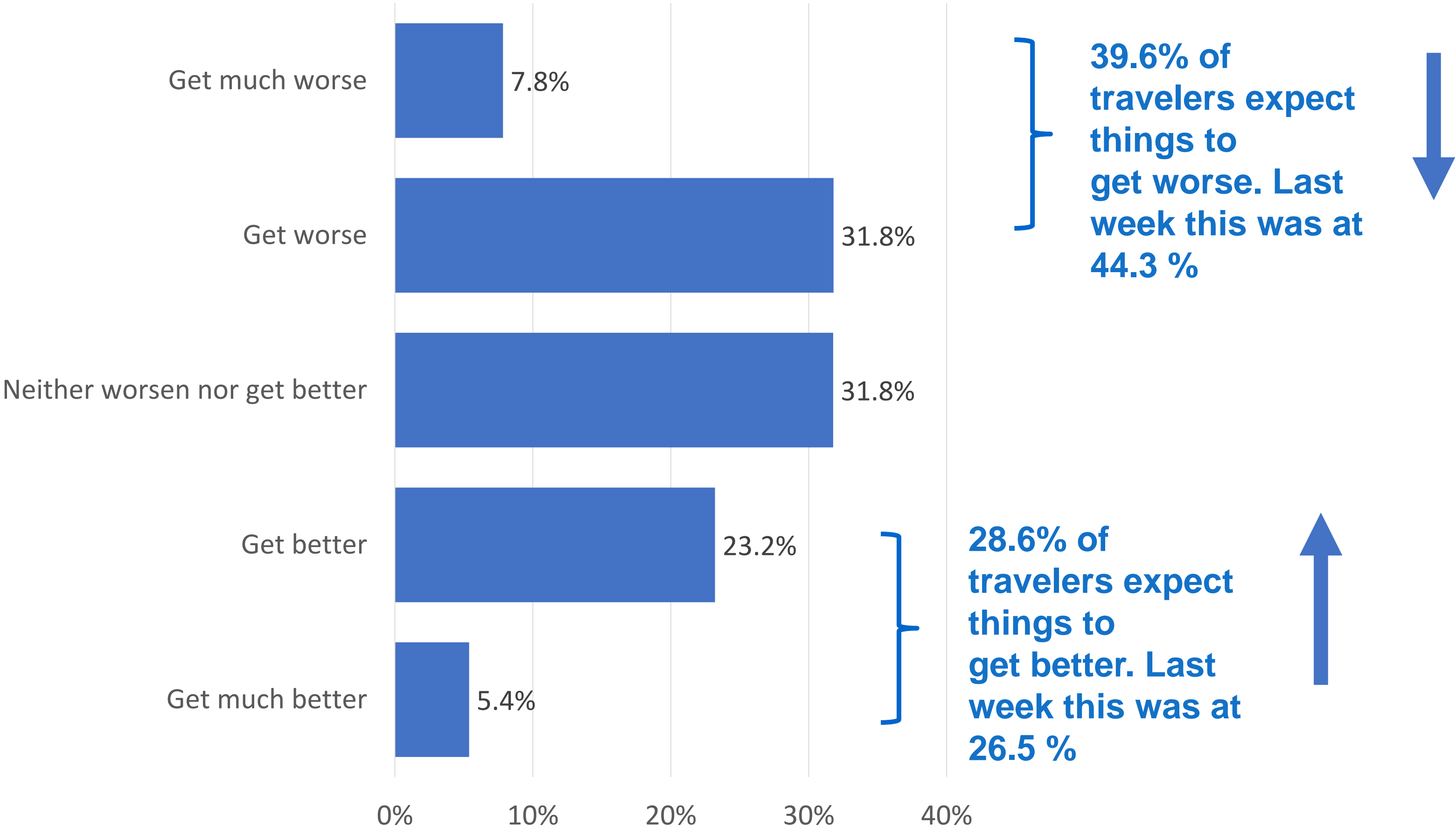


# Expectations for the Coronavirus Outbreak

**Question:** In the NEXT MONTH, how (if at all) do you expect the severity of the coronavirus situation in the United States to change? (Select one)

In the next month the coronavirus situation will \_\_\_\_\_

*(Base: Wave 10 data. All respondents, 1,212 completed surveys. Data collected May 15-17, 2020)*



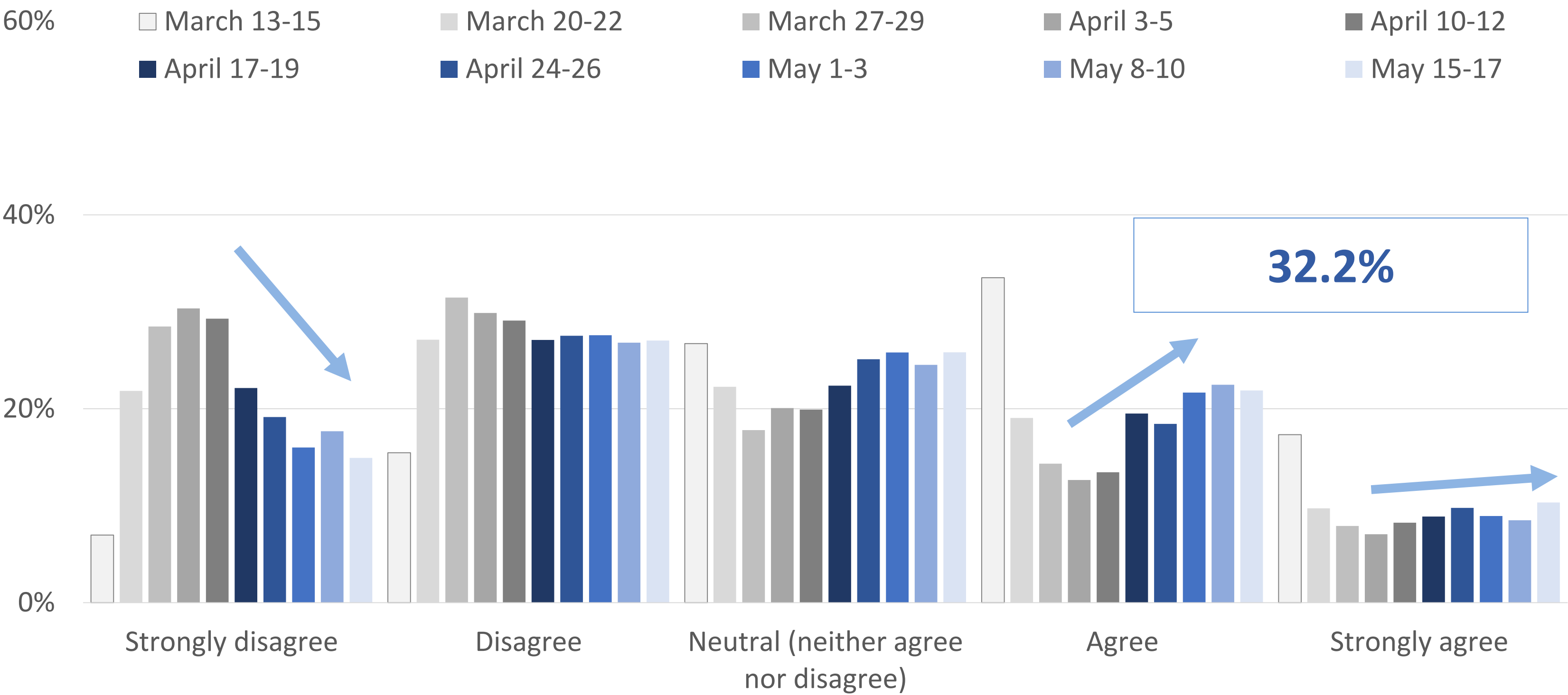


# Comfort Enjoying Home Community

How much do you agree with the following statement?

**Statement:** I still feel comfortable going out in my community to restaurants, local attractions and undertaking local activities.

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10 and 15-17, 2020)

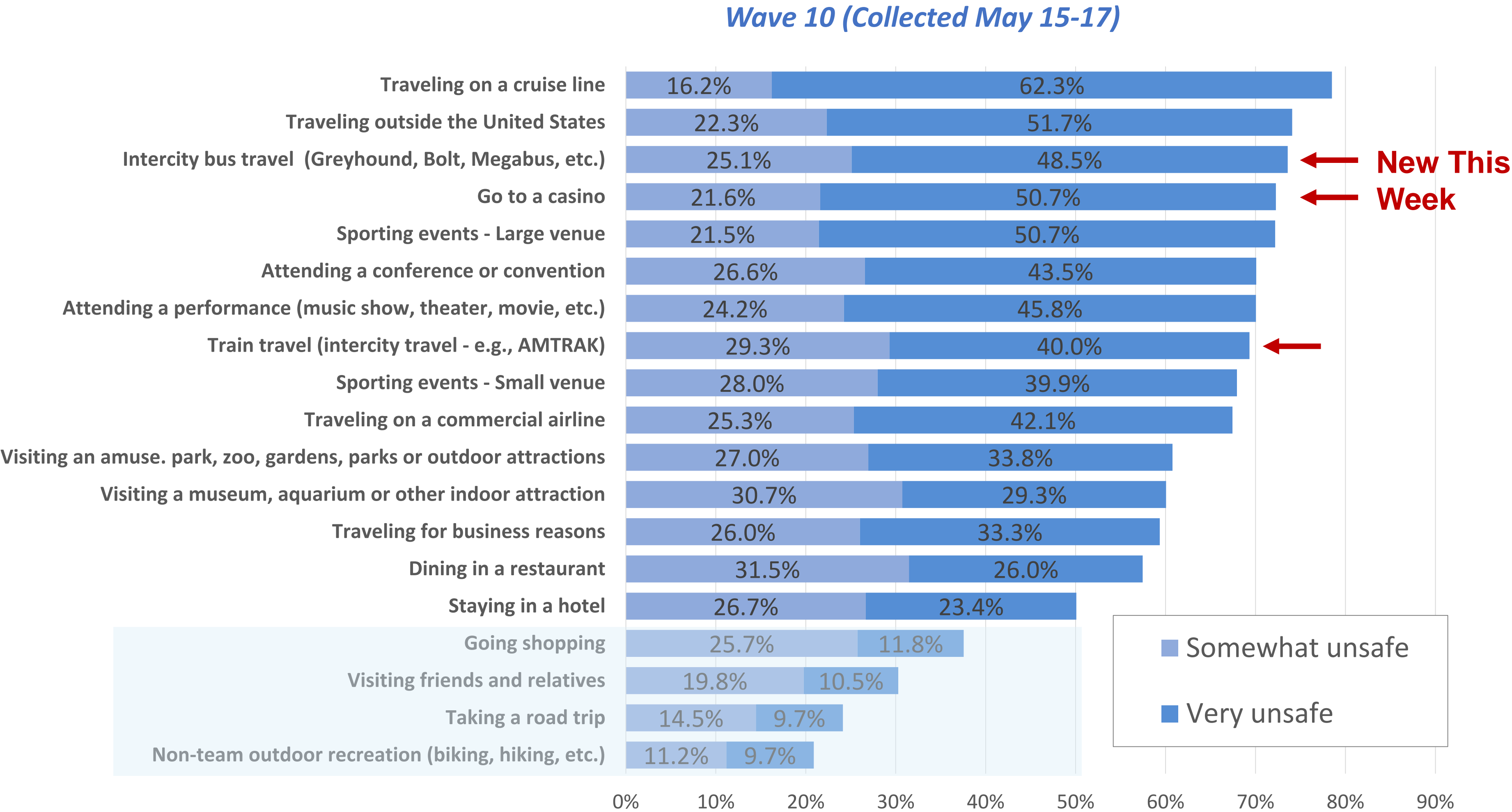




# Perceived Safety of Travel Activities (Wave 10)

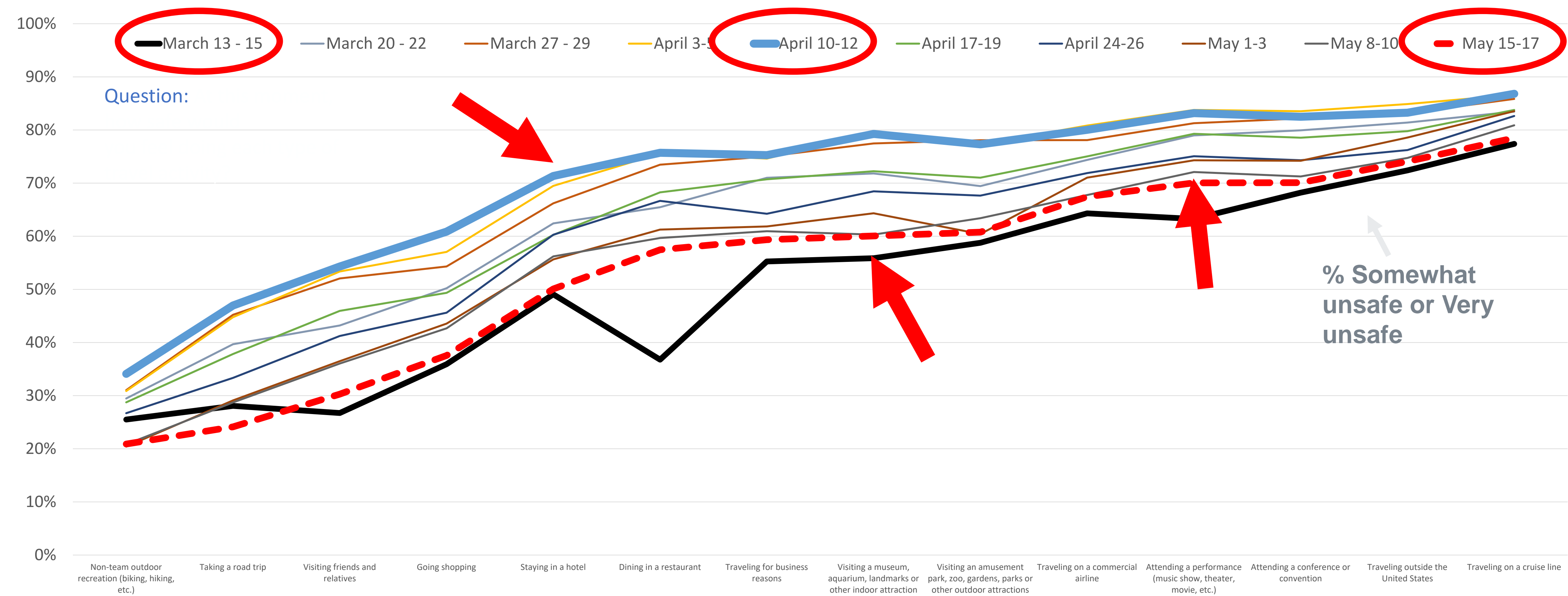
**Question:** At this moment, how safe would you feel doing each type of travel activity

*(Base: Wave 10 data. All respondents, 1,212 completed surveys. Data collected May 15-17, 2020)*





# Perceived Safety of Travel Activities (Waves 1-10 Comparison)



(Base: All respondents, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected March 27-29 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10 and 15-17, 2020)

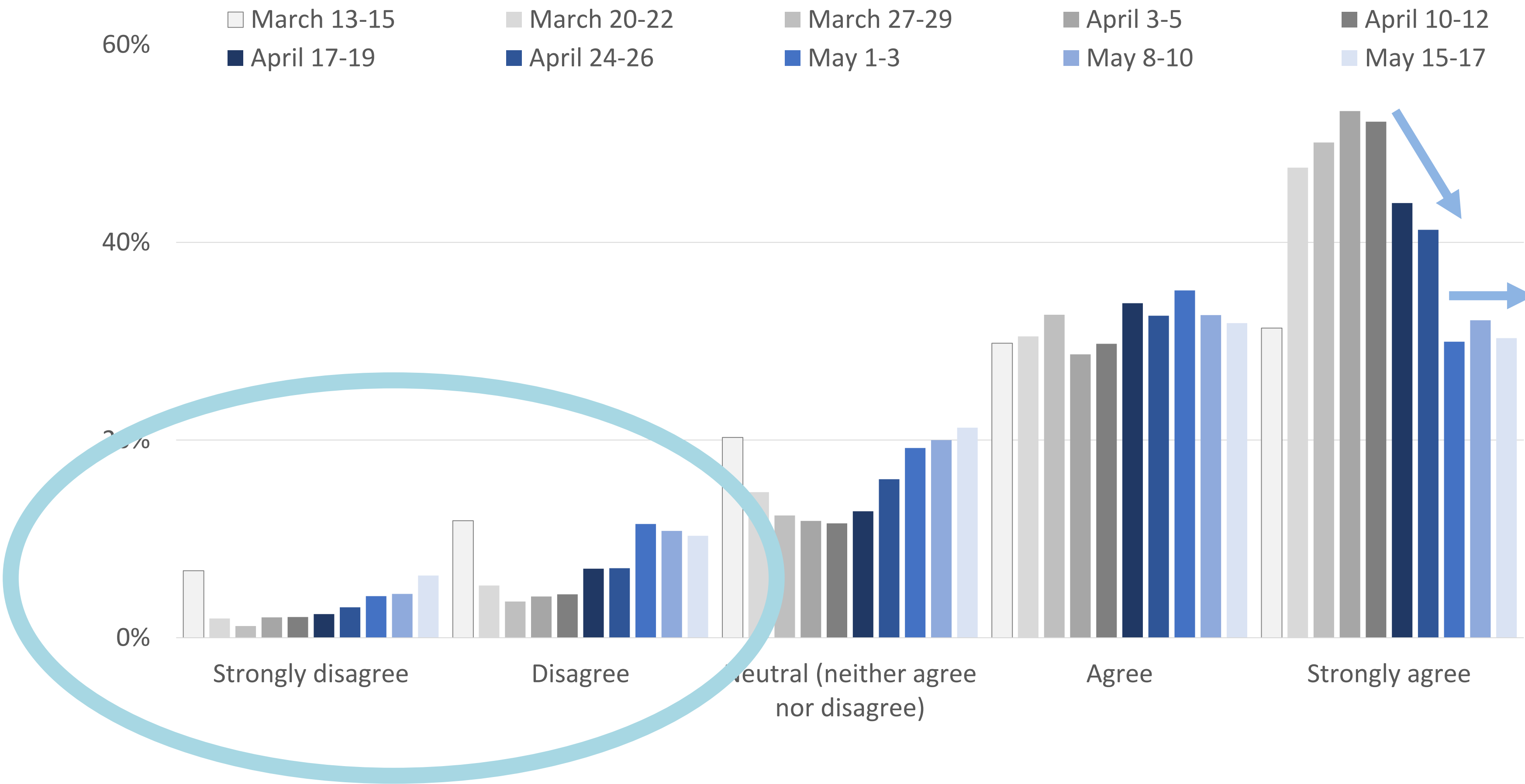


# Avoiding Travel Until the Crisis Blows Over

How much do you agree with the following statement?

**Statement:** I'm planning to avoid all travel until the coronavirus situation blows over.

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10 and 15-17,



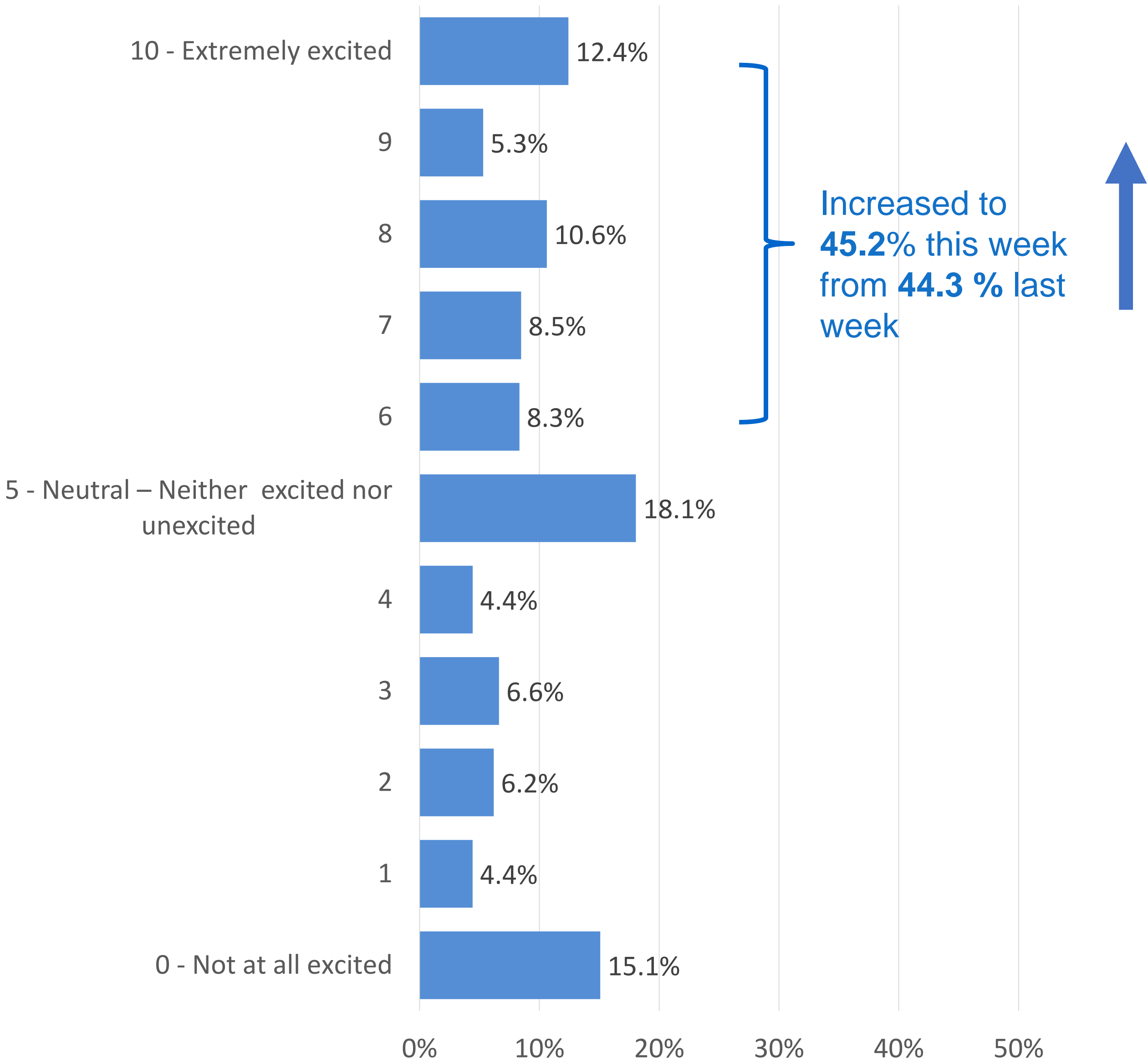


# Excitement to Travel Now

**Question:** Imagine that a good friend (or close family member) asks you to take a weekend getaway with them sometime in the next month.

**How excited would you be to go? (Assume the getaway is to a place you want to visit)**

*(Base: All respondents, 1,200 completed surveys.  
Data collected May 8-10, 2020)*

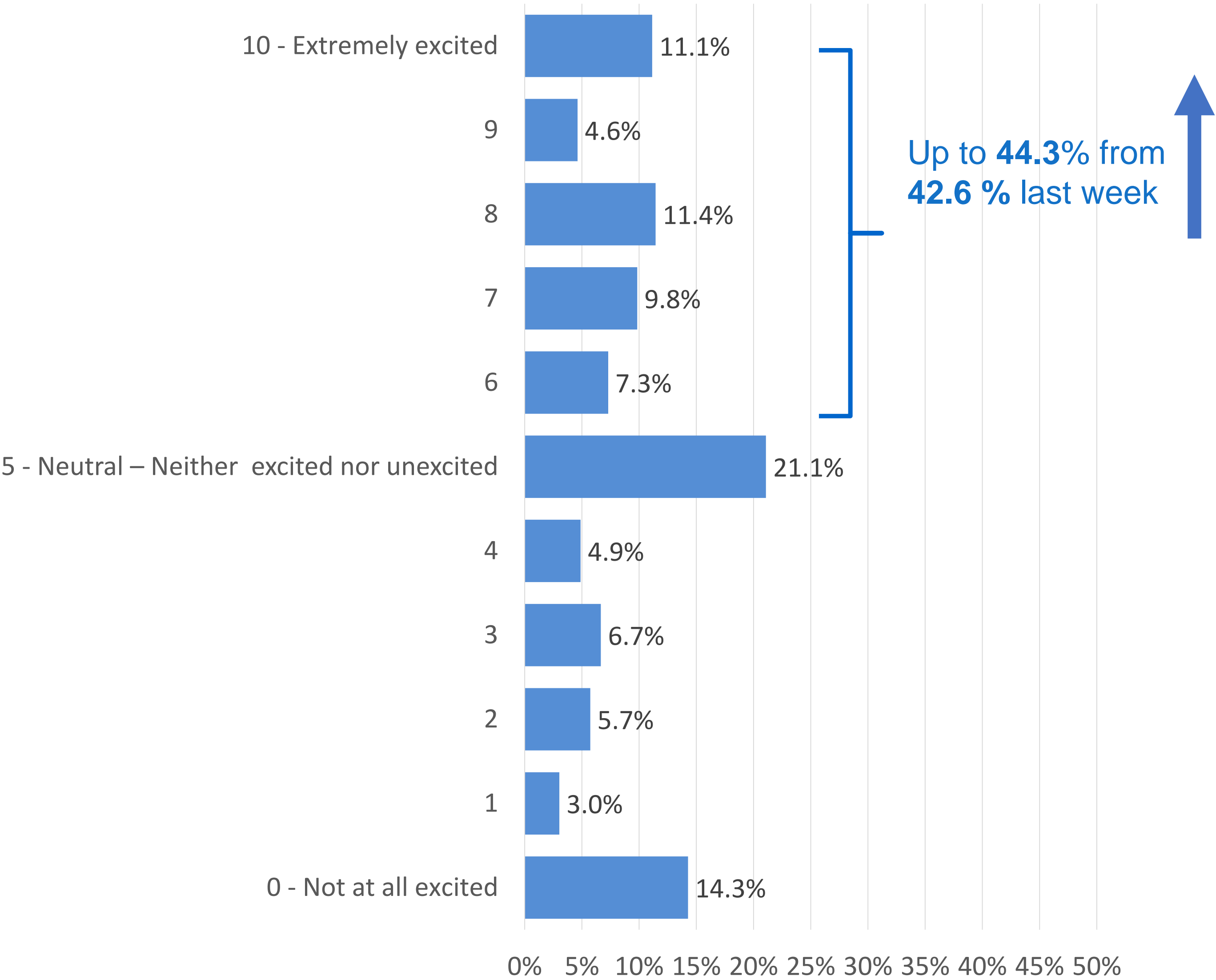




# Openness to Travel Information

**Question:** At this moment, how excited are you in learning about new, exciting travel experiences or destinations to visit?

*(Base: All respondents, 1,200 completed surveys.  
Data collected May 8-10, 2020)*





# What Travelers Will Avoid After Coronavirus

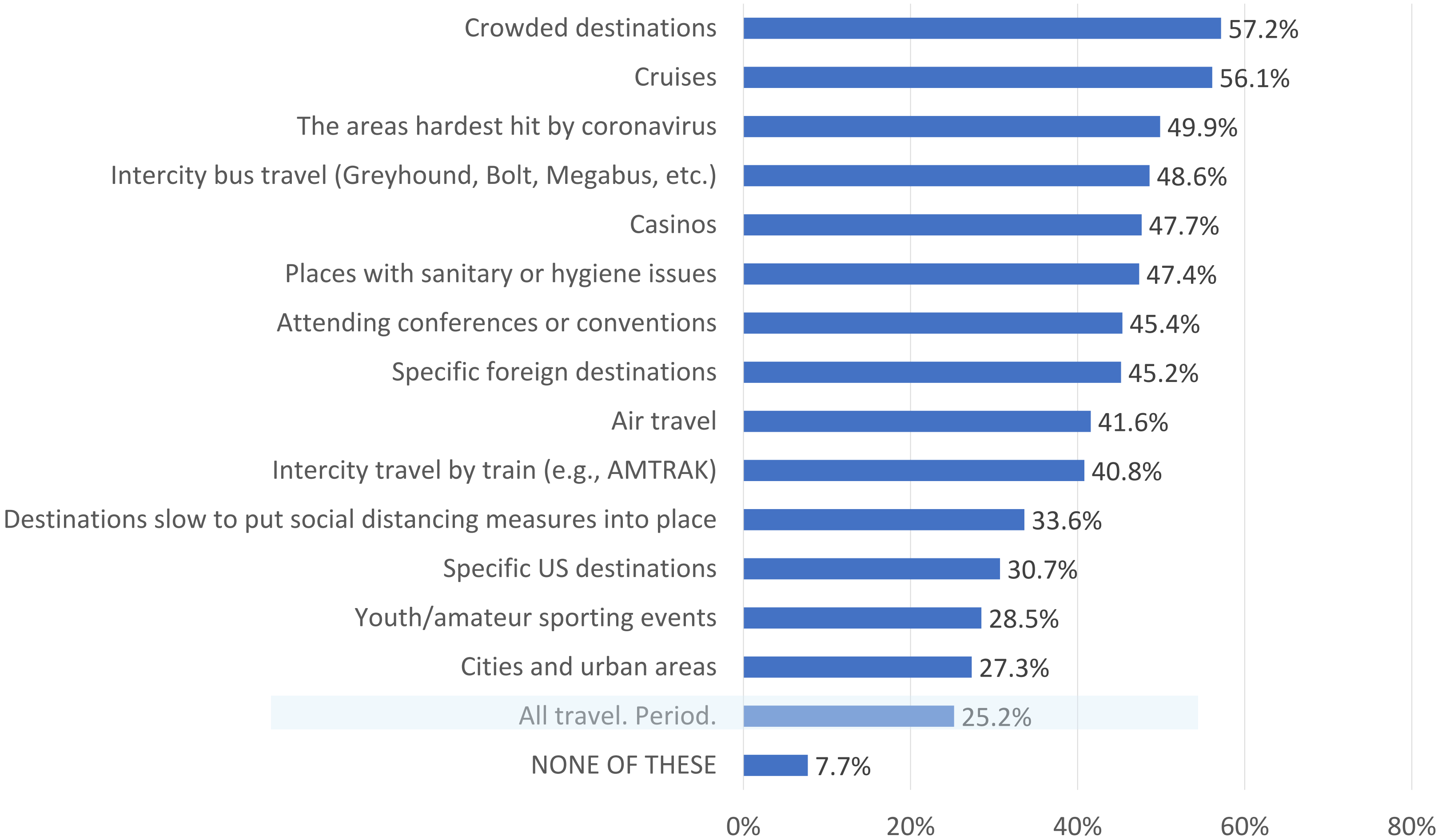
How much do you agree with the following statement?

**Statement:** Do you expect that you will avoid any of the following in the SIX (6) MONTH period immediately after the coronavirus situation is resolved? (Select all that would complete the following sentence for you)I will most likely avoid

\_\_\_\_\_.

(Base: All respondents, 1,212 completed surveys. Data collected May 15-17, 2020)

Question Added in Wave 4





# American Travelers Who Are Not Traveling

- Higher levels of concern about personally of friends/family contracting COVID-19
- Skew female
- More likely to have graduate degrees









MAY 20, 2013

Obama's New Boss / Syria  
face-off McCain vs. Brzezinski / **PLUS:** Summer's  
best movies & more

# TIME

## THE ME ME ME GENERATION

Millennials are lazy, entitled narcissists  
who still live with their parents

Why they'll save us all

BY JOEL STEIN



time.com



# GENERATION

Millennials are lazy, entitled narcissists  
who still live with their parents

Why they'll save us all

BY JOEL STEIN





Millennial/GenZ	Baby Boomers
-----------------	--------------

5.8	4.4
-----	-----

Excitement to take a getaway in the next month (10-pt scale)

5.8	4.6
-----	-----

Interest in learning about destinations/experiences (10-pt scale)

46%	23%
-----	-----

Travel discounts/price cuts increase interest in traveling (% agreeing)



# KEY TAKEAWAYS

- The SIP experience appears to have worked out fairly well for most travelers—improving many families’ sense of togetherness, while underscoring the benefits of travel
- American travelers are feeling more comfortable and gradually safer
- Enthusiasm for getting back to travel continues to improve
- Younger travelers will likely be key to the initial stage of the industry’s recovery





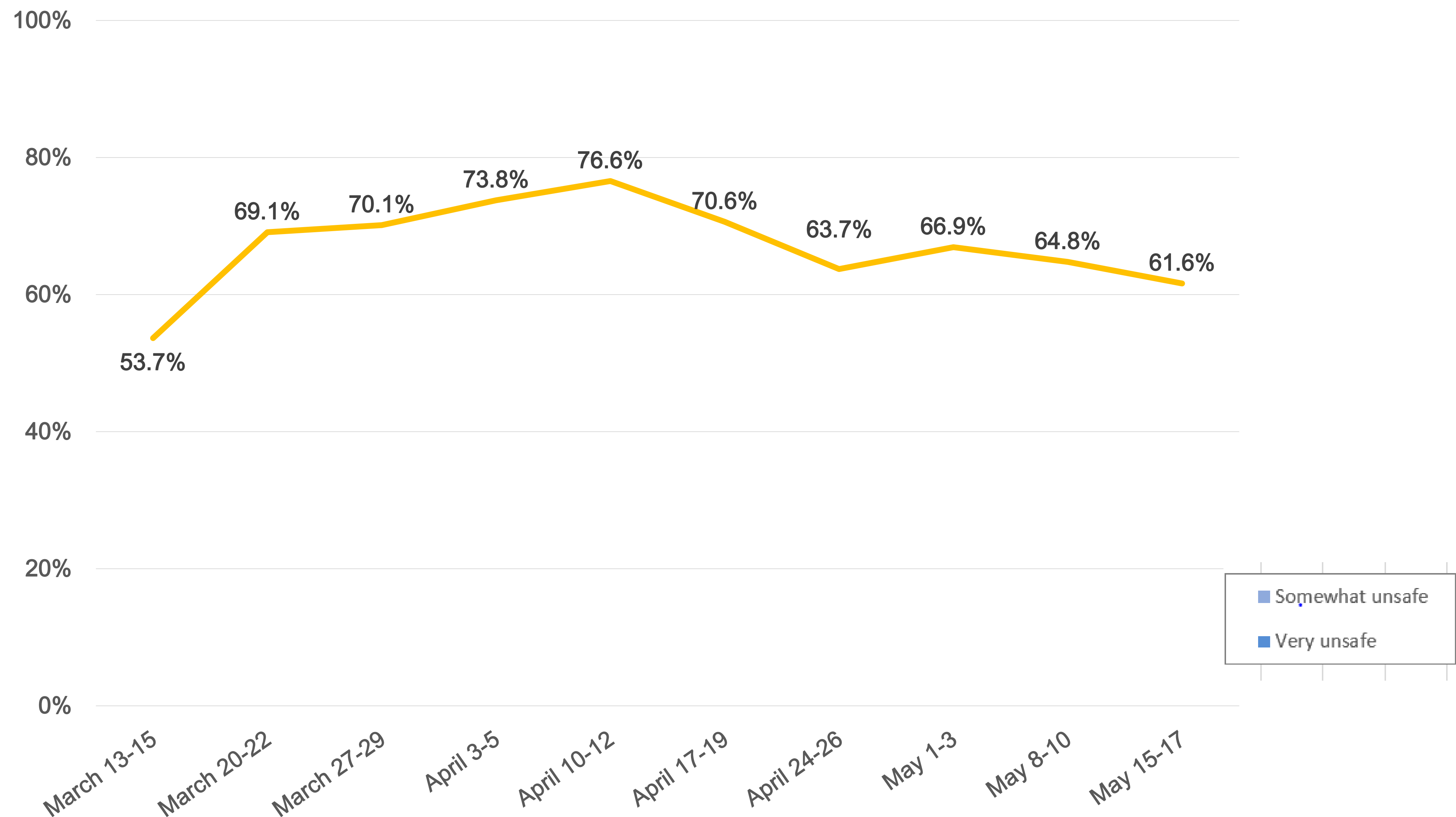
A group of business professionals in formal attire are walking through a modern, brightly lit office lobby. In the foreground, a woman in a grey suit and a man in a dark suit are walking towards the camera. Behind them, other professionals are also walking, some pulling luggage. To the right, a tall blue banner with white text and a network diagram graphic reads 'XII ANNUAL BUSINESS CONFERENCE'. The floor is polished and reflects the light from the large windows on the left.

XII  
ANNUAL  
BUSINESS  
CONFERENCE

Are We Ready to  
Attend Conferences &  
Conventions?



# Perceived Safety of Attending a Conference or Convention



Base: Respondents who have attended a conference or convention in the last two years

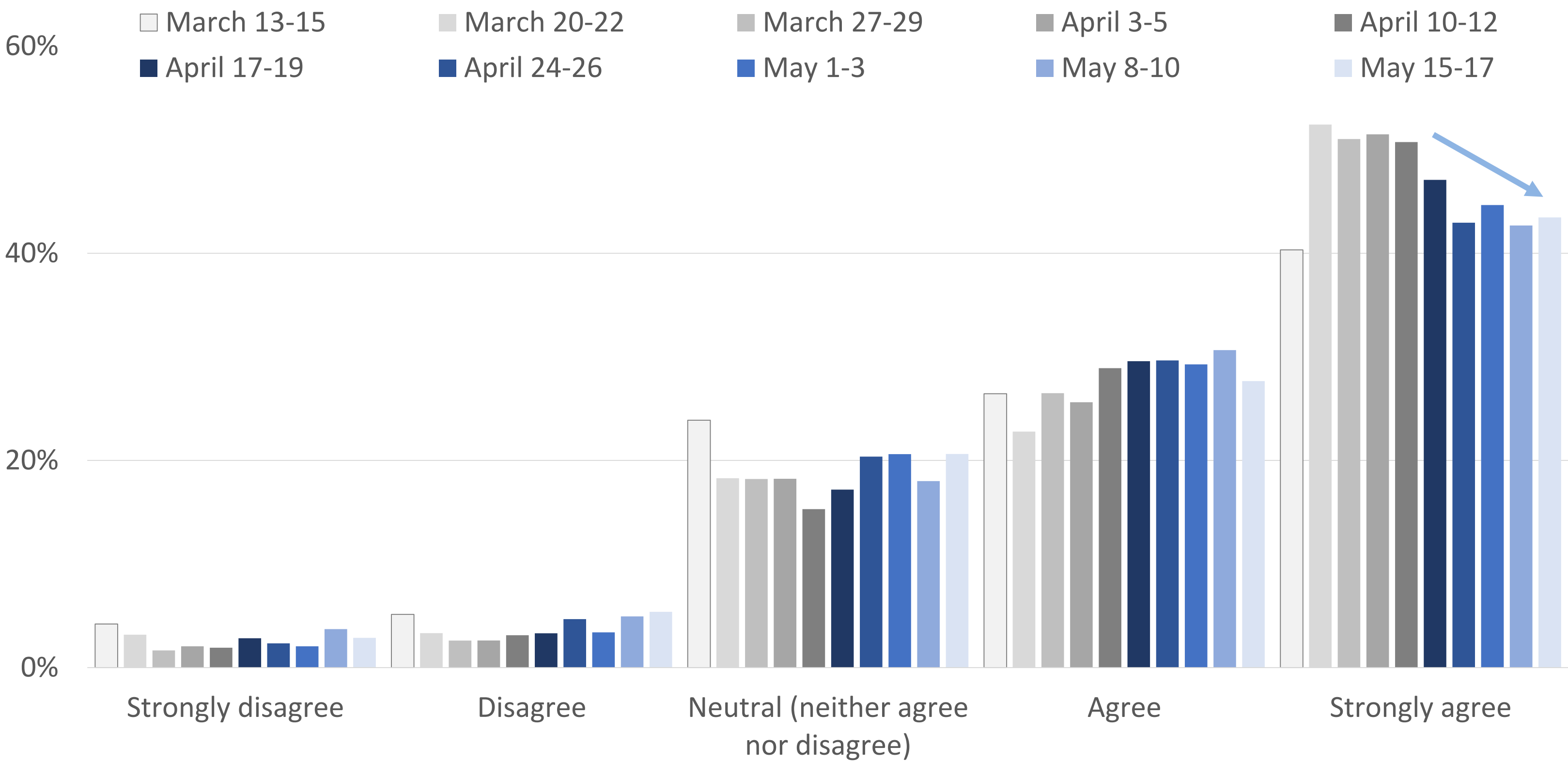


# Avoiding Conventions & Conferences

How much do you agree with the following statement?

**Statement:** I will be unlikely to attend any conferences or conventions until the coronavirus situation is resolved.

(Base: All respondents, 1,201, 1,200, 1,201, 1,216, 1,263, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected March 13-15, 20-22, 27-29, April 3-5, 10-12, 17-19, 24-26, May 1-3, 8-10 and 15-17, 2020)





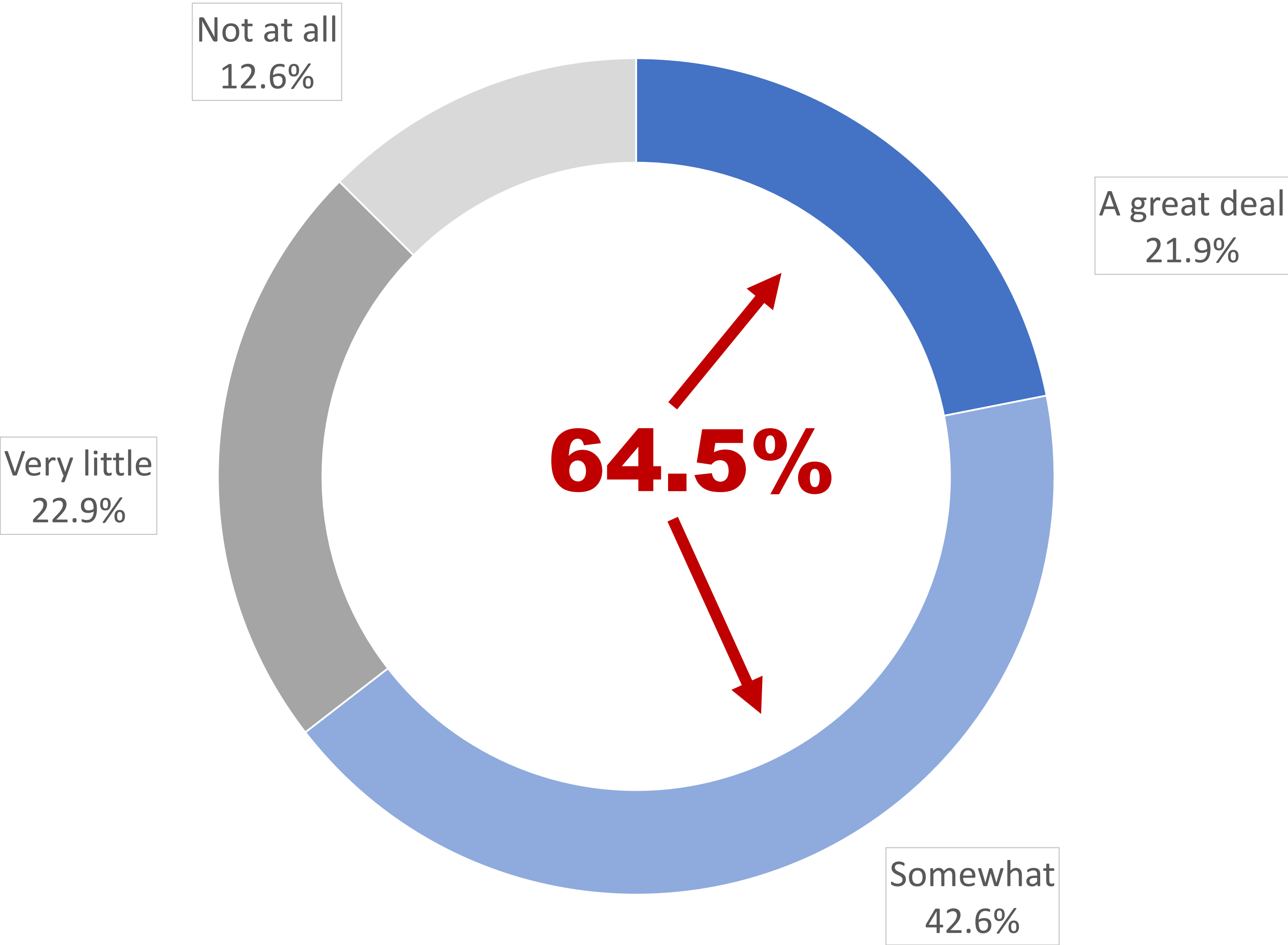
# Trust in Meeting Host Organizations

**Question:** In general, how much would you trust the organization hosting the conference or convention to protect your health?

I would trust hosting organization \_\_\_\_.

*(Base: All respondents who have attended a convention, conference or group meeting in past 3 years, 368 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10





# Trust in Fellow Meeting Attendees

**Question:** Suppose you were to attend a conference or convention sometime in the next year.

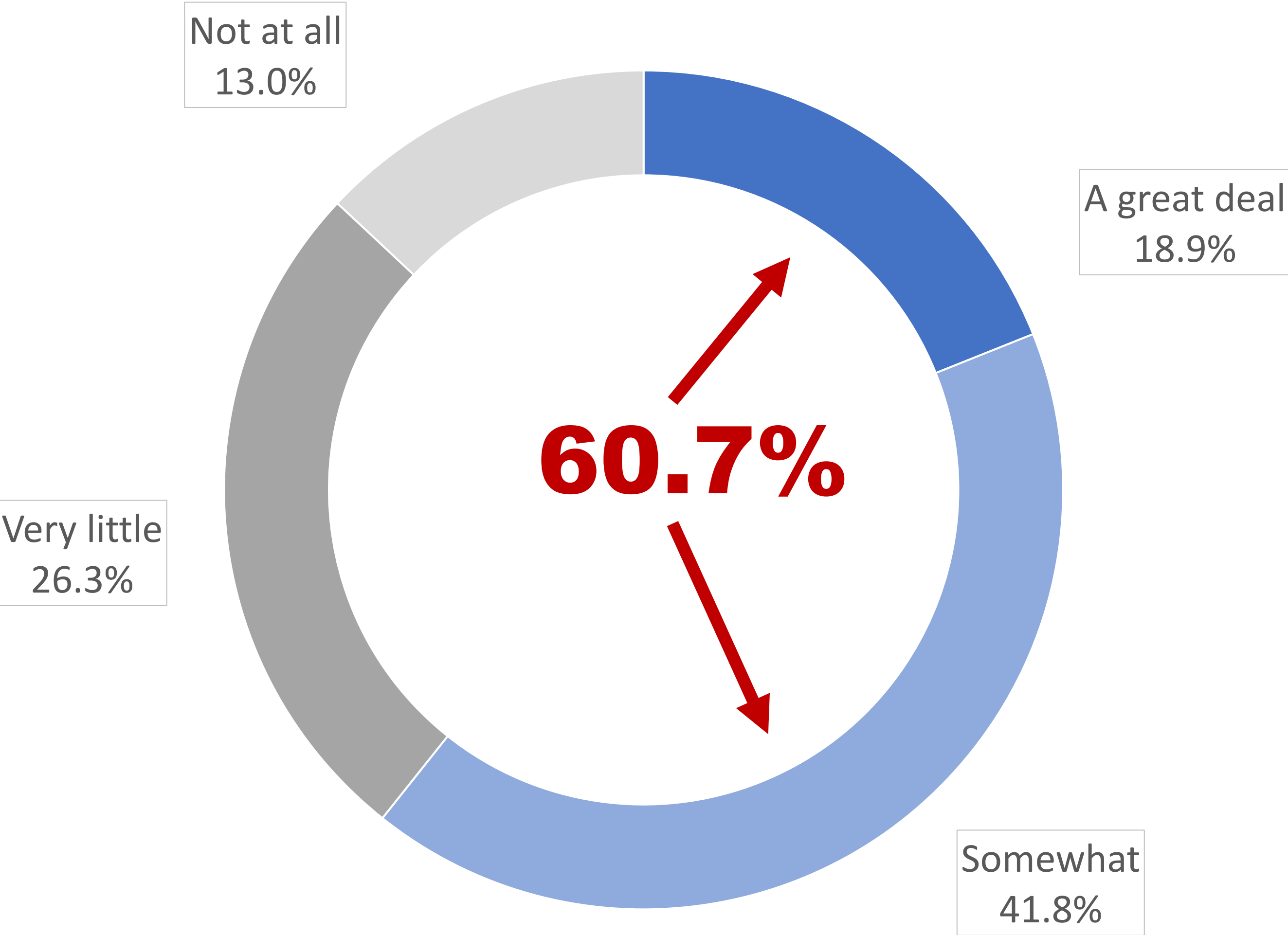
In general, how much would you trust your fellow attendees to conduct themselves appropriately, doing what they can to protect other attendees from exposure to the COVID-19 virus?

I trust my fellow attendees

\_\_\_\_\_.

*(Base: All respondents who have attended a convention, conference or group meeting in past 3 years, 367 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10







# KEY TAKEAWAYS

- American travelers are opening back up to attending conferences and conventions
- There is tentative trust in event producers to protect attendees health
- While most travelers trust their co-workers to act appropriately to protect their health, the meetings industry may face a bigger challenge in developing such trust about attendees at their events

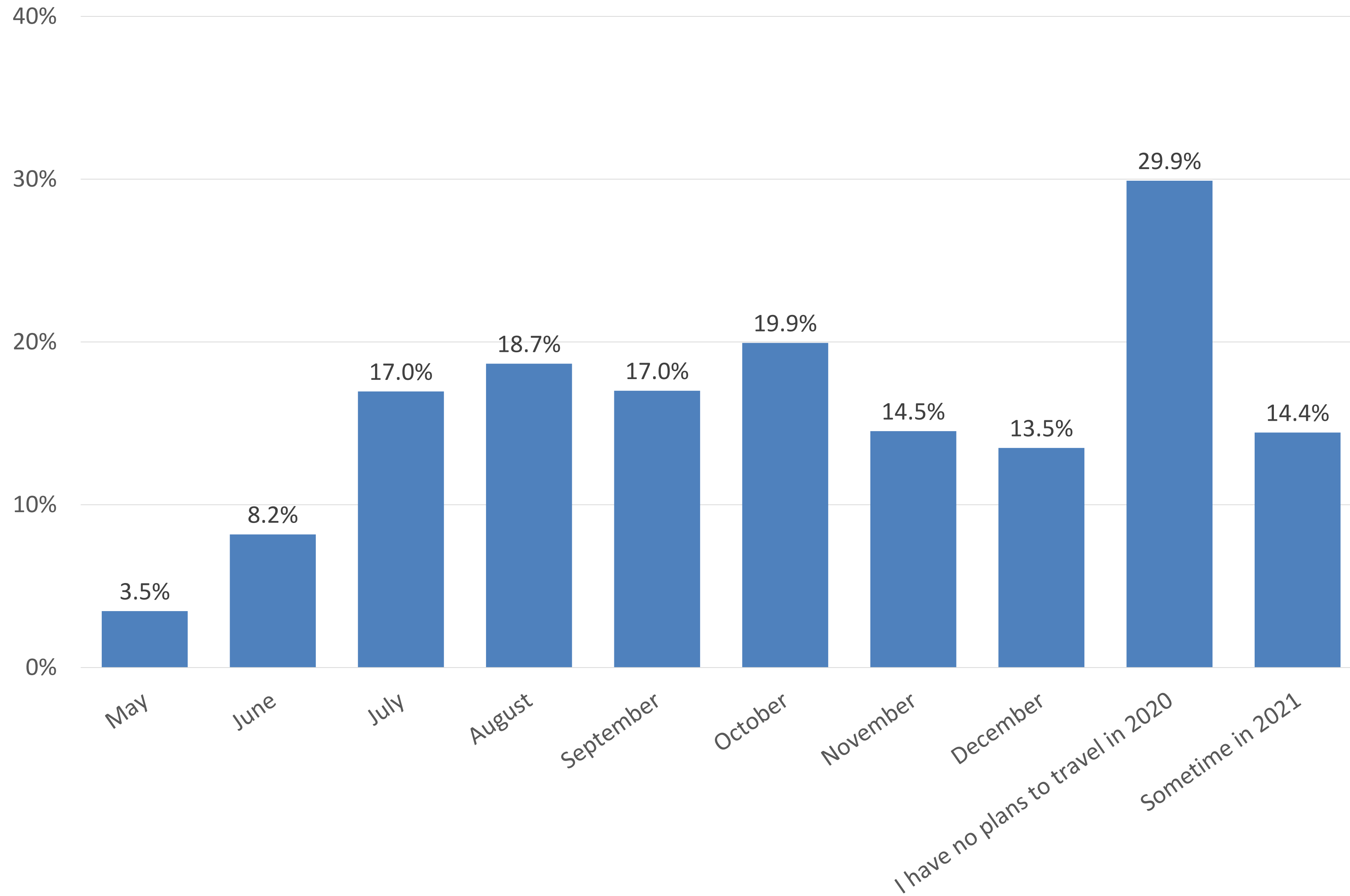


# Our Next Leisure Trip



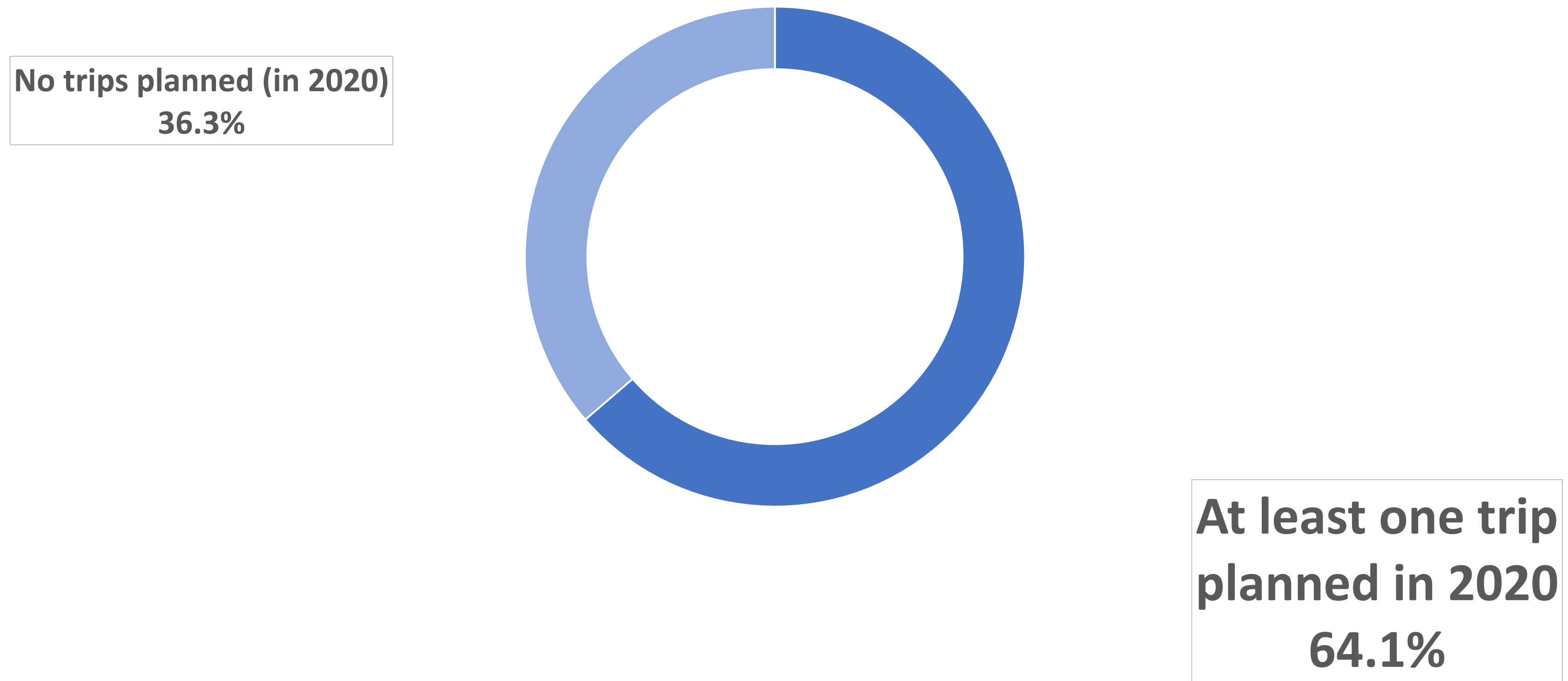


# Month of Trips Planned





**Question:** Even if only tentatively scheduled, in which months of this year do you currently plan to take any leisure trips?





# Preparations Already Completed for Next Leisure Trip

(% of travelers selecting any of the following)



**Talked to friends/relatives  
about trip (31.7%)**



**Researched things to see  
and do on trip (23.3%)**



**Booked hotel, motel or  
inn (22.4%)**



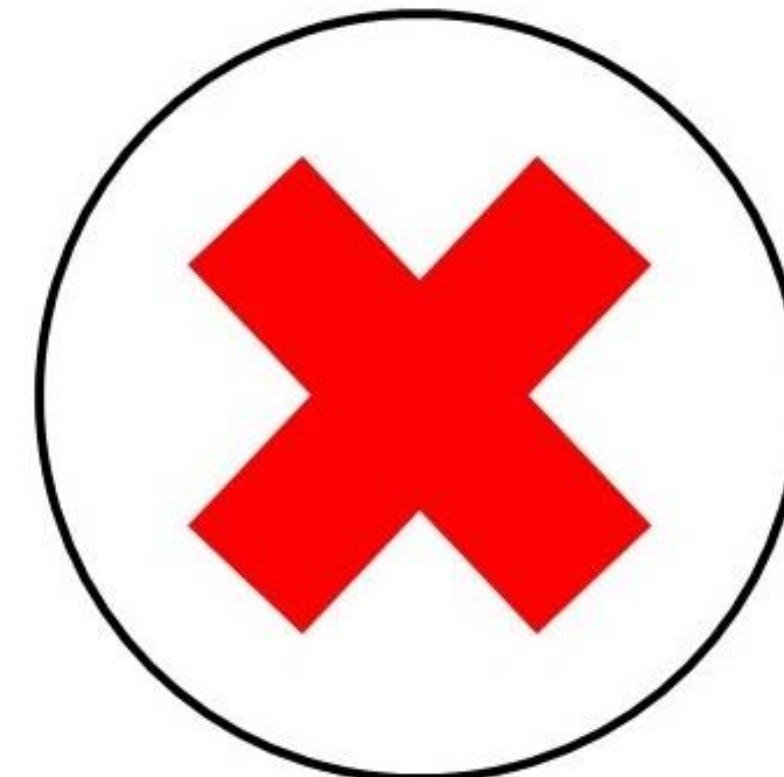
**Bought plane tickets  
(17.9%)**



**Booked passage of  
a cruise liner (9.7%)**



**Purchased train  
tickets (5.6%)**



**None of these  
(29.6%)**

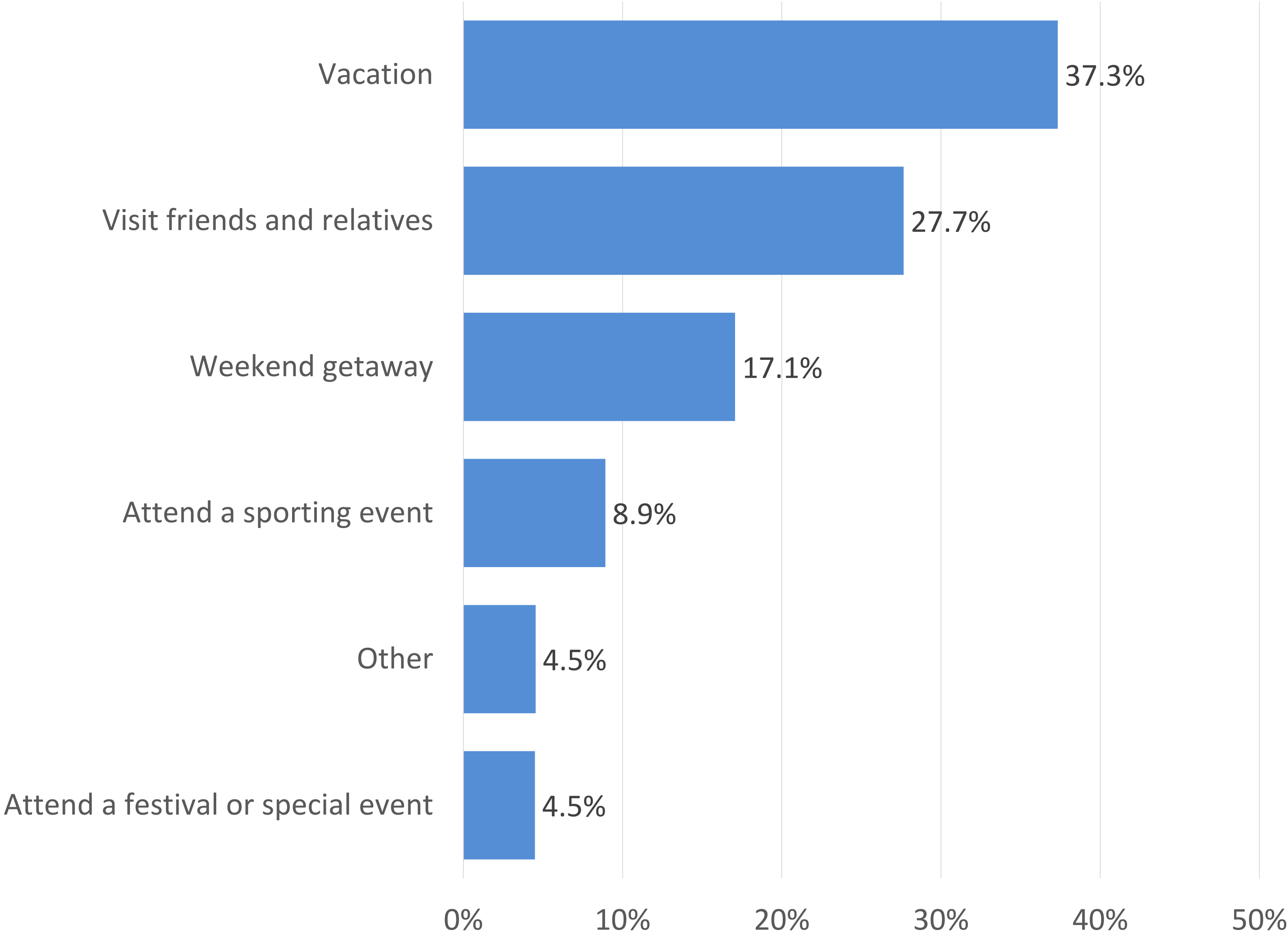


# Primary Reason for Next Leisure Trip

**Question:** Which best describes the primary reason for your NEXT LEISURE TRIP? (Select one)

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



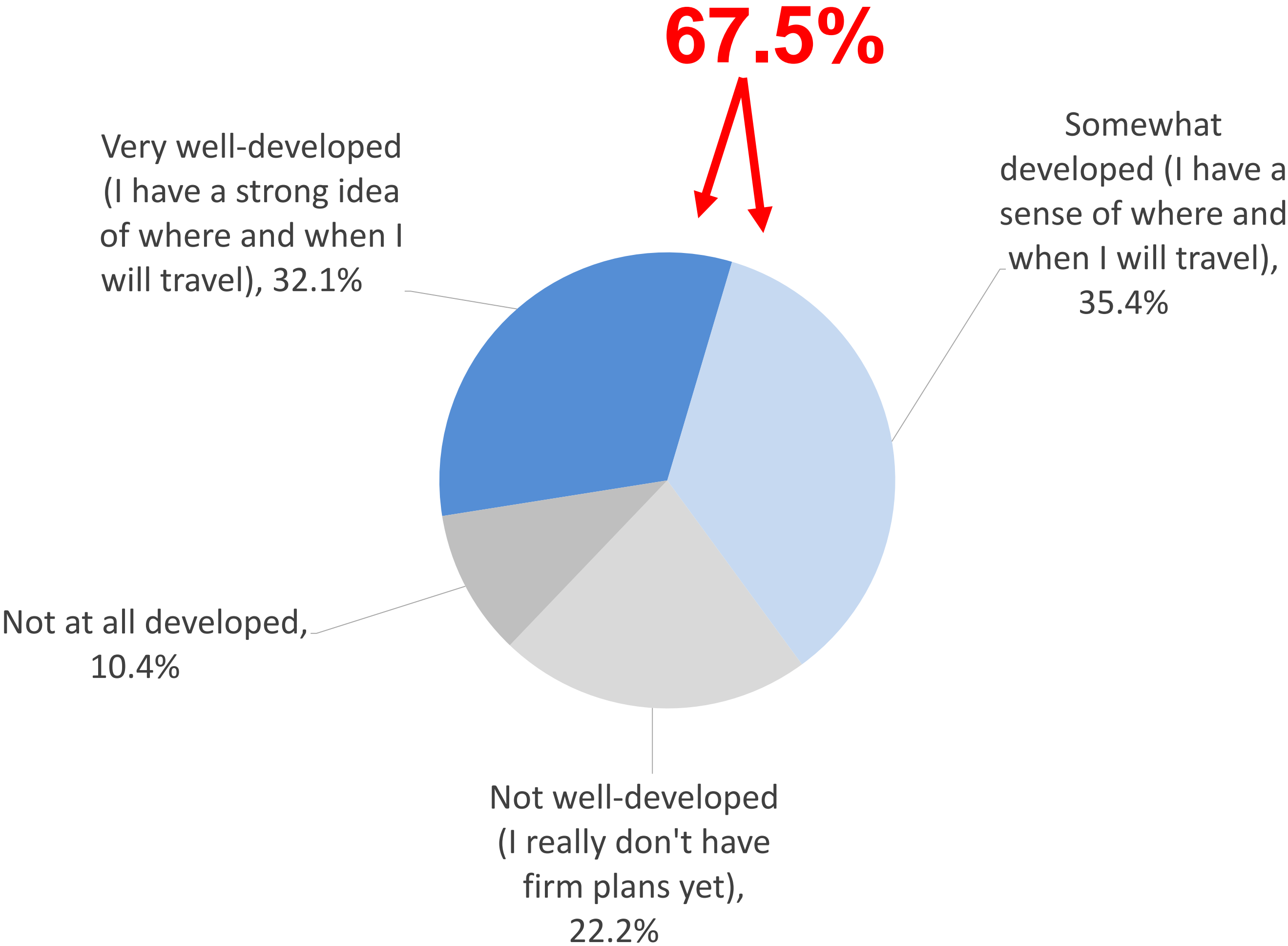


# Stage in Travel Plan Development

**Question:** Right now, which best describes **HOW WELL-DEVELOPED** the idea of this next leisure trip is in your mind? (Select one)

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



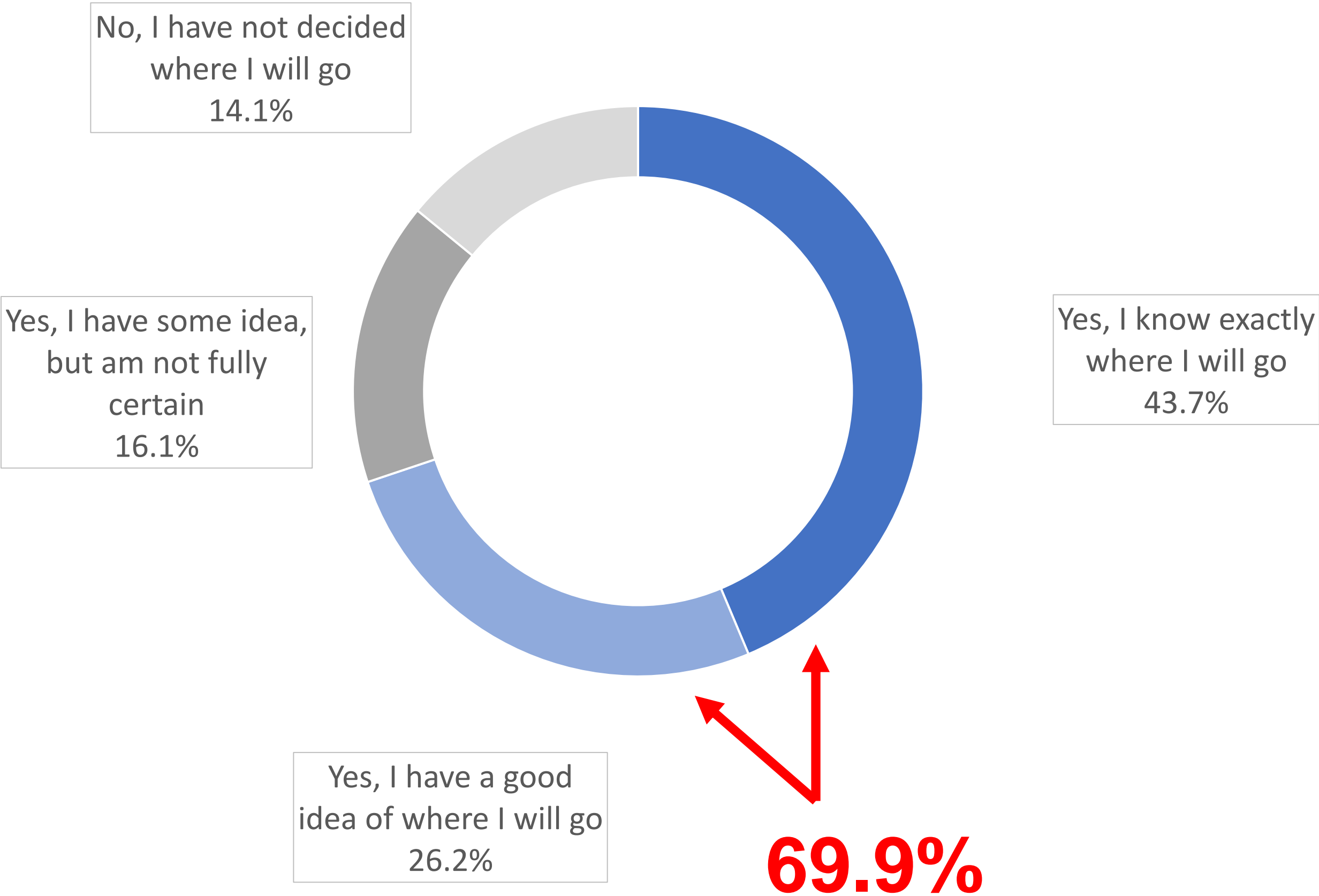


# Stage in Destination Selection

**Question:** Have you **SELECTED THE DESTINATION(S)** you will visit on your next leisure trip? (Select the one that best describes you)

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



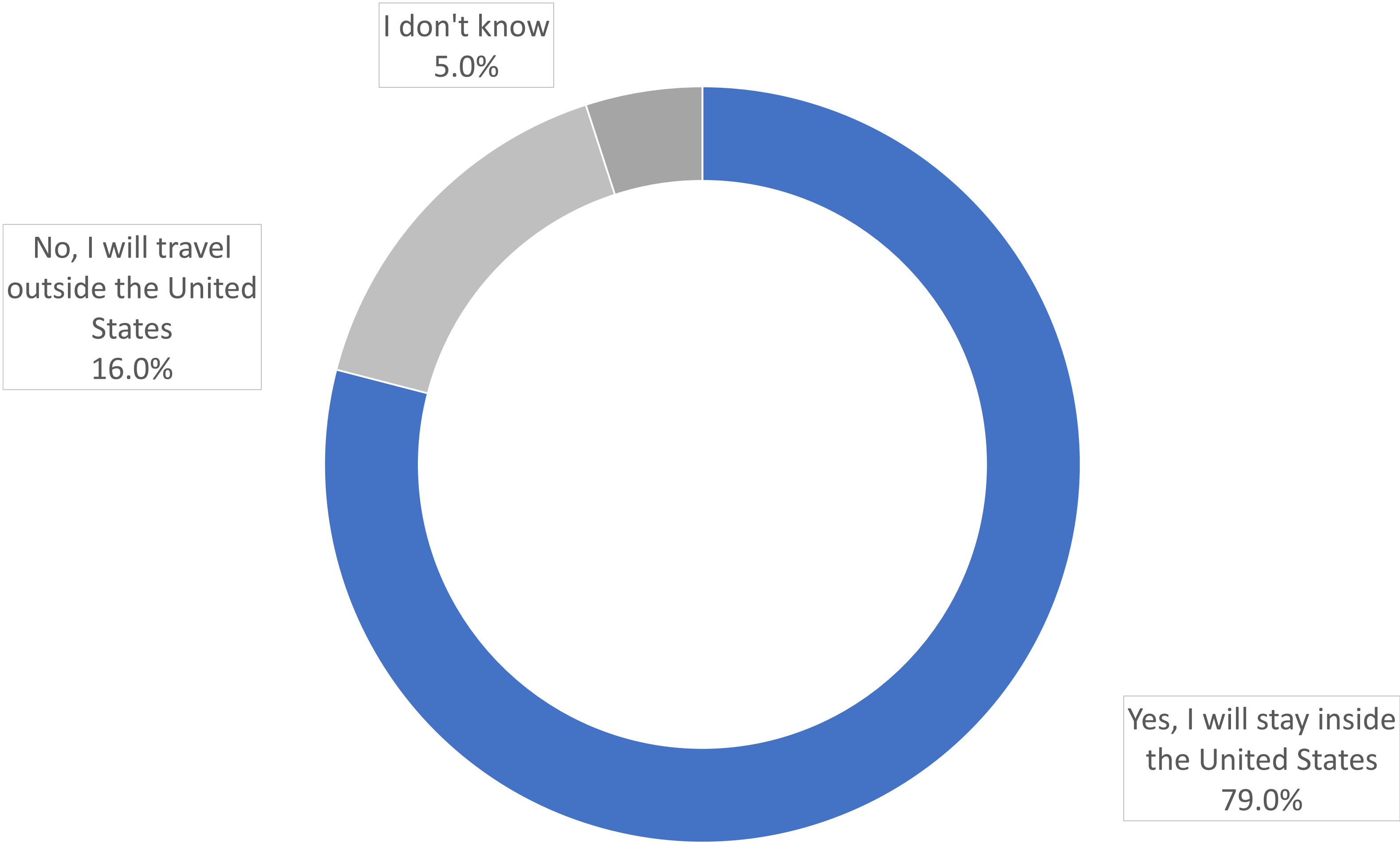


# International Travel on Next Leisure Trip

**Question:** Will this trip be exclusively inside the United States?

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



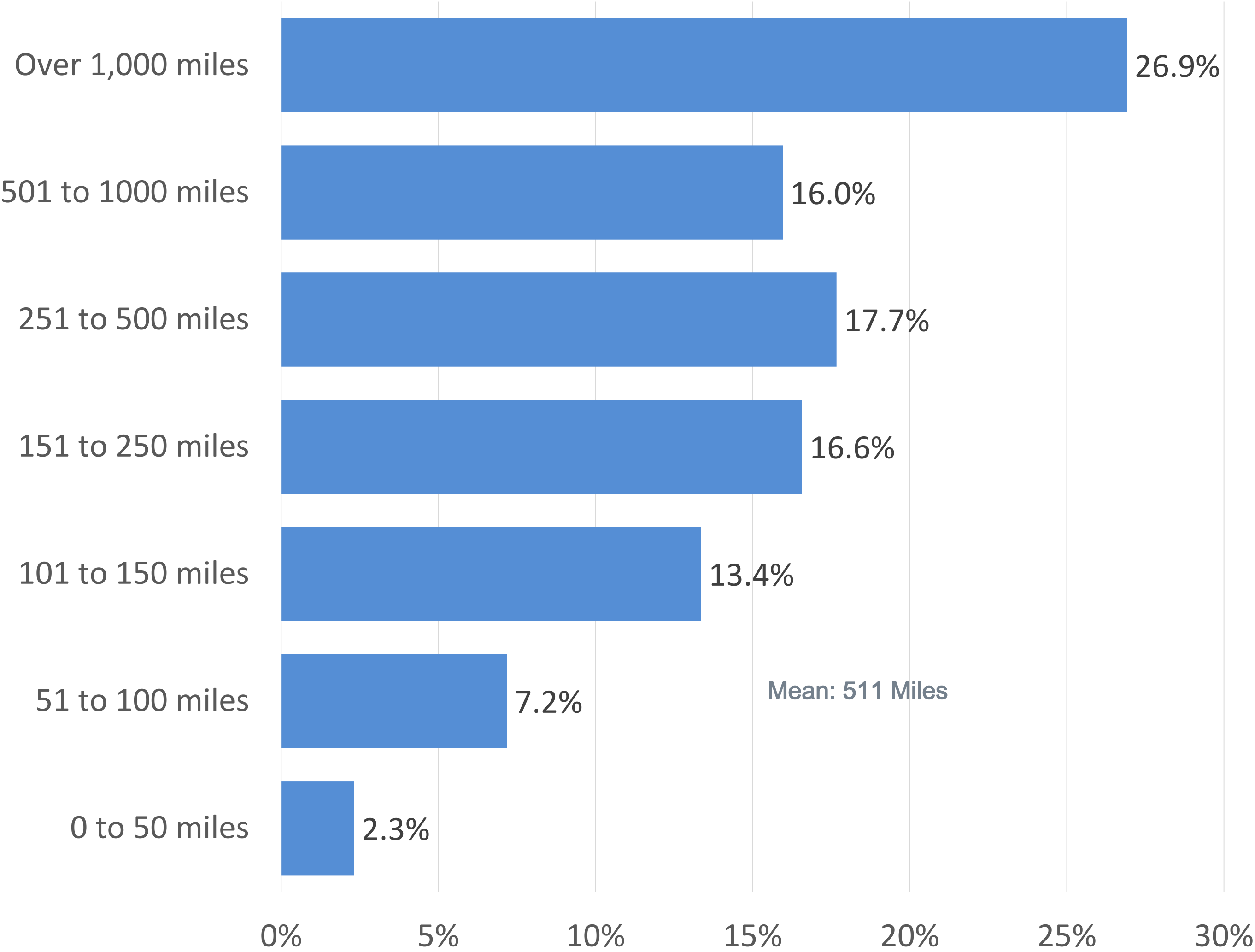


# Maximum Distance from Home

**Question:** At a maximum, how far away from your home will you travel on this NEXT LEISURE TRIP?

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



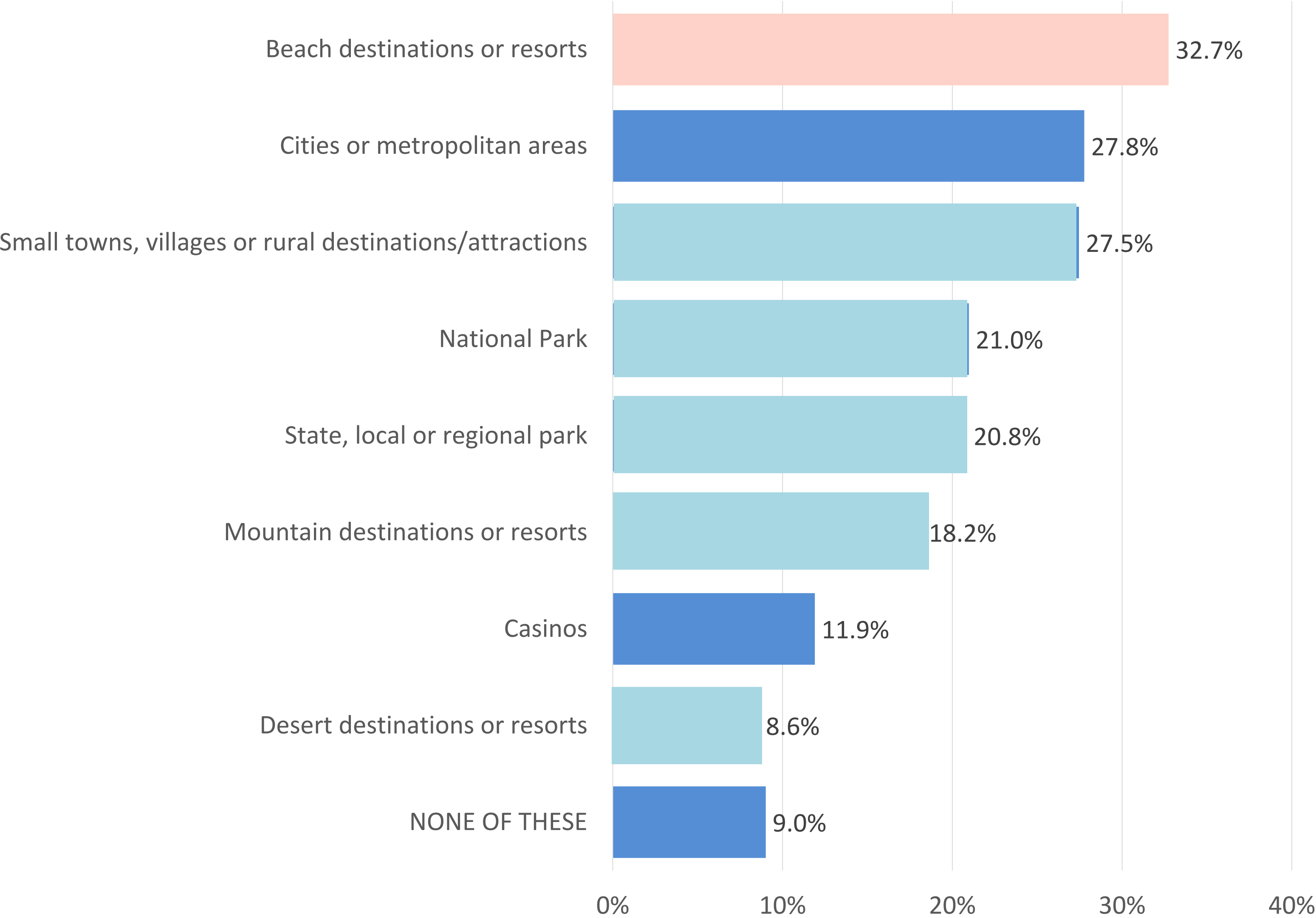


# Destination Types Visited on Next Leisure Trip

**Question:** Which of the following will you be likely to visit on your NEXT LEISURE TRIP? (Select all that apply)

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10



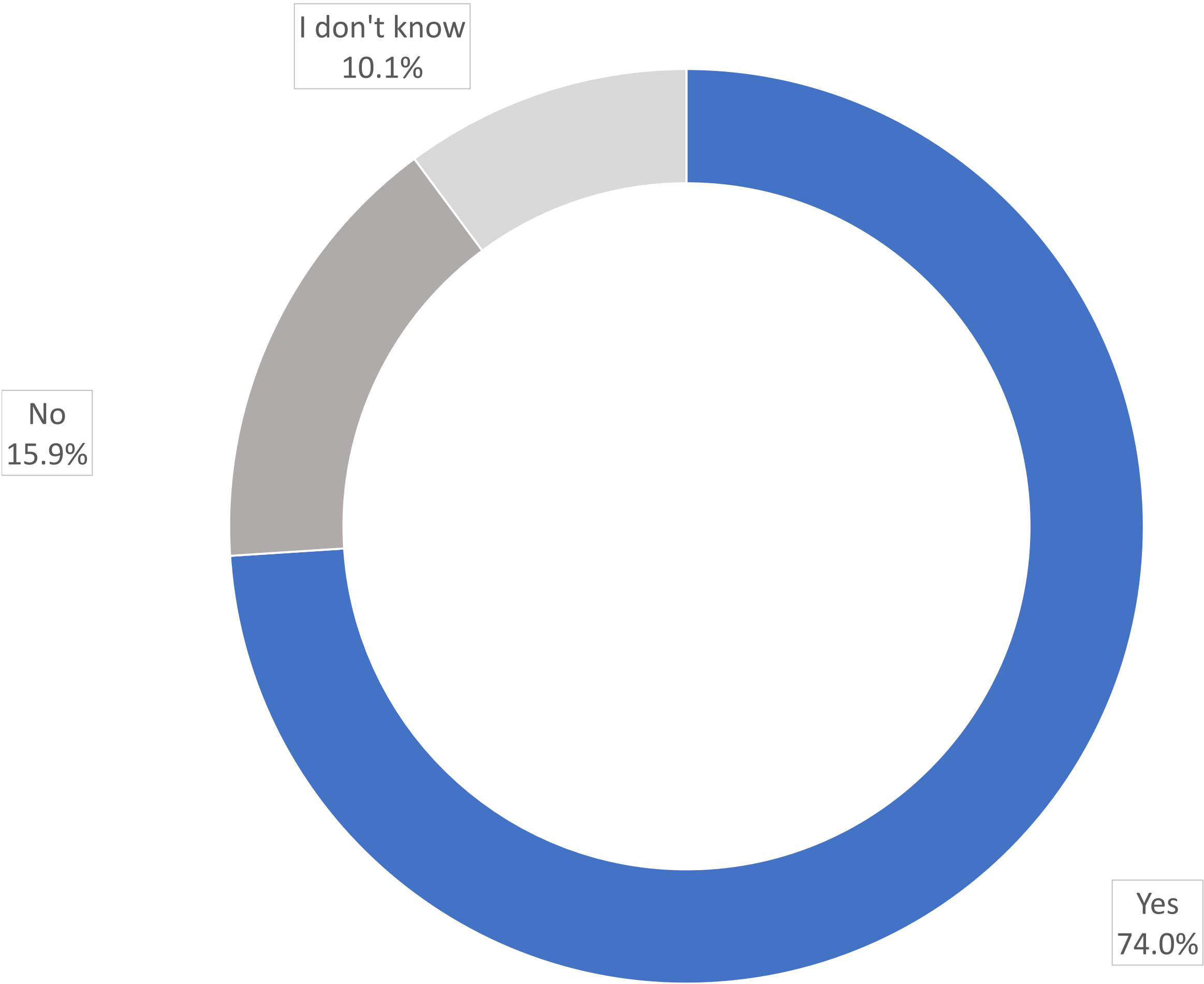


# Safety Research Prior to Next Leisure Trip

**Question:** Before your next leisure trip, will you research how the destination and/or its businesses are managing the Coronavirus situation?

*(Base: All respondents with plans to travel in 2020, 772 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10





# Which of These Will You Be Likely to Do on Your **Next Trip**?

(% of travelers selecting any of the following)



**Carry hand sanitizer**  
(65.5%)



**Follow social distancing**  
guidelines (64.4%)



**Avoid crowds**  
(58.5%)



**Wear a face mask**  
(57.3%)



**Only eat restaurant**  
take-out (28.3%)



**Wear gloves**  
(22.8%)



**None of these**  
(5.7%)



# Americans Who Will Take a Vacation/Weekend Getaway for their Next Trip





A photograph of two businesswomen walking through an airport terminal. The woman on the left is wearing a dark blazer, white shirt, and glasses, pulling a black suitcase. The woman on the right is wearing a light pink shirt and dark pants, holding a smartphone and pulling a brown suitcase. They are both smiling and looking towards the right. The background shows large glass windows and a modern airport architecture.

# KEY TAKEAWAYS

- Approximately two-thirds of American travelers have a trip at least tentatively planned for 2020
- Most of these trips are developed to some degree, but room to influence trip decisions clearly exists.
- Trip distance thresholds may be further than initially anticipated
- Safety is paramount to their planning and won't be far for travelers' minds while on their trips. The availability of destination level information will be important

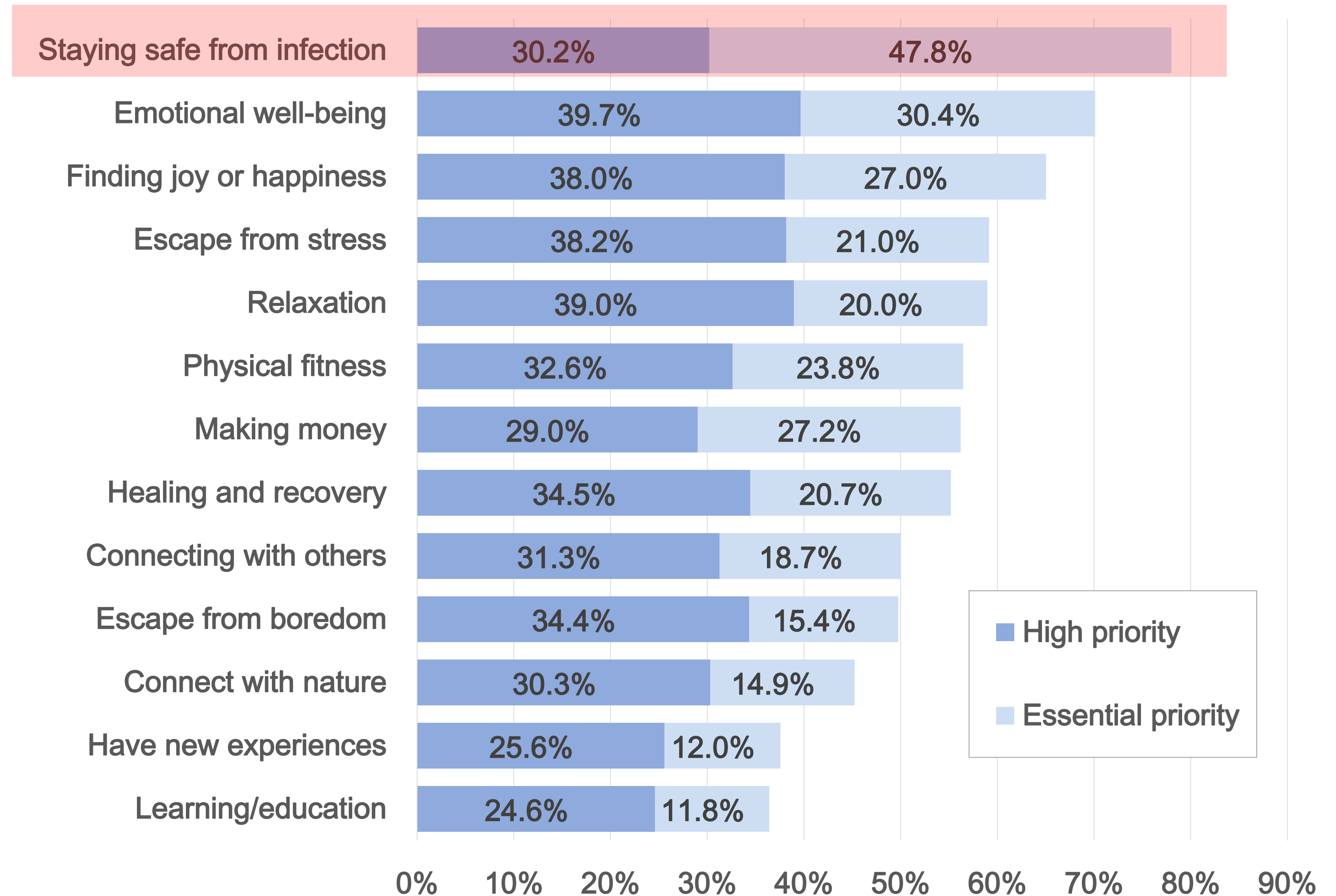




Do We Trust the Travel Industry?



# Travelers' Lifestyle Priorities *next 6 months*





***“Travelers Need to Feel Safe in Every  
Aspect of their Journey”***



# Trust in Travel-related Companies

**Question:** In general, how much do you trust travel-related businesses to look out for your health while traveling? (Select one)

I trust these companies

\_\_\_\_\_.

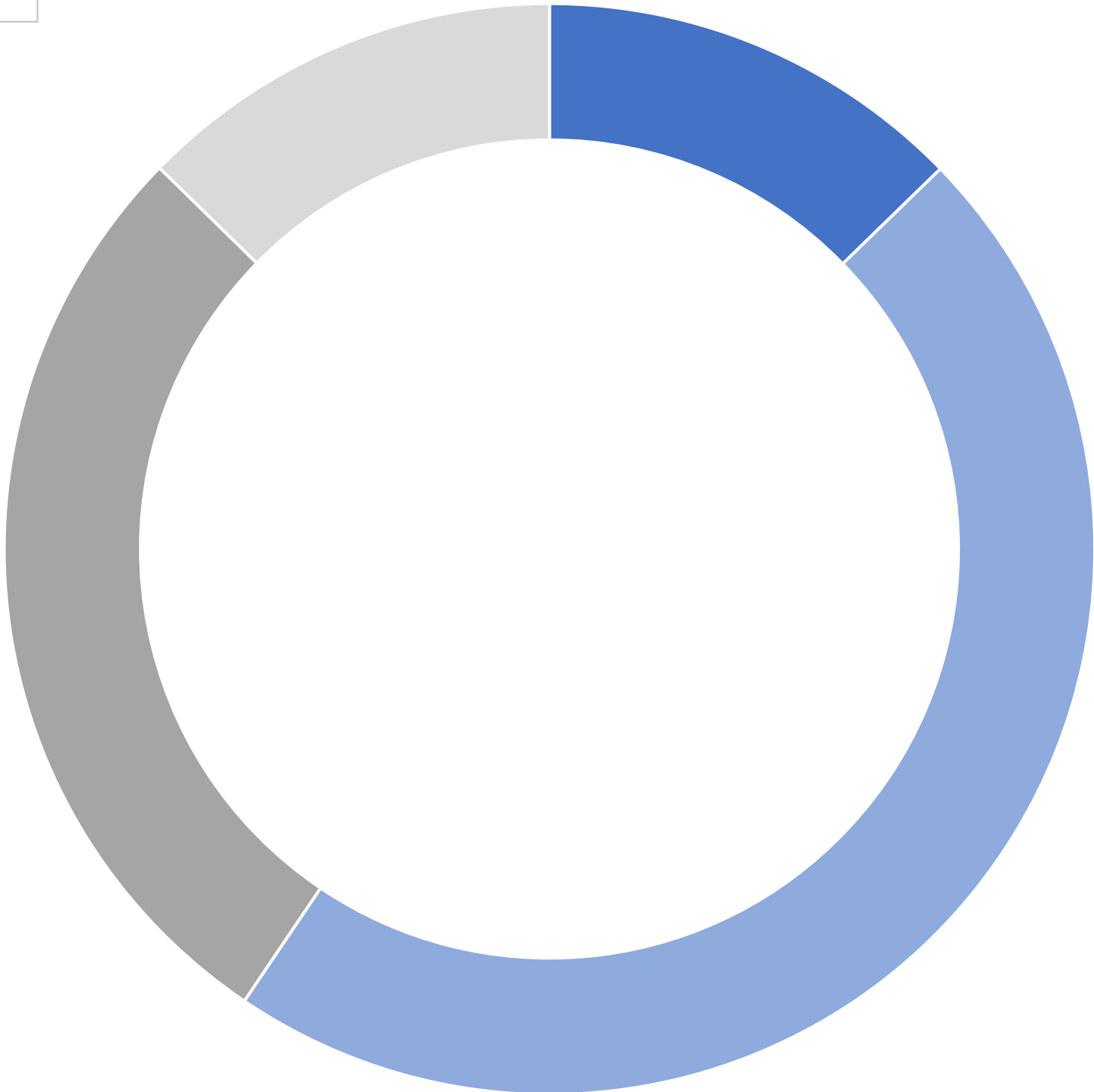
*(Base: All respondents, 1,208 completed surveys. Data collected May 15-17, 2020)*

Not at all  
12.7%

A great deal  
12.7%

Very little  
27.9%

Somewhat  
46.7%



Question added in Wave 10

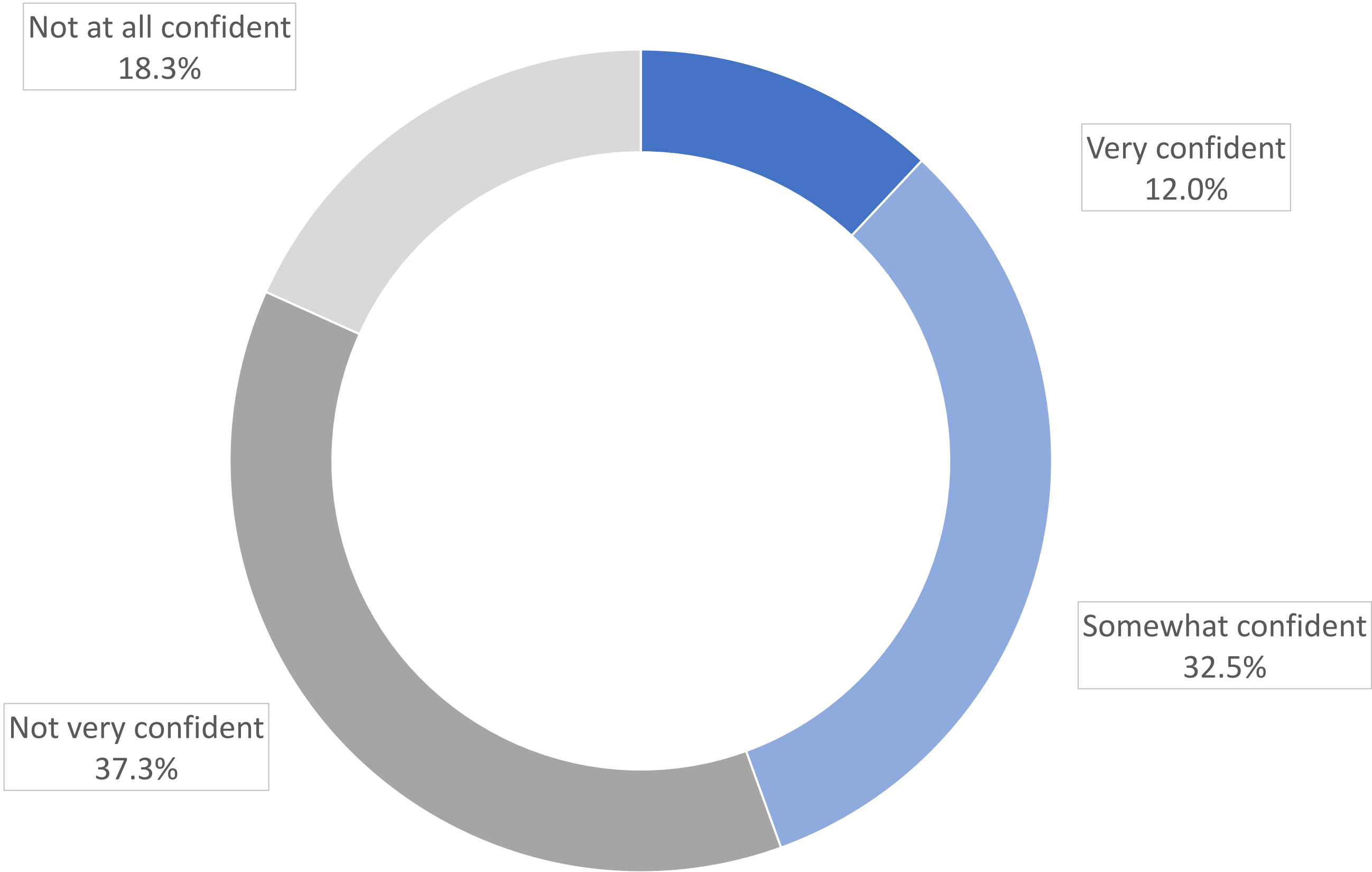


# Confidence in Re-opening Safely

**Question:** How confident are you that travel-related businesses can now open safely? (Select one)

*(Base: All respondents, 1,207 completed surveys. Data collected May 15-17, 2020)*

Question added in Wave 10





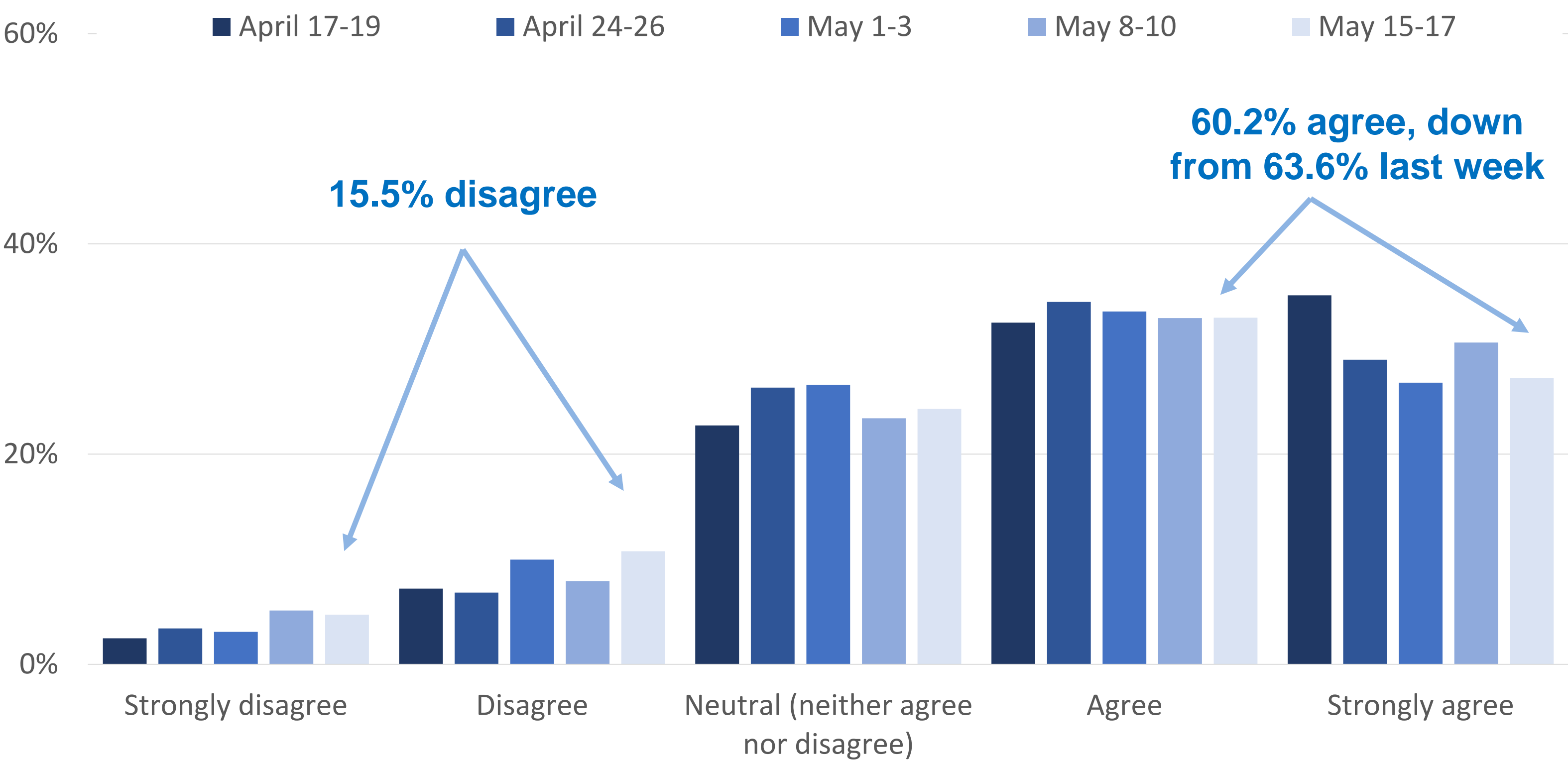
# Travelers in Community are Unwanted

How much do you agree with the following statement?

**Statement:** I do not want travelers coming to visit my community right now.

(Base: All respondents, 1,238, 1,208, 1,204, 1,200 and 1,212 completed surveys. Data collected April 17-19 ,24-26, May 1-3, 8-10 and 15-17, 2020)

Question Added in Wave 6





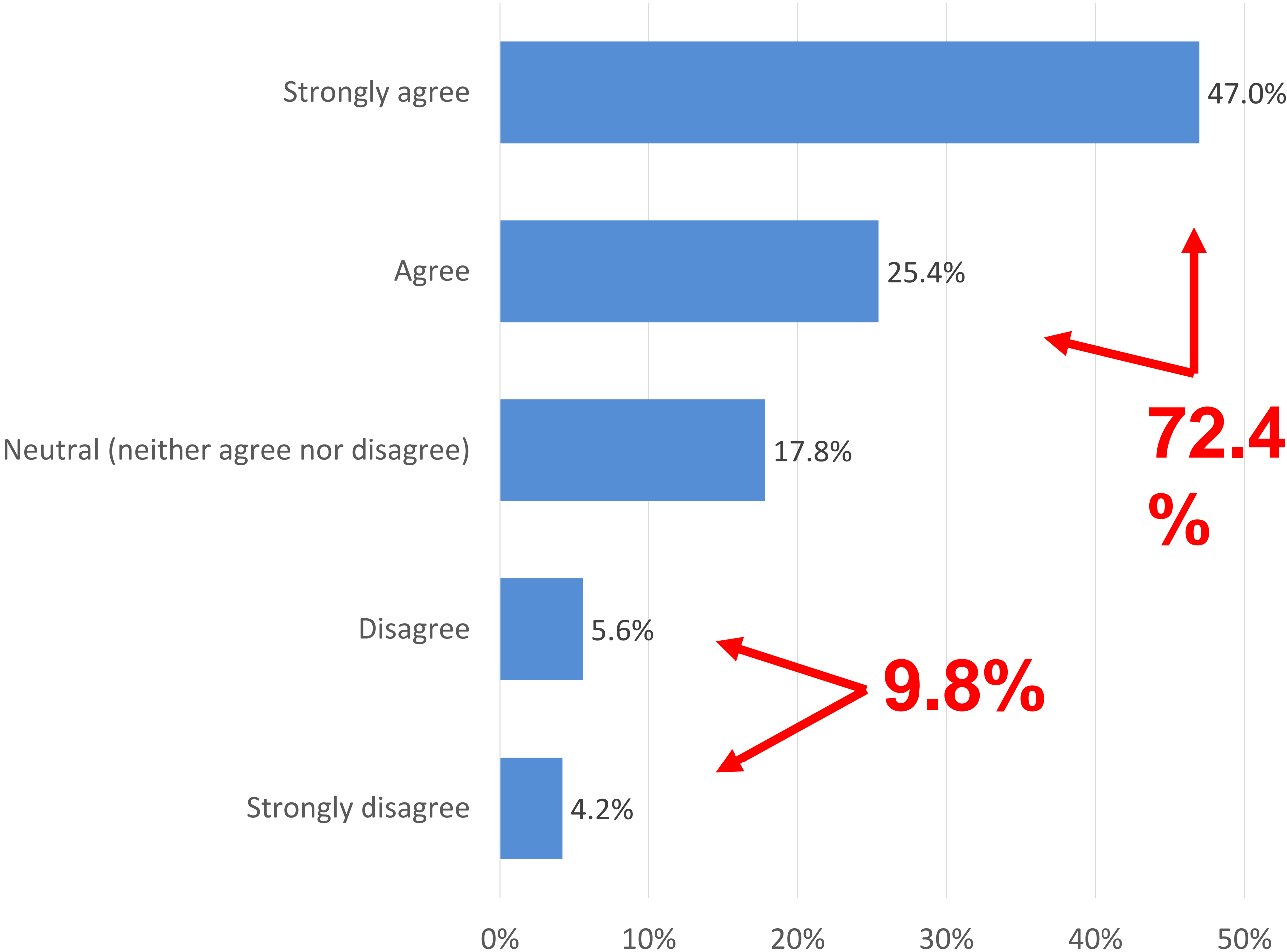
# Opinions on Face Masks

How much do you agree with the following statement?

**Statement:** In this environment, people should wear face masks when they are in public.

*(Base: All respondents, 1,212 completed surveys. Data collected May 15-17, 2020)*

Question Added in Wave 10







# KEY TAKEAWAYS

- Travel businesses should not assume their guests are entirely trusting of them to take care of their health right now and should take extra measures to earn this trust
- Most travelers are not yet convinced that the industry can now safely reopen
- Rural residents are the least comfortable with tourists, setting up some potential tension if there is increased visitor volume and lack of hygienic behavior



A photograph of an airport terminal interior. In the foreground, several rows of empty, modern airport lounge chairs are visible. In the background, a large window looks out onto a bright sky where a commercial airplane is flying. The scene is bathed in warm, golden light, suggesting sunrise or sunset.

# KEY TAKEAWAYS

- Our predictive indexes show some improvement, but the industry has a long way back
- There is an unevenness in travel readiness, making understanding your high-potential traveling audiences even more critical



# Next/Ongoing Updates

- **Key Findings to Know released via email every Monday morning**
- **Complete Report of Findings sent (and dashboard updated) by each Tuesday morning**
- **Online Presentation of Findings every Tuesday at 8:00am PST/11:00am EST**
- **Shareable infographics and gifs on social media**





**STAY STRONG**



**WE'RE IN THIS TOGETHER!**

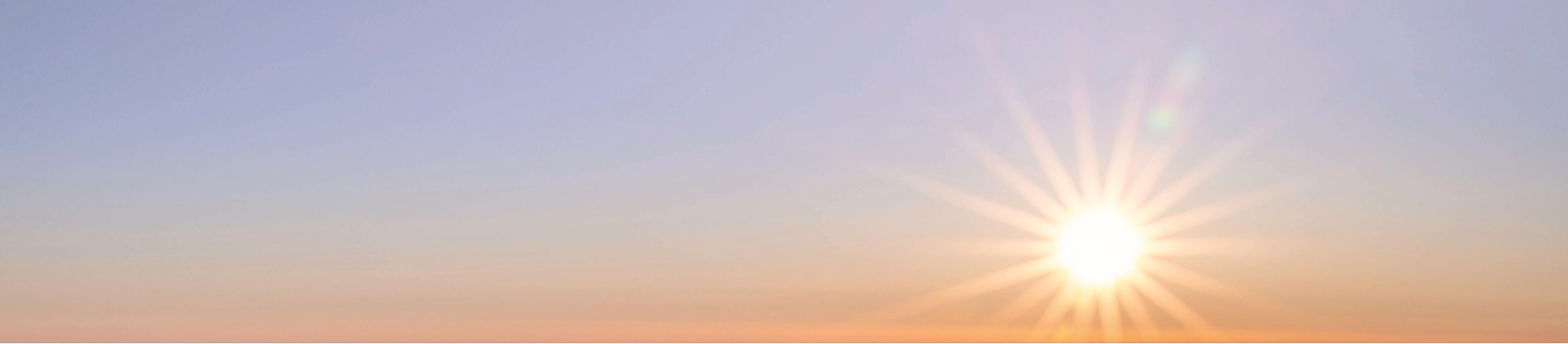
staystrongwithus.com



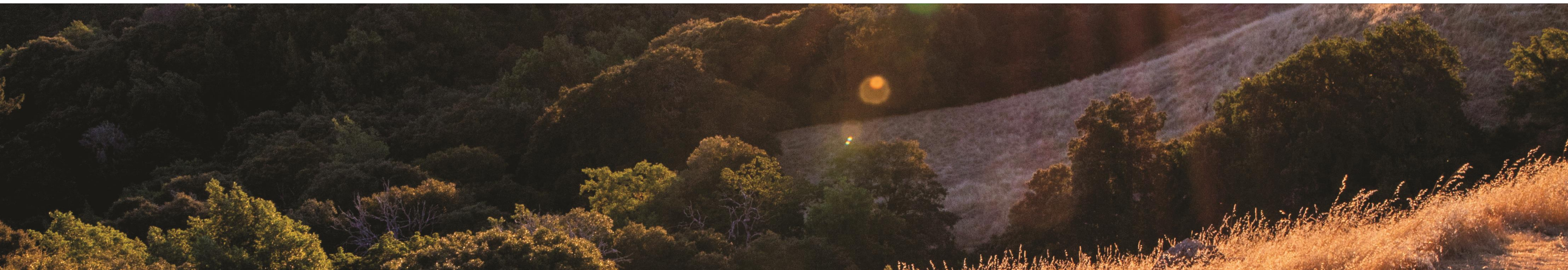


# Q&A





**TripActions**







**TripActions<sup>®</sup>**

# San Mateo County & Silicon Valley Convention & Visitors Bureau

Getting back to business travel, safely  
*May 21, 2020*

---

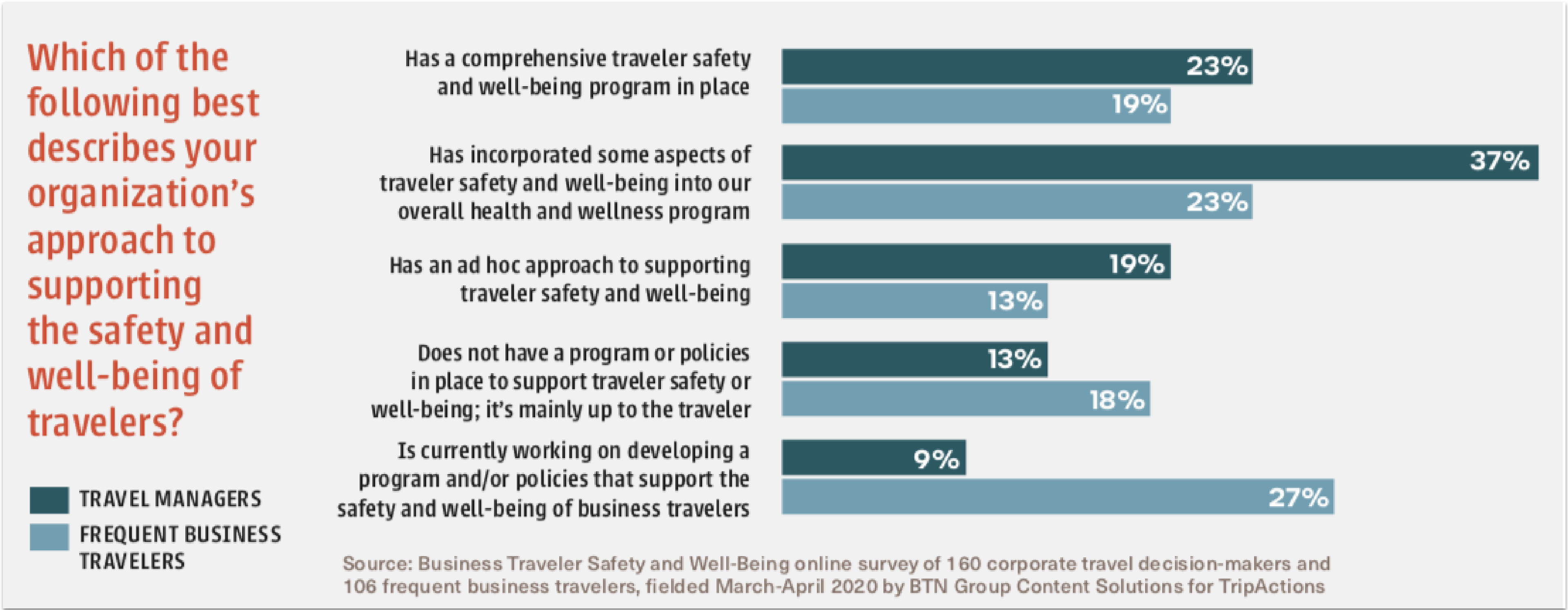


Tara Stangel  
Head of Lodging Supply



# Safety & Wellness in Travel

*Travelers and travel managers alike feel their travel program lack focus on safety*



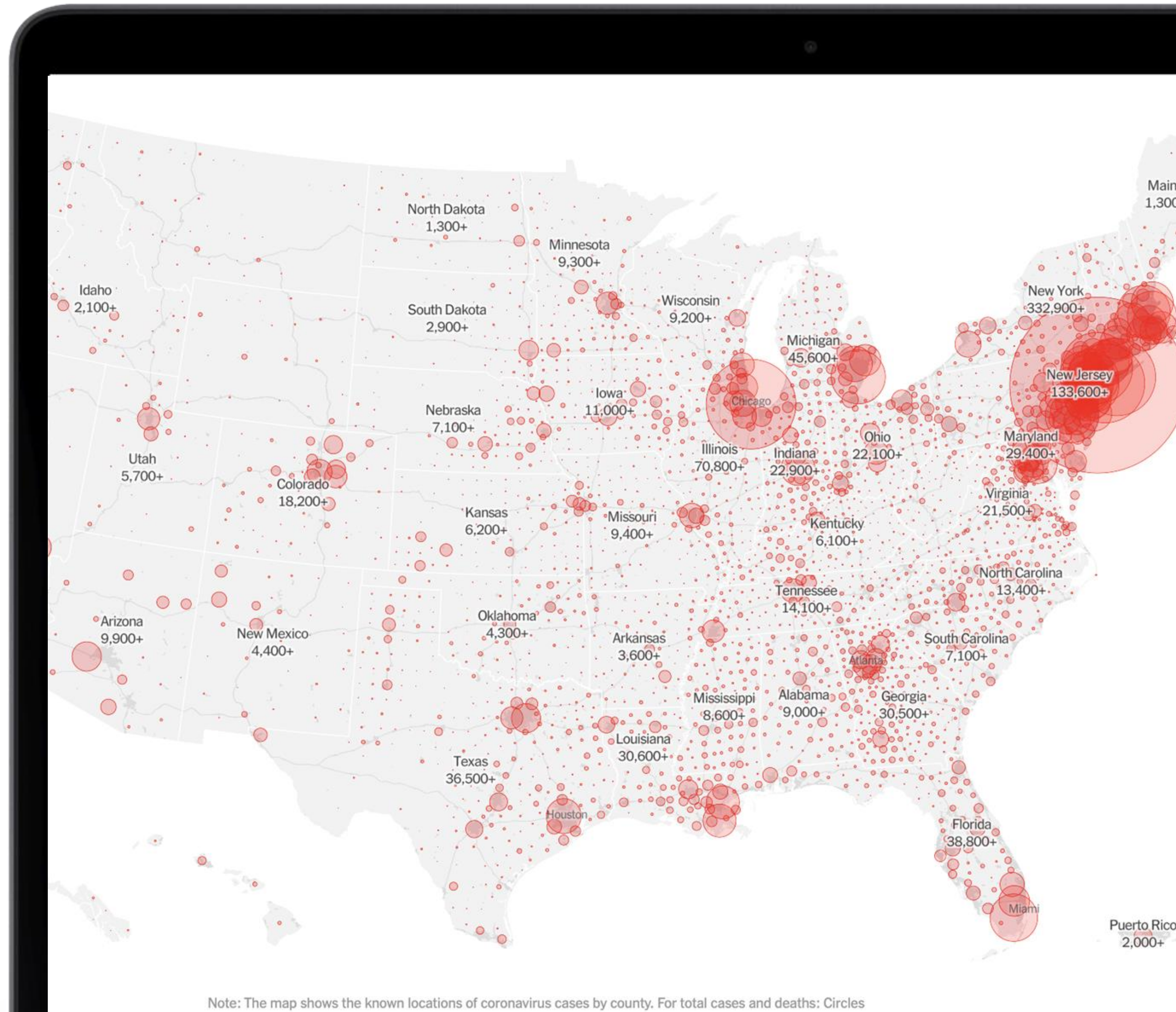


# COVID-19 Impact on Travel

As travel was paused around the globe and shelter-in-place orders were implemented, our industry was heavily impacted and businesses began to look for a “new normal”.

## An Uncertain Time

- Government agencies such as the CDC the WHO are sharing consistent health updates
- Airlines, hotels, train and rental car providers are creating new policies to ensure safe travel
- Companies created internal teams dedicated to ensure employee safety





# Crisis Calls for Rapid Innovation

*Helping companies through the crisis to get travelers back to business travel safely*

## Outbreak

*Protect travelers*

- Coronavirus dashboard
- Enhanced live traveler map
- Travel blacklisting by location

## Travel Restrictions

*Bring travelers home safely*

- 24/7 travel agent service
- Canceled trip report
- Unused ticket report

## Recovery

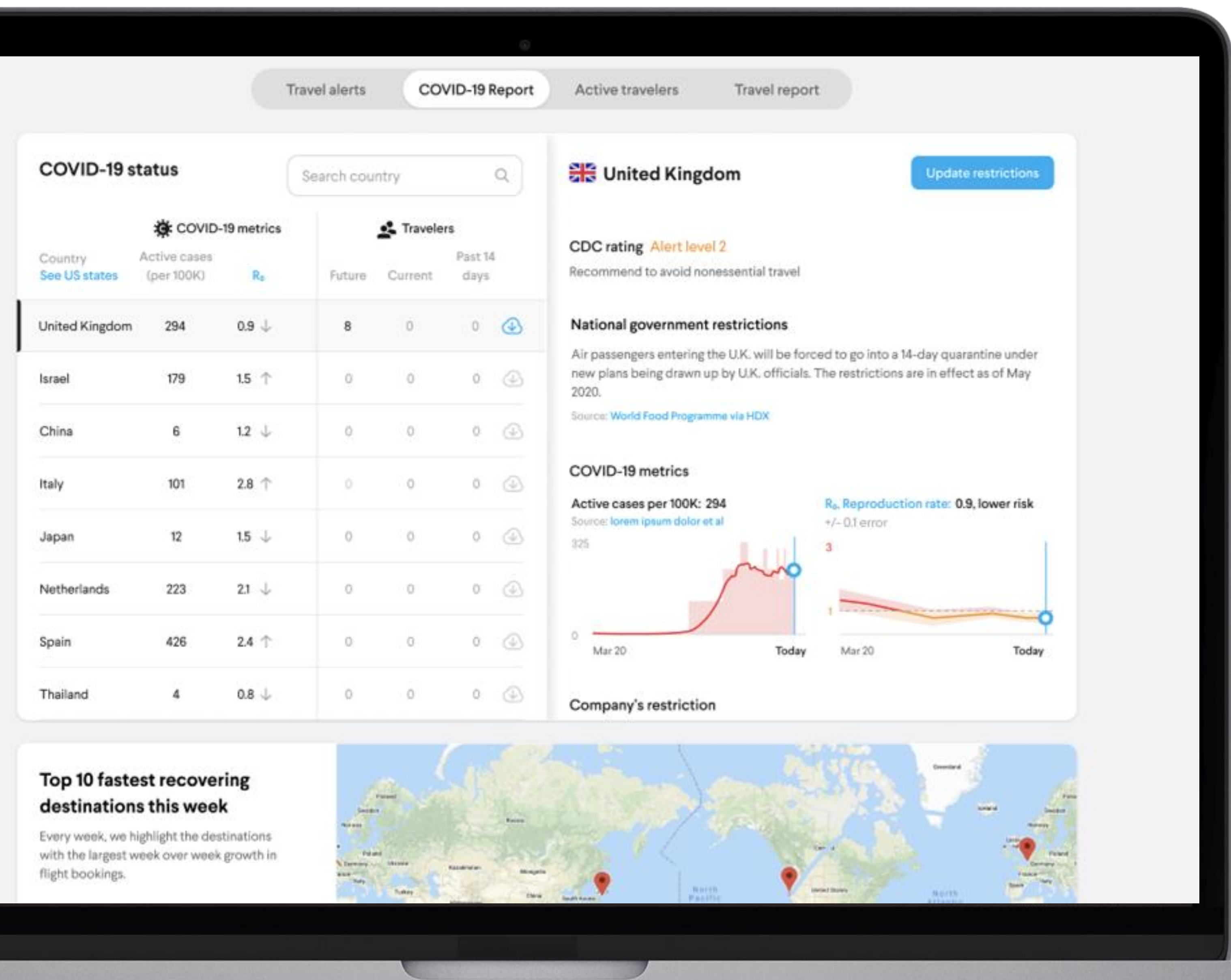
*Get back to business travel safely*

- Real-time data on travel safety
- Flexible T&E mgmt tools
- 24/7 travel agent service





# Enhanced COVID-19 Report for Travel Leaders



**COVID-19 information:** Aggregated external data to help leaders make informed business & travel decisions

**Location-specific COVID-19 data:** Track CDC rating, government restrictions & COVID-19 rate of spread by location to help gauge when and where to permit travel

**Actionable insights:** View future, current & past 14 days traveler data and adapt policy with a few clicks







# Smart Travel: Safety Precautions Displayed

**Confident bookings:** Employees can book travel confidently with insights into COVID-19 data and local government restrictions at origin and destination, and details on airline response to assess the safety of travel

- Detailed imagery outlining how airlines have responded sourced from ATPCO
- Hotel safety signals

**Informed notifications:** Travelers and travel teams receive COVID-19 updates to stay informed via email and their online itinerary with real-time updates on COVID-19 data, local government restrictions and more

The screenshot displays a flight booking interface for a round trip from San Francisco (SFO) to New York City (NYC) on June 24 and June 30. The user is logged in as Shawn Wong. The interface shows various filters like '1 stop or fewer', 'Time', 'Airlines', 'Airports', 'Price', and 'Policy'. A table of fare categories is visible, with the 'Main (R)' fare selected for \$317. A prominent blue box highlights the 'Passenger & Crew Wellbeing' section, stating that face masks are required for all guests in response to CDC guidelines. Below this, there are 'Select' buttons for the chosen fare and a 'Seatmap' link. The bottom of the screen shows the Alaska Airlines logo and flight details for AS 1022 and AS 266.

Fare Categories	Base	Standard	Enhanced	Premium
Median prices by column	\$256	\$336	\$504	\$1,039
Alaska Airlines AS 1022 10:00 pm Jun 24 → Jun 25 6:42 am SFO → JFK San Francisco → New York Nonstop 5h 42m	Saver (X) Round Trip from \$256	Main (R) Round Trip from \$317	-	First (I) Round Trip from \$994

**COVID-19**

Passenger & Crew Wellbeing

In response to CDC guidelines: Face masks are required for all guests to wear at all times in the airport and onboard our flight.

[Compare fares >](#)

Main (R)	Main Refundable (S)
Non Refundable Changeable for a fee Checked bag for a fee	Above price policy Refundable No change fee Checked bag for a fee
\$317 USD <a href="#">Select</a> <a href="#">Seatmap &gt;</a>	\$1,507 USD <a href="#">Select</a> <a href="#">Seatmap &gt;</a>

Alaska Airlines AS 266	Saver (X)	Main (T)	First (P)





# Giving travelers the Data and Confidence to Return to Travel

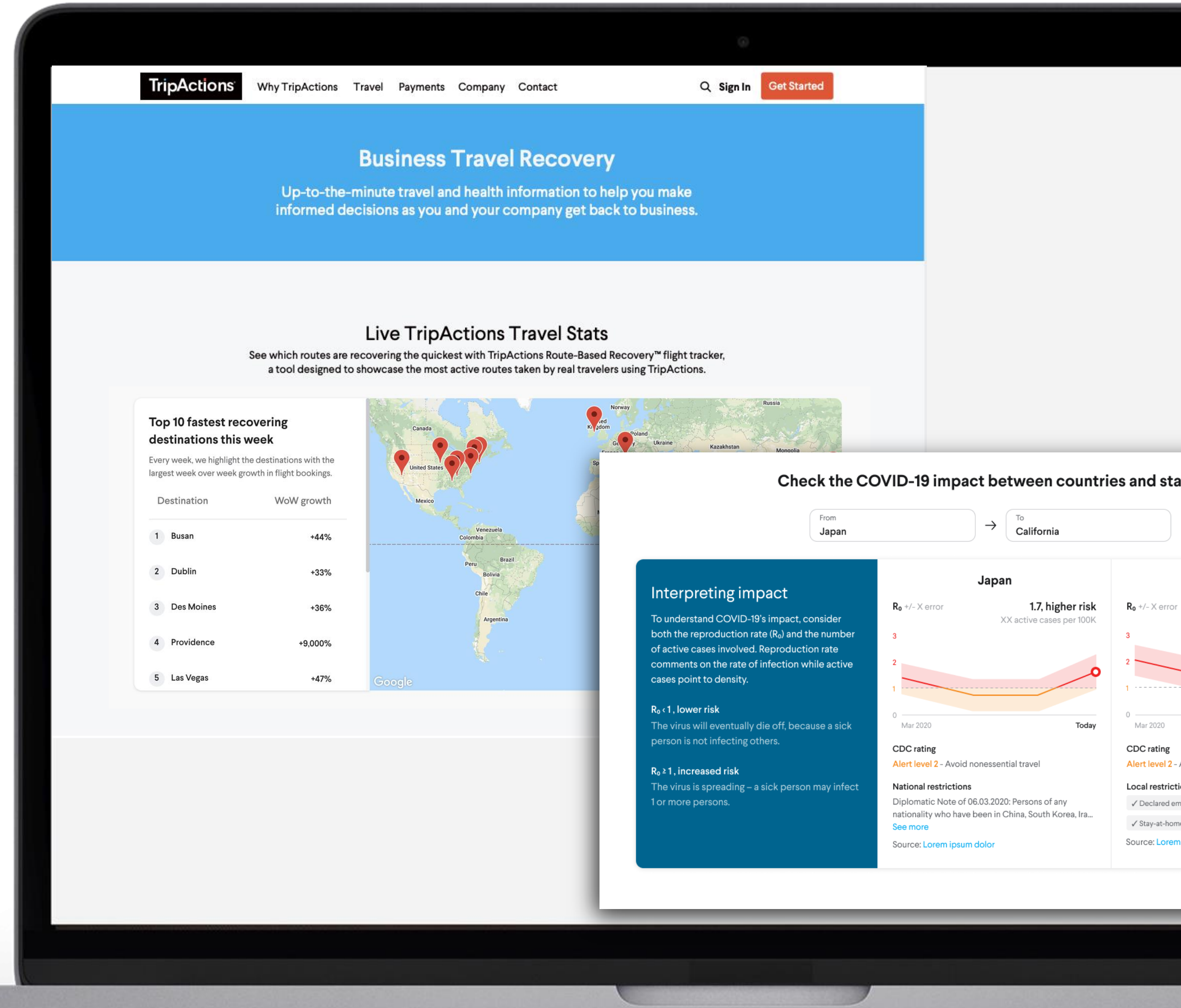
## Free public-facing site with real-time data:

Available to everyone, travelers can input origin and destination to get real-time data to assess the safety of their travel, including:

- COVID-19 reproduction rate, # of active cases, trend over time and government restrictions
- Country and U.S. State level detail
- Top global routes by flight bookings

**TripActions Community:** an online forum for travel managers, travelers, suppliers, and industry thought leaders to stay informed and connect

<http://tripactions.com/business-travel-recovery>





# How Suppliers can enable Safe Travel to Resume

## Business Recovery

1. Understand the traveler and company's needs (this is a great start)
2. Take the right safety precautions as recommended
3. Clearly communicate those changes before, during and after booking
4. Work closely with your partners to get the right comms out across various channels (GDS, OTA, websites, search engines, booking confirmations)
5. Explore TripActions resources including public site (coming soon), TripActions Community, and following our social media channels

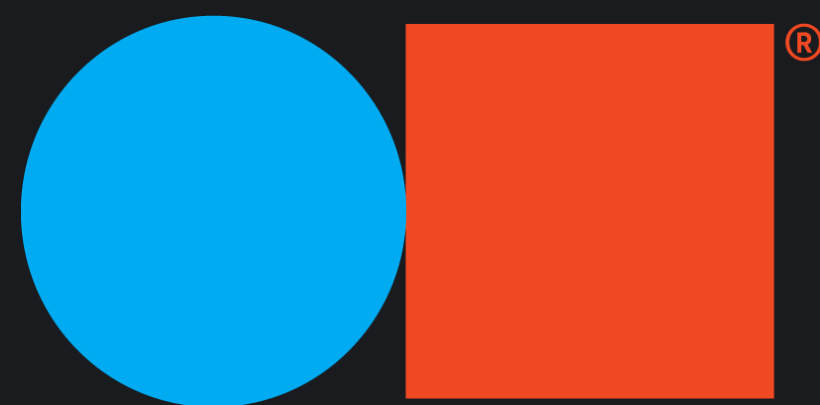




A photograph of three people in an office setting. In the foreground, a man with a beard and a light-colored checkered shirt is seated, looking towards the left with a slight smile. Behind him, a woman with dark hair is smiling. To the left, another person with glasses is partially visible, gesturing with their hand. The background shows a blurred office environment with large windows. The text 'Q&A' is overlaid in the center in a white, bold, sans-serif font.

**Q&A**





# Thank you



1501 Page Mill Road, Palo Alto | [tstangel@tripactions.com](mailto:tstangel@tripactions.com)





# **The Dylan Hotel at SFO**





# **HOTEL REOPENINGS**

- **The Dylan Hotel at SFO, Millbrae**
- **Airport Inn, South San Francisco**
- **Americas Best Value Inn, San Carlos**
- **Beach House Hotel, Half Moon Bay**
- **Comfort Inn, Redwood City**
- **Cowper Inn, Palo Alto**
- **Cypress Inn on Miramar Beach, Half Moon Bay**
- **Glass Slipper Inn, Palo Alto**
- **Inn at Mavericks, Half Moon Bay**
- **Sea Breeze Motel, Pacifica**
- **Villa Montes Hotel, San Bruno**



# PARTNER REOPENINGS

- **7 Mile House, Brisbane**
- **Crystal Springs Golf Course, Burlingame**
- **Filoli, Woodside**
- **Flights, Burlingame**
- **Half Moon Bay Golf Links**
- **Moonraker, Pacifica**
- **Nick's Restaurant, Pacifica**
- **Nobu Palo Alto**
- **Par 3 at Poplar Creek, San Mateo**
- **Poplar Creek Golf Course, San Mateo**
- **TPC Harding Park, San Francisco**



# SANITATION RESOURCES

- Sanitation Resources List
- Hotel Re-Opening Guidelines
- Restaurant Re-Opening Guidelines

To learn more about this and other resources, please [click here](#).

---

If interested to learn more, the [Palo Alto Chamber of Commerce](#) is hosting a sanitation-focused webinar on May 27.

To register, [click here](#).

## CONVENTION & VISITORS BUREAU ANNOUNCES SANITATION COMMITTEE

On April 29th, the [San Mateo County/Silicon Valley Convention and Visitors Bureau](#) announced the formation of a new working committee formed to establish and implement sanitation best practices. The task force committee will be made up of 26 members, representing establishments in the hotel, restaurant, retail, museum, and attraction sectors. To read the full press release, please [click here](#).

## SANITATION COMMITTEE MEETING NOTES

- [Meeting Notes – 5/5/2020](#)
- [Meeting Notes – 4/28/2020](#)

## SANITATION COMMITTEE RESOURCE LIST

### SANITATION CERTIFICATION OPTIONS

- [California Hotel & Lodging COVID Re-opening and "CLEAN + SAFE CHECKLIST"](#)
- [ServSafe Online COVID Training for Takeout/Delivery](#)
- [Online Course Microbial Warrior™ Workshop](#)
- [CIMS \(Cleaning Industry Management Standard\) Certification](#)

### SWIMMING POOLS SANITATION INFORMATION

- [CDC's Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19](#)
- [USA Swimming's Facility Reopening Messaging and Planning](#)
- [CDC's Water and COVID-19 FAQs](#)



# Keeping our Destination Top of Mind

## BLOGS CURATED

- [Takeout & Delivery in San Mateo County & Silicon Valley](#)
- [Outdoor Activities in San Mateo County & Silicon Valley](#)
- [Attractions to Visit from Home: Virtual Tours and Online Collections](#)
- [Going Above and Beyond to Make a Positive Impact](#)
- [Bee Well – A Story of Local Beekeepers](#)
- [Farm to Kitchen – Order Local Produce Online](#)
- [Get your Local Wine with Bay Area Wine Delivery and Pickup](#)
- [Five Ways to Practice Wellness at Home](#)



# Keeping our Destination Top of Mind

## INSTAGRAM LIVE SERIES

- Make the Perfect Mai Tai with Flying Fish Bar & Grill (Half Moon Bay).
- Flour Mill Virtual Tour with Pie Ranch (Pescadero).
- Garden Virtual Tour with Jim Saylards, Director of Horticulture at Filoli.
- How to make No Bean Hummus with Que SeRaw SeRaw (Burlingame).
- Animal Zoo Virtual Tour with CuriOdyssey (San Mateo).
- All-Things-Sake and Food Pairing with Nobu Restaurant Palo Alto.



## UPCOMING INSTAGRAM LIVES

- **GAMBLE GARDEN** - Join us tomorrow, May 22 at 2:00 PM, as we go LIVE with Gamble Garden in Palo Alto. They will be teaching us about gardening and how to plant produce at home.
  - **DEL'OLIVA** - Join us on Tuesday, May 26 at 1:00 PM, as we go LIVE with Del'Oliva in Burlingame. Owner, Eddie Sohirad, will be telling us all about olive oil and its benefits.
- 

Follow us on Instagram to catch these two sessions LIVE.

Past sessions can be watched again on our IGTV channel, by clicking here.

---

*Want to go LIVE with us? Email Juan Camero at [juan@visitsmcsv.com](mailto:juan@visitsmcsv.com) for an opportunity to be featured.*





**Application deadline has been extended to Fall 2020**

*For questions, contact Nova at [nova@visitsmcsv.com](mailto:nova@visitsmcsv.com).*



# UPCOMING WEBINAR

---

## Reduce Stress Levels During this Pandemic for You & Your Employees



Join us and Judith Duval as she teaches us to manage our stress and make better choices. She will be showcasing tools to decrease your stress levels by 50-75%.

You will learn five easy steps to make better choices at work, at home, in life and thus reduce compounded stress, that can be implemented NOW.

### **WHEN:**

Wednesday, May 27, 2020 at 10 AM

To RSVP, please [click here](#) or email [nova@visitsmcsv.com](mailto:nova@visitsmcsv.com).



# Thank you for Joining Us!

## ADDITIONAL QUESTIONS?

*Please contact Nova Maldonado at [Nova@visitsmcsv.com](mailto:Nova@visitsmcsv.com).*

**SAN MATEO COUNTY**  
  
**SILICON VALLEY**  
CONVENTION AND VISITORS BUREAU  
[visitsmcsv.com](http://visitsmcsv.com)