AGENDA



Visit San Luis Obispo County Executive Committee

Visit San Luis Obispo County Executive Committee Agenda

Tuesday, September 13, 2016 12:00pm Visit San Luis Obispo County Office 1334 Marsh Street, San Luis Obispo, CA 93401

1. CALL TO ORDER

2. PUBLIC COMMENT (On Non-Agenda Items)

ANNOUNCEMENTS C. Davison

CONSENT AGENDA

3. Approval of July 12, 2016 Executive Committee Minutes - *motion required* Staff will ask for Committee approval of the July VSLOC Executive Committee Minutes.

Approval of August VSLOC Financials

Staff will ask for Committee approval of the August VSLOC Financials.

Approval of Marketing Committee Application – Jennifer Little

Staff will ask for Committee approval of Jennifer Little's Marketing Committee application.

	CEO REPORT						
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4. CEO Report (20 min)

Staff will provide an update on current projects, reporting and areas of focus for the months ahead.

BUSINESS ITEMS

C. Davison

C. Davison

C. Davison

- **5. FY2015-16 Annual Report** (20 min) Staff will present the FY2015-16 Annual Report for Executive Committee review.
- 6. Event Sponsorship Update (15 min)

Staff will provide a recap on the results recently reported by AEG for the 2016 AMGEN Tour of California and VSLOC's \$30,000 sponsorship of the event. Staff will provide an update on the Marketing Committee's discussion and recommendation for VSLOC's 2016/2017 event sponsorship criteria.

7. Airport Development (20 min)

Staff will discuss the progress of SLO County Regional Airport development, and the opportunities for additional flight service as it relates to San Luis Obispo County tourism.

8. Operational Planning Update (10 min) Staff will provide an update on VSLOC's Operational Planning schedule with Coraggio Group. 9. Measure J Discussion (10 min)

Staff will discuss Measure J, a proposed tax initiative that would support infrastructure funding throughout San Luis Obispo County.

10. Future Meeting Date (5 min) Staff will discuss and request feedback on the Executive Committee schedule for the future.

ADJOURN.

Brown Act Notice: Each speaker is limited to two minutes of public comment for items not on the agenda. Public comment for each agenda item will be called for separately and is also limited to 2 minutes per speaker. State law does not allow the board to discuss or take action on issues not on the agenda, except that members of the board may briefly respond to statements made or questions posed by the person giving public comment. Staff may be directed by the board to follow-up on such items and/or place them on the next board agenda. The order of agenda items is listed for reference and items may be taken in any order deemed appropriate by the Board of Directors.

ADA Notice: Meeting facilities are accessible to persons with disabilities. If you require special assistance to participate in the meeting, notify Brendan Pringle at (805)541-8000 at least 48 hours prior to the meeting.

Minutes



Visit San Luis Obispo County Executive Committee

Visit San Luis Obispo County Executive Committee Meeting Minutes

Tuesday, July 12, 2016 12:00pm Visit San Luis Obispo County Office 1334 Marsh Street San Luis Obispo, CA 93401

1. CALL TO ORDER: Jay Jamison

PRESENT: John Arnold, Jay Jamison, JP Patel, Clint Pearce

STAFF PRESENT: Chuck Davison, Brendan Pringle

Call to Order at 12:08pm.

2. PUBLIC COMMENT (On Non-Agenda Items)

None.

ANNOUNCEMENTS

None.

CONSENT AGENDA

3. Approval of June 7, 2016 Executive Committee Minutes

C. Davison asked the Executive Committee to approve the Consent Agenda as presented.

Committee Discussion.

Public Comment – None.

ACTION: Moved by **<u>Patel/Pearce</u>** to approve the Consent Agenda as presented.

Motion carried: 4:0

BUSINESS ITEMS

5. FY2016-17 Budget Update

VSLOC closed out FY2015-16 with about \$30,000 in carryover funds, and paid some additional FY2016-17 expenses that will be reduced from the FY2016-17 budget. The FY2016-17 budget is expected to be re-forecasted in September or October based on VSLOC's Operational Plan.

Committee Discussion.

Public Comment – None.

6. Marketing Agency Update

VSLOC has signed its contract with BCF. Davison provided an update on BCF's Immersion Plan, and noted that next steps include the delivery of a Statement of Work (prior to September 1, 2016), and a Marketing Plan (by November 1, 2016). Initial branding will be complete by mid to late September.

Committee Discussion.

Public Comment – None.

7. Strategic Plan Update

The Board approved the Strategic Plan on June 15, 2016. VSLOC has contracted with Coraggio for Operational Planning services to execute the Strategic Plan. The team is hoping to onboard a VP of Marketing before beginning this process. Based on August/September timeline for Operational Planning, VSLOC would like to come back to the Board in October with recommended priorities.

Committee Discussion.

Public Comment - None.

8. Sponsorship

Davison recapped the Marketing Committee's discussion on event sponsorship from the June 14 and July 12 Marketing Committee meetings, noting that some on the Marketing Committee believe VSLOC's approach should be shifted to inkind marketing, and that the application process should be eliminated aside from in-kind sponsorship requests. The Marketing Committee will continue to discuss this process at their September 12 meeting.

Committee Discussion.

Public Comment – None.

9. CEO Contract Update

Davison asked the Committee for feedback on a draft of the President & CEO Bonus Compensation Metrics for Year 2. In this draft, the first portion of the bonus (10%) would be the same as Year 1. The second portion (10%) would focus on the imperatives of the Strategic Plan. Davison suggested bringing the metrics and recommendations to the Board for final approval.

Committee Discussion.

Public Comment – None.

10. Future Meeting Date

Davison asked for feedback on the date and time of the next meeting.

Committee Discussion. The Committee agreed to cancel the August meeting.

Public Comment – None.

CEO REPORT

11. CEO Report

On June 29, 2016, the SLO County Regional Airport held a press conference unveiling Alaska Airlines' nonstop service between SLO and Seattle, which begins April 13, 2017. VSLOC worked closely with the airport and SLO EVC in persuading Alaska Airlines to begin service in the County, and the funds available through the formation of the TMD encouraged Alaska Airlines to add this air service. Davison discussed next steps.

VSLOC's line of credit will be reduced to \$250,000 by the end of the week.

VSLOC will be asking the Board for approval to close the SAVOR bank account at Heritage Oaks Bank by the end of July.

VSLOC was featured in a 20+ page California supplement to Global People China Magazine, which resulted from the Visit California CEO mission in China. This is great exposure for San Luis Obispo County.

VSLOC summaries of key takeaways from the two studies are now available online. Check out the Members Area of the VSLOC website to download.

VSLOC was asked to present its research findings at the SLO County Mayors Meeting on July 1, 2016. During the meeting, the mayors had a robust and fragmented discussion on the illegal vacation rental issue and how it should be resolved, but there was no consensus.

Davison highlighted the trend over the past 6 months of reduced occupancy and increased RevPAR, and noted how some hoteliers in coastal zones are pushing up the rate.

Visit California has decided to include SLO County in their new ad campaign with a scene of sand surfers in the Oceano/Guadalupe Dunes. Filming is set to occur in September. This is exciting news for VSLOC as it means domestic and international exposure for San Luis Obispo County.

Davison provided an update on VSLOC staffing and his travel schedule.

Committee Discussion.

Public Comment – None.

ADJOURNMENT

Meeting adjourned at 1:30 pm.

San Luis Obispo County Visitor's & Conference Bureau 2016/2017 August Financial Summary

PY TBID Collected in CY	Tł	nis Month	P	udgeted for Month	N	ITD Variance	F	SISCAL YTD		Annual Budgeted	Y	TD Variance
	\$	446,317	\$	-	\$	446,317	\$	701,582	\$	204,228	\$	497,35
Membership Dues	\$	3,801	\$	20,625	\$	(16,824)		13,208	\$	165,000	\$	(151,79
TBID Income								,			Ľ	
SLO County Unincorporated	\$	111,067	\$	111,067	\$	-	\$	184,768	\$	855,533	\$	(670,76
SLO City	\$	100,543	\$	100,543	\$	-	\$	150,452	\$	699,716	\$	(549,26
Pismo Beach	\$	109,820	\$	109,820		-	\$	232,063	\$	861,887	\$	(629,82
Morro Bay	\$	40,131	\$	40,131	\$	-	\$	80,262	\$	290,750	\$	(210,48
Paso Robles	\$	45,779	\$	45,779	\$	-	\$	97,030	\$	451,580	\$	(354,55
Arroyo Grande	\$	10,606	\$	10,606	\$	-	\$	18,573	\$	90,613	\$	(72,03
Atascadero *	\$	-	\$	-	\$	-	\$	-	\$	111,151	\$	(111,15
Grover	\$	4,624	\$	4,624	\$	-	\$	9,247	\$	41,461	\$	(32,21
Adjustment for Actual TBID Collected	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Total Income	\$	872,688	\$	443,195	\$	429,494	\$	1,487,186	\$	3,771,919	\$	(2,284,734
* District pays quarterly												
Expenses												
Accumulated Reserve							\$	-	\$	331,252	\$	(331,252
G&A	\$	17,161	\$	16,252	\$	909	\$	36,549	\$	210,214	\$	(173,665
Industry Research and Resources	\$	27,146	\$	25,245	\$	1,901	\$	33,827	\$	274,248	\$	(240,42
Travel Trade	\$	27,759	\$	27,837	\$	(78)	\$	48,169	\$	449,653	\$	(401,484
Communications	\$	10,344	\$	10,642	\$	(298)	\$	27,709	\$	209,169	\$	(181,460
Advertising	\$	26,168	\$	39,255	\$	(13,087)	\$	41,928	\$	850,703	\$	(808,775
Promotions	\$	2,655	\$	3,049	\$	(394)	\$	4,255	\$	70,792	\$	(67,654
Events	\$	56,190	\$	150	\$	56,040	\$	71,060	\$	201,800	\$	(130,740
Digital Marketing	\$	23,693	\$	99,853	\$	(76,160)	\$	42,160	\$	1,110,498	\$	(1,068,466
Digital Martoling					•	(0.005)	¢	F 400	¢	60.057		(54,897
Film Commission	\$	1,278	\$	4,213	\$	(2,935)	φ	5,160	\$	60,057	\$	(04,007
	\$ \$	1,278 192,394	\$ \$	4,213 226,496	\$ \$	(2,935) (34,102)		310,817	э \$	3,768,386	\$ \$	(3,458,815
Film Commission		192,394			\$		\$,	\$		\$	
Film Commission Total Expenses Surplus(Deficit)	\$	192,394	\$	226,496	\$	(34,102)	\$	310,817	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow	\$	192,394 680,294	\$	226,496	\$	(34,102)	\$ \$	310,817 1,176,369	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit)	\$	192,394 680,294 680,294	\$	226,496	\$	(34,102)	\$	310,817 1,176,369 1,176,369	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance	\$ \$ \$ \$	192,394 680,294 680,294 680,294 642,615	\$	226,496	\$	(34,102)	\$	310,817 1,176,369 1,176,369 467,503	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accounts Receivable	\$ \$ \$ \$	192,394 680,294 680,294 642,615 (421,770)	\$	226,496	\$	(34,102)	\$ \$ \$\$\$	310,817 1,176,369 1,176,369 467,503 (774,718)	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accounts Receivable Change in Accrued Expenses	\$ \$	192,394 680,294 680,294 680,294 642,615	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$	310,817 1,176,369 1,176,369 467,503 (774,718) (1,422)	\$	3,768,386	\$	(3,458,81
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accounts Receivable Change in Accrued Expenses Change in Prepaid Expenses	\$ \$	192,394 680,294 680,294 642,615 (421,770) (1,422)	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$ \$	310,817 1,176,369 407,503 (774,718) (1,422) (569)	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accounts Receivable Change in Accrued Expenses	* *	192,394 680,294 680,294 642,615 (421,770)	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$ \$ \$	310,817 1,176,369 1,176,369 467,503 (774,718) (1,422)	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accrued Expenses Change in Prepaid Expenses Change in Accounts Payable	\$	192,394 680,294 680,294 642,615 (421,770) (1,422) - 23,232 -	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	310,817 1,176,369 467,503 (774,718) (1,422) (569) 55,787	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accounts Receivable Change in Accrued Expenses Change in Prepaid Expenses	* *	192,394 680,294 680,294 642,615 (421,770) (1,22) 23,232	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$ \$ \$	310,817 1,176,369 407,503 (774,718) (1,422) (569)	\$	3,768,386	\$	(3,458,815
Film Commission Total Expenses Surplus(Deficit) Cash Flow Surplus (Deficit) Beginning Cash Balance Change in Accrued Expenses Change in Prepaid Expenses Change in Accounts Payable	\$	192,394 680,294 680,294 642,615 (421,770) (1,422) - 23,232 -	\$	226,496	\$	(34,102)	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	310,817 1,176,369 467,503 (774,718) (1,422) (569) 55,787	\$	3,768,386	\$	(3,458,815

Accrual Basis

Visit San Luis Obispo County 5. Balance Sheet Prev Year Comparison As of August 31, 2016

	Aug 31, 16	Aug 31, 15
ASSETS		
Current Assets		
Checking/Savings	000 505 05	10.055.00
1010 · Bank of the Sierra - TMD	906,585.95	19,855.66
1022 · Rabobank Checking 1020 · Bank of the Sierra - Membership	0.00 16,363.99	48,651.54 0.00
1030 · HOB - SAVOR	0.00	287,671.84
Total Checking/Savings	922,949.94	356,179.04
Accounts Receivable		
1200 · Accounts Receivable	774,717.73	931,306.20
Total Accounts Receivable	774,717.73	931,306.20
Other Current Assets	4 404 00	0.00
1350 · Accrued Expenses	1,421.60	0.00
1340 · Workman's Comp Deposit	569.00	0.00
1220 · Savor Receivable 1320 · Prepaid Rent	0.00 3,326.70	17,126.50
Total Other Current Assets		3,326.70
Total Other Current Assets	5,317.30	20,455.20
Total Current Assets	1,702,984.97	1,307,938.44
Fixed Assets 1400 · Fixed Assets	108,936.92	22 722 67
1500 · Accumulated Depreciation	-23,658.17	32,782.67 -23,658.17
Total Fixed Assets	85,278.75	9,124.50
TOTAL ASSETS	1,788,263.72	1,317,062.94
Liabilities		
Current Liabilities		
Accounts Payable		
2000 · Accounts Payable	56,118.32	29,089.51
Total Accounts Payable	56,118.32	29,089.51
Other Current Liabilities		
2100 · Payroll Liabilities	76.30	94.31
2200 · Coast National Line of Credit	0.00	165,418.00
Total Other Current Liabilities	76.30	165,512.31
Total Current Liabilities	56,194.62	194,601.82
Total Liabilities	56,194.62	194,601.82
Equity		
3110 · Fund Balance	34,053.44	34,053.44
1110 · Retained Earnings	521,646.94	257,794.86
Net Income	1,176,368.72	830,612.82
Total Equity	1,732,069.10	1,122,461.12
TOTAL LIABILITIES & EQUITY	1,788,263.72	1,317,062.94
		, ,

VISIT SAN LUIS OBISPO COUNTY MARKETING COMMITTEE APPLICATION FORM Employment History Community/Board Involvement

NAME OF APPLICANT: Jennifer Little COMPANY: City of Morro Bay Tourism Office Address: 695 Harbor St, Morro Bay CA 93442 PHONE: (805) 225-7411 EMAIL: jlittle@morrobayca.gov Total Years in Hospitality Industry: 18+ TOURISM-RELATED MARKETING EXPERIENCE: 15 years in Las Vegas Hotel industry CURRENT EMPLOYER: City of Morro Bay YRS OF SERVICE: 1

TITLE: Tourism Manager

PAST EMPLOYER: Lund & Manasse Advertising & PR YRS OF SERVICE: 8

TITLE: CEO of Hospitality Industry Clients

PAST EMPLOYER: Station Casinos, Inc YRS OF SERVICE: 7

TITLE: Director of Creative Services

ORGANIZATION: National Alliance of Forest Owners, Washington, D.C. TITLE: Communications Task Force DATES OF INVOLVEMENT: 2013-2016

ORGANIZATION: One Safe Place, Women's Refuge TITLE: Program Campaign Manager & MC DATES OF INVOLVEMENT: 2010-2016

Individuals interested in serving on the Marketing Committee should send this **Application Form**, along with a **cover letter** and any background (**resume or list of key accomplishments** – no more than two pages total) to demonstrate their active role in marketing, branding, public relations or digital media as it relates to tourism in San Luis Obispo County, to Brendan@VisitSanLuisObispoCounty.com. For more information, contact Visit San Luis Obispo County at (805) 541-8000.



VisaVue Travel - International Tourism - San Luis Obispo County - Q2 2016 TOTAL SPEND: \$4,976,950 TRANSACTION COUNT CARDHOLDER COUNT \$4,566,288 61,416 33.474 2,562 1,209 \$410,662 20000 40000 60000 80000 10000 20000 30000 40000 COMMERCIAL CONSUMER COMMERCIAL CONSUMER CONSUMER COMMERCIAL TOP ORIGINATING COUNTRIES BY SPEND AMOUNT (\$M) Top \$ Countries Y/Y Growth UK – -21.9% **GERMANY:0.6** CANADA:0.7 CHINA -31.2% CANADA --22.2% GERMANY -9% FRANCE -0.9% AUSTRALIA --6.7% FRANCE:0.3 SWITZERLAND 9.5% SWEDEN 29.2% UK:0.8 CHINA:0.7 DENMARK -1.7%



DRAFT 9-9-16

www.VisitSanLuisObispoCounty.com





FPO

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DEAR**STAKEHOLDERS** AND **PARTNERS**,

Fiscal 2015-16 was a productive year for Visit San Luis Obispo County, and we are excited to share with you the progress and results of our efforts. The passage of the Tourism Marketing District in June 2015 enabled the creation of substantial opportunities for the local tourism industry. Visit San Luis Obispo County (VSLOC) launched a first-of-its-kind shoulder season marketing campaign designed to increase feeder market awareness of our destination throughout the San Francisco Bay Area, Los Angeles, the Central Valley, Phoenix and Las Vegas. We crafted the first countywide Tourism Crisis Communication Plan based on the threat of El Niño.

As the second largest economic driver in San Luis Obispo County, tourism spending reached \$1.58 billion in 2015, a four percent increase over 2014. Industry earnings generated by travel and tourism spending reached their highest number yet at \$510 million, a \$40 million increase YOY. In 2016, we contracted Coraggio Group to assemble a multi-year, countywide strategic plan, interviewing stakeholders over the course of several months to determine key initiatives. The strategic plan will provide our organization with a compass to navigate the next three years of the Tourism Marketing District.

read about our recent accomplishments.

All the Best

Chuck Davison President & CEO Visit San Luis Obispo County

In June 2016, we celebrated a big win in partnership with the San Luis Obispo County Regional Airport and the Economic Vitality Corporation, as Alaska Airlines announced new nonstop service to San Luis Obispo from Seattle, beginning April 2017. Over the past year, our team has increased its digital marketing initiatives, leveraged its key strategic partnerships and strengthened its travel trade outreach. Our public relations program continues to increase its earned media coverage, and the San Luis Obispo County Film Commission is laying the groundwork for future economic impact. In addition, the introduction of quarterly Industry Educational Symposiums provides timely tourism industry information to our constituents and members.

Our continued focus moving forward is to: 1) create greater awareness of our county and its assets, and 2) increase demand for overnight stays. We understand key challenges lie ahead for our region, which include tourism infrastructure concerns, the pending closure of Diablo Canyon Nuclear Power Plant, illegal vacation rentals bypassing government regulation and affecting market share and the possible economic downturn forecasted for 2018 among others.

While these challenges seem daunting, Visit San Luis Obispo County is well equipped with a sustainable funding model and a clear strategic plan for continuing to increase the economic impact of tourism on our county. Visit San Luis Obispo County is leading the countywide tourism charge, and we look forward to advancing the voice for our region and its stakeholders.

I am proud of what we have accomplished in year one, however, we still have a long way to go. As we continue making progress toward our mission of inspiring travel and increasing tourism revenue positioning San Luis Obispo County as a preferred destination, I invite you to take a few minutes to

OUR VISION

A vibrant and prosperous San Luis Obispo County, fueled by a collaborative and flourishing tourism industry

Our Mission

Inspire travel and foster our unique experiences to create life-long ambassadors and economic growth for San Luis Obispo County

Our Values

Future Focused: Delivering today with an eye on tomorrow **Collaboration:** Our partnerships inform and support economic success Drive: We bring enthusiasm to our initiatives and focus <u>on result</u> Stewardship: We are mindful of our resources and the San Luis Obispo County brand

Our Brand Intention

Strategic: "They plan and execute." Connector: "They bring people together." Creative: "They innovate and think differently." Inspiring: "They show us what's possible." Essential: "We need them in order to succeed."

Our Position

In order to best support the tourism economy in San Luis Obispo County, VSLOC provides:

- High-quality and high-impact marketing initiatives scaled to reach key regional, national and global targets
 A long-term, collaborative and holistic approach that
- enables success for each tourism district and the County
- Strategic research and sharing of vital tourism knowledge to all of its stakeholders, partners and communities



STRATEGIC PLAN

Under the facilitation of Coraggio Group and with the active participation of stakeholders throughout the county, Visit San Luis Obispo County assembled a three-year Strategic Plan to align staff and stakeholders on the direction of the organization, its strategy and how the organization's success will be measured. The process, which stretched from April to June 2016, began with a stakeholder survey about the long-term tourism direction of San Luis Obispo County, which was sent to the VSLOC member database. At the same time, Coraggio Group conducted telephone interviews with 20 stakeholders, including several lodging partners, local DMO representatives and city managers. Next, Coraggio held three two-day workshops. Each workshop included several hours spent with the Planning Team, consisting of VSLOC leadership, Mike Manchak from the San Luis Obispo Economic Vitality Corporation and Clint Pearce of Madonna Enterprises as the appointed board representative. These workshops were followed by a session with the Board Strategic Planning Taskforce, as well as a separate session with stakeholders.

Imperatives and Objectives:

Optimize our organizational capacity

Establish brand clarity and increased awareness through unified efforts

- •
- •
- •

Build and expand strategic partnerships

- Balanced inventory of partnerships
- Inbound partnership opportunities • Earned Partnership Value (EPV)

Advocate for the development of critical tourism infrastructure

- Increased visitor volume
- Increased international visitor volume •
- Increased total air service

communities

- •
- Increased stakeholder satisfaction scores
- •

• Increased employee engagement and satisfaction scores • Ratio of administrative cost to economic impact

Bi-annual growth of awareness in targeted visitor categories Bi-annual growth of awareness in targeted markets Bi-annual growth of awareness in targeted segments

Draft of Tourism Infrastructure Master Plan completed

Demonstrate value to our stakeholders, partners and

Year-over-year growth in total stakeholder participation at VSLOC events/meetings Year-over-year growth in local media coverage Deliver on objectives as stated in annual marketing plan Community engagement with county-wide tourism

BOARD AND **COMMITTEES**

2015-16 Board of Directors

Jay Jamison • Chair Pismo Coast Village Representing: Pismo Beach

Clint Pearce • Vice Chair Madonna Inn Representing: San Luis Obispo Elected Designated At-Large Seat (-June 2019)

JP Patel • Secretary Best Western Plus Colony Inn Appointed Atascadero Seat (-June 2017)

John Arnold • Treasurer Holiday Inn Express Representing: Paso Robles Appointed Paso Robles Seat (-June 2018)

Noreen Martin • Past President County At-Large Appointee Martin Resorts Representing: San Luis Obispo County Unincorporated Elected At-Large Seat (-June 2017)

Kathleen Bonelli Paso Robles Vacation Rentals Representing: Paso Robles Elected Vacation Rental Seat

James Davison Pelican Inn & Suites Representing: San Luis Obispo County

Mark Eads SeaVenture Beach Hotel Elected At-Large Seat (-June 2019)

Aaron Graves Burton Inn Representing: Cambria Elected Bed & Breakfast Seat (-June 2018)

Jim Hamilton

Sam Miller

Holiday Inn Express Representing: Grover Beach Appointed Grover Beach Seat (–June 2018)

Nipool Patel Lamplighter Inn & Suites Representing: San Luis Obispo Appointed San Luis Obispo Seat (-June 2017)

Rachel Patranella Hampton Inn & Suites Representing: Arroyo Grande Appointed Arroyo Grande Seat (-June 2018)

Val Sevmour The Front Street Inn & Spa Representing: Morro Bay Appointed Morro Bay Seat (-June 2017)

Roger Wightman Sandcastle Inn Representing: Pismo Beach Appointed Pismo Beach Seat (-June 2018)

2015-16 Marketing Committee

Ashlee Akers Vice President Client Services Verdin

Jim Allen Director of Marketing and Communications Hearst Castle

Terrie Banish Deputy City Manager – Outreach/ Promotions/Events City of Atascadero

Molly Cano Tourism Manager City of San Luis Obispo Cheryl Cuming Chief Administrative Officer Unincorporated County Business Improvement District (CBID)

Amanda Diefenderfer Destination Manager Travel Paso Robles Alliance

Christen Goldie <u>Revenue</u> and Marketing Director The Apple Farm

Gordon Jackson *Executive Director* Bureau (CVB)

2015-16 Advisory Committee

Jim Copsey Interim City Manager City of Grover Beach

David Buckingham City Manager City of Morro Bay

Dan Buckshi County Administrator County of San Luis Obispo

Lynn Compton Supervisor County of San Luis Obispo

Thomas Frutchev Citv Manager City of Paso Robles

Jim Guthrie Councilmember City of Arroyo Grande

Erik Howell Councilmember City of Pismo Beach

Jim Lewis Citv Manager City of Pismo Beach

Katie Lichtig City Manager City of San Luis Obispo

Tom O'Malley Mayor City of Atascadero

Pismo Beach Conference and Visitors

Lori Keller Vice President of Strategy and Marketing Martin Resorts

Heather Muran *Executive Director* San Luis Obispo Wine Country

Jennifer Porter Executive Director Paso Robles Wine Country Alliance

John Sorgenfrei President & Owner TJA Advertising

Steve Martin Mayor City of Paso Robles

Jan Marx Mayor City of San Luis Obispo

Rachelle Rickard City Manager City of Atascadero

Mariam Shah Councilmember City of Grover Beach

John Headding Councilmember City of Morro Bay

OUR TEAM



Chuck Davison President & CEO

- Leads the VSLOC team, advancing the initiatives of the Strategic Plan to position the organization for
- Manages Board, committee and communication relations



- Provides general support to the President & CEO and office management for the VSLOC
- Brendan Pringle

Office Manager

Serves as the Board and Committee liaison, manages projects between multiple departments and contract requirements for VSLOC



Michael Wambolt

(Open)

VP of Marketing

(Open)

Director of Travel Trade

- Leads the Travel Trade Department, representing VSLOC at tradeshows and sales missions throughout the country and internationally and hosting FAMs in the County
- Advances domestic and international awareness of the County in the meeting and conference and the travel and leisure segments

Commission Liaison

- Coordinates the coordinates the communications arm of VSLOC, hosting and meeting with journalists and highlighting the experiences of the region in news releases
- Serves as the Film Kylee Jepsen Commissioner assisting scouts and filmmakers Sr. Communications Coordinator & Film in the planning and permitting

Research

BCF



• Coordinates the member services arm of VSLOC, members and activating new

Pam Roberts

Coordinator

non-lodging members

• Supports the Director of Travel Trade in executing sales strategies for market segments



About Us

Established in 1986 as a 501(c)6, Visit San Luis Obispo County (VSLOC) is the countywide destination marketing organization. Its goal is to promote San Luis Obispo County through marketing, advertising, public relations, group sales, promotions, events and sponsorship, branding the region as a choice destination for regional, national and international travelers alike. To do so, VSLOC partners with tourism-related businesses, including lodging properties, restaurants, wineries, activities, golf courses and retail stores to create a unified marketing approach that promotes the Culinary, Coastal and Cultural assets of the county.

- Jordan Carson

Marketing Coordinator

- Coordinates consumer and industry social media efforts for VSLOC, including Facebook, Twitter, Instagram, Pinterest and the VSLOC blog
- Provides support to the VP of Marketing, including the coordination of monthly promotions, content development and sponsorship

IMPACT OF TOURISM ON LOCAL ECONOMY

In 2015, tourism continued to keep San Luis Obispo County's local communities economically vibrant, growing at a rate 4% higher than that of 2014. With the formation of the new Tourism Marketing District, Visit San Luis Obispo County is unifying the county brand and promoting its unique lodging mix, leading to greater awareness and travel to the area.



Accounting for more than **10% of total** employment in the County.

Areas of Employment include:

- Accommodations • Food service
- Entertainment

• Arts



Travel & tourism earnings: in SLOC for 2015

\$40M from 2014)

Tourism spending:





17,870 Jobs (up **4.5%** over 2014)

- Recreation
- Retail
- Transportation



Travel spending created \$59.1M in local tax revenue. This means:





CONSTITUENTAND MEMBER PROGRAMS





RWARD TO A FRIEND

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DEALS | EVENTS | STAY & PLAY | WEDDINGS

2016-17 Visitor Magazine:

Themes: Culinary, Coastal and Cultural

• New "Ask a Local" section features local-insider tips on favorite activities in the region

In addition to digital copies, 45,000 San Luis Obispo County 2016/17 Official Visitors Magazines were distributed in/to:

- California Welcome Centers in San Francisco, Merced, Pismo Beach and Oxnard
- San Jose International Airport, Santa Barbara Airport & Burbank/Bob Hope Airport
- Local lodging facilities
- Trade and travel shows
- Meeting planners, tour operators and travel agents
- Film industry professionals
- Inquiring media

Digital copies are available to download from the home page of the VSLOC website.

This Month in San Luis Obispo Newsletter

- Distributed on a monthly basis to a database of over 36,000 subscribers (a 26% increase YOY)
- Updated format highlights details on monthly promotions, giveaways and deals, video content, blog posts, an overview of events happening throughout the county and more
- The "Deals of the Month" section includes specials and opportunities from both lodging and non-lodging members, and provides partners with additional opportunities to grow awareness of their business.

Visit San Luis Obispo County and Cal Poly partnered again in 2015 to promote Poly Parent Adventures. This program offers parents of students special value-added deals and packages.

- 45 wineries, restaurants and activity partners participated
- Marketed through email blasts and branded materials, driving traffic to the VSLOC website

Countywide Promotions

Annual calendar of monthly promotional campaigns provides lodging constituents and members with a unique opportunity to spotlight their local businesses and drive additional awareness and traffic to their establishments.

	Month	Promotion	
Sens the	January	Restaurant Month	
	February	Romance Month	
	March	Film & Arts Month	
No. of Concession, Name	April	Pet-Friendly Month	Lodgi
	May	Bike Month & National Travel & Tourism Month	
	June	SLO County Great Outdoors Month	
	July	Historic Markers, Buildings & Monuments Month	
	August	SLO County Family Travel Tips	L
	September	CA Wine Month	
	October	Culinary Harvest Month	
	November	Golf & Stay Month	
AND A	December	Holidays	
Sal Mars			an and the second



Crisis Communication Plan

In 2015, Visit San Luis Obispo County created a first-of-its-kind crisis communication plan for the San Luis Obispo County tourism industry. The plan addresses:

- How to effectively respond to a crisis that may negatively impact tourism in the County
- Tools for connecting with key organizations and affected communities
- The role of VSLOC as the communications command center and the voice for the tourism industry
- How VSLCO will assist the County teams in communications, assuring safety for visitors

Annual Community Guides

Visit San Luis Obispo County continued distribution of its annual guides, including a Community Event Directory, Holiday Guide and Pet-Friendly Guide.

Example of Members Who Benefit

Restaurants

Lodging Partners, Spas, Adventure Activities, Wellness

Museums, SLO Film Festival, Film Locations, Entertainment

ng Partners, Wineries, Breweries, Restaurants, Events, Attractions

Activity Partners, Regional Transit

Coastal Adventure Activities, RV Parks and Camping

Missions, Museums, Historical Sites, Film Locations

ging Partners, Wineries, Breweries, Restaurants, Activities

Lodging Partners, Wineries, Restaurants, Activities

Artisan Products, Restaurants, Wineries, Breweries, Hard Cider Producers, Distilleries

Golf Courses, Lodging Partners, Spas

All Members

	TRA	4VE	Τ.	Californ	ia Califor	hia	FY2015 trade p of the D and the
		Californi	a	DREA	M	- Ander	consiste and cur focused key seg
				56	5		tour and confere tradesh (FAM) tr and wo
		Brand USA/ Visit California		36	5		VSLOC San Lui:
Visit California UK SuperFAM (9/26 - 9/28/15)	P	Chinese FAM (11/3/15) Visit California Australian SuperFAM (11/12/15):			Visit California French FAM (2/5 - 2/6/16)		TUI Travel Agency FAM (4/25/16)
Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
2015	2015	2015	2015 CalSAE Seasonal Spectacular (12/3/15)	2016 NTA Travel Exchange (1/31-2/4/16)	2016 Go West (2/21-2/25/16) MPI Northern California Expo	2016 MPI Sacramento/ Sierra Nevada (3/15/16)	2016 Visit California China Sales Mission (4/8-4/18)

Travel Trade

In an effort to raise awareness of the county, uncover emerging markets and cultivate relationships, Visit San Luis Obispo County attended NTA Travel Exchange, Go West, and US Travel Association's IPW meeting with a total of 150 domestic and international buyers.

Meeting & Conference

Visit San Luis Obispo County's increased focus on the meeting and conference market in FY2015-16 included attendance at CalSAE Seasonal Spectacular, Smart Meetings Northern California, MPI Northern California Expo and MPI Sacramento/Sierra Nevada. During these shows, VSLOC pitched the county to dozens of meeting planners representing meeting sizes ranging from tenperson board meetings to 500-person staff incentive groups. From these shows, VSLOC produced 101 leads and contacts, and will use these to foster future meeting and conference business, including facilitating a sales mission into Northern California in August 2016.

Sales Missions

(2/9-2/10/16)

In April, for the first time ever, Visit San Luis Obispo County Visit San Luis Obispo County also worked with several partners to participated in Visit California's China Sales Mission. Over the host multiple travel trade-specific FAMs. These FAMs included UK course of 10 days, VSLOC's Director of Travel Trade, Michael and Australian SuperFAMs, Chinese and French FAMs, a TUI Travel Wambolt, held 88 one-on-one appointments with travel companies, Agency FAM and a Chinese receptive FAM, representing over 20 tour operators and travel agents from Eastern, Southern, million dollars in buying power. Southwestern and Northern China. The mission included visits to four of the largest travel companies: Spring International, Galaxy Tours, Caissa and Ctrip. During these visits, Wambolt was able to meet with CEOs and product managers, gaining a better understanding of Chinese tourist trends.

FY2015-16 delivered a resurgence of travel trade priorities, including the re-establishment Califor of the Director of Travel Trade position and the development of a sales plan and consistent sales strategy. Building upon new and current relationships, the department focused on creating awareness within the key segments of international and domestic tour and travel, as well as the meeting and conference market. Through participation in tradeshows, hosting industry familiarization (FAM) trips, leveraging strategic partnerships and working with industry associations, VSLOC was able to elevate the sales efforts of San Luis Obispo County as a destination.

Visit California/ NTA-Approved **Receptive FAM** (5/28 - 5/29/16):

May

2016

Jun

2016

US Travel Association's IPW (6/18 - 6/22/16)

FAM Tours

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MARKETING

Shoulder Season Campaign

One of the driving forces behind the Tourism Marketing District was the push for an aggressive shoulder season marketing campaign. Visit San Luis Obispo County worked closely with Catalyst Marketing Company to craft a multi-channel strategy for reaching target markets during the off-season. Prior to launching this campaign, VSLOC worked with a local media company to procure new photo and video assets for use in static ads and all-new pre-roll advertising. Media exposure featured new creative, delivered across a palette of traditional and non-traditional media. Sophisticated placements were highly targeted geographically, behaviorally and contextually, and placement strategy was optimized to maximize results.



Digital Marketing Strategy

With the approval of the Tourism Marketing District, new funding provided a first-of-its-kind opportunity to create a regional marketing campaign showcasing San Luis Obispo County as a travel destination. Due to the size of the budget and the need for measurable results, digital marketing was chosen as the focused advertising mechanism for the campaign, allowing Visit San Luis Obispo County to target consumers by lodging type and preference, geographic area, demographics and psychographics, among other specifics.









2.1 million social media impressions

Print Co-Op Advertising

American Way Co-Op

A 10-page advertorial feature in the April 2016 issue of American Way, the in-flight magazine of American Airlines.

Co-Op Partners: San Luis Obispo TBID, Pismo Beach CVB, Unincorporated CBID, Morro Bay Tourism Bureau, Atascadero TBID, Avila Beach Tourism Alliance, Travel Paso Robles Alliance and Paso Robles Wine Country Alliance.

Distribution: 16 million

2016 California State Visitors Guide

Co-Op Partners: Travel Paso Robles Alliance, the City of San Luis Obispo, Morro Bay Tourism Bureau, the City of Arroyo Grande, Unincorporated CBID and the Pismo Beach CVB.

Print Distribution: 500,000

Online Distribution: 3.5 million

California's Central Coast Visitors Map

Partnership with Certified Folder and the Central Coast Tourism Council (CCTC) to produce their main collateral piece. Distribution: 200,000





80k clicks to landing page (www.VisitSLOCounty.com)



Website



the Visit San Luis Obispo County website, VisitSanLuisObispoCounty.com.

2015-16 marks the

three-year anniversary of

TOTAL ORGANIC TRAFFIC 60,000 50,000 40,000 30,000 20,000 10,000 Jul Aug Sep Oct Nov



VSLOC Blog

The Visit San Luis Obispo County Blog also had its highest traffic year. By creating articles in listicle (an article in the form of a numbered or bullet-pointed list), Q&A, itinerary and other engaging formats, visitation to the VSLOC blog grew 48%. A few of the most shared blogs included:

OR.

- "2016 Community Summer Concert Guide" (554 shares)
- "Mother's Day Activities in SLO County" (366 shares)
- "Meet Chef Chris Beckett, Executive Chef of Fish Gaucho in Paso Robles" (336 shares)
- "Cayucos in Thomas Cook Travel Magazine" (2,100 shares)
- "Choose your Own Adventure: The Cambria Story" (289 shares)

Booking.com Partnership

In January, Visit San Luis Obispo County contracted with Booking.com as the VisitSanLuisObispoCounty.com website booking engine, replacing its previous JackRabbit referral tool. The free Booking.com solution provides detailed reporting, mobile functionality and a revenue-share model in which 40% of commission revenue is returned to VSLOC for additional marketing programs.

2015/2016 SnapShot: Total Website Statistics

- 500,023 visits and 378,610 unique visitors
- 1,486,237 pageviews
- 2.97 pages per visit & 2:17 time onsite

355,741 visits/71.14% organic search 77,170 visits/15.43% direct 60,877 visits/12.17% referral 586 _{visits} 15,986 TOTAL TRAFFIC •

225,771

59,610



2015/2016 2014/2015



- Organic search traffic increased by 37%
- Referring traffic increased by 20%



Over the past year, the website continued to see record traffic due to:

- Search engine optimization (SEO) efforts
- Direct response advertising
- Active social media presence
- A new landing page to coincide with shoulder season campaign

PUBLIC RELATIONS

Visit San Luis Obispo County enjoyed regional, national and international PR exposure in 2015-16, with more than 50 million media impressions.



Press Kit

This year, Visit San Luis Obispo County developed a first-of-its-kind countywide press kit. This visually appealing collateral piece serves as a valuable communication mechanism for working with press and media. In addition to highlighting the Coastal, Culinary and Cultural assets of the county with itinerary recommendations, the press kit also describes the economic impact of tourism for San Luis Obispo County.

Media FAM Tours/Hosted Media

In addition to the international FAMs hosted by Visit San Luis Obispo County, we also worked with several partners to host multiple media-specific FAMs and journalists. These FAMs included Visit California Chinese, French and Australian FAMs, a SAVOR Media FAM and a North American Travel Journalists Association (NATJA) FAM throughout the year.

Press Releases

Visit San Luis Obispo County is the leading resource for visitor information in San Luis Obispo County. VSLOC distributed eight major press releases to PR Newswire on topics ranging from holiday season and pet-friendly activities to culinary and cultural scenes. In total, these releases received more than 160,000 views.



In October, Visit San Luis Obispo County contracted with WebDAM for a new digital asset management system. This sophisticated system houses photo and video assets collected from various communities, making it convenient to find and credit images.

Visit California Media Receptions

Throughout FY2015-16, VSLOC had the opportunity to attend five media events in partnership with Visit California. At these events, more than 300 media contacts were introduced to San Luis Obispo County.

- San Francisco Media Event (Sept. 2015) •
- New York Media Event (March 2016)
- Texas Media Boot Camp (April 2016)
- Vancouver Media Luncheon (May 2016)
- Calgary Media Hour (May 2016)

IPW 2016 Media Marketplace

Visit San Luis Obispo County contracted with PR professional Jeanne Sullivan to represent San Luis Obispo County at the IPW Media Marketplace on June 20. There, Sullivan met with 34 different travel writers, pitching the superb offerings of and news about San Luis Obispo County tourism, as well as providing media leads for the VSLOC communications team.

Visit California "Average Joes" Ad

Visit California's new "Average Joes" commercial, which features a "bubblesmith" in front of Morro Rock, began airing in the US and internationally in October 2015. The commercial is San Luis Obispo County's first appearance of this magnitude on the international TV stage, the result of VSLOC's strong partnership with Visit California. National spots have aired on several channels, including A&E, ABC Family, Animal Planet, Bravo, and ESPN, as well as during programs like "Good Morning America" on ABC and "The Today Show" on NBC. The commercials have been deployed digitally through Hulu, Yahoo!, ABC, NBC and YouTube.

Earned Media Coverage

The following are just a few of the news outlets that covered the beautiful assets of San Luis Obispo County



Visit San Luis Obispo County leveraged their growing social media audience by using scheduled posts, boosted posts, daily themed hashtags and accompanying hashtags, blogs and promotional giveaways. By strategically posting user-generated photos and custom content, VSLOC has positioned itself to consumers as the destination for all things Culinary, Coastal and Cultural in San Luis Obispo County.

SOCIAL MEDIA

Daily themed hashtags include:

#MoveItMonday – Featuring outdoor activities

#TastyTuesday - Featuring all things food

#WineWednesday - Featuring SLO County wines

#TravelThursday - Featuring a specific location/ activity in San Luis Obispo County

#FanFriday – Featuring a unique, user-generated landscape photo

#ScenicSaturday – Featuring a destination or unique outdoor activity

#SundayFunday – Featuring a leisurely activity

Additionally, VSLOC used local DMO hashtags and these supporting hashtags to increase traffic and awareness:

#VisitSLOCounty #SLOCounty #CentralCoast #California #VisitCalifornia



FILM COMMISSION

The San Luis Obispo County Film Commission, a department of Visit San Luis Obispo County, reported a significant increase in the number of filming days in the 2015 calendar year. As of December 31, 2015:

100+ project leads came through the Film Commission office

- Feature films Television programs
- Catalog shoots Music videos
- Commercials • Documentaries
- 271 filming days
- \$6.3M economic impact for San Luis Obispo County

80+ productions including:

- Animal Planet's Redwood Kinas
- History Channel's American Pickers
- Diablo feature film, Nitro Circus
- Reading Rainbow
- Keeping Up With the Kardashians
- Commercials/still shoots for Mazda, Mitsubishi, Chevy, Toyota, Audi, SAS Airlines, Amtrak, Pottery Barn • Average Joe's TV commercial
- Awesomeness TV



- Host to 20+ film producers and location managers for a full-day Film Scout FAM Tour of the county
- Raised awareness of the county's filming locations to industry professionals
- Generated valuable leads for the Film Commission

Major Film Industry Conferences

- AFCI Locations & Global Finance Conference attendance
- Film in California Conference











POTTERY BABN





SPONSORSHIP

Developing partnerships and sponsorships that align with the organization's mission is a key component to marketing San Luis Obispo County as a destination and showcasing its key Coastal, Cultural and Culinary



Sunset SAVOR the Central Coast

Visit San Luis Obispo County invited wine and food lovers to embark on the culinary journey of a lifetime at the sixth annual Sunset SAVOR the Central Coast. The event included an exciting schedule, jam-packed with new events, tasting experiences, culinary headliners and adventure tours. Throughout the four-day event, attendees indulged in the unspoiled Central Coast lifestyle and enjoyed countless delicious moments.

Total economic impact: \$3.47 million

Average length of guest stay: 2.64 days Average party size: 3.43 persons





- Visit San Luis Obispo County provided **\$30,000** to sponsor the May 18, 2016 start in Morro Bay.
- VSLOC created a **30-second television** • commercial, which was viewed on NBC Sports as well as the online Tour Tracker, and a half-page ad in the program guide and other representation.

Total economic impact from attendee spending:

\$1.16 million

Economic impact from operations/preparation:

\$1.91 million

Impressions generated by media coverage: 511 million

Local/Non-local split: 59.3%/40.7%

(15% increase in non-local attendance over 2014

56% of attendees were 45-64 years of age





25-44 years of age

Total dollars spent by

\$779 thousand

Estimated local sales tax

attendees:

generated:

\$53,277

Publicity value:

\$78.8 million

47% of attendees had an

over \$100.000

average household income of



INDUSTRY EDUCATION

Visit San Luis Obispo County is dedicated to providing the latest industry information, research and resources to its lodging constituents and members. VSLOC distributes key information and updates through several channels, including guarterly educational symposiums, weekly "This Week in San Luis Obispo County" email blasts and new industry social media channels on Facebook and Twitter.

Industry Educational Symposiums

On May 6, more than 150 lodging constituents and members joined In November, VSLOC launched its guarterly Industry Educational Visit San Luis Obispo County at the historic Fremont Theatre in San Symposium series. Complimentary to all lodging constiuents and Luis Obispo to celebrate the countywide impact achieved by the members, the Symposium series is designed to cover important and timely industry topics, which are focused on: TMD in its first year.

1) Perfecting operational effectiveness

2) Increasing revenue

Topics & Speakers:

- Vacation Rental Advocacy
- Water Conservation during the Drought
- **TripAdvisor Resources**
- **Booking.com Travel Trends & Innovation**
- Impact of Filming on the Economy
- Yelp Resources

Visit San Luis Obispo County's **New Industry-Oriented Social** Media Channels

Visit San Luis Obispo County has rolled out two new social media channels to inform constituents and industry partners about relevant tourism news and updates.

These new channels keep lodging constituents and members in-the-know about items such as VSLOC's annual Tourism Exchange, guarterly educational symposiums, emergency notifications, countywide initiatives, travel trade updates and more.







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Topics & Speakers:

- Major Initiatives for the VSLOC **Tourism Marketing District:** Chuck Davison: VSLOC President & CEO
- Feeder Market Awareness Study Results: Pat Merrill, Partner at Merrill Research
- 2017 Lodging Forecast: Brandon Feighner, Director at CBRE Hotels' Valuation and Advisory Services
- State of Tourism in California: Caroline Beteta, President & CEO of Visit California



This Week in SLO County

Every Thursday, Visit San Luis Obispo County delivers "This Week in San Luis Obispo County" to its lodging constituents and members providing information on up-to-date industry trends, intelligence and local events. It also shares industry articles, market and regulation updates, along with other valuable tourism industry information.

FPO

RESEARCH

In 2016 Visit San Luis Obispo County founded groundbreaking new research intended to inform the development of Visit San Luis Obispo County's brand and future marketing campaigns.

STRATEGIC **PARTNERSHIPS**

In its effort to provide a unified voice to the countywide tourism industry, Visit San Luis Obispo County has strengthened several strategic statewide and regional relationships to grow sales and increase awareness.

Research Project

MERRILL

Visit San Luis Obispo County worked with Merrill Research on two distinct market research projects to define existing and potential visitors.

Local destination marketing organizations likewise had the opportunity to "buy-in" to the projects, allowing them to add specific questions about their communities to the survey. The outcome of the study will be used to develop VSLOC's marketing program in the years to come, as well as provide a comparison of San Luis Obispo County to its competitive markets.

Project 1: Share of Wallet Study and Demographic Study

Objectives:

- Build understanding of the customer share-of-wallet spent when visiting San Luis Obispo County (SLOC)
- Build understanding of the consumer share-of-wallet when visiting SLOC competitor destinations
- Develop demographic and psychographic profile of current and potential visitors to SLOC and competing markets

Methodology:

1000 respondents (500 California Residents/500 Non-California Residents) were surveyed, including San Luis Obispo County visitors, prospects and fence-sitters

Project 2: Feeder Market Awareness Study

Objectives:

- Understand awareness levels of SLOC in regional markets •
- Gather thoughts and attitudes related to why people would or would not visit

Methodology:

1254 respondents from San Francisco, Central Valley, Los Angeles, San Diego, Phoenix, Las Vegas and Seattle were surveyed on their awareness and perception of San Luis Obispo County

Smith Travel **Research Reports**

Visit San Luis Obispo County initiated a subscription to weekly and monthly STR reports. The lodging reports provide an overview on 11 segments of San Luis Obispo County, as well as a comparison of SLOC to Monterey/Salinas, Santa Barbara/ Santa Maria and California as a whole.

VisaVue[®] Travel

This year, Visit San Luis Obispo County began its participation in a Visit California co-op to receive VisaVue® Travel data on both domestic and international travelers to San Luis Obispo County. The reports offer key information on travelers and their spending by market segment or merchant category code.



Industry Relations

California – Visit California is a nonprofit organization with a mission to develop and maintain marketing programs-in partnership with the state's travel industry—that keep California top-of-mind as a premier travel destination. Visit San Luis Obispo County has continued to cultivate its relationship with Visit California. President & CEO Chuck Davison is a member of Visit California's Research Committee and has worked hard to put San Luis Obispo County on the map with the organization. This has directly led to many tour operator FAM and media FAM leads, along with other special opportunities.

On September 19, Awesomeness TV aired an episode that highlights the Oceano Dunes, which was produced in partnership with Visit California. The episode reached an aggregate base of 24 million subscribers and engaged several hundred thousand viewers.

California is the top U.S. destination for Chinese visitors, welcoming over 1 million visitors in 2014, who collectively spent \$2.5 billion in the Golden State. VSLOC recognizes the importance of reaching this tourism demographic and has taken advantage of Visit California's market strategies to welcome Chinese visitors both now and in the upcoming year. VSLOC Director of Travel Trade Michael Wambolt attended one of Visit California's China Ready presentations in November, and in April, he traveled to Beijing and Shanghai on their annual China Sales Mission. In May, VSLOC President & CEO Chuck Davison pitched San Luis Obispo County in Beijing, Shanghai,

Guangzhou and Hong Kong during Visit California's 12-day China CEO Mission. As part of the CEO Mission, Davison represented San Luis Obispo County at the Beijing International Travel Exhibition (the largest Beijing trade show), the Pan China CA Advisory Board Meeting, the China Southern Airlines Executive Summit and Press Conference, and Vinexpo Hong Kong. In addition, Davison was introduced to China National Tourism Administration (CNTA)'s Chairman Li, and Deputy Chief of Mission U.S. Embassy Beijing, David H. Rank, and was also included in a 20-page Global People Magazine supplement that featured SLO County.

Visit California also featured San Luis Obispo County in their "Average Joes" TV commercial, which began airing nationally and internationally in the fall.

On February 22-24, 2016, in San Francisco, Visit San Luis Obispo County and its partner communities were represented at Visit California's Outlook Forum, California's premier tourism marketing conference. In conjunction with this event, Visit California held its Poppy Awards, a biennial contest that honors the best and brightest of California tourism promotion. Out of only ten winners selected, VSLOC won a Poppy Award for Best PR Campaign, in partnership with Black Ink PR. Two other San Luis Obispo County DMOs joined Visit San Luis Obispo County in winning Poppy Awards of their own: San Luis Obispo Tourism Business Improvement District (TBID) and the Unincorporated County Business Improvement District (CBID).

Other Industry Relations



Brand USA

Brand USA leads the nation's global marketing effort to promote the United States as a premier travel destination.

VSLOC partnered with Brand USA on a multichannel program in Canada that included an Expedia landing page focused on driving lodging room and works with Brand USA as a national partner in tourism.

U.S. TRAVEL U.S. Travel Association

U.S. Travel is the leading force that grows and sustains travel, and protects the freedom to travel. VSLOC is a participating member.



Destination Destination Marketing Association International (DMAI)

DMAI is the global trade association for official destination marketing organizations, providing cutting-edge educational enrichment and networking opportunities. VSLOC President & CEO Chuck Davison attended this year's annual DMAI's CEO Summit in San Juan, Puerto Rico.



DMAwest Destination Marketing Association of the West (DMA West)

DMA West is a regional membership organization of more than 145 DMOs. As a participating member of DMA West, VSLOC has access to their online resources & educational summits.

CalTravel CalTravel protects and enhances the interests of





California travel and tourism through advocacy, collaboration and education. VSLOC attended the annual CalTravel Summit in May 2016.

Central Coast Tourism Council (CCTC)



VSLOC partnered with CCTC to attract international tour groups and media FAM tours to the county throughout the year.

President & CEO Chuck Davison is a board member of the CCTC. In March, VSLOC sponsored the closing reception for CCTC's Retreat and Planning Conference at Hearst Castle.

Local Partnerships

In addition to partnering with local DMOs and chambers, VSLOC has strategic partnerships with the following:



Economic Vitality Corporation (EVC)

The EVC is a regional nonprofit, economic development organization committed to developing a vibrant and sustainable economy throughout SLOC.

Davison chairs the Uniquely SLO Cluster group, advocating additional air service and working with the business community to promote the lifestyle that tourism creates in San Luis Obispo County EVC President Mike Manchak was integral in the development of VSLOC's Strategic Plan as part of the Planning Team.



San Luis Obispo County Regional Airport

VSLOC continues to serve as a strategic partner of the San Luis Obispo County Regional Airport to attract visitors. New service this year included an additional flight from the San Luis Obispo County Regional Airport to Phoenix on American Airlines.

After years of discussion with Alaska Airlines, new air service from San Luis Obispo to Seattle will begin in April 2017. This was a big win for San Luis Obispo County tourism and key in the effort to bring more regional flights to target markets.

SAN LUIS OBISPO

CAL POLY California Polytechnic State University (Cal Poly), San Luis Obispo

VSLOC partnered with Cal Poly on several opportunities, including the Poly Parent Adventures previously noted.

VSLOC President & CEO Chuck Davison is a member of the Local Economic Development Committee on Cal Poly's President's Council of Advisors.

Council of Advisors

Davison also guest lectures at Cal Poly about destination marketing organizations, analytics and tourism research, and served as a quest judge for "Dragon's Den," a project that encouraged students to work together on the development of a new tourism product.

Amtrak



Amtrak featured VSLOC's 2016 San Luis Obispo County Visitors Magazines at the Fullerton Railroad Days consumer event.

The event drew more than 15,000 attendees, and 400 Visitors Magazines were distributed.

LOOKING>>> Forward



Visit San Luis Obispo **County Announces New Marketing** Agency-of-Record

In April 2016, Visit San Luis Obispo County announced their new marketing agency partnership with BCF Agency, effective July 1, 2016. BCF will use market research and a multi-year strategic plan to create an impactful new brand for Visit San Luis Obispo County, ultimately resulting in a marketing campaign geared towards promoting the region in the shoulder season, during off-peak months.

BCF is a tourism destination marketing firm based in Virginia Beach, Virginia, that specializes in working with destinations, hotels, resorts and travel-related experiences throughout the United "Virginia is for Lovers" campaign, as well as Aspen, Colorado's campaign, BCF was chosen from 14 national agencies that submitted and pitched for the business. For 60 days prior to the start of their contract, BCF had professionals in the market working hand-in-hand with the organization to begin crafting a marketing strategy that would convey San Luis Obispo County's unique destination position.

New Branding

In 2016. Visit San Luis Obispo County completed consumer research for its core target markets (Primary DMAs: San Francisco, Los Angeles and the Central Valley; Secondary DMAs [based on direct air service]: Phoenix, Las Vegas and Seattle). Due to the lack of a developed and well-known destination brand, the research findings will be used to influence the development of a Visit San Luis Obispo County rebrand. VSLOC's new agency of record (AOR), BCF, will create a comprehensive brand identity, including naming, visual identity, photography and video style guide, along with brand messaging architecture in the coming months.

New Website Features

In the coming year, VSLOC will develop and launch a new engaging web experience. Visit San Luis Obispo County's website agency, Simpleview, will develop and build the new website in cooperation with the AOR, BCF. The new site will include improved functionality and new features not currently available, and is expected to launch in 2017.



A SAN LUIS OBISPO COUNTY EXPERIENCE

Visit San Luis Obispo County is partnering with local restaurant, winery, brewery, distillery and activity partners to take SAVOR on the road, creating SAVOR – A San Luis Obispo County Experience at food, wine and lifestyle events in key regional feeder markets. These roadshow experiences begin with the San Diego Bay Wine and Food Festival in November 2016 and will continue on into 2017, with additional shows being announced soon.

SAVOR – A San Luis Obispo County Experience will feature a large destination experience tent showcasing some of the best wine, beer, craft spirits and culinary delicacies of San Luis Obispo County with a goal of encouraging those attending to plan a trip to San Luis Obispo County to experience the destination first hand.

FY2016-17 Budget

Estimated cost of providing activities in the next fiscal year:

\$3,281,339

Estimated amount of contribution from non-assessment sources: \$165,000

Estimated amount of surplus or deficit revenue carried over from the previous fiscal year:

Reserves: \$142,656

Cash Carry-Over: \$60,464

32.36% Marketing-Digital

23.61% Marketing-Advertising

12.73% Trade Travel

8.15% Industry Research & Resources

6.83% General & Administrative

6.31% Communications

6.15% Marketing-Events

2.07% Marketing-Promotions

Appendix

Method and Basis of Levving Assessment

The annual assessment rate is one percent (1%) of gross short-Marketing District term (stays 30 or fewer consecutive days) room rental revenue. Developed by Visit San Luis Obispo County, the San Luis Obispo With the passage of the TMD on June 10, 2015, implementation of the assessment began July 1, 2015, and continues for five County Tourism Marketing District (SLOCTMD) is a new countywide cooperative effort to collectively market all that the county has to (5) years through June 30, 2020. The County and each city are offer for the benefit of assessed lodging businesses. The assessment responsible for collecting the assessment from lodging businesses district provides specific benefits to payors by funding marketing, within their respective jurisdictions on a monthly or quarterly basis, advertising, promotions and sales efforts for assessed businesses. including any delinquencies, penalties and/or interest. Within thirty (30) days of receipt, the County and each city then forward the The SLOCTMD provides an opportunity for lodging businesses assessments collected to the Tourism Marketing District managed by throughout the county to collaboratively engage in marketing, VSLOC.

Proposed Boundary, Zone or **Classification Changes**

There are no proposed boundary, zone or classification changes for the coming year.

Assessed Funds from FY2015-16:

SLO County Unincorporated City of San Luis Obispo City of Pismo Beach City of Morro Bay City of Paso Robles City of Arroyo Grande City of Atascadero City of Graver Boach	\$565,095 \$712,887 \$238,059 \$338,895 \$71,501 \$83,372	Industry Research & Resources Travel Trade Communications Marketing-Advertising Marketing-Promotions Marketing-Events	\$266,978.00 (9.61%) \$268,102.00 (9.65%) \$123,733.00 (4.45%) \$627,869.00 (22.59%) \$26,079.00 (0.94%) \$177,008.00 (6.37%)
City of Grover Beach	\$21,303	Marketing-Digital Film Commission	
*Collections remitted from July 1, 2015 to June 30, 2016	. Please note that	Carryover	\$538,594.00 (19.38%)

funds are typically remitted 30-60 days after the month they are collected

San Luis Obispo County Tourism

advertising, sales and promotional efforts. This joint effort helps foster synergy among the county and businesses, and ensures Tourism Marketing District (TMD) dollars are spent in the most streamlined manner possible. It aims to establish San Luis Obispo County as a premier Central Coast tourism destination and a leader in the California tourism community.

The core focus of the SLOCTMD is twofold: to put more heads in beds and to increase the average daily rate charged for those beds.

To that end, the programs funded by the SLOCTMD have two specific goals: (1) to increase awareness of San Luis Obispo County as an overnight destination, and (2) to increase lodging demand for the destination and lengthen visitors' average stay (leading to boosted lodging sales and revenue).

FY15-16 Budget:



Measure J-16

Adopted by the San Luis Obispo Council of Governments on July 13, 2016

www.selfhelpslo.org



State and federal transportation funding has dropped severely in recent years, with once dependable funds becoming increasingly unreliable. Transportation's primary fund source, the gas tax, hasn't been raised in 20 years and our cars are more fuel efficient than ever. Therefore, revenues available to operate, maintain and improve our local transportation system have not kept up with the needs of our community. Over the next decade, SLO County's population will continue to grow and our senior population will almost triple. This means without new funding San Luis Obispo County will have increased congestion, increasingly deteriorating roadways and fewer and more costly transportation services.

A new, reliable source of transportation funding is needed to maintain our communities and quality of life.

San Luis Obispo County voters are being asked to approve a 9-year, ½ cent sales tax to address these needs. Twenty other counties in California have already approved similar ballot measures making them 'Self-Help' Counties. With these voter-approved local transportation funds, Self-Help Counties are able to maintain and improve their transportation systems. They are also more successful in competing for funding and leveraging a larger share of state and federal dollars. Self-Help funds generated must stay local and can only be spent on transportation.

INTRODUCTION

The San Luis Obispo County Self-Help Local Transportation Investment Plan was developed through a comprehensive public outreach program that asked residents to identify their priorities for future transportation programs and projects. Outreach included over 75 meetings with community organizations and leaders representing diverse viewpoints. Additionally, a series of focus groups representing the southern, northern and central portions of the county, plus the north coast were conducted along with a statistically valid phone poll. The Plan has been approved by the San Luis Obispo Council of Governments, all seven cities in the region and the County Board of Supervisors.

Self-Help in SLO County:

- Generates \$25 million new dollars per year to fix our roads and improve transportation, half of which would be paid for by visitors to our county
- Can only be used for local projects and transportation priorities
- Prohibits Sacramento from taking possession of these locally generated funds
- Allows SLO County to compete for State and Federal grants and leverage funds, thereby increasing revenues
- · Delivers a Transportation Investment Plan with a list of projects and programs
- Includes an Independent Taxpayer Oversight Committee to ensure projects and programs in the Plan are actually funded and/or completed



9-Year Proposed Investments

1% max in administrative costs off the top

9-YEAR PLAN TOTAI	ING \$225 MILLION		Percent of Funds	Fund Allocation (\$ millions)
Local Control	Funds controlled by local jurisdiction Safe Routes to School	is with at least 4% for	55%	\$123.8
		Arroyo Grande	6.9%	\$8.5
Local Control disti	ibuted by formula of	Atascadero	10.8%	\$13.4
\$150k base per ju of regional populo	risdiction, plus share	Grover Beach	5.5%	\$6.8
oj regionar popula		Morro Bay	4.5%	\$5.6
	hown in millions reflect ales tax generating \$25M/ ercent per category would	Paso Robles	11.2%	\$13.9
not change, actual amo	unt generated by a local I fluctuate based on local	Pismo Beach	3.7%	\$4.5
retail sales.	,	San Luis Obispo	16.3%	\$20.2
		SLO County	41.1%	\$50.9
Regional Projects	 Shell Beach/Pismo Beach congestic US 101 South Safety and congestion relief in south (Prado & Hwy 227) North County 101 and 46E congest North Coast Highway 1 improveme 	SLO City area	25%	\$56.2
Bike & Pedestrian Safety and Connectivity	Regional connectors including: • City-to-the-Sea/Bob Jones • Atascadero/Templeton Connector • Morro Bay/Cayucos Connector • Plus local bike/ped improvement p	rogram	10%	\$22.5
Public Transportation	Transit (6%); Improved mobility for S Persons w/Disabilities (3%); Transpo Management (1%)		10%	\$22.5
TOTAL			100%	\$225

Revenue Estimates and Distribution: Over the course of the 9-year plan, \$225 million dollars will be generated for local transportation investments. Most projects will be funded by a mix of funding sources, using the locally generated sales tax revenues to leverage state and federal funding sources. Allocation of Self-Help revenues is established within this Plan. The estimated revenue and allocation among categories is based upon 2016 value of money and is not binding or controlling. Transportation sales tax funds shall be allocated by percentage of the actual revenue received.

This funding will serve as an investment that will leverage future local, state and federal funding. Funds would be used for all phases of project implementation, including: planning, environmental, permits, and design, right-of-way, and/or construction capital and operations projects. State and federal fund sources that may also be used to implement transportation projects and programs in the next decade include the State Regional Transportation Improvement Program (regional-estimate \$25M), Inter-regional Transportation Improvement Program, Gengestion Air Quality (regional-estimate \$15M), Regional Surface Transportation Program Funds (regional-estimate \$10M), and Local Funding (e.g. developer fees, general funds, and Measure "Local Control" funds).



THE PLAN: LOCAL CONTROL









Local Control, 55%, \$123,750,000

Formula based upon \$150k base per jurisdiction with balance allocated by population, and modified in 2022 with new population percentages

Recognizing that local streets are the backbone of our transportation system, this Plan provides funds to local cities and San Luis Obispo County, distributed primarily based on 2015 population to support local roads. These funds may be used for used for any transportation purpose at the discretion of each jurisdiction such as, road and pothole repair, sidewalks, bridge and seismic safety investments, local match funding for highway improvements and public transit.



Based on local jurisdiction priorities, 4% of the total Revenues

collected will be used for Safe Routes to Schools and Colleges. Safe Routes to School funds promote the safety and health of children by funding projects and encouragement programs that improve bicycle and pedestrian access and safety near or to schools and colleges.

Local jurisdictions are also encouraged to use these funds for community enhancements such as improvements to downtown areas, additional pedestrian and bike paths, wayfinding, lighting, street or median trees and other local enhancements.

Every city and community has identified specific projects they want funded in this Plan.

Allowable uses for the Local Control funding category include:

- Maintaining, improving or constructing streets, roads, bridges, and bicycle and pedestrian facilities,
- Community Enhancements, such as downtown streetscapes, transportation enhancements, wayfinding, and accessibility improvements, street lighting, street furniture and trees,
- Safety Improvements,
- Bus and rail transit services and support facilities,
- Programs that reduce transportation demand,
- Storm damage repair to transportation facilities,

- Roadway drainage facilities,
- Traffic signal coordination, intersection and channelization,
- Traffic management,
- Landscaping Maintenance,
- Reduced transit fares for seniors, veterans, students, and persons with disabilities,
- Education and incentives designed to reduce single occupant auto trips,
- And other transportation purposes as allowable under the Surface Transportation Program.

Projects selected through public engagement by each jurisdiction include:

LOCAL CONTROL CITY ALLOCATIONS, TOTAL \$72.6M

ARROYO GRANDE, TOTAL \$8.5M

Street maintenance and repair; Congestion relief and operational improvements: E. Branch/E. Grand area, Halcyon Corridor improvements; Operational and bike/pedestrian safety improvements at E. Branch/Crown Hill/Huasna

ATASCADERO, TOTAL \$13.4M

Street maintenance, repair and rehabilitation; Congestion management at key intersections; Bike/Pedestrian safety improvements and connectivity

GROVER BEACH, TOTAL \$6.8M

Repair and maintenance of local major streets; Grand Avenue Enhancements; Sidewalk infill and accessibility improvements; Gateway entry and Wayfinding Signs; Grover Beach bike paths per Bike Master Plan

MORRO BAY, TOTAL \$5.6M

Local street reconstruction, rehabilitation and repair

PASO ROBLES, TOTAL \$13.9M

High-priority street repair, maintenance and reconstruction; Union Road and Golden Hill intersection improvements; other high-priority traffic and intersection improvements; congestion management

PISMO BEACH, TOTAL \$4.5M

Street maintenance and repair; Local interchange/intersections improvements; Boardwalk extension; Downtown, Shell Beach, and other streetscape and pedestrian improvements

SAN LUIS OBISPO, TOTAL \$20.2M

Roadway Repair & Maintenance: Madonna, Foothill, Los Osos Valley Road, Grand Ave; Broad Street Corridor Improvements; Bike and Pedestrian Improvements; Safe Routes to School projects

LOCAL CONTROL SLO COUNTY ALLOCATION, TOTAL \$50.9M					
	Community Projects	Additional Maintenance Funding			
Avila Beach	Pedestrian and Parking Improvements	Plus additional maintenance funding of \$500,000			
Cambria	• Burton Drive Pedestrian Path	Plus additional maintenance funding of \$1,000,000			
Cayucos	Ocean Avenue Downtown Pedestrian Improvements	Plus additional maintenance funding of \$500,000			
Los Osos	Los Osos Valley Road Multi-Use PathEl Moro Avenue Path	Plus additional maintenance funding of \$2,500,000			
Nipomo	 Orchard-Tefft-Hazel Ped Improvements Tefft Street Operational Interchange Improvements Olde Towne Nipomo Streetscape Los Berros and Dale Ave left turn lane 	Plus additional maintenance funding of \$3,000,000			
Oceano	Front Street Enhancements17th Street Pedestrian Improvements	Plus additional maintenance funding of \$2,500,000			
San Miguel	 Mission Street Sidewalk Improvements Tenth Street Sidewalk Improvements 	Plus additional maintenance funding of \$500,000			
Santa Margarita	• Safe Routes to School Pedestrian Path	Plus additional maintenance funding of \$500,000			
Shandon	 San Juan Creek Pedestrian Bridge and Pedestrian Path 	Plus additional maintenance funding of \$500,000			
Templeton	 Theater Drive Bike Lanes Florence St. sidewalks Bethel/Vineyard signalization Las Tablas Operational Interchange Improvements 	Plus additional maintenance funding of \$1,000,000			
All	 Regional roadways improvements, such as intersection improvements on Highway 227 and Los Ranchos 	Plus additional maintenance funding of \$20,500,000			



THE PLAN: REGIONWIDE



Regional Highway and Major Roadway Projects, 25%, \$56,250,000

These funds would be used for planning, project development, right-of-way, and/or construction of major corridor, capital projects. Proposed regional projects are at different stages of implementation. Improvements in the South and Central County are at a higher level of planning and design than project improvements planned for the North County.

Sub-regional allocation targets are based on general population, need for improvement(s), and project(s) readiness over the nine-year time horizon. This funding will serve as an investment that will leverage future local, state and federal funding. Allocation targets are also based on factors such as location of employment centers and housing, and the net impact to related transportation facilities.

Regional Projects 25%

South County - Highway 101 congestion relief and interchange improvements - \$20M:

Highway 101 in the Shell Beach/Pismo Beach area and interchanges in the South County area are experiencing increasing congestion during peak traffic hours and heavy summer/seasonal and weekend events. The traffic flow is easily disrupted by access movements at ramps or lane drops near ramp connections, including the truck lane merging. Potential improvements include: adding lanes, extending and consolidating on/off ramps, and improving interchanges.



PROJECT BENEFITS:

- Improves safety and relieves peak hour and summer traffic congestion on US 101
- Reduces congestion and the disruption of mainline traffic flow and increases safety at local interchanges
- Improves access for local residents and visitors
- Supports regional travel, goods movement and our economy

Central County- Congestion relief and safety improvements - \$17.5M:

Funding is recommended in the Measure to address emerging traffic congestion in two areas: Southern San Luis Obispo arterials, intersections and freeways (\$9.5M); and Highway 227 south of the airport to Los Ranchos Road (\$8M).

Southern San Luis Obispo City is experiencing increasing traffic on its east-west connector routes impacting all intersections and the adjacent Madonna Road and Los Osos Valley Road interchanges. Due to a lack of east-west and north-south road connections, the existing roadways in the south SLO City area must bear the burden of local and regional traffic, and increasing congestion. Funding will be matched with local developer fees to improve traffic operations in congested areas.

PROJECT BENEFITS:

- Improves East-West and North-South connections within the City of San Luis Obispo
- Provides traffic operations improvements at intersections that relieve congestion

Highway 227, which serves as an alternative to Highway 101 during congested periods, is experiencing increased traffic volumes. Traffic counts showed a 30% increase in traffic from 2005 to 2013, and, over the next 20 years, further increases of 25%-35% in peak hour and daily traffic are projected. Residents of this area have access issues and serious safety concerns during peak-hour congestion. Funding will implement a plan to improve the traffic flow between the Airport and Los Ranchos Road.

PROJECT BENEFITS:

- Provides traffic congestion relief, and eliminates stop and go traffic
- Improves safety at intersections
- Improves access to SLO Regional Airport
- Includes safe bicycle and pedestrian improvements



North County - Highways 101 and 46E congestion relief - \$17.5M:

Highways 101 and 46 in the North County are experiencing minor problems today, but worsening in the near future. For some interchanges, a safety improvement with a longer ramp or a wider ramp with additional turn lanes would improve operations (Las Tablas, 46E), others have recurring congestion at the interchanges (Traffic Way, Curbaril, Main Street, Santa Rosa, 46W). At-grade crossings where vehicles must cross multiple high speed lanes to turn left onto or from Highway 101 pose another

safety issue on the corridor (Wellsona). A similar issue exists on 46E at several intersections.

Funds would be used for planning, project development, and construction of capital projects on the corridor, on parallel routes, and for key interchanges in Atascadero, Templeton, and Paso Robles. Improvements will be selected based on their contribution to improving system reliability, safety, reducing congestion, cost, and local funding contributions.

PROJECT BENEFITS:

- Improves congestion and highway access at interchanges
- Improves safety and access for local residents and our growing tourist economy
- Creates safe, improved bicycle and pedestrian features at congested interchanges

North Coast Highway 1 improvements - \$1M:

These funds would be to augment existing funding to construct an improvement to reduce the congestion, pedestrian conflicts, and improve safety at the 41/1/Main Street intersection in Morro Bay.





- Improves major congested interchange
- Provides safe connection from neighborhood to Morro Bay High School across Highway 1

* Subregional dollar amounts may not total full amount due to rounding. Actual dollars will be distributed based on percent share.



Bike & Pedestrian Safety and Connectivity Program, 10%, \$22,500,000

The following proposed bike and pedestrian improvements are at different stages of implementation. Funds would be used for planning, project development, right-of-way, and/ or construction of capital projects. Leverage of other local, state, and federal funding may require improvements to be phased, yet provide independent utility.

Funding in this program is equitably divided by the four sub-regions of the county. Improvements will be selected based on project readiness, cost, benefits and ability to leverage state, regional and federal funds.

South County - \$5.6M

- Highway 1 bike and pedestrian improvements (Pismo Beach to Oceano)
- Coastal Trail Boardwalk, extend Grover Beach Boardwalk to Grand Ave
- Other regional bikeway improvements

Central County - \$5.6M

- City to the Sea / Bob Jones Multi-use Path (SLO to Avila Beach)
- Other regional bikeway improvements

North County - \$5.6M

Intercommunity Bikeway Improvements: including

- The Atascadero/Templeton Connector;
- Templeton to Paso Robles roadway improvements (Main Street and Theater Drive)
- Highway 41 bike and pedestrian improvements between 101 and San Gabriel Road.
- Other regional bikeway improvements

North Coast - \$5.6M

- Coastal Trail: Morro Bay to Cayucos pathway
- Other regional bikeway improvements



PROJECT BENEFITS:

- Provides safe connections between residential areas, schools, work place, regional parks and city services
- Enhances property values along the corridors
- Provides community health benefits from active transportation alternatives
- Creates economic benefits from associated retail, hospitality, and competitive events.

* Subregional dollar amounts may not total full amount due to rounding. Actual dollars will be distributed based on percent share.

Other Regional Bikeway and Shoulder Improvement Programs

Within each sub region, additional projects may receive funding through a competitive grant process to expand and improve the regional bicycle and pedestrian facilities network. Local cities and the County would be eligible to compete for funding or cosponsor with other agencies or districts. Funds would be used for planning, project development, and construction of capital projects, and education programs. Eligible projects include, but are not limited to: new and extended bike routes and pedestrian paths connecting communities, eliminating gaps and missing links in the regional network, and improving high use rural roads with wider shoulders.

Public Transportation, 10%, \$22,500,000:

This Plan provides approximately \$22.5 million for our local and regional public transportation system preservation and improvements. This includes funding for transit, point-to-point improvements for seniors, veterans and people with disabilities; and, support of Transportation Demand Management programs and projects that are meant to be a low cost alternative to system efficiency improvements.

Transit - 6%

The goal of this program is for system preservation and improvement. Three quarters, 75% (\$1,125,000/year) of this apportionment would go to fixed route operators by formula, based on 40% revenue hours, 40% riders, 20% passenger miles; and, one-quarter, 25% (\$375,000/year) for capital grants. Recommended uses may include: New routes, enhancing existing services, express service, night/ weekend services, buses, bus shelters and/or other capital improvements.

Mobility for Seniors, Veterans and Persons with Disabilities - 3%

This funding (\$750,000/year) provides funds for local solutions to the growing transportation needs of older adults, veterans, and people with disabilities. Funds will be provided to Dial-a-Ride operators via a formula, and specialized transportation services mandated by the Americans with Disabilities Act (ADA). In addition, funds will be provided for local programs aimed at improving mobility for seniors, veterans, and persons with disabilities via point to point services.

Transportation Demand Management - 1%

This funding (\$250,000/year) provides funds for low cost deployment, monitoring and promotion of alternative transportation choices (other than driving alone) programs and projects such as first/last mile solutions (shuttles, taxi subsidies, park and ride lots, et al) that encourage transit use, vanpool and carpools promotion and programs, intelligent transportation systems investments, additional support of the employer commute program and Safe Routes to School non-infrastructure public outreach and advocacy.



PROJECT BENEFITS:

- Triples regional investment in senior and veteran transportation options
- Supports independent travel by people with disabilities
- Provides more reliable senior and veteran transportation options
- Supports more cost effective solutions to system wide congestion issues
- Includes funding for system preservation
- Increases frequency and span of service for fixed route system
- Reduces greenhouse gas emissions

SAFEGUARDS BUILT INTO THE PLAN

This Transportation Investment Plan includes strong taxpayer safeguards to ensure that the projects and programs approved by the voters are funded and delivered.

Independent Taxpayer Oversight Committee: This committee will be created to provide an enhanced level of accountability for expenditures made under this investment plan to ensure that all voter mandates are carried out and that the financial integrity and performance of the program is maintained.

Annual Independent Audit and Annual Reporting: Annual fiscal and compliance audits will be conducted by a CPA, selected by the Independent Taxpayers Oversight Committee, to assure that the revenues expended are necessary and reasonable. The audit's results and annual report must be published and made available to the general public.

Sunset Date: This measure terminates in 9 years.

1% Administrative Expense Cap: Expenditures on staff salaries, wages, benefits and overhead necessary to administer the program will be limited to no more than one percent of the annual gross revenues provided by the measure.

No revenue generated from this tax shall be used to replace fair share contribution from new development: Revenues provided from this measure shall not be used to replace private developer funding that has been or will be committed for any project to help alleviate the direct traffic impacts of any new or redeveloped residential, commercial or industrial development in San Luis Obispo County or its cities.

Eligibility Verification: The cities and County will select transportation projects that meet eligibility criteria as identified in this Plan. The local jurisdictions will certify in the annual verification submitted to the San Luis Obispo Council of Governments that these transportation funds were used for eligible expenses.

Maintaining Local Transportation Funding Efforts: The local jurisdictions will certify in the annual verification submitted to San Luis Obispo Council of Governments that these transportation funds will be used to augment and not supplant local resources spent. For purposes of this calculation an average of the prior three (3) years spent for local transportation purposes as defined in the Ordinance will be used.

Strategic Plan: SLOCOG will prepare and adopt a Strategic Plan within twelve months of the sales tax taking effect. The Strategic Plan will include project cost estimates, revenue estimates, other matching funds, and a draft timeline for regional project delivery. Its prime purpose is to clarify program and project costs, schedule, financial plans and project readiness to expedite project delivery and to allow projects that are 'ready' to proceed forward within the parameters of this Investment Plan.

ABOUT THE PLAN

SLOCOG is an association of local governments representing all seven cities and the County of San Luis Obispo that brings creative, big-picture solutions to transportation in the San Luis Obispo region. SLOCOG builds consensus, makes strategic plans and obtains and allocates funding and resources for to regionally significant transportation projects and oversees regional land use modeling and the determination of regional housing needs. By allocating federal and state funds and planning for the future, SLOCOG connects our communities by facilitating the collaboration of all levels of government, interested parties, and residents toward a common goal.

This plan was developed in partnership with the following member jurisictions of the San Luis Obispo Council of Governments:



FOR MORE INFORMATION

Contact the San Luis Obispo Council of Governments to inquire about the Measure process, discuss the candidate projects and programs contained within this Plan, or to inquire about the next steps in the Measure process.



www.selfhelpslo.org



Facts & Stats

Why Measure J is a smart, well-designed decision for San Luis Obispo County...

Sacramento is Broken

For years our local representatives have made a strong case in and to Sacramento to help fix our deteriorating infrastructure, but the fact is that it hasn't worked and our road funds have dwindled. The larger counties and their pet projects get all the funds. We can't continue to wait and hope while costs increase for repairs and improvements, it's time to join the 20 other Self-Help counties and act!

Local Priorities and Accountability

San Luis Obispo is a unique county, we hold ourselves accountable with our Self-Help designation. The investment plan that Measure J will fund is a sound, <u>locally</u> managed plan that will benefit to all parts SLO County. Each part of our community had a voice in creating this investment plan and will receive funds for transportation needs in their area.

Locally Controlled and Well-Designed

The funds raised by Measure J can't be grabbed by state or federal politicians, they stay right here in San Luis Obispo County to pay for street, road and transportation improvements. Every dime.

- Measure J is a ½ cent sales tax expected to generate about \$25 million dollars per year for local roads and transportation.
- Over 50% will be paid by visitors and tourists that use and expect good infrastructure.
- Measure J includes a 9-year sunset date and public reporting of an annual audit.
- The measure forms an Independent Taxpayer Oversight Committee to hold everyone accountable and has a 1% administrative expense cap.
- The funds raised <u>will not</u> replace current local investments in roads and transportation, but will supplement them.

For further information about the details of San Luis Obispo County's Measure J on the November 2016 ballot, please visit or email us at:

www.YesOnJ-SLO.org

info@YesOnJ-SLO.org



Endorsement Form

Yes! I/We support Measure J for San Luis Obispo County! This measure to fund local transportation needs is well-designed so that every dime stays in San Luis Obispo County. Please add my name/organization to the list of individuals and organizations publicly supporting this much needed measure. You can email this completed form to:

info@YesOnJ-SLO.org

You can count on me/us to:

- □ Connect with the campaign on social media
- Post a yard sign
- □ Talk to friends and neighbors
- □ Write a letter to the editor

Please select any applicable category: Organization Company/Organization: Name: Title (if any, to be used publicly): Home or Business Address: City: Zip: Phone:

Email:	Twitter:
Signature:	Date:

For further information about the details of San Luis Obispo County's Measure J on the November 2016 ballot, please visit or email us at:

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Public Engagement

The San Luis Obispo County Self-Help Local Transportation Investment Plan was developed through a comprehensive public outreach program that asked residents to identify their priorities for future transportation programs and projects. Outreach included over 75 meetings with community organizations and leaders representing diverse viewpoints. Additionally, a series of focus groups representing the southern, northern and central portions of the county, plus the north coast were conducted along with a statistically valid phone poll.

The Plan has been approved by the San Luis Obispo Council of Governments, all seven cities in the region and the County Board of Supervisors.

Self-Help in SLO County:

- Generates \$25 million new dollars per year to fix our roads and improve transportation, half of which would be paid for by visitors to our county
- Restricted to local transportation projects and transportation priorities
- Prohibits Sacramento from taking possession of these locally generated funds
- Improves opportunity for SLO County to compete for State and Federal grants, thereby increasing revenues
- Delivers a Transportation Investment Plan with a list of projects and programs
- Includes an Independent Taxpayer Oversight Committee to ensure projects and programs in the Plan are funded and completed

Safeguards Built into the Plan

This Transportation Investment Plan includes strong taxpayer safeguards to ensure that the projects and programs approved by the voters are funded and delivered.

- Independent Taxpayer Oversight Committee
- Annual Independent Audit and Annual Reporting
- 9-Year Sunset Date
- 1% Administrative Expense Cap
- No revenue generated from this tax shall be used to replace fair share contribution from new development
- Funding will be used to augment and not replace local funds



New transportation investments are needed throughout San Luis Obispo County. Revenues available to operate, maintain and improve our transportation system have not kept up with the needs of our community. State and federal funding has dropped severely in recent years and those funds are increasingly unreliable. Over the term of this Plan, SLO County's population will grow and the senior population will almost triple. This means more demand on our streets, highways and transit. Without new funding, SLO County will lose job opportunities, experience increased traffic on degraded streets and highways, suffer service cuts on buses and see more costly transportation services for youth, seniors and people with disabilities.

In November 2016, voters will be asked to approve a ½ cent sales tax to address these needs. Communities that have local transportation funds are able to do more themselves and are more successful in competing for funding, leveraging a larger share of state and federal dollars.

1% max in administrative costs off the top



9-Year Proposed Investments: \$225M

TRANSPORTATION INVESTMENT PLAN:

COUNTYWIDE ALLOCATIONS, TOTAL \$101.2M

REGIONAL PROJECTS, TOTAL \$56.2M

Shell Beach/Pismo Beach congestion relief on US 101 South; Safety and congestion relief in south SLO City area (Prado & Hwy 227); North County 101 and 46E congestion relief; North Coast Highway 1 improvements

BICYCLE & PEDESTRIAN PROJECTS, TOTAL \$22.5M

Regional connectors including: City-to-the-Sea/Bob Jones; Atascadero/Templeton Connector; Morro Bay/ Cayucos Connector; Plus local bike/ped improvement program

PUBLIC TRANSPORTATION PROJECTS, TOTAL \$22.5M

Transit (6%); Improved mobility for Senior, Veterans, Persons w/Disabilities (3%); Transportation Demand Management (1%)

LOCAL CONTROL CITY ALLOCATIONS, TOTAL \$72.9M

ARROYO GRANDE, TOTAL \$8.5M

Street maintenance and repair; Congestion relief and operational improvements: E. Branch/E. Grand area, Halcyon Corridor improvements; Operational and bike/pedestrian safety improvements at E. Branch/Crown Hill/Huasna

ATASCADERO, TOTAL \$13.4M

Street maintenance, repair and rehabilitation; Congestion management at key intersections; Bike/ Pedestrian safety improvements and connectivity

GROVER BEACH, TOTAL \$6.8M

Repair and maintenance of local major streets; Grand Avenue Enhancements; Sidewalk infill and accessibility improvements; Gateway entry and Wayfinding Signs; Grover Beach bike paths per Bike Master Plan

MORRO BAY, TOTAL \$5.6M

Local street reconstruction, rehabilitation and repair

PASO ROBLES, TOTAL \$13.9M

High-priority street repair, maintenance and reconstruction; Union Road and Golden Hill intersection improvements; other high-priority traffic and intersection improvements; congestion management

PISMO BEACH, TOTAL \$4.5M

Street maintenance and repair; Local interchange/intersections improvements; Boardwalk extension; Downtown, Shell Beach, and other streetscape and pedestrian improvements

SAN LUIS OBISPO, TOTAL \$20.2M

Roadway Repair & Maintenance: Madonna, Foothill, Los Osos Valley Road, Grand Ave; Broad Street Corridor Improvements; Bike and Pedestrian Improvements; Safe Routes to School projects

Note: Dollar amounts shown in millions reflect amount from a ½ cent sales tax generating \$25M/year for 9 years; while percent per category would not change, actual amount generated by a local sales tax per year would fluctuate based on local retail sales.

SUMMARY OF PROPOSED INVESTMENTS

LOCAL CONTROL SLO COUNTY ALLOCATION, TOTAL \$50.9M

LOCAL CONTINUE C	OCAL CONTROL SLO COUNTY ALLOCATION, TOTAL \$50.9W					
	Community Projects	Additional Maintenance Funding				
AVILA BEACH	 Pedestrian and Parking Improvements 	Plus additional maintenance funding of \$500,000				
CAMBRIA	• Burton Drive Pedestrian Path	Plus additional maintenance funding of \$1,000,000				
CAYUCOS	 Ocean Avenue Downtown Pedestrian Improvements 	Plus additional maintenance funding of \$500,000				
LOS OSOS	 Los Osos Valley Road Multi-Use Path El Moro Avenue Path 	Plus additional maintenance funding of \$2,500,000				
ΝΙΡΟΜΟ	 Orchard-Tefft-Hazel Ped Improvements Tefft Street Operational Interchange Improvements Olde Towne Nipomo Streetscape Los Berros and Dale Ave left turn lane 	Plus additional maintenance funding of \$3,000,000				
OCEANO	 Front Street Enhancements 17th Street Pedestrian Improvements 	Plus additional maintenance funding of \$2,500,000				
SAN MIGUEL	 Mission Street Sidewalk Improvements Tenth Street Sidewalk Improvements 	Plus additional maintenance funding of \$500,000				
SANTA MARGARITA	• Safe Routes to School Pedestrian Path	Plus additional maintenance funding of \$500,000				
SHANDON	 San Juan Creek Pedestrian Bridge and Pedestrian Path 	Plus additional maintenance funding of \$500,000				
TEMPLETON	 Theater Drive Bike Lanes Florence St. sidewalks Bethel/Vineyard signalization Las Tablas Operational Interchange Improvements 	Plus additional maintenance funding of \$1,000,000				
ALL	 Regional roadways improvements, such as intersection improvements on Highway 227 and Los Ranchos 	Plus additional maintenance funding of \$20,500,000				

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