# City of Brookings MEETING AGENDA

### **TOURISM PROMOTION ADVISORY COMMITTEE**

### Tuesday, February 12, 4:00pm

City Hall Council Chambers, 898 Elk Drive, Brookings, OR

### 1. Roll Call

### 2. Informational Items

- a. Presentation by Parks Supervisor Tony Baron regarding all-weather improvements to City athletic fields.
- b. Cannon Beach article.
- c. Travel Oregon Email re: Coop advertising opportunity.

### 3. Action Items

- a. Billboard advertising.
- b. Draft recommendations to City Council and Members comments.

### 4. Schedule Next Meeting

### 5. Adjournment

All public meetings are held in accessible locations. Auxiliary aids will be provided upon request with 10 days advance notification. Please contact 469-1102 if you have any questions regarding this notice.

# Cannon Beach tourism commission to insist on real data from groups receiving lodging taxes

By NANCY McCARTHY

The Daily Astorian | Posted: Friday, January 18, 2013 10:35 am

CANNON BEACH — For the city's Tourism and Arts Commission, the numbers are difficult to discern.

Just how many tourists are coming to Cannon Beach, and how much has been spent to get them there?

Nonprofit organizations seeking funds from the commission to conduct events or promote Cannon Beach will be told up front this year that they must provide data they can verify when they count the number of visitors attending their gatherings.

Without that data, they may no longer receive funding, members of the tourism commission said Thursday.

The commission agreed to consider grant requests in June instead of November so organizations can begin planning their events earlier. However, that means grant applications will be due May 1 instead of Sept. 1.

In addition, the commission decided to begin creating a reserve fund that may be used to grant funding requests fully a year in advance. Organizations now are paid quarterly as the city receives lodging tax receipts.

The Tourism and Arts Commission met Thursday to discuss the lessons learned in the past three years the group has been distributing lodging taxes to nonprofit organizations that promise to bring overnight visitors to Cannon Beach.

Since 2010, the commission has been responsible for distributing a portion of 1 percent of lodging taxes to nonprofit groups that have projects designed to bring visitors from more than 50 miles away to Cannon Beach. The projects also must involve the arts.

State law requires that 70 percent of any increase in lodging taxes since 2003 be spent on tourist-related activities that attract long-distance tourists. Cannon Beach increased its lodging taxes from 6 percent to 7 percent in 2010.

Projects have ranged from a yoga festival to a weekend literary event, as well as increased advertising and website development.

So far, the commission has given out \$653,000 in three rounds of grant distributions.

Although most of the projects have been successful, many of the eight organizations receiving grants have had difficulty determining how many tourists are coming to town specifically as a result of their projects.

The commissioners expressed concern Thursday that too much money per tourist was being spent. Some of the evaluations the organizations turned in last year failed to give a good account of the number of tourists at their events, the commissioners said.

Those that appear to be spending a lot of money for fewer tourists may not be successful in obtaining grants in the future, the commissioners added.

"An event that costs \$800 per person probably won't survive because it may cost \$200 per person for other events," said commission member Tom Drumheller.

"Overall, our goal is to make the best decisions, and we need real data to do that," he said.

While some events, such as the yoga festival, require every participant to register and provide an address, it's not so easy to count tourists at events such as Spring Unveiling, where galleries are opened to anyone who wants to stop by.

Some hotel operators also are reluctant to discuss their vacancy rates, making it difficult to verify that the events caused an increase in "heads in beds."

The commissioners decided to tell applicants in this year's cover letter that their data must be more specific – and verifiable – about how many overnight tourists participated in their projects.

Mayor Mike Morgan, who attended Thursday's meeting, expressed concern that lodging tax money was being "wasted" on advertising and public relations for individual events. Promotion should be a coordinated effort, he said.

"I've always been an advocate for more events and less advertising," Morgan said. "I think you should place maximum emphasis on events that push the arts forward."

Morgan noted that the commission gave the Cannon Beach Chamber of Commerce \$20,000 to join the Seaside and Astoria-Warrenton chambers in a promotional campaign. The chambers also contributed \$20,000 each for the campaign, which uses radio and television to highlight the North Coast.

Morgan complained that nothing specific was targeted for the promotion.

But commission member Linda Beck-Sweeney said the campaign was meant to "raise everybody" in the three cities.

"They're using art as a vehicle to lift the entire coast," she said. "It hits visitors who will use lodging and restaurants and who shop and buy art."

Drumheller said he expected the Cannon Beach chamber's new website, which the commission gave \$30,000 to develop, to promote the events that the other organizations in town are planning.

"We have lofty goals for this site," added Beck-Sweeny, who, along with Drumheller, is a member of an ad hoc committee overseeing the setup of the chamber's website.

"That's the primary site for Cannon Beach," she said. "Once it's appropriately set up, if we can lift business 1 percent, that's business for everybody."

City Councilor Nancy Giasson, who also attended, asked the commission how long an organization would continue to receive grants after the event had become established.

"How are you going to be able to fund a new event if the same events keep getting funding every year?" Giasson asked.

Commission Chairman John Grosshuesch said the commission approached every grant application as a "new event."

"Every year is a new year," he said.

Giasson replied that those who have received the grants in the past might not have the same perspective and may expect the funding to be ongoing. Eventually, she said, the organizations should be able to "stand alone" and develop their own resources.

From: Travel Oregon [Industry@TravelOregon.com]
Sent: Wednesday, January 30, 2013 3:32 PM

To: N/

Subject: Spring 2013 Print Co-op Advertising Opportunities

View as web page





Co-op Advertising Opportunities

# Spring 2013 Print Cooperative Advertising Opportunities

Make an impact during Travel Oregon's Spring Outdoor Recreation campaign by promoting your local destination/attraction in two highly targeted publications that efficiently reach our core audience: adults 25-64 living in OR, ID, WA, CA and Vancouver BC who spend \$1000+/year on travel.

Travel Oregon is partnering with Golf Digest and Madden Media to bring you two key print cooperative advertising inserts that feature Travel Oregon branding and have historically provided great exposure and strong results.

Golf Digest Insert: This leading golf publication will produce an "Oregon Golf Travel Guide" advertorial section to promote Oregon's strong golf product to its avid golf readership. Ad space includes copy and a photo showcasing your property/destination in golf's top publication reaching an affluent audience. Added value includes an online presence and access to Golf Digest's reader database. (Please note that rates have decreased from 2012).

Full program details are available here.

Circulation: 215,000

Distribution: CA, ID, OR, WA, Western Canada

Issue: May 2013 (extended deadline for space is FEBRUARY 20, 2013)





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### **Upcoming Events**

Jan. 31, 2013 Travel Oregon 101

Feb. 5, 2013 Tualatin Valley Scenic Bikeway Workshop

Feb. 7, 2013 Madras Mountain Views Scenic Bikeway Workshop

Feb. 12, 2013 Grande Tour Scenic Bikeway Workshop

Feb. 16, 2013 Oregon ProStart High School Culinary Championships

Feb. 19-20, 2013 Oregon Wine Symposium

Feb. 25, 2013 Travel Oregon 101

Travel Oregon 101 Feb. 26, 2013

Oregon Tourism Commission Meeting

Apr. 14, 2013 Oregon Tourism Commission Meeting

Apr. 14 - 16, 2013 Oregon Governor's Conference On Tourism

#### Resources

TravelOregon.com/industry Oregon Travel Barometer

#### Contact us

#### TravelOregon.com

# Sign up for our consumer eNewsletters

Subscribe to our General, Culinary and Outdoors eNewsletters Contact: Noel Lucky, 541-647-1818 or noel@theluckygroup.com.

Madden Media Integrated Newspaper Insert + Online Campaign: This co-op combines an Oregon travel focused newspaper insert with an online promotion to deliver a powerful branding and direct response message throughout the spring and summer (Spring 2012 leads averaged over 6,900 per partner).

Full program details are available here.

Circulation: 705,000

Distribution: Local newspaper distribution in key markets in CA, OR, ID, WA and

Vancouver BC

Issue: April 28, 2013 (deadline for space is FEBRUARY 15, 2013) Contact: Jon Trumbull, 520-232-5302, 949-637-2295 (mobile), or

itrumbull@maddenmedia.com.

Top banner photo courtesy of Brasada Ranch in Central Oregon



#### Share this email with a friend

The Oregon Tourism Commission aims to improve Oregonians' quality of life by strengthening economic impacts of the state's \$8.8 billion tourism industry. <a href="https://www.TravelOregon.com/Industry">www.TravelOregon.com/Industry</a>

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To ensure our emails reach your inbox, add <a href="mailto:Industry@TravelOregon.com">Industry@TravelOregon.com</a> to your address book, or <a href="mailto:update your profile">update your profile</a> or <a href="mailto:unsubscribe">unsubscribe</a> here.

From: Terra Moreland [terram@mediamerica.net]
Sent: Thursday, January 31, 2013 9:09 AM

To: Gary Milliman

Subject: 2013 Oregon Governor's Conference on Tourism in Salem

View in Browser -



Terra S. Moreland MEDIAmerica: Travel & Tourism

503-445-8830 (w) 971-235-2146 (m)

715 SW Morrison, Suite 800 Portland, OR 97205 United States

Website
Twitter
LinkedIn



Gary ~

Have you heard?



The Oregon Governor's Conference on Tourism will take place April 14-16, in Salem, Oregon!

Position City of Brookings, Oregon as an important business within the lucrative market of tourism & hospitality by becoming an exhibitor or sponsor for the 2013 event.

#### What this event can offer you:

- \* A chance to network with over 450 creative tourism & hospitality professionals
- \* Connect with the state's \$8.8 Billion tourism industry
- \* Learn to leverage exciting developments in technology and tourism to grow your business and gain partnerships

Decide how you want to connect - sponsorship, exhibitor booth and/or attendee registration available. Save the most money and join as an Early Bird - deadline is Feb. 15th

For more information visit online.

This is an opportunity for City of Brookings, Oregon to tap into Oregon's tourism and hospitality billion dollar industry

### **Joyce Heffington**

From: Sent:

Gary Milliman [gmilliman@brookings.or.us] Tuesday, February 05, 2013 11:38 AM

To:

Joyce Heffington

Subject:

Fw: billboard

Put this on the committee agenda. Sent from my Verizon Wireless BlackBerry

From: Candice Michel < candicem555@gmail.com>

Date: Tue, 5 Feb 2013 11:11:08 -0800

To: Gary Milliman<a href="mailto:gmilliman@brookings.or.us">gmilliman@brookings.or.us</a>

Subject: billboard

Gary,

Bob Pieper and I spoke with Betsy Hege from Meadow Outdoor Billboards regarding the available billboard as you cross over the Winchuck. This billboard has previously been utilized by Gold Beach, and is in a prime position to influence tourists to stop and stay in our town. The cost for this is \$400/month, or \$4800/annually. Betsy emailed me yesterday to tell me that there is now a sign on the billboard advertising its availability. I'd like the committee members to seriously consider this and vote on it at our next meeting, as time is of the essence, and our decision would still need to go in front of Council for approval.

Thanks,

Candice

Candice Michel **Brookings Merchants Association** PO Box 7513 Brookings, OR 97415



International City Management Association

# MEMORANDUM

### Office of the City Manager

DRAFT III - 01/31/13

DATE:

**TO**: Mayor and City Council

**SUBJECT**: Tourism Promotion Advisory Committee Recommendations

The Tourism Promotion Advisory Committee has recommended the following utilization of the City's Transient Occupancy Tax revenues for the 2012-13 and 2013-14 fiscal years.

### **ADVERTISING CAMPAIGN \$14,800 (BP) \$27,750 (BS)**

The Committee recommends that the City contract with a group or individuals to develop and undertake a multi-faceted advertising campaign, targeting the Rogue Valley. This campaign could include partnering with local businesses and/or to make advertising buys on Charter cable, purchasing print advertising in regional visitor guides, and developing videos for distribution through youtube and other venues. The City should issue a Request for Proposals for this service; the RFP's would be evaluated by the Committee which would recommend the award of the contract.

### INCENTIVES FOR OFF-SEASON EVENTS - \$7,400 (BP) \$9,250 (BS)

Events such as the Slam'n Salmon Derby and the Slippery Banana softball tournament bring significant numbers of visitors to Brookings. Most events are conducted by private parties. Many current events are held during the peak summer tourist season. Additional events are needed during the "off season" months. The Committee recommends that the City offer incentives to groups and individuals who organize new events, or expand existing events, during the off-season. This might include basketball tournaments and other events that can be held inside, running marathons or other activities which can be conducted during inclement weather. The City should issue a Request for Proposals for events; the RFP's would be evaluated by the Committee which would recommend grant awards to assist the event organizers with start-up costs and advertising.

# PARTNER WITH STATE PARKS ON THE CRISSY FIELD VISITOR CENTER - \$

The Crissy Field Visitor Center is undergoing changes with respect to staffing and hours of operation. There may be an opportunity to partner with Oregon State Parks to have a Brookings presence in the Visitor Center, possibly a staff and/or volunteer that would be based at the Visitor Center or an information kiosk.

### LOCAL IMPROVEMENTS \$14,800 (BP)

The Committee found that a significant element in promoting Brookings is by "word of mouth" from people who have already visited here. The Committee feels that the City needs to do more to encourage travelers on Highway 101 to "STOP" in Brookings. Additionally, the Committee finds that improvements to park sports venues would serve to enhance the ability to attract sports tournaments, which generate multi-day stay visitors. The Committee recommends that the City utilize Urban Renewal funds for local improvements, such as:

- Improved downtown directional signing.
- Improved sports venues.
- Downtown improvements such as flower baskets.

#### **EVALUATION AND METRICS**

A system for evaluating the effectiveness of the above referenced expenditures is essential to future decision making.

### ADDITIONAL RECOMMENDATIONS

The Committee recommends that the City Council also consider taking action to:

- Provide convenient parking for recreational vehicles.
- Develop a master calendar for community events. There has been some conflict between scheduled events in Brookings, Harbor and Gold Beach. The City Parks Department currently works with local athletic associations in coordinating the use of City athletic fields. The Friends of the Library hosts an annual meeting of community-based organization representatives to share information on activities planned during the course of the year in an effort to coordinate schedules. The Committee recommends that the City work with the Port District, Gold Beach, Crescent City and other stakeholders in coordinating events into a master calendar.

**BP**: Bob Pieper

BS: Brent Siebold



International City Management Association

# **MEMORANDUM**

### Office of the City Manager

DRAFT III (TP) - 01/31/13

**TO**: Mayor and City Council

DATE:

**SUBJECT**: Tourism Promotion Advisory Committee Recommendations

The Tourism Promotion Advisory Committee has recommended the following utilization of the City's Transient Occupancy Tax revenues for the 2012-13 and 2013-14 fiscal years.

### **ADVERTISING CAMPAIGN (A) \$7,000**

The Committee recommends that the City contract with a group or individual to develop and undertake a year long series of "donut" style TV spots shown on Charter. The specs would require that at a minimum, the "donut" would change monthly and the donut content would be "events", The City should issue a Request for Proposals for this service; the RFP's would be evaluated by the Committee which would recommend the award of the contract.

### **ADVERTISING CAMPAIGN (B) \$7,000**

The Committee recommends that the City contract with a group or individual to develop 20 minutes of video in four or more segments depicting Brookings area tourism and to place the videos on YouTube and Viemo. The City should issue a Request for Proposals for this service; the RFP's would be evaluated by the Committee which would recommend the award of the contract.

### **INCENTIVES FOR OFF-SEASON EVENTS \$10,000**

Events such as the Slam'n Salmon Derby and the Slippery Banana softball tournament bring significant numbers of visitors to Brookings. Most events are conducted by private parties. Many current events are held during the peak summer tourist season. Additional events are needed during the "off season" months. The Committee recommends that the City offer incentives to groups and individuals who organize new events, or expand existing events, during the off-season. This might include basketball tournaments and other events that can be held inside, running marathons or other activities which can be conducted during inclement weather. The City should issue a Request for Proposals for events; the RFP's would be evaluated by the Committee which would recommend grant awards to assist the event organizers with start-up costs and advertising.

### WINCHUCK BILLBOARD \$5,000

In order to increase tourist awareness of Brookings prior to their arrival in the area, the Committee recommends purchasing advertising on the Winchuck billboard.

### **EVENTS CALENDAR \$2,000**

The committee recommends The City issue a Request for Proposals for an events calendar; the RFP's would be evaluated by the Committee which would recommend grant awards for this activity.

### EMPLOYEE OWNER/EMPLOYEE TOURIST INFORMATION PAMPHLET \$2,000

In order to assist owners and employees in their quest to answer tourist's question, such as, "Where can I find a restaurant that serves fresh fish?" and "Where can I find X? "Pamphlet answering at least 50 of the top questions should be developed. The grantee would answer, put online, and publish a pamphlet. The RFP's would be evaluated by the Committee which would recommend grant awards for this activity.

### **NEW MEDIA \$2,000**

The committee recommends The City issue a Request for Proposals for a Google advertising campaign and the creation of a Brookings tourist facebook page; the RFP's would be evaluated by the Committee which would recommend grant awards for this activity.

### ADDITIONAL RECOMMENDATIONS

The Committee recommends that the City Council also consider taking action to:

- Provide convenient parking for recreational vehicles.
- Develop a master calendar for community events. There has been some conflict between scheduled events in Brookings, Harbor and Gold Beach. The City Parks Department currently works with local athletic associations in coordinating the use of City athletic fields. The Friends of the Library hosts an annual meeting of community-based organization representatives to share information on activities planned during the course of the year in an effort to coordinate schedules. The Committee recommends that the City work with the Port District, Gold Beach, Crescent City and other stakeholders in coordinating events into a master calendar.
- Task the Committee with creating a system for evaluating the effectiveness of the above referenced expenditures in order to improve future decision making.
- Allocate URA and/or Parks SDCs, partner with community based organizations and seek grant funding to redevelop City-owned athletic fields with "all weather" surfaces. The Committee finds that improvements to park sports venues would serve to enhance the ability to attract sports tournaments, which generate multi-day stay visitors.
- Endorse the effort to create a port-based convention center. While no tax revenue expenditure is recommended, the Committee found that converting an existing unused Port-owned building into a convention center targeted to the 100-200 attendee range would result in a significant increase in tourism.
- Improve downtown directional signing.

- Install and maintain downtown improvements such as flower baskets.
- Lift "sandwich board" sign regulations. From May 15 to October 15 approximately 22,000 cars per day pass through Brookings. A sizable portion of the tourists in this group do not STOP. The Committee found that the virtually unlimited use of sandwich boards during this time could vastly increase the number of "STOPS" thus creating business revenue.

### **Brookings Tourism Committee**

### thoughts...

### **Brent Siebold**

Some facts: Rogue Valley population is 288,000 (est. 2011) That is just Jackson and Josephine counties. If you add in Douglas and Klamath counties, the population increases to 450,000. In contrast Curry County has 22,000 people. The Rogue Valley market is within a 2-4 hours drive time to the Brookings area.

I am convinced that this is the population base where we need to target our marketing efforts and dollars.

Of the money currently available I would opt for **75%** going to marketing/advertising. I would use **25%** for event incentive/promotion.

The city needs to partner with the Port and the local Chamber of Commerce to get the most value out of their advertising dollars. If all parties contribute equal amounts to an ad campaign, the effect is tripled. Additional value is added by using the Chamber on Charter TV ads.

Brookings needs to work with these two entities to develop an ad format/theme that serves their marketing needs. I would emphasize the concept that these are Southern Oregon's ocean beaches. Your ocean beaches await you...

The goal is the get Rogue Valley residents to come to the Brookings/Harbor area. We need to creat the idea that this is their easy ocean getaway. Once they get here, businesses need to market their service and wares. The marketing would bring them, but sales are created based on value offered.

Urban development funds need to continue to create a friendly atmosphere in Brookings. This would include building appearance improvements on Hwy. 101. Simply painting exteriors and keeping them up in an ocean climate takes effort and money. I mentioned benches in the past. There are enough already between Oak and 5<sup>th</sup> Street. But there are none beyond 5<sup>th</sup> Street to the north. Flower baskets or planters are another good thought.

Customer service is the key to getting people to come back. I believe in the cliché' of "under promote-over deliver". And, "first impression, last impression". We are wasting our efforts and money, if we don't deliver quality customer service. Tourists may come, but they won't come back if they don't feel welcomed.

Finally, the city should create a long term marketing committee to address future tourism promotion. The current committee needs to act quickly to get ads going this year. But the long term committee need exists to avoid urgent marketing efforts in the future.

From:

hearthnhome@frontier.com

Sent:

Monday, January 28, 2013 12:24 PM

To:

Gary Milliman

Subject:

Spending the money

I would like a little diffent appoach,Let's team up with either the Port or Chamber (i prefer the Port) with ad money. We are looking at a two year window of 70,000. total.Let's partner with the Port and their ad campain with 40% and then take another 40% for a main project,like the flower baskets on chetco ave. Then the last 20% on help starting new events or old events or pet projects like the guy who can put a ad on you tube for us. When the Port came and spoke to us, they talk about also going past the Valley over to central ore. it seem they were open to try something a little diffent then the chamber. If we don't keep our downtown area looking fresh and active it will cost a lot more to get a second chance at that tourist once they come here and are happy with what they see here the first time. So investing on the streets downtown is just as in important as the ad to get them here. A crab fest in late part of january sounds good for a new event. The Home Show is at the end of march, how can we creative that to a lot large event?

From:

Gary Milliman

Sent:

Friday, January 25, 2013 2:57 PM

To:

'Barbara Ciaramella'; Bob Pieper (hearthnhome@frontier.com); Brent Siebold

(brent.siebold@state.or.us); Candice Michel (candicem555@gmail.com); Jeremy Small (jsmall100@gmail.com); Joe Willett (bufjaws@aol.com); Peter Spratt (pcspratt@nwtec.com);

Tim Patterson (tim@yeeyee.com)

Cc:

Jake Pieper

Subject: Attachments: FW: Tourism Committee Report Draft II 1-25-13

Tourism Committee Report 1-25-13.doc

Comments/mark-up from Candice.

From: Candice Michel [mailto:candicem555@gmail.com]

Sent: Friday, January 25, 2013 11:34 AM

To: Joyce Heffington

Subject: Re: Tourism Committee Report Draft II 1-25-13

Thank you, Joyce. And nice job of succinctly assembling all the things we discussed, Gary. I corrected a couple of typos, and in item #1, changed the word "individual" to plural, as we may decide that there is more than 1 person we'd like to include. Where possible, I'd like us to use local talent, as that supports our local economy, and at least tries to keep the money here. And there are many facets to marketing, and one person's weakness may be another one's strength.

Also, a thought about those light poles. While flower baskets would certainly be attractive, my concern is with upkeep. Plants need to be watered, fertilized, pruned, etc., especially during the dry months of the summer, which could become an expensive proposition. An alternative would be some kind of pole wrapping, perhaps in seasonal colors, that is lightweight and sturdy. If we really want some greenery, maybe large planters with easy care plants like rosemary, lavender, rhodies, and geranium, maybe also planted with seasonal bulbs like daffodils, tulips, and gladiolas. The upkeep would be less, and wouldn't require constant care.

Finally, thanks for your patience. It must feel a little like trying to herd cats!

thanks,

--

Candice Michel Brookings Merchants Association PO Box 7513 Brookings, OR 97415

### **Joyce Heffington**

From: Sent: Gary Milliman [gmilliman@brookings.or.us] Monday, February 11, 2013 12:57 PM

To:

Joyce Heffington

Subject:

Fw: Report to Council Draft III

please send this out with the Committee packet.

-----Original Message-----

From: Brent Siebold To: Gary Milliman

Subject: Re: Report to Council Draft III

Sent: Feb 11, 2013 12:42 PM

Gary. I am withdrawing my participation with the City Tourism Committee. I have decided to retire from my work and will soon be moving to the Rogue Valley. For that reason I don't feel my input on future decisions would serve the community. Honestly, I thought the committee process would be completed prior to my decision. So, thanks for the opportunity, and I wish the group my best.

**Brent** 

>>> "Gary Milliman" 01/31/13 2:19 PM >>>

I have tried to incorporate comments received from Committee members so far in the attached Draft IIIs. There are two Draft IIIs as Tim Patterson's comments broke the funding up into more categories and added more additional recommendations.

I will be out of state next week so my next opportunity to work on this will be the weekend of February 9. Keep sending comments.

Gary Milliman

City Manager

City of Brookings

898 Elk Drive

Brookings, OR 97415

541-469-1101; Fax 541-469-3650