

**MENDOCINO COUNTY TOURISM COMMISSION, INC.**

**MARKETING COMMITTEE MINUTES**

**DATE:** October 19, 2016

**TIME:** 2:00PM

**PLACE:** Visit Mendocino County, 345 N. Franklin St., Fort Bragg CA 95437

**CALL-IN:** Visit Mendocino County, 390 W. Standley St., Ukiah CA 95482

**CALL-IN #:** (712) 770-4700 **ACCESS CODE:** 713704

1. CALL TO ORDER  
   Meeting was called to order at 11:00AM
2. ROLL CALL  
   Present: Susie Plocher, Cally Dym, Alison de Grassi, Brent Haugen, Wendy Roberts (11:05AM)  
   Phone: Bernadette Byrne  
   Guest: Robert Pinoli
3. PUBLIC COMMENT - *Brown Act Requirements: Pursuant to the Brown Act, the Committee cannot discuss issues or take action on any requests during the comment period*   
   Robert Pinoli indicated his willingness to be part of the committee
4. APPROVAL OF MINUTES FROM AUGUST 17, 2016 MEETING  
   Tabled to November meeting; need to approve July, August, October minutes
5. DCI & PR UPDATE  
   Brent updated the committee on both Koli Communications and DCI. Koleen is meeting all her goals, and beyond. DCI has produced little in the July – October time frame, bar a media perception study and list of recommended media contacts.   
   **MOTION:** Susie motions to recommend to the Board to dissolve the relationship with DCI effective the end of October.   
   Wendy seconds; unanimous
6. REVIEW MARKETING PROGRAMS TO DATE; COSTS; RESULTS  
   The direct mail campaign has gone out. Cally asks if a follow-up plan is in place. VacationFun.com and iBrochure (Madden Media) are on schedule. The iBrochure's focus is on Wine, Waves & Wilderness and December to April events. Cost for this program is per name.   
   VMC has a campaign coming up woth GayTravel.com (part of the agreement about the video shoot).  
   DogTrekker campaign is doing well and pointing to properties.   
   CCMedia - Committee reviewed clickthrough rates and remarketing; discussion re inviting Peter Avedschmidt to the next Committee meeting to discuss digital programming  
   TripAdvisor - VMC has integrated a call to action in digital ads
7. UPCOMING MARKETING PROGRAMS  
   Today's Bride - due in November; two-page spread  
   Geo-fencing program; Brent provided an explanation of the scope of the geo-fencing program along the Redwood Corridor. Proposal to incorporate trivia questions into the program to provoke interest and visitation.  
   Bay Area News Group; VMC is taking over the Eat, Drink, Play section on January 8. Co-op ads are offered at $125 on the VMC page
8. PROPOSED MARKETING PROGRAM: COMCAST  
   Committee reviewed proposal from Comcast for broadcast campaign in the Sacramento and Berkeley/Contra Costa areas, with spots on the regional sports network. Roger to create a custom URL for Comcast to use. Sacramento=Family focus; Sports Network=Adventure; Berkeley/Contra Costa=General. Investment including in-stream: $33,000 +/-  
   **MOTION:** Susie motions to recommend to Brent the adoption of the Comcast proposal  
   Wendy seconds; unanimous
9. TEMPORARY CONTRACT MARKETING ASSISTANCE

Proposal from Lisa Campolomi  
Committee reviewed contract for temporary assistance in the marketing area from November through January. Cost is $2,500.  
**MOTION** Bernadette motions to recommend hiring Lisa Campolmi for a three-month period from October through January  
Susie seconds; unanimous

1. METRICS TO MEASURE MARKETING EFFORTS: WEBSITE, GEO-FENCING, SOCIAL MEDIA, HIDDEN OBJECT GAME  
   Geo-fencing will be measured by website leads; Hidden Object Game KPI will be the number of downloads. Committee recommends inviting Brendan McGuigan to the next meeting. Most active social media is Facebook and Instragram, measured in "Likes" and "Followers." Cally raises the question of buying leads and how they convert to travelers.
2. NEXT STEPS TO CONVERT LEADS: VACATIONFUN, MOTHER JONES, DIRECT MAIL  
   Committee discussion: VacationFun provides leads; Mother Jones are a reach out to a new audience highlighting county festival and events e.g., Mushroom Festival.
3. RELATIONSHIP WITH DESTINATION ORGANIZATIONS  
   Brent is connecting with organizations in the county such as Visit Ukiah, Willits, Destination Hopland, etc. VMC maintains a good working relationship with the Board of Supervisors. Cally asks about Brent and DMAI Certification.
   1. Marketing & Communications Summit  
      Brent proposes a summit in December to discuss PR and marketing; relationships in and out of the county and how to develop them.
4. UPDATE ON VIDEO SHOOT  
   Alison updates the Committee on the video shoot held in the first part of October. Bria and Chrissy from GayTravel.com came as "cast"; Wirewalker Studios provided producer and director. Rain on the first day, otherwise went well. Should have a cut by the end of October.
5. HIRING OF MARKETING AGENCY
   1. Discuss the gaps and organizational need for a professional agency  
      Brent initiated the idea of hiring a marketing agency to take on the role of marketing the organization and a rebranding effort. Positives would mean: CCMedia gone; Marketing staff person for support and provide traffic control; agency would provide purchase , creative, placement and monitoring. A Finance Committee mid-year budget review will provide info as to the possibility. Discussion of costs vs. in-house. Following Committee discussion:  
      **MOTION:** Bernadette motions to recommend the Executive Director to present an RFP and budget for a marketing agency to start on January 1, 2017.  
      Wendy seconds; unanimous
6. REBRANDING DISCUSSION  
   Rebranding will happen with the strategic plan and will include items such as mission, goals, messaging, styles, etc.
7. ACTION ITEMS  
   **MOTION:** Susie motions to recommend to the Board to dissolve the relationship with DCI effective the end of October.   
   Wendy seconds; unanimous  
   **MOTION:** Susie motions to recommend to Brent the adoption of the Comcast proposal  
   Wendy seconds; unanimous  
   **MOTION** Bernadette motions to recommend hiring Lisa Campolmi for a three-month period from October through January  
   Susie seconds; unanimous  
   **MOTION:** Bernadette motions to recommend the Executive Director to present an RFP and budget for a marketing agency to start on January 1, 2017.  
   Wendy seconds; unanimous
8. FUTURE AGENDA ITEMS  
   CCMedia: Peter Avedschmidt  
   Hidden Object Game: Brendan McGuigan  
   Marketing report  
   Geo-fending  
   RFP - Marketing Committee will review and invite interested board members  
   Scope of work: social media

# NEXT MEETING DATE November 16, 2017 (9:00AM) at the Little River Inn ADJOURN