

## REGULAR BOARD MEETING GVB MAIN CONFERENCE ROOM, 4:00PM THURSDAY; December 13, 2012

#### **Board of Directors Present:**

Chairman Monte Mesa Bruce Kloppenburg

Judy Flores

Rizk Saad

V. Chairman Mark Baldyga

Carol Tayama Jennifer Camacho Nathan Taimanglo

## **Board of Directors Present Telephonically:**

## **Board of Directors Absent:**

Hope A. Cristobal

Eduardo "Champ" Calvo

Therese Arriola N. Oscar Miyashita

## **GVB Management and Staff Present:**

Joann Camacho Laurette Perez Antonio Muna Brian Borja Dee Hernandez Nathan Denight Pilar Laguana Meriza Peredo Regina Nedlic

Rose Cunliffe Debi Phillips Mark Manglona Haven Torres

#### **Guests:**

Regine Biscoe Lee (Senator Tina Muna Barnes office)

## Proceedings:

Meeting called to order at 4:10 p.m. by Chairman Monte Mesa. Review of the previous Regular Board minutes dated November 08, 2012.

 Motion made by Director Flores, seconded by Director Taimanglo, to approve the minutes of November 08, 2012.

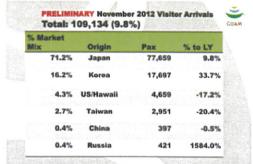
Motion approved (subject to correction).

## **Chairman's Report:**

- Chairman Mesa reported on the outline of the agenda in which GM Camacho will report about during her GM's report.
  - Staff additions that we are seeking through the Legislature.
  - o Membership Mixer update
  - o PATA Micronesia events update



## **General Manager's Report**:



irce: Guam Customs Forms, Compiled by the Guam Visitors Bure

## MTD2012 Visitor Arrivals December 1 - 12 Total: 39,803 (11.5%) 19.3% 7,700 55.6% 1,647 1.2% 3.3% 10.4% 16.2% 0.2% 710.0%

## SGF CAMPAIGN HIGHLIGHTS

09.18-10.25.2012

Phase 2b 11.21 - 12.02.2012 

## **CYTD 2012 Visitor Arrivals** January - November 2012 Total: 1,190,312 (12.7%)



Source: Guarn Customs Forms. Compiled by the Guarn Visitors Bureau.



615.3%

# FYTD2013 Visitor Arrivals October - November 2012 Total: 213,468 (12.6%)

3,469

% Mix	arket	Origin	Pax	% to LY
113	69.5%	Japan	148,271	11.9%
	15.8%	Korea	33,819	41.3.%
	4.3%	US/Hawaii	9,273	-9.7%
	3.1%	Taiwan	6,639	-14.7%
	0.7%	China	1,484	-9.6%
	0.4%	Russia	782	706.2%

Source: Guam Customs Forms. Compiled by the Guam Visitors Bureau we/of/Directors Meeting er 15, 2012 – Turnon, Guern, I GNB Hein Conference Room



## GLOBAL TOTAL MEDIA VALUE

Country	Blog	Social	News	Print	Video	Media Value \$
China	61	69	N/A	29.5	16	\$1,111,460 USD
Hong Kong	29	99	16		3	\$647,000 USD
Japan	42	N/A	N/A	10	N/A	\$905,000 USD
Korea	145	380	N/A	N/A	N/A	\$1,935,765 USD
Philippines	N/A	12	N/A	2	N/A	\$4,015 USD
Taiwan	25	43	35	N/A	3	\$1,649,049 USD
N. America	6	. 8	N/A	N/A	N/A	\$49,000 USD
Russia	N/A	N/A	N/A	6	6	\$117,000 USD
TOTAL:	308	611	51	28.5	28	\$6,422,289 USD
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### Japan Marketing News

•Year End Charters and Extra Flights

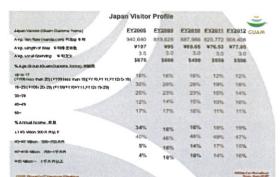
- -2,666 additional seats and counting
- -Estimating an additional 42 flights for Year End/
- Beginning
  -Includes flights from Matsuyama and Miyazaki
  -First flight arrives 12/28, last inbound 1/3



#### Japan Marketing News

- School Trips
  - 41 Students and Teachers, annual Guarn trin
  - Students prepare items in Japan and sold them at the Chamorro Village Night Market and donated \$300 to Make A Wish Founda and picked up trash at Gov. Joseph Flores Memorial Park





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Korea Market

December 13, 2012 - Tumon, Gu

## **Korea Market GMIF Media Value**

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\*More posting to follow

G19 Bosefo/Cirentois Meeting December 15, 2012 - Tumon, Gu

## PACIFIC MARKET



har at the Outrigger Guam Resort d by: GVB/Pacific Islands Small Development Center/PATA





## **Korea Market**



Month	Forecast Pax	Last Year	%Change	Seat Forecast 12	Seat Data 11	% Change Seats
December	19,000	13,668	39.0%	29,357	18,158	61.7%
January	20,000	16,218	23.3%	34,877	19,837	75.8%
February	18,000	13,651	31.9%	31,436	16,938	85.6%

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## **CRUISE SHIP VISIT**

Asuka II Arrive Sunday, December 30, 2012 07:00 a.m. - 10:00 p.m. 650 Passengers 460 Crew Coming to/ from Yokohama

## PACIFIC MARKET









#### Discussion:

- ➤ GM reported that GVB was able to get sponsorships to assist with the New Year's Eve Fireworks display that will kick off GVB's 50<sup>th</sup> year Anniversary celebration.
- GM Camacho reported that we are supporting both GHRA's Tumon Bay fireworks as well as our own in Hagatna.
- V. Chairman Baldyga asked what is GHRA doing this year.
- GM Camacho explained this year's fireworks display will be much better than the past year, with a new pyrotechnician named Jeff Sanchez. DGM Denight has been able to secure sponsorships with KUAM radio station to have a synchronized music set with the fireworks display, as well as the Sheraton, Onward, IT&E and Bank of Guam.
- The Governor will be hosting the fireworks in Hagatna to kick off our anniversary.
- V. Chairman Baldyga asked what the budget is compared to last year.
- ➤ Director Saad replied that it is the same as last years, about \$35,000 minus the Fire Dept's fees and other fees that came to about \$32,000.
- V. Chairman Baldyga asked how much the fireworks cost and whether it was a good show.
- ➤ GM Camacho replied that it was around \$20,000 \$25,000 and GVB sponsored \$15,000.
- GM Camacho explained that last year's display was unique because the long time pyrotech, Mr. Salas passed away and there were issues with the fireworks in which it burned in August.
- Director Saad reported they are currently working with Jeff Sanchez, who also worked with the former pyro-tech and it will be a greater show than 2 years ago.
- Director Kloppenburg asked why there are 2 separate fireworks shows as opposed to 1 big one together.



- Chairman Mesa explained that hotel sponsorships wanted it to be visible on the Hagatna side.
- GM Camacho asked the Board if they will allow funding for a Staff Appreciation party because the Employee's Association fell short on funds. Director Kloppenburg asked to give the staff a round of applause for the hard work and asked how much are we looking at.
- GM Camacho replied \$5000.
- Director Kloppenburg asked if Membership is able to fund it and does not have a problem with it.
- Chairman Mesa and Director Kloppenburg stated that a motion can be made during the Membership report.
- ➤ GM Camacho reported about a draft resolution between DPW and GVB, regarding the street banners. GM Camacho explained it allows GVB ownership of the street banners, ability to work with a company that can install, manage and maintain and present a consistent message theme to offer to our membership throughout the year.
- Chairman Mesa stated it could be adopted under Destination Management who will manage the criteria, events and installation.
- Director Saad made a motion seconded by Director Kloppenburg to have street banners of Tumon be managed under GVB's Destination Management.
   Motion approved.
- > Discussion ensued regarding street banner resolution.
- ➤ GM Camacho reported on Bill 519. She reevaluated the FTE's the Bureau needs, over just going for one position to present to the Legislature. Together with the Management team, they came up with 4 positions needed. She explained that instead of voiding the initial Bill 519, it is a tag-on since a public hearing date was already set and this will expedite the process. She added that as of yesterday it is in it's 3<sup>rd</sup> reading and looks like it will be passed.
- GM Camacho added this may wave a red flag from the front office because of the sizing of the government but we will work with them to get that approved.
- GM Camacho explained that this is the fastest way to allow for civil service positions as it is very difficult.
- > Director Kloppenburg asked what red flag would be thrown up with the front office.
- > GM Camacho explained the Governor could veto the bill. She explained it's just something that may happen.
- > Chairman Mesa asked if there are any questions regarding the other three positions because the Research position had been approved.
- > Chairman Mesa stated his support on Management's justification and the initial intent of the legislation. He also did ask of this to be considered and included, in which Senator Barnes was gracious enough to follow the recommendation of management.
- > Discussion ensured regarding the tag on process of Bill 519.
- Motion was made by Director Taimanglo, seconded by Director Kloppenburg, to add an additional 4 staff: Research computer operators II, Computer Specialist; Management Marketing Officer II; Management Analyst IV.
   Motion approved.
- ➤ GM Camacho reported on Bill 502 regarding the security cameras. She explained that an additional amendment was submitted to the Bill, to include another \$150,000, which was based on the preliminary research done. She added it looks like it will be approved.
- ➤ Chairman Mesa stated that we are only expecting \$2 million from the surplus of FY 2012's hotel occupancy tax. He asked if there is a final number and how much of it is still available for funding of other Destination Management projects.
- > GM Camacho explained she doesn't have the number because it isn't managed through GVB and we're only going for what we know we need.
- > Discussion ensued on Destination Management's funding.



## **Report of the Treasurer:**

- Cash Position Report:
- o Cash report as of December 11, 2012.
- o Total cash in banks report (as of 12/11/12) \$11,388,512.27
- Total allotment received to date: \$2,129,075.00
- Motion to accept cash position by V. Chairman Baldyga, seconded by Director Flores with notation of the Morgan Stanley CD.
   Motion approved.

### Discussion:

- Director Kloppenburg asked about the current allotments for FY 2013.
- R. Cunliffe answered that we have received (1) one allotment for October.
- Director Kloppenburg asked how much were we shorted on the allotments from FY 2012.
- R. Cunliffe answered \$640,000.
- Chairman Mesa explained that it was basically the withholdings of the 15% but brought down to 4%.
- Director Kloppenburg asked if it will be carried as an AR or will it be cleared out at the end.
- R. Cunliffe answered it should be cleared out.
- > Director Kloppenburg reported the only problem with clearing it is there is no historical record on non-allotment payment. He added a column on the financials should reflect this history.
- Director Kloppenburg asked if the financials came up at all during the public hearing.

## Report of the Board Committees:

#### A. Administration/Government Relations:

#### **B.** Executive Committee:

V. Chairman Baldyga made a motion, seconded by Director Kloppenburg, to ratify the Executive Committee's approval for the travel of Director Theresa Arriola to attend the upcoming 2012 Austronesian International Conference in Taiwan scheduled for November 26 – 30, 2012. (Estimated cost up to \$2,500.00 from the FY2013 Budget, Account No. CPO-003).

## Motion approved.

V. Chairman Baldyga made a motion, seconded by Director Camacho to ratify the Executive Committee's approval to authorize the General Manager as Chief Procurement Officer of the Bureau to award the lowest responsive bidder for IFB 2013-001: Communication Services for the Guam Visitors Bureau to include equipment, installation and repairs.

## Motion approved.

## Discussion:

## (See attachment of cost breakdown analysis)

- > GM Camacho explained the savings from the result of changing the phone lines system throughout the office.
- V. Chairman Baldyga asked what is the upfront capital cost to do it.
- Director Saad responded a one time cost of \$3100.00.
- > Chairman Mesa stated there is a savings in the first year and after.



 V. Chairman made a motion, seconded by Director Flores, to ratify the Executive Committee's approval of \$8,000 from Membership Accounting for the Membership Mixer, Nov. 28, 2012, 6:00 PM - 8:00 PM at the Xmas Village in Tumon (located across Hyatt Regency).

Motion approved.

### C. Japan Marketing:

 V. Chairman Baldyga made a motion, seconded by Director Kloppenburg, to authorize the General Manager as Chief Procurement Officer of the Bureau to award the most qualified offeror for RFP 2012-016: Guam Destination Website Redesign, Content Management System and Customer Relationship Management Solutions in the amount of \$600,000 from FY2012 carryover funds.

## Motion approved.

#### Discussion:

## (See attachment of Simpleview presentation)

- ➤ DGM Denight presented the Board with a presentation of the Simpleview proposal (the highest rated respondent to the website CRM/CMS RFP).
- ➤ DGM Denight covered Simpleview's experience and qualifications as a global leader in DMO online solutions.
- ➤ DGM Denight also showed a cost comparison to the present marketing websites and the proposal with a 5-year implementation investment.
- DGM Denight explained the trend of DMO's is spending a lot of their money on digital online solutions.
- DGM Denight explained that this Tuscon based company works with large and small clients nationally and internationally from Vegas and Vancouver to Malaysia, Columbia and Iceland.
- > Director Kloppenburg pointed out that internally its important to know this company also works with competitors like Hawaii.
- > DGM Denight showed several sites that they have designed. On these sites there are booking engines, social media tools, and itinerary builders that can really help our members.
- ➤ DGM Denight explained that they can also provide Search engine optimization tools needed in which will allow traffic to be driven to sites. He explained it is one thing to have a nice site but not worth the investment if it noone sees it.
- > Discussion ensued regarding the revenue generation, national and international sponsors, cost investment, language translations, advantages and disadvantages of the proposal.
- V. Chairman Baldyga made a motion, seconded by Director Flores, to approve travel for the Guam Live Presentations as follows. Cost is approximately \$44,123.00 from the Account # GAMAL001:

<u>Month</u>	<u>City</u>	<u>Date</u>	<u>Pax</u>	<u>Days</u>	Est. Cost
January	Fukuoka	1/25-28	1 Staff / 3 MGs	3	\$5,268.00
March	Nagoya	3/15-18	1 Staff / 3 MGs	3	\$5,214.00
April	Tokyo	4/5-8	1 mgmt / 1staff / 3MGs	3	\$10,155.00



April	Hiroshima	4/26-29	1 Staff / 3	3	\$4,269.00
			MGs		
May	Osaka	5/17-19	1 Staff / 3 MGs	3	\$5,106.00
June	Sendai	6/21-24	1 Staff / 2MGs	3	\$4,737.00
July	Okayama	7/5-8	1 Staff / 3 MGs	3	\$4,710.00
July	Niigata	7/19-23	1 Mgmt / 1 staff / 3 MGs	3	\$4,664.00
TOTAL:			\$44,123.00*		

<sup>\*</sup>Includes per diem, professional fees and airline tickets.

Motion approved.

- ➤ V. Chairman Baldyga reported on the JGTC's annual meeting, which went very well. He reported their over all concerns and excitement.
- ➤ V. Chairman Baldyga reported JGTC's frustrations on the airport that are not getting fixed and questioning the \$5 fee and what it is used for.
- V. Chairman stated they would like to send out a preliminary update 2 weeks prior to the next JGTC meeting so not too much time is spent on updating but instead, discussions.

## D. Korea Marketing:

## E. Existing Markets:

- Director Taimanglo made a motion, seconded by Director Tayama, to approve travel for two GVB staff to attend the 15th Los Angeles Times Travel Show from February 22-24, 2013. Cost is approximately \$5,952.00 from the FY2013 North America Acct#TTC043.
   Motion approved.
- Director Taimanglo made a motion, seconded by Director Camacho, to approve travel for 3 GVB delegates (1-GVB Management, 2-GVB Staff) to attend the upcoming Philippines Travel Agents Association's annual travel show, Travel Tour Expo, and Guam cooperative campaign programs in Manila from February 14 – 18, 2013. (Estimated cost of travel up to \$6,020.00 from FY2013 PHIL Acct#TTC041). Motion approved.

### F. New Market Development:

## G. Destination Management:

- Director Saad reported pending projects of flooding, culvert cleaning done before the end of the year but unfortunately, it won't be done.
- ➤ Director Saad reported Lt. Ron Taitano of Tumon precinct has been transferred to Criminal investigation which is a loss for DMC as he is very in tuned with understanding the challenges and a big advocate of the needs and safety of Tumon and the tourists. DMC will now have to bring his replacement updated of the program.
- Director Saad prepared a folder of documents, pictures, and projects for the incoming DMC Chairperson.
- Director Saad thanked Doris Ada for all her help.

#### H. Membership Management:

- O Director Kloppenburg made a motion, seconded by Director Tayama, to use up to \$5000 from the Membership Account to sponsor GVB's staff appreciation party.
- > Director Kloppenburg reported on the upcoming Membership elections in January.



- ➤ Director Kloppenburg went over the BOD bylaws and breakdown regarding the Bureau membership to ensure all rules and regulations have been complied with prior to the upcoming elections.
- > Director Kloppenburg reported the guest speaker for the upcoming membership meeting is Mr. Jim Beighley.

#### I. Research:

## J. Cultural Heritage & Community Outreach:

Director Flores made a motion seconded by Director Tayama, to approve travel for 9-pax Guam Delegation (1-Staff, 2-Musician, 6 Dancers) to attend the upcoming Philippines Travel Agents Association's annual travel show, Travel Tour Expo, and Guam cooperative campaign programs in Manila from February 14 – 18, 2013. (Estimated cost of travel up to \$18,065.00 from FY2013 CHaCO Acct# CPO005).
 Motion approved.

## K. Sports & Events:

## **EXECUTIVE SESSION:**

## **OLD BUSINESS:**

- > DGM Denight reported he will email the updated 5 year Strategic Plan draft to the Board.
- DGM Denight will also send it to stakeholders for their review and input.
- Chairman Mesa stated his concern of the Morgan Stanley CD in the cash position after reviewing it.
- Chairman Mesa questioned why there is a drop from an initial \$2.5 to \$2.494. He asked for clarification of this being a time certificate and this is not meant to be used as an investment. He added it should be accumulating interest not being deducted.
- R. Cunliffe stated she will get the information of the CD account to the Board.

## NEW BUSINESS:

## **ANNOUNCEMENTS:**

- > Director Tayama reported this will be her last term for serving on the Board.
- Director Tayama reported the newly elected president for the Mayor's Council will appoint a new Director after the January 7 Mayoral inauguration and Governor confirmation.
- Chairman Mesa thanked Director Tayama for all her work done on the Board.

## **ADJOURNMENT:**

 Motion made by Chairman Mesa, seconded by V. Chairman Baldyga to adjourn the meeting. Meeting adjourned at 5:33p.m.
 Motion approved.

Ms. Theresa C. Arriola, Secretary of the Board of Directors

Board Minutes prepared by Meriza Peredo, Executive Secretary

