



BOARD OF DIRECTORS REGULAR MEETING

Thursday, June 8, 2017 - 3:30pm
Guam Visitors Bureau - Main Conference Room

BOARD OF DIRECTORS PRESENT:

Director Monte Mesa	Director Eduardo "Champ" Calvo
Director Brad Kloppenburg	Director Satoru Murata
Director William Nault	Director Katarina Sgro
Director Theresa Arriola	Director Sam Shinohara

BOARD OF DIRECTORS TELEPHONICALLY:

BOARD OF DIRECTORS ABSENT:

Director Young Hong	Director Bart Jackson
Director Tak Takano	Director Milton Morinaga
Director Robert Hofmann	

GVB MANAGEMENT & STAFF PRESENT:

Antonio Muna	Karida Brennan	Laurette Perez
Dee Hernandez	Brian Borja	Ana Cid
Regina Nedlic	Lisa Linek	Nico Fujikawa
Haven Torres	Doris Ada	Nakisha Onedera Garrido

GVB MANAGEMENT & STAFF TELEPHONICALLY:

GUESTS:

Joe Mesngon - Senator Dennis Rodriguez's Office
Lara Ozaki - Glimpses Publications

*In the absence of Chairman Morinaga due to travel, Vice Chairman Mesa chaired the meeting.
In the absence of President Denight due to travel, Vice President Muna served as Acting President & CEO.*

I. CALL TO ORDER

Vice Chairman Mesa called the meeting of board to order at 3:45pm.

II. MINUTES OF THE PREVIOUS MEETING

Exhibit A

Director Shinohara made a motion, seconded by Director Kloppenburg, to approve the minutes of the previous board of directors meeting dated May 25, 2017.
Motion unanimously approved (Subject to minor revisions)

III. CHAIRMAN'S REPORT

- o Vice Chairman Mesa reported that he attended the recent presentation by United Airlines and we are continuing to work with them to regain market share out of Japan.
- o He also had the opportunity to go on a cruise visiting six different northern Scandinavian countries. He learned that employees in Finland, Denmark, and Sweden earn thirty days of vacation per year so they typically choose to travel to resort destinations such as Australia, Thailand, and Bali, bypassing Guam. He suggested that the New Markets Committee should look into these markets and develop strategies for them.

- o Lastly, he shared that he fully supports Chairman Morinaga's strategy of attending different missions for our different markets. He feels this will give the Chairman a better understanding of our market strategies and objectives.

IV. PRESIDENT & CEO'S REPORT



Guam Visitors Bureau
President's Report
June 8, 2017

RESEARCH

May 2017
May 1 -31, 2017 Total: 116,478 (+3.3%)

% Market Mix	Origin	Pax	% to LY
40.3%	Japan	48,993	-3.7%
44.3%	Korea	51,576	19.2%
1.4%	China	1,614	-19.9%
1.4%	Hong Kong	1,679	172.8%
2.9%	Taiwan	3,395	-3.3%
5.0%	US/Hawaii	5,815	-10.7%
1.3%	Philippines	1,566	-35.6%

Calendar Year to Date 2017
January-May 31, 2017 Total: 647,966 (+4.0%)

% Market Mix	Origin	Pax	% to LY
43.1%	Japan	279,402	-10.4%
40.7%	Korea	263,509	27.6%
1.7%	China	11,093	-18.2%
1.4%	Hong Kong	9,390	178.7%
2.6%	Taiwan	18,918	-5.1%
4.6%	US/Hawaii	31,359	-2.3%
1.2%	Philippines	7,207	-4.8%

Fiscal Year to Date 2017
October 2016 - May 31, 2017 Total: 1,038,895 (+5.0%)

% Market Mix	Origin	Pax	% to LY
44.4%	Japan	461,002	-7.8%
40.0%	Korea	415,815	24.8%
1.8%	China	18,480	-10.3%
1.2%	Hong Kong	12,888	118.9%
2.6%	Taiwan	26,837	-8.8%
4.7%	US/Hawaii	48,260	0.5%
1.4%	Philippines	14,507	20.4%

MARKETING

Japan Marketing News

Meeting with Japan Civil Aviation Bureau (JCAB)

- Introduction by Nathan about Guam and current situation with Japan
- There has been decrease in Japan-Guam flight capacity with increased airfare. GVB has been meeting with carriers to propose more flights to Guam
- Currently, no Haneda-Guam flights, but would be advantage for Guam
- Main concern is ETOPs and other regulations. GVB would like to learn more
 - Cannot compromise safety
 - LCC's need to identify an emergency airport
 - Iwojima is an emergency airport option but requires resources and has limited operations schedule
 - There are different levels of ETOPs and is based on category type
 - Higher level of ETOPs certification, requires more investment and more maintenance
- LCC's are doing well with domestic travel but international travel requires double investment



Wednesday, May 17, 2017 10:41 AM Guam

JCAB Representatives:

- Mr. Hiroki Matsumoto, Assistant Vice-Minister for International Aviation Minister's Secretariat
- Mr. Shigenobu Yamaguchi, Chief Air Safety Officer, International Air Transport Division, Civil Aviation Bureau
- Mr. Hiroto Higashira, Chief of Planning Section, International Air Transport Division, Civil Aviation Bureau
- Mr. Hirotaka Yokota, Air Traffic Officer, International Transport Division, Civil Aviation Bureau

Japan Marketing News: Air Service Support Plan



United, Delta, ANA, Hawaiian, Air New Zealand, iWay

GUAM

Japan Marketing News

Japan Summer Tourism Council (JSTC) Meetings



Japan Marketing News

Guam Summer Holiday Charter : Schedule

Date/Period	Day	Sector	Airline	Time	Access	Charterer	Frequency	Seats/Revenue
14 Jul - 27 Aug 17	-	NRT/GUM	iWay	11:38 16:20	B737-800	JTB	45	8,460
28 Jul - 28 Aug 17	-	NGO/GUM	Uzbekistan	09:00 12:40	A320-300	HIS & JTB	20	4,440
14 Jul 17	Fri	NGO/GUM	JAL Air	21:00 05:40+1	B738-800	HIS & NIT	1	180
28 Jul - 20 Aug 17	-	KIX/GUM	United	11:55 16:40	B737-700 or 800	-	14	1,632
01 Aug - 26 Aug 17	-	NRT/GUM	United	11:56 16:46	B737-700 or 800	-	12	1,416
TOTAL							102	16,187

Japan Marketing News

Charter Capacity Forecast 2017: January to December

Charter Capacity Comparison: 2017 vs 2016

- In 2017, Total capacity will be 39,458 seats (230 flights)
- In 2016, Total capacity was 20,515 seats (100 flights)
- Capacity growth : Seats 192%. Frequency 230%.

Month	Seats	No. of Flights
Jan	171	1
Mar	10,008	63
Apr	853	5
May	2,353	10
Jul	4,519	26
Aug	11,638	76
Nov	5,452	29
Dec	4,464	20
Total	39,458	230

Japan Marketing News

Public Relations, Advertising and Promotions Update

Upcoming Co-operative Advertising

- DeNa co-op advertising from May 27-Sep 30 with banner ads, special Guam landing page, e-mail marketing and coupons
- HIS Kanto from June 1-Sep 30 with TVCs of "I have always wanted to do this" on their website
- HIS Chubu beginning May 20 with full page newspaper ad and web banner ads

Media Tie-ins

Title	Media	Area	Exposure Period	AD Value (USD)
La Scuba & Marine Diving & Marine Diving	Magazine, Web	National	Mar - Aug 2017	\$56,761.00
TBS "TABIFUNU"	TV	Kanto, Fukushima area	May 13	\$793,893.00
Female Fashion Magazine HOKUO	Magazine	National	16-May-15	\$84,597.00
Baby Life Magazine	Magazine	National	26-May-13	\$54,525.00
TBC "Sando no Borogen-ru TV 2013 Wedding Promotion/Wedding Industry Collaboration"	TV	Tohoku	Jun-Jul	\$128,171.00
STV "Desaku Wide 179"	TV	Hokkaido	May or Jun	\$34,664.00
Delta Inflight Magazine SVY	Magazine	National	Jul	\$13,857.00
Hanako Mama	Magazine	National	Jul	\$27,170.00
Owing Magazine "Monthly Driver"	Magazine	National	Jul or Aug	\$13,585.72
ALPHON B 13 Photo Book	Magazine	National	Jul 28, 2017	\$95,478.00
Running Style for GUAM	Magazine	National	Mar - Nov 2017	\$34,842.00
Expected Total AD Value:				\$2,481,322.87

Japan Marketing News

Public Relations, Advertising and Promotions Update

United Fukuoka-Guam 30th Anniversary

- For consumers, TV tie-ins with RKB Kyokan News and Momochihama DX Store, inclusive of event promotion at Adult Life Festa @ JR Kyushu Hall in the fall
- Participation in travel trade appreciation dinner in June hosted by United
- Greeting of passengers on 30th anniversary flight (June 1, 2017)



DESTINATION

Sports & Events

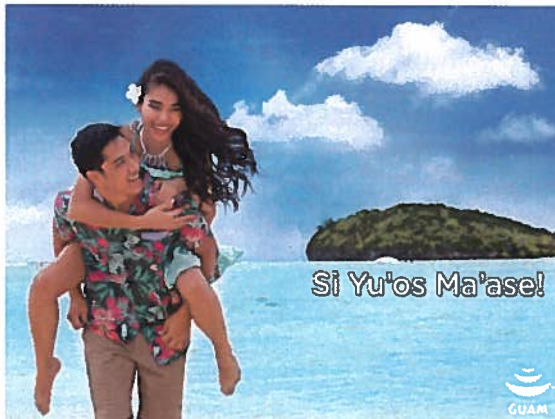
Håfa Adai Pledge



Guam Live International Music Festival

- Held at Governor Joseph F. Flores Memorial Park (Ypao Beach)
- Estimated 3,000 festivalgoers attended GVB signature event
- 8 acts performed: Magic! Spawnbreeze, Sammy J, MFBTY, Anuhea, The John Dank Show, Jed and Davidior
- Press conference and press junket were held at PIC's Tasi & Isa Banquet Rooms
- KUAM to run 30 minute special on Guam Live: All Access

- Special HAP signing and tribute was held Thursday, June 1 to honor memory of "Big John" Tedtaotao at Fort Soledad.
- Year of Love heart installation with mural of Tedtaotao by Josh Agerstrand was unveiled
- Special Håfa Adai Spirit ambassador coins were presented to Tedtaotao's family and Umatac Mayor Johnny Quinata
- Mayor Quinata, Tedtaotao's family and Dom San Gil all took the pledge



- o Regarding Guam Live, Director Sgro feels we need to confirm the talents further in advance to better promote the event.
- o As this was our fourth festival, Director Arriola thinks we have enough statistics to determine how we can improve our ROI in the future.
- o Acting President Muna mentioned that we will be hosting the Håfa Adai Study Tour from June 29 to July 3 with the trade show on June 30. Registration will be open until June 9 at GVB.



- o Vice Chairman Mesa directed the board to the 2016 Annual Report and Tourism 2020 booklets in their binders. He recommended that all chairs revisit the objectives set forth in the Tourism 2020 plan for their respective committees and determine if any adjustments need to be made.



V. TREASURER'S REPORT

Exhibit B

FY 2016					
	Appropriation	Received to Date		Balance	
Pass-Thru	\$ 750,000.00	\$ 712,500.00	95%	\$ 37,500.00	5%
TOTAL RECEIVABLES FY 2016				\$ 37,500.00	

FY 2017					
	Appropriation	Received to Date		Balance	
Operations	\$ 21,282,472.00	\$ 14,622,963.76	69%	\$ 6,659,508.24	31%
Destination Development	\$ 1,085,000.00	\$ 723,333.34	67%	\$ 361,666.66	33%
Rainy Day Fund	\$ 200,000.00	\$ 133,333.34	67%	\$ 66,666.66	33%
Cultural & Sports Ambassador Fund	\$ 200,000.00	\$ 133,333.84	67%	\$ 66,666.16	33%
Pass-Thru	\$ 1,085,000.00	\$ 823,751.09	76%	\$ 261,248.91	24%
TOTAL	\$ 23,852,472.00	\$ 16,436,715.37		\$ 7,415,756.63	
TOTAL RECEIVABLES FY 2017				\$ 7,415,756.63	
TOTAL RECEIVABLES				\$ 7,453,256.63	

Accounts

RESTRICTED

Bank of Guam - Rainy Day Fund ¹	\$ 2,218,439.34
Cultural & Sports Ambassador Fund ²	\$ 477,718.90
TOTAL RESTRICTED	\$ 2,696,158.24

UNRESTRICTED

Bank of Guam - Operations	\$ 14,397,748.69
First Hawaiian Bank - Membership	\$ 115,749.62
Resona	\$ 331,785.51
Bank of Guam - TAF	\$ 1,216,016.24
Raymond James - CD value as of 04/30/2017 ³	\$ 2,534,400.53
TOTAL UNRESTRICTED	\$ 18,595,700.59

TOTAL CASH as of 06/06/2017 \$ 21,291,858.83

Current Payables

Asatsu invoices JAN - APR	\$ 1,929,893.98
Japan Invoices	\$ 55,561.50
Guam Invoices	\$ 372,167.10
Pass-Thru	\$ 23,333.34
Encumbered Contracts	\$ 3,633,837.89
Encumbered Purchase Orders	\$ 154,153.38
TOTAL as of 06/06/2017	\$ 6,168,947.19

NOTES

NOTE 1

\$2,218,439.34	Rainy Day Fund
(\$135,857.26)	Rainy Day expenses - reimburse Operations
\$2,082,582.08	

NOTE 2

\$477,718.90	Cultural and Sports Ambassador Fund
(\$29,750.00)	Cultural and Sports Ambassador expenses - reimburse Operations
\$447,968.90	

NOTE 3

\$1,418,113.21	Morgan Stanley/Raymond James - CD
(\$86,542.00)	Board approved \$86,542 on 07/23/15 for Department Revenue & Tax Auditors
(\$700,000.00)	Board approved \$700,000 on 02/25/16 for Pale San Vitores Road Bus Shelter Project
(\$150,000.00)	Board approved \$150,000 on 07/14/16 for Pale San Vitores Road Bus Shelter Project
(\$50,000.00)	Ex Com approved \$50,000 on 04/07/17 for Streetlight Project Management
(\$142,528.00)	Board approved \$142,528 on 4/12/17 for VSS Supplemental Budget Request
\$289,043.21	

June 6, 2017





Director Calvo made a motion, seconded by Director Arriola, to approve the Treasurer's Report.

Motion approved

VI. REPORT OF THE BOARD COMMITTEES

A. EXECUTIVE COMMITTEE

Director Calvo made a motion, seconded by Director Arriola, to ratify Executive Committee's approval of travel for GVB Chairman and GVB President & CEO to attend CAPA LCC's in North Asia Summit in Osaka, Japan from June 12-15, 2017. Estimated cost of travel is \$10,522.50 from Account #: JA-SMD008.

Motion approved

Airfare: \$1,000 x 2 pax	\$2,000.00
Registration: \$2,495 x 2 pax	\$4,990.00
BOD/MGMT Per Diem	
Lodging: \$275.00/night x 3 nights + 25% x 2 pax	\$2,062.50
M&IE: \$147.00/night x 4 days + 25% x 2 pax	\$1,470.00
Total:	\$10,522.50

Background: The CAPA LCCs in North Asia Summit on 13-14 June 2017 aims to help bridge the gaps in awareness that exist between the stakeholders - to help create the conditions for a win-win in North Asian aviation and beyond.

Kansai Airports will host this Summit with the opportunity to introduce the attractiveness of the Kansai Region. The LCC market has been growing at KIX where they have the number one LCC network among Japanese airports. The event has attracted CEO's from most of the LCCs in the region and beyond along with many key airports, governments and other industry leaders. This will be a powerful platform in providing critical forum for addressing the complex issues facing airlines and airports as the role of LCCs evolves.

As the Japan-Guam seat capacity has drastically decreased over the past several years, GVB aggressively continues to develop this air route and this Summit will be a good opportunity for our presence. Recently, GVB has met with current and new airline partners to present the business case to increase and start direct service to Guam, respectively. This will be an opportune time to re-connect with some of the airline representatives and follow-up on their response to the Guam offer.

Registration fee is \$2,945 for each person to include conference participation, official welcome reception, terminal tour, and access to meeting system (for B2B appointments).

Issue: Board approval required for all travel.

B. ADMINISTRATION & GOV'T RELATIONS

- o Acting President Muna reported that we have been working with Dr. Kerry Perez, our Human Resources Consultant, on completing the draft of GVB's personnel rules and regulations. Once the draft is finalized, it will be presented to the board for review and eventually adoption.





- o Director Calvo asked if GVB falls under the Civil Service Commission (CSC). Acting President Muna stated that we are aligning ourselves with the Attorney General's opinion in that GVB does not fall under CSC.

C. DESTINATION MANAGEMENT

Tourism Capital Improvements List

Exhibit C

Vice Chairman Mesa (Chairman of the Destination Management Committee [DMC]) relinquished the chair and turned it over to Director Shinohara prior to reporting on the DMC.

- o Vice Chairman Mesa reported that three bus shelters are currently under construction and all will be completed in mid August.
- o Of the 375 streetlights that need to be replaced, 64% have been completed.
- o Director Nault mentioned that there is a sensor issue with the lights along the road near Bayview Hotel. Acting President Muna informed him that the sensors will be addressed eventually. Right now, the light bulbs and wiring are being replaced just to get the lights to turn on. After that, we will work with GPA to replace the light boxes which is where the sensors are located. This will resolve the sensor issue.
- o Vice Chairman Mesa reported that the team recently met with the GEDA consultants hired to develop a plan for the Tumon Flooding Project. The team found that property owners in Tumon are required to retain the rainwater that comes into their property but not all owners are in compliance. EPA inspects the property but they do not have the authority to issue citations; DPW does. Vice Chairman Mesa feels DPW needs to conduct inspections to ensure all property owners are in compliance. Director Calvo we should confer with our membership beforehand. Vice Chairman Mesa agreed. With regard to where we are now with the project, Vice Chairman Mesa reported that we are on the second phase: installation of water inlets and trenching inlets. This step is pending DPW permit issuance but the target start date is sometime in August.
- o Director Calvo touched on the proposed legislation with respect to signage in Tumon. Acting President Muna mentioned that President Denight drafted a position on this issue and it will be shared with the board soon. Director Calvo feels we should submit testimony to the legislature as well.

Director Shinohara relinquished the chair and turned it over to Vice Chairman Mesa after the report on the DMC.

D. GREATER CHINA

Committee minutes dated May 12, 2017

Exhibit D

E. JAPAN

Director Nault made a motion, seconded by Director Calvo, to approve travel for GVB President & CEO or his designee to attend the DATA Asia Pacific Workshop from July 4 – 8, 2017 in Mie, Japan. Cost is approximately \$2,125.00 from [FY2017 Social Media Budget Account# ALL-SME002](#).

Motion approved

Airfare: RT \$800.00 x 1 (GUM/KIX/GUM)	\$	800.00
Per Diem:		
Lodging \$135.00 x 25% = \$168.75/night x 4 nights	\$	675.00
M&IE \$104.00 x 25% = \$130 x 5 days	\$	650.00





TOTAL \$ 2,125.00

Background: TripAdvisor and GVB are about to launch a Guam Campaign Program. TripAdvisor is the top site for travel information. Ms. Sarah Matthews, Head of Destination Marketing - Asia Pacific at TripAdvisor recommends that GVB attend this workshop. GVB President & CEO will also attend this workshop in preparation of GVB's upcoming TripAdvisor Guam program. This program will be introduced to the GVB tourism industry partners through seminars similar to this workshop with the goal in having our local tourism partners join in the Guam TripAdvisor Program.

Around the world, tourism sales have predominantly shifted online, with over US \$400 Billion annually in sales, making travel the number one value selling commodity online and with over 50% of travel sales now happening online it has become the predominant channel for distribution as well.

Social media has revolutionized the Internet but also the business world too, with 60% of online sales now being driven from a point of social media engagement. This has created a user driven and controlled marketplace in which shoppers can easily access advice, opinions and referrals from each other, and regard this information as more trusted and reliable than official or corporate content.

This is especially true in the travel space as travelers with mobile accessible SMART phones in their hands produce and publish content on the road- to an audience of engaged, interested, and easily inspired connections who can easily become future customers.

This classroom type workshop will cover the following topics: Latest Global and Regional Tourism Trends; Community Tourism and Content Communities; Online Business: Targeting and Segmentation; Content and Experiential Marketing; Digital Resources and Campaigns; Attribution of Digital Campaigns (how to really measure your campaign effectiveness); Brand Safety on the Online Space; Key Opinion Leaders - good or evil; Crisis Management; DMP (Data Management Platforms); TripAdvisor Data and Insights Sharing.

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- o Director Nault reminded the board that GVB and GVB Japan have been meeting with various airlines in efforts to increase air seats out of Japan. He requested that in addition to reporting on initial meetings, management should also provide the board with updates on follow up meetings. This would be helpful for the board to see how we are progressing and how issues are being resolved.
 - o Director Calvo asked if we've compared the decline in Japan and the growth in the Korean market. Director Nault noted that there are more low cost carriers (LCCs) flying out of Korea than in Japan so that is one factor. In addition, domestic travel in Korea is expensive so there is more outbound travel. In comparison, domestic travel in Japan is inexpensive, so there is less outbound travel. Director Shinohara agreed that domestic travel in Japan is Guam's biggest competitor.

F. KOREA

- o Director Kloppenburg reported that we attended KOTFA and will be attending HANA Tour.
- o The Guam Food Festival is ongoing at the Grand Hyatt in Seoul.
- o Vice Chairman Mesa suggested that the committee develops a contingency plan in light of the geopolitical situation in Korea.

G. MEMBERSHIP & COMMUNITY OUTREACH



- o Vice Chairman Mesa suggested that for future membership meetings, the Membership & Community Outreach Committee should try to bring in off-island guest speakers who will inspire our tourism industry partners and membership.

H. NORTH AMERICA & PACIFIC MARKETS

I. RESEARCH

J. RUSSIA & NEW MARKETS

K. VISITOR SAFETY & SATISFACTION

L. CULTURAL & HERITAGE

M. SPORTS & EVENTS

Guam Basketball Confederation Letter Exhibit E

Guam Basketball Confederation Grant Application Exhibit F

2017 FIBA U17 Oceania Championship Media Exposure Information Exhibit G

Director Sgro made a motion, seconded by Director Arriola, to approve sponsorship of FIBA U17 Oceania Championship in the amount of \$75,000 to be used for the visiting team accommodations, visiting team meals, and visiting team transportation, and that full accounting be made to the board. Funding to come from the Raymond James CD.

Motion approved

Background: The Guam Basketball Confederation (GBC) will be hosting the FIBA U17 Oceania Championship from July 9 to July 15, 2017. The tournament will bring over 300 players, coaches, trainers, and officials to Guam plus potentially hundreds of fans.

FIBA officials project that GBC needs about \$195,000 for promotional and logistical expenses for the event and to provide housing, meals, and ground transportation for all teams and officials. The organization has secured a grant of \$30,000 and has generated \$65,000 in sponsor cash, in-kind donations, and potential concessions. GBC is seeking financial assistance from GVB to cover the remaining expenses.

President Denight introduced the sponsorship request to the board at the regular board meeting on April 12, 2017. The board asked management to identify a source of funding and to provide information on media exposure. Management provided the requested information to the board and a motion was made at the regular board meeting on May 25, 2017. The motion was tabled pending further clarification by the Sports & Events Committee and management.

After further review of the sponsorship request, the Sports & Events Committee and management recommend sponsorship be approved in the revised amount of \$75,000.

Issue: Board approval required.



VII. OLD BUSINESS

VIII. NEW BUSINESS

IX. EXECUTIVE SESSION

X. ANNOUNCEMENTS

Announcements:

- o Quarterly Membership Meeting: June 12, 9am – 12pm, Outrigger Mezzanine
- o FY2018 Budget Hearing: June 16, 2pm, Congress Building
- o Guam BBQ Block Party: July 1

Upcoming Board Meetings:

- o Thursday, June 22, 2017 at 3:30pm, GVB Main Conference Room
- o Thursday, July 13, 2017 at 3:30pm, GVB Main Conference Room

XI. ADJOURNMENT

Director Shinohara made a motion, seconded by Director Calvo, to adjourn the meeting.
Meeting adjourned at 5:08.

Motion unanimously approved

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

Board Minutes respectively submitted by Karida Brennan, Executive Secretary



Action Items:

1. VSS Committee to find solution for lighting issue along beaches
 - o Lighted sidewalks
 - o Lights provided by hotels, but not projected over water
2. Assignment of the Chairperson for the Administration and Government Relations Committee
3. Management to look into drafting rules and regulations for signage in bus shelters
4. Management to facilitate meeting with GVB, GIAA, and GEDA regarding the current situation in the Japan market
5. Management to schedule a board working session to discuss tourism capital improvements