

BOARD OF DIRECTORS REGULAR MEETING

Thursday, December 13, 2018 - 3:30pm Guam Visitors Bureau - Main Conference Room

BOARD OF DIRECTORS PRESENT:

Director Milton Morinaga Director Young Sook Hong Director Brad Kloppenburg Director Robert Hofmann Director Satoru Murata Director Bartley Jackson Director Theresa Arriola Director Katarina Sgro Director William Nault Director Samuel Shinohara

A quorum was met

BOARD OF DIRECTORS TELEPHONICALLY:

BOARD OF DIRECTORS ABSENT:

Director Eduardo "Champ" Calvo

Director Monte Mesa

Director Tatsuo Takano

GVB MANAGEMENT & STAFF PRESENT:

Jon Nathan Denight Rose Q. Cunliffe Mark Manglona Nicole Benavente Joshua Tyquiengco Brian Borja Antonio Muna Jr. Nico Fujikawa Elaine Pangelinan

Colleen Cabedo Gabbie Franquez Russell Ocampo Maura Yi

Dee Hernandez Doris Ada

Nakisha Garrido Kraig Camacho Karida Brennan

Jamielyn Pinaula

GVB MANAGEMENT & STAFF TELEPHONICALLY:

GUESTS:

Asher Goldenberg, Guamzilla LLC

I. CALL TO ORDER

Chairman Morinaga called the meeting of the board to order at 3:31 pm.

II. MINUTES OF THE PREVIOUS MEETING

Exhibit A

Director Jackson made a motion, seconded by Director Shinohara, to approve the minutes of the previous board of directors meeting dated November 8, 2018.

Motion unanimously approved (Subject to minor revisions)

III. CHAIRMAN'S REPORT

 Chairman Morinaga stated today's meeting as the last official meeting for the current Board of Directors. He is in receipt of a letter from the Transition Team asking current Governor appointed board members to serve until further notice. Legislative appointee's will serve for a term of two years starting from their appointed date.

IV. PRESIDENT & CEO'S REPORT









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lovember	1-30, 2018		Total:	132,850
% Market Mix	Origin	2017	2018	% to LY
42,0%	Jepan	44,346	\$8,733	23.7%
42.9%	Korea	61,093	56,958	-6.8%
1.5%	Talvisis	1,958	2,057	E.196
0.7%	China	1,057	929	-12.1%
8.7%	US/Hawali	6,053	2,517	24.2%
0.4%	Hong Kong	696	594	-14.7%
1.9%	Philippines	2,490	2,503	0.5%
0.3%	Russia	244	451	84.8%

ecember	1-5, 2018		Tota	l: 21,820
% Market Mix	Origin	2017	2018	% to LY
40,7%	Japan	0,165	8,871	43.9%
45.8%	Korea	10,840	9,993	-7.8%
1,7%	Talwan	347	365	8.2%
0.8%	China	362	165	-54.4%
9,6%	US/Hawaii	970	1,229	26.7%
0.5%	Hong Kong	147	112	-23.8%
1,296	Philippines	246	264	2.1%
0.2%	Russia	50	50	0.0%

inuary - D	ecember 5, 2	2018	Total: 1,4	127,893 (
% Market Mix	Origin	2017	2018	% to LY
38.7%	Japan	577,756	\$10,054	-11.7%
48.5%	Korea	625,657	692,853	10.7%
1,8%	Tahran	30,753	26,004	-15.4%
1.1%	China	20,686	15,344	-25.8%
6.1%	US/Hawaii	70,726	84,654	22.5%
0.4%	Hong Kong	14,095	5,753	-59.2%
1.2%	Philippines	17,263	17,397	0.8%
0.3%	Russia	2,743	3,781	37.8%

ober - D	ecember 1-5	, 2018	Total: 2	276,326
Market Mix	Origin	2018	2019	% to LY
20,9%	Japon	25,000	107,617	26,6%
46.3%	Korea	128,225	127,934	-0.2%
1,6%	Talwan	4,206	4,412	4.9%
0.9%	China	2,814	2,419	-14.0%
8.8%	US/Hawali	12,341	16,008	29,7%
0.4%	Hong Kong	1,454	1,207	-17.0%
1,7%	Philippines	4,468	4,709	5,4%
0.3%	Russia	539	920	70.7%













Kashiwa YEG 40th Anniversary
Reception in Guam

November 17-21, 2018
Partnership between Kashiwa and
Guam (GVB, GEDA, UOG, GYP, FHB,
Japan Consulate, and the Guam
Chamber of Commerce)
Itinerary: Seminars, island tours,
MOU signings with GYP and UOG,
banquet

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GUAM

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GVS ECREA COMPLETED PROJECTS
MBC MUSIC K-POP CONCERT ON GUAM

PROJECT BRILL BRILL
FROM THE TOP CONCERT ON
GREEN FROM THE HOPE

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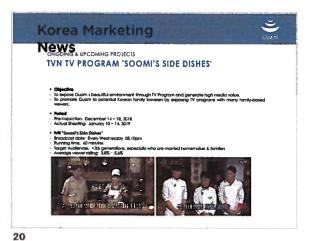












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PATA Micronesia Chapter 3rd TriAnnual Meeting - Guam

PATA Micronesia Chapter members from
the region were in attendance.

Chapter contributed to the Typhoon Yutu
relief by purchasing "Marianas Strong" tshirts.

Sponsors:
GVB
United
Pacific SBDC
Valley of the Latte

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*) APPLE





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Taiwan Marketing News



International Travel Fair (11/23-11/26)

- ITF Pre-Event Press Conference was held on 11/22 and Guam performed during the opening
- 700+ visitors answered the and gained lots of followers on social media
- Guam won the Best Performance Award at ITF





Taiwan Marketing News



Kaohsiung Winter International Travel Fair (11/30-12/3)

- Guam performed at the opening ceremony and Elaine was invited on stage for the ribbon-cutting ceremony
- The new Kaohsiung Mayor mentioned that he went to Guam twice during his speech at the opening ceremony
- Over 1000+ visitors answered our consumer survey and joined our SM accounts





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Taiwan Marketing News



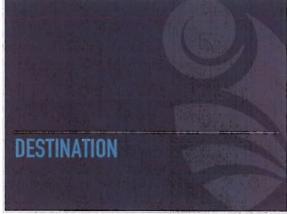
Courtesy Visits

- Courtesy visit to China Airlines HQ to discuss on adding regular flights, changing to a bigger aircraft, and flying from Kaohsiung to Guam
- Courtesy visit to PLI to discuss upcoming golf tours from both Taiwan and China
- Courtesy visit to Mandarin Airlines to discuss opportunity to develop direct flight from Talchung to Guam



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2018 GVB Christmas Village





- GVB Christmas Village returns Dec. 17, 2018 through January 20, 2019
- Theme is "Holiday Tide-ings" and incorporates Guam's marine line and the ocean
- Christmas Village opening night will also serve as a membership mixer
- Parking is available at Tumon Sands Plaza





- GVB preparing to ring in the new year with the 2019 #InstaGuam fireworks show at the stroke of midnight
- 10 minute fireworks display is planned that will be synchronized to a musical score
- GVB seeking sponsors at this time



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V. TREASURER'S REPORT

Exhibit B

o President Denight reported the first allotment of FY2019 has been received the next allotment will be received at the end of the week and all allotments for FY2018 to be closed out as well.

VI. REPORT OF THE BOARD COMMITTEES

A. EXECUTIVE COMMITTEE

MBC MUSIC K-POP CONCERT IN GUAM - JAPAN SUPPORT

Director Jackson made a motion, seconded by Director Shinohara, to ratify travel for the GVB Japan Acting Director to travel to Guam from November 29 – December 2, 2018 to provide onthe-ground support for the MBC Music KPOP Concert in Guam. Cost is \$2,650.00; Account # JA-PRE002.

Motion unanimously approved

Airfare:	\$1,000 x 1 pax	\$1,000.00		
Per Diem:	Guam D		Days/Nights	
Per Diem.	GVB Japan Acting Director	\$62.50	4	\$250.00
Hotel Accommodations:	GVB Japan Acting Director	\$200.00	4	\$800.00
Japan Transportation	To and from airport	\$100.00	2	\$200.00
Guam Transportation	Rental car	\$100.00	4	\$400.00
			TOTAL:	\$2,650.00

Background: The Guam Visitors Bureau (GVB) has partnered with MBC, one of Korea's top broadcasting networks, to produce and broadcast a music event on Guam featuring five (5) top K-Pop groups including TWICE, Supernova, JBJ95, ELRIS and Mighty Mouth. The MBC Music K-Pop Concert on Guam will be held at the Governor Joseph F. Flores Memorial Park, better known as Ypao Beach Park, on Saturday evening, December 1, 2018. The concert is absolutely free and open to the public. It will be broadcasted to millions of viewers across Asia and to millions more globally online.

K-Pop has become a popular genre of music and culture around the globe. Specifically for the Japan market, there are thousands of fans that will travel and consume products from this market. To date, nearly 2,000 tickets have been registered and issued to Japan. The support of the Acting Japan Director will serve several purposes to include sales support for the local receptive partners in the Japan travel trade, language assistance onsite at the event, and assistance with Japan media handling before and after the concert.

Furthermore, while on Guam, GVB will arrange for meetings to discuss upcoming sales and marketing promotions in the Japan market.

Issue: Board approval required for travel.

JMC MEETING AND FINAL BOARD MEETING

Director Nault made a motion, seconded by Director Kloppenburg, to ratify travel for the GVB Japan Acting Director to travel to Guam from December 10 ~ 14, 2018 to attend a Japan Marketing Committee (JMC) Meeting, the final Board Meeting of the calendar year and internal meetings. Cost is approximately \$3,012.50; Account # JA-GAMALOO1.

Motion unanimously approved

Airfare:	\$1,000 x 1 pax	\$1,000.00	
Per Diem:	Guam	Days/Nights	





	GVB Japan Acting Director	\$62.50	5	\$312.50
Hotel Accommodations:	GVB Japan Acting Director	\$200.00	5	\$1,000.00
Japan Transportation	To and from airport	\$100.00	2	\$200.00
Guam Transportation	Rental car	\$100.00	5	\$500.00
	•		TOTAL:	\$3,012.50

Background: GVB Japan Acting Director Hiroshi Kaneko will attend the year's final meetings with the Japan Marketing Committee (December 11, 2018) and the Board of Directors (December 13, 2018). As the calendar year comes to a close it will be advantageous for Mr. Kaneko to meet with appropriate industry partners to discuss upcoming sales and marketing activities. We will also schedule internal meetings with Mr. Kaneko to discuss concerning Japan office administration.

Issue: Board approval required for travel.

B. ADMINISTRATION & GOV'T RELATIONS

C. RUSSIA & NEW MARKETS

Committee minutes dated December 4, 2018

Exhibit C

o The Russian market continues to grow along with the Russian asylum community. Director Jackson suggests taking preventative methods to address the issue so it may not impact the visa-waiver status of Russian travelers.

D. KOREA

Committee minutes dated December 4, 2018

Exhibit D

- Director Jackson reported a success completion of the Hana Tour Busan trade show (30,000 attendees) accompanied by the GVB cultural delegation.
- o The 4th annual KLPGA and KBPPA Golf Tournament is in taking place and will be televised on national Korean TV, anticipating to reach thousands of viewership.

E. JAPAN

Committee minutes dated November 13, 2018

Exhibit E

GVB JAPAN REPRESENTATIVE OFFICE ORIENTATION

Director Nault made a motion, seconded by Director Shinohara, to approve travel to Tokyo, Japan for the GVB President & CEO and two (2) GVB Marketing Staff – Japan for orientation and internal meetings with the Japan Representative Office. Projected month: January 2019. Estimated cost is \$11,381.25; from account # JA-SMD008.

Motion unanimously approved

Airfare: \$1,000 x 3 pax						\$3,000.00
	Tokyo	Lodging	Nights	M&IE	Days	
Per	GVB President & CEO	\$332.50	5	\$273.75	5	\$3,031.25
Diem:	GVB Marketing Staff -	\$266.00	5	\$219.00	5	\$4,850.00
	Japan (2 pax)	\$200.00	ว	\$219.00	5	\$4,650.00
Miscellaneous (Business communications, excess baggage, etc.):						\$500.00
TOTAL:						\$11,381.25





Background: In September 2018, GVB announced the reorganization of the Japan office operations. Since then, the Bureau has been working towards transitioning GVB Japan to an outsourced marketing representative. Barring force majeure, the contract for this service will be in place by early January 2019. To ensure a smooth transition, the President & CEO and two (2) Japan marketing staff will travel to Tokyo to hold an orientation with the new company. The agenda will be extensive and will include introductions, a briefing on GVB operations, job performance, and training in procurement, accounting, administrative processes, and office management. This orientation is crucial to the productivity and efficiency of the representative office.

Issue: Board approval required for travel.

T'WAY AIR INAUGURAL WELCOME FIESTA

Director Nault made a motion, seconded by Director Jackson, to approve travel for the following delegates to attend the Inaugural Welcome Fiesta for T'way Air's Nagoya-Guam flight on January 26, 2019 in Nagoya, Japan. Estimated total cost is \$21,587.00: \$7,889.00 from account # JA-SMD008 and \$13,698.00 from account # DM-CPO001.

Motion unanimously approved

Marketing

Airfare:	\$1,000 x 3 pax					\$3,000.00
	Nagoya	Lodging	Nights	M&IE	Days	
Per	Japan Marketing Committee Chairman/Designee	\$371.25	3	\$151.25	3	\$1,567.50
Diem:	GVB President & CEO/Designee	\$371.25	3	\$151.25	3	\$1,567.50
	GVB Marketing Staff - Japan	\$297.00	3	\$121.00	3	\$1,254.00
Miscellan	Miscellaneous (Business communications, excess baggage, etc.):					
			-1	-	TOTAL:	\$7,889.00

Culture

Airfare:	\$1,000 x 6 pax					\$6,000.00	
	Nagoya	Lodging	Nights	M&IE	Days		
Per	GVB Senior Destination Specialist - Chamorro Culture/Designee	\$297.00	3	\$121.00	2	\$1,133.00	
Diem:	Two (2) musicians	\$297.00	3	\$121.00	2	\$2,266.00	
	Two (2) cultural dancers	\$297.00	3	\$121.00	2	\$2,266.00	
	One (1) Miss Guam	\$297.00	3	\$121.00	2	\$1,133.00	
Musicians' and Miss Guam's professional fees (3 pax) \$100.00 1						\$300.00	
Cultural dancers' professional fees (2 pax) \$50.00 1						\$100.00	
Miscellan	eous (Business communicat	ions, excess	baggage, e	etc.):		\$500.00	
	TOTAL:						

Background: On December 29, 2018, T'way Air will launch its new regular service from Nagoya to Guam. This flight will operate every Saturday until the end of March 2019 increasing Guam's air seat capacity out of Japan by 188 direct flight seats per week.





At the request of T'way Air, GVB will be sending the Japan Marketing Committee (JMC) Chairman, the President & CEO, cultural entertainers, Miss Guam, and support staff to participate in the inaugural flight festivities on January 26, 2019. The ceremony will open with a dance performance by Guam's cultural musicians and dancers to commemorate this special occasion with a touch of Chamorro culture. The JMC Chairman and President & CEO will then deliver congratulatory remarks and participate in the ribbon cutting ceremony alongside T'way Air and Chubu Centrair Airport executives. Miss Guam will greet passengers with shell leis as they board the aircraft to express our appreciation for their patronage.

While in Japan, a strategic meeting will be scheduled with JGTC members, the JMC Chairman, President & CEO and Japan marketing staff.

Issue: Board approval required for travel.

o Commitment for T'way Air Guam- Nagoya flights is until mid-September 2019.

GUMAMON LICENSING AGREEMENT

Director Nault made a motion, seconded by Director Kloppenburg, to approve the Guam Visitors Bureau to enter into a licensing agreement with Gumamon for promotional purposes in Guam's various tourism source markets.

Motion unanimously approved

Background: Gumamon was founded in October 2016 as a loveable monster from the sea who loves Guam. He wants to protect Guam by eating pollution! His name comes from "Guma," meaning home in the CHamoru language and "mon," which stands for monster – Guam monster making Guam his home – Gumamon the Guamster.

For Guam natives and visitors alike, Gumamon will become a lovable icon synonymous with adventure and environmental preservation. Unlike any other brand, Gumamon is the only playful and relatable symbol of responsible eco-tourism. He will be embraced as a regional icon because he embodies the highest values of Island culture, ecological responsibility, and the vacationer's dream of discovery paradise.

The agreement outlines three key points below.

- Free licensing: of the mark and image for GVB and GVB members.
- Free merchandise: Gumamon will provide free merchandise for giveaways and incentives.
- Free appearances: for GVB events and missions such the Håfa Adai Pledge (HAP) and HAP Kids ceremonies.
- · Community contributions: Continued beach clean-ups and educational initiatives.

GVB would like to build this partnership with Gumamon as a unique branding initiative, adding a new facet of Guam's image in its tourism source markets. The partnership will provide official GVB endorsement of Gumamon, but not on an exclusive level.

Issue: Board approval required.

o The licensing agreement is the result from previous concerns voiced by stakeholders and board members. This agreement will be the official arrangement between GVB and Gumamon, already vetted by JMC, presented to the board for discussion and approval.

GVB RFP 2018-008





Director Nault made a motion, seconded by Director Jackson, to authorize the President and Chief Executive Officer as Chief Procurement Officer of GVB to enter into negotiations with the highest-ranking qualified Offeror in response to GVB RFP 2018-008 Tourism Destination Marketing Representation Services in Japan, and if successful, to enter into a contract.

Motion unanimously approved

Background: The solicitation period for this RFP was October 8 through November 19, 2018; and presentations by the potential Offerors were held December 12 and 13, 2018 in the GVB Main Conference room.

This contract shall commence January 1, 2019 through September 30, 2019 for the remainder of FY2019, along with three (3) one-year options to renew; and is subject to fiscal year-end performance reviews, availability and certification of funds from fiscal year to fiscal year.

Issue: Board approval required.

- Director Nault thanks GVB board members, management and staff for their hard work and wishes everyone a Merry Christmas and happy New Year. He also announces Japan Marketing Manager June Suguwara's replacement and welcomes back Marketing Manager Russell Ocampo.
- F. NORTH AMERICA & PACIFIC MARKETS
- o Director Hofmann wishes everyone a very Merry Christmas and a happy New Year.
- G. GREATER CHINA

Committee minutes dated November 15, 2018

Exhibit F

- Director Shinohara reports the last GCMC meeting for the year will be tomorrow. He thanks the staff at GVB for all their hard work.
- H. MEMBERSHIP & COMMUNITY OUTREACH

GVB MEMBERSHIP MIXER

Director Kloppenburg made a motion, seconded by Director Jackson, to approve up to \$6,000.00 from the Membership Account Appreciation Mixer on December 17, 2018 from 6:00pm to 9:00pm.

Motion amended from "\$6,000.00 to \$7,000.00" and unanimously approved

Background: As a gesture of gratitude to members, GVB holds a Membership Appreciation Mixer during the holidays. This year's event will be held simultaneously with the opening of the Holiday Illumination Village (next to Tumon Sands Plaza), December 17, 2018, at 6:00pm. Event expenses include service for food, entertainment, giveaways and logistics.

Issue: Board approval required.

 Membership Mixer will be the end of the year event for all GVB members as a thank you for their efforts and contributions to the bureau.

GVB STAFF APPRECIATION PARTY





Director Kloppenburg made a motion on the floor, seconded by Director Jackson, to approve \$3,000.00 for the GVB 2018 Staff Appreciation Party with the funds from the Membership Account.

Motion unanimously approved

Issue: Board approval required.

- The event was held on December 7, 2018 and the request is to help cover the expenses paid.
- Director Kloppenburg informs the board the venue for the Membership Election has been decided, it will be held at the Sheraton. There are currently 6 nominees for 4 seats on the board with the deadline for accepting the nomination on December 17, 2018. There is a total of 384 members with 353 eligible voters and an expected count of about 1100 votes. Membership election will be held January 8, 2019 from 11:30am 1:00pm.
- I. RESEARCH
- J. VISITOR SAFETY & SATISFACTION
- Director Hong thanks everyone at GVB for their help during her time serving on the board.
- K. CULTURAL & HERITAGE
- o Director Arriola wishes everyone a Merry Christmas.
- L. DESTINATION MANAGEMENT

TYPHOON MANGKHUT REIMBURSEMENT

Director Hofmann, made a motion, seconded by Director Jackson, to approve a total of \$72,575.56 for emergency pre- and post- typhoon safety measures for Typhoon Mangkhut which passed through Guam September 11, 2018. Funding source to be identified by GVB Management.

Motion unanimously approved

LMS - Tumon beach cleanup	\$27,392.94
LMS - Tumon San Vitores road cleanup	\$30,698.62
GET, LLX - island road cleanup	\$11,534.00
Citi Development & Construction - removal and installation of solar power panels	\$2,950.00
TOTAL:	\$72,575.56

Background: Typhoon Mangkhut passed through Guam on September 11, 2018. GVB took necessary action to ensure that landscaping and infrastructure pre- and post- typhoon minimized safety hazards as much as possible. GVB has applied for FEMA reimbursement and if approved, GVB will receive 75% or reimbursable expenses.

Issue: Board approval required.

o Chairman Morinaga inquired about the coconut trees in front of the Trivision screen. President Denight reports the Destination Management Committee came to an agreement with Trivision Media to cut down 4 trees directly in front of the screen and in return they would create a garden landscape plan for the area and adopt it. An MOU will be in place to set the parameters of the agreement.





o President Denight informed the board, GVB met with the Transition Team twice, first with management followed by management and staff meeting and another meeting by department. Director Arriola has asked board members to forward any concerns or issues that need to be brought to the Transition Team's attention so would like to include them in her report to them (BnB, Russian asylum, island beautification, visitor safety, illegitimate businesses).

M. / SPORTS & EVENTS

o Director Sgro wishes everyone a Merry Christmas.

VII. OLD BUSINESS

VIII. NEW BUSINESS

o Chairman Morinaga thanks the board and all GVB staff for their services as his two-year term as Chairman comes to an end.

IX. EXECUTIVE SESSION

X. ANNOUNCEMENTS

- Holiday Illumination Christmas Village Opening Night, December 17, 2018 at 6:00pm, next to the Tumon Sands Plaza
- Christmas Day December 25, 2018 and New Year's Day January 1, 2019 GVB office closure
- Membership Election Day, January 8, 2018

Upcoming Board Meetings:

- CANCELED (due to Christmas holiday) Thursday, December 27, 2018 at 3:30pm, GVB Main Conference Room
- o Thursday, January 10, 2019 at 3:30pm, GVB Main Conference Room

XI. ADJOURNMENT

Director Shinohara made a motion, seconded by Director Jackson, to adjourn the meeting. Meeting adjourned at 4:46 pm.

Motion unanimously approved

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

Clevi A

Board Minutes respectively submitted by Maura Yi, Executive Secretary

