

Marketing Committee November 23rd, 2010

November 2010 Departmental Reports

Print Media for November & December

 Leisure ads: LA Magazine, Orange Coast Magazine, Southwest Spirit, National Geographic Traveler, 7x7, Marin Magazine, LA Times Sunday Magazine, Outside Magazine, CA Visitor Guide (annual), AAA Tourbook (annual)

Internet Media for October & November

 Leisure internet media running: Orbitz, Tripadvisor DMO Campaign, Google & Yahoo, Visiting Lake Tahoe Coop

Outdoor

New creative posts on new board on 11/1

Direct Response

 November consumer email blast to database 11/8 yielded a 11.09% open rate and a .81% click-thru rate. Our welcome email blast yielded a 24.44% open rate and a 2.10% click-thru rate. Of the 24.44% who opened the email blast, 2.8% unsubscribed.

Website

Completed GoTahoeNorth.com projects include:

Activity Tickets icon added to Event Calendar page Dining Cool Deals icon added to Cool Deals page GoTahoeNorth.com re-launch

Completed GoTahoeNorth.com/amgen projects include:

Socialize page styling Updates to Media Page Email sign-up button added Amgen bug versions created

Upcoming GoTahoeNorth.com re-launch projects include:

Dining Sort Function
Styling updates to snow report text
Donner Summit resort + town addition
Integration of Google maps
Mobile site
Summer side of site
Unique section header images
Get ILT page up

December/January Insertions

7x7 Magazine December - Reno/Tahoe

Circulation: 44,000 (33% paid)

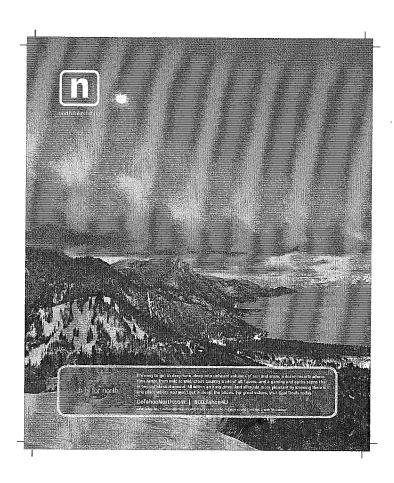
- 57.63% San Francisco
- 9.71% East Bay
- 13.41% Peninsula

Distribution:

- 18,000 subscriber copies (47% paid)
- 6,000 newsstands
- 9,200 in-room at upscale SF hotels
- 4,000 special events
- 6,800 high-traffic retail establishments (salons, doctors offices, coffee shops)

Demographics:

- 38% male
- 62% female
- 80.04% ski/board
- 39.37% children in household
- 29.48% upscale hotel past year
- 22.2% visited Tahoe last year
- 51.68% HHI \$75K+

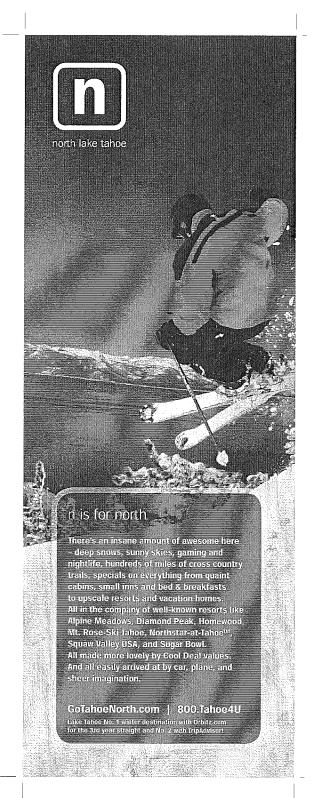


LA Times Sunday Magazine – December 5, 2010 Ski/Snowboard Supplement Circulation: 400,000 Distribution:

- 85% home delivery to the most affluent Sunday LA Times subscribers
- 15% newsstand and retail locations

Demographics:

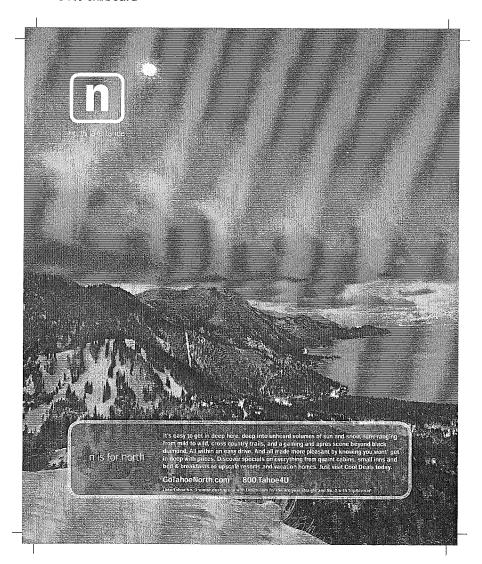
- 51% male
- 49% female
- 49.54% age 25-54
- 7% ski/board
- 37.17% children in household
- 15.78% upscale hotel in past year
- 4.33% visit Tahoe past year
- 50.92% HHI \$75K+



Diablo Magazine January - North Lake Tahoe Circulation: 39,357 (8% paid)

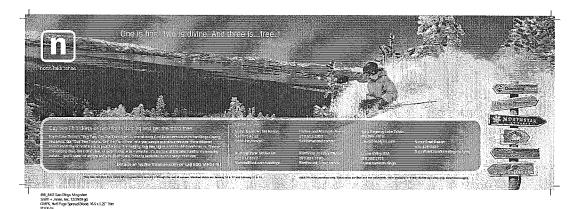
- Demographics:
 29% male
 71% female
 - 55.32% age 25-54 19.25% ski/board

 - 44.97% children in household
 - 32.4% upscale hotel in past year
 - 39.75% visit Tahoe past year
 - 79.01% HHI \$75K
 - 60% visited Reno/Tahoe past year
 - 31% ski/board



San Diego Magazine – December two-page spread/San Diego Ski Coop Circulation: 46,995 (93.2% paid, 86.6% subscriber copies) Demographics:

- 37% adults age 30-59 with HHI \$100K+
- 7.6% visited Tahoe in past 12 months
- 5.7% ski/boarded in past 12 months



Monthly Report October 2010 CONFERENCE REVENUE STATISTICS

Year to Date Bookings/Monthly Production Detail/FY 10/11 Prepared By: Anna Atwood, Sales/Marketing Coordinator

C	
FY 10/11	FY 09/10
0: \$1,601,333	\$1,161,199
e: \$127,091	\$54,181
	6270
	2809
·	\$1,500,000
•	\$85,000
44	39
October 2010	October 2009
2	2
\$293,259	\$70,173
\$14,775	\$7,017
1525	630
247	1030
1 Corp., 1 TA	1 Corp., 1 Society
1	5
October 2010-Est.	October 2009
9	3
\$463,398	\$74,371
	\$3,217
3213	480
1819	199
2 Corp., 4 Assoc.,	1 Corp., 1 Assoc., 1 TA
1 Govt., 1 SMF, 1 Found	
September 2010	September 2009
1	0
\$26,865	\$0
\$0	\$0
150	0
50	0
1 Corp.	0
5	0
Santambar 2010 Fet	Santambar 2000
	September 2009 2
=	\$42,522
•	\$637
	265
	86
	1 Assn. and 1 TA
T Corp.	i Assu, and I IA
August 2010	August 2009
•	3
	\$117,185
*	\$11,230
	954
	183
	1 Corp, 1 Assoc.
	1 Govt.
9	6
	0: \$1,601,333 ae: \$127,091 9998 5040 \$2,200,000 \$140,000 44 October 2010 2 \$293,259 \$14,775 1525 247 1 Corp., 1 TA 1 October 2010-Est. 9 \$463,398 \$38,077 3213 1819 2 Corp., 4 Assoc., 1 Govt., 1 SMF, 1 Found September 2010 1 \$26,865 \$0 150 50 1 Corp. 5 September 2010 -Est. 4 \$11,971 898 317 4 Corp.

Arrived in the month	August 2010	August 2009
Number of Groups:	8	5
Revenue Arrived:	\$219,566	\$101,663
Projected Commission:	\$14,117	\$9,237
Number of Room Nights:	1294	534
Number of Delegates:	830	330
Arrived Group Type:	1 Corp., 5 Assoc.	1 Corp., 1 Assoc.,
	1 Society	1 Smerf and 1 Govt.

Monthly Detail/Activity **July 2010**

Number of Groups Booked:	5	2
Revenue Booked:	\$47,336	\$213,831
Projected Commission:	\$4,733	\$21,373
Room Nights:	484	575
Number of Delegates:	373	1220
D 1 10 T	10 04	10 / 10

Booked Group Types: 1 Corp., 3 Assoc., 1 Govt. 1 Corp. and 1 Assoc. Lost Business, # of Groups:

Arrived in the month	July 2010	July 2009
Number of Groups:	8	7
Revenue Arrived:	\$579,888	\$293,154
Projected Commission:	\$44,258	\$18,331
Number of Room Nights:	2813	1268
Number of Delegates:	1479	724

Arrived Group Type: 1 Corp., 6 Assoc., 5 Assoc., 1 Smerf, 1 TA

1 Smerf.

Future Year Bookings, booked in this fiscal year:

(Goal)

July 2009

		(Gour)
For 2011/12:	\$610,051	\$650,000
For 2012/13:	\$442,148	\$250,000

NUMBER OF LEADS Generated as of 10/31/10: 34

Total Number of Leads Generated in Previous Years:

2009/2010: 107 2008/2009: 151 2007/2008: 209 2006/2007: 205 2005/2006: 240 2004/2005: 211 2003/2004: 218

2002/2003: 247 2001/2002: 293

2000/2001: 343 1999/2000: 415

1998/1999: 456 1997/1998: 571 1996/1997: 484

1995/1996: 379

1994/1995: 450

Monthly Report October 2010 CONFERENCE REVENUE STATISTICS

South Shore Properties

Year to Date Bookings/Monthly Production Detail/FY 10/11
Prepared By: Anna Atwood, Sales & Marketing Coordinator

Total Revenue Booked as of 10/31/10:	FY 10/11 \$248,973	<u>FY 09/10</u> \$472,956
Forecasted Commission for this Revenue	: \$26,320	\$33,293
Number of Room Nights:	2699	4267
Number of Delegates:	1518	1696
Annual Revenue Goal - FY 10/11:	\$300,000	\$450,000
Annual Commission Goal:	\$15,000	\$35,000
Number of Tentative Bookings:	34	40
Monthly Detail/Activity	October 2010	October 2009
Number of Groups Booked:	0	1
Revenue Booked:	\$0	\$10,800
Projected Commission:	\$0	\$540
Room Nights:	0	50
Number of Delegates:	0	100
Booked Group Types:	0	1 TA
Lost Business, # of Groups:	4	3
Arrived in the month	October 2010-Est.	October 2009
Number of Groups:	1	1
Revenue Arrived:	\$10,800	\$4,784
Projected Commission:	\$540	\$717
Number of Room Nights:	50	52
Number of Delegates:	100	70
Booked Group Type:	1 Assoc/	1 Smerf
Ionthly Detail/Activity	September 2010	September 2009
Number of Groups Booked:	0	0
Revenue Booked:	\$0	\$0
Projected Commission:	\$0	\$0
Room Nights:	0	0
Number of Delegates:	0	0
Booked Group Types:	0	0
Lost Business, # of Groups:	4	0
Arrived in the month	September 2010 -Est.	September 2009
Number of Groups:	4	4
Revenue Arrived:	\$78,945	\$186,678
Projected Commission:	\$8,588	\$20,303
Number of Room Nights:	707	1750
Number of Delegates:	326	522
Booked Group Type:	2 Corp., 1 Assoc.	1 Corp., 2 Assoc. 1 TA
	1 Smerf	

Monthly Detail/Activity	August 2010	August 2009
Number of Groups Booked:	3	1
Revenue Booked:	\$37,580	\$4,063
Projected Commission:	\$3,724	\$609
Room Nights:	484	35
Number of Delegates:	296	17
Booked Group Types:	1 Corp., 1 Assoc. 1 Smerf.	1 Assoc.
Lost Business, # of Groups:	8	4
Aurized in the month	A areat 2010	A 4 2000

Arrived in the month	August 2010	August 2009
Number of Groups:	2	1
Revenue Arrived:	\$34,749	\$25,269
Projected Commission:	\$503	\$1,263
Number of Room Nights:	780	171
Number of Delegates:	387	105
Booked Group Type:	1 Assoc. and 1 Smerf	1 TA

Monthly Detail/Activity	<u>July 2010</u>	July 2009
Number of Groups Booked:	2	0
Revenue Booked:	\$5,148	\$0
Projected Commission:	\$558	\$0
Room Nights:	80	0
Number of Delegates:	30	0
Booked Group Types:	1 Corp. and 1 TA	0
Lost Business, # of Groups:	8	3

Arrived in the month	<u>July 2010</u>	July 2009
Number of Groups:	4	2
Revenue Arrived:	\$98,226	\$35,159
Projected Commission:	\$12,964	\$375
Number of Room Nights:	832	226
Number of Delegates:	495	82
Booked Group Type:	1 Corp, 2 Smerf	1 TA and 1 Corp.
	1 Non Profit	•

Future Year Bookings, booked in this fiscal year:

(Goal)

For 2010/11: \$ 15,093 \$100,000 For 2011/12: \$ \$ 50,000

NUMBER OF LEADS Generated as of 10/31/10: 27

Total Number of Leads Generated in Previous Years:

2009/2010: 84 2008/2009: 113 2007/2008: 203 2006/2007: 155 2005/2006: 213 2004/2005: 183 2003/2004: 194 2002/2003: 233 2001/2002: 257 2000/2001: 248 1999/2000: 323

1998/1999: 366

2-9

November Leisure Report Marketing Committee Meeting November 23, 2010

TRAVEL TRADE

- Conducted annual UK sales mission training call center agents and meeting with product managers at Virgin Holidays, Crystal/TUI, Ski Safari, Equity Ski, Ski Bound, Ski World, Black Tomato, Bed Bank Ski. The British Pound has gained strength on the US Dollar and is currently worth \$1.60 and although the travel trade is not predicting numbers to grow in most destinations, North Lake Tahoe is on par to be flat or even have a slight improvement in bookings over 2009-10.
- Organized and attended London ski press night with 15 freelancers and staff writers and 20 travel trade in attendance. Story ideas were pitched and well-received with articles already in production as a direct result along with media visits also coming to fruition beginning in early 2011 Quarter 3, post holidays when FAM visits pick back up into the destination.
- Attended World Travel Market (4 day travel trade and media tourism trade show) in London on behalf of the High Sierra Visitors Council
- Began training the 7 participating Ski Tahoe North resorts on redeeming domestic and international wholesale ticket products
- Registered and reserved lodging for Mountain Travel Symposium and began pre and post FAM solicitation from the international travel trade

FAMs

- Outlining and beginning organization of Quarter 3 and Quarter 4 international travel trade and media FAMs
- Organized itinerary for Equity Ski product manager FAM taking place in early December.

MISC

- Finalized organization and shipments for the last SSMC and NLTRA ski shows.
- Attended Southwest Airlines, 20th anniversary celebration flying into RTIA

Special Event Departmental Report October, 2010 Submitted by Judy Laverty

- 1. Participated in all LOC (Local Organizing Committee) meetings to continue to define all deliverables for the Amgen Tour of California.
- 2. Attended the ATOC Host Cities Symposium in Los Angeles (with all other host cities on the tour) to explore in detail all aspects of the race so we may guide our various directors in their tasks.
- 3. Met with LOC Sponsorship Director to assist in structuring local sponsorship levels, benefits and deliverables.
- 4. Met with Ruth Schnabel of SnowFest to finalize the NLTRA sponsorship agreement. The sponsorship was recommended to the Board of Directors by the Marketing Committee, and the Board approved the motion.
- 5. Attended Winter Recreation Luncheon at Squaw Valley.
- 6. Met with Collier Cook, Snowbomb.com Sick n Twisted Snowboard Series and Valli Murnami of Tahoe Cross Country to discuss marketing strategy for their respective events.
- 7. Attended the Board of Directors, Marketing Committee and the Chamber of Commerce meetings.
- 8. Scheduled ongoing meetings with the Ta-hoe Nalu Stand Up Paddleboard organizer to continue to plan and develop marketing strategy for the 2011 SUP Race Series.
- 9. Staff is in the process of finalizing the media and marketing plan for the December 11-12 Learn to Ski and Board weekend
- 10. Attended the Truckee Tahoe Leadership Alumni event for the upcoming Leadership Program that starts in January 2012
- 11. Met with the Special Events Director at the RSCVA, Reno to discuss their policies and criteria for special event grant funding. Also discussed the RSCVA publicizing and promoting the Amgen race, which they agreed to do.
- 12. Attended the 175th Birthday Celebration of Mark Twain, produced by the Mark Twain Cultural Center, Incline Village.



professional créative services

November 2010 Points for Web Content ~ Marketing Committee Meeting. GoTahoeNorth.com

- · keeping up with the calendar of events
- · started the process of adding images (up to 5), YouTube, Facebook, Flickr, Blogs, and Twitter on the lodging pages.
- · checking ski report adding projected opening dates
- · posting featured events on home-page link
- · keeping up with posting event videos
- · making requested copy changes to organization pages
- making requested image changes to organization pages
- · going over content and creating bullet points/headers for better readability within categories
- · finding better photos for businesses and switching out when available
- · posting press releases as they come in
- · posted winter press kit
- · corresponding with local businesses, answering questions via email/phone on the site
- · checking site 7 days a week for any issues, links, errors, etc.
- · in contact with Mike Williams regarding the revamp of site navigation/content and what will be needed as far as making sure the transition goes well



NORTH LAKE TAHOE MARKETING COOPERATIVE: SOCIAL MARKETING REPORT NOVEMBER 18, 2010 PREPARED BY RKPR INC.

Snapshot

SOCIAL SITE	OCT. 2010	NOV. 2010	% INCREASE
Facebook "Likes"	2923	3114	7%
Facebook Active Users	562	527	-6%
Twitter Followers	1805	1918	6%

General - S.F. SkiFest November 6-7

- Attended SnowBomb's San Francisco SkiFest to promote NLT's social presence to Bay Area audiences
 - o Awarded prizes for mentions on Twitter, Facebook and Foursquare
- Used Foursquare at the event to launch NLT's presence on the network (see sample screen shots)
 - Set up NLT location at event and encouraged check-ins for prizes
 - Another Foursquare program was launched in collaboration with SnowBomb, the event producer, at the event; without event support NLT still engaged users

Facebook

- Will be changing out profile image to use a larger image space (bookmark-shaped) to highlight an image, NLT logo and URL as well as a tagline. Image will be changeable to feature weekly "fan photo of the week"
 - This format allows better NLT branding while also highlighting fan photos and driving engagement and page sharing thanks to a weekly fan feature
- Created photo album for winter 2010/11 images and added images from local submissions; continued to add images to fall album as well;
- As winter continues to near and resorts open we'll begin accumulating more fan photos on skiing/boarding, snow images and other winter activities
 - Plan to host contests for ski/board photos, etc.
- In addition to events and deals, posts have focused on holiday dining, ski resort openings and winter weather to build hype for the 2010/11 season and encourage early booking
- 61% Women, 37% Men and 2% DND
- Once winter ski/board videos begin rolling out we'll be changing the Welcome Page to a format that includes video content for enhance user experience
- No current promotions running; awaiting additional prizes after fall busy season
 - Recommend: single day or multi-resort lift tickets, free equipment rental at ski resorts, tickets for Crystal Bay Club shows, dining gift certificates, room nights, etc.

Twitter

- 1918 followers
- NLT on 135 lists developed by followers, up from 126 last month
 - Some of the new lists include: "People I Retweet," "fav things," and "snow tweets"

- Twitter activity continues to drive user questions and requests for recommendations
 - Received one request this month that led to an offline e-mail request for recommendations and tips
 - Received one last-minute media lead for a writer working on a Tahoe story; referred lead to Pettit for follow-up
- Ranks in the 97.99 percentile for retweets (Retweet rank is a representative of the number of times a user has been retweeted by others recently)
- Ranked #1 in North Lake Tahoe area by Twitaholic

Blog

- Ten posts since the last update covering new dining, Hyatt renovation, Mark Twain birthday, Ski Resort clinics/classes, #1 Orbitz ranking, What's New series
- Have begun adding Facebook "Like" button to posts to encourage social sharing and user endorsement
- Blog schedule created with weekly posts to promote current events and deals and drive traffic to internal web pages; upcoming posts include:
 - Holiday Travel to Tahoe
 - Ski Resort Special Events
- Analytics currently set up through website

Foursquare

- Launched NLT on Foursquare in early November and have grown "friends" to 41
- Using the program to post "Tips" on area locations, such as hotels, ski resorts, beaches, restaurants, etc., that serve as local or insider tips for Foursquare users; extends the reach of the visitor's centers by allowing NLT to provide advice to users even if they don't come to a visitor's center
 - When travelers check in at locations around NLT they'll see our "Tips" if we've posted any for that location
 - Tips are provided by NLT team members and can be provided anytime to <u>team@rkpr.com</u> to post
- NLT's Foursquare can also be used to "Check In" at various events and locations to highlight special
 events and indicate NLT's endorsement of that location or event

<u>Flickr</u>

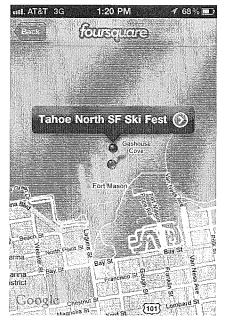
- Created gallery for Winter 2010/2011 and loading local photos; currently at 5 photos and 80 views
- Created gallery for What's New for Tahoe's 2010-11 Ski/Board Season; currently at 14 photos and 53 views
- Joined multiple groups for photo sharing across network

YouTube

- Increased to 38 subscribers (from 36) and 3,329 channel views (from 3,096)
- New Snow in Tahoe 11/10/10 video loaded and has received 71 views in one week
- Enhancing playlists, page layout and friends/subscribers

###

Foursquare - NLT Location at SF SkiFest event



Foursquare - Checkins at Event



Foursquare - Locations at SF SkiFest







NLTRA Public Relations Report – Marketing Committee/Chamber Advisory November 17, 2010

I. Current Projects

- A. Monday Recreation Report distributed every Monday via email to national, regional and local media, highlighting events, programs and activities in North Lake Tahoe.
- B. Domestic Press Trips hosting freelancer Jamie Stringfellow on assignment with Via Magazine, November 20-25, for a Lake Tahoe article slated for the December 2011 edition.
- C. Ski Lake Tahoe attended annual PR Summit in South Lake Tahoe, researching winter story ideas.
- D. Drafting advertorial copy for San Diego Magazine and 7x7 Magazine, as well as Amgen copy for RMC Email Blast.

II. News Releases – 5 news releases in the works

- A. Local Organizing Committee (Amgen) drafting
- B. Christmas Tree Village Chamber Mixer (December 3) drafting
- C. Diamond Peak Ribbon Cutting/Chamber Mixer (December 12) drafting
- D. North Lake Tahoe Winter Events drafting
- E. Chamber of Commerce Grant Recipients drafting

III. News Releases – 11 news releases distributed since our October 20 report

- A. Winter Recreation Lunch is Ideal for Frontline Staff
- B. Internet Marketing Classes are November 2, 9 & 16
- C. Sierra Sun Haunted House Chamber Mixer is Thursday
- D. Pullen Realty Group Chamber Mixer is November 3
- E. Lake Tahoe is #1 Early Ski Destination, Says Orbitz
- F. Last Internet Marketing Class is November 16
- G. Gatekeeper's Museum Chamber Mixer is Wednesday
- H. Mark Twain's 175th Birthday Bash is November 30 in Tahoe
- I. North Lake Tahoe's Snowfest is March 4-13, 2011
- J. NLTRA Accepting Applicants for Lodging Committee
- K. Chamber Mixer Showcasing the Arts is Thursday

IV. Media Leads – 39 media requests we've responded to since our October 20 report (does not include those journalists we've actively pitched)

- A. Meetings West Carolyn Blackburn, Tahoe details, 10/20
- B. CTTC's UK office Maddy Morgan, what's new this winter, 10/20
- C. DCI (CTTC's pr agency) Naureen Kazi, what's new this winter, 10/20
- D. The Travel Mom. com Emily Kaufman, pet-friendly properties, 10/20
- E. Diablo Magazine Serena Renner, what's new in dining, 10/20
- F. Contra Costa Times Eve Mitchell, GTN details, 10/26
- G. CTTC Jennifer Sweeney, what's new in Tahoe for NYC mission, 10/27
- H. San Diego Magazine Christianna Ablahad, winter information, 10/28
- I. The Wine Buzz.com Sarah Jaquay, requested images, 10/28
- J. Dallas Morning News Walt Roessing, heli-ski details, 10/28
- K. Skiing Magazine Aaron Kahn, requested images, 10/28
- L. Fosas Viajes Magazine (Peru) Daniela Zamalla, images, 10/28
- M. Great Inn to Inn app Jamie Stringfellow, Tahoe details, 10/29
- N. Round Magazine what's new in North Lake Tahoe, 10/29
- O. Reno Gazette-Journal Johnathan Wright, what's new in dining, 11/1
- P. Freelancer Rachel Levin West Shore Café/dining, 11/1
- Q. Freelancer Linda Hayes Wild Goose/dining, 11/1

- R. Freelancer Bob Goligoski heli-ski details/LTS, what's new, 11/1
- S. Edible Sacramento Magazine Juliet Farmer, Tahoe dining, 11/1
- T. Freelancer Dawn Margolis ski resort openings, 11/2
- U. Smart Meetings Magazine Nikki Gloudeman, Tahoe dining, 11/2
- V. Freelancer Arline Zatz location of Tahoe special events, 11/2
- W. LA Times Magazine Rachel Ng, fact checking Tahoe article, 11/3
- X. SF Examiner Zachary Chouteau, Tahoe Thanksgiving, 11/3
- Y. Sacramento Bee Al Pierleoni, Ritz-Carlton contact, 11/8
- Z. Via Magazine Jamie Stringfellow, Tahoe press trip, 11/8
- AA. Freelancer Ken Van Vechten what's new, 11/8
- BB. Edible Sacramento Magazine Juliet Farmer, resort openings, 11/8
- CC. Food & Wine Magazine Kelly Snowden, new hotels, 11/8
- DD. CTTC Amanda Moreland, Learn to Ski, 11/8
- EE. Moonshine Ink Julie Brown, Thanksgiving details, 11/8
- FF. Sacramento Bee Al Pierleoni, snowshoe tours, 11/9
- GG. American Spirit Magazine Kerri Davis, images, 11/9
- HH. Freelancer Elaine Glusac new hotels, 11/9
- II. Nevada Magazine Matt Brown, Mark Twain image, 11/9
- JJ. KJAY Radio (Sacramento) Carmel Mooney, radio interview, 11/9
- KK. Smart Meetings Magazine Erin Bernall, what's new, 11/15
- LL. Accuweather Mary Yoon, sending b-roll, 11/16
- MM. Philadelphia Inquirer Bill Reed, adult beginner ski details, 11/16