TOURISM COUNCILORS

Eric Strahl, Chair Craterian Theater

Bruce Hoevet, Vice Chair Rogue Regency Inn

Wendy Baker HGI & Homewood Suites

Gina Bianco Rogue Valley Vintners

Vince Domenzain Stone Ridge Golf Course

JoJo Howard Compass Hotel Margaritaville

Jeff Kapple Chamber of Medford & Jackson County Liaison

Rachel Koning Common Block Brewing

Lindsey Rice RV Zipline Adventure

Marissa Ruf Merete Hotel Management

Kevin Stine Medford City Council Liaison

Gloria Thomas Lady Geneva Bed & Breakfast

TRAVEL MEDFORD STAFF T.J. Holmes Senior Vice President

Amanda Coscette Project Specialist

Angela Wood Director of Sales & Sports Development

Ashley Cates Chief Marketing Officer

Emily Hunter Marketing & Communications Coordinator

Maclayne De Mello Community Partnership Coordinator

Samantha Cañez Content & Projects Manager



Travel Medford Tourism Council September 28, 2022 | 3:30 p.m. Medford Chamber of Commerce

AGENDA

I.	Call to Order & Introductions – Strahl	
II.	Approval of August 24, 2022 minutes	page 2
III.	Financial Report – <i>Holmes</i>	page 5
IV.	Travel Medford Update – Holmes	
V.	Marketing Update – Cates & Hunter	
VI.	Sports Update – Wood	
VII.	Event Promotion/Community Partnership – Wood	page 12
VIII.	Projects Update – <i>Cañez</i>	
IX.	TMTC Appointments – Strahl	

X. Other / Future Agenda Items

NEXT MEETING: October 26, 2022 - Strategic Planning

Important Travel Medford standing meeting dates & events:

SO Cornhole Classic (SOSC)	Oct. 8-9	The Expo
Chamber Excellence in	Oct. 13	Rogue Valley CC
Business Awards Dinner		
Heart of the Rogue Festival	Oct. 14-15	Pear Blossom Park
Rogue Marathon	Oct. 15	Pear Blossom Park
Third Fridays Downtown	Oct. 21	Downtown Medford
TMTC Annual Strat. Planning	Oct. 26	TBD

Travel Medford Tourism Council Mission

Increase hotel occupancy and enhance the visitor experience by promoting Medford and the Rogue Valley as a premier travel destination, thereby strengthening the local economy.

Meeting Minutes

For the Meeting on August 24, 2022

<u>Present:</u> Vince Domenzain, Jeff Kapple, Gloria Thomas, Eric Strahl, Lindsey Rice, Gina Bianco, Brian Sjothun (City Liaison rep)

<u>Absent:</u> Bruce Hoevet, John Christensen, Marissa Ruf, Kelli La Verda, Wendy Baker, Rachel Koning

Staff: T.J. Holmes, Angela Wood, Ashley Cates, Emily Hunter, Samantha Cañez

<u>Guests:</u> JoJo Howard (Compass Hotel by Margaritaville), Brad Cozza (Rogue Valley International Airport)

<u>Minutes:</u> Minutes from the June 22, 2022 meeting were reviewed. A motion to accept was made by Vince. Lindsey seconded. Motion approved by the group.

Financial Updates (T.J.)

- T.J. reviewed the balance sheet and profit & loss statement.
- T.J. went over tourism trends for the month. Average daily rate is at \$134 and occupancy is at 79%
- TLT for July was 4% under what we projected but second highest July on record and it was the second-best month all-time for intermediaries.
- Line 454 Misc. Revenue-Events is from Heart of the Rogue Festival vendor registration
- Event Promotion/Community Partnership, line 812.6, is a negative number because an organization lost their check and we had to reissue it. Four events have already been scheduled since end of July.
- Line 840.4 for airport information part-time staff is over budget due to there being five Fridays in July. This will eventually even out for the year.
- A motion to accept the financial report as presented was made by Gloria. Gina seconded. Motion approved by the group.

Travel Medford Update (T.J.)

- Travel Medford has hired two new positions, one FTE and one part-time position to help with its growth and ongoing expansion of projects. They will start in September.
- T.J. gave kudos and credit to the Travel Medford staff for a successful year.
- Airport report: Aha went bankrupt and suspended flight to Reno, NV and passengers are 2% below 2019 load factor
- T.J. presented with Brian at City Council study session on Aug. 11 and Travel Medford contract goes to council vote on Sept. 1.
- T.J. presented the Travel Southern Oregon Strategic Investment Guidelines

Sports Update (Angela)

- In partnership with Southern Oregon Cornhole, the Southern Oregon Sports Commission is presenting the Southern Oregon Cornhole Classic Oct. 8-9. Still seeking sponsorships.
- Angela & Zoram hosted a Know Your Role Luncheon with stakeholders, and plans to engage with them more frequently in order to reinforce the program and stay connected. The stakeholders were also provided with a survey to give feedback on their experience with KYR, and these responses were collected and reviewed.
- The Armory was reserved for Feb. 3-4, 2023 for the ACO Major Cornhole Tour Season 18 in Medford, the first year of the three-year contract.
- Angela met with Rogue Valley Royals hockey coaches to adopt KYR in its leagues, which start in September.

Projects Update (Cañez)

- An E-commerce site is officially developed, with the option of shipping and local pickup.
- Kidswear has been a highly requested item and will be developed soon

Community Partnership Update (Angela)

- Many events are developing and utilizing the fund, with four events already approved..
- Angela referred to the Event Promotion/Community Partnership table in the agenda packet. Community Partnership spending is more than \$83,000. Angela expressed excitement towards elevating the community, and that many organizations recognize that the fund is there to help.

Marketing Update (Cates & Hunter)

Cates

- Ashley referred to the Quarter 4 Marketing Report Packet.
 - Website analytics increased by at least 40%. Users are not only clicking on more pages, but spending more time during each session.
 - For the first time, Los Angeles is the top city location on website analytics.
 - Top pages include Crater Lake, the Event Calendar, Top Attractions, Bucket List and Outdoor Adventure. This trend can also be seen in our blogs, with our top five blogs viewed being related to bucket list items, event guides and wine.
 - Looking at SEM, overall clicks are at 129k, with the cost per click at \$0.42
 - Social impressions and engagements have doubled since 2020, with our overall impressions at 6.3 million and total spend at \$20,600

- The Heart of the Rogue Festival website and its portals are live and ready for applications and interested attendees to check things out. Our contract with The Event Agency (TEA) has aided with exhibitor signups and festival logistics.
- Platforms like Datafy help track and compare stats and travel spending analytics
- Paid print and digital ads are running on several locations, including Sunset Magazine.
- Design concepts are being narrowed for the new "Welcome to Medford" sign, which will be displayed to travelers going North on I-5 on the PRS property. Three concepts are nearing finalization.

Hunter

- All platforms are in competition with TikTok, with YouTube creating "Shorts" and Instagram creating "Reels". Instagram Reels have performed better than TikTok.
- Our newest Crater Lake reel is now the highest viewed reel on our Instagram page, with nearly 16,000 views.
- Consumer insights display that users want content that is educational, relaxing or within their specific niche. Travel content is at an all time high.

TMTC Appointments

- T.J. suggested JoJo Howard, the sales and revenue manager for Compass Hotel by Margaritaville for appointment on the Travel Medford Tourism Council. JoJo would be the fifth lodging representative on TMTC and the max since no single industry can have majority membership. Her hotel is also Medford's first resort and the newest hotel built in the city.
- A motion was made to appoint JoJo on the Travel Medford Tourism Council by Glorida. Lindsey seconded. All in favor, none opposed. Motion approved by the group.

Balance Sheet

As of August 31, 2022

54 AM 9/07/22 ccrual Basis	Travel Medford Balance Sheet As of August 31, 2022	
		Aug 31, 22
	ASSETS Current Assets	
	Checking/Savings 106 - US Bank 107 - US Bank - Money Market	134,749.23 203,013.99
	Total Checking/Savings	337,763.22
	Accounts Receivable 122 - Accounts Receivable	198,725.77
	Total Accounts Receivable	198,725.77
	Total Current Assets	536,488.99
	Fixed Assets 150 - Equipment 155 - Leasehold Improvements 160 - Accumulated Depreciation	5,339.02 77,359.24 -3,110.31
	Total Fixed Assets	79,587.95
	TOTAL ASSETS	616,076.94
	LIABILITIES & EQUITY Liabilities Current Liabilities Other Current Liabilities 145 - Vacation Payable	2,070.20
	Total Other Current Liabilities	2,070.20
	Total Current Liabilities	2,070.20
	Total Liabilities	2,070.20
	Equity 302 - Retained Earnings Net Income	402,738.67 211,268.07
	Total Equity	614,006.74
	TOTAL LIABILITIES & EQUITY	616,076.94

Profit & Loss August 2022

9:54 AM 09/07/22 Accrual Basis

Travel Medford							
Profit & Loss Budget Performance							
July through August 2022							

	YTD Actual	YTD Budget	Annual Budget
Ordinary Income/Expense			
Income			
430 - Interest Income	2		
440 - Occupancy Tax Income	363,637	326,450	1,541,86
451 - Airport Ad Income	1,730	800	4,80
452 - Brand Merchandise	969	3,500	21,00
454 - Misc. Revenue-Events	2,248		
Total Income	368,585	330,750	1,567,66
Expense			
540 - Administration			
540.1 - Rent and Operations	7,108	7,108	42,64
540.2 - Shared Salaries	10,462	10,484	62,90
540.3 - Salaries	14,875	14,875	89,25
540.4 - Benefits	2,365	2,417	19,56
Total 540 - Administration	34,810	34,883	214,36
Office Expense			
602 - Telephone	320	620	3,72
604 - Postage	327	333	2,00
606 - Supplies	155	200	1,20
608 - Legal & Accounting	5,000	6,500	39,00
Total Office Expense	5,802	7,653	45,92
Promotion Expense			
812 - Advertising			
812.1 - Advertising Support	0	7,000	42,00
812.2 - Salaries	30,750	39,083	234,50
812.3 - Benefits	5,253	6,534	55,30
812.4 - Giveaways	1,215	2,500	15,00
812.5 - BrochDist/Fullfillment	4,045	1,287	7,71
812.6 - Community Partnerships	4,447	12,850	77,10
812.7 - Sust. Mkt. Traditional	6,345	11,500	69,00
812.9 - DigitalSocialMedCampaig	19,626	46,000	276,00
Total 812 - Advertising	71,680	126,754	776,62
813 - Sports Tourism			
813.1 - SOSC	2,055	833	5,00
813.2 - Sports Tourism	10,224	10,650	63,89
Total 813 - Sports Tourism	12,280	11,483	68,89
814 - Brochures & Printing	1,240	3,721	22,32
816 - Art, Design Services	425	8,000	48,00
818 - Conv. Sales/Group Tours			
818.1 - Conv. Sales/Group Tours	1,584	1,583	9,50
818.2 - Salaries	11,375	11,375	68,25
818.3 - Benefits	2,422	2,828	17,38
Total 818 - Conv. Sales/Group Tours	15,381	15,787	95,13

Profit & Loss (Continued)

August 2022

9:54 AM

		YTD	YTD	Annual
		Actual	Budget	Budget
	819- Promo Materials/Brand			
	819.1 - Promotional Partnership	678	500	3,00
	819.2 - Brand Merchandise	71	2,833	17,0
	Total 819- Promo Materials/Brand	749	3,333	20,0
	820 - Spec. Proj/Prog/Events	120	9,288	55,7
	822 - Research	0	1,700	10,2
	824 - Website	1,192	1,667	10,0
	826 - Lithia & Driveway Fields	0	1,667	10,0
	840 - Visitor Services			
	840.1 - Visitor Services	1,175	10,340	62,0
	840.4 - Airport			
	840.41 - Airport Ad Expense	636	333	2,0
	840.4 - Airport - Other	8,975	9,667	58,0
	Total 840.4 - Airport	9,611	10,000	60,0
	Total 840 - Visitor Services	10,786	20,340	122,0
T	otal Promotion Expense	113,852	203,739	1,238,9
S	ales & Travel			
	650 - Trade/Travel Shows/Confer			
	650.1 - Conferences	39	1,348	8,0
	650.3 - Tradeshows	0	300	1,8
	650.5 - Stakeholder Partnershps	0	167	1,0
	Total 650 - Trade/Travel Shows/Confer	39	1,814	10,8
	654 - Dues and Subscriptions	1,323	2,858	17,1
	656 - Sales Travel, Meetings			
	656.1 - Conferences	-12	3,250	19,5
	656.3 - Tradeshows	0	1,050	6,3
	656.7 - Local Sales/Meeting	1,503	2,432	14,5
	Total 656 - Sales Travel, Meetings	1,491	6,732	40,3
T	otal Sales & Travel	2,853	11,403	68,4
Tota	l Expense	157,317	257,679	1,567,6
Net Ord	linary Income	211,268	73,071	
let Incom	e	211,268	73,071	

Travel Medford

Tourism Trends For the Month of August 2022

					T	OURISM T	RENDS: AU	IGUST 202	2				
		Оссира	incy (%)	Average Da	aily Rate (\$)	Revenue Per F	Room (RevPar)	Room [Demand	Room	Supply	Room R	evenue
		Month	% Chg YOY	Month	% Chg YOY	Month	% Chg YOY	Month	% Chg YOY	Month	% Chg YOY	Month	% Chg YOY
	Medford	78.8%	-2.6%	\$127.96	-2.6%	\$100.88	-5.1%	61,220	-1.3%	77,655	1.4%	\$7,833,626	-3.7%
Hotels	Jackson County	78.1%	0.0%	\$130.87	-3.1%	\$102.20	-3.1%	98,407	-0.5%	126,015	-0.5%	\$12,878,166	-3.6%
	Oregon	72.3%	2.1%	\$161.52	4.2%	\$116.74	6.5%	1,575,232	2.5%	2,179,517	0.4%	\$254,427,241	6.8%
ıries	Medford	66.5%	-14.3%	\$199.62	2.0%	\$132.65	-12.6%	3,770	36.9%	5,673	59.8%	\$752,551	39.7%
rmedia	Jackson County	61.5%	-11.7%	\$224.05	1.1%	\$137.71	-10.7%	13,324	26.7%	21,678	43.5%	\$2,985,265	28.2%
Inter	Oregon	78.6%	-0.1%	\$302.97	1.5%	\$238.04	1.4%	436,808	25.3%	555,954	25.4%	\$132,338,200	27.2%
-	Medford	78.0%	-3.0%	\$132.12	2.0%	\$103.04	-4.8%	64,990	0.4%	83,328	4.0%	\$8,586,177	-1.0%
FOTAL	Jackson County	75.7%	-2.0%	\$141.98	-0.9%	\$107.41	-2.9%	111,731	2.1%	147,693	4.2%	\$15,863,431	1.1%
	Oregon	73.6%	2.0%	\$192.23	6.2%	\$141.39	8.3%	2,012,040	6.8%	2,735,471	4.6%	\$386,765,441	13.4%

	YEAR-TO-DATE (YTD): July - August 2022													
		Оссира	ancy (%)	Average Da	aily Rate (\$)	Revenue Per I	Room (RevPar)	Room [Demand	Room	Supply	Room R	evenue	
		YTD	% Chg YOY	YTD	% Chg YOY	YTD	% Chg YOY	YTD	% Chg YOY	YTD	% Chg YOY	YTD	% Chg YOY	
_	Medford	78.4%	-8.2%	\$135.85	-1.5%	\$106.51	-9.6%	130,793	-4.4%	166,815	4.2%	\$17,768,297	-5.8%	
DTA	Jackson County	77.3%	-6.5%	\$147.70	-0.1%	\$114.22	-6.6%	228,725	-2.3%	295,783	4.5%	\$33,782,862	-2.4%	
Ĕ	Oregon	73.9%	-0.7%	\$197.45	8.7%	\$145.94	8.0%	4,056,322	4.3%	5,488,038	5.1%	\$800,926,799	13.5%	

Sources: STR & AirDNA

<u>Term</u>	Definitions
Occupancy Rate	Occupancy Rate = Room Demand / Room Supply
ADR	Average Daily Rate of booked nights (ADR = Total Revenue / Room Demand)
RevPar	Revenue Available Per Room (RevPar = ADR * Occupancy Rate)
Demand	Total number of booked rooms/entire places during reporting period
Supply	Total number of available rooms/entire places during reporting period
Revenue	Total revenue earned during reporting period. Includes advertised price at time of booking as well as cleaning fees for intermediaries
Intermediaries	Short-term vacation rentals, AirBnb, VRBO

Tourism Trends (Continued) For the Month of August 2022

Year-Over-Year Comparison

2022 - 2023

TLT Based on Occ. in	TLT Received by City in	TLT Received by TM in	TLT 2021 - 2022	TLT 2022 - 2023	Difference	Hotel Occ.% 2021 - 2022	Hotel Occ.% 2022 - 2023	Hotel ADR 2021 - 2022	Hotel ADR 2022 - 2023
JUN	JUL	AUG	\$ 173,126.72	\$ 164,911.10	\$ (8,215.62)	90.7%	85.2%	\$ 123.40	\$ 129.02
JUL	AUG	SEP	\$ 211,736.62	\$ 198,725.77	\$ (13,010.85)	90.1%	79.1%	\$ 139.16	\$ 134.43
AUG	SEP	ост	\$ 165,459.25			81.0%		\$ 131.14	
SEP	ост	NOV	\$ 141,444.65			81.3%		\$ 117.12	
ост	NOV	DEC	\$ 140,586.50			80.0%		\$ 113.98	
NOV	DEC	JAN	\$ 115,725.84			71.7%		\$ 107.09	
DEC	JAN	FEB	\$ 106,815.82			65.3%		\$ 98.55	
JAN	FEB	MAR	\$ 89,809.26			61.0%		\$ 95.73	
FEB	MAR	APR	\$ 100,363.22			66.0%		\$ 101.78	
MAR	APR	MAY	\$ 120,647.71			70.1%		\$ 104.32	
APR	MAY	JUN	\$ 124,525.50			71.8%		\$ 104.55	
MAY	JUN	JUL	\$ 144,892.87			74.6%		\$ 114.58	
		YTD	\$384,863.34	\$363,636.87	-\$21,226.47	90.42%	82.15%	\$1 31.28	\$131.73

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	LVLL			 				
	Actual			Prediction	Difference		ollected from ermediateries	Collected After he Last Day of the Month
JUL	\$	164,911.10	\$	172,446.62	\$ (7,535.52)	\$	31,890.89	\$ -
AUG	\$	198,725.77	\$	154,003.41	\$ 44,722.36	\$	33,393.34	\$ 17,672.56
SEP								
ост								
NOV								
DEC								
JAN								
FEB								
MAR								
APR								
MAY								
JUN								
TOTAL	\$	363,636.87	\$	326,450.03	\$ 37,186.84	\$	65,284.23	

Transient Lodging Tax: Travel Medford Prediction vs. Receipt 2022 - 2023

	Volunteer/ Staff Hours	Phone Calls	Visitor Inquiries	Aiport Inquiries	Explore Board	Total Interactions
JUL	231	109	1,530	1,178	2,395	5,443
AUG	234	104	1,304	1,100	2,765	5,507
SEP						
ост						
NOV						
DEC						
JAN						
FEB						
MAR						
APR						
MAY						
JUN						
TOTAL	465	213	2,834	2,278	5,160	10,950
TOTAL YTD 21-22	173	20	413	601	3,202	4,246
% Chg	169%	965%	586%	279%	61%	158%

RV International – Medford Airport Welcome Center Data 2022 -2023

Event Promotion / Community Partnership

Fund Tracker Sept. 13, 2022

TRAVEL TRAVEL MEDFORD COMMUNITY PARTNERSHIP FUND APPLICATION TRACKER 2022- 2023

	U	Date of Event	Amount Requested	Amount Awarded	Status	Notes
1	Southern Oregon Classic	July 29-31	\$1,500	\$1,000	Paid	200 lip balm provided for bags
2	Southern Oregon Classic	June 1, 2023	\$6,000	\$5,000	Paid	Golf Cart Sponsor& Official Travel Partner
3	Rockafest 2022	August 20, 2022	\$10,000	\$1,500	Paid	\$1000 toward radio campaign paid only
4	Oregon Wine Experience	August 17-21	\$5,000	\$5,000	Paid	
5	SOHS - Christmas at Hanley	Dec. 15-18, 2022	not specified	\$1,000		
6	Tee it Up for Timbers Golf Tournament	Oct. 14, 2022	\$5,000	\$500		Hole Sponsor
7	USA Softball Fall Classic	Oct. 7-9, 2022	\$5,000	\$0		Taken out of 826 budget line item
8						
9						
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13						
14						
15						
16						
17						
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19						
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21						
22						
23						
24						
25						
26						
27						
28	TOTAL			\$14,000		

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