



Proposal to the City of San Luis Obispo
Promotional Coordinating Committee
May 2023

Visitor Center & Promotional Services

Purpose: Build on the partnership between the San Luis Obispo Chamber of Commerce and the City of San Luis Obispo's Promotional Coordinating Committee to enhance and enrich the resident and visitor experience in San Luis Obispo, create a central hub of community and visitor information, and promote the city to residents and potential visitors.

Expertise: The San Luis Obispo Chamber of Commerce looks forward to building on our existing strengths including a successful track record of promoting San Luis Obispo, strong relationships throughout the community as well as extensive experience providing public relations and visitor services.

Looking forward: For more than 50 years, the Chamber has worked with the City of San Luis Obispo's Promotional Coordinating Committee to create new programs and utilize existing Chamber assets to improve the quality of life and economic vitality of the community we live in; we continue to seek new opportunities to deepen our partnership and further the understanding of San Luis Obispo as an exceptional place to live and visit.

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Qualifications

The San Luis Obispo Chamber of Commerce offers a distinctive and powerful combination of strengths to assist the Tourism Business Improvement District in fulfilling its mission and strategic direction.

- Direct **relationships with more than 1,200 local businesses** that represent nearly 38,000 employees throughout the county. These long-term relationships allow us to work cohesively with local businesses to execute promotions, projects and media visits.
- Constant interaction with visitors in our **downtown Visitor Center. More than 75,000 visitors** were personally greeted and assisted in 2022 and we engaged with thousands more over the phone and digitally. The center, which is open seven days a week, is staffed by visitor information professionals who are trained to answer questions and accommodate requests of locals, visitors and travel writers.
- Productive **relationships with the media**, rooted in our 40+ years of work in San Luis Obispo public relations. We are the go-to resource for travel writers due to the strength of the “chamber of commerce” brand and the strong relationships we have built through the years.
- We have a **nimble, responsive PR team**, which is well informed about what is happening in the city and can capture the attention of as well as respond to journalists with timely information, photography and contacts.
- Long-term **strategic alliances** with local organizations and events that attract visitors and enhance the overall experience for tourists, including Hearst Castle, SLO Coast Wine Collective, Cal Poly, Festival Mozaic, Downtown SLO, the PAC and the SLO Film Festival.
- Access to a library of **more than 50,000 current and historical images** of San Luis Obispo and the surrounding area. The award-winning images have appeared in publications such as *National Geographic Traveler*, *Los Angeles Times*, *Outside Magazine*, *San Francisco Chronicle*, *AFAR* and many more.
- The SLO Chamber continues to **stay on top of the trends in tourism promotions**, working with regional, statewide, national & international partners to identify and act on emerging trends and best practices.

Project Team

The SLO Chamber has an **experienced, professional staff** who work together to execute projects with a track record of success. The key team members who will lead the proposed work for the Promotional Coordinating Committee include:



Jim Dantona
President/CEO

Jim Dantona’s focus is on helping local businesses prosper. He brings his professional experience in government and personal passion in economic development to leading the Visitor Center and working on contracts with the PCC and TBID. In addition, Jim comes with more than 20 years of experience in the public and private sector helping communities thrive.



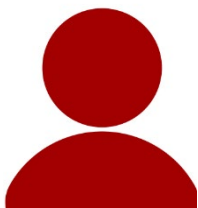
Hollie West
Director of Communications

Hollie West has been with the SLO Chamber since 2022 and brings to the team a strong background in communication, brand development and public relations. She is passionate about San Luis Obispo being a wonderful place to live, work, play and visit, and works to share that with visitors, media and publications.



Lori Silva
Director of Business Operations

Lori Silva has been a key player at the SLO Chamber for nearly two decades. Her vast network and roots in the local business community coupled with her administrative expertise will assist the PCC in strategy and execution of partnerships, activations and promotions.



Coming Soon
Communications Coordinator

The SLO Chamber Communications Coordinator will support PCC work through expertise in local events, PR writing to acquire impactful media placements, administrative support and pitching what’s new to regional partners.



Julia Pavelko
Visitor Center Manager

Julia Pavelko brings decades of local knowledge and friendly customer service to interactions with all guests in the Visitor Center. A key player in executing PCC and TBID promotions and activations, Julia is the boots-on-the-ground for guest services.

Proposals

Visitor Center

Overview of 2021-23

The San Luis Obispo Chamber of Commerce Visitor Center is a professionally staffed visitor center open every day of the week, serving community members and tourists that are walking in, calling and emailing with questions. During the two-year contract period of 2021-22 and 2022-23, we will have personally assisted more than 160,000 individuals face-to-face, and more than 40,000 via phone, email, and digitally on behalf of the city. The traffic far exceeds any other city/chamber visitor center in the region.

Proposal for 2023-25

As the Visitor Center continues to be an information and community support hub for both tourists and locals, we look forward to maintaining a spirit of nimbleness and responsiveness to the changing needs of our community. The SLO Chamber is committed to our partnership and support of the Promotional Coordinating Committee and looks forward to continuing to grow our efforts together.

We are always open to new thoughts and ideas as the PCC moves forward in the vital work of making our community vibrant and thriving. When new strategies and possible work scopes develop, we are ready and willing to jump in, help out, and come to the table with how we can expand our long-standing partnership further.

Additionally, as the Promotional Coordinating Committee continues to establish their strategic initiatives, such as the public art program, neighborhood placemaking, and advancement of the City's Diversity, Equity, and Inclusion major City goal — the Visitor Center can serve as an informational, physical location to help tell the story of the PCC's work to enhance San Luis Obispo for all.

To continue to meet the needs of the visitors and residents seeking support, we propose maintaining the current Visitor Center hours of being open seven days a week, Sunday-Wednesday 9:30 a.m. – 5 p.m., and Thursday-Saturday, 9:30 a.m. – 6 p.m. for a weekly operation of 55.5 hours.

Scope of work

The scope of work within this proposal includes:

- Guest service and information assistance via the live chat widget on VisitSLO.com
- Use the City of San Luis Obispo's tourism logo and URL in visitor information materials commissioned and paid for by the City of SLO
- Provide visitor information for the visitors of San Luis Obispo through high level of personal customer service to visitors; respond to high volumes of information requests;

- serve as contact for information requests; maintain and contribute to the digital annual events calendar; dispense maps, guides and brochures about SLO
- Assist in fulfilling the City's placemaking efforts, goals and objectives and tell the story of the PCC's work to enhance SLO for all.
 - Collect demographic data through the Visitor Center
 - Training & Research
 - Deepen training of Visitor Center staff members on the individual hotel properties, through techniques such as scheduled hotel property visits, to gain an authentic understanding of each property.
 - Track and report general visitor geographic data
 - Perform and report on general survey research of visitors call or walking into the Visitor Center up to three times per year
 - Provide and report on general survey data for property research at request of City
 - All Visitor Center staff members will acquire SLO Cal Welcome Customer Service certification.

\$173,250 a year for 2023-24 and 2024-25 fiscal years

Split between TBID and PCC

San Luis Obispo City & Neighborhood Maps

The tear-off, tableted city maps are the most utilized visitor resource in our Visitor Center as well as throughout San Luis Obispo. Maps are distributed quarterly and on-demand to all San Luis Obispo city hotels as well as hospitality partners including *Amtrak*, wineries and local museums. Neighborhood maps, both the five existing and three new, are growing in popularity with Visitor Center guests as well. We propose funding the printing of additional and new neighborhood maps as well as an update to the tear-off city maps, as needed.

\$7,500 for tear off city maps and neighborhood map printing, as needed

GIA/CACP Marketing Support

Over the last decade, the Chamber has provided event promotion and public relations support to the *Promotional Coordinating Committee's* Grants-In-Aid recipients. This partnership has been aimed at driving attendance and support by residents and visitors to events in the city.

We propose a continuation of the modified GIA/CACP support, with the option to host additional events as part of the Think Differently series if there is a need. Additionally, we will continue to work with the PCC to adjust our services based on the ongoing needs of the program.

\$30,000 a year

Public Relations

Overview of 2021-23

Since 2014, the SLO Chamber has led tourism public relations for the City of San Luis Obispo through a partnership between the *Promotional Coordinating Committee* and the *Tourism Business Improvement District*. In this role, the SLO Chamber has managed the responsive and proactive public relations efforts to showcase the best of San Luis Obispo and entice visitors and locals to explore our city.

We are the boots-on-the-ground local expert working in partnership with the TBID's national public relations agency, DCI. Over the past two years, we have supported DCI's national pitching and media relationships as well as proactively pitched the TBID pillars and promotions for consideration to media partners throughout the state. Serving both the TBID and the PCC's goals, our proactive work this past year has mainly focused on sustainability efforts, DEI work, the culinary and beverage scenes, and placing SLO as the hub of the County and a destination that has something for everyone.

As part of this focus, contract elements include pitching story ideas, inviting writers to experience the destination and coordinating those trips, sending out media releases, responding to media inquiries, use of the SLO Chamber's photography library for editorial requests and developing customized media kits. We do all this public relations work for just one client – San Luis Obispo.

This focused effort is paying off; even in this past year we contributed to dozens of media placements that highlight San Luis Obispo including those in *Forbes*, *Thrillest*, *AFAR*, *HuffPost*, *TripSavvy*, *MSN*, *Conde Nast Traveler* and *Food & Wine*.

2023-25 Strategy

Since the COVID-19 pandemic, tourism marketing and public relations have changed drastically. As the media landscape continues to shift, San Luis Obispo is facing a new normal in tourism and in our community. It is more important than ever to communicate the vitality and character of our community and showcase San Luis Obispo as a friendly and thriving city where people want to live, and visitors want to vacation.

The public relations program will remain up to speed on PR and tourism marketing trends as well as share the story of the unique offerings San Luis Obispo has for both residents and visitors by highlighting the character of the community and why locals love to call SLO home. This includes the promotion of community initiatives and the sharing of distinctive experiences which set the San Luis Obispo community apart from other destinations.

Objectives:

- a) Promote San Luis Obispo as a destination to live, play and stay, driving visitation and delivering economic impact.
- b) Build consumer awareness serving as the voice of SLO by amplifying the destination brand and reaching audiences locally, regionally and nationally.

- c) Communicate the vitality and character of San Luis Obispo and the community.

Target audiences:

Our promotional efforts will target two audience groups:

- 1) Potential visitors ranging from millennials to baby boomers, in defined key drive markets (Los Angeles, San Francisco, San Diego), as well as those with special interests such as food and wine, outdoor activities, sustainable travel or arts and culture.
- 2) Central Coast residents looking to rediscover what is in their backyard or within their community.

Strategies to reach target audiences:

Specific to the Promotional Coordinating Committee

Championing a vibrant economy

Small businesses are the lifeblood of our community and help shape the diverse economy in San Luis Obispo. There are many unique and unearthed stories to be shared within the community, and highlighting the character and faces of San Luis Obispo is an important piece of our success. The stories of creativity and innovation among families, students, small business owners and professionals are waiting to be told, and sharing these stories will encourage further connection amongst neighbors and enhance the intrinsic feeling of joy felt when entering our community.

Uniquely SLO

Every inch of San Luis Obispo has its own unique history, with innovation and creativity around every corner. These stories continue to be at the forefront, and we will build upon this past year’s work to amplify this message to the community through continued strategic partnerships, working with local and regional media, and promoting community programs and campaigns. Additionally, we will continue promoting our sustainability and DEI focuses — not only booming trends in travel tourism, but core pillars of SLO’s identity.

Public Art

With more than 100 public art pieces and a bustling arts and culture scene, San Luis Obispo is positioned uniquely as a small town that packs a big punch for art lovers. Focus on public art will continue to be highlighted and uplifted as a key characteristic of San Luis Obispo’s charm.

Neighborhoods

With the upcoming completion of three more neighborhood maps highlighting the unique corridors of San Luis Obispo and the businesses that reside within them, the story of SLO’s character and history will continue to be told with an emphasis on exploring off the beaten path.

Specific to the Tourism Business Improvement District

Telling the right story in the right place

The tourism industry is a vital part of San Luis Obispo and in our partnership with the TBID's Noble and DCI, we will continue to amplify our voice and reach, operating as the boots-on-the-ground local expert. We will work together to position San Luis Obispo as the ideal destination for visitors, taking into consideration how the city fits into wider travel trends.

Press visits & FAMs

There is no substitute for experiencing San Luis Obispo firsthand. Press trips play a major role in generating editorial placements that tell the San Luis Obispo story and showcase our key messages. These placements inspire travel and educate consumers on the destination. This year we will be:

- working with key partners to craft and host individual and FAM visits based on existing relationships and responsive leads
- crafting and hosting individual media visits as a result of DCI's proactive outreach

Foster Key Relationships:

It continues to be vital to work with our community partners to strengthen our collective message. With less resources and more obstacles as we look to encourage people to explore our city, the SLO Chamber will proactively work with other organizations to cross market through public relations initiatives as well as grow strategic alliances. In the upcoming year we are excited to further deepen our collaboration with strategic partners that contribute to the region's cultural vibrancy.

Visit California: We will leverage the large international megaphone that belongs to Visit California by participating in its PR programs. Key opportunities include submitting content to Visit California's editorial board, participating in Visit California-led press trips, sharing content on Visit California's social media channels, and potentially attending domestic media marketplaces.

Central Coast Tourism Council: We will leverage the Central Coast Tourism Council's growing reach by participating in its PR efforts and positioning the destination as the heart of the Central Coast.

Visit SLO CAL: We will leverage the national and international reach of Visit SLO CAL by partnering closely with their PR team and participating in their programs. As the hub of SLO CAL, SLO is poised to lead Visit SLO CAL-led press trips and ensure that SLO CAL understands our key messages and the city as a productive partner in promoting our region.

SLO Coast Wine Collective: Understanding that our wine region is a flourishing aspect of our destination, SLO will work with SLO Coast Wine's team on telling that story and publicizing the destination together.

Cal Poly: Cal Poly is not only one of the community’s largest economic drivers, but also a huge draw for visitors whether they be families of students or those seeking the university’s many cultural offerings. Through our built-in relationship with Cal Poly, we can work with them to get in front of additional audiences like alumni, staff recruits and other key stakeholders.

SLO Lodging Properties: We will work with the city’s lodging partners and any PR teams to lead the destination portion of any hosted media or FAMS. As there is a shared interest for success in both promoting the hotels and the destination, this partnership is natural but also tactical in its approach.

Scope of work:

The scope of work within this proposal includes:

- In partnership with DCI agency:
 - Developing the 2023-24 PR strategy and editorial calendar
 - Sourcing ideas and content for responsive leads
 - Building custom itineraries and hosting travel writers on individual and FAM trips throughout the year
 - Maintaining VisitSLO.com media center
 - Participation in and pitching of TBID coordinated special promotions such as *The Midweekend*
 - Working in coordination on the comprehensive marketing plan to increase brand awareness across all platforms
- Continued independently:
 - Fulfilling all media requests
 - Tying in with *Visit California, Visit SLO CAL & CCTC’s* public relations efforts to enhance visibility and sync messaging
 - Partnering with neighboring destinations on tourism initiatives
 - Working with community partners on additional hosting opportunities
 - Sourcing, building custom itineraries and hosting travel writers on individual and FAM trips throughout the year with key partners
 - Sourcing, building custom itineraries and hosting digital influencers with key partners
 - Participation in and pitching of City coordinated campaigns such as *Support Local* to regional media and influencers
 - Participating in potential out-of-area promotional trips including preparation, media coordination and staff travel

\$100,000 a year for PR Services for the next two years, jointly funded by the TBID and PCC
In 2022-23, the TBID and the PCC funded the contract 50/50

Media Monitoring

In 2023-24, we propose a continuation of the media monitoring contract with *Cision* which allows the TBID & PCC to see the impact of public relations work, gives our PR team access to contact information for outlets, freelancers and influencers, and allows for whitelisted

distribution of media releases. This is a pass-through contract, and because of the Chamber’s nonprofit status, the service is available at a significant discount. This year, we propose the TBID and PCC once again jointly fund the media monitoring service to ensure the SLO Chamber has the tools they need to complete their work and measure results.

\$7,425 a year jointly funded by the TBID and PCC

Summary

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| Guest Services & Visitor Center for 2023-25 <i>*jointly funded by the PCC and TBID</i> | \$173,250 a year* |
| San Luis Obispo City Tear-Off & Neighborhood Maps | \$7,500 |
| GIA Marketing Support | \$30,000 a year |
| Public Relations Services for 2023-25 <i>*jointly funded by the PCC and TBID</i> | \$100,000 a year* |
| Media Monitoring Service 2023-24 | \$7,425 a year |