

To: MCVB Board

From: Dee-dee Guerra – Executive Director

Date: May 24, 2016

RE: McKinney CVB March 2016-Staff Report

## **Goal 1 Operational Excellence**

#### Strategies:

- Develop and maintain a customer service oriented organization culture that emphasizes continual quality of life improvement throughout the city
  - o Vanesa- Thank you letter note from Robin Carafoil (Real Estate Agent)

#### **Events: 3**

- Hotel Association:
  - Fish training ( Dee-dee & Vanesa)
  - Quarterly Meeting (Dee-dee & Vanesa)
  - Networking Top Golf (Dee-dee & Vanesa)

Webinars: 0

## **Goal 2 Financially Sound Government**

#### **Strategies:**

- Balance resources generated by Hot tax
- Develop and utilize performance measures to ensure successful and efficient operations

## Tradeshows/Missions: 1

DFWAE (Dallas –Fort Worth Association Executives) A-DAY: Arlington, TX

Hot Tax Collections: March 2016 – Sales Report

SMERF Totals: (completed in March 2016) TTL Room Nights: 621, TTL Rev: \$77,941 Weddings:

- Woodruff Wedding: Sheraton 9 Room Nights, TTL Rev \$1107
- Stoner Wedding: Grand Hotel 40 Room Nights, TTL Rev: \$ 6210, 1 Comp room
- Raboy/Boswell Wedding: Grand Hotel
- Mallory Meyer Wedding: Holiday Inn 33 Room Nights, TTL Rev 3327
- Goodman Wedding: pending info

### **Social Groups:**

Federal Judges Group: Grand Hotel - 56 Room Nights, TTL Rev: \$ 6824

### **Education Groups:**

Destination Imagination: Hampton Inn – 55 Room Nights; TTL Rev: \$ 7700; Sheraton – 306
 Room Nights, TTL Rev: \$39,474; Holiday Inn – 122 Room Nights, TTL Rev: \$ 13,299

## Sports Groups: N/A

MOM 2015 vs. 2014 (16 Hotels & 5 B&B/VRBO reporting)

February 2016: \$ 97, 581February 2015: \$ 54,793

■ 68.85 %个

## Sales Calls: ASSOCIATIONS-/CORPORATE/SMERF Sales Calls: 52

Association: Attended DWAE A DAY over 100 Meeting Planners attended. Spoke to 40 planners.

## Corporate: Richardson, TX: 12

- Blue Cross & Blue Shield of Texas, Contact: Eileen Schuh-Planner said they stay in Richardson and have meeting space on site.
- Fossil, Inc., Contact: <a href="mailto:fossil.com">fossil.com</a> send email to get planner info. Emailed on 3/23/16, no response.
- Cisco Systems, Contact: Niecey Burns al back for Site Visit: <a href="mailed-niecey-on-3/24/16">niecey Burns al back for Site Visit: <a href="mailed-niecey-on-3/24/16">niecey Burns al back for Site Visit: <a href="mailed-niecey-on-3/24/16">niecey-on-3/24/16</a>. Waiting on a date to schedule a site visit.
- Amdocs-Contact: Debbie Mayse: mail a hard copy and Debbie will get it out the sales kits to the admins.
- Towers Watson-Contact: Gayl Tobias. They stay in Richardson.
- Rockwell Collins-Contact: Shelly Hall <a href="mailto:employeesservice@rockwellcollins.com">employeesservice@rockwellcollins.com</a> Shelly asked to email her info and that she would get it out to all the admins. Each admin plans for their dept.
- Lennox International, Contact: Kim Hentges-Outside of TX –to big will Email: <a href="mailto:kim.hentges@lennoxind.com">kim.hentges@lennoxind.com</a> Kim asked me to send her an email with the Meeting Planner link- they are green.
- U.S. Oncology-Contact: Justina Carrol. Left message. Followed up 3/29/16 no response.
- Simplex Grinnell (TYCO): Contact: Jessica Parrott-Corporate Stay in Richardson and have meeting area on site.
- Avnet- Contact: Jeanine Flores-Moved into a new facility last June, training room on site: that has 140, Stay in Richardson. Sent email with link to meeting planner guide on our website. Jeanine.flores@avnet.com
- Honeywell-Contact: Virginia Diaz-No meetings off site, have a facility that holds meetings. Stay in Richardson for room nights & dinner.
- Yahoo! No answer

**SMERF: 0** 

McKinney Top 25: 3

- Lone Star Reel Corporation-Met w/ Ramona Wilkerson. No meetings. Left a sales kit just in case they ever need anything.
- Erchonia-Spoke to Rebekah Eccles. Company is relocating to Florida in September 2016.
- Popular Ink-Met w/ Dru & Karen Reiss. Asked for Corporate rates @ Hampton,
   Grand, & Sheraton. Dru asked me to help him with an evening reception for some
   CEO'S he has to host in August.

## MCVB Calendar of Events 2015-2017: 4 New

Month	Group	Venue	Room Nights	Attendees
October				
10/3-7/16	Emerson	Sheraton	90	30
10/2016	Cornerstone	Sheraton	150	175
	Health			
10/23-	Texas State	Sheraton & Collin	240	250
26/2016	University-Texas	College Higher		
	School Safety	Ed. Bldg.		
	Center (SW			
10/2016	Showcase)	Chaustan 0	FF	40
10/2016 or	Texas Association	Sheraton &	55	40
11/2016	of Assessing Officers (SW	Holiday Inn		
	Showcase)			
November	Snowcasej			
11/2016	Cornerstone	Sheraton	150	175
	Health			
11/2016-SW	Texas Association	Sheraton-2 days	<mark>55</mark>	<mark>35</mark>
<b>Showcase</b>	of Assessing			
	Officers-Fall			
	Leadership			
	Meeting			
	Site Visit w/			
	Planner (5/13 &14/16			
	Q14/10			
11/16/2016	Collin County	Piazza on the	350	0-using Wingate
, , , , ,	Association of	Green/Trolley		in Frisco, TX
	Realtors-			
	Installation			
	Ceremony			
11/6-10/2017	TX Downtown	City Wide-	300 (over the	300
	Association	Sheraton (host	4days of the	
		Hotel)	conference)	
20	6		Daniel Militar	Allerde
Month	Group	Venue	Room Nights	Attendees

December				
12/5-8/16	Emerson	Holiday Inn	36	18
12/12-18/16	Emerson	Holiday Inn	36	18
January		,		
1/6-7/2017 DFWAE	Texas Association of Sports Annual State Meeting- Michael Fitch- Lost Business	City Wide- No availability in the Collin College Conference Center (McKinney, Frisco, or Plano; not able to accommodate	150 400	250-Softball 650-Baseabll
February				
2/2017- TX Connect	Texas Association of Counties-Lost To Graham & Glen Rose, TX	<u>Sheraton</u>	50	35
March				
April				
4/25-28/17	Emerson	Sheraton	90	30
4/2017	Civil Court Process- Bid won	Sheraton	300	120
May				
5/6-8/2017	Strikes Against Cancer	Craig Ranch, Towne Lake, Gabe Nesbit, Mouzon, North Park, Triple Creek Academy & McKinney ISD- fields	2014:118 2015:142	510 teams 50,000 attendees
5/7-8/16	Vintage Market Days	Myers Park	30	8000 (weekend)
5/13-14/16	Tae Kwando Tournament (Vasquez facility)	Townplace Suites	2015:7 2016:15 (Referees)/Hotels the planner is wanting to use are sold out this weekend for attendees	250 attendees
5/21/17	Polonia Festival	Myers Park	N/A	2017: 1500
5/28/16	Bike the Bricks	Downtown McKinney	2014: 0 2015:19	2014: riders: 550; attendees: 8,000

				2015: 600, 9,000
May 2016 (dates not determined)	U-90C Soccer Tourney	Craig Ranch	2014:93 2015:45 (McKinney did not have enough hotels rooms due to another tournament)	2014: teams: 15 attendees:1000+ 2015: teams: 20 attendees:1000+
June	1	Color Novicio	200	200 T /2000
6/10-12/16	Lynn Varnell	Gabe Nesbit & Craig Ranch Soccer	300	300 Teams/2000- 3000 attendees
6/3-5/16	Analysis Group Team Building Event (Dallas)	Was looking for information: hotels, things to see and do	Sheraton	10
6/6-9/16	Emerson	Holiday Inn	36	15
6/13-16/16	Emerson	Holiday Inn	36	15
6/17-19/19	Flamefest	Craig Ranch	2014:16 2015:19	2014-120 teams 3600 attendees
6/11-14/16	Triple Crown Softball	Craig Ranch, Gabe Nesbit, Towne Lake	2014:281 2015:209	
July				
August				
8/2016	Miniature Book Society	Sheraton	50	100
September				
9/2016	Fortium-National Partner Meeting	Sheraton & Holiday Inn	75	75
9/2019	Texas Society of Anesthesiologists (SW Showcase- Lost Business- Need lots of space for Exhibitors- only want to be in one hotel)	N/A	1160	250

Events the MCVB assist with: We help to advertise & promote these events (No Hotel Rooms or Venues):

- o Rat & Rod Show (Tupps Brewery)
- o Home for the Holidays
- o Ghost Walk
- o 4<sup>th</sup> of July Parade

- Holiday Home Tour
- Dinosaurs Live!
- Living History Days
- Collin County Historical Society Museum
- Halloween at the Heard
- Second Saturday
- ORLY- Old Red Lumber Yard
- o Trade Days
- Myers Park Events (Dogs Show, Horse show, & Master Gardner Events)
- Farmers Market
- State of the City of McKinney Volunteer McKinney
- Chamber Community Awards
- o Pumpkinville at Tucker Hill
- Sanctuary (Adriatica) Events
- Franconia Brewery Tour
- Tupps Brewery Tour
- o Heritage
- Whales Manor Music Under the Stars
- City wide weekend events/concerts
- All MPAC Events

#### **Visitors:**

FYTD Total (October '15 –September '16): 694

Out of State: 116
Out of Country: 21
Texas Residents: 65
McKinney Residents: 41

March Total: 243

## Day Trips: 0

#### **Made in McKinney Store Revenue:**

- Sales for March 2016 \$ 1017.99
- o Sales for March 2015 \$ 896.27
- o MOM up by 13.58%

## RFP Rec'd-1

• Texas Association of Sports Officials-DFWAE Combined softball & baseball: Jan 6-7, 2017; Annual State Meeting-Michael Fitch (attendees: 650 baseball 250 softball). No availability in the Collin College Conference Center (McKinney, Frisco, or Plano; not able to accommodate.

#### Site Visits: 1

Dairy Practices Council-Board Meeting 2018

#### SMERF (Social, Military, Religious, & Fraternal)

**New Prospects:** Bold & Italic indicates new business: 23 Weddings (6-New), 0- Day Trip (0 new), & 1 Sport (0 new)

## **New & Ongoing Prospects: Italic indicates new business**

- o April Goodman Wedding March 2016
- Raboy/Boswell Wedding March 2016
- o Megan Ellis Wedding April 2016
- Lindsay Lee Wedding April 2016
- Samiya Akram Wedding April 2016
- Natali Martinez Wedding April 2016
- Chris Caffareal Wedding May 2016
- Analysis Group Team Building Event June 2016
- o Patke Wedding June 2016
- Lynn Varnell Soccer Tournament June 2016
- Summer Graham Wedding June 2016
- Cannella/Eisenhart Wedding June 2016
- Dana Pense Wedding June 2016
- o Anders Wedding July 2016
- o Alvarado Wedding July 2016
- o Geotz/Ruminski Wedding July 2016
- o Gina Roll (MOB) Wedding August 2016
- Stanlely Wedding September 2016
- Oscar Butos Wedding Sept 2016
- Walker Wedding May 2016
- Jennings Wedding June 2016
- Spunck/Ryan Wedding July 2016
- Namey Wedding September 2016
- o Tavera Wedding September 2016
- o Stoner Wedding October 2016

## Goal 3 Enhance the Quality of Life in Downtown: Strategies:

- Continue to highlight Downtown McKinney as a unique destination.
- Continue efforts to expand entertainment, dining, & shopping options.

Newsletter Email Database (Robly) TTL: 32.5 % average open rate (December)

## Bags Serviced: 270 Bags/Promotional Items Provided in March

• 150 – American Legion

- 60 Siebert Wedding April 2016
- 35 Federal Judges
- 25 Woodruff Wedding March 2016

## Mailing Leads Processed: March 2016 Leads Processed: 2808

Top Five Sources:

- o Tour Texas -273
- Southern Living-28
- Texas State Travel Guide-47
- See Texas First-304

#### Advertising/Marketing/Media

Created/submitted materials (photos and text) – new this month

- Blogs
  - Bed & Breakfasts: 14 (in addition to the 150 last month!)
  - McKinney's Historic District, Then and Now: 126
  - Easter Sunday Brunch Offerings: 116
  - Texas Wildflowers & Spring Gardening: 32 (new last week)
- Submitted photos and text:
  - New photos for Quinciañera refresh ad
  - Sestercentennial press release (after revising it for Angie Bado)
  - Revised online text for 2016 Texas Tour & Meeting Guide
- Ads created and submitted in March
  - Daytripper April newsletter piece banner and text
  - Pandora banner ads and script/sweepstakes (runs April 1, 2016- May 9, 2016)

#### **Photos Representing MCVB**

Took photos at the following events/venues to post on Facebook:

- Canning at TUPPS Brewery
- Bonnie Wenk Park Spring shots
- March specials in Made in McKinney store (for Facebook)

## **Meetings/Events Attended:**

- Monthly Strategy Meeting
- Steering committee meeting for Sestercentennial
- MCVB Board meeting

#### **SOCIAL MEDIA TRACKING**

#### Facebook tracking

- "Likes": 4615 (95 new likes)
- 28 Day Engaged Users: 45,697
- 28 Day Total Reach: 490,000
- 28 Day Total Impressions: 2,541,203
- Paid Reach Impressions (Sestercentennial/Made in McKinney Store promoted): 59,392

#### Twitter

• Followers: 3770 (59 new ones)

Tweets: 4963

• Tweet impressions: 16.6K (down 11.4%)

• Profile Visits: 201

• Mentions by other users: 10

## Blog Views on WordPress:

• 308 reads

Lifetime views: 29,877Lifetime Visitors: 14,774

#### **YELP**

• 16 views

6 website visits

• 12 months – 136 views/29 website visits

• 24 months – 274 views/62 website visits

## **Google+ Page/YouTube**

• Google+ - Page views: 8,062 (up 628 from last month!) – 17 followers

• YouTube Channel: 1,415 Views/9 subscribers

#### **WEBSITE ANALYTICS**

Total Website visits: 2558 (280 more than last month)
Page Views: 15,201 (2236 more than last month!)

• Unique Visitors: 2,022 (128 more than Feb.)

Total Lifetime Website visits: 103,151
Total Lifetime Page Views: 444,278
Total Lifetime Unique Visitors: 87,510

### Top 25 Pages in March 2016

# (Note there are 3 blog entries again in the top 25 – the Madi Davis one is still showing up after MONTHS!)

	Page	Unique Page	Avg. Time		Bounce	
Page	view's	Views	on Page	Entrances	Rt.	Exit %
Home	2,737	1,153	0:00:24	1,118	3.49%	18.05%
Calendar	885	361	0:00:32	303	0.66%	17.51%
Explore	515	188	0:00:16	6	0.00%	6.99%
Calendar	416	150	0:00:21	10	0.00%	7.21%
Events	270	106	0:00:11	6	0.00%	4.44%
Visitors Guide	266	107	0:00:30	9	0.00%	19.17%
Attractions	249	111	0:00:46	3	0.00%	14.06%
Stay	227	82	0:00:12	8	0.00%	3.08%
Staff Directory	206	80	0:00:27	16	0.00%	17.96%

Dining &						
Nightlife	186	75	0:00:26	18	0.00%	16.13%
Blog - Voice						
Aud.	<mark>185</mark>	<mark>71</mark>	0:00:45	<mark>69</mark>	<mark>1.45%</mark>	<mark>37.84%</mark>
Dining	178	60	0:00:07	3	0.00%	4.49%
Shopping	164	67	0:00:23	10	0.00%	23.17%
About MCVB	158	66	0:01:39	44	0.00%	30.38%
Unique Venues	153	70	0:01:17	2	0.00%	9.15%
About						
McKinney	152	63	0:00:34	4	0.00%	18.42%
Shopping	148	67	0:00:13	42	0.00%	35.81%
Unique Venues	135	49	0:00:44	4	0.00%	14.81%
Hist. Dist. Blog	<mark>126</mark>	<mark>54</mark>	0:00:37	<mark>45</mark>	<mark>0.00%</mark>	<mark>34.92%</mark>
Hotels and						
Motels	126	58	0:00:39	0	0.00%	16.67%
Attractions	118	48	0:00:41	2	0.00%	7.63%
Easter Brunch						
Blog	<mark>116</mark>	<mark>55</mark>	0:00:35	<mark>49</mark>	<mark>0.00%</mark>	<mark>41.38%</mark>
Weddings &						
Rec.	114	50	0:00:22	42	2.38%	9.65%
Plan Next						
Meeting	112	62	0:00:21	48	4.17%	41.07%
Uniquely						
McKinney	104	49	0:00:26	8	0.00%	14.42%

Country Breakdown	Sessions	% New Sessions	New Users	Bounce Rate	Pgs./Visit	Avg. Visit Duration
United States	2,402	74.06%	1,779	2.41%	6.11	0:02:28
United Kingdom	22	90.91%	20	22.73%	2.5	0:00:18
Canada	15	73.33%	11	6.67%	5.6	0:03:52
Philippines	15	40.00%	6	0.00%	5.6	0:02:50
Germany	12	75.00%	9	0.00%	2.17	0:00:02
(not set)	10	50.00%	5	50.00%	1.7	0:00:52
Italy	6	100.00%	6	0.00%	2	<00:00:01
Russia	6	50.00%	3	83.33%	1.17	0:00:00
Bulgaria	5	20.00%	1	0.00%	2.4	0:00:04
Brazil	5	100.00%	5	40.00%	2.4	0:00:21

		% New		Bounce		Avg. Visit
State Breakdown	Sessions	Sessions	New Users	Rate	Pgs./Visit	Duration
Texas	1,541	72.42%	1,116	1.04%	6.62	0:02:51
New York	132	87.88%	116	9.85%	4.22	0:00:41
California	83	73.49%	61	3.61%	5.01	0:02:03

Tennessee	78	28.21%	22	2.56%	4.56	0:03:29
Illinois	52	57.69%	30	7.69%	3.04	0:01:04
Oklahoma	49	85.71%	42	0.00%	7.22	0:01:51
Virginia	48	95.83%	46	4.17%	4.25	0:00:19
Florida	46	65.22%	30	10.87%	6.39	0:02:07
Kansas	33	81.82%	27	6.06%	4.73	0:01:45
Georgia	28	50.00%	14	7.14%	4.64	0:01:07

						Avg.
				Bounce		Visit
City Breakdown	Visits	% New Visits	New Visits	Rate	Pgs./Visit	Duration
McKinney	592	56.08%	332	1.18%	6.97	0:03:01
Dallas	187	80.21%	150	0.53%	5.74	0:02:32
Plano	95	85.26%	81	1.05%	4.98	0:01:46
Frisco	68	73.53%	50	1.47%	7.97	0:03:44
Houston	46	86.96%	40	2.17%	6.54	0:02:02
Allen	43	93.02%	40	2.33%	7.4	0:02:58
Fort Worth	28	92.86%	26	0.00%	4.57	0:01:18
Austin	27	88.89%	24	3.70%	7.93	0:02:55
North Richland						
Hills	25	12.00%	3	4.00%	4.64	0:00:49
Irving	18	94.44%	17	0.00%	7.44	0:02:21

## **ADVERTISING Website & Publication ROI Tracking:**

Scans of QR codes/using redirect URLs in our ads:

- Maharani Weddings website 16
- Quinciañera page 44
- Meeting Planner page from QR code scan: 48
- Multiview Behavioral Marketing Campaign (web hits) 592

## March 2016 Media Coverage:

Courier-Gazette (Published online version of MCVB Weekend Update each week)

• (Online) Ad Value: \$1600

PR Value: \$4800Impressions: 49384

## **Sestercentennial Press Release**

## **McKinney Online**

• (Online) Ad Value: \$1800

PR Value: \$5400Impressions: 75,000

#### **North Texas E-News**

Online Value: \$240PR Value: \$720Impressions: 60,000

TOTALS Media Values for MARCH 2016: - free positive publicity/press generated by MCVB

TOTAL PRINT/BROADCAST VALUE: \$21,592

TOTAL ONLINE AD VALUE: \$3640 TOTAL PR VALUE: \$10,920 TOTAL Impressions: 184,384



## March 2016 Multi-Media ROI Report McKinney CVB

Thank you for making TRIPinfo your Next Generation Marketing Partner! Our audience is Group + Tour + Agent + Meeting + Religious + Reunion + Event + Sport + Student + Wedding + International Planners. Traffic is filtered to remove search engine spiders, bots & page requests not fully transmitted.

INVESTMENT	CURRENT MONTH	CAMPAIGN TO DATE
12-Month Wide Skyscraper w/Video on TX Dining, TX Shopping & TX Meetings + 8 Text Ads on Market, Tables, Tour Index & Video Index + 1/4-Page Ad Each Issue of Quarterly Digital Magazine + Newsletter Features Campaign Start 10/2015; \$9,120 Annual Buy	\$760	\$4,560

IMPRESSIONS	CURRENT MONTH	CAMPAIGN TO DATE
TRIPInfo.com 24/7/365 Online	630	3,664
TRIPInfo Weekly Newsletter - Internet Travel Monitor	3,056	8,722
TRIPinfo Quarterly Digital Magazine	528	32,293
Total Impressions	4,214	44,679

		CAMPAIGN TO DATE
Clicks to Your Website or Video	40	323
Click-Thru Rate	1.09%	2.61%

## WHY CLICK-THRU RATE (CTR) IS IMPORTANT

Travel Display Ads average CTR = 0.07%. Your TRIPInfo.com CTR is 37 times the industry average. Many marketers budget Cost-Per-Thousand (CPM) of Ad Impressions, assuming the industry average Click-Thru Rate. But if a medium delivers 37 times the industry average CTR, that same multiplier should apply to the CPM budget for an Engaged Audience!

## TRAVEL PROFESSIONALS SPEND MORE TIME HERE THAN ANY TRAVEL SITE

~123,000 travel professionals book \$222+ billion/year in group/volume bookings. An average 1 in 4 use TRIPinfo.com to plan. ~30,000 TRIPinfo.com pros book \$50+ billion/year... \$1,500,000+ average each! A click from a TRIPinfo.com travel pro has buying power up to ~375 times more than consumers, who spend < \$4,000/year for family vacations. Multi-media impressions boost CTRI

TRIPinfo.com utilizes respected web analytics from multiple sources: Alexa, Comcast, Compete, Quantoast & Google Analytics.



compete quantcast (comcast



#### MultiBehavioral Campagin: LEADS (Multi-view)-7

- North Central Ohio Computer Cooperative
- Quidbids 0
- o CMTS Inc.
- Endoscopy of El Paso
- o Rise Residential Construction
- TruPoint Communications
- WITopia Inc.



## **Top 5 McKinney Hotels February 2016 Occupancy Rates:**

Comfort Inn 77.45 % Hampton Inn 96.77 % Holiday Inn 83.73 % La Quinta 63.86 % Sheraton 71.58 %

## **Sheraton Occupancy Rates FY 14-15:**

• Mar. 2015: 24.60 % (Had three days of tax in Feb. paid in March)

Apr. 2015: 39.29 %May 2015: 50.47 %

Jun. 2015: 69.70 %
Jul. 2015: 75.60 %
Aug. 2015: 56.22 %
Sept. 2015: 56.43 %

## **Sheraton Occupancy Rates FY 15-16:**

Oct. 2015: 67.28 %
Nov. 2015: 61.35 %
Dec. 2015: 69.24 %
Jan. 2016: 61.62 %
Feb. 2016: 71.58 %

#### **LOST BUSINESS-2**

- Texas Association of Sports Officials-DFWAE Combined softball & baseball: Jan 6-7, 2017; Annual State Meeting-Michael Fitch (attendees: 650 baseball 250 softball). No availability in the Collin College Conference Center (McKinney, Frisco, or Plano; not able to accommodate.
- Texas Association of Counties- Hailey Click (TX Connect)-4 Quarterly Meetings 30 attendees-February 2017; Lost to of Graham TX and another outside of Glen Rose (Rough creek Lodge).