# **County of Los Alamos**



## **BCC Agenda - Final**

## Lodgers' Tax Advisory Board

	Loryn 'Ryn' Herrmann, Chair; Linda Deck, Vice Ch Bruell, Elizabeth Allen, and Catherine Mockler, M	,
Гuesday, April 17, 2018	12:00 PM	1000 Central Avenue, Suite 110

#### I. ADMINISTRATIVE ACTIONS

- A. Call to Order/Introductions
- B. Approval of Today's Agenda
- C. Review/Approval of Meeting Minutes
- 1.
   10682-18
   Minutes from the Lodgers' Tax Advisory Board Meeting on March 20, 2018.

   Recommendation:
   I move that the Board approve the Minutes for March 20, 2018.

   Presenters:
   Loryn 'Ryn' Herrmann

   Attachments:
   A March 20 Minutes DRAFT
- D. Board Updates
- E. Public Comment for Items Not on the Agenda

#### **II. REPORTS**

- A. Inter-Board-Commission Liaisons Update
  - 1. Art in Public Places Advisory Board (Ryn Herrmann)
  - 2. Historic Preservation Advisory Board (Linda Deck)
  - 3. Library Board (Katie Bruell)
  - 4. Parks and Recreation Board (Elizabeth Allen)
  - 5. Planning and Zoning Commission (Catherine Mockler)
  - 6. Transportation Board (Kelly Steward)

- B. State/Regional Tourism & Hospitality Report (Ryn Herrmann & Kelly Stewart)
- C. Mainstreet/Creative District Report (Ryn Herrmann)

#### D. Branding Update (Kelly Stewart)

# E. Tourism Strategic Plan/Wayfinding Plan Update (Linda Matteson) A Vote Will Be Required

1.	10689-18	Assignment of LTAB Member to the Tourism Implementation Task Force
	<u>Recommendation:</u>	I move to assign, and as alternate to the Tourism Implementation Task Force.
	Presenters:	Linda Matteson
	Indexes:	* 2018 Council Goal – Economic Vitality – Build the Local Tourism Economy
	Attachments:	A - Tourism Implementation Task Force charter

#### F. Tourism Marketing Report (David Empey)

 1.
 10705-18
 Tourism Marketing Report

 Presenters:
 Lodgers' Tax Advisory Board

 Attachments:
 A - April Marketing Report

 B - April PR Social Activity Report

#### G. Lodgers' Tax Revenue Report (ALL)

 1.
 <u>10683-18</u>
 Lodgers' Tax Revenue Report

 <u>Presenters:</u>
 Lodgers' Tax Advisory Board

 <u>Attachments:</u>
 <u>A - April Revenue Accural Report</u>

#### H. Visitation by Attraction/Visitor Centers (Melanie Pena)

I. Group Marketing Events/Opporunities (All)

#### J. County Recreation Report (Dianne Marquez)

- 1. <u>10684-18</u> County Recreation Report
  - Presenters: Lodgers' Tax Advisory Board

Attachments: A - PROS April 2018

#### K. Tourism Materials Distribution Update (Fun & Games) (Melanie Pena)

#### L. Other Announcements (All)

#### **III. NEW AND PENDING ITEMS/PROJECTS**

#### IV. PRESENTATIONS/DISCUSSION ITEMS

#### V. NEXT MEETING(S)/FUTURE AGENDA ITEMS

 1.
 10706-18
 The next meeting of LTAB is May 15, 2018 at 1:00 to 3:00 pm in the B & C Room, 110.

 Presenters:
 Lodgers' Tax Advisory Board

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#### VI. ADJOURN

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the County Human Resources Division at 662-8040 at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes can be provided in various accessible formats. Please contact the personnel in the Economic Development Department at 662-8087 if a summary or other type of accessible format is needed.



## Date/Time

Tuesday, March 20, 2018, 12PM-2PM

## Location

Los Alamos County Municipal Building B & C Room 110

## **Members**

- Ryn Herrmann (Chair), Public-At-Large Representative, Present
- Linda Deck (Vice Chair), Tourism Industry Representative (Bradbury Science Museum Director), **Present**
- Katie Bruell, Tourism Industry Representative (PEEC/Los Alamos Nature Center Director), Present
- Elizabeth Allen, Lodging Industry Representative (Pueblo Canyon Inn & Gallery Owner/Operator), **Present**
- Catherine Mockler, Lodging Industry Representative (North Road Inn Owner/Operator), Present

## County Staff Present

- Kelly Stewart, Economic Development Division Marketing Specialist and County Staff Liaison
- Dianne Marquez, Recreation Manager, Parks, Recreation and Open Space Division

## Others Present

- Linda Anderman, Bradbury Science Museum
- David Empey, Griffin and Associates (County Tourism Marketing Services Contractor)

## I. ADMINISTRATIVE ACTIONS

## A. Call to Order/Introductions

As a quorum was present, the meeting was called to order at 12:01 pm.

## B. Approval of Today's Agenda

The agenda was approved.

## C. Review/Approval of Meeting Minutes

The LTAB Minutes of February 20, 2018 were approved with revisions.

## D. Public Comment for Items Not on the Agenda

Ms. Stewart announced that Elizabeth Allen is running for the Municipal judgeship. If she is elected she will have to resign from LTAB when she takes office in January 2019.



## **II. REPORTS**

- A. Inter-Board-Commission Liaisons Update
  - 1. Art in Public Places Board Art in Public Places has put out a call for art and submissions close at the end of March.
  - 2. Historic Preservation Advisory Board Nothing new to report.
  - Library Board Nothing new to report.
  - 4. Parks and Recreation Board Nothing new to report.
  - 5. Planning and Zoning Board Nothing new to report.
  - Transportation Board Ms. Stewart reported that Transit will be the topic of discussion at the first meeting in April.
- B. State/Regional Tourism & Hospitality Report

Chair Herrmann reported that she and Ms. Stewart attended the webinar for the next round of grant applications for the New Mexico Tourism Department's FY19 Cooperative Marketing grants. In the past several years, the Los Alamos Co-op grant application effort has been led by LACDC and funded by both LACDC and Los Alamos County's Tourism Marketing Services contract. However, in FY19, Los Alamos County is operating to a flat budget due to the uncertainty of the selection of a new LANL management contractor. In addition, LACDC is allocating its tourism marketing budget to the Manhattan Project National Historical Park's joint marketing effort with the sister cities in Oak Ridge, TN and Hanford, WA. Consequently, the County is taking the lead in applying for the Co-Op grant with a modest budget, pursing a grant to fund video creative production by NMTD's agency, Talweg, plus a print ad buy in the 2018-2019 New Mexico Adventure Guide.

The New Mexico Hospitality Association's (NMHA) Governor's Conference on Hospitality and Tourism is scheduled for May 6-8 at the Inn of the Mountain Gods in Mescalaro, NM. During the conference, Ms. Stewart will moderate a panel on how to promote tourism assets, tourism businesses focused on science, brewing



and film. Ms. Stewart is also competing in Travel Tank 2.0 on May 8, pitching the Atomic City Spy Trail to national travel writers.

C. Mainstreet/Creative District Report

The new Creative District curator is Liz Martineau who is currently scheduling summer events including On Tap, Tuesdays at the Pond and Fourth Fridays. Los Alamos MainStreet (LAMS) has submitted an application to the State (Arts and Culture Program under the Economic Development Division) to expand the western boundary of the Creative District to include the Los Alamos Nature Center and Reel Deal Theater.

The LAMS executive director position is open and applications are being accepted. LAMS has submitted an application to NMEDD/MainStreet to expand the borders of the Los Alamos MainStreet District to include the commercial area of White Rock via a non-contiguous boundary.

D. Branding Update

Ms. Stewart reported that the Discoveries Action Team meeting is scheduled for <sup>11</sup> a.m. to 1 p.m. at Fuller Lodge. Lunch will be provided by a sponsor and all LTAB members are encouraged to attend, bring friends and bring ideas for how to make Los Alamos a wonderful place to live, work, play and stay.

County EDD is currently negotiating the contract for the Visitor Journey A2D (Arrival 2 Departure) customer service training program. Training is scheduled for a summer start, beginning with those people who work on the front-line of hospitality businesses, in direct contact with visitors.

E. Tourism Strategic Plan/Wayfinding Plan Update

Ms. Matteson was not in attendance. Ms. Allen, a member of the Tourism Work Group reported that the County Council approved the final Tourism Strategic Plan on February 27.

F. Tourism Marketing Report

Mr. Empey circulated the finalists for the Ski Pajarito memories Facebook contest to get LTAB members' input for the winning submission. He reported that news releases had been distributed about the April 21st Earth Day event at the Los Alamos Nature Center, plus spring break outdoor activities, in Los Alamos. Griffin and Associates are working with MainStreet to produce three ScienceFest spreads for New Mexico magazine, the publication's contribution as the premier sponsor. Griffin will also be distributing a news release for ScienceFest. Mr. Empey also distributed a print out from the North Central Region page of NMTD's visitor website, newmexico.com, asking for new photos and copy from LTAB members, plus recommendations for new businesses and entities that should be listed on the site. G. Lodgers' Tax Revenue Report Ms. Stewart reported that the Lodgers' Tax revenue is up by 4%, year over year.

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- H. Visitation by Attraction/Visitor Centers Most of the attractions' visitor numbers are down, year over year.
- Group Marketing Events/Opportunities Earth Day is April 21. The Chamber Fest is June 9<sup>th</sup>. June 30<sup>th</sup> is LANL's 75<sup>th</sup> Anniversary. July 11 through 15 is ScienceFest and Discovery Day is July 14.
- J. County Recreation Report

Ms. Marquez reported that the District Swim and Dive Meet was held at the Aquatic Center. Japanese and Canadian swim teams came to train and expressed very positive feedback. The ice rink closed in February. The Parks Division is updating the tot and play lots. March 31 will be the date for the Egg Hunt activities at Ashley Pond, the Golf Course and Aquatic Center. The calendar on the PROS has a schedule of all upcoming events.

- K. Other Announcements The members discussed the Fun and Games delivery report.
- III. NEW AND PENDING ITEMS/PROJECTS No presentations or discussion.
- **IV. PRESENTATION/DISCUSSION ITEMS/PROJECTS** No presentations or discussion.

#### V. NEXT MEETING(S)/FUTURE AGENDA ITEMS

Ms. Stewart clarified the dates, room and times for the remaining 2018 LTAB meetings.

The next meeting is April 17, 2018 in the Municipal Building, Room 110.

#### VI. ADJOURN

The meeting adjourned at 2:04 pm.

If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the County Human Resources Division at 662-8040 at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes can be provided in various accessible formats. Please contact the personnel in the Community Development Department at 662-8006 if a summary or other type of accessible format is needed.



# **County of Los Alamos**

**Staff Report** 

April 17, 2018

Agenda No.:	1.
Index (Council Goals):	* 2018 Council Goal – Economic Vitality – Build the Local Tourism Economy
Presenters:	Linda Matteson, Assistant to the County Manager
Legislative File:	10689-18

#### Title

Assignment of LTAB Member to the Tourism Implementation Task Force **Recommended Action** I move to assign \_\_\_\_\_\_, and \_\_\_\_\_ as alternate to the Tourism

Implementation Task Force.

#### **Body**

As part of Council's action on February 27, 2018 to accept the Los Alamos Tourism Strategic Plan, the Tourism Implementation Task Force was formed and staff was directed to bring back a charter for the task force. This task force was modeled after the White Rock Master Plan Implementation committee and will provide guidance and expertise to the Council and County staff on implementation issues. Council approved the charter (Attachment A) and recruitment is underway.

This charter defines the purpose, scope of work, representation, and member term among other items. The highlights of this new Task Force are:

- Task Force is initially chartered for two years.
- Task Force will be comprised of various tourism stakeholders including the community-at-large, Business community and assets/attractions
- Total number of members not to exceed eleven (11) members
- Task Force will also include representatives from Historic Preservation, Lodgers' Tax Advisory, and Parks/Recreation Boards
- Members will be initially appointed for a two year term
- The Assistant to the County Manager will be the staff liaison to this Task Force

The LTAB needs to assign one member as primary and one as alternate to serve on this task force. The appointment of task force members will be brought back for Council consideration and approval in May 2018.

#### **Attachments**

A - Tourism Implementation Task Force Charter



## **Tourism Implementation Task Force Charter**

#### I. Purpose

The Tourism Implementation Task Force ("Task Force") was created through an action of the County Council on February 27, 2018 when the Council formally accepted the Los Alamos County Tourism Strategic Plan. The Task Force serves as an advisory body to the County Council for the purpose of building the tourism economy as a way to economic development through implementation of the principles, objectives and associated actions as provided in the Tourism Strategic Plan. The Task Force provides guidance and serves as a resource to the County Council and staff in the formulation, development, championing and execution of specific actions and projects. The committee will also serve a valuable role in communicating implementation of the Tourism Strategic Plan recommendations to the general public and County Council.

#### II. Scope of Work

The Tourism Strategic Plan is a practical roadmap detailing the strategies and actions needed to develop the tourism economy while improving community quality for residents, businesses and LANL. The Task Force's mission is to be primary stakeholder group that helps to lead this economic development effort and works closely with Staff and other members of the community. The Task Force will also advise staff in the process of implementing the recommended tactics and actions delineated in the Tourism Strategic Plan. The Task Force will advocate for the promotion of tourism as an economic driver for the County. Meetings of the Task Force will also serve as a venue for communicating and receiving information from the general public on plan implementation.

The Task Force will initially be chartered for two years.

#### III. Task Force Representation

The Task Force will be comprised of volunteers representing the various tourism stakeholders within the County including: the community-at-large, Business Community (Retail, Hospitality, and Service), and assets/attractions such as Los Alamos History Museum, Nature Center, Pajarito Mountain and Bradbury Science Museum. Historic Preservation, Lodgers' Tax Advisory, and Parks/Recreation Boards shall select one member from their board to serve on the Task Force and also select an alternate to attend meetings in case the member cannot attend. The total number of members shall not exceed eleven (11) persons including the representatives from Council Advisory Boards.

Committee members will be individually appointed by the County Council.

#### IV. Member Term

The initial term of all task force members will be two years. At that point in time, the charter and membership will be evaluated for possible renewals.

#### V. Quorum

A quorum of the committee is defined as a simple majority of the appointed committee members. Committee actions can be taken and considered valid only if a quorum has been established at the meeting. Information can be shared during a meeting even if a quorum is not established.

#### VI. Resources

The County will provide a staff project manager responsible for coordinating the committee in its exploration and development of implementation actions including meeting logistics and other needs. Other County staff will be available based upon identified needs or specific topics of discussion but all staff members will be non-voting members of the Task Force.

#### VII. Meetings

Meeting dates and frequency will be established by the Task Force and staff. All meetings will be open to the public. Meetings will also serve as a venue for communicating and receiving information from and to the general public on project implementation.

#### VIII. Subcommittees

The existing Manhattan Project National Historical Park (MAPR) subcommittee is be transitioned over to this Task Force. This subcommittee will focus on the issues that must be addressed to support the implementation of the new national park.

The Task Force may form any additional subcommittees it deems appropriate but all recommendations to the Council should be that of the full committee, as indicated by a majority vote of the committee members. The subcommittees may include persons not otherwise identified as a member of the committee, however subcommittee membership does not convey an ability to vote on any recommendations.

# LTAB April 17<sup>th</sup> Marketing Report

## Public Relations: ScienceFest (Teaser release)

Griffin Action: Written & approve Ryn, Kay Linda & Kelly Stewart. distributed 4/10.

*Public Relations:* Celebrate the Great Outdoors in Los Alamos *Griffin Action: Written, edited, approved w/Kelly Stewart distributed Tuesday 3/29.* 

*Public Relations:* Bandelier Shuttle Service/Kite Festival/Outdoor Events. *Griffin Action: Under development and review with Kelly Stewart.* 

## Events: ScienceFest

*Griffin Action: Production/Editing TV30 videos for Reel Deal Theater & Broadcast TV. Griffin Action: Co-working w/LACDC on creative for Print, Audio & Video.* 

**PR/Social Media/Facebook >** Griffin Action: See activity report.

## *Social/Digital: Pajarito Memories and Photos contest Griffin Action: Total of 37 entries. Winning entry:* Cathy Hinojosa.

## MMP CoOp Grant Fiscal Year 2019

Griffin Action: CoOp meetings, writing and approval with Kelly Stewart for submission. Griffin Action: Reached out to NMTrue and Connelly & Associates for access to campaign performance analytics for Coop campaigns ran to date. (Available after 4/30, to be included in May LTAB report)

## New Mexico Tourism Partnership

Griffin Action: Revised ScienceFest Event posting w/Kay Linda Crawford and NM.org.

## MMP Production: Stack Adapt

*Griffin Action: All photo, native and video content submitted and approved by New MexicoTrue & Connelly and Associates.* 

## NewMexico.org

*Griffin Action: Coordination with Kelly Stewart to update content on Los Alamos in North Central Region section of New Mexico.org.* 



#### where discoveries are made

#### April 2018 Activity Report

#### Earned Media

Public Relations						
News Headline	Outlet Name	Outlet Type	News Circulation Audience	News Ad Value	PR Value	Date
Where Small Town America Is Thriving	Forbes	Online	6,800,000	\$63,070.00	\$630,700.00	3/8/18
New Lower Prices. Power Pass on Sale Now with Savings Up to \$199!	OnTheSnow.com	Online	657,403	\$6,097.41	\$60,974.10	3/9/18
Popular Passport program returns	Los Alamos Monitor	Online	5,121	\$47.49	\$474.90	3/14/18
Niche names the best places to live in New Mexico	Albuquerque Business First	Online	5,076	\$47.07	\$470.70	3/14/18
Luján Notes Los Alamos County Again Named Healthiest County In New Mexico According To New Rankings	Los Alamos Daily Post	Online	9,554	\$88.61	\$886.10	3/14/18
Experience the beauty of Valles Caldera National Preserve	Las Cruces Sun-News	Online	57,192	\$530.45	\$5,304.50	3/15/18
Celebrate the Great Outdoors this Spring in Los Alamos, NM	Gilmer Mirror	Online	2,456	\$22.77	\$227.70	3/20/18
70th Skiesta celebration brings the crowds	Los Alamos Monitor	Online	5,121	\$47.49	\$474.90	3/21/18
Study Finds Los Alamos Among Best Places To Retire In New Mexico	Los Alamos Daily Post	Online	9,554	\$88.61	\$886.10	3/21/18
These are the healthiest communities in the United States	CBS News	Online	15,366,968	\$142,528.62	\$1,425,286.20	3/26/18
U.S. News and Aetna Foundation Release Inaugural Healthiest Communities Rankings	U.S. News & World Report	Online	13,378,998	\$124,090.20	\$1,240,902.00	3/26/18
U.S. News and Aetna release 'Healthiest Communities' rankings	Vermont Business	Online	7,000	\$64.92	\$649.20	3/27/18
Celebrate the Great Outdoors this Spring in Los Alamos, NM	Los Alamos Daily Post	Online	9,554	\$88.61	\$886.10	3/29/18
Three Parks and a Millions Years in Los Alamos	New Mexico Magazine	Online	150,000	\$1,391.25	\$13,912.50	4/9/18
Totals			36,463,997	\$338,203.50	\$3,382,035.00	

\*News Circulation Audience and News Ad Value is generated through Meltwater and Compete

\*PR Value is determined by multiplying the News Ad Value by 10, this a public relations industry standard (which takes into account third party opinion values and strategic messaging).

\*Note - In this report, we have compiled tourism-related mentions feautring Los Alamos and surrounding attractions that are likely to draw in visitors. From a tourism standpoint, not all local news may be included. Additionally, we send and pitch at least one news release per month. While we get the news releases to outlets and reporters whose interests are in line with the subject matter and follow up with pitch calls to ensure they have received the release, as well as to pitch them on featuring Los Alamos, it is at the discretion of news rooms and news directors to determine which stories are picked up and placed in the news.

#### Social Media

Facebook	
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New Likes	Total Likes	Monthly Reach	Monthly Page Views	Monthly Engagements
184	4,080	18,022	260	3,622

#### Totals

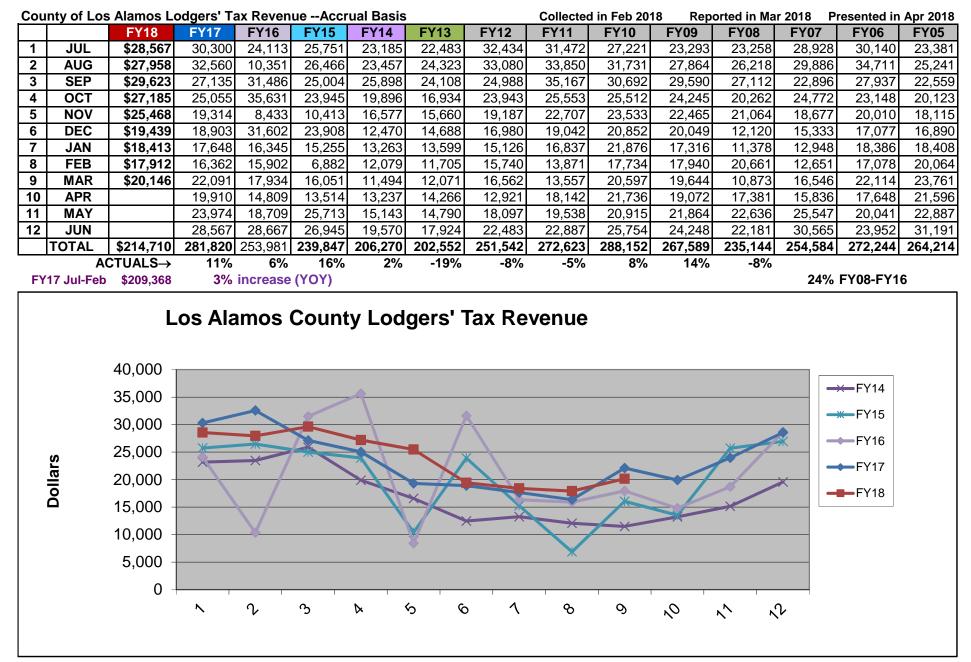
Likes: The number of new people who have liked your page in any given month.

Reach: The number of people who saw any of your Page posts.

Page Views: The number of times a Page's profile has been viewed by logged in and logged out people.

Monthly Engagements: The number of times people have engaged with your posts through likes, comments and shares.







## Parks, Recreation, Open Space Division

# **April 2018**

## **AQUATICS**

## LAHS Freshmen PE, March 5<sup>th</sup> through March 22<sup>nd</sup> – 130 students daily

The Aquatic Center became a classroom for LAHS Freshmen PE students for three weeks. Students learned hands-only CPR, reaching and throwing assists, stroke technique and development, as well as gutter ball (a modified form of water polo). Fridays were "Fun Day," and the students entertained themselves on the floating island and diving boards during class time.



## Lifeguard Recertification Class, March 8th - 10 participants

In preparation for summer, 10 lifeguards attended the Red Cross recertification class to keep their credentials current.



## Pi Day, March 14<sup>th</sup> - 32 participants

March 14<sup>th</sup> was Pi Day at the Aquatic Center. Visitors were treated to mini Moon-Pies and math tattoos as they walked into the building, and enjoyed playing on floating pizza pie slices and watching the *Captain Underpants* movie in the classroom.



## Lifeguard Certification Class, March 26th - 30th - 21 participants daily

Spring Break is a busy week for youth to get their lifeguard certification before summer. The Red Cross course is conducted over five days, and covers a lot of material that students must become proficient at to pass the course. This class is one of the largest we have led in many years.

## RECREATION

## National Plant a Flower Day, March 12th - Over 500 packets given out

Seed packets were available at the Golf Course, Aquatic Center, Customer Care Center, and the White Rock Branch and Mesa Public Libraries.



## Family Night at the Nature Center, March 20th – 110 participants

It was a packed house for golfing through the Nature Center, enjoying S'mores, watching a movie in the Planetarium and enjoying the displays.



## **GOLF COURSE**

## Golf Course Manager Sam Logan Elected to Sun County PGA Section Board of Directors

Sam Logan and Michael Phillips attend the Sun Country PGA annual meeting in Las Cruces on Sunday, March 25<sup>th</sup>. Sam Logan was elected as a Member at Large in charge of Mentoring.



## Aeration of Fairways & Irrigation Audits

The warm spring weather has allowed the golf staff to get an early start on aerating the fairways and the annual irrigation audits to repair damaged lines and heads. These early preparations allow staff to get the best possible turf conditions for the 2018 season.



## Barranca Mesa Kindergarten, Thursday, March 22<sup>nd</sup> – 17 students

Golf Course Superintendent Matt Allen was the tour guide who took the Kindergarteners on a tour of Golf Course operations. The class also had the opportunity to try their skills with the SNAG golf equipment by lining up shots at the target placed on the Range Picker.





## **OPEN SPACE**

## Camp May Kiosk: 25% Complete

In collaboration with The Rotary Club, staff started designing and constructing a kiosk for Camp May.



## Los Alamos High School Junior Class Hike, March 22<sup>nd</sup> - 15 participants

Open Space Specialist Eric Petrerson led a 2.5-mile hike along the North Pueblo Canyon Rim Trail and explained the forest mitigation projects and discussed the current fire danger.



## PARKS

## Walnut Tot Lot, 80% complete

Work continues at the Tot Lot as staff moved the slide and climbing structures from under the power lines to an expanded area near the swings. Accessible entry and trail construction are under way.



## **Overlook Park and North Mesa Ball Fields Seasonal Preparations**

Parks crews are preparing ballfield infields, turf, irrigation systems, backstops, dugouts, and fencing for play. Lighting maintenance including bulb and ballast replacement are being scheduled.



## **Overlook Park Playground Upgrades, 75 % complete**

A new swing set was installed and new trees and plants will be installed soon. An enlarged picnic area will be finished between the playground and the concession stand. Parks crews removed the existing ramp up to soccer field, repaired retaining walls, and replaced all fall zone surfacing with engineered wood fibers to comply with ADA standards.





April 17, 2018

Agenda No.:	1.
Index (Council Goals):	
Presenters:	Lodgers' Tax Advisory Board
Legislative File:	10706-18

#### Title

The next meeting of LTAB is May 15, 2018 at 1:00 to 3:00 pm in the B & C Room, 110.