





PRESENTED BY THE GREATER MIAMI CONVENTION & VISITORS BUREAU



### **Chef Jouvens Jean** Black Hospitality Initiative Graduate







#### National Anthem Performed by





UNIVERSAL MUSIC LATINO





### **DAVID WHITAKER**

President & CEO Greater Miami Convention & Visitors Bureau



## **JASNEY ECHEVERRY**

**Director of Sales & Marketing** 





FLORIDA Restaurant & Lodging Association



Proceeds from ticket sales to today's event benefit the FRLA Disaster Relief Fund to help those affected by recent storms. Access the QR code to support this organization or others of your choosing.







#### **SENATOR ANA MARIA RODRIGUEZ**

State of Florida - District 39 Chair - Miami-Dade Delegation







#### Mayor DANIELLA LEVINE CAVA Miami-Dade County







#### **MAYOR STEVEN MEINER** City of Miami Beach



















### **OLIVER G. GILBERT, III**

#### Chairman Miami-Dade County Board of County Commissioners Commissioner District 1





### GMCVB Annual Meeting Call to Order



#### **JULISSA KEPNER** Chair GMCVB Board of Directors

General Manager Marriott Miami Biscayne Bay

## **Nominating Committee Report**



#### **CHRISTINE VALLS** Chair Nominating Committee

Director of Sales, Latin America and Caribbean United Airlines

## **GMCVB** Nominating Committee

Steve Adkins

Miami-Dade Gay and Lesbian Chamber of Commerce

- Rodney Barreto
   The Barreto Group
- Rick Beasley
   CareerSource South Florida
- Wendy Kallergis Greater Miami and the Beaches Hotel Association
- Julissa Kepner

Marriott Miami Biscayne Bay

- Bruce Orosz
   ACT Productions
- Ibis Romero Sunny Isles Beach Tourism and Marketing Council
- Grisette Roque-Marcos
   Miami Beach Visitor and Convention
   Authority
- Christine Valls Committee Chair, GMCVB

## **Class of 2027**





Austin Bagwell Executive Vice President, Hospitality Sales Fontainebleau Development



**Rodney Barreto** President and CEO Barreto Group



**Rick Beasley** Executive Director CareerSource South Florida



Michael Cheng, Ph.D., CHE Dean, Chaplin School of Hospitality and Tourism Management Florida International University



Mutluhan Kucuk Complex Managing Director Loews Miami Beach Hotel



**Juan Carlos Liscano** Vice President, Miami Hub Operations American Airlines



**Grisette Roque-Marcos** Executive Director Miami Beach Visitor and Convention Authority



**Christine Valls** Director of Sales, Latin America and Caribbean United Airlines

## **Welcome New Board Members**





Yamila Garayzar Senior Vice President, Marketing, Sponsorship & Retail Turnberry



Patrick Goddard President Brightline



**Clavel J. Louis** General Manager Embassy Suites by Hilton Miami International Airport



Madeline Pumariega President Miami-Dade College



**Richard "Rick" Sasso** Chairman MSC Cruises



**John Sullivan** General Manager The Miami Beach EDITION



Keon Hardemon Commissioner Chair, Tourism Development Council Miami-Dade County



**Rodrick Miller** President & Chief Executive Officer Miami-Dade Beacon Council

# **Returning Board Members**





**Steve Adkins** President and CEO Miami-Dade Gay and Lesbian Chamber of Commerce



**Amir Blattner** General Manager Hyatt Regency Miami



Wayne Brackin President and CEO KIDZ Medical Services



**Anthony Brunson** President and CEO Anthony Brunson, P.A.



Silvia Camarota Senior Director, Hotel Market Partnerships, North America Expedia Group



**Eric Carpenter** City Manager City of Miami Beach



Francesca de Quesada Covey Chief Innovation & Economic Development Officer Miami-Dade County



Ralph Cutie Director and CEO Miami-Dade Aviation Department



Laura Dominguez Commissioner City of Miami Beach



Sean Fletcher Vice Mayor City of Homestead



**Teresa Foxx** Chief Operating Officer Banco de Credito e Inversiones



**Suzette Espinosa Fuentes** VP, Communications Adrienne Arsht Center for the Performing Arts of Miami-Dade County



**Eduardo Jose Garcia, Jr.** Partner Treo Group, LLC



**Jorge Gonzalez** Village Manager Bal Harbour Village



**Yvette Harris** President Harris Public Relations



Marlon Hill Partner Weiss Serota Helfman Cole & Bierman



Wendy Kallergis President and CEO Greater Miami and Beaches Hotel Association



**Julissa Kepner** General Manager Marriott Miami Biscayne Bay



**Christine King** Chairwoman and Commissioner City of Miami



**Eric Knowles** President and CEO Miami-Dade Chamber of Commerce



**Raul Leal** Chief Executive Officer SH Hotels & Resorts



Liliam Lopez President and CEO South Florida Hispanic Chamber of Commerce



**Paul Lowenthal** Pinnacle Live Vice President, Business Development



Navin Mahtani Managing Partner Think Hospitality



**Caroline O'Connor** President, Business Operations Miami Marlins



Bruce Orosz President and CEO ACT Productions, Inc.



Freddie Peterson General Manager Miami Beach Convention Center OVG360 Venue Management



**Myles Pistorius** SVP, General Counsel Miami Dolphins



**Jonathan Plutzik** Owner The Betsy - South Beach



**Eric Poms** Chief Executive Officer Orange Bowl Committee



**Gene Prescott** President The Biltmore Hotel



**Olga Ramudo** SVP, Florida and Latin America Express Travel





**Chris Rollins** Chief Executive Officer CR Development



**Lee Schrager** Chief Communications Officer Southern Glazer's Wine & Spirits



**Ibis Romero** Executive Director Sunny Isles Beach Tourism and Marketing Council



Mark Trowbridge President and CEO Coral Gables Chamber of Commerce



**Alfred Sanchez** President and CEO Greater Miami Chamber of Commerce



**Hydi Webb** Port Director PortMiami









### **DAVID WHITAKER**

President & CEO Greater Miami Convention & Visitors Bureau



PRESENTED BY THE GREATER MIAMI CONVENTION & VISITORS BUREAU





### **SCOTT LAURENCE**

Sr. Vice President Partnership Strategy







# Annual Meeting October 29, 2024



### **Chair's Report**



**JULISSA KEPNER** Chair GMCVB Board of Directors

General Manager Marriott Miami Biscayne Bay

# The Future of Tourism in Miami-Dade County

**Key Pillars** 

- Sustainability
- Convention Center HQ hotel
- Collaboration at all Levels



### What can I help with?

#### What is the future of tourism in Miami-Dade County?

🖻 Summarize text 🕏 Help me v	rite 💡 Brainstorm	😔 Get advice	Code	More

By messaging ChatGPT, you agree to our Terms and have read our Privacy Policy.



#### What is the future of tourism in Miami-Dade County?

The future of Greater Miami tourism is promising, driven by several key trends:

- **1. Sustainability**: Focus on eco-friendly tourism and climate change adaptation.
- 2. Luxury and Wellness: Continued growth in high-end and wellness-focused travel.
- 3. Cultural Expansion: Miami's art, cultural, and culinary scenes will play a bigger role in attracting visitors.
- 4. Technology: Smart tourism using AI, AR, and VR for personalized and immersive experiences.
- 5. Event and Business Tourism: Increased hosting of global events, conferences, and business travel.
- 6. Post-Pandemic Health Focus: Enhanced safety and cleanliness standards.
- 7. Cruise Industry: Resurgence of cruising from PortMiami.
- 8. Infrastructure: Major investments in hotels, entertainment, and transportation to support tourism growth.

In summary, Greater Miami's tourism future looks strong, with innovation, luxury, and sustainability shaping its evolution.



# Annual Meeting October 29, 2024



### **President's Report**



### **DAVID WHITAKER**

President & CEO Greater Miami Convention & Visitors Bureau

## Welcome & Thank You

**Partnership Success** 

# **GMCVB Corporate Level Partners**



# **GMCVB Corporate Level Partners**















FROST

SCIENCE









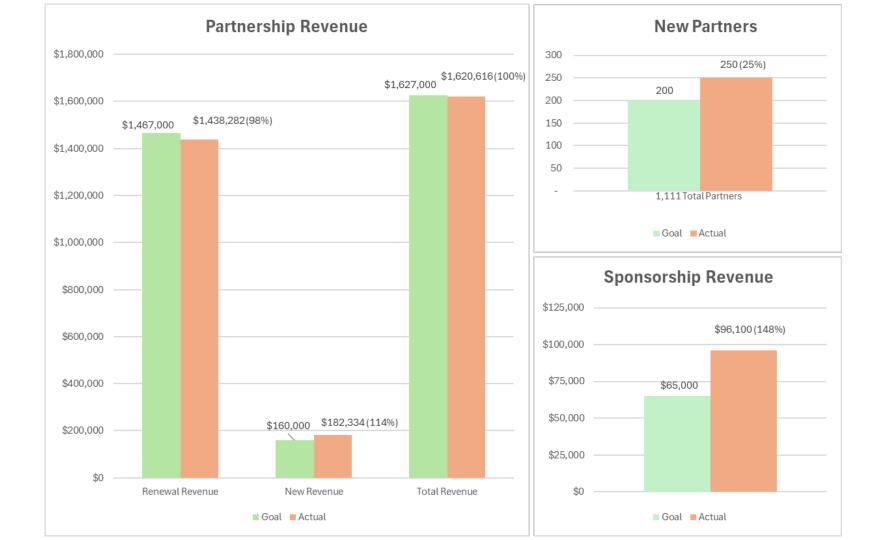












305 Peruvian ABACUS 305, LLC Abbalé Telavivian Kitchen Aventura Advanced Staffing Allies Ahumar Al Gaia Med SPA AJ Shorter Photography Alegria By El Rancherito Aloft Miami Brickell Aloft Miami Dadeland Amadeo Travel Solutions/Empire Vacations Amazonia Nikkei Amelia's 1931 Arce Hospitality Allies Ariete Restaurant ARO All Restaurant Offers Bakalo Miami Aegean Bistro Bandago Van Rental Bar Tulio's Barcelona Wine Bar **BIG Language Services Billionaires Miami** 

Black Owned Media Alliance (BOMA) Black Tap Craft Burgers & Beer Bombay Darbar Miami **Bouchon Bistro** Bridges Cinema BRIX Wine Boutique & Charcuterie Bar Burgermeister Brickell Carbone Miami Casa Matilda Steakhouse Casa Neos Casa Ocean Casa Vigil Miami Casadonna Catalyst Companies Catch Miami Beach Centner Wellness - Brickell Centner Wellness - Edgewater Chabella Mexican Restaurant Chateau ZZ's Chimba Miami Colony Hotel Contessa Miami CR Development LLC

Creative Focus Photography & Video Creative Technology Group, Inc. Crudos Fusion Art Dapango Technologies David Ensignia Tennis Academy Delilah Miami Design Tours Inc. **Destination Concepts** Destination Sitters, LLC DiLido Beach Club **Dirty French Steakhouse** Dos Croquetas Calle Ocho Dua Miami, Autograph Collection Edan Bistro El Patio - Bar Habana Restaurant Elastika EP Yachting Erba Miami Esplanade at Aventura Eva Family Fresh **Fatelares** Towels Felice Brickell

Fever FilmGate Miami Fleming's Prime Steakhouse & Wine Bar Coral Gables **Flying Arrow Productions** Food Rescue US-South Florida Francesco Restaurant Friends of Cape Florida Inc **FURIOSA** Productions Gale Miami Hotel & Residences George's Restaurant & Lounge Golden Rule Seafood Grand Central Graziano's Bird Road Ground Up Music Festival Grove Bay Hospitality Group Hampton Inn Miami Airport East Hi-Gloss Holiday Inn Miami International Airport Hosteria Romana Hurrem Hammam Wellness & Spa Hyatt Place Miami Airport-East Hydrology Wellness

IG Travel Il Bolognese Il Gabbiano Intersections Public Relations & Global Communications Isaie "Zeek" Mathias Jarana Aventura Jimmy Buffett's Margaritaville JP Consulting Group1 Staffing Keik Bakeshop - Coral Gables Keik Bakeshop - Doral Kent Hotel Key2MIA Kissaki Sushi Kreativ Myndz Events Krüs Kitchen Kyu La Màrtola La Mesa Kendall La Mulata La Wagyeria Miami Lafayette Miami L'Artisane Bakery & Bistro

LAVA Headspa Les Ailes Du Desir Life In Colors Lit On The GO Med Spa Los Félix Love of Urban Design<sup>®</sup> (LOUD) Lucky Cat by Gordon Ramsay Lucky Strike + Bowlero Luna Pasta e Dolci Lux MedSpa - Brickell Luxury Rentals Miami Beach Maiz y Agave Mango's Tropical Cafe Mastro's Mercato di Mare Miami Friendors Miami Sound Rental Miami Vibes Magazine Mordisco Motek Brickell Motek Coral Gables Moxy Wynwood Hotel

Mr. Omakase Muchaaachos Museum of Ice Cream Museum of Sex Narbona Coconut Grove Narbona Key Biscayne Nassau Suite Hotel North Italia - Aventura Oasis at Miami Gardens Ocean Enoteca e Forno Off-site by Vinya One K ORO Osaka Nikkei Miami Ossobuco Osteria del Mar Osteria Positano Ostrow Brasserie Osumi Passin Miami PASTA Pastis

Patch of Heaven Sanctuary **Pinstripes Aventura** Pinstripes Coral Gables PINTA Miami Pisco y Nazca Coral Gables Pixel Swarm Drones Pixis Drones Poseidon Greek Seafood Restaurant PRA South Florida Privai Spa + Fitness Pura Vida Miami Puttery Rare Velvet Art Redfarm Miami **Reel City Films** Rishtedar Ristorante Il Duomo Dei Sapori Inc Rose Cafe Ruth's Chris Steakhouse - Aventura Sadelle's Coconut Grove Salty Flame Sana Skin Studio - Coconut Grove

Sanctuary MIMO Sereia Miami SGM Meetings Solution Shermez Logistics LLC Silver Mirror Facial Bar Coral Gables SIXT Rent a Car Sky SEO Digital Smoke & Dough Sobefy eCommerce Agency Soho Beach House Sonder The Deco Sonesta Miami Airport Soulfly Chicken South Florida Regional Transportation Authority/Tri-Rail Soya Sushi Bar Sumak Turkish Cuisine Suviche Brickell Suviche Doral Suviche South Beach Suviche Wynwood Taikin Asian Cuisine

The Amalfi LLama The Brand Advocates, Inc. The Break Room Miami The Capital Burger The Dirty Rabbit Group The Escape Game Miami The FRIENDS Experience: The One in Miami The Hampton Social - Brickell Miami The Henry The Major Food Events Space The Neighbor's Shop The Rolling Ads Thierry Isambert Culinary and Event Design Thompson Miami Beach Trip.com Travel Singapore PTE LTD USA Caribbean Tours Corp

Velvet Taco Viator Vida & Estilo Hospitality Group Video Mix TV Vilebrequin La Plage Vinya Wine & Market VolunteerCleanUp.Org Wairua Beauty Wild Lime Adventures Winter Haven Hotel Autograph Collection WTE Miami - World Travel Expo Wynwood Walls Yann Couvreur Café Zaytinya South Beach ZOI Restaurant & Lounge Zuri 77's Members Club



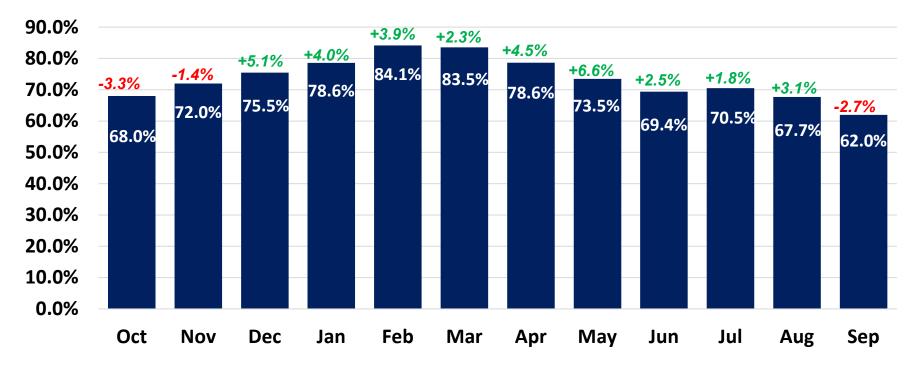
### **ALI BIBEAU**

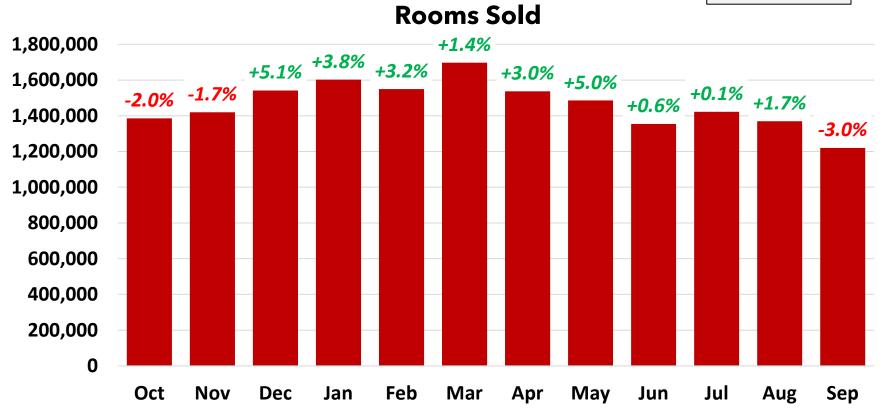
### Senior Director Partnership Development & Events

### **Destination Performance**

#### **Hotel Occupancy**

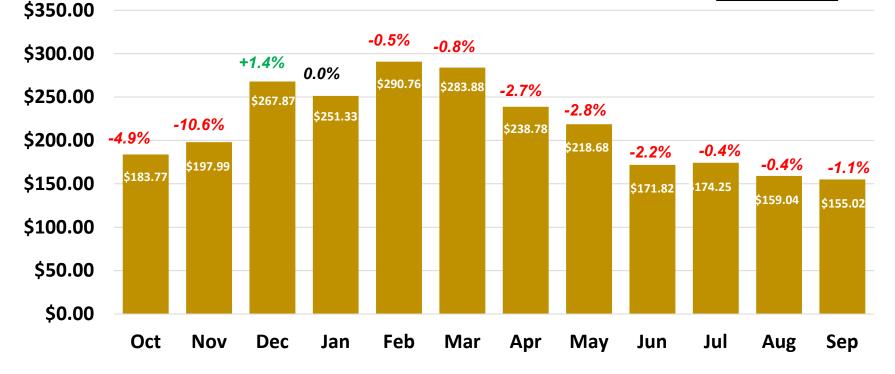
FY 2024 73.6% (+2.3%)





### **Average Daily Rate**

FY 2024 \$219.69 <mark>(-1.6%)</mark>



	TOP 25 HOTEL MARKETS					
<b>OCCUPANCY</b>						
2024				% Change		
Rank	Region	<u>FY 2024</u>	<u>FY 2023</u>	<u>24 vs 23</u>		
1	Naw Varia	02.0%	00.7%	2.00/		
1	New York	83.6%	80.7%	3.6%		
2	Oahu Island	80.0%	78.8%	1.6%		
3	Las Vegas	78.1%	78.7%	-0.8%		
4	Boston	74.0%	71.1%	4.0%		
5	Saint Louis	73.8%	73.6%	0.2%		
6	Miami-Dade	73.5%	71.9%	2.2%		
7	Anaheim	71.7%	71.5%	0.2%		
8	Los Angeles	71.6%	71.6%	0.0%		
9	Orlando	71.2%	73.7%	-3.4%		
10	San Francisco	69.9%	67.1%	4.2%		
11	Tampa	68.9%	71.3%	-3.4%		
12	Denver	68.6%	69.5%	-1.4%		
13	Phoenix	68.1%	69.1%	-1.4%		
14	Washington, DC	67.5%	66.4%	1.6%		
15	Nashville	67.1%	69.5%	-3.4%		
16	San Diego	65.6%	65.7%	-0.1%		
17	Dallas	65.1%	66.5%	-2.2%		
18	Chicago	64.3%	63.1%	1.9%		
19	Atlanta	64.2%	65.6%	-2.1%		
20	Houston	63.6%	60.0%	6.0%		
21	Philadelphia	63.2%	61.3%	3.0%		
22	New Orleans	61.8%	59.9%	3.1%		
23	Detroit	58.9%	59.1%	-0.3%		
24	Minneapolis	58.2%	57.3%	1.5%		
25	Seattle	57.8%	58.1%	-0.5%		

Source: STR

	TOP 25 HOTEL MARKETS					
	ROOM RATE					
2024				% Change		
Rank	<u>Region</u>	<u>FY 2024</u>	<u>FY 2023</u>	<u>24 vs 23</u>		
1	New York	\$310.30	\$292.34	6.1%		
2	Oahu Island	\$285.60	\$279.14	2.3%		
3	Boston	\$231.49	\$220.87	4.8%		
4	Miami-Dade	\$219.77	\$223.18	-1.5%		
5	San Diego	\$218.13	\$221.23	-1.4%		
6	Saint Louis	\$211.37	\$209.76	0.8%		
7	Anaheim	\$209.95	\$207.44	1.2%		
8	Las Vegas	\$203.70	\$191.59	6.3%		
9	Los Angeles	\$194.70	\$198.04	-1.7%		
10	Orlando	\$194.32	\$194.89	-0.3%		
11	Washington, DC	\$183.36	\$177.57	3.3%		
12	San Francisco	\$180.83	\$176.60	2.4%		
13	Nashville	\$176.77	\$178.44	-0.9%		
14	Phoenix	\$171.46	\$173.41	-1.1%		
15	Tampa	\$169.22	\$170.78	-0.9%		
16	New Orleans	\$166.25	\$172.74	-3.8%		
17	Chicago	\$166.11	\$160.52	3.5%		
18	Philadelphia	\$151.80	\$151.11	0.5%		
19	Denver	\$150.81	\$148.55	1.5%		
20	Minneapolis	\$134.52	\$129.22	4.1%		
21	Dallas	\$128.06	\$122.64	4.4%		
22	Atlanta	\$124.82	\$124.22	0.5%		
23	Seattle	\$124.70	\$122.84	1.5%		
24	Detroit	\$123.66	\$120.98	2.2%		
25	Houston	\$118.80	\$112.70	5.4%		

Source: STR

			TEL MARKETS /PAR	
2024				% Change
Rank	Region	<u>FY 2024</u>	FY 2023	<u>24 vs 23</u>
1	New York	\$259.48	\$236.02	9.9%
2	Oahu Island	\$228.61	\$219.84	4.0%
3	Boston	\$171.23	\$157.02	9.0%
4	Miami-Dade	\$161.61	\$160.54	0.7%
5	Las Vegas	\$159.00	\$150.79	5.4%
6	Saint Louis	\$155.88	\$154.33	1.0%
7	Anaheim	\$150.46	\$148.42	1.4%
8	San Diego	\$143.18	\$145.33	-1.5%
9	Los Angeles	\$139.35	\$141.80	-1.7%
10	Orlando	\$138.32	\$143.54	-3.6%
11	San Francisco	\$126.34	\$118.42	6.7%
12	Washington, DC	\$123.70	\$117.93	4.9%
13	Nashville	\$118.64	\$123.96	-4.3%
14	Phoenix	\$116.79	\$119.77	-2.5%
15	Tampa	\$116.66	\$121.84	-4.2%
16	Chicago	\$106.78	\$101.24	5.5%
17	Denver	\$103.38	\$103.25	0.1%
18	New Orleans	\$102.68	\$103.47	-0.8%
19	Philadelphia	\$95.88	\$92.63	3.5%
20	Dallas	\$83.31	\$81.56	2.2%
21	Atlanta	\$80.13	\$81.45	-1.6%
22	Minneapolis	\$78.31	\$74.09	5.7%
23	Houston	\$75.51	\$67.58	11.7%
24	Detroit	\$72.80	\$71.46	1.9%
25	Seattle	\$72.13	\$71.43	1.0%

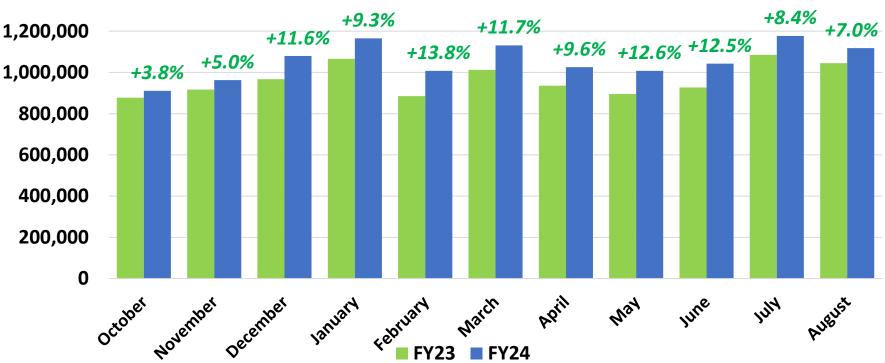
Source: STR



October 2023 – August 2024 10,613,659, +9.6%

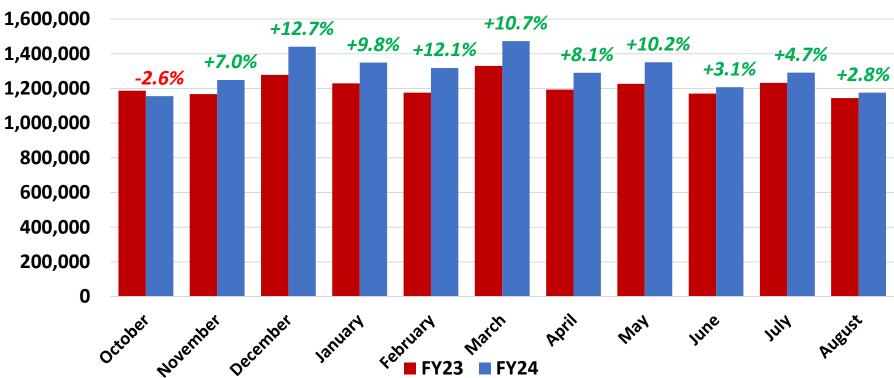
#### **International Arrivals**

1,400,000





October 2023 – August 2024 13,333,587, +7.3%

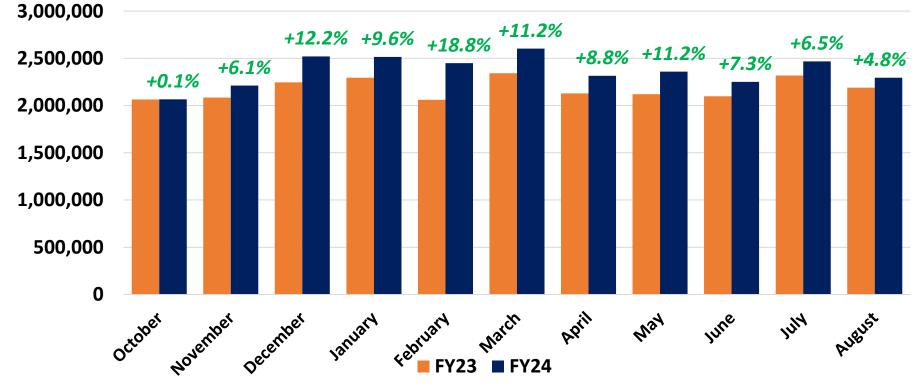


#### **Domestic Arrivals**



October 2023 – August 2024 23,947,246, +8.8%

#### **Total Arrivals**







- Expected to exceed last year's record breaking 7.3 million passengers
- Shore Power Five (5) cruise terminals with the ability to plug in three ships at a time
- New MSC Cruise Terminal upcoming in 2024 36,000 passengers daily.
- New Royal Caribbean Cruise Terminal construction to begin next year



#### 2023/2024 ANNUAL REPORT



2024/2025 BUSINESS PLAN









### **Convention Sales Production**

### Fiscal Year 2023-2024 YTD

MBCC Goals	Goal	Booking*	% of Goal
Bookings	15	16	107%
P1	10	8	80%
P2	5	8	160%
Total Room Nights	85,000	107,604	127%

### **Convention Sales Production**

### Fiscal Year 2023-2024 YTD

In-Hotel Goals - Bookings	Goal	Achieved	% of Goal	
Bookings	643	662	103%	
Total Room Nights	365,000	406,562	111%	

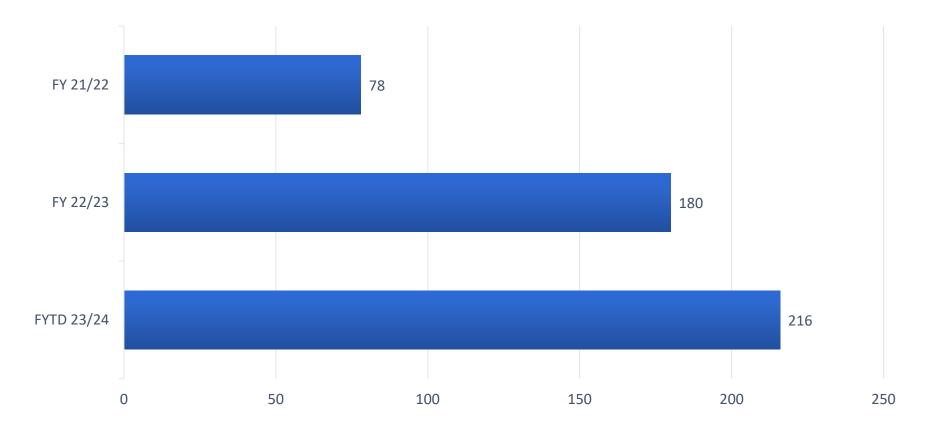
### New Citywide Bookings (Oct. 2023 - Sep. 2024)

#	Account Name	Lead Name	Start Date	End Date	Peak	Rmnts	Attendees	EIC (Total)
1	The Basketball Alliance	The Alliance Florida State Championship	2/29/2024	3/3/2024	895	1,970	12,000	\$4,395,137.31
2	Commercetools, Inc.	Commerce Week	4/14/2024	4/18/2024	500	1,377	800	\$1,500,089.97
3	Informa Markets	Food Hospitality LATAM	9/15/2024	9/19/2024	872	3,616	3,000	\$4,374,354.07
4	Adobe	Adobe MAX – The Creativity Conference	10/8/2024	10/17/2024	4,278	19,030	10,000	\$22,018,837.08
5	Informa Markets	Biostimulants World Congress	11/12/2024	11/17/2024	500	1,900	860	\$1,981,111.62
6	Informa Markets	Magic Miami Fashion	1/7/2025	1/13/2025	500	1,680	5,000	\$4,261,353.07
7	iConnections Events LLC	iConnections Global Alts	1/23/2025	1/31/2025	1,973	7,556	3,500	\$9,661,542.96
8	The Show Miami Inc.	The Show Miami	3/15/2025	3/21/2015	500	1,000	2,000	\$3,159,145.56
9	American Express Global Business Travel	Pace Setters Program	5/1/2025	5/10/2025	790	3,439	800	\$3,732,983.62
10	Fraternal Order of Police	Biennial National Conference & Expo	8/1/2025	8/7/2025	2,600	9,600	5,000	\$9,445,645.32
11	Connect	Connect Marketplace	8/24/2025	8/28/2025	2,060	4,710	2,500	\$5,214,178.62
12	eXp Realty	eXpCon	10/17/2025	10/24/2025	3,000	13,305	6,000	\$13,844,900.06
13	Water Quality Association	Annual Convention & Exposition	4/26/2026	5/2/2026	900	2,900	2,000	\$2,708,137.86
14	NeighborWorks America	NeighborWorks Training Institute	8/4/2026	8/14/2026	2,200	11,465	2,200	\$9,963,275.10
15	Society for Worldwide Interbank Financial Telecommunications	SIBOS	9/19/2026	10/9/2026	3,671	19,565	8,000	\$18,096,667.34
16	Messe Dusseldorf North America, Inc.	Xponential (Unmanned Vehicles)	5/17/2027	5/19/2027	1,500	4,256	10,000	\$7,797,209.94

### **MBCC Annuals**

Lead Name	Priority	Peak	Rmnts	Show Attendees
1. International Congress on Esthetics	P3	170	535	1,500
2. Art Basel Miami Beach	P1	1,800	8,000	80,000
3. Florida Supercon	P3	250	600	36,000
4. Emerald Miami Beach Antique Show	P1	200	1,325	2,000
5. Cruise Ship Interiors	P3	300	800	3,000
6. Jewelers International Spring Show	P1	1,500	4,750	6,000
7. Aesthetic & Anti-Aging Medicine World Congress	P3	205	615	1,000
8. Swimwear Show	P3	250	730	5,000
9. eMerge Americas	P3	242	604	12,000
10. LE Miami	P2	669	3,242	2,000
11. Miami International Boat show	P1	1,531	8,336	100,000
12. Jewelers International Fall Show	P1	1,500	6,000	10,000
13. Florida International Medical Expo FIME	P2	300	840	10,000
14. America's Food & Beverage Show	P3	95	460	3,000
15. Miami International Auto Show	P3	100	300	30,000
16. Tissue World	P2	700	2,500	5,000
17. Seatrade	P1	2,500	10,500	10,000
18. CosmoProf	P1	2,000	8,500	15,000
19. Aviation Festival	P3	200	475	400
20. Magic Show Fashion	P2	524	2098	2000
21. CosmoProf	P1	2000	8500	15,000
22. Cabana	P3	100	200	300
23. РВ Ехро	P3	100	200	300
24. Air Cargo	P2	600	3415	4000
25. Natural Disaster	P3	100	200	3,500

## **MBCC Citywide Tentative Leads Produced**





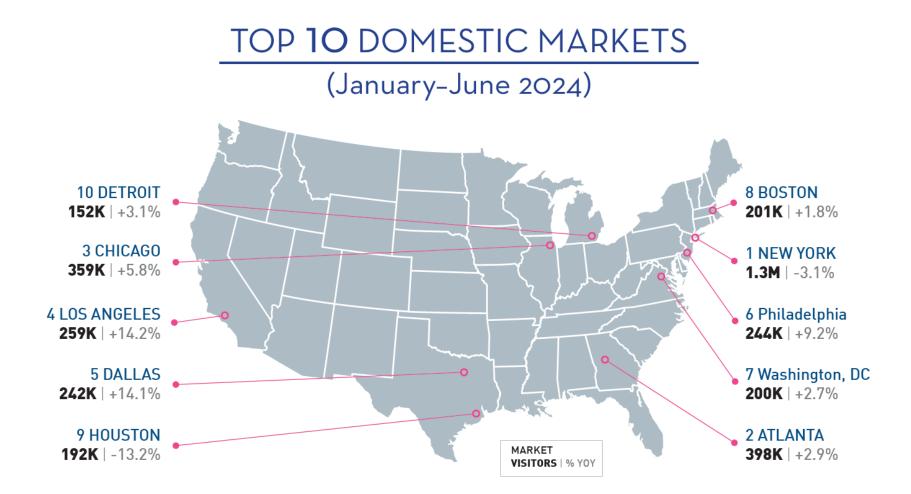
IMEX, Oct 8-10, 2024 - Las Vegas



### TOTAL VISITORS

### (July 2023-June 2024)







## **Global Support & Coordination**





### IPW 2024, Los Angeles, CA May 3 - 7, 2024

### GMCVB SALES & MARKETING PRIORITIES



THE EXPLORER

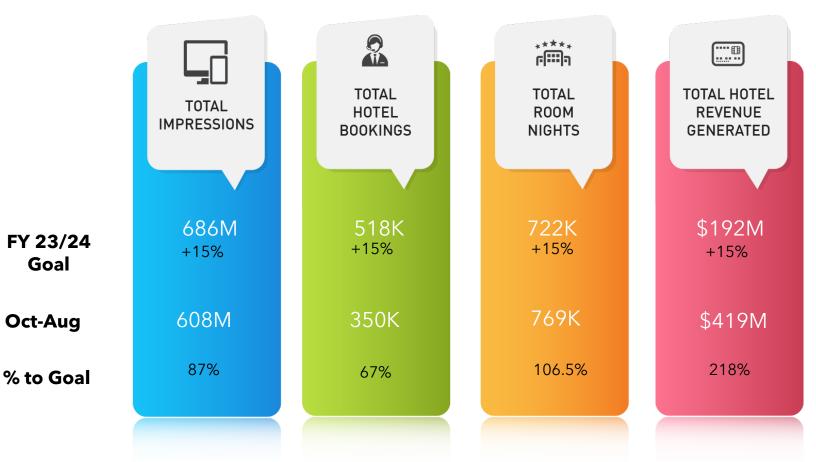
THE RECHARGER



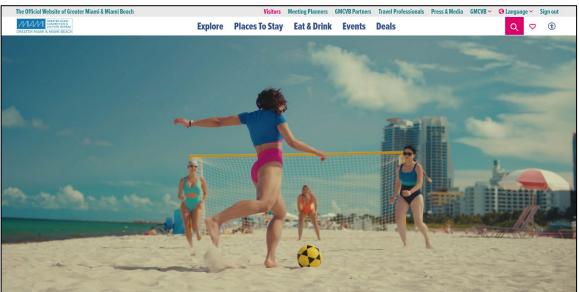


THE INDULGENT TRAVELER THE MEETING PLANNER

### **Advertising Goals - October to August YTD**



Source: Hotel bookings are based solely on ADARA measurement tool. Room nights, Impressions and Revenue are based on a combination of ADARA and Expedia data.



### **GREATER MIAMI & MIAMI BEACH WELCOMES YOU**

In Miami, diversity is not just celebrated—it's embraced. From its vibrant cultural tapestry to its warm hospitality, Miami offers a welcoming embrace to visitors from every corner of the globe.

Embark on a journey where every moment is an opportunity to discover, indulge, and create memories that linger long after the sun sets.

#### **Explore Our Cities & Neighborhoods**

DISCOVER THE VIBRANT DIVERSITY OF GREATER MIAMI & MIAMI BEACH

Each of our <u>cities and neighborhoods</u> offers its own distinct charm. Whether you're seeking lively energy, cultural richness, lush greenery or coastal serenity, there's a perfect place for everyone.



### See Our Live Webcams



#### Intercontinental Hotel, Downtown Miami

Panoramic views of Bayfront Park, the Skyviews Miami Observation Wheel at Bayfront Park, the Kaseya Center, the Frost Museum of Science and Perez Art Museum.





### 2023/2024 HIGHLIGHTS

#### WEBSITE VISITOR SESSION GROWTH

12.3M, up from 9.8M Increase of 25%

#### **EMAIL OPT-INS**

 ${f 50K}$  site users opted in to receive emails from the GMCVB

#### PARTNER ENGAGEMENTS

Investment in storytelling, articles and website enhancements paid off for partners

**6.3M** Partner Engagements, including:

- Article links
- Partner detail pageviews
  - Visit website links
  - OpenTable links
  - Book now links
  - Address link clicks

#### AVERAGE SITE VISIT DURATION





### NATIONAL GEOGRAPHIC I TRAVEL MAGAZINE OF THE YEAR UK EDITION + SEPTEMBER 2024 + £5.95 NATIONALGEOGRAPHIC.COM/TRAVE



Discover the influences that have shaped the city over the decades: the cantineros of Little Havana, the architects of Miami Modernism and the Rat Pack performing in glitzy bars

> WORDS: ELLEN HIMELFARB. PHOTOGRAPHS: ALFONSO DURAN

It's a bright morning and I'm pedalling down South Miami Avenue on a vintage bicycle. Gradually, the glittering corridor of Downtown skyscrapers gives way to banyan trees, the emerald tangle slowly blotting out the sky. Swinging left, I turn onto a forested path. Ahead is the Vizcaya Museum, a limestone mansion with gardens that unfurl to meet the Biscavne Bay. The humid air feels thick, carrying the laughter of a couple posing for photos in a verdigris gazebo. Travel back lust over a century, and Vizcava, with its antique-filled interior, would have been a new-build - an emblem of the nouveau riche at a time when America was emerging as the richest nation in the world, Back then, Miami was an up-and-coming town, starting to attract wealthy bachelors like Vizcava's first owner, the

manufacturer James Deering, in part due to its tropical climate. Its population soon swelled with real-estate speculators, sunseekers and later gamblers and gangsters. Al Capone moved onto an Island near Miami Beach in 1928, where rum-runners would deposit burlap sacks of alcohol destined for citywide distribution; Miami, historians say, was the leakiest place during Prohibition.

While many these days are drawn to Miami's modern side, I'm keen to get an insight into what it was like in those early days. In the decades after it was founded. And it doesn't Left: The flamboyant take much effort to find: more than most South Reach lifequard American cities, this centenarian wears its towers were inspired by historic heart on its sleeve.

THE 1920S: COCONUT GROVE Soon, I'm cycling into the close-knit, low-rise

neighbourhood of Coconut Grove, where children file out of yellow school buses into Peacock Park and the main street is actually called Main Street, Beyond the blue-stucco playhouse, being refurbished into an arts centre, the gabled storefronts sit amid ancient oaks and coconut palms, which filter out the sun and make the 35C air feel cooler. It's 3.30pm, and some of the residents are clinking chilled glasses of white wine on their terraces The Grove was settled in the early 1900s - ahead of other Miami districts - and annexed into the city in 1925, and some houses still resemble planters' cottages and homesteads. There's hardly a high rise in sight. At dinnertime, I head for a spicy chilli dog and cold lemonade at Taurus, first built to serve tea during Prohibition. The bungalow has since switched focus to whiskey, bottles of which line shelves beneath the old wooden beams. A floppy-haired man called Jay is sampling

one as I pull up a stool at the bar. He turns to me and asks: "You here for work or just livin' your best life?" He's wearing espadrilles and expensive Vilebrequin shorts, and tells me he moved here from Pennsylvania to "dabble in real estate", admitting that work and play tend to blend in Coconut Grove, "It's a slower life," he says. "Not like up there." He gestures north to central Miami, as if it's New York, "It's the people that make life here," he says, before a pause. "People like me." He grins.

>

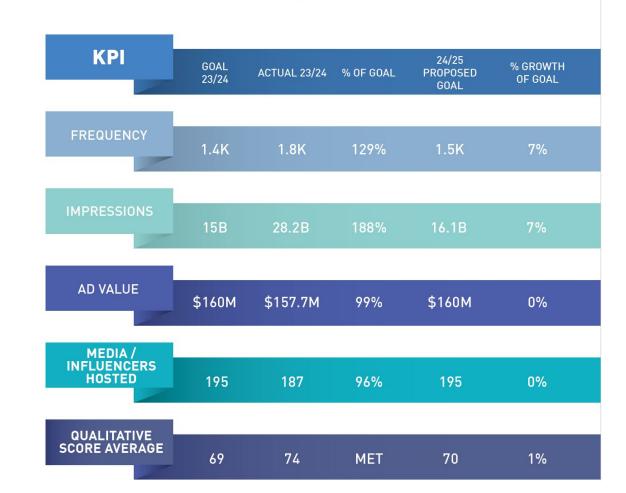
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### 1.5 million impressions ; \$150K advertising value equivalence

Mami Modernism

### MARKETING COMMUNICATIONS

#### MARKETING COMMUNICATIONS (EARNED TRADITIONAL MEDIA) GOALS – QUANTITATIVE APPROACH





Recently hosted group of global news agencies such as the AP, Reuters, Getty Images, AFP and Xinhua (China); collectively, the group generates 80% of the global news

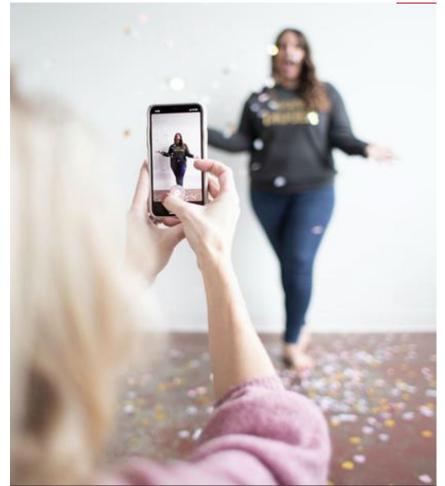
### **Social Media & Owned Channels**

The Creator Collective launched in July 2024 to leverage Miamibased content creators who have a unique POV and are natural storytellers about the community they live in and love.

The GMCVB's Creator Collective currently consists of 20 writers and 4 video creators, 1 drone & underwater videographer & photographer.

The Collective represents members of the local Hispanic, Black & Brown and LGTBQ communities with interests spanning from food, lifestyle, art, culture, music, watersports, health and wellness and much more.





## **Instagram Media Channel Rate of Growth**

@VisitMiami vs. Other DMOs

Cities Growth Percentage

@VisitMiami11.8%@Destination\_Toronto11.6%@GoDomRep8.4%@DiscoverPuertoRico8.4%@ChooseChicago7.8%@PalmBeachesFL4.4%

@VisitTampaBay 4.0%

@VisitLauderdale 3.4%

@VisitOrlando 2.3%

@VisitWashingtonDC 2.0%

@NYCTourism 1/3%

- @VisitDenver 0.7%
- @DiscoverLA -.03%
  - @VisitUvi n/a
- @VisitTheBahamas n/a



### MULTICULTURAL TOURISM & DEVELOPMENT

The Multicultural Tourism & Development Department's role is to help promote the diversity of Miami's multicultural communities, attractions and events.

By working locally to build consistency and economic sustainability as well as broaden the scope of initiatives, the department maximizes marketing and engagement opportunities. Its focus is to promote the heritage of Greater Miami & Miami Beach, help attract convention business and improve experiences for cultural travelers, support cultural events, and assist in tourism capacity-building for small and minority-owned businesses.

In addition, the Black Hospitality Initiative (BHI) – the GMCVB's 501 (c)(3), which focuses on education, talent development and education – is part of the department's oversight, goals and objectives.

To learn more, contact MulticulturalTourism@GMCVB.com

### 2023/2024 HIGHLIGHTS



Hispanic Heritage Month Walking Tour
 Art of Black Miami Cover Competition
 Asian American Community Tour
 Guayabera Day, Calle Ocho News

5. Black History Month AOHT Student Tour
 6. MBF Small Business Training Graduation
 7. NABH00D Student Tour
 8. Black Hospitality Initiative Scholarship Interviews

#### TOURISM BUSINESS ENHANCEMENT PROGRAM: SMALL BUSINESS OUTREACH AND CAPACITY BUILDING

Miami Bayside Partnership and GMCVB Lead Planning Workshops collectively reached **149** Businesses



Marketed and promoted **59** art events that showcased multiple affiliated artists during Art Basel season (November/December)

Hosted 15 GMCVB-sponsored events



Awarded **22** BHI scholarships for Fall 2024–Winter 2025

St. Thomas University: 1 Award / Florida International University: 1 Award + 4 Renewals = 5 Florida Memorial University: 1 Award + 1 Renewal = 2 / Miami Dade College: 9 Awards + 5 Renewals = 14 There were 9 BHI graduates from FIU and MDC combined in 2023 Raised a record \$230K for BHI scholarships at the H.O.T. Challenge golf tournament 2024



## **H.O.T. Challenge Sponsors**

### **PLATINUM - \$10,000**







### SILVER - \$5,000

AVOQ Carnival Cruise Line Loews Miami Beach Hotel Miles Partnership Show Technology United Airlines

#### **BRONZE - \$3,800**

AKA Hotels Andaz Miami Beach Balsera Beacon Council The Betsy Hotel Big Brothers Big Sisters Black Owned Media Alliance Brown & Brown Insurance Southeast Overtown/Park West CRA ETHOS Event Collective EXPEDIA, Inc. First Horizon FIU Chaplin School of Hospitality Fontainebleau Development Goldman Properties Greater Miami Chamber of Commerce Greater Miami & the Beaches Hotel Association Greenberg Traurig Hilton Cabana Miami Beach Homestead Miami Speedway InterContinental Miami Joe's Stone Crab JRM Construction Management JW Marriott Miami Turnberry Resort & Spa Marriott Miami Biscayne Bay

Miami Beach Chamber of Commerce Miami Dolphins Miami Lakes Hotel Miami Marlins Ocean Bank Orange Bowl Committee Nobu Eden Roc RBB Royal Palm South Beach Miami RSM Sunny Isles Beach Tourism & Marketing Council Vaughan Nelson

### ARTS & CULTURE TOURISM

The Arts & Culture Tourism Division promotes Greater Miami & Miami Beach as a unique cultural destination boasting outstanding art museums, galleries, historic sites, attractions, festivals and performing arts events.

Marketing initiatives include hosting programs targeting media, attending local, national and international trade shows, and producing compelling promotional content.

Additionally, the division works to ensure that community arts and culture organizations, festivals and attractions have access to opportunities that attract visitor audiences and ensure long-term cultural vibrancy for the destination.

To learn more, contact CulturalTourism@GMCVB.com

### 2023/2024 HIGHLIGHTS



Art Basel Hong Kong
 Art Basel Miami Beach
 LEVEL Airlines Launch Event with Quake

4 & 6. International Children's Art Tour, The Bass, Miami Beach
 5. Doral Contemporary Art Museum Business of Art Panel
 7. Serving the Arts Awards, Miami-Dade County Auditorium

#### ATTRACTIONS, EXPERIENCES & MUSEUMS CO-OP PROGRAM



### LGBTQ+ TOURISM MARKETING

The LGBTQ+ Tourism Marketing Division showcases Greater Miami & Miami Beach as a top destination for LGBTQ+ travelers. Through targeted initiatives, promotional activities and content creation, the division keeps potential visitors, travel professionals and media updated on the latest offerings, including hotels, events, attractions, airlines and cruise options.

The division seeks to empower individuals in the Greater Miami & Miami Beach tourism industry to effectively connect with LGBTQ+ customers through the rollout of the Miami Begins with Me LGBTQ+ Diversity & Inclusion Training program.

> To learn more, contact LGBTQ@GMCVB.com

### 2023/2024 HIGHLIGHTS



IGLTA Global Partner Summit
 GNetwork360 Madrid
 AVIAReps Roadshow
 Brazil Sales Mission

Florida Out Coast Convention (FLOCC)
 GNetwork360 BUE
 IGLTA Global Convention
 PROUD Experiences

#### MARKETING ACTIVITIES

(CONFERENCES, CONVENTIONS, TRADE SHOWS, CAMPAIGNS, EVENTS AND MISSIONS/VISITS)

16 International20 Local9 Domestic

45 Total Activations (+21.5% increase over 2022/2023)



#### **RAINBOW SPRING**

Expedia Booking Campaign

4.4M Impressions

**27.8K** Total Room Nights (+3.3% over 2023)

\$17.2M Gross Bookings (+18.6% over 2023)

#### **ACTIVATION HIGHLIGHTS**

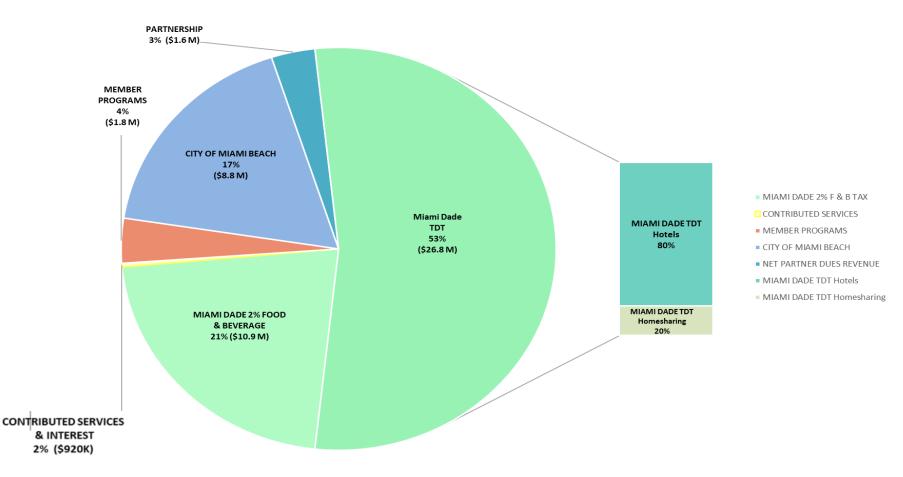
- Inaugural Miami Beach Pride Concert
- Development of Find Your Miami LGBTQ+ Campaign
  - Hosted two LGBTQ+ meeting groups: May: IGLTA Global Partner Summit August: Florida Out Coast Convention
- Hosted LGBTQ+ Travel Industry Fam Trip from Brazil in collaboration with Orinter and PANROTAS
  - Drove engagement and increased visits to LGBTQ+ pages on MiamiandMiamiBeach.com by 19.6%, from 75K to **98.7K**



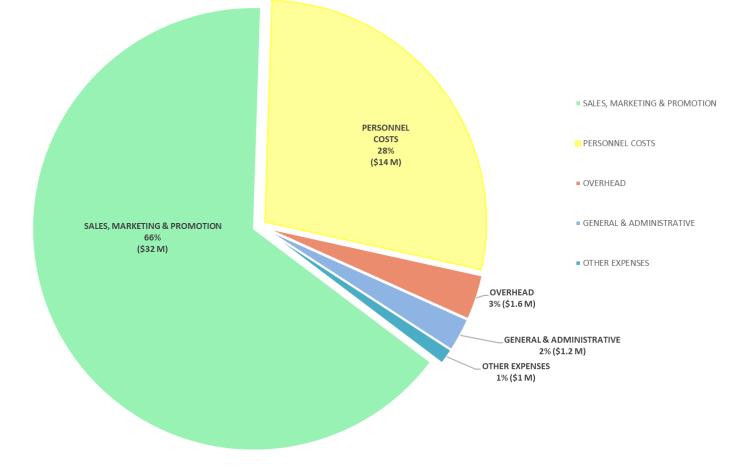
• Led diversity and inclusion training program for members of the hospitality industry



## FY 2024 - 2025 Proposed Budget Revenue



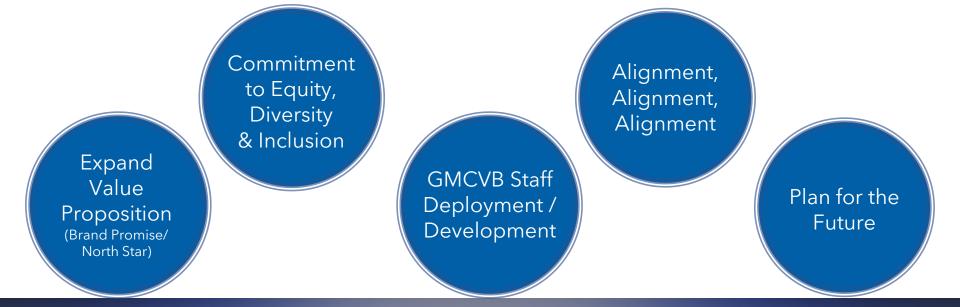
### FY 2024 - 2025 Proposed Budget Expenses



# FY 24/25 Key Organizational Priorities







## **Ongoing Priorities**

- Music
- Neighborhoods
- Art & Culture
- Luxury/Affluent/Lifestyle
- Convention/Events in need periods

# **Expanded Priorities**



## **In Memoriam**



In loving memory **Ernesto Aragon** Guest Services Director The Biltmore Hotel 1959 - 2024



#### In loving memory Susan Brustman Brustman Carrino PR 1943 - 2024



#### In loving memory **Dr. Enid Pinkney** Miami Historian & Preservationist 1931 - 2024



## In loving memory Merrett R. Stierheim Miami-Dade Icon and Former

GMCVB President & CEO 1933 - 2024













PRESENTED BY THE GREATER MIAMI CONVENTION & VISITORS BUREAU

# **Our Sustainability Story**





# Annual Meeting October 29, 2024





# Annual Meeting October 29, 2024





## **ROLANDO AEDO**

Chief Operating Officer Greater Miami Convention & Visitors Bureau

# **Our Sustainability Story**



# SUSTAINABLE GALS





SDG 8: Foster entrepreneurship and create careers and jobs in tourism, particularly among youth and minorities.

SDG 10: Empower and promote the social and economic inclusion of all irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

SDG 11: Collaborate with governments to increase environmentally friendly mobility options, making transportation safer and more affordable for all.

SDG 12: Cut food waste in half and substantially reduce all waste through prevention, reduction, recycling and reuse.

SDG 14: Sustainably manage and protect marine and coastal ecosystems and prevent waste or litter that could pollute the marine environment.

# **Sustainable Development** + **Sustainable Destination Better Place** to Live, Work, Play and Visit



- Alex Novy Coordinator, Sports & Entertainment Tourism
- Ali Bibeau Senior Director, Partnership Development & Events
- Belen Alvarado-Roman Sustainable Tourism Coordinator
- Daina Leon Project Manager, Finance & Administration
- Herlinda Lombardi Program Manager, Multicultural Tourism & Development
- Joe Docal Director, Travel Industry Sales
- John Copeland Director, Arts & Culture Tourism
- Mariana Kellogg Manager, Marketing Communications
- Marianne Schmidhofer Director, Convention Sales & Services
- **Richard Gibbs** Director, Corporate Communications & External Affairs
- Suzie Sponder Senior Director, U.S. and Canada, Marketing Communications

## **Industry Partners**





PARTNERS IN HOSPITALITY

- Sustainable Tourism Hotel Advisory Council
- 1 Hotel South Beach
- Acqualina Resort & Residences on the Beach
- Carillon Miami Wellness Resort
- Cadillac Hotel & Beach Club
- Dream South Beach
- Hyatt Regency Miami
- Hyatt Regency Coral Gables
- Loews Miami Beach
- Sheraton Miami Airport
- The Palms Hotel & Spa
- SH Hotels & Resorts
- Sole Miami

## **Interlocal Partners**



# MIAMIBEACH



#### **Educational Partners**



Online Bachelor of Arts Global Sustainable Tourism

Chaplin School of Hospitality & Tourism Management





## **Community Partners**



What have we accomplished so far?

## **Official Certified Autism Center**



#### April 1, 2024 - 50+ Certified GMCVB Autism Travel Professionals



## **CERTIFIED AUTISM CENTERS (3)**

- GMCVB
- Miami Beach Convention Center
- West Miami Police Department

## **IN PROGRESS (6)**

- 2 Hotel Properties
- 2 Attractions
- 2 Entertainment Venues







## **Phase 1 Complete**

#### FACILITIES

1. Miami Beach Convention Center

1901 Convention Center Drive

#### HOTELS

- 1 Hotel & Spa 2341 Collins Avenue
- 3. AxelBeach Miami 1500 Collins Avenue
- Eden Roc Miami Beach 4525 Collins Avenue
- 5. Fontainebleau Miami Beach 4441 Collins Avenue
- Hotel Greystone 1920 Collins Aveue
- Kimpton Surfcomber 1717 Collins Avenue
- Loews Miami Beach 1601 Collins Avenue
- 9. National Hotel 1677 Collins Avenue
- 10. Royal Palm South Beach 1545 Collins Avenue
- 11. W South Beach 2201 Collins Avenue

ARTS & CULTURE
12. Adrienne Arsht Center for the Performing Arts
1300 Biscayne Boulevard
13. The Bass
2100 Collins Aveue
14. Colony Theatre
1040 Lincoln Road
15. The Fillmore Miami Beach
1700 Washington Avenue
16. Frost Museum of Science
1101 Biscayne Boulevard
17. Jewish Museum of Florida-FIU
301 Washington Avenue
18. Miami Children's Museum
980 MacArthur Causeway
19. New World Center
500 17th Steet
20. Pérez Art Museum Miami
1103 Biscayne Boulevard
21. The Wolfsonian-FIU
1001 Washington Avenue

ATTRACTIONS 22. Jungle Island 1111 Parrot Jungle Trail 23. Miami Beach — Beaches Ocean Drive & Collins Avenue 24. Miami Beach Botanical Garden 2000 Convention Center Drive 25. Museum of Illusions 536 Lincoln Road 26. Rooftop Cinema Club South Beach 1212 Lincoln Road, 6th Level SHOPPING 27. Lincoln Road Shopping District Lincoln Road VISITOR CENTERS 28. Art Deco Welcome Center 1001 Ocean Drive 29. Miami Beach Visitor Center 100 16th Street, Suite 6 **30. LGBT Visitor Center** 1130 Washington Avenue

## Launching - Phase 2

- ightarrow C 🛱 😅 wheeltheworld.com/accessible-travel/usa/florida/greater-miami-and-miami-beach



Destination Verified

> wheel the world

#### Come visit Greater Miami with guaranteed accessibility!

Hotels and activities to enjoy your trip with accessibility information verified by our team. Photos and measurements included!



#### WheeltheWorld.com

# **Our Sustainability Story**



## **Official Launch - Green Key Global Certification**



# GREATER MIAMI & THE BEACHES

PARTNERS IN HOSPITALITY





## **Certification Incentive**

#### Exclusive 50% Discount for GMCVB Partners

As a GMCVB Partner, you are eligible for special pricing:

- Regular Membership fee of \$950.00 | GMCVB Partner cost \$807
- Virtual audit required for certification (every 3 years): **\$500**
- Total Regular cost: \$1450 | GMCVB Partner Total cost: \$1307
- GMCVB 50% subsidy first-time members for a total savings of \$796!

## Your cost after GMCVB contribution: \$654



## **Certification Journey**

#### **CERTIFIED (9)**

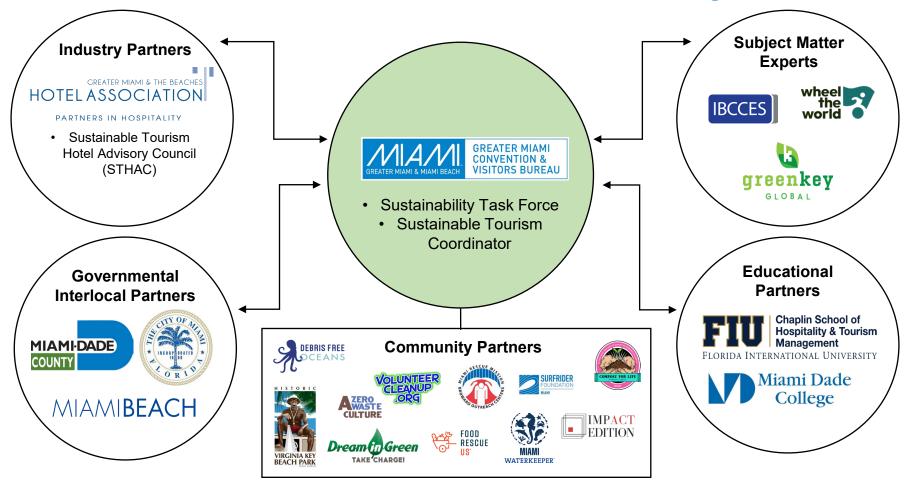
- Acqualina Resort & Residences on the Beach
- Andaz Miami Beach
- Cadillac Hotel & Beach Club, Autograph Collection Hotels
- Circa39 Hotel
- Hyatt Regency Coral Gables
- Hyatt Regency Miami
- Mayfair House Hotel & Garden
- Solé Miami, A Noble House Resort
- The Altair Hotel Bay Harbor, Miami

- Mr. C Miami
- Ritz Carlton Coconut Grove
- SLS Lux
- The Elser Hotel and Residences Miami
- Atton Hotels Novotel Miami
- Blue Moon Hotel
- Winter Haven Hotel
- The Goodtime Hotel Miami Beach
- Flamingo Adventures at Everglades National Park

#### **IN PROGRESS (18)**

- Kimpton Surfcomber
- The Palms Hotel and Spa
- The Tower Residences at the Ritz-Carlton, Coconut
- W South Beach
- Residence Inn Miami Sunny Isles Beach
- Thompson Miami Beach
- Embassy Suites by Hilton Miami
   International Airport
- B&B Hotel Miami Airport
- Hotel Croydon

#### **GMCVB** Sustainable Tourism Ecosystem



The Official Website of Greater Miami & Miami Beach

GREATER MIAMI CONVENTION & VISITORS BUREAU GREATER MIAMI & MIAMI BEACH Visitors Meeting Planners GMCVB Partners Travel Professionals Press & Media GMCVB 🗸 😯 Language 🗸

Q 🝼 🟵

Home Events Tools & Resources Our Partners Partner Extranet

# **GMCVB SUSTAINABILITY**

The Greater Miami Convention & Visitors Bureau (GMCVB) is dedicated to ensuring that our destination remains the best place to live, work, and play for generations to come. Responsible tourism not only preserves our natural beauty but also enhances the quality of life for both residents and visitors. By aligning our efforts with the 17 United Nations Sustainable Development Goals (SDGs), we're taking a

comprehensive approach to creating a more sustainable and resilient destination.

We have strategically focused on five key SDGs: #8 promoting decent work and economic growth, #10 reducing inequalities within our community, #11 developing sustainable cities and communities, #12 ensuring responsible consumption and production patterns, and #14 protecting life below water. These goals guide our initiatives to promote sustainable tourism, foster economic development, protect our marine ecosystems, and create a more inclusive community.



#### **GMCVBSustainability.com**

## **Miami-Dade Farmers Month - November**





#### MiamiDadeFarmersMonth.com

**Closing Remarks** 

**Raffle Prizes** 



# Hilton MIAMI DOWNTOWN

#### **JASNEY ECHEVERRY** Director of Sales & Marketing







#### **GUILLERMO SANTACRUZ**

President, Homestead-Miami Speedway March 23, 2025 Homestead







#### **Eric Poms** CEO, Orange Bowl Committee

January 9, 2025 Miami Gardens





#### **KELLY PENTON CHACON** Senior Director Public & Executive Communications



# Annual Meeting October 29, 2024





#### "Ella Brilla" performed by





UNIVERSAL MUSIC LATINO

#### MIAMI-DADE COUNTY PARKS, RECREATION & OPEN SPACES





# **Thank You**

# Please join us at our closing reception

