FIVE-YEAR REVIEW AND 2014-2015 ANNUAL REPORT

BURBANK HOSPITALITY ASSOCIATION

SEE THE BIGGGERGERG PICCURE

WELCOME

Dear Tourism Partners,

Visit Burbank is seeking to renew for a 10 year term in 2016, and we are pleased to present this five year report of accomplishments achieved to date. At the same time, the report outlines initiatives and results for Fiscal Year 2014-2015.

The formation of Visit Burbank in 2011 was a bold enterprise for the city. Burbank had never been promoted as a tourism destination on such a comprehensive scale. Yet with the area's great natural setting, distinctive commercial neighborhoods, ease of access via Burbank Bob Hope Airport, dominance in the entertainment industry, and 17 hotels ready to welcome guests seeking the quintessential Southern California experience, the market made for a perfect travel destination. It simply needed to be packaged and communicated, ready for its tourism close-up.

Since the formation of Visit Burbank, numbers tell the story:

- Hotel occupancy achieved 81.3 % YTD through September 2015, a record.
- Average Daily rates are up 25% since 2012 (the year with the first full branding campaign).
- Revenue Per Available Room (RevPAR) is up 35% since 2012.
- Growth in Annual Room Revenue is up 36% since 2011.

Burbank hotels have also responded to these increases, investing more than \$138 million in renovations and new construction since 2011.

The larger Los Angeles visitor market is strong, benefiting Burbank hotels. 2015 was the fifth consecutive year of record-breaking visitation, where the region welcomed 45.5 million visitors, an increase of 1.3 million over 2014. This includes a record-breaking 38.8 million in domestic visitation, and 6.7 million international visitors, elevating the market's status as a leading global travel destination to new heights.

Looking to the future, Burbank is poised to attract an increasing share of overnight visitors via the Universal Studios Hollywood Preferred Hotel Partnership, especially in view of the new Wizarding World of Harry Potter attraction opening in April 2016. Adding to the new branding and marketing campaign, 2016's comprehensive media buy, and the constant maximizing of every opportunity for Burbank hotels, the result will be healthy increases for overnight stays.

On behalf of the Board, I thank everyone who helped Visit Burbank achieve such incredible five year results and look forward with pleasure to working with you on the renewal.

Sincerely,

Tom Whelan Chair Burbank Hospitality Association

BURBAN



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ABOUT

The Burbank Hospitality Association, operating as Visit Burbank, was formed in 2011 and is funded by a 1% assessment on overnight stays in Burbank hotels with more than 25 rooms.

MISSION

Visit Burbank's mission is to boost hotel occupancy by positioning Burbank as a domestic, national and international tourist destination.

BUDGET

The Association's projected annual income of \$520,000 has been exceeded every year since 2011. This is due to higher visitation led by the recognition of Burbank as a top Southern California destination.





VISIT BURBANK'S KEY BRANDING MESSAGES

- The city's hotels are easily accessible to many of Los Angeles' most popular attractions.
- With its own airport and relaxed setting, Burbank is an easier alternative to the hustle and bustle of LAX.
- Burbank is on the pulse of the entertainment industry.

- The second

• From palm trees and pools, to celebrity hotspots and hip neighborhoods, Burbank offers the quintessential Southern California vibe that people expect when they visit Los Angeles.

Bob Hope Airport

US Airways



- 2016, putting Burbank hotels in a premier position for room bookings.



Alaska

• Pay-per-click digital advertising across a multitude of platforms, including Priceline and Google. Partnership with the Universal Studios Hollywood Preferred Hotel Program. More than two

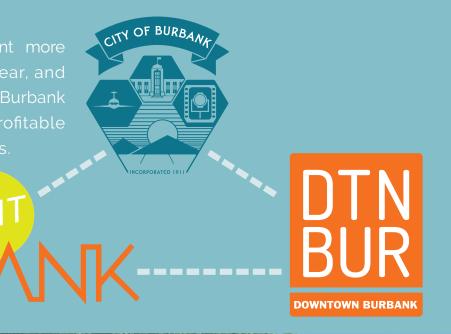
• Now in its fifth year of operation, Visit Burbank is looking to renew for a 10 year term in 2016.

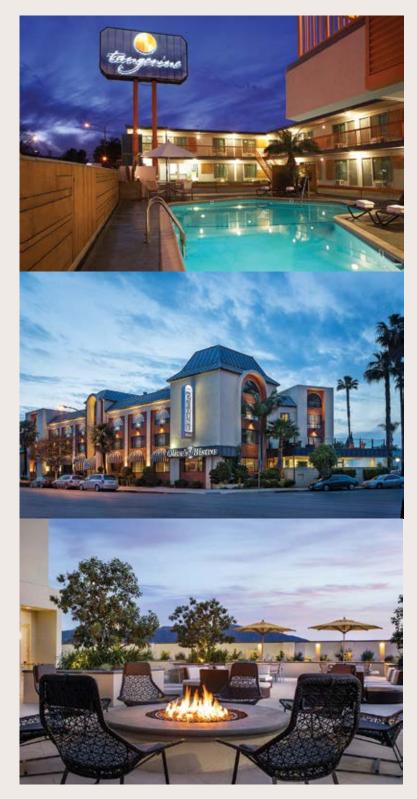
A PRODUCTIVE COLLABORATION

Visit Burbank plays an important role in collaborating with the City of Burbank Economic Development team and Downtown Burbank Partnership to combine talent and resources in championing the City's assets. The three organizations represe than \$2 million in funding per y share the same values in branding as a creative, appealing, and p place to visit and to do busines

BURB/









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MILESTONES & ACCOMPLISHMENTS

Visit Burbank has generated numerous firsts for Burbank's hospitality industry in terms of promoting hotels and attractions to the leisure market.

2011

✓ Burbank City Council approved the formation of the Burbank Hospitality Association and appointed the first Board of Directors. In its initial stages, the organization, operating as Visit Burbank, developed a request for proposals for an advertising agency. A final agency was selected in Spring 2012.

2012

✓ First-ever logo and tourism brand developed.

✓ Print advertising campaign launched.

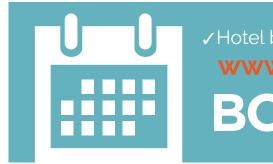




2013



✓ Social media campaign developed on Facebook and Twitter. ✓ Burbank is "Featured Destination" in Travelzoo newsletter reaching **10+ million** subscribers.



✓ Discover Los Angeles China Guide advertisment reached **200,000** Chinese tourists.



via * visitors guide ireat park town

✓Hotel booking engine installed on www.visitburbank.com. **BOOK YOUR TRIP**

✓ Visitor Destination Guide and Concierge Map were developed.

Discover action and style in every direction!





MILESTONES & ACCOMPLISHMENTS continued

2014

3.2 million in US Airways Magazine in June.



3.45 million in Southwest Airlines:



2015

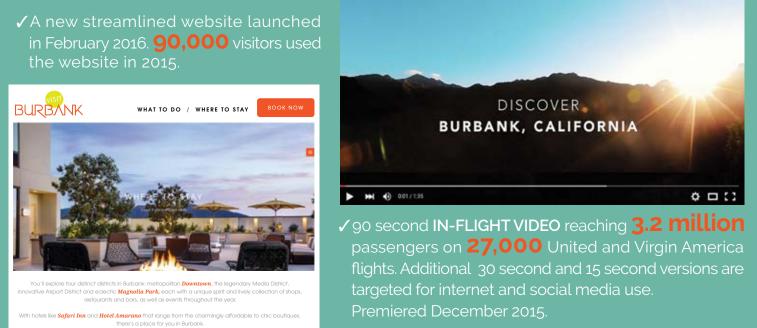
The initial Visit Burbank advertising campaign ran from 2012 to summer 2015, and culminated with 91 million impressions. The hotel booking engine generated 18,500 hotel room searches.

✓ The new campaign contemporized the look and feel of Burbank's image SEE THE PICTURE BURBA

KEY MESSAGE: Burbank is the ultimate Southern California destination, close to many of Los Angeles and Hollywood attractions, and is in the heart of the entertainment industry.

GOALS: ✓ Drive hotel occupancy during off-peak periods ✓ Develop strong Return-on-Investment tools ✓ Devote 75% of the advertising buy to digital and social media.

the website in 2015.



✓In addition to regular media FAM TOURS, Visit Burbank organized an event directed primarily to Burbank hotel staff on May 27, 2015.

2015 continued

✓A first-ever coordinated digital media campaign reached **2.9 million** adventure-seeking travelers.



visitburbank.com. Targeted to 207,000 consumers in Arizona, California, Colorado, Nevada, New York, Oregon, and Washington — all markets with direct flights into Burbank. 15% of PPC was dedicated to international markets: Australia, Canada, and China.

TRAVEL-RELATED INTERNET SITES

✓ Paid advertising on Priceline, Brightroll, and Thinknear targeted consumers Brigh to evolve in 2016 with new media partners. Reach was **3.4 million.**

SOCIAL MEDIA

✓ Demo-targeted ads on Facebook and Twitter promoted Visit Burbank to **45,000** social media consumers.



✓ Pandora banner and audio advertisments reached 3.125 million listeners in Orange and San Diego Counties in fourth quarter 2015. \mathbf{P} A



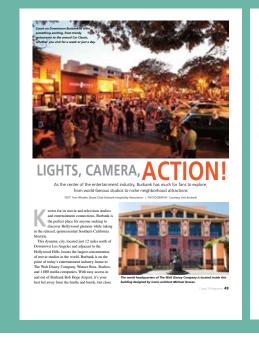


✓ ADVERTISING IN PRINT MEDIA reached **35 million** readers in 2015. With the addition of new





Burbank as a destination that ran in August and September.



✓ Other advertising media includes: Brand USA Enhanced City Profile, Brand USA Inspiration Guide,

✓ SEAPORT AIRLINES' OFFICIAL IN-FLIGHT MAGAZINE produced a five-page spread featuring







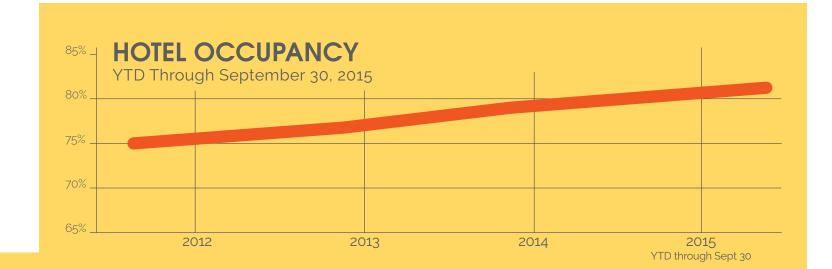
DYNAMIC GROWTH

Marketed nationally and internationally, Burbank's hospitality industry has benefited from double digit growth, reaching record levels of occupancy, average daily rates (ADR), and revenue per available room (RevPAR).

GROWTH IN HOTEL OCCUPANCY

GROWTH IN AVERAGE DAILY RATES (ADR)

YTD Through September 30, 2015					UP 8%
	2012	2013	2014	2015 (YTD through Sept 30)	(Rounded percentage)
BURBANK	75.4%	77.8%	78.6%	81.3%	



AVERAGE DAILY RATES (ADR)

YTD Through September 30, 2015 **UP25%** 2012 2013 2014 2015 (YTD through Sept 30) (Rounded percentage \$134 \$148 \$118 \$123 BURBANK YTD Through September 30, 2015 **GROWTH IN REVENUE PER AVAILABLE ROOM (RevPAR)** YTD Through September 30, 2015 UP 35% 2015 2012 2013 2014 (YTD through Sept 30) (Rounded percentage) \$95 \$89 \$120 \$105 BURBANK



REVENUE PER AVAILABLE ROOM (RevPAR)



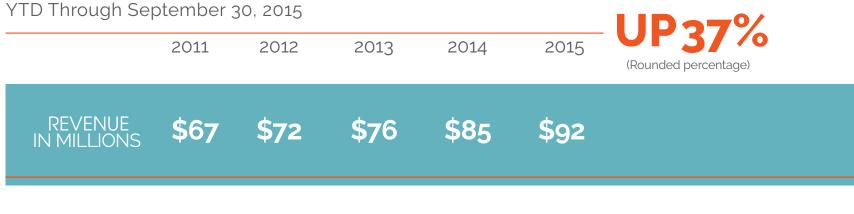
DYNAMIC GROWTH

Two new hotels will increase available rooms by nearly 20%: SpringHill Suites Los Angeles Burbank / Downtown (opened July 2015) Hilton Garden Inn (opening Summer 2016)

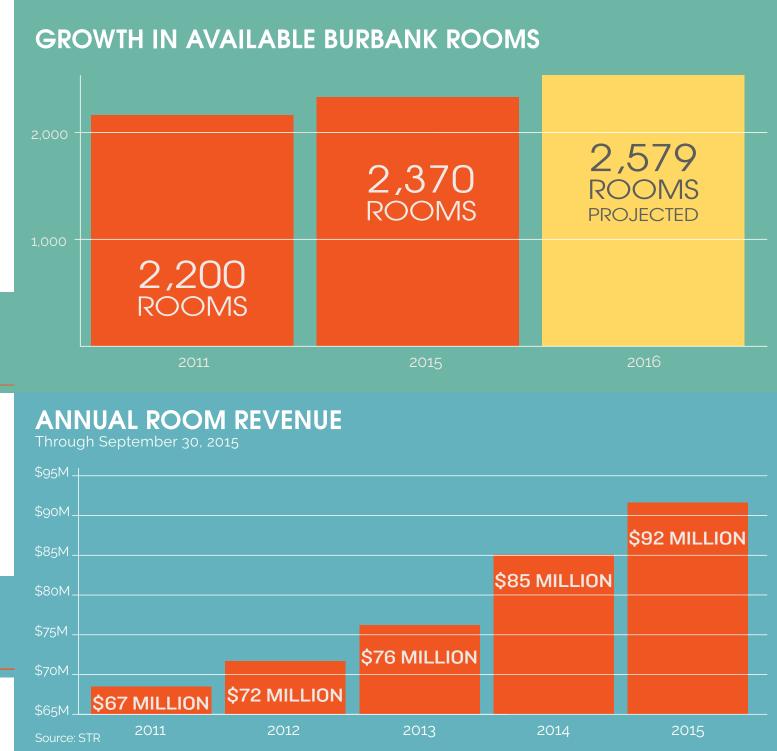
GROWTH IN AVAILABLE BURBANK ROOMS UP 17%

2016 2011 2015 (projected) BURBANK ROOMS 2,200 2,370 2,579

GROWTH IN ANNUAL ROOM REVENUE



(Rounded percentage)



\$95M _		
100		
\$90M_		
\$85M _		
\$80M_		
ΨΟΟΙ ΥΙ		
\$75M _		
\$70M _		
\$65M_	\$67 MILLION	\$72 MILL
	2011	2012
Source:	STR	

STRATEGIC EVENT PARTNERSHIPS

Since inception, Visit Burbank has played a key role in boosting special events to grow them to the next level. Events are selected for room night growth potential.



BURBANK INTERNATIONAL FILM FESTIVAL - SEPTEMBER

days, and broke all records for film submissions and attendance to date. With Visit Burbank's involvement, the 2015 event included seven partner hotels on a Los Angeles Marriott Burbank Airport Convention Center. Throughout dedicated festival website page as well as supplemental advertising supporting the years, Visit Burbank has supported the eXpo by sponsoring hotel overnight stays.

2015 ATTENDANCE: 4,215

HOTEL ROOM IMPACT: 445 hotel searches, and **11** confirmed room nights generated



CTN ANIMATION eXpo - NOVEMBER

The 7th Annual Burbank International Film Festival screened 100 films over five The CTN Animation eXpo brings together top professionals from the traditional and digital worlds of animation over three days to the shuttle buses and marketing efforts.

> 2015 ATTENDANCE: 7,000 HOTEL ROOM IMPACT: 2,100 room nights generated





BURBANK YMCA THANKSGIVING DAY **TURKEY TROT - NOVEMBER**

In a gesture of community support, Visit Burbank sponsored the 6th annual Burbank YMCA Thanksgiving Day 5K/10K Turkey Trot. More than 2,300 participants came to run, jog or walk, raising more than \$85,000 for the YMCA's financial assistance program.

BURBANK COMEDY FESTIVAL - AUGUST

Now in its second successful year, the Burbank Comedy Festival featured national headliners, 380 comedians, and 50 special events over seven days. Participants were encouraged to stay in Burbank with special hotel packages coordinated by Visit Burbank.

2015 ATTENDANCE: 2,550

HOTEL ROOM IMPACT: 840 room searches, and **40** confirmed room nights generated

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PROPERTY INVESTMENT

The Burbank hospitality industry has invested **more than \$138 million** in renovations and new construction since 2011.



LOS ANGELES MARRIOTT BURBANK AIRPORT

All 488 guest rooms newly renovated. Includes the remodel of the convention center with new foyer, three built-in registration areas, ballrooms, and breakout rooms. A complete makeover of hotel common areas is anticipated in 2016.



HOLIDAY INN BURBANK MEDIA CENTER

All 484 guest rooms newly renovated. Includes lobby, lounges, ballroom, common areas, fitness center, business center, restaurants, exteriors, and gardens.



RAMADA BURBANK AIRPORT Renovation of hotel lobby, bathrooms, fitness center, gym, banquet rooms, and meeting spaces.



SAFARI INN

Renovation of all 55 guest rooms. Includes exterior upgrades, historic Safari Inn neon sign, and pool remodel. Addition of new Wi-Fi system and full-time driver to provide complimentary transportation.





COURTYARD BY MARRIOTT LOS ANGELES BURBANK AIRPORT All 190 guest rooms newly renovated. Includes meeting space, fitness center, business center, lobby, and the introduction of Bistro restaurant.



RESIDENCE INN LOS ANGELES BURBANK DOWNTOWN

All 166 guest rooms newly renovated. Includes lobby, Gatehouse, hallways, stairwells, elevator landings, and three meeting spaces.



NEW HOTELS



HOTEL AMARANO BURBANK

Renovation of 99 original guest rooms following the hotel's 2011 expansion with 32 new rooms and pool

SPRINGHILL SUITES

- OPENED: July 28, 2015
- Number of rooms: 170
- Boutique-style hotel
- 500 sq. ft. of meeting space



COAST ANABELLE HOTEL

All 45 guest rooms newly renovated. Includes lobby, common areas, lighting, and exteriors. Addition of new Wi-Fi system and full-time driver to provide complimentary transportation.

HILTON GARDEN INN

- OPENING: Summer 2016
- Number of rooms: 209
- Restaurant
- Lounge and pool

FUTURE FOCUS

Burbank is poised to attract an increasing number of tourists with the opening of The Wizarding World of Harry Potter at Universal Studios Hollywood in April 2016. The recent expansion of the Warner Bros. Studio Tour Hollywood, a healthy California tourism market, and a robust Visit Burbank marketing campaign will ensure an enhanced media presence in 2016 and beyond.

UNIVERSAL STUDIOS HOLLYWOOD PREFERRED HOTEL PARTNERSHIP

Visit Burbank has partnered with Universal Studios Hollywood to enroll a majority of Burbank's hotels in the theme park's Preferred Hotel Program.

OPPORTUNITY: The partnership will ensure that Burbank hotels will be first in line for room bookings promoted via Universal Studios Hollywood's website and advertising materials.



EXPANDED WARNER BROS. STUDIO TOUR HOLLYWOOD

In July 2015, Warner Bros. Studio Tour Hollywood introduced a major expansion to the studio's popular tour anchored by the addition of the new feature Stage 48: Script to Screen, where guests have the opportunity to explore the full film and television production process. Among Stage 48's interactive elements is the opportunity to re-enact scenes from "Friends" on the iconic Central Perk set, and much more.

OPPORTUNITY: Enhanced marketing and branding of the new Stage 48 continues to boost Burbank and lift hotel occupancy.

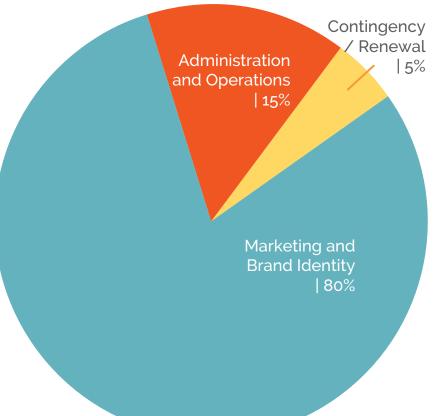


THE WIZARDING WORLD OF HARRY POTTER More than five years in the making, The Wizarding World of Harry Potter will premiere April 7, 2016, marking the highly-anticipated arrival of the West Coast's dynamic immersive experience at Universal Studios Hollywood. The attraction is expected to draw an additional 2 million visitors to the park.

OPPORTUNITY: Just minutes away from Universal Studios, Burbank hotels stand to benefit greatly from the increased demand.



BALANCE SHEET: OCTOBER 1, 2014 - SEPTEMBER 30, 2015 TOTAL ASSETS \$1,245,581.64



FY 2014-2015 ALLOCATIONS

Marketing and brand identity | 80%

- Execution of media campaign
- Development of website and collateral materials
- Launch of social media campaign
- Targeted special event support

Administration and Operations | 15%

- Staffing
- Insurance
- Other administrative expenses

Contingency / Renewal | 5%

BALANCE SHEET ENDING 9/30/2015

ASSETS

Current Assets

Checking/savings

Checking	
City Treasure	r 1,182,786.86
Savings	5.00
Salary Holdir	ng 50,249.97
Total Assets	1,245,581.64

LIABILITIES & EQUITY

Lquity
Unrestricted Net Assets 1,138,148.26
Net Income
Total Equity 1,245,581.64

Total Liabilities & Equity 1,245,581.64

Financial statements were prepared without audit from the corporation's books and records.

INCOME STATEMENT: OCTOBER 1, 2014 - SEPTEMBER 30, 2015

NET INCOME: \$181,276 Statement ending 9/30/2015

Ordinary income/expense

Income

Assessments

Interest

Total income

Gross income

Expenses

Administration and

Marketing and bran

Total expenses

Net income

STATEMENT OF CASH FLOW FISCAL YEAR 2014-2015

Operating activities

Net income

Cash at beginning of per

Cash at end of period-September :

	181,276.22
	648,645.56
d identity	567,247.27
operations	81,398.29
	829,921.78
	829,921.78
	12,184.85
	817,736.93

30, 2015	1,245,581.64
riod-October 1, 2014	1,064,305.42
	181,276.22

FIVE-YEAR SUMMARY & BEYOND

Since inception, Visit Burbank has forged many firsts for the city and created important travel related partnerships. Here's a brief summary of significant milestones:

- 201 / Burbank Hospitality Association formed.
- 2012 \checkmark Agency search begins.
 - ✓ Visit Burbank brand launched.
 - ✓ Ad campaign promoting Burbank as a destination begins.
- 2013 Vebsite/Booking Engine launched.
 - Burbank made "Featured Destination" in Travelzoo's newsletter reaching 10+ million subscribers.
 - ✓ Vist Burbank participated in Discover Los Angeles China Guide reaching 200,000.
- 2014 Ad campaign reached 32 million.
 - ✓ US Airways Magazine Burbank article reached **3.2 million**. ✓ Southwest Airlines: The Magazine Burbank article reached 3.45 million readers. ✓ Southwest Airlines sweepstakes generated the 2nd highest number of entries on record at **57,703**.
 - ✓ New agency search started for rebranding.
- 2015
 ✓ Burbank Tripadvisor page achieved 900,000 annual impressions. "See The Bigger Picture" branding campaign launched. ✓ Facebook reaches 25,000 likes.
 - ✓ First-ever citywide video produced and launched in-flight on United Airlines and Virgin America reaching **3.2 million** passengers.
 - ✓ Inaugural digital campaign achieved **2.9 million** impressions.
 - ✓ Hotel partnership with Universal Studios Hollywood established.
 - ✓ Annual advertising on target for **44 million** impressions in 2016.

With all bases covered, Visit Burbank seeks to innovate on its mission of boosting hotel occupancy. The visitor market is strong, and Visit Burbank intends to maximize every opportunity and build on its successes in coming years.

BOARD OF DIRECTORS AND STAFF

EXECUTIVE COMMITTEE

Tom Whelan	Chair	Ger
Tony Garibian	Vice Chair	Ger
Michael Swaney	Treasurer	Ger
James Fitzpatrick	Secretary	Ger

BOARD OF DIRECTORS

Lucy Burghdorf Justin Hess Danny Kahn **Richard Sandoval Bernadette Soriano Ryan Thayer**

Manager, Public Relations & Government Affairs, Burbank Bob Hope Airport **Assistant City Manager** Executive Director, Warner Bros. Studio Tour Hollywood General Manager, Los Angeles Marriott Burbank Airport Hotel General Manager SpringHill Suites Los Angeles Burbank Downtown General Manager, Holiday Inn Burbank Media Center

CITY OF BURBANK STAFF

Mary Hamzoian **Susie Avetisyan** Marissa Minor

Ruth Davidson-Guerra Assistant Community Development Director **Economic Development Manager Economic Development Analyst Economic Development Analyst**

PROUD PARTNERS





neral Manager, Hotel Amarano Burbank neral Manager, Coast Anabelle Hotel and Safari Inn neral Manager, Residence Inn Los Angeles Burbank Downtown neral Manager, Courtyard by Marriott Los Angeles/Burbank Airport

Travel and Tourism Marketing Association

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MOVIE STUDIOS & TOURS | LIVE TV SHOWS | UNIQUE HOTELS | DINING & NIGHTLIFE | BURBANK BOB HOPE AIRPORT