

Annual Report 2018-2019

OUR MISSION

WE BRING BUSINESS TO LA JOLLA VILLAGE

Executive
Committee &
Director of
LJVMA
2018 - 2019

Brett Murphy – President

Don Parks – Vice President

Kelli Metcalf – Treasurer

Julie Wright - Secretary

Jodi Rudick - Executive Director (as of October 15, 2019)

Name	Term/Year Elected	Company Name	Address	Phone	Email
Gerhard Bendl	1/2017	Custom Shirts of La Jolla/Bendl's	7872 Girard Ave	858-459-6147	gerhardbendl@att.net customshirtsU@sbcglobal.net
Laurnie Durisoe	1/2018	Pantai Inn	1003 Coast Boulevard	619-861-1417	Laurnie@Durisoe.com
Gabriela Guevara	1/2018	Blue Apparel	1237 Prospect St.	508-332-9947	blueapparel@gmail.com
Michael Dorvillier	3/2017	Symbio Financial	7777 Fay Ave Suite, 315	858-551-8701	Michael.Dorvillier@gmail.com
Lauren Johnston	1/2019	Patronus Wellness	825 Fay Ave Suite LL-C	858-964-8355	ljohnston@patronusmedical.com
Robert Mackey	1/2018	La Jolla Golf Carts	7512 La Jolla Blvd	619-261-7000	rm@lajollagolfcarts.com
Kelli Metcalf, Treasurer	1/2018	Granite Escrow	1200 Prospect St., Suite 575	858-780-6255	kellisuemetcalf@gmail.com
Brett Murphy, President	2/2017	La Jolla Sports Club	7825 Fay Ave, Suite 160	858-500-2594	brett.murphy@lajollasportsclub.com
Don Parks, Vice President	1/2017	La Jolla Light	565 Pearl Street, Suite 300	858-875-5954	donp@rsfreview.com
Benoit Roux	1/2018	Trianon Clothing & Lingerie	7854 Girard Ave	619-228-6506	benoit@stellapacifico.com
Max Shenk	1/2018	San Diego Fly Rides	7444 Girard Ave	619-888-3878	max@sandiegoflyrides.com
Tammy Tillack	1/2018	National Geographic Fine Art	1209 Prospect St.	619-568-6790 619-808-5255	ttillack@natgeofineart.com
Jessica Wiley	1/2018	iAM Physical Therapy	7590 Fay Avenue Suite 403	858-224-3387	info@iamphysicaltherapy.com
Kipp Williams	1/2018	Blanchard, Krasner & French	800 Silverado Street	858-551-2440	kwilliams@bkflaw.com
Julie Wright, Secretary	1/2018	(W)right On Communications	1200 Prospect St. Suite G100	760-419-4664	jwright@wrightoncomm.com

Board of Directors of LJVMA



Organizational Financials

INCOME

EXPENSES

BID Reimbursement	\$180,378	Organization/Administration	\$ 61,538
Special Events	\$ 23,331	Personnel	\$ 91,301
Co-op Advertising	\$ 17,308	Maintenance & Beautification	\$ 15,444
Grants/Donations	\$ 27,531	Promotion/Marketing	\$ 52,495
Associate Memberships	\$ 144		
Miscellaneous	\$ 1696		
Income Total	\$250,388	Expense Total	\$220,778

^{*}Audited financial documents available at www.lajollabythesea.com and by request



La Jolla Village Merchants Association Who we are...

A non-profit business association formed in January 2011 with experienced professional stakeholders at the helm, and a team of skilled partners on deck. LJVMA signed a contract with the City of San Diego in May 2011 to manage the La Jolla Village BID

The vision for La Jolla Village Merchants Association (LJVMA) is to build consensus in the Village and re-establish La Jolla as a vibrant, prosperous community. (January 11. 20111)

LJVMA District

- •Neighborhood: La Jolla Village
- Approximate Boundaries: Eads to Ivanhoe, Ocean to Pearl /La Jolla Blvd.
- •Number of Blocks: 30
- •Number of Businesses: 1300 +/-
- •Number of Employees 6700

Our Mission: We bring business to La Jolla Village



2019 Strategic Plan Initiatives

1.ORGANIZATIONAL	2 ECONOMIC	2 DESIGN AND	4s PROMOTION	45 PROMOTION		
EXCELLENCE	2.ECONOMIC VITALITY & MERCHANT	3.DESIGN AND AMBIENCE	4a. PROMOTION (Events and Experiences)	4b. PROMOTION (Marketing & Publicity)		
	DEVELOPMENT	P/D /D E A	0			
BIG IDEAS						
	Ease of Access	Support, Assist & Align with MAD	Create Cultural Arts	Brand La Jolla as Cultural		
	Parking Program Merchant Education &	Connect Storeowners to City	Experiences to attract locals and tourists to La Jolla as a	Arts Hub of San Diego		
Generate New Revenue Streams	Communication	Resources	destination	County		
☐ Develop Associate Member	☐ Park La Jolla —	☐ Align with Maintenance	☐ Monthly Event (First	☐ Write marketing/media		
Category Re-vamp PROW Access	Develop parking plan and creative	Assessment District to insure LJVMA needs are	Friday/La Jolla After Dark, Strategic Tie-in with Third	plan Correct misconceptions		
program for consistency in billing	solutions to	being addressed	Party Events (partnerships	(parking, haughtiness)		
and design.	alleviate parking as	☐ Maintain and upgrade	insure our brand is visible,	☐ Support all other		
□ Recruit Student	a deterrent to doing	design amenities that fall	assist, clear communication	initiatives (events,		
Interns/Volunteers Apply for Community	business in La Jolla Village	under LJVMA areas of responsibility as determined	between event managers and merchants, opportunity for	experiences, local's engagement, etc.)		
Enhancement Grant	☐ Merchant	by MAD (benches, flowers,	merchants to sponsor/set up	engagement, etc.)		
□ Develop Media Kit/Rate Card	Development	trash cans, tree program	pop-ups/concessions, etc.)			
☐ Create Shop Local Discount	oEducation	☐ Lighting improvements	☐ Collaborate with LJVMA arts,			
Program Create Key Messaging (Elevator	Workshops oMentorship via	not covered by MAD Storefront Improvement –	culture and event organizations (Athenaeum,			
Speech – See Marketing and	Block Captains	Small Business	Warwick's, La Jolla Music			
Publicity)	olncrease and	Development Grants	Society, Comedy Store,			
	promote merchant Resources on	☐ Experiential events (See	Nightclubs, Restaurants with Live Entertainment,			
	Website	Event and Experiences Committee)	Contemporary Museum of Art,			
		☐ Communicate and better	Hotels, Tour Companies, etc.)			
		control consistency for				
		PROW Access (See Organization)				
		Organization)				



2019 Strategic Plan Initiatives (Jane 2019 Update)

1.ORGANIZATIONAL EXCELLENCE	2.ECONOMIC VITALITY & MERCHANT DEVELOPMENT	3.DESIGN AND AMBIENCE	4a. PROMOTION (Events and Experiences)	4b. PROMOTION (Marketing & Publicity)
Generate New Revenue Streams ✓ Develop Associate Member Category ☐ Actively Promote Associate Membership to Neighboring Businesses (Bird Rock and La Jolla Shores) ☐ Re vamp PROW Access program for consistency in billing and design. ✓ Recruit Student Interns/Volunteers ✓ Apply for Community Enhancement Grant ✓ Develop Media Kit/Rate Card ☐ Develop Sales strategy to attract sponsors and advertisers. ☐ Create Shop Local Discount Program ✓ Create Key Messaging (Elevator Speech — See Marketing and Publicity) "More than just a pretty place."	Ease of Access Parking Program Merchant Education & Communication ✓ Park La Jolla — Develop parking plan and creative solutions to alleviate parking as a deterrent to doing business in La Jolla Village ✓ Merchant Development ○ Education Workshops ○ Mentorship via Block Captains ○ Increase and promote merchant Resources on Website ○ One on one Coaching Sessions ☐ Help merchants recruit and hire quality staff. (Job Fair, Job listings on	Support, Assist & Align with MAD Connect Storeowners to City Resources ✓ Align with Maintenance Assessment District to insure LIVMA needs are being addressed ✓ Maintain and upgrade design amenities that fall under LIVMA areas of responsibility as determined by MAD (benches, flowers, trash cans, tree program ✓ Lighting improvements not covered by MAD Storefront Improvement — Small Business Development Grants ✓ Experiential events (See Event and Experiences Committee) Design and order new street banners for self-promotion. Offset costs by allowing merchant sponsorship. Gommunicate and better control consistency for PROW Access (See Organization)	Create Cultural Arts Experiences to attract locals and tourists to La Jolla as a destination ✓ Monthly Event (First Friday/La Jolla After Dark ☐ Monetize Enjoya La Jolla and/or Develop Revenue Generating Component ✓ Strategic Tie-in with Third Party Events (partnerships ensure our brand is visible, assist, clear communication between event managers and merchants, opportunity for merchants to sponsor/set up popups/concessions, etc. Concours, Art and Wine Festival, Taste of La Jolla, Open Aire Market) ✓ Collaborate with LIVMA arts, culture and event organizations (Athenaeum, Warwick's, La Jolla Music Society, Comedy Store, Nightclubs, Restaurants with Live Entertainment, Contemporary Museum of Art, Hotels, Tour Companies, etc.)	Brand La Jolla as Cultural Arts Hub More than Just a Pretty Place ✓ Write marketing/media plan ✓ Complete high- level marketing research project ✓ Correct misconceptions (parking, haughtiness) ✓ Support all other initiatives (events, experiences, local's engagement, etc.)
	website	Kov		

Key

New items added

To be developed

Completed/Phase Completed

Strategic Plan Modification

Developed Branding Message and Tagline





Key Accomplishments 2018-19 Organizational Excellence

Governance and Community Involvement

Maintained a full board with active involvement from all board members.

Continuing a direct relationship with county, state and city leaders to better communicate challenges and solutions to create a better La Jolla for our visitors to experience, as well as a better business climate and place to live.

Partnering with our local associations: La Jolla Community Planning Association – with 3 seats on the Planned Development Ordinance Board, Traffic & Transportation – with 2 seats, La Jolla Coastal Access & Parking- 3 seats on the board. Supporting La Jolla Town Council and La Jolla Parks & Beaches in their initiatives.

Communicating and meeting regularly with City of San Diego Councilmember Bry and her office staff to improve streets, sidewalks, trees, garbage containers, parking and mobility, homelessness, sidewalk vendors, The Cove smell, and other issues that arise daily.

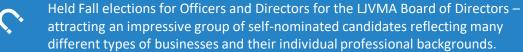
The Executive team continues to work with the Mayor's Office, La Jolla Town Council, La Jolla Parks & Beaches and local merchants to resolve pertinent La Jolla Village issues.

Meeting regularly with other City of San Diego BID Alliance Executive Directors to educate on common issues and share lessons learned.



Key Accomplishments 2018-2019 Organizational Excellence

Leadership, Accountability & Outreach



Hired and onboarded a new Executive Director, who brings a fresh marketing driven, innovative approach to both management, merchant communications and public information.

Formalized Associate Member Program attracting both neighboring businesses and regional companies to support LJVMA

Held Annual Strategic Planning Workshop attracting over 40 merchants to develop goals and objectives. Modified Strategic plan mid-year noting accomplishments and new initiatives.

Successfully completed our Certified CPA Audit and Taxes for FY 2017 - 2018.

Developed a comprehensive volunteer Internship Program contributing over 720 Volunteer hours to the Merchants Association





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Key Accomplishments 2018-2019 Organizational Excellence

Revenue Generation

Formalized Associate
Member Program attracting
both neighboring businesses
and regional companies to
support LJVMA

Developed a sponsorship rate card encouraging financial support for La Jolla Village Merchant Association events, marketing efforts and merchant education.









ase present this pass for \$5 PARKING during Enjoya La Jolla on 6/8/ s is valid from 9AM to 8PM only; posted rates will apply for all other pa irs. Valid only at the 875 Prospect street garage. Cannot be combined other offer. Rules subject to change at any time. Coupon has no cash of

ASH ONLY — Please pay Yellow Meter Box and insert of payment into the corresponding stall number slot Key Accomplishments 2018-2019 Organizational Excellence

Seeking Solutions Through Partnerships

Subcontracted discounted parking pass program for the City of San Diego as the fiduciary manager for La Jolla Coastal Access and Parking.

Created discounted parking program for events

Ongoing conversations to find more supplemental parking availability through Ace Parking and LAZ Parking managers; getting employees vehicles off the streets and into garages.

Retain a professional parking consultant through a *pro-bono* agreement.





Key Accomplishments 2018-2019 Organizational Excellence

Developed formal "New Business Promotional Program providing complimentary Ribbon Cutting Ceremony for Grand Openings of new businesses; providing press photo to all new businesses who opened in the Village and wanted the opportunity to capture the event.

Subcontracted discounted parking pass program for the City of San Diego as the fiduciary manager for La Jolla Coastal Access and Parking.

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Key Accomplishments 2018 – 2019

Design & Beautification



Continued maintenance of monthly Hanging Basket Flower Program, as well as litter removal in high traffic areas. Partnered with Rotary La Jolla to replace 35 Baskets at no cost to LJVMA.

Supported development of MAD (Maintenance Assessment District) and Enhance La Jolla

Managed and helped coordinate memorial bench program maintenance.

Upgraded hardware for light line, street banners and Holiday Décor to reduce need for repair and replacement.

Managed the 100-unit Banner Pole Program for advertising of non-profits and cultural arts events.

Manage maintenance staff position to help keep sidewalks clean and light maintenance.



Key Accomplishments 2019-2020 Economic Vitality & Merchant Development

Held four "Business4Breakfast" Professional Development workshops attracting a total of 180 merchants to a free networking and education experience.

Offered Open Office Hours allowing merchants to schedule one-on-one time with LJVMA staff and experts.

Completed a Business Walk with City of San Diego staff and leaders in order to survey and education business owners about resources offered by the City's Small Business Development Department and the Merchants Association.

Comprehensive audit completed of all businesses within BID boundaries to ensure Business Tax Certificate Compliance in conjunction with City of San Diego Treasurer's Office

Promoting village access to cyclists, worked with the La Jolla Parks and Beaches Committee to install branded bike racks in La Jolla Village's public spaces.





Key Accomplishments 2018-2019 Economic Vitality & Merchant Development

Communication and Compliance

Developed user groups for email marketing database to better target audience needs and interests reducing opt-outs.

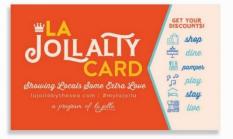
Expanded Merchant Resource pages on www.LaJollabytheSea.com allowing merchants to better access and navigate to information they need while allowing the site to attract tourists and others to "explore La Jolla."

Held Hosted Merchant Mixer and Volunteer Appreciation Night in conjunction with City Business Walk and Winter Holidays

Comprehensive audit completed of all businesses within BID boundaries to ensure Business Tax Certificate Compliance in conjunction with City of San Diego Treasurer's Office







WE PROUDLY HONOR THE JOLLATY Showing Locals Some Extra Love Stop in or see our current offers at WWW.LAJOLLATYCARD.COM



CLIENT PROOF SHEET

Phase One Development of Locals Discount Program The La Jollalty Card























Key Accomplishments 2018-2019 **Promotions & Experiences**

Digital Marketing

LIVMA continued to focus efforts on digital marketing efforts including ongoing website enhancements and updated technologies. Highlights include:

- Promotional products distributed promoting social media hashtags and LJVMA brand
- Merchant education about logo, branding and promotional resources.
- Upgraded website to increase function and performance.
- Outreach to merchants encouraging greater self-promotion using Merchant Profile and Event pages
- Updated content regularly continuing to answer frequently asked questions about shopping, dining, and opening a business in La Jolla (permitting, licensing, business documents, etc.)
- Expanded eblast program to twice monthly to create more consistent communication between LIVMA and merchants
- Upgraded to high-functioning Event Calendar promoting hundreds of events on behalf of Village merchants, nonprofits, community organizations and promoters.
- Social Media connections in all platforms <u>www.LaJollabytheSea.com</u>, #MyLaJolla
 - Facebook/LaJollabytheSea | Instagram/LaJollabytheSea
 - Share your #mylajolla #LaJollaLove Photos





MORE THAN JUST A PRETTY PLACE.

Key Accomplishments 2018-2019 **Promotions & Experiences**

Research, Advertising & Publicity

- Formed a Marketing and Events Committee under the direction of Julie Wright. Hosted monthly meetings attracting approximately 50 merchants and marketing professionals to develop plans and ideas.
- Completed comprehensive Market Research Project with San Diego State University's Fowler Business School
- Places monthly ads in local media to promote events
- Developed co-op marketing program allowing merchants to promote to tourism marketing at affordable rates
- Researched and compiled current advertising rates for local media to effectively and efficiently buy print, radio and digital media.
- Updated media list to include regional print, broadcast and digital editors, producers and influencers.
- Sent regular press releases and media alerts to various outlets
- Posted event information on online calendars and event guides.



Key Accomplishments 2017-2018

Promotions & Events

Partnerships & Support

10/2018 7th Annual Pillage the Village – Event Sponsor, Promotional Partner & Coordinator

10/2018 LJ Art & Wine Festival – Promotional Partner

12/2018 La Jolla Christmas & Holiday Parade – Promotional Partner

Children's Pool Plaza – Promotional Partner and Sponsor

12/2018 Holiday Banner Program – Promotional Partner

02/2019 Farmers Insurance Open PGA Golf Tournament - Promotional Partner

04/2019 Concours d' Elegance –Add-on event Producer, Supporter and Beneficiary

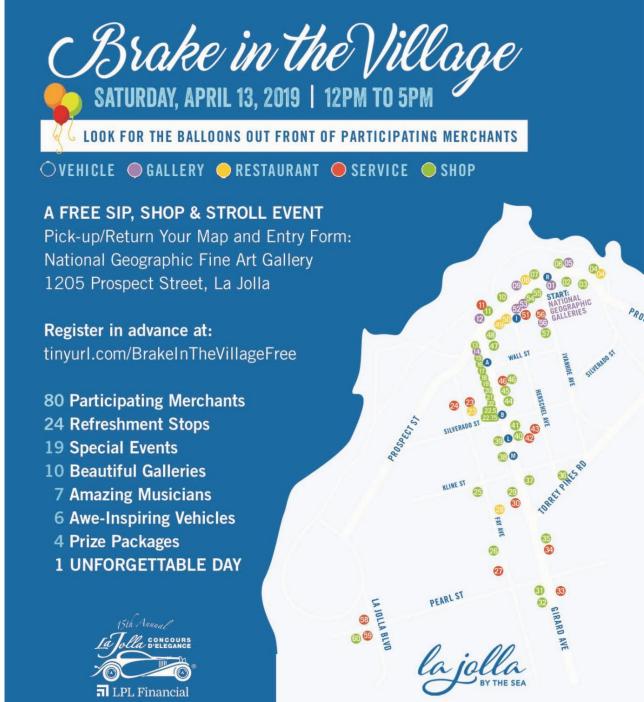


Brake in the Village Partner Event with Concours D'Elegance

1100 TICKETS RESERVED

GENERATED OVER 1100 EMAIL CONTACTS

ASSISTED WITH VOLUNTEER RECRUITMENT





Developed Enjoya La Jolla – Monthly Sip, Shop & Stoll Event



CELEBRATING SUMMER!

Thank you for joining us today. Mark your calendars every month to Enjoya La Jolla on the Second Saturday from 3 PM to 7 PM. Surprises around every corner!

🖪 @LAJOLLABYTHESEA1 👩 @LAJOLLABYTHESEA

SPECIAL EVENTS

3:30 pm - 4:30 pm Summer Sliders compliments of CAVU Brewery in front of Meanley & Sons Ace Hardware

4:30 pm - 5:30 pm

Sangria and Shavasana at La Jolla Sports Club

5:00 pm - 7:00 pm

Sips of Summer Ale at CAVU Brewery & Restaurant

DEMONSTRATIONS

iAM Physical Therapy Bang & Olufsen Jo Stretch Ligne Roset La Jolla Rangoni Shoes San Diego Fly Rides Secret Vein Clinic

CONTESTS & RAFFLES

Adelaide's Succulent Raffle Geppetto's Toys Gracie & Co. J.Dixx Photography Ligne Roset Lululemon Nurse Next Door RICA Boutique The Hydration Room

GIFTS & GIVFAWAYS

At the Moment Yoga Cruiser's Gourmet Subs Decker's Dog & Cat National Geographic Secret Vein Clinic

GIFT WITH PURCHASE

Blue Apparel
CosBar
Euro Comfort Footwear
lan Ely Gallery
Jewels by the Sea
Jo Stretch
Jose's Courtroom
Juice Crafters La Jolla
Lunisol
Salon La Jolla

SeaMakers & Co.

Two Neighbors



REFRESHMENTS

AT Coffee House
Bendls Custom Shirts
Brooks Brothers
CosBar
Decker's Dog & Cat
Fresh Produce
Froglanders
Hi Sweetheart
Hydration Room
J McLaughlin
Jewels by the Sea
Juice Crafters
Legends Gallery
Ligne Roset
Lululemon
Mangelsen Gallery
dartin Lawrence Galleries
anley & Sons Ace Hardwa
Muttropolis
tional Geographic Galleri
Peter Lik Gallery
Ralph Lauren
Rangoni Shoes
SeaMakers & Co.

Between 60 and 80 Merchants Participate in Enjoya La Jolla Each Month

Schedule and offers are subject to change. We apologize for any omissions or errors. Don't forget to drop off your Passport to National Geographic Gallery OR La Jolla Sports Club before 7:00 to be entered to win one of four fantastic La Jolla Village Prize Packages. Winner need not be present.



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