RTO7 Year End Wrap Up 2016/17

June 15, 2017 Lora Bay Golf Club Thornbury, Ontario



Good Afternoon – VISION and MISSION

- Our vision is to establish BruceGreySimcoe as Ontario's four-season destination of choice.
- Our mission is to work collaboratively with tourism partners and stakeholders to build, sustain and grow visitation, investment and visitor spending.
- Core Values Collaborative, Transparent, Trustworthy, Innovative, Friendly and Welcoming



Year End Wrap Up 2016/17 Agenda

Item	Time	Presenter
Welcome	2:00 pm to 2:05 pm	Kathryn Stephenson
Chief Executive Officer Report	2:05 pm to 2:20 pm	Bill Sullivan
Program and Administration Manager Report	2:20 pm to 2:35 pm	Alex Hogan
Tourism Experience Development Specialist Report	2:35 pm to 2:50 pm	Kim Clarke
Communication Coordinator Report	2:50 pm to 3:05 pm	Ginny Henry
Introduction of Board of Directors for 2016/17	3:05 pm to 3:10 pm	Kathryn Stephenson
Introduction of Officers for 2016/17	3:10 pm to 3:15 pm	Bill Sullivan
Adjournment		



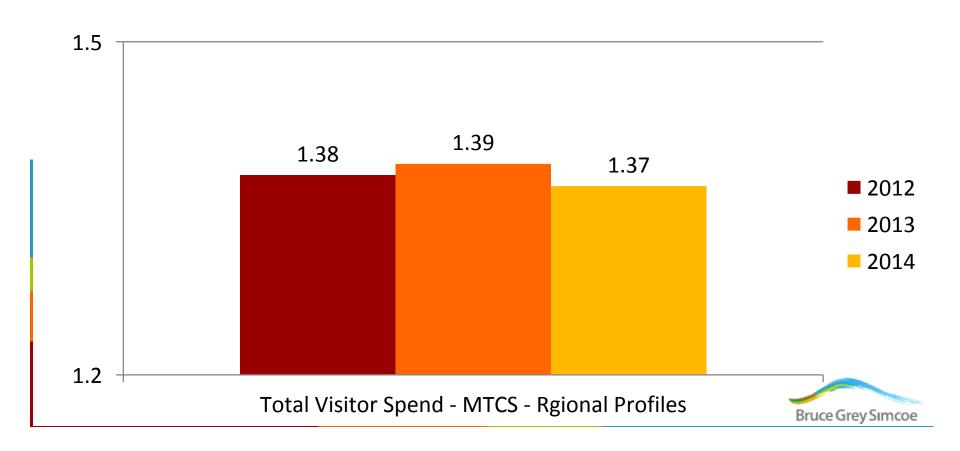
Chief Executive Officer's Report

- The purpose of this Year End Wrap Up Report is to highlight key initiatives and accomplishments by Regional Tourism Organization 7 (RTO7) in FY 2016/17 (April 1, 2016 to March 31, 2017), RTO7's sixth fiscal and fifth full year of operations.
- Further information about Tourism Region 7 and BruceGreySimcoe

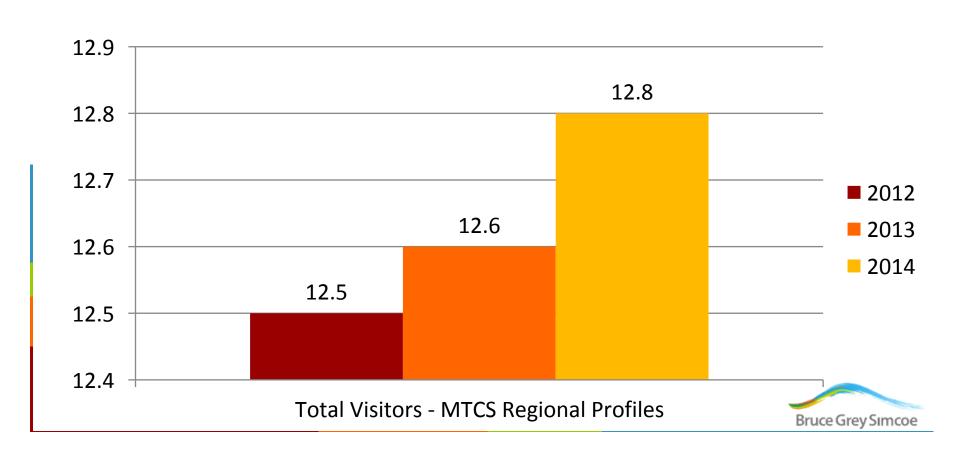
 can be found online at (industry site) <u>RTO7.ca</u> and (consumer site)
 <u>BruceGreySimcoe.com</u>



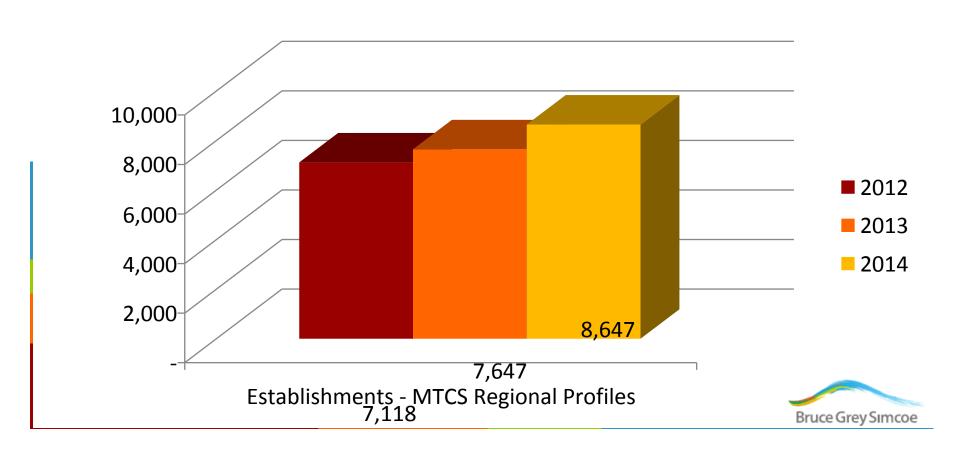
Total Visitor Spend in BruceGreySimcoe – Region 7 (in Billions \$)



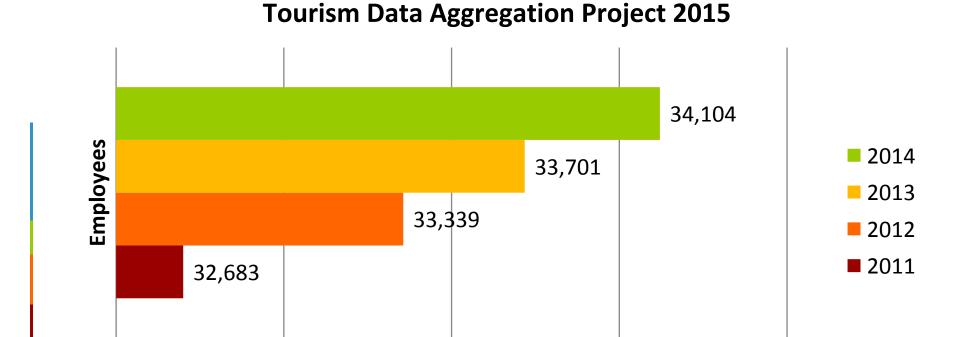
Total Visitors to BruceGreySimcoe – Region 7 (In millions of visitors)



Tourism Related Establishments in BruceGreySimcoe – Region 7



Employment in Tourism-Related Industries 2011-2014 in BruceGreySimcoe – Region 7



33,983

33,483

32,483

32,983

34,483 Bruce Grey Simcoe

Governance

- Governance and Board Affairs
 - Enacted Bylaw 5
 - Conducted 5 board meetings (one by conference call)
 - Conducted Stakeholder Info Session April
 - Conducted Annual Meeting followed by Stakeholder Year End Wrap Up June
 - Conducted Annual Stakeholder Planning Session August
 - Participated in planning meetings with many tourism and government organizations
 - Introduced new programs Festival Implementation Program, Collaboration Program,
 - Expanded Partnership Program



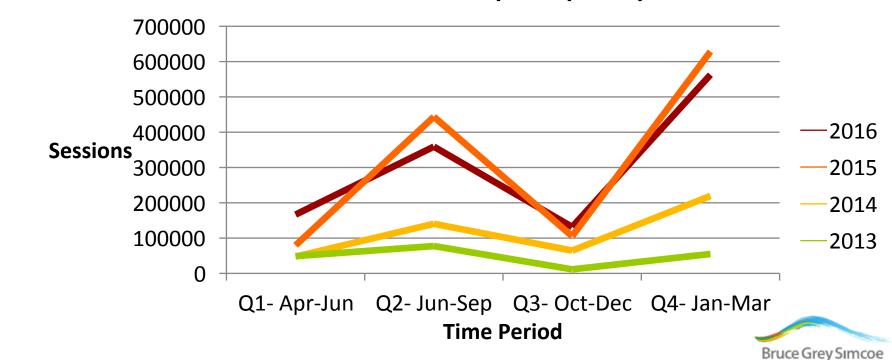
Marketing 2016/17

- Interest targeting was relied upon in all campaigns.
- The campaigns continued to provide dedicated support to the experience development projects of the previous year through media buys and social media.
- The campaigns continued to use the iconic features and activities, natural and man-made to differentiate the region from other tourism destinations.
- RTO7 tested new campaign structure meant to highlight partners videos
- Media buys were flighted and Consumer Insight Research and Prizm Research was relied upon heavily for determining targeting and media delivery methods

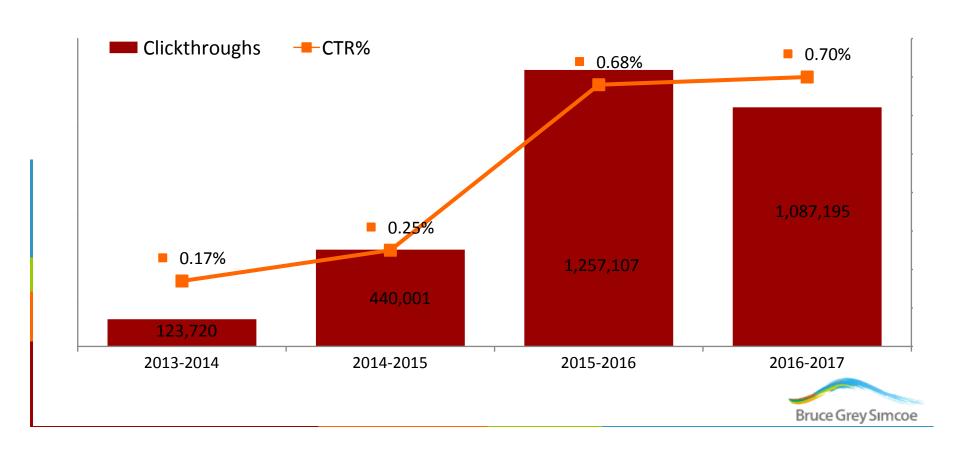


Marketing – Session Comparative 2013/14 to 2014/15 to 2015/16 to 2016/17

Web Site Sessions 2016/2015/2014/2013



Marketing – Year to Year Performance - Clickthroughs vs. CTR

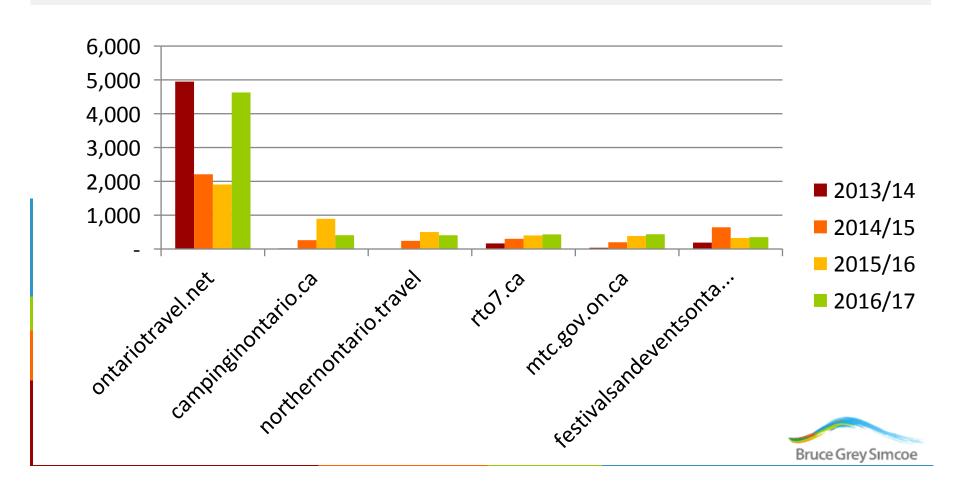


Marketing – Overall Results

- 2016/17 BruceGreySimcoe Always in Season Marketing Campaigns
- Online media campaign results (Google Analytics):
 - Website visits decreased 2.92% to +1.2 million
 - Pageviews increased 3.8% to 2.9 million
 - Referrals to stakeholders increased 56% to +93K
 - Mobile Use decreased 7% to +693K visits
 - Twitter sessions decreased 74% to +5.7K
 - Facebook sessions increased 141% to +345K



Top Referring Channels



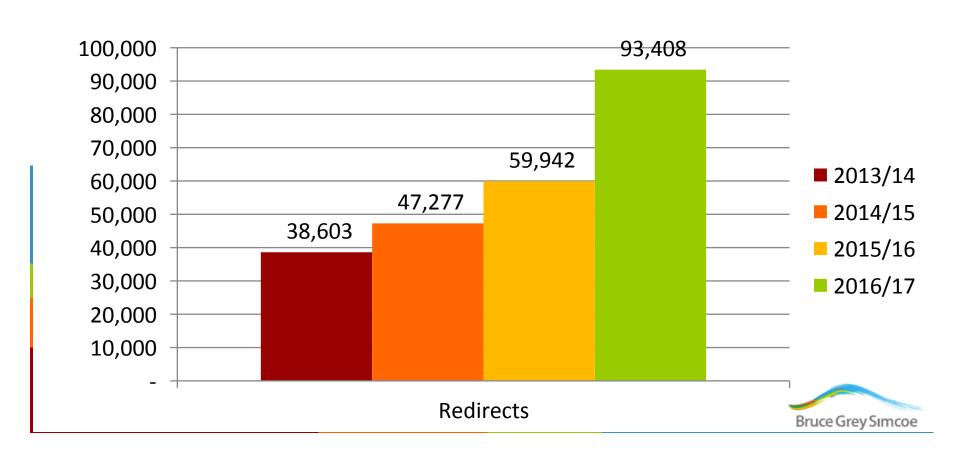
Advertising Campaigns – Top performing Source Medium

Sessions							
Source Medium	2013/14	2014/15	YOY Chg %	2015/16	YOY Chg %	2016/17	YOY Chg %
Google	104,398	289,093	176%	1,015,764	251%	639,996	-36%
Facebook	18,341	29,175	59%	143,065	390%	345,254	141%
Direct	30,743	58,286	89%	39,742	-31%	179,702	470%
Twitter	1	7,097		22,888	222%	5,768	-74%
Yahoo	4,226	29,716	603%	10,380	-65%	2,344	-77%
Ontariotravel.net	4,949	2,209	-55%	1,908	-13%	4,628	142%
Bing	4,163	3,283	-21%	1,863	-43%	6,899	270%

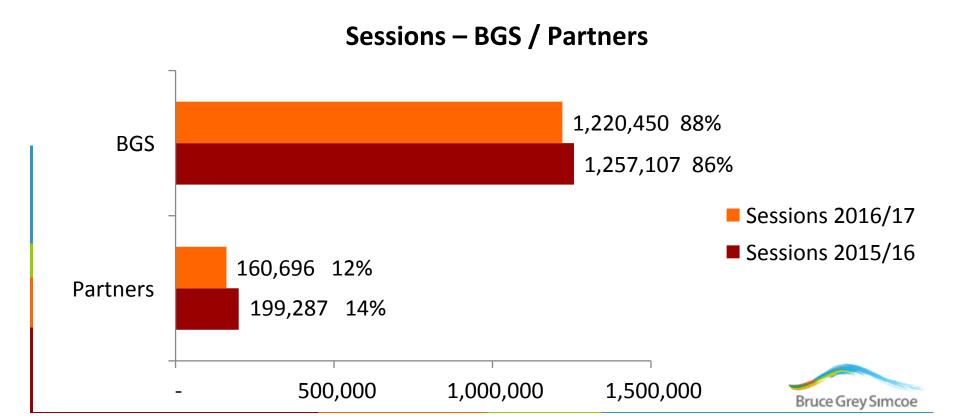
Advertising Campaigns - Top Landing Pages

Landing Pages - Sessions				
	2013/14	2014/15	2015/16	2016/17
Winter/ski-resorts	4,978	16,637	166,116	123,030
Camping	1,499	25	152,270	30,478
Winter - home page	1	21,828	147,968	65,381
winter/outdoor/fun	-	454	140,173	102,127
Trails-and paddling	133	7,630	112,620	54,591
Winter soft adventure	-	-	101,146	97,512
Cycling	176	31,233	70,942	48,581
Festivals	16,498	61,544	60,160	177,822
Golf	3,036	16,185	55,600	4,972
bgs-mobile	13,288	32,508	37,766	154,840
Total of All Sessions of 6,078 pages	192,908	472,041	1,257.107	1,220,450

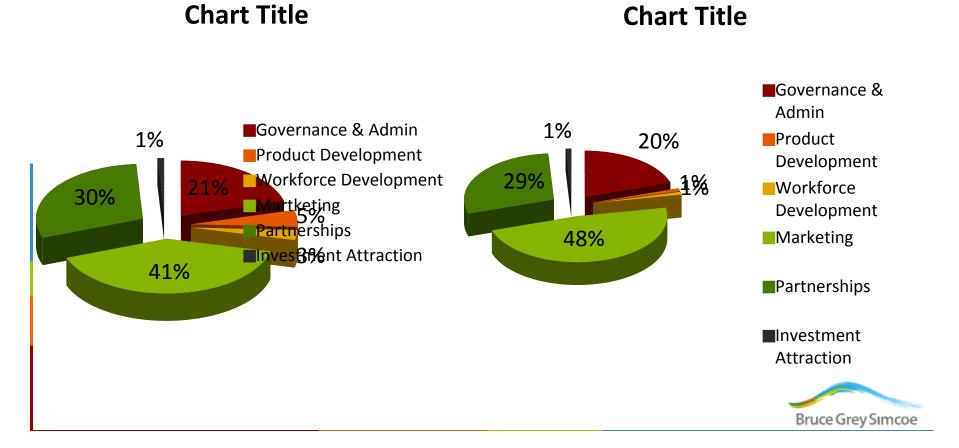
Redirects from BruceGreySimcoe.com to outside sites



Marketing – Clicks - BGS/Partner Results



Budget/Actual Expenditures



Program and Administration Manager Report



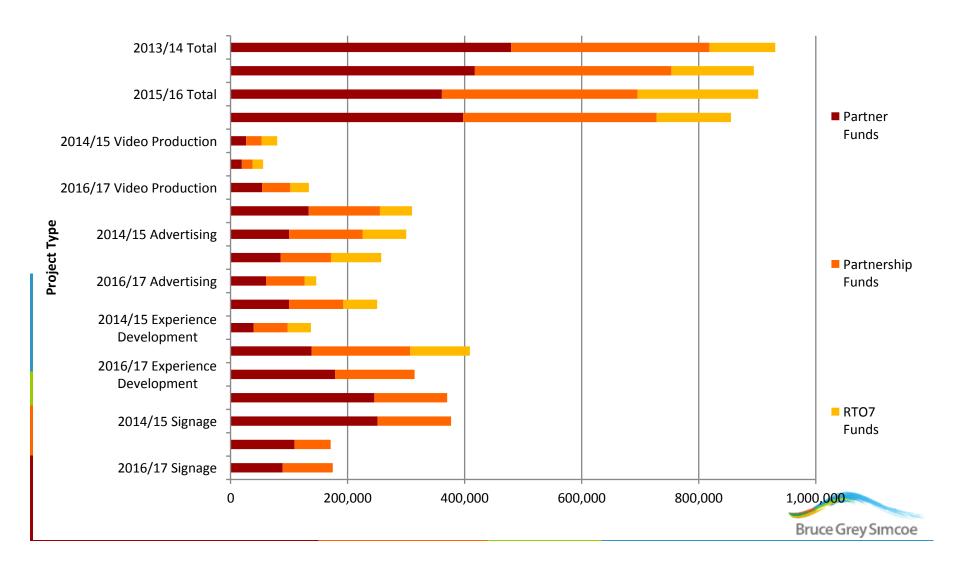
Partnership Program 2016/17

- 41 projects
- \$397,289 in partner contributions
- a total of about \$855,000 in joint projects
- More new partners





2016/17 Partnership Investment



Tourism Wayfinding Signage (5)

- Bruce County (2)
- Ontario's Lake Country paddling
- Town of Collingwood Downtown and Harbourfront signage plan
- Grey County (trailhead signage)



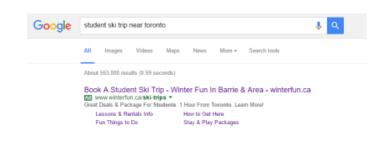






Digital Advertising (4)

- Wasaga Beach (Beyond the Beach PQ & ON)
- Ontario's Lake Country (F&E/Fall & Winter pkgs)
- Westin Trillium, Blue Mountain (Fall into U.S.)
- Tourism Barrie (Winter Fun and School)











Digital Advertising – Partner Results

Partner	Target Geo	Clicks	Click Through Rate	Impressions
Wasaga Beach	GTA/Quebec	12,154	2.25%	541 thousand
Ontario's Lake Country	GTA/SWONT	76,242	.68%	11.2 million
Westin Trillium	Border States	23,830	.99%	2.4 million
Tourism Barrie	GTA/SWONT/Simco e/Sudbury	40,865	.45%	9.1 million
Total	GTA/SWONT/Simco e/Border States/Sudbury/Qu ebec	133,318	.66%	2.0 million



Product/Experience Development (7)

- Experience Development (7)
 - City of Orillia Tourism Strategic Action Plan
 - County of Simcoe Cycling Experience Development
 - Burl's Creek Event Grounds Production Impact Research (phase 2)
 - North Simcoe Tourism (& Ontario's Lake Country) Agri-Culinary Action Plan
 - T3 Professional Development Strategy in collaboration with Collingwood Centre for Business & Economic Development
 - BruceGreySimcoe 'Stretching Your Limits' Conference (Dec 2016)
 - Continuation of BGS Online Service Excellence Training





Video Development (17)

- Scenic Caves Nordic Adventure
- Hardwood Ski & Bike snowshoe fondue
- Scandinave Spa wellness therapy
- Ontario's Lake Country paddling, fall and four season
- Township of Clearview Small Halls, Copper Kettle Festival, Creemore Children's Festival, market, trails, etc.
- 365 Sports Inc. Urban Slide & Foam Run
- Municipality of Meaford dogs and fishing
- Hoity Toity Cellars farm stories
- Tourism Simcoe County art studio tours
- Iwa Spa Ganban/volcanic rock therapy
- Blue Heron tours/cruises
- Georgian Bay Folk Society Summerfolk/Grey Roots Museum/Georgian Bay Symphony/F Theatre/TOM
- Eagle Adventures snowshoeing/caving
- Downtown Orillia Management Board Vibrant waterfront downtown
- Cobble Beach Concours d'Elegance
- Red Prince Apples a Blue Mountains story
- Town of Collingwood Trails









Imagery Development (5)

- Georgian Triangle Tourist Association
- Blue Mountain Village Association
- The City of Owen Sound
- Scenic Caves
- Ontario's Lake Country











Other Marketing Projects (6)

- Web portal development
 - Town of Wasaga Beach
 - Blue Mountain Village Association
- Translation projects
 - GTTA See & Do Guide supplement
 - Wasaga Beach campaign/website
 - City of Owen Sound 150 Festival
- BruceGreySimcoe Environics Analytics Prizm renewal











2017/18 Partnership Program

- Opened in February
- Addition of Video Advertising
- Addition of enhanced features to web portals
- (Possible) Addition of other translation languages (e.g. languages to be confirmed)
- The temporary removal of the restriction to the number of times a partner can participate in the Digital Advertising partnership
- The temporary removal of the number of partnerships partners may enter into within any category and overall (with the exception of video advertising which has a maximum of four projects/partner)

2017/18 Partnership Program cont'd

- Categories
 - Signage
 - Digital Advertising
 - Image Development (video and image)
 - Video Advertising
 - Web Portal Development
 - French Translation
 - Experience Development, including research and workforce
- Good uptake on program
 - About 25 projects approved to date
- Still funds available so get applications in soon (even for winter projects)!
- www.rto7.ca > Programs > Partnership Program





Workforce

- Tap into Tourism Events
 - Grey-Bruce Oct
 - Simcoe Nov
- Customer Service Training
 - Additional 950 registered for free 1 hour online training (total 2,039 to end March)
- Educator/Operator Workforce session
 - How teachers, guidance, employers can better work together to prepare high school students for jobs/the real world
- T3 Professional Development Strategy
 T3ACCELERATOR
 - Working with Community Futures in BGS, with funding from FedDev
 - 3 phase strategy for professional development of small-mid sized tourism owner/operators



Tourism Experience Development Specialist Report



Tourism Experience Development Specialist Report

Help to *coach*, and *educate* stakeholders within BruceGreySimcoe while potentially *funding* experiences, festivals and products to get them to market



Experience and Product Development

- RTO7 conducted the following in 2016/17 to support the direction of the strategy
 - Supported Festivals and Events with digital and social media advertising through the Festival Implementation Program
 - Supported Experience Partners with coaching, development and marketing support through the Experience Implementation Program
 - Conducted 4 Experience Development Workshops
 - Worked with RTO6, RTO9 and OTMPC on the development of Golf in Ontario
 - Worked with Resorts of Ontario, RTO6, RTO8 and RTO 11 on the Gift of the Getaway Program

Bruce Grey Simcoe

Tourism Experience Development Specialist Report

- 34 inquires for the Experience Implementation Program for 2016/17
- 9 completed Experience Development projects
 - Hydrobike Rentals, Family Tide Rentals
 - SS Trolley, Saugeen Shores Chamber of Commerce
 - Chillin', Grillin' Thrillin in Grey, Cedars of Lake Eugenia
 - The Marsh By Moonlight, Wye Marsh
 - On the Tip of Your Nose, Georgian Hills Vineyards
 - Storytelling Through Song, Brookside Music
 - Bruce Peninsula Eco Adventures, Bruce Peninsula Biosphere Reserve
 - Moonlight Snowshoe Fondue, Hardwood Ski & Bike https://www.youtube.com/watch?v=Xn-BmICdP28



Experience Implementation Success Story



Bruce Grey Sımcoe

Marsh By Moonlight – Wye Marsh

Marsh By Moonlight



Experience Implementation Program 2017/18

- Coaching and tools for stakeholders
- 1:1 Funding with a min buy in of \$500 to a max of \$2,500
 - Eligible marketing expenses
 - Digital Advertising
 - Promotional Materials
 - Collateral material development including creative cost

http://rto7.ca/Public/Resources/Experience-Implementation-Program

Deadline to apply: December 31, 2017



Festival Implementation Program

2016/17 Festival Implementation Program Pilot

- Designed to help well established and regional/emerging festivals to achieve one of three things
 - Increase sustainability
 - Increase quality
 - Target a new audience
- Festival must demonstrate an investment of at least \$1,000 in themselves to achieve at least one of the items listed above



Festival Implementation Program 2016/17 Partners

- MacGregor Point Dryland Sled Dog Derby Sled Dog Association of Southwestern Ontario
- Friday Night Indie Series Blue Mountain Village Association
- Peak to Shore Music Festival Blue Mountain Village Association
- Pumpkinfest Saugeen Shores Chamber of Commerce
- The Keys to Collingwood Collingwood Downtown BIA
- Northern Cyclocross Series Silver Goose Race, Hardwood Ski & Bike,
 Barrie Cycling Club
- Collingwood Art Crawl Collingwood Downtown BIA
- Thanksgiving Harvest Festival Huronia Historical Parks
- Pumpkinferno Huronia Historical Parks
- First Light Huronia Historical Parks
- Frozen In Time Festival Town of Collingwood
- Whiskylicious Town of Collingwood



Festival Implementation Program 2017/18

- Designed to help well established and regional/emerging festivals to achieve one of three things
 - Increase sustainability
 - Increase quality
 - Target a new audience
- Festival must demonstrate an investment of at least \$1000 in themselves to achieve
- RTO7 will match \$1000 \$2,500 in digital marketing
 - Require six weeks lead time
 - Deadline to apply is December 31, 2017

http://rto7.ca/Public/Programs/Festival-Implementation-Program



Festival Implementation Program – Digital Advertising – Partner Results

Partner	Target Geo	Clicks	Click Through Rate	Impressions
HHP – Thanksgiving Harvest Festival	BGS	929	0.46%	203,506
HHP – Pumpkinferno	GTA/BGS	1,279	0.86%	148,714
HHP – First Light	GTA/BGS	3,901	2.00%	195,004
Collingwood Downtown – Frozen In Time Festival	BGS/SWO	4,420	1.56%	283,827
Collingwood Downtown – Art Crawl	BGS	1,163	1.15%	100,921
Town of Collingwood - Whiskylicious	GTA	1,962	1.58%	124,026

Festival Implementation Program – Digital Advertising – Partner Results

Partner	Target Geo	Clicks	Click Through Rate	Impressions
Collingwood Downtown – Keys to Collingwood	BGS	1,530	1.23%	123,937
SASSO – MacGregor Point Dryland Sled Dog Derby	SWO/GTA	1,508	0.63%	241,279
BMVA – Friday Night Indie Series	BGS/SWO/GTA	1,093	0.30%	367,600
Collingwood Downtown – Art Crawl	BGS	1,163	1.15%	100,921
BMVA – Peak to Shore	SWO	988	0.49%	199,713

Bruce Grey Simcoe

Festival Implementation Program – Digital Advertising -Partner Results

Partner	Target Geo	Clicks	Click Through Rate	Impressions
Silver Goose – Northern Cyclocross series	BGS/GTA	5,295	1.19%	445,846
Saugeen Shores Chamber – Pumpkinfest	SWO	2,137	1.22%	175,228
Total		27,378	1.06%	2,710,522



Experience Development 101

- 3 Experience Development 101 Workshops
- October 12, 18, January 31 (in partnership with OLC and City of Orillia)

Experience Development 101 (ED 101)

- Full day introduction to Experience Development and why it can be beneficial for your business and your community
- 66 people attended ED 101 sessions



Experience Development 102

February 10, 2017 at Creemore Springs Brewery

- 8 participants in ED 102
 - 8 new experiences will be executed in 2017
- Full day to develop your experience
 - Activity flow, Pricing, Marketing







BruceGreySimcoe Conference 2016

- December 7, 2016 at the Georgian Bay Hotel in Collingwood
- Jeff MacInnis Keynote featured WIN thinking and challenged everyone to decide how they were going to WIN 2017
- Breakout panels featured
 - Workforce Development Gemma Mendez-Smith, Michael Agema, Sandra Lee
 - How To Work With Media Liz Flemming
 - Importance of Packaging and Partnering Barrie Martin
- The Apple Pie Trail provided delicious treats



It's Full of Opportunity

Outdoors, affordable, surprizing history

I'm an explorer!

I love Living here

The best place to live and work

It's a great place to Play

There is so much to see, do & Experience

Waterways!, kayak, canoe

Natural Beauty!

There is always something going on Small towns

I'm a destination for VFR's!

Award winning festivals

Of all the multitude of experiences!

Amazing tourism Staff & Champions

I Play Here!

Canoe, Kayak, SUP, Hike, Ski

The Beach!

We have FOUR seasons!

Lived here my whole life and still discover new things!

It is home to entrepreneurial business risk takers who are all super stars!

I love BruceGreySimcoe

think I'm a better person here

Decause

SUP

So many experiences to See & Do!

Local experiences with world class feel

Calm rural living & Summer excitement

<u>so</u>much to explore HIKING FOR DAYS! Beautiful trails

It's Home

There's something for everyone all year round!

You are only a stranger once

World Class Natural Attractions

Wide open Wilderness

Bruce Grey Simcoe

It's a place people dream of visiting and its my HOME It's a region open to new people & New ideas

Because..who else has a winery called "Hoity Toity Cellars"?

BruceGreySimcoe Conference 2017

SAVE THE DATE!! 2017 BruceGreySimcoe Conference is November 14 at Blue Mountain Resort

Operators will be joined by Gr 11/12 and Georgian College Students from across the region



Golf In Ontario 2016/17

www.golfinontario.ca

Vision – To make Ontario an International Golf Destination

Mission – To drive overnight international visits to Ontario using golf as the travel motivator

- Partnership between RTO6, RTO7, RTO9 & OTMPC to promote golf and 19th hole activities to the international market (mainly US)
- Hosted FAM trip with golf writers and golf operators
- Social media and programmatic marketing
- Attended International Association of Golf Tour Operators (IATGO)
- Free opportunity for stakeholders



Golf In Ontario 2017/18

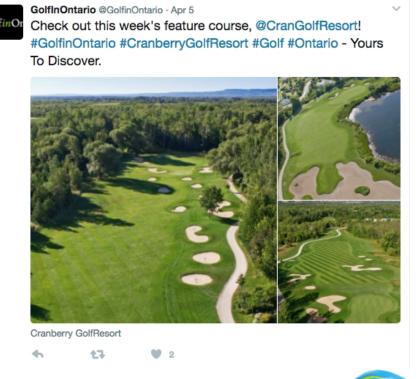


Check out this week's feature course: Cranberry Golf Resort

Enjoy Cranberry along with countless amenities including Side Launch Brewing Company and Living Water Resort & Spa!!

www.golfinontario.ca













Golf In Ontario 2017/18

Partnership between RTO6, RTO7, Bay of Quinte Tourism, OTMPC (TIPP Program) www.golfinontario.ca - being updated

- Retained Brad Kosak as Coordinator
- 14 courses in BGS have joined the program + accommodation and attractions partners
- 102 rounds sold in Jan Mar 2017
- Will be represented at ITAGO end of June



Gift of the Getaway 2016/17

www.giftofthegetaway.com

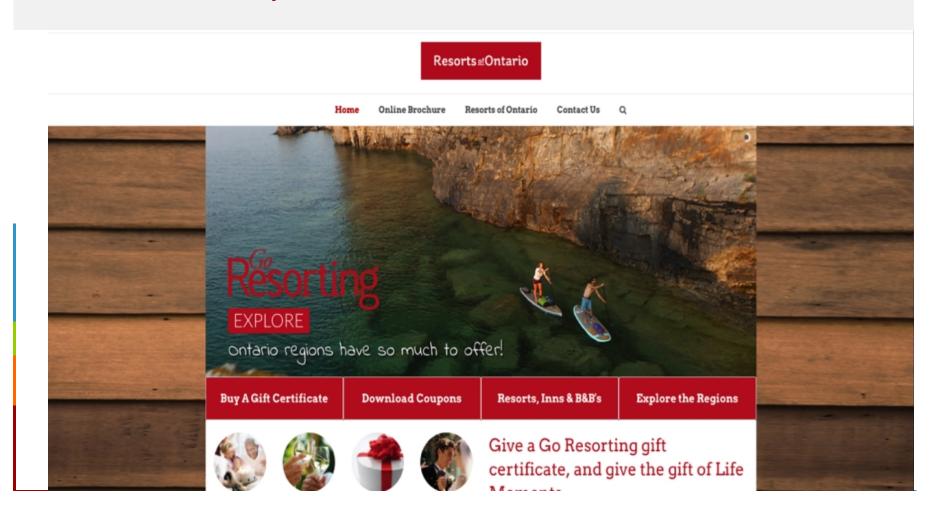
Partnership between RTO6, RTO7, RTO8 & Resorts of Ontario

Campaign designed to encourage the purchase of gift certificates to Resorts of Ontario and Federation of Bed & Breakfasts of Ontario Properties while highlighting attractions in the regions

- Partnered with 36 attractions to offer 42 coupons as incentives for people to come to BGS
- Program generated 6,697 coupon downloads and \$99,550 in gift certificate sales



Gift of the Getaway 2016/17



Gift of the Getaway 2017/18

www.giftofthegetaway.com

- Continuing to strengthen the program
- More collaborative digital marketing push
- Partnered with 18 attractions with 20 different offers in BGS to date
 - Partners can change their offer at any time
 - Follow up will be done with the attractions partners to determine the success of the campaign
- Will feature 10 different packages with Resort/B&B partners
 - Packages also available on BruceGreySimcoe.com



Communication Coordinator Report

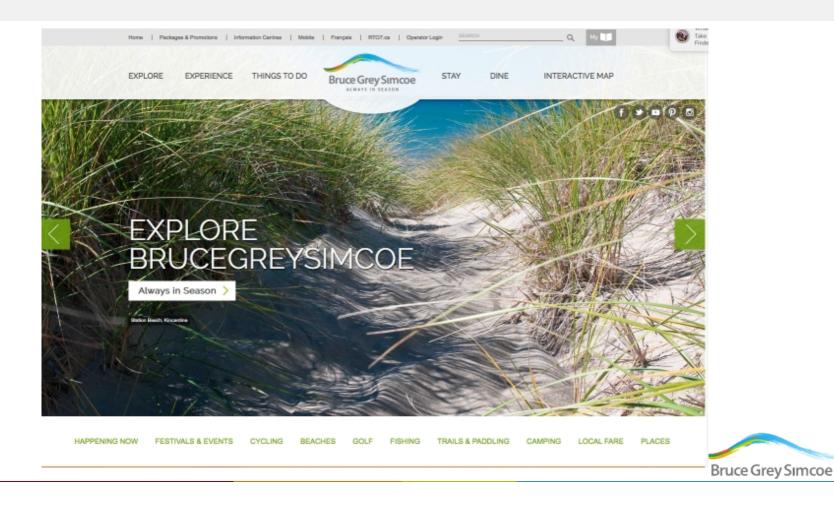


Communication Coordinator Report

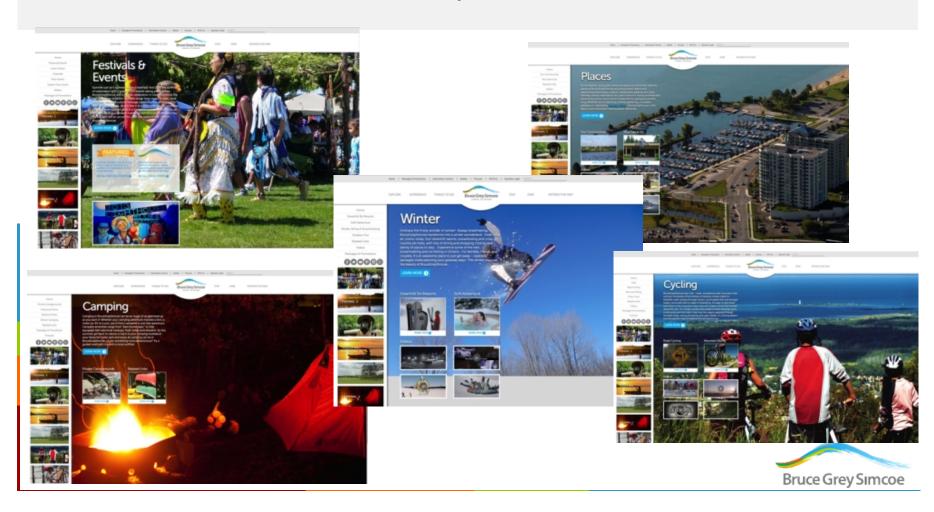
- Overview
 - Two Streams of Communication
 - BruceGreySimcoe (consumer)
 - Website and Ten Microsites
 - Facebook, Twitter, Instagram, Pinterest
 - RTO7 (industry)
 - Website
 - Facebook, Twitter
 - Blog RTO7 Connection
 - Newsletter (monthly)
 - Outreach and Collaboration



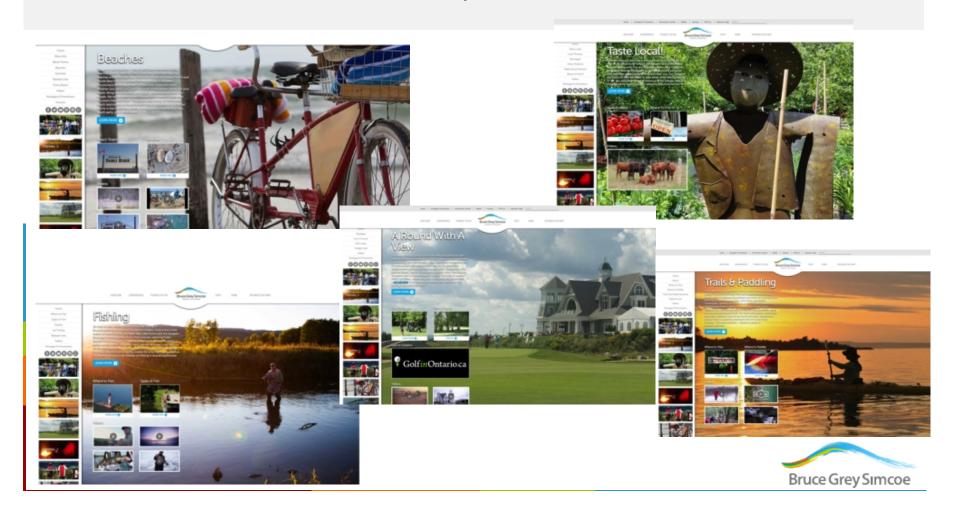
Communication Coordinator Report – BruceGreySimcoe.com



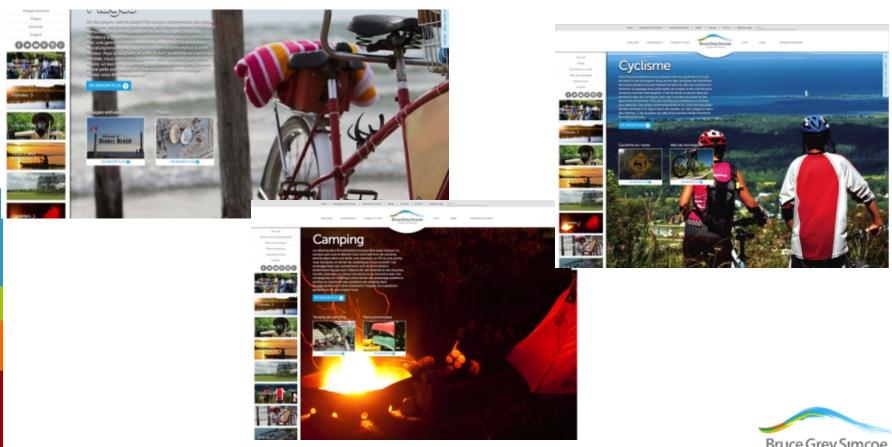
Communication Coordinator Report - Microsites



Communication Coordinator Report



Communication Coordinator Report – New in 2016



- Operator Listings include:
 - Name, description, location, contact information, image, listing on map, Near-By function, plus
 - Logo
 - Link to YouTube video
 - Links to Social Media Channels
 - Book Now button (where applicable)
 - Packages & Promotions
 - Tourism Events Listings
 - FREE

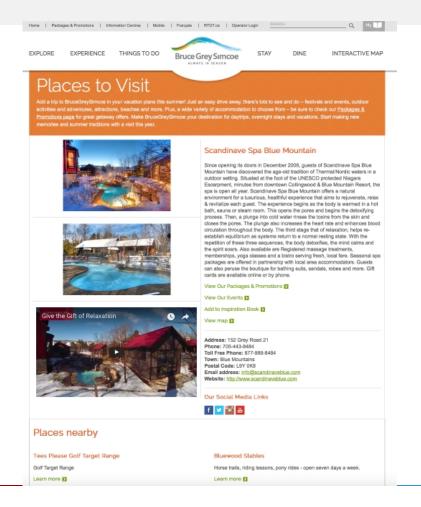


- Listings on <u>BruceGreySimcoe.com</u>
 - Things to Do
 - Attractions
 - Culture
 - Sports & Recreation
 - Shopping
 - Relaxation & Wellness
 - Tours & Information Services
 - Stay
 - Bed & Breakfast/Inn
 - Camping

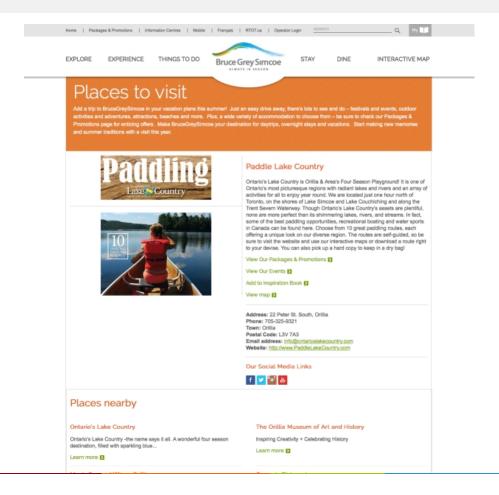


- Listings on BruceGreySimcoe.com (cont'd)
- Stay (cont'd)
 - Cottage/Chalet
 - Hotel/Motel
 - Resort
- Dine
 - Local Fare
 - Fine Dining
 - Good Eats

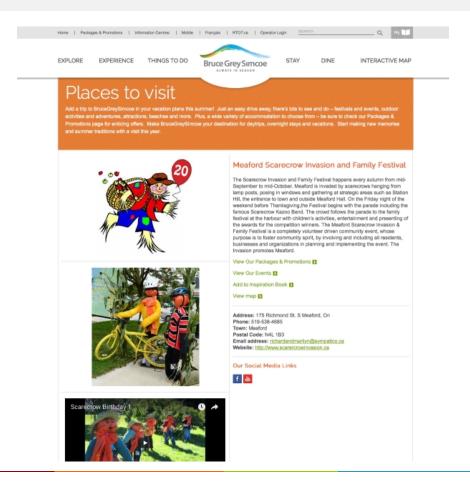




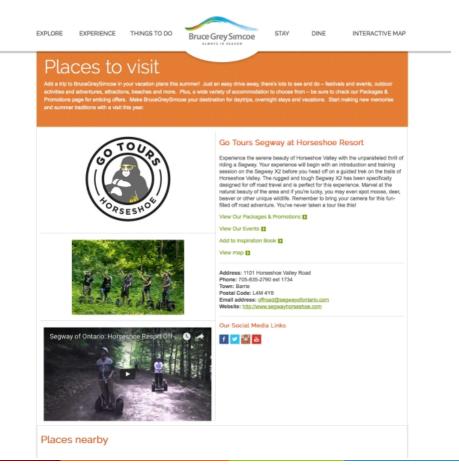














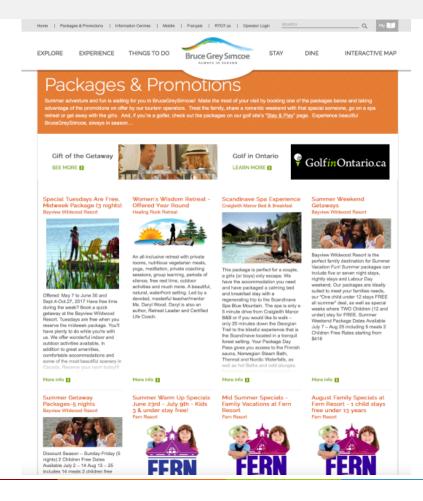








Communication Coordinator Report – Packages & Promotions



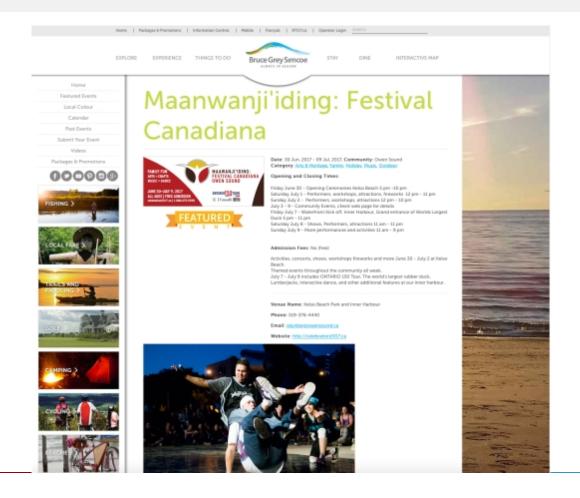


Communications Coordinator Report – Festivals & Events

- Received over 320,000 visits last year (more than double the year before)
- FREE to add listing
- Two categories:
 - Featured Events
 - Local Colour
- Bonus:
 - Event appears on your operator listing page (must be registered operator)

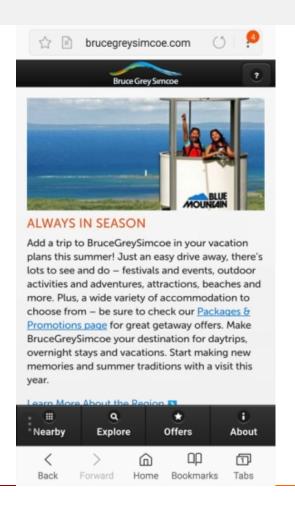


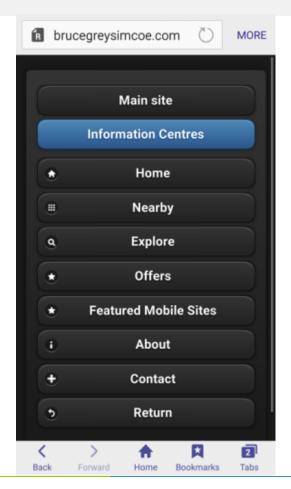
Communication Coordinator Report – Festivals & Events





Communication Coordinator Report – Mobile Site







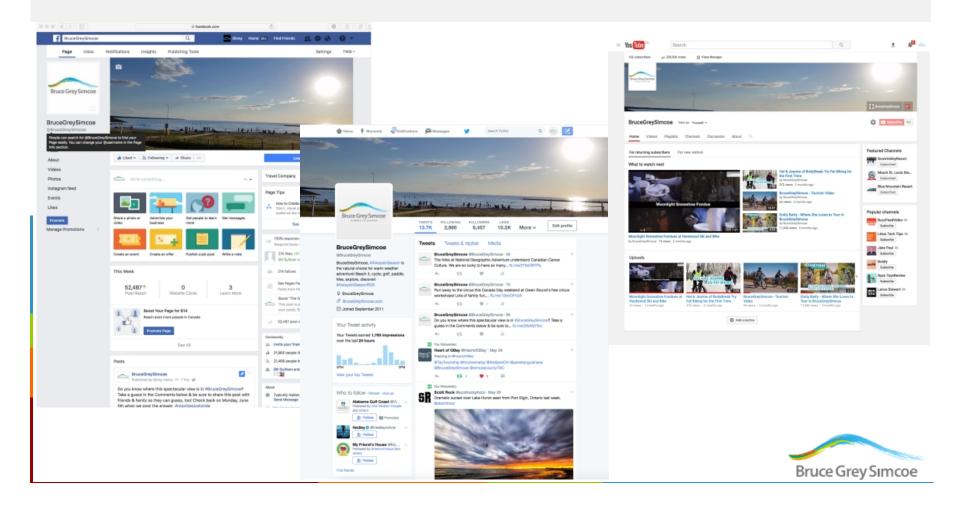
Consumer Social Media - BruceGreySimcoe

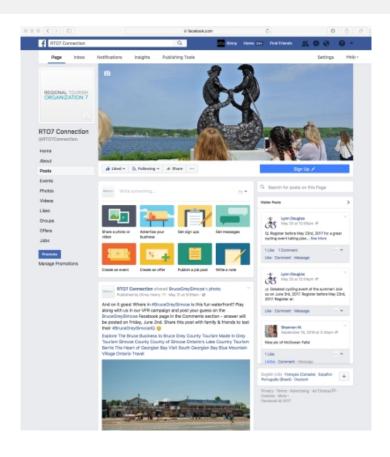
BruceGreySimcoe Consumer Social Media				
Media	Followers/Likes			
	Current Year	Previous Year	% Change	
Twitter	6,388	5,599	14%	
Facebook	21,979	14,500	52%	
Pinterest	194	151	29%	
Instagram	3912	1792	118%	

Stakeholder Relations – RTO7 Connection

RTO7 Industry Communication				
Media	Followers/Likes/Views			
	Current Year	Previous Year	% Change	
Twitter	1272	990	29%	
Facebook	351	250	40%	
RTO7 Connection	3364	3809	-12%	









Bruce Grey Simcoe

Communication Coordinator Report – Outreach & Collaborations

- Attended & made presentations at:
 - Fam Tours
 - Brochure swaps
 - Seminars & workshops
 - Conferences
 - AGMs
- Inquiry Re-Direction
- Social Media & Website Development Support



Communication Coordinator Report

- Reminders & Suggestions Social Media
 - All about sharing so...
 - Tag photos, use mentions, create hashtags, share others' posts
 - Share events (easy to do)
 - Follow us/Like Us
 - Operator Listing add or update your listing
 - Festivals & Events add tourism events
 - Packages & Promotions
 - RTO7 Newsletter & Blog subscribe & share
 - Invite Us!



Communication Coordinator Report

- Thank you!!
- Contact info:
 - Ginny Henry <u>ghenry@brucegreysimcoe.com</u>
 - Allison Davies <u>adavies@rto7.ca</u>
- Operator Log In / Registration http://brucegreysimcoe.com/special-pages/operatormanagement/login
- Festivals & Event Submit Your Event Page -http://brucegreysimcoe.com/festivals-events/submit-your-event

Bruce Grey Simcoe

Slate of Directors for 2016/17



Slate of Officers for 2016/17

- Chair/President
- Vice Chair
- Treasurer
- Secretary



Thank you

- RTO7.ca
 - info@rto7.ca
- BruceGreySimcoe.com
- Contact Information

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