

# AITDC FY2018 Industry Meeting

Wi-Fi: ameliaisland

Password: conference1

## Historic





Amelia Island Tourist
Development Council
(TDC)

Nassau County Board of County Commissioners (BOCC)

**Appointed Board** 

**Elected Board** 



# Funding











## **Bed Tax**





## AITDC Budget



350,000 1988



## Welcome Center





# Resort Development







## Purpose



Tourist Development
Council
(TDC)

Destination Management



COME MAKE MEMORIES®

Convention & Visitors Bureau (CVB)

Destination Marketing



## AITDC Budget



1,600,000 2007

\$350,000 1988 (4x 1988)



## **Beach Vacations**











## Social Media





## The Team

# AMELIASISLAND

COME MAKE MEMORIES®

















## **Tourism Jobs**



Largest Private Sector Employer 1 in 4 Jobs





## Increasing Tax Revenues



38%

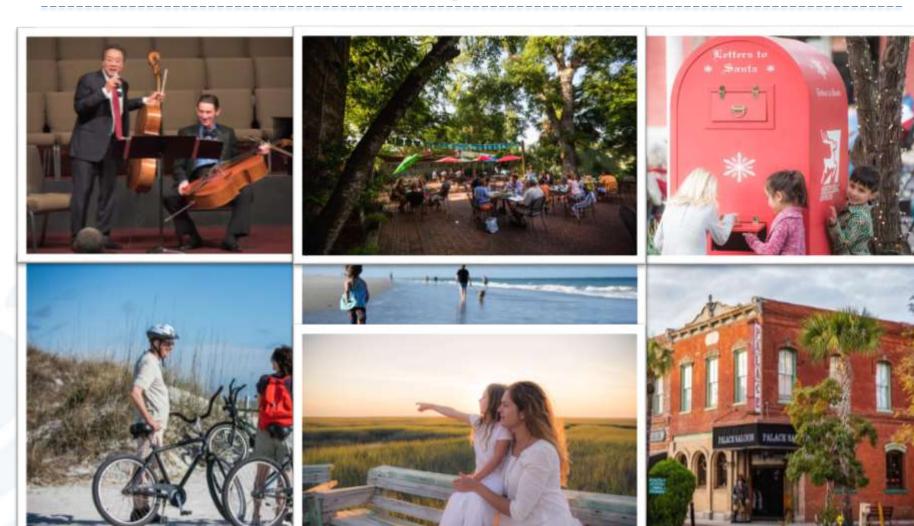
Nassau County sales taxes paid by visitors

\$2,748
Household
Tax Savings





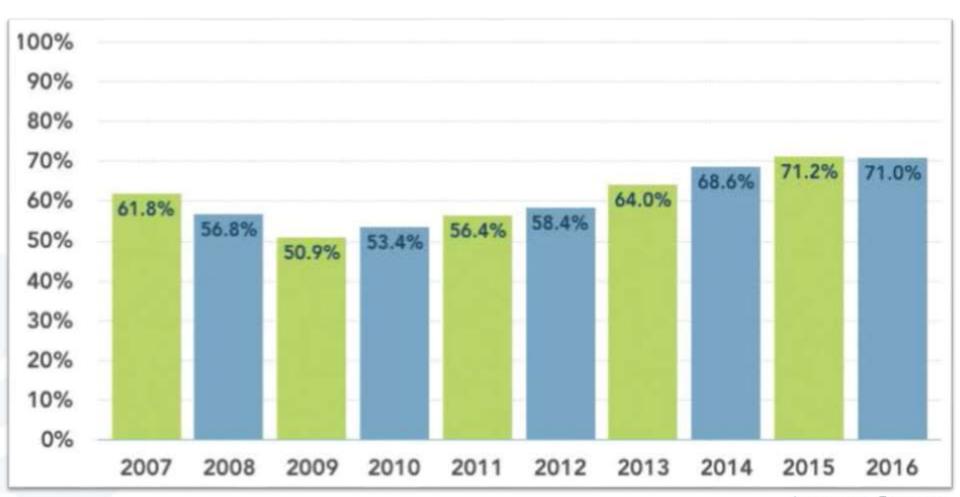
# Quality of Life





## 10-Year Performance

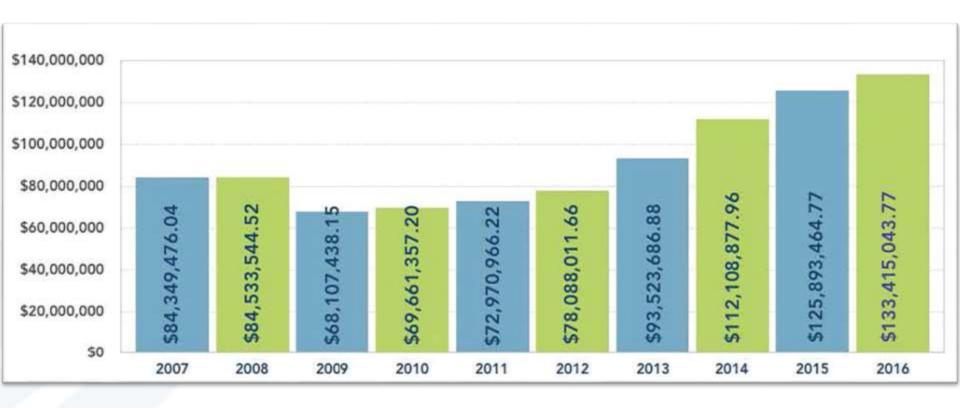
## Occupancy





## 10-Year Performance

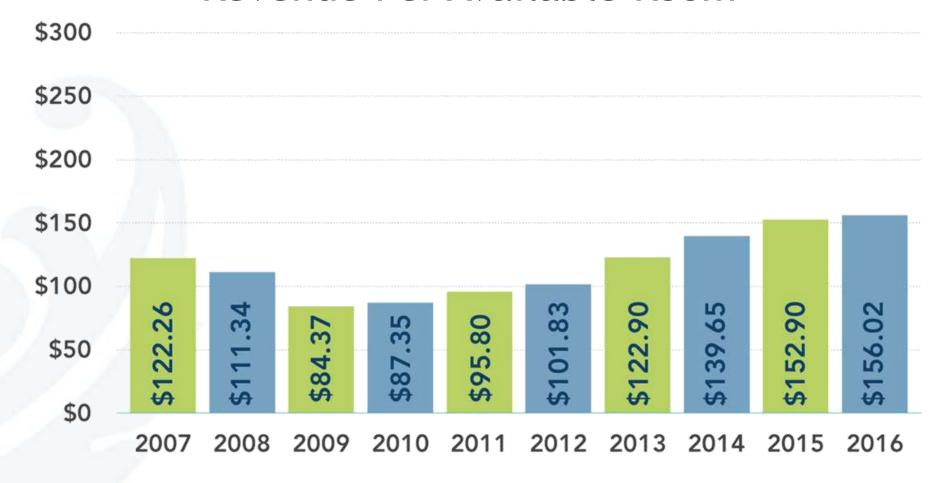
## Taxable Rental Sales - \$





## 10-Year Performance

### Revenue Per Available Room





# FY2018 Key Metric Goals



Taxable Lodging Sales

Increase by 5%



Overnight Visitors

Increase by 3%



Direct Expenditures

Increase by 5.5%



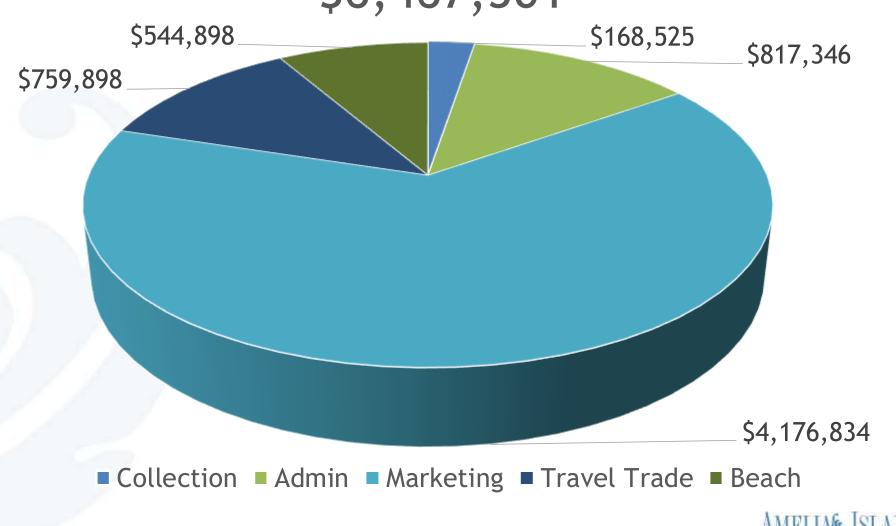
Stay

Increase by 4.2 Days



## 2018 Budget







## **CVB Team**



Amy Boek



Leigh Palmer



Ktimene Axetell



Melanie Crawford



**Kate Harris** 



Deb Nordstrom



# **Marketing Plan**





## **Special Events**











## New Campaign





# **Amelia Island**











# Marketing





BE ON THE LOOKOUT:





Partnership Opportunities

## Visitor Snapshot

1,090,900

The number of estimated visitors to Amelia Island in FY 2016.

639,400

**OVERNIGHT VISITORS** 

stayed in commercial lodging

60,700

**OVERNIGHT VISITORS** 

visiting friends and relatives

390,800

**DAY TRIPPERS** 

50.3

**AVERAGE AGE** of Visitor

\$130,653

Median Annual

HOUSEHOLD INCOME

4.1

**AVERAGE STAY** Number of Days



94.4% Satisfaction

96.1% Would recommend Amelia to friends and relatives

88.2% Plan to **return** 

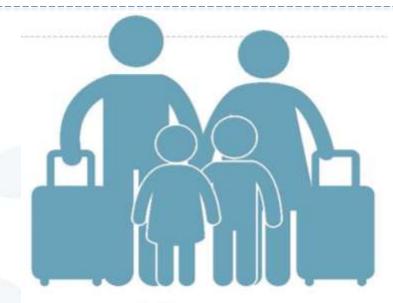


**\$1,996** +3.7%

Average Party Budget



## Visitor Snapshot



2.7 persons

Average Party Size

### TRAVEL PARTY COMPOSITION

54.8%

9.7%

28.3%

Couple

Extended Family

7.5%

6.2%

Group of Friends

Single





#### TRANSPORTATION MODE

69.5% -3.6% YoY

28.3% +8.8% YoY Personal Car/RV

Airplane

23.6% +9.7% YoY

Rental Car

### PURPOSE

### OF TRIP

59.4% Vacation

24.4% Getaway

11.4% Business/Meeting Conference

11.1% Friends/Relatives

5.8%...... Wedding/Honeymoon

9% ...... Special Event/Festival



## Visitor Snapshot

#### REASONS VISITORS SELECTED

### AMELIA ISLAND

50.7% ..... Beach

31%..... Never been / Try something new

27.8%.....Appealing brochures / Website

26% ...... Recommendation

25.2% ..... Hotel / Accommodations



31

Travel Planning Window Start Planning

48.5 DAYS IN ADVANCE

**Book Reservations** 

31.9 DAYS IN ADVANCE

### TOP ACTIVITIES ENJOYED



81%



80.8%

Historic Downtown



77.2%

Beach

59.6%

Shopping

63.9%

Relaxing



63.3%

Walking on the Beach



# Key Feeder States

State of Origin	FYTD 2017 (October -June)		
	%	#	
Florida	21.2	102,041	
Georgia	19.3	92,852	
New York/New Jersey	7.1	33,925	
North Carolina	6.0	28,851	
South Carolina	4.5	21,785	
Pennsylvania	3.9	18,525	
Ohio	3.5	16,777	
Virginia/Washington, DC	3.1	15,131	
Tennessee	3.0	14,572	
Illinois	3.0	14,199	
Massachusetts	2.5	12,204	
Texas	2.0	9,554	



# **Key Feeder Cities**

City of Origin	FYTD 2017 (October -June)		
	%	#	
Atlanta	11,1	53,420	
Jacksonville	7.2	34,614	
Orlando Area	6.6	31,673	
New York/New Jersey	5.0	24,077	
Tampa/St. Petersburg	3.4	16,431	
Savannah	2.9	13,798	
Boston	2.7	13,161	
Charlotte	2.4	11,307	

Chicago	2.2	10,799
Washington, DC	2.2	10,470
Philadelphia	2.1	10,122
Greenville/ Spartanburg	2.0	9,833
Tallahassee	1.8	8,521
Nashville	1.4	6,555
Dallas	1.1	5,376
Houston	0.6	2,797



# Market Snapshots

### **LOS**

- Boston
- Chicago
- Greenville

### **Spending**

- Boston
- Chicago
- New York

### **Expenditures & Economic**

- Atlanta
- New York
- Jacksonville

DMA's	% of Overall Vistation	Est. FY 2016 Visitation	Persent Charge FY 2015/16	Est. Per Cepitte Spending/ Per Stay	Langth of Stay in Amelia Island (Dept)	% Repeat	Extrested Direct Expenditures	Ewi. Economic Contribution of Market
Attanta	12.9%	82,500	+5.6%	8854.87	3.7	56.7%	\$54,026,800	\$71,063,000
Jacksonville	6.5	41,700	+11.5%	\$394.38	2.4	80.2%	\$16,445,600	\$21,637,500
Greater Orlando Arsa	6.4	40,700	+8.5%	\$367.86	2.7	52.3%	\$15,786,700	\$20,770,600
New York/New Jersey	4.3	27,500	+7.0%	\$774.31	4.5	28.5%	\$21,293,500	\$28,015,900
TampaiSt. Petersburg	3.7	23,500	+15.8%	8342.16	2.5	38.7%	\$8,040,700	\$10,579,200
Savennah	30	19,400	+16.2%	\$385.00	2.7	70.3%	\$7,469,000	\$9,827,000
Charlotte	2.7%	17,500	+25.0%	\$592.57	3.8	51.0%	\$10,370,000	\$13,643,600
Boston	2.3	14,700	+0.7%	\$814.74	5.0	29.6%	\$11,976,700	\$15,757,700
Greenville/ Spartanburg	2.3	14,600	+20.7%	\$672.83	4.5	49.3%	\$9,823,300	\$12,924,50
Washington, D.C.	2.2	13,900	+10,3%	\$727.50	4.2	24.4%	\$10,112,300	\$13,304,70
Philadelphia	2.1	13,200	-7.0%	\$715.82	4.3	30.4%	\$9,448,800	\$12,431,80
Chicago	1.9	12,400	+8.8%	\$800.36	4.8	37.7%	\$9,924,500	\$13,057,60
Tallahassee	1,8%	11,500	+29.2%	\$393.95	29	74.1%	\$4,530,400	\$5,960,70
Nashville	1.5	9,400	-2.1%	\$649.71	4.3	28.2%	\$6,107,300	\$8,035,30
Dallas/Fort Worth	1.1	7,200	+53.2%	\$715.51	4.4	33,3%	\$5,151,700	\$6,778,10
Houston	0.7	4,800	+23.1%	\$618.16	3.9	25.8%	\$2,967,200	\$3,903,90



## Top 25% of Spenders



### THE TOP 25% OF SPENDERS

Stay an average 6.6 days (versus the 4.2 days of the average Amelia Island visitor)

20% Georgia

New York/ New Jersey

9% 7.6% Florida

5.7%North Carolina 5.1% Ohio



# **Our Targets**

## Target Markets

E	stablished	Growth	Emerging	International
	Atlanta	New York Metro	Boston	Canada
R	emainder of GA*	Washington D.C. Metro	Philadelphia	Germany
	Florida*	Charlotte	Nashville	United Kingdom
		Chicago	Houston	
			Dallas	



# **Our Targets**



### TARGET DEMOGRAPHICS

- Adults, ages 35-64
- Generally female decision maker
- \$175,000+ household income
- \$1 million + average net worth
- Homeowners
- Undergraduate Degree

### TARGET PSYCHOGRAPHIC/BEHAVIORAL

- Couples
- Mature/Empty-Nesters
- Affluent Families (targeting spring, summer and holidays travel)
- Young Professionals (millennials)
- Affinity for travel; seeking authentic experiences

### NICHE MARKET SEGMENTS



Health & Wellness



Nature/EcoTourism



Romance/Weddings



**Experiential Travelers** 



Light Adventure



Gender Based



Leisure Groups



Groups



## Marketing Strategic Approach

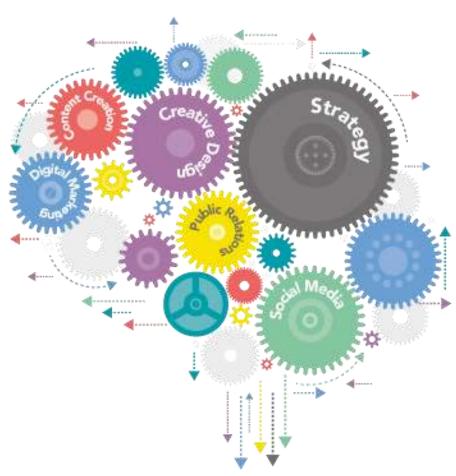


Data-driven
Decisions



Integrated Advertising







New creative Campaign



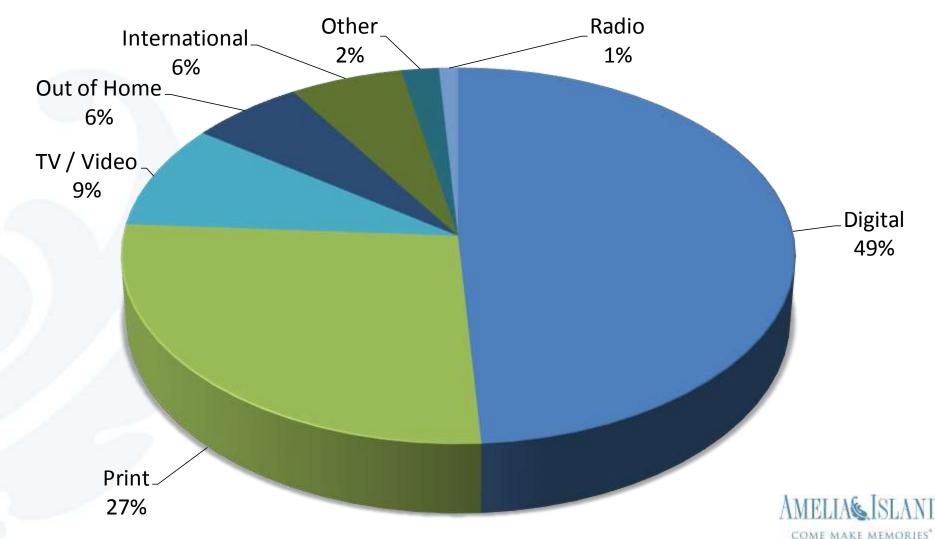
Content



COME MAKE MEMORIES"

### Paid Media

\$2,650,000



## New Campaign





## Traditional Co-ops





## CHICAGO Boston

WASHINGTONIAN





## Partner Takeaways



- Utilize AICVB research and marketing plan
- 2. Target similar audiences
- 3. Participate in co-ops



# Digital Strategy



## Sustainability



AITDC supports quality of life for residents.

Every \$1 spent by AITDC results in \$15.17 for Nassau County government to spend on for public services.

Without tourism, household taxes for the same level of government services would rise to \$2,748.

Provides marketing support for events that residents & visitors can enjoy:









#### ENVIRONMENT

AITDC serves as a destination steward.

Preserving Amelia Island's natural beauty for years to come.

#### LEAVE NO TRACE ORDINANCE (2016)

Committed over \$1MM in reserve funds to expedite debris removal after Hurricane Matthew. \*with no local taxes required.

Allocated nearly \$500,000 annually for beach improvement. \* 100% funded by overnight guests.

#### **PROMOTES** ECO-TOURISM

Showcasing the beach, green space, nature excursions, farm-to-table & wild-caught seafood restaurants.

#### CLEAN BEACHES & SEA TURTLES

AITDC was recognized by National Geographic Traveler, winning the 2016 Platinum Award for Sustainable Tourism from HSMAI for the "Clean Beaches and Sea Turtles" program.



#### **ECONOMY**

AITDC promotes overnight visitation to Amelia Island.

Creating a strong tax and employment base across sectors.

#### **CREATES JOBS**

In 2016, tourism jobs represented 37.4% of Nassau County employment.

Every 100 visitors to Amelia Island results in I new job in Nassau County.

#### SUPPORTS ECONOMIC CHOICE

Promoting small & large businesses alike

Marketing downtown {an eclectic mix of storefronts, restaurants & activities}

\* All free to our stakeholders

#### FOCUSES ON QUALITY OVER QUANTITY

Number of overnight visitors is growing slower than the **economic impact** of those visitors.

Fastest growing segment {2010 - 2015} Lucrative & eco-friendly foreign markets. \* tripled in visitation.

#### \$746MM

Visitors total economic impact in 2015



### Website Traffic



Website traffic is up significantly in top 5 markets.

#### Think Mobile First -

In Orlando, 93% of users are on mobile devices, in Atlanta, 85%.

#### WEBSITE CONVERSIONS

Evaluating beyond website traffic, we measure "conversions" by:

- 1. Click-thrus to lodging partners
- 2. Email/Visitor Guide signs-ups
- 3. RFP submissions

Atlanta is our #1 conversion market, driving over \$116,606 in conversion value through newsletter sign-ups and partner views. (Other top conversion markets are Orlando, Jacksonville, and New York.)

### TOP TRAFFIC SOURCES TO AMELIAISLAND.COM

- 1. Organic search (vast majority)
- 2. Paid digital
- 3. Social
- 4. Email



### Amelialsland.com

#### MOST VALUABLE PARTS OF AMELIAISLAND.COM



#### 1. Homepage Hero

**Single-most important real estate on the website**, driving nearly half a million clicks to other
sections of the website; clicks +150% YoY due to work
in 2017 to optimize two main hero area templates.

#### 1 in 4 clicks on the entire website come from the Homepage Hero.



2. Tour Now Section most engaged section of the website



3. Calendar



4. Blog



### **Email Database**

80,000
UNIQUE EMAILS in Database

11,529

**NEW UNIQUE EMAILS ADDED** 

(October 2016 - June 30, 2017)

#### GREATEST AREAS OF INTEREST FROM EMAIL SUBSCRIBERS:



Special Offers



Dining



Special Events



#### 13.7% Average Open Rate

With open rates as high as 19% on segmented emails.

 Marketing automation emails for Dining, Nature, Romance, Golf and Family campaigns all have rates over 50%.



To improve open rates and click rates, provide real value to the user with each send, making it clear "What's In It For Them."



### The Amelia Island Wellness Festival





### Amelia Island Chamber Music Festival





"The Year of the Piano" Headliner Week, Jan 16-19



## Digital Media Funnel

Extend reach, grow awareness in fly markets





**Target Consumers** 

Enhance consideration; intercept competition







**Evaluators** 

Increase engagement; drive visitors through funnel





**Engagers** 

Drive conversions and loyalty with 1:1 CRM

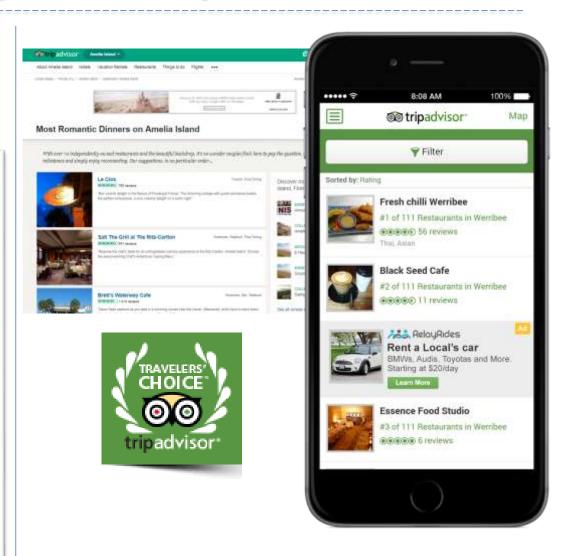
Converters



## Digital Coops

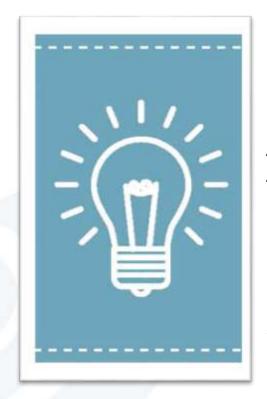








## Partner Takeaways



- 1. Share sustainability facts
- 2. Distribute our content to your audience & use #LoveAmelia
- 3. Lend your voice



# Content



## Social Snapshot

- Facebook reaches 150,000+ people a week
- Atlanta, New York, Charlotte, First Coast,
   Orlando + ADVOCATES
- ENGAGEMENT is the goal
- Used to micro target with paid promotions





### Power of Video

#### Best Performing Amelia Island Facebook Content YTD:



Туре	Average Reach	Average Engagement
■ Video	26,899	1,131 712
Photo	12,364	651 394
S Link	8,129	289



## Why Video?

80%

Online videos will account for more than 80% of all consumer internet traffic by 2020

60%

of marketers used videos in their social media marketing in 2016

73%

of marketers plan on increasing their use of video this year

14%

of marketers used live videos in their social media marketing in 2016

50%

of marketers plan on using live video this year

4x

as many consumers would rather watch a video about a product than reading about it



### Video Production



### Visit bit.ly/ameliavideos

to watch or download our videos.

#### TOP 5 VIDEOS ON FACEBOOK IN 2017 YTD

(ranked by video views (number listed) and minutes viewed)

#LoveAmelia Katie Ride (69.7K)

Now Boarding: Amelia Island Beach Guide (21.7K)

#LoveAmelia Shrimp Festival Time (37.9K)

#LiveAmelia 4th of July Fireworks (22.1K)

360 Video Adventure (22.3K)

4 of the top 10 performing videos this year were Facebook Live!



### Storm Savvy

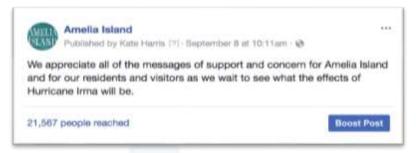
- Good news business
- Perception = reality
- Be real (and go live)



- People believe other people
- Respond quickly and honestly

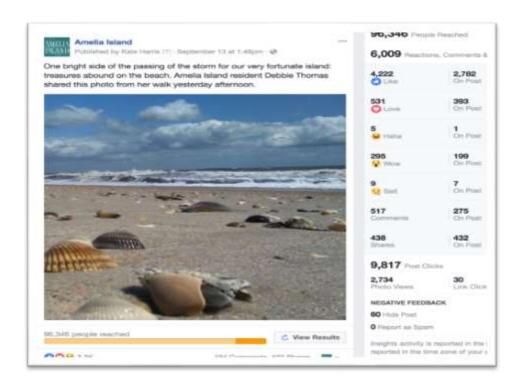


### **Oncoming Storm**





### Day After





### Website



DON'T LET THE SUN SET ON YOUR SEPTEMBER Solvings up to gots  Many summar rates extended into September and October Engly the		
parties tal smaller on Armia Horse's intertected beather.		- H see man



### **#LOVEAMELIA Videos**



September 14



### September 15



xassed, the island is ready to welcome travelers with some special fall.





### Facebook LIVE Broadcasts



Since September 13th,

80,000 views

168% increase from 2 weeks prior







### Day in the Life Photo Tour September 21













### **New Content Assets**





### Traveler Response



"A.I. is where I come when I need peace in my life. Prayers and God's protection for everyone in the path of Irma." - Wendy Rogers Greer

"We visited for the first time 5 years ago. It is our only vacation spot ever since. The people are as kind and loving as the island is beautiful." - Mickie McCool

"I was supposed to be there this last week. Rescheduled for Feb. Can't wait. It will be my first time." -Terri Bruffett



## Partner Takeaways



- 1. Learn Facebook LIVE and start broadcasting
- 2. Share Amelia Island content
- 3. Use our image library to create your own social content.
- 4. Tag #LOVEAMELIA

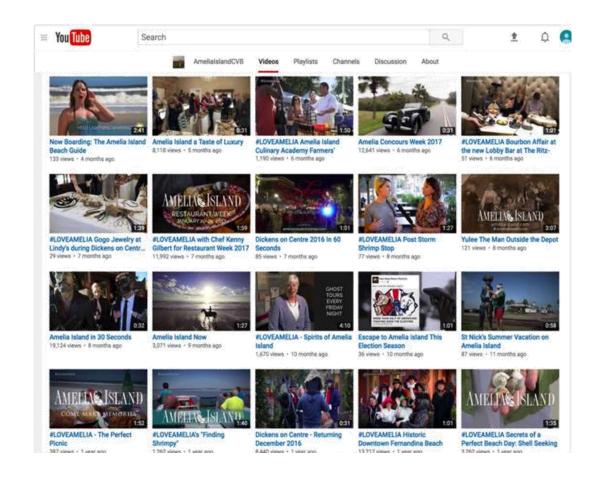


## Giving People What They Want

what kinds of content do travelers prefer?

27%

informational videos or travel guides





# International



### Memorable Events + High-value Press Coverage

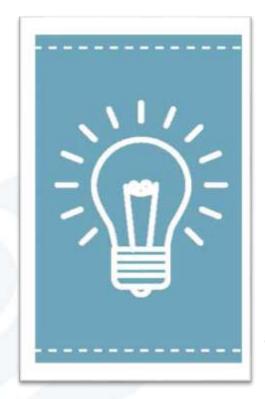








## Partner Takeaways



- Participate in stakeholder workshop
   Dec 4th
- 2. Host journalists and tour operators
- 3. Recognize the potential economic impact (and low environmental)
- 4. Represent at international tradeshows
- 5. Join Pétanque Amelia Island Open



# Strategic Initiatives



### 2018 Initiatives

Cultivate Partner Relationships



Engage with the CVB for ongoing communication and educational opportunities





### 2018 Initiatives

 Establish Island Insiders, a Local Ambassador Program



Share the Island Insider Content











#### 2018 Initiatives

Develop new ways to reinforce
 Amelia Island as cultural destination



Offer unique experiences that celebrate local history and culture

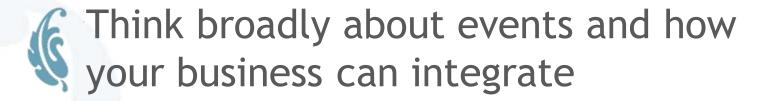






#### 2018 Initiatives

 Build Sponsorships for Amelia Island Signature Events











#### 2018 Initiatives

Establish the Amelia Island
 Fund for Sustainable Tourism



Help identify private funding for projects impacting tourism







#### Partner Takeaways



- 1. Share the Island Insider content
- 2. Think broadly about events and how to integrate
- 3. Help identify private funding





## Public Relations



#### 2017 Performance

#### 455,804,831 Overall Earned Media Impressions



9,369,383

Print



352,449,327

Online



94,986,121

Broadcast

Mentions by 130 outlets in 213 placements

28

Print

170

Online

15

Broadcast



8 Partner Promotions Executed

17 Writers Hosted





#### 2017 Performance





















- Conduct group media experiences
- Invite and host writers on individual basis
- Follow traditional media practices
- Coordinate activation events in target markets
- Target males & millennials
- Secure key influencers as brand ambassadors
- Differentiate through niche marketing
- Conduct media missions/desk-side briefings
- Secure and execute promotions
- Distribute creative press mailer



- Saturate emerging markets to build brand recognition and maximized destination exposure and awareness
  - traditional media practices
  - targeted invites for individual stays
  - influencer partnerships
  - promotions
  - activation events



2. Position Amelia Island as a premier destination for friend group travel with specific outreach to male and millennial travel media



TIP: Target Millennial travel by appealing to their desire for authentic experiences not offered by other more commercialized competitors. Create customizable packages and unique bucket-list experiences, and differentiate the destination by showcasing pristine beaches and natural experiences.



3. Secure key influencers as brand ambassadors to generate high-value digital coverage and ongoing engagement across social platforms



TIP: As public relations and digital marketing continue to evolve, engaging media influencers will begin to blur the lines between a traditional media stay and a direct ad buy. Consider budgeting for this new form of "social seeding."



4. Differentiate the destination through niche-marketing in the key categories of family/multigenerational travel, wellness, culinary, and ecological interests



TIP: Appeal to family members of all ages with a variety of packages, activities and amenities, and offer incentives for traveling as an extended family-unit, such as a grandparents eat free or connecting rooms at a discounted rate.

TIP: Capture the wellness travel audience by creating events catering to their interests (i.e. the Amelia Island Wellness Fest) and by offering packages that promote active exploration of the island and healthy living.

COME MAKE MEMORIES

5. Maintain brand recognition and presence in key origin markets through ongoing media messaging, as well as introduction of new destination experiences



TIP: Curate "bragging rights-worthy" experiences and photo/video opportunities for travelers to share with friends and family through unique packages, offers and landscapes.



### Partner Takeaways





- Host writers for individual stays
- Host digital influencers
- Host group media tours ("FAMS")
- Participate in promotions
- Participate in promotional events
- Send us news & updates
- Respond to requests & leads
  - Offer packages, or specials for events
  - Follow travel trends & act accordingly



## New Campaign



# Ever So Slightly Special Preview



## Ever So Slightly Special



Maybe it's being in a setting that takes your breath away. Maybe
it's the simple luxury of finding a moment in time, just for the two of
you. Whatever it is, there's something different about Amelia Island.

Something ever so slightly romantic.

AMELIA ISLAND

AMELIAISLAND.COM

# Ind Res

## Industry Resources



## **Industry Resources**

#### **INDUSTRY RESOURCES**

The AICVB provides a wealth of information and opportunities for tourism industry stakeholders to take advantage of.

- Get Listed Review and update your listing information on AmeliaIsland.com, which will also be used in the Visitor Guide.
- Host our Guests Host travel writers and influencers from all over the world.
- Submit Events Provide your tourism-related event details at AmeliaIsland.com/events to be included in the online events calendar.
- Share Your News We can help spread your messages, if we know your news. Email details on special
  offers, big announcements, new programs, and events to kaitlin@hayworthpr.com.
- 5. Be social -
  - A. We're always in need of content! Share your stories, photos, and news with our team for a chance to be featured on our social media channels and the Amelia Island Blog.
  - B. Use Amelia Island hashtags to reach travelers and influencers around the globe.
    - #ameliaisland #loveamelia
- Point Back Point to AmeliaIsland.com from your website to give your users ideas of things to do
  or where to go.

know what you need and

ns, and resources such as photo

#### galleries for your use

- Attend TDC meetings Get informed on AICVB marketing plans the 4th Wednesday of every other month.
- 10. Get Involved Take part in promotional programs: Value Card, Seaside Salute, etc.
- Participate in our cooperative advertising programs take advantage of the AICVB's media planning and Buying power with subsidized advertising rates.
- Be on Display Display your collateral materials at the spectacular Amelia Island Welcome Center. (open seven days a week, 364 days a year)
- Create Packages Whether for special events or promotions, create and communicate special packages and offers the AICVB can communicate on your behalf.
- 14. Walk Down the Aisle Get lead lists of brides and grooms interested in Amelia Island weddings.



# AITDC FY2018 Industry Meeting

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Password: conference1