

# **TOURISM PROMOTION COMMITTEE AGENDA**

April 05, 2023 at 1:00 PM

City Council Chambers City Hall & Zoom (https://us02web.zoom.us/j/82621232043)

### PARTICIPANTS MAY ATTEND THE MEETING AT:

City Hall, 29799 SW Town Center Loop East, Wilsonville, Oregon Zoom: https://us02web.zoom.us/j/82621232043

### TO PARTICIPATE REMOTELY OR PROVIDE PUBLIC COMMENT:

Register with Mark Ottenad: <u>Ottenad@ci.wilsonville.or.us</u> or 503-570-1505 Individuals may submit comments by 12:00 PM on the day before the meeting date via email to the address above, or may mail written comments to: Mark Ottenad - Wilsonville City Hall 29799 SW Town Center Loop East, Wilsonville, OR 97070

### CALL TO ORDER

- 1. Roll Call
- 2. Public Comment

### **CONSENT AGENDA**

3. January 25, 2023 Minutes

### **COMMITTEE BUSINESS**

- 4. <u>Approve Draft FY 2023/24 Five-Year Action Plan and Annual One-Year Implementation Plan</u> for the Wilsonville Tourism Development Strategy with 2022 Annual Report appended (akathe <u>1/5-Year Action/Implementation Plan</u>)
- 5. TPC members terms of office

Position 3: Elaine Owen, eligible for re-appointment (7/1/23 - 6/60/26)

Position 4: Albert Levit, termed out (served three consecutive 3-year terms)

Position 7: Vacant, remainder of term until 6/30/24)

 2022 Calendar Year Highlights \* — See attached 2022 Annual Report for in-depth info Website Report
 Social Media Report

PR Report

**Geolocation Report** 

STR Report

- 7. 2023 FY Q3 Progress Update (January March 2023)\*
- 8. Visual Identity Sneak Peek\*
- 9. Upcoming in 2023 FY Q4 (April June 2023)\*

### **CITY UPDATES**

10. Mayor Fitzgerald KXL Radio Interview About Explore Wilsonville

### COMMITTEE MEMBER UPDATES

### NEXT MEETING

TBD – Would normally occur after busy summer season in September or October 2023.

### ADJOURN

Time frames for agenda items are not time certain (i.e. agenda items may be considered earlier than indicated). The City will endeavor to provide the following services, without cost, if requested at least 48 hours prior to the meeting by contacting Mark Ottenad at 503-570-1505 or <u>Ottenad@ci.wilsonville.or.us</u>: assistive listening devices (ALD), sign language interpreter, and/or bilingual interpreter. Those who need accessibility assistance can contact the City by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication.

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# **TOURISM PROMOTION COMMITTEE MINUTES**

January 25, 2023 at 1:00 PM

Wilsonville City Council Chambers & Zoom (https://us02web.zoom.us/j/82621232043)

### CALL TO ORDER – Meeting was called to order at 1:02 pm

# Roll Call In Attendance: Voting Members Albert Levit Brandon Roben Elaine Owen Jennifer Gage Rohit Sharma

### Absent:

Lin Anderson (Excused)

### **Ex-officio members attending:**

City Councilor Caroline Berry Jim Austin, Oregon's Mt. Hood Territory Brian Stevenson, Park and Recreation Department designee

### Staff:

Mark Ottenad Erika Valentine Zoe Mombert

### **Guests:**

Alex Domine, JayRay Bridget Baeth, JayRay Cara Sjogren, JayRay Jen Willey, JayRay Julia White, JayRay Bob Ziel, Community Member

2. Public Comment - No public comment.

### **CONSENT AGENDA**

3. Tourism Committee Minutes – November 9, 2022. <u>Motion made by Elaine Owen and</u> <u>seconded by Albert Levit to approve the November 9, 2022, Minutes. Motion passed</u> <u>unanimously.</u>

### **COMMITTEE BUSINESS**

- 4. Selection of a Vice-Chair. <u>Motion made by Jennifer Gage to appoint Rohit Sharma as Vice-</u> <u>Chair of the Tourism Promotion Committee</u>. <u>Albert Levit seconded the motion</u>. <u>Motion passed</u> <u>unanimously</u>.
- 5. Visual Identity Project Update and Selection

Staff of destination-marketing contractor, JayRay, presented on the process and considerations for designing a new logo. The design and final product should be considered artwork. Two logo designs were presented and discussed.

Logo A: Clean font, modern and compliments our City logo. It is simple and ties in with the trees on our City Logo. Recommended we include the addition of the color blue for one of the leaves.

Logo B: State of OR outline, transfer the heart that identifies where Wilsonville is located. It was suggested that the font is too retro, taking us back to the '70s.

Jenifer Gage moved to approve the concept of Logo A with the potential addition of the color blue to the logo, such as for one of the leaves or the word "explore." Rohit Sharma seconded the motion. Motion approved unanimously.

### **TOURISM PROMOTION & DESTINATION MARKETING UPDATES**

6. JayRay staff presented a Tourism Marketing Update and the 2<sup>nd</sup> Quarter 2022 report.

### TOURISM PROMOTION PROGRAM

7. Review Draft Tourism 1/5 Year Action and Implementation Plan

Staff reviewed the draft plan, and indicated that the primary additional objective over the next fiscal year will be to update the 10-year-old Tourism Development Strategy, including reviewing and issuing a Request for Proposals and interviewing and selecting a contractor. The Plan is to be brought back to the committee for approval at the April 5 meeting.

### **CITY UPDATES**

Staff introduced City Councilor Caroline Berry, the committee's new City Council Liaison. Staff also informed the committee upgrades to the Stein-Boozier Barn facility and the progress on the planned Korean War Memorial interpretive center. Finally, staff introduced the City's new Arts & Culture Coordinator, Erika Valentine to the committee.

### **COMMITTEE MEMBER UPDATES**

Vice Chair Sharma reported that there has been an increase in hotel stays since this time last year.

ADJOURN – Meeting adjourned at 3:15 pm

NEXT MEETING Wednesday, April 5, 2023 1:00 pm

Tourism Promotion Committee January 25, 2023



# FY 2023/24 Five-Year Action Plan and Annual One-Year Implementation Plan for the Wilsonville Tourism Development Strategy

DRAFT April 5, 2023

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Attachment:

1. JayRay 2022 Annual Report



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# **A. Introduction**

The Wilsonville Tourism Promotion Committee met on April 5, 2023, and recommended for adoption to the City Council the eighth rolling Five-Year Action Plan and Annual One-Year Implementation Plan (also known as the "1/5-Year Action/Implementation Plan") for FY 2023/24. Each year, the committee updates the plan to account for work accomplished during the prior year and to plan for the following year-plus time period.

Members of the committee have worked diligently to advance the objectives of the City Council as outlined in the past year's FY 2022/23 Five-Year Action Plan and Annual One-Year Implementation Plan as provided for under the authority of Resolution No. 2541 (2015), which created the City's Tourism Promotion Program; and the *Wilsonville Tourism Development Strategy* adopted by Council in May 2014.

# **B. Tourism Promotion Committee Members**

Supported by the City Manager's Office, the Wilsonville Tourism Promotion Committee is composed of 12 members total, with seven voting positions and five ex-officio advisory positions, as established by Resolution No. 2541, sorted descending alphabetically by last name.

### The seven voting members of the committee include:

- Lin Anderson: Owner of Vanguard Brewing. Appointed in May 2022 to fill Brian Everest's unexpired term in Position No. 6 ending 6/30/24 following his resignation.
- Jennifer Gage: General Manager of Abella Italian Kitchen; appointed to Position No. 5 in July 2021 to full three-year term ending 6/30/24.
- Al Levit: Retired resident, former bike club coordinator and former City of Wilsonville Planning Commissioner; reappointed to Position No. 4 in on July 1, 2020 to full three-year term ending 6/30/23. Al is now termed out, having served the maximum of three consecutive three-year terms.
- Elaine Owen: Owner of Lady Hill Winery was appointed to Position No. 3 in July 2021 to a partial term ending 6/30/23. Elaine is eligible for reappointment to a regular three-year term, July 1, 2023 June 30, 2026.
- Beth Price, Vice Chair: Director of Sales and Marketing for Holiday Inn Hotel & Convention Center Portland South/Wilsonville; reappointed mid-term in July 2021 to Position No. 7 with term ending 6/30/2024. Beth Price resigned in December 2022 due to a change in employer; the position is still vacant.
- **Brandon Roben, Chair:** CEO of Oaks Amusement Park, Portland; reappointed mid-term in July 2019 to Position No. 2 with term ending 6/30/22.
- **Rohit Sharma:** Owner, RR Hotels Portland, LLC; appointed mid-term in March 2020 to Position No.1 with term ending 6/30/22.

### The committee includes five non-voting, ex-officio advisory members composed of:

• Clackamas County Tourism and Cultural Affairs, dba Oregon's Mt Hood Territory: Samara Phelps, Executive Director, or designee Jim Austin, Development & Community Relations Lead.

- Washington County Visitors Association (WCVA): Dave Parulo, President/CEO, or designee Sylke Neal-Finnegan, Vice President of Marketing & Communications.
- Wilsonville Area Chamber of Commerce: Kevin Ferrasci O'Malley, CEO.
- City of Wilsonville Parks and Recreation Department: Kris Ammerman, Director, or designee Brian Stevenson, Recreation Manager.
- City of Wilsonville City Council: City Councilor Caroline Berry was appointed January 2023, replacing prior City Council liaison Charlotte Lehan, who serves as the City Council liaison to the committee since 2014.

# **C. Committee Meetings**

The committee met on four occasions in FY 2022/23, meeting the minimum required four meetings per fiscal year pursuant to Resolution No. 2541. Meeting of the committee were held on September 14 and November 9, 2022, and January 25 and April 5, 2023.

# **D. Advancing Tourism Development Priorities**

The committee continued to work on the Top-16 priorities, as determined by the committee during the first year of work during FY15/16, of 50 total potential 'actions for success' outlined in the *Tourism Development Strategy* adopted by Council in May 2014.

### **Tourism Development Strategy:**

### Top Priorities and "Themed Issues" for Additional Work

Strategy No.	Strategy Title / Description
1.1	Establish an Independent 501 (c) (6) Not-for-Profit DMO to be named Visit Wilsonville, now Explore Wilsonville. [Create the organizational framework]
1.3	Increase the Allocation of the Hotel/Motel Transient Lodging Tax (TLT).
1.7	Initiate ongoing partnership and relationship-building programs.
2.1	Develop a destination branding strategy for Wilsonville.
5.4	Develop database and email marketing programs.
5.5	Optimize the online use of video.
5.6	Optimize linking strategies.
5.11	Develop and maintain a library of high-quality images and videos.
5.12	Optimize the use of website and social media analytics.
5.13	Develop an active content management and co-op marketing program.
5.14	Increase public awareness of the benefits of tourism.
5.16	Conduct ongoing visitor-satisfaction research.

# E. Past Year's Accomplishments, FY 2021/22

The Tourism Promotion Committee has had a successful year, advancing key objectives as setout in the prior fiscal year's plan, the FY 2022/22 Five-Year Action Plan and Annual One-Year Implementation Plan adopted by the City Council through Resolution No. 2964 on May 16, 2022.

Following is an accounting of accomplishments achieved towards meeting FY 22/23 objectives.

### • Recruit to fill all voting positions for the Tourism Promotion Committee.

In May 2022, Mayor Fitzgerald appointed with Council consent Lin Anderson to Position No. 6. In July 2022, Mayor Fitzgerald reappointed with Council consent Rohit Sharma to Position No. 1 and Brandon Roben to Position No. 2.

### • Elect chair/vice-chair leadership positions.

Brandon Roben, was elected Chair and Beth Price, was elected Vice Chair a during the first meeting of the new fiscal year in September 2022. Following Beth Price's resignation from the committee, Rohit Sharma was elected to serve as Vice Chair at the January 2023 meeting.

### • Committee transferred the tourism grant program.

Due to the creation of the new Arts, Culture and Heritage Committee (ACHC), the grant program will be transferred to the ACHC per Resolution No. 2941 (2021). The Tourism Promotion Committee revised to their bylaws to reflect this modification of committee duties and did not oversee the tourism grant program in 2023.

# • Tourism Promotion and Destination Marketing Consultant contractor advances components of the Tourism Promotion Marketing Plan.

JayRay, the City's Tourism Promotion and Destination Marketing Consultant, provided social media posts three times weekly to encourage people to stay in "the heart of it all" The posts have promoted the updated itineraries, Parks and Recreation programming, local businesses and area attractions. The intent is to continue to engage and grow social media followers. The social media posts encourage potential travelers to plan their stay in Wilsonville. Additionally, JayRay collaborated with three Pacific Northwest Influencers to visit Wilsonville, follow a specific itinerary and share their experience on their social media and blog posts.

### • Geolocation Data.

The Tourism Promotion and Destination Marketing Consultant has continued to work with geolocation sub-consultant Datafy to focus on key areas including liquid tourism and shopping since these activities seem to be popular among overnight visitors. The data has been used to target marketing efforts. The data will continue to be evaluated and used to continue to improve our marketing efforts in FY 23/24.

# • The committee monitors implementation of the Tourism Promotion Marketing Plan, including features and operation of the tourism website.

Staff worked with the Tourism Promotion and Destination Marketing Consultants to continue to enhance ExploreWilsovnille.com. Specifically, the event calendar was regularly updated and maintained as needed, graphic images were modified quarterly, itineraries and promotional packages were added as well. Seasonal blog posts and itineraries were also added to the website.

# • Internet/website and social media products are researched and reviewed by staff/contractor with committee to target product recommendation and selection.

The itineraries continue to be promoted on the ExploreWilsonville.com website. JayRay has created new seasonal itineraries to help visitors plan their visit in advance. JayRay has

continued to focus on increasing the social media posts and growing the number of social media followers. Reels were used as a way to increase social media engagement.

Three Influencers visited Wilsonville in FY 22/23 and an increase in website traffic was directly linked to the visits. The Influencers were selected based on the number of followers, content they post on social media, ability to connect with our target audience. JayRay developed itineraries that would introduce the Influencer's followers to Wilsonville and the benefits of making it their travel location for family fun, outdoor adventures and foodies alike.

### • Visual Identity Update

The Tourism Promotion and Destination Marketing Consultant gathered input to determine how Wilsonville was viewed as a tourism destination. Based on the data, four draft visual identities were developed and shared with staff. Staff narrowed the visual identity options to two before the Tourism Promotion Committee selected the preferred visual identity in January 2023. After the visual identity was selected, the Tourism Promotion and Destination Marketing Consultant developed branding guidelines, updated our brochures, updated the website and developed a new map.

### • Continue tourism promotional programs are implemented with key partners.

The Tourism Promotion and Destination Marketing Consultant is working with regional/state tourism partners for marketing promotion efforts, including Travel Oregon, Travel Portland, Travel Oregon, Willamette Valley Visitors Association, Clackamas County Tourism and Cultural Affairs (dba Oregon's Mt. Hood Territory) and Washington County Visitors Association. These joint efforts include purchase of print and online advertising and sharing of travel research.

The Tourism Promotion and Destination Marketing Consultant continued the advertisement at the Interstate 5 French Prairie northbound rest area, and researched additional brochure-placement programs

# • Committee develops and recommends to City Council for adoption the update to the FY 23/24 Five-Year Action Plan and Annual One-Year Implementation Plan.

The committee developed and recommended on April 5, 2023, to City Council adoption of the FY23/24 update to the tourism business plan formally named the FY22/23 Five-Year Action Plan and Annual One-Year Implementation Plan (also known as the "1/5-Year Action/Implementation Plan").

# F. Five-Year Action Plan for Tourism Development: FY2023/24 – FY2027/28

The longer-range five-year plan recommended by the committee focuses on developing the organizational infrastructure, advancing the marketing/promotion program for Explore Wilsonville tourism-development efforts, and researching larger study-efforts to advance tourism.

This eighth, rolling annual one-year implementation action plan follows directly from the committee's review of the most-pressing, "Top Priorities." While the committee recognizes that adjustments are to be made to the longer-range plan via annual 'course corrections'—especially given the COVID-19 pandemic—the five-year plan is outlined below in fiscal years, July 1 of one year to June 30 of the following year.

Year 1 FY 2023/24	Conduct Tourism Promotion Committee Business							
	• Leadership, Meetings: Continue recruitment efforts to fill all voting positions for the Tourism Promotion Committee. Elect committee chair/vice-chair leadership positions.							
	• Business and Marketing Plans: Tourism Promotion and Destination Marketing Consultant contractor advances components of the Tourism Promotion and Destination Marketing Plan that the committee monitors implementation. The Committee develops and recommends to City Council for adoption the update this business plan as the new FY23/24 Five-Year Action Plan and Annual One-Year Implementation Plan.							
	• <b>Implement the FY23/24 Tourism Promotion Program</b> : Committee will implement the new visual identity and continue to enhance marketing efforts based on visitor data.							
	• Advance New Study Effort for City to Update the Tourism Development Strategy originally adopted in May 2014 based on 2013 data research.							
	<ul> <li>Substantial changes in the tourism and hospitality industry over the past decade due to Covid-19 and a 10-year-old plan provide impetus to reevaluate tourism promotional strategy.</li> </ul>							
Year 2	Continue updating the Tourism Development Strategy							
FY 2024/25	• Tourism Promotion and Destination Marketing Consultant contractor continues to advance Tourism Promotion Program as outlined in the Plan.							
	• New tourism promotional programs are implemented with key partners							
Year 3 FY 2025/26	• Tourism Promotion and Destination Marketing Consultant contractor continues to advance Tourism Promotion Program as outlined in the Plan.							
	• Commence the destination marketing strategy plan (item G.3.3)							
	• Feasibility study for a year-round, multi-purpose facility (item G 3.2)							

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Year 4 2026/27	<ul> <li>Tourism Promotion and Destination Marketing Consultant contractor continues to advance Tourism Promotion Program as outlined in the Plan.</li> <li>New tourism promotional programs are implemented with key partners.</li> <li>Committee recommends to Council to advance formation of nonprofit DMO.</li> </ul>
Year 5 2027/28	<ul> <li>Tourism Promotion and Destination Marketing Consultant contractor continues to advance Tourism Promotion Program as outlined in the Plan.</li> <li>Committee obtains legal assistance; reviews federal and state requirements for forming 501(c)(6) nonprofit DMO called "Explore Wilsonville"; creates bylaws.</li> </ul>

# G. Annual One-Year Implementation Plan: FY23/24, July 2023 – June 2024

The eighth, rolling one-year implementation plan seeks to advance the top priorities of the larger five-year action plan. Next fiscal year's work plan is segmented into three main sections:

- **1. Conduct Tourism Promotion Committee Business**: The committee executes all Councilmandated activities, including:
  - Leadership: Elect a chair and vice chair at the first meeting of the new fiscal year.
  - Meetings: Hold at least four meetings with quorum attendance during the fiscal year.
  - *Business and Marketing Plans:* Work with staff and consultant to draft for City Council adoption an updated version of the Five-Year Action Plan and Annual One-Year Implementation Plan and the Tourism Promotion and Destination Marketing Plan for FY23/24. The full, complete FY23/24 marketing plan is to be developed by JayRay, the Tourism Promotion and Destination Marketing Consultant,
- 2. Implement the FY23/24 Tourism Promotion Program: The committee works with staff of the City Manager's Office and Tourism Promotion and Destination Marketing Consultant to advance both the larger FY23/24 Five-Year Action Plan and Annual One-Year Implementation Plan and the more specific FY23/24 Tourism Promotion and Destination Marketing Plan.

Specific components of the FY23/24 Tourism Promotion Program that staff members of JayRay, the City's Tourism Promotion and Destination Marketing Consultant, include:

- *Target Marketing Refinement:* Refining as needed the marketing promotional elements and online/Internet website products and processes. Create a new marketing content strategy and encourage signups on social media. Package offerings and promotions will continue, when feasible, to increase social followers and hotel bookings. Geolocation data will continue to be used to develop more specific, targeted marketing to potential visitors. Influencers will also continue to be used to show the excellent activities in and around Wilsonville while highlighting why the visitors should stay in Wilsonville as their basecamp.
- Focused One Two Day Trips: Focusing sets of themed itineraries, with clear information about their proximity to Wilsonville and map routes. Itineraries are to achieve stronger brand positioning and a focus on being in "the heart of it all." Influencers will also continue to be used to show the excellent activities in and around Wilsonville while highlighting why the visitors should stay in Wilsonville as their basecamp.
- *Performance Metrics*: Continue to track valuation criteria to gauge effectiveness of tourism marketing efforts.
- *Public Awareness:* Cultivating increased local residents' knowledge and interest in learning more about local attractions and the value of tourism to the economy and community-development efforts. Promote Wilsonville's brand position as "in the heart of it all" with locals and build brand ambassadors. The new visual identity, developed in Spring 2022, will be used to build awareness of the program as well.

### 3. Commence Update of the 'Explore Wilsonville' Tourism Development Strategy:

The Tourism Development Strategy that guides the work of the Tourism Promotion Committee is now 10 years old, having been researched and developed during 2013 and adopted by City Council in May 2014. Considerable changes in both the tourism market over time and vast improvement in the City's destination-marketing efforts require that the City update the Strategy.

The City proposes to split the cost of the updating the Strategy over two fiscal years at \$50,000 per year, for a total budget amount of \$100,000. Staff will work with the Tourism Promotion Committee to develop a Request for Proposals (RFP) and advertise the RFP during the first half of 2023-24 fiscal year (July – December 2023).

Then, during the second half of FY 2023-24 (January – June 2023) the Committee conducts interviews and recommends selection of a vendor for the RFP. The City arranges the contract with selected vendor, which commences work.

The Tourism Development Strategy work continues into the following fiscal year, FY 2024-25, with a final product approved for recommendation by the Committee to the City Council for adoption.

### • The proposed Tourism Promotion budget for FY23/24:

Tourism Promotion and Destination Marketing Contract ......\$ 200,000

Expenses are estimated based on the following itemization

- Marketing: \$96,000
  - o Geolocation data and marketing campaigns
  - o Poster display at French Prairie Rest Area
  - o Travel Oregon advertising
  - OMHT and other co-ops
  - Leisure travel digital ads (publications TBD)
  - o Brochure printing and distribution with Certified Folders
  - Special project (tear-off maps, photo shoot, window clings/giveaways)
- Public Relations: \$32,000
  - o Editorial calendar
  - Media pitching and follow up (quarterly)
  - o Cision® media database subscription
  - Influencer marketing (host two per year)
  - Media hosting allowance (host 3-5 writers per year)
  - o Attend PRSA Travel & Words or International Media Marketplace
- Management: \$26,000
  - Manage program
  - STR® subscription
  - Memberships (Travel Oregon, Oregon Destination Association, Travel Portland)
  - Monthly dashboard of KPIs
  - Quarterly reports (fiscal year)
  - o Annual report (calendar year)
  - Tourism Promotion Committee meetings (quarterly, virtual)
  - o Conference attendance at ODA or Oregon Governor's Conference on Tourism

- Social Media: \$26,000
  - Manage Facebook, Instagram and Pinterest
  - Write copy and curate content for 3-5 posts per week
  - Community engagement
  - o Boosted posts
  - o Instagram reels (quarterly) to promote blog
- Website: \$20,000
  - Manage and host website
  - Plug-in/software subscriptions
  - o Refresh content, events, hero images
  - Develop campaign landing pages for marketing campaigns
  - o Quarterly blog
- Tourism Development Strategy Update (Year 1 of 2)......\$ 50,000

TOTAL Tourism Promotion Budget FY2023-24 ......<u>\$ 250,000</u>

The committee continues to see an increase in transient lodging tax collections, as well as tourism-related and hospitality businesses in 2023. There has been a noticeable rebound in both business and leisure travel as we move increasingly to a post-pandemic world.

The FY 23/24 budget includes funds to continue increased social media, influencer campaigns among other marketing efforts and a continued investment in geolocation data to target advertising.

# H. Components of FY23/24 Annual One-Year Implementation Plan of the Tourism Promotion Program in Relation to the 2014 Tourism Development Strategy

Following are more details on the top priorities summarized above for FY23/23 Tourism Promotion Program in relation to the *2014 Tourism Development Strategy's* Top Priorities and "Themed Issues" for Additional Work listed on page 3.

### 1. Tourism Promotion Committee Business

**1.1 Staffing/Contractor Resource:** In order to advance components of the Explore Wilsonville tourism development strategy and the Plan, the committee continues advancing work with staff of the City Manager's Office to collaborate with the Tourism Promotion and Destination Marketing Consultant contractor to advance the tourism promotion program. The committee may seek to discuss how a City-staffed program could evolve into an independent Destination Marketing Organization.

Authority for recommendation: Wilsonville Tourism Development Strategy, May 2014, Action Item 1.1: Establish an Independent 501 (c) (6) Not-for-Profit DMO to be named Visit Wilsonville, now known as Explore Wilsonville. [Create the organizational framework]

**1.2 Budget Allocation:** The City reduced the funding for tourism promotion considerably during to the Covid- 19 pandemic. The City was able to increase the budget during FY 22/23. The budget was \$22500,000 for FY 22/23 for the Tourism Promotion Marketing Plan, the Community Tourism Grant Program and the Visual Identity update. The budget is increased to

\$250,000 for FY23-24 to accommodate a mayor project – updating of the Tourism Development Strategy.

Authority for recommendation: Wilsonville Tourism Development Strategy, May 2014, Action *Item 1.3:* Increase the Allocation of the Hotel/Motel Transient Lodging Tax (TLT).

**1.3 Tourism Grants Programs**: The new Arts, Culture and Heritage Committee assumed responsibility for this program in FY 22/23.

Authority for recommendation: Wilsonville Tourism Development Strategy, May 2014, Action *Item 1.5:* Review Wilsonville Tourism Grants Program.

### 2. Implement the FY 23/24 Tourism Promotion Program

**2.1 Tourism Branding Strategy:** The Tourism Promotion and Destination Marketing Consultant contractor has developed an updated Explore Wilsonville tourism branding strategy. The over-arching tourism branding strategy that control key messages, marketing content and design and the look and feel of other promotional advertising products for print or online media were updated in FY 22/23 and it will be implemented in FY 23/24.

**3.2 Destination marketing strategy plan:** The committee recommends that a focused tourism and visitor destination-marketing strategy is developed that complements the City's larger branding strategy in order to maximize branding integration and marketing expenditures. The committee recommends advancing this study during FY23/24 if funds become available.

Authority for recommendation: Wilsonville Tourism Development Strategy, May 2014, Action *Item 1.1:* Develop a destination branding strategy for Wilsonville.

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# EXPLORE WILSONVILLE 2022 ANNUAL REPORT

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MARCH 13, 2023



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# DASHBOARD

# **2022 ANNUAL RESULTS**

GOALS	2022 RESULTS	2021 RESULTS	YOY % Change
Earned media (number of articles)	4	2	+100%
New website users	18,243	10,544	+73%
<b>Social media reach</b> (Facebook, Instagram, Pinterest)	160,466	71,320	+125%
<b>Social media followers</b> (Facebook, Instagram)	2,485	1,777	+40%



# **2022 ACTIVITY SUMMARY**

### ONGOING

- Website maintenance and social media (homepage banners, events and listings, 3 social accounts posting 3x a week)

### JANUARY-MARCH

- Geolocation data began in January
- Hosted content partner, Kirstie Chan
- Developed blogs and media pitches:
  - Wilsonville History
  - Picture-Perfect Spots for Spring

### **APRIL-JUNE**

- Hosted content partner: Rachel Teodoro
- Developed blogs and media pitches:
  - Four Kid-Approved Outdoor Getaways for Summer Fun
  - Dog-Friendly Destinations
  - Wineries and Farms You Can't Miss
- Increased IG Reels

### JULY-SEPTEMBER

- Fall and Winter itineraries
- NW Travel & Life Advertorial
- Willamette Living Feature
- Wine & Shopping geolocation marketing campaign
- Developed blog and media pitch: Fall in Love with Wilsonville

### **OCTOBER-DECEMBER**

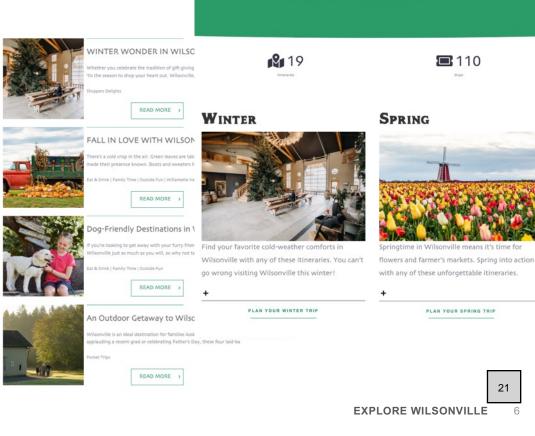
- Attended Travel & Words Conference
- Hosted content partner: Kara Patajo
- Cozy season geolocation marketing campaign
- Developed blog and media pitch: Winter Wonder in Wilsonville blog and media pitch
- Redesigned logo

# WEBSITE REPORT

# WEBSITE OVERVIEW

- Ongoing event management
- Ongoing listings management
- Media page management
- Developed itinerary landing page
- Seasonal itinerary landing pages (4)
- Seasonal itinerary development (19)
- Quarterly Homepage Refresh (4)
- Updated featured blogs (8)
- 73% increase in new users
- Top pages correlate to geolocation ads

### explorewilsonville.com/itineraries



Item 4.

SEASONAL ITINERARIE

Four sets of seasonal itineraries: <u>Winter</u>, <u>Spring</u>, <u>Summer</u> and <u>Fall</u>. Find your favorite itineraries for your favorite time of year! Share your adventure by tagging # explorewilsonville

# WEBSITE ANALYTICS: SUMMARY

SIGNIFICANT INCREASED WEBSITE USERS A Item 4. VIEWS. POPULAR PAGES REFLECT GEOLOCATION ADS AND NEWLY DEVELOPED LANDING PAGES

2022												2022	
Metric	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
New Users	492	570	1,620	1,713	1,999	2,203	2,709	1300	1,096	1,123	1,739	1,679	18,243 TOTAL
Users	506	587	1,635	1,745	2,264	2,596	2,609	1,400	1,109	1,144	1,773	1,703	19,071 TOTAL
Page Views	1,299	1,405	3,799	4,737	5,285	6,443	5,435	3,685	3,486	3,400	3,783	3,729	46,486 TOTAL

Users/New Users: A user is a person who has come to your website. A new user is a first-time visitor to the website during the selected date range.

Page Views: Page views is the total number of pages viewed. Repeated views of a single page are counted.

### **2022 MOST POPULAR PAGES**

1. /	6. /pocket-trips/taking-a-step-forward-and-looking-back-in-wilso	
2. /cozy-season/	7. /shopping-trip/	Nev
3. /restaurants-wilsonville-oregon/	8. /itineraries/	L
4. /events/	9. /contact-us/	
5. /wine-country-trip/	10. /pocket-trips/tulip-and-flower-festivals/	Pag

METRIC	2021	2022 % CHANGE
New Users	10,544	+73%
Users	11,640	+64%
Page Views	26,078	+78%

EXPLORE WILSONVILLE

# WEBSITE ANALYTICS: VISITORS

2021

INCREASED RETURNING VISITORS BY ~7% INCREASED SOCIAL TRAFFIC ~4% INCREASED REFERRAL TRAFFIC ~3%

Referral traffic: users who arrive to the website via a link from another site



Item 4.

**TOP SOURCES 2021 VISITOR TYPE 2021 VISITOR TYPE 2022 TOP SOURCES 2022** 60.4% Organic Search 60.4% Organic Search 45.3% New Visitor 90.9% New Visitor 90.2% Direct 18.1% Social 15.6% Returning Visitor 9.1% Returning Visitor 9.8% Social 11.6% Direct 15.2% Referral 9.9% Referral 13.3% (Other) nominal (Other) 10.7% Display nominal

\*other indicates traffic sources that do not fall into other cate

\*\*color code reflects traffic rank (ex. green is second place), not coded by c

# SOCIAL MEDIA

# REPORT

Item 4.

# SOCIAL MEDIA OVERVIEW

- Posted 3-4 posts per week on Facebook, Pinterest and Instagram
- Provided ongoing social media engagement as part of follower growth strategy
- Developed consistent social media ads to increase reach and engagement
- Earned high Facebook reach due to paid promotions
- Instagram page consistently performed in both follower growth and engagement
- Updated social media strategy
- Total social reach increased by 125%
- Total social following increased by 40%



# FACEBOOK ENGAGEMENT

	Facebook Engagement* (Engagement %)													
Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	RESULTS	
2022	6.00%	6.48%	5.00%	3.54%	7.90%	3.55%	4.04%	3.99%	10.92%	3.46%	2.17%	1.21%	4.86% TOTAL	
2021	2.44%	2.94%	2.73%	7.83%	6.00%	5.67%	8.88%	3.83%	4.44%	8.05%	3.30%	4.81%	5.08% TOTAL	
					F	acebook Pos	t Total Reach	**						
Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	RESULTS	
2022	564	4,349	5,821	8,803	12,808	6,512	8,012	6,712	1,419	14,729	16,166	16,088	101,983 TOTAL	
		-,	·										TOTAL	

\*Engagement is post total reach divided by the number of people who clicked anywhere on Explore Wilsonville posts. Industry standard is .13% (above 1% is good). \*\*Reach is the total number of people the page's posts were served to

# TAKEAWAYS

#### January 1 - December 31, 2022:

- Significant growth every month compared to 2021
- 495 new followers

### Change in yearly total:

- Consistent monthly increases in engagement by ~4%
- Consistent monthly increases in reach anywhere between ~6,000 and ~15,000

Total Follo	wers 2022	METRIC	2022	2021	YOY
Jan	Dec		2022	2021	CHANGE
1,078 Followers	1,573 Followers	Engagement* (Engagement %)	4.86% AVG	5.08% AVG	Monthly increases roughly 4%
*total social follow page 16	er growth on	Post Total Reach**	101,983 TOTAL	113,334 TOTAL	Monthly increases betv 6,00

# **INSTAGRAM ENGAGEMENT**

	Instagram													
Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	RESULTS	
Engagement* (Engagement %)	2.88%	2.23%	2.09%	1.96%	1.97%	1.7%	1.60%	1.60%	1.54%	1.46%	1.93%	1.75%	1.89% AVG	
Average number of likes	18.9	14.7	14.6	22.62	13.92	11.7	11.71	12.3	10.67	11.3	15.5	14.2	14.3 AVG	
Post Total Reach**	2,733	2,643	7,823	7,054	3,941	2,086	2,960	2,908	2,822	3,453	4,149	4,832	47,404 TOTAL	

\*Engagement rate is based on the likes and comments received divided by the number of followers. Industry standard is 3.31%

\*\*Reach is the total number of people the page's posts were served to

# TAKEAWAYS

#### January 1 - December 31, 2022:

Instagram followers increased by 202

#### Change in yearly total:

- Engagement slightly decreased due to the adverse relationship between engagement and reach
- Post total reach increased 109%
- Began measuring engagements for an additional point of analysis of Instagram performance

METRIC	2022	2021	YOY CHANGE	2022 % CHANGE
Engagement* (Engagement %)	1.74% AVG	3.54% AVG	-1.80%	-51%
Average number of likes	13.8 AVG	19.5 AVG	-5.7	-29%
Post Total Reach**	81,609 TOTAL	39,114 TOTAL	+ 42,495	+109%

# **PINTEREST ENGAGEMENT**

	Pinterest												
Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	RESULTS
Engagement* (Engagement %)	1.71%	3.27%	1.58%	2.31%	1.78%	1.63%	4.12%	2.45%	3.39%	2.65%	1.20%	1.98%	2.34% AVG
Post Total Reach**	992	1,019	1,327	1,342	1,294	857	1,141	941	531	414	923	326	11,107 TOTAL

\*Engagement is the percentage of your pins with at least one repin

\*\*Reach is the total number of people the page's posts were served to

# TAKEAWAYS

#### January 1 - December 31, 2022:

- Significant increase in Pinterest reach after a year of consistent presence
- Engagement slightly decreased due to the adverse relationship between engagement and reach
- Began measuring engagements for an additional point of analysis of Pinterest performance

METRIC	2022	2021	YOY CHANGE	2022 % CHANGE	
Engagement* (Engagement %)	2.34% AVG	3.34% AVG	-1%	-29.9%	
Post Total Reach**	11,107 TOTAL	9,634 TOTAL	+1,473	+15%	



# **SOCIAL MEDIA TOP CONTENT 2022**

### **JANUARY-MARCH**

PINTEREST



Blog posts and content partners

#### FACEBOOK



Valentine's Day



**INSTAGRAM** 

#### Tulip festival

### stival



Itineraries

FACEBOOK

### INSTAGRAM



Oregon Wine

Month

Lavender festival

### JULY-SEPTEMBER

PINTEREST



Wine Country

Lee Farms

FACEBOOK INSTAGRAM



#### Dinner in the Field

### OCTOBER-DECEMBER PINTEREST



Winter in Wilsonville

#### FACEBOOK

**INSTAGRAM** 





Holiday shopping

Holiday shopping

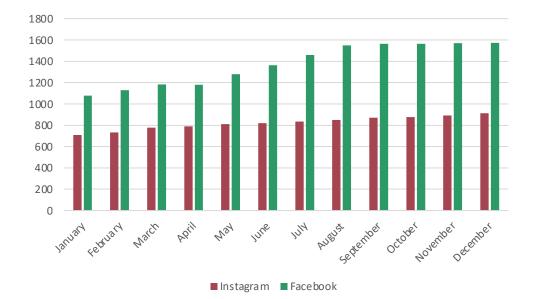


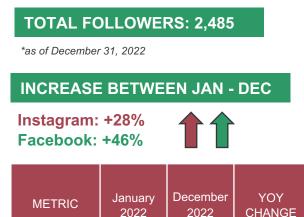


2022 %

CHANGE

# **SOCIAL MEDIA FOLLOWERS 2022**





Social Media Followers	1,788	2,485	+697	+39%

\*Pinterest followers are not tracked or measured. Due to the nature of the platform, it is not an accurate reflection of efforts 30

# PAID SOCIAL MEDIA (MARKETING)

#### **JANUARY-MARCH**

Explore Wilsonvill Sponsored @

Spend the winter wine tasting. Wilsonville is conveniently located near the Willamette Valley and Cascade Foothills. Save on lodging and spend more on wine



a Like Page

**Explore Wilsonville** 

Explore Wilsonville porisored @

From Pioneers to Pre-History, discover Wilsonville's historic sites. Follow along for trip ideas from the Tualatin lice Age Trail to the Old Aurora Colony and morel Uncover history's mysteries: bit ly/Histori



**APRIL-JUNE** 

Explore Wilsonville with Oregon's Mt Hood Territory.

×

Air up your tires, pack a helmet and BYOB (bring Celebrate the tastes of the Willamette Valley during Oregon Wine Month. Stay in the heart of your own bike) to Wilsonville. Oregon, Whether it all-Wilsonville-to experience intimate wine you're an avid cyclist or carefree cruiser, start tastings, concerts and excellently paired meals in Wine Country. In partnership with Oregon's Mt Hood Territory



Cruises

Near Pc

Willamette

Taste the

Explore Learn more blends



Learn more

**Explore Wilsonville** 

Sponsored - @

planning your scenic bike trip!

Scenic

Bikeways

Near Portland...

Getaway to Oregon-the Wilsonville way, Follow along for tips on exploring wine country, farmlandia, tax-free shopping and more.



**Explore Wilsonville** Make Wilsonville, Oregon your base... III)

JULY-SEPTEMBER

EXPLORE Explore Wilsonville ••• X Sponsored ·

Getaway to Oregon-the Wilsonville way. Follow along for tips on exploring wine country, farmlandia, tax-free shopping and more.



**Explore Wilsonville** 1 Make Wilsonville, Oregon your base ...

**TOTAL SPEND:** \$1,048.98 **TOTAL REACH: 80,240** TOTAL IMPRESSIONS: 160,159 TOTAL PAGE ENGAGEMENTS: 3.639 TOTAL PAGE LIKES: 461 **TOTAL CLICKS: 2.974** 

#### **OCTOBER-DECEMBER**

**Explore Wilsonville** EXPLORE Sponsored · 🕅

••• X

What's not to love about fall in Wilsonville? Throw on that chunky sweater, kick on your boots and grab your favorite ...See more



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# **FACEBOOK DEMOGRAPHICS**

Data on people <u>reached</u>. This is the number of people who had any content from Explore Wilsonville or about Explore Wilsonville enter their screen, grouped by age and gender. These numbers are an estimate.

#### AGE RANGE

Most of Explore Wilsonville's Facebook content reaches people who are above the age of 35, and between ages 45-54.

#### GENDER

Approximately 74% of Explore Wilsonville's Facebook content reached women, and 26% reached men.

#### COUNTRY

A majority are from the United States, followed by Canada

### **CITIES**

The top five cities outside of Wilsonville for Explore Wilsonville Facebook content are:

- 1. Portland, OR
- 2. Wilsonville, OR
- 3. Salem, OR
- 4. Eugene, OR
- 5. Vancouver, WA



Updated February 1, 2023

# **INSTAGRAM DEMOGRAPHICS**

This is the number of people who <u>currently follow</u> Explore Wilsonville on Instagram. These numbers are an estimate.

#### AGE RANGE

Most of Explore Wilsonville's Instagram followers are between the ages of 35-44. Consistent with last quarter's report.

#### GENDER

Approximately 75% of Explore Wilsonville's Instagram followers identify as women. 25% identify as men. Consistent with last quarter's report.

#### COUNTRY

A majority (97%) are from the United States, followed by Canada (.4%).

### CITIES

The top five cities for Explore Wilsonville's Instagram are:

- 1. Wilsonville, OR (32.6%)
- 2. Portland, OR (7.8%)
- 3. Canby, OR (5.3%)
- 4. Oregon City, OR (2.8%)
- 5. Tigard, OR (2.6%) newly added

# **PINTEREST DEMOGRAPHICS**

Data on Explore Wilsonville's <u>total Pinterest audience</u>. This includes all users who have seen or engaged with Explore Wilsonville pins. These numbers are an estimate.

#### AGE RANGE

Most of Explore Wilsonville's Pinterest audience are between the ages of 25-44, with ages 25-34 leading at 40% followed by ages 35-44 at 20.2%.

#### GENDER

Approximately 68.3% of Explore Wilsonville's Pinterest audience identify as female. 20.4% identify as male and approximately 11.3% are unspecified & custom.

#### CITIES

The top five metro areas for Explore Wilsonville's Pinterest audience are:

- 1. Portland, OR (18.4%)
- 2. San Francisco- Oak-San Jose, CA (7.7%)
- 3. Los Angeles, CA (6.2%)
- 4. Seattle-Tacoma, WA (3.5%) newly added
- 5. New York, NY (3.5%)

#### **CATEGORIES AND INTERESTS**

The most popular categories for this audience.

\*Affinity indicates how this audience is interested in a particular category compared to the general Pinterest audience

Category	Affinity 🕹 🚺	% of audience
finance	3.37x	11.6%
vehicles	2.14x	27.2%
gardening	2.08x	60.1%
travel	1.82x	77.6%
animals	1.71x	60.1%
architecture	1.65x	49.3%
sport	1.57x	77.3%



# **PR OVERVIEW**

- Monitored media clips and mentions monthly in Cision Media software
- Hosted travel content partner Kirstie Chan
- Hosted travel content partner Rachel Teodoro
- Hosted travel content partner Kara Patajo
- Increased frequency of blogs
- Placed advertorial in NW Travel & Life Magazine
- Willamette Living Feature published
- PDX Parent: neighborhood guide
- Updated media fact sheet
- Attended Travel & Words Travel Writer's Conference



## **PUBLIC RELATIONS**

	Number of Articles	Circulation	Earned Media
January	3	330,910	-
February	6	4,529,415	-
March	4	174,324	1
April	14	8,995,116	-
Мау	9	4,630,393	-
June	9	6,860,108	1
July	22	6,839,552	-
August	4	5,627,705	-
September	19	7,076,372	1
October	14	2,550,354	-
November	13	4,694,322	1
December	13	4,493,820	-
TOTAL	130	56,802,391	4



**EXPLORE WILSONVILLE** 22



## **CONTENT PARTNER: ABOUT KIRSTIE CHAN**



She is born and raised in Seattle, WA and loves celebrating her Chinese culture and heritage. She is a huge foodie at heart and has an exceptional sweet tooth and loves to travel, explore and try new things. She is also a millennial and forever a kid at heart and loves all the cute and nostalgic things!

### **OVERVIEW**:

2-day itinerary: April 1-3

### GOAL:

To inspire a trip to Wilsonville. Seeing Wilsonville through the eyes of a trusted authority delivers an authentic message and establishes Wilsonville as a destination among the content partner's followers.

## **CONTENT SAMPLES FROM TRIP**



## **CONTENT PARTNER: RACHEL TEODORO**



Explore Wilsonville contracted Rachel Teodoro as a content partner to visit Wilsonville with her family under a content partner agreement that allowed her to follow a pre-determined itinerary in exchange for an authentic review of the different points of interest in and around Wilsonville. Rachel Teodoro is a travel blogger who focuses on frugal travel with families.

### **OVERVIEW**:

2-day itinerary: June 24-26

### GOAL:

To inspire a trip to Wilsonville. Seeing Wilsonville through the eyes of a trusted authority delivers an authentic message and establishes Wilsonville as a destination among the content partner's followers.

Item 4.

## **CONTENT SAMPLES FROM TRIP**



EXPLORE WILSONVILLE 26

## **CONTENT PARTNER: KARA PATAJO**



Explore Wilsonville contracted Kara Patajo as a content partner to visit Wilsonville with her family under a content partner agreement that allowed her to follow a pre-determined itinerary in exchange for an authentic review of the different points of interest in and around Wilsonville. Kara Patajo is a travel blogger focused on the Pacific Northwest, outdoor recreation and café dining.

### **OVERVIEW:**

2-day itinerary: Nov. 29-Dec. 1

### GOAL:

To inspire a trip to Wilsonville. Seeing Wilsonville through the eyes of a trusted authority delivers an authentic message and establishes Wilsonville as a destination among the content partner's followers.

## **CONTENT SAMPLES FROM TRIP**



## **NW TRAVEL & LIFE**

- TWO-PAGE SPREAD IN <u>AUG/SEPT/OCT ISSUE</u>
- REGIONAL DISTRIBUTION: WA, OR, ID, MT, AK, NORTH CA
- MONTHLY IMPRESSIONS: 435,000



Item 4.

## WILLAMETTE LIVING FEATURE

- FOUR-PAGE SPREAD IN SEPT/OCT ISSUE
- 20 POINTS OF INTEREST FOR DAY-TRIPS IN WILSONVILLE

Historic Butteville Store

Fun Center

ter Loop W Wisorville



Wild Salmon and Rway Critie at the Hilton

#### **Places to Stav**

Out 'n About

The Dreamgiver's Inn



Things to See & Do







Day Tripper: Wilsonville (Sept/Oct Issue) .

#### Out 'n About

Ice Age Tonquin Trail





#### Out 'n About

#### **Places to Shop**

Graham & Tooze Farm Stor



Critter Cabana 8406 SW Main St #200. Wilsonville



Al's Garden & Home

#### Places to Eat Corner Collee S







Lux Sucre

#### Wanker's Corner Saloon & Café

#### 499 Main St. W





#### Vanguard Brewing

#### 27501 SW 95th Ave #945, Will

Dar Essal









iometown Favor

Bester's Pub & Critt

Basne's Junction Pub

45











Out 'n About



## **NW TRAVEL & LIFE**

NASHINGTON | OREGON TIDAHO | MONTANA | ALASKA | BRITISH COLUMEIA

Winter Adventures

**SKI-CATION** 

DESTINATIONS

**B.C. HOT** 

QUICK PICKS 17 DISCOVER

TRAVEL&LIFE

ecial section Casino Escapes LONG WEEKEND 34 | TASTE 90 | POUR 95 | OFF THE GRID 104

### WINTER IN WILSONVILLE, OREGON

#### BY ADAM SAWYER

Winter in the Willamette Valley is wondrous. Even without alliteration, the slower pace of the "off-season" allows visitors to enjoy its souther-after offerings at a more purposeful and luxurious pace. Whether that's a forested stroll, wine tasting or shopping, who doesn't enjoy those things with fewer crowds and at a more leisurely pace?

As Williamette Valley destinations go, the town of Wilsomvill is underrated and Ranked by the undiscovered. With some of the best and most eclectic shopping options in the valley, your milly want to have is on your radar corem the holiday reason. Add to that, some delipshful close-in hiking options and a sneady-pool for do and cirkis scene, and you've got yourself a pretty solid option for a winter retreat. Here are some lease.

Consider the Hilton Garden Inn for home base. It's a stone's throw from the Willamette River and steps away from the multitude of outdoor recreation options of Memorial Park. On top of that, the onsite restaurant, the Parkway Grille is a splendid option for breakfack, dinner or a nightcap.

Now, let's talk shopping. The neighboring township of Aurora is a contender for one of the best spots to go antiquing in Oregon. Check out Main Street Mercantile Antiques, Mill Creek Antique and Vintage and Aurora Antiques, among others. Meanwhile, just a few minutes south, the Woodburn Premium Outlets features 110 stores just waiting to deck out anyone in the family from head to toe.

With regard to food and drink, start off with a tasting of the chardenopsy and pinot noirs at the formwater Vineyard & Barrel House Tasting Room, or enjoy an approachable tasting performe at 1000 stimpards. I 'group more of a cardi-beer fan, check out the Ordinance Brewing Taproem or Vanguad Brewing Company for extensive beer and food options. For dinner proper, the world is quite literally your cyster with enticing ethics definis from AD Erssham Morrecan Custine, Abella Italian Kitchen, Kirin Ramen or the New Hunan Restaurant.

In addition to Memorial Park, walkers and hikers can find a proper leg stretch at the Graham Oaks Nature Park, the Boetkman Creek Crossing Tail, or the combination of nature, history and recreation found at the Champoog State Heritage Area.

And if you're in the mood for family fun, Bullwinkle's Wilsonville offers bowling, mini golf, go-karts, an arcade, laser tag, the Kidopolis Playland and more.

Wilsonville is less than 20 miles from Portland, making it an easy spot for a day's diversion or an overnight getaway. Learn more about Wilsonville at explorewilsonville.com.



24 Nov / Dec 2022 wwtravelmag.com

 WINTER FEATURE BY ADAM SAWYER <u>NOV/DEC 2022 ISSUE</u>

- REGIONAL DISTRIBUTION: WA, OR, ID, MT, AK, NORTH CA
- MONTHLY IMPRESSIONS: 435,000
- MAGAZINE CIRCULATION: 205,000
- NEWSLETTER: 52,000

Item 4.

## WILSONVILLE MEDIA FACT SHEET: UPDATED



#### STAY IN THE HEART OF IT ALL. JUST 16 MILES SOUTH OF PORTLAND

Enjoy tax-free shopping, family fun, affordable accommodations and the gateway to Oregon's wine country.

#### **ITINERARIES FOR EVERYONE**

**OUTDOORSY TRIP** 

Soak up wide open space in Wilsonville's great outdoors. Explore nearby state parks, a 500-acre family farm, the Willamette River and hundreds of miles of bike-friendly trails.

#### FOODIE TRIP

Feast on Oregon's bounty. Try farm-fresh food, family-style Italian-or even take a cooking class for your next date night! Wash it all down with handcrafted beer, wine and spirits.

#### SHOPPING TRIP

Skip the sales tax. Wilsonville is just 10 minutes from Oregon's biggest shopping centers: Woodburn Premium Outlets and Bridgeport Village. Hunt for quirky gifts in Aurora, named one of the "Best Antique Towns,"

#### WINE COUNTRY TRIP

Get centered in wine country, with over 700 wineries in the Willamette Valley. Expand your tasting palate and become a Pinot noir aficionado.

#### HISTORY & HERITAGE TRIP

Push through the boundaries of time and study Oregon history from the Ice Age to present, Explore settlements at Champoeg State Heritage Area, ride the Canby Ferry and challenge your nerves at historic cemeteries.

#### Find more itineraries at EXPLOREWILSONVILLE.COM

### **EXPLORE** WILSONVILLE

#### 20 minutes from Portland 30 minutes from Salem 2 hours from Seattle

2 hours from Eugene 10 hours from

San Francisco WHY WILSONVILLE

- Comfortable and convenient lodging from budget-friendly to upper-class
- 16 miles south of downtown Portland (about a 20-minute drive)
- Easy access to 700+ wineries in the Willamette Valley including two tasting rooms in Wilsonville
- 10 minutes to Woodburn Premium Outlets and Bridgeport Village-Oregon's most-visited
- destinations Home of the Oregon
- Korean War Memorial Hub of industry: Coca-Cola, TE Medical and
- Siemens/Mentor Graphics all have a homebase in Wilsonville 15 parks and trails,
- including dog parks, sports fields, public water features and the historic Stein Boozier Barn

#### **NEW SEASONAL ITINERARIES**

Planning a trip to Wilsonville just got easier with new seasonal itineraries that will keep you coming back for more. Each seasonal itinerary includes a map that will save you time so you can easily navigate your way around Wilsonville. From fall festivals to summer jams, we have curated seasonal adventures for all types of travelers.

McMenamins

with an Edgefield Hard Cider.

Lux Sucre is a casually chic bakery

charming Charbonneau neighborhood.

delicate desserts, fresh made tartines,

and cafe nestled in Wilsonville's

You'll have a hard time choosing

from scratch made pastries and

sandwiches and soups as well as

perfected beverages ranging from

craft beers, wines and mimosas.

Life at Lady Hill is all about great

wine, live music and family. This

highly lauded winery is run by fifth-

special happy hour tasting. Enjoy the

crackling fire, estate views and good

conversation minutes. Regardless

of the season, the beautiful view

from Lady Hill is always stunning.

generation farmers. On weekends

they host local musicians and a

than this-we dare you.

Lady Hill Winery

lattes, loose leaf gourmet teas, local

Find any place more Instagramable

Lux Sucre Desserts

#### **3 STORIES TO GET YOU STARTED**

#### BEST OF FALL

#### Fun in Farmlandia

The Farmlandia Farm Loop offers a Plan for a hearty lunch at fun fall day trip for all. Choose from 18 McMenamins after a morning of local farm stands, pick your own crops, exploring Wilsonville's beautiful sip local wines and sample farm-tocountryside. Grab a drink brewed table cuisine. Wear your sturdiest on site to counter a warm plate of fall comfort food. For a cool rain boots to splash in puddles, pick pumpkins and explore rows of crops. autumn day, we recommend the Brewmaster's Sausage Plate

#### SEEKING SOLITUDE Bring Your Own Bike

#### The Willamette Valley Scenic Bikeway is a great option for skilled cyclists. For the first stretch of the route, you'll pedal your way along vineyards,

hop fields and Champoeg State Heritage Area. Head over to Graham Oaks Nature Park, boasting over 250 acres of oak forests and grassy plains and biking trails. You'll see why Oregon is ranked best on the West Coast for bike-friendly trails.

#### **WINTER WONDER**

Bundle Up & Get Outdoors Winter's slower pace lends itself

perfectly to relaxed strolls through some of the forested areas. So bundle up and buckle up, and then start off at one of Wilsonville's 15 public parks. We recommend Coffee Lake Wetlands' fish and wildlife habitat and the Graham Oaks Nature Park's three miles of trails, and five natural resting points to watch native birds and squirrels.

#### MEDIA CONTACT

#### We love sharing stories about Wilsonville, Curious? Need more information, photos or contact details? Let's chat at jwilley@jayray.com

EXPLOREWILSONVILLE.COM/PRESS-MEDIA



#### **NEW & UPDATED HOTEL** ACCOMMODATIONS

- HILTON GARDEN INN WILSONVILLE
- Wilsonville's newest hotel. opened October 2020
- 118 guest rooms 1.620 square feet
- of event space Indoor pool, on-site restaurant and bar
- HOLIDAY INN I-s SOUTH
  - Renovated summer 2020
  - 169 guest rooms
  - Full-service hotel and convention center housing over 14,000 square feet of flexible meeting space
  - Indoor pool, on-site restaurant and bar
- Pet friendly, and kids stay and eat free!





## **NOTABLE PR COVERAGE**

10 Wonderful Things to do in Wilsonville that You'll Cherish Forever December 13, 2022 Two New Donut Shops Coming to Wilsonville December 1, 2022 Wilsonville's Burgeoning Housing, Business Plans November 14, 2022 Why Oregon is a Great Place for Residents and Visitors November 2022 Northwest Travel & Life's Discover: Winter in Wilsonville (p. 24) November/December 2022 More Treats Than Tricks at Wilsonville's Fall Harvest Festival October 24, 2022 Frog Pond Farm's annual Spooky Farm Walk kicks off this weekend September 30, 2022 Willamette Living's Day Tripper in Wilsonville September 1, 2022 This Barn And Farm-Themed Playground In Oregon Is The Stuff Of Childhood Dreams August 31, 2022 This Rural Road Trip Will Lead You To Some Of The Best Countryside Hidden Gems In Oregon July 29, 2022

Wilsonville Named One of 23 'Walk Friendly' Cities in United States July 21, 2022

You'll Be Endlessly Delighted at This Oregon Farm That's Home to Camels, Emus, and Guinea Pigs July 19, 2022 Part Amusement Park And Part Adventure Park, Bullwinkle's Wilsonville Is The Ultimate Summer Day Trip In Oregon June 27, 2022 Wilsonville Killer Burger Opens, Offers Unique Burger Combinations June 14, 2022

Wilsonville Sets Second Annual Juneteenth Celebration for June 18 May 2, 2022

Wilsonville-Based Sole Sisters to Host Race for Women April 20, 2022

Killer Burger Sets Its Sights On Wilsonville With Early Summer Opening April 13, 2022

Top 15 Places To Go Fruit Picking in or Near Portland April 13, 2022

Lady Hill Winery 2019 Pinot Noir, Willamette Valley Receives 'Outstanding' Rating March 25, 2022

Spring Break Activities to Keep Kids Busy Indoors March 23, 2022

Top 12 Best Cooking Classes in Portland February 25, 2022

# GEOLOCATION MARKETING REPORT

Item 4.

## WINE & SHOPPING CAMPAIGN OVERVIEW

- Campaign Dates
  - May 20 July 31, 2022
- Areas of Focus
  - Liquid Tourism
  - Shopping
- Objectives:
  - Generate lift in leisure travel
  - Encourage visitors to base themselves in Wilsonville for travel & vacations
- Strategies:
  - Past visitor re-engagement
  - Look-a-likes
  - Geo-Conquest (target past visitors and invite them to return; market to look-alike audiences)
- Measurements of Success:
  - Destination Attribution: Wilsonville, OR POI, Liquid Tourism cluster, Shopping cluster
  - Hotel Attribution: Hotel cluster
  - Advertising Engagement: Traditional Engagement metrics including Impressions, Click Through Rate and Web Traffic will be monitored to ensure traction in targeted audiences

- Audience and Targeting:
  - Liquid Tourism Audience
    - Re-engage past visitors to Willamette Valley and Umpqua Valley Wineries from past 4 years who live 50+ miles away from Wilsonville.
    - Look-a-likes of above wine audience who live 50+ miles away and live in key markets
- Shopping Audience
  - Re-engage past visitors to Woodburn Premium Outlets from the past 4 years who live 50+ miles from Wilsonville
  - Look-a-likes of above shopping audience who live in key markets

Budget: \$15,000 ad buy (+\$5,000 credit)

### Assets/Creative:

HTML5 Prospecting and Retargeting ad

## RESULTS

### May 20 - July 31, 2022

- We reached 227,045 people in our key markets, resulting in 361 booked room nights.
- The return on ad spend for this campaign: \$14.13 for every \$1. (Cost per visitor day = \$2.43)
- Ads ranked above the benchmark average for people who saw the ad and clicked the link for more information with 3,020 clicks and a click-through rate of .15%.

Campaign	<b>2,865</b> Total trips	x	<b>\$100</b> Avg. spend per visitor	=	<b>\$286,500</b> Destination im	
Impact	<b>361</b> Room nights booked	x	\$100 Avg. daily rate (estimated)	=	<b>\$36,082</b> Hotel impact	



## **WINE & SHOPPING CAMPAIGN**







Press & Media STAY - EXPLORE - EAT & DRINK - GET HERE - Q



STAY - EXPLORE - EAT & DRINK - GET HERE - Q Press & Media

Item 4.

Venue

Blog

### SHOPPING TRIP

Stay in the heart of it all: Wilsonville. Whether you're visiting itineraries here packed with ideas to help you plan your trip.

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explorewilsonville.com/shopping-trip



Stay in the heart of it all: Wilsonville. Whether you're visiting for a few hours or a few days, you'll find Wine Country Trip itineraries here packed with ideas to help you plan your trip.



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1-2 Days

### **HIGHLIGHTS**:

- Farmers Markets
- Tax-Free Shopping
- Open-Air Outdoor Malls
- · One of the "Best Antique Towns"

09

Blog



### **HIGHLIGHTS**:

- Boutique Wineries
- Vineyard Views
- New & Old-World Techniques
- Chehalem Mountains
- · Pete's Mountain





### explorewilsonville.com/wine-country-trip

## **COZY SEASON CAMPAIGN OVERVIEW**

- Campaign Dates
  - Nov. 10, 2022 Feb. 28, 2023
- Areas of Focus
  - Paring cozy adventures and tastings that feature:
    - Liquid Tourism
    - Outdoors
    - General Wilsonville/Travel interest/Relaxation
- Objectives:
  - Generate lift in leisure travel
  - Encourage visitors to base themselves in Wilsonville for travel & vacations
- Strategies:
  - Past visitor re-engagement
  - Look-a-likes
  - Geo-Conquest (target those who have visited WA's wine country but not Oregon's, AND match Wilsonville audience demographics)

- Measurements of Success:
  - Destination Attribution: Wilsonville, OR POI, Liquid Tourism cluster, Outdoor cluster
  - Hotel Attribution: Hotel cluster
  - Advertising Engagement: Traditional Engagement metrics including Click Through Rate will be monitored to ensure traction in targeted audiences

### Audience and Targeting:

- Re-engage past visitors to Willamette Valley Wine Country; Geoconquest Washington's Wine Country (Walla Walla, Tri-Cities wineries) from past 4 years who live 50+ miles away and have not been Willamette Valley
- Outdoor Recreation Audience; Wine audience
- Look-a-Likes of past visitors who live in Key Markets
- Target visitors to Salem, Tualatin, Oregon City and Newberg who have not stayed in Wilsonville the past 4 years

Budget: \$16,000 over four months

### Assets/Creative:

HTML5 Prospecting and Retargeting ad

## RESULTS

### November 10, 2022 – February 18, 2023 (\*results through Feb. 28 not avail yet)

- We reached 96,612 people in our key markets, resulting in 132 booked room nights.
- The return on ad spend for this campaign: **\$8.21** for every **\$1**. (Cost per visitor day = \$3.11)
- Ads met the benchmark average for people who saw the ad and clicked the link for more information with 3,325 clicks and a click-through rate of .16%.

Campaign Impact	<b>1,465</b> Total trips	\$100\$146,500xAvg. spend=per visitor=	oact
	<b>132</b> Room nights booked	x <b>\$100</b> = <b>\$13,249</b> Avg. daily rate (estimated) Hotel impact	



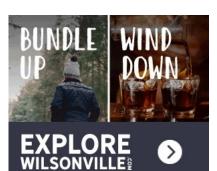
Item 4.

## **COZY SEASON CAMPAIGN**



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STAY - EXPLORE - EAT & DRINK - GET HERE - Q

Press & Media POCKET GUID Blog HEDE



### WIND DOWN TO WINTER IN WILSONVILLE

Pairings aren't just for wine and cheese. Sunny days and chilly nights make for magical winter getaways in the heart of it all – Wilsonville, OR. Put on your cozy season attire and get ready for toasty times! We've paired the best winter activities with decadent food and drinks so you can spend less time planning and more time experiencing the Willamette Valley.

#### Bundle up for adventure.



Grab your winter gear and prepare for outdoor excursions. With moderate winter weather Wilsonville is the perfect spot to take a stroll. Get a taste of pioneer life with a visit to Champoeg State Heritage Area. If you're feeling extra adventurous book a stay in a yurt to enjoy winter glamping at the site where Oregon's first provisional government was formed. Don't stop there! Live like a local with a visit to

Wilsonville Memorial Park. The 126-acre park features playgrounds, an off-leash dog area and an extensive trail system with a half mile of Willamette River views.

#### Cozy up with cold weather comforts.

Find hyage in the little things. Bring a book and warm up in Wilsonville with a visit to one of the many cozy coffee shops in town. Delight in a morning cup o' joe from the Corner Coffee Shoppe. Pro-tip: stop by Wild Grains Bakery next door and suprise the gluther-free fried in your life with delicious baked goods. Sweet tooth? For food as good as their photo-ops stop visit every Instagrammer's favorite bakery. Lux Sucre Desserts and snap a pic in their pink phone booth.

Pair your cozy morning with a toasty evening around a firepit on Mt. Hood Territory's Tap Trail.

Try some of Oregon's famous craft beer at local favorites Ordnance Brewing and Vanguard Brewing. Sip on Vanguard's popular Good Day IPA and if you're feeling nostalgic for summer nights order a creamsicle, fruit sour.



#### Curl up with a spa day.



Whether you're seeking solltude or spending quality time with loved ones, indulge in rest and relaxation this winter with a spa day in Wilsonville. Release the weight of the world with a salt float at Soak Box Spa or treat your body to a fire and ice treatment to reap the benefits of both sauna and cold therapy. Feeling fancy? Pamper yoursielf at Oregon's premiere resort and spa, The Allison Inn

& Spa. Soak in luxury with a mimosa massage and divine wine facial.

Pair your spa day with wine tasting in the Willamette Valley. Within just a few minutes' drive you'll be sampling Lady Hill Winery's Rhône-style blends, savoring Terra Yina Wines' zesty and fruity Carménère at their winery in Wilsonville or from their tasting room in McMinnville, and toasting Tumwater vineyards sparkling rose brut. With more than 300 wineries to choose from, you can't go wrong.

#### Cozy season is calling. Plan your trip.

Trip-tips: Before booking your trip browse local packages & deals. Once you've warmed up take advantage of budget friendly tax-free shopping. Start with local farm stores like Graham + Tooze, plan time for the Woodburn Premium Outlets and don't miss out on antiquing in Aurora.

Be sure to tag # ExploreWilsonville in your vacation photos for a chance to be featured



# **STR REPORT**

Item 4.

## STR REPORT GLOSSARY

- Occupancy:
  - Percentage of available rooms sold during a specified time period. Occupancy is calculated by dividing the number of rooms sold by rooms available.
     Occupancy = Rooms Sold / Rooms Available
- Revenue per available room (RevPAR):
  - Total room revenue divided by the total number of available rooms. See Room Revenue, Rooms Available. Room Revenue/Rooms Available = RevPAR
- Demand:
  - The number of rooms sold in a specified time period (excludes complimentary rooms).
- Revenue:
  - Total room revenue generated from the guestroom rentals or sales.
- Average daily room rate (ADR):
  - A measure of the average rate paid for rooms sold, calculated by dividing room revenue by rooms sold.
     ADR = Room Revenue/Rooms Sold

## **STR REPORT – WILSONVILLE**

Total Properties Item 4. Total Rooms: 615

JAN - DEC	2022	JAN - DEC 2021			
Occupancy %: 71.9% Avg	Demand: 161,355 Total	Occupancy %: 64.5% Avg	Demand: 144,781 Total		
RevPAR (revenue per available room): \$79.09 Avg	Revenue: \$17,773,274 Total	RevPAR (revenue per available room): \$61.61 Avg	Revenue: \$13,839,485 Total		

### TAKEAWAYS

 Insights on STR report show growth when benchmarked against the second pandemic year, 2021

METRIC	2022	2021	YOY CHANGE	% CHANGE
Occupancy % Average	71.9%	64.5%	71.2%	110%
RevPAR Average	\$79.09	\$61.61	\$27.01	28%
Demand Total	161,335	144781	58,410	11%
Revenue Total	\$17,773,274 \$13,839,4		\$7,187,145	28%

## **STR REPORT – WILSONVILLE**

	Occupancy%											
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2022	61.9%	65.8%	72.1%	74.0%	71.2%	81.1%	78.9%	80.2%	77.7%	74.3%	64.6%	60.4%
2021	42.4%	64.9%	59.9%	63.6%	65.5%	75.9%	77.6%	73.3%	68.9%	64.1%	61.2%	57.0%
% change	46.0%	1.4%	20.4%	16.3%	8.8%	6.9%	1.6%	9.5%	12.8%	15.8%	5.5%	6.0%

RevPAR												
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2022	\$55.52	\$60.93	\$68.74	\$75.27	\$73.77	\$103.64	\$109.75	\$103.21	\$93.51	\$79.13	\$66.24	\$59.37
2021	\$29.65	\$51.18	\$46.42	\$51.94	\$57.83	\$79.31	\$91.33	\$85.55	\$74.57	\$63.51	\$57.54	\$50.30
% change	87.3%	19.0%	48.1%	44.9%	27.6%	30.7%	20.2%	20.6%	25.4%	24.6%	15.1%	18.0%

Demand												
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2022	11,806	11,336	13,749	13,645	13,577	14,965	15,035	15,294	14,342	14,162	11,916	11,508
2021	8,085	11,176	11,420	11,733	12,479	14,000	14,791	13,973	12,712	12,225	11,298	10,859
% change	46.0%	1.4%	20.4%	16.3%	8.8%	6.9%	1.6%	9.5%	12.8%	15.8%	5.5%	6.0%
				_		Revenue	_	_	_	_		
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2022	\$1,058,415	\$1,049,132	\$1,310,456	\$1,388,709	\$1,406,472	\$1,912,140	\$2,092,395	\$1,967,775	\$1,725,258	\$1,508,545	\$1,222,059	\$1,131,918
2021	\$565,203	\$881,370	\$885,041	\$958,270	\$1,102,567	\$1,463,298	\$1,741,263	\$1,631,032	\$1,375,859	\$1,210,822	\$1,061,555	\$958 <u>.933</u>
% change	87.3%	19.0%	48.1%	44.9%	27.6%	30.7%	20.2%	20.6%	25.4%	24.6%	15.1%	18. 61

### JAYRAY A PLACE TO THINK

Branding | Advertising | Strategic Communications

# **THANK YOU!**

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