

## MARKETING RECAP





### **MISSION**

The mission of
Visit Cook County is
to enhance and grow a
sustainable tourism economy
in Cook County, MN.

### **VISION**

Visit Cook County provides solutions to tourism and visitor related interests of the region.

# INSPIRATION VISIT DELIGHY ENTATIO COOK COUNTY NOITATIJIJA3

INSPIRATION VCC

LUTSEN • TOFTE SCHROEDER GRAND MARAIS GUNFLINT TRAIL

**GRAND PORTAGE** 

FACILITATION Stakeholders



INSPIRATION

ORIENTATION

FACILITATION

DELIGHT



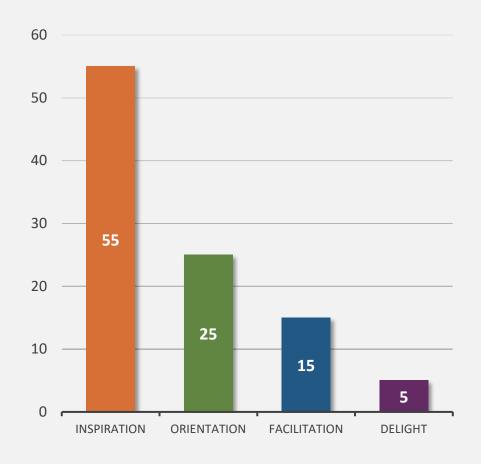
**ORIENTATION** 

VCC + Stakeholders



**DELIGHT**Information Center +
Frontline Staff

### **2015 - 2018 Marketing Plan**





### TARGET MARKET PERSONA

People 25 - 60

Female skew

Married

Have solid friend groups

Family oriented

HH income \$75,000 +

**Key Twin Cities Suburbs** 

Like taking domestic

vacations

Like road trips

Love MN

Love the great outdoors

Adventurous

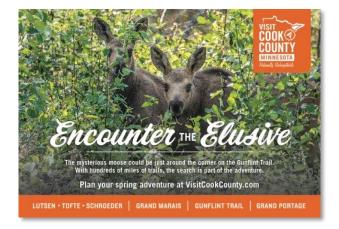


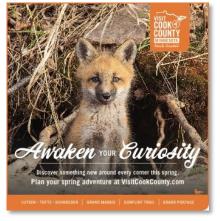


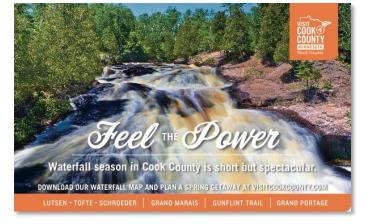
### **PRINT**











### **DIGITAL**









### OUTDOOR













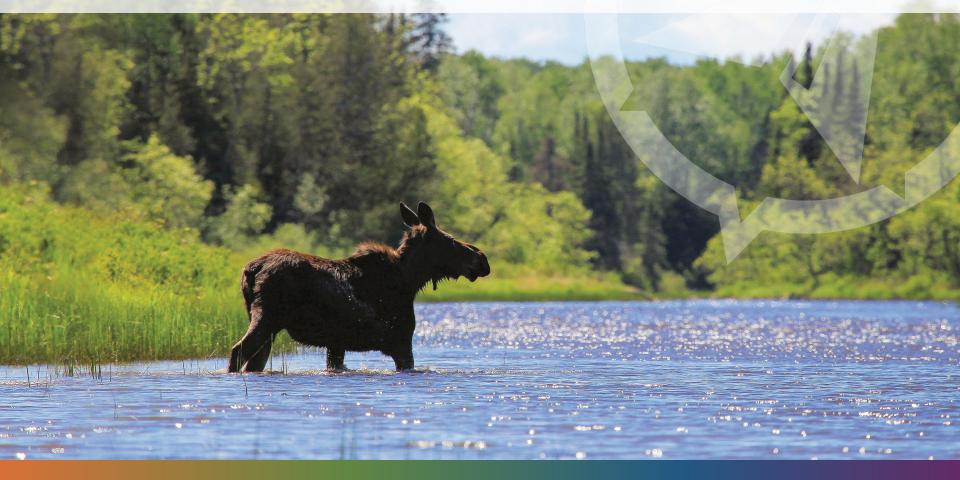












### **PRINT**















### **DIGITAL**



#### Summer is for Exploration

Every summer in Cook County, MN is filled with Naturally Unforgettable events, music and festivals that everyone will enjoy. Download our Summer Vacation Guide for your ultimate vacation.

#### 4th of July Celebrations

The 4th of July is always a fun time to be up north. Start your day with the Tofte
Trek 10K and wrap up with fireworks in Grand Portage, Grand Marais or Tofte.



#### Water Fun

June 18-July 21: Try out canoeing for free at a Wet Your Paddle event. Gunflint Trail outfitters will host an hour of free canoe paddling for anyone interested. They are held at various locations along the trail (check out the website for more). And, while you're up the Trail, be sure to participate in the Biggest Blueberry

July 20-22: The Grand Marais North Shore Water Festival will have experts on-hand offering fishing, touring kayak and canoe demonstrations, stand-up paddle board (SUP) demo activities in the harbor, including SUP yoga.



#### **Other Summer Events**

- Grand Marais Art Festival July 14-15
- Gunflint Canoe Races July 18
- North Shore Water Festival Grand Marais July 20-22
- Stars of the North Music Festival July 27-29
- Biggest Blueberry Contest on the Gunflint Trail July 20-August 11
- Fisherman's Picnic, Grand Marais August 2-5
- Grand Portage Rendezvous Days & Celebration Pow-Wow August 10-12
- Radio Waves Music Festival, Grand Marais September 7-9

DOWNLOAD VACATION GUIDE



For a more relaxed pace, check out the Wooden Boat Show/Summer Solstice Festival on June 22-24.

Roll into the best days of summer by getting out on the water. Our free Wet Your Paddle experiences occur throughout the region from June 18-July 21 and will have you ready for the Boundary Waters in no time.

The 4th of July is always a fun time to be up north.

Start your day with the Tofte Trek 10K and wrap up with fireworks in Grand







#### MORE SUMMER EVENTS

Gunflint Canoe Races | July 18

Stars of the North Music Festival | July 27 - 29

Biggest Blueberry Contest on the Gunflint Trail | July 20 - August 11

Grand Portage Rendezvous Days & Celebration Pow-Wow | August 10 - 12

#### 2018 COOK COUNTY VISITOR GUIDE



**Experience a Naturally** Unforgettable summer with us. For extra tips on planning the ultimate vacation in Cook County, download our Summer Vacation Guide.

**CLICK HERE TO DOWNLOAD** 

MI EXPLORE











### **OUTDOOR**















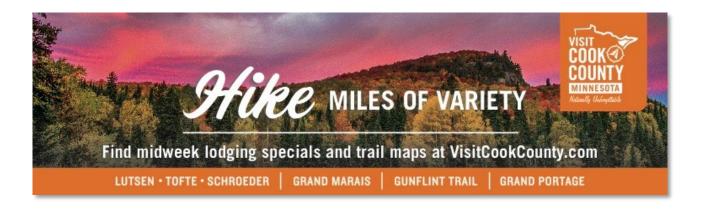




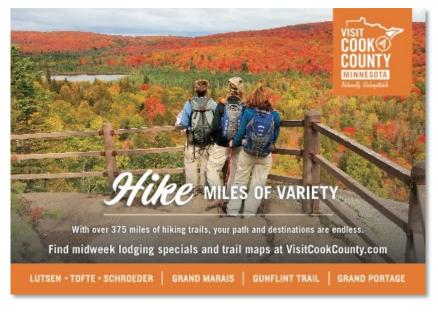




### **PRINT**







### **DIGITAL**





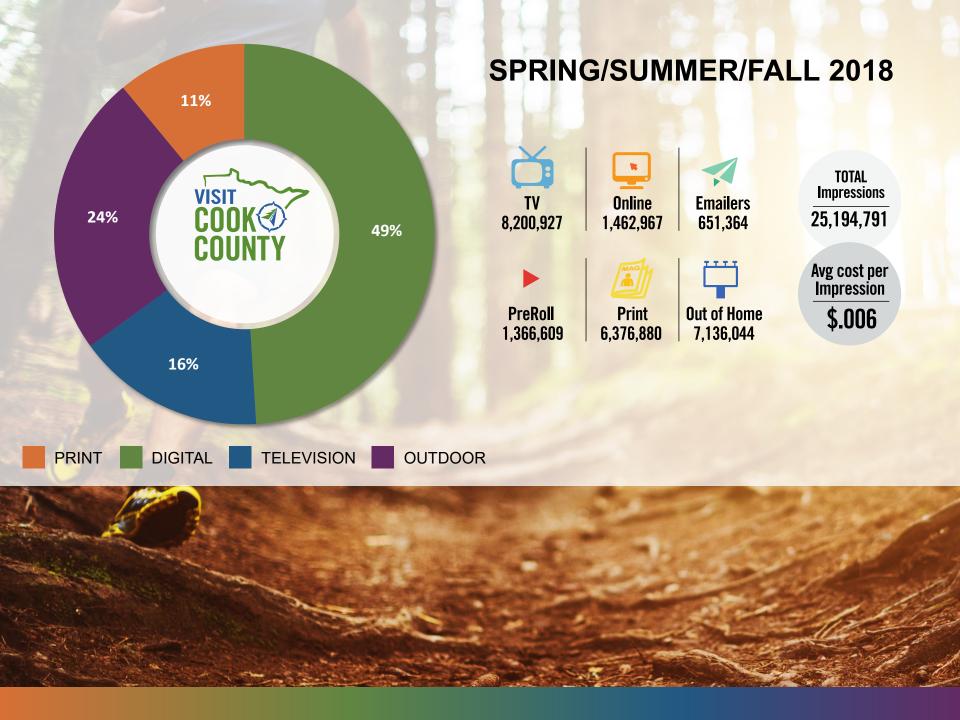


### **OUTDOOR**













### **PRINT**











### DIGITAL



Is there anything happier than a sled dog in winter?
There's only one thing we can think of: humans in winter! The best way to enjoy winter is to get out and embrace is fully. Head north and see for yourself.

Experience the excitement and energy of the longest sted dog marathon in the lower 48 states. There's truly nothing quite like this incredible event – happy, hard-working dogs, determined mushers and a nal-bilding race that will step you onyur toes. This race is an iditarrod qualifier and is always incredible to see. Don't miss it!

#### Winter Adventures for the Whole Family

you choose, your heart will be racing, your cheeks will be rosy and your face will be smiling – all weekend long.



#### **Embrace Winter with Incredible Events** - January 27-29 John Beargrease Sled Dog Marathon

- February 1-28 Annual Fireplace Tour
- February 2 Annual Snowmobile Fun Run
- February 16 Candlelit Snowshoe and Ski
- Dog Days of Winter

Annual Hygge Festival

#### Join us in Celebrating Hygge February 8-14, 2019

#### Stay Warm with Our Winter Vacation Packing Checklist

There's a winter adventure for everyone in Cook County. Plan your trip today. We'd be happy to have you! But before you head north, make sure you pack everything you need to stay safe and warm. Download our Winter Wastotin Packing Checklist for tips and ideas to make sure your winter adventure is the best experience it can be.

#### Plan a Winter Getaway





GRAND PORTAGE







STANS MATAIS SUNTENT TRACK MANUFACTORS





STANS MATAIS SURFLINT TRACK MANUFACTURES.





DEADERS MARKET SUNTER! THE MANUFACTURES.





LUTSEN - TOFTE SCHROEDER GRAND MARAIS **GUNFLINT TRAIL GRAND PORTAGE** 

### **OUTDOOR**



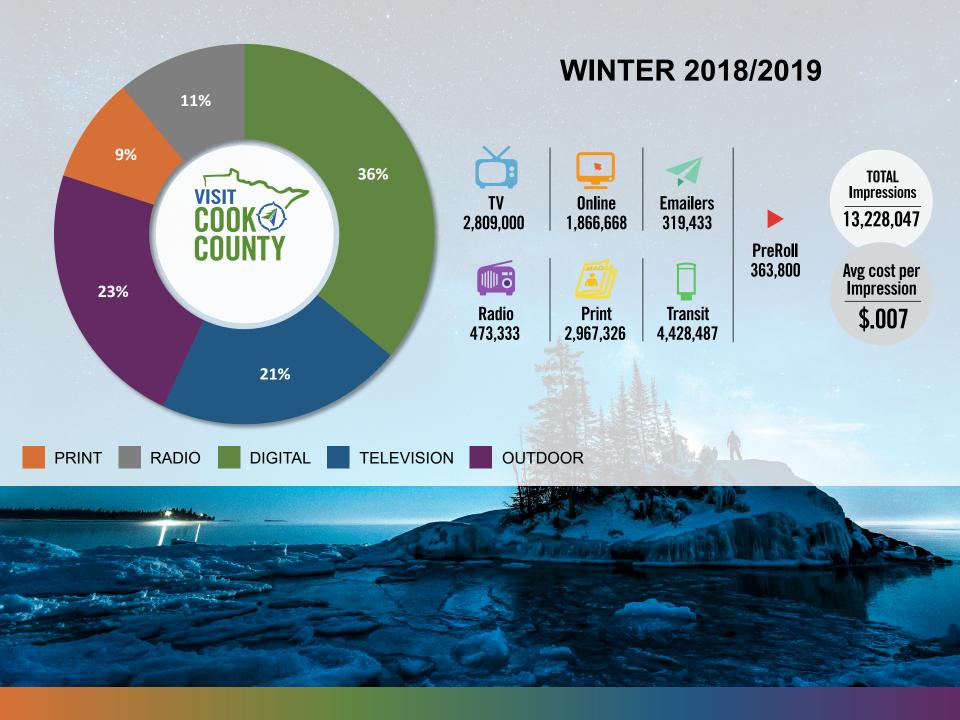










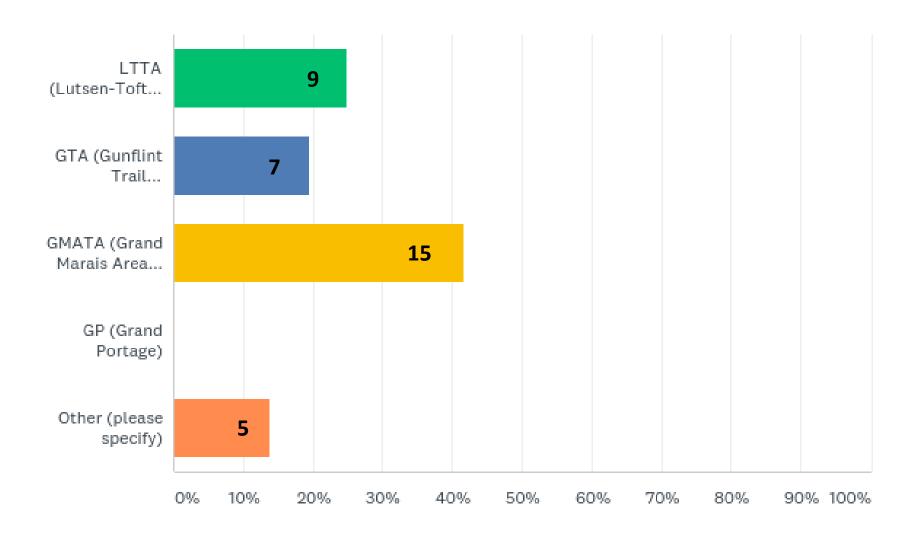


# Visit Cook County MN Summer Association Directives 2019

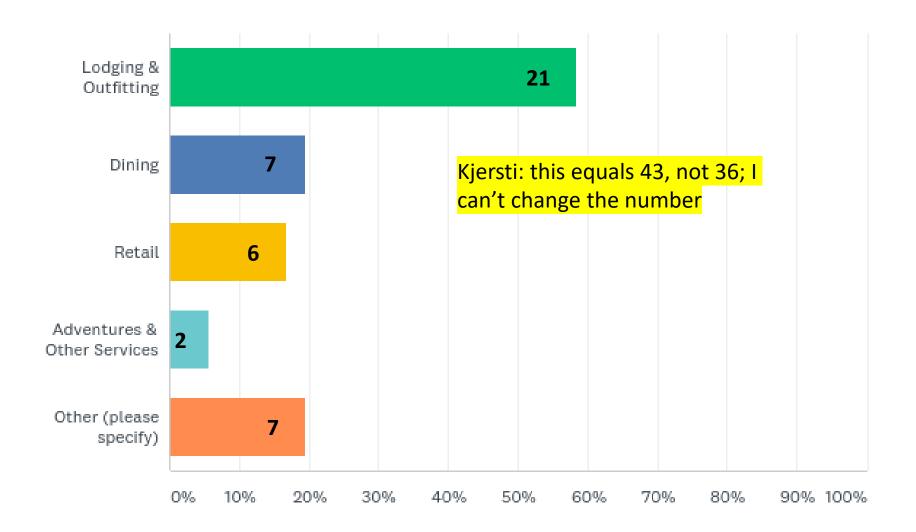
Monday, January 21, 2019



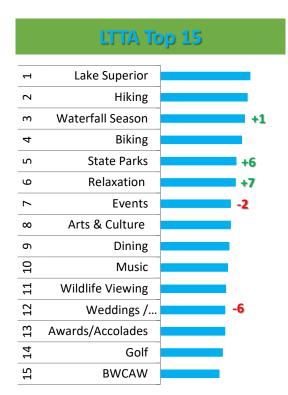
### Q1: Which Association are you a member of?

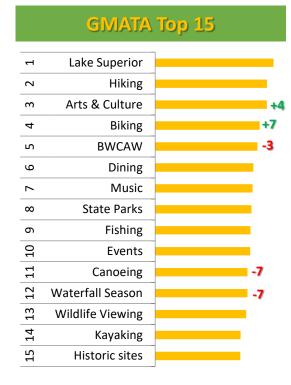


### Q2: Which best describes your primary business?



### Q3: Vertical Markets Top 15 by Association







#### **ANSWERED: 9 SKIPPED: 3**

**Biggest changes from 2018 to 2019**: Relaxation saw a surge over 2018, while weddings saw a slight decrease. Waterfall season remains strong.

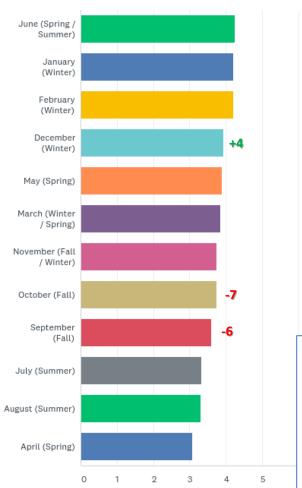
#### ANSWERED: 23 SKIPPED: 4

**Biggest changes from 2018 to 2019**: Biking climbed up 7 spots over 2018. Both Waterfall season and canoeing dropped a few spots.

#### **ANSWERED: 10 SKIPPED: 6**

**Biggest changes from 2018 to 2019**: Hiking saw the most significant growth, surpassing the BWCA as the #1 activity. Waterfall season continues to climb.

## Q4: What months do you think are most important to promote?



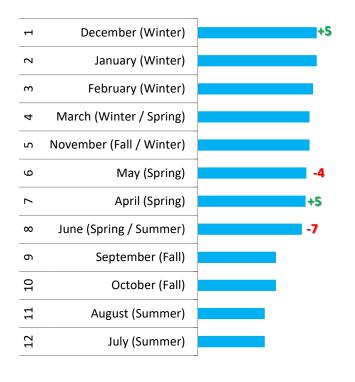
	LESS IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	ABSOLUTELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
June (Spring / Summer)	0.00%	0.00%	20.69% 6	34.48% 10	44.83% 13	29	4.24
January (Winter)	0.00%	3.57%	21.43%	25.00% 7	50.00% 14	28	4.2
February (Winter)	0.00%	3.57% 1	21.43% 6	25.00% 7	50.00% 14	28	4.21
December (Winter)	3.57% 1	7.14% 2	25.00% 7	21.43% 6	42.86% 12	28	3.93
May (Spring)	0.00%	14.29% 4	25.00% 7	17.86% 5	42.86% 12	28	3.89
March (Winter / Spring)	0.00%	14.81% 4	22.22% 6	25.93% 7	37.04% 10	27	3.8
November (Fall / Winter)	7.14% 2	0.00%	32.14% 9	32.14% 9	28.57% 8	28	3.75
October (Fall)	3.70% 1	11.11% 3	22.22% 6	33.33% 9	29.63% 8	27	3.74
September (Fall)	7.41% 2	14.81% 4	14.81% 4	37.04% 10	25.93% 7	27	3.59
July (Summer)	7.41% 2	18.52% 5	33.33% 9	14.81% 4	25.93% 7	27	3.33
August (Summer)	11.11%	14.81% 4	33.33%	14.81% 4	25.93% 7	27	3.30
April (Spring)	18.52% 5	18.52%	25.93% 7	11.11%	25.93% 7	27	3.07

#### Comments:

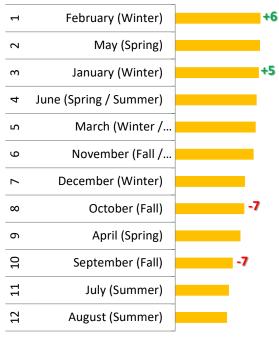
- 1. I can go either way on this. Yes, it's great to promote the shoulder seasons, but considering we make the majority of our profit during the summer, let's not forget about those months. We're never going to be able to completely tip the scales on the shoulder seasons.
- 2. Summer promotes itself. We wouldn't need you if every season was like summer.
- 3. Summer is absolutely important to our business. I chose the winter months as more important for marketing because that is when we need more business, but I wouldn't encourage marketing winter at the detriment of summer business.
- 4. Hygge
- Construction season

### Q4: Ranking by month by Association

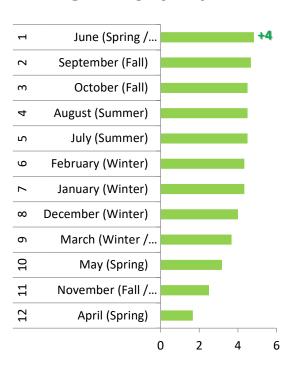
### **LTTA Month Rank**



### **GMATA Month Rank**

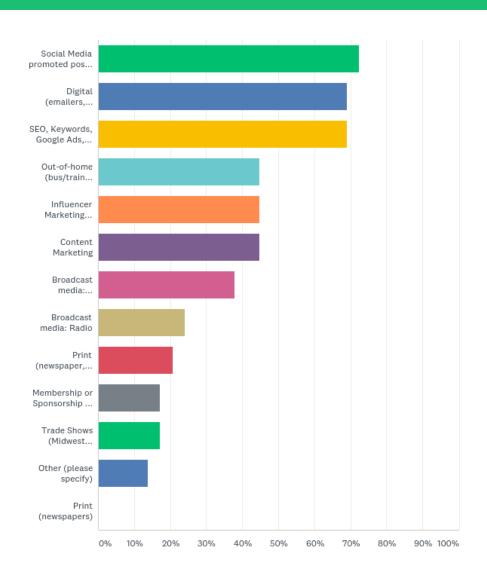


### **GTA Month Rank**

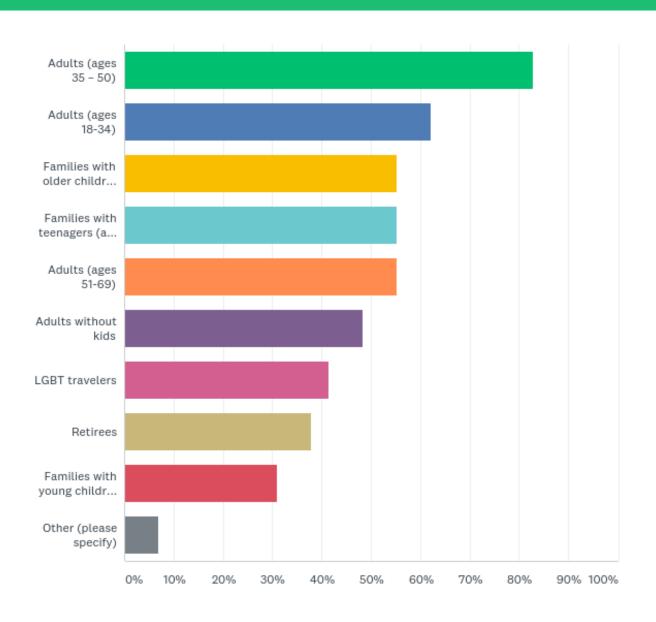


ANSWERED: 43 SKIPPED: 12

# Q5: VCC uses a wide variety of marketing mediums to reach potential guests. Please select the Top 5 marketing mediums you believe are most important.



## Q6: What demographic group(s) do you recommend we target?



# Q7: Have you noticed any changes in where your visitors are coming from? Any new markets you would like to see tested?

#### Comments:

1. More word of mouth and social media

#### Geographic

- 1. More one day trips from Canadians NOT from Thunder Bay. They are visiting Thunder Bay for some reason and come down to see what it's all about.
- 2. Thunder Bay Canada compared to Twin Cities
- 3. Not yet, but we are noticing increased website traffic from the Chicago area. The Twin Cities is still the largest source of our out-of-Cook-County traffic.
- 4. We noticed more guests this year from Chicago and Thunder Bay
- 5. Is the summer we have seen quite a few from Oklahoma and Alabama
- 6. A few from Texas and Iowa. Not always from MN
- 7. Indiana, Chicago
- 8. Every year we get more and more motorhomes from the south, looking to escape the summer heat Florida, Texas, Cali. Again, biz specific, but we're also seeing more and more circle tourers making the loop in an RV, esp during fall colors.
- 9. Seems to be more lowa and Wisconsin than past
- 10. It seems like there were quite a few folks from lowa. Like big families, like they were choosing the "family reunion" location up here. Grandparents with their children and their children (not like extended family reunions with 3rd uncles). Almost like, because they had the option to have different VRBOs for space at night, they could have a big family gathering and not get sick of each other. Also, a lot of young families who had one or both parents grow up in MN, but have now moved away. Like, they chose their one big weeklong family vacation to be up north. Even though they now live on the East Coast. A surprising amount of folks who live in VT, MA and Washington DC came through the shop this summer. Many had never been to the shore. Not sure if that helps or not!

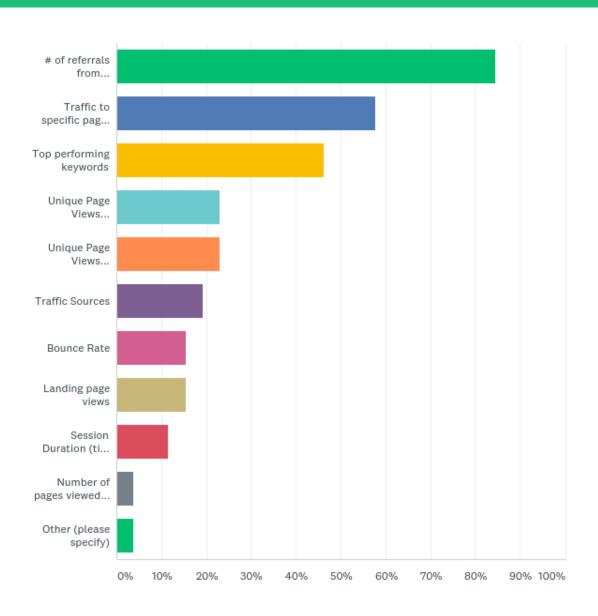
### Niche Market

- 1. Pet Travel
- 2. Environmentalist-related markets

#### Demographic

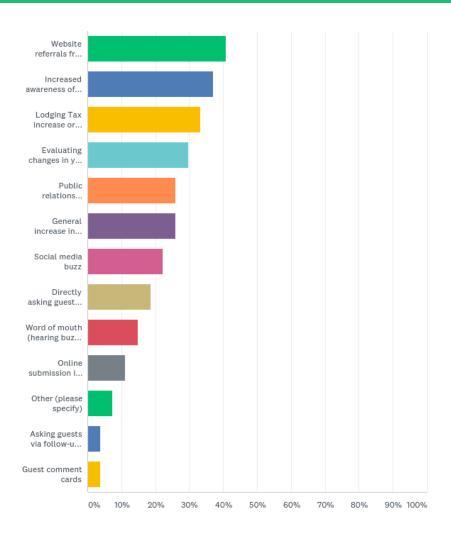
- 1. I think we need to work more on targeting the millennial generation. I think the outdoors, hiking, SHT, Lake Superior, etc. are all trending right now and we should capitalize on that with digital marketing tactics, social media and influencer marketing.
- 2. We seem to have lots more families

## Q8: What website metrics are of most value to you? (Select ONLY the TOP 3 metrics)



## Q9: How is your business tracking the effectiveness of Visit Cook County's marketing efforts?

(Select ONLY the TOP 3 measurements)



**ANSWERED: 27 SKIPPED: 9** 

# Q 10: Any other comments or suggestions? What else do we need to know as we approach Spring, Summer, and Fall?

#### Comments:

- 1. Small businesses and non-profits matter as well as the bigger, corporate entities. The little folks make up the community as much as the big folks.
- 2. I really like the idea of returning to some of our proven, geographically recognizable brands like Grand Marais, Gunflint Trail, North Shore, Lake Superior, MN's Arrowhead. VisitCookCounty has consistently done a great job of marketing the region. I look forward to future campaigns.
- 3. Summer doesn't need more push -- way busy enough, and especially this year with planned traffic rebuilds. April is hopeless -- leave it alone to die. November 20 through December 31 is hopeless -- No reliable traffic beyond early downhill skiers. Focus on getting early-rez for ski season (Jan-March) rather than the late starts into January for the season. MsP folks think their green grass is OUR green grass -- that mistaken belief can be corrected by video, webcam and snow-target ads even back in in hopeless-market December
- 4. Keep up the great work! I love it when people complain that we have too many tourists! Nice work!
- 5. Will the road work in Grand Marais deter folks like the Tofte portion got lots of complaints for us down there?
- 6. This next year we need to talk about Hwy 61 and that it is open
- 7. Seek more input. Lose the word stakeholders.
- 8. Consider billboard in Hinckley area
- 9. Keep doing what you're doing. You guys are amazing. This area truly benefits from your efforts.



## 2019 CONCEPTS



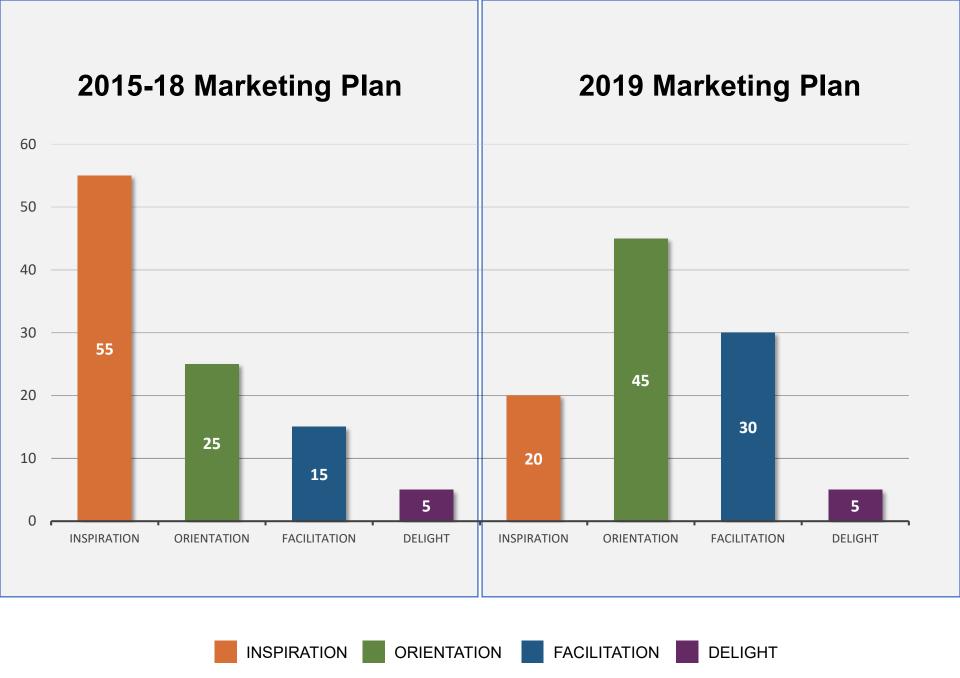
#### STRATEGIC MARKETING GOALS

- Prioritize digital/social media
- Shift from CPI to CPC reporting
- Increase user traffic
- Special focus on individual community branding
- Increase search engine prominence



#### **DESTINATION MARKETING TRENDS**

- Weekend and mini trips
- Culinary tourism
- Pet tourism
- Try something NEW
- Insider track vacation like a local
- Families go off-the-beaten-path
- Ecological and educational tours





#### **SOCIAL MEDIA**

- Planned and organic posts
- Paid and boosted posts
- LIVE event posting
- 360 degree video
- Create community pins
- Community Snapchat filters





# WHAT TYPE OF COOK COUNTY ADVENTURER ARE YOU?

- Drip campaigns focused on each of the four communities
- Social media quiz
- Create adventurer personas
- Retarget with community specific ads

Social media + Emailers + HubSpot + Banner ads



#### YOUTUBE MARKETING

**INSIDER VIDEO TRACK** 

#### **TOURS**

- Waterfall
- Fall colors drives
- Fireplaces

#### **ADVENTURES**

- SUP
- Training rides
- Canoeing
- Kayaking
- Fishing



## **HUBSPOT**

- Mini trip planners
- Have a pet friendly adventure
- Summer adventure guide
- BWCAW packing guide/checklist



### **SEARCH ENGINE MARKETING**

- AdWords connecting keywords to campaigns
- Retargeting visitors to lodging pages that didn't convert
- Retargeting visitors to top competing destinations
- Geofencing key events in Thunder Bay, Duluth, other



## **EMAIL CAMPAIGNS**

- Listology by community
- Bucket lists by community
- Pet friendly vacation guide
- Adventure guide video series
- Event forecast



## **OTHER**

- Video pre-roll
- Outdoor
- Influencer campaigns
- Print
- Other



# COLLABORATION





## **Bahamas Branding Challenge**

- Bahamas were interchangeable with other Caribbean Islands
  - Perceived to be a "stereotypical paradise"
- Goals:
  - Increase reservations
  - Differentiate the Bahamas from other Caribbean destinations
  - Market all islands
- Key Differentiators:
  - Number of islands
  - Diversity of experiences each island offers different experiences, food, flora and fauna, etc.

## **Bahamas Branding Challenge**

- Strategy
  - Rebrand Bahamas
  - Focus on Bahamas all 700 islands to brand under one, universal identity (a collection of diverse islands)
  - Once prospects choose to visit the Bahamas, then orient them to the ideal island to fit their needs
  - Lastly, direct people to lodging, adventures, etc. to round out their itinerary
- Marketing tactics
  - Television
  - Out-of-home
  - Story telling + digital amplification
    - Influencer campaigns, social media advertising, earned media

