

WELCOME

AGM & TOURISM INDUSTRY CONFERENCE

OCTOBER 6-7, 2015



Our Future as an Organization

- Entering a new contract agreement with
 Destination BC which will see alignment within our
 organization to DBC's new corporate strategy and
 roles for RDMO's
- New roles within our organization begin April 1, 2016
- Preparation & planning is underway internally to adapt to new roles for April roll out

Roles - DBC

Strategic leadership in provincial destination management;

 Primary operational role in demand generation (marketing);

Enable destination development through partners.

Roles - RDMO

Strengthen DBC's Provincial strategy by:

- Supporting destination, experience, industry development;
- Curating content to support brand alignment;
- Supporting Travel Trade, Travel Media, Social Media;
- Leading regional marketing of Touring & Exploring

New Program Areas

Destination Development

Remarkable Experiences

Touring & Exploring Co-operative Marketing

 Team BC participation with Travel Trade & Travel Media at shows and events

New Co-operative Partnerships Program

Reserved pool funds

Open pool funds

RDMO's - Touring &

Exploring

CWSAA – Ski

AtBC – Aboriginal

Consortia – 3 or more

communities

Corridors – eg. Alaska

Highway

Sectors – Golf, Fish, Wine,

Cruise, Adventure etc.

Destination Development Framework

- Led by the Ministry and DBC with RDMO as a strategic partner (JTST provides Minister with DDS policy direction by Nov 15, then direction letter to DBC)
- Region will provide input to framework, represent regional interests, encourage industry stakeholders to assist in asset development and collaboration

Destination Development Timelines

 Now – Mar 'I 6 DBC with KRT input - Final timelines determined, resources developed

- Finalize sub regional clusters & stakeholder groups
- Roles/responsibilities determined and strategies created

 April '16 – May '17 - Execution of strategy is ongoing in region

Remarkable Experiences - Definitions

- I. REMARKABLE TOURISM PRODUCT: "A tourism product with a high Net Promoter Score (NPS) and exceptional word of mouth stories that results in a repeat visit"
- 2. REMARKABLE DESTINATION: "A collection of exceptional experiences within a destination that have a high NPS score and that people recommend via word of mouth"
- 3. **REMARKABLE EXPERIENCE**: "An exceptional experience that triggers a consumer to share it via word of mouth and/or results in a repeat visit."

Remarkable Experiences - Goals

Encourage the enhancement of the experience offering in BC

 Enable industry to become savvy digital & Social Media marketers

 Increase the volume of positive word-of-mouth to generate recommendations, referrals and repeat business

Remarkable Experiences - How

- Creating clusters of related business
- Connect clusters to subject matter experts and educational curricula
- Share knowledge within the cluster
- Currently there is a pilot group in Fernie
- RDMO is the Business Advisor managing the cluster and online FB group

Remarkable Experiences - Pilot

- Business commits 50 60 hours over 6 months
- October April 2016
- Receives 6 in person meetings & one on one coaching from subject matter expert
- Participate in bench marking research with DBC research staff
- Sign a letter of commitment 9 businesses plus CDMO in Fernie are participating

Remarkable Experiences – Fernie Participants

Spa 901 – Laura Oleksow Canyon Raft — Lynn Muller Mountain High Adventures – Jon Knauf & Claire Fernie Museum – Ron Ulrich Elk River Guiding — Paul Samycia Loaf Bakery & Restaurant - Phil Gadd Elk View Lodge — John Merritt Lizard Creek Lodge — Matt Mosteller & Kathy Pepper Island Lake Lodge — Mike McPhee CDMO Support - Tourism Fernie – Jikke Gyorki

Touring & Exploring Program FY17

Will consist of leveraged and non-leveraged initiatives

 \$200,000 in tactics leveraged with stakeholders to give a \$400,000 program budget

• \$100,000 non-leveraged marketing

Timelines – October 2015

Oct 19-21 TIABC Industry Conference in Vancouver

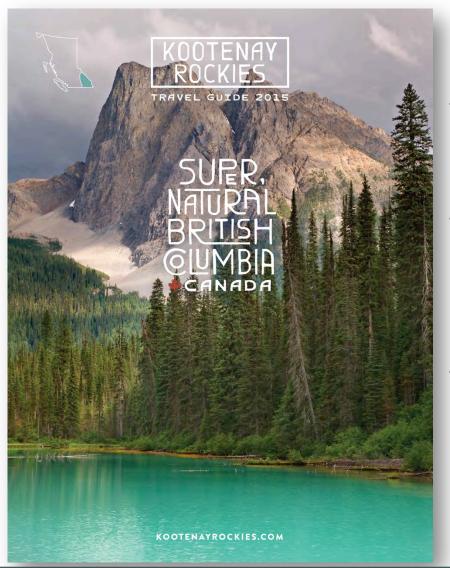
Oct 27 'Winning Together' - DBC/KRT Roadshow in Cranbrook

Oct 30 'Winning Together' - DBC/KRT Roadshow in Revelstoke

Travel Trade

- Trade shows as Team BC include:
 - Canada's West Marketplace
 - Rendezvous Canada
- Handle all aspects of in-region familiarization
- FAM tours and escort when necessary
- Research new export ready products
- New itinerary to Nelson

Tourism Partners Program FY15



- DBC program funding for the past fiscal FY15 was \$610,039
- Stakeholder cost sharing doubles the marketing power to almost \$1.2 million dollars
- 190 individual partners participated in FY15

Golf Today NW

Seattle Times

GOLF JULY14 TODAY 58-59

smacking down on the Merguez Mussels starter with African Sausage, Tomato, Arugula and pair that with the Arrowhead Bombshell Blonde Beer brewed just a few miles down the road at the local boutique Arrowhead Brewery. Go on have another! I did.

COPPER POINT GOLF CLUB

Copper Point Golf Club is one of the newest championship golf courses in the Valley offering golfers two distinctive golf courses that feature lush Kentucky Blue fairways, challenging bent grass greens and hand-carved bunkers. The par-70 6807 yard Point Course opened in the fall of 2003 and is celebrating its 10th full year anniversary this year while The Ridge at Copper Point featuring full length par 3 and par 4 holes and considered a master's- not executive-style course, opened in 2008. A Gary Browning/Wade Horrick design, and co-host of the 2013 BC Amateur Championship won by ex-University of Washington Husky graduate Charlie Hughes in a playoff. The Point course is also another example of a diverse mix of golf holes where no two holes are the same nor do you feel you are going through the motions. This was no more evident that the opening trio of holes. The opening 391 yard par 4 is relatively benign with

the only trouble being the large C-shaped fairway bunker on the right; in fact, you have to try really hard to hook or slice your ball into the woods on this hole. A solid tee shot left fairway will filter into

"This is not a pitch and putt or Executive —Scott McLain, Head Golf

the middle leaving a short to mid-iron into a guitar pick-shaped green with bail out room to the right. After feeling good with a par under your belt, the challenge is intensified with the 164 yard par 3 Second, Now, I should mention that if you are a mid to high-handicapper who feels that the blues might be a stretch, Copper Point has you covered with the green tees, a combination set of tees that offer golfers yet another choice set between the whites and blues. Now, back to the second hole, which while not overly long does require an accurate shot into a shallow but wide two tiered sloping green. Try and avoid the left side as you'll be left with a nasty and long breaking putt into a front right hole location. Equally if you bail out to the right you'll need to pitch out of a grassy swale collection area. Left is bunker trouble. The final hole of the opening



Seriously kick back on B.C.'s hot-springs loop [Outdoors] The Seattle... http://seattletimes.com/html/outdoors/2024404039_britishcolumbinio...

The Seattle Times

Winner of Nine Pulitzer Prizes

Outdoors

Originally published Wednesday, August 27, 2014 at 3:40 PM

Seriously kick back on B.C.'s hot-springs loop

Easy-access hot springs, including one in a cave, draw devotees to Southeastern British Columbia.

By Christy Karras

Special to The Seattle Times



NAKUSP, B.C. – I'm floating in a pool of hot water, gazing at an evergreen-ringed, hazy summer sky. These waters are said to soothe body, mind and soul, and I'm wondering, does it really work? I monitor myself for signs of relaxation, stretching out calves and quads stiff from a recent backpacking trip.

And a wave of calm does envelop me, almost immediately. Maybe it's a placebo effect, but who cares? A placebo effect is still an effect.

This is Halcyon Hot Springs, just outside Nakusp, B.C., one of many hot springs

28/08/2014 3:26 PM

encircling the Kootenay Rockies region in southeastern British Columbia. Retirees and families and couples are all here seeking that vacation holy grail: relaxation. And these places just about guarantee it.

I found out about B.C.'s hot-springs bounty when my co-author, Steve Zusy, and I were researching our book, "Motorcycle Touring in the Pacific Northwest." This area's curvy roads appeal to motorcyclists, but so do the hot springs — nothing beats an evening soak after a day beating yourself up on a bike. We were in a hurry when we came through, and I swore I'd be back for the full experience.

Circling the springs

On this trip, I focus on the springs closest to Washington, but they're only part of what the B.C. tourism board calls the Hot Springs Circle Route. The 530-mile loop features seven easily accessible springs, each with its own personality dictated by temperature, setting, mineral content and ownership. Several hug the shores of long lakes lying between a series of steep, tree-covered mountain ranges.

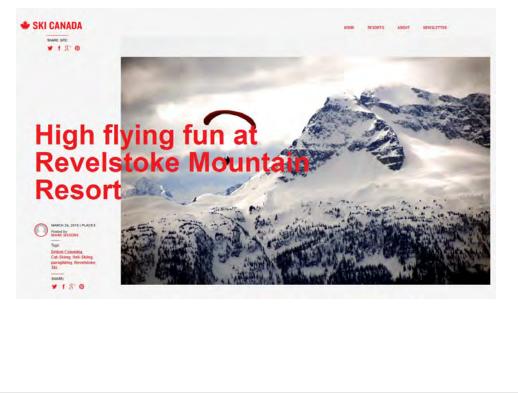
The mountains are also full of hikes and cycling trails that are all the more rewarding when you know a soak awaits at the end. In winter, this is part of a "powder highway" of ski resorts, beli-skiing outfits and cross-country trails, and most of the hot springs are open year-round.

I start in Nelson, a three-hour drive north of Spokane. It's not officially a part of the hot-springs

EnRoute

Ski Canada





Men's Journal

Toronto Star



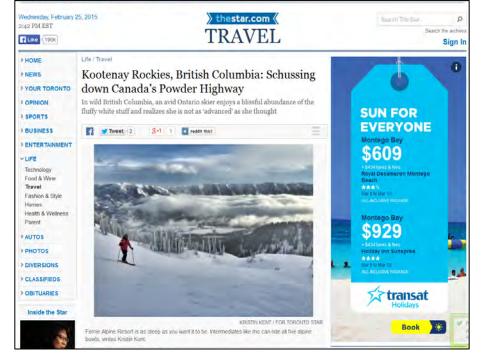
Credit: Kootenay Rockies Tourism

forests of the Lizard Range with Island

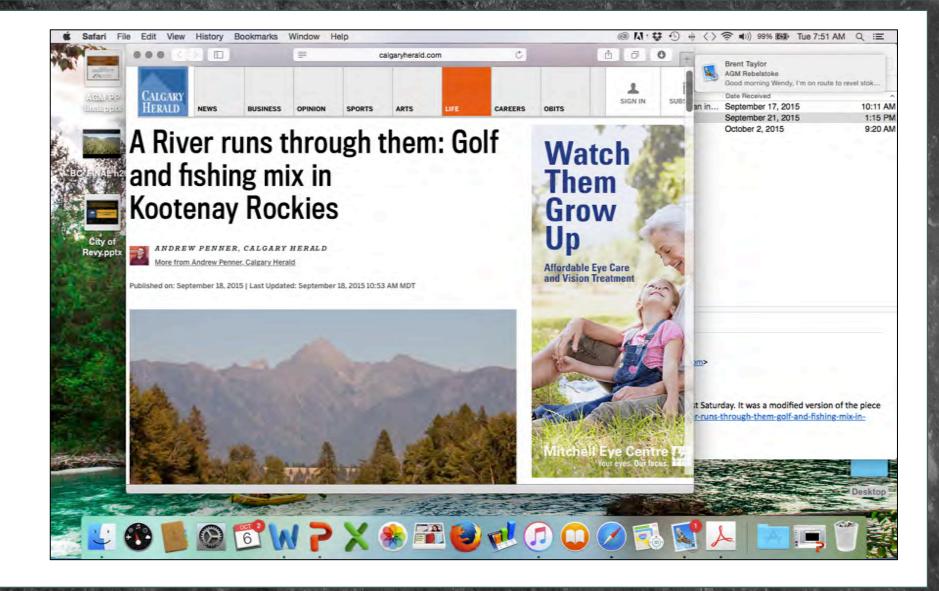
rafting in every direction.

Lake Catskiing. Come summer, there's epic

mountain biking, hiking and white water

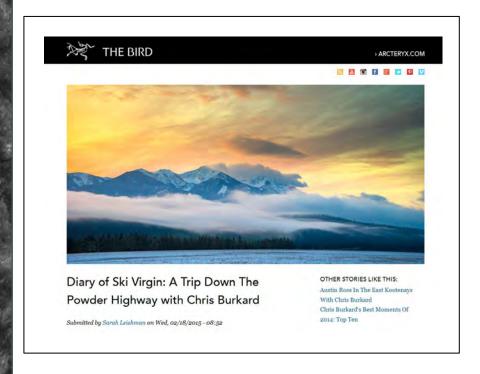


Calgary Herald



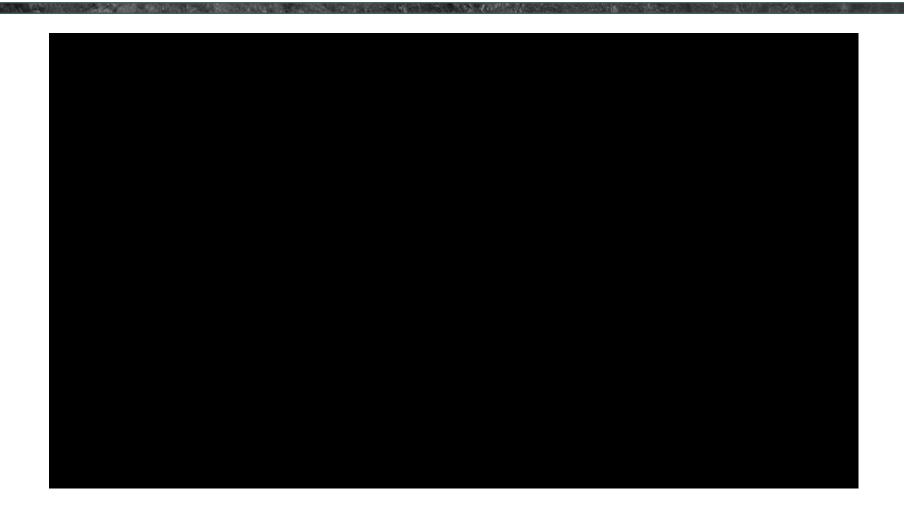
Lithographica

New York Times





WildWithin.ca



Media Relations



Super

Super 8 Fernie

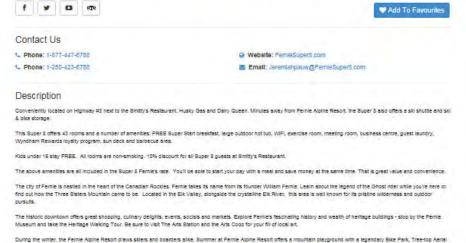
Playground, Rippin' Zipline, Scenic Chairlift Rides, Hiking Tours and Interpretive Centre

Map / Directions

Femile is the largest community in the Elik Valley and also the oldest. It has all the ingredients for one of Canada's best adventure destinations

2021 Highway 3, FERNIE, BC VOB 1M1



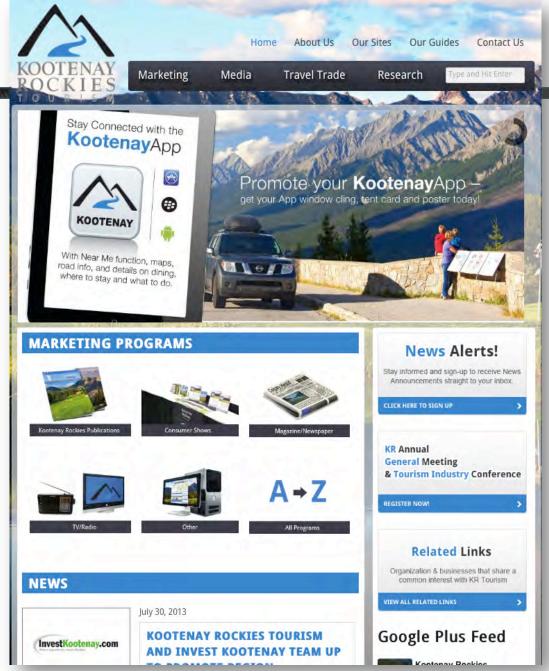


Enhanced Listings on KootenayRockies.com

Complete Online Package

- All company contact info
- All web links & social media
- Unlimited word description
- Multi category placement
- Up to 5 photos
- Google Photo Tours
- Map & Driving Directions
- Special Offers listing

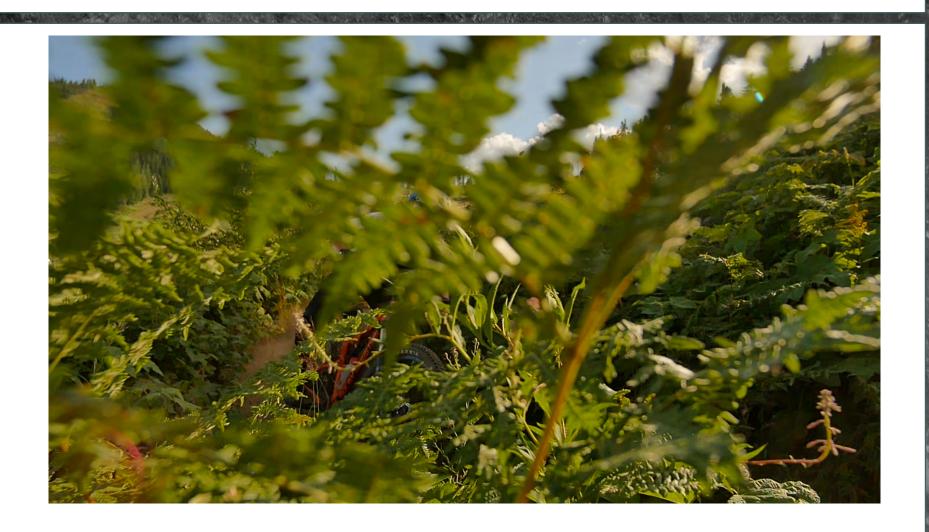
\$120 per year



KRTOURISM.CA

- Key programs
- Partner directory
- Tools branding etc
- Social media feeds
- Responsive design
- Image bank access

Rossland on CTV



Powder Magazine



Soar Magazine



Kootenay Mountain Culture



Where Magazine



BANFF TO GOLDEN 139 km/86 mi

YOHO NATIONAL PARK Take the Trans-Canada Hwy west of Lake Louise. Crest the Continental Divide and descend into the Yoho National Park wilderness (1-250-343-6783).

Sights & Hikes

• Lake O'Hara, 11 km/68 mi from Hovy 1, offers sturning hikes; try Lake Oesa day hike. Access is only by bus (June 19-Oct 4), call 250-343-6433 (camping only) or 1-877-737-3783 (day use only) early to reserve a 8:30 or 10:30 am nde. • Spiral Tunnels roadude stop offers a look at the spiraling railways cut into Mount Ogden and Cathedral Mountain; the reduced rail gradient lets trains asse into the valley.

Takakkaw Falls is one of Canada's highest at 38.4 m/l,260 ft. Access is via Yoho Valley Rd.
 Town of Field, 30 km/19 mi from Lake Louise, offers food, lodging and the Parks Canada Visitor Centre with a small fossil display.

Burgess Shale World Heritage Site quarries contain 500-million-year-old invertebrate fossils. Access is by tour only, 1-800-343-3006.

Emerald Lake is reached via Emerald Lake Rd; see the Natural Rock Bridge en route. A 5-km/
3-mi trail circles the lake; also take the short walk to Hamilton Falls. Dine or rent boats at Emerald Lake Lodge, 1-800-663-6336.

 Wapta Falls, 23 km/14 mi west of Field, is worth the 30-minute access hike for its impressive 30-m/98-ft height, 150-m/490-ft width and impressive Ottertail Range backdrop. • Red Adirondack Chairs are at viewpoints includ-

mg Takakkaw Falls and Yoho Lake (access is via a moderate 4-km hike starting at the south end of the Takakkaw Falls parking lot).

TOWN OF GOLDEN Surrounded by the Canadan Rockies, Salkirk and Purcell mountain ranges, and arting at the confluence of the Kicking Horse and Columbia rivers, Golden (1:800–622-4653) a 88 km/52 m west of Lake Louise. Discover a history steeped in the railway, logging and the Swiss Guides who pioneered bourst force and the Swiss Guides who pioneered bourst force you have he Rockies. With full amenties, and close to Yoho and Glacier national parks, Golden o a great staging area for rafting, hiking, biong, sightseeing, backcountry adventure and family activities.

Sights to See

 Kicking Horse Pedestrian Bridge, downtown, is North America's longest freestanding timberframe niver crossing. Watch for free summer concerts and the farmers' market Wednesdays and Saturdays at adjacent Spirit Square.

 Golden Museum & Archives (1-250-344-5169) interprets early days through exhibits on Swiss Guides, the first Sikh people, geographer David Thompson and Columbia River riverboats.

· Northern Lights Wildlife Wolf Centre promotes

awareness and conservation. See (and photograph) nene resident wolves. Tours are offered year-round; the Walk with the Wokves photo tour as a favourite.

- Kicking Horse Mountain Resort (1-866-754-5425), 14 km/l8 mi from town, offers the world's largest grazly bear refuge for resident 'Boo' (with interpretive tours), and a sightseeing gondola that rises to Eagle Eye restaurant (Canada's highest).

- The World's Largest Paddle (1-888-244-7117), 26 km south of town, as proportionally correct, sealed up 13 times and stands over 60 feet.

Outdoor Activities

 Columbia Wetlands connects Golden with Invermere, and at 15,070 hectares is one of North America's longest and most biologically rich wetlands. Eco-tours introduce visitors to its diverse population of plants, birds, fish and mammals; orrent a boat for a self-guided paddle trip.

 Kicking Horse Mountain Resort (I-866-754-5425) has lift-assisted downhill mountain biking and summit hidning trails. There are interpretive tours of the Grizzly Bear Refuge where 'Boo' resides. New this summer is guided Via Ferrata climbing. All abilities can tackle Terminator Peak's north face on two fixed anchor custom courses and a suspension bridge.

 Mount 7 at 1,200 m/3,937 ft is accessible by road. Enjoy the Columbia Valley view and watch paragliders and mountain bikers.

 Fishing at local lakes and streams offers cutthroat, brook and rainbow trout, kokanee salmon and smallmouth bass. At the Municipal Campground (1-866-538-6625) you can buy permits and lures; they recommend fishing guides: unthe Rotary Trails for pedestriams and cyclists runparallel to the Kicking Horse River, then through residential areas and past Reflection Like.

 Moonraker Bike Trails and Mountain Shadows Trail System offer over 100 km of maintained cross-country cycling routes that can be accessed from downtown (rent at local stores).

 Thompson Falls on the Blaeberry River is 28 km/ 17 mi northwest of Golden along gravel roads. Find its crystal waters on the L4-km/.9-mi Thompson Falls Trail hiking loop.

Falls Trail hiding loop.

Kicking Horse Whitewater Rafting (outfitters. p. 76) ranges from scenic family-friendly Upper Caryon tours to maximum thrill on famous class four rapids during Lower Canyon runs. You can also tackle the Kicking Horse and other rivers on a guided SUP or inflatable kayst tour.

ATV Quad Tours (outfitters p. 65) are an adrenaline-charged way to get into the backcountry.

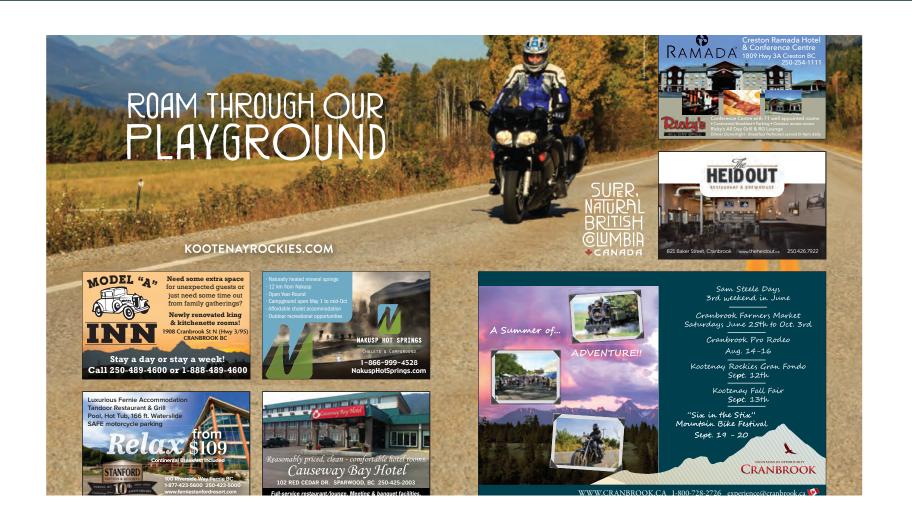
- Climbing and Mountaineering options range from hiring an ACMG certified local guide and getting into the famous mountains of Rogers. Pass or Bugaboo National Park, or starting with a learn-to-climb course at the Dogtooth indoor climbing gym (1-250-344-6444).

 Tandem Paragliding and Skydiving (250-272-9384) boasts a spectacular bird's eye view.

 Galden Golf Club (1-866-727-7222) offers two layouts (News front 9/Les Furber back 9) situated

30 where of # KONTENAS ROCKES

Riders West



Discover Golf



r



THANK YOU!



Touring & Exploring Program FY17

Target Consumer Segments:

- Canadian Regional with main focus of Alberta but also including British Columbia, Saskatchewan & Manitoba
- NW USA regional including Montana, Idaho & Washington
- Drive markets within 3-5 hours

Touring & Exploring Program FY17

Experiences & Themes:

- Corridors & Iconic Attributes National & Provincial Parks, Hot Springs, Communities & Events, Artisans, etc.
- Motorcycle touring, RV touring, camping
- Outdoor activities soft adventure, hiking, biking & water activities
- Destination weddings/VFR travel
- Cross border, cross regional, circle route itineraries with maps
- Winter touring the Powder Highway
 – communities & on-snow activities

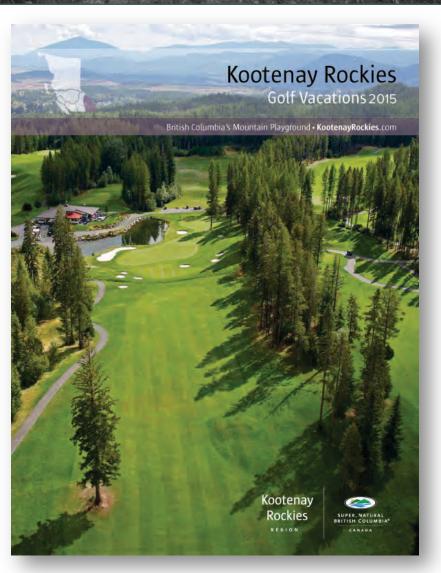
Touring Sector

- Annual Travel Guide
- Crown of the Continent
- East Kootenay Outdoor Recreation Mapbook
- Billboards at Airports & Ferry landings — Balfour/Crawford Bay
- Bridal shows in Calgary, Edmonton
- RV Shows in Florida, Los Angeles
- Google Streetview
- RV West, Calgary Bride, Van Dop Cultural Guide
- Calgary Herald Discover BC & Winter in Motion

- Spokesman Review, Lethbridge Herald
- CTV
- Radio
- Billboards...



Golf Sector



- Golf Vacation Guide 2015
- Consumer shows Calgary, Edmonton, Spokane
- Score Golf
- Calgary Herald Discover Golf
- Golf Flyer Fort McMurray, Lethbridge, Okotoks
- Radio
- Photo Shoots 3 courses
- Hwy 93/95 billboard

Ski Sector



- 8 Consumer shows
 - Boston, Calgary, Edmonton, Ottawa, San Francisco, Seattle, Toronto
- Global TV BC & AB
- 6 Magazines
 - Backcountry, Kootenay
 Mountain Culture, Powder, SBC
 Resort Guide, Ski Canada, Ski &
 Skiing
- Calgary Herald Discover Winter
- 12 winter photo shoots CDMOs, Lodges, Ski Resorts
- Radio Alberta and Spokane

Adventure Sector



- Kootenay Mountain Culture, Mountain Sledder, Sno Rider, Where Canadian Rockies
- 11 Consumer shows
 - BC, Alberta, Saskatchewan, Washington
 - Motorcycle, Outdoor Adventure, Bike,
 Snowmobile, Fly-fishing
- Photo Shoots Adventure, touring & scenic – CDMO's & operators