annual meeting DESTIN - FORT WALTON BEACH, FLORIDA

10 -

DESTIN FORT WALTON BEACH FLORIDA









different course different destination

DESTIN FORT WALTON BEACH





DELIVERING CHRISTMAS TO THE VICTIMS OF HURRICANE MICHAEL



SANTA BOAT

OperationSantaBoat.com

the business of tourism

DESTIN FORT BEACH



season (Sep-May)

goals & objectives

Develop a model to measure job growth, trip value, and tourism's economic impact

Develop a research-based dashboard to analyze ongoing local sentiment and incremental return on tourism marketing investment

Implement concerted destination stewardship efforts within the community

Increase Tourist Development Tax revenue in Prime

Increase visitor spending year-round





\$20.3M budget

Welcome Centers \$310,000

> Beaches \$3,900,000

ECCC \$3,000,000

Public Safety \$2,200,000

FY 2019 Operating Budget

Promotional \$10,900,000







welcome centers & VISITOR STATS

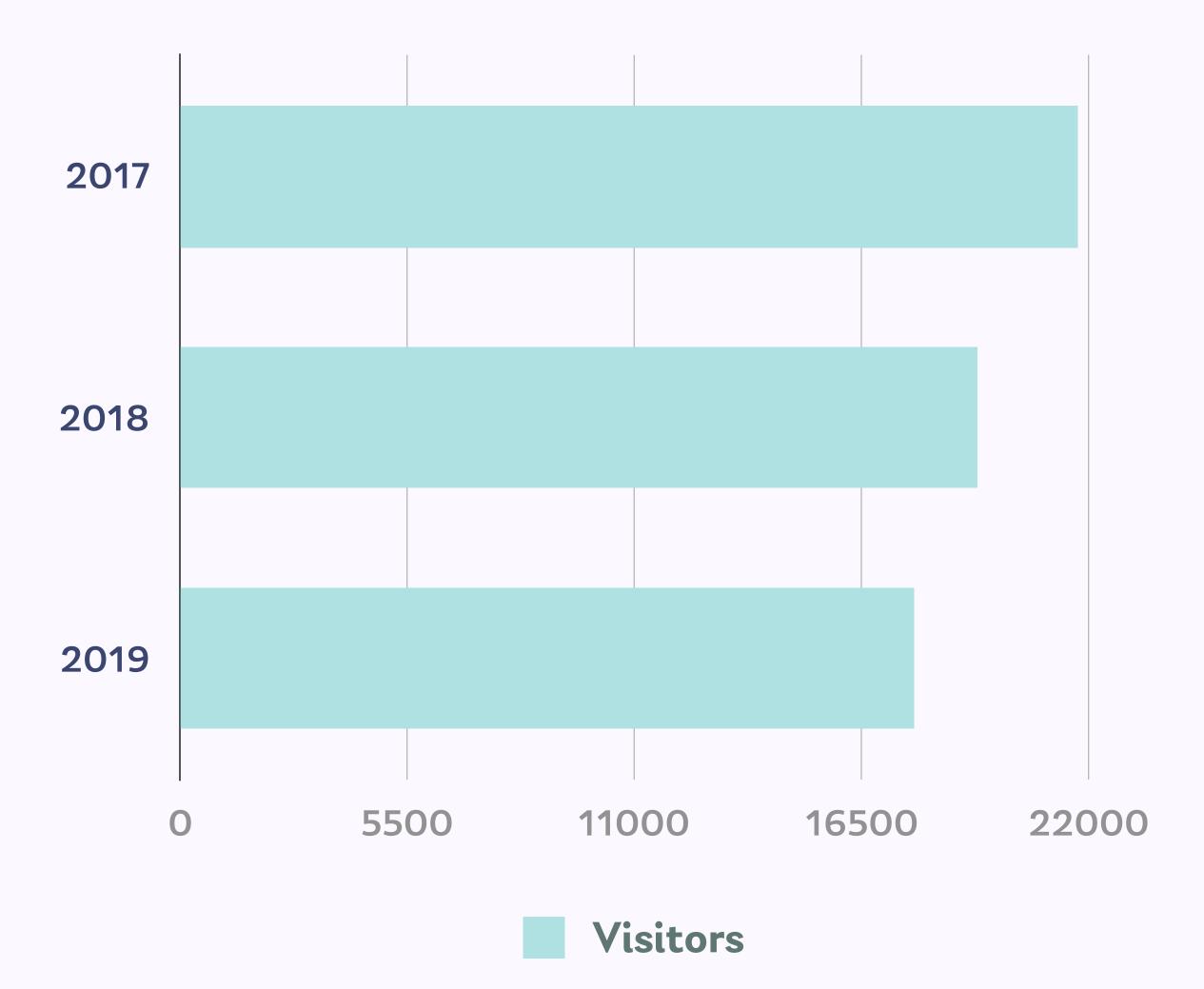
As an effort of the Northwest Florida Beaches regional brand, Okaloosa County is now contributing to the operation of US 231 Welcome Center

17,764 visitors in our Welcome Center

Planning for renovations to Okaloosa Island Visitor Center in 2020



welcome center visitors ORALOOSA ISLAND





emerald coast convention center



DESTIN FORT WALTON BEACH



ECCC UPDATE



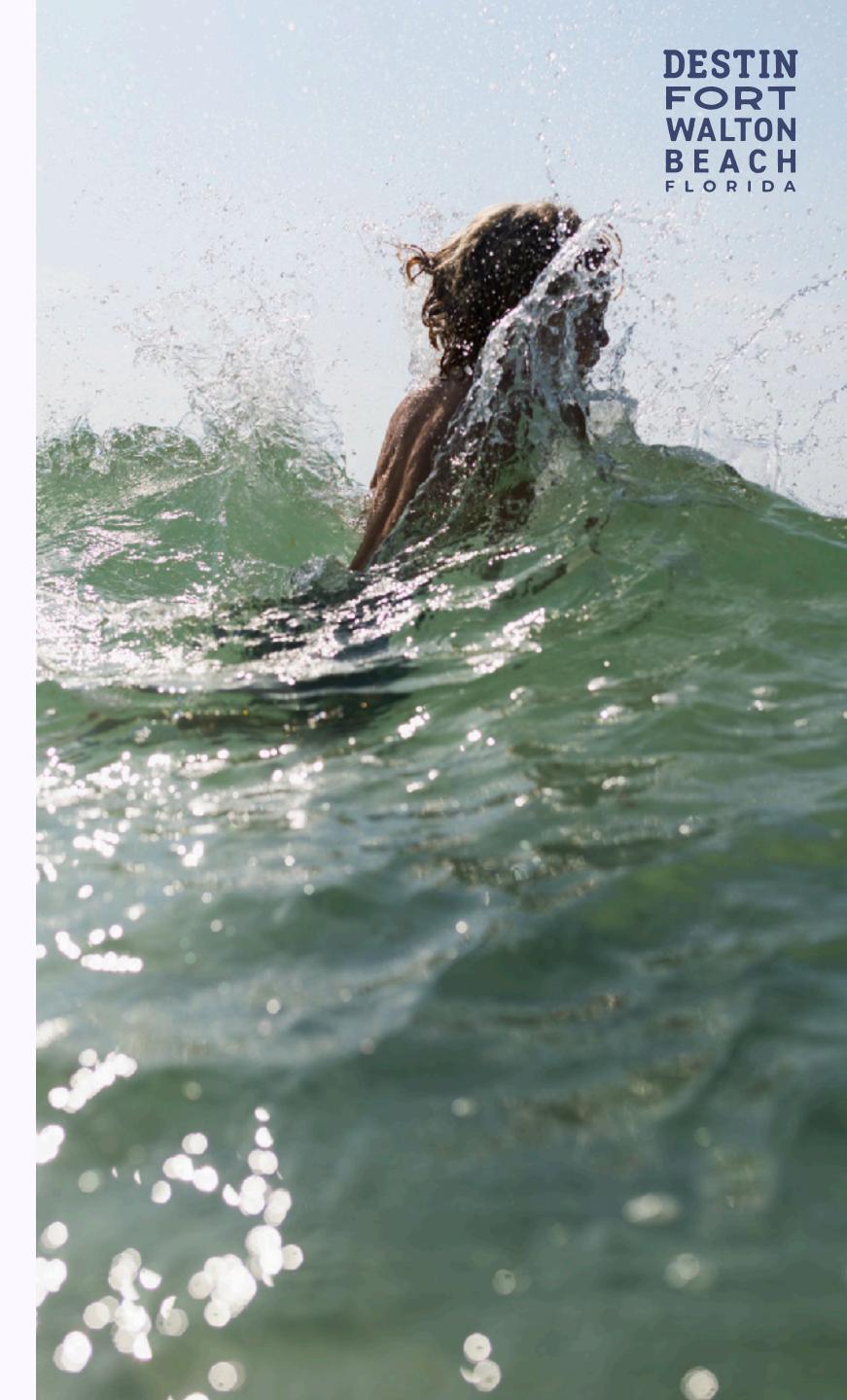




136.25 projected event days in 2020

\$827,841.40 projected ECCC revenue in 2020





natural resources 2019 REVIEW

DESTIN FORT WALTON BEACH FLORIDA



natural resources UPDATE

644 individual reef structures Deployed to create 4 snorkel reefs and 110 distinct nearshore fishing and diving reefs.

Deployed in 2019.

fish aggregating buoy network Will be deployed 60-80 miles offshore in early 2020.

'sea turtle friendly' lighting Retrofitted lights across numerous Okaloosa County properties.

underwater military tribute Developed plan to acquire military hardware to deploy as an underwater military tribute.

beach cleanups

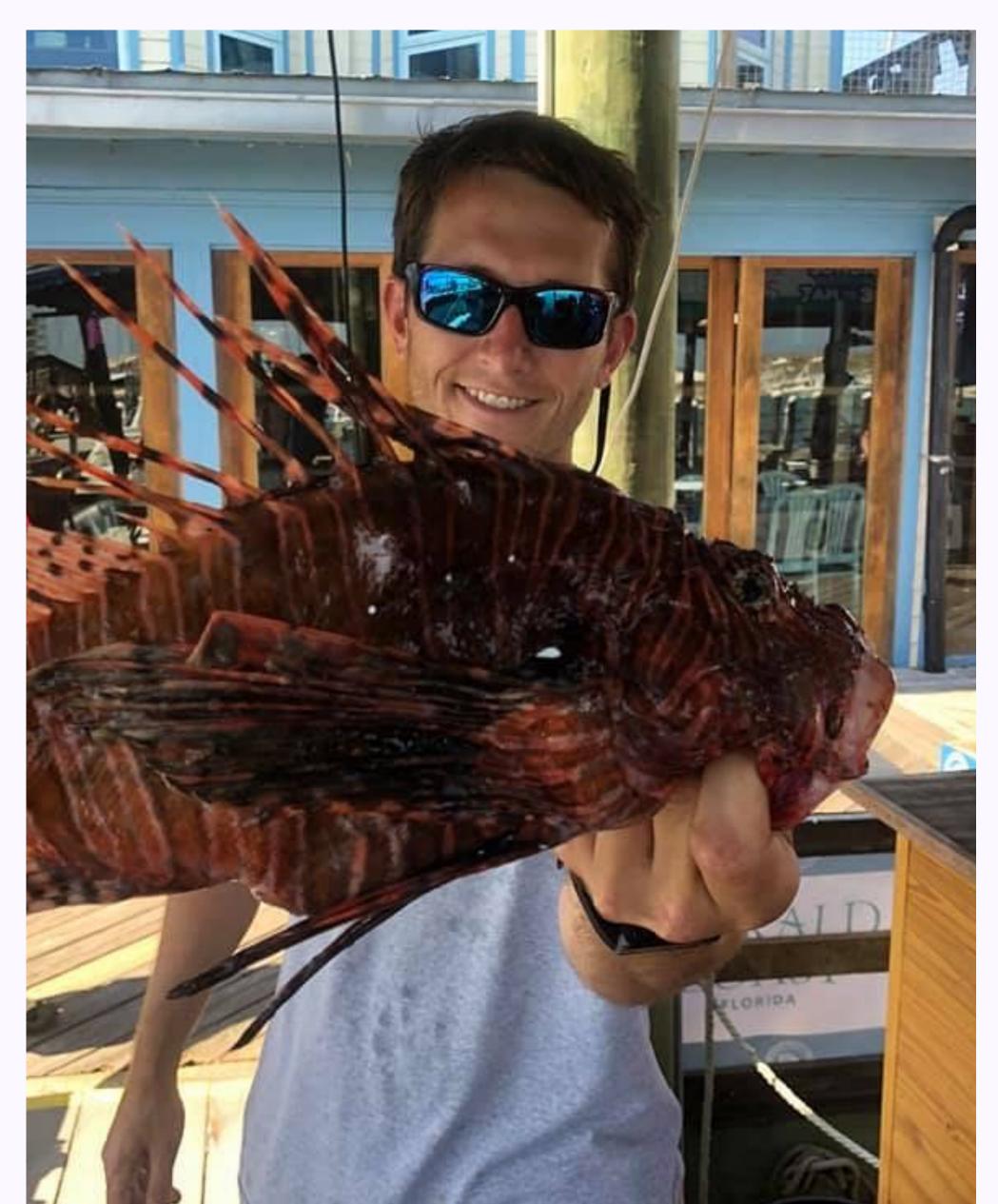
Partnered with local organizations and stakeholders to conduct two beach cleanups. More than 1000 participants. Over 500lbs of trash were collected (more than 5,000 cigarette butts)!

67 privately funded artificial reefs



2019 emerald coast open

Inaugural year. 19,167 Lionfish were removed.



restaurant week

Destination's inaugural restaurant week.

IONFISH REMOVAL AND AWARENESS DAY FESTIV. EMERALD COAST OPEN UDDNFISH REMOVAL AND AWARENESS DAY FESTIV.

Come sample lionfish at one of these featured restaurants du restaurant week. Chefs will prepare a unique dish highlighti lionfish to promote the Lionfish Removal and Awareness Da Festival and Emerald Coast Open the weekend of May 18-19, 2

DATE	RESTAURANT
5/10/19	Dewey Destin's Harborside
5/11/19	Boshamps Seafood and Oyster House
5/12/19	Rockin Tacos
5/13/19	Brotulas Seafood House & Steamer
5/14/19	Jackacudas Seafood & Sushi, and Cuvee Kitchen & Wine Bar
5/15/19	Crab Trap Destin, Crab Trap FWB, and Surf Hut
5/16/19	AJ's Seafood and Oyster Bar



2020 emerald coast open







local events 2019 MARKETING











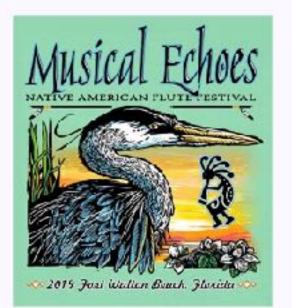




































Welcome Centers Collateral/video presences



partner program 2019



PR & Newsletters Social media pushes and newsletter features

Sweeps & Promos Web sweepstakes





DESTIN

partners









partner program PARTNER COVERAGE

ADVERTIS

THE FIVE-POINT vacation plan

On Florida's Emerald Coast, sugar white beaches meet the emerald gulf. Destin, Fort Walton Beach, Okaloosa Island are your ideal escapes, balancing natural good looks and abundant wildlife with the finer points of resort life (think inspiring golf courses, Gulf-to-Table feasts, and a mellow boardwalk vibe). Try these five must-dos for your dream getaway.

Written by Elaine Glusac Photographs by Christopher Churchill

Concernance of the second s

DISCOVER WHITE SAND BEACHES

A guick walk down a boardwalk delivers you over the dunes to twenty-four miles of powder soft sand. The beautiful guartz sand was delivered here by way of the Appalachian River to where it mingles with the clear, emeraldgreen water of the Gulf of Mexico. The water reflects the area's brilliant sunlight back through the waves to create the astonishing hue of the Gulf of Mexico.





LEFT. Erjoy the fresheet sushi rolls made with locally caught fish at Harbor Docks restaurant, EXGNT: Destin Brewery combines a love of he Emerald Coast with a passion for orall been

EAT LOCAL

Destin bills itself as the "World's Luckiest Fishing age" due to its high catch rate, which shows up. fresh off the docks, in the restaurants. Local seafood including blue crab, snapper, shrimp, mullet, and grouper, comes in variations from haute to homey. "This year, over 90% of the seafood served in Florida, a state surrounded by water, will be imported. We pride ourselves on serving fresh, sustainably caught seafood provided by Harboy Docks Wholesale Reafood Market," according to the menu at waterfront Harbor beeks restaurant. Here, chefs prep the local bounty blackened, fried, grilled, or sautaied. There's also an entire sushi menu

If a cocktail and show is your scene, enjoy the good vibes, magical views, and tunes at Okaloosa Island's The Oulf. A casual yet chic seaside hideaway. The Oulf offers ired food and cocktails in a unique space inspired by the adjacent bay and guided by sustainable practice.

> s-guide FLORIDA Order your go-to guide for everything Emerald Coast at emeraldcoastfl.com/connec

RINK LOCAL

You'll find Destin Ale and Emerald Kösst Kölsch from local craft specialist Deatin Brewery on tap across town. It's worth-detouring from the main drag to find the start-up where the taproom sets out picnic tables in the parking lot and sets up dartboards next to its brew kettles Score a four-sample flight of seasonal brews, which come on a chalk slate with he beer names written nex to the four-ounce pours.



it's hard to find a more inspiring place to golf. On a our of the Kelly Plantation Golf Club, head pro Ashton Crowe and instructor Suzi anley point out a pair of bald eagles nesting in a wild area next to a fairway. Native stands of pine and magnolia, traps filled with the area's signature white sand, and beds of sombrero daisies buffer the greens that wind around Choctawhatchee Bay. Cart paths cross wooden bridges through bayou wetlands on the former turpentine plantation turned into one of the top

courses in the country. **BE PAMPERED**

Henderson Beach Resort & Spa never loses sight of the purifying algae, essentia sea. Guest room balconies frame the panorama, and airy shutters open wide. bringing the outdoors in. Among its wellness amenities is the Salamander Spa. Luxuriate beach that you access by in a Mineral Aromatherapy a private walkway. massage or a balancing. rejuvenating KUR Wellness

treatment that incorporates natural resources such as thermal mineral water. oils, and herbs. Or take a more active direction and work out in the fully equipped gym and pool for adults. Cap it all with a stroll to a white sand

TOP: Let Suzi Stanley show you how to up your

BOTTOM. The Salamander Spa at the Henderson Beach Resort & Spa is the perfect place to have

ame at the Kelly Plantation Golf Club.

a luxury experience with friends.

COAST

ADVERTISEMENT

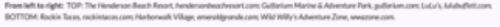


beachside bliss In the Heart of Florida's Emerald Coast

Comprising three Northwest Florida beach communities-Destin, Fort Walton Beach, Okaloosa Island-the Heart of the Emerald Coast offers a laid-back vibe and generous helping of Southern hospitality for a classic family vacation. Here you can let your hair down, wear sandals, and take your kids everywhere, with tons to do both in and out of the water. And at the heart of it all are some of the prettiest beaches you'll find anywhere in the U.S .- and beyond.







Written by Ana Connery Photographs by Christopher Churchill



Offshore Fun

For good old-fashioned family fun, the Gulfarium Marine & Adventure Park on Okaloosa Island is a 1955 gem. Follow the footpaths to exhibit: many of them outdoors with shady overhangs, and enjoy the weather while chasing the little ones among the African penguins, the sea turtles, and more. Check more off your family's bucket list with dolphin encounters, snorkeling with stingrays. A short walk down the road from and a chance to be kissed by a salty sea lion. For families that like to steer their own ships, so to speak, the outdoor promenade at HarborWalk

paddleboards in every color are stacked high along the marina here. begging to be rented for the hour or the day. This is also the launching point for snorkeling, diving, and the nation's largest charter fishing fleet. Daredevils can go zip-lining or rock climbing, while little ones can pretend to mine for gemstones at the Fossil **Collection**

HarborWalk Village, Brotula's Seafood House & Steamer is a isticated Southern fish house that will deepen your appreciation Village is a perfect spot. Kayaks and for fresh catch. Entrées arrive with a guil views.

mini paper flag on a toothpick baring an online code. Punch in your code on the Fish Trax website and you'll learn the name of the fisherman who caught your dinner and the exact spot where it was reeled in. Ask for the round table tucked away in the corner for amazing harbor views Ot's also perfect for families with owdy kids, so basically every family with kids). Round out your visit with lunch at Rockin' Tacos, a waterside restaurant where your kids can play beach volleyball while you indulge in fish tacos, a frozen concoction, and

With three distinct communities connected by gorgeous blue-green water. It's easy to keep your beach-loving family happy in the Heart of Florida's Emerald Coast.

Order your go to guide for everything Emerald Coast at emeraldcoa



For old-school fun, there's nothing quite like Wild Willy's Adventure Zone which features dinosaur themed mini golf course arcade games, and a 4-D movie theater. A go-kart track and laser tag are also set to debut later this year Destin Days The largest of the buzzy beach towns along the Heart of Florida's Emerald Coast Destin has so much to do, you can spend multiple days here and never vacation the same way being. Check into a suite or loft at Destiri's Henderson Beach Report, where you'll have more room for the family to stretch out. You'll have access to an adults-only pool as well as a family one with a splash pad and lazy river. It's next to a serene, 200-acre nature preserve known as Henderson Beach State Park where you can fly a kite or take a long walk on the beach and quite possibly not burne into anyone, except maybe the egrets. No trip to Florida would be complete without a little sutdoor shopping. Destin Commons has a mix of local boutiques and all the top shops (H&M, Sephora, Loft nnected by a maze of shady walloways and great restaurants. The splash pay and playground keep the kids happy.

Wrap up your day with a surset visit to Lulu's, a colorful seafood restauran on Choctawhatchee Bay with its small beach, live music, and games for the kids. This hot spot has all the family-friendly island escapism you'd expect from this destination, plus a series of allergy-friendly menus for everyone to enjoy.



partner program COVERAGE & TRAINING



Beach Bites: Cuvee Kitchen

Feb. 11, 2019

It's almost Valentine's Day, and while you've done the heavy lifting of planning a vacation for two to the Heart of Florida's Emerald Coast, now you need that perfect dinner reservation. Our recommendation? Grab your Valentine's dinner in Destin, Fort Walton Beach, Okaloosa Island at Cuvee Kitchen +...

Continue Reading →



More to Explore at the **Destin Commons**

Mar. 20, 2019

The Destin Commons is the place to go if you're looking for an amazing shopping experience while visiting the Heart of Florida's Emerald Coast. The outdoor mall and lifestyle center truly has something for everyone. Visit the mall and you'll find delicious dining options, shopping for tastes of all...

Continue Reading →



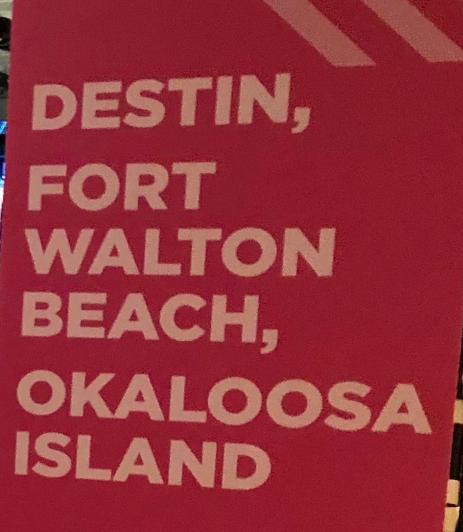




media event **VISIT FLORIDA**



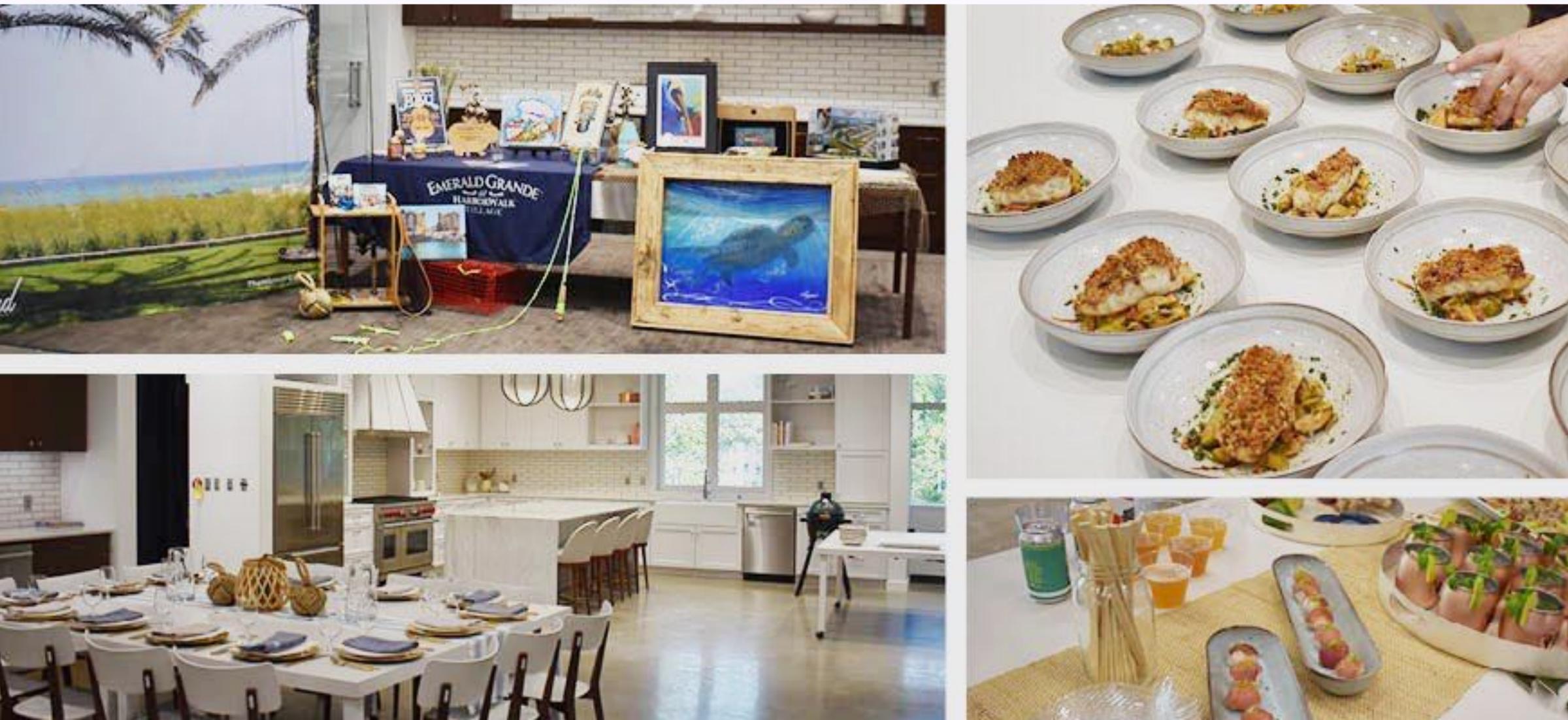








southern living **TEST KITCHEN EVENT**











southern living TEST KITCHEN EVENT









nyc media event **2019 PARTNER EVENT**





MARTHA STEWART IVINg Parents Health SHAPE **GOOD HOUSEKEEPING** TRAVFI WFFKIY FOOD&WINE with Rachael Ray ShermansTravel



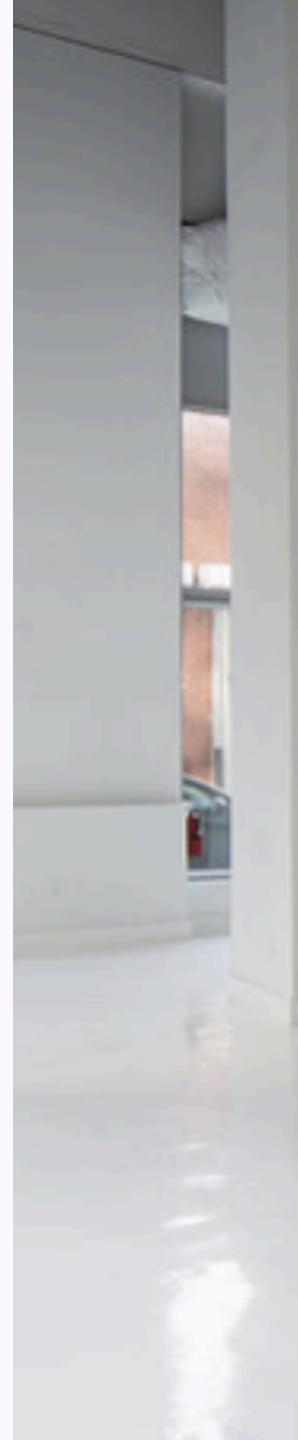






2020 nyc event PARTNER EVENT

Our 2020 partner event will take place in April and is at the Mercantile in New York City. The Mercantile is a blank space to showcase our destination and our partner installations.





paid media 2019 REVIEW

aprima.

TIL



paid media



Time Inc. **8** meredith

GARDENCGUN



A B S B S B S B S B S B S B S B S B S B B S B S B S B S B S B B S B S B B S B S B S B S B

466 impression delivery



super bowl flyover ATLANTA, GEORGIA







in studio appearance

Chicago, Illinois





in studio appearance

Nashville, Tennessee



flager award ABC CAMPAIGN



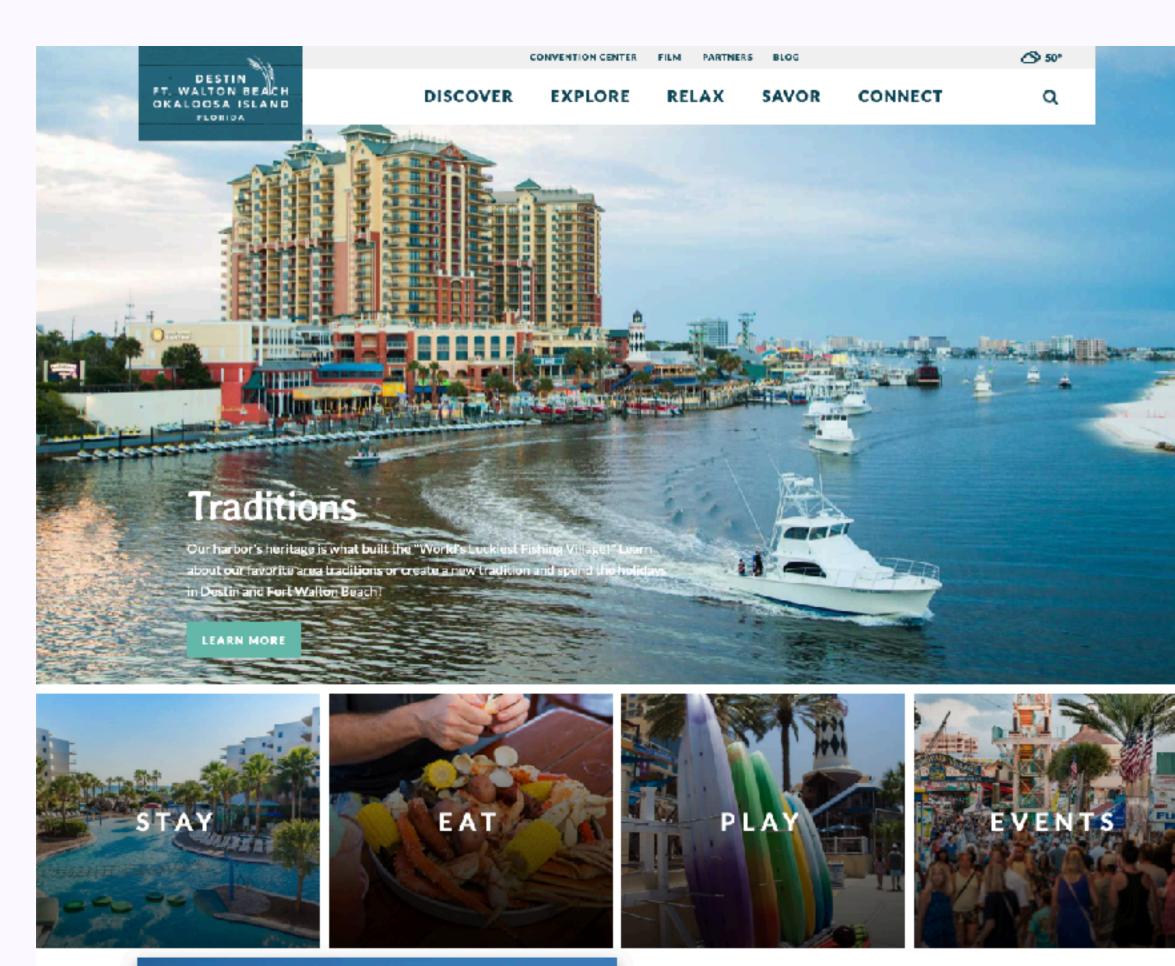




owned media 2019 REVIEW



website 2019 RE-DESIGN

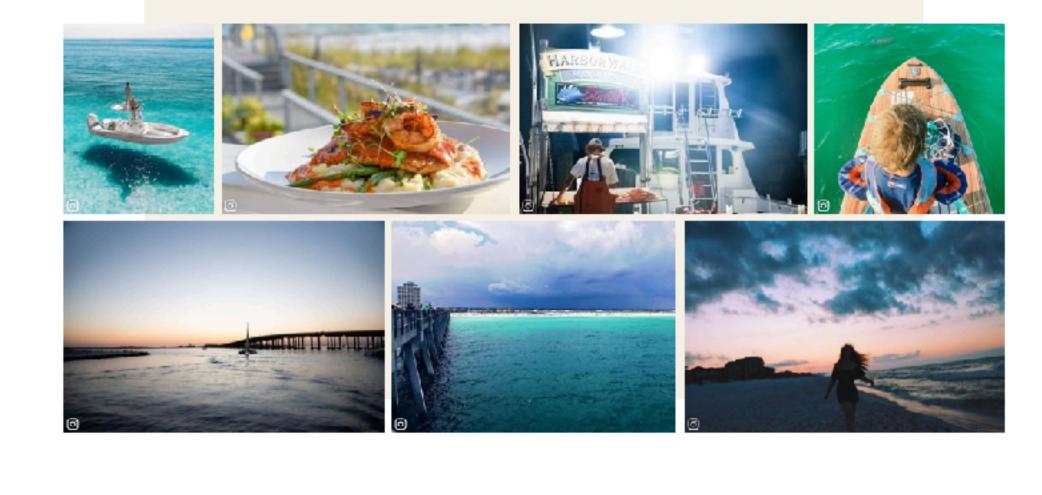


FEATURED ACCOMMODATIONS

The Emerald Coast



Plan your next Destin, Fort Walton Beach, Okaloosa Island getaway! Take a look at what other visitors are up to on their adventures & share your experience on your Instagram, Facebook or Twitter.













emeraldcoastfl.com

destinfwb.com



visitor's guide 2019 DESIGN



EMERALD COAST

EmeraldCoastFL.com





adrian award GOLD AWARD WINNER





HSMA ADRIAN AWARDS WINNER



2020 visitor's guide **COVER DESIGN**

Making childhood an adventure again







earned media 2019 REVIEW





fams & press trips

media placements







TRAVEL+ LEISURE

USATODAY

MYDOMAINE

MENURKPOST

trekar© Forbes Men's Journal









shared media 2019 REVIEW

social media TRANSITION

JUNE - SEPTEMBER



OPTIMIZING EXISTING CONTENT

SEEDING NEW BRAND



OCTOBER - DECEMBER

JANUARY & BEYOND



LAUNCH NEW BRAND

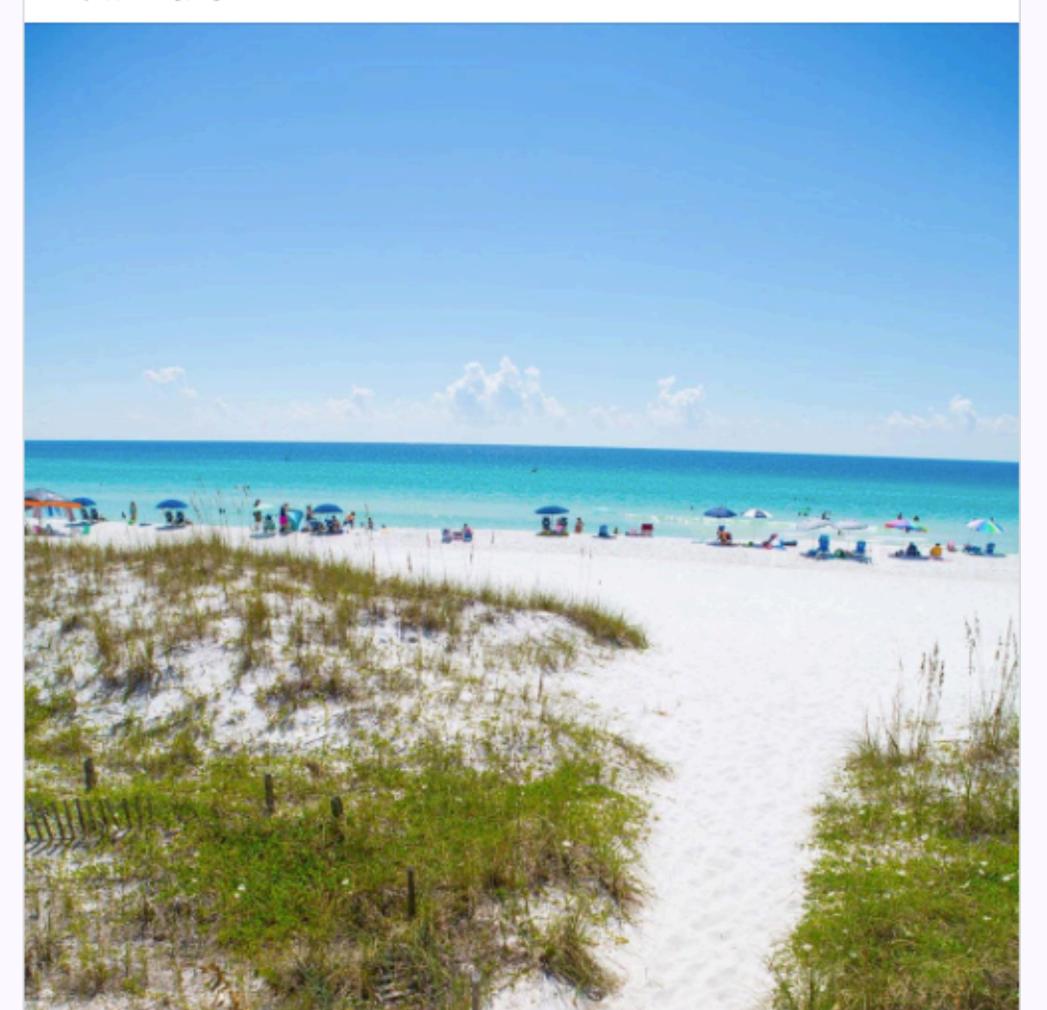
DESTIN

previous brand strategy



Florida's Emerald Coast Published by Sendible [?] · December 17, 2018 · 🚱

Cold weather getting you down? Planning a trip to Destin, Fort Walton Beach, and Okaloosa Island will give you some #MondayMotivaton http://bit.ly/2y1HBIG



current brand strategy

Florida's Emerald Coast Published by Sprout Social [?] · 12 hrs · 🔇

Let's hope he takes the bait. bit.ly/2YtkaFi

🔟: Kyle Pitts



...





live videos

partner live videos

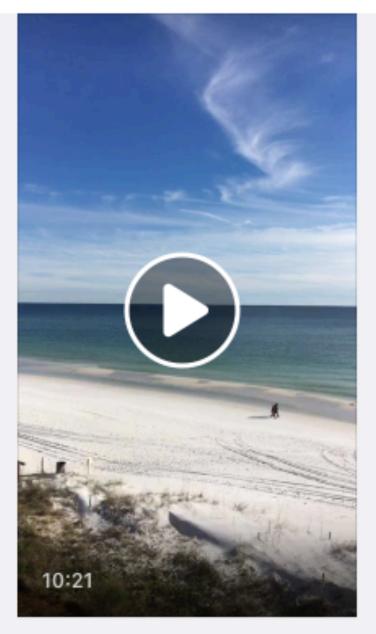


...



Florida's Emerald Coast was live. Published by Kerry Sutsko [?] - January 30 - 🔇

There's nothing cold about the view from the Henderson Park Inn, an adults-only bed and breakfast in beautiful Destin! 🌞 🌴



EMERALDCOASTFL.COM

The Henderson Resort

115,413 People Reached

5,187 Engagements

Boost Post

Learn More

002 604

67 Comments 137 Shares

thank you, partners. WE COULDN'T DO IT WITHOUT YOU

what's good for the local is good for the visitor.

DESTIN FORT WALTON BEACH







georgia alabama tallahassee fort ft panama beach coast walton america south destin fl florida pensacola carolina panhandle gulf of mexico ireland

emerald coast **IS THE REGION**

67% are aware of the Emerald Coast and can generally put it on a map. The region has done a great job at branding the area.



62% chose "open beach"





55% chose "parasail"



describe

IN THREE WORDS

1 fun



3 beach

4 beautiful





tourists sun emerald good touristy warm horrible peaceful green relaxing expensive active great sand beaches water sunny shopping nature

fishing congested family people beauty oriented home summer many

residents **DESCRIBE THE REGION**

Destin, FWB, and Okaloosa Island are all described similarly by locals.





food





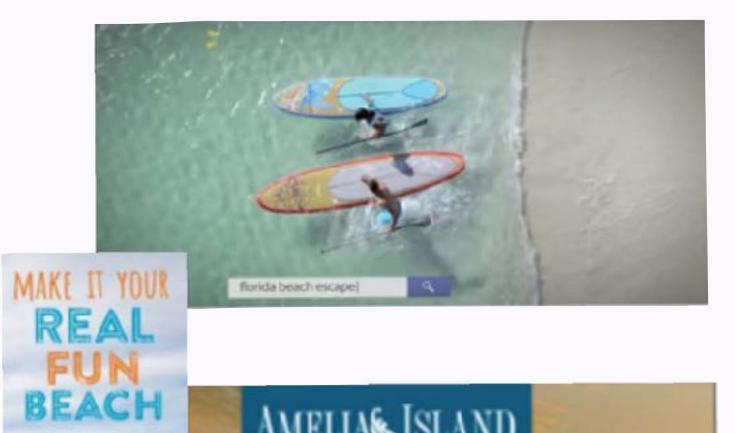






Navarre Beach FLORIDA'S PANHANDLE



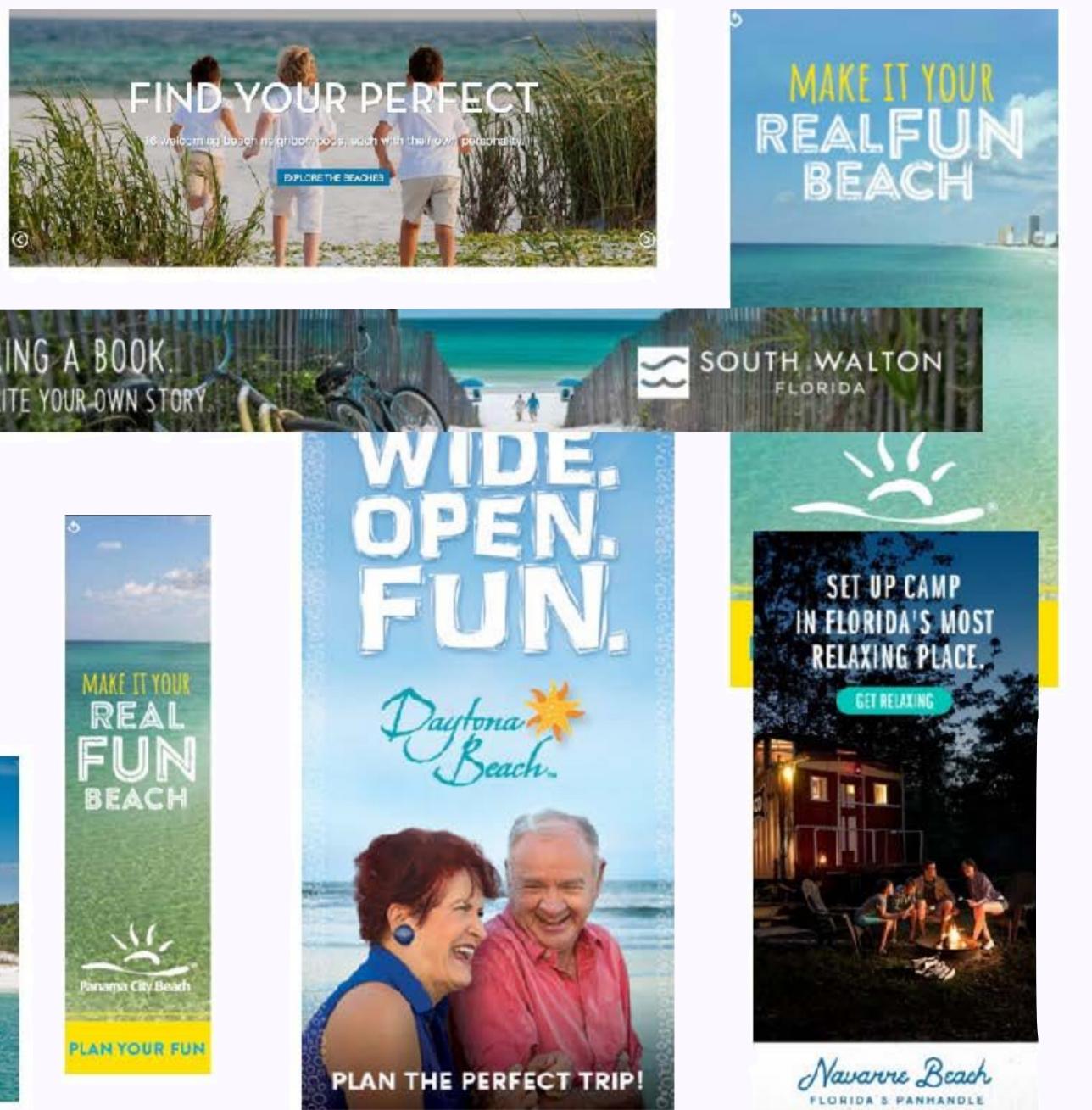




Panama City Beach



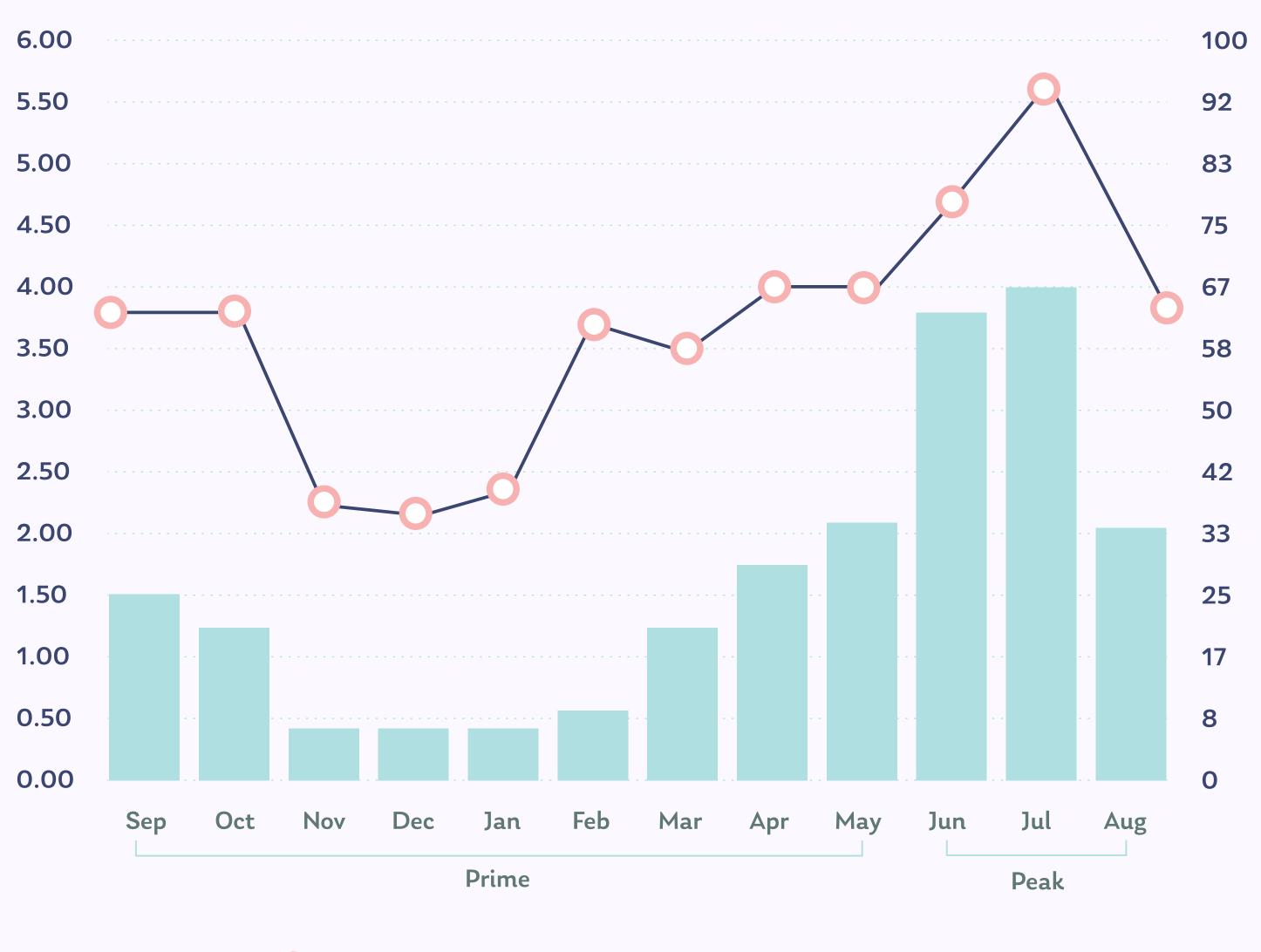




BRING A BOOK. WRITE YOUR OWN STORY



FY 2017 Month-By-Month **TDT Collections vs. Occupancy**

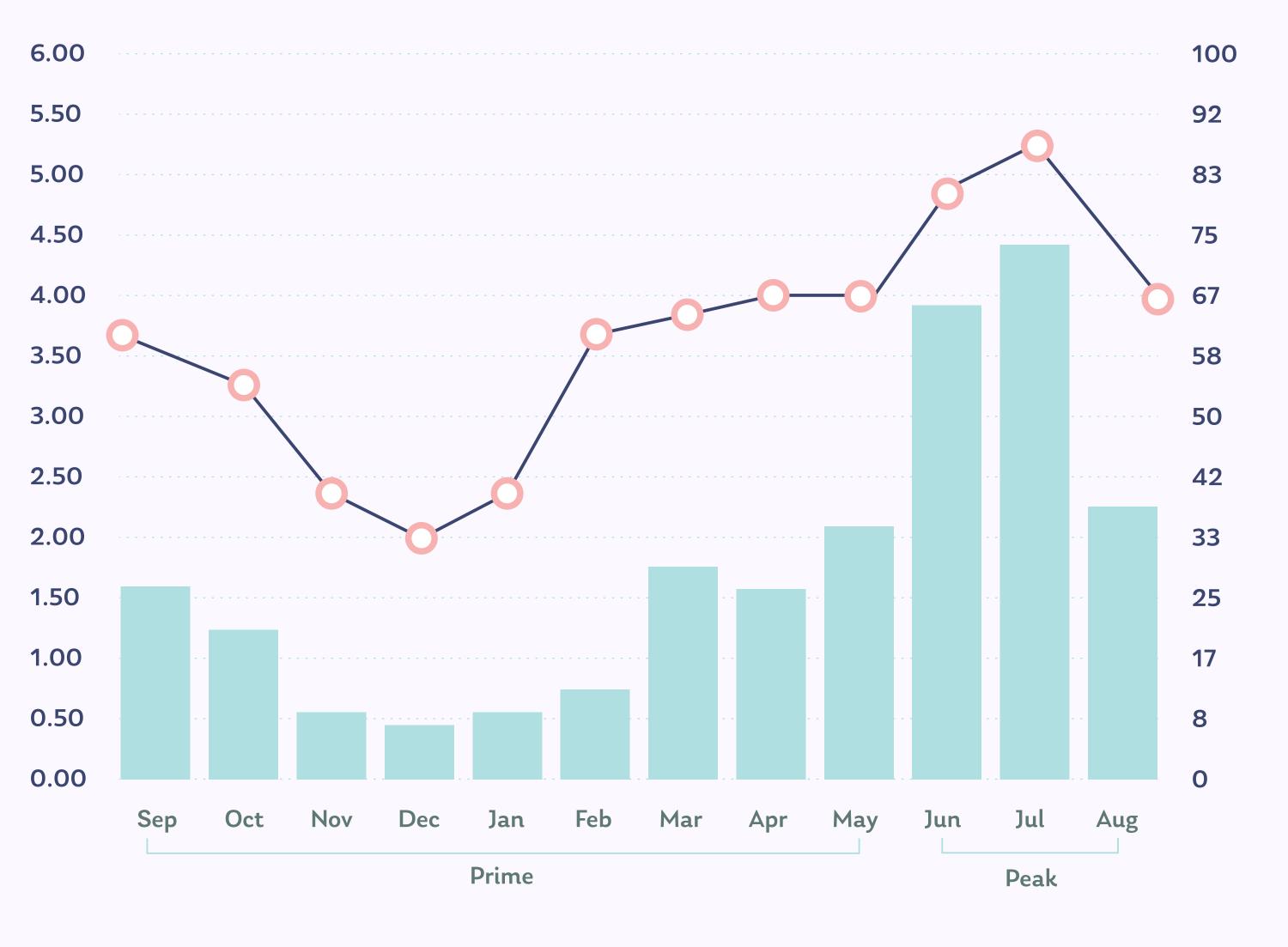


-O- Occupancy (%)





FY 2018 Month-By-Month TDT Collections vs. Occupancy

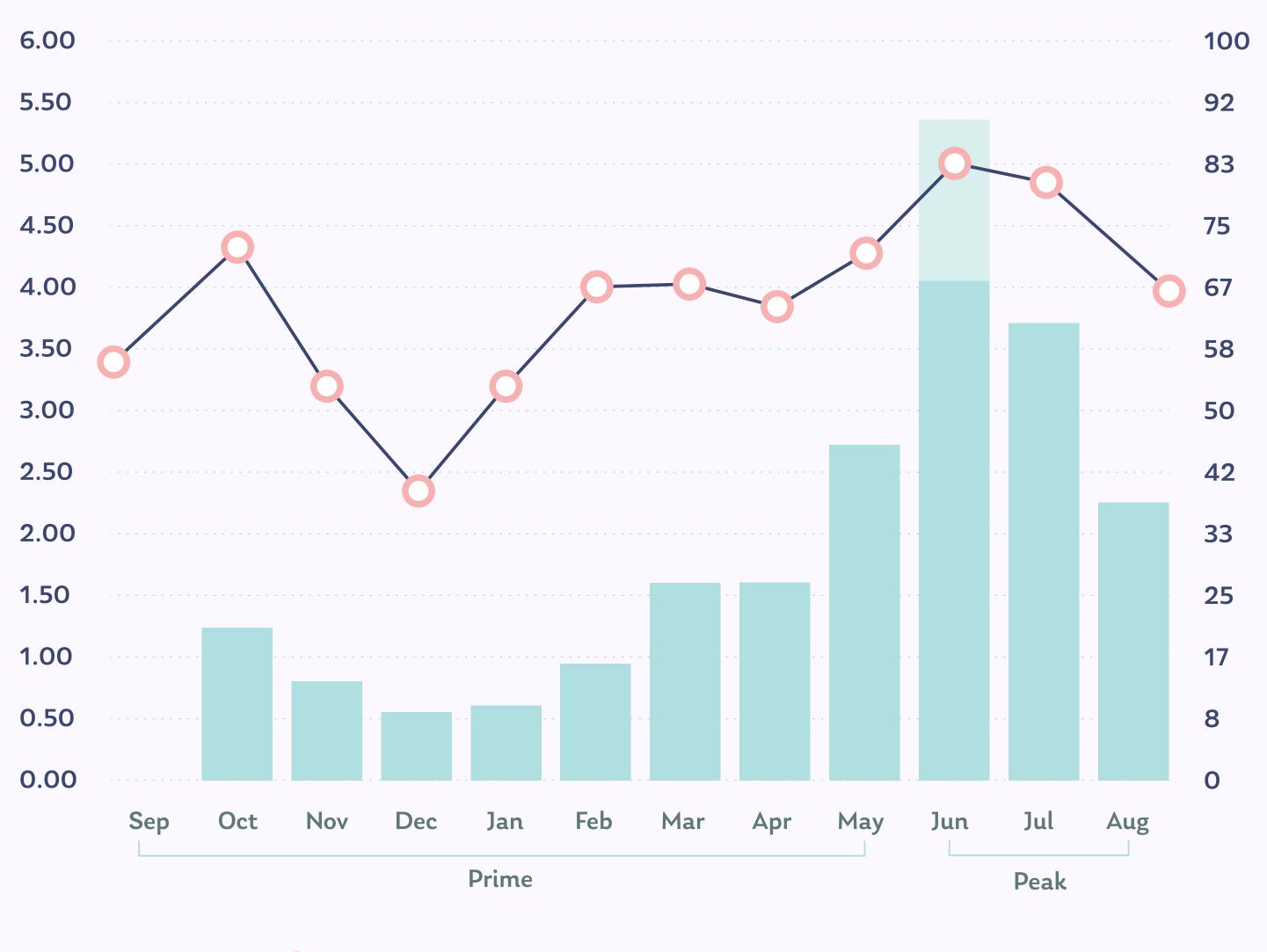


-O- Occupancy (%)



TDT Collections (\$ millions)

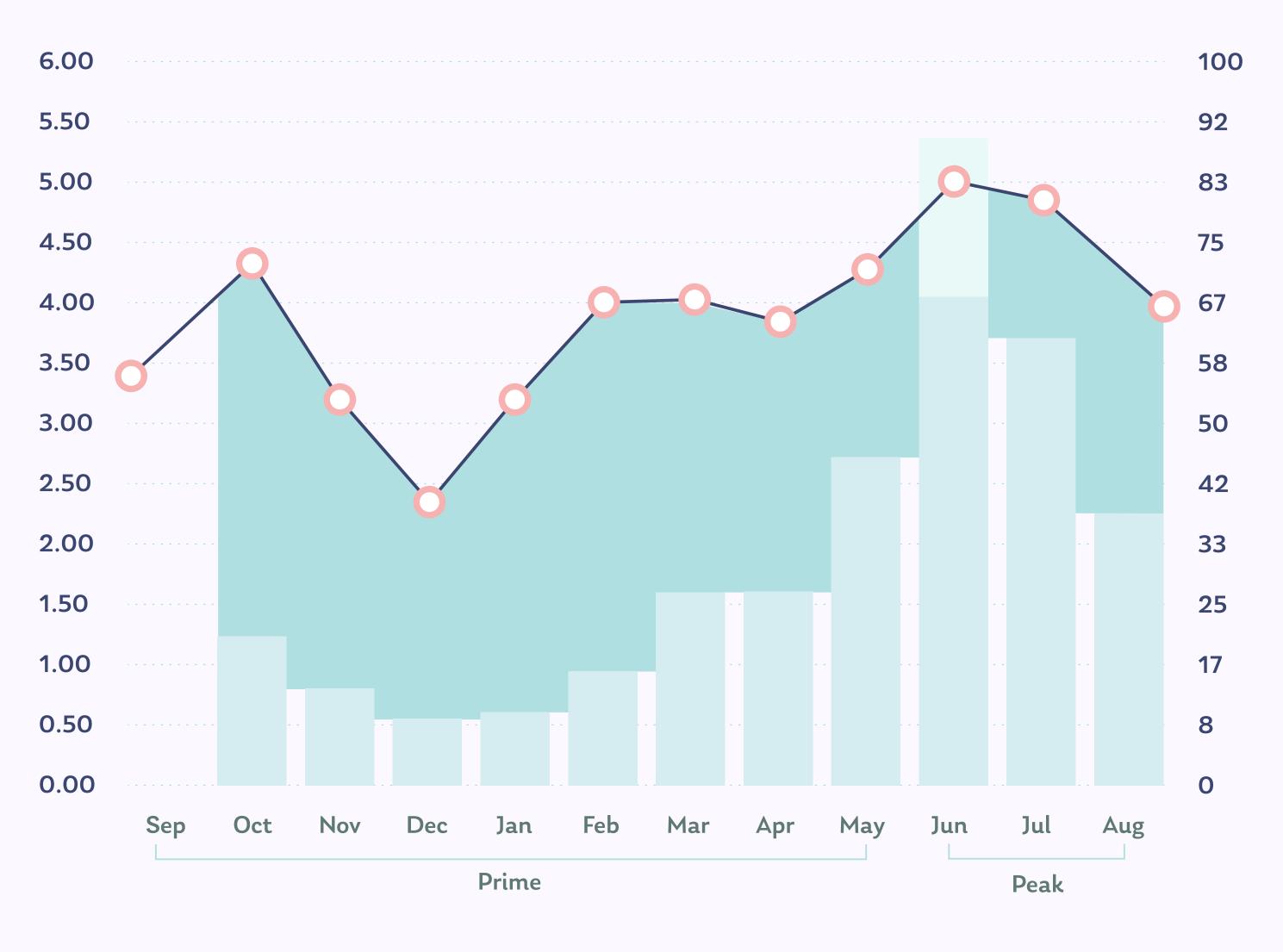
FY 2019 Month-By-Month **TDT Collections vs. Occupancy**



-O- Occupancy (%)

TDT Collections (\$ millions)





–O– Occupancy (%)

TDT Collections (\$ millions)



time to differentiate.

24% actually visited

43% have no plans to come

56% haven't visited region









<section-header><text>





I couldn't do something.

I wasn't a team sport kid – was always the last to get picked. But I could climb. I could run. When I did that, I never had the feeling

minic controlled freedom

A safe separation from parents









millennial myths.

DESTIN FORT WALTON BEACH FLORIDA





only one side of the millennial

millennials In survey

9%

60%

32% have at least one child under the age of 3





participants

63% HHI of \$75,000-\$125,000

37% HHI of \$125,000+

over \$200,000

60% have at least one child ages 3-10

millennial truth





over 50% of children spend less time outdoors than prison inmates









believe in getting outside

2 joy, nature, imagination

3 place of initiation

L kids are the catalyst

our promise: we get kids outside on the water to give their adventurous side room to grow



There are summits that can only be reached at sea level.



You can't stand on the sidelines in a place where there are none.

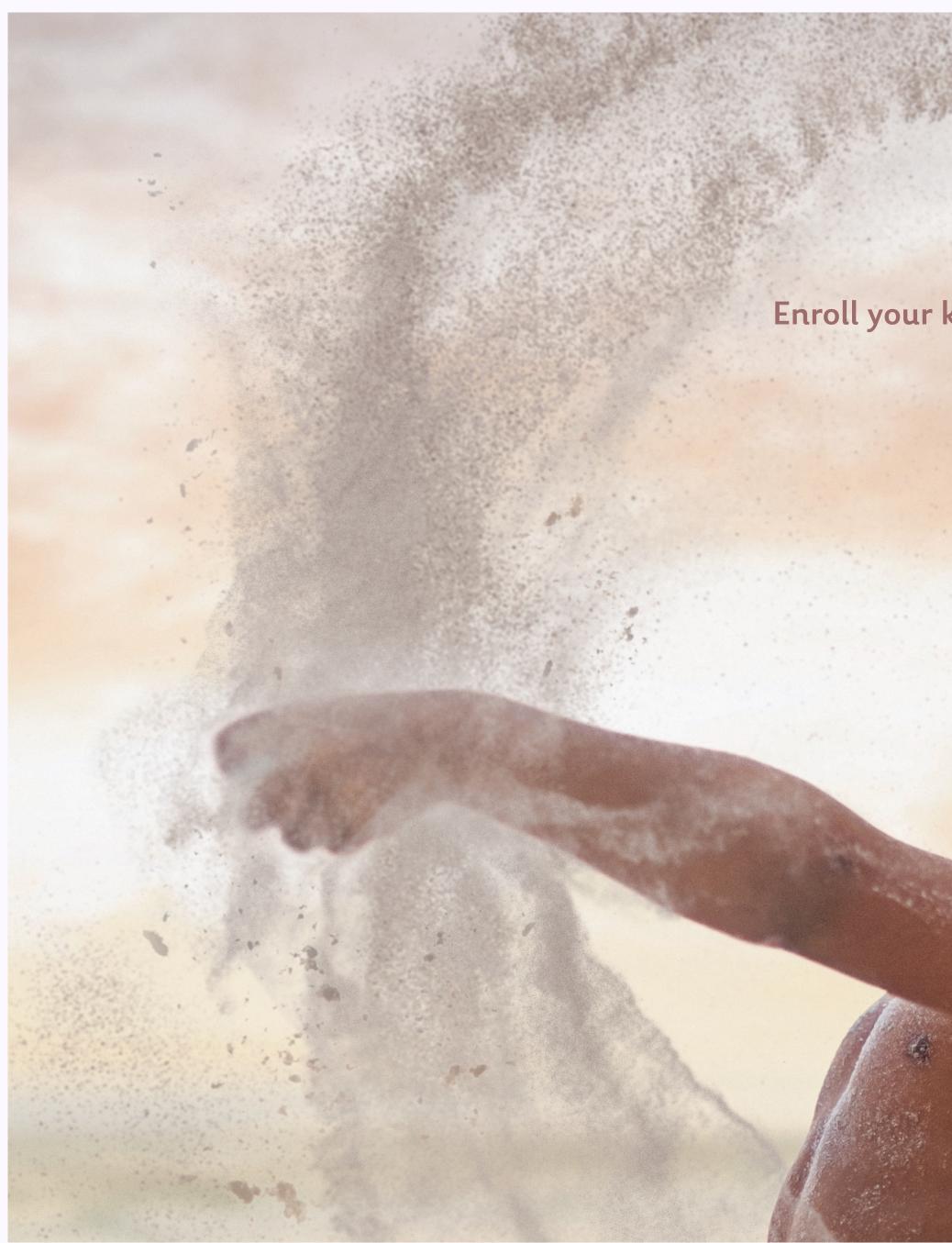


Some achievements never end up on a report card.

min n n n m







Enroll your kids in disorganized sports.



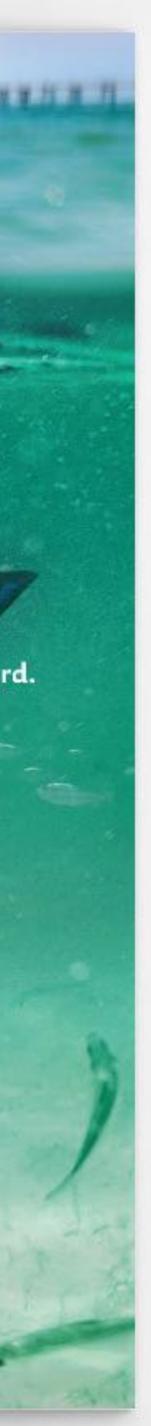
G&G Kids



DESTIN FORT WALTON BEACH DestinFWB.com

Some achievements will never end up on a report card.

1500



Sydney Leroux and Parents Magazine

2020 Goals

Parents.



LIGHTEN YOUR MENTAL LOAD

BREAK FRE: FROM SCREEVS (SOMETIMES)

MAKE PEACE WITH WEEKDAY DINNERS

Postpartum Hero Sydney Lerouk eturned to pro scccer just 93 days after ng birth to her or child, Roux,

tay Organized

18 WAYS TO TAME KID CLUTTER EP, IT'S POSSIBLE!

BEACH VACATION INSPO

Open here



Enroll your kids in disorganized sports.



\$400 Minneapolis DC Indianapolis
St. Louis Nashville Cincinnati Chicago New Orleans **\$0** \$0

Spend Per Cardholder







Total Spend



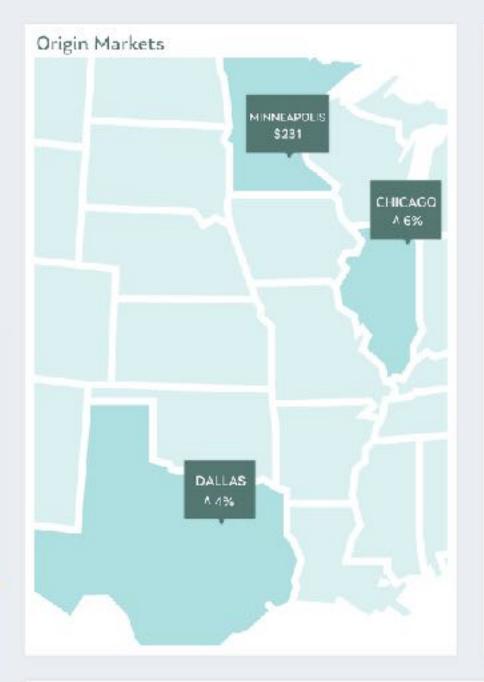


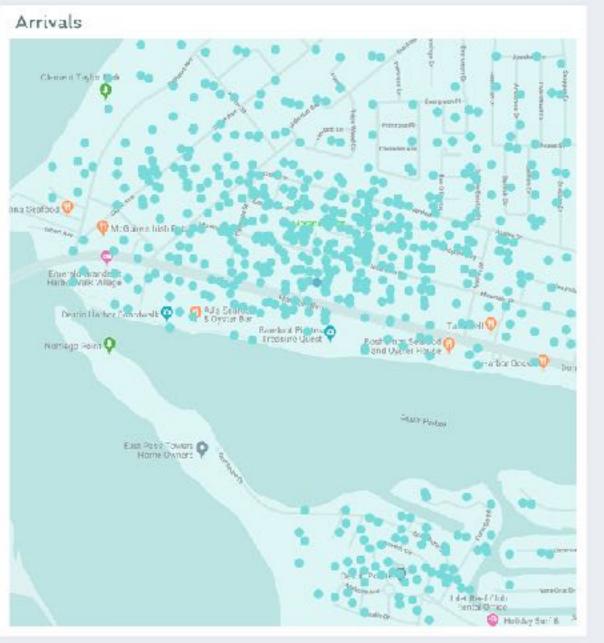












Spring Vacation Study

🔍 5 Responses 🔍 2 Clips 🔍 3 Playlists

Q 5 Projected Docs

"This sport was easier than I thought. I initially stayed to take pictures but had to join up after about 10 minutes, I couldn't be a spectator any longer. I was hesitant but able to stand up on my 1st attempt. My kids loved it and think we need to invest in paddleboards. We will definitely be tooking for half day/full day rentals during our next vacation."













2019 Primary Studies

Title	Туре	Description	Count	Live Date
Dec pher Resident Survey	Quantitative	Perception and local sentiment	631	8/13/2019
Decipher Consiumer Survey	Quantitative	Value proposition	900	5/24/2019
Der pher Consumer Benchmark	Quantitative	Reseline brand perception and intent to travel	497	1 f¥F
Decipher Concurrer Vacation Screener	NIA	Lodging Fartner Reoruit	57	5/13/2019
Video Insights Staxeholder Roundtables	Qualitative	Drand promise	10	3/7/2019
Video insights Stakeholder IDI	Q.a.Itative	Brand promise	50	3/12/19
lårvelation Stalkcholder Follow Up	Qualitative	Brand promise	4	3/18/19
Revelation Vacation Study (Spring)	Qualitative	Triggers, benefits, barriers to local adventures	4	5/20/19
Revelation Vocation Study (Foll)	Qualitative	Iniggers, benefits, barriers to local adventures	c	10/21/19
InterVu Prime/Prospect/IDI	Qualitative	Expectations vs. Experience	18	7/2019

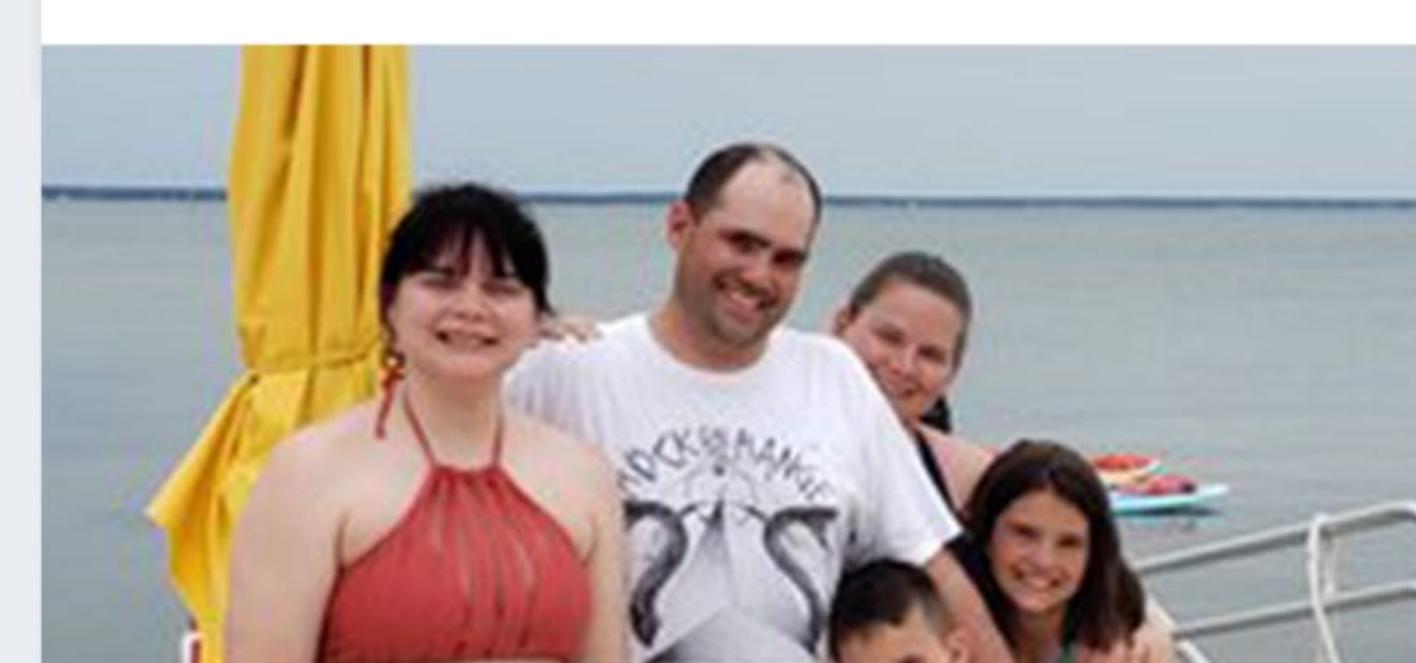


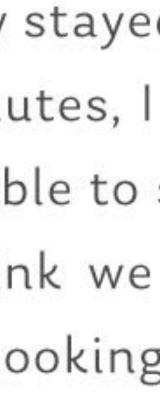
Spend

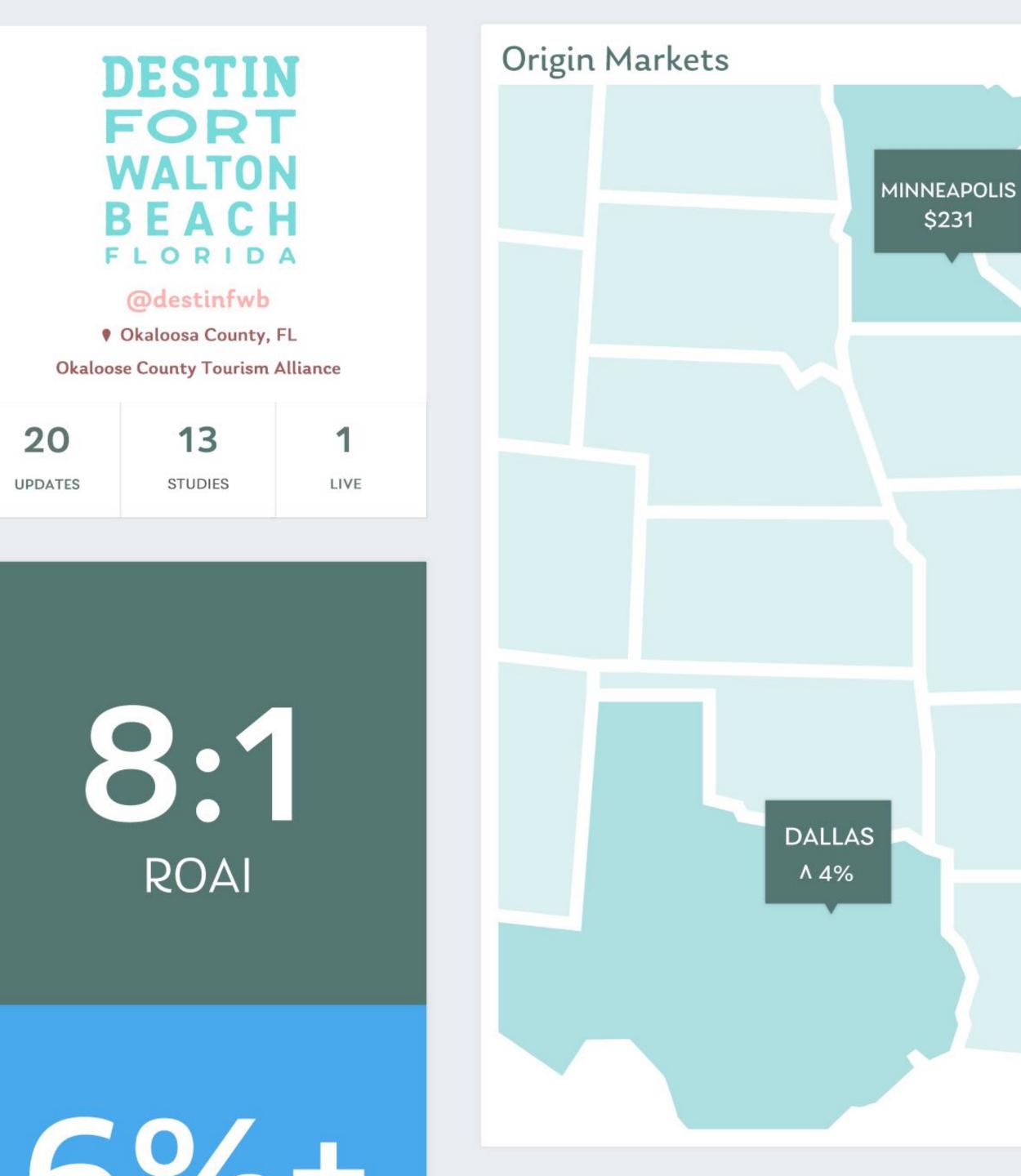
Incremental Revenue

2 Clips 5 Responses 3 Playlists **5** Projected Docs

"This sport was easier than I thought. I initially staye pictures but had to join up after about 10 minutes, I be a spectator any longer. I was hesitant but able to on my 1st attempt. My kids loved it and think we invest in paddleboards. We will definitely be looking day/full day rentals during our next vacation."

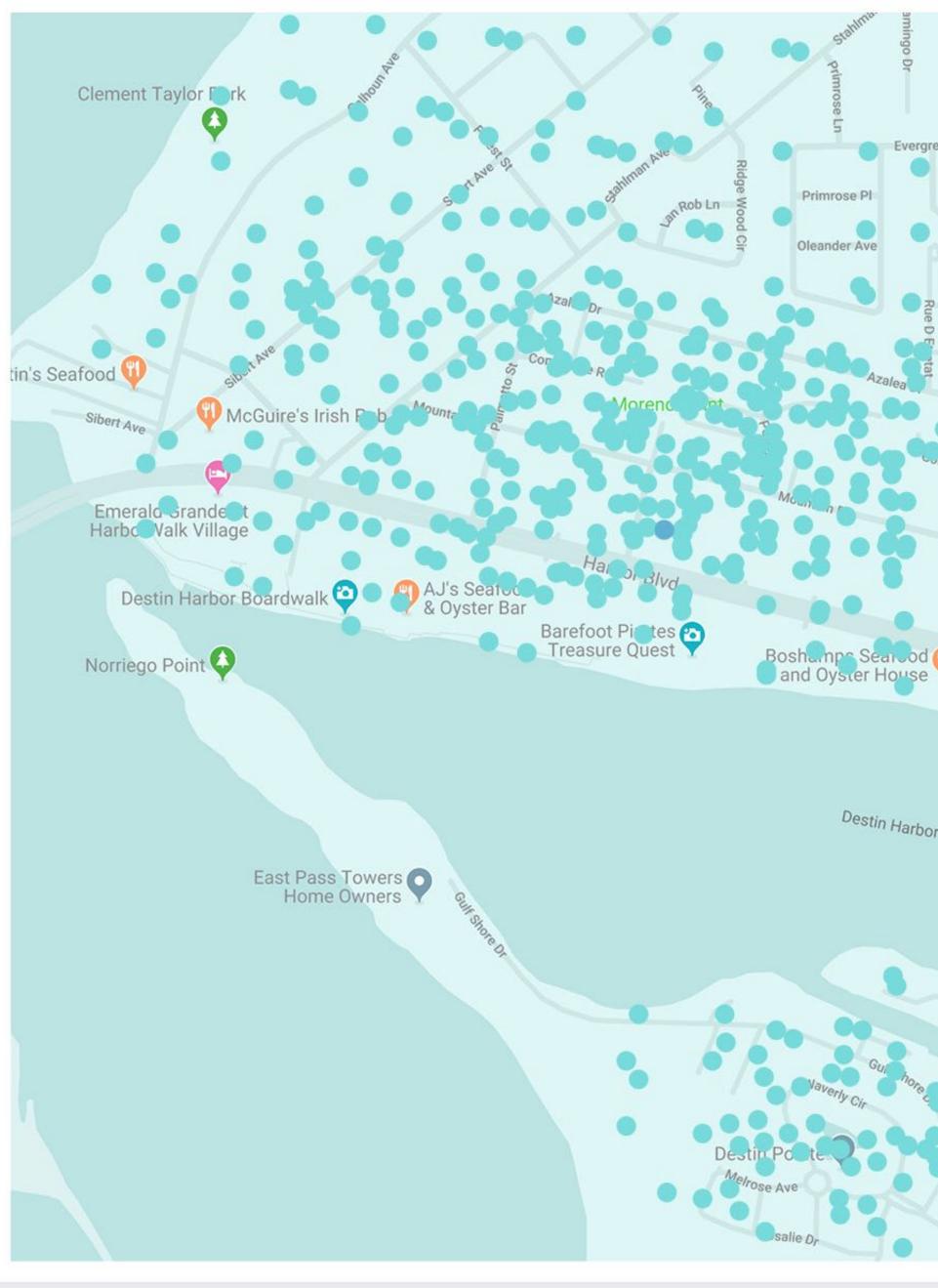








Arrivals



Average Spend

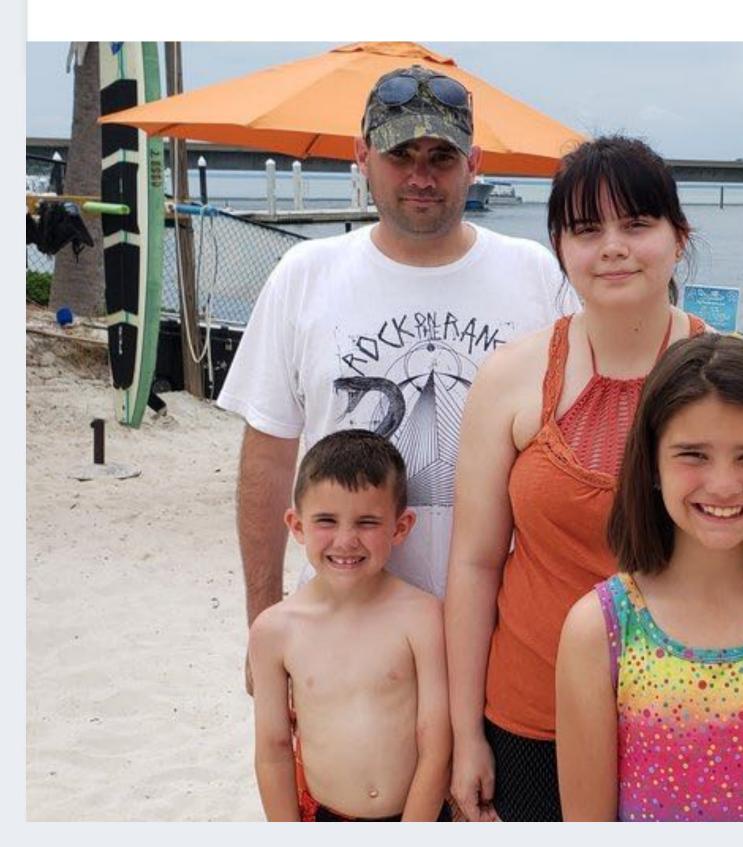
Incremental Revenue

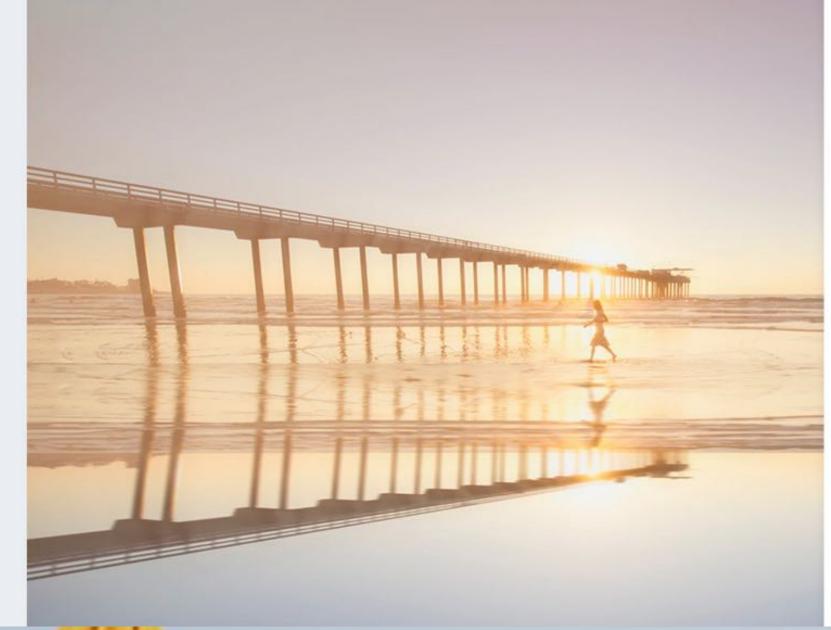
7.8R **Jobs** Created

Spring Vacation Study

5 Responses 🔍 2 Clips 🔍 3 Playlists 5 Projected Docs

"This sport was easier than I thought. I initially stayed to take pictures but had to join up after about 10 minutes, I couldn't be a spectator any longer. I was hesitant but able to stand up on my 1st attempt. My kids loved it and think we need to invest in paddleboards. We will definitely be looking for half day/full day rentals during our next vacation."





BEFORE

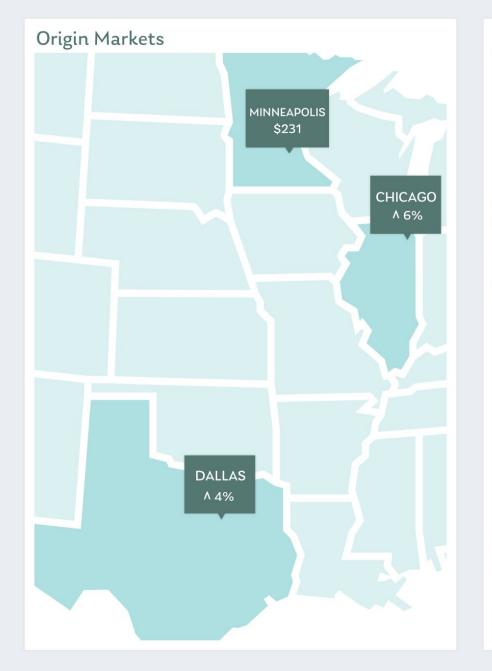




6%+ Average Spend







Arrivals Norriego Point East Pass Towers

Spring Vacation Study

Q 5 Responses Q 2 Clips Q 3 Playlists

Q 5 Projected Docs

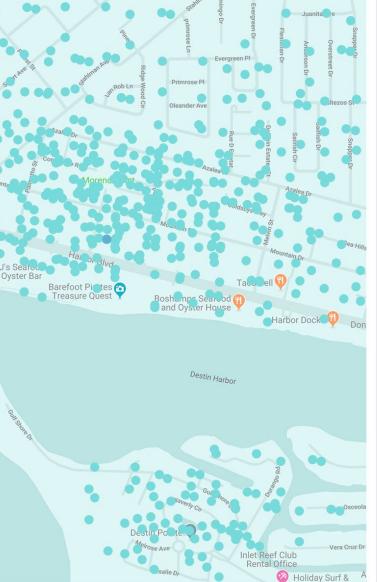
"This sport was easier than I thought. I initially stayed to take pictures but had to join up after about 10 minutes, I couldn't be a spectator any longer. I was hesitant but able to stand up on my 1st attempt. My kids loved it and think we need to invest in paddleboards. We will definitely be looking for half day/full day rentals during our next vacation."











Spiking Health **Problems** in **US** Millennials

Nov 6, 2019 Bloomberg





2019 Primary Studies

Title	Туре	Description	Count	Live Date
Decipher Resident Survey	Quantitative	Perception and local sentiment	634	8/13/2019
Decipher Consumer Survey	Quantitative	Value proposition	900	5/24/2019
Decipher Consumer Benchmark	Quantitative	Baseline brand perception and intent to travel	427	LIVE
Decipher Consumer Vacation Screener	N/A	Lodging Partner Recruit	57	5/13/2019
Video Insights Stakeholder Roundtables	Qualitative	Brand promise	10	3/7/2019
Video Insights Stakeholder IDI	Qualitative	Brand promise	50	3/12/19
Revelation Stakeholder Follow-Up	Qualitative	Brand promise	4	3/18/19
Revelation Vacation Study (Spring)	Qualitative	Triggers, benefits, barriers to local adventures	4	5/20/19
Revelation Vacation Study (Fall)	Qualitative	Triggers, benefits, barriers to local adventures	0	10/21/19
nterVu Prime/Prospect IDI	Qualitative	Expectations vs. Experience	18	7/2019





destination stewardship

DESTIN FORT WALTON BEACH

mission

Make time spent here, whether visiting, living or working, more valuable to all.





program components

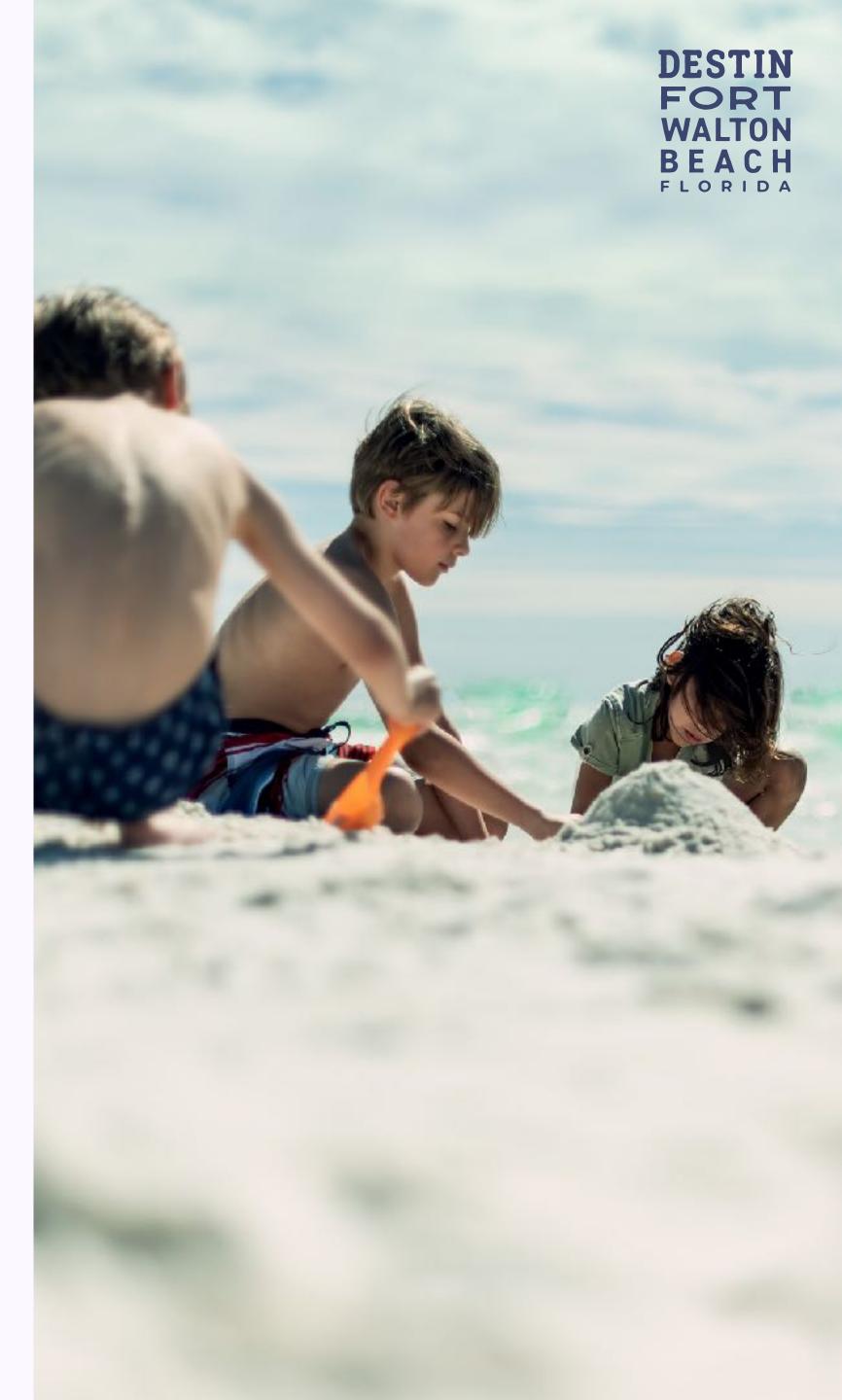




Destination Promotion

2 Product Development

Community Outreach and Engagement





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