

VISIT MISSISSAUGA A CULTURAL CANVAS

Visit Mississauga

2025 Business Plan & Budget Presented By: Victoria Clarke and Sam Kohli





Presentation Overview

1. Business Plan Summary

2. About Visit Mississauga

- Board of Directors
- Organizational Structure
- The Work of a Destination Organization
- Our Mandate
- 2024 Highlights and Initiatives YTD
- 3. Financial Overview
- 4. Appendices



10.4

Appendix 1



Business Plan Summary

Visit Mississauga, is the official destination marketing and sales organization (DMO) for the City of Mississauga.

The Business Plan consists of three strategic focus areas:

- Destination Development
- Destination Sales and Marketing
- Destination Management

In 2024, many key initiatives were advanced, with a continued focus on Tourism Support Services, the launch of a new brand look and feel and the implementation of new partnerships and growing the team.

The focus for 2024 saw the launch of our new brand, building on the momentum of business events, sports and domestic leisure travel audiences and growing our Marketing and Sales reach into the USA and beyond. Implementation of building DEMAND DRIVERS for the destination.





Appendix 1

Business Plan Summary

Highlights of the 2025 Business Plan include:

- Sales and marketing tactics that continue to build on the story that will support the attraction of sport and business related events and festivals in the City of Mississauga that result in large economic spin-offs
- Marketing and communication initiatives that promote Mississauga as a stand-alone destination domestically and in partnership into the USA.
- Building on opportunities to develop and host a variety demand drivers.
- 2024 YTD financial overview & 2025 proposed budget





Appendix 1

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Marisa Chiu

Victoria Clarke

Susan Stewart

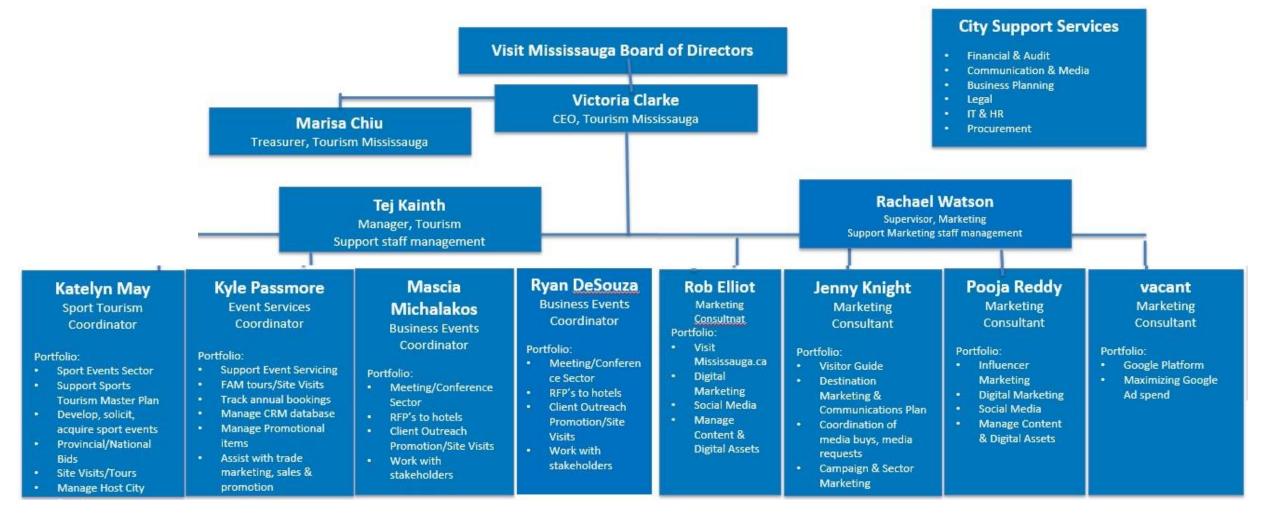
November 18, 2024

Michael Mendel

Louie Manzo



MISSIS Organizational Structure





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November 18, 2024

MISSIS SAUGA Mandate

- Promote tourism in the City of Mississauga in accordance with the City's Tourism Master Plan
- Promote the City of Mississauga as a destination for tourists, visitors, festival attendees, meeting and conference delegates and business travelers
- Continue to build on branding strategy and marketing plan
- Collect and disseminate information, including conducting targeted market research for purposes of identifying tourism and business travel opportunities in the City of Mississauga
- Develop promotion and business development strategic plans, including multi-year marketing plans and strategies that address the City's strategic goals for a robust tourism and business destination
- Facilitate a high level of collaboration amongst the city's tourism industry, business organizations and the City

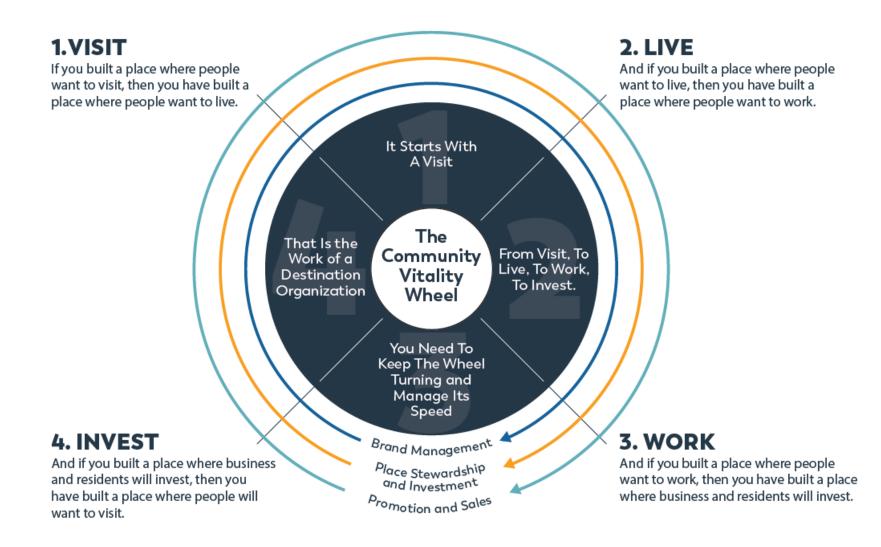








THE WORK OF A DESTINATION ORGANIZATION





SAUGA 2024 Highlights YTD

- 1. Position Mississauga as a leisure destination through incentive programs and marketing campaigns:
 - Attended 20+ sales events in 2024 raising awareness of Mississauga as a business events destination.
 - approximately 3000 touchpoints across all sales events
 - Hosted approximately 20 major sporting events in 2024
 - resulting in \$22.5 Million in estimated economic impact
 - Hosted Barbegazi as part of MCS NYE 2024
 - Hosted Jackalope Fest 2024
 - Largest Action Sport Festival in Canada, 60K attendees Y1
 - SAYPE creates first land art mural in Anglophone Canada
 - Won Cheer Canada Nationals 2025 and 2026
 - Each event is projected to generate \$8M in El







SCAN ME





Visit Mississauga

Official Destination Marketing Organization for the City of Mississauga. Government Administration · Mississauga, Ontario · 940 followers · 2-10 employees

le Pooja & 23 other connections follow this page



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Victoria Clarke Chief Executive Officer at Visit Mississauga

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About

Visit Mississauga, is the official destination marketing organization (DMO) for the City of Mississauga. The organization is industry-led and responsible for developing a tourism strategy and leading tourism marketing and development efforts for Mississauga. Our mandate of implementing the City

Show more

Social media







Explore Mississauga Contact info. +1 905 922 6784

E

Canada

pooja.reddy@mississauga.ca https://www.visitmississauga.ca/

Office: 300 City Centre Dr Mississauga, Ontario, LSB 3C9



Rachael Watson (She/Her) O Get verified Marketing Supervisor at Visit Mississauga Mississauga, Ontario, Canada · Contact info 500+ connections







Scan here to meet our team. We'd love to host you and welcome you to Mississauga.



MISSISSIUSA



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Appendix

MISSISS



- 1. Position Mississauga as a leisure destination through incentive programs and marketing campaigns:
 - Hosted 30+ Social Media Influencers
 - Launch of Ep 2 of "Next Time You're Here" video series hosted by culinary authority - Suresh Doss - 130K views to date
 - Illumi returns
 - 1.2M visitors to visitmississauga.ca (200% + in YOY web traffic)
 - 27.5% increase in the audience size of our social channels
 - We have leveraged Traditional Media opportunities so far this year including Canada Magazine, Ignite, Breakfast Television, and radio ads with Corus Entertainment and Stingray





2024 Highlights YTD cont.

2. Financial and/or In-Kind Marketing Support for Festivals & Events

- •#NMTO (Self Made, Halal Fest, Harvest Fest, Holiday Markets and Souks)
- •Bollywood Monster Mash-Up
- •Southside Shuffle
- •Carrasauga
- •Run the World Summit
- •Italfest and more

3. Sales Activations to attract future meetings & conferences:

•Sales Presence at 20+ industry events oProfessional Convention Management Association oCanadian Society of Association Executives oMeeting Planners International – Toronto and Ottawa oCanadian Meetings and Events Expo 2024 oVenue Series – Mississauga, Toronto, Ottawa, Montreal





SAUGA 2024 Highlights YTD cont.

4. Successful Sport Tourism events hosted by Mississauga:

- Wrestling Canada U17 & U19 Nationals
- First Robotics Provincial Championships
- Beneva Mississauga Marathon
- Ontario Cerebral Palsy Sports Association National Boccia Open
- Ontario Ball Hockey Federation Provincial Championships
- Jackalope Festival
- Spikeball Majors Tournament
- 2024 Transatlantic Cup AFL Canada
- World Junior Girls Golf Championships
- Ontario Tree Climbing Championship
- World Mahjong Championships
- Para Ice Hockey Nov International
- Toronto Tournament of Martial Arts Champions



Appendix

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SAUGA 2024 Highlights YTD cont.

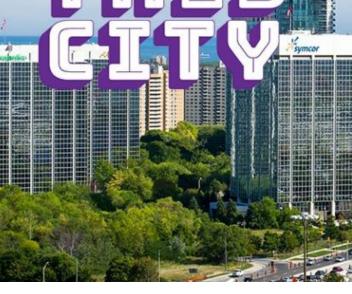
5. Enhancement of Destination Marketing Tools

- •Continued and expanded Expedia & Hoppers Partnerships
- •Use of Uber for Business credits to enhance delegate experience
- •Produced 50 articles in honour of the City's 50th, blog, podcast, magazine

6. Stakeholder Engagement & Industry Collaboration

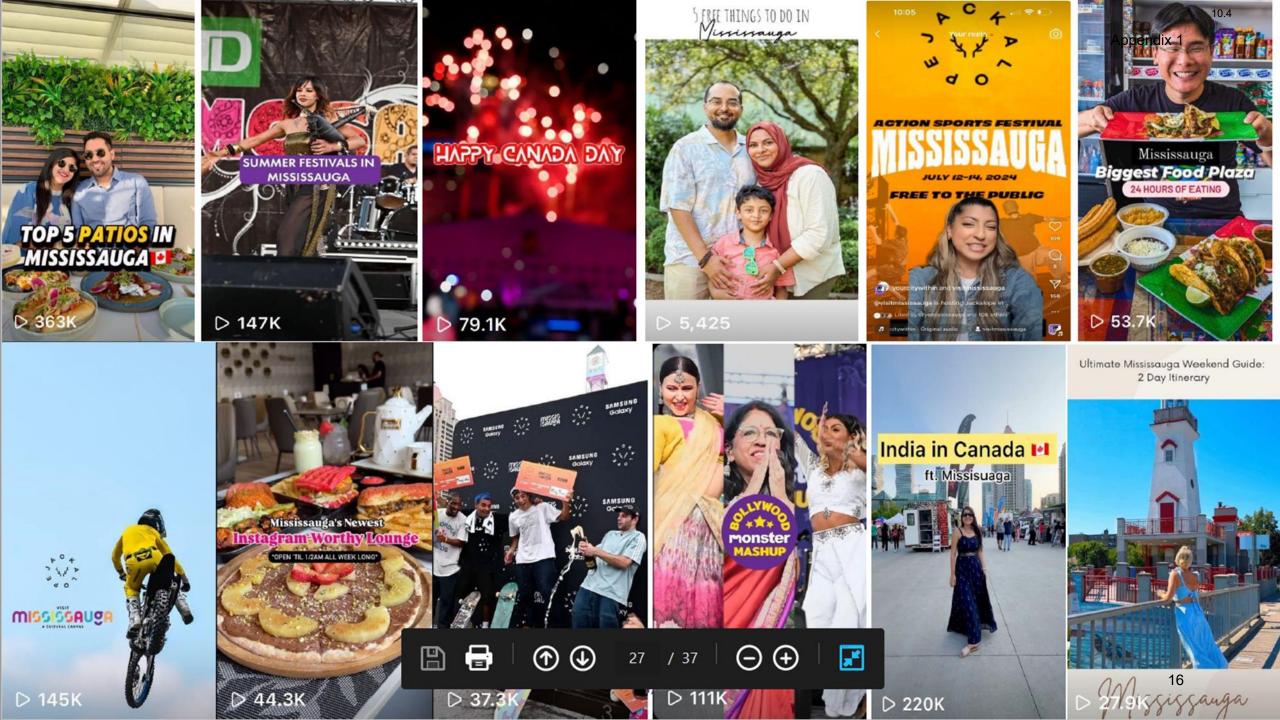
- Continued support for Destinations International
 Attended Tourism Industry Association of Ontario & Canada Conferences and Destinations International Annual Summit
 Awarded TIAO's 2024 Tourism Champion of the Year Award
 Sponsor of the Tourism Award at MBOT Awards
 TIAO won Canadian Special Events Award for Best Event by an Association Board for OTS23 hosted by Visit Mississauga
 - •Oxford / Square One won Maxi Gold at ICSC for their Tourism Rebound Program in partnership with Visit Mississauga







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Vieit Masiessuge 📋 August 15, 2024 🖨 0 Commonts

Check out 10 of the top free activities to help you plan your Labour Day long weekend or the period family staycation and finish your summer with a splash.





Vieit Mexicoruga 📋 August 9, 2028 🔮 0 Creemonte

Our gaids to Messissauga's most delicious hidden gams highlights some of the bast food trucks and straat food among the hundrade of eining options the city has to offee

Read More



Visit Mexicongs 🗇 August R, 2024 💩 O Comments

Today, the city is home to hundreds of restaurants serving up international flavours and fusion, from the oldest of traditional storipes to the most modern gestronomic techniques.







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2,294



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24 Hours Eating ONLY at **BIGGEST Food Plaza in...**

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Summer celebrations in Mississauga

Comfort Inn Airport West

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101K views • 1 month ago



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Explore Mississauga

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ural festivals and Popular restaurants and patios

world of culture in the heart of This summer, travel the world with a wire in Square. Home to many exciting cultural lapariest. Notest and Later Fex. Supp Dyou structure of the versition of high measured from the structure granic and loga 1420 to the service views of Sinu, Photose and the ambiointer at local Cafes. Manassage to instructure of the measures discusses of the new 1200 measures service interactional each them is some thing for every pre-tra-teries. ett a tre Hall Food fast, or ty a rev food some big our reput a some event. The et always some big tev to obcore!





Visit Mississauga

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391 likes

visitmississauga 🚨 BIG NEWS 🚨 @jackalopefest is making its epic debut here in Mississauga 🎉 🛹 Get ready for three days of FREE, adrenaline-pumping action at Celebration Square & @shopsquareone from July 12-14!

> shopsquareone Edited + 4 w Get ready for an action-packed weekend at @JackalopeFest! This 3-day event is renowned for its world-class competitions and demonstrations in high adrenaline sports such as skateboarding, bouldering, breakdancing, MOTO X, and morel Entrance is FREE and the festival is filled with activities for the whole family!

shopsquareone - Follow

Celebration Square and P3 Lot at

Ø Visit the link in bio for more details

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#JackalopeFest

V Q V Liked by jjk.milk and others

VISIT MISSISSAUgr A CULTURAL CANVAS @visitmississauga | @jackalopefest

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Message

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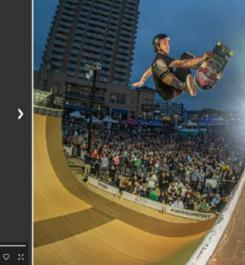
visitmississauga One of the most anticipated events of the summer is going down next weekend! Check out our guide to the fantastic events happening this month! 🫹 🎶 🍿 Link in



71 likes



Learn more >

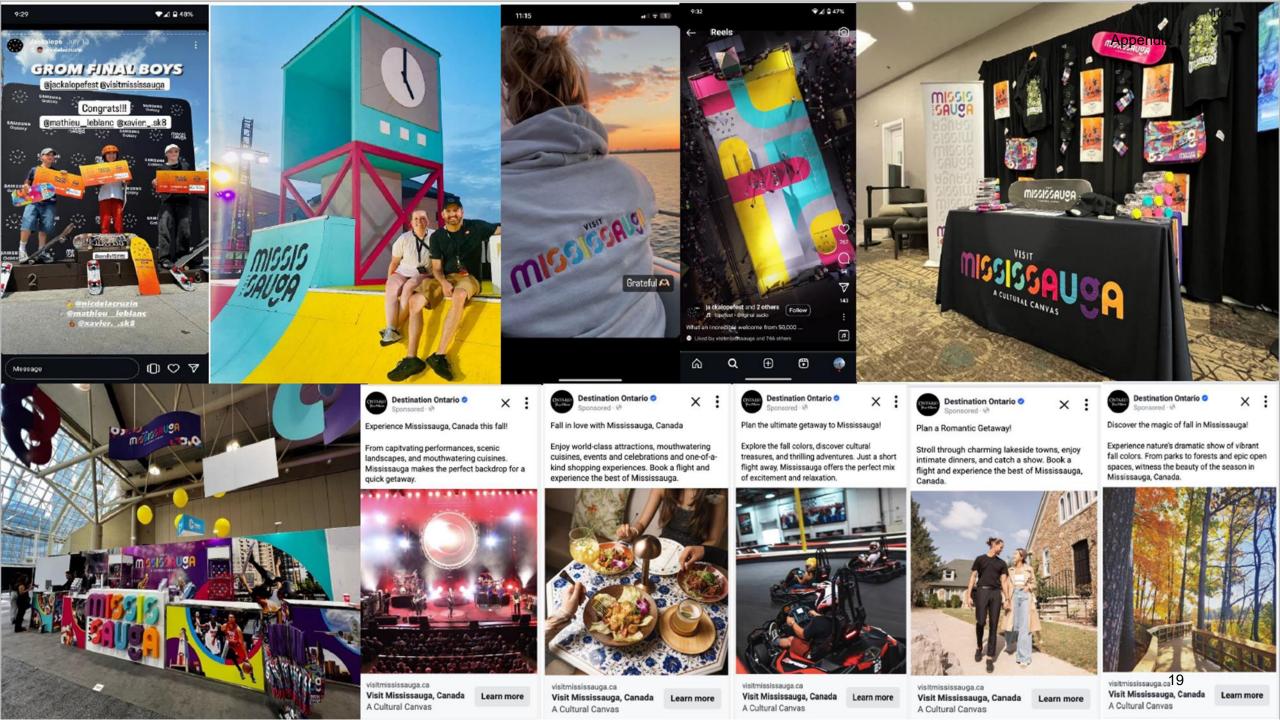


July 12-14 Square One

and a schedule of events. #SquareOne #VisitMississauga

10 July

Add a comment...





MISSIS SAUGA 2024 Financial Update | Overview

MAT Funding | Visit Mississauga Portion

(Reserve #30162)

In \$000s	Budget		Actuals				
	2025 budget	2024 budget	2024 Forecast (as of Q3)	2023	2022	2021	2020
Beginning Balance	22,511	20,617	20,617	16,814	13,376	11,511	10,505
Contribution for Tourism Mississauga	10,000	9,000	10,000	8,053	6,646	3,626	1,868
Program Expenditures	(15,169)	(8,433)	(8,106)	(4,251)	(3,208)	(1,761)	(862)
Ending Balance	17,343	21,184	22,511	20,617	16,814	13,376	11,511



MISSIS 2024 Forecast to Budget

Description	Forecast 2024 (000s)	Budget 2024 (000s)	Difference (000s)
Programs & Services	4,510	2,988	(1,522)
Sales, Marketing & Communication	1,658	2,985	(1,327)
Industry Insight	351	200	(151)
Partnership	23	135	112
Visitor Services	0	55	55
Overhead	261	249	(12)
Miscellaneous	41	100	59
General Labour	1,262	1,718	456
Total Expenditures	8,106	8,430	324

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21





SAUGA 2025 Staff Complement Update

Increasing Market Coverage

Position Title/Prescription	Grade	Expected Start Date	Description
Supervisor, Destination Development	E	April 1 2025	Reporting to the CEO -Grows and attracts leads for the development of large scale attractions and events
Event Support	D	July 1 2025	Reporting to Managers Sales - Sport Tourism and M&C on site support
Sales Specialist, International M&C	D	July 1 2025	Reporting to Manager Sales, covers international meetings and events attraction
Sales/Marketing Liaison	D	October 1 2025	Reporting to Marketing Supervisor – covers sponsorship and event activation
Travel Media Lead	D	October 1 2025	Reporting to Supervisor Marketing - Travel media and travel trade support



Appendix 1 2025 Proposed Operating Budget

Description	Budget 2024 (000s)	Proposed Budget 2025 (000s)	Difference (000s)
Staff Development	140	140	-
Communication	2	2	-
Transportation	9	9	-
Equipment Maintenance	75	75	-
Contractors & Professional Services	3,125	9,125	6,000
Advertising & Promotions	2,985	3,413	428
Materials, Supplies, Other Services - Miscellaneous	87	87	-
Finance Charges	41	41	-
Transfers to Reserves & Reserve Funds	567	-	(567)
Labour	1,967	2,278	311
Total Expenditures	8,998	15,170	6,172



APPENDIX 1

November 18, 2024



MISSIS Proposed Initiatives: Programs & Services

Tactics	Deliverables	Timeline
Brand Development	 New website development, New brand video assets, etc. Guerilla marketing tactics - GTAA and art 	Ongoing
Brand Campaigns	 Consumer campaigns Event promotion (Festival and Sport) Business Event attraction installations Additional investment into "always on" partnership media, and international markets / marketing opportunities (India, USA, cultural media, Expedia+, etc.) Additional investment into search / social & influencers, and more content creation 	Ongoing
Trade Events (M&C, Sport)	 MPI - 4 events CSAE - 9 events PCMA - 2 events Sport Event Congress and SpoHoX Int'I M&C - 3 events (PCMA CL, ASAE, IMEX) Travel Trade (OMCA, RVC, BQ) 	Ongoing
FAM Tours and Site Visits (M&C, Sport, Media)	 Sport and Conference business FAM Tours Site Visit 	Ongoing

MISSIS Proposed Initiatives: Policy and Planning

Tactics	Deliverables	Timeline
Continue to play an active role in the development of tourism demand drivers	 Representation on core committee Collaboration with internal and external network Work and collaborate with "best in class" attraction creatives and builders 	Ongoing
Initiate incubator program to identify 'early development' community cultural groups and provide support, including networking opportunities with established festival operators	 Online databases of best practices (GTHA agreement) Participate in an interdepartmental Special Events Committee and provide tourism-related support as needed (pitch Event Support co-report) 	Ongoing
Develop a strategy to encourage and attract the tourism sector, providing the City a plan for tourism development throughout the municipal planning process	 Tourism staff to serve on planning committees: Sunday shopping working group Lakeview Plan Credit Valley Trail - Mississauga Chapter Align initiatives with other city led plans i.e. EDO , MBOT 	Ongoing
Work in collaboration with all BIAs, and applicable City departments/ divisions, to identify roles and responsibilities for advancing the objectives of the Tourism Master Plan	Develop co-op marketing and destination development opportunities that will enhance BIAs as tourism destinations	Ongoing



Appendix 1 Proposed Initiatives: Visitor Services

Tactics	Deliverables	Timeline
Build a local Brand Ambassador Program with MBOT - that targets residents, businesses, newcomers and social media influencers to be a tourism promoter in their hometown and promote Mississauga's tourism businesses and experiences to their personal and professional networks #WeAllWinWithTourism	 Frontline Industry FAM Tours Influencer marketing campaign Hosting and sponsoring MBOT events 	Q2
Review and develop frontline visitor servicing programs city wide to enhance positive first-impressions of the destination – consider Visitor Service Desk partnership with SQ1	 Update Visitor Services Strategy Review visitor servicing tools Consider developing a local tourism signage program and set of policies Value added incentives Test with student staff at SQ1 	Q1, Q2

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Appendix 1 Proposed Initiatives: Stakeholder & Partnership Engagement

Tactics	Deliverables	Timeline
Continue engagement strategy for all stakeholders by hosting and/or facilitating events and workshops that relate to tourism best practices, current industry trends, and opportunities. Engage 'best in class' researcher from Tourism Economics (partner with DT) to build AGM to industry at infographic to share with industry and Council	 Annual sector roundtable events Tourism industry AGM Report card/infographic Research partnership (TE/DT) 	Ongoing Ongoing Ongoing Q2
Continue to maintain and expand partnerships with agencies and municipalities where feasible to advance tourism initiatives	 Maintain memberships with sector/industry led associations regional, provincial, national & international 	Ongoing
	 Pursue government grants for Tourism Support programs 	Ongoing

28

Appendix 1 SAUGA Proposed Initiatives: Industry Insights

Tactics	Deliverables	Timeline
Share Key Performance Indicators (KPIs) and generate industry-wide statistics program	 CRM system (attending SimpleView Summit) Shared research resource (with Destination Toronto & Tourism Brampton) 	Q1 In progress
	 Produce and present quarterly reports on industry performance 	Quarterly
Consulting Services	Sector strategiesTourism investment & innovation	Ongoing
Research & Data	 Smith Travel Research (STR) Tourism Economics Destination Canada Data Collaboration GTHA - Hotel GM and DoS information 	Ongoing Ongoing In progress Ongoing















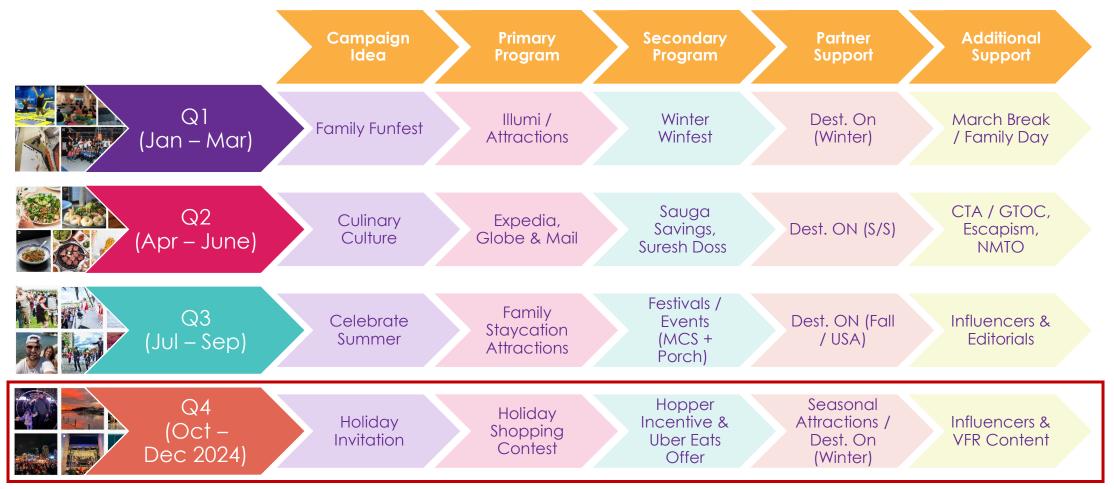


MARKETING & COMMUNICATIONS

November 18, 2024



MISSIS 2024 – Quarterly CAMPAIGN FOCUS:

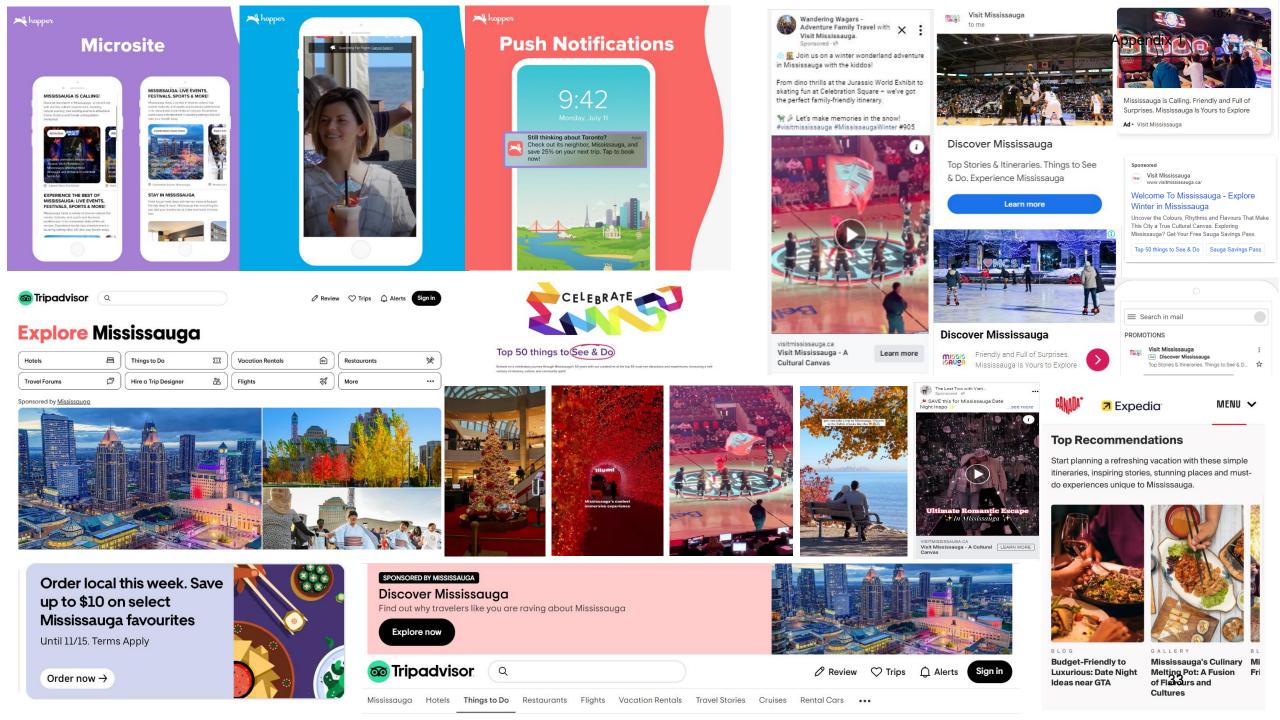




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Appendix 1





Guide: Plan the Perfect Galentine's Getaway in Mississauga

February 13, 2024

Read More »

With luxurious spas, fine dining and Ontario's largest mall, Mississauga is the ultimate destination for relaxation and retail therapy.

If your special someone's got a sweet tooth, we've got the perfect picks for a delicious date. Treat your Valentine to a snack as sweet as they are at these tasty Mississauga spots.

Five Sweet Spots For

Your Sweetheart



Mississauga Adventure

ways to enjoy a Mississauga getaway.

From upscale outings or action-packed excursions to family-friendly fun and foodie feasts, there are endless Read More »



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#DiscoverON #AChristmasRockStory #FamilyFun



A Christmas RockStory in Mississauga!

Visit Mississauga Published by Emplifi @ - 13 December 2023 - @

In honour of Taylor's birthday today, we've out together the atlimate Swiftie guide to Mississauga - no matter what era you're in Appendix

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Boost again

12 comments 9 shares



A Swiftie's Guide to Mississauga - Visit Mississauga Welcome to Mississauga, it's been waiting for you! Grab your passports and our hands, here's ...

Constant States Add a comment...

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2023 was a year of firsts, bests, and a world of things you can ONLY get in

Katelyn May's highlight was hosting the 2023 World Indoor Rowing

Looking back, our team had many favourite memories to count but here are a few

hampionships with Rowing Canada Aviron at Paramount Fine Foods. World





Visit Mississauga Published by Emplifi • 1 February at 12:29 • • February is #BlackHistoryMonth!

MONTH





visitmississauga It was a magical year in Mississaugal Looking forward to a bigger and better 2024! 🔆 😒

iframemoments
This year really unfolded so many magical chapters
for me. I'm so happy and grateful for that!

mississaugaeats 2023 was a great year! Looking forward to see

#VisitMississauga #DiscoverON

tasteofmississauga Awwww 💙

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what 2024 brings

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lifewith2cubs This is lovely 0

boondi.laddu Stunning 2023 for Sauga 💙

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MISSISSAUGA HIDDEN GEN



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visitmississaug inginal audio

jackalopefest 🥏 🦲 OFFICIAL ANNOUNCEMENTI 🦲 And the third JACKALOPE 2024 location is... Mississaugal From July 12-14, 2024, at Celebration Square & Square One Shopping Centre for a weekend of skateboarding, bouldering, breaking, BASE jumping, freestyle motocross demos and a roster of talented athletes—all for FREE!

TUNED 👸 😝 For more info LINK IN BIO An invitation of @visitmississauga & @TRIBU. #VisitMississauga #SportLivesHere #mississauga #iackalopefest #skateboarding #bouldering #discoverON #CelebrationSquare #ontario #insauga

ANNONCE OFFICIELLE I A Et la troisième destination de JACKALOPE est... Mississauga du 12 au 14 juillet 2024. à Celebration Square et Square One Shopping Centre pour un week-end de skateboard, d'escalade de bloc, de break, de base jumping et de démonstrations de motocross freestyle avec une liste d'athlêtes talentueux - le tout GRATUITEMENTI . Et ce n'est pas tout I Pour cette première année, préparez-vous à des sauts de BASE en tandem à partir d'une grue (vous avez bien lu, vous pouvez réserver un saut en tandem), à une compétition de Vert ramp et des cash prizes très intéressants

V Q V Liked by tribuexperientiel and 386 others

80 \odot Add a comment. CCA



#VisitMississauga #OttawaMeetWeek, Mascia Gori-Michalakos, DES Tej Kainth, Ryan DeSouza

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Mississauga



"The world indoor rowing championship was a highligh for me. There's something fulfilling about seeing an even evolve from its initial bid to the final production. Being part o creating lasting memories fo athletes from around the wor und the world ruly special and the best p of my job

···· Vias ····· 942 followers 2mo • S Visit Mississauga

Mississauga

of a our highlights from the year.

BEST PLACES TO SHO

Book Now

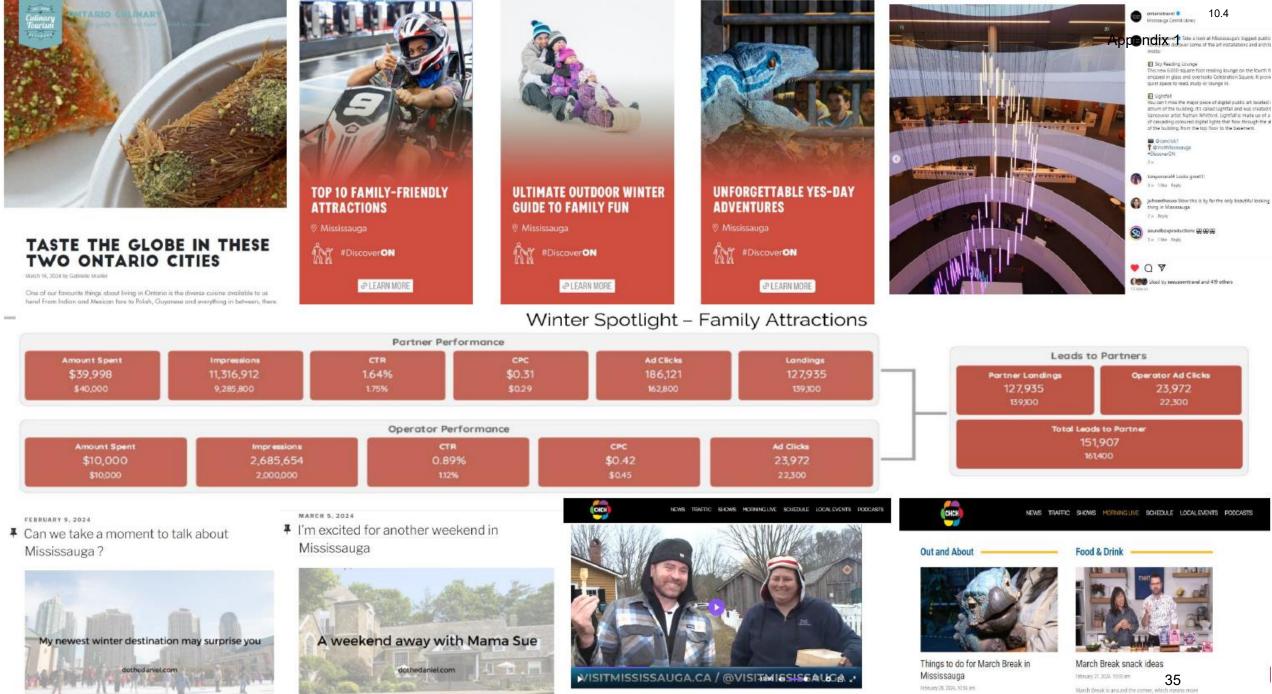
Mississauga

See Insights and Ads



Mississauga

datenight



There is so much to see and do in Mississauga for March Break. Tim Bolen checked out just four fun

There is so much to see and do in Mississacaga for Manda

Break Tim_

mouths at home to feed



New for 2025

November 18, 2024



APIK MISSIS SAUGA

2025-2027 Hosting Opportunity

Objectives

1/ Destination Promotion

Draw a diverse audience of winter enthusiasts to Celebration Square, spotlighting its unique charm and vibrant atmosphere to increase brand awareness for Mississauga as a premier winter destination.

2/ Tourism Boost

Cultivate strategic partnerships with local businesses to curate exclusive offerings, enhancing the event experience and enticing visitors to stay in Mississauga accommodations, thereby generating heads in beds and stimulating tourism revenue.

3/ Highlighting Uniqueness

Elevate Mississauga's profile as an innovative urban destination by creating an unparalleled winter experience at the heart of the city. Through an immersive urban track featuring cutting-edge technology and captivating light and sound effects, showcase Mississauga's distinctive identity and position it as a standout location on the global stage.





VISIT **MISISSINGUERAL** A CULTURAL CANVAS

THANK YOU!