Prepared by:

**Innovative Research Group, Inc.** 

Toronto • Vancouver • Calgary www.innovativeresearch.ca



## 2013 Ad Campaign Assessment

## Wine Country Ontario Campaign



Prepared for:

Wine Council of Ontario 4890 Victoria Ave. North, PO Box 4000 Vineland Station, ON LOR 2E0



## **Research Objective**

Innovative Research Group (INNOVATIVE) was commissioned by the Wine Council of Ontario (WCO) to conduct the **2013 WCO Ad Campaign Assessment.** 

The online survey was conducted for the purpose of assessing awareness levels and the impact of the "Wine Country Ontario" advertising campaign in the Greater Toronto Area.

A post-campaign survey was designed with the following research objectives:

- 1. Track core awareness questions surrounding Ontario Wine Country travel.
- 2. Measure the degree of awareness and impact the ad campaign had on GTA residents.
- Assess how effective the campaign was at moving target consumer opinions towards travel in Ontario's wine country.
- 4. To account for commuters who live outside Toronto, an additional sample from the GTA was included to assess what impact the campaign has had beyond Toronto proper.



### Methodology

#### 2013 Study >>

- These are the findings of an **Innovative Research Group** (INNOVATIVE) online survey poll conducted for the **Wine Council of Ontario**. The survey was conducted from **July 24 to August 7, 2013**.
- The online survey is based on a **1,215 surveys completed** among qualified respondents.
- Survey respondents only qualified to complete the survey if they are a **GTA-based resident** and have **consumed at least one glass of wine over the past month**.
- The sample has been weighted for age, gender and region using Statistics Canada's Census data to reflect a representative sample of customers by demographic make-up.
- A probability sample of this size would have an estimated margin of error of ±2.8%, 19 times out of 20.
- The margin of error will be larger within each sub-grouping of the sample.

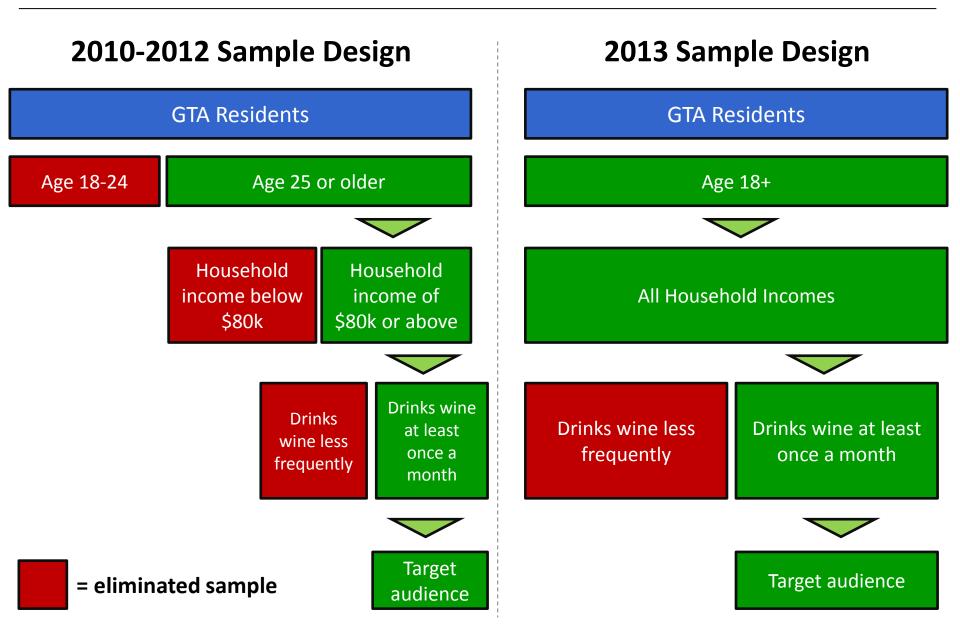
#### Previous Studies: 2010 to 2012

Previous tracking studies also screened qualifying respondents for Household income of \$80K or more, and age of 25 years or older.

**Note**: Graphs may not always total 100% due to rounding values rather than any error in data. Sums are added before rounding numbers.

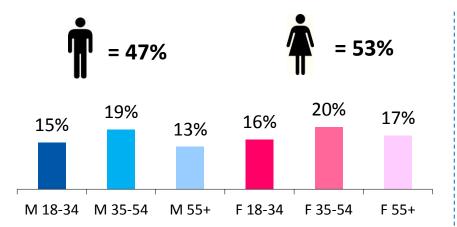


## Methodology: Sample Design

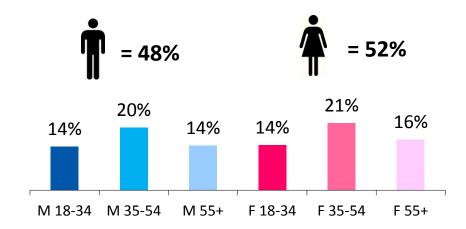


### **Demographics:** Respondent Profile

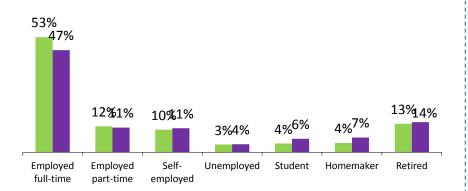
#### **Age-Gender: Toronto**



#### **Age-Gender: Rest of GTA**

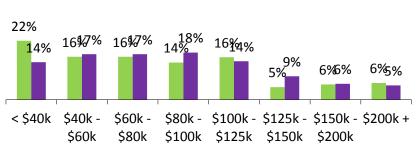


#### **Employment Status**



Toronto

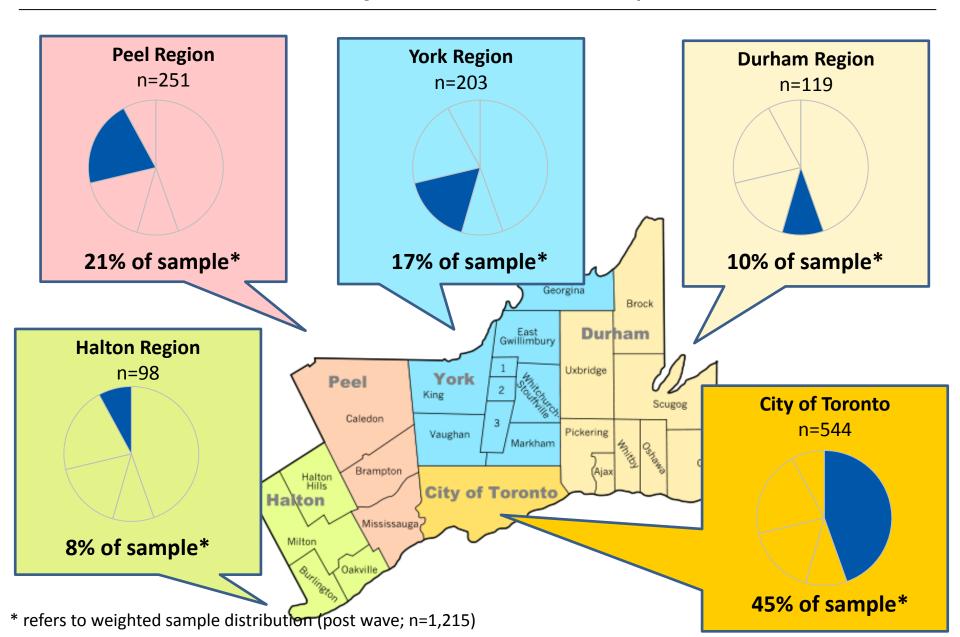
#### **Household Income**



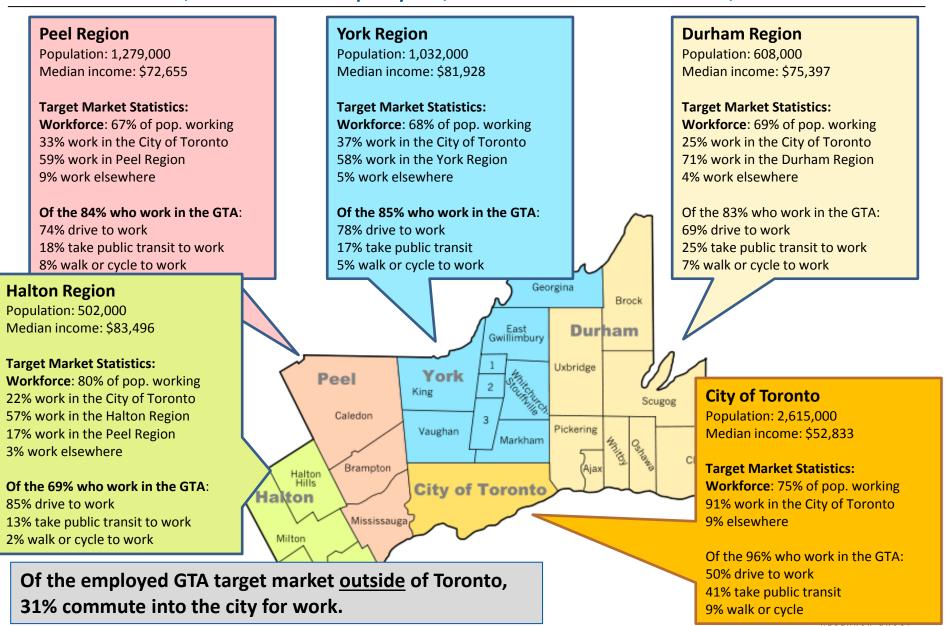
■ Rest of GTA



## **2013 Post-Wave Sample:** Where do respondents live?



# **Demographics Overview of GTA Target Market**: 72% of GTA target market work; of those employed, 61% work in Toronto, 39% in RoGTA



## **Setting the Context**

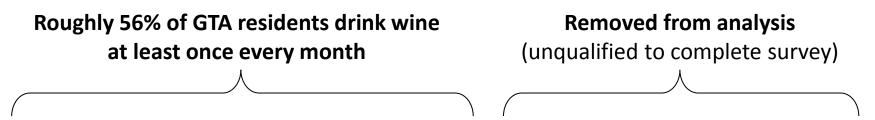
Post-ad campaign survey ▶▶
August 2013

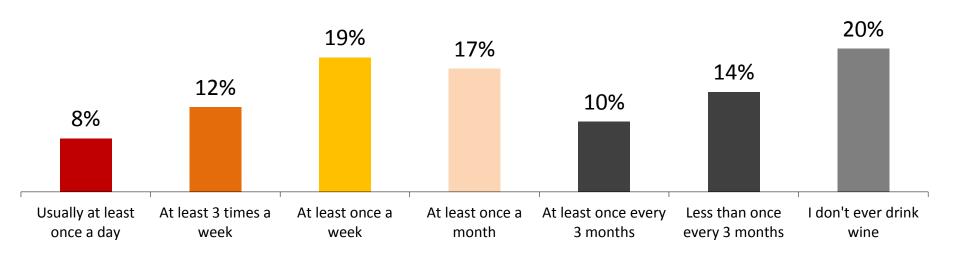


## Frequency of wine consumption: unweighted



Which of the following frequencies best describes how often you drink wine?





#### unweighted; n=2,203

998 respondents disqualified from survey. "Don't know" removed from calculations above.

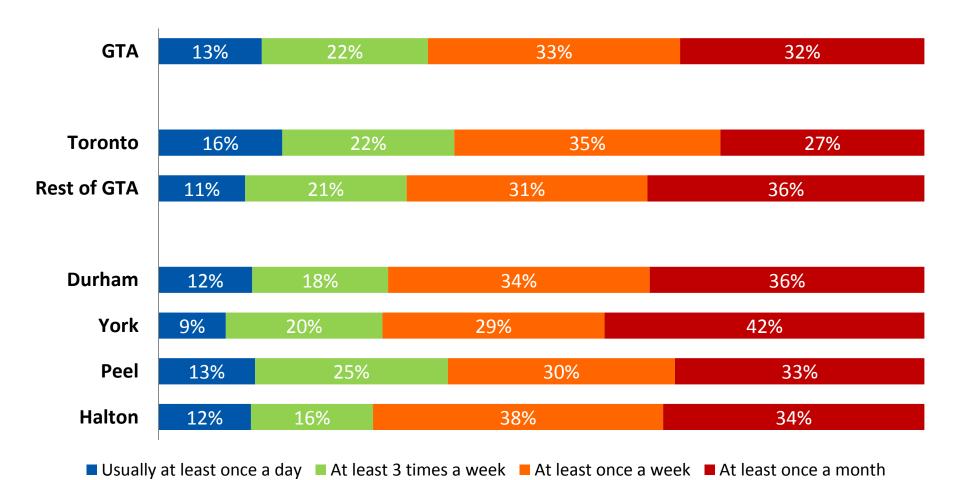


# Frequency of wine consumption: Torontonians within the target market drink wine most frequently



Which of the following frequencies best describe how often you drink wine?

[asked of all GTA respondents; n=1,215]





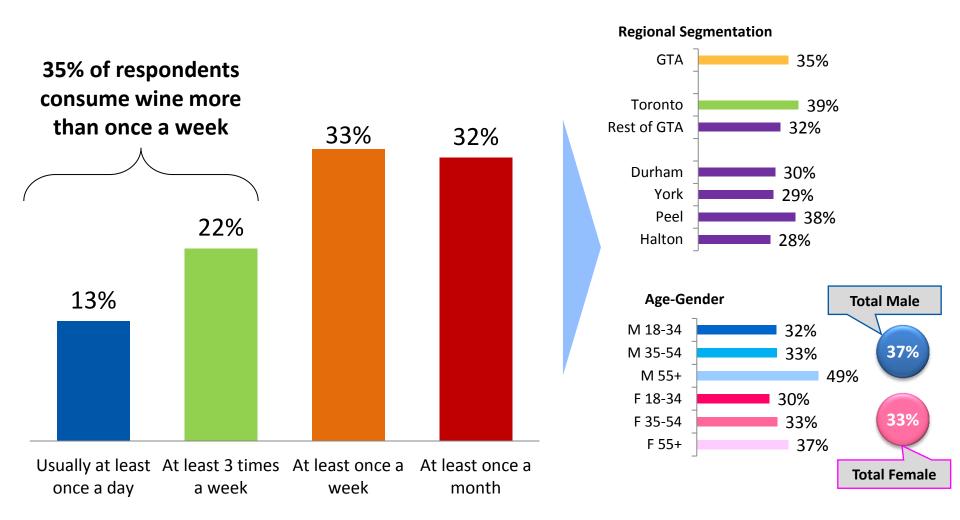
# Frequency of wine consumption: 35% of Ontarians surveyed consume wine more than once a week



Which of the following frequencies best describes how often you drink wine?

#### Sample Breakdown ▶▶

Respondents who drink wine more than once a week:

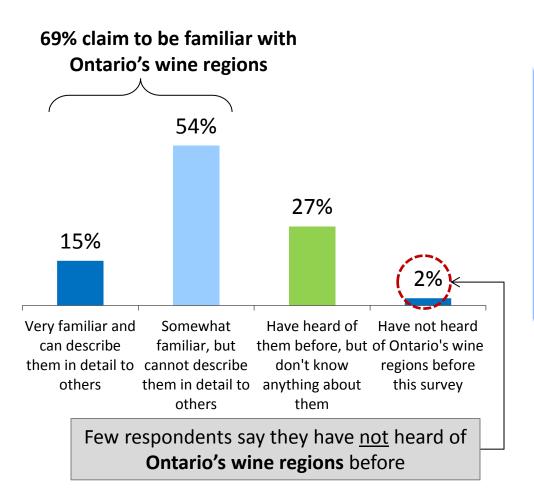


# **Familiarity:** Majority of target consumers familiar with Ontario's wine regions; older male consumers most familiar



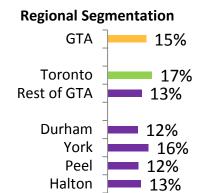
How familiar would you say you are with **Ontario's wine regions**?

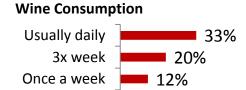
(asked of all respondents)



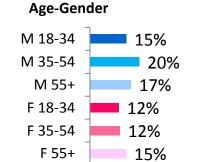
#### Sample Breakdown 🕨

Respondents who say they are very familiar:





Once a month





13%

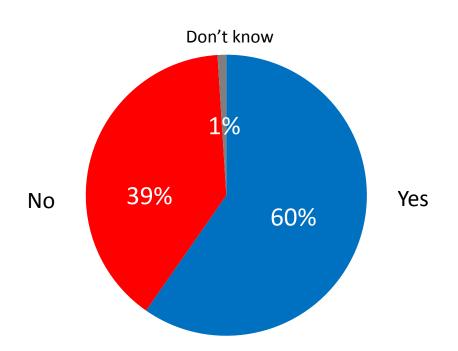
Note: 'Don't know' (2%) not shown

# Winery Visit: over 3-in-5 (60%) have travelled to Ontario's wine regions to visit a winery, especially older folks



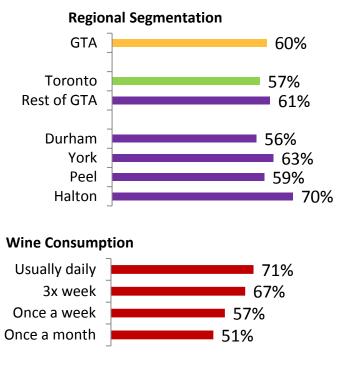
## Have you ever travelled to **Ontario's wine regions** to visit a winery?

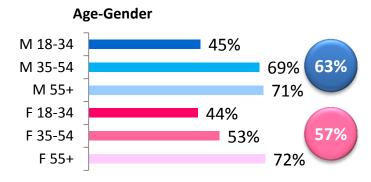
(asked only of those who have at least heard about Ontario's wine regions before this survey; n = 1,187)



#### Sample Breakdown ▶▶

Respondents who have visited an Ontario winery:



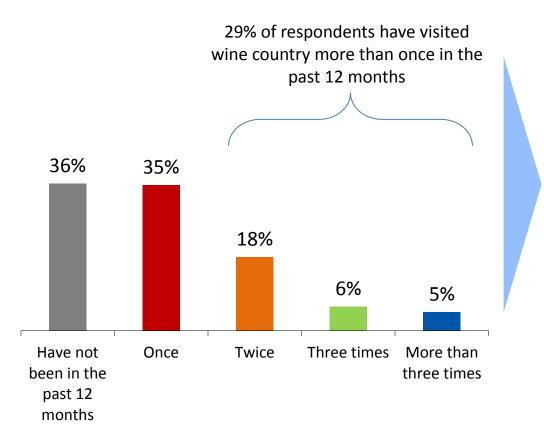


# Frequency of Visits: 3-in-10 Torontonians have been to Ontario's wine regions more than once in the past 12 months



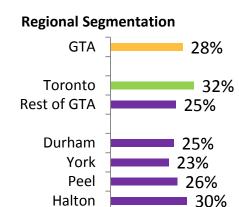
How often have you been to **Ontario's wine regions** to visit a winery in the **past 12 months**?

(asked only of those who have travelled to Ontario's wine regions to visit a winery; n=706)

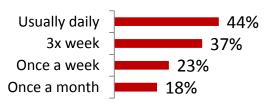


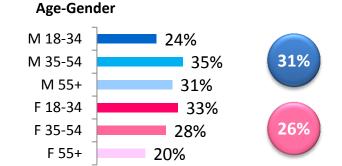
#### Sample Breakdown ▶▶

Respondents who have visited more than once:







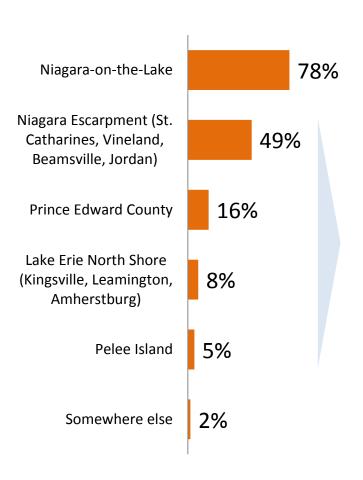


# Ontario wine regions visited: Niagara-on-the-Lake by far the most visited wine region overall



#### Which **Ontario wine regions** have you visited in the **past 12 years**?

[asked only of those who have visited Ontario's wine regions at least once in the past 2 years; multiple selection allowed; n=454]

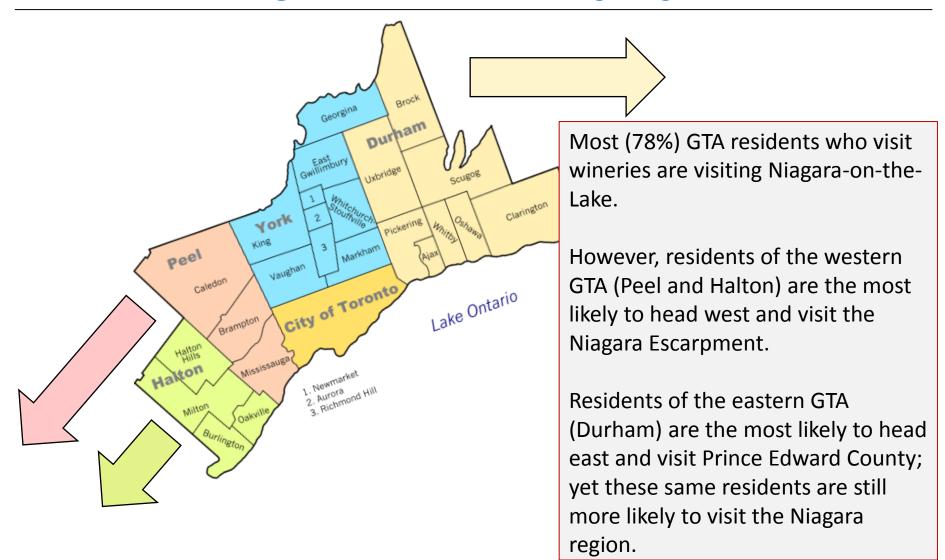


2013	GTA	Toronto	Durham	York	Peel	Halton
Niagara- on-the- Lake	78%	79%	68%	84%	81%	70%
Niagara Escarpment	49%	47%	41%	44%	54%	66%
Prince Edward County	16%	20%	28%	11%	7%	10%
Lake Erie North Shore	8%	12%	0%	8%	5%	1%
Pelee Island	5%	7%	2%	0%	3%	4%
Somewhere else	2%	2%	2%	5%	3%	2%

Below GTA average

Above GTA average

## **Ontario Wine Regions Visited:** Who's going where?



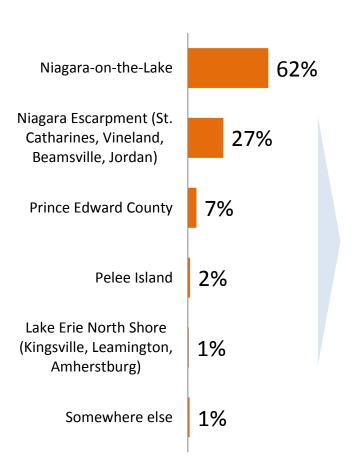


# Ontario wine regions visited: in terms of last region visited, Niagara-on-the-Lake most popular



Thinking about the <u>last</u> Ontario winery you visited, in which wine region was it?

[asked only of those who have visited multiple wineries in the past two years and those who have visited a winery but not in the last 12 months; n=702]



2013	GTA	Toronto	Durham	York	Peel	Halton
Niagara- on-the- Lake	62%	63%	49%	74%	62%	46%
Niagara Escarpment	27%	26%	27%	17%	30%	47%
Prince Edward County	<b>7</b> %	8%	19%	4%	3%	2%
Pelee Island	2%	2%	1%	2%	2%	3%
Lake Erie North Shore	1%	1%	1%	1%	1%	0%
Somewhere else	1%	0%	1%	3%	2%	2%

Below GTA average

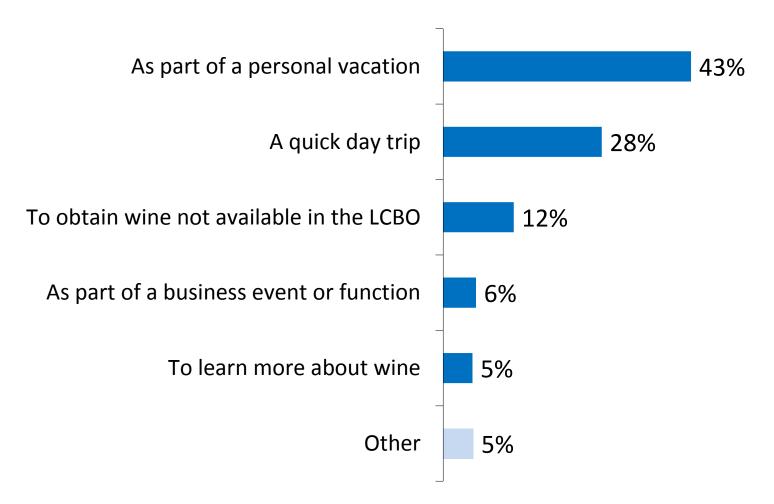
Above GTA average

# **Reason for Visit:** over 2-in-5 last visited a Ontario winery as part of a personal vacation



Thinking about the last time you went to an Ontario winery, what was your primary reason for the visit?

(asked only of those who have travelled to Ontario's wine regions to visit a winery; n= 706)





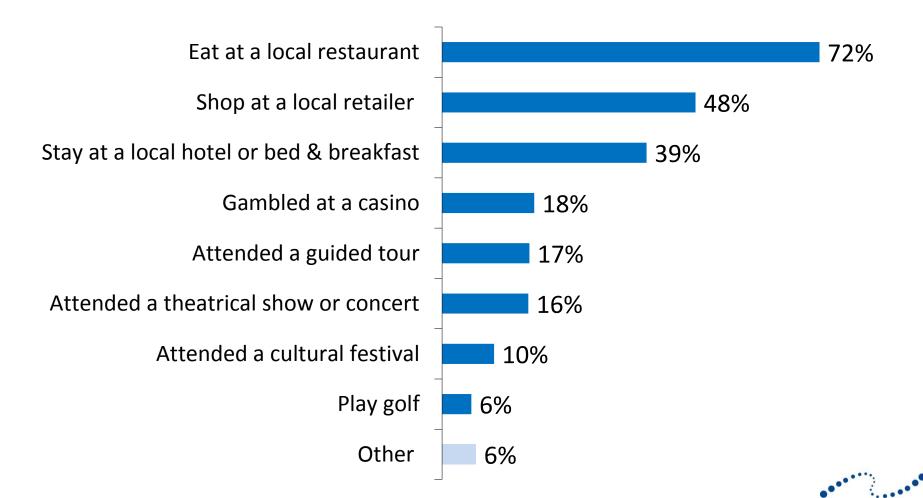
Note: 'Don't know' (1%) not shown

# Winery Visit Activities: A large majority of Torontonians eat at a local restaurant and shop at a local retailer on visits



Did you do any of the following during your last trip to a winery in Ontario's wine country?

(asked only of those who have travelled to Ontario's wine regions to visit a winery; multiple selection: percentages may not add to 100%; n = 706)

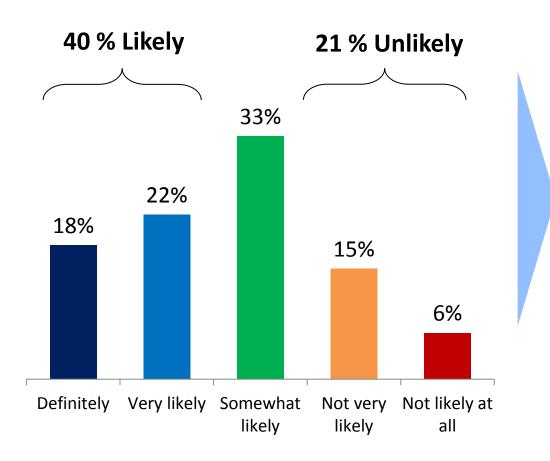


Note: 'Don't know' (3%) not shown

## Future Visits: 2-in-5 say they are likely to visit a Ontario winery in the next 12 months

How likely are you to visit a winery in Ontario's wine regions in the next 12 months?

(asked of all respondents)

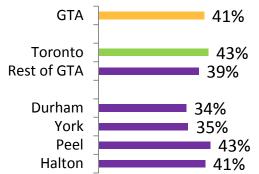


Note: 'Don't know' (5%) not shown

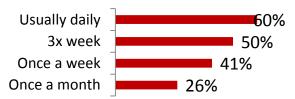
#### Sample Breakdown ▶▶

Those who are likely to visit wine country:

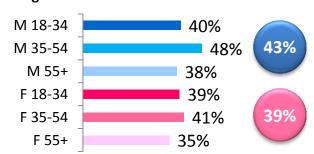




#### **Wine Consumption**



#### Age-Gender



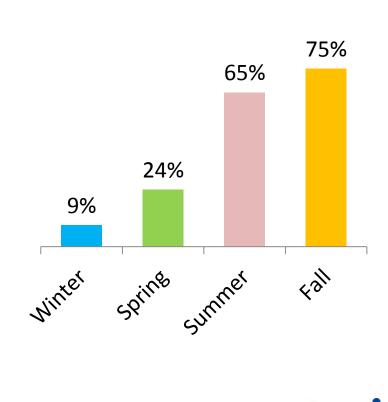
# Months to Visit: August and September are the two most popular months for Torontonians to visit wine country



Thinking about the **next 12 months**, in what month(s) do you plan to visit a winery or wineries in Ontario's wine region?

(asked only of those who are definitely, very likely, and somewhat likely to visit a winery in Ontario's wine regions in the next 12 months; multiple mention; n= 858)

CALENDAR								
January	February	March	<b>April</b>					
3%	3%	3%	8%					
<b>May</b>	June	<b>July</b>	August (28%)					
13%	18%	19%						
September (42%)	October (25%)	November 8%	December 3%					



Note: 'Don't know' (9%) not shown

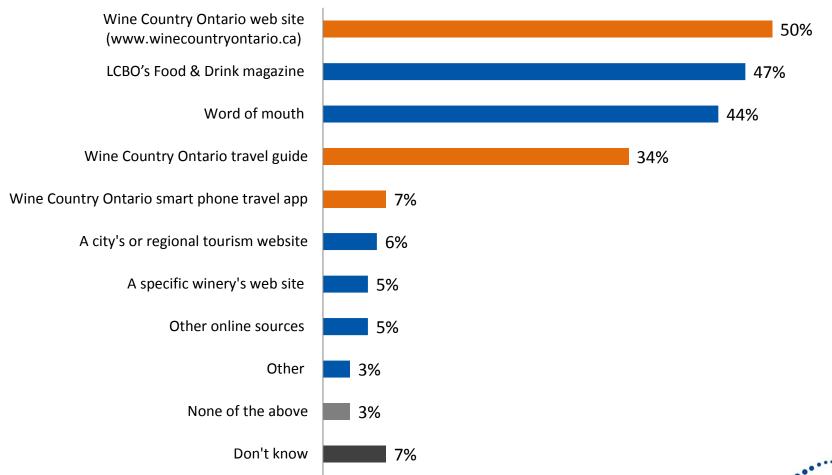


# Planning Source: WCO web site now top source of trip information; more so than LCBO's Food & Drink Magazine



Where will you look for information when planning your next trip to an Ontario winery?

[asked only of those who are definitely, very likely, and somewhat likely to visit a winery in Ontario's wine regions in the next 12 months; multiple selection: percentages may not add to 100%]





## **Campaign Assessment**

Post-ad campaign survey ▶▶
August 2013

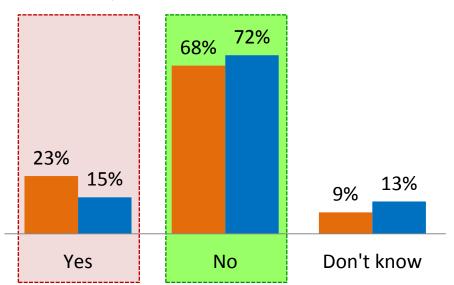


# Campaign Recall: 19% of GTA respondents believe they saw the recent Wine Country ad campaign

Q

Recently, **Wine Country Ontario** launched an awareness campaign, including advertising. Do you recall reading, hearing or seeing anything about this campaign?

[asked of all respondents]



■ Toronto

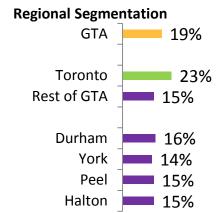
Rest of GTA

30% of GTA respondents who did recall the campaign unprompted later do <u>not</u> recalled seeing at least one of the displayed ads.

22% of GTA respondents who did not recall the campaign unprompted later recalled seeing at least one of the displayed ads.

#### 2013 GTA Sample Breakdown ▶▶

Respondents who say the recall the ad campaign:



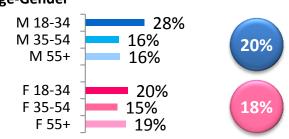
#### **Have Visited Ontario Wine Country**



#### **Wine Consumption**



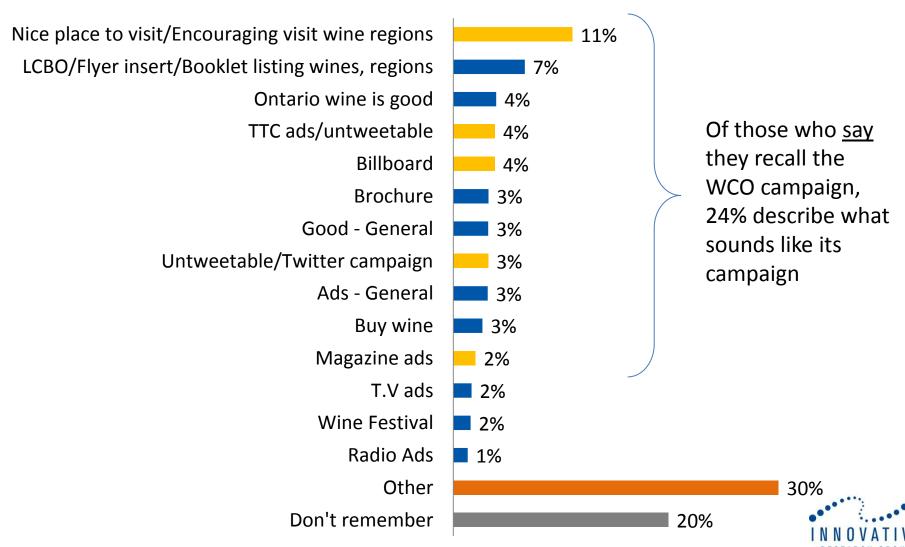
#### Age-Gender



# Unaided campaign specifics: GTA residents recalls a number of campaigns that support Ontario wineries



And being as specific as you can, what do you recall hearing, reading or seeing about **this campaign**? [asked only of those who have read, seen, or heard anything about the WCO awareness campaign; open-ended]



## Aided Awareness: 31% of target market in GTA recall recent <sup>26</sup> WCO advertising – highest among Torontonians (39%)



Just to be clear, over the last few weeks, do you recall seeing any of the following advertisements on outdoor billboards or posters, on public transit or in *Maclean's* magazine and/or the LCBO's *Food & Drink* magazine? [asked of all respondents]

Saw at least one WCO ad

GTA: 31%

Live in Toronto: 39% | Work in Toronto: 40% | Live Outside Toronto: 24%

#### Concept 1 (Henry of Pelham)



Toronto: 24% Rest of GTA: 11%

#### Concept 4 (Table w/ Wine & Cheese)



Yes Toronto: 17% Rest of GTA: 7%

#### Concept 7 (Picnic)



Yes Toronto: 15% Rest of GTA: 8%

#### Concept 2 (Closson Chase)



Yes Toronto: 15% Rest of GTA: 7%

#### **Concept 5 (Lailey Vineyard Winery)**



Toronto: 18% Rest of GTA: 10%

**Concept 8 (Hidden Bench Vineyard)** 



Yes Toronto: 15% Rest of GTA: 6%

#### **Concept 3 (Lake Erie North Shore)**



Yes Toronto: 19% Rest of GTA: 10%

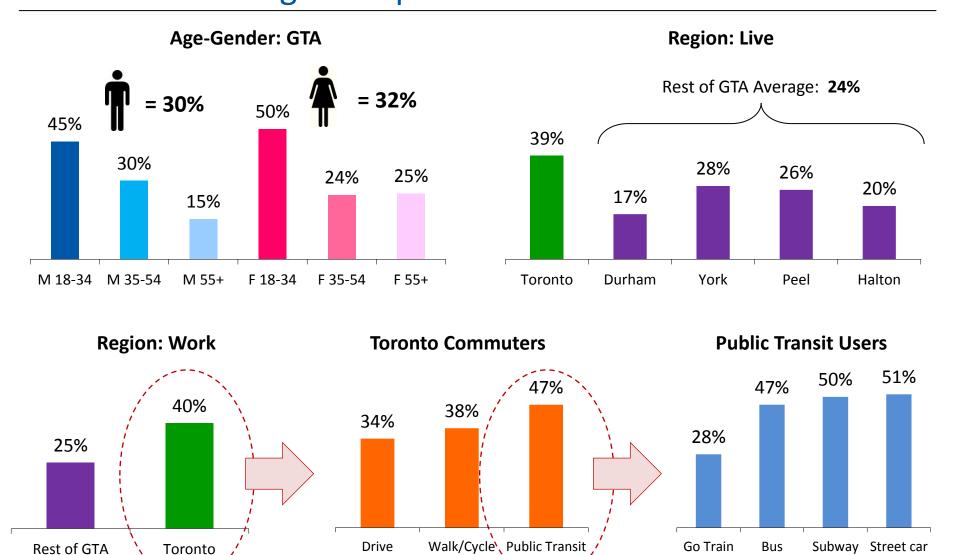
#### **Concept 6 (Norman Hardie)**



Yes Toronto: 13% Rest of GTA: 7%



# **Campaign Exposure:** Profile of those who saw at least one of the advertising concepts



Asked only of the 67% who are employed

Asked only among the 41% of respondents who
and work in the GTA.

Asked only among the 17% of respondents who
work in the City of Toronto.

Asked only among the 17% of respondents who
work in Toronto and use public transit to get to
their place of employment.

# **Advertising Channels:** GTA residents most likely to see bus shelter ads; suburbanites most likely to see *Food & Drink* ad



#### Where did you see the **Wine Country Ontario** advertising?

[asked only of 31% of respondents who recalled seeing the campaign ads; multiple selection allowed; Toronto n=xxx; Rest of GTA n=xxx]

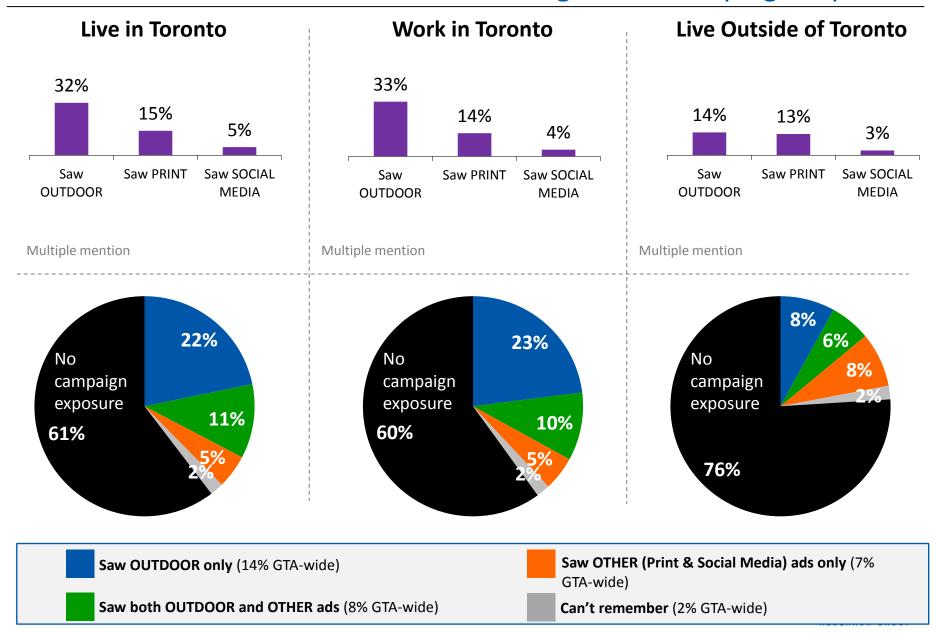
		Resid	lence	Work R	legion*	Age-Gender					
	GTA Average	Toronto	Rest of GTA	Toronto	Rest of GTA	M 18-34	M 35-54	M 55+	F 18-34	F 35-54	F 55+
Bus Shelter Poster	27%	34%	17%	33%	26%	36%	32%	16%	28%	27%	8%
Stand Alone Street Poster	12%	14%	9%	15%	9%	22%	10%	0%	16%	6%	2%
Billboard	30%	33%	25%	33%	34%	43%	36%	20%	29%	24%	12%
Digital board (electronic billboard that cycles through ads)	9%	14%	4%	15%	2%	15%	12%	5%	7%	11%	1%
Toronto interior subway posters	25%	33%	14%	31%	18%	22%	34%	24%	29%	23%	13%
Toronto subway platform	28%	36%	17%	36%	14%	28%	22%	22%	36%	40%	10%
Toronto interior streetcar posters	11%	16%	4%	15%	8%	16%	12%	6%	10%	11%	6%
Toronto exterior streetcar posters	10%	10%	9%	11%	12%	15%	16%	0%	7%	10%	1%
GTA interior bus posters	10%	12%	9%	10%	15%	16%	13%	0%	9%	12%	6%
GTA exterior bus posters	7%	9%	4%	8%	6%	9%	11%	7%	3%	9%	2%
LCBO's Food & Drink magazine	37%	32%	43%	32%	41%	30%	41%	43%	34%	34%	48%
Maclean's magazine	14%	14%	15%	11%	21%	11%	24%	23%	16%	4%	9%
Social media (Twitter or Facebook)	13%	12%	14%	10%	17%	12%	20%	0%	19%	8%	7%
Don't know	7%	5%	10%	6%	8%	2%	8%	11%	7%	3%	19%

Note: "Other" (1%) not shown.

<sup>\*</sup>Asked only of respondents who are employed.

## **Campaign Exposure by Channel:**

### Those who work in Toronto have had the greatest campaign exposure

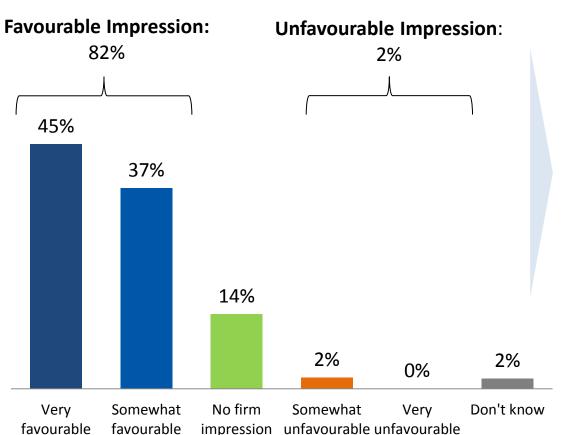


# **Overall Impression:** majority of respondents who saw the advertising had a favourable impression



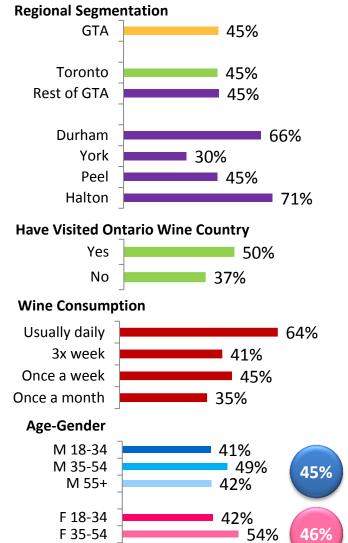
What would you say your overall impression was of the **Ontario's wine country** advertising you saw?

[asked only of those who recalled seeing the campaign ads; n=378]



#### 2013 GTA Sample Breakdown ▶▶

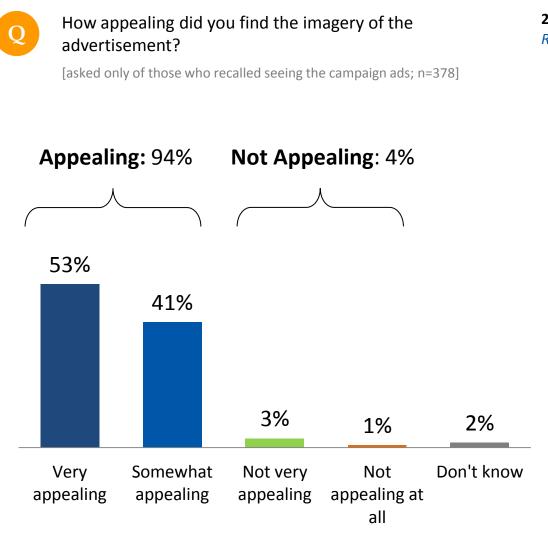
Respondents who has a "<u>very</u> favourable impression":



40%

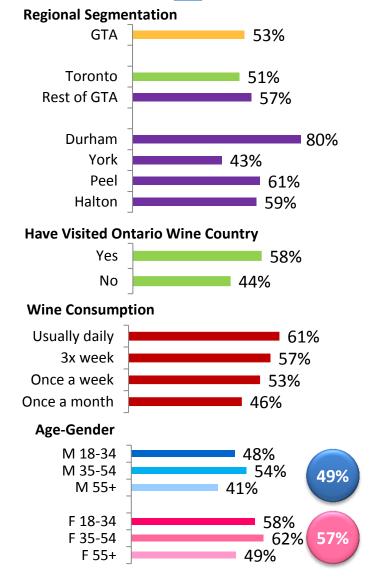
F 55+

# **Imagery**: almost all (94%) of those who saw the ad campaign found the imagery 'very appealing'



#### 2013 GTA Sample Breakdown ▶▶

Respondents who found ads "very appealing":

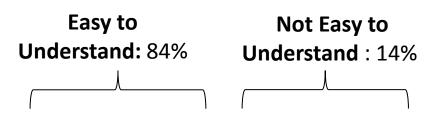


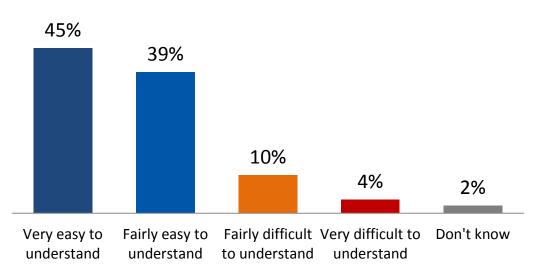
# Ease of understanding: Over 8-in-10 (84%) who saw the ad campaign believe it was easy to understand



#### How easy was it to understand the advertising?

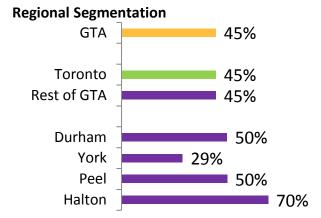
[asked only of those who recalled seeing the campaign ads; n=378]





#### 2013 GTA Sample Breakdown ▶▶

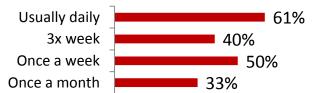
Respondents who found ads "very easy to understand":





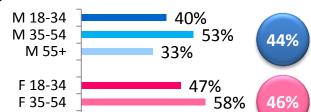


#### **Wine Consumption**



#### Age-Gender

F 55+



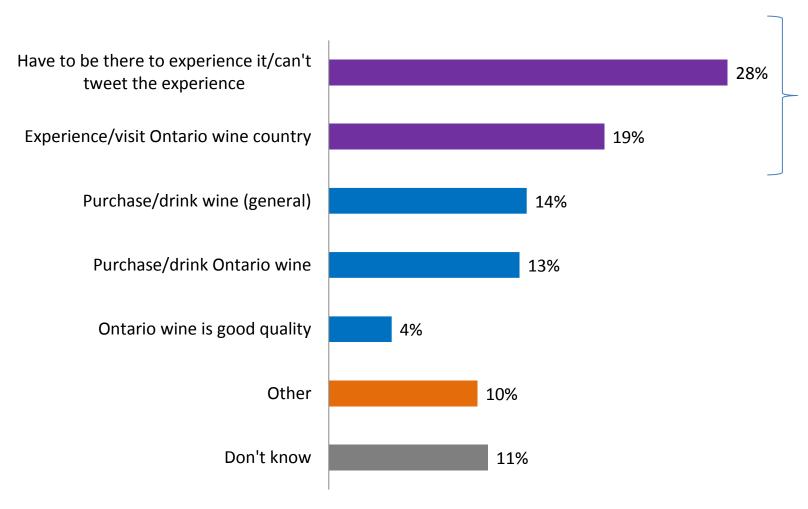
30%

# Campaign Message: almost half (47%) who saw the ads understood the message was about the "experience"



What do you think the main message of the advertising is?

[asked only of those who recalled seeing the campaign ads; n=378]



47% interpret the WCO ad campaign message about the "experience of Ontario wine country"



## **Ad Campaign Impact**

Post-ad campaign survey ▶▶
August 2013



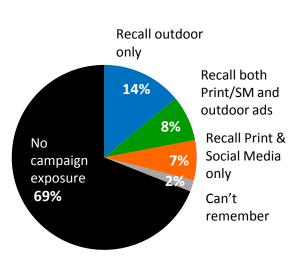
# Ad Effectiveness: respondents say ads strongly increase the likelihood they will visit Ontario's wine country



Are you more or less likely to go to **Ontario's wine country** after having seen this advertisement?

[asked of all respondents who recalled seeing the campaign ads; n=378]

#### **GTA Ad Campaign Recall**



	Recall only outdoor ads	Recall both outdoor and Print/SM	Recall only Print/Social Media	GTA Average
	n = 170	n = 98	n = 83	n = 378
Total More likely	64%	78%	59%	65%
A lot more likely	26%	35%	20%	26%
Somewhat more likely	37%	43%	39%	39%
Neither more nor less likely	30%	21%	41%	31%
Somewhat less likely	3%	0%	0%	1%
A lot less likely	2%	0%	0%	1%
Total Less likely	5%	0%	0%	2%
NET LIKELIHOOD	+59%	(+78%)	+59%	+62%

Note: "Don't know" not shown

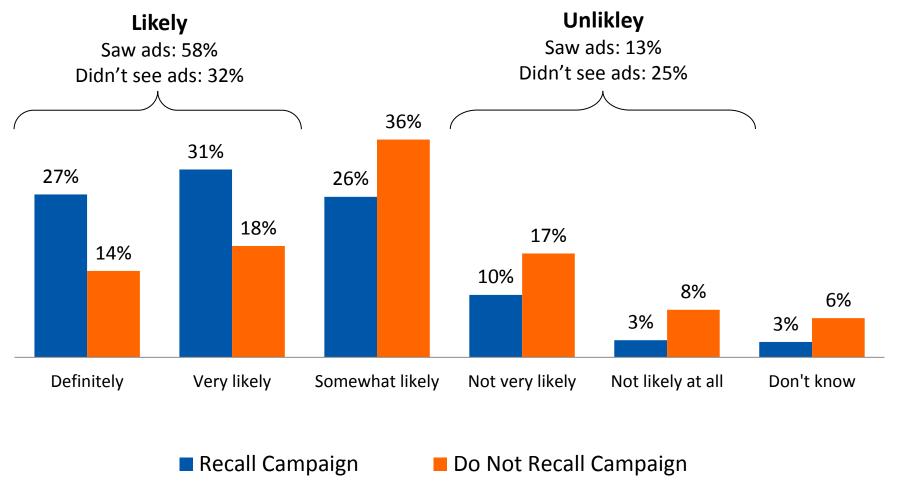
Over half of GTA respondents say they are more likely to visit Ontario's Wine Country after being exposed to either the outdoor ads or the print placements / social media. However, when respondents are exposed to both outdoor and the print ads / social media, the complementary impact on reported likelihood to visit wine country increases to 78%.



# Campaign Impact: those exposed to ads most likely to visit wine country than those who didn't see the ads



How likely are you to visit a winery in **Ontario** in the **next 12 months**? [asked of all respondents



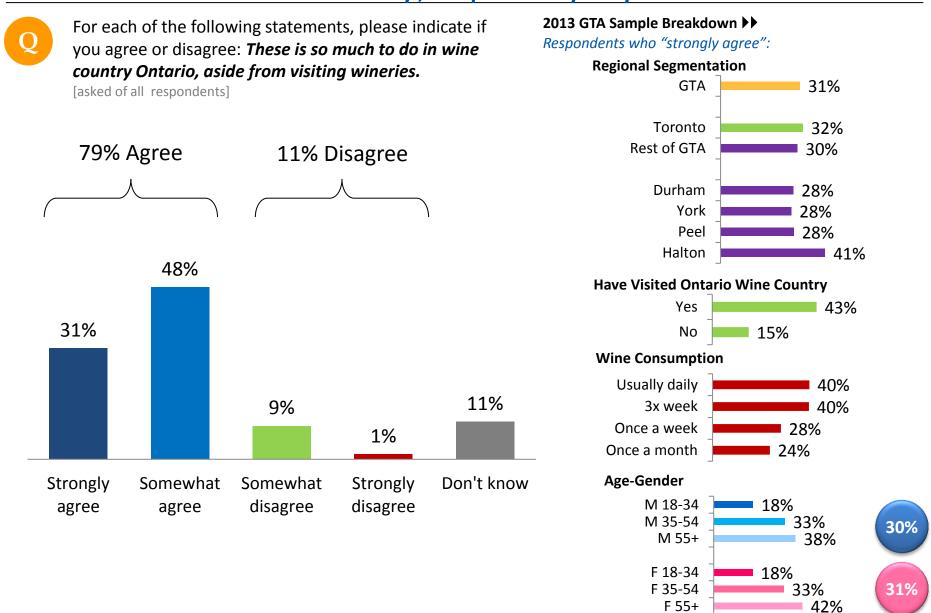


## **Attitudes in the GTA**

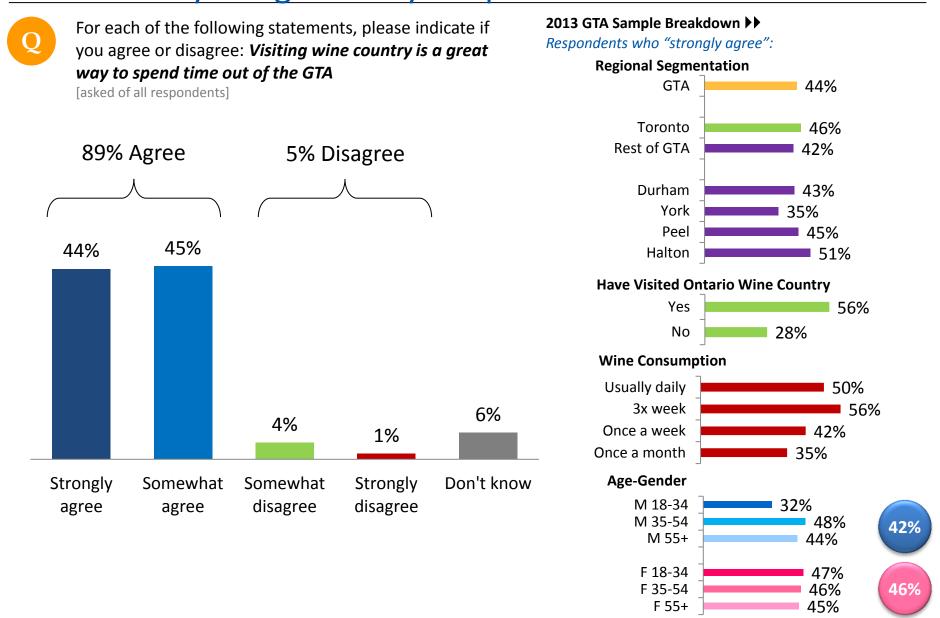
Attitudes and beliefs about Ontario Wine Country



# Attitude towards Wine Country: a majority believe there is a lot to do in Wine Country; especially if you've been before



# Attitude towards Wine Country: 9-in-10 agree, visiting wine country is a great way to spend time outside GTA



## **Social Media Channels**

Post-ad campaign survey ▶▶
August 2013



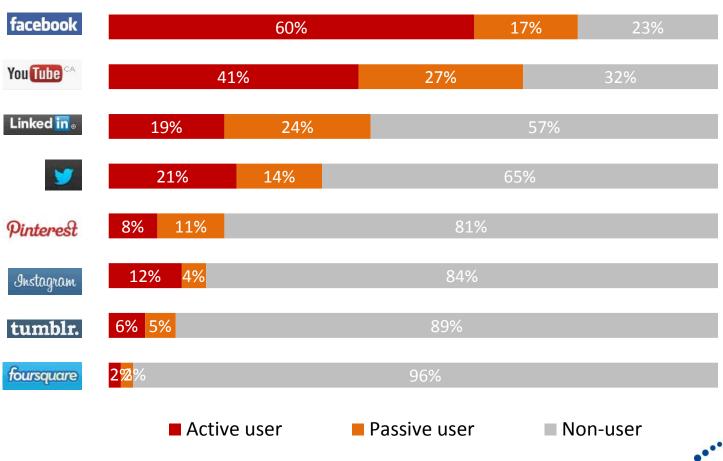
# GTA Social Media Tools: Facebook, YouTube, and Twitter most "actively used" by target consumers



Do you use any of the following social networking sites? → Yes (user) or No/Don't know (non-user) [asked of all respondents]

Did you happen to use [insert name] yesterday? 

Yes (active users) or No/Don't know (passive users) [each social media tool only asked of users of the platform]



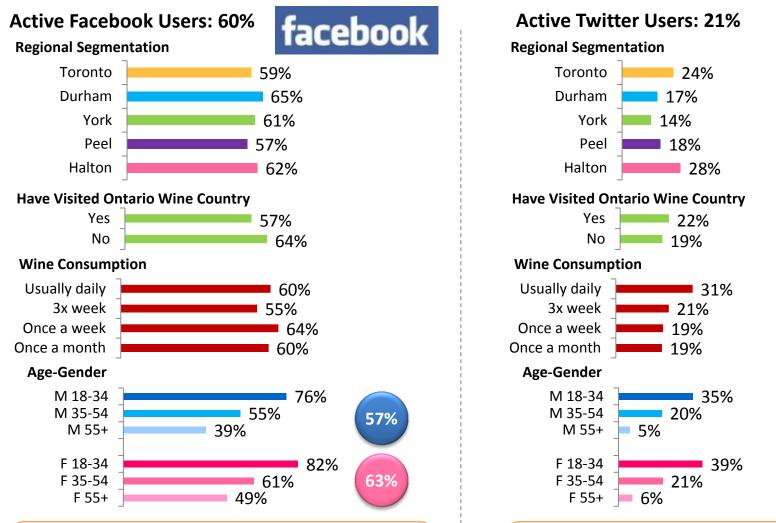


### **Social Media:** Active User Profiles

**Exposed to Social Media Campaign (4% Average)** 

Social Media Campaign

**6%** of Active Facebook users were exposed to WCO



Exposed to Social Media Campaign (4% Average)

20%

22%

**11%** of Active Twitter users were exposed to WCO Social Media Campaign

## **Summary**



## **Key Findings**

#### **Campaign Awareness**

- A third (31%) of target consumers in the GTA say they recall seeing the Wine Country Ontario campaign.
- Regionally, campaign recall is higher among those who live in Toronto (39%), higher even still among those who
  work in Toronto, but live in the GTA (40%).
- Nearly a half (47%) of those who work in Toronto and use public transit to get to work recall the ad campaign.
- Campaign recall highest among younger females (18-34 years) at 50%.
- Overall, among target consumers in Toronto, **32% recall outdoor ads**, **15% recall print ads**, **5% recall social media ads** (Facebook and Twitter campaign).
- Overall, <u>outdoor campaign</u> recall among **target consumers in Toronto was 32%**. However, when adjusted to reflect the sample from previous years of polling ([older] *25 years or older* and [more affluent] *household income of \$80k+*) the <u>outdoor campaign</u> recall among "adjusted" consumers in Toronto was 27% up from 26% in 2012, 22% in 2011 and 18% in 2010.

Typically, outdoor campaigns yield anywhere from 5% to 15% awareness among the general public – depending on the topic, the creative and the total ad buy.

#### Impression of Ads

- Almost all respondents who saw the ads were left with a favourable impression and found the ad imagery appealing.
- Nearly half (47%) who saw the ads understood the message was about the "experience"; while most of the remainder had positive take-aways.

### **Ad Campaign Impact**

#### **Reported Campaign Impact** ▶▶

- Reported Impact of Ads: Nearly 6-in-10 (59%) of Toronto target consumers who were exposed to the Wine Country Ontario campaign say they are more likely to visit Ontario's wine country after seeing this ad.
- **Cross Channel Promotion**: for respondents who were exposed to both the outdoor ads as well as print and social media, the complementary impact on reported likelihood to visit Ontario's wine country increases significantly among the **GTA target consumers** (62% overall vs. 78% who saw outdoor + print/SM).

#### **Observed Campaign Impact**

- Significant difference among those who recall the ads AND those who didn't on likelihood to visit wine country.
  - 58% of those exposed the ad campaigns are more likely to say they'll "definitely" or "very likely" to visit an Ontario winery in the next 12 months.
  - Only 32% of those <u>NOT</u> exposed the ad campaigns are more likely to say they'll "definitely" or "very likely" to visit an Ontario winery in the next 12 months.
- This suggests the campaign has had an immediate impact on consumer behaviour and likelihood to visit Ontario's wine country.



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