

INTRODUCTIONS WHO AM I



Chantal SweetingSenior Manager, Content & UX

AGENDA WHERE WE'RE GOING

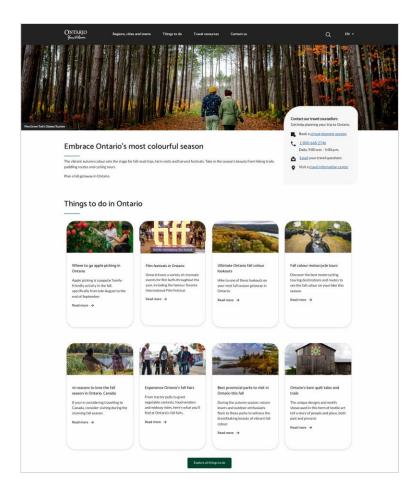
- Building a strong content foundation
- 2. Search keywords & tools
- 3. Timing and seasonality
- 4. Performance and hygiene
- 5. Designing for user experience
- 6. Learning from others
- 7. Navigation and menus
- 8. Experimenting with Al



"We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better."

Jeff Bezos, Amazon





OUR JOURNEY HOW WE GOT HERE

The site was relaunched in early 2021. Since then, the team has been focused on:

- setting up a strong content foundation
- using data to make informed decisions
- conducting user tests to see what's working and what's not
- making iterative updates to all aspects of our website to address what we've heard and learned



CONTENT STYLE GUIDE CREATE AN INTERNAL GUIDELINE

A content style guide is an internal reference tool to help communicate more effectively and consistently.

It should:

- identify your audience
- outline content objectives
- set brand voice and tone (personality, perspective and values)
- include content style (spelling, grammar and format)



AUDIENCE KNOW WHO YOU WANT TO REACH

Identify the specific group(s) of individuals or demographics that your website aims to attract or cater to.

Destination Ontario example:



Target segment	Families with young children
Travel season	Summer, less likely to travel in June or September
Interest areas	Science and education, attractions, theme parks, museums and heritage sites

CONTENT TYPES CATEGORIZE BY OBJECTIVE

DO.COM PAGE	DESCRIPTION/VALUE	CONTENT TYPE	OBJECTIVE
Home	potential campaign landing pagechanges seasonally	timely	welcome message, seasonal product
Regions, cities and towns	navigationalgeographic content	evergreen	intro to geography of Ontario with map
Regions	Recognized Ontario Regional Tourism Organizations	evergreen	location-based travel information about regions
City / destination	counties/DMOs with strong tourism websites selection based on SEO, pan-provincial representation and RTO input	evergreen	detailed info with direct links for Ontario's larger cities and communities
Things to do category	 top level experiences: outdoor, culture, family, food, attractions and relaxation potential seasonal campaign landing pages 	short intro and cards	helps narrow the experiences and guides user to sub-category pages
Articles	1000–2000-word focused blog-style pieces connecting visitor directly to experience and operators or providing 'how to' info	long-form evergreen/timely and informational/lead gen	mix of informational and lead generating content connecting directly to tourism operators
Travel resources	know before you go, info transportation and trip ideas	mix of timely and evergreen content	provide visitors with valuable information about Ontario and planning tools in advance of travel

INFORMATIONAL CONTENT is "Know before you go" and "How-to" information

LEAD GEN CONTENT is for users to select links to our partners

VOICE AND TONE ESTABLISH A BRAND PERSONALITY

- Brand voice remains consistent
- The tone may alter based on the situation or context
- Write in second/third person perspective

WEB CONTENT STYLES OVERVIEW, VOICE AND RESOURCES

OVERVIEW

- · content written for DO belongs to DO in perpetuity and DO retains the right to edit
- · DO.com articles do not include author byline or bio
- present content in the second or third person, not in the first person
- tone and language may vary from formal to conversational based on the type and topic of content and intended audience

VOICE OF DO.com

- informative and helpful: makes trip planning easier by removing pain points
- active and engaging: for clarity and directness (passive voice may be necessary for formal content)
- authentic and expert: deliver "insider," locally-known information
- inclusive and accessible: use plain language and avoid jargon or slang terms (for audiences whose first language may not be English and to ensure ease of understanding and ability to translate)

RESOURCES

The Accessibility for Ontarians with Disabilities Act

Elements of Indigenous Style: A Guide for Writing by and about Indigenous Peoples

Ontario.ca Style Guide The Canadian Style Canadian Oxford Dictionary



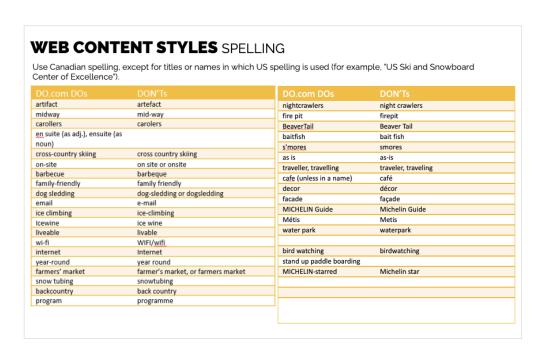
GRAMMAR, SPELLING AND LANGUAGE BE CONSISTENT AND CLEAR

Grammar and spelling

- Standardize grammar and spelling for consistency
- Identify exceptions (U.S. spelling)

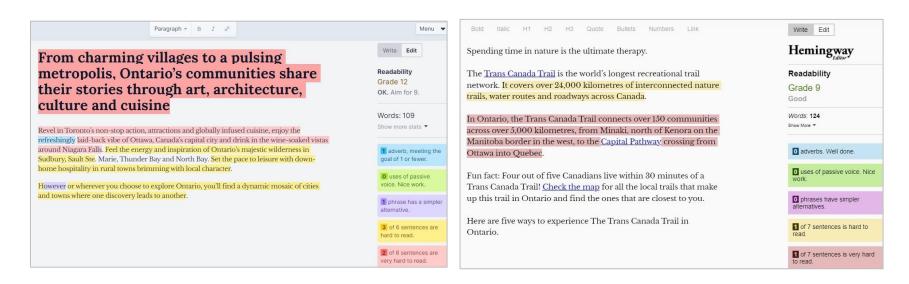
Language

- Write for a grade 8 reading level
- Avoid lingo, jargon or slang
- Use person-first language
- Accessible CTAs ("select" is more accessible than "click" when using an assistive device)



HEMMINGWAY EDITOR READABILITY RATING

Identifies the readability of your content to a school grade level based on elements like weak adverbs, passive voice and complicated language.



GRAMMARLY SPELLING AND GRAMMAR

Ultimate Ontario fall colour lookouts

If you need a little incentive to embark on a hike, Ontario's fall season delivers just that.

From climbing old fire towers to hiking rocky mountain cliffs, you'll be rewarded with breathtaking views lit up by a colourful medley of greens, ambers, golds and reds at these lookout spots.

For your safety and to preserve sensitive landscapes, follow signage and instrucions on all trails, boardwalks and lookouts and check weather conditions before d

Hike to one of these lookouts on on your next fall season getaway in On

instructions

Add to dictionary

ரி Dismiss

See more in Grammarly

EEAT GOOGLE SEARCH QUALITY GUIDELINES



EXPERIENCE



How much does the creator have first-hand experience in the area being covered?



EXPERTISE



How much does the creator have expertise, skill, or knowledge of the subject?



AUTHORITATIVENESS



What are the reputations of the author and website like? Are they reputable?



TRUSTWORTHINESS



How accurate, honest, safe and reliable is the page?





SEO SEARCH ENGINE OPTIMIZATION

The process of adapting your website and content to improve web page ranking and visibility in search engine results pages (SERPs).

On-Page SEO

Site content

Title tag & meta tag optimization

H tag optimization

Internal linking

Image optimization

& more

OFF-Page SEO

Link building

Content marketing

Social media

Podcasts

Reviews

& more

Technical SEO

Site speed

Structured data

Canonicalization

XML Sitemap

Hreflang

& more

On-Page SEO | Activities on your website that help search engines to better understand and rank your content.

Off-Page SEO | Activities on another site or platform.

Technical SEO | Activities on your website that directly impact the indexing and crawling of your site by search engines.

KEYWORDS WHAT PEOPLE SEARCH

Keywords are words, phrases or questions people enter in search engines like Google to find relevant content.

- increase ranking and visibility in SERP
- reduce the risk of content cannibalization
- create content around search intent

Start with **seed keywords** (the words and ideas that define what your content is about) to unlock more.

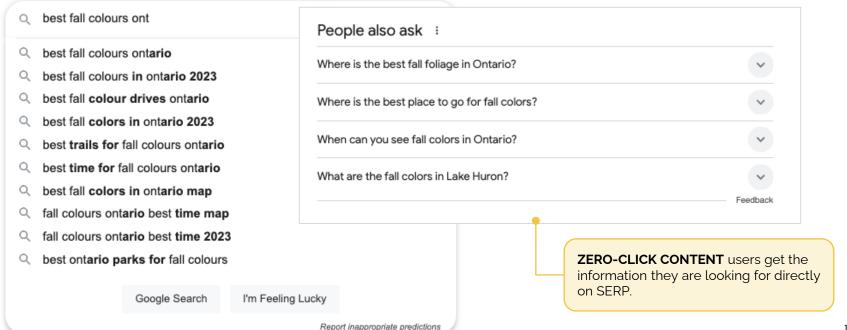
Keyword clustering is grouping related keywords and search terms similar to primary keywords, including synonyms and long-tail variations.



KEYWORD RESEARCH START WITH GOOGLE SEARCH



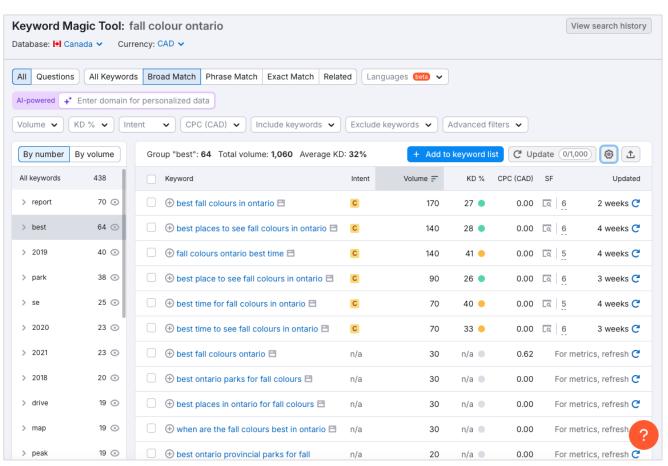
Tip: Do your keyword search incognito or turn off personalization to avoid keywords that are tied to your destination or interests.



KEYWORD RESEARCH TOOL SEMRUSH

Find data on keyword search volume, competition and trends.

SEMRush Keyword Magic Tool allows 10
search requests for
free per day.



KEYWORDS WHERE AND HOW TO USE THEM

Where to use keywords	Tips
Title	Use high-volume, short tail keywords
Intro sentence	Incorporate keywords naturally
Meta description and title tag	Use high-volume keywords, limit description to under 160 characters so they don't get cut off
Headings and sub-headings	Use long-tail intent-based keywords
Within content	Include keywords and synonyms naturally, avoid keyword stuffing
Image and alt text	Name images with keywords, and use appropriately in image caption and alt text, limit to 140 characters
Link text	Use keywords as external links



CONTENT CALENDAR SCHEDULE CONTENT BY SEARCH ACTIVITY

Identify date-specific and evergreen content on your site.

Consider structuring your editorial calendar by season and type of tourism **experience.** Also, identify content that supports marketing initiatives.

Publish dates should be informed by search trends and build in flexibility for new trend-worthy content.

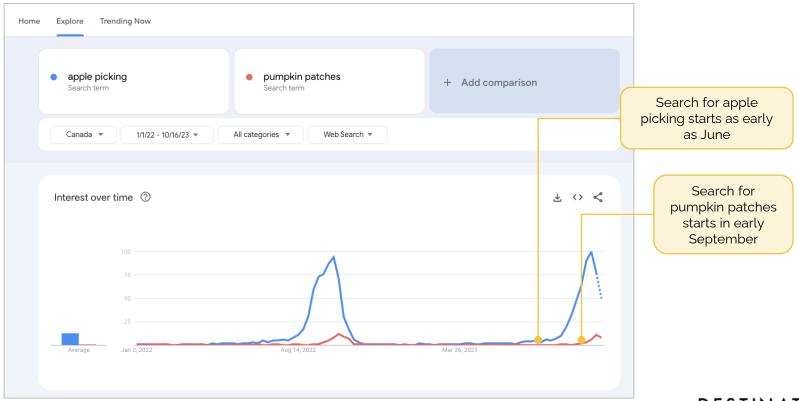
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- Excel or Google spreadsheet
- Jira, Trello or Asana
- Google Trends

Season	Site Update
Fall	August 26, 2024
Holiday	November 12, 2024
Winter	January 2, 2025
Spring	March 17, 2025
Summer	June 2, 2025

^{*}These dates represent our full seasonal site refresh.

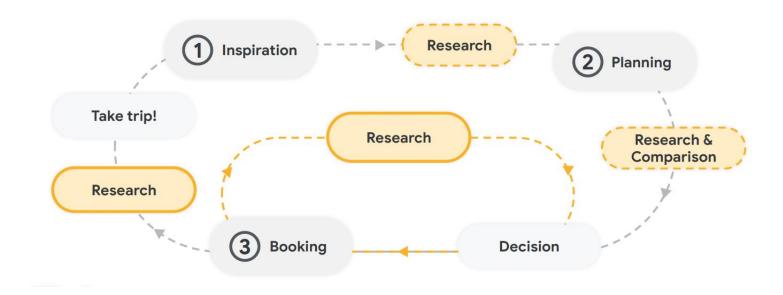
DATA-INFORMED PLANNING BE ONLINE IN TIME FOR INCREASING DEMAND



DESTINATION ONTARIO 23

TRAVEL PLANNING RESEARCH HAPPENS ALONG THE WAY

Customer research happens throughout the journey, even after booking!





CONTENT ANALYSIS OBJECTIVES AND FREQUENCY

Understand your content objectives and set key performing indicators (KPI)

- What purpose is the website achieving?
- What do you want your users to do?
- How does it tie to your business goals?

Key performance indicators (KPIs) for destinationontario.com		
Search ranking	Position of keywords in search engine results page	
Lead generation	Increase the number of links to partner websites from our site	
Visits to page	Increase organic visits to the pages on DO.com	

CONTENT ANALYSIS GOOGLE ANALYTICS

Audience behaviour data – Track the activity of visitors on your website with Google Analytics

- Page views
- Page clicks
- Source of traffic (organic, referral, direct, social channels, etc)



"What gets measured, gets improved."
Peter Drucker, author and business management guru

OUTCOME OF ANALYSIS DECISION-MAKING PROCESS

Each season our team reviews our content and determines if it requires one of the following:

REFRESH

The content is performing well.

Dates and links should be checked and updated.

As part of regular hygiene, review copy, check keywords, fix broken links and factcheck.

REPURPOSE

The content is low-performing. Determine if it needs to be:

> rewritten reformatted or revised

Incorporate new information, more/different SEO keywords, updated formatting or images, etc

REMOVE/RETIRE

The content is outdated and/or poor-performing.

Unpublish and archive old and poor performing content that is no longer adding value.

REFRESH UPDATING DATES

Outdated and poor-performing content negatively impacts your site's authority and SEO.

Keep your content timely by updating it regularly with the most up-to-date links, dates and information.

Remember EEAT: provide answers to search questions align the objective of your content to the user's intent.



Destination Ontari

https://www.destinationontario.com > en-ca > articles > ex...

Experience Ontario's fall fairs 2024

From tractor pulls to giant vegetable contests, food vendors and midway rides, here's what you'll find at Ontario's fall fairs.



To Do Canada

https://www.todocanada.ca > fall-fairs-around-greater-tor...

2024 Fall Fairs in and Around Greater Toronto Area

3 days ago — The Beeton Fall Fair provides a great weekend of family fun with exhibits, demonstrations, competitions and rides that is sure to provide great ...



To Do Ontario

https://todoontario.com > ontario-fall-fairs

Ontario Fall Fairs & Fall Harvest Festivals

Where are the best fall fairs in the Ontario this weekend? Read the list below and find a fall fair or fall festival near you. Featured Ontario Fall Festivals.



Streets Of Toronto

https://streetsoftoronto.com > Blog :

Top 10 fall fairs and festivals worth a weekend road trip

Sep 2, 2023 — ... go. Stratford Fall Fair. From Sept. 21-24 you can take a two-hour road trip to the town of Stratford for one of the most popular Ontario fairs.



Toronto.com

https://www.toronto.com > things-to-do > explore-the-bes...

Here are the best fall fairs to check out around Ontario

Explore the **best** of October **fall fairs** and festivals across Caledonia, Markham, Woodbridge, Erin, Burlington and more



blogTC

https://www.blogto.com > travel > 2023/08 > fall-fairs-n...

5 fall fairs near Toronto

Aug 31, 2023 — The annual Woodbridge Fall Fair is held every year over Thanksgiving weekend, and this year from October 7 - 9 will be its 176th anniversary.





DEVICE USAGE LOOK AT YOUR SITE ANALYTICS



Over 70%

of our site's visitors are accessing content on their mobile devices.

Over 90%

of visitors from paid campaigns are on mobile!

It's important to reminder we're not our users.

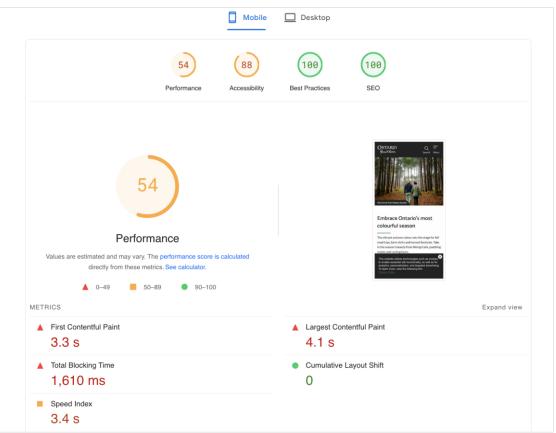
SITE PERFORMANCE MEASURE AND IMPROVE

Check your site's performance, diagnose potential issues and identify opportunities to improve.

- Load times
- Accessibility
- Technical SFO

Tools and resources

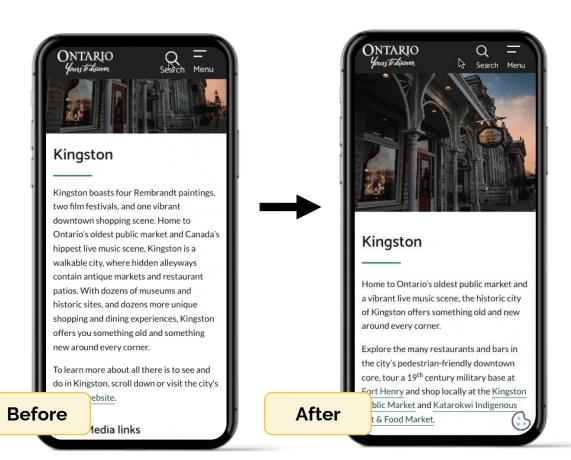
Google PageSpeed Insights analyzes the page speed of a website on mobile and desktop devices.



DESIGN FOR SMALL SCREENS SCANNABLE AND EASY TO READ

Reduce content density without losing value.

- Keep designs simple, reduce clutter and optimize content for scanning.
- Apply a visual hierarchy (H1s, H2s, H3s) for improved readability.





BE PREDICTABLE USER EXPERIENCE BEST PRACTISE

Jakob's Law

"Users spend most of their time on other sites. This means that users **prefer your site to work the same way as all the other sites** they already know."

CONDUCT AN ENVIRONMENTAL SCAN WHO IS INVESTING IN UX

Where to?

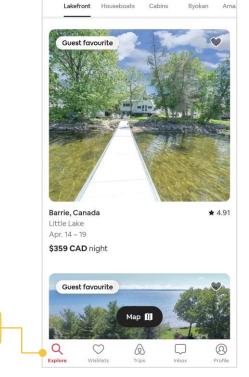
Anywhere · Any week · Add guests

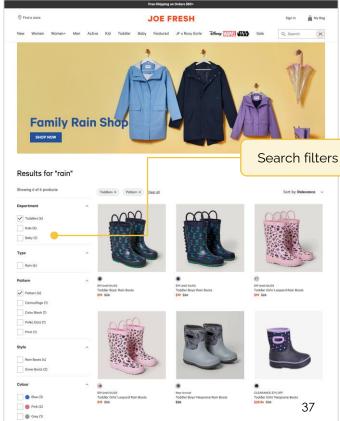
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Analyze the **design components** of websites in and outside of your industry.

- Select company websites that have invested large amounts of time and money into user experience research and testing (retail/banking)
- Look at both their desktop and mobile versions
- Determine which features could improve or enhance your user experience

Bottom navigation on mobile

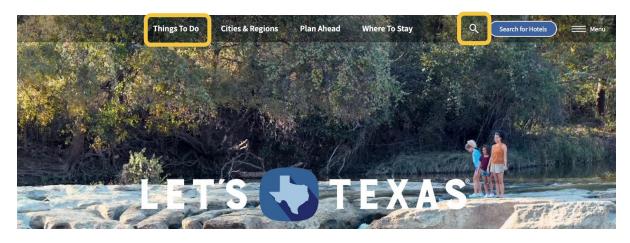


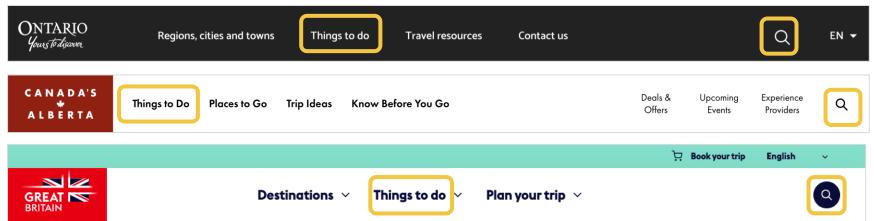


TRAVEL WEBSITES

Identify commonalities in the navigational naming conventions, positioning and iconography.

Align with consumer expectations.



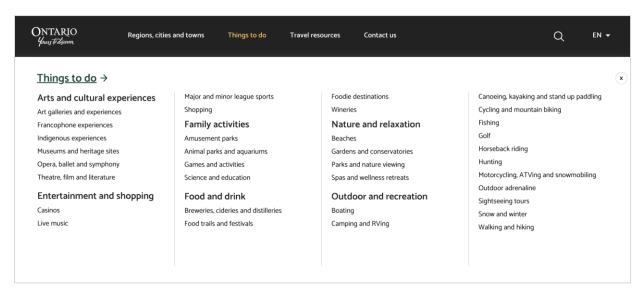




NAVIGATION AND NAMING MAKE IT EASY AND INTUITIVE

Websites are self-guided experiences. Consumers should be able to find what they're looking for, where they expect to find it.



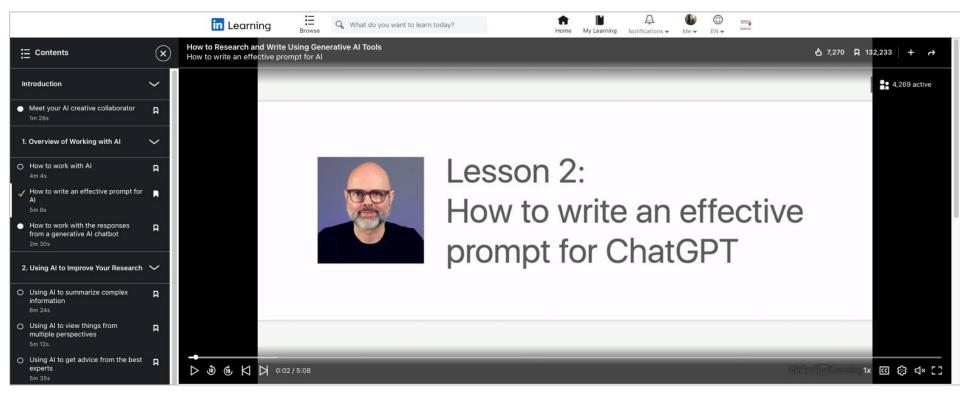


No menu versus mega menu

Task completion rates have increased by up to 60% since the addition of a mega menu.



EXPERIMENT WITH AI HOW TO WRITE A PROMPT WITH DAVE BIRSS



BRAINSTORM CONTENT IDEAS

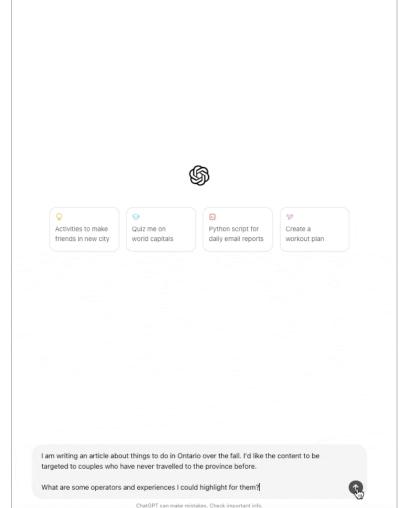
Al Prompt

I am writing an article about things to do in Ontario over the fall. I'd like the content to be targeted to couples who have never travelled to the province before.

What are some operators and experiences I could highlight for them?

Tools and resources

ChatGPT (free and paid available) Google Gemini (free and paid available) Poe (free and paid available)



DEVELOP CONTENT FIRST DRAFTS AND ALTERNATIVES

Provide 10 possible titles that I could use for this article based on the recommended experiences. Ensure that the titles include SEO keywords.

Certainly! Here are ten SEO-friendly titles for your article:

- "Top 10 Fall Getaways in Ontario for Couples: Discover Scenic Drives, Wineries, and More"
- "Experience the Best of Ontario in Fall: Romantic Adventures and Scenic Spots for Couples"
- 3. "Explore Ontario's Fall Foliage: Romantic Escapes and Must-See Attractions for Couples"
- "Ultimate Guide to Fall in Ontario: Romantic Destinations, Wine Tours, and Outdoor Adventures"
- "Couples' Guide to Ontario in Autumn: Scenic Drives, Historic Sites, and Culinary Delights"
- 6. "Discover Ontario's Fall Charm: Top Romantic Experiences and Scenic Drives for Couples"
- 7. "Romantic Fall Escapes in Ontario: Wine Tours, Historic Sites, and Stunning Landscapes"
- 8. "10 Must-Do Fall Activities in Ontario for Couples: Wine Tasting, Scenic Drives, and More"
- "Ontario's Fall Favorites for Couples: From Scenic Drives to Wine Tours and Outdoor Adventures"
- "Explore the Beauty of Ontario in Fall: Romantic Getaways and Top Experiences for Couples"

Can you please provide a short introductory paragraph that I can use for my article? It should be 2-3 sentences.



Absolutely! Here's a short introduction for your article:

Fall in Ontario offers a captivating blend of vibrant foliage, charming towns, and unforgettable experiences, making it the perfect time for couples to explore the province. From scenic drives through colorful landscapes to romantic wine tours and historic getaways, Ontario's autumnal charm promises an enchanting adventure for first-time visitors.

Sure! Here's a revised introduction with a call to action:

Fall in Ontario offers a captivating blend of vibrant foliage, charming towns, and unforgettable experiences, making it the perfect time for couples to explore the province. From scenic drives through colorful landscapes to romantic wine tours and historic getaways, Ontario's autumnal charm awaits you. Pack your bags, hit the road, and discover the magic of Ontario this fall!

CREATE ITINERARIESCUSTOMIZED EXPERIENCES

Build a prompt based on:

- who is travelling
- where they're going
- number of days/nights
- season of travel
- activities of interest
- and budget

Fact check and enhance the initial outline with your travel expertise.

Important reminder

Always fact-check your AI content and consider a disclaimer for transparency.

0

A millennial couple is travelling to Prince Edward County in the fall for 3-4 nights. They will be renting a car and driving from Toronto. Their budget is \$800-1200.

Provide itinerary suggestions including how to get there, where they can stay and experiences they would enjoy, like wineries, shopping, food and entertainment.

< 2/2 >

Memory updated ■

For a delightful fall getaway to Prince Edward County, here's a curated itinerary th beauty with local flavors and experiences:

Day 1: Arrival and Exploration

- Travel from Toronto: Start your journey early morning from Toronto. The driv to 2.5 hours via ON-401 E and Loyalist Pkwy/ON-33 E. This route offers a sce Lake Ontario.
- Check-in: Book a cozy stay at The June Motel, known for its chic, Instagramand friendly atmosphere, perfect for a young couple. Alternatively, Angeline's Bloomfield offers a charming and historic setting.
- Lunch: Grab a bite at The Agrarian Bistro in Bloomfield, featuring locally sour and a delightful menu.
- Afternoon at Sandbanks: Spend your afternoon at Sandbanks Provincial Par leisurely walk on the beach or a short hike to appreciate the stunning fall colo
- Dinner: Head to Flame + Smith in Bloomfield, where wood-fired cooking mee a rustic and warm setting.

Day 2: Wineries and More

- Breakfast: Start with breakfast at The Vic Cafe in Picton, offering a vibrant at hearty meals.
- Wineries Tour: Explore some of the renowned wineries. Start at Hinterland W some of the best Canadian sparkling wines. Next, visit Traynor Vineyard to ta varietals and end at Closson Chase for exquisite Chardonnay and Pinot Noir.
- Lunch: Enjoy a relaxing lunch at the County Cider Company, where you can a famed apple ciders with a view of the orchards.

Day 3: Leisure and Local Culture

- Breakfast: At The Lighthouse Restaurant in Picton, known for its waterfront views and delicious breakfast.
- Wellington Farmers' Market: Visit the market for local produce and artisan goods. Check their schedule as it varies.
- Lunch: Grab a quick bite at a local cafe.
- Lake on the Mountain: Visit this mysterious natural wonder that offers breathtaking views of the County and the Bay of Quinte. Perfect for enjoying the fall scenery.
- Dinner and Entertainment: For your last evening, try The Drake Devonshire in Wellington for a modern culinary experience with live entertainment, depending on the night.

Day 4: Departure

 Breakfast and Check-out: Enjoy a leisurely breakfast at your hotel or a local bakery before heading back to Toronto.

Budget Breakdown (Estimate for 3 Nights):

- Accommodation: \$400-\$600
- Meals and Drinks: \$300-\$400
- Activities and Entrances: \$100-\$200
- Transport (Gas, Parking): \$50-\$100
- Miscellaneous: \$50-\$100

This itinerary balances relaxation with exploration, offering a taste of everything Prince Edward County has to offer, all within your budget and time constraints. Enjoy your trip!

8 TIPS WE'VE ARRIVED

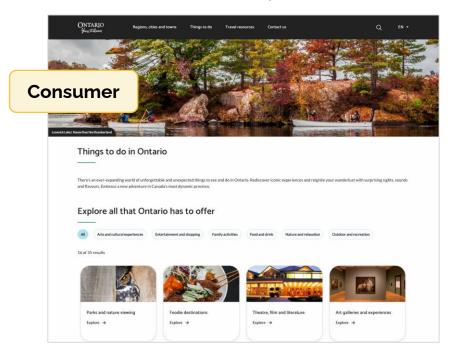
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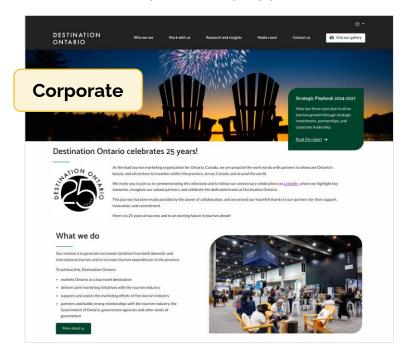


WORK WITH US DESTINATION ONTARIO Greater Napanee

WORK WITH US VISIT OUR WEBSITE

Visit our consumer and corporate websites to see what content and partnership opportunities exist.





DestinationOntario.com

DestinationOntario.com/corporate

WORK WITH US SUBMIT CONTENT

Submit content using our intake forms:

- <u>Tourism Marketing Organizations</u> Share your owned content and product/experience ideas
- <u>Tourism Businesses & Events</u> Share products, services, events and experiences

We publish content on a seasonal basis which we plan and develop **3-4 months in advance**.



'AlwaysON' Partner Content Intake

Destination Ontario joins your organization in encouraging fellow Ontarians and travelers from abroad to plan their travels in Ontario. In support of this 'always on' effort, we are asking you, our key tourism partners, for assistance in fueling Destination Ontario's content marketing efforts.

You can submit through two streams. Share your:

- 1) owned or published planning content for possible amplification by Destination Ontario,
- product/experience Destination Ontario.

Your content submiss media relations and b training, and in recom



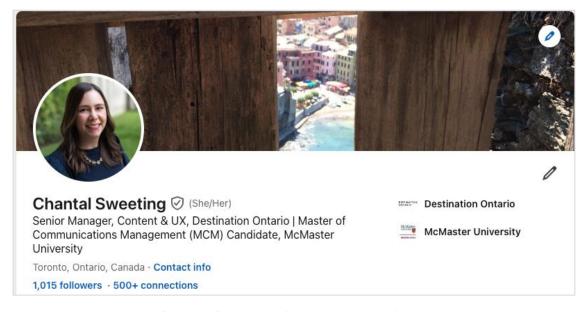
CONTENT INTAKE FOR TOURISM BUSINESSES & EVENTS

Tourism businesses and events are the lifeblood of our industry. You are the people and experiences that create travel memories, inspiring travellers to return and to explore more of Ontario. Destination Ontario wants to help bring your story to a broader audience by getting to know who you are and what sets your business or event apart.

Your input is vital to fueling Destination Ontario's content and communications efforts and may be utilized in our image and video posts in social media, our blog and website content, and our marketing campaigns. Your input also provides potential ideas for our media relations and broadcast activities, trade itineraries, business development training, and recommendations provided by our travel counsellors and contact centre staff.

STAY IN TOUCH

Find me on LinkedIn or send an email.



chantal.sweeting2@ontario.ca

THANK YOU



Frontenac Provincial Park

DESTINATION ONTARIO

RESOURCES

DESTINATION ONTARIO

Tip	Resources
Tip 1: Start with a strong content foundation	Destination Ontario Style guide: Available upon request. UXWRITINGHUB, 16 top style guides: uxwritinghub.com/content-style-guides Hemingway Editor: hemingwayapp.com Grammarly: grammarly.com Audience research: DO Corporate site, Research and Insights destinationontario.com/en-ca/corporate/research-and-insights
Tip 2: Write for what's being searched	SEMRush Keyword Magic Tool: semrush.com/features/keyword-magic-tool AnswerThePublic: answerthepublic.com Google Keyword Planner: ads.google.com/intl/en_ca/home/tools/keyword-planner Google SEO Starter Guide: developers.google.com/search/docs/fundamentals/seo-starter-guide

RESOURCES

DESTINATION ONTARIO

Tip	Resources
Tip 3: Plan for when it's being searched	Google Trends: trends.google.com/trends
Tip 4 : Schedule content analysis and hygiene	Google Analytics: analytics.google.com
Tip 5 : Consider how your content is being consumed	Google PageSpeed Insights: pagespeed.web.dev
Tip 6: Learn from others and copy with pride	Nielsen Norman layout best practices: www.nngroup.com/articles/design-pattern-guidelines
Tip 7 : Create simple navigation	Nielsen Norman group menu best practices: www.nngroup.com/articles/menu-design

RESOURCES

DESTINATION ONTARIO

Tip	Resources
Tip 8: Experiment with artificial intelligence (AI)	How to Research and Write Using Generative AI Tools: Dave Birss, LinkedIn Learning linkedin.com/learning/how-to-research-and-write-using-generative-ai- tools Chat GPT: chat.openai.com Google Gemini: gemini.google.com Poe: https://poe.com/ WIRED AI Policy: https://www.wired.com/about/generative-ai-policy/