



# TELUS Insights

Analytics for the real world

## Tourism Golden 2020-21 Summary

This Report has been prepared for the exclusive use of Golden Columbia Tourism, and is not to be copied, distributed, or reproduced.

This study utilizes de-identified and aggregated TELUS mobile subscriber data. In order to protect the privacy of TELUS subscribers, all personal information is removed. Proprietary algorithms were developed to aggregate, calculate and extrapolate impressions to the general population of Canada. These algorithms were also used to derive demographic profiles based on Statistics Canada's 2016 Census and National Household Survey.



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## Data and Privacy

To protect the privacy of subscribers, several frameworks and measures are in place:

**All data is de-identified meaning it cannot be traced back to an individual.**

**All data is aggregated into large data pools ensuring privacy is fully protected at all times.**

**All data is extrapolated to be representative of the total Canadian population.**

**All data is stored on secured TELUS assets.**

This study utilizes 396 days of data passively collected by TELUS. Traffic volumes were calculated by using algorithms that calculate the distance and time between different user events as generated by the TELUS network. Location analytics are possible using this data because specific cell towers have an associated geographic coordinate. By aggregating and de-identifying this data, it is possible to perform geographic and movement analysis, while respecting individual privacy.

## Key Definitions

### Visitor

A Visitor includes anyone who is not a resident of the Golden-Columbia study area. Visitors have been categorized by three trip types: Pass-thru, Day-trip, and Overnight. The trip types are defined as follows: Pass thru - More than 1.5 hours and less than 3 hours spent in the study area. Day-trip - More than 3 hours spent in the study area and not between the hours of 2AM and 6AM. Overnight - More than 3 hours spent in the study area and between the hours of 2AM and 6AM.

### Resident

A resident is anyone with an assumed home neighbourhood in Golden-Columbia study area. TELUS has developed a proprietary algorithm to determine the neighbourhood that a device resides in. This algorithm uses Machine Learning to look at a series of factors, such as time spent in an area, number of days spent, frequency of visits, consecutive hours, and others, to decide the most likely home neighbourhood of a device. This algorithm uses training data to validate and ensure the model works in a broad range of conditions, including rural, and urban areas. The algorithm has also been built in such a way as to handle complex work behaviours, including shift workers, night workers, part-time employees, and stay-at-home workers. This ensures that work places are not confused with home neighbourhoods by the algorithm.





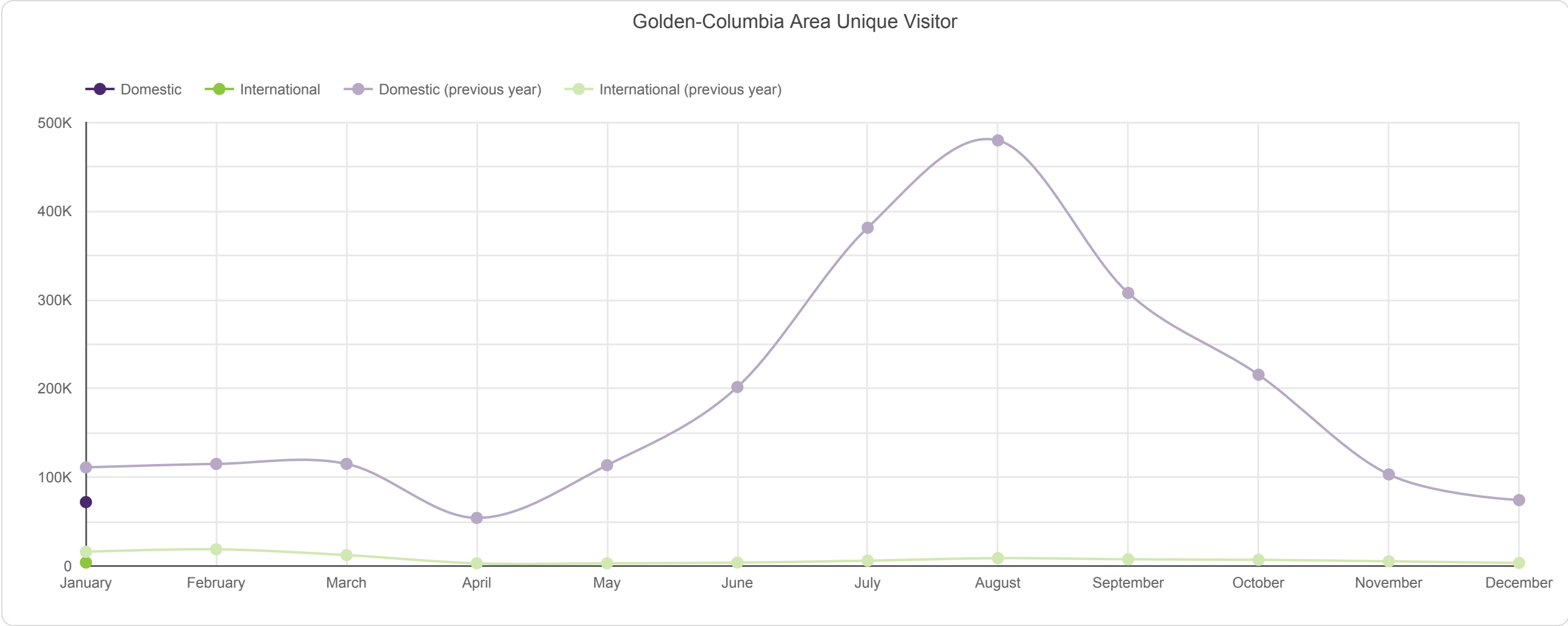
Golden-Columbia Study Area



# Monthly Unique Count

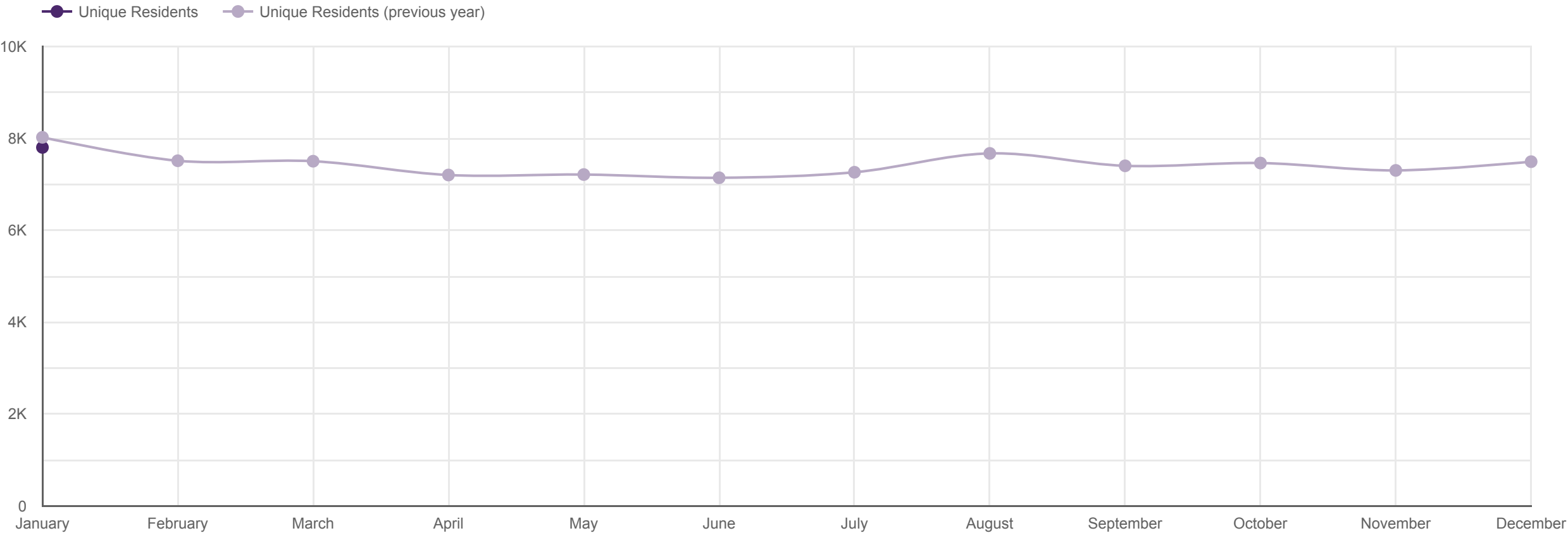
# Monthly Unique Count

## Nationality Breakdown



# Monthly Unique Count Residents

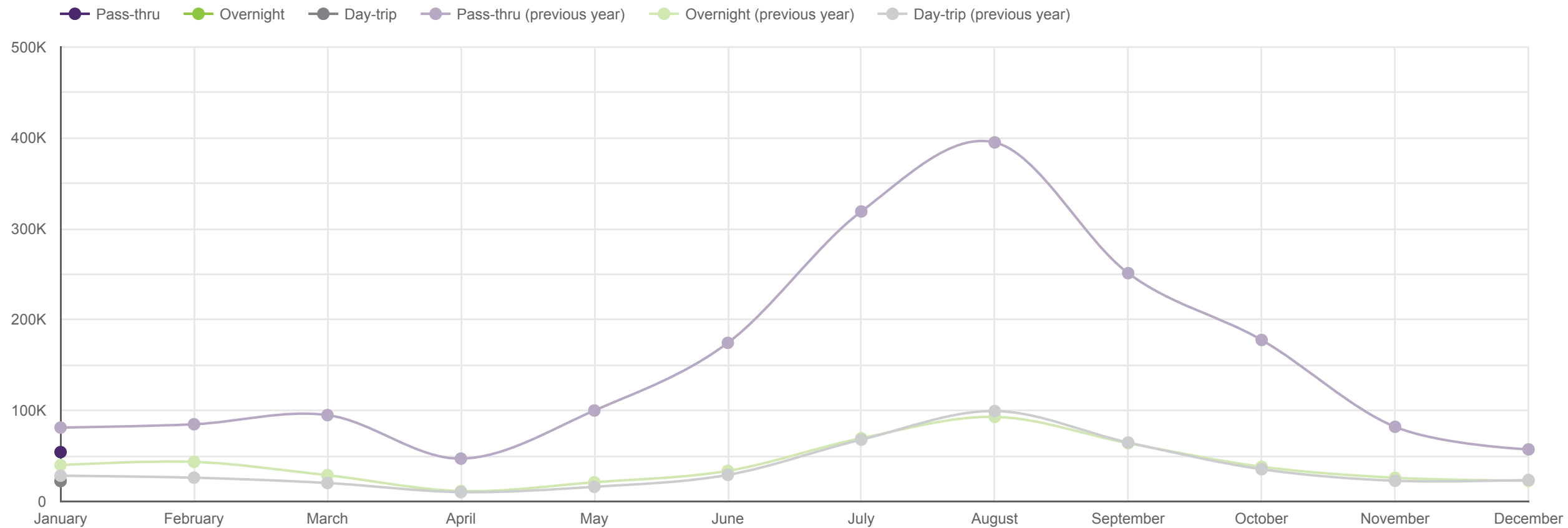
Golden-Columbia Area Unique Residents



# Monthly Unique Count

## Trip Type Breakdown

Golden-Columbia Area Unique Visitor by Trip Type

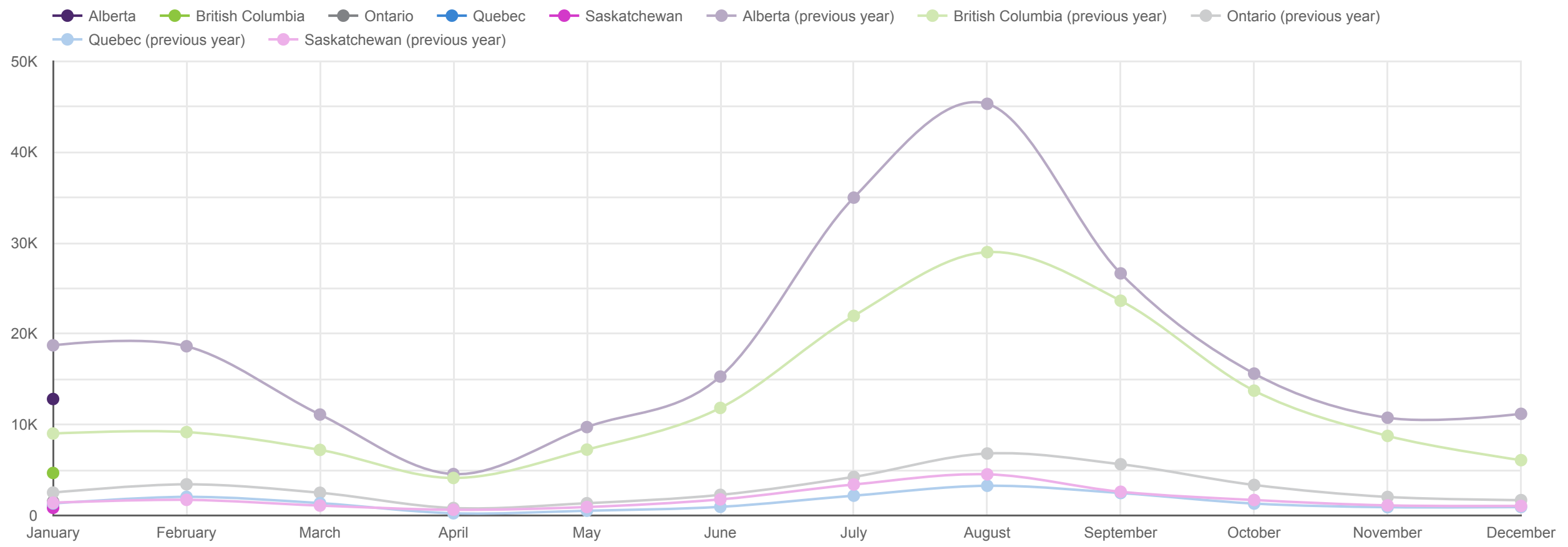




# Monthly Unique Overnight Count

## Province Breakdown

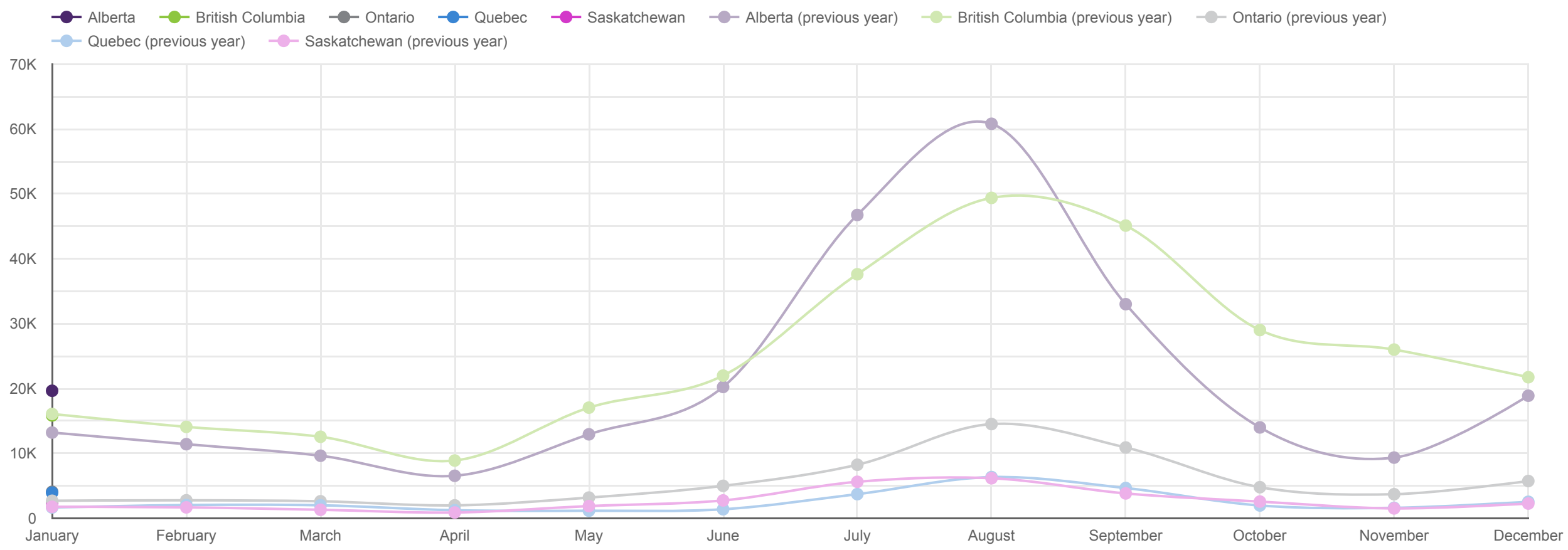
Golden-Columbia Area Unique Overnight Visitors



# Monthly Unique Day-trip Count

## Province Breakdown

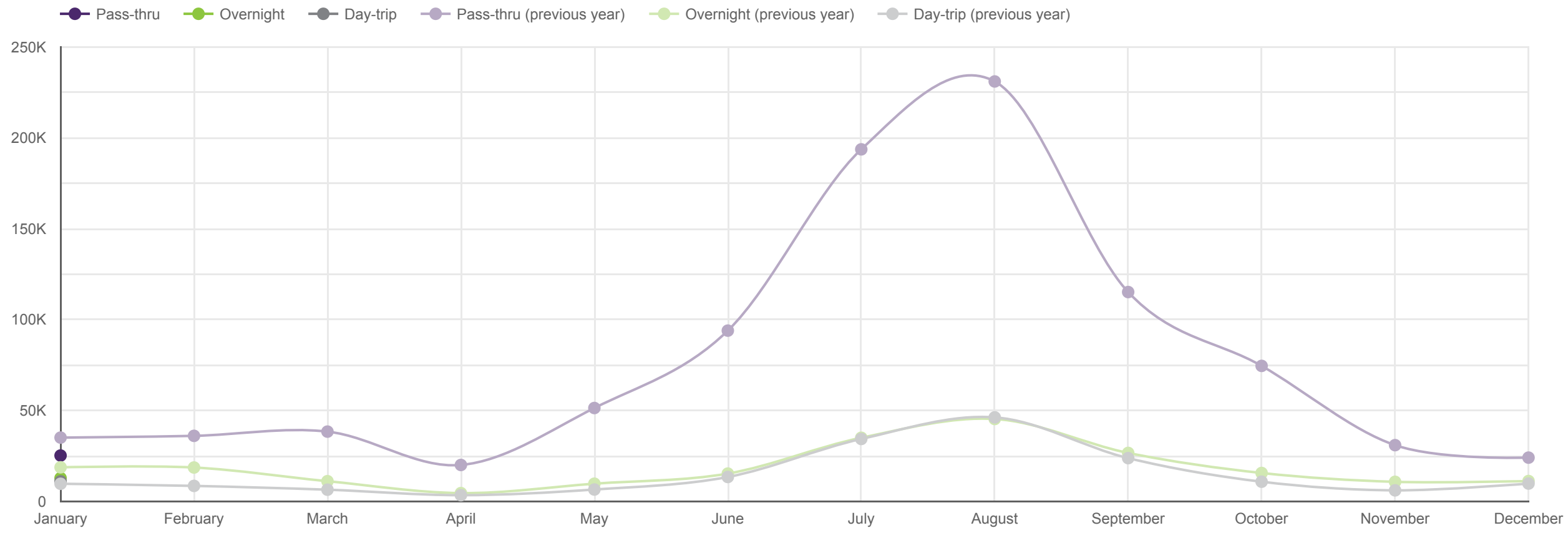
Golden-Columbia Area Unique Day-trip Visitors



# Monthly Unique Count by Trip Type

## Albertan Visitors

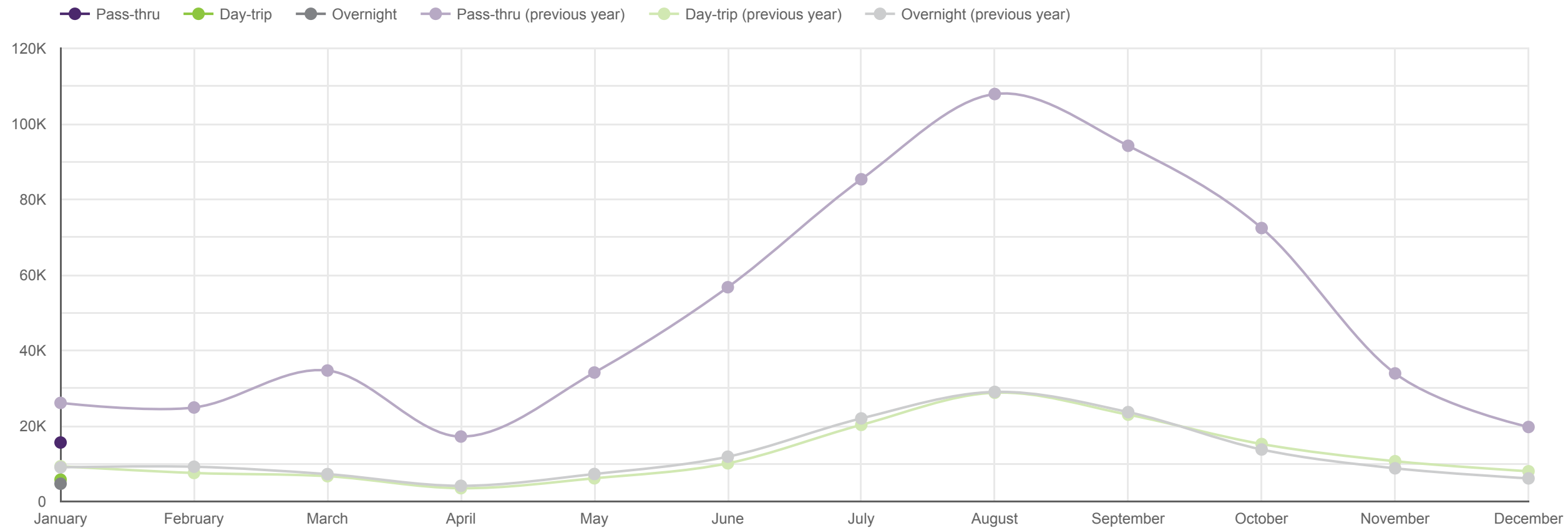
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Count by Trip Type

## British Columbian Visitors

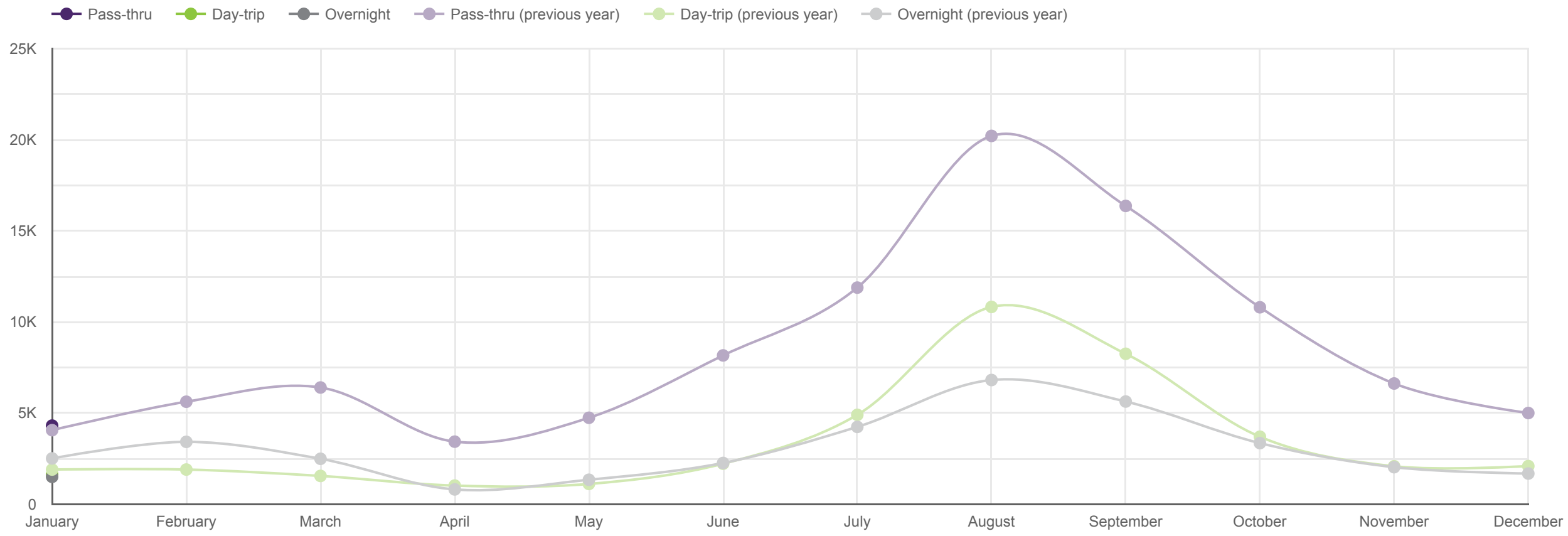
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Count by Trip Type

## Ontarian Visitors

Golden-Columbia Area Unique Visitor by Trip Type

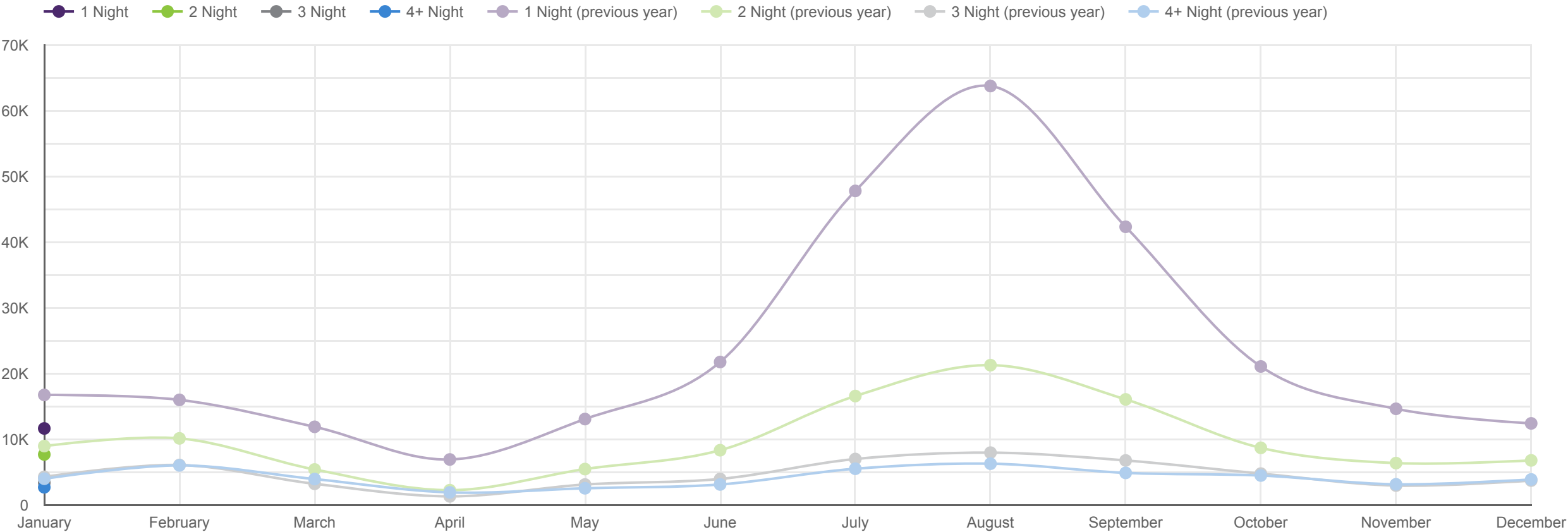




# Monthly Unique Count

## Length of Stay Breakdown

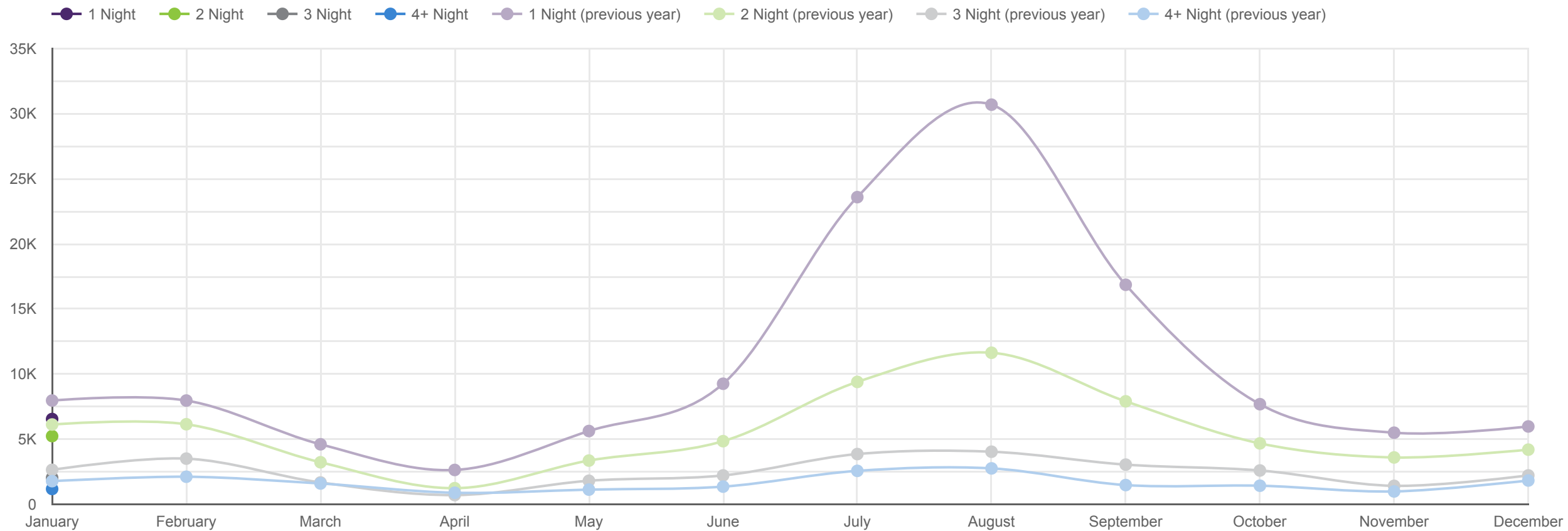
Golden-Columbia Area Unique Visitor by Length of Stay



# Monthly Unique Count by Length of Stay

## Albertan Visitors

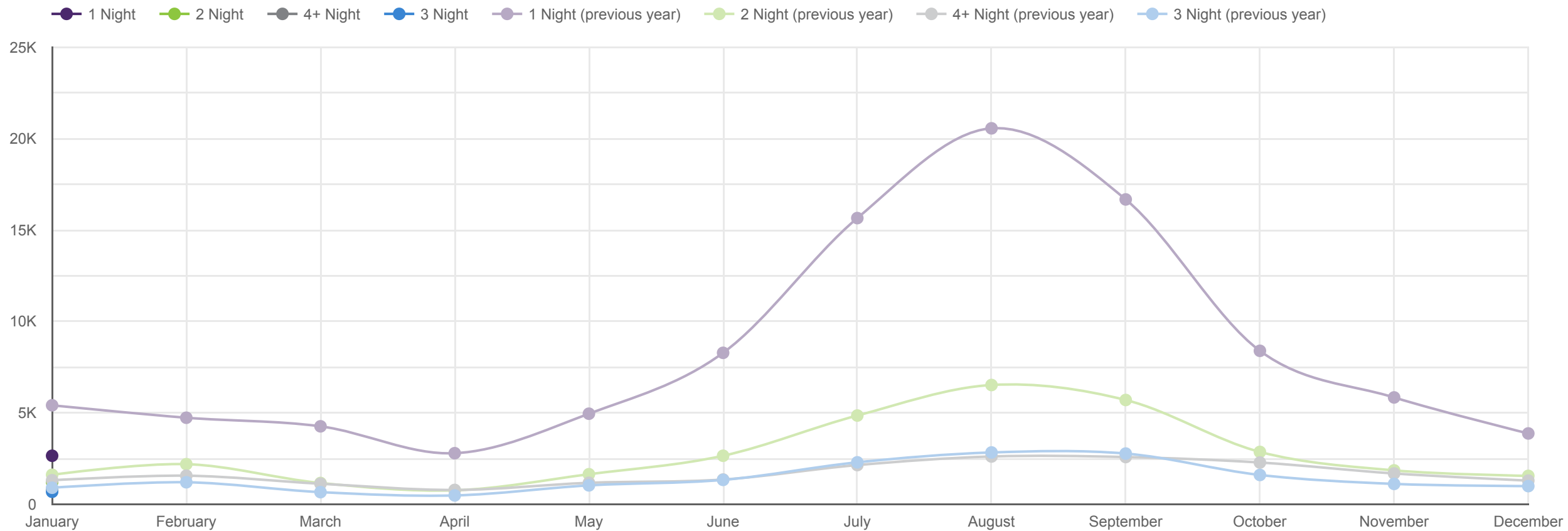
Golden-Columbia Area Unique AB Visitors by Length of Stay



# Monthly Unique Count by Length of Stay

## British Columbian Visitors

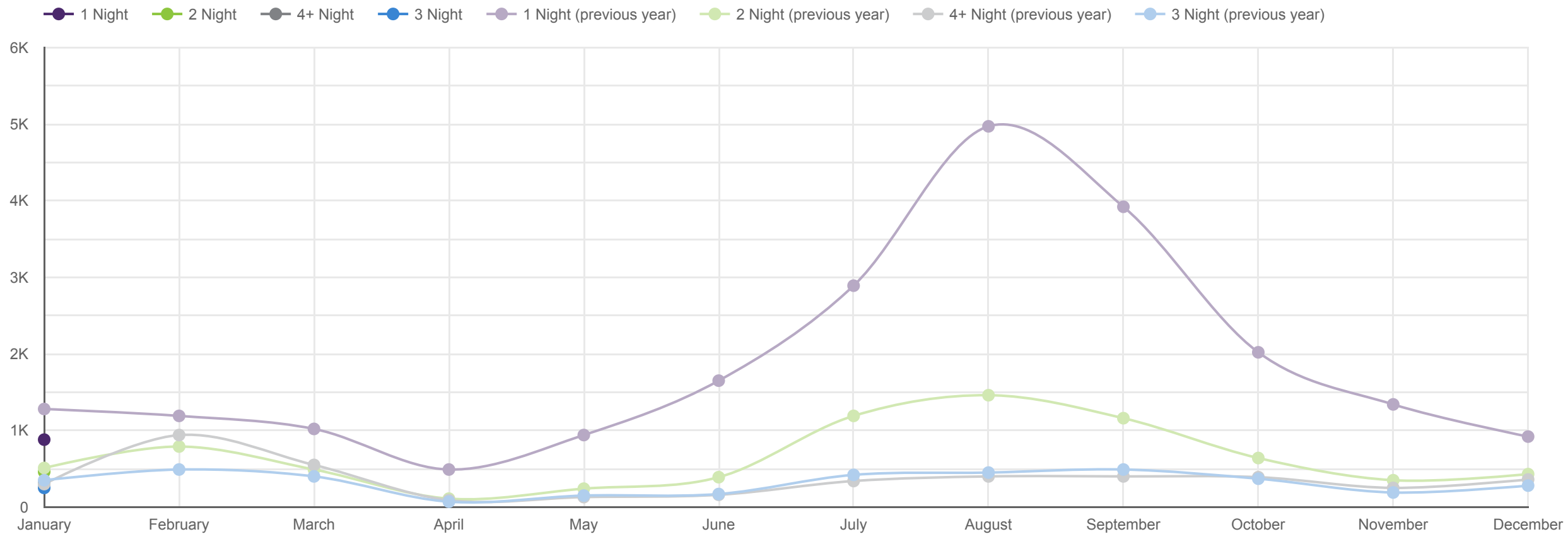
Golden-Columbia Area Unique BC Visitors by Length of Stay



# Monthly Unique Count by Length of Stay

## Ontarian Visitors

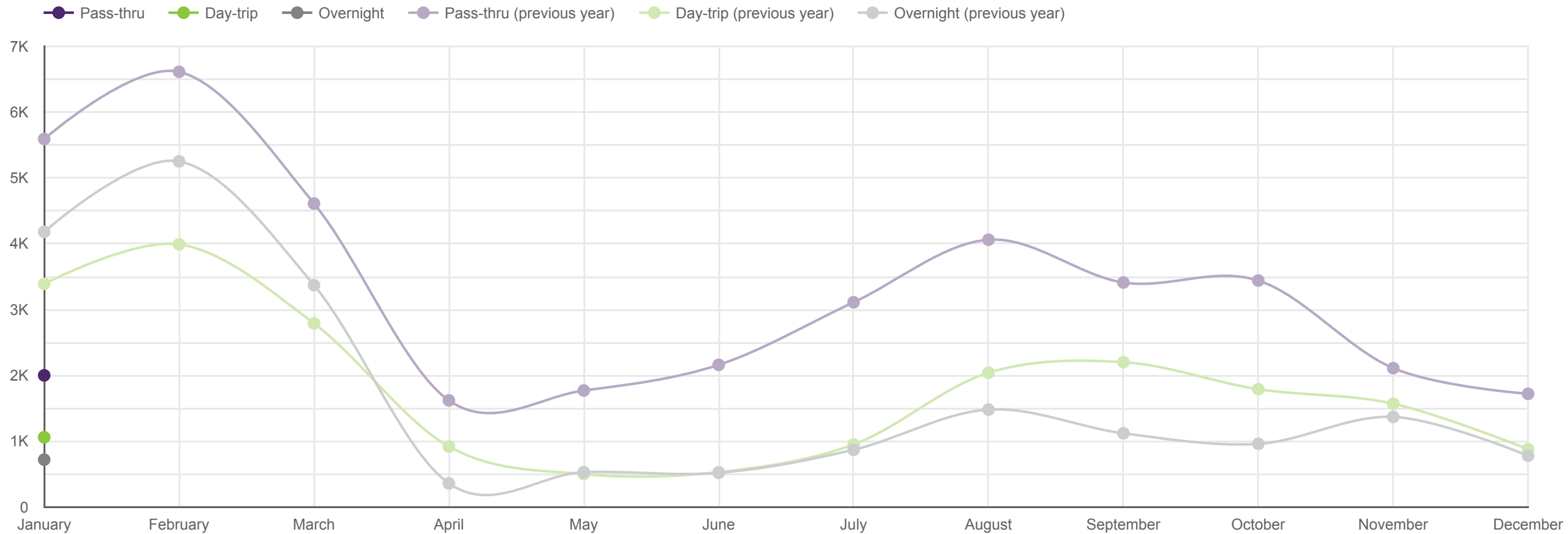
Golden-Columbia Area Unique ON Visitor by Length of Stay



# Monthly Unique Count by Trip Type

## United States

Golden-Columbia Area Unique Visitor by Trip Type

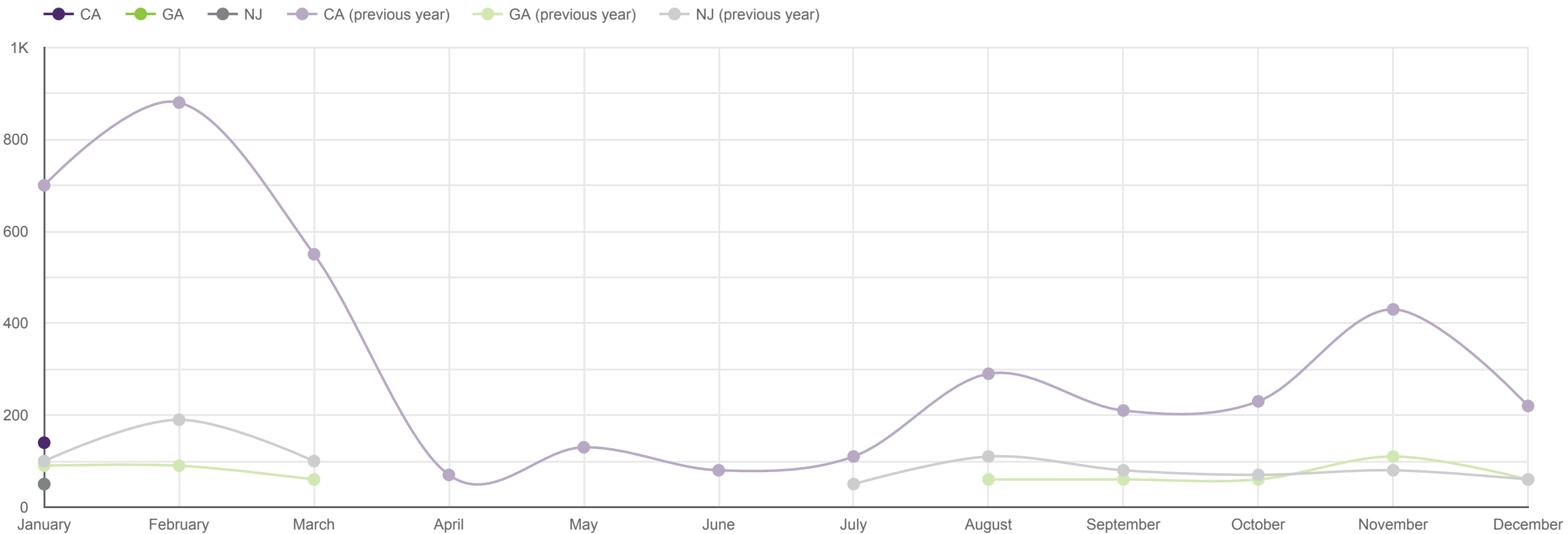




# Monthly Unique Overnight Count

## US States Breakdown

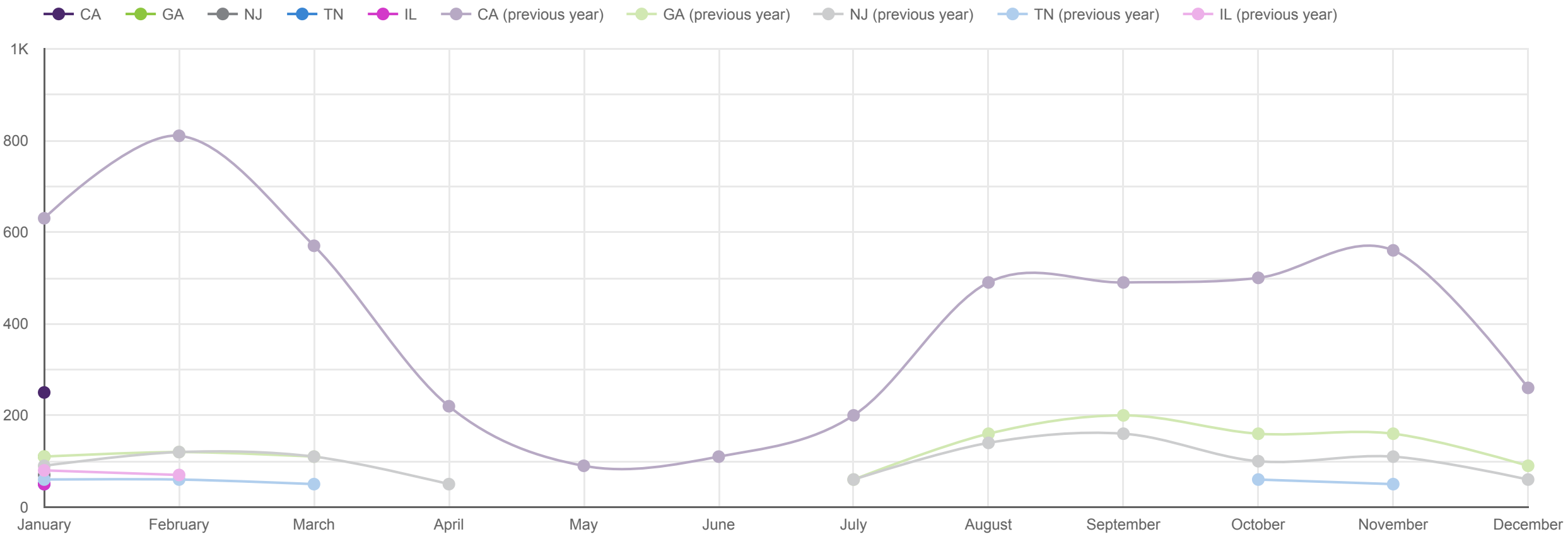
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Day-Trip Count

## US States Breakdown

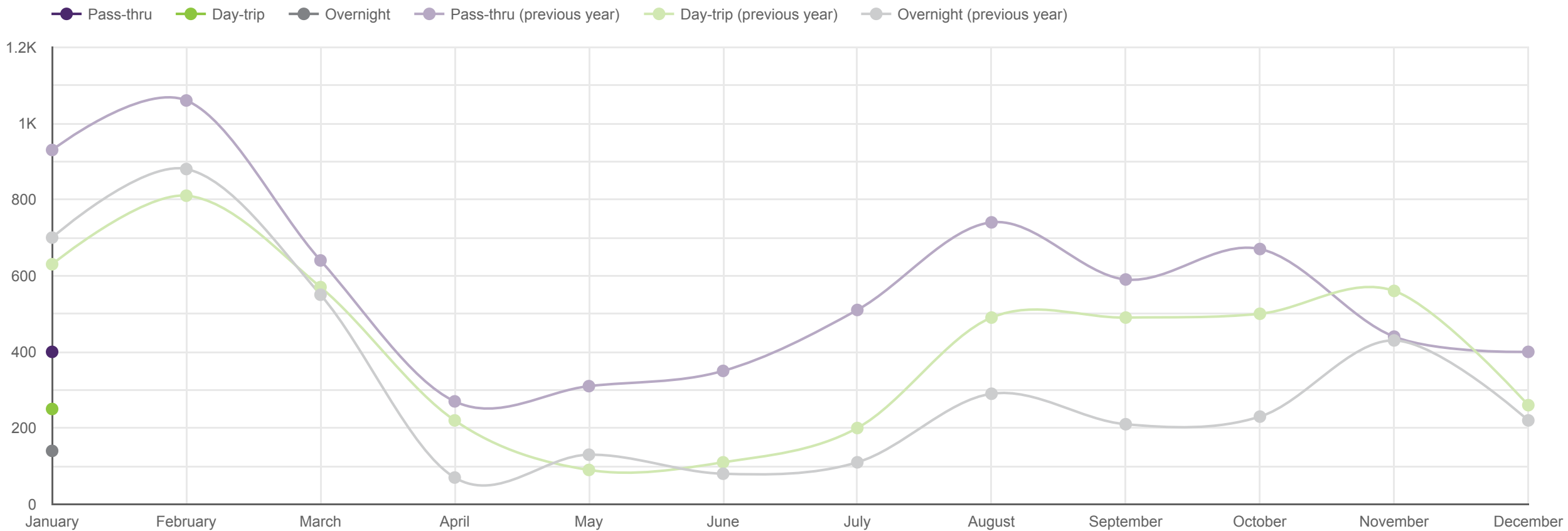
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Count by Trip Type

## California

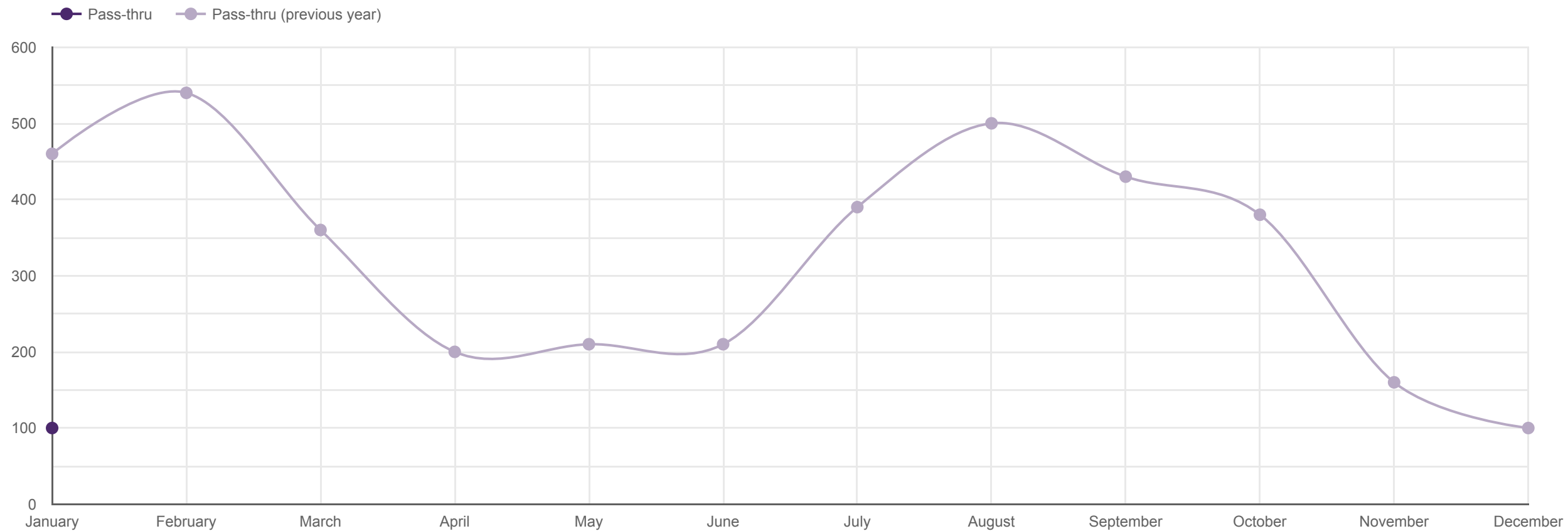
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Count by Trip Type

## Texas

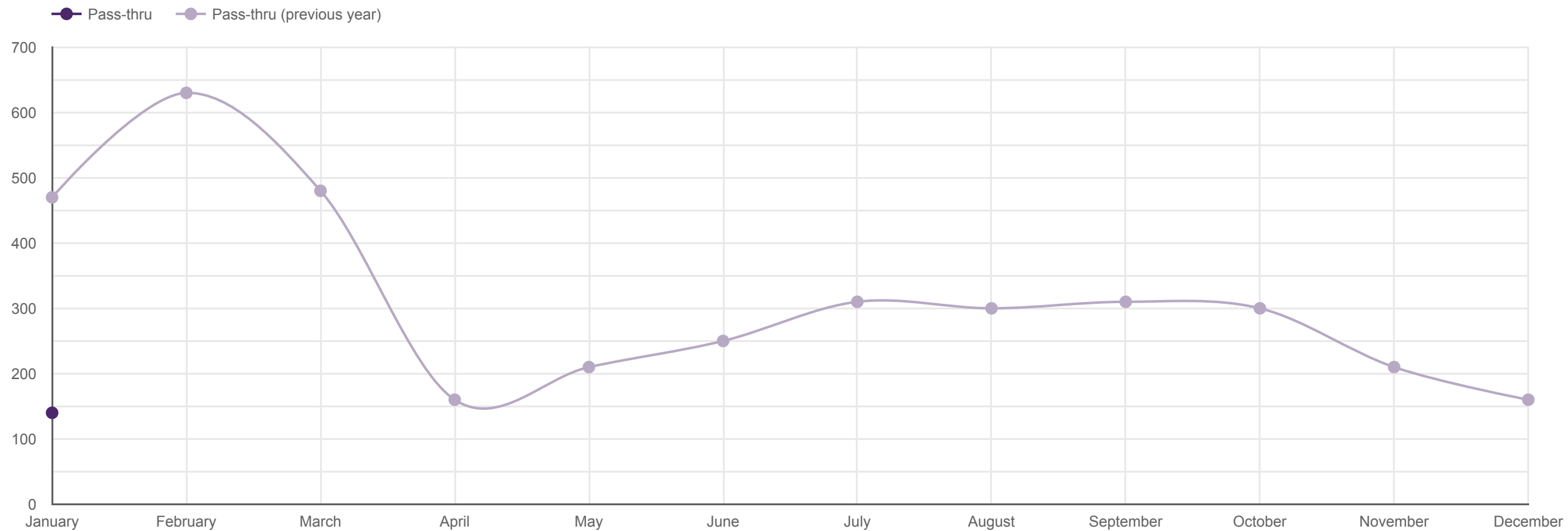
Golden-Columbia Area Unique Visitor by Trip Type



# Monthly Unique Count by Trip Type

## Washington

Golden-Columbia Area Unique Visitor by Trip Type

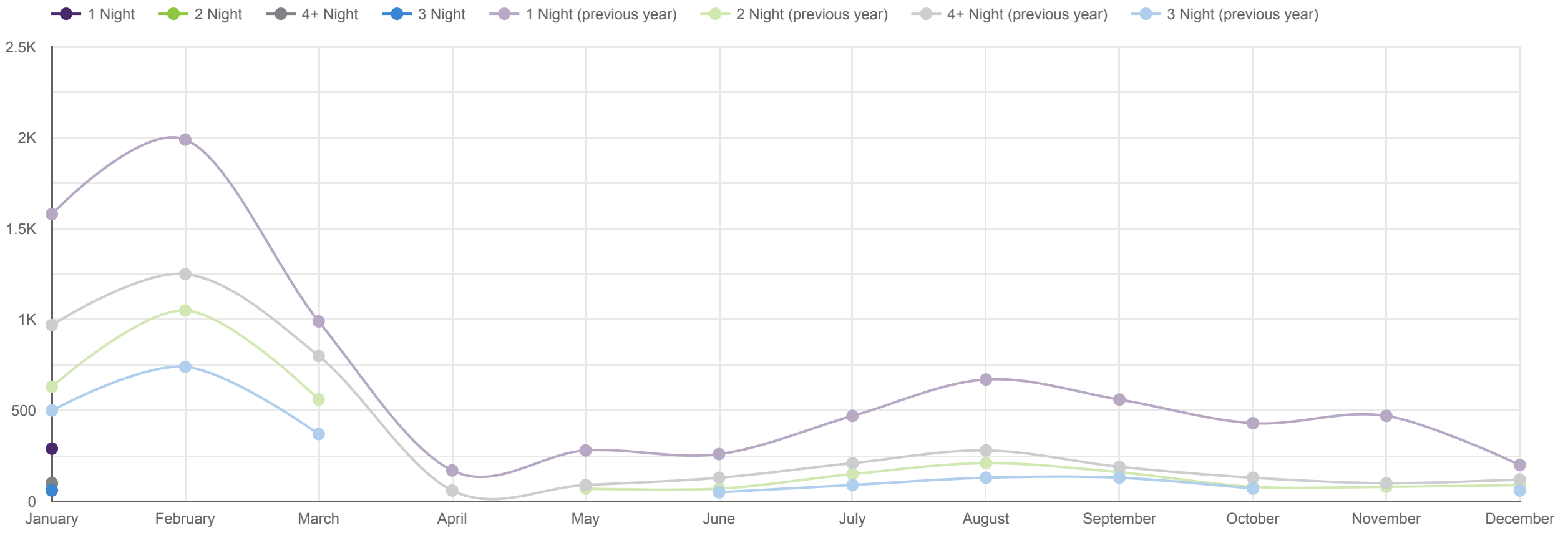




# Monthly Unique Count by Length of Stay

## United States

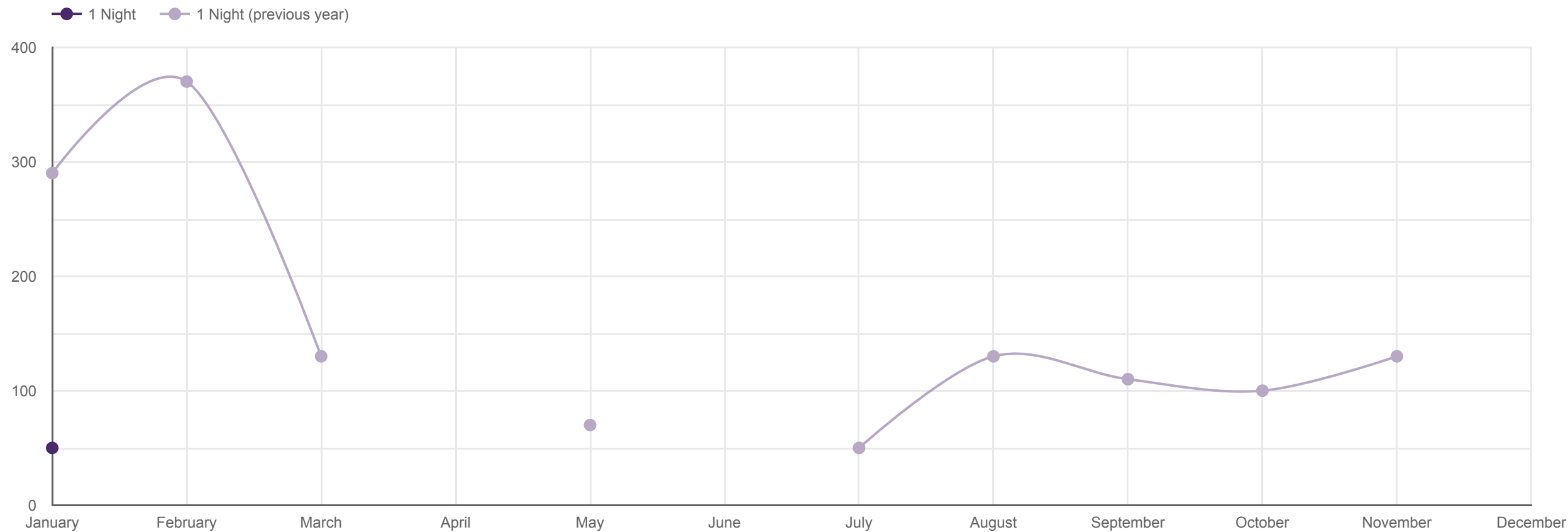
Golden-Columbia Area Unique Visitor by Length of Stay



# Monthly Unique Overnight Count by Length of Stay

## California

Golden-Columbia Area Unique Visitor by Length of Stay



# Monthly Unique Overnight Count by Length of Stay

## Washington

Golden-Columbia Area Unique Visitor by Length of Stay



# Monthly Unique Overnight Count by Length of Stay

## New York

Golden-Columbia Area Unique Visitor by Length of Stay



