#### Teleconference/Virtual

#### **AGENDA**

Board of Wildlife Resources Education, Planning, and Outreach Committee 7870 Villa Park Drive, Board Room Henrico, Virginia 23228

> October 1, 2020 10:00 am

Committee Members: Ms. Karen Terwilliger, Chair, Ms. Catherine Claiborne and Mr. G. K. Washington

DWR Staff Liaison: Mr. Lee Walker

1. Call to Order and Welcome Ms. Karen Terwilliger

This meeting is proceeding under Item 4-0.01, subsection G of the Appropriation Act and section 2.2-3708.2 of the Code of Virginia. It is being held by electronic communication, as the COVID-19 virus has made a physical meeting of the Committee impracticable. This emergency imposed by COVID-19 is observed by Executive Orders 51, 53, and 55 issued by the Governor of Virginia. The Committee's actions today shall be solely limited to those matters included on the agenda; there is no public comment on non-agenda items. All of these proposed actions are statutorily required or necessary to continue operations and discharge lawful purposes, duties, and responsibilities of the Board.

(Call on Frances Boswell for a Roll Call Vote of Members Present)

- 2. Approval of January 22, 2020 Meeting Minutes
  Ms. Karen Terwilliger (Call on Frances Boswell for a Roll Call Vote)
- 3. Boat Titling/Registration and Customer Service Report Ms. Melody McCormick

#### 4. Outreach 2020 RBFF Boating Reactivation Update Mr. Lee Walker

#### 5. Wildlife Action Plan Update

Mr. Brian Moyer

#### 6. R3 Update: Refer-A-Friend and Hispanic Outreach Campaign

Mr. Eddie Herndon

#### 7. Digital Marketing "Run For the Wild" Update Tim Tassitano, Digital Marketing Coordinator

#### 8. Aquatic/Angling Education Outreach Update

Mr. Alex McCrickard

#### 9. Planning and Staffing Update

Mr. Lee Walker

#### 10. Director's Report

Mr. Ryan Brown

#### 11. Chair's Report

Ms. Karen Terwilliger

#### 12. Additional Business/Comments (Virginia Wildlife Magazine, Hunting Regulations, VW Calendar)

Ms. Karen Terwilliger

#### 13. Next Meeting Date: To Be Announced

Ms. Karen Terwilliger

#### 14. Adjournment

Ms. Karen Terwilliger

#### **Draft Meeting Minutes**

Education, Planning, and Outreach Committee Board of Game and Inland Fisheries 7870 Villa Park Drive, Board Room Henrico, VA 23228

January 22, 2020 3:00 pm

**Present**: Ms. Karen Terwilliger, **Chair**, Ms. Catherine Claiborne; Mr. Tom Sadler; **Board Members in attendance**: Mr. Leon Boyd, Dr. Mamie Parker, Mr. G. K. Washington; **Assistant Executive Director**: Mr. Gary Martel; **Director's Working Group:** Mr. Darin Moore, Mr. Lee Walker, Dr. Gray Anderson, Dr. Mike Bednarski, Ms. Paige Pearson.

The Committee Chair called the committee meeting to order at 3:00 pm, welcomed everyone, and noted for the record a quorum was present for the meeting.

Approval of the October 23, 2019 Meeting Minutes: The Chair called for a motion to approve the minutes of the October 23, 2019 meeting. Ms. Claiborne made a motion to approve the minutes of the October 23, 2019 meeting. Mr. Sadler seconded the motion. Ayes: Terwilliger, Claiborne, and Sadler

<u>Public Comments — Non-Agenda Items</u>: The Chair called for Non –Agenda items, hearing none she continued with the Agenda.

Welcome the New Creative Content Manager and Special Events Coordinator: The Chair called on Mr. Lee Walker for Introductions.

Mr. Lee Walker introduced Ms. Molly Kirk as the New Creative Content Manager and Ms. Lindsay Kagalis as the Special Events Coordinator

<u>Outreach 2019 RBFF Boating Reactivation Update:</u> The Chair called on Mr. Lee Walker for a 2019 RBFF Boating Reactivation Update.

Mr. Lee Walker gave a 2019 RBFF Boating Reactivation Update.

After discussion and comments, the Chair thanked Mr. Walker for his update.

**R3 Update:** The Chair called on Mr. Eddie Herndon for an R3 Update.

Mr. Eddie Herndon gave an R3 update.

After discussion and comments, the Chair thanked Mr. Herndon for his update.

<u>Recreational Outdoor Plan/Relevancy Roadmap Update</u>: The Chair called on Mr. Brian Moyer for a Recreational Outdoor Plan/Relevancy Roadmap Update.

Mr. Moyer gave a Recreational Outdoor Plan/Relevancy Roadmap Update.

After discussion and comments, the Chair thanked Mr. Moyer for his update.

**<u>DGIF Website Update:</u>** The Chair called on Mr. David Murr and Mr. Tim Tassitano for and DGIF Website Update.

Mr. David Murr and Mr. Tim Tassitano gave an informative Update on the DGIF Website.

After discussion and comments, the Chair thanked Mr. Murr and Mr. Tassitano for their website update.

**<u>Director's Report</u>**: The Chair called on Deputy Director Mr. Gary Martel for a report.

Mr. Martel commended the Outreach and Education Division on all the progress they are making and how great this is for the agency.

#### **Chair's Report:**

The Chair asked for additional business and comments and hearing none, she announced the next meeting would be Wednesday, March 18, 2020 and adjourned the meeting at 4:30 pm.

Respectfully submitted,

Frances Boswell

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# During the 2019-2020 season Boat Registration/Titling, Customer Service and Licensing processed:

- over 56,000 calls,
- 4,523 boat registration emails,
- 4,862 customer service emails,
- Helped to generate over \$4.3 million dollars in registration, renewals and licensing transactions.



# Executive 53 – Closing of State Offices (implementation of telework within the division)

- 95% of the Customer Service Division were set up to telework from home within the first week of the order.
- By the second week all staff were in telework status and our service levels remained the same.
- As of today, our customers still do not know we are in telework status.



### Implemented a batch processing system

- (Applications / batches from the mailroom) must be processed within 24-48 hours.
- The Daily Vessel Processing Report average 200 applications left to processed during boating season in the FY.
- Prior FYs these numbers exceed 1500.







# Implemented a Drop Box for our walk-up customers at the HQ location.

- The Drop Box is an option available 24 hours / 7 days a week.
- Pick up hours are Monday Friday, 9:00 am, 12:00 noon and 3:00 pm.
- Customers have the ability to drop off items requested, have the ability to request new items and we offer same day processing.
- The goal is to give customers the same service as if they had walked into the building for service. Forms and envelopes are available in waterproof plastic containers bolted next to the mailbox and under secured cameras.
- No overtime was required for either Boat Registration/Titling or Customer Service at a cost savings of over \$20,000.

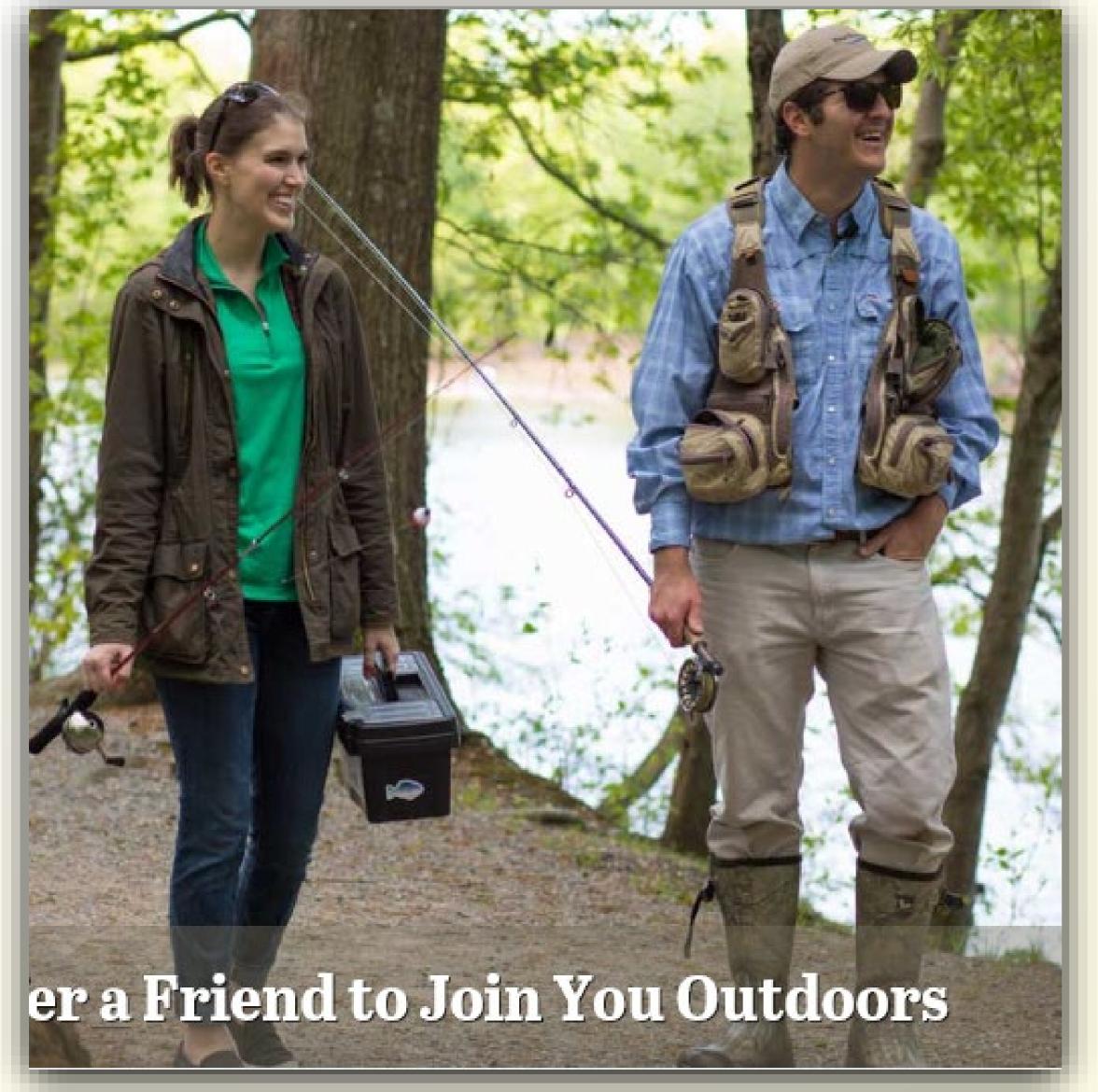






- ❖Better understand the needs of wildlife related recreationalists
  - Current Conservation Behaviors
  - Understanding of DGIF / Programs
  - \*Recreational Needs / Desires
  - \*Communication Strategies
- Develop a Plan to Better Engage WildlifeRecreationalist
- ❖Become Relevant to a broader group of wildlife related recreationalists





- **\$**Summer 2019
  - Focus Groups
  - ❖ Developed Survey for Recreational Groups
- **\$**Fall 2019
  - **❖**Survey sent to:
    - **\$3,000** Hunters
    - **4**,000 Anglers
    - **\$**6,000 Birders
    - **\$**13,000 Public
- **W**inter 2019/2020
  - Stakeholder Advisory Committee Meeting





- Spring/Summer 2020
  - Stakeholder and Technical Advisory Committee
    Meeting (6)
  - ❖Begin draft of Plan
- **\$**Fall 2020
  - ❖ Finalize Recreation Plan with SAC and TAC
- **W**inter 2020/2021
  - Present Plan for Public Comment
  - Present Plan to Board for Approval





- Major Themes
  - Connect with Broader Audience
    - Families & Youth
    - Under-represented Groups
    - Other Organizations and Recreational Groups
  - Reduce Barriers to Wildlife Viewing
  - Communicate Agency's Vision, Mission, and Activities
  - Conserve Wildlife Species







#### Wildlife Recreation Plan and Study

DWR Contract# EP2610044 Virginia Tech Grant # 449709

(Principal Investigator: Dr. Ashley Dayer; Co-Investigator: Ashley Peele)
Progress Report 6
July 1, 2020

#### Report Prepared by Ashley Dayer, Bennett Grooms, Jessica Barnes, Ashley Peele, & Jonathan Rutter

#### **Summary**

This document serves as the sixth report for the "Wildlife Recreation Plan and Study" project. The primary deliverables during the last six months included the following:

- Implementation of the Wildlife Recreation Survey and non-response surveys.
- Survey data analysis to inform the Wildlife Viewing Plan.
- Organization and facilitation of a series of remote meetings of the Wildlife Viewing Plan
   Stakeholder Advisory and Technical Advisory Committees (SAC and TAC).
- Began drafting the Wildlife Viewing Plan.
- Presentation of the project at the Wildlife Viewing and Nature Tourism Academy.

Detailed description of each of these deliverables follows.

#### Implementation of the Wildlife Recreation Survey and non-response surveys

In this reporting period, we concluded implementation of the Wildlife Recreation Survey to understand wildlife-related recreational experiences of Virginians, their conservation behaviors, and their interactions with the agency.

- 1) **Public sample:** On December 30, we sent the second mailing of the survey for the public sample, which included a reminder invitation letter and a paper version of the survey. We followed this with a final postcard reminder on January 13, 2020. We closed the survey for this sample on April 3, 2020, and calculated an overall response rate of 7.7%. We then conducted a non-response check survey for this sample by sending a 1-page version of the paper survey to 4,000 randomly selected addresses from the original public mailing sample. We closed the non-response survey for this sample on May 5, 2020 after receiving 111 responses and had a response rate of 2.8% after the single mailing.
- 2) **Department of Wildlife Resources (DWR)-related sample:** We also completed the non-response survey for the DWR-related sample on February 3, 2020. The non-response survey for this sample consisted of a shorter version of the online survey sent to all 9,580 individuals who had not yet responded to the survey. Upon closing, we received 451 responses and had a response rate of 4.7%.

#### Performed survey data analysis to inform the Wildlife Viewing Plan

We conducted analyses of the Wildlife Recreation Survey in line with each of the four goals for the Wildlife Viewing Plan. As part of this effort, we created a typology of wildlife recreation types, based on respondents' self-identification as each of 4 types of recreationists (birder, viewer, hunter, or angler; **Table 3**). We developed this typology to address the reality that recreationists often identify with more than one kind of wildlife recreation. These analyses were presented to the SAC and TAC to guide discussions of the objectives and strategies of the Wildlife Viewing Plan. These data will be summarized and presented in the Wildlife Recreation Survey Report, which we expect to complete this summer or early Fall.

**Table 3.** Typology of recreation types based on respondents' self-identification with each kind of wildlife recreationist.

Recreation type	Identity description
Hunter anglers	Strongly identify as hunters and anglers, strongly do not identify as birders or viewers.
Birder viewers	Strongly identify as birders and viewers, strongly do not identify as hunters or anglers.
Viewer hunter anglers	Strongly identify as hunters and anglers, somewhat identify as viewers, and no defining identity as birders.
Birder viewer hunter anglers	Strongly identify as birders, viewers, hunters, and anglers.

#### Organized and facilitated a series of remote meetings of the Wildlife Viewing Plan Stakeholder Advisory and Technical Advisory Committees (SAC and TAC)

In response to restrictions placed on human dimensions research due to the Covid-19 pandemic, we transitioned the planning process to a series of remote meetings. We held 6 web-meetings from April 30 - June 25, 2020. Each meeting lasted from 2-2.5 hours. The focus of each meeting is detailed below.

- 1. **Meeting 1 (April 30)**: Reviewed and approved the values statement and goals of the Plan.
- 2. **Meeting 2 (May 14)**: Completed a SWOT analysis. A SWOT analysis is commonly used in strategic planning to thoroughly consider the internal strengths and weaknesses and external opportunities and threats that will define the success of an effort. We reviewed and discussed results compiled from a SWOT survey completed individually by SAC and TAC members in advance of the meeting. Revisions were made based on discussion.
- 3. **Meeting 3 (May 21)**: Discussed and drafted potential strategies for Goal 1: Connect diverse constituencies to wildlife. Each of the goal-focused meetings included a review of the objectives for each goal, a presentation from the agency on relevant efforts, an

- overview of related survey data analysis from the VT research team, and breakout room discussions to refine objectives and brainstorm strategies for each goal.
- 4. **Meeting 4 (June 4)**: Discussed and drafted potential strategies for Goal 2: Provide a variety of viewing opportunities accessible for all in the Commonwealth.
- 5. **Meeting 5 (June 18)**: Discussed and drafted potential strategies for Goal 3: Promote wildlife and habitat conservation through wildlife viewing opportunities.
- 6. **Meeting 6 (June 25)**: Discussed and drafted potential strategies for Goal 4: Connect diverse constituencies to the Virginia Department of Wildlife Resources through wildlife viewing.

#### Began drafting the Wildlife Viewing Plan

The VT research team is working with a subgroup of TAC members to write the Wildlife Viewing Plan text. We have developed an outline, and most of the Background and Introductory text have been drafted. The VT research team will meet remotely (via Zoom) with this TAC team on July 16 and 23, 2020 to prioritize and organize the ideas from the SAC and TAC meetings this spring into SMART objectives with strategies that are feasible for the agency.

The full SAC and TAC will then meet again in late Summer 2020 to review and provide feedback on the draft Wildlife Viewing Plan. The Plan will then be sent for public review after approval from the SAC and TAC, which we anticipate will occur in Fall 2020.

#### <u>Presentation on the project at the Wildlife Viewing and Nature Tourism Academy</u>

Ashley Dayer and Brian Moyer shared initial outcomes and insights from the project at the Wildlife Viewing and Nature Tourism Academy, in Fort Walton Beach, Florida on February 17-21, 2020. This session introduced participants to the importance of considering wildlife viewers as stakeholders, the connection to the Fish and Wildlife Relevancy Roadmap, and why DWR is engaging with this group of recreationists. The session also included findings from the focus groups and surveys; insights into DWR's stakeholder process for developing a Wildlife Viewing Plan; and a conversation about how participants can apply insights from Virginia to their own work.



# Refer-A-Friend

#### **PRODUCTS**





#### ANALYTICS

June 1 to July 18, 2020

250 New Customer Accounts

July 18 to October 1, 2020

190 New Customer Accounts

So far in 2020: 440

2019: 605

2018: 440



# Hispanic Outreach Campaign

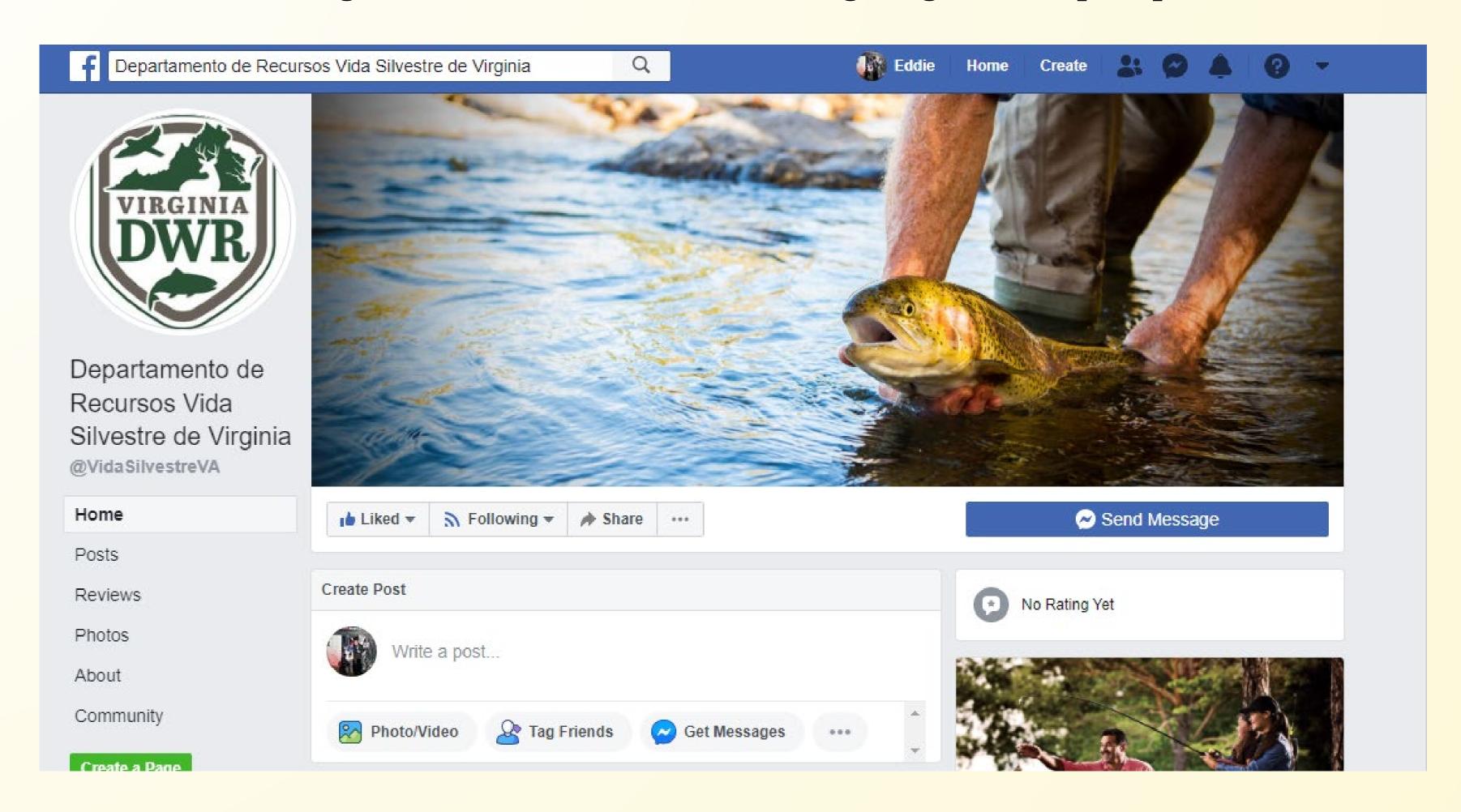
DWR partnered with UniComm Media Group to increase awareness and develop a stronger connection with the Hispanic community. Products include a landing page and Facebook page with paid engagement campaigns. <a href="https://dwr.virginia.gov/pescar/">https://dwr.virginia.gov/pescar/</a>





# Phase 1

Building an audience on Facebook through organic and paid posts.



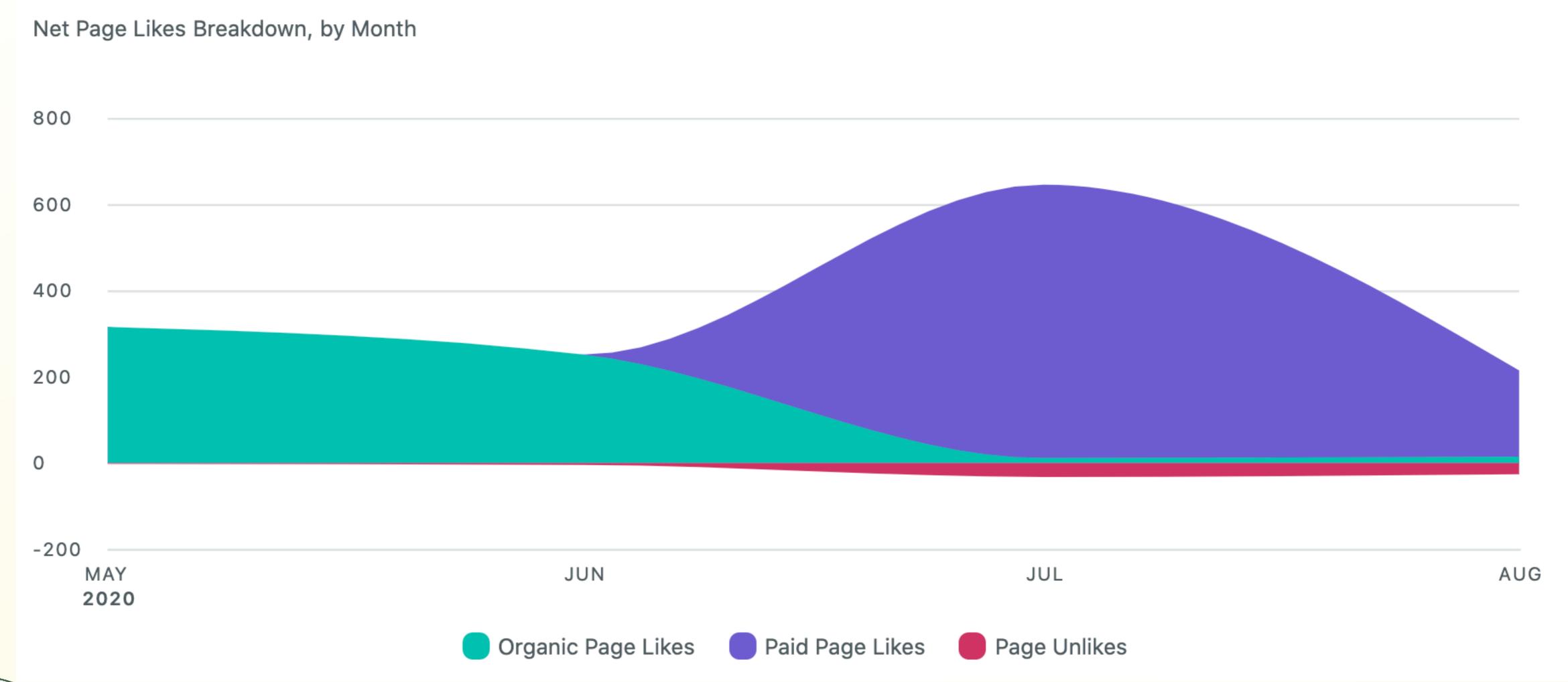


Engagement Metrics	Totals	% Change
Total Engagements	23,085	<b>才</b> 769,400.00%
Reactions	4,153	<b>才</b> 100.00%
Comments	679	<b>7</b> 100.00%
Shares	383	<b>才</b> 19,050.00%
Post Link Clicks	2,226	<b>7</b> 100.00%
Other Post Clicks	15,644 /	1,564,300.00%
Engagement Rate (per Impression)	1.8%	<b>≥</b> 57.41%
Audience Metrics	Totals	% Change
Fans	1,386	<b>才</b> 100.00%
Net Page Likes	1,358	<b>才</b> 67,800.00%
Organic Page Likes	591	<b>₹</b> 29,450.00%
Paid Page Likes	834	<b>才</b> 100.00%
Page Unlikes	67	<b>₹</b> 100.00%



#### **Facebook Audience Growth**

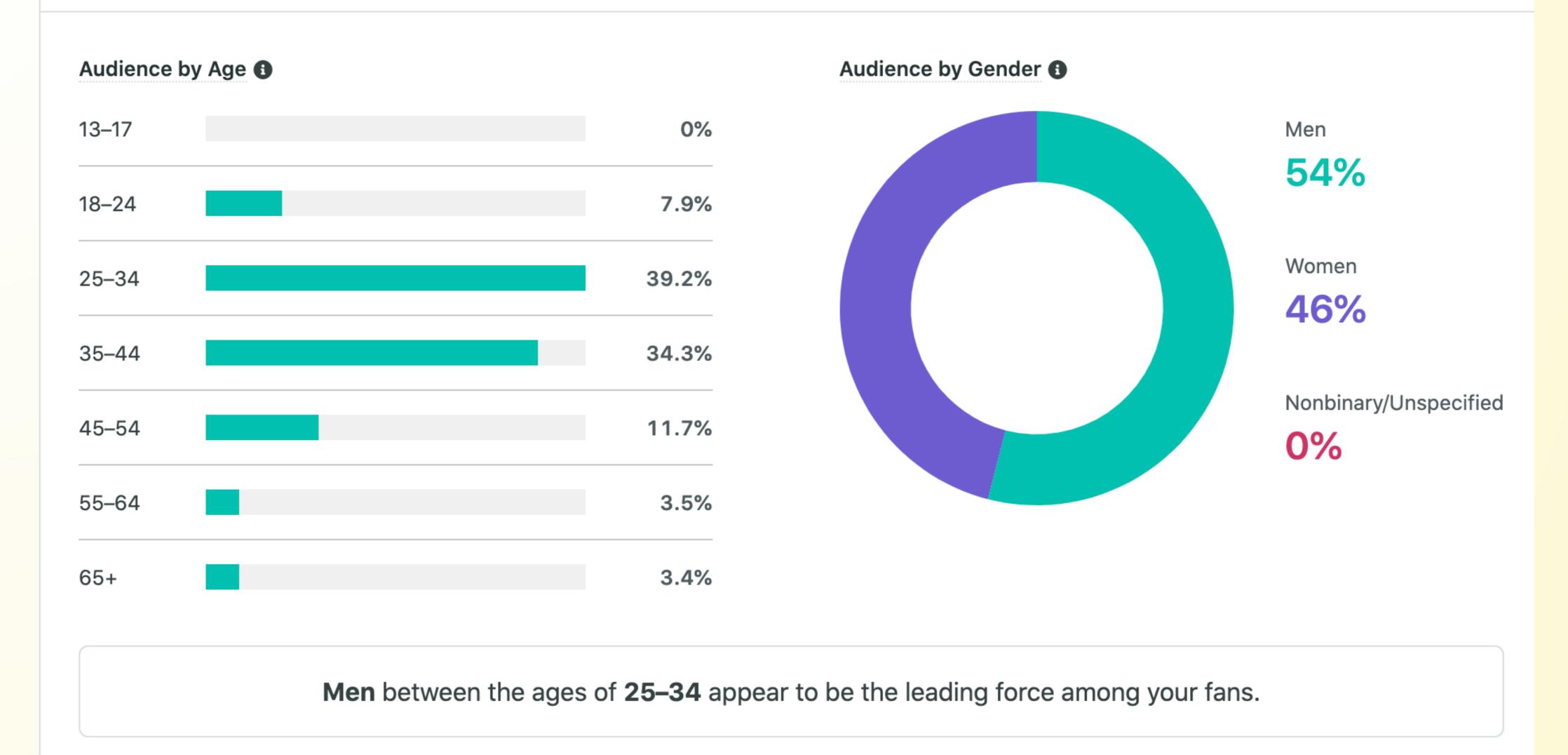
See how your audience grew during the reporting period.





#### Facebook Page Fan Demographics

Review your audience demographics as of the last day of the reporting period.







Great catch by @Franko Jesus Torres
This almost-35-pound catfish was
caught last year in the James River!

#PescarVirginia







Would you like to get involved in conservation efforts to protect our natural resources? It might surprise you to know that we are NOT funded by tax dollars. Instead, DWR is funded by public spending on items such as licenses and boat registration. When you become a Restore the Wild member, your contributions help us restore wildlife habitats. Check out <a href="https://www.dgif.virginia.gov/restore-the-wild/">https://www.dgif.virginia.gov/restore-the-wild/</a> or connect youth to the outdoors through "The Virginia Wildlife Grant Program" at <a href="https://www.dgif.virginia.gov/shopdgif/virginia-wildlife-grant-program/">https://www.dgif.virginia.gov/shopdgif/virginia-wildlife-grant-program/</a>





### WHAT WAS IT?

Run for the Wild was a virtual event where participants were encouraged to get outdoors in a safe and responsible manner and run (or walk) a course of their choosing at their own pace. All proceeds from this event went towards DWR's conservation mission.





### THE EVENT TEAM

Because of the nature of this virtual event, we were able to keep the Run for the Wild event team (AKA the DWR Race Crew) to just 4 core members.

Lindsay Kagalis Tim Tassitano

Special Events Coordinator

Digital Marketing Manager (Team Lead)

Katie Martin

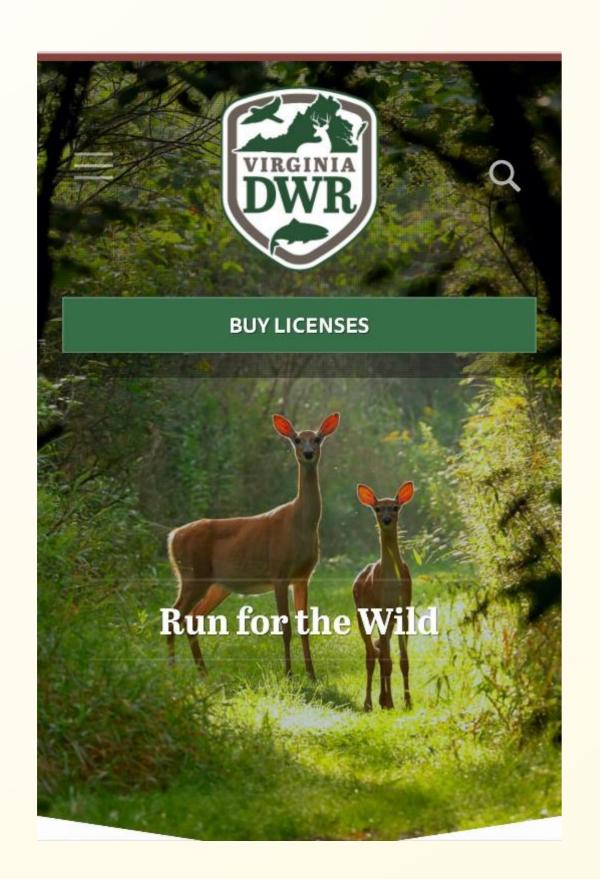
Tom Wilcox

Deer, Bear, Turkey Biologist (Accomplished Trail Runner) Director of Engagement



# HOW DID IT WORK?

The Run for the Wild event leveraged existing digital agency resources. It took advantage of our existing website, existing online store and functionality of GoOutdoorsVA.com, and existing Mailchimp account for delivery of email communications.









### HOW DID IT WORK?

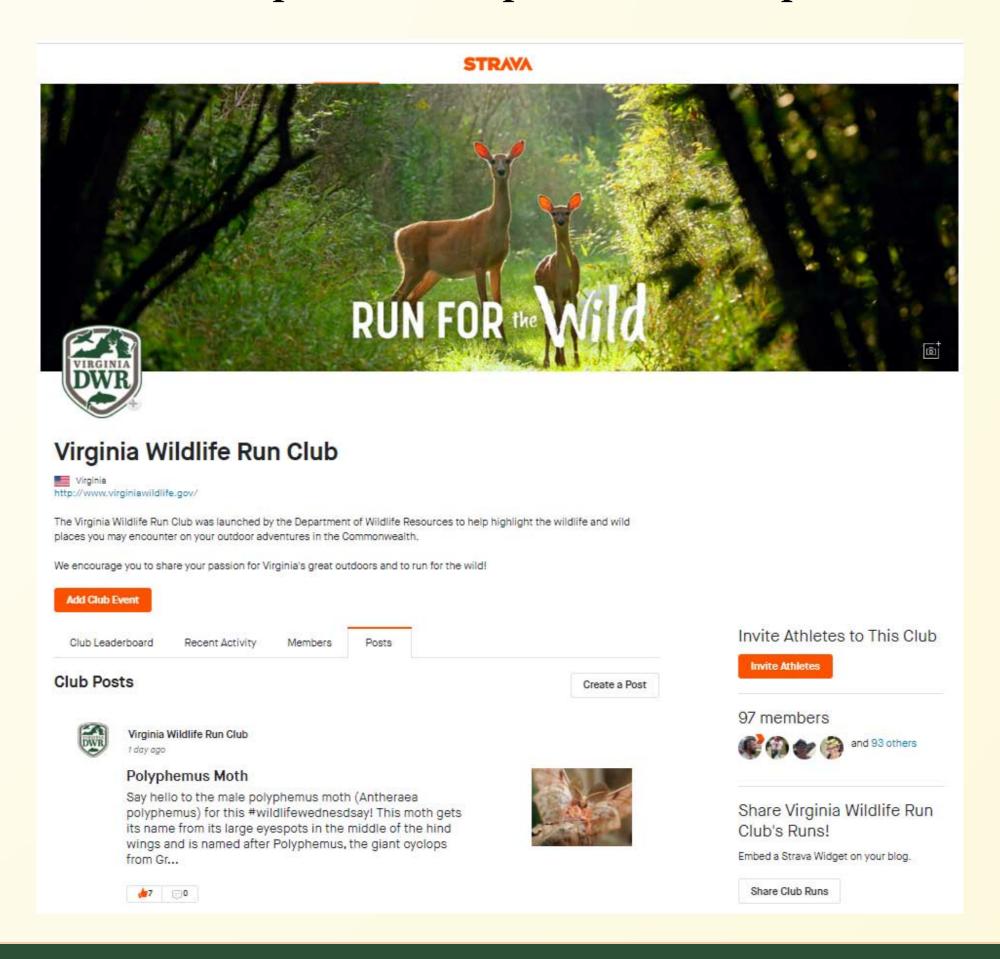
Participants interested in competing in the optional event challenges were made to use Strava to track their 5K efforts and upload their photo contest pictures to the platform.





## HOW DID IT WORK?

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# THE FINISHER MEDAL

From its design to the way it was manufactured and shipped, the Run for the Wild finisher medal was also a strategic component of the virtual 5K.







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RUN FOR THE WILD

### EVENT PARTNERS

Run for the Wild was an opportunity to work with our existing partners as well as an opportunity to create new relationships for the agency that will be leveraged for years to come.

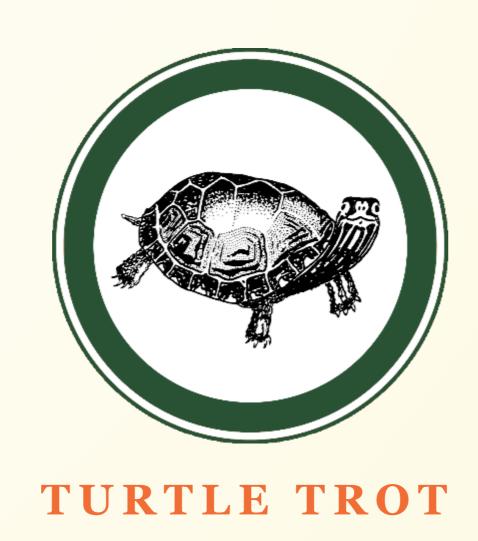
K95	\$8,100
Wildlife Foundation of Virginia	\$365
Virginia Tourism Package	\$150
Devils Backbone	\$145
Fleet Feet Richmond	\$100
Blue Ridge Outdoors	\$88
ShopDWR	\$75
Crewel and Unusual	\$68
Keep VA Cozy	\$50
TOTAL	\$9,141



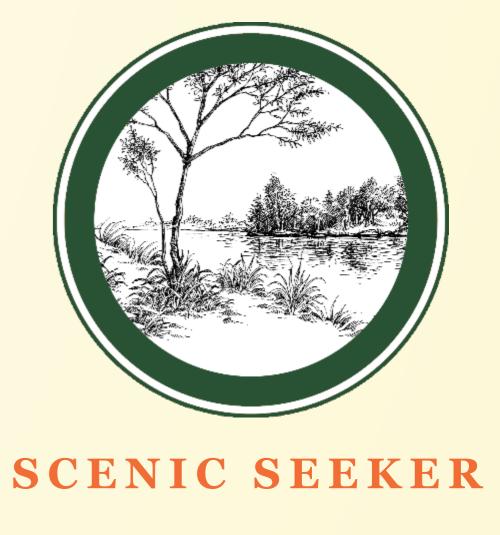
## EVENT CHALLENGES

Run for the Wild participants were invited to compete in optional event challenges where they could win prizes donated from our partners.











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Run for the Wild participants were invited to compete in optional event challenges where they could win prizes donated from our partners.





# ADVERTISING

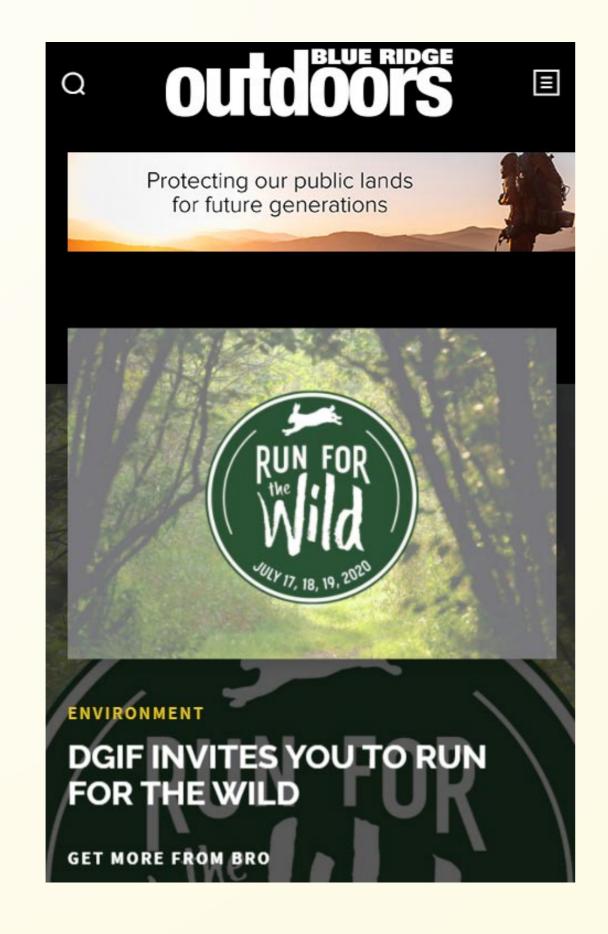
Digital outreach and advertising were heavily relied upon to spread the word about the Run for the Wild event.





### ADVERTISING

Digital outreach and advertising were heavily relied upon to spread the word about the Run for the Wild event.







### EVENT RESULTS

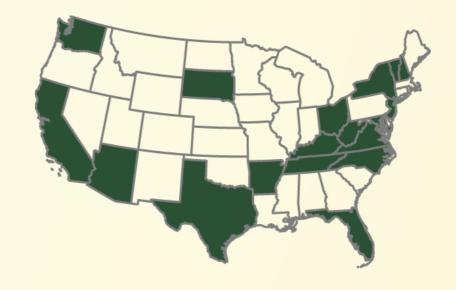
More than 400 runners joined us on July 17, 18, & 19, 2020 to help support our mission to keep Virginia's wild places wild. They came from all over the state-they even came from different parts of the country-but they all came together with a shared purpose, to Run for the Wild!



431 **PARTICIPANTS** 



\$12,840 REVENUE



Arkansas Arizona California Florida Kentucky Maryland North Carolina Washington New Hampshire Washington DC New Jersey West Virginia New York

Ohio South Dakota Tennessee Texas Virginia Vermont

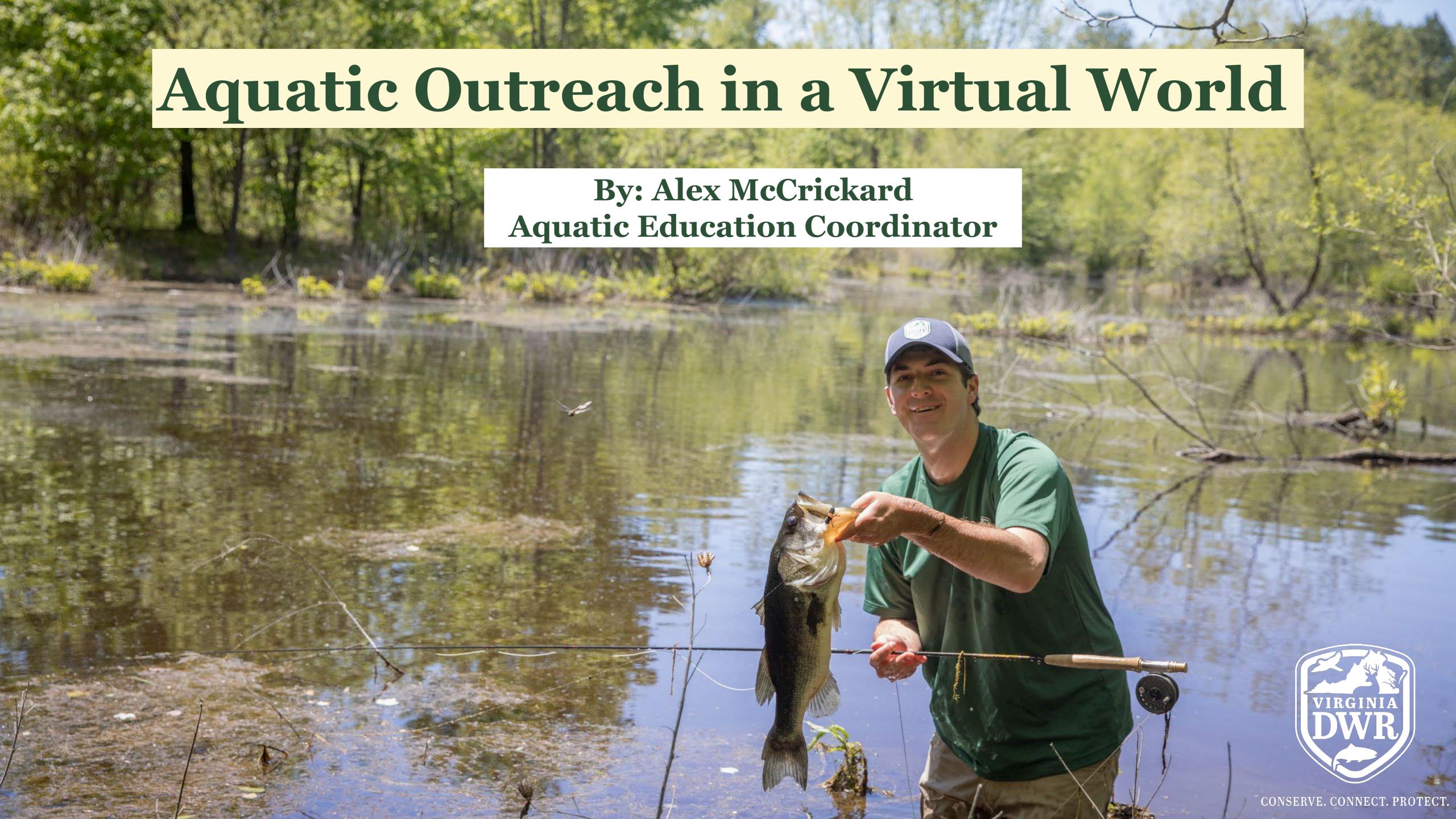


# WHAT'S NEXT?

The Run for the Wild virtual event will be making a return in early spring, 2021.







# Monthly Fishing Report - VLOG

#### The Concept – Tim Tassitano

- VLOGs offer a consistent avenue to present information
- Consistency is key viewers return again and again
- VLOGs are an avenue to establish connection with our community and constituents and overall awareness of Agency goals and mission

#### **Goal of the Fishing Reports**

- Present updates on fishing conditions as well as tactics and techniques for targeting specific species of fish
- Create a general awareness and interest in our fisheries and fishing
- Present updates on Agency news
- Engage the viewer and solicit feedback



### **VLOG Benefits**

- Education: gives anglers (novice to expert) tips and tricks to improve angling success
- Builds awareness of Aquatic Ecology concepts
- Highlight specific bodies of water (public access) where anglers can fish.
  - Agency WMAs
  - Department owned lakes
  - Department boat maps
- The vlog allows us to cross promote other agency initiatives
  - Ex: Refer a Friend, Trout Stocking etc.
- These fishing reports are a product of Divisional & Interdivisional collaboration
- · Highlights agency expertise, establishes credibility



#### Results Thus Far

- 6 Monthly Fishing Reports have been completed (April September)
- \$21,752.84 in license sales generated from the reports thus far
  - April report lacked call to action
  - No numbers from September report yet
  - Monthly Breakdown
    - April: 10,252 youtube views no call to action
    - May: 10,569 youtube views \$8,445.35
    - June: 7,717 youtube views \$9,262.00
    - July: 6,763 youtube views \$2,080.19
    - August: 14,722 youtube views \$4,044.89
    - September: ?
- This is an R3 Tool but we don't know what kind of R3
  - Recruitment? Retention? Reactiviation?



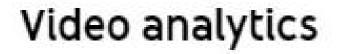
### Other Metrics



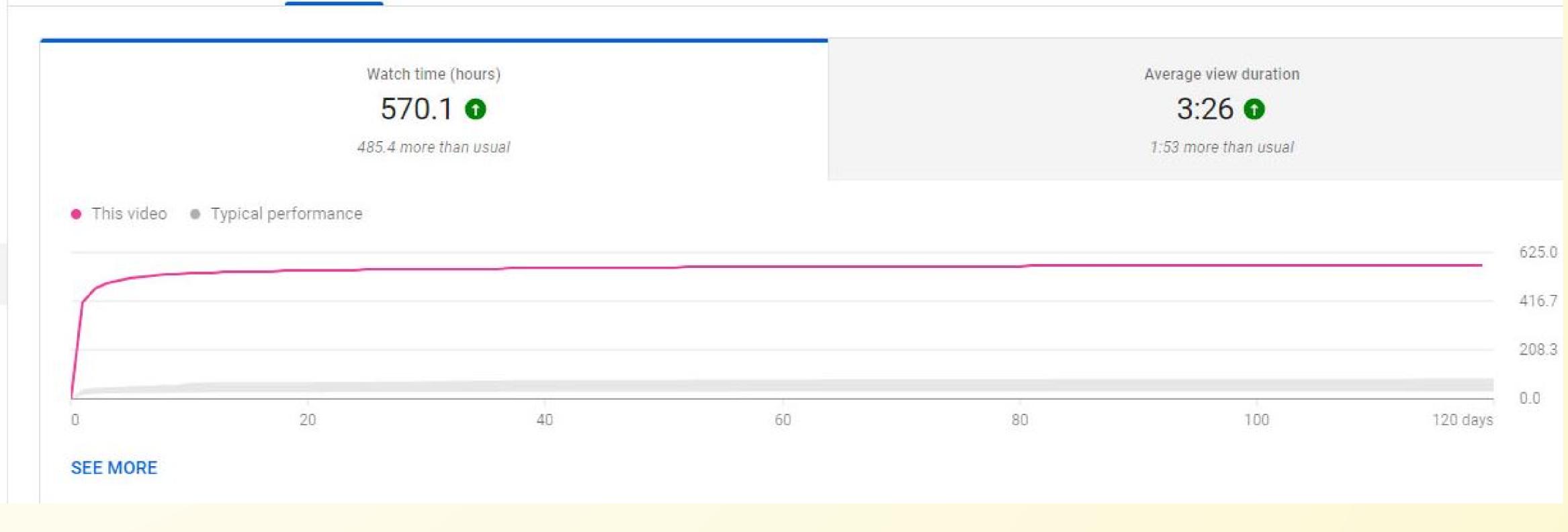


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5



Overview Reach Engagement Audience





May 19, 2020 - Now

Since published

### Engagement

May 570.1 watch time hours – 485.5 more than average

3:26 average view duration – 1:53 more than average

**June** 343.3 watch time hours – 260.1 more than average

2:40 average view duration – 0:59 more than average

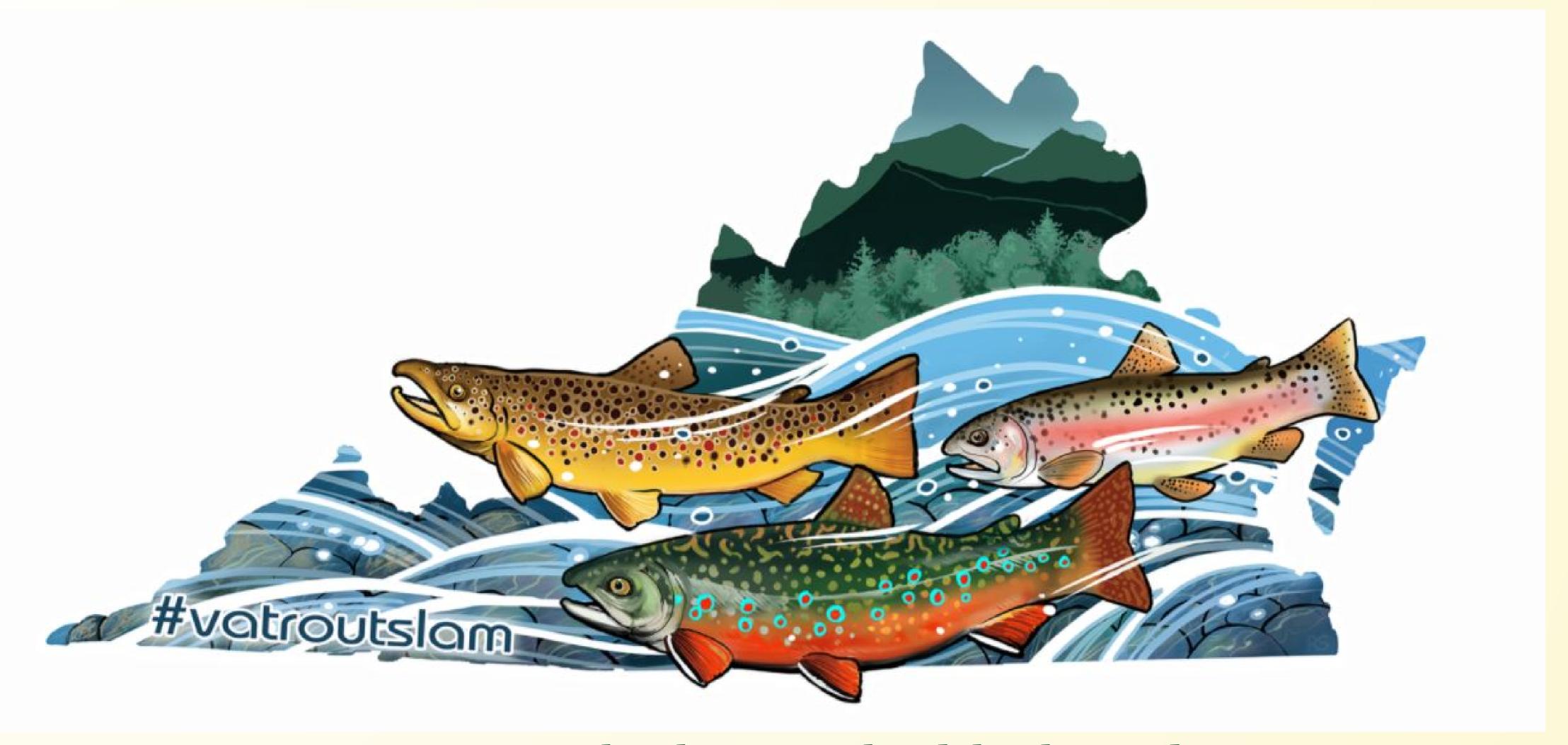
July 471.1 watch time hours - 346.5 more than average

4:25 average view duration – 2:32 more than average

August 243.1 watch time hours – 243 more than average

2:57 average view duration – 0:53 more than average





362 anglers have completed the slam to date



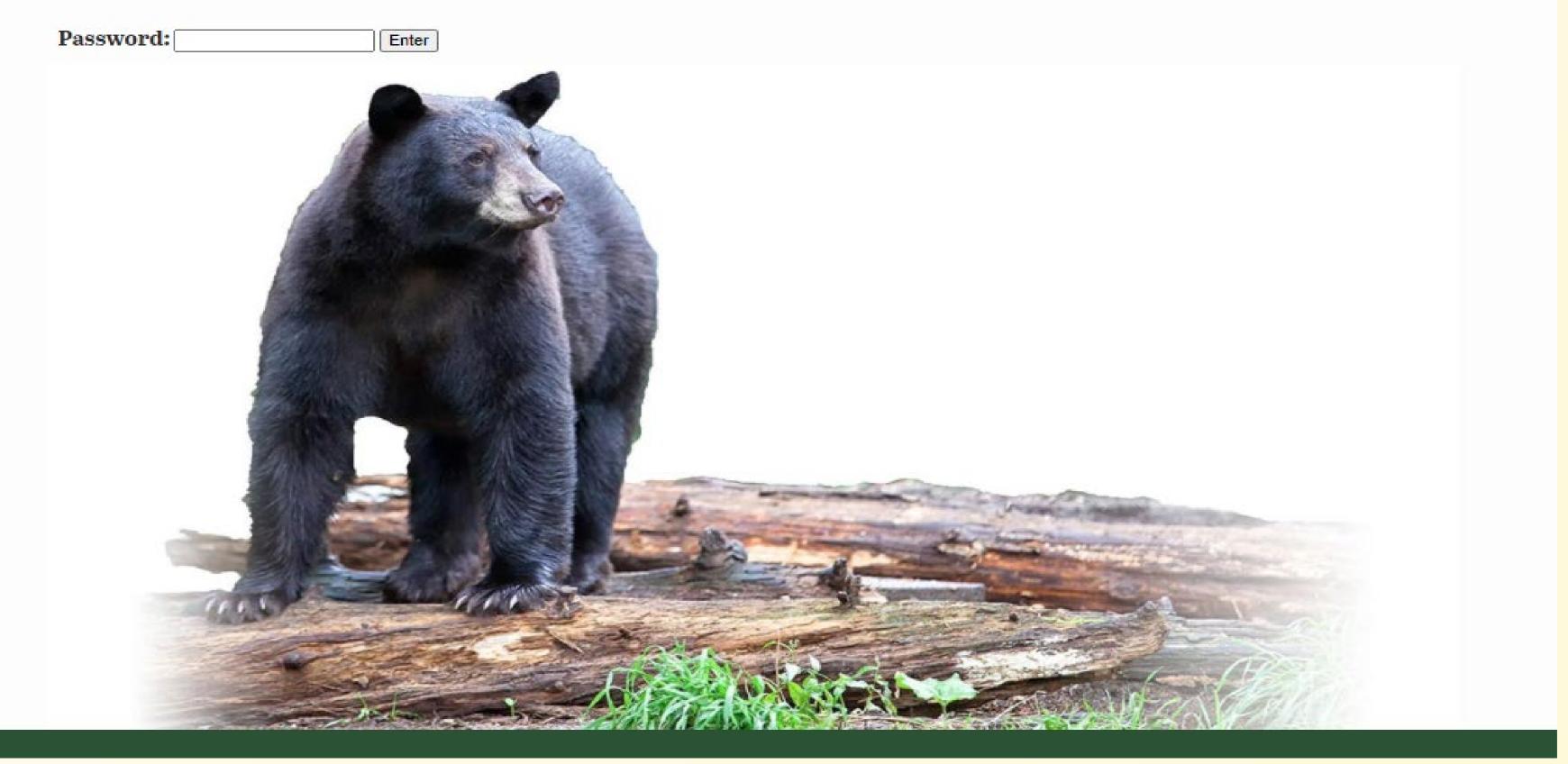
# **Any Questions?**





# WELCOME TO VIRTUAL PROJECT WILD!

This content is password protected. To view it please enter your password below:





# WELCOME TO VIRTUAL PROJECT WILD!

#### 1

#### Let's Get Started!

Welcome to the Department of Wildlife Resources (DWR) virtual Project WILD workshops. You should have received an email with more detail information, passwords and links to the final evaluation. Watch this short video about the Department and then click on the workshop you signed up for.



2

#### **Pick Your Workshop**











#### **GROWING UP WILD WORKSHOP**

#### Directions



Growing Up WILD is designed for those who teach our youngest students, ages 3–7. Twenty seven activities help them explore the world around them while learning essential skills. Watch this PowerPoint and then Let's Get Started. Remember all passwords and in depth information is in the email sent after you registered. All steps must be completed in order for me to mail you your Growing Up WILD guide.











### PROJECT WILD WORKSHOP

#### Directions



The Project WILD K–12 guide is the core curriculum activity guide in Project WILD. Eighty one interdisciplinary activities build on essential skills, scientific knowledge about wildlife and more. Watch the PowerPoint below and then Let's Get Started. Remember all passwords and in depth information is in the email sent after you registered. All steps must be completed in order for me to mail you the Project WILD K–12 guide.











3

#### Link and Resources

dwr.virginia.gov/education/resources-for-teachers

dwr.virginia.gov

bewildvirginia.org

www.fishwildlife.org/projectwild

Select WILD activity PDFs are now live! As a reminder, we have made these available for participants taking online training so that they may read activities as part of their training before they have the physical copy of the guide in hand. Each activity is password protected.

The password was sent in your initial email, and printing and downloading are disabled. We ask that all participants to please abide by our copyright by not sharing these activities.

For Project WILD training:

https://www.fishwildlife.org/projectwild/project-wild-activities

For Aquatic WILD training:

https://www.fishwildlife.org/projectwild/aw-activities

For Growing Up WILD training:

https://www.fishwildlife.org/projectwild/guw-activities

For Flying WILD training:

https://www.fishwildlife.org/projectwild/fw-activities



# VIDEO DEMO



# Any Questions?

