

MARKETING REPORT

Oct. 1, 2022-
Sept. 30, 2023



Overview

The Jacksonville region continued its position as a growth leader in 2022-2023. The seven counties of Northeast Florida remained a hotspot for business relocation and expansion, with **2,500 new jobs created** and **\$2.1 billion in capital investment**.

The 2022-23 integrated marketing program worked diligently to reinforce Northeast Florida's reputation as an extraordinary place for business expansion. The program drew awareness of the area's business advantages to corporate decision-makers and site consultants as well as worked to attract and retain the skilled talent needed to drive growth for the companies and the economy at large.

The seven counties of Northeast Florida allocated \$900,000 in their 2023 fiscal year budget for the region's marketing efforts. \$775,000 of which was dedicated to Business Recruitment and Talent Recruitment, the remaining \$125,000 supported Talent Development marketing. These initiatives were authorized by the JAX Chamber, which directed JAXUSA Partnership, the region's economic development organization, to manage. JAXUSA is a **\$3.4 million annual economic development program** funded through a diverse association of stakeholders, including private-sector businesses, public agencies, and partner counties.

Marketing and communication efforts focused on highlighting the six core target industries (Advanced Manufacturing, Corporate Operations, Financial Services, Life Sciences, Technology Services, and Transportation & Logistics) as well as the region's headquarters presence, talent, and quality of life. This report provides an overview of marketing initiatives that were implemented in 2022-2023.

JAXUSA Strategic Marketing Goals:

- Position the Jacksonville region to c-suite and decision-makers in target industry companies and site consultants as the ideal location for attracting talent or relocating or expanding business.
- Accentuate and amplify the region's unique attributes, economic development strengths, and overall value for business and talent.
- Showcase the area's unmatched support and strategic fit for business that ultimately drive jobs and capital investment to Northeast Florida.
- Elevate the region's brand recognition and demonstrate the area's strength to talent considering a relocation through omnichannel marketing outreach with strong engagement platforms.

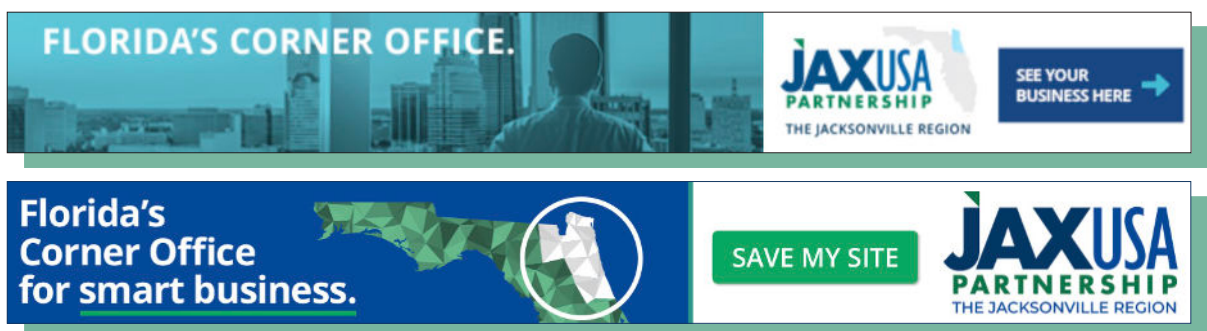


Business Recruitment – Digital Advertising

JAXUSA continued its annual investment in a comprehensive digital advertising campaign that builds awareness of the Jacksonville region by generating impressions and driving quality traffic to the target industry pages of JAXUSA.org. The target audience was c-suite executives and company decision makers with an employee base greater than 50 that meet the profile of an organization looking to relocate or expand their businesses in the Northeast Florida's target industries.

This year's effort ran from February to April 2023 and used the following channels:

- Display advertising that increases awareness of the Jacksonville region as a relocation destination;
- Retargeting ads that re-market the JAXUSA message after a user visits the JAXUSA website;
- Industry-focused LinkedIn posts geared toward decision-makers in a professional yet social avenue; and
- Video was used in both channels during the campaign to provide a stronger sense of the region's qualities and drive higher engagement.



RESULTS

14,374,831
IMPRESSIONS

37,079
CLICKS

0.26%
CLICK-THROUGH
RATE

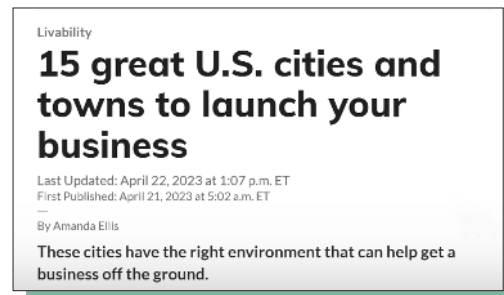
\$4.55
COST PER
CLICK

Public Relations

JAXUSA executed a media strategy highlighting the region's assets for young professionals. Included in this strategy was the region's top-ranking job market, key industries such as financial technology and life sciences, affordability, a strong entrepreneurial ecosystem, and more. JAXUSA developed several key storylines that showcased data and rankings surrounding the region's rapidly growing economy, local leaders, and businesses that have recently relocated to the area. Outreach efforts to a combination of top-tier business, economic development, and lifestyle outlets resulted in print and digital coverage reaching a diverse audience of talent, industry experts, and c-suite executives across the country.

As the nation's economic power continues to shift to the Southeast, JAXUSA positioned

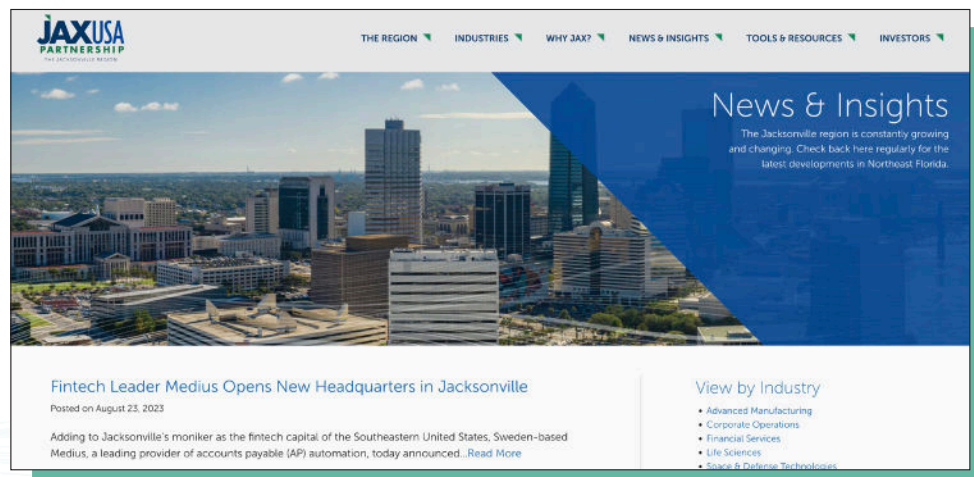
Northeast Florida as a top location driving that shift, highlighting the area's booming growth in population and corporate headquarters relocations. Stories with angles surrounding this topic also noted investments from companies like Paysafe, record-breaking investments channeled into downtown revitalization efforts, and local initiatives to support entrepreneurs, including JAX Bridges and the Open Innovation Center. These stories strengthen the region's reputation as a great place to build and grow a business.



Content & Target Industry Marketing

Content marketing remains a key strategy for both showcasing Northeast Florida and driving organic search engine optimization (SEO) rankings for JAXUSA.org. The development of quality, relevant content for our target audiences provides insight into the region's inviting business environment and quality of life, which helps raise the global profile of Northeast Florida.

The *News & Insights* section on JAXUSA.org is the centerpoint for communications and showcases the region's achievements and target industry expertise to a global audience — this page remains one of the most visited areas of JAXUSA.org. In addition to original content, the *News & Insights* section broadcasts favorable news about Northeast Florida from key publications like The Wall Street Journal, U.S. News & World Report, and LinkedIn. The information in the *News & Insights* section is also repurposed in digital newsletters that are delivered to JAXUSA investors and site consultants.



JAXUSA has also invested in the creation of an updated library of success stories that provide in-depth profiles of businesses that have grown in the region. Case studies on Rayonier, Suddath, Deutsche Bank, Johnson & Johnson Vision, Comarco, Coastal Cloud, and Forcura have been published with several more in development.

Event and Experiential Marketing

The Florida vs. Georgia Football Game is a time-honored event in Northeast Florida welcoming residents and visitors, particularly college students and young professionals – a target audience of the Find Your JAX initiative and JAXUSA's growth strategy for talent. Understanding that 80% of residents visit a destination before considering a relocation, a dedicated marketing campaign surrounding the annual football game was created to capture the attention of visiting fans in October 2022.

The campaign included an omnichannel approach to reaching the audience in the market for the game using Waze advertising, Google search expansion, geotargeted Facebook advertising in the stadium complex, and Uber and Lyft car wraps. The Waze advertising approach targeted drivers along the routes between Jacksonville and Gainesville as well as Athens and Atlanta with linked advertising to the Find Your JAX website.

Fifteen cars were wrapped in Find Your JAX branding and driving around TIAA Bank Field before, during, and after the football game and the following three weeks. During the four-hour "swarm" surrounding the stadium on game day, it was anticipated that **134,200 visitors would have the ability to see the cars representing an average annual household income of \$85,000** with the highest audience being young singles. Throughout the course of the marketing campaign, the cars were seen in all parts of the Jacksonville region and Southeastern Georgia. In total, the fleet drove more than 25,000 miles and had more than 3.5 million impressions, exceeding expectations.

3.7 MILLION
IMPRESSIONS

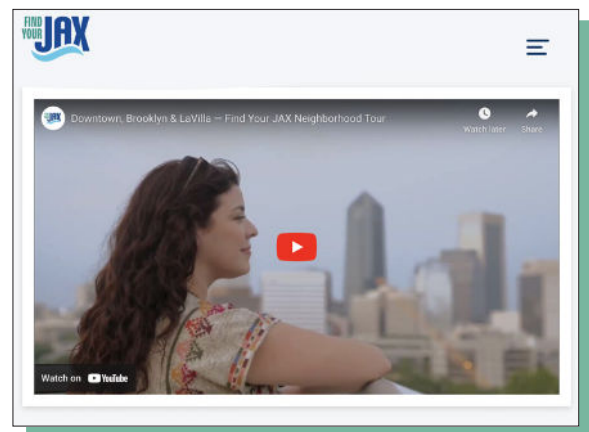
6,000+
CLICKS/QR SCANS



Video Production

When talent is considering a move to a new location, digital and social media platforms rise to the top in tools to understand what a community has to offer. According to DCI's 2023 Talent Wars, dedicated websites like FindYourJAX.com, Facebook, YouTube, Instagram, and other platforms are considered valuable resources for attracting talent.

The new "Find Your JAX Neighborhood" video campaign aligns well with the data presented in the study regarding how talent makes their relocation decisions about a community. The videos focus on showcasing a neighborhood, city, or town in Northeast Florida. Taken through the eyes of a resident in short, engaging 30- and 60-second features in both portrait for Instagram Reels or TikTok – and in landscape – for the website's neighborhoods page, and YouTube.



Visuals include scenery, housing options, dining, and other activities the video stars enjoy in their corner of Northeast Florida. The final videos are used in social media, on the web, in digital advertising, newsletters, and email marketing.

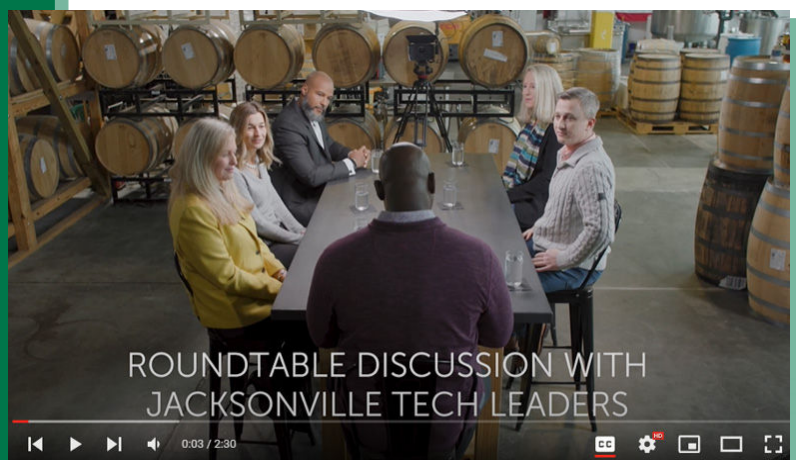
JAXUSA's "A Seat at the Table" business recruitment video campaign was recognized by the International Economic Development Council (IEDC) with an Excellence in Economic Development Silver Award. The compilation of videos with local business executives reached c-suite executives from outside of the market to influence their location decision-making plans for consideration of the Jacksonville region.

IEDC is the largest national and global organization of economic development organization. The award was presented during their annual conference which recognizes the world's best economic development.



INTERNATIONAL
ECONOMIC DEVELOPMENT
COUNCIL

The Power of Knowledge and Leadership



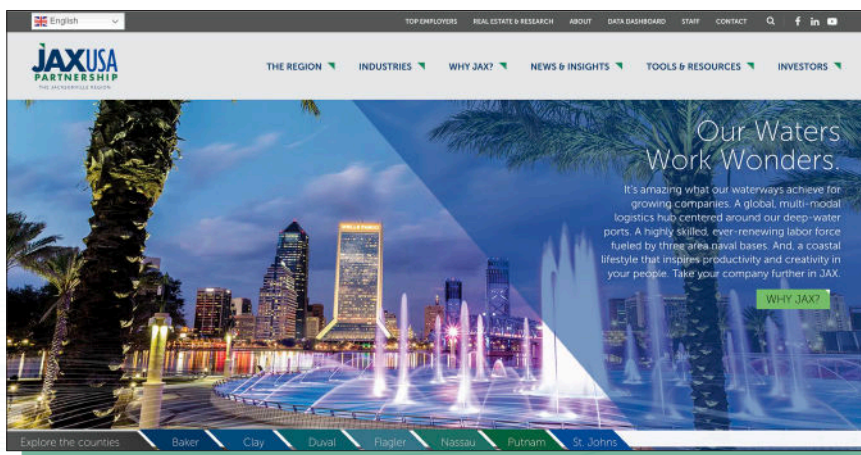
Creative Development

JAXUSA continued to add creative elements to its marketing library in 2022-2023. Water remains a key thematic element in all JAXUSA's marketing materials since it is a critical differentiator for the region. Sales tools were updated, particularly for key target subspecialties like fintech, e-commerce, and medical device manufacturing. The overall creative theme was also leveraged in print and digital advertising elements over the course of the year in strategic regional publications.



Website & Digital Assets

JAXUSA.org is the most important marketing channel for promoting the business attributes of Northeast Florida. The website serves as the destination for educating c-suite executives, business decision-makers, and site selectors as well as inbound talent by providing relevant news and information about the region, including demographic data and available buildings and sites. JAXUSA continued to make investments in the website's performance and search engine optimization.



RESULTS

16.51%
INCREASE IN
NEW USERS
(FROM PRIOR YEAR)

6.16%
INCREASE IN
SESSIONS
(FROM PRIOR YEAR)

3.37%
INCREASE IN
PAGE VIEWS
(FROM PRIOR YEAR)

Talent Recruitment- Digital Advertising

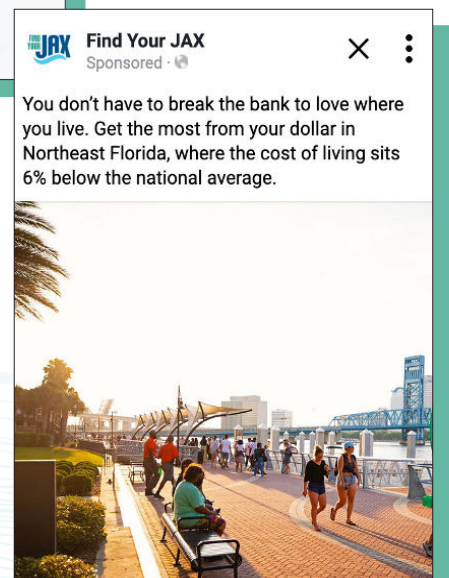
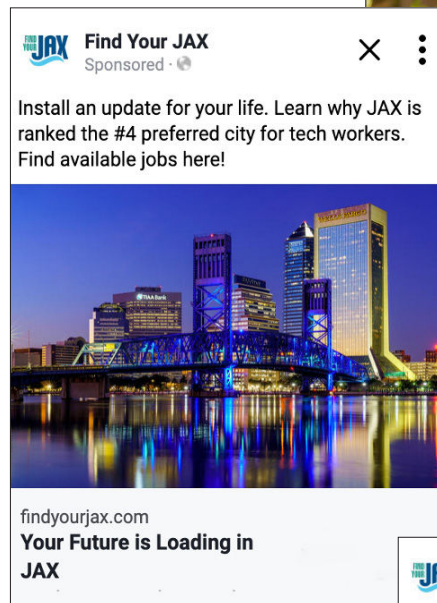
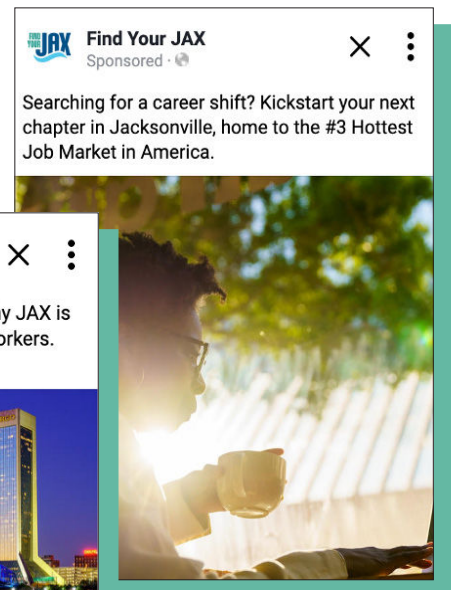
JAXUSA's talent attraction digital advertising program continued promoting Northeast Florida as the ideal location for professionals. Ads placed through Google and Meta's platforms boasted the region's status as a top job market and the lifestyle advantages the region offers when it comes to cost of living and quality of life.

Accounting for 66% of new users visiting the website in 2023 and 67% of total Find Your JAX website traffic, the talent attraction digital advertising program was a key component in driving quality traffic to the Find Your JAX website. With 8,514 goal completions and a 23% goal conversion rate, total collective sessions increased by 29% when compared to 2022 data. Campaigns were optimized to reach active searchers seeking employment in Northeast Florida, target audiences in higher cost and peer locations, and searchers with demonstrated interest in the Jacksonville region.

On Google, conversions increased by 45% in 2023 with the top keywords, "jobs" and "job opportunities," generating 6,827 clicks with a goal conversion rate of 53%. Paid advertising accounted for 76% of goal conversions with conversions including Indeed job views, interactions with the cost-of-living calculator, neighborhood quiz or commute time quiz, users who stayed on the site for over five minutes, users who visited five or more pages in one session, outbound link clicks, and newsletter sign-ups. The top 10 keywords focused on region-specific job terms and lifestyle/livability search terms such as "rent."

JAXUSA leveraged display ads and retargeting tactics to re-engage talent with active interest in Northeast Florida, allowing key messages and content pages to remain top-of-mind. **The retargeting display campaign received 370,849 impressions, leading to 370 additional goal conversions from returning website visitors – a 162% increase compared to 2022.**

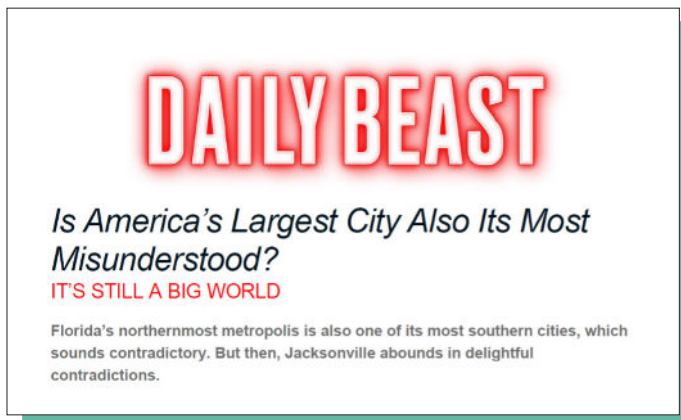
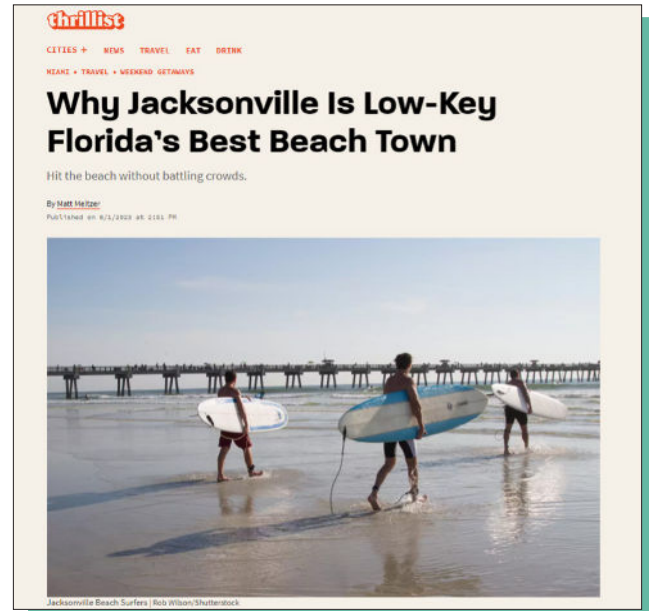
Placements through Meta's platform on Facebook and Instagram targeted Gen Z and Millennial jobseekers in key metropolitan areas including primary markets like Philadelphia and New York, in-state markets like Miami and Palm Beach, and exploratory markets like Pittsburgh and Los Angeles. Meta Ads drove a significant amount of traffic to the website, **garnering 1,826,720 impressions and a 1.53% CTR, well above the industry benchmark of 1%.**



Talent Recruitment- Public Relations

JAXUSA continued to increase its outreach efforts to lifestyle-focused media outlets to secure coverage aimed at reaching young professional talent. Efforts included storylines surrounding the region's arts and culture resources, outstanding quality of life, renowned urban parks system, and growing food and beverage scene. JAXUSA also began targeting college media outlets at top regional universities, including the University of Florida and the University of Georgia, to show current students the benefits of starting their careers in Northeast Florida after graduation.

These media relations efforts have resulted in **12 stories and more than 60 pieces of secondary coverage over the past year**. In total, this coverage earned the region more than **252 million impressions and nearly \$1.5 million in ad equivalency** in outlets including Bloomberg, Daily Beast, MarketWatch, Thrillist, Morning Star, Fifty Grande, Business Facilities, Livability, American City & County, Expansion Solutions Magazine, and more.



Bloomberg

DAILY BEAST

thrillist

FIFTY GRANDE

MarketWatch

Talent Recruitment- Social Media

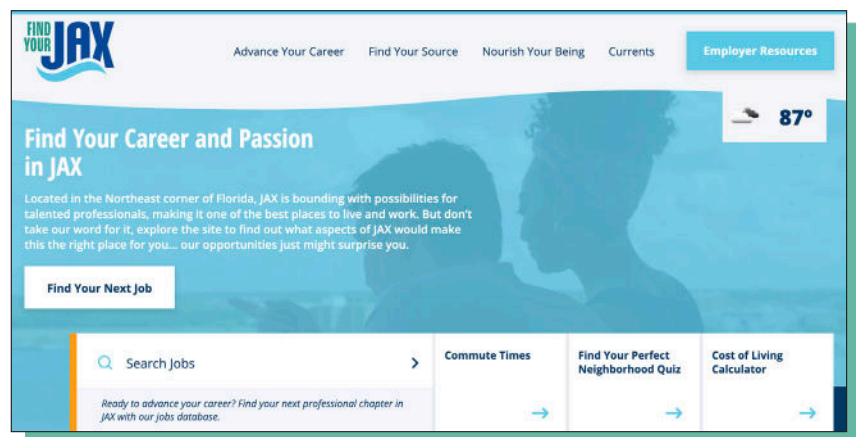
To amplify the region's livability and quality of life messaging, JAXUSA executed two digital influencer partnerships with duo creators, Caitlin Jecklin and Danielle Sommerfield, and golf influencer, Savannah Vilaubi. To bolster awareness, JAXUSA strategically leveraged Caitlin and Danielle's lifestyle-focused brand and engaged audience to drive 239 click-throughs to the Find Your JAX website, generating 31,300 unique views of the lifestyle-focused content. JAXUSA worked with Savannah Vilaubi to drive awareness of Northeast Florida's golfing excellence and lifestyle messaging, and as a result, Savannah created 50 posts that generated 143,500 unique views and 61 click-throughs to the website. Collectively, **the two partnerships delivered content with an estimated media value of \$117,900, which is a 12.4 return on investment.**



Talent Recruitment- Website Updates

As an extension of a larger marketing campaign for the State of Florida, Florida Power and Light (FPL) and JAXUSA developed a section for Employer Resources on the Find Your JAX website. Within this process, JAXUSA discovered a need for collateral pieces, resulting in the Employer Resources Collateral project.

Three pieces of marketing collateral were created for the Find Your JAX brand: an eight-page Pocket Guide, and a two-page "Why JAX?" fact sheet and branded PDF template. Designed to appeal to prospective talent as well as regional employers and HR professionals promoting the Jacksonville region, these assets live under the Employer Resources section on FindYourJAX.com.



Produced as a PDF download formatted for employers to share digitally or print on their own, the Pocket Guide serves as an introduction to the content on FindYourJAX.com and drives traffic to the website while providing overarching livability and quality-of-life messaging. As part of this project, JAXUSA developed a branded copy and designed a digital map of Northeast Florida featured in the brochure as a two-page spread, including major highways and points of interest.

Similarly, the "Why JAX?" fact sheet is formatted as a digital download on the Find Your JAX website and designed as a helpful resource for HR professionals to refer to when marketing the Jacksonville region to prospective talent — it includes information on cost of living, education, recreation, rankings, and more using copy provided by JAXUSA.