ETC Industry Forum
Tourism & Communities
Building Bridges Amid
Unbalanced Growth

NOVEMBER 2025



Resonance creates **transformative** strategies, brands and experiences that attract visitors, talent and investment.



BRUSSELS

VisitEngland ®







GENEVA











Tourisme / Montreal











Travel Alberta
Canada 1-1











DESTINATION VANCOUVER









ENVISION Saint John

Implementing a **Social License** and renewed **mindset** for Destination Canada



"The reason we come to work every day is to help tourism generate wealth and wellbeing for all of Canada and enrich the lives of our guests. As stewards of our destination, we work to ensure tourism yields net positive economic, sociocultural, and environmental benefits for all.

To measure our progress toward this aspiration, we developed a new, more comprehensive framework—the Wealth & Wellbeing Index. This is not just about the money made from tourism. It's about understanding and enhancing the overall impact tourism has on our communities and landscapes.

We need to see the bigger picture: How does tourism contribute to our society and environment? Does it make Canada a better place to live, work, and visit?"

Destination Canada's 2030 Strategy

A World of Opportunity



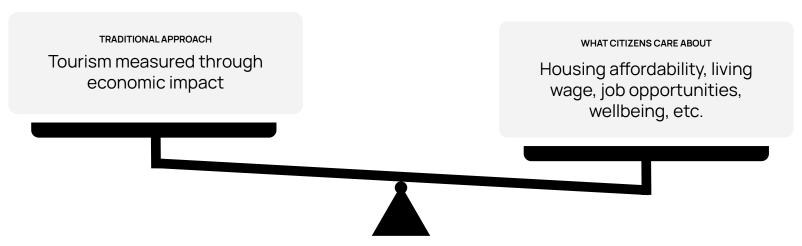
Destination Canada's 2030 Strategy

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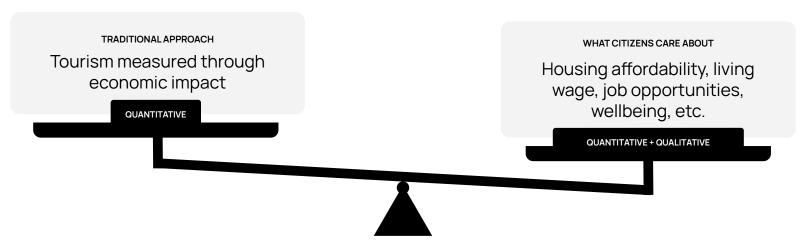
A Paradigm Shift

How do we go beyond a traditional approach to measuring tourism to a more holistic approach to take part in what residents and communities actually care about.



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Building upon innovative socio-economic and regenerative frameworks

WEF TRAVEL & TOURISM DEVELOPMENT INDEX











STATSCAN QUALITY OF LIFE INDEX



UN SDG GOALS



REGENERATIVE ECONOMY



PLACE POWER® SCORE



Introducing the Wealth & Wellbeing Index



Introducing the Wealth & Wellbeing Index

WEALTH & WELLBEING INDEX

ECONOMY

Economy measures tourism business growth, innovation, investment, and resilience, as well as the wealth generated for communities.

- → Tourism GDP
- → Private and public investment

EMPLOYMENT

Employment studies the overall image, access, and inclusivity of the industry, including the local supply of skilled workforce and the development of supporting policies.

- → Tourism employment
- → Tourism job vacancy rates

ENABLEMENT

Enablement reflects a destination's capacity to host visitors based on its built environment, the quality of the infrastructure and the access to public services, plus the supporting conditions.

- → Connectivity Index (air/rail/ground)
- → International openness

ENVIRONMENT

Environment tracks the impact of tourism on the ecosystem and the protection of natural resources.

→ GHG Emissions per visitor

ENGAGEMENT

Engagement celebrates the local culture and heritage, and Indigenous cultures.

- → Canadian perception of tourism's contribution to quality of life
- → Canadian perception of tourism's contribution to the economy

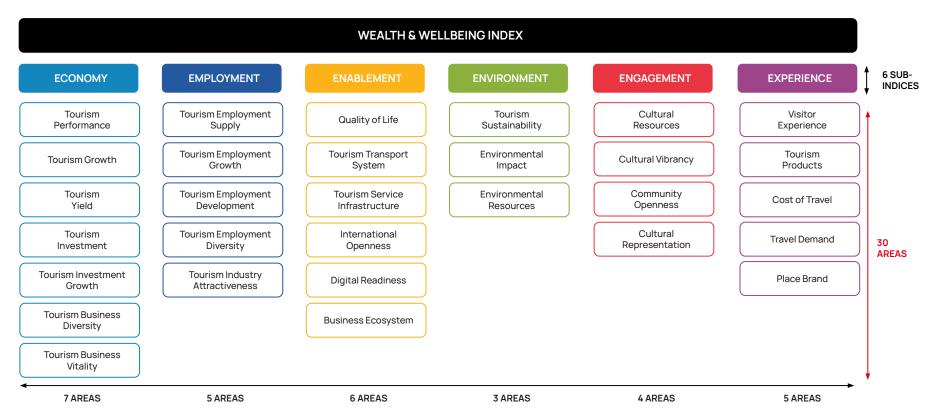
EXPERIENCE

6 SUB-INDICES

Experience benchmarks a destination's brand and overall value, as expressed by the quality and competitiveness of the visitor experience.

- → Canada is recommended by target audiences
- → Quality of tourism experiences

Introducing the Wealth & Wellbeing Index

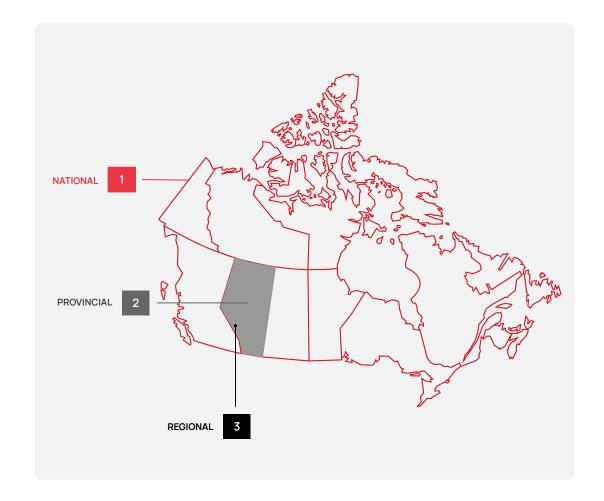


Tracking progress at a National, Provincial and Regional Level

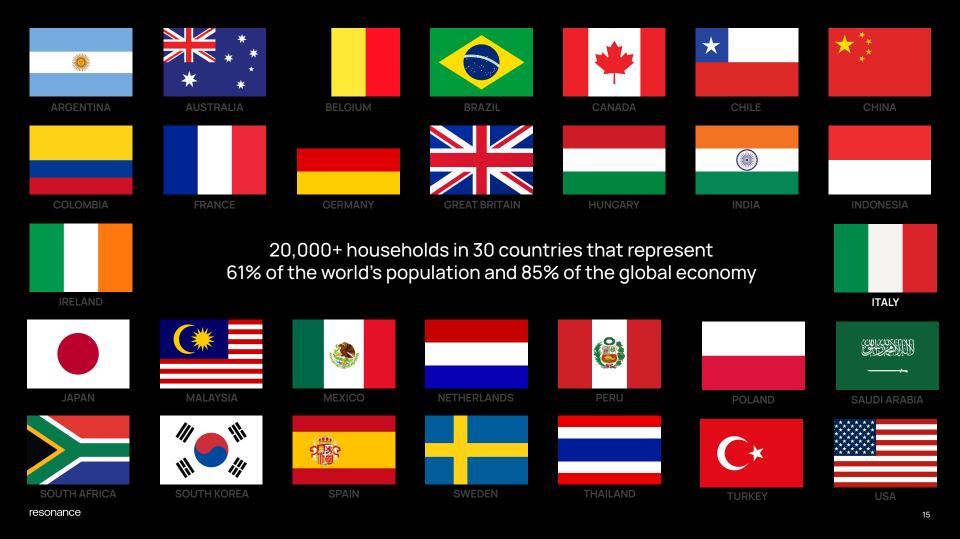
Destination Canada provides resources and funding to aggregate data at the Provincial Level

Destination Canada works with local communities to inform W&W measurement at a Regional level.

Pilot project: Banff & Lake Louise



Why this is relevant for European destinations?





European destinations represent **45%** of global preference.

Last year, it was 41%.

2025 → 2026

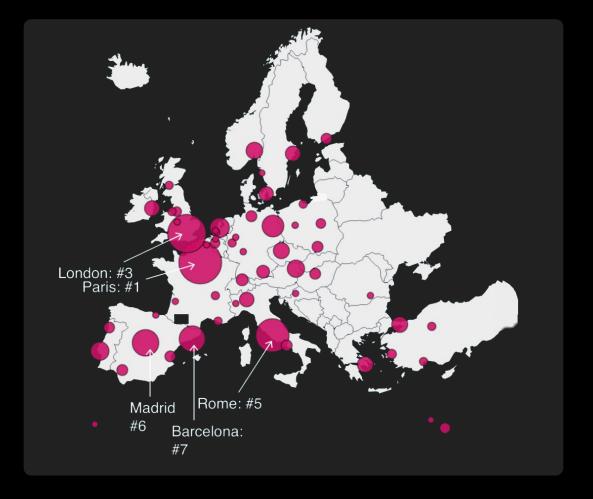
Paris: 7.8% → 8.6%

London: $6.7\% \rightarrow 6.9\%$

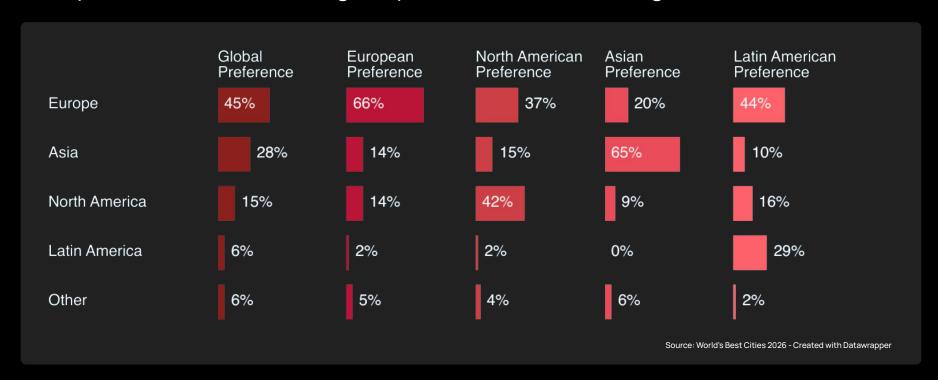
Rome: $4.3\% \rightarrow 5.1\%$

Madrid: $2.8\% \rightarrow 3.1\%$

Barcelona: 2.9% → 3.0%



While everyone has Europe on their list, Europeans have the strongest preference for the region.



Looking forward to continuing the conversation!

Thank You!

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