



The Business of Meetings

An MPI Foundation Canada White Paper

National Meetings Industry Day 2007

April 19-20, 2007

Lyle Hall, managing director of HLT Advisory Inc., a Toronto-based leisure and tourism consultancy, warned that the supply of meeting space exceeds demand. Yet Niagara Falls is investing \$35 million in a new convention centre, and facility expansions are in progress or under discussion in Windsor, Ottawa, Vancouver, and Calgary. Similar growth is going on around the world.

CONVENTIONAL THINKING ABOUT THE ROLE OF CONVENTION CENTRES

The hotel industry has become accustomed to significant room night generation from major events held in the larger Canadian convention facilities even though the Canadian convention centre "Industry" is relatively new. The first purpose-built, downtown convention facility in Canada was the Calgary Convention Centre (now the Calgary Telus Convention Centre) which opened in 1974 adjacent to the Four Seasons Hotel (now a Marriott). Since then, almost all major Canadian municipalities, and several resort areas, have developed convention centres. Several of the more successful Canadian convention centres have been expanded (in some cases in multiple stages). Today, these large, complex buildings are often taken for granted.

common. In fact, some destinations not only have the ability to provide the convention centre for free but are also aggressively doing so, provided the economic impact of the event is significant enough. But what is "enough"?

Not all events are created equally and conventions are just one of several types of events suitable for convention facilities. Trade shows, consumer shows and smaller-scale conferences and meetings may also be held in convention facilities in addition to a range of social, entertainment and banquet events. The extent to which these events are targeted by a convention centre, as opposed to a local hotel or trade/consumer show facility depends on the aggressiveness and mandate of the convention centre in a specific location—as well as the number/quality of and the relationships with these other space providers.

Canadian Convention Centres (selected publicly owned and operated)

Convention Centre	Build/Expanded (Year)	Main Exhibit Area (sq. ft.)	Attached Headquarters Hotel	Owned/Controlled by
Metropolitan Convention Centre	1981/1998	450,000	Intercontinental	Province
Palais des Congrès de Montreal	1983/2002	189,000	n/a	Province
Shaw Conference Centre (Edmonton)	1983/2006	105,000	n/a	Municipality
Vancouver Convention and Exhibition Centre*	1986/2006	91,000	Pan Pacific	Province
Winnipeg Convention Centre	1975	70,000	n/a	Municipality
Quebec City Convention Centre	1996	75,000	Hilton	Province
Ottawa Congress Centre	1983	54,000	Westin	Province
Calgary Telus Convention Centre	1974/2006	47,000	Marriott	Municipality
World Trade and Convention Centre (Halifax)	1985	20,000	n/a	Province
Hamilton Convention Centre	1991	20,000	Shelton	Municipal
Victoria Conference Centre	1996	14,000	The Empress	Municipal
Telus Whistler Conference Centre	1985/2001	11,000	n/a	Municipal

Source: HILT Advisory and individual convention centres
 Note: Does not include state centres and privately-owned convention/conference centres
 *The expanded Vancouver Convention and Exhibition Centre (225,000 sq. ft.) includes space used as a store

The Role of a Convention Centre

Most Canadian (and North American) convention centres were built and are operated as a means of generating economic impact in a given city and/or region. As a result, most are owned (if not operated, at least in Canada) by the public sector. Economic impacts are maximized by giving priority to those events attracting the largest number of out-of-town visitors (i.e., delegates of regional, national and international conventions). Bottom-line orientation of the building is often not a priority, as the "success" of many convention centres is not measured by convention venue profitability itself, but rather the volume of spending at the community level. As a result, convention centres are often used as low-cost attractors with competition on a "price" basis becoming much more

Event Characteristics	Conventions	Trade Shows	Conferences & Meetings	Consumer Shows
Trade Focus	Member exchange between professional groups and associations	Product selling, industry buyers and sellers together	Small groups or association meetings	Public shows often open to general public. Typically charge admission
Attendance Profile	Mostly out-of-town attendees. Visa also combined with meetings, spouse often comes along	Some out-of-town attendees and exhibitors. Visa often combined with meetings, spouse rarely accompanies delegates	Varies by event	Local attendees
Facility Needs	Locally meeting rooms, banquet facilities, moderate exhibition area, adjacent hotel rooms	Exhibitor/organizer seminar, suitable loading facilities, some meeting rooms, nearby hotel rooms	Locally meeting rooms, nearby hotel rooms	Exhibit space, signage, extensive parking requirements
Market	Relates attendance to event/venue impact relative to other venues in destination	Event volume, most in 10 markets	Impact relative to other venues in destination	Locally preferred
Economic Impact	High	Moderate	Low	Low

Conventions remain the primary focus of convention centre managers and marketers as the economic impacts generated from this event type surpass all other events, most of the time.

Mixed Mandates

The trade off between convention centre profitability and economic impact is the subject of much debate across Canada currently as several convention centres look to expand and/or rejuvenate dated facilities. In those markets where economic impact is the primary mandate

The Bottom Line

Conventions can provide predictable room blocks well into the future (HLT tracks future bookings at several centres, with some holding confirmed events as far forward as 2017). In strong convention markets, this predictability can be most helpful in determining rates and establishing booking policies on a hotel-by-hotel basis. Convention-generated demand should not be taken for granted however. The supply of convention space will continue to increase, competition will likely become more intense and past experience teaches us that geopolitical and economic issues will challenge the industry going forward.

THE CASE FOR HALIFAX

Assessing the Potential for Expanded Convention/Trade Show Facilities in Halifax

**Prepared for the Halifax World Trade & Convention
Centre**

May 2009



3. Current Situation

Attendees by event type

The average number of attendees/convention peaked in 2006. Since 2006, the average number of delegates per convention event has been relatively consistent at about 500.

The majority of convention events are generated from regional or national associations and corporate uses. The WTCC has also demonstrated the capability of hosting international events. National, United States and international conventions have consistently attracted more delegates on average than local/regional conventions.

Number of Events and Attendees/Event at the World Trade and Convention Centre (Years Ending March 31)

	2005		2006		2007		2008		2009	
Conventions										
Local/Regional	19	261	16	396	10	280	14	443	14	418
National	11	415	12	570	18	613	12	555	20	478
United States	0	n/a	0	n/a	2	400	1	800	1	1,200
International	0	n/a	3	1,360	1	600	1	n/a	1	500
Total Conventions	30	314	31	529	31	494	28	508	36	474
Trade Shows	7	816	7	317	8	315	14	332	8	531
Consumer Shows	5	1,942	5	2,238	2	3,350	2	3,350	4	2,600

Source: HLT Advisory Inc. analysis of data provided by the World Trade and Convention Centre

Redeveloped World Trade and Convention Centre Event Load Projections

	2005 - 2009 Average			Projected Stabilized Year Average		
	Events	Delegates	Length*	Events	Delegates	Length*
Conventions						
Local/Regional						
Current Size	15	358	3.3	19	350	3.0
Future Size	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>5</u>	<u>1,000</u>	<u>3.5</u>
Local/Regional Subtotal	15	358	3.3	24	485	3.1
National						
Current Size	14	529	5.2	12	500	5.0
Future Size	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>9</u>	<u>1,200</u>	<u>5.0</u>
National Subtotal	14	529	5.2	21	800	5.0
International/United States						
Current Size	2	887	5.5	3	700	5.5
Future Size	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>3</u>	<u>1,000</u>	<u>5.5</u>
International Subtotal	2	887	5.5	6	850	5.5

***Economic Impact Assessment of the
Proposed Redevelopment of a
World Trade and Convention Centre
in Halifax***

FINAL REPORT

Prepared for:

Department of Transportation and Infrastructure Renewal

Prepared by:

Gardner Pinfold

December, 2009



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Demand by Size and Geographic Source
Redeveloped World Trade and Convention Centre Event Load Projections

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International/US Sub-Total	2	887	5.5	6	850	5.5

***Economic Impact Assessment of
Updated Delegate Projections for
Proposed Redevelopment of the
Halifax World Trade and Convention
Centre***

FINAL REPORT

Prepared for:

Trade Centre Limited (TCL), Halifax, Nova Scotia

Prepared by:

Gardner Pinfold

July, 2010

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PROJECTED DELEGATES AND EVENTS

It is not the purpose of this study to provide advice on the feasibility of the new proposed convention facility in HRM. Work has been completed on this through other studies. Projected events under this scenario are based on the market analysis in the TCL report, "Market Projections for a Proposed New Convention Centre: 10-Year Projections By Market Segment", (2010) and a loss projection table, also provided by TCL. A summary of projected demand by market segment is set out in the tables below.

Proposed New Convention Centre (WTCC II)																
Projected Events																
	Base	1	2	3	4	5	6	7	8	9	10	Projected 5 Year Avg.	Projected 10 Year Avg.	4 Year Stbl. H/T Report	Projected 5 Year Total	Projected 10 Year Total
International																
Category A	1	1	1	2	2	3	3	4	4	4	4	2	3	3	9	28
Category B	2	2	3	3	3	4	4	4	5	5	5	3	4	3	15	38
Category C	2	1	4	5	5	7	8	10	10	12	12	4	7	-	22	74
Category D	2	3	3	3	4	4	5	6	6	6	8	3	5	-	17	48
Sub Total	7	7	11	13	14	18	20	24	25	27	29	13	19	6	63	188

Trade Centre Limited

Market Projections For A Proposed New Convention Centre

10 Year | By Market Segment

Internal Staff Report
June 2010



International Events



Market Trends:

The industry grew by more than 800 international conferences between 2007 and 2008. The average attendance at these events has also grown at an average of 15%^{iv}.

International organizations are weighing security, air transportation access and currency stabilization with greater importance when selecting a host city.

ⁱⁱⁱ *ICCA Statistics Report 2008*

^{iv} *ICCA Statistics Report 2007*

International Congress and Convention Association



Statistics Report

The International Association Meetings Market

Abstract for non-members



1999-2008

Number of meetings analysed

The number of events per year in the ICCA Association Database has grown with more than 3.000 events over the past 10 years. Partly this reflects the strength of the market, partly it is thanks to a record number of ICCA members sending us their calendar information to help identify new events, and partly it is thanks to increased research investment.

Year	# Events
1999	4,424
2000	5,101
2001	5,069
2002	5,898
2003	5,978
2004	7,147
2005	7,232
2006	7,648
2007	7,578
2008	7,475

Venues used

Since 2005, "Meeting facilities in Hotels" has taken over as most popular type of venue to organise an event from "Conference/Exhibition Centres". In 2008 the usage of meeting facilities in hotels consolidated its first place with 41.5%. Usage of Conference/Exhibition Centres lost another 2.1% in 2008. The use of universities has risen more than two percentage points and is now 19.2%.

International Congress and Convention Association



Statistics Report

The International Association Meetings Market

Abstract for non-members

2000-2009



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Year	# Events
2000	5,186
2001	5,187
2002	5,979
2003	6,198
2004	7,274
2005	7,634
2006	8,094
2007	8,586
2008	8,715
2009	8,294

Participant numbers

In 2008 the average number of participants per meeting was 638, an increase of 20 compared to 2007. Most meetings in the ICCA Association Database (almost 27%) have between 250 and 500 participants.

Participant numbers

The average number of participants per meeting reached its lowest point of the past decade in 2007 with 593 participants per international meeting. In the year 2000 the average number of participants per meeting was the highest over the past 10 years with an average of 812 participants per international meeting.

Since 2000 the average number of participants per meeting dropped each year, until reaching an average of 602 participants in 2005. Since then the average number of participants per event seems to be stabilising, putting an end to the trend of international meetings getting smaller.



Proposed Convention Centre *Technical Briefing*

October 6, 2010

Trade Centre Limited Business Overview



Future Potential – Market Validation

National Corporate

- Facility & amenities drive choice for national corporate planners, current WTCC not a viable option
- 88% of national corporate event planners, representing a total of 189 clients, would consider Halifax with a new convention facility (Thinkwell Research)

National Association

- National association market mandated to meet annually
- 625 national associations with eastern rotation pattern, roughly 200 events rotate east annually
- 75% of national association customers would consider Halifax with a new convention facility (Thinkwell Research)

International

- Not a mature market, Canada's share grew from 132 events in 1999 to 231 events in 2008, roughly 5% per year which is expected to continue
- Projecting WTCC market share of the Canadian share of the international market to grow from 3.5% (in base) to 6.5% in year 10 of operations
- With new facility, over 1,400 international conferences available to Halifax with estimated attendance over one million delegates (GRAIN)

1. Number of meetings per country

Rank	Country	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
1	U.S.A.	456	529	465	567	563	610	603	612	564	507
2	Germany	274	328	292	316	328	409	389	428	484	402
3	Spain	194	209	222	302	300	384	346	318	332	347
4	France	224	296	261	278	271	368	347	358	297	334
5	United Kingdom	270	320	229	303	317	317	363	357	316	322
6	Italy	213	235	267	288	316	317	299	296	291	296
7	Brazil	80	119	98	102	111	156	171	230	213	254
8	Japan	154	174	210	206	194	199	218	227	241	247
9	Canada	132	163	157	189	160	194	178	193	218	231

1. Number of meetings per country

Rank	Country	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
1	U.S.A.	538	468	571	587	620	648	645	651	637	595
2	Germany	325	299	314	339	409	415	449	525	450	458
3	Spain	212	221	304	302	387	352	316	365	385	360
4	Italy	243	278	293	317	329	324	323	350	350	350
5	United Kingdom	321	231	310	323	315	389	390	368	381	345
6	France	297	273	283	283	372	360	370	340	397	341
7	Brazil	124	105	107	128	161	186	231	223	255	293
8	Japan	176	213	211	197	205	232	243	265	281	257
9	China-P.R.	83	79	130	81	229	226	255	264	262	245
10	Austria	101	103	111	156	165	188	240	243	212	236
	Netherlands	191	186	170	190	230	234	229	235	253	236
12	Switzerland	106	117	154	170	169	193	189	205	204	214
13	Canada	168	156	190	168	204	199	209	247	270	213

Number of meetings per city (continued)

Rank	City	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
43	Toronto, ON	27	18	35	20	36	30	35	42	42	36
44	Boston, MA	25	12	30	25	32	27	30	27	39	35





**BUSINESS CASE STUDY and ANALYSIS for the
RECOMMENDED EXPANSION of the
ST. JOHN'S CONVENTION CENTRE
Final Report**

**Prepared for:
DESTINATION ST. JOHN'S**

Prepared by:



In association with:



April 2009

January 2009. For the purposes of this analysis, the Centres have been segmented into three Tiers as follows:

- **TIER 1** Convention Centres are defined as those with greater than 250,000 square feet of rentable space;
- **TIER 2** Convention Centres are defined as those with between 100,000 to 250,000 square feet; and
- **TIER 3** Centres offer less than 100,000 square feet of total rentable space.

TIER 1 Convention Centres

Metro Toronto Convention Centre
Palais des Congrès de Montreal

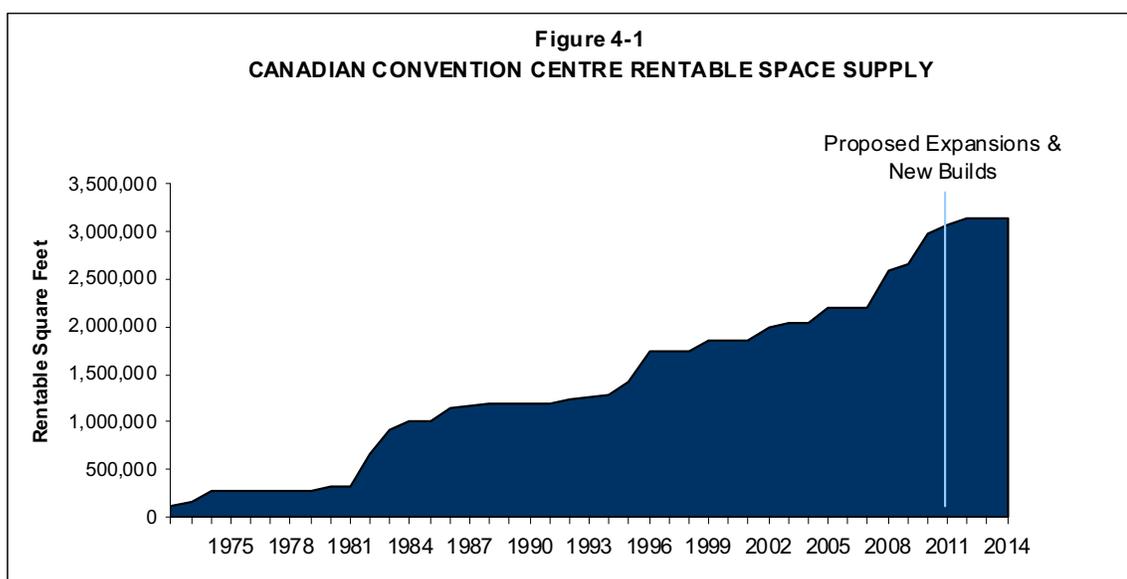
TIER 2 Convention Centres

Calgary Telus Convention Centre
Shaw Conference Centre (Edmonton)
Winnipeg Convention Centre
Palais des Centre des Congrès de Quebec
Vancouver Convention Centre
Saskatoon Centennial Auditorium & Convention Centre

TIER 3 Convention Centres

Victoria Conference Centre
Penticton Trade & Convention Centre
Prince George Civic Centre
Telus Whistler Conference Centre
Cleary International Centre (Windsor)
London Convention Centre
Hamilton Convention Centre
Ottawa Congress Centre
Halifax World Trade and Convention Centre
St. John's Convention Centre & Mile One Centre
Venue Saint John
Blue Mountain Conference Centre
Mont Tremblant Congress Centre
Vancouver Island Conference Centre (Nanaimo)

Figure 4-1 provides a picture of the growth in rentable Convention Centre space in Canada since 1974. Since 1981, rentable Convention Centre space has increased at an annualized compounded pace of about 17.4% per annum. Major growth spurts occurred in the mid 1980's and again in the mid 1990's.



Source: PKF Consulting

TABLE 4-3 COMPETITIVE TIER 3 CONVENTION CENTRES CONVENTION DEMAND, 2006-2008			
	2006	2007	2008
Total Conventions	276	289	254
Avg Per Centre	28	29	25
# of Tier 3 Competitive Convention Centres	10	10	10
Conventions by Size	2006	2007	2008
< 250 Delegates	186	197	171
251-500 Delegates	36	34	33
> 500 Delegates	54	57	51
Total Conventions	276	288	254

Source: PKF Consulting

Of the 254 Conventions hosted by Tier 3 Convention Centres in 2008, the majority (171 events) were events of less than 250 delegates in size (67%); with 33 (13%) being conventions of 251 to 500 delegates, and 51 were events of over 500 delegates in size.

4.6 Trade Show Demand - Competitive Tier 3 Performance 2006-2008

The competitive Tier 3 Canadian Convention Centre market hosted 41 Trade Shows in 2008, for an **average of 4 Trade Shows per Centre**. The number of Trade Shows ranged from a low of 0 to a high of 8.

TABLE 4-4 COMPETITIVE TIER 3 CONVENTION CENTRES TRADE SHOW DEMAND, 2006 - 2008			
	2006	2007	2008
Total Trade Shows	42	42	41
Avg Per Centre	4	4	4
# of Tier 3 Competitive Convention Centres	10	10	10
Trade Shows by Size	2006	2007	2008
< 30,000 sq.ft.	42	42	41
30,000 to 75,000 sq.ft.	0	0	0
Total Trade Shows	42	42	41

Source: PKF Consulting Research

Of the 41 Trade Shows hosted by Tier 3 Convention Centres in 2008, all of them utilized less than 30,000 square feet of exhibit space.

4.7 Meeting/Conference Demand - Competitive Tier 3 Performance 2006-2008

The competitive Tier 3 Canadian Convention Centre market hosted an estimated 1,630 meetings in 2008, of which approximately 74% (1,212) were non-local meetings and conferences of more than one-day in duration, and the balance (418) were local one-day meetings not requiring overnight accommodation. On average, each Centre attracted 121 non-local meetings and 42 local meetings in 2008, with the number of

Furthermore, there were concerns over the shortage of large hotel room blocks nearby. Since the St. John's Convention Centre does not have the right configuration for a typical Tier 3 Convention Centre facility, it will continue to lose market share unless this issue is addressed.

4.12 Overall Tier 3 Market Projection Summary

In summary, Tier 3 Convention Centres across Canada hosted an estimated 3,096 events in 2008, which is projected to increase by an average 1.1% per annum to 3,340 events by 2015 (see Table 4-11).

Over the 2009 to 2015 period, in addition to the subject St. John's Convention Centre expansion in 2012, 2 new Convention Centres will be added to the Tier 3 market, while the Halifax expansion will result in transference of available rental space out of the Tier 3 segment. The combination of additions and expansions will result in a net increase of 11,650 square feet of rentable space over the 2009 to 2015 period. This is equivalent to a 3% increase in supply or about a 1.7% increase per annum.

Segment	Events per Centre							
	2008	2009	2010	2011	2012	2013	2014	2015
Conventions	254	251	253	266	253	257	259	262
Trade Shows	41	38	38	39	39	39	40	40
Non-Local Meetings & Conferences	1,212	1,194	1,206	1,325	1,431	1,445	1,460	1,474
Local Meetings	418	397	401	434	441	445	449	454
Consumer Shows	53	48	48	50	46	46	47	47
Banquets	773	657	664	680	701	708	715	722
Other	345	342	345	360	331	334	338	341
TOTAL Events Per Centre	3,096	2,926	2,955	3,154	3,240	3,274	3,307	3,340
% Demand Growth	--	-5.5%	1.0%	6.7%	2.7%	1.0%	1.0%	1.0%
# Centres	10	9	9	10	10	10	10	10
Square Feet	362,993	346,278	346,278	366,478	357,928	357,928	357,928	357,928
% Supply Growth	--	-4.6%	0.0%	5.8%	-2.3%	0.0%	0.0%	0.0%

Source: PKF Consulting

Demand levels are forecasted to remain relatively consistent within the Convention, Trade Show, Consumer Show, Banquet and Other Demand segments. However, total non-local and local meetings are projected to increase by 10% and 8% respectively, as new Convention Centre supply is added to the market, inducing further meetings and conference demand to Atlantic Canada and a portion of meetings and conference demand held in hotels are converted to Convention Centre demand.