



# Welcome to the Virtual Accessible Sports Regional Round Table





# **Important Notes for our Virtual Meeting**

### AS-GKC Q&A (Kim Krueger) will be monitoring the chat.

- Please type your name and organization into the chat so we can document your attendance!
- Give us a brief description of your organization's accessible sports program or mission.

We will be using the chat to solicit questions

Please be respectful of others during open forum and Raise hand (with zoom button or physically) to wait for introduction by moderator.



AS-GKC is a bi-state, multi-sector collaboration of nonprofit organizations, agencies, and businesses formed with the support of a 2018 Healthy Communities grant awarded by the Health Forward Foundation to The Whole Person.

### **AS-GKC's Mission**

Enhance the quality of life for individuals with barriers to participation through access to recreation activities that promote fitness, wellness, and social growth.

### **Shared Resources**

- A shared centralized website that highlights accessible sports and recreational activities in our local area and facilitates participant contact to program coordinators.
- A Community Wide Calendar of accessible sports programming
- A Community Gaps survey to solicit feedback from the affected populations about their experiences and needs.
- An Accessible Venues Survey
- Educate the Educators



# **Accessible Sports Round Table Update**

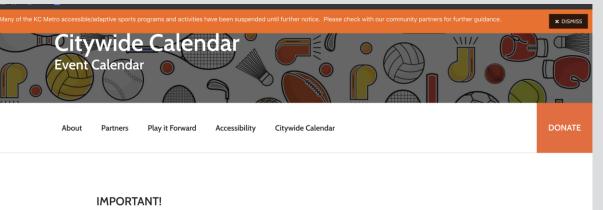
- 48 different organizations with a focus on inclusive recreation and sports have attended.
  - 35%+ of attendees are consistently from the Parks departments
  - Identifying and reaching out to partners that participated at the start.
  - 34 Active Community Partners
  - Goal for this year is 45

| Meeting         | Attendees |
|-----------------|-----------|
| ASRR 10/18/18   | 21        |
| ASRR 2/21/2019  | 23        |
| ASRR 4/18/2019  | 16        |
| ASRR 6/20/19    | 20        |
| ASRR 10/17/2019 | 21        |
| ASRR 1/16/2020  | 27        |
| ASRR 5/21/2020  | 23        |



# **Citywide Calendar Update**

- New Focus on Calendar as events begin in the inclusive recreational community.
- Need your help populating more than ever.
- Objective: Become a trusted event calendar for perspective participants in KC



3.26.2020 \*\*\* In accordance with the #StayHomeKC ordinance due to COVID-19, many of the KC Metro accessible/adaptive sports programs and activities have been suspended until further notice. Please check with our community partners for further guidance. Their information is found on their community pages located HERE.

#### Citywide Event Calendar

Visit this page to see at a glance the many accessible sporting activities and programs in the KC Metro Area.



# **Strategy Groups**

Collaboration effort by Partners to tackle short-term objectives identified in these Round Table Sessions

• Annual Community Event/Fundraiser

Special Olympics Kansas\*, EITAS, KC Parks and Rec

Launch Quarterly Digital Newsletter

TWP\*, Eat with B the RD, KC Parks and Rec

 $\circ\,$  Community-Wide centralized volunteer pool and training

TWP, Camp Encourage, KC Parks and Rec

 How to Share resources such as equipment/transportation TWP\*, Smithville Parks, MAS, KC Parks and Rec

We would like your input and expertise in pursuing these goals. Communicating your program's specific needs is critical to serving the overall inclusive sports community.



### **Social Media Update**

Facebook: <a href="https://www.facebook.com/accessiblesportsgkc/">https://www.facebook.com/accessiblesportsgkc/</a>

January – March : +7 additional likes

March – May : + 69 additional likes!

Continue to use Facebook as primary form of Social Media Marketing

Instagram: <a href="https://www.instagram.com/as\_gkc/">https://www.instagram.com/as\_gkc/</a>

Twitter: <a href="https://twitter.com/ASGKC4">https://twitter.com/ASGKC4</a>



### **Grant Update:**

Terri Goddard, Resource Development Manager at The Whole Person

### **Digital Marketing Update**

Anthony Trakas, AS-GKC



### **Previous Grant Close: Strategies, Outcomes, and Indicators**

- Outcomes as Measured By The Health Forward Foundation
  - Equitable Engagement and Access, Mobilization for Action, Multi-Sector Collaboration

| Mobilization for Action  | Year 1                             | Year 2                                   |
|--|------------------------------------|--|
| Strengthen core organizational operations and sustainability of systems  | Partners join Round<br>Table       | Track partner participation              |
|  | ETE Surveys                        | New Partners                             |
|  | Develop and<br>Publish 3-year Plan | Publish 3-Year<br>Plan and report        |
| Increase awareness and skills of<br>individuals and communities through<br>culturally relevant education   |                                    | Educate the<br>Educators with<br>Surveys |
| Equip individuals and organizations to<br>influence policy, build public awareness,<br>and accelerate the field through the<br>adoption of community-based solutions |                                    | Create 3-Year<br>Plan                    |

#### **Objectives**

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|---|---|--|
| Equitable Engagement & Access   | Year 1  | Year 2   |
| Engage community members in the<br>conversation and solutions for building<br>nealthier communities, environments<br>and policies | Establish<br>Community Gaps<br>and Accessible<br>Venues surveys | Collect Data<br>from surveys<br>Shared Website<br>with Calendar<br>Assess partner<br>participation |
| Multi-Sector Collaboration  | Year 1  | Year 2   |
| Connect with nontraditional partners to create a strong, unified voice that spans fields and sectors                              | Develop and<br>Publish 3-Year<br>Action Plan                    | 3-Year Plan<br>presented in<br>Press   |



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#### Objectives

### New Grant: Strategies, Outcomes, and Indicators

| Propose  | ed Outcome   | Year 3 Expected Results   |
|--|--|---|
| Equitable Engagement   | Mobilization for Action  | ETE administered by MAS with TWP collecting Survey Results  |
| Engage community members in the conversation<br>and solutions for building healthier communities,<br>environments and policies | Strengthen core organizational operations and sustainability of systems  | Accessible Sports in Greater KC (AS-GKC) continues to collect and assess<br>online Community Gaps survey data from affected individual community<br>members.  |
|  | Increase awareness and skills of individuals and communities through culturally relevant education   | Committee and task force chairs will be identified and confirmed in FY20 for accessible venues research and advocacy task force, community gaps and focus group task force, fundraising committee and membership committee.   |
|  | Equip individuals and organizations to influence<br>policy, build public awareness, and accelerate the<br>field through the adoption of community-based<br>solutions | To augment responses to the online Community Gaps survey, four regio<br>focus groups will be convened in FY21. Eight individuals from the affecter<br>community, including people with disabilities and their caregivers, will be<br>identified and invited by partners. AS-GKC partners will develop specific<br>advocacy goals from this input. |
|  |  | AS-GKC partners who post activities on the shared calendar will track participation increases in these activities   |
| Dutcomes as Measured By Th<br>Foundation   | e Health Forward   | Through community input and an accessible venues survey, ways to<br>improve accessibility of parks, gyms, racquet clubs and other sports and<br>recreation spaces will be recommended to each venue   |
|  | ss, Mobilization for Action, Multi-  | Improvements to built environments may benefit from local policy changes. New organizational/institutional policies may also be addressed by the collaboration if AS-GKC support or opposition is determined to be warranted and potentially influential to the decision-making.  |
|  |  | Annual Web Visitors will increase to 3,500 by FY 21   |
|  |  | Increase Number of Partners to 38 by FY21<br>Annual Partner Volunteer Hours to Increase from 261 to 450 in FY21   |



## **Digital Marketing Update**

- Working to increase Website traffic through the following:
  - Increasing SEO traffic by adding keyword tags to pages and images on site
  - Content in community partner marketing. Invite ASGKC to engage your consumer.
  - Partnering with an ad company to roll out digital and social ad campaigns.
    - Separate social media based digital marketing campaigns to drive traffic
      - <u>http://www.as-gkc.net/community-partners/overview.html</u>
      - <u>http://www.as-gkc.net/gaps-survey/page.html</u>
  - Evaluating Results via Web Metrics!



#### Brand Statement

Enhance the quality of life for individuals with barriers to participation through access to recreational activities that promote fitness, wellness, and social growth.

#### Project background

Accessible Sports of Greater Kansas City (AS-GKC) addresses the bi-state metropolitan area's need for a community-wide approach to recreational activities and sports for people of all ages and with all types of disabilities. The desired long-term outcome of the AS-GKC collaboration is that more individuals with disabilities have access to healthy practices through athletics and sports; short-term outcomes include increased community action for accessible active living opportunities; increased knowledge and awareness of issues affecting people with disabilities; increased public resources; and strengthened collaborative networks.

#### Objectives

- 1. Campaign to drive traffic to partner sites through ASG-KC.net
- 2. Campaign to promote completion of existing community gaps survey (web form).

#### Target Audience

| Whole Person Targets                  | Geographies of KC Metro         |
|---------------------------------------|---------------------------------|
| Parents of Children with Disabilities | Special needs educators         |
| Adaptive Athletes                     | Adaptive Sport and Rec Programs |
| Inclusion professionals               | Sports organizations            |
| All Ages                              | All Genders                     |

#### Insight

Objective 1. www.as-gkc.net/partners

We would like to drive traffic to community partner sites through AS-GKC to strengthen our network's value proposition in increasing their program visibility.

Objective 2. www.as-gkc.net/gapssurvey

We would like to drive traffic and encourage completion of the community gaps survey. This provides us with data to support known gaps in accessible sports programming and adoption.



## Website Analytics: Ad Results

### FACEBOOK-GAP SURVEY-JUNE

| AD       | IMPRESSIONS | CLICKS | CTR (All) | LEADS |
|----------|-------------|--------|-----------|-------|
| IMAGE AD | 7,950       | 66     | .83%      | 4     |
| CAROUSEL | 34,651      | 230    | .66%      | 27    |
| TOTAL    | 42,601      | 296    | .69%      | 31    |
|          |             |        |           |       |

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Help Fill i...

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This 3-minute survey can help increase access to

as-akc.net

Gaps-surv...

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sports & rec for people with disabilities

Learn More

Sponsored ... This 3-minute survey can help increase access to sports & rec for people with disabilities



• The Carousel ad received more impressions and leads than the image ad

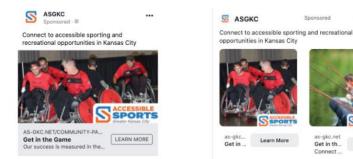
#### Customer Services CTR .62% Word Stream Jun 2020

THE WHOLE PERSON RECAP

S ASGKC

### FACEBOOK-PARTNERS- JUNE

| AD       | IMPRESSIONS | CLICKS | CTR (All) |
|----------|-------------|--------|-----------|
| IMAGE AD | 33,554      | 290    | .86%      |
| CAROUSEL | 33,732      | 420    | 1.25%     |
| TOTAL    | 67,286      | 710    | 1.06%     |



Learn

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• The Carousel ad received more engagement than the static ad

| Custom | er Services CTR .62% Word Stream Jun 2020 |   |
|--------|---|---|
|        | THE WHOLE PERSONI RECAP                   | J |



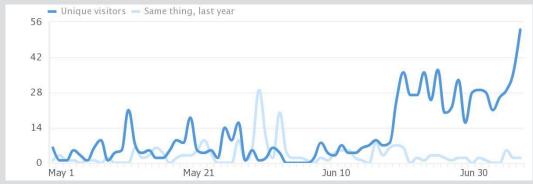
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## Website Analytics: Media Campaign Results

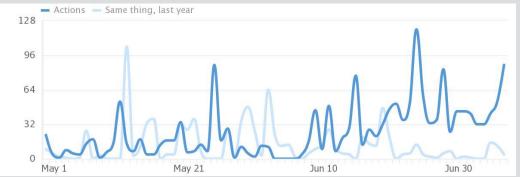
- Date Range: May 1 July 8 vs same Period Prior Year
  - More Unique Visitors are coming to site in response to our social media advertising

 Visitors are more interested from the beginning and conducting more clicks after initially coming to the site.

### **Unique Visitors**



### Actions





## Website Analytics: Media Campaign Results

- Date Range: June 24 July 8
- Two week Period with Campaigns active
  - More Unique Visitors are coming to site and performing more actions
  - Half of visitors only coming to advertised link and then leaving site
- Social Ads Primary Source of Traffic

| Traffic sources |     |       |
|-----------------|-----|-------|
| Advertising     | 355 | 0%    |
| Ø Direct        | 62  | +244% |
| Searches        | 34  | +240% |
| 🔗 Social media  | 8   | +700% |
| @ Links         | 5   | 0%    |
| 🖂 Email         | 1   | 0%    |

| The Basics               | Summary Visitors Actions Uniques | Time  | Uniques T | ime |
|--------------------------|----------------------------------|-------|-----------|-----|
| A Visitors Expand        | 465                              | +999% | 34        | 0%  |
| Actions Expand           | 782                              | +999% | 76        | 0%  |
| Ø Average actions        | 1.7                              | -29%  | 2.2       | 0%  |
| 🕑 Total time             | 16h 20m                          | +741% | 1h 53m    | 0%  |
| Ø Average time per visit | 2m 7s                            | -33%  | 2m 39s    | 0%  |
| Bounce rate              | 48%                              | +151% | 22%       | 0%  |
|                          |                                  |       |           |     |

Same Time Period Last

Year

Time Spent on site is approximately the same so need focus on engagement of visitors through calendar and site resources.



## **Website Analytics: Source of Visitors**

- Date Range: June 24 July 8
- Two week Period with Campaigns active
- Social Campaigns functioning as intended with great traction. Use this methodology going forward to help site usage.

Once a visitor is on the Partner Overview Page, I do not see a clear favorite on their following click. 42% stay and complete additional action.

| Page  | Filter results | Visit | tors V        | Avg actions | Avg time | Total time | Bounc |
|---|----------------|-------|---------------|-------------|----------|------------|-------|
| ☆ /community-partners/overview.html<br>Accessible Sports in Greater Kansas City : Partners : Overview   |                | 178   | 38.3%         | 1.3         | 1m 29s   | 4h 24m     | 58    |
| ☆ /gaps-survey/page.html<br>Accessible Sports in Greater Kansas City : Gaps Survey : Gaps Survey  |                | 151   | 32.5%         | 1.6         | 1m 40s   | 4h 12m     | 51    |
| ☆ /about-asgkc/join-our-mailing-list.html<br>Accessible Sports in Greater Kansas City : About : Join our Mailing List                                   |                | 24    | 5.2%          | 5.4         | 4m 56s   | 1h 58m     | 10    |
| ☆ /<br>Accessible Sports of Greater Kansas City   |                | 21    | 4.5%          | 2.8         | 4m 42s   | 1h 39m     | 28    |
| ☆ /asrr-zoom/<br>Accessible Sports in Greater Kansas City : ASRR May : ASGKC Regional Roundta   | able           | 17    | 3.7%          | 1.8         | 3m 14s   | 54m 58s    | 13    |
| ☆ /community-partners/<br>Accessible Sports in Greater Kansas City : Partners : Overview  | e <b>r</b>     | 13    | 2.8%          | 1.0         | 30s      | 6m 30s     | 7     |
| ☆ /play-it-forward/in-kind-donations.html<br>Accessible Sports in Greater Kansas City : Play it Forward : In-Kind Donations                             | E.             | 9     | 1 <b>.9</b> % | 3.0         | 1m 40s   | 15m        | (     |
| ☆ /citywide-calendar/event-listing-request-formpublic-submission.html<br>Accessible Sports in Greater Kansas City : Citywide Calendar : Event Listing R | equest Form    | 6     | 1.3%          | 1.0         | 38s      | 3m 48s     | 7     |
| ☆ /about-asgkc/asgkc-team.html<br>Accessible Sports in Greater Kansas City : About : AS-GKC Team  |                | 5     | 1.1%          | 5.7         | 17m 25s  | 1h 27m     | (     |
| 숫 /gaps-survey/response.html<br>Accessible Sports in Greater Kansas City : Gaps Survey : response   |                | 5     | 1.1%          | 2.8         | 4m 53s   | 24m 25s    | 50    |



## Website Analytics: Device Type

- Date Range: June 24 July 8
- Two week Period with Campaigns active
- Visitors spend significantly more time on our site when visiting from personal computer than mobile device. May need to optimize mobile site to make content more visible and engaging.

| OS Family V     | Filter results Visitor | s V Avg actions | Avg time | Total time | Bounce       |
|-----------------|------------------------|-----------------|----------|------------|--------------|
| ☆ 🗍 iPhone      | <b>187</b> 4           | 0.3% 1.3        | 1m 13s   | 3h 48m     | 62%          |
| ☆ 🌞 Android     | <b>152</b> 3           | 2.8% 1.7        | 1m 48s   | 4h 34m     | 4 <b>7</b> % |
| ☆ 🛃 Windows 10  | <b>87</b> 1            | 8.8% 2.4        | 3m 48s   | 5h 31m     | 31%          |
| 😒 💼 Mac OS X    | 24                     | 5.2% <b>2.9</b> | 5m 32s   | 2h 13m     | 38%          |
| ☆ 🛃 Windows 7   | 5                      | 1.1% <b>1.6</b> | 1m 10s   | 5m 50s     | 20%          |
| 숬 📒 Windows 8.1 | 3                      | 0.6% 4.7        | 9m 40s   | 29m        | 0%           |



### Partner Discussion on Covid-19 and Accessible Sports

- What has changed with your adaptive sports program due to Covid-19?
- What has your organization done to keep participants engaged during Covid-19?
- What is your plan to restart programming?



## Communication

- Reach Out to AS-GKC!
- Facebook
- Instagram
- E-mail group
- Website

- Play It Forward Equipment Donations!
- Expected 2020 Regional Roundtable Dates
  - September, January, April, June







# Thank You for Attending the Virtual Regional Round Table!



