

Destination Development, Inc.



Assessment Findings & Suggestions

A look at Cardston through the eyes of a visitor June 2007



Tourism is an economic development activity The object is to have people come, spend money, then go home

90% of tourism industry businesses are small businesses.

83% of tourism spending is by visitors with annual household incomes of \$70,000 plus.

Tourism is a \$5 billion dollar industry in Alberta. In Southern Alberta it's a \$330 million industry. Are you getting your fair share?

A tourism-friendly city will spawn non-tourism industries faster than others

Tourism is an economic development activity

Southern Alberta = 14% of total visits to Alberta (2004).

91% of the 2.5 million visitors to So. Alberta were Canadians.

75% from Alberta, 9% Saskatchewan, 5% BC, 7% US, 2% overseas

Canadians spent 82%, Americans 13%.

Jan-March: 18%, Apr-Jun: 19%, Jul-Aug: 37%, Oct-Dec: 26%



Tourism is all about cash.

The idea is to import more than you export.

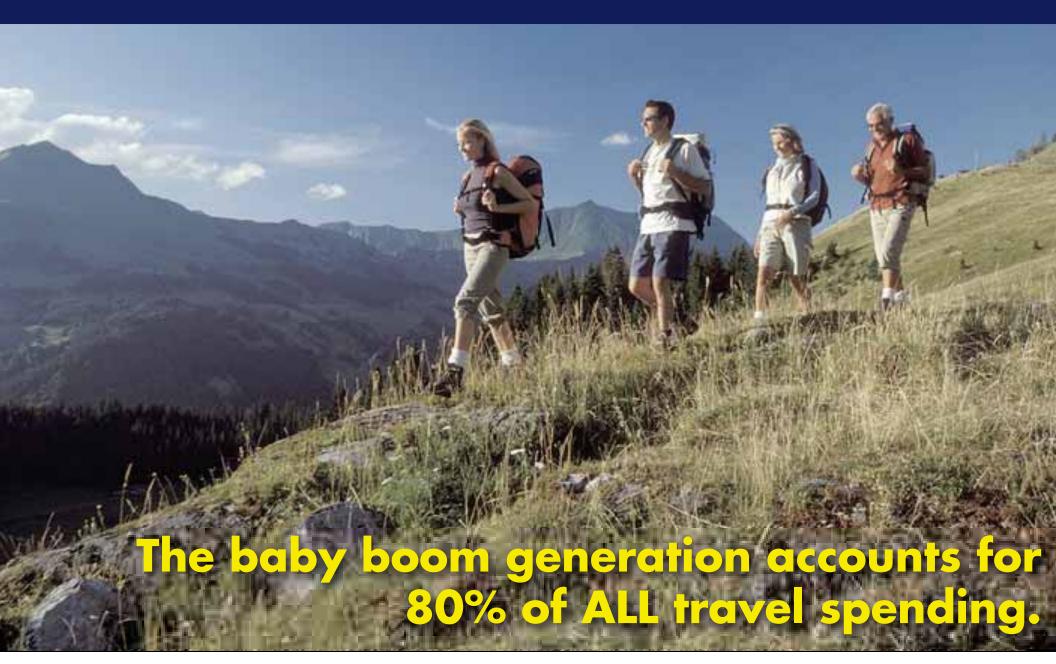
The three types of tourism:

- Visiting friends and family
- Business travel
- Leisure travel (the focus of this assessment)

The three stages of tourism:

- Getting people to stop (the pass through visitor)
- Becoming the hub for area attractions
- Becoming the destination

The customer is changing The rule of being ready



DEMOGRAPHICS

The baby boom generation:

- 425,000 turning 50 every MONTH
- For another seven years
- They control 70% of North America's wealth
- Mindset: Individuality, emphasis on youth, self absorption
- Currencies embraced: Time, comfort, easy access
- Trend: "Downshifting" and simplicity. Entire trip planned and booked for them

Want some more?

 Extend your seasons: Empty nesters prefer to travel during the shoulder seasons. The "new" peak months: April, May, September & October.

The baby boom generation:

• The "inheritance boom." \$10.4 trillion

• A HUGE opportunity for "me oriented" spending

Spending: Second homes and travel

EXPERIENCES EMBRACED BY BOOMERS

- Culinary tourism: Visiting chefs, restaurants, education
- Art: Artists in action, learning new hobbies, education
- Ethnic events: European, Scandinavian, Cajun, Indian
- Home & Garden: Education, training, tours of gardens and historic homes with a great story to tell
- Open air markets, farmers markets

OREGON'S CULINARY ESCAPES

ADVENTURE Sum Here

Have you ever punchased fresh jum from a routlide small. Or driven more than a few miles just to check out a new restourant. Maybe you have traveled someabare for the first time and embraced local food madiripto--even if it meant forgoing the usual for the creatic? If so, chances are, you're a colinary tourist.

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The assessment process:

- Marketing effectiveness
 - Visibility (finding information)
 - Effectiveness: Ability to close the sale
 - Competitive analysis
 - Convenience
- On-site assessment
 - Signage, gateways, wayfinding
 - Overall appeal
 - Critical mass
 - Amenities: parking, restrooms, information
 - Attractions: things to see and do
 - Customer service, cross selling

Real men don't ask for directions The rule of wayfinding





Cardston sets the example for all other communities in Southern Alberta in terms of "connecting the dots" through wayfinding signage.





These are excellent and help solidify the "brand" for Cardston.

Suggestion: Limit text to no more than five lines. General rule: I" for every 12' of viewing distance.

Courthouse → Museum Ice Centre → Library → Town Office → Town Square →

CARDSTON

Redford Park ←

Suggestion: Instead of phone numbers, addresses and website addresses, provide directions: "Left 200 meters."

INN Indoor Pool & Spa Yotee's Restaurant on site Also in Lethbridge 2225 Mayor Magrath Drive South Cohblestone Manor Family Restaurant Bed & Breakfast 173-7th Avenue West 653 2701 www.thecobblestonemanor.com

Country MAIN STREET CARDSTON 1/2 mile ahead

Restrooms attract more than flies and other notes of convenience The rule of visitor amenities









WHAT TO DO

Suggestion: Restrooms translate to spending. Make sure they are places where visitors can spend time and money. Market them.



WHAT TO DO

Develop 24 hour visitor information. Include brochure distribution. Place kiosks where visitors can spend \$.



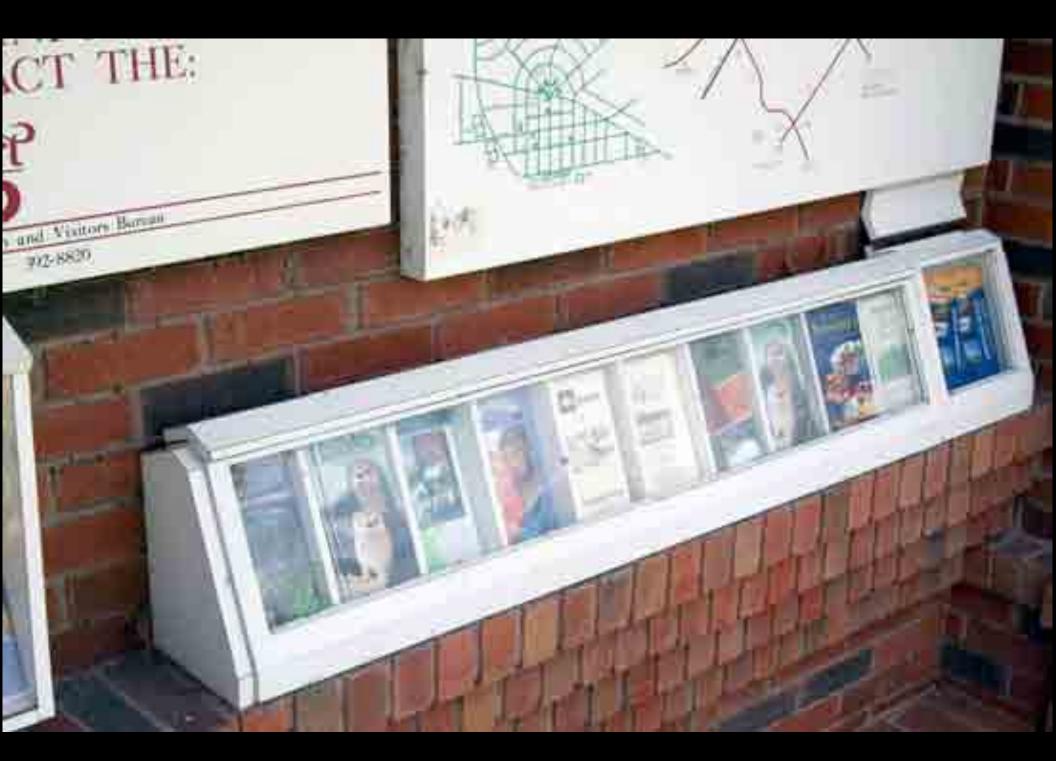


















WHAT TO DO

Suggestion: Places for visitor information kiosks:

- At or near the temple visitor's center
- At the Fay Wray fountain
- At or near the Card home
- In the Carriage Museum
- In Waterton, Claresholm, Fort MacCloud, etc.

Between 16 and 20 total (do 3 or 4 a year)



Develop Gathering Places & Narrow the Streets Places for events, places to hang out

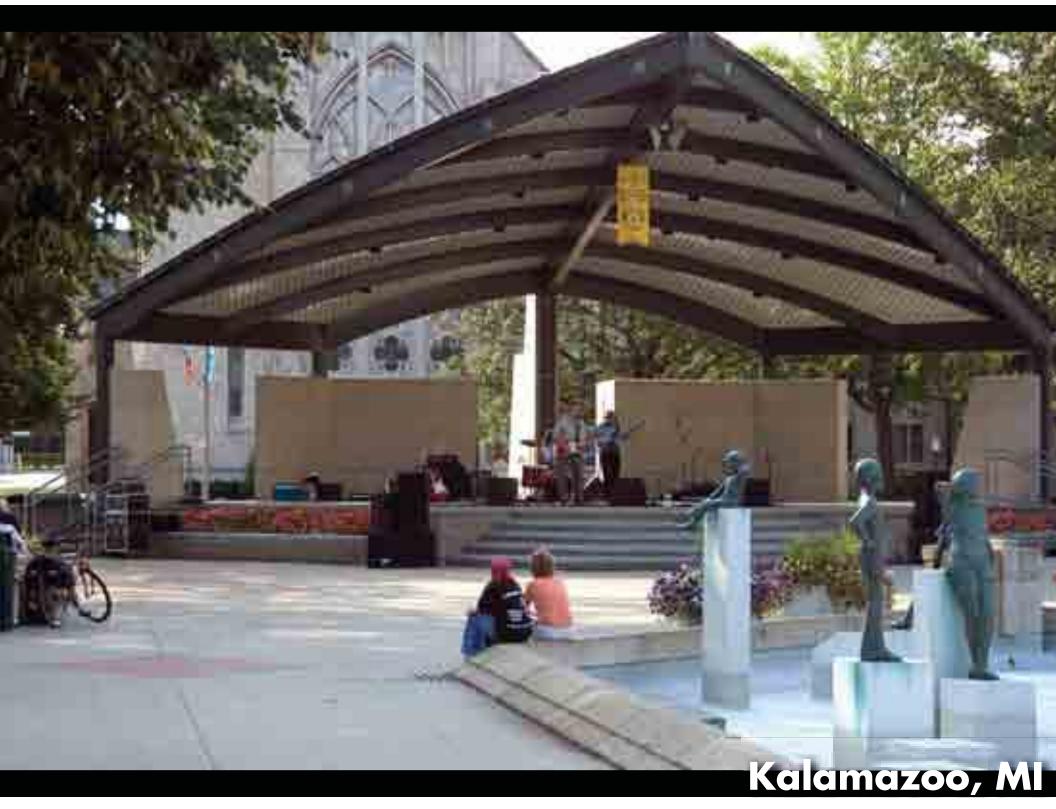








FF Kalamazoo, MI















Recruit Outside Events & Make Sure You Have 40 a Year They do the work, you roll out the red carpet



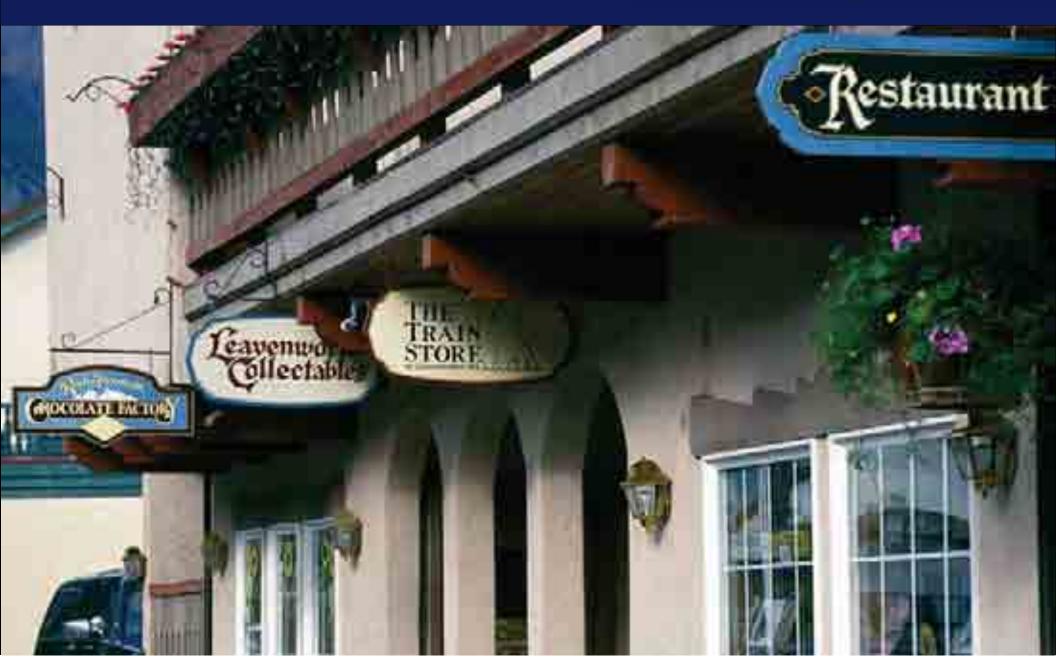


Solvang, CA





20/20 Signage Equals \$\$\$ The rule of signs that sell









WHAT TO DO

Suggestion: Use perpendicular "blade" signs. Make them consistent height and size.



Suggestion: Develop a blade sign program downtown.



Suggestion: Soften the transition between facades and sidewalk.

Signage is a great investment - if done right



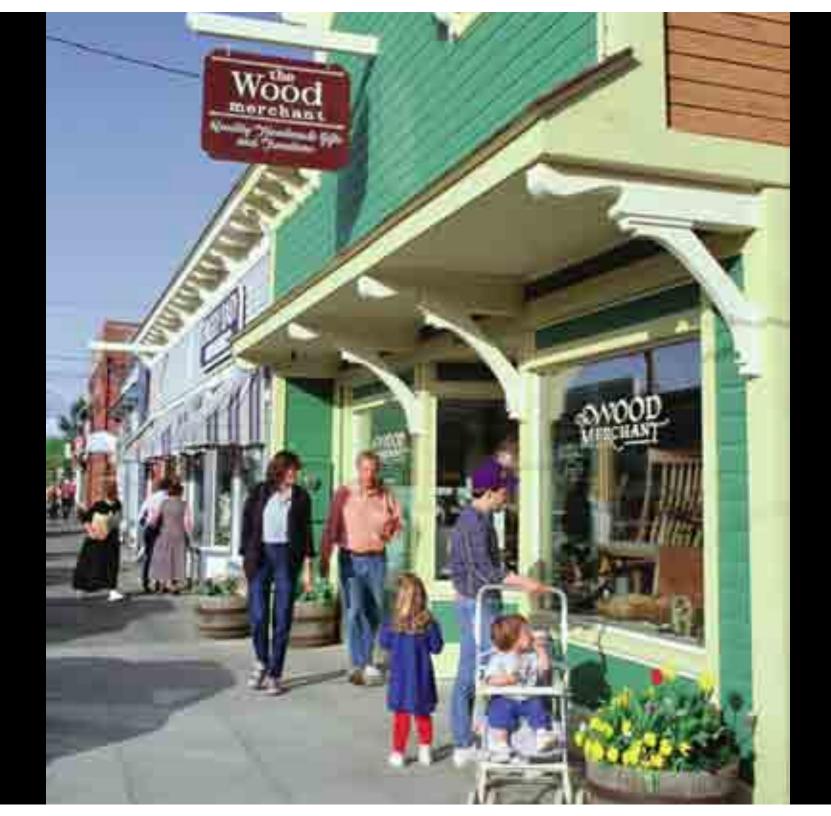
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Suggestion: Always promote what it is you're selling - the lure to bring customers in...

before you promote the name of the business.



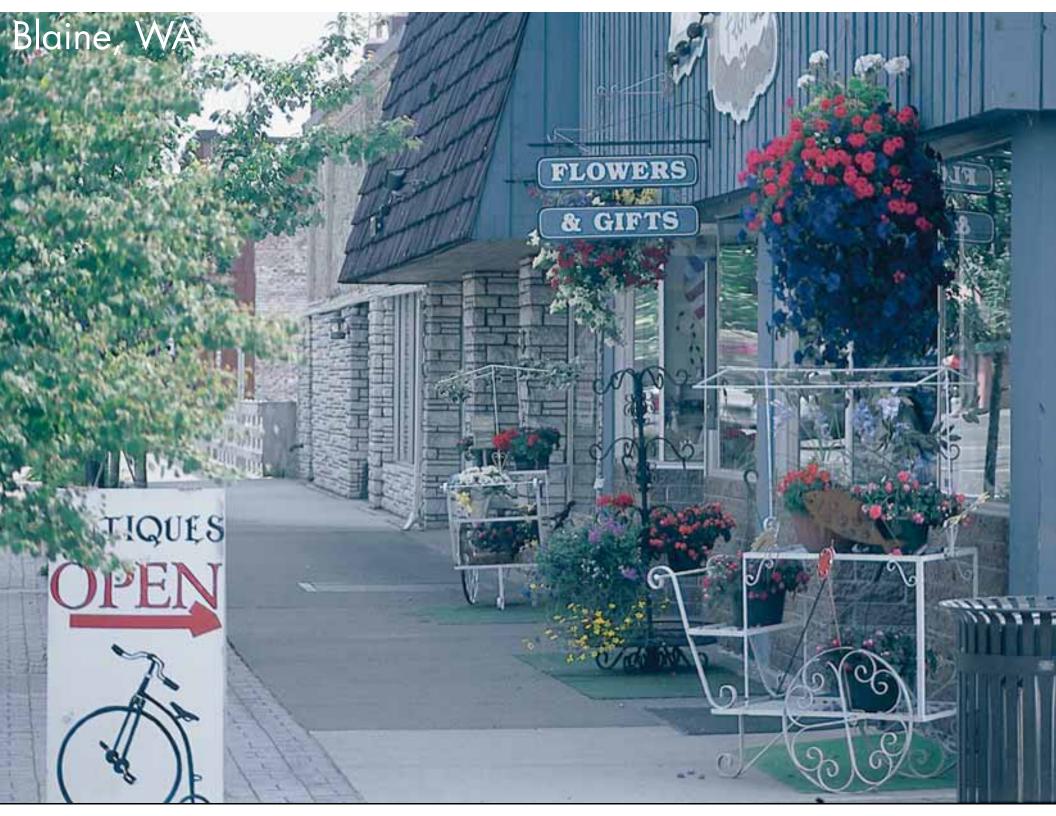


Invest in Beautification Nothing sells like beautiful places

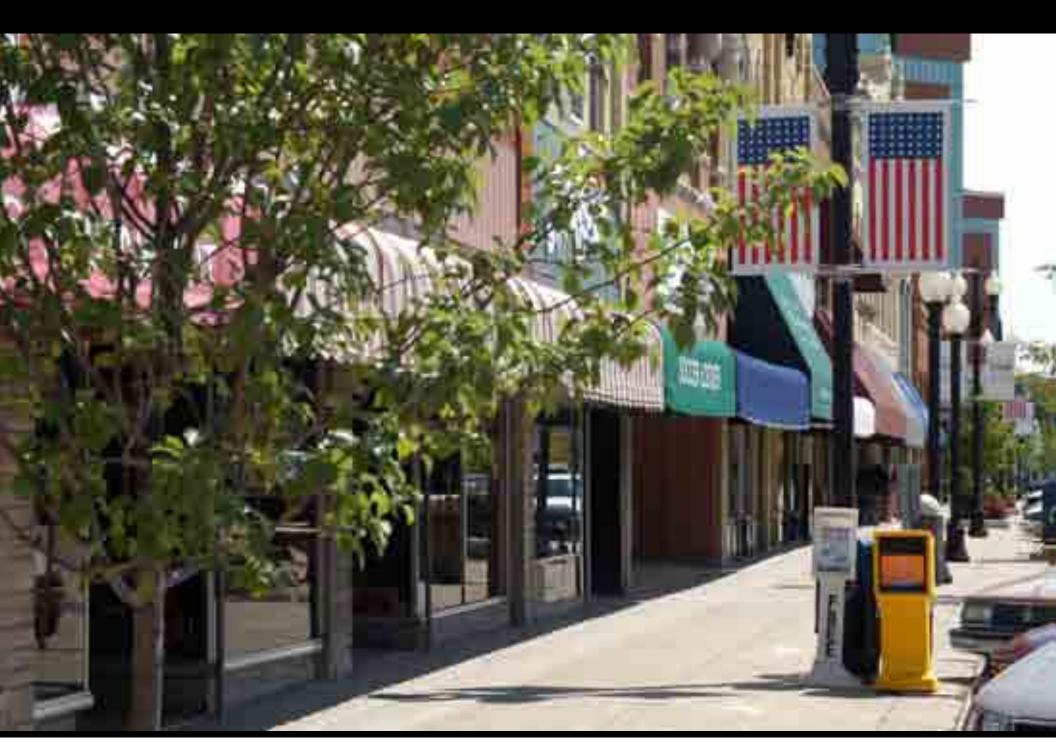








Neenah, WI



Neenah, WI



Solvang, CA



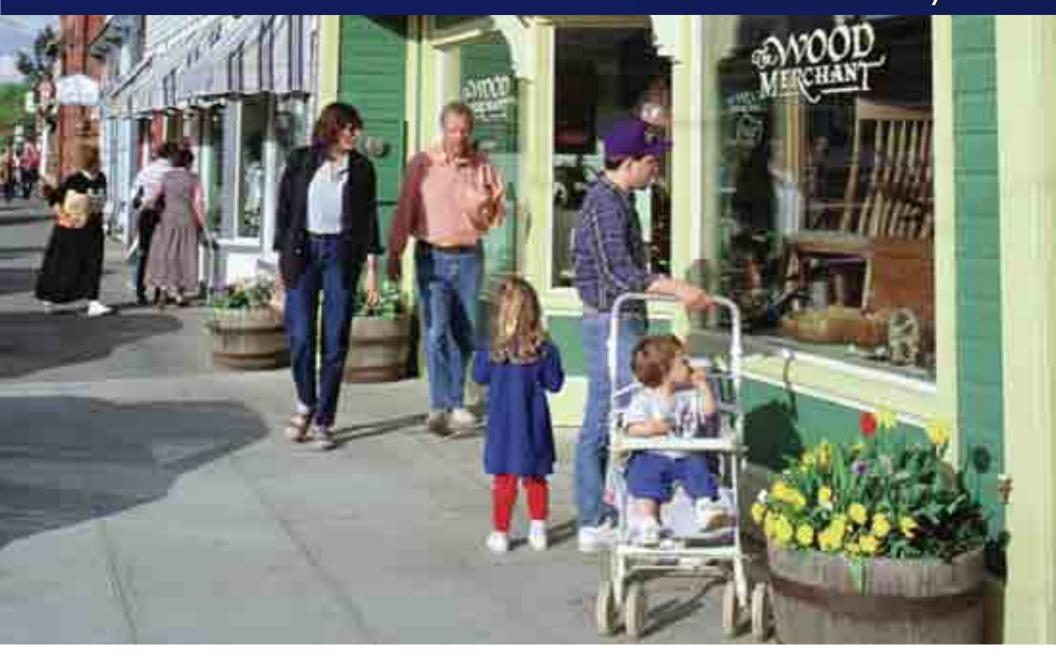
POINT:

Beautification is an investment with a tremendous return and creates customer loyalty.

70% of your visitor sales will come from curb appeal - the ability to pull a customer inside.



Critical Mass Is Not Just A Religious Experience The "mall mentality" rule



THE 10+10+10 RULE:

In a two to three lineal-block downtown:

- I.Ten destination-retail shops.
- 2. Ten dining/treats shops.
- 3. Ten things open after 6:00. Entertainment is preferable.

The number one diversion of visitors is shopping and dining in a pedestrian setting, and where most of the visitor spending takes place.

Sometimes you have to "rearrange the furniture."

RULE:

Sometimes you have to "rearrange the furniture" in your downtown.

NOTE:

- 1. Branding often takes "patient money."
- 2. Start with your property owners.
- 3. The more you have to offer, the further people will come and the longer they will stay.

Other notes and first impressions

The visitor center is terrific. It's at a good location, well laid out, well maintained, and is the best in Southern Alberta - that we could find.



The Carriage Centre is you anchor tenant. Promote it. Don't rely on the province to do all the marketing.

<u>Corriage Centre</u>

There is so much focus on Don Remington that it's unclear what the museum is really about.



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Selected .

It really is a world-class facility.









The more experiential, the better.

Consider changing from a Museum to a "Discovery Center."



It was nice to see the Carriage theme throughout town. Now expand it even further.

The museums do a good job of cross-selling each other.



Suggestion: Include interpretive displays in each of the displays. Tell the story. Let the visitor travel through time.



Is the Card home open to walk in, or do you just look at it? If it is open, when? What time of year?



Suggestion: Add hours or additional interpretive display.



When is it open? Can the museums get together to develop some standard operating hours and months?



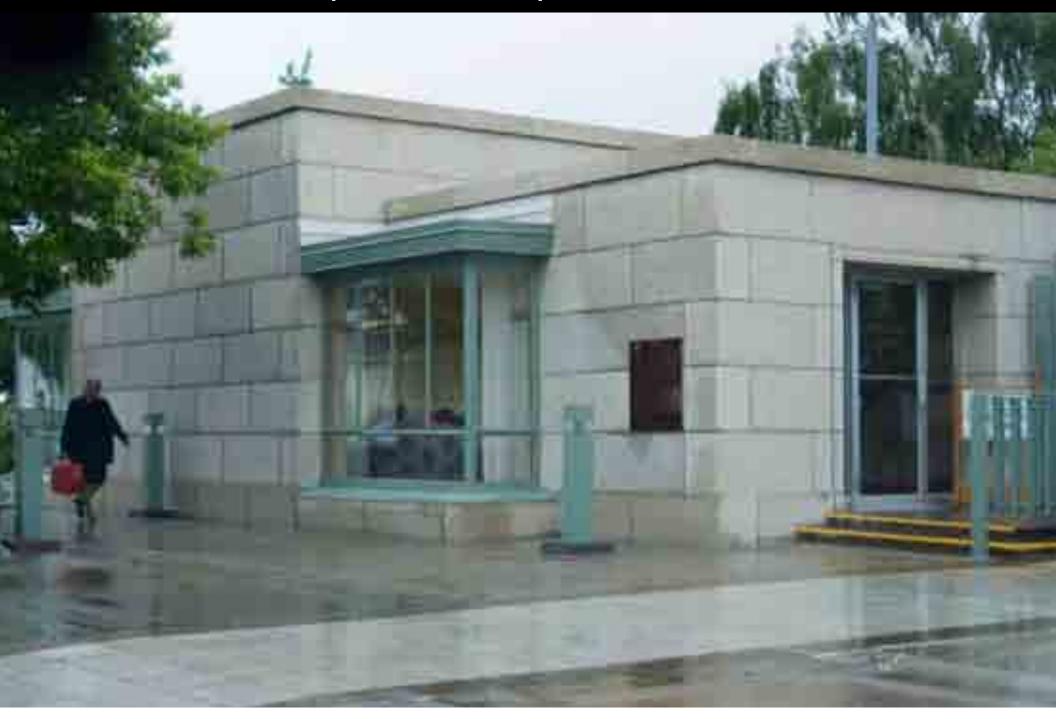
For the museum, and local businesses, instead of just "open" or "closed," tell the visitor WHEN.



The Temple is beautiful. Include better signage to the Visitor's Center.



Include signage for operating hours, months, etc. Could a visitor information kiosk be placed in this plaza area?



People will fly to destinations for a true culinary experience. This was easily worth a "day trip" from Glacier or Waterton.

Cobbles

FIRST IMPRESSIONS:

- Nice, clean small town with two great features: The LDS Temple and the Carriage Museum.
- Downtown not overly appealing, no critical mass for visitors. No quality dining, not very inviting.
- Streets too wide, sidewalks too narrow. No gathering places.
- If the weather doesn't cooperate in Waterton, head to Cardston for the region's best indoor attractions.
- Easy to get around, and easy-to-find attractions.

IN A NUTSHELL:

• Narrow the street and widen sidewalks. Create gathering places other than just parks.

• Work with regional folks on developing a Southern Alberta kiosk design and then build four or five in Cardston. Create a partnership program for the art and brochure distribution.

• Market your restrooms.

• Get museums on the same page in terms of operating hours and seasons.

• Work on creating a block of "critical mass" downtown.

• Develop a blade-sign program for downtown merchants.

• Invest in beautification. You WILL see a return on your investment.

Marketing Assessment

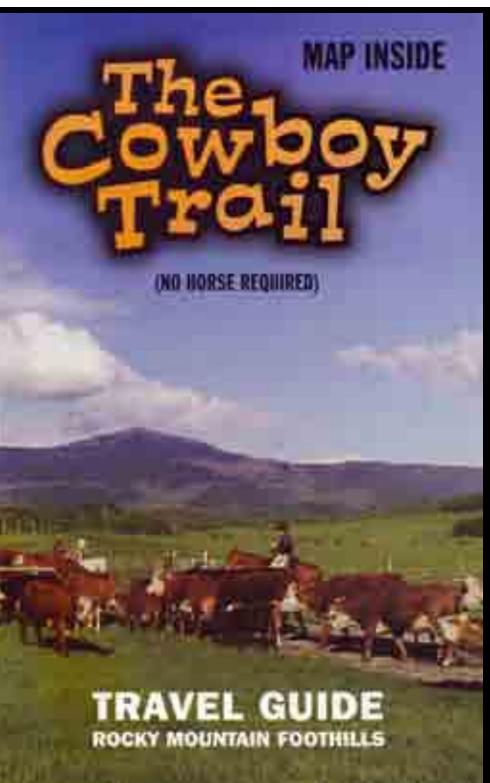
WATERTON / GLACIER - CANADIAN ROCKIES VELLOWSTONE / GRAND TETONS

RATI GREAT BEAR

A huge area is covered, and the primary focus is on outdoor recreation, wildlife & scenic vistas.

This is a great piece for marketing the Rockies as the best mountain destination in North America, creating "top of mind awareness."

TOURING GUIDE & WEBSITE DIRECTORY 2006 / 2007 FEATURING THE WATERTON-CLACIER LOOP DRIVE



Suggestions:

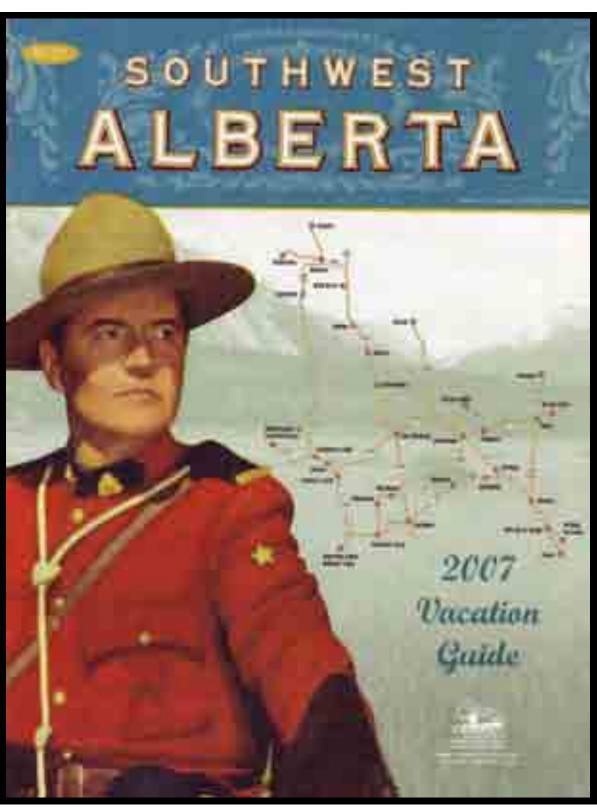
• Promote the ambiance, then activities that visitors can't get closer to home.

•What and where are the 16 western themed attractions?

• Jettison the generic.

• Pick your season, then pick your passion. Experiences first, geography second.

• This is a great piece to use to promote Ranch Vacations and wilderness adventure.

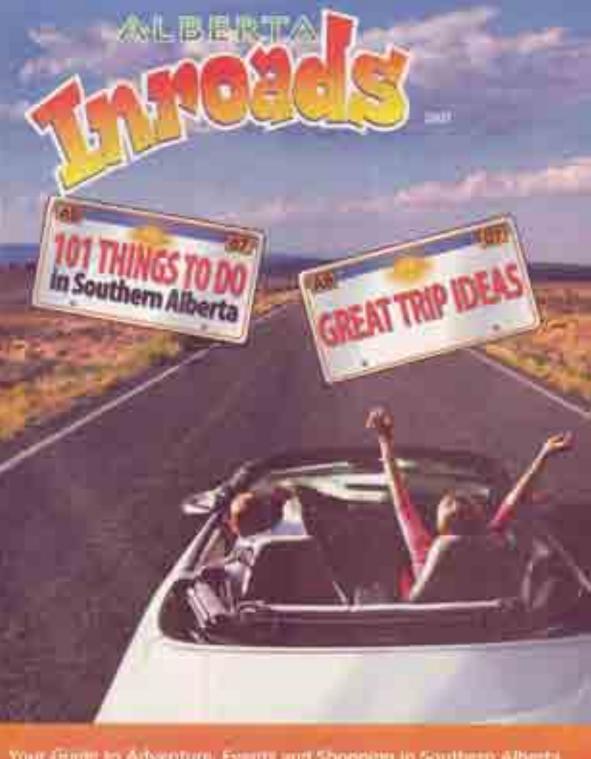


Suggestions:

• Alberta South or SW Alberta? Can you combine them?

• What is Chinook Country? All the layers and geography designations make it confusing and hard to plan a trip to the region.

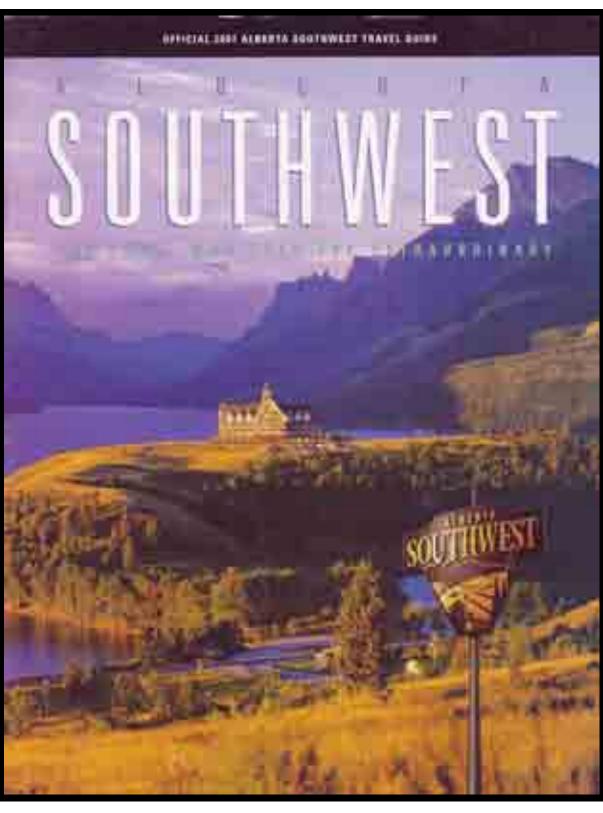
• This guide is about cities. If you are going to a certain city, this is a great resource.



This is a great idea. It revolves around activities things to do, not just places to go.

Suggestions:

- Organize it like you would a tour. By experience, then in geographic order.
- Develop itineraries by type of activity.



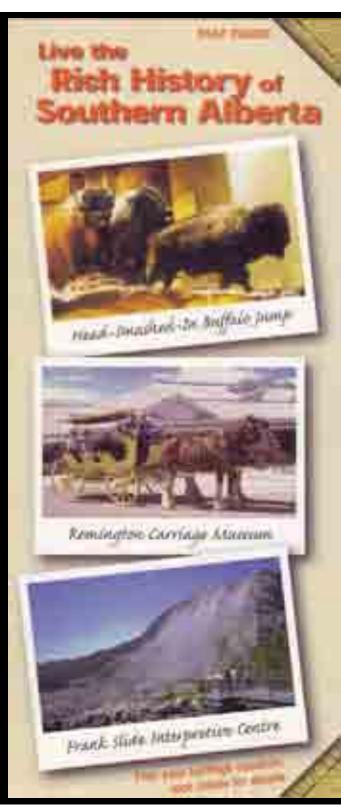
This is, by far, the class act of all the guides to SW Alberta. Hands down.

- Stunning photography
- Great maps
- Excellent teasers
- Partners instead of advertisers

Suggestion:

• Change focus to "Pick your season, then pick your passion."

• Create routes by type of experience and type of travel.



This piece promotes the three best attractions in SW Alberta and then some diversions. Great job.

- It's about experiences, not places
- Each tells a great story (or stories)
- They are open year round (I hope)

• Everything else is a diversion. That's ok. Always promote your "anchor tenant."

LURE:

What sets you apart from everyone else and makes you worth a special trip.

DIVERSION:

Things I can do closer to home, but will do while I'm in your community.

AMENITY:

Supporting facilities: parking, restrooms, visitor information

AMBIANCE:

Historic downtowns, beautiful places, scenery and scenic vistas, etc.

ICON:

The photo opportunity that says who you are and what you are about.

RULE:

The average visitor is active 14 hours a day yet they spend 4 to 6 hours with the primary lure...

... and 8 to 10 hours with diversionary activities.

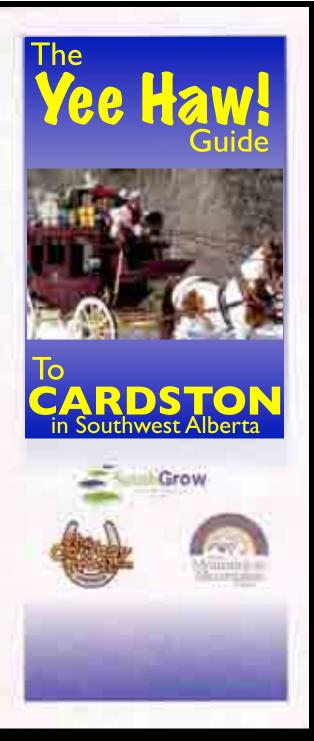
You must separate the primary lure from the diversions.



80% of visitor spending takes place with diversionary activities.

RULE:

Always promote the primary lure. Your anchor tenant. Remember, lures cannot succeed without diversions.



Make the focus the carriages, not the temple. Use "The Cardston area" rather than "district."

All the logos should go on the back. The cover is reserved for pulling the reader inside.

Welcome to Cardston

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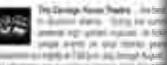


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Nothing sells tourism like photography.

Suggestion: Create a true Activities Guide not a community relocation guide.

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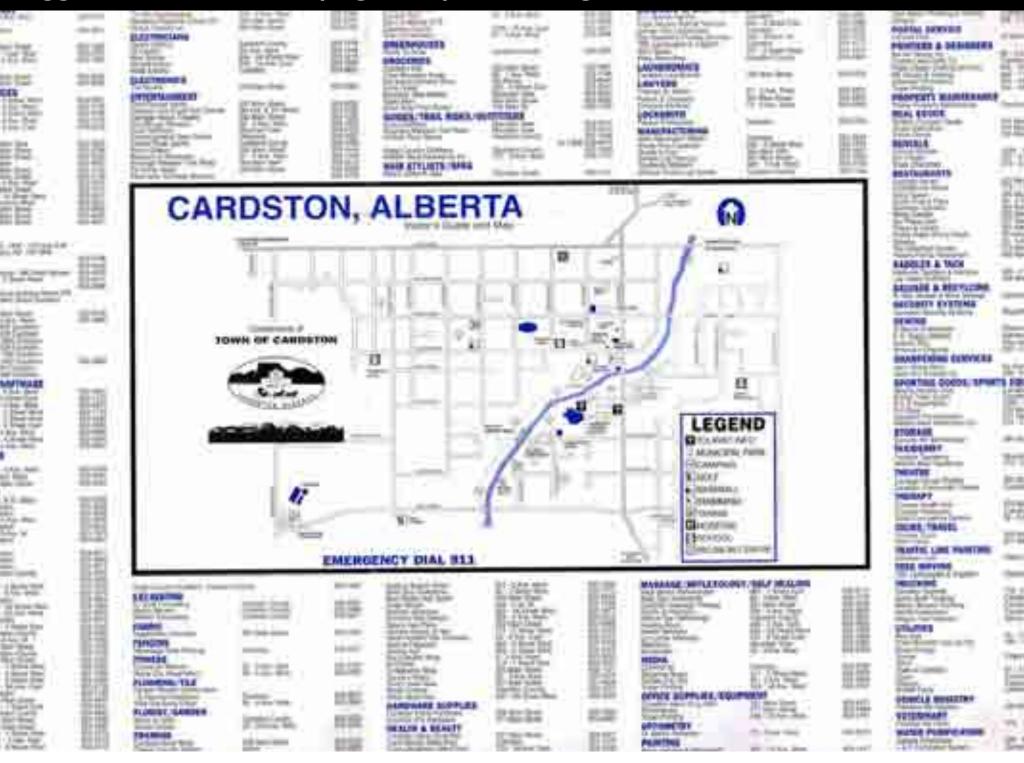
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Suggestion: Do a full-page map and forget the list.





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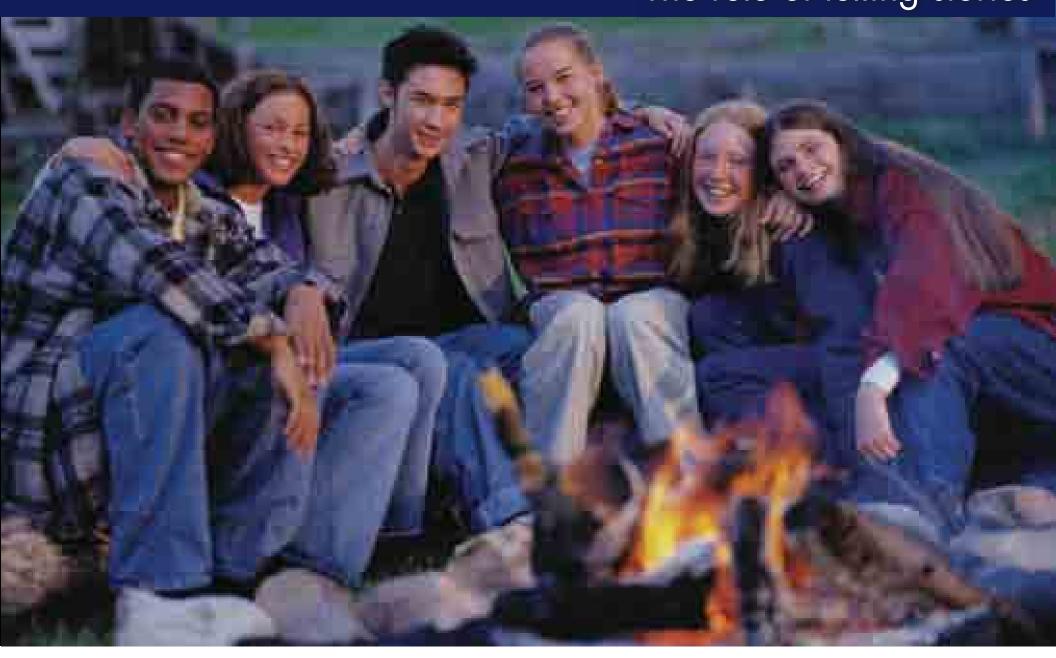
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Suggestions: • Make the focus the carriages, not Don Remington.

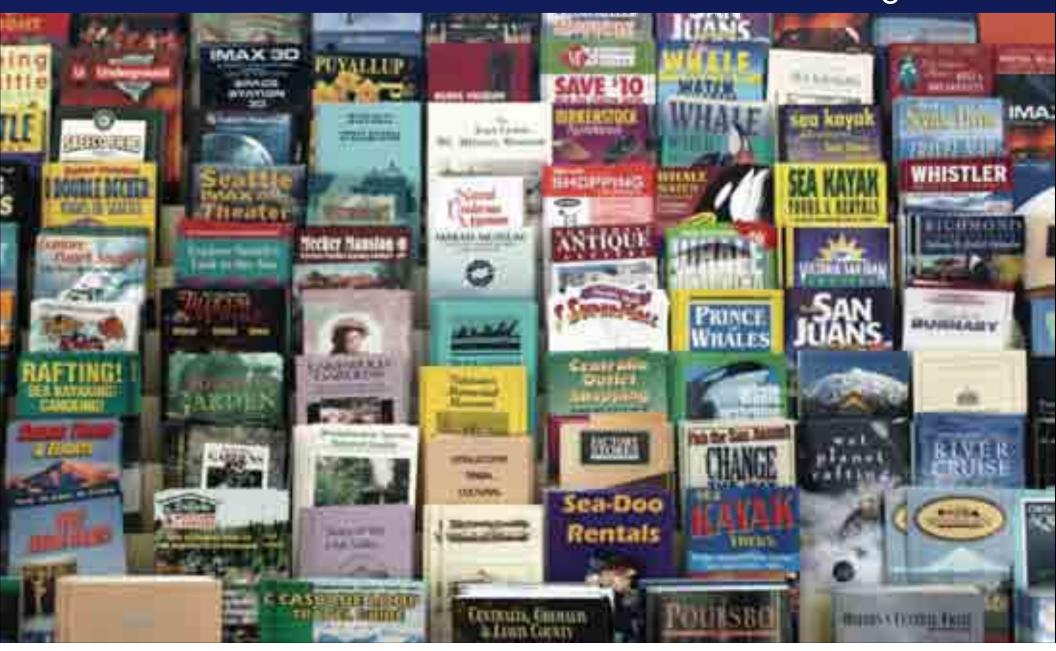
• Remove the focus from the facility and put it on stories associated with the carriages.

• Sell the hands-on exhibits: the restoration shop, carriage rides, working stables, the theater, Shanghai Noon carriage, reigning in a horse.

Great Stories Make the Campfire Memorable The rule of telling stories



Don't Let Your Last Opportunity Become a Lost Opportunity The rule of closing the sale



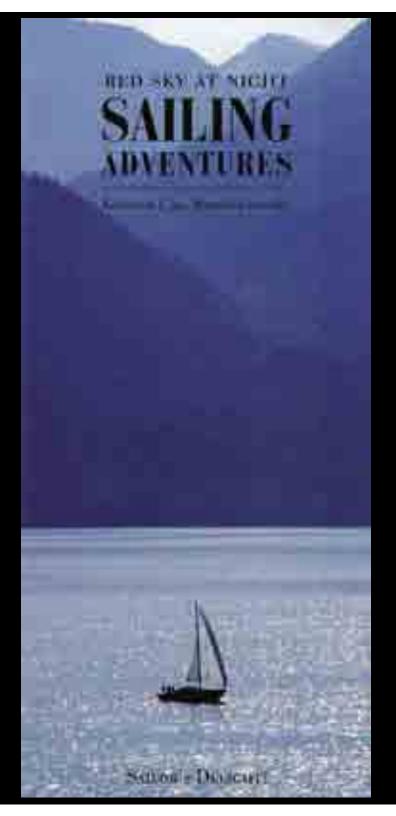
"The best indoor attraction in Canada"





Tip

The top 3" of your brochure are critical. Promote the experience, not the business or city. Use yellows on a dark background.





Salouis Distant

Tip

Do not use script or outlined text. The cover of your brochure MUST be good enough to make someone grab it.

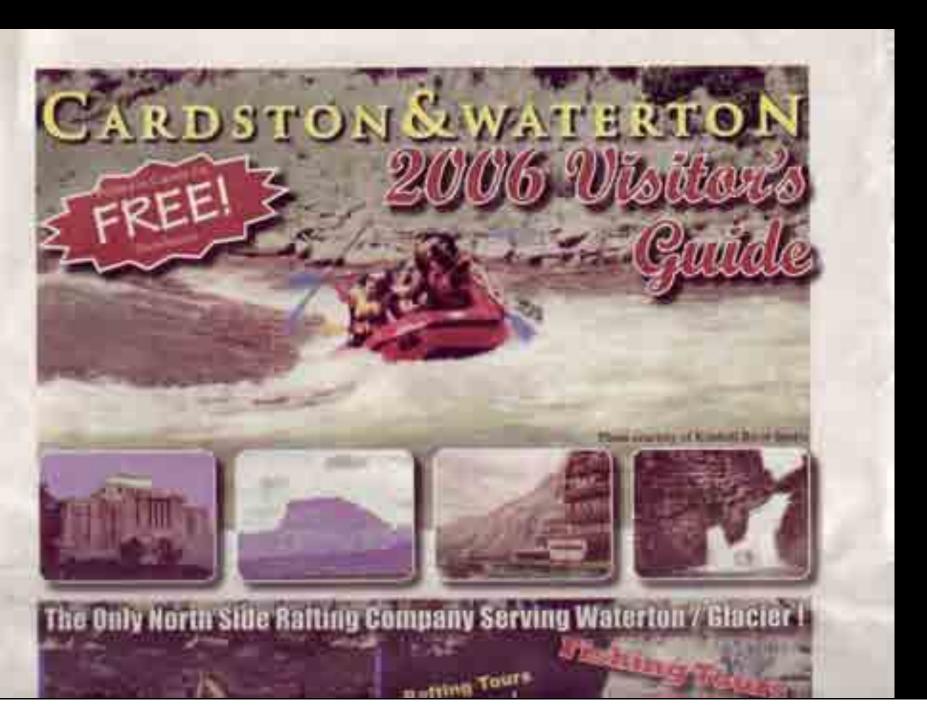


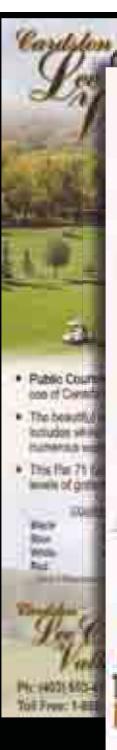


Suggestion #36: Concentrate on the top three inches of your brochures.

Tip

ALWAYS sell experiences, not places. Tell me what you have or who you are, tell me why I should visit you. This is fine once here, but is not a good lure piece. Suggestion: Create a "details" Guide. That is really needed.









Suggestion: Create a public/ private Activities Guide.



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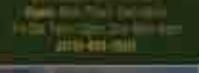
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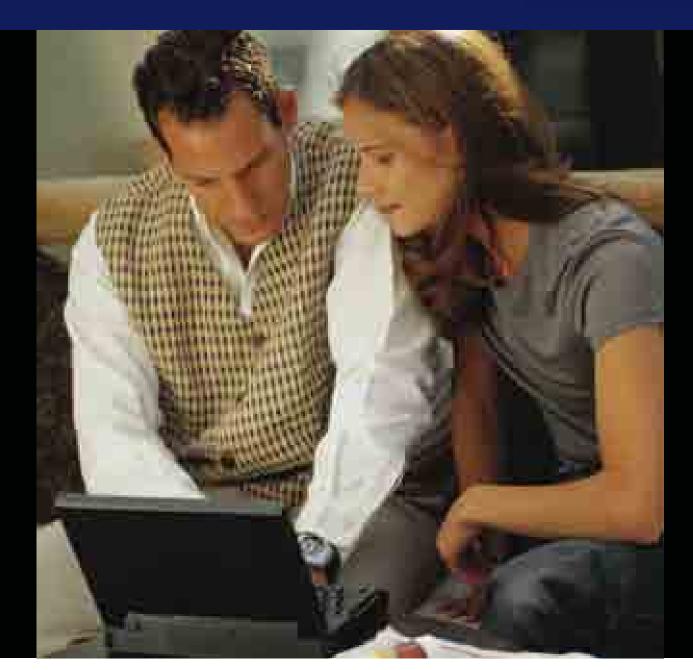
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Let Your Fingers Do the Walking Rules for the internet



A few numbers to get us started

There are 320 million travel websites (today) A new website is coming online every 3.5 seconds There are 200+ million website users in N.America Website visitors will wait 8 seconds for a page to load 70 % of website users never go past the first page of search results

 $\underline{82}$ % of website users never go past the second page of search results

A few numbers to get us started

<u>94</u>% of travelers with internet access is it as their primary travel planning resource

<u>70</u>% of people planning trips have difficulty finding what they are looking for

A few numbers to get us started

The internet ranks <u>4th</u> in its influence in daily North American life.

#I: Electricity
#2:Automobile
#3:Television

Not bad for a technology that's been in common use for just 20 years.

Nearly <u>88%</u> of all destination marketing organizations spend more on printed materials than the web!

Tip

Develop an e-marketing program. This will create TOMA (Top of Mind Awareness)

What to do:

"E-marketing"

San Diego Events & Promotions E-Updates

Stay on top of the latest San Diego Events & Promotions with E-Updates tailored to your interests.

First Name	Last Name	E-mail
Zip / Postal Code	Country	
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Please tell us your reason:	s for visiting San Diego: (Selec	t all that apply)

All information submitted through email or forms available on this site will be deemed private and used solely for the stated purposes. This information will never be sold or shared to third parties and will be deleted after it is no longer required.

Inexpensive and powerful.

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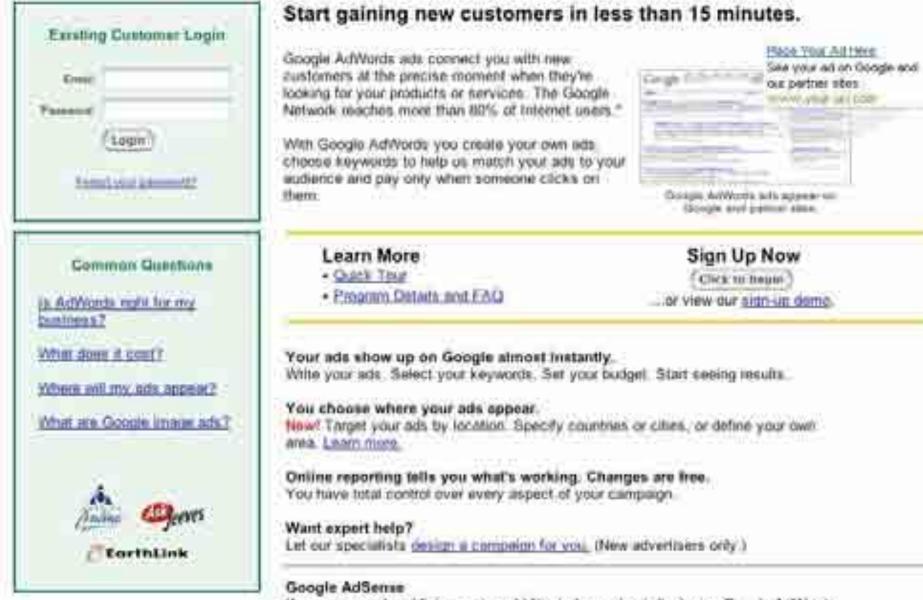
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Tip

Purchase key words (pay per click).

It's All About Results**





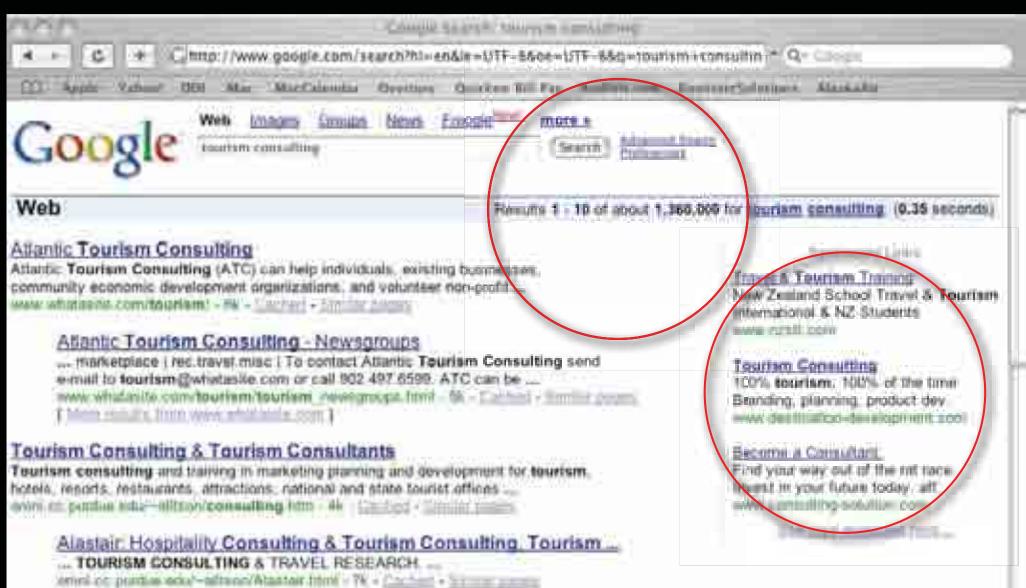
If you are a web publisher and would like to learn about displaying Google AdWords on your site, glick here.

* Marie Materi Zimmania (2008)





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What to do: Find strong keywords

REAL ESTATE GOLF AMENITIES RECREATION NEWS & UPDATES CONTACT



(DIRECTIONS Joining Timeless Passions

Nestled alongside the quiet western slopes of the Teton Mountain Range, at the southern edge of the Teton

Valley, rests a world-class recreational resort community. Teton Springs: A home where understated elegance

and open spaces come together w shtml> historic western atmosphere. A inviting you to share year-round



Source of http://www.tetonsprings.com/home.html

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<meta name="description" content="Teton Springs, a resort golf community located in Teton</pre> Valley, Idaho, features an 18 hole golf course designed by Byron Nelson, Gary Stephenson, and Steve Jones.">

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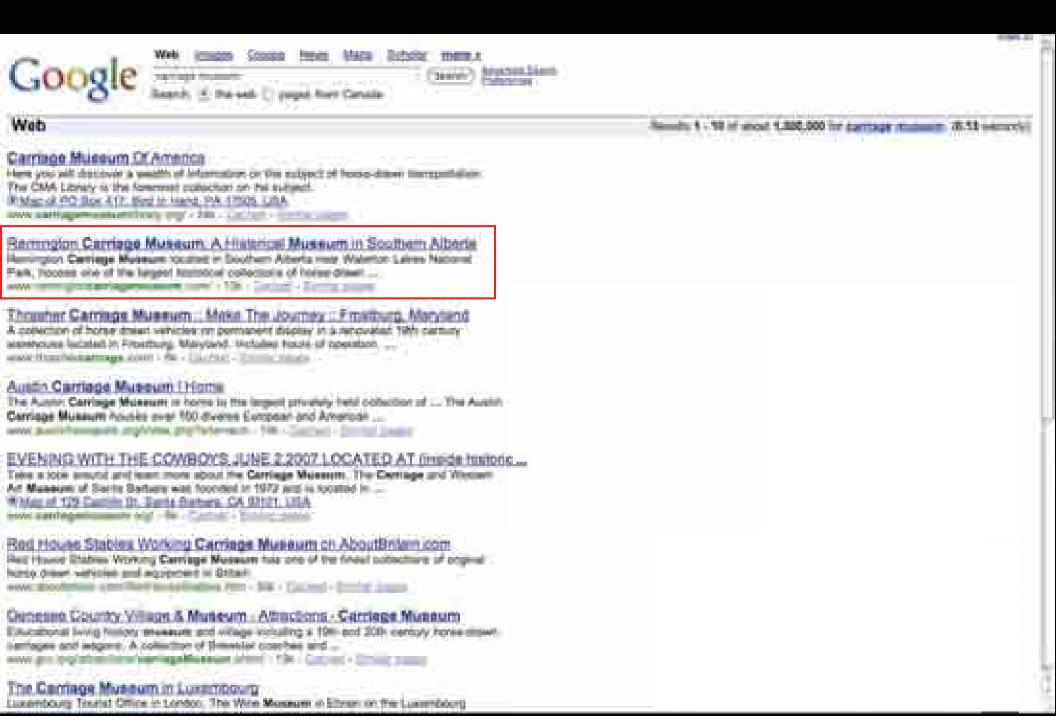
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msg=window.open("sw_detect.html","msg","scrollbars=no,height=600,width=800,left=80,top=80");} «/script>

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No need to pay for it, when you're already on the "free" side.



A great opportunity.



Waterion Lakes National Park Information Guide, Alberta, Canada

Start planning your Alberta Vacaster Here' The leading have directory for Waterters Claimer International Peace Park, and Southern Alberta, Danada

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Glacier National Park

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Montana's Glapier National Park - Lodging, scenic tours, totels

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Glacier National Park Electronic Field Trip

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Glacier Park Information

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Jasper Tourism: Discover Jasper National Park in Alberts, Canada

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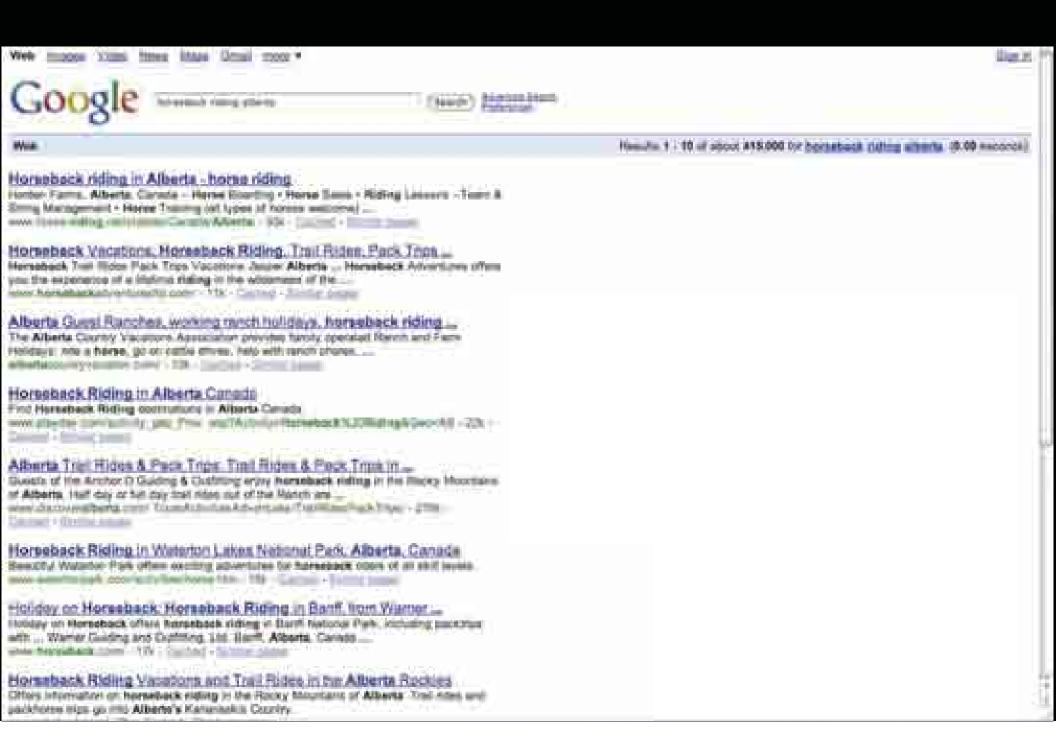
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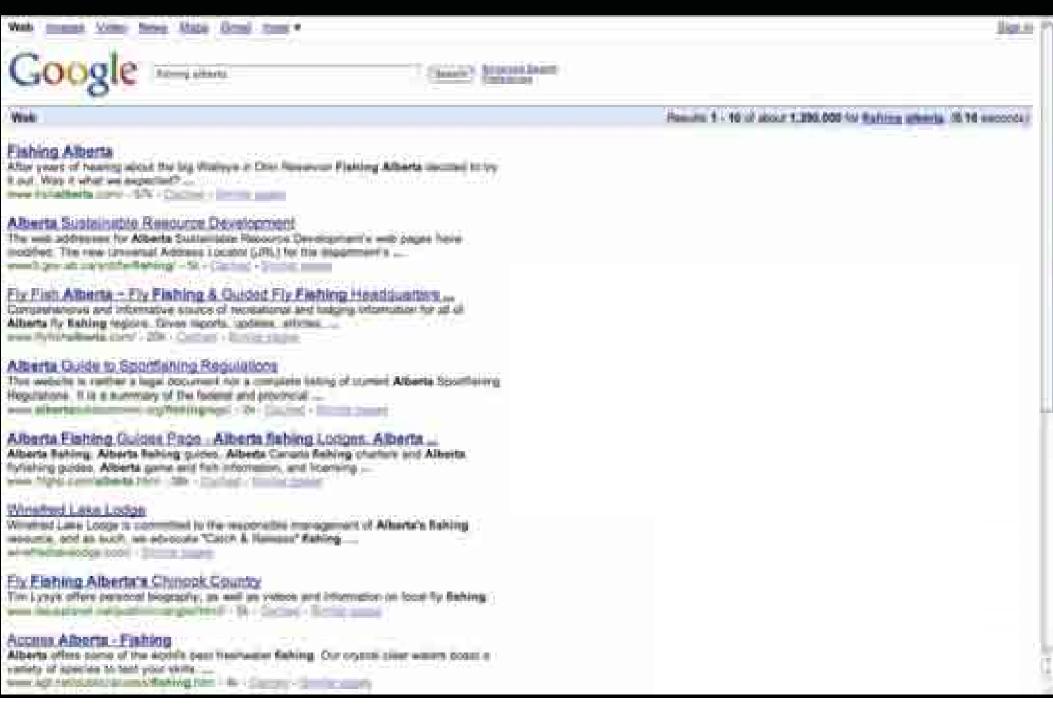
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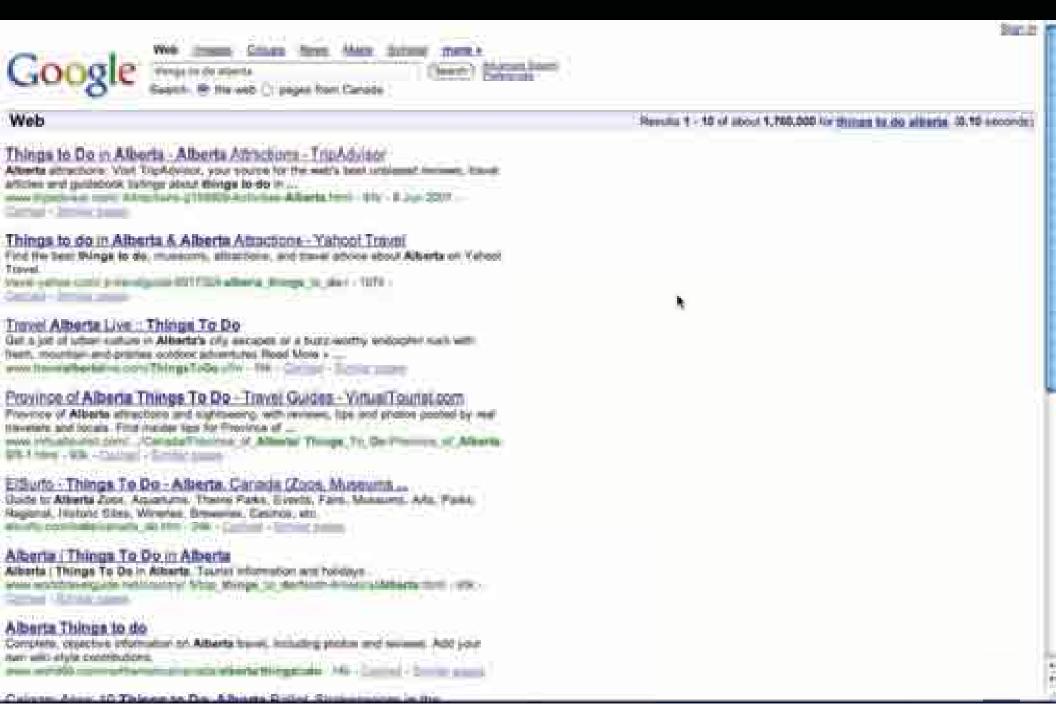
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Work with schools and colleges to create reciprocal links, to mine for strong key words, to correct information. It's important!



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Take a step back in time and experience life in the 19th contact at reflected in its webliche for work and play ...

Facility Highlights

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Displaying more than 225 vehicles, the Material provides visitors with an exciting took at homodown transportation in North America. Visitors are introduced to this bygons ets by a multimedia presentation called "The Wheels of Change" which is phown regularly in the theater. The story continues in the exhibit gallery when 18 displays feature over 55 vehicles to interpret a broad range of historical themas. Additional themas are presented in the vehicle storage norm where the balance of the collection is housed. The text continues with a visit to the tack room and workshop and then in the stable, coach house and consist, where thema are other experiences for the vehicle is the vehicle.

Please tour through our Facility Tour which illustrates some of the many things to do and see at the Remington Carriage Museum.

Links Discovering Cardston and Area

Town of Cardaton - www.town.cardaton.ab.ca Alberta Temple - www.idschurchtemples.com Great Canadian Bam Dance - www.prestcanadiar@emilance.com Waterton Lakes National Park - www.ealartoninfo.ab.ca Mounties to Mountains - www.mountiestomountains.com Carriage House Theatre - www.thenaniagehousetheatre.com

Discovering Alberta

Travel Alberta - www.travelaberta.com The Cowboy Trail - www.thecowboytrail.com Trail of the Great Bear - www.trailofthegreatbear.com Discover Alberta - www.discoveralberta.com Alberta South Tourism Destination Region - www.albertasouth.com Chinock Country Tourist Association - www.chinockcountry.com

Other Historic Sites and Museums

Head-Smashed-In Buffalo Jump - <u>www.bead-smisshed-in.com</u> Frank Silds Interpretive Centre - <u>www.frankslids.com</u> Alberta's Provincial Historic Sites - <u>www.greatalberta.com</u> Alberta's Museums Network - <u>www.museumsalberta.com</u> Brooks Aqueduct on the Eastern Imgation District site - <u>www.eid.eb.ca</u> Brooks Aqueduct 360 Degree Tour - <u>www.seevirtual383.com/themes/2/thema/02.eegv?listingID=10709</u> Saskatchewan Western Development Museum - <u>www.wdmcraitegamble.com</u>

Horses and Carriages

The Long Island Museum of American Art, History and Carriages - <u>www.museumsatstonybrook.org</u> Carriage Association of America - <u>www.careorfline.com</u> The Canadian Driving Society - <u>www.noneestcontrols.com/cds</u> The Long Island Museum of American Art, History and Carriages - <u>www.longitlandmillen</u> Suggestion: Pull visitors into the site. Tell me WHY I should attend a show. What's special about the theater, the cast, the props, etc?



353 MAIN STREET CARDSTON, ALBERTA CANADA

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Suggestion: Sell the experience before the organization.

About the Carriage House Theatre

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Carriage House Theatre Board of Trustees

Dr. Robert Russell Eric Brooks Alonna Leevitt

Carriage House Theatre Foundation Executive Committee

Dr. Robert Russell Enis Brooks Collette Leavitt Doreen Card

Cerriage House Theatre Production Board

Dr. Robert Russell - Chairman Enic Brooks - Vice Chairman Collette Leevitt - Vice Chairman Dorwert Card - Socretary Treasurer Peter Hague - Director Shalla Hague - Director Lyn Loose - Director

Tip

Develop a separate visitor site or a front door with two options.







State () and (and ())

County Children

Contrict Athrony Strong

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Property March Consume A. Antonio, ...



Annual Annual



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Tip

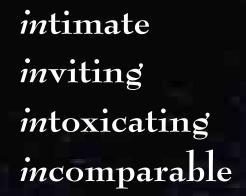
Make sure all your marketing materials are available online for both viewing AND download.

Tip

Develop custom URL's that are easy to remember.

What to do: Purchase easy to remember URLs

- Make your website address your key marketing focus along with a toll-free number. Addresses, fax numbers not necessary.
- Match website addresses to your message.



Yosemite this winter

*in*formation & *inc*entives: yosemitethiswinter.org

POINT Sell the sizzle (no pun intended)

Warmer.

Worship the sun, anythme of year. Tusser's fabilious weather makes

my day the perfect day to treat yourself to our spectacular outdoors.

Explore miles of unbellivably link desert and sturning mountain trails,

play golf, dive alfeesco or just kick back by the pool. Go to WWW.WOTSTIPTNESUN.COM

and start planning your perfect winter vacation warm up.



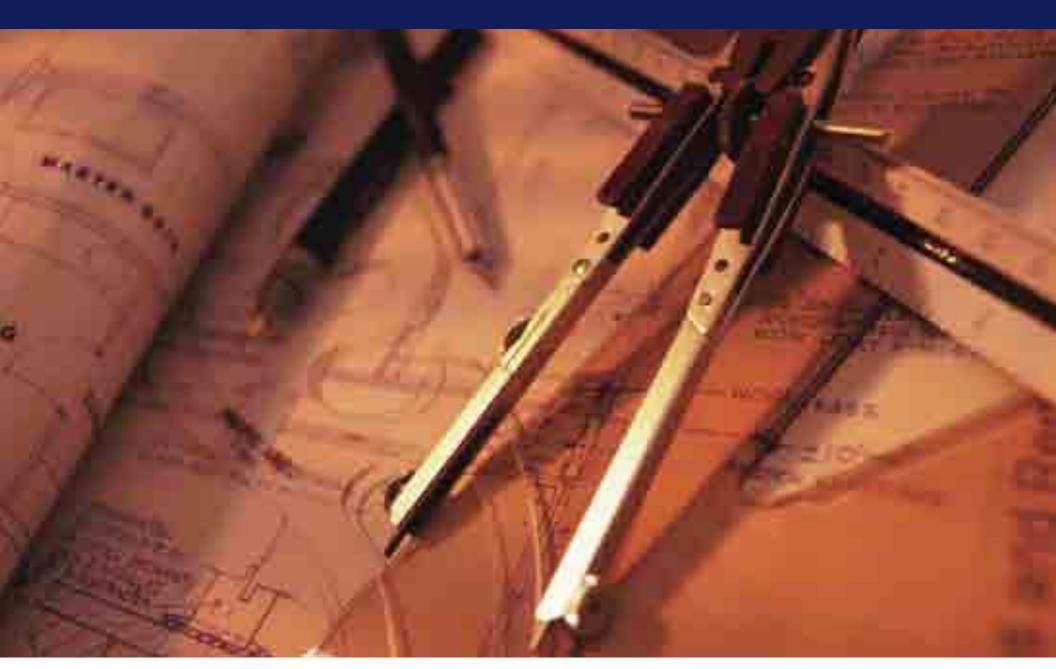
1-588-21 MC50N | Metropolitan Tucson Convention & Visitans Sureau

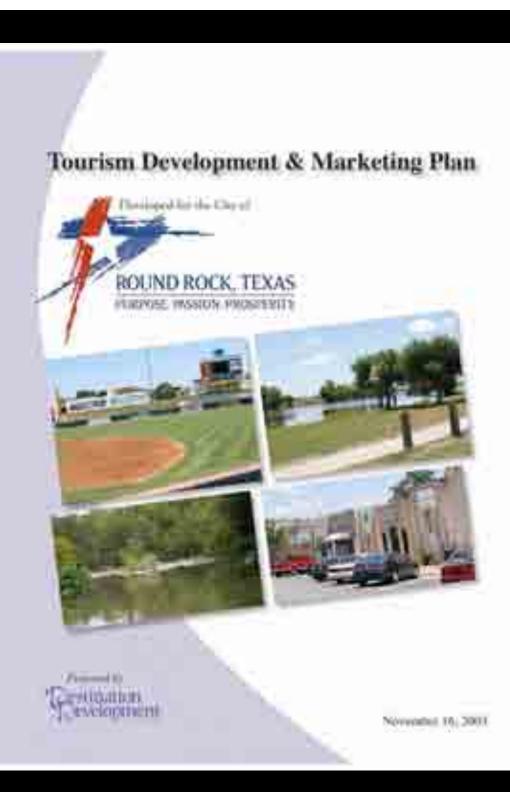
POINT

Start your site with "Pick Your Season" then "Pick Your Passion."

Sell experiences. Not places. Make it easy with a clear central focus.

Success Begins With a Good Architect The rule of planning





Create a Cardston Branding, Development & Marketing Plan: • Branding

- Product development
- Dovetail with non-tourism economic development efforts
- Organizational roles defined
- Marketing: advertising & public relations
- Detailed budgets
- Ten to twenty year capital projects plan
- Three to five year marketing plan
- The roles defined

It takes a village to obtain success. It must also be a grassroots effort - top down seldom works.

- The business community must take the lead
- Business organizations take on the cause
- Together they come to the city for help
- The business community STILL takes the lead. The city only provides support: grants, ordinances, funding, technical assistance
- Winning popularity contests won't result in a successful effort. You can't be all things to all people.
- Every branding effort requires a tireless "pioneer."

In a nutshell:

1. Create a public/private Activities Guide

2. Develop a video and photo library (people enjoying activities)

3. Develop stories and promote attractions using them.

4. Develop a strong web presence. Use the city's site as a guide, but add some thematic elements.

5. Purchase keywords.

6. Put your marketing materials online.

7. Beef up, partner (contribute), or lobby for a Carriage Museum PR program.

California Downtown Association's annual conference:

Wednesday, September 27th 1:00 to 5:00

The 15 Steps to Successfully Branding a Community

In Monterey

CDA: www.californiadowntown.com



In a nutshell:

The Brand: "The City of Carriages"

2. Have them all over town - inside shops where possible.

3. Have "collector cards" free at area merchants. Collect 20 or 30 cards, each telling the story of a carriage.

4. Change from "museum" to "Discovery Center."

5. Get celebrity endorsements: Tom Selleck, Jackie Chan

6. Get carriage rides going - not just on special occasions.

7. Change the focus of other museums and attractions to tie into the overall brand.

Thanks for making tourism a part of your community's economy





Destination Development, Inc.

www.destinationdevelopment.com