

Destination Development, Inc.



Assessment Findings & Suggestions

A look at Castle Mountain Resort 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%.

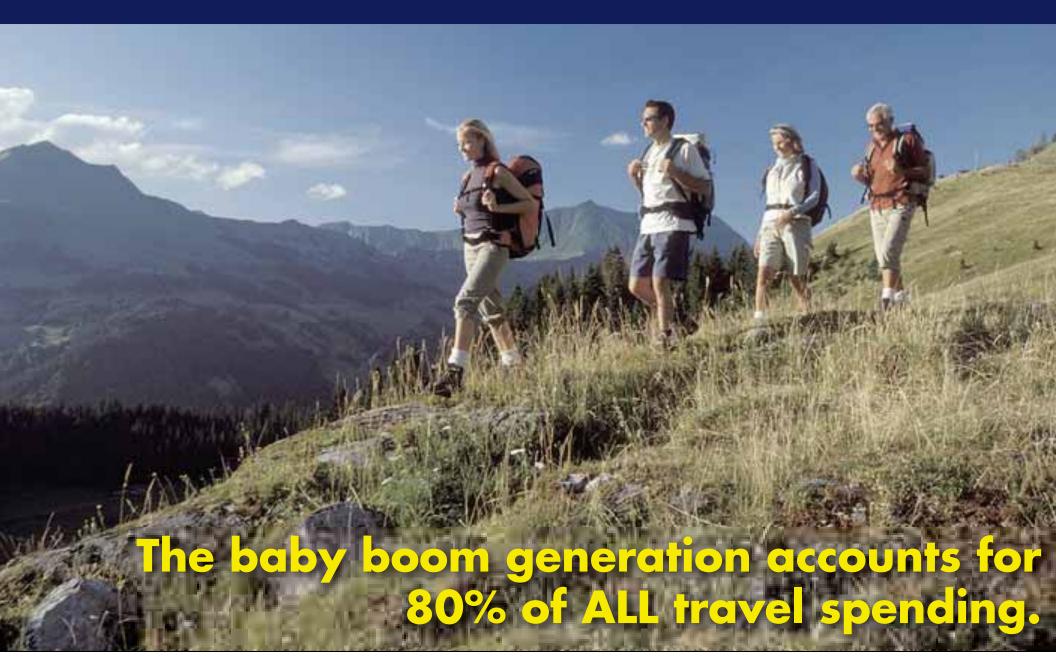
Jan-March: 18%, Apr-Jun: 19%, Jul-Aug: 37%, Oct-Dec: 26%



Tourism is all about cash.

The idea is to import more than you export.

The 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

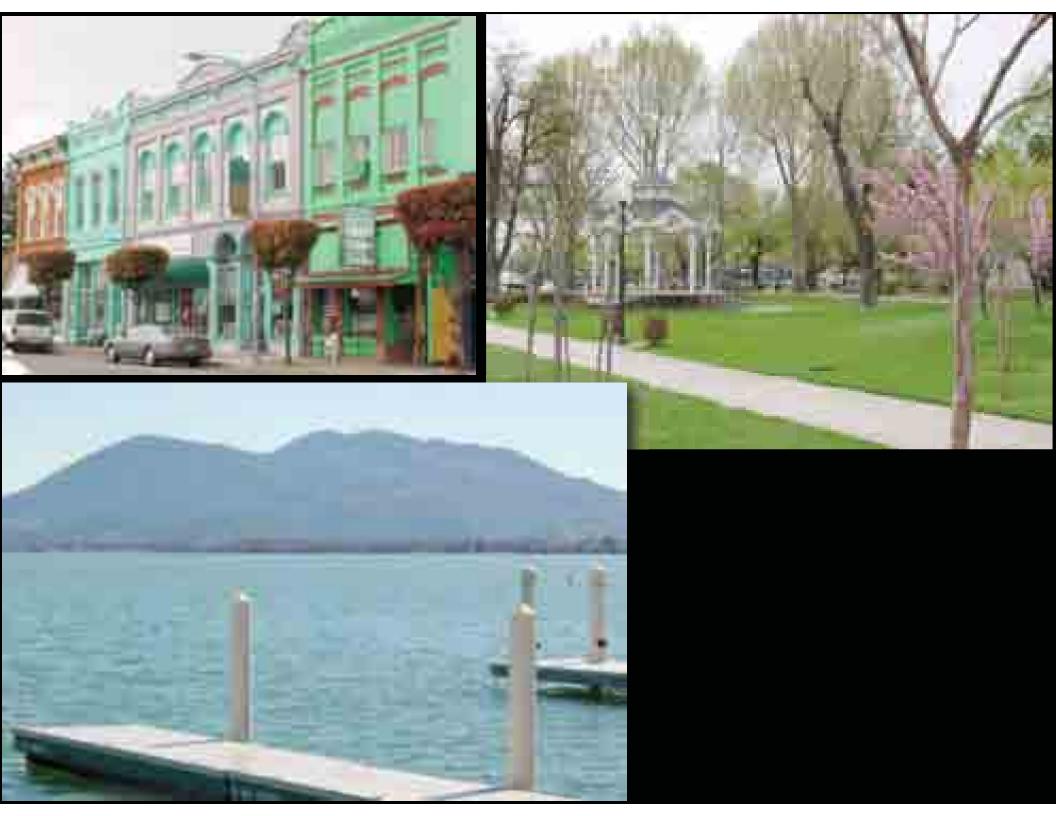
The assessment process:

- 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

First Impressions Really Are Lasting Impressions The rule of perceived value

Would you eat here ?







WHAT TO DO

Always put your gateway signs where you will make the first, best impression.



Suggestion: Add "Coming Soon to Castle Mountain" display panels and billboards.













Invest in Beautification Nothing sells like beautiful places









Neenah, WI



Neenah, WI





POINT:

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



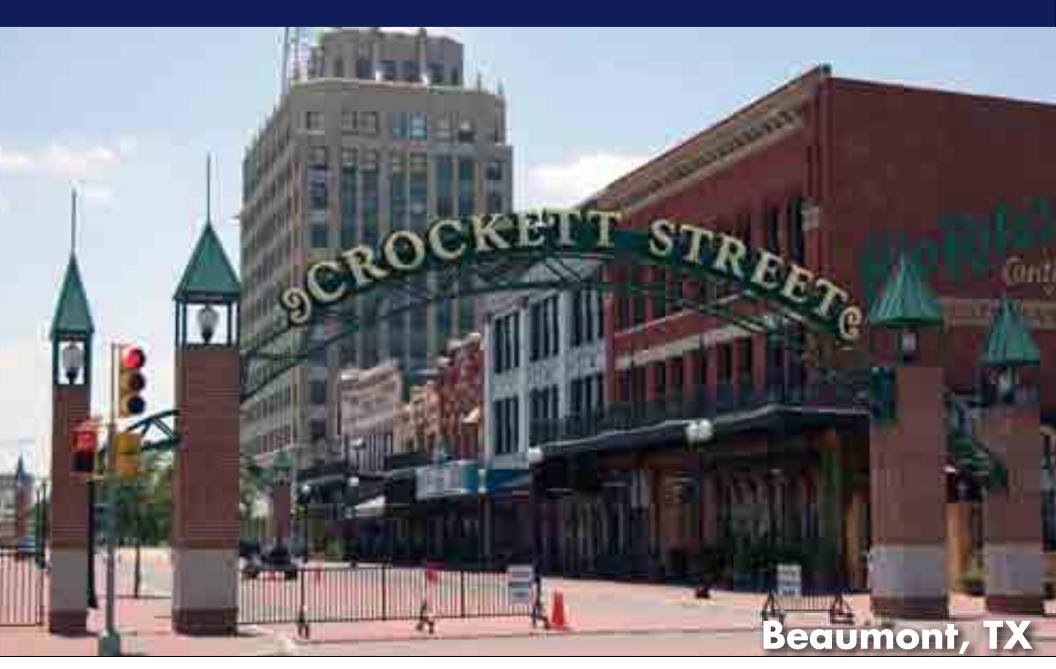








Create Gateways & Boundaries Create the "Mall Mentality"

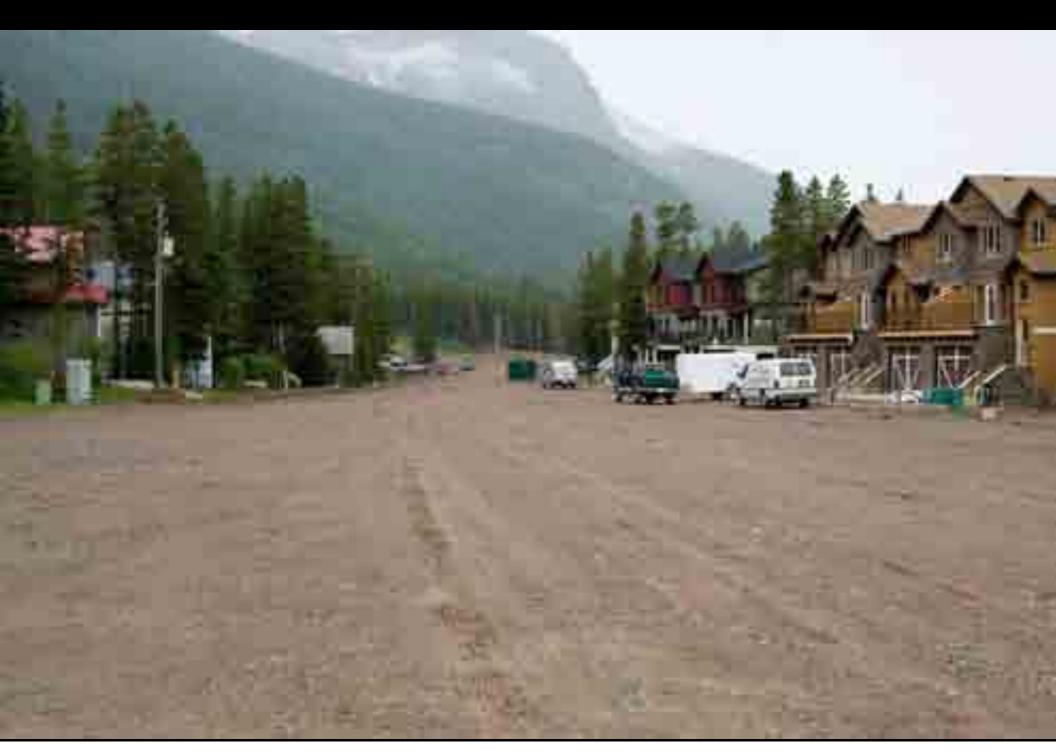




Suggestion: Make this a directional sign, not a gateway sign. "Castle Mountain Village - ahead 200 meters"

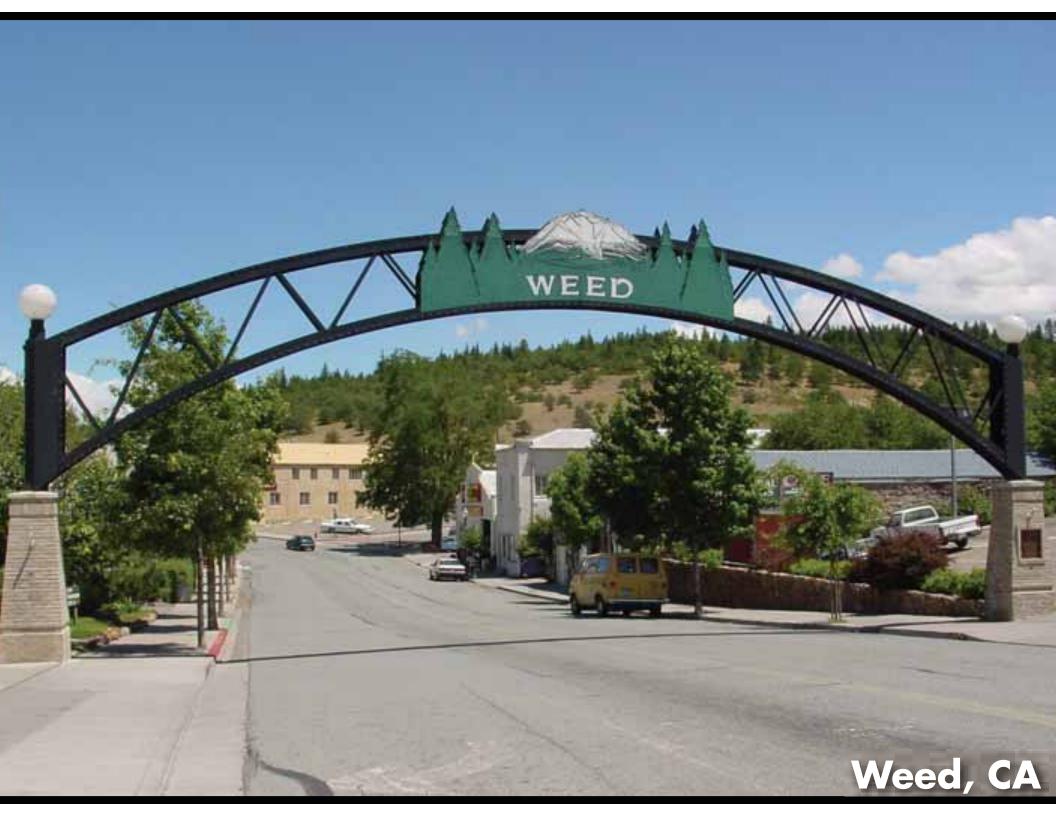


Suggestion: Create plaza areas with gathering spaces.





Woodlands, TX





Kalamazoo, MI



Burien, WA



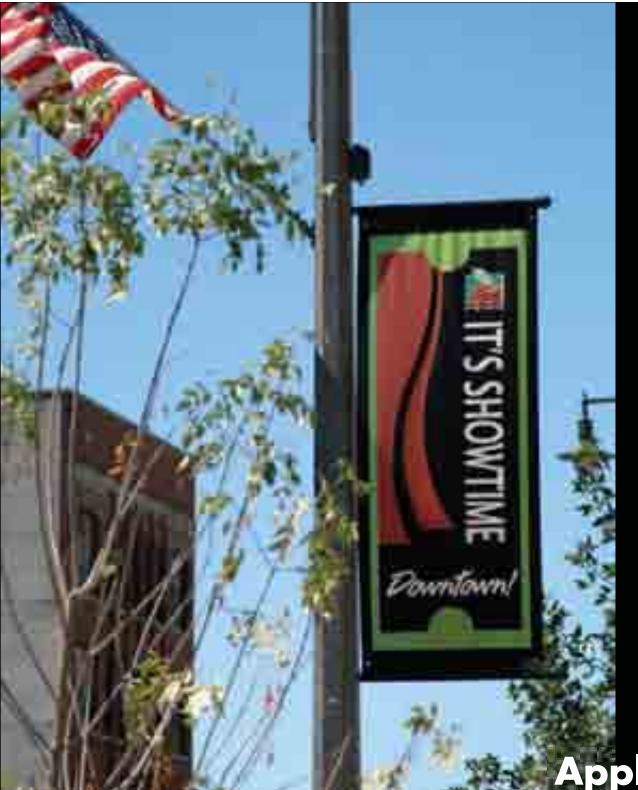




Josephil Albertin, Colocki,



Whistler BC, Canada



Appleton, WI

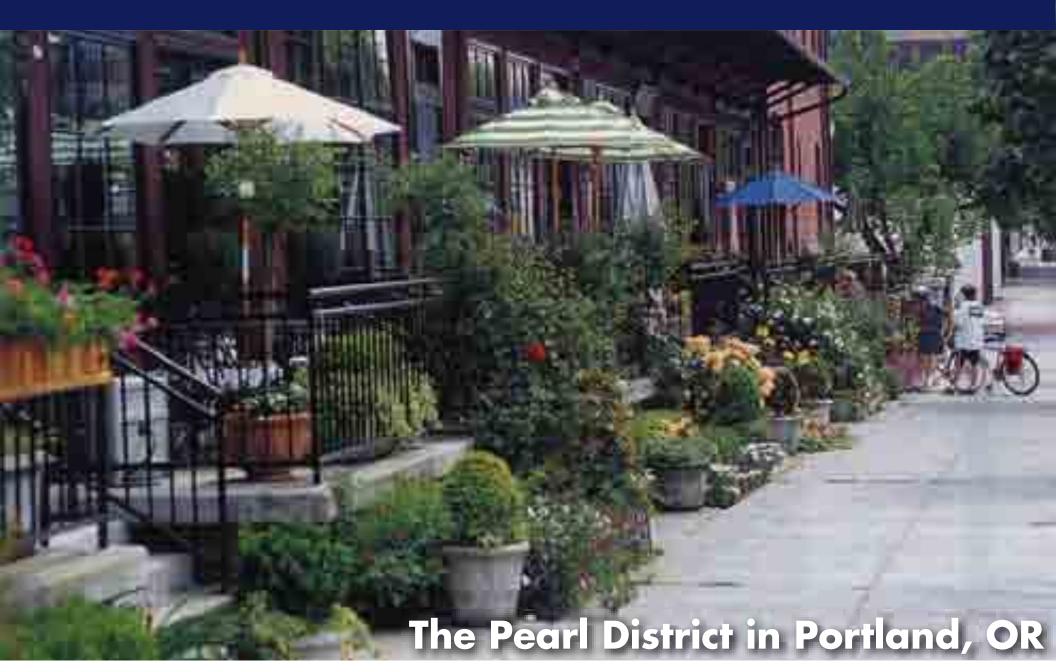
This doesn't make much of a statement.



Very nice. Show potential buyers a "vision" of what this will look like when completed.



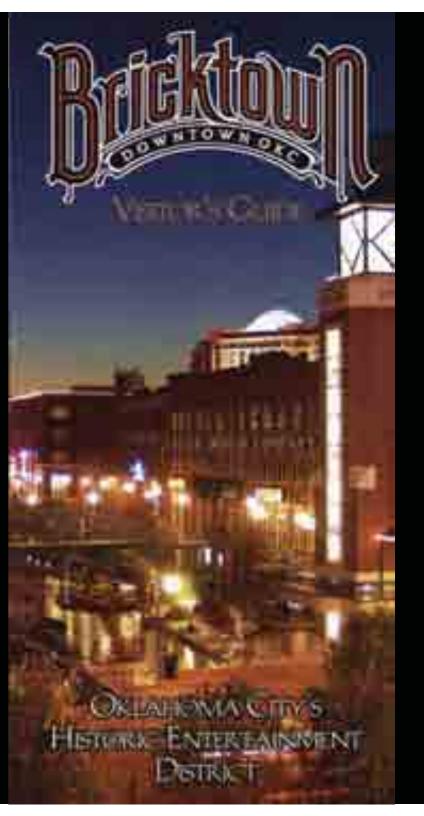
Give the village a Name Make it an attraction - a destination



Popular downtowns:

- Vancouver: Gastown
- Seattle: Pioneer Square
- San Diego: Gaslamp District
- Portland: Pearl District
- Nelson, BC: Baker Street
- Snoqualmie, WA: The Rail District
- New Orleans: Bourbon Street, The French Quarter
- Woodlands, TX: Marketplace
- San Antonio: The Riverwalk
- Hawthorne, NV: Patriot Square

Give downtown a name:





Whistler, BC:

- Whistler
 Village
 Blackcomb
 Village
- Now it's all Whistler/ Blackcomb with an "Upper Village" and "Lower Village."





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









Kalamazoo, MI















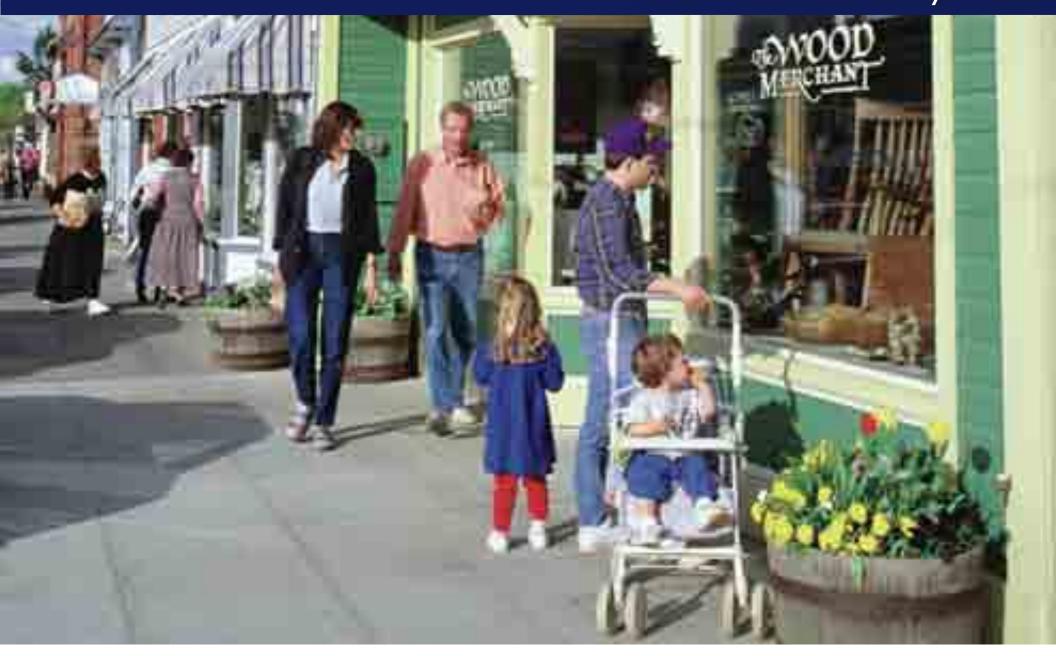








Critical Mass Is Not Just A Religious Experience The "mall mentality" rule



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.



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



WHAT TO DO

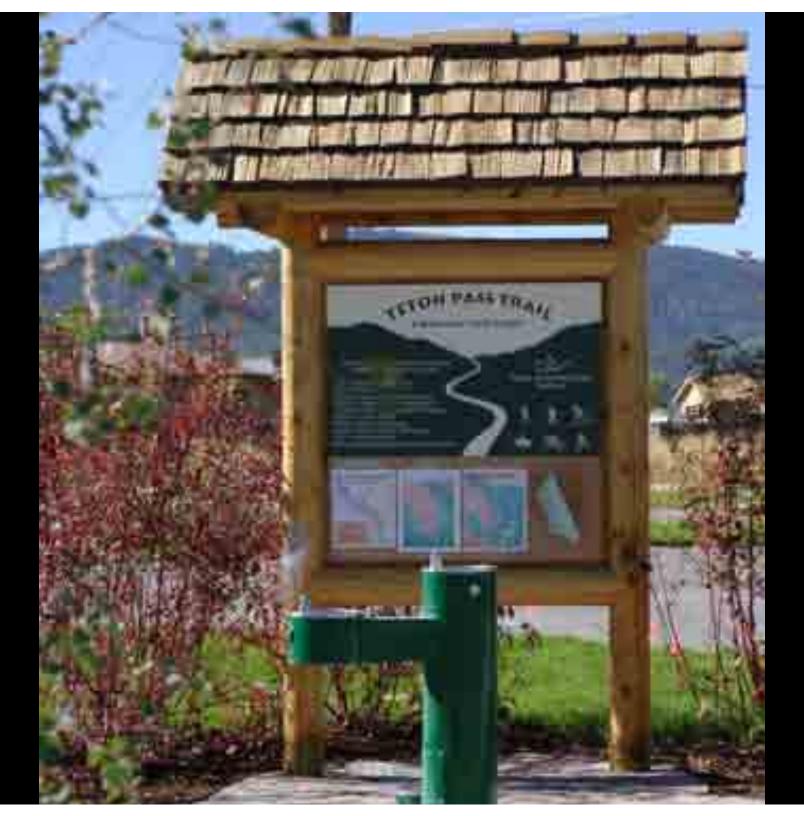
Suggestion: Restrooms translate to spending. Make sure they are places where visitors can spend time and money.





WHAT TO DO

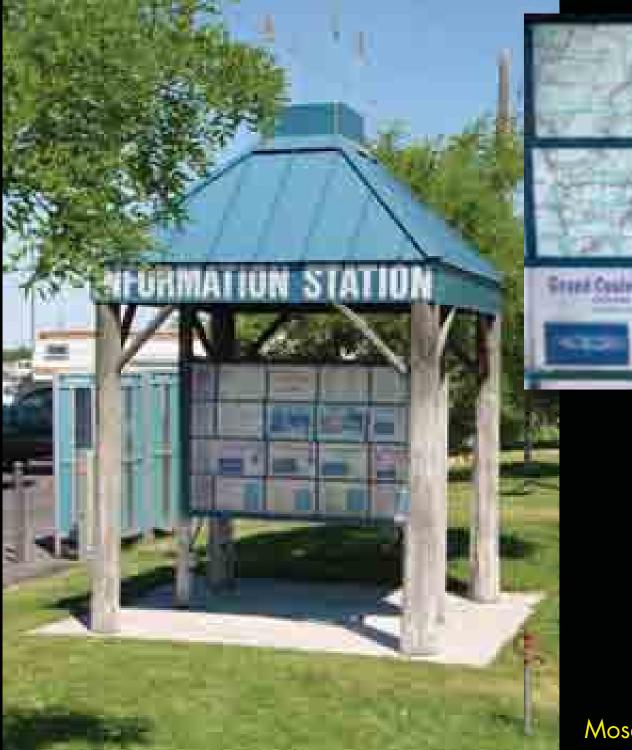
Develop 24 hour visitor information. Include brochure distribution. Place kiosks where visitors can spend \$.



Visitor info should be working 24/7









Moses Lake, WA







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



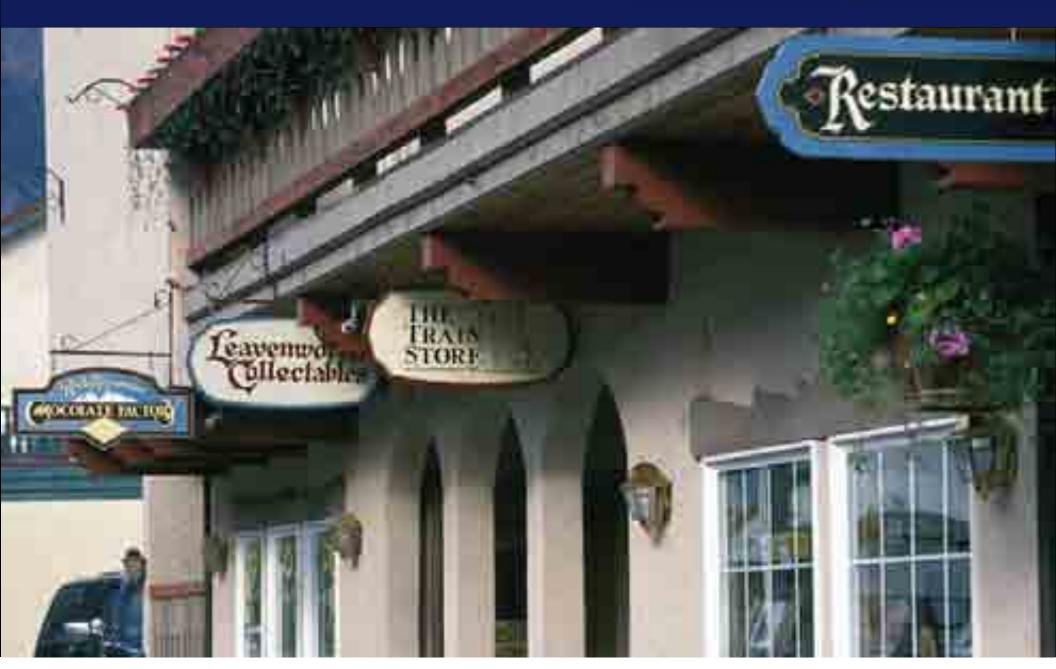


Solvang, CA





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









WHAT TO DO

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

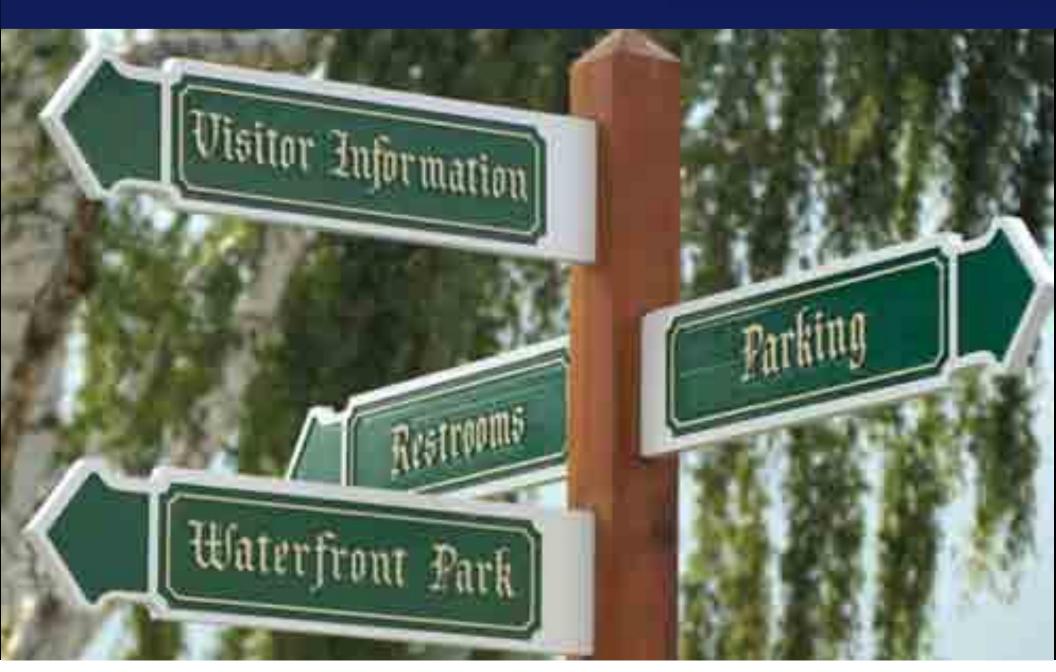








Real men don't ask for directions The rule of wayfinding



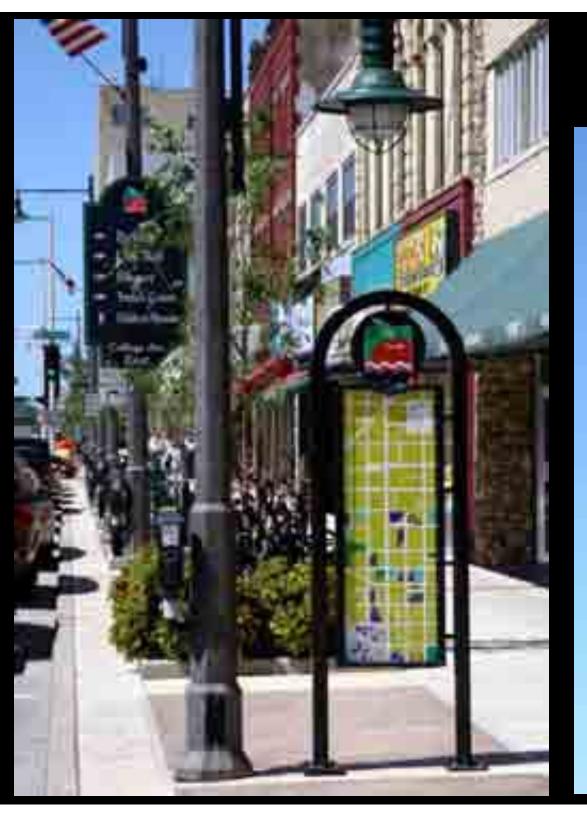


Cardston sets the example for all other communities in Southern Alberta in terms of "connecting the dots" through wayfinding signage. Courthouse → Museum Ice Centre → Library → Town Office → Town Square →

3000

COMPARED STRONG

Redford Park 🔶











What to do:

Suggestion: Castle Mountain should develop and implement a new signage plan & program:

- Wayfinding
- Gateways & entries
- Attractions
- Amenities
- Billboards and marketing displays

Less than 5% of visitors stop at visitor information centers - IF they can find that!

Other notes and first impressions

Suggestion: Let people know when and if you are open.



Where is the restaurant? Is it really open this time of year?



First impressions are lasting impressions. Is anything open this time of year? If so, provide information.



What is this going to be?



Assist local "residents" with clean-up and appearance items. This, by the way, will change over time.





Other resorts only allow a max of 30-days RV parking. Something to consider.



There are some very nice, beautiful vacation homes popping up. You can see the transition taking place.

Once again, work on curb appeal. Provide information panels throughout the resort. "Coming Soon..."



Marketing Assessment

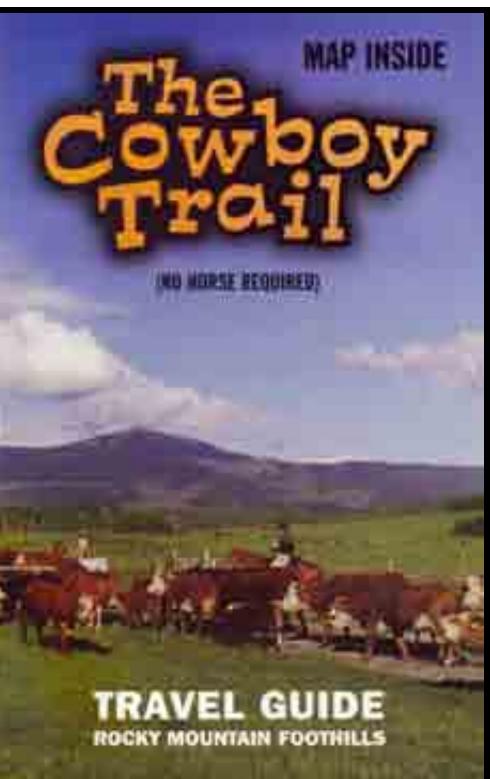
WATERTON / GLACIER + CANADIAN ROCKIES YELLOWSTONE / GRAND TETONS

CART AT BY AR

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

This is a great piece for promoting the Rocky Mountains as the premier mountain experience in North America - creating "top of mind awareness" for the brand.

TOURING GUIDE & WEBSITE DIRECTORY 2006 / 2007 HEATURING THE WATERTON-GLACIER LOOP DRIVE



Suggestions:

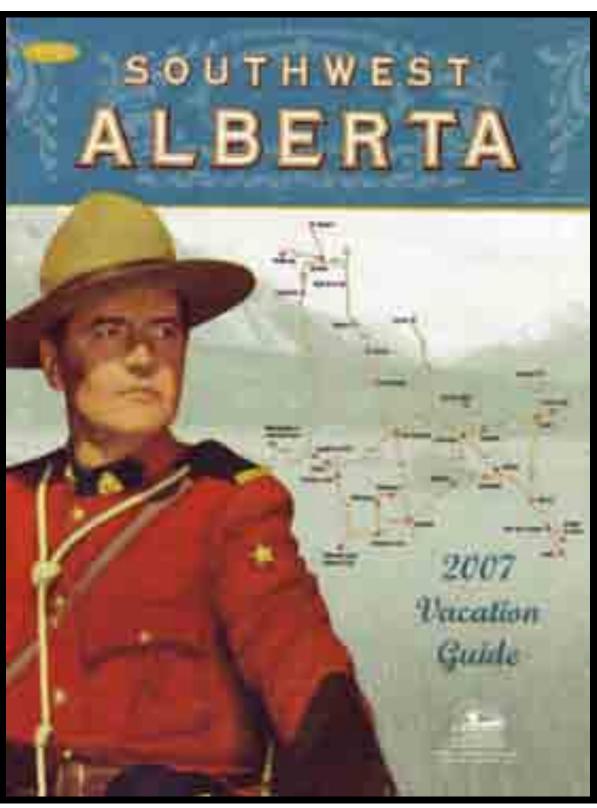
• Promote the ambiance, then activities that visitors can't get closer to home.

•What and where are the 16 western themed attractions?

• Jettison the generic.

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

• Focus: Ranch vacations and wilderness experiences.

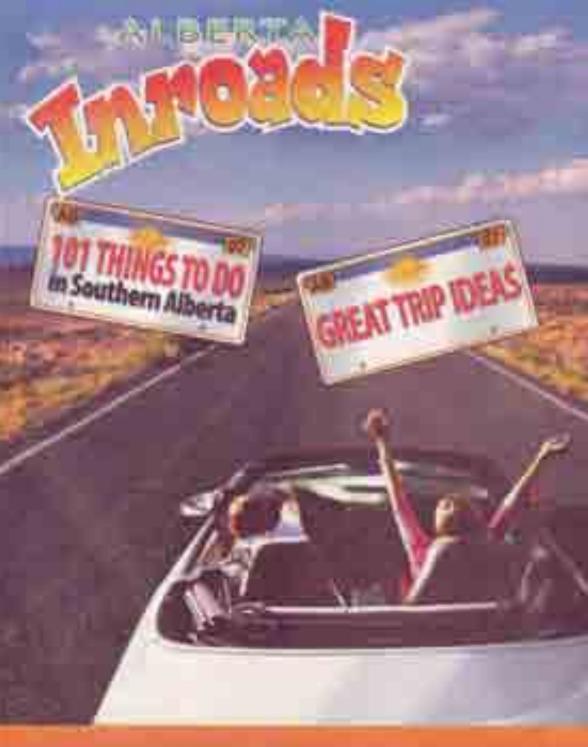


Suggestions:

• 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.

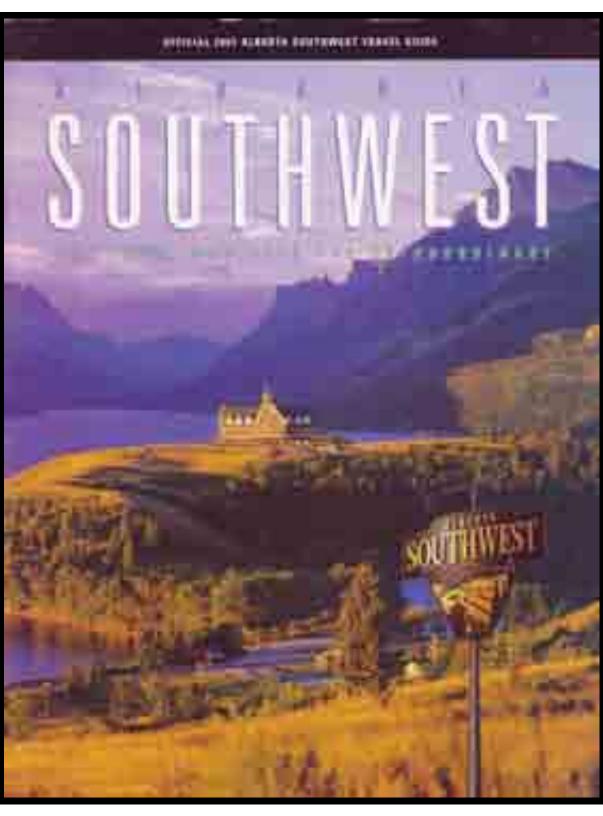


This is a great idea. It revolves around activities things to do, not just places to go.

Suggestions:

• Organize it like you would a tour. By experience, then in geographic order.

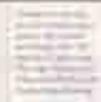
 Develop itineraries by type of activity.



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.



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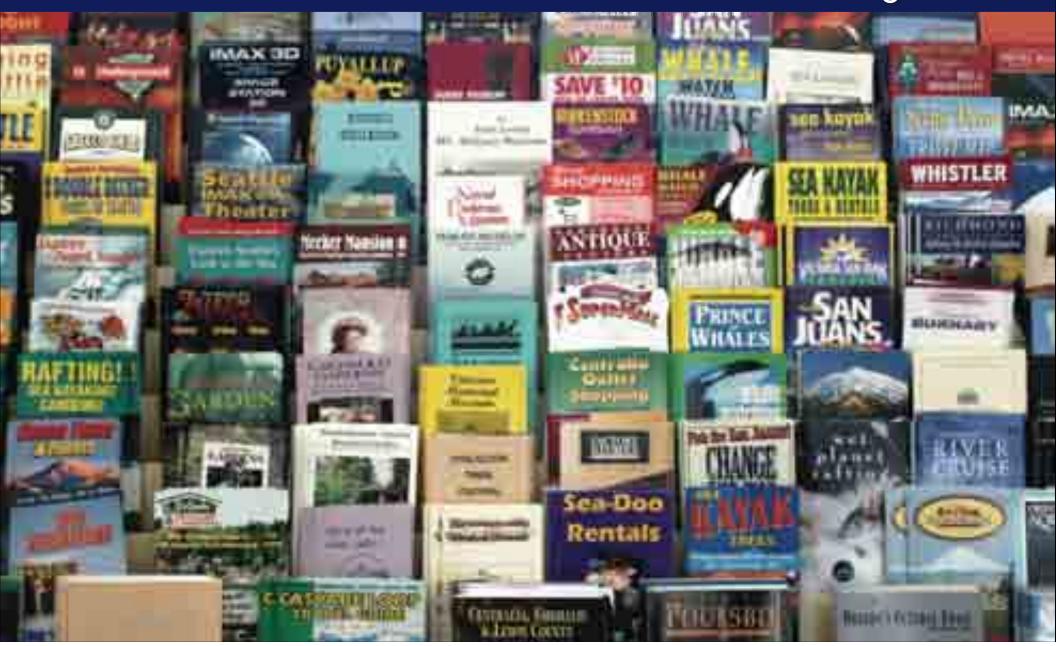
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Don't Let Your Last Opportunity Become a Lost Opportunity The rule of closing the sale







Tip

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





Duration

SILLING

Tell the visitor WHY Castle Mountain.



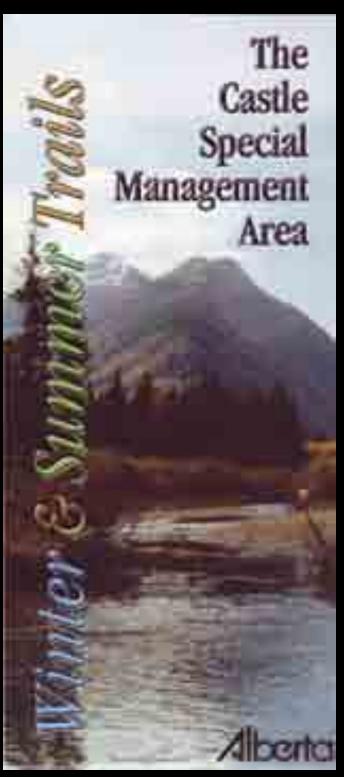
Castle

Jettison the generic.

Sell the first-time visitor. Not everyone has been there before.

Pick Your Season. Pick Your Passion. Source of the second monomorphics

The prior year brochure was actually a better design.



This brochure is primarily a map with rules and regulations and does little, if anything, to sell the experience.

Tip

ALWAYS sell experiences, not places. Tell me what you have or who you are, tell me why I should visit you.

What to do: Use red/yellow. Command attention

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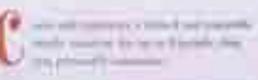
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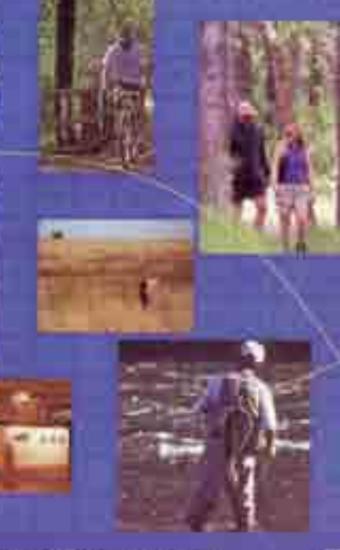
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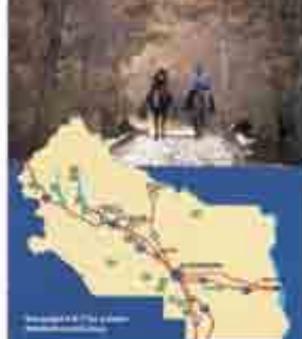
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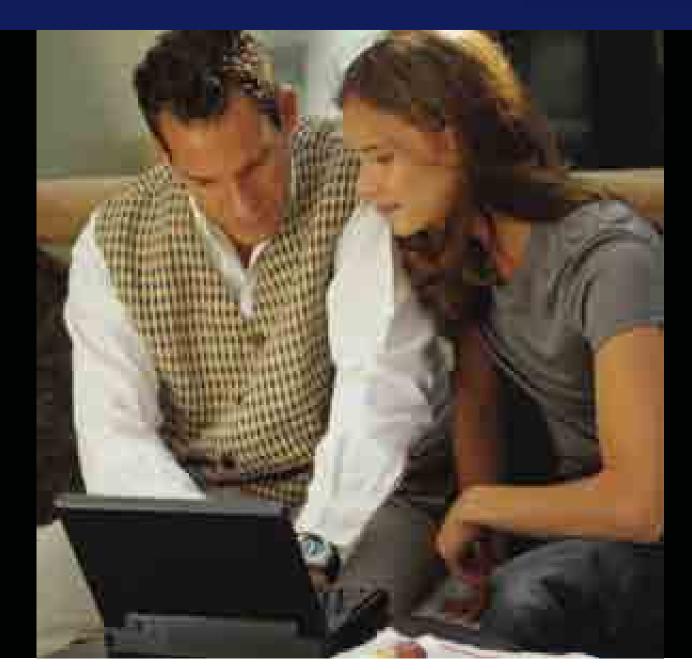
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Let Your Fingers Do the Walking Rules for the internet



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.

#1: 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	
	United States	•
Please tell us your reasons	for visiting San Diego: (Selec	t all that apply) Special Offers
Conference/Meeting	Golf & Outdoors	
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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.

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Purchase key words (pay per click).

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Want expert help?

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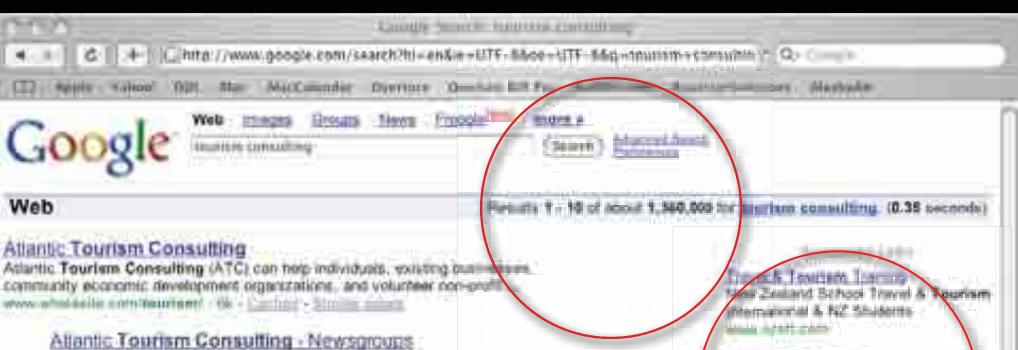






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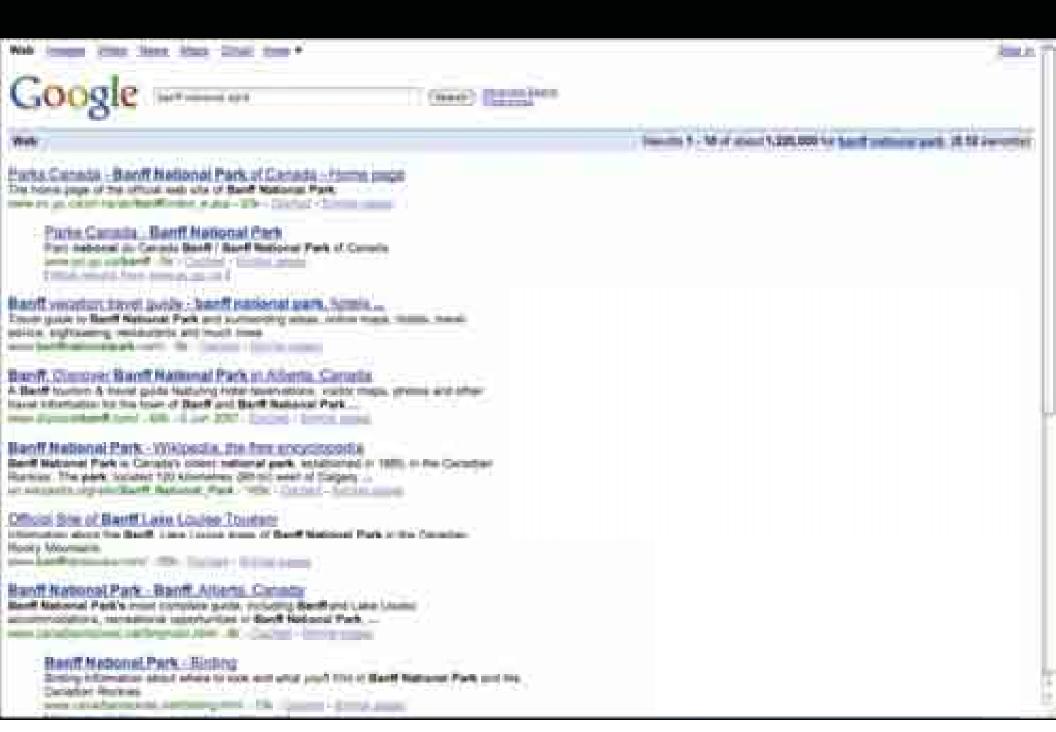
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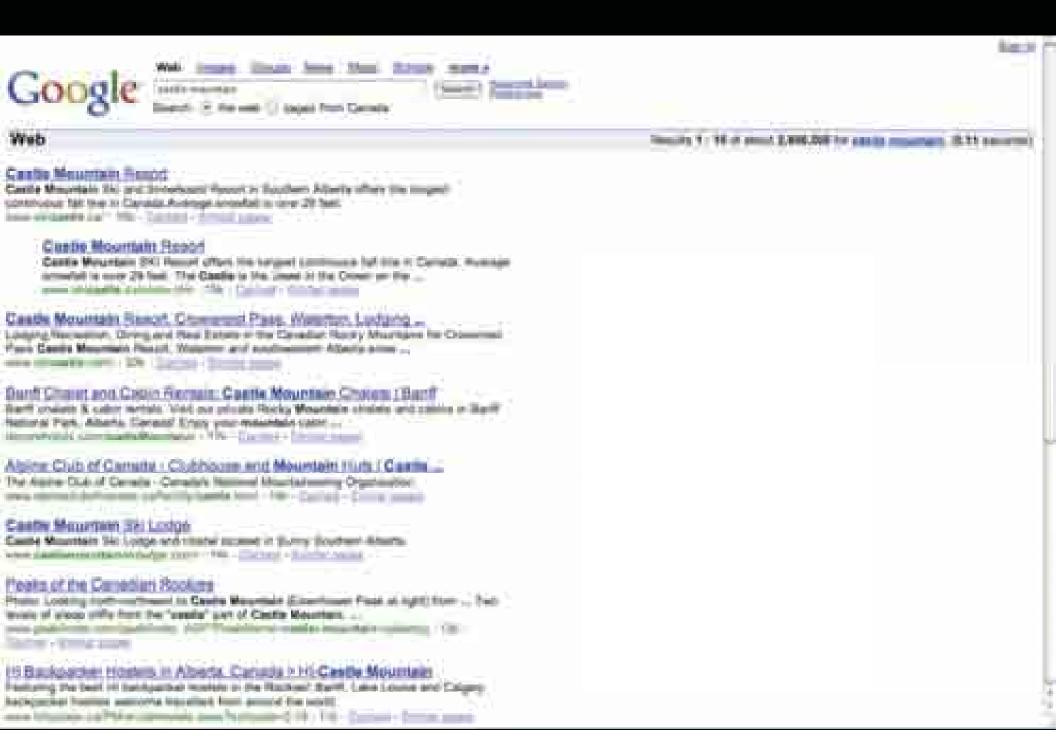
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Tip

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Huckleberry Festival 2007

Sometimes. Even Huckleberries Get the Blues



Sectorday August 11 2007

Castle Mountain Community Association

PRESENTS

The 13th Arrivel Hackingsony Englished Recommendation and Hardwood and the Bland

This year's we are controling the second over! the August 11 of Cardia Micertain House! in survey southern Albert's Canada

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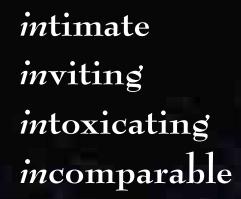
Make sure all your marketing materials are available online for both viewing AND download.

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

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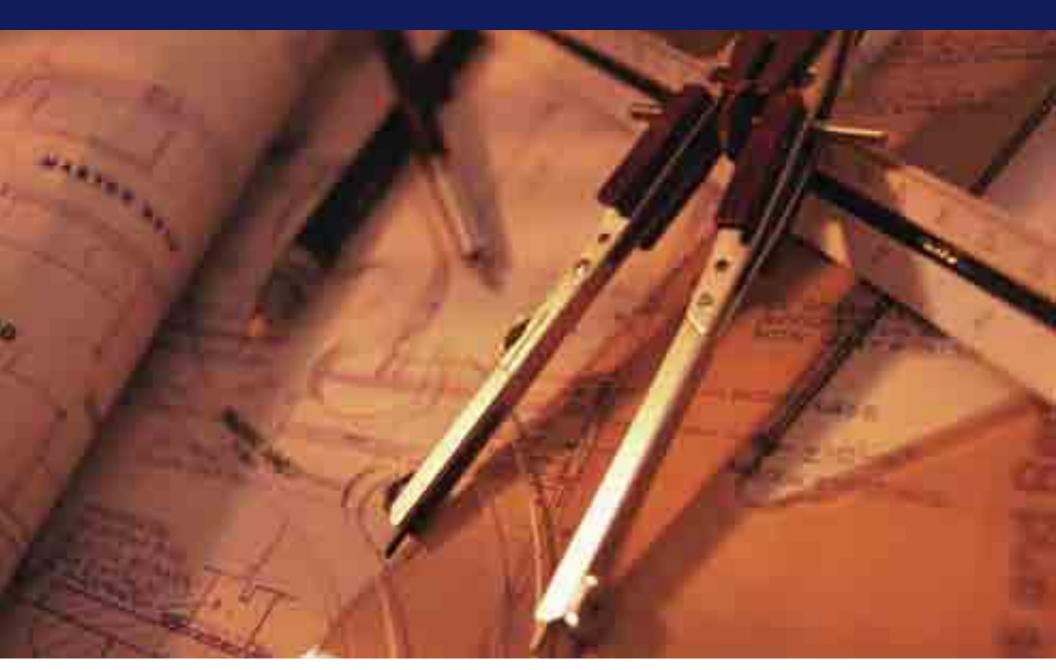
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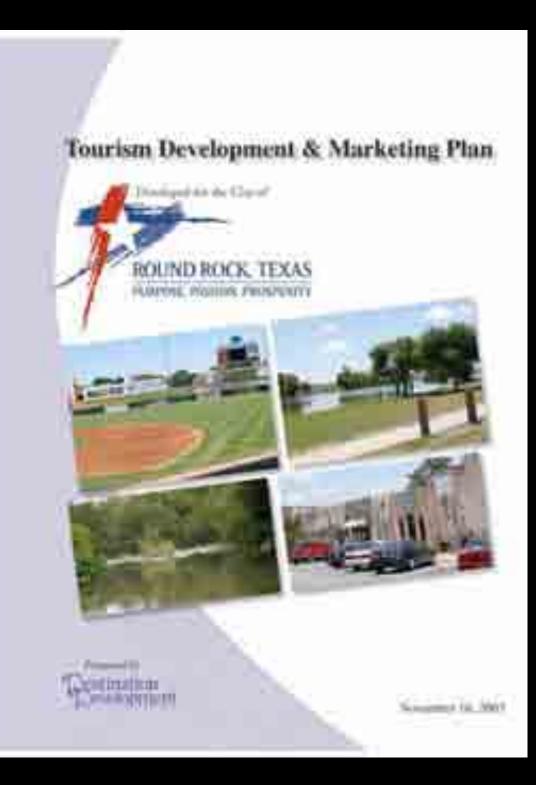
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Start your site with "Pick Your Season" then "Pick Your Passion."

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

Success Begins With a Good Architect The rule of planning





Create a Castle Mountain Branding, Development & Marketing Action 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

The potential for Castle Mountain is tremendous.

1. Have a Resort Branding, Development & Marketing Action Plan created.

2. Work to make the village a showcase. Work with property owners (tenant mix) & tenants (appeal)

3. Promote specific businesses that fit and reinforce the brand and those that set the bar.

4. Develop your gateways, and implement a wayfinding system - ONCE you know the brand direction.





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