

Destination Development, Inc.



Assessment Findings & Suggestions

A look at Claresholm 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:

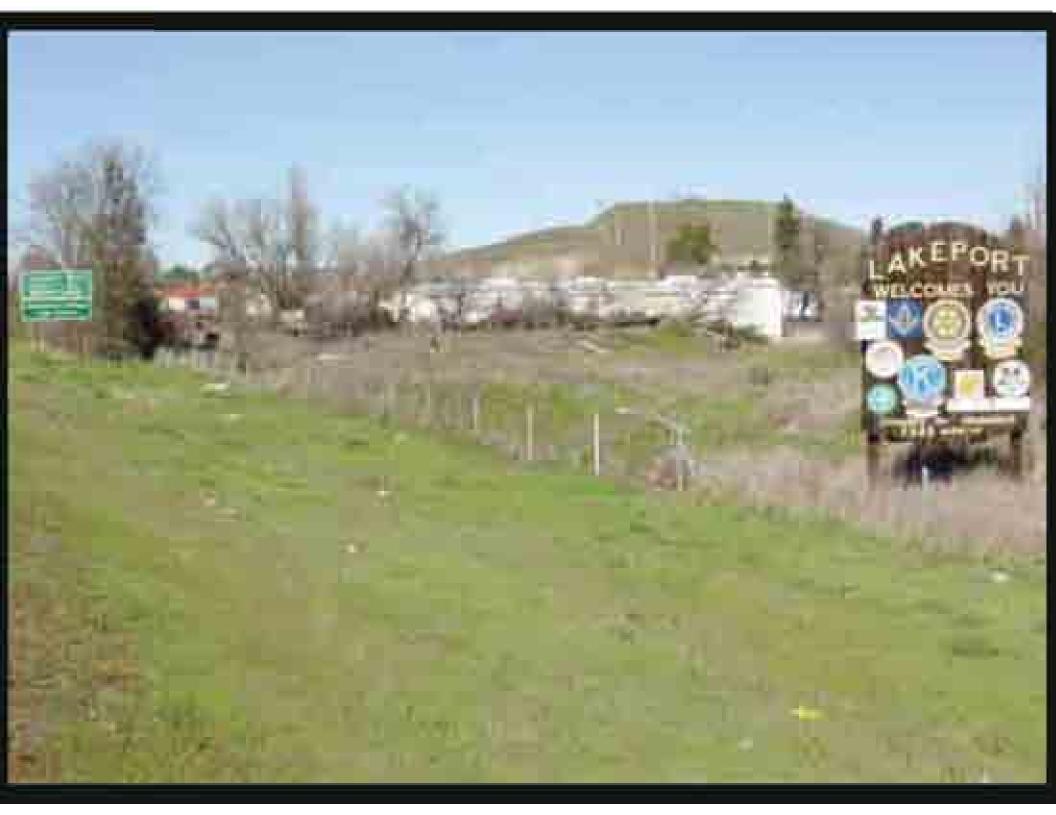
- Getting people to stop (the pass through visitor)
- Becoming the hub for area attractions
- Becoming the destination

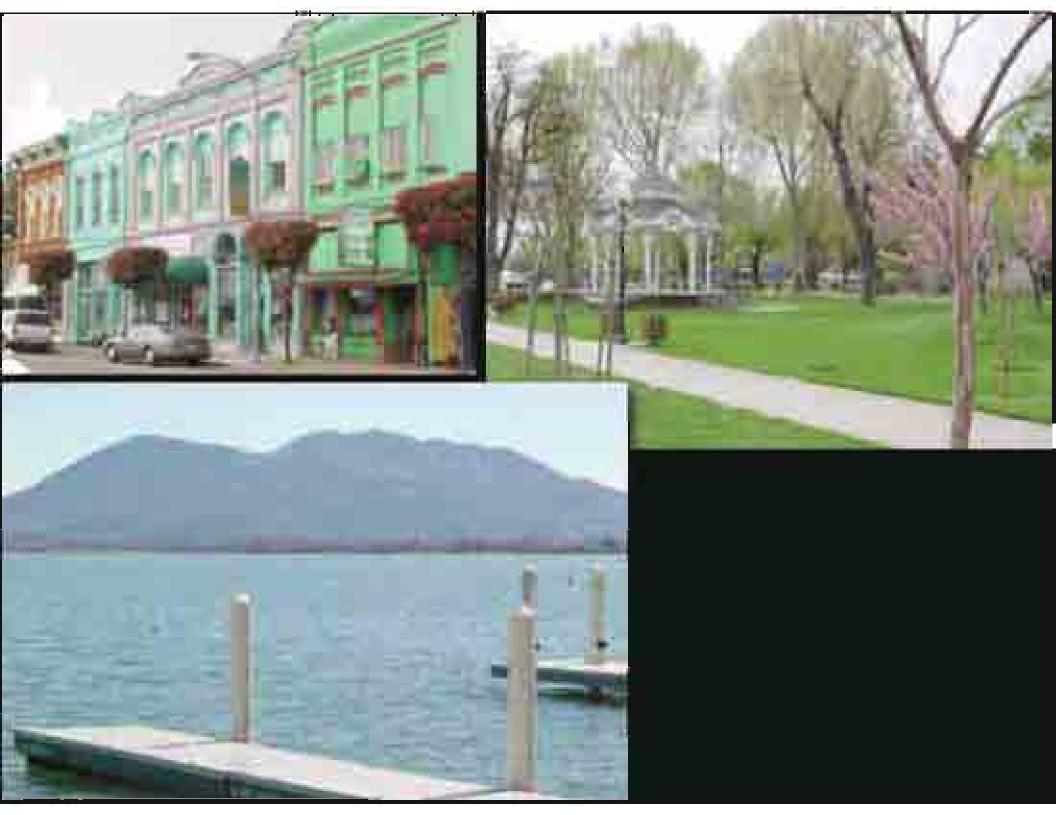
The assessment process:

- 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 ?









Suggestion: Change the gateway signs to directional signs. The locations do not present a good first impression.



Suggestion: Add "Frontier Square - left 200 meters"

CLARESHOLM Frontier Square - Left at light

Suggestion: Use the space to promote "downtown" or reasons to stop.



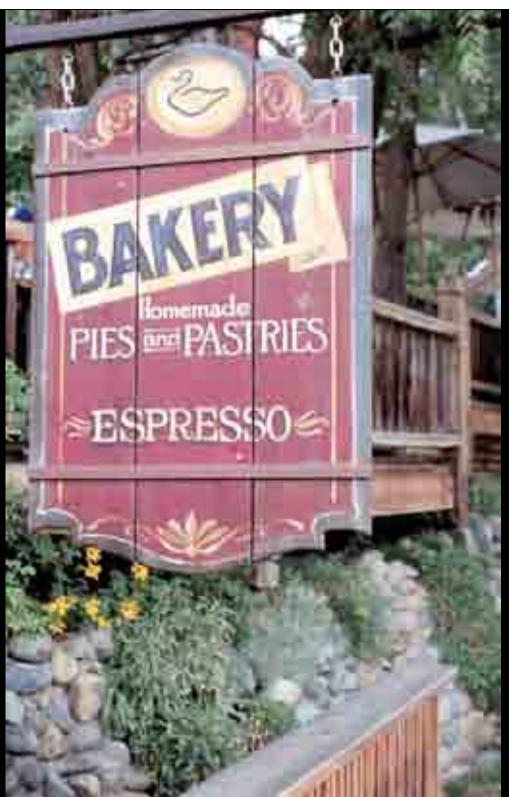
WHAT TO DO

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



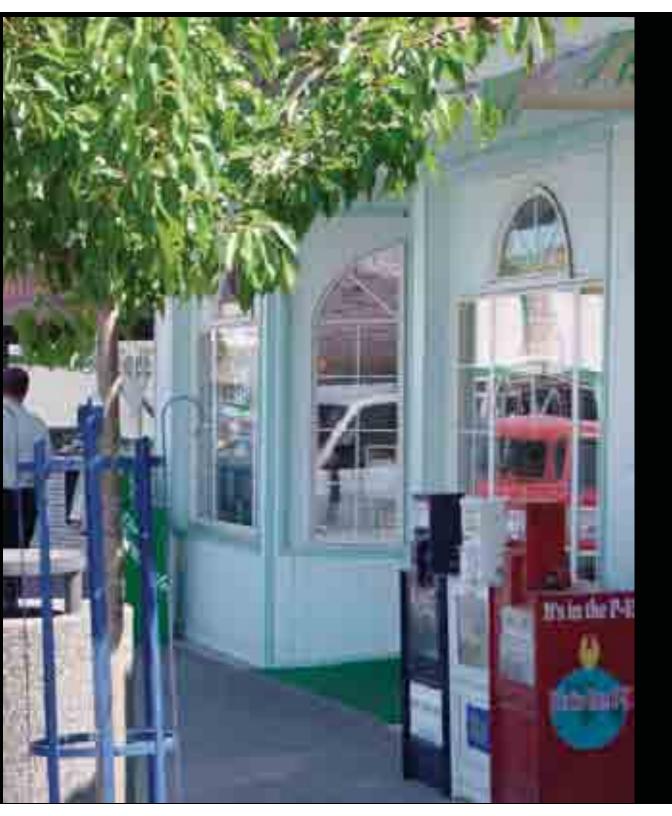


Would you eat here?

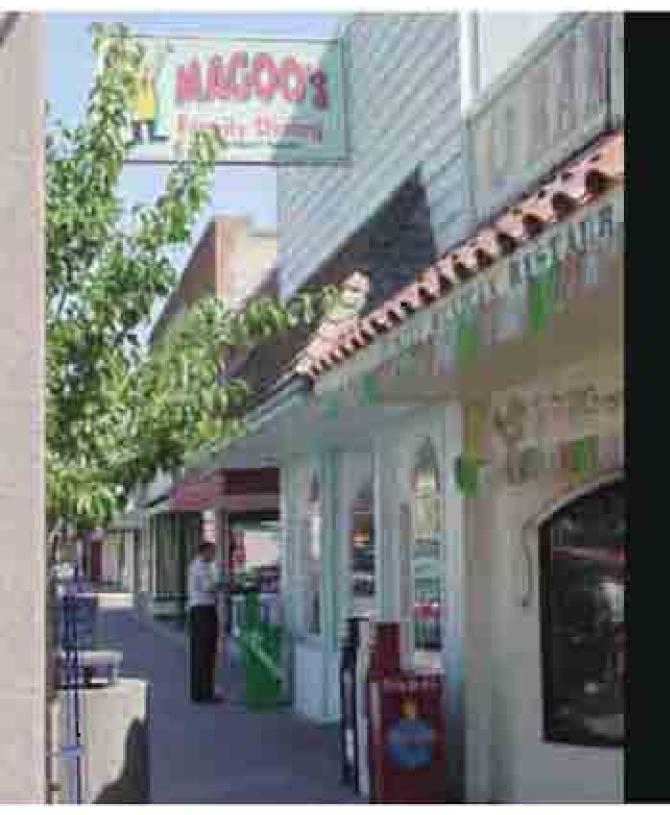


Would you eat here?

How about here? RESTAURANT LOUNCE PW T **ENTRACE**



Would you eat here?



WHAT TO DO

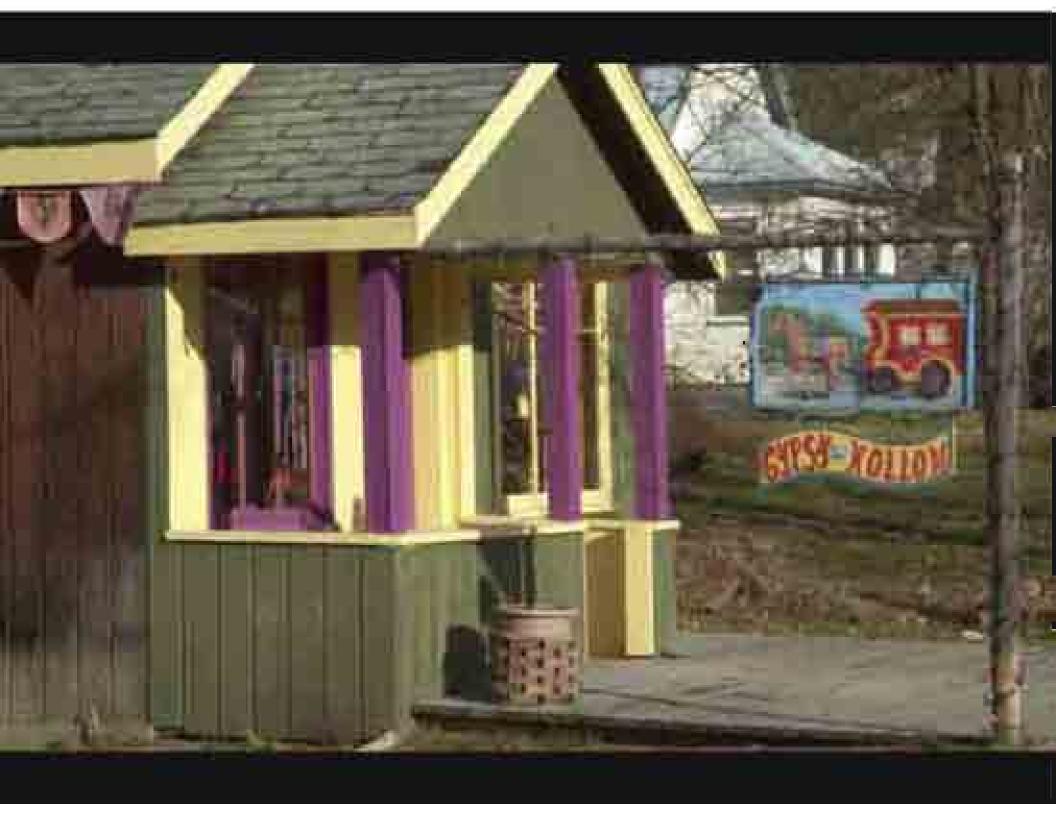
Curb appeal can account for 70% of sales at restaurants, wineries, lodging, retail shops, golf courses.



Overall first impressions are poor. Add some color! All the buildings do not have to be brown & gray.









Suggestion: Consider having a Facade Easement program put in place. Signage, facades, beautification.

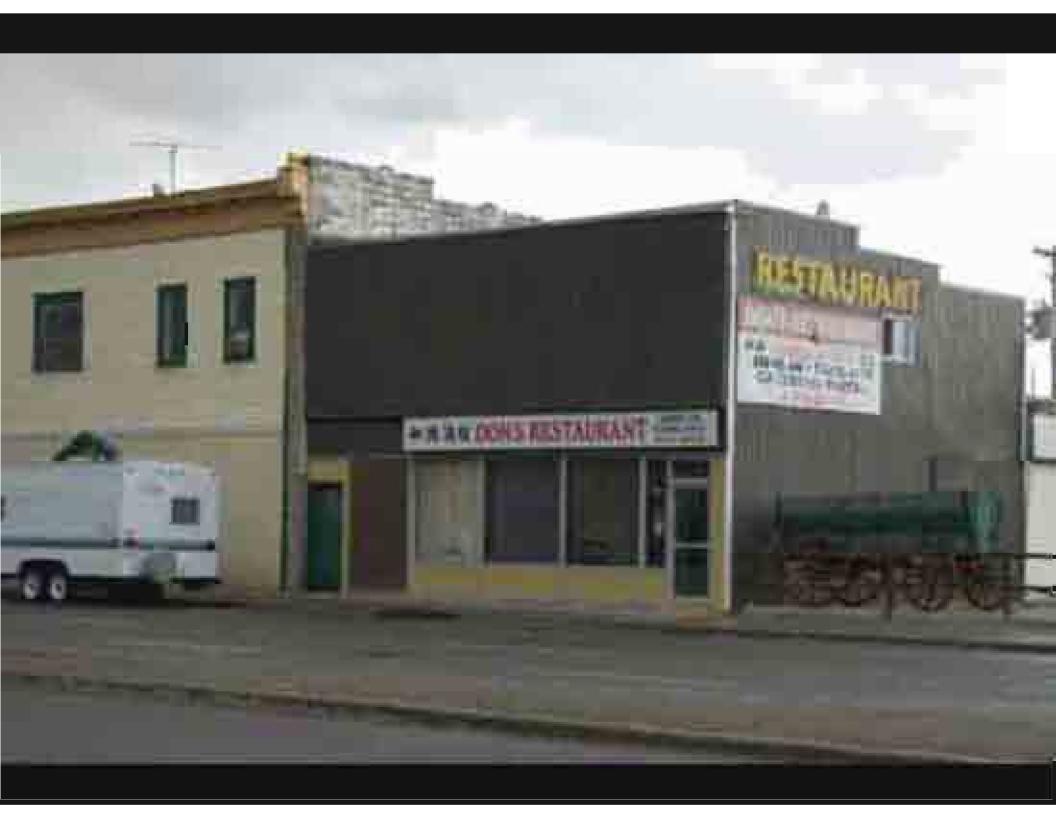






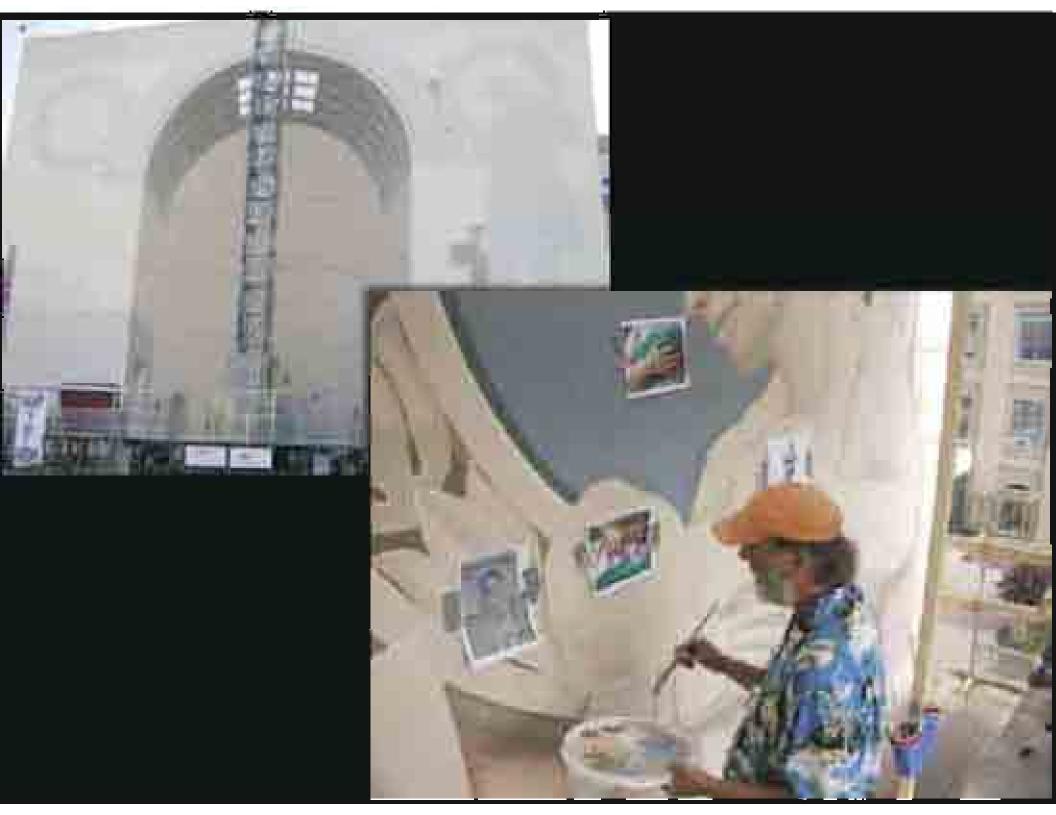






Suggestion: Have trompe l'oeil murals developed.



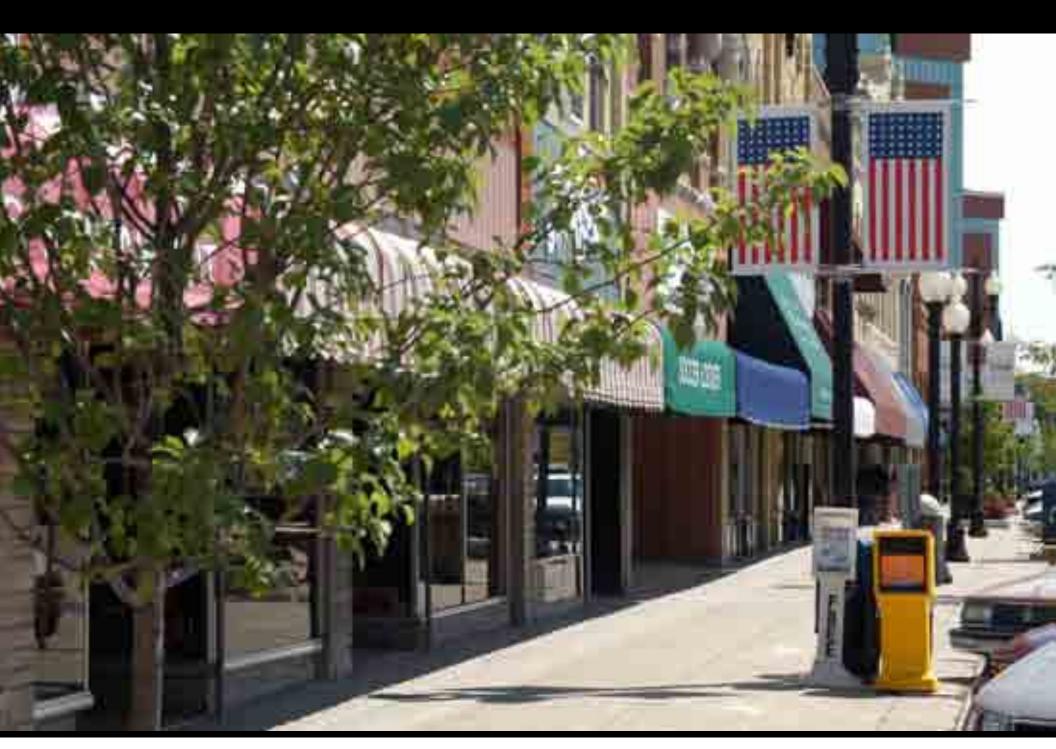






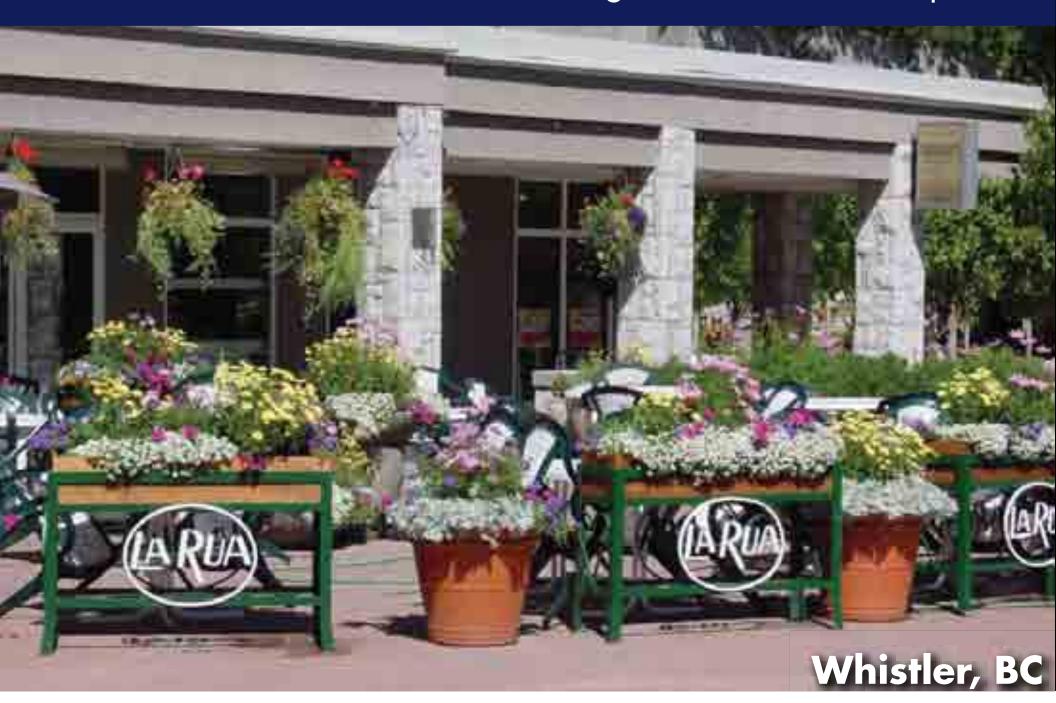








Invest in Beautification Nothing sells like beautiful places











POINT:

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

Soften the transition between building and concrete. Create barriers between dining and semi-trucks.



A nice little cafe - with no curb appeal.









We assumed this restaurant was out of business. Suggestions: Add an open sign, beautification, use the reader boards, hanging baskets, etc.



Suggestion: Consider having a "technical assistance program" developed for local retailers: facades, displays, signage, beautification.











This merchant gets it. Hanging baskets, planters (there could be more) and some color and life. They can't do it alone.

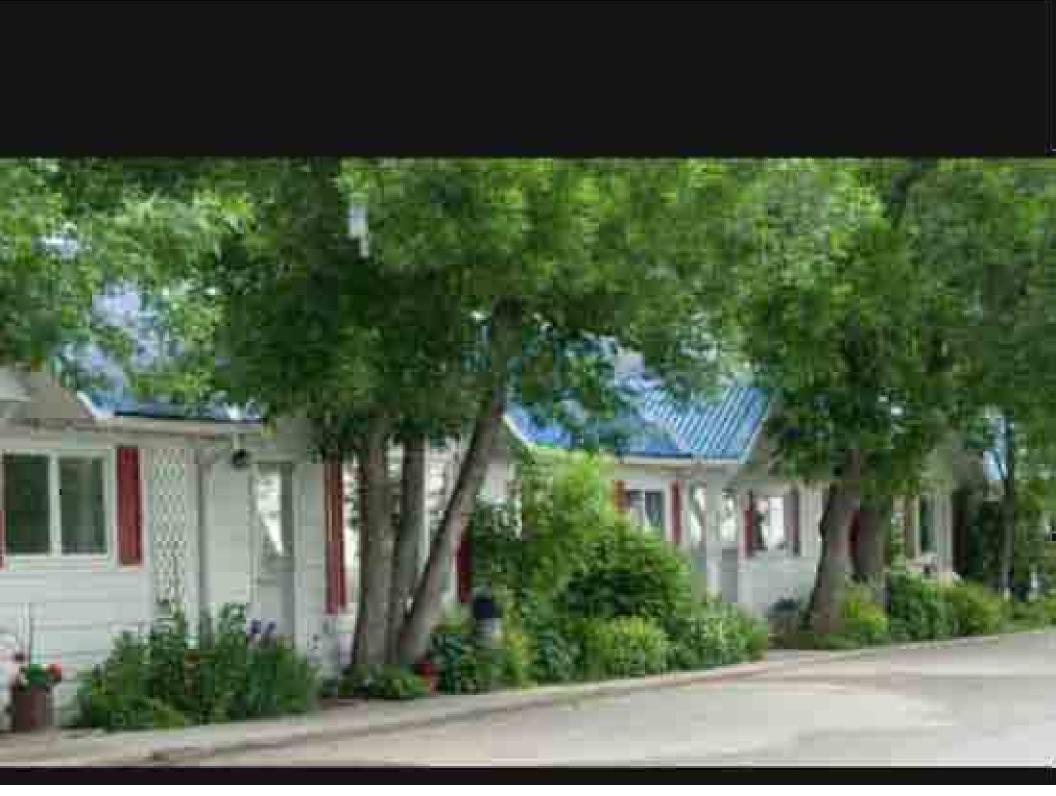


This store is very attractive, but still can use some "softscape."



The Bluebird Motel does an excellent job.





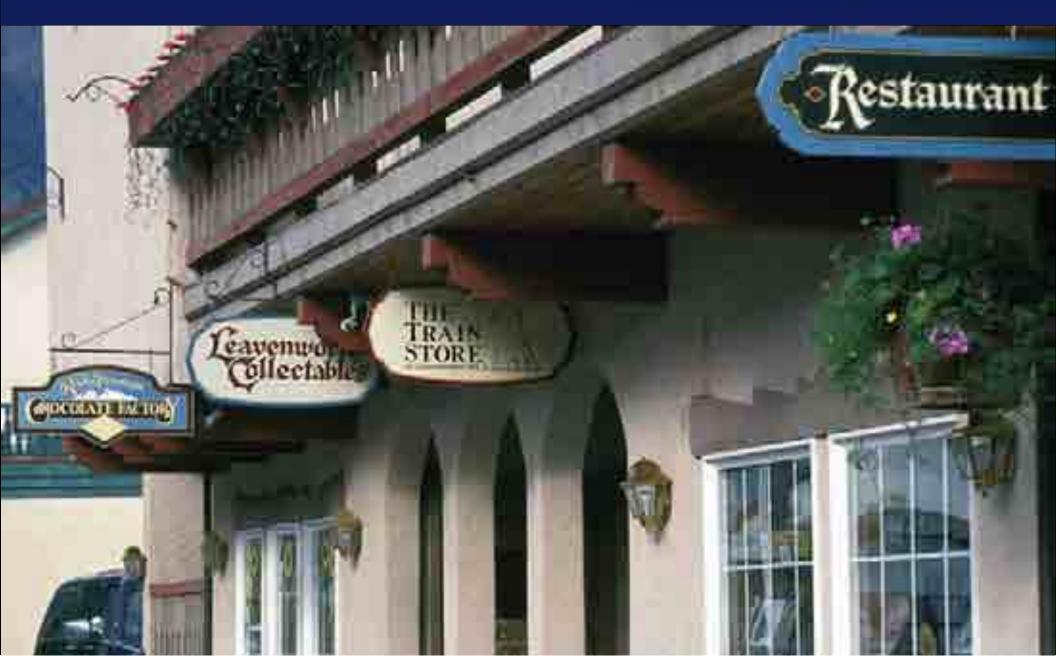


You have some great "bones" to work with and tremendous potential to become a destination retail center.





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



WHAT TO DO

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



I can see what these businesses are - as long as I'm across the street.





What's in any of these buildings?





...or here?





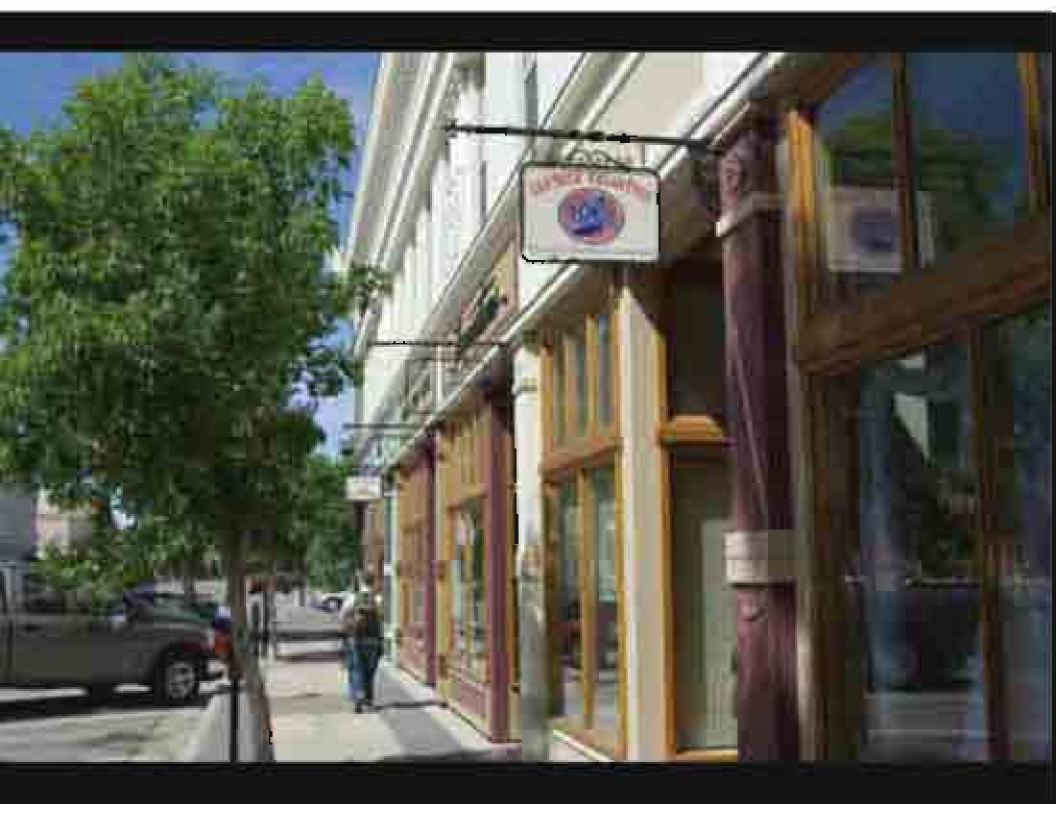


Suggestion: Have a blade sign program implemented by local merchants. Tie this to a facade improvement & beautification program





Lethbridge has a great example that could be used in Claresholm.

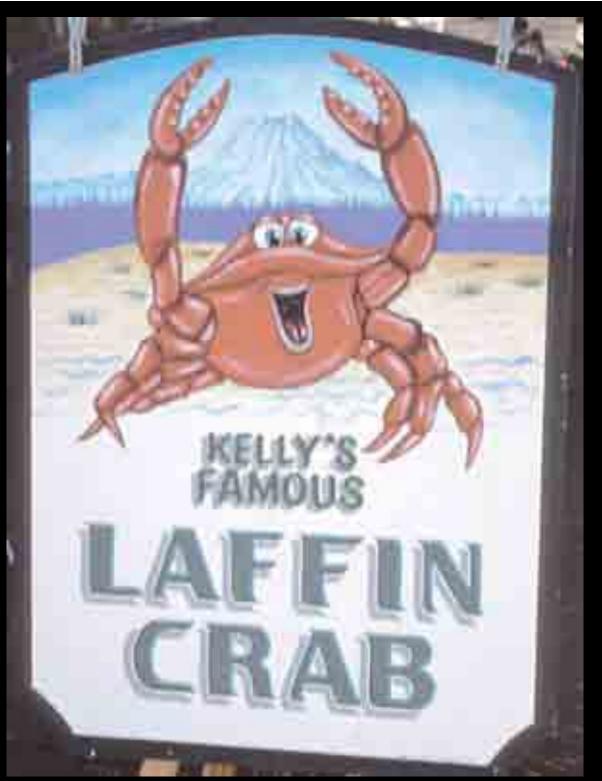




Signage is a great investment - if done right



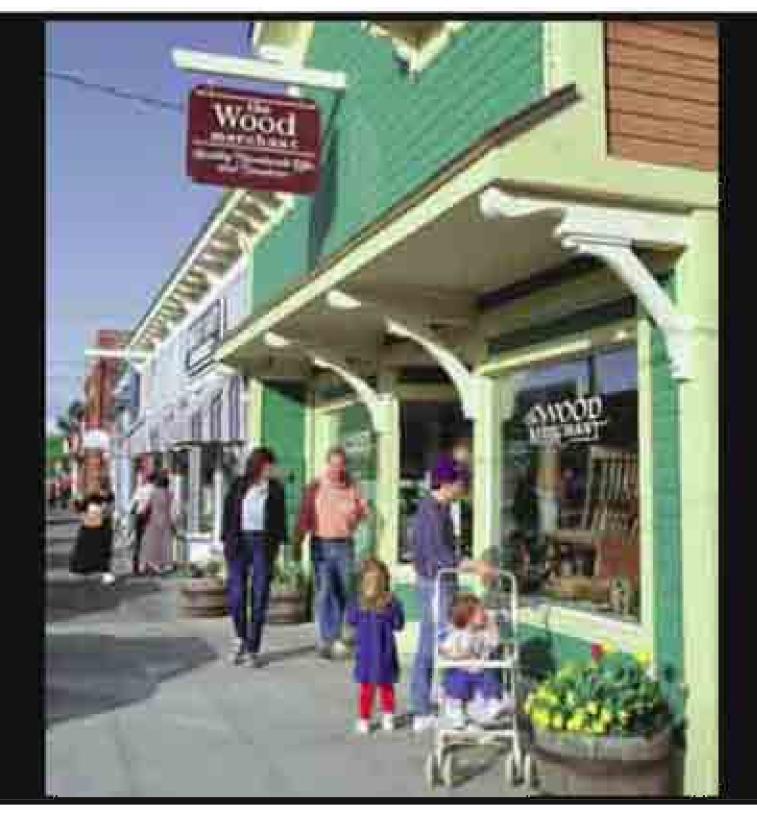
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Always promote what it is you're selling - the lure to bring customers in...

before you promote the name of the business.





FUTURE HOME OF





Promote your greatest asset or amenity.



Challenge: The "great food" is over shadowed by the saloon, happy hour, and the liquor store. Suggestion: Add greenery around the base of the sign.



First impressions are lasting impressions. Combine signs, paint the post, add hanging baskets - anything.



Suggestion: Work with property owners on a "signage abatement" program.





Good sign. Good comment. Third party endorsements are a good selling tool. Good thing we didn't see this sign first. For southbound traffic, this sign (both sides) is not a great selling tool. Consider removing it.



Put Your Bait Out on the Highway The rule of billboards and exits



Battle Mountain FRIENDLY SERVICE COMMUNITY NEXT EXIT

Tell me "why" I should stop

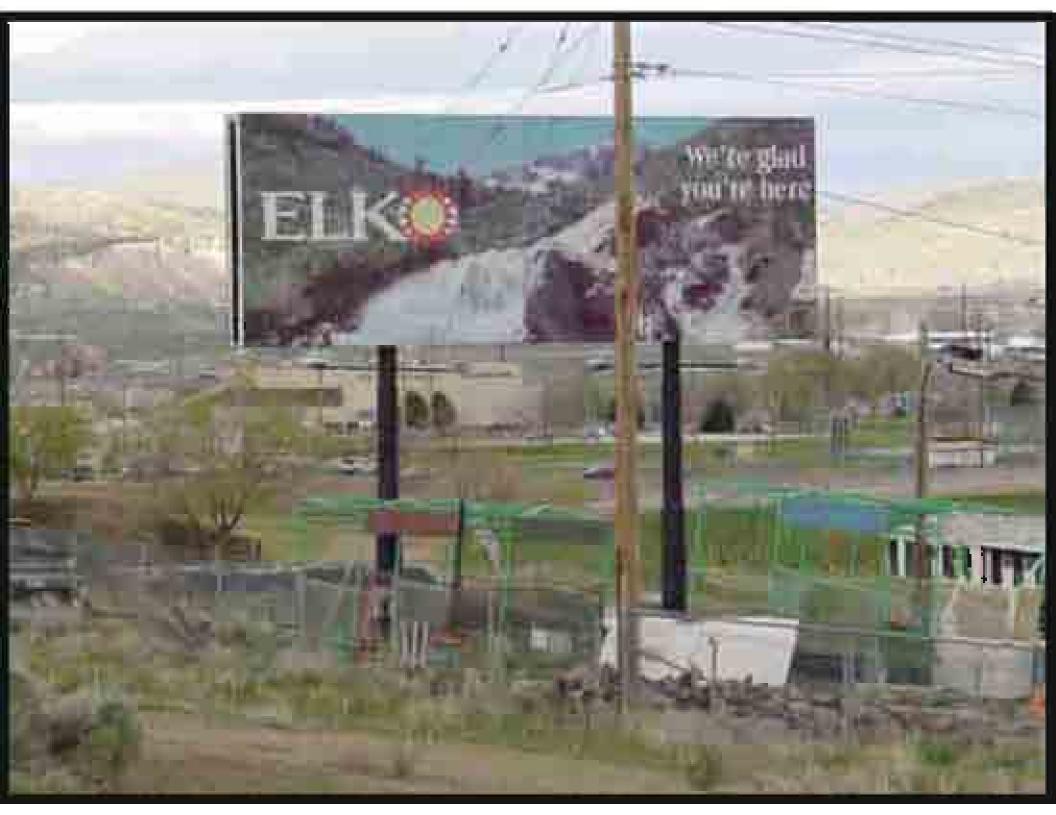


Always tell the visitor WHY they should take the next exit.



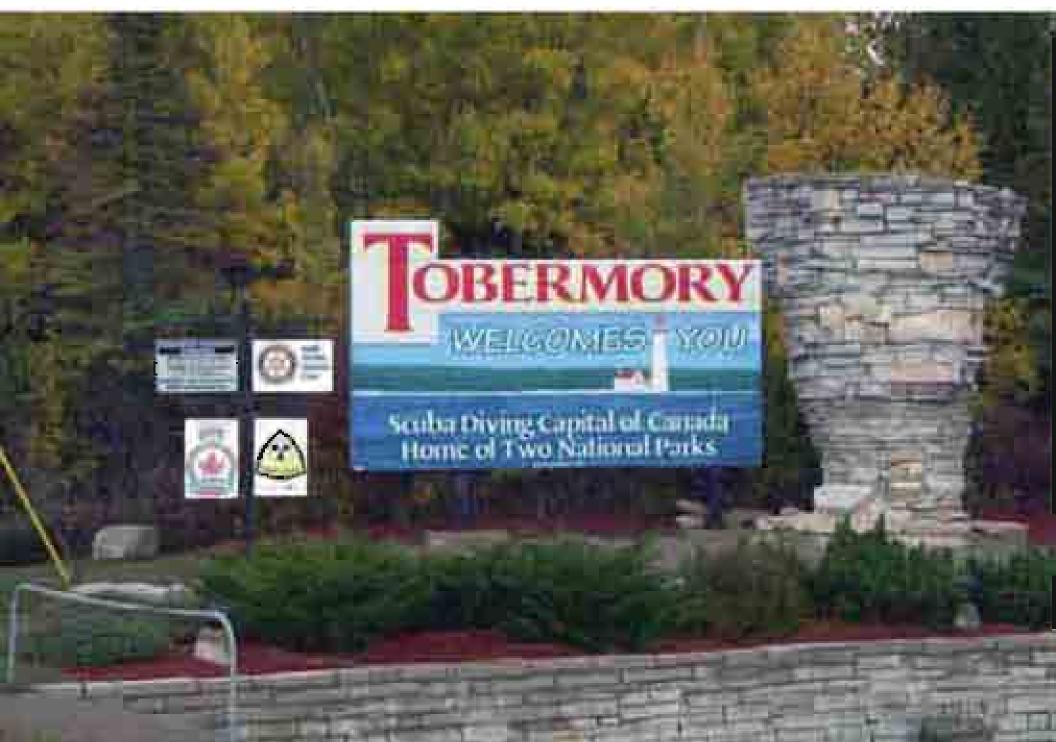
Never use more than 12 words. Eight or less is even better.





Make sure that what's around the sign doesn't cancel the lure or your message.





Keep it simple.



National Historic Oregon Trail Interpretive Center Next Exit

Use contrasting background, few words, one simple graphic.

Git Shop • Wine Tours • Restaurant Turn On Winery Road

24-hour Relief Spotless Restrooms

LITTLE AMERICA TRAVEL CENTER

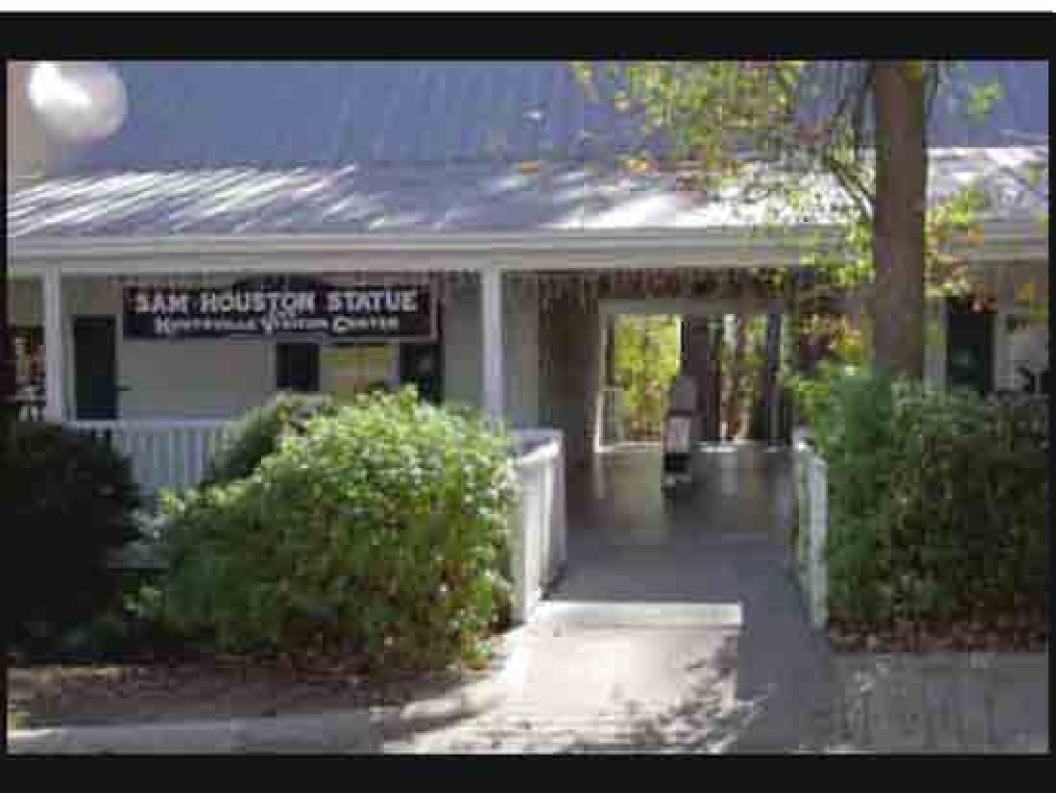
Create a primary LURE. It will translate to visitor spending.

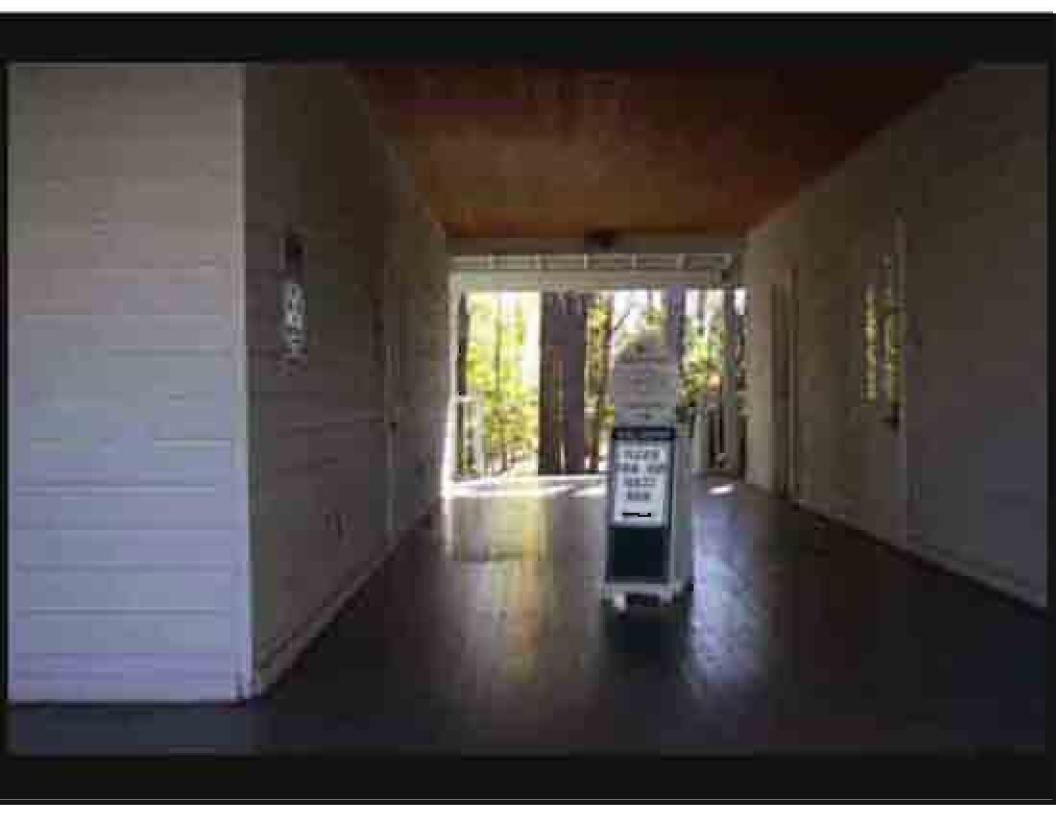
35¢ Cones 30 miles

LITTLE AMERICA HOT

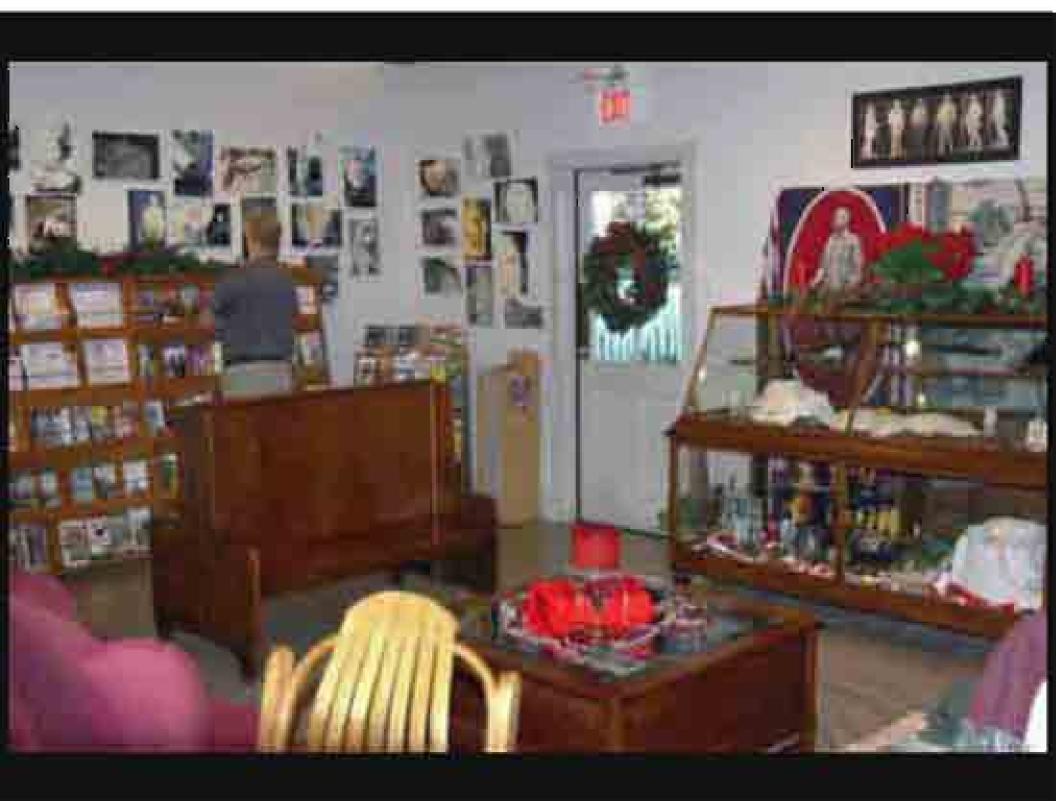












BILLBOARD RULES

I. Never use more than eight words

- 2. Billboards should never look like print ads
- 3. Only use one graphic and make it a simple one
- 4. Never use outlined or shaded letters
- 5. Tell me WHY I should buy from you, not what you have
- 6. You have four seconds to make the sale
- 7. Use #1 quotes, when possible



Which billboard is fastest and easiest to read? The others are far too busy.



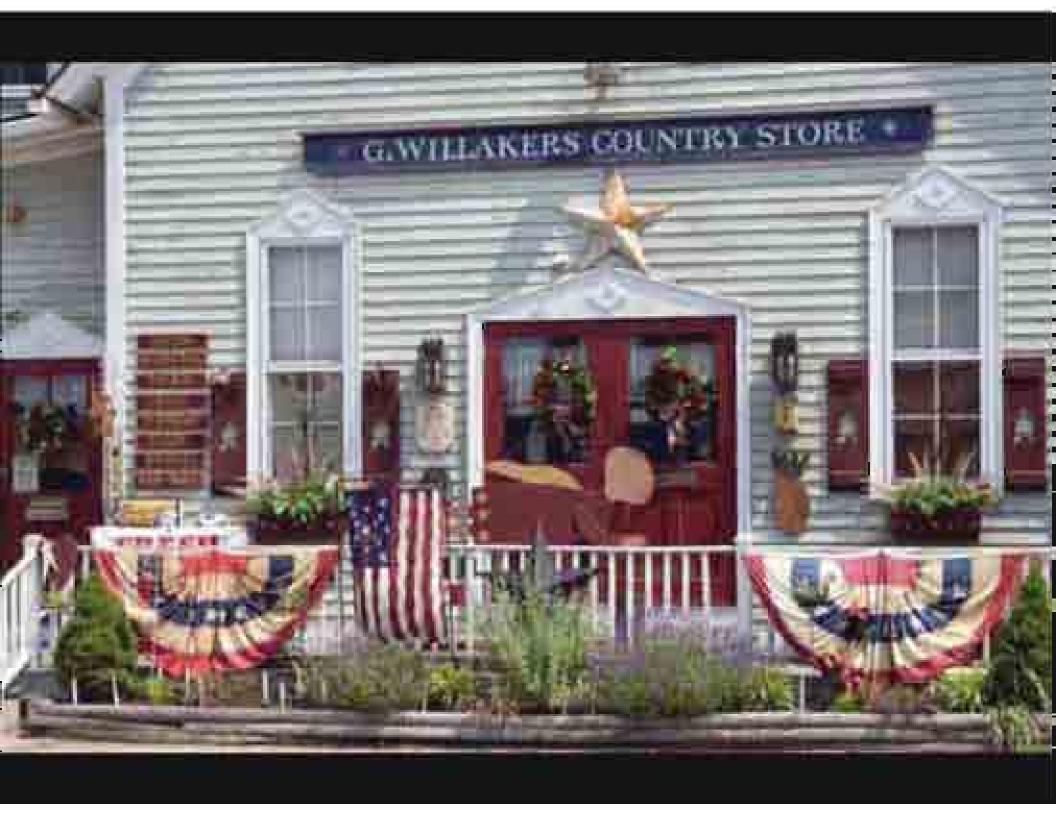
Restrooms attract more than flies and other notes of convenience The rule of visitor amenities



WHAT TO DO

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

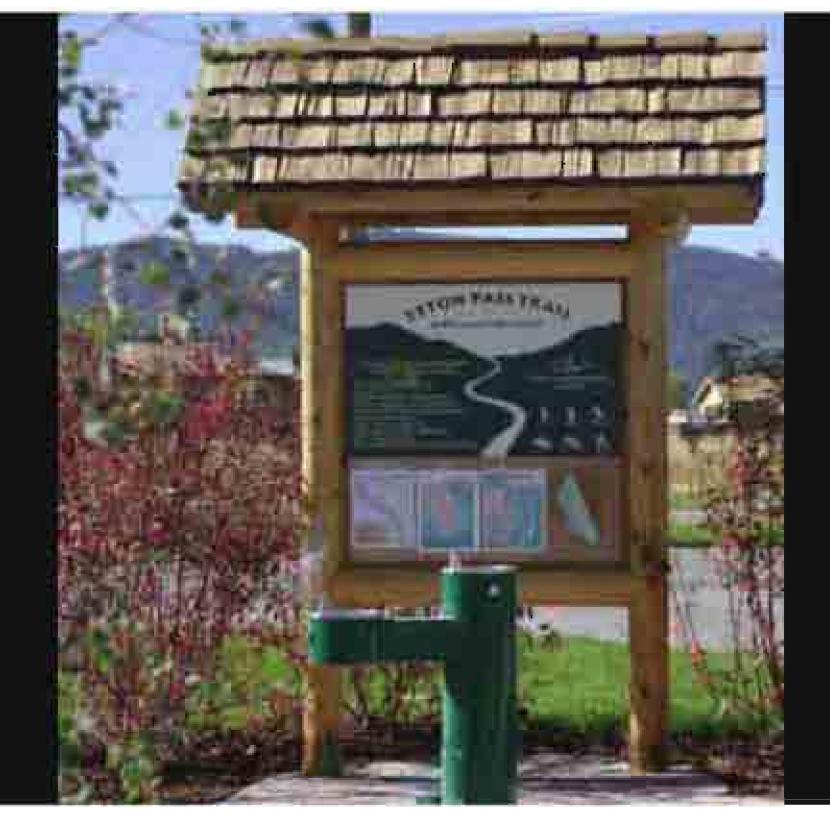






WHAT TO DO

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



Visitor info should be working 24/7

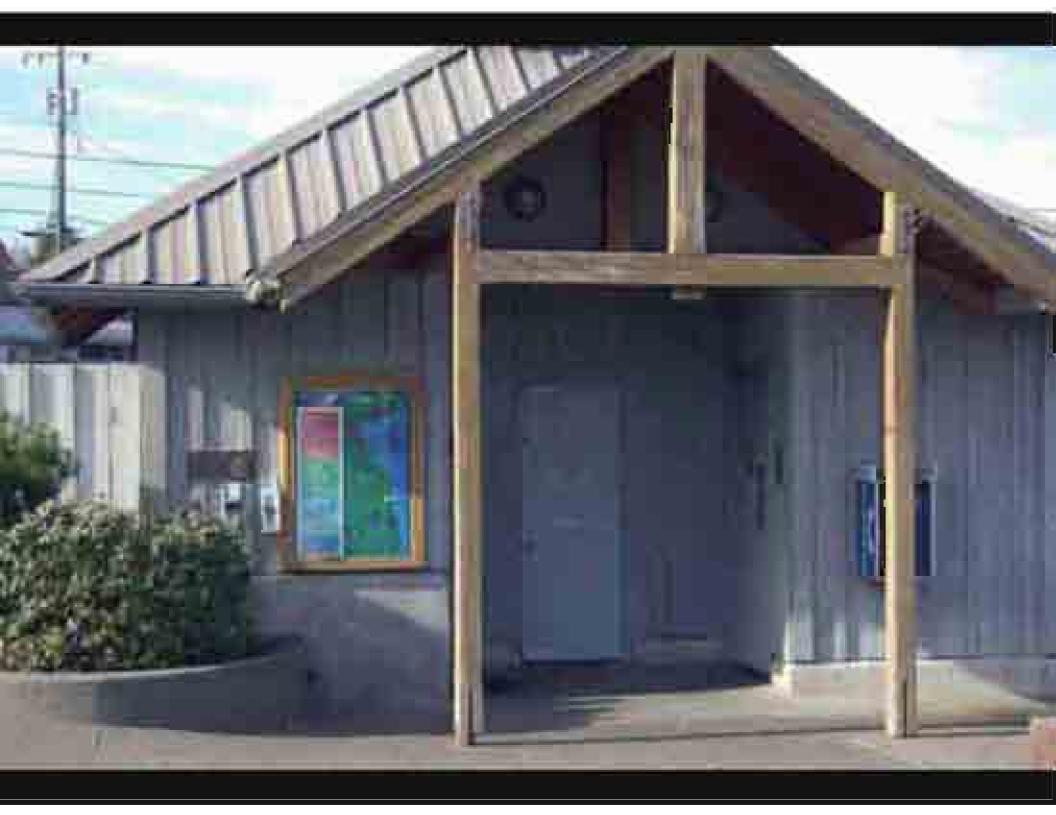










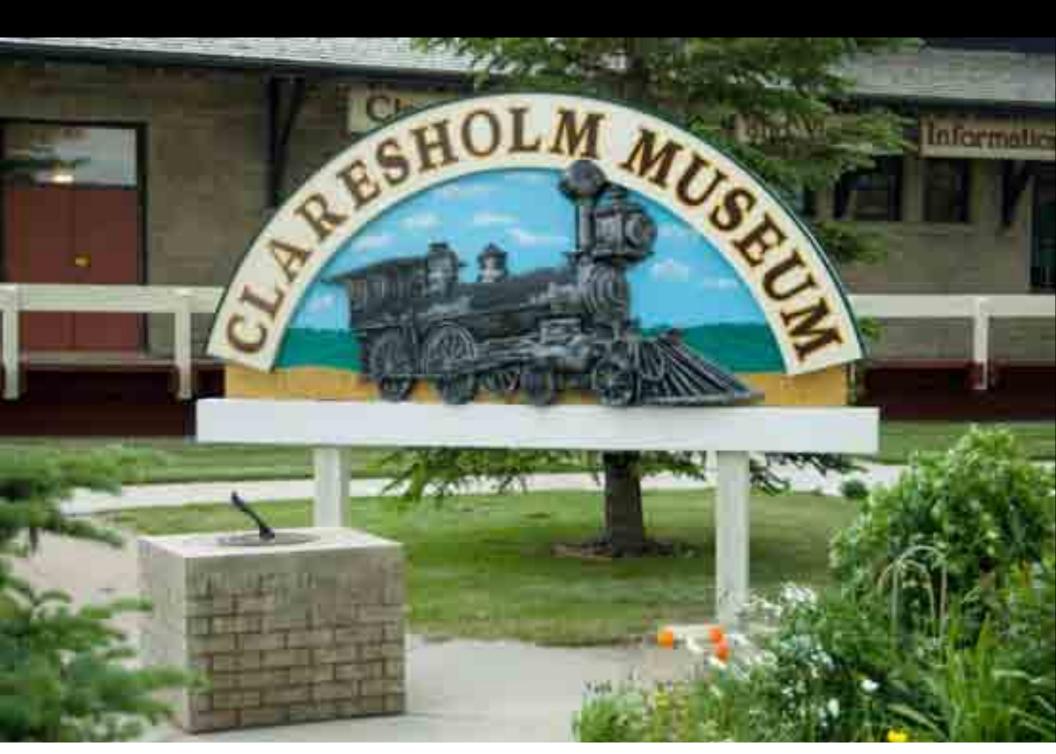


Suggestion: Add brochure distribution. Make the focus things to do, not where to attend church.



Other notes and first impressions

The signage and curb appeal of the museum is excellent. Good job.





A great place to "hang out." Take note downtown.



Suggestion: Consider adding lawn-mounted interpretive displays. Walk visitors through a story.





The museum has a nice collection of things in "theme" rooms.



Suggestion: Have the museum follow a central theme or focus. Then tell stories, don't just display artifacts.



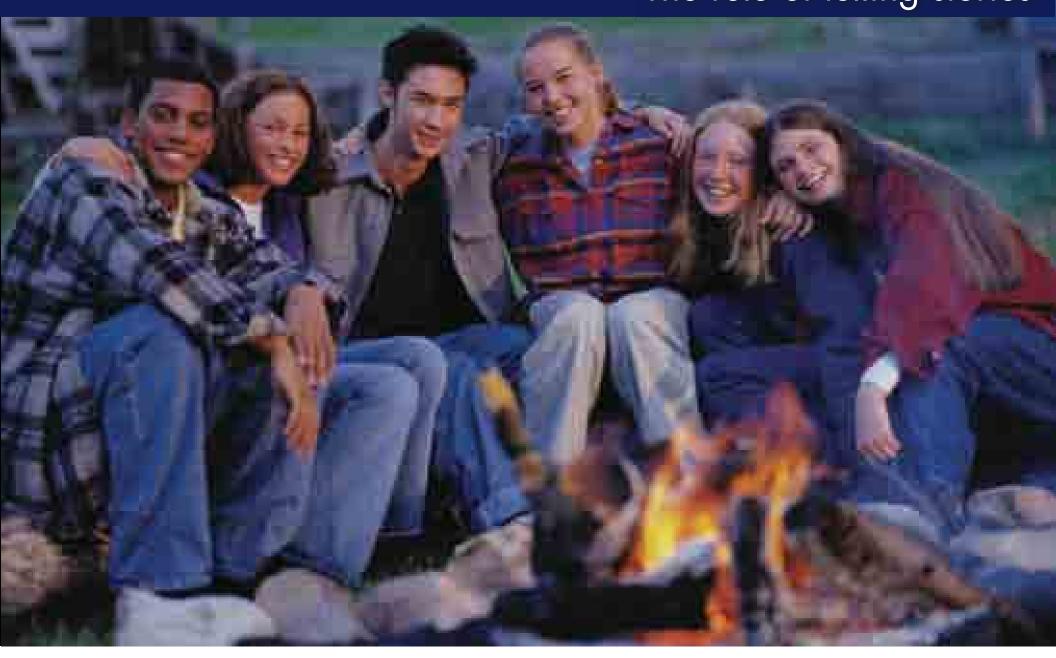
Suggestion: Add interpretive signage. We weren't sure how the train fit into the overall story. Move the dumpster to another location.



What was it like to go to school here? Tell the story.



Great Stories Make the Campfire Memorable The rule of telling stories



Museum notes:

1. The average museum visit lasts between 20 and 40 minutes.

2. If you can captivate the visitor for two hours, spending will increase.

3. Museums MUST learn to tell stories, not just display artifacts with facts and figures.

4. No offense, but visitors don't really care who donated various items.



Without this sign it would have been easy to miss the Appaloosa Horse Club.

Museum or horse club? Pick one?

Suggestion: Can the Appaloosa Museum be moved to a better location? Signage next to a junk yard eliminates the desire to go there.



Is it a museum or a horse club?



Suggestion: Can the tree be replaced with other landscaping to make the museum inviting?



Suggestion: Consider removing the Christmas lights until the holiday season.



This is your "anchor tenant" and an outstanding store worthy of a two-hour drive from Calgary and other areas.

WEDTERN BEAR

ESTERN

But even they can use some hanging baskets and greenery. You are the hub of the Cowboy Trail. Frontier cements that "brand."

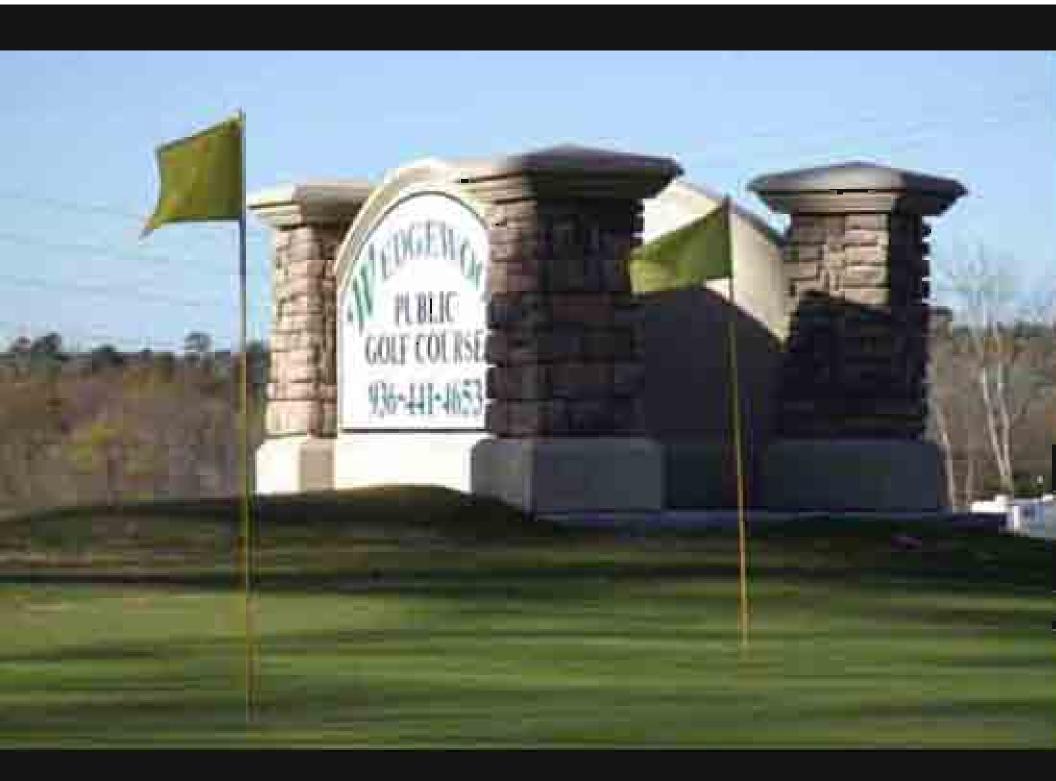


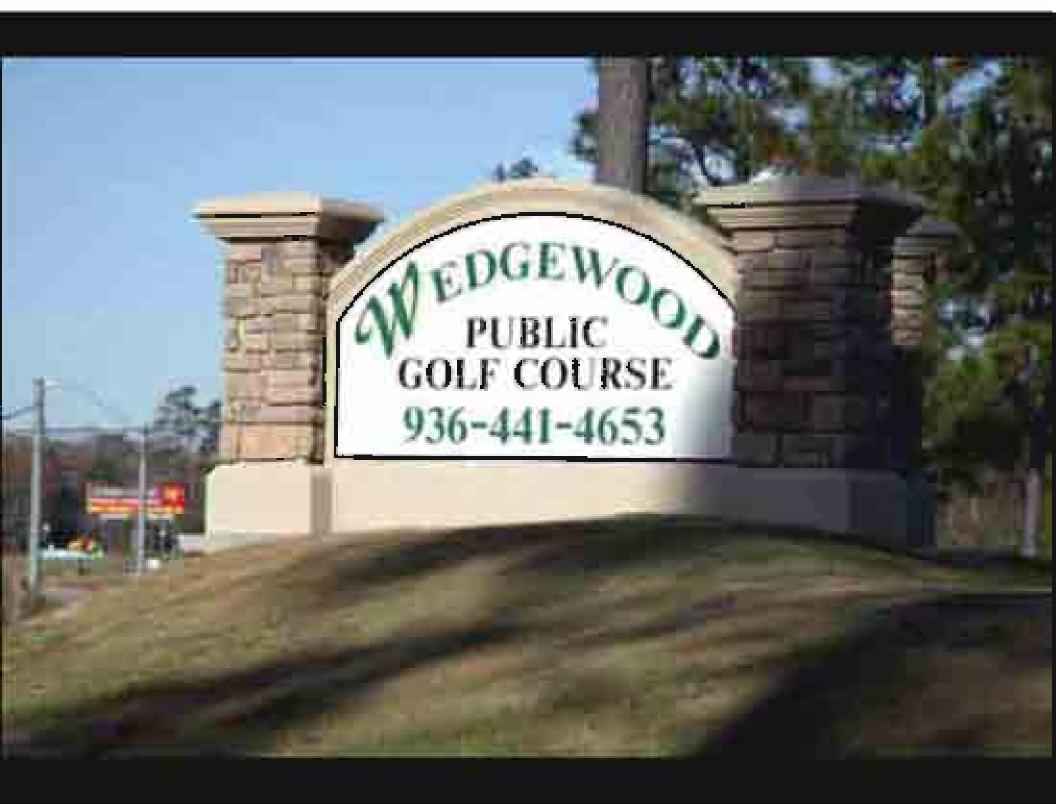
Suggestion: You have some terrific murals. Tell the story. Pull visitors into the community. It will pay dividends.



The signage does not do the golf course the justice it deserves. Consider a monument sign.







Excellent first impression - once you see the club house. Add a marquis sign for the restaurant out front. Make it a centerpiece.



Where's the restaurant?



It looks like a nice course. Open to the public? Club and cart rentals? Call for tee times? 9 or 18? Add some signage.

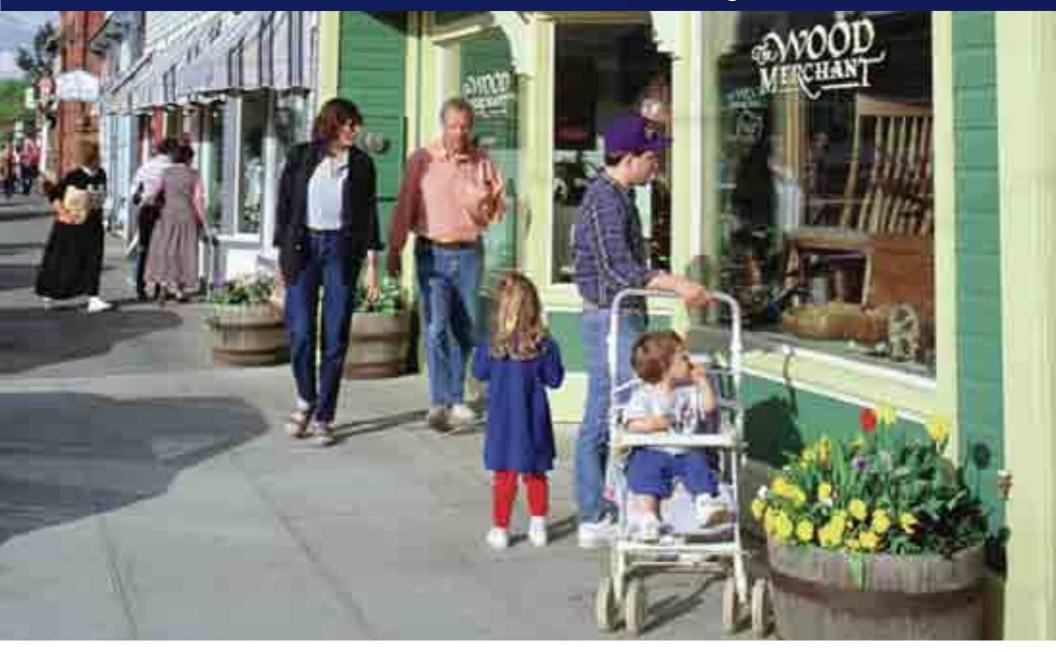


The bottom line:

- You have tremendous potential.
- Start with one block on a side street as a "demonstration project."
- Make it a showcase and let is spread.
- Develop a theme around Frontier and the Cowboy Trail.
- Rearrange the business mix in that block to create the critical mass
- Develop a facade improvement program in that block



Critical Mass Is Not Just A Religious Experience Change the business mix



THE 10+10+10 RULE

I. Ten places that sell food: Ice cream, soda fountain, candy store, wine shop, restaurants, bistros, cafes, coffee shops, bakery, etc.

2. Ten "destination retail" shops: Antiques (not second had stores), home accents, floral shops, gifts, galleries, clothing & logo gear, visitor information, outfitters, book stores, crafts, and other specialty shops that fit the brand.

3. Things open after 6:00: Movies, theater, shops, restaurants, clubs, open air markets.

Sisters, Oregon

- Before: I in I,100 cars would stop
- After: I in 40 stop and it's become a major day trip and is now becoming an overnight destination.

Sisters,

OR

What to do:

- Create pedestrian-friendly shopping districts or areas
- Create "open market" events or that type of atmosphere:
 - Flea markets
 - Farmers markets
 - Arts & crafts fairs
 - Include education & entertainment
- Narrow the streets to create an intimate setting



Suggestion: Consider a "gateway" into the demonstration block.







Suggestion: Create gathering areas wherever possible.







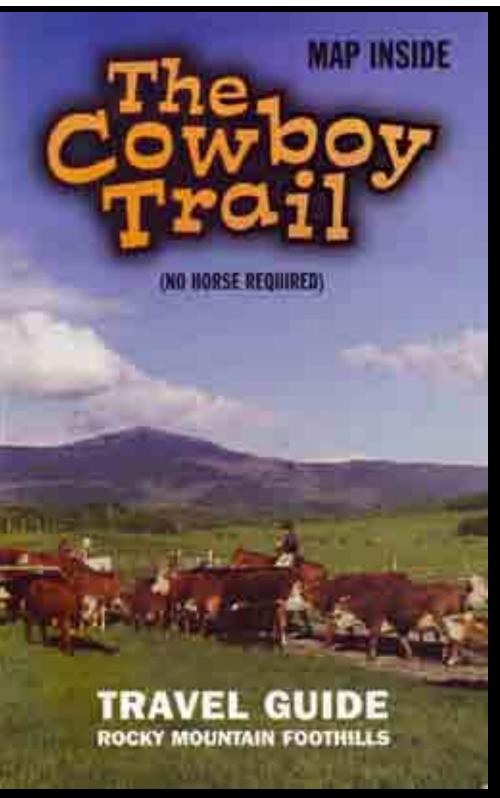




Nelson, BC



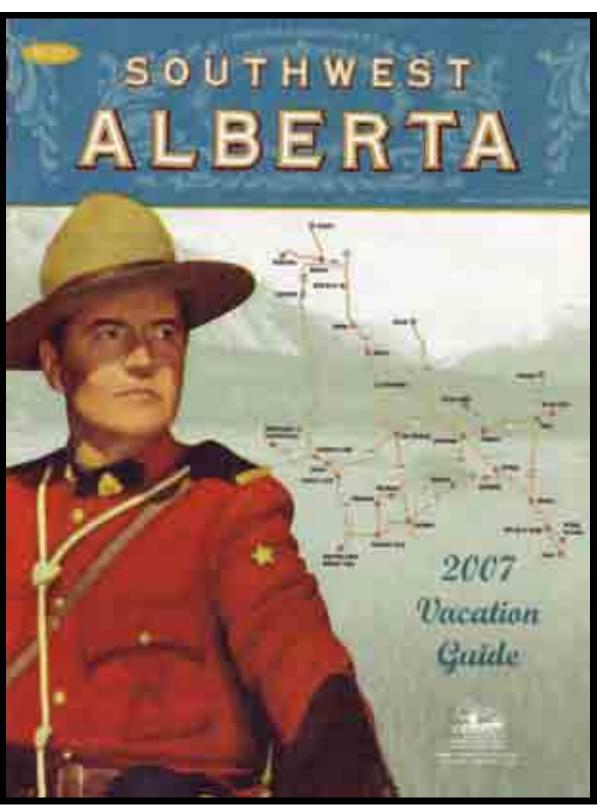
Marketing Assessment



Suggestion:

 Claresholm can easily be the "Hub to the Cowboy Trail Experience."

Play it up. It's a great tie to Frontier - your anchor business.

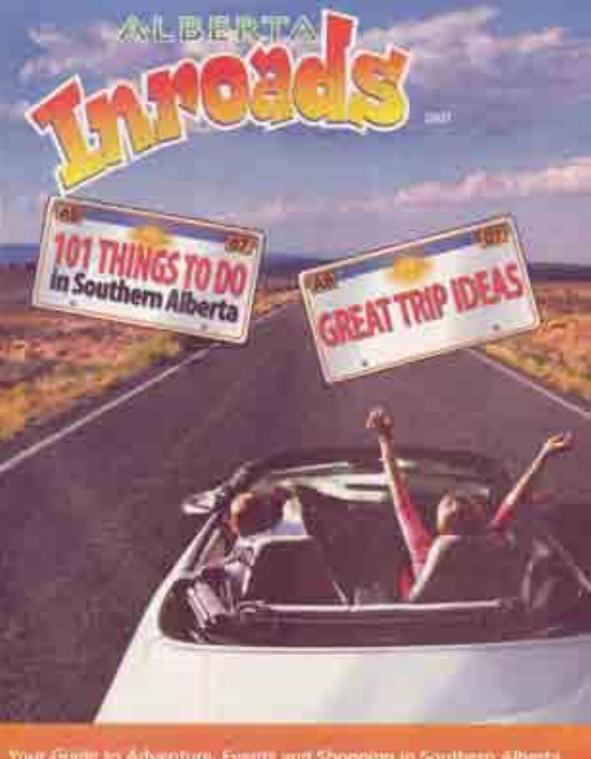


Suggestions:

• 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.

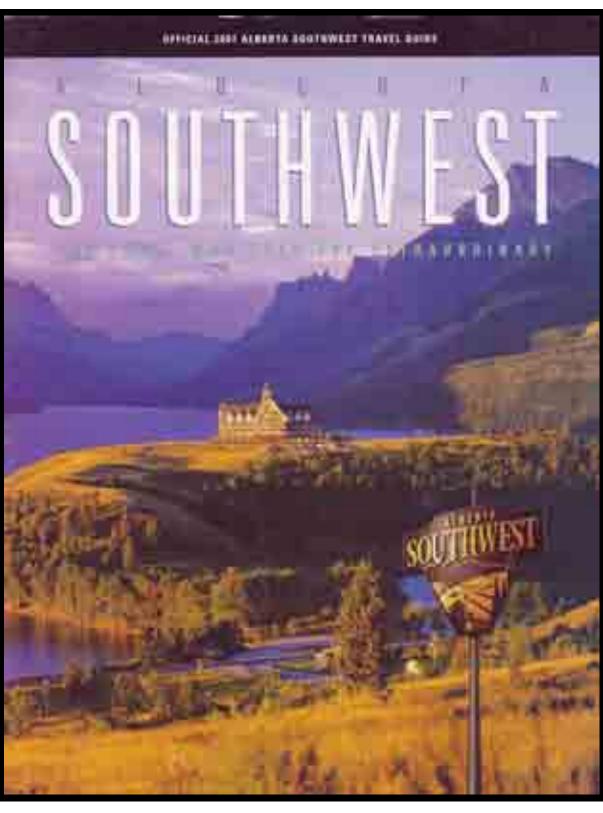
• This guide is about cities. If you are going to a certain city, this is a great resource.



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.



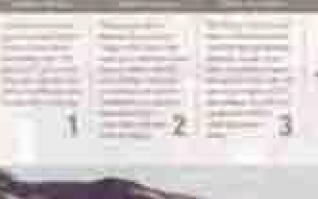
This is, by far, the class act of all the guides to SW Alberta. Hands down.

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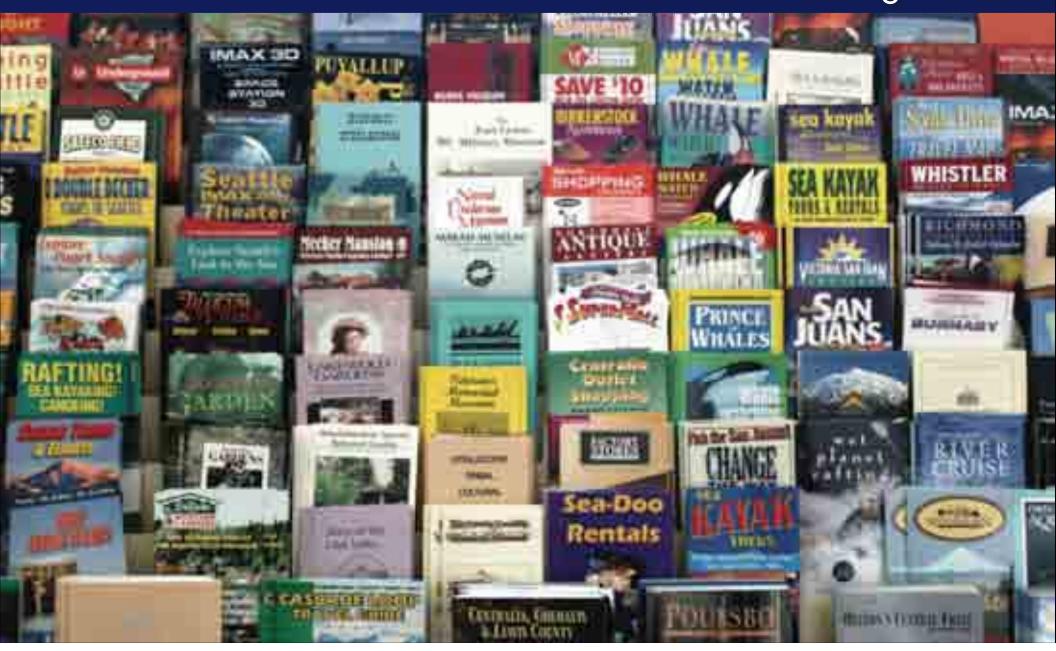
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Don't Let Your Last Opportunity Become a Lost Opportunity The rule of closing the sale







Tip

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





SALETING

No abcast



WATERTON LAKES NATIONAL PARK BOAT RENTALS On stunning Cameron Lake



HORSEBACK ADVENTURE In the Rocky Mountain foothills of Waterton Lakes National Park

What to do: Use red/yellow. Command attention

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Annual States





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Tip

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

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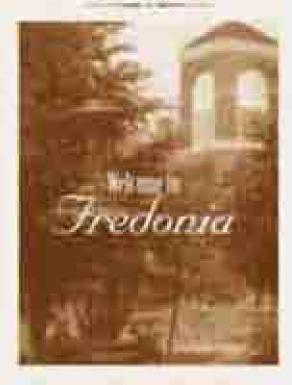


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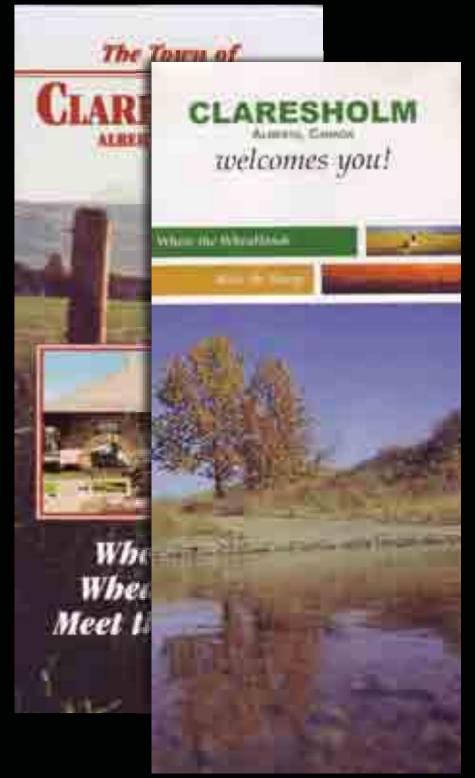
Fredonia... Timeless... Treasure

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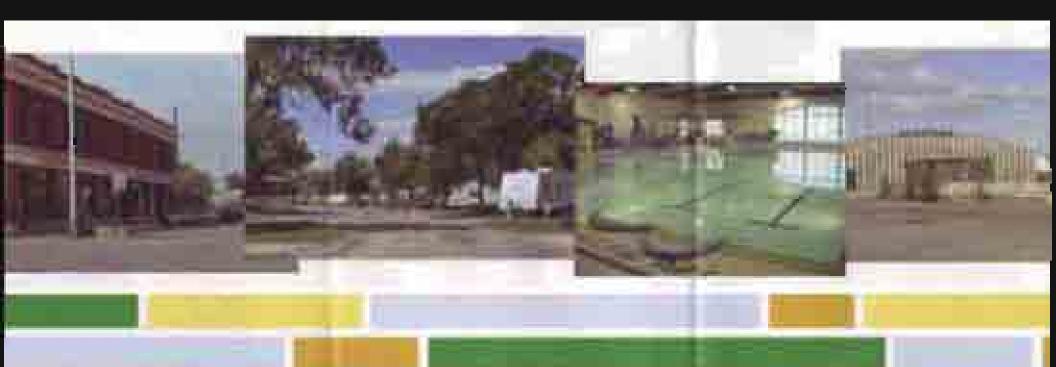
Suggestions:

Start with the brand, then the location.

Upgrade the photography.

Jettison the generic.

Sell activities over facilities and things to look at.





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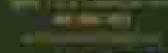
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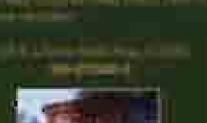


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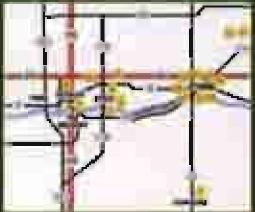


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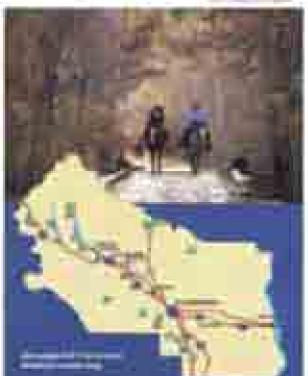
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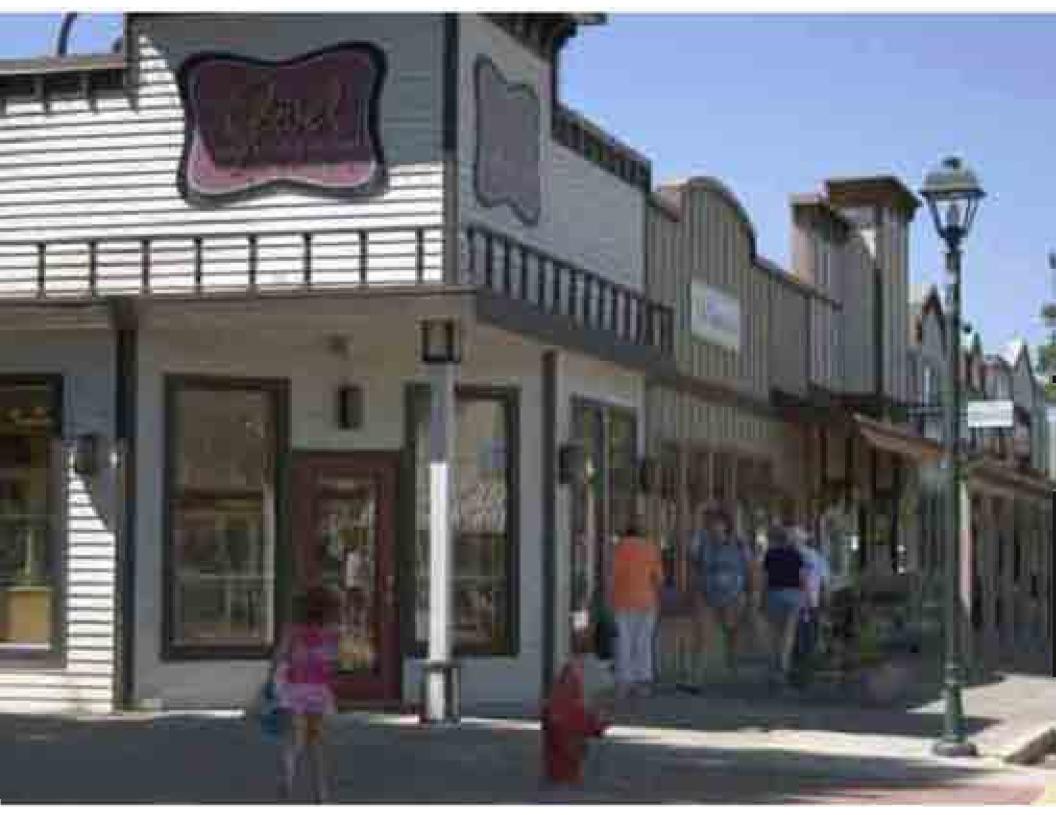
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Tip:

Have your customers spend money AFTER they've gone.





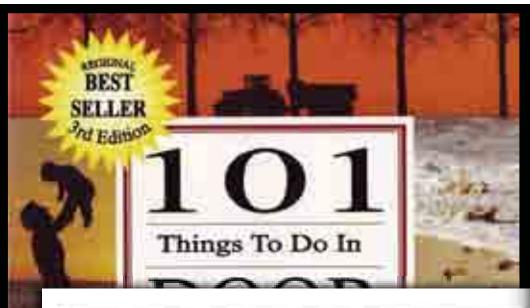




If you'd really like to know..... "these are a few of my favorite things"

item# description

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Yel	ivel		(541) 549-9388
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Suggestion: Work with regional tourism folks on creating the "Hidden Gems of Southern Canadian Rockies."

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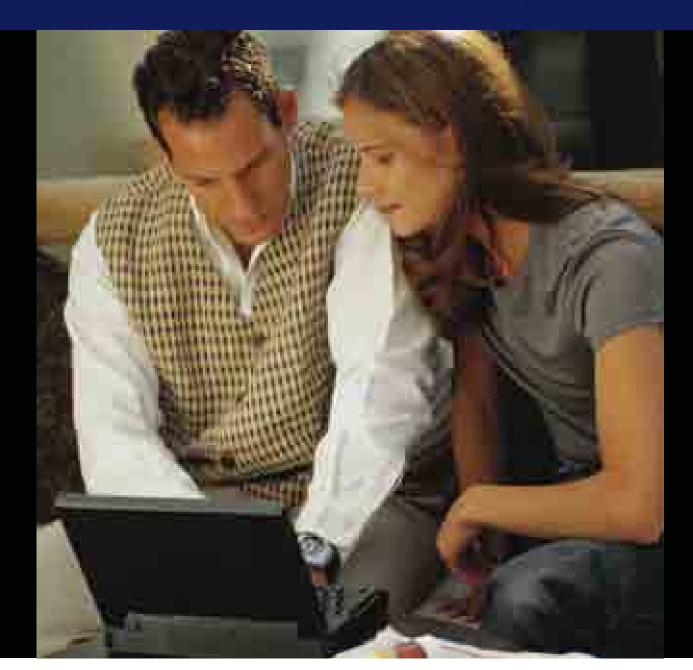


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-108 Things To Do In Disc Com-

• 18 • Take a Sunday stroll down Cottage Row.

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.

Last Name	E-mail	
Country		
United States	•	
s for visiting San Diego: (Select		
Dining & Cultural Sp	pecial Offers	
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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.

Inexpensive and powerful.

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Event Spotlight: Eighth Annual Bonaite Dive Festival Welcomes

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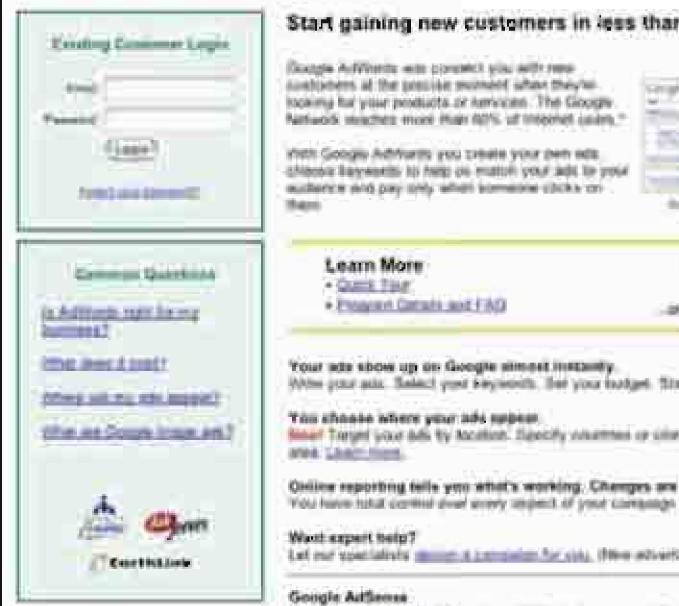
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Tip

Purchase key words (pay per click).



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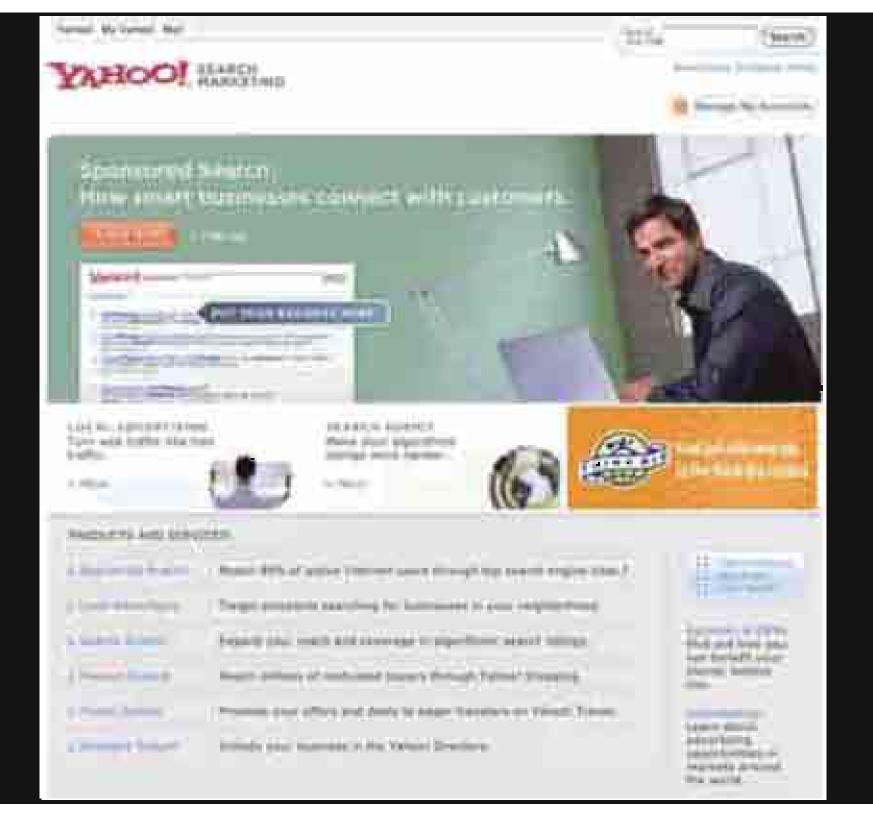
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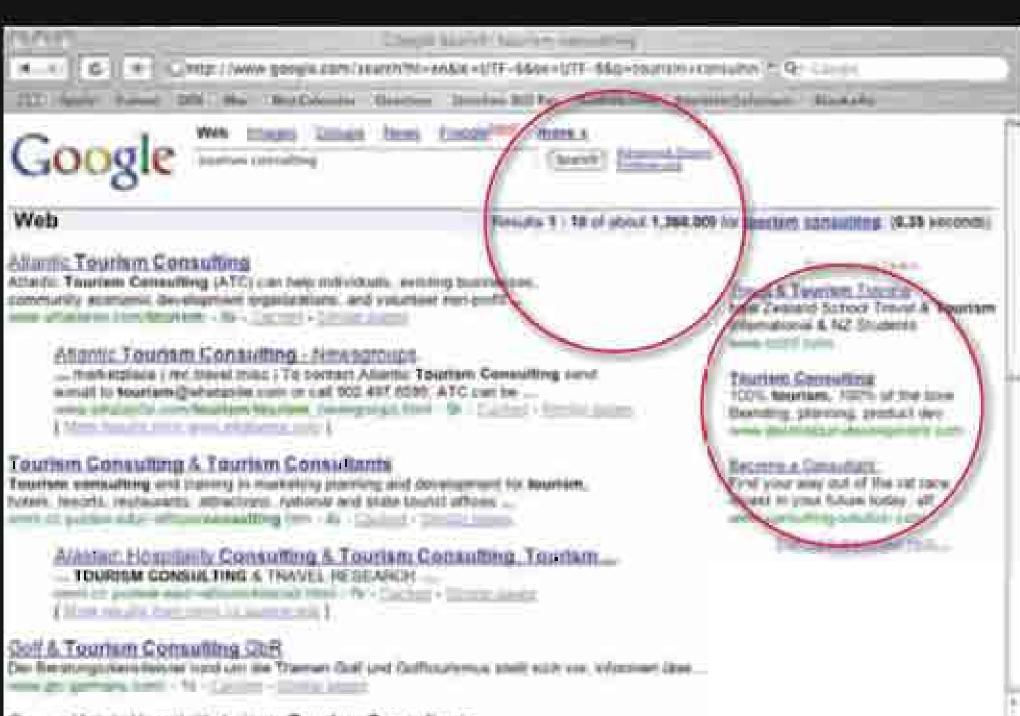






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What to do: Find strong keywords

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 Snrings: A home where understated elegance

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



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

<head>

k rel="Stylesheet" rev="Stylesheet" href="style.css">

<title>Teton Springs - All season resort community, golfing, fishing, hiking, biking, skiina – Teton Valley, Idaho.</title>

<meta name="keywords" content="resort golf community, teton valley, golf Idaho, Idaho real</pre> estate, real estate, Teton Springs, Teton Springs Idaho, Mountain Bike Jackson Hole, Golf Jackson Hole, Mountain Bike Teton Valley, Golf Teton Valley, Mountain Bike Yellowstone, Golf Yellowstone, Mountain Bike Idaho, Resorts Idaho, Fishing, Fish Teton Valley, Resorts Jackson Hole, Fish Idaho, idaho, jackson hole, wyoming, vacation, lodging, dining, shopping, skiing, alpine skiing, nordic skiing, backcountry, flyfishing, fishing, backpacking, snowboarding, cross country, nordic, powder, skiing, climbing, rock climbing, ski, mountains, snow, Byron Nelson, Gary Stephenson, Steve Jones">

<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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<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
<meta name="robots" content="all">
<meta name="robots" content="index.follow">
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script src="js/menu_home.js"><!--//--></script>

<script TYPE="text/javascript"> function video() {

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

<script language="javascript"> <!-- hide from old browsers

Suggestion: Buy the keyword. Title: "On your way to Banff..."

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| Parks Canada - Banff National Park of Canada - Home page
The home page of the official web site of Banff National Park. | |
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| Banff vacation, travel guide - banff national park, hotels
Travel guide to Banff Neberal Park and surrounding areas, online maps, teners, travel
advice, eightenesing, restaurants and much more | |
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A Banff toursers & movel goods fastisfing field neerwoodless, marker mass, photos and ether
invest information for the lower of Banff and Sanff National Park | |
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Suggestion: Get rid of the counter. Change the focus of the home page. Make this a sales tool as well as a resource.



Suggestion: Work on the site to alleviate technical issues. Focus on activities, by season.



Enjoying Claresholm & Area

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Suggestion: Include more and higher-quality photography. Sell activities over history and "things."

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Create reciprocal links. It will boost you to the first page.

Remington Carriage Museum

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Links

Discovering Caritetan and Area

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Discovering Alberta

Travel Alberta - www.travelatilenta.com The Coalboy Trail - www.travelatilenta.com Trait of the Great Baar - www.travelateratil.com Discover Alberta - anne Good eralliseta.com Alberta South Tourist Destination Region - www.chietok.com Discover Country Tourist Association - www.chietok.com

Other Historic Silas and Museume

Head Simushed-In Buthalo Jamp - <u>www.famicartanicked in soni</u> Frank Side Interpretive Centre - <u>www.famicartanicked in soni</u> Alberta's Provincial Hotoric Sites - <u>www.mushalberta.com</u> Alberta's Museums Network - <u>www.mushalberta.com</u> Brocks Aqueduct on the Eastern Impetion Derivich alle - <u>www.ptf.sb.cs</u> Brocks Aqueduct 360 Degree Teur - <u>www.sectorickel/WC common 20therus02.aven TellingCir.10708</u> Baskatchewer, Vestern Development Museum - <u>www.esthorteringamilins.com</u>

Tip

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







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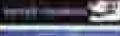
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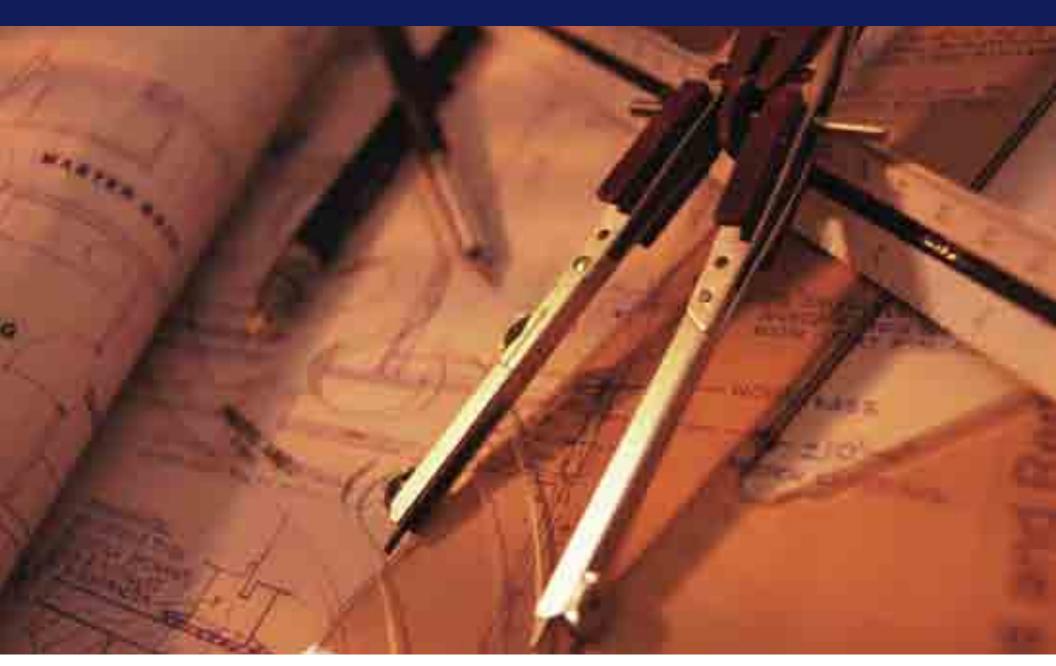
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POINT

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 Regional Branding, Development & Marketing Action Plan:

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

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



www.destinationdevelopment.com