

A look at Fort Macleod 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:

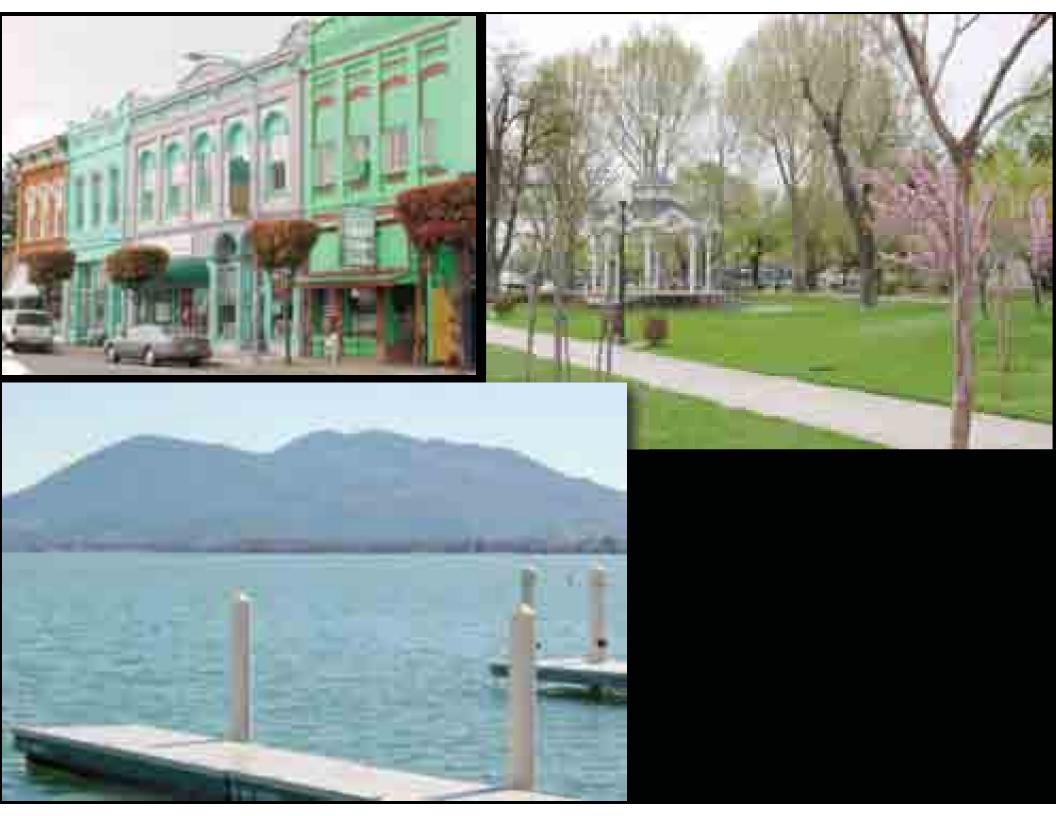
- Marketing effectiveness
  - Visibility (finding information)
  - Effectiveness: Ability to close the sale
  - Competitive analysis
  - Convenience
- On-site assessment
  - Signage, gateways, wayfinding
  - Overall appeal
  - Critical mass
  - Amenities: parking, restrooms, information
  - Attractions: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

# First Impressions Really Are Lasting Impressions

The rule of perceived value









Suggestion: This is a very nice sign but should be used a directional sign to "Historic downtown - ahead I km"



Suggestion: Replace the gravel with native landscaping. Make it shine.

There is so much sign clutter here, don't promote this as part of Fort Macleod. This is NOT Fort Macleod.



#### WHAT TO DO

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



Suggestion: Consider gateways at each end of the central two-block historic area. Make it an attraction - the destination.

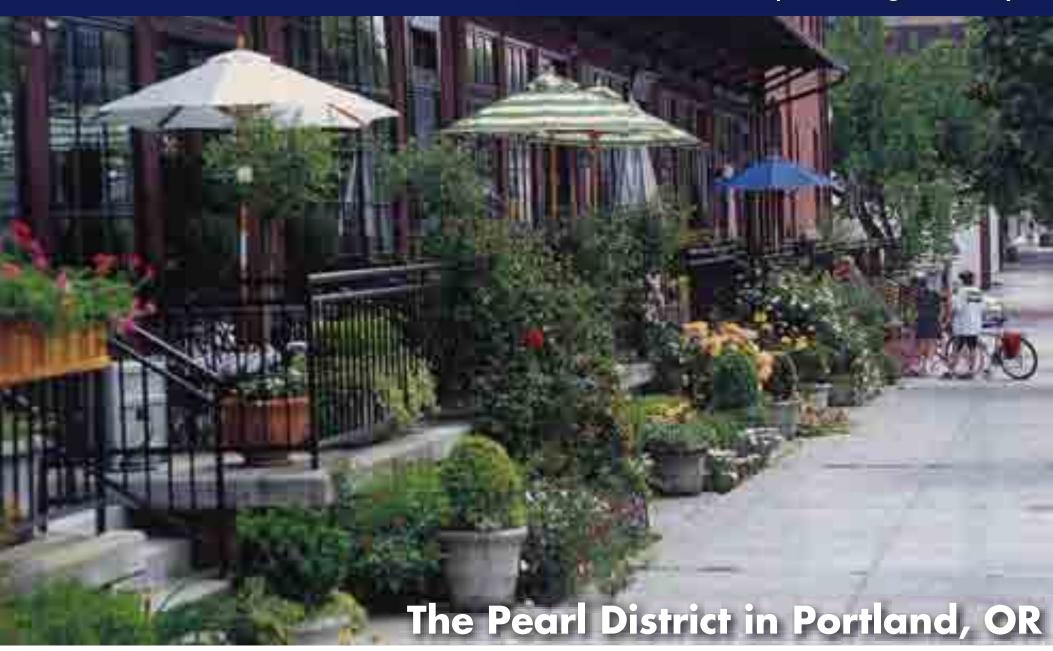




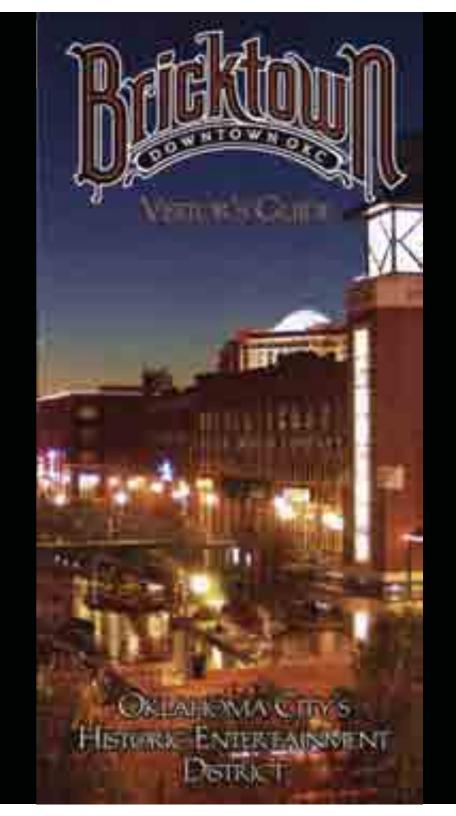


## Make downtown a destination

Give it a name, boundaries and development gateways



## Give downtown a name:

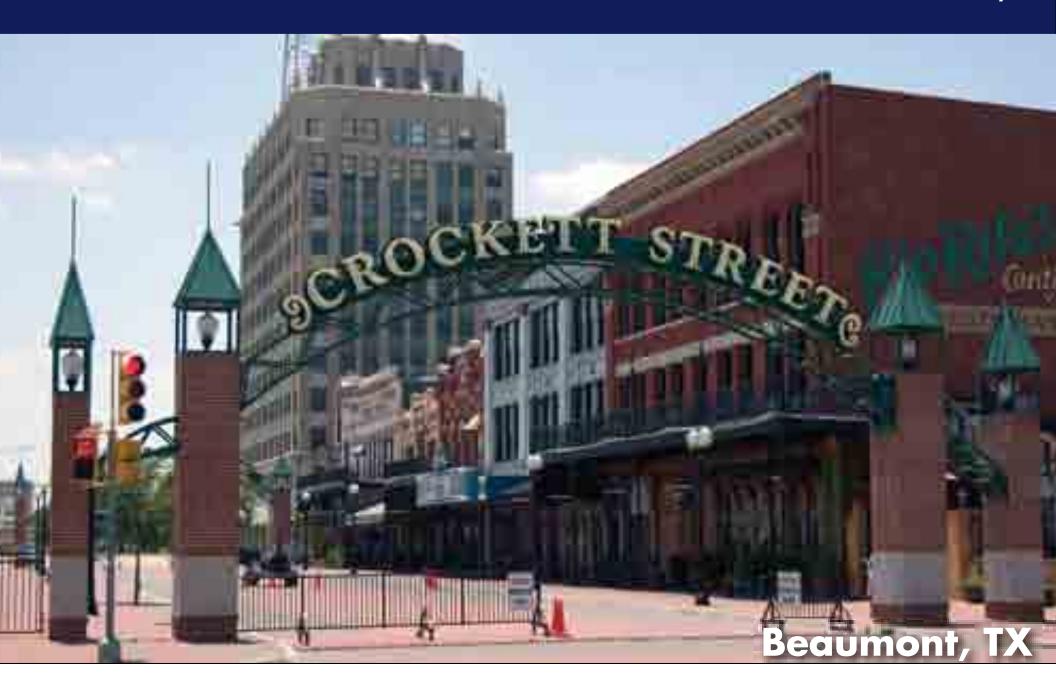


## Popular downtowns:

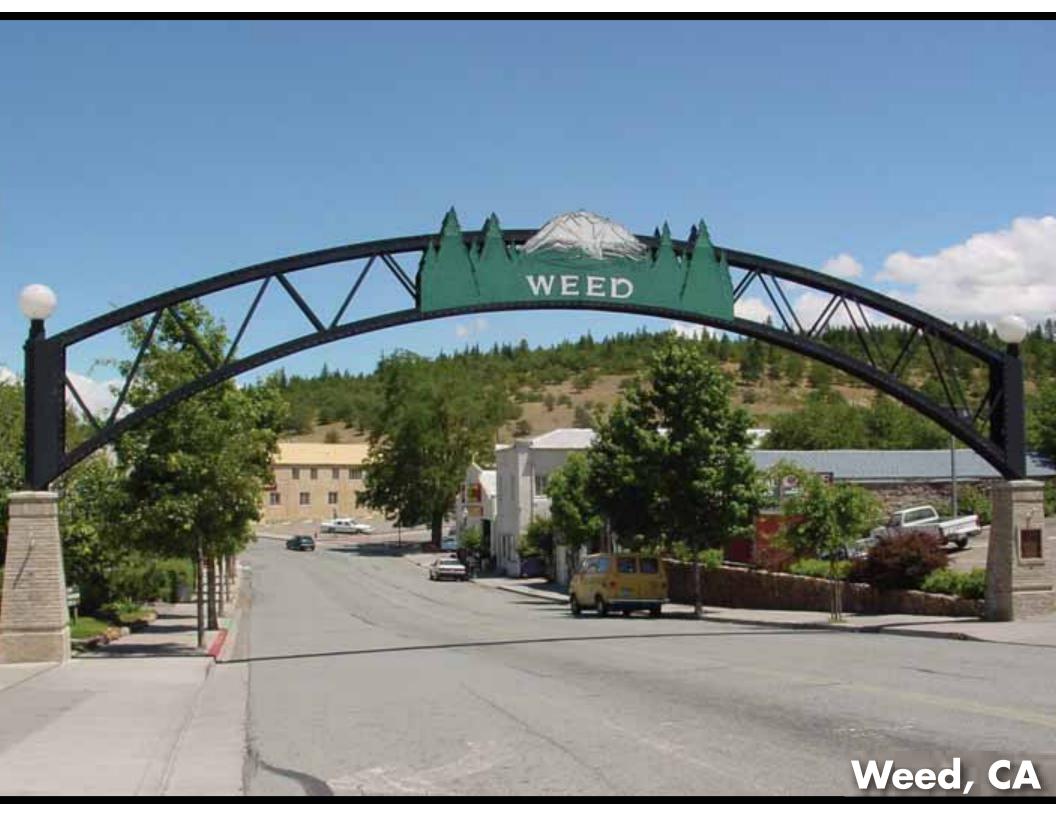
- Vancouver: Gastown
- Seattle: Pioneer Square
- San Diego: Gaslamp District
- Portland: Pearl District
- Nelson, BC: Baker Street
- Snoqualmie, WA: The Rail District
- New Orleans: Bourbon Street, The French Quarter
- Woodlands, TX: Marketplace
- San Antonio: The Riverwalk
- Hawthorne, NV: Patriot Square

## Create Gateways & Boundaries

Create the "Mall Mentality"

















Los Angeles, CA

Suggestion: This is an ideal spot for a "Plaza style" intersection or crosswalk.









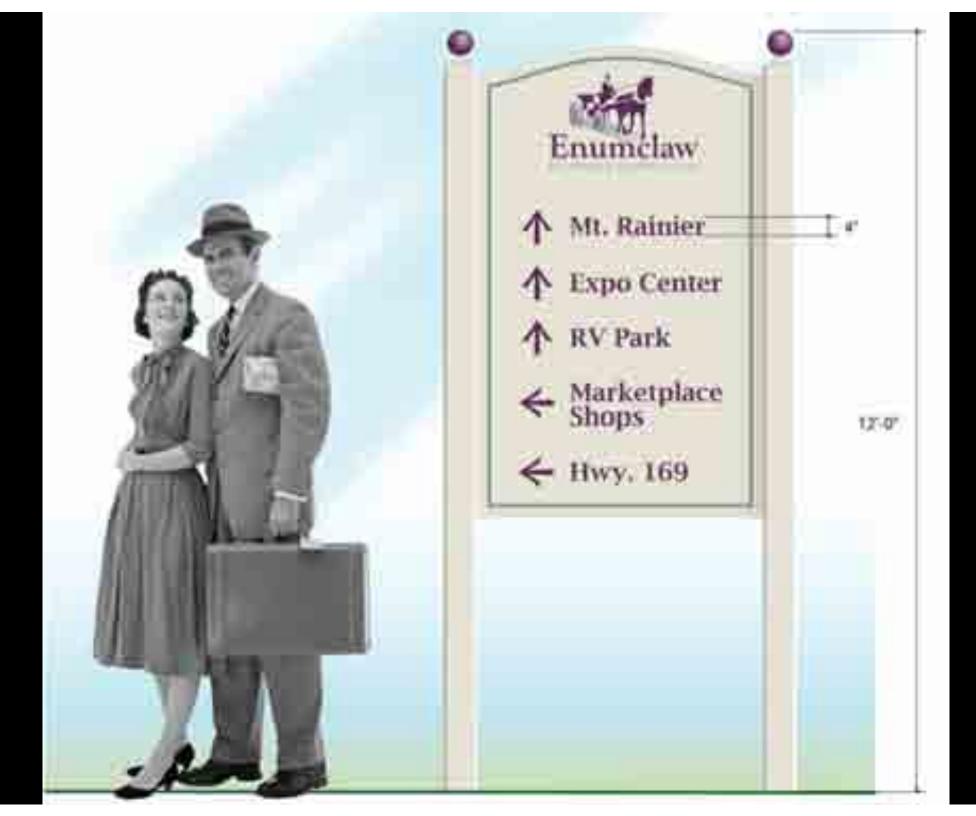
## Real men don't ask for directions The rule of wayfinding





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







Suggestion: When visitors "step into" Fort Macleod, take them back 100 or more years to a different era.

You have the incredible opportunity of creating an authentic "theme" town.

Good signage, but a little confusing to get in and out of.



Suggestion: As cute as this is, it has nothing to do with the historic nature or ambiance of Fort Macleod. Make it fit the historic theme.





#### What to do:

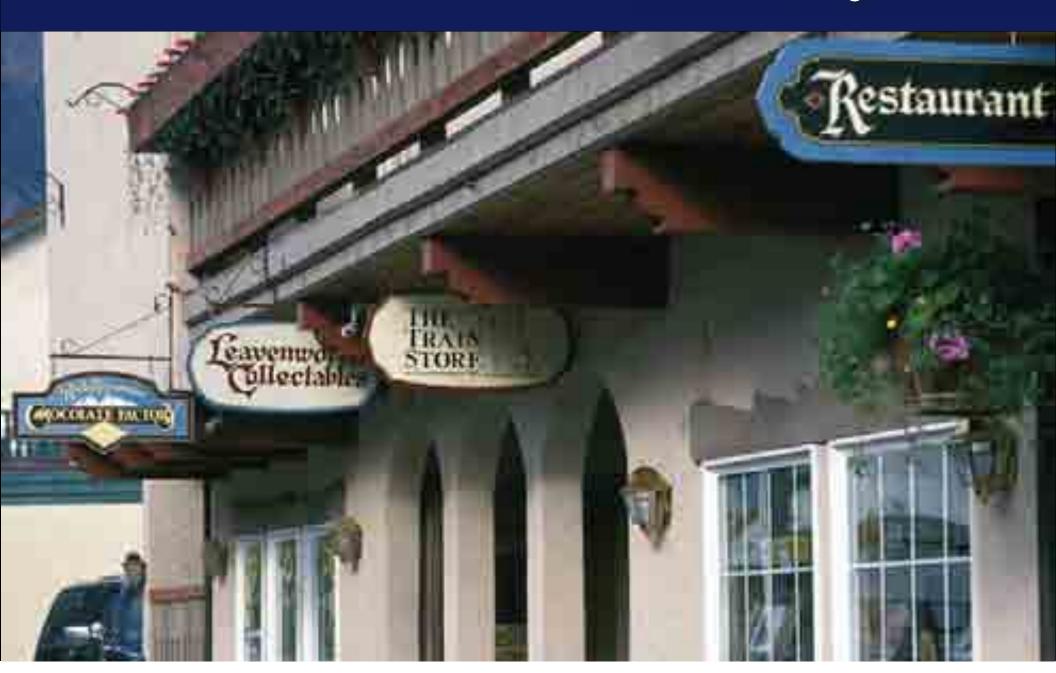
Suggestion: Fort Macleod should develop and implement a signage plan & program:

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

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

## 20/20 Signage Equals \$\$\$

The rule of signs that sell



## WHAT TO DO

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







Besides the theater and a law office can you tell what's in any of these shops?

#### How about here?

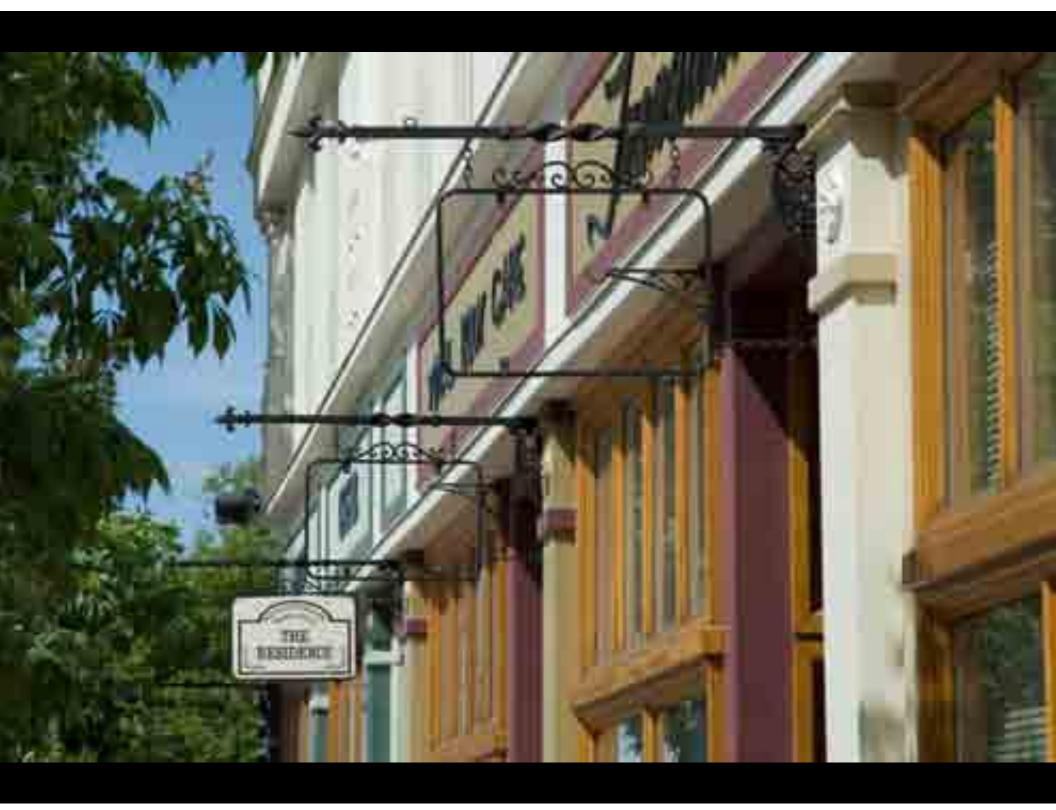






Lethbridge has a great example that could be used in Claresholm.

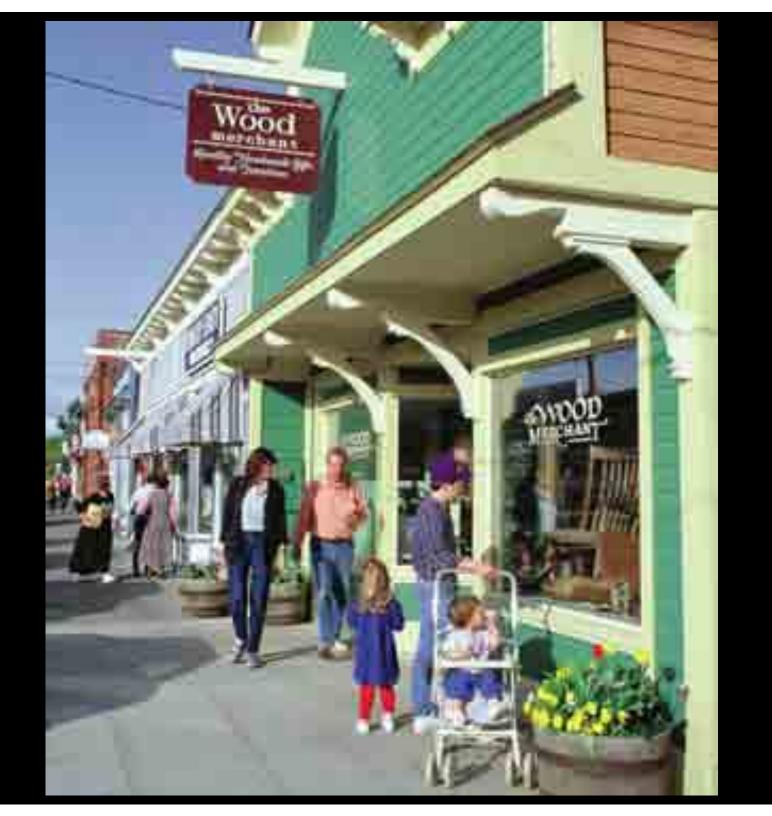






Always promote what it is you're selling - the lure to bring customers in...

before you promote the name of the business.





Promote your greatest asset or amenity.



## **Invest in Beautification**

Nothing sells like beautiful places





Blaine, WA TIQUES Nice window display. Is this more than a Sears Catalogue store? If so, tell us.



#### **POINT:**

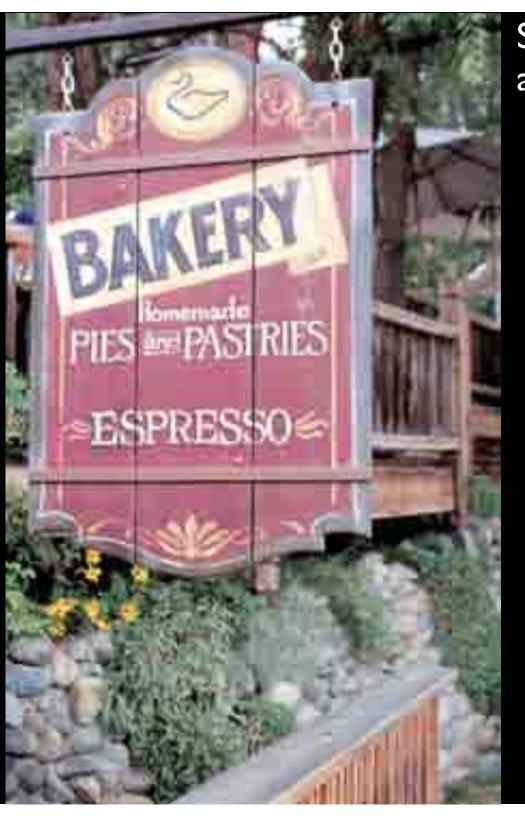
Beautification is an investment with a tremendous return and creates customer loyalty.

This is very nice. Suggestion: Consider even more. Other merchants, take note.



This could be easily decorated to look like an "old time" sweet shop to fit the ambiance of the town. Take people back 100 years.





Something along this line fits the ambiance of downtown.



Create "softscapes." Soften the transition from facades to concrete. Make it stunningly beautiful. People like to "hang out" in beautiful places.

## Neenah, WI



## Neenah, WI





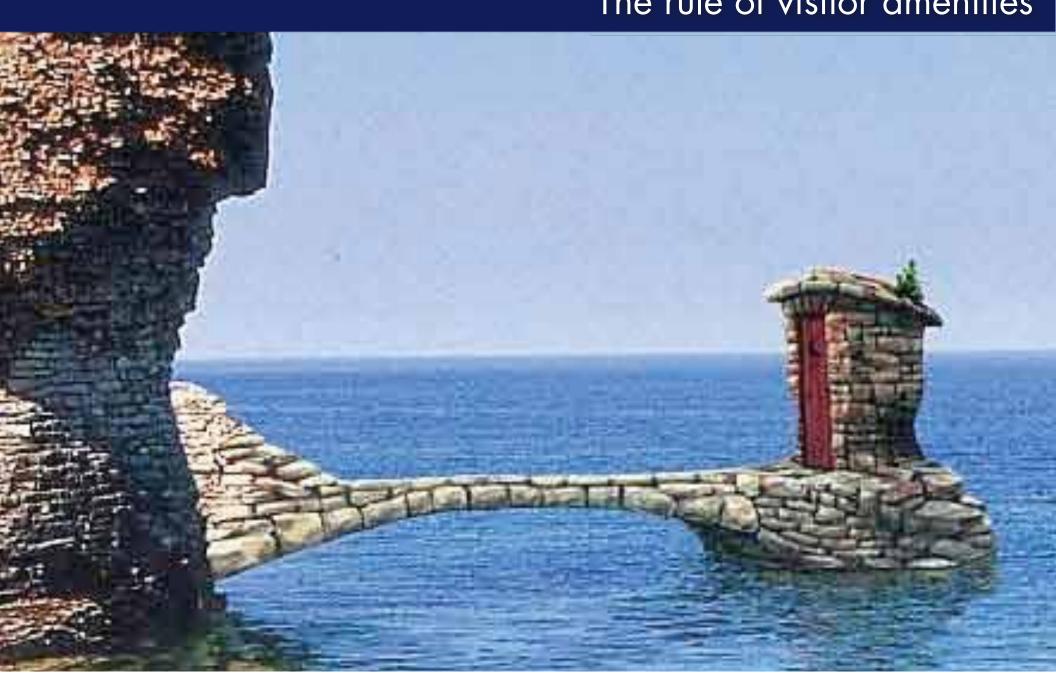




Suggestion: Landscape planters should be every two meters. The same with hanging baskets.



# 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.





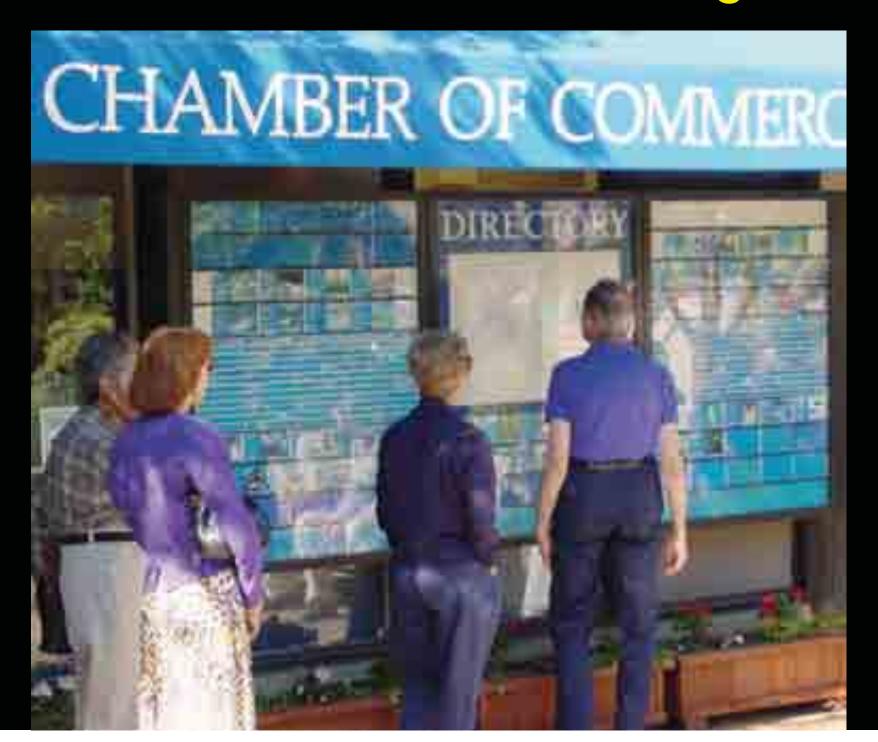


#### WHAT TO DO

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



### Visitor info should be working 24/7



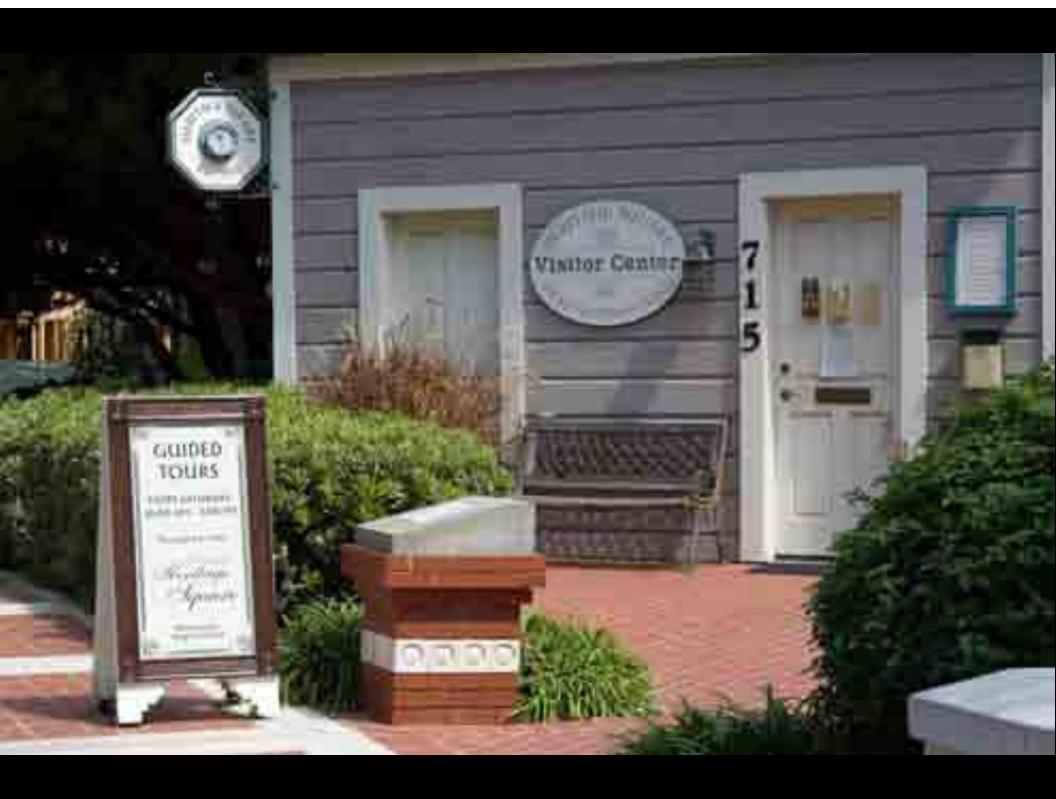


Moses Lake, WA



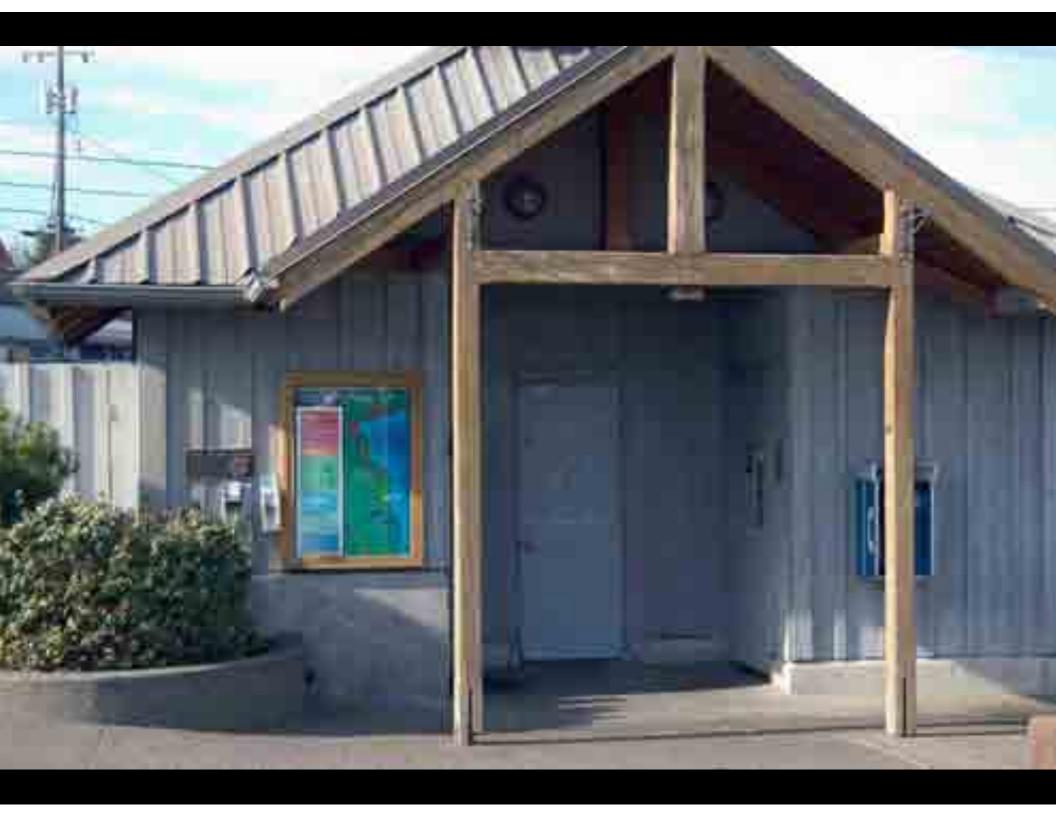












Suggestion: This large plaza area would be a great location for visitor information. Every attraction should cross sell to others.



## Parking Is Not Just For Lovers







Why just one hour?

You should have consistent time limits. Right now: Two hours. As downtown becomes a destination: four hours.



Only 15 minutes? So, you don't want people to spend time and money downtown? That's too bad.





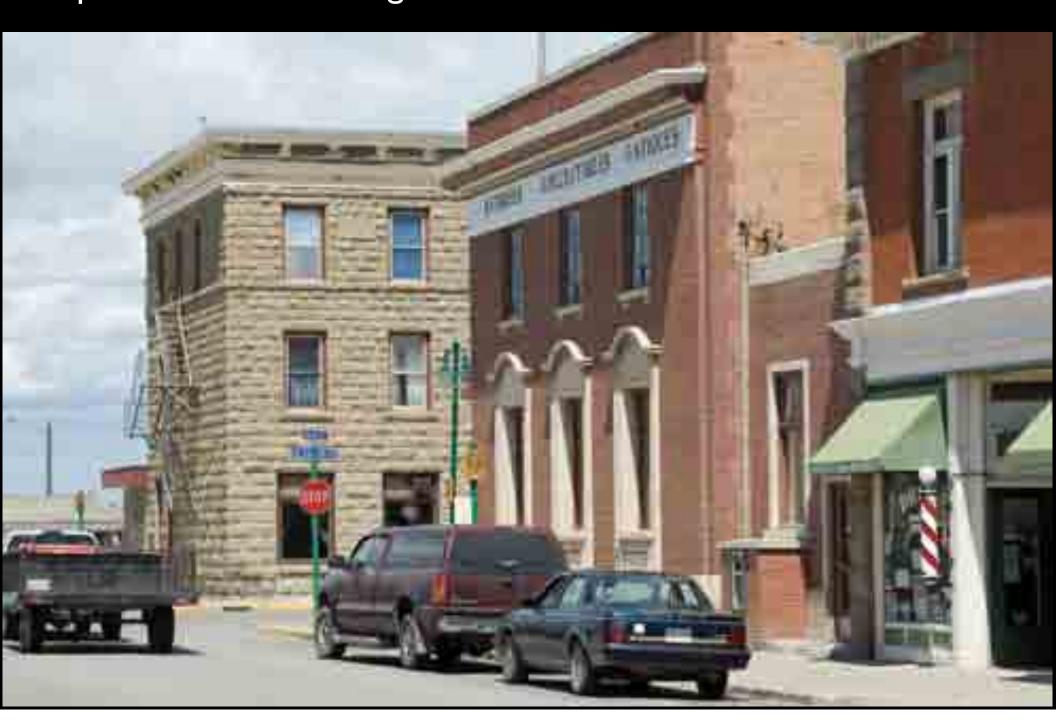
Suggestion: Have consistent parking limits - if any at all.

Other notes and first impressions

Fort Macleod has a stunning downtown in terms of overall appeal and architecture. What a great opportunity.



Take a trip and visit Williamsburg, VA; Fredricksburg, TX. You have that potential of becoming a destination downtown.



Still in business? If so, when is it open?





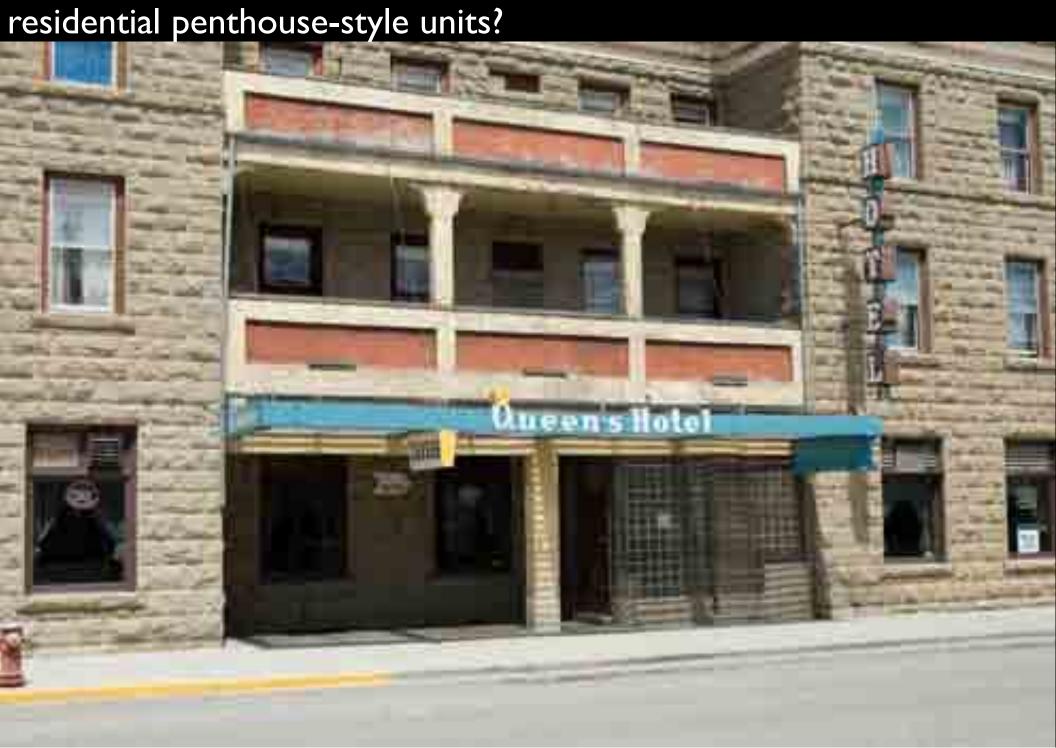
Suggestion: Merchants should NEVER use "Closed" signs. Instead provide hours.

Open Thurs.-Sun. 10-4

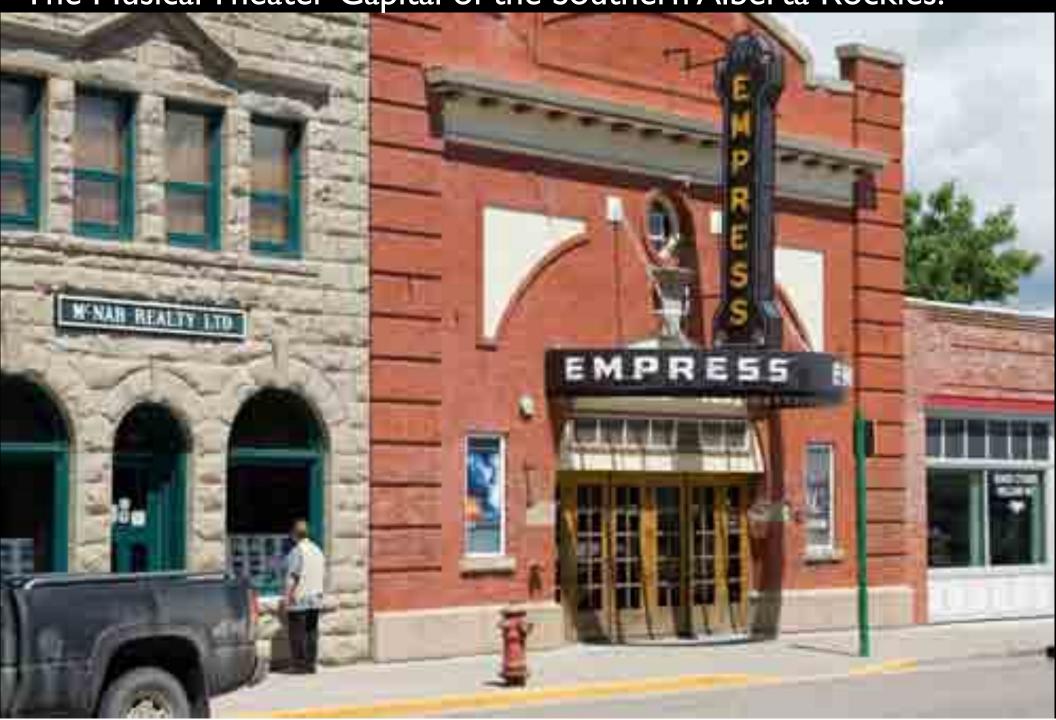
Open every day, July - August

Invite the customer back.

Still in business? This building has tremendous appeal. Perhaps as

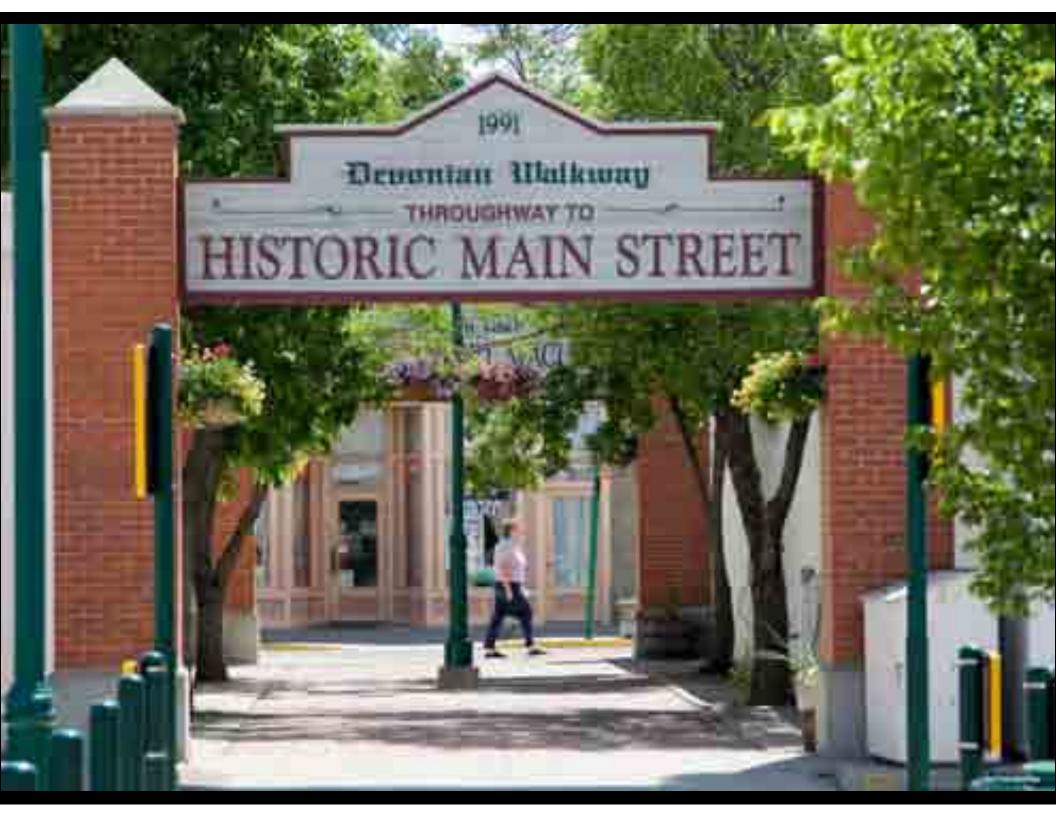


What a great facility. Your brand should be built around the Empress. "The Musical Theater Capital of the Southern Alberta Rockies."



The "gateway" to the fort is exceptional. Great idea.





Suggestion: Make this a gathering area. Lease this to a vendor and have them add tables, chairs, umbrellas, and sell ice cream, lattes, etc.



This could be a great little "vendor plaza" during the peak months.



The fort is beautiful and very well maintained. A great first impression. Suggestion: The bulletin board should ALWAYS be selling upcoming events. If not at the Fort, the Empress or downtown.



The sign is nice. Consider posting hours and/or events underneath it.



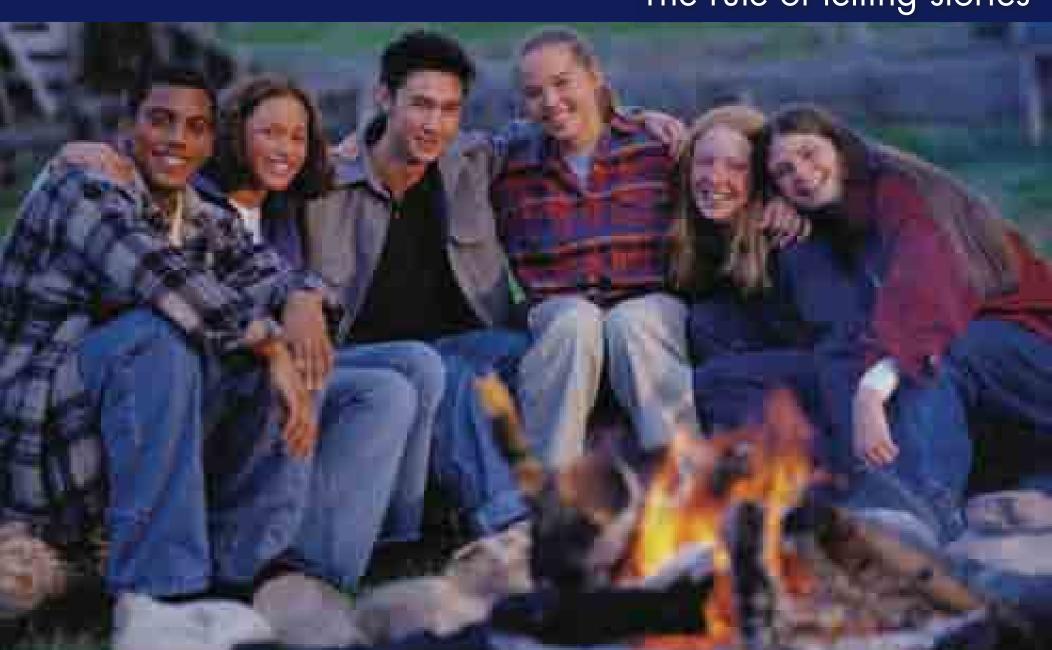


Always tell stories. They are fascinating, keep visitors capitivated for longer periods.

Pick stories that "evoke emotion."

# 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.



Suggestion: Before I contribute, tell me what it is, when it is. Post some photos or an interpretive display.



Is this the piggy bank? If so, where do we put the money?



A big idea

Ok. A wild idea.

Talk about "made to order" and a way to "own" the Musical Theater Capital of the Alberta Rockies. This could be the place.



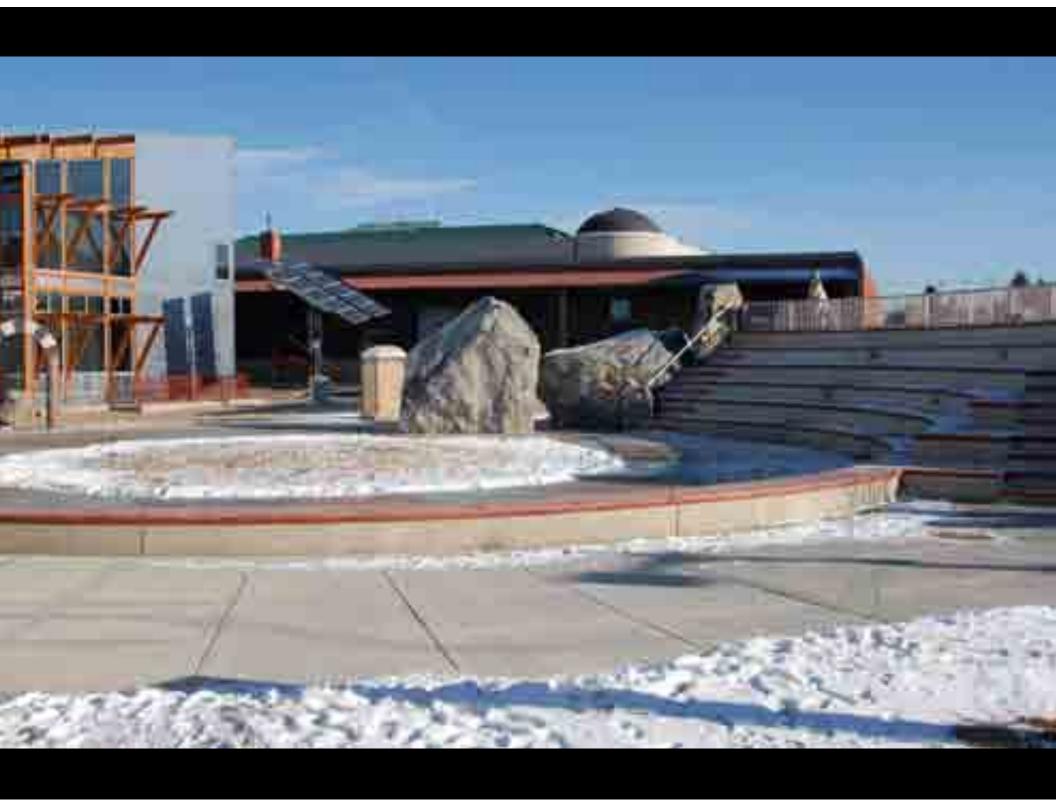
Imagine an amphitheater here. Make this work for you. Turn it into an outstanding plaza for reenactments, shows, theater in the round...









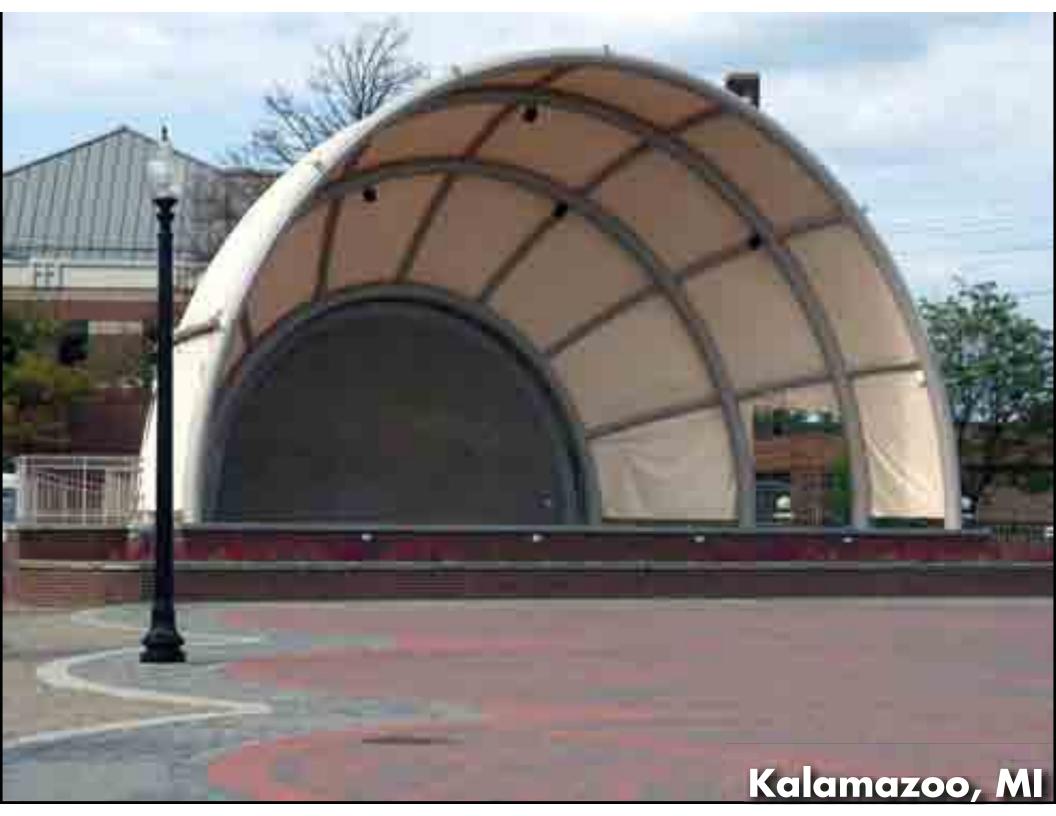










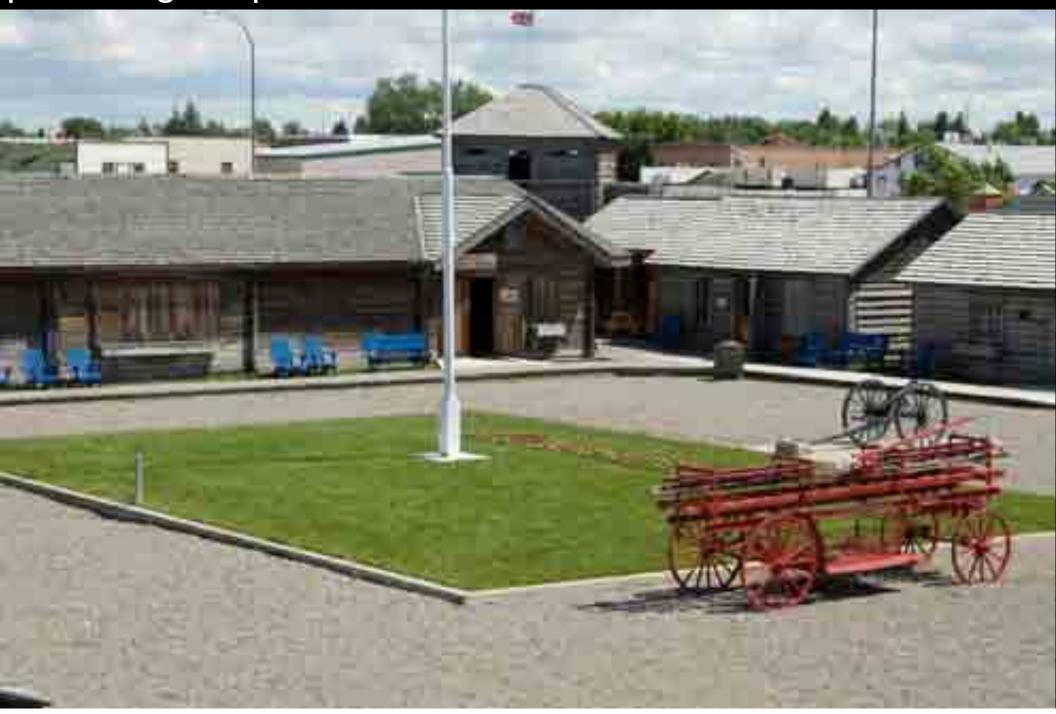








The fort could become a major attraction. It's ideally suited as a performing arts plaza.



The creation of gathering places & entertainment will make you the place to stay.

That will attract more shops, more dining, and quality lodging facilities.

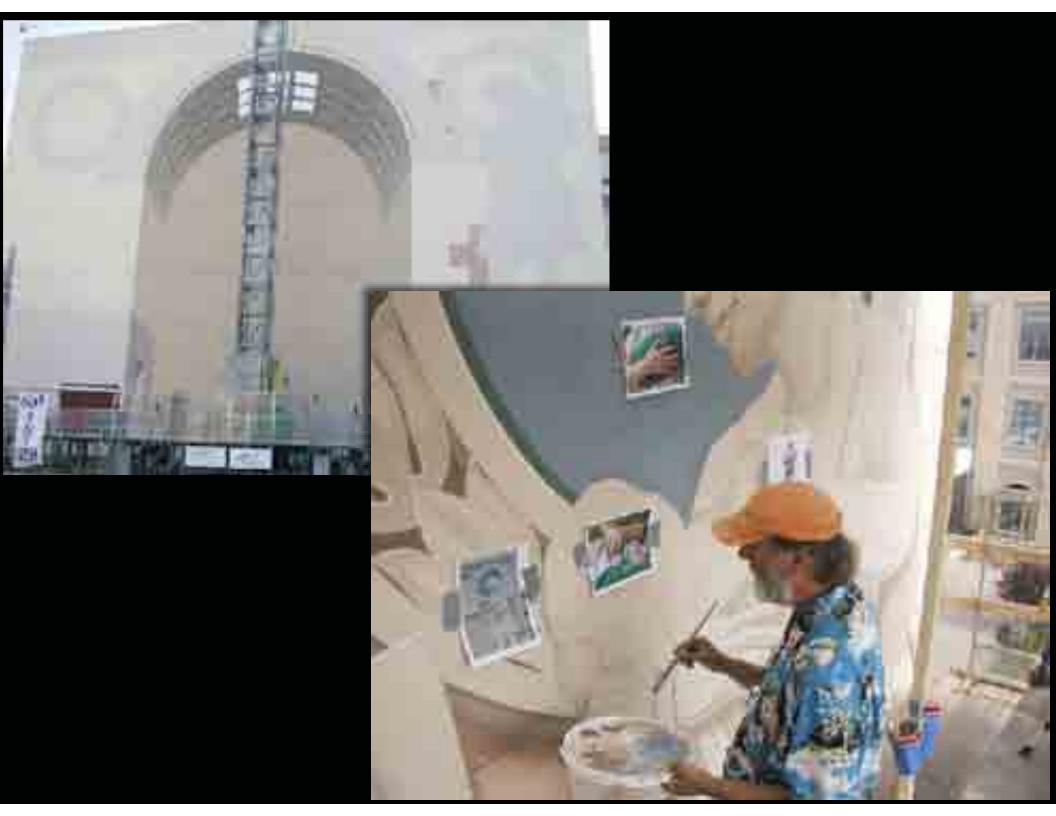
It will also attract conferences, reunions, retreats and trade shows.

The murals are nice, but consider using trompe l'oeil instead.



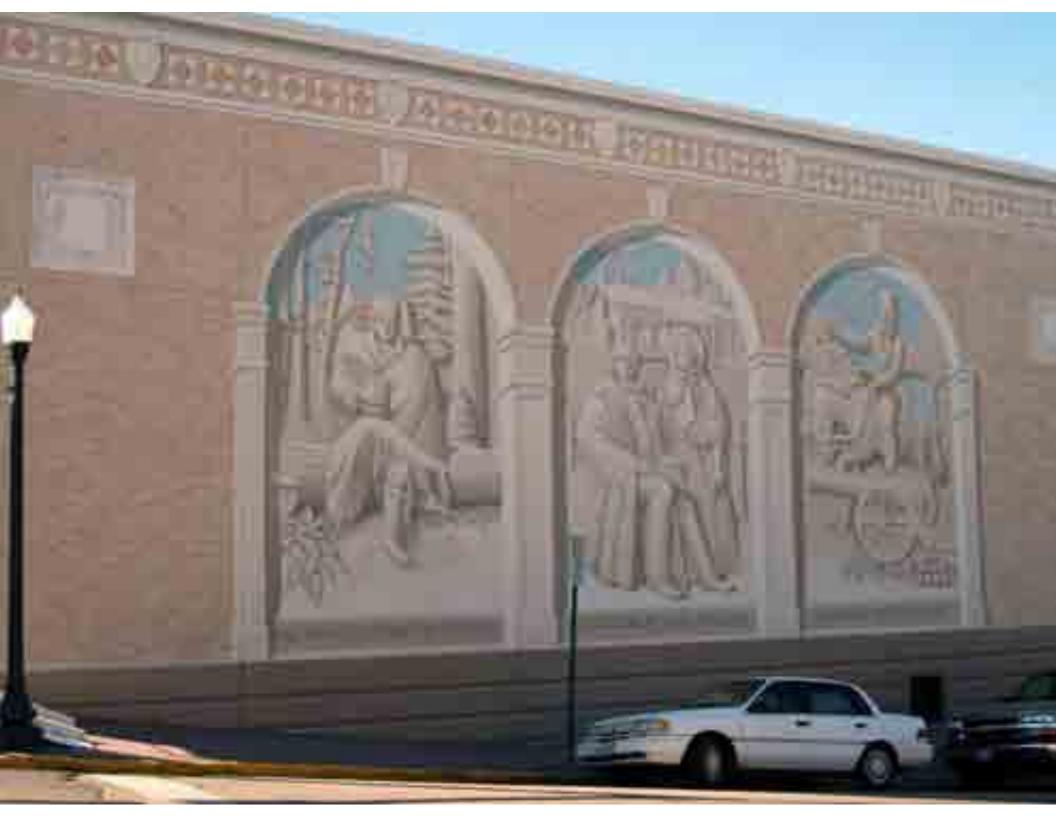
Suggestion: Have trompe l'oeil murals developed.





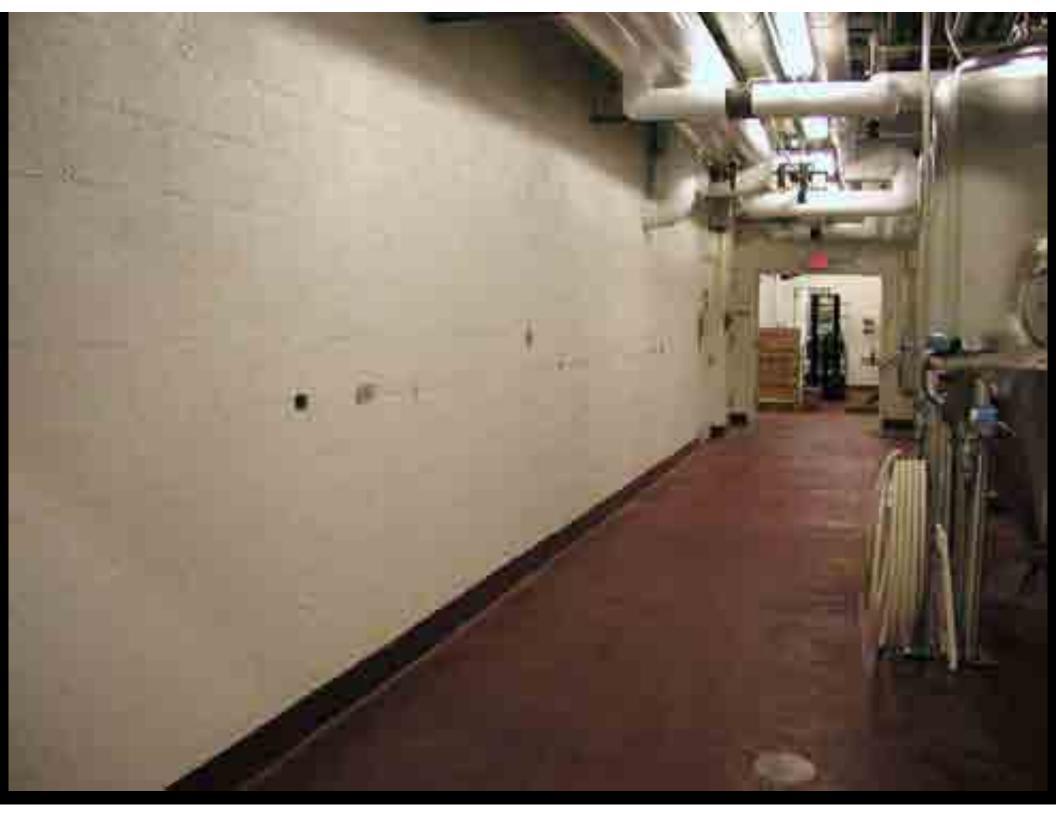




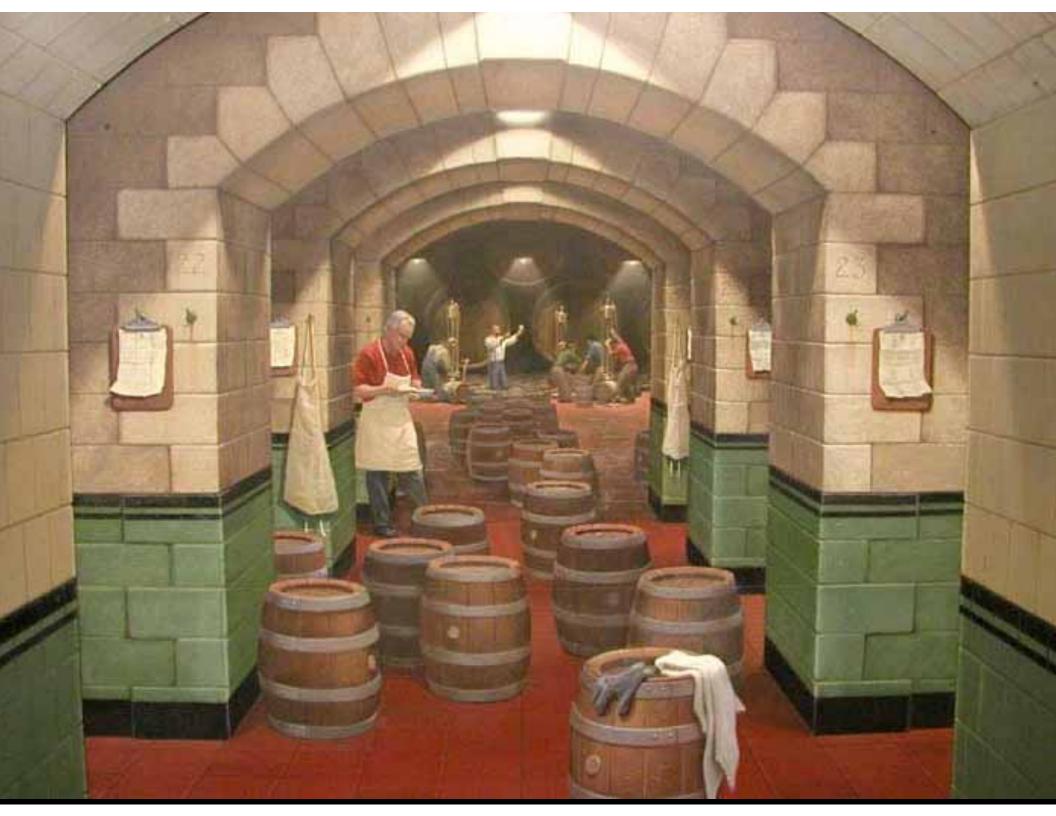
















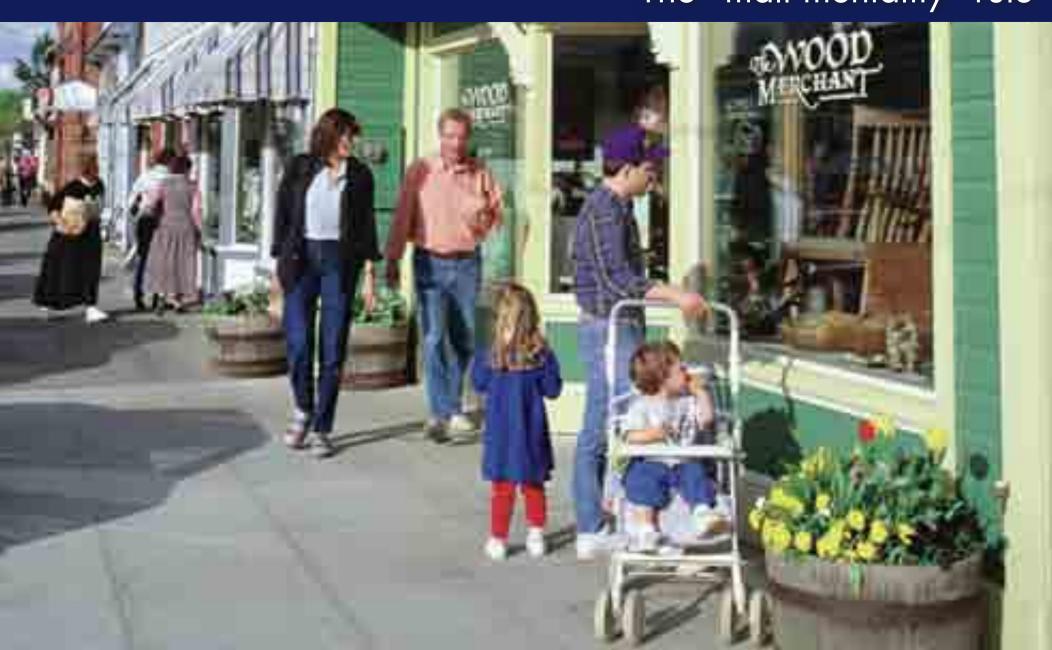
This attraction proves that stories sell. Always work to "evoke emotion."





## Critical Mass Is Not Just A Religious Experience

The "mall mentality" rule



## 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.



 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.



- 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







# Case History: Ashland, OR

Population: 19,600

Claim to fame: Another dying timber town

Challenge: Nothing much to offer visitors

The brand:
Lots of community events







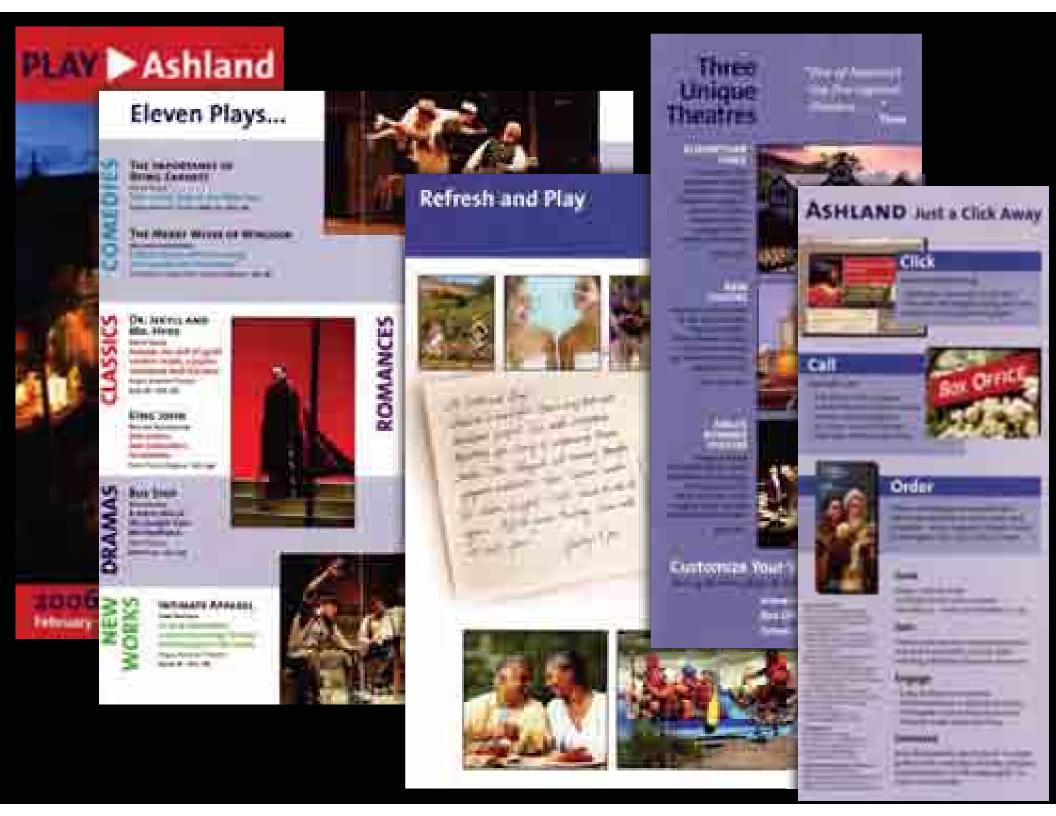
twelfth night

# HAMLET











# The brand:

The Oregon Shakespeare Festival

# **Result:**

Partnerships between the city and festival Seven theaters 460,000 annual visitors, but... The average stay: six nights

# The icon:

Shakespeare Festival, which runs nine months of the year, six days a week

# The lure:

The seven theaters, the Festival

# **Diversions:**

Golf, downhill skiing, local events Lithia Park, mountain biking & hiking Shopping, dining, historical walks

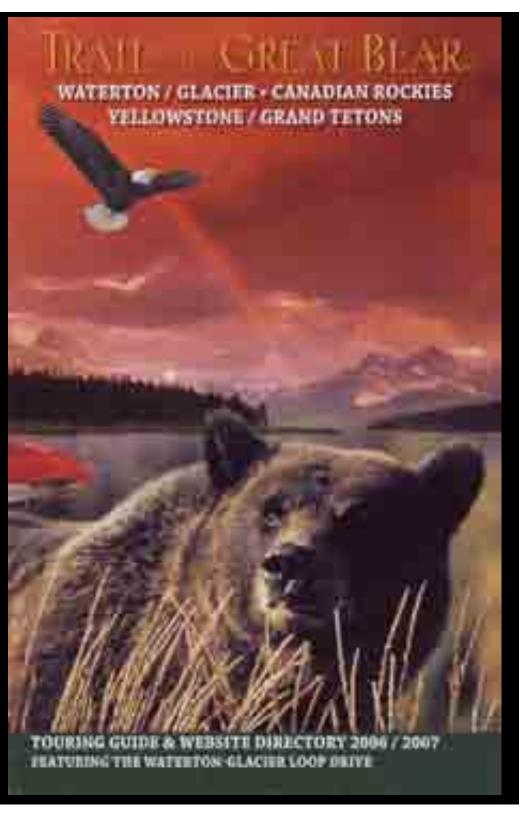
### In a nutshell:

1. Have a Brand Development Action Plan done so you have a road map to becoming "the" destination.

2. Recruit a top-notch boutique hotel downtown.

- 3. Once you have the brand, recruit the businesses downtown that will reinforce it and will make downtown a true destination.
- 4. Create plaza areas, add benches, make it stunning. Create shade trees, etc.

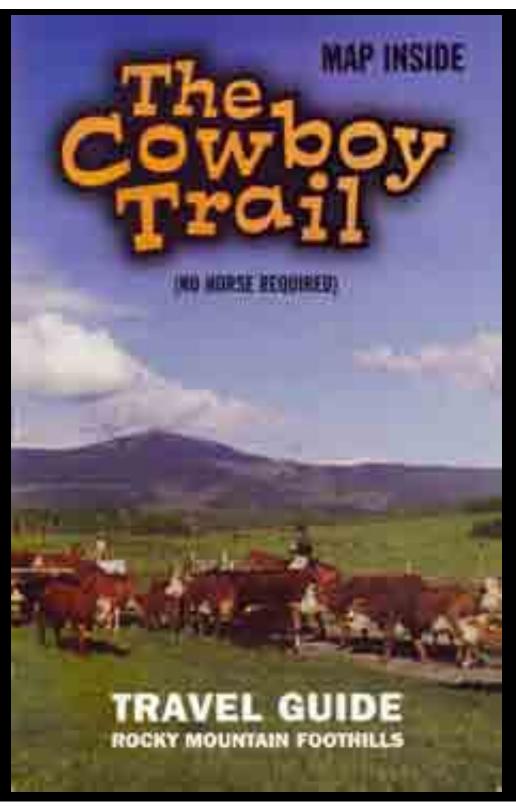
Marketing Assessment



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

I. This is important in keeping the Rocky Mountains the "premier" North American mountain range.

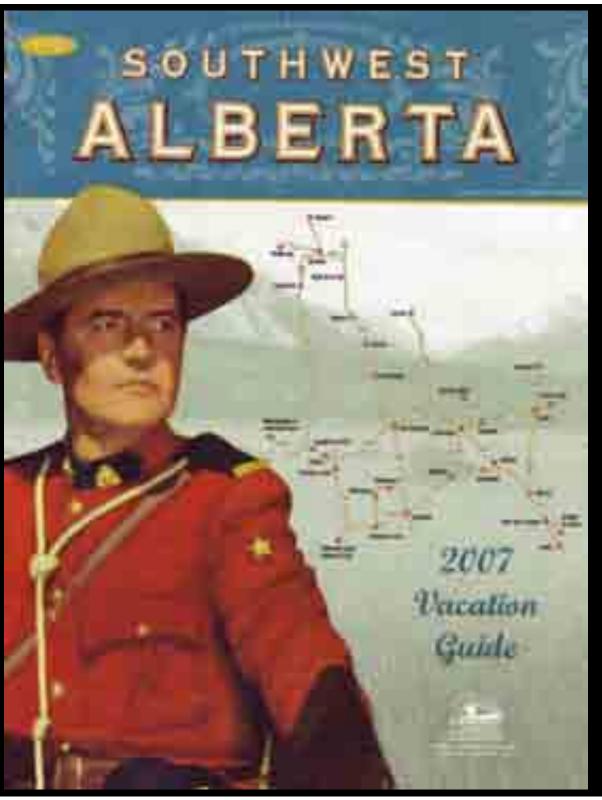
2. She's working on specific routes, and in identifying specific regions along the way so that visitors can get more information.



A great guide for the western ranch experience. That's it's focus:

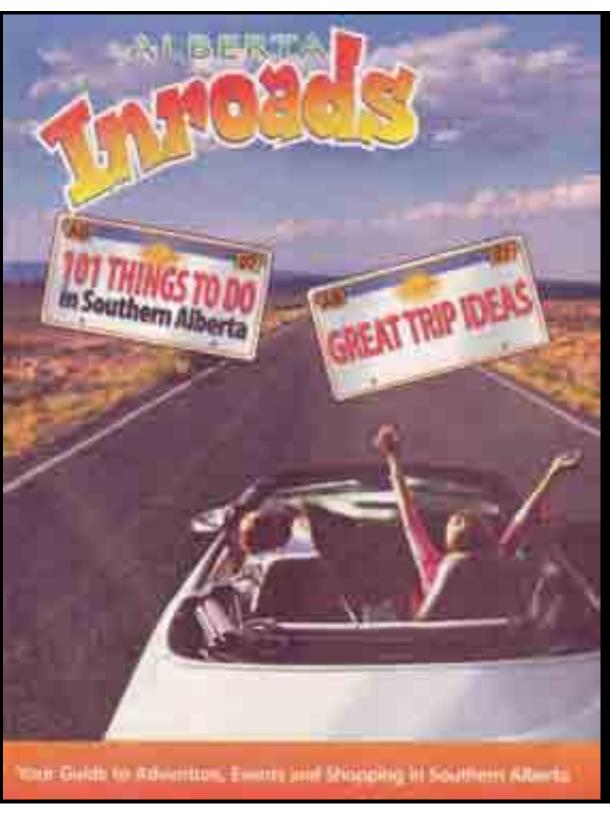
- I. Ranch vacations
- 2. Wildlife viewing
- 3. The porcupine hills area, in particular.

Fort Macleod would be a "day trip" for those vacationing along the Cowboy Trail.



### Suggestions:

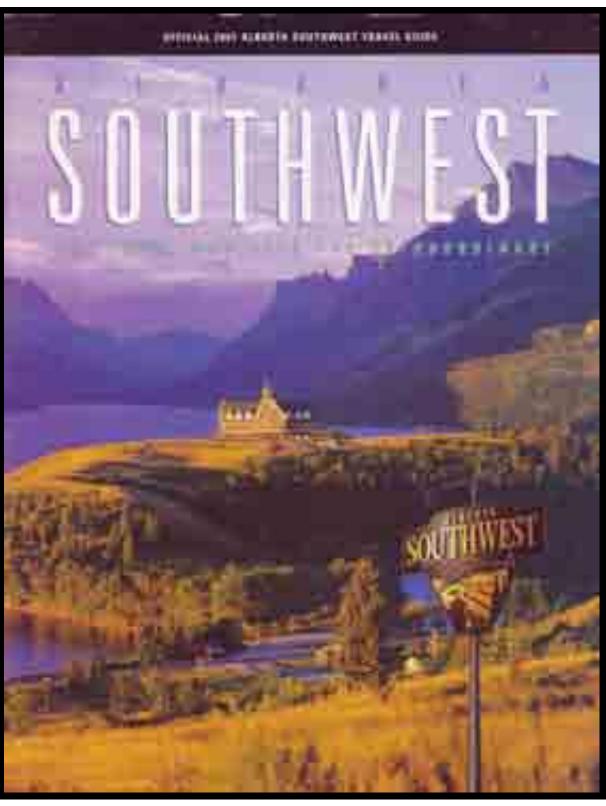
- Alberta South or SWAlberta? Can you combine them?
- What is Chinook Country? All the layers and geography designations make it confusing and hard to plan a trip to the region.
- This guide is about cities. If you are going to a certain city, this is a great resource.



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.

-





### Description of Persons Street











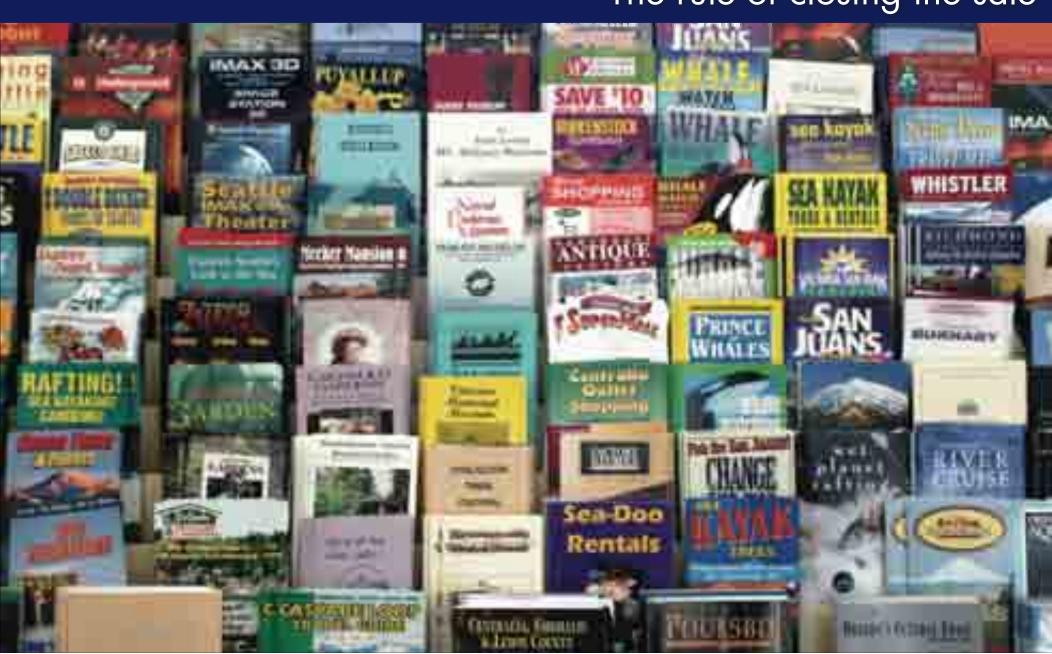






# Don't Let Your Last Opportunity Become a Lost Opportunity

The rule of closing the sale







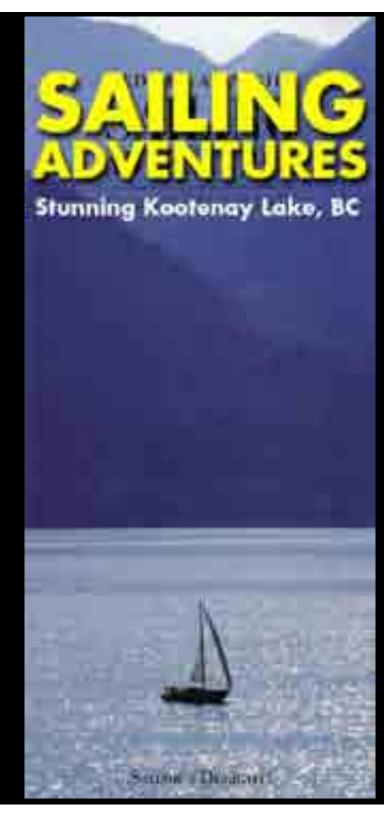
# Tip

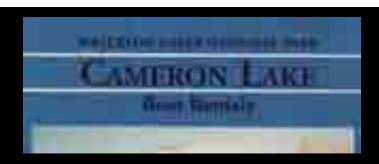
The top 3" of your brochure are critical.

Promote the experience, not the business or city.

Use yellows on a dark background.







# BOAT RENTALS On stunning Cameron Lake



# HORSEBACK ADVENTURE

In the Rocky Mountain foothills of Waterton Lakes National Park

# Tip

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

# Welcome to Fredonia, NY

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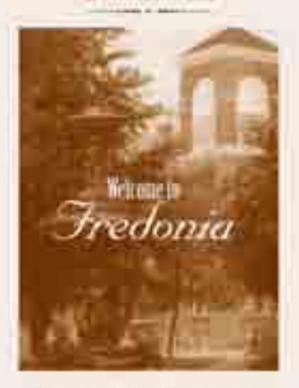
State Compartition for

Experience the many object, company and proper mile Sign (1991) Foreigness Opera Homes. Busines Homeseast Maneura of Freedomes. Foreigness, and bell quality and in press.

Fredonia...Timeless...Treasure

# A Picturesque Victorian Village

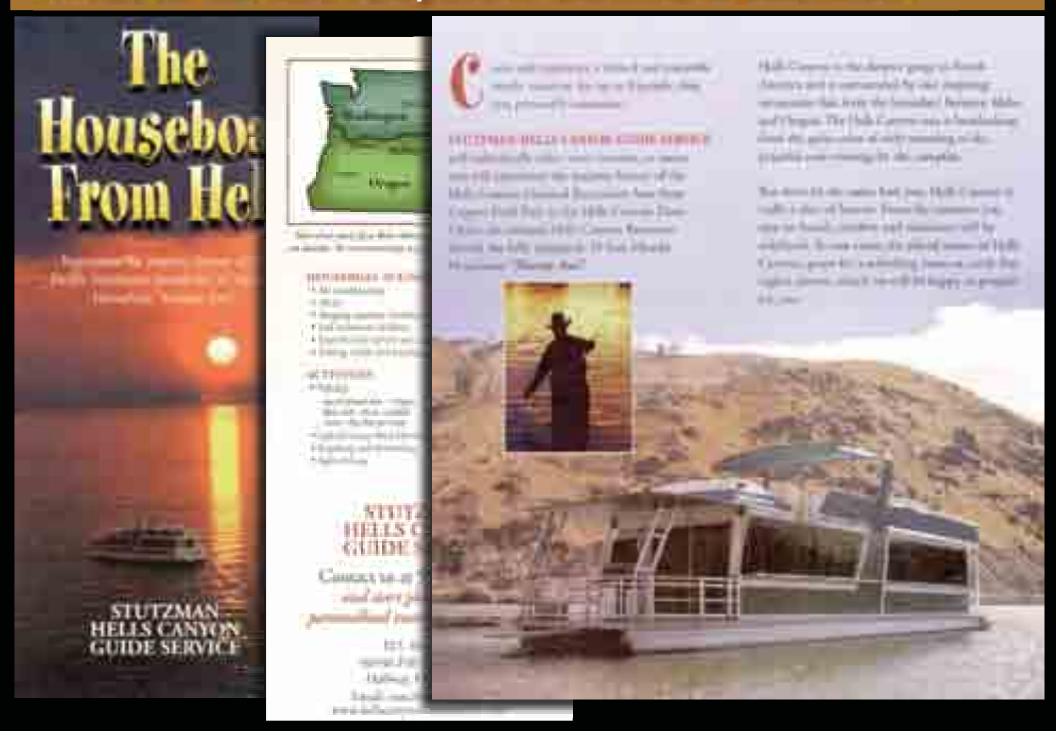
Set Among the Vineyards of Western New York

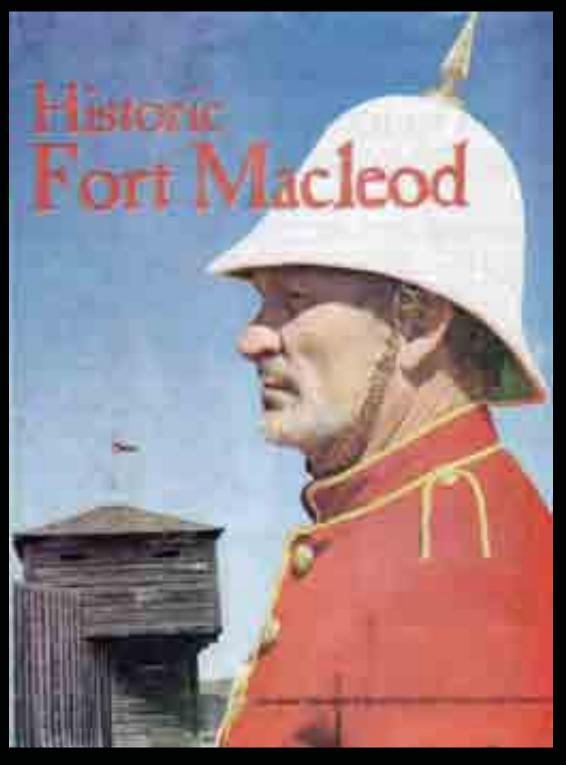


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A Timeless Treasure

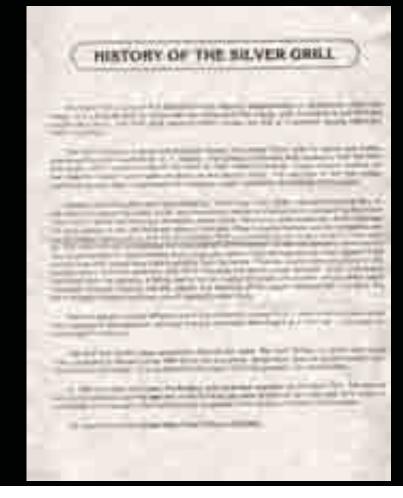
# What to do: Use red/yellow. Command attention



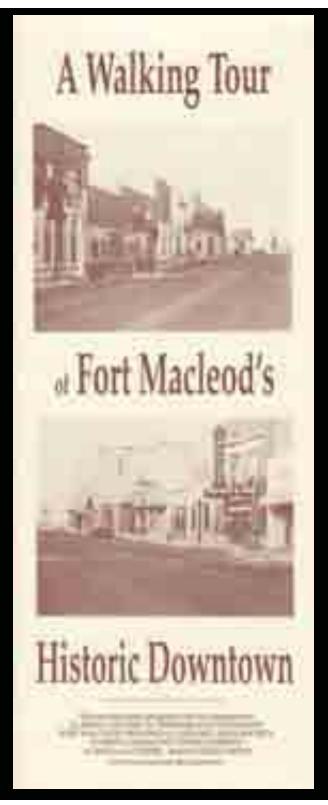


A nice introduction to Fort Macleod.

Please remember that people relate to people more than architecture and things to look at.



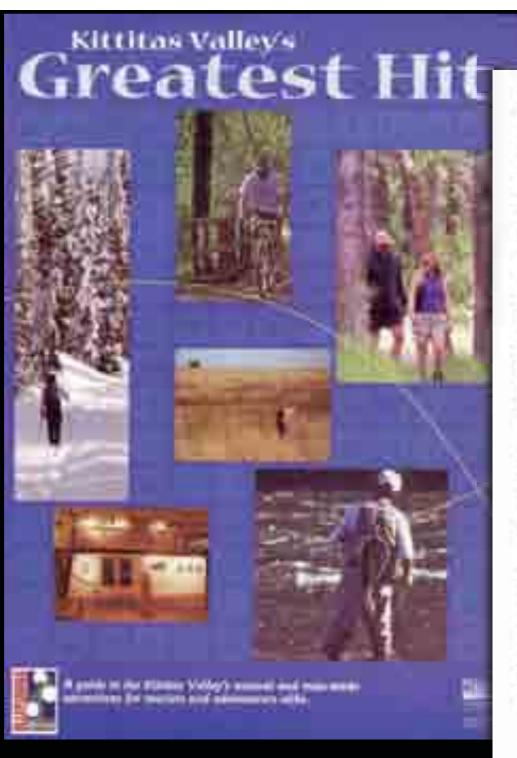




Suggestion: Concentrate on stories more than on the buildings.

A good brochure that does a good job of closing the sale.





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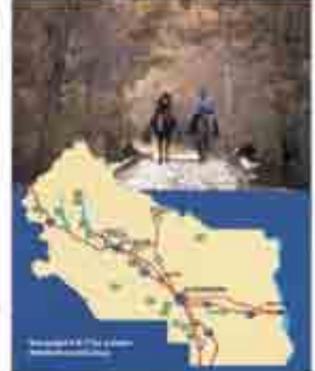
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MALE

### UPTOWN GRILL

### HEGELER CARUS

### CONTEMPORA CUISINE

# SPECIALTY COFFEE



LIFT CO.

### TWO SISTERS CANDY & GIFT



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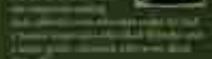


# CANDE & BIKE R



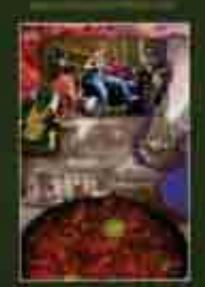


# COTTAGE TOURS





# TASTE OF LOUISIANA



### **LUCKBEE**



# LODGE & CONFERENCE CENTER





OTHER DESIGNATION.

## LANDERS HOUSE COUNTRY LODGING & COTTAGES





TASTING ROOM &

COTTAGE BOUTIQUE





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If you'd really like to know,....

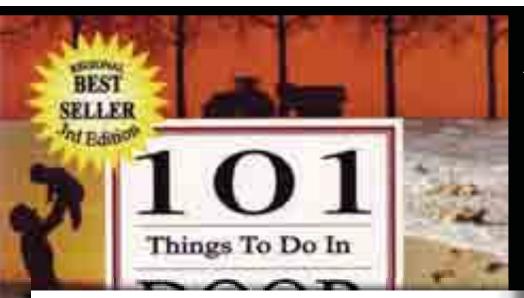
"these are a few of my favorite things"

- Carrent Green					
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Lewel

(541) 549+9388

P.D. Box 847 - Hwy 20 & Aus. - Summe. Ore 97759.



Suggestion: Work with regional tourism folks on creating the "Hidden Gems of Southern Canadian Rockies."





Pomonda State Park

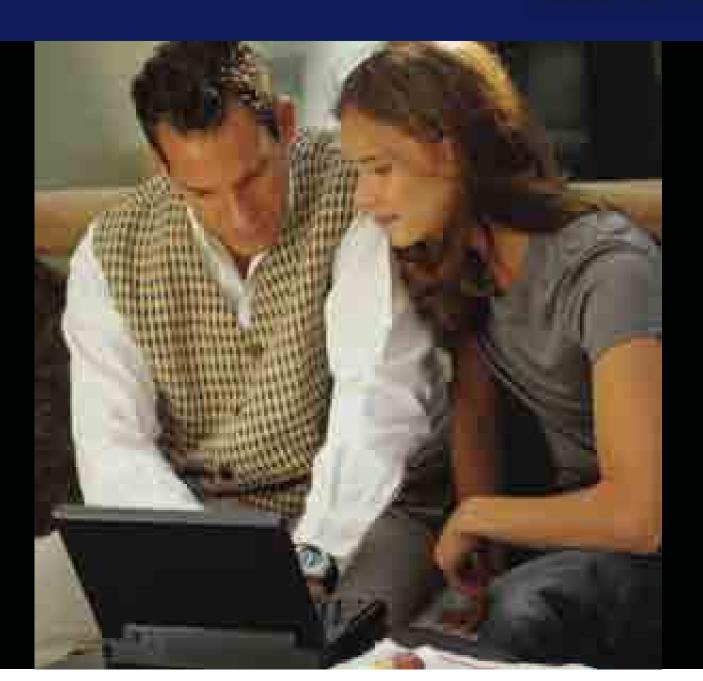
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## Take a Sunday stroll down Cottage Row.

Our Ercoard Sunday mraining starts with throadness at the White Call him on Main in, in Park County County Splange on a situa of their farmon Dace County-berry were recent coffee asks, then take a much method situal down Cottage Row. From The White Gall Iron foliose Mate 18, to Cottage Rose and non-eight. The mails will take year certificating the pass of theoritise "cottages" about 1 such before if turns up the stoop that. At the base of the highly is a situate of a purk known in Champages Back, named for the high such that its condition were the weeks of the sweet. Down and back in a protect was to weak out breakfast and start the dec.

## 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

82 % of website users never go past the second page of search results

## A few numbers to get us started

94 % of travelers with internet access is it as their primary travel planning resource

70 % of people planning trips have difficulty finding what they are looking for

## A few numbers to get us started

The internet ranks 4th 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.

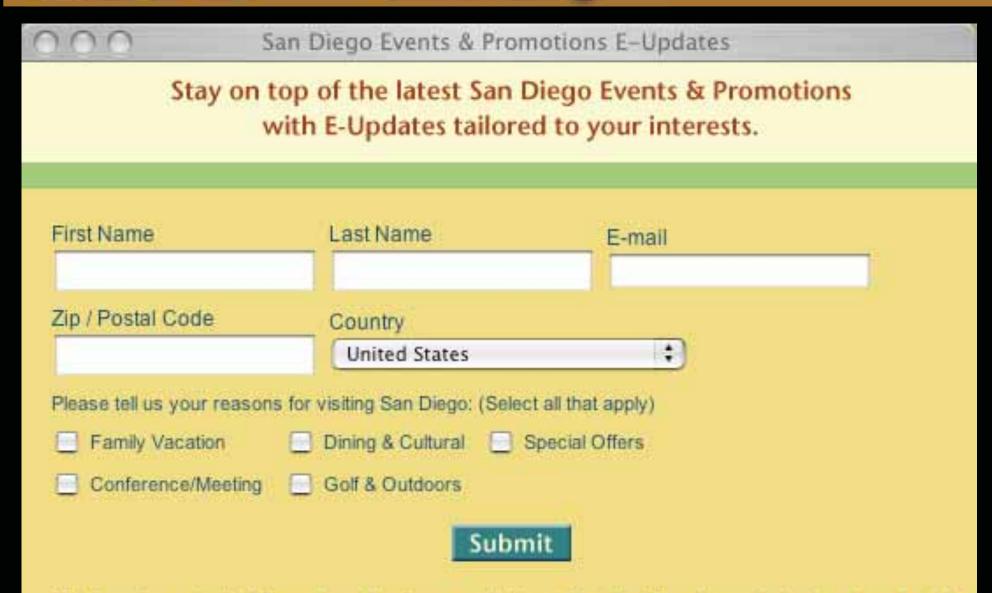
Nearly 88% of all destination marketing organizations spend more on printed materials than the web!

## Tip

Develop an e-marketing program.

This will create TOMA (Top of Mind Awareness)

## What to do: "E-marketing"



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.

Time Chest-C

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## **Bonaire EZ News**

Quick 'n' Easy Tourism Updates

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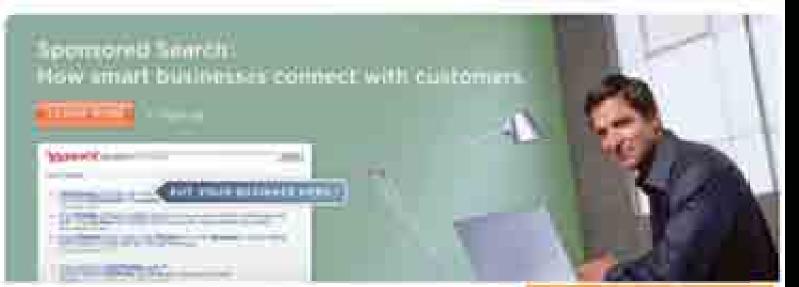
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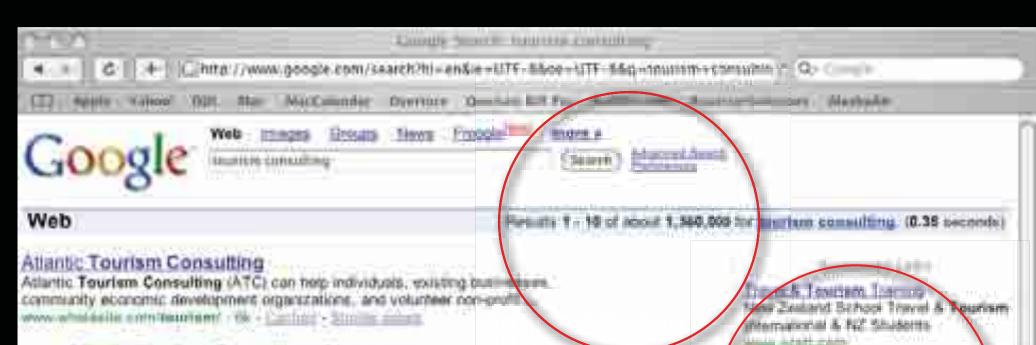
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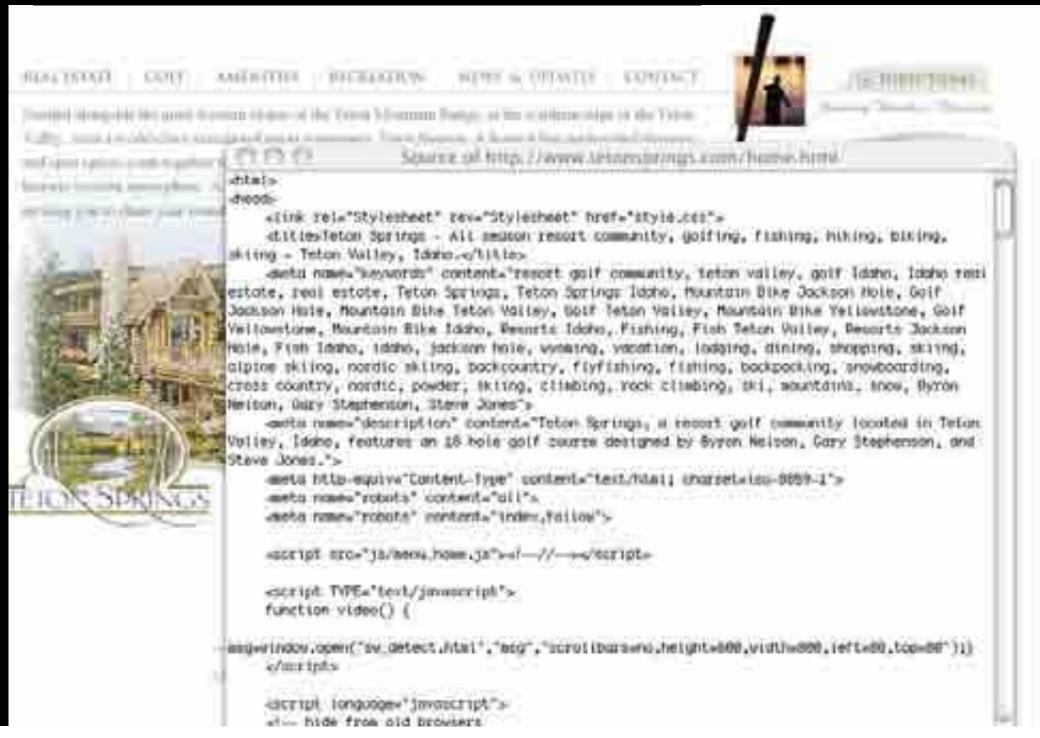
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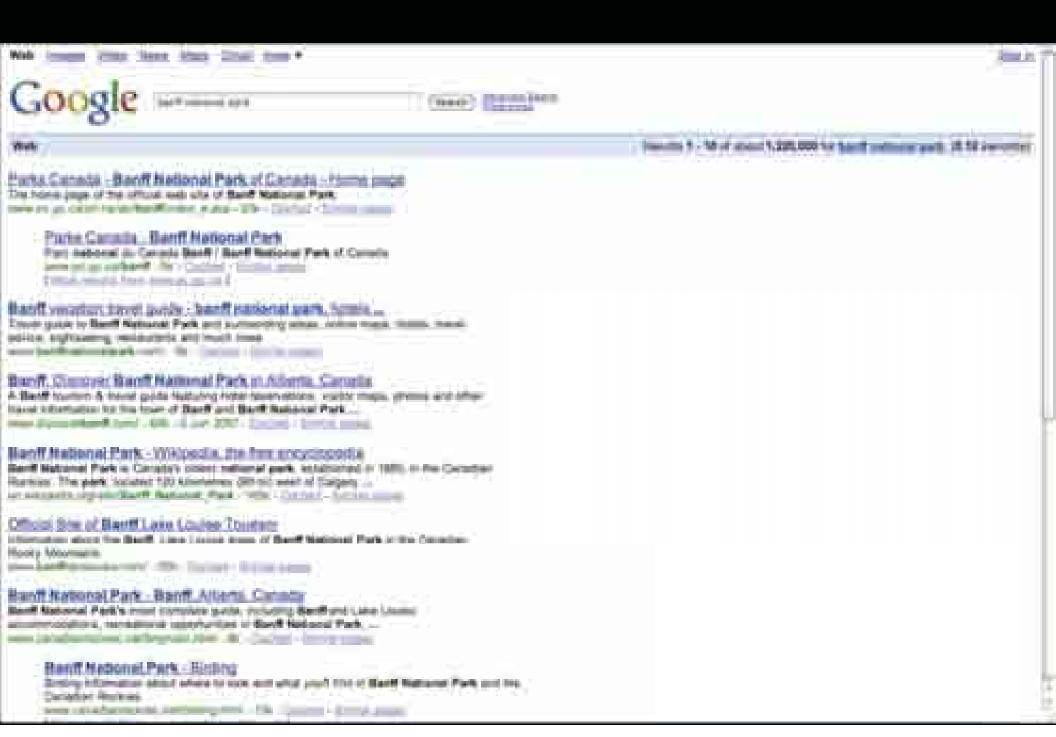
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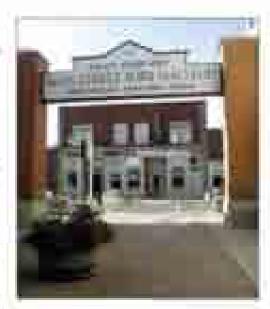
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#### Visiting Fort Macleod

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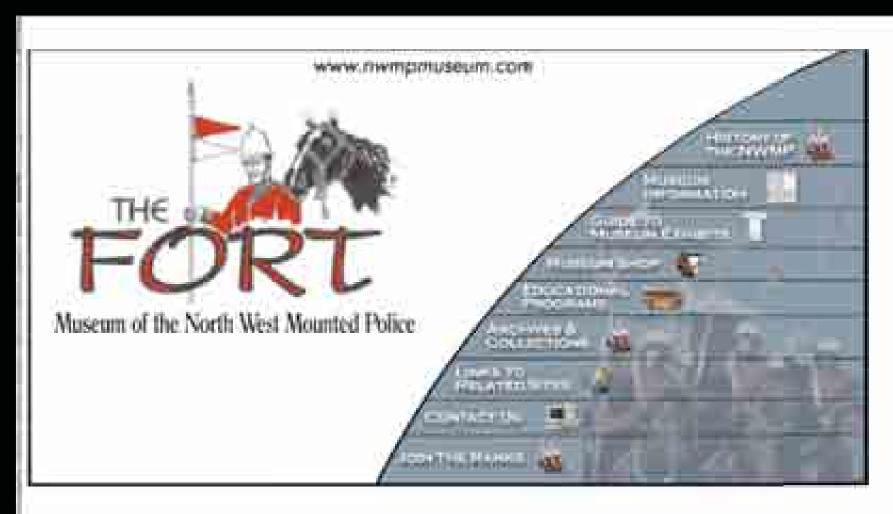
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#### Discovering Alberta

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#### Other Historic Sites and Muteures

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Tuesday, Jane 12, 2007

#### Local Links:

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Government of Cenade Covernment of Alberta Alberta Health Com Alberta First - Glerowood

#### Tourism:

The Great Canadian Barri Dance Harrington Canada Hoose Missaum

#### Other:

Glemwood School Glemwood Library 198 Sping Mountains to Mountains

## Tip

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





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### Annual County Stewart

To over 250 carriages, wagons, and strong. It is year round, the museum is only minutes from the same National Park and Montana's Glacier National Park and Montana's Glacier National Strong S



THE RESIDENCE

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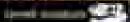
## Drumheller Heart of the Canadian Badlands

O places to stay O about Drumheller O book online

www.traveldramitefler.com















#### The Dinosaur Capital of North America

Only a 90-minute drive from Coloary, Alberta

The tiren of Disprise in tome to the world-farmus Reval Typrest Museum, the best Badlands scenery in the country, and the righest disposits of feasiti and direasur bones in Aurth-America

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## Tip

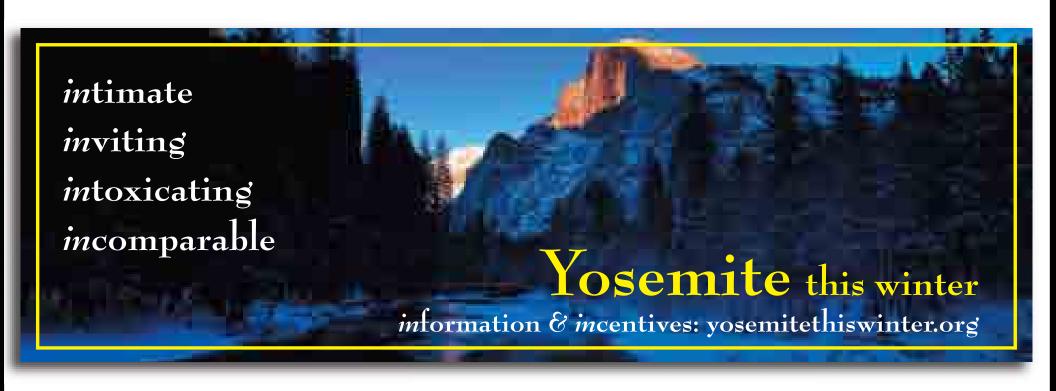
Make sure all your marketing materials are available online for both viewing AND download.

## 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.



## **POINT** Sell the sizzle (no pun intended)



## **POINT**

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

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

## Pick Your Season

- Dec-Jan: The Holidays
- Feb-Mar: Winter recreation & events
- Apr-May: Spring fling
- Jun-Jul: First half of summer
- Aug-Sep: Second half of summer
- Oct-Nov: Fall color

## **Pick Your Passion**

- Arts & Entertainment
- History & Culture
- The Environment
- Recreation

## **POSSIBLE BRANDS**

The overall brand:

"The Rocky Mountains of Southern Alberta."

The body text:

Where the Rockies melt into the Porcupine Hills of the famed Cowboy Trail and then into the rolling hills of the beautiful Alberta prairie.

The Sub-brand for Fort Macleod:

The Music Theater Capital of the Canadian Rockies

Claresholm:

The Equestrian Hub to the Cowboy Trail/Porcupine Hills

Hill Spring/Glenwood:

Life on the Prairie

Waterton:

The Gem of the Canadian Rockies

Cardston:

The City of Carriages

Pincher Creek:

Any ideas?

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



# Destination Development, Inc.

www.destinationdevelopment.com