

A look at Granum & Stavely through the eyes of a visitor

June 2007



## Assessment Findings & Suggestions



## 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

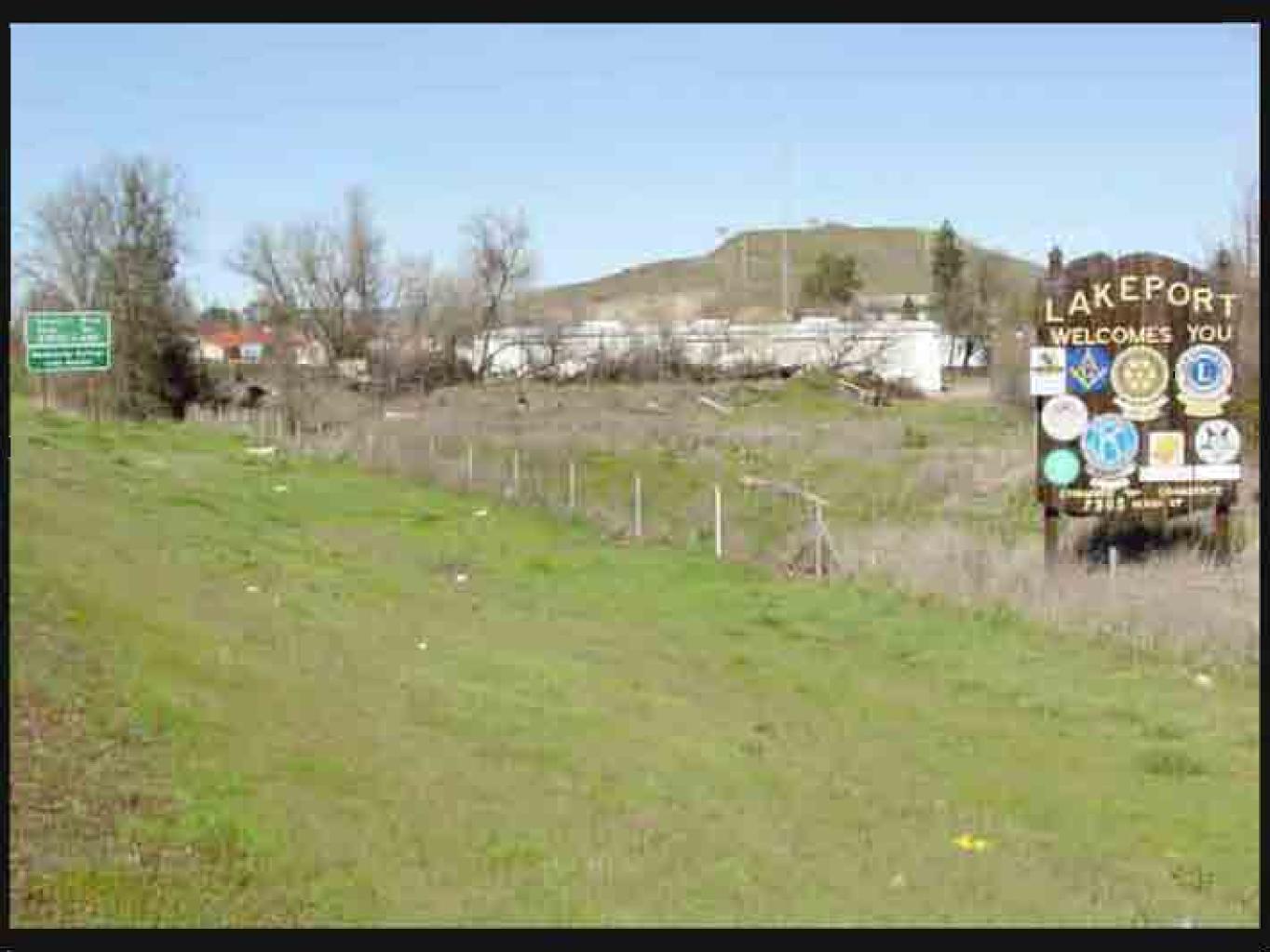
# The assessment process:

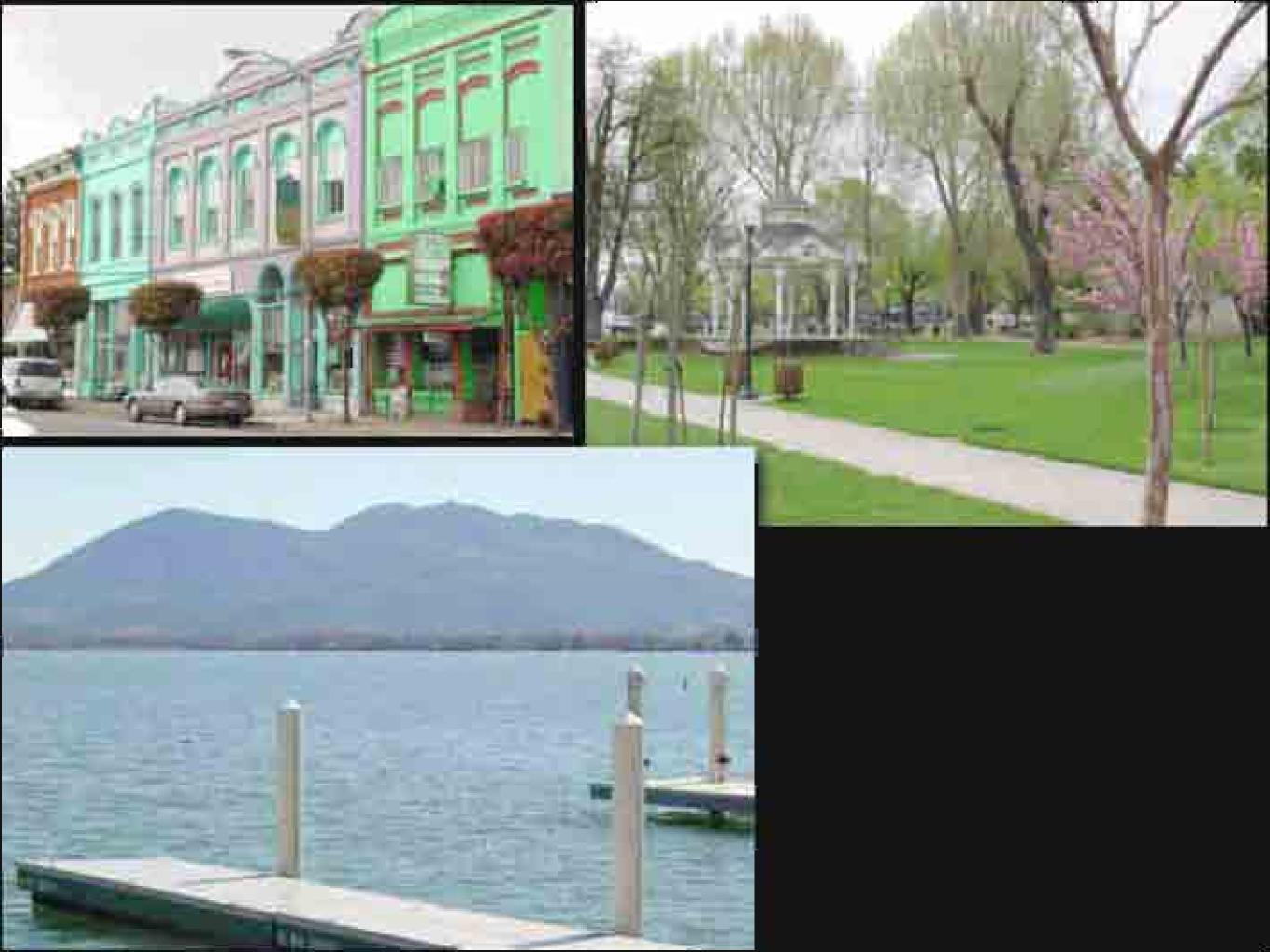
- Marketing effectiveness
  - Visibility (finding information)
  - Effectiveness: Ability to close the sale
  - Competitive analysis
  - Convenience
- On-site assessment
  - Signage, gateways, wayfinding
  - Overall appeal
  - Critical mass
  - Amenities: parking, restrooms, information
  - Attractions: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

# First Impressions Really Are Lasting Impressions

The rule of perceived value









### WHAT TO DO

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

This sign is good and in a good location.



Great gateway sign. we were, however, expecting a community park, not an RV park.



Suggestion: Make this a directional sign instead of a billboard. "Lodging, dining, services - Third Right"





Good sign. Good location. Keep it clean - this is the introduction to the community.

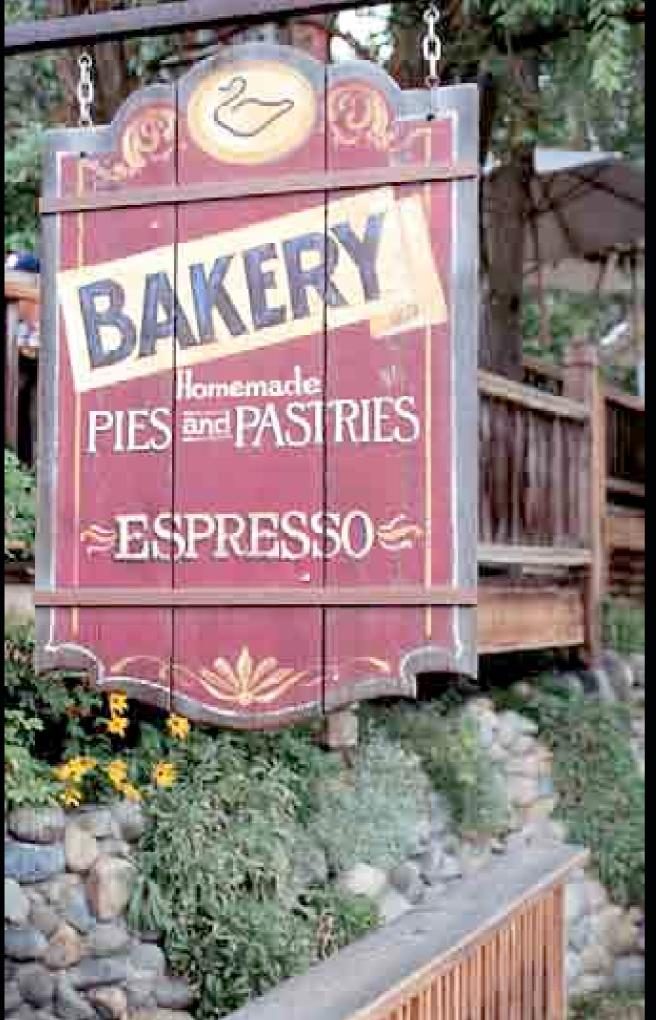


Nice park. Nice gateway sign to the park.





Would you eat here?

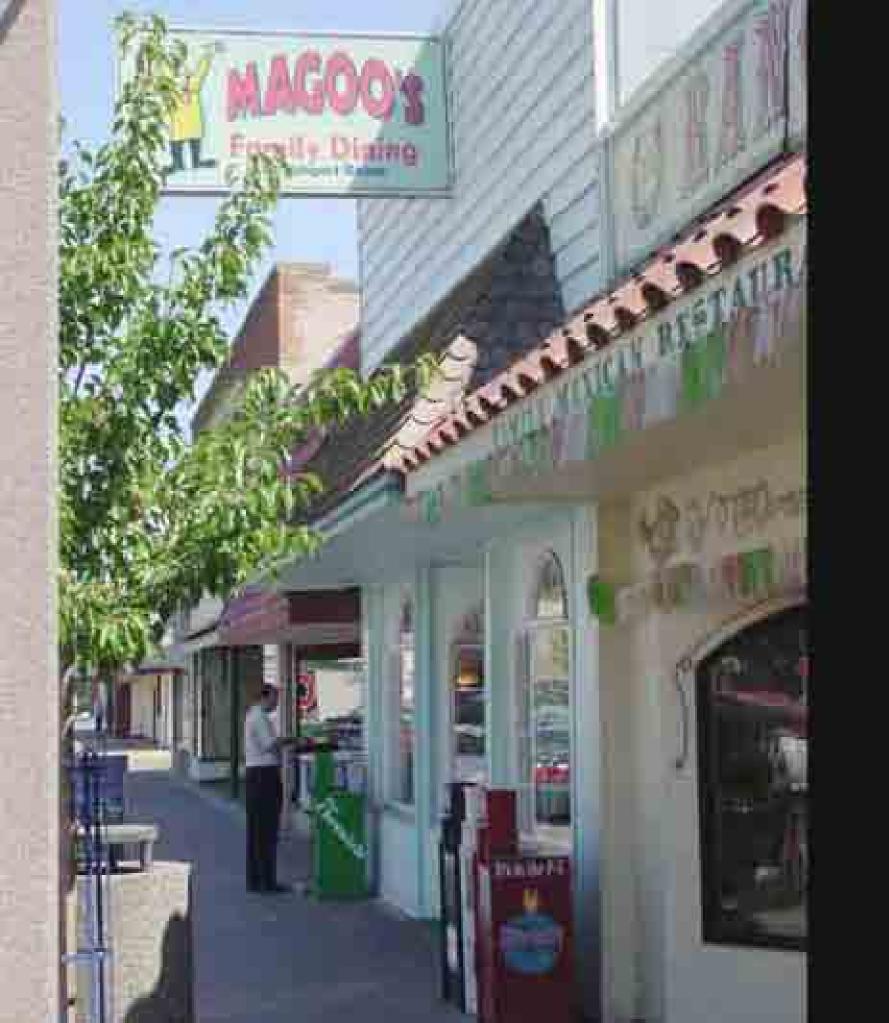


Would you eat here?





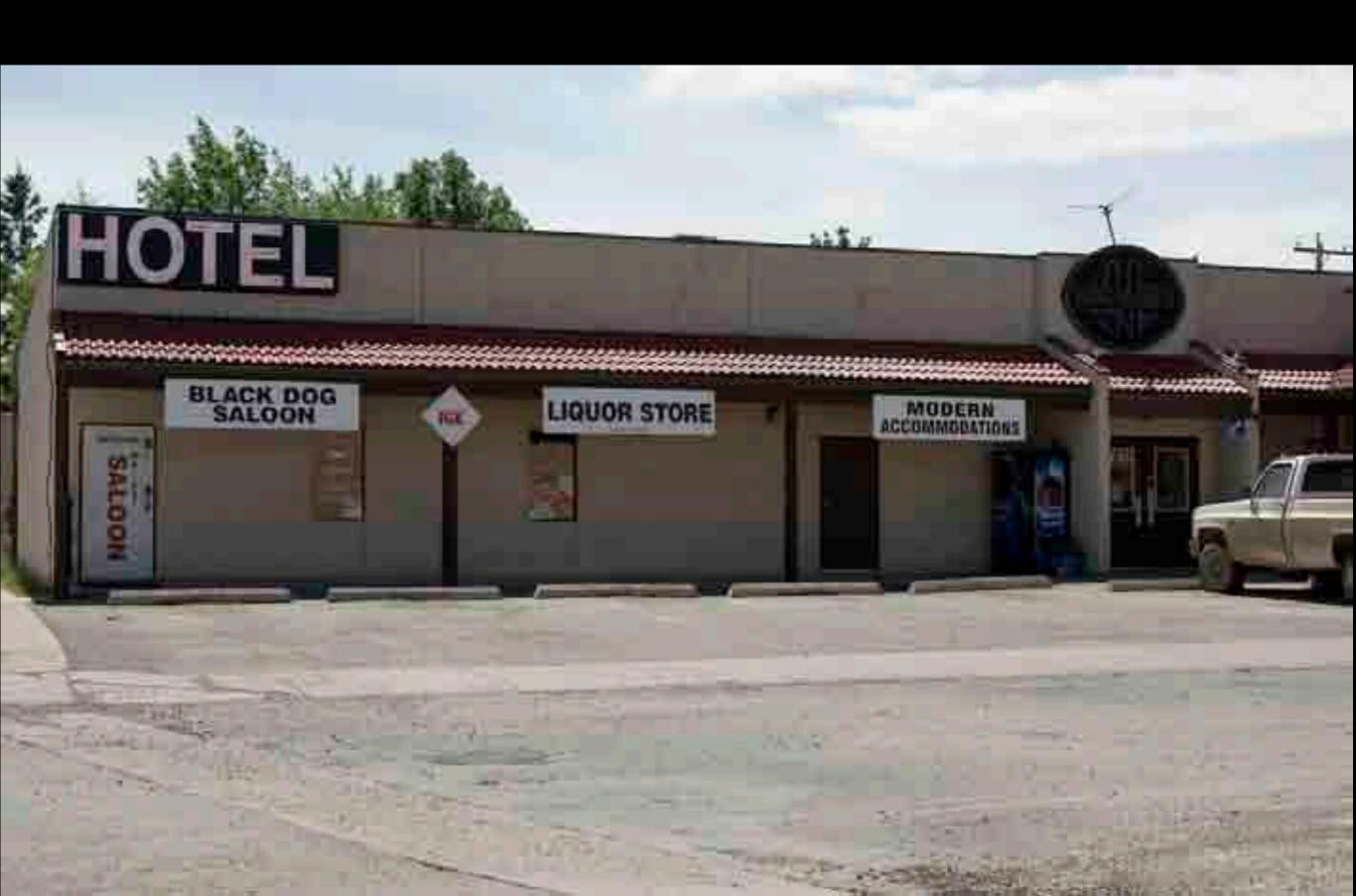
## Would you eat here?



# WHAT TO DO

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

Is there an operating hotel here? If so, where? Suggestion: Make it look like a nice place to stay.



## In Pincher Creek.





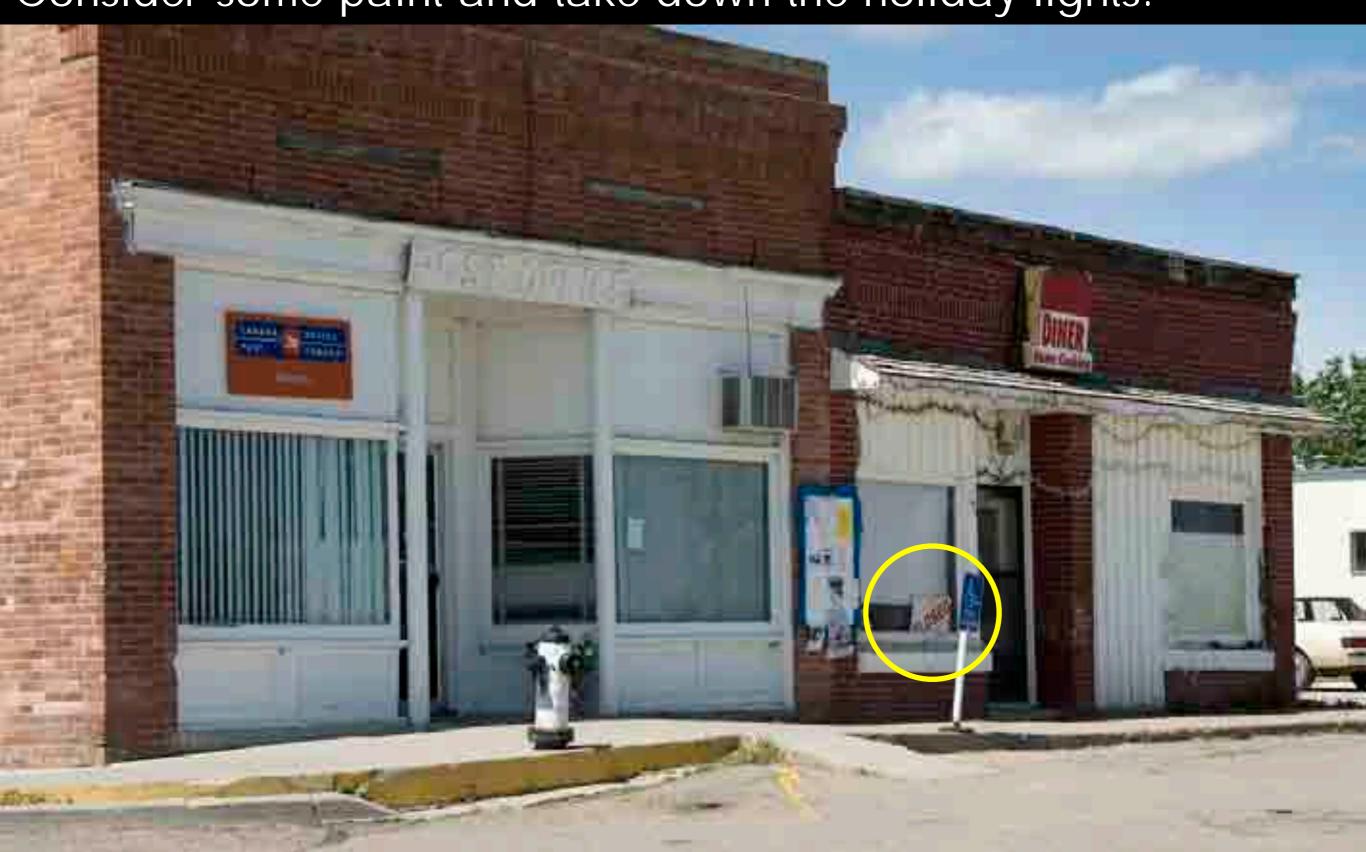




Suggestion: Start with a weed abatement program, then add a few pots - just so people know which businesses are operating.



Suggestion: Instead of "closed" replace with a sign that states WHEN the diner will be open. "Open every day at 5:00" Consider some paint and take down the holiday lights.



We weren't sure what the Drop-In Center was. A social-service agency?



Town Hall looked good. Private sector, take note.



The General Store seems to be the "happening" place in Granum. It has beautification, chairs and is obviously open and in business. Suggestion: Create a lure to pull visitors in.



The grain elevator seems to be Stavely's icon, which is fine. It makes a nice backdrop to downtown.



Like Granum, the town hall looks good. Very nice building.



We could see there is a restaurant here. Is the hotel still operating?



A cute store. Suggestion: Add more landscape barrels, instead of "closed" tell the customer WHEN you'll be open.



Another cute store. Add a couple of chairs outside, some additional planters and a teaser - perhaps ice cream.



### **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.

# 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.







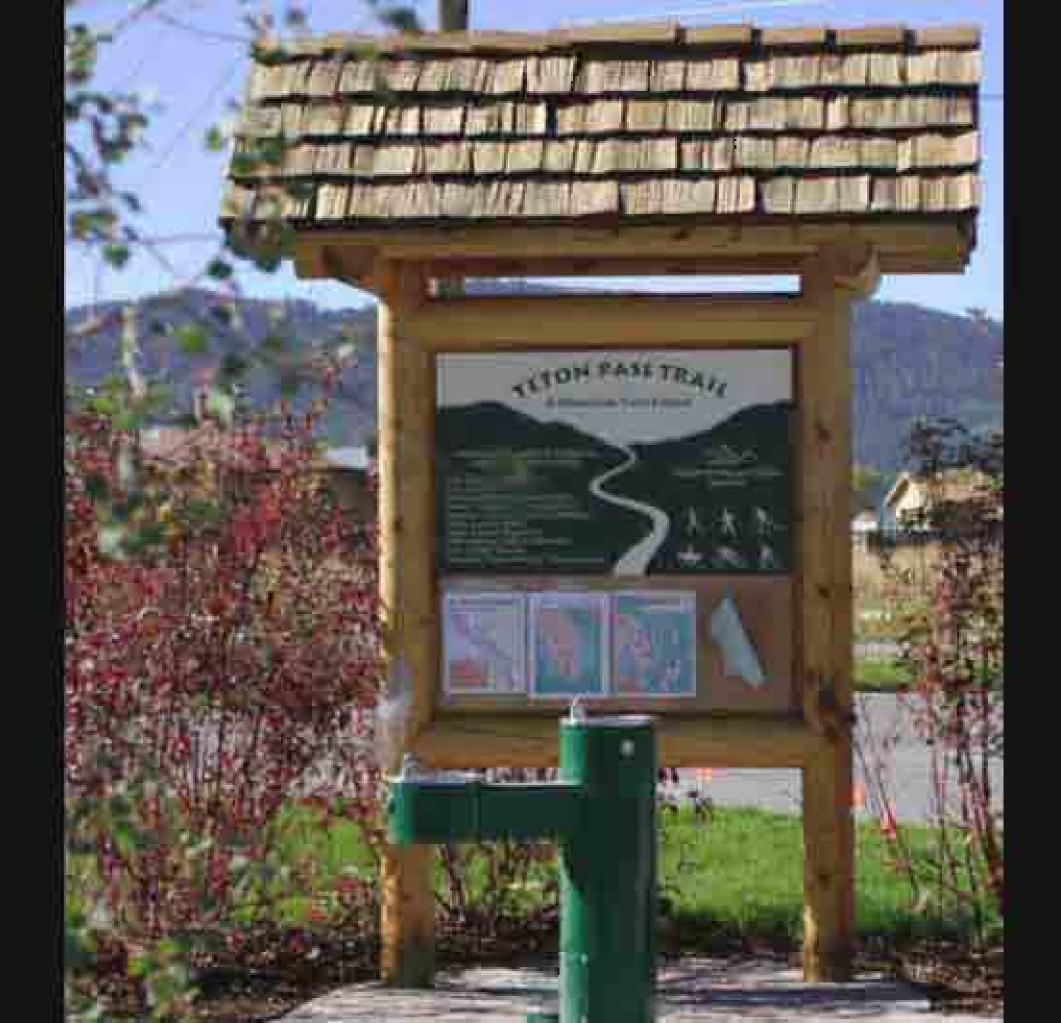
### WHAT TO DO

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



### WHAT TO DO

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



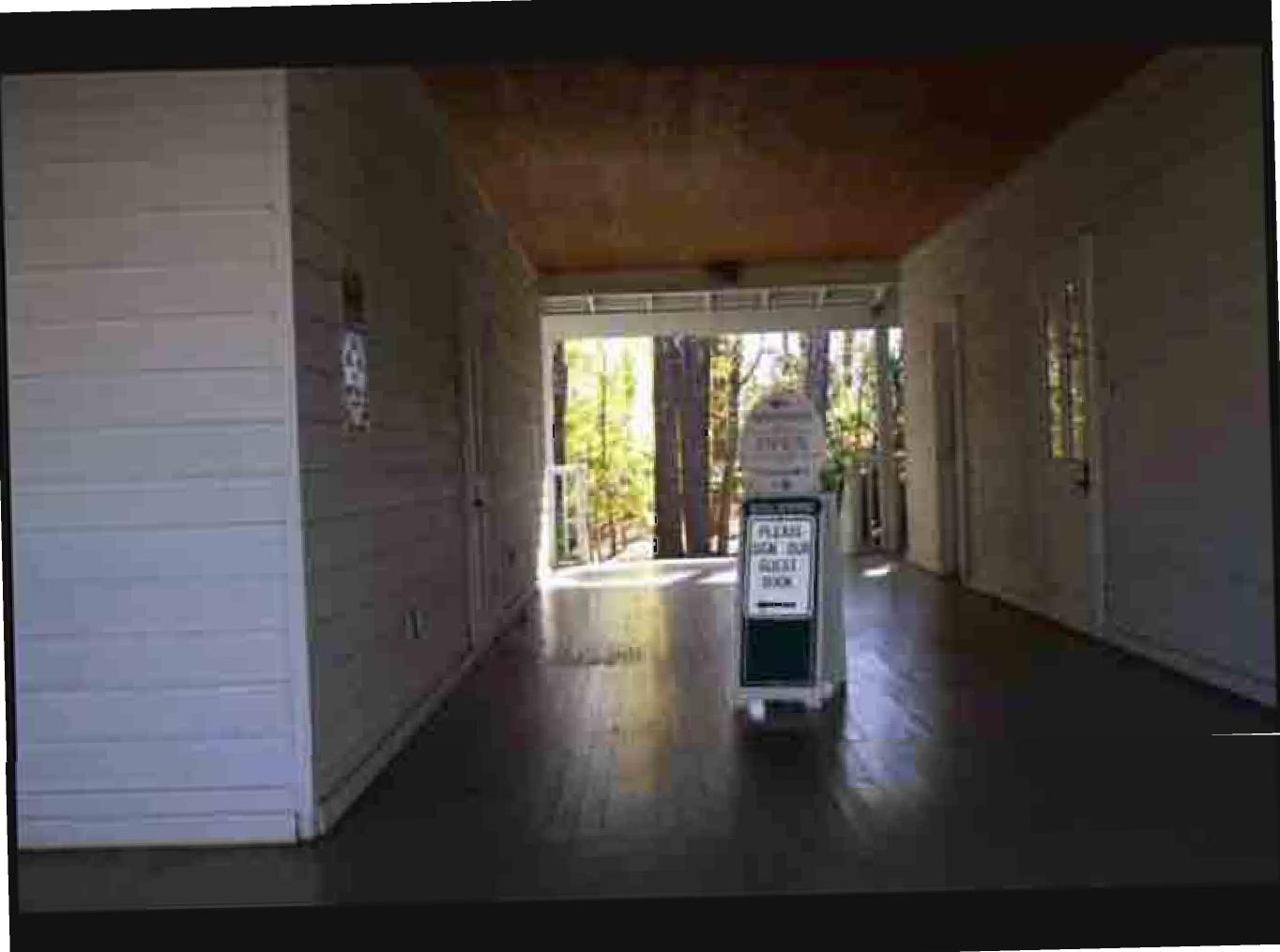














Suggestion: Create some kind of photo opportunity that will get people to stop. Then tease them into a shop - or two, or three.



lens Meyer / AP

Other notes and first impressions

Suggestion: Add directional signage to "Shops, dining, gas, restrooms."



Suggestion: Consider an interpretive sign downtown that explains who Agrium is and perhaps note some business opportunities locally.



Suggestion: Tell me more. Open to the public? 9 or 18? Green fees? Cart, club rentals?





Granum seems to be a nice close-knit community with people who care about the community. That's a good impression.





Perhaps Andy's could be a primary lure? Like Frontier in Claresholm?



A cute store with good generally good curb appeal.



Suggestion: The museum could use some curb appeal improvements. Murals would be a great start. Have a central focus and promote that.



Suggestion: Remove weeds, add plants to planters. Add operating hours in large letters.

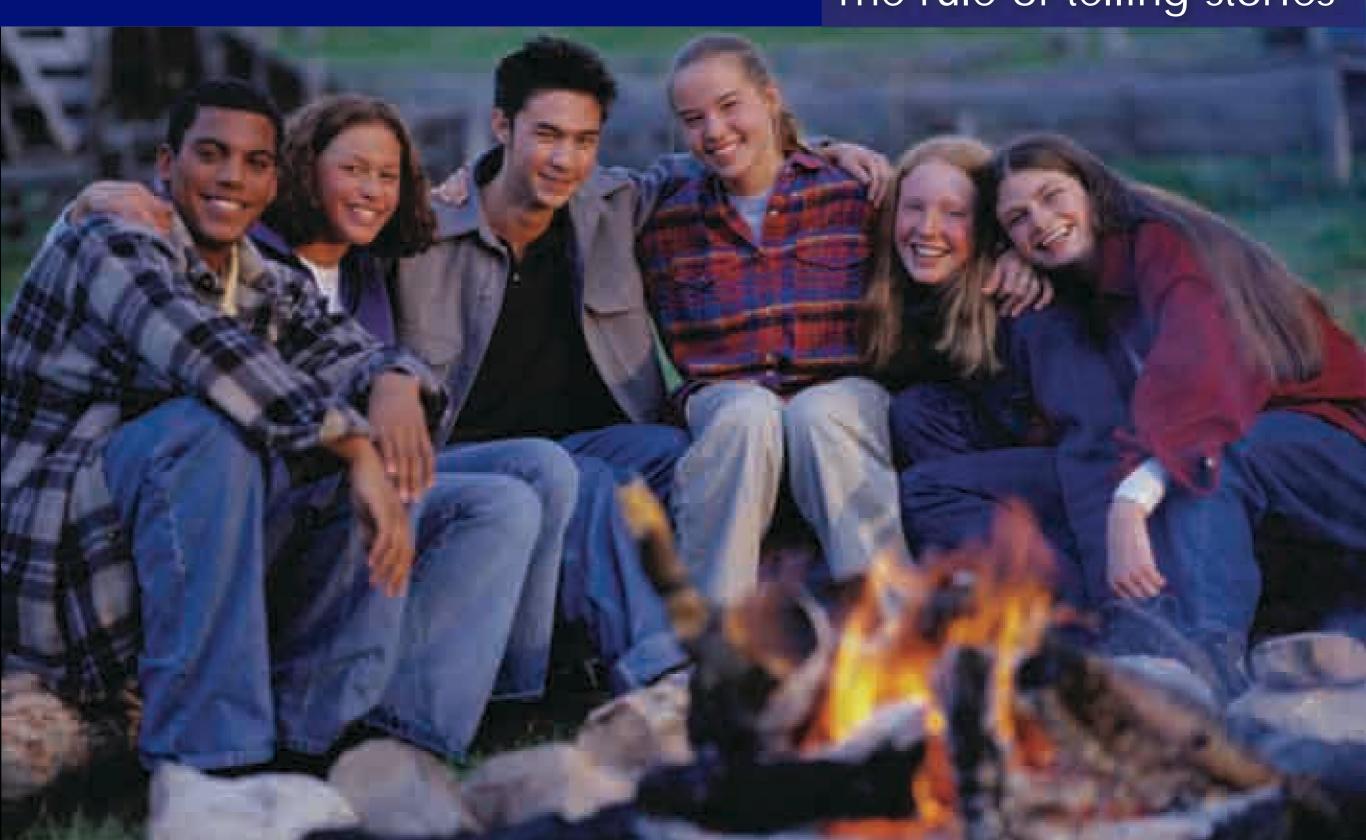


Suggestion: Consider Fridays & Saturdays, perhaps even Sundays - 11 to 6 or so - when most people are traveling.



# 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.

We did find the arena - by accident. Consider developing a couple of wayfinding signs.











Something big seemed to be going on. But we didn't know where or what it was.

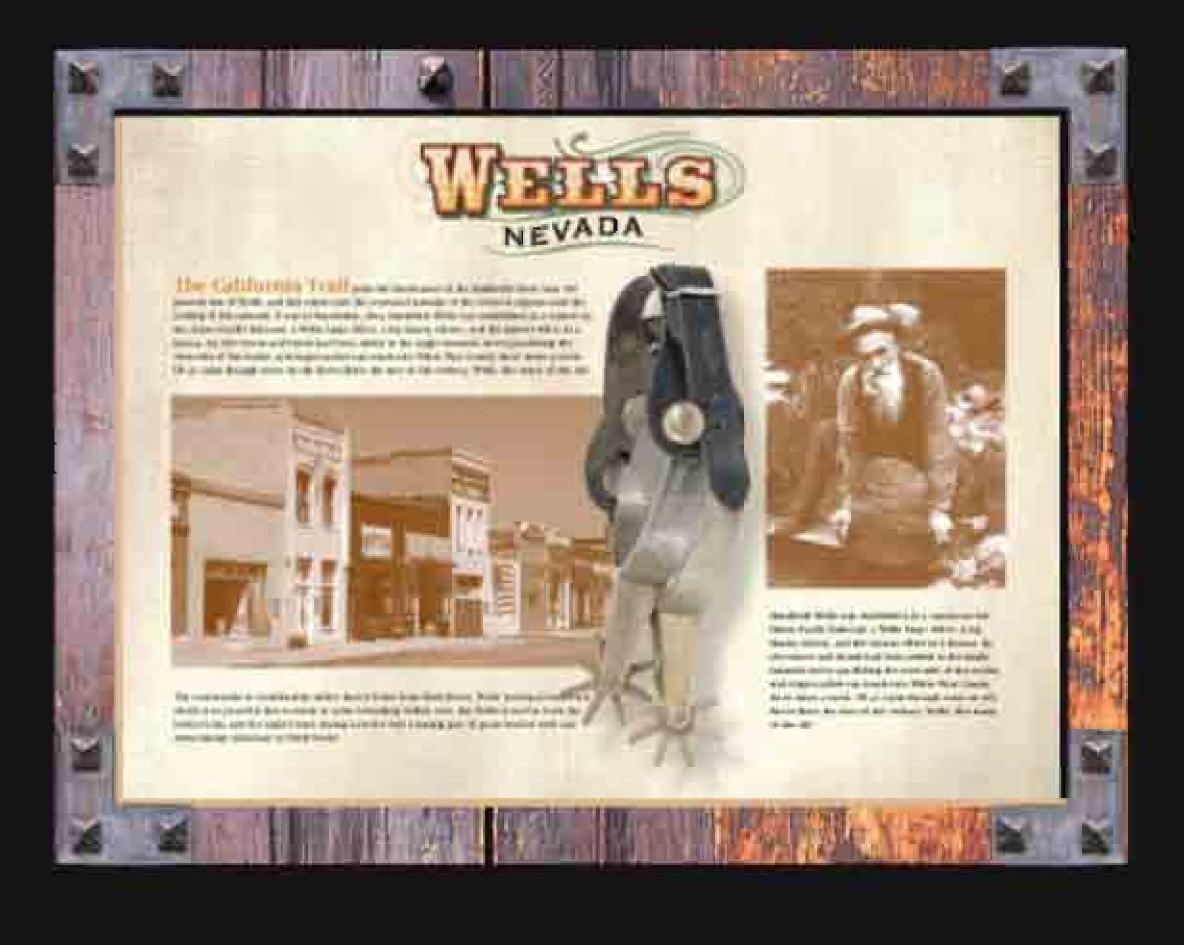


We saw a couple of great old buildings that seemed to have potential.



There must be a story here. Tell it. Add interpretive signage at various locations in town.





Impression: A quiet, relaxed town of yesteryear. A great place for kids and family.



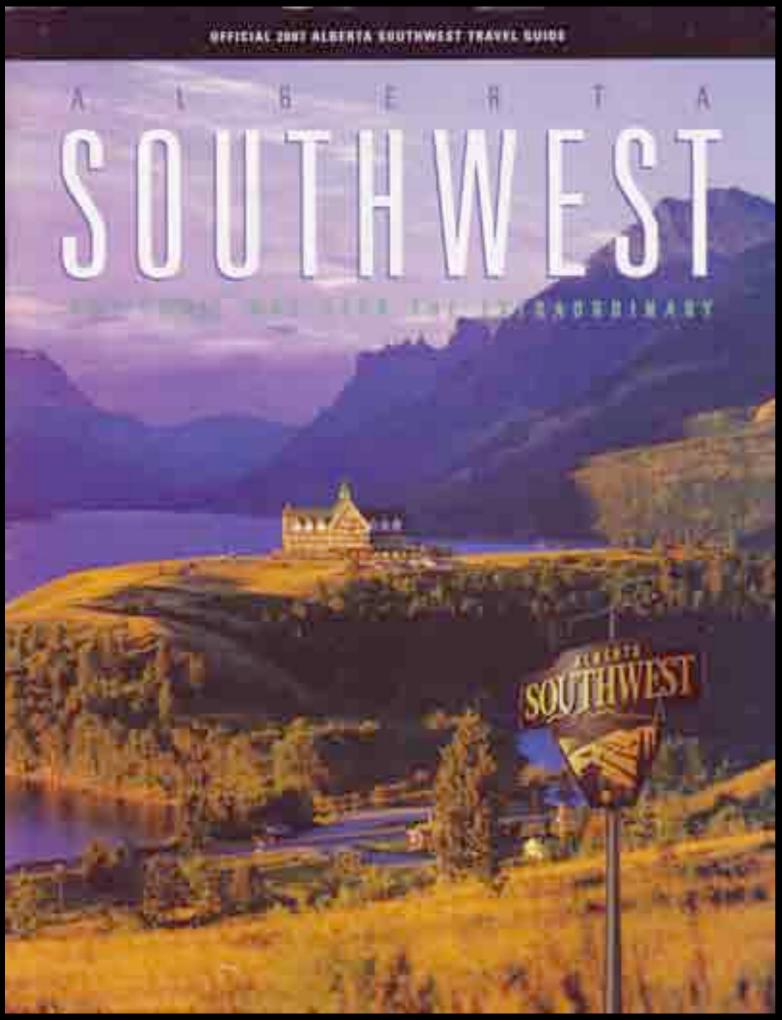
There are nice, well maintained homes creating a positive first impression of the town.



In fact, it seems to be a growing town. That's always good news in terms of tax base and business opportunities.



Marketing Assessment



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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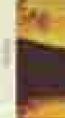
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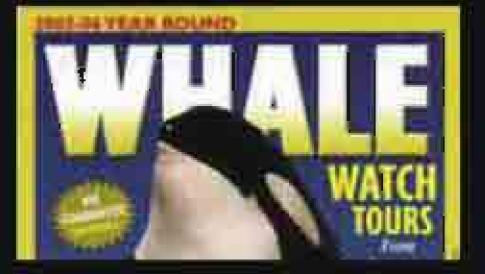


# Don't Let Your Last Opportunity Become a Lost Opportunity

The rule of closing the sale

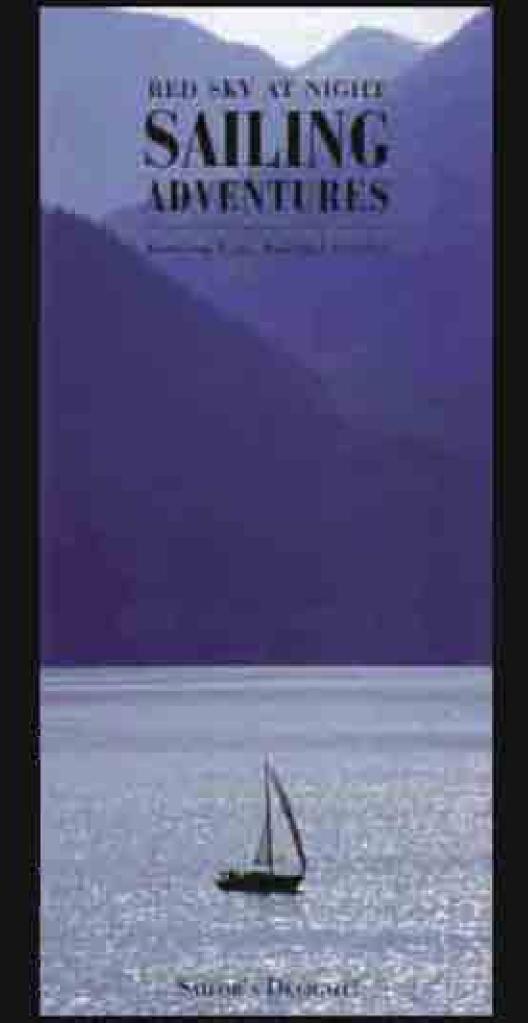






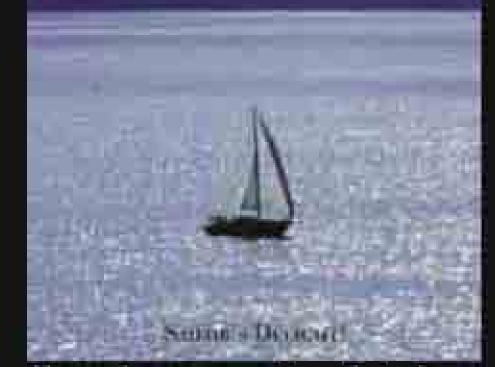
## Tip

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



## SAILING ADVENTURES

Stunning Kootenay Lake, BC



## 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

Set amid the Vineyards of Northern Chaitungus County, Fredonics is a picturesque & friendly Historic Victorian Village in Western New York.



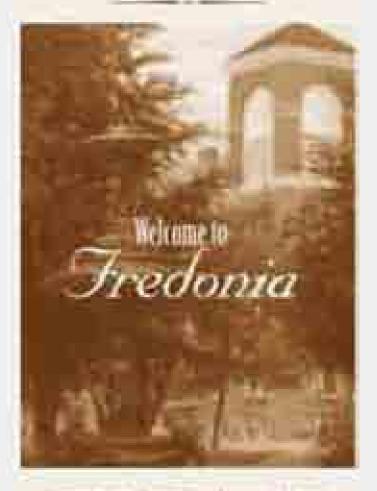
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Experience the many shops, antiques and restaueasts, the 1891 Frederica Opera House. Borker Historical Moveum. The Telecommunications Museum of Frederica festivals, and self-guided malking town.

### Fredonia... Timeless... Treasure Relay in a Gracious Victorian Village

## A Picturesque Victorian Village

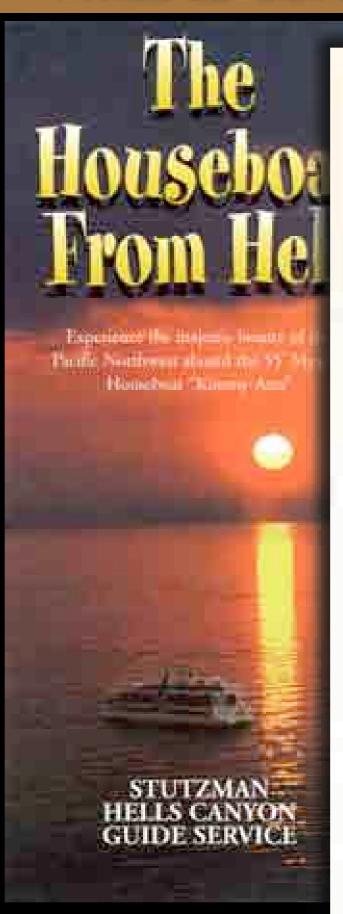
Set Among the Vineyards of Western New York



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\* A Timeless Treasure

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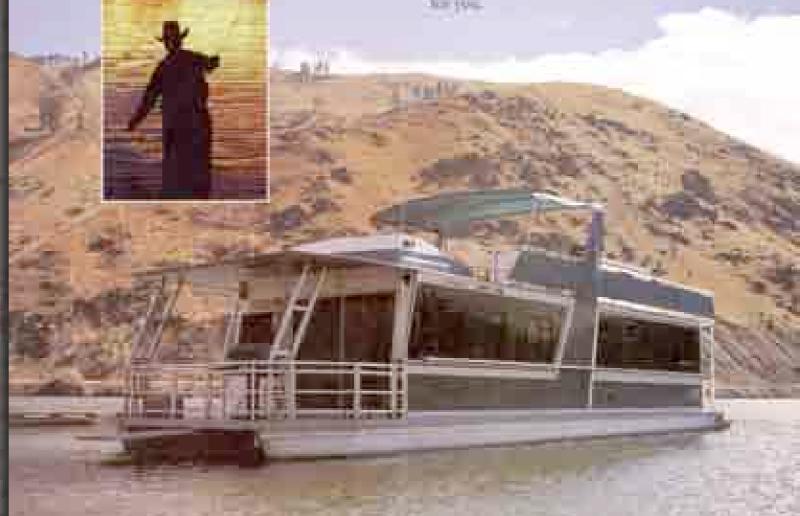
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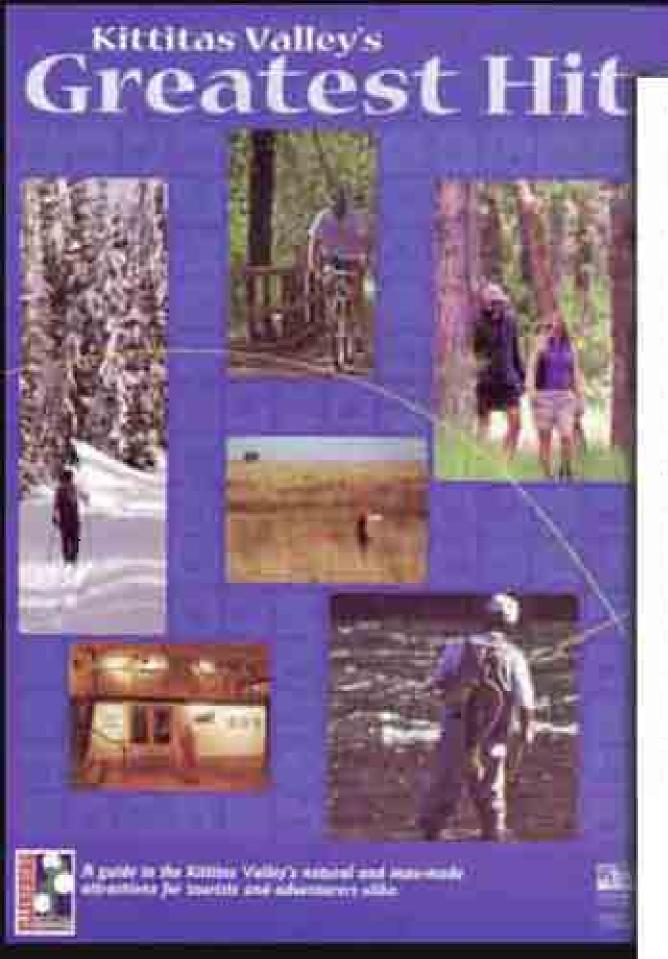
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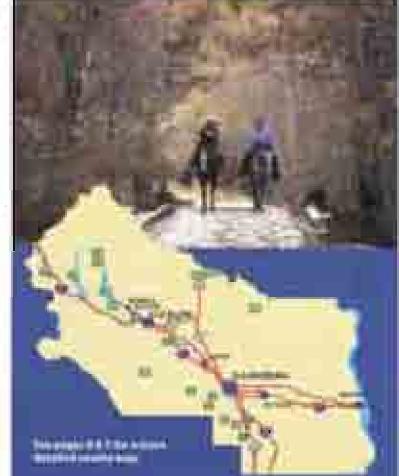
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- Create an Activities Guide: Granum, Stavely, Clareholm that promotes private businesses.
- 1. Each would be a partner in the project
- 2. Each needs to have a primary lure that makes it worth a stop.
- 3. They need to have consistent hours.
- 4. They need to have some good curb appeal to attract customers inside.
- 5. They need to promote something the customer can't get closer to home or wherever they are headed.

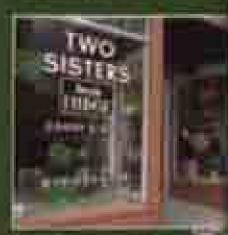
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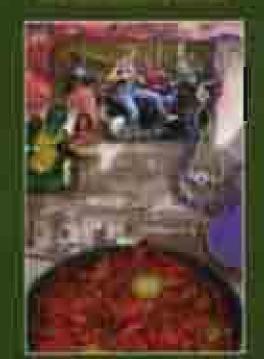




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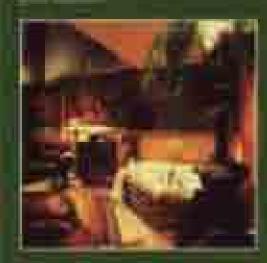


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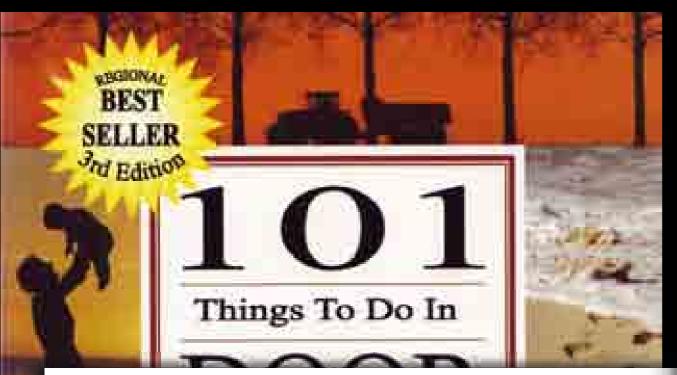
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Suggestion: Work with regional tourism folks on creating the "Hidden Gems of Southern Canadian Rockies."

-101 Things To Do In Door County-



Peninsula State Park

-101 Things To Do In Door County-

#### • 18 • Take a Sunday stroll down Cottage Row.

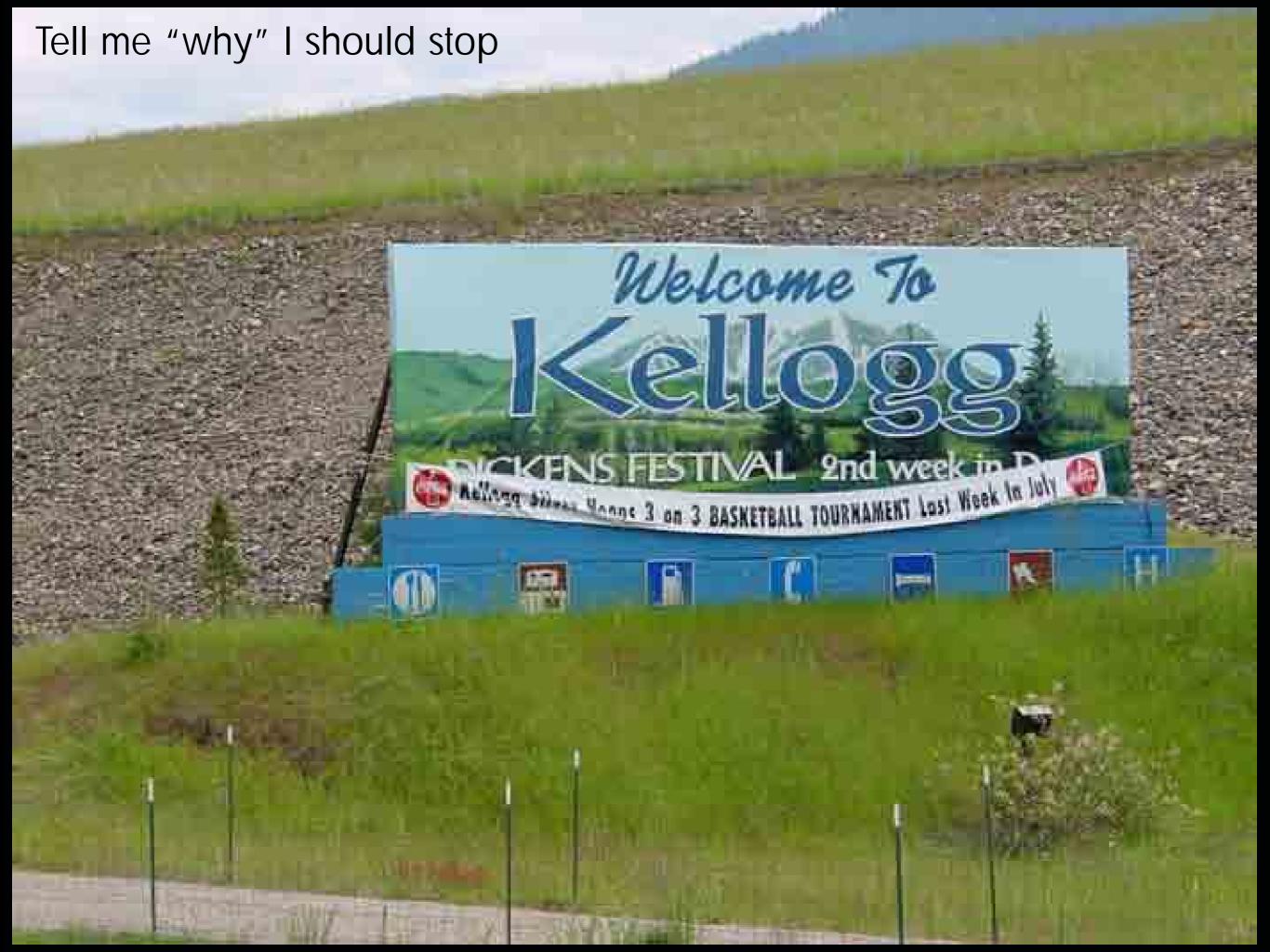
Our favorite Sunday morning starts with breakfast at the White Gull Irm on Main St. in Fish Creek. Splurge on a slice of their famous Door County-berry sour cream coffee cake; then take a much needed stroll down Cottage Row. From The White Gull Irm follow Main St. to Cottage Row and turn right. The walk will take you north along the row of shoreline "cottages" about I mile before it turns up the steep bluff. At the base of the bluff is a sliver of a park known as Champagne Rock, named for the little rock that hangs over the water. Down and back is a perfect way to walk off breakfast and start the day.

# Put Your Bait Out on the Highway

The rule of billboards and exits







## WHAT TO DO

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.







Use contrasting background, few words, one simple graphic.





Create a primary LURE. It will translate to spending.

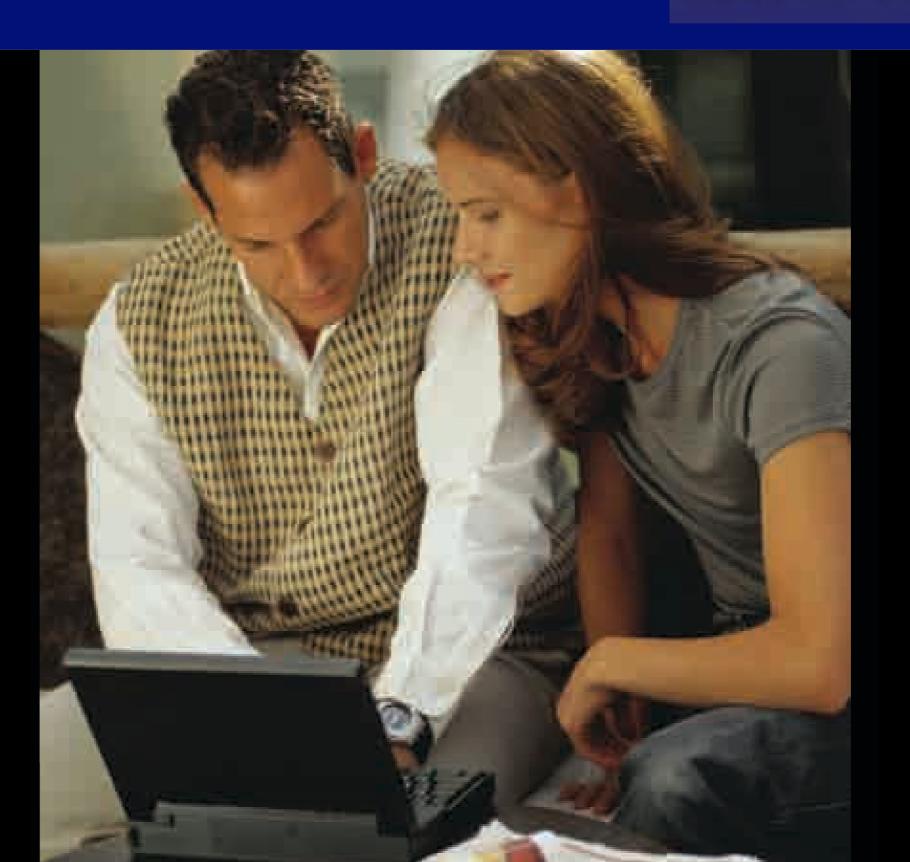


## **BILLBOARD RULES**

- 1. 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

# 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

<u>82</u> % 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 <u>88%</u> of all destination marketing organizations spend more on printed materials than the web!

# Tip

Purchase key words (pay per click).



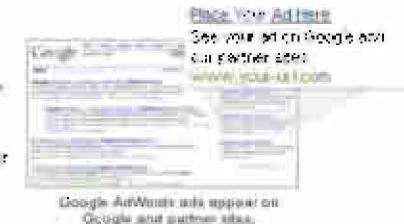


# Common Questions Is AdWords right for my business? What does it cost? Where will my ads appear? What are Google image ads? EarthLink

#### Start gaining new customers in less than 15 minutes.

Google AdWords ads connect you with new customers at the precise moment when they're tooking for your products or services. The Google Network reaches more than 60% of internet users."

With Google AdWords you create your own ads, choose keywords to help us match your ads to your widence and pay only when someone clicks on them.



#### Learn More

- Church Tour
- Program Details and FAG

#### Sign Up Now

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#### Your ads show up on Google almost instantly.

Write your add. Select your keywords. Set your budget. Start seeing results.

#### You choose where your ads appear.

New! Target your ads by location. Specify countries or cities, or define your own area. Learn more.

#### Online reporting tells you what's working. Changes are free.

You have total control over every aspect of your campaign.

#### Want exped help?

Let our specialists design is campaign for you. (New advertisers only.)

#### Google AdSense

If you are a web publisher and would like to learn about displaying Google AdWords, on your site, <u>click from</u>

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#### Tourism Consulting & Tourism Consultants

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100% tourism, 100% of the time Boarding, planning, product dev.

#### Become a Consultant.

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# What to do: Find strong keywords

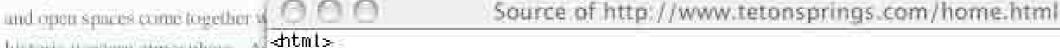
REALESTATE GOLF AMENITIES RECREATION NEWS & UPDATES CONTACT

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. Teron Strongs: A home where understated elegance

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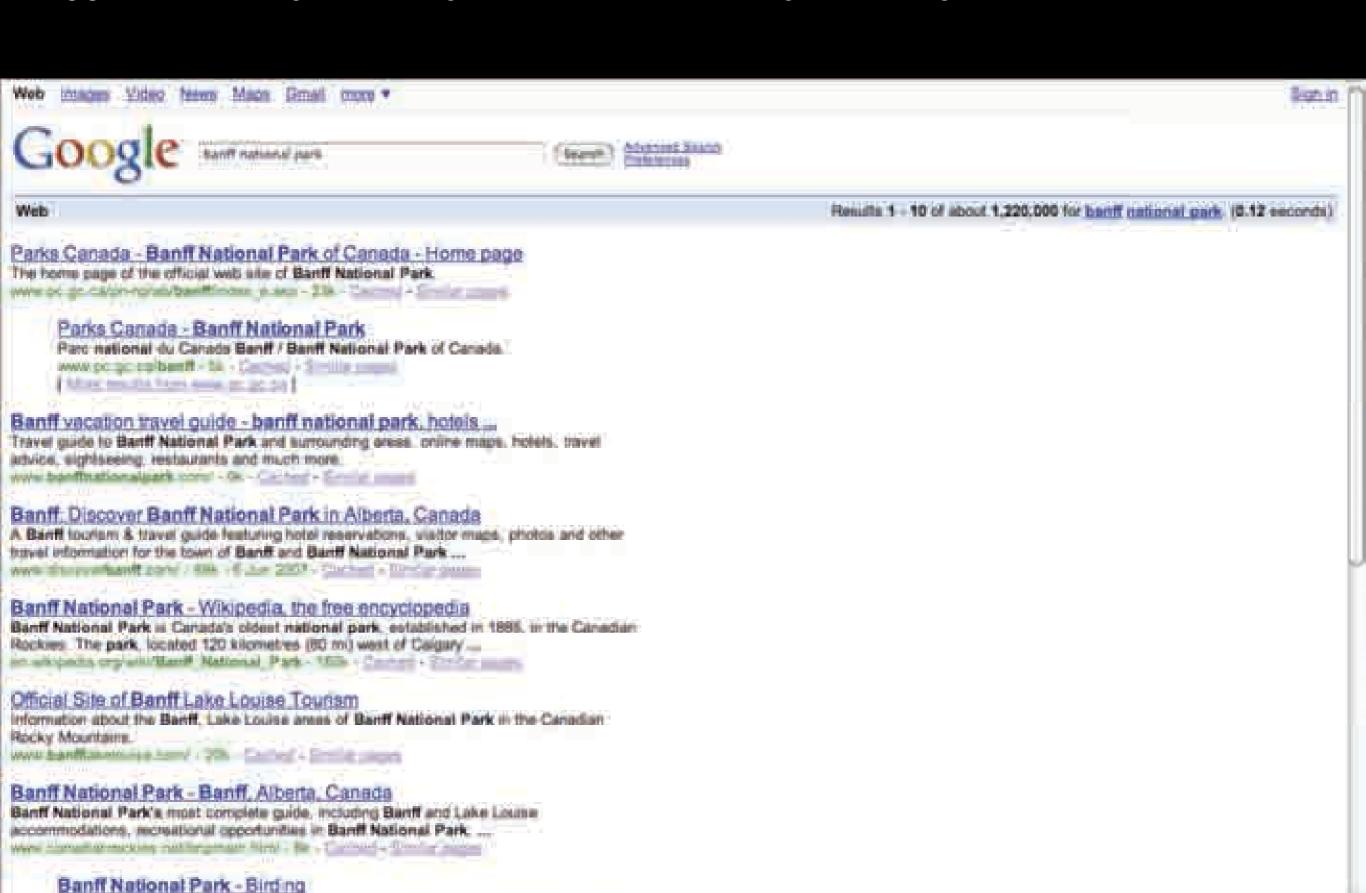
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## Suggestion: Buy the keyword. Title: "On your way to Banff..."



Canadian Rockies.

Birding information about where to look and what you'll find in Bariff National Park and the



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Things to do in Alberta & Alberta Attractions - Yahoo! Travel

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#### Granum Lodging & Accommodation: Lodging Guide for Granum, Alberta

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#### Stavely Alberta profile - ePodunk

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#### Stavely, Alberta - Wikipedia, the free encyclopedia

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#### Stavely, Alberta 1975

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## Nice site. Good introduction. How did Brenna do?



## Work on HTML text. This is an easy to use, easy to navigate site.



Suggestion: Use photography. Show the neighborhoods, local businesses so they know what to expect. Nothing sells like photos.



Consider "Business Opportunities" and have the community profile a part of that. Concentrate on "Why Granum" and list the reasons to live and work in the community.



# Suggestion: Sell the community in photos, not just town hall. Once again, easy to navigate, although pretty basic.



### Town of Stavely



The Town of Stavely is a thriving town of around 500 residents and growing monthly! We are located about halfway between Calgary and Lethbridge on Highway No. 2. Situated in what Stavelyites like to think of as Alberta's "Barrana Belt", it is an ideal ranching and farming area with rolling prairies to the east and foothills to the west. The Town is located in the Municipal District of Willow Creek No. 26, in Southern Alberta. It is 104 km. from Calgary and Lethbridge.

Although small in numbers, the people of Stavely and area are proud of their friendliness and community spirit.

The Town was named for Alexander Staveley Hill, Managing Director of the Oxley Ranching Company which was formed in 1882. With the influx of settlers, the box-car stop and tent-town progressed to the status of a village in 1993 and to a town in 1912.

Email us at stavely@platinum.ca. Don't forget to come back often as we're a busy little community!

#### Stavely is celebrating their 95th Birthday as a Town on August 24, 25 & 26, 2007

Keep the weekend of August 24th to 26th in mind and tell your friends and family to plan to come to Stavely's 95th Birthday Celebration. Some of the events planned are a community ball game, breakfast, garade, petting zoo, horseshoes, threshing bee.

# Suggestion: Move away from marketing lists. Add descriptions, put them in categories, and then alphabetical - make it useful.

#### Businesses



- R & R Upholstery (549-3967)
- Pro-Tech Rubber Company Ltd. (403-216-3780 or 1888-549-2076)
- Hair Quarters (549-3818)
- Stavely Hotel & Liquor Store (549-3772)
- ATB Financial Agency (549-2239)
- Stavely Hotel Restaurant (549-3866)
- Ron's Rod Shop & Autobody (549-2270)
- Antiques & Tools (549-2220)
- Loma Alsgard Magic Clean & Avon (549-3894)
- Wes's Concrete & Renovations (549-2493)
- K.C. Doors (549-3806)
- Lynda's Hair Design (549-3990)
- Stavely Grocery (549-3860)
- Hodgson Agencies Inc. (549-2258) "Visit Web Page
- Tom Hood Contracting (549-3745)
- IVC Foothills Livestock Auction (549-2120) \*\* Visit Web Page
- Art Scott Auction (549-2122) \*\* Visit Web Page
- Unc's Machine Shop (549-3902)
- Andy's Saddle Shop (549-2144)
- Double A Development (549-3894)
- Canada Post Office (549-3988)
- Indian Paintbrush Custom Framing (549-3773)
- Nelson Trucking (549-2365)
- Holmes Building Movem Ltd. (549-3766) \*\* Visit Web Page
- Cowboy Visions Welding Ltd. (549-0004)
- Moller's Textile Product Development Mfg. (549-3800).
- Pine Coulee Boarding Kennels (549-2044)
- Williams Bee Ranch (549-3999)
- Rae Wilkinson's Dog Grooming (549-3955)
- Rope & Spur Restaurant
- Allie Mackenzie Designs (549-2050)
- EK INC (549-3861)
- Caroline DeClercq, C. Creations (549-3950)
- Farley's Classics (403-870-4953)
- Pondersa Homes Inc. (549-2514)
- Little Joe's House Moving (549-2514) \*\* Visit Web Page
- Saddle Mountain Mechanical (549-2588)

# Suggestion: Add photos, sell the community, its attractions, and why a visitor should spend time in the community.

#### Attractions



Stavely is lucky to be situated close to recreational sites. Willow Creek Provincial Park, as well as Pine Coulee Dam site, are located about fifteen minutes to the west. This area provides opportunities for camping, boating, wind surfing, fishing, hiking and wildlife viewing. Ten minutes to the east we have Clear Lake Municipal Park which also provides camping facilities and is a popular water skiing area. Little Bow Dam is being developed to the east and will provide the same type of activities found at Pine Coulee.

Stavely is famous for being the home of the first Indoor Rodeo in Canada. In 1929, Harry Streeter put the community on the map by organizing a professional rodeo in the Stavely Skating Rink. Today, this annual three-day professional rodeo is held at the Stavely Arena the first weekend in May.

Stavely as well annually hosts the Willow Creek Gathering which consists of cowboy poetry and music. The next gathering will be held July 17th, 8th & 9th, 2006.

We also have a wonderful museum and still retain one elevator for those who enjoy photographing the few remaining wooden grain elevators.

Suggestion: Toss the 2004 and 2005 performers. Visitors are interested in who's coming this year. Was there a poetry event in 2006?

### Cowboy Poetry

#### 6th Annual Willow Creek Gathering

July 13th, 14th & 15th, 2007 at the Stavely Arena

Featuring three days of pancake breakfasts, poetry, singing, a BBQ dinner, cowboy church and much, much more!

Dry Camping available.

Proceeds to STAR air ambulance and other non-profit organizations.

For more information call Alan at 403-549-2212 or Ron at 625-4595

Webpage design by Computer-Alde

Willow Creek

# Is this for 2004, 2005 or 2007?





#### FRIDAY

- FEATURE Performance starts @ 7:30 p.m.
- Fireside Open Mike Session after Performance

#### SATURDAY

- Cowboy Breakfast starts @ 8:00 a.m.
- Poets & Music starts @ 9:00 a.m.
- Roast Beef Dinner with all the trimmings starts @ 5:00 p.m.
- Live Auction starts @ 7:00 p.m.
- FEATURE Performance starts @ 8:00 p.m.
- Raffle Draw Bronzed Sculpture
- Fireside Open Mike Session after Performance

#### SUNDAY

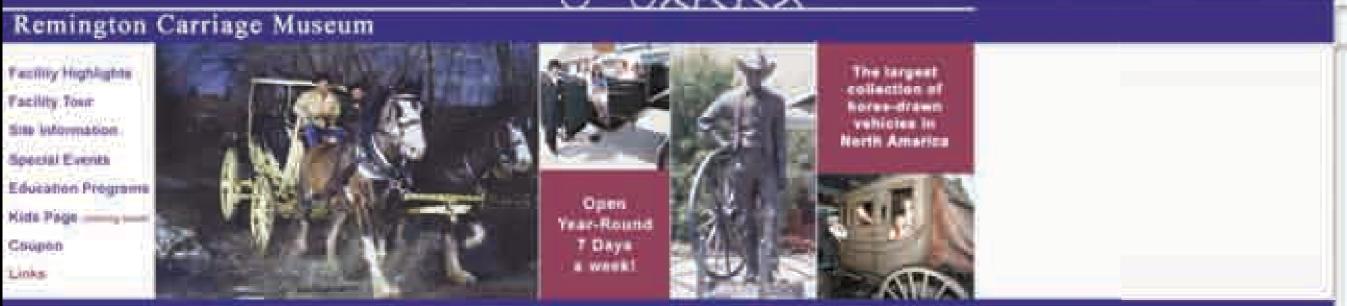
- Cowboy Breakfast starts @ 8:00 a.m.
- Church Service to follow breakfast

Merchandise & Display booths for browsing, buying & dreamin' about - Friday and Saturday.

Ongoing SILENT AUCTION (Saturday)

FREE Dry camping available

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



Take a step back in time and experience life in the 19th century as reflected in its vehicles for work and play...

#### Links

#### Discovering Cardston and Area

Town of Cardston - www.town.cardston.ab.ca Alberta Temple - www.ldschurchtemples.com

Great Canadian Barr Dance - www.orestcanadiantamdance.com

Waterton Lakes National Park - www.watertoninfo.ab.ca Mounties to Mountains - www.mountiestomountains.com Carriage House Theatre - www.thecarriagehousetheatre.com

Discovering Alberta

Travel Alberta - www.travelalberta.com

The Cowboy Trail - www.thecowtoytrail.com

Trail of the Great Bear - www.trailofthegreatbear.com

Discover Alberta - www.discoveralberta.com

Alberta South Tourism Destination Region - www.albertasouth.com

Chinook Country Tourist Association - www.chinookcountry.com

#### Other Historic Sites and Museums

Head-Smashed-in Buffalo Jump - www.head-smashed-in.com

Frank Slide Interpretive Centre - www.frankslide.com

Alberta's Provincial Historic Sites - www.greatalberta.com

Alberta's Museums Network - www.museumsalberta.ab.ca

Brooks Aqueduct on the Eastern Impation District site - www.eid.ab.ca

Brooks Aqueduct 360 Degree Tour - www.seqvirtual360.com/themes/2/theme02.asax?listing/D=10709

Saskatchewan Western Development Museum - www.wdmprainegamble.com

# Tip

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





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Photo: COMMISSION AND COMMISSION



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# Drumheller Heart of the Canadian Badlands

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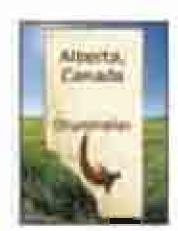












#### The Dinosaur Capital of North America Only a 90-minute drive from Calgary, Alberta

The town of Orumbellar is home to the world famous Royal. Tyrrail Museum, the best Badlands acenery in the country, and the richest deposits of fossils and dinessur bones in North Actourton

< find and book Drumbeller hotels poline!





About Drumheller **ACCEMBEE** 



Surrounding Towns



Famous Attractions

# **POINT**

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

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

## In a nutshell:

1. Think of a lure to get people to stop and promote it along the highways.

2. Partner with each other and with Claresholm.

3. Educate visitors about "Life on the Prairie."

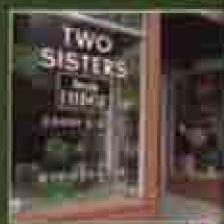
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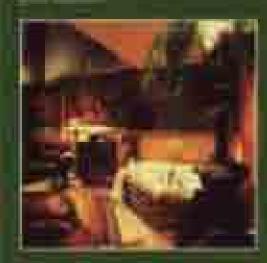


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People are drawn to experiences - not cities or counties



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



# Destination Development, Inc.

www.destinationdevelopment.com