

A look at Waterton 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?

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

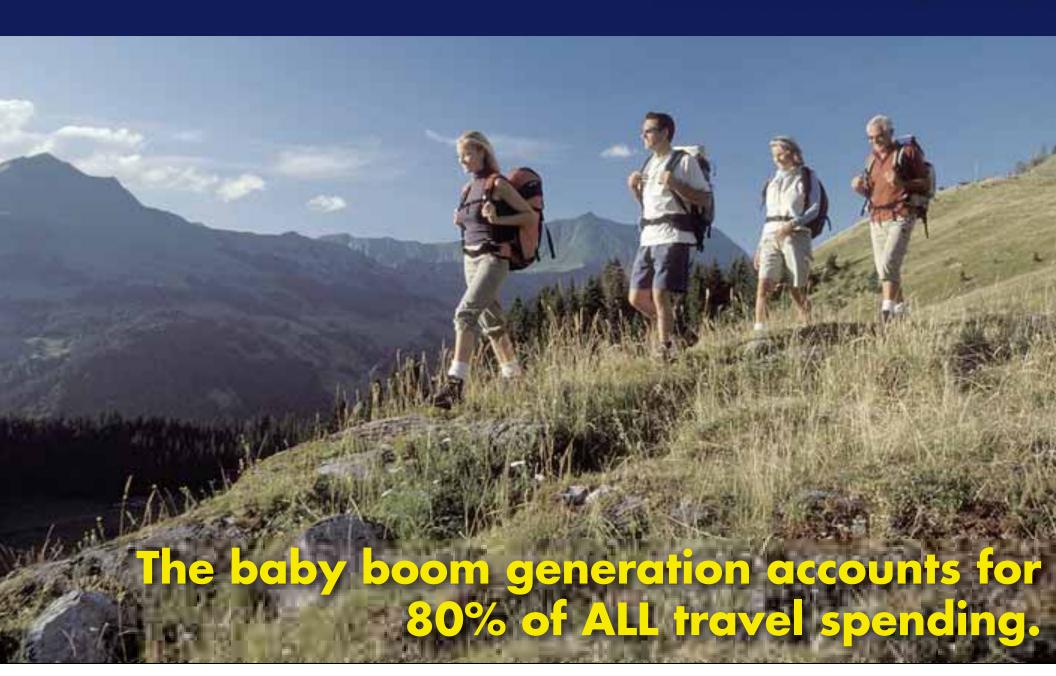
Canadians spent 82%, Americans 13%.

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

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

The customer is changing The rule of being ready



DEMOGRAPHICS

The baby boom generation:

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

Want some more?

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

The baby boom generation:

- The "inheritance boom." \$10.4 trillion
- A HUGE opportunity for "me oriented" spending
- Spending: Second homes and travel

EXPERIENCES EMBRACED BY BOOMERS

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

TRAVEL & BABY BOOMERS

- Travel a necessity, not a luxury.
- Group travel seen as herding.
- They are savvy and expect the best.
- They are spending at the top of the market. The top 15% of hotels in quality command 75% of the business.
- Shopping & dining the number one activity and the reason they come back in the shoulder seasons.





OREGON'S CULINARY ESCAPES

ADVENTURE

Here recovered the band fresh has from a constraint for the chart more show as a saw assumed Market fresh from and a saw as where here from any and antimated local food maditives—cons if it means ingoing the most for the county of an almost are, you're a collecty towns.



Customers visited with:

74 from: Calgary, Manitoba, BC, Washington, Illinois, Arizona, Florida, Colorado, Montana, California, France, Germany, Austria, etc.

Reason for Waterton: Glacier National Park. Many on the way to Banff. For Calgary residents: not overcrowded like Banff. Banff under construction this season.

Best things: Quiet, serene, stunning beauty, real hiking.

Worst things: Lodging prices, food quality, lack of consistent hours, no night life.

Will you come back? Probably not (out of province). Alberta residents: We come here every year. Yes.

THINGS TO THINK ABOUT:

- Waterton lodging far too high for the product. People expect something great for \$200 a night.
- The exchange rate is even. Lower your prices to attract more U.S. and Canadian visitors.
- Or invest in your properties so they can become one of the REASONS to visit Waterton.
- Restaurants need major improvements in terms of ambiance, food quality. Culinary tourism is important.
- You MUST deliver on the promise of being a "world class destination" if you hope to lengthen your season.



Don't forget the echo-boomers

- Born between 1977 and 1985: 80 million
- Very driven and goal oriented
- Love swank, condos, urban lifestyle, nightlife, gathering places. They are driving Las Vegas and other chic getaways.



EXPERIENCES EMBRACED BY ECHO BOOMERS

- Concerts, music & entertainment
- Extreme adventure: Fear Factor, rock climbing, etc.
- Open air markets w/entertainment, music, art
- Ethnic events: Middle Earth, SCA activity based, participatory
- Coke Zero instead of Diet Coke

First Impressions Really Are Lasting Impressions

The rule of perceived value



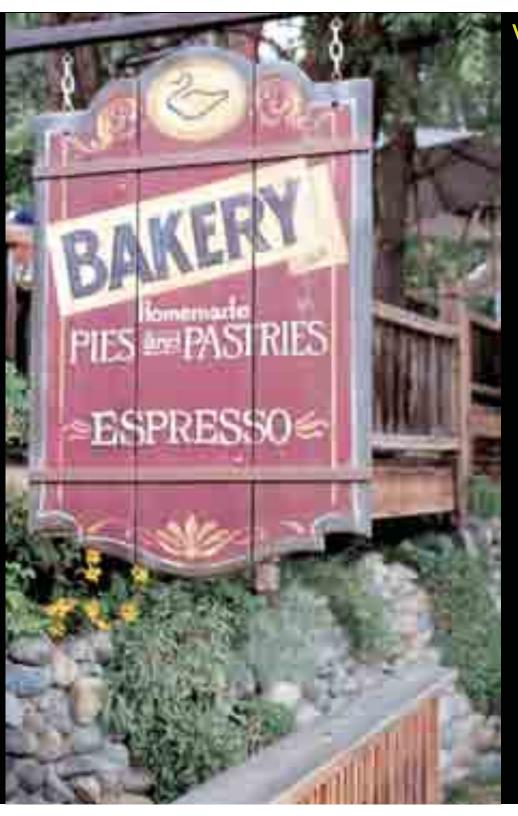
Invest in Beautification

Nothing sells like beautiful places





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.



Neenah, WI

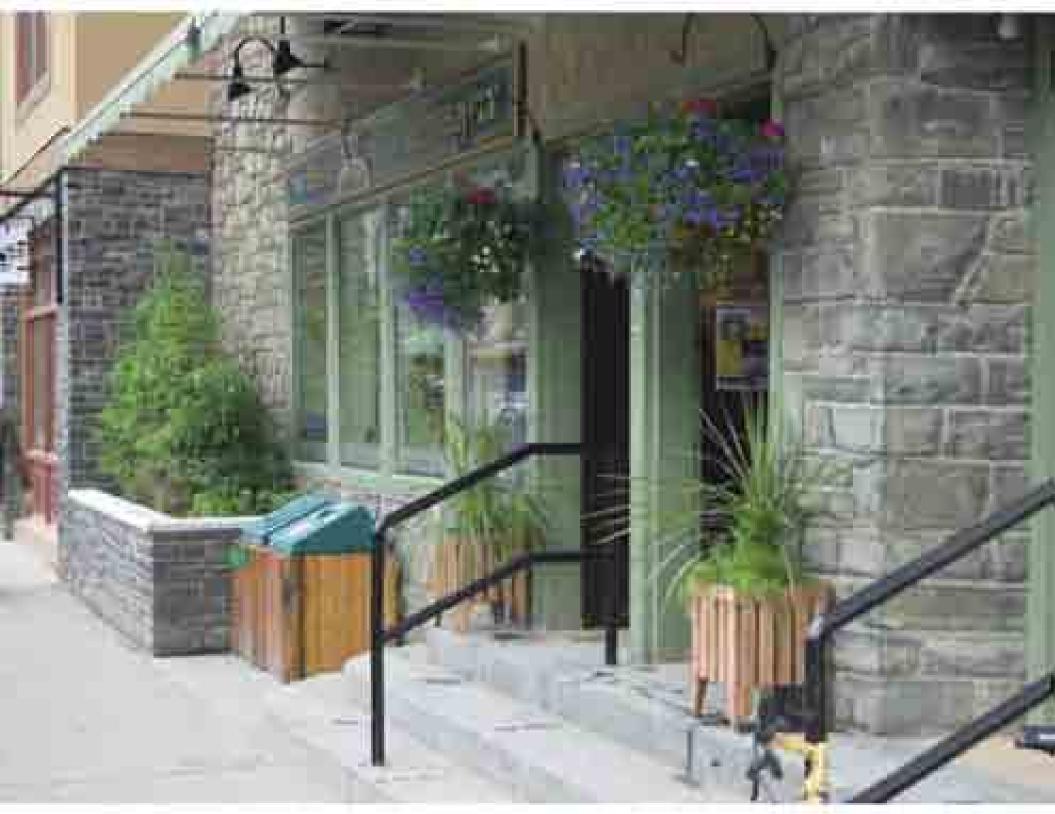


Neenah, WI









Suggestion: Hanging baskets, planters, benches. Soften the transition of building to concrete.



Suggestion: Create a "weed abatement" program. Add planters.

Sweep up the trash every day. Could this be a volunteer program?







Suggestion: Consider putting plants in the planters. It would pull people to the shop.



A great shop. Suggestion: Consider lawn or native landscaping as opposed to shale. Fit into the stunning landscape.



Suggestion: Benches should be up against buildings, not right in front of cars.



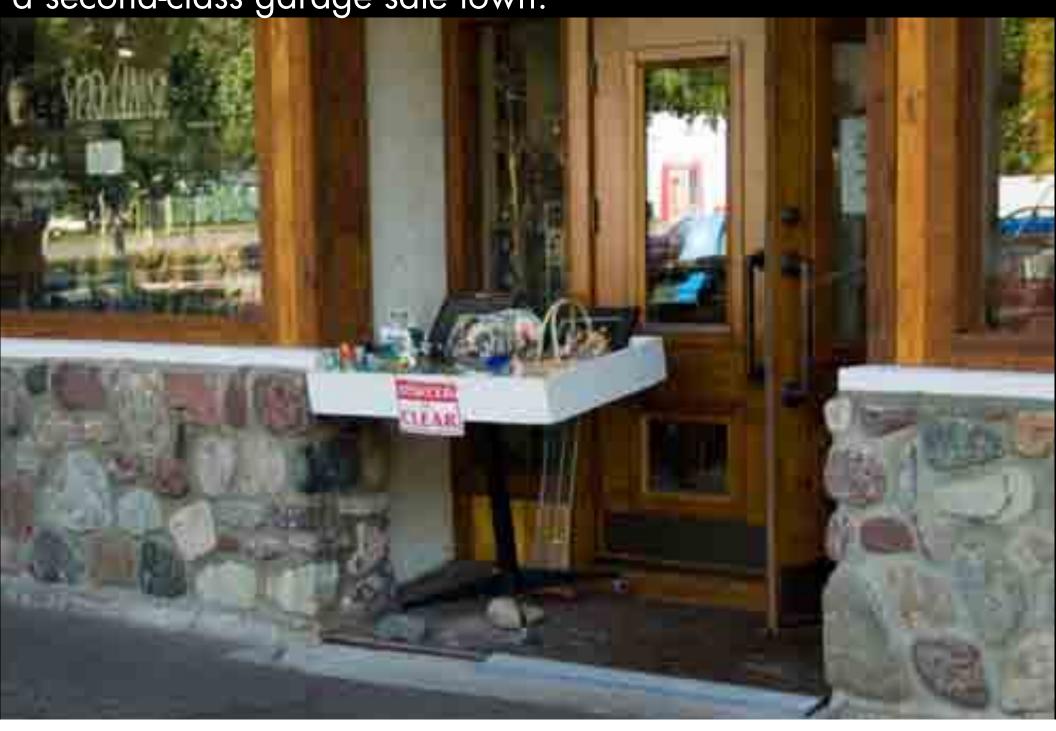




POINT:

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

Suggestion: Extend window displays outside, but don't become a second-class garage sale town.



Blaine, WA TIQUES



Well done here.

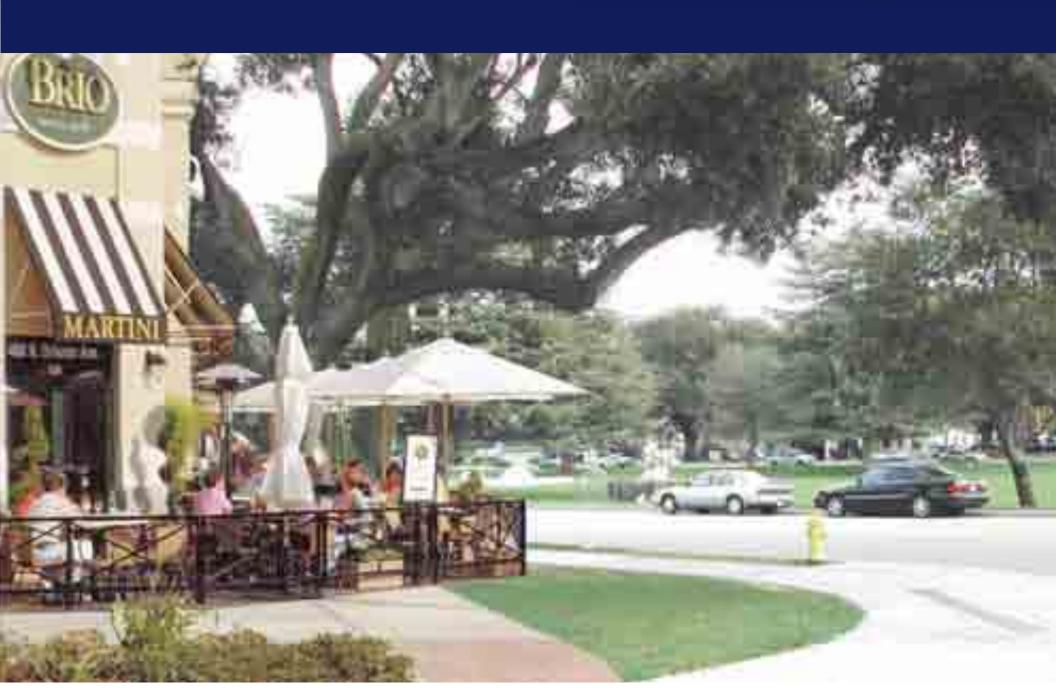


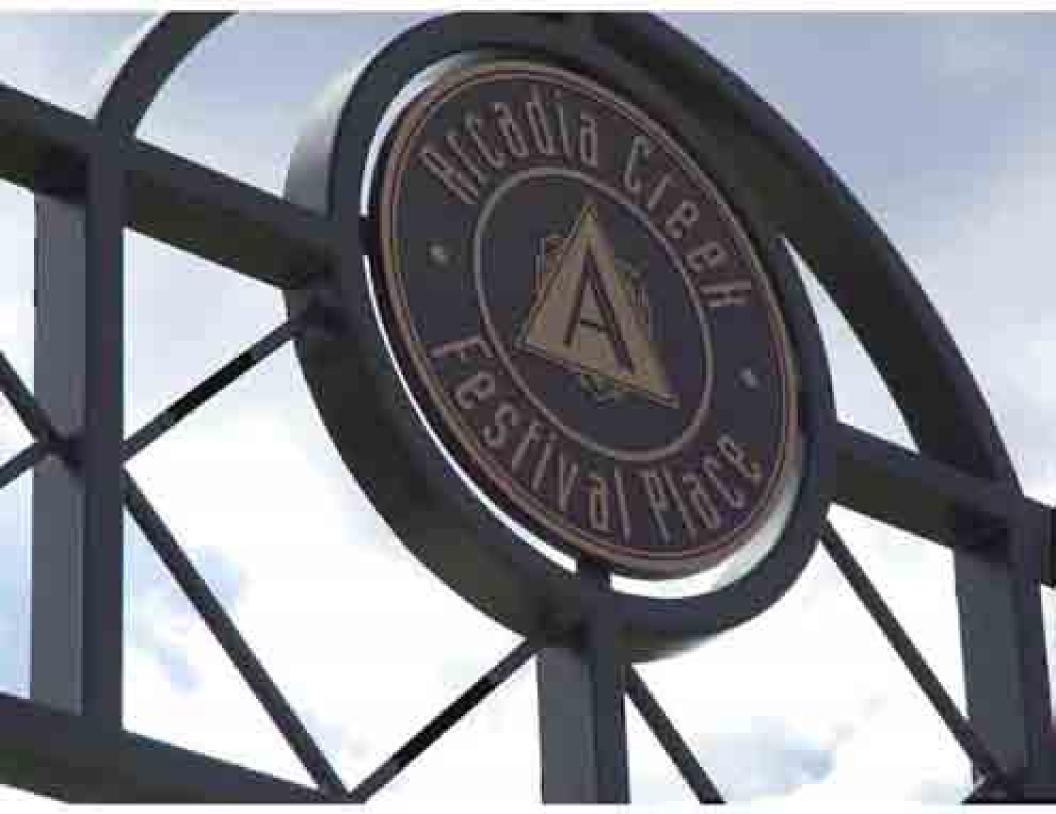
Suggestion: Add planters, a trellis, give the building some color - make it appealing!





Create gathering places The "place to hang out" rule

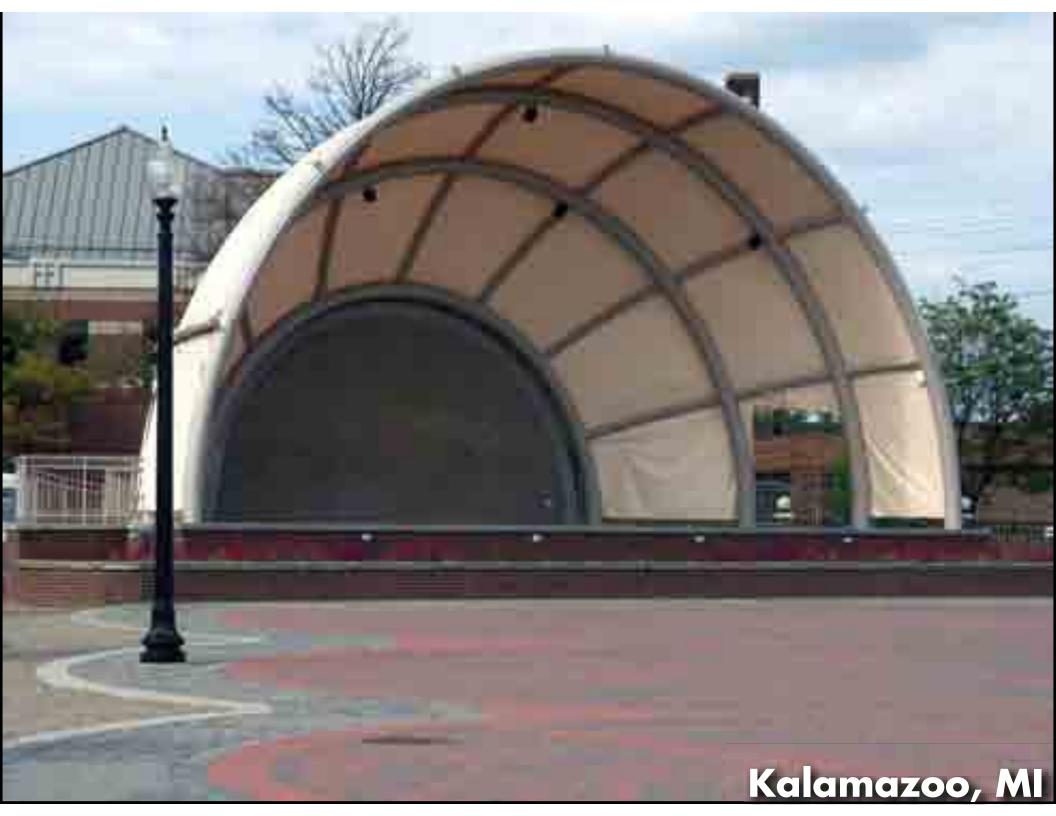


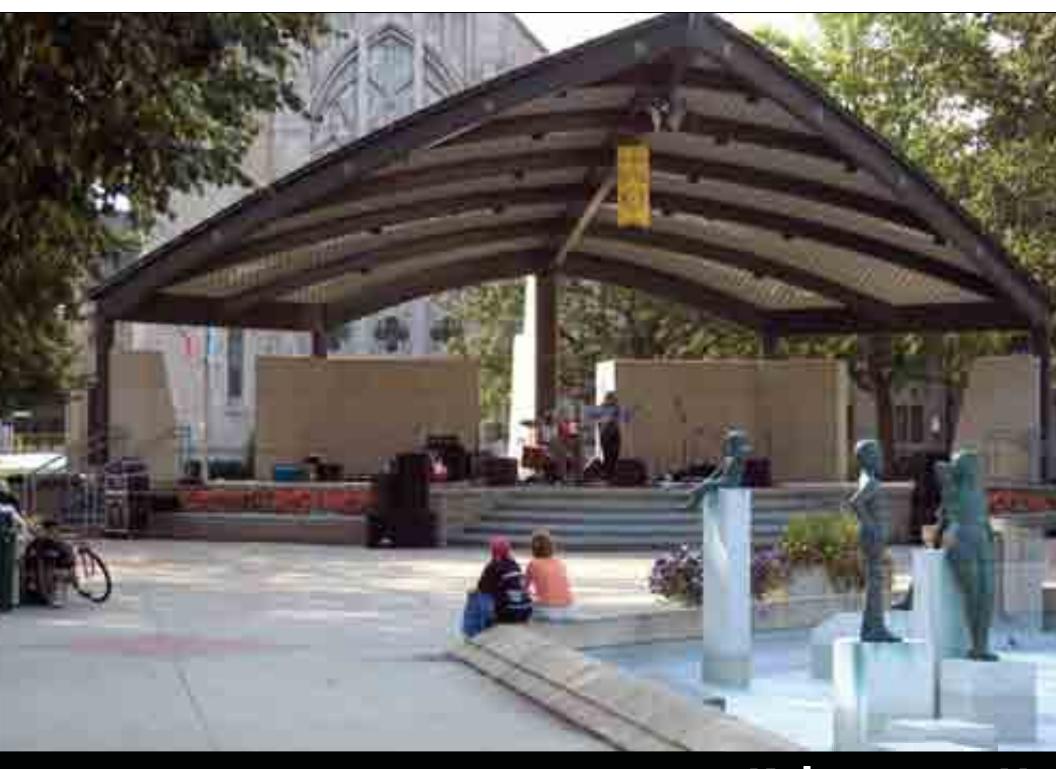






Kalamazoo, MI





Kalamazoo, MI

Suggestion: A plaza area would attract clubs and organizations and would extend your seasons.





Santa Barbara, CA











What a great - and missed - opportunity.



Suggestion: Add tables, chairs, umbrellas - anything to create gathering places where people can spend time - and money.









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





What to do:

Suggestion: Waterton should develop and implement a pedestrian signage plan & program:

- Wayfinding
- Attractions
- Amenities
- Billboards and marketing displays

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

Suggestion: We may have never found the falls had it not been other visitors telling us about it.



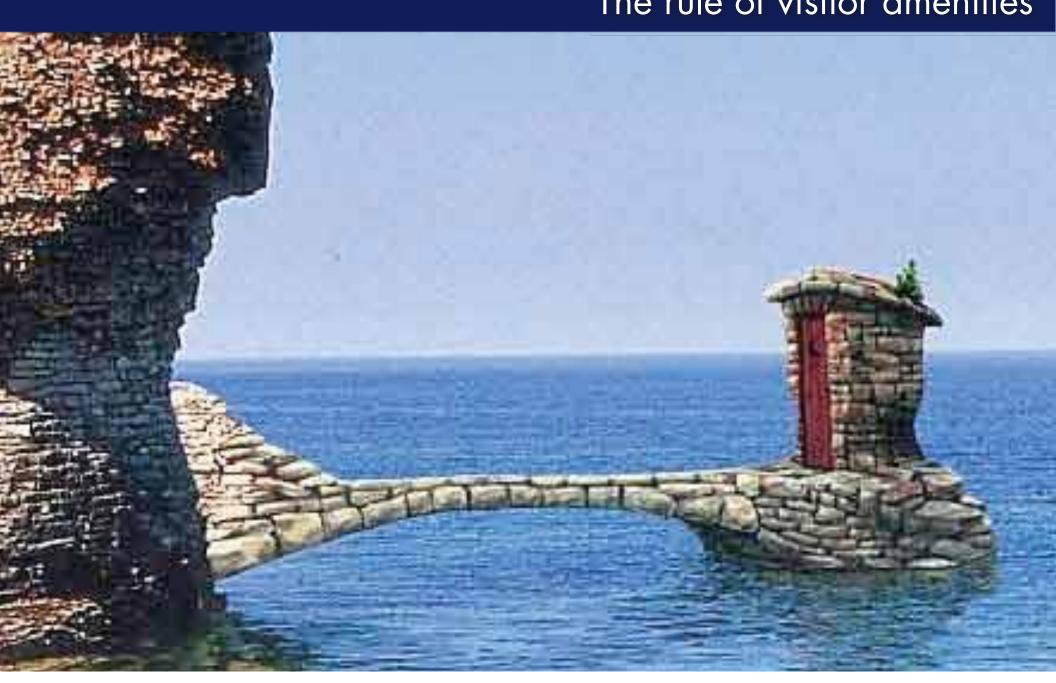
This is a recommended place to eat, but when is it open? Put the kiosk to work! Add plants to the pots.



What does this mean? Keep all four wheels on the ground at least 90% of the time?



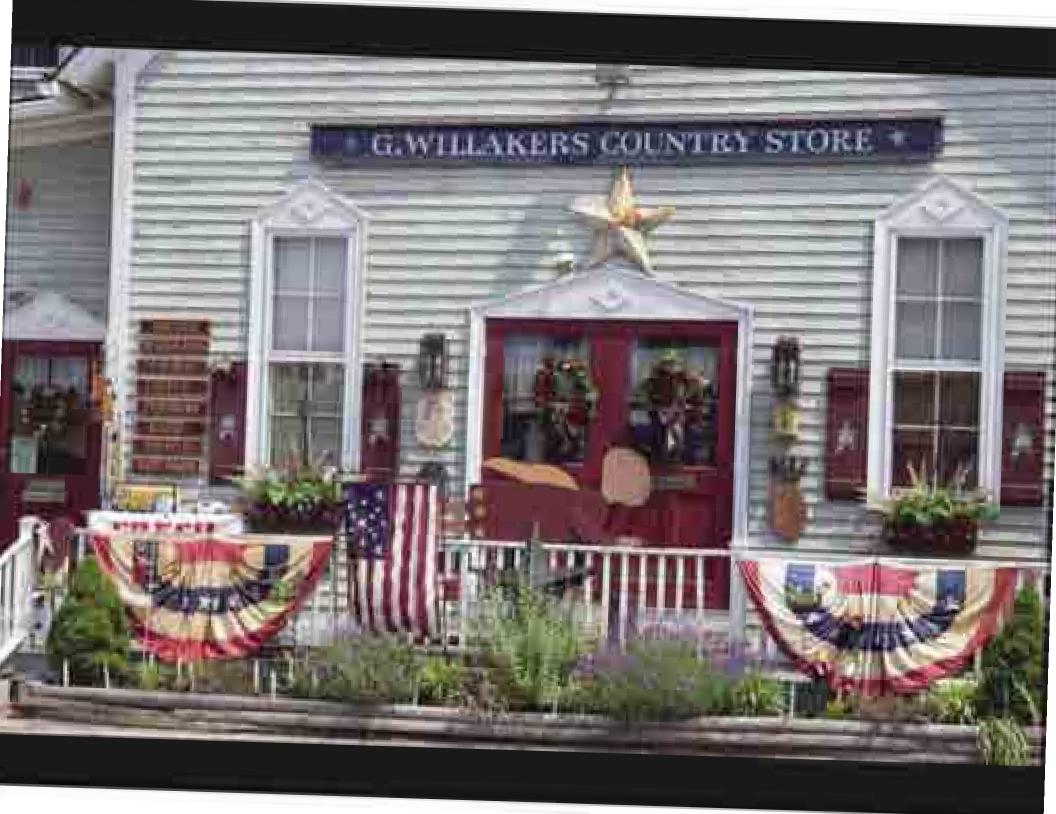
Restrooms attract more than flies and other notes of convenience The rule of visitor amenities



WHAT TO DO

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







Suggestion: If you have restrooms, market them. It's best if they are in the "shopping district."



WHAT TO DO

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





Moses Lake, WA







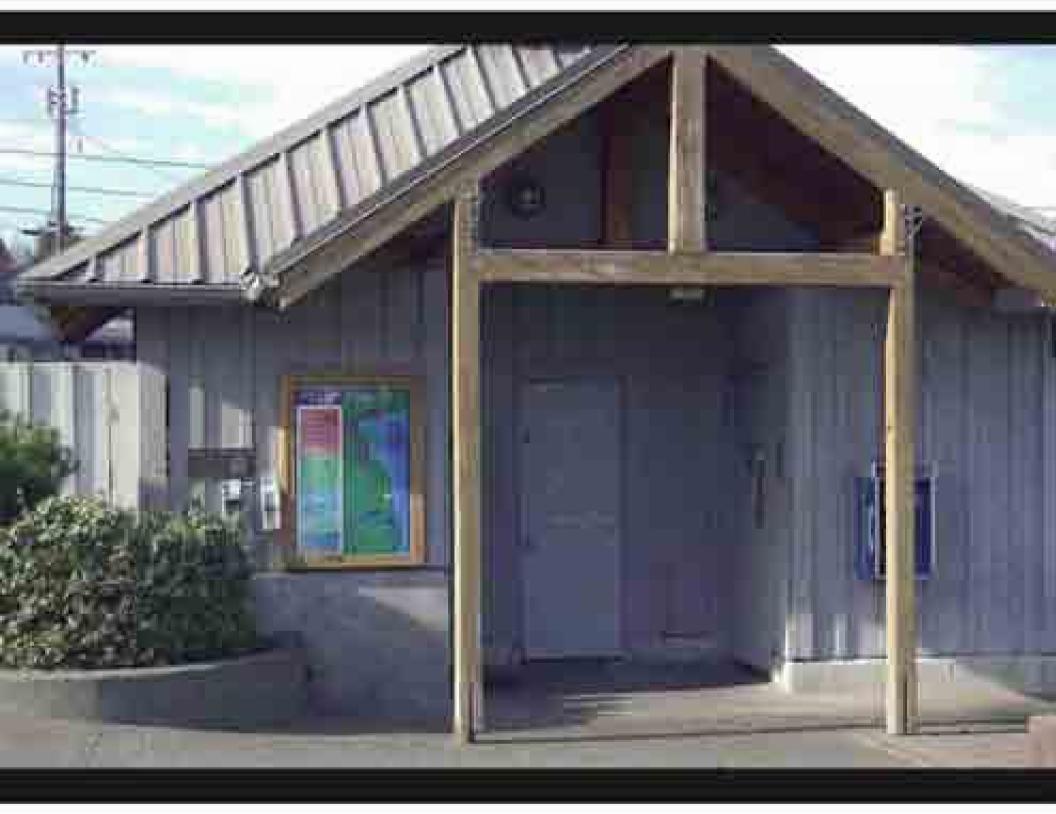












Suggestion: Develop half a dozen kiosks to sell attractions in the park, activities, and other areas in the region. When and where can I rent boats? Bring me back.



The focus of the park information center is on the park - rules, regulations, stewardship, public safety. Not on the business community. Suggestion: Add brochure distribution here.



Suggestion: The business community needs a visitor information center.

Waterton Lakes National Park-Accommodations List - 2007

6 ASPEN VILLAGE INN: \$109 - 188 plus GST and room tax. Phone: 859 - 2255

High Season Rates for May long weekend \$154 - 270

8 BAYSHORE INN: \$109 - 185 plus GST and room tax. Phone: 859 - 2211 *High Season Rates for May long weekend \$154 - 234 4 BEAR MOUNTAIN MOTEL: \$? plus GST and room tax. Phone: 859 - 2366 3 CRANDELL MOUNTAIN LODGE: \$89 - 159 plus GST and room tax. Phone/Fax: 859-2288

2 KILMOREY LODGE: \$123 - 240 plus GST and room tax. Phone: 859 - 2334 9 NORTHLAND LODGE: \$75 - 149 plus GST and room tax. Phone: 859 - 2231 Fax: 859 - 2630 1 PRINCE OF WALES: Not Open plus GST and room tax. Phone: 859 - 2231 Fax: 859 - 2630

7 WATERTON LAKES LODGE: \$114 - 174 Phone: 859 - 2150 Fax: 859 - 2229

7 WATERTON INTERNATIONAL HOSTEL: Not Open 5 WATERTON GLACIER SUITES: \$174 - 274 plus GST. Phone: 859 - 2004



Suggestion: Another kiosk should be in marina area.



Suggestion: This bulletin board should be changed to a visitor information kiosk with brochure distribution.



Suggestion: Make these work for you and build more of them.



Suggestion: This would be a great spot for visitor information.

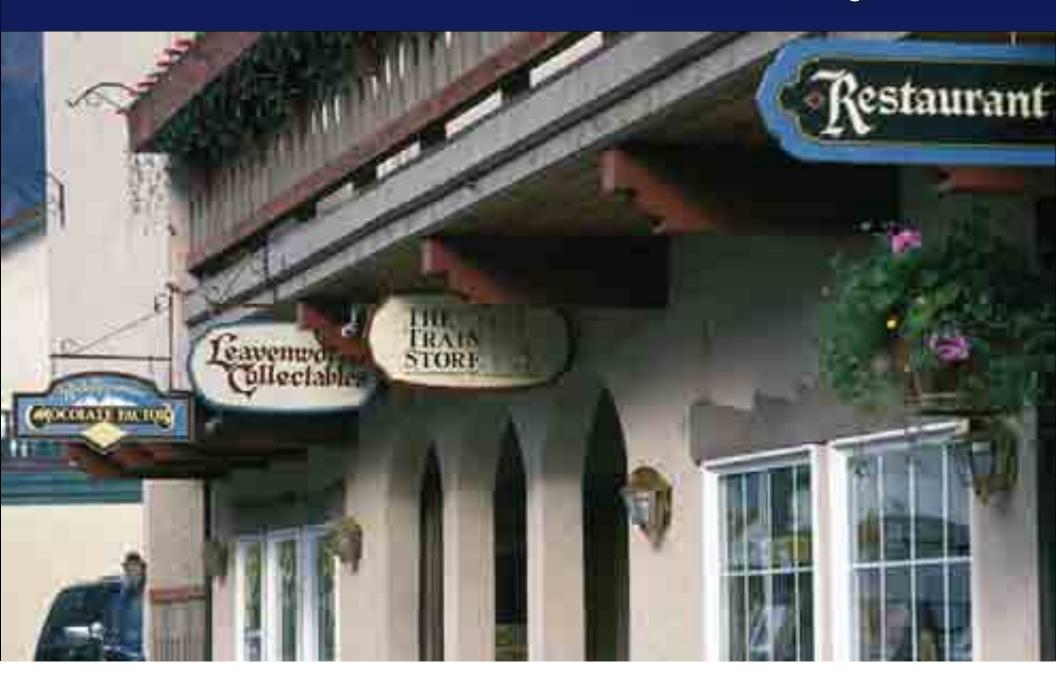


Suggestion: So would the lawn area next to Pat's.



20/20 Signage Equals \$\$\$

The rule of signs that sell



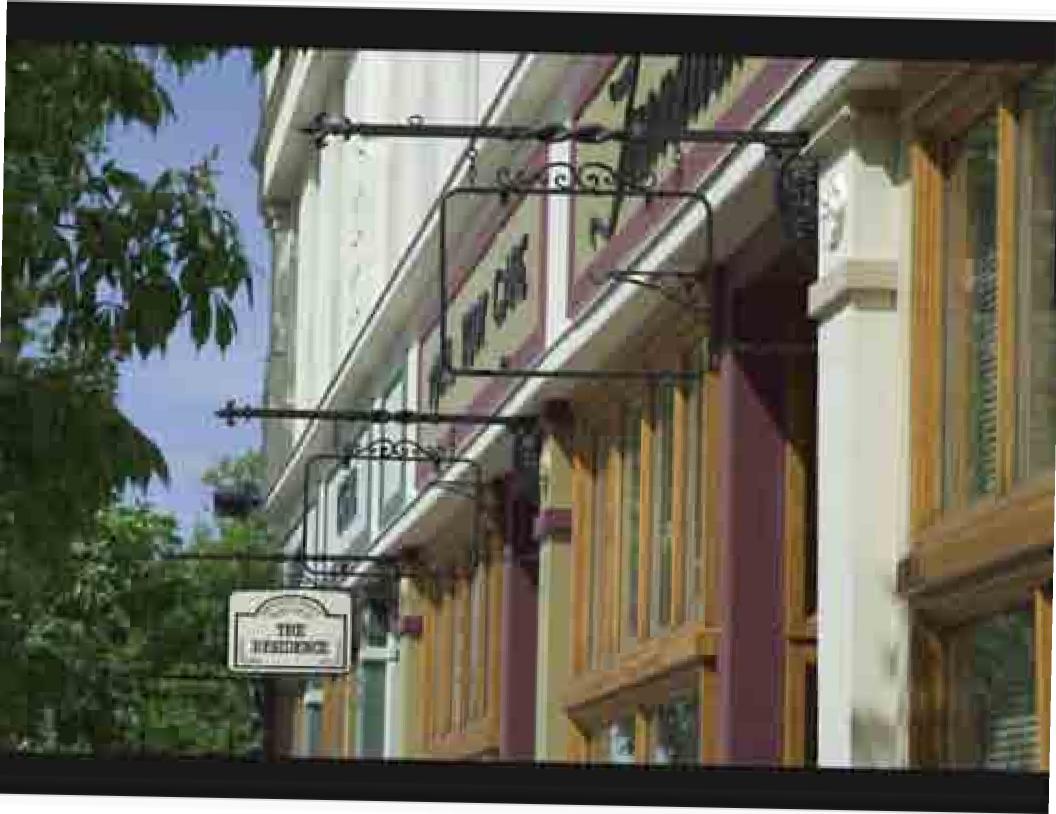


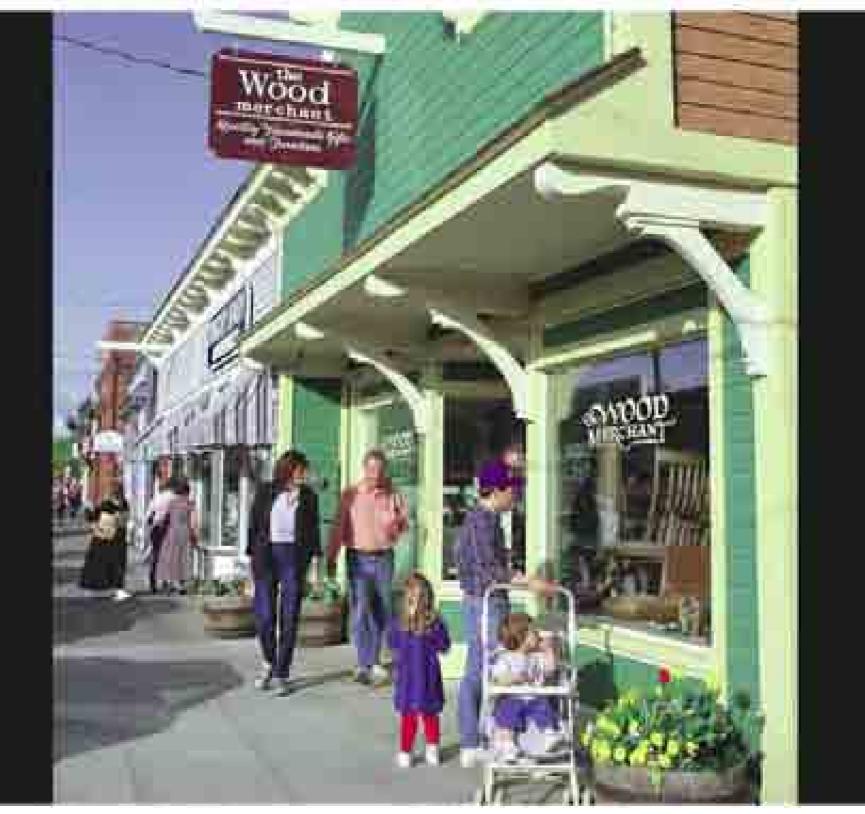


WHAT TO DO

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











Can you tell what's in any of these shops?



Other notes and first impressions

This is truly a world class destination in terms of scenic beauty. It easily rivals Banff & Glacier.



We had no problem navigating around the park (inside and out). The signage, for the most part, is excellent.



The Prince of Wales Hotel is stunning but we had no idea when or if it was going to be open. Workers in the village didn't know either.





Suggestion: Add signage stating WHEN the hotel will be open.

Is there dining here? Gift Shop? Note these things to pull visitors in the door.

This is Waterton's icon - much like the Banff Springs Hotel. Will the owners invest in it? It could easily be a year round destination.



The lake cruise looks like a terrific activity and an "anchor tenant" to the village and park. The clock is a great idea.



Suggestion: Add an arrow to the ticket office. Include brochure distribution here.





Most of the lodging facilities need to work on curb appeal.







Suggestion: Open? Closed? Any normal hours? Add them to the signage.





Suggestion: For ALL businesses in Waterton, NEVER use "Closed" signs. Instead, tell the customer WHEN you will be open. It may keep us longer or will bring us back.

Is this an interpretive center or museum or just an office for the organization?

Suggestion: This should be the Waterton Interpretive Center.



Closed permanently? Open on weekends? Only July and August? At noon instead of 10 am?



Suggestion: Every day? Weekends? It's great that Waterton has a movie theater.



GET THE MALL MENTALITY.

Look at Waterton as a mall.

- I. Get consistent operating hours. Consider a "shared worker" program to cover for lunches, trips to the post office.
- 2. When is this place really "open?" Pick a date then add a week on each end, each year. June and September are probably the best months to visit but are you open?
- 3. Don't be open until you are READY to be open. A poor experience will kill the hope of bringing customers back. You must deliver on the promise.
- 4. Let visitors know when you WILL be open. Toss the "closed" signs.

Restroom facilities? Guess again. Suggestion: Add better signage. I thought the monument was the pavilion.



Suggestion: Great displays.



Red Rock Canyon was a real treat. Locals told us about it.





The buffalo paddock was a treat.



Walking into the Price of Wales Hotel was awe inspiring. The staff is exceptionally friendly. Note: The people of Waterton are terrific.



Right on cue, these fawns were born the morning the hotel opened for the season. They were right out front.







How spectacular. It simply doesn't get more beautiful than this. Waterton really IS a world-class destination. The business community needs to live up to that perception.



In a nutshell:

- 1. Get the business community on the same page with seasons, operating hours, days open, etc.
- 2. Invest in the properties so that you can extend your seasons and profitability. So that you are as much a draw as the scenery.
- 3. Create and foster a beautification program. Mow the lawn! Remove the weeds.
- 4. Create gathering places.

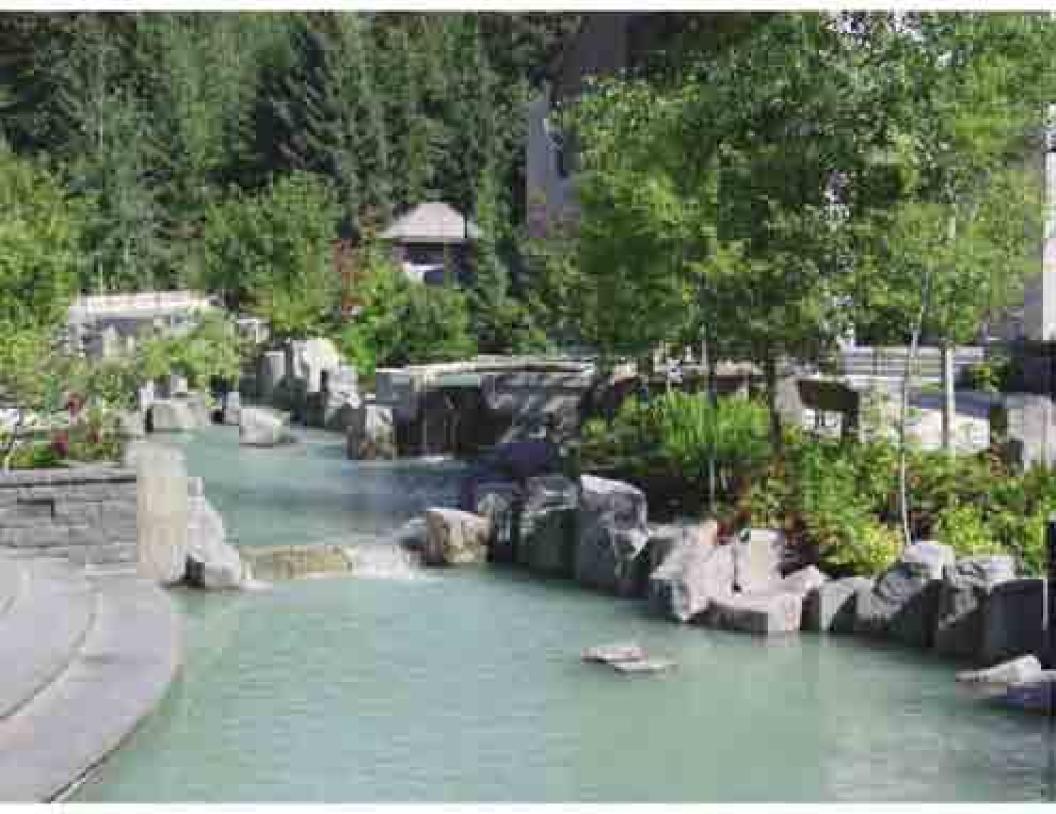
There is no reason why Waterton can't have a strong six month season - if you want it.











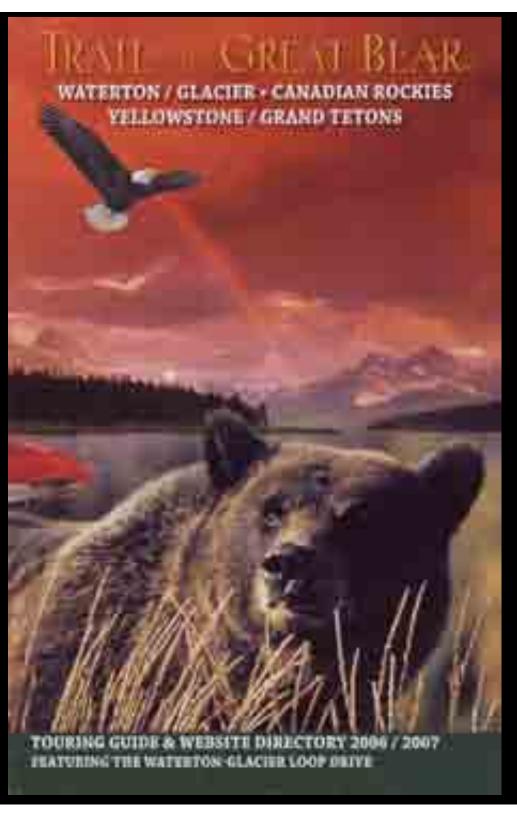






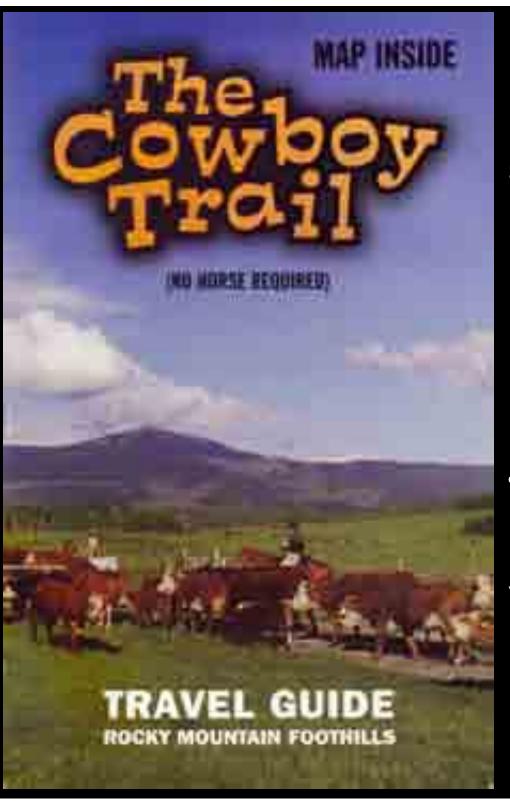


Marketing Assessment

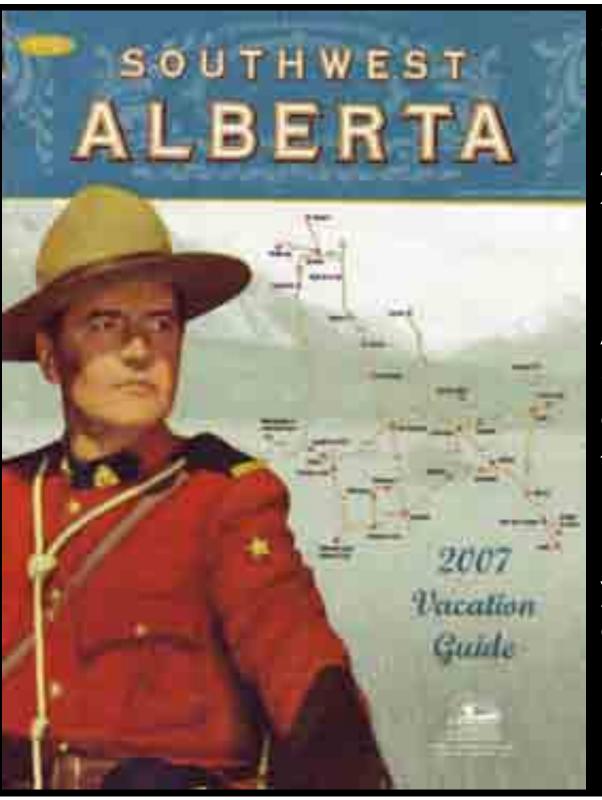


A huge area is covered, and the primary focus is on outdoor recreation, wildlife & scenic vistas.

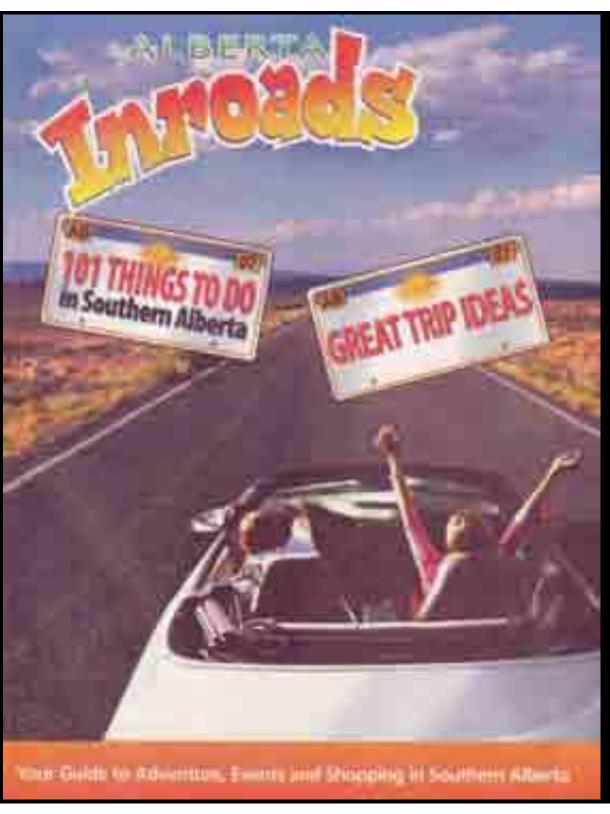
This is an important marketing piece in that it promotes the Rocky Mountains as the premier mountain experience in North America, creating "top of mind awareness" for the Rockies.



- Promote the ambiance, then activities that visitors can't get closer to home.
- Jettison the generic.
- Pick your season, then pick your passion. Experiences first, geography second.
- Focus: Ranch vacations and the wilderness experiences.

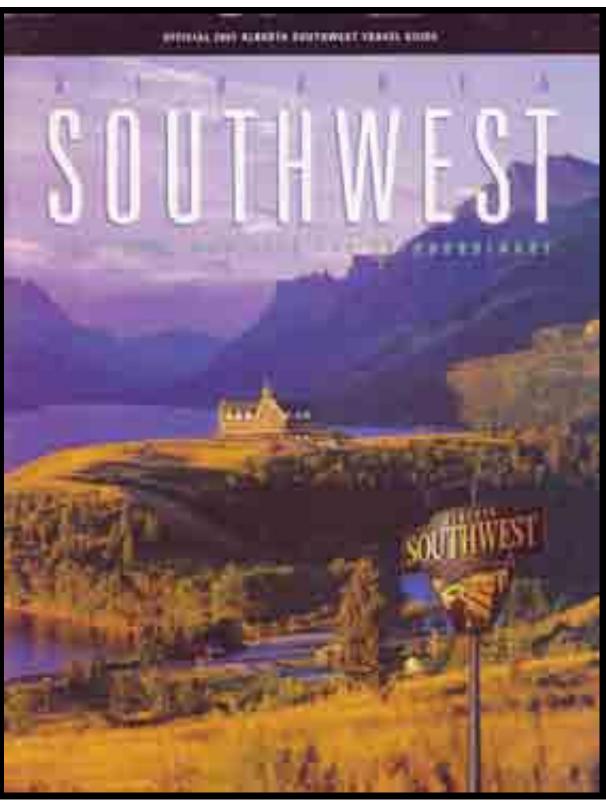


- Alberta South or SWAlberta? Can you combine them?
- What is Chinook Country? All the layers and geography designations make it confusing and hard to plan a trip to the region.
- This guide is about cities. If you are going to a certain city, this is a great resource.



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

- 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

- Change focus to "Pick your season, then pick your passion."
- Create routes by type of experience and type of travel.

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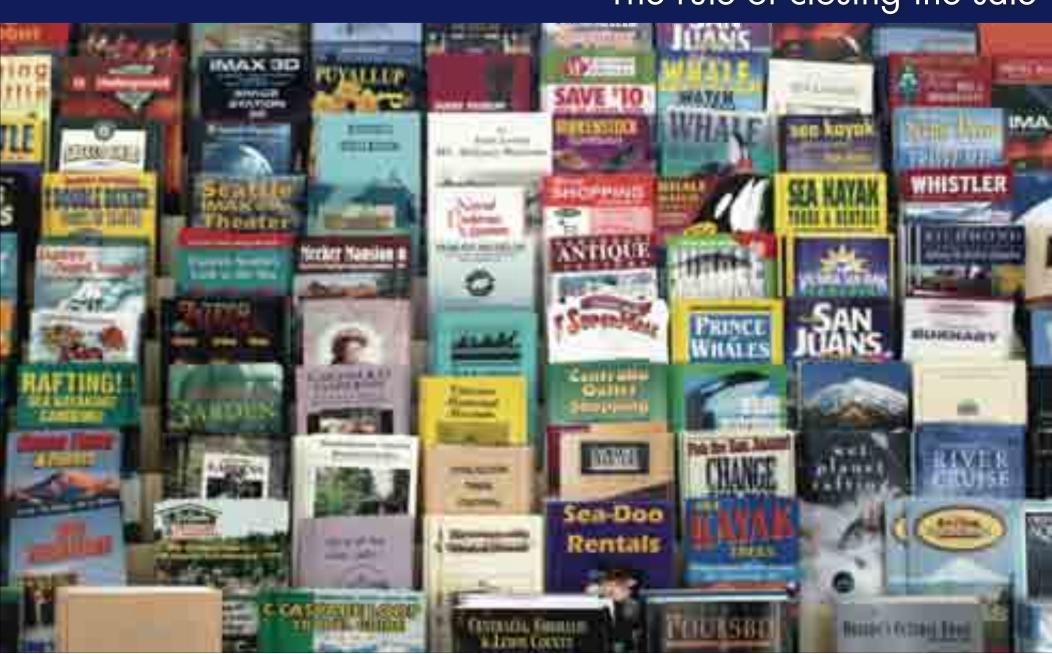
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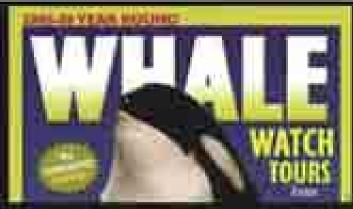
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Don't Let Your Last Opportunity Become a Lost Opportunity

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

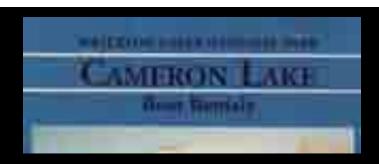
Stunning Kootenay Lake, BC



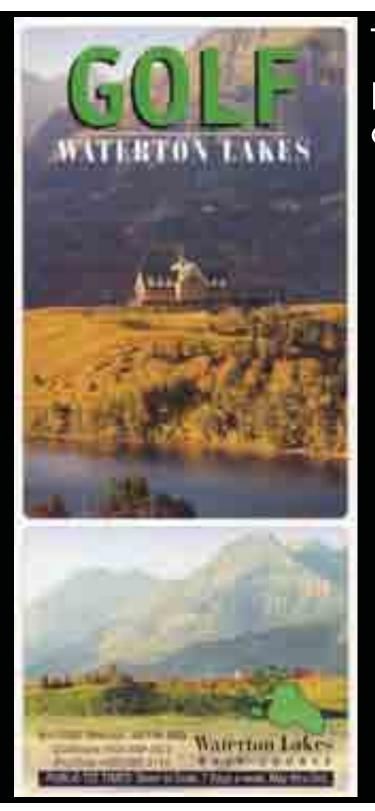
BASHES MINORIT

Tip

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



BOAT RENTALS On stunning Cameron Lake

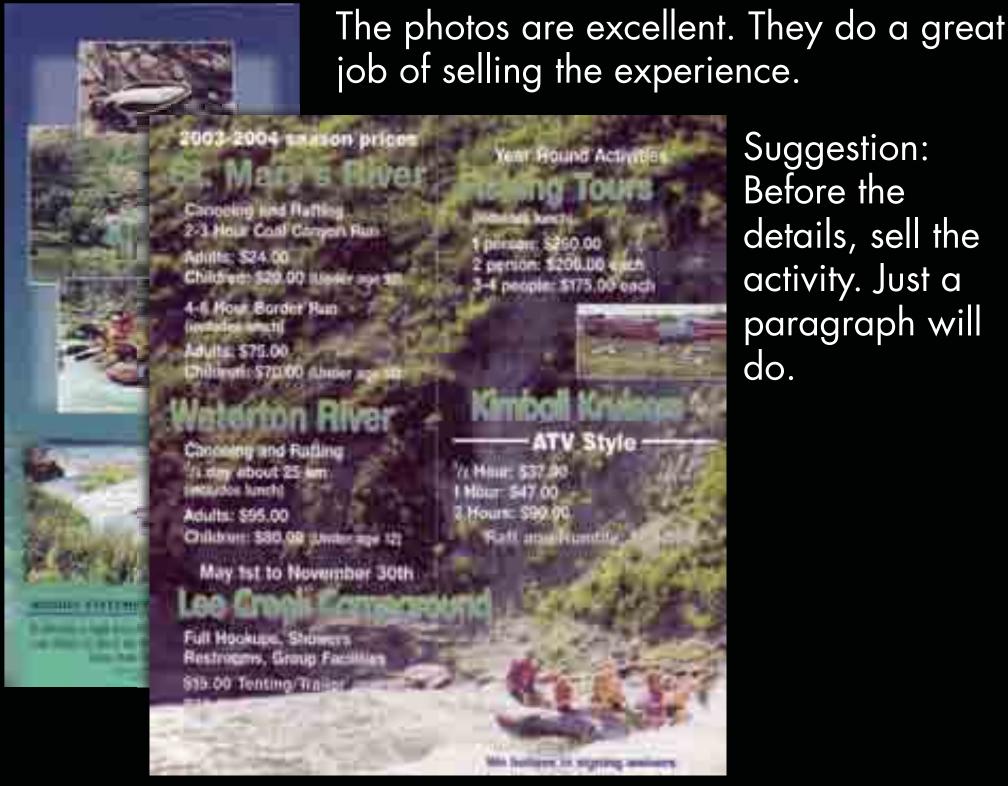


The golf course did a good job of promoting golf, then why this golf course over dozens of others.



Suggestion: Always sell the experience, before the name of the business:

"Whitewater Adventures" under "Waterton Lakes National Park."



Suggestion: Before the details, sell the activity. Just a paragraph will do.



HORSEBACK ADVENTURE

In the Rocky Mountain foothills of Waterton Lakes National Park



Good photography and good job selling the experience - the activity.



- 1. Promote the experience not the organization
- 2. Provide details. Where? How much? Just show up? How long is each? How do we register?
- 3. Who provides the field courses?

Welcome to Fredonia, NY

Art and the University of Startleys Charmon Covery, Fredrick to a partnersport & French Harry, Hallows Hillage of Manner American



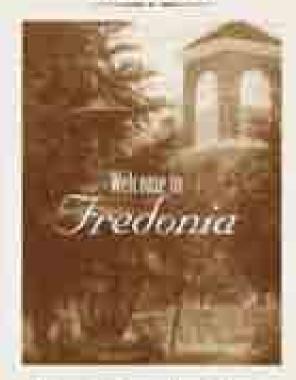
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Fredonia...Timeless...Treasure

A Picturesque Victorian Village

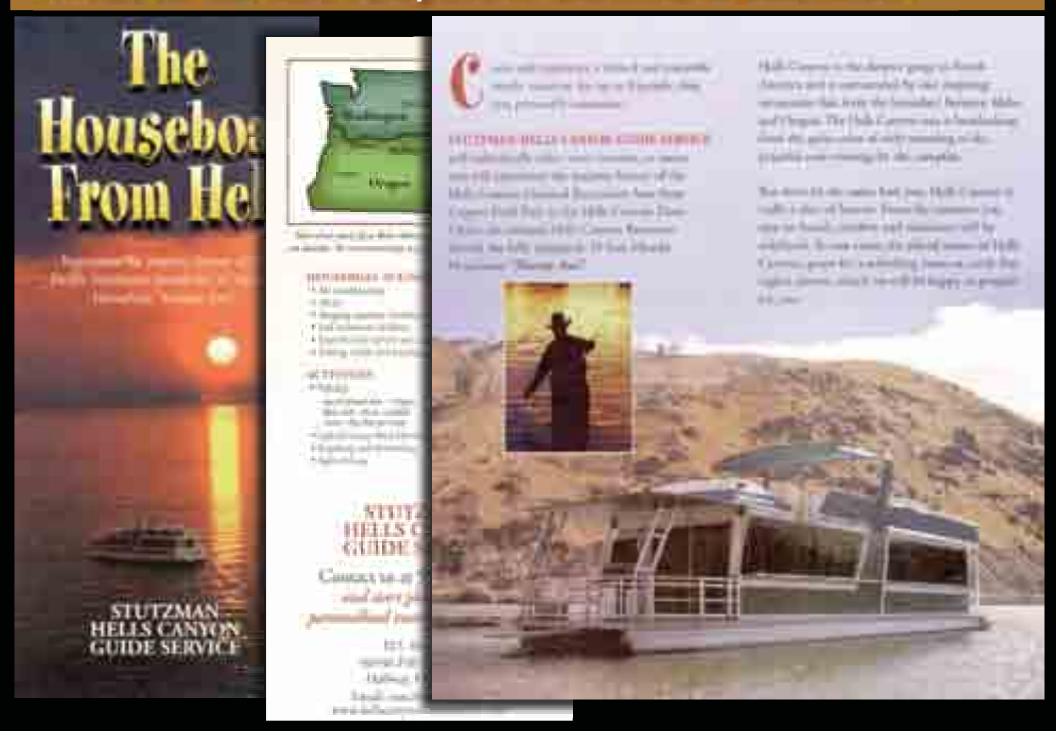
Set Among the Vineyards of Western Sex York



Harmon Market Ma

"A Timeless Treasure"

What to do: Use red/yellow. Command attention







CRUISE

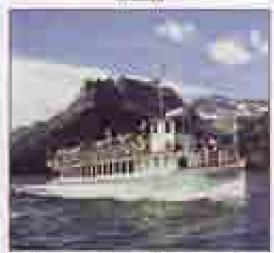
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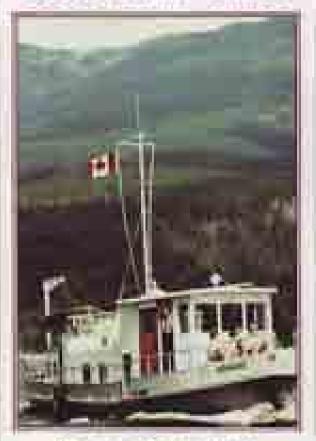
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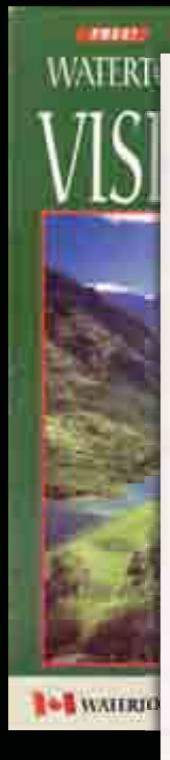
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The photo with the route is very, very good. Good job of selling the activity, before times, dates and prices.

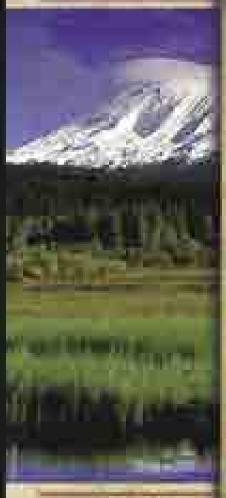




The Waterton Visitors Guide is ok.

- 1. The first two sentences must be specific and must pull the reader in.
- 2. Waterton is about the Mountains, not the prarie.
- 3. Jump to experiences, not designations, rules, etc.





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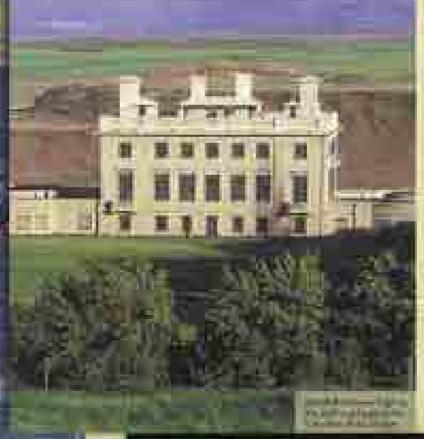
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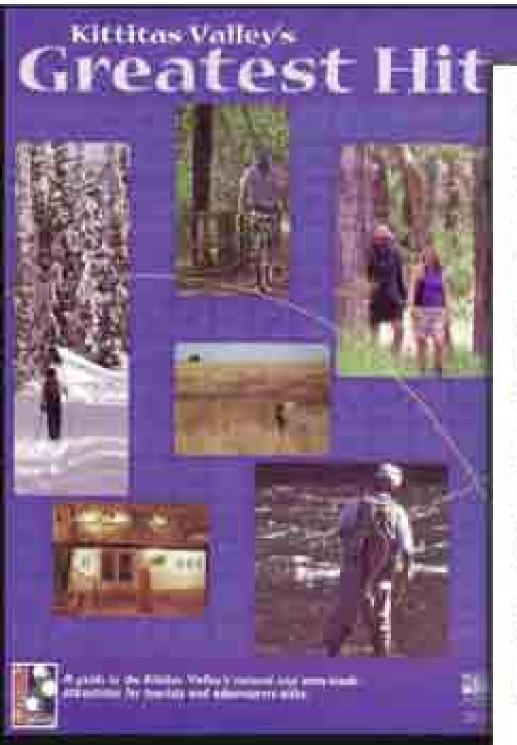
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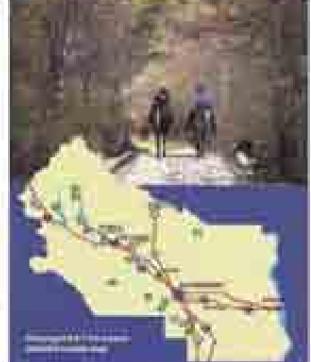
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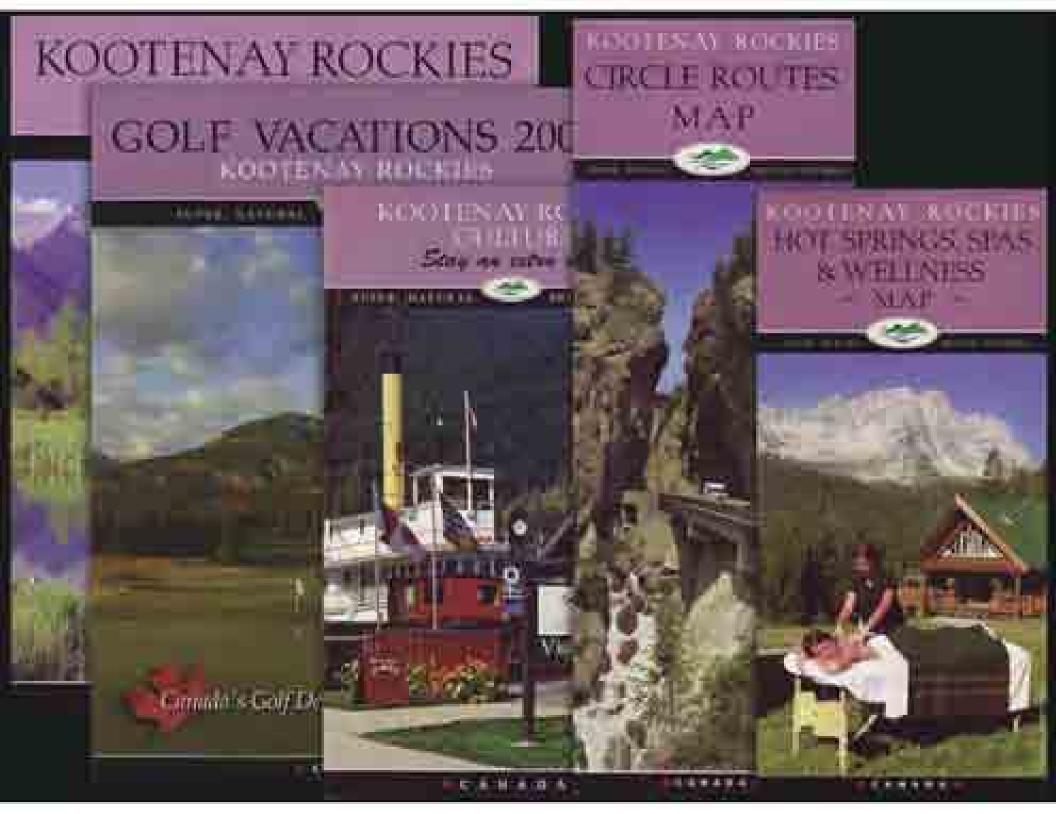


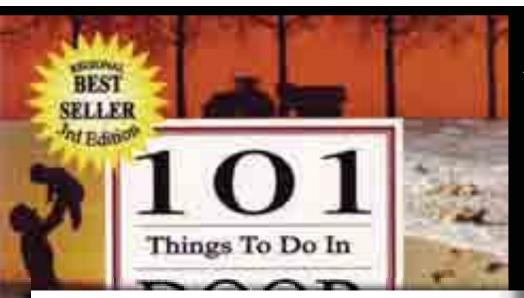












Suggestion: Work with regional tourism folks on creating the "Hidden Gems of Southern Canadian Rockies."





Pomouda State Park

-101 Though To He M. Base County

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.



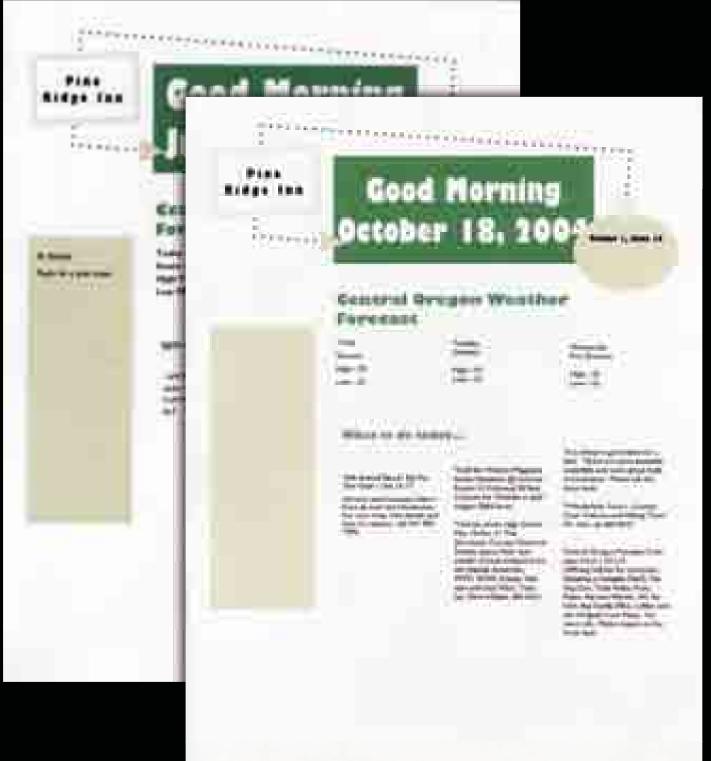
Tip:

Make PR your primary marketing tool.

You build brand through public relations. You use advertising to maintain your position.

- I.Articles are read three times more than ads
- 2. Publicity gives you more credibility than do ads
- 3. You should see \$3 in "earned media" for every \$1 you spend on a PR effort





Create some loyalty with your customers.

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"

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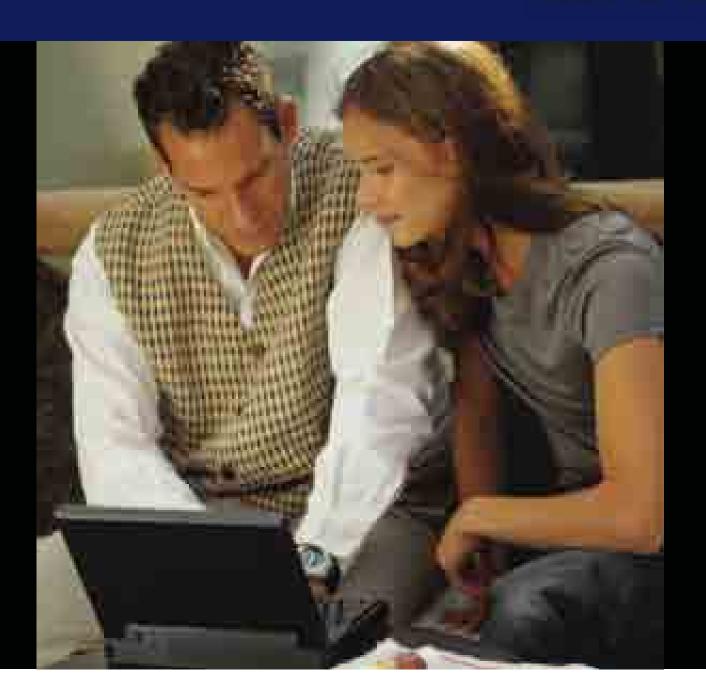
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(541) 549-9388

P.O. Box 847 • Hwy 20 & Ash • Sksters, One 97759

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.

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#1: Electricity
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#2: Automobile

#3:Television

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

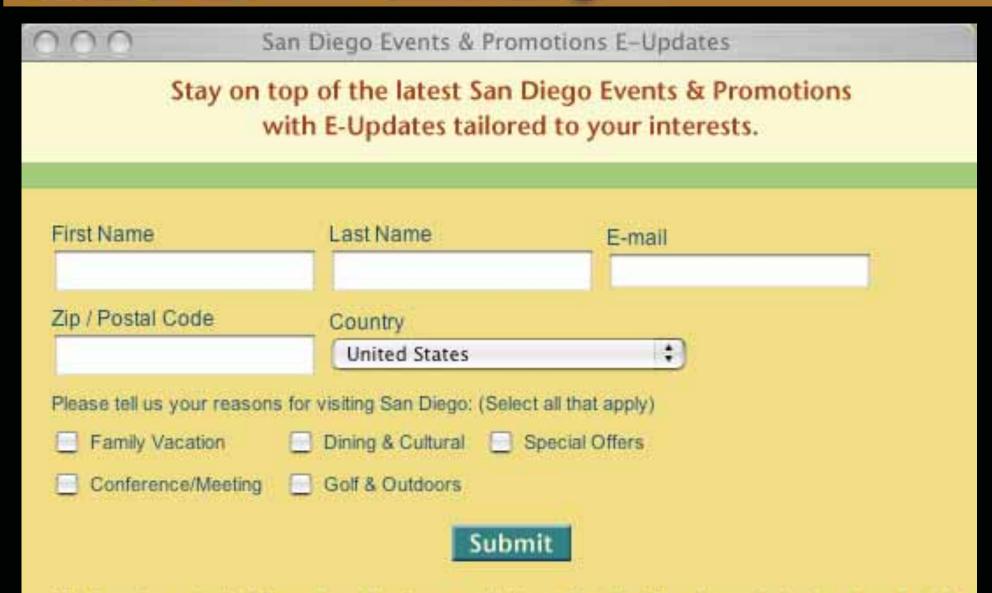
Nearly 88% of all destination marketing organizations spend more on printed materials than the web!

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.

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Tip

Purchase key words (pay per click).



Start gaining new customers in less than 15 minutes.

Google Art/Nords ade connect you with new costomers at the precise moment when they're looking for your products or services. The Google Network reaches more than 80% of inspend users."

With Google AdViorse you create your own ads, choose keywords to here us match your eds to your eadlence and pay only when someone clicks on them.



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

You have total control over every supect of your campaign.

Want expert help?

Let our specialists dumps a currency for you. (New intrentisers only)

Google AdSense

If you are a web publisher and would like to learn about displaying Google AdWords on your site, chirt, from

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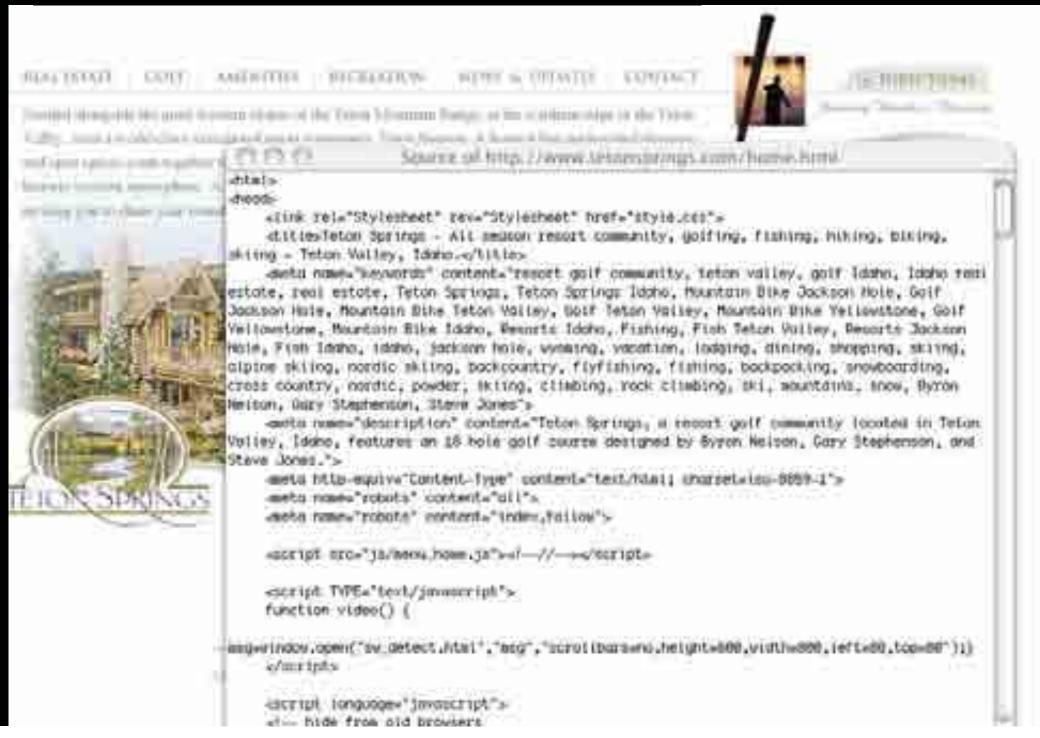
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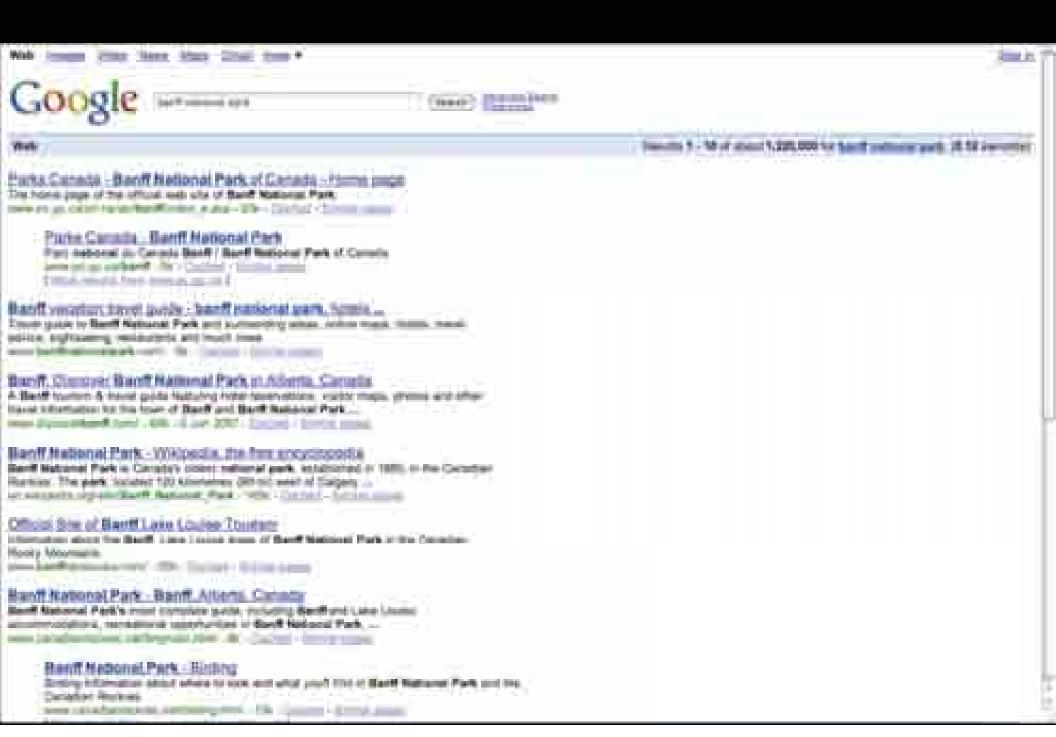
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What to do: Find strong keywords



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





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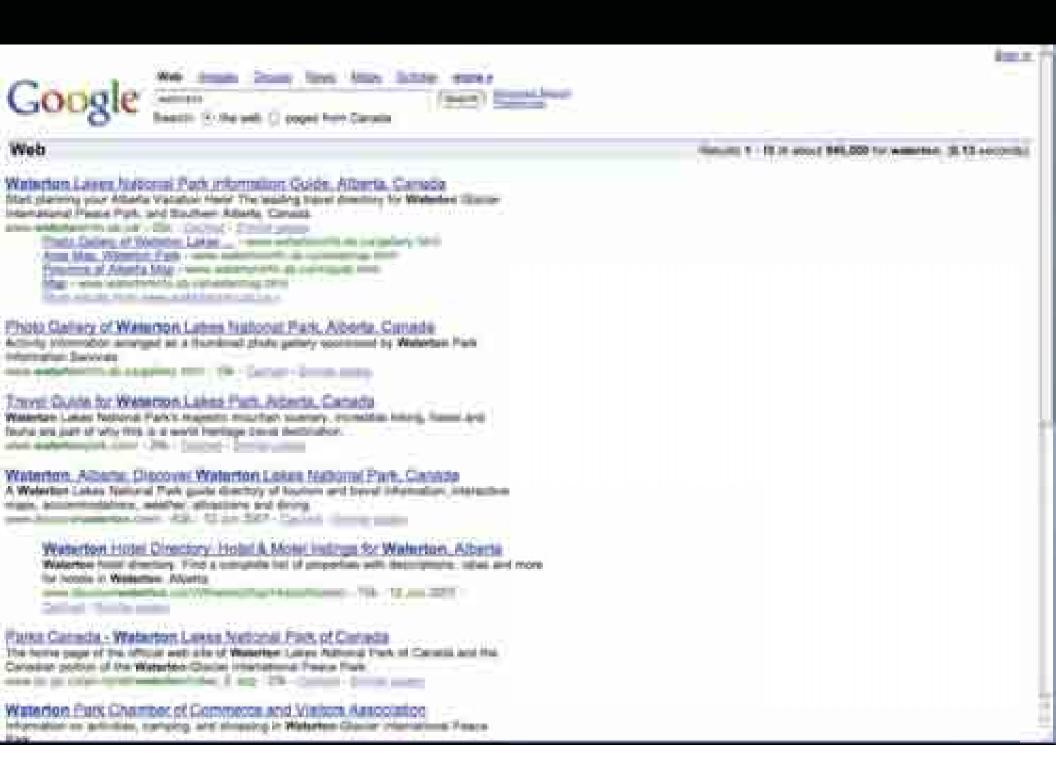
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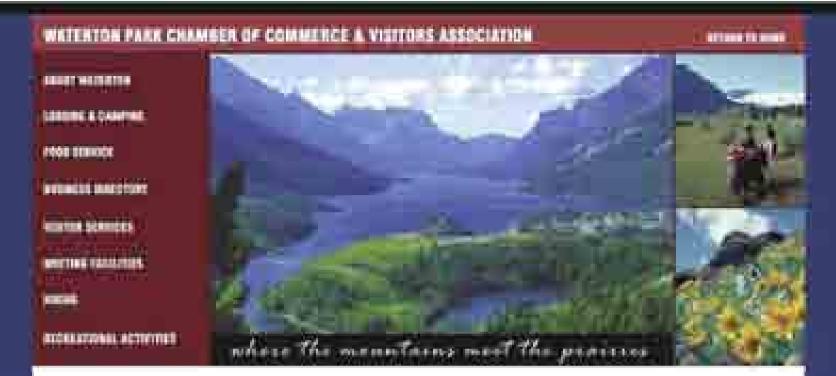
When you're on the first page, no need to buy it.



Suggestion: Why Waterton, Pick your season, Pick your passion. Focus on things to do before "food service" - should be "dining."

Change the slogan to a quote. "One of the most beautiful spots on earth." Go the next level. Become the world-class destination that you are.





About Waterton

Special Events Sampler

"Run for the 49th" - Waterlon Wheek Show & Shine. Sunday Bugget 36, 2007

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The Dinosaur Capital of North America

Only a 90-minute drive from Calgary, Alberta

The town of Drummelier is forms to the words-famous Royal Tyrrell Museum, the best fladients socioery in the country, and the richest deposits of fossile and attractur boxes in frontil America.

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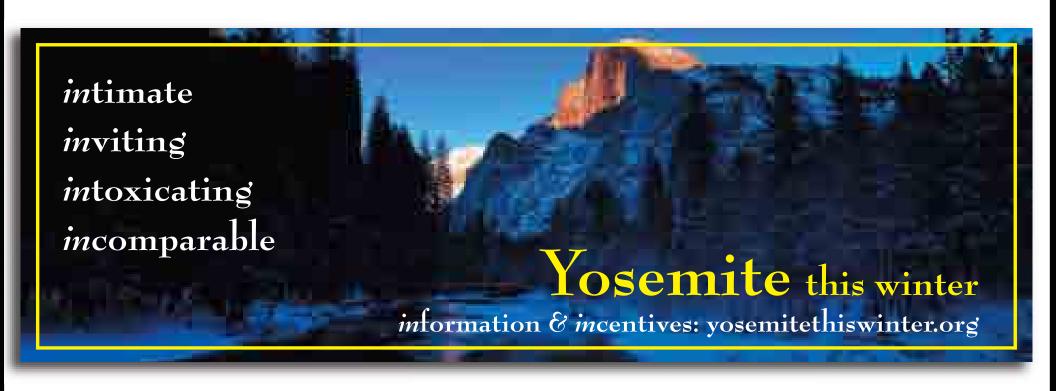
Make sure all your marketing materials are available online for both viewing AND download.

Tip

Develop custom URL's that are easy to remember.

What to do: Purchase easy to remember URLs

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



POINT Sell the sizzle (no pun intended)

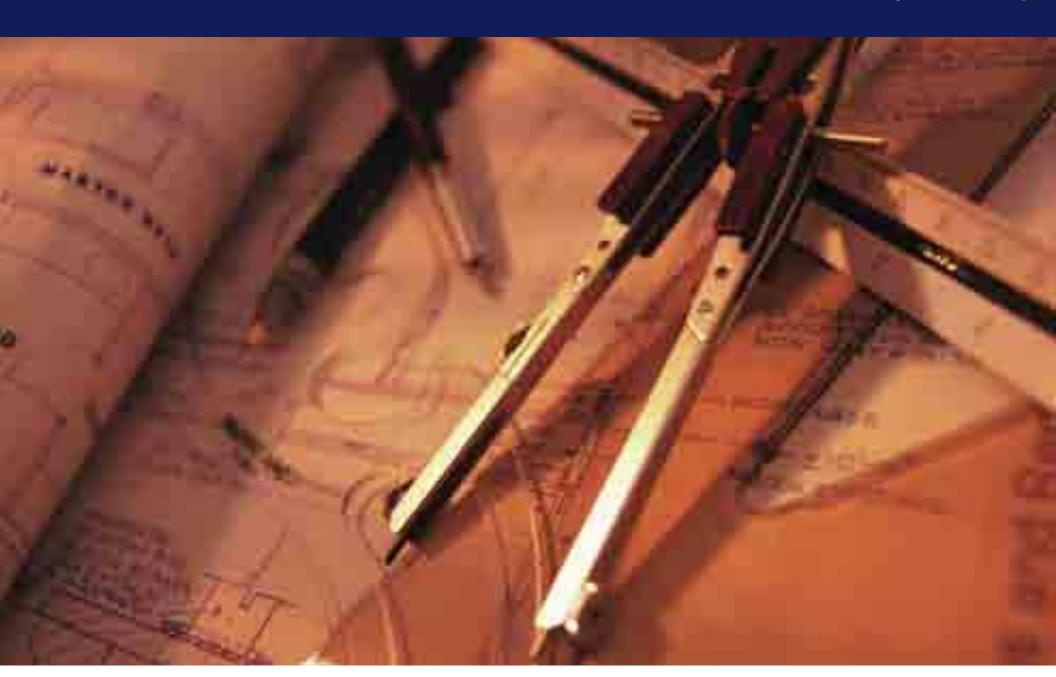


THE MOST IMPORTANT "TO DO" ITEM

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

What a great place to visit. There's no reason why this should be limited to such a short visitor season.



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



Destination Development, Inc.

www.destinationdevelopment.com